

ACT Public Health Services Quarterly Performance Report

April to June 2020



ACT
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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.

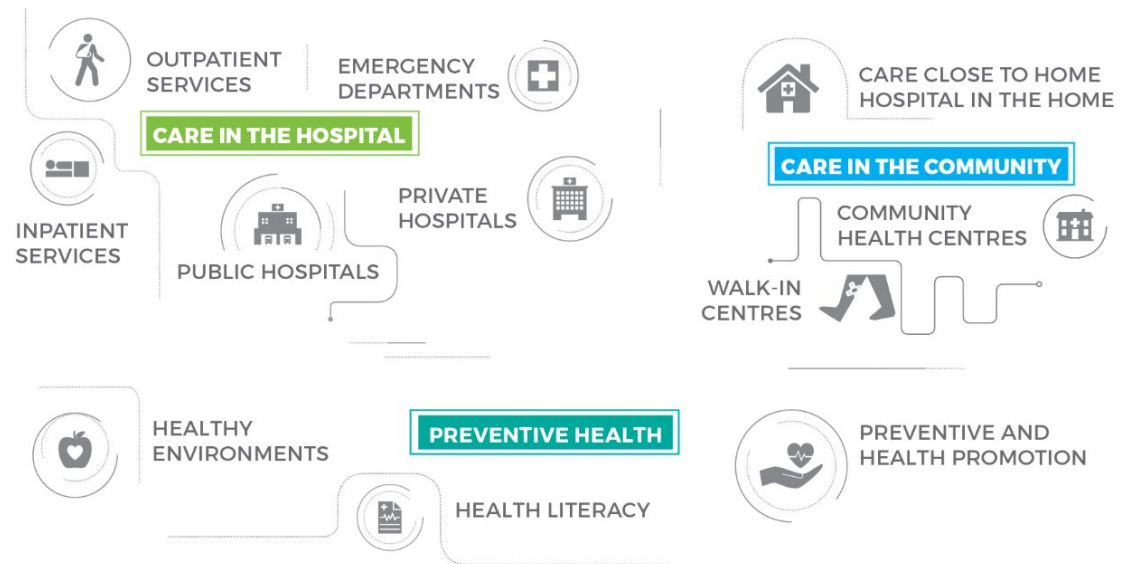
Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.

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:

 **95.2%**

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

 **91.4%**

of patients rated their care as good or very good.

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

 **96.3%**

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.

COVID -19 response in focus

COVID-19 continues to significantly impact the ACT public health system but equally highlights how adept our system is at pulling together during this public health emergency to best serve our community's needs.

Our COVID-19 emergency response coordination centres – staffed by representatives from across the public health system and located in the ACT Health Directorate – have provided a whole-of-government response to keep our community safe.

The Public Health Emergency Control Centre (HECC) manages and coordinates ACT Health's response, bringing together experts in emergency management, public health, planning and logistics – including first response, contact-tracing and worst-case scenario preparedness.

The Clinical Health Emergency Control Centre (CHECC) coordinates the Territory's clinical response – the first time our public and private hospitals and stakeholders have come together in this way, preparing the system as a whole to meet any surge in COVID-19 cases.

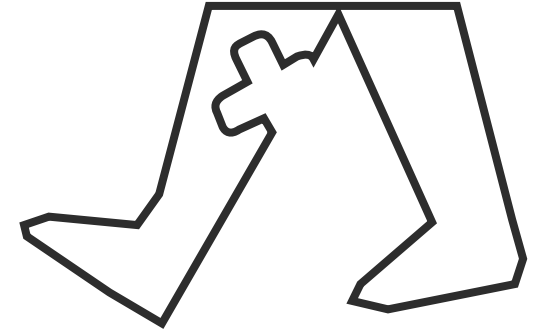
The Public Information Coordination Centre (PICC) provides coordinated communications across the ACT Public Service, covering the health, social and economic impacts of the pandemic, and ensuring the ACT community - including priority and minority groups - always has access to the latest COVID-19 information. This information is delivered through a dedicated COVID-19 [website](#), a [weekly e-newsletter](#) and the [ACT Health Facebook](#) and [Twitter](#) channels.



