Queensland Government

Queensland **Health**

Waiting List

Reduction

Strategy

Report from the
SURGICAL ACCESS TEAM
for the month of

September 2000

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

PROJECT MANAGEMENT

Communications

- The Medical Superintendent's Advisory Committee met on 14 September 2000.

- The Elective Surgery Coordinators met on the 22 September 2000

- District and Zonal Managers have been notified of their respective 2000/01 Elective Surgery activity targets and associated funding.

Consultation

- The Surgical Access Team met with members of the Pricing Strategy Team to discuss strategies for the conversion of 2000/01 Elective Surgery Targets from Phase 6 to Phase 7 of the Hospital Funding Model.

- Members of the Surgical Access Team met with the Heath Systems Strategy Branch to assist with the development of a National Plan for improved integration between GP's and Emergency Departments.

- The Surgical Access Team provided information to the Deputy Director-General (Policy and Outcomes) regarding after hours Emergency Department Category 4 and 5 presentations across the State.

- The Surgical Access Team participated in a review of the Queensland Injury Surveillance Unit on 6 September 2000. The Surgical Access Team was invited to participate in this review as System Owner of the Emergency Department Information System (EDIS).

- The Surgical Access Team met with Jeff Souter, Project Manager, Prosthetics Reporting Project, which is currently being undertaken in Townsville Hospital. A full report on the outcomes of this project will be forwarded to the Surgical Access Team in late October 2000.

FUNDING & INCENTIVES

- The General Manager, Health Services endorsed the Elective Surgery funding allocations for the 2000/01 financial year. Both District and Zonal Managers have been notified of their respective funding and target allocations.

- Distribution of Surgical Incentive Funds for the period to December 2000 will be processed during October 2000. It is envisaged that Elective Surgery performance for the 1999/2000 financial year will be finalized this month and a recommendation regarding performance adjustments will be made to the General Manager, Health Services.

- District Elective Surgery targets have been forwarded to the Pricing Strategy Team for conversion to Phase 7 of the Hospital Funding Model. The Pricing Strategy Team advise that the conversion will be performed once data is finalised for the 1999/2000 financial year.

- There were no funding allocations approved during the month of September 2000.

INFORMATION MANAGEMENT

Information and Systems

- The Surgical Access Team has provided comments on draft elective surgery data definitions distributed by the Australian Institute of Health and Welfare. The National Health Data Committee will be meeting to discuss the draft paper next month.

- Day of Surgery Admission (DOSA) rates have been calculated for all EAM reporting hospitals. Analysis of DOSA rates and associated indicators such as Day Surgery rates will be presented to the Clinical Advisory Committee for their consideration.

- The hospital morbidity extract has been finalised in consultation with the Data Services Unit. This extract will be available to both the Surgical Access Team and the Pricing Policy Team. The Data Services Unit are currently testing the extract and data will be available in the next month.

PERFORMANCE REPORTING

Waiting list

- The **total number** of patients on the waiting lists of the reporting hospitals decreased from 40,118 at 1 September 2000 to 40,014 at 1 October 2000 (-104 patients).

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	1,502	2.1%	9,931	12.3%	27,392	27.3%	38,830
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	1,512	3.1%	10,287	11.0%	28,768	29.9%	40,567
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	8.5%	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

Note: Noosa Hospital reported separately from 1 December 1999 and Robina Hospital reported separately from 1 May 2000.

Category 1

- As at 1 October 2000, the number of **'long wait'** Category 1 patients increased from 82 cases (4.5%) last month to 83 (**4.7%**) as at 1 October 2000.

- A total of 9 hospitals reported a 'long wait' in excess of 5%:

Hospital	Category 1	
	Percent 'long waits'	Number of 'long waits'
Gladstone Hospital	8.3%	1
Gold Coast Hospital	10.1%	20
Gympie General Hospital	25.0%	1
Mackay Base Hospital	11.1%	2
Nambour Hospital	9.7%	14
Noosa Hospital	7.7%	2
Princess Alexandra Hospital	5.4%	13
Robina Hospital	26.7%	4
Townsville General Hospital	7.1%	9

Category 2

- The number of **'long wait'** Category 2 patients increased from 1,118 (10.7%) to 1,250 (**11.8%**) [132 cases] as at 1 October 2000. This compares with 946 (9.9%) 'long wait' Category 2 patients at 1 October 1999.

- A total of 11 facilities reported a 'long wait' in excess of the 5% benchmark:

Hospital	Category 2	
	Percent 'long waits'	Number of 'long waits'
Gladstone Hospital	10.0%	3
Gold Coast Hospital	12.4%	103
Mackay Base Hospital	20.5%	53
Nambour Hospital	19.9%	167
Noosa Hospital	8.1%	17
Princess Alexandra Hospital	15.6%	175
Robina Hospital	20.3%	62
Royal Brisbane Hospital	24.0%	362
The Prince Charles Hospital	8.1%	30
Toowoomba Base Hospital	23.9%	112
Townsville General Hospital	10.5%	66

- The Royal Brisbane Hospital reported the largest number of 'long wait' Category 2 patients (362 cases – 24.0%).

