

# ACT Public Health Services Quarterly Performance Report

January to March 2020



**ACT**  
Government

**ACT Health**

[health.act.gov.au](http://health.act.gov.au)

## Table of content

	Page
About the Quarterly Performance Report	3
Health Care in Canberra	4
Patient Experience	5
Feature Article	6
Walk-in Centres	7
Emergency Department	11
Admitted Patient Care	19
Elective Surgery	29
Quality and Safety	35
Future Direction	37

## 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

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.

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 for the same year.

The ACT Health Directorate is pleased to provide this report that gives the community a snapshot of our health system regularly throughout each financial year. The ACT Health Directorate would like to thank the Health Care Consumers' Association for its input to the design and format of the quarterly report, making it more meaningful for consumers.

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

# Health Care in Canberra

On 1 October 2018, ACT Health transitioned to two distinct organisations – Canberra Health Services (CHS) and the ACT Health Directorate.

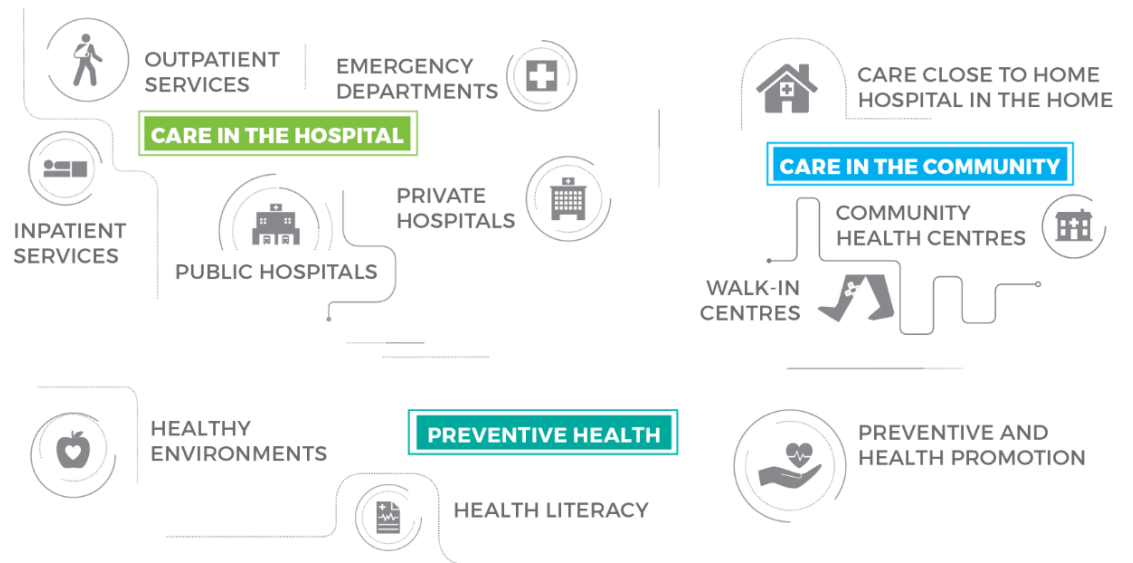
- CHS is focussed on clinical operations and operational delivery of quality health services for the ACT. The Canberra Hospital and the University of Canberra Hospital are operated by CHS.
- The ACT Health Directorate is focussed on delivering the strategy and policy agenda across the health system as a whole: building the health system we need for our future – increasing community health services, embedding preventive health measures and supporting the delivery of enhanced hospital services.

The creation of these two organisations symbolises the beginning of a new era for public health care in our growing city and is supporting the transformation of our health system into one that is truly modern.

Along with CHS, clinical activities in the ACT are also provided by other ACT Government funded providers including Calvary Public Hospital Bruce and non-government organisations.

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.



## 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:



**93.8%**

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



**87.8%**

of patients rated their care as good or very good.

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



**95.3%**

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 a 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.

## Calvary ED delivers timely upgrade and expansion

Patients and visitors heading to Calvary Public Hospital's emergency department will now be greeted by a modern and high-quality facility which forms part of the health service improvements the ACT Government is implementing across the ACT.

This \$6.7 million expansion and upgrade project has delivered additional treatment spaces and enhanced waiting areas to make people more comfortable before and during their stay. The expansion works have been completed in stages, with eight new short stay beds delivered in late 2019, and 14 treatment spaces delivered in early 2020.

