

# ACT Public Health Services Quarterly Performance Report

July to September 2022



**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 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.

During the quarter 47,459 COVID-19 cases were recorded, with 561 cases admitted to hospital and 39 cases admitted to Intensive Care Units. All ACT public hospitals were impacted by staff shortages, with staff at Canberra Health Services applying for up to 6,250 days of COVID-19 leave over this period.

There was a suspension of all non-essential surgeries throughout part of 2019-20 across the ACT and again in January to February 2022 at Calvary Public Hospital Bruce in response to the pandemic. The ACT Government delivered a record number of surgeries in 2020-21 as part of the COVID-19 recovery project and has committed to delivering 60,000 elective surgeries over the 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 the 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.

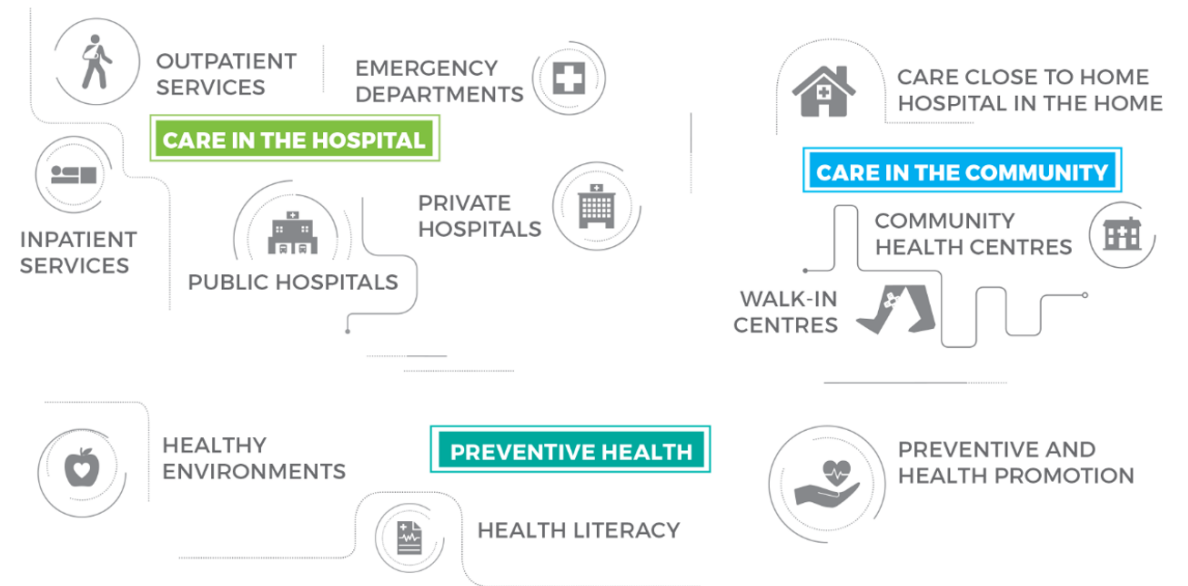
**Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.**

## 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

During Quarter 1, 2022-23, the inpatient experience survey of patients at Canberra Health Services found:



91%

of patients would recommend the Canberra Health Services to family and friends.



88%

of patients rated their care as good or very good.

During Quarter 1, 2022-23, the 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 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.

## Australia's first fixed-site health and drug checking service opens in Canberra

The CanTEST Health and Drug Checking Service is part of the ACT Government's commitment to reducing the harm caused by drugs through [effective evidence-based health interventions](#).

Launched in July 2022, the service provides Canberrans with free on-site chemical analysis of drugs, and access to information and advice from harm reduction workers based on the results. Service users are also able to access drop-in nurse consultations offering general health, sexual health and mental health advice.

In its first two months of operation, the service tested more than 150 samples, with 34 samples discarded and 210 health and alcohol and other drug interventions delivered to people attending the site.

The Government has funded an independent evaluation of the six month pilot, which will provide recommendations for service provision improvements if a fixed site health and drug checking service were to be established as an ongoing service.

