



Queensland Government
Queensland Health

Measured Quality

Hospital Report

The Prince Charles Hospital

Central Zone

Principal Referral and Specialised Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

The Prince Charles Hospital

Central Zone

Peer Group: Principal Referral and Specialised

Clinical Utilisation and Outcomes

Medical

☆

Surgical

☆☆☆

Overall

☆☆

Patient Satisfaction

Medical

☆☆☆

Surgical

☆☆☆

Overall

☆☆☆

Efficiency

Activity

☆

Cost of Service

☆☆

Staffing

☆

Overall

☆☆

System Integration and Change

Benchmarking and Clinical Pathways ☆☆

Continuity of Care ☆☆

Quality and Use of Information ☆☆

Overall

☆☆

Performance Compared to the Average

☆

Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.

☆☆

Average: Aggregated Hospital performance is within one standard deviation of the peer mean.

☆☆☆

Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.



CAB.0007.0002.00157

Clinical Utilisation and Outcomes

The Prince Charles Hospital
Central Zone
 Performance Indicator

Principal Referral and Specialised

| |
|---|
| Risk Adjusted Hospital Score: Peer Group Mean: Significance: Reference: (Rate per 100 separations) |
|---|

Acute Myocardial Infarction

| | | | |
|-----------------------|------|------|--------|
| In-hospital Mortality | 13.5 | 11.2 | CI01.1 |
| Long Stay Rates | 10.3 | 10.8 | CI01.2 |

Heart Failure

| | | | |
|-----------------------|------|------|--------|
| In-hospital Mortality | 5.6 | 7.0 | CI02.1 |
| Long Stay Rates | 11.2 | 10.4 | CI02.2 |

Stroke

| | | | |
|--------------------------|------|------|--------|
| In-hospital Mortality | 27.0 | 22.1 | CI03.1 |
| Long Stay Rates | 9.2 | 11.6 | CI03.2 |
| Nursing Home Separations | 21.4 | 11.7 | CI03.4 |

Pneumonia

| | | | |
|-----------------------|------|------|--------|
| In-hospital Mortality | 7.3 | 8.6 | CI04.1 |
| Long Stays | 12.7 | 13.8 | CI04.2 |

Asthma

| | | | |
|-----------------|------|------|----------|
| Long Stay Rates | 15.6 | 11.5 | * CI14.1 |
|-----------------|------|------|----------|

Knee Replacement

| | | | |
|--------------------------|------|------|----------|
| Long Stays | 9.1 | 10.8 | CI07.1 |
| Complications of Surgery | 13.0 | 22.3 | * CI07.3 |

Hip Replacement

| | | | |
|--------------------------|------|------|----------|
| Long Stay Rates | 10.1 | 11.7 | CI08.1 |
| Complications of Surgery | 19.2 | 28.0 | * CI08.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Patient Satisfaction

The Prince Charles Hospital

Principal Referral and Specialised

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 73.9 | 64.1 | ** | PS01 |
| Complaints Management Index | 73.1 | 64.6 | ** | PS02 |
| Discharge and Follow-up Index | 68.7 | 61.4 | ** | PS03 |
| General Patient Information Index | 76.9 | 68.9 | ** | PS04 |
| Overall Care Index | 72.8 | 64.5 | ** | PS05 |
| Physical Environment Index | 70.7 | 62.3 | ** | PS06 |
| Treatment & Related Information Index | 72.2 | 65.3 | ** | PS07 |

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 73.4 | 63.0 | ** | PS01 |
| Complaints Management Index | 73.9 | 64.6 | ** | PS02 |
| Discharge and Follow-up Index | 68.5 | 60.2 | ** | PS03 |
| General Patient Information Index | 78.0 | 69.2 | ** | PS04 |
| + Overall Care Index | 72.9 | 64.1 | ** | PS05 |
| Physical Environment Index | 70.1 | 62.0 | ** | PS06 |
| Treatment & Related Information Index | 73.0 | 65.5 | ** | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 60.3 | 55.1 | | PS01 |
| Complaints Management Index | 60.6 | 54.4 | | PS02 |
| Discharge and Follow-up Index | 59.1 | 54.7 | | PS03 |
| General Patient Information Index | 57.4 | 57.6 | | PS04 |
| Overall Care Index | 59.2 | 54.8 | | PS05 |
| Physical Environment Index | 66.0 | 57.8 | * | PS06 |
| Treatment & Related Information Index | 53.3 | 50.7 | | PS07 |

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 82.2 | 69.3 | ** | PS01 |
| Complaints Management Index | 76.8 | 68.2 | ** | PS02 |
| Discharge and Follow-up Index | 74.1 | 65.5 | ** | PS03 |
| General Patient Information Index | 82.7 | 72.8 | ** | PS04 |
| + Overall Care Index | 78.8 | 68.4 | ** | PS05 |
| Physical Environment Index | 76.2 | 64.0 | ** | PS06 |
| Treatment & Related Information Index | 79.1 | 69.6 | ** | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00159

Efficiency

The Prince Charles Hospital
Central Zone

Principal Referral and Specialised

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 85.6 | 84.5 | EFF-17 |
| Length of Stay | Days | 5.50 | 3.18 | EFF-19 |
| Total Cost / Weighted Separation | Dollars | 2,460 | 2,396 | EFF-25 |
| Catering - total cost | Dollars | 30.1 | 27.7 | EFF-36a |
| Energy Consumption per square metre | Dollars | 24.7 | 28.6 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.15 | 3.18 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.62 | 1.46 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.42 | 3.57 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.92 | 3.63 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.57 | 2.57 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 1.49 | 2.88 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 4.26 | 3.34 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0.78 | 1.96 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,151 | 1,151 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,417 | 1,102 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,389 | 1,436 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,151 | 1,072 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,262 | 1,262 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 707 | 1,125 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 1,366 | 1,135 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 1,245 | 2,248 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.45 | 1.05 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.58 | 0.63 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 19.3 | 16.3 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.71 | 0.55 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 1.32 | 1.20 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 2.75 | 2.71 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 5.46 | 0.49 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 4.13 | 4.47 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 8.11 | 11.0 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 296 | 325 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 25,814 | 19,694 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 427 | 326 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 706 | 592 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 2,195 | 2,195 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 3,831 | 299 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 2,310 | 2,441 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 16,433 | 22,933 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 1,405 | 1,359 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 199 | 178 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 75.7 | 112 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 678 | 678 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 268 | 199 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 146 | 107 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 6.61 | 6.61 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 18.4 | 18.4 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 14.6 | 11.0 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.27 | 3.22 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,293 | 1,293 | EFF-07 |
| Hours of Overtime | Percentage | 2.46 | 2.86 | EFF-13 |
| Cost of Overtime | Dollars | 2,231 | 2,634 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

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Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

The Prince Charles Hospital

Central Zone

Principal Referral and Specialised

| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|
|----------------|-----------------|--------------------|-----------|

Benchmarking

In selected clinical areas - external

| Percentage | 77.8 | 66.7 | SIC06.3 |
|------------|------|------|---------|
|------------|------|------|---------|

Clinical Pathways

Extent of development and use in selected clinical areas

| Percentage | 39.3 | 40.1 | SIC07.1 |
|------------|------|------|---------|
|------------|------|------|---------|

Facilitating continuity of care

Use of pre admission clinics for elective surgery

| Max score 5 | 3/3 | 3 | SIC08.1 |
|-------------|-----|---|---------|
|-------------|-----|---|---------|

Provision of discharge summaries to GPs

| Max score 5 | 0/3 | 3 | SIC08.2 |
|-------------|-----|---|---------|
|-------------|-----|---|---------|

Shared ante and post natal care

| Max score 5 | N/A | N/A | SIC08.3 |
|-------------|-----|-----|---------|
|-------------|-----|-----|---------|

Cardiac rehabilitation

| Max score 3 | 3/3 | 3 | SIC08.4 |
|-------------|-----|---|---------|
|-------------|-----|---|---------|

Provision of electronic discharge summaries to GPs

| Max score 3 | 1/3 | 0.5 | SIC08.5 |
|-------------|-----|-----|---------|
|-------------|-----|-----|---------|

Quality of Information

Accuracy

| Percentage | 93.8 | 94 | SIC04.1 |
|------------|------|----|---------|
|------------|------|----|---------|

Timeliness - Number of months on time

| Months | 6 | 5.5 | SIC04.2a |
|--------|---|-----|----------|
|--------|---|-----|----------|

Timeliness - Number of days late per month

| Days | 2.7 | 8.6 | SIC04.2b |
|------|-----|-----|----------|
|------|-----|-----|----------|

Use of Information

Availability of electronic information

| Percentage | 56.3 | 47.9 | SIC05.1 |
|------------|------|------|---------|
|------------|------|------|---------|

Collection and use of clinical information

| Percentage | 47.1 | 65.1 | SIC05.2 |
|------------|------|------|---------|
|------------|------|------|---------|

Accreditation

Accreditation

| Yes/No | Yes | 12/12 | SIC01 |
|--------|-----|-------|-------|
|--------|-----|-------|-------|

Credentialling

Credentialling

| Yes/No | Yes | 11/12 | SIC02 |
|--------|-----|-------|-------|
|--------|-----|-------|-------|

Workforce Management

Retention of Nursing Staff

| Percentage | 83.6 | 79.3 | SIC03.1 |
|------------|------|------|---------|
|------------|------|------|---------|

Retention of Allied Health Staff

| Percentage | 71.4 | 74.5 | SIC03.2 |
|------------|------|------|---------|
|------------|------|------|---------|

Median Age Nursing Staff

| Years | 41 | 38.8 | SIC03.3 |
|-------|----|------|---------|
|-------|----|------|---------|

Benchmarking

In selected clinical areas

| Percentage | 83.3 | 62.5 | SIC06.1 |
|------------|------|------|---------|
|------------|------|------|---------|

In selected clinical areas - internal

| Percentage | 88.9 | 61.1 | SIC06.2 |
|------------|------|------|---------|
|------------|------|------|---------|

Clinical Pathways

Extent of development and use as per Ontario

| Percentage | 43.8 | 44.5 | SIC07.2 |
|------------|------|------|---------|
|------------|------|------|---------|

Surgical (Orthopaedic) - extent of development and use

| Percentage | 85.7 | 76.8 | SIC07.3a |
|------------|------|------|----------|
|------------|------|------|----------|

Medical - extent of development and use

| Percentage | 23.8 | 26.2 | SIC07.3b |
|------------|------|------|----------|
|------------|------|------|----------|

O & G - extent of development and use

| Percentage | N/A | N/A | SIC07.3c |
|------------|-----|-----|----------|
|------------|-----|-----|----------|

Telehealth

Extent of telehealth usage

| Percentage | 19.2 | 5.8 | SIC09 |
|------------|------|-----|-------|
|------------|------|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00161

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

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SECRETARIAT
OFFICIAL
COPY

Statistics - Quartiles per Indicator

Attachment 1

for Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

The Prince Charles Hospital Central Zone

Principal Referral and Specialised

| Overall Performance Group: Medical | | | | | | | |
|-------------------------------------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 13.5 | 5.7 | 7.5 | 8.9 | 13.5 | 28.9 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 10.3 | 5.1 | 7.4 | 10.3 | 13.5 | 27.5 |
| CI02.1 | Heart Failure - In-hospital Mortality | 5.6 | 6.1 | 5.6 | 6.1 | 7.1 | 12.2 |
| CI02.2 | Heart Failure - Long Stay Rates | 14.2 | 6.2 | 6.4 | 9.5 | 10.6 | 14.5 |
| CI03.1 | Stroke - In-hospital Mortality | 27.0 | 17.7 | 19.8 | 21.7 | 27.0 | 31.0 |
| CI03.2 | Stroke - Long Stay Rates | 9.2 | 8.8 | 9.2 | 10.7 | 11.9 | 17.5 |
| CI03.4 | Stroke - Nursing Home Separations | 24.4 | 8.1 | 9.5 | 10.3 | 13.2 | 23.2 |
| CI04.1 | Pneumonia - In-hospital Mortality | 7.3 | 5.5 | 6.7 | 7.5 | 8.9 | 13.9 |
| CI04.2 | Pneumonia - Long Stays | 12.7 | 8.8 | 10.4 | 12.7 | 14.0 | 15.3 |
| CI14.1 | Asthma - Long Stay Rates | 15.6 | 1.8 | 9.5 | 12.1 | 13.4 | 16.2 |
| Overall Performance Group: Surgical | | | | | | | |
| CI07.1 | Knee Replacement - Long Stays | 9.1 | 3.9 | 7.9 | 9.1 | 17.3 | 21.3 |
| CI07.2 | Knee Replacement - Complications of Surgery | 13.0 | 13.0 | 20.1 | 24.1 | 27.2 | 44.9 |
| CI08.1 | Hip Replacement - Long Stay Rates | 10.1 | 4.0 | 10.1 | 12.6 | 13.2 | 21.8 |
| CI08.2 | Hip Replacement - Complications of Surgery | 18.2 | 15.3 | 27.6 | 29.9 | 35.5 | 41.0 |

| Overall Performance Group: Medical | | | | | | | |
|---|--|------|------|------|------|------|------|
| PS05 | Overall Care Index Medical | 72.9 | 58.2 | 62.5 | 63.4 | 65.7 | 72.9 |
| Overall Performance Group: Surgical | | | | | | | |
| PS05 | Overall Care Index Surgical | 78.8 | 60.8 | 66.0 | 68.4 | 70.8 | 78.8 |
| Overall Performance Group: Not Summarised | | | | | | | |
| PS01 | Access and Admission Index Surgical | 82.2 | 58.4 | 66.8 | 69.4 | 71.1 | 82.2 |
| PS01 | Access and Admission Index Medical | 73.4 | 58.2 | 60.8 | 63.6 | 64.2 | 73.4 |
| PS01 | Access and Admission Index All types combined | 73.9 | 59.2 | 61.7 | 62.7 | 65.1 | 73.9 |
| PS01 | Access and Admission Index Mental Health | 60.3 | 45.1 | 47.8 | 52.9 | 60.3 | 78.8 |
| PS02 | Complaints Management Index Mental Health | 60.8 | 44.3 | 48.8 | 53.0 | 60.8 | 68.8 |
| PS02 | Complaints Management Index Surgical | 76.8 | 63.4 | 65.5 | 68.2 | 69.9 | 76.8 |
| PS02 | Complaints Management Index Medical | 73.9 | 56.3 | 61.4 | 63.9 | 65.4 | 73.9 |
| PS02 | Complaints Management Index All types combined | 73.1 | 60.0 | 62.9 | 63.9 | 65.8 | 73.1 |
| PS03 | Discharge and Follow-up Index All types combined | 68.7 | 55.3 | 59.1 | 60.3 | 63.9 | 68.7 |
| PS03 | Discharge and Follow-up Index Medical | 68.5 | 51.6 | 58.0 | 60.2 | 61.8 | 68.5 |
| PS03 | Discharge and Follow-up Index Mental Health | 59.1 | 42.2 | 52.8 | 54.5 | 59.1 | 69.6 |
| PS03 | Discharge and Follow-up Index Surgical | 74.1 | 56.9 | 62.8 | 68.0 | 68.5 | 74.1 |
| PS04 | General Patient Information Index All types combined | 76.9 | 65.1 | 66.8 | 68.4 | 70.8 | 76.9 |
| PS04 | General Patient Information Index Medical | 78.0 | 64.3 | 66.3 | 68.5 | 70.3 | 78.0 |
| PS04 | General Patient Information Index Mental Health | 57.4 | 50.8 | 53.4 | 56.5 | 58.1 | 78.2 |
| PS04 | General Patient Information Index Surgical | 82.7 | 68.8 | 70.7 | 72.5 | 74.1 | 82.7 |
| PS05 | Overall Care Index All types combined | 72.8 | 59.5 | 62.7 | 63.9 | 66.0 | 72.8 |
| PS05 | Overall Care Index Mental Health | 59.2 | 47.5 | 48.6 | 54.6 | 59.2 | 70.4 |
| PS06 | Physical Environment Index Surgical | 76.2 | 55.2 | 59.8 | 63.4 | 68.7 | 75.2 |
| PS06 | Physical Environment Index All types combined | 70.7 | 55.4 | 59.1 | 61.5 | 64.4 | 70.7 |
| PS06 | Physical Environment Index Mental Health | 66.0 | 50.7 | 53.8 | 57.9 | 63.5 | 66.0 |
| PS06 | Physical Environment Index Medical | 70.1 | 52.8 | 59.8 | 62.1 | 64.2 | 70.1 |
| PS07 | Treatment & Related Information Index All types combined | 72.3 | 60.6 | 63.4 | 64.8 | 66.5 | 72.3 |
| PS07 | Treatment & Related Information Index Surgical | 79.1 | 64.0 | 66.9 | 68.9 | 72.1 | 79.1 |
| PS07 | Treatment & Related Information Index Mental Health | 53.3 | 40.1 | 44.5 | 49.6 | 53.6 | 62.3 |
| PS07 | Treatment & Related Information Index Medical | 73.0 | 59.9 | 62.6 | 64.6 | 67.2 | 73.0 |

| Overall Performance Group: Activity | | | | | | | |
|--|-------------------------------------|---------|---------|---------|---------|---------|---------|
| PS17 | Occupancy Rate (Bed Day Efficiency) | 85.6 | 48.2 | 66.6 | 84.5 | 90.0 | 104.2 |
| PS18 | Length of Stay | 5.5 | 2.0 | 2.9 | 3.2 | 3.7 | 5.5 |
| Overall Performance Group: Cost of Service | | | | | | | |
| PS25 | Total Cost / Weighted Separation | 2,459.7 | 1,650.9 | 2,282.9 | 2,396.0 | 2,506.8 | 3,101.8 |
| PS36a | Catering - total cost | 30.1 | 20.7 | 26.8 | 27.7 | 30.2 | 39.6 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | |
|--|----------------|------------|----------|----------|----------|----------|
| | | Min | 25th | Median | 75th | Max |
| EFF-45.4 Energy Consumption per square metre | 24.7 | 19.2 | 21.0 | 28.6 | 28.4 | 42.5 |
| Overall Performance Group: Staffing | | | | | | |
| EFF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.1 | 2.7 | 3.1 | 3.2 | 3.5 | 4.0 |
| EFF-06.3 Hours of Sick Leave by Staff Category - Medical | 1.8 | 1.0 | 1.3 | 1.5 | 1.6 | 2.0 |
| EFF-06.4 Hours of Sick Leave by Staff Category - Nursing | 3.4 | 3.3 | 3.4 | 3.6 | 3.6 | 4.2 |
| EFF-06.5 Hours of Sick Leave by Staff Category - Operational | 3.9 | 3.2 | 3.5 | 3.6 | 3.9 | 4.4 |
| EFF-06.6 Hours of Sick Leave by Staff Category - Professional | 2.6 | 2.0 | 2.4 | 2.8 | 2.8 | 2.9 |
| EFF-06.7 Hours of Sick Leave by Staff Category - Technical | 1.5 | 1.5 | 2.5 | 2.9 | 3.4 | 4.3 |
| EFF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans | 4.3 | 2.9 | 3.1 | 3.3 | 4.1 | 4.8 |
| EFF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers | 0.8 | 0.3 | 0.9 | 1.4 | 1.7 | 3.1 |
| EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,151.2 | 967.6 | 1,102.0 | 1,151.2 | 1,189.5 | 1,542.0 |
| EFF-08.3 Cost of Sick Leave by Staff Category - Medical | 1,418.5 | 728.9 | 971.6 | 1,101.6 | 1,130.8 | 1,418.5 |
| EFF-08.4 Cost of Sick Leave by Staff Category - Nursing | 1,389.2 | 1,366.5 | 1,399.9 | 1,435.6 | 1,513.8 | 1,745.0 |
| EFF-08.5 Cost of Sick Leave by Staff Category - Operational | 1,151.4 | 839.0 | 1,038.3 | 1,072.3 | 1,128.8 | 1,285.7 |
| EFF-08.6 Cost of Sick Leave by Staff Category - Professional | 1,261.7 | 973.2 | 1,188.4 | 1,261.7 | 1,403.1 | 1,449.9 |
| EFF-08.7 Cost of Sick Leave by Staff Category - Technical | 708.9 | 706.9 | 1,001.4 | 1,125.1 | 1,638.4 | 1,850.0 |
| EFF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans | 1,365.5 | 991.1 | 1,037.0 | 1,134.8 | 1,309.8 | 1,457.6 |
| EFF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers | 1,244.8 | 438.6 | 1,244.6 | 2,247.8 | 3,039.3 | 5,379.2 |
| EFF-11 Cost of Work Cover | 1.5 | 0.5 | 0.8 | 1.1 | 1.5 | 2.2 |
| EFF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical | 0.6 | 0.5 | 0.6 | 0.6 | 0.7 | 1.5 |
| EFF-14.3 Hours of Overtime by Staff Category - Medical | 19.3 | 15.7 | 14.1 | 16.3 | 18.7 | 19.8 |
| EFF-14.4 Hours of Overtime by Staff Category - Nursing | 0.7 | 0.2 | 0.4 | 0.6 | 0.6 | 1.1 |
| EFF-14.5 Hours of Overtime by Staff Category - Operational | 1.3 | 0.1 | 0.6 | 1.2 | 1.5 | 2.5 |
| EFF-14.6 Hours of Overtime by Staff Category - Professional | 2.8 | 0.9 | 1.8 | 2.7 | 3.6 | 4.2 |
| EFF-14.7 Hours of Overtime by Staff Category - Technical | 5.6 | 0.1 | 0.2 | 0.5 | 1.2 | 5.5 |
| EFF-14.8 Hours of Overtime by Staff Category - Trade And Artisans | 4.1 | 3.3 | 4.0 | 4.5 | 5.0 | 8.3 |
| EFF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers | 8.1 | 4.8 | 7.4 | 11.0 | 14.8 | 18.1 |
| EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical | 296.4 | 250.1 | 296.4 | 325.2 | 392.1 | 765.2 |
| EFF-16.3 Cost of Overtime by Staff Category - Medical | 25,813.7 | 15,058.0 | 15,443.8 | 19,694.2 | 21,892.1 | 25,813.7 |
| EFF-16.4 Cost of Overtime by Staff Category - Nursing | 426.7 | 132.4 | 229.1 | 326.4 | 386.6 | 665.1 |
| EFF-16.5 Cost of Overtime by Staff Category - Operational | 795.5 | 57.1 | 283.9 | 592.1 | 741.9 | 1,238.4 |
| EFF-16.6 Cost of Overtime by Staff Category - Professional | 2,195.0 | 694.9 | 1,259.7 | 2,195.0 | 2,962.1 | 3,759.4 |
| EFF-16.7 Cost of Overtime by Staff Category - Technical | 3,631.4 | 86.8 | 113.9 | 298.9 | 683.3 | 3,831.4 |
| EFF-16.8 Cost of Overtime by Staff Category - Trade And Artisans | 2,310.4 | 1,793.3 | 2,221.6 | 2,441.1 | 2,852.2 | 4,825.5 |
| EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers | 16,433.2 | 7,118.5 | 15,123.0 | 22,933.3 | 31,408.5 | 41,722.5 |
| Overall Performance Group: Not Summarised | | | | | | |
| EFF-01 Full-Time Equivalent (FTE) Staff | 1,405.5 | 705.4 | 1,058.7 | 1,359.3 | 1,433.5 | 3,681.8 |
| EFF-02.2 FTE Staff by Category - Managerial And Clerical | 198.9 | 115.2 | 155.6 | 177.6 | 198.9 | 548.7 |
| EFF-02.3 FTE Staff by Category - Medical | 75.7 | 48.9 | 85.3 | 112.2 | 173.3 | 349.0 |
| EFF-02.4 FTE Staff by Category - Nursing | 678.1 | 346.2 | 481.4 | 678.1 | 733.2 | 1,589.2 |
| EFF-02.5 FTE Staff by Category - Operational | 267.7 | 88.4 | 173.3 | 199.5 | 267.7 | 699.8 |
| EFF-02.6 FTE Staff by Category - Professional | 145.5 | 53.1 | 79.2 | 106.9 | 145.5 | 335.8 |
| EFF-02.7 FTE Staff by Category - Technical | 6.6 | 2.4 | 5.9 | 6.6 | 23.3 | 32.2 |
| EFF-02.8 FTE Staff by Category - Trade And Artisans | 18.4 | 10.9 | 14.6 | 18.4 | 41.6 | 69.5 |
| EFF-02.9 FTE Staff by Category - Visiting Medical Officers | 14.6 | 4.8 | 9.7 | 11.0 | 14.6 | 52.5 |
| EFF-05 Hours of Sick Leave | 3.3 | 2.9 | 3.2 | 3.2 | 3.3 | 3.6 |
| EFF-07 Cost of Sick Leave | 1,293.5 | 1,196.1 | 1,270.1 | 1,293.5 | 1,336.2 | 1,487.9 |
| EFF-13 Hours of Overtime | 2.5 | 1.8 | 2.5 | 2.9 | 3.2 | 3.9 |
| EFF-15 Cost of Overtime | 2,230.7 | 1,827.7 | 2,123.5 | 2,634.3 | 2,733.1 | 3,692.2 |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | |
| C06.3 Benchmarking - in selected clinical areas - external | 77.8 | 16.7 | 61.1 | 66.7 | 80.2 | 100.0 |
| C07.1 Clinical Pathways - Extent of development and use | 39.3 | 0.0 | 12.3 | 40.1 | 58.1 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | |
| C08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 0.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| C08.2 Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| C08.3 Facilitating continuity of care - Shared ante and post natal care | | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| C08.4 Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| C08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 1.0 | 0.0 | 0.0 | 0.5 | 1.5 | 3.0 |

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

| | | | | | | |
|---|--|------|------|------|------|------|
| Overall Performance Group: Quality and Use of Information | | | | | | |
| SIC04.1 | Quality of Information - Accuracy | 83.8 | 74.8 | 92.7 | 94.0 | 94.5 |
| SIC04.2a | Quality of Information - Timeliness - Number of months on time | 8.0 | 0.0 | 2.8 | 5.5 | 6.3 |
| SIC04.2b | Quality of Information - Timeliness - Number of days late per month | 2.7 | 0.0 | 3.3 | 8.6 | 14.9 |
| SIC05.1 | Use of Information - Availability of electronic information | 56.3 | 25.0 | 43.8 | 47.9 | 54.7 |
| SIC05.2 | Use of Information - Collection and use of clinical information | 47.1 | 28.8 | 57.9 | 65.2 | 77.1 |
| Overall Performance Group: Not Summarised | | | | | | |
| SIC01 | Accreditation | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC02 | Credentialing | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 |
| SIC03.1 | Workforce Management - Retention of Nursing Staff | 83.6 | 67.9 | 73.8 | 79.3 | 82.2 |
| SIC03.2 | Workforce Management - Retention of Allied Health Staff | 71.4 | 66.7 | 71.8 | 74.5 | 78.6 |
| SIC03.3 | Workforce Management - Median Age Nursing Staff | 41.0 | 34.0 | 37.8 | 38.8 | 39.6 |
| SIC06.1 | Benchmarking - In selected clinical areas | 83.3 | 15.4 | 55.3 | 62.5 | 84.7 |
| SIC06.2 | Benchmarking - In selected clinical areas - Internal | 88.9 | 0.0 | 0.0 | 61.1 | 91.7 |
| SIC07.2 | Clinical Pathways - Extent of development and use as per Ontario | 43.8 | 0.0 | 14.3 | 44.5 | 67.1 |
| SIC07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 85.7 | 0.0 | 2.7 | 76.8 | 84.8 |
| SIC07.3b | Clinical Pathways - Medical - extent of development and use | 23.8 | 0.0 | 11.9 | 28.2 | 42.0 |
| SIC07.3c | Clinical Pathways - O & G - extent of development and use | | 0.0 | 3.8 | 63.8 | 84.3 |
| | Telehealth - Extent of telehealth usage | 19.2 | 0.0 | 2.9 | 5.8 | 15.4 |

SECRETARIAL
OFFICIAL
COPY

Summary of Potential Reasons for Variance for ROYAL BRISBANE /WOMEN'S HOSPITAL

Indicators Flagged:

- CI02.2 Heart Failure – Long stay rate (90-99.9% confidence level)*
- CI07.1 Knee Replacement- Long stay rate (90-99.9% confidence level)*
- CI09.1 Hysterectomy- Long stay rate (99.9% confidence level)*
- CI09.3 Hysterectomy- Complications of surgery rate (90-99.9% confidence level)*
- CI10.1 Standard Primiparae – Caesarean section rate (90-99.9% confidence level)*
- CI15.1 Colorectal Carcinoma – Long stay rate (90-99.9% confidence level)*

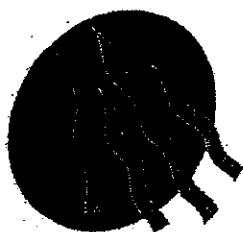
Responses:

The potential reasons for variance given by the Royal Brisbane/ Royal Women's Hospital are summarised below.

- **Heart failure long stay rate:** the variation reflects differences in access to Cardiology services at the RBWH versus peer hospitals.
- **Long stay rates for knee replacement, hysterectomy and colorectal carcinoma surgery, hysterectomy complications and caesarean section rate:** in relation to all these indicators, the clinical staff believe that the variations reported reflect the tertiary/ quaternary nature of the hospitals' casemix. Measured Quality indicators risk adjust for comorbidities in the casemix, however the response indicated that these were still considered to have had an impact on outcomes. With regard to the caesarean section rate, Measured Quality indicators excluded any condition likely to require tertiary level treatment.

As a result of investigating these variances the Royal Brisbane / Royal Women's Hospital indicated that:

- with regard to the caesarean section rate, the Royal Women's Hospital rate is similar to the rates at other tertiary obstetric hospitals in Australia, albeit that these rates include all caesarean sections whereas Measured Quality indicators measure only caesareans performed on standard primiparae (low risk) women.
- with regard to heart failure, remedial action within the capacity of the hospital had been undertaken, and collaboration with The Prince Charles Hospital is continuing
- with regard to the other variances, all variances have been noted and detailed study has been commenced. Where appropriate, clinical pathways will be modified.



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Royal Brisbane Hospital (inc. Royal Women's)

Central Zone

Principal Referral and Specialised Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |



CAB.0007.0002.00167

Overall Performance

Royal Brisbane Hospital (inc. Royal Women's)

Central Zone

Peer Group: Principal Referral and Specialised

Clinical Utilisation and Outcomes

| | |
|--------------------------|----|
| Medical | ☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|-----|
| Activity | ☆☆ |
| Cost of Service | ☆ |
| Staffing | ☆☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|-----|
| Benchmarking and Clinical Pathways | ☆☆☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.



CAB.0007.0002.00168

Clinical Utilisation and Outcomes

Royal Brisbane Hospital (inc. Royal Women's)

Principal Referral and Specialised

Central Zone

Performance Indicator

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 7.1 | 11.2 | * | CI01.1 |
| Long Stay Rates | 12.0 | 10.8 | | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 6.0 | 7.0 | | CI02.1 |
| Long Stay Rates | 14.5 | 10.4 | * | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 22.9 | 22.1 | | CI03.1 |
| Long Stay Rates | 10.9 | 11.6 | | CI03.2 |
| Nursing Home Separations | 12.1 | 11.7 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 7.5 | 8.6 | | CI04.1 |
| Long Stays | 14.6 | 13.8 | * | CI04.2 |

Asthma

| | | | | |
|-----------------|------|------|--|--------|
| Long Stay Rates | 12.4 | 11.5 | | CI14.1 |
|-----------------|------|------|--|--------|

Cesarean Section

| | | | | |
|--------------------------|------|------|----|--------|
| Long Stay rates | 21.2 | 15.2 | ** | CI09.1 |
| Complications of Surgery | 15.2 | 12.4 | * | CI09.3 |
| on Women < 35 years | 11.6 | 11.0 | | CI09.4 |
| Blood Transfusion Rates | 3.7 | 3.7 | | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|---|--------|
| C-section | 15.9 | 13.1 | * | CI10.1 |
| Induction of Labour | 9.9 | 12.8 | * | CI10.2 |
| Perineal Tears | 4.1 | 2.9 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 3.4 | 3.5 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|-----|-----|---|--------|
| Vaginal Births | 9.6 | 7.6 | * | CI13.1 |
| Caesarean Section Births | 6.7 | 6.5 | | CI13.2 |

Diabetic Foot

| | | | | |
|------------------|------|------|---|--------|
| Long Stays | 10.9 | 11.3 | | CI05.1 |
| Amputation Rates | 31.1 | 29.4 | * | CI05.4 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|---|--------|
| In-hospital Mortality | 7.1 | 6.8 | | CI06.1 |
| Long Stays | 6.0 | 9.0 | | CI06.2 |
| Nursing Home Separations | 26.2 | 21.3 | * | CI06.5 |
| Complications of Surgery | 11.1 | 12.8 | | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stays | 17.3 | 10.8 | * | CI07.1 |
| Complications of Surgery | 21.9 | 22.3 | | CI07.3 |

Hip Replacement

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay Rates | 8.1 | 11.7 | | CI08.1 |
| Complications of Surgery | 29.9 | 28.0 | | CI08.3 |

Colorectal Carcinoma

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay Rates | 16.1 | 9.9 | * | CI15.1 |
| Complications of Surgery | 35.9 | 32.0 | * | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00169

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

Patient Satisfaction

Royal Brisbane Hospital (Inc. Royal Women's)

Principal Referral and Specialised

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 65.0 | 64.1 | | PS01 |
| Complaints Management Index | 65.6 | 64.6 | | PS02 |
| Discharge and Follow-up Index | 63.6 | 61.4 | * | PS03 |
| General Patient Information Index | 68.5 | 68.9 | | PS04 |
| Overall Care Index | 65.8 | 64.5 | | PS05 |
| Physical Environment Index | 66.2 | 62.3 | ** | PS06 |
| Treatment & Related Information Index | 65.7 | 65.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 64.9 | 65.2 | | PS01 |
| Complaints Management Index | 63.0 | 63.3 | | PS02 |
| Discharge and Follow-up Index | 63.6 | 64.4 | | PS03 |
| General Patient Information Index | 64.0 | 65.1 | | PS04 |
| + Overall Care Index | 65.2 | 64.4 | | PS05 |
| Physical Environment Index | 69.4 | 63.0 | ** | PS06 |
| Treatment & Related Information Index | 64.7 | 64.4 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 63.2 | 63.0 | | PS01 |
| Complaints Management Index | 67.5 | 64.6 | | PS02 |
| Discharge and Follow-up Index | 63.3 | 60.2 | | PS03 |
| General Patient Information Index | 70.1 | 69.2 | | PS04 |
| + Overall Care Index | 65.8 | 64.1 | | PS05 |
| Physical Environment Index | 66.6 | 62.0 | * | PS06 |
| Treatment & Related Information Index | 65.9 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 52.9 | 55.1 | | PS01 |
| Complaints Management Index | 48.9 | 54.4 | | PS02 |
| Discharge and Follow-up Index | 47.2 | 54.7 | | PS03 |
| General Patient Information Index | 53.4 | 57.6 | | PS04 |
| Overall Care Index | 50.7 | 54.8 | | PS05 |
| Physical Environment Index | 53.3 | 57.8 | | PS06 |
| Treatment & Related Information Index | 46.7 | 50.7 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 72.0 | 69.3 | * | PS01 |
| Complaints Management Index | 68.9 | 68.2 | | PS02 |
| Discharge and Follow-up Index | 69.1 | 65.5 | * | PS03 |
| General Patient Information Index | 72.7 | 72.8 | | PS04 |
| + Overall Care Index | 70.7 | 68.4 | * | PS05 |
| Physical Environment Index | 67.6 | 64.0 | * | PS06 |
| Treatment & Related Information Index | 71.7 | 69.8 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00170

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

Efficiency

Royal Brisbane Hospital (inc. Royal Women's)

Principal Referral and Specialised

Central Zone

Data Type: Hospital Score: Peer Group Reference:
Median:

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 87.1 | 84.5 | EFF-17 |
| Length of Stay | Days | 3.78 | 3.18 | EFF-19 |
| Cancellation rate | Percentage | 21.5 | 19.2 | EFF-24 |
| Total Cost / Weighted Separation | Dollars | 2,422 | 2,396 | EFF-25 |
| Catering - total cost | Dollars | 26.8 | 27.7 | EFF-36a |
| Energy Consumption per square metre | Dollars | 42.5 | 28.6 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.04 | 3.18 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.46 | 1.46 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.51 | 3.57 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.71 | 3.63 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.87 | 2.57 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 2.48 | 2.88 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 3.13 | 3.34 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 1.68 | 1.36 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,032 | 1,151 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,102 | 1,102 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,408 | 1,436 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,100 | 1,072 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,403 | 1,262 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,001 | 1,125 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 1,065 | 1,135 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 2,743 | 2,248 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.02 | 1.05 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.64 | 0.63 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 14.6 | 16.3 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.53 | 0.55 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 1.48 | 1.20 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 1.55 | 2.71 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.25 | 0.49 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 5.44 | 4.47 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 4.79 | 11.0 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 339 | 325 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 15,167 | 19,694 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 326 | 326 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 742 | 592 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 1,163 | 2,195 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 173 | 299 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 3,185 | 2,441 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 9,193 | 22,933 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 3,682 | 1,359 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 549 | 178 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 349 | 112 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 1,589 | 678 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 700 | 199 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 336 | 107 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 32.2 | 6.61 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 69.5 | 18.4 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 48.4 | 11.0 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.18 | 3.22 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,270 | 1,293 | EFF-07 |
| Hours of Overtime | Percentage | 2.57 | 2.86 | EFF-13 |
| Cost of Overtime | Dollars | 2,060 | 2,634 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00171

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Royal Brisbane Hospital (Inc. Royal Women's)

Principal Referral and Specialised

Central Zone

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| | Score: | Median: | |

Benchmarking

| | | | | |
|---------------------------------------|------------|-----|------|---------|
| In selected clinical areas - external | Percentage | 100 | 66.7 | SIC06.3 |
|---------------------------------------|------------|-----|------|---------|

Clinical Pathways

| | | | | |
|--|------------|------|------|---------|
| Extent of development and use in selected clinical areas | Percentage | 46.9 | 40.1 | SIC07.1 |
|--|------------|------|------|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|-----|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 3/3 | 3 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 3/3 | 3 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0.5 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 94.4 | 94 | SIC04.1 |
| Timeliness - Number of months on time | Months | 2 | 5.5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 12.1 | 8.6 | SIC04.2b |
| Use of Information | | | | |
| Availability of electronic information | Percentage | 60.4 | 47.9 | SIC05.1 |
| Collection and use of clinical information | Percentage | 95.7 | 65.1 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/12 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentialling

| | | | | |
|----------------|--------|-----|-------|-------|
| Credentialling | Yes/No | Yes | 11/12 | SIC02 |
|----------------|--------|-----|-------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 76.7 | 79.3 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 73.6 | 74.5 | SIC03.2 |
| Median Age Nursing Staff | Years | 38 | 38.8 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|-----|------|---------|
| In selected clinical areas | Percentage | 100 | 62.5 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 100 | 61.1 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 45.2 | 44.5 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 0 | 76.8 | SIC07.3a |
| Medical - extent of development and use | Percentage | 52.4 | 26.2 | SIC07.3b |
| O & G - extent of development and use | Percentage | 85.7 | 53.6 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|------|-----|-------|
| Extent of telehealth usage | Percentage | 15.4 | 5.8 | SIC09 |
|----------------------------|------------|------|-----|-------|



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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

- Attachment 1.....Statistics – Quartiles per Indicator
- Attachment 2.....State Report

CABINET
SECRETAIRIAT
OFFICIAL
COPY

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Royal Brisbane Hospital (Inc. Royal Women's) Central Zone

Principal Referral and Specialised

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 7.1 | 5.7 | 7.5 | 8.9 | 13.5 | 28.9 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 12.0 | 5.1 | 7.4 | 10.3 | 13.5 | 27.5 |
| CI02.1 | Heart Failure - In-hospital Mortality | 8.0 | 6.1 | 5.6 | 6.1 | 7.1 | 12.2 |
| CI02.2 | Heart Failure - Long Stay Rates | 14.5 | 5.2 | 6.4 | 9.5 | 10.6 | 14.5 |
| CI03.1 | Stroke - In-hospital Mortality | 22.9 | 17.7 | 18.8 | 21.7 | 27.0 | 31.0 |
| CI03.2 | Stroke - Long Stay Rates | 10.9 | 8.9 | 9.2 | 10.7 | 11.9 | 17.5 |
| CI03.4 | Stroke - Nursing Home Separations | 12.4 | 8.1 | 9.5 | 10.3 | 13.2 | 23.2 |
| CI04.1 | Pneumonia - In-hospital Mortality | 7.5 | 5.5 | 6.7 | 7.5 | 8.9 | 13.9 |
| CI04.2 | Pneumonia - Long Stay Rates | 14.6 | 8.8 | 10.4 | 12.7 | 14.0 | 15.3 |
| CI14.1 | Asthma - Long Stay Rates | 12.4 | 1.8 | 9.5 | 12.1 | 13.4 | 18.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|--|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay Rates | 21.2 | 6.1 | 8.1 | 11.0 | 21.2 | 23.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 15.2 | 7.6 | 8.8 | 11.3 | 11.8 | 36.3 |
| CI09.5 | Hysterectomy - on Women < 35 years | 11.6 | 6.7 | 6.7 | 11.4 | 11.7 | 16.4 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 8.7 | 1.1 | 2.8 | 3.1 | 6.1 | 7.4 |
| CI10.1 | Standard Primiparae - C-section | 16.9 | 5.3 | 10.6 | 12.1 | 14.3 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 8.8 | 5.7 | 11.6 | 13.8 | 15.4 | 19.2 |
| CI10.3 | Standard Primiparae - Perineal Tears | 4.1 | 1.0 | 1.8 | 2.4 | 3.3 | 6.3 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 3.4 | 2.8 | 3.1 | 3.4 | 3.9 | 4.5 |
| CI13.1 | Maternal Post-Natal Long Stay Rates (Vaginal Births) | 9.6 | 1.8 | 3.5 | 7.2 | 9.1 | 17.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rates (Caesarean Section Births) | 5.7 | 1.7 | 3.5 | 5.7 | 9.5 | 11.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI05.1 | Diabetic Foot - Long Stay Rates | 10.9 | 6.2 | 9.7 | 10.8 | 12.0 | 20.1 |
| CI05.4 | Diabetic Foot - Amputation Rates | 31.1 | 20.3 | 24.5 | 28.9 | 31.8 | 36.4 |
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 7.1 | 2.7 | 6.9 | 7.0 | 9.3 | 10.2 |
| CI06.2 | Fractured Neck of Femur - Long Stay Rates | 8.0 | 1.4 | 3.1 | 7.9 | 13.2 | 20.8 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 26.2 | 6.1 | 11.8 | 19.0 | 28.1 | 37.3 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 11.1 | 5.6 | 10.0 | 11.8 | 17.4 | 22.9 |
| CI07.1 | Knee Replacement - Long Stay Rates | 17.3 | 3.9 | 7.9 | 9.1 | 17.3 | 21.3 |
| CI07.3 | Knee Replacement - Complications of Surgery | 21.9 | 13.0 | 20.9 | 24.1 | 27.2 | 44.9 |
| CI08.1 | Hip Replacement - Long Stay Rates | 8.1 | 4.0 | 10.1 | 12.6 | 13.2 | 21.8 |
| CI08.3 | Hip Replacement - Complications of Surgery | 29.9 | 15.3 | 27.6 | 29.9 | 35.5 | 41.0 |
| CI09.3 | Colorectal Carcinoma - Long Stay Rates | 16.1 | 2.6 | 5.5 | 7.5 | 9.1 | 16.1 |
| CI09.3 | Colorectal Carcinoma - Complications of Surgery | 35.9 | 16.0 | 26.3 | 33.4 | 37.0 | 47.9 |

Overall Performance Group: Maternity

| | | | | | | | |
|-----|------------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Maternity | 65.2 | 59.8 | 61.1 | 64.3 | 66.0 | 76.5 |
|-----|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|-----|----------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Medical | 65.8 | 58.2 | 62.5 | 63.4 | 65.7 | 72.9 |
|-----|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|-----|-----------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Surgical | 70.7 | 60.8 | 66.0 | 68.4 | 70.8 | 78.8 |
|-----|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|------|--|------|------|------|------|------|------|
| CI01 | Access and Admission Index Surgical | 72.0 | 58.4 | 66.8 | 69.4 | 71.1 | 82.2 |
| CI01 | Access and Admission Index Mental Health | 52.9 | 45.1 | 47.9 | 52.9 | 60.3 | 78.8 |
| CI01 | Access and Admission Index All types combined | 65.0 | 59.2 | 61.7 | 62.7 | 65.1 | 73.9 |
| CI01 | Access and Admission Index Maternity | 64.9 | 60.5 | 63.4 | 64.9 | 66.5 | 68.9 |
| CI01 | Access and Admission Index Medical | 63.2 | 58.2 | 60.8 | 63.0 | 64.2 | 73.4 |
| CI02 | Complaints Management Index Medical | 67.5 | 56.3 | 61.4 | 63.9 | 65.4 | 73.9 |
| CI02 | Complaints Management Index Mental Health | 48.9 | 44.3 | 48.9 | 53.0 | 60.8 | 68.8 |
| CI02 | Complaints Management Index Maternity | 63.0 | 57.9 | 60.1 | 63.0 | 65.5 | 67.4 |
| CI02 | Complaints Management Index All types combined | 65.6 | 60.0 | 62.9 | 63.9 | 65.8 | 73.1 |
| CI02 | Complaints Management Index Surgical | 68.9 | 63.4 | 65.5 | 68.2 | 69.9 | 76.8 |
| CI03 | Discharge and Follow-up Index Mental Health | 47.2 | 42.2 | 52.8 | 54.5 | 59.1 | 69.6 |
| CI03 | Discharge and Follow-up Index Surgical | 69.1 | 56.9 | 62.8 | 66.0 | 68.5 | 74.1 |

Statistics - Quartiles per Indicator

Attachment 1

| for Number and Description: | | Hospital Score | Peer Group | | | | |
|-----------------------------|--|----------------|------------|------|--------|------|------|
| | | | Min | 25th | Median | 75th | Max |
| PS03 | Discharge and Follow-up Index Medical | 63.3 | 51.6 | 58.0 | 60.2 | 61.8 | 68.5 |
| PS03 | Discharge and Follow-up Index All types combined | 63.6 | 55.3 | 59.1 | 60.3 | 63.9 | 68.7 |
| PS03 | Discharge and Follow-up Index Maternity | 63.6 | 58.5 | 62.1 | 66.0 | 67.9 | 88.9 |
| PS04 | General Patient Information Index All types combined | 68.5 | 65.1 | 66.8 | 68.4 | 70.8 | 76.9 |
| PS04 | General Patient Information Index Maternity | 64.0 | 59.5 | 63.1 | 64.3 | 68.1 | 83.4 |
| PS04 | General Patient Information Index Medical | 70.1 | 64.3 | 66.3 | 68.5 | 70.3 | 78.0 |
| PS04 | General Patient Information Index Mental Health | 53.4 | 50.8 | 53.4 | 56.5 | 58.1 | 78.2 |
| PS04 | General Patient Information Index Surgical | 72.7 | 68.6 | 70.7 | 72.5 | 74.1 | 82.7 |
| PS05 | Overall Care Index All types combined | 65.8 | 58.5 | 62.7 | 63.9 | 66.0 | 72.8 |
| PS05 | Overall Care Index Mental Health | 58.7 | 47.5 | 48.6 | 54.6 | 59.2 | 70.4 |
| PS06 | Physical Environment Index Maternity | 69.4 | 47.2 | 57.4 | 59.0 | 66.1 | 69.5 |
| PS06 | Physical Environment Index Medical | 66.6 | 52.8 | 59.6 | 62.1 | 64.2 | 70.1 |
| PS06 | Physical Environment Index All types combined | 66.2 | 55.4 | 59.1 | 61.5 | 64.4 | 70.7 |
| PS06 | Physical Environment Index Surgical | 67.6 | 55.2 | 59.8 | 63.4 | 68.7 | 75.2 |
| PS06 | Physical Environment Index Mental Health | 53.3 | 50.7 | 53.8 | 57.9 | 63.5 | 66.0 |
| PS07 | Treatment & Related Information Index All types combined | 65.7 | 60.6 | 63.4 | 64.8 | 66.5 | 72.3 |
| PS07 | Treatment & Related Information Index Maternity | 64.7 | 57.8 | 60.1 | 65.5 | 67.9 | 83.3 |
| PS07 | Treatment & Related Information Index Medical | 65.9 | 59.9 | 62.6 | 64.6 | 67.2 | 73.0 |
| PS07 | Treatment & Related Information Index Mental Health | 46.7 | 40.1 | 44.9 | 49.6 | 63.6 | 62.3 |
| PS07 | Treatment & Related Information Index Surgical | 71.7 | 64.0 | 66.9 | 68.9 | 72.1 | 79.1 |

Overall Performance Group: Activity

| | | | | | | | |
|--------|-------------------------------------|------|------|------|------|------|-------|
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 87.1 | 48.2 | 66.6 | 84.5 | 90.0 | 104.2 |
| EFF-19 | Length of Stay | 3.8 | 2.0 | 2.9 | 3.2 | 3.7 | 5.5 |
| EFF-24 | Cancellation rate | 21.5 | 6.3 | 11.7 | 19.2 | 21.4 | 25.1 |

Overall Performance Group: Cost of Service

| | | | | | | | |
|----------|-------------------------------------|---------|---------|---------|---------|---------|---------|
| EFF-25 | Total Cost / Weighted Separation | 2,421.6 | 1,650.9 | 2,282.9 | 2,396.0 | 2,506.8 | 3,101.6 |
| EFF-36a | Catering - total cost | 26.8 | 20.7 | 26.8 | 27.7 | 30.2 | 39.6 |
| EFF-45.4 | Energy Consumption per square metre | 42.5 | 19.2 | 21.0 | 28.6 | 29.4 | 42.5 |