- The largest increases in the number of 'long wait' Category 2 patients was reported by Robina Hospital (40 cases). The Royal Brisbane Hospital (29 cases), Mackay (25 cases) and Nambour (25 cases) Hospitals also reported increases in the number of 'long wait' Category 2 patients. The Rockhampton Hospital reported the largest decrease of 'long wait' Category 2 patients (22 cases).

Category 3

- At 1 October 2000, the proportion of Category 3 patients waiting longer than one year for surgery was **33.7%** (9,316 patients).

Throughput

- Overall **elective surgery throughput** (Category One, Two and Three) has decreased from 10,721 elective surgery admissions in August 2000 to 9,226 in September 2000 (cf. 10,103 in September 1999). Overall elective surgery throughput for the first three months of 2000/20001 compared with the first three months of 1999/2000 and 1998/99 is included in the following table. Throughput for July-September 2000/01 is down by **6.8%** on the throughput recorded for July-September 1999/2000 and down by **9.1%** on the throughput recorded for July-September 1998/99.

Jul-Sep 1998/99	Jul-Sep 1999/2000	Jul-Sep 2000/01
31,553	30,795	28,693

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

CLINICAL BEST PRACTICE

- An invitation was received to attend the Performance Measurement for Quality Workshop on 13 September 2000. A synopsis on the programs being funded through the Quality Improvement and Enhancement Program 2000 – 2003 has been distributed to members of the Clinical Advisory Committee for discussion at the October meeting.

- Discussions were held with Health Outcomes Unit regarding projects approved through the National Health Development Fund – GP and Government Health Service Integration Program. Arrangements are in hand to progress the development a Queensland model for involving general practice in the management of elective surgery waiting lists initiated by Dr Christine McAuliffe, representative of Queensland Division of General Practice, Clinical Advisory Committee.

Emergency Department Service Enhancement Projects

- Hervey Bay Hospital has submitted a final report on the integration of General Practice and Triage Category 4 and 5 patients.

The **Clinical Advisory Committee** did not meet during September 2000. The next meeting is scheduled for 10 October 2000.

Data collection for analysis and discussion for the October meeting includes

- Admission Profiles for elective surgery patients detailing same day surgery, day of surgery admission rates and patients admitted day prior to day of surgery.
- Emergency Department waiting time from presentation to transfer to ward and waiting time from "seen by doctor" to transfer to ward. Discussion will cover access block issues.

BENCHMARKING

Emergency Medicine Waiting Times

- Preliminary waiting time performance data indicates an improvement in NTS categories 1 and 2 and a slight decline in performance in categories 3, 4 and 5 in September 2000 compared to September 1999. Performance is consistent with the previous month.

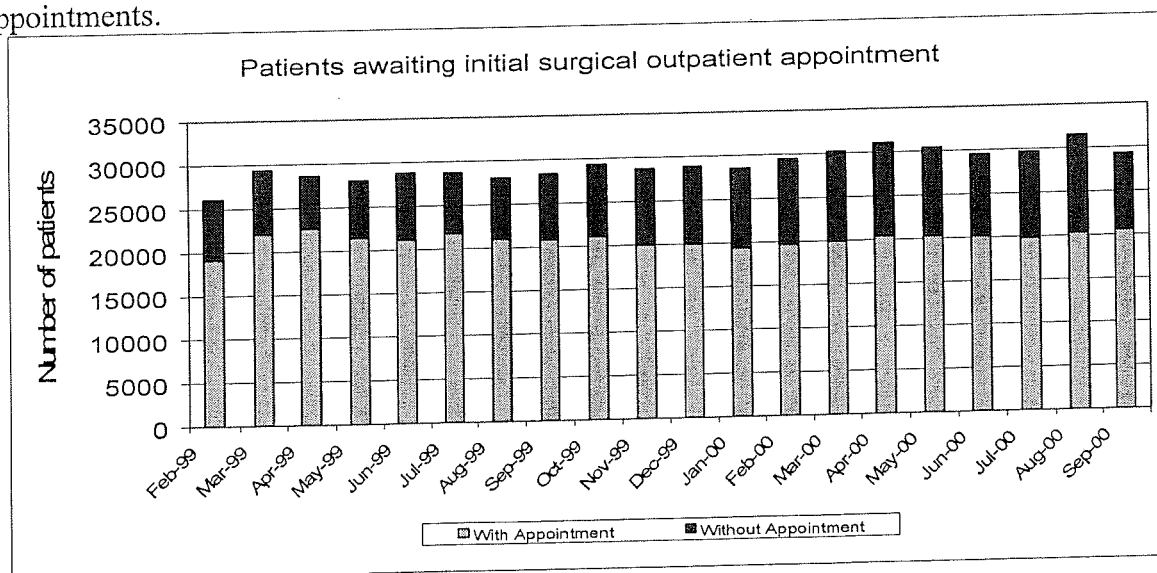|	September 2000 (preliminary)	August 2000	September 1999	Target
NTS 1	95%	97%	93%	100%
NTS 2	69%	69%	62%	80%
NTS 3	54%	58%	56%	75%
NTS 4	61%	63%	67%	70%
NTS 5	79%	85%	89%	70%