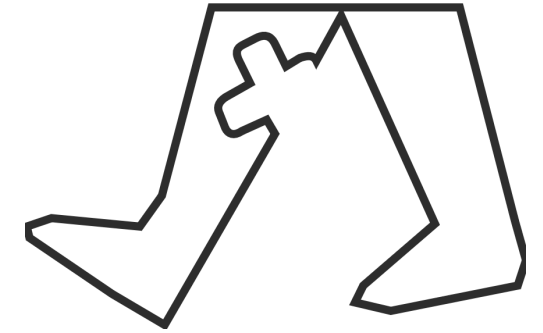
CanTEST Health and Drug Checking Service is run by Directions Health Services in partnership with Pill Testing Australia and Canberra Alliance for Harm Minimisation and Advocacy.

It follows two successful festival-based trials conducted in the ACT by Pill Testing Australia at the Groovin The Moo festivals in 2018 and 2019.



Directions staff member performing a test on a sample.

# 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 illnesses. Patients requiring urgent attention for serious injury or illness are directed to Emergency Departments.

- 
- + Walk-in Centre presentations were up 48.1% on the same quarter in 2021-22.
  - + 81.2% of presentations received treatment at the Walk-in Centres, while 5.9% were redirected to an Emergency Department.\* That represents a 1.2 percentage point reduction of the number of people redirected to an Emergency Department in Quarter 4, 2022-23 (7.1%).
  - + Presentations at ACT Government COVID-19 Testing Centres decreased by 64.2% from Quarter 4, 2021-22 to 26,766 in Quarter 1, 2022-23.

\* The remaining presentations were redirected to a General Practitioner, redirected to other services, or did not wait for treatment.



## Walk-in Centres and ACT Government COVID-19 Testing 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 Walk-in Centres in Quarter 1, 2022-23: Belconnen, Gungahlin, Tuggeranong and Weston Creek, with a fifth Walk-In Centre at Garran (Garran Surge Centre) providing Walk-in Centre services for people who are COVID-19 positive.

During Quarter 1 2022-23, Canberrans could still access COVID-19 testing at the ACT Government-operated Garran Surge Testing Centre or at the Holt COVID-19 Testing Centre operated by Capital Pathology.



Walk-in Centre presentations

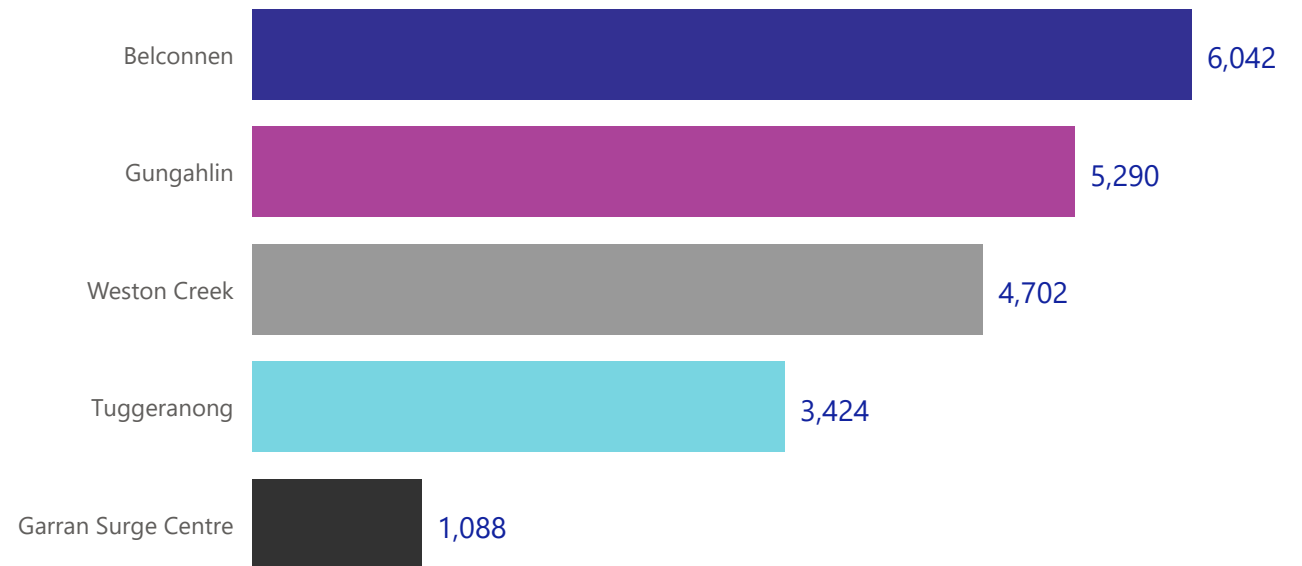
(1,699 less than Quarter 4, 2021-22)



