

# ACT Public Health Services Quarterly Performance Report

October to December 2019



**ACT**  
Government

**ACT Health**

[health.act.gov.au](http://health.act.gov.au)



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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

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 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 for the same year.

The ACT Health Directorate is pleased to provide this report that gives 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.

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

## Health Care in Canberra

On 1 October 2018, ACT Health transitioned to two distinct organisations – Canberra Health Services (CHS) and the ACT Health Directorate.

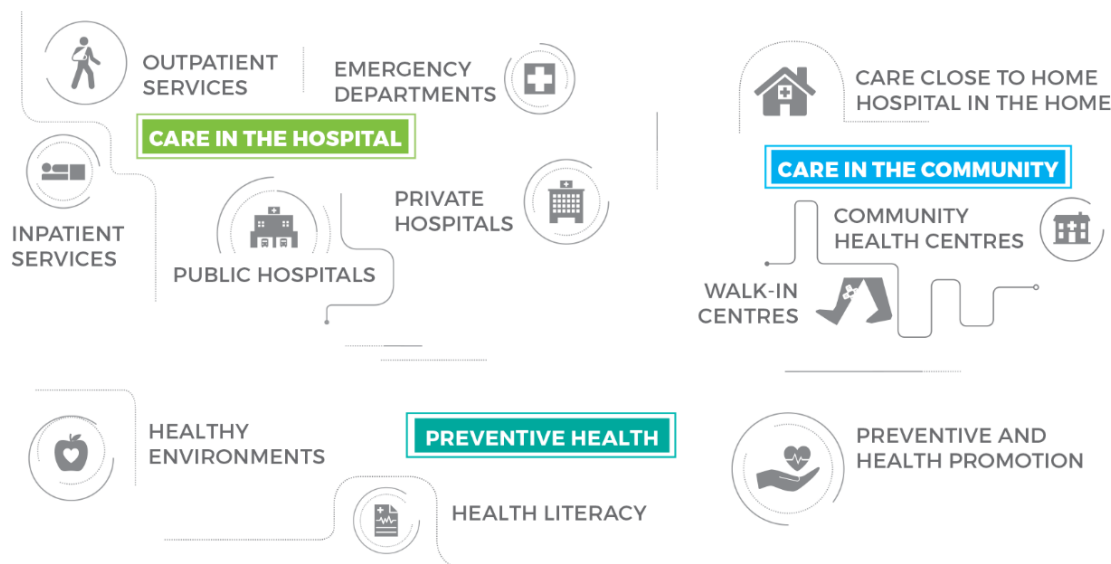
- CHS is focussed on clinical operations and operational delivery of quality health services for the ACT. The Canberra Hospital and the University of Canberra Hospital are operated by CHS.
- The ACT Health Directorate is focussed on delivering the strategy and policy agenda across the health system as 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.

Along with CHS, clinical activities in the ACT are also provided by other ACT Government funded providers including Calvary Public Hospital Bruce and non-government organisations.

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.



### 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:



**87.3%**

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



**82.5%**

of patients rated their care as good or very good.

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



**93%**

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.



## Weston Creek Walk-in Centre now open



Walk-in Centres provide free health care for minor injuries and illnesses and are led by a team of highly skilled advanced practice nurses and nurse practitioners.

Photo: Canberra Health Services.

More information is on the ACT Health website at:

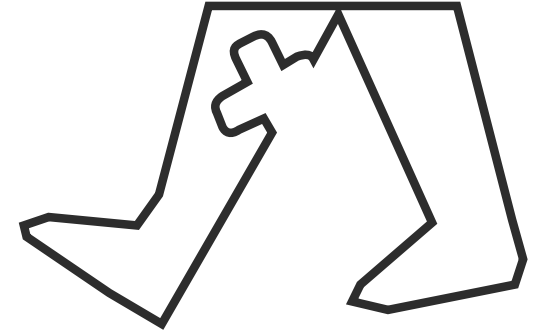
<http://health.act.gov.au/hospitals-and-health-centres/walk-centres>

Canberra's newest nurse-led Walk-in Centre in Weston Creek opened in December 2019.

Located within the existing Community Health Centre next to Cooleman Court, it takes the number of Walk-in Centres across the city to four, with the existing Tuggeranong, Gungahlin and Belconnen sites also co-located with Community Health Centres.

Walk-in Centres provide free health care for minor injuries and illnesses and are led by a team of highly skilled advanced practice nurses and nurse practitioners.

