

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

TOO TOOWOOMBA HOSPITAL SOUTHERN

ANTENATAL & GYNAECOLOGY

- Referral Register kept ELECTRONIC APP
- Wait List kept for ALL CLINICS ELECTRONIC

CHILD & YOUTH MENTAL HEALTH SERVICE

- Referral Register kept MANUAL REGISTRATION ON CESA & HBCIS
- Wait List kept for NO CLINICS

COMMUNITY MENTAL HEALTH SERVICE

- Referral Register kept MANUAL
- Wait List kept for SOME CLINICS ELECTRONIC

MEDICAL

- Referral Register kept ELECTRONIC APP
- Wait List kept for ALL CLINICS ELECTRONIC

OLDER PERSONS MENTAL HEALTH SERVICE

- Referral Register kept MANUAL
- Wait List kept for NO CLINICS

ORTHOPAEDICS

- Referral Register kept ELECTRONIC APP
- Wait List kept for ALL CLINICS ELECTRONIC

SURGICAL OUTPATIENTS

- Referral Register kept ELECTRONIC APP
- Wait List kept for ALL CLINICS ELECTRONIC

PATIENT ATTENDANCE

TOO - TOOWOOMBA HOSPITAL

ANTENATAL & GYNAECOLOGY

Check in to appt system? NO mins DNA on System? Referring Practitioner Notified? Patient Notified? DNA Rate 13%

CHILD & YOUTH MENTAL HEALTH SERVICE

Check in to appt system? Min Time before clinic mins DNA on System? Referring Practitioner Notified? Patient Notified? NEXT WEEK DNA Rate 26%

COMMUNITY MENTAL HEALTH SERVICE

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? Patient Notified? SAME DAY DNA Rate 10%

MEDICAL

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? Patient Notified? AT DR REQUEST WITHIN 1 WEEK DNA Rate 13%

OLDER PERSONS MENTAL HEALTH SERVICE

Check in to appt system? Min Time before clinic mins DNA on System? Referring Practitioner Notified? Patient Notified? NEXT WEEK DNA Rate 6.67%

ORTHOPAEDICS

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? Patient Notified? END OF EACH DAY DNA Rate 10.9%

SURGICAL OUTPATIENTS

Check in to appt system? Min Time before clinic NO mins DNA on System? Referring Practitioner Notified? Patient Notified? WITHIN 2 DAYS DNA Rate 12%

State Average DNA Rate 12.71 % Hospital Average DNA Rate 13.08 %

BOOKING PROCESS

TOO - TOOWOOMBA HOSPITAL

ANTENATAL & GYNAECOLOGY

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 %

CHILD & YOUTH MENTAL HEALTH SERVICE

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 %

COMMUNITY MENTAL HEALTH SERVICE

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 %

MEDICAL

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 %

OLDER PERSONS MENTAL HEALTH SERVICE

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 %

ORTHOPAEDICS

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 %

SURGICAL 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
 NOT KNOWN %



CATEGORISATION AND WAITING LISTS

TOO - TOOWOOMBA HOSPITAL

ANTENATAL & GYNAECOLOGY

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for ALL CLINICS
System ELECTRONIC

Average Wait Time once arrived
60 mins

CHILD & YOUTH MENTAL HEALTH SERVICE

Staff involved in referral categorisation
CONSULTANT/PHO CN/CNC/RN PO

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for NO CLINICS
System

Average Wait Time once arrived
0 mins

COMMUNITY MENTAL HEALTH SERVICE

Staff involved in referral categorisation
CONSULTANT/REGISTRAR CN/CNC PO

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for SOME CLINICS
System ELECTRONIC

Average Wait Time once arrived
15 mins

MEDICAL

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for ALL CLINICS
System ELECTRONIC

Average Wait Time once arrived
20 mins

OLDER PERSONS MENTAL HEALTH SERVICE

Staff involved in referral categorisation
CONSULTANT/REGISTRAR CN PSYCHOLOGIST/SW/OT

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for NO CLINICS
System

Average Wait Time once arrived
NOT STATED mins

ORTHOAEDICS

Staff involved in referral categorisation
CONSULTANT/TRAINING REGISTRAR

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for ALL CLINICS
System ELECTRONIC