Overall Performance Group: Staffing

| | | | | | | | |
|----------|---|----------|----------|----------|----------|----------|----------|
| EFF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.0 | 2.7 | 3.1 | 3.2 | 3.5 | 4.0 |
| EFF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.5 | 1.0 | 1.3 | 1.5 | 1.6 | 2.0 |
| EFF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.5 | 3.3 | 3.4 | 3.6 | 3.6 | 4.2 |
| EFF-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.7 | 3.2 | 3.5 | 3.6 | 3.9 | 4.4 |
| EFF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.9 | 2.0 | 2.4 | 2.6 | 2.8 | 2.9 |
| EFF-06.7 | Hours of Sick Leave by Staff Category - Technical | 2.5 | 1.5 | 2.5 | 2.8 | 3.4 | 4.3 |
| EFF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 3.1 | 2.9 | 3.1 | 3.3 | 4.1 | 4.6 |
| EFF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 1.7 | 0.3 | 0.9 | 1.4 | 1.7 | 3.1 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,032.4 | 907.6 | 1,102.0 | 1,151.2 | 1,189.5 | 1,542.0 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 1,102.0 | 728.9 | 971.6 | 1,101.6 | 1,130.8 | 1,416.5 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,408.2 | 1,366.5 | 1,399.9 | 1,455.6 | 1,513.8 | 1,745.0 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 1,099.9 | 839.0 | 1,038.3 | 1,072.3 | 1,128.8 | 1,285.7 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,403.1 | 873.2 | 1,198.4 | 1,261.7 | 1,403.1 | 1,449.9 |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 1,001.4 | 706.8 | 1,001.4 | 1,125.1 | 1,638.4 | 1,850.0 |
| EFF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 1,064.9 | 991.1 | 1,037.0 | 1,134.6 | 1,309.8 | 1,457.6 |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 2,742.9 | 438.6 | 1,244.6 | 2,247.8 | 3,039.8 | 5,379.2 |
| FF-11 | Cost of Work Cover | 1.0 | 0.5 | 0.9 | 1.1 | 1.5 | 2.2 |
| FF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.6 | 0.5 | 0.6 | 0.6 | 0.7 | 1.5 |
| FF-14.3 | Hours of Overtime by Staff Category - Medical | 14.6 | 13.7 | 14.1 | 16.3 | 18.7 | 19.8 |
| FF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.6 | 0.2 | 0.4 | 0.6 | 0.6 | 1.1 |
| FF-14.5 | Hours of Overtime by Staff Category - Operational | 1.5 | 0.1 | 0.6 | 1.2 | 1.5 | 2.5 |
| FF-14.6 | Hours of Overtime by Staff Category - Professional | 1.5 | 0.9 | 1.8 | 2.7 | 3.6 | 4.2 |
| FF-14.7 | Hours of Overtime by Staff Category - Technical | 0.2 | 0.1 | 0.2 | 0.5 | 1.2 | 5.5 |
| FF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 5.4 | 3.3 | 4.0 | 4.5 | 5.0 | 8.3 |
| FF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 4.8 | 4.8 | 7.4 | 11.0 | 14.8 | 18.1 |
| FF-16.3 | Cost of Overtime by Staff Category - Managerial And Clerical | 338.7 | 250.1 | 296.4 | 325.2 | 392.1 | 765.2 |
| FF-16.4 | Cost of Overtime by Staff Category - Medical | 15,166.7 | 15,058.0 | 15,443.8 | 19,894.2 | 21,892.1 | 25,813.7 |
| FF-16.4 | Cost of Overtime by Staff Category - Nursing | 326.4 | 132.4 | 229.1 | 328.4 | 358.6 | 665.1 |
| FF-16.5 | Cost of Overtime by Staff Category - Operational | 741.9 | 57.1 | 283.9 | 592.1 | 741.9 | 1,238.4 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | |
|---|----------------|------------|----------|----------|----------|----------|
| | | Min | 25th | Median | 75th | Max |
| EFF-16.6 Cost of Overtime by Staff Category - Professional | 1,162.5 | 894.0 | 1,259.7 | 2,195.0 | 2,982.1 | 3,759.4 |
| EFF-16.7 Cost of Overtime by Staff Category - Technical | 172.9 | 86.8 | 113.9 | 298.9 | 683.3 | 3,831.4 |
| EFF-16.8 Cost of Overtime by Staff Category - Trade And Artisans | 3,194.9 | 1,793.3 | 2,221.8 | 2,441.1 | 2,852.2 | 4,825.5 |
| EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers | 9,182.9 | 7,118.5 | 15,123.0 | 22,933.3 | 31,408.5 | 41,722.5 |
| Overall Performance Group: Not Summarised | | | | | | |
| EFF-01 Full-Time Equivalent (FTE) Staff | 3,681.8 | 705.4 | 1,058.7 | 1,359.3 | 1,433.5 | 3,681.8 |
| EFF-02.2 FTE Staff by Category - Managerial And Clerical | 548.7 | 115.2 | 155.6 | 177.6 | 198.9 | 548.7 |
| EFF-02.3 FTE Staff by Category - Medical | 349.0 | 48.9 | 85.3 | 112.2 | 173.3 | 349.0 |
| EFF-02.4 FTE Staff by Category - Nursing | 1,589.2 | 346.2 | 481.4 | 678.1 | 733.2 | 1,589.2 |
| EFF-02.5 FTE Staff by Category - Operational | 699.8 | 68.4 | 173.3 | 199.5 | 267.7 | 699.8 |
| EFF-02.6 FTE Staff by Category - Professional | 335.8 | 59.1 | 79.2 | 106.9 | 145.5 | 335.8 |
| EFF-02.7 FTE Staff by Category - Technical | 32.2 | 2.4 | 5.9 | 6.6 | 23.3 | 32.2 |
| EFF-02.8 FTE Staff by Category - Trade And Artisans | 69.5 | 10.9 | 14.6 | 18.4 | 41.6 | 69.5 |
| EFF-02.9 FTE Staff by Category - Visiting Medical Officers | 48.4 | 4.8 | 9.7 | 11.0 | 14.6 | 52.5 |
| EFF-05 Hours of Sick Leave | 3.2 | 2.9 | 3.2 | 3.2 | 3.3 | 3.6 |
| EFF-07 Cost of Sick Leave | 1,270.1 | 1,196.1 | 1,270.1 | 1,293.5 | 1,356.2 | 1,487.9 |
| EFF-13 Hours of Overtime | 2.6 | 1.8 | 2.5 | 2.9 | 3.2 | 3.9 |
| EFF-15 Cost of Overtime | 2,060.2 | 1,827.7 | 2,123.5 | 2,894.3 | 2,733.1 | 3,692.2 |

| | | | | | | |
|---|-------|-------|-------|-------|-------|-------|
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | |
| SIC06.3 Benchmarking - In selected clinical areas - external | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |
| SIC07.1 Clinical Pathways - Extent of development and use | 46.9 | 0.0 | 12.3 | 40.1 | 58.1 | 71.4 |

| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| Overall Performance Group: Continuity of Care | | | | | | |
| SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 0.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs | 3.0 | 0.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| SIC08.3 Facilitating continuity of care - Shared ante and post natal care | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.4 Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| SIC08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.5 | 1.5 | 3.0 |

| | | | | | | |
|--|------|------|------|------|------|------|
| Overall Performance Group: Quality and Use of Information | | | | | | |
| SIC04.1 Quality of Information - Accuracy | 94.4 | 74.5 | 82.7 | 94.0 | 94.5 | 96.0 |
| SIC04.2a Quality of Information - Timeliness - Number of months on time | 2.0 | 0.0 | 2.8 | 5.3 | 6.3 | 9.0 |
| SIC04.2b Quality of Information - Timeliness - Number of days late per month | 12.1 | 0.0 | 3.3 | 8.6 | 14.9 | 82.7 |
| SIC05.1 Use of Information - Availability of electronic information | 68.4 | 25.0 | 43.8 | 47.9 | 54.7 | 72.9 |
| SIC05.2 Use of Information - Collection and use of clinical information | 95.7 | 28.6 | 57.9 | 65.2 | 77.1 | 95.7 |

| | | | | | | |
|---|-------|------|------|------|------|-------|
| Overall Performance Group: Not Summarised | | | | | | |
| SIC01 Accreditation | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC02 Credentialing | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC03.1 Workforce Management - Retention of Nursing Staff | 76.7 | 67.9 | 73.8 | 79.3 | 82.2 | 84.1 |
| SIC03.2 Workforce Management - Retention of Allied Health Staff | 73.6 | 66.7 | 71.8 | 74.5 | 78.6 | 83.8 |
| SIC03.3 Workforce Management - Median Age Nursing Staff | 38.0 | 34.0 | 37.8 | 38.8 | 39.6 | 41.0 |
| SIC06.1 Benchmarking - In selected clinical areas | 100.0 | 15.4 | 65.3 | 62.5 | 84.7 | 100.0 |
| SIC06.2 Benchmarking - In selected clinical areas - internal | 100.0 | 0.0 | 0.0 | 61.1 | 91.7 | 100.0 |
| SIC07.2 Clinical Pathways - Extent of development and use as per Ontario | 45.2 | 0.0 | 14.3 | 44.5 | 67.1 | 77.4 |
| SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 0.0 | 0.0 | 2.7 | 76.8 | 84.8 | 85.7 |
| SIC07.3b Clinical Pathways - Medical - extent of development and use | 62.4 | 0.0 | 11.9 | 28.2 | 42.9 | 76.2 |
| SIC07.3c Clinical Pathways - O & G - extent of development and use | 85.7 | 0.0 | 3.6 | 53.6 | 64.3 | 85.7 |
| SIC09 Telehealth - Extent of telehealth usage | 15.4 | 0.0 | 2.9 | 5.8 | 15.4 | 19.2 |

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Queensland Government
Queensland Health

Measured Quality Hospital Report

Royal Childrens Hospital

Central Zone

Principal Referral and Specialised Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Royal Childrens Hospital

Central Zone

Peer Group: Principal Referral and Specialised

Clinical Utilisation and Outcomes

Patient Satisfaction

No indicators to report

Medical

☆☆

Surgical

☆☆

Overall

Overall

☆☆

Efficiency

System Integration and Change

Activity

☆☆

Benchmarking and Clinical Pathways

☆☆

Cost of Service

☆☆

Continuity of Care

☆☆

Staffing

☆☆☆

Quality and Use of Information

☆☆

Overall

☆☆

Overall

☆☆

Performance Compared to the Average

☆

Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.

☆☆

Average: Aggregated Hospital performance is within one standard deviation of the peer mean.

☆☆☆

Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.



CAB.0007.0002.00178

Clinical Utilisation and Outcomes

Royal Childrens Hospital

Principal Referral and Specialised

Central Zone

Performance Indicator

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

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Patient Satisfaction

Royal Childrens Hospital

Principal Referral and Specialised

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 61.9 | 64.1 | | PS01 |
| Complaints Management Index | 63.0 | 64.6 | | PS02 |
| Discharge and Follow-up Index | 61.3 | 61.4 | | PS03 |
| General Patient Information Index | 65.1 | 68.9 | * | PS04 |
| Overall Care Index | 62.6 | 64.5 | | PS05 |
| Physical Environment Index | 62.1 | 62.3 | | PS06 |
| Treatment & Related Information Index | 63.2 | 65.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 60.9 | 63.0 | | PS01 |
| Complaints Management Index | 62.6 | 64.6 | | PS02 |
| Discharge and Follow-up Index | 60.8 | 60.2 | | PS03 |
| General Patient Information Index | 64.3 | 69.2 | * | PS04 |
| + Overall Care Index | 62.1 | 64.1 | | PS05 |
| Physical Environment Index | 62.0 | 62.0 | | PS06 |
| Treatment & Related Information Index | 63.1 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 78.8 | 55.1 | * | PS01 |
| Complaints Management Index | 66.8 | 64.4 | | PS02 |
| Discharge and Follow-up Index | 66.7 | 54.7 | | PS03 |
| General Patient Information Index | 78.2 | 57.6 | * | PS04 |
| Overall Care Index | 70.4 | 54.8 | | PS05 |
| Physical Environment Index | 66.0 | 57.8 | | PS06 |
| Treatment & Related Information Index | N/R | 50.7 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 71.0 | 69.3 | | PS01 |
| Complaints Management Index | 66.5 | 68.2 | | PS02 |
| Discharge and Follow-up Index | 66.8 | 65.5 | | PS03 |
| General Patient Information Index | 70.8 | 72.8 | | PS04 |
| + Overall Care Index | 67.3 | 68.4 | | PS05 |
| Physical Environment Index | 60.9 | 64.0 | * | PS06 |
| Treatment & Related Information Index | 66.4 | 69.6 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00180

Efficiency

Royal Childrens Hospital

Principal Referral and Specialised

Central Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|-------------------------------------|------------|------|------|--------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 66.5 | 84.5 | EFF-17 |
| Length of Stay | Days | 2.51 | 3.18 | EFF-19 |
| Cancellation rate | Percentage | 11.9 | 19.2 | EFF-24 |

| | | | | |
|-------------------------------------|---------|-------|-------|----------|
| Total Cost / Weighted Separation | Dollars | 3,102 | 2,396 | EFF-25 |
| Catering - total cost | Dollars | 26.9 | 27.7 | EFF-36a |
| Energy Consumption per square metre | Dollars | 21.0 | 28.6 | EFF-45.4 |

| | | | | |
|---|------------|--------|--------|----------|
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.98 | 3.18 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.28 | 1.46 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 4.04 | 3.57 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.88 | 3.63 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.30 | 2.57 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 3.43 | 2.88 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 1.07 | 1.36 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,542 | 1,151 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 984 | 1,102 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,699 | 1,436 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,129 | 1,072 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,167 | 1,262 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,649 | 1,125 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 2,045 | 2,248 | EFF-08.9 |
| Cost of Work Cover | Dollars | 0.53 | 1.05 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.52 | 0.63 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 14.1 | 16.3 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.57 | 0.55 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.13 | 1.20 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 0.85 | 2.71 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.86 | 0.49 | EFF-14.7 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 7.37 | 11.0 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 269 | 325 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 18,398 | 19,694 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 359 | 326 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 57.1 | 592 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 694 | 2,195 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 683 | 299 | EFF-16.7 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 15,123 | 22,933 | EFF-16.9 |

| | | | | |
|---|------------|-------|-------|----------|
| Full-Time Equivalent (FTE) Staff | Numeric | 705 | 1,359 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 115 | 178 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 48.9 | 112 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 346 | 678 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 88.4 | 199 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 88.0 | 107 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 5.79 | 6.61 | EFF-02.7 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 11.0 | 11.0 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.54 | 3.22 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,488 | 1,293 | EFF-07 |
| Hours of Overtime | Percentage | 1.79 | 2.86 | EFF-13 |
| Cost of Overtime | Dollars | 1,828 | 2,634 | EFF-15 |

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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Royal Childrens Hospital

Central Zone

Principal Referral and Specialised

| | | | |
|----------------|-----------------|--------------------|-----------|
| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 66.7 | 66.7 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|------|------|---------|
| Extent of development and use in selected clinical areas | Percentage | 14.3 | 40.1 | SIC07.1 |
|--|------------|------|------|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|-----|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 3/3 | 3 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | N/A | N/A | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | N/A | N/A | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0.5 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|-----|----------|
| Accuracy | Percentage | 74.8 | 94 | SIC04.1 |
| Timeliness - Number of months on time | Months | 6 | 5.5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 5 | 8.6 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 45.8 | 47.9 | SIC05.1 |
| Collection and use of clinical information | Percentage | 76.9 | 65.1 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/12 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentialling

| | | | | |
|----------------|--------|-----|-------|-------|
| Credentialling | Yes/No | Yes | 11/12 | SIC02 |
|----------------|--------|-----|-------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 84.1 | 79.3 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 83.3 | 74.5 | SIC03.2 |
| Median Age Nursing Staff | Years | 34 | 38.8 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 66.7 | 62.5 | SIC06.1 |
| In selected clinical areas - Internal | Percentage | 66.7 | 61.1 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 16.7 | 44.5 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | N/A | N/A | SIC07.3a |
| Medical - extent of development and use | Percentage | 14.3 | 26.2 | SIC07.3b |
| O & G - extent of development and use | Percentage | N/A | N/A | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|------|-----|-------|
| Extent of telehealth usage | Percentage | 15.4 | 5.8 | SIC09 |
|----------------------------|------------|------|-----|-------|

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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Administrative

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Royal Childrens Hospital Central Zone

Principal Referral and Specialised

| | | | | | | |
|--|---|---------|---------|---------|---------|---------|
| Overall Performance Group: Medical | | | | | | |
| PS05 | Overall Care Index Medical | 62.1 | 58.2 | 62.5 | 63.4 | 65.7 |
| Overall Performance Group: Surgical | | | | | | |
| PS05 | Overall Care Index Surgical | 67.3 | 60.8 | 66.0 | 68.4 | 70.8 |
| Overall Performance Group: Not Summarised | | | | | | |
| PS01 | Access and Admission Index All types combined | 61.9 | 58.2 | 61.7 | 62.7 | 65.1 |
| PS01 | Access and Admission Index Medical | 60.9 | 58.2 | 60.8 | 63.0 | 64.2 |
| PS01 | Access and Admission Index Mental Health | 78.8 | 45.1 | 47.9 | 52.9 | 60.3 |
| PS01 | Access and Admission Index Surgical | 71.0 | 58.4 | 66.8 | 69.4 | 71.1 |
| PS02 | Complaints Management Index All types combined | 63.0 | 60.0 | 62.9 | 63.9 | 65.8 |
| PS02 | Complaints Management Index Medical | 62.6 | 58.3 | 61.4 | 63.9 | 65.4 |
| PS02 | Complaints Management Index Mental Health | 68.8 | 44.3 | 48.9 | 53.0 | 60.8 |
| PS02 | Complaints Management Index Surgical | 66.5 | 63.4 | 65.5 | 68.2 | 69.9 |
| PS03 | Discharge and Follow-up Index Medical | 60.8 | 51.6 | 59.0 | 60.2 | 61.8 |
| PS03 | Discharge and Follow-up Index Surgical | 66.8 | 56.9 | 62.8 | 66.0 | 68.5 |
| PS03 | Discharge and Follow-up Index All types combined | 61.3 | 55.3 | 59.1 | 60.3 | 63.9 |
| PS03 | Discharge and Follow-up Index Mental Health | 66.7 | 42.2 | 62.8 | 64.5 | 59.1 |
| PS04 | General Patient Information Index All types combined | 65.1 | 65.1 | 66.8 | 68.4 | 70.8 |
| PS04 | General Patient Information Index Medical | 64.3 | 64.3 | 66.3 | 68.5 | 70.3 |
| PS04 | General Patient Information Index Surgical | 70.8 | 68.6 | 70.7 | 72.5 | 74.1 |
| PS04 | General Patient Information Index Mental Health | 78.2 | 50.8 | 53.4 | 56.5 | 58.1 |
| PS05 | Overall Care Index All types combined | 62.6 | 59.5 | 62.7 | 63.9 | 66.0 |
| PS05 | Overall Care Index Medical | 70.4 | 47.5 | 48.6 | 54.6 | 59.2 |
| PS06 | Physical Environment Index Medical | 62.0 | 52.8 | 59.6 | 62.1 | 64.2 |
| PS06 | Physical Environment Index Mental Health | 68.0 | 50.7 | 53.8 | 67.0 | 63.5 |
| PS06 | Physical Environment Index Surgical | 60.9 | 55.2 | 60.8 | 63.4 | 68.7 |
| PS06 | Physical Environment Index All types combined | 62.1 | 55.4 | 59.1 | 61.8 | 64.4 |
| S07 | Treatment & Related Information Index Mental Health | | 40.1 | 44.5 | 48.6 | 53.6 |
| S07 | Treatment & Related Information Index All types combined | 63.2 | 60.6 | 63.4 | 64.8 | 66.5 |
| S07 | Treatment & Related Information Index Surgical | 68.4 | 64.0 | 66.9 | 68.9 | 72.1 |
| S07 | Treatment & Related Information Index Medical | 63.1 | 59.9 | 62.6 | 64.6 | 67.2 |
| Overall Performance Group: Activity | | | | | | |
| F-19 | Occupancy Rate (Bed Day Efficiency) | 66.5 | 48.2 | 66.8 | 84.5 | 90.0 |
| F-19 | Length of Stay | 2.5 | 2.0 | 2.9 | 3.2 | 3.7 |
| F-24 | Cancellation rate | 11.9 | 6.3 | 11.7 | 19.2 | 21.4 |
| Overall Performance Group: Cost of Service | | | | | | |
| F-25 | Total Cost / Weighted Separation | 3,101.6 | 1,650.4 | 2,282.9 | 2,396.0 | 2,506.8 |
| F-38a | Catering - total cost | 28.9 | 26.7 | 26.8 | 27.7 | 30.2 |
| F-45.4 | Energy Consumption per square metre | 21.0 | 19.2 | 21.0 | 28.6 | 29.4 |
| Overall Performance Group: Staffing | | | | | | |
| F-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 4.0 | 2.7 | 3.1 | 3.2 | 3.5 |
| F-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.3 | 1.0 | 1.3 | 1.5 | 1.8 |
| F-06.4 | Hours of Sick Leave by Staff Category - Nursing | 4.0 | 3.3 | 3.4 | 3.6 | 3.8 |
| F-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.9 | 3.2 | 3.5 | 3.6 | 3.9 |
| F-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.3 | 2.0 | 2.4 | 2.6 | 2.8 |
| F-06.7 | Hours of Sick Leave by Staff Category - Technical | 3.4 | 1.5 | 2.5 | 2.9 | 3.4 |
| F-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 1.1 | 0.3 | 0.9 | 1.4 | 1.7 |
| F-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,542.0 | 907.6 | 1,102.0 | 1,151.2 | 1,189.5 |
| F-08.3 | Cost of Sick Leave by Staff Category - Medical | 984.5 | 728.9 | 971.6 | 1,101.6 | 1,130.8 |
| F-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,698.7 | 1,366.5 | 1,399.9 | 1,435.6 | 1,513.8 |
| F-08.5 | Cost of Sick Leave by Staff Category - Operational | 1,128.8 | 939.0 | 1,038.3 | 1,072.3 | 1,128.8 |
| F-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,167.4 | 973.2 | 1,198.4 | 1,261.7 | 1,403.1 |
| F-08.7 | Cost of Sick Leave by Staff Category - Technical | 1,648.9 | 706.9 | 1,001.4 | 1,125.1 | 1,638.4 |
| F-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 2,044.6 | 438.6 | 1,244.6 | 2,247.8 | 3,039.8 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | |
|---|----------------|------------|----------|----------|----------|----------|
| | | Min | 25th | Median | 75th | Max |
| EFF-11 Cost of Work Cover | 0.5 | 0.5 | 0.9 | 1.1 | 1.5 | 2.2 |
| EFF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical | 0.5 | 0.5 | 0.8 | 0.6 | 0.7 | 1.5 |
| EFF-14.3 Hours of Overtime by Staff Category - Medical | 14.1 | 13.7 | 14.1 | 18.3 | 18.7 | 19.8 |
| EFF-14.4 Hours of Overtime by Staff Category - Nursing | 0.6 | 0.2 | 0.4 | 0.6 | 0.6 | 1.1 |
| EFF-14.5 Hours of Overtime by Staff Category - Operational | 0.1 | 0.1 | 0.6 | 1.2 | 1.5 | 2.5 |
| EFF-14.6 Hours of Overtime by Staff Category - Professional | 0.9 | 0.9 | 1.8 | 2.7 | 3.6 | 4.2 |
| EFF-14.7 Hours of Overtime by Staff Category - Technical | 0.9 | 0.1 | 0.2 | 0.5 | 1.2 | 5.5 |
| EFF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers | 7.4 | 4.8 | 7.4 | 11.0 | 14.8 | 18.1 |
| EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical | 288.8 | 280.1 | 298.4 | 325.2 | 392.1 | 765.2 |
| EFF-16.3 Cost of Overtime by Staff Category - Medical | 18,397.6 | 15,058.0 | 15,443.8 | 19,694.2 | 21,892.1 | 25,813.7 |
| EFF-16.4 Cost of Overtime by Staff Category - Nursing | 358.6 | 132.4 | 229.1 | 326.4 | 358.6 | 665.1 |
| EFF-16.5 Cost of Overtime by Staff Category - Operational | 57.1 | 57.1 | 283.9 | 592.1 | 741.9 | 1,238.4 |
| EFF-16.6 Cost of Overtime by Staff Category - Professional | 694.0 | 694.0 | 1,259.7 | 2,195.0 | 2,962.1 | 3,759.4 |
| EFF-16.7 Cost of Overtime by Staff Category - Technical | 683.3 | 86.8 | 113.9 | 298.9 | 683.3 | 3,831.4 |
| EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers | 15,123.0 | 7,118.5 | 15,123.0 | 22,933.3 | 31,408.5 | 41,722.5 |
| Overall Performance Group: Not Summarised | | | | | | |
| EFF-01 Full-Time Equivalent (FTE) Staff | 705.4 | 705.4 | 1,058.7 | 1,358.3 | 1,433.8 | 3,681.8 |
| EFF-02.2 FTE Staff by Category - Managerial And Clerical | 115.2 | 115.2 | 165.6 | 177.6 | 198.9 | 548.7 |
| EFF-02.3 FTE Staff by Category - Medical | 48.9 | 48.9 | 85.3 | 112.2 | 173.3 | 349.0 |
| EFF-02.4 FTE Staff by Category - Nursing | 248.2 | 248.2 | 481.4 | 678.1 | 733.2 | 1,589.2 |
| EFF-02.5 FTE Staff by Category - Operational | 88.4 | 88.4 | 173.3 | 199.5 | 267.7 | 699.8 |
| EFF-02.6 FTE Staff by Category - Professional | 88.0 | 53.9 | 78.2 | 108.9 | 145.5 | 335.8 |
| EFF-02.7 FTE Staff by Category - Technical | 5.8 | 2.4 | 6.9 | 6.6 | 23.3 | 32.2 |
| EFF-02.9 FTE Staff by Category - Visiting Medical Officers | 11.0 | 4.8 | 9.7 | 11.0 | 14.6 | 52.5 |
| EFF-05 Hours of Sick Leave | 3.5 | 2.9 | 3.2 | 3.2 | 3.3 | 3.6 |
| EFF-07 Cost of Sick Leave | 1,487.9 | 1,196.1 | 1,270.1 | 1,293.5 | 1,336.2 | 1,487.9 |
| EFF-13 Hours of Overtime | 1.8 | 1.8 | 2.5 | 2.9 | 3.2 | 3.9 |
| EFF-15 Cost of Overtime | 1,827.7 | 1,827.7 | 2,123.5 | 2,834.3 | 2,733.1 | 3,692.2 |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | |
| SIC06.3 Benchmarking - In selected clinical areas - external | 66.7 | 16.7 | 61.1 | 66.7 | 80.2 | 100.0 |
| SIC07.1 Clinical Pathways - Extent of development and use | 14.3 | 0.0 | 12.3 | 40.1 | 58.1 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | |
| SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 0.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs | 3.0 | 0.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| SIC08.3 Facilitating continuity of care - Shared ante and post natal care | | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.4 Facilitating continuity of care - Cardiac rehabilitation | | 1.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.5 | 1.5 | 3.0 |
| Overall Performance Group: Quality and Use of Information | | | | | | |
| SIC04.1 Quality of Information - Accuracy | 74.8 | 74.8 | 92.7 | 94.0 | 94.5 | 96.0 |
| SIC04.2a Quality of Information - Timeliness - Number of months on time | 6.0 | 0.0 | 2.8 | 5.5 | 6.3 | 9.0 |
| SIC04.2b Quality of Information - Timeliness - Number of days late per month | 5.0 | 0.0 | 3.3 | 8.6 | 14.9 | 82.7 |
| IC05.1 Use of Information - Availability of electronic information | 45.8 | 25.0 | 43.8 | 47.9 | 54.7 | 72.9 |
| IC05.2 Use of Information - Collection and use of clinical information | 76.9 | 28.6 | 57.9 | 65.2 | 77.1 | 95.7 |
| Overall Performance Group: Not Summarised | | | | | | |
| IC01 Accreditation | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| IC02 Credentialling | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| IC03.1 Workforce Management - Retention of Nursing Staff | 84.1 | 67.9 | 73.8 | 79.3 | 82.2 | 84.1 |
| IC03.2 Workforce Management - Retention of Allied Health Staff | 83.3 | 66.7 | 71.8 | 74.5 | 78.6 | 83.8 |
| IC03.3 Workforce Management - Median Age Nursing Staff | 34.0 | 34.0 | 37.8 | 38.8 | 39.6 | 41.0 |
| IC06.1 Benchmarking - In selected clinical areas | 66.7 | 15.4 | 55.3 | 62.5 | 84.7 | 100.0 |
| IC06.2 Benchmarking - In selected clinical areas - Internal | 66.7 | 0.0 | 0.0 | 61.1 | 91.7 | 100.0 |
| IC07.2 Clinical Pathways - Extent of development and use as per Ontario | 16.7 | 0.0 | 14.3 | 44.5 | 67.1 | 77.4 |
| IC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | | 0.0 | 2.7 | 76.8 | 84.8 | 85.7 |
| IC07.3b Clinical Pathways - Medical - extent of development and use | 14.3 | 0.0 | 11.9 | 26.2 | 42.9 | 76.2 |
| Clinical Pathways - O & G - extent of development and use | | 0.0 | 3.6 | 53.6 | 64.3 | 85.7 |
| Telehealth - Extent of telehealth usage | 15.4 | 0.0 | 2.9 | 5.8 | 15.4 | 19.2 |

Summary of Potential Reasons for Variance for TOOWOOMBA HOSPITAL

Indicators Flagged:

CI03.4 Stroke –Nursing home separation rate (90-99.9% confidence level)

CI06.5 Fractured neck of femur- Nursing home separation rate (90-99.95 confidence)

CII0.2 Standard Primiparae-Induction of labour rate (90-99.9% confidence level)

Responses:

The potential reasons for variance given by Toowoomba Hospital (Toowoomba Health Service District) are summarised below.

- **Stroke nursing home separation rates:** coding was an issue, with some patients who were admitted from a nursing home coded as direct "A&E admissions" rather than "transfer from nursing home" and other patients having been discharged to respite care prior to returning to their own home.
- **Induction of labour rates:** clinical indications included intrauterine growth restriction, post dates and reduced foetal movements. 6 out of 36 women were induced for social reasons (such as partners travelling). There were also some documentation / coding issues evident. Some of the inductions included in the study should have been excluded by definition of the cohort. The fact that they appeared in the data indicated inaccurate coding.

As a result of investigating these variances, the Toowoomba Health Service District indicated that:

- a detailed audit had been performed and identified that Toowoomba Hospital had an opportunity to improve data entry processes. In light of this report, a quality improvement activity will take place within Health Information Services to ensure that data is collected correctly on admission, and that it is validated either through the admission, or on discharge.



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Toowoomba Hospital

Southern Zone

Principal Referral and Specialised Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Toowoomba Hospital

Southern Zone

Peer Group: Principal Referral and Specialised

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|----|
| Activity | ☆☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|----|
| Benchmarking and Clinical Pathways | ☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "*" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.



CAB.0007.0002.00188

Clinical Utilisation and Outcomes

Toowoomba Hospital

Principal Referral and Specialised

Southern Zone
Performance Indicator

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

| Acute Myocardial Infarction | | | | |
|------------------------------------|------|------|----|--------|
| In-hospital Mortality | 8.6 | 11.2 | | CI01.1 |
| Long Stay Rates | 13.5 | 10.8 | | CI01.2 |
| Heart Failure | | | | |
| In-hospital Mortality | 7.9 | 7.0 | | CI02.1 |
| Long Stay Rates | 6.4 | 10.4 | | CI02.2 |
| Stroke | | | | |
| In-hospital Mortality | 10.8 | 22.1 | | CI03.1 |
| Long Stay Rates | 10.7 | 11.6 | | CI03.2 |
| Nursing Home Separations | 23.2 | 11.7 | * | CI03.4 |
| Pneumonia | | | | |
| In-hospital Mortality | 8.9 | 8.6 | | CI04.1 |
| Long Stays | 10.4 | 13.8 | | CI04.2 |
| Asthma | | | | |
| Long Stay Rates | 13.4 | 11.5 | | CI14.1 |
| Hysterectomy | | | | |
| Long Stay rates | 7.0 | 15.2 | | CI09.1 |
| Complications of Surgery | 8.5 | 12.4 | | CI09.3 |
| on Women <35 years | 16.4 | 11.0 | | CI09.4 |
| Blood Transfusion Rates | 6.1 | 3.7 | * | CI09.5 |
| Standard Primiparae | | | | |
| C-section | 12.8 | 13.1 | | CI10.1 |
| Induction of Labour | 19.2 | 12.8 | * | CI10.2 |
| Perineal Tears | 1.3 | 2.9 | | CI10.3 |
| Small for Gestational Age | | | | |
| Small for Gestational Age | 3.1 | 3.5 | | CI11.1 |
| Maternal Post-Natal Long Stay Rate | | | | |
| Vaginal Births | 1.8 | 7.6 | ** | CI13.1 |
| Caesarean Section Births | 1.7 | 6.5 | ** | CI13.2 |
| Fractured Neck of Femur | | | | |
| In-hospital Mortality | 2.7 | 6.8 | | CI06.1 |
| Long Stays | 2.0 | 9.0 | * | CI06.2 |
| Nursing Home Separations | 37.3 | 21.3 | * | CI06.5 |
| Complications of Surgery | 5.8 | 12.8 | * | CI06.6 |
| Knee Replacement | | | | |
| Long Stays | 7.5 | 10.8 | | CI07.1 |
| Complications of Surgery | 15.1 | 22.3 | | CI07.3 |
| Hip Replacement | | | | |
| Long Stay Rates | 12.6 | 11.7 | | CI08.1 |
| Complications of Surgery | 15.3 | 28.0 | * | CI08.3 |
| Colorectal Carcinoma | | | | |
| Long Stay Rates | 2.6 | 9.9 | | CI15.1 |
| Complications of Surgery | 16.0 | 32.0 | * | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.



CAB.0007.0002.00189

Patient Satisfaction

Toowoomba Hospital

Principal Referral and Specialised

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| Indicator | Hospital Score | Peer Group Mean | Significance | Reference |
|---------------------------------------|----------------|-----------------|--------------|-----------|
| Access and Admission Index | 65.2 | 64.1 | | PS01 |
| Complaints Management Index | 62.5 | 64.6 | | PS02 |
| Discharge and Follow-up Index | 59.8 | 61.4 | | PS03 |
| General Patient Information Index | 67.9 | 68.9 | | PS04 |
| Overall Care Index | 64.4 | 64.5 | | PS05 |
| Physical Environment Index | 64.0 | 62.3 | | PS06 |
| Treatment & Related Information Index | 64.4 | 65.3 | | PS07 |

| Indicator | Hospital Score | Peer Group Mean | Significance | Reference |
|---------------------------------------|----------------|-----------------|--------------|-----------|
| Access and Admission Index | 62.4 | 65.2 | | PS01 |
| Complaints Management Index | 60.3 | 63.3 | | PS02 |
| Discharge and Follow-up Index | 56.5 | 64.4 | * | PS03 |
| General Patient Information Index | 59.5 | 65.1 | * | PS04 |
| + Overall Care Index | 61.0 | 64.4 | | PS05 |
| Physical Environment Index | 65.0 | 63.0 | | PS06 |
| Treatment & Related Information Index | 59.7 | 64.4 | * | PS07 |

| Indicator | Hospital Score | Peer Group Mean | Significance | Reference |
|---------------------------------------|----------------|-----------------|--------------|-----------|
| Access and Admission Index | 65.9 | 63.8 | | PS01 |
| Complaints Management Index | 61.9 | 64.6 | | PS02 |
| Discharge and Follow-up Index | 60.1 | 60.2 | | PS03 |
| General Patient Information Index | 68.8 | 69.2 | | PS04 |
| + Overall Care Index | 64.6 | 64.1 | | PS05 |
| Physical Environment Index | 63.4 | 62.0 | | PS06 |
| Treatment & Related Information Index | 64.7 | 65.5 | | PS07 |

| Indicator | Hospital Score | Peer Group Mean | Significance | Reference |
|---------------------------------------|----------------|-----------------|--------------|-----------|
| Access and Admission Index | 54.0 | 55.1 | | PS01 |
| Complaints Management Index | 54.1 | 54.4 | | PS02 |
| Discharge and Follow-up Index | 54.4 | 54.7 | | PS03 |
| General Patient Information Index | 56.5 | 57.6 | | PS04 |
| Overall Care Index | 55.2 | 54.8 | | PS05 |
| Physical Environment Index | 57.9 | 57.8 | | PS06 |
| Treatment & Related Information Index | 54.6 | 50.7 | | PS07 |

| Indicator | Hospital Score | Peer Group Mean | Significance | Reference |
|---------------------------------------|----------------|-----------------|--------------|-----------|
| Access and Admission Index | 69.8 | 69.3 | | PS01 |
| Complaints Management Index | 69.6 | 68.2 | | PS02 |
| Discharge and Follow-up Index | 62.9 | 65.5 | | PS03 |
| General Patient Information Index | 74.1 | 72.8 | | PS04 |
| + Overall Care Index | 69.5 | 68.4 | | PS05 |
| Physical Environment Index | 68.5 | 64.0 | * | PS06 |
| Treatment & Related Information Index | 69.9 | 69.6 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00190

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

Efficiency

Toowoomba Hospital

Principal Referral and Specialised

Southern Zone

Data Type: Hospital Score: Peer Group Median: Reference:

| | | | | |
|-------------------------------------|------------|------|------|--------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 89.1 | 84.5 | EFF-17 |
| Length of Stay | Days | 3.09 | 3.18 | EFF-19 |
| Cancellation rate | Percentage | 19.7 | 19.2 | EFF-24 |

| | | | | |
|-------------------------------------|---------|-------|-------|----------|
| Total Cost / Weighted Separation | Dollars | 2,617 | 2,396 | EFF-25 |
| Catering - total cost | Dollars | 33.6 | 27.7 | EFF-36a |
| Energy Consumption per square metre | Dollars | 19.2 | 28.6 | EFF-45.4 |

| | | | | |
|---|------------|--------|--------|----------|
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.05 | 3.18 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.08 | 1.46 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 4.18 | 3.57 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 4.35 | 3.63 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.77 | 2.57 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 4.32 | 2.88 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 4.56 | 3.34 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 3.15 | 1.36 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,102 | 1,151 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 855 | 1,102 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,745 | 1,436 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,286 | 1,072 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,433 | 1,262 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,850 | 1,125 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 1,458 | 1,135 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 5,379 | 2,248 | EFF-08.9 |
| Cost of Work Cover | Dollars | 2.16 | 1.05 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.63 | 0.63 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 13.7 | 16.3 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.59 | 0.55 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 1.13 | 1.20 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 2.29 | 2.71 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.23 | 0.49 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 4.47 | 4.47 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 18.1 | 11.0 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 325 | 325 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 15,444 | 19,694 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 351 | 326 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 592 | 592 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 1,880 | 2,195 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 114 | 299 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 2,441 | 2,441 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 38,529 | 22,933 | EFF-16.9 |

| | | | | |
|---|------------|-------|-------|----------|
| Full-Time Equivalent (FTE) Staff | Numeric | 932 | 1,359 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 178 | 178 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 85.3 | 112 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 373 | 678 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 199 | 199 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 69.0 | 107 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 6.52 | 6.61 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 16.1 | 18.4 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 4.80 | 11.0 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.60 | 3.22 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,434 | 1,293 | EFF-07 |
| Hours of Overtime | Percentage | 2.44 | 2.86 | EFF-13 |
| Cost of Overtime | Dollars | 2,124 | 2,634 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00191

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Toowoomba Hospital

Southern Zone

Principal Referral and Specialised

| | | | |
|----------------|-----------------|--------------------|-----------|
| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 44.4 | 66.7 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|-----|------|---------|
| Extent of development and use in selected clinical areas | Percentage | 4.1 | 40.1 | SIC07.1 |
|--|------------|-----|------|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|-----|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 0/3 | 3 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 3/3 | 3 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0.5 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|-----|----------|
| Accuracy | Percentage | 95.9 | 94 | SIC04.1 |
| Timeliness - Number of months on time | Months | 5 | 5.5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 1.5 | 8.6 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 43.8 | 47.9 | SIC05.1 |
| Collection and use of clinical information | Percentage | 28.6 | 65.1 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/12 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentiailling

| | | | | |
|-----------------|--------|-----|-------|-------|
| Credentiailling | Yes/No | Yes | 11/12 | SIC02 |
|-----------------|--------|-----|-------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 83.7 | 79.3 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 75.9 | 74.5 | SIC03.2 |
| Median Age Nursing Staff | Years | 38.5 | 38.8 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 58.3 | 62.5 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 72.2 | 61.1 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|-----|------|----------|
| Extent of development and use as per Ontario | Percentage | 4.8 | 44.5 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 0 | 76.8 | SIC07.3a |
| Medical - extent of development and use | Percentage | 9.5 | 26.2 | SIC07.3b |
| O & G - extent of development and use | Percentage | 0 | 53.6 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|------|-----|-------|
| Extent of telehealth usage | Percentage | 17.3 | 5.8 | SIC09 |
|----------------------------|------------|------|-----|-------|

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00192

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

SECRETARIAT
OFFICIAL
COPY

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Toowoomba Hospital Southern Zone

Principal Referral and Specialised

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 8.6 | 5.7 | 7.5 | 8.9 | 13.5 | 26.9 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 13.5 | 5.1 | 7.4 | 10.3 | 13.5 | 27.5 |
| CI02.1 | Heart Failure - In-hospital Mortality | 7.9 | 6.1 | 5.6 | 6.1 | 7.1 | 12.2 |
| CI02.2 | Heart Failure - Long Stay Rates | 6.4 | 5.2 | 6.4 | 9.5 | 10.6 | 14.5 |
| CI03.1 | Stroke - In-hospital Mortality | 19.8 | 17.7 | 19.8 | 21.7 | 27.0 | 31.0 |
| CI03.2 | Stroke - Long Stay Rates | 10.7 | 0.0 | 9.2 | 10.7 | 11.9 | 17.5 |
| CI03.4 | Stroke - Nursing Home Separations | 23.2 | 8.1 | 9.5 | 10.3 | 13.2 | 23.2 |
| CI04.1 | Pneumonia - In-hospital Mortality | 8.9 | 5.5 | 6.7 | 7.5 | 8.9 | 13.9 |
| CI04.2 | Pneumonia - Long Stays | 10.4 | 8.8 | 10.4 | 12.7 | 14.0 | 15.3 |
| CI14.1 | Asthma - Long Stay Rates | 13.4 | 1.8 | 9.5 | 12.1 | 13.4 | 16.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay rates | 7.6 | 6.1 | 8.1 | 11.0 | 21.2 | 23.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 8.5 | 7.6 | 6.8 | 11.3 | 11.6 | 36.3 |
| CI09.5 | Hysterectomy - on Women < 35 years | 16.4 | 8.7 | 8.7 | 13.4 | 11.7 | 16.4 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 6.1 | 1.1 | 2.8 | 3.1 | 6.1 | 7.4 |
| CI10.1 | Standard Primiparae - C-section | 12.8 | 5.3 | 10.6 | 12.1 | 14.3 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 19.2 | 8.7 | 11.6 | 13.8 | 15.4 | 19.2 |
| CI10.3 | Standard Primiparae - Perineal Tears | 1.3 | 1.0 | 1.8 | 2.4 | 3.3 | 6.3 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 3.1 | 2.8 | 3.1 | 3.4 | 3.9 | 4.5 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 1.8 | 1.8 | 3.5 | 7.2 | 9.1 | 17.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 1.7 | 1.7 | 3.5 | 5.7 | 9.5 | 11.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 2.7 | 2.7 | 6.9 | 7.0 | 9.3 | 10.2 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 2.0 | 1.8 | 3.1 | 7.9 | 13.2 | 20.8 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 37.3 | 6.1 | 11.8 | 19.0 | 28.1 | 37.3 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 5.8 | 5.8 | 10.0 | 11.8 | 17.4 | 22.9 |
| CI07.1 | Knee Replacement - Long Stays | 7.6 | 3.9 | 7.9 | 9.1 | 17.3 | 21.3 |
| CI07.3 | Knee Replacement - Complications of Surgery | 15.1 | 13.0 | 20.9 | 24.1 | 27.2 | 44.9 |
| CI08.1 | Hip Replacement - Long Stay Rates | 12.6 | 4.0 | 10.1 | 12.6 | 13.2 | 21.8 |
| CI08.3 | Hip Replacement - Complications of Surgery | 15.3 | 15.3 | 27.6 | 29.9 | 35.5 | 41.0 |
| CI05.1 | Colorectal Carcinoma - Long Stay Rates | 2.6 | 2.6 | 5.5 | 7.5 | 9.1 | 16.1 |
| CI05.3 | Colorectal Carcinoma - Complications of Surgery | 16.0 | 16.0 | 26.3 | 33.4 | 37.0 | 47.9 |

