

# Overall Performance

Bowen Hospital

Northern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

No indicators to report

## Patient Satisfaction

Maternity ☆☆

Medical ☆☆

Overall

Overall ☆☆

## Efficiency

Activity ☆

Cost of Service ☆☆

Staffing ☆☆

Overall ☆☆

## System Integration and Change

Benchmarking and Clinical Pathways ☆☆

Continuity of Care ☆

Quality and Use of Information ☆☆

Overall ☆☆

### Performance Compared to the Average

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

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

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

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

## Clinical Utilisation and Outcomes

Bowen Hospital

Small

Northern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY

  
CAB.0007.0002.00354

# Patient Satisfaction

Bowen Hospital

Small

Northern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	77.9	72.8	PS01
Complaints Management Index	68.0	69.2	PS02
Discharge and Follow-up Index	70.2	66.2	PS03
General Patient Information Index	75.9	73.2	PS04
Overall Care Index	73.2	70.7	PS05
Physical Environment Index	80.0	71.5	* PS06
Treatment & Related Information Index	68.6	69.0	PS07

Access and Admission Index	71.9	72.5	PS01
Complaints Management Index	75.0	69.9	PS02
Discharge and Follow-up Index	67.7	68.8	PS03
General Patient Information Index	79.7	71.2	PS04
+ Overall Care Index	76.9	71.8	PS05
Physical Environment Index	87.5	76.4	PS06
Treatment & Related Information Index	77.1	70.2	PS07

Access and Admission Index	78.8	73.0	PS01
Complaints Management Index	65.0	68.6	PS02
Discharge and Follow-up Index	69.6	66.0	PS03
General Patient Information Index	73.9	72.8	PS04
+ Overall Care Index	71.5	70.5	PS05
Physical Environment Index	77.5	71.1	PS06
Treatment & Related Information Index	65.8	68.5	PS07

Access and Admission Index	N/R	71.6	PS01
Complaints Management Index	N/R	73.7	PS02
Discharge and Follow-up Index	N/R	65.7	PS03
General Patient Information Index	N/R	78.0	PS04
+ Overall Care Index	N/R	71.7	PS05
Physical Environment Index	N/R	69.8	PS06
Treatment & Related Information Index	N/R	72.1	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.0007.0002.00355

+ 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

**Bowen Hospital**  
**Northern Zone**

**Small**

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

<b>Overall Performance Group: Northern Zone</b>				
Occupancy Rate (Bed Day Efficiency)	Percentage	74.9	51.1	EFF-17
Length of Stay	Days	6.76	3.68	EFF-19
<b>Overall Performance Group: Northern Zone</b>				
Catering - total cost	Dollars	32.7	44.5	EFF-36a
Energy Consumption per square metre	Dollars	31.1	25.3	EFF-45.4
<b>Overall Performance Group: Northern Zone</b>				
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	1.62	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	4.11	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	1.76	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	1.93	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.54	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	2.14	3.42	EFF-06.7
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	461	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	3,969	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	615	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	556	848	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	728	728	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	900	1,378	EFF-08.7
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	0.29	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.09	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	25.8	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.95	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.32	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	5.89	3.95	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0	0	EFF-14.7
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	10.0	0	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	38.4	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	47,374	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	1,040	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	150	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	4,533	3,114	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	0	0	EFF-16.7
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	26,747	0	EFF-16.9
<b>Overall Performance Group: Northern Zone</b>				
Full-Time Equivalent (FTE) Staff	Numeric	49.2	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	3.24	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.37	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	27.3	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	13.8	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	3.03	2.87	EFF-02.6
FTE Staff by Category - Technical	Numeric	0.37	0.91	EFF-02.7
FTE Staff by Category - Visiting Medical Officers	Numeric	0.02	0.04	EFF-02.9
Hours of Sick Leave	Percentage	1.85	2.91	EFF-05
Cost of Sick Leave	Dollars	690	1,081	EFF-07
Hours of Overtime	Percentage	2.49	1.99	EFF-13
Cost of Overtime	Dollars	2,232	1,986	EFF-15

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

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

CAB.0007.0002.00356



# System Integration and Change

Bowen Hospital

Northern Zone

Small

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

## Benchmarking

In selected clinical areas - external

Percentage	0	0	SIC06.3
------------	---	---	---------

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	0	15.8	SIC07.1
------------	---	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

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

Provision of discharge summaries to GPs

Max score 5	0/3	1	SIC08.2
-------------	-----	---	---------

Shared ante and post natal care

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

Cardiac rehabilitation

Max score 3	N/A	N/A	SIC08.4
-------------	-----	-----	---------

Provision of electronic discharge summaries to GPs

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

## Quality of Information

Accuracy

Percentage	96.7	93.5	SIC04.1
------------	------	------	---------

Timeliness - Number of months on time

Months	7	6.5	SIC04.2a
--------	---	-----	----------

Timeliness - Number of days late per month

Days	4.5	4.9	SIC04.2b
------	-----	-----	----------

## Use of Information

Availability of electronic information

Percentage	18.8	20.8	SIC05.1
------------	------	------	---------

Collection and use of clinical information

Percentage	0	20.7	SIC05.2
------------	---	------	---------

## Accreditation

Accreditation

Yes/No	No	13/24	SIC01
--------	----	-------	-------

## Credentialling

Credentialling

Yes/No	Yes	24/24	SIC02
--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff

Percentage	85.7	76.9	SIC03.1
------------	------	------	---------

Retention of Allied Health Staff

Percentage	50	71.4	SIC03.2
------------	----	------	---------

Median Age Nursing Staff

Years	44	42.3	SIC03.3
-------	----	------	---------

## Benchmarking

In selected clinical areas

Percentage	0	0	SIC06.1
------------	---	---	---------

In selected clinical areas - internal

Percentage	0	0	SIC06.2
------------	---	---	---------

## Clinical Pathways

Extent of development and use as per Ontario

Percentage	0	17.4	SIC07.2
------------	---	------	---------

Surgical (Orthopaedic) - extent of development and use

Percentage	N/A	N/A	SIC07.3a
------------	-----	-----	----------

Medical - extent of development and use

Percentage	0	10.7	SIC07.3b
------------	---	------	----------

O & G - extent of development and use

Percentage	0	14.3	SIC07.3c
------------	---	------	----------

## Telehealth

Extent of telehealth usage

Percentage	0	1.9	SIC09
------------	---	-----	-------

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

CAB.0007.0002.00357

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

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

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min

25th

Median

75th

Max

**Bowen Hospital**  
**Northern Zone**

**Small**

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 76.9 40.8 69.1 71.2 79.1 84.3

Overall Performance Group: Medical

PS05 Overall Care Index Medical 71.5 64.7 66.3 70.7 72.5 80.2

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 69.2 69.0 73.4 74.9 81.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index Medical 78.8 65.8 69.1 74.4 78.0 80.3

PS01 Access and Admission Index All types combined 77.9 65.5 69.0 74.2 77.3 80.6

PS01 Access and Admission Index Maternity 71.9 43.9 68.7 71.8 80.0 85.5

PS01 Access and Admission Index Surgical 59.3 68.8 72.3 74.5 78.4

PS02 Complaints Management Index All types combined 68.0 59.5 66.1 67.7 73.4 80.8

PS02 Complaints Management Index Maternity 75.0 59.4 68.7 73.4 77.8 90.6

PS02 Complaints Management Index Medical 65.0 59.5 65.5 66.8 73.7 80.8

PS02 Complaints Management Index Surgical 60.1 68.8 75.0 78.9 87.5

PS03 Discharge and Follow-up Index All types combined 70.2 58.1 64.1 67.9 68.8 80.8

PS03 Discharge and Follow-up Index Maternity 67.7 41.7 67.7 70.4 75.7 87.5

PS03 Discharge and Follow-up Index Medical 69.5 60.0 63.2 65.8 69.8 80.8

PS03 Discharge and Follow-up Index Surgical 44.2 57.4 68.8 72.0 100.0

PS04 General Patient Information Index All types combined 75.9 63.9 69.2 72.9 77.2 84.2

PS04 General Patient Information Index Surgical 68.8 74.0 77.6 80.2 87.5

PS04 General Patient Information Index Maternity 79.7 58.8 68.1 75.0 83.5 91.7

PS04 General Patient Information Index Medical 73.9 62.8 67.8 72.5 76.3 82.7

PS05 Overall Care Index All types combined 73.2 62.9 67.9 71.1 73.0 80.2

PS06 Physical Environment Index All types combined 80.0 61.9 68.9 70.4 73.7 81.5

PS06 Physical Environment Index Maternity 87.5 41.4 73.5 77.3 82.4 88.8

PS06 Physical Environment Index Medical 77.5 65.0 68.2 69.9 72.7 81.2

PS06 Physical Environment Index Surgical 57.3 68.4 71.9 75.9 83.8

PS07 Treatment & Related Information Index Surgical 61.3 69.2 73.8 75.7 83.3

PS07 Treatment & Related Information Index All types combined 68.6 60.1 65.8 69.3 72.4 79.5

PS07 Treatment & Related Information Index Maternity 77.1 46.2 66.9 70.1 80.0 90.3

PS07 Treatment & Related Information Index Medical 65.8 59.8 64.3 67.0 72.6 79.5

Overall Performance Group: Activity

EFF-17 Occupancy Rate (Bed Day Efficiency) 74.9 8.8 41.8 51.1 63.7 108.7

EFF-19 Length of Stay 6.8 1.2 3.0 3.7 4.4 6.8

Overall Performance Group: Cost of Service

EFF-36a Catering - total cost 32.7 21.0 33.6 44.5 55.8 107.6

EFF-45.4 Energy Consumption per square metre 31.1 11.7 17.5 25.3 31.3 81.2

Overall Performance Group: Staffing

EFF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical 1.6 0.0 1.6 2.6 3.0 4.4

EFF-06.3 Hours of Sick Leave by Staff Category - Medical 4.1 0.0 0.0 0.8 2.2 4.6

EFF-06.4 Hours of Sick Leave by Staff Category - Nursing 1.8 1.3 2.6 3.0 3.4 4.5

EFF-06.5 Hours of Sick Leave by Staff Category - Operational 1.9 1.9 2.6 3.3 3.9 6.7

EFF-06.6 Hours of Sick Leave by Staff Category - Professional 1.5 0.0 1.0 1.7 1.9 2.4

EFF-06.7 Hours of Sick Leave by Staff Category - Technical 2.1 0.0 2.2 3.4 4.6 10.2

EFF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers 0.0 0.0 0.0 0.0 0.0 3.3

EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 460.7 0.0 499.5 785.8 1,063.6 1,442.1

EFF-08.3 Cost of Sick Leave by Staff Category - Medical 3,968.8 0.0 0.0 702.5 2,069.4 4,238.6

EFF-08.4 Cost of Sick Leave by Staff Category - Nursing 614.7 477.8 955.1 1,206.1 1,335.1 1,758.3

EFF-08.5 Cost of Sick Leave by Staff Category - Operational 558.5 558.5 739.4 948.1 1,155.9 1,932.8

EFF-08.6 Cost of Sick Leave by Staff Category - Professional 728.4 0.0 472.2 728.4 932.0 1,133.2

EFF-08.7 Cost of Sick Leave by Staff Category - Technical 899.8 0.0 860.9 1,377.9 1,850.6 4,270.8

EFF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers 0.0 0.0 0.0 0.0 0.0 6,781.8

EFF-11 Cost of Work Cover 0.3 0.1 0.4 0.7 0.9 2.7

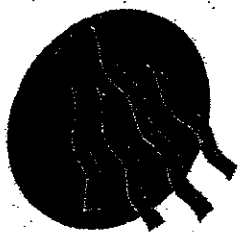


# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
EFF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical	0.1	0.0	0.0	0.1	0.1	2.4
EFF-14.3 Hours of Overtime by Staff Category - Medical	25.8	0.0	10.6	20.1	26.2	35.8
EFF-14.4 Hours of Overtime by Staff Category - Nursing	2.0	0.0	0.4	0.8	1.4	2.8
EFF-14.5 Hours of Overtime by Staff Category - Operational	0.3	0.0	0.2	0.4	0.7	1.7
EFF-14.6 Hours of Overtime by Staff Category - Professional	5.9	0.1	2.9	4.0	6.4	24.9
EFF-14.7 Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.1	5.3
EFF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers	10.6	0.0	0.0	0.0	10.6	61.7
EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	38.4	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3 Cost of Overtime by Staff Category - Medical	47,373.7	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4 Cost of Overtime by Staff Category - Nursing	1,048.3	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5 Cost of Overtime by Staff Category - Operational	149.7	14.2	92.9	202.3	303.4	692.7
EFF-16.6 Cost of Overtime by Staff Category - Professional	4,532.8	109.4	2,061.7	3,114.1	5,396.9	28,722.0
EFF-16.7 Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	78.4	2,836.0
EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers	26,746.5	0.0	0.0	0.0	26,746.5	212,445.0
Overall Performance Group: Not Summarised						
EFF-01 Full-Time Equivalent (FTE) Staff	49.2	31.5	37.2	48.6	67.3	128.9
EFF-02.2 FTE Staff by Category - Managerial And Clerical	3.2	0.2	2.8	3.8	6.1	24.9
EFF-02.3 FTE Staff by Category - Medical	1.4	1.0	1.7	2.1	2.5	7.0
EFF-02.4 FTE Staff by Category - Nursing	27.3	14.7	20.1	23.8	32.2	58.1
EFF-02.5 FTE Staff by Category - Operational	13.8	7.4	12.0	15.2	21.9	45.2
EFF-02.6 FTE Staff by Category - Professional	3.0	0.4	1.6	2.9	4.8	11.0
EFF-02.7 FTE Staff by Category - Technical	0.4	0.1	0.6	0.9	1.4	2.3
EFF-02.9 FTE Staff by Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.1	0.7
EFF-05 Hours of Sick Leave	1.9	1.7	2.5	2.9	3.4	4.6
EFF-07 Cost of Sick Leave	690.4	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13 Hours of Overtime	2.5	0.4	1.3	2.0	2.5	3.8
EFF-15 Cost of Overtime	2,232.5	190.7	1,145.4	1,986.5	2,626.5	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways						
SIC06.3 Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
SIC07.1 Clinical Pathways - Extent of development and use	0.0	0.0	2.2	15.8	33.5	90.0
Overall Performance Group: Continuity of Care						
SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	0.0	1.0	3.0	3.0
SIC08.3 Facilitating continuity of care - Shared ante and post natal care	0.0	0.0	0.0	3.0	3.0	3.0
SIC08.4 Facilitating continuity of care - Cardiac rehabilitation	0.0	0.0	1.0	2.0	2.0	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	0.0
Overall Performance Group: Quality and Use of Information						
SIC04.1 Quality of information - Accuracy	96.7	82.2	92.0	94.3	95.2	97.6
SIC04.2a Quality of information - Timeliness - Number of months on time	7.0	1.0	4.8	6.5	8.0	9.0
SIC04.2b Quality of information - Timeliness - Number of days late per month	4.5	0.0	2.5	4.9	7.5	39.8
SIC05.1 Use of Information - Availability of electronic information	18.8	10.4	16.7	20.8	25.0	33.3
SIC05.2 Use of Information - Collection and use of clinical information	0.0	0.0	11.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised						
SIC01 Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
SIC02 Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1 Workforce Management - Retention of Nursing Staff	85.7	46.2	67.9	76.9	85.0	98.7
SIC03.2 Workforce Management - Retention of Allied Health Staff	50.0	33.3	58.4	71.4	100.0	100.0
SIC03.3 Workforce Management - Median Age Nursing Staff	44.0	31.5	36.9	42.3	43.6	51.0
SIC06.1 Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
SIC06.2 Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	0.0	75.0
SIC07.2 Clinical Pathways - Extent of development and use as per Ontario	0.0	0.0	2.5	17.4	37.3	90.0
SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	0.0	3.6	57.1
SIC07.3b Clinical Pathways - Medical - extent of development and use	0.0	0.0	0.0	10.7	34.5	100.0
SIC07.3c Clinical Pathways - O & G - extent of development and use	0.0	0.0	0.0	14.3	46.4	100.0
SIC09 Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	5.8	17.3

CAB.0007.0002.00360



# Queensland Government

## Queensland Health

### Measured Quality Hospital Report

Beauresert Hospital

Southern 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

# Overall Performance

Beautesert Hospital

Southern Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity

☆☆

Medical

☆

Surgical

☆

Overall

☆

## Efficiency

Activity

☆☆☆

Staffing

☆

Overall

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆☆

Continuity of Care

☆☆

Quality and Use of Information

☆

Overall

☆☆

### Performance Compared to the Average

☆

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

☆☆

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

☆☆☆

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

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



CAB.0007.0002.00362

## Clinical Utilisation and Outcomes

Beautesert Hospital

Medium

Authem Zone

Performance Indicator

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00363

# Patient Satisfaction

Beauesert Hospital

Medium

Southern Zone

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

Access and Admission Index	68.7	72.4	*	PS01
Complaints Management Index	60.2	69.0	**	PS02
Discharge and Follow-up Index	61.0	66.9	*	PS03
General Patient Information Index	66.0	73.9	**	PS04
Overall Care Index	65.6	70.7	*	PS05
Physical Environment Index	68.5	70.6		PS06
Treatment & Related Information Index	62.3	69.7	**	PS07

Access and Admission Index	73.1	75.5		PS01
Complaints Management Index	67.8	72.2		PS02
Discharge and Follow-up Index	71.1	71.5		PS03
General Patient Information Index	69.5	73.6		PS04
Overall Care Index	71.6	73.5		PS05
Physical Environment Index	83.0	75.1	*	PS06
Treatment & Related Information Index	63.4	71.2		PS07

Access and Admission Index	68.7	71.7		PS01
Complaints Management Index	68.8	67.8	*	PS02
Discharge and Follow-up Index	60.2	66.0	*	PS03
General Patient Information Index	65.6	73.5	*	PS04
Overall Care Index	65.0	70.1	**	PS05
Physical Environment Index	67.1	70.0		PS06
Treatment & Related Information Index	62.2	69.1	*	PS07

Access and Admission Index	63.1	74.7	*	PS01
Complaints Management Index	62.1	75.6		PS02
Discharge and Follow-up Index	56.5	69.3		PS03
General Patient Information Index	65.0	77.6	*	PS04
Overall Care Index	63.4	73.6		PS05
Physical Environment Index	64.2	70.8		PS06
Treatment & Related Information Index	61.8	73.3		PS07

## Statistical Significance

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

+ Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00364



# Efficiency

Beaudesert Hospital

Medium

Southern Zone

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

EFFICIENCY - BED DAY EFFICIENCY				
Occupancy Rate (Bed Day Efficiency)	Percentage	79.0	66.1	EFF-17
Length of Stay	Days	2.50	2.93	EFF-19
EFFICIENCY - SICK LEAVE				
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.00	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.39	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.42	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.54	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.38	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	6.35	3.14	EFF-06.7
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	602	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	231	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	908	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,030	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,228	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	2,478	1,323	EFF-08.7
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	0.49	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	1.02	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	24.6	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.64	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	1.61	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	7.76	5.71	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0	0.00	EFF-14.7
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	23.6	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	507	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	38,827	35,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	1,030	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	758	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	6,711	4,618	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	0	1.21	EFF-16.7
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	50,645	10,518	EFF-16.9
EFFICIENCY - FULL-TIME EQUIVALENT (FTE) STAFF				
Full-Time Equivalent (FTE) Staff	Numeric	81.7	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	5.59	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.72	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	33.2	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	25.7	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	9.51	7.30	EFF-02.6
FTE Staff by Category - Technical	Numeric	4.46	2.81	EFF-02.7
FTE Staff by Category - Visiting Medical Officers	Numeric	0.56	0.36	EFF-02.9
Hours of Sick Leave	Percentage	2.87	3.13	EFF-05
Cost of Sick Leave	Dollars	1,019	1,270	EFF-07
Hours of Overtime	Percentage	3.48	2.19	EFF-13
Cost of Overtime	Dollars	3,111	2,210	EFF-15



CAB.0007.0002.00365

+ 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

Beaulesert Hospital

Medium

Southern Zone

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

## Benchmarking

In selected clinical areas - external	Percentage	45.5	6.3	SIC06.3
---------------------------------------	------------	------	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	17.5	20.2	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	93.7	94.1	SIC04.1
Timeliness - Number of months on time	Months	0	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	13.3	2.9	SIC04.2b
<b>Use of Information</b>				
Availability of electronic information	Percentage	58.3	27.1	SIC05.1
Collection and use of clinical information	Percentage	9.2	26.6	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	6/10	SIC01
---------------	--------	-----	------	-------

