

Quarterly Performance Report

April to June 2019



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 system includes:

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

Improving timely, safe and sustainable care across the ACT is a key priority for the ACT Government. We aim to be the safest health care system in Australia, delivering high quality, person-centred care for Canberrans.

Data management is integral to running an informed hospital and health care system that is accountable, transparent and responsive. It is also key to improving health service performance to ensure better access to timely, safe and sustainable care, a key focus for the community and the ACT Government.

Each quarterly report provides a snapshot of the latest available health activity and performance information as at the date of reporting.

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

It is standard practice in the sector for data to reflect the most up-to-date information, and 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 variations in the numbers presented across quarterly reports when compared with the annual report for the same year.

The ACT Health Directorate is pleased to provide these revised and contemporary quarterly reports that give the community a snapshot of our health system regularly throughout each financial year. The ACT Health Directorate would like to thank the Health Care Consumers' Association for its input to the design and format of the quarterly report, making it more meaningful for consumers.

Canberra is Healthy

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

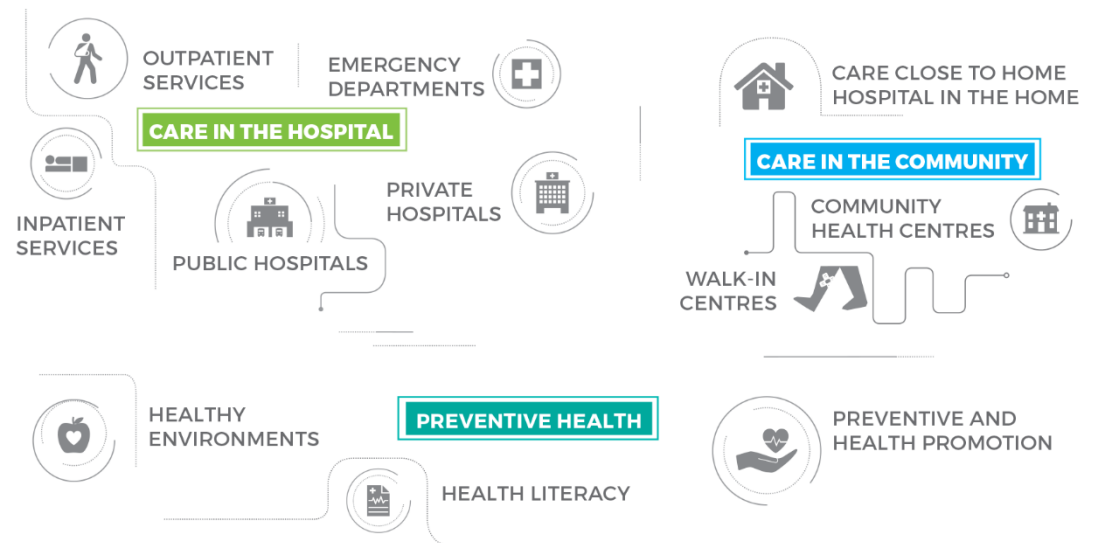


Note: Immunisation data presented is the latest data available.



Health Care in Canberra

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



Public Health Services

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

2019-20 ACT Budget investment in health

The ACT Budget was released in June, appropriating \$8 billion over four years to the health portfolio. It delivers major new investment in infrastructure and services to future-proof our health system and help meet the healthcare needs of the entire Canberra region into the coming decade. As part of this, there is investment in a number of areas to help keep people out of hospital, reduce waiting times, remove people from waiting lists and give Canberrans access to more timely care.

To outline a few of these initiatives:

- **\$40.5 million** funding package to deliver a much-needed boost for Calvary Public Hospital on the northside of Canberra, with funding to staff the newly expanded Calvary Emergency Department once complete and the commission of two new theatres to enable more people to undergo elective surgery at the hospital;
- **\$10.5 million** to fund the operations of Canberra’s fourth Walk-in Centre in Weston Creek, due to open later this year;
- **\$9.8 million** for a new Walk-in Centre for the Inner North, to be complete in 2020 and bringing the number of Walk-in Centres across the ACT to five;
- **\$4.6 million** for more doctors at the Canberra Hospital’s Emergency Department to help reduce waiting times and respond to increasing demand; and
- **\$2.5 million** for a new program to develop better integrated pathways and improve health outcomes for people with complex and ongoing chronic health conditions, which will be co-designed with general practitioners. This adds to the grants announced last year to provide more access to GP bulk-billing services in Canberra’s south.