The emergency department waiting area is now larger, and upon arrival, patients will be triaged through the 'fast track' system designed to stream patients more efficiently.

This means patients will be assessed and treated not only for their specific issue, but according to the likelihood of being an inpatient admission or being discharged back to their home after assessment and treatment.

The minor works are still underway, and the overall project is expected to be completed early in the second half of 2020.

The expansion of Calvary Public Hospital's emergency department will play a major role in helping to manage increasing demand for frontline hospital services in the Territory.



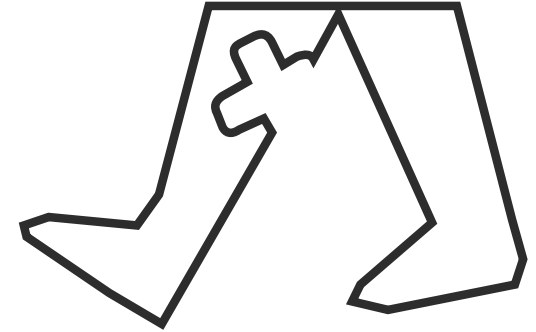
The ED hosts 14 treatment spaces to 'fast track' or 'see and treat' patients through an innovative and enhanced triage system.

Photo: Calvary Public Hospital Bruce

More information is on the ACT Health website at:

<https://health.act.gov.au/about-our-health-system/planning-future/calvary-public-hospital-bruce-ed-expansion>

# Walk-in 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 increased by 32.3% in Quarter 3, 2019-20 compared to Quarter 2, 2019-20.
  - ✦ 82.3% of presentations were fully treated at the Walk-in Centres.
-

## Walk-in Centres



All Walk-in Centres 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 are four nurse-led Walk-in Centres across the ACT: Belconnen, Gungahlin, Tuggeranong and Weston Creek. Two dedicated COVID-19 testing centres were established in March 2020 in response to the COVID-19 pandemic. The Weston Creek Walk-in Centre was also a preferred COVID-19 testing site and in March 2020 became a dedicated COVID-19 respiratory clinic.

A fifth Walk-in Centre in Dickson is scheduled to open in late 2020.



23,418



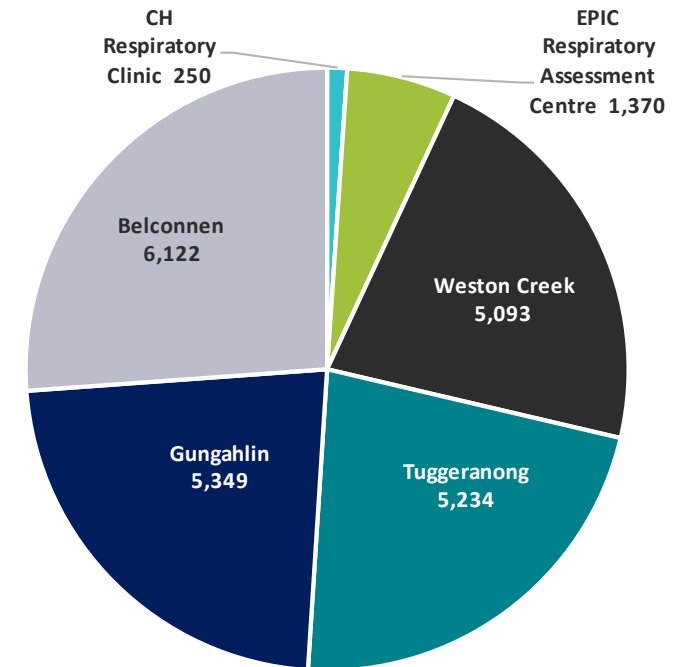
All presentations  
(5,711 more than Quarter 2, 2019-20)



19 minutes










Median wait time to treatment  
(2 minutes more than Quarter 2, 2019-20)



Walk-in Centre presentations by location



## Walk-in Centre Activity

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
<b>Walk-in Centre Activity</b>				
<b>Presentations</b>				
Belconnen	6,122	6,006	1.9%	
Gungahlin	5,349	5,024	6.5%	
Tuggeranong	5,234	5,792	-9.6%	
Weston Creek	5,093	885	475.5%	
EPIC Respiratory Centre	1,370	-	-	
CH Respiratory Clinic	250	-	-	
<b>ACT Total</b>	<b>23,418</b>	<b>17,707</b>	<b>32.3%</b>	