Specialist Outpatient Services

- As at 1 September 2000, a total of 48,695 people were awaiting their initial outpatient appointment.

- Of these patients, approximately 36,425 had a formal appointment to see a specialist. The remaining 12,270 had not yet been designated an appointment time.

- It is estimated that some 29,331 patients were waiting for a surgical appointment of which 20,584 had an appointment and 8,747 did not.

	1 September 2000		
	With Appointment	**Without Appointment**	**Total**
Surgical	20,584	8,747	29,331
Medical	7,725	1,805	9,530
Obstetrics/Gynaecology	5,802	595	6,397
Paediatric	2,298	1,123	3,421
Psychiatric	16	0	16
Total	36,425	12,270	48,695

- At 1 September a large numbers of patients, both with and without appointments, were waiting in the following specialties:

Orthopaedics	9,096
General Surgery	6,453
ENT	5,985
Gynecology	4,279
Ophthalmology	3,713

- The number of patients awaiting an initial surgical outpatient appointment as at 1 September 2000 has fallen compared to 1 August 2000. The decrease was predominantly in the number of patients without appointments.

Patients awaiting initial surgical outpatient appointment

HEALTH SYSTEM DEVELOPMENT

Database Development

- The Surgical Access Team have progressed the development of the HBCIS Elective Admissions Management (EAM) and Emergency module (EMG) data warehouse in September. All sites, excluding Townsville, Redcliffe and Caboolture have run the extracts that allow unit record level data from EAM and EMG to populate the Oracle database situated at CITEC. The Surgical Access Team are currently in the process of developing a standard suite of reports and queries from the Oracle database that can be accessed at the site level to facilitate timely and accurate reporting of elective surgery and emergency department activity.

- Integral to the success of this project is the ability to interrogate and query the data stored on the Oracle database at CITEC. To this end, the Surgical Access Team has initiated a training program in Oracle for key members of the team. Upon completion of this training in October 2000, the Surgical Access Team will actively provide the Elective Surgery Coordinators (ESC's) with the support needed to make the transition to an Oracle reporting platform.

- The Surgical Access Team, in consultation with Business Application Services developed a Service Agreement that outlines the roles and responsibilities of both parties in relation to the system management of the Elective Surgery Executive Information System. Whist this document has been approved in principle, further input is required from Infrastructure Services that will outline any recurrent costs associated with management of the Oracle platform. Negotiations in this regard should be finalised in October 2000.

HAS Solutions EDIS

- The Surgical Access Team and Business Application Services (BAS) have developed a revised Service Level Agreement for the management of the HASS suite of products, namely ORMIS and EDIS. From 1 October 2000, the positions of Product Officer (ORMIS) and Product Officer (EDIS) have been combined to form a single position, located within BAS, that will oversee the management of the HASS products at a corporate level. This arrangement will have a number of benefits from a system owner's perspective, primarily providing a single point of reference for all queries in relation to the management of the ORMIS and EDIS systems.

- The Surgical Access Team provided input into the development of a standard and condensed set of ICD-10-AM codes for use in emergency departments in Queensland. Once finalised, these codes will provide a solid basis for future emergency department benchmarking undertaken in Queensland allowing for improved data integrity. Further to this, the Surgical Access Team, in consultation with Business Application Services initiated a process to establish set of emergency department definitions in the form of an ED Data Dictionary. While work in this regard is in the preliminary stages, a number of benefits including improved data integrity will form the basis for future emergency department benchmarking in Queensland.

Queensland Injury Surveillance Unit (QISU) Review

- As systems owner of the Emergency Department Information System (EDIS), the Surgical Access Team were invited to take part in a review of the Queensland Injury Surveillance Unit held in September 2000. The Surgical Access Team, along with key emergency department physicians from around the State provided the review panel with an overview of the relationship between QISU and

the Surgical Access Team, particularly in relation to the recent implementation of the EDIS system into Cairns, Toowoomba, Redcliffe and Caboolture hospitals. Recommendations from this review will be significant in determining the future management of the EDIS system in Queensland.

