

# 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	Patient Satisfaction
Medical Surgical	Medical ☆☆☆ Surgical ☆☆☆
Overall ☆☆	Overall
Efficiency	System Integration and Change
Activity ☆	Benchmarking and Clinical Pathways ☆☆
Cost of Service 常立	Continuity of Care \$\$
Staffing	Quality and Use of Information ☆☆
Overall ##	Overall

		994	# 78% W
Performance Compared to	the Avera	ge	
Lower: Aggregated Hospital	performance	e is mo	re than
Average: Aggregated Hospit	al performa	nce is v	vithin
Higher: Aggregated Hospital one standard deviation above	performand the peer me	e is mo ∋an:	re than
	Lower: Aggregated Hospital one standard deviation below Average: Aggregated Hospit one standard deviation of the Higher: Aggregated Hospital	Lower: Aggregated Hospital performand one standard deviation below the peer manage: Aggregated Hospital performance standard deviation of the peer mean.  Higher: Aggregated Hospital performance	Performance Compared to the Average  Lower: Aggregated Hospital performance is moone standard deviation below the peer mean.  Average: Aggregated Hospital performance is wone standard deviation of the peer mean.  Higher: Aggregated Hospital performance is moone 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**

# The Prince Charles Hospital Central Zone

Performance Indicator

#### Principal Referral and Specialised

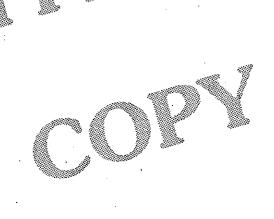
Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

	(Rate per 100 se	parations)	
and the analysis of the second			
Acute Myocardial Infarction			
In-hospital Mortality	13.5	11.2	Cl01.1
Long Stay Rates	10.3	10.8	Cl01.2
leart Failure			
In-hospital Mortality	5.6	7.0	CI02.1
Long Stay Rates	11.2	10.4	Cl02.2
troke			
In-hospital Mortality	27.0	22.1	CI03.1
Long Stay Rates	92	11.6	Cl03.2
Nursing Home Separations	21.4	11.7	CI03.4
neumonia			
In-hospital Mortality	7.3	8.6	Ċ104.1
Long Stays +	12.7	13.8	Cl04.2
sthma			
Long Stay Rates	15.6	11.5	* CJ14.1
when it is the west in the present the second			
nee Replacement			
Long Stays	9.1	10.8	C107.1
Complications of Surgery	13.0	22.3	* CI07.3
p Replacement		A Marie	
Long Stay Rates	A 40.1	11.7	Cl08.1
Complications of Surgery	19.2	28.0	* Cl08.3

#### 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 confort average. There is fittle 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

entral Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
e grande y in a ser ngawa jala anga				
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	623	**	PS06
Treatment & Related information Index	72.3	65.3	**	PS07
一种基本的 医电影 人名西西克斯克克斯克				
Access and Admission Index	79.4	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	**	P806
Treatment & Related Information Index	73.0	65.5	**	P\$07
Access and Admission Index	60,3	55.1		PS01
Complaints Management Index	69.8	<b>54</b> .4		PS02
Discharge and Follow-up Index	59.1	54,7	*	PS03
General Patient Information Index	57.4	<b>57.</b> 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 conort 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.

dicator 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.

# **Efficiency**

## The Prince Charles Hospital

# Principal Referral and Specialised

Central Zone	Data Type:	Hospital Score:	Peer Group Median:	Reference:
Occupancy Rate (Bed Day Efficiency)	Parantaga	05.0	041	
Length of Stay	Percentage Days	85.6 5.50		5 EFF-17
and the form of the second state of the second	Days		.3,18	EFF-19
Total Cost / Weighted Separation	Dollars	2.460	2 206	Err oc
Catering - total cost	Dollars	2,460 30.1	2,396	1.5
Energy Consumption per square metre	Dollars	30.1	27.7	
The state of the s	Donais	entral contraction	28.6	
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.15	3,18	EEE oo o
Hours of Sick Leave by Staff Category - Medical	Percentage	1.62	1.46	*****
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.42	3.57	
Hours of Sick Leave by Staff Calegory Derational	Percentage	3.92	3.63	
Hours of Sick Leave by Staff Category Professional	Percentage	2.57		
Hours of Sick Leave by Staff Category - Technical	Percentage	2.5 <i>t</i> 1.49	2.57	EFF-06.6
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	4.26	2.88	EFF-06.7
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	4.26 0.78	3.34 1. <b>3</b> 6	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,151	1,151	EFF-06.9 EFF-08.2
ost of Sick Leave by Staff Category - Medical	Dollars	1,417	1,102	EFF-08.2
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,389	200000000000000000000000000000000000000	789503
Cost of Sick Leave by Staff Category - Operational	Dollars	1,151	1, <b>436</b> 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	1,125	EFF-08.8
Cost of Sick Leave by Staff Celegory - 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 Calegory - 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	<b>5</b> .46	0.49	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	<b>4</b> 113	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 Cledical	Dolfars	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
ost of Overtime by Staff Category - Operational	Dollars	706	592	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	4 19		EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	3,831	2,195 299	EFF-16.7
Cost of Overtime by Staff Category - Trade And Arlisans	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
Benedit to the property of the control of the contr			<u> </u>	
Full-Time Equivalent (FTE) Staff	Numeric	1,405	1,359	EFF-01
FTE Staff by Category - Managerial And Clerical	Numenc	199	178	EFF-02.2
	Numeric	75.7	112	EFF-02.3
ETE Claffin Colombia March	Numeric	678		EFF-02.4
FTE Staff by Category - Operational	Numeric	268		EFF-02.5
FTE Staff by Category - Professional	Numeric	146	•	EFF-02.6
ETC Clatter Colonia - Trade to 1	Numeric	6.61		EFF-02.7
ETE Claff has Colombia War S. A. J. A.	Numeric	18.4		EFF-02.8
ETÉ CLASSINO CALANTANA NO METANTANA	Numeric	14.6		EFF-02.9
Harmon of Otal Connection	Percentage	3.27		EFF-05
routs or sick reave			V.LL	
Contract of the Land	Dollars	1 203	1 202	EEE.O7
Cost of Sick Leave	Dollars Percentane	1,293 2.46		EFF-07
Cost of Sick Leave Cost of Overtime F	Pollars Percentage Pollars	1,293 . 2.46 2,231	2.86	EFF-07 EFF-13 EFF-15

CAB.0007.0002.00160

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.

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

# **System Integration and Change**

The Prince Charles Hospital	Principal	Referra	al and S	pecialised
entral Zone	Type of Score:	Hospital Score:	Peer Group Median:	Reference
the first the description of the second section of the second second second	,	45.5		
Benchmarking		<u> </u>		
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
on Pillar in the company of the continuous and the				
Facilitating continuity of care			St. At Section 1	
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	NA	NA	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
AND RESIDENCE TO THE CONTROL OF THE RESIDENCE OF THE PARTY OF THE PART				
Quality of Information				
Accuracy	Percentage	93.8	94	SIC04.1
Timeliness - Number of months on time	Months	<b>6</b>	5.5	SIC04.2a
Timeliness - Number of days late per month	Days	2.7	8.6	SIC04.2b
Use of Information	- "		*. <del>*</del>	
Availability of electronic information	Percentage	56.3	47.9	SIC05.1
Collection and use of clinical information	Percentage	47.1	65.1	SIC05.2
THE DEVELOPMENT OF THE PROPERTY OF THE PROPERT		<b>探外的</b>		
Accreditation /		4		•
	Yes/No	Yes	12/12	SIC01
Credentialling Credentialling			<b>A</b>	
Workforce Management	Yes/No	Yes	11/12	SIC02
Data See at New York Co.	Dama-ta	62.0	70.0	0.000
Peterson of Allia Athania Conf.	Percentage Percentage	83.6	79.3	SIC03.1
Madian Annal Mantan Diagram	Years	71.4 41	74.5 38.8	SIC03.2
Benchmarking	I Cais	41	36.0	SIC03.3
	Percentage	83.3	62.5 .	SIC06.1
	Percentage	88.9		SIC06.1
Clinical Pathways	<u> </u>	70.5	01.1	31000.2
	Percentage	43.8	44.5	SIC07.2
	Percentage	85.7		SIC07.2 SIC07.3a
	Percentage	23.8		SIC07.3a SIC07.3b
	Percentage	N/A		SIC07.36 SIC07.3c
Telehealth				

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.



SIC09

Percentage

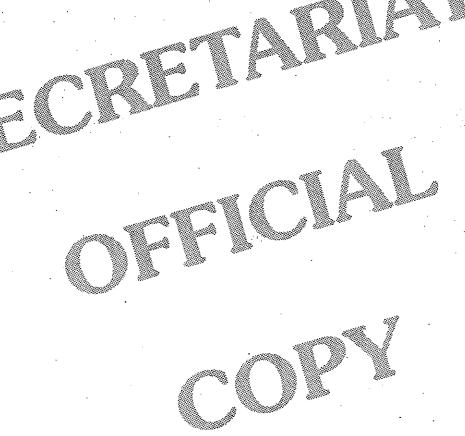
19.2

Extent of telehealth usage

# Measured Quality

Hospital Report

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



# Statistics - Quartiles per Indicator

Attachment ·

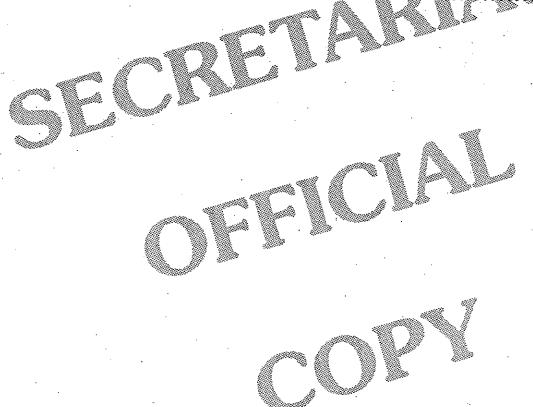
	Statistics - Quar	riica hei	IIUI	<u>catui</u>			Att	achm	
	Mar Number and Description	Hespita	a	F	eer Group	)	<u>.</u>		
	for Number and Description:	Score		25th	Median	75th	Max		
	Prince Charles Hospital	-		Princir	al Refe	rral a	nd Spe	ciali	
Cen	tral Zone	-							
)ver	all Performance Group: Medical		1865					1.00	
101.1		12 E							
101.2		13.5				13.5	26.9		
102.1		5.6			10.3 6.1	13.5	27.5		
102.2	Heart Fallure - Long Stay Rates	11.2	5.2		9,5	7.1	12.2		
103.1	Stroke - In-hospital Mortality	27.0	- 1	~	21.7	27.0	14.5 31.0		
03.2	- Carrier	9.2		,	10.7	11,9	17.5		
03.4	Stroke - Nursing Home Separations	21.4	8.1	9.5	10.3	13.2	23.2		
04.1	Pneumonia - In-hospital Mortality	7.3	5,5	6.7	7.5	8.9	13.9		
04.2 14.1	Pneumonia - Long Stays	12.7	8.8	10.4	12.7	14.0	15.3		
	Asthma - Long Stay Railes  Performance Group: Surgical	15.6	1.8	9.5	12.1	13,4	16.2		
77.1	Performance Group: Surgical Knee Replacement - Long Stays			• • •				18.25	
	Knee Replacement - Complications of Surgery	9.1	3.9	7.9 :	👫 .	173	21.3		
j	Hip Replacement - Long Stay Rates	13.0	13.0	20.9	24.4	27.2	44.9		
8.3	Hip Replacement - Complications of Surgery	19.2	15.3	10 1 27.5	12.6 29.9	13.2	21.8		
	The State of the S			21.9	29.8	<b>35.5</b>	41.0		
erali	Performance Group: Medical								
<b>15</b>	Overall Care Index Medical	72.9	58,2	62.5	63.4	65.7	72.9		
	Performance Group: Surgical								
5 	Overall Care Index Surgical	78.8	60.8	66.0	68,4	70.8	78.8		
	Performance Group: Not Summarised								
1 1	Access and Admission index Surgical  Access and Admission index Medical		58.4	66.8	69,4	71.1	82.2		
:	Access and Admission Index All types combined	73.4	58.2	60.8	63.0	64.2	73.4		
· - ·	Access and Admission Index Mental Health	73.9 60.3	59.2	617	6227	65.1	73.9		
2 .	Complaints Management Index Mental Health	60.8	45.1	47.9	52.0 53.0	60.3 60.8	78.6		
2	Complaints Management Index Surgical	76.8	63.4	65.5	68.2	69.9	68.8 76.8		
	Complaints Management Index Medical	73.9	56.3	61.4	63.9	65.4	73.9		
! 	Complaints Management Index All types combined	73.4	60.0	62.9	63.9	65.8	73.1		
	Discharge and Follow-up Index All types combined	68.7	55.3	59.1	60.3	63.9	68.7		
	Discharge and Follow-up Index Medical	68.5	51.6	58.0	60.2	61.8	68.5		
1	Discharge and Follow-up Index Mental Health	59.1	42.2	52.8	54.5	59.1	69.6		
ار	Discharge and Follow-up Index Surgical	74.1	56.9	62.8	66.0	68.5	74.1		
	General Patient Information Index All types combined  General Patient Information Index Medical	76.9	65.1	66.8	68.4	70.8	76.9		
	General Patient Information Index Mental Health	78.0	64.3	66,3	68.5	70.3	78.0		
	General Patient Information Index Surgical	57.4	50.6	63.4	. <b>56</b> .5	58.1	78.2		
	Overall Care Index All types combined	82.7	68.8	70.7	72.5	74.1	82.7		
	Overall Care Index Mental Health	72.8 <b>5</b> 9.2	59.5	82.7	63.9	66.0	72.8		
	Physical Environment Index Surgical	76.2	47.5 55.2	* 48.6 59.8	54.6	59.2	70.4		
<b></b> .	Physical Environment Index All types combined	70.7	55.4	59.1	15.11	68.7	75.2		
·	Physical Environment Index Mental Health	66.0	50.7	53.8	<u> </u>	64,4 63,5	70.7 66.0		
	Physical Environment Index Medical	70,1	52.8	59.6			70.1		
	Treatment & Related Information Index All types combined		60.6	63.4	+,-,		72.3		
	Treatment & Related Information Index Surgical		64.0	66.9			79.1		
	Treatment & Related Information Index Mental Health		40.1	44.5	- <u></u>		62.3	1,12	
	Treatment & Related Information Index Medical	73.0	59.9	62.6			73.0		
71	人"。《日本 <b>的是</b> 如此的文章》(1945年),1945年(1945年)								
	formance Group: Activity			-				enger der	
\	Occupancy Rate (Bed Day Efficiency)	85.6	8.2	66.6	84,5 9	0.0	4.2		
1 -	ength of Stay	5.5	2.0	2.9		3.7	5.5		
	formance Group; Cost of Service						<del>-</del>		
	Total Cost / Weighted Separation	2,459.7 1,65	0.9 2,	282.9 2,3	96.0 2,50	6.8 3,10	1.6		
יַ ַ כ	CAB.0007.0002.00163	30.1 2	0.7	26.8	27.7 3	0.2 3	9.6	133.	

,	Number and District	Hospit		•	eer Group			S. Jainey
Indicat	or Number and Description:	Score		n 25th	Median	75th	Max	
EFF-45.	4 Energy Consumption per square metre			. <u></u>				
		24.7	7 19	.2 21.6	28.6	29.4	42.5	- W.
EFF-06.2	Performance Group: Staffing  2. Hours of Sick Leave by Staff Catagony, Management And Clarical			<b>.</b>			_ 1	
		3.1				3.5	4.0	
EFF-06.3		1.6				1.6	2.0	
EFF-08.4		3.4	· • • •		'	3.6	4.2	
EFF-06.5		3,9		. <b></b>		3.9	4.4	
EFF-06.6		2,6	To the second	<u></u>	2.6	2.8	2.9	
EFF-06.7		1.5	- 100		2.9	3.4	4.3	
EFF-06.6		4.3	🚟 -		3.3	4.1	4.6	100
EFF-06.9		8.0	0	3 0.9	1.4	1.7	3.1	45.
EFF-08.2		1,151.2	} <b></b> -		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	1,416.5	45. <sub>7</sub> 5. 1.
EFF-08.4	Cost of Sick Leave by Staff Calegory Hursing	1,389.2	1,366.5	1,399.9	1,435.6	1,513.8	1,745.0	13.35
EFF-08.5	Cost of Sick Leave by Staff Category Operational	1,151.4	939.0	1,038.3	1,072.3	1,128.8	1,285.7	11.234
EFF-08.6	Cost of Sick Leave by Staff Category Professional	1,261.7	973.2	1,198.4	1,261.7	1,403.1	1,449.9	
EFF-08.7	Cost of Sick Leave by Shaff Category - Technical	706.9	706.9	1,001.4	1,125.1	1,638.4	1,850.0	- T. S. C.
EFF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	1,365.5	991.1	1,037.0	1,134.6	1,309.6	1,457.6	
08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	1,244.6	438.6		2,247.8	3,039	5,379.2	
	Cost of Work Cover	1.5	0.5	0.8	11	1.5	2.2	
F-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.6	0,5	7900 J	0.6	0.7	1.5	1, 2° c
EFF-14.3	Hours of Overtime by Staff Category - Medical	193	13.7	14.1	16.3	18.7	19.6	
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	<u> </u>
EFF-14.6	Hours of Overtime by Staff Category - Professional	2.8	0.9	1.8	2.7	3.6	4,2	9 42
	Hours of Overtime by Staff Category - Technical	5,5	0.1	0.2	0.5	1.2	5.5	
	Hours of Overtime by Start Category Trade And Artisans	<del>4</del> .1	3.3	4.0	4,5	5.0	8.3	9
	Hours of Overtime by Staff Category - Visiting Medical Officers	8,1	4.8	7.4	11.0	14.8	18.1	
	Cost of Overtime by Staff Category - Managerial And Clerical Cost of Overtime by Staff Category - Medical	296.4	250.1	296.4	325.2	392.1	765.2	
	Cost of Overtime by Staff Category - Nursing		15,058.0	6 October		1,892.1 2		
	Cost of Overtime by Staff Category - Operational	426.7 705.5	1324	229.1	326.4	358.6	665.1	
	Cost of Overtime by Staff Category - Professional	% - <b>#</b> ₩	57.1	283.9	5921		1,238.4	
	Cost of Overtime by Staff Category - Technical	2,195.0	694.0	1,259.7			3,759.4	
	Cost of Overlinne by Staff Category - Trade And Antiques	3,631,4	86.8 4 702 2	113.9	298.9		3,831.4	
	Cost of Overtime by Staff Category - Visiting Medical Officers	4000	1,793,3				1,825.5	100
	formance Group: Not Summarised	10,433.2	7,110.0	15,123.0 2	2,933.3 3	408.5	1,722.5	
	ult-Time Equivalent (FTE) Staff	1,405.5	705.4	1,058.7	13509 4	1432 E -	604 0	TENA A
	TE Staff by Calegory - Managerial And Clerical	198.9	115.2	155.6	1,359.3 1 177.6		548.7	
<b>X</b>	TE Staff by Category - Medical	75.7	48.9	85.3	1422	198.9	548.7	. The same of the
	TE Staff by Category - Nursing	678.1	346.2.	481.4	678.1	173.3 733.2 4	349.0	1,0
	TE Staff by Category - Operational	267.7	38.4		%. <del>-</del> %	<i>-</i>	,589.2	
	TE Staff by Category - Professional	494-4 145.5	53.1	173.3	199.5	267.7	699.8	. 6
	TE Staff by Category - Technical	6.6	24	79.2	106.9	145.5	335.8	71.0
	TE Staff by Category - Trade And Artisans	18.4	10.9	5,9 * 14 6	6.6	23.3	32.2	
	TE Staff by Category - Visiting Medical Officers	14.8	4.8	14.6	18.4	41.6	69.5	
<del>-</del>	ours of Sick Leave	3.3	2.9	· · · <del>9.7</del> · · · 3.2	11.0	14.6	52.5	
	est of Sick Leave	:::::			3.2	3.3	3.6	180
	ours of Overtime	2.5	1,196.1 1.8				487.9	
	est of Overtime			2.5	2.9	3.2	3.9	22.
		2,230.7 1	,827.7	2,123.5 2	,634.3 2,	733.1 3,	692.2	- 12
	ermance Group: Benchmarking and Clinical Pathways nchmarking - in selected clinical areas - external	-					100	14.45
		77.8	16.7	61,1	66.7		100.0	17.500
	nical Pathways - Extent of development and use	39.3	0.0	12.3	40.1	58.1	71.4	
	rmance Group: Continuity of Care			_			<u> - 1., ./</u> -	and the
	Hitsing continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0	
	Mating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	2.8	3.0	-3.6	3.0	
	illitating continuity of care - Shared ante and post natal care		3.0	3.0	3.0	3.0	3.0	
	Mitating continuity of care - Cardiac rehabilitation	3.0	1.0	2.8	3.0	3.0	3.0	, W
08.5 Fac	ilitating continuity of care - Provision of electronic discharge summaries to GPs	1.0	0.0	0.0	0.5	1.5	3.0	
nted: 05/07	7/2002						[]]]	· *

# Statistics - Quartiles per Indicator

Attachment 1

	Hospital	Peer Group						
Indicator Number and Description:	Score	Min	25th	Median	75th	Max	i de ci <u>r</u>	
rail Performance Group: Quality and Use of Information	·			•				
SiC04.1 Quality of information - Accuracy	93.8	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	27	0.0	3.3	8.6	14.9	82.7		
SIC05.1 Use of Information - Availability of electronic Information	56.3	25.0	43.8	47.9	54.7	72.9		
SIC05.2 Use of Information - Collection and use of clinical information	47.1	28.6	57.9	65.2		95.7		
Overall Performance Group: Not Summarised			722		177	23,1		
SIC01 Accreditation	1.0	<b>*0</b>	1.0	1.0	1.0	1.0		
SIC02 Credentialling	130	0.0	1.0	1.0	1.0	1.0		
SIC03.1 Workforce Management - Retention of Nursing Staff	.83.6	67.9	73.8	79.3	82.2	84.1		
SIC03.2 Workforce Management - Retention of Allied Health Staff	71.4	66.7	71.8	74.5	78,6	83.8		
SIC03.3 Workforce Management - Median Age Nursing Shift	41.0	34.0	37.8	38.8	39.6	41.0		
SICO6.1 Benchmarking - In selected dinical areas	83.3	15.4	55.3	62.5	84.7	100.0		
SICO6.2 Benchmarking - In selected dinical areas - internal	88.9	0.0	0.0	61:1	91.7	100.0		
SIC07.2 Clinical Pathways - Extent of development and use at per Ontario	43.8	0.0	14.3	44.5	67.1	77.4		
SICO7.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and u	se 85.7	0.0	2.7	76.8	84.8			
GIC07.3b Clinical Pathways - Medical and ent of development and use	23.8	0.0	11.9	26.2	(474) (48) - T	76.2		
1997.3c Clinical Pathways - 0 & G - extent of development and use		0.0	35	53.8	64.3	85.7		
Telehealth - Extent of telehealth usage	19.2	0.6	2.9	5.8	15.4	19.2		



# 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/ quarternary 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.





# 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

# **Overall Performance**

Royal Brisbane Hospital (inc. Royal Women's)

**Central Zone** 

Peer Group: Principal Referral and Specialised

Clinical Utilisation and Outcomes	Patient Satisfaction
Medical A	Maternity
Obstetrics & Gynaecology	Medical ☆☆
Surgical ★★	Surgical **
Overall AA	Overall ☆☆
Efficiency	System Integration and Change
Activity \$\psi \psi\$	Benchmarking and Clinical Pathways 🌣 🌣 🕸
Cost of Service	Continuity of Care ☆☆
Staffing 身体力	Quality and Use of Information ☆☆☆
Overall प्रेप	Overall ##

		<del></del>		5507 3600	Y65095	
	Pe	rformance Comp	ared to the	Averag	e	
-3		er: Aggregated I				than
	one	standard deviation	below the p	oeer me	an.	
☆	☆ Aver	age Aggregated	l Hospital pe	rforman	ce is wit	hin
	one	standard deviatior	of the peer	mean.		
41	է☆ High	er: Aggregated H	lospital perfe	ormance	e is more	than
	one :	standard deviation	above the p	peer me	an.	
			1688	77-4850m 2	202 - 2004	9399

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**

Royal Brisbane Hospital (inc. Royal Women's	s)	Principal Refe	ral and S	pecialise
Central Zone riormance Indicator	Risk Adjusted Hospital Score:	Peer Group Mean: 0 separations)		
La Participa de Calabra de Caracteria				
Acute Myocardial Infarction	.,			100
In-hospital Mortality	7.1	11.2	*	CI01.1
Long Stay Rates	12.0	10.8		Cl01.2
Heart Failure				,
In-hospital Mortality	6.0	7.0		Cl02.1
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	<i>-</i>	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			.446	
Long Stay Rates	12.4	11.5		C 14.1
ont in consumations in a District of Americans.	數量的基本的政策			
sterectomy	,ether			
Long Stay rates	21.2	15.2	**	CI09.1
Complications of Surgery	/// 15.2	124	*	C109.3
on Women < 35 years	11.6	11.0	-	CI09.4
Blood Transfusion Rates	3.7	3.7	4	Cl09.5
Standard Primiparae				
C-section	15.9	13.1	*	CI10.1
Induction of Labour	9.9	12.8	*	Cl10.2
Perineal Tears	4.1	2.9		CI10.3
Small for Gestational Age				
Small for Gentational Age	3.4	3.5		CI11.1
Maternal Post-Natal Long Stay Rate				
Vaginal Births	9.6	7.6	*	CI13.1
Caesarean Section Births	5.7	6.5		Cl13.2
to de la ficilitation de la compresa de Angelongia de la compresa de la compresa de la compresa de la compresa				
Diabetic Foot		44		
Long Stays	10.9	11.3	•	C105.1
Amputation Rates	31.1	29.4	*	CI05.4
ractured Neck of Femur	4		-	
In-hospital Mortality	7.1	6.8		CI06.1
Long Stays	6.0	9.0	4	CI06.2
Nursing Home Separations	26.2	21.3	. <i>I</i> *	Cl06.5
Complications of Surgery	11.1	12.8		Cl06.6
nee Replacement				
Long Stays	47.3	10.8	*	C107.1
Complications of Surgery	21.9	<b>⊘ 22.3</b>		CI07.3
ip Replacement				•
Long Stay Rates	8.1	11.7		Cl08.1
Complications of Surgery	29.9	28.0		Cl08.3
olorectal Carcinoma				
Long Stay Rates	16.1	9.9		Cl15.1
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.

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

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

# **Patient Satisfaction**

#### Royal Brisbane Hospital (inc. Royal Women's)

#### Principal Referral and Specialised

	Central Zone	Hospital Score	Peer Group Mean:	Significance:	Reference:
	OQ: 144: CO10	- cospital Score.	r cer civup meail:	Signancance:	Valaisics:
	Factor of the control		8 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
-	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		P\$02 P\$03
,	General Patient Information Index	68.5	68.9	•	PS04
	Overall Care Index	65.8	64.5		PS05
	Physical Environment Index	66.2	62.3	44	PS06
	Treatment & Related Information Index	65.7	65.3	***	PS07
1	Barrier State Company Co., Marie Marie Co., 2007.		00.5		1 001
		un annaran u	900-3000	心观量该是是	
	Access and Admission Index	64.9	65.2	-	PS01
	Complaints Management Index	63.0	63.3		PS02
	Discharge and Followin Index General Patient Information Index	63.6	64.4	•	PS03
	Overall Care Index	64.0	65.1		PS04
•	Physical Environment Index	65.2	64.4	and the second	PS05
	Treatment & Related Information Index	69.4 64.7	63.0	***	PS06
1		64.7	64.4		P\$07
7	经统计 化生物性学 经自己的基本基础的				
	Access and Admission Index	63.2	63.0		PS01
	Complaints Management Index	67.5	846	Marco.	PS02
	Discharge and Follow-up Index	63.3	60.2		PS03
L ,	General Patient Information Index	70,1	69.2		PS04
	Physical Environment Index	65.8	64.1		PS05
	Treatment & Related Information Index	66.6 65.9	62.0	*	PS06
		65.9	65.5		PS07
	Control of the Contro			10.0 - 10.0 (東 - 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
	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 Overall Care Index	53.4	57.6	Alleria -	PS04
	Overall Care Index Physical Environment Index	50.7	54.8		PS05
	Physical Environment Index Treatment & Related Information Index	53.3	57.8		PS06
		46.7	50.7		PS07
		VICTOR DE			400年的
	Access and Admission Index	72.0	69.3	*	PS01
	Complaints Management Index	68.9	68.2	أهمين	PS02
	Discharge and Follow-up Index	69.1	65.5	<i>a</i> *∅	PS03
	General Patient Information Index	72.7	72.8	~4000a0	PS04
	Overall Care Index	70.7	68.4	7995.	PS05
	Physical Environment Index	67.6	64.0	25000	PS06
	Freatment & 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

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.

Indicator has been used to determine overall performance.

# **Efficiency**

# Royal Brisbane Hospital (inc. Royal Women's)

#### Principal Referral and Specialised

entral Zone	Data Type:	Hospital Score:	Peer Group Median:	Reference:
The Manager of Control of the Control				
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
the continuous assertation and the state of the second state of the second		ald a similar	1.0	
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
e con The Lines of Grant State of Lot 120 120 120	5.0			<b>是在1000年间</b>
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 Calegory - Trade And Artisans	Percentage	3,13	3.34	EFF-06.8
Jours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	1,69	1.36	EFF-06.9
st 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	<b>Bollans</b>	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 - Feetinical	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
	Percentage	0.64	0.63	EFF-14.2
Hours of Overline by Staff Category - Medical	Percentage	14.6	16.3	EFF-14,3
Hours of Overtime by Staff Category - Nursing	Percentage	0.55	0.55	EFF-14.4
Hours of Overtime by Staff Category - Operational  Hours of Overtime by Staff Category - Professional	Percentage	1.48	1.20	EFF-14.5
and the second of the second o	Percentage Percentage	1,\$5 0.25	2.71	EFF-14.6 EFF-14.7
	recontage Percentage	5.44	0.49 4.47	EFF-14.8
	Percentage	4.79	11.0	EFF-14.9
	Dollars	339	325	EFF-16.2
	Dollars Dollars	15,167	19,694	EFF-16.3
Control of the Contro	Dollars	326	326	EFF-16.4
a <sup>p</sup>	Dollars	742	592	EFF-16.5
<b>*</b>	Dollars	1,163	2,195	EFF-16.6
	Dollars	123	299	EFF-16.7
	Dollars	3,195	2,441	EFF-16.8
	Doltars	9,193	22,933	EFF-16.9
of Principles Adaptive Acceptance than the Control of the Control				
Full-Time Equivalent (FTE) Staff	Numeric //	3,682	1,359	EFF-01
	<b>Y</b> umeric	549		EFF-02.2
FTE Staff by Category - Medical	Numeric	349	112	EFF-02.3
FTE Staff by Category - Nursing	Vumeric	1,589		EFF-02.4
FTE Staff by Category - Operational	Vumeric	700	199	EFF-02.5
FTE Staff by Category - Professional	lumeric	336	107	EFF-02.6
FTE Staff by Category - Technical	lumeric	32.2	6.61	EFF-02.7
FTE Staff by Category - Trade And Artisans	lumeric	69.5		EFF-02.8
	lumeric	48.4		EFF-02.9
Hours of Sick Leave	ercentage	3.18		EFF-05
Cost of Sick Leave	ollars	1,270		EFF-07
vis of Overtime P	ercentage	2.57		EFF-13
of Overtime D	ollars	2,060		EFF-15
	<u> </u>			

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance. CAB.0007

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 Score: Median: Benchmaridng In selected clinical areas - external Percentage 100 66.7 SIC06.3 Clinical Pathways Extent of development and use in selected clinical areas 40.1 SIC07.1 Percentage 46.9 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 3 3/3 SIC08.2 Max score 5 Shared ante and post natal care 3/3 3 SIC08.3 Max score 5 Cardiac rehabilitation 3/3 3 SIC08.4 Max score 3 Provision of electronic discharge summaries to GPs Q.5 SIC08.5 Max score 3 0/3 Quality of information 94.4 Accuracy Percentage SIC04.1 5.5 Timeliness - Number of months on time Months SIC04.2a Timeliness - Number of days late per month 12.1 8.6 SIC04.2b Use of Information Availability of electronic information 47.9 Percentage 60.4 SIC05.1 Collection and use of clinical information 65.1 SIC05.2 Percentage 95.7 Accreditation Accreditation Yes 12/12 Yes/No SIC01 Credentialling Credentialling 11/12 SIC02 Yes/No Workforce Management Retention of Nursing Staff 79.3 SIC03.1 Percentage 76.7 Retention of Allied Health Staff SIC03.2 Percentage 73.6 74.5 Median Age Nursing Staff 38.8 Years 38 SIC03.3 Benchmarking selected clinical areas 100 62.5 SIC06.1 Percentage In selected clinical areas - internal 100 61.1 SIC06.2 Percentage Clinical Pathways Extent of development and use as per Ontario 45.2 44.5 SIC07.2 Percentage Surgical (Orthopaedic) - extent of development and use 76.8 Percentage 0 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

CAB.0007.0002.00172

SIC09

Percentage

15.4

5.8

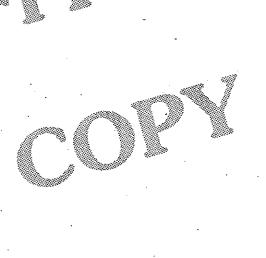
Telehealth
Extent of telehealth usage

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

# Measured Quality

Hospital Report

- Attachment T.....Statistics Quartiles per Indicator
- Attachment 2.....State Report



# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital Score Peer Group
Min 25th Median

75th Max

7 7 3 1 - MA

_	ral Brisbane Hospital (inc. Royal Women's) ral Zone	•	. P	rincip	al Refe	erral a	nd Spo	ecialised
	erann e - Earligh Carlestan eo Gall Gall Aghan e Ceile						V 14.2	
Overa	II Performance Group: Medical						•	
CI01.1	Acute Myocardial Infarction - In-hospital Mortality	7.1	5.7	7.5	8.9	13.5	26.9	
CIO1.2	Acute Myocardial Infarction - Long Stay Rates	12.0	5.1	7.4	10.3	13.5	27.5	
102.1	Heart Failure - In-hospital Mortality	8.0	5A)	5.6	6.1	7.1	12.2	
102.2	Heart Failure - Long Stay Rates	4.5	5.2	6.4	9.5	10.6	14.5	
103.1	Stroke - In-hospital Mortality	22.9	17.7	19.8	21.7	27.0	31.0	
03.2	Stroke - Long Stay Rates	10.9	11.0	9.2	10.7	11.9	17.5	
103.4	Stroke - Nursing Home Separations	12.1	8.1	9.5	10.3	13.2	23.2	
04.1	Pneumonia - In-hospital Mortality	7.5	5.5	6.7	7.5	8.9	13.9	
04.2	Pneumonia - Long Stays	14.6	8.8	10.4	12.7	14.0	15.3	
14.1	Asthma - Long Stay Romes	12.4	1.8	9.5	12.1	13.4	16.2	
	Performance Group: Obstetrice & Gynaecology					ittill		
109.1	Hysterectomy - Long Stay tutes	21.2	6.1	8.1	11.0	212	23.1	1 1 1 1 1 1
<b>09.3</b> -	Hysterectomy - Complications of Surgery	. 15.2	7.6	8.8	113	11.6	36.3	
_لِي	Hysterectomy - on Women < 35 years	11.6	6.7	67	11.4	11.7	16.4	
)9.5 	Hysterectorny - Blood Transfusion Rates	3.7	1.1	2 <b>5</b>	3.1	6.1	7.4	, , si.
10.1 .: : -	Standard Primiparae - C-section	15.0		10.6	12.1	14.3	17.2	
0.2	Standard Primiparae - Induction of Labour	9.9	27	11.6	13.8	15.4	19.2	
0.3	Standard Primiparae - Perineal Tears	4.1	1.0	1.8	2.4	3.3	6.3	
1.1 3.4	Small for Gestational Age - Small for Gestational Age	3.4	2.8	3.1 · · · <del>·</del> -	3.4	3.9	4,5	
3.1 3.2	Maternal Post-Natal Long Stay Rate (Vaginal Births)  Maternal Post-Natal Long Stay Rate (Caesarean Section Births)	9.6	1.8	3.5	7.2	9.1	17.3	
		5.7	1.7	3.5	5.7	9.5	11.8	
5,1	Performation Greup: Surgical Diabetic Poor-Long Stags	10.9	6.2	9.7	10.0	12.0	20.4	
5.4	Diabetic Foot - Amoutation Rates	31.1	20.3	24.5	10.8 28.8	31.8	20.1 36.4	
B. <b>1</b>	Fractured Neck of Femur - In-hospital Mortality	7.1	22	6.9	7.8	9.3	10.2	
5. <b>2</b>	Fractured Neck of Femur - Long Stays	<b>Ø</b> 0	Va	3.1	79	18.2	20,8	
8.5	Fractured Neck of Femur - Nursing Home Separations	26.2	6.1	11.8	19.0	28.1	37.3	
5.8	Fractured Neck of Femur - Complications of Surgery	11.1	5.8	10.0	11.8	17.4	22.9	
.1	Knee Replacement - Long Stays	17.3	3.9	7.9	9.1	17.3	21,3	
7. <b>3</b>	Knee Replacement - Complications of Surgery	21.9	13.0	20.9	24.1	27.2	44.9	
3.1	Hip Replacement - Long Stay Rates	8.1	4.0	10.1	12.6	13.2	21.8	¥ .3
1.3	Hip Replacement - Complications of Surgery	29.9	15.3	27.6	29.9	35.5	41.0	
Ň	Colorectal Carcinoma - Long Stay Rates	16.1	2.6	5,5	7.5	9.1	16.1	
d	Colorectal Carcinoma - Complications of Surgery	35.9	16.0	26.3	33.4	37.0	47.9	
				37.5				
rali P	erformance Group: Maternity	AND AND AND ASSESSMENT					•	
5	Overall Care Index Maternity	65.2	59.8	61.1	64.3	66.0	76.5	
rall P	erformance Group: Medical	~ · · · · · · · · · · · · · · · · · · ·	) - W	æ				
5	Overall Care Index Medical	65.8	58,2	62,5	63.4	65.7	72.9	Charles (NY)
rall P	erformance Group: Surgical		ş <b>3</b>				· · · ·	
5	Overall Care Index Surgical	70.7	60.8	66,0	68.4	70.8	78.8	
rall P	erformance Group: Not Summarised							
١	Access and Admission Index Surgical	72.0	58.4	66.8	69.4	71.1	82.2	
[ 	Access and Admission Index Mental Health	52.9	45.1	47.9	52.9	60.3	78.8	
	Access and Admission Index All types combined	65.0	59.2	61.7	62,7	65,1	73.9	多數
	Access and Admission Index Maternity	64.9	60.5	63.4	64.9	66.5	68.8	
<i>:</i>	Access and Admission Index Medical	63.2	58.2	60.8	63.0	64.2	73.4	
	Complaints Management Index Medical	67.5	56.3	61.4	63.9	65.4	73.9	
	Complaints Management Index Mental Health	48.9	44.3	48.9	53.0	60.8	68.8	
	Complaints Management Index Maternity	63.0	57.9	60.1	63.0	65.5	67.4	41.134
	Complaints Management Index All types combined	65.6	60.0	62.9	63.9	65.8	73.1	
	Complaints Management Index Surgical	68.9	63.4	65.5	68.2	69.9	76.8	
			- <b></b>					

Discharge and Follow-up Index Mental Health

Discharge and Follow-up Index Surgical

69.6

42.2

47.2

69.1

52.8

62.8

54.5

66.0

59.1

		. Linn-11-1		P	eer Group	<b>D</b>	-	
	for Number and Description:	Hospital Score	Min	25th	Median	75th	Max	
PS03	Discharge and Follow-up Index Medical	63.3	51.	6 58.0	60.2	61.6	68.5	1. W. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.
PS03	Discharge and Follow-up index All types combined	63.6	55.	3 59.1	60.3	63.9		
PS03	Discharge and Follow-up Index Maternity	63.6	58.	5 62.1	68,0	67.9	88.9	-6.
PS04	General Patient Information Index All types combined	68.5	85.	1 66.0	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.	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	88 (	70.7	72.5	74.1	82.7	
PS05	Overall Care Index All types combined	65.8	500.5	62.7	63.9	66.0	72.8	
PS05	Overall Care Index Mental Health	60.7	. 47	48.6	54.6	59.2	70.4	
PS06	Physical Environment Index Maternity	69.4	472			66.1	69.5	
PS06	Physical Environment Index Medical	86.6	52.8		62.1	64.2		
PS06 PS06	Physical Environment Index All types continued	66.2	55.4		61.5	64.4		
PS06	Physical Environment fedex Surgical  Physical Environment findex Mental Health	67.6	55.2	<b></b> -	63.4	68.7	75.2	
PS07	Treatment & Related information index All types combined	53.3	50.7		57.9	63.5	66.0	
PSQZ	Treatment & Related Information Index Maternity	65.7 64.7	60.6 57.8		64.8 65.5	66.5 67.9	72.3	
P T	Treatment & Related Information Index Medical	65.9	59.9	60.1 62.6	64.6	67.2	83.3	
レノ	Treatment & Related Information Index Mental Health	46.7	40.1	44.5	40.6	67.2 <b>5</b> 3.8	73.0 62.3	
307	Treatment & Related Information Index Surgical	447	84.0	.66.9	68.9	72.1	79.1	
							4.1	
	Performance Group: Activity		P Million			100, Late 1	(A-1-1)	o produced in
EFF-17	Occupancy Rate (Bed Day Efficiency)	87.1	48.2	66.6	84.5	90.0	104.2	100
EFF-19	Length of Stay	3.6	2.0	2.9	3.2	3.7	5.5	
FF-24	Cancellation rate	21.5	6.3	11.7	19.2	21.4	25.1	
Overall I	Performance Group: Cost of Service						* * * * * * * * -{.* 	
FF-25	Total Cost/Weighted Separation	2,421.6 1,	650.9	2,282.9	2,396.0	2,506.8	3,101.6	4 18/00
FF-36a	Catering - total cost	26.8	20.7	26.8	417	30.2	39.6	A. 14
FF-45.4	ညူရှင့်ချစ်မြောကြာ ရေးကြားမြတ်ကြောက်ကြေသည်းမြေသည်းမေရာက်သည် သည်သည်သည်သည်။	42.5	19.2	21.0	28.6	29.4	42.5	305
)verali f FF-06.2	Performance Group: Staffing Hours of Sick Leave by Staff Category - Managerial And Clerical					M.	<b></b>	
FF-06.3	Hours of Sick Leave by Staff Category - Medical	3.0 1.5	2.7 1.0	9.1 1.3	3.2 1.5	3.5 1.6	4.0 2.0	
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	3.5	3.3	3.4	3.6	3,6	4.2	
FF-06.5	Hours of Sick Leave by Staff Category - Operational	3.7	3.2	3.5	3,6	3,9	4.4	
FF-06.8	Hours of Sick Leave by Staff Category - Professional	2.9	2.0	2.4	2.6	2.8	2.9	4.5%
FF-06.7	Hours of Sick Leave by Staff Category - Technical	2.5	1.5	2.5	2.9	3.4	4.3	
	Hours of Sick Leave by Staff Category - Trade And Artisans	3.1	2.9	3.1	3.3	4.1	4.6	
	Hours of Sick Leave by Staff Category - Visiting Medical Officers	1.7	0.3	0.9	1.4	1.7	3.1	Ā
€F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,032.4	907.6	1,102.0	1.1512	1,189.5	1,542.0	1000
FF-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	
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,408.2 1,	65.5	1,399.9	1,485.6	1,513.8	1,745.0	SHOP.
FF-08.5	Cost of Sick Leave by Staff Category - Operational	<i>- 898</i> 2	39 <b>0</b>	1,038.3	1,972,3	1,128.8	1,285.7	1 m
FF-08,6	Cost of Sick Leave by Staff Category - Professional	******* ****	73.2	1,198.4	1,261.7	1,403.1	1,449.9	\$25 - P. (C.)
FF-08.7	Cost of Sick Leave by Staff Category - Technical	or Malagorophia -	06.9	1,001.4		1,638.4	1,850.0	
FF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans		91.1	1,037.0		1,309.8	1,457.6	1813
F-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers		38,6				5,379.2	
F-11	Cost of Work Cover	1.0	0.5	0.9	1.1	1,5	2.2	
F-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0,6	0.5	0.6	0.6	0.7	1.5	
F-14.3	Hours of Overtime by Staff Category - Medical		13.7	14.1	16.3	18.7	19.8	
F-14.4 F-14.5	Hours of Overtime by Staff Category - Nursing	0.6	0.2	0.4	0.6	0.6	1.1	
F-14.5 F-14.6	Hours of Overtime by Staff Category - Operational  Hours of Overtime by Staff Category - Professional	1.5	0.1	0.6	1.2	1.5	2.5	4.
F-14.7	Hours of Overtime by Staff Category - Professional  Hours of Overtime by Staff Category - Technical	1.5	0.9	1.8	2.7	3.6	4.2	
F-14.8	Hours of Overtime by Staff Category - Trade And Artisans	0.2 5.4	0.1 3.3	0.2	0.5 	1.2	5.5	
	Hours of Overtime by Staff Category - Visiting Medical Officers	5.4 4.8	3,3 4.8	4.0	4.5	5.0	8.3	75 <sup>2</sup>
× 7.	Cost of Overtime by Staff Category - Managerial And Clerical		4.8 50.1	7.4 296.4	11.0 325.2	14.8 392.1	18.1 765.2	
-10.3		15,166.7 15,0						
	Cost of Overtime by Staff Category - Nursing	- <b></b> -	32.4	229.1	326.4	358.6	665.1	
	Cost of Overtime by Staff Category - Operational		7.1	283.9		·	.238.4	
	5/07/2002		· · · · · · · · · · · · · · · · · · ·					
mau. U:	BV E1 EUU E							

# <u>Statistics - Quartiles per Indicator</u>

Attachment 1

•	Llaanital		Pe	er Group			
Indicator Number and Description:	Hospital Score	Min	25th	Median	75th	Max	
EFF-16.6 Cost of Overtime by Staff Category - Professional	1,162.5	694,0	1,259.7	2,195.0	2,962.1	3,759.4	
EFF-16.7 Cost of Overtime by Staff Category - Technical	172.9	86.8	113.0	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	2,221.6	2,441.1	2,852.2	4,825.5	
EFF-18.9 Cost of Overtime by Staff Category - Visiting Medical Officers	9,192.9	7,118.5		- 25- 2			
Overall Performance Group: Not Summarised		1,,,,,,,,,	10,120.0		01,100.0		The same figures are strong
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	4 K 3184
EFF-02.4 FTE Staff by Category - Nursing	1,589.2	M6.2	481.4	678.1	733.2	1.589.2	
EFF-02.5 FTE Staff by Category - Operational	899.8	88.4	173.3	199.5	267.7	699.8	
EFF-02.6 FTE Staff by Category - Professional	335.8	53.1	79.2	106.9	145.5		
EFF-02.7 FTE Staff by Category - Technical	82.2					335.8	
EFF-02.8 FTE Staff by Category - Trade And Adjects	69.5	2.4	5.9	6.6	23.3	32.2	
EFF-02.9 FTE Staff by Category Visiting Medical Officers		10.9	14.6	18.4	41.6	69.5	
EFF-05 Hours of Sick Leave	48.4	4.8	9.7	11.0	14.6	52.5	
EFF-07 Cost of Sick Leave	3.2	2.9	3.2	3.2	3.3	3.6	
EFF-13 Hours of Overtime		1,196.1	1,270.1	1,293.5	1,336.2	487.9	
5 15 Cost of Overtime	2.6	1.8	2.5	. 23	3.2	3.9	
	2,060.2	1,827,7	2,123.3	2,034.1	2,733.1	3,692.2	
A south Safety giorithe busy to after his significant	22200	10000 T00	20.00		deler		
verall Performance Group: Benchmarking and Clinical Pathways SIC06.3 Benchmarking - in selected cinical areas - external						0 (4) 0 (4)	Andrew State Control of the Control
	100.0	- 187	51.1	66,7	80.2	100.0	7.8%
	46.9	<b>0.0</b>	12.3	40.1	58.1	71.4	
Overall Performance Group; Continuity of Gare SICO8.1 Facilitating continuity of care. Userof pre-artirisation of the for starting surroup.	, <i>(1) 1</i>					- 493 	
SICO8.1 Facilitating continuity of care - Use of pre admission of these for elective surgery  SICO8.2 Facilitating continuity of care - Provision of discharge surgery are to GPs	3.0	0.0	3.0	3.0	3.0	3.0	F-1
SICO8.3 Facilitating continuity of care. Sharing ante and post natal care	3,0	0.0	2.8	3.0	3.0	3.0	
SICO8.4 Facilitating continuity of core - Cardiac rehabilitation	3.0	3.0	3.0	3.0	3.0	3.0	
SIC08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs	3.0	1.0	2.8	3.0 "	3.0	3.0	
Overall Performance Group: Quality and Use of Information	0.0		0.0	<b>0</b> .5	1.5	3.0	
SICO4.1 Quality of information - Accuracy	94.4	74.0	<b>9</b> 2. <b>Y</b>	94.0	94.5	96.0	Service Service
SICO4.2a Quality of information - Timeliness - Number of months on time	2.0	-	2.8	55	6.3	9.0	
SICO4.2b Quality of information - Timeliness - Number of days late per month	12.1	0.0	3.3	8.6	14.9	82.7	
IC05.1 Use of Information - Availability of electronic Information	<b>50.4</b>	25.0	43.8	47.9	54.7	72.9	3753.00
HC05.2 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						55-1	0.08 0
HC01 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	
1 Workforce Management - Retention of Nursing Staff	76.7	67.9	73.8	79.3	82.2	84.1	
C03.2 Workforce Management - Retention of Allied Health Staff	73.6	66.7	71.8	74.5	78.6	83.8	
C03.3 Workforce Management - Median Age Nursing Staff	38.0	34.Q	37.8	38.8	39.6	41.0	
C08.1 Benchmarking - In selected clinical areas	100.0	15.4	55.3	<b>6</b> 2.5	84.7	100.0	
C06.2 Benchmarking - In selected clinical areas - Internal	100.0		0.0	<b>81.1</b>		100.0	
C07.2 Clinical Pathways - Extent of development and use as per Ontario	45.2	0.0	14.3	44.5	67.1	77.4	
C07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	2.7	76.8	84.8	85.7	
C07.3b Clinical Pathways - Medical - extent of development and use	52.4	0.0	- <del></del>				\$1.50 Altrian
C07.3c Clinical Pathways - O & G - extent of development and use	85.7		11.9	28.2	42.9	76.2	
C09 Telehealth - Extent of telehealth usage		0.0	3.6	53.6	64.3	85.7	
	15.4	0.0	2.9	5.8	15.4	19.2	



# 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	<b>ቱ</b> ቱ
Overall	Overall	**
Efficiency	System Integration and Change	*
Activity	Benchmarking and Clinical Pathways	***
Cost of Service	Continuity of Care	本章
Staffing	Quality and Use of Information	<b>ሴሴ</b>
Overall & &	Overall	मेम

·	Performance Compared to the Average
☆	Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
र्भर्भ	Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
<b>ቁ</b> ቁቁ	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**

**Royal Childrens Hospital** 

Principal Referral and Specialised

Çentral Zone

Performance Indicator

Risk Adjusted

Hospital Score:

Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

## **Patient Satisfaction**

#### Royal Childrens Hospital

## Principal Referral and Specialised

Central Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
THE CONTRACT OF STREET				
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
See a figure to week the little of the		00.0		F-507
Access and Admission Index	60.9	63.0		PS01
Complaints Management Index	62.6	64.6		PS02
Discharge and Followarp 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		P806
Treatment & Related Information Index	63.1	65.5		PS07
THE REPORT OF THE PARTY OF THE PARTY OF THE PARTY.				
Access and Admission Index	78/8	55.1		PS01
Complaints Management Index	68.8	54.4		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
TIA TAS SIMPLE TO THE BEST STORES			\$3.45 A \$1.45 Y 1.54 A	
Access and Admission Index	74.0	CO. S		
Complaints Management Index	71.0 66.5	69.3	1998a - 199a	PS01
Discharge and Follow-up Index	66.8	68.2	- 1988a - 1988a - <i>1</i> 8	PS02
General Patient Information Index	76.8	65.5° 72.8	THE STATE OF THE PARTY OF THE P	PS03
Overall Care Index	67,3	68.4 .	¥	PS04
Physical Environment Index	60.9	64:0		PS05
Treatment & Related Information Index	<b>6</b> 6.4	, 64.0 69.6		PS06 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 000

# **Efficiency**

#### Royal Childrens Hospital

### Principal Referral and Specialised

Seritral Zone	Data Type:	Hospital Score: P	eer Group	Reference:
	<u> </u>		Median:	
The first of the second states				
Occupancy Rafe (Bed Day Efficiency)	Percentage	66.5	84.5	EFF-17
Length of Stay		2.51	3.18	
Cancellation rate	Days	•		EFF-19
	Percentage	11.9	19.2	EFF-24
men Well-amine Challet to 14 District management in the first of the first				14
Total Cost / Weighted Separation	Dollars	3,102	2,396	EFF-25
Catering - total cost	Dollars	26.9	27.7	1, 1473
Energy Consumption per square metre	Dollars	21.0	28.6	EFF-45.4
CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR				
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
st of Sick Leave by Staff Category - Medical	Dollars	984	1,102	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollar	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 Overtimer 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	0.95	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	<b>7.3</b> 7	11.0	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollan	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
st of Overtime by Staff Category - Technical	Dollars	683	299	EFF-16.7
st of Overtime by Staff Category - Visiting Medical Officers	Dollars	15,123	22,933	EFF-16.9
Constitution of the continue o			<u> </u>	60年的,45万万万万万万万万万万万万万万万万万万万万万万万万万万万万万万万万万万万万
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		EFF-02.4
FTE Staff by Category - Operational	Numeric	88.4		EFF-02.5
FTE Staff by Category - Professional	Numeric	88.0		EFF-02.6
FTE Staff by Category - Technical	Numeric	5.79		EFF-02.7
FTE Staff by Category - Visiting Medical Officers	Numeric	11.0		EFF-02.9
Hours of Sick Leave	Percentage	3.54		
Cost of Sick Leave	Percemage Dollars			EFF-05
Hours of Overtime		1,488	-	EFF-07
Cost of Overtime	Percentage	1.79		EFF-13
COST OF CARRIER	Dollars	1,828	2,634	EFF-15

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

# **System Integration and Change**

Royal Childrens Hospital		Principal	Keterr	ai and Sp	ecialise
Central Zone		Type of Score:			Reference
	, ,		Score:	Median:	
est of the comment of the specific people to	Tall to Herry				
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
has military and the female of the property of the party					
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 natalicare	•	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
The state of the second of the second	<b>为</b> 社员制造之类				
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
				SPERMEN	
Accreditation	•	, white	4///	• .	
Accreditation  Credentialling	4	Yes/No	Yes	12/12	SIC01
Credentialling Credentialling			. W.	<i>1</i>	
Male at the control of the control o		Yes/No	Yes	11/12	SIC02
etention of Nursing Staff					
elention of Allied Health Staff		Percentage	84.1		SiC03.1
ladian Ana Muraina Ctaff		Percentage	83.3		SIC03.2
Benchmarking		Years	34	38.8	SIC03.3
selected clinical areas		Darcaniass	66.7	62 E	CIOCO
selected clinical areas - Internal		Percentage	66.7		SIC06.1
Clinical Pathways	46	Percentage	66.7	61.1	SIC06.2
xtent of development and use as per Ontario		Darrontee	16 7	445	Dioon -
urgical (Orthopaedic) - extent of development and use		Percentage	16.7		SIC07.2
edical - extent of development and use		Percentage	N/A		SIC07.3a
& G - extent of development and use		Percentage	14.3		SIC07.3b
Telehealth		Percentage	N/A	N/A S	SIC07.3c
xtent of telehealth usage	l	Percentage	15.4	5.8	SIC09

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

# Measured Quality

Hospital Report

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

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital Score Peer Group lin 25th Median 75th



# Royal Childrens Hospital Central Zone

Principal Referral and Specialised

Cent	ral zone								,
Оуега	Performance Group: Medical		•				•		
PS05	Overall Care Index Medical	, 6	2.1 5	B.2 62	2.5 63	3.4 6	5.7 7	2.9	Fig.
Overa	Performance Group: Surgical							1	
PS05	Overall Care Index Surgical	67	7.3	66	.0 68	3.4 70	0.8 7	8.8	20 1 20 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Overal	Performance Group: Not Summarised		. 7 1						
PS01	Access and Admission Index All types combined	6	.9 \$	2 61	.7 62	2.7 _ 65	5.1 7:	3.9	1000
PS01	Access and Admission Index Medical	60	).9 152	2 60	.8 63	.0 64	1.2 7:	3.4	<del>.</del>
PS01	Access and Admission Index Mental Health	78	45	.1 47	.9 52	.9 60	).3 78	8.8	zast.
PS01	Access and Admission Index Surgical	71	.0 58	.4 66	.8 69	.4 71	.1 82	2.2	35.77
PS02	Complaints Management Index All types combined	63	.0 60	.0 . 62	.9 63	.9 65	.8 79	3.1	(1)
PS02	Complaints Management Index Medical	62	.6 56	.3 61.	4 63	.9 65	.4 73	3.9	
PS02	Complaints Management Index Mental Health	68	.8 44	.3 48.	9 53.	.0 60	8 68	3.8	
PS02	Complaints Management Index Surgical	66	.5 63	.4 65.	5 68	2 69	76	.8	
PS03	Discharge and Follow-up Index Medical	60.	.8 51	.6 59	0 60	2 61	8 68	.6	
Ų.,	Discharge and Follow-up Index Surgical	66,	8 56	9 62.	66.	0 68	.5 74	.1	
X03	Discharge and Follow-up Index All types combined	<b>6</b> 1.	a William	3 59,	60.	3 63	.9 68	.7	7.10
PS03	Discharge and Follow-up Index Mental Health	B6	80a 488			5 59.	.1 69	.6	$\omega^{j}(y_{i})$
PS04	General Patient Information Index All types combined	85	- 900000					-	
PS04 PS04	General Patient Information Index Medical							-	
-504 -504	General Patient Information Index Sargical	70.						-"	
2505	General Patient Information Index Mental Health Overall Care Index All types combined	78.						- 1	47, 1
S05	Overall Care, Index, Mental Health.	62.0						-	
'S06	Physical Environment Index Medical	70.4 62.0	-,						
S06	Physical Bandmargent Index Mental Health	66.0	<i></i>						
S06	Physical Environment Index Surgical	60,9		🕮	a 336	<u>}</u>			
S06	Physical Environment Index All types combined		80000 - 400	>>£-3	8000 Sa	<b>%</b>		- 11	
S07	Treatment & Related Information Index Mental Health	<del> </del>	40	% <i>989</i>	**************************************	ooguseri 🗀		- 1 2	
507	Treatment & Related Information Index All types combined	63.2	4	‰ -‰	64.8			-   1	
S07	Treatment & Related Information Index Surgical	68.4	ur saa‱ - ×	2	68,9			•	
S07	Treatment & Related Information Index Medical	63.1			64.6				
\$ a #									
verall P	erformance Group: Activity			4 - 20 (\$10 miles)	\$4.5 KE #55.	किंदिकारि (१०) होन्य	Specific 1		
Y	Occupancy Rate (Bed Day Efficiency)	66.5	48,2	66.6	84.5	90.0	104:2		
19	Length of Stay	2.5	2.0	2.9	3,2	3.7			
F-24	Cancellation rate	11.9	6.3	14.7	19.2	21.4			
verall Po	erformance Group: Cost of Service							Particular Services	
F-25	Total Cost / Weighted Separation	3,101.8	1,650 8	2,282.9	2,396.0	2,506.8	3,101.6		3
F-38a	Catering - total cost	26.9	20,7	26.8	21.7	30.2	39.6		9.30
F-45.4	Energy Consumption per square metre	21.0	19.2	21.0	28.6	29.4	42.5		7.3
	erformance Group: Staffing		<i>#</i>						-
F-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	4.0	2.7	3.1	3.2	3.5	4.0		15
F-06.3	Hours of Sick Leave by Staff Category - Medical	1.3	1.0	1.3	1.5	1,6	2.0		1.50
F-06.4	Hours of Sick Leave by Staff Category - Nursing	4.0	3,3	3.4	3.6	3.6	4.2		141
F-06.5	Hours of Sick Leave by Staff Category - Operational	3.9	3.2	3.5	3.8	3.9	4.4		
F-06.6	Hours of Sick Leave by Staff Category - Professional	2.3	2.0	2.4	2.6	2.8	2.9		4.4
	Hours of Sick Leave by Staff Category - Technical	3.4	1.5	2.5	2.9	3.4	4.3		
	Hours of Sick Leave by Staff Category - Visiting Medical Officers	1.1	0.3	0,9	1.4	1.7	3.1		
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	1,542.0		
F-08.3	Cost of Sick Leave by Staff Category - Medical	984.5	728.9	971.6	1,101.6	1 130.8	1,416.5		
-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	1,745.0		- A
	Cost of Sick Leave by Staff Category - Operational	1,128.8	939,0	1,038.3	1,072.3	1,128.8	1,285.7		
-08.6	Cost of Sick Leave by Staff Category - Professional	1,167.4	973.2	1,198.4	1,261.7	1,403.1	1,449.9		1
	Cost of Sick Leave by Staff Category - Technical	1,648.9	706.9	1,001.4	1,125.1	1,638.4	1,850.0		
-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	5,379.2		Sex
						11 B 28 B 1 7 ***			*****

	70. 11		ator			Atti	comen
	Hospital		P	eer Group	i.		
sator Number and Description:	Score	Min	25th	Median	75th	Max	100
Cost of Work Cover							
EFF-14.2 Hours of Overfirme by Staff Category - Managerial And Clerical	0.5	0.5	0.9	1.1	1.5	2.2	
EFF-14.3 Hours of Overtime by Staff Category - Medical		0.5	0.6	0.6	0.7	1.5	
	14,1	13.7	14.1	16.3	18.7	19.8	
	0.6	0.2	0.4	0.6	0.6	1.1	
	0.1	0.1	0.6	1.2.	1.5	2.5	
	0.9	0.9	1.8	2:7	3.6	4.2	
EFF-14.7 Hours of Overfirme 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	258.8	260.1	296.4	325.2	392.1	765.2	
EFF-16.3 Cost of Overtime by Staff Category - Medical	18,397.6 1	5 <b>,058</b> ,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-18.5 Cost of Overtime by Staff Category - Operational	<i>57.</i> 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	1,408.5	41.722.5	
Overall Performance Group: Not Summarised						<b>%</b> <del>-</del>	-
EFF-01 Full-Time Equivalent (FTE) Staff	705.4	705.4	1,058.7	1,350,3	1,433.5	3,681.8	
FTE Staff by Category - Managertal And Clerical	115.2	115.2	165.6	177.5	198.9	548.7	
3 FTE Staff by Category - Medical	48.9	48.9	85.3	1122	173.3	349.0	
#-02.4 FTE Staff by Category - Nursing EFF-02.5 FTE Staff by Category - Operational	346.2	346.2	481.4	878.1	733.2	1,589.2	
	88.4	88.4	173.5	199.5	267.7	699.8	
- Production	88.0	53.1	79.2	106.9	145.5	335.8	
	5.8	2.4	5.9	6.6	23.3	32.2	×.
EFF-02.9 FTE Staff by Category - Visiting Medical Officers  EFF-05 Hours of Sick Leave	11.0	4.8	9.7	11.0	14.6	52.5	
EFF-07 Cost of Sick Leave	3.5	2.9	3.2	3.2	3.3	3.6	্ব
EFF-13 Hours of Overtine	1,487.9 1,	196.1.	,270.1	1,293.5 1	336.2	1,487.9	- TV
EFF-15 Cost of Overtime	1.8	1.8	2.5	2.9	3.2	3.9	
	1,827.7 1,	827.7 2	,123.5	2,8343 2	,733.1	3,692.2	
· · · · · · · · · · · · · · · · · · ·	Çası (M.S.)			10 804	<b>建</b> 专品	5.	
Overall Performance Group: Benchmarking and Clinical Pathways SIC06.3 Benchmarking—In selected clinical areas - external					A		
SICO7.1 Clinical Pathways - Extent of development and use	66.7	167	841	66.7	80.2	100.0	
Overall Performance Group: Continuity of Care	14.3	0.0	123	40,1	58.1	71.4	300
SiCO8.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery		4 - Ware					
SIC08.2 Facilitating continuity of care - Provision of this charge summariles to GPs	3.0	0.0	3.0	3.0	3.0	3.0	
SICO8.3 Facilitating continuity of care - Shared ante said post matrix as 0.07	3.0	0.0	2.8	3.0	3.0	3.0	
HC08.4 Facilitating continuity of care - Cardiac rehabilitation	<b>-</b>	3.0	3.0	3.0	3.0	3.0	
Facilitating continuity of care - Provision of electronic discharge summaries to GPs	· · <u></u>	1.0	2.8	3.0	3.0	3.0	
Avoid Performance Group: Quality and Use of Information	0.0	0.0	0.0		1.5	3.0	
IC04.1 Quality of information - Accuracy	740	74.0	2000	<b>%</b> .			
ICO4.2a Quality of Information - Timeliness - Number of months on time		74.8	927	94.0	94.5	96.0	
IC04.2b Quality of information - Timeliness - Number of days late per month		0.0	2.8	5.5	6.3	9.0	
C05.1 Use of information - Availability of electronic information		0.0	3.3	8.6	14.9	82.7	
C05.2 Use of information - Collection and use of clinical information	<u> </u>	50	43.8	47.9	54.7	72.9	
verall Performance Group: Not Summarised	76.9 2	8.6	57.9	65.2	77.1	95.7	
C01 Accreditation	4.0	4.0					
C02 Credentialling		1.0	1.0	1.0	1.0 	1.0	
C03.1 Workforce Management - Retention of Nursing Staff		0.0	1.0	1.0	1.0	1.0	
C03.2 Workforce Management - Retention of Alfied Health Staff						84.1	4
203.3 Workforce Management - Median Age Number Stew		- +				83.8	
206.1 Repulmarking in selected clinical areas	11 <i>1</i>					41.0	
208 2 Reprehensive in selected divised areas Internal						00.0	10.00
107.2 Clinical Pathwaye - Eviont of devalorment and any		0.0		5.5		00.0	
207.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		· •			7.1	77.4	2 <u>(</u> 2)
27.3b Clinical Pathways - Medical - extent of development and use		).0			4.8	35.7	·
Clinical Pathways - O & G - extent of development and use	· • • • • •		<u>-</u>		2.9 7	76.2	
Telefrealth - Fytert of tolchealth usego		•		3.8 6	4.3 E	35.7	
The second of the second secon	15.4 0	.0	2.9	5.8 1	5.4 1	9.2	

# 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)
CI10.2 Standard Primiparae-Induction of labour rate (90-99.9% confidence level)

#### Responses:

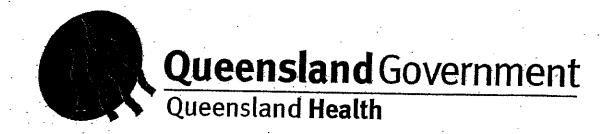
The potential reasons for variance given by Toowoomba Hospital (Toowoomba Health Service District) are summarised below.

