



Queensland
Government
Queensland Health

surgical access team

WAITING LIST REDUCTION STRATEGY

*Report from the Surgical Access Team
for the month of*

May 2002

Distribution: Director-General
Minister for Health
General Manager (Health Services)
Deputy Director-General, Policy and Outcomes

MANAGEMENT ISSUES

COMMUNICATION

- During May 2002, the Surgical Access Team provided Briefings to the Minister regarding elective surgery services and waiting lists for hospitals in the following Districts:
 - ▶ Gold Coast
 - ▶ Logan/Beaudesert
 - ▶ QEII
 - ▶ Toowoomba
 - ▶ West Moreton
 - ▶ Cairns
- During May 2002, the Surgical Access Team prepared a number of submissions for the General Manager (Health Services) including:
 - ▶ Final quarter review of surgical activity and elective surgery payments for selected Districts;
 - ▶ Establishment of a "Central Waiting List Bureau";
 - ▶ Fraser Coast District elective surgery target adjustment for 2001/02;
 - ▶ Draft reports from emergency department reviews undertaken in Cairns, Townsville and Mackay hospitals;
- The Surgical Access Team completed the quarterly Cabinet Submission detailing the progression of key elements of the *Waiting List Reduction Strategy*, including strategies in elective surgery, emergency services, day surgery/day of surgery admissions and outpatient departments.

CONSULTATION

- The Surgical Access Team hosted the fourth annual emergency department workshop on the 23rd & 24th of May in Brisbane. A medical, nursing and hospital executive member from each of the 21 hospitals participating in the statewide Emergency Services Strategy were in attendance. Representatives from the Zonal Management Units, Health Advisory Unit (Medical and Nursing), the Australasian College for Emergency Medicine and the Queensland Emergency Nurses Association were also in attendance at the workshop. The General Manager (Health Services) provided the introduction to the workshop.
- The Theatre Management System (TMS) User Group Meeting was held on 16th May 2002. Operational staff from the 12 TMS hospitals attended the meeting held in Brisbane.
- The **Medical Superintendent's Advisory Committee** met on 17 May 2002.
- The **Elective Surgery Coordinators** met on 27/28 May 2002.
- The **Specialist Outpatient Advisory Committee** met on 3 May 2002.

FUNDING & INCENTIVES

- A review of elective surgery activity data against target for the first 9 months of the financial year was undertaken to determine final quarter payments.
- Discussions were held with A/Zonal Manager, Central Zone to emphasise the implications of reducing elective surgery targets for the Sunshine Coast and Fraser Coast Districts.
- A review of elective surgery activity performed to date against targets together with a review of capacity issues was undertaken in preparation for developing funding arrangements in 2002/03.