HBCIS Appointment Scheduling

- Negotiations between the Surgical Access Team, Business Application Services and iSoft in relation to the proposed enhancements to the HBCIS Appointment Scheduling system continued throughout September 2000. ISoft have provided a final draft of the system specification document to the Surgical Access Team and Business Application Services. Further consultation on this draft specification has been sought from a number of key users from across the State. Finalisation of this specification document is planned for October that will allow the proposed enhancements to be included in the Version 4.5 release of HBCIS in early 2001. A funding submission will be prepared by the Surgical Access Team and forwarded to the General Manager, Health Services in October 2000.

HBCIS Emergency Department Module (EMG)

- The Surgical Access Team, in conjunction with Business Application Services managed the implementation of the HBCIS Emergency Department Module (EMG) into the Emergency Department at Gympie Hospital. The implementation of this system into Gympie will further widen the scope of the Emergency Services Benchmarking Program in Queensland. Staff from the Gympie Hospital are undergoing training in early October and it is anticipated that benchmarking data will be available from this site by January 2001. The Surgical Access Team have planned to meet with staff from Gympie in October to provide them with an overview of the Emergency Services Strategy.

- A further implementation of the EMG system was planned for Wynnum Hospital in September 2000 following the successful implementation of the EMG system into Redland Hospital in August of this year. However, due to a number of key staff not being present throughout September, this implementation has been postponed until late October 2000.

HOSPITAL SUPPORT AND LIAISON

Medical Superintendents Advisory Committee

The Medical Superintendents Advisory Committee met on 14 September 2000. The Meeting was included on the second day of the Medical Superintendents Conference. All delegates were invited to attend the meeting.

Discussion points raised in relation to the Waiting List Reduction Strategy

- Elective surgery funding arrangements for 2000/20001 – Option C model.
- The impact on elective surgery activity due to Industrial Actions during July 2000
- The Committee was informed that Data Services Unit, Health Information Centre, was undertaking a review on Information Systems in place throughout Queensland Public Hospitals.
- Option A and Option B right of Private Practice. Following discussions with Dr David Filby on review of private practice arrangements during the Conference, it was agreed to invite Dr Filby to attend the October meeting.
- Dr Michael Catchpole presented an update on current status for placement of interns 2001. One issue

raised was a request from Dr John Youngman, General Manager, Health Services to include in the letter of appointment that the medical officer may be requested to relieve in rural/provincial hospitals. A number of letters have already been sent to successful applicants. The current Award does have a clause covering relief arrangements. A review process will be put in place for letters of appointment for 2002.

- Ms Jill Koeneman, Senior Project Officer, Southern Zonal Health Unit presented an overview on the 'Credentials & Clinical Privileges Project' funded through the Quality Improvement and Enhancement Program 2000-2003. A synopsis of all programs will be distributed to members of the Committee.

Elective Surgery Coordinators Committee

The **Elective Surgery Coordinators** met on 22 September 2000.

- During the day, the EAM User Group met with representatives from Mackay, Hervey Bay and Townsville taking part via teleconference. Bryn Samuel, Business Application Services and Ann Maguire, Surgical Access Team presented a synopsis of Elective Admissions Survey Reports.
- A draft copy of a revised Patient Information pamphlet prepared by a working party of Elective Surgery Coordinators was distributed for comment and feedback at next meeting.
- The Elective Surgery Coordinators provided feedback to the Surgical Access Team regarding significant issues that have occurred within sites in relation to elective surgery activity. Issues raised included
    - Impact on elective surgery throughput during September 2000 in relation to School holidays, Olympic Games and Medical conference leave.
    - Successful completion of first stage of a project at Cairns Base Hospital that involved the services of an ENT surgeon from Brisbane to treat ENT patients on the waiting list. A second visit is planned for October 2000.
    - Adequate staffing resources within specialties, for example, Anaesthetic, Vascular, ENT and Orthopaedic and nursing to address the Waiting List Reduction Strategy.

ORMIS SUPPORT

System Management

- Mr Adrian Horth, Business Application Services, has been appointed to undertake the role of Systems Management of the ORMIS product from the 18th of September 2000.
- Negotiations with HAS Solutions have continued during the month. Discussions included the delivery time frame and deliverable's for the final product release for the year.
- The Prosthetic Cost Capturing and Reporting project at Townsville General Hospital continued during the month. It is anticipated that the project will be completed by 4 October 2000.
- Sign off on the specifications for "Existing Report Enhancements" for the ORMIS product was achieved during the month. These enhancements will be included in the 1 December Version 4.1 ORMIS rollout.
- A Feasibility Study in the migration of HASS products to an Oracle platform was coordinated during the month.
- A sub-group was formed to develop specifications for "New Report Enhancements" for the ORMIS product.
- The work instructions to accompany the ORMIS System Management Plan was finalised during the month.