

ACT Public Health Services Quarterly Performance Report

April to June 2021



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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

Comparisons between years for the Quarterly Performance Reports, should be undertaken with caution due to unprecedented health events that have occurred since 2019. .

Of most significance has been the impact of COVID-19, which the ACT Health System moved swiftly to address. The outbreak in March 2020 and August 2021 has had a significant impact on the way that our Health System has had to operate and the demand for certain services. Walk-in Centre and community health centre staff and sites have been redeployed to focus on COVID-19 testing. There was the suspension of all non essential surgeries throughout part of 2019-20 and the ACT Government has committed to delivering 60,000 elective surgeries over the next four years from 2021-22.

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, 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.

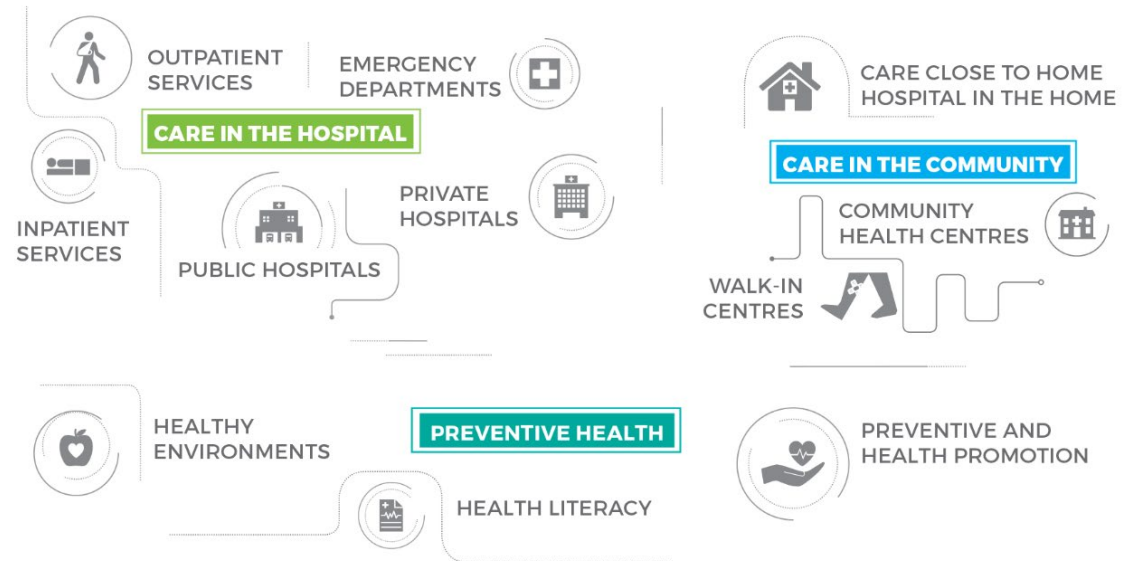
Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.

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, 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:

 **89.6%**

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

 **85.7%**

of patients rated their care as good or very good.

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

 **90%**

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.

Residential mental health facility helps Canberrans step up and step down

Since its doors opened at the end for April 2021, more than 120 people have received care from the new Southside Community Step Up Step Down facility.

Located in Garran near the Canberra Hospital, the six-bedroom facility provides specialist sub-acute care in a residential setting for people experiencing mental health issues.

Participants stay for up to two weeks, either 'stepping up' from their usual living arrangements to receive additional support, or 'stepping down' from a hospital setting to continue their mental health recovery and transition back to community life.

The facility accommodates up to six adults (aged 18-65) at any one time and is part of the ACT Government's commitment to ensuring that Canberrans receive the right care, at the right time, for the right duration to meet their mental health needs.

It is managed by Stride Mental Health Ltd, an experienced provider of transitional residential and psychosocial mental health services who operate residential mental health services across New South Wales and Queensland. Stride has partnered with Woden Community Service, who support the transition back to community living through outreach support.

The Southside Community Step Up Step Down facility is part of a 2018-19 ACT Government Budget commitment of \$22.8 million over four years to deliver more supported accommodation for people experiencing mental illness.

