

About this report

Data sources

This quarterly report draws data from these main sources:

- ACT Treasury and Australian Bureau of Statistics;
- ACT Patient Administration System;
- Emergency Department Information System;
- Walk-in Centre Electronic Clinical Record;

Data on business activity is captured by clinical and administrative staff via the above sources. ACT Health's Commissioning and Performance team extracts the data and calculates performance against the range of activity and performance measures. Measures are defined (definitions included below) in accordance with accepted standards. Quarterly results for each measure are compiled by Commissioning and Performance team analysts and peer-reviewed for quality assurance.

Analysis

Activity is conducted at a whole-of-ACT level, except where stated in the report. Because ACT hospitals vary in size and type in terms of the services they provide, in most instances comparisons between them on activity or performance are not valid.

This quarterly report compares the latest performance results with those from the previous quarter and provides a graphical indication of trending results using the latest five quarters.

Stratification of results by priority, acuity or urgency is used to indicate performance against recommended standards. For example, triage categories 1 to 5 and the respective service time standards for each category are used to show emergency department performance. Similarly, hospital admissions are categorised as 'Acute', 'Subacute and Non-acute' and 'Mental health'. Elective surgeries and associated waiting times are categorised as 'Urgent', 'Semi-urgent' and 'Non-urgent'.

A selection of indicators to reflect the clinical quality of hospital services have been included in the Quality and Safety section.

Terms and definitions

Walk-in Centres (WiC)	
WiC presentations	Number of attendances at all WiC during the quarter.
Presentations at Tuggeranong	Number of attendances at the Tuggeranong WiC during the quarter.
Presentations at Belconnen	Number of attendances at the Belconnen WiC during the quarter.
Presentations at Gungahlin	Number of attendances at the Gungahlin WiC during the quarter.
Median wait time to treatment	Median time that patients waited from arrival to treatment, in minutes, at all WiC during the quarter.
Median wait time at Tuggeranong	Median wait time to treatment, in minutes, at the Tuggeranong WiC during the quarter.
Median wait time at Belconnen	Median wait time to treatment, in minutes, at the Belconnen WiC during the quarter.
Median wait time at Gungahlin	Median wait time to treatment, in minutes, at the Gungahlin WiC during the quarter.
Percentage fully treated in the WiC	Proportion of attendances recorded with an outcome of fully treated in the WiC and referred to home during the quarter.
Fully treated at Tuggeranong	Proportion of attendances recorded with an outcome of fully treated in the WiC and referred to home, at the Tuggeranong WiC during the quarter.
Fully treated at Belconnen	Percentage of attendances recorded with an outcome of fully treated in the WiC and referred to home, at the Belconnen WiC during the quarter.
Fully treated at Gungahlin	Percentage of attendances recorded with an outcome of fully treated in the WiC and referred to home, at the Gungahlin WiC during the quarter.
Percentage redirected to ED	Percentage of all WiC attendances that were redirected to an emergency department during the quarter.
Redirected to ED from Tuggeranong	Percentage of Tuggeranong WiC attendances that were redirected to an emergency department during the quarter.
Redirected to ED from Belconnen	Percentage of Belconnen WiC attendances that were redirected to an emergency department during the quarter.
Redirected to ED from Gungahlin	Percentage of Gungahlin WiC attendances that were redirected to an emergency department during the quarter.

Terms and definitions continued

Emergency departments (EDs)	
ED Presentations	Number of patient attendances at EDs during the quarter.
ED Presentations by triage category	Number of patient attendances at EDs within each triage category (1 – Resuscitation; 2 – Emergency; 3 – Urgent; 4 – Semi-urgent; 5 – Non-urgent).
Admission to hospitals from EDs	Number of patient attendances at EDs where the outcome was admission to hospital.
Patients treated and discharged	Number of patient attendances at EDs where the outcome was treatment and discharge to home.
Arrivals at ED by Ambulance	Number of attendances at EDs where the patient arrived by ambulance.
Patients starting ED treatment on time by triage category	Percentage of patients starting treatment within the recommended timeframe for their triage category (Category 1 – immediate/within 2 minutes; Category 2 – within 10 minutes, Category 3 – within 30 minutes; Category 4 – within 60 minutes, Category 5 – within 120 minutes).
Patients starting ED treatment on time for all triage categories combined	Percentage of patients starting treatment within the recommended timeframe for all triage categories combined.
Patients leaving ED within 4 hours	Percentage of attendances at EDs where the patient was either discharged (defined as when the patient was departure ready) from the ED or subsequently admitted as an admitted patient within 4 hours of arriving.
Patients who did not wait to be seen	Percentage of attendances at EDs where the patient did not wait to be seen.
Admissions from ED	Percentage of patient attendance at EDs that resulted in an admission to hospital.
Median waiting time to treatment in ED by urgency category	Median time between arriving at the ED and commencing treatment, by triage category. Calculated for patients who waited for treatment.