## Credentialling

Credentialling	Yes/No	Yes	10/10	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	75.6	85.5	SIC03.1
Retention of Allied Health Staff	Percentage	75	75	SIC03.2
Median Age Nursing Staff	Years	43	41.5	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	41.7	31	SIC06.1
In selected clinical areas - internal	Percentage	0	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	18.5	20.7	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
Medical - extent of development and use	Percentage	26.2	25	SIC07.3b
O & G - extent of development and use	Percentage	0	19.6	SIC07.3c

## Telehealth

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

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

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

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

CAB.0007.0002.00366

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

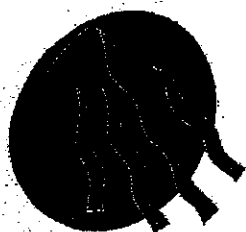
Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group					
			Min	25th	Median	75th	Max	
Leaudesert Hospital Southern Zone								Medium
Overall Performance Group: Maternity								
005	Overall Care Index Maternity	71.6	69.8	71.6	72.3	74.8	85.7	
Overall Performance Group: Medical								
005	Overall Care Index Medical	65.0	65.0	68.8	71.3	72.5	74.7	
Overall Performance Group: Surgical								
005	Overall Care Index Surgical	63.4	63.4	69.0	73.3	79.0	85.1	
Overall Performance Group: Not Summarised								
001	Access and Admission Index All types combined	68.7	68.7	70.3	72.4	74.3	77.9	
001	Access and Admission Index Maternity	73.1	68.5	73.1	75.4	78.9	83.4	
001	Access and Admission Index Medical	68.7	68.3	69.4	72.0	73.5	77.6	
001	Access and Admission Index Surgical	63.1	63.1	69.8	74.2	80.9	86.5	
002	Complaints Management Index Surgical	62.1	62.1	74.4	78.7	83.3	87.7	
002	Complaints Management Index Medical	58.8	58.8	66.1	67.0	71.2	76.5	
002	Complaints Management Index All types combined	60.2	60.2	67.2	68.8	72.1	77.0	
002	Complaints Management Index Maternity	67.8	64.0	69.6	71.2	78.5	86.6	
003	Discharge and Follow-up Index Medical	60.2	60.2	64.3	65.8	68.4	74.2	
003	Discharge and Follow-up Index All types combined	61.0	61.0	65.0	67.0	69.0	74.3	
003	Discharge and Follow-up Index Surgical	56.5	56.5	60.8	69.2	75.8	88.9	
003	Discharge and Follow-up Index Maternity	71.1	68.9	69.0	71.1	71.5	88.4	
004	General Patient Information Index All types combined	68.0	66.0	71.9	74.5	77.3	80.5	
004	General Patient Information Index Maternity	69.5	69.5	71.2	72.7	78.1	86.2	
004	General Patient Information Index Medical	65.6	65.6	71.5	73.8	77.2	79.4	
004	General Patient Information Index Surgical	65.0	65.0	74.3	78.9	82.4	90.9	
005	Overall Care Index All types combined	65.6	65.6	69.4	71.9	73.2	76.4	
006	Physical Environment Index Surgical	64.2	56.7	64.8	70.1	75.4	86.7	
006	Physical Environment Index All types combined	68.5	64.7	68.0	72.1	73.4	80.4	
006	Physical Environment Index Maternity	83.0	67.7	69.8	72.2	78.8	87.1	
006	Physical Environment Index Medical	67.1	62.9	67.4	71.8	78.2	79.1	
007	Treatment & Related Information Index Maternity	63.4	63.4	66.7	71.7	73.4	85.0	
007	Treatment & Related Information Index Medical	62.2	62.2	67.3	70.9	72.2	74.1	
007	Treatment & Related Information Index Surgical	61.8	61.8	68.6	74.0	81.8	83.6	
007	Treatment & Related Information Index All types combined	62.3	62.3	68.0	71.2	72.8	74.9	
Overall Performance Group: Activity								
019	Occupancy Rate (Bed Day Efficiency)	79.0	50.8	57.9	66.1	70.7	103.3	
019	Length of Stay	2.5	2.5	2.6	2.9	3.5	5.0	
Overall Performance Group: Staffing								
006.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.0	1.5	2.6	3.0	3.6	6.0	
006.3	Hours of Sick Leave by Staff Category - Medical	0.4	0.0	0.4	0.8	1.4	5.8	
006.4	Hours of Sick Leave by Staff Category - Nursing	2.4	2.4	2.8	3.2	3.8	4.3	
006.5	Hours of Sick Leave by Staff Category - Operational	3.5	2.7	3.2	3.6	4.3	6.1	
006.6	Hours of Sick Leave by Staff Category - Professional	2.4	0.8	1.8	2.2	2.4	7.8	
006.7	Hours of Sick Leave by Staff Category - Technical	6.4	0.0	1.1	3.1	3.5	6.4	
006.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	2.8	18.9	
008.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	602.2	457.2	888.8	1,008.5	1,545.1	2,166.1	
008.3	Cost of Sick Leave by Staff Category - Medical	231.2	0.0	272.1	521.2	1,105.7	5,633.7	
008.4	Cost of Sick Leave by Staff Category - Nursing	907.6	907.6	1,098.8	1,230.1	1,489.7	1,679.0	
008.5	Cost of Sick Leave by Staff Category - Operational	1,029.6	768.3	936.7	1,058.8	1,259.9	1,788.8	
008.6	Cost of Sick Leave by Staff Category - Professional	1,228.2	424.6	976.9	1,127.5	1,255.2	3,906.3	
008.7	Cost of Sick Leave by Staff Category - Technical	2,477.6	0.0	461.1	1,322.8	1,475.2	2,477.6	
008.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	4,485.2	36,824.6	
011	Cost of Work Cover	0.5	0.2	0.5	0.7	2.1	2.7	
014.2	Hours of Overtime by Staff Category - Managerial And Clerical	1.0	0.0	0.1	0.2	0.4	1.0	
014.3	Hours of Overtime by Staff Category - Medical	24.5	15.2	22.9	23.8	26.5	30.0	
014.4	Hours of Overtime by Staff Category - Nursing	1.6	0.4	0.5	0.8	1.5	2.3	

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group					Total Score
			Min	25th	Median	75th	Max	
EFF-14.5	Hours of Overtime by Staff Category - Operational	1.6	0.1	0.2	0.4	0.7	1.6	
EFF-14.6	Hours of Overtime by Staff Category - Professional	7.8	1.7	4.4	5.7	7.5	8.6	
EFF-14.7	Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.0	0.3	
EFF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	23.6	0.0	0.4	6.4	24.2	26.5	
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	507.1	6.2	52.7	92.3	187.2	507.1	
EFF-16.3	Cost of Overtime by Staff Category - Medical	38,826.9	18,324.7	36,169.9	36,811.3	45,761.1	56,148.1	
EFF-16.4	Cost of Overtime by Staff Category - Nursing	1,029.8	197.2	272.0	436.6	896.3	1,341.7	
EFF-16.5	Cost of Overtime by Staff Category - Operational	758.1	60.9	94.7	170.2	307.4	758.1	
EFF-16.6	Cost of Overtime by Staff Category - Professional	6,710.6	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7	
EFF-16.7	Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	1.2	18.2	113.3	
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	50,645.4	0.0	558.3	10,518.1	58,586.2	88,277.8	
Overall Performance Group: Not Summarised								
EFF-01	Full-Time Equivalent (FTE) Staff	81.7	61.0	73.5	84.1	131.9	197.5	
EFF-02.2	FTE Staff by Category - Managerial And Clerical	5.6	5.5	6.0	8.0	11.3	25.9	
EFF-02.3	FTE Staff by Category - Medical	2.7	2.1	2.6	3.5	4.7	7.7	
EFF-02.4	FTE Staff by Category - Nursing	33.2	32.5	33.2	38.3	66.6	96.5	
EFF-02.5	FTE Staff by Category - Operational	25.7	16.1	20.7	24.3	38.9	44.9	
EFF-02.6	FTE Staff by Category - Professional	9.5	3.2	4.6	7.3	9.1	14.7	
EFF-02.7	FTE Staff by Category - Technical	4.5	0.1	0.8	2.8	5.2	6.1	
EFF-02.9	FTE Staff by Category - Visiting Medical Officers	0.6	0.0	0.1	0.4	0.6	0.8	
EFF-05	Hours of Sick Leave	2.9	2.4	2.9	3.1	3.8	4.0	
EFF-07	Cost of Sick Leave	1,019.3	1,002.6	1,041.3	1,270.3	1,423.0	1,450.4	
EFF-13	Hours of Overtime	3.5	1.3	2.0	2.2	2.6	3.5	
EFF-15	Cost of Overtime	3,111.3	1,103.4	1,782.5	2,210.1	2,479.1	3,111.3	
Overall Performance Group: Benchmarking and Clinical Pathways								
SIC06.3	Benchmarking - In selected clinical areas - external	45.5	0.0	0.0	6.3	43.1	100.0	
SIC07.1	Clinical Pathways - Extent of development and use	17.5	0.0	17.2	20.2	46.8	49.4	
Overall Performance Group: Continuity of Care								
SIC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0	
SIC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0	
SIC08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	3.0	3.0	3.0	3.0	
SIC08.4	Facilitating continuity of care - Cardiac rehabilitation	2.9	2.0	2.0	2.3	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	0.0	
Overall Performance Group: Quality and Use of Information								
SIC04.1	Quality of information - Accuracy	93.7	79.1	88.5	94.0	96.1	97.1	
SIC04.2a	Quality of information - Timeliness - Number of months on time	0.0	0.0	4.5	6.5	7.8	8.0	
SIC04.2b	Quality of information - Timeliness - Number of days late per month	13.3	0.0	1.2	2.9	4.8	13.3	
SIC05.1	Use of Information - Availability of electronic Information	58.3	6.3	21.9	27.1	28.7	58.3	
SIC05.2	Use of Information - Collection and use of clinical Information	9.2	5.7	11.6	26.6	42.9	52.3	
Overall Performance Group: Not Summarised								
SIC01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0	
SIC02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0	
SIC03.1	Workforce Management - Retention of Nursing Staff	75.6	75.6	82.1	85.5	88.1	90.1	
SIC03.2	Workforce Management - Retention of Allied Health Staff	75.0	50.0	70.4	75.0	79.7	100.0	
SIC03.3	Workforce Management - Median Age Nursing Staff	43.0	39.0	41.0	41.5	43.0	45.0	
SIC06.1	Benchmarking - In selected clinical areas	41.7	0.0	3.1	30.9	42.6	100.0	
SIC06.2	Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	26.2	100.0	
SIC07.2	Clinical Pathways - Extent of development and use as per Ontario	18.5	0.0	18.4	20.7	52.8	54.5	
SIC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	14.3	60.7	85.7	
SIC07.3b	Clinical Pathways - Medical - extent of development and use	26.2	0.0	14.9	25.0	47.0	64.3	
SIC07.3c	Clinical Pathways - O & G - extent of development and use	0.0	0.0	3.6	19.7	39.3	53.6	
SIC09	Telehealth - Extent of telehealth usage	1.9	0.0	0.0	1.9	11.1	48.1	



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Caloundra Hospital

Central 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

# Overall Performance

Caloundra Hospital  
Peer Group: Medium

Central Zone

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Medical

☆☆

Surgical

☆☆

Overall

☆☆

## Efficiency

Activity

☆☆☆

Cost of Service

☆☆

Staffing

☆☆☆

Overall

☆☆☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆☆

Continuity of Care

☆☆

Quality and Use of Information

☆☆

Overall

☆☆

### Performance Compared to the Average

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

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

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

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

## Clinical Utilisation and Outcomes

Caloundra Hospital

Medium

Central Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00372



# Patient Satisfaction

Caloundra Hospital

Medium

Central Zone

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

Access and Admission Index	74.4	72.4	PS01
Complaints Management Index	68.1	69.0	PS02
Discharge and Follow-up Index	64.3	66.9	PS03
General Patient Information Index	75.3	73.9	PS04
Overall Care Index	72.0	70.7	PS05
Physical Environment Index	72.5	70.6	PS06
Treatment & Related Information Index	72.0	69.7	PS07

Access and Admission Index	73.4	71.7	PS01
Complaints Management Index	66.7	67.8	PS02
Discharge and Follow-up Index	62.5	66.0	PS03
General Patient Information Index	74.3	73.5	PS04
+ Overall Care Index	70.9	70.1	PS05
Physical Environment Index	72.2	70.0	PS06
Treatment & Related Information Index	70.6	69.1	PS07

Access and Admission Index	81.6	74.7	PS01
Complaints Management Index	80.9	75.6	PS02
Discharge and Follow-up Index	76.0	69.3	PS03
General Patient Information Index	82.6	77.6	PS04
+ Overall Care Index	80.1	73.6	PS05
Physical Environment Index	75.0	70.8	PS06
Treatment & Related Information Index	82.6	73.3	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.



CAB.0007.0002.00373

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

Caloundra Hospital

Medium

Central Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	103	66.1	EFF-17
Length of Stay	Days	2.70	2.93	EFF-19
Total Cost / Weighted Separation	Dollars	1,854	1,854	EFF-25
Catering - total cost	Dollars	35.3	35.2	EFF-36a
Energy Consumption per square metre	Dollars	30.0	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.65	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	1.50	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.89	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.91	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	0.83	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	1.87	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	876	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	1,242	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,644	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	857	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	425	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	3,060	0	EFF-08.9
Cost of Work Cover	Dollars	2.20	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.37	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	22.9	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.39	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.36	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	5.95	5.71	EFF-14.6
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	0.60	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	207	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	36,029	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	289	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	176	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	4,761	4,618	EFF-16.6
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	744	10,518	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	69.0	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	8.78	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	3.97	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	32.5	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	18.9	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	4.29	7.30	EFF-02.6
FTE Staff by Category - Visiting Medical Officers	Numeric	0.51	0.36	EFF-02.9
Hours of Sick Leave	Percentage	3.11	3.13	EFF-05
Cost of Sick Leave	Dollars	1,242	1,270	EFF-07
Hours of Overtime	Percentage	2.48	2.19	EFF-13
Cost of Overtime	Dollars	2,563	2,210	EFF-15



CAB.0007.0002.00374

+ 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

Caloundra Hospital

Central Zone

Medium

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

## Benchmarking

In selected clinical areas - external	Percentage	12.5	6.3	SIC06.3
---------------------------------------	------------	------	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	20.4	20.2	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	86.2	94.1	SIC04.1
Timeliness - Number of months on time	Months	9	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	0	2.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	27.1	27.1	SIC05.1
Collection and use of clinical information	Percentage	43.3	26.6	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	6/10	SIC01
---------------	--------	-----	------	-------

## Credentiailling

Credentiailling	Yes/No	Yes	10/10	SIC02
-----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	87.8	85.5	SIC03.1
Retention of Allied Health Staff	Percentage	80	75	SIC03.2
Median Age Nursing Staff	Years	43	41.5	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	12.5	31	SIC06.1
In selected clinical areas - internal	Percentage	12.5	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	21.4	20.7	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
Medical - extent of development and use	Percentage	23.8	25	SIC07.3b
O & G - extent of development and use	Percentage	0	19.6	SIC07.3c

## Telehealth

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

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



CAB.0007.0002.00375

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

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

# Measured Quality

## *Hospital Report*

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Indicator Number and Description:

**Caloundra Hospital**  
**Central Zone**

**Medium**

Overall Performance Group: Medical

PS05	Overall Care Index Medical	70.9	65.0	68.8	71.3	72.5	74.7
------	----------------------------	------	------	------	------	------	------

Overall Performance Group: Surgical

PS05	Overall Care Index Surgical	80.1	63.4	69.0	73.3	79.0	85.1
------	-----------------------------	------	------	------	------	------	------

Overall Performance Group: Not Summarised

PS01	Access and Admission Index All types combined	74.4	66.7	70.3	72.4	74.3	77.9
------	---	------	------	------	------	------	------

PS01	Access and Admission Index Medical	73.4	66.3	69.4	72.0	73.5	77.8
------	------------------------------------	------	------	------	------	------	------

PS01	Access and Admission Index Surgical	81.6	63.1	69.8	74.2	80.9	86.5
------	-------------------------------------	------	------	------	------	------	------

PS02	Complaints Management Index All types combined	68.1	60.2	67.2	68.6	72.1	77.0
------	--	------	------	------	------	------	------

PS02	Complaints Management Index Medical	66.7	58.8	66.1	67.0	71.2	75.5
------	-------------------------------------	------	------	------	------	------	------

PS02	Complaints Management Index Surgical	80.9	62.1	74.4	78.7	83.3	87.7
------	--------------------------------------	------	------	------	------	------	------

PS03	Discharge and Follow-up Index All types combined	64.3	61.0	65.0	67.0	69.0	74.3
------	--	------	------	------	------	------	------

PS03	Discharge and Follow-up Index Medical	62.5	60.2	64.3	65.8	68.4	74.2
------	---------------------------------------	------	------	------	------	------	------

PS03	Discharge and Follow-up Index Surgical	76.0	56.5	60.6	68.2	75.8	88.9
------	--	------	------	------	------	------	------

PS04	General Patient Information Index Medical	74.3	65.6	71.6	73.8	77.2	79.4
------	---	------	------	------	------	------	------

PS04	General Patient Information Index All types combined	75.3	68.0	71.8	74.5	77.3	80.5
------	--	------	------	------	------	------	------

PS04	General Patient Information Index Surgical	82.8	65.9	74.3	78.9	82.4	90.9
------	--	------	------	------	------	------	------

PS05	Overall Care Index All types combined	72.9	66.6	69.4	71.9	73.2	78.4
------	---------------------------------------	------	------	------	------	------	------

PS06	Physical Environment Index All types combined	72.5	64.7	68.0	72.1	73.4	80.4
------	---	------	------	------	------	------	------

PS06	Physical Environment Index Medical	72.2	62.9	67.4	71.8	73.2	79.1
------	------------------------------------	------	------	------	------	------	------

PS06	Physical Environment Index Surgical	75.0	56.7	64.8	70.1	75.4	86.7
------	-------------------------------------	------	------	------	------	------	------

PS07	Treatment & Related Information Index All types combined	72.0	62.3	68.0	71.2	72.8	74.9
------	--	------	------	------	------	------	------

PS07	Treatment & Related Information Index Medical	70.6	62.2	67.3	70.9	72.2	74.1
------	---	------	------	------	------	------	------

PS07	Treatment & Related Information Index Surgical	82.6	61.8	68.6	74.0	81.8	83.6
------	--	------	------	------	------	------	------

Overall Performance Group: Activity

EFF-17	Occupancy Rate (Bed Day Efficiency)	103.3	50.8	57.9	66.1	70.7	103.3
--------	-------------------------------------	-------	------	------	------	------	-------

EFF-19	Length of Stay	2.7	2.5	2.6	2.8	3.5	5.0
--------	----------------	-----	-----	-----	-----	-----	-----

Overall Performance Group: Cost of Service

EFF-25	Total Cost / Weighted Separation	1,854.4	1,829.2	1,841.8	1,854.4	2,364.2	2,873.9
--------	----------------------------------	---------	---------	---------	---------	---------	---------

EFF-38a	Catering - total cost	35.3	28.8	33.9	35.2	37.1	53.2
---------	-----------------------	------	------	------	------	------	------

EFF-45.4	Energy Consumption per square metre	30.0	15.4	17.3	21.8	30.0	36.4
----------	-------------------------------------	------	------	------	------	------	------

Overall Performance Group: Staffing

FF-08.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.8	1.5	2.6	3.0	3.6	6.0
---------	---	-----	-----	-----	-----	-----	-----

FF-08.3	Hours of Sick Leave by Staff Category - Medical	1.5	0.0	0.4	0.6	1.4	5.8
---------	---	-----	-----	-----	-----	-----	-----

FF-08.4	Hours of Sick Leave by Staff Category - Nursing	3.9	2.4	2.8	3.2	3.8	4.3
---------	---	-----	-----	-----	-----	-----	-----

FF-08.5	Hours of Sick Leave by Staff Category - Operational	2.9	2.7	3.2	3.6	4.3	6.1
---------	---	-----	-----	-----	-----	-----	-----