In addition, at Canberra Hospital another Interventional Radiology suite will be delivered to provide state of the art care for cancer and stroke patients and funding for new and upgraded MRIs. Pharmacy services will be boosted so that people who are treated can get access to their medications more quickly and easily. Specialist services supporting Canberrans with chronic and ongoing conditions will also be expanded, services including childhood and gestational diabetes, dermatology, rheumatology and the Fracture Clinic at the Canberra Hospital, as well as an expansion of the urology service at Calvary Public Hospital.

Furthermore, major health infrastructure projects like the new Surgical Procedures, Interventional Radiology and Emergency (SPIRE) Centre and the expansion of the Centenary Hospital for Women and children will continue to progress.

For further information on health-related 2019-20 Budget initiatives visit: www.treasury.act.gov.au.

ACT Public Health Services receive very positive feedback on the care they provide.

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



92.1%

of patients would recommend Canberra Hospital to family and friends.



87.7%

of patients rated their care as Good or Very Good.

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



93.5%

of patients reported a positive experience and were satisfied with the care provided.

These results demonstrate the quality of care in the ACT’s public health system and are a testament to staff working to provide care 24 hours a day, 7 days a week. However, we can always find areas to improve and meaningful consumer data and feedback are key to this.

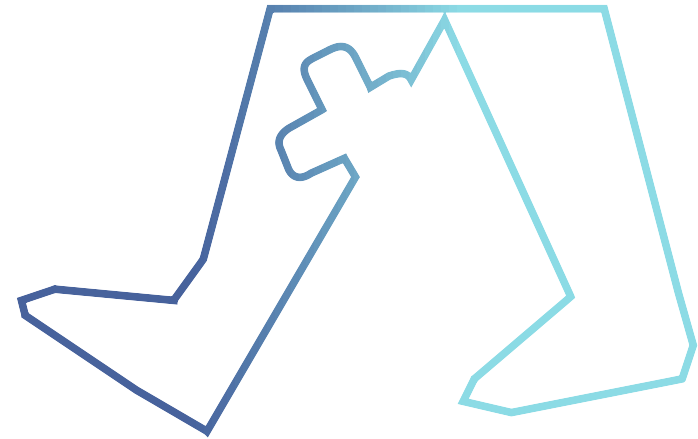
On 1 October 2018, ACT Health successfully transitioned to two distinct organisations, the ACT Health Directorate and Canberra Health Services.

- Canberra Health Services is focussed on clinical operations and operational delivery of quality health services for our growing community.
- the ACT Health Directorate is focussed on delivering the strategy and policy agenda across the health system as a whole: building the health system we need for our future - increasing community health services, embedding preventive health measures and supporting the delivery of enhanced hospital services.

The creation of these two organisations symbolises the beginning of a new era for public health care in our growing city and is supporting the transformation of our health system into one that is truly modern.

Walk-in Centres

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





Walk-in Centres

All Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners with extensive experience in treating people with minor injuries and illnesses. There are three Nurse Led Walk-in Centres across the ACT: Tuggeranong, Belconnen and Gungahlin.



16,900

Up

8%

All presentations
(1,221 more than the previous
quarter)



26

Up

9 mins

Median wait time to treatment
(minutes)

Did you know?

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

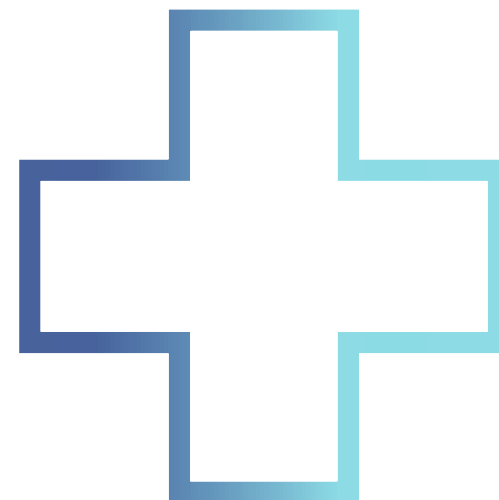
This will take our network of Walk-in Centres to five, accessible across Canberra.

