

# ACT Public Health Services Quarterly Performance Report

July to September 2020



**ACT**  
Government

**ACT Health**

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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.

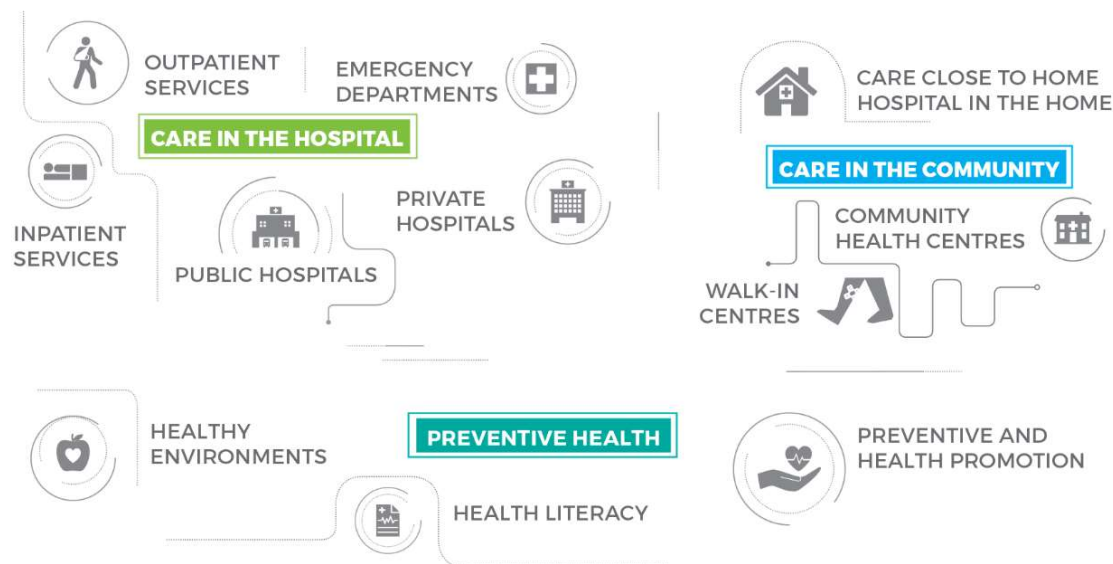
**Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.**

# 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 (CHS), 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:



**96.3%**

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



**92.3%**

of patients rated their care as good or very good.

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



**97.5%**

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.

## The Geriatric Rapid Acute Care Evaluation Program (GRACE)

The ACT Government is committed to continuous improvement in healthcare for people in residential aged care. One of the ways we are providing better healthcare closer to home for older Canberrans is through the Geriatric Rapid Acute Care Evaluation Program (GRACE).

This quarter, GRACE extended its coverage to the southside, so that it now reaches into 22 of the Territory's 28 residential aged-care facilities, and into Canberra Hospital's emergency department. The innovative nurse-led program is on track to meet its target of covering the remainder of aged-care facilities in the ACT by the end of the financial year.

GRACE provides expert, coordinated and collaborative health care to aged-care residents at home and on presentation at emergency departments.

GRACE creates a network of expertise around each patient. The GRACE clinical team, residential aged-care facility staff and the resident's GP and loved ones together consider alternative care plans that allow the resident to be treated in their home rather than through a potentially stressful trip to or stay in hospital.

If a resident requires transfer to hospital, the GRACE staff liaise with the emergency department, GP and the ambulance service to ensure a smooth transition. Then with medical staff and the inpatient teams, a discharge plan is coordinated, including a follow up session with the resident after they return home.

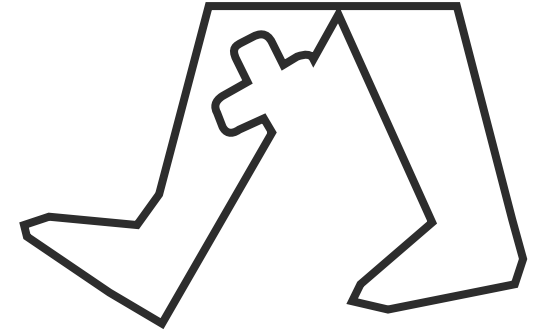
GRACE is ensuring Canberra's aging population receives the personalised care they need and deserve.