FF-08.6	Hours of Sick Leave by Staff Category - Professional	0.8	0.8	1.8	2.2	2.4	7.8
---------	--	-----	-----	-----	-----	-----	-----

FF-08.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	1.9	0.0	0.0	0.0	2.8	18.9
---------	---	-----	-----	-----	-----	-----	------

FF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	876.1	457.2	888.8	1,008.5	1,545.1	2,166.1
---------	--	-------	-------	-------	---------	---------	---------

FF-08.3	Cost of Sick Leave by Staff Category - Medical	1,242.3	0.0	272.1	521.2	1,105.7	5,633.7
---------	--	---------	-----	-------	-------	---------	---------

FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,644.3	907.6	1,098.8	1,230.1	1,489.7	1,679.0
---------	--	---------	-------	---------	---------	---------	---------

FF-08.5	Cost of Sick Leave by Staff Category - Operational	856.8	768.3	936.7	1,058.8	1,259.8	1,788.8
---------	--	-------	-------	-------	---------	---------	---------

FF-08.6	Cost of Sick Leave by Staff Category - Professional	424.6	424.6	976.9	1,127.5	1,255.2	3,908.3
---------	---	-------	-------	-------	---------	---------	---------

FF-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	3,060.3	0.0	0.0	0.0	4,485.2	36,824.6
---------	--	---------	-----	-----	-----	---------	----------

FF-11	Cost of Work Cover	2.2	0.2	0.5	0.7	2.1	2.7
-------	--------------------	-----	-----	-----	-----	-----	-----

FF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.4	0.0	0.1	0.2	0.4	1.0
---------	---	-----	-----	-----	-----	-----	-----

FF-14.3	Hours of Overtime by Staff Category - Medical	22.9	15.2	22.9	23.8	26.5	30.0
---------	---	------	------	------	------	------	------

FF-14.4	Hours of Overtime by Staff Category - Nursing	0.4	0.4	0.5	0.8	1.5	2.3
---------	---	-----	-----	-----	-----	-----	-----

FF-14.5	Hours of Overtime by Staff Category - Operational	0.4	0.1	0.2	0.4	0.7	1.6
---------	---	-----	-----	-----	-----	-----	-----

FF-14.6	Hours of Overtime by Staff Category - Professional	6.0	1.7	4.4	5.7	7.5	8.6
---------	--	-----	-----	-----	-----	-----	-----

FF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	0.6	0.0	0.4	6.4	24.2	26.5
---------	---	-----	-----	-----	-----	------	------

FF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	206.8	6.2	52.7	92.3	187.2	507.1
---------	--	-------	-----	------	------	-------	-------

FF-16.3	Cost of Overtime by Staff Category - Medical	36,028.8	18,324.7	36,169.9	36,811.3	45,761.1	56,148.1
---------	--	----------	----------	----------	----------	----------	----------

FF-16.4	Cost of Overtime by Staff Category - Nursing	239.4	197.2	272.0	436.6	896.3	1,341.7
---------	--	-------	-------	-------	-------	-------	---------

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
<b>EFF-16.5</b> Cost of Overtime by Staff Category - Operational	175.8	60.3	94.7	170.2	307.4	758.1
<b>EFF-16.6</b> Cost of Overtime by Staff Category - Professional	4,761.3	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
<b>EFF-16.9</b> Cost of Overtime by Staff Category - Visiting Medical Officers	744.3	0.0	558.3	10,518.1	58,586.2	88,277.8
<b>Overall Performance Group: Not Summarised</b>						
<b>EFF-01</b> Full-Time Equivalent (FTE) Staff	69.0	61.0	73.5	84.1	131.9	197.5
<b>EFF-02.2</b> FTE Staff by Category - Managerial And Clerical	8.8	5.5	6.0	8.0	11.3	25.9
<b>EFF-02.3</b> FTE Staff by Category - Medical	4.0	2.1	2.6	3.5	4.7	7.7
<b>EFF-02.4</b> FTE Staff by Category - Nursing	32.5	32.5	33.2	38.3	66.6	96.6
<b>EFF-02.5</b> FTE Staff by Category - Operational	18.0	16.1	20.7	24.3	39.9	44.9
<b>EFF-02.6</b> FTE Staff by Category - Professional	4.3	3.2	4.6	7.3	9.1	14.7
<b>EFF-02.9</b> FTE Staff by Category - Visiting Medical Officers	0.5	0.0	0.1	0.4	0.6	0.8
<b>EFF-05</b> Hours of Sick Leave	3.4	2.8	2.9	3.1	3.8	4.0
<b>EFF-07</b> Cost of Sick Leave	1,241.9	1,002.6	1,041.3	1,270.3	1,423.0	1,450.4
<b>EFF-13</b> Hours of Overtime	2.5	1.3	2.0	2.2	2.6	3.5
<b>EFF-15</b> Cost of Overtime	2,563.2	1,103.4	1,782.6	2,210.1	2,479.1	3,111.3
<b>Overall Performance Group: Benchmarking and Clinical Pathways</b>						
<b>SIC06.3</b> Benchmarking - In selected clinical areas - external	12.5	0.0	0.0	6.3	43.1	100.0
<b>SIC07.1</b> Clinical Pathways - Extent of development and use	20.4	0.0	17.2	20.2	46.6	49.4
<b>Overall Performance Group: Continuity of Care</b>						
<b>SIC08.1</b> Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
<b>SIC08.2</b> Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0
<b>SIC08.3</b> Facilitating continuity of care - Shared ante and post natal care	0.0	0.0	3.0	3.0	3.0	3.0
<b>SIC08.4</b> Facilitating continuity of care - Cardiac rehabilitation	2.0	2.0	2.0	2.3	3.0	3.0
<b>SIC08.5</b> Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
<b>Overall Performance Group: Quality and Use of Information</b>						
<b>SIC04.1</b> Quality of information - Accuracy	86.2	79.1	88.5	94.0	96.1	97.1
<b>SIC04.2a</b> Quality of information - Timeliness - Number of months on time	9.0	0.0	4.5	6.5	7.8	9.0
<b>SIC04.2b</b> Quality of information - Timeliness - Number of days late per month	0.0	0.0	1.2	2.9	4.8	13.3
<b>SIC05.1</b> Use of Information - Availability of electronic information	27.1	6.3	21.0	27.1	28.7	58.3
<b>SIC05.2</b> Use of Information - Collection and use of clinical information	43.3	5.7	11.6	26.9	42.9	52.3
<b>Overall Performance Group: Not Summarised</b>						
<b>IC01</b> Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
<b>IC02</b> Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
<b>IC03.1</b> Workforce Management - Retention of Nursing Staff	87.8	75.6	82.1	85.5	88.1	90.1
<b>IC03.2</b> Workforce Management - Retention of Allied Health Staff	80.0	50.0	70.4	75.0	79.7	100.0
<b>IC03.3</b> Workforce Management - Median Age Nursing Staff	43.0	39.0	41.0	41.5	43.0	45.0
<b>IC06.1</b> Benchmarking - In selected clinical areas	12.5	0.0	3.1	30.9	42.6	100.0
<b>IC06.2</b> Benchmarking - In selected clinical areas - Internal	12.5	0.0	0.0	0.0	26.2	100.0
<b>IC07.2</b> Clinical Pathways - Extent of development and use as per Ontario	21.4	0.0	18.4	20.7	52.8	54.5
<b>IC07.3a</b> Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	14.3	60.7	85.7
<b>IC07.3b</b> Clinical Pathways - Medical - extent of development and use	23.6	0.0	14.9	26.0	47.0	64.3
<b>IC07.3c</b> Clinical Pathways - O & G - extent of development and use	0.0	0.0	3.6	16.7	39.3	53.6
<b>IC08</b> Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	11.1	48.1



# Queensland Government

## Queensland Health

### Measured Quality Hospital Report

Dalby Hospital

Southern 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

# Overall Performance

Dalby Hospital

Southern Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity

☆☆

Medical

☆☆

Surgical

☆

Overall

☆☆

## Efficiency

Activity

☆☆

Cost of Service

☆

Staffing

☆☆

Overall

☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆

Continuity of Care

☆☆

Quality and Use of Information

☆

Overall

☆☆

### Performance Compared to the Average

☆

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

☆☆

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

☆☆☆

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

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



CAB.0007.0002.00380



## Clinical Utilisation and Outcomes

Dalby Hospital

Medium

Southern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB:0007.0002.00381

# Patient Satisfaction

Dalby Hospital

Medium

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	72.4	72.4	PS01
Complaints Management Index	69.1	69.0	PS02
Discharge and Follow-up Index	68.3	66.9	PS03
General Patient Information Index	72.9	73.9	PS04
Overall Care Index	71.7	70.7	PS05
Physical Environment Index	73.7	70.6	PS06
Treatment & Related Information Index	70.6	69.7	PS07

Access and Admission Index	75.4	75.5	PS01
Complaints Management Index	74.0	72.2	PS02
Discharge and Follow-up Index	71.5	71.5	PS03
General Patient Information Index	73.7	73.6	PS04
+ Overall Care Index	72.2	73.5	PS05
Physical Environment Index	72.2	75.1	PS06
Treatment & Related Information Index	65.7	71.2	PS07

Access and Admission Index	73.9	74.7	PS01
Complaints Management Index	67.4	67.8	PS02
Discharge and Follow-up Index	69.1	66.0	PS03
General Patient Information Index	73.0	73.5	PS04
+ Overall Care Index	72.4	70.1	PS05
Physical Environment Index	75.1	70.0	PS06
Treatment & Related Information Index	71.7	69.1	PS07

Access and Admission Index	64.4	74.7	PS01
Complaints Management Index	78.7	75.6	PS02
Discharge and Follow-up Index	60.0	69.3	PS03
General Patient Information Index	71.2	77.6	PS04
+ Overall Care Index	64.2	73.6	PS05
Physical Environment Index	65.2	70.8	PS06
Treatment & Related Information Index	67.7	73.3	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.0007.0002.00382

+ 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

Dalby Hospital

Medium

Southern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	58.2	66.1	EFF-17
Length of Stay	Days	2.89	2.93	EFF-19
Total Cost / Weighted Separation	Dollars	2,874	1,854	EFF-25
Catering - total cost	Dollars	53.2	35.2	EFF-36a
Energy Consumption per square metre	Dollars	31.8	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	5.99	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.04	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.71	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.10	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.23	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	0	3.14	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	0.98	2.23	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	2,166	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	23.2	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,084	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	906	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,101	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	0	1,323	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	337	735	EFF-08.8
Cost of Work Cover	Dollars	0.17	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.29	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	24.4	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	2.25	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.24	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	4.31	5.71	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0.35	0.00	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	1.51	0.16	EFF-14.8
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	128	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	36,780	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	1,342	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	115	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	3,435	4,618	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	113	1.21	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	822	66.3	EFF-16.8
Full-Time Equivalent (FTE) Staff	Numeric	76.5	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	7.88	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.52	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	33.3	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	22.8	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	7.99	7.30	EFF-02.6
FTE Staff by Category - Technical	Numeric	0.15	2.81	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	1.83	1.09	EFF-02.8
Hours of Sick Leave	Percentage	2.97	3.13	EFF-05
Cost of Sick Leave	Dollars	1,089	1,270	EFF-07
Hours of Overtime	Percentage	2.69	2.19	EFF-13
Cost of Overtime	Dollars	2,222	2,210	EFF-15



CAB.0007.0002.00383

+ 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

Dalby Hospital

Medium

Southern Zone

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

## Benchmarking

In selected clinical areas - external	Percentage	0	6.3	SIC06.3
---------------------------------------	------------	---	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	13	20.2	SIC07.1
--	------------	----	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	79.1	94.1	SIC04.1
Timeliness - Number of months on time	Months	6	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	1.7	2.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	6.3	27.1	SIC05.1
Collection and use of clinical information	Percentage	46.7	26.6	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	6/10	SIC01
---------------	--------	-----	------	-------

## Credentiailling

Credentiailling	Yes/No	Yes	10/10	SIC02
-----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	83.7	85.5	SIC03.1
Retention of Allied Health Staff	Percentage	100	75	SIC03.2
Median Age Nursing Staff	Years	39	41.5	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	28.6	31	SIC06.1
In selected clinical areas - internal	Percentage	30.8	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	13.6	20.7	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	0	14.3	SIC07.3a
Medical - extent of development and use	Percentage	14.3	25	SIC07.3b
O & G - extent of development and use	Percentage	14.3	19.6	SIC07.3c

## Telehealth

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

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

CAB.0007.0002.00384

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

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

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

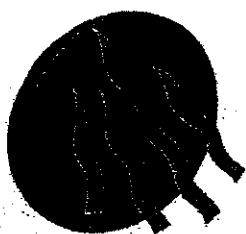
Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group					
			Min	25th	Median	75th	Max	
Dalby Hospital								Medium
Southern Zone								
Overall Performance Group: Maternity								
S05	Overall Care Index Maternity	72.2	69.8	71.6	72.3	74.8	85.7	
Overall Performance Group: Medical								
S05	Overall Care Index Medical	72.4	65.0	68.8	71.3	72.5	74.7	
Overall Performance Group: Surgical								
S05	Overall Care Index Surgical	66.2	63.4	69.0	73.3	79.0	85.1	
Overall Performance Group: Not Summarised								
S01	Access and Admission Index All types combined	72.4	68.7	70.3	72.4	74.3	77.9	
S01	Access and Admission Index Maternity	75.4	68.5	73.1	75.4	78.9	83.4	
S01	Access and Admission Index Medical	73.0	68.3	69.4	72.0	73.5	77.6	
S01	Access and Admission Index Surgical	64.4	63.1	69.8	74.2	80.9	86.5	
S02	Complaints Management Index Medical	67.4	58.8	66.1	67.0	71.2	75.5	
S02	Complaints Management Index All types combined	69.1	60.2	67.2	68.6	72.1	77.0	
S02	Complaints Management Index Maternity	74.0	64.0	69.6	71.2	78.5	86.6	
S02	Complaints Management Index Surgical	78.7	62.1	74.4	78.7	83.3	87.7	
S03	Discharge and Follow-up Index Surgical	68.0	56.6	60.6	69.2	75.8	88.9	
S03	Discharge and Follow-up Index All types combined	68.3	61.0	65.0	67.0	69.0	74.3	
S03	Discharge and Follow-up Index Medical	68.1	60.2	64.3	65.8	68.4	74.2	
S03	Discharge and Follow-up Index Maternity	71.5	68.9	69.0	71.1	71.5	88.4	
S04	General Patient Information Index Surgical	71.2	65.0	74.3	78.9	82.4	90.9	
S04	General Patient Information Index Medical	73.0	65.6	71.5	73.8	77.2	79.4	
S04	General Patient Information Index Maternity	73.7	69.5	71.2	72.7	78.1	86.2	
S04	General Patient Information Index All types combined	72.9	66.0	71.9	74.5	77.3	80.5	
S05	Overall Care Index All types combined	71.7	65.6	69.4	71.9	73.2	76.4	
S06	Physical Environment Index Medical	75.1	62.9	67.4	71.8	73.2	79.1	
S06	Physical Environment Index Maternity	72.2	67.7	69.8	72.2	78.8	87.1	
S06	Physical Environment Index All types combined	73.7	64.7	68.0	72.1	73.4	80.4	
S06	Physical Environment Index Surgical	65.2	56.7	64.8	70.1	75.4	86.7	
S07	Treatment & Related Information Index Maternity	65.7	63.4	66.7	71.7	73.4	85.0	
S07	Treatment & Related Information Index All types combined	70.6	62.3	68.0	71.2	72.8	74.9	
S07	Treatment & Related Information Index Surgical	67.7	61.8	68.6	74.0	81.8	83.6	
S07	Treatment & Related Information Index Medical	71.7	62.2	67.3	70.9	72.2	74.1	
Overall Performance Group: Activity								
F-17	Occupancy Rate (Bed Day Efficiency)	58.2	50.8	57.9	66.1	70.7	103.3	
F-19	Length of Stay	2.9	2.5	2.6	2.9	3.5	5.0	
Overall Performance Group: Cost of Service								
F-25	Total Cost / Weighted Separation	2,873.9	1,829.2	1,841.8	1,854.4	2,364.2	2,873.9	
F-36a	Catering - total cost	63.2	28.8	33.9	35.2	37.1	53.2	
F-45.4	Energy Consumption per square metre	31.8	15.4	17.3	21.8	30.0	36.4	
Overall Performance Group: Staffing								
F-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	6.0	1.5	2.6	3.0	3.6	6.0	
F-06.3	Hours of Sick Leave by Staff Category - Medical	0.0	0.0	0.4	0.6	1.4	5.8	
F-06.4	Hours of Sick Leave by Staff Category - Nursing	2.7	2.4	2.8	3.2	3.8	4.3	
F-06.5	Hours of Sick Leave by Staff Category - Operational	3.1	2.7	3.2	3.6	4.3	6.1	
F-06.6	Hours of Sick Leave by Staff Category - Professional	2.2	0.8	1.8	2.2	2.4	7.8	
F-06.7	Hours of Sick Leave by Staff Category - Technical	0.0	0.0	1.1	3.1	3.5	6.4	
F-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	1.0	0.9	1.0	2.2	3.0	5.1	
F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	2,166.1	457.2	888.8	1,008.5	1,545.1	2,166.1	
F-08.3	Cost of Sick Leave by Staff Category - Medical	23.2	0.0	272.1	521.2	1,105.7	5,633.7	
F-08.4	Cost of Sick Leave by Staff Category - Nursing	1,084.4	907.6	1,098.8	1,230.1	1,489.7	1,679.0	
F-08.5	Cost of Sick Leave by Staff Category - Operational	905.7	768.3	936.7	1,058.8	1,259.9	1,788.8	
F-08.6	Cost of Sick Leave by Staff Category - Professional	1,100.9	424.6	976.9	1,127.5	1,255.2	3,906.3	
F-08.7	Cost of Sick Leave by Staff Category - Technical	0.0	0.0	461.1	1,322.6	1,475.2	2,477.6	
F-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	337.1	262.5	350.7	734.6	942.5	1,748.7	