# 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 Centre presentations increased by 1.3% in Quarter 2, 2019-20 compared to Quarter 1, 2019-20.
  - ✦ 83.2% 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 are four nurse-led Walk-in Centres across the ACT: Belconnen, Gungahlin and Tuggeranong and Weston Creek.

A fifth Walk-in Centre in Dickson is scheduled to open in late 2020.



17,707



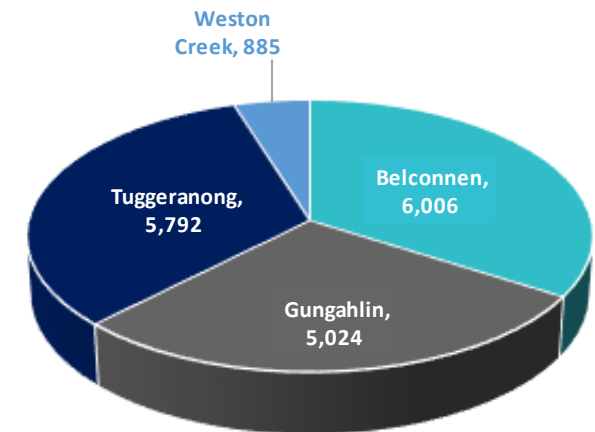
All presentations  
(226 more than Quarter 1, 2019-20)



17 minutes








Median wait time to treatment  
(3 minutes less than Quarter 1, 2019-20)



Walk-in Centre presentations by location










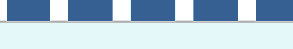







## Walk-in Centre Activity

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
<b>Walk-in Centre Activity</b>				
<b>Presentations</b>				
Belconnen	6,006	6,170	-2.7%	
Gungahlin	5,024	5,229	-3.9%	
Tuggeranong	5,792	6,082	-4.8%	
Weston Creek	885	-	-	
<b>ACT Total</b>	<b>17,707</b>	<b>17,481</b>	<b>1.3%</b>	

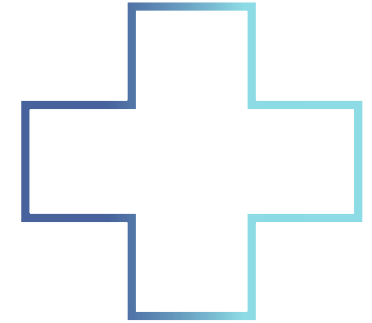
**Note:** Weston Creek Walk-in Centre opened in December 2019.

## Walk-in Centre Performance

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
<b>Walk-in Centre Performance</b>				
<b>Median wait time to treatment (minutes)</b>				
Belconnen	13	16	-18.8%	
Gungahlin	12	13	-7.7%	
Tuggeranong	31	35	-11.4%	
Weston Creek	14	-	-	
<b>ACT Total</b>	<b>17</b>	<b>20</b>	<b>-15.0%</b>	
<b>Fully treated in the Walk-in Centre</b>				
Belconnen	85.7%	87.3%	-1.6%	
Gungahlin	83.2%	84.1%	-0.9%	
Tuggeranong	79.9%	82.3%	-2.4%	
Weston Creek	87.1%	-	-	
<b>ACT Total</b>	<b>83.2%</b>	<b>84.6%</b>	<b>-1.4%</b>	
<b>Redirected to Emergency Department</b>				
Belconnen	5.1%	4.5%	0.6%	
Gungahlin	5.9%	5.7%	0.2%	
Tuggeranong	7.1%	6.3%	0.8%	
Weston Creek	4.2%	-	-	
<b>ACT Total</b>	<b>5.9%</b>	<b>5.5%</b>	<b>0.4%</b>	

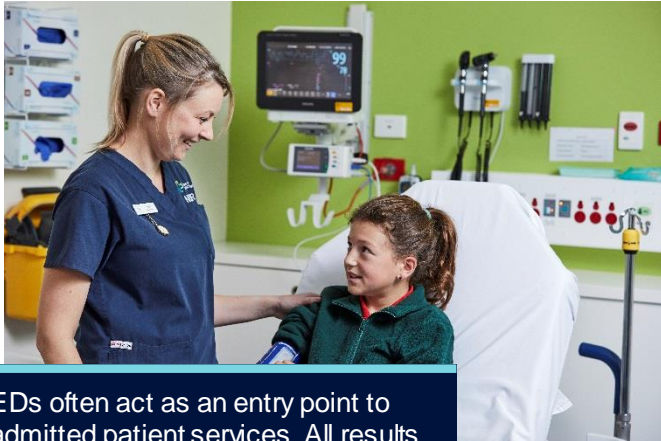
**Note:** Weston Creek Walk-in Centre opened in December 2019.