- 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.





# 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	Patient Satisfaction
Medical ***	Matemity ☆☆
Obstetrics & Gynaecology ★★	Medical ☆☆
Surgical 🔭 🏄 ជំងឺ	Surgical A:
Overall **	Overall 숲☆
Efficiency	System Integration and Change
Activity ☆☆	Benchmarking and Clinical Pathways 🌣
Cost of Service	Continuity of Care ☆☆
Staffing A	Quality and Use of Information ☆☆
Overall 公公	Overail 🚓

	Performance Compared to the Average
☆	Lower: Aggregated Hospital performance is more than one standard deviation below the peer mean.
<b>አ</b> አ	Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
ង់ង់ង	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**

outhern Zone arformance Indicator	Risk Adjusted Hospital Score: (Rate per 100	Peer Group Mean: separations)	Significance:	Referenc
a professional designation of the professional designation of the second				
Acute Myocardial Infarction				
In-hospital Mortality	8.6	11.2		CI01.1
Long Stay Rates	13.5	10.8		Cl01.2
Heart Fallure	• • • • • • • • • • • • • • • • • • • •			
in-hospital Mortality	7.9	7.0	-	Ci02.1
Long Stay Rates	6.4	10.4		Cl02.2
Stroke				
In-hospital Mortality	19.8	22.1	-	Cl03.1
Long Stay Rates	107	11.6		Cl03.2
Nursing Home Separations	23.2	11.7	*	Cl03.4
neumonia		•		
In-hospital Mortality	8.9	8.6		CI04.1
Long Stays	10.4	13.8		CI04.2
sthma				
Long Stay Rates	13.4	11.5		Cl14.1
paech frestermentes kondunt i dingente de Rumer	endender in die Lander voor der die Auto-			
sterectomy	4884			
Long Stay rates	7.0	<b>// 15.2</b>		Cl09.1
Complications of Surgery	8.5	12.4	*****	Cl09.3
on Women < 35 years	16,4	11.0		Cl09.4
Blood Transfusion Rates	6.≢>	3.7	, <b>*</b>	Cl09.5
andard Primiparae				
C-section	12.8	13.1		CI10.1
Induction of Labour	19.2	12.8	*	CI10.2
Perineal Tears	1.3	2.9	ماريد. ماريد	C[10.3
nall for Gestational Age		197a.		÷
Small for Gestational Age	3.1	3.5		Cl11.1
ternal Post-Natal Long Stay Rate				
Vaginal Births	1.8	7.6		CI13.1
Caesarean Section Births	1.7	6.5	**	Cl13.2
užil Pasudiniko Paninska p <b>šiliji p</b> iala 2000.				
ctured Neck of Femur In-hospital Mortality				
Long Stays	2.7	6.8		CI06.1
Nursing Home Separations	2.0	9.0	*	CI06.2
Complications of Surgery	37.3	21.3	*	C106.5
e Replacement	5.8	12.8	*	C106.6
Long Stays	. 7.5	40 4	T.	
Complications of Surgery	7.5	10.8	<i>\$</i>	C107.1
Replacement	15.1	22.3		CI07.3
Long Stay Rates		4.4 **		O102 :
Complications of Surgery	12.6	11.7		CI08.1
Prectal Carcinoma	15.8	28.0	*	CI08.3
Long Stay Rates				
Complications of Surgery	2.6	9.9		CI15.1
Complications of ourgety	16.0	32.0	*	CI15.3
Statis	stical Significance			
* Between 90% and 99.9% certain that the res	=	the sehert ever-	Thorn !	
evidence to suggest that these hospitals are	porterming differently as a merely trial	me conon average	. There is son	ie

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.0007.0002.00189

# **Patient Satisfaction**

#### Toowoomba Hospital

#### Principal Referral and Specialised

Southern Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
	4			
Non-Children of Observation Case, in the				
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
Service Cost terminally and contribution of the				
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	alla.	P\$05
Physical Environment Index	65.0	63.0		PS08
Treatment & Related Information Index	59.7	64.4	*	PS07
Service from Chapters A. 1887 A. F. British Services				
Access and Admission Index	65.9	63.0		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	<b>\$</b>	PS05
Physical Environment Index	63.4	62.0		PS06
Treatment & Related Information Index	64.7	65.5		PS07
to the same really of the same state of			Miles of Mari	
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	<b>56.5</b> .	<b>5</b> 7.6		PS04
Overall Care Index	£5.2°	54.8		PS05
Physical Environment Index	<b>57</b> .9	57.8		PS06
Treatment & Related Information Index	54.6	50.7		PS07
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	e0000 75	PS03
General Patient Information Index	74.1	72.8		PS04
Overall Care Index	69.5	68.4	SHARK	PS05
Physical Environment Index	68.5	64.0	*	PŚ06
Treatment & Related Information Index	69.9	69.6	·F	PS07
Statistics	ıl Sig <b>nifica</b> nce			
·	- Aidumming	•		i i

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.

# **Efficiency**

#### Toowoomba Hospital

### **Principal Referral and Specialised**

uthern Zone	Data Type:	Hospital Score:	Peer Group Median:	Reference:
or the reference of the control of t				
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
。 1940年 · 194				
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
The period of the bands of September 1997 and the				
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 Calegory - 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
rs of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	3.15	1.36	EFF-06.9
of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,192	1,451	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	<b>85</b> 5	1,102	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,748	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	<b>3₂ _ 1,135</b>	EFF-08.8
Cost of Sick Leave by Staff Calegory - 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	<b>// 0.23</b>	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 Cliencal	Dollars	325		EFF-16.2
of Overtime by Staff Category - Medical	Dollars	15,444	19,694	EFF-16.3
of Overtime by Staff Category - Nursing	Dollars	351		EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	592	**SS	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	1,880	. #	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	114	388A	EFF-16.7
Cost of Overtime by Slaff Category - Trade And Artisans	Dollars	2,441	989988	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	38,529		EFF-16.9
and recommon strains to the following sections of				
Full-Time Equivalent (FTE) Staff	Numeric	932	•	EFF-01
	Numeric	178		EFF-02.2
FTE Staff by Category - Medical	Numeric	85.3		EFF-02.3
FTE Staff by Category - Nursing	Numeric	373		EFF-02.4
FTE Staff by Category - Operational	Numeric	199		EFF-02.5
FTE Staff by Category - Professional	Numeric	69.0		EFF-02.6
	Numeric	6.52	•	EFF-02.7
	Numeric	16.1		FF-02.8
	Numeric	4.80		FF-02.9
	Percentage	3.60		FF-05
	Dollars	1,434		FF-07
•	Percentage	2.44		FF-13
( of Overtime	Dollars	2,124	2,634 E	FF-15
·			!!!	e a s to immi o timm! off

<sup>+</sup> 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**

Southern Zone	Type of Score:	,	Peer Group	Reference
	L 5 93 V. 195	Score:	Median:	
Benchmarking		<u> </u>	•	<u> </u>
n 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
Whell Fifteners days a surgeria difference of				
Facilitating continuity of care		1 1		
Jse of pre admission clinics for elective surgery	Max score 5	3/3	3	SIC08.1
rovision of discharge summaries to GPs	Max score 5	0/3	3	SIC08.2
hared ante and post natal care	Max score 5	3/3	3	SIC08.3
ardiac rehabilitation	Max score 3	3/3	3	SIC08.4
rovision of electronic discharge summaries to GPs	Max score 3	0/3	0.5	SIC08.5
or of the common words to be a failed in the property of the contract of				
Quality of Information				
ccuracy	Percentage	<b>9</b> 5.9	94	SIC04.1
meliness - Number of months on time	Months	5	5.5	SIÇ04.2a
meliness - Number of days late per month	Days	1.5	8.6	SIC04.2b
Use of Information		. :	•	•
railability of electronic information	Percentage	¥3.8	47.9	SIC05.1
ollection and use of clinical information.	Percentage	28.6	65.1	SIC05.2
and Peternan Tales and Application of Superschaft and Applications	Rail Market			
Accreditation				Russia spilation
creditation	Yes/No	Yes.	12/12	SIC01
Credentialling				
edentialling ·	Yes/No	Yes	11/12	SIC02
Workforce Management				
tention of Nursing Staff	Percentage	83.7	79.3	SIC03.1
ention of Allied Health Staff	Percentage	75.9	74.5	SIC03.2
dian Age Nursing Staff	Years	38.5	38.8	SIC03.3
Benchmarking				-
elected clinical areas	Percentage	58.3	62.5	SIC06.1
elected clinical areas - internal	Percentage	7 <b>2</b> .2	61.1	SIC06.2
Clinical Pathways			-	
ent of development and use as per Ontario	Percentage	4.8	44.5	SIC07.2
gical (Orthopaedic) - extent of development and use	Percentage	. 0		SIC07.3a
lical - extent of development and use	Percentage	9.5		SIC07.3b
	Percentage	0		SIC07.3c
		*		
Telehealth				

CAR COOK COOK CO

CAB.00

+ 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.

# Measured Quality

Hospital Report

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

Attachment 1

Peer Group Hospital Indicator Number and Description: Median Max Score Toowoomba Hospitai Principal Referral and Specialised Southern Zone Overall Performance Group: Medical Acute Myocardial Infarction - In-hospital Mortality Ci01.1 Acute Myocardial Infarction - Long Stay Rates CI01.2 10.3 13.5 27.5 C102.1 Heart Fallure - In-hospital Mortality 12.2 6.1 5.6 7.1 CI02.2 Heart Failure - Long Stay Rates 6.4 9.5 10.6 Stroke - In-hospital Mortality C103.1 19.8 31.0 CI03.2 Stroke - Long Stay Rates 10.7 10.7 11.9 17.5 2103.4 Stroke - Nursing Home Separations 237 13\_2 8.1 9.5 10.3 23.2 304.1 Pneumonia - In-hospital Mortality 8.9 5.5 13.9 304.2 Pneumonia - Long Stays 10.4 8.8 12.7 14.0 15.3 10.4 **#14.1** Asthma - Long Stay Rate 1.8 12.1 13.4 Overall Performance Group: Obstetnes & Gynaecology 109.1 Hysterectomy - Long Stay rates 6.1 8.1 11.0 Hysterectomy - Complications of Surgery 8.0 7.6 11.6 36.3 Hysterectomy - on Women < 35 years 8.7 11.4 11.7 16.4 1 109.5 Hysterectomy - Blood Transfusion Rates 2.8 0.1 61 110.1 Standard Primiparae - C-section 12.8 5.3 10.6 14.3 17.2 10.2 Standard Primiparae - Induction of Labour 19.2 13.8 11.6 15.4 19.2 110.3 Standard Primiparae - Perineal Tears 1.0 1.8 2.4 3.3 6.3 111.1 Small for Gestational Age - Small for Gestational Age 28 3.1 3,4 3.9 4.5 Maternal Post-Natal Long Stay Rate (Vaginal Births) 13.1 7.2 17.3 1.8 3.5 9.1 Maternal Pest-Natal Long Stay Rate (Caesarean Section Births) 13.2 erformance Group: verall f Surgical 06.1 Fractured Neck of Fearur - In-hospital Mortality Fractured Neck of Femur - Long Stays 3/1 06.2 1.8 739 13.2 20.8 06.5 Fractured Neck of Femur - Nursing Home Separations 28.1 19.0 37.3 11 B 5.8° Fractured Neck of Femur - Complications of Surgery **26.6** 174 10 0 11.8 22.9 7.1 Knee Replacement - Long Stays 7.9 9.1 3.9 7.3 Knee Replacement - Complications of Surgery 24.1 27.2 44.9 8.1 Hip Replacement - Long Stay Rates 12.6 4.0 10.1 126 13.2 21.8 8.3 Hip Replacement - Complications of Surgery 15.3 15.3 29.9 5.1 Colorectal Carcinoma - Long Stay Rates 2.6 7.5 Colorectal Carcinoma - Complications of Surgery 5.3 16.0 26.3 33.4 37.0 erall Performance Group: Maternity 61,1 Overall Care Index Maternity 61.0 59.6 66.0 erall Performance Group: Medical Overall Care Index Medical 65.7 erali Performance Group: Surgical Overall Care Index Surgical 66.0 68.4 70.8 78.8 Not Summarised erall Performance Group: Access and Admission Index Mental Health 54.0 45,1 47.9 52.9 60.3 Access and Admission Index Surgical 66.8 69,4 71.1 82.2 Access and Admission Index Maternity 68.9 60 5 63.4 64.9 66.5 Access and Admission Index Medical 60.8 63.0 64.2 73.4 Access and Admission Index All types combined 62.7 Complaints Management Index Surgical 69.6 63.4 65.5 68.2 69.9 76.8 Complaints Management Index Maternity 60.3 57.9 60.1 63.0 65.5 67.4 Complaints Management Index Medical 65.4 73.9 Complaints Management Index All types combined 60.0 62.9 63.9 65.8 73.1 Complaints Management Index Mental Health 68.8 60.8 54.1 44.3 48.9 53.0 Discharge and Follow-up Index Mental Health Discharge and Follow-up Index All types combined 59.8 55.3 59.1 60.3 63.9 68.7 Discharge and Follow-up Index Maternity 56.5 56.5 62.1 66.0 67.9 88.9

Discharge and Follow-up Index Medical

ted: 05/07/2002

CAR 0007 0002 00194

Attachment 1

PS00   Declaring and Followish places Surgical   22.0   60.0   60.5   74.1			Hospital	Peer Group					
Section   Part	1	or Number and Description;		Min	25th	Median	75th	Max	A Parallel
Section   Particular Information bases Section   Secti	PS03	Discharge and Follow-up Index Surgical	62.9	56.9	62.8	68.0	68.5	74.1	100
South   Property Information below Sulpain   78.1   666   76.7   72.5   74.1   72.5   76.5   75.5   76.5   75.5   76.5   75.5   76.5   75.5   76.5   75.5   76.5   75.5   76.5   75.5   76.5   75.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5   76.5	PS04	General Patient Information Index Maternity	59.5	59.5	63.1	64.3	68,1	83.4	
Solid   Control Published Information Index Medical   Control		General Patient Information Index Mental Health	56.5	50.8	53.4	56.5	58.1	78.2	
Septembrook		မြေသည်။ အေရာက် အောက်ကြို့အောင်း အတော် အသည် အသည် အသည် အသည် အသည် အသည် အသည် အသည	74.1	68.6	70.7	72.5	74.1	82.7	
Section   Sect		နေသာ ၈၈၂၆ ကိုကြုံကြုံကြုံကြာမှ ၈၈ လည်းသည် သည် သည်သည်သည်သည်သည့် သည်သည်သည်သည်		64.3	66.3	68.5	70.3	78.0	
Section   Sect			- <i></i>			68.4	70.8	76.9	- 3
Physical Environment Index Mental Health   93   93   53   50   50   60		နေသင်္ကာရှိသောကြုံသည်။ လမ္မာများမှ သို့ပြီးသည်သည်သည်သည်သည်သည်သည်သည်သည်သည်သည်သည်သည်သ		2000	§				
Physical Environment Index Medical   988    638    535    637    642    704		မောင်းမှာ မင်းမြင်းမျိုးသို့မျို့သို့ မောင်းမြင့်မြို့မျိုးမျိုးသည်။ မောင်းများနှင့်များမှုများများများများများ		- 386 -					72.7
Psychol Environment Index All page combined   \$400   \$52,4   \$51,5   \$61,6   \$61,7   \$75,6   \$75,6   \$61,6   \$77,7   \$75,6   \$75,6   \$75,6   \$75,6   \$77,7   \$75,6   \$75,6   \$75,6   \$77,7   \$75,6   \$75,7   \$75,6   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7   \$75,7				- 4900					
Physical Environment Index, Surgius   66.5   56.4   56.1   66.5   66.4   76.7			9899 - B - YSF	9998	g				9.4
Popular Environment Age Segocia   6.5   5.2   5.0   6.4   6.5   5.7   5.2	PS06								
Treatment & Related Information Nation   50.7   57.8   60.1   68.8   67.9   83.5	PS06		·‰ ×						
Treatment & Related Information Index Surgicial   14.0   14.5   15.6   17.2   7.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0   1.0	PS07	Treatment & Related Information Index Materialy	59.7						
Treatment & Related Information Index Surgical   647   618   649   721   791	PS07	Treatment & Related billiarmation Index All types combined	64.4	60,6	63.4	64.8	66,5	72.3	24.0
Treatment & Related Information Index Medical   64,7 61,8 62,8 64,8 77,2 75,0	PS07	Treatment & Related information index Mental Health	54,6	40.1	44.5	49.6	53/B	62.3	and the second s
Descript   Performance Group: Activity   PF-17   Occupancy Rate (Bed Day Efficiency)   8-1   4-2   8-8   8-15   80.0   104.2   197-17   Length of Stay   3.1   2.0   2.0   3.2   3.7   5.5   197-27   Length of Stay   3.1   2.0   2.0   3.2   3.7   5.5   197-27   Length of Stay   3.1   2.0   2.0   3.2   3.7   5.5   197-27   Length of Stay   3.1   2.0   2.0   3.2   3.7   5.5   197-27   Total Coal / Weighted Seyambon   2.677   4.1550   2.282   2.380   2.500.6   3.101.6   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27   197-27	2507	Treatment & Related Information Index Surgical	69,9	64.0	68.9	68.9	72.1	79.1	1 1 m
Performance Group: Activity   Rep.   Ass.   Rep.   Bed.		Treatment & Related Information Index Medical	64.7	59.9	626	64.5	67.2	73.0	
### 197-19   Length of Saty   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19   1-7-19		to the first of the party of the first of th							
## FF-26 Cancellation rate							1997		SPECIFICATION OF
FF-24   Canceliation rate   98,7   6,3   11,7   102   214   251			89.1	48.2	60.0	84.5	90.0	104.2	
Vertail Performance Group:									
### FF-58a Catesing Islat cast ### FF-68a Catesing Islat Cat				6.3	11.7	19.2	21.4	25.1	
#F-56.2   Energy Consultative pet square righte   19.2   10.2   21.0   26.8   20.7   30.2   36.6			2617.4 1.1	een n -	2020	ກລີໂດດ	2 506 0	3 404 6	
FF-65.4   Energy Chestens/Serper square righter   10.2   10.2   21.0   28.6   20.4   42.5									
Nevrall Performance Group:   Staffing   FF-86.2   Hours of Sick Leave by Staff Category - Managerial And Clerical   1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	FF-45.4								F 10 1 30 5
### FF-06.5 Hours of Sick Leave by Staff Category - Musting	)verall f	Performance Group: Staffing		~ - * +	: : :				
## FF-08.4 Hours of Sick Leave by Staff Category - Nursing	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-06.5 Hours of Sick Leave by Staff Category - Operational  FF-06.6 Hours of Sick Leave by Staff Category - Professional  Z8 60 2.4 2.6 2.8 2.9  FF-06.7 Hours of Sick Leave by Staff Category - Trodis And Arisans  FF-06.8 Hours of Sick Leave by Staff Category - Trodis And Arisans  FF-06.8 Hours of Sick Leave by Staff Category - Trodis And Arisans  FF-06.9 Hours of Sick Leave by Staff Category - Warring And Arisans  FF-06.9 Hours of Sick Leave by Staff Category - Warring And Arisans  FF-06.9 Hours of Sick Leave by Staff Category - Warring And Arisans  FF-06.9 Hours of Sick Leave by Staff Category - Managerial And Citerical  Cost of Sick Leave by Staff Category - Managerial And Citerical  Cost of Sick Leave by Staff Category - Nursing  1,745.0 1,366.5 1,389.9 1,435.8 1,513.8 1,745.9  FF-08.6 Cost of Sick Leave by Staff Category - Professional  1,432.6 973.2 1,188.4 1,285.7 1,188.5 1,545.9  FF-08.6 Cost of Sick Leave by Staff Category - Professional  1,432.6 973.2 1,188.4 1,285.7 1,188.5 1,285.7 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.5 1,188.		ကောင်းမှာ စစ်ကို ကြောကျောက်ကြုံကြားမှာ ကြော်ကြာသောကြာသောမှာ အသိ ကြော်ကြာသောသည် သူတယ်သောတာကြာသောကြသည် သည် သည်သည	1.1	1.0	13	1.5	1.6	2.0	
FF-06.6 Hours of Sick Leave by Staff Category - Professional FF-06.7 Hours of Sick Leave by Staff Category - Trade And Artisans FF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans FF-06.8 Hours of Sick Leave by Staff Category - Weiting Medical Offices  A 1 10.2 907.6 1,102.0 1,151.2 1,189.5 1,542.0 Cost of Sick Leave by Staff Category - Managerial And Clerical Cost of Sick Leave by Staff Category - Munsing FF-08.7 Cost of Sick Leave by Staff Category - Munsing FF-08.6 Cost of Sick Leave by Staff Category - Professional 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 FF-08.6 Cost of Sick Leave by Staff Category - Professional 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 FF-08.6 Cost of Sick Leave by Staff Category - Professional 1,432.9 973.2 1,188.4 1,291.7 1,403.1 1,449.9 FF-08.7 Cost of Sick Leave by Staff Category - Professional 1,432.9 973.2 1,188.4 1,291.7 1,403.1 1,449.9 FF-08.6 Cost of Sick Leave by Staff Category - Technical 1,600.0 76.0 1,500.1 1,125.1 1,638.4 1,850.0 FF-08.8 Cost of Sick Leave by Staff Category - Technical 1,600.0 76.0 1,500.1 1,125.1 1,638.4 1,850.0 FF-08.7 Cost of Sick Leave by Staff Category - Visiting Medical Officers 1,600.0 1,600.0 1,11 1,15 2,2 1,638.4 1,850.0 FF-08.7 Cost of Sick Leave by Staff Category - Managerial And Clerical 1,600.0 1,11 1,15 2,2 1,638.4 1,850.0 FF-14.3 Hours of Overtime by Staff Category - Managerial And Clerical 1,600.0 1,11 1,15 2,2 1,638.4 1,850.0 FF-14.5 Hours of Overtime by Staff Category - Medical 1,700.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0 1,100.0		**		3.3	340	3.6	3.6	4.2	, , , , , , , , , , , , , , , , , , ,
FF-06.7 Hours of Sick Leave by Staff Category - Trodys And Artisans FF-06.8 Hours of Sick Leave by Staff Category - Visiting Medical Offices Staff Category - Managerial Med Clerical Cost of Sick Leave by Staff Category - Medical Cost of Sick Leave by Staff Category - Medical Cost of Sick Leave by Staff Category - Medical Cost of Sick Leave by Staff Category - Medical Cost of Sick Leave by Staff Category - Medical BS5.1 726.9 971.6 1,101.6 1,130.8 1,416.5 FF-08.4 Cost of Sick Leave by Staff Category - Medical BS5.1 726.9 971.6 1,101.6 1,130.8 1,416.5 FF-08.5 Cost of Sick Leave by Staff Category - Professional L285.7 939.0 1,993.3 1,972.8 1,128.8 1,285.7 FF-08.5 Cost of Sick Leave by Staff Category - Professional L432.6 973.2 1,198.4 1,285.7 1,128.8 1,285.7 FF-08.7 Cost of Sick Leave by Staff Category - Trade And Artisans FF-08.8 Cost of Sick Leave by Staff Category - Visiting Medical Officers FF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers FF-08.1 Cost of Work Cover Scale Cost of Sick Leave by Staff Category - Managerial And Clerical Cost of Work Cover C2 0.5 0.9 1.1 1.5 2.2 FF-14.2 Hours of Overtime by Staff Category - Municipal Hours of Overtime by Staff Category - Professional L1 0.1 0.6 0.2 0.4 0.5 0.6 0.1 FF-14.4 Hours of Overtime by Staff Category - Professional L1 0.1 0.6 0.2 0.4 0.5 0.6 0.1 FF-14.5 Hours of Overtime by Staff Category - Professional L1 0.1 0.6 0.2 0.4 0.5 0.6 0.6 FF-14.7 Hours of Overtime by Staff Category - Professional L1 0.1 0.6 0.2 0.4 0.5 0.6 0.6 FF-14.7 Hours of Overtime by Staff Category - Professional L1 0.1 0.6 0.2 0.4 0.5 0.6 FF-14.8 Hours of Overtime by Staff Category - Professional L1 0.1 0.6 0.2 0.4 0.5 0.6 FF-14.9 Hours of Overtime by Staff Category - Professional L1 0.1 0.1 0.6 0.2 0.4 0.5 0.6 FF-14.5 Hours of Overtime by Staff Category - Professional L1 0.1 0.2 0.5 0.5 0.9 FF-14.5 Hours of Overtime by Staff Category - Professional L1 0.1 0.1 0.6 0.2 0.5 0.5 0.9 FF-14.5 Hours of Overtime by Staff Category - Professional L1 0.1 0.1 0.5 0.2 0.5 0.5 0.			0, <del>-</del>	- 49 - 99					
FF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans FF-06.8 Hours of Sick Leave by Staff Category - Visiting Medical Offices 3.1 0.3 0.9 1.4 1.7 3.1 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 Cost of Sick Leave by Staff Category - Medical FF-08.4 Cost of Sick Leave by Staff Category - Medical 1,745.0 1,366.5 1,399.9 1,435.\$ 1,513.8 1,745.0  FF-08.6 Cost of Sick Leave by Staff Category - Operational 1,285.7 938.0 1,988.3 872.\$ 1,128.8 1,285.7 FF-08.6 Cost of Sick Leave by Staff Category - Professional 1,432.6 973.\$ 1,188.4 1,281.7 1,403.1 1,449.9 FF-08.7 Cost of Sick Leave by Staff Category - Trade And Artisans 1,650.0 96.9 1,102.0 1,134.6 1,309.8 1,457.6 FF-08.9 Cost of Sick Leave by Staff Category - Trade And Artisans 1,650.0 973.\$ 1,188.4 1,221.7 1,309.8 1,457.6 FF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers 1,02.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.0 0,000.		and a contract of the contract	Maria - 1885 - 1848	82 <u> </u>				14	<u> </u>
FF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Offices 3.1 0.3 0.9 1.4 1.7 3.1 Cost of Sick Leave by Staff Category - Managerial Rival Clerical 1,02.0 907.6 1,102.0 1,151.2 1,188.5 1,542.0 Cost of Sick Leave by Staff Category - Medical 855.1 726.9 971.6 1,101.6 1,130.6 1,130.6 1,146.5 FF-08.4 Cost of Sick Leave by Staff Category - Operational 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 1,745.0 1,366.5 1,399.9 1,435.8 1,745.0 1,745.0 1,369.8 1,745.0 1,745.0 1,399.8 1,745.0 1,745.0 1,399.8 1,745.0 1,745.0 1,399.8 1,745.0 1,745.0 1,399.8 1,745.0 1,745.0 1,399.8 1,745.0 1,745.0 1,399.8 1,475.6 1,745.0 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,745.0 1,399.8 1,457.6 1,399.8 1,457.6 1,399.8 1,457.6 1,399.8 1,457.6 1,399.8 1,457.6 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,459.8 1,4								·	
Cost of Sick Leave by Staff Category - Managerial Abbit Clerical  Cost of Sick Leave by Staff Category - Medical  B55.1 728.9 971.6 1,101.6 1,130.8 1,416.5 1,745.0 1,366.5 1,399.9 1,435.6 1,513.8 1,745.0 33 1,745.0 1,745.0 1,366.5 1,399.9 1,435.6 1,513.8 1,745.0 33 1,745.0 1,745.0 1,366.5 1,399.9 1,435.6 1,513.8 1,745.0 33 1,745.0 1,745.0 1,366.5 1,399.9 1,435.6 1,513.8 1,745.0 33 1,745.0 1,745.0 1,366.5 1,399.9 1,435.6 1,513.8 1,745.0 1,745.0 1,745.0 1,366.5 1,399.9 1,435.6 1,513.8 1,745.0 1,745.0 1,745.0 1,366.5 1,399.9 1,435.6 1,513.8 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.0 1,745.						<i></i>			
Cost of Sick Leave by Staff Category - Medical	75				· <u></u> ·				
FF-08.4 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 1,567.6 Cost of Sick Leave by Staff Category - Professional 1,285.7 939.0 4,983. 1,872.4 1,128.8 1,285.7 FF-08.6 Cost of Sick Leave by Staff Category - Professional 1,432.6 973.2 1,1864. 1,265.7 1,403.1 1,449.9 FF-08.7 Cost of Sick Leave by Staff Category - Technical 1,860.0 Be 9 1,001.4 1,125.3 1,638.4 1,850.0 FF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 1,457.6 93.1 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 5,378.2 88.6 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 - Medical 13.7 13.7 14.1 16.3 18.7 19.8 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 - Professional 1.1 0.1 0.6 0.6 0.6 1.1 FF-14.5 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 - Professional 2.3 0.9 1.8 2.7 3.6 4.2 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-14.8 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-18.2 Cost of Overtime by Staff Category - Medical 15.4 8.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 Cost of Overtime by Staff Category - Nursing 351.1 132.4 22.9 1 326.4 356.6 665.1 FF-16.5 Cost of Overtime by Staff Category - Professional 592.1 57.1 283.9 592.1 741.9 1,238.4 FF-18.8 Cost of Overtime by Staff Category - Professional 18.79.6 694.0 1,259.7 2,195.0 2,662.1 3,759.4 FF-16.7 Cost of Overtime by Staff Category - Professional 18.79.6 694.0 1,259.7 2,195.0 2,662.1 3,759.4 FF-16.7 Cost of Overtime by Staff Category - Professional 18.79.6 694.0 1,259.7 2,195.0 2,662.1 3,759.4 FF-16.7 Cost of Overtime by Staff Category - Professional 18.		မြောင်းသို့ခဲ့ခဲ့သူကို ကောင်းသည်။ လေးသောသေးသည် သိမြောင်းသည် သိမြောင်းသည် သည်သည် သည်သည် သည်သည်သည်သည်သည်။							
FF-08.5 Cost of Sick Leave by Staff Category - Operational 1,285.7 939.0 1,938.3 1,072.8 1,128.8 1,285.7 FF-08.6 Cost of Sick Leave by Staff Category - Professional 1,432.6 973.2 1,188.4 1,285.7 1,403.1 1,449.9 FF-08.7 Cost of Sick Leave by Staff Category - Technical 1,860.0 66.9 1,801.4 1,125.1 1,638.4 1,850.0 FF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 1,457.6 89.1 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 53,18.2 88.6 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 - Professional 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 - Trade And Artisans 4.5 3.3 4.0 4.5 5.0 8.3 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-14.8 Hours of Overtime by Staff Category - Wedical Officers 18.1 4.8 7.4 11.0 14.8 18.1 FF-14.9 Hours of Overtime by Staff Category - Managerial And Clerical 15.43.8 15.058.0 15.443.8 19.694.2 21.892.1 25.813.7 Cost of Overtime by Staff Category - Medical 15.443.8 15.058.0 15.443.8 19.694.2 21.892.1 25.813.7 Cost of Overtime by Staff Category - Professional 18.70 6.0 15.0 15.0 15.0 15.0 15.0 15.0 15.0 15	FF-08.4					0.000		3	
FF-08.7 Cost of Sick Leave by Staff Category - Technical 1860.0 766.9 1801.4 1125 1,638.4 1,850.0 FF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 1467.6 891.1 1,037.0 1,134.6 1,309.8 1,467.6 FF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers 5,314.2 438.6 1,244.6 2,247.8 3,039.8 5,379.2 FF-11 Cost of Work Cover 22 0.5 0.8 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-14.7 Hours of Overtime by Staff Category - Professional 2.3 0.9 1.8 2.7 3.6 4.2 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-14.8 Hours of Overtime by Staff Category - Visiting Medical Officers 18.1 4.8 7.4 11.0 14.8 18.1 FF-18.2 Cost of Overtime by Staff Category - Managerial And Clerical 325.2 250.1 296.4 325.2 392.1 765.2 FF-18.3 Cost of Overtime by Staff Category - Medical 15,443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 Cost of Overtime by Staff Category - Professional 592.1 57.1 283.9 592.1 741.9 1,238.4 F-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 F-16.7 Cost of Overtime by Staff Category - Professional 13.9 86.8 113.9 298.9 683.3 3,831.4 55.0 F-16.7 Cost of Overtime by Staff Category - Professional 13.9 86.8 113.9 298.9 683.3 3,831.4 55.0 F-16.7 Cost of Overtime by Staff Category - Professional 13.9 86.8 113.9 298.9 683.3 3,831.4 55.0 F-16.7 Cost of Overtime by Staff Category - Technical 13.9 86.8 113.9 298.9 683.3 3,831.4 55.0 F-16.7 Cost of Overtime by Staff Category - Technical 13.9 86.8 113.9 298.9 683.3 3,831.4 55.0 F-16.7 Cost of Overtime by Staff Category - Technical 13.9 86.8 113.9 298.9 683.3 3,831.4 55.0 F-16.7 Cost of Overtime by Staff Category - Technical 13.9 86.8 113.9 298.9 683	FF-08.5	Cost of Sick Leave by Staff Category - Operational	1,285.7 93	39.0		( - <i> # -</i>			
FF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans  1.457.6 89 £ 1 0.37.0 1,134.6 1,309.8 1,457.6 FF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers  5.3742 88.6 1,244.6 2,247.8 3,099.8 5,379.2 Cost of Sick Leave by Staff Category - Wedical Officers  2.2 0.5 0.9 1.1 1.5 2.2 Cost of Work Cover	FF-08.6	Cost of Sick Leave by Staff Category - Professional	1,432.6 97	73.2 1,	198A 1	2617 1	403.1 1	449.9	1,000
FF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers  5.372	FF-08.7	Cost of Sick Leave by Staff Category - Technical	1,850.0 70	<b>36</b> 9 <b>1</b> ,	001.4 1	1,125 1 1	638.4 1	850.0	
F-11 Cost of Work Cover    22	FF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	1, <b>45</b> 7.6 <b>9</b> 5	11 1	037.0 1	,134.6 1,	309.8 1	457.6	
F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical 0.6 0.5 0.6 0.6 0.7 1.5 F-14.3 Hours of Overtime by Staff Category - Medical 13.7 13.7 14.1 16.3 18.7 19.8 F-14.4 Hours of Overtime by Staff Category - Nursing 0.6 0.2 0.4 0.6 0.6 1.1 F-14.5 Hours of Overtime by Staff Category - Operational 1.1 0.1 0.6 1.2 1.5 2.5 F-14.6 Hours of Overtime by Staff Category - Professional 2.3 0.9 1.8 2.7 3.6 4.2 F-14.7 Hours of Overtime by Staff Category - Technical 0.2 0.1 0.2 0.5 1.2 5.5 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans 4.5 3.3 4.0 4.5 5.0 8.3 F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers 18.1 4.8 7.4 11.0 14.8 18.1 F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical 325.2 250.1 296.4 325.2 392.1 765.2 F-16.5 Cost of Overtime by Staff Category - Nursing 351.1 132.4 229.1 326.4 358.6 665.1 F-16.6 Cost of Overtime by Staff Category - Operational 592.1 57.1 283.9 592.1 741.9 1,238.4 F-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 F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 299.9 683.3 3,831.4	FF-08.9	* * * * * * * * * * * * * * * * * * *	5,379.2 42	8.6 1,	244.6 2	,247,8 3,	039.8 5,	379.2	
F-14.3 Hours of Overtime by Staff Category - Medical  13.7 13.7 14.1 16.3 18.7 19.8  F-14.4 Hours of Overtime by Staff Category - Nursing  0.6 0.2 0.4 0.6 0.6 1.1  F-14.5 Hours of Overtime by Staff Category - Operational  1.1 0.1 0.6 1.2 1.5 2.5  F-14.6 Hours of Overtime by Staff Category - Professional  2.3 0.9 1.8 2.7 3.6 4.2  F-14.7 Hours of Overtime by Staff Category - Technical  0.2 0.1 0.2 0.5 1.2 5.5  F-14.8 Hours of Overtime by Staff Category - Trade And Artisans  4.5 3.3 4.0 4.5 5.0 8.3  F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  18.1 4.8 7.4 11.0 14.8 18.1  F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical  15.443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7  Cost of Overtime by Staff Category - Nursing  351.1 132.4 229.1 326.4 358.6 665.1  F-16.5 Cost of Overtime by Staff Category - Professional  1.879.6 694.0 1,259.7 2,195.0 2,962.1 3,759.4  F-16.7 Cost of Overtime by Staff Category - Technical  113.9 86.8 113.9 289.9 683.3 3,631.4			22	0.5	0.9	1.1	1.5	2.2	
F-14.4 Hours of Overtime by Staff Category - Nursing 0.6 0.2 0.4 0.6 0.6 1.1 F-14.5 Hours of Overtime by Staff Category - Operational 1.1 0.1 0.6 1.2 1.5 2.5 F-14.6 Hours of Overtime by Staff Category - Professional 2.3 0.9 1.8 2.7 3.6 4.2 F-14.7 Hours of Overtime by Staff Category - Technical 0.2 0.1 0.2 0.5 1.2 5.5 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans 4.5 3.3 4.0 4.5 5.0 8.3 F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers 18.1 4.8 7.4 11.0 14.8 18.1 F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical 325.2 250.1 296.4 325.2 392.1 765.2 F-16.3 Cost of Overtime by Staff Category - Medical 15,443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 Cost of Overtime by Staff Category - Nursing 351.1 132.4 229.1 326.4 358.6 665.1 F-10.5 Cost of Overtime by Staff Category - Professional 1,879.6 694.0 1,259.7 2,195.0 2,962.1 3,759.4 F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4					0.6	0,6	0.7	1.5	
F-14.5 Hours of Overtime by Staff Category - Operational  1.1 0.1 0.6 1.2 1.5 2.5 F-14.6 Hours of Overtime by Staff Category - Professional  2.3 0.9 1.8 2.7 3.6 4.2 F-14.7 Hours of Overtime by Staff Category - Technical  0.2 0.1 0.2 0.5 1.2 5.5 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans  4.5 3.3 4.0 4.5 5.0 8.3 F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  18.1 4.8 7.4 11.0 14.8 18.1 F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical  325.2 250.1 296.4 325.2 392.1 765.2 F-16.3 Cost of Overtime by Staff Category - Medical  15,443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 Cost of Overtime by Staff Category - Nursing  351.1 132.4 229.1 326.4 358.6 665.1 F-16.5 Cost of Overtime by Staff Category - Operational  592.1 57.1 283.9 592.1 741.9 1,238.4 F-16.6 Cost of Overtime by Staff Category - Professional  1879.6 694.0 1,259.7 2,195.0 2,962.1 3,759.4 F-16.7 Cost of Overtime by Staff Category - Technical  113.9 86.8 113.9 298.9 683.3 3,831.4	+								
F-14.6 Hours of Overtime by Staff Category - Professional 2.3 0.9 1.8 2.7 3.6 4.2 F-14.7 Hours of Overtime by Staff Category - Technical 0.2 0.1 0.2 0.5 1.2 5.5 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans 4.5 3.3 4.0 4.5 5.0 8.3 F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers 18.1 4.8 7.4 11.0 14.8 18.1 F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical 325.2 250.1 296.4 325.2 392.1 765.2 F-14.9 Cost of Overtime by Staff Category - Medical 15.443.8 15.058.0 15.443.8 19.694.2 21.892.1 25.813.7 Cost of Overtime by Staff Category - Nursing 351.1 132.4 229.1 326.4 358.6 665.1 F-16.5 Cost of Overtime by Staff Category - Operational 592.1 57.1 283.9 592.1 741.9 1.238.4 F-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 F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4		, , , , , , , , , , , , , , , , , , ,	• · · · · · · · · · · · · · · · · · · ·					110	
F-14.7 Hours of Overtime by Staff Category - Trade And Artisans  F-14.8 Hours of Overtime by Staff Category - Trade And Artisans  F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical  F-16.2 Cost of Overtime by Staff Category - Medical  Cost of Overtime by Staff Category - Medical  F-16.5 Cost of Overtime by Staff Category - Operational  F-16.6 Cost of Overtime by Staff Category - Professional  F-16.7 Cost of Overtime by Staff Category - Trade And Artisans  D.2 0.1 0.2 0.5 1.2 5.5  B.3  4.5 3.3 4.0 4.5 5.0 8.3  F-10.5 Cost of Overtime by Staff Category - Managerial And Clerical  325.2 250.1 296.4 325.2 392.1 765.2  F-16.8 Cost of Overtime by Staff Category - Operational  592.1 57.1 283.9 592.1 741.9 1,238.4  F-16.8 Cost of Overtime by Staff Category - Professional  1,879.6 694.0 1,259.7 2,195.0 2,962.1 3,759.4  F-16.7 Cost of Overtime by Staff Category - Technical  113.9 86.8 113.9 298.9 683.3 3,831.4								10	
F-14.8 Hours of Overtime by Staff Category - Trade And Artisans 4.5 3.3 4.0 4.5 5.0 8.3 F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers 18.1 4.8 7.4 11.0 14.8 18.1 F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical 325.2 250.1 296.4 325.2 392.1 765.2 F-16.3 Cost of Overtime by Staff Category - Medical 15.443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 Cost of Overtime by Staff Category - Nursing 351.1 132.4 229.1 326.4 358.6 665.1 F-16.5 Cost of Overtime by Staff Category - Operational 592.1 57.1 283.9 592.1 741.9 1,238.4 F-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 F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4			<i></i>						1. S. S.
F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  18.1 4.8 7.4 11.0 14.8 18.1 F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical  325.2 250.1 296.4 325.2 392.1 765.2 F-16.3 Cost of Overtime by Staff Category - Medical  15.443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 Cost of Overtime by Staff Category - Nursing  351.1 132.4 229.1 326.4 358.6 665.1 F-16.5 Cost of Overtime by Staff Category - Operational  592.1 57.1 283.9 592.1 741.9 1,238.4 F-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 F-16.7 Cost of Overtime by Staff Category - Technical  113.9 86.8 113.9 298.9 683.3 3,831.4								25	
F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical 325.2 250.1 296.4 325.2 392.1 765.2  F-16.3 Cost of Overtime by Staff Category - Medical 15,443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7  Cost of Overtime by Staff Category - Nursing 351.1 132.4 229.1 326.4 358.6 665.1  F-16.5 Cost of Overtime by Staff Category - Operational 592.1 57.1 283.9 592.1 741.9 1,238.4  F-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  F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4	~		· <i>-</i>		+				
F-16.7 Cost of Overtime by Staff Category - Medical 15,443.8 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 Cost of Overtime by Staff Category - Nursing 351.1 132.4 229.1 326.4 358.6 665.1 F-10.5 Cost of Overtime by Staff Category - Operational 592.1 57.1 283.9 592.1 741.9 1,238.4 F-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 F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4									
Cost of Overtime by Staff Category - Nursing 351.1 132.4 229.1 326.4 358.6 665.1 F-10:5 Cost of Overtime by Staff Category - Operational 592.1 57.1 283.9 592.1 741.9 1,238.4 F-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 F-16:7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4	-,	·				<i>-</i>			
F-16.5 Cost of Overtime by Staff Category - Operational 592.1 57.1 283.9 592.1 741.9 1,238.4 F-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 F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4	/ }-	ye ninggan gangangan berindakan kelalah							
F-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 F-16.7 Cost of Overtime by Staff Category - Technical 113.9 86.8 113.9 298.9 683.3 3,831.4	F-10.5	Cost of Overtime by Staff Category - Operational							
	F-16.6	Cost of Overtime by Staff Category - Professional	1,879.6 694	.0 1,2					4.
nted: 05/07/2002	F-16.7	Cost of Overtime by Staff Category - Technical	113.9 86	8 1	13.9	298.9 6	83.3 3,8	31.4	
	nted: 05	V07/2002				- 			

Attachment 1

	Hospital		Pe	er Group			
Indicator Number and Description:	Score	Min	25th	Median	75th	Max	NEW THE
FF-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	
FF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers	38,529.0	7.118,5	15,123.0	'			
overall Performance Group: Not Summarised							
FF-01 Full-Time Equivalent (FTE) Staff	931.5	705.4	1,058.7	1,359.3	1,433.5	3,681,8	es de la facilità de la companya de
FF-02.2 FTE Staff by Category - Managerial And Clerical	177.6	115.2	155.6	177.6	198.9	548.7	
FF-02.3 FTE Staff by Category - Medical	85.3	48,9	85,3	112.2	173.3	349.0	
FF-02.4 FTE Staff by Category - Nursing	372.8	346.2	·	678.1	733.2	1,589.2	
FF-02.5 FTE Staff by Category - Operational	199.5	88.4	173.3	199,5	267.7	699.8	
FF-02.6 FTE Staff by Category - Professional	69.0	53.1	79.2	106.9	145.5	335.8	
F-02.7 FTE Staff by Category - Technical	85	2.4	5.9	6,6	23.3	32.2	
F-02.8 FTE Staff by Category - Trade And Artisans	<b>\$6.1</b>	10.9	14.6	18.4	41.6	69.5	21,55 14
F-02.9 FTE Staff by Category - Visiting Medical Officers	4.8	4.8	9.7	11.0	14.6	52.5	
F-05 Hours of Sick Leave	3.6	2.9	3.2	3.2	3.3	3.6	
F-07 Cost of Sick Leave		1,196.1	1,270.1	1,293.5	1,336.2	1,487.9	
F-13 Hours of Overtime	2.4	1.8	2.5	2.9	3.2	3.9	
F-15 Cost of Overtime		1,827.7			2.733/4	3,692.2	
AND AND A SECOND RESPONDED IN THE SECOND SEC				2,004.0	2.70	2002.2	
Performance Group: Benchmarking and Clinical Pathways				3.9	69 <i>0</i> 56	4886	
be.3 Benchmarking - In selected clinical areas - external	464	16.2	<b>8</b> 1.1		an A		
07.1 Clinical Pathways - Extent of development and use		- 00	12.3	66.7 40.1	80.2	100.0	=
erall Performance Group: Continuity of Care	00	ر الم	<b>466</b> , ,		58.1	71.4	
08.1 Facilitating continuity of care - Use of pre admission clinical for elective surgery	3.0	0.0	3,0	3.0	3.0	3.0	
08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	2.8	3.0	3.0	3.0	
08.3 Facilitating continuity of care - Shared and post peral care	3.0	3.0	3.0	3.0	3.0	3.0	
08.4 Facilitating continuity of care - Cardiac rehabilitation	3.0	1.0	2.8	3.0	3,0	3.0	
08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GP		0,0	0.0	0.5	1.5	3.0	
rall Performance Group: Quality and Use of Information						·	
4.1 Quality of informations Accuracy	95,9	74.8	92.7	94.0	94.5	96.0	
4.2a Quality of information - Timeliness - Number of months on time	5.0	0.0	2.8	5.5	6.3	9.0	
4.2b Quality of information - Timeliness - Number of days late per month	1.5	10.0	3.2	8.6	14.9	82.7	
5.1 Use of Information - Availability of electronic information	438	25.0	43.8	47.0	54.7	72.9	
5.2 Use of Information - Collection and use of clinical information	26.8	28.6	57.0	65.2	77.1	95.7	
raff Performance Group: Not Summarised			980°			. ~	
1 Accreditation	1.0	1.0	1.0	1.0	1.0	1.0	
2 Credentialling	1.0	0,0	1.0	1.0	1.0	1.0	
.1 Workforce Management - Retention of Nursing Staff	83.7	67.9	73.8	79.3	82.2	84.1	
Worldorce Management - Retention of Allied Health Staff	75.9	66.7	71.8	74.5	78.6	83.8	
Workforce Management - Median Age Nursing Staff	38.5	34.0	37.8	38.8	39.6	41.0	
.1 Benchmarking - In selected clinical areas	58,3	15.4	55.3	62.5	84.7	100.0	
2 Benchmarking - In selected clinical areas - internal	72.2	0.0	Ü0	61.1	91,7	100.0	
.2 Clinical Pathways - Extent of development and use as per Ontano	4.6	0.0	14.3	44.5	67.1	77.4	76.72
3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	2.7	76.8	84.8	85.7	· V
3b Clinical Pathways - Medical - extent of development and use	9,5	<b>9,</b> 0	11.9	26.2	42.9	76.2	
3c Clinical Pathways - 0 & G - extent of development and use	a.	0.0	3.6		64.3	85.7	100X
3c Clinical Pathways - 0 & G - extent of development and use	g WWW.tran.o.St	~~U.U		JJ.U			

## Summary of Potential Reasons for Variance for <u>IPSWICH HOSPITAL</u>

#### 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 intraoperative 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.



# 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	Patient Satisfaction
Medical AND	Maternity ##
Obstetrics & Gynaecology	* Medical ☆
Surgical ***	Surgical ☆☆
Overall ☆☆	Overall
Efficiency	System Integration and Change
Activity	Benchmarking and Clinical Pathways ☆☆☆
Cost of Service	€oritinuity 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.
<b>ል</b> ቁ ቁ	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		•		Large
outhern Zone erformance Indicator	Risk Adjusted Hospital Score: I	Peer Group Mear	n: Significance:	
and the state of the degree of the state of	(Rate per 100 s	separations)		
Acute Myocardial Infarction	····			
In-hospital Mortality				
Long Stay Rates	9.5	13,3	-	CI01.1
Heart Fallure	8.3	8.7		Cl01.2
In-hospital Mortality		*		• •
Long Stay Rates	7.7	7.7		Cl02.1
Stroke	13.3	8.7	_	CI02.2
			ŕ	
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		Cl03.4
Pneumonia				
In-hospital Mortality	4.5	7.2		CI04.1
Long Stays	8.3	10.8	-	CI04.2
Asthma				attilla.
Long Stay Rates	13.2	12.0		CI14.1
ord kuromense Goden – Londones & Hymekaligg gode		·徐克·克德特及	New Year	
sterectomy				
Long Stay rates	8.5	9.7	*	CI09.1
Complications of Surgery	30.2	12.3	**	CI09.3
on Women < 35 years	17.2	12.2	*	CI09.4
Blood Transfusion Rates	1,8	1.8		CI09.5
Standard Primiparae				
C-section C-section	7.1	12.9	*	CI10.1
Induction of Labour	9.2	14.4	*	Cl10.2
Perineal Tears	1.1	2.8	•	CI10.3
Small for Gestational Age		1.7		J
Small for Gestational Age	2.5	2.8	<b>4</b>	CI11.1
Maternal Post-Natal Long Stay Rate				·····
Vaginal Births	10.4	8.2		Cl13.1
Caesarean Section Births	4.9	5.7		Cl13.2
Dineu Portuguis Proposition (Proposition Proposition P				OTTO.E
Diabetic Foot		A STATE OF THE PARTY OF THE PAR		
Long Stays	3.1	9.2		CI05.1
Amputation Rates	21,4	29.7		C105.4
Scactured Neck of Femur		. 7		0.00.4
In-hospital Mortality	7.1	7.6	1	CI06.1
Long Stays	8.5	13.1		C(06.2
Nursing Home Separations	16.8	18.9	9995	C106.5
Complications of Surgery	18.1	15.9	<i>10</i>	
Knee Replacement	10.1		'	C106.6
Long Stays		40.5		710# 4
Complications of Surgery	6.7 34.1	10.5		CI07.1
Hip Replacement	34.E	18.7	.* (	C107.3
Long Stay Rates	40	40.7		
Complications of Surgery	4.9	10.7		108.1
Colorectal Carcinoma	50.2	28.1	* 0	108.3
Long Stay Rates			•	
	10.2	9.9		115.1
Complications of Surgery	45.0	26.7		115.3

#### 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.

<sup>+</sup> 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

## **Patient Satisfaction**

4	
	•

•	Southern Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
		A SURVEY			
	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)				
	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
-	Sungas Type (engine) - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
	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
4	+ Overall Care Index	64.9	66.9		PS05
	Physical Environment Index	65.8	68.4		P\$06
`	Treatment & Related Information Index	63.6	65.5		PS07
1	Berthall the Chapter of the Late of the Chapter				對於 國際商
	Access and Admission Index	62.9	64.5		PS01
	Complaints Management Index	60.0	63.4		PS02
	Discharge and Follow-up Index	57.5	60.1		PS03
	General Patient Information Index	67.0	69.3	2	PS04
+	Overall Care Index	€2.0	64.7	<b>t.</b>	PS05
	Physical Environment Index	63.4	66.2	T.E	PS06
	Treatment & Related Information Index	59.1	63.3	*	PS07
1					
_	Access and Admission Index	56.2	58.7		PS01
	Complaints Management Index	40.2	57.2	*	PS02
	Discharge and Follow-up Index	44.5	<b>5</b> 4.0		PS03
	General Patient Information Index	49.7	<b>5</b> 8.5		PS04
	Overall Care Index	<b>52.0</b>	<b>\$</b> 7.6	*	PS05
	Physical Environment Index	67.4	63.5		PS06
	Treatment & Related Information Index	<b>42.</b> 6	53.1	j	PS07
· d	etre principal de la				
$\sum$	Access and Admission Index	67.8	68.9		PS01
	Complaints Management Index	64.8	67.8	. 1	P <b>S02</b>
	Discharge and Follow-up Index	63.0	64.0	I	PS03
	General Patient Information Index	70.6	72.9	<b>*</b>	PS04
+	Overall Care Index	66.7	68-7	1	PS05
	Physical Environment Index	65.2	67.3	i e	PS06
	Treatment & Related Information Index	96.7	69.2	, F	PS07
	Statistic	al S <b>ign</b> ifican <del>c</del> e			
	<ul> <li>Between 90% and 99.9% certain that the result evidence to suggest that these hospitals are per</li> </ul>	t for the facility is di	fferent than the cohort	average. There in of the facilities in	s some
	cohort, although there is a reasonable possibili	ty that the result is	due to chance.		
	99.9% certain that the result for the facility is ditte performance indicator for the facility is sign	ifferent in compariso ificantly different fro	on to the cohort averag om the mean for all hos	ge. There is little spitals in the peer	doubt that group.

Large

<sup>+</sup> 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.