Around one third of Canberrans will need support with their mental health at some stage in their lives, and the COVID-19 pandemic has led to additional demand for treatment and support services across our community.

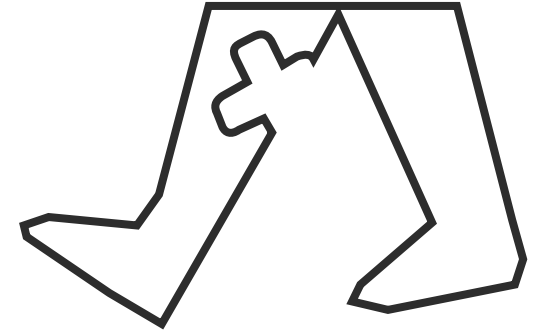
Southside Step Up Step Down is the ACT's fifth service, along with:

- five-bed service for adults in Lyneham
- five-bed service for children and adolescents in Watson (13 – 17 years)
- six-bed service for youth/young adults in Kambah (18 – 25 years)
- one 'TRec' Transition to Recovery facility (18-65 years)



Credit: Southside Step Up Step Down facility in Garran.

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, non-urgent 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 5.7% in Quarter 4, 2020-21 compared to Quarter 3, 2020-21.
 - ✦ Presentations at COVID-19 Testing Centres were over 42,720 in Quarter 4, 2020-21.
 - ✦ 79.8% of presentations received treatment 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 five nurse-led Walk-in Centres across the ACT in Quarter 4, 2020-21: Belconnen, Gungahlin, Tuggeranong, Weston Creek and Inner North.

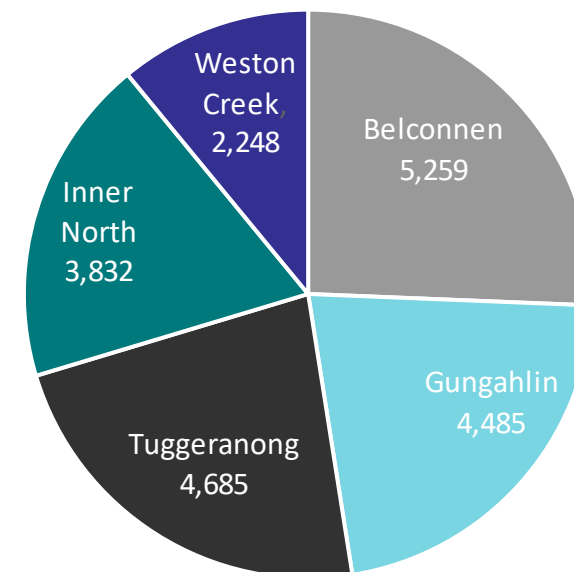
During Quarter 4 2020-21, demand for COVID-19 testing dropped, with three ACT Government operated testing clinics operating at Weston Creek Walk-In Centre, EPIC Respiratory Centre and Kambah Drive through Clinic. Kambah COVID testing clinic closed during quarter 4 on 12 May 2021, which followed the closure in quarter 3 of the West Belconnen testing clinic and roaming COVID-19 clinics as well as repurposing of the Surge Centre in Garran to operate as a COVID-19 vaccination centre.



Walk-in-Centre presentations
(1,105 more than Quarter 3, 2020-21)
















COVID-19 Testing Centre Presentations
(1,876 fewer than Quarter 3, 2020-21)



Walk-in Centre presentations by location

Walk-in Centre and COVID-19 Testing Centre

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Walk-in Centre				
Presentations				
Belconnen	5,259	5,141	2.3%	
Gungahlin	4,485	4,219	6.3%	
Tuggeranong	4,685	4,733	-1.0%	
Weston Creek	2,248	1,664	35.1%	
Inner North	3,832	3,647	5.1%	
ACT Total	20,509	19,404	5.7%	
COVID-19 Testing Centres				
Presentations				
Weston Creek	16,529	11,401	45.0%	
EPIC Respiratory Centre	23,624	21,036	12.3%	
Surge Centre – Garran	-	4,212	-	
West Belconnen Centre	-	801	-	
Kambah Drive through Clinic	2,571	6,830	-62.4%	
Roaming COVID-19 Clinics	-	320	-	
ACT Total	42,724	44,600	-4.2%	

