

## Quarterly Report Technical Supplementary Information and Definitions

### Data sources

This quarterly report draws data from these main sources:

- Australian Bureau of Statistics;
- ACT Patient Administration System;
- Emergency Department Information System; and
- Walk-in Centre Electronic Clinical Record.

Data on business activity is captured by clinical and administrative staff via the above sources. ACT Health's Digital Solution Division extracts the data and calculates performance against the range of activity and performance measures. Measures are defined (definitions included below) in accordance with accepted standards. Quarterly results for each measure are compiled by analysts and peer-reviewed for quality assurance.

### Analysis

Activity is conducted at a whole-of-ACT level and at individual hospital level.

**Because ACT hospitals vary in size and type in terms of the services they provide, in most instances comparisons between them on activity or performance are not valid.**

This quarterly report compares the latest performance results with those from the previous quarter and includes trend comparisons over 5 quarters.

Stratification of results by priority, acuity or urgency is used to indicate performance against recommended standards. For example, triage categories 1 to 5 and the respective service time standards for each category are used to show emergency department performance. Similarly, hospital admissions are categorised as 'Acute', 'Subacute and Non-acute' and 'Mental health'. Elective surgeries and associated waiting times are categorised as 'Urgent', 'Semi-urgent' and 'Non-urgent'.

A set of indicators to reflect the clinical quality of hospital services have been included in the Quality and Safety section.

### Calculations and interpreting performance results

In most cases, the variance is a measure of the relative change between quarters (the current quarter divided by the previous quarter minus one).

When a metric is presented as a percentage, for example the share of patients fully treated in Walk-in Centres, the variance is the absolute difference (the current quarter minus the previous quarter).



## Terms and definitions

### Walk-in Centres (WiC)

WiC presentations	Number of attendances at all WiC during the quarter.
Presentations at WiC location	Number of attendances at the individual WiC during the quarter.
COVID-19 Testing Centres presentations	Number of attendances at all COVID-19 testing centres for the quarter.
Presentations at COVID-19 testing centre location	Number of attendances at individual COVID19 testing centres for the quarter.
Median wait time to treatment	Median time that patients waited from arrival to treatment commencing, in minutes, at all WiC during the quarter.
Median wait time at WiC location	Median wait time to treatment, in minutes, at the Individual WiC during the quarter.
Treatment provided at the WiC	Proportion of all presentations where the final disposition is not classified as redirection or did not wait, during the quarter.
Treatment provided at WiC location	Proportion of presentations at WiC location where the final disposition is not classified as redirection or did not wait, during the quarter.
Percentage redirected to ED	Percentage of all WiC attendances that were redirected to an emergency department during the quarter.
Redirected to ED from location	Percentage of location WiC attendances that were redirected to an emergency department during the quarter.



## Terms and definitions continued

### Emergency departments (EDs)

ED Presentations	Number of patient attendances at EDs that were completed during the quarter.
ED Presentations by triage category	Number of patient attendances at EDs within each triage category (1 – Resuscitation; 2 – Emergency; 3 – Urgent; 4 – Semi-urgent; 5 – Non-urgent).
Admission to hospitals from EDs	Number of patient attendances at EDs where the outcome was admission to hospital.
Patients treated and discharged home	Number of patient attendances at EDs where the outcome was treatment and discharge to home.
Arrivals at ED by Ambulance	Number of attendances at EDs where the patient arrived by ambulance.
Patients starting ED treatment on time by triage category	Percentage of patients starting treatment within the recommended timeframe for their triage category (Category 1 – immediate/within 2 minutes; Category 2 – within 10 minutes, Category 3 – within 30 minutes; Category 4 – within 60 minutes, Category 5 – within 120 minutes).
Patients starting ED treatment on time for all triage categories combined	Percentage of patients starting treatment within the recommended timeframe for all triage categories combined.
Patients leaving ED within 4 hours	Percentage of attendances at EDs where the patient was either discharged (defined as when the patient was ready to depart) from the ED or subsequently admitted as an admitted patient within 4 hours of arriving.
Patients who did not wait to be seen	Percentage of attendances at EDs where the patient did not wait to be seen by a health care professional
Admissions from ED	Percentage of patient attendance at EDs that resulted in an admission to hospital.
Median waiting time to treatment in ED by urgency category	Median time between arriving at the ED and commencing treatment, by triage category. Calculated for patients where their treatment was completed.



