

2005 System Integration & Change Indicators	
Category	Full Description
ACCREDITED	Accreditation Status
CRED. & CLIN. PRIV.	Credentials and Clinical Privileges - Medical staff reviewed by committee
WORKFORCE MGT.	Workforce Management - Retention of Nursing Staff
	Workforce Management - Retention of Nursing Staff - LO1.8
	Workforce Management - Median Age Nursing Staff
	Workforce Management - Retention of Allied Health Staff
	Workforce Management - Median Age Allied Health Staff
	Workforce Management - Allied Health - PO2.6 to PO3 progression
	Workforce Management - Median Age Medical staff SMO's
	Workforce Management - Median Age Medical staff VMO's
	Workforce Management - Indigenous workforce / population
	Workforce Management - Cost of Training and Study Leave per FTE
	Workforce Management - Cost of Education and Conference Courses per FTE
	Workforce Management - Staff development (Management Development Program)
	Workforce Management - Staff development (Leadership Development Program)
	Workforce Management - Staff development (Clinician Development Program)
Workforce Management - Staff development (Assesment and Training - Operational Staff)	
	<i>Workforce Management - Sustainability of QIEP programs</i>
	Workforce Management - Staff development - Cultural awareness training
QLTY. OF INFO.	Quality of information - Accuracy
	Quality of information - Timeliness - Number of months on time
	Quality of information - Timeliness - Number of days late per month
AVAIL. & USE OF INFO.	Availability and use of information - Electronic Clinical Information
	Availability and use of information - Implementation of Secure e-mail
	Availability and use of information - Management Information
	Availability and use of information - Staff Development
	Availability and use of information - Measured Quality reports
STD. APPROACHES TO CLIN. MGT.	Standardised approaches to clinical management - Development and use of
	Standardised approaches to clinical management - Collection and management of data for
	Standardised approaches to clinical management - Including care in the emergency department
	Standardised approaches to clinical management - Development and use of QH endorsed clinical pathways
	Standardised approaches to clinical management - Selected Surgical Areas
	Standardised approaches to clinical management - Selected Medical Areas
	Standardised approaches to clinical management - Selected O & G Areas
	Standardised approaches to clinical management - Paediatric Areas
Standardised approaches to clinical management - Barriers to the development and use of	
BENCH	Benchmarking - In selected clinical areas - internal
	Benchmarking - In selected clinical areas - external
	Benchmarking - Involvement in collaboratives and information sharing with peers
INT. WITH LOCAL COMMUNITY	Integration with the Local Community - Consumer participation in health services
	Integration with the Local Community - Community partnerships with health services
	Integration with the Local Community - Continuity of Care Planning Framework
	<i>Integration with the Local Community - Pre admission clinics</i>
	<i>Integration with the Local Community - Referral processes</i>
	<i>Integration with the Local Community - Discharge processes</i>
	<i>Integration with the Local Community - Patient / carer participation in discharge planning</i>
	<i>Integration with the Local Community - Consumer participation - Mental Health</i>
	<i>Integration with the Local Community - Consumer representation on formal committees</i>
	<i>Integration with the Local Community - Other participation by 'primary consumers'</i>
<i>Integration with the Local Community - Other participation by 'carers'</i>	
	Integration with the Local Community - Environmental management
TELE.	Telehealth - Usage for staff development and training
Q&S HEALTH CARE PRAC.	<i>Quality and safety of health care practices - Service Capability Framework</i>
	<i>Quality and safety of health care practices - Patient Safety Culture</i>
	Quality and safety of health care practices - Incident management
	Quality and safety of health care practices - Staff development – safety and risk management
	<i>Quality and safety of health care practices - Emergency preparedness and continuity management</i>

2005 Clinical Indicators

Medical

Acute Myocardial Infarction

In-hospital Mortality

Long Stay Rate

Re-admissions

Heart Failure

In-hospital Mortality

Long Stay Rate

Re-admissions

Stroke

In-hospital Mortality

Long Stay Rate

Acute Long Stay Rate

Pneumonia

In-hospital Mortality

Long Stay Rate

Asthma

Long Stay Rate

Obstetrics & Gynaecology

Hysterectomy (abdominal)

Long Stay Rate

Complications of Surgery

on Women < 35 years

Blood Transfusion Rates

Hysterectomy (vaginal)

Long Stay Rate

Complications of Surgery

on Women < 35 years

Blood Transfusion Rates

Standard Primiparae

C-section (Cal Yr) (Nat def)

Induction of Labour (Cal Yr) (Nat def)

Perineal Tears (Cal Yr) (Nat def)

Maternal Post-Natal Long Stay Rate

Vaginal Births (Cal Yr)

Caesarean Section Births (Cal Yr)

Paediatric

Paediatric Bronchiolitis

Long Stay Rate

Paediatric Gastroenteritis

Long Stay Rate

Paediatric Asthma

Long Stay Rate

Readmission Rate

2005 Clinical Indicators

Paediatric Tonsillectomy and/or Adenoidectomy

Long Stay Rate
Readmission Rate

Surgical

Diabetic Foot

Long Stay Rate
Amputation Rate

Fractured Neck of Femur

In-hospital Mortality
Long Stay Rate
Acute Long Stay Rate
Complications of Surgery