# Emergency Department



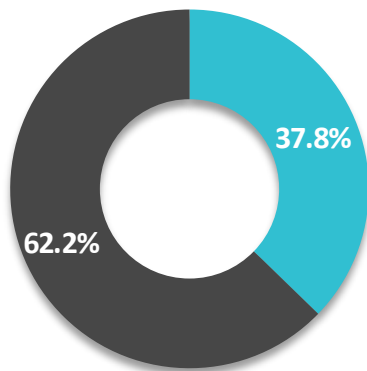
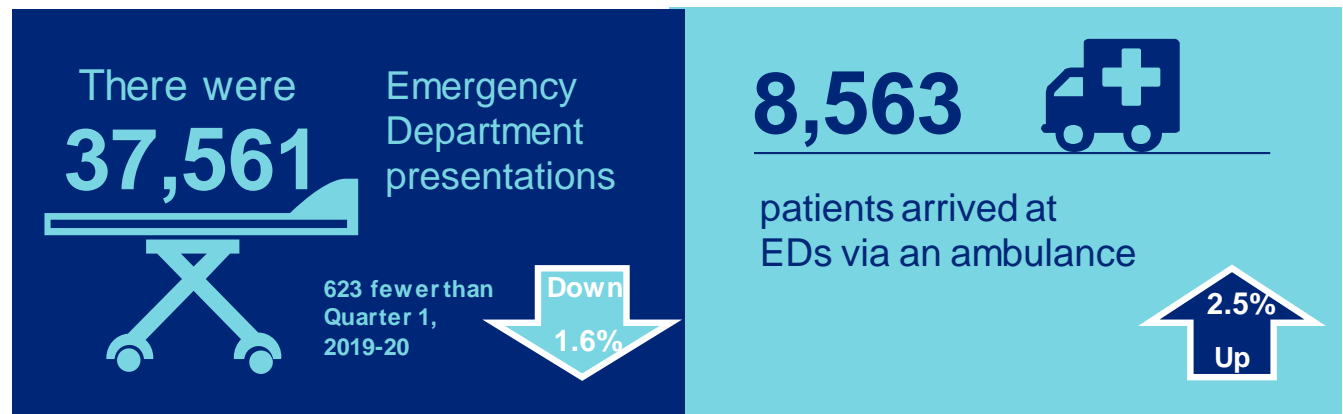
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

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- ✚ There were 37,561 presentations to EDs in Quarter 2, 2019-20.
  - ✚ 41% of patients received treatment within the clinically recommended time for their urgency (triage) category.
-



## Emergency Departments

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:	23,362
Calvary Public Hospital Bruce:	14,199

## Emergency Department Activity – ACT Total










	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total ED presentations	37,561	38,184	-1.6%	
Resuscitation, Triage Category 1	257	267	-3.7%	
Emergency, Triage Category 2	4,649	4,509	3.1%	
Urgent, Triage Category 3	16,977	17,481	-2.9%	
Semi-urgent, Triage Category 4	13,333	13,670	-2.5%	
Non-urgent, Triage Category 5	2,345	2,257	3.9%	
Admissions to hospitals from EDs	12,115	12,456	-2.7%	
Patients treated and discharged home	22,171	22,591	-1.9%	
Arrivals at ED by ambulance	8,563	8,355	2.5%	

## Emergency Department Activity – Canberra Hospital












	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total ED presentations	23,362	23,954	-2.5%	
Resuscitation, Triage Category 1	178	196	-9.2%	
Emergency, Triage Category 2	3,016	3,031	-0.5%	
Urgent, Triage Category 3	9,602	10,129	-5.2%	
Semi-urgent, Triage Category 4	8,880	8,949	-0.8%	
Non-urgent, Triage Category 5	1,686	1,649	2.2%	
Admissions to hospitals from EDs	8,184	8,530	-4.1%	
Patients treated and discharged home	13,689	14,057	-2.6%	
Arrivals at ED by ambulance	5,884	5,782	1.8%	














## Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total ED presentations	14,199	14,230	-0.2%	
Resuscitation, Triage Category 1	79	71	11.3%	
Emergency, Triage Category 2	1,633	1,478	10.5%	
Urgent, Triage Category 3	7,375	7,352	0.3%	
Semi-urgent, Triage Category 4	4,453	4,721	-5.7%	
Non-urgent, Triage Category 5	659	608	8.4%	
Admissions to hospitals from EDs	3,931	3,926	0.1%	
Patients treated and discharged home	8,482	8,534	-0.6%	
Arrivals at ED by ambulance	2,679	2,573	4.1%	

## Emergency Department Performance – ACT Total

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100%	99.6%	0.4%	
Emergency, Triage Category 2	73.6%	72.8%	0.8%	
Urgent, Triage Category 3	26.7%	25.8%	0.9%	
Semi-urgent, Triage Category 4	40.6%	40.6%	0.0%	
Non-urgent, Triage Category 5	78.6%	78.9%	-0.3%	
<b>Patients leaving the ED within four hours of presentation</b>	<b>55.0%</b>	<b>55.2%</b>	<b>-0.2%</b>	
Patients who did not wait to be seen	5.5%	5.1%	0.4%	
<b>Median waiting time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	0%	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	68	71	-4.2%	
Semi-urgent, Triage Category 4	77	77	0.0%	
Non-urgent, Triage Category 5	62	57	8.8%	

## Emergency Department Performance – Canberra Hospital

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100%	100%	0%	
Emergency, Triage Category 2	71.1%	71.2%	-0.1%	
Urgent, Triage Category 3	19.3%	20.9%	-1.6%	
Semi-urgent, Triage Category 4	35.1%	38.7%	-3.6%	
Non-urgent, Triage Category 5	77.0%	78.5%	-1.5%	
Patients leaving the ED within four hours of presentation	51.1%	51.8%	-0.7%	
Patients who did not wait to be seen	5.3%	4.5%	0.8%	
<b>Median waiting time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	0%	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	85	82	3.7%	
Semi-urgent, Triage Category 4	85	79	7.6%	
Non-urgent, Triage Category 5	69	60	15.0%	

## Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
<b>Patients starting treatment on time by triage category</b>				
Resuscitation, Triage Category 1	100%	98.6%	1.4%	
Emergency, Triage Category 2	78.1%	76.0%	2.1%	
Urgent, Triage Category 3	36.4%	32.6%	3.8%	
Semi-urgent, Triage Category 4	51.7%	44.5%	7.2%	
Non-urgent, Triage Category 5	82.9%	80.0%	2.9%	
<b>Patients leaving the ED within four hours of presentation</b>	<b>61.5%</b>	<b>61.0%</b>	<b>0.5%</b>	
Patients who did not wait to be seen	6.0%	6.0%	0.0%	
<b>Median waiting time to treatment (minutes) in ED by triage category</b>				
Resuscitation, Triage Category 1	0	0	0%	
Emergency, Triage Category 2	6	6	0%	
Urgent, Triage Category 3	49	56	-12.5%	
Semi-urgent, Triage Category 4	58	71	-18.3%	
Non-urgent, Triage Category 5	43	50	-14.0%	



# Admitted Patient Care

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

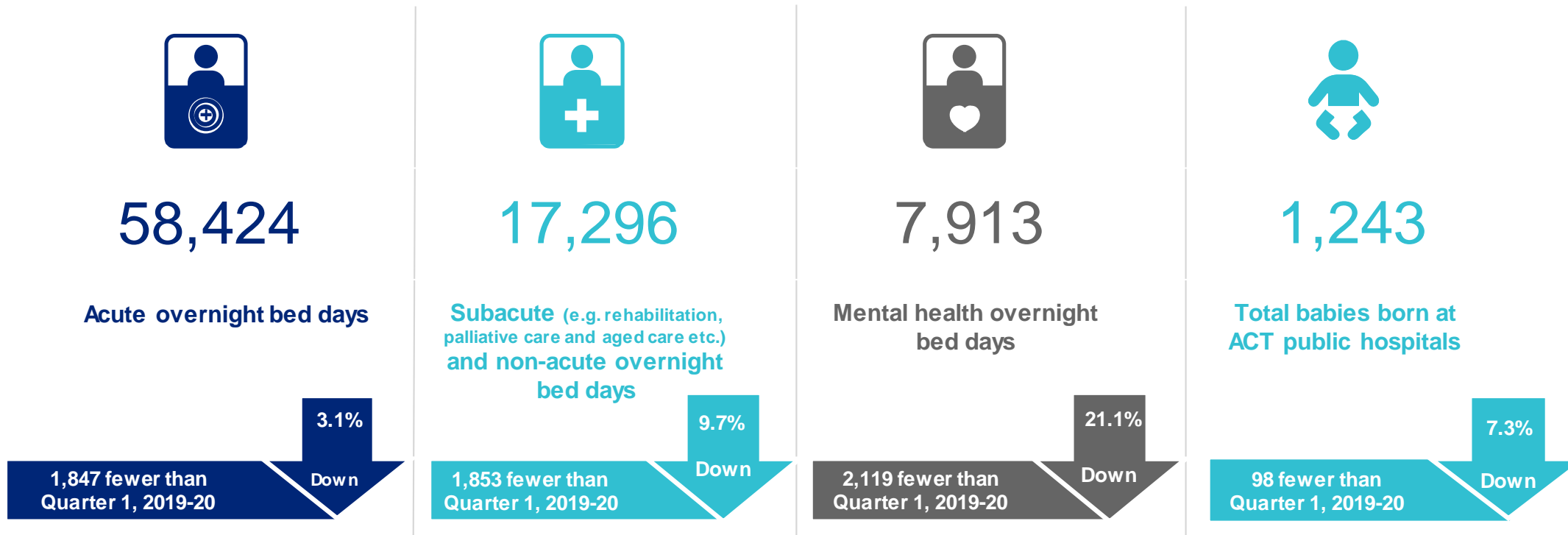
Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