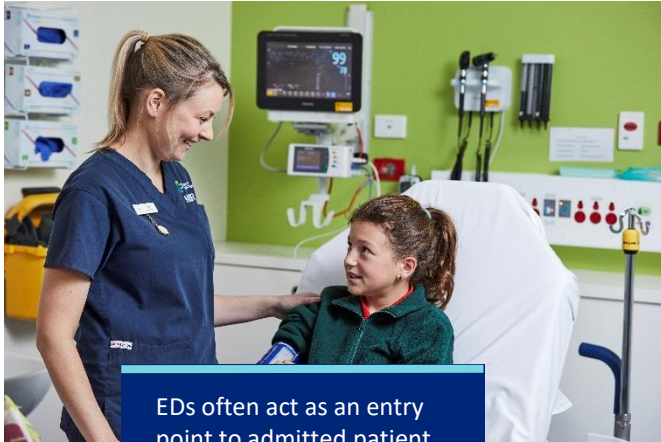
Walk-in Centres Activity and Performance

	March quarter 2019	June quarter 2019	Change from last quarter (%)	Last 5 quarters
Walk-in Centre activity				
Presentations at Tuggeranong	5,522	5,994	9%	
Presentations at Belconnen	5,716	6,044	6%	
Presentations at Gungahlin ^(a)	4,441	4,862	9%	
<small>(a) Gungahlin opened in September 2018.</small>				
Walk-in Centre performance				
Median wait time to treatment (minutes)				
Tuggeranong	26	37	42%	
Belconnen	16	24	50%	
Gungahlin	10	16	60%	
Fully treated in the Walk-in Centre				
Tuggeranong	82%	82%	0%	
Belconnen	89%	89%	0%	
Gungahlin	84%	84%	0%	
Redirected to Emergency Department				
Tuggeranong	7%	6%	-1%	
Belconnen	4%	4%	0%	
Gungahlin	6%	6%	0%	

Emergency Department

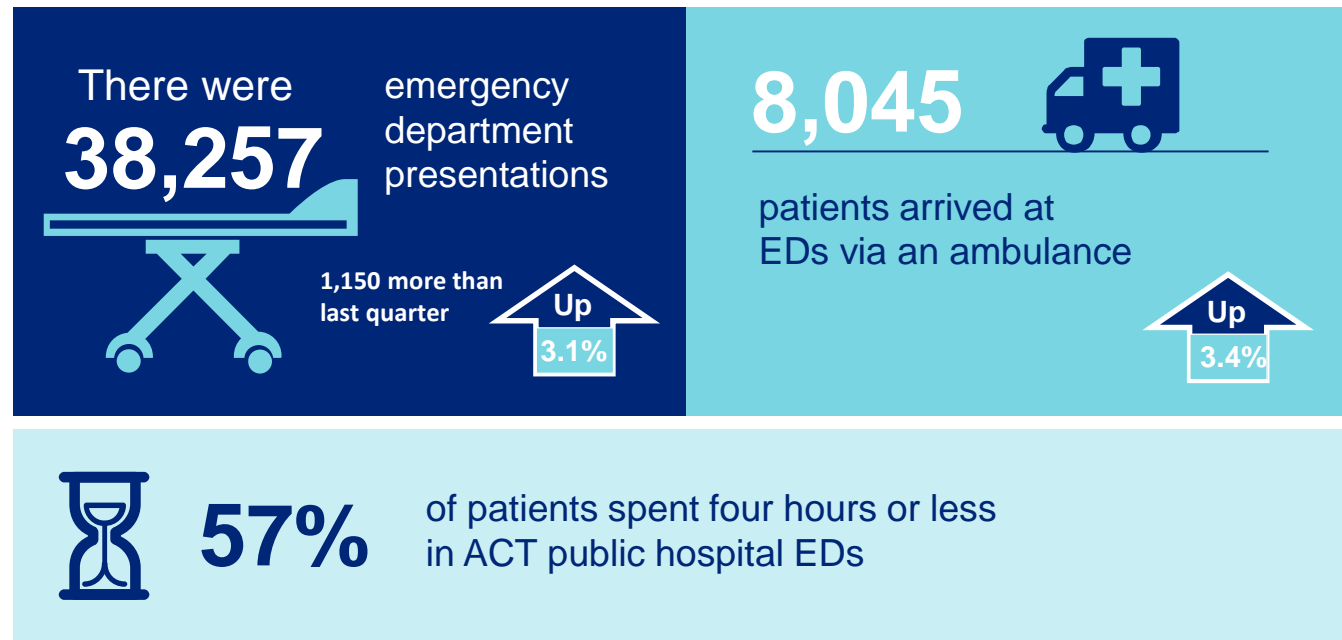
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.