Overall Performance Group: Patient Satisfaction

| | | | | | | | |
|------|--|------|------|------|------|------|------|
| CI05 | Overall Care Index Maternity | 61.0 | 59.6 | 61.1 | 64.3 | 66.0 | 76.5 |
| CI05 | Overall Care Index Medical | 64.6 | 58.2 | 62.5 | 63.4 | 65.7 | 72.9 |
| CI05 | Overall Care Index Surgical | 69.5 | 60.8 | 66.0 | 68.4 | 70.8 | 78.8 |
| CI01 | Access and Admission Index Mental Health | 54.0 | 45.1 | 47.9 | 52.9 | 60.3 | 78.8 |
| CI01 | Access and Admission Index Surgical | 68.8 | 58.4 | 66.8 | 69.4 | 71.1 | 82.2 |
| CI01 | Access and Admission Index Maternity | 62.4 | 60.5 | 63.4 | 64.9 | 66.5 | 68.9 |
| CI01 | Access and Admission Index Medical | 65.9 | 58.2 | 60.8 | 63.0 | 64.2 | 73.4 |
| CI01 | Access and Admission Index All types combined | 65.2 | 59.2 | 61.7 | 62.7 | 65.1 | 73.9 |
| CI02 | Complaints Management Index Surgical | 69.6 | 63.4 | 65.5 | 68.2 | 69.9 | 76.8 |
| CI02 | Complaints Management Index Maternity | 60.3 | 57.9 | 60.1 | 63.0 | 65.5 | 67.4 |
| CI02 | Complaints Management Index Medical | 61.9 | 56.3 | 61.4 | 63.9 | 65.4 | 73.9 |
| CI02 | Complaints Management Index All types combined | 62.5 | 60.0 | 62.9 | 63.9 | 65.8 | 73.1 |
| CI02 | Complaints Management Index Mental Health | 54.1 | 44.3 | 48.9 | 53.0 | 60.8 | 68.8 |
| CI03 | Discharge and Follow-up Index Mental Health | 54.4 | 42.2 | 52.8 | 54.5 | 59.1 | 69.6 |
| CI03 | Discharge and Follow-up Index All types combined | 59.8 | 55.3 | 59.1 | 60.3 | 63.9 | 68.7 |
| CI03 | Discharge and Follow-up Index Maternity | 56.5 | 56.5 | 62.1 | 66.0 | 67.9 | 88.9 |
| CI03 | Discharge and Follow-up Index Medical | 60.1 | 51.6 | 58.0 | 60.2 | 61.8 | 68.5 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | |
|---|----------------|------------|----------|----------|----------|----------|
| | | Min | 25th | Median | 75th | Max |
| PS03 Discharge and Follow-up Index Surgical | 62.9 | 56.9 | 62.8 | 68.0 | 68.5 | 74.1 |
| PS04 General Patient Information Index Maternity | 59.5 | 59.5 | 63.1 | 64.3 | 68.1 | 83.4 |
| PS04 General Patient Information Index Mental Health | 56.5 | 50.8 | 53.4 | 56.5 | 58.1 | 78.2 |
| PS04 General Patient Information Index Surgical | 74.1 | 68.6 | 70.7 | 72.5 | 74.1 | 82.7 |
| PS04 General Patient Information Index Medical | 68.8 | 64.3 | 66.3 | 68.5 | 70.3 | 78.0 |
| PS04 General Patient Information Index All types combined | 67.9 | 65.1 | 68.8 | 68.4 | 70.8 | 76.9 |
| PS05 Overall Care Index All types combined | 64.4 | 59.5 | 62.7 | 63.9 | 66.0 | 72.8 |
| PS05 Overall Care Index Mental Health | 55.2 | 47.5 | 48.6 | 54.6 | 59.2 | 70.4 |
| PS06 Physical Environment Index Mental Health | 57.9 | 50.7 | 53.8 | 57.9 | 63.5 | 66.0 |
| PS06 Physical Environment Index Medical | 63.4 | 52.8 | 58.6 | 62.1 | 64.2 | 70.1 |
| PS06 Physical Environment Index Maternity | 65.0 | 47.2 | 57.4 | 59.0 | 66.1 | 69.5 |
| PS06 Physical Environment Index All types combined | 64.0 | 55.4 | 59.1 | 61.5 | 64.4 | 70.7 |
| PS06 Physical Environment Index Surgical | 68.5 | 55.2 | 59.8 | 63.4 | 68.7 | 75.2 |
| PS07 Treatment & Related Information Index Maternity | 59.7 | 57.8 | 60.1 | 65.5 | 67.9 | 83.3 |
| PS07 Treatment & Related Information Index All types combined | 64.4 | 60.6 | 63.4 | 64.8 | 66.5 | 72.3 |
| PS07 Treatment & Related Information Index Mental Health | 54.6 | 40.1 | 44.5 | 48.6 | 53.8 | 62.3 |
| PS07 Treatment & Related Information Index Surgical | 69.9 | 64.0 | 66.9 | 68.9 | 72.1 | 79.1 |
| PS07 Treatment & Related Information Index Medical | 64.7 | 59.9 | 62.6 | 64.6 | 67.2 | 73.0 |
| Overall Performance Group: Activity | | | | | | |
| FF-17 Occupancy Rate (Bed Day Efficiency) | 89.1 | 48.2 | 68.8 | 84.5 | 90.0 | 104.2 |
| FF-19 Length of Stay | 3.1 | 2.0 | 2.9 | 3.2 | 3.7 | 5.5 |
| FF-24 Cancellation rate | 19.7 | 6.3 | 11.7 | 19.2 | 21.4 | 25.1 |
| Overall Performance Group: Cost of Service | | | | | | |
| FF-25 Total Cost / Weighted Separation | 2,617.4 | 1,650.9 | 2,282.9 | 2,396.0 | 2,506.8 | 3,101.6 |
| FF-36a Catering - total cost | 33.6 | 20.7 | 26.8 | 27.7 | 30.2 | 39.6 |
| FF-45.4 Energy Consumption per square metre | 19.2 | 19.2 | 21.0 | 28.6 | 29.4 | 42.5 |
| Overall Performance Group: Staffing | | | | | | |
| FF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.1 | 2.7 | 3.1 | 3.2 | 3.5 | 4.0 |
| FF-06.3 Hours of Sick Leave by Staff Category - Medical | 1.1 | 1.0 | 1.3 | 1.5 | 1.8 | 2.0 |
| FF-06.4 Hours of Sick Leave by Staff Category - Nursing | 4.2 | 3.3 | 3.4 | 3.6 | 3.6 | 4.2 |
| FF-06.5 Hours of Sick Leave by Staff Category - Operational | 4.4 | 3.2 | 3.5 | 3.6 | 3.9 | 4.4 |
| FF-06.6 Hours of Sick Leave by Staff Category - Professional | 2.8 | 2.0 | 2.4 | 2.6 | 2.8 | 2.9 |
| FF-06.7 Hours of Sick Leave by Staff Category - Technical | 4.3 | 1.5 | 2.5 | 2.9 | 3.4 | 4.3 |
| FF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans | 4.6 | 2.9 | 3.1 | 3.3 | 4.1 | 4.6 |
| FF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers | 3.1 | 0.3 | 0.9 | 1.4 | 1.7 | 3.1 |
| FF-06.2 Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,102.0 | 907.6 | 1,102.0 | 1,151.2 | 1,189.5 | 1,542.0 |
| FF-06.3 Cost of Sick Leave by Staff Category - Medical | 855.1 | 728.9 | 971.6 | 1,101.6 | 1,130.8 | 1,416.5 |
| FF-06.4 Cost of Sick Leave by Staff Category - Nursing | 1,745.0 | 1,366.5 | 1,399.9 | 1,435.6 | 1,513.8 | 1,745.0 |
| FF-06.5 Cost of Sick Leave by Staff Category - Operational | 1,285.7 | 939.0 | 1,038.3 | 1,072.3 | 1,128.8 | 1,285.7 |
| FF-06.6 Cost of Sick Leave by Staff Category - Professional | 1,432.6 | 973.2 | 1,188.4 | 1,261.7 | 1,403.1 | 1,449.9 |
| FF-06.7 Cost of Sick Leave by Staff Category - Technical | 1,850.0 | 706.9 | 1,001.4 | 1,125.1 | 1,638.4 | 1,850.0 |
| FF-06.8 Cost of Sick Leave by Staff Category - Trade And Artisans | 1,457.6 | 991.1 | 1,037.0 | 1,134.6 | 1,309.8 | 1,457.6 |
| FF-06.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers | 5,379.2 | 438.6 | 1,244.6 | 2,247.8 | 3,039.8 | 5,379.2 |
| FF-11 Cost of Work Cover | 2.2 | 0.5 | 0.9 | 1.1 | 1.5 | 2.2 |
| FF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical | 0.6 | 0.5 | 0.6 | 0.6 | 0.7 | 1.5 |
| FF-14.3 Hours of Overtime by Staff Category - Medical | 13.7 | 13.7 | 14.1 | 16.3 | 18.7 | 19.8 |
| FF-14.4 Hours of Overtime by Staff Category - Nursing | 0.6 | 0.2 | 0.4 | 0.6 | 0.6 | 1.1 |
| FF-14.5 Hours of Overtime by Staff Category - Operational | 1.1 | 0.1 | 0.6 | 1.2 | 1.5 | 2.5 |
| FF-14.6 Hours of Overtime by Staff Category - Professional | 2.3 | 0.9 | 1.8 | 2.7 | 3.6 | 4.2 |
| FF-14.7 Hours of Overtime by Staff Category - Technical | 0.2 | 0.1 | 0.2 | 0.5 | 1.2 | 5.5 |
| FF-14.8 Hours of Overtime by Staff Category - Trade And Artisans | 4.5 | 3.3 | 4.0 | 4.5 | 5.0 | 8.3 |
| FF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers | 18.1 | 4.8 | 7.4 | 11.0 | 14.8 | 18.1 |
| FF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical | 325.2 | 250.1 | 296.4 | 325.2 | 392.1 | 765.2 |
| FF-16.3 Cost of Overtime by Staff Category - Medical | 15,443.8 | 15,058.0 | 15,443.8 | 18,694.2 | 21,892.1 | 25,813.7 |
| FF-16.4 Cost of Overtime by Staff Category - Nursing | 351.1 | 132.4 | 229.1 | 326.4 | 358.6 | 665.1 |
| FF-16.5 Cost of Overtime by Staff Category - Operational | 592.1 | 57.1 | 283.9 | 592.1 | 741.9 | 1,238.4 |
| FF-16.6 Cost of Overtime by Staff Category - Professional | 1,879.6 | 694.0 | 1,259.7 | 2,195.0 | 2,962.1 | 3,759.4 |
| FF-16.7 Cost of Overtime by Staff Category - Technical | 113.9 | 86.8 | 113.9 | 298.9 | 683.3 | 3,831.4 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|---|--|----------------|------------|----------|----------|----------|----------|
| | | | Min | 25th | Median | 75th | Max |
| EFF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 2,441.1 | 1,793.3 | 2,221.6 | 2,441.1 | 2,852.2 | 4,825.5 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 38,529.0 | 7,118.5 | 15,123.0 | 22,933.3 | 31,408.5 | 41,722.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 931.5 | 705.4 | 1,058.7 | 1,359.3 | 1,433.5 | 3,681.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 177.6 | 115.2 | 155.6 | 177.6 | 198.9 | 548.7 |
| EFF-02.3 | FTE Staff by Category - Medical | 85.3 | 48.9 | 85.3 | 112.2 | 173.3 | 349.0 |
| EFF-02.4 | FTE Staff by Category - Nursing | 372.8 | 346.2 | 481.4 | 678.1 | 733.2 | 1,589.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 199.5 | 88.4 | 173.3 | 199.5 | 267.7 | 699.8 |
| EFF-02.6 | FTE Staff by Category - Professional | 69.0 | 53.1 | 79.2 | 106.9 | 145.5 | 335.8 |
| EFF-02.7 | FTE Staff by Category - Technical | 8.5 | 2.4 | 5.9 | 6.6 | 23.3 | 32.2 |
| EFF-02.8 | FTE Staff by Category - Trade And Artisans | 16.1 | 10.9 | 14.6 | 18.4 | 41.6 | 69.5 |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 4.8 | 4.8 | 9.7 | 11.0 | 14.6 | 52.5 |
| FF-05 | Hours of Sick Leave | 3.6 | 2.9 | 3.2 | 3.2 | 3.3 | 3.6 |
| FF-07 | Cost of Sick Leave | 1,433.9 | 1,196.1 | 1,270.1 | 1,293.5 | 1,336.2 | 1,487.9 |
| FF-13 | Hours of Overtime | 2.4 | 1.8 | 2.5 | 2.9 | 3.2 | 3.9 |
| FF-16 | Cost of Overtime | 2,123.5 | 1,827.7 | 2,123.5 | 2,634.3 | 2,733.4 | 3,692.2 |
| Performance Group: Benchmarking and Clinical Pathways | | | | | | | |
| CO6.3 | Benchmarking - In selected clinical areas - external | 44.4 | 18.7 | 61.1 | 66.7 | 89.2 | 100.0 |
| CO7.1 | Clinical Pathways - Extent of development and use | 4.1 | 0.0 | 12.3 | 40.1 | 58.1 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | | |
| CO8.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 0.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| CO8.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| CO8.3 | Facilitating continuity of care - Shared ante and post natal care | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| CO8.4 | Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.8 | 3.0 | 3.0 | 3.0 |
| CO8.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.5 | 1.5 | 3.0 |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| CO4.1 | Quality of information - Accuracy | 95.9 | 74.8 | 92.7 | 94.0 | 94.5 | 96.0 |
| CO4.2a | Quality of information - Timeliness - Number of months on time | 5.0 | 0.0 | 2.8 | 5.5 | 6.3 | 9.0 |
| CO4.2b | Quality of information - Timeliness - Number of days late per month | 1.5 | 0.0 | 3.3 | 8.6 | 14.9 | 82.7 |
| CO5.1 | Use of Information - Availability of electronic information | 43.8 | 25.0 | 43.8 | 47.9 | 54.7 | 72.9 |
| CO5.2 | Use of Information - Collection and use of clinical information | 26.8 | 28.6 | 57.9 | 65.2 | 77.1 | 95.7 |
| Overall Performance Group: Not Summarised | | | | | | | |
| CO1 | Accreditation | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| CO2 | Credentialling | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| CO3.1 | Workforce Management - Retention of Nursing Staff | 83.7 | 67.9 | 73.8 | 79.3 | 82.2 | 84.1 |
| CO3.2 | Workforce Management - Retention of Allied Health Staff | 75.9 | 66.7 | 71.8 | 74.5 | 78.6 | 83.8 |
| CO3.3 | Workforce Management - Median Age Nursing Staff | 38.5 | 34.0 | 37.8 | 38.8 | 39.6 | 41.0 |
| CO6.1 | Benchmarking - In selected clinical areas | 58.3 | 15.4 | 55.3 | 62.5 | 84.7 | 100.0 |
| CO6.2 | Benchmarking - In selected clinical areas - internal | 72.2 | 0.0 | 0.0 | 61.1 | 91.7 | 100.0 |
| CO7.2 | Clinical Pathways - Extent of development and use as per Ontario | 4.0 | 0.0 | 14.3 | 44.5 | 67.1 | 77.4 |
| CO7.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 0.0 | 0.0 | 2.7 | 76.8 | 84.8 | 85.7 |
| CO7.3b | Clinical Pathways - Medical - extent of development and use | 0.5 | 0.0 | 11.9 | 26.2 | 42.9 | 76.2 |
| CO7.3c | Clinical Pathways - O & G - extent of development and use | 0.0 | 0.0 | 3.6 | 53.6 | 64.3 | 85.7 |
| CO9 | Telehealth - Extent of telehealth usage | 17.3 | 0.0 | 2.9 | 5.8 | 15.4 | 19.2 |

Summary of Potential Reasons for Variance for IPSWICH HOSPITAL

Indicators Flagged:

- CI07.3 Knee replacement – Complications of surgery rate (90-99.9% confidence level)*
- CI08.3 Hip replacement - Complications of surgery rate (90-99.9% confidence level)*
- CI09.3 Hysterectomy- Complications of surgery rate (99.9% confidence level)*
- CI09.4 Hysterectomy – performed on women less than 35 years (90-99.9% confidence level)*
- CI15.3 Colorectal carcinoma – Complications of surgery rate (90-99.9% confidence level)*

Response:

The potential reasons for variance given by Ipswich Hospital (West Moreton Health Service District) are summarised below.

- **Knee replacement and hip replacement complications of surgery rate:** two years ago, there was a focus on ensuring that coding of these Diagnostic Related Groupings was optimised. This entails ensuring that any complication that can be coded is coded.
- **Hysterectomy complications of surgery rate:** there had been some issues surrounding post-operative infections in 1999-2000. Action has been taken as detailed below.

As a result of investigating these variances, the West Moreton Health Service District indicated that:

- a review of the charts for knee and hip replacement is planned to ensure that the assumption regarding coding is valid. They noted that the length of stay of these patients is not longer and believe that this supports the view that some of this variation is due to the coding practices of Ipswich hospital.
- a comprehensive Surgical Wound Surveillance program has been implemented over the last two years and has seen changes to the management of potential wound infections by improved intra-operative management. This wound surveillance program monitors patients after discharge and actions taken have seen a reduction in the rate of post-operative infections.
- procedures have been put in place over the last two years to reduce the post operative infection rate in hysterectomy patients by better timing of intra-operative antibiotic cover.
- a review of the clinical indicators for Ipswich Hospital for Hysterectomy performed on women less than 35 years for the 1999 year reveals that the rate per surgeon were all above the standard of 9.1%. The range across all hospitals was 7.5% to 10.9%. The average for Ipswich Hospital was 11%. This indicator has been discussed with the Gynaecologists and will be monitored by the Executive Director of Medical Services.

- the complication rate for the colorectal carcinoma has been noted and discussed with the Director of Surgery.

CABINET
SECRETERIAT
OFFICIAL
COPY



Queensland Government
Queensland Health

Measured Quality

Hospital Report

Ipswich Hospital

Southern Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Ipswich Hospital

Southern Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|----|
| Medical | ☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆ |
| Surgical | ☆☆ |
| Overall | ☆ |

Efficiency

| | |
|-----------------|-----|
| Activity | ☆☆ |
| Cost of Service | ☆☆☆ |
| Staffing | ☆☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|-----|
| Benchmarking and Clinical Pathways | ☆☆☆ |
| Continuity of Care | ☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "☆" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Ipswich Hospital
Southern Zone
Performance Indicator

Large

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|-----|------|--|--------|
| In-hospital Mortality | 9.5 | 13.3 | | CI01.1 |
| Long Stay Rates | 8.3 | 8.7 | | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|------|-----|--|--------|
| In-hospital Mortality | 7.7 | 7.7 | | CI02.1 |
| Long Stay Rates | 13.3 | 8.7 | | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 24.8 | 26.3 | | CI03.1 |
| Long Stay Rates | 9.0 | 7.0 | | CI03.2 |
| Nursing Home Separations | 17.7 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|-----|------|--|--------|
| In-hospital Mortality | 4.5 | 7.2 | | CI04.1 |
| Long Stays | 8.3 | 10.8 | | CI04.2 |

Asthma

| | | | | |
|-----------------|------|------|--|--------|
| Long Stay Rates | 13.2 | 12.0 | | CI14.1 |
|-----------------|------|------|--|--------|

Gynaecology

| | | | | |
|--------------------------|------|------|----|--------|
| Long Stay rates | 8.5 | 8.7 | * | CI09.1 |
| Complications of Surgery | 30.2 | 12.3 | ** | CI09.3 |
| on Women < 35 years | 17.2 | 12.2 | * | CI09.4 |
| Blood Transfusion Rates | 1.3 | 1.8 | | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|-----|------|---|--------|
| C-section | 7.1 | 12.9 | * | CI10.1 |
| Induction of Labour | 9.2 | 14.4 | * | CI10.2 |
| Perineal Tears | 1.1 | 2.8 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|---|--------|
| Small for Gestational Age | 2.5 | 2.8 | * | CI11.1 |
|---------------------------|-----|-----|---|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|------|-----|---|--------|
| Vaginal Births | 10.4 | 8.2 | * | CI13.1 |
| Caesarean Section Births | 4.9 | 5.7 | | CI13.2 |

Diabetic Foot

| | | | | |
|------------------|------|------|--|--------|
| Long Stays | 8.1 | 9.2 | | CI05.1 |
| Amputation Rates | 21.4 | 29.7 | | CI05.4 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 7.1 | 7.6 | | CI06.1 |
| Long Stays | 8.5 | 13.1 | | CI06.2 |
| Nursing Home Separations | 16.8 | 18.9 | | CI06.5 |
| Complications of Surgery | 18.1 | 15.9 | | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stays | 6.7 | 10.5 | | CI07.1 |
| Complications of Surgery | 34.1 | 18.7 | * | CI07.3 |

Hip Replacement

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay Rates | 4.9 | 10.7 | | CI08.1 |
| Complications of Surgery | 50.2 | 28.1 | * | CI08.3 |

Colorectal Carcinoma

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay Rates | 10.2 | 9.9 | | CI15.1 |
| Complications of Surgery | 45.0 | 26.7 | * | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00201

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

Patient Satisfaction

Ipswich Hospital

Large

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Overall Care Index

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 63.3 | 65.3 | * | PS01 |
| Complaints Management Index | 58.7 | 64.0 | ** | PS02 |
| Discharge and Follow-up Index | 57.8 | 60.9 | * | PS03 |
| General Patient Information Index | 65.5 | 69.2 | * | PS04 |
| Overall Care Index | 62.0 | 65.2 | * | PS05 |
| Physical Environment Index | 64.5 | 66.5 | * | PS06 |
| Treatment & Related Information Index | 59.2 | 64.0 | ** | PS07 |

Physical Environment Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 65.6 | 67.8 | | PS01 |
| Complaints Management Index | 62.6 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 65.2 | 65.2 | | PS03 |
| General Patient Information Index | 65.2 | 68.1 | | PS04 |
| + Overall Care Index | 64.9 | 66.9 | | PS05 |
| Physical Environment Index | 65.8 | 68.4 | | PS06 |
| Treatment & Related Information Index | 63.6 | 65.5 | | PS07 |

Physical Environment Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 62.9 | 64.5 | | PS01 |
| Complaints Management Index | 60.8 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 57.5 | 60.1 | | PS03 |
| General Patient Information Index | 67.0 | 69.3 | | PS04 |
| + Overall Care Index | 62.0 | 64.7 | | PS05 |
| Physical Environment Index | 63.4 | 66.2 | | PS06 |
| Treatment & Related Information Index | 59.1 | 63.3 | * | PS07 |

Physical Environment Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 56.2 | 58.7 | | PS01 |
| Complaints Management Index | 40.2 | 57.2 | * | PS02 |
| Discharge and Follow-up Index | 44.5 | 64.0 | | PS03 |
| General Patient Information Index | 49.7 | 58.5 | | PS04 |
| Overall Care Index | 52.0 | 57.6 | | PS05 |
| Physical Environment Index | 67.4 | 63.5 | | PS06 |
| Treatment & Related Information Index | 42.6 | 53.1 | | PS07 |

Physical Environment Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 67.8 | 68.9 | | PS01 |
| Complaints Management Index | 64.8 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 63.0 | 64.0 | | PS03 |
| General Patient Information Index | 70.6 | 72.9 | | PS04 |
| + Overall Care Index | 66.7 | 68.7 | | PS05 |
| Physical Environment Index | 65.2 | 67.3 | | PS06 |
| Treatment & Related Information Index | 65.7 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00202

Efficiency

Ipswich Hospital

Large

Eastern Zone

| Data Type: | Hospital Score: | Peer Group | Reference: |
|------------|-----------------|------------|------------|
| | | Median: | |

| | | | | |
|---|------------|--------|--------|----------|
| Overall Performance Group | | | | |
| Occupancy Rate (Bed Day Efficiency) | Percentage | 83.5 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.14 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 9.44 | 12.8 | EFF-24 |
| Cost of Services | | | | |
| Total Cost / Weighted Separation | Dollars | 1,992 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 19.0 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 16.8 | 22.1 | EFF-45.4 |
| Cost of Personnel | | | | |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.10 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.76 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.15 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.12 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.68 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 0 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 1.95 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 6.26 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,040 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,236 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,289 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 922 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,355 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 0 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 638 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 7,955 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.05 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.31 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 16.6 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.53 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.90 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 3.38 | 3.88 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 2.35 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 7.39 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 157 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 18,890 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 315 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 490 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 2,731 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 0 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 1,282 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 12,953 | 39,662 | EFF-16.9 |
| Personnel Summary | | | | |
| Full-Time Equivalent (FTE) Staff | Numeric | 701 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 76.7 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 71.5 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 364 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 122 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 52.6 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 0.54 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 4.47 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 9.26 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 2.98 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,280 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 2.87 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 2,576 | 2,230 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00203

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Ipswich Hospital

Large

Southern Zone

| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|
|----------------|-----------------|--------------------|-----------|

Benchmarking

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|---------------------------------------|------------|----------------|-------------------|-----------|
| In selected clinical areas - external | Percentage | 55.6 | 30.8 | SIC06.3 |

Clinical Pathways

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|--|------------|----------------|-------------------|-----------|
| Extent of development and use in selected clinical areas | Percentage | 71.4 | 48 | SIC07.1 |

Facilitating continuity of care

| Indicator | Max score | Hospital Score | Peer Group Median | Reference |
|--|-----------|----------------|-------------------|-----------|
| Use of pre admission clinics for elective surgery | 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | 5 | 0/3 | 1 | SIC08.2 |
| Shared ante and post natal care | 5 | 0/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | 3 | 2/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|--|------------|----------------|-------------------|-----------|
| Accuracy | Percentage | 93.3 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 5 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 3.5 | 5 | SIC04.2b |

Use of Information

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|--|------------|----------------|-------------------|-----------|
| Availability of electronic information | Percentage | 37.5 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 70 | 50.8 | SIC05.2 |

Accreditation

| Indicator | Yes/No | Yes | 12/13 | Reference |
|---------------|--------|-----|-------|-----------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |

Credentiailling

| Indicator | Yes/No | No | 5/13 | Reference |
|-----------------|--------|----|------|-----------|
| Credentiailling | Yes/No | No | 5/13 | SIC02 |

Workforce Management

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|----------------------------------|------------|----------------|-------------------|-----------|
| Retention of Nursing Staff | Percentage | 86.3 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 69.2 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 40 | 41 | SIC03.3 |

Benchmarking

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|---------------------------------------|------------|----------------|-------------------|-----------|
| In selected clinical areas | Percentage | 55.6 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 55.6 | 29.4 | SIC06.2 |

Clinical Pathways

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|--|------------|----------------|-------------------|-----------|
| Extent of development and use as per Ontario | Percentage | 71.4 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 100 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 66.7 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 50 | 39.3 | SIC07.3c |

Telehealth

| Indicator | Percentage | Hospital Score | Peer Group Median | Reference |
|----------------------------|------------|----------------|-------------------|-----------|
| Extent of telehealth usage | Percentage | 44.2 | 1.9 | SIC09 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00204

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

CABINET
SECRETAIRIAT
OFFICIAL
COPY

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min

25th

Median

75th

Max

Large

Ipswich Hospital
Southern Zone

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 9.5 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 8.3 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 7.7 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 13.3 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 24.8 | 18.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 9.0 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 17.7 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 4.5 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 8.3 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 13.2 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay Rates | 8.5 | 3.9 | 8.0 | 10.5 | 16.6 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 30.2 | 4.5 | 5.8 | 7.6 | 11.2 | 30.2 |
| CI09.4 | Hysterectomy - on Women < 35 years | 17.2 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 1.3 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.1 | Standard Primiparae - C-section | 7.1 | 4.4 | 11.8 | 18.3 | 15.7 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 9.2 | 0.0 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI10.3 | Standard Primiparae - Perineal Tears | 1.1 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 2.5 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 10.4 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 4.9 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI05.1 | Diabetic Foot - Long Stays | 3.1 | 3.1 | 4.0 | 4.9 | 5.8 | 6.7 |
| CI05.4 | Diabetic Foot - Amputation Rates | 21.4 | 21.4 | 26.9 | 32.4 | 37.9 | 43.4 |
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 7.1 | 3.4 | 8.9 | 5.9 | 7.2 | 8.3 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 8.5 | 3.8 | 6.8 | 8.6 | 10.4 | 27.6 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 18.8 | 11.8 | 18.5 | 21.9 | 31.5 | 46.6 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 19.1 | 3.5 | 7.6 | 8.5 | 19.3 | 41.6 |
| CI07.1 | Knee Replacement - Long Stays | 6.7 | 6.2 | 7.1 | 9.5 | 13.1 | 16.9 |
| CI07.3 | Knee Replacement - Complications of Surgery | 34.1 | 4.4 | 7.1 | 10.3 | 22.6 | 34.1 |
| CI08.1 | Hip Replacement - Long Stay Rates | 4.9 | 4.3 | 4.9 | 10.2 | 10.7 | 15.2 |
| CI08.3 | Hip Replacement - Complications of Surgery | 50.2 | 13.7 | 17.4 | 18.6 | 32.8 | 50.2 |
| CI15.1 | Colorectal Carcinoma - Long Stay Rates | 10.2 | 8.3 | 9.4 | 10.2 | 12.5 | 16.3 |
| CI15.3 | Colorectal Carcinoma - Complications of Surgery | 45.0 | 14.2 | 14.7 | 38.4 | 45.0 | 54.6 |

Overall Performance Group: Maternity

| | | | | | | | |
|-----|------------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Maternity | 64.9 | 51.7 | 63.6 | 65.9 | 70.9 | 72.6 |
|-----|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|-----|----------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Medical | 62.0 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|-----|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|-----|-----------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Surgical | 66.7 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|-----|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|-----|--|------|------|------|------|------|------|
| G01 | Access and Admission Index Surgical | 67.8 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| G01 | Access and Admission Index All types combined | 63.3 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| G01 | Access and Admission Index Maternity | 65.6 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| G01 | Access and Admission Index Medical | 62.9 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| G01 | Access and Admission Index Mental Health | 56.2 | 51.0 | 57.0 | 60.0 | 66.2 | 70.0 |
| G02 | Complaints Management Index Surgical | 64.8 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| G02 | Complaints Management Index Mental Health | 40.2 | 40.2 | 55.6 | 59.1 | 69.9 | 76.2 |
| G02 | Complaints Management Index Medical | 60.0 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| G02 | Complaints Management Index All types combined | 58.7 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| G02 | Complaints Management Index Maternity | 62.6 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| G03 | Discharge and Follow-up Index Mental Health | 44.5 | 44.5 | 55.0 | 58.0 | 61.6 | 67.7 |
| G03 | Discharge and Follow-up Index All types combined | 57.8 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |



Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|-----------------------------------|--|----------------|------------|------|--------|------|------|
| | | | Min | 25th | Median | 75th | Max |
| PS03 | Discharge and Follow-up Index Maternity | 65.2 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| PS03 | Discharge and Follow-up Index Surgical | 63.0 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| PS03 | Discharge and Follow-up Index Medical | 57.5 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| PS04 | General Patient Information Index Surgical | 70.6 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| PS04 | General Patient Information Index Mental Health | 49.7 | 49.7 | 55.4 | 60.3 | 68.0 | 76.4 |
| PS04 | General Patient Information Index Medical | 67.0 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| PS04 | General Patient Information Index Maternity | 65.2 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| PS04 | General Patient Information Index All types combined | 65.5 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| PS05 | Overall Care Index All types combined | 62.0 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| PS05 | Overall Care Index Mental Health | 52.0 | 51.3 | 56.9 | 60.3 | 63.3 | 67.4 |
| PS06 | Physical Environment Index Mental Health | 67.4 | 56.2 | 61.6 | 65.6 | 66.7 | 69.3 |
| PS06 | Physical Environment Index Surgical | 65.2 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 |
| PS06 | Physical Environment Index Maternity | 65.8 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| PS06 | Physical Environment Index Medical | 63.4 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| PS06 | Physical Environment Index All types combined | 64.5 | 59.5 | 64.6 | 66.7 | 67.5 | 72.6 |
| PS07 | Treatment & Related Information Index Medical | 59.1 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| PS07 | Treatment & Related Information Index All types combined | 59.2 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| PS07 | Treatment & Related Information Index Maternity | 63.6 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| PS07 | Treatment & Related Information Index Surgical | 68.7 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| PS07 | Treatment & Related Information Index Mental Health | 42.6 | 42.6 | 51.4 | 57.1 | 62.7 | 64.2 |

| | | | | | | | |
|--|---|----------|---------|----------|----------|----------|----------|
| Overall Performance Group: Activity | | | | | | | |
| FF-17 | Occupancy Rate (Bed Day Efficiency) | 83.5 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| FF-19 | Length of Stay | 3.1 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| FF-24 | Cancellation rate | 9.4 | 8.0 | 9.9 | 12.8 | 16.6 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| FF-25 | Total Cost / Weighted Separation | 1,992.5 | 1,827.6 | 1,952.3 | 2,074.6 | 2,454.9 | 2,998.4 |
| FF-36a | Catering - total cost | 19.0 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| FF-45.4 | Energy Consumption per square metre | 16.8 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| FF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.1 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| FF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.8 | -1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| FF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.2 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| FF-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.1 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| FF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.7 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| FF-06.7 | Hours of Sick Leave by Staff Category - Technical | 0.0 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| FF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 2.0 | 0.0 | 2.4 | 3.0 | 3.5 | 9.8 |
| FF-06.8 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 6.3 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 |
| FF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,039.7 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 |
| FF-08.3 | Cost of Sick Leave by Staff Category - Medical | 1,236.3 | -649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| FF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,288.7 | 1,170.7 | 1,301.6 | 1,420.4 | 1,478.9 | 1,622.3 |
| FF-08.5 | Cost of Sick Leave by Staff Category - Operational | 922.0 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| FF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,355.2 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| FF-08.7 | Cost of Sick Leave by Staff Category - Technical | 0.0 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| FF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 837.8 | 0.0 | 775.2 | 937.1 | 1,089.9 | 3,264.9 |
| FF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 7,955.1 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 |
| FF-11 | Cost of Work Cover | 1.1 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| FF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.3 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| FF-14.3 | Hours of Overtime by Staff Category - Medical | 16.6 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| FF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.5 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| FF-14.5 | Hours of Overtime by Staff Category - Operational | 0.9 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| FF-14.6 | Hours of Overtime by Staff Category - Professional | 3.4 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| FF-14.7 | Hours of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| FF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 2.3 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| FF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 7.4 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| FF-16.4 | Cost of Overtime by Staff Category - Managerial And Clerical | 156.7 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| FF-16.4 | Cost of Overtime by Staff Category - Medical | 18,890.3 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| FF-16.4 | Cost of Overtime by Staff Category - Nursing | 314.7 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| FF-16.5 | Cost of Overtime by Staff Category - Operational | 489.7 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |

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CAB.0007.0002.00207

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|---|--|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 2,731.5 | 632.6 | 1,681.9 | 3,008.9 | 4,423.6 | 8,442.9 |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 |
| EFF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 1,281.9 | 0.0 | 1,037.5 | 1,371.6 | 2,116.6 | 2,298.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 12,952.6 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 701.1 | 210.6 | 293.2 | 443.5 | 553.5 | 929.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 78.7 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| EFF-02.3 | FTE Staff by Category - Medical | 71.5 | 0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| EFF-02.4 | FTE Staff by Category - Nursing | 364.4 | 197.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 121.7 | 40.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 | FTE Staff by Category - Professional | 52.6 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.7 | FTE Staff by Category - Technical | 0.5 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| EFF-02.8 | FTE Staff by Category - Trade And Artisans | 4.5 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 9.3 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| EFF-05 | Hours of Sick Leave | 3.0 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 | Cost of Sick Leave | 1,280.3 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,378.0 |
| EFF-13 | Hours of Overtime | 2.9 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 | Cost of Overtime | 2,575.8 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | |
| SIC06.3 | Benchmarking - In selected clinical areas - external | 55.6 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 |
| SIC07.1 | Clinical Pathways - Extent of development and use | 71.4 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | | |
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 0.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | 2.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| SIC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| IC04.1 | Quality of information - Accuracy | 93.3 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 |
| IC04.2a | Quality of information - Timeliness - Number of months on time | 5.9 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 |
| IC04.2b | Quality of information - Timeliness - Number of days late per month | 4.5 | 0.0 | 3.5 | 8.0 | 10.0 | 17.6 |
| IC05.1 | Use of information - Availability of electronic information | 37.5 | 27.1 | 34.3 | 37.5 | 39.6 | 77.1 |
| IC05.2 | Use of information - Collection and use of clinical information | 70.6 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 |
| Overall Performance Group: Not Summarised | | | | | | | |
| IC01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| IC02 | Credentialling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| IC03.1 | Workforce Management - Retention of Nursing Staff | 86.3 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 |
| IC03.2 | Workforce Management - Retention of Allied Health Staff | 69.2 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| IC03.3 | Workforce Management - Median Age Nursing Staff | 40.0 | 37.0 | 40.0 | 41.9 | 42.0 | 43.0 |
| IC06.1 | Benchmarking - In selected clinical areas | 55.6 | 0.0 | 28.4 | 33.3 | 53.3 | 94.4 |
| IC06.2 | Benchmarking - In selected clinical areas - internal | 55.6 | 0.0 | 18.7 | 29.4 | 55.6 | 100.0 |
| IC07.2 | Clinical Pathways - Extent of development and use as per Ontario | 71.4 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 |
| IC07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 100.0 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 |
| IC07.3b | Clinical Pathways - Medical - extent of development and use | 66.7 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 |
| IC07.3c | Clinical Pathways - O & G - extent of development and use | 50.0 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 |
| IC09 | Telehealth - Extent of telehealth usage | 44.2 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

Summary of Potential Reasons for Variance for LOGAN HOSPITAL

Indicators Flagged:

- CI04.2 Pneumonia –Long stay rate (90-99.9% confidence level)*
- CI06.6 Fractured neck of femur- Complications of surgery rate (99.9% confidence level)*
- CI09.3 Hysterectomy-Complications of surgery rate (99.9% confidence level)*
- CI10.1 Standard primiparae-Caesarean section rate (<90% confidence level-
borderline with 90-99.9% and third highest in state)*
- CI10.2 Standard primiparae-Induction of labour rate (99.9% confidence level at state
level; 90-99.9% confidence level at peer level)*

Responses:

The potential reasons for variance given for Logan Hospital (Logan-Beaudesert Health Service District) are summarised below.

- **Pneumonia long stay rate:** one possibility is that bed availability in the Logan area has predisposed to patients with low acuity not being admitted and being treated as outpatients. This results in skewing the admissions profile to high acuity patients requiring a longer length of stay.
- **Hysterectomy and fractured neck of femur complications of surgery:** in terms of frequency, infection and haemorrhage / haematoma are the most significant complications. A smaller number of cases of dehiscence, accidental puncture and urinary tract infection form the remainder of the complications.
- **Caesarean section rates:** regardless of the presentation and progress of the pregnancy, a significant number of patients are requesting delivery by caesarean section. If the patient cannot be convinced to try vaginal birth an elective caesarean is performed.
- **Induction of labour rates** reasons for variance included:
 - the post dates category was the largest group of inductions. Logan hospital is inducing this group at Term + 7 days rather than Term + 14 days.
 - nearly 50% of the "inductions" were for the augmentation of labour in women who had spontaneous rupture of membranes and had not established effective labour after a given period. Whether these cases were "inductions" or "augmentation" of labour would be case specific and possibly debatable.

As a result of investigating these variances, the Logan – Beaudesert Health Service District indicated that:

- the variance for pneumonia long stay rates will most likely improve due to both the opening of additional medical beds at Logan and the increasing use of the Princess Alexandra Hospital home IV service. Usage of this service has increased 100% over the last 12 months. The hospital will continue to monitor this indicator.

- for orthopaedic complications of surgery, the coded complications for later years are significantly less (19.61% and 18.52%) than those coded for 1999/2000 (54.55%)
- there have been changes in coding practice, for example, in 1999/2000 it was normal practice at Logan Hospital to code "atrial fibrillation / flutter" as a complication where it occurred post-operatively, even if it was also a pre-existing condition
- the complication "infection following a procedure" is routinely investigated by the Infection Management clinical nurse consultant
- the complications of surgery for fractured neck of femur surgery will be reviewed by the Orthopaedic Unit for comment on their implications for practice at Logan Hospital
- the hysterectomy surgical complication rate will be reviewed by the Gynaecology Unit for comment on their implications for practice at Logan Hospital
- regarding the caesarean section rate for standard primiparae, it was noted that the indicator is on the borderline of significance and the District will continue to monitor all caesarean deliveries
- regarding the induction of labour rate, the District will focus on the definitions for this category (regarding augmentation and induction) and ensure the data complies with the definitions. The District will contact peer hospitals to check how they are defining this group.

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Queensland Government

Queensland Health

Measured Quality Hospital Report

Logan Hospital

Southern Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Logan Hospital

Southern Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|----|
| Medical | ☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|-----|
| Activity | ☆☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|-----|
| Benchmarking and Clinical Pathways | ☆☆ |
| Continuity of Care | ☆☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Logan Hospital
Southern Zone
Performance Indicator

Large

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 14.1 | 13.3 | | CI01.1 |
| Long Stay Rates | 13.4 | 8.7 | * | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|------|-----|--|--------|
| In-hospital Mortality | 10.7 | 7.7 | | CI02.1 |
| Long Stay Rates | 8.8 | 8.7 | | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|---|--------|
| In-hospital Mortality | 29.4 | 26.3 | | CI03.1 |
| Long Stay Rates | 0.0 | 7.0 | * | CI03.2 |
| Nursing Home Separations | 15.6 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 7.1 | 7.2 | | CI04.1 |
| Long Stays | 17.7 | 10.8 | * | CI04.2 |

Asthma

| | | | | |
|-----------------|------|------|--|--------|
| Long Stay Rates | 12.7 | 12.0 | | CI14.1 |
|-----------------|------|------|--|--------|

hysterectomy

| | | | | |
|--------------------------|------|------|----|--------|
| Long Stay rates | 15.1 | 9.7 | | CI09.1 |
| Complications of Surgery | 23.3 | 12.3 | ** | CI09.3 |
| on Women < 35 years | 10.1 | 12.2 | | CI09.4 |
| Blood Transfusion Rates | 1.9 | 1.8 | | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|----|--------|
| C-section | 15.9 | 12.9 | | CI10.1 |
| Induction of Labour | 20.4 | 14.4 | ** | CI10.2 |
| Perineal Tears | 3.5 | 2.8 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|---|--------|
| Small for Gestational Age | 2.3 | 2.8 | * | CI11.1 |
|---------------------------|-----|-----|---|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|-----|-----|---|--------|
| Vaginal Births | 6.8 | 8.2 | * | CI13.1 |
| Caesarean Section Births | 3.6 | 5.7 | * | CI13.2 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|----|--------|
| In-hospital Mortality | 3.4 | 7.6 | | CI06.1 |
| Long Stays | 3.8 | 13.1 | | CI06.2 |
| Nursing Home Separations | 21.6 | 18.9 | | CI06.5 |
| Complications of Surgery | 41.6 | 15.9 | ** | CI06.6 |

Colorectal Carcinoma

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay Rates | 8.3 | 9.9 | | CI15.1 |
| Complications of Surgery | 38.4 | 26.7 | | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Patient Satisfaction

Logan Hospital

Large

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 61.2 | 65.3 | ** | PS01 |
| Complaints Management Index | 64.0 | 64.0 | | PS02 |
| Discharge and Follow-up Index | 61.5 | 60.9 | | PS03 |
| General Patient Information Index | 66.1 | 69.2 | * | PS04 |
| Overall Care Index | 63.6 | 65.2 | | PS05 |
| Physical Environment Index | 66.8 | 66.5 | | PS06 |
| Treatment & Related Information Index | 63.3 | 64.0 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 63.7 | 67.8 | * | PS01 |
| Complaints Management Index | 63.2 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 61.8 | 65.2 | | PS03 |
| General Patient Information Index | 64.6 | 68.1 | | PS04 |
| + Overall Care Index | 63.8 | 66.9 | | PS05 |
| Physical Environment Index | 65.1 | 68.4 | * | PS06 |
| Treatment & Related Information Index | 63.9 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 62.1 | 64.5 | | PS01 |
| Complaints Management Index | 65.1 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 62.7 | 60.1 | | PS03 |
| General Patient Information Index | 67.9 | 69.3 | | PS04 |
| + Overall Care Index | 65.3 | 64.7 | | PS05 |
| Physical Environment Index | 69.4 | 66.2 | * | PS06 |
| Treatment & Related Information Index | 65.6 | 63.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 51.0 | 58.7 | * | PS01 |
| Complaints Management Index | 55.3 | 57.2 | | PS02 |
| Discharge and Follow-up Index | 49.4 | 64.0 | | PS03 |
| General Patient Information Index | 51.9 | 58.5 | | PS04 |
| Overall Care Index | 51.3 | 57.6 | * | PS05 |
| Physical Environment Index | 56.2 | 63.5 | * | PS06 |
| Treatment & Related Information Index | 47.9 | 53.1 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 66.1 | 68.9 | | PS01 |
| Complaints Management Index | 68.8 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 68.6 | 64.0 | * | PS03 |
| General Patient Information Index | 73.8 | 72.9 | | PS04 |
| + Overall Care Index | 69.0 | 68.7 | | PS05 |
| Physical Environment Index | 69.0 | 67.3 | | PS06 |
| Treatment & Related Information Index | 69.4 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00214

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 - Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

Efficiency

Logan Hospital

Large

Southern Zone

Data Type: Hospital Score: Peer Group Reference:
Median:

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 84.1 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.17 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 17.4 | 12.8 | EFF-24 |
| Total Cost / Weighted Separation | Dollars | 2,157 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 24.4 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 19.6 | 22.1 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.72 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.93 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.34 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.46 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.65 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 4.62 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0.87 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 920 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,292 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,302 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 979 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,265 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,852 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 1,383 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 0.49 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.34 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 11.0 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.58 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.33 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 2.13 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.25 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 10.6 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 188 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 11,231 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 360 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 156 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 1,662 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 154 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 17,608 | 39,662 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 930 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 158 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 98.2 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 431 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 164 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 68.3 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 2.19 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 7.43 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.04 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,178 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 1.95 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 1,675 | 2,230 | EFF-15 |

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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Logan Hospital

Large

Southern Zone

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| | Score: | Median: | |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 52.9 | 30.8 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|------|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 17.3 | 48 | SIC07.1 |
|--|------------|------|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|---|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 3/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 3/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 92.6 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 0 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 17.6 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 77.1 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 28.6 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentiailling

| | | | | |
|-----------------|--------|-----|------|-------|
| Credentiailling | Yes/No | Yes | 6/13 | SIC02 |
|-----------------|--------|-----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 84.3 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 64.1 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 41 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 35.3 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 17.6 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 20.2 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 7.1 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 23.8 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 17.9 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|-----|-----|-------|
| Extent of telehealth usage | Percentage | 1.9 | 1.9 | SIC09 |
|----------------------------|------------|-----|-----|-------|

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00216

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

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Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|---|---|----------------|------------|------|--------|------|-------|
| | | | Min | 25th | Median | 75th | Max |
| Logan Hospital | | | | | | | Large |
| Southern Zone | | | | | | | |
| Overall Performance Group: Medical | | | | | | | |
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 14.1 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 13.4 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 10.7 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 8.8 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 29.4 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 0.0 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 15.6 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 7.1 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 17.7 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 12.7 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |
| Overall Performance Group: Obstetrics & Gynaecology | | | | | | | |
| CI09.1 | Hysterectomy - Long Stay rates | 15.1 | 3.9 | 8.0 | 10.5 | 15.6 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 23.3 | 4.5 | 5.8 | 7.6 | 11.2 | 30.2 |
| CI09.4 | Hysterectomy - on Women < 35 years | 10.1 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 1.9 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.1 | Standard Primiparae - C-section | 15.8 | 4.4 | 11.8 | 13.3 | 15.7 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 20.4 | 8.0 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI10.3 | Standard Primiparae - Perineal Tears | 3.5 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 2.3 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 6.8 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 3.6 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |
| Overall Performance Group: Surgical | | | | | | | |
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 3.4 | 3.4 | 3.9 | 5.3 | 7.2 | 8.3 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 3.8 | 3.8 | 6.8 | 8.8 | 16.4 | 27.6 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 21.6 | 11.8 | 16.5 | 21.5 | 31.5 | 46.6 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 41.6 | 3.8 | 7.5 | 8.5 | 19.3 | 41.6 |
| CI15.1 | Colorectal Carcinoma - Long Stay Rates | 8.3 | 8.3 | 9.4 | 10.2 | 12.5 | 16.3 |
| CI15.3 | Colorectal Carcinoma - Complications of Surgery | 38.4 | 14.2 | 14.7 | 38.4 | 45.0 | 54.6 |
| Overall Performance Group: Maternity | | | | | | | |
| CI05 | Overall Care Index Maternity | 63.8 | 51.7 | 63.6 | 65.9 | 70.9 | 72.6 |
| Overall Performance Group: Medical | | | | | | | |
| CI05 | Overall Care Index Medical | 65.3 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
| Overall Performance Group: Surgical | | | | | | | |
| CI05 | Overall Care Index Surgical | 69.0 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
| Overall Performance Group: Not Summarised | | | | | | | |
| CI01 | Access and Admission Index Maternity | 63.7 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| CI01 | Access and Admission Index Mental Health | 61.0 | 61.0 | 57.0 | 69.0 | 66.2 | 70.0 |
| CI01 | Access and Admission Index Surgical | 66.1 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| CI01 | Access and Admission Index All types combined | 61.2 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| CI01 | Access and Admission Index Medical | 62.1 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| CI02 | Complaints Management Index Medical | 65.1 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| CI02 | Complaints Management Index Mental Health | 55.3 | 40.2 | 55.6 | 59.1 | 69.9 | 76.2 |
| CI02 | Complaints Management Index Maternity | 63.2 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| CI02 | Complaints Management Index All types combined | 64.0 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| CI02 | Complaints Management Index Surgical | 68.8 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| CI03 | Discharge and Follow-up Index Surgical | 68.6 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| CI03 | Discharge and Follow-up Index All types combined | 61.5 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| CI03 | Discharge and Follow-up Index Maternity | 61.8 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| CI03 | Discharge and Follow-up Index Medical | 62.7 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| CI03 | Discharge and Follow-up Index Mental Health | 49.4 | 44.5 | 55.0 | 58.0 | 61.6 | 67.7 |
| CI04 | General Patient Information Index Medical | 67.9 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| CI04 | General Patient Information Index Maternity | 64.6 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| CI04 | General Patient Information Index Mental Health | 51.9 | 49.7 | 55.4 | 60.3 | 68.0 | 76.4 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | | State Median |
|--|----------------|------------|----------|----------|----------|-----------|--------------|
| | | Min | 25th | Median | 75th | Max | |
| PS04 General Patient Information Index Surgical | 73.8 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 | |
| PS04 General Patient Information Index All types combined | 66.1 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 | |
| PS05 Overall Care Index All types combined | 63.6 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 | |
| PS05 Overall Care Index Mental Health | 51.3 | 51.3 | 56.9 | 60.3 | 63.3 | 67.4 | |
| PS06 Physical Environment Index All types combined | 66.8 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 | |
| PS06 Physical Environment Index Maternity | 65.1 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 | |
| PS06 Physical Environment Index Medical | 69.4 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 | |
| PS06 Physical Environment Index Mental Health | 56.2 | 56.2 | 61.6 | 65.6 | 66.7 | 69.3 | |
| PS06 Physical Environment Index Surgical | 69.0 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 | |
| PS07 Treatment & Related Information Index Medical | 65.6 | 59.4 | 60.7 | 63.4 | 65.1 | 70.4 | |
| PS07 Treatment & Related Information Index Maternity | 63.9 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 | |
| PS07 Treatment & Related Information Index Surgical | 69.4 | 66.8 | 68.2 | 68.8 | 71.0 | 74.1 | |
| PS07 Treatment & Related Information Index Mental Health | 47.9 | 42.6 | 51.4 | 57.1 | 62.7 | 64.2 | |
| PS07 Treatment & Related Information Index All types combined | 63.3 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 | |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 Occupancy Rate (Bed Day Efficiency) | 84.1 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 | |
| Length of Stay | 3.2 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 | |
| Cancellation rate | 17.4 | 8.0 | 9.9 | 12.8 | 16.6 | 18.1 | |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-25 Total Cost / Weighted Separation | 2,156.7 | 1,827.6 | 1,952.3 | 2,074.0 | 2,454.9 | 2,998.4 | |
| EFF-36a Catering - total cost | 24.4 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 | |
| EFF-45.4 Energy Consumption per square metre | 19.6 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 | |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical | 2.7 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 | |
| EFF-06.3 Hours of Sick Leave by Staff Category - Medical | 1.9 | -1.6 | 1.2 | 1.4 | 1.6 | 2.1 | |
| EFF-06.4 Hours of Sick Leave by Staff Category - Nursing | 3.3 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 | |
| EFF-06.5 Hours of Sick Leave by Staff Category - Operational | 3.5 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 | |
| EFF-06.6 Hours of Sick Leave by Staff Category - Professional | 2.7 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 | |
| EFF-06.7 Hours of Sick Leave by Staff Category - Technical | 4.6 | 0.0 | 0.0 | 2.4 | 3.3 | 4.6 | |
| EFF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers | 0.0 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 | |
| EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical | 920.4 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 | |
| EFF-08.3 Cost of Sick Leave by Staff Category - Medical | 1,292.3 | -649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 | |
| EFF-08.4 Cost of Sick Leave by Staff Category - Nursing | 1,301.6 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,622.3 | |
| EFF-08.5 Cost of Sick Leave by Staff Category - Operational | 979.2 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 | |
| EFF-08.6 Cost of Sick Leave by Staff Category - Professional | 1,264.6 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 | |
| EFF-08.7 Cost of Sick Leave by Staff Category - Technical | 1,851.9 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 | |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | 1,382.7 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 | |
| Cost of Work Cover | 0.5 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 | |
| FF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical | 0.3 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 | |
| FF-14.3 Hours of Overtime by Staff Category - Medical | 11.0 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 | |
| FF-14.4 Hours of Overtime by Staff Category - Nursing | 0.9 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 | |
| FF-14.5 Hours of Overtime by Staff Category - Operational | 0.3 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 | |
| FF-14.6 Hours of Overtime by Staff Category - Professional | 2.1 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 | |
| FF-14.7 Hours of Overtime by Staff Category - Technical | 0.2 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 | |
| FF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers | 10.0 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 | |
| FF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical | 188.4 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 | |
| FF-16.3 Cost of Overtime by Staff Category - Medical | 11,231.3 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 | |
| FF-16.4 Cost of Overtime by Staff Category - Nursing | 359.8 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 | |
| FF-16.5 Cost of Overtime by Staff Category - Operational | 155.5 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 | |
| FF-16.6 Cost of Overtime by Staff Category - Professional | 1,661.9 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 | |
| FF-16.7 Cost of Overtime by Staff Category - Technical | 153.8 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 | |
| FF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers | 17,607.6 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 | |
| Overall Performance Group: Not Summarised | | | | | | | |
| F-01 Full-Time Equivalent (FTE) Staff | 929.8 | 210.6 | 283.2 | 443.5 | 553.5 | 929.8 | |
| F-02 FTE Staff by Category - Managerial And Clerical | 158.5 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 | |
| F-02.3 FTE Staff by Category - Medical | 98.2 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 | |
| F-02.4 FTE Staff by Category - Nursing | 431.2 | 107.6 | 133.8 | 204.8 | 284.3 | 431.2 | |
| F-02.5 FTE Staff by Category - Operational | 164.1 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 | |

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Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | |
|---|----------------|------------|---------|---------|---------|---------|
| | | Min | 25th | Median | 75th | Max |
| FF-02.6 FTE Staff by Category - Professional | 68.3 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| FF-02.7 FTE Staff by Category - Technical | 2.2 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| FF-02.9 FTE Staff by Category - Visiting Medical Officers | 7.4 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| FF-05 Hours of Sick Leave | 3.0 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| FF-07 Cost of Sick Leave | 1,178.0 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 |
| FF-13 Hours of Overtime | 1.9 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| FF-15 Cost of Overtime | 1,675.2 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |

Overall Performance Group: Benchmarking and Clinical Pathways

| | | | | | | |
|---|------|-----|------|------|------|-------|
| IC06.3 Benchmarking - In selected clinical areas - external | 52.9 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 |
| IC07.1 Clinical Pathways - Extent of development and use | 17.3 | 2.5 | 17.3 | 48.0 | 52.0 | 71.4 |

Overall Performance Group: Continuity of Care

| | | | | | | |
|---|-----|-----|-----|-----|-----|-----|
| IC08.1 Facilitating continuity of care - Use of pre-admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| IC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs | 3.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| IC08.3 Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| IC08.4 Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| IC08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 8.0 | 1.0 |

Overall Performance Group: Quality and Use of Information

| | | | | | | |
|---|------|------|------|------|------|------|
| IC04.1 Quality of information - Accuracy | 97.6 | 89.6 | 91.3 | 94.3 | 94.8 | 97.6 |
| IC04.2a Quality of information - Timeliness - Number of months on time | 0.0 | 0.0 | 3.0 | 5.0 | 8.8 | 9.0 |
| IC04.2b Quality of information - Timeliness - Number of days late per month | 17.6 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 |
| IC05.1 Use of information - Availability of electronic information | 77.1 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| IC05.2 Use of information - Collection and use of clinical information | 28.6 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 |

Overall Performance Group: Not Summarised

| | | | | | | |
|---|------|------|------|------|------|-------|
| C01 Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| C02 Credentialing | 1.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| C03.1 Workforce Management - Retention of Nursing Staff | 84.3 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 |
| C03.2 Workforce Management - Retention of Allied Health Staff | 64.1 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| C03.3 Workforce Management - Median Age Nursing Staff | 41.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| C06.1 Benchmarking - In selected clinical areas | 35.3 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 |
| C06.2 Benchmarking - In selected clinical areas - internal | 17.3 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 |
| C07.2 Clinical Pathways - Extent of development and use as per Ontario | 20.2 | 3.0 | 20.2 | 34.8 | 60.7 | 78.6 |
| C07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 7.1 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 |
| C07.3b Clinical Pathways - Medical - extent of development and use | 23.8 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 |
| C07.3c Clinical Pathways - O & G - extent of development and use | 17.9 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 |
| C09 Telehealth - Extent of telehealth usage | 1.9 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

Summary of Potential Reasons for Variance for MACKAY HOSPITAL

Indicators Flagged:

CI01.1 Acute myocardial infarction – In hospital mortality (90-99.9% confidence level at the state level; <90% confidence level at the peer level – not statistically significant)

CI01.2 Acute myocardial infarction – Long stay rate (90-99.9% confidence level)

CI06.5 Fractured neck of femur-Nursing home separations (90-99.9% confidence level)

CII4.1 Asthma –Long stay rate (90-99.9% confidence level at the state level; <90% at the peer level – not statistically significant)

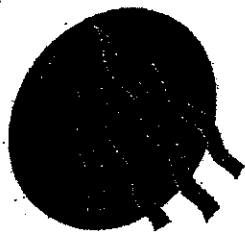
Responses:

The potential reasons for variance given by the Mackay Health Service District are summarised below.

