

ACT Public Health Services Quarterly Performance Report

October to December 2020



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About the Quarterly Performance Report

This report provides information about how our local public health system is performing. The report includes information on the following services:

- Community-based care
 - Walk-in Centres
- Hospital-based care
 - Emergency departments, surgery, admitted patients

It should be noted that since the Quarterly Performance Report for quarter two at the end of 2019, the unprecedented events of the smoke haze, bushfires and COVID-19 have significantly impacted the data, thereby limiting meaningful comparisons with other Quarterly Performance Reports.

Of most significance has been the impact of COVID-19, which the ACT Health System moved swiftly to address. In keeping with the decisions of National Cabinet, the ACT suspended all non-essential elective surgery in late March 2020 and elective surgery activity returned to normal levels from June. Many areas of the public health system have adapted their operations as needed. For example, Walk-in Centre and community health centre staff and sites have been redeployed to focus on COVID-19 testing.

Improving timely, safe and sustainable care across the ACT is a key priority for the ACT Government. We aim to be the safest health care system in Australia, delivering high quality, patient-centred care for Canberrans.

Data management is integral to running an informed hospital and health care system that is accountable, transparent and responsive. It is also key to improving health service performance to ensure better access to timely, safe and sustainable care, a key focus for the community and the ACT Government.

Each quarterly report provides a snapshot of the latest available health activity and performance information as at the date of reporting.

The report covers activity at three public hospitals in the ACT, namely the Canberra Hospital, Calvary Public Hospital Bruce and University of Canberra Hospital.

Due to the nature of health data and the reliance on coding, validation and quality assurance of clinical information, there may be slight variations in the numbers presented for the same quarter in the previous or a subsequent quarterly report.

It is standard practice in the sector for data to reflect the most up-to-date information, and for revised data to be submitted in reporting cycles; it is a practice that is acknowledged by the Australian Institute of Health and Welfare, the Independent Hospital Pricing Authority, and the National Health Funding Body.

For these reasons, there may also be slight differences between data reported in the annual report and the numbers presented across quarterly reports, respectively, for the same year.

The ACT Health Directorate is pleased to provide this report that gives the community a snapshot of our health system each quarter.

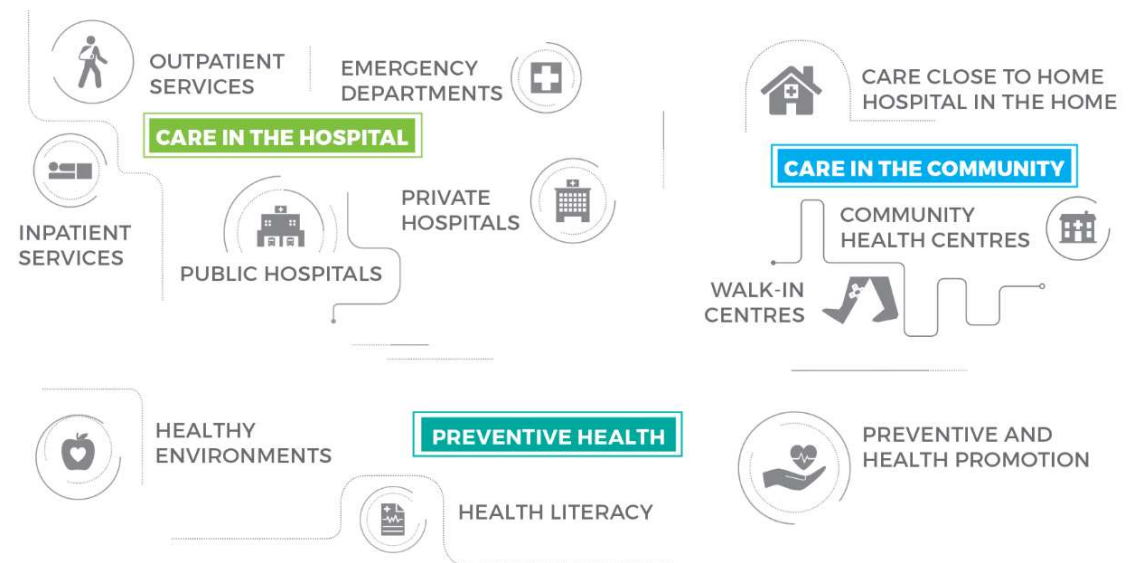
Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.