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- ✦ Hospitalisations have decreased by 2% in Quarter 2, 2019-20 compared to Quarter 1, 2019-20.
  - ✦ 98,915 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 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	29,830	30,428	-2.0%	
Same-day episodes (including day surgeries)	15,282	15,313	-0.2%	
Overnight episodes	14,548	15,115	-3.8%	
Total bed days of care at ACT public hospitals	98,915	104,765	-5.6%	
Total overnight bed days of care	83,633	89,452	-6.5%	
Acute overnight bed days of care	58,424	60,271	-3.1%	
Subacute and non-acute overnight bed days of care	17,296	19,149	-9.7%	
Mental health overnight bed days of care	7,913	10,032	-21.1%	
Total babies born at ACT public hospitals	1,243	1,341	-7.3%	
Number of caesarean section procedures	365	402	-9.2%	









## Admitted Patient Care Activity – Canberra Hospital

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total admitted patient episodes of care	21,759	22,160	-1.8%	
Same-day episodes (including day surgeries)	11,358	11,210	1.3%	
Overnight episodes	10,401	10,950	-5.0%	
Total bed days of care	67,590	70,950	-4.7%	
Total overnight bed days of care	56,232	59,740	-5.9%	
Acute overnight bed days of care	44,409	46,323	-4.1%	
Subacute and non-acute overnight bed days of care	7,994	8,513	-6.1%	
Mental health overnight bed days of care	3,829	4,904	-21.9%	
Total babies born	829	941	-11.9%	
Number of caesarean section procedures	241	271	-11.1%	





## Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 2, 2019-20	Last 5 quarters
Total admitted patient episodes of care	7,458	7,684	-2.9%	
Same-day episodes (including day surgeries)	3,642	3,869	-5.9%	
Overnight episodes	3,816	3,815	0.0%	
Total bed days of care	23,367	23,906	-2.3%	
Total overnight bed days of care	19,725	20,037	-1.6%	
Acute overnight bed days of care	13,993	13,927	0.5%	
Subacute and non-acute overnight bed days of care	2,716	3,329	-18.4%	
Mental health overnight bed days of care	3,016	2,781	8.4%	
Total babies born	414	400	3.5%	
Number of caesarean section procedures	124	131	-5.3%	





## Admitted Patient Care Activity – University of Canberra Hospital

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total admitted patient episodes of care	613	584	5.0%	
Same-day episodes (including day surgeries)	282	234	20.5%	
Overnight episodes	331	350	-5.4%	
Total bed days of care	7,958	9,909	-19.7%	
Total overnight bed days of care	7,676	9,675	-20.7%	
Acute overnight bed days of care	22	21	4.8%	
Subacute and non-acute overnight bed days of care	6,586	7,307	-9.9%	
Mental health overnight bed days of care	1,068	2,347	-54.5%	
Total babies born	-	-	-	
Number of caesarean section procedures	-	-	-	

## Admitted Patient Care Performance – ACT Total





	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	5.7	5.9	-3.4%	
Acute ALOS	4.5	4.5	0.0%	
Subacute and non-acute ALOS	16	16.3	-1.8%	
Mental health ALOS	13.6	16.8	-19.0%	

