

# ACT Public Health Services Quarterly Performance Report

January to March 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

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, 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.

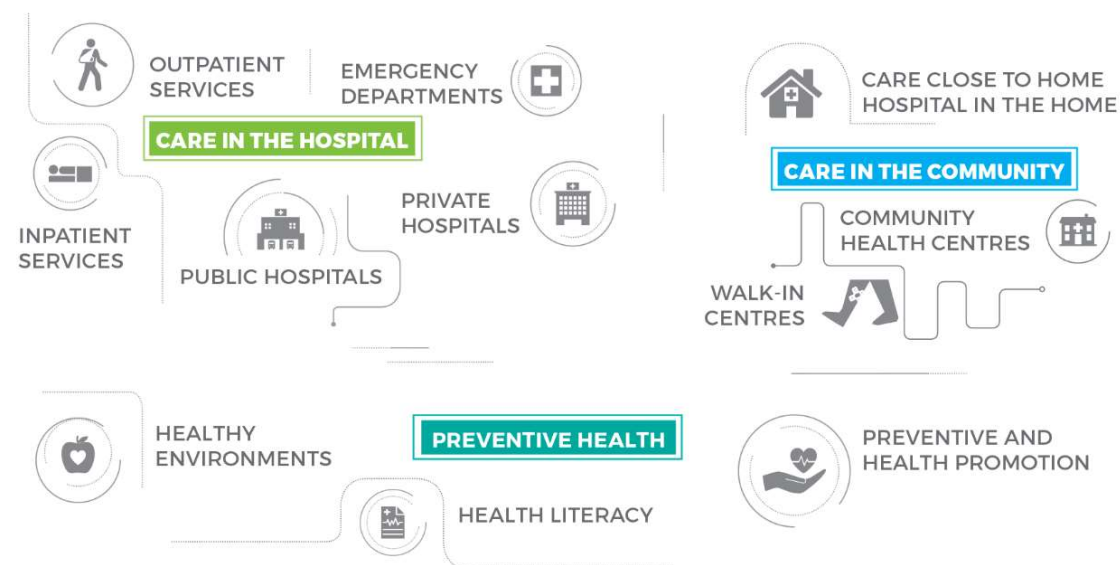
**Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.**

# 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:



93.0%

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



84.5%

of patients rated their care as good or very good.

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



91.6%

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.



## Digital Health Record fast-tracked for COVID-19 vaccinations

A new digital system completed 18 months ahead of schedule is helping manage the rollout of the ACT's COVID-19 vaccination program.

In response to the ACT's COVID-19 vaccination program an element of the Digital Health Record (DHR) was fast-tracked into production to provide ACT with a vaccine administration system capability. This capability supports booking of appointments, guides nurses through pre-vaccine check lists, records vaccine details, reports to the Australian Immunisation Register and provides digital confirmation to consumers about their vaccination status.

DHR is due for completion in 2022-23 but the vaccination capability was brought forward to help roll out the COVID-19 vaccination program, in what was the world's fastest implementation of the software's vaccination capabilities. During the early stages, vaccine administration capability of the DHR was used by vaccination staff to manage bookings and vaccinations, however, eligible Canberrans are now also able to make their own bookings and access their vaccine-related activity through a secure 'MyDHR' web portal.

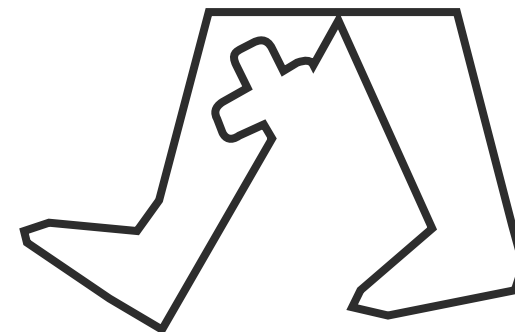
The remaining functionality of the DHR will be available on its full implementation in late 2022, delivering for the first time a health record that follows the person through their entire journey within the ACT public health system, from referral to discharge and into the community.