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-11	Cost of Work Cover	0.2	0.2	0.5	0.7	2.1	2.7
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.3	0.0	0.1	0.2	0.4	1.0
EFF-14.3	Hours of Overtime by Staff Category - Medical	24.4	15.2	22.9	23.8	26.5	30.0
EFF-14.4	Hours of Overtime by Staff Category - Nursing	2.3	0.4	0.5	0.8	1.5	2.3
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.2	0.1	0.2	0.4	0.7	1.6
EFF-14.6	Hours of Overtime by Staff Category - Professional	4.3	1.7	4.4	5.7	7.5	8.6
EFF-14.7	Hours of Overtime by Staff Category - Technical	0.3	0.0	0.0	0.0	0.0	0.3
EFF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	1.5	0.0	0.0	0.2	1.3	1.7
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	128.2	6.2	52.7	92.3	187.2	507.1
EFF-16.3	Cost of Overtime by Staff Category - Medical	36,779.9	18,324.7	36,169.9	36,811.3	45,761.1	56,148.1
EFF-16.4	Cost of Overtime by Staff Category - Nursing	1,341.7	197.2	272.0	436.6	896.3	1,341.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	144.5	60.3	94.7	170.2	307.4	758.1
EFF-16.6	Cost of Overtime by Staff Category - Professional	3,434.9	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
EFF-16.7	Cost of Overtime by Staff Category - Technical	113.3	0.0	0.0	1.2	18.2	113.3
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	821.9	0.0	0.0	66.3	711.7	1,042.8
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	76.5	61.0	73.5	84.1	131.9	197.5
EFF-02	FTE Staff by Category - Managerial And Clerical	7.9	5.5	6.0	6.0	11.3	25.9
EFF-02.3	FTE Staff by Category - Medical	2.5	2.1	2.6	3.5	4.7	7.7
EFF-02.4	FTE Staff by Category - Nursing	32.3	32.3	33.2	38.3	66.6	96.5
EFF-02.5	FTE Staff by Category - Operational	22.0	16.1	20.7	24.3	39.9	44.9
EFF-02.6	FTE Staff by Category - Professional	6.0	3.2	4.6	7.3	9.1	14.7
EFF-02.7	FTE Staff by Category - Technical	0.1	0.1	0.8	2.8	5.2	6.1
EFF-02.8	FTE Staff by Category - Trade And Artisans	1.8	0.4	0.9	1.1	1.5	1.8
EFF-05	Hours of Sick Leave	3.0	2.8	2.9	3.1	3.8	4.0
EFF-07	Cost of Sick Leave	1,089.3	1,002.6	1,041.3	1,270.3	1,423.0	1,450.4
EFF-13	Hours of Overtime	2.7	1.3	2.0	2.2	2.6	3.5
EFF-15	Cost of Overtime	2,222.4	1,103.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group: Benchmarking and Clinical Pathways							
SIC06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	6.3	43.1	100.0
SIC07.1	Clinical Pathways - Extent of development and use	15.0	0.0	17.2	20.2	46.8	49.4
Overall Performance Group: Continuity of Care							
SIC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.3	Facilitating continuity of care - Shared ante and post natal care	0.0	0.0	3.0	3.0	3.0	3.0
SIC08.4	Facilitating continuity of care - Cardiac rehabilitation	2.0	2.0	2.0	2.0	2.3	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	0.0
Overall Performance Group: Quality and Use of Information							
SIC04.1	Quality of information - Accuracy	79.1	79.1	88.5	94.0	96.1	97.1
SIC04.2a	Quality of information - Timeliness - Number of months on time	6.0	0.0	4.5	8.5	7.8	9.0
SIC04.2b	Quality of information - Timeliness - Number of days late per month	1.7	0.0	1.2	2.0	4.8	13.3
SIC05.1	Use of Information - Availability of electronic information	6.3	6.3	21.9	27.1	28.7	58.3
SIC05.2	Use of Information - Collection and use of clinical information	46.7	5.7	11.6	26.6	42.9	52.3
Overall Performance Group: Not Summarised							
SIC01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
SIC02	Credentialing	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1	Workforce Management - Retention of Nursing Staff	83.7	75.6	82.1	85.5	88.1	90.1
SIC03.2	Workforce Management - Retention of Allied Health Staff	100.0	50.0	70.4	75.0	79.7	100.0
SIC03.3	Workforce Management - Median Age Nursing Staff	39.0	39.0	41.0	41.5	43.0	45.0
SIC06.1	Benchmarking - In selected clinical areas	28.6	0.0	3.1	30.9	42.6	100.0
SIC06.2	Benchmarking - In selected clinical areas - internal	30.8	0.0	0.0	0.0	26.2	100.0
SIC07.2	Clinical Pathways - Extent of development and use as per Ontario	13.6	0.0	18.4	20.7	52.8	54.5
SIC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	14.3	60.7	85.7
SIC07.3b	Clinical Pathways - Medical - extent of development and use	14.3	0.0	14.9	25.0	47.0	64.3
SIC07.3c	Clinical Pathways - O & G - extent of development and use	14.3	0.0	3.6	19.7	39.3	53.6
SIC09	Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	11.1	48.1



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Gympie Hospital

Central 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



# Overall Performance

Gympie Hospital

Central Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity

☆☆

Medical

☆☆

Surgical

☆☆

Overall

☆☆

## Efficiency

Activity

☆☆

Cost of Service

☆☆☆

Staffing

☆☆

Overall

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways ☆☆☆

Continuity of Care

☆☆

Quality and Use of Information

☆☆

Overall

☆☆

### Performance Compared to the Average

☆

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

☆☆

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

☆☆☆

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

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

## Clinical Utilisation and Outcomes

Gympie Hospital

Medium

Central Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00390

# Patient Satisfaction

Gympie Hospital

Medium

Central Zone

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

Access and Admission Index	72.4	72.4		PS01
Complaints Management Index	72.5	69.0	*	PS02
Discharge and Follow-up Index	66.7	66.9		PS03
General Patient Information Index	75.9	73.9		PS04
Overall Care Index	72.4	70.7		PS05
Physical Environment Index	74.2	70.6	*	PS06
Treatment & Related Information Index	71.8	69.7		PS07

Access and Admission Index	78.8	75.5	PS01
Complaints Management Index	69.7	72.2	PS02
Discharge and Follow-up Index	72.5	71.5	PS03
General Patient Information Index	71.2	73.6	PS04
+ Overall Care Index	74.8	73.5	PS05
Physical Environment Index	78.8	75.1	PS06
Treatment & Related Information Index	73.0	71.2	PS07

Access and Admission Index	71.0	71.7		PS01
Complaints Management Index	72.6	67.8	*	PS02
Discharge and Follow-up Index	64.7	68.0		PS03
General Patient Information Index	76.2	73.5		PS04
Overall Care Index	71.6	70.1		PS05
Physical Environment Index	73.5	70.0	*	PS06
Treatment & Related Information Index	71.2	69.1		PS07

Access and Admission Index	76.1	74.7	PS01
Complaints Management Index	74.4	75.6	PS02
Discharge and Follow-up Index	75.0	69.3	PS03
General Patient Information Index	78.6	77.6	PS04
+ Overall Care Index	75.6	73.6	PS05
Physical Environment Index	75.0	70.8	PS06
Treatment & Related Information Index	74.5	73.3	PS07

## Statistical Significance

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

+ Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00391

# Efficiency

Gympie Hospital  
Central Zone

Medium

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

Occupancy Rate (Bed Day Efficiency)	Percentage	50.8	66.1	EFF-17
Length of Stay	Days	2.97	2.93	EFF-19
Catering - total cost	Dollars	29.3	35.2	EFF-36a
Energy Consumption per square metre	Dollars	17.3	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.95	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	4.09	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.33	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	4.29	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.37	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	3.17	3.14	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	2.23	2.23	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	5.48	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,092	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	3,724	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,424	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,269	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,264	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	1,366	1,323	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	735	735	EFF-08.8
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	8,760	0	EFF-08.9
Cost of Work Cover	Dollars	2.19	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.61	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	15.2	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.50	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.34	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	2.23	5.71	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0.00	0.00	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	1.09	0.16	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	7.93	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	285	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	18,325	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	289	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	165	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	1,618	4,618	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	2.43	1.21	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	601	66.3	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	11,452	10,518	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	198	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	25.9	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	7.71	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	96.5	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	44.9	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	14.7	7.30	EFF-02.6
FTE Staff by Category - Technical	Numeric	6.10	2.81	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	0.83	1.09	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.85	0.36	EFF-02.9
Hours of Sick Leave	Percentage	3.45	3.13	EFF-05
Cost of Sick Leave	Dollars	1,450	1,270	EFF-07
Hours of Overtime	Percentage	1.32	2.19	EFF-13
Cost of Overtime	Dollars	1,103	2,210	EFF-15



CAB.0007.0002.00392

+ 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

Gympie Hospital

Medium

Central Zone

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

## Benchmarking

In selected clinical areas - external	Percentage	64.3	6.3	SIC06.3
---------------------------------------	------------	------	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	49.4	20.2	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	92	94.1	SIC04.1
Timeliness - Number of months on time	Months	4	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	2	2.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	31.3	27.1	SIC05.1
Collection and use of clinical information	Percentage	18.6	26.6	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	6/10	SIC01
---------------	--------	-----	------	-------

## Credentiailling

Credentiailling	Yes/No	Yes	10/10	SIC02
-----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	88.3	85.5	SIC03.1
Retention of Allied Health Staff	Percentage	83.3	75	SIC03.2
Median Age Nursing Staff	Years	45	41.5	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	60	31	SIC06.1
In selected clinical areas - internal	Percentage	0	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	54.5	20.7	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	85.7	14.3	SIC07.3a
Medical - extent of development and use	Percentage	47.6	25	SIC07.3b
O & G - extent of development and use	Percentage	42.9	19.6	SIC07.3c

## Telehealth

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

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

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

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

CAB.0007.0002.00393

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETERIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group					
		Min	25th	Median	75th	Max	

## Gympie Hospital

Medium

### Central Zone

#### Overall Performance Group: Maternity

PS05	Overall Care Index Maternity	74.8	69.8	71.6	72.3	74.8	85.7
------	------------------------------	------	------	------	------	------	------

#### Overall Performance Group: Medical

PS05	Overall Care Index Medical	71.6	65.0	68.8	71.3	72.5	74.7
------	----------------------------	------	------	------	------	------	------

#### Overall Performance Group: Surgical

PS05	Overall Care Index Surgical	75.6	63.4	69.0	73.3	79.0	85.1
------	-----------------------------	------	------	------	------	------	------

#### Overall Performance Group: Not Summarised

PS01	Access and Admission Index All types combined	72.4	68.7	70.3	72.4	74.3	77.9
------	---	------	------	------	------	------	------

PS01	Access and Admission Index Maternity	78.9	68.5	73.1	75.4	78.9	83.4
------	--------------------------------------	------	------	------	------	------	------

PS01	Access and Admission Index Medical	71.0	68.3	69.4	72.0	73.5	77.6
------	------------------------------------	------	------	------	------	------	------

PS01	Access and Admission Index Surgical	76.1	63.1	69.8	74.2	80.9	86.5
------	-------------------------------------	------	------	------	------	------	------

PS02	Complaints Management Index Medical	72.6	58.8	66.1	67.0	71.2	75.5
------	-------------------------------------	------	------	------	------	------	------

PS02	Complaints Management Index Maternity	69.7	64.0	69.6	71.2	76.5	86.6
------	---------------------------------------	------	------	------	------	------	------

PS02	Complaints Management Index Surgical	74.4	62.1	74.4	76.7	83.3	87.7
------	--------------------------------------	------	------	------	------	------	------

PS02	Complaints Management Index All types combined	72.5	60.2	67.2	68.6	72.1	77.0
------	--	------	------	------	------	------	------

PS03	Discharge and Follow-up Index All types combined	68.7	61.0	65.8	67.0	69.0	74.3
------	--	------	------	------	------	------	------

PS03	Discharge and Follow-up Index Maternity	72.5	66.9	69.0	71.1	71.5	88.4
------	---	------	------	------	------	------	------

PS03	Discharge and Follow-up Index Medical	64.7	60.2	64.3	65.8	68.4	74.2
------	---------------------------------------	------	------	------	------	------	------

PS03	Discharge and Follow-up Index Surgical	75.0	56.5	60.8	69.2	75.8	88.9
------	--	------	------	------	------	------	------

PS04	General Patient Information Index Maternity	71.2	69.5	71.2	72.7	78.1	86.2
------	---	------	------	------	------	------	------

PS04	General Patient Information Index All types combined	75.9	66.0	71.9	74.5	77.3	80.5
------	--	------	------	------	------	------	------

PS04	General Patient Information Index Medical	76.2	65.6	71.5	73.8	77.2	79.4
------	---	------	------	------	------	------	------

PS04	General Patient Information Index Surgical	78.6	65.0	74.3	78.9	82.4	90.9
------	--	------	------	------	------	------	------

PS05	Overall Care Index All types combined	72.4	65.6	69.4	74.9	73.2	76.4
------	---------------------------------------	------	------	------	------	------	------

PS06	Physical Environment Index Surgical	75.0	56.7	64.8	76.1	75.4	86.7
------	-------------------------------------	------	------	------	------	------	------

PS06	Physical Environment Index Medical	73.5	62.9	67.4	71.8	73.2	79.1
------	------------------------------------	------	------	------	------	------	------

PS06	Physical Environment Index Maternity	76.8	67.7	69.8	72.2	76.8	87.1
------	--------------------------------------	------	------	------	------	------	------

PS06	Physical Environment Index All types combined	74.2	64.7	68.0	72.1	73.4	80.4
------	---	------	------	------	------	------	------

PS07	Treatment & Related Information Index Maternity	75.0	63.4	66.7	71.7	73.4	85.0
------	---	------	------	------	------	------	------

PS07	Treatment & Related Information Index Medical	71.2	62.2	67.3	70.9	72.2	74.1
------	---	------	------	------	------	------	------

PS07	Treatment & Related Information Index All types combined	71.8	62.3	68.0	71.2	72.8	74.9
------	--	------	------	------	------	------	------

PS07	Treatment & Related Information Index Surgical	74.5	61.8	68.6	74.0	81.8	83.6
------	--	------	------	------	------	------	------

#### Overall Performance Group: Activity

EFF-17	Occupancy Rate (Bed Day Efficiency)	50.8	50.8	57.9	66.1	70.7	103.3
--------	-------------------------------------	------	------	------	------	------	-------

EFF-19	Length of Stay	3.0	2.5	2.6	2.9	3.5	5.0
--------	----------------	-----	-----	-----	-----	-----	-----

#### Overall Performance Group: Cost of Service

EFF-36a	Catering - total cost	29.3	28.8	33.9	36.2	37.1	53.2
---------	-----------------------	------	------	------	------	------	------

EFF-45.4	Energy Consumption per square metre	17.3	15.4	17.3	21.8	30.0	36.4
----------	-------------------------------------	------	------	------	------	------	------

#### Overall Performance Group: Staffing

EFF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	3.6	1.5	2.6	3.0	3.8	6.0
----------	---	-----	-----	-----	-----	-----	-----

EFF-06.3	Hours of Sick Leave by Staff Category - Medical	4.1	0.0	0.4	0.6	1.4	5.8
----------	---	-----	-----	-----	-----	-----	-----

EFF-06.4	Hours of Sick Leave by Staff Category - Nursing	3.3	2.4	2.8	3.2	3.8	4.3
----------	---	-----	-----	-----	-----	-----	-----

EFF-06.5	Hours of Sick Leave by Staff Category - Operational	4.3	2.7	3.2	3.6	4.3	6.1
----------	---	-----	-----	-----	-----	-----	-----

EFF-06.6	Hours of Sick Leave by Staff Category - Professional	2.4	0.8	1.8	2.2	2.4	7.8
----------	--	-----	-----	-----	-----	-----	-----

EFF-06.7	Hours of Sick Leave by Staff Category - Technical	3.2	0.0	1.1	3.1	3.5	6.4
----------	---	-----	-----	-----	-----	-----	-----

EFF-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	2.2	0.9	1.0	2.2	3.0	5.1
----------	--	-----	-----	-----	-----	-----	-----

EFF-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	5.5	0.0	0.0	0.0	2.8	18.9
----------	---	-----	-----	-----	-----	-----	------

EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,092.4	457.2	888.8	1,008.5	1,545.1	2,166.1
----------	--	---------	-------	-------	---------	---------	---------

EFF-08.3	Cost of Sick Leave by Staff Category - Medical	3,724.2	0.0	272.1	521.2	1,105.7	5,633.7
----------	--	---------	-----	-------	-------	---------	---------

EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,424.3	907.6	1,098.8	1,230.1	1,489.7	1,679.0
----------	--	---------	-------	---------	---------	---------	---------

EFF-08.5	Cost of Sick Leave by Staff Category - Operational	1,269.5	768.3	936.7	1,058.8	1,259.9	1,788.8
----------	--	---------	-------	-------	---------	---------	---------

EFF-08.6	Cost of Sick Leave by Staff Category - Professional	1,264.2	424.6	876.9	1,127.5	1,255.2	3,906.3
----------	---	---------	-------	-------	---------	---------	---------

EFF-08.7	Cost of Sick Leave by Staff Category - Technical	1,365.6	0.0	461.1	1,322.8	1,475.2	2,477.6
----------	--	---------	-----	-------	---------	---------	---------

EFF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	734.6	262.5	350.7	734.6	942.5	1,748.7
----------	---	-------	-------	-------	-------	-------	---------

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	8,760.0	0.0	0.0	0.0	4,485.2	36,824.6
EFF-11	Cost of Work Cover	2.2	0.2	0.5	0.7	2.1	2.7
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.8	0.0	0.1	0.2	0.4	1.0
EFF-14.3	Hours of Overtime by Staff Category - Medical	15.2	15.2	22.9	23.8	26.5	30.0
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.5	0.4	0.5	0.8	1.5	2.3
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.3	0.1	0.2	0.4	0.7	1.6
EFF-14.6	Hours of Overtime by Staff Category - Professional	2.2	1.7	4.4	5.7	7.5	8.6
EFF-14.7	Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.0	0.3
EFF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	1.1	0.0	0.0	0.2	1.3	1.7
EFF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	7.5	0.0	0.4	6.4	24.2	28.5
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	284.7	8.2	52.7	82.3	187.2	507.1
EFF-16.3	Cost of Overtime by Staff Category - Medical	18,324.7	18,324.7	36,169.9	36,811.3	45,761.1	56,148.1
EFF-16.4	Cost of Overtime by Staff Category - Nursing	289.1	197.2	272.0	436.6	896.3	1,341.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	164.6	60.3	94.7	170.2	307.4	758.1
EFF-16.6	Cost of Overtime by Staff Category - Professional	1,618.2	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
EFF-16.7	Cost of Overtime by Staff Category - Technical	2.4	0.0	0.0	1.2	18.2	113.3
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	601.4	0.0	0.0	66.3	711.7	1,042.6
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	11,452.5	0.0	558.3	10,518.1	58,586.2	88,277.8
Overall Performance Group: Not Summarised							
FF-01	Full-Time Equivalent (FTE) Staff	197.5	81.0	73.5	84.1	131.9	197.5
FF-02.2	FTE Staff by Category - Managerial And Clerical	25.9	5.5	8.0	8.0	11.3	25.9
FF-02.3	FTE Staff by Category - Medical	7.7	2.1	2.6	3.5	4.7	7.7
FF-02.4	FTE Staff by Category - Nursing	96.5	32.5	33.2	38.3	66.6	96.5
FF-02.5	FTE Staff by Category - Operational	44.9	16.1	20.7	24.3	39.9	44.9
FF-02.6	FTE Staff by Category - Professional	14.7	3.2	4.6	7.3	9.1	14.7
FF-02.7	FTE Staff by Category - Technical	6.1	0.1	0.8	2.8	5.2	6.1
FF-02.8	FTE Staff by Category - Trade And Artisans	0.8	0.4	0.9	1.1	1.5	1.8
FF-02.9	FTE Staff by Category - Visiting Medical Officers	0.8	0.0	0.1	0.4	0.6	0.8
FF-05	Hours of Sick Leave	3.5	2.8	2.9	3.1	3.8	4.0
FF-07	Cost of Sick Leave	1,450.4	1,002.8	1,041.3	1,270.4	1,423.0	1,450.4
FF-13	Hours of Overtime	1.3	1.3	2.0	2.2	2.6	3.5
FF-15	Cost of Overtime	1,103.4	1,103.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group: Benchmarking and Clinical Pathways							
C06.3	Benchmarking - In selected clinical areas - external	64.3	0.0	0.0	6.3	43.1	100.0
C07.1	Clinical Pathways - Extent of development and use	49.4	0.0	17.2	20.2	46.8	49.4
Overall Performance Group: Continuity of Care							
C08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
C08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0
C08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	3.0	3.0	3.0	3.0
C08.4	Facilitating continuity of care - Cardiac rehabilitation	2.0	2.0	2.0	2.0	2.3	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	0.0
Overall Performance Group: Quality and Use of Information							
C04.1	Quality of Information - Accuracy	92.0	79.1	88.5	94.0	96.1	97.1
C04.2a	Quality of Information - Timeliness - Number of months on time	4.0	0.0	4.5	6.5	7.8	9.0
C04.2b	Quality of Information - Timeliness - Number of days late per month	2.0	0.0	1.2	2.9	4.8	13.3
C05.1	Use of Information - Availability of electronic information	31.3	6.3	21.9	27.1	28.7	58.3
C05.2	Use of Information - Collection and use of clinical information	18.6	5.7	11.6	26.6	42.9	52.3
Overall Performance Group: Not Summarised							
C01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
C02	Credentialing	1.0	1.0	1.0	1.0	1.0	1.0
C03.1	Workforce Management - Retention of Nursing Staff	88.3	75.6	82.1	85.5	88.1	90.1
C03.2	Workforce Management - Retention of Allied Health Staff	83.3	50.0	70.4	75.0	79.7	100.0
C03.3	Workforce Management - Median Age Nursing Staff	45.0	39.0	41.0	41.5	43.0	45.0
C06.1	Benchmarking - In selected clinical areas	60.0	0.0	3.1	30.9	42.6	100.0
C06.2	Benchmarking - In selected clinical areas - Internal	0.0	0.0	0.0	0.0	26.2	100.0
C07.2	Clinical Pathways - Extent of development and use as per Ontario	54.5	0.0	18.4	20.7	52.8	54.5
C07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	85.7	0.0	0.0	14.3	60.7	85.7
C07.3b	Clinical Pathways - Medical - extent of development and use	47.6	0.0	14.9	25.0	47.0	64.3



## Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group					
		Min	25th	Median	75th	Max	
SIC07.3c Clinical Pathways - O & G - extent of development and use	42.9	0.0	3.6	19.7	39.3	53.6	
SIC09 Telehealth - Extent of telehealth usage	1.9	0.0	0.0	1.9	11.1	48.1	