**Note:** Weston Creek Walk-in Centre opened in December 2019.

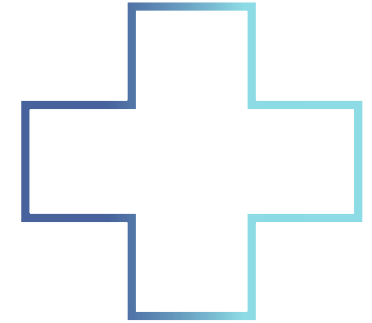
EPIC Respiratory Assessment Centre and CH Respiratory Assessment Clinic opened in March 2020 as dedicated COVID-19 testing centres

# Walk-in Centre Performance

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
<b>Walk-in Centre Performance</b>				
<b>Median wait time to treatment (minutes)</b>				
Belconnen	17	13	30.8%	
Gungahlin	20	12	66.7%	
Tuggeranong	28	31	-9.7%	
Weston Creek	14	14	0%	
<b>ACT Total</b>	<b>19</b>	<b>17</b>	<b>11.8%</b>	
<b>Fully treated in the Walk-in Centre</b>				
Belconnen	82.4%	85.7%	-3.3%	
Gungahlin	81.4%	83.2%	-1.8%	
Tuggeranong	76.2%	79.9%	-3.7%	
Weston Creek	89.3%	87.1%	2.2%	
<b>ACT Total</b>	<b>82.3%</b>	<b>83.2%</b>	<b>-0.9%</b>	
<b>Redirected to Emergency Department</b>				
Belconnen	4.7%	5.1%	-0.4%	
Gungahlin	5.0%	5.9%	-0.9%	
Tuggeranong	8.5%	7.1%	1.4%	
Weston Creek	2.9%	4.2%	-1.3%	
<b>ACT Total</b>	<b>5.3%</b>	<b>5.9%</b>	<b>-0.6%</b>	

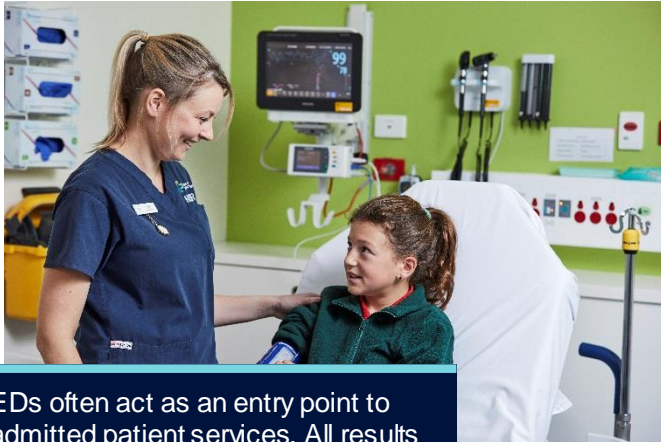
**Note:** The EPIC Respiratory Assessment Centre and the CHS Respiratory Assessment Clinic opened in March 2020 as dedicated COVID19 testing centres. As these centres do not collect data on patient waiting times, they have excluded from the Performance metrics