ACT Government COVID-19 Testing Centre presentations

(47,924 less than Quarter 4, 2021-22)

ACT Government Walk-in Centre presentations by Location





## Walk-in Centre presentations

	Facility	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
▲				
Walk-in Centre presentations	Belconnen	6,042	6,108	-1.1
	Garran Surge Walk-in Centre	1,088	1,965	-44.6
	Gungahlin	5,290	5,153	2.7
	Tuggeranong	3,424	4,179	-18.1
	Weston Creek	4,702	4,846	-3.0
	ACT Total	20,552	22,251	-7.6

## ACT Government COVID-19 Testing Centre presentations

	Facility	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
ACT Government COVID-19 Testing Centre presentations	Garran Surge Testing Centre	26,766	45,542	-41.2
	Mitchell Testing Centre	-	29,145	-
	ACT Total	26,766	74,690	-64.2

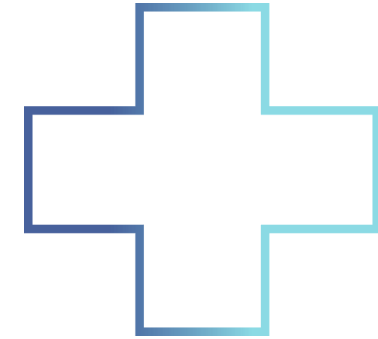
**Note:** ACT total Walk-in Centre and COVID-19 Testing Centre presentations does not equal the sum of its subcategories, as it includes presentations with an unknown location. Tuggeranong Walk-in Centre reduced its opening hours to 2pm - 10pm between 7 July and 29 September 2022.

## Walk-in Centre Performance

	Facility	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
▲				
Median wait time to treatment (minutes)	Belconnen	35	32	9.4
	Gungahlin	26	25	4.0
	Tuggeranong	30	27	11.1
	Weston Creek	36	24	50.0
	ACT Total	29	25	16.0
Treatment provided at the Walk-in Centre	Belconnen	81.3%	79.6%	1.7
	Gungahlin	82.7%	80.8%	1.9
	Tuggeranong	78.3%	79.1%	-0.8
	Weston Creek	81.1%	82.1%	-1.0
	ACT Total	81.2%	80.5%	0.7
Redirected to Emergency Department	Belconnen	5.0%	7.0%	-2.0
	Gungahlin	4.3%	5.7%	-1.4
	Tuggeranong	8.2%	8.3%	-0.1
	Weston Creek	7.1%	6.7%	0.4
	ACT Total	5.9%	7.1%	-1.2

**Note:** All dedicated COVID-19 Testing Centres have been excluded from the above Performance metrics. Garran Surge Centre has not been listed as a separate facility under WIC Performance, but its activity is included in the ACT Totals.

# Emergency Department



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

- 
- + There were 35,472 presentations to EDs in Quarter 1, 2022-23, around the same as the same quarter in 2021-22.
  - + 43.5% of patients received treatment within the clinically recommended time for their urgency (triage) category, a 3.7 percentage point increase on the result of 39.8% in Quarter 4, 2021-22.
  - + 45.9% of patients spent four hours or less in EDs, up from 45.6% in the previous quarter.
-



All results in this page, unless specified otherwise, 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 **35,472** Emergency Department presentations



2,362 less than Quarter 4, 2021-22  
6.2% Down

**8,276**



patients arrived at EDs via an ambulance

227 more than Quarter 4, 2021-22  
2.8% Up



**45.9%** of patients spent four hours or less in ACT public hospital EDs



**Hospital** ● Calvary Public Hospital Bruce ● Canberra Hospital

### Emergency Department presentations by public hospital



Canberra Hospital:	21,789	↓5.6% Down ( 1,284 less than Quarter 4, 2021-22 )
Calvary Public Hospital Bruce:	13,683	↓7.3% Down ( 1,078 less than Quarter 4, 2021-22 )

