

# Quarterly Performance Report

October to December 2018



**ACT**  
Government

**ACT Health**

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

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## About the Quarterly Performance Report

This report provides information for consumers about how our local public health system is performing. The system includes:

- **Community-based care**
  - Walk-in Centres, Maternal and Child Health Services, physiotherapy, dental, mental health
- **Hospital-based care**
  - Emergency Departments, elective surgery, admitted patients, Hospital in the Home

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, person-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 information as at the date of reporting.

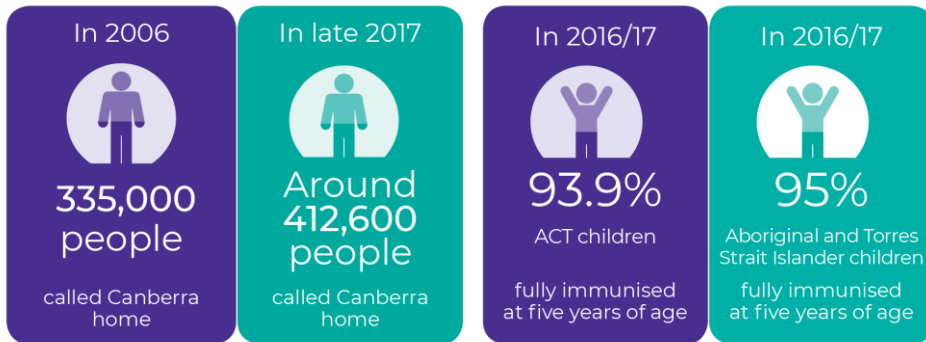
Due to the nature of health data, and the reliance on coding, validation and quality assurance of complex clinical information, there may be slight variations in the numbers presented for the same quarter in the previous or a subsequent quarterly report.

It is standard practice in the sector for data to reflect the most up to date information, and hence, for revised data to be submitted during 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.

The ACT Health Directorate is pleased to provide these revised and contemporary Quarterly Reports that give 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 their input to the design and format of the new quarterly report, making it more meaningful for consumers.