EDs often act as an entry point to admitted patient services. All results below are presented as ACT public hospital EDs and are a combination of activity from Canberra Hospital ED and Calvary Public Hospital Bruce ED.

Emergency Departments





Emergency Department Activity

Emergency department activity	March quarter 2019		June quarter 2019		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	%	
All ED presentations and by triage category	37,107		38,257		3%	
Resuscitation, Triage Category 1	207	1%	228	1%	10%	
Emergency, Triage Category 2	4,267	11%	4,263	11%	0%	
Urgent, Triage Category 3	16,013	43%	16,761	44%	5%	
Semi-urgent, Triage Category 4	13,993	38%	14,331	37%	2%	
Non-urgent, Triage Category 5	2,627	7%	2,674	7%	2%	
Admissions to hospitals from EDs	11,691	32%	11,880	31%	2%	
Patients treated and discharged home	22,467	61%	23,420	61%	4%	
Arrivals at ED by ambulance	7,784	21%	8,045	21%	3%	



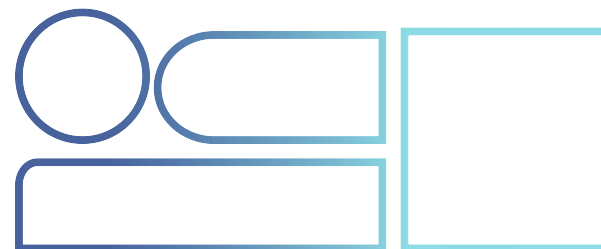
Emergency Department Performance

	March quarter 2019 (%)	June quarter 2019 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
Emergency department performance					
Patients starting treatment on time					
Resuscitation	100%	100%	100%	0%	
Emergency	72%	71%	80%	-1%	
Urgent	30%	28%	75%	-2%	
Semi-urgent	46%	44%	70%	-2%	
Non-urgent	82%	80%	70%	-2%	
Patients leaving the ED within four hours of presentation					
	58%	57%	90%	-1%	
Patients who did not wait to be seen					
	5%	5%	-	0%	
Median waiting time to treatment in ED by triage category					
	(mins)	(mins)			
Resuscitation	0	0	-	0%	
Emergency	7	7	-	0%	
Urgent	61	64	-	5%	
Semi-urgent	67	70	-	4%	
Non-urgent	52	55	-	6%	