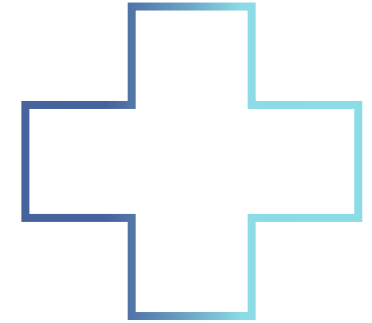
Note: Six dedicated COVID-19 testing centres have been established since March 2020 in response to the COVID-19 pandemic. Centres have been closed as testing demand changes in the ACT and a roaming clinic has been established to support testing demand. CHS operated Kambah COVID testing clinic closed during the quarter on 12 May 2021. The centre was recommissioned by Major Projects Canberra and is run by Capital Pathology reopening in August 2021.

Walk-in Centre Performance

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Walk-in Centre Performance				
Median wait time to treatment (minutes)				
Belconnen	11	13	-15.4%	
Gungahlin	17	14	21.4%	
Tuggeranong	29	24	20.8%	
Inner North	10	10	0.0%	
Weston Creek	5	6	-16.7%	
ACT Total	14	14	0.0%	
Treatment provided at the Walk-in Centre				
Belconnen	79.5%	76.7%	2.8	
Gungahlin	79.0%	74.6%	4.4	
Tuggeranong	75.9%	72.8%	3.1	
Inner North	82.0%	78.3%	3.7	
Weston Creek	86.1%	78.7%	7.4	
ACT Total	79.8%	75.7%	4.1	
Redirected to Emergency Department				
Belconnen	5.3%	5.3%	0.0	
Gungahlin	4.7%	5.5%	-0.8	
Tuggeranong	8.2%	9.1%	-0.9	
Inner North	5.1%	3.9%	1.2	
Weston Creek	6.0%	6.3%	-0.3	
ACT Total	5.9%	6.1%	-0.2	

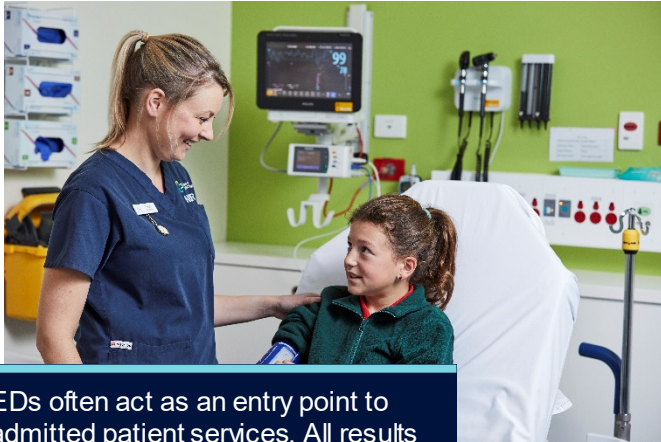
Note: Weston Creek Walk-in Centre has been operating as both a standard WiC and Covid testing Centre since the beginning of 2021. All the dedicated COVID-19 testing centres have been excluded from the Performance metrics.