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Ingham 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

# Overall Performance

Ingham Hospital

Northern Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

## Patient Satisfaction

Maternity ☆☆

Medical ☆☆

Surgical ☆☆

Overall ☆☆

Overall

## Efficiency

Activity ☆☆

Cost of Service ☆☆

Staffing ☆☆

Overall ☆☆

## System Integration and Change

Benchmarking and Clinical Pathways ☆☆

Continuity of Care ☆

Quality and Use of Information ☆☆

Overall ☆

### Performance Compared to the Average

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

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

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

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

## Clinical Utilisation and Outcomes

Ingham Hospital

Medium

Northern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00400

# Patient Satisfaction

Ingham Hospital

Medium

Northern Zone

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

## Access and Admission Index

Access and Admission Index	74.1	72.4	PS01
Complaints Management Index	70.9	69.0	PS02
Discharge and Follow-up Index	71.2	66.9	PS03
General Patient Information Index	77.8	73.9	* PS04
Overall Care Index	73.5	70.7	PS05
Physical Environment Index	72.0	70.6	PS06
Treatment & Related Information Index	73.0	69.7	PS07

## Complaints Management Index

Access and Admission Index	79.3	75.5	PS01
Complaints Management Index	79.5	72.2	PS02
Discharge and Follow-up Index	71.2	71.5	PS03
General Patient Information Index	78.1	73.6	PS04
+ Overall Care Index	78.3	73.5	PS05
Physical Environment Index	77.9	75.1	PS06
Treatment & Related Information Index	80.1	71.2	* PS07

## Discharge and Follow-up Index

Access and Admission Index	73.5	71.7	PS01
Complaints Management Index	70.0	67.8	PS02
Discharge and Follow-up Index	71.7	66.0	* PS03
General Patient Information Index	77.3	73.5	* PS04
+ Overall Care Index	73.2	70.1	PS05
Physical Environment Index	71.7	70.0	PS06
Treatment & Related Information Index	72.4	69.1	PS07

## General Patient Information Index

Access and Admission Index	71.8	74.7	PS01
Complaints Management Index	N/R	75.6	PS02
Discharge and Follow-up Index	62.5	69.3	PS03
General Patient Information Index	75.0	77.6	PS04
+ Overall Care Index	68.3	73.6	PS05
Physical Environment Index	65.0	70.8	PS06
Treatment & Related Information Index	66.0	73.3	PS07

### Statistical Significance

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

+ Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00401

# Efficiency

Ingham Hospital

Medium

Northern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	57.8	66.1	EFF-17
Length of Stay	Days	3.49	2.93	EFF-19
Catering - total cost	Dollars	37.1	35.2	EFF-36a
Energy Consumption per square metre	Dollars	21.2	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	4.86	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.53	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.04	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	6.11	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.72	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	3.11	3.14	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	5.07	2.23	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,696	1,098	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	471	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,149	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,789	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,000	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	1,280	1,323	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	1,749	735	EFF-08.8
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	0.52	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.02	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	30.0	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.50	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.23	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	8.55	5.71	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0.05	0.09	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0.16	0.16	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	0	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	9.99	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	56,148	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	266	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	88.1	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	7,856	4,618	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	23.5	1.21	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	66.3	66.3	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	0	10,518	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	72.5	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	5.66	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.11	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	38.6	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	20.4	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	3.92	7.30	EFF-02.6
FTE Staff by Category - Technical	Numeric	0.65	2.81	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	1.18	1.09	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.01	0.36	EFF-02.9
Hours of Sick Leave	Percentage	3.93	3.13	EFF-05
Cost of Sick Leave	Dollars	1,355	1,270	EFF-07
Hours of Overtime	Percentage	2.13	2.19	EFF-13
Cost of Overtime	Dollars	2,227	2,210	EFF-15



CAB.0007.0002.00402

\* 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

Ingham Hospital

Northern Zone

Medium

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

## Benchmarking

In selected clinical areas - external	Percentage	0	6.3	SIC06.3
---------------------------------------	------------	---	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	17.1	20.2	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery	Max score 5	0/3	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	1/3	3	SIC08.3
Cardiac rehabilitation	Max score 3	N/A	N/A	SIC08.4
Provision of electronic discharge summaries to GPs	Max score 3	0/3	0	SIC08.5

## Quality of Information

Accuracy	Percentage	96.8	94.1	SIC04.1
Timeliness - Number of months on time	Months	8	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	1	2.9	SIC04.2b
Use of Information				
Availability of electronic information	Percentage	29.2	27.1	SIC05.1
Collection and use of clinical information	Percentage	8.6	26.6	SIC05.2

## Accreditation

Accreditation	Yes/No	No	6/10	SIC01
---------------	--------	----	------	-------

## Credentialling

Credentialling	Yes/No	Yes	10/10	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	82	85.5	SIC03.1
Retention of Allied Health Staff	Percentage	75	75	SIC03.2
Median Age Nursing Staff	Years	41	41.5	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	0	31	SIC06.1
In selected clinical areas - internal	Percentage	0	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	18.3	20.7	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	0	14.3	SIC07.3a
Medical - extent of development and use	Percentage	14.3	25	SIC07.3b
O & G - extent of development and use	Percentage	28.6	19.6	SIC07.3c

## Telehealth

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

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

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

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

CAB.0007.0002.00403

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY



# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Ingham Hospital  
Northern Zone

Medium

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 78.3 69.8 71.6 72.3 74.8 85.7

Overall Performance Group: Medical

PS05 Overall Care Index Medical 73.2 68.0 68.8 71.3 72.5 74.7

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 68.3 63.4 69.0 73.3 79.0 85.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index All types combined 74.1 68.7 70.3 72.4 74.3 77.9

PS01 Access and Admission Index Maternity 78.9 68.5 73.1 75.4 78.9 83.4

PS01 Access and Admission Index Medical 73.5 68.3 69.4 72.0 73.5 77.6

PS01 Access and Admission Index Surgical 71.8 63.1 69.8 74.2 80.9 86.5

PS02 Complaints Management Index All types combined 70.9 60.2 67.2 68.6 72.1 77.0

PS02 Complaints Management Index Surgical 62.1 74.4 78.7 83.3 87.7

PS02 Complaints Management Index Medical 70.0 58.8 68.1 67.0 71.2 75.5

PS02 Complaints Management Index Maternity 79.5 64.0 69.6 71.2 78.5 86.6

PS03 Discharge and Follow-up Index All types combined 71.2 61.0 65.0 67.0 69.0 74.3

PS03 Discharge and Follow-up Index Maternity 74.2 66.9 69.0 71.1 71.5 88.4

PS03 Discharge and Follow-up Index Medical 71.7 60.2 64.3 65.8 68.4 74.2

PS03 Discharge and Follow-up Index Surgical 62.5 56.5 60.6 69.2 75.8 88.9

PS04 General Patient Information Index Medical 77.9 65.6 71.5 73.8 77.2 79.4

PS04 General Patient Information Index Surgical 75.0 65.0 74.3 78.9 82.4 90.9

PS04 General Patient Information Index Maternity 78.1 69.5 71.2 72.7 78.1 86.2

PS04 General Patient Information Index All types combined 77.8 66.0 71.9 74.5 77.3 80.5

PS05 Overall Care Index All types combined 73.5 65.6 69.4 71.9 73.2 76.4

PS06 Physical Environment Index Medical 71.7 62.9 67.4 71.4 73.2 79.1

PS06 Physical Environment Index All types combined 72.0 64.7 68.0 72.1 73.4 80.4

PS06 Physical Environment Index Maternity 77.9 67.7 69.8 72.2 78.8 87.1

PS06 Physical Environment Index Surgical 65.0 56.7 64.8 70.1 75.4 86.7

PS07 Treatment & Related Information Index Surgical 86.0 81.8 68.6 74.0 81.8 83.8

PS07 Treatment & Related Information Index Medical 72.4 62.2 67.3 70.9 72.2 74.1

PS07 Treatment & Related Information Index Maternity 80.1 63.4 66.7 71.7 73.4 85.0

PS07 Treatment & Related Information Index All types combined 73.0 62.3 68.0 71.2 72.8 74.9

Overall Performance Group: Activity

EFF-17 Occupancy Rate (Bed Day Efficiency) 57.8 50.8 57.9 66.1 70.7 103.3

EFF-19 Length of Stay 3.5 2.5 2.6 2.9 3.5 5.0

Overall Performance Group: Cost of Service

EFF-36a Catering - total cost 87.1 28.8 33.9 35.2 37.1 53.2

EFF-45.4 Energy Consumption per square metre 21.2 15.4 17.3 21.8 30.0 36.4

Overall Performance Group: Staffing

EFF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical 4.9 1.5 2.6 3.0 3.6 6.0

EFF-06.3 Hours of Sick Leave by Staff Category - Medical 0.5 0.0 0.4 0.6 1.4 5.8

EFF-06.4 Hours of Sick Leave by Staff Category - Nursing 3.0 2.4 2.8 3.2 3.8 4.3

EFF-06.5 Hours of Sick Leave by Staff Category - Operational 6.1 2.7 3.2 3.6 4.3 6.1

EFF-06.6 Hours of Sick Leave by Staff Category - Professional 1.7 0.8 1.8 2.2 2.4 7.8

EFF-06.7 Hours of Sick Leave by Staff Category - Technical 3.1 0.0 1.1 3.1 3.5 6.4

EFF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans 5.1 0.9 1.0 2.2 3.0 5.1

EFF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers 0.0 0.0 0.0 0.0 2.8 18.9

EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 1,696.0 457.2 888.8 1,008.5 1,545.1 2,166.1

EFF-08.3 Cost of Sick Leave by Staff Category - Medical 470.8 0.0 272.1 521.2 1,105.7 5,633.7

EFF-08.4 Cost of Sick Leave by Staff Category - Nursing 1,148.6 907.6 1,098.8 1,230.1 1,489.7 1,679.0

EFF-08.5 Cost of Sick Leave by Staff Category - Operational 1,788.8 768.3 936.7 1,058.8 1,259.9 1,788.8

EFF-08.6 Cost of Sick Leave by Staff Category - Professional 1,000.4 424.6 976.9 1,127.5 1,255.2 3,906.3

EFF-08.7 Cost of Sick Leave by Staff Category - Technical 1,279.9 0.0 461.1 1,322.8 1,475.2 2,477.6

EFF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 1,748.7 262.5 350.7 734.6 942.5 1,748.7

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
EFF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	4,485.2	36,824.6
EFF-11 Cost of Work Cover	0.5	0.2	0.5	0.7	2.1	2.7
EFF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.1	0.2	0.4	1.0
EFF-14.3 Hours of Overtime by Staff Category - Medical	30.0	15.2	22.9	23.8	26.5	30.0
EFF-14.4 Hours of Overtime by Staff Category - Nursing	0.5	0.4	0.5	0.8	1.5	2.3
EFF-14.5 Hours of Overtime by Staff Category - Operational	0.2	0.1	0.2	0.4	0.7	1.6
EFF-14.6 Hours of Overtime by Staff Category - Professional	8.6	1.7	4.4	5.7	7.5	8.6
EFF-14.7 Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.0	0.3
EFF-14.8 Hours of Overtime by Staff Category - Trade And Artisans	0.2	0.0	0.0	0.2	1.3	1.7
EFF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	0.4	6.4	24.2	26.5
EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	10.0	6.2	52.7	92.3	187.2	507.1
EFF-16.3 Cost of Overtime by Staff Category - Medical	58,148.1	18,324.7	36,169.9	38,811.3	45,761.1	56,148.1
EFF-16.4 Cost of Overtime by Staff Category - Nursing	266.3	197.2	272.0	436.6	896.3	1,341.7
EFF-16.5 Cost of Overtime by Staff Category - Operational	88.1	60.3	94.7	170.2	307.4	758.1
EFF-16.6 Cost of Overtime by Staff Category - Professional	7,855.7	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
EFF-16.7 Cost of Overtime by Staff Category - Technical	23.5	0.0	0.0	1.2	18.2	113.3
EFF-16.8 Cost of Overtime by Staff Category - Trade And Artisans	66.3	0.0	0.0	66.3	711.7	1,042.8
EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	558.1	10,518.1	58,586.2	88,277.8
Overall Performance Group: Not Summarised						
EFF-01 Full-Time Equivalent (FTE) Staff	12.6	61.0	73.6	84.1	131.9	197.5
EFF-02.2 FTE Staff by Category - Managerial And Clerical	5.7	5.5	6.0	8.0	11.3	25.9
EFF-02.3 FTE Staff by Category - Medical	2.1	2.1	2.6	3.5	4.7	7.7
EFF-02.4 FTE Staff by Category - Nursing	38.6	32.5	33.2	38.3	66.6	96.5
EFF-02.5 FTE Staff by Category - Operational	20.4	16.1	20.7	24.3	39.9	44.9
EFF-02.6 FTE Staff by Category - Professional	3.9	3.2	4.6	7.3	9.1	14.7
EFF-02.7 FTE Staff by Category - Technical	0.7	0.1	0.8	2.8	5.2	6.1
EFF-02.8 FTE Staff by Category - Trade And Artisans	1.2	0.4	0.9	1.1	1.5	1.8
EFF-02.9 FTE Staff by Category - Visiting Medical Officers	0.0	0.0	0.1	0.4	0.6	0.8
EFF-05 Hours of Sick Leave	3.9	2.8	2.8	3.1	3.8	4.0
EFF-07 Cost of Sick Leave	1,354.9	1,002.6	1,041.1	1,270.3	1,423.0	1,450.4
EFF-13 Hours of Overtime	2.1	1.3	2.0	2.2	2.6	3.5
EFF-15 Cost of Overtime	2,226.8	1,193.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group: Benchmarking and Clinical Pathways						
SIC06.3 Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	6.3	43.1	100.0
SIC07.1 Clinical Pathways - Extent of development and use	17.1	0.0	17.2	20.2	46.8	49.4
Overall Performance Group: Continuity of Care						
SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery	0.0	0.0	3.0	3.0	3.0	3.0
SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	3.0	3.0	3.0	3.0
SIC08.3 Facilitating continuity of care - Shared ante and post natal care	1.0	0.0	3.0	3.0	3.0	3.0
SIC08.4 Facilitating continuity of care - Cardiac rehabilitation	2.0	2.0	2.0	2.3	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	0.0
Overall Performance Group: Quality and Use of Information						
SIC04.1 Quality of Information - Accuracy	85.8	79.1	88.5	94.0	96.1	97.1
SIC04.2a Quality of Information - Timeliness - Number of months on time	8.0	0.0	4.5	6.5	7.8	9.0
SIC04.2b Quality of Information - Timeliness - Number of days late per month	1.0	0.0	1.2	2.9	4.8	13.3
SIC05.1 Use of Information - Availability of electronic information	29.2	6.3	21.9	27.1	28.7	58.3
SIC05.2 Use of Information - Collection and use of clinical information	8.6	5.7	11.6	26.6	42.9	52.3
Overall Performance Group: Not Summarised						
SIC01 Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
SIC02 Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1 Workforce Management - Retention of Nursing Staff	82.0	75.6	82.1	85.5	88.1	90.1
SIC03.2 Workforce Management - Retention of Allied Health Staff	75.0	50.0	70.4	75.0	79.7	100.0
SIC03.3 Workforce Management - Median Age Nursing Staff	41.0	39.0	41.0	41.5	43.0	45.0
SIC06.1 Benchmarking - In selected clinical areas	0.0	0.0	3.1	30.9	42.6	100.0
SIC06.2 Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	26.2	100.0
SIC07.2 Clinical Pathways - Extent of development and use as per Ontario	18.3	0.0	18.4	20.7	52.8	54.5
SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	14.3	60.7	85.7
SIC07.3b Clinical Pathways - Medical - extent of development and use	14.3	0.0	14.9	25.0	47.0	64.3

## Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				Max
		Min	25th	Median	75th	
SIC07.3c Clinical Pathways - O & G - extent of development and use	28.6	0.0	3.6	19.7	39.3	53.6
SIC09 Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	11.1	48.1

CABINET

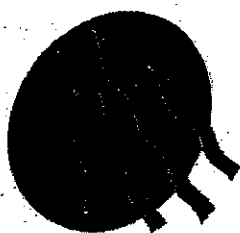
SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00407



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Innisfail 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

# Overall Performance

Innisfail Hospital

Northern Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity

☆☆

Medical

☆

Surgical

☆☆

Overall

☆

## Efficiency

Activity

☆

Cost of Service

☆☆☆

Staffing

☆

Overall

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆

Continuity of Care

☆☆

Quality and Use of Information

☆☆

Overall

☆☆

### Performance Compared to the Average

☆

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

☆☆

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

☆☆☆

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

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

## Clinical Utilisation and Outcomes

Innisfail Hospital

Medium

Northern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00410

# Patient Satisfaction

Innisfail Hospital

Medium

Northern Zone

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

Access and Admission Index	69.7	72.4	PS01
Complaints Management Index	67.0	69.0	PS02
Discharge and Follow-up Index	64.8	66.9	PS03
General Patient Information Index	71.6	73.9	PS04
Overall Care Index	67.9	70.7	PS05
Physical Environment Index	65.2	70.6	PS06
Treatment & Related Information Index	67.0	69.7	PS07

Access and Admission Index	74.6	75.5	PS01
Complaints Management Index	71.2	72.2	PS02
Discharge and Follow-up Index	68.9	71.5	PS03
General Patient Information Index	72.7	73.6	PS04
Overall Care Index	72.3	73.5	PS05
Physical Environment Index	69.8	75.1	PS06
Treatment & Related Information Index	70.2	71.2	PS07

Access and Admission Index	69.1	71.7	PS01
Complaints Management Index	66.3	67.8	PS02
Discharge and Follow-up Index	64.1	66.0	PS03
General Patient Information Index	71.0	73.5	PS04
Overall Care Index	67.1	70.1	PS05
Physical Environment Index	65.1	70.0	PS06
Treatment & Related Information Index	65.7	69.1	PS07

Access and Admission Index	69.1	74.7	PS01
Complaints Management Index	70.8	75.6	PS02
Discharge and Follow-up Index	66.7	69.3	PS03
General Patient Information Index	79.2	77.6	PS04
Overall Care Index	71.1	73.6	PS05
Physical Environment Index	66.7	70.8	PS06
Treatment & Related Information Index	62.7	73.3	PS07

## Statistical Significance

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

indicator has been used to determine overall performance.