Health Care in Canberra

The ACT public health system responds in a balanced way to Canberrans' needs by improving the health status of individuals and families.

The ACT's public health system works across primary, tertiary and community care.

Clinical activities in the ACT are provided by ACT government funded providers including Canberra Health Services, Calvary Public Hospital Bruce and non-government organisations.



Public Health Services

- Admitted and non-admitted
- Breast screening
- Cancer counselling
- Children's health
- Community health care
- Dental
- Emergency services
- Mental health
- Nutrition
- Pathology
- Pregnancy, newborn and early childhood
- Rehabilitation and related services
- Social work
- Subacute and non-acute
- Walk-in Centres

ACT public health services receive very positive feedback on the care they provide.

A recent inpatient experience survey of patients at Canberra Health Services found:



92.1%

of patients who responded provided positive feedback on their experience in the Canberra Health Services.



86.9%

of patients rated their care as good or very good.

A recent inpatient experience survey of patients at Calvary Public Hospital Bruce found:



90%

of patients who responded reported a positive experience and were satisfied with the care provided.

These results demonstrate the quality of care in the ACT's public health system and are testament to staff working to provide care 24 hours a day, 7 days a week. However, we can always find areas to improve, and meaningful consumer data and feedback are key to this.

Police, Ambulance and Clinician Early Response (PACER)

Bringing together police officers, ambulance paramedics and mental health clinicians, the ACT's Police, Ambulance and Clinician Early Response (PACER) program provides a front-line, first-response to acute mental health incidents in the ACT.

A PACER team is on shift from 2pm to midnight each day in the Territory, with an ACT Ambulance Service paramedic, ACT Policing officer and Canberra Health Services mental health clinician working together to respond to people experiencing mental health crises in the community.

The provision of an onsite early mental health assessment means transfers to emergency departments only occur when a need is identified, and a more person-centred approach can be implemented.

During 2020, PACER teams responded to around 1250 mental health callouts, with more than 75 per cent of cases receiving care in their home, rather than needing to be hospitalised.

Given the success of the program the ACT Government announced \$14.1 million to operate PACER seven days a week through to 2024.

PACER has been developed in the ACT, using elements observed in co-response models from the UK, USA, and Canada. The skillsets of the three-person response unit can combine to de-escalate potentially critical situations. Police officers ensure overall safety, paramedics assist with physical injuries and assessment, and clinicians provide a comprehensive mental health assessment.

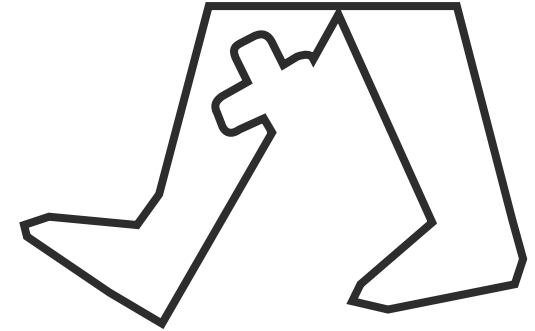
PACER team members have reported the model helps them engage in a more meaningful way with someone experiencing a mental health incident, with situations less likely to escalate or result in a hospital admission. The 29 trained PACER staff are also able to draw on these skills and experience when they work shifts in their other roles.

The approach reduces demand on policing, ambulance, emergency departments and acute inpatient services through better and more efficient service coordination, and helps boost the capacity of each agency to respond to mental health crises in the ACT community.



The image from left to right includes: paramedic Lynda Hawkins, Senior Constable Liam Armstrong, and clinician Caroline Bain.