## Efficiency

Ipswich Hospital				La
uthem Zone	Data Type:	Hospital Score:	Peer Group	Reference
1	<u> </u>		Median:	
and the particular straight in the district of the second				
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
TO AREA TO THE TERMINATION OF THE TRANSPORT OF THE TRANSPORT				
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
THE OF PROPERTY SHAPE IN SEPTEMBER OF SHIPS AND TO				
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 Calegory - 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 Calegory Trade And Artisans	Percentage	1.95	2.96	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	6.26	9.78	EFT-06.9
of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,040	1,040	EFF-08.2
ost 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	<b>355,1</b>	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 Frade 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
lours of Overline by Staff Category Managerial And Clerical	Percentage	0.31	0.37	EFF-14.2
ours of Overtime by Staff Category - Medical ours of Overtime by Staff Category - Nursing	Percentage	16.6	14.8	EFF-14.3
ours of Overtime by Staff Category - Nursing	Percentage	0.53	0.78	EFF-14.4
ours of Overtime by Staff Category - Operational ours of Overtime by Staff Category - Professional	Percentage	"The Wille the constitute	<b>0</b> ,84	EFF-14.5
ours of Overtime by Staff Category - Froiessional	Percentage	3.38	3.59	EFF-14.6
ours of Overtime by Staff Category - Trade And Artisans	Percentage	0		EFF-14.7
ours of Overtime by Staff Category - Visiting Medical Officers	Percentage	2.35	2.73	EFF-14.8
ost of Overtime by Staff Category - Managental And Clerical	Percentage	7.39	19.6	EFF-14.9
ost of Overtime by Staff Category - Medical	Dollars	157	•	EFF-16.2
of Overline by Staff Category - Nursing	Dollars	18,890	18,682	EFF-16.3
of Overtime by Staff Category - Operational	Dollars	315		EFF-16.4
est of Overlime by Staff Category - Operational	Dollars	490		EFF-16.5
ist of Overtime by Staff Category - Professional	Dollars	2,731	77	EFF-16.6
st of Overtime by Staff Category - Trade And Artisans	Dollars	9	Ø)\$ <sup>©</sup>	EFF-16.7
st of Overtime by Staff Category - Visiting Medical Officers	Dollars	1,282	988 ·	EFF-16.8
	Dollar#	12,953	39,662	EFF-16.9
Control of the c		701		
	Numeric	ş 101		EFF-01
E Staff by Category - Managerial And Clerical	Numeric	76.7		EFF-02.2
E Staff by Category - Medical	Numeric	71.5		EFF-02.3
E Staff by Category - Nursing	Numeric	364	•	EFF-02.4
E Staff by Category - Operational	Numeric	122		EFF-02.5
E Staff by Category - Professional	Numeric	52.6		FF-02.6
E Staff by Category - Technical	Numeric	0.54		FF-02.7
E Staff by Category - Trade And Artisans	Numeric	4.47		FF-02.8
E Staff by Category - Visiting Medical Officers	Numeric	9.26		FF-02.9
ars of Sick Leave	Percentage	2.98		FF-05
st of Sick Leave	Dollars	1,280	•	FF-07
us of Overtime	Percentage	2.87		FF-13
of Overtime	Dollars	2,576	2,230 E	FF-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: 1	lospital Peer Group	Reference
	1 min	Score: Median:	4
The result of th			
Benchmarking		-	
In selected clinical areas - external	Percentage	55.6 30.8	SIC06.3
Clinical Pathways			•
Extent of development and use in selected clinical areas	Percentage	71.4 48	SIC07.1
্রমান্তান <b>ইয়া</b> ক চললারের মান্ত <u>এ</u> তাল্লার বুলিনার হয়ে বার মিরন্ত করে । তালিক			
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	2/3 2	SIC08.4
Provision of electronic discharge summaries to GPs	Max score 3	0/3 0	SIC08.5
restinguismente de com la completion de			
Quality of Information			
Accuracy	Percentage	<b>\$3</b> .3 <b>9</b> 4.3	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			
Availability of electronic information	Percentage	37.5 37.5	SIC05.1
Collection and use of clinical information	Percentage	<b>7.70</b> 50.8	SIC05.2
Consultations State (12.50) (Samples (12.50)	第15.38 下层温度。		4.31.34
Accreditation		<b>4</b>	
Accreditation Quality (15)	Yes/No	Yes 12/13	SIC01
Credentialling Condentialling			01000
Credentialling  Workforce Management	Ye <b>s/N</b> o	No. 5/13	SIC02
Retention of Nursing Staff	Percentage	86.3 83.6	SIC03.1
Retention of Allied Health Staff	Percentage		SIC03.1
Median Age Nursing Staff	Years		SIC03.3
) Benchmarking	1 Cats	70 71	. ,
In selected clinical areas	Percentage	55.6 33.3	SIC06.1
In selected clinical areas - internal	Percentage	2000 B	SIC06.2
Clinical Pathways	· crocinage	7	
Extent of development and use as per Ontario	Percentage	71.4 54.8 5	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage		SIC07.3a
Medical - extent of development and use		and the second s	SIC07.3b
O & G - extent of development and use	Percentage		SIC07.3c
Telehealth	, vivelingy	20.0	
Extent of telehealth usage	Percentage	44.2 1.9 S	SIC09
· · · · · · · · · · · · · · · · · · ·	· oroomago	1.0	

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

# Measured Quality

Hospital Report

#### an emiliatific

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

Attachment 1

Peer Group Hospital Indicator Number and Description: Min 25th Median Max Score Ipswich Hospital Large Southern Zone Overall Performance Group: Acute Myocardial Infarction - In-hospital Mortality CI01.1 9,5 0.0 8.8 14.4 19.5 CI01,2 Acute Myocardial Infarction - Long Stay Rates 0.0 8.3 11.9 17.9 2.6 CI02.1 Heart Failure - In-hospital Mortality 9.5 10.7 12.7 4.8 0.0 Heart Failure - Long Stay Rates CI02.2 4.4 8.8 13.2 15,8 CI03.1 Stroke - In-hospital Mortality 45.2 CI03.2 Stroke - Long Stay Rates 0.0 12.3 3.1 21.6 Cl03.4 Stroke - Nursing Home Separations 17.7 0.0 11.8 15.6 17.6 22.1 CI04.1 Pneumonia - in-hospital Mortality 4.1 8.7 CI04.2 Pneumonia - Long Stays 8.3 2.9 7.1 8.3 14.7 18.9 CI14.1 Asthma - Long Stay Rates 2.8 19.2 12.4 13.4 Overall F erformance Group: § Obstetrics & Gynaecology C109.1 Hysterectomy - Long Stay rates 8.5 3.9 8.0 10.5 '79.3 Hysterectomy - Complications of Surgery 30.2 4.5 5,8 Hysterectomy - on Women < 35 years 17.2 17.2 124 14.0 0.0 Hysterectomy - Blood Transfusion Rates **B.**0 C110.1 Standard Primiparae - C-section 11.8 15.7 Ci10.2 Standard Primiparae - Induction of Labour 10.2 15.7 20.1 24.9 CI10.3 Standard Primiparae - Perineal Tears 0.0 2.3 1.1 1.8 3.5 CI11.1 Small for Gestational Age - Small for Gestational Age 20 25 2.8 3.1 40 CI13.1 Maternal Post-Natal Long Stay Rate (Vaginal Births) 4.2 7.1 **\9.7** 25.3 Maternal Post-Notal Long Stay Rate (Caesarean Section Births 113.2 Overall F erformance Group: 205.1 Diabetic Foot - Long Stays 4.0 4.9 5.8 **305.4** Diabetic Foot - Amputation Rates 26,9 32 21.4 21.4 37.9 43.4 Fractured Neck of Femur - In-hospital Mortality 1.601 5.4 7.1 7.2 8.3 Fractured Neck of Femur - Long Stays 106.2 3.0 6.8 16.4 8.6 27.6 106.5 Fractured Neck of Femur - Nursing Home Separations 14.8 11.8 21.9 31.5 46.6 106,6 Fractured Neck of Femur - Complications of Surgery 7.8 8.5 19.3 41.6 107.1 Knee Replacement - Long Stays 6.2 9.5 7.1 13.1 16.9 107.3 Knee Replacement - Complications of Surgery 4.4 10.3 22.6 34.1 108.1 Hip Replacement - Long Stay Rates 4.3 10.2 10.7 15.2 108,3 Hip Replacement - Complications of Surgery 50.2 13.7 17.4 18.6 32.8 50.2 Colorectal Carcinoma - Long Stay Rates 10.2 10 2 125 8.3 94 16 3 Colorectal Carcinoma - Complications of Surgery 45.0 14.2 38.4 45.0 54.6 Forest September 1911 写电信信记录 verall Performance Group: S05 Overall Care Index Maternity 517 70.9 verall Performance Group: Medical 70.6 **305** Overall Care Index Medical \$2.0 80.8 65,2 65.6 veralt Performance Group: 73.8 305 Overall Care Index Surgical 65.9 67.1 68.3 70.2 verall Performance Group: Not Summarised Access and Admission Index Surgical 67.8 64.3 66.2 68,4 70.5 75.0 Access and Admission Index All types combined :01 70.9 63.3 61.2 63.2 65.1 66.8 01 Access and Admission Index Maternity 67.2 74.8 01 Access and Admission Index Medical 62.9 59.9 62.4 63,6 67.0 72.2 01 Access and Admission Index Mental Health 70.0 56.2 51.0 60:0 66.2 57.0 Complaints Management Index Surgical กว 64.8 67.9 68.9 75.2 Complaints Management Index Mental Health 40.2 55,6 59,1 69.9 76.2 40.2 02 Complaints Management Index Medical 60.0 57.9 68.3 61.1 64.5 66.4 02 Complaints Management Index All types combined 58.7 58.7 64.0 02 Complaints Management Index Maternity 62.6 53.9 62.6 65,8 68.9 72.7 Discharge and Follow-up Index Mental Health 44.5 55.0 58.0 61.6 44.5 67.7

57.8

56.3

58.6

60,8

Discharge and Follow-up Index All types combined

nted: 05/07/2002

CAB.0007.0002.00206

61.8

		· Uppniful	<u> </u>	Pe	er Group		T <sub>1</sub>	
in	for Number and Description:	Hospital Score	Min	25th	Median	75th	Max	が (3 <b>)</b> 学用
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		
PS03	Discharge and Follow-up Index Medical	57.5	55.5	57.5	59.5	62.1		
PS04	General Patient Information Index Surgical	70.6	70.6	72.0	72.8	74.3		
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	620	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	
2S06	Physical Environment Index Medical	63,4	59.1	64.0	67.3	68.4	71.9	
2506 2507	Physical Environment littlex All types combined  Treatment & Related Information Index Medical	64.5	59.5	64.5	66.7	67.5	72.6	
2507	Treatment & Related Information Index All types combined	59.1	59.1	60.7	63,4	65.1	70.4	
	Treatment & Related Information Index Maternity	59.2 63.6	59.2 53.7	63.3	64.1	65.1 69.1	70.0	
(Say	Treatment & Related Information Index Surgical	66.7	66.5////	68.2	65.8 68.8	71.0	74.1	92.
>S07	Treatment & Related Information Index Mental Health	42.6	42.6	31.4	57.1	527	64.2	90 H
. Only			. Helle. Al					
Dverall	Performance Group: Activity							organica (S.) Vilet i organica
FF-17	Occupancy Rate (Bed Day Efficiency)	<b>8</b> 3.5	51.4	77.1	82.8	88.2	96.3	10.0
FF-19	Length of Stay	3.1	23	2.7.	3.0	3.2	3.4	
FF-24	Cancellation rate	9.4	8.0	9.9	12.0	16.6	18.1	
verall i	Performance Group: Cost of Service						195	49.5
FF-25	Total Cost//Weighted Separation	1,992.5 1,0	827.6 1.	952.3	2,074.6	2,454.9	2,998.4	30.2
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	
FF-06.2	Performance Group: Staffing  Hours of Sick Leave by Staff Category - Managerial And Clerical	3.4	2.4	29	3.0	3.4	3.8	
FF 06.3	Hours of Sick Leave by Staff Category - Medical	18	-1.6	- 12	14	1.6	2.1	
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	32	2.9	32	. 3.3	.3,6	3.8	
F-06.5	Hours of Sick Leave by Staff Category - Operational	3.1	9.1	3.3	3.5	3.7	4.0	
F-06.6	Hours of Sick Leave by Staff Category - Professional	2.7	1.1	2.1	2.2	27	2.8	
F-06.7	Hours of Sick Leave by Staff Category - Technical	0,0	0.0	0.9	2.4	3.3	4.6	
**************************************	Hours of Sick Leave by Staff Category - Trade And Artisans	2.0	0.0	2.4	3.0	3.5	9,8	
L	Hours of Sick Leave by Staff Category - Visiting Medical Officers	6.3	0.0	0.6	8.0	2.7	6,3	
F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical			20.4 1	##		1,317.2	
F-08.3	Cost of Sick Leave by Staff Category - Medical			94.2			1,751.0	
F-08.4	Cost of Sick Leave by Staff Category - Nursing		- 333				1,622,3	4,305
F-08.5	Cost of Sick Leave by Staff Category - Operational	· · <i>   -</i> \	8 - Salah ati	64.5			1,192.0	
F-08.6 F-08.7	Cost of Sick Leave by Staff Category - Professional  Cost of Sick Leave by Staff Category - Technical	9° 9° - 98° 7	- 1965 - 1		7.7.7.7.7		1,397.5	48 200
F-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	0.0 *****	gr. eggerer.				1,851.9	
F-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	<u> </u>		75.2		+	3,264.9 7,055 1	7 3 4 7 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
F-11	Cost of Work Cover	7,955.1 1.1	0.0 1,0 0.5	08.4 1, 1.0	261.4 4,0 1.6	621.1 7 1.9	7,955.1 2.0	
F-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	·	0.2	0.3	0.4	0.5	2.3	
	Hours of Overtime by Staff Category - Medical	· • ·		10.6	14.8	17.6	22.2	1
- +	Hours of Overtime by Staff Category - Nursing		0.4	0.6	0.8	1.0	1.5	
	Hours of Overtime by Staff Category - Operational		0.3	0.7	0.8	1.0	1.9	
F-14.6	Hours of Overtime by Staff Category - Professional		0.8	21	3.6	5.2	7.9	4 38
F-14.7	Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.2	0.4	1.4
F-14.8	Hours of Overtime by Staff Category - Trade And Artisans	2.3	0.0	2.1	2.7	3.5	4.6	
-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	7.4	0.0	9.4	19.6	32.5	43.1	2
}• •	Cost of Overtime by Staff Category - Managerial And Clerical	156.7 10	6.9 15	6.7	192.1 2	39.7 1	,191.8	2.7
	Cost of Overtime by Staff Category - Medical	18,890.3 4,74	5.9 11,23	1.3 18,6	81.7 19,9	39.3 27	,209.3	· 10.
	Cost of Overtime by Staff Category - Nursing	314.7 237				77.3	896.1	100
-16.5	Cost of Overtime by Staff Category - Operational	489.7 114	1.9 36	3.6 4	42.9 4	89.7	914.6	30 (2)
nted: 05	5/07/2002				-			l <b>I</b> II
Ī						CADA	007 000	

CAB.0007 0002 00207

Attachment 1

. •		-		· .				
•		Mannis-1		Pe	er Group	1	1	
Indicator	Number and Description:	Hospital Score	Min	25th	Median	75th	Max	
<u> </u>							·	
EFF-18.6		2,731.5	632.6	1,681.9	3,008.9	4,423.6	6,442.9	2
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	80,391.81	03,836.5	
Overall P	erformance Group: Not Summarised							rig e le sese
EFF-01	Full-Time Equivalent (FTE) Staff	701.1	210.6	293.2	443.5	553,5	929.8	10.74
FF-02.2	FTE Staff by Category - Managerial And Clerical	76.7	31.4	34.6	63.9	69.8	158.5	
FF-02.3	FTE Staff by Category - Medical	71.5	0.2	25.2	31,4	49.2	98.2	
FF-02-4	FTE Staff by Category - Nursing	364/4	107.6	133.8	204.6	294.3	431,2	
FF-02.5	FTE Staff by Category - Operational	121.7	46.1	72.7	84.9	100.0	164.1	36
FF-02.6	FTE Staff by Category - Professional	52.6		18.9	23.8	35.8	68.3	
FF-02.7	FTE Staff by Category - Technical	0.5	0.4	0,6	1.3	2.2	4.2	""
FF-02.8	FTE Staff by Category - Trade And Artisting	4.5	0.0	0.9	3.1	7.0	11.1	
	FTE Staff by Category - Visiting Medical Officers	9.3	0.4	0.6	2.5	5.0	9.3	
	Hours of Sick Leave	3.0	2.8	3.0	3.0	3.3	3.5	
	Cost of Sick Leave		1,092.6	1,188.9	1,266.1	1,280,3	1,376.0	
,	Hours of Overtime	2.9	0.7	1.100.5	2.5	3.0	3.7	
	Cost of Overtime.	2,575.8		1,675,2	#/A	2,819.5	3,305.0	jediný Vinnastina
)	<u> </u>	م.ن.ن.م. م	550.4	14.8	2,23(	99 <u></u> 9	3,505.0	e man
	ir Nasam timuminen nini Steague (* 1876)	1560	961165	Visit Visit		200200	150	
	rformance Group: Benchmarking and Clinical Pathways						N/A	Back to 2
	Benchmarking - In selected clinical areas - external	55.5	0.0	27.8	30.8	55.6	100.0	1.73
	Clinical Pathways - Extent of development and use	714	26	47.3	48.0	52.0	71.4	
	rformance Group: Continuity of Care		ggire.					
	Facilitating continuity of care - Use of pire admission clinics for elective surgery	3.0	3.0	3.0	3.0	3.0	3.0	
	actitating continuity of care - Provision of discharge summaties to GPs	0.0	0.0	0.0		3.0	3.0	
	acilitating conflicinty of care - Shahad ante and post satal care	0.0	0.0	1.5	3.0	3.0	3,0	7.3
	actificating continuity of core - Cardiac rehabilitation	2.0	1.0	2.0	2.0	3.0	3.0	
	aclitating continuity of care - Provision of electronic discharge summaries to GPs		0.0	0.0	0.0	0.0	1.0	
	formance Group: Quality and Use of Information							rando de la compania
	luality of information - Accuracy	93.3	89.5	91.3	94.3	94.8	97.6	
·	tuality of information - Timeliness - Number of months on time	5.0	0.0	3.0	5.0	60	9.0	
	tuality of information - Timeliness - Number of days late per month	<b>3</b> 4.5	0.0	3.5	8.0	10.0	17.6	
	se of Information - Availability of electronic Information	37∆	27/1	81/3	37,5	39.6	77.1	
· • • • • •	se of Information - Collection and use of clinical information	70.0	18.6	37.1	50.8	62.9	78.6	(E.)
_	ormance Group: Not Summarised	(M) 1594						Santa da esta de la Santa de la Carta de l
~ <del>-</del>	ccreditation	1.0	0.0	1.0	1.0	1.0	1.0	
<b>}</b>	redentialling	0.0	0.0	0.0	0.0	1.0	1.0	
₿.1 W	forkforce Management - Retention of Nursing Staff	86,3	64.3	81.9	83.6	85.4	88.1	
3.2 W	forkforce Management - Retention of Allied Health Staff	69.2	50.0	66.7	73.7	84.2	100.0	
3.3 W	orkforce Management - Median Age Nursing Staff	40.0	37.0	40,0	41.9	42.0	43.0	2.5
6.1 Be	enchmarking - In selected clinical areas	55.6	0.0	29,4	33 3	53.3	94.4	A FEB
6.2 Be	enchmarking - In selected clinical areas - internal	55.8	0:0	18.7	29.4	55.6	100.0	0.7
7.2 Cli	inical Pathways - Extent of development and use as per Ontario	71.4	3.0	20.2	54.8	60.7	78.6	8.45
7.3a Cli	inical Pathways - Surgical (Orthopaedic) - extent of development and use	100.0	0.0	, 7.1	53.6	85.7	100.0	. U.S
	inical Pathways - Medical - extent of development and use	66.7	0.0	23.8	28.6	57.1	90.5	5/00
	nical Pathways - O & G - extent of development and use	50.0	0.0	21.4	39.3	46.4	64.3	A.(.)
	lehealth - Extent of telehealth usage	44.2	0.0	0.0	1.9	7.7	44.2	
		77.4	0.0	0.0	1.0			F 100 100 100 100 100 100 100 100 100 10

## 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)

C109.3 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-Beaudeserf 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 acrity 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.



# 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	Patient Satisfaction
Medical Obstetrics & Gynaecology	Maternity ☆☆ Medical ☆☆
Surgical A	Surgical ☆☆
Overall &	Overall ☆☆
Efficiency	System Integration and Change
Activity ☆☆	Benchmarking and Clinical Pathways ☆☆
Cost of Service	Continuity of Care ☆☆☆
Staffing 净粒分	Quality and Use of Information ☆☆
Overall 🖈 🌣 🕁	Overall AA

	Performance Comp <b>ared to the A</b> verage
, <b>\$</b>	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.
ដងង	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				Large
outhern Zone riormance Indicator	Risk Adjusted Hospital Score: (Rate per 100	Peer Group Mean: Separations)	Significance:	Reference:
Let 1 the the term of the species of the sound				
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	*	Cl03.2
Nursing Home Separations	15.6	14.3	•	Cl03.4
Pneumonia		•		
In-hospital Mortality	7.1	7.2		CI04.1
Long Stays	17.7	10.8	*	Cl04.2
Asthma	•	-		
Long Stay Rates	12.7	12.0		CI14.1
restrictions in in the Arthresis Arthresis of the		24 24 12 25 14 28		
sterectomy				
Long Stay rates	15.1	9.7		C109.1
Complications of Surgery	23.3	12.3	**	CI09.3
on Women < 35 years	10.3	12.2		Cl09.4
Blood Transfusion Rates	1.9	1.8		C109.5
Standard Primiparae				
C-section 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	•	•	entit	
Small for Gestaffonal 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		Cl13.2
conditions and a particles of the particles of the second				644)
Fractured Neck of Fernur				
In-hospital Mortality	3.4	7.6	•	CI06.1
Long Stays	3.8	13.1	•	Cl06.2
Nursing Home Separations	21.6	18.9		CI06.5
Complications of Surgery	41.6	15.9	**	C106.6
Colorectal Carcinoma	a -	<b>.</b>	4111	_::_ ·
Long Stay Rales	. 8.3	9.9	7	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.

CAB.0007:0002:00213

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

### **Patient Satisfaction**

#### Logan Hospital

Large

	Southern Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
		1.74.8 3. 1.4.1.43	A responsable to the second		
	· 医环状性 [1] 化自己的 医外膜 化二醇甲基酚				
	Access and Admission Index	61.2	65.3	**	PS01
	Complaints Management Index	64.0	64.0		PS02
٠.	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	<b>63.8</b>	66.9		PS05
	Physical Environment Index	65.1	68.4	*	PS06
`	Treatment & Related Information Index	63.9	65.5		PS07
-1		<b>感情性证</b> 数			
#	Access and Admission Index	62.1	64.5		PS01
	Complaints Management Index	<b>6</b> 5.1	63.4		PS02
	Discharge and Follow-up Index	62.7	60.1	77°-	PS03
	General Patient Information Index	67.9	<b>69.3</b>		PS04
+	Overall Care Index	65.3	64.7	*	P\$05
	Physical Environment Index	69.4	66.2	* '-	PS06
	Treatment & Related Information Index	65.6	63.3		PS07
1					
Ξ	Access and Admission Index	51.0	58.7	* *	PS01
·	Complaints Management Index	55.3	57.2		PS02
	Discharge and Follow-up Index	49.4	<b>5</b> 4.0		P\$03
	General Patient Information Index	51.9	<b>5</b> 8.5		PS04
	Overall Care Index	§ 51.3	<b>\$7</b> .6	*	PS05
	Physical Environment Index	56.2	63.5	*	PS06
	Treatment & Related Information Index	<b>47.</b> 9	53.1	William Control of the Control of th	PS07
(2)					
7	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	<i>!</i> !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	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	Mar.	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.

## **Efficiency**

Logan

Large

<b>8</b>	•			Laige
outhern Zone	Data Type:	Hospital Score:	Peer Group	Reference:
	L		Median:	
Let all the define of the particle of the control o				
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
Considerate for the most finding of the constant of the consta	- ordentage	1154	12.0	,C11-2-4
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
Level Detractife Daig and Schigger, in in it is 1775.	Dollars	19.0	المستحد والمستحد	
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		EFF-06.5
Hours of Sick Leave by Staff Category - Professional	64		3.46	
Hours of Sick Leave by Staff Category - Technical	Percentage Percentage	2.65	2.20	EFF-06.6
Hours of Sick Leave by Staff Category Assitting Medical Officers	Percentage Percentage	4.62	2.42	EFF-06.7
Cost of Sick Leave by Staff Category - Managerial And Clerical	Percentage	0.87	0.78	EFF-06.9
t of Sick Leave by Staff Category - Medical	Dollars	920	1,040	EFF-08.2
st of Sick Leave by Staff Category - Nursing	Dollars	1,292	<b>9</b> 776	EFF-08.3
Cost of Sick Leave by Staff Category - Operational	Dollars	1,302	1,420	EFF-08.4
Cost of Sick Leave by Staff Category - Professional	Dollars	<b>9</b> 79	979	EFF-08.5
	Dollars	1,265	1,162	EFF-08.6
Cost of Sick Leave by Staff Category - Technical Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	1,852	1,194	EFF-08.7
Cost of Work Cover	Dollars ,	1,383	1,261	EFF-08.9
Hours of Overtime by Staff Category Managerial And Clerical	Dollars	0.49	1.62	EFF-11
Hours of Overline by Staff Category Medical	Percentage	0.34	0.37	EFF-14.2
Hours of Overfirms by Staff Category - Nursing	Percentage Percentage	11.0	14.8	EFF-14.3
Hours of Overtime by Staff Category - Operational	. •	0.58	0.78	EFF-14.4
Hours of Overtime by Staff Category - Professional	Percentage	0.33	0.84	EFF-14.5
Hours of Overtime by Staff Category - Technical	Percentage	2.13	<b>3</b> .59	EFF-14.6
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage Percentage	0.25	0	EFF-14.7
Cost of Overtime by Staff Category - Managerial And Clerical	Percentage Dollars	10.0	19.6 192	EFF-14.9 EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	186 11,231		EFF-16.3
Cost of Overtime by Staff Category - Nursing	8888 - VIII VIII VIII V	edille.	•	
Cost of Overlime by Staff Category - Operational	Dollars Dollars	360		EFF-16.4
Cost of Overtime by Staff Category - Professional	Dollars	156 1,662		EFF-16.5
t of Overtime by Staff Category - Technical	Dollars	•		EFF-16.6
of Overtime by Staff Category - Visiting Medical Officers	Dollars	154		EFF-16.7
To Overtime by Start Category - Visiting Medical Officers	Dollars	17,608	39,662	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	020		
FTE Staff by Category - Managerial And Clerical	Numeric Numeric	930	. <i>8</i> 7	EFF-01
FTE Staff by Category - Medical	_000000000	158	988 -	EFF-02.2
FTE Staff by Category - Nursing	Numeric	98,2	1990	EFF-02.3
and the second s	Nameric	431		EFF-02.4
FTE Staff by Category - Operational FTE Staff by Category - Professional	Numeric	/ 164		EFF-02.5
	Numeric	68.3		EFF-02.6
FTE Staff by Catagory - Technical	Numeric	2.19		EFF-02.7
FTE Staff by Category - Visiting Medical Officers	Numeric	7.43		EFF-02.9
Hours of Sick Leave	Percentage	3.04		EFF-05
Cost of Sick Leave	Dollars	1,178		FF-07
Hours of Overtime	Percentage	1.95		FF-13
Cost of Overtime	Dollars	1,675	2,230 E	FF-15

CAB.0007.0002.0021

<sup>+</sup> 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 nospital					Lary	e
Southern Zone		Type of Score:	Hospital	Peer Group	Reference	
			Score:	Median:		1
A STORMER OF STREET LAND. TO SHOULD HAVE A STREET	io er <sup>B</sup> rition <b>a</b> vos i					Ē
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	
The Committee Committee of Confinity of Super-						
Facilitating continuity of care					4.	-
Use of pre admission clinics for elective surgery		Man 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	
ने हिंदे के पहले के कार पहले हैं है है है है के कि	Bullion Rose (All Control		William K			
Quality of Information						(
Accuracy	•	Parcentage	97.6	94.3	SIC04.1	
Timeliness - Number of months on time		Months	<b>0</b>	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	_
and the property of the supplier of the suppli						
Accreditation	•					
Accreditation		Yes/No	Yes	12/13	SIC01	
Credentialling				<b>6/</b> 13		
Credentialling		Yes/No	Yes	<i>∞</i> 5/13	SIC02	
Workforce Management					01000 4	
Retention of Nursing Staff Retention of Allied Health Staff		Percentage	84.3	83.6	SIC03.1	
		Percentage	64.1	73.7	SIC03.2	
Median Age Nursing Staff  Benchmarking		Years .	- 41	41	SIC03.3	
In selected clinical areas	•	Descentano	25.3	22.2	SIC06.1	(
In selected clinical areas - internal		Percentage	35.3 17.8		4-14-5	•
Clinical Pathways		Percentage	1120	29.4	SIC06.2	•
		Description of the second		E4 0	CICOZ O	
Extent of development and use as per Ontario		Percentage	<b>20</b> .2		SIC07.2	
Surgical (Orthopaedic) - extent of development and use		Percentage	7.1		SIC07.3a	
Medical - extent of development and use		Percentage	23.8		SIC07.3b	
O & G - extent of development and use		Percentage	17.9	39.3	SIC07.3c	
Telehealth	•	D	4.5	40	01000	
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 dentify statistical significance.

Logan Hospital

## Measured Quality

Hospital Report

#### Addictionaries

Attachment 1 ......Statistics – Quartiles per Indicator

Attachment 2.....State Report



Attachment 1

Peer Group Hospital Median 75th Max indicator Number and Description: Score Logan Hospital Large Southern Zone Overall Performance Group: Medical 20.7 0.0 8.8 14.4 19.5 Acute Myocardial Infarction - In-hospital Mortality 14.1 Acute Myocardial Infarction - Long Stay Rates 0.0 2.6 8.3 11.9 17.9 Ю1.2 12.7 Heart Failure - In-hospital Mortality 10.7 4.8 9.5 10.7 102.1 0.0 13.2 15.8 Heart Failure - Long Stay Rates 0 Q 4.4 8.8 102.2 **#03.1** Stroke - In-hospital Mortality 22.1 35.1 45.2 0.0 0.0 21.6 103.2 Stroke - Long Stay Rates 0.0 3.1 Stroke - Nursing Home Separations 0.0 15.6 17.6 221 103.4 11.8 8.7 104.1 Pneumonia - In-hospital Mortality 23.3 Pneumonia - Long Stays 104.2 14.7 18.9 Asthma - Long Stay Rates 13.4 19.2 114.1 2.8 6.6 12.4 erformance Group: Obstetrics & Gynaecology verall 15.6 109.1 Hysterectomy - Long Stay retes 3,9 8.0 10.5 Hysterectomy - Complications of Surgery 4.5 7:6 11.2 30.2 5.B Hysterectomy - on Women < 35 years 10.1 3,8 7.3 124 14.0 Hysterectomy - Blood Transfusion Rates 0.0 1.3 0.0 09.5 10.1 Standard Primiparae - C-section 3,3 15.7 17 2 10.2 Standard Primiparae - Induction of Labour 8.0 102 15.7 24.9 10.3 Standard Primiparae - Perineal Tears 3.5 2.3 11.1 Small for Gestational Age - Small for Gestational Age 2.0 2.5 2.8 3.1 Maternal Post-Natal Long Stay Rate (Vaginal Births) 7.1 **\$9.7** 13.1 6.8 4.2 11.1 25.3 Maternal Post-Netal Long Stay Rate (Caesarean Section Births) 3,6 2.4 12.7 verall Performance Group; Surgical Fractured Neck of Femuly in hospital Mortality **26.** 1 3.4 3.9 5.3 7.2 6.2 Fractured Neck of Femur - Long Stays 3.8 21.9 31.5 46.6 Fractured Neck of Femur - Nursing Home Separations 21.6 16 5 16.5 73 8,5 19.3 41.6 6.6 Fractured Neck of Fernur - Complications of Surgery 3.5 Colorectal Carcinoma - Long Stay Rates 12.5 16.3 Colorectal Carcinoma - Complications of Surgery 45.0 54.6 5.3 GWARD. Forest Street Street Maternity erali Performance Group: 70.9 Overall Care Index Maternity 63.8 51.7 63.6 65.9 all Performance Group: Overall Care Index Medical 65.3 60.8 62.9 65.2 65.6 erall Performance Group: Surgical 67.1 68.3 Overall Care Index Surgical 69.0 65,9 70.2 erall Performance Group: Not Summarised 63.7 52.5 62.7 **87.2** 71.8 Access and Admission Index Maternity

> 66.7 67.9 68.9 70.4 64.3 61.9 63.1 58.6 60.8 61.8 68.0 63.5 66.0 67.9 69.9 59,5 62.1 67.9 57.5 58.0 61.6 67.7 67.0 70.6 71.6 74.3 74.2 65.0 67.1

\$1.0

61.2

59.9

40.2

53.9

64.4

60.0

51.5

55.5

44.5

65.5

48.9

612

55 3

63.2

64.0

68 8

68.6

61.8

62.7

49.4

67.9

57.0

66.2

63.2

62.4

55.6

62.6

62.6

60.0

68.4

65.1

63,6

64.5

59.1

65.8

64.0

66.2

70.5

66.8

67.0

66.4

69.9

68.9

67,7

70.0

75.0

70.9

72.2

68.3

76.2

72.7

68.8

Access and Admission Index Mental Health

Access and Admission Index All types combined

Complaints Management Index Mental Health

Complaints Management Index All types combined

Discharge and Follow-up Index All types combined

Access and Admission Index Surgical

Access and Admission Index Medical

Complaints Management Index Medical

Complaints Management Index Maternity

Complaints Management Index Surgical

Discharge and Follow-up Index Surgical

Discharge and Follow-up Index Maternity

Discharge and Follow-up Index Medical

Discharge and Follow-up Index Mental Health

General Patient Information Index Medical

General Patient Information Index Maternity

General Patient Information Index Mental Health

		ia. eoo poi ii	14100			Alla	currelif	
		Hospital		Peer Grou	p			
ip di	ator Number and Description:	Score	Min	25th Media	n 75th	Max	i verit Velstelje	
Ans.	<u> </u>	·						
Pour		73.8	70.6	72.0 72.1	74.3	75.8		
PS04		66.1	65.5	67.2 70.0	72.0	74.2		
PS05		63.6	62.0	63.6 64.5	66,6	70.3		
PS05	ကြား မောက်မှု မိုးများ ကောင်းသည်။ မောက်မြို့ကြို့ပြောင်းသည်။ မောက်များ မြို့ကြို့ကြို့များများ မြို့များများ မောက်များများများများများများများများများများ	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	*	65.1	51.2	63,6 67,2	72.9	77.8		
PS06		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	612	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	1.6	
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	66.5	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	£ 365	
PS07	Treatment & Related information Index Alf types combined	63.3	59.2	62.4 64.1	.65.1	70.0		
/	and the state of t							
Overall	all Performance Group: Activity.	<u> </u>			11.37.74.14.44.4			
EFF-17	7,0000, *** ****************************	84.1	51.4	77.1 82.8	86.2	96.3	eresektektektes eresektek	
0	Length of Stay	3.2	2.3	2.7 3.0	3.2	3.4	2,00	
	Cancellation rate	17.4	8.0	9.9 12.8	16.6	18.1		
Overall	Il Performance Group: Cost of Service				#### · ·			
EFF-25		2,156,7 1	.82 <b>7.8</b> 1	962,3 2,074.0	2,454.9	2,998.4	The state of the s	
EFF-36a	ကာက ကာကျက်ကောက် မေလမ်းမိုးများကို သေသမများ မိုးသည်မှာ သည် သည်သည်။ သည်သည် သည်သည်။ သည်သည်။ သည်သည် သည်သည်။ သည်သည်	24.4	18.2	<b>26.1</b> 28.1	29.6	92.9		
EFF-45.4	.4 Energy Consumption per square metre	19.6	14.9	17.9 22.1	26.6	45.4		
Overall	Il Performance Group: Staffing							
EFF-06.2	- 201° Mill 1908 1908 1908	2.7	2.4	2.9 3.0	3.1	3.8		
EFF-06.3		1,9	-1.6	1.2 1.4	1.6	2.1		
EFF-06.4		3.3	2.9	3.2 3.3	3.6	3.8		
EFF-06.5		3.5	3,1	3.3 3.5	3.7	4.0		
EFF-06.6		2.7	1.1	2.1 22	2.7	2.8		
EFF-06.7	「************************************	4.6	0.0	0.9 2.4	3.3	4.6		
FF-06.9			0.0	0.6 0.8	2.7	6.3		
FF-08.2			# - <b>#</b> -	- Wastillia (1995) 10	Marie Marie -	1,317.2		
FF-08.3			·	- 9		751.0		
FF-08.4	***************************************	- VA x x VA VA	- 45 - 454	82		622.3		
FF-08.5			M2			.192.0		
FF-08.6		<del>Ware Proces</del>				397.5		
8.7		1,851.9		82.2 1,193.8	· ·	851.9	7/3.0	
Y	Cost of Sick Leave by Staff Category - Visiting Medical Officers	1,382.7				955.1		
$\dot{A}\sim\dot{A}$	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	***************************************	11.0		10.6 14.8	17.6	22.2		
FF-14.4		0.9	0.4	0.6 0.8	1.0	1.5		
FF-14.5		0.3	<b>.</b> B.3	0.7 9.8	1.0	1.9		
FF-14.6		2.1	0.8	2.1 3.6				
FF-14.7		02	0.0	0.0 0.0	0.2	7.9 0.4		
FF-14.9		10.0	0.0		32.5			
FF-16.2						43.1		
-F-16.3						191.8		
FF-16.4					·			
				9,8 462.1		896.1		
				3.6 442.9		914.6		
			2.6 1,66			442.9		
				0.0		256,9		
	Cost of Overtime by Staff Category - Visiting Medical Officers	17,607.6	U.U 16,44	3.9 39,662.1 80	391.8 103,	36.5	End file	
	Performance Group: Not Summarised							
	Full-Time Equivalent (FTE) Staff  ETF. Staff by Category - Managerial And Clarical	929.8 210		<del></del> -		29.8		
7 *	FTE Staff by Category - Managerial And Clerical			4.6 63.9		58.5		
·	FTE Staff by Category - Medical FTE Staff by Category - Nursing			5.2 31.4		98.2		
	<del>and the control of t</del>	431.2 107				31.2		
F-02,5	FTE Staff by Category - Operational	164.1 46	3.1 72	2.7 84.9	100.0 1	64.1		

Attachment 1

		Hospital	<u></u>	Peer Group				
ndicate	or Number and Description:	Score	Min	25th	Median	75th	Max	Media
:FF-02.0	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.	FTE Staff by Category - Visiting Medical Officers	7.4	0.4	0.6	2.5	5.0	9.3	1.0
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	2 1 2 2
FF-13	Hours of Overtime	1.9	0.7	1.9	2.5	3.0	3.7	7.54
FF-15	Cost of Overtime	1,675.2	390.4	1,675.2	2,230.4	2,819.5	3,305.0	1. 150 s
(6°(j)	System integretary and Rounge							
)verall i	Performance Group: Benchmarking and Clinical Pathways		· 7///		· · · · · · · · · · · · · · · · · · ·			· \$25, 35
IC06.3	Benchmarking - In selected clinical areas - external	52.0	Q O	27.8	30.8	55.6	100.0	
IC07.1	Clinical Pathways - Extent of development and use	17.3	2.6	<b>17.3</b>	48,0	52.0	71.4	\$10.0
verali F	Performance Group: Continuity of Care		W 2-2					e dubota vivi.
C08.1	Facilitating continuity of care - Use of pre-sidmission clinics for elective surgery	3.0	3.0	3.0	3.0	3.0	3.0	3.3
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 and post gazar care	3.0	0.0	1.5	3.0	3.0	3.0	3.0
C08.4	Facilitating continuity of care - Cardiac rehabilitation	3.0	1.0	2.0	2.0	3.0	\$ 0	5.0
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	
Tall P	erformance Group: Quality and Use of Information						<b></b>	
<u>_1.1</u>	Quality of information - Accuracy	97.6	89.5	<b>£</b> 1.3	94.3	94.8	97.6	1000
C04.2a	Quality of information - Timeliness - Number of months on time	0.0	0.0	3.0	5.0	6.0	9,0	5.0
C04.2b	Quality of information - Timeliness - Number of days late per month	17.8	0.0	3.5	5.0	10.0	17.6	- 44
205.1	Use of Information - Availability of electronic information	77.1	27.1	31.3	37.5	39.6	77.1	197
C05.2	Use of Information - Collection and use of clinical information	28.6	18.6	37.1	50,8	62.9	78.6	(A)
rerall Po	erformance Group: Not Summanised	, ,	••••					
201	Accreditation	1.0	0.0	1.0		1.0	1.0	
<b>202</b>	Credentialiste	1.0	0.0	.0.0	0.0	1.0	1.0	
203.1	Workforce Management - Retention of Multipling Staff	84.3	64.3	81.9	83.6	85.4	88.1	故多。
:03.2	Workforce Management - Retembon of Allied Health Staff	64.1	50.0	66.7	73,7	84.2.	100.0	
	Workforce Management - Median Age Nursing Staff	41.0	37.0	40.0	41.0	42.0	43.0	
	Benchmarking - In selected clinical areas	35.3	0.0	29	33.3	53.3	94.4	
`+	Benchmarking - In selected clinical areas - Internal	17.49	0.0	16.7	29,4	55.8	100.0	1 2
	Clinical Pathways - Extent of development and use as per Ontario	20.2	3,0	20.2	34.8	60.7	78.6	(4) J
	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	. 71	00	71	53.6	85.7	100.0	
	Clinical Pathways - Medical - extent of development and use	23.8	0.0	23.8	28.6	57.1	90.5	
	Clinical Pathways - O & G - extent of development and tise	17.9	0.0	21.4	39.3	46.4	64.3	
09	Felehealth - 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;  $\leq$  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)

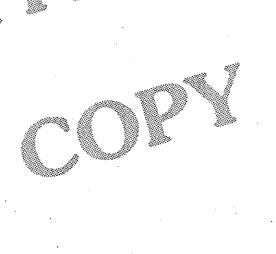
CII 4.1 Asthma —Long stay rate (90-99.9% confidence level at the state level; <90% at the peer level — not statistically significant)

#### 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.





# 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

Peer Group: Large

Northern Zone

Clinical Utilisation and Outcomes	Patient Satisfaction	
Medical ☆	Maternity	<b>ታ</b> ታ
Obstetrics & Gynaecology まな	Medical	ਸ਼ਸ਼ ਸੇਸ
Overall	Surgical	44
± ± ± ± ± ± ± ± ± ± ± ± ± ± ± ± ± ± ±	Overali	**
Activity ***	System Integration and Change	
Cost of Service	Benchmarking and Clinical Pathways Continuity of Care	នេះជា ជាជាជា
Staffing A fair	Quality and Use of Information	<b>ት</b> ች
Overall 分分	Overall	<b>\$\$</b>

•	Performance Compared to the Average
\$	Lower. Aggregated Hospital performance is more than one standard deviation below the peer mean.
ដង	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**

Northern Zone Performance Indicator				
	(Rate per 100 s	separations)	t -	
reservations and a Bengara. Heritalism in				
Acute Myocardial Infarction				
In-hospital Mortality	20.1	13.3 *	CI01.1	
Long Stay Rates	17.9	8.7 *	CI01.2	
leart Fallure				
In-hospital Mortality	4.8	7.7	CI02.1	
Long Stay Rates	14.8	8.7	CI02.2	
stroke				
In-hospital Mortality	219	26.3	CI03.1	
Long Stay Rates	11.9	7.0	CI03.2	
Nursing Home Separations	18,0	14.3	Cl03.4	
neumonia			•	
In-hospital Mortality	4.1	7.2	CI04.1	
Long Stays	13.0	10.8	CI04.2	
sthma		nation of the second		
Long Stay Rates	17.7	12.0	CI14.1	
rogi rasarenga (m. 16. % Gbekkens & Grassia)	My & Sacral Street	WAR BUT WEARING HEAD		
ysterectomy			100	
Long Stay rates	10.5	9.7	C109.1	
Complications of Surgery	5.7	12.3 *	Cl09.3	
on Women < 35 years	16.0	12.2	CI09.4	
Blood Transfusion Rates	5.6	1.8 *	CI09.5	
andard Primiparae				
C-section	13.0	12.9	CI10.1	
Induction of Labour	18.6	14.4 *	Cl10.2	
Perineal Tears	1.7	2.8	Cl10.3	
nall for Gestational Age				
Small for Gestational Age	2.8	2.8	CI11.1	
ternal Post-Natal Long Stay Rate				
Vaginal Births	4.8	8.2 **	CI13.1	
Caesarean Section Births	6.3	5.7	CI13.2	
emple a constitue stone, and stone of the constituents				
actured Neck of Femur			0100.4	
In-hospital Mortality	4.0	7.6	CI06.1	
Long Stays	16.6	13.1	C106.2	
Nursing Home Separations	46.6	18.9 *	C106.5	
Complications of Surgery	8.3	15.9	C106.6	
ee Replacement		40.5	0107.4	
Long Stays	13.9	10.5	C107.1	
Complications of Surgery	4.4	18.7	C107.3	
Replacement		40.7	Olon 4	
Long Stay Rates	10.2	10.7	CI08.1	
Complications of Surgery	17.4	28.1	CI08.3	
orectal Carcinoma		0.0	0145.4	
Long Stay Rates	12.5	9.9	C115.1	
Complications of Surgery	14.2	26.7	CI15.3	

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.

#### **Patient Satisfaction**

#### Mackay Base Hospital

Large

Access and Admission Index Complaints Management Market Complaints Management Co			•		Lai
Access and Admission Index Complaints Management Index Complaints Management Index General Patient Information Index General Patient Information Index Gen	Jorthem Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
Access and Admission Index Complaints Management Index Complaints Management Index General Patient Information Index General Patient Information Index Gen	A CONTRACTOR OF THE CONTRACTOR	Markette and the second			
Complaints Management Index					
Discharge and Follow-up Index		64.7	•	•	PS01
General Patient Information Index		62.6	64.0		PS02
Overall Care Index			* .		PS03
Physical Environment Index 67.5 68.5 PS06 Treatment & Related Information Index 62.2 64.0 PS07  Access and Admission Index 71.2 65.6 PS01 Complaints Management Index 69.8 65.2 PS03 General Patient Information Index 71.9 66.6 PS02 Overal Care Index 71.9 66.9 PS05 Physical Environment Index 69.1 65.5 PS01 Complaints Management Index 69.1 Complaints		67.5			PS04
Treatment & Related Information Index			65.2		PS05
Access and Admission Index Complaints Management Index Discharge and Follow-up Index General Patient Information Index Overall Care Index T1.2 65.6 PS02 Discharge and Follow-up Index General Patient Information Index T3.8 68.1 * PS04 Overall Care Index T70.6 66.9 PS05 PS05 Physical Environment Index T71.9 68.4 PS06 Treatment & Related Information Index T71.9 68.4 PS06 Overall Care Index Treatment & Related Information Index T71.9 68.4 PS06 Overall Care Index T71.9 68.4 PS06 Overall Care Index T71.9 68.4 PS00 Overall Care Index T71.9 68.4 FS00 Overall Care Index T71.9 FS01 Ov			66,5		PS06
Access and Admission Index Complaints Management Index Discharge and Follow-up' Index General Patient Information Index Complaints Management Index Discharge and Follow-up' Index General Patient Information Index To.6 General Patient Information Index To.6 Ge.9 PS04 Coveral Care Index To.6 Fe.9 To.9 Fe.9 To.9 Fe.9 Treatment & Related Information Index To.9 Fe.9 Fe.9 Treatment & Related Information Index To.9 Fe.9 Fe.9 Fe.9 Fe.9 Fe.9 Fe.9 Fe.9 Fe		62,2	64.0		PS07
Complaints Management Index	· 被影響 [[#] 《 · · · · · · · · · · · · · · · · · ·				
Complaints Management Index Discharge and Follow-up India General Patient Information Index Overall Care Index Prospective State of State	Access and Admission Index	712	<b>67</b> 8	Extract St. Assett 2	P\$01
Discharge and Follow-up index   G9.8   G5.2   PS03	Complaints Management Index	7000 W 7000	Market .		
General Patient Information Index   73.8   68.1		. 989A - 388A			** '
Overall Care Index		•		*	
Physical Environment Index	Overall Care Index	•			
Access and Admission Index	Physical Environment Index		•	- 1	1987 1988 BB
Access and Admission Index Complaints Management Index Discharge and Follow-up Index Discharge and Follow-up Index Seneral Patient Information Index Coverall Care Index Physical Environment Index Complaints Management Index Seneral Patient Information Index Seneral Seneral Information Index Seneral Patient Information Index Seneral Seneral Information Index Seneral Seneral Information Index Seneral Patient Info	Treatment & Related Information Index				199999
Access and Admission Index Complaints Management Index Discharge and Follow-up Index Discharge and Admission Index Discharge and Admission Index Discharge and Follow-up Index Discharge a		Park Commence All Parks		A Company of the company	
Complaints Management Index					
Discharge and Follow-up Index  General Patient Information Index  Overall Care Index Physical Environment Index  Access and Admission Index  Overall Care Index Pso 3  Access and Admission Index  Overall Care Index Pso 3  Access and Admission Index  Fig. 1  Access and Admission Index  Fig. 2  Fig. 1  Fig. 1  Fig. 1  Fig. 1  Fig. 2  Fig. 1  F		articologica			•
General Patient Information Index			000007****N0000. 100000	*	_
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           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         66.9         58.5         PS04           Overall Care Index         61.9         57.6         PS05           Physical Environment Index         63.7         53.1         PS07           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         67.1         68.7         PS05           Physical Environment Index         67.3		50. mat 1860 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866 - 1866	49%		
Physical Environment fidex  Treatment & Related Information fedex  59.1 63.3 PS07  Access and Admission Index  Complaints Management Index  Discharge and Follow-up Index  General Patient Information Index  Coverall Care Index  Treatment & Related Information Index  Treatment & Related Infor	3598************************************	888. A. 11897°		•	
Treatment & Related Information Index         59.1         63.3         PS07           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         59.2         63.8         PS06           Treatment & Related Information Index         63.7         53.1         PS07           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				•	
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 P\$03 General Patient Information Index 66.1 58.5 PS04 Overall Care Index 61.9 57.6 PS05 Physical Environment Index 59.2 63.5 PS06 Treatment & Related Information Index 63.7 53.1 PS07  Access and Admission 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 75.0 68.7 PS05 Physical Environment Index 66.3 67.3 PS06 Discharge and Follow-up Index 67.1 68.7 PS05 Physical Environment Index 67.1 68.7 PS05 Physical Environment Index 64.3 67.3 PS06				+	
Access and Admission Index  Complaints Management Index  Complaints Management Index  76.2  76.2  76.2  77.2  PS02  Discharge and Follow-up Index  General Patient Information Index  Overall Care Index  Physical Environment Index  Treatment & Related Information Index  67.3  68.9  PS04  PS05  PS06  Treatment & Related Information Index  67.3  68.9  PS07  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  Diverall Care Index  PS05  PS06  PS06  PS07  PS07  PS07  PS07  PS08  PS08  PS09  PS09		59.1	63.3		PS07
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         59.2         63.5         PS06           Treatment & Related Information Index         62.7         53.1         * PS07           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					V. min ji yirib
Discharge and Follow-up Index General Patient Information Index Overall Care Index Physical Environment Index Frequency Access and Admission Index Frequency Complaints Management Index Discharge and Follow-up Index General Patient Information Index Frequency Coverall Care Index Frequency Physical Environment Index Frequency		57.7	58.7		PS01
General Patient Information Index Overall Care Index Physical Environment Index Physical Environment Index Fig. 1		76.2	57.2	*	PS02
Overall Care Index         61.9         57.6         PS05           Physical Environment Index         69.2         63.6         PS06           Treatment & Related Information Index         63.7         53.1         *** PS07           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		57.0	54.0		PS03
Physical Environment Index Treatment & Related Information Index  Access and Admission Index Complaints Management Index Discharge and Follow-up Index General Patient Information Index  Overall Care Index Physical Environment Index Frontment & Related Information Index  67.3 68.9 PS01  68.4 67.8 PS02  PS03  General Patient Information Index  71.2 72.9 PS04  PS05 Physical Environment Index  64.3 67.3 PS06	•	66/1	58.5		PS04
Treatment & Related Information Index         63.7         53.1         ★ PS07           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	and the same of th	61.9	<b>5</b> 7.6 //		PS05
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		<b>59.2</b> °	63.5	•	PS06
Complaints Management Index 68.4 67.8 PS02 Discharge and Follow-up Index 62.4 General Patient Information Index 71.2 72.9 PS04 Overall Care Index 67.1 PS05 Physical Environment Index 64.3 67.3 PS06	Treatment & Related Information Index	63.7	53.1	*	PS07
Complaints Management Index 68.4 67.8 PS02 Discharge and Follow-up Index 62.4 General Patient Information Index 71.2 72.9 PS04 Overall Care Index 67.1 PS05 Physical Environment Index 64.3 67.3 PS06	AND THE SUME OF THE SECOND				
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	Access and Admission Index	67.3	68.9		PS01
Discharge and Follow-up Index  General Patient Information Index  Overall Care Index  Physical Environment Index  Front ment 8 Patient Information Index  Front ment 8 Patient Information Index  Front ment 8 Patient Information Index  Front ment 8 Patient Index				•	
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	· · · · · · · · · · · · · · · · · · ·				
Overall Care Index 67.1 68.7 PS05 Physical Environment Index 64.3 67.3 PS06				58998 B	
Physical Environment Index Pso6 Programment Psetted Information 1	•		26/00/07 PM	6. MASSA, 33	· ·
Transment 9 Detected Information 1	Physical Environment Index		- SURPERMINISTE, ASSIST ASSIST	9996	
	Treatment & Related Information Index	68.2	69.2	2,527,77	and the second second

#### 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.

dicator has been used to determine overall performance.

## **Efficiency**

### Mackay Base Hospital

Mackay Base Hospital				Lar
Northern Zone	Data Type:	Hospital Score:	Peer Group Median:	Reference:
			movidii.	*
Commence Data (Cont.) Commence Cont.				
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
1994年 李祖 (1995年 新田田) 第三次统行第 <b>3</b> 000 <del>19</del> 10 11 11 11				
Catering - total cost	Dollars	29,5	28.1	EFF-36a
Energy Consumption per square metre	Dollars	32.8	22.1	EFF-45.4
是由19.11年中的19.11年中央19.11年中央19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.11年中,19.			Andrews	
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 Calegory - Professional	Percentage	2.48	2.20	EFF-06.6
Hours of Sick Leave by Statt Category Technical	Percentage	2,42	2.42	EFF-06.7
Hours of Sick Leave by Statt Category - Trade And Artisans	Percentage	4.23	2.96	EFF-06.8
Hours of Sick Leave by Staff Calegory - 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	976	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,420	100200 PP 100000.	559955P* *
Cost of Sick Leave by Staff Category - Operational	Dollars	1907-986-7860-9989 - 1907-98	1,420	EFF-08.4
Cost of Sick Leave by Staff Category - Professional	Dollars	963	979	EFF-08.5
Cost of Sick Leave by Staff Category - Technical	78,000 500 400	1,162	1,162	EFF-08.6
cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	1,194	1,194	EFF-08.7
ost of Sick Leave by Staff Category Visiting Medical Officers	Dollars	1,346	937	EFF-08.8
ost of Work Cover	Dollars	1,119	1,261	EFF-08.9
AND THE TRANSPORT AND THE STREET	Dollars	1.88	1.62	EFF-11
ours of Overtime by Staff Calegory - Managerial And Clerical	Percentage	0.21	0.37	EFF-14.2
ours of Overline by Staff Calegory - Medical	Percentage	17.7	14.8	EFF-14.3
ours of Overline by Staff Category - Nursing	Percentage	0.71	0.78	EFF-14.4
ours of Overtime by Staff Category - Operational	Percentage	0.26	0.84	EFF-14.5
ours of Overtime by Staff Category - Professional	Percentage	5.22	3,59	EFF-14.6
ours of Overtime by Staff Category - Technical	Percentage	0	0	EFF-14.7
ours of Overtime by Staff Category - Trade And Artisans	Percentage	2:19	2.73	EFF-14.8
ours of Overtime by Staff Category - Visiting Medical Officers	Percentage	16.6	19.6	EFF-14.9
ost of Overtime by Staff Category - Managerial And Clarical	Doffers	107	192	EFF-16.2
ost of Overtime by Staff Category - Medical	Dollars	22,767	18,682	EFF-16.3
ost of Overtime by Staff Category - Nursing	Dollars	428	462	EFF-16.4
ost of Overtime by Staff Category - Operational	Dollars	<del>`</del> 115	443	EFF-16.5
ost of Overtime by Staff Category - Professional	Dollars	4,424	3,009	EFF-16.6
ost of Overtime by Staff Category - Technical	Dollars	0		EFF-16.7
ost of Overtime by Staff Category - Trade And Artisans	Dollars	1,889	. #	EFF-16.8
st of Overtime by Staff Category - Visiting Medical Officers	Dollars	33,298	39,662	EFF-16.9
and the among bones, and discounting of the continuous and another than	STATE OF THE STATE OF		49998.	
Il-Time Equivalent (FTE) Staff	Numeric	507		EFF-01
E Staff by Category - Managerial And Clerical	Numeric	83.4		EFF-02.2
E Staff by Category - Medical	Numeric	49.2		
E Staff by Category - Nursing	Numeric			EFF-02.3
E Staff by Calegory - Operational	Numeric	245		EFF-02.4
E Staff by Category - Professional		94.1		EFF-02.5
E Staff by Category - Professional	Numeric	23.8		EFF-02.6
	Numeric	0.63		EFF-02.7
E Staff by Category - Trade And Artisans	Numeric	6.94	3.14	EFF-02.8
E Staff by Category - Visiting Medical Officers	Numeric	3.30	2.48	FF-02.9
urs of Sick Leave	Percentage	3.01	3.04	FF-05
st of Sick Leave	Dollars	1,196	1,266	FF-07
urs of Overtime	Percentage	2.96		FF-13
st of Overtime	Dollars	2,895		FF-15

CAB.0007.0002.00226

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.00

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**

i
41
ć

Large

lorthern Zone				Large
	Type of Score:	Hospital Score:	Peer Group Median:	Reference
Benchmarking				
In selected clinical areas - external	Percentage	22.2	30.8	SIC06.3
Clinical Pathways  Extent of development and use in selected clinical areas				
Constitution and use in selected clinical areas	Percentage	17.3	48	SIC07.1
Facilitating continuity of care		在多种		
Use of pre admission clinics for elective surgery				
Provision of discharge summaries to GPs	Max score 5 Max score 5	3/3	· 3	SIC08.1
Shared ante and post natal care		1/3	1	SIC08.2
Cardiac rehabilitation	Max score 5 Max score 3	0/3	3.	SIC08.3
Provision of electronic discharge summaries to GP's	Max score 3	3/3	2	SIC08.4
Consultation such Exploit Chailty and is not all unitarity of	Wax score 3	1/3	0	SIC08.5
Quality of Information				50, 120,575
ccuracy	Percentage	<b>89</b> .5		010044
Timeliness - Number of months on time	Months	ூக்ச:၁ 3	94.3	SIC04.1
Timeliness - Number of days late per month	Cays	3.8	5 5	SIC04.2a
Use of Information		5.0		SIC04.2b
Availability of electronic information	Percentage	60.4	37.5	SIC05.1
Collection and use of clinical information	Percentage	51.4	50.8	SIC05.1
CONTRACTOR DE CONTRACTOR SANTORS DE CONTRACTOR DE CONTRACT				31003.Z
Accreditation		16 Co. 1381 P.		<b>建设的工程的</b>
Accreditation	Yes/No	No	12/13	SIC01
Credentialling			**	0.007
Credentialling	Yes/No	No	5/13	SIC02
Workforce Management				-11-1-
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	•			
Sciences clinical aleas	Percentage	33.3	33.3	SIC06.1
n 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	Pe <b>ce</b> ntage	0	28.6	SIC07.3b
	Percentage	46.4		SIC07.3c
Telehealth				
extent of telehealth usage	Percentage	9.6	1.9	SIC09