- **Asthma long stay rate:** often related to clinical factors such as patients being slow to respond to treatment, the development of secondary infections and the requirement for investigations for conditions not related to asthma such as abdominal pain, gastrointestinal reflux and diabetes.

The hospital also indicated that a review of the acute myocardial infarction mortality and long stay rates would occur as a result of this report.

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Queensland Government

Queensland Health

Measured Quality

Hospital Report

Mackay Base Hospital

Northern Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Mackay Base Hospital

Northern Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|----|
| Medical | ☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|-----|
| Activity | ☆☆☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|-----|
| Benchmarking and Clinical Pathways | ☆ |
| Continuity of Care | ☆☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Mackay Base Hospital

Northern Zone

Performance Indicator

Large

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 20.1 | 13.3 | * | CI01.1 |
| Long Stay Rates | 17.9 | 8.7 | * | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|------|-----|--|--------|
| In-hospital Mortality | 4.8 | 7.7 | | CI02.1 |
| Long Stay Rates | 14.8 | 8.7 | | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 21.9 | 26.3 | | CI03.1 |
| Long Stay Rates | 11.0 | 7.0 | | CI03.2 |
| Nursing Home Separations | 18.0 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|------|------|--|--------|
| In-hospital Mortality | 4.1 | 7.2 | | CI04.1 |
| Long Stays | 13.0 | 10.8 | | CI04.2 |

Asthma

| | | | | |
|-----------------|------|------|---|--------|
| Long Stay Rates | 17.7 | 12.0 | * | CI14.1 |
|-----------------|------|------|---|--------|

Hysterectomy

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay rates | 10.5 | 8.7 | | CI09.1 |
| Complications of Surgery | 5.7 | 12.3 | * | CI09.3 |
| on Women < 35 years | 16.0 | 12.2 | | CI09.4 |
| Blood Transfusion Rates | 5.8 | 1.8 | * | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|---|--------|
| C-section | 13.0 | 12.9 | | CI10.1 |
| Induction of Labour | 18.6 | 14.4 | * | CI10.2 |
| Perineal Tears | 1.7 | 2.8 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 2.8 | 2.8 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|-----|-----|----|--------|
| Vaginal Births | 4.8 | 8.2 | ** | CI13.1 |
| Caesarean Section Births | 6.3 | 5.7 | | CI13.2 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|---|--------|
| In-hospital Mortality | 4.0 | 7.6 | | CI06.1 |
| Long Stays | 16.6 | 13.1 | | CI06.2 |
| Nursing Home Separations | 46.6 | 18.9 | * | CI06.5 |
| Complications of Surgery | 8.3 | 15.9 | | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stays | 13.9 | 10.5 | | CI07.1 |
| Complications of Surgery | 4.4 | 16.7 | * | CI07.3 |

Hip Replacement

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay Rates | 10.2 | 10.7 | | CI08.1 |
| Complications of Surgery | 17.4 | 28.1 | | CI08.3 |

Colorectal Carcinoma

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay Rates | 12.5 | 9.9 | | CI15.1 |
| Complications of Surgery | 14.2 | 26.7 | | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00224

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates

Patient Satisfaction

Mackay Base Hospital

Large

Northern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Overall Care Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 64.7 | 65.3 | | PS01 |
| Complaints Management Index | 62.6 | 64.0 | | PS02 |
| Discharge and Follow-up Index | 60.7 | 60.9 | | PS03 |
| General Patient Information Index | 67.5 | 69.2 | | PS04 |
| Overall Care Index | 64.5 | 65.2 | | PS05 |
| Physical Environment Index | 67.5 | 66.5 | | PS06 |
| Treatment & Related Information Index | 62.2 | 64.0 | | PS07 |

Overall Care Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 71.2 | 67.8 | | PS01 |
| Complaints Management Index | 71.2 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 69.8 | 65.2 | | PS03 |
| General Patient Information Index | 73.8 | 68.1 | * | PS04 |
| + Overall Care Index | 70.6 | 66.9 | | PS05 |
| Physical Environment Index | 71.9 | 68.4 | | PS06 |
| Treatment & Related Information Index | 69.1 | 65.5 | | PS07 |

Overall Care Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 63.5 | 64.5 | | PS01 |
| Complaints Management Index | 57.9 | 63.4 | * | PS02 |
| Discharge and Follow-up Index | 59.1 | 60.1 | | PS03 |
| General Patient Information Index | 65.5 | 69.3 | | PS04 |
| + Overall Care Index | 62.9 | 64.7 | | PS05 |
| Physical Environment Index | 68.4 | 66.2 | | PS06 |
| Treatment & Related Information Index | 59.1 | 63.3 | | PS07 |

Overall Care Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 57.7 | 58.7 | | PS01 |
| Complaints Management Index | 76.2 | 57.2 | * | PS02 |
| Discharge and Follow-up Index | 57.0 | 54.0 | | PS03 |
| General Patient Information Index | 66.1 | 58.5 | | PS04 |
| Overall Care Index | 61.9 | 57.6 | | PS05 |
| Physical Environment Index | 69.2 | 63.5 | | PS06 |
| Treatment & Related Information Index | 63.7 | 53.1 | * | PS07 |

Overall Care Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 67.3 | 68.9 | | PS01 |
| Complaints Management Index | 68.4 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 62.4 | 64.0 | | PS03 |
| General Patient Information Index | 71.2 | 72.9 | | PS04 |
| + Overall Care Index | 67.1 | 68.7 | | PS05 |
| Physical Environment Index | 64.3 | 67.3 | | PS06 |
| Treatment & Related Information Index | 68.2 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00225

Efficiency

Mackay Base Hospital

Northern Zone

Large

| Data Type: | Hospital Score: | Peer Group | Reference: |
|------------|-----------------|------------|------------|
| | | Median: | |

| | | | | |
|---|------------|--------|--------|----------|
| Overall Performance Group - Not Summarised | | | | |
| Occupancy Rate (Bed Day Efficiency) | Percentage | 77.1 | 82.8 | EFF-17 |
| Length of Stay | Days | 2.68 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 10.0 | 12.8 | EFF-24 |
| Overall Performance Group - Not Summarised | | | | |
| Catering - total cost | Dollars | 29.5 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 32.8 | 22.1 | EFF-45.4 |
| Overall Performance Group - Not Summarised | | | | |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.94 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.18 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.35 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.33 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.48 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 2.42 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 4.23 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0.64 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,073 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 735 | 978 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,420 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 983 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,162 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,194 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 1,346 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 1,119 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.88 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.21 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 17.7 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.71 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.28 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 5.22 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 2.19 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 16.6 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 107 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 22,767 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 428 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 115 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 4,424 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 0 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 1,089 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 33,298 | 39,662 | EFF-16.9 |
| Overall Performance Group - Not Summarised | | | | |
| Full-Time Equivalent (FTE) Staff | Numeric | 507 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 83.4 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 49.2 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 245 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 94.1 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 23.8 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 0.63 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 6.94 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 3.30 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.01 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,196 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 2.96 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 2,895 | 2,230 | EFF-15 |

* Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00226

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Mackay Base Hospital

northern Zone

Large

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| | Score: | Median: | |

Benchmarking

In selected clinical areas - external

| | | | |
|------------|------|------|---------|
| Percentage | 22.2 | 30.8 | SIC06.3 |
|------------|------|------|---------|

Clinical Pathways

Extent of development and use in selected clinical areas

| | | | |
|------------|------|----|---------|
| Percentage | 17.3 | 48 | SIC07.1 |
|------------|------|----|---------|

Facilitating continuity of care

Use of pre admission clinics for elective surgery

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 3/3 | 3 | SIC08.1 |
|-------------|-----|---|---------|

Provision of discharge summaries to GPs

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 1/3 | 1 | SIC08.2 |
|-------------|-----|---|---------|

Shared ante and post natal care

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 0/3 | 3 | SIC08.3 |
|-------------|-----|---|---------|

Cardiac rehabilitation

| | | | |
|-------------|-----|---|---------|
| Max score 3 | 3/3 | 2 | SIC08.4 |
|-------------|-----|---|---------|

Provision of electronic discharge summaries to GPs

| | | | |
|-------------|-----|---|---------|
| Max score 3 | 1/3 | 0 | SIC08.5 |
|-------------|-----|---|---------|

Quality of Information

Accuracy

| | | | |
|------------|------|------|---------|
| Percentage | 88.5 | 94.3 | SIC04.1 |
|------------|------|------|---------|

Timeliness - Number of months on time

| | | | |
|--------|---|---|----------|
| Months | 3 | 5 | SIC04.2a |
|--------|---|---|----------|

Timeliness - Number of days late per month

| | | | |
|------|-----|---|----------|
| Days | 3.8 | 5 | SIC04.2b |
|------|-----|---|----------|

Use of Information

Availability of electronic information

| | | | |
|------------|------|------|---------|
| Percentage | 60.4 | 37.5 | SIC05.1 |
|------------|------|------|---------|

Collection and use of clinical information

| | | | |
|------------|------|------|---------|
| Percentage | 51.4 | 50.8 | SIC05.2 |
|------------|------|------|---------|

Accreditation

Accreditation

| | | | |
|--------|----|-------|-------|
| Yes/No | No | 12/13 | SIC01 |
|--------|----|-------|-------|

Credentiailling

Credentiailling

| | | | |
|--------|----|------|-------|
| Yes/No | No | 5/13 | SIC02 |
|--------|----|------|-------|

Workforce Management

Retention of Nursing Staff

| | | | |
|------------|------|------|---------|
| Percentage | 88.1 | 83.6 | SIC03.1 |
|------------|------|------|---------|

Retention of Allied Health Staff

| | | | |
|------------|------|------|---------|
| Percentage | 84.2 | 73.7 | SIC03.2 |
|------------|------|------|---------|

Median Age Nursing Staff

| | | | |
|-------|----|----|---------|
| Years | 41 | 41 | SIC03.3 |
|-------|----|----|---------|

Benchmarking

In selected clinical areas

| | | | |
|------------|------|------|---------|
| Percentage | 33.3 | 33.3 | SIC06.1 |
|------------|------|------|---------|

In selected clinical areas - internal

| | | | |
|------------|------|------|---------|
| Percentage | 44.4 | 29.4 | SIC06.2 |
|------------|------|------|---------|

Clinical Pathways

Extent of development and use as per Ontario

| | | | |
|------------|----|------|---------|
| Percentage | 19 | 54.8 | SIC07.2 |
|------------|----|------|---------|

Surgical (Orthopaedic) - extent of development and use

| | | | |
|------------|------|------|----------|
| Percentage | 14.3 | 53.6 | SIC07.3a |
|------------|------|------|----------|

Medical - extent of development and use

| | | | |
|------------|---|------|----------|
| Percentage | 0 | 28.6 | SIC07.3b |
|------------|---|------|----------|

O & G - extent of development and use

| | | | |
|------------|------|------|----------|
| Percentage | 46.4 | 39.3 | SIC07.3c |
|------------|------|------|----------|

Telehealth

Extent of telehealth usage

| | | | |
|------------|-----|-----|-------|
| Percentage | 9.6 | 1.9 | SIC09 |
|------------|-----|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00227

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

CABINET
SECRETAIRIAT
OFFICIAL
COPY

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min

25th

Median

75th

Max

Mackay Base Hospital

Northern Zone

Large

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 20.1 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 17.9 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 4.8 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 14.8 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 21.9 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 11.9 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 18.0 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 4.1 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 13.0 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 17.7 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|--|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay rates | 10.5 | 3.9 | 8.0 | 10.5 | 16.6 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 5.7 | 4.5 | 5.8 | 7.6 | 11.2 | 30.2 |
| CI09.5 | Hysterectomy - on Women < 35 years | 16.0 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 5.8 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.1 | Standard Primiparae - C-section | 13.0 | 4.4 | 11.8 | 13.3 | 15.7 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 18.6 | 8.8 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI10.3 | Standard Primiparae - Perineal Tears | 1.7 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 2.8 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Birth) | 4.8 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Birth) | 6.3 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 4.0 | 3.4 | 3.9 | 5.3 | 7.2 | 8.3 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 16.6 | 3.8 | 6.8 | 8.6 | 16.4 | 27.6 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 46.6 | 11.8 | 16.5 | 21.9 | 31.5 | 46.6 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 8.3 | 3.8 | 7.6 | 8.5 | 10.3 | 41.6 |
| CI07.1 | Knee Replacement - Long Stays | 13.9 | 6.2 | 7.1 | 8.5 | 13.1 | 16.9 |
| CI07.3 | Knee Replacement - Complications of Surgery | 4.4 | 4.4 | 7.1 | 10.3 | 22.6 | 34.1 |
| CI08.1 | Hip Replacement - Long Stay Rates | 10.2 | 4.3 | 4.9 | 10.2 | 10.7 | 15.2 |
| CI08.3 | Hip Replacement - Complications of Surgery | 17.4 | 13.7 | 17.4 | 18.6 | 32.8 | 50.2 |
| CI15.1 | Colorectal Carcinoma - Long Stay Rates | 12.5 | 8.3 | 9.4 | 10.2 | 12.5 | 16.3 |
| CI15.3 | Colorectal Carcinoma - Complications of Surgery | 14.2 | 14.2 | 14.7 | 38.4 | 45.0 | 54.6 |

Overall Performance Group: Maternity

| | | | | | | | |
|------|------------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Maternity | 70.6 | 51.7 | 63.6 | 65.9 | 70.9 | 72.6 |
|------|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|------|----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Medical | 62.9 | 60.6 | 62.9 | 65.2 | 65.6 | 70.6 |
|------|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|------|-----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Surgical | 67.1 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|------|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|------|--|------|------|------|------|------|------|
| IS01 | Access and Admission Index All types combined | 64.7 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| IS01 | Access and Admission Index Medical | 63.5 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| IS01 | Access and Admission Index Mental Health | 57.7 | 51.0 | 57.0 | 60.0 | 66.2 | 70.0 |
| IS01 | Access and Admission Index Surgical | 67.3 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| IS01 | Access and Admission Index Maternity | 71.2 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| IS02 | Complaints Management Index All types combined | 62.6 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| IS02 | Complaints Management Index Maternity | 71.2 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| IS02 | Complaints Management Index Medical | 57.9 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| IS02 | Complaints Management Index Mental Health | 76.2 | 40.2 | 55.6 | 59.1 | 69.9 | 76.2 |
| IS02 | Complaints Management Index Surgical | 68.4 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| IS03 | Discharge and Follow-up Index Medical | 59.1 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| IS03 | Discharge and Follow-up Index Mental Health | 57.0 | 44.5 | 55.0 | 58.0 | 61.6 | 67.7 |
| IS03 | Discharge and Follow-up Index Maternity | 69.8 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| IS03 | Discharge and Follow-up Index All types combined | 60.7 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|-----------------------------------|--|----------------|------------|------|--------|------|------|
| | | | Min | 25th | Median | 75th | Max |
| PS03 | Discharge and Follow-up Index Surgical | 62.4 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| PS04 | General Patient Information Index All types combined | 67.5 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| PS04 | General Patient Information Index Maternity | 73.8 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| PS04 | General Patient Information Index Medical | 65.5 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| PS04 | General Patient Information Index Mental Health | 66.1 | 49.7 | 55.4 | 60.3 | 68.0 | 76.4 |
| PS04 | General Patient Information Index Surgical | 71.2 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| PS05 | Overall Care Index All types combined | 64.5 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| PS05 | Overall Care Index Mental Health | 61.9 | 61.3 | 56.9 | 60.3 | 63.3 | 67.4 |
| PS06 | Physical Environment Index All types combined | 67.3 | 59.3 | 64.5 | 66.7 | 67.5 | 72.6 |
| PS06 | Physical Environment Index Surgical | 64.3 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 |
| PS06 | Physical Environment Index Mental Health | 59.2 | 58.2 | 61.6 | 65.6 | 66.7 | 69.3 |
| PS06 | Physical Environment Index Medical | 68.4 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| PS06 | Physical Environment Index Maternity | 71.9 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| PS07 | Treatment & Related Information Index All types combined | 62.2 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| PS07 | Treatment & Related Information Index Maternity | 69.1 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| PS07 | Treatment & Related Information Index Medical | 59.1 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| PS07 | Treatment & Related Information Index Mental Health | 63.7 | 42.6 | 51.4 | 57.1 | 62.7 | 64.2 |
| PS07 | Treatment & Related Information Index Surgical | 68.2 | 66.5 | 66.2 | 66.8 | 71.0 | 74.1 |

| | | | | | | | |
|-------------------------------------|-------------------------------------|------|------|------|------|------|------|
| Overall Performance Group: Activity | | | | | | | |
| FF-17 | Occupancy Rate (Bed Day Efficiency) | 77.1 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| FF-19 | Length of Stay | 2.7 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| FF-24 | Cancellation rate | 10.0 | 8.0 | 9.9 | 12.8 | 16.6 | 18.1 |

| | | | | | | | |
|--|-------------------------------------|------|------|------|------|------|------|
| Overall Performance Group: Cost of Service | | | | | | | |
| FF-36a | Catering - total cost | 29.5 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| FF-45.4 | Energy Consumption per square meter | 32.8 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |

| | | | | | | | |
|-------------------------------------|---|----------|---------|----------|----------|----------|----------|
| Overall Performance Group: Staffing | | | | | | | |
| FF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 2.9 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| FF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.2 | -1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| FF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.3 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| FF-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.3 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| FF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.6 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| FF-06.7 | Hours of Sick Leave by Staff Category - Technical | 2.4 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| FF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 4.2 | 0.0 | 2.4 | 3.0 | 3.5 | 9.8 |
| FF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 0.6 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 |
| FF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,073.0 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 |
| FF-08.3 | Cost of Sick Leave by Staff Category - Medical | 735.3 | -649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| FF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,420.4 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.8 | 1,622.3 |
| FF-08.5 | Cost of Sick Leave by Staff Category - Operational | 963.0 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| FF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,161.7 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| FF-08.7 | Cost of Sick Leave by Staff Category - Technical | 1,193.8 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| FF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 1,446.4 | 0.0 | 775.2 | 937.1 | 1,089.9 | 3,264.9 |
| FF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 1,119.4 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,855.1 |
| FF-11 | Cost of Work Cover | 1.9 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| FF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.2 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| FF-14.3 | Hours of Overtime by Staff Category - Medical | 17.7 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| FF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.7 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| FF-14.5 | Hours of Overtime by Staff Category - Operational | 0.3 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| FF-14.6 | Hours of Overtime by Staff Category - Professional | 5.2 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| FF-14.7 | Hours of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| FF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 2.2 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| FF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 16.6 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| FF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 106.9 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| FF-16.3 | Cost of Overtime by Staff Category - Medical | 22,767.1 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| FF-16.4 | Cost of Overtime by Staff Category - Nursing | 427.9 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| FF-16.5 | Cost of Overtime by Staff Category - Operational | 114.9 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| FF-16.6 | Cost of Overtime by Staff Category - Professional | 4,423.6 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| FF-16.7 | Cost of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 |
| FF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 1,088.9 | 0.0 | 1,037.5 | 1,371.6 | 2,116.6 | 2,298.9 |

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

| | | | | | | | |
|---|--|----------|---------|----------|----------|----------|-----------|
| 18.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 33,297.8 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 508.7 | 210.6 | 293.2 | 443.5 | 553.5 | 929.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 83.4 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| EFF-02.3 | FTE Staff by Category - Medical | 49.2 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| EFF-02.4 | FTE Staff by Category - Nursing | 245.4 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 94.1 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 | FTE Staff by Category - Professional | 23.8 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.7 | FTE Staff by Category - Technical | 0.6 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| EFF-02.8 | FTE Staff by Category - Trade And Artisans | 6.9 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 3.3 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| EFF-05 | Hours of Sick Leave | 3.0 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 | Cost of Sick Leave | 1,196.4 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 |
| EFF-13 | Hours of Overtime | 3.0 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 | Cost of Overtime | 2,895.1 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |

Overall Performance Group: Benchmarking and Clinical Pathways

| | | | | | | | |
|---|--|------|-----|------|------|------|-------|
| SIC06.3 | Benchmarking - In selected clinical areas - external | 22.2 | 0.0 | 27.4 | 38.8 | 55.6 | 100.0 |
| | Clinical Pathways - Extent of development and use | 17.3 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | | |
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 1.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 0.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| SIC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 1.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 |

Overall Performance Group: Quality and Use of Information

| | | | | | | | |
|----------|---|------|------|------|------|------|------|
| SIC04.1 | Quality of Information - Accuracy | 89.5 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 |
| SIC04.2a | Quality of Information - Timeliness - Number of months on time | 3.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 |
| SIC04.2b | Quality of Information - Timeliness - Number of days late per month | 3.8 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 |
| SIC05.1 | Use of Information - Availability of electronic information | 60.4 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| SIC05.2 | Use of Information - Collection and use of clinical information | 51.4 | 48.6 | 37.1 | 60.8 | 82.9 | 78.6 |

Overall Performance Group: Not Summarised

| | | | | | | | |
|----------|--|------|------|------|------|------|-------|
| SIC01 | Accreditation | 0.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC02 | Credentialling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| SIC03.1 | Workforce Management - Retention of Nursing Staff | 88.1 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 |
| SIC03.2 | Workforce Management - Retention of Allied Health Staff | 84.2 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| SIC03.3 | Workforce Management - Median Age Nursing Staff | 41.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| | Benchmarking - In selected clinical areas | 33.3 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 |
| | Benchmarking - In selected clinical areas - internal | 44.4 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 |
| SIC07.2 | Clinical Pathways - Extent of development and use as per Ontario | 19.0 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 |
| SIC07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 14.3 | 0.0 | 7.1 | 53.8 | 85.7 | 100.0 |
| SIC07.3b | Clinical Pathways - Medical - extent of development and use | 0.0 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 |
| SIC07.3c | Clinical Pathways - O & G - extent of development and use | 46.4 | 0.0 | 21.4 | 38.3 | 46.4 | 64.3 |
| SIC09 | Telehealth - Extent of telehealth usage | 9.6 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

Summary of Potential Reasons for Variance for MARYBOROUGH HOSPITAL

Indicators Flagged:

CI13.1 Maternal Postnatal (vaginal births) – Long stay rate (99.9% confidence level)

CI13.2 Maternal Postnatal (caesarean births)-Long stay rate (99.9% confidence level)

Responses:

The potential reason for variance given by Maryborough Hospital (Fraser Coast Health Service District) is summarised below.

- **Maternal long stay rate:** the practicing visiting medical officer in 1999-2000 performed a lot of inductions and caesarean sections at the clients' request. The medical officer also routinely kept caesarean patients in hospital for up to 7 days and allowed all mothers stay in hospital as long as they desired. There was no pressure on beds at the time and most women stayed longer than the average length of stay.

The visiting medical officer in question no longer practices in Maryborough.

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OFFICIAL
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Queensland Government

Queensland Health

Measured Quality Hospital Report

Maryborough Hospital

Central Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Maryborough Hospital

Central Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|-----|
| Maternity | ☆☆☆ |
| Medical | ☆☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆☆ |

Efficiency

| | |
|-----------------|----|
| Activity | ☆☆ |
| Cost of Service | ☆ |
| Staffing | ☆ |
| Overall | ☆ |

System Integration and Change

| | |
|------------------------------------|----|
| Benchmarking and Clinical Pathways | ☆☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "*" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Maryborough Hospital

Large

Central Zone
Performance Indicator

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | |
|-----------------------|------|------|--------|
| In-hospital Mortality | 18.7 | 13.3 | CI01.1 |
| Long Stay Rates | 0.0 | 8.7 | CI01.2 |

Heart Failure

| | | | |
|-----------------------|------|-----|--------|
| In-hospital Mortality | 11.4 | 7.7 | CI02.1 |
| Long Stay Rates | 5.2 | 8.7 | CI02.2 |

Stroke

| | | | |
|--------------------------|------|------|--------|
| In-hospital Mortality | 13.9 | 26.3 | CI03.1 |
| Long Stay Rates | 0.0 | 7.0 | CI03.2 |
| Nursing Home Separations | 13.7 | 14.3 | CI03.4 |

Pneumonia

| | | | |
|-----------------------|-----|------|--------|
| In-hospital Mortality | 7.0 | 7.2 | CI04.1 |
| Long Stays | 8.1 | 10.8 | CI04.2 |

Asthma

| | | | |
|-----------------|-----|------|--------|
| Long Stay Rates | 7.0 | 12.0 | CI14.1 |
|-----------------|-----|------|--------|

Styrectomy

| | | | |
|--------------------------|------|------|--------|
| Long Stay rates | 14.6 | 9.7 | CI09.1 |
| Complications of Surgery | 7.4 | 12.3 | CI09.3 |
| on Women < 35 years | 7.5 | 12.2 | CI09.4 |
| Blood Transfusion Rates | 0.0 | 1.8 | CI09.5 |

Standard Primiparae

| | | | |
|---------------------|------|------|--------|
| C-section | 11.7 | 12.9 | CI10.1 |
| Induction of Labour | 12.8 | 14.4 | CI10.2 |
| Perineal Tears | 2.5 | 2.8 | CI10.3 |

Small for Gestational Age

| | | | |
|---------------------------|-----|-----|--------|
| Small for Gestational Age | 2.0 | 2.8 | CI11.1 |
|---------------------------|-----|-----|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|------|-----|----|--------|
| Vaginal Births | 25.3 | 8.2 | ** | CI13.1 |
| Caesarean Section Births | 22.8 | 5.7 | ** | CI13.2 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00235

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

Patient Satisfaction

Maryborough Hospital

Large

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 70.8 | 65.3 | ** | PS01 |
| Complaints Management Index | 68.6 | 64.0 | * | PS02 |
| Discharge and Follow-up Index | 63.0 | 60.9 | | PS03 |
| General Patient Information Index | 74.2 | 69.2 | * | PS04 |
| Overall Care Index | 68.9 | 65.2 | * | PS05 |
| Physical Environment Index | 65.9 | 66.5 | | PS06 |
| Treatment & Related Information Index | 69.1 | 64.0 | * | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 74.8 | 67.8 | | PS01 |
| Complaints Management Index | 68.8 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 69.9 | 65.2 | | PS03 |
| General Patient Information Index | 71.8 | 68.1 | | PS04 |
| + Overall Care Index | 72.6 | 66.9 | | PS05 |
| Physical Environment Index | 75.7 | 68.4 | | PS06 |
| Treatment & Related Information Index | 70.7 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 70.3 | 64.5 | * | PS01 |
| Complaints Management Index | 68.3 | 63.4 | * | PS02 |
| Discharge and Follow-up Index | 62.1 | 60.1 | | PS03 |
| General Patient Information Index | 74.3 | 69.3 | * | PS04 |
| + Overall Care Index | 68.1 | 64.7 | * | PS05 |
| Physical Environment Index | 64.3 | 66.2 | | PS06 |
| Treatment & Related Information Index | 67.9 | 63.3 | * | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 70.0 | 58.7 | * | PS01 |
| Complaints Management Index | 67.3 | 57.2 | | PS02 |
| Discharge and Follow-up Index | 59.0 | 54.0 | | PS03 |
| General Patient Information Index | 76.4 | 58.5 | * | PS04 |
| Overall Care Index | 67.4 | 57.6 | * | PS05 |
| Physical Environment Index | 66.2 | 63.5 | | PS06 |
| Treatment & Related Information Index | 64.2 | 53.1 | | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 70.5 | 68.9 | | PS01 |
| Complaints Management Index | 69.9 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 63.3 | 64.0 | | PS03 |
| General Patient Information Index | 74.3 | 72.9 | | PS04 |
| + Overall Care Index | 70.2 | 68.7 | | PS05 |
| Physical Environment Index | 66.0 | 67.3 | | PS06 |
| Treatment & Related Information Index | 74.1 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00236

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

Efficiency

Maryborough Hospital

Large

Central Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|-------------------------------------|------------|------|------|--------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 62.0 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.38 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 9.37 | 12.8 | EFF-24 |

| | | | | |
|-------------------------------------|---------|------|------|----------|
| Catering - total cost | Dollars | 92.9 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 19.7 | 22.1 | EFF-45.4 |

| | | | | |
|---|------------|--------|--------|----------|
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.47 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.00 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.40 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 4.00 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.17 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 0.99 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 3.49 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,124 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 637 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,431 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,192 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,110 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 448 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 5,742 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.88 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.47 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 17.6 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.78 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 1.07 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 2.53 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 31.2 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 221 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 19,529 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 462 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 472 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 1,917 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 0 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 76,155 | 39,662 | EFF-16.9 |

| | | | | |
|---|------------|-------|-------|----------|
| Full-Time Equivalent (FTE) Staff | Numeric | 293 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 31.4 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 25.2 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 126 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 84.9 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 21.6 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 2.18 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 2.47 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.26 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,266 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 3.04 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 2,820 | 2,230 | EFF-15 |



CAB:0007.0002.00237

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Maryborough Hospital

Central Zone

Large

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| Score: | | Median: | |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 29.4 | 30.8 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|----|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 48 | 48 | SIC07.1 |
|--|------------|----|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|---|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 0/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 2/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 94.4 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 6 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 5 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 27.1 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 43.1 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentiailling

| | | | | |
|-----------------|--------|----|------|-------|
| Credentiailling | Yes/No | No | 5/13 | SIC02 |
|-----------------|--------|----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 86.4 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 73.7 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 41 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 29.4 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 29.4 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 54.8 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 85.7 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 28.6 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 39.3 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|-----|-----|-------|
| Extent of telehealth usage | Percentage | 7.7 | 1.9 | SIC09 |
|----------------------------|------------|-----|-----|-------|



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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

AVAILABLE

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Maryborough Hospital
Central Zone

Large

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 18.7 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 0.0 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 11.4 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 5.2 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 13.9 | 13.8 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 0.0 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 13.7 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 7.0 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stay Rates | 8.1 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 7.0 | 2.8 | 8.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay rates | 14.8 | 3.9 | 8.0 | 10.5 | 15.3 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 7.4 | 4.5 | 6.8 | 7.0 | 11.2 | 30.2 |
| CI09.4 | Hysterectomy - on Women < 35 years | 7.6 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 0.0 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.1 | Standard Primiparae - C-section | 11.7 | 4.4 | 11.8 | 13.3 | 15.7 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 12.8 | 8.0 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI10.3 | Standard Primiparae - Perineal Tears | 2.5 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 2.0 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 25.3 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 22.8 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Maternity

| | | | | | | | |
|-----|------------------------------|------|------|------|------|------|------|
| S05 | Overall Care Index Maternity | 72.6 | 51.7 | 63.6 | 65.9 | 70.9 | 72.6 |
|-----|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|-----|----------------------------|------|------|------|------|------|------|
| S05 | Overall Care Index Medical | 66.1 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|-----|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|-----|-----------------------------|------|------|------|------|------|------|
| S05 | Overall Care Index Surgical | 70.2 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|-----|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|-----|--|------|------|------|------|------|------|
| S01 | Access and Admission Index Surgical | 70.5 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| S01 | Access and Admission Index Mental Health | 70.0 | 51.0 | 57.0 | 60.0 | 66.2 | 70.0 |
| S01 | Access and Admission Index All types combined | 70.8 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| S01 | Access and Admission Index Maternity | 74.8 | 52.6 | 63.7 | 67.2 | 71.8 | 74.8 |
| S01 | Access and Admission Index Medical | 70.3 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| S02 | Complaints Management Index All types combined | 68.6 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| S02 | Complaints Management Index Maternity | 68.8 | 63.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| S02 | Complaints Management Index Medical | 68.3 | 57.8 | 61.1 | 64.5 | 66.4 | 68.3 |
| S02 | Complaints Management Index Mental Health | 67.3 | 40.2 | 55.6 | 59.1 | 69.9 | 76.2 |
| S02 | Complaints Management Index Surgical | 69.9 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| S03 | Discharge and Follow-up Index Surgical | 63.3 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| S03 | Discharge and Follow-up Index All types combined | 63.0 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| S03 | Discharge and Follow-up Index Maternity | 68.9 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| S03 | Discharge and Follow-up Index Medical | 62.1 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| S03 | Discharge and Follow-up Index Mental Health | 59.0 | 44.5 | 55.0 | 58.0 | 61.6 | 67.7 |
| S04 | General Patient Information Index Maternity | 71.8 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| S04 | General Patient Information Index Medical | 74.3 | 65.5 | 67.0 | 70.8 | 71.6 | 74.3 |
| S04 | General Patient Information Index Mental Health | 76.4 | 49.7 | 55.4 | 60.3 | 68.0 | 76.4 |
| S04 | General Patient Information Index Surgical | 74.3 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| S04 | General Patient Information Index All types combined | 74.2 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| S05 | Overall Care Index All types combined | 68.9 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| S05 | Overall Care Index Mental Health | 67.4 | 51.3 | 56.9 | 60.3 | 63.3 | 67.4 |
| S06 | Physical Environment Index All types combined | 65.9 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 |
| S06 | Physical Environment Index Maternity | 75.7 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| S06 | Physical Environment Index Mental Health | 66.2 | 58.2 | 61.6 | 65.6 | 66.7 | 69.3 |

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Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|---|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| PS06 | Physical Environment Index Surgical | 66.0 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 |
| PS06 | Physical Environment Index Medical | 64.3 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| PS07 | Treatment & Related Information Index Surgical | 74.1 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| PS07 | Treatment & Related Information Index Mental Health | 64.2 | 42.6 | 51.4 | 57.1 | 62.7 | 64.2 |
| PS07 | Treatment & Related Information Index Medical | 67.9 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| PS07 | Treatment & Related Information Index Maternity | 70.7 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| PS07 | Treatment & Related Information Index All types combined | 69.1 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 62.0 | 61.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| EFF-19 | Length of Stay | 3.4 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| EFF-24 | Cancellation rate | 9.4 | 8.0 | 9.9 | 12.8 | 16.6 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-36a | Catering - total cost | 92.9 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square metre | 19.7 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.5 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| EFF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.0 | -1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| EFF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.4 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| EFF-06.5 | Hours of Sick Leave by Staff Category - Operational | 4.0 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| EFF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.2 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| EFF-06.7 | Hours of Sick Leave by Staff Category - Technical | 1.0 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| EFF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 3.5 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,124.2 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 637.5 | 649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,430.8 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,622.3 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 1,192.0 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,110.1 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 448.5 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 5,742.4 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 |
| EFF-11 | Cost of Work Cover | 1.9 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.5 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 17.6 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.8 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 1.1 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 2.5 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| EFF-14.7 | Hours of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 31.2 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 220.8 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 19,528.8 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 462.1 | 237.1 | 339.8 | 462.1 | 577.3 | 896.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 471.6 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 1,816.5 | 632.6 | 1,661.9 | 3,004.9 | 4,423.6 | 6,442.9 |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 76,164.9 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| FF-01 | Full-Time Equivalent (FTE) Staff | 293.2 | 210.6 | 293.2 | 443.5 | 553.5 | 929.8 |
| FF-02.2 | FTE Staff by Category - Managerial And Clerical | 31.4 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| FF-02.3 | FTE Staff by Category - Medical | 25.2 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| FF-02.4 | FTE Staff by Category - Nursing | 125.5 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| FF-02.5 | FTE Staff by Category - Operational | 84.9 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| FF-02.6 | FTE Staff by Category - Professional | 21.6 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| FF-02.7 | FTE Staff by Category - Technical | 2.2 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| FF-02.9 | FTE Staff by Category - Visiting Medical Officers | 2.5 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| FF-05 | Hours of Sick Leave | 3.3 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| FF-05 | Cost of Sick Leave | 1,266.1 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 |
| FF-05 | Hours of Overtime | 3.0 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| FF-15 | Cost of Overtime | 2,819.5 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|--|----------------|------------|------|--------|------|-------|
| | | | Min | 25th | Median | 75th | Max |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | |
| SIC06.3 | Benchmarking - In selected clinical areas - external | 29.4 | 0.0 | 27.8 | 30.8 | 55.8 | 100.0 |
| SIC07.1 | Clinical Pathways - Extent of development and use | 48.0 | 2.8 | 17.3 | 48.0 | 52.0 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | | |
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | 2.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| SIC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| SIC04.1 | Quality of Information - Accuracy | 94.4 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 |
| SIC04.2a | Quality of Information - Timeliness - Number of months on time | 6.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 |
| SIC04.2b | Quality of Information - Timeliness - Number of days late per month | 5.0 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 |
| SIC05.1 | Use of Information - Availability of electronic information | 27.1 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| SIC05.2 | Use of Information - Collection and use of clinical information | 43.1 | 18.6 | 37.1 | 50.8 | 62.0 | 78.6 |
| Overall Performance Group: Not Summarised | | | | | | | |
| SIC01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC02 | Credentiailling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| SIC03.1 | Workforce Management - Retention of Nursing Staff | 84.4 | 64.3 | 81.8 | 83.6 | 85.4 | 88.1 |
| SIC03.2 | Workforce Management - Retention of Allied Health Staff | 73.7 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| SIC03.3 | Workforce Management - Median Age Nursing Staff | 41.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| SIC06.1 | Benchmarking - In selected clinical areas | 29.4 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 |
| SIC06.2 | Benchmarking - In selected clinical areas - Internal | 29.4 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 |
| SIC07.2 | Clinical Pathways - Extent of development and use as per Ontario | 54.8 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 |
| SIC07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 85.7 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 |
| SIC07.3b | Clinical Pathways - Medical - extent of development and use | 28.8 | 0.0 | 23.8 | 28.8 | 57.1 | 90.5 |
| SIC07.3c | Clinical Pathways - O & G - extent of development and use | 39.3 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 |
| SIC09 | Telehealth - Extent of telehealth usage | 7.7 | 0.0 | 0.0 | 7.7 | 7.7 | 44.2 |

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Summary of Potential Reasons for Variance for MOUNT ISA HOSPITAL

Indicators Flagged:

CII0.2 Standard primiparae-Induction of labour rates (90-99.9% confidence level)

CII0.3 Standard primiparae-Perineal tear (3rd and 4th degree) rates (90-99.9% confidence level)

CII3.1 Maternal long stay rate -Vaginal births (90-99.9% confidence level)

CII3.2 Maternal long stay rate-Caesarean births (90-99.9% confidence level)

Responses:

The potential reasons for variance given by the Mount Isa Health Service District are summarised below.

- **Induction of labour and maternal long stay rates:** at the time this data was collected, Mount Isa had an obstetrician who would bring the women from the Aboriginal settlements to Mt Isa hospital at 35 weeks, the women would get home sick and so the obstetrician would induce them. Furthermore, for all indicators, the high indigenous health population that tends to result in a lower general health status was considered a reason for variance.

The Mount Isa Health Service District reported that the obstetrician in question no longer practices at that hospital.



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Mount Isa Hospital

Northern Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Mount Isa Hospital

Northern Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆☆☆ |
| Obstetrics & Gynaecology | ☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆ |

Efficiency

| | |
|-----------------|----|
| Activity | ☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|----|
| Benchmarking and Clinical Pathways | ☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆ |
| Overall | ☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "☆" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Mount Isa Hospital

Northern Zone

Performance Indicator

Large

| |
|---|
| Risk Adjusted Hospital Score: Peer Group Mean: Significance: Reference: |
| (Rate per 100 separations) |

Acute Myocardial Infarction

| | | | | |
|-----------------------|-----|------|--|--------|
| In-hospital Mortality | 0.0 | 13.3 | | CI01.1 |
| Long Stay Rates | 0.0 | 8.7 | | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|-----|-----|---|--------|
| In-hospital Mortality | 0.0 | 7.7 | | CI02.1 |
| Long Stay Rates | 0.0 | 8.7 | * | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 40.8 | 26.3 | | CI03.1 |
| Long Stay Rates | 0.0 | 7.0 | | CI03.2 |
| Nursing Home Separations | 0.0 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|-----|------|--|--------|
| In-hospital Mortality | 8.4 | 7.2 | | CI04.1 |
| Long Stays | 2.9 | 10.8 | | CI04.2 |

Asthma

| | | | | |
|-----------------|-----|------|---|--------|
| Long Stay Rates | 2.8 | 12.0 | * | CI14.1 |
|-----------------|-----|------|---|--------|

Hysterectomy

| | | | | |
|---|------|------|--|--------|
| Long Stay rates | 17.0 | 9.7 | | CI09.1 |
| Complications of Surgery on Women < 35 years | 7.6 | 12.3 | | CI09.3 |
| Blood Transfusion Rates | 12.4 | 12.2 | | CI09.4 |
| | 0.0 | 1.8 | | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|---|--------|
| C-section | 15.9 | 12.9 | | CI10.1 |
| Induction of Labour | 24.9 | 14.4 | * | CI10.2 |
| Perineal Tears | 7.5 | 2.8 | * | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 2.6 | 2.8 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|------|-----|---|--------|
| Vaginal Births | 10.9 | 8.2 | * | CI13.1 |
| Caesarean Section Births | 13.9 | 5.7 | * | CI13.2 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical

Patient Satisfaction

Mount Isa Hospital

Large

Northern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 62.9 | 65.3 | | PS01 |
| Complaints Management Index | 67.8 | 64.0 | | PS02 |
| Discharge and Follow-up Index | 56.3 | 60.9 | | PS03 |
| General Patient Information Index | 70.0 | 69.2 | | PS04 |
| Overall Care Index | 64.5 | 65.2 | | PS05 |
| Physical Environment Index | 64.6 | 66.5 | | PS06 |
| Treatment & Related Information Index | 64.1 | 64.0 | | PS07 |

Complaints Management Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 62.5 | 67.8 | * | PS01 |
| Complaints Management Index | 53.9 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 51.5 | 65.2 | * | PS03 |
| General Patient Information Index | 48.9 | 68.1 | * | PS04 |
| + Overall Care Index | 51.7 | 66.9 | * | PS05 |
| Physical Environment Index | 51.2 | 68.4 | * | PS06 |
| Treatment & Related Information Index | 53.7 | 65.5 | | PS07 |

Discharge and Follow-up Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 63.6 | 64.5 | | PS01 |
| Complaints Management Index | 67.8 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 55.5 | 60.1 | | PS03 |
| General Patient Information Index | 71.3 | 69.3 | | PS04 |
| + Overall Care Index | 64.7 | 64.7 | | PS05 |
| Physical Environment Index | 64.0 | 66.2 | | PS06 |
| Treatment & Related Information Index | 63.4 | 63.3 | | PS07 |

General Patient Information Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 65.7 | 68.9 | | PS01 |
| Complaints Management Index | 75.0 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 61.7 | 64.0 | | PS03 |
| General Patient Information Index | 75.8 | 72.9 | | PS04 |
| + Overall Care Index | 70.7 | 68.7 | | PS05 |
| Physical Environment Index | 75.6 | 67.3 | | PS06 |
| Treatment & Related Information Index | 72.5 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00247

Efficiency

Mount Isa Hospital

Large

Northern Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|--------|--------|----------|
| Overall Performance Group | | | | |
| Occupancy Rate (Bed Day Efficiency) | Percentage | 62.5 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.04 | 3.05 | EFF-19 |
| Overall Performance Group | | | | |
| Total Cost / Weighted Separation | Dollars | 2,651 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 28.1 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 26.6 | 22.1 | EFF-45.4 |
| Overall Performance Group | | | | |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.98 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.61 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 2.90 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.13 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 1.78 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 3.32 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 2.99 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,043 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,325 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,171 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 916 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 923 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,467 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 1,004 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 0 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.62 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 2.25 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 8.28 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 1.47 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 1.90 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 6.37 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 3.50 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 30.0 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 1,192 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 11,121 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 896 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 915 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 6,443 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 0 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 2,136 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 50,063 | 39,662 | EFF-16.9 |
| Overall Performance Group | | | | |
| Full-Time Equivalent (FTE) Staff | Numeric | 290 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 52.1 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 26.0 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 133 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 57.0 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 18.9 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 0.41 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 1.80 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 0.53 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 2.76 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,093 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 2.79 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 2,328 | 2,230 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

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Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Mount Isa Hospital

Large

Northern Zone

| | | | |
|----------------|-----------------|--------------------|-----------|
| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|

Benchmarking

| | | | | |
|---------------------------------------|------------|---|------|---------|
| In selected clinical areas - external | Percentage | 0 | 30.8 | SIC06.3 |
|---------------------------------------|------------|---|------|---------|

Clinical Pathways

| | | | | |
|--|------------|------|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 20.8 | 48 | SIC07.1 |
|--|------------|------|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|---|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 1/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 2/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 1/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 91.3 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 3 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 10 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 31.3 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 18.6 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentialling

| | | | | |
|----------------|--------|-----|------|-------|
| Credentialling | Yes/No | Yes | 5/13 | SIC02 |
|----------------|--------|-----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 64.3 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 50 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 37 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|---|------|---------|
| In selected clinical areas | Percentage | 0 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 0 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 24.2 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 0 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 28.6 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 14.3 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|-----|-----|-------|
| Extent of telehealth usage | Percentage | 1.9 | 1.9 | SIC09 |
|----------------------------|------------|-----|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00249

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min

25th

Median

75th

Max

Mount Isa Hospital

Northern Zone

Large

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 0.0 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 0.0 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 0.0 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 0.0 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 40.8 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 0.0 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 0.0 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 8.4 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 2.9 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 2.8 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay rates | 17.0 | 3.9 | 8.0 | 10.5 | 15.3 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 7.6 | 4.5 | 5.8 | 7.8 | 11.2 | 30.2 |
| | Hysterectomy - on Women < 35 years | 12.4 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 0.0 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.1 | Standard Primiparae - C-section | 13.9 | 4.4 | 11.8 | 18.3 | 15.7 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 24.9 | 6.9 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI10.3 | Standard Primiparae - Perineal Tears | 7.5 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 2.6 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 10.9 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 13.9 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Maternity

| | | | | | | | |
|------|------------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Maternity | 51.7 | 51.7 | 63.6 | 66.9 | 70.9 | 72.6 |
|------|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|------|----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Medical | 64.7 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|------|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|------|-----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Surgical | 70.7 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|------|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|------|--|------|------|------|------|------|------|
| PS01 | Access and Admission Index All types combined | 62.9 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| PS01 | Access and Admission Index Maternity | 52.5 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| PS01 | Access and Admission Index Medical | 63.6 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| | Access and Admission Index Surgical | 65.7 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| | Complaints Management Index Surgical | 75.0 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| PS02 | Complaints Management Index All types combined | 67.8 | 58.7 | 62.6 | 64.9 | 67.7 | 68.6 |
| PS02 | Complaints Management Index Maternity | 53.9 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| PS02 | Complaints Management Index Medical | 67.8 | 57.4 | 61.1 | 64.5 | 66.4 | 68.3 |
| PS03 | Discharge and Follow-up Index All types combined | 56.3 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| PS03 | Discharge and Follow-up Index Maternity | 51.5 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| PS03 | Discharge and Follow-up Index Medical | 63.5 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| PS03 | Discharge and Follow-up Index Surgical | 61.7 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| S04 | General Patient Information Index Medical | 71.5 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| S04 | General Patient Information Index All types combined | 70.0 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| S04 | General Patient Information Index Maternity | 48.9 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| S04 | General Patient Information Index Surgical | 75.8 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| S05 | Overall Care Index All types combined | 64.5 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| S06 | Physical Environment Index Surgical | 75.6 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 |
| S06 | Physical Environment Index Medical | 64.0 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| S06 | Physical Environment Index Maternity | 51.2 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| S06 | Physical Environment Index All types combined | 64.6 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 |
| | Treatment & Related Information Index Surgical | 72.5 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| | Treatment & Related Information Index Medical | 63.4 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| S07 | Treatment & Related Information Index Maternity | 53.7 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| S07 | Treatment & Related Information Index All types combined | 64.1 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description; | | Hospital Score | Peer Group | | | | |
|--|---|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 62.5 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| EFF-19 | Length of Stay | 3.0 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-25 | Total Cost / Weighted Separation | 2,650.9 | 1,827.6 | 1,952.3 | 2,074.6 | 2,454.9 | 2,998.4 |
| EFF-38a | Catering - total cost | 28.1 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square metre | 26.6 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.0 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| EFF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.6 | 1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| EFF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 2.9 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| EFF-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.1 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| EFF-06.6 | Hours of Sick Leave by Staff Category - Professional | 1.8 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| EFF-06.7 | Hours of Sick Leave by Staff Category - Technical | 3.3 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| EFF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 3.0 | 0.0 | 2.4 | 3.0 | 3.5 | 9.8 |
| EFF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 0.0 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,043.2 | 886.4 | 920.4 | 1,049.7 | 1,073.0 | 1,317.2 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 1,324.8 | 849.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,170.7 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,622.3 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 916.4 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 922.8 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 1,466.9 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| EFF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 1,004.4 | 0.0 | 775.2 | 937.1 | 1,089.9 | 3,264.9 |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 0.0 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 |
| EFF-11 | Cost of Work Cover | 1.6 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 2.3 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 8.3 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 1.5 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 1.9 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 6.4 | 0.6 | 2.1 | 3.8 | 5.2 | 7.9 |
| EFF-14.7 | Hours of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| EFF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 3.5 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 30.0 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 1,191.8 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 11,120.9 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 898.1 | 237.1 | 359.8 | 462.1 | 577.3 | 898.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 914.6 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 6,442.9 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 |
| EFF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 2,138.2 | 0.0 | 1,037.5 | 1,371.6 | 2,116.6 | 2,298.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 50,962.9 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| F-01 | Full-Time Equivalent (FTE) Staff | 269.6 | 210.6 | 293.2 | 443.5 | 553.5 | 929.8 |
| F-02.2 | FTE Staff by Category - Managerial And Clerical | 52.1 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| F-02.3 | FTE Staff by Category - Medical | 26.0 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| F-02.4 | FTE Staff by Category - Nursing | 132.9 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| F-02.5 | FTE Staff by Category - Operational | 57.0 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| F-02.6 | FTE Staff by Category - Professional | 18.9 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| F-02.7 | FTE Staff by Category - Technical | 0.4 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| F-02.8 | FTE Staff by Category - Trade And Artisans | 1.8 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |
| F-02.9 | FTE Staff by Category - Visiting Medical Officers | 0.5 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| F-05 | Hours of Sick Leave | 2.8 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| F-07 | Cost of Sick Leave | 1,092.6 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 |
| F-13 | Hours of Overtime | 2.8 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| F-15 | Cost of Overtime | 2,328.3 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |

Overall Performance Group: Benchmarking and Clinical Pathways

CAB.0007.0002.00252

dated: 05/07/2002

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | | Data Quality |
|--|----------------|------------|------|--------|------|-------|--------------|
| | | Min | 25th | Median | 75th | Max | |
| SIC06.3 Benchmarking - In selected clinical areas - external | 0.0 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 | |
| SIC07.1 Clinical Pathways - Extent of development and use | 20.8 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 | |
| Overall Performance Group: Continuity of Care | | | | | | | |
| SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | |
| SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs | 1.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 | |
| SIC08.3 Facilitating continuity of care - Shared ante and post natal care | 2.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 | |
| SIC08.4 Facilitating continuity of care - Cardiac rehabilitation | 1.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 | |
| SIC08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| SIC04.1 Quality of Information - Accuracy | 91.3 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 | |
| SIC04.2a Quality of information - Timeliness - Number of months on time | 3.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 | |
| SIC04.2b Quality of information - Timeliness - Number of days late per month | 10.0 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 | |
| SIC05.1 Use of Information - Availability of electronic information | 31.3 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 | |
| SIC05.2 Use of Information - Collection and use of clinical information | 18.6 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 | |
| Overall Performance Group: Not Summarised | | | | | | | |
| SIC01 Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | |
| SIC02 Credentialling | 1.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 | |
| SIC03.1 Workforce Management - Retention of Nursing Staff | 64.3 | 64.3 | 81.0 | 83.0 | 85.4 | 88.1 | |
| SIC03.2 Workforce Management - Retention of Allied Health Staff | 50.0 | 58.0 | 66.7 | 73.7 | 84.2 | 100.0 | |
| SIC03.3 Workforce Management - Median Age Nursing Staff | 37.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 | |
| SIC06.1 Benchmarking - In selected clinical areas | 0.0 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 | |
| SIC06.2 Benchmarking - In selected clinical areas - Internal | 0.0 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 | |
| SIC07.2 Clinical Pathways - Extent of development and use as per Ontario | 24.2 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 | |
| SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 0.0 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 | |
| SIC07.3b Clinical Pathways - Medical - extent of development and use | 28.6 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 | |
| SIC07.3c Clinical Pathways - O & G - extent of development and use | 14.3 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 | |
| SIC09 Telehealth - Extent of telehealth usage | 1.9 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 | |

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Summary of Potential Reasons for Variance for TOWNSVILLE HOSPITAL

Indicators Flagged:

- CI01.2 Acute myocardial infarction- Long stay rate (90-99.9% confidence level at state level; <90% confidence level at peer level- not statistically significant)*
- CI06.1 Fractured neck of femur- In hospital mortality (< 90% confidence level- not statistically significant)*
- CI06.6 Fractured neck of femur- Complications of surgery rate (90-99.9% confidence level)*
- CI07.1 Knee replacement- Complications of surgery rate (99.9% confidence level)*
- CI08.1 Hip replacement- Long stay rate (<90% confidence level- not statistically significant)*
- CI08.3 Hip replacement - Complications of surgery rate (<90% confidence level- not statistically significant)*
- CI09.1 Hysterectomy - Long stay rate (99.9% confidence level at state level; 90-99.9% confidence level at peer level)*
- CII5.3 Colorectal Carcinoma - Complications of surgery rate (90-99.9% confidence level)*

Responses:

The potential reasons for variance given by the Townsville Hospital (Townsville Health Service District) are summarised below.