Left to right, Sam Scanlan, Canberra Hospital Emergency Department Clinical Director; Jacqui Taylor, Canberra Health Services Executive Director, Medicine; Rowena Hogan, Clinical Nurse Consultant, Hospital in the Home and GRACE, Calvary Public Hospital Bruce; and Nicole Slater, Canberra Hospital Emergency Department Assistant Director of Nursing.

Photo provided by Health Media

# 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.

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- ✦ Walk-in Centre presentations have increased by 30.3% in Quarter 1, 2020-21 compared to Quarter 4, 2019-20.
  - ✦ Presentations at COVID-19 Testing Centres were over 52,300 for the Quarter 1 2020-21.
  - ✦ 79.5% of presentations were fully treated at the Walk-in Centres.
-

## Walk-in Centres



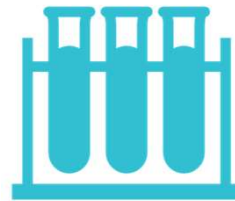
All Walk-in Centres (WiC) are led by a team of highly skilled advanced practice nurses and nurse practitioners with extensive experience in treating people with minor injuries and illnesses. There were five nurse-led Walk-in Centres across the ACT in quarter 1, 2020-21: Belconnen, Gungahlin, Tuggeranong, Weston Creek and Inner North (Dickson). 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 was also established for dedicated COVID-19 testing.



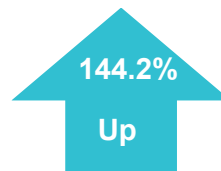
12,401



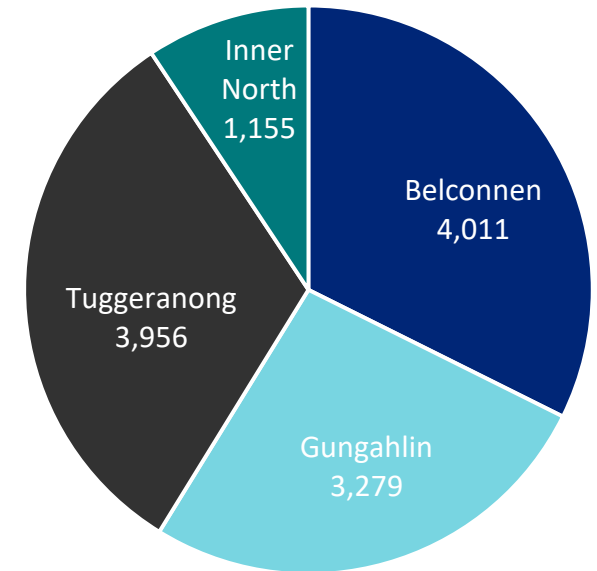
Walk-in-Centre presentations  
(2,885 more than Quarter 4, 2019-20)



52,327















COVID-19 Testing Centre  
Presentations



Walk-in Centre presentations by  
location



## Walk-in Centre and COVID-19 Testing Centre

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
<b>Walk-in Centre</b>				
<b>Presentations</b>				
Belconnen	4,011	3,360	19.4%	
Gungahlin	3,279	2,788	17.6%	
Tuggeranong	3,956	3,368	17.5%	
Inner North	1,155	-	-	
<b>ACT Total</b>	<b>12,401</b>	<b>9,516</b>	<b>30.3%</b>	
<b>COVID-19 Testing Centres</b>				
<b>Presentations</b>				
Weston Creek	10,604	7,481	41.7%	
EPIC Respiratory Centre	24,768	13,523	83.2%	
Canberra Hospital Respiratory	102	420	-75.7%	
Surge Centre – Garran	7,407	-	-	
West Belconnen Centre	4,019	-	-	
Kambah Drive through Clinic	5,427	-	-	
<b>ACT Total</b>	<b>52,327</b>	<b>21,424</b>	<b>144.2%</b>	