Photo: ACT Health Directorate and Canberra Health Services

More information is on the ACT Health website at:
<https://www.covid19.act.gov.au/>

Walk-in Centres and COVID-19 Testing Centres



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

-
- ✦ Walk-in Centre presentations have shown a COVID-19 related decrease (56.3%) in Quarter 4, 2019-20 compared to Quarter 3, 2019-20.
 - ✦ Presentations at COVID-19 Testing Centres were over 21,400 for the Quarter 4 2019-20.
 - ✦ 81.8% 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 were four nurse-led Walk-in Centres across the ACT in quarter 4, 2019-20: Belconnen, Gungahlin, Tuggeranong and Weston Creek. Two dedicated COVID-19 testing centres were established in March 2020 in response to the COVID-19 pandemic, one of which is at the Weston Creek Walk-in Centre. A small testing clinic was also established at Canberra Hospital.

A fifth Walk-in Centre in Dickson is scheduled to open on 23 August 2020.

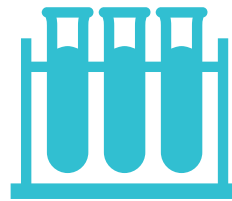


9,516

Down

56.3%

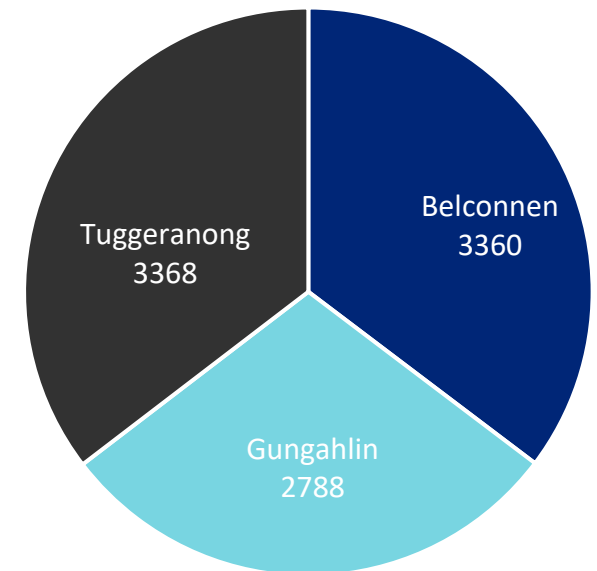
WiC presentations
(12,282 less than Quarter 3, 2019-20)



21,424












COVID-19 Testing Centre
Presentations



Walk-in Centre presentations by
location

Walk-in Centre and COVID-19 Testing Centre

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Walk-in Centre				
Presentations				
Belconnen	3,360	6,122	-45.1%	
Gungahlin	2,788	5,349	-47.9%	
Tuggeranong	3,368	5,234	-35.7%	
Weston Creek	-	5,093	-	
ACT Total	9,516	21,798	-56.3%	
COVID-19 Testing Centres				
Presentations				
Weston Creek	7,481	-	-	
EPIC Respiratory Centre	13,523	1,370	-	
Canberra Hospital Respiratory Clinic	420	250	-	
ACT Total	21,424	1,620	-	

Note: Weston Creek Walk-in Centre opened in December 2019 and in late March 2020 became a dedicated COVID-19 respiratory clinic.