## Emergency Department (ED) Activity - ACT Total

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
ED presentations	Total ED presentations	35,472	37,834	-6.2
	Resuscitation, Triage Category 1	252	198	27.3
	Emergency, Triage Category 2	4,742	4,541	4.4
	Urgent, Triage Category 3	14,510	15,330	-5.3
	Semi-urgent, Triage Category 4	13,066	14,456	-9.6
	Non-urgent, Triage Category 5	2,901	3,309	-12.3
Admissions to hospitals from EDs		12,151	12,121	0.2
Patients treated and discharged home		19,431	20,894	-7.0
Arrivals at ED by ambulance		8,276	8,049	2.8



## Emergency Department (ED) Activity - Canberra Hospital

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
ED presentations	Total ED presentations	21,789	23,073	-5.6
	Resuscitation, Triage Category 1	187	146	28.1
	Emergency, Triage Category 2	3,043	3,018	0.8
	Urgent, Triage Category 3	7,797	7,995	-2.5
	Semi-urgent, Triage Category 4	8,523	9,359	-8.9
	Non-urgent, Triage Category 5	2,239	2,555	-12.4
Admissions to hospitals from EDs		8,658	8,884	-2.5
Patients treated and discharged home		11,367	11,876	-4.3
Arrivals at ED by ambulance		5,676	5,574	1.8

## Emergency Department (ED) Activity - Calvary Public Hospital Bruce

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
ED presentations	Total ED presentations	13,683	14,761	-7.3
	Resuscitation, Triage Category 1	65	52	25.0
	Emergency, Triage Category 2	1,699	1,523	11.6
	Urgent, Triage Category 3	6,713	7,335	-8.5
	Semi-urgent, Triage Category 4	4,543	5,097	-10.9
	Non-urgent, Triage Category 5	662	754	-12.2
Admissions to hospitals from EDs		3,493	3,237	7.9
Patients treated and discharged home		8,064	9,018	-10.6
Arrivals at ED by ambulance		2,600	2,475	5.1

## Emergency Department (ED) Performance - ACT Total

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Patients starting treatment on time by triage category	All Categories	43.5%	39.8%	3.7
	Resuscitation, Triage Category 1	98.0%	100.0%	-2.0
	Emergency, Triage Category 2	70.5%	71.7%	-1.2
	Urgent, Triage Category 3	31.5%	28.7%	2.8
	Semi-urgent, Triage Category 4	39.3%	35.0%	4.3
	Non-urgent, Triage Category 5	70.9%	61.4%	9.5
Patients leaving the ED within four hours of presentation		45.9%	45.6%	0.3
Patients who did not wait to be seen		7.2%	8.7%	-1.5
Median wait 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	64	72	-11.1
	Semi-urgent, Triage Category 4	87	99	-12.1
	Non-urgent, Triage Category 5	63	89	-29.2



## Emergency Department (ED) Performance - Canberra Hospital

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Patients starting treatment on time by triage category	All Categories	45.1%	40.0%	5.1
	Resuscitation, Triage Category 1	97.3%	100.0%	-2.7
	Emergency, Triage Category 2	74.1%	75.6%	-1.5
	Urgent, Triage Category 3	29.5%	26.9%	2.6
	Semi-urgent, Triage Category 4	40.3%	32.4%	7.9
	Non-urgent, Triage Category 5	71.4%	59.8%	11.6
Patients leaving the ED within four hours of presentation		45.4%	44.0%	1.4
Patients who did not wait to be seen		7.0%	9.2%	-2.2
Median wait 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	69	81	-14.8
	Semi-urgent, Triage Category 4	84	108	-22.2
	Non-urgent, Triage Category 5	63	93	-32.3