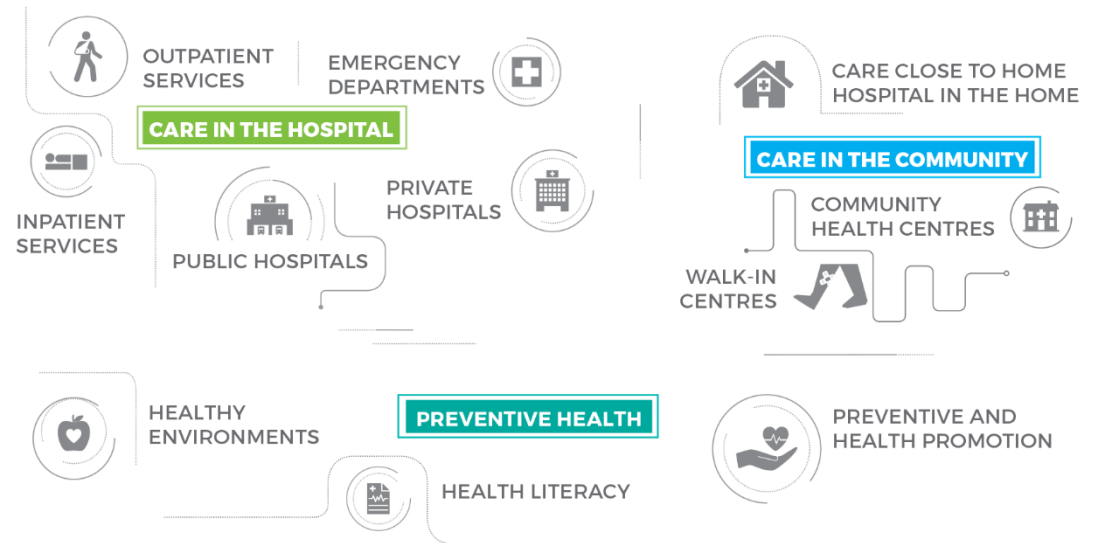
## Canberra is Healthy

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



## Health Care in Canberra

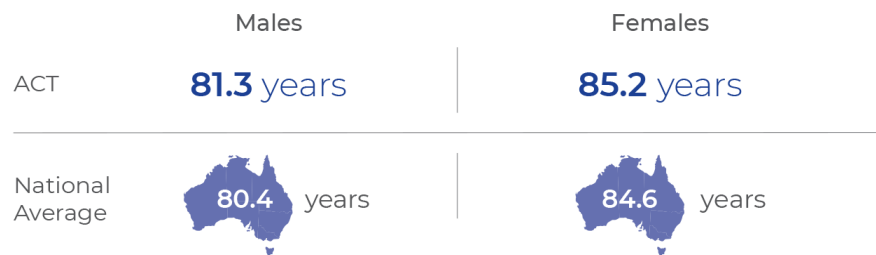
Our public health system works across primary, tertiary and community care.



### Public Health Services

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

### LIFE EXPECTANCY IN 2016



Age standardised rate per 1,000 population



SPIRE  
site

## SPIRE Centre at Canberra Hospital

### Planning is underway for construction of the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre.

The SPIRE Centre is a major health infrastructure project for Canberra and the surrounding region. It will increase the territory’s capacity to deliver acute, hospital-based health care in a modern, purpose-built facility. It will also see \$500 million invested in the Canberra Hospital campus.

In December 2018 the ACT Government announced the location of the SPIRE Centre for the north-eastern end of the hospital campus. This location will renew this end of the campus and replace ageing buildings. The location will also minimise disruption to existing critical care services such as the emergency department and helipad, while SPIRE is constructed.

Features of SPIRE include:

- a **boost to the number of operating theatres** delivering more capacity for elective and emergency surgery
- **more inpatient beds** and a larger intensive care unit
- a **coronary care unit** for people requiring high level care for heart conditions
- **state-of-the-art** surgical, procedural and imaging facilities
- a **significantly expanded emergency department.**

Since the SPIRE project was funded in the 2017–18 ACT Budget, the first stages of the SPIRE project have included early planning and feasibility work. As part of this process, the ACT Health Directorate has also established a Steering Committee and worked closely with health service providers and key stakeholders to establish an agreed baseline from which effective, territory-wide service and infrastructure planning has been undertaken.

As SPIRE enters into the next phase of project development, planning is continuing, early design work is progressing and engagement with the clinical workforce is underway.

SPIRE is anticipated to be completed in 2023-24.

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

**A recent inpatient experience survey of patients at the Canberra Hospital found:**



**92.5%**

of patients would recommend Canberra Hospital to family and friends.



**87.1%**

of patients rated their care as Good or Very Good.

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



**92.6%**

of patients 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 is key to this.

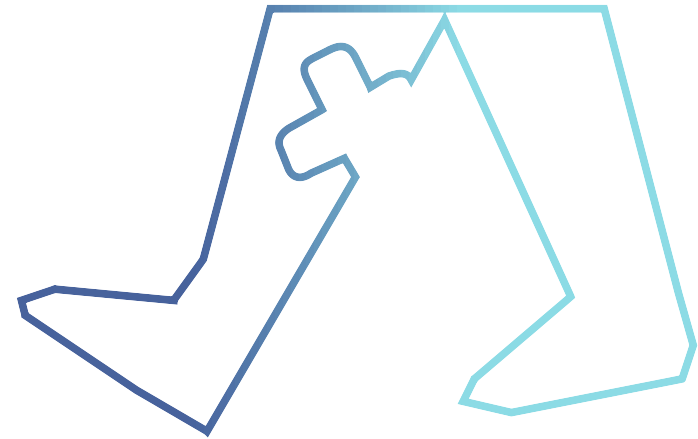
On 1 October 2018, ACT Health successfully transitioned to two distinct organisations, the ACT Health Directorate and Canberra Health Services.

- Canberra Health Services is focussed on clinical operations and operational delivery of quality health services for our growing community.
- 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.