# Emergency Department



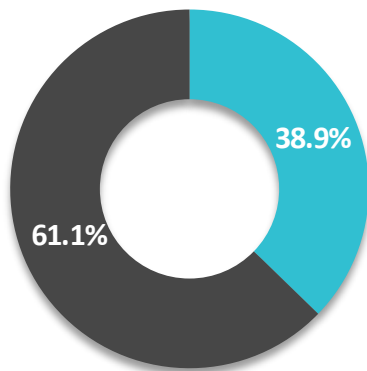
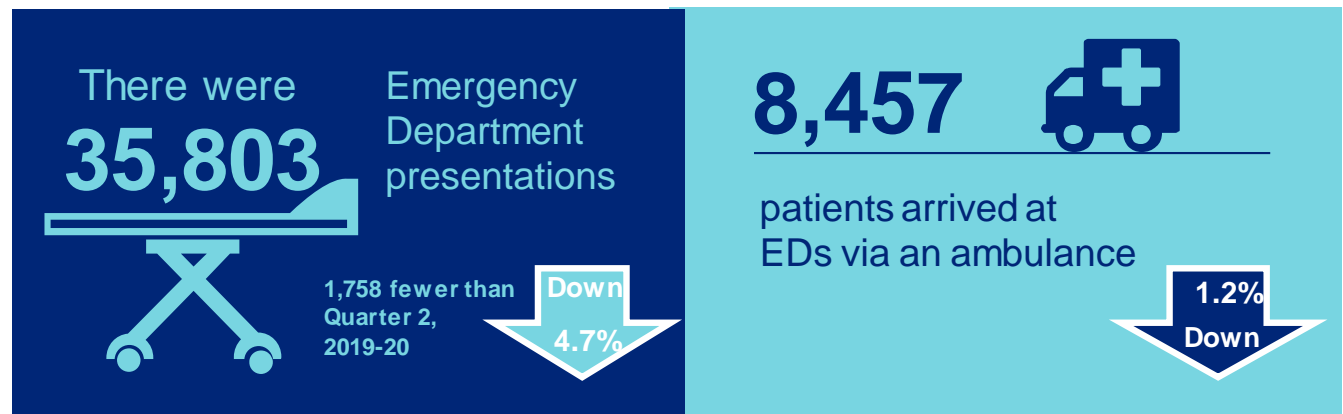
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

- 
- ✚ There were 35,803 presentations to EDs in Quarter 3, 2019-20.
  - ✚ 46% of patients received treatment within the clinically recommended time for their urgency (triage) category.
-



## Emergency Departments

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.












■ Calvary Hospital ■ Canberra Hospital












Hospital	Presentations
Canberra Hospital:	21,871
Calvary Public Hospital Bruce:	13,932










## Emergency Department Activity – ACT Total

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total ED presentations	35,803	37,561	-4.7%	
Resuscitation, Triage Category 1	270	257	5.1%	
Emergency, Triage Category 2	4,202	4,649	-9.6%	
Urgent, Triage Category 3	15,753	16,977	-7.2%	
Semi-urgent, Triage Category 4	13,243	13,333	-0.7%	
Non-urgent, Triage Category 5	2,335	2,345	-0.4%	
Admissions to hospitals from EDs	11,447	12,115	-5.5%	
Patients treated and discharged home	21,650	22,171	-2.3%	
Arrivals at ED by ambulance	8,457	8,563	-1.2%	












## Emergency Department Activity – Canberra Hospital

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total ED presentations	21,871	23,362	-6.4%	
Resuscitation, Triage Category 1	186	178	4.5%	
Emergency, Triage Category 2	2,728	3,016	-9.5%	
Urgent, Triage Category 3	8,817	9,602	-8.2%	
Semi-urgent, Triage Category 4	8,550	8,880	-3.7%	
Non-urgent, Triage Category 5	1,590	1,686	-5.7%	
Admissions to hospitals from EDs	7,774	8,184	-5.0%	
Patients treated and discharged home	12,866	13,689	-6.0%	
Arrivals at ED by ambulance	5,779	5,884	-1.8%	

## Emergency Department Activity – Calvary Public Hospital Bruce





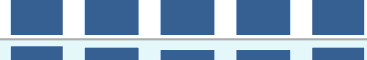
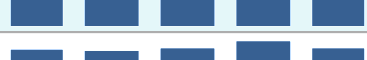
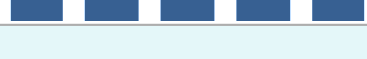




	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total ED presentations	13,932	14,199	-1.9%	
Resuscitation, Triage Category 1	84	79	6.3%	
Emergency, Triage Category 2	1,474	1,633	-9.7%	
Urgent, Triage Category 3	6,936	7,375	-6.0%	
Semi-urgent, Triage Category 4	4,693	4,453	5.4%	
Non-urgent, Triage Category 5	745	659	13.1%	
Admissions to hospitals from EDs	3,673	3,931	-6.6%	
Patients treated and discharged home	8,784	8,482	3.6%	
Arrivals at ED by ambulance	2,678	2,679	0.0%	