- **Acute myocardial infarction (AMI) and hip replacement long stay rates:** resulted from difficulty in returning patient to outlying areas where there is limited access to rehabilitation and support services for cardiac patients.

Several of the indicators flagged with Townsville District are significant at less than the 90% confidence level. These were flagged by the Measured Quality Program team, as they indicated a potential trend toward complications of surgery.

For all other indicators the hospital reported that, since collection of this data in 1999-2000, it had:

- with regard to the cardiac and stroke indicators:
 - implemented Clinical Management Pathways
 - become involved in the Towards a Safer Culture project (TASC), a collaborative to determine best practice for care of cardiac and stroke patients.
- with respect to patients with a fractured neck of femur:
 - established a large multidisciplinary team coordinating the development of new policies and procedures supporting a "Quick NOF" program based on the Monash Medical Model
 - elderly patients with fractured necks of femur will come under the clinical care of the Geriatric Team post surgery
 - fractured neck of femur data is reported to Executive and Clinical Governance Council
 - the aim is that all fractured neck of femur patients will be operated on within 12 hours of presentation.
- with respect to knee replacement surgery:

- had a change of prosthetics and wound management
- instituted audits of long stay patients for co-morbidities and criteria for surgery.
- with respect to hip replacement surgery:
 - implemented a Clinical Management pathway in 2000
 - increased involvement of Discharge Planning Team especially for patients from rural and remote areas
 - performed a prosthetic review and changed accordingly
 - recruited a Geriatrician/ Rehabilitation specialist who has improved the access to rehabilitation and care of comorbidities
 - carried out recent screening of complication rates and identified rates that are within benchmarks for Queensland & Health Round Table hospitals.
- with regard to long stay rates for hysterectomy:
 - gynaecology patients are now cared for on the Acute Surgical floor
 - a dedicated Clinical Nurse Consultant- Education (Gynaecology) supports nursing staff to care for these patients
 - patient information and support has improved
 - the discharge time frame fits well with the achievement of Queensland Health benchmarks
 - Clinical Management Pathway are currently being developed.
- with regard to complications of surgery for colorectal carcinoma (CRC):
 - the hospital now has a specialist CRC surgeon whose complication rate is lower than others in Queensland Health
 - increased education is now provided for surgical registrars & nursing staff
 - general surgeons are discouraged from undertaking large procedures for CRC.

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Queensland Government

Queensland Health

Measured Quality

Hospital Report

Townsville General Hospital (inc. Kirwan)

Northern Zone

Principal Referral and Specialised Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Townsville General Hospital (inc. Kirwan)

Northern Zone

Peer Group: Principal Referral and Specialised

Clinical Utilisation and Outcomes

| | |
|--------------------------|----|
| Medical | ☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆ |
| Surgical | ☆ |
| Overall | ☆ |

Efficiency

| | |
|-----------------|----|
| Activity | ☆☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|-----|
| Benchmarking and Clinical Pathways | ☆☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Townsville General Hospital (Inc. Klrwan)

Principal Referral and Specialised

Northern Zone

Performance Indicator

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 5.7 | 11.2 | * | CI01.1 |
| Long Stay Rates | 16.0 | 10.8 | * | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|-----|------|--|--------|
| In-hospital Mortality | 6.1 | 7.0 | | CI02.1 |
| Long Stay Rates | 5.2 | 10.4 | | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 17.7 | 22.1 | | CI03.1 |
| Long Stay Rates | 11.9 | 11.6 | | CI03.2 |
| Nursing Home Separations | 13.2 | 11.7 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|------|------|--|--------|
| In-hospital Mortality | 10.0 | 8.6 | | CI04.1 |
| Long Stays | 15.3 | 13.8 | | CI04.2 |

Asthma

| | | | | |
|-----------------|-----|------|---|--------|
| Long Stay Rates | 1.8 | 11.5 | * | CI14.1 |
|-----------------|-----|------|---|--------|

Gynaecology

| | | | | |
|--|------|------|----|--------|
| Long Stay rates | 23.1 | 15.2 | ** | CI09.1 |
| Complications of Surgery on Women < 35 years | 11.6 | 12.4 | | CI09.3 |
| Blood Transfusion Rates | 14.6 | 11.0 | | CI09.4 |
| | 2.8 | 3.7 | | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|--|--------|
| C-section | 10.8 | 13.1 | | CI10.1 |
| Induction of Labour | 16.7 | 12.8 | | CI10.2 |
| Perineal Tears | 2.2 | 2.9 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 3.1 | 3.5 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|-----|-----|----|--------|
| Vaginal Births | 9.9 | 7.6 | ** | CI13.1 |
| Caesarean Section Births | 4.1 | 6.5 | * | CI13.2 |

Diabetic Foot

| | | | | |
|------------------|------|------|--|--------|
| Long Stays | 9.3 | 11.3 | | CI05.1 |
| Amputation Rates | 26.5 | 29.4 | | CI05.4 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|---|--------|
| In-hospital Mortality | 10.2 | 6.8 | | CI06.1 |
| Long Stays | 13.1 | 9.0 | | CI06.2 |
| Nursing Home Separations | 11.1 | 21.3 | * | CI06.5 |
| Complications of Surgery | 22.9 | 12.8 | * | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|------|------|----|--------|
| Long Stays | 18.5 | 10.8 | * | CI07.1 |
| Complications of Surgery | 44.9 | 22.3 | ** | CI07.3 |

Hip Replacement

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay Rates | 21.8 | 11.7 | | CI08.1 |
| Complications of Surgery | 41.0 | 28.0 | | CI08.3 |

Colorectal Carcinoma

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay Rates | 7.5 | 9.9 | | CI15.1 |
| Complications of Surgery | 47.9 | 32.0 | * | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

CAB.0007.0002.00258

Patient Satisfaction

Townsville General Hospital (inc. Kirwan)

Principal Referral and Specialised

Northern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| Section Type: Overall | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 59.2 | 64.1 | ** | PS01 |
| Complaints Management Index | 61.1 | 64.6 | * | PS02 |
| Discharge and Follow-up Index | 58.1 | 61.4 | * | PS03 |
| General Patient Information Index | 65.6 | 68.9 | * | PS04 |
| Overall Care Index | 60.2 | 64.5 | ** | PS05 |
| Physical Environment Index | 56.2 | 62.3 | ** | PS06 |
| Treatment & Related Information Index | 61.9 | 65.3 | * | PS07 |

| Section Type: Outpatient | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 68.4 | 65.2 | | PS01 |
| Complaints Management Index | 65.7 | 63.3 | | PS02 |
| Discharge and Follow-up Index | 67.3 | 64.4 | | PS03 |
| General Patient Information Index | 68.0 | 65.1 | | PS04 |
| + Overall Care Index | 65.3 | 64.4 | | PS05 |
| Physical Environment Index | 58.6 | 63.0 | * | PS06 |
| Treatment & Related Information Index | 66.2 | 64.4 | | PS07 |

| Section Type: Inpatient | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 58.2 | 63.0 | * | PS01 |
| Complaints Management Index | 59.8 | 64.6 | * | PS02 |
| Discharge and Follow-up Index | 55.8 | 60.2 | * | PS03 |
| General Patient Information Index | 64.6 | 69.2 | * | PS04 |
| + Overall Care Index | 59.0 | 64.1 | * | PS05 |
| Physical Environment Index | 55.3 | 62.0 | * | PS06 |
| Treatment & Related Information Index | 60.9 | 65.5 | * | PS07 |

| Section Type: Emergency | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 50.1 | 55.1 | | PS01 |
| Complaints Management Index | 53.0 | 54.4 | | PS02 |
| Discharge and Follow-up Index | 56.5 | 54.7 | | PS03 |
| General Patient Information Index | 58.1 | 57.6 | | PS04 |
| Overall Care Index | 54.6 | 54.8 | | PS05 |
| Physical Environment Index | 60.7 | 57.8 | | PS06 |
| Treatment & Related Information Index | 52.4 | 50.7 | | PS07 |

| Section Type: Ambulance | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 58.4 | 69.3 | ** | PS01 |
| Complaints Management Index | 63.4 | 68.2 | * | PS02 |
| Discharge and Follow-up Index | 56.9 | 65.5 | ** | PS03 |
| General Patient Information Index | 68.6 | 72.8 | * | PS04 |
| + Overall Care Index | 60.8 | 68.4 | ** | PS05 |
| Physical Environment Index | 55.2 | 64.0 | ** | PS06 |
| Treatment & Related Information Index | 64.0 | 69.5 | * | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00259

Efficiency

Townsville General Hospital (inc. Kirwan)

Northern Zone

Principal Referral and Specialised

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 83.3 | 84.5 | EFF-17 |
| Length of Stay | Days | 3.23 | 3.18 | EFF-19 |
| Cancellation rate | Percentage | 21.1 | 19.2 | EFF-24 |
| Total Cost / Weighted Separation | Dollars | 2,549 | 2,396 | EFF-25 |
| Catering - total cost | Dollars | 20.7 | 27.7 | EFF-36a |
| Energy Consumption per square metre | Dollars | 29.4 | 28.6 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.66 | 3.18 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.29 | 1.46 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.37 | 3.57 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.20 | 3.63 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 1.97 | 2.57 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 1.94 | 2.88 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 3.87 | 3.34 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 1.39 | 1.36 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 908 | 1,151 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 972 | 1,102 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,400 | 1,436 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 939 | 1,072 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 973 | 1,262 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 770 | 1,125 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 1,254 | 1,135 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 3,040 | 2,248 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.05 | 1.05 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.63 | 0.63 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 19.8 | 16.3 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 1.08 | 0.55 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 1.20 | 1.20 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 3.58 | 2.71 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 3.91 | 0.49 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 3.28 | 4.47 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 14.8 | 11.0 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 324 | 325 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 25,433 | 19,694 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 665 | 326 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 578 | 592 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 2,962 | 2,195 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 2,814 | 299 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 1,793 | 2,441 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 41,722 | 22,933 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 1,434 | 1,359 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 158 | 178 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 149 | 112 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 733 | 678 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 228 | 199 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 120 | 107 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 11.4 | 6.61 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 24.8 | 18.4 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 9.89 | 11.0 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 2.91 | 3.22 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,196 | 1,293 | EFF-07 |
| Hours of Overtime | Percentage | 3.90 | 2.86 | EFF-13 |
| Cost of Overtime | Dollars | 3,692 | 2,634 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00260

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Townsville General Hospital (inc. Kirwan)

Principal Referral and Specialised

Northern Zone

| | | | |
|----------------|-----------------|--------------------|-----------|
| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 61.1 | 66.7 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|------|------|---------|
| Extent of development and use in selected clinical areas | Percentage | 40.8 | 40.1 | SIC07.1 |
|--|------------|------|------|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|-----|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 3/3 | 3 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 3/3 | 3 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 1/3 | 0.5 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|-----|-----|----------|
| Accuracy | Percentage | 93 | 94 | SIC04.1 |
| Timeliness - Number of months on time | Months | 3 | 5.5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 3.5 | 8.6 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 72.9 | 47.9 | SIC05.1 |
| Collection and use of clinical information | Percentage | 68.6 | 65.1 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/12 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentiailling

| | | | | |
|-----------------|--------|-----|-------|-------|
| Credentiailling | Yes/No | Yes | 11/12 | SIC02 |
|-----------------|--------|-----|-------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 74.5 | 79.3 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 72.7 | 74.5 | SIC03.2 |
| Median Age Nursing Staff | Years | 38 | 38.8 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| selected clinical areas | Percentage | 58.3 | 62.5 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 55.6 | 61.1 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 47.6 | 44.5 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 82.1 | 76.8 | SIC07.3a |
| Medical - extent of development and use | Percentage | 28.6 | 26.2 | SIC07.3b |
| O & G - extent of development and use | Percentage | 17.9 | 53.6 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|---|-----|-------|
| Extent of telehealth usage | Percentage | 0 | 5.8 | SIC09 |
|----------------------------|------------|---|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00261

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

CABINET
SECRETAIRIAT
OFFICIAL
COPY



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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Townsville General Hospital (inc. Kirwan)

Principal Referral and Specialised

Northern Zone

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 5.7 | 5.7 | 7.5 | 8.9 | 13.5 | 28.9 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 18.0 | 5.1 | 7.4 | 10.3 | 13.5 | 27.5 |
| CI02.1 | Heart Failure - In-hospital Mortality | 6.1 | 5.1 | 5.6 | 6.1 | 7.1 | 12.2 |
| CI02.2 | Heart Failure - Long Stay Rates | 5.2 | 5.2 | 6.4 | 9.5 | 10.6 | 14.5 |
| CI03.1 | Stroke - In-hospital Mortality | 17.7 | 17.7 | 19.8 | 21.7 | 27.0 | 31.0 |
| CI03.2 | Stroke - Long Stay Rates | 11.9 | 6.9 | 9.2 | 10.7 | 11.9 | 17.5 |
| CI03.4 | Stroke - Nursing Home Separations | 13.2 | 8.1 | 9.5 | 10.3 | 13.2 | 23.2 |
| CI04.1 | Pneumonia - In-hospital Mortality | 10.0 | 5.5 | 6.7 | 7.5 | 8.9 | 13.9 |
| CI04.2 | Pneumonia - Long Stays | 15.3 | 8.8 | 10.4 | 12.7 | 14.0 | 15.3 |
| CI14.1 | Asthma - Long Stay Rates | 1.8 | 1.8 | 9.5 | 12.1 | 13.4 | 16.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay rates | 23.1 | 6.1 | 8.1 | 11.0 | 21.2 | 23.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 11.6 | 7.6 | 8.8 | 11.2 | 11.6 | 36.3 |
| CI09.5 | Hysterectomy - on Women < 35 years | 14.6 | 6.7 | 6.7 | 11.4 | 11.7 | 16.4 |
| CI10.1 | Standard Primiparae - C-section | 10.8 | 5.2 | 10.6 | 12.1 | 14.3 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 16.7 | 8.2 | 11.6 | 13.8 | 15.4 | 19.2 |
| CI10.3 | Standard Primiparae - Perineal Tears | 2.2 | 1.6 | 1.8 | 2.4 | 3.3 | 6.3 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 3.1 | 2.8 | 3.1 | 3.4 | 3.9 | 4.5 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 3.9 | 1.8 | 3.5 | 7.2 | 9.1 | 17.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 4.1 | 1.7 | 3.5 | 5.7 | 9.5 | 11.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI05.1 | Diabetic Foot - Long Stays | 9.3 | 6.2 | 9.7 | 10.8 | 12.0 | 20.1 |
| CI05.4 | Diabetic Foot - Amputation Rates | 26.5 | 20.3 | 24.5 | 29.0 | 31.8 | 36.4 |
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 10.2 | 2.7 | 5.9 | 7.6 | 9.3 | 10.2 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 13.1 | 1.8 | 3.1 | 7.9 | 13.2 | 20.8 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 11.1 | 6.1 | 11.8 | 19.0 | 28.1 | 37.3 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 22.9 | 5.8 | 10.0 | 11.8 | 17.4 | 22.9 |
| CI07.1 | Knee Replacement - Long Stays | 18.5 | 3.9 | 7.9 | 9.1 | 17.3 | 21.3 |
| CI07.3 | Knee Replacement - Complications of Surgery | 44.9 | 13.0 | 20.9 | 24.1 | 27.2 | 44.9 |
| CI08.1 | Hip Replacement - Long Stay Rates | 21.8 | 4.0 | 10.1 | 12.6 | 13.2 | 21.8 |
| CI08.3 | Hip Replacement - Complications of Surgery | 41.0 | 15.3 | 27.6 | 29.9 | 35.5 | 41.0 |
| | Colorectal Carcinoma - Long Stay Rates | 7.5 | 2.6 | 5.5 | 7.5 | 9.1 | 16.1 |
| | Colorectal Carcinoma - Complications of Surgery | 47.9 | 16.0 | 26.3 | 33.4 | 37.0 | 47.9 |

Overall Performance Group: Maternity

| | | | | | | | |
|------|------------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Maternity | 65.3 | 59.6 | 61.1 | 64.3 | 66.0 | 76.5 |
|------|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|------|----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Medical | 59.0 | 58.2 | 62.5 | 63.4 | 65.7 | 72.9 |
|------|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|------|-----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Surgical | 60.8 | 60.8 | 66.0 | 68.4 | 70.8 | 78.8 |
|------|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|------|--|------|------|------|------|------|------|
| PS01 | Access and Admission Index Maternity | 66.4 | 60.5 | 63.4 | 64.9 | 66.5 | 68.9 |
| PS01 | Access and Admission Index Surgical | 58.4 | 58.4 | 66.8 | 69.4 | 71.1 | 82.2 |
| PS01 | Access and Admission Index Mental Health | 50.1 | 45.1 | 47.9 | 52.9 | 60.3 | 78.8 |
| PS01 | Access and Admission Index All types combined | 59.2 | 59.2 | 61.7 | 62.7 | 65.1 | 73.9 |
| PS01 | Access and Admission Index Medical | 58.2 | 58.2 | 60.8 | 63.0 | 64.2 | 73.4 |
| PS02 | Complaints Management Index Maternity | 65.7 | 57.9 | 60.1 | 63.0 | 65.5 | 67.4 |
| PS02 | Complaints Management Index Medical | 59.8 | 56.3 | 61.4 | 63.9 | 65.4 | 73.9 |
| PS02 | Complaints Management Index Mental Health | 53.0 | 44.3 | 48.9 | 53.0 | 60.8 | 68.8 |
| PS02 | Complaints Management Index Surgical | 63.4 | 63.4 | 65.5 | 68.2 | 69.9 | 76.8 |
| PS02 | Complaints Management Index All types combined | 61.1 | 60.0 | 62.9 | 63.9 | 65.8 | 73.1 |
| PS03 | Discharge and Follow-up Index All types combined | 58.1 | 55.3 | 59.1 | 60.3 | 63.9 | 68.7 |
| PS03 | Discharge and Follow-up Index Maternity | 67.3 | 56.5 | 62.1 | 66.0 | 67.9 | 88.9 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|-----------------------------------|--|----------------|------------|------|--------|------|------|
| | | | Min | 25th | Median | 75th | Max |
| PS03 | Discharge and Follow-up Index Medical | 55.8 | 51.6 | 56.0 | 60.2 | 61.8 | 68.5 |
| PS03 | Discharge and Follow-up Index Mental Health | 56.5 | 42.2 | 52.8 | 54.5 | 59.1 | 69.6 |
| PS03 | Discharge and Follow-up Index Surgical | 58.9 | 58.9 | 62.8 | 68.0 | 68.5 | 74.1 |
| PS04 | General Patient Information Index Medical | 64.5 | 64.3 | 66.3 | 68.5 | 70.3 | 78.0 |
| PS04 | General Patient Information Index Maternity | 68.0 | 59.5 | 63.1 | 64.3 | 68.1 | 83.4 |
| PS04 | General Patient Information Index Mental Health | 58.1 | 50.8 | 53.4 | 56.5 | 58.1 | 78.2 |
| PS04 | General Patient Information Index Surgical | 68.6 | 68.6 | 70.7 | 72.5 | 74.1 | 82.7 |
| PS04 | General Patient Information Index All types combined | 65.6 | 65.1 | 66.8 | 68.4 | 70.8 | 76.9 |
| PS05 | Overall Care Index All types combined | 60.2 | 49.5 | 62.7 | 63.9 | 66.0 | 72.8 |
| PS05 | Overall Care Index Mental Health | 54.6 | 47.8 | 48.6 | 54.6 | 59.2 | 70.4 |
| PS06 | Physical Environment Index Surgical | 55.2 | 55.2 | 59.8 | 63.4 | 68.7 | 75.2 |
| PS06 | Physical Environment Index All types combined | 58.2 | 55.4 | 59.1 | 61.5 | 64.4 | 70.7 |
| PS06 | Physical Environment Index Maternity | 58.6 | 47.2 | 57.4 | 59.0 | 66.1 | 69.5 |
| PS06 | Physical Environment Index Medical | 55.3 | 52.8 | 58.6 | 62.1 | 64.2 | 70.1 |
| PS06 | Physical Environment Index Mental Health | 60.7 | 50.7 | 53.8 | 57.9 | 63.5 | 66.0 |
| PS07 | Treatment & Related Information Index Surgical | 64.0 | 64.0 | 66.9 | 68.9 | 72.1 | 79.1 |
| PS07 | Treatment & Related Information Index Mental Health | 52.4 | 40.1 | 44.5 | 49.8 | 53.6 | 62.3 |
| PS07 | Treatment & Related Information Index Medical | 60.9 | 59.9 | 62.9 | 64.6 | 67.2 | 73.0 |
| PS07 | Treatment & Related Information Index All types combined | 61.9 | 60.6 | 63.4 | 64.8 | 68.5 | 72.3 |
| PS07 | Treatment & Related Information Index Maternity | 65.2 | 67.8 | 60.1 | 65.5 | 67.9 | 83.3 |

| | | | | | | | |
|-------------------------------------|-------------------------------------|------|------|------|------|------|-------|
| Overall Performance Group: Activity | | | | | | | |
| FF-17 | Occupancy Rate (Bed Day Efficiency) | 83.3 | 48.2 | 66.6 | 84.5 | 90.0 | 104.2 |
| FF-19 | Length of Stay | 3.2 | 2.0 | 2.9 | 3.2 | 3.7 | 5.5 |
| FF-24 | Cancellation rate | 21.1 | 6.3 | 11.7 | 19.2 | 21.4 | 25.1 |

| | | | | | | | |
|--|-------------------------------------|---------|---------|---------|---------|---------|---------|
| Overall Performance Group: Cost of Service | | | | | | | |
| FF-25 | Total Cost / Weighted Separation | 2,548.8 | 1,650.9 | 2,282.9 | 2,396.0 | 2,506.8 | 3,101.6 |
| FF-36a | Catering - total cost | 20.7 | 20.7 | 26.8 | 27.7 | 30.2 | 39.6 |
| FF-45.4 | Energy Consumption per square metre | 29.4 | 19.2 | 21.0 | 28.9 | 29.4 | 42.5 |

| | | | | | | | |
|-------------------------------------|---|----------|----------|----------|----------|----------|----------|
| Overall Performance Group: Staffing | | | | | | | |
| FF-08.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 2.7 | 2.7 | 3.1 | 3.2 | 3.5 | 4.0 |
| FF-08.3 | Hours of Sick Leave by Staff Category - Medical | 1.3 | 1.0 | 1.3 | 1.5 | 1.6 | 2.0 |
| FF-08.4 | Hours of Sick Leave by Staff Category - Nursing | 3.4 | 3.3 | 3.4 | 3.6 | 3.6 | 4.2 |
| FF-08.5 | Hours of Sick Leave by Staff Category - Operational | 3.2 | 3.2 | 3.5 | 3.6 | 3.9 | 4.4 |
| FF-08.6 | Hours of Sick Leave by Staff Category - Professional | 2.0 | 2.0 | 2.4 | 2.6 | 2.8 | 2.9 |
| FF-08.7 | Hours of Sick Leave by Staff Category - Technical | 1.9 | 1.5 | 2.5 | 2.9 | 3.4 | 4.3 |
| FF-08.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 3.9 | 2.9 | 3.1 | 3.3 | 4.1 | 4.6 |
| FF-08.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 1.4 | 0.3 | 0.9 | 1.4 | 1.7 | 3.1 |
| FF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 907.6 | 907.6 | 1,102.0 | 1,151.2 | 1,189.5 | 1,542.0 |
| FF-08.3 | Cost of Sick Leave by Staff Category - Medical | 971.6 | 728.9 | 971.6 | 1,101.6 | 1,130.8 | 1,418.5 |
| FF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,399.9 | 1,368.5 | 1,399.9 | 1,435.6 | 1,513.8 | 1,745.0 |
| FF-08.5 | Cost of Sick Leave by Staff Category - Operational | 939.0 | 939.0 | 1,038.3 | 1,072.3 | 1,128.8 | 1,285.7 |
| FF-08.6 | Cost of Sick Leave by Staff Category - Professional | 873.2 | 873.2 | 1,198.4 | 1,261.7 | 1,403.1 | 1,449.9 |
| FF-08.7 | Cost of Sick Leave by Staff Category - Technical | 770.3 | 706.9 | 1,001.4 | 1,125.1 | 1,638.4 | 1,850.0 |
| FF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 1,254.0 | 991.1 | 1,037.0 | 1,134.6 | 1,309.8 | 1,457.6 |
| FF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 3,039.8 | 438.6 | 1,244.6 | 2,247.8 | 3,039.8 | 5,379.2 |
| FF-11 | Cost of Work Cover | 1.1 | 0.5 | 0.9 | 1.1 | 1.5 | 2.2 |
| FF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.6 | 0.5 | 0.6 | 0.6 | 0.7 | 1.5 |
| FF-14.3 | Hours of Overtime by Staff Category - Medical | 19.8 | 13.7 | 14.1 | 16.3 | 18.7 | 19.8 |
| FF-14.4 | Hours of Overtime by Staff Category - Nursing | 1.1 | 0.2 | 0.4 | 0.6 | 0.6 | 1.1 |
| FF-14.5 | Hours of Overtime by Staff Category - Operational | 1.2 | 0.1 | 0.6 | 1.2 | 1.5 | 2.5 |
| FF-14.6 | Hours of Overtime by Staff Category - Professional | 3.6 | 0.9 | 1.8 | 2.7 | 3.6 | 4.2 |
| FF-14.7 | Hours of Overtime by Staff Category - Technical | 3.9 | 0.1 | 0.2 | 0.5 | 1.2 | 5.5 |
| FF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 3.3 | 3.3 | 4.0 | 4.5 | 5.0 | 8.3 |
| FF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 14.8 | 4.8 | 7.4 | 11.0 | 14.8 | 18.1 |
| FF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 323.8 | 250.1 | 296.4 | 325.2 | 392.1 | 765.2 |
| FF-16.3 | Cost of Overtime by Staff Category - Medical | 25,433.1 | 15,058.0 | 15,443.8 | 19,694.2 | 21,892.1 | 25,813.7 |
| FF-16.4 | Cost of Overtime by Staff Category - Nursing | 665.1 | 132.4 | 229.1 | 326.4 | 358.6 | 665.1 |
| FF-16.5 | Cost of Overtime by Staff Category - Operational | 578.4 | 57.1 | 283.9 | 592.1 | 741.9 | 1,238.4 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | | |
|--|----------------|------------|----------|----------|----------|----------|--|
| | | Min | 25th | Median | 75th | Max | |
| EFF-16.6 Cost of Overtime by Staff Category - Professional | 2,982.1 | 894.0 | 1,259.7 | 2,195.0 | 2,962.1 | 3,759.4 | |
| EFF-16.7 Cost of Overtime by Staff Category - Technical | 2,814.0 | 86.8 | 113.9 | 298.9 | 683.3 | 3,831.4 | |
| EFF-16.8 Cost of Overtime by Staff Category - Trade And Artisans | 1,793.3 | 1,793.3 | 2,221.6 | 2,441.1 | 2,852.2 | 4,825.5 | |
| EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers | 41,722.5 | 7,118.5 | 15,123.0 | 22,933.3 | 31,408.5 | 41,722.5 | |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 Full-Time Equivalent (FTE) Staff | 1,433.5 | 705.4 | 1,058.7 | 1,359.3 | 1,433.5 | 3,681.8 | |
| EFF-02.2 FTE Staff by Category - Managerial And Clerical | 157.9 | 115.2 | 155.6 | 177.6 | 198.9 | 548.7 | |
| EFF-02.3 FTE Staff by Category - Medical | 148.6 | 48.9 | 85.3 | 112.2 | 173.3 | 349.0 | |
| EFF-02.4 FTE Staff by Category - Nursing | 733.2 | 346.2 | 481.4 | 678.1 | 733.2 | 1,589.2 | |
| EFF-02.5 FTE Staff by Category - Operational | 228.1 | 84.4 | 173.3 | 198.5 | 267.7 | 699.8 | |
| EFF-02.6 FTE Staff by Category - Professional | 119.7 | 53.1 | 79.2 | 106.9 | 145.5 | 335.8 | |
| EFF-02.7 FTE Staff by Category - Technical | 11.4 | 2.4 | 5.9 | 6.6 | 23.3 | 32.2 | |
| EFF-02.8 FTE Staff by Category - Trade And Artisans | 24.8 | 10.9 | 14.6 | 18.4 | 41.6 | 69.5 | |
| EFF-02.9 FTE Staff by Category - Visiting Medical Officers | 9.9 | 4.8 | 9.7 | 11.0 | 14.6 | 52.5 | |
| EFF-05 Hours of Sick Leave | 2.9 | 2.9 | 3.2 | 3.2 | 3.3 | 3.6 | |
| EFF-07 Cost of Sick Leave | 1,196.1 | 1,196.1 | 1,270.1 | 1,293.5 | 1,336.2 | 1,487.9 | |
| EFF-13 Hours of Overtime | 3.9 | 1.8 | 2.5 | 2.9 | 3.2 | 3.9 | |
| EFF-15 Cost of Overtime | 3,692.2 | 1,827.7 | 2,123.5 | 2,634.3 | 2,733.1 | 3,692.2 | |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | |
| SIC06.3 Benchmarking - In selected clinical areas - external | 61.1 | 16.7 | 61.1 | 66.7 | 80.2 | 100.0 | |
| SIC07.1 Clinical Pathways - Extent of development and use | 40.8 | 0.0 | 12.3 | 40.1 | 58.1 | 71.4 | |
| Overall Performance Group: Continuity of Care | | | | | | | |
| SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 0.0 | 3.0 | 3.0 | 3.0 | 3.0 | |
| SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs | 3.0 | 0.0 | 2.8 | 3.0 | 3.0 | 3.0 | |
| SIC08.3 Facilitating continuity of care - Shared ante and post natal care | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | |
| SIC08.4 Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.8 | 3.0 | 3.0 | 3.0 | |
| SIC08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 1.0 | 0.0 | 0.0 | 0.5 | 1.5 | 3.0 | |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| SIC04.1 Quality of information - Accuracy | 93.0 | 74.8 | 92.7 | 94.0 | 94.5 | 96.0 | |
| SIC04.2a Quality of information - Timeliness - Number of months on time | 3.0 | 0.0 | 2.8 | 5.5 | 6.3 | 9.0 | |
| SIC04.2b Quality of information - Timeliness - Number of days late per month | 3.5 | 0.0 | 3.3 | 8.8 | 14.9 | 82.7 | |
| SIC05.1 Use of Information - Availability of electronic information | 72.9 | 25.0 | 43.8 | 47.9 | 54.7 | 72.9 | |
| SIC05.2 Use of Information - Collection and use of clinical information | 66.6 | 28.6 | 57.9 | 65.2 | 77.1 | 95.7 | |
| Overall Performance Group: Not Summarised | | | | | | | |
| SIC01 Accreditation | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | |
| SIC02 Credentialling | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | |
| SIC03.1 Workforce Management - Retention of Nursing Staff | 74.5 | 67.9 | 73.8 | 79.3 | 82.2 | 84.1 | |
| SIC03.2 Workforce Management - Retention of Allied Health Staff | 72.7 | 66.7 | 71.8 | 74.5 | 78.6 | 83.8 | |
| SIC03.3 Workforce Management - Median Age Nursing Staff | 38.0 | 34.0 | 37.8 | 38.8 | 39.6 | 41.0 | |
| SIC06.1 Benchmarking - In selected clinical areas | 58.3 | 15.4 | 65.3 | 62.5 | 84.7 | 100.0 | |
| SIC06.2 Benchmarking - In selected clinical areas - internal | 85.8 | 0.0 | 0.0 | 61.1 | 91.7 | 100.0 | |
| SIC07.2 Clinical Pathways - Extent of development and use as per Ontario | 47.6 | 0.0 | 14.3 | 44.5 | 67.1 | 77.4 | |
| SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 82.1 | 0.0 | 2.7 | 76.8 | 84.8 | 85.7 | |
| SIC07.3b Clinical Pathways - Medical - extent of development and use | 28.6 | 0.0 | 11.9 | 26.2 | 42.9 | 76.2 | |
| SIC07.3c Clinical Pathways - O & G - extent of development and use | 17.9 | 0.0 | 3.6 | 53.6 | 64.3 | 85.7 | |
| SIC09 Telehealth - Extent of telehealth usage | 0.0 | 0.0 | 2.9 | 5.8 | 15.4 | 19.2 | |

Summary of Potential Reasons for Variance for BUNDABERG HOSPITAL

Indicators Flagged:

CI03.1 Stroke –In hospital mortality (90-99.9% confidence level)

CI03.2 Stroke- Long stay rate (90-99.9% confidence level)

CI04.1Pneumonia- In hospital mortality (99.9% confidence level)

Responses:

The potential reasons for variance given by Bundaberg Health Service District are summarised below.

- **Stroke mortality:** planned conservative / palliative treatment was given if the prognosis was poor.
- **Stroke long stay rate:** in most cases the extended stay was due to inability to return to independent living, resulting in a long stay whilst awaiting placement in a nursing home or awaiting modifications to their own home.
- **Pneumonia mortality:** in some charts the primary diagnosis (as coded or documented) was pneumonia, however the death occurred as a result of more severe comorbidities.
- **Pneumonia mortality:** late presentation for treatment sometimes resulted in death occurring shortly after admission.

As a result of investigating these variances, the Bundaberg Health Service District indicated it would:

- conduct a more detailed analysis of the charts and review protocols utilised when patients indicate they do not require emergency lifesaving treatment
- analyse charts more extensively to identify any opportunities for improvement in the clinical processes.



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Bundaberg Hospital

Central Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Bundaberg Hospital

Central Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|-----|
| Activity | ☆☆ |
| Cost of Service | ☆☆☆ |
| Staffing | ☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|----|
| Benchmarking and Clinical Pathways | ☆☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Bundaberg Hospital

Central Zone

Performance Indicator

Large

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

| | | | | |
|---|------|------|----|--------|
| Acute Myocardial Infarction | | | | |
| In-hospital Mortality | 14.4 | 13.3 | | CI01.1 |
| Long Stay Rates | 10.4 | 8.7 | | CI01.2 |
| Heart Failure | | | | |
| In-hospital Mortality | 10.2 | 7.7 | | CI02.1 |
| Long Stay Rates | 13.0 | 8.7 | | CI02.2 |
| Stroke | | | | |
| In-hospital Mortality | 44.8 | 26.3 | * | CI03.1 |
| Long Stay Rates | 21.6 | 7.0 | * | CI03.2 |
| Nursing Home Separations | 17.4 | 14.3 | | CI03.4 |
| Pneumonia | | | | |
| In-hospital Mortality | 23.3 | 7.2 | ** | CI04.1 |
| Long Stays | 7.7 | 10.8 | | CI04.2 |
| Asthma | | | | |
| Long Stay Rates | 2.9 | 12.0 | | CI14.1 |
| Gynaecology | | | | |
| Long Stay rates | 10.4 | 9.7 | | CI09.1 |
| Complications of Surgery | 5.8 | 12.3 | | CI09.3 |
| on Women < 35 years | 13.3 | 12.2 | | CI09.4 |
| Blood Transfusion Rates | 1.3 | 1.8 | | CI09.5 |
| Standard Primiparae | | | | |
| C-section | 12.2 | 12.9 | | CI10.1 |
| Induction of Labour | 9.3 | 14.4 | | CI10.2 |
| Perineal Tears | 2.1 | 2.8 | | CI10.3 |
| Small for Gestational Age | | | | |
| Small for Gestational Age | 3.6 | 2.8 | | CI11.1 |
| Maternal Post Natal Long Stay Rate | | | | |
| Vaginal Births | 4.2 | 8.2 | ** | CI13.1 |
| Caesarean Section Births | 2.4 | 5.7 | * | CI13.2 |
| Fractured Neck of Femur | | | | |
| In-hospital Mortality | 4.4 | 7.6 | | CI06.1 |
| Long Stays | 5.3 | 13.1 | | CI06.2 |
| Nursing Home Separations | 30.3 | 18.9 | | CI06.5 |
| Complications of Surgery | 8.6 | 15.9 | | CI06.6 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

Patient Satisfaction

Bundaberg Hospital

Large

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 67.6 | 65.3 | * | PS01 |
| Complaints Management Index | 64.0 | 64.0 | | PS02 |
| Discharge and Follow-up Index | 60.8 | 60.9 | | PS03 |
| General Patient Information Index | 70.4 | 69.2 | | PS04 |
| Overall Care Index | 65.7 | 65.2 | | PS05 |
| Physical Environment Index | 66.7 | 68.6 | | PS06 |
| Treatment & Related Information Index | 62.4 | 64.0 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 68.8 | 67.8 | | PS01 |
| Complaints Management Index | 62.5 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 67.9 | 65.2 | | PS03 |
| General Patient Information Index | 67.8 | 68.1 | | PS04 |
| + Overall Care Index | 65.7 | 66.9 | | PS05 |
| Physical Environment Index | 62.8 | 68.4 | * | PS06 |
| Treatment & Related Information Index | 63.4 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 67.0 | 64.5 | | PS01 |
| Complaints Management Index | 63.8 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 58.5 | 60.1 | | PS03 |
| General Patient Information Index | 70.6 | 69.3 | | PS04 |
| + Overall Care Index | 65.3 | 64.7 | | PS05 |
| Physical Environment Index | 67.5 | 66.2 | | PS06 |
| Treatment & Related Information Index | 61.3 | 63.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 60.0 | 58.7 | | PS01 |
| Complaints Management Index | 55.9 | 57.2 | | PS02 |
| Discharge and Follow-up Index | 63.6 | 64.0 | | PS03 |
| General Patient Information Index | 61.4 | 58.5 | | PS04 |
| Overall Care Index | 58.7 | 57.6 | | PS05 |
| Physical Environment Index | 65.0 | 63.8 | | PS06 |
| Treatment & Related Information Index | 62.5 | 53.1 | | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 71.4 | 68.9 | | PS01 |
| Complaints Management Index | 67.9 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 64.3 | 64.0 | | PS03 |
| General Patient Information Index | 73.6 | 72.9 | | PS04 |
| + Overall Care Index | 69.2 | 68.7 | | PS05 |
| Physical Environment Index | 66.5 | 67.3 | | PS06 |
| Treatment & Related Information Index | 68.4 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002. Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00270

Efficiency

Bundaberg Hospital

Large

Central Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 88.2 | 82.8 | EFF-17 |
| Length of Stay | Days | 2.74 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 18.1 | 12.8 | EFF-24 |
| Total Cost / Weighted Separation | Dollars | 1,828 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 29.6 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 17.9 | 22.1 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.77 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.19 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.27 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.27 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 1.88 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 3.24 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 9.78 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 1.89 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 969 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 694 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,387 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 965 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 995 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,202 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 3,265 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 2,915 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 0.83 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.55 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 15.6 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 1.40 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.42 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 3.59 | 3.58 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.11 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 1.77 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 36.3 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 294 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 17,522 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 678 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 200 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 3,136 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 80.3 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 883 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 94,329 | 39,662 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 464 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 69.8 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 33.9 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 215 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 100 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 31.9 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 4.19 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 7.36 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 1.57 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.04 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,189 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 2.50 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 2,230 | 2,230 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



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System Integration and Change

Bundaberg Hospital

Central Zone

Large

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| Score: | | Median: | |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 44.4 | 30.8 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|----|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 52 | 48 | SIC07.1 |
|--|------------|----|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|---|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 3/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 1/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 94.3 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 5 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 1.8 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 43.8 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 42.9 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentiailling

| | | | | |
|-----------------|--------|-----|------|-------|
| Credentiailling | Yes/No | Yes | 5/13 | SIC02 |
|-----------------|--------|-----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 85.4 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 66.7 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 42 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 30.6 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 16.7 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 60.7 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 64.3 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 50 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 42.9 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|-----|-----|-------|
| Extent of telehealth usage | Percentage | 3.8 | 1.9 | SIC09 |
|----------------------------|------------|-----|-----|-------|

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00272

Measured Quality

Hospital Report

Attachment 1

- Attachment 1 Statistics – Quartiles per Indicator

- Attachment 2 State Report

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Large

Bundaberg Hospital Central Zone

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 14.4 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 10.4 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 10.2 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 13.0 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 44.8 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 21.6 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 17.4 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 23.3 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 7.7 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 2.9 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay Rates | 10.4 | 3.9 | 8.0 | 10.5 | 15.8 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 5.8 | 4.5 | 5.9 | 7.8 | 11.2 | 30.2 |
| CI09.4 | Hysterectomy - on Women < 35 years | 13.3 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 1.3 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.1 | Standard Primiparae - C-section | 12.2 | 4.4 | 11.8 | 19.3 | 15.7 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 9.4 | 8.0 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI10.3 | Standard Primiparae - Perineal Tears | 2.1 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 3.6 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 4.2 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 2.4 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 4.4 | 3.4 | 3.9 | 5.3 | 7.2 | 8.3 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 5.3 | 3.8 | 8.8 | 8.5 | 16.4 | 27.6 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 30.3 | 11.8 | 16.5 | 21.9 | 31.5 | 48.6 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 8.6 | 8.5 | 7.8 | 8.5 | 19.3 | 41.6 |

Overall Performance Group: Maternity

| | | | | | | | |
|-----|------------------------------|------|------|------|------|------|------|
| S05 | Overall Care Index Maternity | 65.7 | 51.7 | 63.6 | 65.8 | 70.9 | 72.6 |
|-----|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|-----|----------------------------|------|------|------|------|------|------|
| S05 | Overall Care Index Medical | 65.3 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|-----|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|-----|-----------------------------|------|------|------|------|------|------|
| S05 | Overall Care Index Surgical | 69.2 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|-----|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|-----|--|------|------|------|------|------|------|
| S01 | Access and Admission Index Medical | 67.0 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| S01 | Access and Admission Index Maternity | 68.8 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| S01 | Access and Admission Index Mental Health | 60.0 | 51.0 | 57.0 | 60.0 | 68.2 | 70.0 |
| S01 | Access and Admission Index Surgical | 71.4 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| S01 | Access and Admission Index All types combined | 67.6 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| S02 | Complaints Management Index Maternity | 62.5 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| S02 | Complaints Management Index Medical | 63.8 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| S02 | Complaints Management Index Surgical | 67.9 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| S02 | Complaints Management Index Mental Health | 55.9 | 40.2 | 55.6 | 59.1 | 69.9 | 78.2 |
| S02 | Complaints Management Index All types combined | 64.0 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| S03 | Discharge and Follow-up Index Surgical | 64.3 | 60.0 | 61.8 | 63.1 | 64.3 | 70.4 |
| S03 | Discharge and Follow-up Index Mental Health | 63.6 | 44.5 | 55.0 | 58.0 | 61.6 | 67.7 |
| S03 | Discharge and Follow-up Index Maternity | 67.9 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| S03 | Discharge and Follow-up Index All types combined | 60.8 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| S03 | Discharge and Follow-up Index Medical | 58.5 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| S04 | General Patient Information Index Mental Health | 61.4 | 49.7 | 55.4 | 60.3 | 68.0 | 78.4 |
| S04 | General Patient Information Index Surgical | 73.6 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| S04 | General Patient Information Index All types combined | 70.4 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| S04 | General Patient Information Index Medical | 70.6 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| S04 | General Patient Information Index Maternity | 67.8 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|---|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| PS05 | Overall Care Index All types combined | 65.7 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| PS05 | Overall Care Index Mental Health | 58.7 | 51.3 | 56.9 | 60.3 | 63.3 | 67.4 |
| PS06 | Physical Environment Index Mental Health | 65.0 | 58.2 | 61.6 | 65.6 | 66.7 | 69.3 |
| PS06 | Physical Environment Index Surgical | 68.5 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 |
| PS06 | Physical Environment Index Medical | 67.5 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| PS06 | Physical Environment Index Maternity | 62.8 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| PS06 | Physical Environment Index All types combined | 66.7 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 |
| PS07 | Treatment & Related Information Index Surgical | 68.4 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| PS07 | Treatment & Related Information Index Maternity | 63.4 | 63.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| PS07 | Treatment & Related Information Index Medical | 61.3 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| PS07 | Treatment & Related Information Index Mental Health | 62.5 | 42.6 | 51.4 | 57.1 | 62.7 | 64.2 |
| PS07 | Treatment & Related Information Index All types combined | 62.4 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 88.2 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| EFF-19 | Length of Stay | 2.7 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| EFF-24 | Cancellation rate | 18.1 | 8.0 | 9.9 | 12.8 | 13.8 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-38a | Total Cost / Weighted Separation | 1,827.6 | 1,827.6 | 1,952.3 | 2,074.8 | 2,454.8 | 2,998.4 |
| EFF-38a | Catering - total cost | 29.6 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square metre | 17.9 | 14.9 | 17.0 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 2.8 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| EFF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.2 | -1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| EFF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.3 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| EFF-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.3 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| EFF-06.6 | Hours of Sick Leave by Staff Category - Professional | 1.9 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| EFF-06.7 | Hours of Sick Leave by Staff Category - Technical | 3.2 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| EFF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 9.8 | 0.0 | 2.4 | 3.0 | 3.5 | 9.8 |
| EFF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 1.9 | 0.0 | 0.8 | 0.8 | 2.7 | 6.3 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 869.1 | 868.4 | 920.4 | 1,038.7 | 1,073.0 | 1,317.2 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 684.2 | -649.4 | 694.2 | 979.4 | 1,247.8 | 1,751.0 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,387.3 | 1,170.7 | 1,501.6 | 1,420.4 | 1,479.8 | 1,622.3 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 864.5 | 816.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 995.0 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 1,202.4 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| EFF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 3,264.9 | 0.0 | 775.2 | 937.1 | 1,089.9 | 3,264.9 |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 2,915.3 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 |
| EFF-14.1 | Cost of Work Cover | 0.8 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.5 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 15.6 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 1.1 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 0.4 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 3.6 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| EFF-14.7 | Hours of Overtime by Staff Category - Technical | 0.1 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| EFF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 1.8 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 36.3 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 293.9 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 17,521.7 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 677.6 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 200.3 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 3,135.7 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 80.3 | 0.0 | 0.0 | 0.0 | 117.0 | 258.9 |
| EFF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 883.4 | 0.0 | 1,037.5 | 1,371.6 | 2,116.6 | 2,298.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 94,329.2 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-02.2 | Full-Time Equivalent (FTE) Staff | 463.8 | 210.6 | 283.2 | 443.5 | 553.5 | 929.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 69.8 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| EFF-02.3 | FTE Staff by Category - Medical | 33.9 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | |
|--|----------------|------------|---------|---------|---------|---------|
| | | Min | 25th | Median | 75th | Max |
| EFF-02.4 FTE Staff by Category - Nursing | 215.1 | 107.8 | 133.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 FTE Staff by Category - Operational | 100.0 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 FTE Staff by Category - Professional | 31.9 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.7 FTE Staff by Category - Technical | 4.2 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| EFF-02.8 FTE Staff by Category - Trade And Artisans | 7.4 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |
| EFF-02.9 FTE Staff by Category - Visiting Medical Officers | 1.6 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| EFF-05 Hours of Sick Leave | 3.0 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 Cost of Sick Leave | 1,188.9 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,378.0 |
| EFF-13 Hours of Overtime | 2.6 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 Cost of Overtime | 2,230.4 | 360.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |

Overall Performance Group: Benchmarking and Clinical Pathways

| | | | | | | |
|--|------|-----|------|------|------|-------|
| SIC06.3 Benchmarking - In selected clinical areas - external | 44.4 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 |
| SIC07.1 Clinical Pathways - Extent of development and use | 52.0 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 |

Overall Performance Group: Continuity of Care

| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs | 3.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| SIC08.3 Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.0 | 3.0 | 3.0 | 3.0 |
| SIC08.4 Facilitating continuity of care - Cardiac rehabilitation | 1.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| SIC08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 |

Overall Performance Group: Quality and Use of Information

| | | | | | | |
|--|------|------|------|------|------|------|
| SIC04.1 Quality of Information - Accuracy | 84.3 | 88.6 | 91.3 | 94.3 | 94.8 | 97.6 |
| SIC04.2a Quality of Information - Timeliness - Number of months on time | 5.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 |
| SIC04.2b Quality of Information - Timeliness - Number of days late per month | 1.8 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 |
| IC05.1 Use of Information - Availability of electronic information | 43.8 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| IC05.2 Use of Information - Collection and use of clinical information | 42.9 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 |

Overall Performance Group: Not Summarised

| | | | | | | |
|---|------|------|------|------|------|-------|
| IC01 Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| IC02 Credentialing | 1.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| IC03.1 Workforce Management - Retention of Nursing Staff | 85.4 | 64.3 | 81.9 | 83.0 | 85.4 | 88.1 |
| IC03.2 Workforce Management - Retention of Allied Health Staff | 86.7 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| IC03.3 Workforce Management - Median Age Nursing Staff | 42.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| C06.1 Benchmarking - In selected clinical areas | 40.6 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 |
| C06.2 Benchmarking - In selected clinical areas - Internal | 16.7 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 |
| C07.2 Clinical Pathways - Extent of development and use as per Ontario | 60.7 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 |
| C07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 64.3 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 |
| C07.3b Clinical Pathways - Medical - extent of development and use | 50.0 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 |
| C07.3c Clinical Pathways - O & G - extent of development and use | 42.9 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 |
| C09 Telehealth - Extent of telehealth usage | 3.8 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

Summary of Potential Reasons for Variance for CABOOLTURE HOSPITAL

Indicators Flagged:

*CI03.1 Stroke – In hospital mortality (99.9% confidence level at state level;
90-99.9% confidence level at peer level)*

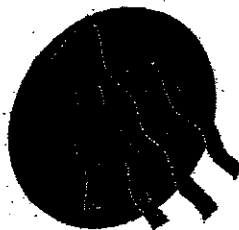
Responses:

The potential reasons for variance given for Caboolture Hospital (Redcliffe-Caboolture Health Service District) are summarised below.