Walk-in Centres and COVID-19 Testing Centres



Nurse-led Walk-in Centres provide free efficient access to treatment and health advice for one-off, minor injuries and illness. Patients requiring urgent attention for serious injury or illness are directed to emergency departments.

-
- ✚ Walk-in Centre presentations have increased by 52.7% in Quarter 2, 2020-21 compared to Quarter 1, 2020-21.
 - ✚ Presentations at COVID-19 Testing Centres were over 36,600 in Quarter 2, 2020-21.
 - ✚ 80.8% of presentations received treatment at the Walk-in Centres.
-

Walk-in Centres



All Walk-in Centres (WiC) are led by a team of highly skilled advanced practice nurses and nurse practitioners with extensive experience in treating people with minor injuries and illnesses. There were five nurse-led Walk-in Centres across the ACT in Quarter 2, 2020-21: Belconnen, Gungahlin, Tuggeranong, Weston Creek (16 - 21 December 2020 only) and Inner North. Six dedicated COVID-19 testing centres have been established since March 2020 in response to the COVID-19 pandemic. Two of these dedicated COVID-19 testing centres were drive through, the EPIC Respiratory Centre and the Kambah Clinic. Weston Creek Walk-in Centre, Canberra Hospital Respiratory Clinic, Surge Centre - Garran and West Belconnen testing clinic were also established for dedicated COVID-19 testing.

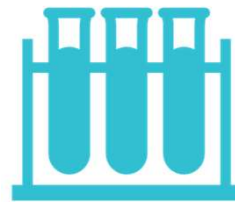


18,936

52.7%

Up

Walk-in-Centre presentations
(6,535 more than Quarter 1, 2020-21)

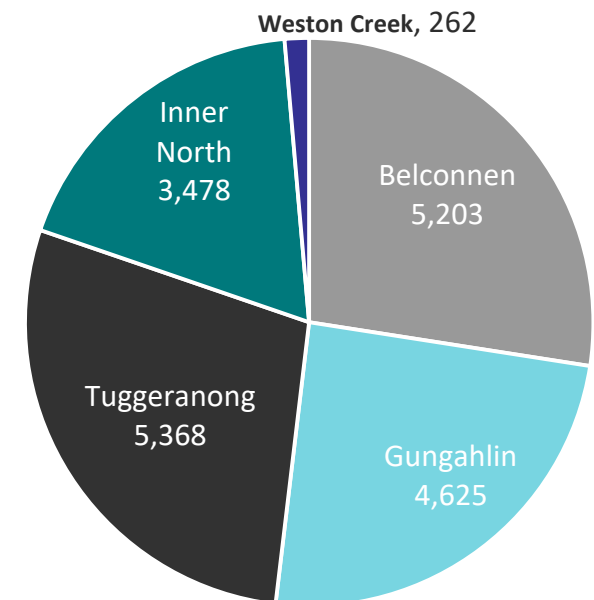


36,664

29.9%














Down

COVID-19 Testing Centre
presentations





















Walk-in Centre presentations by
location

Walk-in Centre and COVID-19 Testing Centre

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Walk-in Centre				
Presentations				
Belconnen	5,203	4,011	29.7%	
Gungahlin	4,625	3,279	41.0%	
Tuggeranong	5,368	3,956	35.7%	
Weston Creek	262	-		
Inner North	3,478	1,155	201.1%	
ACT Total	18,936	12,401	52.7%	
COVID-19 Testing Centres				
Presentations				
Weston Creek	7,914	10,604	-25.4%	
EPIC Respiratory Centre	15,632	24,768	-36.9%	
Canberra Hospital Respiratory	-	102	-	
Surge Centre – Garran	4,982	7,407	-32.7%	
West Belconnen Centre	2,733	4,019	-32.0%	
Kambah Drive through Clinic	5,403	5,427	-0.4%	
ACT Total	36,664	52,327	-29.9%	