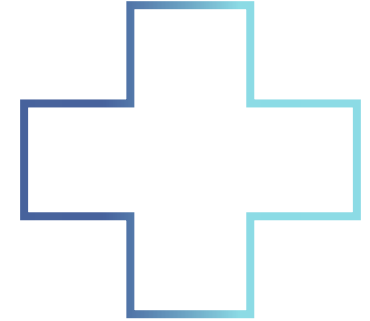
EPIC Respiratory Assessment Centre and Canberra Hospital Respiratory Assessment Clinic opened in March 2020 as dedicated COVID-19 testing centres

Walk-in Centre Performance

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Walk-in Centre Performance				
Median wait time to treatment (minutes)				
Belconnen	4	17	-76.5%	
Gungahlin	6	20	-70.0%	
Tuggeranong	8	28	-71.4%	
Weston Creek	-	14	-	
ACT Total	6	19	-68.4%	
Fully treated in the Walk-in Centre				
Belconnen	85.1%	82.4%	2.7	
Gungahlin	79.0%	81.4%	-2.4	
Tuggeranong	80.8%	76.2%	4.6	
Weston Creek	-	89.3%	-	
ACT Total	81.8%	82.3%	-0.5	
Redirected to Emergency Department				
Belconnen	5.8%	4.7%	1.1	
Gungahlin	8.7%	5.0%	3.7	
Tuggeranong	9.9%	8.5%	1.4	
Weston Creek	-	2.9%	-	
ACT Total	8.0%	5.3%	2.7	

Note: The EPIC Respiratory Assessment Centre and Canberra Hospital Respiratory Assessment Clinic opened in March 2020 as dedicated COVID-19 testing centres. Weston Creek Walk-in Centre opened in December 2019 and in late March 2020 became a dedicated COVID-19 respiratory clinic. As these are dedicated COVID-19 testing centres, they have been excluded from the Performance metrics

Emergency Department



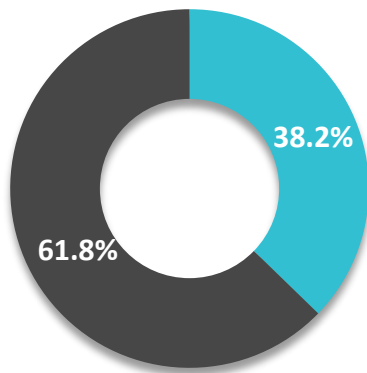
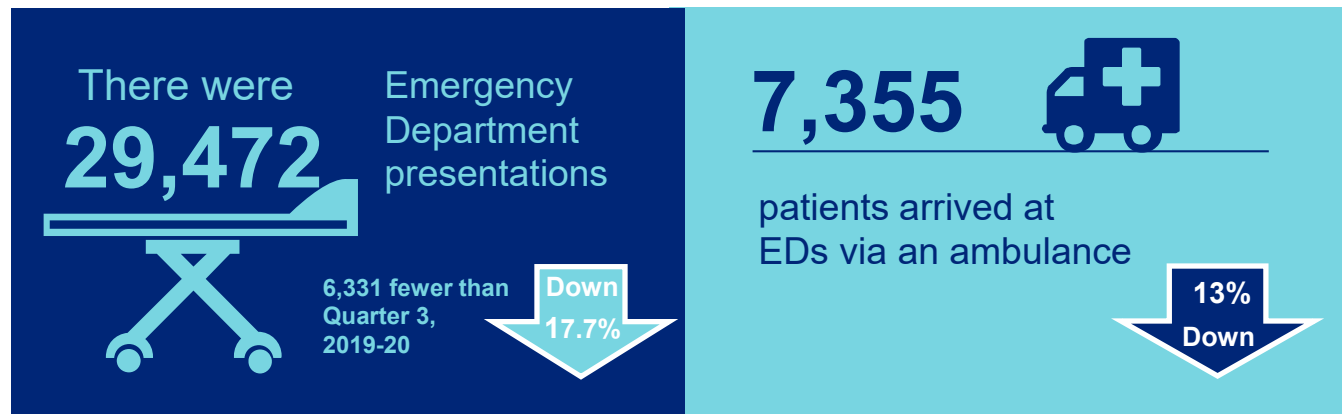
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