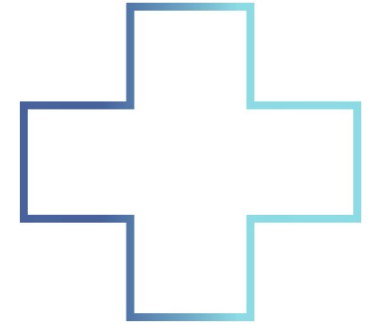
**Note:** Weston Creek Walk-in Centre opened in December 2019 and in late March 2020 became a dedicated COVID-19 respiratory clinic. The Inner North Walk-in-Centre opened in August 2020. Dedicated COVID-19 testing centres opened at EPIC Respiratory Centre and Canberra Hospital Respiratory Clinic in March 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 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
<b>Walk-in Centre Performance</b>				
<b>Median wait time to treatment (minutes)</b>				
Belconnen	6	4	50.0%	
Gungahlin	9	6	50.0%	
Tuggeranong	11	8	37.5%	
Inner North	8	-	-	
<b>ACT Total</b>	<b>9</b>	<b>6</b>	<b>50.0%</b>	
<b>Fully treated in the Walk-in Centre</b>				
Belconnen	82.1%	85.1%	-3.0	
Gungahlin	77.3%	79.0%	-1.7	
Tuggeranong	77.4%	80.8%	-3.4	
Inner North	84.0%	-	-	
<b>ACT Total</b>	<b>79.5%</b>	<b>81.8%</b>	<b>-2.3</b>	
<b>Redirected to Emergency Department</b>				
Belconnen	6.4%	5.8%	0.6	
Gungahlin	7.5%	8.7%	-1.2	
Tuggeranong	10.5%	9.9%	0.6	
Inner North	5.5%	-	-	
<b>ACT Total</b>	<b>7.9%</b>	<b>8.0%</b>	<b>-0.1</b>	

**Note:** Weston Creek WiC opened in December 2019 and in March 2020 became a dedicated COVID-19 respiratory clinic. All the dedicated COVID-19 testing centres (Weston Creek, EPIC Respiratory Centre, Canberra Hospital Respiratory Clinic, Surge Centre-Garran, West Belconnen Centre, and Kambah Drive through Clinic) have been excluded from the Performance metrics.

# Emergency Department



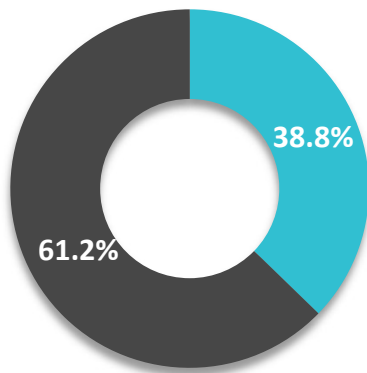
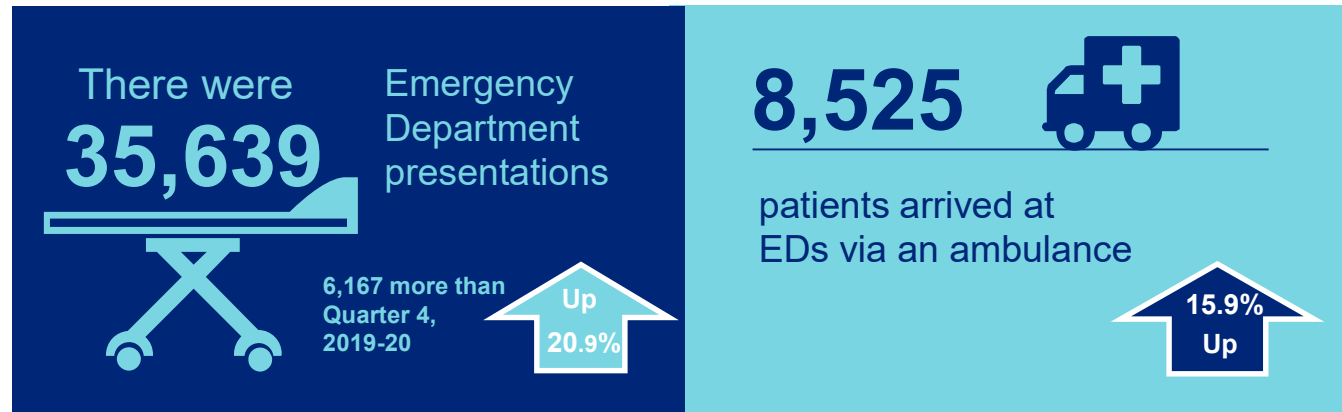
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