Emergency Department



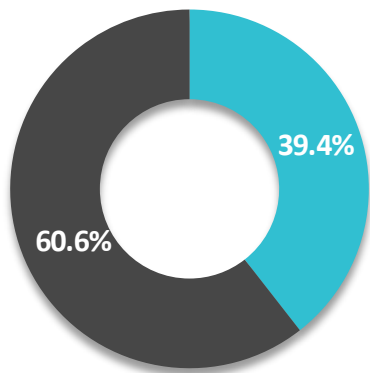
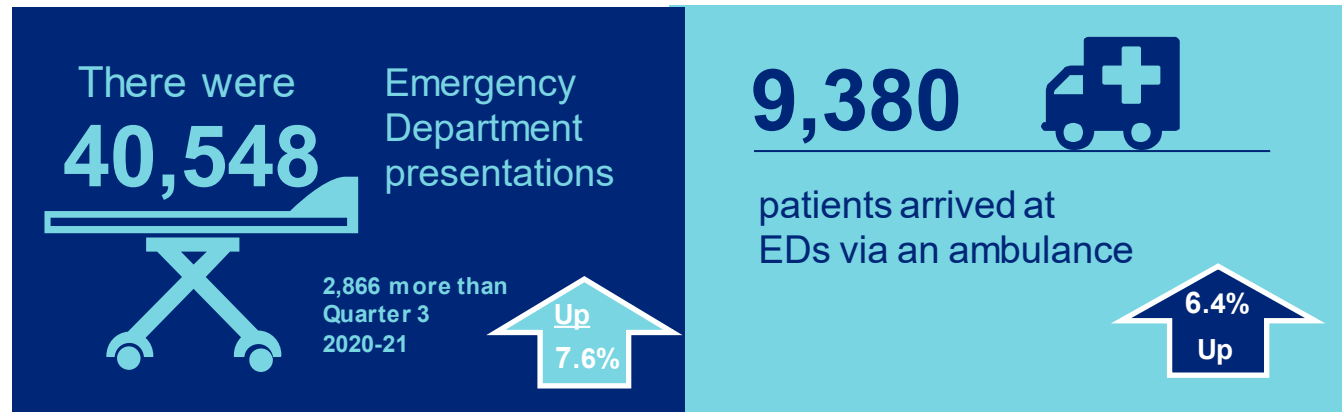
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

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- ✚ There were 40,548 presentations to EDs in Quarter 4, 2020-21.
 - ✚ 42.2% of patients received treatment within the clinically recommended time for their urgency (triage) category, down from 48.1% in quarter 3, 2020-21.
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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 Public Hospital Bruce ■ Canberra Hospital



Emergency Department presentations by public hospitals	
Canberra Hospital:	24,576
Calvary Public Hospital Bruce:	15,972










Emergency Department Activity – ACT Total

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total ED presentations	40,548	37,682	7.6%	
Resuscitation, Triage Category 1	207	231	-10.4%	
Emergency, Triage Category 2	4,840	4,570	5.9%	
Urgent, Triage Category 3	15,671	14,503	8.1%	
Semi-urgent, Triage Category 4	15,759	14,923	5.6%	
Non-urgent, Triage Category 5	4,071	3,455	17.8%	
Admissions to hospitals from EDs	13,969	13,085	6.8%	
Patients treated and discharged home	22,843	21,547	6.0%	
Arrivals at ED by ambulance	9,380	8,813	6.4%	












Emergency Department Activity – Canberra Hospital

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total ED presentations	24,576	22,816	7.7%	
Resuscitation, Triage Category 1	148	152	-2.6%	
Emergency, Triage Category 2	3,091	2,755	12.2%	
Urgent, Triage Category 3	8,114	7,390	9.8%	
Semi-urgent, Triage Category 4	10,016	9,818	2.0%	
Non-urgent, Triage Category 5	3,207	2,701	18.7%	
Admissions to hospitals from EDs	9,091	8,514	6.8%	
Patients treated and discharged home	13,682	13,031	5.0%	
Arrivals at ED by ambulance	6,292	5,956	5.6%	













Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total ED presentations	15,972	14,866	7.4%	
Resuscitation, Triage Category 1	59	79	-25.3%	
Emergency, Triage Category 2	1,749	1,815	-3.6%	
Urgent, Triage Category 3	7,557	7,113	6.2%	
Semi-urgent, Triage Category 4	5,743	5,105	12.5%	
Non-urgent, Triage Category 5	864	754	14.6%	
Admissions to hospitals from EDs	4,878	4,571	6.7%	
Patients treated and discharged home	9,161	8,516	7.6%	
Arrivals at ED by ambulance	3,088	2,857	8.1%	