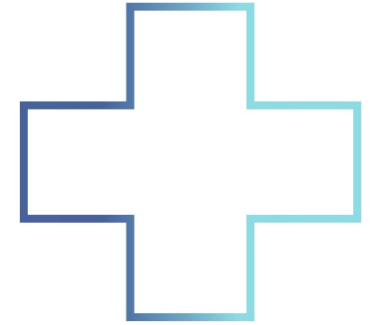
Note: Weston Creek Walk-in Centre returned to standard WIC operation from 16 December 2020 until 21 December 2020, then returned to a dedicated COVID-19 respiratory clinic. The Inner North Walk-in-Centre opened in August 2020. Dedicated COVID-19 testing centres opened at EPIC Respiratory Centre and Canberra Hospital Respiratory Clinic in March 2020 and during Q1 2020-21 additional centres opened including Surge Centre - Garran, West Belconnen Centre, and Kambah Drive through Clinic.

Walk-in Centre Performance

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Walk-in Centre Performance				
Median wait time to treatment (minutes)				
Belconnen	13	6	116.7%	
Gungahlin	16	9	77.8%	
Tuggeranong	24	11	118.2%	
Inner North	10	8	25.0%	
Weston Creek	3	-	-	
ACT Total	15	9	66.7%	
Treatment provided at the Walk-in Centre				
Belconnen	82.4%	82.1%	0.3	
Gungahlin	79.7%	77.3%	2.4	
Tuggeranong	79.0%	77.4%	1.6	
Inner North	83.6%	84.0%	-0.4	
Weston Creek	69.1%	-	-	
ACT Total	80.8%	79.5%	1.3	
Redirected to Emergency Department				
Belconnen	4.8%	6.4%	-1.6	
Gungahlin	5.6%	7.5%	-1.9	
Tuggeranong	8.6%	10.5%	-1.9	
Inner North	5.2%	5.5%	-0.3	
Weston Creek	5.3%	-	-	
ACT Total	6.2%	7.9%	-1.7	

Note: Weston Creek Walk-in Centre returned to standard WIC operation from 16 December 2020 until 21 December 2020, then returned to a dedicated COVID-19 respiratory clinic. All the dedicated COVID-19 testing centres have been excluded from the Performance metrics.

Emergency Department



ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

-
- ✚ There were 39,799 presentations to EDs in Quarter 2, 2020-21.
 - ✚ 46.5% of patients received treatment within the clinically recommended time for their urgency (triage) category, up from 40.8% in quarter 2, 2019-20.
-



EDs often act as an entry point to admitted patient services. All results in this page are presented as ACT public hospital EDs and are a combination of activity from Canberra Hospital ED and Calvary Public Hospital Bruce ED.

Emergency Departments (EDs)

There were
39,799 Emergency
Department
presentations

4,160 more than
Quarter 1,
2020-21

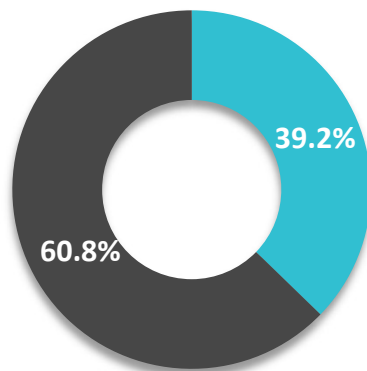
Up
11.7%

9,017



patients arrived at
EDs via an ambulance

5.8%
Up



■ Calvary Public Hospital Bruce ■ Canberra Hospital



56.5% of patients spent four hours or less
in ACT public hospital EDs












Emergency Department presentations by public hospitals










Canberra Hospital: 24,213

Calvary Public Hospital Bruce: 15,586










Emergency Department Activity – ACT Total

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total ED presentations	39,799	35,639	11.7%	
Resuscitation, Triage Category 1	259	224	15.6%	
Emergency, Triage Category 2	4,869	4,194	16.1%	
Urgent, Triage Category 3	16,770	15,732	6.6%	
Semi-urgent, Triage Category 4	14,799	13,151	12.5%	
Non-urgent, Triage Category 5	3,102	2,338	32.7%	
Admissions to hospitals from EDs	13,109	12,026	9.0%	
Patients treated and discharged home	23,523	21,677	8.5%	
Arrivals at ED by ambulance	9,017	8,525	5.8%	