Average Wait Time once arrived
39 mins

SURGICAL OUTPATIENTS

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols

Own Referral Triage
ALL

Waiting List maintained for ALL CLINICS
System ELECTRONIC

Average Wait Time once arrived
30 mins

CLINICS CONDUCTED AT 01 JULY 2004

TOO TOOWOOMBA HOSPITAL

ANTENATAL AND GYNAECOLOGY

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 NOT SPECIFIED NOT SPECIFIED
 Psychiatry

CHILD & YOUTH MENTAL HEALTH SERVICE

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 Neurosurgery

COMMUNITY MENTAL HEALTH SERVICE

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 Neurosurgery

CLINICS CONDUCTED AT 01 JULY 2004

TOO TOOWOOMBA HOSPITAL

SURGICAL OUTPATIENTS

Medical Clinics

- | | | | | | | | | |
|--|---|---|---|---|---------------------------------------|--------------------------------------|---|---|
| <input type="checkbox"/> Cardiology | <input type="checkbox"/> Dermatology | <input type="checkbox"/> Endocrine | <input type="checkbox"/> Gastroenterology | <input 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 | |
| <u>Surgical Clinics</u> | | | | | | | | |
| <input type="checkbox"/> CardioThoracic | <input checked="" type="checkbox"/> ENT | <input checked="" type="checkbox"/> General Surgery | <input type="checkbox"/> Neurosurgery | <input checked="" type="checkbox"/> Ophthalmology | <input type="checkbox"/> Orthopaedics | <input type="checkbox"/> Plastics | <input checked="" type="checkbox"/> Urology | <input type="checkbox"/> VascularSurgery |
| <u>Gynaecology/Obstetric Psychi</u> | | | | | | | | |
| <input type="checkbox"/> Gynaecology | <input type="checkbox"/> Obstetrics | <input type="checkbox"/> Psychiatry | | | | | | |



CONFIDENTIAL

DID NOT ATTEND RATES

FOR JUNE 2004

TOO - TOOWOOMBA HOSPITAL

ANTENATAL & GYNAECOLOGY

DNA Rate 13.00 %

CHILD & YOUTH MENTAL HEALTH SERVICE

DNA Rate 26.00 %

COMMUNITY MENTAL HEALTH SERVICE

DNA Rate 10.00 %

MEDICAL

DNA Rate 13.00 %

OLDER PERSONS MENTAL HEALTH SERVICE

DNA Rate 6.67 %

ORTHOPAEDICS

DNA Rate 10.90 %

SURGICAL OUTPATIENTS

DNA Rate 12.00 %

Hospital Average 13.08 %

State Average 12.71 %

NEW CASE REFERRAL PROCESS

TOO - IOOWOOMBA HOSPITAL

ANTENATAL & GYNAECOLOGY

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type ELECTRONIC APP System Cross District Redirection Policy

CHILD & YOUTH MENTAL HEALTH SERVICE

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type MANUAL System Cross District Redirection Policy
REGISTRATION ON CESA & HBCIS & MANUAL

COMMUNITY MENTAL HEALTH SERVICE

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type MANUAL System Cross District Redirection Policy

MEDICAL

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type ELECTRONIC APP System Cross District Redirection Policy

OLDER PERSONS MENTAL HEALTH SERVICE

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type MANUAL System Cross District Redirection Policy

ORTHOPAEDICS

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type ELECTRONIC APP System Cross District Redirection Policy

SURGICAL OUTPATIENTS

Referral required prio to booking appt? If NOT, hard copy for filing? Lodged on Referral Register? Register Type ELECTRONIC APP System Cross District Redirection Policy

CONFIDENTIAL


NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

TOO - TOOWOOMBA HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	6	11	17
Dermatology	0	0	0
Endocrine/Diabetes	14	34	48
Gastroenterology	27	178	205
General Medicine	19	32	51
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	23	23
Oncology	1	0	1
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	5	16	21
Rheumatology	0	0	0
Other Medicine	0	0	0
Cardio Thoracic Surgery	0	0	0
ENT	63	950	1013
General Surgery	97	418	515
NeuroSurgery	0	0	0
Ophthalmology	27	368	395
Orthopaedic	254	1178	1432
Plastic Surgery	0	0	0
Urology	9	512	521
Vascular Surgery	0	0	0
Other Surgery	0	0	0
Gynaecology	89	35	124
Obstetrics	0	0	0
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	<hr/> 611	<hr/> 3755	<hr/> 4366

Source Data: Specialist Outpatient Department Profile July 2004


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