Admitted Patients

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

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

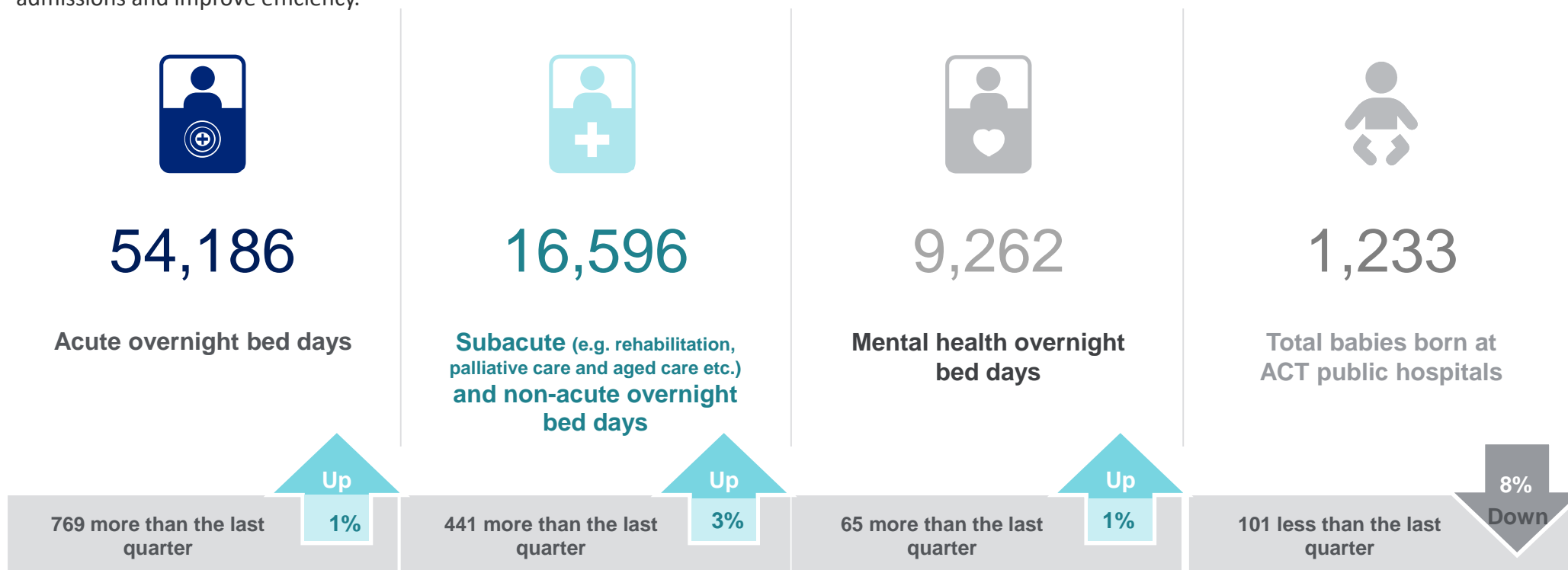




Admitted Patients summary

The ACT has three public hospitals, each providing a different mix of admitted patient services. Canberra Hospital is a tertiary referral hospital, Calvary Public Hospital Bruce is a public acute care hospital and the University of Canberra Hospital is a public rehabilitation and subacute hospital.

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



Admitted Patient Activity

Admitted patient activity	March quarter 2019		June quarter 2019		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	(%)	
Total admitted patient episodes of care at ACT public hospitals	28,439		29,147		2%	
Same-day episodes (including day surgeries)	14,502	51%	14,806	51%	2%	
Overnight episodes	13,937	49%	14,341	49%	3%	
Total bed days of care at ACT public hospitals	93,271 ^(a)		94,850		2%	
Total overnight bed days of care by care type stream	78,769 ^(a)		80,044		2%	
Acute overnight bed days of care	53,417	71%	54,186	68%	1%	
Subacute and non-acute overnight bed days of care	16,155	18%	16,596	21%	3%	
Mental health overnight bed days of care	9,197 ^(a)	11%	9,262	12%	1%	
Total babies born at ACT public hospitals	1,334		1,233 ^(b)		-8%	
Number of babies born by caesarean section	395		392 ^(b)		-1%	

(a) A small number of mental health patients (<5) were discharged from hospital in the March 2019 quarter, with discharge information updated during the June 2019 quarter. This has resulted in an increase compared with the previously published March 2019 quarter figure.

(b) Some data for the month of June 2019 was not available at the time of report preparation.



Admitted Patient Performance

	March quarter 2019	June quarter 2019	Change from last quarter (%)	Last 5 quarters
Admitted patient performance				
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type stream (in days)	5.7 ^(a)	5.6	-2%	
Acute ALOS	4.3	4.3	0%	
Subacute and non-acute ALOS	15.8	14.3	-9%	
Mental health ALOS	16.9 ^(a)	16.9	0%	

(a) A small number of mental health patients (<5) were discharged from hospital in the March 2019 quarter, with discharge information updated during the June 2019 quarter. This has resulted in an increase compared with the previously published March 2019 quarter figure.