For more information about DHR, visit <https://www.health.act.gov.au/digital/dhr>



The image from left to right includes : Joshua Gould and Divya Sahgal

# 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.

- 
- ✚ Walk-in Centre presentations have increased by 2.5% in Quarter 3, 2020-21 compared to Quarter 2, 2020-21.
  - ✚ Presentations at COVID-19 Testing Centres were over 44,600 in Quarter 3, 2020-21.
  - ✚ 75.7% of presentations received treatment at the Walk-in Centres, without the need for redirection to another service, such as an emergency department or GP.
-

## 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 3, 2020-21: Belconnen, Gungahlin, Tuggeranong, Weston Creek and Inner North. 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 Testing Centre and the Kambah Clinic. Weston Creek Walk-in Centre, Canberra Hospital Respiratory Clinic, Surge Centre - Garran and West Belconnen testing clinic were also established for dedicated COVID-19 testing. The West Belconnen site closed in Jan 2021, the Garran Surge Centre site closed in Feb 2021 and the Canberra Hospital Clinic closed in the previous financial year.

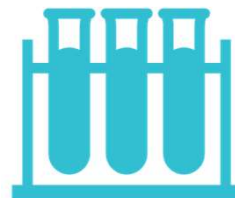


19,404

2.5%

Up

Walk-in-Centre presentations  
(468 more than Quarter 2, 2020-21)

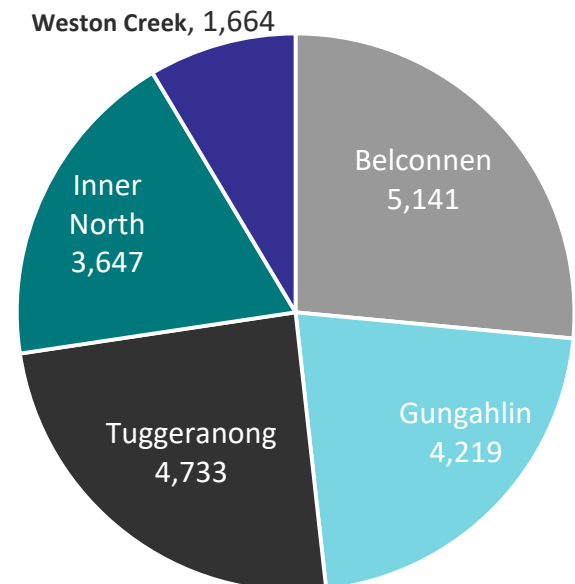


44,600

21.6%

Up















COVID-19 Testing Centre  
presentations



Walk-in Centre presentations by  
location

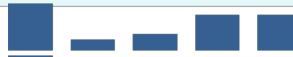










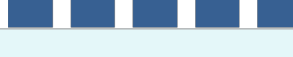








# Walk-in Centre and COVID-19 Testing Centre

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
<b>Walk-in Centre</b>				
<b>Presentations</b>				
Belconnen	5,141	5,203	-1.2%	
Gungahlin	4,219	4,625	-8.8%	
Tuggeranong	4,733	5,368	-11.8%	
Weston Creek	1,664	262	535.1%	
Inner North	3,647	3,478	4.9%	
<b>ACT Total</b>	<b>19,404</b>	<b>18,936</b>	<b>2.5%</b>	
<b>COVID-19 Testing Centres</b>				
<b>Presentations</b>				
Weston Creek	11,401	7,914	44.1%	
EPIC Respiratory Centre	21,036	15,632	34.6%	
Canberra Hospital Respiratory	-	-	-	
Surge Centre – Garran	4,212	4,982	-15.5%	
West Belconnen Centre	801	2,733	-70.7%	
Kambah Drive through Clinic	6,830	5,403	26.4%	
Roaming COVID-19 Clinics	320	-	-	
<b>ACT Total</b>	<b>44,600</b>	<b>36,664</b>	<b>21.6%</b>	

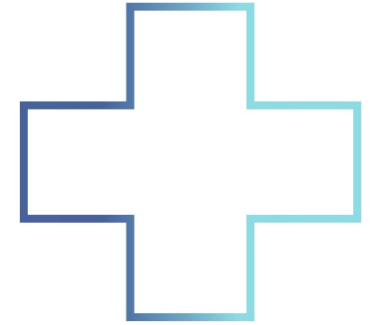
**Note:** Weston Creek Walk-in Centre has been operating as both a standard WiC and Covid testing Centre since the beginning of 2021. Dedicated COVID-19 testing centres opened at EPIC Respiratory Centre and Canberra Hospital Respiratory Clinic in March 2020 and during Q1 2020-21 additional centres opened including Surge Centre - Garran, West Belconnen Centre, and Kambah Drive through Clinic. Roaming COVID-19 Clinic opens in 2021.