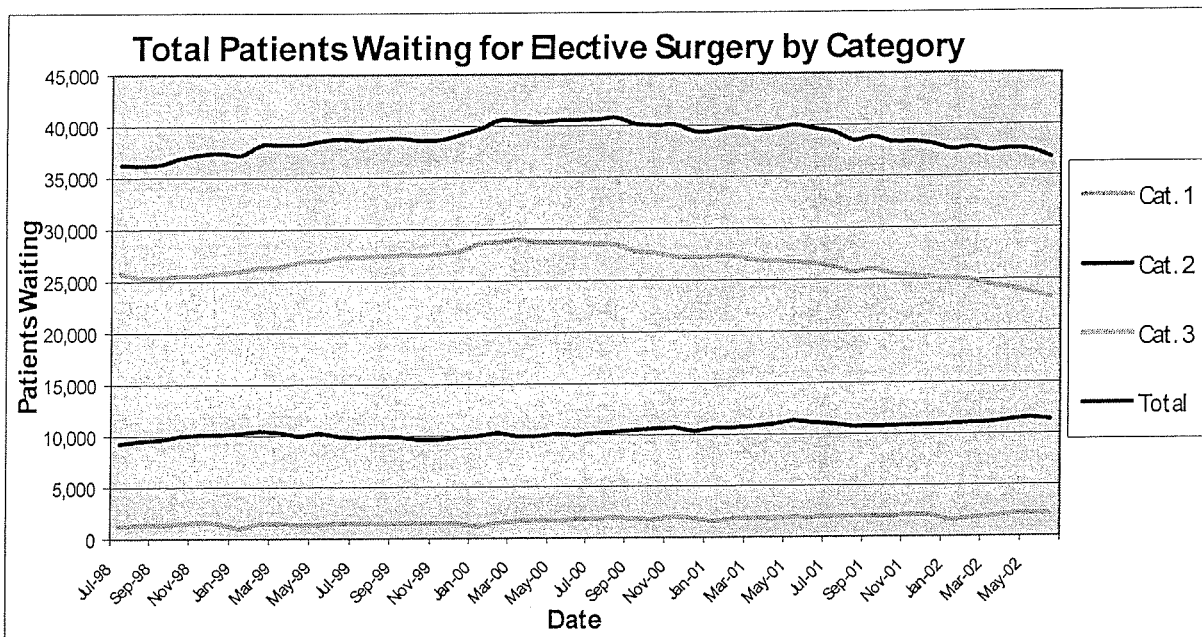
PERFORMANCE REPORTING

1. WAITING LIST

The **total number** of patients on the waiting lists at the reporting hospitals decreased from 37,498 at 1 May 2002 to 36,804 at 1 June 2002 (-694 patients).

| Reporting Date | Category 1 | | | Category 2 | | | Category 3 | | | Total |
|----------------|------------|------------------|----------------|------------|------------------|----------------|------------|------------------|----------------|--------|
| | Total | No. 'long waits' | % 'long waits' | Total | No. 'long waits' | % 'long waits' | Total | No. 'long waits' | % 'long waits' | |
| 1 Jul 1998 | 1,285 | 12 | 0.9% | 9,243 | 980 | 10.6% | 25,732 | 7,411 | 28.8% | 36,260 |
| 1 Oct 1998 | 1,441 | 29 | 2.0% | 9,960 | 1,464 | 14.7% | 25,538 | 7,176 | 28.1% | 36,939 |
| 1 Jan 1999 | 964 | 23 | 2.3% | 10,244 | 1,885 | 18.4% | 26,012 | 7,309 | 28.1% | 37,220 |
| 1 Apr 1999 | 1,392 | 26 | 1.9% | 9,953 | 1,583 | 15.9% | 26,895 | 7,396 | 27.5% | 38,240 |
| 1 Jun 1999 | 1,504 | 31 | 2.1% | 9,922 | 1,222 | 12.3% | 27,342 | 7,465 | 27.3% | 38,768 |
| 1 Jul 1999 | 1,498 | 29 | 1.9% | 9,780 | 837 | 8.6% | 27,363 | 7,534 | 27.5% | 38,641 |
| 1 Oct 1999 | 1,468 | 42 | 2.9% | 9,604 | 946 | 9.9% | 27,520 | 7,864 | 28.6% | 38,592 |
| 1 Jan 2000 | 1,165 | 47 | 4.0% | 9,967 | 987 | 9.9% | 28,591 | 8,477 | 29.6% | 39,723 |
| 1 Apr 2000 | 1,721 | 34 | 2.0% | 9,927 | 949 | 9.6% | 28,719 | 8,817 | 30.7% | 40,367 |
| 1 Jun 2000 | 1,857 | 44 | 2.4% | 10,019 | 840 | 8.4% | 28,680 | 9,186 | 32.0% | 40,556 |
| 1 Jul 2000 | 1,838 | 49 | 2.7% | 10,179 | 847 | 8.3% | 28,593 | 9,252 | 32.4% | 40,610 |
| 1 Oct 2000 | 1,749 | 83 | 4.7% | 10,615 | 1,250 | 11.8% | 27,650 | 9,316 | 33.7% | 40,014 |
| 1 Jan 2001 | 1,522 | 70 | 4.6% | 10,675 | 1,275 | 11.9% | 27,291 | 9,650 | 35.4% | 39,488 |
| 1 Apr 2001 | 1,833 | 82 | 4.5% | 11,003 | 1,244 | 11.3% | 26,847 | 9,918 | 36.9% | 39,683 |
| 1 Jun 2001 | 1,907 | 98 | 5.1% | 11,129 | 1,524 | 13.7% | 26,611 | 10,038 | 37.7% | 39,647 |
| 1 Jul 2001 | 2,023 | 91 | 4.5% | 11,022 | 1,551 | 14.1% | 26,258 | 10,044 | 38.3% | 39,303 |
| 1 Oct 2001 | 1,979 | 90 | 4.5% | 10,783 | 1,363 | 12.6% | 25,593 | 9,522 | 37.2% | 38,355 |
| 1 Jan 2002 | 1,557 | 68 | 4.4% | 10,961 | 1,445 | 13.2% | 25,106 | 9,518 | 37.9% | 37,624 |
| 1 Apr 2002 | 2,151 | 72 | 3.3% | 11,343 | 1,527 | 13.5% | 24,179 | 9,378 | 38.8% | 37,673 |
| 1 Jun 2002 | 2,179 | 59 | 2.7% | 11,349 | 1,121 | 9.9% | 23,276 | 8,835 | 38.0% | 36,804 |

The full list of monthly census data since 1 December 1998 is included at Attachment 1.