## Terms and definitions continued

### Admitted patients

Admitted patient episodes of care	Number of hospitalisations that ended during the quarter.
Same day episodes of care	Number of hospitalisations for patients admitted to and discharged from hospital on the same date.
Overnight episodes of care	Number of hospitalisations for patients admitted to and discharged from hospital on different dates.
Total bed days of care	Sum of days stayed by patients discharged from hospital in the quarter (same day episodes are counted as 1 bed day).
Total overnight bed days of care	Sum of days stayed by patients discharged from hospital in the quarter, where the patient stayed overnight.
Acute overnight bed days	Sum of overnight bed days where hospitalisations were categorised as acute care.
Sub-acute and Non-acute overnight bed days	Sum of overnight bed days where hospitalisations were categorised as sub-acute or non-acute care.
Mental health overnight bed days	Sum of overnight bed days where hospitalisations were categorised as mental health care.
Babies born	The number of babies born in hospital during the quarter.
Babies born by caesarean section	The number of babies born in hospital during the quarter where the birth method was caesarean section.
Average Length of Stay (ALOS) for overnight patients	ALOS for overnight hospitalisations for patients discharged during the quarter.
ALOS for acute patients	ALOS for overnight hospitalisations that were categorised as acute care.
ALOS for subacute and non-acute patients	ALOS for overnight hospitalisations that were categorised as subacute or non-acute care.
ALOS for mental health patients	ALOS for overnight hospitalisations that were categorised as mental health care.

**Note:** For hospitalisations that involved newborn babies, only the qualified days, an equivalent of acute patient days, were counted towards the patient's hospital stay.



## Terms and definitions continued

Elective surgery	
Total elective surgery procedures	Number of elective surgery procedures performed during the quarter. <i>2019-20 total surgeries sourced from ACT Health 2019-20 Annual Report</i>
Category 1 urgent elective surgery procedures performed	Number of elective surgery procedures performed during the quarter that were categorised by the patient's surgeon as Urgency Category 1 (required within 30 days).
Category 2 semi-urgent elective surgery procedures performed	Number of elective surgery procedures performed during the quarter that were categorised by the patient's surgeon as Urgency Category 2 (required within 90 days).
Category 3 non-urgent elective surgery procedures performed	Number of elective surgery procedures performed during the quarter that were categorised by the patient's surgeon as Urgency Category 3 (required within 365 days).
Patients removed from the elective surgery waiting list for reasons other than surgery	Number of patients removed from the ACT elective surgery waiting list for reasons other than the patient received the surgery that they were waiting for during the quarter.
Additions to the ACT elective surgery waiting list	Number of patients added to the ACT elective surgery waiting list during the quarter.
Patients waiting for elective surgery	Number of patients on the ACT elective surgery waiting list who are classed as waiting for surgery and who are ready for care at the end of the quarter.
Patients overdue for elective surgery	Number of patients on the ACT elective surgery waiting list at the end of the quarter who have waited longer than the recommended timeframes for their respective urgency category.
Urgent elective surgeries performed on time	Percentage of urgent elective surgeries performed during the quarter where patients waited 30 days or less.
Semi-urgent elective surgeries performed on time	Percentage of semi-urgent elective surgeries performed during the quarter where patients waited 90 days or less.
Non-urgent elective surgeries performed on time	Percentage of non-urgent elective surgeries performed during the quarter where patients waited 365 days or less.
Median waiting time to surgery	Median time spent waiting for surgery for patients who were removed from the waiting list for surgery during the quarter. This excludes any days the patient was waiting with a less urgent clinical urgency category than their clinical urgency category at removal, and excludes any days where the patient was not ready for surgery.



## Terms and definitions continued

### Quality & Safety

Proportion of patients readmitted to hospital within 28 days due to complications associated with their condition	The proportion of people discharged from hospital who were readmitted to hospital within 28 days due to complications associated with their condition (where the re-admission was unforeseen at the time of discharge).
Proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications	The proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre within a single episode of care due to complications associated with the primary reason they were in hospital.
Number of patients per 10,000 occupied bed days who acquire a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)	The number of SAB infection cases per 10,000 occupied bed days.
Estimated Hand Hygiene Rate	The estimated hand hygiene rate for a hospital is a measure of how often (as a percentage) hand hygiene is correctly performed.