# Walk-in Centre Performance

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
<b>Walk-in Centre Performance</b>				
<b>Median wait time to treatment (minutes)</b>				
Belconnen	13	13	0.0%	
Gungahlin	14	16	-12.5%	
Tuggeranong	24	24	0.0%	
Inner North	10	10	0.0%	
Weston Creek	6	3	100.0%	
<b>ACT Total</b>	<b>14</b>	<b>15</b>	<b>-6.7%</b>	
<b>Treatment provided at the Walk-in Centre</b>				
Belconnen	76.7%	82.4%	-5.7	
Gungahlin	74.6%	79.7%	-5.1	
Tuggeranong	72.8%	79.0%	-6.2	
Inner North	78.3%	83.6%	-5.3	
Weston Creek	78.7%	69.1%	9.6	
<b>ACT Total</b>	<b>75.7%</b>	<b>80.8%</b>	<b>-5.1</b>	
<b>Redirected to Emergency Department</b>				
Belconnen	5.3%	4.8%	0.5	
Gungahlin	5.5%	5.6%	-0.1	
Tuggeranong	9.1%	8.6%	0.5	
Inner North	3.9%	5.2%	-1.3	
Weston Creek	6.3%	5.3%	1.0	
<b>ACT Total</b>	<b>6.1%</b>	<b>6.2%</b>	<b>-0.1</b>	

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 37,682 presentations to EDs in Quarter 3, 2020-21.
  - ✚ 48.1% of patients received treatment within the clinically recommended time for their urgency (triage) category, up from 46.5% in quarter 2, 2020-21. In triage category 1 and 2, 100% and 76.5% respectively, of patients in these triage categories received treatment within the clinically recommended times.
  - ✚ Median waiting time to treatment for patients in triage category 1 and 2 was 0 and 6 minutes respectively in Quarter 3, 2020-21 unchanged from Quarter 2, 2020-21.



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.

## Emergency Departments (EDs)

There were  
**37,682**  
Emergency  
Department  
presentations

2,117 fewer than  
Quarter 2,  
2020-21

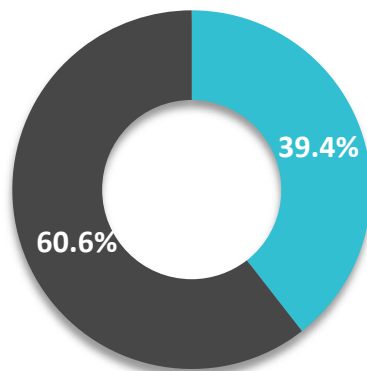
5.3%  
Down

**8,813**



patients arrived at  
EDs via an ambulance

Down  
2.3%



■ Calvary Public Hospital Bruce ■ Canberra Hospital



**56.9%** of patients spent four hours or less  
in ACT public hospital EDs












Emergency Department presentations by public hospitals










Canberra Hospital: 22,816

Calvary Public Hospital Bruce: 14,866

# Emergency Department Activity – ACT Total










	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total ED presentations	37,682	39,799	-5.3%	
Resuscitation, Triage Category 1	231	259	-10.8%	
Emergency, Triage Category 2	4,570	4,869	-6.1%	
Urgent, Triage Category 3	14,503	16,770	-13.5%	
Semi-urgent, Triage Category 4	14,923	14,799	0.8%	
Non-urgent, Triage Category 5	3,455	3,102	11.4%	
Admissions to hospitals from EDs	13,085	13,109	-0.2%	
Patients treated and discharged home	21,547	23,523	-8.4%	
Arrivals at ED by ambulance	8,813	9,017	-2.3%	

# Emergency Department Activity – Canberra Hospital













	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total ED presentations	22,816	24,213	-5.8%	
Resuscitation, Triage Category 1	152	192	-20.8%	
Emergency, Triage Category 2	2,755	3,109	-11.4%	
Urgent, Triage Category 3	7,390	8,985	-17.8%	
Semi-urgent, Triage Category 4	9,818	9,612	2.1%	
Non-urgent, Triage Category 5	2,701	2,315	16.7%	
Admissions to hospitals from EDs	8,514	8,499	0.2%	
Patients treated and discharged home	13,031	14,227	-8.4%	
Arrivals at ED by ambulance	5,956	6,170	-3.5%	















# Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total ED presentations	14,866	15,586	-4.6%	
Resuscitation, Triage Category 1	79	67	17.9%	
Emergency, Triage Category 2	1,815	1,760	3.1%	
Urgent, Triage Category 3	7,113	7,785	-8.6%	
Semi-urgent, Triage Category 4	5,105	5,187	-1.6%	
Non-urgent, Triage Category 5	754	787	-4.2%	
Admissions to hospitals from EDs	4,571	4,610	-0.8%	
Patients treated and discharged home	8,516	9,296	-8.4%	
Arrivals at ED by ambulance	2,857	2,847	-0.4%	







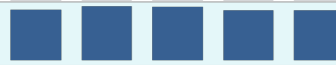





# Emergency Department Performance – ACT Total

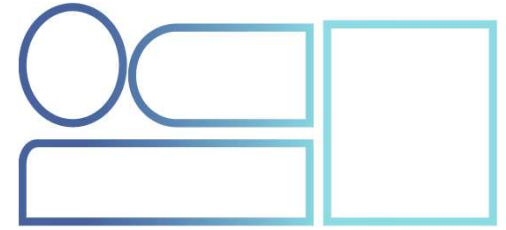
	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	48.1%	46.5%	1.6	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	76.5%	76.5%	0.0	
Urgent, Triage Category 3	33.4%	32.7%	0.7	
Semi-urgent, Triage Category 4	45.7%	44.0%	1.7	
Non-urgent, Triage Category 5	78.1%	79.6%	-1.5	
Patients leaving the ED within four hours of presentation	56.9%	56.5%	0.4	
Patients who did not wait to be seen	4.8%	4.9%	-0.1	
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	57	58	-1.7%	
Semi-urgent, Triage Category 4	69	72	-4.2%	
Non-urgent, Triage Category 5	58	57	1.8%	

# Emergency Department Performance – Canberra Hospital

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	46.2%	43.8%	2.4	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	79.9%	77.4%	2.5	
Urgent, Triage Category 3	25.9%	25.6%	0.3	
Semi-urgent, Triage Category 4	42.4%	39.9%	2.5	
Non-urgent, Triage Category 5	77.0%	79.4%	-2.4	
Patients leaving the ED within four hours of presentation	53.1%	52.2%	0.9	
Patients who did not wait to be seen	4.5%	4.9%	-0.4	
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	74	75	-1.3%	
Semi-urgent, Triage Category 4	74	79	-6.3%	
Non-urgent, Triage Category 5	61	60	1.7%	

# Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	51.1%	50.5%	0.6	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	71.2%	74.8%	-3.6	
Urgent, Triage Category 3	41.3%	40.9%	0.4	
Semi-urgent, Triage Category 4	52.1%	51.5%	0.6	
Non-urgent, Triage Category 5	82.2%	80.0%	2.2	
Patients leaving the ED within four hours of presentation	62.7%	63.1%	-0.4	
Patients who did not wait to be seen	5.3%	4.9%	0.4	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	0.0%	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	43	42	2.4%	
Semi-urgent, Triage Category 4	57	58	-1.7%	
Non-urgent, Triage Category 5	50	47	6.4%	