## Emergency Department (ED) Performance - Calvary Public Hospital Bruce

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Patients starting treatment on time by triage category	All Categories	40.9%	39.4%	1.5
	Resuscitation, Triage Category 1	100.0%	100.0%	0.0
	Emergency, Triage Category 2	63.9%	63.9%	0.0
	Urgent, Triage Category 3	33.9%	30.6%	3.3
	Semi-urgent, Triage Category 4	37.4%	39.8%	-2.4
	Non-urgent, Triage Category 5	69.3%	66.7%	2.6
Patients leaving the ED within four hours of presentation		46.6%	48.1%	-1.5
Patients who did not wait to be seen		7.4%	8.1%	-0.7
Median wait time to treatment (minutes) in ED by triage category	Resuscitation, Triage Category 1	0	0	-
	Emergency, Triage Category 2	8	7	14.3
	Urgent, Triage Category 3	59	64	-7.8
	Semi-urgent, Triage Category 4	95	84	13.1
	Non-urgent, Triage Category 5	59	77	-23.4



# 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 people who undergo a hospital's admission process to receive treatment and/or care in hospital or in the person's home (for hospital-in-the-home patients). This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

- 
- + 1,292 babies were born at ACT public hospitals in Quarter 1, 2022-23, 1.3% less than Quarter 4, 2021-22.
  - + 112,971 bed days of patient care were provided, an increase of 6.0% on Quarter 4, 2022-23 and an increase of 8.1% compared to the same quarter in 2021-22.
  - + The total number of overnight bed days in Quarter 1, 2022-23 increased by 9.0% compared to Quarter 4, 2021-22, and by 10.2% compared to the same quarter in 2021-22.
  - + Overnight patients stayed in hospital for an average of 6.7 days, an increase of 6.3% compared to the same quarter in 2021-22.
-

## 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 specialist centre for rehabilitation, recovery and research.



61,350

Acute overnight bed days



24,596

Subacute (e.g. rehabilitation and palliative care), and non-acute overnight bed days



11,563

Mental health accrued care days



1,292

Total babies born at ACT public hospitals

## Admitted Patient Care Activity - ACT Total

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
▲				
Admitted patient episodes of care	Total admitted episodes	30,278	29,951	1.1
	Same-day episodes (including day surgeries)	15,797	16,180	-2.4
	Overnight episodes	14,481	13,771	5.2
Total bed days of care		112,971	106,626	6.0
Overnight bed days of care	Total overnight bed days	85,946	78,881	9.0
	Acute overnight bed days	61,350	58,077	5.6
	Subacute and non-acute overnight bed days	24,596	20,804	18.2
Mental health accrued care days		11,563	11,655	-0.8
Babies born	Total babies born	1,292	1,309	-1.3
	Number of caesarean sections	443	483	-8.3

**Note:** Total overnight bed days excludes mental health overnight bed days, which was replaced by mental health accrued care days in Q2 2021-22.



## Admitted Patient Care Activity - Canberra Hospital

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Admitted patient episodes of care	Total admitted episodes	22,106	22,244	-0.6
	Same-day episodes (including day surgeries)	11,757	12,521	-6.1
	Overnight episodes	10,349	9,723	6.4
Total bed days of care		74,696	71,605	4.3
Overnight bed days of care	Total overnight bed days	55,893	51,991	7.5
	Acute overnight bed days	46,053	43,734	5.3
	Subacute and non-acute overnight bed days	9,840	8,257	19.2
Mental health accrued care days		6,867	7,152	-4.0
Babies born	Total babies born	831	846	-1.8
	Number of caesarean sections	295	320	-7.8

**Note:** Total overnight bed days excludes mental health overnight bed days, which was replaced by mental health accrued care days in Q2 2021-22.

## Admitted Patient Care Activity - Calvary Public Hospital Bruce

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
	▲			
Admitted patient episodes of care	Total admitted episodes	7,745	7,300	6.1
	Same-day episodes (including day surgeries)	3,934	3,573	10.1
	Overnight episodes	3,811	3,727	2.3
Total bed days of care		26,120	23,387	11.7
Overnight bed days of care	Total overnight bed days	19,298	17,133	12.6
	Acute overnight bed days	15,107	14,281	5.8
	Subacute and non-acute overnight bed days	4,191	2,852	46.9
Mental health accrued care days		3,065	2,794	9.7
Babies born	Total babies born	461	463	-0.4
	Number of caesarean sections	148	163	-9.2

**Note:** Total overnight bed days excludes mental health overnight bed days, which was replaced by mental health accrued care days in Q2 2021-22.