- **Stroke mortality:** during the financial year 1999-2000, all strokes that were deemed 'recoverable' were transferred from the Caboolture Emergency Department to Redcliffe Hospital. Patients were transferred as there was a clinical trial in process at Redcliffe Hospital. As a result, the sicker patients remained in Caboolture and the hospital's mortality rate was therefore higher.

As a result of investigating these variances, the Redcliffe-Caboolture Health Service District recommended that:

- the District investigate the population figures, in particular age groups, as it feels that the District probably has a higher representation of the elderly, and therefore a potentially greater risk of mortality from stroke.



Queensland Government

Queensland Health

Measured Quality Hospital Report

Caboolture Hospital

Central Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Caboolture Hospital

Central Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|-----|
| Maternity | ☆☆☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|-----|
| Activity | ☆☆☆ |
| Cost of Service | ☆☆☆ |
| Staffing | ☆☆☆ |
| Overall | ☆☆☆ |

System Integration and Change

| | |
|------------------------------------|-----|
| Benchmarking and Clinical Pathways | ☆☆☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆☆ |
| Overall | ☆☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Caboolture Hospital
Central Zone
 Performance Indicator

Large

Risk Adjusted
 Hospital Score: Peer Group Mean: Significance: Reference:
 (Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|-----|------|---|--------|
| In-hospital Mortality | 7.7 | 13.3 | | CI01.1 |
| Long Stay Rates | 2.8 | 8.7 | * | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|-----|-----|---|--------|
| In-hospital Mortality | 1.6 | 7.7 | * | CI02.1 |
| Long Stay Rates | 3.7 | 8.7 | | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|----|--------|
| In-hospital Mortality | 45.2 | 26.3 | ** | CI03.1 |
| Long Stay Rates | 0.0 | 7.0 | | CI03.2 |
| Nursing Home Separations | 13.0 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|-----|------|---|--------|
| In-hospital Mortality | 6.9 | 7.2 | | CI04.1 |
| Long Stays | 5.8 | 10.8 | * | CI04.2 |

Asthma

| | | | | |
|-----------------|-----|------|--|--------|
| Long Stay Rates | 7.8 | 12.0 | | CI14.1 |
|-----------------|-----|------|--|--------|

Hysterectomy

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay rates | 3.9 | 9.7 | * | CI09.1 |
| Complications of Surgery | 4.7 | 12.3 | * | CI09.3 |
| on Women < 35 years | 14.3 | 12.2 | | CI09.4 |
| Blood Transfusion Rates | 0.0 | 1.8 | * | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|---|--------|
| C-section | 15.1 | 12.9 | | CI10.1 |
| Induction of Labour | 8.0 | 14.4 | * | CI10.2 |
| Perineal Tears | 3.4 | 2.8 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 3.0 | 2.8 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|-----|-----|--|--------|
| Vaginal Births | 9.0 | 8.2 | | CI13.1 |
| Caesarean Section Births | 7.8 | 5.7 | | CI13.2 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Patient Satisfaction

Caboolture Hospital

Large

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 66.8 | 65.3 | | PS01 |
| Complaints Management Index | 67.7 | 64.0 | * | PS02 |
| Discharge and Follow-up Index | 62.2 | 60.9 | | PS03 |
| General Patient Information Index | 72.1 | 69.2 | * | PS04 |
| Overall Care Index | 67.5 | 65.2 | * | PS05 |
| Physical Environment Index | 71.2 | 66.5 | ** | PS06 |
| Treatment & Related Information Index | 65.1 | 64.0 | | PS07 |

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 73.5 | 67.8 | * | PS01 |
| Complaints Management Index | 72.7 | 65.6 | * | PS02 |
| Discharge and Follow-up Index | 65.4 | 65.2 | | PS03 |
| General Patient Information Index | 74.2 | 68.1 | * | PS04 |
| Overall Care Index | 72.2 | 66.9 | * | PS05 |
| Physical Environment Index | 75.7 | 68.4 | ** | PS06 |
| Treatment & Related Information Index | 69.6 | 65.5 | * | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 64.7 | 64.5 | | PS01 |
| Complaints Management Index | 68.4 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 62.4 | 60.1 | | PS03 |
| General Patient Information Index | 71.8 | 69.3 | | PS04 |
| Overall Care Index | 66.8 | 64.7 | | PS05 |
| Physical Environment Index | 71.1 | 66.2 | * | PS06 |
| Treatment & Related Information Index | 64.3 | 63.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 67.6 | 58.7 | | PS01 |
| Complaints Management Index | 72.5 | 57.2 | * | PS02 |
| Discharge and Follow-up Index | 56.9 | 54.0 | | PS03 |
| General Patient Information Index | 73.9 | 58.5 | * | PS04 |
| Overall Care Index | 67.1 | 57.6 | * | PS05 |
| Physical Environment Index | 69.3 | 63.5 | | PS06 |
| Treatment & Related Information Index | 62.4 | 53.1 | | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 69.7 | 68.9 | | PS01 |
| Complaints Management Index | 66.9 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 61.9 | 64.0 | | PS03 |
| General Patient Information Index | 71.9 | 72.9 | | PS04 |
| Overall Care Index | 68.3 | 68.7 | | PS05 |
| Physical Environment Index | 69.9 | 67.3 | | PS06 |
| Treatment & Related Information Index | 68.5 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00281

Efficiency

Caboolture Hospital

Large

Central Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|-------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 89.1 | 82.8 | EFF-17 |
| Length of Stay | Days | 2.74 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 8.04 | 12.8 | EFF-24 |
| Catering - total cost | Dollars | 26.8 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 14.9 | 22.1 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.14 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 2.10 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.73 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.46 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 1.12 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 4.23 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,070 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,751 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,571 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,011 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 490 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 6,814 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 2.01 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.37 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 4.26 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.97 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.66 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 0.85 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 0 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 206 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 4,746 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 577 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 364 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 633 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 0 | 39,662 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 313 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 40.4 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 9.25 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 181 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 73.6 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 7.52 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 0.40 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.48 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,360 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 0.92 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 603 | 2,230 | EFF-15 |



CAB.0007.0002.00282

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Caboolture Hospital

Large

Central Zone

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| Score: | | Median: | |

Benchmarking

| | | | | |
|---------------------------------------|------------|-----|------|---------|
| In selected clinical areas - external | Percentage | 100 | 30.8 | SIC06.3 |
|---------------------------------------|------------|-----|------|---------|

Clinical Pathways

| | | | | |
|--|------------|------|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 49.4 | 48 | SIC07.1 |
|--|------------|------|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|-----|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 0/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | N/A | N/A | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 95.1 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 9 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 0 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 35.4 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 67.1 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentiailling

| | | | | |
|-----------------|--------|----|------|-------|
| Credentiailling | Yes/No | No | 5/13 | SIC02 |
|-----------------|--------|----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 81.9 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 50 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 38 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 89.3 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 78.6 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 57.6 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 57.1 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 57.1 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 35.7 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|---|-----|-------|
| Extent of telehealth usage | Percentage | 0 | 1.9 | SIC09 |
|----------------------------|------------|---|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00283

Measured Quality

Hospital Report

- Attachment 1.....Statistics – Quartiles per Indicator
- Attachment 2.....State Report

CABINET
SECRETAIRIAT
OFFICIAL
COPY

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Cabo Culture Hospital
Central Zone

Large

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 7.7 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 2.8 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 1.6 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 3.7 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 45.2 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 0.0 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 13.9 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 6.8 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 5.8 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 7.8 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay rates | 3.9 | 3.9 | 8.0 | 10.5 | 18.6 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 4.7 | 4.5 | 5.8 | 7.6 | 11.2 | 30.2 |
| CI09.5 | Hysterectomy - on Women < 35 years | 14.3 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI10.1 | Standard Primiparae - C-section | 0.0 | 0.0 | 0.0 | 1.5 | 2.2 | 7.0 |
| CI10.2 | Standard Primiparae - Induction of Labour | 15.1 | 4.4 | 11.8 | 13.3 | 15.7 | 17.2 |
| CI10.3 | Standard Primiparae - Perineal Tears | 8.0 | 0.0 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 3.4 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 3.0 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 9.0 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 7.8 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Maternity

| | | | | | | | |
|------|------------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Maternity | 72.2 | 51.7 | 63.6 | 63.9 | 70.9 | 72.6 |
|------|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|------|----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Medical | 66.6 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|------|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|------|-----------------------------|------|------|------|------|------|------|
| PS05 | Overall Care Index Surgical | 68.3 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|------|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|------|--|------|------|------|------|------|------|
| PS01 | Access and Admission Index All types combined | 66.8 | 61.2 | 63.2 | 65.1 | 68.8 | 70.9 |
| PS01 | Access and Admission Index Maternity | 73.5 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| PS01 | Access and Admission Index Medical | 64.7 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| PS01 | Access and Admission Index Mental Health | 67.8 | 51.0 | 57.0 | 60.0 | 66.2 | 70.0 |
| PS01 | Access and Admission Index Surgical | 69.7 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| PS02 | Complaints Management Index Medical | 66.4 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| PS02 | Complaints Management Index Maternity | 72.7 | 53.9 | 62.8 | 65.8 | 68.9 | 72.7 |
| PS02 | Complaints Management Index Surgical | 66.9 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| PS02 | Complaints Management Index All types combined | 67.7 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| PS02 | Complaints Management Index Mental Health | 72.5 | 40.2 | 55.6 | 59.1 | 69.9 | 76.2 |
| PS03 | Discharge and Follow-up Index All types combined | 62.2 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| PS03 | Discharge and Follow-up Index Maternity | 65.4 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| PS03 | Discharge and Follow-up Index Medical | 62.4 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| PS03 | Discharge and Follow-up Index Mental Health | 58.9 | 44.5 | 55.0 | 58.0 | 61.6 | 67.7 |
| PS03 | Discharge and Follow-up Index Surgical | 61.9 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| PS04 | General Patient Information Index Medical | 71.8 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| PS04 | General Patient Information Index Mental Health | 73.9 | 49.7 | 55.4 | 60.3 | 68.0 | 76.4 |
| PS04 | General Patient Information Index All types combined | 72.1 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| PS04 | General Patient Information Index Maternity | 74.2 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| PS04 | General Patient Information Index Surgical | 71.9 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| PS05 | Overall Care Index Mental Health | 67.1 | 51.3 | 56.9 | 60.3 | 63.3 | 67.4 |
| PS05 | Overall Care Index All types combined | 67.5 | 62.0 | 63.8 | 64.5 | 66.8 | 70.3 |
| PS06 | Physical Environment Index All types combined | 71.2 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 |
| PS06 | Physical Environment Index Maternity | 75.7 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| PS06 | Physical Environment Index Medical | 71.1 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|---|---|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| PS06 | Physical Environment Index Mental Health | 69.3 | 56.2 | 61.6 | 65.8 | 68.7 | 69.3 |
| PS06 | Physical Environment Index Surgical | 69.9 | 61.2 | 64.3 | 68.4 | 69.9 | 77.6 |
| PS07 | Treatment & Related Information Index Surgical | 68.5 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| PS07 | Treatment & Related Information Index All types combined | 65.1 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| PS07 | Treatment & Related Information Index Medical | 64.3 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| PS07 | Treatment & Related Information Index Mental Health | 62.4 | 42.6 | 51.4 | 57.1 | 62.7 | 64.2 |
| PS07 | Treatment & Related Information Index Maternity | 69.6 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 89.1 | 81.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| EFF-19 | Length of Stay | 2.7 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| EFF-24 | Cancellation rate | 8.0 | 8.0 | 8.9 | 12.8 | 16.8 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-36a | Catering - total cost | 26.8 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square metre | 14.9 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-08.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.1 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| EFF-08.3 | Hours of Sick Leave by Staff Category - Medical | 2.1 | -1.6 | 1.2 | 1.4 | 1.8 | 2.1 |
| EFF-08.4 | Hours of Sick Leave by Staff Category - Nursing | 3.7 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| EFF-08.5 | Hours of Sick Leave by Staff Category - Operational | 3.5 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| EFF-08.6 | Hours of Sick Leave by Staff Category - Professional | 4.1 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| EFF-08.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 4.2 | 0.6 | 0.6 | 0.8 | 2.7 | 6.3 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,069.9 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 1,751.0 | -649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,570.8 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,822.3 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 1,011.5 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 489.5 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 6,813.8 | 0.0 | 1,008.4 | 1,264.4 | 4,621.1 | 7,955.1 |
| EFF-11 | Cost of Work Overtime | 2.0 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.4 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 4.3 | 4.3 | 18.8 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 1.0 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 0.7 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 0.8 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 0.0 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 206.2 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 4,745.9 | 4,745.9 | 11,231.3 | 18,681.7 | 19,039.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 577.3 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 363.6 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 632.6 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 0.0 | 0.0 | 16,443.8 | 39,662.1 | 60,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 312.5 | 216.8 | 293.2 | 443.5 | 553.5 | 929.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 40.4 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| EFF-02.3 | FTE Staff by Category - Medical | 0.3 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| EFF-02.4 | FTE Staff by Category - Nursing | 181.4 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 73.6 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 | FTE Staff by Category - Professional | 7.5 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 0.4 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| EFF-05 | Hours of Sick Leave | 3.5 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 | Cost of Sick Leave | 1,360.4 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,378.0 |
| EFF-13 | Hours of Overtime | 0.9 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 | Cost of Overtime | 603.0 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | |
| EFF-06.3 | Benchmarking - In selected clinical areas - external | 100.0 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 |
| EFF-07.1 | Clinical Pathways - Extent of development and use | 49.4 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | | |

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

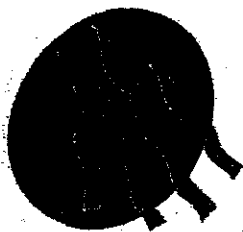
Hospital
Score

Peer Group

Min 25th Median 75th Max

| | | | | | | | |
|---|--|------|------|------|------|------|-------|
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| SIC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| SIC04.1 | Quality of Information - Accuracy | 85.1 | 89.5 | 91.3 | 84.3 | 94.8 | 97.6 |
| SIC04.2a | Quality of Information - Timeliness - Number of months on time | 8.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 |
| SIC04.2b | Quality of Information - Timeliness - Number of days late per month | 0.0 | 0.0 | 3.5 | 5.0 | 10.0 | 17.8 |
| SIC05.1 | Use of Information - Availability of electronic information | 35.4 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| SIC05.2 | Use of Information - Collection and use of clinical information | 67.1 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 |
| Overall Performance Group: Not Summarised | | | | | | | |
| SIC01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC02 | Credentialling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| SIC03.1 | Workforce Management - Retention of Nursing Staff | 81.9 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 |
| SIC03.2 | Workforce Management - Retention of Allied Health Staff | 50.0 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| SIC03.3 | Workforce Management - Median Age Nursing Staff | 38.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| SIC06.1 | Benchmarking - In selected clinical areas | 89.3 | 0.0 | 28.4 | 33.3 | 53.8 | 94.4 |
| SIC06.2 | Benchmarking - In selected clinical areas - Internal | 78.6 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 |
| SIC07.2 | Clinical Pathways - Extent of development and use as per Ontario | 57.6 | 3.0 | 20.2 | 64.8 | 60.7 | 78.6 |
| SIC07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 57.1 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 |
| SIC07.3b | Clinical Pathways - Medical - extent of development and use | 57.1 | 0.0 | 23.6 | 28.6 | 57.1 | 90.5 |
| SIC07.3c | Clinical Pathways - O & G - extent of development and use | 35.7 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 |
| SIC09 | Telehealth - Extent of telehealth usage | 0.0 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

SECRET
OFFICIAL
COPY



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Gladstone Hospital

Central Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Gladstone Hospital

Central Zone

Peer Group: Large

Clinical Utilisation and Outcomes

No indicators to report

Overall

Patient Satisfaction

Maternity

☆☆

Medical

☆☆

Surgical

☆

Overall

☆☆

Efficiency

Activity

☆☆

Cost of Service

☆☆

Staffing

☆☆

Overall

☆☆

System Integration and Change

Benchmarking and Clinical Pathways

☆☆☆

Continuity of Care

☆☆

Quality and Use of Information

☆☆

Overall

☆☆

Performance Compared to the Average

☆

Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.

☆☆

Average: Aggregated Hospital performance is within one standard deviation of the peer mean.

☆☆☆

Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Gladstone Hospital

Central Zone

Performance Indicator

Large

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

CABINET
SECRETARIAT
OFFICIAL
COPY



CAB.0007.0002.00290

Patient Satisfaction

Gladstone Hospital

Large

Central Zone

| Hospital Score: | Peer Group Mean: | Significance: | Reference: |
|-----------------|------------------|---------------|------------|
|-----------------|------------------|---------------|------------|

| | | | |
|---------------------------------------|------|------|------|
| Access and Admission Index | 66.8 | 65.3 | PS01 |
| Complaints Management Index | 66.2 | 64.0 | PS02 |
| Discharge and Follow-up Index | 60.4 | 60.9 | PS03 |
| General Patient Information Index | 72.0 | 69.2 | PS04 |
| Overall Care Index | 65.7 | 65.2 | PS05 |
| Physical Environment Index | 63.7 | 66.5 | PS06 |
| Treatment & Related Information Index | 64.1 | 64.0 | PS07 |

| | | | |
|---------------------------------------|------|------|------|
| Access and Admission Index | 65.0 | 67.8 | PS01 |
| Complaints Management Index | 69.0 | 65.6 | PS02 |
| Discharge and Follow-up Index | 66.5 | 65.2 | PS03 |
| General Patient Information Index | 66.4 | 68.1 | PS04 |
| + Overall Care Index | 66.1 | 66.9 | PS05 |
| Physical Environment Index | 63.9 | 68.4 | PS06 |
| Treatment & Related Information Index | 68.3 | 65.5 | PS07 |

| | | | |
|---------------------------------------|------|------|------|
| Access and Admission Index | 67.2 | 64.5 | PS01 |
| Complaints Management Index | 66.3 | 63.4 | PS02 |
| Discharge and Follow-up Index | 59.8 | 60.1 | PS03 |
| General Patient Information Index | 72.5 | 69.3 | PS04 |
| + Overall Care Index | 65.6 | 64.7 | PS05 |
| Physical Environment Index | 64.4 | 66.2 | PS06 |
| Treatment & Related Information Index | 62.3 | 63.3 | PS07 |

| | | | |
|---------------------------------------|------|------|------|
| Access and Admission Index | 66.2 | 68.9 | PS01 |
| Complaints Management Index | 64.4 | 67.8 | PS02 |
| Discharge and Follow-up Index | 60.0 | 64.0 | PS03 |
| General Patient Information Index | 72.8 | 72.9 | PS04 |
| + Overall Care Index | 65.9 | 68.7 | PS05 |
| Physical Environment Index | 61.2 | 67.3 | PS06 |
| Treatment & Related Information Index | 68.2 | 69.2 | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported



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Efficiency

Gladstone Hospital

Large

Central Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 51.4 | 82.8 | EFF-17 |
| Length of Stay | Days | 2.32 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 18.0 | 12.8 | EFF-24 |
| Total Cost / Weighted Separation | Dollars | 1,976 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 44.1 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 22.1 | 22.1 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.42 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 0.23 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.44 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.48 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.09 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 2.92 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 886 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 199 | 876 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,451 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,002 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 906 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 930 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 0 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.80 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.27 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 14.8 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.86 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.74 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 7.81 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 3.11 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 43.1 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 449 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 19,939 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 512 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 401 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 5,931 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 1,461 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 93,103 | 39,662 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 211 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 34.6 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 11.8 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 108 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 47.1 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 8.15 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Trade And Artisans | Numeric | 0.92 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 0.52 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.03 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,161 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 2.10 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 1,955 | 2,230 | EFF-15 |



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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Gladstone Hospital

Large

Central Zone

| | | | |
|----------------|-----------------|--------------------|-----------|
| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 93.3 | 30.8 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|------|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 67.9 | 48 | SIC07.1 |
|--|------------|------|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|---|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 0/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 0/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 3/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 91.3 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 6 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 9.7 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 33.3 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 62.9 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentialling

| | | | | |
|----------------|--------|----|------|-------|
| Credentialling | Yes/No | No | 5/13 | SIC02 |
|----------------|--------|----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 82.6 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 88.9 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 43 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 53.3 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 13.3 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 75 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 42.9 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 90.5 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 46.4 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|-----|-----|-------|
| Extent of telehealth usage | Percentage | 1.9 | 1.9 | SIC09 |
|----------------------------|------------|-----|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

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Measured Quality

Hospital Report

Attachment 1

- Attachment 1.....Statistics – Quartiles per Indicator
- Attachment 2.....State Report

CABINET
SECRETAIRIAT
OFFICIAL
COPY

Statistics - Quartiles per Indicator

Attachment 1

Hospital
Score

Peer Group

Min 25th Median 75th Max

Indicator Number and Description:

Gladstone Hospital
Central Zone

Large

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 66.1 51.7 63.6 65.9 70.9 72.6

Overall Performance Group: Medical

PS05 Overall Care Index Medical 65.6 60.8 62.9 65.2 65.6 70.6

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 65.9 63.9 67.1 68.3 70.2 73.8

Overall Performance Group: Not Summarised

PS01 Access and Admission Index Medical 67.2 59.9 62.4 63.6 67.0 72.2

PS01 Access and Admission Index Maternity 65.0 52.5 63.7 67.2 71.8 74.8

PS01 Access and Admission Index Surgical 66.2 64.3 66.2 68.4 70.5 75.0

PS01 Access and Admission Index All types combined 66.8 61.2 63.2 65.1 68.8 70.9

PS02 Complaints Management Index All types combined 66.2 58.7 62.6 64.0 67.7 68.6

PS02 Complaints Management Index Maternity 69.0 53.9 62.6 65.8 68.9 72.7

PS02 Complaints Management Index Medical 68.3 57.9 61.1 64.5 66.4 68.3

PS02 Complaints Management Index Surgical 64.4 64.4 66.7 67.8 68.9 75.2

PS03 Discharge and Follow-up Index Surgical 60.0 60.0 61.0 63.1 64.3 70.4

PS03 Discharge and Follow-up Index All types combined 60.4 58.3 58.6 60.8 61.8 68.0

PS03 Discharge and Follow-up Index Maternity 66.6 61.5 63.5 66.0 67.9 69.9

PS03 Discharge and Follow-up Index Medical 59.6 65.5 57.5 59.5 62.1 67.9

PS04 General Patient Information Index Maternity 66.4 48.9 65.0 67.1 72.0 74.2

PS04 General Patient Information Index Medical 72.5 65.5 67.0 70.6 71.6 74.3

PS04 General Patient Information Index Surgical 72.8 70.6 72.0 72.8 74.3 75.8

PS04 General Patient Information Index All types combined 72.0 65.5 67.2 70.0 72.0 74.2

PS05 Overall Care Index All types combined 65.7 62.0 63.8 64.5 66.6 70.3

PS06 Physical Environment Index All types combined 63.7 59.5 64.5 66.7 67.5 72.6

PS06 Physical Environment Index Maternity 63.9 51.2 63.0 67.2 72.9 77.8

PS06 Physical Environment Index Medical 64.4 58.1 64.0 67.3 68.4 71.9

PS06 Physical Environment Index Surgical 61.2 61.2 64.3 66.4 69.9 77.6

PS07 Treatment & Related Information Index Maternity 68.3 53.7 63.3 65.8 69.1 70.7

PS07 Treatment & Related Information Index Surgical 66.2 66.5 68.2 68.8 71.0 74.1

PS07 Treatment & Related Information Index Medical 62.3 59.1 60.7 63.4 65.1 70.4

PS07 Treatment & Related Information Index All types combined 64.1 59.2 62.4 64.1 65.1 70.0

Overall Performance Group: Activity

FF-06.2 Occupancy Rate (Bed Day Efficiency) 51.4 51.4 77.1 82.8 88.2 96.3

FF-19 Length of Stay 2.3 2.3 2.7 3.0 3.2 3.4

FF-24 Cancellation rate 18.0 8.0 0.9 12.8 16.6 18.1

Overall Performance Group: Cost of Service

FF-25 Total Cost / Weighted Separation 1,876.2 1,827.6 1,952.3 2,074.6 2,454.9 2,698.4

FF-36a Catering - total cost 44.1 18.2 28.1 28.1 29.6 92.9

FF-45.4 Energy Consumption per square metre 22.1 14.9 17.9 22.1 26.6 45.4

Overall Performance Group: Staffing

FF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical 2.4 2.4 2.9 3.0 3.1 3.8

FF-06.3 Hours of Sick Leave by Staff Category - Medical 0.2 -1.6 1.2 1.4 1.6 2.1

FF-06.4 Hours of Sick Leave by Staff Category - Nursing 3.4 2.9 3.2 3.3 3.6 3.8

FF-06.5 Hours of Sick Leave by Staff Category - Operational 3.5 3.1 3.3 3.5 3.7 4.0

FF-06.6 Hours of Sick Leave by Staff Category - Professional 2.1 1.1 2.1 2.2 2.7 2.8

FF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans 2.9 0.0 2.4 3.0 3.5 9.8

FF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers 0.0 0.0 0.6 0.8 2.7 6.3

FF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 888.4 886.4 920.4 1,039.7 1,073.0 1,317.2

FF-08.3 Cost of Sick Leave by Staff Category - Medical 199.3 -649.4 694.2 976.4 1,247.8 1,751.0

FF-08.4 Cost of Sick Leave by Staff Category - Nursing 1,451.3 1,170.7 1,301.6 1,420.4 1,479.9 1,622.3

FF-08.5 Cost of Sick Leave by Staff Category - Operational 1,001.8 916.4 964.5 979.2 1,100.9 1,182.0

FF-08.6 Cost of Sick Leave by Staff Category - Professional 905.5 489.5 965.7 1,161.7 1,264.6 1,397.5

FF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 929.7 0.0 775.2 937.1 1,089.9 3,264.9

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|---|--|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 0.0 | 0.0 | 1,008.4 | 1,281.4 | 4,621.1 | 7,955.1 |
| EFF-11 | Cost of Work Cover | 1.8 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.3 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 14.8 | 4.3 | 10.8 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.9 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 0.7 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 7.9 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| EFF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 3.1 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 43.1 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 119.3 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 19,039.3 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 611.8 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 401.0 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 5,930.5 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| EFF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 1,461.3 | 0.0 | 1,037.5 | 1,371.8 | 2,116.6 | 2,298.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 93,103.0 | 0.0 | 16,443.9 | 39,662.1 | 80,391.4 | 107,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 210.6 | 210.6 | 203.2 | 443.6 | 553.8 | 929.6 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 34.6 | 81.4 | 34.6 | 89.9 | 69.6 | 158.6 |
| EFF-02.3 | FTE Staff by Category - Medical | 11.8 | 0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| EFF-02.4 | FTE Staff by Category - Nursing | 107.6 | 107.6 | 193.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 47.1 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 | FTE Staff by Category - Professional | 8.2 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.8 | FTE Staff by Category - Trade And Artisans | 0.9 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 0.5 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| EFF-05 | Hours of Sick Leave | 3.0 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 | Cost of Sick Leave | 1,161.0 | 1,092.6 | 1,168.9 | 1,266.1 | 1,280.3 | 1,378.0 |
| EFF-13 | Hours of Overtime | 2.1 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 | Cost of Overtime | 1,955.2 | 390.4 | 1,675.2 | 2,290.4 | 2,819.5 | 3,305.0 |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | |
| EC06.3 | Benchmarking - In selected clinical areas - external | 83.3 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 |
| EC07.1 | Clinical Pathways - Extent of development and use | 67.9 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | | |
| EC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| EC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| EC08.3 | Facilitating continuity of care - Shared ante and post natal care | 0.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| EC08.4 | Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| EC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 6.0 | 0.0 | 1.0 |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| EC04.1 | Quality of Information - Accuracy | 91.3 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 |
| EC04.2a | Quality of Information - Timeliness - Number of months on time | 6.0 | 6.0 | 3.0 | 5.0 | 6.0 | 8.0 |
| EC04.2b | Quality of Information - Timeliness - Number of days late per month | 9.7 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 |
| EC05.1 | Use of Information - Availability of electronic information | 33.3 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| EC05.2 | Use of Information - Collection and use of clinical information | 62.9 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EC01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| EC02 | Credentialling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| EC03.1 | Workforce Management - Retention of Nursing Staff | 82.8 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 |
| EC03.2 | Workforce Management - Retention of Allied Health Staff | 88.9 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| EC03.3 | Workforce Management - Median Age Nursing Staff | 43.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| EC06.1 | Benchmarking - In selected clinical areas | 53.3 | 0.0 | 28.4 | 33.3 | 53.3 | 94.4 |
| EC06.2 | Benchmarking - In selected clinical areas - internal | 13.3 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 |
| EC07.2 | Clinical Pathways - Extent of development and use as per Ontario | 75.0 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 |
| EC07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 42.9 | 0.0 | 7.1 | 53.8 | 85.7 | 100.0 |
| EC07.3b | Clinical Pathways - Medical - extent of development and use | 90.5 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 |
| EC07.3c | Clinical Pathways - O & G - extent of development and use | 46.4 | 0.0 | 21.4 | 38.3 | 46.4 | 64.3 |
| EC09 | Telehealth - Extent of telehealth usage | 1.9 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

Summary of Potential Reasons for Variance for HERVEY BAY HOSPITAL

Indicators Flagged:

- CI01.1 Acute myocardial infarction- In hospital mortality rate (90-99.9% confidence level)
- CI02.1 Heart Failure -In hospital mortality (90-99.9% confidence level)
- CI02.2 Heart Failure- Long stay rate (90-99.9% confidence level)
- CI03.4 Stroke - Nursing home separation rates (90-99.9% confidence level at the state level; <90% confidence level at the peer level - not statistically significant)
- CI04.1 Pneumonia - In hospital mortality (99.9% confidence level)
- CI04.2 Pneumonia- Long stay rate (90-99.9% confidence level)
- CI06.5 Fractured neck of femur- Nursing home separation rates (90-99.9% confidence level)
- CI13.1 Maternal postnatal long stay rate (vaginal birth) (90-99.9% confidence level)
- CI13.2 Maternal postnatal long stay rate (caesarean birth) (90-99.9% confidence level at the state level; 99.9% confidence level at the peer level))

Responses:

The potential reasons for variance given by Hervey Bay Hospital (Fraser Coast Health Service District) are summarised below.

- **Pneumonia mortality and heart failure mortality:** in eight out of eleven charts audited for patients coded with a primary diagnosis of pneumonia, the patients were treated for other respiratory conditions (such as emphysema and Chronic Obstructive Airways Disease (COAD)) for which pneumonia was not a diagnosis. Similar coding problems were identified for the heart failure mortality indicator.
- **Pneumonia mortality and heart failure mortality:** some of the pneumonia cases reviewed had principal diagnoses of carcinoma, lung cancer or leukaemia and had been treated palliatively. One of the heart failure patients was also under palliative care.
- **Acute myocardial infarction mortality and heart failure mortality:** a high proportion of elderly patients had multiple comorbidities. Although Measured Quality indicators risk adjust for age and comorbidities, the response indicated that these were still considered to have a significant impact on the recorded mortality.
- **Acute myocardial infarction mortality:** some mortality related to severe clinical causes, such as the development of cardiogenic shock despite active treatment and late admissions for treatment, with extensive cardiac damage having occurred prior to arrival at the hospital.

As a result of investigating these variances, the Fraser Coast Health Service District indicated:

- it would conduct an audit on charts of recently admitted patients to ascertain whether the coding problem regarding pneumonia was still an issue

- that the hospital was satisfied that there was not an issue with clinical practice surrounding the acute myocardial infarction mortality at Hervey Bay Hospital
- that this review suggests that there is an issue with the documentation by junior medical staff of a patient's principal condition. It would appear that there is some disparity between what is documented as the principal condition and what the major / most significant condition is for the admission. This matter will be further discussed with the Director of Medicine, Director of Medical Services and the Health Information Manager to explore possible options to clarify the principal condition and coding.

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Queensland Government

Queensland Health

Measured Quality

Hospital Report

Hervey Bay Hospital

Central Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Hervey Bay Hospital

Central Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|----|
| Medical | ☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|-----|
| Maternity | ☆☆ |
| Medical | ☆☆☆ |
| Surgical | ☆☆☆ |
| Overall | ☆☆☆ |

Efficiency

| | |
|-----------------|----|
| Activity | ☆☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|----|
| Benchmarking and Clinical Pathways | ☆☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "☆" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.



CAB.0007.0002.00300

Clinical Utilisation and Outcomes

Hervey Bay Hospital

Large

Central Zone
Performance Indicator

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 20.2 | 13.3 | * | CI01.1 |
| Long Stay Rates | 10.0 | 8.7 | | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|------|-----|---|--------|
| In-hospital Mortality | 12.7 | 7.7 | * | CI02.1 |
| Long Stay Rates | 15.8 | 8.7 | * | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|---|--------|
| In-hospital Mortality | 22.6 | 26.3 | | CI03.1 |
| Long Stay Rates | 9.0 | 7.0 | * | CI03.2 |
| Nursing Home Separations | 22.1 | 14.3 | * | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|------|------|----|--------|
| In-hospital Mortality | 18.2 | 7.2 | ** | CI04.1 |
| Long Stays | 18.9 | 10.8 | * | CI04.2 |

Asthma

| | | | | |
|-----------------|------|------|--|--------|
| Long Stay Rates | 12.4 | 12.0 | | CI14.1 |
|-----------------|------|------|--|--------|

Caesarean Section

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay rates | 16.1 | 9.7 | | CI09.1 |
| Complications of Surgery | 10.9 | 12.3 | | CI09.3 |
| on Women < 35 years | 5.1 | 12.2 | | CI09.4 |
| Blood Transfusion Rates | 0.0 | 1.8 | | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|---|--------|
| C-section | 4.4 | 12.9 | * | CI10.1 |
| Induction of Labour | 19.4 | 14.4 | | CI10.2 |
| Perineal Tears | 0.0 | 2.8 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 4.0 | 2.8 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|------|-----|---|--------|
| Vaginal Births | 11.2 | 8.2 | * | CI13.1 |
| Caesarean Section Births | 15.8 | 5.7 | * | CI13.2 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|---|--------|
| In-hospital Mortality | 8.3 | 7.6 | | CI06.1 |
| Long Stays | 8.7 | 13.1 | | CI06.2 |
| Nursing Home Separations | 35.3 | 18.9 | * | CI06.5 |
| Complications of Surgery | 6.2 | 15.9 | | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|-----|------|---|--------|
| Long Stays | 8.2 | 10.5 | | CI07.1 |
| Complications of Surgery | 7.5 | 18.7 | * | CI07.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00301

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

Patient Satisfaction

Hervey Bay Hospital

Large

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 70.9 | 65.3 | ** | PS01 |
| Complaints Management Index | 67.8 | 64.0 | * | PS02 |
| Discharge and Follow-up Index | 68.0 | 60.9 | ** | PS03 |
| General Patient Information Index | 72.5 | 69.2 | * | PS04 |
| Overall Care Index | 70.3 | 65.2 | ** | PS05 |
| Physical Environment Index | 72.6 | 66.5 | ** | PS06 |
| Treatment & Related Information Index | 70.0 | 64.0 | ** | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 59.6 | 67.8 | * | PS01 |
| Complaints Management Index | 61.1 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 64.1 | 65.2 | | PS03 |
| General Patient Information Index | 62.7 | 68.1 | | PS04 |
| + Overall Care Index | 61.9 | 66.9 | | PS05 |
| Physical Environment Index | 68.5 | 68.4 | | PS06 |
| Treatment & Related Information Index | 58.9 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 72.2 | 64.5 | ** | PS01 |
| Complaints Management Index | 67.0 | 63.4 | * | PS02 |
| Discharge and Follow-up Index | 67.9 | 60.1 | ** | PS03 |
| General Patient Information Index | 73.3 | 69.3 | * | PS04 |
| + Overall Care Index | 70.6 | 64.7 | ** | PS05 |
| Physical Environment Index | 71.9 | 66.2 | ** | PS06 |
| Treatment & Related Information Index | 70.4 | 63.3 | ** | PS07 |

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 72.5 | 68.9 | * | PS01 |
| Complaints Management Index | 75.2 | 67.8 | * | PS02 |
| Discharge and Follow-up Index | 70.4 | 64.0 | * | PS03 |
| General Patient Information Index | 74.8 | 72.9 | | PS04 |
| + Overall Care Index | 73.8 | 68.7 | * | PS05 |
| Physical Environment Index | 77.6 | 67.3 | ** | PS06 |
| Treatment & Related Information Index | 74.1 | 69.2 | * | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00302

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

Efficiency

Hervey Bay Hospital

Large

Central Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|-------------------------------------|------------|------|------|--------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 81.2 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.07 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 14.7 | 12.8 | EFF-24 |

| | | | | |
|-------------------------------------|---------|-------|-------|----------|
| Total Cost / Weighted Separation | Dollars | 2,390 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 46.3 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 32.2 | 22.1 | EFF-45.4 |

| | | | | |
|---|------------|---------|--------|----------|
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.92 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.41 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.19 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 4.05 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.20 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 4.26 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 0 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0.63 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 893 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,248 | 978 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,289 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,180 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,238 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,756 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 0 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 1,063 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.88 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.52 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 14.6 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 1.16 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.96 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 4.93 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 0 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 38.5 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 240 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 18,682 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 705 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 446 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 3,009 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 0 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 0 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 103,837 | 39,662 | EFF-16.9 |

| | | | | |
|---|------------|-------|-------|----------|
| Full-Time Equivalent (FTE) Staff | Numeric | 297 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 33.1 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 31.4 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 134 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 72.7 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 21.6 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 3.71 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 0 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 0.65 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.11 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,216 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 3.06 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 2,875 | 2,230 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAR 0007 0002 00302

System Integration and Change

Hervey Bay Hospital

Large

Central Zone

| | | | |
|----------------|-----------------|--------------------|-----------|
| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 29.4 | 30.8 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|----|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 49 | 48 | SIC07.1 |
|--|------------|----|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|---|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 0/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 2/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 94.8 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 6 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 5 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 27.1 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 50.8 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentialling

| | | | | |
|----------------|--------|----|------|-------|
| Credentialling | Yes/No | No | 5/13 | SIC02 |
|----------------|--------|----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 84.6 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 86.7 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 41 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 29.4 | 33.3 | SIC06.1 |
| In selected clinical areas - Internal | Percentage | 29.4 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 56 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 85.7 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 28.6 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 42.9 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|-----|-----|-------|
| Extent of telehealth usage | Percentage | 7.7 | 1.9 | SIC09 |
|----------------------------|------------|-----|-----|-------|

+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB:0007.0002.00304

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Large

Hervey Bay Hospital
Central Zone

Overall Performance Group: Medical

| | | | | | | | |
|-------|---|------|------|------|------|------|------|
| 101.1 | Acute Myocardial Infarction - In-hospital Mortality | 20.2 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| 101.2 | Acute Myocardial Infarction - Long Stay Rates | 10.0 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| 102.1 | Heart Failure - In-hospital Mortality | 12.7 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| 102.2 | Heart Failure - Long Stay Rates | 15.8 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| 103.1 | Stroke - In-hospital Mortality | 22.8 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| 103.2 | Stroke - Long Stay Rates | 0.0 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| 103.4 | Stroke - Nursing Home Separations | 22.1 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| 104.1 | Pneumonia - In-hospital Mortality | 18.2 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| 104.2 | Pneumonia - Long Stays | 18.9 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| 114.1 | Asthma - Long Stay Rates | 12.4 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|-------|---|------|-----|------|------|------|------|
| 109.1 | Hysterectomy - Long Stay Rates | 16.1 | 3.9 | 8.0 | 10.5 | 15.8 | 25.1 |
| 109.3 | Hysterectomy - Complications of Surgery | 10.9 | 4.5 | 5.8 | 7.6 | 11.2 | 30.2 |
| 109.4 | Hysterectomy - on Women < 35 years | 5.1 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| 109.5 | Hysterectomy - Blood Transfusion Rates | 0.0 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| 110.1 | Standard Primiparae - C-section | 4.4 | 4.4 | 11.8 | 13.3 | 15.7 | 17.2 |
| 110.2 | Standard Primiparae - Induction of Labour | 18.4 | 6.8 | 10.2 | 15.7 | 20.1 | 24.9 |
| 110.3 | Standard Primiparae - Perineal Tears | 0.0 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| 111.1 | Small for Gestational Age - Small for Gestational Age | 4.0 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| 113.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 11.2 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| 113.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 15.8 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|-------|--|------|------|------|------|------|------|
| 106.1 | Fractured Neck of Femur - In-hospital Mortality | 8.3 | 3.4 | 3.9 | 5.3 | 7.2 | 8.3 |
| 106.2 | Fractured Neck of Femur - Long Stays | 8.7 | 3.8 | 6.8 | 6.8 | 16.4 | 27.6 |
| 106.5 | Fractured Neck of Femur - Nursing Home Separations | 35.3 | 11.8 | 16.5 | 21.9 | 31.5 | 46.6 |
| 106.8 | Fractured Neck of Femur - Complications of Surgery | 6.2 | 3.3 | 7.8 | 8.5 | 19.3 | 41.6 |
| 107.1 | Knee Replacement - Long Stays | 8.2 | 6.2 | 7.1 | 8.5 | 13.1 | 16.9 |
| 107.3 | Knee Replacement - Complications of Surgery | 7.8 | 4.4 | 7.1 | 10.3 | 22.6 | 34.1 |

Overall Performance Group: Maternity

| | | | | | | | |
|-----|------------------------------|------|------|------|------|------|------|
| 105 | Overall Care Index Maternity | 61.9 | 51.7 | 63.6 | 65.9 | 70.9 | 72.6 |
|-----|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|--|----------------------------|------|------|------|------|------|------|
| | Overall Care Index Medical | 70.6 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|--|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|-----|-----------------------------|------|------|------|------|------|------|
| 105 | Overall Care Index Surgical | 73.8 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|-----|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|-----|--|------|------|------|------|------|------|
| 101 | Access and Admission Index Medical | 72.2 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| 101 | Access and Admission Index Maternity | 59.6 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| 101 | Access and Admission Index Surgical | 72.5 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| 101 | Access and Admission Index All types combined | 70.8 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| 102 | Complaints Management Index All types combined | 67.8 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| 102 | Complaints Management Index Maternity | 61.1 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| 102 | Complaints Management Index Medical | 67.0 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| 102 | Complaints Management Index Surgical | 75.2 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| 103 | Discharge and Follow-up Index Maternity | 64.1 | 51.5 | 63.5 | 65.0 | 67.9 | 69.9 |
| 103 | Discharge and Follow-up Index Medical | 67.9 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| 103 | Discharge and Follow-up Index All types combined | 68.0 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| 103 | Discharge and Follow-up Index Surgical | 70.4 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| 104 | General Patient Information Index Medical | 73.3 | 65.5 | 67.0 | 70.8 | 71.6 | 74.3 |
| 104 | General Patient Information Index Maternity | 62.7 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| 104 | General Patient Information Index Surgical | 74.8 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| 104 | General Patient Information Index All types combined | 72.5 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| 105 | Overall Care Index All types combined | 70.3 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| 106 | Physical Environment Index All types combined | 72.6 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 |

CAB.0007.0002.00306

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|---|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| PS06 | Physical Environment Index Maternity | 68.5 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| PS06 | Physical Environment Index Medical | 71.9 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| PS06 | Physical Environment Index Surgical | 77.6 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 |
| PS07 | Treatment & Related Information Index Surgical | 74.1 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| PS07 | Treatment & Related Information Index All types combined | 70.0 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| PS07 | Treatment & Related Information Index Maternity | 58.9 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| PS07 | Treatment & Related Information Index Medical | 70.4 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 81.2 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| EFF-19 | Length of Stay | 3.1 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| EFF-24 | Cancellation rate | 14.7 | 8.0 | 9.9 | 12.8 | 16.6 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-25 | Total Cost / Weighted Separation | 2,389.6 | 1,827.6 | 1,952.3 | 2,074.6 | 2,454.9 | 2,998.4 |
| EFF-38a | Catering - total cost | 46.3 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square meter | 32.2 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 2.9 | 2.4 | 2.9 | 3.0 | 3.3 | 3.8 |
| EFF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.4 | 1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| EFF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.2 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| EFF-06.5 | Hours of Sick Leave by Staff Category - Operational | 4.0 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| EFF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.2 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| EFF-06.7 | Hours of Sick Leave by Staff Category - Technical | 4.3 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| EFF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 0.0 | 0.0 | 2.4 | 3.0 | 3.5 | 9.8 |
| EFF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 0.6 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 893.4 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 1,247.8 | 649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,289.4 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,622.3 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 1,179.6 | 916.4 | 964.5 | 978.2 | 1,100.9 | 1,192.0 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,237.8 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 1,755.5 | 0.0 | 382.2 | 1,193.9 | 1,407.0 | 1,851.9 |
| EFF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 0.0 | 0.0 | 775.2 | 937.1 | 1,088.9 | 3,264.9 |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 1,082.9 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 |
| EFF-11 | Cost of Work Cover | 1.9 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.5 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 14.6 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 1.2 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 1.0 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 4.0 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| EFF-14.7 | Hours of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| EFF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 0.0 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 38.6 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 239.7 | 100.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 18,681.7 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 704.6 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 445.8 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 3,008.9 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 117.0 | 256.8 |
| EFF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 0.0 | 0.0 | 1,037.5 | 1,371.6 | 2,116.6 | 2,298.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 103,836.5 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 297.1 | 210.6 | 293.2 | 443.5 | 553.5 | 929.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 33.1 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| EFF-02.3 | FTE Staff by Category - Medical | 31.4 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| EFF-02.4 | FTE Staff by Category - Nursing | 133.8 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 72.7 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 | FTE Staff by Category - Professional | 21.6 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.7 | FTE Staff by Category - Technical | 3.7 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| EFF-02.8 | FTE Staff by Category - Trade And Artisans | 0.0 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|--|----------------|------------|---------|---------|---------|---------|
| | | | Min | 25th | Median | 75th | Max |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 0.7 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| EFF-05 | Hours of Sick Leave | 3.1 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 | Cost of Sick Leave | 1,215.6 | 1,092.6 | 1,188.9 | 1,268.1 | 1,280.3 | 1,376.0 |
| EFF-13 | Hours of Overtime | 3.1 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 | Cost of Overtime | 2,875.1 | 390.4 | 1,675.2 | 2,230.4 | 2,818.5 | 3,305.0 |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | |
| SIC06.3 | Benchmarking - In selected clinical areas - external | 29.4 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 |
| SIC07.1 | Clinical Pathways - Extent of development and use | 49.0 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 |
| Overall Performance Group: Continuity of Care | | | | | | | |
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | 2.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| SIC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 |
| Overall Performance Group: Quality and Use of Information | | | | | | | |
| SIC04.1 | Quality of Information - Accuracy | 94.8 | 89.5 | 91.3 | 94.3 | 94.8 | 97.8 |
| C04.2a | Quality of Information - Timeliness - Number of months on time | 6.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 |
| C04.2b | Quality of Information - Timeliness - Number of days late per month | 5.0 | 0.0 | 3.5 | 6.0 | 10.0 | 17.6 |
| C05.1 | Use of Information - Availability of electronic information | 27.1 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| SIC05.2 | Use of Information - Collection and use of clinical information | 50.8 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 |
| Overall Performance Group: Not Summarised | | | | | | | |
| SIC01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC02 | Credentialling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| IC03.1 | Workforce Management - Retention of Nursing Staff | 84.6 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 |
| IC03.2 | Workforce Management - Retention of Allied Health Staff | 86.7 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| IC03.3 | Workforce Management - Median Age Nursing Staff | 41.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| IC06.1 | Benchmarking - In selected clinical areas | 29.4 | 0.0 | 29.4 | 35.3 | 53.3 | 94.4 |
| IC06.2 | Benchmarking - In selected clinical areas - internal | 29.4 | 0.0 | 14.7 | 28.4 | 55.6 | 100.0 |
| C07.2 | Clinical Pathways - Extent of development and use as per Ontario | 56.0 | 3.0 | 20.2 | 54.8 | 69.7 | 78.6 |
| C07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 85.7 | 0.0 | 7.1 | 53.8 | 85.7 | 100.0 |
| C07.3b | Clinical Pathways - Medical - extent of development and use | 28.6 | 0.0 | 28.8 | 28.6 | 57.1 | 90.5 |
| C07.3c | Clinical Pathways - O & G - extent of development and use | 42.9 | 0.0 | 21.4 | 39.3 | 48.4 | 64.3 |
| C09 | Telehealth - Extent of telehealth usage | 7.7 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

Summary of Potential Reasons for Variance for QUEEN ELIZABETH II JUBILEE HOSPITAL

Indicators Flagged:

CI06.2 Fractured neck of femur - Long stay rate (99.9% confidence level)

CI06.6 Fractured neck of femur - Complications of surgery rate (90-99.9% confidence level)

CI07.1 Knee replacement - Long stay rate (90-99.9% confidence level)

CI14.1 Asthma - Long stay rate (90-99.9% confidence level)

CI15.1 Colorectal Carcinoma - Long stay rate (<90% confidence level - not statistically significant)

CI15.2 Colorectal Carcinoma - Complications of surgery rate (90-99.9% confidence level at the state level; 99.9% confidence level at the peer level)

Responses:

The potential reasons for variance given by Queen Elizabeth II Jubilee Hospital and Health Service District are summarised below.