Emergency Department Performance – ACT Total

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	42.2%	48.1%	-5.9	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	73.9%	76.5%	-2.6	
Urgent, Triage Category 3	28.8%	33.4%	-4.6	
Semi-urgent, Triage Category 4	37.6%	45.7%	-8.1	
Non-urgent, Triage Category 5	69.1%	78.1%	-9.0	
Patients leaving the ED within four hours of presentation				
Patients who did not wait to be seen	6.1%	4.8%	1.3	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	6	16.7%	
Urgent, Triage Category 3	73	57	28.1%	
Semi-urgent, Triage Category 4	88	69	27.5%	
Non-urgent, Triage Category 5	75	58	29.3%	

Emergency Department Performance – Canberra Hospital

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	40.8%	46.2%	-5.4	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	77.4%	79.9%	-2.5	
Urgent, Triage Category 3	23.1%	25.9%	-2.8	
Semi-urgent, Triage Category 4	33.8%	42.4%	-8.6	
Non-urgent, Triage Category 5	67.8%	77.0%	-9.2	
Patients leaving the ED within four hours of presentation	49.6%	53.1%	-3.5	
Patients who did not wait to be seen	6.5%	4.5%	2.0	
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	86	74	16.2%	
Semi-urgent, Triage Category 4	97	74	31.1%	
Non-urgent, Triage Category 5	79	61	29.5%	

Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	44.3%	51.1%	-6.8	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	67.9%	71.2%	-3.3	
Urgent, Triage Category 3	34.8%	41.3%	-6.5	
Semi-urgent, Triage Category 4	44.3%	52.1%	-7.8	
Non-urgent, Triage Category 5	74.1%	82.2%	-8.1	
Patients leaving the ED within four hours of presentation				
Patients who did not wait to be seen	5.6%	5.3%	0.3	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	58	43	34.9%	
Semi-urgent, Triage Category 4	74	57	29.8%	
Non-urgent, Triage Category 5	62	50	24.0%	



Admitted Patient Care

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

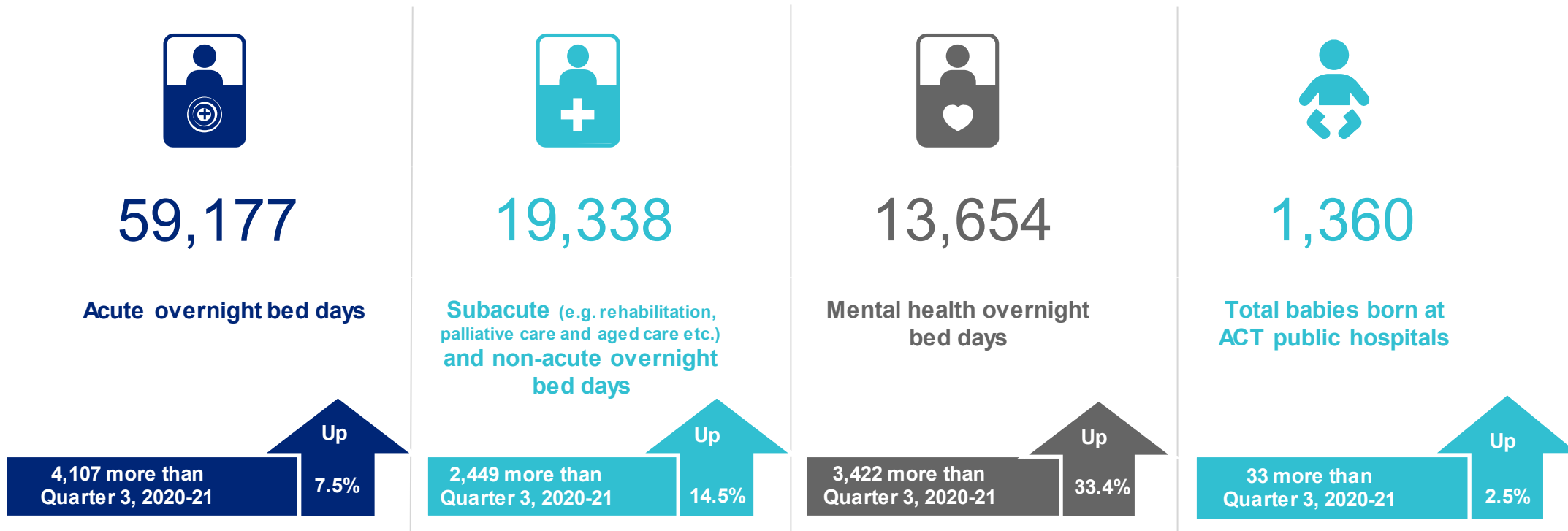
Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