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

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

CAR 0007 0002 00411

# Efficiency

Innisfail Hospital

Northern Zone

Medium

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

Occupancy Rate (Bed Day Efficiency)	Percentage	65.7	66.1	EFF-17
Length of Stay	Days	5.03	2.93	EFF-19
Catering - total cost	Dollars	28.8	35.2	EFF-36a
Energy Consumption per square metre	Dollars	21.8	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.21	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.69	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.97	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	4.36	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	7.78	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	1.09	2.23	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,059	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	572	529	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,514	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,231	1,069	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	3,906	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	364	735	EFF-08.8
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	2.72	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.24	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	22.9	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.39	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.79	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	7.69	5.71	EFF-14.6
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	1.69	0.16	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	0	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	98.1	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	38,593	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	197	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	371	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	5,523	4,618	EFF-16.6
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	1,043	66.3	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	0	10,518	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	139	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	12.1	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	4.00	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	75.8	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	40.8	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	5.56	7.30	EFF-02.6
FTE Staff by Category - Trade And Artisans	Numeric	0.35	1.09	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.05	0.36	EFF-02.9
Hours of Sick Leave	Percentage	4.04	3.13	EFF-05
Cost of Sick Leave	Dollars	1,450	1,270	EFF-07
Hours of Overtime	Percentage	1.93	2.19	EFF-13
Cost of Overtime	Dollars	1,708	2,210	EFF-15

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

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

CAB.0007.0002.00412



# System Integration and Change

Innisfail Hospital

Northern Zone

Medium

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

## Benchmarking

In selected clinical areas - external

Percentage	0	6.3	SIC06.3
------------	---	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	0	20.2	SIC07.1
------------	---	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

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

Provision of discharge summaries to GPs

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

Shared ante and post natal care

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

Cardiac rehabilitation

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

Provision of electronic discharge summaries to GPs

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

## Quality of information

Accuracy

Percentage	66.3	94.1	SIC04.1
------------	------	------	---------

Timeliness - Number of months on time

Months	7	6.5	SIC04.2a
--------	---	-----	----------

Timeliness - Number of days late per month

Days	5	2.9	SIC04.2b
------	---	-----	----------

## Use of Information

Availability of electronic information

Percentage	20.8	27.1	SIC05.1
------------	------	------	---------

Collection and use of clinical information

Percentage	5.7	26.6	SIC05.2
------------	-----	------	---------

## Accreditation

Accreditation

Yes/No	No	6/10	SIC01
--------	----	------	-------

## Credentiailling

Credentiailling

Yes/No	Yes	10/10	SIC02
--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff

Percentage	87.4	85.5	SIC03.1
------------	------	------	---------

Retention of Allied Health Staff

Percentage	66.7	75	SIC03.2
------------	------	----	---------

Median Age Nursing Staff

Years	43	41.5	SIC03.3
-------	----	------	---------

## Benchmarking

In selected clinical areas

Percentage	0	31	SIC06.1
------------	---	----	---------

In selected clinical areas - internal

Percentage	0	0	SIC06.2
------------	---	---	---------

## Clinical Pathways

Extent of development and use as per Ontario

Percentage	0	20.7	SIC07.2
------------	---	------	---------

Surgical (Orthopaedic) - extent of development and use

Percentage	0	14.3	SIC07.3a
------------	---	------	----------

Medical - extent of development and use

Percentage	0	25	SIC07.3b
------------	---	----	----------

O & G - extent of development and use

Percentage	0	19.6	SIC07.3c
------------	---	------	----------

## Telehealth

Extent of telehealth usage

Percentage	3.8	1.9	SIC09
------------	-----	-----	-------

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

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

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

CAB.0007.0002.00413

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Innisfail Hospital  
Northern Zone

Medium

Overall Performance Group: Maternity						
PS05	Overall Care Index Maternity	72.3	69.8	71.6	72.3	74.8
Overall Performance Group: Medical						
PS05	Overall Care Index Medical	67.1	65.0	68.8	71.3	72.5
Overall Performance Group: Surgical						
PS05	Overall Care Index Surgical	71.1	63.4	69.0	73.3	79.0
Overall Performance Group: Not Summarised						
PS01	Access and Admission Index Surgical	69.1	63.1	69.8	74.2	80.9
PS01	Access and Admission Index All types combined	69.7	68.7	70.3	72.4	74.3
PS01	Access and Admission Index Medical	69.1	68.3	69.4	72.0	73.5
PS01	Access and Admission Index Maternity	74.6	68.5	73.1	75.4	78.9
PS02	Complaints Management Index Surgical	70.8	62.1	74.4	78.7	83.3
PS02	Complaints Management Index Medical	66.3	58.8	66.1	67.0	71.2
PS02	Complaints Management Index Maternity	71.2	64.0	64.6	71.2	78.5
PS02	Complaints Management Index All types combined	67.0	60.2	67.2	68.6	72.1
PS03	Discharge and Follow-up Index Surgical	66.7	56.5	60.6	69.2	75.8
PS03	Discharge and Follow-up Index All types combined	64.0	61.0	65.0	67.0	69.0
PS03	Discharge and Follow-up Index Medical	68.9	68.9	69.0	71.1	71.5
PS03	Discharge and Follow-up Index Maternity	64.1	60.2	64.3	65.8	68.4
PS04	General Patient Information Index All types combined	71.6	66.0	71.9	74.5	77.3
PS04	General Patient Information Index Medical	71.0	65.6	71.5	73.8	77.2
PS04	General Patient Information Index Surgical	79.2	65.0	74.3	78.9	82.4
PS04	General Patient Information Index Maternity	72.7	69.5	71.2	72.7	78.1
PS05	Overall Care Index All types combined	67.9	65.6	69.4	74.9	73.2
PS06	Physical Environment Index Maternity	69.8	67.7	69.8	72.2	78.8
PS06	Physical Environment Index Medical	65.1	62.9	67.4	71.8	73.2
PS06	Physical Environment Index Surgical	56.7	56.7	64.8	70.1	75.4
PS06	Physical Environment Index All types combined	66.2	64.7	68.0	72.1	73.4
PS07	Treatment & Related Information Index Medical	65.7	62.2	67.3	70.9	72.2
PS07	Treatment & Related Information Index All types combined	67.0	62.3	68.0	71.2	72.8
PS07	Treatment & Related Information Index Maternity	70.2	63.4	66.7	71.7	73.4
PS07	Treatment & Related Information Index Surgical	82.7	61.8	68.6	74.0	81.8
Overall Performance Group: Activity						
FF-17	Occupancy Rate (Bed Day Efficiency)	65.7	50.8	57.9	66.1	70.7
FF-19	Length of Stay	5.0	2.5	2.6	2.9	3.5
Overall Performance Group: Cost of Service						
FF-36a	Catering - total cost	26.8	28.8	33.9	35.2	37.1
FF-45.4	Energy Consumption per square metre	21.8	15.4	17.3	21.8	30.0
Overall Performance Group: Staffing						
FF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	3.2	1.5	2.6	3.0	3.6
FF-06.3	Hours of Sick Leave by Staff Category - Medical	0.7	0.0	0.4	0.6	1.4
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	4.0	2.4	2.8	3.2	3.8
FF-06.5	Hours of Sick Leave by Staff Category - Operational	4.4	2.7	3.2	3.6	4.3
FF-06.6	Hours of Sick Leave by Staff Category - Professional	7.8	0.8	1.8	2.2	2.4
FF-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	1.1	0.9	1.0	2.2	3.0
FF-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	2.8
FF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,058.8	457.2	888.8	1,008.5	1,545.1
FF-08.3	Cost of Sick Leave by Staff Category - Medical	571.6	0.0	272.1	521.2	1,105.7
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,511.4	907.6	1,098.8	1,230.1	1,489.7
FF-08.5	Cost of Sick Leave by Staff Category - Operational	1,231.3	768.3	936.7	1,058.8	1,259.9
FF-08.6	Cost of Sick Leave by Staff Category - Professional	3,906.3	424.6	976.9	1,127.5	1,255.2
FF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	364.4	262.5	350.7	734.6	942.5
FF-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	4,485.2
FF-11	Cost of Work Cover	2.7	0.2	0.5	0.7	2.1

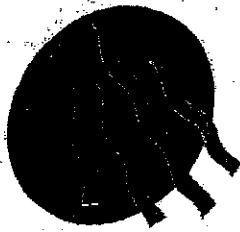


# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.2	0.0	0.1	0.2	0.4	1.0
EFF-14.3	Hours of Overtime by Staff Category - Medical	22.9	15.2	22.9	23.8	26.5	30.0
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.4	0.4	0.5	0.8	1.5	2.3
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.8	0.1	0.2	0.4	0.7	1.6
EFF-14.6	Hours of Overtime by Staff Category - Professional	7.7	1.7	4.4	5.7	7.5	8.6
EFF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	1.7	0.0	0.0	0.2	1.3	1.7
EFF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	0.4	6.4	24.2	26.5
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	98.1	6.2	52.7	92.3	187.2	507.1
EFF-16.3	Cost of Overtime by Staff Category - Medical	26,593.0	18,324.7	36,168.9	36,811.3	45,761.1	56,148.1
EFF-16.4	Cost of Overtime by Staff Category - Nursing	187.2	197.4	272.0	436.6	896.3	1,341.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	371.3	60.3	94.7	170.2	307.4	758.1
EFF-16.6	Cost of Overtime by Staff Category - Professional	6,522.8	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	1,042.8	0.0	0.0	66.3	711.7	1,042.8
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	558.3	10,518.1	58,586.2	88,277.8
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	139.4	61.0	73.5	84.1	121.9	197.5
EFF-02.2	FTE Staff by Category - Managerial And Clerical	12.1	5.5	6.0	6.6	11.3	25.9
EFF-02.3	FTE Staff by Category - Medical	4.8	2.1	2.8	3.5	4.7	7.7
EFF-02.4	FTE Staff by Category - Nursing	75.8	32.5	33.2	38.3	68.6	96.5
EFF-02.5	FTE Staff by Category - Operational	40.6	16.1	20.7	24.3	39.9	44.9
EFF-02.6	FTE Staff by Category - Professional	5.8	3.2	4.6	7.3	9.1	14.7
EFF-02.8	FTE Staff by Category - Trade And Artisans	0.4	0.4	0.9	1.1	1.5	1.8
EFF-02.9	FTE Staff by Category - Visiting Medical Officers	0.1	0.0	0.1	0.4	0.6	0.8
EFF-05	Hours of Sick Leave	4.0	2.8	2.9	3.1	3.8	4.0
EFF-07	Cost of Sick Leave	1,450.0	1,002.6	1,041.3	1,270.3	1,423.0	1,450.4
EFF-13	Hours of Overtime	1.9	1.3	2.0	2.2	2.6	3.5
EFF-15	Cost of Overtime	1,707.5	1,103.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group: Benchmarking and Clinical Pathways							
C08.3	Benchmarking - In selected clinical areas - external	0.0	0.0	6.0	6.3	49.1	100.0
C07.1	Clinical Pathways - Extent of development and use	0.0	0.0	17.2	20.2	46.8	49.4
Overall Performance Group: Continuity of Care							
C08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
C08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	1.0	0.0	3.0	3.0	3.0	3.0
C08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	3.0	3.0	3.0	3.0
C08.4	Facilitating continuity of care - Cardiac rehabilitation	2.0	2.0	2.0	2.0	2.3	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	0.0
Overall Performance Group: Quality and Use of Information							
C04.1	Quality of Information - Accuracy	96.3	79.1	88.5	94.0	96.1	97.1
C04.2a	Quality of Information - Timeliness - Number of months on time	7.0	0.0	4.5	6.6	7.8	9.0
C04.2b	Quality of Information - Timeliness - Number of days late per month	6.0	0.0	1.2	2.9	4.8	13.3
C05.1	Use of Information - Availability of electronic information	20.8	8.3	21.9	27.1	28.7	58.3
C05.2	Use of Information - Collection and use of clinical information	5.7	5.7	11.6	26.6	42.9	52.3
Overall Performance Group: Not Summarised							
C01	Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
C02	Credentialing	1.0	1.0	1.0	1.0	1.0	1.0
C03.1	Workforce Management - Retention of Nursing Staff	87.4	75.6	82.1	85.5	88.1	90.1
C03.2	Workforce Management - Retention of Allied Health Staff	66.7	50.0	70.4	75.0	79.7	100.0
C03.3	Workforce Management - Median Age Nursing Staff	43.0	39.0	41.0	41.5	43.0	45.0
C06.1	Benchmarking - In selected clinical areas	0.0	0.0	3.1	30.9	42.6	100.0
C06.2	Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	26.2	100.0
C07.2	Clinical Pathways - Extent of development and use as per Ontario	0.0	0.0	18.4	20.7	52.8	54.5
C07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	14.3	60.7	85.7
C07.3b	Clinical Pathways - Medical - extent of development and use	0.0	0.0	14.9	25.0	47.0	64.3
C07.3c	Clinical Pathways - O & G - extent of development and use	0.0	0.0	3.6	19.7	39.3	53.6
C09	Telehealth - Extent of telehealth usage	3.8	0.0	0.0	1.9	11.1	48.1

CAB.0007.0002.00416



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Kingaroy Hospital

Central 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

# Overall Performance

Kingaroy Hospital

Central Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity

☆☆

Medical

☆☆

Surgical

☆☆

Overall

☆☆

## Efficiency

Activity

☆☆

Cost of Service

☆☆

Staffing

☆☆☆

Overall

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆☆☆

Continuity of Care

☆☆

Quality and Use of Information

☆☆☆

Overall

☆☆

### Performance Compared to the Average

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

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

## Clinical Utilisation and Outcomes

Kingaroy Hospital

Medium

Central Zone

Performance Indicator

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00419

# Patient Satisfaction

Kingaroy Hospital

Medium

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	70.6	72.4	PS01
Complaints Management Index	66.4	69.0	PS02
Discharge and Follow-up Index	67.3	66.9	PS03
General Patient Information Index	70.8	73.9	PS04
Overall Care Index	69.7	70.7	PS05
Physical Environment Index	72.2	70.6	PS06
Treatment & Related Information Index	67.6	69.7	PS07

Access and Admission Index	77.4	75.5	PS01
Complaints Management Index	64.0	72.2	PS02
Discharge and Follow-up Index	69.0	71.5	PS03
General Patient Information Index	70.3	73.6	PS04
+ Overall Care Index	70.2	73.5	PS05
Physical Environment Index	70.5	75.1	PS06
Treatment & Related Information Index	66.7	71.2	PS07

Access and Admission Index	68.3	71.7	PS01
Complaints Management Index	65.3	67.8	PS02
Discharge and Follow-up Index	66.4	66.0	PS03
General Patient Information Index	70.3	73.5	PS04
+ Overall Care Index	68.7	70.1	PS05
Physical Environment Index	71.9	70.0	PS06
Treatment & Related Information Index	67.0	69.1	PS07

Access and Admission Index	78.9	74.7	PS01
Complaints Management Index	75.4	75.6	PS02
Discharge and Follow-up Index	71.6	69.3	PS03
General Patient Information Index	74.1	77.6	PS04
+ Overall Care Index	75.2	73.6	PS05
Physical Environment Index	75.5	70.6	PS06
Treatment & Related Information Index	73.5	73.3	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.0007.0002.00420

+ 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

Kingaroy Hospital

Medium

Central Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	66.5	66.1	EFF-17
Length of Stay	Days	2.50	2.93	EFF-19
Catering - total cost	Dollars	35.2	35.2	EFF-36a
Energy Consumption per square metre	Dollars	22.2	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	1.54	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	1.12	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.75	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	4.41	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.01	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	0.38	3.14	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	3.18	2.23	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	457	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	686	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,036	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,283	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	969	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	188	1,323	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	988	735	EFF-08.8
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	0.73	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.01	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	17.2	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.76	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.13	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	1.69	5.71	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0	0.00	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0	0.16	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	26.0	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	6.20	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	23,202	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	970	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	60.3	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	1,311	4,618	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	0	1.21	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	0	66.3	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	82,409	10,518	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	86.4	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	8.03	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	4.40	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	38.1	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	21.6	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	12.0	7.30	EFF-02.6
FTE Staff by Category - Technical	Numeric	1.15	2.81	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	0.95	1.09	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.21	0.36	EFF-02.9
Hours of Sick Leave	Percentage	2.83	3.13	EFF-05
Cost of Sick Leave	Dollars	1,003	1,270	EFF-07
Hours of Overtime	Percentage	2.24	2.19	EFF-13
Cost of Overtime	Dollars	2,007	2,210	EFF-15



CAB.0007.0002.00421

+ 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

Kingaroy Hospital

Medium

Central Zone

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

## Benchmarking

In selected clinical areas - external	Percentage	35.7	6.3	SIC06.3
---------------------------------------	------------	------	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	48.2	20.2	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	95.4	94.1	SIC04.1
Timeliness - Number of months on time	Months	9	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	0	2.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	27.1	27.1	SIC05.1
Collection and use of clinical information	Percentage	24.6	26.6	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	6/10	SIC01
---------------	--------	-----	------	-------

## Credentialling

Credentialling	Yes/No	Yes	10/10	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	88.2	85.5	SIC03.1
Retention of Allied Health Staff	Percentage	70	75	SIC03.2
Median Age Nursing Staff	Years	41	41.5	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	33.3	31	SIC06.1
In selected clinical areas - internal	Percentage	0	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	54.2	20.7	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
Medical - extent of development and use	Percentage	53.6	25	SIC07.3b
O & G - extent of development and use	Percentage	42.9	19.6	SIC07.3c

## Telehealth

Extent of telehealth usage	Percentage	48.1	1.9	SIC09
----------------------------	------------	------	-----	-------



CAB.0007.0002.00422

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

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

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

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group					
			Min	25th	Median	75th	Max	
Kingaroy Hospital								
Central Zone								
Medium								
Overall Performance Group: Maternity								
S05	Overall Care Index Maternity	70.2	69.8	71.6	72.3	74.8	85.7	
Overall Performance Group: Medical								
S05	Overall Care Index Medical	68.7	65.0	68.8	71.3	72.5	74.7	
Overall Performance Group: Surgical								
S05	Overall Care Index Surgical	75.2	63.4	69.0	73.3	78.0	85.1	
Overall Performance Group: Not Summarised								
S01	Access and Admission Index Maternity	77.4	68.5	73.1	75.4	78.9	83.4	
S01	Access and Admission Index Medical	68.3	68.3	69.4	72.0	73.5	77.6	
S01	Access and Admission Index Surgical	78.9	63.1	69.8	74.2	80.9	86.5	
S01	Access and Admission Index All types combined	70.6	68.7	70.3	72.4	74.3	77.9	
S02	Complaints Management Index Surgical	75.4	62.1	74.4	78.7	83.3	87.7	
S02	Complaints Management Index All types combined	66.4	60.2	67.2	68.6	72.1	77.0	
S02	Complaints Management Index Maternity	64.0	64.0	69.6	71.2	78.5	86.6	
S02	Complaints Management Index Medical	65.3	58.8	66.1	67.0	71.2	75.5	
S02	Discharge and Follow-up Index All types combined	67.3	61.0	65.0	67.0	69.0	74.3	
S03	Discharge and Follow-up Index Maternity	69.0	68.0	69.0	71.1	71.5	88.4	
S03	Discharge and Follow-up Index Medical	66.4	68.2	64.3	65.8	68.4	74.2	
S03	Discharge and Follow-up Index Surgical	71.6	66.5	60.6	69.2	75.8	88.9	
S04	General Patient Information Index All types combined	70.8	66.0	71.9	74.5	77.3	80.5	
S04	General Patient Information Index Surgical	74.1	65.0	74.3	78.9	82.4	90.9	
S04	General Patient Information Index Medical	70.3	65.6	71.5	73.8	77.2	79.4	
S04	General Patient Information Index Maternity	70.3	69.5	71.2	72.7	78.1	86.2	
S05	Overall Care Index All types combined	69.7	65.6	69.4	71.9	73.2	76.4	
S06	Physical Environment Index Medical	71.9	62.9	67.4	71.8	73.2	79.1	
S06	Physical Environment Index Maternity	70.5	67.7	69.8	72.3	78.8	87.1	
S06	Physical Environment Index Surgical	75.8	66.7	64.8	70.1	75.4	86.7	
S06	Physical Environment Index All types combined	72.2	64.7	68.0	72.1	73.4	80.4	
S07	Treatment & Related Information Index All types combined	67.8	62.3	68.0	71.2	72.8	74.9	
S07	Treatment & Related Information Index Maternity	66.7	63.4	66.7	71.7	73.4	85.0	
S07	Treatment & Related Information Index Medical	67.0	62.2	67.3	70.9	72.2	74.1	
S07	Treatment & Related Information Index Surgical	73.5	61.8	68.6	74.0	81.8	83.6	
Overall Performance Group: Activity								
S07	Occupancy Rate (Bed Day Efficiency)	66.5	50.8	57.9	66.1	70.7	103.3	
S09	Length of Stay	2.5	2.5	2.8	2.9	3.5	5.0	
Overall Performance Group: Cost of Service								
S36a	Catering - total cost	35.2	28.8	33.9	35.2	37.1	53.2	
S45.4	Energy Consumption per square metre	22.2	15.4	17.3	21.8	30.0	36.4	
Overall Performance Group: Staffing								
S06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	1.5	1.5	2.6	3.0	3.6	6.0	
S06.3	Hours of Sick Leave by Staff Category - Medical	1.1	0.0	0.4	0.6	1.4	5.8	
S06.4	Hours of Sick Leave by Staff Category - Nursing	2.7	2.4	2.8	3.2	3.8	4.3	
S06.5	Hours of Sick Leave by Staff Category - Operational	4.4	2.7	3.2	3.6	4.3	6.1	
S06.6	Hours of Sick Leave by Staff Category - Professional	2.0	0.8	1.8	2.2	2.4	7.8	
S06.7	Hours of Sick Leave by Staff Category - Technical	0.4	0.0	1.1	3.1	3.5	6.4	
S06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	3.2	0.9	1.0	2.2	3.0	5.1	
S06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	2.8	18.9	
S08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	457.2	457.2	888.8	1,008.5	1,545.1	2,166.1	
S08.3	Cost of Sick Leave by Staff Category - Medical	695.7	0.0	272.1	521.2	1,105.7	5,633.7	
S08.4	Cost of Sick Leave by Staff Category - Nursing	1,035.7	907.6	1,098.8	1,230.1	1,489.7	1,678.0	
S08.5	Cost of Sick Leave by Staff Category - Operational	1,282.7	788.3	936.7	1,058.8	1,258.9	1,788.8	
S08.6	Cost of Sick Leave by Staff Category - Professional	969.0	424.8	976.9	1,127.5	1,255.2	3,906.3	
S08.7	Cost of Sick Leave by Staff Category - Technical	188.2	0.0	461.1	1,322.8	1,475.2	2,477.6	
S08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	987.7	262.5	350.7	734.6	942.5	1,748.7	

