

**2015-16  
SLA**

# 2015-16 Service Level Agreement

Agreement between the **ACT Minister for Health** and the **Director General, ACT Local Hospital Network Directorate**



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## Background

The Service Level Agreement between the ACT Health Minister and the Director-General of the ACT Local Hospital Network Directorate sets out key accountabilities for our public health services.

The annual Service Level Agreement sets out and helps to facilitate delivery of, or substantial progress towards the key shared objectives of financial viability, improved access and quality of service provision.

The Service Level Agreement is consistent with the ACT Local Hospital Network Directorate's strategic plans and aligned to Government policy directions and priorities.

The Service Level Agreement consists of 3 key components:

- An overview of the service profile, strategic priorities and deliverables the ACT Local Hospital Network Directorate will achieve in the year ahead;
- Key service performance priorities and agreed targets; and
- Funding and associated activity.

## Policy directions

The ACT Government is committed to creating a transparent and accountable approach to health service delivery in the ACT, improved health service performance, and system capacity within the current fiscal environment.

The Government is also committed to improving access to services in line with the National Health Reform Agreement. This includes the redesign of processes to improve access to emergency department and elective surgery services, as well as boosting access to sub-acute services.

During 2015-16, the ACT Local Hospital Network Directorate will work with the entities within the Directorate and other community-based stakeholders such as the ACT Medicare Local, consumer representatives, and non-government service providers to improve the relationships between different sectors of the ACT health system.

The key policy documents and objectives that provide direction to the ACT Local Hospital Network Directorate include:

### *The Canberra Plan - Towards our Second Century*

- Quality Health Care... to ensure all Canberrans have timely access to primary and acute health care and that priority is given to early intervention and prevention.

### *Health Directorate and ACT Local Hospital Network Directorate Corporate Plan*

- Community and Consumers - Better health outcomes
- Our Resources - Building sustainability and monitoring progress
- Our Processes - Reducing inequities & strengthening evidence and governance
- Our People - Supporting and strengthening the health care team

## Service profile

The ACT Local Hospital Network Directorate aims to achieve good health for all residents of the Territory by planning, purchasing and providing quality community based health services, hospital and extended care services, managing public health risks, and promoting health and early care interventions.

The ACT Local Hospital Network Directorate is made up of health services provided the Canberra Hospital, Calvary Hospital, Clare Holland House and Queen Elizabeth II Family Centre.

The ACT Local Hospital Network Directorate is administered by the Director-General of the Health Directorate and supported by Health Directorate staff.

The ACT Local Hospital Network Directorate is supported by a ACT Local Hospital Network Council (the Council) which provides advice to the Director-General of the Health Directorate on the clinical and corporate governance framework needed to support improvement of standards of patient care and services under the local hospital network and ways in which to support, encourage and facilitate community and clinician involvement in the planning of services that form part of the ACT LHN.

The Council also reports to the Minister for Health on the state of the local hospital network and any recommendations relating to the improvement of health services provided by the ACT Local Hospital Network Directorate the Council considers necessary.

The ACT Local Hospital Network Directorate will receive Activity Based Funding and block funding from both the Commonwealth and the ACT Governments. It will purchase public hospital services from the four ACT public hospital providers. The service profiles of each of the ACT public hospital providers are provided below.

**Canberra Hospital** –is an acute care teaching hospital and a tertiary referral centre that provides a broad range of specialist medical and surgical services to the people of the ACT and South East NSW.

Canberra Hospital is the largest public hospital in the region, supporting a population of around 540,000, with strong links to community-based services that provide continuity of care for patients

Canberra Hospital is a tertiary level health facility, and a teaching hospital of the Australian National University Medical School, the University of Canberra and the Australian Catholic University.

The Canberra Hospital has a strong national and international reputation in research and teaching, and is affiliated with a number of pre-eminent research institutions, including the internationally acclaimed John Curtin School of Medical Research at the Australian National University.

The Canberra Hospital is a Health Promoting Hospital, under the auspices of the World Health Organisation (WHO). It is fully accredited by the Australian Council on Healthcare Standards and committed to providing patients with quality acute care health services.

**Calvary Hospital** - Calvary Hospital is a fully accredited public hospital located in the suburb of Bruce in north Canberra. Services include Emergency Department, an Intensive and Coronary Care Unit, medical and surgical wards, a Maternity Unit, a voluntary psychiatric ward, and ambulatory care and outreach facilities and services.

Calvary Hospital is a teaching hospital associated with the Australian National University, the Australian Catholic University and the University of Canberra.

**Queen Elizabeth II Family Centre** – The QEII Family Centre provides a residential program for families with young children (0-3 yrs) experiencing difficulties in the postnatal and early childhood periods.

Families with complex lactation and other feeding problems, failure to thrive, unsettled babies, Post Natal Depression, Child at Risk, special needs, parenting support, behavioural problems in children/families.

**Clare Holland House** - Clare Holland House is the main provider of specialist palliative care across the ACT and surrounding region. A service of The Sisters of the Little Company of Mary-Calvary Health Care, since 1995, and publicly funded by the ACT Government, Clare Holland House is a modern palliative care service providing quality end of life care.

Clare Holland House is a 19 bed unit and is a short term facility offering specialist palliative care. This includes the provision of a comprehensive, interdisciplinary palliative care service that collaborates with general practice and community nursing to achieve quality end of life care. A consultation service is provided to Calvary Hospital, The Canberra Hospital, Calvary John James Hospital and the National Capital Private Hospital.