# Admitted Patient Care

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

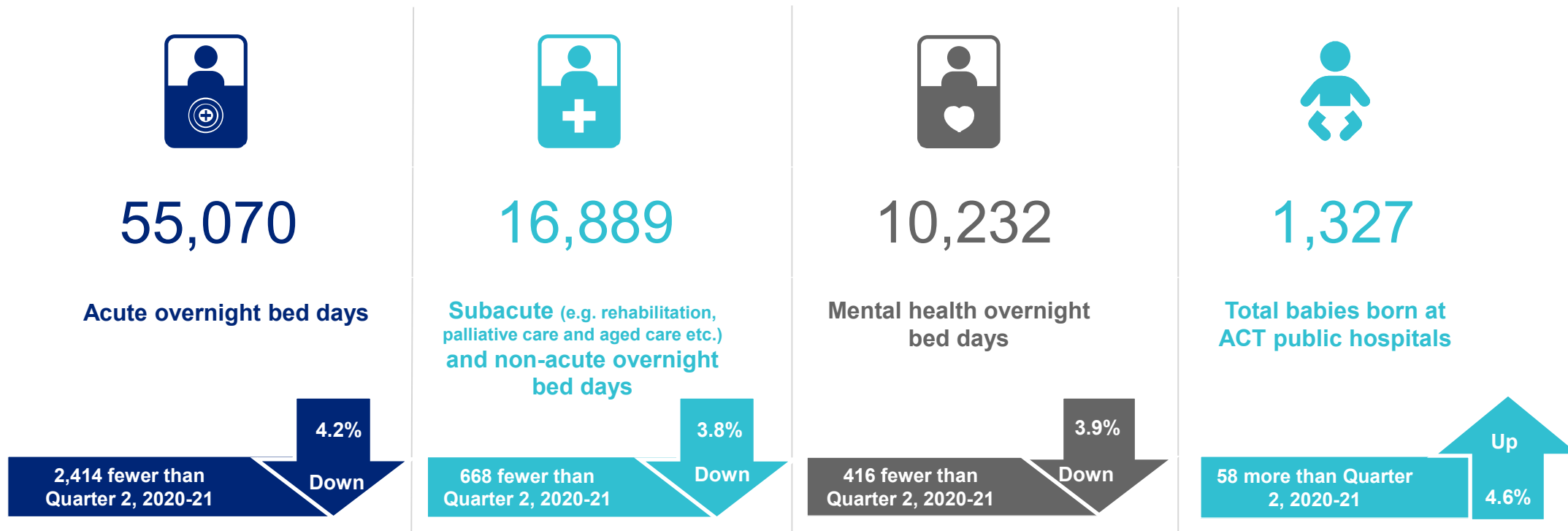
Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

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- ✚ Hospitalisations have decreased by 1.5% in Quarter 3, 2020-21 compared to Quarter 2, 2020-21.
  - ✚ 98,623 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 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	30,733	31,216	-1.5%	
Same-day episodes (including day surgeries)	16,432	16,378	0.3%	
Overnight episodes	14,301	14,838	-3.6%	
Total bed days of care at ACT public hospitals	98,623	102,131	-3.4%	
Total overnight bed days of care	82,191	85,753	-4.2%	
Acute overnight bed days of care	55,070	57,548	-4.3%	
Subacute and non-acute overnight bed days of care	16,889	17,557	-3.8%	
Mental health overnight bed days of care	10,232	10,648	-3.9%	
Total babies born at ACT public hospitals	1,327	1,269	4.6%	
Number of caesarean section procedures	479	469	2.1%	









## Admitted Patient Care Activity – Canberra Hospital

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total admitted patient episodes of care	21,903	22,343	-2.0%	
Same-day episodes (including day surgeries)	11,878	11,828	0.4%	
Overnight episodes	10,025	10,515	-4.7%	
Total bed days of care	66,371	67,902	-2.3%	
Total overnight bed days of care	54,493	56,074	-2.8%	
Acute overnight bed days of care	42,255	43,572	-3.0%	
Subacute and non-acute overnight bed days of care	7,295	6,767	7.8%	
Mental health overnight bed days of care	4,943	5,735	-13.8%	
Total babies born	848	832	1.9%	
Number of caesarean section procedures	312	301	3.7%	





# Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total admitted patient episodes of care	8,476	8,511	-0.4%	
Same-day episodes (including day surgeries)	4,460	4,480	-0.4%	
Overnight episodes	4,016	4,031	-0.4%	
Total bed days of care	23,558	24,529	-4.0%	
Total overnight bed days of care	19,098	20,049	-4.7%	
Acute overnight bed days of care	12,741	13,899	-8.3%	
Subacute and non-acute overnight bed days of care	3,100	2,836	9.3%	
Mental health overnight bed days of care	3,257	3,314	-1.7%	
Total babies born	479	437	9.6%	
Number of caesarean section procedures	167	168	-0.6%	





# Admitted Patient Care Activity – University of Canberra Hospital

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total admitted patient episodes of care	354	362	-2.2%	
Same-day episodes (including day surgeries)	94	70	34.3%	
Overnight episodes	260	292	-11.0%	
Total bed days of care	8,694	9,700	-10.4%	
Total overnight bed days of care	8,600	9,630	-10.7%	
Acute overnight bed days of care	74	77	-3.9%	
Subacute and non-acute overnight bed days of care	6,494	7,954	-18.4%	
Mental health overnight bed days of care	2,032	1,599	27.1%	