Category 1

- At 1 June 2002, the number of 'long wait' Category 1 patients on elective surgery waiting lists was 59 (2.7%). This figure was a decrease of 3 patients from the 62 'long wait' cases (2.8%) reported at 1 May 2002. A total of six (6) hospitals reported in excess of 5% 'long waits'.

| Hospital | Category 1 | |
|----------------------|---------------------|----------------------|
| | Number 'long waits' | Percent 'long waits' |
| Gold Coast Hospital | 12 | 5.3% |
| Gympie Hospital | 1 | 12.5% |
| Mackay Base Hospital | 2 | 6.9% |
| Mater Adult Hospital | 4 | 5.6% |
| Mt Isa Hospital | 2 | 16.7% |
| Nambour Hospital | 8 | 5.8% |

Category 2

- At 1 June 2002, the number of 'long wait' Category 2 patients on elective surgery waiting lists was 1,121 (9.9%). This is a decrease of 159 patients from the 1,280 (11.1%) 'long waits' reported at 1 May 2002. This compares with 1,524 (13.7%) 'long wait' Category 2 patients at 1 June 2001. A total of eight (8) facilities reported 'long wait' patients in excess of the 5% benchmark.

| Hospital | Category 2 – 1 June 2002 | | Category 2 – 1 June 2001 | |
|-----------------------------|--------------------------|----------------------|--------------------------|----------------------|
| | Number 'long waits' | Percent 'long waits' | Number 'long waits' | Percent 'long waits' |
| Bundaberg Hospital | 31 | 11.1% | 2 | 0.9% |
| Gold Coast Hospital | 187 | 20.8% | 222 | 23.9% |
| Hervey Bay Hospital | 9 | 8.0% | 11 | 11.1% |
| Mackay Base Hospital | 39 | 21.2% | 23 | 10.9% |
| Mt Isa Hospital | 34 | 36.2% | 0 | 0.0% |
| Nambour Hospital | 143 | 18.2% | 139 | 18.9% |
| Princess Alexandra Hospital | 79 | 7.1% | 347 | 21.5% |
| Royal Brisbane Hospital | 398 | 27.9% | 306 | 22.0% |

- The largest increase in the number of 'long wait' Category 2 patients from 1 May 2002 to 1 June 2002 was reported by the Mater Adult Hospital and the Nambour Hospital (+13 each).

Category 3

- At 1 June 2002, the proportion of Category 3 patients waiting longer than one year for surgery was 38.0% (8,835 patients). This compares with 9,074 patients (38.3%) waiting longer than one year at 1 May 2002 and 10,038 patients (37.7%) waiting longer than one year at 1 June 2001.