Knee Replacement

Long Stay Rate
Complications of Surgery

Hip Replacement

Long Stay Rate
Complications of Surgery

Colorectal Carcinoma

Long Stay Rate
Complications of Surgery

Laparoscopic Cholecystectomy

Long Stay Rate
Complications of Surgery

Mastectomy

Long Stay Rate

Lumpectomy

Long Stay Rate

Transurethral Resection of Prostate

Long Stay Rate
Complications of Surgery

Mental Health

Schizophrenia

Long Stay Rate
Re-admissions

Depression

Long Stay Rate
Re-admissions

2005 Efficiency Indicators

Category	Group Description
Staff	Ordinary FTE (Worked)
	Proportion of Sick Leave
	Cost of Overtime per FTE
	Proportion of WorkCover Leave
	WorkCover Risk
	Nursing hours per patient day
	<i>Staff Ratio</i>
Activity	Staff to Patient Ratio
	Occupancy Rate (Bed Day Efficiency)
	Average Length of Stay
	Proportion of Same Day Patients
	Proportion of Aged Care - NHTP
	Elective Surgery Long Wait proportion
	Avg Waiting time to admission
	Proportion of long wait admissions
	Day Surgery Rate
	Day of Surgery Admission Rate
	Day Surgery Basket
	Emergency Dept Access Block - 8 hrs
	Proportion of ED Patients Seen in Time
	Proportion of ED Admissions
	Proportion of Outpatients
	Theatre Utilisation
	Theatre Cancellations
Avoidable Admissions	
Relative Stay Index	
<i>Adverse Events</i>	
<i>ED Cat 4 and 5 presentations</i>	
Cost of Service	Average Cost / Weighted Separation (NHCDC)
	Average Cost / Weighted Separation (FRAC)
	Top 10 DRG Average cost*
	Casemix Efficiency - Acute Inpatients
	Pharmacy Efficiency
	Pathology Efficiency
	Radiology Efficiency
	Asset Condition
	Asset Utilisation
	Proportion of R&M Expenditure
	Food Services - total cost per OBD
	Cleaning - total cost per m2
	Linen Cost per OBD
	Energy Consumption per square metre
	Relative Technical Efficiency
	Revenue Retention
	Debtor Turnover
	Stock Turnover
	<i>Critical Care Efficiency</i>
	Litigation per 100 beds
<i>Component Proportion of Total Cost</i>	

Number of Indicators

Number of indicators where result may be replicated from existing report

Data entry and Calculation of Indices Information for Patient Satisfaction Survey - 2005

Indices of Care - Contributing Questions from 2004-2005 Survey

Access and Admission Index

Wait for admission (Q10a)
Clarity of written information (Q10b)
Staff attitudes before admission (Q10d)
Staff attitudes at admission (Q11a)
Explanation of hospital routines (Q11b)
Consideration of needs and wants (Q11c)
Waiting for a bed after arrival (Q11d)

General Patient Information Index

Being treated with respect (Q17o)
Helpfulness of staff (Q17i)
Responsiveness of nurses (Q17c)
Availability of staff (Q17k)

Treated and Related Information Index

The way doctors explained treatment (Q17f)
Staff communication (Q17h)
Help with pain (Q17j)
Opportunity to ask questions (Q17p)
Explanation of the purpose of medicines (Q17t)
Explanation of side effects (Q17u)

Complaints Management Index

Staff responding to problems (Q17s)
Willingness to listen to problems (Q17r)

Physical Environment Index

Cleanliness of room (Q18c)
Quality of food (Q18e)
Restfulness of hospital (Q18g)
Privacy in the room (Q18h)
Cleanliness of toilets and showers (Q18b)

Discharge and Follow-up Index

Convenience of discharge time (Q27b)
Information about looking after condition (Q27c)
Post discharge service arrangements (Q27d)

**Data entry and Calculation of Indices Information for Patient Satisfaction
Survey - 2005**

Additional Questions in 2004 - 2005 Survey.

Questions relating to facilities for same day patients:

(2001 survey only included patients who stayed overnight)

Q3. Were you satisfied with each of the following aspects of your visit as a Same Day patient?

- a) Waiting time – not having to wait too long when you arrived before being attended to
- b) Waiting room comfort – comfortable chairs and pleasant surroundings
- c) Change room – comfort and privacy
- d) Lockers – availability, security and ease of use
- e) Recovery room – pleasant and quiet

[Response Options: Ex, Very Good, Good, Fair, Poor, Not Sure, N/A]

Supplementary Questions:

(Arising from District and Corporate Office Requests for specific information)

Q33. If you gave your consent for a medical or surgical procedure, were you given sufficient information by the hospital staff to make an informed decision?

[Response Options: Yes, No, N/A]

Q34. Did hospital staff talk with you about providing information about your care to your GP/community health service provider?

[Response Options: Yes, No, Unsure/ Can't remember]

Q35. How would you rate the hospital on...

- a) How you were involved in your discharge plan
- b) How your carer/family was involved in your discharge plan
- c) Provision of follow up services after discharge, if any, (eg Physiotherapy, outpatient clinics, etc)

[Response Options: Ex, Very Good, Good, Fair, Poor, Not Sure, N/A]