- 
- ✚ There were 35,639 presentations to EDs in Quarter 1, 2020-21.
  - ✚ 56.2% of patients received treatment within the clinically recommended time for their urgency (triage) category.
-



## Emergency Departments (EDs)

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












Emergency Department presentations by public hospitals

Canberra Hospital:	21,818
Calvary Public Hospital Bruce:	13,821










## Emergency Department Activity – ACT Total

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total ED presentations	35,639	29,472	20.9%	
Resuscitation, Triage Category 1	224	226	-0.9%	
Emergency, Triage Category 2	4,194	3,809	10.1%	
Urgent, Triage Category 3	15,732	12,844	22.5%	
Semi-urgent, Triage Category 4	13,151	10,746	22.4%	
Non-urgent, Triage Category 5	2,338	1,847	26.6%	
Admissions to hospitals from EDs	12,026	10,598	13.5%	
Patients treated and discharged home	21,677	17,742	22.2%	
Arrivals at ED by ambulance	8,525	7,355	15.9%	

## Emergency Department Activity – Canberra Hospital

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total ED presentations	21,818	18,201	19.9%	
Resuscitation, Triage Category 1	155	161	-3.7%	
Emergency, Triage Category 2	2,662	2,423	9.9%	
Urgent, Triage Category 3	9,294	7,371	26.1%	
Semi-urgent, Triage Category 4	8,164	7,062	15.6%	
Non-urgent, Triage Category 5	1,543	1,184	30.3%	
Admissions to hospitals from EDs	7,695	6,982	10.2%	
Patients treated and discharged home	13,271	10,760	23.3%	
Arrivals at ED by ambulance	5,938	4,997	18.8%	

## Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total ED presentations	13,821	11,271	22.6%	
Resuscitation, Triage Category 1	69	65	6.2%	
Emergency, Triage Category 2	1,532	1,386	10.5%	
Urgent, Triage Category 3	6,438	5,473	17.6%	
Semi-urgent, Triage Category 4	4,987	3,684	35.4%	
Non-urgent, Triage Category 5	795	663	19.9%	
Admissions to hospitals from EDs	4,331	3,616	19.8%	
Patients treated and discharged home	8,406	6,982	20.4%	
Arrivals at ED by ambulance	2,587	2,358	9.7%	

## Emergency Department Performance – ACT Total

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	78.7%	78.8%	-0.1	
Urgent, Triage Category 3	43.0%	57.3%	-14.3	
Semi-urgent, Triage Category 4	58.4%	77.1%	-18.7	
Non-urgent, Triage Category 5	88.6%	97.8%	-9.2	
<b>Patients leaving the ED within four hours of presentation</b>	<b>59.8%</b>	<b>64.5%</b>	<b>-4.7</b>	
<b>Patients who did not wait to be seen</b>	<b>2.7%</b>	<b>1.3%</b>	<b>1.4</b>	
<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	38	25	52.0%	
Semi-urgent, Triage Category 4	49	29	69.0%	
Non-urgent, Triage Category 5	40	24	66.7%	