## Admitted Patient Care Activity - University of Canberra Hospital

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Admitted patient episodes of care	Total admitted episodes	427	407	4.9
	Same-day episodes	106	86	23.3
	Overnight episodes	321	321	0.0
Total bed days of care		12,155	11,634	4.5
Overnight bed days of care	Total overnight bed days	10,755	9,757	10.2
	Acute overnight bed days	190	62	206.5
	Subacute and non-acute overnight bed days	10,565	9,695	9.0
Mental health accrued care days		1,631	1,709	-4.6

**Note:** Total overnight bed days excludes mental health overnight bed days, which was replaced by mental health accrued care days in Q2 2021-22.



## Admitted Patient Care Performance - ACT Total

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (days)	▲ Total ALOS	6.7	6.6	1.5
	Acute ALOS	4.9	4.8	2.1
	Subacute and non-acute ALOS	17.7	18.2	-2.7
	Mental health ALOS	17.9	19.7	-9.1

## Admitted Patient Care Performance - Canberra Hospital

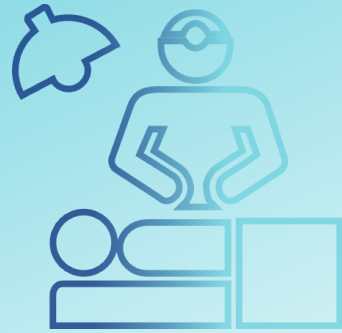
	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Average length of stay (ALOS) for overnight patients by care type (days)	Total ALOS	6.1	6.1	0.0
	Acute ALOS	5.1	5.1	0.0
	Subacute and non-acute ALOS	11.8	13.0	-9.2
	Mental health ALOS	14.5	16.5	-12.1

## Admitted Patient Care Performance - Calvary Public Hospital Bruce

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Average length of stay (ALOS) for overnight patients by care type (days)	Total ALOS	5.8	5.3	9.4
	Acute ALOS	4.4	4.2	4.8
	Subacute and non-acute ALOS	16.1	13.5	19.3
	Mental health ALOS	22.0	19.3	14.0

## Admitted Patient Care Performance - University of Canberra Hospital

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Average length of stay (ALOS) for overnight patients by care type (days)	Total ALOS	37.5	36.0	4.2
	Acute ALOS	10.0	8.9	12.4
	Subacute and non-acute ALOS	36.3	32.8	10.7
	Mental health ALOS	117.6	99.5	18.2



## Elective Surgery

Public elective surgery is provided at Canberra Hospital, Calvary Public Hospital Bruce and a number of private provider facilities in the ACT under contract with Canberra Health Services.

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- + During Quarter 1, 2022-23, 3,571 elective surgeries were performed — a decrease of 3.7% from Quarter 4, 2021-22.
  - + There were 5,857 patients waiting for their elective surgery at the end of Quarter 1, 2022-23 — an increase of 5.6% from Quarter 4, 2021-22.
  - + There were also reductions in median wait times to elective surgeries for Category 1 and Category 3 urgency categories.
-

## Elective Surgery

The Canberra Hospital is the major tertiary referral centre for the region. Public elective surgery is provided to people from the ACT, the surrounding NSW region and other patients from interstate at the Canberra Hospital, at Calvary Public Hospital Bruce and at a number of private provider facilities under contract with Canberra Health Services. 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.



3,571

Total number of elective surgeries performed



4,405

Additions to the elective surgery waiting list



1,349

Number of overdue patients waiting for their elective surgery

## Elective Surgery Activity - ACT Total

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Number of elective surgeries	Total number of elective surgeries	3,571	3,708	-3.7
	Urgent, Category 1 (within 30 days)	1,430	1,382	3.5
	Semi-urgent, Category 2 (within 90 days)	1,254	1,289	-2.7
	Non-urgent, Category 3 (within 365 days)	887	1,037	-14.5
Number of patients removed from the elective surgery waiting list for reasons other than surgery*		694	600	15.7

\* 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

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Number of elective surgeries*	Total number of elective surgeries	1,963	1,913	2.6
	Urgent, Category 1 (within 30 days)	954	914	4.4
	Semi-urgent, Category 2 (within 90 days)	675	644	4.8
	Non-urgent, Category 3 (within 365 days)	334	355	-5.9
Number of patients removed from the elective surgery waiting list for reasons other than surgery**		332	326	1.8

\* The number of elective surgeries reported include public elective surgeries contracted to private hospitals.