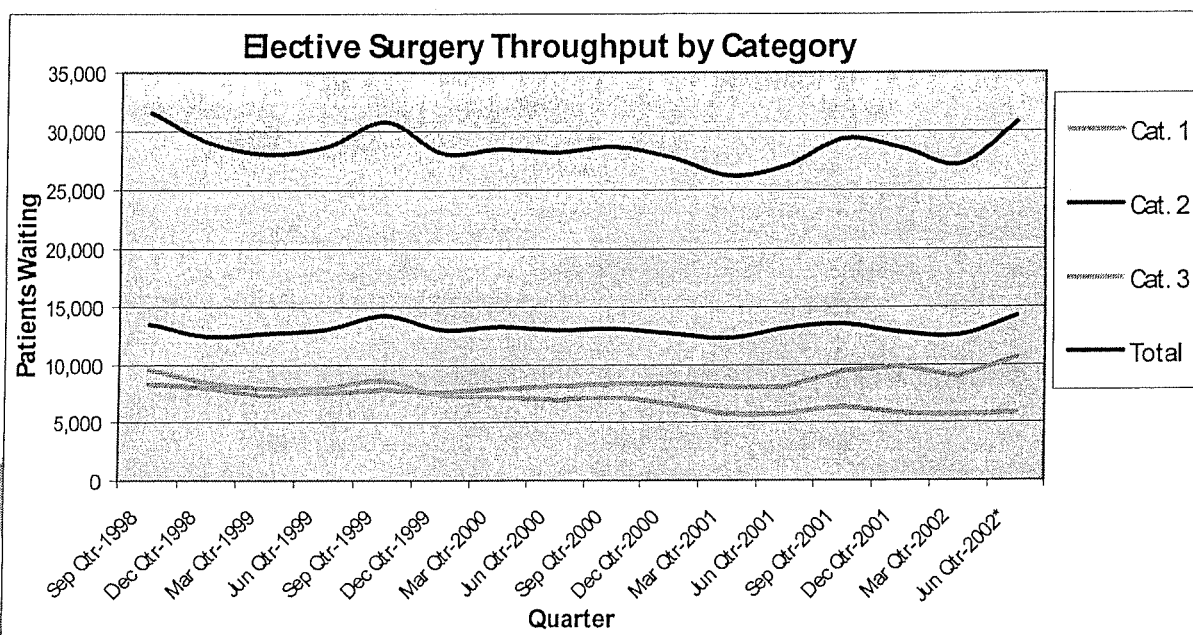
2. THROUGHPUT

Overall **elective surgery throughput** (Category 1, 2 & 3) has increased from 9,822 elective surgery admissions in April 2002 to 10,864 in May 2002 (cf. 10,160 in May 2001). Overall elective surgery throughput for the 2001/2002 financial year to date compared with the same period of 2000/2001, 1999/2000 and 1998/1999 is included in the following table. Throughput for the 2001/2002 financial year to date is **up by 5.5%** (5,479 admissions) on the throughput recorded for the same period of 2000/2001 and **down by 0.1%** (-151 admissions) on the throughput recorded for 1999/2000.

| 1998/1999 | 1999/2000 | 2000/2001 | 2001/2002 |
|-----------|-----------|-----------|-----------|
| 107,211 | 105,981 | 100,351 | 105,830 |

Note: Elective admissions data reported via the Elective Admissions Module (EAM) should be considered preliminary data. EAM can not provide weighted separations. The Queensland Hospital Admitted Patient Data Collection (QHAPDC) provides final weighted separation data.

Trends in elective surgery throughput by quarter and category are provided in the following graph:



Note: Throughput for the June Quarter 2002 includes actual throughput for April/May and an estimated throughput for June of 10,090 admissions.

CLINICAL BEST PRACTICE

1. Emergency Services Strategy

Emergency Department Workshop

- As approved in the Emergency Services Strategy Plan of Action 2001/02, the fourth Emergency Department Workshop was organised and conducted on May 23 & 24 in Brisbane. It brought together clinicians and administrators from the 21 public hospital emergency departments that report performance data.
- The Workshop provided a forum to progress a number of important issues relevant to the Emergency Services Strategy and the improvement of emergency department services across the State.
- A report will be submitted to the General Manager, Health Services, detailing Workshop outcomes and actions to be undertaken as a result of the Workshop.

Emergency Department External Reviews

- Draft Reports of the emergency department reviews of Cairns, Townsville and Mackay Hospitals were prepared and provided to the General Manager, Health Services.
- Following review and comment by the General Manager, Health Services, minor changes were made to prior to submission of Final Reports.

Emergency Department Nursing Education

- Implementation of the Queensland Health Emergency Nursing Transition Program has been formalised in the target emergency departments. Allocation of funds was arranged for training of staff to support implementation of the program.
- Finalisation of assessment tools and the project report are to be completed by 30 June 2001.

2. Elective Surgery

State-wide Purchasing and Standardisation of Surgical Prostheses

- "Requests for offers" have been developed for cardiac valves, intra-ocular lenses and vascular grafts and patches and should be released to the market place by the end of June, 2002.
- An agreement has been reached by ORMIS and TMS sites that a standard product codes set will be developed and used across all sites.
- The prosthetics database has been implemented in 3 of 12 ORMIS sites: Townsville, Ipswich and RBH. The Gold Coast, Nambour, Toowoomba, Princess Alexandra Hospitals will commence using the database by the end of July 2002. The database enables actual costs to be assigned and improves reporting ability. Benefits associated with this initiative include the recording of usage, tracking and cost data. Such data will proved invaluable in assessing costs and evaluating usage for future iterations of the standard offer arrangements for prosthetics.
- A further meeting for the Ophthalmology Panel was held in May. By request of the Ophthalmology Advisory Panel, the meeting was held at a Royal Australian and New Zealand College of Ophthalmologists (RANZCO) meeting. The information provided on Queensland Health's approach to standardising and bulk purchasing prosthetic devices was well received by the meeting.