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

# Measured Quality

Hospital Report

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

Attachment 1

Otatiotics - Qual	i tilicə p	per mulcator			Atta	chment 1		
Email: at a bloom box and the same	. 1	lospital		Pe	er Group			a minimum
Indicator Number and Description:		Score	Min	25th	Median	75th	Max	STATE
Mackay Base Hospital					-		<del></del>	
Northern Zone	-					٠.	٠.	Large
The state of the S								
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	
Cl02.1 Heart Failure - In-hospital Mortality		4.8	0.0	4.8	9.5	10.7	12.7	end. E.C.
Cl02.2 Heart Failure - Long Stay Rates		14.8	8,0	4.4	8,8	13.2	15.8	3.5
CI03.1 Stroke - In-hospital Mortality	4	21.9	13.9	22.1	24.8	35.1	45.2	32.
CI03.2 Stroke - Long Stay Rates CI03.4 Stroke - Nursing Home Separations		11.9	0.0	0.0	3.1	12.3	21.6	
CI03.4 Stroke - Nursing Home Separations CI04.1 Pneumonia - In-hospital Mortality		18.0	6.0	11.8	15.6	17.6	22.1	
CIO4.2 Pneumonia - Long Stays		4.1	4.1	5.2	7.0	8.7	23.3	7.5
CI14.1 Asthma - Long Stay Rates		13.0	2.9	7.1	8.3	14.7	18,9	140
Overall Performance Group: Obstetrics & Gynnecology				6.6	12.4	13.4	19.2	
Cl09.1 Hysterectomy - Long Stay rates		10.5	3.9	8.0	10.5	15.6	25,1	
1993 Hysterectomy - Complications of Surgery		5.7	4.5	5,8	7.6	11.2	30.2	
Hysterectomy - on Women < 35 years		16.0	3.8	7.8	124	14.0	17.2	
Clos.5 Hysterectorny - Blood Transfusion Rates	***	5.8	0.0	0.0	13	22	7.0	4
Cl10.1 Standard Primiparae - C-section Cl10.2 Standard Primiparae - Induction of Labour		13.0	- 300	11.8	13.3	15.7	17.2	<b>海</b> (3)
C110.2 Standard Primiparae - Induction of Labour C110.3 Standard Primiparae - Perineal Tears		18.6	8.9	<b>∌10.2</b>	15.7	20.1	24.9	
Ci11.1 Small for Gestational Age - Small for Gestational Age		1.7 2.8	0.0	1.8	2.3	3.5	7.5	
CI13.1 Maternal Post-Natal Long Slav Rate (Vaginal Births)		4.8	2.0 4.2	7.1	9.7	3.1	4.0 25.3	
Cl13.2 Maternal Post-Nalar Long Stay Rate (Caesarean Section Births)		6.3	2.4	5;1	7.1	12.7	22.8	
Overall Performance Group: Surgical						- :		
Clos.1 Fractured Neck of Fernian -In-hospital Mortality		4.0	3.4	3.9	5.3	7.2	8.3	
Cl08.2 Fractured Neck of Femuer Long Stays Cl08.5 Fractured Neck of Femuer - Nursing Home Separations		16.6	3.8	6.8	8.6	16.4	27.6	3.2
Clos.6 Fractured Neck of Femur - Complications of Surgery	· 	46,6	11.8	16.5	21.9	31.5	46.6	3/8
Cto7.1 Knee Replacement - Long Stays	all and the second	8,3	3.5	7.8	8.5	19/3	41.6	
CI07.3 Knee Replacement - Complications of Surgery	1964 A 1864 - 1	13.9 4.4	6.2 4.4		10.3	13.1 22.6	16.9 34.1	
Cl08.1 Hip Replacement - Long Stay Rates		10.2	4.3	4.9	10.2	10.7	15.2	(# / A)
Cl08.3 Hip Replacement - Complications of Surgery		17.4	13.7	17.4	18.6	32.8	50.2	
Cl15.1 Colorectal Carcinoma - Long Stay Rates		12.5	8.3	9.4	10.2	12.5	16.3	
Cl15.3 Colorectal Carcinoma - Complications of Surgery		14.2	14.2	14.7	38,4	45.0	54.6	il.
विकास अधिवास अधिवास स्थापन								
Discount Performance Group: Maternity PS05 Overall Care Index Maternity	_							
Dverall Performance Group: Medical		70,6	51.7	63.6	<b>6</b> 5. <b>9</b>	70.9	72.6	3,73,42
PS05 Overall Care Index Medical		2.9	60.8	629	65.2	CE C	70.6	Manual Property
Overall Performance Group: Surgical				#	- 🦏	65.6	70.6	
S05 Overall Care Index Surgical		7.1	<b>65</b> .9	67.1	68,3	70.2	73.8	
verall Performance Group: Not Summarised			d - 1000cc	~				
S01 Access and Admission Index All types combined	6	4.7	61.2	63.2	65.1	66.8	70.9	100
S01 Access and Admission Index Medical S01 Access and Admission Index Mental Health	6	3.5	59.9	62.4	63.6	67,0	72.2	3.3
S01 Access and Admission Index Mental Health S01 Access and Admission Index Surgical	· · · · · · · ·		51.0	57.0	60.0	66.2	70.0	, i .
S01 Access and Admission Index Maternity			54.3	66.2	68.4		75.0	2-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1
SO2 Complaints Management Index All types combined			52.5	63.7	67.2		74.8	
SO2 Complaints Management Index Maternity			8.7 3.9	62.6 62.6	64.0 65.8		68.6 72.7	। । । हिंदी हैं। Ledo
SO2 Complaints Management Index Medical			7.9	61.1		<del></del>	72.7 68.3	
S02 Complaints Management Index Mental Health	<i></i>		0.2	55,6			76.2	3.4.3 3.4.3
SO2 Complaints Management Index Surgical	68			66.7			75.2	\$ 45 A
Discharge and Follow-up Index Medical	59	.1 5		57.5			57.9	445 T
Discharge and Follow-up Index Mental Health	57	.0 4	4.5	55.0			5 <b>7.</b> 7	-y-y-
Discharge and Follow-up Index Maternity  Discharge and Follow-up Index All types combined	69	.8 5	1.5	63.5	66.0	57.9 (	9.9	Tex 9
Discharge and Follow-up Index All types combined	60	.75	6.3	58:6	60.8	51.8	8 0	

inted: 05/07/2002

Indicator Number and Description:   Hespital   Min   28th Medican   75th   Max						— D				- •
Control Parlot of Number (1986)   Control Parlot of Fromatics (1986)   Control Parlot of Fromatics (1986)   Control Parlot of Fromatics (1986)   Control Parlot (1986)   Con	Indicat	or Number and Description:			n 25		-	ith Ma	x 32	
P504   Centeral Parlent Information Index Ad types correlated   97.5   65.5   77.2   72.0   74.2   76.0   Centeral Parlent Information Index Medical   66.5   66.5   67.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.0   77.	PS03		62.4	60	.0 6	1.9 6	3.1 (	4.3 70	0.4	
Pose   Converse Parlier Information Index Macromby   73,8   48,9   65,0   67,1   72,0   74,2	PS04		67.5	65	.5 67	7.2 7			-	
General Parlent Information looks Medical   61,5 63,5 67,0 70,0 71,6 74,6 750,0   Central Parlent Information looks Surgical   71,2 70,6 72,0 77,0 71,6 74,7 55,5 6,7 50,0   Central Parlent Information looks Surgical   71,2 70,6 72,0 72,0 72,0 72,0 72,0 72,0 72,0 72,0	PS04	General Patient Information Index Maternity	73.8	48	,-			,		
Section   Patient Information basics Membris Health   Section	PS04	General Patient information Index Medical	65,5	65	11.			·		
General Parlient Information holics Surgical   71.2 70.6 72.0 77.8 74.5 76.5	PS04	General Patient Information Index Mental Health	66.1	49					-	
SSSS Overel Care Insex. All your complained	PS04	General Patient Information Index Surgical								
Sept. Overal Care Index Mortal Hauth  Fig. 9, 10, 10, 10, 10, 10, 10, 10, 10, 10, 10	PS05	Overall Care Index All types combined		·					- 100	
Physical Environment Index All pipes combined   7,3   51,8   64,5   64,7   67,5   72,6	PS05	Overall Care Index Mental Health			A				-	
Physical Environment Index Surgical  Physical Environment Index Methal Health  Physical Index Methal  Physical Index Methal Health  Physical Index Methal	PS06	Physical Environment Index All types combined	autilitie	-19 - 900	&				- 2.0	
Physical Environment Index Methal Heads	PS06		# 7 <b>4%</b>		St				-	
Polystad Environment Index Medicaria   Sept.	S08	*	A A.		888±					A
Physical Environment Index Maternals   1.19   51.2   65.6   67.2   72.9   77.6	S06		1000 - 1000c A	1999 ~					- 12 / 12 / 13	4
Section   Performance Group: Activity   Ac	S06		~						- 100 (100)	
Treatment & Reinbed Information Index Materials   50.1   50.1   50.7   50.5   50.6   70.7	S07									
Teatment & Reichel Information Index Manual Health   63,7   42,6   514   57,7   52,7   62,7   64,2   64,2   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1   74,1	S07								-	
Treatment & Related Information Index Mental Health  Treatment & Related Information Index Mental Health  Treatment & Related Information Index Surgical  68.7 66.5 66.7 66.8 71.0 74.1  Treatment & Related Information Index Surgical  68.7 66.5 66.7 66.8 71.0 74.1  Treatment & Related Information Index Surgical  68.7 66.7 66.7 66.7 66.7 66.7 66.7 66.7		· · · · · · · · · · · · · · · · · · ·						2 /8////2	-	
Treathant & Related Information Index Surgical   06.2   06.5   06.2   01.5   74.1	S07	· Tit fif the The Annual Annua					-,,,,, 💯	T 3990	- 100	8
### Performance Group: Activity ### Cocupany Rate (Bed Day Efficiency) ### Cocupany Rate (Bed Da						anii 1800	-	💥 🎆 - 🗀	2	
Verall Performance Group: Activity   77, 514   77   62.8   86.2   96.3	منظ		68,2	66.5	68.	<b>2</b> 68	B 71	.0 74.	1	
FF-17   Cocupancy Rate (Bed Day Efficiency)   77,   514   727   822   882   96.3   FF-24   Cancellation rate   27,   23   27   3.0   3.2   3.4   FF-24   Cancellation rate   28,   60.0   8.0   8.9   12.8   15.6   18.1   FF-25   Cattering   Lotal coat   28,   18.2   26.1   28.1   28.6   45.4   FF-26   Energy Colsumption per signifer mates   32.8   14.9   17.9   22.1   25.6   45.4   FF-27   Energy Colsumption per signifer mates   32.8   14.9   17.9   22.1   25.6   45.4   FF-28   Cattering   Lotal coat   29   2.4   2.9   6.8   3.1   3.5   FF-28   Thours of Sick Leave by Staff Category - Managerial And Clerical   2.9   2.4   2.9   6.8   3.1   3.5   FF-28   Hours of Sick Leave by Staff Category - Managerial And Clerical   2.9   2.4   2.9   6.8   3.1   3.5   FF-28   Hours of Sick Leave by Staff Category - Professional   3.3   3.1   3.5   3.2   3.3   3.5   3.8   FF-28   Hours of Sick Leave by Staff Category - Professional   3.3   3.1   3.5   3.5   3.3   3.5   3.8   FF-28   Hours of Sick Leave by Staff Category - Professional   2.4   1.0   2.0   2.4   3.0   3.3   4.0   FF-28   Hours of Sick Leave by Staff Category - Professional   2.4   1.0   2.0   2.4   3.0   3.3   4.0   FF-29   Hours of Sick Leave by Staff Category - Professional   2.4   1.0   2.0   2.4   3.0   3.5   8.6   FF-29   Hours of Sick Leave by Staff Category - Managerial And Clerical   2.7   2.0   2.0   2.4   3.0   3.5   8.6   FF-20   Hours of Sick Leave by Staff Category - Managerial And Clerical   2.7   2.0   2.0   2.0   3.0   3.5   8.6   FF-20   Hours of Sick Leave by Staff Category - Managerial And Clerical   2.7   2.0   2.0   2.0   3.0   3.5   8.6   FF-20   Hours of Sick Leave by Staff Category - Managerial And Clerical   3.7   3.0   3.6   3.6   3.7   3.0   3.6   3.6   FF-20   Hours of Sick Leave by Staff Category - From Category - Managerial And Clerical   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3.0   3							700	The same		
F-19 Langth of Stay verail Porformance Group: Cost of Sérvice F-36a Catefrip- bold cost F-36a Catefrip- bold cost Catefrip- bold cost Verail Porformance Group: Stafffirg F-364 Energy Operatings on part signific mates Verail Porformance Group: Stafffirg F-365 Energy Operatings on Staffirg F-366 Policy Operatings on Staff Category - Managerial And Clerical F-367 Energy Chairm of Sick Leave by Staff Category - Managerial And Clerical F-368 Hours of Sick Leave by Staff Category - Managerial And Clerical F-369 Hours of Sick Leave by Staff Category - Managerial And Clerical F-369 Hours of Sick Leave by Staff Category - Managerial And Clerical F-369 Hours of Sick Leave by Staff Category - Managerial And Clerical F-360 Hours of Sick Leave by Staff Category - Professional F-361 Hours of Sick Leave by Staff Category - Professional F-362 Hours of Sick Leave by Staff Category - Professional F-363 Hours of Sick Leave by Staff Category - Professional F-364 Hours of Sick Leave by Staff Category - Professional F-365 Hours of Sick Leave by Staff Category - Professional F-366 Hours of Sick Leave by Staff Category - Professional F-367 Hours of Sick Leave by Staff Category - Professional F-368 Hours of Sick Leave by Staff Category - Professional F-369 Hours of Sick Leave by Staff Category - Professional F-369 Hours of Sick Leave by Staff Category - Professional F-360 Hours of Sick Leave by Staff Category - Professional F-361 Hours of Sick Leave by Staff Category - Professional F-362 Cost of Sick Leave by Staff Category - Professional F-363 Hours of Sick Leave by Staff Category - Professional F-364 Hours of Sick Leave by Staff Category - Professional F-365 Hours of Sick Leave by Staff Category - Professional F-366 Hours of Sick Leave by Staff Category - Professional F-367 Hours of Sick Leave by Staff Category - Professional F-368 Hours of Sick Leave by Staff Category - Professional F-369 Hours of Sick Leave by Staff Category - Professional F-369 Hours of Sick Leave by Staff Category - Professional F-369 Hours of Overtime by Staff C				. 🕷						
February			77.1	513	77	82	8 88	.2 96.	3	i
Verall Performance Group: Cost of Service   29.5   18.2   26.1   28.1   29.8   22.9	<b>-</b>		2.7	2.3	2.	7 3,	0 3	.2 3.	4	
F-85a Catesting- Color Cost   29.5   18.2   26.1   28.1   29.5   92.9   F-854 Energy Cysismpolion per square maters   32.8   14.9   17.9   22.1   26.6   45.4   F-863 Hours of Sck Leave by Staff Category - Managerial And Cierical   2.9   2.4   2.9   38   3.1   3.6   F-862 Hours of Sck Leave by Staff Category - Medical   1.2   1.6   1.2   1.8   1.6   2.1   F-863 Hours of Sck Leave by Staff Category - Medical   1.2   1.6   1.2   1.8   1.6   2.1   F-864 Hours of Sck Leave by Staff Category - Professional   3.1   3.5   3.5   3.7   4.0   F-865 Hours of Sck Leave by Staff Category - Professional   2.8   1.1   2.8   2.2   2.7   2.8   F-866 Hours of Sck Leave by Staff Category - Professional   2.4   60   0.9   2.4   3.3   3.6   F-867 Hours of Sck Leave by Staff Category - Professional   2.4   60   0.9   2.4   3.3   3.6   F-868 Hours of Sck Leave by Staff Category - Professional   2.4   60   0.9   2.4   3.3   3.5   9.8   F-869 Hours of Sck Leave by Staff Category - Professional   2.4   60   0.9   2.4   3.0   3.5   9.8   F-869 Hours of Sck Leave by Staff Category - Professional   2.4   60   0.9   2.4   3.0   3.5   9.8   F-869 Hours of Sck Leave by Staff Category - Managerial And Civical   1.073.0   886.4   920.4   1.035.7   1.073.0   1.317.2   F-869 Hours of Sck Leave by Staff Category - Managerial And Civical   776.5   64.4   64.5   970.2   1.00.9   1.012.0   F-869 Hours of Sck Leave by Staff Category - Nursing   1.420.4   1.170.7   1.301.6   1.420.4   1.479.8   1.223.0   F-869 Hours of Sck Leave by Staff Category - Professional   1.61.7   489.5   895.1   1.61.9   1.00.9   F-860 Hours of Sck Leave by Staff Category - Professional   1.61.7   489.5   895.1   1.00.9   1.102.0   F-861 Hours of Overtime by Staff Category - Track And Artisans   1.440.4   1.707.1   1.301.6   1.420.4   1.709.0   F-862 Hours of Overtime by Staff Category - Track And Artisans   1.440.4   1.709.0   1.00.0   F-862 Hours of Overtime by Staff Category - Track And Artisans   1.440.4   1.489.5   895.1   F-862 Hours of Overtime by Staff Category - Track			10.0	8.0	9.9	9 12.	8 16	.6 18.	1	
February   Personal Content			9,						7.74	
Personance Group   Staffing			29,5	18.2	26.1	1 28.	1 29	.6 92:9		i
Hours of Sick Leave by Staff Category - Medical   1,2		To the transfer of the transfe	32.8	14,9	17.9	22.	1 26.	6 45.4		
F-08.4 Hours of Sck Leave by Staff Category - Mursing F-08.5 Hours of Sck Leave by Staff Category - Professional F-08.6 Hours of Sck Leave by Staff Category - Professional F-08.6 Hours of Sck Leave by Staff Category - Professional F-08.6 Hours of Sck Leave by Staff Category - Professional F-08.6 Hours of Sck Leave by Staff Category - Professional F-08.6 Hours of Sck Leave by Staff Category - Technical F-08.6 Hours of Sck Leave by Staff Category - Technical F-08.8 Hours of Sck Leave by Staff Category - Technical F-08.8 Hours of Sck Leave by Staff Category - Technical F-08.9 Hours of Sck Leave by Staff Category - Managerial And Clerical F-08.9 Hours of Sck Leave by Staff Category - Managerial And Clerical F-08.9 Cost of Sck Leave by Staff Category - Mursing F-08.9 Hours of Sck Leave by Staff Category - Mursing F-08.9 Cost of Sck Leave by Staff Category - Mursing F-08.9 Cost of Sck Leave by Staff Category - Professional F-08.9 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Sck Leave by Staff Category - Professional F-08.0 Cost of Covertine by Staff Category - Prof	_	900000000000000000								
F-06.5 Hours of Sick Leave by Staff Category - Professional \$ 3.1 3.8 3.5 3.7 4.0 F-06.5 Hours of Sick Leave by Staff Category - Professional \$ 3.1 3.8 3.5 3.7 4.0 F-06.8 Hours of Sick Leave by Staff Category - Professional \$ 3.1 3.8 3.5 3.7 4.0 F-06.8 Hours of Sick Leave by Staff Category - Trade- and Arikans \$ 4.2 0.0 0.9 0.4 3.0 3.5 9.8 F-06.8 Hours of Sick Leave by Staff Category - Trade- and Arikans \$ 4.2 0.0 0.2 4 3.0 3.5 9.8 F-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officials \$ 4.2 0.0 0.0 0.6 0.8 0.7 6.3 0.0 0.6 0.8 0.7 6.3 0.0 0.6 0.8 0.7 6.3 0.0 0.6 0.8 0.7 6.3 0.0 0.6 0.8 0.7 0.5 0.0 0.0 0.6 0.8 0.7 0.5 0.0 0.0 0.6 0.8 0.7 0.5 0.0 0.0 0.6 0.8 0.7 0.5 0.0 0.0 0.0 0.0 0.8 0.0 0.0 0.0 0.0 0.0		Flours of Sick Leave by Staff Calegory - Managerial And Clerical	2.9	2.4	2.9	20	3.	1 3.8	199	Ī
F-08.5 Hours of Sick Leave by Staff Calegory - Professional F-08.6 Hours of Sick Leave by Staff Calegory - Professional F-08.7 Hours of Sick Leave by Staff Calegory - Technical F-08.8 Hours of Sick Leave by Staff Calegory - Technical F-08.9 Hours of Sick Leave by Staff Calegory - Technical F-08.9 Hours of Sick Leave by Staff Calegory - Technical F-08.9 Hours of Sick Leave by Staff Calegory - Managerial And Cigroal F-08.0 Hours of Sick Leave by Staff Calegory - Managerial And Cigroal F-08.1 Hours of Sick Leave by Staff Calegory - Managerial And Cigroal F-08.2 Cost of Sick Leave by Staff Calegory - Managerial And Cigroal F-08.3 Cost of Sick Leave by Staff Calegory - Managerial And Cigroal F-08.4 Cost of Sick Leave by Staff Calegory - Managerial And Cigroal F-08.5 Cost of Sick Leave by Staff Calegory - Professional F-08.6 Cost of Sick Leave by Staff Calegory - Professional F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Sick Leave by Staff Calegory - Technical F-08.6 Cost of Overtime by Staff Calegory - Professional F-08.6 Cost of Overtime by Staff Calegory - Technical F-08.6 Cost of Overtime by Staff Calegory -	,-		1.2	-1.6	<i>₩</i> 12	1.	1.	6 2.1		
F-06.7 Hours of Sick Leave by Staff Category - Professional F-06.7 Hours of Sick Leave by Staff Category - Trade And Atleans F-06.8 Hours of Sick Leave by Staff Category - Trade And Atleans F-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officials F-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officials F-06.9 Hours of Sick Leave by Staff Category - Washing Medical Officials F-06.9 Cost of Sick Leave by Staff Category - Managemin And Official F-06.9 Cost of Sick Leave by Staff Category - Medical F-06.9 Cost of Sick Leave by Staff Category - Medical F-06.9 Cost of Sick Leave by Staff Category - Medical F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Trade And Artisans F-06.8 Cost of Sick Leave by Staff Category - Visiting Medical Officers F-06.8 Cost of Sick Leave by Staff Category - Visiting Medical Officers F-06.8 Cost of Sick Leave by Staff Category - Trade And Artisans F-06.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers F-06.9 Cost of Sick Leave by Staff Category - Managerial And Clerical F-06.9 Cost of Sick Leave by Staff Category - Managerial And Clerical F-06.9 Cost of Sick Leave by Staff Category - Managerial And Clerical F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Managerial And Clerical F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Managerial And Clerical F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Sick Leave by Staff Category - Professional F-06.9 Cost of Overtime by Staff Category - Pr			3.3	2.9	<b> 92</b>	3.3	3,	3.8		ĺ
Hours of Skok Leave by Staff Category - Technical   24				3,1	3.8		3.	7 4.0		ĺ
Hours of Sick Leave by Staff Category - Visiting Medical Officers   4.2   0.0   2.4   3.0   3.5   9.6				1,1	21	2.	2.	7 2.8		Ì
Hours of Sick Leave by Staff Category - Visiting Medical Official   1,073.0   886.4   820.4   1,039.7   1,073.0   1,317.2   1,083.7   1,073.0   1,317.2   1,083.7   1,073.0   1,317.2   1,083.7   1,073.0   1,317.2   1,083.7   1,073.0   1,317.2   1,083.7   1,073.0   1,317.2   1,083.7   1,083.7   1,073.0   1,317.2   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7   1,083.7			24	90	0.9	2.4	3,	3 4.6		l
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 1,008.4 Cost of Sick Leave by Staff Category - Medical 735.3 -649.4 694.2 976.4 1,247.8 1,751.0 1,008.4 Cost of Sick Leave by Staff Category - Nursing 1,420.4 1,170.7 1,301.6 1,420.4 1,479.9 1,622.3 1,008.5 Cost of Sick Leave by Staff Category - Professional 963.0 916.4 964.5 979.2 1,100.9 1,192.0 1,008.6 Cost of Sick Leave by Staff Category - Professional 1,161.7 489.5 965.7 1,161.7 1,264.6 1,397.5 1,008.6 Cost of Sick Leave by Staff Category - Trade And Artisans 1,446.4 0.0 775.2 337. 1,088.9 3,264.9 1,008.5 1,008.6 Cost of Sick Leave by Staff Category - Wisting Medical Officers 1,419.4 0.0 1,008.4 1,261.4 4,021.1 7,955.1 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,009.4 1,0			4.2	0,0	2.4	3,0	3,	5 9.6	<u> </u>	-
Cost of Sick Leave by Staff Category - Medical   1420.4   1,70.7   1,301.6   1,420.4   1,479.9   1,522.3   1,008.5   1,008.5   1,008.5   1,008.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5   1,009.5			0.6	0.0	0.6	0.8	2.	7 6.3	10 m	Į.
Cost of Sick Leave by Staff Category - Nursing			1,073.0	886.4	920.4	1,039.7	1,073	1,317.2	1000	<i>~</i> ~
-08.5 Cost of Sick Leave by Staff Category - Operational 963.0 916.4 964.5 978.3 1,100.9 1,192.0 -08.6 Cost of Sick Leave by Staff Category - Professional 1,161.7 489.5 969.7 161.1 1,264.6 1,397.5 -08.7 Cost of Sick Leave by Staff Category - Trade And Artisans 1,161.7 489.5 969.7 161.1 1,193.8 1,407.0 1,851.9 -08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 1,166.4 0.0 1,195.2 937.4 1,089.9 3,264.9 -08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers 1,193.8 0.0 1,008.4 1,261.4 4,621.1 7,955.1 -08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers 1,193.8 0.0 1,008.4 1,261.4 4,621.1 7,955.1 -09.9 Cost of Sick Leave by Staff Category - Managerial And Clerical 0.2 0.2 0.3 0.4 0.5 2.3 -14.2 Hours of Overtime by Staff Category - Medical 17.7 4.3 10.6 14.8 17.6 22.2 -14.4 Hours of Overtime by Staff Category - Nursing 0.7 0.4 0.6 0.8 1.0 1.5 -14.5 Hours of Overtime by Staff Category - Professional 0.3 0.3 0.7 0.8 1.0 1.9 -14.6 Hours of Overtime by Staff Category - Professional 5.2 0.8 2.1 3.6 5.2 7.9 -14.7 Hours of Overtime by Staff Category - Trade And Artisans 2.2 0.0 2.1 2.7 3.5 4.6 -14.8 Hours of Overtime by Staff Category - Visiting Medical Officers 16.6 0.0 8.4 19.6 32.5 43.1 -14.8 Hours of Overtime by Staff Category - Visiting Medical Officers 16.6 0.0 8.4 19.6 32.5 43.1 -14.8 Hours of Overtime by Staff Category - Managerial And Clerical 106.9 106.9 156.7 192.1 239.7 1,191.8 -14.9 Hours of Overtime by Staff Category - Managerial And Clerical 106.9 106.9 156.7 192.1 239.7 1,191.8 -14.9 Hours of Overtime by Staff Category - Managerial And Clerical 106.9 237.1 359.8 462.1 577.3 896.1 -15.0 Cost of Overtime by Staff Category - Professional 114.9 114.9 363.6 442.9 489.7 914.6 -15.0 Cost of Overtime by Staff Category - Professional 114.9 114.9 363.6 442.9 489.7 914.6 -15.0 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 -17.6 256.9 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15.8 -15			735.3	-649.4	694.2	976.4	1,247.	1,751.0		(
Cost of Sick Leave by Staff Category - Professional   1,161.7   489.5   865.7   1,161.7   1,264.6   1,397.5	<b>-</b>		1,420.4	1,170.7	1,301.6	1,420.4	1,479.8	1,622.3	***	
Cost of Sick Leave by Staff Category - Technical   1,193,8   0,9   3832   1,193,8   1,407,0   1,851,9		**********	963.0	916.4	964.5	979.2	1,100.9	1,192.0	V. W.S	
Cost of Sick Leave by Staff Category - Trade And Artisans   1,464   0,0   775 2   937,1   1,089,9   3,284,9			1,161.7	489.5	965.7	1,161.7	1,264.6	1,397.5	2.34.7	
Cost of Sick Leave by Staff Category - Visiting Medical Officers  199 0.5 1.0 1.6 1.9 2.0  102 0.2 0.3 0.4 0.5 2.3  103 10.6 14.8 17.6 22.2  104 Hours of Overtime by Staff Category - Medical 17.7 4.3 10.6 14.8 17.6 22.2  105 11.7 1.3 10.6 14.8 17.6 22.2  107 11.4 Hours of Overtime by Staff Category - Medical 17.7 4.3 10.6 14.8 17.6 22.2  108 11.7 11.7 11.8 11.8 11.8 11.8 11.8 11.			1,193,8	0.0	382.2	1,193.8	1,407.0	1,851.9	10.2	
-11 Cost of Work Cover			1,846.4	0.0	<i>∄1</i> 75.2	937.1	1,089.9	3,264.9	No. 100	
14.2 Hours of Overtime by Staff Category - Medical 0.2 0.2 0.3 0.4 0.5 2.3 1.4 1.5 1.9 2.0 1.5 1.5 1.9 2.0 1.5 1.5 1.9 2.0 1.5 1.5 1.9 2.0 1.5 1.5 1.9 2.0 1.5 1.5 1.9 2.0 1.5 1.5 1.9 1.5 1.5 1.9 2.0 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5	-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	7,955.1	5 1 93	
14.3 Hours of Overtime by Staff Category - Medical 17.7 4.3 10.6 14.8 17.6 22.2 1.4 Hours of Overtime by Staff Category - Nursing 0.7 0.4 0.6 0.8 1.0 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5			19	0.5	1.0	1.6	1.9	2.0		
Hours of Overtime by Staff Category - Medical   17.7   4.3   10.6   14.8   17.6   22.2			0.2	0.2	0.3	0,4	0.5	2.3		
Hours of Overtime by Staff Category - Nursing   0.7	-14.3 I	tours of Overtime by Staff Category - Medical	17.7	4.3	10.6	14.8	17.6		4.0	
Hours of Overtime by Staff Category - Operational   0.3   0.3   0.7   0.8   1.0   1.9	-14.4 i	lours of Overtime by Staff Category - Nursing	0.7	0.4	0.6	·				
14.6   Hours of Overtime by Staff Category - Professional   5.2   0.8   2.1   3.6   5.2   7.9     14.7   Hours of Overtime by Staff Category - Technical   0.0   0.0   0.0   0.0   0.0   0.2   0.4     14.8   Hours of Overtime by Staff Category - Trade And Artisans   2.2   0.0   2.1   2.7   3.5   4.6     14.9   Hours of Overtime by Staff Category - Visiting Medical Officers   16.6   0.0   9.4   19.6   32.5   43.1     16.2   Cost of Overtime by Staff Category - Managerial And Clerical   106.9   106.9   156.7   192.1   239.7   1,191.8     16.3   Cost of Overtime by Staff Category - Medical   22,767.1   4,745.9   11,231.3   18,681.7   19,839.3   27,209.3     16.4   Cost of Overtime by Staff Category - Nursing   427.9   237.1   359.8   462.1   577.3   896.1     16.5   Cost of Overtime by Staff Category - Professional   114.9   114.9   363.6   442.9   489.7   914.6     16.6   Cost of Overtime by Staff Category - Technical   CAB.0007.0002.00230   0.0   0.0   0.0   0.0   0.0   17.0   256.9     16.8   Cost of Overtime by Staff Category - Technical   CAB.0007.0002.00230   0.0   0.0   0.0   0.0   0.0   117.0   256.9     16.8   Cost of Overtime by Staff Category - Technical   CAB.0007.0002.00230   0.0   0.0   0.0   0.0   0.0   117.0   256.9     16.8   Cost of Overtime by Staff Category - Technical   CAB.0007.0002.00230   0.0   0.0   0.0   0.0   0.0   0.0   117.0   256.9     16.8   Cost of Overtime by Staff Category - Technical   CAB.0007.0002.00230   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0.0   0	-14.5 }	lours of Overtime by Staff Category - Operational	0.3	0.3						
14.7 Hours of Overtime by Staff Category - Technical 0.0 0.0 0.0 0.0 0.0 0.0 0.2 0.4  14.8 Hours of Overtime by Staff Category - Trade And Artisans 2.2 0.0 2.1 2.7 3.5 4.6  14.9 Hours of Overtime by Staff Category - Visiting Medical Officers 16.6 0.0 9.4 19.6 32.5 43.1  16.2 Cost of Overtime by Staff Category - Managerial And Clerical 106.9 106.9 156.7 192.1 239.7 1,191.8  16.3 Cost of Overtime by Staff Category - Medical 22,767.1 4,745.9 11,231.3 18,681.7 19,839.3 27,209.3  16.4 Cost of Overtime by Staff Category - Nursing 427.9 237.1 359.8 462.1 577.3 896.1  16.5 Cost of Overtime by Staff Category - Operational 114.9 114.9 363.6 442.9 489.7 914.6  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  16.7 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 17.0 256.9			·							
14.8 Hours of Overtime by Staff Category - Trade And Artisans  2.2 0.0 2.1 2.7 3.5 4.6  14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  16.6 0.0 9.4 19.6 32.5 43.1  16.2 Cost of Overtime by Staff Category - Managerial And Clerical  16.9 106.9 156.7 192.1 239.7 1,191.8  16.1 Cost of Overtime by Staff Category - Medical  22,767.1 4,745.9 11,231.3 18,681.7 19,839.3 27,209.3  16.4 Cost of Overtime by Staff Category - Nursing  427.9 237.1 359.8 462.1 577.3 896.1  16.5 Cost of Overtime by Staff Category - Operational  114.9 114.9 363.6 442.9 489.7 914.6  16.6 Cost of Overtime by Staff Category - Professional  16.7 Cost of Overtime by Staff Category - Trade And Add Add Add Add Add Add Add Add Add							· · · · ·		11 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (	
Hours of Overtime by Staff Category - Visiting Medical Officers  16.6  0.0  9.4  19.6  32.5  43.1  16.2  Cost of Overtime by Staff Category - Managerial And Clerical  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106.9  106										
16.2 Cost of Overtime by Staff Category - Managerial And Clerical  106.9 106.9 156.7 192.1 239.7 1,191.8  12,767.1 4,745.9 11,231.3 18,681.7 19,939.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209.3 27,209										
16.3 Cost of Overtime by Staff Category - Medical 22,767.1 4,745.9 11,231.3 18,681.7 19,839.3 27,209.3 16.4 Cost of Overtime by Staff Category - Nursing 427.9 237.1 359.8 462.1 577.3 896.1 16.5 Cost of Overtime by Staff Category - Operational 114.9 114.9 363.6 442.9 489.7 914.6 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 16.7 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 117.0 256.9 16.8 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 177.0 256.9									W. V	
16.4 Cost of Overtime by Staff Category - Nursing 427.9 237.1 359.8 462.1 577.3 896.1 16.5 Cost of Overtime by Staff Category - Operational 114.9 114.9 363.6 442.9 489.7 914.6 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 16.7 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 117.0 256.9 16.8 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 0.0 17.0 256.9					. <b></b>					
16.5 Cost of Overtime by Staff Category - Operational 114.9 114.9 363.6 442.9 489.7 914.6 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 16.7 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 117.0 258.9 16.8 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 117.0 258.9		• • • • • • • • • • • • • • • • • • • •								1.4
16.6 Cost of Overlime by Staff Category - Professional			* * 5.55 * * *		·					}
16.7 Cost of Overtime by Staff Category - Technical CAB.0007.0002.00230 0.0 0.0 0.0 0.0 117.0 256.9										همد »
16.8 Cost of Overfime by Staff Category Trade And Advisory		「「「「「」」」「「」」「「」」「」「」「」「」「」「」「」「」「」「」「」					4,423.6	6,442.9		
									100 to 10	
ed: 05/07/2002		والمراجع	1,088.9	0,0	1,037.5	1,371.6	2,116:6	2,298.9	1912	

led: 05/07/2002

Attachment 1

Indicator Number and Description:	Hospital		Pe	eer Group	)		. حدود
inducator relinder and description:	Score	Min	25th	Median	75th	Max	4) 611
18.9 Cost of Overtime by Staff Category - Visiting Medical Officers	22 007 6						
Overall Performance Group: Not Summarised	33,297.8	0.0	16,443.9	39,662.1	80,391.8	103,838.5	
EFF-01 Full-Time Equivalent (FTE) Staff	500 T						
EFF-02.2 FTE Staff by Category - Managerial And Clerical	506.7	210.6	293.2	443.5	553.5	929.8	
EFF-02.3 FTE Staff by Category - Medical	83.4	31.4	34.6	63.9	69.8	158.5	
EFF-02.4 FTE Staff by Category - Nursing	49.2	-0.2	25.2	31.4	49.2	98.2	
EFF-02.5 FTE Staff by Category - Operational	245.4	107.6	133.8	204.8	294.3	431.2	
EFF-02.6 FTE Staff by Category - Professional	94.1	48.1	72.7	84.9	100.0	164.1	
EFF-02.7 FTE Staff by Category - Technical	23.8	1.5	18.9	23.8	35.8	68.3	
EFF-02.8 FTE Staff by Category - Trade And Artisans	0.6	0.4	0.6	1.3	2.2	4.2	
	6.9	60	0.9	3.1	7:0	11.1	
EFF-02.9 FTE Staff by Category - Visiting Medical Officers EFF-05 Hours of Sick Leave	3.3	. 0.	0.6	2.5	5.0	9.3	
	3.0	2.8	3.0	3.0	3.3	3.5	
EFF-07 Cost of Sick Leave EFF-13 Hours of Overtime	1,196.4	1,092.6	1,188.9	1,266.1	1,280.3	1,376.0	
	3.0	0.7	1.9	2.5	3.0	3.7	
	2,895.1	390.4	1,675.2	2,230.4	2,819.5	3,305,0	
et a lagre . Se con luggia, on the statue . See							
Overall Performance Group: Benchmarking and Clinical Pathways		(*************************************	and the country	400			
100.3 Benchmarking - In selected clinical areas - external	22.2	0.0	27 %	30.8	55.6	400 0	
Clinical Pathways - Extent of development and use	17.3	2.6	17.3	46.0	965 8	100.0	
Swerfall Performance Group: Continuity of Care		<b>*</b> - :	W - W	700	52.0	71.4	
IC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surger	γ 3.6	3.0	30.0	3.0	200		
IC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	1.0	0.0	0.0	1.0	3.0	3.0	
IC08.3 Facilitating continuity of care - Shared ante and post nature care	0.0	0.0	1,5		3.0	3.0	
IC08.4 Facilitating continuity of care - Cardiac refinibilitation	3.0	1.0		3.0	3.0	3.0	
IC08.5 Facilitating continuity of care Provision of electronic discharge summaries to	GPs 1.0	0.0	2.0	2.0	3.0	3.0	
verall Performance Group. Quality and Use of information			0.0	0.0	0.0	1.0	
ICO4.1 Quality of information Accuracy	89.5	89.5	91.3	040			-
C04.2a Quality of transmitten - Timeliness - Number of months on time	3.0	0.0	<u>-</u>	94.3	94.8	97.6	
C04.2b Quality of information - Pimeliness - Number of days late per month	3.8	0.0	3.0	- <b>50</b>	6.0	9.0	
C05.1 Use of Information - Availability of electronic Information		27/4	3.6	5.0	10.0	17.6	
C05.2 Use of Information - Collection and use of clinical Information		18.6	313	37.5	39.6	77.1	
verall Performance Group: Not Summarised			37.1	50.8	<b>62</b> 9	78.6	Ŷ,
C01 Accreditation	0.0	930	1.0	4.0		Marketi	
Co2 Credentialling	0.0	0.0		1.0	1.0	1.0	
203.1 Workforce Management - Retention of Nursing Staff		64.3	0.0	0.0	1.0	1.0	
203.2 Workforce Management - Retention of Alliest Health State	(		81.9	83.6	85.4	88.1	
203.3 Workforce Management - Median Age Nursing Staff		50.0	66.7	73.7	84.2	100.0	
Benchmarking - in selected clinical areas		37.0	40.0	41.0	42,0	43.0	
Benchmarking - In selected clinical areas - internal	33,3	0.0	29.4	33.3	53.3	94.4	
207.2 Clinical Pathways - Extent of development and use as per Ontario	******	0.0	16.7	- <del>29 4</del>	55.6	100.0	
			20 2 300	F 4 000	007	70.0	2 (7)
207.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	******	3.0	20.2	54.8	60.7	78.6	
07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	14.3	0.0	71	53.8		100.0	
07.3b Clinical Pathways - Surgical (Orthopaedic) - extent of development and use 07.3b Clinical Pathways - Medical - extent of development and use	14.3 6/0	0.0 0.0	7.1 23.6	÷ +			
07.3b Clinical Pathways - Surgical (Orthopaedic) - extent of development and use 07.3b Clinical Pathways - Medical - extent of development and use	14.3 6/0	0.0	71	53.8 28.8	85.7	100.0	

# 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.



# 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

Peer Group: Large

**Central Zone** 

Clinical Utilisation and Outcomes	Patient Satisfaction
Medical A本本 Obstetrics & Gynaecology 本本	Maternity ☆☆☆ 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

 	55 VI 5500 33 1850 555 55
	Performance Compared to the Average
*	Lower: Aggregated Hospital performance is more than
	one standard deviation below the peer mean.
ជជ	Average: Aggregated Hospital performance is within
	one standard deviation of the peer mean.
<del></del>	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	graph of the		Large
Central Zone arformance Indicator	Risk Adjusted Hospital Score: (Rate per 100		Significance: Reference:
10、1940年,1950年中本年代1950年,1950年末年(1950年)			
Acute Myocardial Infarction			
In-hospital Mortality	18.7	13.3	CI01.1
Long Stay Rates	0.0	8.7	Cl01.2
Heart Fallure			
In-hospital Mortality	11.4	7.7	· Cl02.1
Long Stay Rates	5.2	8.7	C102.2
Stroke			•
In-hospital Mortality	<b>13</b> .9	26.3	CI03.1
Long Stay Rates	0.0	7.0	Cl03.2
Nursing Home Separations	13.7	14.3	C103.4
Pneumonia		•	
In-hospital Mortality	7.0	7.2	CI04.1
Long Stays	8.1	10.8	Cl04.2
Asthma			
Long Stay Rates	7.0	12.0	CI14.1
्रिक्त विकास के स्वास्त्र के का स्वास के का स्वास के किस के क स्वास के किस	PROPERTY OF THE SAME OF	高级 医外丛丛	
sterectomy			
Long Stay rates	14.6	9.7	C109.1
Complications of Surgery	7.4	12.3	C109.3
on Women < 35 years	7,6	12.2	Cl09.4
Blood Transfusion Rates	0.0	1.8	C109.5
Standard Primiparae			*
C-section	11.7	12.9	Cl10.1
Induction of Labour	12.8	14.4	Cl10.2
. Perine#Tears	2.5	2.8	CI10.3
Small for Gestational Age			_ust
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	** Cl13.2

#### 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**

#### Maryborough Hospital

Large

Central Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
	The Salarman Comment	a e e e e e e e e e e e e e e e e e e e	eran englist e enzemblish se se se	gar surgegioning raise
Proceedings of the second section of the second second				
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	68.5		PS06
Treatment & Related Information Index	69:1	64.0	*	PS07
A Property and a second of the		4.14		
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	71.6 72.6	66.9	.cab	PS05
Physical Environment Index	. 75.7	68.4		PS06
Treatment & Related Information Index	70.7	65.5		P <b>807</b>
			Section Section	
Access and Admission Index	70.3	84.5	***	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 PS07
Treatment & Related Information Index	67.9	63.3	na esta en la compaña de la co	PSUI
Access and Admission Index	70.0	58.7	*	PS01
Complaints Management Index	67.3	51.2		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
		<b>大小人,这种人的</b>		
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
	2000 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.0007.0002.00236

CAB.00

<sup>+</sup> Indicator has been used to determine overall performance.

## **Efficiency**

#### Maryborough Hospital

Large

maryborough nospital				Large
Seritral Zone	Data Type:	Hospital Score:	Peer Group Median:	Reference:
. The first parties with a second of the se				
Occupancy Rate (Bed Day Efficiency)	Percentage	62.0	82.8	EFF-17
Length of Stay	Days	3.38	3.05	
Cancelation rate			•	EFF-19
	Percentage	9.37	12.8	EFF-24
Catering - total cost	Della-			
Energy Consumption per square metre	Dollars	92.9	28.1	EFF-36a
The system per square mene	Dollars	19.7	22.1	
Hours of Sick Leave by Staff Category - Managerial And Clerical		2.45		
Hours of Sick Leave by Staff Category - Medical	Percentage	3,47	2.95	EFF-06.2
Hours of Sick Leave by Staff Category - Nursing	Percentage	1.00	1.36	EFF-06.3
Hours of Sick Leave by Staff Category - Operational	Percentage	3.40	3.35	EFF-06.4
Hours of Sick Leave by Staff Calegory - Professional	Percentage	4.00	3.46	EFF-06.5
Hours of Sick Leave by Staff Category's Technical	Percentage	2.17	2.20	EFF-06.6
NAME NAMED N	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	<b>EFF-08.3</b>
st 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	Dollans	1,110	1,162	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	449	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 Overdine 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 Cetegory - 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	Dollans	19,529	18,682	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dellars	462	462	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dellars	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
st of Overtime by Staff Category - Visiting Madical Officers	Dollars	76,155	39,662	EFF-16.9
人名意·马克斯 (1996年) 1996年 1			表位为(Pa)。	
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	<b>25</b> ,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	distant.	EFF-02.5
FTE Staff by Category - Professional	Numeric	21.6		EFF-02.6
FTE Staff by Category - Technical	Numeric	2.18		EFF-02.7
FTE Staff by Calegory - Visiting Medical Officers	Numeric	2.47		EFF-02.9
Hours of Sick Leave	Percentage	3.26		EFF-05
Cost of Sick Leave	Dollars	1,266		EFF-07
fours of Overtime	Percentage	3.04	-	EFF-13
Cost of Overtime	Dollars	-2,820		-rr-13 -FF-15
	· Dollard	- کہنک	Z,ZOU I	-rr-ta

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.

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

## System Integration and Change

Maryborough Hospital	٠	. '		Larg
Central Zone	Type of Score:	Hospital	Peer Group	Reference
		Score:	Median:	5-7-1-1 g
and the second of the second o				
Benchmarking				
In selected clinical areas - external	Percentage	29.4	30.8	SIC06.3
Clinical Pathways	•			÷ .
Exterst of development and use in selected clinical areas	Percentage	48	48	SIC07.1
British tata mengeri kalan di andara mengeberah pengeri berangan kelalah kelalah kelalah kelalah kelalah kelal			in and the	
Facilitating continuity of care				
Use of pre admission clinics for elective surgery	Mark 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
。1916年11月1日 - 1916年 -				
Quality of Information				
ccuracy	Percentage	84.4	94.9	SIC04.1
irneliness - Number of months on time	Months	<b>6</b>	5	SIC04.2a
imeliness - Number of days tate per month	Days	5	<sub>.</sub> 5	SICO4.2b
Use of Information	D	. 07.4	27 E	SIC05.1
vailability of electronic information	Percentage Percentage	27.1 43.1	37.5 50.8	SIC05.1
collection and use of clinical information	Percentage	43.1	50.6	
Accreditation	150 hati 150 h   31	Aprilia Chiqu	AND ALL FROM	
ccreditation	Yes/No :	Yes	12/13	SIC01
Credentialling		. 1	a.	-
redentialling	Yes/No	No	5/13	SIC02
Workforce Management				
etention of Nursing Staff	Percentage	86.4	83.6	SIC03.1
etention of Allied Health Staff	Percentage	73.7	73.7	SIC03.2
edian Age Nursing Staff	Years	41	41	SIC03,3
Benchmarking				
selected clinical areas	Percentage	29.4	33.3	SIC06.1
selected clinical areas - internal	Percentage	29.4	29.4	SIC06.2
Clinical Pathways				
tent of development and use as per Ontario	Parcentage	54.8	54.8	SIC07.2
rgical (Orthopaedic) - extent of development and use	Percentage	85.7	53.6	SIC07.3a
edical - extent of development and use	Percentage	28.6	28.6	SIC07.3b
& G - extent of development and use	Percentage	39.3	39.3	SIC07.3c
Telehealth				
tent of telehealth usage	Percentage	7.7	1.9	SIC09

CAB 0007.0002.00238

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

# Measured Quality

Hospital Report

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



Attachment 1

Peer Group Hospital Max Indicator Number and Description: Min Median 75th Score 25th Maryborough Hospital Large Central Zone Overall Performance Group: Medical Acute Myocardial Infarction - In-hospital Mortality 20.7 18.7 19.5 0.0 8.8 14.4 CI01.1 0.0 11.9 17.9 CI01.2 Acute Myocardial Infarction - Long Stay Rates 0.0 2.6 83 0.0 10.7 12.7 Cl02.1 Heart Failure - In-hospital Mortality 11.4 4.6 52 00 13.2 C102.2 Heart Failure - Long Stay Rates 4.4 8.8 15.8 CI03.1 Stroke - In-hospital Mortality 22.1 24.8 35.1 45.2 CI03.2 Stroke - Long Stay Rates 0.0 60 0.0 3.1 12,3 21.6 17.6 22.1 C103.4 Stroke - Nursing Home Separations 13.7 0.0 11.8 15.6 CIO4.1 Pneumonía - in-hospital Mortality 7.0 5.2 7.0 8.7 23,3 Prieumonia - Long Stays 8.3 14.7 CI04.2 8.1 29 Asthma - Long Stay Red 7.0 CH14.1 2.8 6,6 12.4 13.4 19.2 Overali erformance Group: Obstetrics & Gynaecology 15.5 CIO9.1 Hysterectomy - Long Stay rates 14.6 3.9 8.0 25.1 109.3 Hysterectomy - Complications of Surgery 4.5 4,8 30.2 7.4 9.4 Hysterectomy - on Women < 35 years 3.8 73 14.0 17.2 7.6 2.2 Hysterectomy - Blood Transfusion Rates 0.0 60 0.0 7.0 )9.5 4.3 110.1 Standard Primiparae - C-section 11.7 13.3 15.7 17.2 110.2 Standard Primiparae - Induction of Labour 12.8 20.1 80 2.5 210.3 Standard Primiparae - Perineal Tears 0.0 2.3 3.5 Small for Gestational Age - Small for Gestational Age 3.1 111.1 2.0 2.0 2.8 2.5 Maternal Post-Natal Long Stay Rate (Vaginal Births) 7.1 9.7 113.1 11.1 25,3 4.2 25.3 Maternal Post-Natal Long Stay Rate (Ceesarean Section Births) 12.7 113.2 22.8 2.4 5.1 verall Performance Group: Maternity S05 Overall Care trailed Maternity 72.6 51.7 verall Performance Group: Medical 00 65.6 **505** Overall Care Index Medical 60.8 65.2 70.6 verall Performance Group: Surgical 65.9 Overall Care Index Surgical 67.1 68.3 **305** 702 70.2 73.8 verali Performance Group; Not Summarised 70.5 ะกา Access and Admission Index Surgical 70.5 64.3 66.2 68.4 75.0 57.0 70,0 :01 Access and Admission Index Mental Health 70.0 51.0 60.0 66.2 01 Access and Admission Index All types combined 70.8 61.2 65.1 70.9 Access and Admission Index Maternity 74,8 74.8 63.7 67.2 71.8 52.5 Access and Admission Index Medical **0**1 72.2 70.3 59.9 62.4 63.6 67.0 02 Complaints Management Index All types combined 58.7 62,6 67.7 68.6 53. Ø 62.6 65.8 02 Complaints Management Index Maternity 68.9 72.7 68.8 66.4 Complaints Management Index Medical \$8.3 57 **V 81.1 84** 5 68.3 02 02 Complaints Management Index Mental Health 67.3 0.2 55.6 59.1 69,9 76.2 02 Complaints Management Index Surgical 69.9 54.4 66.7 67.9 68.9 75.2 70.4 03 63.3 61 9 Discharge and Follow-up Index Surgical 60.0 63 1 64.3 03 Discharge and Follow-up Index All types combined 53.0 56.3 58.6 60.8 68.0 Discharge and Follow-up Index Maternity 51.5 63.5 Discharge and Follow-up Index Medical 57.5 67.9 62.1 55.5 59.5 62.1 n3 67.7 Discharge and Follow-up Index Mental Health 59.0 44.5 **55.0** 58.0 61.6 General Patient Information Index Maternity 48.9 65.0 67.1 72.0 74.2 74.3 General Patient Information Index Medical 74.3 65.5 67.0 70.6 71.6 General Patient Information Index Mental Health 76.4 49.7 55.4 60.3 68.0 76.4 General Patient Information Index Surgical 74.3 70,6 72.0 72.8 74.3 75.8 General Patient Information Index All types combined 74.2 65.5 67.2 70.0 **72.0** 74.2 Overall Care Index All types combined 62.0 63,8 64.5 66,6 70.3 Overall Care Index Mental Health 60.3 67.4 67.4 51.3 56.9 63.3 Physical Environment Index All types combined 66.7 59.5 64.5 67.5 72.6 Physical Environment Index Maternity 51.2 63.6 67.2 72.9 77.8 Physical Environment Index Mental Health 66.2 56.2 61.6 65.6 66.7 69.3 CAB.0007.0002.00240

-	w e ·			Pe	er Group			
Indica	ator Number and Description:	Hospital Score	Min	25th	Median	75th	Max -	in China Fin
	Physical Environment Index Surgical							
PS06	Physical Environment Index Medical	66.0	61.2	64.3	66.4	69.9	77.6	
PS07	Treatment & Related Information Index Surgical	64.3	59.1	64.0	67.3	68.4	71.9	
PS07	Treatment & Related Information Index Mental Health	74.1	66.5	68.2	68.8	71.0	74.1	
PS07	Treatment & Related Information Index Medical	64.2 67.9	42.6 59.1	51.4	57,1 63.4	62.7 65.1	64.2	
PS07	Treatment & Related Information Index Maternity	70.7	53.7	63.3	65.8	69.1	70.4 70.7	
PS07	Treatment & Related Information Index All types combined		59.2	62.4	64.1	65.1	70.0	
			38.2	92.4	V-1	00.1	70.0	1
	Performance Group: Activity		900					
EFF-17		62,0	51.4	77.1	82.6	88.2	96.3	
EFF-19		3.4	23	2.7	3.0	3.2	3.4	
EFF-24	Cancellation rate	9.4	8.0	9,9	12.8	18.6	18.1	
Overall	Performance Group: Cost of Service	· - ******						
EFF-36a	TANDAN PERMITAN PERMI	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							14. C. 14. C. S.
EFF-06.2	2 Hours of Sick Leave by Staff Category - Managerial And Clerical	3,5	2.4	2.9	3.Q	3.1	3.8	
7		1.0	-1.6	42	14	1.8	2.1	
i ja	Hours of Sick Leave by Staff Category - Nursing	3,4	29	3.2	3.3	3.6	3.8	
F-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		2.2		2.1	2.2	2.7	2.8	
EFF-06.7		1.0	0.0	0.9	2.4	3,3	4.6	
EFF-06.0		3.5	0.0	0.6	0.8	2.7	6.3	
EFF-08.2		1,124.2	886.4	920.4		1,073.0	1,317.2	
EFF-08.3		637.5	-649.4	694.2			1,751.0	37.14
EFF-08.5 EFF-08.5							1,622.3	
EFF-08.6		1,192.0	916.4	964.5			1,192.0	441
FF-08.7	Cost of Sick Leave by Staff Category - Technical	1,110.1 449.5	489,5				1,397.5 1,851.9	
FF-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	5,742.4		1,008.4			7,955.1	
FF-11	Cost of Work Cover		0.5	1.0	1.6	19	2.0	
FF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.5	0.2	0.3	0.4	0.5	2.3	
FF-14.3	Hours of Overtime by Staff Category - Medical	17.6	4.3	10.6	14.8	17.6	22.2	
FF-14.4	Hours of Overtime by Staff Category - Nursing	0.8	0.4	0.6	0.8	1.0	1.5	
FF-14.5	Hours of Overtime by Staff Category - Operational	1.1	0.3	0.7	0.8	1.0	1.9	
FF-14.6	Hours of Overtime by Staff Category - Professional	2.5	0.8	2.1	3.6	5.2	7.9	,
EF-14.7	Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.2	0.4	1. 1990
9	Hours of Overtime by Staff Category - Visiting Medical Officers	31.2	0,0	9.4	19.6	32.5	43.1	
	Cost of Overtime by Staff Category - Managerial And Clerical	220.8	106.9	156.7	192.1	239.7 1	,191.8	
FF-16.3	Cost of Overtime by Staff Category - Medical	19,528.8 4,	745.9 11	,231,3	3,681,7 19	939.3 27	,209.3	A 25
FF-16.4	Cost of Overtime by Staff Category - Nursing	462.1	237.1	359.8	462.1	577.3	896.1	. X.
FF-16.5	Cost of Overtime by Staff Category - Operational	471.8	114.9	363.6	442.9	489.7	914.6	$T_{ij}^{\mu}$ . $\frac{1}{2}$
FF-16.6	Cost of Overtime by Staff Category - Professional	1,216.5	632.6 1	661.9	008.9 4	423,6 6	442.9	mgr(1#1
FF-16.7	Cost of Overtime by Staff Category - Technical	0.0	0.0	9.0	0.0	117.0	256.9	· 2.7
FF-16.0	Cost of Overtime by Staff Category - Visiting Medical Officers	76,154.8	0.0 16	443.9 39	,662.1 80	391.8 103	,836.5	
	erformance Group: Not Summarised				•			
FF-01	Full-Time Equivalent (FTE) Staff			293.2	443.5	553.5	929.6	1.72
	FTE Staff by Category - Managerial And Clerical	31.4	31.4	34.6	63.9	69.8	158.5	
	FTE Staff by Category - Medical	25.2	-0.2	25.2	31.4	49.2	98.2	
	FTE Staff by Category - Nursing			133.8			431.2	
	FTE Staff by Category - Operational FTE Staff by Category - Professional		46.1	72.7			164,1	
			7.5	18.9	23.8	35.8	68.3	
	FTE Staff by Category - Technical		0.4	0.6	1.3	2.2	4.2	
	FTE Staff by Category - Visiting Medical Officers Hours of Sick Leave		0.4	0.6	2.5	5.0	9.3	
	Cost of Sick Leave		2.8	3.0	3.0	3.3	3.5	
}	Hours of Overtime	<i></i>					376.0	
\	Cost of Overtime	3.0 2,819.5 3	0.7	1.8	2.5	3.0	3.7	
		4,019.5 3	ou.4 1,t	110.Z Z,	230.4 2,8	10.0 3,3	305.0	\$ 74.95°

**Attachment** 

na de la companya de La companya de la co	Hospital	·	Pe			23	
Indicator Number and Description:	Score	Min	25th	Median	75th	Max	
grow and the second respect to the fight							
Overall Performance Group: Benchmarking and Clinical Pathways				• .		;	
SICO6.3 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	2.6	17.3	48.0	52.0	71.4	
Overall Performance Group: Continuity of Care							erito Policiale
SICOS.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	- W
SICO8.2 Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	0.0	1.0	3.0	3.0	
SICO8.3 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	20	1.0	20	2.0	3.0	3.0	
ICO8.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs	<b></b>	8.0	0.0	0.0	0.0	1,0	
Overall Performance Group: Quality and Use of Information		- 7				<del>.</del> .	4.144
ICO4.1 Quality of Information - Accuracy	94.4	89.5	91.3	94.3	94.8	97.6	STARFERS KI.
ICO4.2a 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 growth	5.0	0.0	3.5	5.0	10.0	17.6	
ICO5.1 Use of Information - Availability of electronic information	27.1	27.1	31.3	37.5	39.6	77.1	
IC05,2 Use of Information - Collection and use of clinical information	43.1	18.6	37.1	50.8	62.0	78.6	
verall Performance Group: Not Summarised							A Committee
C01 Accreditation	1.0	0.0	40	1.0	1.8	1.0	
C02 Credentialling	0,0	0.0	0.0	0.0	1.0	1.0	
203,1 Workforce Management - Retention of Nursing Staff	80.A	64.3	81.9	83.6	65.4	88.1	
C03.2 Workforce Management - Retention of Allied Health Staff	73.7	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.	29,4	0.0	29.4	33.3	53.3	94.4	
C06.2 Benchmarking - In selected clinical areas - internal	29,4	0.0	16.7	29.4	55.6	100.0	
C07.2 Clinical Pathways - Extent of development and use as per Critario	54.8	3.0	20.2	54.8	60.7	78.6	
C07.3a Clinical Pathways - Surgical (Orthopsedic) - extent of development and use	85.7	0.0	7.1	53.6	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 D & G restent of development and use	39.3	0.0	21.4	39.3	46.4	64.3	
Co9 Telehealth Entent of telehealth usage	7.7	0,0	0.0	1.0	7.7	44.2	
		64 <b>6</b>		. W.			

# Summary of Potential Reasons for Variance for MOUNT ISA HOSPITAL

Indicators Flagged:

CI10.2 Standard primiparae-Induction of labour rates (90-99.9% confidence level) CI10.3 Standard primiparae-Perineal tear (3<sup>rd</sup> and 4<sup>th</sup> 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.



# 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

Peer Group: Large

X

**ል** ል

Northern Zone

Clinical Utilisation and Outcomes	Patient Satisfaction
Medical AAA Obstetrics & Gynaecology	Maternity ☆ Medical ☆☆
, and the second	Medical ☆☆ Surgicat ☆☆
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

# 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.

Performance Compared to the Average

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**

				Larç
Northern Zone Performance Indicator	Risk Adjusted Hospital Score: (Rate per 100	Peer Group Mean: separations)	Significance:	Reference
to the control of the project of the project of the project of the control of the				
Acute Myocardial Infarction	,		7	
In-hospital Mortality	0.0	13.3		CI01.1
Long Stay Rates	0.0	8.7		Cl01.2
Heart Fallure				
In-hospital Mortality	0.0	7.7		CI02.1
Long Stay Rates	. 0.0	8.7	*	Cl02.2
Stroke				
In-hospital Mortality	40.8	26.3		CI03.1
Long Stay Rates	0.0	7.0		Cl03.2
Nursing Home Separations	0.0	14.3		CI03.4
neumonia		•		
In-hospital Mortality	8.4	7.2		CI04.1
Long Stays	2.9	10.8		CI04.2
sthma				
Long Stay Rales	2.8	12.0		CI14.1
- made falteritaries Minor, 一个的数模和desermyDistributytics	sasayay sa	***************************************	na araka	Sale/e
ysterectomy	###			
Long Stay rates	17.0	9.7		Cl09.1
Complications of Surgery	7.6	12,8	**· .	C109.3
on Women < 35 years	12.4	12.2		Cl09.4
Blood Transfusion Rates	0.0	1.8		C109.5
tandard Primiparae		40.0		0140.4
C-section C-section	15.9	12.9		CI10.1 CI10.2
Induction of Labour	24.9	14.4	*	CI10.2 CI10.3
Perineal Tears	·7.5	2.8		CHO.3
mall for Gestational Age Small for Gestational Age	2.6	2.8		Cl11.1
aternal Post-Natal Long Stay Rate	<b>2.0</b>	2.0		O11111
Vaginal Births	10.9	8.2		CI13.1
Caesarean Section Births	13.9	5.7	*	Cl13.2



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**

#### Mount Isa Hospital

Large

Northem Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
Catherin College of Space Decreasing	10 10 10 10 10 10 10 10 10 10 10 10 10 1	24. 1	The state of the second	
Access and Admission Index	62.9	65.3		PS01
Complaints Management Index	67.8	64.0	e de la companya de La companya de la co	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	66.6	No. of the second	PS06
Treatment & Related Information Index	64,1	64.0	en de la companya de La companya de la co	PS07
Pervice the Miletine				
Access and Admission Index	52.5	£7.8	*	PS01
Complaints Management Index	53.9	65.6		PS02
Discharge and Follow-up fredex	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	* 1	P\$06
Treatment & Related Information Index	53.7	65.5		P <b>S0</b> 7
Service Marine Control of the Contro				
Access and Admission Index	63,6	64.5		PS01
Complaints Management Index	6 <b>7.9</b>	63,4		PS02
Discharge and Follow-up Index	55 <b>,5</b>	60.1		PS03
General Patient Information Index	71.5	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
The Martin Control of		STEEL WALLES	数据数据数据 安全有	
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	<b>75</b> .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 conort 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.

Printed: 05/07/2002 Data for this quadrant has been edjusted 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.

\*\*

Indicator has been used to determine overall performance.