-
- ✦ There were 29,472 presentations to EDs in Quarter 4, 2019-20.
 - ✦ 70.1% 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












Canberra Hospital:	18,201
Calvary Public Hospital Bruce:	11,271










Emergency Department Activity – ACT Total

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total ED presentations	29,472	35,803	-17.7%	
Resuscitation, Triage Category 1	226	270	-16.3%	
Emergency, Triage Category 2	3,809	4,202	-9.4%	
Urgent, Triage Category 3	12,844	15,753	-18.5%	
Semi-urgent, Triage Category 4	10,746	13,243	-18.9%	
Non-urgent, Triage Category 5	1,847	2,335	-20.9%	
Admissions to hospitals from EDs	10,598	11,447	-7.4%	
Patients treated and discharged home	17,742	21,650	-18.1%	
Arrivals at ED by ambulance	7,355	8,457	-13.0%	












Emergency Department Activity – Canberra Hospital

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total ED presentations	18,201	21,871	-16.8%	
Resuscitation, Triage Category 1	161	186	-13.4%	
Emergency, Triage Category 2	2,423	2,728	-11.2%	
Urgent, Triage Category 3	7,371	8,817	-16.4%	
Semi-urgent, Triage Category 4	7,062	8,550	-17.4%	
Non-urgent, Triage Category 5	1,184	1,590	-25.5%	
Admissions to hospitals from EDs	6,982	7,774	-10.2%	
Patients treated and discharged home	10,760	12,866	-16.4%	
Arrivals at ED by ambulance	4,997	5,779	-13.5%	

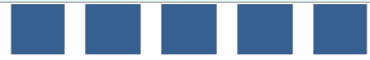










Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total ED presentations	11,271	13,932	-19.1%	
Resuscitation, Triage Category 1	65	84	-22.6%	
Emergency, Triage Category 2	1,386	1,474	-6.0%	
Urgent, Triage Category 3	5,473	6,936	-21.1%	
Semi-urgent, Triage Category 4	3,684	4,693	-21.5%	
Non-urgent, Triage Category 5	663	745	-11.0%	
Admissions to hospitals from EDs	3,616	3,673	-1.6%	
Patients treated and discharged home	6,982	8,784	-20.5%	
Arrivals at ED by ambulance	2,358	2,678	-11.9%	












Emergency Department Performance – ACT Total

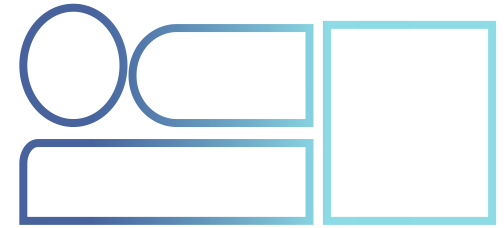
	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	100.0%	100.0%	0	
Emergency, Triage Category 2	78.8%	76.4%	2.4	
Urgent, Triage Category 3	57.3%	30.6%	26.7	
Semi-urgent, Triage Category 4	77.1%	48.0%	29.1	
Non-urgent, Triage Category 5	97.8%	82.2%	15.6	
Patients leaving the ED within four hours of presentation	64.5%	57.2%	7.3	
Patients who did not wait to be seen	1.3%	4.8%	-3.5	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	6	6	0.0%	
Urgent, Triage Category 3	25	60	-58.3%	
Semi-urgent, Triage Category 4	29	64	-54.7%	
Non-urgent, Triage Category 5	24	47	-48.9%	

Emergency Department Performance – Canberra Hospital

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	100.0%	100.0%	0	
Emergency, Triage Category 2	79.8%	75.5%	4.3	
Urgent, Triage Category 3	53.3%	23.5%	29.8	
Semi-urgent, Triage Category 4	76.5%	42.4%	34.1	
Non-urgent, Triage Category 5	97.8%	81.1%	16.7	
Patients leaving the ED within four hours of presentation	62.2%	53.3%	8.9	
Patients who did not wait to be seen	1.2%	4.5%	-3.3	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	6	7	-14.3%	
Urgent, Triage Category 3	28	76	-63.2%	
Semi-urgent, Triage Category 4	31	73	-57.5%	
Non-urgent, Triage Category 5	27	50	-46.0%	

Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	100.0%	100.0%	0	
Emergency, Triage Category 2	77.0%	77.9%	-0.9	
Urgent, Triage Category 3	62.7%	39.7%	23.0	
Semi-urgent, Triage Category 4	78.1%	58.2%	19.9	
Non-urgent, Triage Category 5	97.8%	84.6%	13.2	
Patients leaving the ED within four hours of presentation	68.1%	63.4%	4.7	
Patients who did not wait to be seen	1.4%	5.1%	-3.7	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	6	6	0.0%	
Urgent, Triage Category 3	21	44	-52.3%	
Semi-urgent, Triage Category 4	26	46	-43.5%	
Non-urgent, Triage Category 5	17	39	-56.4%	



Admitted Patient Care

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

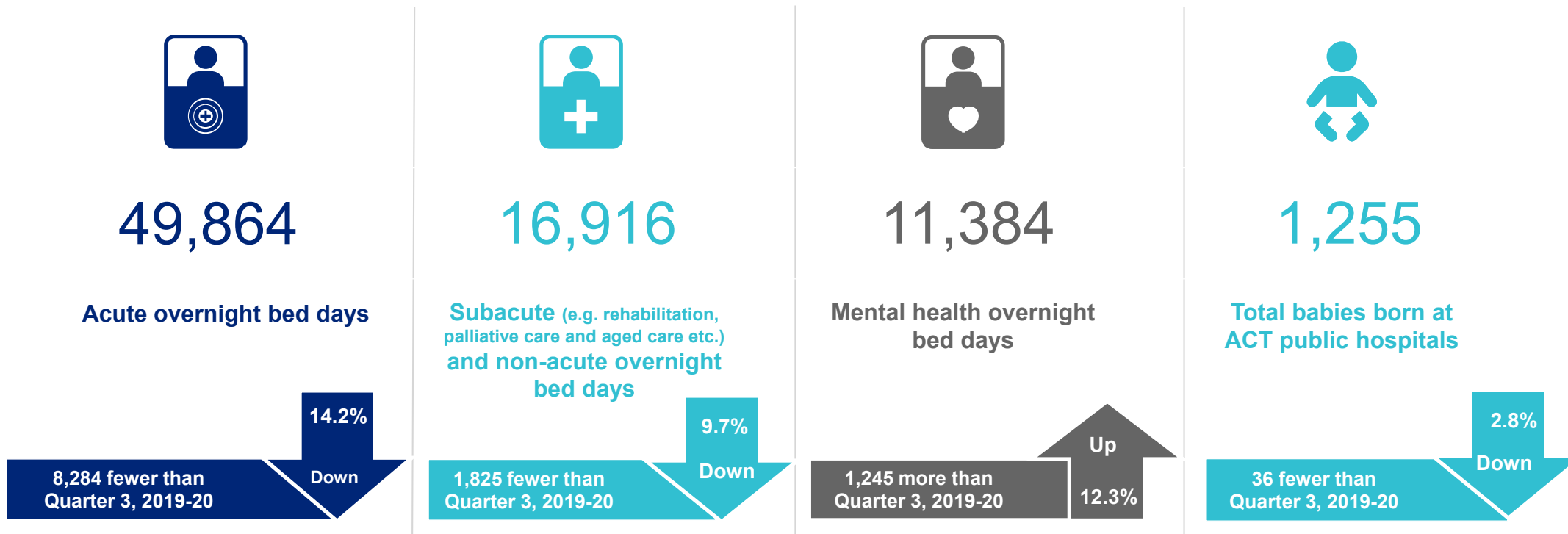
Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

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- ✦ Hospitalisations have decreased by 6.9% in Quarter 4, 2019-20 compared to Quarter 3, 2019-20.
 - ✦ 91,806 bed days of patient care were provided.
 - ✦ Overnight patients stayed in hospital for an average of 6.2 days.
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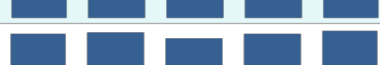
Admitted Patient Care Summary













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.