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
EFF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	4,485.2	36,824.6
EFF-11 Cost of Work Cover	0.7	0.2	0.5	0.7	2.1	2.7
EFF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.1	0.2	0.4	1.0
EFF-14.3 Hours of Overtime by Staff Category - Medical	17.2	15.2	22.9	23.8	28.5	30.0
EFF-14.4 Hours of Overtime by Staff Category - Nursing	1.8	0.4	0.5	0.8	1.5	2.3
EFF-14.5 Hours of Overtime by Staff Category - Operational	0.1	0.1	0.2	0.4	0.7	1.6
EFF-14.6 Hours of Overtime by Staff Category - Professional	1.7	1.7	4.4	5.7	7.5	8.6
EFF-14.7 Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.0	0.3
EFF-14.8 Hours of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	0.2	1.3	1.7
EFF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers	26.0	0.0	0.4	6.4	24.2	26.5
EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	6.2	6.2	52.7	92.3	187.2	507.1
EFF-16.3 Cost of Overtime by Staff Category - Medical	23,201.9	18,324.7	36,189.9	36,811.3	45,761.1	56,148.1
EFF-16.4 Cost of Overtime by Staff Category - Nursing	969.9	197.2	272.0	436.6	896.3	1,341.7
EFF-16.5 Cost of Overtime by Staff Category - Operational	60.3	60.3	94.7	170.2	307.4	758.1
EFF-16.6 Cost of Overtime by Staff Category - Professional	1,311.2	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
EFF-16.7 Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	1.2	18.2	113.3
EFF-16.8 Cost of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	60.3	711.7	1,042.8
EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers	82,408.6	0.0	556.3	10,518.1	58,586.2	85,277.8
Overall Performance Group: Not Summarised						
EFF-01 Full-Time Equivalent (FTE) Staff	86.4	81.0	73.8	84.1	131.9	197.5
EFF-02.2 FTE Staff by Category - Managerial And Clerical	8.0	6.5	8.0	8.0	11.3	25.9
EFF-02.3 FTE Staff by Category - Medical	4.4	2.1	2.6	3.5	4.7	7.7
EFF-02.4 FTE Staff by Category - Nursing	38.1	32.5	33.2	38.3	66.6	96.5
EFF-02.5 FTE Staff by Category - Operational	21.6	16.1	20.7	24.3	39.9	44.9
EFF-02.6 FTE Staff by Category - Professional	12.0	3.2	4.6	7.3	9.1	14.7
EFF-02.7 FTE Staff by Category - Technical	1.2	0.1	0.8	2.8	5.2	6.1
EFF-02.8 FTE Staff by Category - Trade And Artisans	1.0	0.4	0.9	1.1	1.5	1.8
EFF-02.9 FTE Staff by Category - Visiting Medical Officers	0.2	0.0	0.1	0.4	0.6	0.8
EFF-05 Hours of Sick Leave	2.8	2.8	2.9	3.1	3.8	4.0
EFF-07 Cost of Sick Leave	1,002.6	1,002.6	1,041.3	1,270.3	1,423.0	1,450.4
EFF-13 Hours of Overtime	2.2	1.3	2.0	2.3	2.6	3.5
EFF-15 Cost of Overtime	2,087.5	1,103.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group: Benchmarking and Clinical Pathways						
SIC06.3 Benchmarking - In selected clinical areas - external	35.7	0.0	0.0	6.3	43.1	100.0
SIC07.1 Clinical Pathways - Extent of development and use	48.2	0.0	17.2	20.2	46.8	49.4
Overall Performance Group: Continuity of Care						
SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.3 Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.4 Facilitating continuity of care - Cardiac rehabilitation	2.0	2.0	2.0	2.3	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	0.0
Overall Performance Group: Quality and Use of Information						
SIC04.1 Quality of Information - Accuracy	85.4	79.1	88.5	94.0	96.1	97.1
SIC04.2a Quality of Information - Timeliness - Number of months on time	9.0	0.0	4.5	6.5	7.8	9.0
SIC04.2b Quality of information - Timeliness - Number of days late per month	0.0	0.0	1.2	2.9	4.8	13.3
SIC05.1 Use of Information - Availability of electronic information	27.1	6.3	21.9	27.1	28.7	58.3
SIC05.2 Use of Information - Collection and use of clinical information	24.6	5.7	11.6	26.6	42.9	52.3
Overall Performance Group: Not Summarised						
SIC01 Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
SIC02 Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1 Workforce Management - Retention of Nursing Staff	88.2	75.6	82.1	85.5	88.1	90.1
SIC03.2 Workforce Management - Retention of Allied Health Staff	70.0	50.0	70.4	75.0	79.7	100.0
SIC03.3 Workforce Management - Median Age Nursing Staff	41.0	39.0	41.0	41.5	43.0	45.0
Benchmarking - In selected clinical areas	33.3	0.0	3.1	30.9	42.6	100.0
Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	28.2	100.0
SIC07.2 Clinical Pathways - Extent of development and use as per Ontario	54.2	0.0	18.4	20.7	52.8	54.5
SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	14.3	60.7	85.7
SIC07.3b Clinical Pathways - Medical - extent of development and use	53.6	0.0	14.9	25.0	47.0	64.3

## Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

SIC07.3c Clinical Pathways - O & G - extent of development and use

42.9

0.0

3.6

19.7

39.3

53.6

SIC08 Telehealth - Extent of telehealth usage

48.1

0.0

0.0

1.9

11.1

48.1

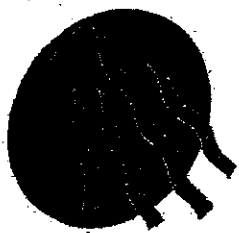
CABINET

SECRETARIAT

OFFICIAL

COPY

CAB.0007.0002.00426



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Proserpine 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

# Overall Performance

Proserpine Hospital

Northern Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity

☆☆☆

Medical

☆☆☆

Surgical

☆☆☆

Overall

☆☆☆

## Efficiency

Activity

☆☆

Cost of Service

☆

Staffing

☆☆☆

Overall

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆☆☆

Continuity of Care

☆☆

Quality and Use of Information

☆☆

Overall

☆☆

### Performance Compared to the Average

☆

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

☆☆

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

☆☆☆

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

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



CAB.0007.0002.00428



## Clinical Utilisation and Outcomes

Proserpine Hospital

Medium

Northern Zone

Performance Indicator

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00429

# Patient Satisfaction

## Proserpine Hospital

Medium

### Northern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

#### Service Type: All (N=1000)

Access and Admission Index	77.4	72.4		PS01
Complaints Management Index	73.8	69.0		PS02
Discharge and Follow-up Index	69.3	66.9		PS03
General Patient Information Index	79.0	73.9	*	PS04
Overall Care Index	76.4	70.7	*	PS05
Physical Environment Index	80.4	70.6	**	PS06
Treatment & Related Information Index	74.4	69.7	*	PS07

#### Service Type: Outpatient

Access and Admission Index	83.4	75.5	*	PS01
Complaints Management Index	86.6	72.2	*	PS02
Discharge and Follow-up Index	88.4	71.5	**	PS03
General Patient Information Index	86.2	73.6	*	PS04
+ Overall Care Index	85.7	73.5	*	PS05
Physical Environment Index	87.1	75.1	*	PS06
Treatment & Related Information Index	85.0	71.2	*	PS07

#### Service Type: Inpatient

Access and Admission Index	76.1	71.7		PS01
Complaints Management Index	71.6	67.8		PS02
Discharge and Follow-up Index	65.6	66.0		PS03
General Patient Information Index	77.5	73.5		PS04
+ Overall Care Index	74.7	70.1		PS05
Physical Environment Index	79.1	70.0	*	PS06
Treatment & Related Information Index	72.6	69.1		PS07

#### Service Type: Emergency

Access and Admission Index	86.5	74.7		PS01
Complaints Management Index	83.3	75.6		PS02
Discharge and Follow-up Index	88.9	69.3		PS03
General Patient Information Index	87.5	77.6		PS04
+ Overall Care Index	85.1	73.6		PS05
Physical Environment Index	86.7	70.8		PS06
Treatment & Related Information Index	79.2	73.3		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.0007.0002.00430

+ 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

Proserpine Hospital

Northern Zone

Medium

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

Occupancy Rate (Bed Day Efficiency)	Percentage	70.8	66.1	EFF-17
Length of Stay	Days	2.53	2.93	EFF-19
Catering - total cost	Dollars	33.9	35.2	EFF-36a
Energy Consumption per square metre	Dollars	36.4	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.57	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.47	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.69	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.26	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	927	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	0	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,312	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	769	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	519	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	1.88	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.13	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	27.1	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.71	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.83	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	7.10	5.71	EFF-14.6
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	5.22	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	86.5	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	49,694	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	402	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	347	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	5,759	4,618	EFF-16.6
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	9,584	10,518	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	61.0	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	5.55	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.93	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	33.0	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	16.1	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	3.22	7.30	EFF-02.6
FTE Staff by Category - Visiting Medical Officers	Numeric	0.11	0.36	EFF-02.9
Hours of Sick Leave	Percentage	2.89	3.13	EFF-05
Cost of Sick Leave	Dollars	1,025	1,270	EFF-07
Hours of Overtime	Percentage	2.92	2.19	EFF-13
Cost of Overtime	Dollars	3,036	2,210	EFF-15

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

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

CAB.0007.0002.00431

# System Integration and Change

Proserpine Hospital

Medium

Northern Zone

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

## Benchmarking

In selected clinical areas - external

Percentage 100 6.3 SIC06.3

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage 20 20.2 SIC07.1

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

Max score 5 3/3 3 SIC08.1

Provision of discharge summaries to GPs

Max score 5 3/3 3 SIC08.2

Shared ante and post natal care

Max score 5 3/3 3 SIC08.3

Cardiac rehabilitation

Max score 3 N/A N/A SIC08.4

Provision of electronic discharge summaries to GPs

Max score 3 0/3 0 SIC08.5

## Quality of information

Accuracy

Percentage 87.3 94.1 SIC04.1

Timeliness - Number of months on time

Months 3 6.5 SIC04.2a

Timeliness - Number of days late per month

Days 3.8 2.9 SIC04.2b

## Use of Information

Availability of electronic information

Percentage 25 27.1 SIC05.1

Collection and use of clinical information

Percentage 52.3 26.6 SIC05.2

## Accreditation

Accreditation

Yes/No Yes 6/10 SIC01

## Credentiailling

Credentiailling

Yes/No Yes 10/10 SIC02

## Workforce Management

Retention of Nursing Staff

Percentage 82.4 85.5 SIC03.1

Retention of Allied Health Staff

Percentage 50 75 SIC03.2

Median Age Nursing Staff

Years 40 41.5 SIC03.3

## Benchmarking

In selected clinical areas

Percentage 100 31 SIC06.1

In selected clinical areas - internal

Percentage 100 0 SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario

Percentage 20 20.7 SIC07.2

Surgical (Orthopaedic) - extent of development and use

Percentage N/A N/A SIC07.3a

Medical - extent of development and use

Percentage 16.7 25 SIC07.3b

O & G - extent of development and use

Percentage 25 19.6 SIC07.3c

## Telehealth

Extent of telehealth usage

Percentage 0 1.9 SIC09

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

CAB.0007.0002.00432

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

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

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



**CABINET  
SECRETARIAT  
OFFICIAL  
COPY**



CAB.0007.0002.00434

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

**Proserpine Hospital**  
**Northern Zone**

**Medium**

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 85.7 69.8 71.6 72.3 74.8 85.7

Overall Performance Group: Medical

PS05 Overall Care Index Medical 74.7 68.6 68.8 71.3 72.5 74.7

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 85.1 83.4 69.0 73.3 79.0 85.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index Surgical 86.5 63.1 69.8 74.2 80.9 86.5

PS01 Access and Admission Index Medical 76.1 68.3 69.4 72.0 73.5 77.6

PS01 Access and Admission Index Maternity 83.4 68.5 73.1 75.4 78.9 83.4

PS01 Access and Admission Index All types combined 77.4 68.7 70.3 72.4 74.3 77.9

PS02 Complaints Management Index All types combined 73.8 60.2 67.2 68.6 72.1 77.0

PS02 Complaints Management Index Surgical 83.3 62.1 74.4 78.7 83.3 87.7

PS02 Complaints Management Index Medical 71.6 58.8 60.1 67.0 71.2 75.5

PS02 Complaints Management Index Maternity 86.6 64.0 69.8 71.2 78.5 86.6

PS03 Discharge and Follow-up Index Surgical 68.9 66.5 60.6 69.2 75.8 88.9

PS03 Discharge and Follow-up Index Medical 65.8 66.2 64.3 65.8 68.4 74.2

PS03 Discharge and Follow-up Index Maternity 88.4 68.9 69.0 71.1 71.5 88.4

PS03 Discharge and Follow-up Index All types combined 69.3 61.0 65.0 67.0 69.0 74.3

PS04 General Patient Information Index Surgical 87.5 65.0 74.3 78.9 82.4 90.9

PS04 General Patient Information Index Medical 77.5 65.6 71.5 73.8 77.2 79.4

PS04 General Patient Information Index All types combined 79.0 66.0 71.9 74.5 77.3 80.5

PS04 General Patient Information Index Maternity 86.2 69.5 71.2 72.7 78.1 86.2

PS05 Overall Care Index All types combined 76.4 65.6 69.4 74.9 73.2 76.4

PS06 Physical Environment Index All types combined 80.4 64.7 68.0 72.1 73.4 80.4

PS06 Physical Environment Index Surgical 86.7 66.7 64.8 70.1 75.4 86.7

PS06 Physical Environment Index Maternity 67.1 67.7 69.8 72.2 78.8 87.1

PS06 Physical Environment Index Medical 79.1 62.9 67.4 71.8 73.2 79.1

PS07 Treatment & Related Information Index Surgical 79.2 61.8 68.6 74.0 81.8 83.6

PS07 Treatment & Related Information Index Medical 72.6 62.2 67.3 70.9 72.2 74.1

PS07 Treatment & Related Information Index Maternity 85.0 63.4 66.7 71.7 73.4 85.0

PS07 Treatment & Related Information Index All types combined 74.4 62.3 68.0 71.2 72.8 74.9

Overall Performance Group: Activity

EFF-17 Occupancy Rate (Bed Day Efficiency) 70.8 50.8 57.9 66.1 70.7 103.3

EFF-19 Length of Stay 2.5 2.5 2.6 2.9 3.5 5.0

Overall Performance Group: Cost of Service

EFF-36a Catering - total cost 33.9 28.8 33.9 35.2 37.1 53.2

EFF-45.4 Energy Consumption per square metre 36.4 15.4 17.3 21.8 30.0 36.4

Overall Performance Group: Staffing

EFF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical 2.6 1.5 2.6 3.0 3.6 6.0

EFF-06.3 Hours of Sick Leave by Staff Category - Medical 0.0 0.0 0.4 0.6 1.4 5.8

EFF-06.4 Hours of Sick Leave by Staff Category - Nursing 3.5 2.4 2.8 3.2 3.8 4.3

EFF-06.5 Hours of Sick Leave by Staff Category - Operational 2.7 2.7 3.2 3.6 4.3 6.1

EFF-06.6 Hours of Sick Leave by Staff Category - Professional 1.3 0.8 1.8 2.2 2.4 7.8

EFF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers 0.0 0.0 0.0 0.0 2.8 18.9

EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 926.8 457.2 888.8 1,008.5 1,545.1 2,166.1

EFF-08.3 Cost of Sick Leave by Staff Category - Medical 0.0 0.0 272.1 521.2 1,105.7 5,633.7

EFF-08.4 Cost of Sick Leave by Staff Category - Nursing 1,311.7 907.6 1,098.8 1,230.1 1,489.7 1,679.0

EFF-08.5 Cost of Sick Leave by Staff Category - Operational 768.3 768.3 936.7 1,058.8 1,259.9 1,788.8

EFF-08.6 Cost of Sick Leave by Staff Category - Professional 518.5 424.6 976.9 1,127.5 1,255.2 3,906.3

EFF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers 0.0 0.0 0.0 0.0 4,485.2 36,824.6

EFF-11 Cost of Work Cover 1.9 0.2 0.5 0.7 2.1 2.7

EFF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical 0.1 0.0 0.1 0.2 0.4 1.0

EFF-14.3 Hours of Overtime by Staff Category - Medical 27.1 15.2 22.9 23.8 26.5 30.0

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.7	0.4	0.5	0.8	1.5	2.3
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.8	0.1	0.2	0.4	0.7	1.6
EFF-14.6	Hours of Overtime by Staff Category - Professional	7.1	1.7	4.4	5.7	7.5	8.6
EFF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	5.2	0.0	0.4	6.4	24.2	26.5
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	86.5	6.2	52.7	92.3	187.2	507.1
EFF-16.3	Cost of Overtime by Staff Category - Medical	49,893.9	18,324.7	36,169.9	36,811.3	45,761.1	56,148.1
EFF-16.4	Cost of Overtime by Staff Category - Nursing	402.5	197.2	272.0	436.6	896.3	1,341.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	347.0	60.3	94.7	170.2	307.4	758.1
EFF-16.6	Cost of Overtime by Staff Category - Professional	5,769.1	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	9,583.6	0.0	558.3	10,518.1	58,586.2	88,277.8
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	61.0	61.0	73.5	84.1	131.9	197.5
EFF-02.2	FTE Staff by Category - Managerial And Clerical	5.5	5.5	6.0	8.0	11.3	25.9
EFF-02.3	FTE Staff by Category - Medical	2.9	2.1	2.6	3.5	4.7	7.7
EFF-02.4	FTE Staff by Category - Nursing	33.0	32.5	33.2	38.3	66.6	96.5
EFF-02.5	FTE Staff by Category - Operational	16.1	16.1	20.7	24.3	39.9	44.9
EFF-02.6	FTE Staff by Category - Professional	3.2	3.2	4.6	7.3	9.1	14.7
EFF-02.9	FTE Staff by Category - Visiting Medical Officers	0.1	0.0	0.1	0.4	0.6	0.8
EFF-05	Hours of Sick Leave	2.9	2.8	2.9	3.1	3.8	4.0
EFF-07	Cost of Sick Leave	1,020.4	1,002.6	1,041.3	1,270.3	1,423.0	1,450.4
EFF-13	Hours of Overtime	2.8	1.1	2.0	2.2	2.6	3.5
EFF-15	Cost of Overtime	3,036.4	1,102.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group: Benchmarking and Clinical Pathways							
IC08.3	Benchmarking - In selected clinical areas - external	100.0	0.0	0.0	6.3	43.1	100.0
IC07.1	Clinical Pathways - Extent of development and use	20.0	0.0	17.2	20.2	46.8	49.4
Overall Performance Group: Continuity of Care							
IC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
IC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0
IC08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	3.0	3.0	3.0	3.0
IC08.4	Facilitating continuity of care - Cardiac rehabilitation	3.0	2.0	2.0	2.0	2.3	3.0
IC08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
Overall Performance Group: Quality and Use of Information							
IC04.1	Quality of information - Accuracy	87.3	79.1	88.5	94.0	96.1	97.1
IC04.2a	Quality of information - Timeliness - Number of months on time	3.0	0.0	4.5	6.5	7.8	9.0
IC04.2b	Quality of information - Timeliness - Number of days late per month	3.8	0.0	1.2	2.9	4.8	13.3
IC05.1	Use of Information - Availability of electronic information	25.0	6.3	21.9	27.1	28.7	58.3
IC05.2	Use of Information - Collection and use of clinical information	52.3	5.7	11.6	26.6	42.9	52.3
Overall Performance Group: Not Summarised							
IC01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
IC02	Credentialing	1.0	1.0	1.0	1.0	1.0	1.0
IC03.1	Workforce Management - Retention of Nursing Staff	82.4	75.6	82.1	85.5	88.1	90.1
IC03.2	Workforce Management - Retention of Allied Health Staff	50.0	50.0	70.4	75.0	79.7	100.0
IC03.3	Workforce Management - Median Age Nursing Staff	40.0	39.0	41.0	41.5	43.0	45.0
IC06.1	Benchmarking - In selected clinical areas	100.0	0.0	3.1	30.9	42.6	100.0
IC06.2	Benchmarking - In selected clinical areas - Internal	100.0	0.0	0.0	0.0	26.2	100.0
IC07.2	Clinical Pathways - Extent of development and use as per Ontario	20.0	0.0	18.4	20.7	52.8	54.5
IC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	14.3	60.7	85.7
IC07.3b	Clinical Pathways - Medical - extent of development and use	16.7	0.0	14.9	25.0	47.0	64.3
IC07.3c	Clinical Pathways - O & G - extent of development and use	25.0	0.0	3.6	19.7	39.3	53.6
IC09	Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	11.1	48.1