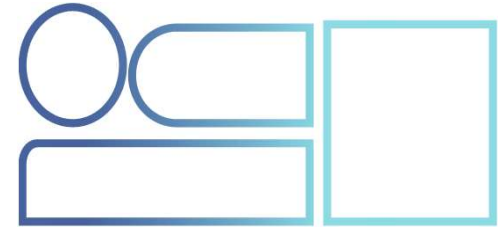


## Emergency Department Performance – Canberra Hospital

	Quarter 1 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	77.3%	79.8%	-2.5	
Urgent, Triage Category 3	38.3%	53.3%	-15.0	
Semi-urgent, Triage Category 4	57.1%	76.5%	-19.4	
Non-urgent, Triage Category 5	88.5%	97.8%	-9.3	
<b>Patients leaving the ED within four hours of presentation</b>	<b>55.3%</b>	<b>62.2%</b>	<b>-6.9</b>	
Patients who did not wait to be seen	2.6%	1.2%	1.4	
<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	28	57.1%	
Semi-urgent, Triage Category 4	51	31	64.5%	
Non-urgent, Triage Category 5	43	27	59.3%	

## Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	81.1%	77.0%	4.1	
Urgent, Triage Category 3	49.8%	62.7%	-12.9	
Semi-urgent, Triage Category 4	60.3%	78.1%	-17.8	
Non-urgent, Triage Category 5	88.9%	97.8%	-8.9	
Patients leaving the ED within four hours of presentation	66.8%	68.1%	-1.3	
Patients who did not wait to be seen	3.0%	1.4%	1.6	
<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	31	21	47.6%	
Semi-urgent, Triage Category 4	45	26	73.1%	
Non-urgent, Triage Category 5	36	17	111.8%	



# Admitted Patient Care

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

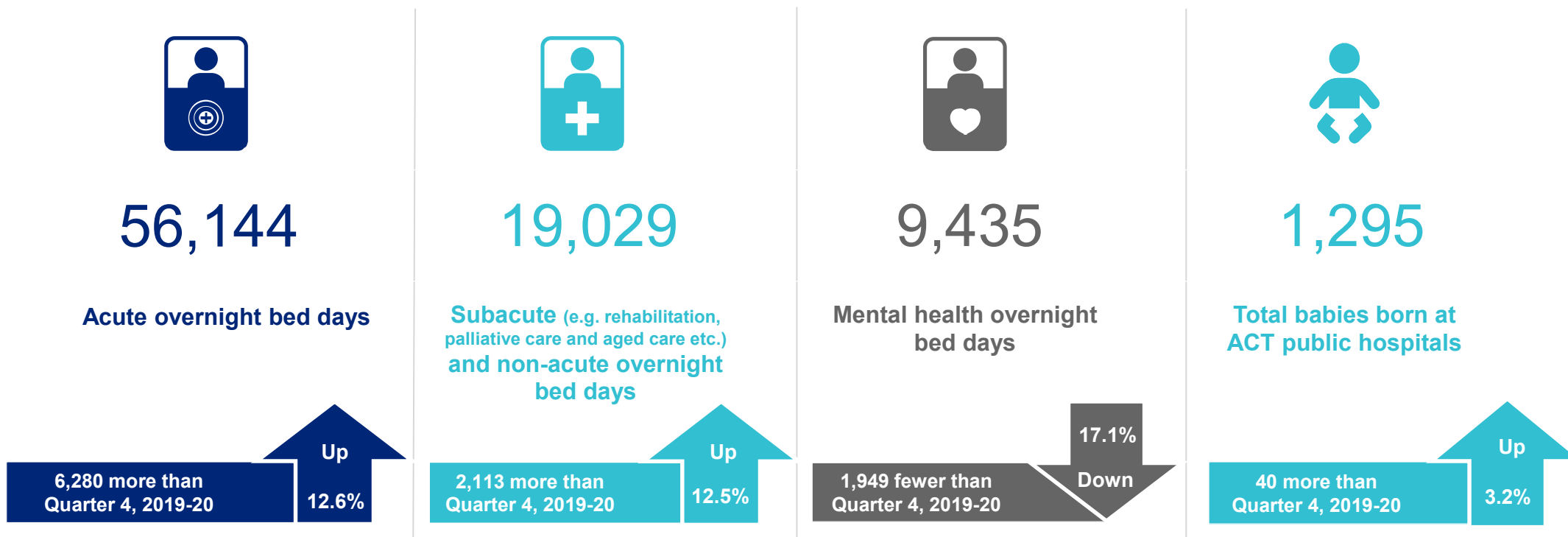
Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