Day Surgery & Day of Surgery Admission Project

- Benchmarking reports for Day Surgery and Day of Surgery Admission rates across all Qld reporting hospitals have been prepared and distributed to the District Managers, Medical Superintendents and Elective Surgery Co-ordinators.
- Preliminary feedback from the Medical Superintendents Advisory Committee and the Elective Surgery Co-ordinators Group has been positive.
- Future directions for the benchmarking reports have been identified and will be developed for the next iteration of the reports due to be produced for the 6 months to 30 June 2002.

3. Benchmarking

Emergency Department Waiting Times

- Preliminary waiting times performance data indicates no change in Category 1 performance, and an improved performance in ATS Category 2 for May 2002 when compared with May 2001. There has been a decline in performance in Categories 3, 4, and 5 in May 2002 compared to May 2001. Preliminary data shows improved performance in ATS Category 2 compared with the previous month, a slight decline in performance in Categories 1, 3 and 4, and a maintenance of performance in Category 5.

| Percentage of patients seen within ACEM recommended times | | | | |
|---|-------------------------------------|------------|----------|---------------------|
| | May 2002 (preliminary) ¹ | April 2002 | May 2001 | Target ² |
| ATS-1 | 99% | 100% | 99% | 100% |
| ATS-2 | 73% | 71% | 71% | 80% |
| ATS-3 | 57% | 59% | 60% | 75% |
| ATS-4 | 58% | 59% | 66% | 70% |
| ATS-5 | 81% | 81% | 87% | 70% |

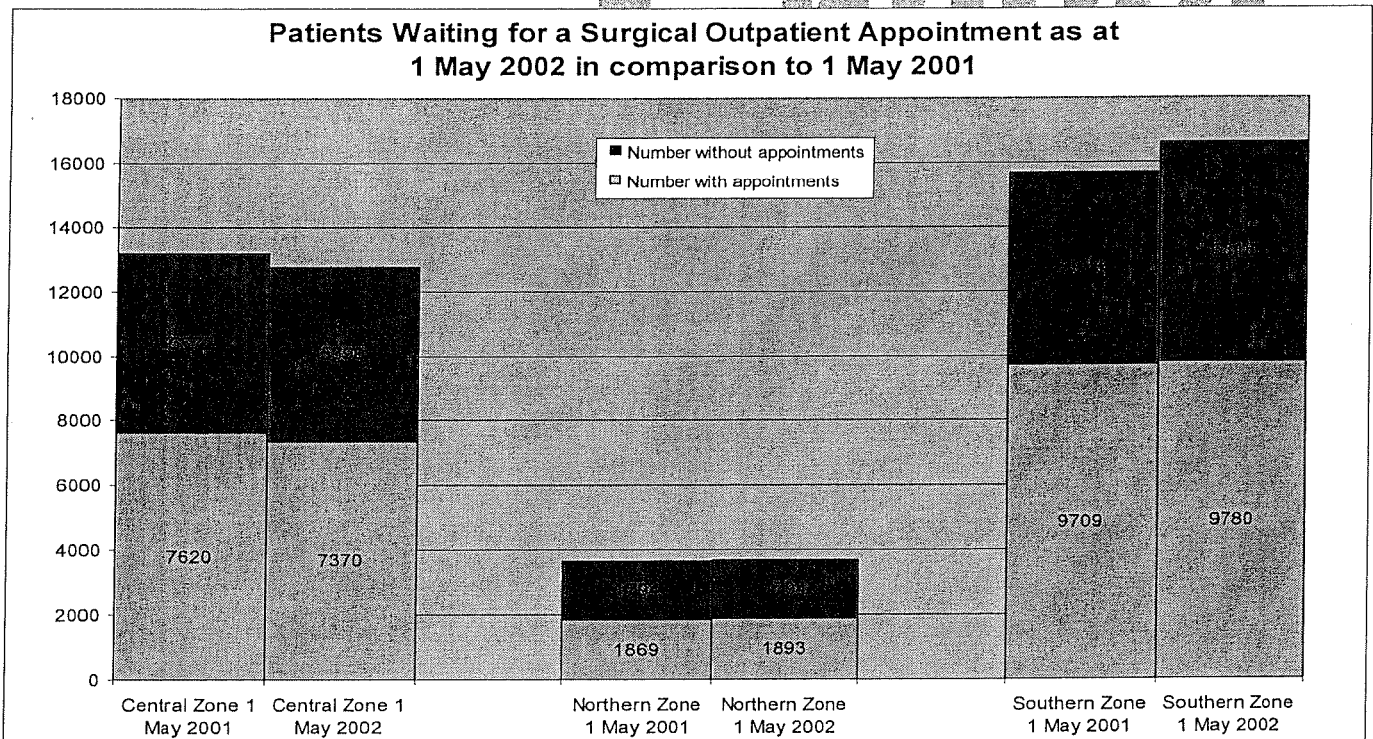
Notes:

