

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

ATH ATHERTON HOSPITAL

NORTHERN

OPD LOCATED IN A&E DEPT

Referral Register kept

Wait List kept for ALL CLINICS MANUAL

PATIENT ATTENDANCE

ATH - ATHERTON HOSPITAL

OPD LOCATED IN A&E DEPT

Check in to appt system? Min Time before clinic
NO mins

DNA on System?

Referring Practitioner Notified?

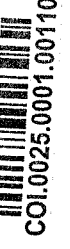
Patient Notified?

DR NOTIFIES ADMISSIONS OFFICER
WHEN DR RESCHEDULES APPOINTMENT

DR NOTIFIES ADMISSIONS OFFICER
WHEN DR RESCHEDULES APPOINTMENT

MEDICAL RECORDS
DNA Rate 5%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 5.00 %



BOOKING PROCESS

ATH - ATHERTON HOSPITAL

OPD LOCATED IN A&E DEPT

On receipt of referral booked to
Waiting List Appt Schedule

After categorisation booked to
Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
New Med 2 Review Med 3 New Surg 3 Review Surg 5

Conversion Rate surgical OPD to ES Waiting List - if known
2 %



CATEGORISATION AND WAITING LISTS

ATH - ATHERTON HOSPITAL

OPD LOCATED IN A&E DEPT

Staff involved in referral categorisation

Written Categorisation Protocols Own Referral Triage ALL
Waiting List maintained for ALL CLINICS System MANUAL
Average Wait Time once arrived NOT STATED mins

CLINICS CONDUCTED AT 01 JULY 2004

ATH ATHERTON HOSPITAL

OPD LOCATED IN A&E DEPARTMENT

Medical Clinics

- | | | | | | | | | |
|--|---|---|---|--|---------------------------------------|--------------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Cardiology | <input type="checkbox"/> Dermatology | <input checked="" type="checkbox"/> Endocrine | <input type="checkbox"/> Gastroenterology | <input checked="" type="checkbox"/> General Medicine | <input type="checkbox"/> Genetics | <input type="checkbox"/> Geriatrics | <input type="checkbox"/> Haematology | <input type="checkbox"/> Immunology/Allergy |
| <input type="checkbox"/> Infectious Diseases | <input type="checkbox"/> Nephrology | <input type="checkbox"/> Neurology | <input type="checkbox"/> Oncology | <input type="checkbox"/> Palliative/Pain | <input type="checkbox"/> Pharmacology | <input type="checkbox"/> Respiratory | <input type="checkbox"/> Rheumatology | |
| <input checked="" type="checkbox"/> SMO MEDICAL CLINIC | <input checked="" type="checkbox"/> GP CLINIC | | | | | | | |
-
- #### Surgical Clinics
- | | | | | | | | | |
|--|------------------------------|---|---------------------------------------|--|---------------------------------------|-----------------------------------|----------------------------------|---|
| <input type="checkbox"/> Cardio/Thoracic | <input type="checkbox"/> ENT | <input checked="" type="checkbox"/> General Surgery | <input type="checkbox"/> Neurosurgery | <input type="checkbox"/> Ophthalmology | <input type="checkbox"/> Orthopaedics | <input type="checkbox"/> Plastics | <input type="checkbox"/> Urology | <input type="checkbox"/> Vascular Surgery |
| <input checked="" type="checkbox"/> TRAUMA | | <input checked="" type="checkbox"/> PREADMISSION | | | | | | |
-
- #### Gynaecology/Obstetric Psychi
- | | | | |
|---|-------------------------------------|---|---|
| <input checked="" type="checkbox"/> Gynaecology | <input type="checkbox"/> Obstetrics | <input checked="" type="checkbox"/> ANTENATAL | <input checked="" type="checkbox"/> POSTNATAL |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Psychiatry | <input type="checkbox"/> |

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DID NOT ATTEND RATES

FOR JUNE 2004

ATH - ATHERTON HOSPITAL

OPD LOCATED IN A&E DEPT

DNA Rate 5.00 %

Hospital Average 5.00 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

ATH - ATHERTON HOSPITAL

OPD LOCATED IN A&E DEPT

Referral required prio to booking appt?

If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type System

Cross District

Redirection Policy

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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

ATH - ATHERTON HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	0	0	0
Dermatology	0	0	0
Endocrine/Diabetes	0	0	0
Gastroenterology	0	0	0
General Medicine	10	0	10
Genetics	0	0	0
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	0	0	0
Neurology	0	0	0
Oncology	0	0	0
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	0	0	0
Rheumatology	0	0	0
Other Medicine	0	0	0
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	110	0	110
NeuroSurgery	0	0	0
Ophthalmology	0	0	0
Orthopaedic	0	0	0
Plastic Surgery	0	0	0
Urology	0	0	0
Vascular Surgery	0	0	0
Other Surgery	28	0	28
Gynaecology	37	0	37
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	185	0	185

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00116

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

BUN BUNDABERG HOSPITAL	CENTRAL
BUNDABERG FAMILY UNIT O&G OUTPATIENTS	
<input checked="" type="checkbox"/> Referral Register kept	APP
Wait List kept for ALL CLINICS	ELEC TRONIC ELECTRONIC
DEPARTMENT OF AMBULATORY SERVICES	
<input checked="" type="checkbox"/> Referral Register kept	APP
Wait List kept for ALL CLINICS	ELECTRONIC ELECTRONIC