Emergency Department Activity – Canberra Hospital

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total ED presentations	24,213	21,818	11.0%	
Resuscitation, Triage Category 1	192	155	23.9%	
Emergency, Triage Category 2	3,109	2,662	16.8%	
Urgent, Triage Category 3	8,985	9,294	-3.3%	
Semi-urgent, Triage Category 4	9,612	8,164	17.7%	
Non-urgent, Triage Category 5	2,315	1,543	50.0%	
Admissions to hospitals from EDs	8,499	7,695	10.4%	
Patients treated and discharged home	14,227	13,271	7.2%	
Arrivals at ED by ambulance	6,170	5,938	3.9%	












Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total ED presentations	15,586	13,821	12.8%	
Resuscitation, Triage Category 1	67	69	-2.9%	
Emergency, Triage Category 2	1,760	1,532	14.9%	
Urgent, Triage Category 3	7,785	6,438	20.9%	
Semi-urgent, Triage Category 4	5,187	4,987	4.0%	
Non-urgent, Triage Category 5	787	795	-1.0%	
Admissions to hospitals from EDs	4,610	4,331	6.4%	
Patients treated and discharged home	9,296	8,406	10.6%	
Arrivals at ED by ambulance	2,847	2,587	10.1%	












Emergency Department Performance – ACT Total

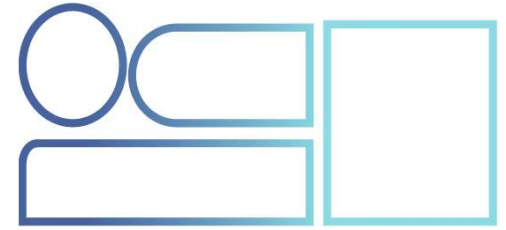
	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	76.5%	78.7%	-2.2	
Urgent, Triage Category 3	32.7%	43.0%	-10.3	
Semi-urgent, Triage Category 4	44.0%	58.4%	-14.4	
Non-urgent, Triage Category 5	79.6%	88.6%	-9.0	
Patients leaving the ED within four hours of presentation	56.5%	59.8%	-3.3	
Patients who did not wait to be seen	4.9%	2.7%	2.2	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	0.0%	
Emergency, Triage Category 2	6	6	0.0%	
Urgent, Triage Category 3	58	38	52.6%	
Semi-urgent, Triage Category 4	72	49	46.9%	
Non-urgent, Triage Category 5	57	40	42.5%	

Emergency Department Performance – Canberra Hospital

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	100.0%	100.0%	0.00	
Emergency, Triage Category 2	77.4%	77.3%	0.10	
Urgent, Triage Category 3	25.6%	38.3%	-12.7	
Semi-urgent, Triage Category 4	39.9%	57.1%	-17.2	
Non-urgent, Triage Category 5	79.4%	88.5%	-9.1	
Patients leaving the ED within four hours of presentation	52.2%	55.3%	-3.1	
Patients who did not wait to be seen	4.9%	2.6%	2.3	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	0.0%	
Emergency, Triage Category 2	6	6	0.0%	
Urgent, Triage Category 3	75	44	70.5%	
Semi-urgent, Triage Category 4	79	51	54.9%	
Non-urgent, Triage Category 5	60	43	39.5%	

Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	74.8%	81.1%	-6.3	
Urgent, Triage Category 3	40.9%	49.8%	-8.9	
Semi-urgent, Triage Category 4	51.5%	60.3%	-8.8	
Non-urgent, Triage Category 5	80.0%	88.9%	-8.9	
Patients leaving the ED within four hours of presentation	63.1%	66.8%	-3.7	
Patients who did not wait to be seen	4.9%	3.0%	1.9	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	0.0%	
Emergency, Triage Category 2	7	6	16.7%	
Urgent, Triage Category 3	42	31	35.5%	
Semi-urgent, Triage Category 4	58	45	28.9%	
Non-urgent, Triage Category 5	47	36	30.6%	



Admitted Patient Care

The ACT has some of the nation's highest quality health care services and facilities, including three large public hospitals.

Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

-
- ✚ Hospitalisations have increased by 1.3% in Quarter 2, 2020-21 compared to Quarter 1, 2020-21.
 - ✚ 102,131 bed days of patient care were provided.
 - ✚ Overnight patients stayed in hospital for an average of 5.8 days.
-

Admitted Patient Care Summary



The ACT has three public hospitals, each providing a different mix of admitted patient services. Canberra Hospital is a tertiary referral hospital, Calvary Public Hospital Bruce is a public acute care hospital and the University of Canberra Hospital is a public rehabilitation and subacute hospital.



57,584

Acute overnight bed days

1,440 more than
Quarter 1, 2020-21

Up
2.6%



17,557

Subacute (e.g. rehabilitation,
palliative care and aged care etc.)
and non-acute overnight
bed days

1,472 fewer than
Quarter 1, 2020-21

7.7%
Down



10,648

Mental health overnight
bed days

1,213 more than
Quarter 1, 2020-21

Up
12.9%











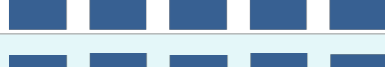

1,269

Total babies born at
ACT public hospitals











26 fewer than
Quarter 1, 2020-21

2.0%
Down











Admitted Patient Care Activity – ACT Total

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	31,216	30,804	1.3%	
Same-day episodes (including day surgeries)	16,378	15,966	2.6%	
Overnight episodes	14,838	14,838	0.0%	
Total bed days of care at ACT public hospitals	102,131	100,574	1.5%	
Total overnight bed days of care	85,753	84,608	1.4%	
Acute overnight bed days of care	57,548	56,144	2.6%	
Subacute and non-acute overnight bed days of care	17,557	19,029	-7.7%	
Mental health overnight bed days of care	10,648	9,435	12.9%	
Total babies born at ACT public hospitals	1,269	1,295	-2.0%	
Number of caesarean section procedures	469	457	2.6%	









Admitted Patient Care Activity – Canberra Hospital

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total admitted patient episodes of care	22,343	21,898	2.0%	
Same-day episodes (including day surgeries)	11,828	11,551	2.4%	
Overnight episodes	10,515	10,347	1.6%	
Total bed days of care	67,902	65,925	3.0%	
Total overnight bed days of care	56,074	54,374	3.1%	
Acute overnight bed days of care	43,572	42,246	3.1%	
Subacute and non-acute overnight bed days of care	6,767	7,659	-11.6%	
Mental health overnight bed days of care	5,735	4,469	28.3%	
Total babies born	832	862	-3.5%	
Number of caesarean section procedures	301	302	-0.3%	





Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total admitted patient episodes of care	8,511	8,467	0.5%	
Same-day episodes (including day surgeries)	4,480	4,339	3.2%	
Overnight episodes	4,031	4,128	-2.3%	
Total bed days of care	24,529	24,640	-0.5%	
Total overnight bed days of care	20,049	20,301	-1.2%	
Acute overnight bed days of care	13,899	13,802	0.7%	
Subacute and non-acute overnight bed days of care	2,836	3,119	-9.1%	
Mental health overnight bed days of care	3,314	3,380	-2.0%	
Total babies born	437	433	0.9%	
Number of caesarean section procedures	168	155	8.4%	





Admitted Patient Care Activity – University of Canberra Hospital

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total admitted patient episodes of care	362	439	-17.5%	
Same-day episodes (including day surgeries)	70	76	-7.9%	
Overnight episodes	292	363	-19.6%	
Total bed days of care	9,700	10,009	-3.1%	
Total overnight bed days of care	9,630	9,933	-3.1%	
Acute overnight bed days of care	77	96	-19.8%	
Subacute and non-acute overnight bed days of care	7,954	8,251	-3.6%	
Mental health overnight bed days of care	1,599	1,586	0.8%	