## **Efficiency**

#### Mount Isa Hospital

Large ::

inount for Hospital		• •	•	Large
Northern Zone	Data Type:	Hospital Score:	Peer Group Median:	Reference:
and the first in the control of the first of				
Occupancy Rate (Bed Day Efficiency)	Percentage	62.5	82.8	EFF-17
Length of Stay	· ·	3.04	3.05	EFF-19
Targe Petrabase Body   - Tagas Stabrega	Days			ri i = i a
Total Cost / Weighted Separation	Dollars	2,651	2,075	EFF-25
Catering - total cost	Dollars	28.1	2,07,5	EFF-36a
Energy Consumption per square metre	Dollars	26.6	22.1	EFF-45.4
Des-Ir kojūmai ir Vienty — Stiffen Požijo i Astinije ir j	Dollars	20.0	22.1	C11-90.4
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	\$365F9F	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 - Fechnical	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	€FF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	1,325	976	EFE-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollar	<b>1.</b> 171	1,420	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollans	916	979	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollans	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 Artistans	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 Gover	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 Overfine 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 Cost of Overtime by Staff Category - Medical	Dollars	1,192	192	EFF-16.2
	Dollars Dollars	11,121	18,682	EFF-16.3
Cost of Overtime by Staff Category - Nursing Cost of Overtime by Staff Category - Operational	Dollars	896	462	EFF-16.4
Cost of Overtime by Staff Category - Professional	Dollars Dollars	915	443	EFF-16.5
Cost of Overtime by Staff Category - Technical	Dollars	6,443	3,009 0	EFF-16.6
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	2,136	1,372	EFF-16.7 EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	50,063	988.	EFF-16.9
A SECTION OF THE PROPERTY OF T	Dollars	30,003		E17-10.9
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		EFF-02.3
FTE Staff by Category - Nursing	Numeric	133		EFF-02.4
FTE Staff by Category - Operational	Numeric	57.0		EFF-02.5
FTE Staff by Category - Professional	Numeric	18.9		EFF-02.6
FTE Staff by Category - Technical	Numeric	io.9 0.41		EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	1.80		EFF-02.7
FTE Staff by Category - Visiting Medical Officers	Numeric	0.53		
Hours of Sick Leave	Percentage	u.53 2.76		EFF-02.9
Cost of Sick Leave	Dollars			EFF-05 EEE 07
Hours of Overtime	Percentage	1,093 2.79		EFF-07 EEE 12
Cost of Overtime	Dollars			EFF-13 CEC 46
	DUII at 3	2,328	2,230	EFF-15

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00248

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**

,	•	
Marine Inc. Linewitch		-
Mount Isa Hospital		

mount is a riospital	*	-		Large
orthern Zone	Type of Score:	Hospital Score:	Peer Group Median:	Reference
ाना है भारते के अधिकार के लिए हैं है				
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
Antill the manner that is, and continuity of small and an analysis				
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
out Parking the Commence of th				A Section of the
Quality of information				,
Accuracy	Percentage	91.3	94.3	SIC04.1
Timeliness - Number of months on time	Months	<b>≫</b> 3	5	SIC04.2a
Timeliness - Number of days late per month	Chays	10	5	SIC04.2b
Use of Information				
Availability of electronic information	Percentage	31.3	37.5	SIC05.1
Collection and use of climical information	Percentage	18.6	50.8	SIC05.2
Approximate the second second second				
Activation	•			
Accreditation	Yes/No	Yes	12/13	SICO1
Credentialling				
Credentialling	Yes/No	Yes	5/13	SIC02
Workforce Management				
Retention of Nursing Staff Retention of Allied Health Staff	Percentage	64,3	83.6	SIC03.1
Median Age Nursing Staff	Percentage	-50	73.7	SIC03.2
Benchmarking	Years	37	41	SIC03.3
selected clinical areas	Darrentana	•	22.2	01000 4
In selected clinical areas - internal	Percentage	0 %	33.3	SIC06.1
Clinical Pathways	Percentage	. 70.	29.4	SIC06.2
Extent of development and use as per Ontario	Domontheo	242	5.4 P	SIC07 2
Surgical (Orthopaedic) - extent of development and use	Percentage	<b>24.2</b> 0	54.8	SIC07.2
Medical - extent of development and use	Pertentage	•	53.6	SIC07.3a
O & G - extent of development and use	Percentage	28.6	28.6	SIC07.3b
Telehealth	Percentage	14.3	39.3	SIC07.3c
i cierreatui				

CAB.0007.0002.00249

SIC09

1.9

Percentage

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

Extent of telehealth usage

# Measured Quality

Hospital Report

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



Attachment 1

Peer Group Hospital Indicator Number and Description: Min 25th Median 75th Max Mount isa Hospital Large Northern Zone Overall Performance Group: Medical CI01.1 Acute Myocardial Infarction - In-hospital Mortality 0,0 0.0 8.8 19.5 Acute Myocardial Infarction - Long Stay Rates Cl01.2 0,0 0.0 2.6 8.3 11.9 17.9 Cl02.1 Heart Failure - In-hospital Mortality 0.0 0,0 4.8 9.5 10.7 12.7 Cl02.2 Heart Fallure - Long Stay Rates 0.0 4.4 8.8 13,2 15.8 CJ03.1 Stroke - In-hospital Mortality 24.8 35,1 45.2 C103.2 Stroke - Long Stay Rates 0.0 00 0.0 3.1 12.3 21.6 Ci03.4 Stroke - Nursing Home Separations 0.0 11.8 15.6 17.6 CI04.1 Pneumonia - In-hospital Mortality 8.4 7.0 8.7 23.3 CI04.2 Pneumonia - Long Stays 2.9 8,3 14.7 18.9 CI14.1 Asthma - Long Stay Rates 2.8 6.6 12.4 13.4 Overall P erformance Group Obstetrics & Gynaecology Hysterectomy - Long Stay rates Cl09.1 17.0 3.9 25. Hysterectomy - Complications of Surgery 7.6 4.5 11.2 30.2 Hysterectomy - on Women < 35 years 12.4 7.3 14.0 17.2 Cion 5 Hysterectorny - Blood Transfusion Rates Q.0 0.0 0.9 Cl10.1 Standard Primiparae - C-section 18 9 15.7 17.2 CH0.2 Standard Primiparae - Induction of Labour 15.7 20. t 24.9 CI10.3 Standard Primiparae - Perineal Tears 7,5 0.0 2.3 3.5 CI11.1 Small for Gestational Age - Small for Gestational Age 2.6 2.0 3.1 Cl13.1 Maternal Post-Natal Long Stay Rate (Vaginal Births) 10.9 25.3 CI13.2 Maternal Post-Notal Long Stay Rate (Caesarean Section Births) 13.9 12.7 22:8 Overall Performance Group Maternity PS05 Overall Care Inditor Maternity 51.7 63.6 70.9 Overall Performance Group: Medica! PS05 Overall Care Index Medical 608 65.6 **62** 9 65.2 Overall Performance Group: Surgical PS05 Overall Care Index Surgical 68.3 70.2 Overall F erformance Group: Not Summarised Access and Admission Index All types combined PS01 62.9 61.2 63.2 65,1 66.8 70.9 PS01 Access and Admission Index Maternity 52.5 63.7 67.2 71.8 74.8 2501 Access and Admission Index Medical 59.9 62.4 63.6 67.0 72.2 Access and Admission Index Surgical 64.3 66.2 68.4 70,5 75.0 Complaints Management Index Surgical 75.D 64.4 66.7 75.2 **S02** Complaints Management Index All types combined 67.8 67.7 68.6 S02 Complaints Management Index Maternity 53.9 62.6 65.8 68.9 72.7 S02 Complaints Management Index Medical 87.9 61.1 57.B 64.5 66.4 68,3 S03 Discharge and Follow-up Index All types combined 56.3 56:3 58.6 60 8 61.8 68.0 S03 Discharge and Follow-up Index Maternity 63.5 66.0 67.9 69.9 S03 Discharge and Follow-up Index Medical 55.5 57.5 59.5 62.1 67.9 S03 Discharge and Follow-up Index Surgical 61.7 60.0 61.9 63.1 64.3 70.4 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 65.5 67.2 70.0 72.0 74.2 504 General Patient Information Index Maternity 48.9 48 9 65.0 67.1 72.0 74.2 S04 General Patient Information Index Surgical 70.6 72.8 74.3 75.8 S05 Overall Care Index All types combined 62.0 63.8 64.5 66.6 70.3 **306** Physical Environment Index Surgical 75.6 61.2 64.3 66.4 **306** Physical Environment Index Medical 59.1 64.0 67.3 68.4 71.9 Physical Environment Index Maternity 51.2 63.6 67.2 72.9 77.8 06 Physical Environment Index All types combined 64.6 59.5 64.5 66.7 72.6 Treatment & Related Information Index Surgical 72.5 66.5 68.8 71.0 74.1 Treatment & Related information Index Medical 59:1 60.7 63.4 65.1 70,4 Treatment & Related Information Index Maternity 53.7 53.7 63.3 65.8 69.1 70.7 Treatment & Related Information Index All types combined

inted: 05/07/2002

65.1

62,4

64.1

Attachment 1

	,		-			<del>-</del>			7
Indico	tor Number and Description:		Hospita		-	Peer Grou	•		
IIIUKA	ion number and Description;		Score	Min	25(	h Mediai	1 75th	Max	
	A Medians								
On-				-	2 2 2 E				
EFF-17	Performance Group: Activity								gara sa rimaga.
EFF-19	Occupancy Rate (Bed Day Efficiency)		62.5	51,4		.1 82.6	88.	96.	1000
	Length of Stay  Performance Group: Cost of Service		3.0	2,3	3 2	.7 3.0	3.1	3.4	3.4
EFF-25	Performance Group: Cost of Service Total Cost / Weighted Separation	. •					•		
EFF-36			2,650.9	1,827.6			2,454.9	2,998.4	10000000000000000000000000000000000000
EFF-45.			28,1	18,2	&		29.6	92.9	
			26,6	14.9	17.	9 22.1	26.6	45.4	
EFF-06	Performance Group: Staffing	_							
EFF-08.	The state of the s		8.0	🤲	<u> </u>	9 3.0	3.1	3.8	1 6.4
EFF-08.4			1.6	-4.6	* · 1.	2 1.4	1.6	2.1	
EFF-06.5	and the state of t	🍇 🐼	2.9	2.9	3.	2 3.3	3.6	3.8	7.5
EFF-06.6	and the state of t	<i></i>	3.1	3.1	3.	3 3,5	3.7	4.0	
EFF-06.7			1,8	1.1	2.	1 2.2	2.7	2.8	# 1
EFF-06.8			3.3	0.0	0.9	2.4	3.3	4.6	
	Trave Prior Allisans		3.0	0.0	2.4	4 3.0	3.5	9.8	, A.O.
EFF-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers		0.0	0.0	0.0	. <b>0</b> 0	2.7	6.3	
F-08.2	and a supplied the supplied of		1,043.2	886,4	920	1,039.7	1,073.0	1,317.2	
AFF-08.3	Cost of Sick Leave by Staff Category - Medical		1,324.8	<del>1349</del> 4	694	976.4	1,247.8	1,751.0	44.3
EFF-08.4 EFF-08.5	Cost of Sick Leave by Staff Category - Nursing		1370	1,1707	1,301.6	1,420.4	1,479.9	1,622,3	19 <del>13</del> .0
EFF-08.6	Cost of Sick Leave by Staff Category - Operational	92	916.4	9184	964	979.2	1,100.9	1,192.0	
EFF-08.7	Cost of Sick Leave by Staff Category - Professional	<b>&amp;</b>	922.8	489.5	965.7	1,161.7	1,264.6	1,397.5	
EFF-08.8	Cost of Sick Leave by Staff Category - Technical	<sub>M</sub> M/	1,466.9	0.0	382.2		1,407.0	1,851.9	3924
FF-08.9	Cost of Sick Leave by Staff Category - Trade And Arthurs	<i></i>	1,004.4	0.0	775.2	937.1	1,089.9	3,264.9	
FF-11	Cost of Sick Leave by Staff Category - Visiting Medical Officers  Cost of Work Cover		0,0	0.0	1,008.4	1,261.4	4,621.1	7,955.1	
FF-14.2			1.6	0.5	1.0	1.6	1.9	2.0	
FF-14.3	Hours of Overtime by Staff Category - Managerial And Clerical Hours of Overtime by Staff Category - Medical		2.3	0.2	0.3	0.4	0.5	2.3	
FF-14.4	Hours of Overtime by Staff Category - Nursing	- ~	8.3	4.3	10.6	14.8	17.6	22.2	
FF-14.5	Hours of Overtime by Staff Category - Operational	· · ·	1.5	0.4	0.6	0.8	1.0 	1.5	
FF-14.6	Hours of Overtime by Staff Category - Professional		19	03	0.7		10	1.9	
FF-14.7	Hours of Overtime by Staff Category - Technical		6.4	0.8	2.1	3.8	5.2	7.9	-44
FF-14.8	Hours of Overtime by Staff Category - Trade And Artisans		0.0	6.0	<b>0</b> 000	0.0	0.2	0.4	
FF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers		30.0	0.0	2.1	2.7	3.5	4.6	
FF-16.2	Cost of Overtime by Staff Category - Managerial And Caprical		1.191.8	0.0 106.9	9.4	19.6	32.5	43.1	
FF-16.3	Cost of Overtime by Staff Category - Medical	4			156.7	192.1	239.7	1,191.8	21
-F-16.4	Cost of Overtime by Staff Category - Nursing		896.1	237.1	359.8	18,681.7 462.1		27,209.3	
F-16.5	Cost of Overtime by Staff Category - Operational		914.6	114.9	363,6	442,9	577.3	896.1	
F-16.6	Cost of Overtime by Staff Category - Professional		6,442.9		1,661,9	+ <del></del>	489.7	914.6	2/1/4
F-16.7	Cost of Overtime by Staff Category - Technical		0.0	0.0	0.0	3,00a,# 61,0	4,423.6 117.0	6,442.9 256.9	
F-16.8	Cost of Overtime by Staff Category - Trade And Artisans		2,1 <b>30 2</b>	- 486 -	1,037.5	74888	·		
	Cost of Overtime by Staff Category - Visiting Medical Officers		0.062.9	- <del>1</del>		· - 1995		2,298.9	13 - 23 <b>.C</b>
	rformance Group: Not Summarised	- //		0.0	0,443.5	39, <b>662</b> f 8	0,391.0 10	3,030.5	A PARTIES
	Full-Time Equivalent (FTE) Staff		269.5	210.6	293.2	443.5	E63 E	020 0	2.50
	FTE Staff by Category - Managerial And Clerical	**************************************	52.1	31.4	34.6		553.5	929.8	
	FTE Staff by Category - Medical		26.0	-0.2	25.2	63,9 31:4	69.8	158.5	
F-02.4	FTE Staff by Category - Nursing		132.9	107.6	133.8		49.2	98.2	
~	FTE Staff by Category - Operational		57.0	46.1	72.7	204.8 84.9	294,3 100,0	431.2 164.1	2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -
	FTE Staff by Category - Professional		18.9	7.5	18.9				3-8
	FTE Staff by Category - Technical	•	0.4	0.4	0.6	23.8	35.8	68,3	
	TE Staff by Category - Trade And Artisans		1.8	0.0	0.9	1.3	2.2	4.2	
	TE Staff by Category - Visiting Medical Officers		0.5	0.4		3.1	7.0	11.1	5
<del>-</del> -	lours of Sick Leave		2.8	· ·	0.6	2,5	5.0	9.3	. Îse
	Cost of Sick Leave	·		2.8	3.0	3,0	3.3	3.5	3.4
	fours of Overtime		2.8	<b>-</b>	,188,9			1,376.0	
	Cost of Overtime			0.7	1.9	2.5	3.0	3.7	
	System Integration) and Quentys	مراکن این این	328.3	390.4 1	<del></del>	2,230.4 2	,819.5	305.0	
57.	formance Group: Benchmarking and Clinical Pathways								ave la re
						g   m   l			

erall Performance Group:

Benchmarking and Clinical Pathways

CAB.0007.0002.00252

Attachment 1

•		Γ	Pe	er Group	~		
Indicator Number and Description:	Hospital Score	Min	25th	Median	75th	Max	280s 1881 feb
6.3 Benchmarking - In selected clinical areas - external	0.0	0,0	27.8	30.8	55,6	100.0	
Sico7.1 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	<u> </u>
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	5) (
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 GI		0.0	0.0	0.0	0.0		4.01
Overall Performance Group: Quality and Use of Information						1.0	
SICO4.1 Quality of information - Accuracy	91,3	89.5	91.3	94.3	94.8	07.0	de C
SIC04.2a Quality of information - Timeliness - Number of months on time		90	3.0	5.0	6.0	97.6	1013
SICO4.2b Quality of information - Timeliness - Number of days late par month	10.0	0.0	3.5	5.0		9.0	
SIC05.1 Use of Information - Availability of electronic information	31.3	27.1	31.3		10.0	17.6	
SIC05.2 Use of Information - Collection and use of clinical information	18.6	18.6	37.1	37.5	39.6	77.1	
Overall Performance Group: Not Summarised		10.0		50.8	62.9	78.6	
SIC01 Accreditation	1.0	0.0	1.0	1.0	1.0	andra a la	
IC02 Credentialling	1.0	0.0	0.0	0.0	1.6	1.0	
1003.1 Workforce Management - Retention of Nursing Staff	64.3	64.3	81.0	83.8	85.4	1.0	
2 Workforce Management - Retention of Allied Health Staff	50.0	56.0	66.7	7 <b>3.</b> 7	& + W	88.1	
1003.3 Workforce Management - Median Age Nursing Staff	30.0	37.0	40.0	41.0	84.2 42.0	100.0	193 1
IC06.1 Benchmarking - In selected clinical areas	0.0	- 00	20.4	33.3		43.0	
IC06.2 Benchmarking - In selected clinical areas - internal	0.0	0.0	16.7		53.3	94.4	
C07.2 Clinical Pathways - Extent of development and use as per Ontario.	24.2	3.0	20.2	29.4	55.6	100,0	
C07.3a Clinical Pathways - Surgical (Orthopaedic) extert of development and use.	0.0	- 3.0 - 0.0	7.1	54.8	60.7	78.6	
C07.3b Clinical Pathways - Medical Sexicent of development and use	28.6		23.8	53,6 28,6	85.7 - 57.4	100.0	
C07.3c Clinical Pathways - O.S.G - extent of sevelopment and use	14,3	0.0	21.4	39.3	57.1	90.5	4.6
C09 Telehealth - Extent of telehealth usage	1.9	0.0	0.0	1.9	46.4	64.3	
			U,U.	1.0	7.7	44.2	



### Summary of Potential Reasons for Variance for <u>TOWNSVILLE HOSPITAL</u>

#### 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 (< 20% 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.



# 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	Patient Satisfaction	
Medical ☆☆	Maternity	ቋቋ -
Obstetrics & Gynaecology	Medical	<b>\$</b>
Surgical	Surgical	\$
Overall AA	Overali	. ☆
Efficiency	System Integration and Change	
Activity &&	Benchmarking and Clinical Pathways	##
Cost of Service	Continuity of Care	<b>ል</b> ል
Staffing	Quality and Use of Information	<b>አ</b> ልል
Overall	Overall	**

	Performance Compared to the Average
*	Lower Aggregated Hospital performance is more than one standard deviation below the peer mean.
<del>ሴ</del> ሴ	Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
ង់ង់ង	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. Kirwan) Northern Zone	Principal Referral and Specialis					
Performance Indicator	Hospital Score:	Peer Group Mean: 0 separations)	Significance:	Referen		
that the effect of gaps the start in the						
Acute Myocardial Infarction				,		
In-hospital Mortality	5.7	11.2	* '	CI01.		
Long Stay Rates	16.0	10.8	*	Ci01.		
Heart Fallure	•					
In-hospital Mortality	6.1	7.0		Cl02.		
Long Stay Rates	5.2	10.4		Cl02.		
Stroke						
In-hospital Mortality	17.7	22.1		C103.		
Long Stay Rates	119	11.6		CI03.2		
Nursing Home Separations	13.2	11.7	-	CI03.4		
neumonia						
In-hospital Mortality	10.0	8.6		CI04.1		
Long Stays	15.3	13.8		CI04.2		
sthma			est di			
Long Stay Rates	1.8	11.5	***	GI14.1		
tiede teat ingstreiting in the brooks by electrony		menangena nan	44 36445	1999		
vsterectomy	40%					
Long Stay rates	23.1	15.2	**	CI09.1		
Complications of Surgery	11.6	12.4	Mar.	C109.3		
on Women < 35 years Blood Transfusion Rates	14.6	11.0		CI09.4		
andard Primiparae	2.8	3.7		Cl09.5		
C-section	40.0	an a	•	0140.4		
Induction of Labour	10.8 16.7	13.1 12.8		CI10.1		
Perineal Tears	2.2	2.9		Cl10.2 Cl10.3		
nall for Gestational Age	2.2	2.5	-119H	, CH10.3		
Small for Gestational Age	3.1	3.5		Cl11.1		
iternal Post-Natal Long Stay Rate	٠			0111.1		
Vaginal Births	3.9	7.6	**	CI13.1		
Caesarean Section Births	4.1	6.5	*	CI13.2		
· · · · · · · · · · · · · · · · · · ·						
betic Foot						
Long Stays	9,3	11.3		Cl05.1		
Amputation Rates	26.5	29.4		CI05.4		
ectured Neck of Femur	•	•				
In-hospital Mortality	10.2	6.8		Cl06.1		
Long Stays	13.1	9.0	4	Cl06.2		
Nursing Home Separations	11.1	21.3	<b>/</b>	C106.5		
Complications of Surgery	22.9	12.8	*	C106.6		
ee Replacement						
Long Stays	18.5	10.8	*	C107.1		
Complications of Surgery	44.9	22.3	**	CI07.3		
Replacement		r				
Long Stay Rates	21.8	11.7		C108.1		
Complications of Surgery	41.0	28.0		C108.3		
orectal Carcinoma						
Long Stay Rates	7.5	9.9		CI15.1		
Complications of Surgery	47.9	32.0		CI15.3		

CAB.0007.0002.00258

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

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.

### **Patient Satisfaction**

## Townsville General Hospital (inc. Kirwan)

#### Principal Referral and Specialised

lorthern Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference
The course of the second secon	<u> </u>			27 . A 43
Access and Admission Index	59.2	64.1	**	DCO4
Complaints Management Index	61.1	64,6	*	PS01
Discharge and Follow-up Index	58.1	61.4	*	PS02
General Patient Information Index	65.6		<b>*</b>	PS03
Overall Care Index	60.2	68.9 64.5	*	PS04
Physical Environment Index	56.2	and Allin	**	PS05
Treatment & Related Information Index		62.3	**	PS06
	61.9	65.3	*	PS07
evier transference in the property of				
Access and Admission Index	60.4	<b>6</b> 5.2		PS01
Complaints Management Index	65.7	63.3	•	PS02
Discharge and Follow-up Index	67.3	64.4		PS03
General Patient Intermation Index	68.0	65.1	-	PS04
Overall Care Index	65.3	64.4		PS05
Physical Environment Index	58.6	63.0	*	P\$06
Treatment & Related Information Index	66,2	64.4		P\$07
的的6万分。在1860年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1960年,1				
Access and Admission Index	50.3			
Complaints Management Index	58.2	63.0	*	PS01
Discharge and Follow-up Index	59.8 St 8	64.6	*	PS02
General Patient Information Index	55.8	602	*	PS03
Overall Care Index	64, <b>5</b> 59.0	69.2	*	PS04
hysical Environment Index	55.3	64.1	*	PS05
reatment & Related Information Index	60.9	62.0	*	PS06
	00.9	65.5		PS07
	56-56-45-45-35-35-35-35-35-35-35-35-35-35-35-35-35			
ccess and Admission Index	50.1	55.1		PS01
omplaints Management Index	53.0	54.4		PS02
ischarge and Follow-up Index	56.5	54.76		PS03
eneral Patient Information Index	58.1	57,6		PS04
verall Care Index	54.6	54.8 //		PS05
hysical Environment Index	,60.7	57.8		PS06
reatment & Related Information Index	52.4	50.7		PS07
<b>"我们在这个人,我们们们是不是一个人的。"</b>				
ccess and Admission Index	58.4	69.3	**	PS01
omplaints Management Index	63.4	68.2		PS02
ischarge and Follow-up Index	56.9	65.5		PS03
eneral Patient Information Index	68.6	72.8	1999	PS04
verall Care Index	60.8	68.4	7000a - 11	PS05
hysical Environment Index	55.2	64.0	*****	PS06
reatment & Related Information Index	64.0	69,6	10533999	-506 -507

#### 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.

# **Efficiency**

## Townsville General Hospital (inc. Kirwan)

#### Principal Referral and Specialised

	Northern Zone			•	D	11,101,011		Opcolans	-
	140) aterit Colie		200		Data Type:	Hospital Score:	Peer Group	Reference:	
	·						Median:		L
	<ul> <li>X (4) Th 15 MB (XX)</li> </ul>	megaziri sanjilis (t)	<i>;</i> :						
	Occupancy Rate (Bed E	Day Efficiency)			Percentage	83.3	84,5	EFF-17	
	Length of Stay	· ·	•		Days				
	Cancellation rate				•	3.23	3.18		
	[] [] [] [] [] [] [] [] [] [] [] [] [] [	asimus assessed	रेक्स प्रस्ति क		Percentage	21.1	19.2	EFF-24	
	Total Cost / Weighted S		90 M WER 9						
	Catering - total cost	eparation		•	Dollars	2,549	2,396	EFF-25	
					Dollars	20.7	27.7	EFF-36a	•
	Energy Consumption pe				Dollars	29.4	28.6	EFF-45.4	
	of the setting and the								
	Hours of Sick Leave by	Stati Category - Mana	gerial And Clerical		Petcentage	2.66	3.18	EFF-06.2	
	Hours of Sick Leave by S	Staff Category - Medic	al		Pentantage	1.29	1.46	EFF-06.3	
	Hours of Sick Leave by S	Staff Category - Nursin	ng /		Percentage	3.37	3.57	EFF-06.4	•
	Hours of Sick Leave by S	Staff Calegory - Opera	atio <b>nal</b>	h, 1100	Percentage	3.20	3.63	EFF-06.5	
-	Hours of Sick Leave by \$	itaff Calegory - Profes	ssional		Percentage	1.97	2.57	EFF-06.6	
	Hours of Sick Leave by	Staff Category - Techn	ilcal		Percentage	1.94	2.88	EFF-06.7	
	Hours of Sick Leave by S	taff Calegory - Trade	And Artisans		Percentage	3.87	3.34	EFF-06.8	
_	Hours of Sick Leave by S	Staff Category - Visitin	g Medical Officers	-	Percentage	1,39	1.36	EFF-06.9	
(	ost of Sick Leave by Sta	aff Category - Manage	erial And Clerical		Dollars	908	1,151	EFF-08.2	
_	Cost of Sick Leave by Sta	aff Category - Medical	1		Dollars	972		788F	
	Cost of Sick Leave by Sta			and Hilliam	Dollars	TOTAL TOTAL	1,102		
	Cost of Sick Leave by Sta			a / %.	Dollais Dollais	1,400	1,436	EFF-08.4	
	Cost of Sick Leave by Sta			537738	287 9888	939	1,072	EFF-08.5	
	Cost of Sick Leave by Sta	off Category Afternaic	al .	2000	Dollars Dollars	973	1.262	EFF-08.6	
	Cost of Sick Leave by Sta	off Caregory Trade A		dilla		<b>770</b>	1,125	EFF-08.7	٠
	Cost of Sick Legive by Sta				Dollars	1,254	1,135	EFF-08.8	
	Cost of Work Cover	HE CAREGULA VISILING	Medical Officers		Dollars	3,040	2,248	EFF-08.9	
	980980997909885 4	Section 1			Dollars -	1.05	1.05	EFF-11	
	Hours of Overtime by Staf	Category - Manager	nal And Clerical		Percentage	0.63	0.63	EFF-14.2	
	Hours of Overtime by Staf				Percentage	19.8	16.3	EFF-14.3	
	Hours of Overtime by Staf				Percentage	1.08	0.55	EFF-14.4	
	Hours of Overtime by Staff			4.66	Percentage	1,20	1.20	EFF-14.5	
	Hours of Overtime by Staff			688888° '' ''	ercentage	3,58	2.71	EFF-14.6	
	Hours of Overtime by Staff				ercentage	// 3.91	0.49	EFF-14.7	
1	lours of Overtime by Staff	Category - Trade An	d Artisans	1	ercentage	3.28	4.47	EFF-14.8	
1	lours of Overtime by Staff	Category - Visiting M	ledical Officers	i 🍇 i	ercentage	14.8	11.0	EFF-14.9	
•	Cost of Overtime by Staff (	Category - Managerial	And Clerical	(	Oollars	324	325	EFF-16.2	•
$\sim$	Cost of Overline by Staff (	Category - Medical	and III all a comments		ollars	25,433	19,694	EFF-16.3	
	Post of Overtime by Staff C	Lategory - Nursing		ŧ	ollars	665	326	EFF-16.4	
	Cost of Overtime by Staff C			£	ollars	578	592	EFF-16.5	
C	Cost of Overtime by Staff C	Calegory - Professiona	al		ollars	2,962	2,195	EFF-16.6	
	ost of Overtime by Staff C				ollars :	2,814	299	EFF-16.7	
	ost of Overtime by Staff C		Artisans		ollars	1,793	8		
	ost of Overtime by Staff C			- 224 000 00	ollars	41,722	2,441	EFF-16.8	
	मानी अवस्त्रीकृतिक सम	TRANSPORTER			Ongas	71,122	22,933	EFF-16.9	
	ull-Time Equivalent (FTE)		14 A S S S S S S S S S S S S S S S S S S	N.	AC-ACTION AND ADDRESS OF THE ACTION AND ADDR	STATE OF STA			
	TE Staff by Category - Ma			79888. 3	umeno	1,434	1,359	EFF-01	
	TE Staff by Category - Me				umeric	158	- 178	EFF-02.2	
					umeric	149	112	EFF-02.3	
	TE Staff by Category - Nur		•	_	umeric	733	678	EFF-02.4	
	TE Staff by Category - Ope			N	umeric	228	199	EFF-02.5	
	TE Staff by Category - Pro			N	ımeric	120	107	EFF-02.6	
	TE Staff by Category - Tec			Ń	ımeric	11.4		EFF-02.7	
	TE Staff by Category - Tra-			N	ımeric	24.8		EFF-02.8	
	TE Staff by Category - Visi	ting Medical Officers		N	meric	9.89		EFF-02.9	
	ours of Sick Leave			. Ре	rcentage	2.91		EFF-05	
C	ost of Sick Leave				llars	1,196		EFF-07	
H	ours of Overtime				rcentage	3.90	· ·	EFF-13	
Co	ost of Overtime			· .	llars	3,692		EFF-15	
				-		J,UJE .	4,004	FLL+12	

<sup>+</sup> 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.

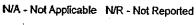
# **System Integration and Change**

Townsville General Hospital (inc. Kirwan)	Principal Referral and Specialised				
Jorthem Zone	Type of Score:	Hospital Score:	Peer Group Median:	Reference	
र कि राज्य का का का कि लिए के लिए हैं है					
Benchmarking		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		Mark Salayan	
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	
Carell Parth managements of Continuity of Mages and Continuity of Mages					
Facilitating continuity of care		HARMANA.			
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	
remail for comments or section and section					
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	e de la companya della companya dell	12/12	SIC01	
Credentialling	resirvo	165	12112	31004	
Credentialling	Yes/No	Yes	<b>#1/12</b>	SIC02	
Workforce Management			<i>y</i>	0.002	
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	<i>5</i> 5.6	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	<b>B</b> 2.1	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	S1C07.3c	
Telehealth					

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.

Percentage



Extent of telehealth usage

5.8

SIC09

# Measured Quality

Hospital Report

- Attachment I ......Statistics Quartiles per Indicator
- Attachment 2.....State Report

Attachment 1

Peer Group Hospital Indicator Number and Description: Score 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 13.5 26.9 Acute Myocardial Infarction - Long Stay Rates Cl01.2 16.0 10.3 13.5 7.4 27.5 Cl02.1 Heart Failure - In-hospital Mortality 5.1 5,6 6.1 7.1 12.2 C102.2 Heart Failure - Long Stay Rates 5.2 6.4 9.5 10.6 14.5 CI03.1 Stroke - In-hospital Mortality 19.8 21.7 27.0 31 0 Stroke - Long Stay Rates CI03.2 9.2 10.7 17.5 C103.4 Stroke - Nursing Home Separations 13.2 10.3 23.2 CI04,1 Pneumonia - In-hospital Mortality 6.7 7.5 8.9 13.9 Pneumonia - Long Stays Cl04.2 8.8 12.7 10.4 14:0 15.3 CI14.1 Asthma - Long Stay Rates 1.8 12.1 13.4 16.2 Obstetrics & Gynaecology Overall erformance Group C109.1 Hysterectomy - Long Stay rates 6.1 8.1 11.0 23.1 Hysterectomy - Complications of Surgery 11.6 7.6 8.8 11 2 11 Ř 36,3 Hysterectomy - on Women < 35 years 0.7 14.6 6.7 ij.¥ 11.7 16.4 Hysterectomy - Blood Transfusion Rates 2.8 3.1 CI10,1 Standard Primiparae - C-section 10,6 14.3 17.2 C110.2 Standard Primiparae - Induction of Labour 167 13.8 15.4 19.2 C110.3 Standard Primiparae - Perineal Tears 1.8 3.3 6.3 CI11.1 Small for Gestational Age - Small for Gestational Age 3.1 2.8 3.4 3.9 4.: Maternal Post-Natal Long Stay Rate (Vaginal Births) Cl13.1 3,9 7.2 9.1 17.3 Cl13\_2 Maternal Post-Natal Leng Stay Rate (Caesarean Section Births erformance Group: Overall Surgical C105,1 Diabetic Foot - Long Stays 9,3 6.2 9.7 10.8 12.0 20.1 Cl05.4 Diabetic Foot - Amputation Rates 26.5 20.3 28 0 31.8 36.4 Fractured Meck of Femur - In-hospital Mortality CI06.1 10,2 9.3 10.2 C106.2 Fractured Neck of Fernur - Long Stays 13.2 20.8 Fractured Neck of Femur - Nursing Home Separations Cl06,5 28.1 37.3 Cl06,6 Fractured Neck of Femur - Complications of Surgery 22.9 10.0 5.8 11 R 17.4 22.9 Cl07.1 Knee Replacement - Long Stays 3.9 10 5 7.9 9.1 17.3 21.3 Cl07.3 Knee Replacement - Complications of Surgery 44.9 13.0 20.9 24.1 27.2 44,9 Cl08.1 Hip Replacement - Long Stay Rates 21.8 4.0 10.1 12.6 21.8 13.2 C108.3 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 reddented i Overall Performance Group: Maternity PS05 Overall Care Index Maternity 65.3 **89.1** 66.0 Overall Performance Group: Medical PS05 Overall Care Index Medical 59.0 \$8.2 62.5 63.4 65.7 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 71.1 66.8 69.4 82.2 Access and Admission Index Mental Health **PS01** 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 56.3 61.4 63.9 65.4 73.9 Complaints Management Index Mental Health PS02 53 0 44.3 48.9 53,0 60.8 68.8 PS02 Complaints Management Index Surgical 63.4 65.5 68.2 69.9 76.8 Complaints Management Index All types combined 61.1 60.0 62.9 63.9 65.8 73 1 Discharge and Follow-up Index All types combined 58.1 55 3 59.1 60.3 63.9

62.1

66.0

67.9

Discharge and Follow-up Index Maternity

PS03

Disclarge part of Proposition   10   10   10   10   10   10   10   1	÷				F	eer Grou	р	<del></del>		
Declarage medification on blocks better beared   10.00   10.10   10.00   10.10   10.00   10.10   10.00   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.10   10.	Indica	tor Number and Description:					•	Max	The said	
Discharge and Follows places (Surphus)   56.5   62.2   56.8   56.5   50.1   68.8	PS03	Discharge and Follow-up Index Medical	55.8	51.0	6 58.0	0 60.	2 61.	8 68.5		
Sectoral Parliam Internation Inches Medical   0.5. 64.3 60.3 60.5 73.7 76.9	PS03		56.5			<del>-</del>				
Description	PS03	Discharge and Follow-up Index Surgical	56.9	56.0	62.1	66.6	68.	74.1	4) 4	
Secural Patient Entermation Index Secural Health   Sec.	PS04	General Patient Information Index Medical	64.5	64.3	66.3	68.	70.	78.0		
Semest Publish Emmission bedox Supplied   68.6   68.6   70.7   72.8   74.1   8.7	PS04	General Patient Information Index Maternity	68.0	59.5	63.1	64.3	68.1	83.4	"	
Food   Concert Patient Internation back All Syste combined	PS04	General Patient Information Index Mental Health	58.1	50,8	53.4	56.5	58.1	78.2	数	
Post			68.6	68.6	70.7	72.5	74,1	82.7		
Post			65.6	85.1	66.8	68.4	70.8	76.9	7/L	Æ
Physical Environment Indica Surgical   502   504   501   503   504   702	- · ·		(#274)   + + + + + + + + + + + + + + + +	695	62.7	63.9	66.0	72.8	5.	
Proposed Environment Index All Jopes combined   56.6 472 574 66.0 66.1 60.5   Physical Environment Index (Marien)   56.6 472 574 66.0 66.1 60.5   Physical Environment Related Security (Marien)   56.5 52.8 53.0 60.2 60.2 70.1   Physical Environment Related Security (Marien)   56.5 52.8 53.0 60.2 70.1   Physical Environment Related Information (New Modelland Security (Marien)   56.4 60.4 60.5 59.5 60.8 60.2 70.1   Physical Environment Related Information (New Modelland Security (Marien)   56.4 60.4 60.5 59.5 60.8 60.2 70.1   Physical Environment Related Information (New Modelland Security (Marien)   56.4 60.4 60.5 59.5 60.8 60.8 70.2   Physical Environment Related Information (New Modelland Security (Marien)   56.4 60.4 60.5 59.5 60.8 60.8 70.2   Physical Environment Related Information (New Modelland Security (Marien)   56.4 60.5 60.8 60.8 60.8 70.2   Physical Environment Related Information (New Modelland Security (Marien)   56.4 60.5 60.8 60.8 60.8 60.8 70.2   Physical Environment Related Information (New Modelland Security (Marien)   56.5 60.8 60.8 60.8 60.8 60.8 60.8 60.8 60.8					<u> </u>	54.6	59.2	70.4	8.	
Physical Environment Index, National   Physical Environment (See National See Nat			1885 - 1886 - 268	7 <i>0</i>			* ·		**	
Physical Environment Select Needland   So.3   628   So.6   621   So.5   So.6   So.7   So.5   So.5   So.6   So.7   So.5   So.5   So.6   So.7   So.5   So.5   So.6   So.5			499 - 1997							
Page 6 Physical Environment Stock Mental Islands Print Treatment & Reduct Dischargion (See Supplica) Print Treatment & Reduct Dischargion (See Supplica) Print Reduct Dischargion (See Supplica) President & Reduct Dischargion (New Mental Horb) President & Reduct Dischargion (New Ment							والمراج والم		<i>f</i> :	1
Property										1
Treatment & Related Information brider Medical Treatment & Related Information brider Medical Treatment & Related Information brider Medical Treatment & Related Information brider Mayes combined 10.0 \$6.0 \$0.0 \$0.0 \$0.0 \$0.0 \$0.0 \$0.0 \$	PS07							Settle T. T.		
Treatment & Related Information Index Medical Treatment & Related Information Index Milypes combined Treatment & Related Information Index Milypes combined Treatment & Related Information Index Milypes combined Treatment & Related Information Index Milypes Treatment & Related Index Milypes Treatment & Related Information Index Milypes Treatme	PS07	TTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTTT			<del>-</del> -		· - 1897-14	<b>※</b>	98. 220	
Treatment & Related Information index All types combined  61,8 81,9 03, 68,8 86,5 72,3 877 Treatment & Related Information index Malaemity  82,7 8,8 00,1 81,5 67,9 83,3 82,2 82,8 82,8 82,8 82,8 82,8 82,8	$\dot{\alpha}$	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~				r 200	Dz 5	SS + 1	**************************************	
Performance Group: Activity   September	201			· · · · · · · · · · · · · · · · · · ·	180 Bir 198	& <b>₩</b> ~	Salas	<b>₩8</b>	5.50	<i></i> /.
Per   Performance Group	PS07			- <del>1999-</del> -	-	98 <del>84-</del> -	· - SSS -	· · · · · · · · · · · · · · · · · · ·	10	
Personance Group: Activity   Personance Group: Cost of Statics   Personance Group: Staffing   Personance Group: Advanced   Personanced Group: Advanced   Personanced Group: Advanced   Personanced Group: Advanced Group: Ad										
FF-17	Dveralf I				- 100 May 100 M		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			E
Personantice Group:	FF-17	Occupancy Rate (Bed Day Efficiency)	83.3	48.2	66,6	. 84.5	90,0	104.2	-1491	<b>5</b>
Performance Group: Cost of Service   2,548.8   1,650.9   2,282.9   2,390.0   2,506.8   3,101.6	FF-19	Length of Stay	3.2	2.0	2.9	3.2	3.7	5.5		
FF-50a   Catering   lotat cost	FF-24		21.1	6.3	11.7	19.2	21,4	25.1		l
FF-56a   Catering   Dotal cost   20.7   26.8   25.1   30.2   39.5		All the contract of the contra							erania e e e e e e e e e e e e e e e e e e e	۶.
FF-45A   Energy Consumption per square metre   29.4   19.2   21.8   28.8   29.4   42.5	<i></i> -	, <b></b> - 27990907070900, 20000,	2,548.8	1,650.9	2,282.9		2,506.8	3,101.6	AL 92%	l
FF-062   Cost of Sick Leave by Staff Category - Medical   2.7   2.1   3.1   3.2   3.5   4.0	~	* T T T T T T T T T T T T T T T T T T T			Hills			39.6	<b>美庭</b>	l
Hours of Sick Leave by Staff Category - Managerial And Clerical   1,7   2,7   3,8   3,4   3,5   4,0			29.4	19.2	21.0	28.6	29.4	42.5		ĺ
Hours of Sick Leave by Staff Category - Medical   1,3	FF-06.2	· . •	ali 167	7		9.3	35	4 0		ı
FF-06.5   Hours of Sick Leave by Staff Category - Norsing   3.3 3.4 3.6 3.6 4.2	FF-06.3		13	1.0	Ø ₩ :	3919999		z,-,		
F-06.5   Hours of Sick Leave by Staff Category - Operational   2.0   2.0   2.4   2.6   2.8   2.9	FF-06.4		24	88-88						
Hours of Sick Leave by Staff Category - Tedprical   1.9   1.5   2.5   2.9   3.4   4.3	FF-06.5	. T.	3.2	3.2	3.5					
Hours of Sick Leave by Staff Category - Trade Ange-irisans   3.9   2.9   3.1   3.3   4.1   4.6     Hours of Sick Leave by Staff Category - Visiting Medical Officers   1.4   0.3   0.9   1.4   1.7   3.1     F-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     F-08.3   Cost of Sick Leave by Staff Category - Medical   971.6   728.9   927.6   1,102.0   1,151.2   1,189.5   1,542.0     F-08.4   Cost of Sick Leave by Staff Category - Nursing   1,399.9   1,368.5   1,399.9   1,485.6   1,513.8   1,745.0     F-08.5   Cost of Sick Leave by Staff Category - Operational   873.0   839.9   1,368.5   1,399.9   1,268.5   1,268.5   1,268.7     F-08.5   Cost of Sick Leave by Staff Category - Professional   973.2   973.2   1,198.4   1,281.7   1,403.1   1,449.9     F-08.7   Cost of Sick Leave by Staff Category - Trach And Artisans   1,224.0   991.1   1,037.0   1,134.6   1,309.8   1,457.6     F-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   5,792.2     F-14.2   Hours of Overtime by Staff Category - Managerial And Clerical   0.6   0.5   0.6   0.6   0.7   1.5     F-14.4   Hours of Overtime by Staff Category - Medical   19.8   13.7   14.1   16.3   18.7   19.8     F-14.5   Hours of Overtime by Staff Category - Professional   1.2   0.1   0.5   0.5   1.2   1.5     F-14.6   Hours of Overtime by Staff Category - Trach And Artisans   3.3   3.3   3.3   4.0   4.5   5.0   8.3     F-14.6   Hours of Overtime by Staff Category - Technical   3.9   0.1   0.2   0.5   1.2   5.5     F-14.6   Hours of Overtime by Staff Category - Visiting Medical Officers   14.8   4.8   7.4   11.0   14.8   18.1     F-14.7   Hours of Overtime by Staff Category - Visiting Medical Officers   14.8   4.8   7.4   11.0   14.8   18.1     F-14.6   Hours of Overtime by Staff Category - Visiting Medical Officers   14.8   4.8   7.4   11.0   14.8   18.1     F-14.6   Hours of Overtime by Staff Category - Visiting Medical Officers	FF-06. <b>6</b>		2.0	2.0	2.4	2.6	2.8	2.9	43	
Hours of Sick Leave by Staff Category - Visiting Medical Officers   1.4   0.3   0.9   1.4   1.7   3.1	F-06.7		1.9	1.5	2.5	2.9	3.4	4.3		_
F-08.2 Cost of Sick Leave by Staff Category - Medical 907.6 907.6 1,102.0 1,1512 1,189.5 1,542.0 F-08.3 Cost of Sick Leave by Staff Category - Medical 971.6 728.9 97.8 1,006 1,130.8 1,410.5 F-08.4 Cost of Sick Leave by Staff Category - Operational 139.9 1,366.5 1,399.9 1,436.6 1,513.8 1,745.0 F-08.5 Cost of Sick Leave by Staff Category - Operational 939.0 4,098 8,038.3 1,078.3 1,728.8 1,285.7 F-08.5 Cost of Sick Leave by Staff Category - Professional 972.2 973.2 1,198.4 1,281.7 1,403.1 1,449.9 F-08.5 Cost of Sick Leave by Staff Category - Trade And Artisans 1,264.0 991.1 1,037.0 1,134.6 1,309.8 1,457.6 F-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 F-11.1 Cost of Work Cover 1.1 0.5 0.9 1.1 1.5 2.2 F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical 19.8 13.7 14.1 16.3 18.7 19.8 F-14.4 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.5 1.2 1.5 2.5 14.4 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.5 1.2 1.5 2.5 14.4 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.5 1.2 1.5 2.5 14.4 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.5 1.2 1.5 5.5 14.8 Hours of Overtime by Staff Category - Trade And Artisans 1.2 1.2 1.2 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5	== 06.8		3.9	2.9	3.1	3.3	4.1	4.6		)
F-08.3 Cost of Sick Leave by Staff Category - Medical 971.6 728.9 97.78 110.6 1,130.8 1,416.5 17.5 18.8 1.39.9 1,36.5 1,39.9 1,36.5 1,39.9 1,36.5 1,39.9 1,36.5 1,39.9 1,36.5 1,39.9 1,36.5 1,513.8 1,745.0 17.5 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.7 18.8 1,285.0 18.8 1,285.0 18.8 1,285.0 18.8 1,285.0 18.8 1,285.0 18.8 1,285.0 18.8 1,285.0 18.8 18.8 1,285.0 18.8 18.8 1,285.0 18.8 18.8 1,285.0 18.8 18.8 18.8 18.8 18.8 18.8 18.8 18		* * * * *	1.4	0.3	0.9	1.4	1.7	3.1		ممس
F-08.4 Cost of Sick Leave by Staff Category - Nursing 1,399.9 1,366 1,513.6 1,513.6 1,745.0 F-08.5 Cost of Sick Leave by Staff Category - Professional 873.2 973.2 1,198.4 1,281.7 1,403.1 1,449.9 F-08.7 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 F-08.9 Cost of Sick Leave by Staff Category - Wedical 19.8 13.7 14.1 16.3 18.7 19.8 F-14.2 Hours of Overtime by Staff Category - Professional 19.8 13.7 14.1 16.3 18.7 19.8 F-14.5 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 14.8 Hours of Overtime by Staff Category - Trade And Artisans 1.3 3 3 3 4.0 4.5 5.0 8.3 14.9 14.9 14.8 18.1 14.9 14.9 14.8 18.1 14.9 14.9 14.8 18.1 14.9 14.9 14.8 18.1 14.9 14.9 14.8 18.1 14.9 14.9 14.9 14.9 14.9 14.9 14.9 14		***********************************	·, ·		<i> </i>	1,151.2	1,189.5	1,542.0	7.92	-
F-08.5 Cost of Sick Leave by Staff Category - Operational 839.0 \$39.8 £038.3 1,072.3 1,128.8 1,285.7 F-08.6 Cost of Sick Leave by Staff Category - Professional 770.3 706.6 1,001.4 1,125.1 1,638.4 1,850.0 F-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 F-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers 3,039.8 438.5 1,244.6 2,247.8 3,039.8 5,379.2 F-11 Cost of Work Cover 1.1 0.5 0.9 1.1 1.5 2.2 F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical 0.6 0.5 0.6 0.6 0.7 1.5 F-14.3 Hours of Overtime by Staff Category - Nursing 1.1 0.2 0.4 0.6 0.6 1.1 F-14.5 Hours of Overtime by Staff Category - Operational 1.2 0.1 0.6 1.2 1.5 2.5 F-14.8 Hours of Overtime by Staff Category - Professional 3.6 0.9 1.8 2.7 3.6 4.2 F-14.7 Hours of Overtime by Staff Category - Trade And Artisans 3.3 3.3 4.0 4.5 5.0 8.3 F-14.8 Hours of Overtime by Staff Category - Managerial And Clerical 3.9 0.1 0.2 0.5 1.2 5.5 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans 3.3 3.3 4.0 4.5 5.0 8.3 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans 3.3 3.3 4.0 4.5 5.0 8.3 F-14.8 Hours of Overtime by Staff Category - Managerial And Clerical 323.8 250.1 286.4 325.2 392.1 765.2 F-14.8 Hours of Overtime by Staff Category - Managerial And Clerical 323.8 250.1 286.4 325.2 392.1 765.2 F-14.8 Hours of Overtime by Staff Category - Managerial And Clerical 323.8 250.1 286.4 325.2 392.1 765.2 F-14.8 Hours of Overtime by Staff Category - Managerial And Clerical 323.8 250.1 286.4 325.2 392.1 765.2 F-14.8 Hours of Overtime by Staff Category - Managerial And Clerical 323.8 250.1 286.4 325.2 392.1 765.2 F-14.8 Hours of Overtime by Staff Category - Nursing 65.1 132.4 229.1 326.4 358.6 665.1 132.4 229.1 326.4 358.6 665.1 132.4 229.1 326.4 358.8 665.1 132.4 229.1 326.4 358.8 665.1 132.4 229.1 326.4 358.8 665.1 132.4 229.1 326.4 358.8 665.1 132.4 229.1 326.4 358.8 665.1 132.4 229.1 326.4 358.8 665.1 132.4 229.1 326.4 358.8 665.1 132.4 229.1 326.4 358.				1886	- 10,000 - 10	1,101.6	1,130.8	1,416.5	20 P	
F-08.6 Cost of Sick Leave by Staff Category - Professional			and the second s	% - 79%	- 1949	- 700			5	
F-08.7 Cost of Sick Leave by Staff Category - Technical 770,3 706.9 1,001.4 1,125.1 1,636.4 1,850.0 F-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 30 F-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 F-11 Cost of Work Cover 1.1 0.5 0.9 1.1 1.5 2.2 F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical 0.6 0.5 0.6 0.6 0.7 1.5 F-14.3 Hours of Overtime by Staff Category - Medical 19.8 13.7 14.1 16.3 18.7 19.8 F-14.4 Hours of Overtime by Staff Category - Nursing 1.1 0.2 0.4 0.6 0.6 1.1 F-14.5 Hours of Overtime by Staff Category - Professional 1.2 0.1 0.6 1.2 1.5 2.5 F-14.8 Hours of Overtime by Staff Category - Professional 3.6 0.9 1.8 2.7 3.6 4.2 F-14.7 Hours of Overtime by Staff Category - Technical 3.9 0.1 0.2 0.5 1.2 5.5 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans 3.3 3.3 4.0 4.5 5.0 8.3 F-14.9 Hours of Overtime by Staff Category - Managerial And Clerical 323.8 250.1 296.4 325.2 392.1 765.2 F-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 F-16.4 Cost of Overtime by Staff Category - Nursing F-16.5 Cost of Overtime by Staff Category - Nursing F-16.4 Cost of Overtime by Staff Category - Nursing F-16.5 Cost of Overtime by Staff Category - Nursing F-16.5 Cost of Overtime by Staff Category - Nursing F-16.5 Cost of Overtime by Staff Category - Nursing F-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0002 0000 F-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0002 0000 F-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0002 0000 F-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0002 0000 F-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0002 0000 F-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0002 0000 F-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0002 0000 F-16.5 Cost of Overtime by Staff C			% <del></del> ₩4		,	200			2864.8	
F-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans  1,264.0 991.1 1,037.0 1,134.6 1,309.8 1,457.6  F-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  F-11 Cost of Work Cover  1.1 0.5 0.9 1.1 1.5 2.2  F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical  0.6 0.5 0.6 0.6 0.7 1.5  F-14.3 Hours of Overtime by Staff Category - Medical  1.1 0.2 0.4 0.6 0.6 1.1  F-14.4 Hours of Overtime by Staff Category - Professional  1.2 0.1 0.6 1.2 1.5 2.5  F-14.8 Hours of Overtime by Staff Category - Professional  1.2 0.1 0.6 1.2 1.5 2.5  F-14.4 Hours of Overtime by Staff Category - Trade And Artisans  3.3 0.1 0.2 0.5 1.2 5.5  Hours of Overtime by Staff Category - Trade And Artisans  3.3 3.3 4.0 4.5 5.0 8.3  Hours of Overtime by Staff Category - Washing Medical Officers  14.8 Hours of Overtime by Staff Category - Washing Medical Officers  14.8 4.8 7.4 11.0 14.8 18.1  Gost of Overtime by Staff Category - Washing Medical Officers  14.8 4.8 7.4 11.0 14.8 18.1  Gost of Overtime by Staff Category - Washing Medical Officers  14.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1.8 1		* * * * * * *		5000 B	#				4(4 <b>6</b> )(	
F-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  F-11 Cost of Work Cover  1.1 0.5 0.9 1.1 1.5 2.2  F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical  0.6 0.5 0.6 0.6 0.7 1.5  F-14.3 Hours of Overtime by Staff Category - Medical  19.8 13.7 14.1 16.3 18.7 19.8  F-14.4 Hours of Overtime by Staff Category - Nursing  1.1 0.2 0.4 0.6 0.6 1.1  F-14.5 Hours of Overtime by Staff Category - Operational  1.2 0.1 0.6 1.2 1.5 2.5  F-14.8 Hours of Overtime by Staff Category - Professional  3.6 0.9 1.8 2.7 3.6 4.2  F-14.7 Hours of Overtime by Staff Category - Trade And Artisans  3.3 3.3 4.0 4.5 5.0 8.3  F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  14.8 4.8 7.4 11.0 14.8 18.1  F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical  25.433.1 15,058.0 15,443.8 19,694.2 21,892.1 25,613.7  G-16.4 Cost of Overtime by Staff Category - Nursing  G-16.5 Cost of Overtime by Staff Category - Operational  CAB,0007,0002 acces  1.1 0.5 0.9 1.1 1.5 2.2  1.4 244.6 2,247.8 3,039.8 5,379.2  1.5 2.5  1.6 2.7 3.6 4.2  1.7 3.6 4.2  1.7 3.6 4.2  1.7 3.6 4.2  1.8 3.3 3.3 4.0 4.5 5.0 8.3  1.9 6.4 3.5 5.0 8.3  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1  1.9 6.5 1 32.4 2.9 1 32.6 35.6 665.1	F-08.8		- 8 - 40409000	~					3.73.9	
F-11 Cost of Work Cover  1.1 0.5 0.9 1.1 1.5 2.2 F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical  1.0 0.6 0.5 0.6 0.6 0.7 1.5 F-14.3 Hours of Overtime by Staff Category - Medical  1.1 0.2 0.4 0.6 0.6 1.1 F-14.4 Hours of Overtime by Staff Category - Operational  1.1 0.2 0.4 0.6 0.6 1.1 F-14.5 Hours of Overtime by Staff Category - Professional  1.2 0.1 0.6 1.2 1.5 2.5 F-14.6 Hours of Overtime by Staff Category - Professional  3.6 0.9 1.8 2.7 3.6 4.2 F-14.7 Hours of Overtime by Staff Category - Technical  3.9 0.1 0.2 0.5 1.2 5.5 F-14.8 Hours of Overtime by Staff Category - Trade And Artisans  3.3 3.3 4.0 4.5 5.0 8.3 F-14.9 Hours of Overtime by Staff Category - Wanagerial And Clerical  323.8 250.1 296.4 325.2 392.1 765.2 F-16.4 Cost of Overtime by Staff Category - Managerial And Clerical  25,433.1 15,058.0 15,443.8 19,694.2 21,892.1 25,813.7 F-16.4 Cost of Overtime by Staff Category - Nursing  14.6 Cost of Overtime by Staff Category - Nursing  15.7 Cost of Overtime by Staff Category - Operational  15.8 Cost of Overtime by Staff Category - Operational  16.5 Cost of Overtime by Staff Category - Operational  17.7 Cost of Overtime by Staff Category - Operational  18.7 Cost of Overtime by Staff Category - Operational  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7 19.8  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 13.7 14.1 16.3 18.7  19.8 14.1 16.3 18.7  19.8 14.1 16.3 18.7  19.8 14.1 16.3 18.7  19.8 14.1 16.	F-08.9		(2° - 1'						(*(****)	
F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical  19.8 13.7 14.1 16.3 18.7 19.8  F-14.4 Hours of Overtime by Staff Category - Medical  19.8 13.7 14.1 16.3 18.7 19.8  F-14.4 Hours of Overtime by Staff Category - Nursing  1.1 0.2 0.4 0.6 0.6 1.1  F-14.5 Hours of Overtime by Staff Category - Operational  1.2 0.1 0.6 1.2 1.5 2.5  F-14.8 Hours of Overtime by Staff Category - Professional  3.6 0.9 1.8 2.7 3.6 4.2  F-14.7 Hours of Overtime by Staff Category - Trachalland And Artisans  3.9 0.1 0.2 0.5 1.2 5.5  F-14.8 Hours of Overtime by Staff Category - Trachalland And Artisans  3.3 3.3 4.0 4.5 5.0 8.3  F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  14.8 4.8 7.4 11.0 14.8 18.1  F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical  323.8 250.1 296.4 325.2 392.1 765.2  F-16.4 Cost of Overtime by Staff Category - Nursing  F-16.5 Cost of Overtime by Staff Category - Operational  CAB 0007 0003 ppp	F-11									
19.8   13.7   14.1   16.3   18.7   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8   19.8	F-14.2			+				~	V	
F-14.4 Hours of Overtime by Staff Category - Nursing  1.1 0.2 0.4 0.6 0.6 1.1  F-14.5 Hours of Overtime by Staff Category - Operational  1.2 0.1 0.6 1.2 1.5 2.5  F-14.8 Hours of Overtime by Staff Category - Professional  3.6 0.9 1.8 2.7 3.6 4.2  F-14.7 Hours of Overtime by Staff Category - Technical  3.9 0.1 0.2 0.5 1.2 5.5  F-14.8 Hours of Overtime by Staff Category - Trade And Artisans  3.3 3.3 4.0 4.5 5.0 8.3  F-14.9 Hours of Overtime by Staff Category - Waiting Medical Officers  14.8 4.8 7.4 11.0 14.8 18.1  F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical  25.433.1 15.058.0 15.443.8 19.694.2 21.892.1 25.813.7  F-16.4 Cost of Overtime by Staff Category - Nursing  F-16.5 Cost of Overtime by Staff Category - Operational  CAB. 0007 0003 0000  CAB. 0007 0003 0000  1.1 0.2 0.4 0.6 0.6 1.1  1.2 0.1 0.5 1.2 1.5  2.5 0.5 0.5 0.5 0.5 0.5 0.5 0.5  1.2 0.5 0.5 0.5 0.5  1.3 0.5 0.5 0.5 0.5  1.4 0.6 0.6 0.6 0.6 0.6  1.1 0.2 0.4 0.6 0.6 0.6  1.2 0.5 0.5 0.5  1.2 0.5 0.5  1.2 0.5 0.5  1.2 0.5 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5  1.2 0.5	F-14.3						·		18 (A)	
Hours of Overtime by Staff Category - Operational  1.2 0.1 0.6 1.2 1.5 2.5  1.4.8 Hours of Overtime by Staff Category - Professional  3.6 0.9 1.8 2.7 3.6 4.2  1.7 1.0 0.5 1.2 5.5  1.8 Hours of Overtime by Staff Category - Technical  3.9 0.1 0.2 0.5 1.2 5.5  1.9 Hours of Overtime by Staff Category - Trade And Artisans  3.0 0.1 0.2 0.5 1.2 5.5  3.1 0.0 0.5 1.2 5.5  3.2 0.5 0.5 0.5 0.5 0.5 0.5  3.3 0.3 0.0 0.5 0.5 0.5  3.4 0 0.5 0.5 0.5  3.5 0 0.5 0.5  3.6 0.9 1.8 0.7  3.7 0.6 0.9 0.5  3.8 0.9 0.1 0.2 0.5  3.9 0.1 0.2 0.5  3.0 0.5 0.5  3.0 0.5 0.5  3.0 0.5 0.5  3.0 0.5 0.5  3.0 0.5 0.5  3.0 0.5 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.0 0.5  3.					· •	· · ·				
14.8 Hours of Overtime by Staff Category - Professional 3.6 0.9 1.8 2.7 3.6 4.2 1.4.7 Hours of Overtime by Staff Category - Technical 3.9 0.1 0.2 0.5 1.2 5.5 1.4.8 Hours of Overtime by Staff Category - Trade And Artisans 3.3 3.3 4.0 4.5 5.0 8.3 1.4.9 Hours of Overtime by Staff Category - Visiting Medical Officers 14.8 4.8 7.4 11.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8 18.1 1.0 14.8	F-14.5									
14.9 Hours of Overtime by Staff Category - Trade And Artisans 14.8 Hours of Overtime by Staff Category - Visiting Medical Officers 14.8 Hours of Overtime by Staff Category - Visiting Medical Officers 14.8 4.8 7.4 11.0 14.8 18.1 16.2 Cost of Overtime by Staff Category - Managerial And Clerical 15.4 Cost of Overtime by Staff Category - Medical 15.4 Cost of Overtime by Staff Category - Musing 16.5 Cost of Overtime by Staff Category - Operational 16.6 Cost of Overtime by Staff Category - Operational 17.6 Cost of Overtime by Staff Category - Operational 18.7 Cost of Overtime by Staff Category - Operational 18.8 Cost of Overtime by Staff Category - Operational 18.9 0.1 0.2 0.5 1.2 5.5 18.3 Cost of Overtime by Staff Category - Visiting Medical Officers 18.3 Cost of Overtime by Staff Category - Musing 18.4 Cost of Overtime by Staff Category - Operational 18.5 Cost of Overtime by Staff Category - Operational 18.6 Cost of Overtime by Staff Category - Operational 18.7 Cost of Overtime by Staff Category - Operational 18.8 Cost of Overtime by Staff Category - Operational 18.9 0.1 0.2 0.5 1.2 5.5 18.3 Cost of Overtime by Staff Category - Nursing 18.6 Cost of Overtime by Staff Category - Operational 18.7 Cost of Overtime by Staff Category - Operational 18.8 Cost of Overtime by Staff Category - Operational 18.9 Cost of Overtime by Staff Category - Operational	F-14.6	Hours of Overtime by Staff Category - Professional	3.6	0.9						
-14.8 Hours of Overtime by Staff Category - Trade And Artisans  3.3 3.3 4.0 4.5 5.0 8.3  -14.9 Hours of Overtime by Staff Category - Visiting Medical Officers  14.8 4.8 7.4 11.0 14.8 18.1  -16.2 Cost of Overtime by Staff Category - Managerial And Clerical  323.8 250.1 296.4 325.2 392.1 765.2  -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  -16.4 Cost of Overtime by Staff Category - Nursing  665.1 132.4 229.1 326.4 358.6 665.1  -16.5 Cost of Overtime by Staff Category - Operational  CAB,0007,0003,0005  CAB,0007,0003,0005	F-14.7	Hours of Overtime by Staff Category - Technical	3.9	0.1	0.2					
-16.2 Cost of Overtime by Staff Category - Managerial And Clerical 323.8 250.1 296.4 325.2 392.1 765.2 -16.3 Cost of Overtime by Staff Category - Medical 25,433.1 15,058.0 15,443.8 19,694.2 21,892.1 25,613.7 -16.4 Cost of Overtime by Staff Category - Nursing 665.1 132.4 229.1 326.4 358.6 665.1 -16.5 Cost of Overtime by Staff Category - Operational CAB, 0007, 0003, 0005 -16.5 Cost of Overtime by Staff Category - Operational CAB, 0007, 0003, 0005	F-14.8	Hours of Overtime by Staff Category - Trade And Artisans	3.3	3,3	4.0	4.5		- ~	8.3	
-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 -16.4 Cost of Overtime by Staff Category - Nursing 665.1 132.4 229.1 326.4 358.6 665.1 -16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0003 0005			14.8	4.8	7.4	11.0	14.8			~ i
-16.4 Cost of Overtime by Staff Category - Nursing 665.1 132.4 229.1 326.4 358.6 665.1 16.5 Cost of Overtime by Staff Category - Operational CAB, 0007, 0002, 0002		. ^ ^ ^ . ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	323.8	250.1	296.4	325.2	392.1	765.2	100	المست
-16.5 Cost of Overtime by Staff Category - Operational CAB 0007 0003 0000 578.4 57.1 283.9 592.1 741.9 1,238.4			25,433.1 15	,058.0 1	5,443.8 1	9 694 2 2	1,892.1 2	5,813.7		 
CAB 0007 0002 0002		- アファラスファファファンニニア・ショニニルルーショニ	665.1	132.4	229.1	326.4	358.6	665.1	* 7	
nted: 05/07/2002	-16.5	Cost of Overtime by Staff Category - Operational	578.4	57.1	283.9	592.1	741.9	238.4	0.000	
	nted: <b>0</b> 5	V07/2002								

				Pe	er Group			
Indica	ator Number and Description:	Hospital Score	Min		Median	75th	Max	の対応 対象を記述
1.4	6.6 Cost of Overtime by Staff Category - Professional	2,962.1		4.050.7				
EFF-1		·	694,0	1,259.7	2,195.0	2,962.1	3,759.4	
EFF-10		2,814.0	86.8	113.9	298.9	683.3	3,831.4	1.57
EFF-10		1,793.3	1,793.3	2,221.6	2,441.1	2,852.2	4,825.5	
Overa	Il Performance Group: Not Summarised	41,722,5	7,118.5	15,123.0	22,933.3	31,408.5	41,722.5	
EFF-01	*	4 400 5			:			1. \$1.7. 4.1.1.
EFF-02		1,433.5	705.4	1,058.7	1,359.3	1,433.5	3,681.8	
EFF-02	*	157.9	115.2	155.6	177.6	198.9	548.7	3.4
EFF-02		148.6	48.9	85.3	112.2	173.3	349.0	
EFF-02		733.2	346.2	481.4	678.1	733.2	1,589.2	\$ 15
EFF-02	· • • • • • • • • • • • • • • • • • • •	228.1	88.4	173.3	199.5	267.7	699.8	73.4
EFF-02.	7 FTE Staff by Category - Technical	119.7	🐫	79.2	106,9	145.5	335.8	
EFF-02.		11.4	2.4	5.9	6.6	23.3	32.2	
EFF-02		24.8	10.9	14.6	18.4	41.6	69.5	
EFF-05	Hours of Sick Leave	<u></u>	4.8	9.7	11.0	14.6	52.5	
EFF-07	Cost of Sick Leave	2.9	2.9	3,2	3.2	3.3	3.6	4. 多數
EFF-13	Hours of Overtime		1,196.1	1,270.1	1,293.5	1,336.2	1487.9	
15	Cost of Overtime	3.9	1.8	2.5	2.9	. 32	3.9	
		3,692.2	,827.7	2,123.5	2,634,3	2,733.1	3,692.2	4 6 2
Ormorali	and the second s							
SIC06,3	Performance Group: Benchmarking and Clinical Pathways			8. W				
SIC07.1	Benchmarking - In selected clinical areas - external  Clinical Pathways - Extent of development and use	61.1	. 16.7	61.1	66.7	80.2	100;0	A 17 32 34
		40.8	0.0	12.3	40.1	58,1	71.4	
SIC08.1	Performance Group: Continuity of Care. Facilitating continuity of care - Use of pre-admission clinics for elective surgery.		***			•		
SIC08.2	Facilitating continuity of care Provision of discharge summaries to GPs	3.0	- 0.0	3.0	3.0	3.0	3.0	
SIC08.3	Facilitating continuity of care - Shared ante and post hataticare	3.0	0.0	2.8	3.0	3.0	3.0	
SIC08.4	Facilitating continuity of pare - Cardiac rehabilitation	3,0	3.0	3.0	3.0	3.0	3.0	30
SIC08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	3.0	1.0	2.8	3.0	3.0	3.0	<b>₹</b>
Overall F	Performance Group: Quality and Use of Information	1.0		0.0	- 95	1.5	3.0	- 11-11-11-11-11-11-11-11-11-11-11-11-11
SIC04.1	Quality of information - Accuracy	93.0	7446			045		
SIC04.2a	Quality of information - Timeliness - Number of months on time	30	74.5	92.7 2.8	94.0	94.5 6.3	96.0	
SIC04.2b	Quality of information - Timeliness - Number of days late per month	3.5	0.0	3,3	5.6 8.6		9.0	
SIC05.1	Use of Information - Availability of electronic information	72.9	25.0	43.8	47.9	14.9	82.7	
SIC05.2	Use of Information - Collection and use of clinical information	68.6	28.6	57.9	65.2	54.7 77.1	72.9	
Overall P	erformance Group: Not Summarised						95.7	32.0
SIC01	Accreditation	1.0	1.0	1.0	1.0	1.0	1.0	
SICO2	Credentialling	1.0	0,0	1.0	1.0	1.0	1.0	
)1	Workforce Management - Retention of Nursing Staff	74.5	67.9	73.8	79.3	82.2	84.1	
<u> </u>	Workforce Management - Retention of Allied Health Staff		66.7	71.8	74.5	78.6	83.8	
SIC03,3	Workforce Management - Median Age Nursing Staff		34.0	37,8	38.8	39.6	41.0	
SIC06.1	Benchmarking In selected clinical areas		15.4	<b>8</b> 5.3			100.0	Ÿ
SIC06.2	Benchmarking - In selected clinical areas - internal	85.6	0.0	0.0	61.1		100.0	
IC07.2	Clinical Pathways - Extent of development and use as per Ontario	47.6	00	14.3	44.5	67.1	77.4	
IC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	82.1	0.0	2.7	76.8	84.8	85.7	
	Clinical Pathways - Medical - extent of development and use	28.6	0.0	11.9	26.2			
	Clinical Pathways - O & G - extent of development and use	17.9	0.0	3.6	53.6	42.9	76.2	
	Telehealth - Extent of telehealth usage	0.0	0.0	2.9	5.8	64.3 15.4	85.7 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.