PATIENT ATTENDANCE

BUN - BUNDABERG HOSPITAL

BUNDABERG FAMILY UNIT O&G OUTPATIENTS

Check in to appt system?
 Min Time before clinic mins
 DNA on System?
 Referring Practitioner Notified?
 Patient Notified?
 SAME DAY
 NURSING AND AO DNA Rate
 22%

DEPARTMENT OF AMBULATORY SERVICES

Check in to appt system?
 Min Time before clinic mins
 DNA on System?
 Referring Practitioner Notified?
 Patient Notified?
 AFTER EACH CLINIC
 AFTER EACH CLINIC
 State Average DNA Rate
 12.71 %
 Hospital Average DNA Rate
 15.69 %



BOOKING PROCESS

BUN - BUNDABERG HOSPITAL

BUNDABERG FAMILY UNIT O&G OUTPATIENTS

On receipt of referral booked to
 Waiting List Appt Schedule
 After categorisation booked to
 Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
 New Med Review Med New Surg Review Surg

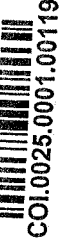
Conversion Rate surgical OPD to ES Waiting List - if known
 N/A, %

DEPARTMENT OF AMBULATORY SERVICES

On receipt of referral booked to
 Waiting List Appt Schedule
 After categorisation booked to
 Waiting List Appt Schedule

Do you conduct clinics with New/Review cases combined?
 New Med Review Med New Surg Review Surg

Conversion Rate surgical OPD to ES Waiting List - if known
 NOT KNOWN %



CATEGORISATION AND WAITING LISTS

BUN - BUNDABERG HOSPITAL

BUNDABERG FAMILY UNIT O&G OUTPATIENTS

Staff involved in referral categorisation
CONSULTANT & REGISTRAR

Written Categorisation Protocols Waiting List maintained for ALL CLINICS
ALL Own Referral Triage System ELECTRONIC Average Wait Time once arrived
<60 mins

DEPARTMENT OF AMBULATORY SERVICES

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols Waiting List maintained for ALL CLINICS
ALL REFER Own Referral Triage System ELECTRONIC Average Wait Time once arrived
10 mins

CLINICS CONDUCTED AT 01 JULY 2004

BUN BUNDABERG HOSPITAL

BUNDABERG FAMILY UNIT O&G OUTPATIENTS

Medical Clinics

Cardiology Dermatology Endocrine Gastroenterology General Medicine Genetics Geriatrics Haematology Immunology/Allergy
 Infectious Diseases Nephrology Neurology Oncology Palliative/Pain Pharmacology Respiratory Rheumatology

Surgical Clinics

CardioThoracic ENT General Surgery Neurosurgery Ophthalmology Orthopaedics Plastics Urology VascularSurgery

Gynaecology/Obstetric Psychi

Gynaecology Obstetrics

DEPARTMENT OF AMBULATORY SERVICES

Medical Clinics

Cardiology Dermatology Endocrine Gastroenterology General Medicine Genetics Geriatrics Haematology Immunology/Allergy
 Infectious Diseases Nephrology Neurology Oncology Palliative/Pain Pharmacology Respiratory Rheumatology
 PACEMAKER PAEDIATRICALS

Surgical Clinics

CardioThoracic ENT General Surgery Neurosurgery Ophthalmology Orthopaedics Plastics Urology VascularSurgery
 DRESSING CLINIC ANAESTHETICS

Gynaecology/Obstetric Psychi

Gynaecology Obstetrics



CONFIDENTIAL

DID NOT ATTEND RATES FOR JUNE 2004

BUN - BUNDABERG HOSPITAL

BUNDABERG FAMILY UNIT O&G OUTPATIENTS

DNA Rate 22.00 %

DEPARTMENT OF AMBULATORY SERVICES

DNA Rate 9.38 %

Hospital Average 15.69 %

State Average 12.71 %

NB: If DNA rate is blank, question unanswered on profile

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00122

NEW CASE REFERRAL PROCESS

BUN - BUNDABERG HOSPITAL

BUNDABERG FAMILY UNIT O&G OUTPATIENTS

Referral required prio to booking appt? If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type System
ELEC TRONIC APP

Cross District Redirection Policy

DEPARTMENT OF AMBULATORY SERVICES

Referral required prio to booking appt? If NOT, hard copy for filing?

Lodged on Referral Register?

Register Type System
ELECTRONIC APP

Cross District Redirection Policy

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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

BUN - BUNDABERG HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	0	0	0
Dermatology	0	0	0
Endocrine/Diabetes	40	123	163
Gastroenterology	18	208	226
General Medicine	0	0	0
Genetics	14	0	14
Geriatric	0	0	0
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	0	0	0
Nephrology	55	53	108
Neurology	0	0	0
Oncology	47	1	48
Palliative/Pain	17	115	132
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	0	0	0
Rheumatology	32	76	108
Other Medicine	153	31	184
Cardio Thoracic Surgery	0	0	0
ENT	0	0	0
General Surgery	485	547	1032
NeuroSurgery	0	0	0
Ophthalmology	0	0	0
Orthopaedic	489	93	582
Plastic Surgery	0	0	0
Urology	59	180	239
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	55	41	96
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	1464	1468	2932

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00124