## Emergency Department Performance – ACT Total












	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100.0%	100%	0.0%	
Emergency, Triage Category 2	76.4%	73.6%	2.8%	
Urgent, Triage Category 3	30.6%	26.7%	3.9%	
Semi-urgent, Triage Category 4	48.0%	40.6%	7.4%	
Non-urgent, Triage Category 5	82.2%	78.6%	3.6%	
Patients leaving the ED within four hours of presentation	57.2%	55.0%	2.2%	
Patients who did not wait to be seen	4.8%	5.5%	-0.7%	
<b>Median waiting time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	6	7	-14.3%	
Urgent, Triage Category 3	60	68	-11.8%	
Semi-urgent, Triage Category 4	64	77	-16.9%	
Non-urgent, Triage Category 5	47	62	-24.2%	



## Emergency Department Performance – Canberra Hospital

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100.0%	100%	0.0%	
Emergency, Triage Category 2	75.5%	71.1%	4.4%	
Urgent, Triage Category 3	23.5%	19.3%	4.2%	
Semi-urgent, Triage Category 4	42.4%	35.1%	7.3%	
Non-urgent, Triage Category 5	81.1%	77.0%	4.1%	
Patients leaving the ED within four hours of presentation	53.3%	51.1%	2.2%	
Patients who did not wait to be seen	4.5%	5.3%	-0.8%	
<b>Median waiting time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	76	85	-10.6%	
Semi-urgent, Triage Category 4	73	85	-14.1%	
Non-urgent, Triage Category 5	50	69	-27.5%	

## Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100.0%	100%	0.0%	
Emergency, Triage Category 2	77.9%	78.1%	-0.2%	
Urgent, Triage Category 3	39.7%	36.4%	3.3%	
Semi-urgent, Triage Category 4	58.2%	51.7%	6.5%	
Non-urgent, Triage Category 5	84.6%	82.9%	1.7%	
<b>Patients leaving the ED within four hours of presentation</b>	<b>63.4%</b>	<b>61.5%</b>	<b>1.9%</b>	
Patients who did not wait to be seen	5.1%	6.0%	-0.9%	
<b>Median waiting time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	6	6	0.0%	
Urgent, Triage Category 3	44	49	-10.2%	
Semi-urgent, Triage Category 4	46	58	-20.7%	
Non-urgent, Triage Category 5	39	43	-9.3%	



# Admitted Patient Care

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

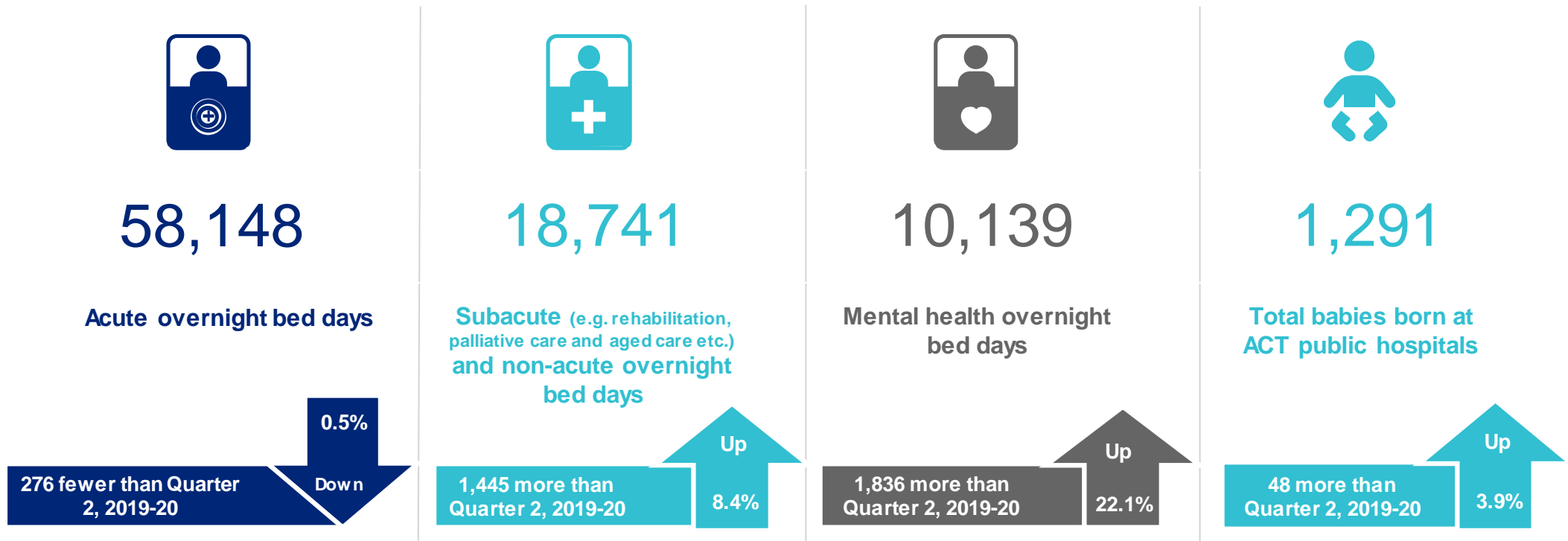
Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