## Admitted Patient Care Performance – ACT Total





	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	5.7	5.8	-1.7%	
Acute ALOS	4.4	4.4	0.0%	
Subacute and non-acute ALOS	16	15.4	3.9%	
Mental health ALOS	15.7	17.1	-8.2%	

## Admitted Patient Care Performance – Canberra Hospital





	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	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	4.7	4.6	2.2%	
Subacute and non-acute ALOS	11.7	10.4	12.5%	
Mental health ALOS	10.9	13.3	-18.0%	



# Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	4.8	5	-4.0%	
Acute ALOS	3.5	3.8	-7.9%	
Subacute and non-acute ALOS	14.6	11.8	23.7%	
Mental health ALOS	19.6	20.6	-4.9%	

## Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	33.1	33.0	0.3%	
Acute ALOS	8.2	6.4	28.1%	
Subacute and non-acute ALOS	29.9	31.8	-6.0%	
Mental health ALOS	59.8	53.3	12.2%	



# 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 3, 2020-21, there were 3,729 surgeries performed, which is an increase of 3.6% from Quarter 2, 2020-21.
- ✚ 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, a total number of 12,870 elective surgeries were performed, 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**

3,729

128 more than  
Quarter 2, 2020-21

3.6%

Up



**Additions to the elective surgery waiting list**

4,032

106 fewer than  
Quarter 2, 2020-21

Down

2.6%



**The number of overdue patients waiting for their elective surgery**






978

112 fewer than  
Quarter 2, 2020-21

Down






10.3%

## Elective Surgery Activity – ACT Total

	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total number of elective surgery procedures	3,729	3,601	3.6%	
Urgent, Category 1 (within 30 days)	1,081	1,204	-10.2%	
Semi-urgent, Category 2 (within 90 days)	1,422	1,336	6.4%	
Non-urgent, Category 3 (within 365 days)	1,226	1,061	15.6%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	788	566	39.2%	

(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 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total number of elective surgery procedures <sup>(b)</sup>	2,030	2,004	1.3%	
Urgent, Category 1 (within 30 days)	764	860	-11.2%	
Semi-urgent, Category 2 (within 90 days)	814	746	9.1%	
Non-urgent, Category 3 (within 365 days)	452	398	13.6%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	393	328	19.8%	

(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 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Total number of elective surgery procedures	1,699	1,597	6.4%	
Urgent, Category 1 (within 30 days)	317	344	-7.8%	
Semi-urgent, Category 2 (within 90 days)	608	590	3.1%	
Non-urgent, Category 3 (within 365 days)	774	663	16.7%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	395	238	66.0%	

(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 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21	Last 5 quarters
Additions to the elective surgery waiting list	4,032	4,138	-2.6%	
Patients waiting for their elective surgery	5114	5,253	-2.6%	
The number of overdue patients waiting for their elective surgery	978	1,090	-10.3%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	98.2%	98.9%	-0.7%	
Semi-urgent, Category 2	60.3%	68.4%	-8.1%	
Non-urgent, Category 3	72.2%	74.9%	-2.7%	
Median wait times to surgery (days)				
Urgent, Category 1	16	17	-5.9%	
Semi-urgent, Category 2	74	63	17.5%	
Non-urgent, Category 3	222	232	-4.3%	



# 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.

- 
- ✚ 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.
-

# Quality and Safety

	2020-21 Target *	Quarter 3, 2020-21	Quarter 2, 2020-21	Change from Quarter 2, 2020-21
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition #				
Canberra Health Services	NA	NA	1.1%	-
Calvary Public Hospital Bruce	NA	NA	0.4%	-
Percentage of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications #				
Canberra Health Services	NA	NA	0.6%	-
Calvary Public Hospital Bruce	NA	NA	0.3%	-
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	1.1	1.2	-8.0%
Calvary Public Hospital Bruce	<2	0.0	0.0	0.0%
	2020-21 Target *	June-July 2020 audit	OCT 2020 audit	MAR 2021 audit
Estimated Hand Hygiene Rate				
Canberra Health Services <sup>(a)</sup>	80%	87.1%	84.0%	82.0%
Calvary Public Hospital Bruce <sup>(b)</sup>	NA%	82.3%	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.

# New Strategic Indicators have been established for 2020-21, and calculation methodology is being agreed between the Services and ACT Health Directorate.

\* 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>.