- **Long stay rates for fractured neck of femur, knee replacement, asthma and colorectal carcinomas:** the hospital indicated that it admitted a high proportion of elderly patients, particularly affected by dementia or Chronic Obstructive Airways Disease (COAD), which led to higher long stay rates. Although Measured Quality indicators risk adjust for comorbidities, including dementia and COAD, the response indicated that these were still felt to have had a significant impact on the recorded lengths of stay. Furthermore, some patients were unable to return to independent living, resulting in a long stay whilst awaiting placement in a nursing home.

The hospital indicated that the percentage of patients with complications or long stay rates had decreased over subsequent years.



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Queen Elizabeth II Jubilee Hospital

Southern Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Queen Elizabeth II Jubilee Hospital

Southern Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆☆ |
| Obstetrics & Gynaecology | ☆☆☆ |
| Surgical | ☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|----------|----|
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|----|
| Activity | ☆☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|----|
| Benchmarking and Clinical Pathways | ☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Queen Elizabeth II Jubilee Hospital

Large

Southern Zone

Performance Indicator

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|-----|------|--|--------|
| In-hospital Mortality | 8.2 | 13.3 | | CI01.1 |
| Long Stay Rates | 6.9 | 8.7 | | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|------|-----|--|--------|
| In-hospital Mortality | 4.8 | 7.7 | | CI02.1 |
| Long Stay Rates | 11.9 | 8.7 | | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 22.3 | 26.3 | | CI03.1 |
| Long Stay Rates | 15.2 | 7.0 | | CI03.2 |
| Nursing Home Separations | 10.0 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|------|------|--|--------|
| In-hospital Mortality | 5.9 | 7.2 | | CI04.1 |
| Long Stays | 15.4 | 10.8 | | CI04.2 |

Asthma

| | | | | |
|-----------------|------|------|---|--------|
| Long Stay Rates | 19.2 | 12.0 | * | CI14.1 |
|-----------------|------|------|---|--------|

Hysterectomy

| | | | | |
|--------------------------|-----|------|----|--------|
| Long Stay rates | 4.1 | 9.7 | ** | CI09.1 |
| Complications of Surgery | 9.6 | 12.3 | | CI09.3 |
| on Women < 35 years | 7.1 | 12.2 | * | CI09.4 |
| Blood Transfusion Rates | 2.5 | 1.8 | | CI09.5 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|----|--------|
| In-hospital Mortality | 6.2 | 7.6 | | CI06.1 |
| Long Stays | 27.6 | 13.1 | ** | CI06.2 |
| Nursing Home Separations | 22.2 | 18.9 | | CI06.5 |
| Complications of Surgery | 22.9 | 15.9 | * | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stays | 16.9 | 10.5 | * | CI07.1 |
| Complications of Surgery | 25.8 | 18.7 | | CI07.3 |

Hip Replacement

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay Rates | 10.7 | 10.7 | | CI08.1 |
| Complications of Surgery | 32.8 | 28.1 | | CI08.3 |

Colorectal Carcinoma

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay Rates | 16.3 | 9.9 | | CI15.1 |
| Complications of Surgery | 54.6 | 26.7 | * | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00312

* Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

Patient Satisfaction

Queen Elizabeth II Jubilee Hospital

Large

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 65.1 | 65.3 | | PS01 |
| Complaints Management Index | 62.8 | 64.0 | | PS02 |
| Discharge and Follow-up Index | 61.8 | 60.9 | | PS03 |
| General Patient Information Index | 67.0 | 69.2 | | PS04 |
| Overall Care Index | 63.8 | 65.2 | | PS05 |
| Physical Environment Index | 59.5 | 66.5 | ** | PS06 |
| Treatment & Related Information Index | 64.8 | 64.0 | | PS07 |

| | | | | |
|---------------------------------------|-----|------|--|------|
| Access and Admission Index | N/R | 67.8 | | PS01 |
| Complaints Management Index | N/R | 65.6 | | PS02 |
| Discharge and Follow-up Index | N/R | 65.2 | | PS03 |
| General Patient Information Index | N/R | 68.1 | | PS04 |
| + Overall Care Index | N/R | 66.9 | | PS05 |
| Physical Environment Index | N/R | 68.4 | | PS06 |
| Treatment & Related Information Index | N/R | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 64.8 | 64.5 | | PS01 |
| Complaints Management Index | 63.1 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 61.5 | 60.1 | | PS03 |
| General Patient Information Index | 66.3 | 69.3 | | PS04 |
| + Overall Care Index | 63.4 | 64.7 | | PS05 |
| Physical Environment Index | 59.1 | 66.2 | ** | PS06 |
| Treatment & Related Information Index | 64.2 | 63.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 68.4 | 68.9 | | PS01 |
| Complaints Management Index | 64.7 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 65.2 | 64.0 | | PS03 |
| General Patient Information Index | 72.0 | 72.9 | | PS04 |
| + Overall Care Index | 67.4 | 68.7 | | PS05 |
| Physical Environment Index | 62.6 | 67.3 | * | PS06 |
| Treatment & Related Information Index | 68.9 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported



CAB.0007.0002.00313

Efficiency

Queen Elizabeth II Jubilee Hospital

Large

Southern Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|-----------------------|------------|
|------------|-----------------|-----------------------|------------|

| | | | | |
|---|------------|-------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 78.1 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.33 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 12.7 | 12.8 | EFF-24 |
| Catering - total cost | Dollars | 29.6 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 23.7 | 22.1 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.29 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.46 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.85 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.69 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.65 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 2.04 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 3.29 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0.69 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,174 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 976 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,622 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,101 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,221 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 721 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 944 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 1,140 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 0.83 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.40 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 8.48 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.38 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.97 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 1.13 | 1.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.39 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 4.61 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 3.14 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 192 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 8,753 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 237 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 518 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 799 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 238 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 2,299 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 5,891 | 39,662 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 444 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 65.9 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 48.8 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 205 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 83.6 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 31.8 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 1.25 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 0.82 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 6.48 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.33 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,347 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 1.62 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 1,348 | 2,230 | EFF-15 |

* Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00314

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Queen Elizabeth II Jubilee Hospital

Large

Southern Zone

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| Score: | | Median: | |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas - external | Percentage | 30.8 | 30.8 | SIC06.3 |
|---------------------------------------|------------|------|------|---------|

Clinical Pathways

| | | | | |
|--|------------|-----|----|---------|
| Extent of development and use in selected clinical areas | Percentage | 2.6 | 48 | SIC07.1 |
|--|------------|-----|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|-----|---------|
| Use of pre-admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 1/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | N/A | N/A | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | N/A | N/A | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 97.2 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 4 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 10 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 27.1 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 31.4 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentialling

| | | | | |
|----------------|--------|-----|------|-------|
| Credentialling | Yes/No | Yes | 5/13 | SIC02 |
|----------------|--------|-----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 81.1 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 80.6 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 43 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 46.2 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 61.5 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|-----|------|----------|
| Extent of development and use as per Ontario | Percentage | 3 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 7.1 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 0 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 0 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|---|-----|-------|
| Extent of telehealth usage | Percentage | 0 | 1.9 | SIC09 |
|----------------------------|------------|---|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00315

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

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Statistics - Quartiles per Indicator

Attachment 1

For Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Queen Elizabeth II Jubilee Hospital
Southern Zone

Large

| Overall Performance Group: Medical | | | | | | | |
|---|--|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 8.2 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 6.9 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 4.8 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 11.9 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 22.3 | 15.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 15.2 | 0.0 | 0.0 | 3.1 | 12.3 | 21.8 |
| CI03.4 | Stroke - Nursing Home Separations | 10.0 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 5.9 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 15.4 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CH1.1 | Asthma - Long Stay Rates | 19.2 | 2.8 | 6.6 | 12.4 | 13.4 | 18.2 |
| Overall Performance Group: Obstetrics & Gynaecology | | | | | | | |
| CI09.1 | Hysterectomy - Long Stay Rates | 4.1 | 3.9 | 8.0 | 10.5 | 16.6 | 25.1 |
| | Hysterectomy - Complications of Surgery | 9.6 | 4.5 | 5.0 | 7.8 | 11.2 | 30.2 |
| | Hysterectomy - on Women < 35 years | 7.1 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 2.6 | 0.0 | 0.0 | 3.3 | 2.2 | 7.0 |
| Overall Performance Group: Surgical | | | | | | | |
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 6.2 | 3.4 | 3.9 | 5.3 | 7.2 | 8.3 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 27.6 | 3.8 | 6.8 | 8.6 | 16.4 | 27.6 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 22.2 | 11.8 | 16.5 | 21.9 | 31.5 | 46.6 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 22.9 | 3.5 | 7.8 | 10.5 | 19.3 | 41.6 |
| CI07.1 | Knee Replacement - Long Stays | 16.9 | 6.2 | 7.1 | 9.5 | 13.1 | 16.9 |
| CI07.3 | Knee Replacement - Complications of Surgery | 25.8 | 4.4 | 7.1 | 10.3 | 22.6 | 34.1 |
| CI08.1 | Hip Replacement - Long Stay Rates | 10.7 | 4.3 | 4.9 | 10.2 | 10.7 | 15.2 |
| CI08.3 | Hip Replacement - Complications of Surgery | 32.8 | 13.7 | 17.4 | 18.4 | 32.8 | 50.2 |
| CI15.1 | Colorectal Carcinoma - Long Stay Rates | 16.3 | 8.3 | 9.4 | 10.2 | 12.5 | 16.3 |
| CI15.3 | Colorectal Carcinoma - Complications of Surgery | 54.6 | 14.2 | 14.7 | 18.4 | 45.6 | 54.6 |
| Overall Performance Group: Maternity | | | | | | | |
| CS05 | Overall Care Index Maternity | 61.7 | 63.6 | 65.9 | 70.9 | 72.6 | |
| Overall Performance Group: Medical | | | | | | | |
| CS05 | Overall Care Index Medical | 63.4 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
| Overall Performance Group: Surgical | | | | | | | |
| | Overall Care Index Surgical | 67.4 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
| Overall Performance Group: Not Summarised | | | | | | | |
| CI01 | Access and Admission Index All types combined | 65.1 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| CI01 | Access and Admission Index Surgical | 68.4 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| CI01 | Access and Admission Index Medical | 64.8 | 59.9 | 62.4 | 63.8 | 67.0 | 72.2 |
| CI01 | Access and Admission Index Maternity | 62.5 | 63.7 | 67.2 | 71.8 | 74.8 | |
| CI02 | Complaints Management Index Medical | 63.1 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| CI02 | Complaints Management Index Maternity | 63.9 | 62.6 | 65.8 | 68.9 | 72.7 | |
| CI02 | Complaints Management Index All types combined | 62.8 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| CI02 | Complaints Management Index Surgical | 64.7 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| CI03 | Discharge and Follow-up Index All types combined | 61.8 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| CI03 | Discharge and Follow-up Index Surgical | 65.2 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| CI03 | Discharge and Follow-up Index Maternity | | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| CI03 | Discharge and Follow-up Index Medical | 61.5 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| CI04 | General Patient Information Index All types combined | 67.0 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| CI04 | General Patient Information Index Surgical | 72.0 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |
| CI04 | General Patient Information Index Maternity | | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| CI04 | General Patient Information Index Medical | 66.3 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| | Overall Care Index All types combined | 63.8 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| | Physical Environment Index Maternity | | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| | Physical Environment Index All types combined | 59.5 | 59.6 | 64.5 | 66.7 | 67.5 | 72.6 |
| | Physical Environment Index Medical | 59.1 | 58.1 | 64.0 | 67.3 | 68.4 | 71.9 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|---|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| PS06 | Physical Environment Index Surgical | 62.6 | 61.2 | 64.3 | 66.4 | 68.9 | 77.6 |
| PS07 | Treatment & Related Information Index Medical | 64.2 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| PS07 | Treatment & Related Information Index Surgical | 68.9 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| PS07 | Treatment & Related Information Index All types combined | 64.6 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| PS07 | Treatment & Related Information Index Maternity | | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 78.1 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| EFF-19 | Length of Stay | 3.3 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| EFF-24 | Cancellation rate | 12.7 | 8.0 | 9.9 | 12.8 | 16.6 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-36a | Catering - total cost | 29.6 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square metre | 23.7 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.3 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| EFF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.5 | 1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| EFF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.8 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| EFF-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.7 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| EFF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.6 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| EFF-06.7 | Hours of Sick Leave by Staff Category - Technical | 2.0 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| EFF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 3.4 | 0.0 | 2.4 | 3.0 | 3.5 | 9.8 |
| EFF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 0.7 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,173.5 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 976.4 | 649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,622.3 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,622.3 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 1,100.9 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,220.7 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 720.8 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| EFF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 944.5 | 0.0 | 775.2 | 937.1 | 1,089.9 | 3,264.9 |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 1,140.2 | 0.0 | 1,006.4 | 1,261.4 | 4,621.1 | 7,955.1 |
| EFF-11 | Cost of Work Cover | 0.8 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.4 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 0.5 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.4 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 1.0 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 1.1 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| EFF-14.7 | Hours of Overtime by Staff Category - Technical | 0.4 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| EFF-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 4.6 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 3.1 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 192.1 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 8,753.3 | 4,745.9 | 11,231.3 | 18,081.7 | 19,939.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 287.1 | 237.1 | 358.8 | 462.1 | 577.3 | 896.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 518.2 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 798.5 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 238.2 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 |
| EFF-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 2,298.9 | 0.0 | 1,037.5 | 1,371.6 | 2,116.6 | 2,298.9 |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 5,890.7 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 |
| Overall Performance Group: Not Summarised | | | | | | | |
| F-01 | Full-Time Equivalent (FTE) Staff | 443.5 | 210.6 | 293.2 | 443.5 | 553.5 | 929.8 |
| F-02.2 | FTE Staff by Category - Managerial And Clerical | 65.9 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| F-02.3 | FTE Staff by Category - Medical | 48.8 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| F-02.4 | FTE Staff by Category - Nursing | 204.8 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| F-02.5 | FTE Staff by Category - Operational | 83.6 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| F-02.6 | FTE Staff by Category - Professional | 31.8 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| F-02.7 | FTE Staff by Category - Technical | 1.3 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| F-02.8 | FTE Staff by Category - Trade And Artisans | 0.8 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |
| F-02.9 | FTE Staff by Category - Visiting Medical Officers | 6.5 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| F-05 | Hours of Sick Leave | 3.3 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| F-07 | Cost of Sick Leave | 1,346.8 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | | |
|---|--|----------------|------------|---------|---------|---------|---------|--|
| | | | Min | 25th | Median | 75th | Max | |
| EFF-13 | Hours of Overtime | 1.6 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 | |
| EFF-15 | Cost of Overtime | 1,347.8 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 | |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | | |
| SIC06.3 | Benchmarking - In selected clinical areas - external | 30.8 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 | |
| SIC07.1 | Clinical Pathways - Extent of development and use | 2.6 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 | |
| Overall Performance Group: Continuity of Care | | | | | | | | |
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 1.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 | |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 0.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 | |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | 1.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 | |
| SIC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | |
| Overall Performance Group: Quality and Use of Information | | | | | | | | |
| SIC04.1 | Quality of information - Accuracy | 97.2 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 | |
| SIC04.2a | Quality of information - Timeliness - Number of months on time | 4.0 | 0.0 | 3.0 | 5.0 | 6.0 | 8.0 | |
| SIC04.2b | Quality of information - Timeliness - Number of days late per month | 10.0 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 | |
| SIC05.1 | Use of Information - Availability of electronic information | 27.1 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 | |
| | Use of Information - Collection and use of clinical information | 31.4 | 18.6 | 37.1 | 50.9 | 62.9 | 78.6 | |
| Overall Performance Group: Not Summarised | | | | | | | | |
| SIC01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | |
| SIC02 | Credentialling | 1.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 | |
| SIC03.1 | Workforce Management - Retention of Nursing Staff | 81.1 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 | |
| SIC03.2 | Workforce Management - Retention of Allied Health Staff | 80.6 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 | |
| SIC03.3 | Workforce Management - Median Age Nursing Staff | 43.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 | |
| SIC06.1 | Benchmarking - In selected clinical areas | 46.2 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 | |
| SIC06.2 | Benchmarking - In selected clinical areas - internal | 61.5 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 | |
| SIC07.2 | Clinical Pathways - Extent of development and use as per Ontario | 3.0 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 | |
| SIC07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 7.1 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 | |
| SIC07.3b | Clinical Pathways - Medical - extent of development and use | 0.0 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 | |
| SIC07.3c | Clinical Pathways - O & G - extent of development and use | 0.0 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 | |
| SIC09 | Telehealth - Extent of telehealth usage | 0.0 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 | |

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CAB.0007.0002.00319

Summary of Potential Reasons for Variance for REDCLIFFE HOSPITAL

Indicators Flagged:

CI01.1 Acute myocardial infarction- Mortality rate (90-99.9% confidence level)

CI02.1 Heart failure- Mortality (<90% confidence level-flagged in conjunction with other cardiac indicator- no response required)

CI05.4 Diabetic foot – Amputation rates (90-99.9% confidence level)

CII0.1 Standard primiparae –Caesarean section (90-99.9% confidence level)

CII3.1 Maternal long stay rate – Vaginal births (99.9% confidence level)

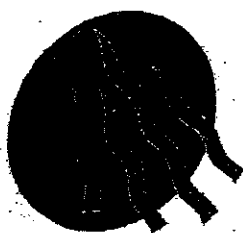
Responses:

The potential reasons for variance given for Redcliffe Hospital (Redcliffe-Caboolture Health Service District) are summarised below.

- **Acute myocardial infarction (AMI) mortality:** misdiagnosis was a possibility. In some instances, when the cause of death was recorded as a myocardial infarction, a chart audit found that the criteria for diagnosis of AMI had not always been present or that patients had not undergone a post mortem to confirm the diagnosis.
- **Acute myocardial infarction (AMI) mortality:** in a number of charts, AMI was present but was clearly a complication rather than a primary diagnosis.
- **Acute myocardial infarction mortality:** much of the mortality related to cardiogenic shock. This relates particularly to patients with cardiogenic shock who presented late at the Emergency Department.
- **Acute myocardial infarction mortality:** was occasionally related to conservative management of the AMI following discussion with the family, if the patients had very severe co-morbidities.
- **Diabetic foot amputation rates:** an audit of the charts confirmed appropriate clinical action. The conditions requiring amputation included gangrene, ulcers with recurrent sepsis, extensive peripheral vascular disease and ischaemia.
- **Maternal long stay rates:** were most often associated with the babies requiring special care.

As a result of investigating these variances, the hospital indicated it would:

- perform a coding audit for other charts in the diabetic foot cohort as a result of documentation / coding issues having been identified.



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Redcliffe Hospital

Central Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Redcliffe Hospital

Central Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆☆☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆☆ |
| Surgical | ☆☆ |
| Overall | ☆☆ |

Efficiency

| | |
|-----------------|-----|
| Activity | ☆☆ |
| Cost of Service | ☆ |
| Staffing | ☆☆☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|-----|
| Benchmarking and Clinical Pathways | ☆☆ |
| Continuity of Care | ☆☆☆ |
| Quality and Use of Information | ☆☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Redcliffe Hospital

Central Zone
Performance Indicator

Large

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 20.7 | 13.3 | * | CI01.1 |
| Long Stay Rates | 2.5 | 8.7 | * | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|------|-----|---|--------|
| In-hospital Mortality | 10.7 | 7.7 | | CI02.1 |
| Long Stay Rates | 1.0 | 8.7 | * | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 21.9 | 26.3 | | CI03.1 |
| Long Stay Rates | 12.6 | 7.0 | | CI03.2 |
| Nursing Home Separations | 9.2 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|-----|------|---|--------|
| In-hospital Mortality | 4.4 | 7.2 | | CI04.1 |
| Long Stays | 6.6 | 10.8 | * | CI04.2 |

Asthma

| | | | | |
|-----------------|-----|------|--|--------|
| Long Stay Rates | 6.2 | 12.0 | | CI14.1 |
|-----------------|-----|------|--|--------|

Hysterectomy

| | | | | |
|---|------|------|---|--------|
| Long Stay rates | 7.6 | 9.7 | * | CI09.1 |
| Complications of Surgery on Women <35 years | 4.6 | 12.3 | * | CI09.3 |
| Blood Transfusion Rates | 13.7 | 12.2 | | CI09.4 |
| | 1.2 | 1.8 | | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|---|--------|
| C-section | 17.2 | 12.9 | * | CI10.1 |
| Induction of Labour | 12.7 | 14.4 | | CI10.2 |
| Perineal Tears | 4.5 | 2.8 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 3.1 | 2.8 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|------|-----|----|--------|
| Vaginal Births | 11.1 | 8.2 | ** | CI13.1 |
| Caesarean Section Births | 9.1 | 5.7 | | CI13.2 |

Diabetic Foot

| | | | | |
|------------------|------|------|---|--------|
| Long Stays | 6.7 | 9.2 | | CI05.1 |
| Amputation Rates | 43.4 | 29.7 | * | CI05.4 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|---|--------|
| In-hospital Mortality | 7.4 | 7.6 | | CI06.1 |
| Long Stays | 16.4 | 13.1 | * | CI06.2 |
| Nursing Home Separations | 11.8 | 18.9 | * | CI06.5 |
| Complications of Surgery | 8.3 | 15.9 | * | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|-----|------|---|--------|
| Long Stays | 6.2 | 10.5 | | CI07.1 |
| Complications of Surgery | 6.9 | 18.7 | * | CI07.3 |

Hip Replacement

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay Rates | 4.3 | 10.7 | * | CI08.1 |
| Complications of Surgery | 13.7 | 28.1 | * | CI08.3 |

Colorectal Carcinoma

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay Rates | 9.4 | 9.9 | | CI15.1 |
| Complications of Surgery | 14.7 | 26.7 | * | CI15.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Patient Satisfaction

Redcliffe Hospital

Large

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 63.2 | 65.3 | * | PS01 |
| Complaints Management Index | 60.8 | 64.0 | * | PS02 |
| Discharge and Follow-up Index | 58.2 | 60.9 | * | PS03 |
| General Patient Information Index | 69.2 | 69.2 | | PS04 |
| Overall Care Index | 64.1 | 65.2 | | PS05 |
| Physical Environment Index | 67.4 | 66.5 | | PS06 |
| Treatment & Related Information Index | 62.9 | 64.0 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 71.5 | 67.8 | | PS01 |
| Complaints Management Index | 68.7 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 61.8 | 65.2 | | PS03 |
| General Patient Information Index | 72.5 | 68.1 | * | PS04 |
| + Overall Care Index | 69.2 | 66.9 | | PS05 |
| Physical Environment Index | 70.3 | 68.4 | | PS06 |
| Treatment & Related Information Index | 67.6 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 61.6 | 64.5 | | PS01 |
| Complaints Management Index | 58.1 | 63.4 | * | PS02 |
| Discharge and Follow-up Index | 56.3 | 60.1 | | PS03 |
| General Patient Information Index | 67.9 | 69.3 | | PS04 |
| + Overall Care Index | 62.7 | 64.7 | | PS05 |
| Physical Environment Index | 67.3 | 66.2 | | PS06 |
| Treatment & Related Information Index | 60.6 | 63.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 64.3 | 68.9 | * | PS01 |
| Complaints Management Index | 66.7 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 63.1 | 64.0 | | PS03 |
| General Patient Information Index | 72.2 | 72.9 | | PS04 |
| + Overall Care Index | 67.0 | 68.7 | | PS05 |
| Physical Environment Index | 66.4 | 67.3 | | PS06 |
| Treatment & Related Information Index | 68.8 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00324

+ Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

Efficiency

Redcliffe Hospital

Large

Central Zone

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 96.3 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.05 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 12.8 | 12.8 | EFF-24 |
| Catering - total cost | Dollars | 26.1 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 45.4 | 22.1 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.93 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | -1.60 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.79 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.33 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.84 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 0.79 | 2.42 | EFF-06.7 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 919 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | -649 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,567 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 978 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,391 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 277 | 1,194 | EFF-08.7 |
| Cost of Work Cover | Dollars | 2.01 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.30 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 17.7 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.58 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.84 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 1.43 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.14 | 0 | EFF-14.7 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 161 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 25,584 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 328 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 443 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 1,232 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 65.6 | 0 | EFF-16.7 |
| Full-Time Equivalent (FTE) Staff | Numeric | 553 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 63.9 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | -0.24 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 349 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 94.7 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 45.1 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 0.98 | 1.25 | EFF-02.7 |
| Hours of Sick Leave | Percentage | 3.53 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,376 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 0.65 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 390 | 2,230 | EFF-15 |



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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Redcliffe Hospital

Central Zone

Large

| | | | |
|----------------|----------|------------|-----------|
| Type of Score: | Hospital | Peer Group | Reference |
| Score: | | Median: | |

Benchmarking

In selected clinical areas - external

| | | | |
|------------|------|------|---------|
| Percentage | 88.9 | 30.8 | SIC06.3 |
|------------|------|------|---------|

Clinical Pathways

Extent of development and use in selected clinical areas

| | | | |
|------------|------|----|---------|
| Percentage | 34.7 | 48 | SIC07.1 |
|------------|------|----|---------|

Facilitating continuity of care

Use of pre admission clinics for elective surgery

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 3/3 | 3 | SIC08.1 |
|-------------|-----|---|---------|

Provision of discharge summaries to GPs

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 3/3 | 1 | SIC08.2 |
|-------------|-----|---|---------|

Shared ante and post natal care

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 3/3 | 3 | SIC08.3 |
|-------------|-----|---|---------|

Cardiac rehabilitation

| | | | |
|-------------|-----|-----|---------|
| Max score 3 | N/A | N/A | SIC08.4 |
|-------------|-----|-----|---------|

Provision of electronic discharge summaries to GPs

| | | | |
|-------------|-----|---|---------|
| Max score 3 | 0/3 | 0 | SIC08.5 |
|-------------|-----|---|---------|

Quality of information

Accuracy

| | | | |
|------------|------|------|---------|
| Percentage | 83.9 | 94.3 | SIC04.1 |
|------------|------|------|---------|

Timeliness - Number of months on time

| | | | |
|--------|---|---|----------|
| Months | 7 | 5 | SIC04.2a |
|--------|---|---|----------|

Timeliness - Number of days late per month

| | | | |
|------|---|---|----------|
| Days | 1 | 5 | SIC04.2b |
|------|---|---|----------|

Use of information

Availability of electronic information

| | | | |
|------------|------|------|---------|
| Percentage | 37.5 | 37.5 | SIC05.1 |
|------------|------|------|---------|

Collection and use of clinical information

| | | | |
|------------|------|------|---------|
| Percentage | 62.9 | 50.8 | SIC05.2 |
|------------|------|------|---------|

Accreditation

Accreditation

| | | | |
|--------|-----|-------|-------|
| Yes/No | Yes | 12/13 | SIC01 |
|--------|-----|-------|-------|

Credentialling

Credentialling

| | | | |
|--------|----|------|-------|
| Yes/No | No | 5/13 | SIC02 |
|--------|----|------|-------|

Workforce Management

Retention of Nursing Staff

| | | | |
|------------|------|------|---------|
| Percentage | 81.9 | 83.6 | SIC03.1 |
|------------|------|------|---------|

Retention of Allied Health Staff

| | | | |
|------------|------|------|---------|
| Percentage | 73.3 | 73.7 | SIC03.2 |
|------------|------|------|---------|

Median Age Nursing Staff

| | | | |
|-------|----|----|---------|
| Years | 42 | 41 | SIC03.3 |
|-------|----|----|---------|

Benchmarking

In selected clinical areas

| | | | |
|------------|------|------|---------|
| Percentage | 94.4 | 33.3 | SIC06.1 |
|------------|------|------|---------|

In selected clinical areas - internal

| | | | |
|------------|-----|------|---------|
| Percentage | 100 | 29.4 | SIC06.2 |
|------------|-----|------|---------|

Clinical Pathways

Extent of development and use as per Ontario

| | | | |
|------------|------|------|---------|
| Percentage | 35.7 | 54.8 | SIC07.2 |
|------------|------|------|---------|

Surgical (Orthopaedic) - extent of development and use

| | | | |
|------------|------|------|----------|
| Percentage | 53.6 | 53.6 | SIC07.3a |
|------------|------|------|----------|

Medical - extent of development and use

| | | | |
|------------|------|------|----------|
| Percentage | 28.6 | 28.6 | SIC07.3b |
|------------|------|------|----------|

O & G - extent of development and use

| | | | |
|------------|----|------|----------|
| Percentage | 25 | 39.3 | SIC07.3c |
|------------|----|------|----------|

Telehealth

Extent of telehealth usage

| | | | |
|------------|---|-----|-------|
| Percentage | 0 | 1.9 | SIC09 |
|------------|---|-----|-------|

+ Indicators listed within this overall performance group have been used to determine overall performance.

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Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

CABINET
SECRETAIRIAT
OFFICIAL
COPY



CAB.0007.0002.00327

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Large

Redcliffe Hospital Central Zone

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 20.7 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 2.5 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 10.7 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 6.0 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 24.9 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 12.6 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 4.2 | 0.0 | 11.8 | 15.6 | 17.8 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 4.4 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stay Rates | 6.6 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CH14.1 | Asthma - Long Stay Rates | 6.2 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|--|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay Rates | 7.6 | 3.9 | 8.0 | 10.5 | 15.8 | 25.1 |
| CI09.3 | Hysterectomy - Complications of Surgery | 4.5 | 4.5 | 5.8 | 7.8 | 11.2 | 30.2 |
| CI09.4 | Hysterectomy - on Women < 35 years | 13.7 | 3.8 | 7.3 | 12.4 | 14.8 | 17.2 |
| CI09.5 | Hysterectomy - Blood Transfusion Rates | 1.2 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.1 | Standard Primiparae - C-section | 17.2 | 4.4 | 11.8 | 13.3 | 15.7 | 17.2 |
| CI10.2 | Standard Primiparae - Induction of Labour | 12.7 | 6.0 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI10.3 | Standard Primiparae - Perineal Tears | 4.5 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 3.1 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.1 | Maternal Post-Natal Long Stay Rates (Vaginal Births) | 11.1 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rates (Caesarean Section Births) | 9.1 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI05.1 | Diabetic Foot - Long Stay Rates | 6.7 | 3.1 | 4.0 | 4.9 | 5.8 | 6.7 |
| CI05.4 | Diabetic Foot - Amputation Rates | 43.4 | 21.4 | 28.9 | 32.4 | 37.9 | 43.4 |
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 7.4 | 3.4 | 3.9 | 5.3 | 7.2 | 8.3 |
| CI06.2 | Fractured Neck of Femur - Long Stay Rates | 16.4 | 3.8 | 6.8 | 8.8 | 16.4 | 27.6 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 11.8 | 11.8 | 16.5 | 21.9 | 31.5 | 48.6 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 8.3 | 3.5 | 7.8 | 8.5 | 19.3 | 41.6 |
| CI07.1 | Knee Replacement - Long Stay Rates | 6.2 | 6.2 | 7.1 | 9.5 | 13.1 | 16.9 |
| CI07.3 | Knee Replacement - Complications of Surgery | 6.9 | 4.4 | 7.1 | 10.3 | 22.6 | 34.1 |
| CI08.1 | Hip Replacement - Long Stay Rates | 4.3 | 4.3 | 4.9 | 10.2 | 10.7 | 15.2 |
| CI08.3 | Hip Replacement - Complications of Surgery | 13.7 | 13.7 | 17.4 | 18.6 | 32.8 | 50.2 |
| CI15.1 | Colorectal Carcinoma - Long Stay Rates | 9.4 | 8.3 | 9.4 | 10.2 | 12.5 | 16.9 |
| CI15.3 | Colorectal Carcinoma - Complications of Surgery | 14.7 | 14.2 | 14.7 | 38.4 | 45.0 | 54.6 |

Overall Performance Group: Maternity

| | | | | | | | |
|-----|------------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Maternity | 69.2 | 51.7 | 63.6 | 65.9 | 70.9 | 72.6 |
|-----|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | | |
|-----|----------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Medical | 62.7 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|-----|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | | |
|-----|-----------------------------|------|------|------|------|------|------|
| G05 | Overall Care Index Surgical | 67.0 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|-----|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|-----|--|------|------|------|------|------|------|
| G01 | Access and Admission Index All types combined | 63.2 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| G01 | Access and Admission Index Maternity | 71.5 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| G01 | Access and Admission Index Medical | 61.6 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| G01 | Access and Admission Index Surgical | 64.3 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| G02 | Complaints Management Index Surgical | 68.7 | 64.4 | 66.7 | 67.9 | 68.9 | 76.2 |
| G02 | Complaints Management Index All types combined | 60.8 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| G02 | Complaints Management Index Maternity | 68.7 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| G02 | Complaints Management Index Medical | 58.1 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| G03 | Discharge and Follow-up Index Surgical | 63.1 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| G03 | Discharge and Follow-up Index All types combined | 58.2 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| G03 | Discharge and Follow-up Index Maternity | 61.8 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| G03 | Discharge and Follow-up Index Medical | 56.3 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|---|----------------|------------|----------|----------|----------|----------|
| | | | Min | 25th | Median | 75th | Max |
| PS04 | General Patient Information Index Surgical | 72.2 | 70.8 | 72.0 | 72.8 | 74.3 | 75.8 |
| PS04 | General Patient Information Index All types combined | 69.2 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| PS04 | General Patient Information Index Medical | 67.9 | 65.5 | 67.0 | 70.8 | 71.6 | 74.3 |
| PS04 | General Patient Information Index Maternity | 72.5 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| PS05 | Overall Care Index All types combined | 64.1 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| PS06 | Physical Environment Index Medical | 67.3 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| PS06 | Physical Environment Index Maternity | 70.3 | 51.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| PS06 | Physical Environment Index All types combined | 67.4 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 |
| PS06 | Physical Environment Index Surgical | 66.4 | 61.2 | 64.3 | 66.4 | 69.9 | 77.6 |
| PS07 | Treatment & Related Information Index All types combined | 62.9 | 60.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| PS07 | Treatment & Related Information Index Maternity | 67.6 | 63.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| PS07 | Treatment & Related Information Index Medical | 60.6 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| PS07 | Treatment & Related Information Index Surgical | 68.8 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 96.3 | 51.4 | 77.1 | 82.8 | 86.2 | 96.3 |
| EFF-19 | Length of Stay | 3.0 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| EFF-20 | Cancellation rate | 12.8 | 8.0 | 9.9 | 12.5 | 16.6 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-36a | Catering - total cost | 26.1 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square metre | 45.4 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| EFF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 2.9 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| EFF-06.3 | Hours of Sick Leave by Staff Category - Medical | -1.6 | -1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| EFF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.8 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| EFF-06.5 | Hours of Sick Leave by Staff Category - Operational | 3.3 | 3.1 | 3.3 | 3.5 | 3.7 | 4.0 |
| EFF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.8 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| EFF-06.7 | Hours of Sick Leave by Staff Category - Technical | 0.8 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 919.4 | 886.4 | 920.4 | 1,030.7 | 1,073.0 | 1,317.2 |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 649.4 | 649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,667.3 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,622.3 |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 978.2 | 916.4 | 984.5 | 978.2 | 1,100.9 | 1,192.0 |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,391.1 | 889.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 276.6 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| EFF-11 | Cost of Work Cover | 2.0 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.3 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 17.7 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.6 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 0.8 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 1.4 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 |
| EFF-14.7 | Hours of Overtime by Staff Category - Technical | 0.1 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 161.0 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 25,584.5 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 327.7 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 442.8 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 1,231.5 | 632.6 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 65.6 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 |
| Overall Performance Group: Not Summarised | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 553.5 | 210.6 | 283.2 | 443.5 | 553.5 | 929.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 63.9 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| EFF-02.3 | FTE Staff by Category - Medical | -0.2 | -0.2 | 25.2 | 31.4 | 49.2 | 88.2 |
| EFF-02.4 | FTE Staff by Category - Nursing | 349.1 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 94.7 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 | FTE Staff by Category - Professional | 45.1 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.7 | FTE Staff by Category - Technical | 1.0 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| EFF-07 | Hours of Sick Leave | 3.5 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 | Cost of Sick Leave | 1,376.0 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 |
| EFF-13 | Hours of Overtime | 0.7 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 | Cost of Overtime | 390.4 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | | |
|---|--|----------------|------------|------|--------|------|-------|--|
| | | | Min | 25th | Median | 75th | Max | |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | | |
| SIC06.3 | Benchmarking - In selected clinical areas - external | 88.9 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 | |
| SIC07.1 | Clinical Pathways - Extent of development and use | 34.7 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 | |
| Overall Performance Group: Continuity of Care | | | | | | | | |
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 3.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 | |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 | |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 | |
| SIC08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | |
| Overall Performance Group: Quality and Use of Information | | | | | | | | |
| SIC04.1 | Quality of Information - Accuracy | 83.9 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 | |
| SIC04.2a | Quality of Information - Timeliness - Number of months on time | 7.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 | |
| SIC04.2b | Quality of Information - Timeliness - Number of days late per month | 1.0 | 0.0 | 3.5 | 5.0 | 10.0 | 17.8 | |
| SIC05.1 | Use of Information - Availability of electronic information | 37.5 | 27.1 | 31.3 | 37.5 | 39.8 | 77.1 | |
| SIC05.2 | Use of Information - Collection and use of clinical information | 62.9 | 18.6 | 37.1 | 50.8 | 62.9 | 78.8 | |
| Overall Performance Group: Not Summarised | | | | | | | | |
| C01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | |
| C02 | Credentialling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 | |
| C03.1 | Workforce Management - Retention of Nursing Staff | 81.8 | 84.3 | 81.8 | 83.6 | 85.4 | 88.1 | |
| C03.2 | Workforce Management - Retention of Allied Health Staff | 73.1 | 50.0 | 60.7 | 73.7 | 84.2 | 100.0 | |
| C03.3 | Workforce Management - Median Age Nursing Staff | 42.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 | |
| C06.1 | Benchmarking - In selected clinical areas | 94.4 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 | |
| C06.2 | Benchmarking - In selected clinical areas - Internal | 100.0 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 | |
| C07.2 | Clinical Pathways - Extent of development and use as per Ontario | 35.7 | 3.0 | 20.2 | 54.8 | 60.7 | 78.8 | |
| C07.3a | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 53.6 | 0.0 | 7.1 | 53.8 | 85.7 | 100.0 | |
| C07.3b | Clinical Pathways - Medical - extent of development and use | 28.6 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 | |
| C07.3c | Clinical Pathways - O & G - extent of development and use | 25.0 | 0.0 | 21.4 | 33.3 | 46.4 | 64.3 | |
| C09 | Telehealth - Extent of telehealth usage | 0.0 | 0.0 | 0.0 | 1.0 | 7.7 | 44.2 | |

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Queensland Government
Queensland Health

Measured Quality Hospital Report

Redland Hospital

Southern Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Redland Hospital

Southern Zone

Peer Group: Large

Clinical Utilisation and Outcomes

No indicators to report

Overall

Patient Satisfaction

Maternity ☆☆

Medical ☆☆

Surgical ☆☆☆

Overall ☆☆☆

Efficiency

Activity ☆☆

Cost of Service ☆☆☆

Staffing ☆☆

Overall ☆☆

System Integration and Change

Benchmarking and Clinical Pathways ☆

Continuity of Care ☆☆

Quality and Use of Information ☆☆

Overall ☆☆

Performance Compared to the Average

☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.

☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.

☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.

Clinical Utilisation and Outcomes

Redland Hospital

Large

Southern Zone

Performance Indicator

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

No indicators to report

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Patient Satisfaction

Redland Hospital

Large

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 66.1 | 65.3 | | PS01 |
| Complaints Management Index | 64.9 | 64.0 | | PS02 |
| Discharge and Follow-up Index | 61.3 | 60.9 | | PS03 |
| General Patient Information Index | 70.3 | 69.2 | | PS04 |
| Overall Care Index | 66.6 | 65.2 | | PS05 |
| Physical Environment Index | 69.0 | 66.5 | * | PS06 |
| Treatment & Related Information Index | 65.9 | 64.0 | | PS07 |

Complaints Management Index

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 72.8 | 67.8 | * | PS01 |
| Complaints Management Index | 67.9 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 67.2 | 65.2 | | PS03 |
| General Patient Information Index | 70.7 | 68.1 | | PS04 |
| Overall Care Index | 71.6 | 66.9 | * | PS05 |
| Physical Environment Index | 77.8 | 68.4 | ** | PS06 |
| Treatment & Related Information Index | 69.1 | 65.5 | | PS07 |

Discharge and Follow-up Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 62.4 | 64.5 | | PS01 |
| Complaints Management Index | 64.5 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 59.5 | 60.1 | | PS03 |
| General Patient Information Index | 70.8 | 69.3 | | PS04 |
| Overall Care Index | 65.2 | 64.7 | | PS05 |
| Physical Environment Index | 67.6 | 66.2 | | PS06 |
| Treatment & Related Information Index | 65.1 | 63.3 | | PS07 |

General Patient Information Index

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | 64.8 | 58.7 | | PS01 |
| Complaints Management Index | 59.1 | 57.2 | | PS02 |
| Discharge and Follow-up Index | 61.0 | 54.0 | | PS03 |
| General Patient Information Index | 59.2 | 58.5 | | PS04 |
| Overall Care Index | 62.0 | 57.6 | | PS05 |
| Physical Environment Index | 66.5 | 63.5 | | PS06 |
| Treatment & Related Information Index | 59.0 | 53.1 | | PS07 |

Overall Care Index

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 75.0 | 68.9 | * | PS01 |
| Complaints Management Index | 68.9 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 64.0 | 64.0 | | PS03 |
| General Patient Information Index | 75.4 | 72.9 | | PS04 |
| Overall Care Index | 71.7 | 68.7 | | PS05 |
| Physical Environment Index | 70.1 | 67.3 | | PS06 |
| Treatment & Related Information Index | 71.0 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



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Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

/A - Not Applicable N/R - Not Reported

Efficiency

Redland Hospital

Southern Zone

Large

| Data Type: | Hospital Score: | Peer Group | Reference: |
|------------|-----------------|------------|------------|
| | | Median: | |

| | | | | |
|-------------------------------------|------------|------|------|--------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 91.4 | 82.8 | EFF-17 |
| Length of Stay | Days | 3.19 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 16.3 | 12.8 | EFF-24 |

| | | | | |
|-------------------------------------|---------|-------|-------|----------|
| Total Cost / Weighted Separation | Dollars | 1,881 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 18.2 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 17.5 | 22.1 | EFF-45.4 |

| | | | | |
|---|------------|--------|--------|----------|
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 3.82 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.36 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.21 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.13 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.72 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 0.87 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 0.55 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 1,317 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 1,119 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,378 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 967 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 1,398 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 315 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 845 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 0.99 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.53 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 10.6 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.72 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 1.12 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 6.13 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 10.5 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 291 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 13,469 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 434 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 568 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 5,450 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 0 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 23,867 | 39,662 | EFF-16.9 |

| | | | | |
|---|------------|-------|-------|----------|
| Full-Time Equivalent (FTE) Staff | Numeric | 287 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 31.6 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 29.1 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 166 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 46.1 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 11.7 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 0.40 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 2.48 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.02 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,274 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 2.25 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 2,168 | 2,230 | EFF-15 |



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+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Redland Hospital

Large

Southern Zone

Type of Score: Hospital Peer Group Reference
Score: Median:

Benchmarking

| In selected clinical areas - external | Percentage | 0 | 30.8 | SIC06.3 |
|---------------------------------------|------------|---|------|---------|
|---------------------------------------|------------|---|------|---------|

Clinical Pathways

| Extent of development and use in selected clinical areas | Percentage | 7.1 | 48 | SIC07.1 |
|--|------------|-----|----|---------|
|--|------------|-----|----|---------|

Facilitating continuity of care

| | | | | |
|--|-------------|-----|---|---------|
| Use of pre admission clinics for elective surgery | Max score 5 | 3/3 | 3 | SIC08.1 |
| Provision of discharge summaries to GPs | Max score 5 | 3/3 | 1 | SIC08.2 |
| Shared ante and post natal care | Max score 5 | 3/3 | 3 | SIC08.3 |
| Cardiac rehabilitation | Max score 3 | 2/3 | 2 | SIC08.4 |
| Provision of electronic discharge summaries to GPs | Max score 3 | 0/3 | 0 | SIC08.5 |

Quality of Information

| | | | | |
|--|------------|------|------|----------|
| Accuracy | Percentage | 90.2 | 94.3 | SIC04.1 |
| Timeliness - Number of months on time | Months | 6 | 5 | SIC04.2a |
| Timeliness - Number of days late per month | Days | 7 | 5 | SIC04.2b |

Use of Information

| | | | | |
|--|------------|------|------|---------|
| Availability of electronic information | Percentage | 37.5 | 37.5 | SIC05.1 |
| Collection and use of clinical information | Percentage | 37.1 | 50.8 | SIC05.2 |

Accreditation

| | | | | |
|---------------|--------|-----|-------|-------|
| Accreditation | Yes/No | Yes | 12/13 | SIC01 |
|---------------|--------|-----|-------|-------|

Credentialling

| | | | | |
|----------------|--------|-----|------|-------|
| Credentialling | Yes/No | Yes | 5/13 | SIC02 |
|----------------|--------|-----|------|-------|

Workforce Management

| | | | | |
|----------------------------------|------------|------|------|---------|
| Retention of Nursing Staff | Percentage | 83.6 | 83.6 | SIC03.1 |
| Retention of Allied Health Staff | Percentage | 100 | 73.7 | SIC03.2 |
| Median Age Nursing Staff | Years | 41 | 41 | SIC03.3 |

Benchmarking

| | | | | |
|---------------------------------------|------------|------|------|---------|
| In selected clinical areas | Percentage | 31.6 | 33.3 | SIC06.1 |
| In selected clinical areas - internal | Percentage | 33.3 | 29.4 | SIC06.2 |

Clinical Pathways

| | | | | |
|--|------------|------|------|----------|
| Extent of development and use as per Ontario | Percentage | 6.9 | 54.8 | SIC07.2 |
| Surgical (Orthopaedic) - extent of development and use | Percentage | 0 | 53.6 | SIC07.3a |
| Medical - extent of development and use | Percentage | 0 | 28.6 | SIC07.3b |
| O & G - extent of development and use | Percentage | 21.4 | 39.3 | SIC07.3c |

Telehealth

| | | | | |
|----------------------------|------------|---|-----|-------|
| Extent of telehealth usage | Percentage | 0 | 1.9 | SIC09 |
|----------------------------|------------|---|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00336

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

Measured Quality

Hospital Report

Attachments

- Attachment 1 Statistics – Quartiles per Indicator
- Attachment 2 State Report

CABINET
SECRETAIRIAT
OFFICIAL
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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Large

Redland Hospital
Southern Zone

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 71.6 51.7 63.6 65.9 70.9 72.6

Overall Performance Group: Medical

PS05 Overall Care Index Medical 65.2 60.8 62.9 65.2 65.6 70.6

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 71.7 65.8 67.1 68.3 70.2 73.8

Overall Performance Group: Not Summarised

PS01 Access and Admission Index Surgical 75.0 64.3 66.2 68.4 70.5 75.0

PS01 Access and Admission Index All types combined 66.1 61.2 63.2 65.1 66.8 70.9

PS01 Access and Admission Index Mental Health 64.8 51.0 57.0 60.0 66.2 70.0

PS01 Access and Admission Index Medical 62.4 58.9 62.4 63.6 67.0 72.2

PS01 Access and Admission Index Maternity 72.8 52.5 63.7 67.2 71.8 74.8

PS02 Complaints Management Index Surgical 68.9 64.4 66.7 67.9 68.9 75.2

PS02 Complaints Management Index Mental Health 59.1 40.2 55.6 59.1 69.9 76.2

PS02 Complaints Management Index Medical 64.5 57.9 61.1 64.5 66.4 68.3

PS02 Complaints Management Index All types combined 64.9 53.7 62.6 64.0 67.7 68.6

PS02 Complaints Management Index Maternity 67.9 53.9 62.6 65.8 68.9 72.7

PS03 Discharge and Follow-up Index Maternity 67.2 51.5 63.5 66.0 67.9 69.9

PS03 Discharge and Follow-up Index Medical 49.5 55.5 57.5 58.5 62.1 67.9

PS03 Discharge and Follow-up Index Mental Health 61.0 44.5 55.0 58.0 61.6 67.7

PS03 Discharge and Follow-up Index Surgical 64.0 60.0 61.9 63.1 64.3 70.4

PS03 Discharge and Follow-up Index All types combined 61.3 56.3 58.6 60.8 61.8 68.0

PS04 General Patient Information Index Surgical 75.4 70.6 72.0 72.8 74.3 75.8

PS04 General Patient Information Index All types combined 70.3 65.5 67.2 70.0 72.0 74.2

PS04 General Patient Information Index Maternity 70.7 48.9 65.0 67.1 72.0 74.2

PS04 General Patient Information Index Mental Health 59.2 49.7 55.4 60.3 68.0 76.4

PS04 General Patient Information Index Medical 70.4 65.5 67.0 70.6 71.6 74.3

PS05 Overall Care Index Mental Health 62.4 51.3 58.9 60.3 63.3 67.4

PS05 Overall Care Index All types combined 65.4 62.0 63.6 64.5 66.6 70.3

PS06 Physical Environment Index Maternity 77.8 81.2 63.6 67.2 72.9 77.8

PS06 Physical Environment Index Medical 67.6 59.1 64.0 67.3 68.4 71.9

PS06 Physical Environment Index Mental Health 66.5 56.2 61.6 65.6 66.7 69.3

PS06 Physical Environment Index Surgical 70.1 61.2 64.3 66.4 69.9 77.6

PS06 Physical Environment Index All types combined 69.0 59.5 64.5 66.7 67.5 72.6

PS07 Treatment & Related Information Index All types combined 65.9 59.2 62.4 64.1 65.1 70.0

PS07 Treatment & Related Information Index Surgical 71.0 66.5 68.2 68.8 71.0 74.1

PS07 Treatment & Related Information Index Mental Health 59.0 42.6 61.4 67.1 62.7 64.2

PS07 Treatment & Related Information Index Maternity 69.1 53.7 63.3 65.8 69.1 70.7

PS07 Treatment & Related Information Index Medical 65.1 59.1 60.7 63.4 65.1 70.4

Overall Performance Group: Activity

PS-17 Occupancy Rate (Bed Day Efficiency) 91.4 51.4 77.1 82.8 88.2 96.3

PS-19 Length of Stay 3.2 2.3 2.7 3.0 3.2 3.4

PS-24 Cancellation rate 16.3 8.0 9.9 12.8 16.6 18.1

Overall Performance Group: Cost of Service

PS-25 Total Cost / Weighted Separation 1,880.7 1,827.6 1,952.3 2,074.6 2,454.9 2,998.4

PS-36a Catering - total cost 18.2 18.2 26.1 28.1 29.6 92.9

PS-45.4 Energy Consumption per square metre 17.5 14.9 17.9 22.1 26.6 45.4

Overall Performance Group: Staffing

PS-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical 3.8 2.4 2.9 3.0 3.1 3.8