- 
- ✦ Hospitalisations have decreased by 5.1% in Quarter 3, 2019-20 compared to Quarter 2, 2019-20.
  - ✦ 101,678 bed days of patient care were provided.
  - ✦ Overnight patients stayed in hospital for an average of 6.4 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.













## Admitted Patient Care Activity – ACT Total

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	28,308	29,830	-5.1%	
Same-day episodes (including day surgeries)	14,654	15,282	-4.1%	
Overnight episodes	13,654	14,548	-6.1%	
Total bed days of care at ACT public hospitals	101,678	99,301	2.4%	
Total overnight bed days of care	87,024	84,023	3.6%	
Acute overnight bed days of care	58,148	58,424	-0.5%	
Subacute and non-acute overnight bed days of care	18,741	17,296	8.4%	
Mental health overnight bed days of care	10,139	8,303	22.1%	
Total babies born at ACT public hospitals	1,291	1,243	3.9%	
Number of caesarean section procedures	393	365	7.7%	









## Admitted Patient Care Activity – Canberra Hospital

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total admitted patient episodes of care	20,653	21,759	-5.1%	
Same-day episodes (including day surgeries)	10,946	11,358	-3.6%	
Overnight episodes	9,707	10,401	-6.7%	
Total bed days of care	70,165	67,978	3.2%	
Total overnight bed days of care	59,219	56,622	4.6%	
Acute overnight bed days of care	44,722	44,409	0.7%	
Subacute and non-acute overnight bed days of care	8,907	7,994	11.4%	
Mental health overnight bed days of care	5,590	4,219	32.5%	
Total babies born	876	829	5.7%	
Number of caesarean section procedures	271	241	12.4%	

## Admitted Patient Care Activity – Calvary Public Hospital Bruce





	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total admitted patient episodes of care	7,155	7,458	-4.1%	
Same-day episodes (including day surgeries)	3,502	3,642	-3.8%	
Overnight episodes	3,653	3,816	-4.3%	
Total bed days of care	23,025	23,367	-1.5%	
Total overnight bed days of care	19,523	19,725	-1.0%	
Acute overnight bed days of care	13,319	13,993	-4.8%	
Subacute and non-acute overnight bed days of care	3,038	2,716	11.9%	
Mental health overnight bed days of care	3,166	3,016	5.0%	
Total babies born	415	414	0.2%	
Number of caesarean section procedures	122	124	-1.6%	

## Admitted Patient Care Activity – University of Canberra Hospital





	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total admitted patient episodes of care	499	613	-18.6%	
Same-day episodes (including day surgeries)	206	282	-27.0%	
Overnight episodes	293	331	-11.5%	
Total bed days of care	8,492	7,958	6.7%	
Total overnight bed days of care	8,286	7,676	7.9%	
Acute overnight bed days of care	107	22	386.4%	
Subacute and non-acute overnight bed days of care	6,796	6,586	3.2%	
Mental health overnight bed days of care	1,383	1,068	29.5%	
Total babies born	-	-	-	
Number of caesarean section procedures	-	-	-	







## Admitted Patient Care Performance – ACT Total

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	6.4	5.7	10.5%	
Acute ALOS	4.8	4.5	6.7%	
Subacute and non-acute ALOS	20	16	25.0%	
Mental health ALOS	18.9	14.3	32.2%	





## Admitted Patient Care Performance – Canberra Hospital

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	6.1	5.4	13.0%	
Acute ALOS	5.1	4.7	8.5%	
Subacute and non-acute ALOS	19.3	13.6	41.9%	
Mental health ALOS	14.1	9.8	43.9%	

## Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.3	5.2	1.9%	
Acute ALOS	4	4.0	0.0%	
Subacute and non-acute ALOS	14.5	14.8	-2.0%	
Mental health ALOS	25.1	22.7	10.6%	

## Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	28.3	23.2	21.5%	
Acute ALOS	7.6	5.5	38.2%	
Subacute and non-acute ALOS	25.6	21.3	20.2%	
Mental health ALOS	98.8	59.3	66.6%	



# 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.

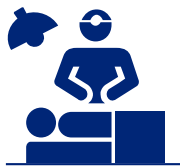
- 
- ✦ During Quarter 3, 2019-20, there were 3,087 surgeries performed, which is a decrease of 11.2% from Quarter 2, 2019-20.
  - ✦ On 25 March 2020, as per the decision of the National Cabinet, in response to the COVID-19 pandemic all elective surgery was suspended other than category 1 and urgent category 2 cases.
-

# 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**

3,087

11.2%

Down

390 fewer than Quarter 2, 2019-20



**Additions to the elective surgery waiting list**

3,732

7.5%

Down

303 fewer than Quarter 2, 2019-20



**The number of overdue patients waiting for their elective surgery**






889

13.5%

Up






106 higher than Quarter 2, 2019-20

## Elective Surgery Activity – ACT Total

	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total number of elective surgery procedures	3,087	3,477	-11.2%	
Urgent, Category 1 (within 30 days)	956	1,076	-11.2%	
Semi-urgent, Category 2 (within 90 days)	1,244	1,311	-5.1%	
Non-urgent, Category 3 (within 365 days)	887	1,090	-18.6%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	606	567	6.9%	

(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 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total number of elective surgery procedures <sup>(b)</sup>	1,715	1,961	-12.5%	
Urgent, Category 1 (within 30 days)	716	781	-8.3%	
Semi-urgent, Category 2 (within 90 days)	694	741	-6.3%	
Non-urgent, Category 3 (within 365 days)	305	439	-30.5%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	364	357	2.0%	

(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 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total number of elective surgery procedures	1,372	1,516	-9.5%	
Urgent, Category 1 (within 30 days)	240	295	-18.6%	
Semi-urgent, Category 2 (within 90 days)	550	570	-3.5%	
Non-urgent, Category 3 (within 365 days)	582	651	-10.6%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	242	210	15.2%	

(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 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Additions to the elective surgery waiting list	3,732	4,035	-7.5%	
Patients waiting for their elective surgery	5,355	5,131	4.4%	
The number of overdue patients waiting for their elective surgery	889	783	13.5%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	97.0%	97.9%	-0.9%	
Semi-urgent, Category 2	61.9%	70.6%	-8.7%	
Non-urgent, Category 3	76.0%	75.6%	0.4%	
Median wait times to surgery (days)				
Urgent, Category 1	17	17	0.0%	
Semi-urgent, Category 2	70	63	11.1%	
Non-urgent, Category 3	219	187	17.1%	

**Note:** Canberra Health Services now manage elective surgery waiting lists from a territory perspective. No further breakdown by hospital will be provided.



## 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 Calvary Public Hospital Bruce and Canberra Hospital.
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## Quality and Safety

	2019-20 Target	Quarter 3, 2019-20	Quarter 2, 2019-20	Change from Quarter 2, 2019-20
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition				
Canberra Health Services	<2%	1.5%	1.4%	0.1%
Calvary Public Hospital Bruce	<1%	0.9%	0.7%	0.2%
Percentage of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications				
Canberra Health Services	<1%	0.8%	0.7%	0.1%
Calvary Public Hospital Bruce	<0.5%	0.4%	0.3%	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	1.0	20%
Calvary Public Hospital Bruce	<2	0.88	0	-100%
	2019-20 Target	July 2019 audit	October 2019 audit	March 2020 audit
Estimated Hand Hygiene Rate				
Canberra Health Services <sup>(a)</sup>	80%	-	82.4%	86.8%
Calvary Public Hospital Bruce <sup>(b)</sup>	80%	81.4%	82.9%	82.3%

(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.

## Future Direction

To ensure we continue to improve the availability and usefulness of information about our health system, the ACT Health Directorate is now undertaking work to refresh the publication of data for patients, practitioners and the ACT community. 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>.