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- ✦ Hospitalisations have increased by 5.8% in Quarter 4, 2020-21 compared to Quarter 3, 2020-21.
 - ✦ 109,756 bed days of patient care were provided.
 - ✦ Overnight patients stayed in hospital for an average of 6.2 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 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	32,504	30,733	5.8%	
Same-day episodes (including day surgeries)	17,587	16,432	7.0%	
Overnight episodes	14,917	14,301	4.3%	
Total bed days of care at ACT public hospitals	109,756	98,623	11.3%	
Total overnight bed days of care	92,169	82,191	12.1%	
Acute overnight bed days of care	59,177	55,070	7.5%	
Subacute and non-acute overnight bed days of care	19,338	16,889	14.5%	
Mental health overnight bed days of care	13,654	10,232	33.4%	
Total babies born at ACT public hospitals	1,360	1,327	2.5%	
Number of caesarean section procedures	508	479	6.1%	









Admitted Patient Care Activity – Canberra Hospital

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total admitted patient episodes of care	23,038	21,903	5.2%	
Same-day episodes (including day surgeries)	12,587	11,878	6.0%	
Overnight episodes	10,451	10,025	4.2%	
Total bed days of care	74,229	66,371	11.8%	
Total overnight bed days of care	61,642	54,493	13.1%	
Acute overnight bed days of care	44,458	42,255	5.2%	
Subacute and non-acute overnight bed days of care	8,417	7,295	15.4%	
Mental health overnight bed days of care	8,767	4,943	77.4%	
Total babies born	932	848	9.9%	
Number of caesarean section procedures	338	312	8.3%	





Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total admitted patient episodes of care	8,957	8,476	5.7%	
Same-day episodes (including day surgeries)	4,776	4,460	7.1%	
Overnight episodes	4,181	4,016	4.1%	
Total bed days of care	25,898	23,558	9.9%	
Total overnight bed days of care	21,122	19,098	10.6%	
Acute overnight bed days of care	14,643	12,741	14.9%	
Subacute and non-acute overnight bed days of care	3,128	3,100	0.9%	
Mental health overnight bed days of care	3,351	3,257	2.9%	
Total babies born	428	479	-10.6%	
Number of caesarean section procedures	170	167	1.8%	





Admitted Patient Care Activity – University of Canberra Hospital

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total admitted patient episodes of care	509	354	43.8%	
Same-day episodes (including day surgeries)	224	94	138.3%	
Overnight episodes	285	260	9.6%	
Total bed days of care	9,629	8,694	10.8%	
Total overnight bed days of care	9,405	8,600	9.4%	
Acute overnight bed days of care	76	74	2.7%	
Subacute and non-acute overnight bed days of care	7,793	6,494	20.0%	
Mental health overnight bed days of care	1,536	2,032	-24.4%	





Admitted Patient Care Performance – ACT Total

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	6.2	5.7	8.8%	
Acute ALOS	4.5	4.4	2.3%	
Subacute and non-acute ALOS	16.3	16	1.9%	
Mental health ALOS	23.3	15.7	48.4%	





Admitted Patient Care Performance – Canberra Hospital

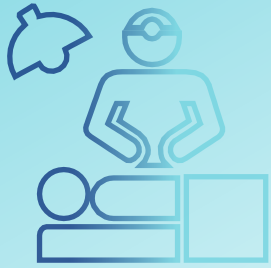
	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.9	5.4	9.3%	
Acute ALOS	4.8	4.7	2.1%	
Subacute and non-acute ALOS	11.8	11.7	0.9%	
Mental health ALOS	21.8	10.9	100.0%	

Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.1	4.8	6.3%	
Acute ALOS	3.9	3.5	11.4%	
Subacute and non-acute ALOS	13.7	14.6	-6.2%	
Mental health ALOS	21.3	19.6	8.7%	

Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	33	33.1	-0.3%	
Acute ALOS	6.9	8.2	-15.9%	
Subacute and non-acute ALOS	31.6	29.9	5.7%	
Mental health ALOS	56.9	59.8	-4.8%	



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, 2020-21, there were 3,965 surgeries performed, which is an increase of 6.3% from Quarter 3, 2020-21.
 - ✦ In 2020-21, the ACT delivered a record 15,324 surgeries.
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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

3,965

236 more than
Quarter 3, 2020-21

6.3%

Up



Additions to the elective surgery waiting list

4,606

574 more than
Quarter 3, 2020-21

Up

14.2%



The number of overdue patients waiting for their elective surgery






773

205 fewer than
Quarter 3, 2020-21

Down

21.0%

Elective Surgery Activity – ACT Total

	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total number of elective surgery procedures	3,965	3,729	6.3%	
Urgent, Category 1 (within 30 days)	1,246	1,081	15.3%	
Semi-urgent, Category 2 (within 90 days)	1,396	1,422	-1.8%	
Non-urgent, Category 3 (within 365 days)	1,323	1,226	7.9%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	869	788	10.3%	

(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, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total number of elective surgery procedures ^(b)	2,121	2,030	4.5%	
Urgent, Category 1 (within 30 days)	866	764	13.4%	
Semi-urgent, Category 2 (within 90 days)	740	814	-9.1%	
Non-urgent, Category 3 (within 365 days)	515	452	13.9%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	581	393	47.8%	

(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, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Total number of elective surgery procedures	1,844	1,699	8.5%	
Urgent, Category 1 (within 30 days)	380	317	19.9%	
Semi-urgent, Category 2 (within 90 days)	656	608	7.9%	
Non-urgent, Category 3 (within 365 days)	808	774	4.4%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	288	395	-27.1%	

(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, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21	Last 5 quarters
Additions to the elective surgery waiting list	4,606	4,032	14.2%	
Patients waiting for their elective surgery	5,086	5,114	-0.5%	
The number of overdue patients waiting for their elective surgery	773	978	-21.0%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	98.0%	98.2%	-0.2	
Semi-urgent, Category 2	62.2%	60.3%	1.9	
Non-urgent, Category 3	76.0%	72.2%	3.8	
Median wait times to surgery (days)				
Urgent, Category 1	15	16	-6.3%	
Semi-urgent, Category 2	75	74	1.4%	
Non-urgent, Category 3	179	222	-19.4%	



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 Canberra Hospital and Calvary Public Hospital Bruce.
 - ✦ Both public hospitals undertake hand hygiene audits three times per year.
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Quality and Safety

	2020-21 Target *	Quarter 4, 2020-21	Quarter 3, 2020-21	Change from Quarter 3, 2020-21
Number of avoidable readmissions for selected condition per 10,000 hospital admissions #				
ACT	≤50	107.44	-	-
Number of surgical complications requiring unplanned return to theatre per 10,000 hospital admissions				
ACT	≤20	11.49	-	-
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)			
Canberra Health Services	<2	1.8	1.1	63.6%
Calvary Public Hospital Bruce	<2	0.0	0.0	0.0%
	2020-21 Target *	OCT 2020 audit	MAR 2021 audit	JUN 2021 audit
Estimated Hand Hygiene Rate				
Canberra Health Services ^(a)	80%	84.0%	82.0%	82.0%
Calvary Public Hospital Bruce ^(b)	80%	88.0%	84.6%	-

(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.

Since the setting of this target in 2020-21 the national methodology of inclusions and exclusions has been redefined, resulting in the above outcome. The results will continue to be monitored with a view to resetting the target in the 2022-23 Budget. . New Strategic Indicators data is available from Quarter 4, 2020-21.

* 2020-21 targets reflect the ACT Budget 2020-21 for Canberra Health Service and the Calvary Public Hospital Bruce *Performance Agreement between ACT Health Directorate and Calvary Public Hospital Bruce for the period 1 July 2019-30 June 2022*

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>.