# 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.



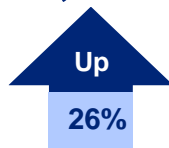


## Walk-in Centres

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 three Nurse Led Walk-in Centres across the ACT: Tuggeranong, Belconnen and Gungahlin.



15,947



All presentations  
(3,257 more than the previous  
quarter)



16



Median wait time to treatment  
(minutes)

### Did you know?

We are on track to open a new Walk-in Centre in Weston Creek later in 2019, as well as a new Walk-in Centre in the Inner North in 2020.

This will take our network of Walk-in Centres to 5.



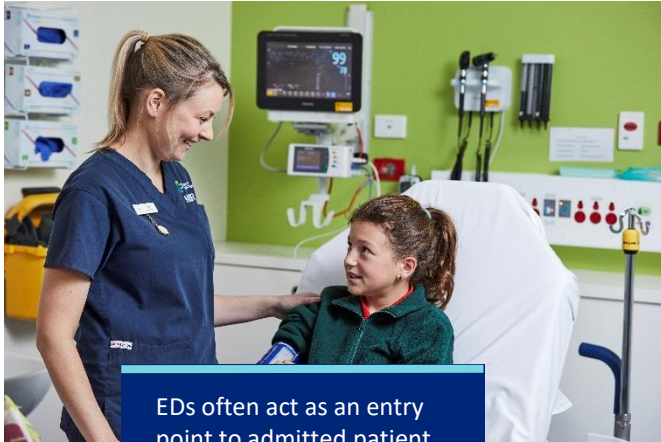
## Walk-in Centres Activity and Performance

	September quarter 2018	December quarter 2018	Change from last quarter (%)	Last 5 quarters
<b>Walk-in Centre Activity</b>				
Presentations at Tuggeranong	5,699	5,680	0%	
Presentations at Belconnen	5,809	5,594	-4%	
Presentations at Gungahlin	1,182	4,673	295%	
Note: Gungahlin opened in September 2018.				
<b>Walk-in Centre Performance</b>				
<b>Median wait time to treatment (minutes)</b>				
Tuggeranong	31	24	-23%	
Belconnen	22	14	-36%	
Gungahlin	7	11	57%	
<b>Fully treated in the Walk-in Centre</b>				
Tuggeranong	84%	82%	-2%	
Belconnen	87%	87%	0%	
Gungahlin	83%	83%	0%	
<b>Redirected to Emergency Department</b>				
Tuggeranong	7%	8%	1%	
Belconnen	5%	5%	0%	
Gungahlin	6%	6%	0%	

# 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.





EDs often act as an entry point to admitted patient services. All results below 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

There were **37,071** emergency department presentations



231 more than last quarter



**7,763**



patients arrived at EDs via an ambulance



**62%**

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

## Emergency Department Activity

Emergency department activity	September quarter 2018		December quarter 2018		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	%	
All ED presentations and by triage category	36,840		37,071			
Resuscitation	187	0%	192	0%	3%	
Emergency	3,959	11%	3,749	10%	-5%	
Urgent	16,200	44%	15,916	43%	-2%	
Semi-urgent	13,716	37%	14,362	39%	5%	
Non-urgent	2,778	8%	2,852	8%	3%	
Admissions to hospitals from EDs	11,399	31%	11,505	31%	1%	
Patients treated and discharged	23,333	63%	23,200	63%	-1%	
Arrivals at ED by ambulance	7,762	21%	7,763	21%	0%	



## Emergency Department Performance

	September quarter 2018 (%)	December quarter 2018 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
<b>Emergency department performance</b>					
<b>Patients starting treatment on time</b>					
Resuscitation	100%	100%	100%	-	
Emergency	77%	76%	80%	-1%	
Urgent	33%	36%	75%	3%	
Semi-urgent	47%	51%	70%	4%	
Non-urgent	84%	86%	70%	2%	
Patients leaving the ED within 4 hours of presentation	61%	62%	90%	1%	
Percentage of patients that did not wait to be seen	4%	5%	-	1%	
<b>Median waiting time to treatment in ED by urgency category</b>					
	(mins)	(mins)			
Resuscitation	0	0	-	0%	
Emergency	6	6	-	0%	
Urgent	53	49	-	-8%	
Semi-urgent	66	59	-	-11%	
Non-urgent	51	47	-	-7%	