¹ The preliminary data for May 2002 does not include Princess Alexandra Hospital (not supplied).

² Red text in the May 2002 data indicates performance below target.

Specialist Outpatient Services

Patients awaiting an initial surgical outpatient appointment, including those patients with an appointment and those without, are presented on a zonal basis, and compared to the same month of last year.



HEALTH SYSTEM DEVELOPMENT

1. Emergency Departments

Emergency Department Information System (EDIS) Implementation

- The implementation of the SQL/Oracle version of EDIS at the Gold Coast hospital emergency department is nearing completion with a planned "Go-Live" date of 17 June 2002. The next site to "Go-Live" will be Townsville Hospital in July 2002 followed by Rockhampton Hospital (September 2002) and Princess Alexandra Hospital (Nov 2002).

ICD-10-AM subset for Emergency Departments

- The ICD-10-AM emergency department working group completed its work in developing a subset of diagnosis codes for Queensland emergency departments. The group sorted through over 17,000 ICD-10-AM diagnosis codes and reduced them down to the most commonly used in emergency departments (approximately 4,000 codes).
- This emergency department ICD-10-AM subset will be valuable in gaining better emergency department diagnosis data by providing medical staff with a less cumbersome tool for recording this data. This subset will be implemented across the State as part of the Oracle/SQL EDIS rollout.

2. Outpatient Departments

Specialist Outpatient Advisory Committee (SOAC)

The Specialist Outpatient Advisory Committee met on 3 May 2002. The major outcomes from this meeting included:

- The SOAC is reviewing the Terms of Reference (TOR), as there was a general consensus that the current terms do not reflect the role of the Committee. A revised TOR document will be tabled at the next meeting planned for July.
- The Surgical Access Team provided the committee members with an overview of the Policy Development Project and outlined the role of the committee in providing advice in relation to the development of statewide policies within the outpatient environment.

3. Elective Surgery

Executive Information System

- The Surgical Access Team met with staff from Business Application Services and Infrastructure Services to negotiate a Service Level Agreement (SLA) for the ongoing maintenance of the Surgical Access Team Executive Information System (EIS). This SLA will be completed prior to the beginning of the 2002/2003 financial year.
- With the recent statewide rollout of the EIS, the Surgical Access Team conducted a training session for the Elective Surgery Coordinators (ESC's). This training will provide the ESC's with the necessary skills to interrogate the database and provide timely elective surgery reporting to District Executives.

HOSPITAL SUPPORT AND LIAISON

1. Medical Superintendents Advisory Committee

The **Medical Superintendents Advisory Committee** met on 17 May 2002. The major outcomes from this meeting included:

- A major discussion and acknowledgment by the Medical Superintendents that inconsistency in categorisation of patients by surgeons can have a significant impact on the waiting list of a particular hospital. A document showing the categorisation practices of a number of hospitals with joint replacement patients was distributed that sparked the discussion.
- Dr Michael Catchpole agreed to meet with Jenny Young, Coordinator, AMC Projects, Mayne Medical School to pursue a course of action that will enable Queensland Health to capture a percentage of the fees paid by overseas doctors to prepare them for the clinical examination.
- Dr Luis Prado provided the Committee with an overview on the progress of the Medical Rostering Reference Group. He advised the committee that initially the Zones had identified six facilities for inclusion in the Medical Rostering project. Mackay Hospital has since been added to the project and Gladstone had expressed an interest in being involved with the project. Dr Prado advised the Committee that Townsville Hospital is the next hospital for review to be carried out in June 2002.
- A number of medical workforce issues were raised by the Committee in relation to the recruitment of Medical Officers through Global Medical. Advice will be forwarded to Dr Michael Catchpole for a more in depth discussion at the June meeting.
 - Representatives from the Medical Superintendents Advisory Committee including Dr Mark Mattiussi, Dr Bill Rodgers, Dr Michael Daly and Dr John Wakefield met with members of the Surgical Access Team during May to progress the development of an *Issues Report on the Waiting List Reduction Strategy*. This report will be tabled at the June meeting for discussion and comment.