## Admitted Patient Care Performance – Canberra Hospital





	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.4	5.5	-1.8%	
Acute ALOS	4.7	4.7	0.0%	
Subacute and non-acute ALOS	13.6	13	4.6%	
Mental health ALOS	8.9	11.3	-21.2%	

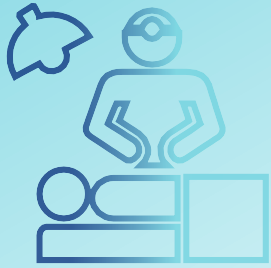


## Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.2	5.3	-1.9%	
Acute ALOS	4.0	4.0	0.0%	
Subacute and non-acute ALOS	14.8	17.4	-14.9%	
Mental health ALOS	22.7	19.7	15.2%	

## Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	23.2	27.6	-15.9%	
Acute ALOS	5.5	5.3	3.8%	
Subacute and non-acute ALOS	21.3	22.6	-5.8%	
Mental health ALOS	59.3	106.7	-44.4%	



# 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.

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- ✦ During Quarter 2, 2019-20, there were 3,477 surgeries performed, which is a decrease of 9.5% from Quarter 1, 2019-20.
  - ✦ In 2018-19, we delivered a record number 14,015 elective 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**

3,477

9.5%

Down

363 fewer than  
Quarter 1, 2019-20



**Additions to the elective surgery waiting list**

4,035

9.4%

Down

417 fewer than  
Quarter 1, 2019-20



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






783

31.8%

Up






189 higher than  
Quarter 1, 2019-20

## Elective Surgery Activity – ACT Total

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total number of elective surgery procedures	3,477	3,840	-9.5%	
Urgent, Category 1 (within 30 days)	1,076	1,228	-12.4%	
Semi-urgent, Category 2 (within 90 days)	1,311	1,431	-8.4%	
Non-urgent, Category 3 (within 365 days)	1,090	1,181	-7.7%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	567	700	-19.0%	

(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 Activity – Canberra Hospital

	Quarter 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total number of elective surgery procedures <sup>(b)</sup>	1,961	2,173	-9.8%	
Urgent, Category 1 (within 30 days)	781	840	-7.0%	
Semi-urgent, Category 2 (within 90 days)	741	841	-11.9%	
Non-urgent, Category 3 (within 365 days)	439	492	-10.8%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	357	366	-2.5%	

(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 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Total number of elective surgery procedures	1,516	1,667	-9.1%	
Urgent, Category 1 (within 30 days)	295	388	-24.0%	
Semi-urgent, Category 2 (within 90 days)	570	590	-3.4%	
Non-urgent, Category 3 (within 365 days)	651	689	-5.5%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery <sup>(a)</sup>	210	334	-37.1%	

(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 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20	Last 5 quarters
Additions to the elective surgery waiting list	4,035	4,452	-9.4%	
Patients waiting for their elective surgery	5,131	5,073	1.1%	
The number of overdue patients waiting for their elective surgery	783	594	31.8%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	97.9%	96.6%	1.3%	
Semi-urgent, Category 2	70.6%	70.8%	-0.2%	
Non-urgent, Category 3	75.6%	75.8%	-0.2%	
Median wait times to surgery (days)				
Urgent, Category 1	17	18	-5.6%	
Semi-urgent, Category 2	63	62	1.6%	
Non-urgent, Category 3	187	205	-8.8%	

**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 2, 2019-20	Quarter 1, 2019-20	Change from Quarter 1, 2019-20
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition				
Canberra Health Services	<2%	1.4%	1.5%	-0.1%
Calvary Public Hospital Bruce	<1%	0.7%	0.8%	-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%	0.7%	0.4%	0.3%
Calvary Public Hospital Bruce	<0.5%	0.3%	0.3%	0%
Number of patients per 10,000 occupied bed days who acquired a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)				
	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)		
Canberra Health Services <sup>(c)</sup>	<2	1.0	1.3	-23%
Calvary Public Hospital Bruce	<2	0	1.2	-100%

	2019-20 Target	July 2019 audit	October 2019 audit
Estimated Hand Hygiene Rate			
Canberra Health Services <sup>(a)</sup>	80%	-	82.4%
Calvary Public Hospital Bruce <sup>(b)</sup>	80%	81.4%	82.9%

(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.

(c) Canberra Health Services has advised of an error in relation to the number of SAB infection cases for Quarter 1, 2019-20. The figure has been corrected in this report.

## 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>.