# Admitted Patients

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 and does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

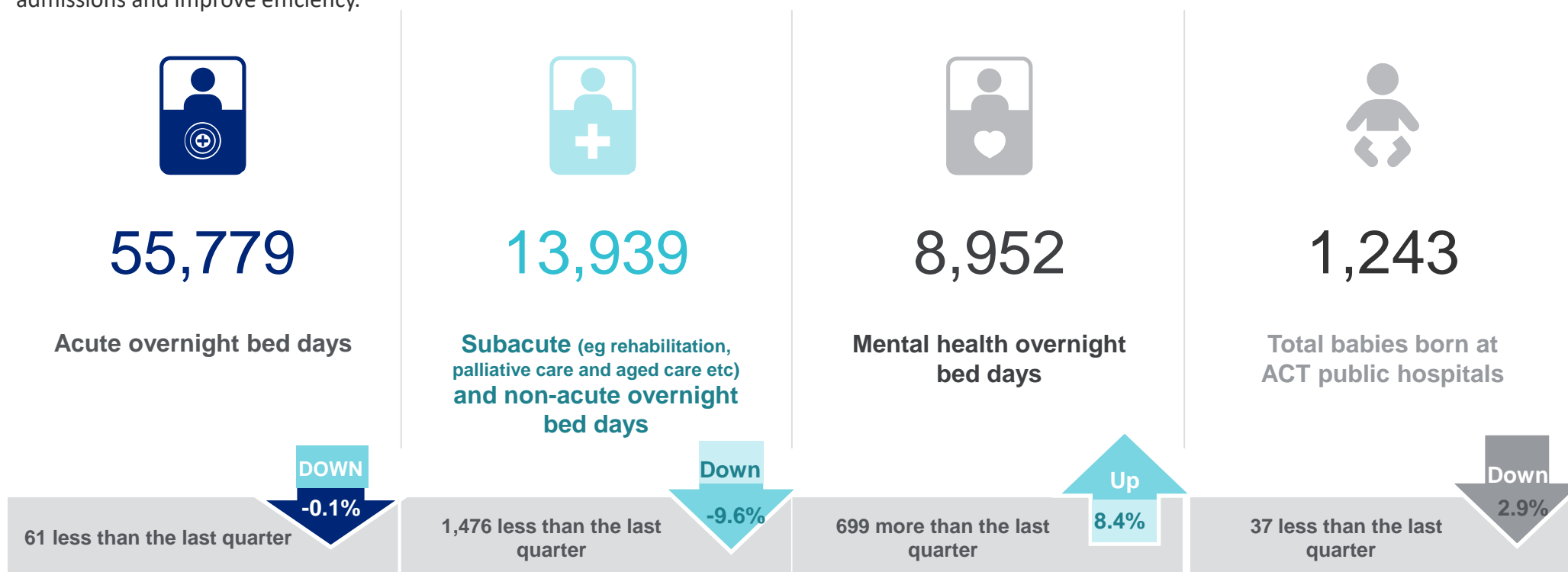














## Admitted Patients summary

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.

The length of stay in hospitals is an important indicator of efficiency. By reducing the average length of stay (ALOS), hospitals are able to accept more new admissions and improve efficiency.