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- ✦ Hospitalisations have increased by 16.9% in Quarter 1, 2020-21 compared to Quarter 4, 2019-20.
  - ✦ 100,574 bed days of patient care were provided.
  - ✦ Overnight patients stayed in hospital for an average of 5.7 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 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	30,804	26,345	16.9%	
Same-day episodes (including day surgeries)	15,966	13,642	17.0%	
Overnight episodes	14,838	12,703	16.8%	
Total bed days of care at ACT public hospitals	100,574	91,806	9.6%	
Total overnight bed days of care	84,608	78,164	8.2%	
Acute overnight bed days of care	56,144	49,864	12.6%	
Subacute and non-acute overnight bed days of care	19,029	16,916	12.5%	
Mental health overnight bed days of care	9,435	11,384	-17.1%	
Total babies born at ACT public hospitals	1,295	1,255	3.2%	
Number of caesarean section procedures	457	413	10.7%	









## Admitted Patient Care Activity – Canberra Hospital

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total admitted patient episodes of care	21,898	19,215	14.0%	
Same-day episodes (including day surgeries)	11,551	10,270	12.5%	
Overnight episodes	10,347	8,945	15.7%	
Total bed days of care	65,925	59,982	9.9%	
Total overnight bed days of care	54,374	49,712	9.4%	
Acute overnight bed days of care	42,246	38,010	11.1%	
Subacute and non-acute overnight bed days of care	7,659	5,727	33.7%	
Mental health overnight bed days of care	4,469	5,975	-25.2%	
Total babies born	862	845	2.0%	
Number of caesarean section procedures	302	280	7.9%	

## Admitted Patient Care Activity – Calvary Public Hospital Bruce





	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total admitted patient episodes of care	8,467	6,679	26.8%	
Same-day episodes (including day surgeries)	4,339	3,308	31.2%	
Overnight episodes	4,128	3,371	22.5%	
Total bed days of care	24,640	21,391	15.2%	
Total overnight bed days of care	20,301	18,083	12.3%	
Acute overnight bed days of care	13,802	11,726	17.7%	
Subacute and non-acute overnight bed days of care	3,119	2,611	19.5%	
Mental health overnight bed days of care	3,380	3,746	-9.8%	
Total babies born	433	410	5.6%	
Number of caesarean section procedures	155	113	37.2%	

## Admitted Patient Care Activity – University of Canberra Hospital





	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total admitted patient episodes of care	439	451	-2.7%	
Same-day episodes (including day surgeries)	76	64	18.8%	
Overnight episodes	363	387	-6.2%	
Total bed days of care	10,009	10,433	-4.1%	
Total overnight bed days of care	9,933	10,369	-4.2%	
Acute overnight bed days of care	96	128	-25.0%	
Subacute and non-acute overnight bed days of care	8,251	8,578	-3.8%	
Mental health overnight bed days of care	1,586	1,663	-4.6%	







## Admitted Patient Care Performance – ACT Total

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	5.7	6.2	-8.1%	
Acute ALOS	4.3	4.5	-4.4%	
Subacute and non-acute ALOS	14.8	15.9	-6.9%	
Mental health ALOS	16	19.6	-18.4%	





## Admitted Patient Care Performance – Canberra Hospital

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.3	5.6	-5.4%	
Acute ALOS	4.6	4.7	-2.1%	
Subacute and non-acute ALOS	10.6	11.2	-5.4%	
Mental health ALOS	11.3	14.7	-23.1%	

## Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	4.9	5.4	-9.3%	
Acute ALOS	3.7	3.9	-5.1%	
Subacute and non-acute ALOS	12.9	12.8	0.8%	
Mental health ALOS	20.5	25.1	-18.3%	

## Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	27.4	26.8	2.2%	
Acute ALOS	5.6	8	-30.0%	
Subacute and non-acute ALOS	25.9	24.9	4.0%	
Mental health ALOS	56.6	61.6	-8.1%	



# 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 1, 2020-21, there were 3,982 surgeries performed, which is an increase of 62.7% from Quarter 4, 2019-20.
- ✦ 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, we delivered a total number of 12,870 elective surgeries, 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

3,982

62.7%

1,534 more than  
Quarter 4, 2019-20

Up



Additions to the elective surgery waiting list

4,300

38.8%

1,203 more than  
Quarter 4, 2019-20

Up



The number of overdue patients waiting for their elective surgery






1,013

23.1%

304 fewer than  
Quarter 4, 2019-20

Down

## Elective Surgery Activity – ACT Total

	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total number of elective surgery procedures	3,982	2,448	62.7%	
Urgent, Category 1 (within 30 days)	1,207	1,022	18.1%	
Semi-urgent, Category 2 (within 90 days)	1,507	974	54.7%	
Non-urgent, Category 3 (within 365 days)	1,268	452	180.5%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	621	468	32.7%	

(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 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total number of elective surgery procedures <sup>(b)</sup>	2,164	1,371	57.8%	
Urgent, Category 1 (within 30 days)	814	722	12.7%	
Semi-urgent, Category 2 (within 90 days)	882	523	68.6%	
Non-urgent, Category 3 (within 365 days)	468	126	271.4%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	345	281	22.8%	

(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.

(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 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Total number of elective surgery procedures	1,818	1,077	68.8%	
Urgent, Category 1 (within 30 days)	393	300	31.0%	
Semi-urgent, Category 2 (within 90 days)	625	451	38.6%	
Non-urgent, Category 3 (within 365 days)	800	326	145.4%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	276	187	47.6%	

(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 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20	Last 5 quarters
Additions to the elective surgery waiting list	4,300	3,097	38.8%	
Patients waiting for their elective surgery	5,341	5,633	-5.2%	
The number of overdue patients waiting for their elective surgery	1,013	1,317	-23.1%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	98.3%	98.3%	0.0	
Semi-urgent, Category 2	60.3%	48.6%	11.7	
Non-urgent, Category 3	70.7%	77.0%	-6.3	
Median wait times to surgery (days)				
Urgent, Category 1	17	13	30.8%	
Semi-urgent, Category 2	68	94	-27.7%	
Non-urgent, Category 3	291	197	47.7%	

**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.
  - ✦ Both public hospitals undertake hand hygiene audits three times per year.
  - ✦ Hand hygiene target for 2019-20 is 80% and target for 2020-21 had not been agreed, due to budget delays related to COVID-19 pandemic.

## Quality and Safety

	2019-20 Target #	Quarter 1, 2020-21	Quarter 4, 2019-20	Change from Quarter 4, 2019-20
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition				
Canberra Health Services*	<2%	1.0%	1.5%	-0.5
Calvary Public Hospital Bruce	<1%	0.4%	0.8%	-0.4
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%	0.8%	0.0
Calvary Public Hospital Bruce	<0.5%	0.2%	0.2%	0.0
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	1.8	0.7	157.0%
Calvary Public Hospital Bruce	<2	0.00	0.00	-
	2019-20 Target	October 2019 audit	March 2019 audit	June-July 2020 audit
Estimated Hand Hygiene Rate				
Canberra Health Services <sup>(a)</sup>	80%	82.4%	86.8%	87.1%
Calvary Public Hospital Bruce <sup>(b)</sup>	80%	82.9%	82.3%	82.3%

\* Complete data was not available for the entire quarter at time of publication

(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.

# At time of Q1 2020-21 QPR publication, the 2020-21 targets had not been agreed, due to budget delays related to the COVID-19 pandemic. 2019-20 target has remained for reference

## 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>.