# 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	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	Patient Satisfaction
Medical ☆	Maternity
Obstetrics & Gynaecology	Medical ☆ ☆
Surgical	Surgical ##
Overall ##	Overall 소☆
) Efficiency	System Integration and Change
Activity **	Benchmarking and Clinical Pathways 🌣🌣
Cost of Service	Continuity of Care ☆☆
Staffing	Quality and Use of Information ☆☆
Overall	Overall AA

_		
		Performance Compared to the Average
	☆	Lower Aggregated Hospital performance is more than
		one standard deviation below the peer mean.
	<b>☆☆</b>	Average Aggregated Hospital performance is within one standard deviation of the peer mean.
	<mark>ተተተ</mark>	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				Lar
Central Zone Performance Indicator	Risk Adjusted Hospital Score:	Peer Group Mean:	Significance:	:
Programme State of Topping Attention	(Rate per 10	0 separations)		,
Acute Myocardial Infarction		, , , , ,		
In-hospital Mortality	44.4		1 W 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Long Stay Rates	14.4	13.3		CI01.1
Heart Falture	10.4	8.7		Cl01.2
in-hospital Mortality				
Long Stay Rates	10.2	7.7		Cl02.1
Stroke	13.0	8.7		Cl02.2
In-hospital Mortality				
Long Stay Rates	44.8	26.3	. *	C103.1
Nursing Home Separations	21.6	7.0	*	C103,2
neumonia	17.4	14.3		Cl03.4
In-hospital Mortality	200			
Long Stays	23.3	7.2	**	CI04.1
sthma	7.7	10.8		CI04.2
Long Stay Rates			1	ustlika.
value Complete Comple	2.9	12.0		Cl14.1
ysterectomy	<u>,以下,有一种,</u>			76°694
Long Stay rates				
Complications of Surgery	10.4	9.7		£109.1
on Women < 35 years	5.8	<b>\$2.</b> 3		C109.3
Blood Transfusion Rates	13.3	12.2		Cl09.4
andard Primiparae	13	1.8		Cl09.5
C-section /	40.0	40.0	•	
Induction of Labour	12.2	12.9		CI10.1
Perineal Tears	9.3	14.4	•	CI10.2
nall for Gestational Age	2.1	2.8		CI10.3
Small for Gestational Age	9.0		Joil	
ternal Post-Natal Long Stay Rate	3.6	2.8		Ci11.1
Vaginal Births	4.2			0140.4
Caesarean Section Births	4.4 	0.4 = **		CI13.1
- of Englanderies Educates September 200 and a second	2.4	3.//		Cl13.2
ctured Neck of Femur				
In-hospital Mortality	44	7.6		Cine 4
Long Stays	5.3	13.1		Ci06.1
Nursing Home Separations	30.3	18.9		CI06.2 CI06.5
Complications of Surgery	8.6	15.9		
- Consider		10.8		Cl06.6
Statistical Sig	nificance		estilik	
Between 90% and 99.9% certain that the result for the face evidence to suggest that these hospitals are performing cohort, although there is a reasonable possibility that the	acility is different that differently compared	to the mean of the t	. There is son acilities in the	1e
** 99.9% certain that the result for the facility is different in the performance indicator for the facility is significantly	comparison to the te	Montaverage Them	e is little doubt the peer grown	that

CAB.0007.0002.00260

<sup>+</sup> 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:
			Carles Set Sec. 1	A 1960
(1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 144 (1) 14				
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
Overali Care Index	65.7	65.2		PS05
Physical Environment Index	66.7	6 <b>8.6</b>		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
+ Overali Care Index	65.7	66.9		PS05
Physical Environment Index	62.8	68.4		PS06
Treatment & Related Information Index	63.4	65.5		P <b>S0</b> 7
Access and Admission Index	67.0	64.5		PS01
Complaints Management Index	63.6	<b>63</b> .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	54.0		PS03
General Patient Information Index	61-4	58.5		PS04
Overall Care Index	<b>58.7</b>	57.6	•	PS05
Physical Environment Index	65.0	63.6	•	PS06
Treatment & Related Information Index	<b>\$</b> 2.5 🧼	53.1		PS07
Bankar ta School Carlo See Parker				
Access and Admission Index	71.4	68.9	the same and same and the	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
	809 30			

#### Statistical Significance

Between 90% and 99.9% certain that the result for the sacility 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.

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

Indicator has been used to determine overall performance.

## **Efficiency**

#### **Bundaberg Hospital**

Large

Burranei & noshirai	·	-		Large
Central Zone	Data Type:	Hospital Score:	Peer Group	Reference:
	<u> </u>		Median:	
A ME TO PROMISE TO A STATE OF THE PARTY OF T				
Occupancy Rate (Bed Day Efficiency)	Percentage	88.2	82.8	EFF-17
Length of Stay	Days	2.74	3.05	
Cancelation rate	Percentage	18.1	12.8	
。在是10年4年中的高兴的10年1日,10年4月1日的1日,10日日本	relocatege	10.1	! <b>2.</b> 0	
Total Cost / Weighted Separation	Dollars	1,828	2.075	Err or
Catering - total cost	Dollars	29.6	2,075 28.1	* . · · · · · · · · · · · · · · · · · ·
Energy Consumption per square metre	Dollars	29.0 17.9	22.1	
A APPENDED AND SHEET AND A SHE	Donais		سنستون والمستوا	EFF-45.4
Hours of Sick Leave by Staff Calegory - Managerial And Clerical	Percentage	2.77	2.05	
Hours of Sick Leave by Staff Category - Medical	9000000000000	2.77	2.95	EFF-06.2
Hours of Sick Leave by Staff Category - Nursing	Percentage Percentage	1.19	1.36	EFF-06.3
Hours of Sick Leave by Staff Category Deparational	Percentage	3.27	3.35	EFF-06.4
Hours of Sick Leave by Staff Category Professional		3.27	3.46`	7 7 7 7 7 7 7
Hours of Sick Leave by Staff Calegory Fectionical	Percentage Percentage	1.88	2.20	EFF-06.6
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	3.24	2.42	EFF-06.7
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage Percentage	9.78	2.96	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1.89	0.78	EFF-06.9
ost of Sick Leave by Staff Category - Medical	Dollars	.969 694	1,040	EFF-08.2
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,387	976	EFF-08.3
Cost of Sick Leave by Staff Category - Operational	Dollars	965	1,420 979	EFF-08.4 EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	995	1,162	
Cost of Sick Leave by Staff Category - Technical	Dollars	1,202		EFF-08.6 EFF-08.7
Cost of Sick Leave by Staff Category * Trade And Artisans	Dollars	3,265	. 1,194 937	
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	2,915	1,261	EFF-08.8 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	3,59	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	<b>∌</b> ≥ <b>1</b> .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 Clercat	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
st of Overtime by Staff Category - Operational	Dollars	200	443	EFF-16.5
-Jost 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 s	<b>8</b> 83	1,372	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	94,329	39,662	EFF-16.9
。可多的研究的研究,不是理解的更有是不是				
	Numeric	464	444	EFF-01
	Numeric	69.8	63.9	EFF-02.2
FTE Staff by Category - Medical	Numeric	33.9	31.4	EFF-02.3
FFF DUE 1 - Outside 1 - 1	Numeric	215	205	EFF-02.4
FTE Staff by Category - Operational	Numeric	100	84.9	EFF-02.5
ETE OUT IN OUT Day ( ) I I	Numeric	31.9	23.8	EFF-02.6
PER OLDER OLDER STATE OF THE ST	Numeric	4.19	1.25	EFF-02.7
	Vumeric	7.36		EFF-02.8
THE OLD IN THE STATE OF THE STA	Numeric	1.57		EFF-02.9
the total r	Percentage	3.04	_	EFF-05
	Poliars	1,189		EFF-07
	Percentage	2.50	-	
	olocillage Oollars	2,230		EFF-13 EFF-15
	~ man w		<u> </u>	m.L-19

<sup>+</sup> 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**

Bundaberg Hospital				Large
Central Zone	Type of Score:	Hospital Score:		Reference
	<u> </u>	, DOILO. , .	modul.	
र १ मा अस्ति है तर्वत्र । विकास कर कर वह सम्राह्म अस्ति व्यक्ति	and the second second			
Benchmarking		**		
In selected clinical areas - external  Clinical Pathways	Percentage	44.4	30.8	SIC06.3
Extent of development and use in selected clinical areas	Percentage	52	48	SIC07.1
不可能性性的现在分词的现在分词 网络斯斯西斯斯斯斯斯 化二氯苯甲基乙				Mar and
Facilitating continuity of care	A - 1			***
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
。1910年1月1日中华大学中华大学的中华中华中华大学的中华中华大学的中华中华大学的中华中华大学的中华大学的	Addition to the	49,67,763		
Quality of Information				
Accuracy	Percentage	94.3	94.3	SIC04.1
Timeliness - Number of months on time	Months	<b>5</b> 5	5	SIC04.2a
Timeliness - Number of days late per month	Days	1.8	<b>5</b> .	SIC04.2b
Use of Information				•
Availability of electronic information	Percentage	43.8	37.5	SIC05.1
Collection and use of chinical information	Percentage	42.9	50.8	SIC05.2
Acorediation (1997)				
Accreditation	Yes/No	Yes	12/13	SIC01
Credentialling				
Credentialling	Yes/No	Yes	5/13	SIC02
Workforce Management		All the same		
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	<b>46.7</b>	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
Viedical - 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

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.

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

# Measured Quality

Hospital Report

Attachment 1 Statistics – Quartiles per Indicator

Attachment 2.....State Report

Attachment 1

Peer Group Hospital Indicator Number and Description: Median 75th Score Bundaberg Hospital Large Central Zone Overall Performance Group: Acute Myocardiat Infarction - In-hospital Mortality CI01.1 14.4 0.0 8.8 14.4 19.5 20.7 CI01.2 Acute Myocardial Infarction - Long Stay Rates 0.0 11.9 17.9 2.6 8.3 CI02.1 Heart Failure - In-hospital Mortality 0.0 10.2 9.5 4.8 10.7 12.7 CI02.2 Heart Failure - Long Stay Rates 0.0 8.8 13.2 15.8 Ci03.1 Stroke - in-hospital Mortality 22.1 24.8 35.1 45.2 CI03.2 Stroke - Long Stay Rates 21.6 O.O 0.0 3.1 123 21.6 C103.4 Stroke - Nursing Home Separations 0.0 11.8 15.6 17.6 22.1 C104.1 Pneumonia - In-hospital Mortality 4.† 5.2 7.0 8.7 23.3 CI04.2 Pneumonia - Long Stays 2.9 7.1 8.3 14.7 18.9 CH14.1 Asthma - Long Stay Reces 2.8 6,6 12.4 13.4 Overali erformance Group: Obstetrics & Gynaecology Hysterectomy - Long Stay males C109.1 10.5 25.1 CI09.3 Hysterectomy - Complications of Surgery 5.8 4.5 7. 112 30.2 9.4 Hysterectomy - on Women < 35 years 3.8 13.3 12.4 14.0 17.2 18.5 Hysterectomy - Blood Transfusion Rates 0.0 2.2 CI10.1 Standard Primiparae - C-section 15.7 17.2 CI10.2 Standard Primiparae - Induction of Labour 10 24 15.7 20.1 24.9 CI10.3 Standard Primiparae - Perineal Tears 2.1 0.0 2.3 3.5 7.5 C111.1 Small for Gestational Age - Small for Gestational Age 3.6 2.0 28 3.1 4.0 CE13.1 Maternal Post-Natal Long Stay Rate (Vaginal Births) 4.2 9.7 11.1 Ci 13.2 Maternal Post-Natal Long Stay Rate (Caesarean Section Entire) 12.7 22.8 Overall F erformance Group: Surgical 1.801 Fractured Neck of Femur - In-hospital Mortality 3,9 7.2 106.2 Fractured Neck of Fernur - Long Stays 3.8 80 16.4 27.6 106 5 Fractured Neck of Fernur - Nursing Home Separations 30.3 6.5 21.0 31.5 46.6 106,6 Fractured Neck of Femur - Complications of Surgery verall Performance Group: Maternity S05 Overall Care Index Maternity 85.7 51.7 verall Performance Group: Medical S05 Overall Care Index Medical 65.3 60.6 62.9 65.2 65,6 verall Performance Group: Surgical Overall Care Index Surgical 69.2 65.9 67.1 68.3 70.2 erall F erformance Group: Not Summarised Access and Admission Index Medical 63.6 67.0 59.9 62.4 67.0 72.2 Access and Admission Index Maternity 68.8 52.5 63.7 67.2 74.8 71.8 101 Access and Admission Index Mental Health 60.0 **57.**0 51 0 60.0 66.2 70.0 **501** Access and Admission Index Surgical 71.4 64 3 66.2 684 70.5 01 Access and Admission Index All types combined 61.2 63.2 65.1 66.8 70.9 02 Complaints Management Index Maternity \$2.5 53.9 62.6 65.8 68.9 72.7 02 Complaints Management Index Medical 63.8 57.0 61.1 64.5 66.4 68.3 Complaints Management Index Surgical 67.9 64.4 66.7 68.9 75.2 Complaints Management Index Mental Health 55.9 40.2 55.6 59.1 76.2 69.9 02 Complaints Management Index All types combined 64.0 58.7 62.6 64.0 67.7 68.6 Discharge and Follow-up Index Surgical 60.0 61.9 63.1 64.3 70.4 Discharge and Follow-up Index Mental Health 44.5 63.6 55.0 58.0 67.7 61.6 Discharge and Follow-up Index Maternity 67.9 51.5 63.5 66.0 69.9 Discharge and Follow-up Index All types combined 56.3 58.6 60.8 61.8 68.0 Discharge and Follow-up Index Medical 58.5 55.5 57.5 59.5 62.1 67.9 General Patient Information Index Mental Health 49.7 55.4 60.3 68.0 76.4 General Patient information index Surgical 70.6 72.0 72.8 74.3 75.8 General Patient information Index All types combined 70.4 65.5 70.0 67.2 720 74.2 General Patient Information Index Medical 70.6 65.5 67.0 70.6 71.6 74.3 General Patient information Index Maternity 67.8 48.9 65.0 67.1 720 74.2

02

02

03

ดร

nted: 05/07/2002

CAB.0007.0002.00274

		Hoenito	Hospital Peer Group		up			
lodi	cator Number and Description:	Score		25th	Median	75th	Max	( 10 kg
·	Overall Care Index All types combined	65.7	62.0	63,8	64.5	66.6	70.3	
PS0	Overall Care Index Mental Health	58.7	51.3	56.9	60.3	63.3	67.4	
PS0	Physical Environment Index Mental Health	65.0	56.2	61.6	65.6	66.7	69.3	
PSO	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	\$ 11
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	<b>53.7</b>	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	0.4
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	
113	TRIBLE OF THE SECOND SE							
Overa	Il Performance Group: Activity				10 Million Section			
EFF-17	Occupancy Rate (Bed Day Efficiency)	88.2	51.4	77.1	82.8	88.2	96,3	
EFF-18	Length of Stay	2.7	2.3	2.7	3.0	3.2	3.4	
EFF-24		18.1	8.0	9.9	12.8	18.6	18.1	
7	Performance Group: Cost of Service				110 31 1100 -			
<b></b>	Total Cost / Weighted Separation	1,827.6	1,827.6	1,952.3	2,074.6 2	454.9	2,998.4	
rF-38		29.6	18.2	26,1	28.1	29.6	92.9	
EFF-45		17.9	14.9	17.9	22.1	26.6	45.4	12.4
	Performance Group: Staffing			Marine.				Reservations (CA)
EFF-06	The state of the s	2.8	2.4	2.9	3.0	3.1	3.8	
EFF-08.	The state of the s	1.2	-1.6 	1.2	1.4.	1.6	. 21	
EFF-08.		3.3	2.9 	3.2	3.3	3.6	3.8	
EFF-06.		3.3	3.1	3.3	3,5	3.7	4.0	. 1 1
EFF-08.		1.9	1.1	2.1	22	2.7	2.8	
EFF-06.0		3.2	0.0	0.9	2.4 	3.3	4.6	
EFF-06.9		9.8	0.0	24	3.0	3.5	9.8	
EFF-08.2		969:1	0.0 886.4	· # 78%.	<b>9.8</b> 1.039.7 1.	2.7	6.3	
EFF-08.3	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	684.2	-649. <b>4</b>	694.2	ilita. – Allianasia	<del>-</del>	1,317.2 1.751.0	
EFF-08.4		2017 - 1884 - 1884	170.7	1,301.6	####		1,622.3	
EFF-08.5		954.5	<b>9</b> 16.4	964.5			1,192.0	1972 S. C.
EFF-08.6	7	995.0	489.5				1.397.5	
EFF-08.7	Cost of Sick Leave by Staff Category - Technical	1,202.4	0.0				,651.9	15.
EFF-08.8	Cost of Sick Leave by Staff Category - Trade And Artistes	3,264.9	0.0	775.2			,264.9	C.A.
].9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	2,915.3			<b></b> -		,955.1	
	Cost of Work Cover	8.0	0.5	1.0	1.6	1.9	2.0	
FF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.5	0.2	0.3	4	0.5	2.3	
FF-14.3	Hours of Overtime by Staff Category - Medical	15.6	43	10.6	<i>- ∰</i>	17.6	22.2	
FF-14.4	Hours of Overtime by Staff Category - Nursing		0.4	0.6	0.8	1.0	1.5	
FF-14.5	Hours of Overtime by Staff Cetegory - Operational	0.4	0.3	0.7	0.8	1.0	1.9	**
FF-14.6	Hours of Overtime by Staff Category - Professional	3.6	0.8	2.1	3.6	5.2	7.9	134
FF-14.7	Hours of Overtime by Staff Category - Technical	0.1	0.0	0.0	0.0	0.2	0.4	200
FF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	1.8	0.0	2.1	2.7	3.5	4.6	1/2
FF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	36.3	0.0	9.4	19,5	32.5	43.1	1
FF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	293.9	106.9	156.7	192.1 2	39.7 1,	191.6	11.55
FF-16.3	Cost of Overtime by Staff Category - Medical	17,521.7 4,	745.9 11,	231.3 18	681.7 19,93	39 3 27	209.3	
FF-16.4	Cost of Overtime by Staff Category - Nursing	677.6	237.1	359.8	462,1 57	7.3	896.1	N. S
FF-16.5	Cost of Overtime by Staff Category - Operational	200.3	114.9	363.6	442.9 46	9.7	914.6	
F-16.6	Cost of Overtime by Staff Category - Professional	3,135.7	32.6 1,	661.9 3,	008.9 4,42	3.6 6	442.9	- 1.0
T-16.7	Cost of Overtime by Staff Category - Technical	80.3	0.0	0.0	0.0 11	7.0	256.9	
F-16.8	Cost of Overtime by Staff Calegory - Trade And Artisans	883.4	0.0 1,0	037.5 1,	371.6 2,11	6.6 2,	298.9	
F-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	94,329.2	0.0 16,4	143.9 39,6	62.1 80,39	1.8 103,8	36.5	ng San Pagasa
- A b	erformance Group: Not Summarised							الكنيس.
٠. الر	Full-Time Equivalent (FTE) Staff	463.8 2	10,6 2	93.2 4	43.5 55	3.5 9	29.8	(100)
	FTE Staff by Category - Managerial And Clerical	69,8	31.4	34.6	63.9 6	9.8 1	58.5	
T-02.3	FTE Staff by Category - Medical	33.9	-0.2	25.2	31.4 49	9.2	98.2	
intad- D	F 10 7 10 000		·				0.5	

rinted: 05/07/2002

CAB.0007.0002.00275

		Hospital	İ	Pe	er Group	•			Į.
Indica	tor Number and Description:	Score	Min	25th	Median	75th	Max		
EFF-02	24 FTE Staff by Category - Nursing	215.1	107.6	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	v dr	
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	1,376.0		
EFF-13	Hours of Overtime	25	11.7	1.9	2.5	3.0	3.7		
EFF-15	Cost of Overtime	2,2304	390.4	1,675.2	2,230.4	2,819.5	3,305.0	1 - F 147 1	
4	Transfer principation and trapers.		2006						-
Overall	Performance Group: Benchmarking and Canical Pathways		: -	<u></u>					
SIC08.3	Benchmarking - In selected clinical areas, external	44.4	0.0	27.8	30.8	55.6	100.0	Strate	
5(C07.1	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 size admission clinics for elective surgery	3.0	3.0	3.0	3.0	3.0	◎ 3.0	278	
SIC08.2	Facilitating continuity of care Provision of discharge summaries to GPs.	3.0	0.0	0.0	10	3.0	3.0	The second second	Ç
~~08.3	Facilitating continuity of care - Shared ante and post natal care	3,0	0.0	46	3.0	3.0	3.0		)
_008.4	Facilitating continuity of care - Cardiac rehabilitation	1.0	1.0	20	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		
	Performance Group: Quality and Use of Information			<i>~</i>	State St		1 2		
IC04.1	Quality of information - Accuracy	94.3	89.5	91.3	94.3	94.8	97.6		
IC04.2a	Quality of Information - Timeliness - Number of months on time	5.0	0.0	3.0	5.0	6.0	9.0	3. A-1	
IC04.2b IC05.1	Quality of information - Timeliness - Number of days late per month.	1.8	0.0	3.5	5.0	10.0	17.6	2.43	
C05.2	Use of Information - Availability of electronic Information  Use of Information - Collection and use of clinical information	43.8	27.1	31.3	37.5	39.6	77.1	1000年6	
	erformance Group: Not Summarised	42.9	18.6	37.1	50.8	62.9	78,6		
CO1	Accreditation	1.0	0.0	1.0	40	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	85.4	64.3	81.9	83.0	85.4	88.1		
C03.2	Workforce Management - Retention of Allied Health Staff	86.7	50.0	66.7	73.7	64.2	100.0		
C03,3	Workforce Management - Median Age Nursing Staff	<b>#2.</b> 0	37.0	40.0	41.0	42.0	43.0		
C06.1	Benchmarking - In selected clinical areas	30.6	0.0	29.4	33.3	53.3	94.4		
C06.2	Benchmarking - In selected clinical areas - intertief	16.7	0.0	16.7	29.4	55.6	100.0	1.4	
C07.2	Clinical Pathways - Extent of development and use as per Orisino	60.7	3.0	20.2	54.8	60.7	78,6	3.12	
07. <b>3a</b>	Clinical Pathways - Surgical (Orthopaedic) - endent of development and use	64,3	0.0	7.1	53.6	85.7	100.0	of the	
207. <b>3</b> b	Clinical Pathways - Medical - extent of development and use	50.0	0.0	23.8	28.6	57.1	90.5		
7.3c	Clinical Pathways - O & G - extent of development and use	42.9	0.0	21.4	39.3	46.4	64.3		
:09	Telehealth - Extent of telehealth usage	3,8	0.0	0.0	4.9	7.7	44.2	ŝ	
	· · · · · · · · · · · · · · · · · · ·		د د د د د د د د محمد		7				

#### Summary of Potential Reasons for Variance for <u>CABOOLTURE HOSPITAL</u>

#### **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 Redeliffe Hospital. Patients were transferred as there was a clinical trial in process at Redeliffe 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.



# 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

Peer Group: Large

**Central Zone** 

Clinical Utilisation and Outcomes	Patient Satisfaction
Medical ☆☆☆	Maternity ☆☆☆
Obstetrics & Gynaecology 養致	Medical 公公 Surgical 公公
Overall AA	Overall ***
Efficiency	System Integration and Change
Activity 分分分	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.

#### **Clinical Utilisation and Outcomes**

Caboolture Hosp	ital
Central Zone	
Performance Indicator	

Large

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

	[ (Rate per 100 se	parations)		
entre de la companya				
Acute Myocardial Infarction				
In-hospital Mortality	7.7	13.3		CI01.1
Long Stay Rates	2.8	8.7	*	Cl01.2
Heart Failure				
In-hospital Mortality	1.6	7.7	*	Cl02.1
Long Stay Rates	3.7	8.7	-	Cl02.2
Stroke				
In-hospital Mortality	45.2	26.3	**	CI03.1
Long Stay Rates	8.0	7.0		Cl03.2
Nursing Home Separations	13,9	14.3		CI03.4
Pneumonia		•		
In-hospital Mortality	6.9	7.2		CI04.1
Long Stays	5.8	. 10.8	*	CIQ4.2
<b>Sthma</b>			- A	
Long Stay Rates	7.8	12.0		C/14.1
der	<b>在护理员</b> 2014年来到第二年间。			
lysterectomy				
Long Stay rates	3.9	9.7	*	Cl09.1
Complications of Surgery	4.7	12,3	*	Cl09.3
on Women < 35 years	14.3	12.2		CI09.4
Blood Transfusion Rates	0.0	1.8	*	Cl09.5
tandard 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
mall for Gestational Age	•	.55%.		
Small for Gestational Age	3.0	2.8		Cl11.1
aternal Post-Natal Long Stay Rate				
Vaginal Births	9.0	8.2		CI13.1
Caesarean Section Births	7.8	5.7	-	Cl13.2

#### 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.0007.0002.00280

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

#### **Patient Satisfaction**

#### Caboolture Hospital

Large

	Central Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
•					
	The second state of the state o				
•	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
	and a partier of the property of the contract				7 507 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	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
—. اد	Treatment & Related Information Index	69.6	65.5		PS07
	ACTION TO THE PARTY OF THE TOTAL TO THE TOTAL THE TOTAL TO THE TOTAL THE TOTAL TO		of the property of the		
	Access and Admission Index	64.7	64.5		2004
	Complaints Management Index	60.4	63.4		≫P\$01 PS02
	Discharge and Follow-up Index	62.4	80.1		PS03
	General Patient Information Index	718	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
	1160 Per 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
	Access and Admission index	67.6	58.7		2004
	Complaints Mariagement Index	72.5	57.2		PS01 PS02
	Discharge and Follow-up Index	56.9	54.0		PS03
	General Patient Information Index	73.9	58.5	- 2000 - 2000 - 20	PS04
	Overall Care Index	67:1	57.6	200 m	PS05
	Physical Environment Index	69:3	63.5	ž.	PS06
	Treatment & Related Information Index	62.4	53.1	the second secon	PS07
13 fz	PROPERCY AND ASSESSMENT OF THE PROPERCY OF THE				Mark County
	Access and Admission Index	69.7	68.9		PS01
	Complaints Management Index	66.9	67.8		PS02
7	Discharge and Follow-up Index	61.9	64.0	*	PS03
	General Patient Information Index	71.9	72.9	40129	PS04
	Overali Care Index	68.3	68.7		PS05
1	Physical Environment Index	69.9	67.3		PS06
,	Freatment & Related Information Index	66.5	69.2	1988A.	PS07
		2017 74% 70%	1000 TO 1000	M/4"	

#### 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.

Indicator has been used to determine overall performance.

rinted: 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.

### **Efficiency**

#### Caboolture Hospital

Large

Central Zone	Data Type:	Hospital Score:	Peer Group	Reference:
	<u> </u>		Median:	
The state of the second of the			3 20 20 20	
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
e, are learned relatives to the control of the cont				
Catering - total cost	Dollars	26.8	28.1	EFF-36a
Energy Consumption per square metre	Dollars	14,9	22.1	EFF-45.4
Page 1 to the contract of the				
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 Statt Category - Managerial And Clerical	Dollars	1,070	1,040	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	1,751	976	EPF-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	Qollars	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 Statt Category * Professional	Percentage	0.85	3.59	EFF-14.6
Hours of Overline by Staff Category - Visiting Medical Officers	Percentage	0	19.6	EFF-14.9
	Dollars	20 <del>6</del>	192	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	4.746	18,682	EFF-16.3
	Dollars	<b>57</b> 7	462	EFF-16.4
AMERICAN, 10	Collars	364	443	EFF-16.5
-000000 VISIS - 4	Dellars	633	3,009	EFF-16.6
	Dollars	0	39,662	EFF-16.9
Thereis letter miners denote the Mathematic for the 1992 The 1995				<b>(4)</b> (4) (4)
	Numeric	313	444	EFF-01
	Numeric	40.4	63.9	EFF-02.2
,	Numeric	9.25	31.4	EFF-02.3
· · · · · · · · · · · · · · · · · · ·	Numeric	181	205	EFF-02.4
	Numeric	73.6	84.9	EFF-02.5
	Numeric	7.52	23.8	EFF-02.6
	Numeric	0.40	2.48	EFF-02.9
J156* 1966	Percentage	3.48	3.04	EFF-05
	Dollars	1,360	1,266	EFF-07
	Percentage //	0.92	2.50	EFF-13
Cost of Overtime	Pollars	603	2,230	EFF-15



## **System Integration and Change**

Benchmarking In selected clinical areas - external Clinical Pathways Extent of development and use in selected clinical areas Facilitating continuity of care Use of pre admission clinics for elective surgery		*		Large
Benchmarking In selected clinical areas - external Clinical Pathways Extent of development and use in selected clinical areas Facilitating continuity of care Use of pre admission clinics for elective surgery	Type of Score:	Hospital Score:	Peer Group Median:	Reference
In selected clinical areas - external  Clinical Pathways  Extent of development and use in selected clinical areas  Facilitating continuity of care  Use of pre admission clinics for elective surgery				
Clinical Pathways  Extent of development and use in selected clinical areas  Facilitating continuity of care  Use of pre admission clinics for elective surgery			,	
Extent of development and use in selected clinical areas  Facilitating continuity of care  Use of pre admission clinics for elective surgery	Percentage	100	30.8	SIC06.3
Facilitating continuity of care Use of pre admission clinics for elective surgery		•		•
Facilitating continuity of care Use of pre admission clinics for elective surgery	Percentage	49.4	48	SIC07.1
Use of pre admission clinics for elective surgery		e Hali ali de		a 14. 243
				`
	Max score 5	3/3	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	NA	N/A	SIC08.4
Provision of electronic discharge summaries to GPs	Max score 3	0/3	0	SIC08.5
· 22、1996年中央基础的企业、企业基础的企业和企业、企业的企业。				
Quality of Information				
couracy	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
and the second control of the second control			10.00	
Accreditation			4	
Accreditation	Yes/No	//Yes	12/13	SIC01
Credentialling	( n.		Beun.	Ciona
Credentialling	Yes/No	No	/ <sub>5</sub> /13	SIC02
Workforce Management Retention of Nursing Staff	Percentage	81.9	83.6	SIC03.1
	Percentage	50	73.7	SIC03.1
		38	41	SIC03.3
Benchmarking	rears			21000.0
	Years			
	-			,. SIC06 1
Clinical Pathways	Percentage	89.3	33.3	SIC06.1 SIC06.2
- · · · · · · · · · · · · · · · · · · ·	-	89.3 78.6		SIC06.1 SIC06.2
urgical (Orthopaedic) - extent of development and use	Percentage	89.3	33.3	

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

Percentage

Percentage

Percentage

57.1

35.7

28.6

39.3

1.9

SIC07.3b

SIC07.3c

SIC09

CAB.0007.0002.00283

Medical - extent of development and use

O & G - extent of development and use

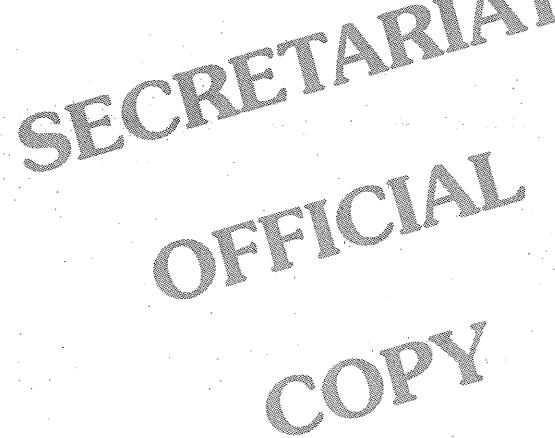
Telehealth

Extent of telehealth usage

# Measured Quality

Hospital Report

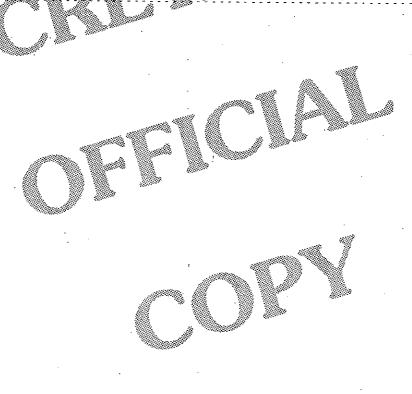
- Attachment 1 ......Statistics Quartiles per Indicator
- Attachment 2.....State Report



<u>Otali,</u>	Attachment							
cator Number and Description:		Hospital Score	Min	25th	eer Group Median	75th	Max	n en Typia September
Caboolture Hospital			· · · · · · · · · · · · · · · · · · ·				,	
Central Zone								Large
to Stranger and Straig of	The second secon			•				. 44
Overali Performance Group: Medical	The state of the s							
Cl01.1 Acute Myocardial Infarction - In-hospital Mortz	ality .	7.7	0,0		44.4	40.5		$S^{*}(1,p) = \mathbb{R}^{p}$
CI01.2 Acute Myocardial Infarction - Long Stay Rates		2.8	0.0	8.8 2.6	14.4 8.3	19.5 11.9	20.7	
Cl02.1 Heart Failure - In-hospital Mortality		1.6	0.0	4.8	9.5	10.7	17.9 12.7	
Cl02.2 Heart Failure - Long Stay Rates	*****************	3.7	0.0	4.4	8,8	13.2	15.8	
Cl03.1 Stroke - In-hospital Mortality		45.2	13.9	22.1	24,8	35.1	45.2	
C103.2 Stroke - Long Stay Rates		<b>0</b> .0	0.0	0.0	3.1	12.3	21.6	
Cl03.4 Stroke - Nursing Home Separations		13.9	66	11.8	15,6	17.6	22.1	
CIO4.1 Pneumonia - In-hospital Mortality		6.9	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 Raties	k-1864	7.8	2.8	6.6	12.4	13.4	19.2	
Overall Performance Group: Obstetrics & Gyn Cl09.1 Hysterectomy - Long Stay rates	<b>Becology</b>	_ •					· <del></del>	112 (119 th
Cheg 3 Hysterectorry - Complications of Surgery		3.9	3.9	8.0	10.5	16.6	25.1	100
Hysterectomy - on Women < 35 years		4.7	4.5	5.8 	7.6	112	30.2	1.34
18.5 Hysterectorny - Blood Transfusion Rates		14.3	3.8	🐉 -	12.4	14.0	17.2	
C110.1 Standard Primiparae - C-section		15.1	0.0 4.4	0.0 11.8	13	2.2	7.0	
Cl10.2 Standard Primiparae - Induction of Labour		8.0	<b>8</b> :0	10.2	13.3 15.7	15.7 20.1	17.2	
CI10.3 Standard Primiparae - Perineal Tears		3.4	- 00 -	1.8	2.3	3.5	7.5	-
CI11.1 Small for Gestational Age - Small for Gestations		3.0	2.0	2.5	2.8	3.1	4.0	
CI13.1 Maternal Post-Natal Long Stay Rate (Vaginal Bi		9.0	4.2	7.1	9.7	11.1	25.3	
CI13.2 Maternal Post-Natal Long Slay Rate (Caesarear	n Section Binhe)	7.8	2.4	5.1	7.1	12.7	22.8	
A 11 (1) (1) (1) (1) (1) (1) (1) (1) (1)			, and					
Overall Performance Group: Maternity								
PS05 Overall Care Index Maternity		72.2	51.7	63.6	659	70.9	72.6	14.40
Overall Performance Group: Medical PS05 Overall Care Index Medical			will?					37 100
Overall Performance Group: Surgical		66.6	60.8	82.9	65.2	65.6	70.6	
PS05 Overall Care Index Surgical		68.3	65.9	87.1	68.3	70.0		Marines and
Overall Performance Group: Not Summarised				<i></i>		.70.2	73.8	
PS01 Access and Admission Index All types combined		66.8	61.2	63,2	65.1	66.8	70.9	
PS01 Access and Admission Index Maternity		æ	52.5	63.7	67.2	71.8	74.8	4.00
PS01 Access and Admission Index Medical		64.7	59.9	62.4	63,6	67.0	72.2	2017/4 2017/4
Access and Admission Index Mental Health		67.6	51.0	57.0	60.0	66.2	70.0	
Access and Admission Index Surgical		69.7	64.3	66.2	68.4	70.5	75.0	
S02 Complaints Management Index Medical		66.4	57.9	61.1	64.5	66.4	68.3	285
'S02 Complaints Management Index Maternity 'S02 Complaints Management Index Surgical		72.7	3.9	62.6	65.8	68.9	72.7	11.25
S02 Complaints Management Index Surgical S02 Complaints Management Index All types combine	<u></u>	alle de la companya del companya de la companya del companya de la		66.7	<b>8</b> 7.9	68.9	75.2	2.00
S02 Complaints Management Index Mental Health	a	99	87	62.6	84.0	67.7	68.6	John St.
S03 Discharge and Follow-up Index All types combined	; <i>/</i>	%	0.2	55.6	59.1	69.9	76.2.	5154
S03 Discharge and Follow-up Index Maternity		Section of the Contract of the	6.3	58.6	60.8		8.0	11.0
S03 Discharge and Follow-up Index Medical			1.5	63.5	66.0		9.9	
S03 Discharge and Follow-up Index Mental Health			5.5 4.5	57.5			7.9	\$ 2.5
S03 Discharge and Follow-up Index Surgical			4.5 0.0	55.0 61.9			7.7	71572
S04 General Patient Information Index Medical				67.0			0.4	
S04 General Patient Information Index Mental Health			- ~	55.4	-,-,		4.3 6.4	
S04 General Patient Information Index All types combin	ed			67.2	· · ·		4.2	
SO4 General Patient Information Index Maternity				65.0			4.2	
504 General Patient Information Index Surgical							5.8	
SO5 Overall Care Index Mental Health	····	67.1 51					7.4	
Overall Care Index All types combined		67.5 62					).3	1.00
Physical Environment Index All types combined	************	71.2 59	.5			·	2.6	
Physical Environment Index Maternity		75.7 51	.2	3.6	67.2 7		.8	
06 Physical Environment Index Medical	********	71.1 59	.1 6	34.0	67.3 6	8.4 71	.9	S 3
inted: 05/07/2002								

					-				•
Indic	ator Number and Description:	Hospita Score		25th	eer Grou Media	•	Max		•
PS06	Physical Environment Index Mental Health	69.3	56.2	2 61.	6 65.	6 68.3	7 69.3		ř
PS06	Physical Environment Index Surgical	69.9	61.2		·				
PS07	Treatment & Related Information Index Surgical	66.5	66.5	68.	2 68.				
PS07	Treatment & Related Information Index All types combined	65.1	59.2	62.		:		:	I
PS07	Treatment & Related Information Index Medical	64,3	59,1						
PS07	Treatment & Related Information Index Mental Health	62.4	42.6	'					
PS07	Treatment & Related Information Index Maternity	69.6	53.7		65.8				i
				2 2 2 2					
Overa	Performance Group: Activity							i is over	Į
EFF-17	and the second	89.1	<b>51</b> A	77.1	82.8	88.2	96.3		B.
EFF-19	Length of Stay	2.7	2.3	<del></del>					l
EFF-24	Cancellation rate	#.0	8.0	9.9	12.8				
Overal	Performance Group: Cost of Service							17 July 19 July 1	ŀ
EFF-38	a Catering - total cost	26.8	18.2	26.1	28,1	29.6	92.9	was an Arthur	ŀ
EFF-45	4 Energy Consumption per square meter	14.9	14.9	17.9	22.1	26.6	45.4	150	Ì
Overal	Performance Group: Staffing							Arrest Maria	-
EFF-06.		3,1	2.4	2.9	30	34	3.8		
~F-06.		2.1	-1.6	. 44	14	1.6	2.1		)
_F-06.		3.7	2.9	. 12	3.3	3.6	3.8	7	,
FF-06.		9.5	3.1	3.3	3.5	3.7	4.0		
EFF-06.			1	2.1	2.2	. 2,7	2.8	7.00	
EFF-08.		4.2	0.0	0.6	0.8	2.7	6.3		
EFF-08.2		1,069.9	886.4	920.4	1,039.7	1,073.0	1,317.2		
EFF-08.4 EFF-08.4		1,751.0	-649.4	694.2	976.4	1,247.8	1,751.0		
EFF-08.5			1,170.7	1,301.6	1,420.4	1,479.9	1,622.3	i karen	
FF-08.6		1,011.5	916.4	964.5	979.2	1,100.9	1,192.0	44.1	
FF-08.9	*	489.5	489.5	965.7	1,161.7	1,264.6	1,397.5		
FF-11	Cost of West Gover	6,813.8 2.0	0,0	1,008.4	1,261 4	4,621.1	7,955.1		
FF-14.2	* * - * - * - * * * * *	0.4	02	0.5	0.4	.0.5	2.0 2.3		
FF-14.3	• •	4.3		10.5	14.8	17.6	22.2		
FF-14.4	Hours of Overtime by Staff Category - Nursing	1.0	0.4	0.6	0.8	1.0	1.5		
FF-14.5	Hours of Overtime by Staff Category - Operational	<b>6.</b> 7	0.3	0.7	0.8	1.0	1.9		
FF-14.8	Hours of Overtime by Staff Category - Professional	0.8	0.8	2.1	3.6	5.2	7.9		
FF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	9.4	19.6	32.5	43,1		
FF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	206.2	106.9	156,7	192,1	239,7	1,191.8		
FF 16.3	Cost of Overtime by Staff Category - Medical	4,745.9 4	745.9 1	1,231.3	18,681.7	19,939.3	27,209,3		١
<i>J</i> -16.4	Cost of Overtime by Staff Category - Nursing	577.3	237.1	359.8	462.1	577.3	896.1		
·F-16.5	Cost of Overtime by Staff Category - Operational	363,6	114.9	363.6	442.9	489.7	914.6		
FF 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		
FF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0 1	6,443.9	39,662.1	80,391.8 10	3.836.5	<b>第4、1944</b>	
	erformance Group: Not Summarised		. "//						
F-01	Full-Time Equivalent (FTE) Staff	312.5	210.6	293.2	443.5	553.5	929,8		
F-02.2	FTE Staff by Category - Managerial And Clerical	40.4	31,4	34.6	63.9	69.8	158.5		
F-02.3	FTE Staff by Category - Medical	0.3	-0.2	25.2	31.4	49.2	98.2		
F-02.4 F-02.5	FTE Staff by Category - Nursing	181.4	107.6	133.8	204.8	294.3	431.2		
F-02.6	FTE Staff by Category - Operational  FTE Staff by Category - Professional	73.6	46.1	72.7	84.9	100.0	164.1	表 改。	
F-02.9	FTE Staff by Category - Visiting Medical Officers	7.5	7.5	18.9	23.8	35.8	68.3		
F-05	Hours of Sick Leave	3,5	0.4	0.6	2.5	5.0	9,3	9 g g	
F-07	Cost of Sick Leave		2.8 002 8 1	3.0	3.0	3.3	3.5		
F-13	Hours of Overtime	1,360.4 1, 0.9	092.6 1 0.7	1.9	1,266.1 2.5	1,280.3 3.0	1,376,0 3.7	- (200 <u>2</u> )	
F-15	Cost of Overtime						3.7 3,305.0		
	. A. S. Carle Homen Grand and Grand and Company of the Company of						5,500.0		
1000001000				C439 PF					
206, <b>3</b>	seformance Group: Benchmarking and Clinical Pathways  Benchmarking - In selected clinical areas - external	100.0	0.0	27 4	30 e	EE O	400.0		
	Clinical Pathways - Extent of development and use	49.4	2.6	27.8	30.8	55.6	100.0		
	ಪ್ರಾರಂಭಿಸಲ್ ಕೇಳು ಕ್ಷೇತ್ರ ನಿರ್ದೇಶ ಕಂತು ಕೂಡು ಬಿಡುಗಾಗು ಪ್ರವರ್ಷದ ಮುದ್ದಿಗೆ ಮುದ್ದಿಗೆ ಬಿಡುಗು ಬಿಡುಗುಳು ಬಿಡುಗುಳು ಬಿಡುಗುಳ		2.0	17.3	48.0	52.0	71.4		
-, an FE	orformance Group: Continuity of Care								

			Peer Group							
Indicat	or Number and Description:	Hospital Score	Min	25th	Median	75th	Max	The same		
38.1	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		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			171						
SIC04.1	Quality of Information - Accuracy	95.1	89.5	91.3	94.3	94.8	97.6			
SIC04.2a	Quality of information - Timeliness - Number of months on time	9.0	0.0	3.0	5.0	6.0	9.0			
SIC04.2b		0.0	0.0	3.5	5.0	10.0	17.6			
SIC05.1	Use of information - Availability of electronic information	33.4	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 F	Performance Group: Not Summarised		- 7/1/2 -							
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	12.0	43.0			
SIC06.1	Benchmarking - In selected clinical areas	89.3	0.0	29.4	38.3	53.8	94.4			
<b>P</b> _	Benchmarking - In selected clinical areas - Internal	78.6	0.0	167	29.4	55.6	100.0			
1.2	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			
SIC07.35	Clinical Pathways - Medical - extent of development and use	57.1	60	23.8	28.6	57.1	90.5	7.3		
SIC07.3c	Clinical Pathways - O & G - extent of development and use	35.7	00	21.4	39.3	46.4	64.3	2.0		
SIC09	Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	7.7	44.2			





# 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	Patient Satisfaction	
	Maternity	<b>ተ</b> ታ
No indicators to report	Medical	幸幸
	Surgical	*
Overall	Overall	<b>አ</b> አ
Efficiency	System Integration and Change	
Activity ☆☆	Benchmarking and Clinical Pathways	* ***
Cost of Service 金拉	Continuity of Care	**
Staffing	Quality and Use of Information	**
Overall ☆☆	Overall	<b>ቱ</b> ቱ
The second secon		

	Performance Compared to the Average
☆	Lower. Aggregated Hospital performance is more than
<b>ታ</b> ቱ	one standard deviation below the peer mean.  Average: Aggregated Hospital performance is within one standard deviation of the peer mean.
<b>ቱ</b> ቁ ቁ	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:

No indicators to report

CAB.0007.0002.00290

#### **Patient Satisfaction**

#### Gladstone Hospital

Large

erstral Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
The second secon				
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		P\$05
Physical Environment Index	63.7	66.5	•	PS06
Treatment & Related Information Index	64,1	64.0		PS07
中国有60个的第三人称单位的第三人称				
Access and Admission Index	<b>65</b> ,p	67.8	an falls a significant forms	PS01
Complaints Management Index	69.0	65.6	-	PS02
Discharge and Follow-up findex	66.5	65.2 <sup>-</sup>		PS03
General Patient Information Index	66.4	68.1		PS04
+ Overali Care Index	66.1	66.9		PS05
Physical Environment Index	63.9	68.4	200	P\$06
Treatment & Related Information Index	68.3	65.5		P\$07
Access and Admission Index	67.2	64.5		PS01
Complaints Management Index	<b>86.3</b>	63.4		PS02
Discharge and Follow-up Index	59.5	<b>50.1</b>	ye.	PS03
General Patient Information Index	<b>72.5</b>	<b>69.3</b>		PS04
+ Overall Care Index	<b>65.6</b>	64.7		PS05
Physical Environment Index	64.4	66.2	,	PS06
Treatment & Related Sitionnation 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		<b>\$</b> 503
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.