Admitted Patient Care Performance – ACT Total

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	5.8	5.7	1.8%	
Acute ALOS	4.4	4.3	2.3%	
Subacute and non-acute ALOS	15.4	14.8	4.1%	
Mental health ALOS	17.1	16	6.9%	





Admitted Patient Care Performance – Canberra Hospital

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.3	5.3	0.0%	
Acute ALOS	4.6	4.6	0.0%	
Subacute and non-acute ALOS	10.4	10.6	-1.9%	
Mental health ALOS	13.3	11.3	17.7%	

Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5	4.9	2.0%	
Acute ALOS	3.8	3.7	2.7%	
Subacute and non-acute ALOS	11.8	12.9	-8.5%	
Mental health ALOS	20.6	20.5	0.5%	

Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	33.0	27.4	20.4%	
Acute ALOS	6.4	5.6	14.3%	
Subacute and non-acute ALOS	31.8	25.9	22.8%	
Mental health ALOS	53.3	56.6	-5.8%	



Elective Surgery

Public elective surgery is provided at Canberra Hospital, Calvary Public Hospital Bruce and a number of private provider facilities in the ACT contracted by the ACT Health Directorate.

- ✚ During Quarter 2, 2020-21, there were 3,601 surgeries performed, which is a decrease of 9.6% from Quarter 1, 2020-21. However, Quarter 2, 2020-21 total surgeries increased by 3.6% when compared to the same quarter last year.
- ✚ On 25 March 2020, as per the decision of the National Cabinet and in response to the COVID-19 pandemic, all elective surgery other than category 1 and urgent category 2 cases was suspended. On 15 May 2020, National Cabinet again took a decision on the resumption of elective surgery and elective surgery activity returned to normal levels from June 2020.
- ✚ In 2019-20, a total number of 12,870 elective surgeries were performed, despite suspending all elective surgeries other than category 1 and urgent category 2 cases in response to the COVID-19 pandemic.

Elective Surgery



There are three main urgency categories for elective surgery: urgent, semi-urgent and non-urgent. The urgency category is determined by the surgeon and is based on clinical criteria. While the Canberra Hospital is the major tertiary referral centre for the region, both the Canberra Hospital and Calvary Public Hospital Bruce provide care to people from the ACT, the surrounding NSW region as well as other patients from interstate. The results below provide information on all public elective surgery performed in the ACT.



Total number of elective surgery procedures performed

3,601

Down

381 fewer than
Quarter 1, 2020-21

9.6%



Additions to the elective surgery waiting list

4,138

Down

162 fewer than
Quarter 1, 2020-21

3.8%



The number of overdue patients waiting for their elective surgery






1,090

Up

77 more than
Quarter 1, 2020-21






7.6%

Elective Surgery Activity – ACT Total

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total number of elective surgery procedures	3,601	3,982	-9.6%	
Urgent, Category 1 (within 30 days)	1,204	1,207	-0.2%	
Semi-urgent, Category 2 (within 90 days)	1,336	1,507	-11.3%	
Non-urgent, Category 3 (within 365 days)	1,061	1,268	-16.3%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	566	621	-8.9%	

(a) Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.






Elective Surgery Activity – Canberra Hospital

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total number of elective surgery procedures ^(b)	2,004	2,164	-7.4%	
Urgent, Category 1 (within 30 days)	860	814	5.7%	
Semi-urgent, Category 2 (within 90 days)	746	882	-15.4%	
Non-urgent, Category 3 (within 365 days)	398	468	-15.0%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	328	345	-4.9%	

(a) Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.










(b) The number of elective surgeries reported against Canberra Hospital include public elective surgeries contracted to private hospitals.

