

APPOINTMENT SYSTEMS IN USE AT 01 JULY 2004

TGH	TOWNSVILLE HOSPITAL	NORTHERN
CARDIAC AND MEDICAL CLINICS		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for SOME CLINICS	OTHER HBCIS
		ELECTRONIC
ONCOLOGY		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for NO CLINICS	OTHER CAS
PSYCHIATRIC OPD		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for SOME CLINICS	OTHER EXCEL, CESA
		ELECTRONIC
SURGICAL OPD		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for ALL CLINICS	OTHER HBCIS
		ELECTRONIC
WOMEN'S AND CHILDREN'S CLINIC		
<input checked="" type="checkbox"/>	Referral Register kept	ELECTRONIC
	Wait List kept for NO CLINICS	OTHER HBCIS

PATIENT ATTENDANCE

TGH - TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

Check in to appt system? Min Time before clinic NO mins
 DNA on System? Referring Practitioner Notified? Patient Notified? WHEN CONSULTANT REQUESTS
 AO DNA Rate 12%

ONCOLOGY

Check in to appt system? Min Time before clinic NO mins
 DNA on System? Referring Practitioner Notified? Patient Notified? IF FTA >2 LETTER TO GP WITHIN A WEEK
 AO DNA Rate 11%

PSYCHIATRIC OPD

Check in to appt system? Min Time before clinic NO mins
 DNA on System? Referring Practitioner Notified? Patient Notified? AFTER 1ST DNA AFTER 1ST DNA
 AO DNA Rate 6%

SURGICAL OPD

Check in to appt system? Min Time before clinic NO mins
 DNA on System? Referring Practitioner Notified? Patient Notified? AFTER EACH EPISODE
 NURSING AND AO DNA Rate 15%

WOMEN'S AND CHILDREN'S CLINIC

Check in to appt system? Min Time before clinic 15 mins
 DNA on System? Referring Practitioner Notified? Patient Notified? AT FTA 3 LETTER AT EACH FTA
 NURSING AND AO DNA Rate 10.7%
 State Average DNA Rate 12.71 % Hospital Average DNA Rate 10.94 %



BOOKING PROCESS

TGH - TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

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 8 Review Med 8 New Surg Review Surg 8

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

ONCOLOGY

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 6 Review Med 37 New Surg Review Surg

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

PSYCHIATRIC OPD

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 4 New Surg Review Surg

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

SURGICAL OPD

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 2 New Surg Review Surg 4

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

WOMEN'S AND CHILDREN'S CLINIC

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 8 New Surg Review Surg 7

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

CATEGORISATION AND WAITING LISTS

IGH - TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

Staff involved in referral categorisation
CONSULTANTS

Written Categorisation Protocols Own Referral Triage ALL Waiting List maintained for SOME CLINICS System ELECTRONIC Average Wait Time once arrived 20 mins

ONCOLOGY

Staff involved in referral categorisation
CONSULTANT

Written Categorisation Protocols Own Referral Triage ALL Waiting List maintained for NO CLINICS System Average Wait Time once arrived 45 mins

PSYCHIATRIC OPD

Staff involved in referral categorisation
CONSULTANT, REGISTRAR NO3, NO6 TEAM LEADER, MH

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

SURGICAL OPD

Staff involved in referral categorisation
CONSULTANT/REGISTRAR NPC/CN

Written Categorisation Protocols Own Referral Triage SOME Waiting List maintained for ALL CLINICS System ELECTRONIC Average Wait Time once arrived 30 mins

WOMEN'S AND CHILDREN'S CLINIC

Staff involved in referral categorisation
CONSULTANTS

Written Categorisation Protocols Own Referral Triage ALL Waiting List maintained for NO CLINICS System Average Wait Time once arrived 35 mins

CLINICS CONDUCTED AT 01 JULY 2004

IGH TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

Medical Clinics

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

Surgical Clinics

CardioThoracic
 ENT
 General Surgery
 Neurosurgery
 Ophthalmology
 Orthopaedics
 Urology
 VascularSurgery
 Geriatrics
 Respiratory
 Plastics

Gynaecology/Obstetric Psychi

Gynaecology
 Obstetrics
 Psychiatry

ONCOLOGY

Medical Clinics

Cardiology
 Infectious Diseases
 RADIATION ONCOLOGY
 Dermatology
 Nephrology
 MULTI DISC HEAD & NECK
 Endocrine
 Neurology
 Gastroenterology
 Oncology
 General Medicine
 Palliative/Pain
 Genetics
 Pharmacology
 Haematology
 Rheumatology
 Immunology/Allergy

Surgical Clinics

CardioThoracic
 ENT
 General Surgery
 Neurosurgery
 Ophthalmology
 Orthopaedics
 Urology
 VascularSurgery
 Geriatrics
 Respiratory
 Plastics

Gynaecology/Obstetric Psychi

Gynaecology
 Obstetrics
 Psychiatry

PSYCHIATRIC OPD

Medical Clinics

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

Surgical Clinics

CardioThoracic
 ENT
 General Surgery
 Neurosurgery
 Ophthalmology
 Orthopaedics
 Urology
 VascularSurgery
 Geriatrics
 Respiratory
 Plastics

Gynaecology/Obstetric Psychi

Gynaecology
 Obstetrics
 Psychiatry



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DID NOT ATTEND RATES

FOR JUNE 2004

TGH - TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

DNA Rate 12.00 %

ONCOLOGY

DNA Rate 11.00 %

PSYCHIATRIC OPD

DNA Rate 6.00 %

SURGICAL OPD

DNA Rate 15.00 %

WOMEN'S AND CHILDREN'S CLINIC

DNA Rate 10.70 %

Hospital Average 10.94 %

State Average 12.71 %

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

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00380

NEW CASE REFERRAL PROCESS

TGH - TOWNSVILLE HOSPITAL

CARDIAC AND MEDICAL CLINICS

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

ONCOLOGY

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

PSYCHIATRIC OPD

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

SURGICAL OPD

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

WOMEN'S AND CHILDREN'S CLINIC

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



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NUMBERS OF PATIENTS WAITING FOR OUTPATIENT APPOINTMENT

AS AT 01 JULY 2004

TGH - TOWNSVILLE HOSPITAL

	Number with Appointment	Number on Waiting List	Total
Cardiology	583	121	704
Dermatology	206	54	260
Endocrine/Diabetes	489	147	636
Gastroenterology	216	86	302
General Medicine	347	65	412
Genetics	0	0	0
Geriatric	73	239	312
Haematology	0	0	0
Immunology/Allergy	0	0	0
Infectious Diseases	51	13	64
Nephrology	0	93	93
Neurology	0	0	0
Oncology	284	0	284
Palliative/Pain	0	0	0
Pharmacology/Toxicology	0	0	0
Respiratory Medicine	327	358	685
Rheumatology	222	28	250
Other Medicine	0	0	0
Cardio Thoracic Surgery	179	4	183
ENT	59	910	969
General Surgery	61	1078	1139
NeuroSurgery	21	546	567
Ophthalmology	110	406	516
Orthopaedic	98	1452	1550
Plastic Surgery	71	187	258
Urology	30	741	771
Vascular Surgery	34	422	456
Other Surgery	0	567	567
Gynaecology	364	0	364
Obstetrics	382	0	382
Other Gynaecology	0	0	0
Psychiatry	0	0	0
	4207	7517	11724

Source Data: Specialist Outpatient Department Profile July 2004


COI.0025.0001.00382