## Admitted Patients Activity

Admitted Patients Activity	September quarter 2018		December quarter 2018		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	(%)	
Total admitted patient episodes of care at ACT public hospitals	29,021		28,733		-1%	
Same day episodes (including day surgeries)	14,502	50%	14,599	51%	1%	
Overnight episodes	14,519	50%	14,134	49%	-3%	
Total bed days of care at ACT public hospitals	94,010		93,355		-1%	
Total overnight bed days of care by care type stream	79,508		78,670		-1%	
Acute overnight bed days of care	55,840	70%	55,779	71%	0%	
Subacute and non-acute overnight bed days of care	15,415	20%	13,939	18%	-10%	
Mental health overnight bed days of care	8,253	10%	8,952	11%	8%	
Total babies born at ACT public hospitals	1,280		1,243		-3%	
Number of babies born by caesarean section	384		380		-1%	





## Admitted Patients Performance

	September quarter 2018	December quarter 2018	Change from last quarter (%)	Last 5 quarters
<b>Admitted Patients Performance</b>				
Total Average Length of Stay (ALOS) for overnight patients at ACT public hospitals by care type stream (in days)	5.5	5.6	2%	
Acute ALOS	4.4	4.4	0%	
Subacute and non-acute ALOS	13.1	14.8	11%	
Mental health ALOS	14.9	15.7	5%	

# Elective Surgery

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

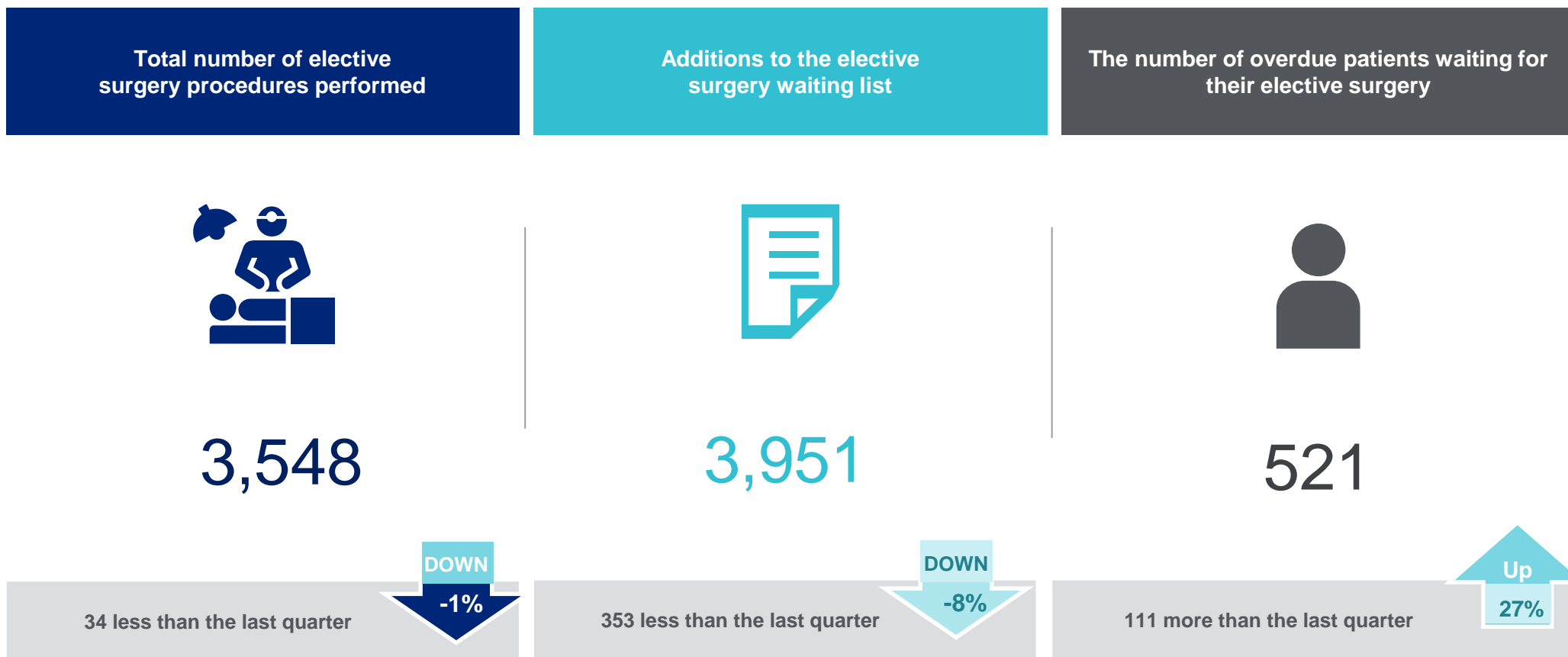




## Elective Surgery

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 surrounding NSW region as well as other patients from interstate.