Elective Surgery

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

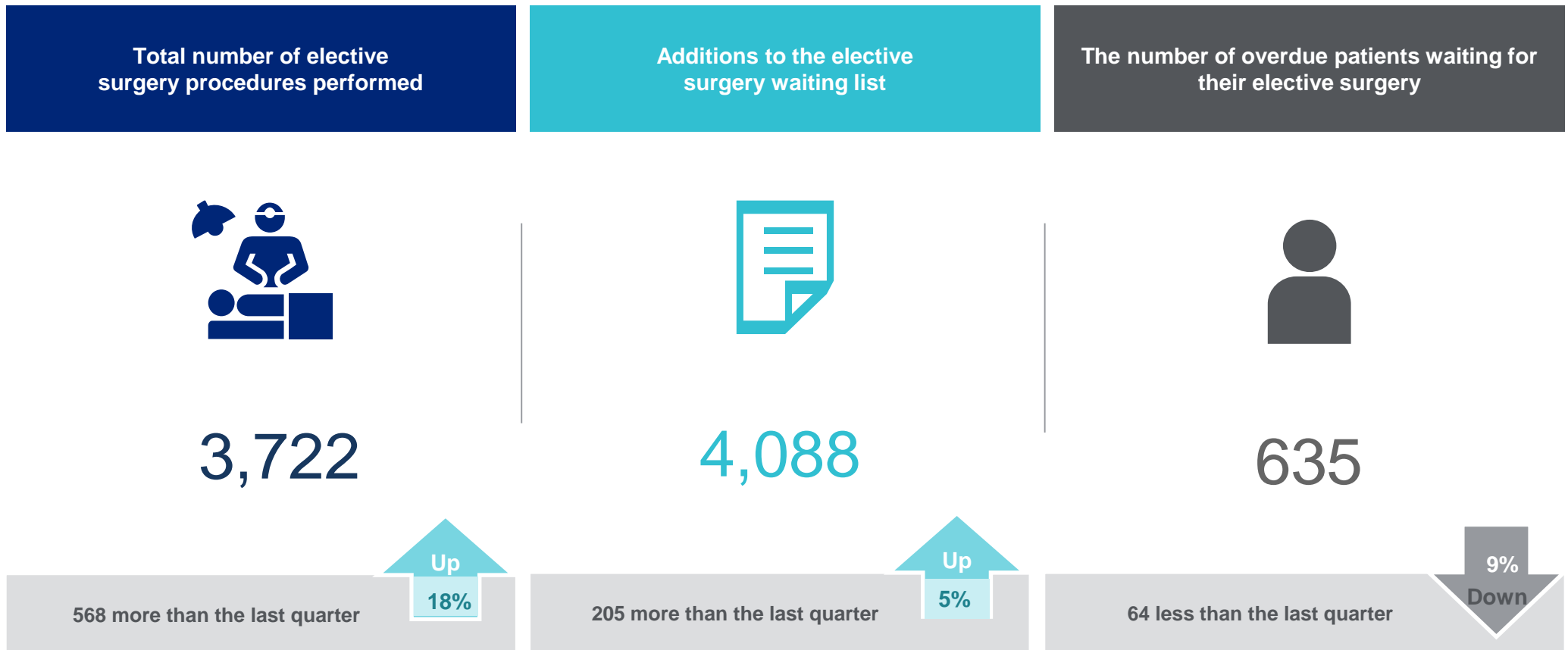




Elective Surgery

There are three main urgency categories for elective surgery: urgent, semi-urgent and non-urgent. The urgency category is determined by the surgeon and is based on clinical criteria. While the Canberra Hospital is the major tertiary referral centre for the region, both the Canberra Hospital and Calvary Public Hospital Bruce provide care to people from the surrounding NSW region as well as other patients from interstate.