Terms and definitions continued

Admitted patients	
Admitted patient episodes of care	Number of hospitalisations that ended during the quarter.
Same day episodes of care	Number of hospitalisations for patients admitted to and discharged from hospital on the same date.
Overnight episodes of care	Number of hospitalisations for patients admitted to and discharged from hospital on different dates.
Total bed days of care	Sum of days stayed by patients discharged from hospital in the quarter (same day episodes are counted as 1 bed day).
Total overnight bed days of care	Sum of days stayed by patients discharged from hospital in the quarter, where the patient stayed overnight.
Acute overnight bed days	Sum of overnight bed days where hospitalisations were categorised as acute care.
Non-acute overnight bed days	Sum of overnight bed days where hospitalisations were categorised as non-acute care.
Mental health overnight bed days	Sum of overnight bed days where hospitalisations were categorised as mental health care.
Babies born	The number of babies born in hospital during the quarter.
Babies born by caesarean section	The number of babies born in hospital during the quarter where the birth method was caesarean section.
Average Length of Stay (ALOS) for overnight patients	ALOS for overnight hospitalisations for patients discharged during the quarter.
ALOS for acute patients	ALOS for overnight hospitalisations that were categorised as acute care.
ALOS for subacute and non-acute patients	ALOS for overnight hospitalisations that were categorised as subacute or non-acute care.
ALOS for mental health patients	ALOS for overnight hospitalisations that were categorised as mental health care.

Terms and definitions continued

Elective surgery	
Total elective surgery procedures	Number of elective surgery procedures performed during the quarter.
Category 1 urgent elective surgery procedures performed	Number of elective surgery procedures performed during the quarter that were categorised by the patient’s surgeon as Urgency Category 1 (required within 30 days).
Category 2 semi-urgent elective surgery procedures performed	Number of elective surgery procedures performed during the quarter that were categorised by the patient’s surgeon as Urgency Category 2 (required within 90 days).
Category 3 non-urgent elective surgery procedures performed	Number of elective surgery procedures performed during the quarter that were categorised by the patient’s surgeon as Urgency Category 3 (required within 365 days).
Patients removed from the elective surgery waiting list for reasons other than surgery	Number of patients removed from the ACT elective surgery waiting list for reasons other than the patient received the surgery that they were waiting for during the quarter.
Additions to the ACT elective surgery waiting list	Number of patients added to the ACT elective surgery waiting list during the quarter.
Patients waiting for elective surgery	Number of patients on the ACT elective surgery waiting list who are classed as waiting for surgery and who are ready for care at the end of the quarter.
Patients overdue for elective surgery	Number of patients on the ACT elective surgery waiting list at the end of the quarter who have waited longer than the recommended timeframes for their respective urgency category.
Urgent elective surgeries performed on time	Percentage of urgent elective surgeries performed during the quarter where patients waited 30 days or less.
Semi-urgent elective surgeries performed on time	Percentage of semi-urgent elective surgeries performed during the quarter where patients waited 90 days or less.
Non-urgent elective surgeries performed on time	Percentage of non-urgent elective surgeries performed during the quarter where patients waited 365 days or less.
Median waiting time to surgery	Median time spent waiting for surgery for patients who were removed from the waiting list for surgery during the quarter. This excludes any days the patient was waiting with a less urgent clinical urgency category than their clinical urgency category at removal.

Terms and definitions continued

Quality & Safety	
Proportion of patients readmitted to hospital within 28 days due to complications associated with their condition	The proportion of people separated from ACT public hospitals who are readmitted to hospital within 28 days of their separation due to complications associated with their condition (where the re-admission was unforeseen at the time of separation).
Proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications	The proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre within a single episode of care due to complications associated with their principal diagnosis.
Number of patients per 10,000 occupied bed days who acquire a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)	The number of people admitted to hospitals per 10,000 occupied bed days who acquire a SAB infection during their episode of care.
Estimated Hand Hygiene Rate	The estimated hand hygiene rate for a hospital is a measure of how often (as a percentage) hand hygiene is correctly performed.