2. Elective Surgery Coordinators

The **Elective Surgery Coordinators** met on 27 & 28 May 2002. The major outcomes from this meeting included:

- The Elective Surgery Coordinator's (ESC's) attended a one-day training session conducted by the Surgical Access Team to enable the ESC's to utilise the Surgical Access Team Executive Information System.
- Gary Walker addressed the meeting on 28 May and conducted a discussion on strategies to ensure that waiting list were properly audited prior to 30 June 2002. Hospitals reporting large numbers of 'long wait' category 2 patients were targeted for discussion and ESCs provided advice on strategies that may be applicable. Advice was also sought on what issues were most pertinent to be discussed with hospital executives during hospital visits conducted by the Surgical Access Team prior to 30 June.
- Mr Brian Forbes, Mater Adults Hospital, provided an update on the initiative to transfer patients waiting for cataract surgery from Redcliffe Hospital to Mater Adults Hospital. He advised that feedback from patients involved in this initiative had been extremely positive.
- Mr Forbes also reported on a visit undertaken to the Queensland Eye Clinic which specialises in the management of day surgery patients. Following this visit, procedural changes for day cases were made at the Mater Adults, which resulted in an increase in the number of patients placed on ophthalmology operating theatre lists.
- Elective Surgery Coordinators who attended the workshop for the Clinical Information Systems Project provided an update on the Medtrack system currently under review for management of elective surgery waiting lists.