\*\* 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 - Calvary Public Hospital Bruce

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Number of elective surgeries	▲ Total number of elective surgeries	1,608	1,795	-10.4
	Urgent, Category 1 (within 30 days)	476	468	1.7
	Semi-urgent, Category 2 (within 90 days)	579	645	-10.2
	Non-urgent, Category 3 (within 365 days)	553	682	-18.9
Number of patients removed from the elective surgery waiting list for reasons other than surgery*		362	274	32.1

\* 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

	Category	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Additions to the elective surgery waiting list		4,405	4,129	6.7
Number of patients waiting for their elective surgery		5,857	5,548	5.6
Number of overdue patients waiting for their elective surgery		1,349	1,364	-1.1
Percentage of elective surgeries performed within clinically recommended timeframes	Urgent, Category 1 (within 30 days)	97.4%	98.8%	-1.4
	Semi-urgent, Category 2 (within 90 days)	56.1%	55.5%	0.6
	Non-urgent, Category 3 (within 365 days)	75.9%	80.7%	-4.8
Median wait time to surgery (days)	Urgent, Category 1 (within 30 days)	15	17	-11.8
	Semi-urgent, Category 2 (within 90 days)	80	78	2.6
	Non-urgent, Category 3 (within 365 days)	178	193	-7.8



## 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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- + Hand hygiene compliance at Canberra Health Services and Calvary Public Hospital Bruce exceeded the national benchmark in June 2022 and August 2022, respectively. Both public hospitals undertake hand hygiene audits three times per year.
  - + There has been an improvement in avoidable readmissions. The number of avoidable readmissions for selected conditions per 10,000 hospital admissions decreased by 5.7% in Quarter 1, 2022-23, compared to Quarter 4, 2021-22.
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## Quality and Safety

	Location	Target	Quarter 1, 2022-23	Quarter 4, 2021-22	Change from Quarter 4, 2021-22 (%)
Number of avoidable readmissions for selected conditions per 10,000 hospital admissions*	ACT	<=125	99.5	105.2	-5.7
Number of patients per 10,000 occupied bed days who acquired a Staphylococcus aureus bacteraemia infection (SAB infection)**	Calvary Public Hospital Bruce	<=1	1.2	1.8	-32.8
	Canberra Health Services	<=1	1.5	1.3	15.4
Number of unplanned returns to operating theatre for selected surgical complications per 10,000 hospital admissions	ACT	<=15	11.8	9.2	27.4

	Location	Target	June/August 2022 audit (%)	Mar 2022 audit (%)	Oct 2021 audit (%)
Estimated Hand Hygiene Rate***	Calvary Public Hospital Bruce	>80%	85.0	79.2	78.0
	Canberra Health Services	>80%	86.8	84.0	84.0

\* The avoidable hospital readmission methodology has been updated to reflect the technical specification changes released by the Australian Commission on Safety and Quality in May 2022.

\*\* The Australian Health Ministers' Advisory Council endorsed a new national benchmark for healthcare-associated Staphylococcus aureus bacteraemia infections for public hospital reporting from 1 July 2020.

\*\*\* Hand hygiene audits at Canberra Health Services are undertaken three times per year in October, March and June. Hand hygiene audits at Calvary Public Hospital Bruce are undertaken three times per year in July, October and March. Double auditing occurred in October to account for the missed audit in July 2021, while the July 2022 audit was conducted in August 2022.

## Future Direction

This Quarterly Performance Report presents up-to-date information about the activity and performance of the ACT's public health services. The format and content of the Report will continue to be reviewed to ensure it continues to meet public expectations of information about public health services.

The ACT Health Directorate provides data for 160 publicly reported performance indicators which are published by ACT Health, the Productivity Commission and the Australian Institute of Health and Welfare. 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>.