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



Elective Surgery Activity

Elective surgery activity	March quarter 2019		June quarter 2019		Change in volume from last quarter	Last 5 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	%	
Total number of elective surgery procedures performed and by urgency category	3,154		3,722		18%	
Urgent, Category 1 (within 30 days)	945	30%	1,082	29%	15%	
Semi-urgent, Category 2 (within 90 days)	1,212	38%	1,315	35%	8%	
Non-urgent, Category 3 (within 365 days)	997	32%	1,325	36%	33%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	637		601		-6%	
Additions to the elective surgery waiting list	3,883		4,088		5%	
Patients waiting for their elective surgery	5,256		5,036		-4%	
The number of overdue patients waiting for their elective surgery	699	13%	635	13%	-9%	

(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.

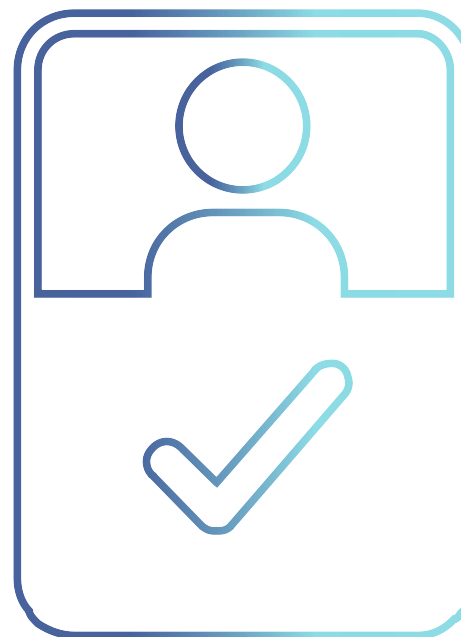


Elective Surgery Performance

	March quarter 2019 (%)	June quarter 2019 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
Elective Surgery performance					
Percentage of elective surgery procedures performed within clinically recommended timeframes					
Urgent, Category 1	97%	97%	100%	0%	
Semi-urgent, Category 2	71%	71%	78%	0%	
Non-urgent, Category 3	79%	75%	91%	-4%	
Median wait times to surgery (days)					
Urgent, Category 1	18	17		-6%	
Semi-urgent, Category 2	58	61		5%	
Non-urgent, Category 3	218	224		3%	

Quality and Safety

The ACT Government continually strives to provide a safe and high quality health care system, and is continually implementing service improvement to increase safety for all patients.



Quality and Safety

	March quarter 2019 (%)	June quarter 2019 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
Maximising the quality of hospital services					
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition					
Canberra Hospital	1.4%	1.4%	<2%	0%	
Calvary Public Hospital Bruce	0.7%	0.9%	<1%	0.2%	
Percentage of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications					
Canberra Hospital	0.8%	0.6%	<1%	-0.2%	
Calvary Public Hospital Bruce	0.3%	0.3%	<0.5%	0%	
Number of patients per 10,000 occupied bed days who acquire a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)					
	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)		
Canberra Hospital	1.1	0.9	<2	0%	
Calvary Public Hospital Bruce	0.0	0.0	<2	0%	
Estimated Hand Hygiene Rate					
Canberra Hospital ^(a)	83%	85%	75%	2%	
Calvary Public Hospital Bruce ^(b)	81%	78%	80%	-3%	

(a) Hand hygiene audits are undertaken three times per year in March, June and October.

(b) Hand hygiene audits are undertaken three times per year in March, July and October.

Future Direction

To ensure we continue to improve the availability and usefulness of information about our health system, the ACT Health Directorate is now undertaking work to refresh the publication of data for patients, practitioners and the ACT community. The new quarterly reporting framework will provide key information about the delivery of ACT public health services. This will mean the local community can access important and relevant data about how timely, safe and sustainable care is being delivered.

Although this work is still in progress, it is vital to ensure Canberrans have timely access to information about our health services. This quarterly performance report presents up-to-date information about the activity and performance of our health services. As the ACT Health Directorate learns more about what information patients, consumers and the ACT community require, the quarterly reports will evolve to meet those expectations.

The ACT Health Directorate provides data for over 130 publicly reported performance indicators, which are published in a variety of different reports by multiple organisations. To ensure Canberrans always have access to information about our health services, a consolidated list of all publicly reported metrics can be found on the ACT Health Directorate website at <https://www.health.act.gov.au/about-our-health-system/data-and-publications/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>.