ATTACHMENT 1 - Census Data by Category and Month

| Reporting Date | Category 1 | | Category 2 | | Category 3 | | Total |
|----------------|------------|----------------|------------|----------------|------------|----------------|--------|
| | Total | % 'long waits' | Total | % 'long waits' | Total | % 'long waits' | |
| 1 Jul 1998 | 1,285 | 0.9% | 9,243 | 10.6% | 25,732 | 28.8% | 36,260 |
| 1 Aug 1998 | 1,316 | 1.4% | 9,511 | 11.2% | 25,379 | 28.6% | 36,206 |
| 1 Sept 1998 | 1,368 | 3.1% | 9,621 | 14.1% | 25,356 | 28.0% | 36,345 |
| 1 Oct 1998 | 1,441 | 2.0% | 9,960 | 14.7% | 25,538 | 28.1% | 36,939 |
| 1 Nov 1998 | 1,621 | 2.7% | 10,109 | 15.8% | 25,557 | 28.2% | 37,287 |
| 1 Dec 1998 | 1,502 | 2.8% | 10,119 | 16.6% | 25,797 | 28.5% | 37,418 |
| 1 Jan 1999 | 964 | 2.3% | 10,244 | 18.4% | 26,012 | 28.1% | 37,220 |
| 1 Feb 1999 | 1,432 | 2.0% | 10,462 | 19.4% | 26,315 | 27.7% | 38,209 |
| 1 Mar 1999 | 1,432 | 2.0% | 10,337 | 18.4% | 26,440 | 27.9% | 38,209 |
| 1 Apr 1999 | 1,392 | 1.9% | 9,953 | 15.9% | 26,895 | 27.5% | 38,240 |
| 1 May 1999 | 1,336 | 1.6% | 10,275 | 14.7% | 26,953 | 27.9% | 38,564 |
| 1 Jun 1999 | 1,504 | 2.1% | 9,922 | 12.3% | 27,342 | 27.3% | 38,768 |
| 1 Jul 1999 | 1,498 | 1.9% | 9,780 | 8.6% | 27,363 | 27.5% | 38,641 |
| 1 Aug 1999 | 1,419 | 2.0% | 9,929 | 10.6% | 27,418 | 27.7% | 38,766 |
| 1 Sep 1999 | 1,408 | 3.1% | 9,870 | 11.4% | 27,534 | 27.9% | 38,812 |
| 1 Oct 1999 | 1,468 | 2.9% | 9,604 | 9.9% | 27,520 | 28.6% | 38,592 |
| 1 Nov 1999 | 1,445 | 3.5% | 9,614 | 8.8% | 27,621 | 28.7% | 38,680 |
| 1 Dec 1999 | 1,439 | 2.4% | 9,856 | 8.7% | 27,905 | 29.6% | 39,200 |
| 1 Jan 2000 | 1,165 | 4.0% | 9,967 | 9.9% | 28,591 | 29.6% | 39,723 |
| 1 Feb 2000 | 1,496 | 3.0% | 10,141 | 11.1% | 28,667 | 30.0% | 40,304 |
| 1 Mar 2000 | 1,658 | 1.8% | 9,904 | 11.7% | 28,939 | 30.2% | 40,501 |
| 1 Apr 2000 | 1,721 | 2.0% | 9,927 | 9.6% | 28,719 | 30.7% | 40,367 |
| 1 May 2000 | 1,680 | 2.9% | 10,141 | 9.9% | 28,740 | 31.5% | 40,561 |
| 1 Jun 2000 | 1,857 | 2.4% | 10,019 | 8.4% | 28,680 | 32.0% | 40,556 |
| 1 Jul 2000 | 1,838 | 2.7% | 10,179 | 8.3% | 28,593 | 32.4% | 40,610 |
| 1 Aug 2000 | 1,971 | 4.6% | 10,313 | 10.9% | 28,479 | 32.7% | 40,763 |
| 1 Sep 2000 | 1,838 | 4.5% | 10,458 | 10.7% | 27,822 | 33.0% | 40,118 |
| 1 Oct 2000 | 1,749 | 4.7% | 10,615 | 11.8% | 27,650 | 33.7% | 40,014 |
| 1 Nov 2000 | 2,037 | 3.4% | 10,706 | 12.8% | 27,296 | 34.5% | 40,039 |
| 1 Dec 2000 | 1,858 | 3.9% | 10,310 | 11.1% | 27,206 | 34.7% | 39,374 |
| 1 Jan 2001 | 1,522 | 4.6% | 10,675 | 11.9% | 27,291 | 35.4% | 39,488 |
| 1 Feb 2001 | 1,803 | 3.9% | 10,669 | 12.7% | 27,289 | 35.7% | 39,761 |
| 1 Mar 2001 | 1,810 | 3.4% | 10,804 | 11.9% | 26,914 | 36.3% | 39,528 |
| 1 Apr 2001 | 1,833 | 4.5% | 11,003 | 11.3% | 26,847 | 36.9% | 39,683 |
| 1 May 2001 | 1,928 | 6.2% | 11,355 | 12.7% | 26,716 | 37.5% | 39,999 |
| 1 Jun 2001 | 1,907 | 5.1% | 11,129 | 13.7% | 26,611 | 37.7% | 39,647 |
| 1 Jul 2001 | 2,023 | 4.5% | 11,022 | 14.1% | 26,258 | 38.3% | 39,303 |
| 1 Aug 2001 | 2,037 | 5.1% | 10,732 | 14.3% | 25,728 | 38.0% | 38,497 |
| 1 Sep 2001 | 2,017 | 6.0% | 10,762 | 14.1% | 26,028 | 37.5% | 38,807 |
| 1 Oct 2001 | 1,979 | 4.5% | 10,783 | 12.6% | 25,593 | 37.2% | 38,355 |
| 1 Nov 2001 | 2,136 | 3.8% | 10,842 | 11.6% | 25,379 | 37.4% | 38,357 |
| 1 Dec 2001 | 2,080 | 4.0% | 10,883 | 12.6% | 25,194 | 37.4% | 38,157 |
| 1 Jan 2002 | 1,557 | 4.4% | 10,961 | 13.2% | 25,106 | 37.9% | 37,624 |
| 1 Feb 2002 | 1,785 | 3.7% | 11,065 | 13.5% | 24,951 | 38.3% | 37,801 |
| 1 Mar 2002 | 1,938 | 2.6% | 11,096 | 14.4% | 24,461 | 38.2% | 37,495 |
| 1 Apr 2002 | 2,151 | 3.3% | 11,343 | 13.5% | 24,179 | 38.8% | 37,673 |
| 1 May 2002 | 2,229 | 2.8% | 11,551 | 11.1% | 23,718 | 38.3% | 37,498 |
| 1 Jun 2002 | 2,179 | 2.7% | 11,349 | 9.9% | 23,276 | 38.0% | 36,804 |

Note: Noosa Hospital reported separately from 1 March 2000 and Robina Hospital reported separately from 1 May 2000.