#### <u>Efficiency</u>

#### Gladstone Hospital

Large

Central Zone	Data Type:	Hospital Score:	Peer Group	Reference:
			Median:	
			4	
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	D. #			
Catering - total cost	Dollars	1,976	2,075	EFF-25
· · · · · · · · · · · · · · · · · · ·	Dollars	44.1	28.1	EFF-36a
Energy Consumption per square metre	Dollars	22.1	22.1	EFF-45.4
THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY.	0			
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 - Narsing	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.	0.7/8	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	<b>9</b> 76	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,451	1,420	<b>EFF-08.4</b>
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	7.91	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	Dellars	419	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	Doffars	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	Doltars	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	Doilars	93,103	39,662	EFF-16.9
Enter the resident control of the co	O Commence Straight	95,105 200,000	35,002	
Full-Time Equivalent (FTE) Staff	Numeric	2(1	AAA	EEE O
FTE Staff by Category - Managerial And Clerical	Numeric	1988 988 1888	SS .	EFF-01
	Numeric	34.6	366	EFF-02.2
FTE Staff by Category - Medical	Numeric	11.8		EFF-02.3
FTE Staff by Category - Nursing	Numetic	<b>5</b> 108		EFF-02.4
FTE Staff by Category - Operational	Numerio	47.1		EFF-02.5
FTE Staff by Category - Professional	Numeric	8.15		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
		3,03	3.04	EFF-05
Hours of Sick Leave	Percentage	5.03	0.5.	:
Hours of Sick Leave Cost of Sick Leave	Percentage Dollars	1,161		EFF-07
Hours of Sick Leave			1,266	=

CAB.0007.0002.00292

## **System Integration and Change**

Gladstone Hospital			· .	Large
enstral Zone	Type of Score:	Hospital Score:	Peer Group Median:	Reference
and the state of the garage of the state of				
Benchmarking			en Adam ()	
In selected clinical areas - external	Percentage	93.3	30,8	SIC06.3
Clinical Pathways	<b>.</b>			
Extent of development and use in selected clinical areas	Percentage	67.9	48	SIC07.1
Carette to the control of the Contro				in a substitute
Facilitating continuity of care		1 1 2 1 2 1 1	- Company of the Comp	
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
Constitution of the consti	A Property of			
Quality of information	anton (III)			
Accuracy	Percentage	913	94.3	SIC04.1
Timeliness - Number of months on time	Months.	6	5	SIC04.2a
Timeliness - Number of days late per month	Cays	9.7	5	SIC04.2b
Use of Information	A COLUMN TO THE STATE OF THE ST			
Availability of electronic information	Percentage	33.3	37.5	SIC05.1
Collection and use of clinical information	Percentage	62.9	50.8	SIC05.2
<b>由于中国共和国的企业的企业,但是是国际的企业的企业,但是是是是是一个企业的企业,但是是是一个企业的企业,但是是一个企业的企业,但是是一个企业的企业,但是是一个企业的企业的企业,但是是一个企业的企业的企业,但是是一个企业的企业的企业的企业,但是是一个企业的企业的企业的企业,但是是一个企业的企业的企业的企业的企业的企业,但是是一个企业的企业的企业的企业的企业的企业的企业的企业的企业的企业的企业的企业的企业的企</b>				<b>经</b> (特别)
Accreditation Accreditation	V81-	an selection of the sel	4040	01004
Credentialling	Yes/No	Yes	12/13	SIC01
Credentialling	Yes/No	No	5/13	SIC02
Workforce Management	1524140	177		01002
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				• •
selected clinical areas	Percentage	53.3	33.3	SIC06.1
In selected clinical areas - internal	Percentage	13.3	29.4	SIC06.2
Clinical Pathways		J		
Extent of development and use as per Ontario	Percentage	75	54.8	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	<b>42</b> .9	53. <del>6</del>	SIC07.3a
Medical - extent of development and use	Percentage	90.5	28.6	SIC07.3b

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

Percentage

Percentage

46.4

1.9

39.3

1.9

SIC07.3c

SIC09

O & G - extent of development and use

Telehealth Extent of telehealth usage

# Measured Quality

Hospital Report

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

Attachment 1

	. <u>Ju</u>	Attachment									
-	nation Number and Description: Hospital Score		oral (			r Group					
terrane d	) and social plants.	<del></del>		Scon	e Min	250	n Medi	an 751	in M	ах	San ey
	adstone Hospital	•							,		Large
Ce	ntral Zone									•	
	a de la companio del companio de la companio del companio de la companio del companio de la companio de la companio de la companio de la companio del companio de la companio della compan		State of the second	1 (1.18)			, 2 a a 1, g	11.74	agent and		
Ove PS0	rall Performance Group: Maternity					,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					
				66.1	51.7	7 63.	6 65	.9 70	.9 7	/2.6	9
PS0				65.6	60.8		. or			<b></b>	
Ove	rall Performance Group: Surgical			00.0		62.5 	9 65	.2 65		70.6	
PS05	and the second of the second o		sets	65.9	68.9	67.	68,	3 70	.2 7	3.8	12.0
	rall Performance Group: Not Summar	ised						· · · · · ·		<b> </b>	
PS01				67.2	50.9	62.4	63.	6 67	.0 7	2.2	94.5
PS01 PS01				65.0	52.5				.6 7	4.8	
PS01		Shired	) - 444 × 7	66.2	64,3					5.0	17 (§ .5
PS02	Complaints Management Index All types or			66.8	61.2 58.7	63.2 62.6	<b>-</b>			0.9	
PS02	Complaints Management Index Maternity			69.0	53.9				300 B	8.6 2.7	15.5%
PENS	Complaints Management Index Medical		*********	66.3	57.9	61.1	603			8.3	
	Complaints Management Index Surgical			64.4	64.4	867	67.8	68.	₩₩ <i>-</i>	5.2	i van mili Negari
703	Discharge and Follow-up Index Surgical		******	60.0	60.0	61.0	63 1	64.	3 70	0.4	4.4
PS03	Discharge and Follow-up Index All types co Discharge and Follow-up Index Maternity	mbined		80.4	66.3	58.6	60.8	61.	8 68	.0	25.74
PS03	Discharge and Follow-up Index Maternay			66.6	61.5	63.5	66.0			.9	S. 14
PS04	General Patient Information Index Maternity	- 100	800 ga <b>r</b> 00 20	59.6 66.4	65.5 48.9	57.5 65.0	59,5			- 1	
PS04	General Patient Information Index Medical	<u> </u>		72.5	65,5	67,0	67.1 70.6	72.0 71.6			100
PS04	General Patient Information Index Surgical		- <i> </i>	72.8	70.6	72.0	72.8	74.3	-,	- 100	
PS04	General Patient Information Index All types	combined		72.0	65.5	67.2	70,0	72.0		-	
PS05	Overall Care Index All types combined	" 		65.7	62.0	63.8	64.5	66.6	70.	3	
PS06 PS06	Physical Environment Index All types combined Physical Environment Index Maternity	ned		63.7	59.5	64.5	EA.7	67.5	<del>-</del>	6	
PS06	Physical Environment Index Medical			63.9	51.2 59.1	63.6 64.0	672	72.9	,- 4		
PS06	Physical Environment Index Surgical			64.4 61.2	612	843	67.2 66.4	6 <b>8.4</b> 69.9	71. 77.	- 1000	
PS07	Treatment & Related Information Index Mate	mity		68.3	53.7	63.3	65.8	69.1	70.	- 100 34,	
PS07	Treatment & Related Information Index Surgi	20.00		88.2	66.5	68.2	68.8	71.0	74.		
PS07	Treatment & Related Information Index Medi			62.3	59.1	60.7	63.4	65.1	70.4	4	1. E. O.
PS07	Treatment & Related Information Index All to	oles combined		64.1	59.2	62.4	64.1	65.1	70.	D	V/ 400
V	Porfession Comments of the Com										
1	Performance Group: Activity Occupancy Rate (Bed Day Efficiency)			.51.4	E4 4	77.4			· · .		a practice
EFF-19	Length of Stay			2.3	51.4 2.3	77.1 2.7	82.8	88.2 3.2	96.3 3.4		100 H
FF-24	Cancellation rate			18.0	8.0	9.9	12.8	16.6	18.1		
Overall i	Performance Group: Cost of Service					49 24	<b>///</b>				
FF-25	Total Cost / Weighted Separation			1,976.2	,82 <b>7.6</b>	1,952.3	2,074.6	2,454.9	2,998.4		.122
FF-36a	Catering - total cost		//	44.1	18.2	26.1	28.1	29.6	92.9		
FF-45.4				22.1	14.9	17.9	22.1	26.6	45,4	1	
FF-06.2	Performance Group: Staffing Hours of Sick Leave by Staff Category - Mana	nerial And Clerica		24	2.4	• •	• •				3 1138
FF-06.3	Hours of Sick Leave by Staff Category - Medic			2.4	2.4 -1.6	1.2	3.0 1.4	3.1 1.6	3.8		
FF-06.4	Hours of Sick Leave by Staff Category - Nursin			3.4	2.9	3.2	3.3	3.6	2.1 3.6		
FF-06.5	Hours of Sick Leave by Staff Category - Opera			3.5	3.1	3,3	3.5	3,7	4.0		3 D
FF-06.6	Hours of Sick Leave by Staff Category - Profes			2.1	1.1	2.1	2.2	2.7	2.8		
FF-06.8	Hours of Sick Leave by Staff Category - Trade			2.9	0.0	2.4	3.0	3,5	9.8		7 813
FF-06.9	Hours of Sick Leave by Staff Category - Visiting			0.0	0,0	0.6	0,8	2.7	6.3		0.5
F-08.2 F-08.3	Cost of Sick Leave by Staff Category - Manage	rial And Clerical			886.4	- <del></del>	,039.7	1,073.0	1,317.2		1.5
9.4	Cost of Sick Leave by Staff Category - Medical Cost of Sick Leave by Staff Category - Nursing				649,4	694.2		1,247.8	1,751.0		1,200
5	Cost of Sick Leave by Staff Category - Operation	nal				. <b></b>			1,622.3		
F-08.6	Cost of Sick Leave by Staff Category - Professi				916.4 489.5	964.5 965.7 1			1,192.0		
F-08.8	Cost of Sick Leave by Staff Category - Trade Ar			929.7		775.2			1,397.5 3,264.9		
			<del>-;</del>		· - <del></del>				-,EUT.0		

inted: 05/07/2002

Attachment 1

		•	<del></del>	Peer Grou		<u>-</u>	
Indicator Number and Desc	ription:	Hospital Score	Min 2	25th Median		Max	
EFF-06.9 Cost of Sick Leave I	by Staff Calegory - Visiting Medical Officers		00.4	2004 4004	40044	7.055.4	
EFF-11 Cost of Work Cover	y Stan Chegory - Visiting Medical Unicers	0.6		008.4 1,261.4		7,955.1	14-
	y Staff Category - Managerial And Clerical	1.8	0.5	1.0 1.6		2.0	
	Staff Category - Medical	.0.3	0.2	0.3 0.4		2.3	1.2
	/ Staff Category - Nursing	14.8	4.3	10.6 14.8		22.2	
	/ Staff Category - Operational		0.4	0.6 0.8		1.5	
	Staff Category - Professional	7.9	0.3	0.7 0.8		1.9	
	Staff Category - Trade And Artisans		0.8	2.1 3.6 2.1 2.7		7.9	17.4
	Staff Category - Visiting Medical Officers	3.1 43.1	0.0 0.0	2.1 2.7 9.4 19.6	3.5 32.5	4.6	
	Staff Category - Managerial And Clerical	419.3	- 788	56.7 192.1	239.7	43,1 1,191:8	7.9%
	Staff Category - Medical	- % - 7/4/2"	4745 9 11.2		19,939.3		
	taff Category - Nursing	<b>5</b> 11.8	<del>-</del> -	59.8 462.1	577.3	896.1	
	taff Category - Operational	401.0		53.6 442.9	489.7	914.6	
	falf Category - Professional	5,930.5	·	31.9 3,008.9	4,423.6	6.442.9	3/7
二九月日日日できたがたコニコココナー報	taff Category - Trade And Artisans	1,461,3		37.5 1,371.6	2,118,6	2 298.9	
EFF-16.9 Cost of Overtime by S	talf Category - Visiting Medical Officers	93,103.0	0.0 16,4		80,391.81	·	2 (2.10)
Overall Performance Group:	Not Summarised				. 777		
-01 Full-Time Equivalent (	FTE) Staff	210.6	210.6 21	82 4438	553.5	929.8	
F-02.2 FTE Staff by Category	- Managerial And Clerical	34.6	31.4	4.6 63.9	69.8	158.5	Secretary and
EFF-02.3 FTE Staff by Category	- Medical	11.8	-0.2 2	52 31.4	49.2	98.2	
EFF-02.4 FTE Staff by Category	- Nursing	107.6	107.6 13	3.8 204.8	294,3	431.2	€ · .
EFF-02.5 FTE Staff by Category		47.1	48.T 7	2.7 84.9	100.0	164.1	
EFF-02.8 FTE Staff by Category		8.2	7.5 1	8.9 23.8	35,8	68.3	
EFF-02.8 FTE Staff by Category	(1987-1988-1988-1988-1988-1988-1988-1988-	0.9	0.0	0.9 3.1	7.0	11.1	
	Visiting Medical Officers	0.5		0.6 2.5	5.0	9.3	
FF-05 Hours of Sick Leave	, ,	3.0		3.0 3.0	3.3	3.5	
FF-13 Hours of Overtime			092.6 1,18			1,376.0	
FF-15 Cost of Overtime		2.1 1,955.2		1.9 2.5	3.0	3.7	
		1,855.2	390.4 1,67		2,819.5	3,305.0	2,0,4
verall Performance Group:	Benchmarking and Clinical Pathways						
	ted clinical areas - external	93.3	0.0 22	.8 30.8	55.6	400.0	
	nt of development and use	67.9	A AMPERE	3 48.0	52.0	100.0 71.4	
verall Performance Group:	Continuity of Care			10.0			
	care - Use of pre actinission 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	0.0	0.0	.0 1.0	3.0	3,0	
8.3 Facilitating continuity of o	are - Shared ante and post natal care	0.0	0.0 1	.5 3.0	3.0	3.0	
	care - Cardiac rehabilitation	3.0	1.0 2	.0 2.0	3.0	3.0	
C08.5 Facilitating continuity of o	are - Provision of electronic discharge summaries to GF	Ps 0.0	0.0 0	.0 0.0	0.0	1.0	
verall Performance Group:	Quality and Use of Information						San Ville
C04.1 Quality of information - A	<del>-</del>	91,3	89,5 91	3 94.3	94.8	97.6	
	meliness - Number of months on time	6.0	90 3	0 5.0	6.0	9.0	
	meliness - Number of days late per month	9.7	0.0 3.	5 5.0	10.0	17.6	1.2
	ability of electronic information	33.3	27.1 31.	3 37.5	39.6	77.1	**.7
	ction and use of clinical information	62.9	18.6 37.	1 50,6	62.9	78.6	
rerail Performance Group:	Not Summarised			<del>-</del>			14.55, 645. <u>5</u> 1
201 Accreditation		1.0	0.0 1.		1.0	1.0	
002 Credentialling		0.0	0.0 0.		1.0	1.0	
	Retention of Nursing Staff		\$4.3 81.5		85,4	88.1	
	Retention of Allied Health Staff		0.0 66.		+	100.0	7.0
	Median Age Nursing Staff		37.0 40.0		42.0	43.0	
<ul> <li>106.1 Benchmarking - In selecte</li> <li>106.2 Benchmarking - In selecte</li> </ul>	*		0.0 29.4		53,3	94.4	
		· • • • <u></u>	0.0 16.7			100.0	- X.
	of development and use as per Ontario		3.0 20.2		60.7	78.6	
	al (Orthopaedic) - extent of development and use		0.0 7.1			00.0	
	al - extent of development and use - extent of development and use		0.0 23.6		57.1	90.5	
09 Telehealth - Extent of teleh	• - • •		0.0 21.4		46.4	64.3	
TOMOURI - LACIR OF CORR	**************************************	1.9	0.0 0.0	1.9	7.7	44.2	
·		•		71 2 44		1 1 11	

CAB.0007.0002.00296

### 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)

CII3.1 Maternal postnatal long stay rate (vaginal birth) (90-99.9% confidence level)

CII3.2 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 and ted 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.



# 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

Peer Group: Large

**Central Zone** 

<b>Clinical Utilisation and Outcomes</b>	Patient Satisfaction
Medical	Maternity
Obstetrics & Gynaecology	Medical 分分分
Surgical A	Surgical
Overall AA	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
<b>☆</b>	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.
ቱቱቱ	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**

Hervey Bay Hospital	•			Lar
entral Zone	Risk Adjusted	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		-
rformance Indicator	Hospital Score:	Peer Group Mean:	Significance:	Referenc
	(Rate per 100	) separations)		
a di memberapakan Makalan				
Acute Myocardial Infarction				
In-hospital Mortality	20.2	13.3	*	Cl01.1
Long Stay Rates	10.0	8.7		Cl01.2
Heart Failure	-	•		
In-hospital Mortality	12.7	7.7	*	Cl02.1
Long Stay Rates	15.8	8.7	* *	Cl02.2
Stroke				
In-hospital Mortality	226	26.3		Cl03.1
Long Stay Rates	100	, 7.0	*	Cl03.2
Nursing Home Separations	22.1	14.3	*	CI03.4
'neumonia				•
In-hospital Mortality	18.2	7.2	**	Cl04.1
Long Stays	18.9	10.8	*	Cl04.2
sthma	•	•		
Long Stay Rates	12.4	12.0	- 10 m	CI14.1
desul Pedotulius Biolisis — Paskidis, Advisocopii			Received And	
sterectomy				
Long Stay rates	16.1	97		C109.1
Complications of Surgery	10.9	12,3		CI09.3
on Women < 35 years	5.1	12.2		Ci09.4
Blood Transfusion Rates	(a) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c	1.8		C109.5
andard Primiparae C-section		•		
Induction of Labour	4.4	12.9	*	CI10.1
Perined Tears	19.4	14.4		CI10.2
nall for Gestational Age	0.0	2.8		CI10.3
Small for Gestational Age				•
ternal Post-Natal Long Stay Rate	4.0	2.8		ÇI11.1
Vaginal Births	44.0			
Caesarean Section Births	11.2	8.2	*	CI13.1
rall Purporarios Storios D. Sulstrato (C. 1987)	15.8	5.7	()/- <b>*</b>	Cl13.2
clured Neck of Femur				KTOP PO
In-hospital Mortality	40-4	70		
Long Stays	8.7	7.6		CI06.1
Nursing Home Separations	35.3	13.1 18.9		CI06.2
Complications of Surgery	6.2	15.9		CI06.5 CI06.6
e Replacement	, <b>U-2</b>	10.8		C100.b
Long Stays	8.2	10.5	4	C107.4
Complications of Surgery	. 7.5	18.7	<i>59</i>	CI07.1
,	. 1.0	102	<u> </u>	CI07.3
Statistical S	ignificance			
★ Between 90% and 99.9% certain that the result for the	TARKET 1898 BROKE 98	the extract allow-	There is a	
evidence to suggest that these hospitals are performing	d differently compared	to the mean of the f	cilities in the	ie į
conort, although there is a reasonable possibility that	the result is due to char	ice.		
** 99.9% certain that the result for the facility is different	in comparison to the co	hort average. There	. in little doubt	

### **Patient Satisfaction**

#### Hervey Bay Hospital

Large

Central Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
<u>a selección, estáblica este estáblica</u>	B = 4,80, 1 = 4		1, 1	
不是 <u>到了一个一个人们的</u> 对数据结构的模型。 (4) 人名英格兰人名				
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
er constitue of generalism is a second of the second				
Access and Admission Index	59.6	67.8	*	PS01
Complaints Management tridex	81.1	65.6	. <b></b> .	PS02
Discharge and Follow-tip Index	64.1	65.2		PS03
General Patient Information Index	62.7	68.1	-	PS04
Overall Care Index	61.9	66.9		P <b>S0</b> 5
Physical Environment Index	68.5	68.4		PS06
Treatment & Related Information Index	58.9	65.5		PS <b>07</b>
alkonomikan jamas listigai eta kalenta	Part of the			
Access and Admission Index				
Complaints Management Index	72.2 67.0	64.5 63.4	**	PS01
Discharge and Follow-up Index	67.9	60.1	.∓ water	PS02
General Patient Information Index	73.3	69.3	**	PS03 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
	<b>建设设建设设施</b> 设施。			Secretary.
Access and Admission Index	72.5	68.9		POOL I
Complaints Management Index	72.5 75.2	67. <b>8</b>	*	PS01 PS02
Discharge and Follow-up Index	70.4	64.0		PS02 PS03
General Patient Information Index	74.8	72.9		PS04
Overall Care Index	73.8	68.7	*	PS05
Physical Environment Index	A77.6	67.3		PS06
Freatment & Related Information Index	74.1	69.2		PS07

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.

## **Efficiency**

Hervey Bay Hospital

Large

nervey day nospital				Large
Central Zone	Data Type:	Hospital Score:	Peer Group	Reference:
			Median:	
The state of the s				
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
Land Belletin 1985 Alex Confidence in Statement		<u>r little en en en f</u> erso		( - North State of the
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
。由于40xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Barry Breeze		şeli eyeni.	4. 数 /
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 Coperational	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
ost 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	976	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1903S ASS 1909b.	1,420	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,289	2. 2. 9. 2. r	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,180	979	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars Dollars	1,238	1,162	
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	1,756	1,194	EFF-08.7
Cost of Sick Leave by Staff Category Visiting Medical Officers		0	937	EFF-08.8
Cost of Work Gover	Dollars	1,063	1,261	EFF-08.9
Hours of Overtime by Staff Calegory - Managerial And Clerical	Dollars	1.88	1.62	EFF-11
Hours of Overtime by Staff Category - Medical	Percentage	0.52	0.37	EFF-14.2
Hours of Overtime by Staff Category - Nursing	Percentage	14.6	14.8	EFF-14.3
Hours of Overtime by Staff Category - Operational	Percentage	1.16	0.78	EFF-14.4
Hours of Overtime by Staff Category - Professional	Percentage	18. 900181.	0.84	EFF-14.5
Hours of Overtime by Staff Category - Technical	Percentage	403	3.59	EFF-14.6
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0	″. 0	EFF-14.7
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage Percentage	0	2.73	EFF-14.8
Cost of Overtime by Staff Category - Managerial And Clerical	499000	38.5	19.6	EFF-14.9
Cost of Overtime by Staff Category, Modical	Dollars Dollars	240	192	EFF-16.2
ost of Overtime by Staff Category - Nursing		18,682	18,682	EFF-16.3
ost of Overtime by Staff Category - Operational	Dollars	705	462	EFF-16.4
Cost of Overtime by Staff Category - Professional	Dollars	446	443	EFF-16.5
	Dollars	3,009	3,009	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	0	<b>// 0</b>	EFF-16.7
Cost of Overlime 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 Calegory - Technical	Numeric	3.71		EFF-02.7
FTE Staff by Calegory - Trade And Artisans	Numeric	0		EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.65		EFF-02.9
Hours of Sick Leave	Percentage	3.11		EFF-05
Cost of Sick Leave	Dollars	1,216	-	EFF-07
Hours of Overtime	Percentage	3.06		EFF-13
st of Overtime	Dollars	2,875		EFF-15
		2,413	E,EJU I	-11710

<sup>+</sup> 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.

M N. COOZ COOZ COZ

## **System Integration and Change**

		1 ~-
Hervey Bay Hospital		Lar
Central Zone	Type of Score: Hospital Peer Group Score: Median:	Referenc
the contract of the second of		
Benchmarking	20.4	SIC06.3
In selected clinical areas - external	Percentage 29.4 30.8	SIÇU <b>O</b> .3
Clinical Pathways	40 40	SIC07.1
Extent of development and use in selected clinical areas	Percentage 49 48	31007.1
Land the second bearing to a second of the second of the second		
Facilitating continuity of care	Max score 5 3/3 3	SIC08.1
Use of pre admission clinics for elective surgery		SIC08.1
Provision of discharge summaries to GPa		SIC08.2
Shared ante and post natakeare	Max score 5 3/3 3 Max score 3 2/3 2	SIC08.4
Cardiac rehabilitation	Max score 3 0/3	SIC08.5
Provision of electronic discharge summaries to GPs	max score 3	
Quality of Information		
	Percentage 94.8 94.3	SIC04.1
Accuracy Firmeliness - Number of months on time	Months 6 5	SIC04.2
Firmeliness - Number of days late per month	Days 5 5	SIC04.2
Use of Information	<b>*</b>	
Availability of electronic information	Percentage 27.1 37.5	SIC05.1
Collection and use of clinical information	Percentage 50,8 50.8	SIC05.2
		<b>克勒尔克克</b>
Accreditation		200000000000000000000000000000000000000
Accreditation	Yes/No Yes 12/13	SIC01
Credentialling		
redentialling	Yes/No No 5/13	SIC02
Workforce Management		
tetention of Nursing Staff	Percentage 84.6 83.6	SIC03.1
elention of Allied Health Staff	Percentage 86.7 73.7	SIC03.2
ledian Age Nursing Staff	Years 41 41	SIC03.3
Benchmarking		•
selected clinical áreas	Percentage 29.4 33.3	SIC06.1
selected clinical areas - Internal	Percentage 29.4 29.4	SIC06.2
Clinical Pathways		
ctent of development and use as per Ontario	Percentage 56 54.8	SIC07.2
ingical (Orthopaedic) - extent of development and use	Percentage 85.7 53.6	SIC07.3a
edical - extent of development and use	Percentage 28.6 28.6	SIC07.3b
& G - extent of development and use	Percentage 42.9 39.3	SIC07.3c
Telehealth		
xtent of telehealth usage	Percentage 7.7 1.9	SIC09

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

# Measured Quality

Hospital Report

Attachment 1 .....Statistics – Quartiles per Indicator

Attachment 2.....State Report



Attachment 1

0.0 8.6 0.0 2.6 0.0 4.8 0.0 4.4 13.8 22.1 0.6 0.0	3 14.4 3 8.3	75th	Max	Larg
0.0 2.6 0.0 4.8 0.0 4.4 18.9 22.1	8.3	19.5		Larg
0.0 2.6 0.0 4.8 0.0 4.4 18.9 22.1	8.3	19.5		-u.8
0.0 2.6 0.0 4.8 0.0 4.4 18.9 22.1	8.3	19.5		
0.0 2.6 0.0 4.8 0.0 4.4 18.9 22.1	8.3	19.5		
0.0 2.6 0.0 4.8 0.0 4.4 18.9 22.1	8.3	19.5	ينالنجاني	
0.0 2.6 0.0 4.8 0.0 4.4 18.9 22.1	8.3	1010	20.7	
00 4.8 00 4.4 18.9 22.1		11.9	17.9	
0.0 4.4 18.0 22.1		10.7	12.7	
18.9 22.1	8.8	13.2	15.8	
	<i></i> .	35.1	45.2	
		12.3	21.6	
0.0 11.8		17.6	22.1	
4.1 5.2		8.7	23.3	
2.9 7.1	8.3	14.7		
2.8 6.6	12.4	13.4	18.9	
2.0		13.4	19.2	
3.9 8,0	10.5	15.6	25.1	
4.5 5,8	7.6	11.2		
4.5 5.6 3.8 7.3	124	11.2	30.2 17.2	
8.0 0.0	<b>13</b>	22	/	
44 11.8	100 m - 100 m - 1		7.0	
- WA WAR	13.3 15.7	15.7	17.2	
9.6.		20,1	24.9	
0.0 1.8	2.3	3.5	7.5	
2.0 2.5	2.8	3.1	4.0	101
4.2 7.1	9.7	11.1	25.3	
2.4 5.1	7.1	12.7	22.8	
24 22	F 5 4	~~	194 34.5	
3.4 3.9	<b>5.2</b>	7.2	8.3	
3.8 6.8	6.6	16.4	27.6	il s
18 16.5	21.9	31.5	46.6	
3.5 7.8 °	8.5	193	41.6	3.5
6.2 7.1 44 7.1	9.5	13.1	16.9	
<b>4.4</b> 7.1	10.3	22.6	34.1	
1.7 . 63.6	65.9	70.9	72.6	
D.8 62.9	65.2	65.6	70.6	
	, <u>.</u> 9			
5.9 67.4	68.3	70.2	73.8	汉章
	<b>4</b>			
62.4	836		72.2	-935
63.7			74.8	
.3 66.2		70.5	75.0	
.2 63.2	65.1	66.8	70.9	
7 62.6	64.0	67.7	68.6	1
.9 62.6	65.8	68.9	72.7	
.9 61.1	64.5	66.4	88.3	18.3
.4 66.7	67.9	68.9	75.2	(1) <u>(4)</u>
.5 63,5	66.0	67.9	9.9	
.5 57.5	59.5	62.1 6	7.9	, espe
.3 58.6	60.8	61,8 €	8.0	
0 61.9	63.1	54,3 7	0.4	
5 67.0	70.6	71.6 7	4.3	100
9 65.0				
<del></del>				
			-	
			1	
	.5 57.5 .3 58.6 .0 61.9 .5 67.0 .9 65.0	5 57.5 59.5 3 58.6 60.8 0 0 61.9 63.1 0 5 67.0 70.6 0 9 65.0 67.1 0 6 72.0 72.8 7 5 67.2 70.0 7 0 63.8 64.5 6	.5     57.5     59.5     62.1     6       .3     58.6     60.8     61.8     6       .0     61.9     63.1     64.3     7       .5     67.0     70.6     71.6     7       .9     65.0     67.1     72.0     7       .6     72.0     72.8     74.3     7       .5     67.2     70.0     72.0     7       .0     63.8     64.5     66.6     70	.5     57.5     59.5     62.1     67.9       .3     58.6     60.8     61.8     68.0       .0     61.9     63.1     64.3     70.4       .5     67.0     70.6     71.6     74.3       .9     65.0     67.1     72.0     74.2       .6     72.0     72.8     74.3     75.8       .5     67.2     70.0     72.0     74.2       .0     63.8     64.5     66.6     70.3

Attachment 1

Indical	tor Number and Description:	Hospita Score			Peer Grou Media	•	Max	
Pour	Physical Environment Index Maternity	68.5			6 67.	2 72.5	77.8	
P\$06	Physical Environment Index Medical	71.9						
PS06	Physical Environment Index Surgical	77.6				·		
PS07	Treatment & Related Information Index Surgical	74.1	66.5			8 71.0		
PS07	Treatment & Related Information Index All types combined	70,0			64,	1 65.1	70.0	
PS07	Treatment & Related Information Index Maternity	58.9	53.7		3 65,1	B 69.1	70.7	
PS07	Treatment & Related Information Index Medical	70.4	59.1	60.7	7 63.4	65.1	70.4	
	數學 1、1、通道的時代的12、1967、大學學學的影響。							
7 ° 1	Performance Group: Activity					-		~3 3s. v 986
FF 17	Occupancy Rate (Bed Day Efficiency)	81.2	514	77.1	82.8	88.2	96.3	
FF-19	Length of Stay	3.1	23	2.7	3.0	3.2	3.4	
FF-24	Cancellation rate	14.7	8.0	9.9	12.8	16.6	18.1	
)verall f	Performance Group: Cost of Service							e.c.2343
FF-25	Total Cost / Weighted Separation	2,389.6	1,827.6	1,952.3	2,074.6	2,454.9	2,998.4	
FF-36a	Catering - total cost	46.3	18,2	26.1	28.1	29.6	92.9	
FF-45.4	Energy Consumption per square metre	32.2	14.9	17.9	22.1	26.6	45.4	
-	Performance Group: Staffing				ette.		_ <del></del>	Paris Adalas area
6.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.9	2.4	2.0	3.0	3.1	3.8	
8.3	Hours of Sick Leave by Staff Category - Medical	1.4	1.6	12	13	1.6	2.1	
F-06.4	Hours of Sick Leave by Staff Category - Nursing	3.2	2.9	3.2	3.3	3.6	3.8	
F-06.5	Hours of Sick Leave by Staff Category - Operational	4.0	3.1	3.3	3.5	3.7	4.0	
F-06.6	Hours of Sick Leave by Staff Category - Professional	2.2		2.1	2.2	2.7	2.8	
F-06.7	Hours of Sick Leave by Staff Category - Technical	4.3	0.0	0.9	2.4	3.3	4.6	
F-06.8	Hours of Sick Leave by Staff Category - Trade And Artisens	0.0	0,0	2.4	3.0	3.5	9.8	
F-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	0.6	0.0	0.6	0.8	2.7	6.3	
F-08.2	Cost of Sick Engine by Staff Category - Managerial And Clerical	893.4	886.4	920.4	1,039.7	1,073.0	1,317.2	
F-08.3	Cost of Stok Leave by Staff Category - Medical	1,247.8	-649.4	694.2	976.4	1,247.8	1,751.0	
F-08.4	Cost of Sick Leaves by Staff Calegory - Nursing	1,289,4	1,170.7	1,301.6	1,420.4	1,479.9	1,622.3	
F-08.5	Cost of Sick Leave by Staff Category - Operational	1,179.6	916.4	964,5	979.2	1,100.9	1,192.0	
F-08.6	Cost of Sick Leave by Staff Category - Professional	1,237.6	489.5	965.7	1,161,7	1,264.6	1,397.5	
F-08,7	Cost of Sick Leave by Staff Category - Technical	1,755.5	0.0	382,2	1,193.8	1.407.0	1,851.9	
F-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	0.0	0.0	775.2	9371	1,089.9	3,264.9	
F-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	1,052.9	0.0	1,008.4	1,261.4	4,621.1	7,955.1	
F-11	Cost of Work Cover	. 13	0.5	1.0	1.6	1.9	2.0	
-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.5	0.2	0,3	0.4	-0.5	2.3	
-14.3	Hours of Overtime by Staff Category - Medical	14.6	4.3	10.6	14.8	17.6	22.2	
314.4	Hours of Overtime by Staff Category - Nursing	1.2	0.4	0.6	0.8	1.0	1.5	
].5 1	Hours of Overtime by Staff Category - Operational	1.0	0.3	0.7	8,0	1.0	1.9	
-14.6 I	Hours of Overtime by Staff Category - Professional	4.0	0,8	2.1	3,6	5.2	7.9	
-14.7 l	Hours of Overtime by Staff Category - Technical	0.0	0,0	0.0	20	0.2	0.4	
-14.8 i	Hours of Overtime by Staff Category - Trade And Artisans	0.0	0.0	2.1	2.7	3.5	4.6	
-14.9 i	Hours of Overtime by Staff Category - Visiting Medical Officers	38.5	0.0	9.4	19.6	32.5	43.1	
-16.2 (	Cost of Overtime by Staff Category - Managerial And Clerical	239.7	108.9	156.7	1921	239.7	1,191.8	
	Cost of Overtime by Staff Category - Medical	18,681.7	1,745.B 1		18,681.7		7,209.3	
-16.4 C	Cost of Overtime by Staff Category - Nursing	704.6	237.1	359.8	462.1	577.3	896.1	
	Cost of Overtime by Staff Category - Operational	445.8	114.9	363.6	442.9	489.7	914.6	
	Cost of Overtime by Staff Category - Professional	3,008.9			3,008.9		6,442.9	
	Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	. 0.0	117.0	256.9	
	cost of Overtime by Staff Category - Trade And Artisans	0.0						
	Cost of Overtime by Staff Category - Visiting Medical Officers	103,836,5					2,298.9	
	formance Group: Not Summarised					30,391.8 103		
	ult-Time Equivalent (FTE) Staff	297.1	210.6	203 2	442 F	EFO F	020.0	·
	TE Staff by Category - Managerial And Clerical		210.6	. 293,2	443.5	553,5	929.8	
	TE Staff by Category - Medical	33.1	31.4	34.6	63.9	69.8	158.5	
		31.4	-0.2	25.2	31.4	49.2	98.2	
	TE Staff by Category - Nursing	133.8	107.6	133.8	204.8	294.3	431.2	
	TE Staff by Category - Operational	72.7	46.1	72.7	84.9	100,0	164.1	
25 F								
9.5 FI	TE Staff by Category - Professional	21.6	7.5	18.9	23.8	35.8	68.3	
9.5 FI				18.9 0.6	23.8 1.3	35.8 2.2		

CAB.0007.0002.00307

Attachment 1

the state of the s	Hospital		Pe	er Group			1000
Indicator Number and Description:	Score	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	1,260.3	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	2,819.5	3,305.0	
Service Service Paris Harris Harris Starten							
Overall Performance Group: Benchmarking and Clinical Pathways		1450				9 12 12	glar kent belij besit in t
SHC06.3 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		- 🦏 -					and the second
HC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery.	3.0	3.0	3.0	3.0	3,0	3.0	- 18 (B) (B)
ICO8.2 Facilitating continuity of care - Provision of discharge summaries to GPs.	0.0	0.0	0.0	1.0	3.0	3.0	
IC08.3 Facilitating continuity of care Shared sinte and post satal 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	20	2.0	3.0	3.0	
CO8.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	1.0	
verall Performance Group: Quality and Use of Information						®, <b>-</b> ■	andres to Since
CO4.1 Quality of Information - Accuracy	94.8	89.5	91,3	943	94.8	97.6	Brand See The
94.2a Quality of Information - Timeliness - Number of months on time	6.0	0.0	3.0	5.0	6.0	9.0	
04.2b Quality of information - Timeliness - Number of days late per month	5.0	0.0	33	5.0	10.0	17.6	
205.1 Use of Information - Availability of electronic information	WA	22.1	31.3	37.5	39.6	77.1	
205.2 Use of Information - Collection and use of clinical information	50.8	18.6	37.1	50.8	62.9	78.6	
verall Performance Group: Not Summarised			~				SUSPENSION OF STREET
201 Accreditation	1.0	0.0	1.0	1.0	1.0	1.0	
02 Credentialling	0.0	0.0	0.0	0.0	1.0	1.0	
203.1 Workforce Management - Retention of Nursing State	84.6	64.3	81.9	83.6	85.4	88.1	
03.2 Workford Management - Retention of Allied Health Staff	86.7	50.0	66.7	73.7	84.2	100.0	
03.3 Workforce Menagement-Mediatr Age Nursing Staff	41.0	37.0	40.0	41.0	42.0	43.0	
06.1 Benchmarking - Intelepted clinical areas	29,4	0.0	29.4	33.3	53,3	94.4	
06.2 Benchmarking in selected clinical areas internal	29.4	0.0	107	20/4	55.6	100.0	
07.2 Clinical Pathways - Extent of development and use as per Ontario	56.0	30	20.2	54.8	60.7	78.6	$\mathcal{A}_{\mathcal{A}^{(k)}}$
07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	<b>85.</b> 7	0.0	7.1	63.8	85.7	100.0	
07.3b Clinical Pathways - Medical - extent of development and use	28.6	0.0	23.8	28.6	57.1	90.5	
07.3c Clinical Pathways - O & G - extent of development and using	42.0	0.0	21.4	39.3	46.4	64.3	, E.
9 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:**

Cl06.2 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)

CII 4.1 Asthma - Long stay rate (90-99.9% confidence level)

CII 5.1 Colorectal Carcinoma- Long stay rate (<90% confidence level- not statistically significant)

CII5.2 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.



# 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

Peer Group: Large

**Southern Zone** 

Clinical Utilisation and Outcomes	Patient Satisfaction	
Medical ☆☆ Obstetrics & Gynaecology ☆☆☆ Surgical ☆	Medical ☆☆ Surgical ☆☆	
Overall	Overal!	
Éfficiency	System Integration and Change	•
Activity ☆☆	Benchmarking and Clinical Pathways ☆	
Cost of Service	Continuity of Care ☆☆	,
Staffing	Quality and Use of Information ☆☆	•
Overall ##	Overall $^{44}$	

. ·	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.
ដង់ង	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	Risk Adjusted		
Performance Indicator		eer Group Mean: Sign	nificance: Reference:
	(Rate per 100 s	eparations)	
The second of the engineering of the original property of the			
Acute Myocardial Infarction			
in-hospital Mortality	8.2	13.3	Cl01.1
Long Stay Rates	6.9	8.7	CI01.2
Heart Failure			
In-hospital Mortality	4.8	7.7	Cl02.1
Long Stay Rates	11.9	<b>8.7</b>	Cl02.2
Stroke			
In-hospital Mortality	22.3	26.3	CI03.1
Long Stay Rates	15.22	<b>7.0</b>	Cl03.2
Nursing Home Separations	10.0	14.3	Cl03.4
Pneumonia			
In-hospital Mortality	5.9	7.2	Cl04.1
Long Stays	15.4	10.8	CI04.2
Asthma			
Long Stay Rates	19.2	12.0	* ©114.1
Consultation of the Line of the Control of the Cont			
Hysterectomy	<u> </u>		
Long Stay rates	4.1	9.7	* Cl09.1
Complications of Surgery	9.6	12.3	C109.3
on Women < 35 years	7.1	12.2	* Cl09.4
Blood Transfusion Rates	2.5	1.8	Cl09.5
Expect Section in State			
Fractured Neck of Femur			
In-hospital Mortality	6.2	7.6	Cl06.1
Long Starys	27.6	13.1 *	* Cl06.2
Nursing Home Separations	22.2	18.9	© Cl06.5
Complications of Surgery	22.9	15.9	C106.6
Knee Replacement			
Long Stays	16.9	10.5	CI07.1
Complications of Surgery	<b>25</b> .8	18.7	CI07.3
Hip Replacement			•
Long Stay Rates	10.7	10.7	Cl08.1
Complications of Surgery	32.8	28.1	CI08.3
Colorectal Carcinoma		<del>-</del>	
Long Stay Rates	16.3	9.9	CI15.1
Complications of Surgery	54.6	26.7 *	CI15.3
64-41-4	I Classifica é	- 19 T	1
·	l Significance	and the second	İ
Between 90% and 99.9% certain that the result for evidence to suggest that these hospitals are perfor cohort, although there is a reasonable possibility the	rming differently compared to	the mean of the tacili	ere is some lies in the
99.9% certain that the result for the facility is differ the performance indicator for the facility is signification.	ent in comparison to the colo	ortawarage. There is I	ittle doubt that peer group.
	2500b 1b "4400000"		

### **Patient Satisfaction**

#### Queen Elizabeth II Jubilee Hospital

Large

Southern Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
		<u>a variante de la Reseau de la co</u>		
The Property of Transaction of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the C				
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	64.6	64.0		PS07
to the true delated and the second				
Access and Admission Index	N/R	67.8		PS01
Complaints Management Index	<b>N</b> VR	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		PS <b>06</b>
Treatment & Related Information Index	N/R	65.5		PS07
Service Bush Bodge				
Access and Admission Index	64.8	\$4.5		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	<b>5</b> 3.4	64.7	A.	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	2000a - 200a	PS02
Discharge and Follow-up Index	65.2	64.0	33 'Y680'a 390'a	P\$03
General Patient Information Index	72.0	72.9		PS04
+ Overall Care Index	67.4	68.7	90.	PS05
Physical Environment Index	62.6	67.3	-	PS06
Treatment & Related Information Index	<b>68</b> ,9	69.2		PS07
	- 472		<del>*************************************</del>	

### 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

## **Efficiency**

### Queen Elizabeth II Jubilee Hospital

Large

Southern Zone	Data Type:	Hospital Score:	Peer Group	Reference:
Sougest zone	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Median:	
and a supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation of the supplementation				
Occupancy Rate (Bed Day Efficiency)	Percentage	78.1	82.8	EFF-17
Length of Stay	Days	3.33	3.05	334.5
Cancellation rate	Percentage	12.7	12.8	EFF-24
Long to the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the contrate of the co	V . 1.			s:5)
Catering - total cost	Dollars	29.6	28.1	EFF-36a
Energy Consumption per square metre	Dollars	23.7	22.1	EFF-45.4
The first of the company of the first of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the				
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 1,420	EFF-08.3 EFF-08.4
Cost of Sick Leave by Staff Category - Nursing Cost of Sick Leave by Staff Category - Operational	Dollars Dollars	1,622 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	Dellars	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 Calegory - Visiting Medical Officers	Dollars	1,140	s. 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	<b>0.78</b>	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	The Wille Monday	3.59	ÆFF-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 EFF-16.3
Cost of Overtime by Staff Category - Medical	Dollars	8,753 237	18,682 462	EFF-16.4
Cost of Overtime by Staff Category - Nursing  Cost of Overtime by Staff Category - Operational	Dollars 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 - Professional  Cost of Overtime by Staff Category - Technical	Dollars	238	% O	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
Sample control of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of				
Full-Time Equivalent (FTE) Staff	Numerio	444	444	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	65.9	63.9	EFF-02.2
	Numeric	48.8	31.4	EFF-02.3
	Numeric	205	205	EFF-02.4
	Numeric	83.6	84.9	EFF-02.5
• • • •	Numeric	31.8	23.8	EFF-02.6
	Numeric	1.25	1.25	EFF-02.7
	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	•	EFF-07
Hours of Overtime	Percentage	1.62		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

## **System Integration and Change**

Queen Elizabeth II Jubilee Hospital	. •	-		Large
outhern Zone	Type of Score:	Hospital Score:	Peer Group Median:	Reference
The control of the control of the control of the particle of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the c				
Benchmarking				<u> </u>
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
Constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the consti		19.35		
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
Die für kein deten einer. Die für eine der die beitenfelbeite der Gestelle	aran striff			X. 3.5 (1)
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	Charys	10	5	SIC04.2b
Use of Information  Availability of electronic information				
Collection and use of clinical information	Percentage	27.1	37.5	SIC05.1
Conection and use of Chipter Information	Percentage	3,1.4	50.8	SIC05.2
Accreditation		_		
Accreditation	Yes/No	Yes	12/13	SIC01
Credentialling			<i>#</i> 8	
Credentialling	Ye <b>s/N</b> o	Yes	<b>5/</b> 13	SIC02
Workforce Management		The second		
	Percentage	81.1	83.6	SIC03.1
	Percentage	80.6	73.7	SIC03.2
	Years	43	41	SIC03.3
Benchmarking selected clinical areas				
	Percentage	46.2		SIC06.1
e de la companya de la companya de la companya de la companya de la companya de la companya de la companya de	Percentage	64.5	29.4	SIC06.2
Clinical Pathways			E	01007.0
	Percentage	3		SIC07.2
	Percentage	<i>//</i> //1		SIC07.3a
	Percentage Percentage	0	,	SIC07.3b
Telehealth	Percentage	0	39.3	SIC07.3c
	)ornopless	^	10 1	SICOO
Extent of followed in a page	Percentage	0	1.9 ,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.



# Measured Quality

Hospital Report

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

Attachment 1

Peer Group Hospital ior Number and Description: Score Min 25th Median Queen Elizabeth II Jubilee Hospital Large Southern Zone Overall Performance Group: Medical CI01.1 Acute Myocardial Infarction - In-hospital Mortality 8.2 14.4 19.5 20.7 Acute Myocardial Infarction - Long Stay Rates Cl01\_2 6.9 0.0 26 8.3 11.9 17.9 Cl02.1 Heart Failure - in-hospital Mortality 4.8 0.0 4.8 9.5 10.7 12.7 CI02.2 Heart Fallure - Long Stay Rates 414 8.8 13.2 15.8 CI03\_1 Stroke - In-hospital Mortality 22.3 22.1 24.B 35 1 45.2 CI03.2 Stroke - Long Stay Rates 15.2 0.0 3.1 12.3 21.6 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 7.0 8.7 23,3 CI04.2 Pneumonia - Long Stays, 15.4 2.9 7.1 8.3 14.7 CI14.1 Asthma - Long Stay Rates 19.2 2.8 6.6 12.4 Overall F erformance Group: Obstetrics & Gynaecology C109.1 Hysterectomy - Long Stay rates 4.1 3.9 8,0 25.1 Hysterectomy - Complications of Surgery 5.8 4.5 11.2 30 2 Hysterectomy - on Women < 35 years 7.1 14.0 CI09.5 Hysterectomy - Blood Transfusion Rates 6.0 0.0 Overall erformance Group; Surgical CIO6.1 Fractured Neck of Femur - In-hospital Mortality 6.2 3 9 7.2. 8.3 306.2 Fractured Neck of Femur - Long Stays 27.6 3.8 6.8 8,6 16.4 27.6 Fractured Neck of Fernur - Nursing Home Separations 206.5 11.8 16.5 21.9 31.5 46.6 Fractured Neck of Fernur Complications of Surgery 306.6 22.9 3.5 7.8 **38.5** 19.3 41.6 **307.1** Knee Replacement - Long Stays 6.2 7.1 Ω 5 13.1 16.9 **307.3** Knee Replacement - Complications of Surgery 25,8 4.4 7.1 10.3 22.6 1,800 Hip Replacement Long Stay Rates 10\_7 4.3 4:9 10.2 10.7 15.2 Hip Replacement - Somplications of Surgery 108.3 32.8 13.7 18.6 32.8 50 2 Colorectal Carcinoma - Long Stay Rates 115.1 10.2 12.5 16.3 115.3 Colorectal Carcinoma - Complications of Surgery 14.7 48.4 45.0 and substitute of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contraction of the contractio verall Performance Group: Maternity Overall Care Index Maternity 65.9 verall Performance Group: Medical Overall Care Index Medical 63.4 60.8 62.9 65.6 70.6 Performance Group: Surgical Overall Care Index Surgical 67.4 65.9 67.1 68.3 70.2 73.8 rerall Performance Group: Not Summarised Access and Admission Index All types combined 65.1 61.2 63.2 65.1 66.8 Access and Admission Index Surgical 68.4 64.3 70.5 75.0 Access and Admission Index Medical 64.8 59.9 63.8 67.0 72.2 Access and Admission Index Maternity 63.7 67 2 71.8 74.8 Complaints Management Index Medical 63.1 57 B 61.1 64.5 68.3 Complaints Management Index Maternity 53.9 62.6 68.9 72.7 Complaints Management Index All types combined 62.8 58.7 62.6 64.0 67 7 68.6 Complaints Management Index Surgical 64.4 66.7 67.9 68.9 75.2 Discharge and Follow-up Index All types combined 61.8 56.3 58.6 60.8 61.8 68.0 Discharge and Follow-up Index Surgical 65.2 60.0 70.4 63.1 64.3 Discharge and Follow-up Index Maternity 63.5 66.0 67.9 69.9 Discharge and Follow-up Index Medical 55,5 57.5 59 5 62.1 67.9 General Patient Information Index All types combined 67.0 65.5 67.2 70.0 74.2 General Patient Information Index Surgical 70.6 72.0 72.8 75.8 74.3 General Patient Information Index Maternity 48.9 65.0 67.1 72.0 General Patient Information Index Medical 66.3 65.5 67.0 70.6 71.6 74.3 Overall Care Index All types combined 63.8 620 63,8 64.5 66.6 70.3 Physical Environment Index Maternity 51.2 63.6 67.2 72.9 Physical Environment Index All types combined 59.5 64.5 66.7 Physical Environment Index Medical

68.4

67.3

S05

305

01

Attachment 1

•	Judiotioo Qualtiii	<u> </u>	1011		<u>.</u>			, total of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the parties of the partie	Stif 1	
-			<u> </u>		Peer Gro	MID.		<u> </u>	-	
		Hospital				-		.	E Contra	. ··
Indicat	for Number and Description:	Score	Min	25	n Medi	an 75	th Ma	X.	ing (s)	
										. •
PS06	Physical Environment Index Surgical	62.6	61.3	2 64	.3 66	5.4 6	9.9 77	7.6		
PS07	Treatment & Related Information Index Medical	64.2	59.	1 60	7 6	3.4 6	5.1 70	0.4		
PS07	Treatment & Related Information Index Surgical	68.9	66.					6.1		
PS07	Treatment & Related Information Index All types combined	64.6	59.2	2 62	4 64	l.1 6	5.1 70	0.0		
PS07	Treatment & Related Information Index Maternity		53.7	7 63.	3 65	6.8	9.1 70	1.7		
100								الكائف		
				11.	- A-					
-	Performance Group: Activity			aratikir.				200		
EFF-17	Occupancy Rate (Bed Day Efficiency)	78.1	ani (51)	M 77.	1 82	1. <b>8</b> 88	3.2 96	.3		
€FF-19	Length of Stay	3.0		2.	7 3	.0 3	3.2 3	M .	- 34	
EFF-24	Cancellation rate	12.7	8.0	9.	9 12	.8 16	.6 18	.1	10.0	
hereil	Performance Group: Cost of Service			<u> </u>						
		<b>A</b> o c	18.2	26.	1 28	4 20	.6 92			
FF-36a	Catering - total cost	29.6			'			-		
∄-F-45.4	Energy Consumption per square metre	23.7	14.9	17.5	22	.1 26	.6 45.	4		
Overall i	Performance Group: Staffing									
FF-06.2	Hours of Sick Leave by Staff Category Managerial And Clerical	3,3	. 2.4	2.9	3.	0 3	.1 3:	8		
FF-06.3	Hours of Sick Leave by Staff Category-Medical	1,5	-1,6	1.2	1.	4 1	62	1		
FF-06.4	Hours of Sick Leave by Staff Cartegory - Nursing	3.8	2.9	3.2	<i>-</i>	3. 8	AND SECTION OF THE PARTY.	- 200		-
	မေတာ့ မှုမှင်တက် တေတို့သောက သည်သောက တညာသည်။ သိနေသည်။ မေတို့သည်း မေတို့သည်။ အေလိုက်သည်။ မေတို့သည်။ မေတို့သည့်မေတို့သည်။ မေတို့သည်။ မေတို့သည်။ မေတို့သည်။ မေတို့သည့်မေတို့သည့်မေတို့သည်။ မေတို့သည်။ မေတို့သည်။ မေတို့သည့်မေတို့သည်။ မေတို့သည့်မေတို့သည်။ မေတို့သည်။				🦮			- 1		1
-06.5	ေလးကုန်း ကို ကြုံကြားကြားကို ကို ကောင်းကြားကို တေလာက်သည်။ တို့ ကြိုးကြားကြားပြုပြုပြုပြုပြုပြုပြုပြုပြုပြုပြုပြုပြုပ	3.7	3.1	<b>3.3</b>	88 8		- 1995 - ·	- 100 p. 100		J
	Hours of Sick Leave by Staff Category - Professional	2.6	. 4	2.1	<b>.</b> . <b></b>	WERE COURT	7 2.	8		_
:FF-06.7	Hours of Sick Leave by Staff Category - Technical	20	0.0	0.9		4 3	3 4.	5	Ag.	
FF-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	3.8	0.0	2.4	9.	3.	5 9.	8	50.3	
FF-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	9.7	0.0	0.6	90°°	3 2	7 6.3	3		
	or and a spirit and a spirit and a spirit and a spirit and a spirit and a spirit and a spirit and a spirit and	(Mg )	9 <sub>199</sub> , 94.							
FF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,173.5	886.4	920.4						
FF-08.3	Cost of Sick Leave by Staff Category #Medical:	976.4	-649.4	694.2	4		8 1,751.0	<b>)</b>		
FF-08.4	Cost of Sick Leave by Staff Category Nursing	1,622.3	1,170.7	1,301.6	1,420	1,479.	9 1,622.3	3		
FF-08.5	Cost of Sick Leave by Statt Category - Operational	1,100.9	916.4	964.5	979,2	1,100.	9 1,192.0	ر د د		
FF-08.6	Cost of Sigk Deaver by Staff Category - Professional	1,220.7	489.5	965,7	1,161.7	1,264.	6 1,397.5	,	- M	
FF-08.7	Cost of Sick Leave by Slatt Category - Technical	720.8	0.0	382.2	1,193,8					
					~ ~ ~	<b>第一一一</b>		1 = 5 ·		
FF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	944,5	0.0	775 <b>,2</b>	937.1			* .		
FF-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	1,140.2	0.0	1,008.4	1,261.4	4,621.	7,955.1			
FF-11	Cost of Work Cover	96	0.5	. 19	1.6	100	2.0		3.0	
FF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.4	0.2	0,3	0.4	0.5	2.3	2 - 1		
FF-14.3	Hours of Overtime by Staff Category - Medical	8.5	4.8	10.6	14.8	17.6	22.2		AV s	
FF-14.4	Hours of Overtime by Staff Category - Nursing	0.4	0.4	0.6	0.8	1.0	1.5			-
			'	0.7	0.8	1.0		N M (4 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
	Hours of Overtime by Staff Category - Operational	1.0	0.3			177				
-F-14.6	Hours of Overtime by Staff Category - Professional	1.1	0.8	2.1	3,6	5,2	7.9			
E-14.7	Hours of Overtime by Staff Category - Technical	0.4	0.0	0.0	0.0	0.2	0.4			4
14.8	Hours of Overtime by Staff Category - Trade And Artisans	4.6	0.0	2.1	2.7	3.5	4.6			j m
F-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	3.1	0.0	9.4	19,6	32.5	43,1			
	ေရးနည္းသည္မည္မည္မည္မည္မည္မည္မည္မည္မည္မည္မည္မည္မည			156,7	192.1	239.7	1,191.8			
	Cost of Overtime by Staff Category - Managerial And Clerical	192.1	106.9	elle Bio A	Sinter - M					
	Cost of Overtime by Staff Category - Medical		***	<i>999</i>	18,681.7		27,209.3			
F-16,4	Cost of Overtime by Staff Category - Nursing	287.1	237.1	3159.8	462.1	577.3	896.1		歴	
F-16.5	Cost of Overtime by Staff Category - Operational	518.2	114.9	363.6	442.9	489.7	914.6			•
	Cost of Overtime by Staff Category - Professional	798.5	<b>63</b> 2.6	1,661.9	3,008.9	4,423,6	6,442.9			
		238.2	0.0	0.0	0.0	117.0	256.9			
	Cost of Overtime by Staff Category - Technical							أكالي		
F-16.8	Cost of Overtime by Staff Category - Trade And Artisans	2,298.9		1,037.5	1,371.6	2,116.6	2,298.9			•
F-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	5,890.7	0.0 1	6,443.9	39,662.1	80,391.8	103,836.5			
rerall Pe	rformance Group: Not Summarised									
	Full-Time Fourwalent (FTF) Staff	443.5	210.6	293.2	443.5	553.5	929.8		<b>10</b>	
	FTF Staff by Category - Managerial And Clerical	65,9	31.4	34.6	63.9	69.8	158.5			
							~ ~ ~ ~ .			
	FTE Staff by Category - Medical	48.8	-0.2	25.2	31.4	49.2	98.2		Æ	
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	3 - 5 - 31		
F-02.6	FTE Staff by Category - Professional	31.8	7.5	18.9	23.8	35.8	68,3		E.	
	FTE Staff by Category - Technical	1.3	0.4	0.6	1.3	2.2	4.2			
									(	1
	FTE Staff by Category - Trade And Artisans	8.0	0.0	0.9	3.1	7.0	11.1		翼气 ノ	Ĵ
-02.9	FTE Staff by Category - Visiting Medical Officers	6.5	0.4	0.6	2.5	5.0	9.3			
F-05	fours of Sick Leave	3.3	2.8	3.0	3.0	3.3	3,5		<b>a</b>	
-07 (	Cost of Sick Leave	1,346.6 1,0	92.6 1	,188.9	1,266.1	1,280.3	1,376.0	2.7	S	

Attachment 1

•	. *			Pe	er Group	· · ·		
	or Number and Description:	Hospital Score	Min	25th _	Median	75th	Max	की प्राथक के दिन किस्स
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	1,875.2	2,230.4	2,819.5	3,305.0	2
7 3 4 4	and System Respondence of the season of the							
Overall	Performance Group: Benchmarking and Clinical Pathways	:- <u>,                                    </u>						
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	1 - 1 - 2
Overall	Performance Group: Continuity of Care					، داداده ما د		461
SIC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	<b>15.65</b>	3.0	3.0	3.0	3.0	100
SIC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	10	00	0.0	1.0	3.0	3.0	200
SIC08,3	Facilitating continuity of care - Shared ante and post natal care		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 F	Performance Group: Quality and Use of Information	- 3000						46.65
SIC04.1	Quality of information - Accuracy	97.2	89,5	91.3	94.3	94.8	97.6	\$10 P
SIC04,2a	Quality of Information + Timeliness - Number of months out time	4.0	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	
SICOS 1	Use of Information - Availability of electronic information	27.1	27.1	31.3	37.5	39.6	77.1	100
1 ).	Use of Information - Collection and use of clinical information	31.4	18.6	37.4	50.0	62.9	78.6	35.4
	erformance Group: Not Summarised	,						. :
SIC01	Accreditation	10	0.0	1.0	10	10	1.0	
SIC02	Credentialling	1.0	0.0	6.0		1.0	1.0	
SIC03.1	Workforce Management - Retention of Nursing Staff	81.1	64.3	81.9	83.6	85.4	88.1	
3C03.2	Workforce Management - Retention of Allied Health Staff	80.6	50.0	66.7	73.7	84.2	100.0	4.0
SIC03.3	Workforce Management - Median Age Nursing Staff	43,0	37.0	40.0	41.0	42.0	43.0	
#C06.1	Benchmarking - In selective clinical areas	46.2	0.0	29.4	33,3	53,3	94.4	
	Benchmarking - In selected clinical areas - internal	61.5	0.0	16.7	29.4	<b>5</b> 5.6	100.0	
	Clinical Peditivays - Extent of development and use as per Ontario	3.0	3.0	20.2	54.8	60.7	78.6	
	Clinical Pathways - Suggical (Orthopaedic) - extent of development and use	7.1	0.0	7.1	53.6	85.7	100.0	
	Clinical Pathways Medical - extent of development and use	0.0	0.0	23.8	28.8	57.1	90.5	
	Clinical Pathways - O & G - extent of development and use	0.0	0.0	21.4	39.3	46.4	64.3	
	Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9		44.2	

# Summary of Potential Reasons for Variance for REDCLIFFE HOSPITAL

#### **Indicators Flagged:**

CIO1.1 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)

CII 0.1 Standard primiparae —Caesarean section (90-29.9% confidence level)

CII3.1 Maternal long stay rate - Versinal 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.



# 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

Peer Group: Large

**Central Zone** 

Clinical Utilisation and Outcomes	Patient Satisfaction
Medical ☆ 本本	Maternity ☆☆
Obstetrics & Gynaecology	Medical ☆☆
Surgical A # #	Surgical ☆☆
Overall At	Overall
Efficiency	System Integration and Change
Activity ***	Benchmarking and Clinical Pathways ☆☆
Cost of Service	Continuity of Care
Staffing 为社会	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.

### **Clinical Utilisation and Outcomes**

erformance Indicator		Risk Adjusted Hospital Score: (Rate per 100	Peer Group Mean: separations)	Significance:	Referen
Commence of the second second					
Acute Myocardial Infarction				1 4	· · · · · · · · · · · · · · · · · · ·
In-hospital Mortality		20.7	13.3	* .	CI01.
Long Stay Rates		2.5	8.7	*	Cl01.
leart Failure	•		•		0.012
In-hospital Mortality		10.7	7.7		Cl02.
Long Stay Rates	•	1.0	8.7	*	CI02.2
Stroke	•		0.1		0102.2
In-hospital Mortality		24.9	26.3		C103.
Long Stay Rates		12.6	7.0	•	Cl03.2
Nursing Home Separations		9.2	14.3		Cl03.4
neumonia			17.0		0100.5
In-hospital Mortality		4.4	7.2		Cl04.1
Long Stays		6.6	10.8		
sthma		0.0	10.0	· · · · · · · · · · · · · · · · · · ·	CI04.2
Long Stay Rates		6.2	12.0		- 14.4 A
	ising anger	V.C	12.U		CI14.1
ysterectomy					10000
Long Stay rates	•	7.6	9.7		C109.1
Complications of Surgery		4.5	12,3		C109.1
on Women <35 years		13.7	12.2	•	C109.3
Blood Transfusion Rates		1.2	1.8		Cl09.5
andard Primiparae			1.0		C109.5
C-section		§ 17.2	. 12.9		CI10.1
Induction of Labour		12.7	14.4		Cl10.1
Perineal Teans	Atten	4.5	2.8	•	CI10.2
nall for Gestational Age	•	7.9	2.0	anitH	C110.5
Small for Gestational Age	•	3.1	2.8		CI11.1
aternal Post-Natal Long Stay Rate		0.1	2.0		Ciri.i
Vaginal Births	•	41.1	8.2		CI13.1
Caesarean Section Births		0.4	5.7		Cl13.1
o di Priladence/Samplific Sampenia.				en en en en en en en en en en en en en e	
betic Foot					
Long Stays		6.7	9.2		CI05.1
Amputation Rates		43.4	29.7	*	Cl05.1
ctured Neck of Femur	red III	, 40.4	23.7	-	C105,4
In-hospital Mortality		7.4	7.6		CI06.1
Long Stays	•	.16,4	13.1		Cl06.2
Nursing Home Separations		11.8	18.9		Cl06.5
Complications of Surgery		8.3	15.9	I.	Cl06.6
ee Replacement		0.3	13.8		C100.0
Long Stays			40 5		C107 4
Complications of Surgery		6.2 6.9	10.5 18.7		C107.1
Replacement		0.8	× *** 10.7	*	CI07.3
Long Stay Rates			40.7		Oloc 4
Complications of Surgery		4.3	10.7		Cl08.1
orectal Carcinoma		13.7	28.1	*	C108.3
		•			
Long Stay Rates		9.4	9.9		CI15.1
Complications of Surgery		14.7	26.7	* (	CI15.3

the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that

cohort, although there is a reasonable possibility that the result is due to chance.

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance. CAB.0007.0002.00323

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**

#### **Redcliffe Hospital**

Large

Access and Admission Index Complaints Management Index Discharge and Follow-up Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Information Index General Patient Informa		Central Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
Complaints Management Index   60.8   64.0		to great the best outplose to the second				
Complaints Management Index Discharge and Follow-up Index General Patient Information Index General Patient Information Index Overall Care Index Fyod Physical Environment Index Fyod Treatment & Related Information Index Fyod Complaints Management Index Fyod Complaints Management Index Fyod Fyod Fyod Fyod Fyod Fyod Fyod Fyod		Access and Admission index	63.2	65.3	*	PS01
Discharge and Follow-up Index General Patient Information Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index		Complaints Management Index	60.8		*	PS02
General Patient Information Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index Overall Care Index		Discharge and Follow-up Index	58.2	<b>60.9</b> .	*	
Overall Care Index         64.1         65.2         PS05           Physical Environment Index         67.4         96.5         PS06           Treatment & Related Information Index         62.9         64.0         PS07           Access and Admission Index         74.6         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		General Patient Information Index	69.2	69.2		
Physical Environment Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freatment & Related Information Index Freat		Overall Care Index	64.1	65.2		1. The same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the
Access and Admission Index  Access and Admission Index  Complaints Management Index  Discharge and Follow-up Index  General Patient Information Index  T2.5  Overall Care Index  Complaints Management Index  FS04  Consider Follow-up Index  FS05  Consider Follow-up Index  FS06  FS07  FS07  FS08		Physical Environment Index	67.4	86.5		•
Access and Admission Index Complaints Management Index Discharge and Follow-up Index General Patient Information Index T2.5 Overall Care Index Overall Care Index Complaints Management Index FS04 FS05 FS05 FS06 FS07 FS07 FS07 FS08 FS08 FS08 FS08 FS08 FS08 FS08 FS08		Treatment & Related Information Index	62.9	dan set in Allie		
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	٠					
Complaints Management Index   68.7   65.6   PS02	_	Access and Admission Index	71.5	67.8		PS01
Discharge and Follow-up Index 61.8 65.2 PS03 General Patient Information Index 72.5 68.1 + Overall Care Index 69.2 66.9 PS05		Complaints Management Index	- 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980 to 1980	65.6	•	PS02
+ Overall Care Index 69.2 66.9 PS05		Discharge and Follow-up Index	61.8	65,2		
Charlest Facility and Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the		General Patient Information Index	72.5	68.1	* .	PS04
Obvious Swimmer and California	4	Overall Care Index	69.2	66.9	.co	PS05
		Physical Environment Index	70.3	68.4		PS06
Treatment & Related Information Index 67.6 65.5	١	Treatment & Related Information Index	67.6	65.5		734936
	1					
Access and Admission Index 61.6 64.5 PS01		Access and Admission Index	61.6	64.5		PS01
Complaints Management Index + PS02		Complaints Management Index	58.1	83.4	*	PS02
Discharge and Follow-up Index 56.3 60.1 PS03	٠.		56.3	60.1		PS03
General Patient Information Index 67.9 69.3 PS04		557 702 6014 5019 10	67.9	69.3		PS04
+ Overall Care Index PS05	+		62.7	64.7		PS05
Physical Environment Index 67.3 66.2 PS06			67.3	66.2		PS06
Treatment Related Information Index 60.6 63.3 PS07	_	Treatment & Related Information Index	60.6	63.3		PS07
					\$38 A 5 5 5 5 5	
Access and Admission Index 64.3 68.9 * PS01	-	Access and Admission Index	64.3	68.9	*	PS01
Complaints Management Index 66.7 67.8 PS02		Complaints Management Index	66.7	67.8		
Discharge and Follow-up Index 63.1 64.0 PS03		Discharge and Follow-up Index	63.1			§
General Patient Information Index 72.2 72.9 PS04		General Patient Information Index	72.2	72.9		
+ Overall Care Index PS05	+	Overall Care Index	67.0	68.7		7.77
Physical Environment Index 66.4 67.3 PS06			66.4	67:3		*
Treatment & Related Information Index 68.8 69.2 PS07		Treatment & Related Information Index	<b>\$</b> 8.8	69.2		

#### 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 computative age. 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

<sup>+</sup> Indicator has been used to determine overall performance.