## **Priorities for 2015-16**

During 2015-16, the ACT Local Hospital Network Directorate will pursue the following strategic and operational initiatives:

Increase the capacity of the ACT public hospital system

- Allocate funding provided by Government for additional general inpatient bed capacity based on demonstrated growth in activity at our public hospitals;
- Increase the level of intensive care bed capacity in line with increasing demand for services;
- Expand the capacity of the Centenary Hospital for Women and Children including outpatient services;
- Increase the number of hospital-in-the-home beds; and
- Provide increased community health support.

#### Further improve access to ACT public hospital services

- Increase the number of elective surgery procedures provided within recommended waiting times;
- Increase the proportion of emergency department presentations that are managed within the department within four hours;
- Maintain current performance in relation to access to radiotherapy services;
- Maintain rates of community-based follow-up for patients discharged from acute mental health services.

#### Further explore options for service realignment in line with the ACT Health Clinical Services Plan

- Transfer ophthalmology surgery services (except for trauma surgery) from Canberra Hospital to Calvary Public Hospital;
- Realign general surgery services to provide for a consolidated acute general surgery service at Canberra Hospital;

#### Assess options for improved regional collaboration to meet patient needs

- Work with Southern NSW Local Health District to identify areas where patients could be managed closer to home;

#### Determine areas for increased service efficiency

- Assess areas for savings that do not impact on direct patient care;
- Improve the access to hospital cost data for managers;

#### Maintain and improve the quality and safety of ACT public hospital services

- Provide new mechanisms for services and the public to assess the quality and safety of public health services

## 2015-16 Service Level Agreement

### Performance

Percentage of Elective Surgery Cases Admitted on Time by Clinical Urgency	2015-16 Target
Urgent- Admission within 30 days of listing	100%
Semi Urgent- Admission within 90 days of listing	78%
Non Urgent- Admission within 365 days of listing	91%

The proportion of Emergency Department Presentations whose length of Stay in the Emergency Department is four hours or less	2015-16 Target
Proportion of ED presentation with a total length of stay in the department less than 4 hours	77%

The Proportion of emergency Department Presentations that are Treated within Clinically Appropriate Timeframes	2015-16 Target
Category 1 – Resuscitation immediately	100%
Category 2 – emergency seen within 10 minutes	80%
Category 3 – urgent seen within 30 minutes	75%
Category 4 – semi urgent see within 60 minutes	70%
Category 5 – non urgent seen within 120 minutes	70%
<b>All Presentations</b>	<b>70%</b>

### Maximising the Quality of ACT Hospital Services

Proportion of people who undergo a surgical operation requiring an unplanned return to the operating theatre within a single episode of care due to complications of their primary condition	2015-16 Target
Canberra Hospital	<1.0%
Calvary Public Hospital	<0.5%

The proportion of people separated from hospital who are re-admitted to hospital within 28 days of their departure due to complication of their condition	2015-16 Target
Canberra Hospital	<2.0%

	Calvary Public Hospital	<1.0%
<b>The number of people admitted to hospital per 10,000 bed days who acquire a Staphylococcus Aureus Bacteraemia Infection during their stay (SAB)</b>		<b>2015-16 Target</b>
	Canberra Hospital	<2 per 10,000
	Calvary Public Hospital	<2 per 10,000
<b>Estimated Hand Hygiene</b>		<b>2015-16 Target</b>
	Canberra Hospital	70%
	Calvary Public Hospital	70%
<b>Percentage of mental health clients with outcome measures completed</b>		<b>2015-16 Target</b>
	Percentage of mental health clients with outcome measures completed	>65%
<b>Proportion of mental health clients contacted by an ACT Health community facility within 7 days post discharge from an inpatient service</b>		<b>2015-16 Target</b>
	% mental health clients contacted by community facility with 7 days of discharge	75%



## 2015-16 Service Level Agreement

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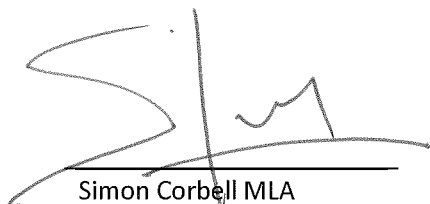
### Public Hospital Activity and Funding

Activity Based Funded Services	NWAU {15}	Budget (\$)
Acute Admitted	89,032	606,825,653
Admitted Mental Health	6,611	45,059,354
Emergency Department	16,099	109,727,808
Non-Admitted	17,759	121,042,061
Sub-acute Admitted	6,946	47,342,652
<b>Subtotal</b>	<b>136,447</b>	<b>929,997,528</b>
Block Funded Services	NWAU {15}	Budget (\$)
Non-Admitted Mental Health	-	44,362,958
Queen Elizabeth II Hospital	-	2,934,100
Teaching, Training and Research	-	21,139,120
<b>Subtotal</b>	<b>-</b>	<b>68,436,178</b>
<b>Total</b>	<b>136,447</b>	<b>998,433,706</b>

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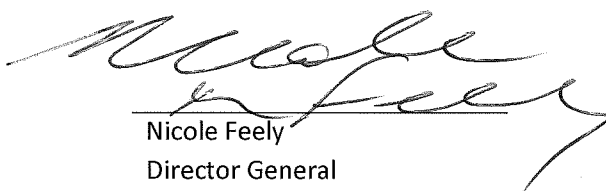
## Signature

The Minister for Health and the Director General of the ACT Local Hospital Network Directorate and Health Directorate agree that the funding provided to the directorates is sufficient to meet their service obligations and performance requirements outlined in this Service Level Agreement.



Simon Corbell MLA  
Minister for Health

Date <sup>24</sup>/<sub>1</sub> /2015



Nicole Feely  
Director General  
ACT Local Hospital Network &  
Health Directorate

Date 3/18/2015