The ACT provides complex elective surgery for a large number of patients across the ACT community and those that are from interstate. The results below provide information on all public elective surgery performed in the ACT.



## Elective Surgery Activity

Elective Surgery activity	September quarter 2018		December quarter 2018		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	%	
Total number of elective surgery procedures performed and by urgency category	3,582		3,548		-1%	
Urgent, Category 1 (within 30 days)	1,133	31%	1,122	32%	-1%	
Semi-urgent, Category 2 (within 90 days)	1,247	35%	1,348	38%	8%	
Non-urgent, Category 3 (within 365 days)	1,202	34%	1,078	30%	-10%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery	572		545		-5%	
Additions to the elective surgery waiting list	4,304		3,951		-8%	
Patients waiting for their elective surgery	5,026		4,997		-1%	
The number of overdue patients waiting for their elective surgery	410	8%	521	10%	27%	

Note: 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.

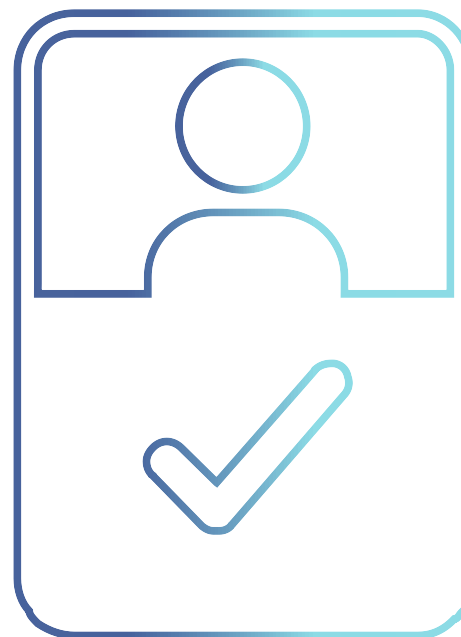


## Elective Surgery Performance

	September quarter 2018 (%)	December quarter 2018 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
<b>Elective Surgery Performance</b>					
Percentage of elective surgery operations performed within clinically recommended timeframes:					
Urgent, Category 1 (within 30 days)	95%	96%	100%	1%	
Semi-urgent, Category 2 (within 90 days)	80%	79%	78%	-1%	
Non-urgent, Category 3 (within 365 days)	79%	80%	91%	1%	
Median wait times to surgery					
	<b>(days)</b>	<b>(days)</b>			
Urgent, Category 1 (within 30 days)	18	18	-	0%	
Semi-urgent, Category 2 (within 90 days)	56	56	-	0%	
Non-urgent, Category 3 (within 365 days)	240	225	-	-6%	

# 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.



## Quality and Safety

	September quarter 2018 (%)	December quarter 2018 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
<b>Maximising the quality of hospital services</b>					
Proportion of patients readmitted to hospital within 28 days due to complications associated with their condition					
Canberra Hospital	1.6%	1.6%	<2%	-	
Calvary Hospital	1.0%	0.6%	<1%	-0.4%	
Proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications					
Canberra Hospital	0.8%	0.9%	<1%	0.1%	
Calvary Hospital	0.5%	0.4%	<0.5%	-0.1%	
Number of patients per 10,000 occupied bed days who acquire a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)					
	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)		
Canberra Hospital	0.6	0.9	<2	0.3	
Calvary Hospital	0.0	0.0	<2	-	
Estimated Hand Hygiene Rate					
Canberra Hospital	81%	84%	75%	3%	
Calvary Hospital	73%	79%	75%	6%	

Note: Hand Hygiene audits are undertaken three times a year in March, June and October.

## 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/published-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>