## **Efficiency**

Large

				railie
Central Zone	Data Type:	Hospital Score:	Peer Group	Reference:
	<u> </u>		Median:	
The five expression was part of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second o				
Occupancy Rate (Bed Day Efficiency)	Percentage	00.2	70.0	
Length of Stay		96.3	82.8	EFF-17
Cancellation rate	Days	3.05	3.05	EFF-19
1、特别的特殊。2.40%。特别是一个人的特别的特别的。	Percentage	12.8	12.8	EFF-24
Catering - total cost		Company (Sec.	The second	
Energy Consumption per square metre	Dollars	26.1	28.1	
	Dollars	45.4	22.1	EFF-45.4
	Property of the second			
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 Calegory - Medical	Dollars	-649	976	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,567	1,420	EFF-08.4
ost 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	Doffars	2:01	1.62	EFF-11
Hours of Overtime by Staff Category - Managerial And Clencal	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 Calegory - 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, <b>564</b>	18,682	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	\$28	462	EFF-16.4
Cost of Overtime by Staff Category - Operational	Collars	443	443	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollers	1,232	3,009	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dellars	65.6	0	EFF-16.7
Full Time Foundation (CTT) Class	etra iz districi			
Full-Time Equivalent (FTE) Staff	Numeric	553	444	EFF-01
FTE Staff by Category - Managerial And Clerical TE Staff by Category - Medical	Numeric	63.9	63.9	EFF-02.2
	Numeric	-0.24	31.4	EFF-02.3
TE Staff by Category - Nursing	Numeric	349	205	EFF-02.4
FTE Staff by Category - Operational	Numeric	94.7	84.9 I 23.8 I	EFF-02.5
FTE Staff by Category - Professional	Numeric	70 YOSA 70000A	23.8	EFF-02.6
FTE Staff by Category - Technical	Numeric	<b>0</b> .98	1.25	FF-02.7
Hours of Sick Leave	Percentage	3.53	≫ 3.04 E	FF-05
Cost of Sick Leave	Dollars	1,376	1,266 E	FF-07
Hours of Overtime	Percentage	0.65		FF-13
Cost of Overtime	Dollars	390		FF-15
*****	genzer:			

<sup>+</sup> 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					Lar
Central Zone	-	Type of Score:	Hospital	Peer Group	Reference
			Score:	Median:	
The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s					
Benchmarking			<u></u>	<u> </u>	
In selected clinical areas - external		Percentage	88.9	30.8	SIC06,3
Clinical Pathways			* *	· · · · .	
Extent of development and use in selected clinical areas	, in the second second	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
o call there is no action to the confidence of the state					
Quality of information					*
Accuracy		Percentage	93.9	94.3	SIC04.1
Fimeliness - Number of months on time		Months	<b>7</b>	5	SIC04.2a
imeliness - Number of days late per month		Days	. 1	5	SIC04.2b
Use of Information					
Availability of electronic information  Collection and use of climical information	Mer	Percentage	37.5	37.5	SIC05.1
Comection and use of change in the market statement and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and the come and t		Percentage	62.9	50.8	SIC05.2
Accreditation					
Accreditation		Yes/No 🔊	Yes	12/13	SIC01
Credentialling		(C3)(C)		12010	31001
redentialling		Yes/No	No	5/13	SIC02
Workforce Management			-		-1002
tetention of Nursing Staff		Percentage	81.9	83.6	SIC03.1
etention of Affied Health Staff		Percentage	73.3	. *	SIC03.2
ledian Age Nursing Staff		Years	42	٠.	SIC03.3
Benchmarking					
selected clinical areas		Percentage	94.4	33.3	SIC06.1
selected clinical areas - internal		Percentage	100	29.4	SIC06.2
Clinical Pathways	*		J		*
tent of development and use as per Ontario		Percentage	35.7	54.8	SIC07.2
rgical (Orthopaedic) - extent of development and use		Percentage	53.6	53.6	SIC07.3a
edical - extent of development and use		Percentage	28.6	28.6	SIC07.3b
& G - extent of development and use		Percentage	25	39.3	SIC07.3c
Telehealth	often -				
dent of telehealth usage	•	Percentage	0	1.9	SIC09

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

CAB.0007.0002.00326

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.

# Measured Quality

Hospital Report

#### AUGIONENELLE

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



Attachment 1

Peer Group Hospital Indicator Number and Description: Median 75th Max Score Redcliffe Hospital Large Central Zone Overall Performance Group: Medical Ci01.1 Acute Myocardial Infarction - In-hospital Mortality 20.7 0.0 14.4 19.5 20.7 CI01.2 Acute Myocardial Infarction - Long Stay Rates 0.0 11.9 17.9 CI02.1 Heart Faikure - In-hospital Mortality 00 10.7 12.7 10.7 4.B 9.5 CI02.2 Heart Failure - Long Stay Rates 0.0 4.4 8.8 13.2 15.8 Cl03.1 Stroke - In-hospital Mortality 22.1 24.8 35.1 45.2 CI03.2 Stroke - Long Stay Rates 12.6 3,1 00 0.0 123 21.6 CI03.4 Stroke - Nursing Home Separations 15.6 17.6 22.1 CI04.1 Pneumonia - In-hospital Mortality 7.0 8.7 23.3 CI04.2 Pneumonia - Long Stave 8.3 14.7 2.8 7.1 18.9 CH4.1 Asthma - Long Stay Rules 2.8 6.6 12.4 13.4 19.2 Overall erformance Group: C109.1 Hysterectomy - Long Stay mates 15.6 10.5 25.1 109.3 Hysterectomy - Complications of Surgery 7.0 4.5 30.2 112 9.4 Hysterectomy - on Women < 35 years 3 8 13,7 12.4 14.0 17.2 09.5 Hysterectomy - Blood Transfusion Rates **D**.0 1.3 22 7.0 Standard Primiparae - C-section CI10.1 13.3 17,2 CI10.2 Standard Primiparae - Induction of Labour 127 15.7 20.1 24.9 CI10.3 Standard Primiparae - Perineal Tears 4.5 0\_0 1.8 2.3 3.5 7.5 C[11.1 Small for Gestational Age - Small for Gestational Age 3.1 20 2.8 3.1 4.0 C**i**13.1 Maternal Post-Natal Long Stay Rate (Vaginal Births) 4.2 9.7 CI13.2 Maternal Post Netal Long Stay Rate (Caesarean Section Births) Overall F erformance Group: Surgical C105.1 Diabetic Foot - Long Stays 4.0 5.8 105.4 Diabetic Foot - Amputation Rates 20,9 43.4 106.1 Fractured Neck of Fernur - In-hospital Mortality 30 8.3 7.4 8.3 106.2 Fractured Neck of Fernur - Long Stays 36.4 8.0 106.5 Fractured Neck of Femur - Nursing Home Separations 46.6 Fractured Neck of Femur - Complications of Surgery 106.6 8.5 19.3 41.6 107.1 Knee Replacement - Long Stays -6.2 9.5 13.1 16.9 Knee Replacement - Complications of Surgery Ю7.3 69 4.4 10.3 22.6 34.1 108.1 Hip Replacement - Long Stay Rates 4.3 15.2 Ю8.3 Hip Replacement - Complications of Surgery 13.7 13.7 17.4 18.6 32,8 50.2 Colorectal Carcinoma - Long Stay Rates 9.4 8.3 9,4 10.2 12.5 16.3 15.3 Colorectal Carcinoma - Complications of Surgery 14.7 14.2 14.7 45.0 verall Performance Group: 505 Overall Care Index Maternity 69.2 51,7 70.9 72.6 verall Performance Group: Medical **305** Overall Care Index Medical 627 60.8 62.9 65.6 verall Performance Group: Surgical 305 Overall Care Index Surgical 65,9 67.1 68.3 70.2 73.8 verall Performance Group: Not Summarised Access and Admission Index All types combined 63.2 65.1 83.2 61.2 66.8 70,9 01 Access and Admission Index Maternity 71.5 52.5 63.7 67.2 74.8 Access and Admission Index Medical 61.6 59.9 62.4 63.6 67.0 72.2 Access and Admission Index Surgical 64.3 64.3 66 2 68 4 70.5 75 0 Complaints Management Index Surgical 66.7 64.4 66.7 67.9 68.9 76.2 Complaints Management Index All types combined 58,7 62.6 64.0 67.7 68.6 Complaints Management Index Maternity 68.7 53.9 62.6 65.8 68.9 72.7 Complaints Management Index Medical 58.1 57.9 68.3 Discharge and Follow-up Index Surgical 63.1 60.0 61.9 63.1 64 3 704 Discharge and Follow-up Index All types combined 58 2 56.3 58.6 Discharge and Follow-up Index Maternity 63.5

56,3

55.5

57,5

59.5

62.1

Discharge and Follow-up Index Medical

01

02

02

02

03

03

								ALLE	or stiff!
			Hospital	ŀ	Pe	er Group			
100	ator Number and Description:		Score	Min	25th	Median	75th	Max	
									· 1000 1000 1000 1000 1000 1000 1000 10
PS04			72.2	70.6	72.0	72.8	74.3	75.8	
PS04			69.2	65.5	67.2	70.0	72.0	74.2	
PS04			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	<b>5</b> 9.5	64.5	66.7	67.5	72.6	
PS06	Physical Environment Index Surgical		66.4	01.2	64.3	66.4	69.9		30
PS07	Treatment & Related Information Index All types combin	ed	62.9	59.2	62.4	- <b></b>		77.6	
PS07	Treatment & Related Information Index Maternity		<b>%</b>	- 37		64,1	65.1	70.0	
PS07	Treatment & Related Information Index Medical		67.6		63.3	65.8	69.1	70.7	
PS07	Treatment & Related Information Index Surgical	****	60.6	59.1	60.7	63.4	65.1	70.4	
	William Control		68.8	66.5	68.2	66.8	71.0	74.1	
			e de la compansión de la compansión de la compansión de la compansión de la compansión de la compansión de la c	. K V					
	Performance Group: Activity	•						<b>6</b> 0.	in Atlantic
EFF-17	Occupancy Rate (Beef Day Efficiency)		96.3	51.4	77.1	82.8	68.2	96.3	
19	Length of Stay		3.0	2.3	. 27	10	3.2	3.4	
1	Cancellation rate		12.8	8.0	9.9	12.8	16.6	18.1	3.5
	Performance Group: Cost of Service							·	
rF-36a			28.1	18.2	26.1	28.1	29.6	92.9	
EFF-45.			454	14.9	17.9	22.1	26.6	45,4	
Overall	Performance Group: Staffing				¥		-,		
EFF-06.2		Cherical .	2.9	2.4	2.9	3.0	3.1	3.8	ارزوار اختامی میرو
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-06.6	Hours of Sick Leave by Staff Category - Operational	30/1 - 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3.3	3,1	3.3	3.5	3.7	4.0	1.65
EFF-06.6	Hours of Sick Leave by Staff Category - Professional	• • • • • • • • • • • • • • • • • • • •	2.8	1.1	2.1	2.2	2.7	2.8	
EFF-08.7			0.8	0,0	0,9	4	3,3	4.6	
EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Cl	erical			1880	🚟		1,317.2	
EFF-08.3	, , , , , , , , , , , , , , , , , , , ,			<i>6996</i>	694.2			1,751.0	4 8 6
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing		- 49 194	-797%	S. 319	de - William	##~	1,622.3	
EFF-08.5	Cost of Sick Leave by Staff Category - Operational		£36	1000	984.5				
EFF-08.6	Cost of Sick Leave by Staff Category - Professional			G - MA	****	<u>-</u>		1,192.0	1 1 1 1
EFF-08.7	Cost of Sick Leave by Staff Category - Technical		276.6					,397.5	171 4 15
EFF-11	Cost of Work Cover		2.0	0.5	302.2 1 1.Ò			,851.9	
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Cle		0.3	0.2		1.6	1.9	2.0	
1.3	Hours of Overtime by Staff Category - Medical				0,3	0.4	0.5	2.3	
14	Hours of Overtime by Staff Category - Nursing		17.7	4.3	10.6	14.8	17.6	22.2	
F-14.5	Hours of Overtime by Staff Category - Operational		0.6	0.4	0.6	0,8	1.0	1.5	
EFF-14.6	Hours of Overtime by Staff Category - Professional		0,8	0.3	0.7 -	- <b>(2:8</b>	1.0	1.9	
EFF-14.7	Hours of Overtime by Staff Category - Technical		1.4	0.8	21	3.6	5.2	7.9	19.5
FF-18.2	Cost of Overtime by Staff Category - Managerial And Cleric		Andreas and the second	00	0.0	0.0	0.2	0.4	
			8 William		56.7		39.7 1	191.8	
EFF-16.3	Cost of Overtime by Staff Category - Medical		584.5 4.74		31.3 18	681.7 19,9	39.3 27	209.3	
FF-16.4	Cost of Overtime by Staff Category - Nursing		<b>32</b> 7.7 23	7.4 3	59.8	462.1 5	77,3	896.1	116
FF-16.5	Cost of Overtime by Staff Category - Operational		442.9 11	4.9 3	63.6	442.9 4	89.7	914.6	
FF-16.6	Cost of Overtime by Staff Category - Professional	1	,231.5 63	26 1,6	61.9 3	008.9 4,4	23.6 6	442.9	
FF-16.7	Cost of Overtime by Staff Category - Technical		65.6	0.0	0.0	0.0 1		256.9	×. 13
	erformance Group: Not Summarised								
FF-01	Full-Time Equivalent (FTE) Staff		553.5 210	0,6 29	93.2	443.5 59	53,5	929.8	27.728.413
FF-02.2	FTE Staff by Category - Managerial And Clerical				34.6			158,5	
FF-02.3	FTE Staff by Category - Medical				25.2		9.2	98.2	
FF-02.4	FTE Staff by Category - Nursing		349.1 107	~				31.2	
	FTE Staff by Category - Operational				72.7	· <i>-</i>			
	FTE Staff by Category - Professional							64.1	
	FTE Staff by Category - Technical				18.9 			68.3	
7	Hours of Sick Leave				0.6		2.2	4.2	
قرا	Cost of Sick Leave				3.0		3.3	3.5	
	Hours of Overtime	1,3	376.0 1,092		8.9 1,2	66.1 1,28	0,31,3	76.0	
				.7	1.9	2.5	3.0	3.7	10.0
FF-15 (	Cost of Overtime CAB.0007	.0002.00329	90.4 390	.4 1,67	5.2 2,2	30.4 2.81	9.5 3,3	05.0	
rinted: 05	707/2002								
	•								

Attachment 1

Indicator Number and Description:		Peer Group			**		
		Min	25th	Median	75th	Max	
Overall Performance Group: Benchmarking and Clinical Pathways					·····	1,146	
GICO6.3 Benchmarking - In selected clinical areas - external	88,9	0.0	27.8	30.8	55.6	100.0	
IC07.1 Clinical Pathways - Extent of development and use	34.7	2.6	17.3	48.0	52.0	71.4	
verall Performance Group: Continuity of Care	,						
COS.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	<u> </u>
C08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	0,0	1.0	3.0	3.0	
C06.3 Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	1.5	3.0	3.0	3.0	
CO8.4 Facilitating continuity of care - Cardiac rehabilitation	- nggag-4 :	1.0	2.0	2,0	3.0	3.0	
CO8.5 Facilitating continuity of care - Provision of electronic discharge summiries to GPs	0.0	0.0	0.0	0.0	0.0	1.0	1.5
rerall Performance Group: Quality and Use of Information		- <i>- Mile</i> -					
204.1 Quality of information - Accuracy	83.9	89.5	91.3	94.3	94.8	97.6	
04.2a Quality of information - Timeliness - Number of months on time	7,0	0:0	3.0	5.0	. 6.0	9.0	
204.2b Quality of information - Timeliness - Number of days late per month	1.0	0.0	3.5	5.0	10.0	17.6	
05.1 Use of information - Availability of electronic information	37.5	27.1	31.3	37.5	39.6	77.1	
05.2 Use of information - Collection and use of clinical information	62.9	18.6	37.1	50.8	62.9	78.6	
erall Performance Group: Not Summarised					W- 7		
01 Accreditation	1.0	0,0,,,,,,	10	1.0	1.0	1.0	
02. Credentialling	0.0	0.0	ðø	0.0	1.0	1.0	
03.1 Workforce Management - Retention of Nursing Staff	112	84.3	81.8	<b>\$3</b> ,6	85.4	88.1	
03.2 Workforce Management - Retention of Allied Health Staff	73,3	50.0	50.7	73.7	84.2	100.0	
23.3 Workforce Management - Median Age Nursing Staff	42.0	37.0	40.0	41.0	42.0	43.0	
08.1 Benchmarking - In selected clinical areas	94.4	0.0	29.4	33.3	53.3	94.4	
8.2 Benchmarking - In selected clinical areas - Internal	100.0	0.0	16.7	29.4	55.6	100.0	
7.2 Clinical Pathways - Extent of development and use as per Criterio	35.7	3.0	20.2	54.8	60.7	78.6	
7.3a Clinical Pathways - Suppost (Orthopsiscic) - extent of development and use	53.6	0.0	7.1	53.6	85.7	100.0	
7.3b Clinical Pattivitys - Medical - extent of development and use	28.6	0.0	23.8	28.6	57.1	90.5	
7.3c Clinical Pathways 40 & 6 - extent of development and use	25,0	0.0	21.4	393	46.4	64.3	1
9 Telehealth - Extent of telehealth usage	0.0	0.0	00	19	7.7	44.2	
		- Marie - 1					



# 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

Peer Group: Large

**Southern Zone** 

Clinical Utilisation and Outcomes	Patient Satisfaction					
No indicators to report	Maternity ជជ Medical ជជ					
	Surgical ጵቱቱ					
Overall	Overall					
Efficiency	System Integration and Change					
Activity \$\$	Benchmarking and Clinical Pathways 🌣					
Cost of Service	Continuity of Care ☆☆					
Staffing And	Quality and Use of Information 🖈 🕏					
Overall AA	Overall ☆☆					

		2007/9/2009/2006 TV7/1996	500 950000
	Performance Compared to the	Average	
` ☆	Lower: Aggregated Hospital performs standard deviation below the	ormance is mo peer mean.	ore than
<b>\$\$</b>	Average: Aggregated Hospital peone standard deviation of the peer	erformance is mean.	within
<b>ት</b> ትት	Higher: Aggregated Hospital performs one standard deviation above the		ore than

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** 

uthern Zone

Performance Indicator

Risk Adjusted

Hospital Score: P

Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

### **Patient Satisfaction**

#### **Redland Hospital**

Large

	Southern Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
٠.	Survey of the following supposed to the survey of			2000 经最级基	
	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
į	Marina Title Name (1995) 1985 1986 1986 1986 1986 1986 1986 1986 1986				
	Access and Admission Index	72.8	67.8	<b>*</b>	PS01
	Complaints Management Index	<b>67.</b> 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
Ţ	Treatment & Related Information Index	69.1	65.5		PS07
1	resource (tops displayed)				
	Access and Admission Index	62.4	64.5		PS01
	Complaints Management Index	84.5	63.4		PS02
	Discharge and Follow-up Index	<b></b>	60.1		PS03
	General Patient Information Index	79.8	69.3		PS04
+	Overall Care Index	<del>85</del> .2	64.7		PS05
٠.	Physical Environment Index	67.6	66.2	₩	PS06
	Treatment & Related Information Index	65.1	63.3		PS07
	Access and Admission Index	64.8	58,7		PS01
	Complaints Management Index	59.1	57.2	297889. 788k	PS02
	Discharge and Follow-up Index	61.0	54.0	72 - III 7976 -	P803
	General Patient Information Index	59.2	<b>\$8</b> .5		PS04
,	Overall Care Index	62.0	<b>57.</b> 6		PS05
	Physical Environment Index	<b>66</b> ,5	63.5	Ī	PS06
	Treatment & Related Information Index	59.0	53.1		PS07
3	race the Europeal control of the control				
	Access and Admission Index	75.0	68.9	*	PS01
)	Complaints Management Index	68.9	67.8		2802
	Discharge and Follow-up Index	64.0	64.0	1889 B	PS03
	General Patient Information Index	75.4	72.9	4000s #	PS04
-	Overall Care Index	71.7	68.7		PS05
	Physical Environment Index	70.1	67.3	900	°S06
•	Freatment & Related Information Index	71.0	69.2	4,5.	S07
-		988		•	

#### 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.0007.0002.00334

## **Efficiency**

,	Redian	d l	Hos	pital

Large

1			_		Large
Ý	puthern Zone	Data Type:	Hospital Score:	Peer Group	Reférence:
٠.				Median:	
-	and the contract of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second				
	Occupancy Rate (Bed Day Efficiency)	D			
		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
	tra 表现的chinates 各种的chinates (1986年)。				
	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
	· 中国 美国和美国中国中国 11 中国的第三人称单数				
	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 Statt 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	and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second s
1	st of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,317	1,040	EFF-08.2
Á	st of Sick Leave by Staff Category - Medical	Dollars	1,119	78 7875.	EFF-08.3
$\bigcirc$	Cost of Sick Leave by Staff Category - Nursing	Dollars	1,378	976	1086h.
	Cost of Sick Leave by Staff Category - Operational	998b.	- 1999S. SSSC - 399SS	1,420	EFF-08.4
	Cost of Sick Leave by Staff Category - Professional	Dollars Dollars	967	979	EFF-08.5
	Cost of Sick Leave by Staff Category - Technical	Dollars	1,398	1,162	EFF-08.6
	Cost of Sick Leave by Staff Category - Visiting Madical Officers	Pollars	315	1,194	EFF-08.7
	Cost of Work Cover	Dollars .	845	1,261	EFF-08.9
	lours of Overtime by Staff Category Managerial And Clerical	Dollars	0.99	1.62 3	EFF-11
	lours of Overtime by Staff Category Medical	Percentage	0.53	0.37	EFF-14.2
	lours of Overfine by Staff Category Nursing	Percentage	10.6	14.8	EFF-14.3
	lours of Overtime by Staff Category - Operational	Percentage	0.72	0.78	EFF-14.4
	ours of Overtime by Staff Category - Professional	Percentage	1.12	74500	EFF-14.5
	ours of Overtime by Staff Category - Technical	Percentage	6.13	2000	EFF-14.6
	ours of Overtime by Staff Category - Visiting Medical Officers	Percentage	***	GARRO - SECRETA LANGERA	EFF-14.7
	ost of Overtime by Staff Category - Managerial And Clerical	Percentage	10.5	999	EFF-14.9
		Dollars	291		EFF-16.2
	ost of Overtime by Staff Category - Medical ost of Overtime by Staff Category - Nursing	Dollars	// 13,469		EFF-16.3
		Dollara	434		EFF-16.4
	ost of Overtime by Staff Category - Operational	Dollars	568		EFF-16.5
7	nst of Overtime by Staff Category - Professional	Dollars	5,450	-	EFF-16.6
	t of Overtime by Staff Category - Technical	Dollars	0		EFF-16.7
	ist of Overtime by Staff Category - Visiting Medical Officers	Dollars	23,867	39,662	EFF-16.9
	nent karamanak dibula di dalah samingakat dapat di sagi			بجسيب بينونس	
	II-Time Equivalent (FTE) Staff	Numeric	287	15. N	FF-01
	E Staff by Category - Managerial And Clerical	Numeric	31,6	63.9 E	FF-02.2
	E Staff by Category - Medical	Numeric	29.1	31.4 E	FF-02.3
	E Staff by Category - Nursing	Numeric	166	205 E	FF-02.4
	E Staff by Category - Operational	Numenc	46.1	84.9 E	FF-02.5
	E Staff by Category - Professional	Numeric	11.7	23.8 E	FF-02.6
	E Staff by Category - Technical	Numeric	0.40	1.25 E	FF-02.7
	E Staff by Category - Visiting Medical Officers	Numeric	2.48	2.48 E	FF-02.9
Ho	urs of Sick Leave	Percentage	3.02	3.04 E	FF-05
Cos	st of Sick Leave	Dollars	1,274		FF-07
Hot	urs of Overtime	Percentage	2.25	-	FF-13
Cos	st of Overtime	Dollars	2,168		FF-15
ĺ	·				

to identify statistical significance.

<sup>+</sup> 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

## **System Integration and Change**

Redland Hospital			Large	TO SERVICE
Southern Zone	Type of Score: I	lospital Peer Group	Reference	,
		Score: Median:		
The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s				1
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	
Francis Fortunation Bours Boundary of Samula and Samula	200			
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 Shared ante and post natal care	Max score 5	3/3 1	SIC08.2	-
Cardiac rehabilitation	Max score 5 Max score 3	3/3 3 2/3 2	SIC08.3 SIC08.4	
Provision of electronic discharge summaries to GPs	Max score 3	2/3 Z 0/3 Q	SIC06.4 SIC08.5	
English the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control o	and occio o			f
Quality of Information				C.
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	<b>Days</b>	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	•
and the property of the property of the party of the par	自然情况 法自治法律			
Accreditation	V #1 8%		01004	
Accreditation Credentialling	Yes/No	Yes 12/13	SIC01	
Credentialling	Yes/No	Yes 5/13	SIC02	
Workforce Management	( Colasti	Yes 5/13	JIOOZ	
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				É
n selected clinical areas	Percentage	31.6 33.3	SIC06.1	•
in selected clinical areas - internal	Percentage	33.3 29.4	SIC06.2	
Clinical Pathways		<b>V</b> .	•	
Extent of development and use as per Ontario	Percentage		SIC07.2	
Surgical (Orthopaedic) - extent of development and use	Percentage		SIC07.3a	
Medical - extent of development and use	Percentage		SIC07.3b	
D & G - extent of development and use	Percentage 2	21.4 39.3	SIC07.3c	
Telehealth	Bananton	0 40	CICOO	
extent of telehealth usage	Percentage	0 1.9	SIC09	

CAB.0007.0002.00336

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

## Measured Quality

Hospital Report

### ្នំបើដែរជាក្រាមក្រុន

Attachment 1 .....Statistics – Quartiles per Indicator

Attachment 2.....State Report



Attachment 1

Peer Group Hospital Indicator Number and Description: Score Min Median 75th Max Redland Hospital Large Southern Zone Overall Performance Group: Maternity Overall Care Index Maternity PS05 Overall Performance Group: **PS05** Overall Care Index Medical 65.2 Overall Performance Group: Surgical PS05 Overall Care Index Surgical 71.Z 67.1 66.8 70.2 68,3 73.8 Overall Performance Group: Not Summarised PS01 Access and Admission Index Surgical 64 3 68.4 75.0 66.2 70.5 75.0 PS01 Access and Admission Index All types combined 66.1 61.2 63.2 65.1 66.8 70.9 2501 Access and Admission Index Mental Health 64.8 51.0 66.2 70.0 **2501** Access and Admission fadex Medical 62.4 59.9 62.4 63 6 67 O 72.2 2501 Access and Admission Index Maternity 72.8 52.5 63.7 67,2 **202** Complaints Management Index Surgical 68.9 75.2 102 Complaints Management Index Mental Health 55,6 59.1 69.9 76.2 Complaints Management Index Medical 64.5 64.5 81 f 66.4 57.9 68.3 **'**502 Complaints Management Index All types combined 64.9 58.7 62.6 64,0 67,7 68.6 **S02** Complaints Management Index Maternity 5**3.8** 68.9 72. Discharge and Follow-up Index Maternity S03 51.5 66.0 67.9 69.9 503 Discharge and Follow-up Index Medical 55.5 69.5 57.5 59.5 62 1 67.9 503 Discharge and Follow-up Index Mental Health 61.0 44.5 55 O 58.0 61.6 67.7 S03 Discharge and Follow-up Index Surgical 64.0 60.0 61.9 64.3 70.4 63.1 Discharge and Follow-up Index All types combined S03 56.3 58.6 60.8 61.8 68.0 S04 General Pattent Information Index Surgical 70.6 72.0 72.8 74.3 75.8 S04 General Patient Internation Index All types combined 70.3 65.5 67.2 70.0 72.0 74.2 SD4 General Patient Information Index Maternity 67.1 70.7 48.9 65.Q 72.0 74.2 **S04** General Patient Information Index Mental Health 59.2 49,7 55% 60.3 68.0 76.4 General Patient Information Index Medical 05.5 70.4 **70**,6 71*8* 74.3 505 Overall Care Index Mental Health 62.0 51.3 56.0 **50** 3 63.3 67.4 305 Overall Care Index All types combined 66.6 62.0 63 8 64.5 66.6 70.3 906 Physical Environment Index Maternity 81.2 77 B 63.6 67.2 72.9 77:8 06 Physical Environment Index Medical 67.6 59.1 67.3 71.9 06 Physical Environment Index Mental Health 56.2 61.6 65.6 66.7 69.3 D6 Physical Environment Index Surgical 70.1 69.9 61.2 64.3 66.4 77.6 Physical Environment Index All types combined 69.0 59,5 64.5 66.7 67.5 Treatment & Related Information Index All types combined 65.1 70.0 Treatment & Related Information Index Surgical 68.2 71.0 66.5 68.8 71.0 74.1 Treatment & Related Information Index Mental Health 59 O 42.6 51 4 62.7 Treatment & Related Information Index Maternity 69.1 70,7 Treatment & Related Information Index Medical 50.1 60.7 63.4 65.1 70.4 erall Performance Group: Activity Occupancy Rate (Bed Day Efficiency) 88.2 -19 Length of Stay -24 Cancellation rate 8,0 16.3 12,8 16.6 erali F erformance Group: Cost of Service -25 Total Cost / Weighted Separation 1,880.7 1,827.6 -36a Catering - total cost 26.1 28.1 29.6 45,4 Energy Consumption per square metre 26.6 rall P erformance Group: Staffing Hours of Sick Leave by Staff Category - Managerial And Clerical -06.2 3.0 06.3 Hours of Sick Leave by Staff Category - Medical -1.6 1.2 1.4 1.6 06.4 Hours of Sick Leave by Staff Category - Nursing 2.9 3.2 3.3 Hours of Sick Leave by Staff Category - Operational 06.5 3.5 3.7 4.0 Hours of Sick Leave by Staff Category - Professional 06.8 11 2.2 2.7 Hours of Sick Leave by Staff Category - Technical

07

07

07

06.7

ted: 05/07/2002

Attachment 1

	,, ,		Pe	er Group			
for Number and Description:	Hospit Scor		25th	Median	75th	Max	Vail.
EFF-06.9 Hours of Sick Leave by Staff Category - Visiting Me	dical Officers 0.6	5 0,0	0.6	0.8	2.7	6.3	ger dan de
EFF-08.2 Cost of Sick Leave by Staff Category - Managerial A	* • • • • • • • • • • • • • • • • • • •		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		694.2	976.4	1,247.8	1,751.0	1771
EFF-08.4 Cost of Sick Leave by Staff Category - Nursing	1,377.6	,	1,301.6	1,420.4	1,479.9	1,622.3	5.7
EFF-08.5 Cost of Sick Leave by Staff Category - Operational	966,7		964,5	979.2	1,100.9	1,192.0	£ 7.11
EFF-08.6. Cost of Sick Leave by Staff Category - Professional	1,397.5		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 Medic	al Officers 844.9	9.0	1,008.4	1,261.4	4,621.1	7,955.1	e) e)
EFF-11 Cost of Work Cover	10	0.5	1.0	1.6	1,9	2.0	
EFF-14.2 Hours of Overtime by Staff Category - Managerial An	d Clerical 0.5	0.2	0.3	0.4	0.5	2.3	
EFF-14.3 Hours of Overtime by Staff Category - Medical	10.6	4	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	A - 433
EFF-14.5 Hours of Overtime by Staff Category - Operational	1.1	0.3	0.7	0.8	1.0	1.9	读
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 Medica		0.0	9.4	19.6	32.5	3.1	
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	
3 Cost of Overtime by Staff Category - Medical	13,468.6	4,745.9 1	1,231.3	8,6817 1	939.3	7,209.3	25.00
.d.4 Cost of Overtime by Staff Category - Nursing	434.5	237.1	359.8	462.1	<b>577</b> .3	896.1	10.3
EFF-16.5 Cost of Overtime by Staff Category - Operational	5677	114.9	363.6	442.9	489.7	914.6	3.77
EFF-16.6 Cost of Overtime by Staff Category - Professional	5,460.0	632.6	1.861,0	2,008.9	1,423.6	6,442.9	
FF-16.7 Cost of Overtime by Staff Category - Technical	0.6	0.0	0.0	0.0	117.0	256.9	
FF-16.9 Cost of Overtime by Staff Category - Visiting Medical C	Officers 23,867.4	0.0 10	6,443.9 3	9,662.1 80	391.8 10	3,836.5	
Overall Performance Group: Not Summansed				<b>-</b>			
FF-01 Full-Time Equivalent (FTE) Star	286.9	210.6	293.2	443.5	553.5	929.8	
FF-02.2 FTE Staff by Category Managerial And Clerical FF-02.3 FTE Staff by Category Mertical	31.6	31.4	34.6	63.9	69.8	158.5	
FF-02.3 FTE Staff by Category Medical FF-02.4 FTE Staff by Sategory Marking	29.1	-0.2	25.2	31,4	49.2	98.2	
FF-02.5 FTE Staff by Category - Operational	165.5	107.6	133.8	204.8	294.3	431.2	1
FF-02.6 FTE Staff by Category - Professional	46.1	46.1	72.7	·	100.0	164.1	
FF-02.7 FTE Staff by Category - Technical	11.7	7.8	18.9	23.8	35.8	68.3	
FF-02.9 FTE Staff by Category - Visiting Medical Officers	0.4	Ð.4	O.B	1,3	12	4.2	22
FF-05 Hours of Sick Leave		0.4 2.8	0.6 - 4.7	./26	5.0	9.3	
FF-07 Cost of Sick Leave		ataille - 192	3.0	3.0	3.3	3.5	
FF-13 Hours of Overtime	2.2	0.7	188.9 1,			376.0	
FF-15 Cost of Overtime	2,168.4			2.5 230.4 2.6	3.0	3.7	
TO DE LA SECURIO DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANION DE LA COMPANI	<u> </u>			230.4 2,8	119.5 J	305.0	
Performance Group: Benchmarking and Clinica	经银行支付 医假性性畸形 医双侧畸形的 网络人名德罗特 经收益 化二	5.6(b)g (c		医乳皮等	30 ± 13.74 × 1	70 ), ¥[2: 1	
06.3 Benchmarking - In selected clinical areas - external	0.0	0.0	27.8	30.8 <i>88</i>	55.6	100.0	in the second
C07.1 Clinical Pathways - Extent of development and use	7.1	2.6	17.3	· 🍇	52.0	# Alex	
verall Performance Group: Continuity of Care				40.0		71.4	
C08.1 Facilitating continuity of care - Use of pre admission clinic	s for elective surgery 3.0	3.0	<b>3.0</b>	30	3.0	3.0	
C08.2 Facilitating continuity of care - Provision of discharge sun		0.0	0,0	1.0	3.0		
C08.3 Facilitating continuity of care - Shared ante and post nata		0.0	∞1.5	3.0	3.0	3.0	
208.4 Facilitating continuity of care - Cardiac rehabilitation	20	1.0	2.0	2.0		3.0	
208.5 Facilitating continuity of care - Provision of electronic disc		0.0	0.0	0.0	3,0 0.0	3.0	
erall Performance Group: Quality and Use of Information						1.0	
04.1 Quality of Information - Accuracy	90.2	89.5	91.3	94.3 £	4.8	97.6	
04.2a Quality of information - Timeliness - Number of months or		0.0	3.0		6.0	9.0	
04.2b Quality of information - Timeliness - Number of days late p		0.0	3.5			17.6	
05.1 Use of Information - Availability of electronic information	37.5					77.1	
05.2 Use of Information - Collection and use of clinical informat						8.6	1
erall Performance Group: Not Summarised			· · · · · · · · · · · · · · · · · · ·				A STATE OF
01 Accreditation	. 1.0	0,0	1.0	1.0	1.0	1.0	10
02 Credentialling	1.0	-,-,			1.0 1.0	1.0	
Workforce Management - Retention of Nursing Staff						8.1	100
Workforce Management - Retention of Alfied Health Staff						0.0	2017/2018 2017/2018
03.3 Workforce Management - Median Age Nursing Staff						3.0	
06.1 Benchmarking - In selected clinical areas	31.6			3.3 53		4.4	
ted: 05/07/2002				00 <del></del> -			
160. 00/01/2002		-		_			

Attachment 1

Hospital	Peer Group							
Score	Min	25th	Median	75th	Max			
33,3	0.0	16.7	29.4	55.6	100.0			
6.9	3.0	20.2	54.8	60.7				
0.0	0.0	7:1	53.6	85.7	100.0			
0.0	0.0	23.8	28.6	57.1	90.5			
21.4	0.0	21.4	39.3	46.4	64.3	7.1		
0.0	0.0	0.0	-1.9	7.7	44.2			
	33.3 6.9 0.0 0.0 21.4	33.3 0.0 6.9 3.0 0.0 0.0 0.0 21.4 0.0	Min   25th	Min   25th   Median	Min   25th   Median   75th	Min   25th   Median   75th   Max		



# 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)

CII 0.2 Standard primiparae —Induction of tabour 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.



# 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**

ជជ

Peer Group: Large

**Central Zone** 

Clinical Utilisation and Outcomes	Patient Satisfaction
Medical ☆	Maternity ☆☆
Obstetrics & Gynaecology 화화	Medical ☆
Surgical 4444	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 AA	Overall AA

# 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.

Performance Compared to the Average

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**

Rockhampton Base Hospital Central Zone	<u> </u>	-	
Performance Indicator	Risk Adjusted Hospital Score: P	eer Group Mean: Sign	ificance: Referenc
1 Other many authority	(Rate per 100 s		
	( Trade per 100.0	Оранацопо	
and the term of the letters of the the terms			
Acute Myocardial Infarction	40.0 :	40.0	* Ci01.1
In-hospital Mortality	18.9	13.3	212.2.2
Long Stay Rates	17.7	8.7	* Cl01.2
Heart Failure			0100.4
In-hospital Mortality	9.5	7.7 8.7	CI02.1
Long Stay Rates	8.0	∞ 348.7	Cl02.2
Stroke			,
In-hospital Mortality	27.8	26.3	Cl03.1
Long Stay Rates	3,1	7.0	Cl03.2
Nursing Home Separations	16.8	14.3	Cl03.4
'neumonia			
In-hospital Mortality	9.0	7.2	C104.1
Long Stays	14.0	10.8	Cl04.2
sthma			
Long Stay Rates	13.6	12.0	CJ14.1
-४५-११ राष्ट्राव्यात्राहरूक स्वयंक्तात्र 🛴 सिक्स्यातिक व स्थापिक		The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon	
ysterectomy	· · · · · · · · · · · · · · · · · · ·		
Long Stay rates	25.1	9.7	* Cl09.1
Complications of Surgery	11.5	12.3	C109.3
on Women < 35 years	3.8	12.2	* Cl09.4
Blood Transfusion Rates	7.0	1.8	* Cl09.5
andard Primiparae			
C-section 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
nall for Gestational Age		4	
Small for Gestational Age	2.8	2.8	CI11.1
iternal Post-Natal Long Stay Rate			
Vaginal Births	8.0	8.2	CI13.1
Caesarean Section Births	5,6	5.7	Ci13.2
entermination de la constitución d	<b>自己的基本的基本的工程</b>		
actured Neck of Femur			
In-hospital Mortality	3.6	7.6	Cl06.1
Long Stays	7.3	13.1	Cl06.2
Nursing Home Separations	15.8	18.9	Cl06.5
Complications of Surgery	3.5	15.9	C106.6
ee Replacement	• '	and the second	9
Long Stays	10.9	10.5	CI07.1
Complications of Surgery	13.1	18.77	Cl07.3
Replacement			
Long Stay Rates	15.2	10.7	Ci08.1
Complications of Surgery	18.6	28.1	Cl08.3

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

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

## **Patient Satisfaction**

## **Rockhampton Base Hospital**

Large

		• •		•	-ai 8c
·	Central Zone	Hospital Score:	Peer Group Mean:	Significance:	Reference:
				a sections	
	(1) 10 (1) 11 (1) 11 (1) 12 (1) 12 (1) 13 (1) 13 (1) 13 (1) 13 (1) 13 (1) 13 (1) 13 (1) 13 (1) 13 (1) 13 (1) 1				
	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	68.5	**	PS06
	Treatment & Related Information Index	62.2	64.0		PS07
					2014年1月1日
-	Access and Admission Index	63.7	67.8	<u> </u>	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
4	Overall Care Index	63.2	66.9		P805
<sub>-</sub>	Physical Environment Index	57.7	68,4	**************************************	<b>PS</b> 06
}	Treatment & Related Information Index	63.0	65.5		PS07
>	Contraction and the Contraction of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State of the State				
	Access and Admission Index	59.9	64.5		
	Complaints Management Index	61.1	63.4		PS01
	Discharge and Follow-up Index	56 <b>.2</b>	60,1	p.Art	PS02 PS03
	General Patient Information Index		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
	1000年的10日本中的中国的基本公司的1000年2月中国第二届新疆	en en en en en en en en en en en en en e	注: 中华的 医阴道病	Removal areas	AUNTO HIDA
=	Access and Admission Index	NVR	58.7		
	Complaints Management Index	N/R	57.2		PS01 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	CARRON-	PS05
	Physical Environment Index	<b>62.4</b>	63.6		PS06
	Treatment & Related Information Index	\$5.2	53.1		PS07
4	BAKAN BANKA TAKAN BANKA				Consultation and
7	Access and Admission Index	69,5	68.9		
1	Complaints Management Index	66.9	67.8		PS01
	Discharge and Follow-up Index	60.3	64.0		PS02 PS03
	General Patient Information Index	72.1	72.9	antille "III	PS03 PS04
+	Overali Care Index	67.3	68.7	**************************************	PS05
	Physical Environment Index	63.4	67.3	7000	PS06
	Treatment & Related Information Index	08.1	69.2		PS07
<del>,</del>					- 001

## 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.
- \$\pm\$ 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.



## **Efficiency**

## **Rockhampton Base Hospital**

Large

Kocmanhon base noshitai				Larg	je j
Central Zone	Data Type:	Hospital Score:	Peer Group Median:	Reference:	
Harris Render versign					
Occupancy Rate (Bed Day Efficiency)	Demontors	01.6	92.0		
Length of Stay	Percentage	82.8	•	EFF-17	
Cancellation rate	Days	2.98	3.05	EFF-19	•
	Percentage	12.7	12,8	EFF-24	
Total Cost / Weighted Separation		2 202	•	TEF OF	
Catering - total cost	Dollars Dollars	2,998	2,075	EFF-25	•
Energy Consumption per square metre		28.1	28.1	EFF-36a	
The Process Reads to the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of	Dollare	22.6	22.1	EFF-45.4	
Hours of Sick Leave by Staff Category - Managerial And Clerical		2.05	والمستوات والمستوات	FEEDO	
Hours of Sick Leave by Staff Category - Medical	Percentage Percentage	2.95	2.95	EFF-06.2	,
Hours of Sick Leave by Staff Category *Nursing	ANNOUNCE WASHINGTON	1.23	1.36	EFF-06.3	
Hours of Sick Leave by Staff Category Deparational	Percentage	3.64	3.35	EFF-06.4	
Hours of Sick Leave by Staff Category & Professional	Percentage	3.96	3,46	EFF-06.5	
Hours of Sick Leave, by Staff Category * Technical	Percentage Percentage	2:16 3.20	2.20	EFF-06.6 EFF-06.7	
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage Percentage		2.42 2.96	EFF-06.8	
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	2.49	0.78	EFF-06.9	
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	2,37 938	1,040	EFF-08.2	•
Cost of Sick Leave by Staff Category - Medical	Dollare	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	1,167	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 - Feetinical	Dollars	1,347	1.194	EFF-08.7	
Cost of Sick Leave by Staff Category - Trade And Aritsans	Dollars	821	937	EFF-08.8	
Cost of Sick Leave by Staff Category A 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	<b>0.3</b> 9	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	The Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Co
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	
Read tidenteles de Consille Printe Contraction de Contraction		· 自 和多数	gant, the		
Full-Time Equivalent (FTE) Staff	Numeric	601		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		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		FF-02.9	
Hours of Sick Leave	Percentage	3.30	3.04 E	FF-05	
Cost of Sick Leave	Dollars	1,272	1,266 E	FF-07	
Hours of Overtime	Percentage	3.69	2.50 €	FF-13	- /
Cost of Overtime	Dollars	3,305		FF-15	<u> </u>
					HH III
+ Indicators listed within this overall performance group have been used to	determine overall of	performance	C.A	B.0007.0002	2.00346

<sup>+</sup> Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00346

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	•				Lar
Central Zone		Type of Score:	Hospital Score:	Peer Group Median:	Reference
Benchmarking	proposition of				
In selected clinical areas - external		Percentage	27.8	30.8	SIC06.3
Clinical Pathways	•	, 0.001,2290		:	01000.3
Extent of development and use in selected clinical areas		Percentage	67.3	48	SIC07.1
TO SALE CORRESPONDED FROM THE STATE OF THE SALE OF	Mag den er er				01007.1
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 electropic discharge summaries to GPs		Max score 3	0/3	Ω.e.b	
Tribulation outside Strong Thursdespillmental selection and analysis		Miax score 3	0/3		SIC08.5
Quality of Information					
Accuracy		Percentage	94.8	94.3	SIC04.1
Timeliness - Number of months on time		Mentins	2	5	
Timeliness - Number of days late per month		Days	14.9	5	SICO4.2a SICO4.2b
Use of Information		<b>Vay</b> 3	14.3	3	SICU4.20
Availability of electronic information		Percentage	39.6	37.5	PICOE 4
Collection and use of clinical information	į.	Percentage	78.6	50.8	SIC05.1 SIC05.2
		Y STOCKING C	70.0		31003.2
Accreditation					÷
Accreditation		Yes/No	Yes	12/13	SIC01
Credentialling			. 1	A	•
Credentialling		Yes/No	No Ø	5/13	SIC02
Workforce Management			Maria.		
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 A selected clinical areas					
a selected clinical areas - internal		Percentage	26.3		SIC06.1
		Percentage	0	29.4	SIC06.2
Clinical Pathways			1		÷
Extent of development and use as per Ontario	. /// 1999.	Percentage	78.6	54.8	SIC07.2
Surgical (Orthopaedic) - extent of development and use	* ***	- Walter	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					

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.



SIC09

Percentage

Extent of telehealth usage

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

## Measured Quality

Hospital Report

### a light him and a

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

Attachment 1

Peer Group Hospital tor Number and Description: Score Min <u>Median</u> 75th Rockhampton Base Hospital Large Central Zone Overall Performance Group: Medical Acute Myocardial Infarction - in-hospital Mortality CI01.1 18.9 0.0 8.8 14.4 19.5 20.7 Acute Myocardial Infarction - Long Stay Rates CI01.2 0.0 2.6 8.3 11.9 17.9 Cl02.1 Heart Failure - In-hospital Mortality 9.5 0.0 4.8 9.5 10.7 12,7 Heart Falture - Long Stay Rates CJ02.2 0.0 4.4 8.8 13.2 15.8 Stroke - in-hospital Mortality Cl03.1 3.9 22 I 24.8 35.1 45.2 CI03\_2 Stroke - Long Stay Rates 0.0 0.0 3.1 12.3 21.6 CI03.4 Stroke - Nursing Home Separations 0.0 11.8 15.6 17.6 22.1 CI04.1 Pneumonia - In-hospital Mortality 9.0 4.1 5.2 70 8.7 Pneumonia - Long Stays C104.2 2.9 7.1 8.3 14.7 18.9 CH4.1 Asthma - Long Stay Rates 2.8 13.4 19.2 Overall P erformance Group: Obstetrics & Gynaecology Hysterectomy - Long Stay rates CIO9.1 10.5 15.6 Hysterectomy - Complications of Surgery 4.5 7.6 11.2 30.2 Hysterectomy - on Women < 35 years 38 14.0 17.2 √9.5 Hysterectomy - Blood Transfusion Rates Ö.O 0.0 2.2 7.0 CI10.1 Standard Primiparae - C-section 13,7 13.3 15.7 17.2 CH10.2 Standard Primiparae - Induction of Labour 20.7 10.2 15.7 20 1 Standard Primiparae - Perineal Tears 2110,3 1.9 1.8 3.5 **311.1** Small for Gestational Age - Small for Gestational Age 20 2.8 **313.1** Maternal Post-Natal Long Stay Rate (Vaginal Birting) 8.0 4.2 11.1 25.3 J13 2 Maternal Post-Natal Long Stay Rate (Caesarean Section Bidlis 2.4 5.1 12.7 enformance Group: Surgical )verall Fractured Neck of Femur - In-hospital Mortality 306.1 3.6 3.4 3.9 Fractured Neck of Femura Long Stays 106.2 3.8 6,8 8.8 16.4 Fractured Neck of Femur - Nursing Home Separations 106.5 11.8 18 5 21,0 31.5 46.6 106.6 Fractured Neck of Femur - Complications of Surgery 3.8 8.5 41.6 107.1 Knee Replacement - Long Stays 10.9 6.2 €.5 13.1 16.9 107.3 Knee Replacement - Complications of Surgery 13.1 10.3 22.6 108.1 Hip Replacement - Long Stay Rates 15.2 4.9 10.2 10.7 108.3 Hip Replacement - Complications of Surgery 13.7 18.6 32.8 erformance Group: Maternity Overall Care Index Maternity 51.7 63.6 65.9 érali Performance Group: Medical Overall Care Index Medical 60.8 65.2 60.8 62,9 65.6 rerall Performance Group: Surgical Overall Care Index Surgical 65.9 67.1 68.3 70.2 rerall Performance Group: Not Summarised Access and Admission Index Surgical 64.3 69.5 66.2 68.4 70.5 75.0 Access and Admission Index All types combined 620 61.2 63.2 65.1 66.8 70.9 Access and Admission Index Maternity 63.7 67.2 71.8 74.8 Access and Admission Index Medical 59.9 62.4 63.6 67.0 72.2 Access and Admission Index Mental Health 51.0 57.0 60.0 66.2 70.0 Complaints Management Index Surgical 88 S 64.4 66.7 67.9 68.9 75.2 Complaints Management Index Medical 61.1 57.9 61.1 64.5 66.4 Complaints Management Index All types combined 58 7 62.6 64.0 67.7 68.6 Complaints Management Index Mental Health 40.2 55.6 59,1 69.9 76.2 Complaints Management Index Maternity 53.9 62.6 65.8 68.9 Discharge and Follow-up Index All types combined 58.6 56.3 58.6 60.8 61.8 68.0 Discharge and Follow-up Index Maternity 68,0 51.5 63.5 66.0 67.9 69.9 Discharge and Follow-up Index Medical 56,2 55.5 57.5 59.5 62.1 Discharge and Follow-up Index Mental Health 67.7 44.5 55.0 58.0 61.8 67.7 Discharge and Follow-up Index Surgical 60.3 60,0 61.9 63.1 643 70.4 General Patient Information Index Surgical 70.6 72.0 72.B

05

05

**01** 

ed: 05/07/2002

India	ator Number and Description:	Hospita	1		Group			
nuc	ator samper and Description.	Score	Min	25th M	edian	75th	Max	
PS04	General Patient Information Index Maternity	EE O	40.0	05.0	07.4			_
PS04	General Patient information Index Mental Health	65.8	48.9	65.0	67.1	72.0	74.2	411
PS04	General Patient Information Index Medical	56.6	49.7	55.4	60.3	68.0	76.4	
PS04	General Patient Information Index All types combined	66.5	65.5	67.0	70.6	71.6	74.3	
PS05	Overall Care Index All types combined	67.2	65.5	67.2	70.0	72.0	74.2	
PS05	Overall Care Index Mental Health	62.2	62.0	63.8	64.5	66.6	70.3	
PS06	Physical Environment Index All types combined	58.5	51.3	56.9	60.3	63.3	67.4	
PS06	Physical Environment Index Maternity	60.2	59.5	64.5	66.7	67.5	72.6	
PS06	Physical Environment Index Medical	57.7	61.2	63.6	67.2	72.9	77.8	13 <u>1</u> ,
PS06	Physical Environment Index Mental Health	69,6	59.1	64.0	67.3	68.4	71.9	
PS06	Physical Environment Index Surgical	62.4	50.2	61.6	65.6	66.7	69.3	Tagnar.
PS07	Treatment & Related Information Index Mental Health	63.4	692	64.3	66.4	69.9	77.6	** :
PS07	Treatment & Related Information Index Surgical	55.2	42.6	51.4	57.1	62.7	64.2	(a)
PS07	Treatment & Related Information, Index All types combined	68.1	66.5			71.0	74.1	A. 18
PS07	Treatment & Related information Index Materials	62.2	59.2			65.1	70.0	
PS07	Treatment & Related Information Index Medical	63.0	53.7	,		69.1	70,7	
(15.00) (15.00)	The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s	60.7	59.1	60.7	63.4	85.1	70.4	W
2				and the second			9	
)-17	Performance Group: Activity  Occupancy Rate (Bed Day Efficiency)	** ~		<b>%</b>				
FF-19	Length of Stay	82.8	51.4	- 336 - 20	90-m - 29399	8.2	96.3	1000
EFF-24	Cancellation rate	3.0	2.3	27	·	3.2	3.4	in too.
	Performance Group: Cost of Service	12.7	- 8.0	9.9	2.8 1	16.6	18.1	1. 海棠
EFF-25	Total Cost / Weighted Separation	2,998.4	007.0				12 u 14 u <u>1</u> 2 u	
EFF-36a	Catering - total cost	28.1		52.3 2,07		سأتساه مي	98.4	
FF-45.4	Energy Consumption per square matre	22,6					92.9	12.15 S
Overall F	Performance Group: Staffing		14.3	17.9 2	2.1 2	6.6	45.4	
FF-06.2	Hours of Sick Leave by Staff Category. Managerial And Clerical	3,0	2.4	2.9	3,0	3.1	4 p.	
FF-06.3	Hours of Sick Leave by Staff Category - Medical	1.2	-1.6		,	v. r 1.6	3.8 2.1	
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	3.6	2.9	· + 🤏	S	3.6	3.8	
FF-06.5	Hours of Sick Leave by Staff Category - Operational	4.0		Salasa	862 ·	3.7	4.0	
FF-06.6	Hours of Sick Leave by Staff Category - Professional	22		9	<b>*</b>	2.7	2.8	
FF 08.7	Hours of Sick Leave by Staff Category - Technical	3.2	0.0	92° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° - 120° -	Tables.	1.3	4.6	
FF 06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	25	0.0	24 3			9.8	3.2
FF-06,9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	2.4	0.0	0.6 0	.8 2		6.3	
F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	937.9	886.4 92	0.4 1,039	7 1,073		· ·	
	Cost of Sick Leave by Staff Category - Medical	847.7	649.4 69	4.2 976	4 1,247	.8 1,75	1.0	
	Cost of Sick Leave by Staff Calegory - Nursing	1,479.9 1,	170.7 1,30	1.8 1,420	4 1,479	9 1,62	2.3	
	Cost of Sick Leave by Staff Category - Operational	1,167.4	16.4 96	4.5 979.	2 1,100	9 1,19	2.0	
	Cost of Sick Leave by Staff Category - Professional	965.7	89.5 96	5.7 1,161	1,264	6 1,39	7.5	257
	Cost of Sick Leave by Staff Category - Technical	1,347.1	0.0 38	22 1,193	1,407.	0 1,851	1.9	377
	Cost of Sick Leave by Staff Category - Trade And Artisans	821.0	00 77	.2 937	1 1,089.	9 3,264	1.9	V. 1
	Cost of Sick Leave by Staff Category - Visiting Medical Officers	4,247.3	0.0 1,00	3.4 1,263	4 4,621.	7,955	.1	19.
	Cost of Work Cover	1.6	0.5	.0 4.	1.	9 2	o	- 77
	Hours of Overtime by Staff Category - Managerial And Clerical	0.2	0.2	.3 0.	0.	5 2	.s	
	Hours of Overtime by Staff Category - Medical	22.2	4.3 10	.6 14.1	17.0	22	.2	
	Hours of Overtime by Staff Category - Nursing	0.9	0.4 0	.6 0.	1.0	1	.5	
	Hours of Overtime by Staff Category - Operational	0.8	0.3 0	7 0.0	1.0	1	.9	77.2
	lours of Overtime by Staff Category - Professional	4.0	0.8 2	.1 3,6	5.2	7.	.8	
	lours of Overlime by Staff Category - Technical	0.4	0.0 0	.0 0.0	0.2	0.	4	
	lours of Overtime by Staff Category - Trade And Artisans	3.7	0.0 2	1 2.7	3.5	4.	6	
	tours of Overtime by Staff Category - Visiting Medical Officers		0.0 9	4 19,6	32.5	43.	1	
	cost of Overtime by Staff Category - Managerial And Clerical	113.7 10	6.9 156.	7 192.1	239.7	1,191.	8	an Right
· ·	cost of Overtime by Staff Category - Medical	27,209.3 4,74	5.9 11,231.	3 18,681.7	19,939.3	27,209.	3	
	ost of Overtime by Staff Category - Nursing	544.4 23	7.1 359.	B 462.1	577.3	896.		
	ost of Overtime by Staff Category - Operational	396,8 11	4.9 363.	442.9	489.7	914.0	3	1
	ost of Overtime by Staff Category - Professional	3,151.0 63	2.6 1,681.	3,008.9	4,423.6	6,442.8		
	ost of Overtime by Staff Category - Technical	256.9	0.0	0.0	117.0	256.9		
	ost 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		
-16.9 C	oat of Overtime by Staff Category - Visiting Medical Officers	46,026,5 (	0.0 16,443.9	39,662.1	80,391.8	103,836,5	2 79.	A Vege
Ind. OF	7000						100	1

ted: **05/07/20**02

Attachment 1

•							
	Hospital		Pe	er Group	) <u> </u>		
ator Number and Description:	Score	Min	25th	Median	75th	Max	Significant Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control o
Overall Performance Group: Not Summarised	•		<u> </u>	37 7			
EFF-01 Full-Time Equivalent (FTE) Staff							Ž + -
EFF-02.2 FTE Staff by Category - Managerial And Clerical	601,4	210.6	293.2	443,5	553.5	929.8	
EFF-02.3 FTE Staff by Category - Medical	67.7	31.4	34.6	63.9	69.8	158.5	
EFF-02.4 FTE Staff by Category - Nursing	52.4	-0.2	25.2	31.4	49.2	98.2	
EFF-02.5 FTE Staff by Category - Operational		107,6	133.8	204.8	294.3	431_2	
EFF-02.6 FTE Staff by Category - Professional	133.9	46.1	72.7	84.9	100.0	164.1	
EFF-02.7 FTE Staff by Category - Technical	35.8	7.5	18.9	23.8	35.8	68.3	147
EFF-02.8 FTE Staff by Category - Trade And Artisans	1.9	0.4	0,6	1.3	2.2	4.2	24 m
EFF-02.9 FTE Staff by Category - Visiting Medical Officers	11.1	0.0	0.9	3.1	7.0	11.1	
EFF-05 Hours of Sick Leave	4.5	- 4	0,6	2.5	5.0	9.3	
EFF-07 Cost of Sick Leave	3.3	2.0	3.0	3.0	3,3	3,5	
EFF-13 Hours of Overtime	1,2017 1	092.6	1,188.9	1,266.1	1,280.3	1,376.0	· · · · · · · · · · · · · · · · · · ·
EFF-15 Cost of Overtime	3.7	0.7	1.9	2.5	3.0	3.7	
	3,305.0	390.4	1,675.2	2,230.4	2,819.5	3,305.0	
					The St.		
Overall Performance Group: Benchmarking and Clinical Pathways SIC06.3 Benchmarking - In selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the selection of the sel				······································		400	
The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s	27.8	0.0	27.8	30/8	55,6	100.0	9.8
1 Clinical Pathways - Extent of development and use continuity of Care	67.3	2.6	17.3	48.6	52.0	71.4	5.0
						<b>*</b>	
ose of pre admission clinics for elective sui	gery 3.0	1.0	3.0	3.0	3.0	3.0	
SiC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs SiC08.3 Facilitating continuity of care - Shared ante and post natal care	0.0	80	0.0	1.0	3.0	3.0	7
SIC08.4 Facilitating continuity of care - Cardiac rehabilitation	3.0	20.0	1.5	3.0	3.0	3.0	7.9
SIC08.6 Facilitating continuity of care - Provision of electronic discharge summaries	3.0	1.0	2.0	2.0	3:0	3.0	5.74
Overall Performance Group: Quality and Use of Information.	to GPs 0.0	0.0	0.0	0.0	0.0	1.0	
SICO4.1 Quality of information - Accuracy							
SICO4.2a Quality of information Trinelinesa - Number of months on time		89,5	91.3	94.3	94.8	97.6	
SICO4.2b Quality of informations - Timestriess - Number of days late per month	2.0	0.0	3.0	5.0	6.0	9.0	
SIC05.1 Use of information - Availability of electronic information	14.9	0.0	3.5		10.0	17.6	
SIC05.2 Use of Information - Collection and use of clinical information		27.1 WW	313	37.5	39.6	77.1	
Overall Performance Group: Not Summarised	78.6		<b>37.</b> 1	50,8	62.9	78.6	
SIC01 Accreditation	1.0	0.0	1.0		4.5		
IC02 Credentialling	* <del>*****</del> ,	0.0	##	***1.0 	1.0	1.0	
IC03.1 Workforce Management - Retention of Nursing Staff	90 m - 400 - 400 marie 40	4.3	0.0	0.0	1.0	1.0	
ICD3.2 Workforce Management - Retention of Allied Health Staff	<del>/////-</del>	0.0	81.9	83.6	85.4	88.1	- 44
IC03.3 Workforce Management - Median Age Nursing Staff	40.0		66.7	73.7		100.0	
Benchmarking - in selected clinical areas	`~ <b>*</b> *- <u>1</u>	:	48.0 	41.0	42.0	43.0	
Benchmarking - In selected clinical areas - internal	<u></u>		29.4 10.7	33.3	53.3	94.4	
597.2 Clinical Pathways - Extent of development and use as per Ontario			16.7 20.2	29,4		100.0	
C07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	******	):Q		54.8	60.7	78.6	
C07.3b Clinical Pathways - Medical - extent of development and use			7.1 4 :	53.6		00.0	
C07.3c Clinical Pathways - O & G - extent of development and use		<del>%%</del> #	97	25.6	57.1	90.5	
C09 Telehealth - Extent of telehealth usage						64.3	
	W W W	- 900	0.0	1.9	7.7	44.2	



# 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