Elective Surgery Activity – Calvary Public Hospital Bruce

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Total number of elective surgery procedures	1,597	1,818	-12.2%	
Urgent, Category 1 (within 30 days)	344	393	-12.5%	
Semi-urgent, Category 2 (within 90 days)	590	625	-5.6%	
Non-urgent, Category 3 (within 365 days)	663	800	-17.1%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	238	276	-13.8%	

(a) Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.

Elective Surgery Performance – ACT Total

	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21	Last 5 quarters
Additions to the elective surgery waiting list	4,138	4,300	-3.8%	
Patients waiting for their elective surgery	5,253	5,341	-1.6%	
The number of overdue patients waiting for their elective surgery	1,090	1,013	7.6%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	98.9%	98.3%	0.6	
Semi-urgent, Category 2	68.4%	60.3%	8.1	
Non-urgent, Category 3	74.9%	70.7%	4.2	
Median wait times to surgery (days)				
Urgent, Category 1	17	17	0.0%	
Semi-urgent, Category 2	63	68	-7.4%	
Non-urgent, Category 3	232	291	-20.3%	



Quality and Safety

The ACT Government continually strives to provide a safe and high-quality health care system, and is continually implementing service improvement to increase safety for all patients.

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- ✚ Exceeded our targets for hand hygiene rates at both Canberra Hospital and Calvary Public Hospital Bruce.
 - ✚ Both public hospitals undertake hand hygiene audits three times per year.
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Quality and Safety

	2019-20 Target #	Quarter 2, 2020-21	Quarter 1, 2020-21	Change from Quarter 1, 2020-21
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition				
Canberra Health Services*	<2%	1.1%	1.5%	-0.4
Calvary Public Hospital Bruce	<1%	0.4%	0.4%	0.0
Percentage of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications				
Canberra Health Services	<1%	0.6%	0.8%	-0.2
Calvary Public Hospital Bruce	<0.5%	0.3%	0.2%	0.1
Number of patients per 10,000 occupied bed days who acquired a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)				
	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)		
Canberra Health Services	<2	1.2	1.8	-33.3%
Calvary Public Hospital Bruce	<2	0.0	0.0	0.0%
	2019-20 Target #	March 2019 audit	June-July 2020 audit	OCT 2020 audit
Estimated Hand Hygiene Rate				
Canberra Health Services ^(a)	80%	86.8%	87.1%	84.0%
Calvary Public Hospital Bruce ^(b)	80%	82.3%	82.3%	88.0%

* Quarter 1, 2020-21 data has been updated to reflect the full quarter results.

(a) Hand hygiene audits at Canberra Health Services are undertaken three times per year in October, March and June.

(b) Hand hygiene audits at Calvary Public Hospital Bruce are undertaken three times per year in July, October and March.

The 2020-21 targets have been agreed in February 2021, however these measures have changed for the 2020-21 budget. 2019-20 target has remained for reference and are relevant for the Quarter 2 time period

Future Direction

The ACT Health Directorate is undertaking work to refresh the publication of data for patients, practitioners and the ACT community to ensure we continue to improve the availability and usefulness of information about our health system. The new quarterly reporting framework will provide key information about the delivery of ACT public health services. This will mean the local community can access important and relevant data about how timely, safe and sustainable care is being delivered.

Although this work is still in progress, it is vital to ensure Canberrans have timely access to information about our health services. This quarterly performance report presents up-to-date information about the activity and performance of our health services. As the ACT Health Directorate learns more about what information patients, consumers and the ACT community require, the quarterly reports will evolve to meet those expectations.

The ACT Health Directorate provides data for over 130 publicly reported performance indicators, which are published in a variety of different reports by multiple organisations. To ensure Canberrans always have access to information about our health services, a consolidated list of all publicly reported metrics can be found on the ACT Health Directorate website at <https://www.health.act.gov.au/about-our-health-system/data-and-publications/act-health-system-wide-data>.

Further information about this report, including definitions, can be found on the ACT Health Directorate website at: <https://www.health.act.gov.au/about-our-health-system/data-and-publications/reports/act-public-health-services-quarterly>.