PS-06.3 Hours of Sick Leave by Staff Category - Medical 1.4 -1.6 1.2 1.4 1.6 2.1

PS-06.4 Hours of Sick Leave by Staff Category - Nursing 3.2 2.9 3.2 3.3 3.6 3.8

PS-06.5 Hours of Sick Leave by Staff Category - Operational 3.1 3.1 3.3 3.5 3.7 4.0

PS-06.6 Hours of Sick Leave by Staff Category - Professional 2.7 1.1 2.1 2.2 2.7 2.8

PS-06.7 Hours of Sick Leave by Staff Category - Technical 0.9 0.0 0.9 2.4 3.3 4.6

Statistics - Quartiles per Indicator

Attachment 1

Hospital
Score

Peer Group

Min 25th Median 75th Max

State
Median

for Number and Description:

| | | Hospital Score | Min | 25th | Median | 75th | Max | State Median |
|---|--|-------------------|---------|----------|----------|----------|-----------|-----------------|
| EFF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 0.6 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 | |
| EFF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 1,317.2 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 | |
| EFF-08.3 | Cost of Sick Leave by Staff Category - Medical | 1,119.3 | 649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 | |
| EFF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,377.8 | 1,170.7 | 1,301.6 | 1,420.4 | 1,479.9 | 1,622.3 | |
| EFF-08.5 | Cost of Sick Leave by Staff Category - Operational | 966.7 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 | |
| EFF-08.6 | Cost of Sick Leave by Staff Category - Professional | 1,397.5 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 | |
| EFF-08.7 | Cost of Sick Leave by Staff Category - Technical | 315.0 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 | |
| EFF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 844.9 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 | |
| EFF-11 | Cost of Work Cover | 1.9 | 0.5 | 1.0 | 1.6 | 1.9 | 2.0 | |
| EFF-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.6 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 | |
| EFF-14.3 | Hours of Overtime by Staff Category - Medical | 10.6 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 | |
| EFF-14.4 | Hours of Overtime by Staff Category - Nursing | 0.7 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 | |
| EFF-14.5 | Hours of Overtime by Staff Category - Operational | 1.1 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 | |
| EFF-14.6 | Hours of Overtime by Staff Category - Professional | 6.1 | 0.8 | 2.1 | 3.6 | 5.2 | 7.9 | |
| EFF-14.7 | Hours of Overtime by Staff Category - Technical | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 | |
| EFF-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 10.5 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 | |
| EFF-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 290.8 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 | |
| EFF-16.3 | Cost of Overtime by Staff Category - Medical | 13,468.6 | 4,745.9 | 11,231.4 | 18,681.7 | 19,939.3 | 27,209.3 | |
| EFF-16.4 | Cost of Overtime by Staff Category - Nursing | 434.5 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 | |
| EFF-16.5 | Cost of Overtime by Staff Category - Operational | 567.7 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 | |
| EFF-16.6 | Cost of Overtime by Staff Category - Professional | 5,460.0 | 632.0 | 1,661.9 | 3,008.9 | 4,423.6 | 6,442.9 | |
| EFF-16.7 | Cost of Overtime by Staff Category - Technical | 9.0 | 0.0 | 0.0 | 0.0 | 117.0 | 256.9 | |
| EFF-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 23,867.4 | 0.0 | 16,443.9 | 39,662.1 | 80,391.8 | 103,836.5 | |
| Overall Performance Group: Not Summarised | | | | | | | | |
| EFF-01 | Full-Time Equivalent (FTE) Staff | 286.9 | 210.6 | 293.2 | 443.5 | 553.5 | 929.8 | |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 31.6 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 | |
| EFF-02.3 | FTE Staff by Category - Medical | 29.1 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 | |
| EFF-02.4 | FTE Staff by Category - Nursing | 165.5 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 | |
| EFF-02.5 | FTE Staff by Category - Operational | 46.1 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 | |
| EFF-02.6 | FTE Staff by Category - Professional | 11.7 | 7.8 | 18.9 | 23.8 | 35.8 | 68.3 | |
| EFF-02.7 | FTE Staff by Category - Technical | 0.4 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 | |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 2.5 | 0.4 | 0.6 | 2.6 | 5.0 | 9.3 | |
| EFF-05 | Hours of Sick Leave | 3.0 | 2.6 | 3.0 | 3.0 | 3.3 | 3.5 | |
| EFF-07 | Cost of Sick Leave | 1,273.5 | 1,082.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 | |
| EFF-13 | Hours of Overtime | 2.2 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 | |
| EFF-15 | Cost of Overtime | 2,168.4 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 | |
| Overall Performance Group: Benchmarking and Clinical Pathways | | | | | | | | |
| C06.3 | Benchmarking - In selected clinical areas - external | 0.0 | 0.0 | 27.8 | 30.8 | 55.6 | 100.0 | |
| C07.1 | Clinical Pathways - Extent of development and use | 7.1 | 2.6 | 17.3 | 48.0 | 52.0 | 71.4 | |
| Overall Performance Group: Continuity of Care | | | | | | | | |
| C08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | |
| C08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 3.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 | |
| C08.3 | Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 | |
| C08.4 | Facilitating continuity of care - Cardiac rehabilitation | 2.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 | |
| C08.5 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | |
| Overall Performance Group: Quality and Use of Information | | | | | | | | |
| C04.1 | Quality of Information - Accuracy | 90.2 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 | |
| C04.2a | Quality of Information - Timeliness - Number of months on time | 6.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 | |
| C04.2b | Quality of Information - Timeliness - Number of days late per month | 7.0 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 | |
| C05.1 | Use of Information - Availability of electronic information | 37.5 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 | |
| C05.2 | Use of Information - Collection and use of clinical information | 37.1 | 18.6 | 37.1 | 50.8 | 62.9 | 78.6 | |
| Overall Performance Group: Not Summarised | | | | | | | | |
| C01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 | |
| C02 | Credentialling | 1.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 | |
| C03.1 | Workforce Management - Retention of Nursing Staff | 83.6 | 64.3 | 81.9 | 83.6 | 85.4 | 88.1 | |
| C03.2 | Workforce Management - Retention of Allied Health Staff | 100.0 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 | |
| C03.3 | Workforce Management - Median Age Nursing Staff | 41.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 | |
| C06.1 | Benchmarking - In selected clinical areas | 31.6 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 | |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | Hospital Score | Peer Group | | | | |
|---|----------------|------------|------|--------|------|-------|
| | | Min | 25th | Median | 75th | Max |
| SIC06.2 Benchmarking - In selected clinical areas - Internal | 33.3 | 0.0 | 16.7 | 29.4 | 55.6 | 100.0 |
| SIC07.2 Clinical Pathways - Extent of development and use as per Ontario | 6.9 | 3.0 | 20.2 | 54.8 | 60.7 | 78.6 |
| SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 0.0 | 0.0 | 7.1 | 53.6 | 85.7 | 100.0 |
| SIC07.3b Clinical Pathways - Medical - extent of development and use | 0.0 | 0.0 | 23.8 | 28.6 | 57.1 | 90.5 |
| SIC07.3c Clinical Pathways - O & G - extent of development and use | 21.4 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 |
| SIC09 Telehealth - Extent of telehealth usage | 0.0 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |

CABINET

SECRETARIAT

OFFICIAL

COPY

Summary of Potential Reasons for Variance for ROCKHAMPTON HOSPITAL

Indicators Flagged:

CI01.1 Acute myocardial infarction - In hospital mortality (90-99.9% confidence level)

CI01.2 Acute myocardial infarction - Long stay rate (90-99.9% confidence level)

CI09.1 Hysterectomy- Long stay rate (99.9% confidence level at peer level; 90-99.9% confidence level at state level)

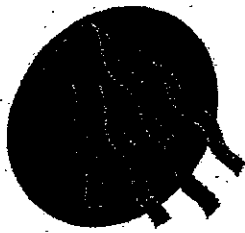
CI10.2 Standard primiparae - Induction of labour rate (90-99.9% confidence level)

Responses: The potential reasons for variance given by Rockhampton Hospital (Rockhampton Health Service District) are summarised below.

- **Acute myocardial infarction mortality:** included some late presentations for treatment, with death (from AMI) occurring shortly after admission. In addition, there was potential for misdiagnosis to have occurred when patients presented to the hospital having had a "cardiac arrest" and died soon after admission, before an accurate diagnosis of acute myocardial infarction (AMI) had been made.
- **Acute myocardial infarction mortality and long stay rates:** some mortality and long stay was possibly related to an aging population with a greater likelihood of mortality from AMI or with clinical comorbidities which led to conservative management or a long stay. For some patients, an inability to return to independent living, resulted in a long stay whilst awaiting placement in a nursing home. Although Measured Quality indicators risk adjust for comorbidities and age, the response indicated that these were still considered to have a significant impact on the mortality rates.
- **Acute myocardial infarction long stay rates:** some of these patients were awaiting transfer for angiography.
- **Hysterectomy long stay rates:** over half the patients were from outside Rockhampton and it was not considered appropriate to transfer them to outlying areas without access to specialist services.
- **Hysterectomy long stay rates:** for some patients, a long stay resulted from clinical complications or conditions (dense adhesions, chronic renal failure, unexplained abdominal pain) for which a longer length of stay seemed appropriate.
- **Induction of labour rate:** approximately 50% of the "inductions" were augmentation of labour in women who had spontaneous rupture of membranes and had not established effective labour after a given period. Whether these cases are "inductions" or "augmentations" would be case specific and potentially debatable.

The remaining charts for induction of labour were also audited. Other reasons for induction included post dates pregnancies, reduced foetal movements and one intra uterine foetal death.





Queensland Government

Queensland Health

Measured Quality Hospital Report

Rockhampton Base Hospital

Central Zone

Large Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |

Overall Performance

Rockhampton Base Hospital

Central Zone

Peer Group: Large

Clinical Utilisation and Outcomes

| | |
|--------------------------|-----|
| Medical | ☆ |
| Obstetrics & Gynaecology | ☆☆ |
| Surgical | ☆☆☆ |
| Overall | ☆☆ |

Patient Satisfaction

| | |
|-----------|----|
| Maternity | ☆☆ |
| Medical | ☆ |
| Surgical | ☆☆ |
| Overall | ☆ |

Efficiency

| | |
|-----------------|----|
| Activity | ☆☆ |
| Cost of Service | ☆☆ |
| Staffing | ☆ |
| Overall | ☆☆ |

System Integration and Change

| | |
|------------------------------------|----|
| Benchmarking and Clinical Pathways | ☆☆ |
| Continuity of Care | ☆☆ |
| Quality and Use of Information | ☆☆ |
| Overall | ☆☆ |

Performance Compared to the Average

- ☆ Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
- ☆☆ Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
- ☆☆☆ Higher: Aggregated Hospital performance is more than one standard deviation above the peer mean.

Overall performance results are based on selected indicators within this report. Please refer to the indicators marked "+" within each quadrant report to identify those indicators used to calculate the overall performance of the hospital.



CAB.0007.0002.00343

Clinical Utilisation and Outcomes

Rockhampton Base Hospital

Large

Central Zone

Performance Indicator

Risk Adjusted
Hospital Score: Peer Group Mean: Significance: Reference:
(Rate per 100 separations)

Acute Myocardial Infarction

| | | | | |
|-----------------------|------|------|---|--------|
| In-hospital Mortality | 18.9 | 13.3 | * | CI01.1 |
| Long Stay Rates | 17.7 | 8.7 | * | CI01.2 |

Heart Failure

| | | | | |
|-----------------------|-----|-----|--|--------|
| In-hospital Mortality | 9.5 | 7.7 | | CI02.1 |
| Long Stay Rates | 8.0 | 8.7 | | CI02.2 |

Stroke

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 27.8 | 26.3 | | CI03.1 |
| Long Stay Rates | 3.1 | 7.0 | | CI03.2 |
| Nursing Home Separations | 16.8 | 14.3 | | CI03.4 |

Pneumonia

| | | | | |
|-----------------------|------|------|--|--------|
| In-hospital Mortality | 9.0 | 7.2 | | CI04.1 |
| Long Stays | 14.0 | 10.8 | | CI04.2 |

Asthma

| | | | | |
|-----------------|------|------|--|--------|
| Long Stay Rates | 13.6 | 12.0 | | CI14.1 |
|-----------------|------|------|--|--------|

Hysterectomy

| | | | | |
|--------------------------|------|------|---|--------|
| Long Stay rates | 25.1 | 9.7 | * | CI09.1 |
| Complications of Surgery | 11.5 | 12.3 | | CI09.3 |
| on Women < 35 years | 3.8 | 12.2 | * | CI09.4 |
| Blood Transfusion Rates | 7.0 | 1.8 | * | CI09.5 |

Standard Primiparae

| | | | | |
|---------------------|------|------|---|--------|
| C-section | 13.7 | 12.9 | | CI10.1 |
| Induction of Labour | 20.7 | 14.4 | * | CI10.2 |
| Perineal Tears | 1.9 | 2.8 | | CI10.3 |

Small for Gestational Age

| | | | | |
|---------------------------|-----|-----|--|--------|
| Small for Gestational Age | 2.8 | 2.8 | | CI11.1 |
|---------------------------|-----|-----|--|--------|

Maternal Post-Natal Long Stay Rate

| | | | | |
|--------------------------|-----|-----|--|--------|
| Vaginal Births | 8.0 | 8.2 | | CI13.1 |
| Caesarean Section Births | 5.6 | 5.7 | | CI13.2 |

Fractured Neck of Femur

| | | | | |
|--------------------------|------|------|--|--------|
| In-hospital Mortality | 3.6 | 7.6 | | CI06.1 |
| Long Stays | 7.3 | 13.1 | | CI06.2 |
| Nursing Home Separations | 15.8 | 18.9 | | CI06.5 |
| Complications of Surgery | 3.5 | 15.9 | | CI06.6 |

Knee Replacement

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stays | 10.9 | 10.5 | | CI07.1 |
| Complications of Surgery | 13.1 | 18.7 | | CI07.3 |

Hip Replacement

| | | | | |
|--------------------------|------|------|--|--------|
| Long Stay Rates | 15.2 | 10.7 | | CI08.1 |
| Complications of Surgery | 18.8 | 28.1 | | CI08.3 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



CAB.0007.0002.00344

+ Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 10/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates

Patient Satisfaction

Rockhampton Base Hospital

Large

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

| | | | | |
|---------------------------------------|------|------|----|------|
| Access and Admission Index | 62.0 | 65.3 | * | PS01 |
| Complaints Management Index | 62.2 | 64.0 | | PS02 |
| Discharge and Follow-up Index | 58.6 | 60.9 | | PS03 |
| General Patient Information Index | 67.2 | 69.2 | | PS04 |
| Overall Care Index | 62.2 | 65.2 | * | PS05 |
| Physical Environment Index | 60.2 | 60.5 | ** | PS06 |
| Treatment & Related Information Index | 62.2 | 64.0 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 63.7 | 67.8 | | PS01 |
| Complaints Management Index | 63.6 | 65.6 | | PS02 |
| Discharge and Follow-up Index | 68.0 | 65.2 | | PS03 |
| General Patient Information Index | 65.8 | 68.1 | | PS04 |
| + Overall Care Index | 63.2 | 66.9 | | PS05 |
| Physical Environment Index | 57.7 | 68.4 | * | PS06 |
| Treatment & Related Information Index | 63.0 | 65.5 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 59.9 | 64.5 | * | PS01 |
| Complaints Management Index | 61.1 | 63.4 | | PS02 |
| Discharge and Follow-up Index | 56.2 | 60.1 | | PS03 |
| General Patient Information Index | 66.5 | 69.3 | | PS04 |
| + Overall Care Index | 60.8 | 64.7 | * | PS05 |
| Physical Environment Index | 59.6 | 66.2 | * | PS06 |
| Treatment & Related Information Index | 60.7 | 63.3 | | PS07 |

| | | | | |
|---------------------------------------|------|------|--|------|
| Access and Admission Index | N/R | 58.7 | | PS01 |
| Complaints Management Index | N/R | 57.2 | | PS02 |
| Discharge and Follow-up Index | 67.7 | 54.0 | | PS03 |
| General Patient Information Index | 56.6 | 58.5 | | PS04 |
| Overall Care Index | 58.5 | 57.6 | | PS05 |
| Physical Environment Index | 62.4 | 63.6 | | PS06 |
| Treatment & Related Information Index | 55.2 | 53.1 | | PS07 |

| | | | | |
|---------------------------------------|------|------|---|------|
| Access and Admission Index | 69.5 | 68.9 | | PS01 |
| Complaints Management Index | 66.9 | 67.8 | | PS02 |
| Discharge and Follow-up Index | 60.3 | 64.0 | | PS03 |
| General Patient Information Index | 72.1 | 72.9 | | PS04 |
| + Overall Care Index | 67.3 | 68.7 | | PS05 |
| Physical Environment Index | 63.4 | 67.3 | * | PS06 |
| Treatment & Related Information Index | 68.1 | 69.2 | | PS07 |

Statistical Significance

- * Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.
- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

Printed: 05/07/2002 Data for this quadrant has been adjusted in an attempt to allow for casemix differences between hospitals. The availability of individual patient records has also enabled the calculation of confidence intervals and thus the identification of statistical significance for these estimates.

N/A - Not Applicable N/R - Not Reported

CAB.0007.0002.00345

Efficiency

Rockhampton Base Hospital

Central Zone

Large

| Data Type: | Hospital Score: | Peer Group Median: | Reference: |
|------------|-----------------|--------------------|------------|
|------------|-----------------|--------------------|------------|

| | | | | |
|---|------------|--------|--------|----------|
| Occupancy Rate (Bed Day Efficiency) | Percentage | 82.8 | 82.8 | EFF-17 |
| Length of Stay | Days | 2.98 | 3.05 | EFF-19 |
| Cancellation rate | Percentage | 12.7 | 12.8 | EFF-24 |
| Total Cost / Weighted Separation | Dollars | 2,998 | 2,075 | EFF-25 |
| Catering - total cost | Dollars | 28.1 | 28.1 | EFF-36a |
| Energy Consumption per square metre | Dollars | 22.6 | 22.1 | EFF-45.4 |
| Hours of Sick Leave by Staff Category - Managerial And Clerical | Percentage | 2.95 | 2.95 | EFF-06.2 |
| Hours of Sick Leave by Staff Category - Medical | Percentage | 1.23 | 1.36 | EFF-06.3 |
| Hours of Sick Leave by Staff Category - Nursing | Percentage | 3.64 | 3.35 | EFF-06.4 |
| Hours of Sick Leave by Staff Category - Operational | Percentage | 3.96 | 3.46 | EFF-06.5 |
| Hours of Sick Leave by Staff Category - Professional | Percentage | 2.16 | 2.20 | EFF-06.6 |
| Hours of Sick Leave by Staff Category - Technical | Percentage | 3.20 | 2.42 | EFF-06.7 |
| Hours of Sick Leave by Staff Category - Trade And Artisans | Percentage | 2.49 | 2.96 | EFF-06.8 |
| Hours of Sick Leave by Staff Category - Visiting Medical Officers | Percentage | 2.37 | 0.78 | EFF-06.9 |
| Cost of Sick Leave by Staff Category - Managerial And Clerical | Dollars | 938 | 1,040 | EFF-08.2 |
| Cost of Sick Leave by Staff Category - Medical | Dollars | 848 | 976 | EFF-08.3 |
| Cost of Sick Leave by Staff Category - Nursing | Dollars | 1,480 | 1,420 | EFF-08.4 |
| Cost of Sick Leave by Staff Category - Operational | Dollars | 1,187 | 979 | EFF-08.5 |
| Cost of Sick Leave by Staff Category - Professional | Dollars | 966 | 1,162 | EFF-08.6 |
| Cost of Sick Leave by Staff Category - Technical | Dollars | 1,347 | 1,194 | EFF-08.7 |
| Cost of Sick Leave by Staff Category - Trade And Artisans | Dollars | 821 | 937 | EFF-08.8 |
| Cost of Sick Leave by Staff Category - Visiting Medical Officers | Dollars | 4,247 | 1,261 | EFF-08.9 |
| Cost of Work Cover | Dollars | 1.62 | 1.62 | EFF-11 |
| Hours of Overtime by Staff Category - Managerial And Clerical | Percentage | 0.23 | 0.37 | EFF-14.2 |
| Hours of Overtime by Staff Category - Medical | Percentage | 22.2 | 14.8 | EFF-14.3 |
| Hours of Overtime by Staff Category - Nursing | Percentage | 0.90 | 0.78 | EFF-14.4 |
| Hours of Overtime by Staff Category - Operational | Percentage | 0.78 | 0.84 | EFF-14.5 |
| Hours of Overtime by Staff Category - Professional | Percentage | 3.98 | 3.59 | EFF-14.6 |
| Hours of Overtime by Staff Category - Technical | Percentage | 0.39 | 0 | EFF-14.7 |
| Hours of Overtime by Staff Category - Trade And Artisans | Percentage | 3.71 | 2.73 | EFF-14.8 |
| Hours of Overtime by Staff Category - Visiting Medical Officers | Percentage | 22.6 | 19.6 | EFF-14.9 |
| Cost of Overtime by Staff Category - Managerial And Clerical | Dollars | 114 | 192 | EFF-16.2 |
| Cost of Overtime by Staff Category - Medical | Dollars | 27,209 | 18,682 | EFF-16.3 |
| Cost of Overtime by Staff Category - Nursing | Dollars | 544 | 462 | EFF-16.4 |
| Cost of Overtime by Staff Category - Operational | Dollars | 397 | 443 | EFF-16.5 |
| Cost of Overtime by Staff Category - Professional | Dollars | 3,151 | 3,009 | EFF-16.6 |
| Cost of Overtime by Staff Category - Technical | Dollars | 257 | 0 | EFF-16.7 |
| Cost of Overtime by Staff Category - Trade And Artisans | Dollars | 2,110 | 1,372 | EFF-16.8 |
| Cost of Overtime by Staff Category - Visiting Medical Officers | Dollars | 46,026 | 39,662 | EFF-16.9 |
| Full-Time Equivalent (FTE) Staff | Numeric | 601 | 444 | EFF-01 |
| FTE Staff by Category - Managerial And Clerical | Numeric | 67.7 | 63.9 | EFF-02.2 |
| FTE Staff by Category - Medical | Numeric | 52.4 | 31.4 | EFF-02.3 |
| FTE Staff by Category - Nursing | Numeric | 294 | 205 | EFF-02.4 |
| FTE Staff by Category - Operational | Numeric | 134 | 84.9 | EFF-02.5 |
| FTE Staff by Category - Professional | Numeric | 35.8 | 23.8 | EFF-02.6 |
| FTE Staff by Category - Technical | Numeric | 1.87 | 1.25 | EFF-02.7 |
| FTE Staff by Category - Trade And Artisans | Numeric | 11.1 | 3.14 | EFF-02.8 |
| FTE Staff by Category - Visiting Medical Officers | Numeric | 4.46 | 2.48 | EFF-02.9 |
| Hours of Sick Leave | Percentage | 3.30 | 3.04 | EFF-05 |
| Cost of Sick Leave | Dollars | 1,272 | 1,266 | EFF-07 |
| Hours of Overtime | Percentage | 3.69 | 2.50 | EFF-13 |
| Cost of Overtime | Dollars | 3,305 | 2,230 | EFF-15 |

+ Indicators listed within this overall performance group have been used to determine overall performance.

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Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

System Integration and Change

Rockhampton Base Hospital

Central Zone

Large

| | | | |
|----------------|-----------------|--------------------|-----------|
| Type of Score: | Hospital Score: | Peer Group Median: | Reference |
|----------------|-----------------|--------------------|-----------|

Benchmarking

In selected clinical areas - external

| | | | |
|------------|------|------|---------|
| Percentage | 27.8 | 30.8 | SIC06.3 |
|------------|------|------|---------|

Clinical Pathways

Extent of development and use in selected clinical areas

| | | | |
|------------|------|----|---------|
| Percentage | 67.3 | 48 | SIC07.1 |
|------------|------|----|---------|

Facilitating continuity of care

Use of pre admission clinics for elective surgery

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 3/3 | 3 | SIC08.1 |
|-------------|-----|---|---------|

Provision of discharge summaries to GPs

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 0/3 | 1 | SIC08.2 |
|-------------|-----|---|---------|

Shared ante and post natal care

| | | | |
|-------------|-----|---|---------|
| Max score 5 | 3/3 | 3 | SIC08.3 |
|-------------|-----|---|---------|

Cardiac rehabilitation

| | | | |
|-------------|-----|---|---------|
| Max score 3 | 3/3 | 2 | SIC08.4 |
|-------------|-----|---|---------|

Provision of electronic discharge summaries to GPs

| | | | |
|-------------|-----|---|---------|
| Max score 3 | 0/3 | 0 | SIC08.5 |
|-------------|-----|---|---------|

Quality of Information

Accuracy

| | | | |
|------------|------|------|---------|
| Percentage | 94.8 | 94.3 | SIC04.1 |
|------------|------|------|---------|

Timeliness - Number of months on time

| | | | |
|--------|---|---|----------|
| Months | 2 | 5 | SIC04.2a |
|--------|---|---|----------|

Timeliness - Number of days late per month

| | | | |
|------|------|---|----------|
| Days | 14.9 | 5 | SIC04.2b |
|------|------|---|----------|

Use of Information

Availability of electronic information

| | | | |
|------------|------|------|---------|
| Percentage | 39.6 | 37.5 | SIC05.1 |
|------------|------|------|---------|

Collection and use of clinical information

| | | | |
|------------|------|------|---------|
| Percentage | 78.6 | 50.8 | SIC05.2 |
|------------|------|------|---------|

Accreditation

Accreditation

| | | | |
|--------|-----|-------|-------|
| Yes/No | Yes | 12/13 | SIC01 |
|--------|-----|-------|-------|

Credentialling

Credentialling

| | | | |
|--------|----|------|-------|
| Yes/No | No | 5/13 | SIC02 |
|--------|----|------|-------|

Workforce Management

Retention of Nursing Staff

| | | | |
|------------|------|------|---------|
| Percentage | 82.7 | 83.6 | SIC03.1 |
|------------|------|------|---------|

Retention of Allied Health Staff

| | | | |
|------------|----|------|---------|
| Percentage | 75 | 73.7 | SIC03.2 |
|------------|----|------|---------|

Median Age Nursing Staff

| | | | |
|-------|----|----|---------|
| Years | 40 | 41 | SIC03.3 |
|-------|----|----|---------|

Benchmarking

In selected clinical areas

| | | | |
|------------|------|------|---------|
| Percentage | 26.3 | 33.3 | SIC06.1 |
|------------|------|------|---------|

In selected clinical areas - internal

| | | | |
|------------|---|------|---------|
| Percentage | 0 | 29.4 | SIC06.2 |
|------------|---|------|---------|

Clinical Pathways

Extent of development and use as per Ontario

| | | | |
|------------|------|------|---------|
| Percentage | 78.6 | 54.8 | SIC07.2 |
|------------|------|------|---------|

Surgical (Orthopaedic) - extent of development and use

| | | | |
|------------|------|------|----------|
| Percentage | 85.7 | 53.6 | SIC07.3a |
|------------|------|------|----------|

Medical - extent of development and use

| | | | |
|------------|------|------|----------|
| Percentage | 57.1 | 28.6 | SIC07.3b |
|------------|------|------|----------|

O & G - extent of development and use

| | | | |
|------------|------|------|----------|
| Percentage | 64.3 | 39.3 | SIC07.3c |
|------------|------|------|----------|

Telehealth

Extent of telehealth usage

| | | | |
|------------|------|-----|-------|
| Percentage | 21.2 | 1.9 | SIC09 |
|------------|------|-----|-------|

Indicators listed within this overall performance group have been used to determine overall performance.

Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

N/A - Not Applicable N/R - Not Reported

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Measured Quality

Hospital Report

- Attachment 1.....Statistics – Quartiles per Indicator
- Attachment 2.....State Report

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COPY



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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Rockhampton Base Hospital
Central Zone

Large

Overall Performance Group: Medical

| | | | | | | | |
|--------|---|------|------|------|------|------|------|
| CI01.1 | Acute Myocardial Infarction - In-hospital Mortality | 18.9 | 0.0 | 8.8 | 14.4 | 19.5 | 20.7 |
| CI01.2 | Acute Myocardial Infarction - Long Stay Rates | 17.7 | 0.0 | 2.6 | 8.3 | 11.9 | 17.9 |
| CI02.1 | Heart Failure - In-hospital Mortality | 9.5 | 0.0 | 4.8 | 9.5 | 10.7 | 12.7 |
| CI02.2 | Heart Failure - Long Stay Rates | 8.0 | 0.0 | 4.4 | 8.8 | 13.2 | 15.8 |
| CI03.1 | Stroke - In-hospital Mortality | 27.8 | 13.9 | 22.1 | 24.8 | 35.1 | 45.2 |
| CI03.2 | Stroke - Long Stay Rates | 3.1 | 0.0 | 0.0 | 3.1 | 12.3 | 21.6 |
| CI03.4 | Stroke - Nursing Home Separations | 16.8 | 0.0 | 11.8 | 15.6 | 17.6 | 22.1 |
| CI04.1 | Pneumonia - In-hospital Mortality | 8.0 | 4.1 | 5.2 | 7.0 | 8.7 | 23.3 |
| CI04.2 | Pneumonia - Long Stays | 14.0 | 2.9 | 7.1 | 8.3 | 14.7 | 18.9 |
| CI14.1 | Asthma - Long Stay Rates | 13.6 | 2.8 | 6.6 | 12.4 | 13.4 | 19.2 |

Overall Performance Group: Obstetrics & Gynaecology

| | | | | | | | |
|--------|---|------|-----|------|------|------|------|
| CI09.1 | Hysterectomy - Long Stay rates | 25.1 | 3.9 | 8.0 | 10.5 | 15.6 | 25.1 |
| CI09.5 | Hysterectomy - Complications of Surgery | 11.5 | 4.5 | 5.8 | 7.6 | 11.2 | 30.2 |
| CI09.5 | Hysterectomy - on Women < 35 years | 3.8 | 3.8 | 7.3 | 12.4 | 14.0 | 17.2 |
| CI10.1 | Standard Primiparae - C-section | 7.0 | 0.0 | 0.0 | 1.3 | 2.2 | 7.0 |
| CI10.2 | Standard Primiparae - Induction of Labour | 13.7 | 4.4 | 11.8 | 13.3 | 15.7 | 17.2 |
| CI10.3 | Standard Primiparae - Perineal Tears | 20.7 | 8.0 | 10.2 | 15.7 | 20.1 | 24.9 |
| CI11.1 | Small for Gestational Age - Small for Gestational Age | 1.9 | 0.0 | 1.8 | 2.3 | 3.5 | 7.5 |
| CI13.1 | Maternal Post-Natal Long Stay Rate (Vaginal Births) | 2.8 | 2.0 | 2.5 | 2.8 | 3.1 | 4.0 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 8.0 | 4.2 | 7.1 | 9.7 | 11.1 | 25.3 |
| CI13.2 | Maternal Post-Natal Long Stay Rate (Caesarean Section Births) | 5.6 | 2.4 | 5.1 | 7.1 | 12.7 | 22.8 |

Overall Performance Group: Surgical

| | | | | | | | |
|--------|--|------|------|------|------|------|------|
| CI06.1 | Fractured Neck of Femur - In-hospital Mortality | 3.6 | 3.4 | 3.9 | 5.3 | 7.2 | 8.3 |
| CI06.2 | Fractured Neck of Femur - Long Stays | 7.3 | 3.8 | 6.8 | 8.8 | 16.4 | 27.6 |
| CI06.5 | Fractured Neck of Femur - Nursing Home Separations | 15.8 | 11.8 | 18.6 | 21.8 | 31.5 | 46.6 |
| CI06.6 | Fractured Neck of Femur - Complications of Surgery | 3.5 | 3.3 | 7.8 | 8.5 | 19.3 | 41.6 |
| CI07.1 | Knee Replacement - Long Stays | 10.9 | 6.2 | 7.1 | 9.5 | 13.1 | 18.9 |
| CI07.3 | Knee Replacement - Complications of Surgery | 13.1 | 4.4 | 7.1 | 10.3 | 22.6 | 34.1 |
| CI08.1 | Hip Replacement - Long Stay Rates | 15.2 | 4.3 | 4.9 | 10.2 | 10.7 | 15.2 |
| CI08.3 | Hip Replacement - Complications of Surgery | 18.6 | 13.7 | 17.4 | 18.6 | 32.8 | 50.2 |

Overall Performance Group: Maternity

| | | | | | | |
|------------------------------|------|------|------|------|------|------|
| Overall Care Index Maternity | 63.2 | 51.7 | 63.6 | 65.9 | 70.9 | 72.6 |
|------------------------------|------|------|------|------|------|------|

Overall Performance Group: Medical

| | | | | | | |
|----------------------------|------|------|------|------|------|------|
| Overall Care Index Medical | 60.8 | 60.8 | 62.9 | 65.2 | 65.6 | 70.6 |
|----------------------------|------|------|------|------|------|------|

Overall Performance Group: Surgical

| | | | | | | |
|-----------------------------|------|------|------|------|------|------|
| Overall Care Index Surgical | 67.3 | 65.9 | 67.1 | 68.3 | 70.2 | 73.8 |
|-----------------------------|------|------|------|------|------|------|

Overall Performance Group: Not Summarised

| | | | | | | | |
|------|--|------|------|------|------|------|------|
| CI01 | Access and Admission Index Surgical | 69.5 | 64.3 | 66.2 | 68.4 | 70.5 | 75.0 |
| CI01 | Access and Admission Index All types combined | 62.0 | 61.2 | 63.2 | 65.1 | 66.8 | 70.9 |
| CI01 | Access and Admission Index Maternity | 63.7 | 52.5 | 63.7 | 67.2 | 71.8 | 74.8 |
| CI01 | Access and Admission Index Medical | 59.9 | 59.9 | 62.4 | 63.6 | 67.0 | 72.2 |
| CI01 | Access and Admission Index Mental Health | | 51.0 | 57.0 | 60.0 | 66.2 | 70.0 |
| CI02 | Complaints Management Index Surgical | 66.9 | 64.4 | 66.7 | 67.9 | 68.9 | 75.2 |
| CI02 | Complaints Management Index Medical | 61.1 | 57.9 | 61.1 | 64.5 | 66.4 | 68.3 |
| CI02 | Complaints Management Index All types combined | 62.2 | 58.7 | 62.6 | 64.0 | 67.7 | 68.6 |
| CI02 | Complaints Management Index Mental Health | | 40.2 | 55.6 | 59.1 | 69.9 | 78.2 |
| CI02 | Complaints Management Index Maternity | 63.6 | 53.9 | 62.6 | 65.8 | 68.9 | 72.7 |
| CI03 | Discharge and Follow-up Index All types combined | 58.6 | 56.3 | 58.6 | 60.8 | 61.8 | 68.0 |
| CI03 | Discharge and Follow-up Index Maternity | 68.0 | 51.5 | 63.5 | 66.0 | 67.9 | 69.9 |
| CI03 | Discharge and Follow-up Index Medical | 56.2 | 55.5 | 57.5 | 59.5 | 62.1 | 67.9 |
| CI03 | Discharge and Follow-up Index Mental Health | 67.7 | 44.5 | 55.0 | 58.0 | 61.6 | 67.7 |
| CI03 | Discharge and Follow-up Index Surgical | 60.3 | 60.0 | 61.9 | 63.1 | 64.3 | 70.4 |
| CI04 | General Patient Information Index Surgical | 72.1 | 70.6 | 72.0 | 72.8 | 74.3 | 75.8 |

Statistics - Quartiles per Indicator

Attachment 1

| Indicator Number and Description: | | Hospital Score | Peer Group | | | | |
|--|---|----------------|------------|----------|----------|----------|-----------|
| | | | Min | 25th | Median | 75th | Max |
| PS04 | General Patient Information Index Maternity | 65.8 | 48.9 | 65.0 | 67.1 | 72.0 | 74.2 |
| PS04 | General Patient Information Index Mental Health | 56.6 | 49.7 | 55.4 | 60.3 | 68.0 | 76.4 |
| PS04 | General Patient Information Index Medical | 66.5 | 65.5 | 67.0 | 70.6 | 71.6 | 74.3 |
| PS04 | General Patient Information Index All types combined | 67.2 | 65.5 | 67.2 | 70.0 | 72.0 | 74.2 |
| PS05 | Overall Care Index All types combined | 62.2 | 62.0 | 63.8 | 64.5 | 66.6 | 70.3 |
| PS05 | Overall Care Index Mental Health | 58.6 | 51.3 | 58.9 | 60.3 | 63.3 | 67.4 |
| PS06 | Physical Environment Index All types combined | 60.2 | 59.5 | 64.5 | 66.7 | 67.5 | 72.6 |
| PS06 | Physical Environment Index Maternity | 57.7 | 61.2 | 63.6 | 67.2 | 72.9 | 77.8 |
| PS06 | Physical Environment Index Medical | 60.6 | 59.1 | 64.0 | 67.3 | 68.4 | 71.9 |
| PS06 | Physical Environment Index Mental Health | 62.4 | 60.2 | 61.6 | 65.6 | 66.7 | 69.3 |
| PS06 | Physical Environment Index Surgical | 63.4 | 61.2 | 64.3 | 66.4 | 69.8 | 77.6 |
| PS07 | Treatment & Related Information Index Mental Health | 55.2 | 42.6 | 51.4 | 57.1 | 62.7 | 64.2 |
| PS07 | Treatment & Related Information Index Surgical | 68.1 | 66.5 | 68.2 | 68.8 | 71.0 | 74.1 |
| PS07 | Treatment & Related Information Index All types combined | 62.2 | 59.2 | 62.4 | 64.1 | 65.1 | 70.0 |
| PS07 | Treatment & Related Information Index Maternity | 63.0 | 53.7 | 63.3 | 65.8 | 69.1 | 70.7 |
| PS07 | Treatment & Related Information Index Medical | 60.7 | 59.1 | 60.7 | 63.4 | 65.1 | 70.4 |
| Overall Performance Group: Activity | | | | | | | |
| EFF-17 | Occupancy Rate (Bed Day Efficiency) | 82.8 | 51.4 | 77.1 | 82.8 | 88.2 | 96.3 |
| EFF-19 | Length of Stay | 3.0 | 2.3 | 2.7 | 3.0 | 3.2 | 3.4 |
| EFF-24 | Cancellation rate | 12.7 | 8.0 | 9.9 | 12.8 | 16.6 | 18.1 |
| Overall Performance Group: Cost of Service | | | | | | | |
| EFF-25 | Total Cost / Weighted Separation | 2,998.4 | 1,827.6 | 1,952.3 | 2,074.6 | 2,454.9 | 2,998.4 |
| EFF-36a | Catering - total cost | 28.1 | 18.2 | 26.1 | 28.1 | 29.6 | 92.9 |
| EFF-45.4 | Energy Consumption per square metre | 22.6 | 14.9 | 17.9 | 22.1 | 26.6 | 45.4 |
| Overall Performance Group: Staffing | | | | | | | |
| FF-06.2 | Hours of Sick Leave by Staff Category - Managerial And Clerical | 3.0 | 2.4 | 2.9 | 3.0 | 3.1 | 3.8 |
| FF-06.3 | Hours of Sick Leave by Staff Category - Medical | 1.2 | 1.6 | 1.2 | 1.4 | 1.6 | 2.1 |
| FF-06.4 | Hours of Sick Leave by Staff Category - Nursing | 3.8 | 2.9 | 3.2 | 3.3 | 3.6 | 3.8 |
| FF-06.5 | Hours of Sick Leave by Staff Category - Operational | 4.0 | 3.1 | 3.3 | 3.6 | 3.7 | 4.0 |
| FF-06.6 | Hours of Sick Leave by Staff Category - Professional | 2.2 | 1.1 | 2.1 | 2.2 | 2.7 | 2.8 |
| FF-06.7 | Hours of Sick Leave by Staff Category - Technical | 3.2 | 0.0 | 0.9 | 2.4 | 3.3 | 4.6 |
| FF-06.8 | Hours of Sick Leave by Staff Category - Trade And Artisans | 2.5 | 0.0 | 2.4 | 3.0 | 3.5 | 9.8 |
| FF-06.9 | Hours of Sick Leave by Staff Category - Visiting Medical Officers | 2.4 | 0.0 | 0.6 | 0.8 | 2.7 | 6.3 |
| FF-08.2 | Cost of Sick Leave by Staff Category - Managerial And Clerical | 937.9 | 886.4 | 920.4 | 1,039.7 | 1,073.0 | 1,317.2 |
| FF-08.3 | Cost of Sick Leave by Staff Category - Medical | 847.7 | 649.4 | 694.2 | 976.4 | 1,247.8 | 1,751.0 |
| FF-08.4 | Cost of Sick Leave by Staff Category - Nursing | 1,479.9 | 1,170.7 | 1,301.8 | 1,420.4 | 1,479.9 | 1,622.3 |
| FF-08.5 | Cost of Sick Leave by Staff Category - Operational | 1,167.4 | 916.4 | 964.5 | 979.2 | 1,100.9 | 1,192.0 |
| FF-08.6 | Cost of Sick Leave by Staff Category - Professional | 965.7 | 489.5 | 965.7 | 1,161.7 | 1,264.6 | 1,397.5 |
| FF-08.7 | Cost of Sick Leave by Staff Category - Technical | 1,347.1 | 0.0 | 382.2 | 1,193.8 | 1,407.0 | 1,851.9 |
| FF-08.8 | Cost of Sick Leave by Staff Category - Trade And Artisans | 821.0 | 0.0 | 775.2 | 937.1 | 1,089.9 | 3,264.9 |
| FF-08.9 | Cost of Sick Leave by Staff Category - Visiting Medical Officers | 4,247.3 | 0.0 | 1,008.4 | 1,261.4 | 4,621.1 | 7,955.1 |
| F-11 | Cost of Work Cover | 1.6 | 0.3 | 1.0 | 1.6 | 1.9 | 2.0 |
| F-14.2 | Hours of Overtime by Staff Category - Managerial And Clerical | 0.2 | 0.2 | 0.3 | 0.4 | 0.5 | 2.3 |
| F-14.3 | Hours of Overtime by Staff Category - Medical | 22.2 | 4.3 | 10.6 | 14.8 | 17.6 | 22.2 |
| F-14.4 | Hours of Overtime by Staff Category - Nursing | 0.9 | 0.4 | 0.6 | 0.8 | 1.0 | 1.5 |
| F-14.5 | Hours of Overtime by Staff Category - Operational | 0.8 | 0.3 | 0.7 | 0.8 | 1.0 | 1.9 |
| F-14.6 | Hours of Overtime by Staff Category - Professional | 4.0 | 0.8 | 2.1 | 3.6 | 5.2 | 7.8 |
| F-14.7 | Hours of Overtime by Staff Category - Technical | 0.4 | 0.0 | 0.0 | 0.0 | 0.2 | 0.4 |
| F-14.8 | Hours of Overtime by Staff Category - Trade And Artisans | 3.7 | 0.0 | 2.1 | 2.7 | 3.5 | 4.6 |
| F-14.9 | Hours of Overtime by Staff Category - Visiting Medical Officers | 22.6 | 0.0 | 9.4 | 19.6 | 32.5 | 43.1 |
| F-16.2 | Cost of Overtime by Staff Category - Managerial And Clerical | 113.7 | 106.9 | 156.7 | 192.1 | 239.7 | 1,191.8 |
| F-16.3 | Cost of Overtime by Staff Category - Medical | 27,209.3 | 4,745.9 | 11,231.3 | 18,681.7 | 19,939.3 | 27,209.3 |
| F-16.4 | Cost of Overtime by Staff Category - Nursing | 544.4 | 237.1 | 359.8 | 462.1 | 577.3 | 896.1 |
| F-16.5 | Cost of Overtime by Staff Category - Operational | 396.8 | 114.9 | 363.6 | 442.9 | 489.7 | 914.6 |
| F-16.6 | Cost of Overtime by Staff Category - Professional | 3,151.0 | 632.6 | 1,681.9 | 3,008.9 | 4,423.6 | 6,442.9 |
| F-16.7 | Cost of Overtime by Staff Category - Technical | 258.9 | 0.0 | 0.0 | 0.0 | 117.0 | 258.9 |
| F-16.8 | Cost of Overtime by Staff Category - Trade And Artisans | 2,110.1 | 0.0 | 1,037.5 | 1,371.6 | 2,116.6 | 2,298.9 |
| F-16.9 | Cost of Overtime by Staff Category - Visiting Medical Officers | 46,026.5 | 0.0 | 16,443.9 | 39,682.1 | 80,391.8 | 103,836.5 |

led: 05/07/2002

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Overall Performance Group: Not Summarised

| | | | | | | | |
|----------|---|---------|---------|---------|---------|---------|---------|
| EFF-01 | Full-Time Equivalent (FTE) Staff | 601.4 | 210.8 | 283.2 | 443.5 | 553.5 | 929.8 |
| EFF-02.2 | FTE Staff by Category - Managerial And Clerical | 87.7 | 31.4 | 34.6 | 63.9 | 69.8 | 158.5 |
| EFF-02.3 | FTE Staff by Category - Medical | 52.4 | -0.2 | 25.2 | 31.4 | 49.2 | 98.2 |
| EFF-02.4 | FTE Staff by Category - Nursing | 294.3 | 107.6 | 133.8 | 204.8 | 294.3 | 431.2 |
| EFF-02.5 | FTE Staff by Category - Operational | 133.9 | 46.1 | 72.7 | 84.9 | 100.0 | 164.1 |
| EFF-02.6 | FTE Staff by Category - Professional | 35.8 | 7.5 | 18.9 | 23.8 | 35.8 | 68.3 |
| EFF-02.7 | FTE Staff by Category - Technical | 1.9 | 0.4 | 0.6 | 1.3 | 2.2 | 4.2 |
| EFF-02.8 | FTE Staff by Category - Trade And Artisans | 11.1 | 0.0 | 0.9 | 3.1 | 7.0 | 11.1 |
| EFF-02.9 | FTE Staff by Category - Visiting Medical Officers | 4.5 | 0.4 | 0.6 | 2.5 | 5.0 | 9.3 |
| EFF-05 | Hours of Sick Leave | 3.3 | 2.8 | 3.0 | 3.0 | 3.3 | 3.5 |
| EFF-07 | Cost of Sick Leave | 1,274.7 | 1,092.6 | 1,188.9 | 1,266.1 | 1,280.3 | 1,376.0 |
| EFF-13 | Hours of Overtime | 3.7 | 0.7 | 1.9 | 2.5 | 3.0 | 3.7 |
| EFF-15 | Cost of Overtime | 3,305.0 | 390.4 | 1,675.2 | 2,230.4 | 2,819.5 | 3,305.0 |

Overall Performance Group: Benchmarking and Clinical Pathways

| | | | | | | | |
|---------|--|------|-----|------|------|------|-------|
| SIC08.3 | Benchmarking - In selected clinical areas - external | 27.8 | 0.0 | 27.8 | 26.8 | 55.8 | 100.0 |
| SIC09.1 | Clinical Pathways - Extent of development and use | 67.3 | 2.6 | 17.3 | 46.0 | 52.0 | 71.4 |

Overall Performance Group: Continuity of Care

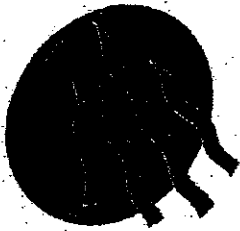
| | | | | | | | |
|---------|--|-----|-----|-----|-----|-----|-----|
| SIC08.1 | Facilitating continuity of care - Use of pre admission clinics for elective surgery | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 | 3.0 |
| SIC08.2 | Facilitating continuity of care - Provision of discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 1.0 | 3.0 | 3.0 |
| SIC08.3 | Facilitating continuity of care - Shared ante and post natal care | 3.0 | 0.0 | 1.5 | 3.0 | 3.0 | 3.0 |
| SIC08.4 | Facilitating continuity of care - Cardiac rehabilitation | 3.0 | 1.0 | 2.0 | 2.0 | 3.0 | 3.0 |
| SIC08.6 | Facilitating continuity of care - Provision of electronic discharge summaries to GPs | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 |

Overall Performance Group: Quality and Use of Information

| | | | | | | | |
|----------|---|------|------|------|------|------|------|
| SIC04.1 | Quality of Information - Accuracy | 94.8 | 89.5 | 91.3 | 94.3 | 94.8 | 97.6 |
| SIC04.2a | Quality of Information - Timeliness - Number of months on time | 2.0 | 0.0 | 3.0 | 5.0 | 6.0 | 9.0 |
| SIC04.2b | Quality of Information - Timeliness - Number of days late per month | 14.9 | 0.0 | 3.5 | 5.0 | 10.0 | 17.6 |
| SIC05.1 | Use of Information - Availability of electronic information | 39.6 | 27.1 | 31.3 | 37.5 | 39.6 | 77.1 |
| SIC05.2 | Use of Information - Collection and use of clinical information | 78.6 | 19.6 | 37.1 | 50.8 | 62.9 | 78.6 |

Overall Performance Group: Not Summarised

| | | | | | | | |
|----------|--|------|------|------|------|------|-------|
| SIC01 | Accreditation | 1.0 | 0.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| SIC02 | Credentialling | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 1.0 |
| SIC03.1 | Workforce Management - Retention of Nursing Staff | 82.7 | 64.3 | 81.8 | 83.6 | 85.4 | 88.1 |
| SIC03.2 | Workforce Management - Retention of Allied Health Staff | 75.0 | 50.0 | 66.7 | 73.7 | 84.2 | 100.0 |
| SIC03.3 | Workforce Management - Median Age Nursing Staff | 40.0 | 37.0 | 40.0 | 41.0 | 42.0 | 43.0 |
| SIC07.1 | Benchmarking - In selected clinical areas | 26.3 | 0.0 | 29.4 | 33.3 | 53.3 | 94.4 |
| SIC07.2 | Benchmarking - In selected clinical areas - internal | 0.0 | 0.0 | 18.7 | 29.4 | 55.6 | 100.0 |
| SIC07.3a | Clinical Pathways - Extent of development and use as per Ontario | 78.6 | 3.0 | 20.2 | 54.8 | 80.7 | 78.6 |
| SIC07.3b | Clinical Pathways - Surgical (Orthopaedic) - extent of development and use | 85.7 | 0.0 | 7.1 | 53.5 | 85.7 | 100.0 |
| SIC07.3c | Clinical Pathways - Medical - extent of development and use | 57.1 | 0.0 | 23.8 | 28.8 | 57.1 | 90.5 |
| SIC07.3d | Clinical Pathways - O & G - extent of development and use | 64.3 | 0.0 | 21.4 | 39.3 | 46.4 | 64.3 |
| SIC09 | Telehealth - Extent of telehealth usage | 21.2 | 0.0 | 0.0 | 1.9 | 7.7 | 44.2 |



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Atherton Hospital

Northern Zone

Medium Peer Group

July 2002

| Version Number | Date | Comment |
|----------------|--------------|----------------------------|
| 0.1 | 17 May 2002 | Draft report for feedback |
| 0.2 | 31 May 2002 | Modification from feedback |
| 0.3 | 26 June 2002 | Modification from feedback |