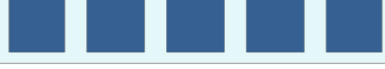






Admitted Patient Care Activity – ACT Total

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	26,345	28,308	-6.9%	
Same-day episodes (including day surgeries)	13,642	14,654	-6.9%	
Overnight episodes	12,703	13,654	-7.0%	
Total bed days of care at ACT public hospitals	91,806	101,678	-9.7%	
Total overnight bed days of care	78,164	87,024	-10.1%	
Acute overnight bed days of care	49,864	58,148	-14.2%	
Subacute and non-acute overnight bed days of care	16,916	18,741	-9.7%	
Mental health overnight bed days of care	11,384	10,139	12.3%	
Total babies born at ACT public hospitals	1,255	1,291	-2.8%	
Number of caesarean section procedures	413	393	5.1%	




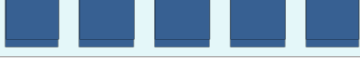




Admitted Patient Care Activity – Canberra Hospital

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total admitted patient episodes of care	19,215	20,653	-7.0%	
Same-day episodes (including day surgeries)	10,270	10,946	-6.2%	
Overnight episodes	8,945	9,707	-7.9%	
Total bed days of care	59,982	70,165	-14.5%	
Total overnight bed days of care	49,712	59,219	-16.1%	
Acute overnight bed days of care	38,010	44,722	-15.0%	
Subacute and non-acute overnight bed days of care	5,727	8,907	-35.7%	
Mental health overnight bed days of care	5,975	5,590	6.9%	
Total babies born	845	876	-3.5%	
Number of caesarean section procedures	280	271	3.3%	





Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total admitted patient episodes of care	6,679	7,155	-6.7%	
Same-day episodes (including day surgeries)	3,308	3,502	-5.5%	
Overnight episodes	3,371	3,653	-7.7%	
Total bed days of care	21,391	23,025	-7.1%	
Total overnight bed days of care	18,083	19,523	-7.4%	
Acute overnight bed days of care	11,726	13,319	-12.0%	
Subacute and non-acute overnight bed days of care	2,611	3,038	-14.1%	
Mental health overnight bed days of care	3,746	3,166	18.3%	
Total babies born	410	415	-1.2%	
Number of caesarean section procedures	113	122	-7.4%	





Admitted Patient Care Activity – University of Canberra Hospital

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total admitted patient episodes of care	451	499	-9.6%	
Same-day episodes (including day surgeries)	64	206	-68.9%	
Overnight episodes	387	293	32.1%	
Total bed days of care	10,433	8,492	22.9%	
Total overnight bed days of care	10,369	8,286	25.1%	
Acute overnight bed days of care	128	107	19.6%	
Subacute and non-acute overnight bed days of care	8,578	6,796	26.2%	
Mental health overnight bed days of care	1,663	1,383	20.2%	
Total babies born	-	-	-	
Number of caesarean section procedures	-	-	-	





Admitted Patient Care Performance – ACT Total

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	6.2	6.4	-3.1%	
Acute ALOS	4.5	4.8	-6.3%	
Subacute and non-acute ALOS	15.9	20	-20.5%	
Mental health ALOS	19.6	18.9	3.7%	





Admitted Patient Care Performance – Canberra Hospital

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.6	6.1	-8.2%	
Acute ALOS	4.7	5.1	-7.8%	
Subacute and non-acute ALOS	11.2	19.3	-42.0%	
Mental health ALOS	14.7	14.1	4.3%	

Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.4	5.3	1.9%	
Acute ALOS	3.9	4.0	-2.5%	
Subacute and non-acute ALOS	12.8	14.5	-11.7%	
Mental health ALOS	25.1	25.1	0%	

Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	26.8	28.3	-5.3%	
Acute ALOS	8	7.6	5.3%	
Subacute and non-acute ALOS	24.9	25.6	-2.7%	
Mental health ALOS	61.6	98.8	-37.7%	



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 4, 2019-20, there were 2,448 surgeries performed, which is a decrease of 20.7% from Quarter 3, 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. 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.

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 suspension of non-essential elective surgeries due to the COVID-19 pandemic response from 25 March 2020 to 15 May 2020 has impacted this result.

The results below provide information on all public elective surgery performed in the ACT.



Total number of elective surgery procedures performed

2,448

20.7%

Down

639 fewer than
Quarter 3, 2019-20



Additions to the elective surgery waiting list

3,097

17%

Down

635 fewer than
Quarter 3, 2019-20



The number of overdue patients waiting for their elective surgery






1,317

48.1%

Up






428 higher than
Quarter 3, 2019-20

Elective Surgery Activity – ACT Total

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total number of elective surgery procedures	2,448	3,087	-20.7%	
Urgent, Category 1 (within 30 days)	1,022	956	6.9%	
Semi-urgent, Category 2 (within 90 days)	974	1,244	-21.7%	
Non-urgent, Category 3 (within 365 days)	452	887	-49.0%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	468	606	-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.






Elective Surgery Activity – Canberra Hospital

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total number of elective surgery procedures ^(b)	1,371	1,715	-20.1%	
Urgent, Category 1 (within 30 days)	722	716	0.8%	
Semi-urgent, Category 2 (within 90 days)	523	694	-24.6%	
Non-urgent, Category 3 (within 365 days)	126	305	-58.7%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	281	364	-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.




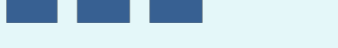






(b) The number of elective surgeries reported against Canberra Hospital include public elective surgeries contracted to private hospitals.

Elective Surgery Activity – Calvary Public Hospital Bruce

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Total number of elective surgery procedures	1,077	1,372	-21.5%	
Urgent, Category 1 (within 30 days)	300	240	25.0%	
Semi-urgent, Category 2 (within 90 days)	451	550	-18.0%	
Non-urgent, Category 3 (within 365 days)	326	582	-44.0%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	187	242	-22.7%	

(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 Performance – ACT Total

	Quarter 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20	Last 5 quarters
Additions to the elective surgery waiting list	3,097	3,732	-17.0%	
Patients waiting for their elective surgery	5,633	5,355	5.2%	
The number of overdue patients waiting for their elective surgery	1,317	889	48.1%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	98.3%	97.0%	1.3	
Semi-urgent, Category 2	48.6%	61.9%	-13.3	
Non-urgent, Category 3	77.0%	76.0%	1.0	
Median wait times to surgery (days)				
Urgent, Category 1	13	17	-23.5%	
Semi-urgent, Category 2	94	70	34.3%	
Non-urgent, Category 3	197	219	-10.0%	

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 4, 2019-20	Quarter 3, 2019-20	Change from Quarter 3, 2019-20
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition				
Canberra Health Services	<2%	1.5%	1.5%	-
Calvary Public Hospital Bruce	<1%	0.8%	0.9%	-0.1
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%	-
Calvary Public Hospital Bruce	<0.5%	0.2%	0.4%	-0.2
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	0.7	1.2	-41.7%
Calvary Public Hospital Bruce	<2	0.00	0.88	-
	2019-20 Target	October 2019 audit	March 2019 audit	June 2020 audit
Estimated Hand Hygiene Rate				
Canberra Health Services ^(a)	80%	82.4%	86.8%	87.1%
Calvary Public Hospital Bruce ^(b)	80%	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>.