CAB.0007.0002.00436





**Queensland Government**

**Queensland Health**

## Measured Quality

## Hospital Report

Warwick Hospital

Southern 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

# Overall Performance

Warwick Hospital

Southern Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity ☆☆

Medical ☆☆

Surgical ☆☆

Overall ☆

## Efficiency

Activity ☆

Cost of Service ☆☆

Staffing ☆

Overall ☆☆

## System Integration and Change

Benchmarking and Clinical Pathways ☆☆

Continuity of Care ☆☆

Quality and Use of Information ☆☆

Overall ☆☆

### Performance Compared to the Average

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

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

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

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



CAB.0007.0002.00438

## Clinical Utilisation and Outcomes

Warwick Hospital

Southern Zone

Performance Indicator

Medium

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00439

# Patient Satisfaction

Warwick Hospital

Medium

Southern Zone

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

Access and Admission Index	70.2	72.4	PS01
Complaints Management Index	67.9	69.0	PS02
Discharge and Follow-up Index	65.7	66.9	PS03
General Patient Information Index	73.8	73.9	PS04
Overall Care Index	69.3	70.7	PS05
Physical Environment Index	67.9	70.6	PS06
Treatment & Related Information Index	68.8	69.7	PS07

Access and Admission Index	68.5	75.5	PS01
Complaints Management Index	69.6	72.2	PS02
Discharge and Follow-up Index	69.0	71.5	PS03
General Patient Information Index	71.5	73.6	PS04
+ Overall Care Index	69.8	73.5	PS05
Physical Environment Index	68.6	75.1	PS06
Treatment & Related Information Index	71.7	71.2	PS07

Access and Admission Index	70.2	71.7	PS01
Complaints Management Index	66.0	67.8	PS02
Discharge and Follow-up Index	65.9	66.0	PS03
General Patient Information Index	73.2	73.5	PS04
+ Overall Care Index	69.0	70.1	PS05
Physical Environment Index	68.2	70.0	PS06
Treatment & Related Information Index	68.2	69.1	PS07

Access and Admission Index	72.3	74.7	PS01
Complaints Management Index	85.0	75.6	PS02
Discharge and Follow-up Index	59.4	69.3	PS03
General Patient Information Index	81.8	77.6	PS04
+ Overall Care Index	71.4	73.6	PS05
Physical Environment Index	64.8	70.8	PS06
Treatment & Related Information Index	71.2	73.3	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.0007.0002.00440

+ 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

Warwick Hospital

Medium

Southern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	51.4	66.1	EFF-17
Length of Stay	Days	3.67	2.93	EFF-19
Catering - total cost	Dollars	44.3	35.2	EFF-36a
Energy Consumption per square metre	Dollars	15.4	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.03	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	5.80	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	4.26	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.69	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.54	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	2.83	2.23	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	958	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	5,634	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,679	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,080	1,069	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,323	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	897	735	EFF-08.8
Cost of Work Cover	Dollars	0.75	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.13	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	27.8	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.28	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.18	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	5.46	5.71	EFF-14.6
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0	0.16	EFF-14.8
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	74.7	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	48,072	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	676	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	85.1	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	4,474	4,618	EFF-16.6
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	0	66.3	EFF-16.8
Full-Time Equivalent (FTE) Staff	Numeric	109	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	7.21	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.17	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	49.5	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	41.8	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	7.00	7.30	EFF-02.6
FTE Staff by Category - Trade And Artisans	Numeric	1.81	1.09	EFF-02.8
Hours of Sick Leave	Percentage	3.86	3.13	EFF-05
Cost of Sick Leave	Dollars	1,446	1,270	EFF-07
Hours of Overtime	Percentage	1.79	2.19	EFF-13
Cost of Overtime	Dollars	1,582	2,210	EFF-15



CAB.0007.0002.00441

+ 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

Warwick Hospital

Medium

Southern Zone

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

## Benchmarking

In selected clinical areas - external

Percentage	0	6.3	SIC06.3
------------	---	-----	---------

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	46.8	20.2	SIC07.1
------------	------	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

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

Provision of discharge summaries to GPs

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

Shared ante and post natal care

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

Cardiac rehabilitation

Max score 3	N/A	N/A	SIC08.4
-------------	-----	-----	---------

Provision of electronic discharge summaries to GPs

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

## Quality of Information

Accuracy

Percentage	94.4	84.1	SIC04.1
------------	------	------	---------

Timeliness - Number of months on time

Months	7	6.5	SIC04.2a
--------	---	-----	----------

Timeliness - Number of days late per month

Days	6	2.9	SIC04.2b
------	---	-----	----------

## Use of Information

Availability of electronic information

Percentage	27.1	27.1	SIC05.1
------------	------	------	---------

Collection and use of clinical information

Percentage	41.7	26.6	SIC05.2
------------	------	------	---------

## Accreditation

Accreditation

Yes/No	No	6/10	SIC01
--------	----	------	-------

## Credentiailling

Credentiailling

Yes/No	Yes	10/10	SIC02
--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff

Percentage	90.1	85.5	SIC03.1
------------	------	------	---------

Retention of Allied Health Staff

Percentage	78.6	75	SIC03.2
------------	------	----	---------

Median Age Nursing Staff

Years	41	41.5	SIC03.3
-------	----	------	---------

## Benchmarking

In selected clinical areas

Percentage	0	31	SIC06.1
------------	---	----	---------

In selected clinical areas - internal

Percentage	0	0	SIC06.2
------------	---	---	---------

## Clinical Pathways

Extent of development and use as per Ontario

Percentage	48.5	20.7	SIC07.2
------------	------	------	---------

Surgical (Orthopaedic) - extent of development and use

Percentage	28.6	14.3	SIC07.3a
------------	------	------	----------

Medical - extent of development and use

Percentage	45.2	25	SIC07.3b
------------	------	----	----------

O & G - extent of development and use

Percentage	53.6	19.6	SIC07.3c
------------	------	------	----------

## Telehealth

Extent of telehealth usage

Percentage	42.3	1.9	SIC09
------------	------	-----	-------

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



CAB:0007:0002.00442

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

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

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

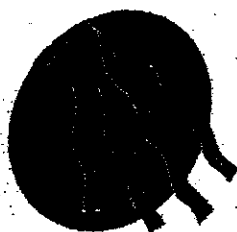
Indicator Number and Description:		Hospital Score	Peer Group					
			Min	25th	Median	75th	Max	
<b>Warwick Hospital</b>								
<b>Southern Zone</b>								<b>Medium</b>
Overall Performance Group: Maternity								
PS05	Overall Care Index Maternity	69.8	69.8	71.6	72.3	74.8	85.7	
Overall Performance Group: Medical								
PS05	Overall Care Index Medical	69.0	65.0	68.8	71.3	72.5	74.7	
Overall Performance Group: Surgical								
PS05	Overall Care Index Surgical	71.4	63.4	69.0	73.3	79.0	85.1	
Overall Performance Group: Not Summarised								
PS01	Access and Admission Index Surgical	72.3	63.1	69.8	74.2	80.9	86.5	
PS01	Access and Admission Index Medical	70.2	68.3	69.4	72.0	73.5	77.6	
PS01	Access and Admission Index Maternity	68.5	68.5	73.1	75.4	78.9	83.4	
PS01	Access and Admission Index All types combined	70.2	68.7	70.3	72.4	74.3	77.9	
PS02	Complaints Management Index Medical	66.0	58.8	66.1	67.0	71.2	75.5	
PS02	Complaints Management Index Surgical	85.0	62.1	74.4	78.7	83.3	87.7	
PS02	Complaints Management Index Maternity	68.6	64.0	69.6	71.2	78.5	86.6	
PS02	Complaints Management Index All types combined	67.9	60.2	67.2	68.6	72.1	77.0	
PS03	Discharge and Follow-up Index Surgical	59.4	56.6	60.6	66.2	75.6	88.9	
PS03	Discharge and Follow-up Index All types combined	65.7	61.0	65.0	67.0	69.0	74.3	
PS03	Discharge and Follow-up Index Medical	65.9	60.2	64.3	65.8	68.4	74.2	
PS03	Discharge and Follow-up Index Maternity	69.0	68.9	69.0	71.1	71.5	88.4	
PS04	General Patient Information Index Surgical	81.8	65.0	74.3	78.9	82.4	90.9	
PS04	General Patient Information Index Medical	73.2	65.6	71.5	73.8	77.2	79.4	
PS04	General Patient Information Index All types combined	73.8	66.0	71.9	74.5	77.3	80.5	
PS04	General Patient Information Index Maternity	71.5	69.5	71.2	72.7	78.1	86.2	
PS05	Overall Care Index All types combined	69.3	65.6	69.4	71.9	73.2	76.4	
PS06	Physical Environment Index Surgical	64.8	56.7	64.8	70.1	75.4	86.7	
PS06	Physical Environment Index Medical	68.2	62.9	67.4	71.8	73.2	79.1	
PS06	Physical Environment Index Maternity	68.6	67.7	69.8	72.2	78.8	87.1	
PS06	Physical Environment Index All types combined	67.9	64.7	68.0	72.1	73.4	80.4	
PS07	Treatment & Related Information Index All types combined	68.8	62.3	68.0	71.2	72.8	74.9	
PS07	Treatment & Related Information Index Maternity	71.7	63.4	66.7	71.7	73.4	85.0	
PS07	Treatment & Related Information Index Medical	68.2	62.2	67.3	70.9	72.2	74.1	
PS07	Treatment & Related Information Index Surgical	71.2	61.8	68.6	74.0	81.8	83.6	
Overall Performance Group: Activity								
PS17	Occupancy Rate (Bed Day Efficiency)	51.4	50.8	57.9	66.1	70.7	103.3	
PS19	Length of Stay	3.7	2.5	2.6	2.9	3.5	5.0	
Overall Performance Group: Cost of Service								
PS36a	Catering - total cost	44.3	28.6	33.9	35.2	37.1	53.2	
PS45.4	Energy Consumption per square metre	15.4	15.4	17.3	21.8	30.0	36.4	
Overall Performance Group: Staffing								
PS06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	3.0	1.5	2.6	3.0	3.6	6.0	
PS06.3	Hours of Sick Leave by Staff Category - Medical	5.8	0.0	0.4	0.6	1.4	5.8	
PS06.4	Hours of Sick Leave by Staff Category - Nursing	4.3	2.4	2.8	3.2	3.8	4.3	
PS06.5	Hours of Sick Leave by Staff Category - Operational	3.7	2.7	3.2	3.6	4.3	6.1	
PS06.6	Hours of Sick Leave by Staff Category - Professional	2.5	0.8	1.8	2.2	2.4	7.8	
PS06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	2.8	0.9	1.0	2.2	3.0	5.1	
PS08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	958.1	457.2	888.8	1,008.5	1,545.1	2,166.1	
PS08.3	Cost of Sick Leave by Staff Category - Medical	5,633.7	0.0	272.1	521.2	1,105.7	5,633.7	
PS08.4	Cost of Sick Leave by Staff Category - Nursing	1,679.0	907.6	1,098.8	1,230.1	1,489.7	1,679.0	
PS08.5	Cost of Sick Leave by Staff Category - Operational	1,080.1	768.3	936.7	1,058.8	1,259.9	1,788.8	
PS08.6	Cost of Sick Leave by Staff Category - Professional	1,323.0	424.6	976.9	1,127.5	1,255.2	3,906.3	
PS08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	897.2	262.5	350.7	734.6	942.5	1,748.7	
PS11	Cost of Work Cover	0.7	0.2	0.5	0.7	2.1	2.7	
PS4.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.1	0.0	0.1	0.2	0.4	1.0	
PS4.3	Hours of Overtime by Staff Category - Medical	27.8	15.2	22.9	23.8	26.5	30.0	



# Statistics - Quartiles per Indicator

Attachment 1

For Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-14.4	Hours of Overtime by Staff Category - Nursing	1.3	0.4	0.5	0.8	1.5	2.3
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.2	0.1	0.2	0.4	0.7	1.6
EFF-14.6	Hours of Overtime by Staff Category - Professional	5.5	1.7	4.4	5.7	7.5	8.6
EFF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	0.2	1.3	1.7
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	74.7	6.2	52.7	92.3	187.2	507.1
EFF-16.3	Cost of Overtime by Staff Category - Medical	48,072.5	18,324.7	36,169.9	36,811.3	45,761.1	56,148.1
EFF-16.4	Cost of Overtime by Staff Category - Nursing	675.7	197.2	272.0	436.6	896.3	1,341.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	85.1	60.3	94.7	170.2	307.4	758.1
EFF-16.6	Cost of Overtime by Staff Category - Professional	4,474.0	1,311.2	3,579.3	4,617.7	5,700.0	7,855.7
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	66.3	711.7	1,042.8
Overall Performance Group:		Not Summarised					
EFF-01	Full-Time Equivalent (FTE) Staff	109.5	61.0	73.5	84.1	131.9	197.5
EFF-02.2	FTE Staff by Category - Managerial And Clerical	7.2	5.5	6.0	8.0	11.3	25.9
EFF-02.3	FTE Staff by Category - Medical	2.2	2.1	2.6	3.5	4.7	7.7
EFF-02.4	FTE Staff by Category - Nursing	49.5	32.5	33.2	38.3	66.6	96.5
EFF-02.5	FTE Staff by Category - Operational	41.8	16.1	20.7	24.3	39.9	44.9
EFF-02.6	FTE Staff by Category - Professional	7.0	3.2	4.6	7.3	9.1	14.7
EFF-02.8	FTE Staff by Category - Trade And Artisans	1.8	0.4	0.9	1.1	1.5	1.8
EFF-05	Hours of Sick Leave	3.9	2.8	2.9	3.1	3.8	4.0
EFF-07	Cost of Sick Leave	1,445.4	1,002.8	1,041.3	1,279.3	1,423.0	1,450.4
EFF-13	Hours of Overtime	1.8	1.3	2.0	2.2	2.6	3.5
EFF-15	Cost of Overtime	1,582.1	1,103.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group:		Benchmarking and Clinical Pathways					
IC06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	6.3	43.1	100.0
IC07.1	Clinical Pathways - Extent of development and use	46.8	0.0	17.2	20.2	46.8	49.4
Overall Performance Group:		Continuity of Care					
IC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
IC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0
IC08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	3.0	3.0	3.0	3.0
IC08.4	Facilitating continuity of care - Cardiac rehabilitation		2.0	2.0	2.0	2.3	3.0
IC08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
Overall Performance Group:		Quality and Use of Information					
IC04.1	Quality of information - Accuracy	94.4	79.1	88.5	94.0	96.1	97.1
IC04.2a	Quality of information - Timeliness - Number of months on time	7.0	0.0	4.5	6.5	7.8	9.0
IC04.2b	Quality of information - Timeliness - Number of days late per month	6.0	0.0	1.2	2.9	4.8	13.3
IC04.2	Use of Information - Availability of electronic information	27.1	6.3	21.9	27.1	28.7	58.3
IC04.2	Use of Information - Collection and use of clinical information	41.7	5.7	11.6	26.6	42.9	52.3
Overall Performance Group:		Not Summarised					
C01	Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
C02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
C03.1	Workforce Management - Retention of Nursing Staff	90.1	75.6	82.1	85.5	88.1	90.1
C03.2	Workforce Management - Retention of Allied Health Staff	78.6	50.0	70.4	75.0	79.7	100.0
C03.3	Workforce Management - Median Age Nursing Staff	41.0	39.0	41.0	41.5	43.0	45.0
C06.1	Benchmarking - In selected clinical areas	0.0	0.0	3.1	30.9	42.6	100.0
C06.2	Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	26.2	100.0
C07.2	Clinical Pathways - Extent of development and use as per Ontario	48.5	0.0	18.4	20.7	52.8	54.5
C07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	28.6	0.0	0.0	14.3	60.7	85.7
C07.3b	Clinical Pathways - Medical - extent of development and use	45.2	0.0	14.9	25.0	47.0	64.3
C07.3c	Clinical Pathways - O & G - extent of development and use	53.6	0.0	3.6	19.7	39.3	53.6
C09	Telehealth - Extent of telehealth usage	42.3	0.0	0.0	1.9	11.1	48.1



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Ayr Hospital

Northern Zone

Small 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

Ayr Hospital

Northern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

## Patient Satisfaction

No indicators to report

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 ☆☆

### 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

Ayr Hospital

Northern Zone

Performance Indicator

Small

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

  
CAB.0007.0002.00448

# Patient Satisfaction

Ayr Hospital

Small

Northern Zone

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

Access and Admission Index			
Access and Admission Index	69.3	72.8	PS01
Complaints Management Index	66.1	69.2	PS02
Discharge and Follow-up Index	61.2	66.2	PS03
General Patient Information Index	71.5	73.2	PS04
Overall Care Index	67.3	70.7	PS05
Physical Environment Index	70.4	71.5	PS06
Treatment & Related Information Index	63.5	69.0	PS07
Complaints Management Index			
Access and Admission Index	68.9	72.5	PS01
Complaints Management Index	68.8	69.9	PS02
Discharge and Follow-up Index	65.7	68.8	PS03
General Patient Information Index	68.1	71.2	PS04
Overall Care Index	66.8	71.8	PS05
Physical Environment Index	72.8	76.4	PS06
Treatment & Related Information Index	59.7	70.2	PS07
Discharge and Follow-up Index			
Access and Admission Index	69.9	73.0	PS01
Complaints Management Index	65.8	68.6	PS02
Discharge and Follow-up Index	61.8	68.0	PS03
General Patient Information Index	72.0	72.8	PS04
Overall Care Index	67.6	70.5	PS05
Physical Environment Index	70.4	71.1	PS06
Treatment & Related Information Index	63.5	68.5	PS07
General Patient Information Index			
Access and Admission Index	62.1	71.6	PS01
Complaints Management Index	65.6	73.7	PS02
Discharge and Follow-up Index	47.9	65.7	PS03
General Patient Information Index	68.8	78.0	PS04
Overall Care Index	64.2	71.7	PS05
Physical Environment Index	67.5	69.8	PS06
Treatment & Related Information Index	68.6	72.1	PS07

## Statistical Significance

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

Indicator has been used to determine overall performance.

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

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



CAB.0007.0002.00449

# Efficiency

Ayr Hospital

Northern Zone

Small

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

Occupancy Rate (Bed Day Efficiency)	Percentage	67.3	51.1	EFF-17
Length of Stay	Days	4.69	3.68	EFF-19
Catering - total cost	Dollars	33.4	44.5	EFF-36a
Energy Consumption per square metre	Dollars	26.8	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.59	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.76	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.86	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.23	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.18	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	3.46	3.42	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	1.11	2.85	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	861	796	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	644	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,170	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	644	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	628	728	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	1,378	1,378	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	343	921	EFF-08.8
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	0.29	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	29.5	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.70	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.38	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	6.43	3.95	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0	0	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0	0.49	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	0	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	51,275	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	379	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	148	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	5,397	3,114	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	0	0	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	0	239	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	98.5	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	6.19	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	3.03	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	55.0	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	27.3	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	4.75	2.87	EFF-02.6
FTE Staff by Category - Technical	Numeric	1.33	0.91	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	0.91	0.91	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.02	0.04	EFF-02.9
Hours of Sick Leave	Percentage	2.51	2.91	EFF-05
Cost of Sick Leave	Dollars	958	1,081	EFF-07
Hours of Overtime	Percentage	2.15	1.99	EFF-13
Cost of Overtime	Dollars	2,089	1,986	EFF-15

+ Indicators listed within this overall performance group have been used to determine overall performance.  
Printed: 05/07/2002 Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

CAB.0007.0002.00450

# System Integration and Change

Ayr Hospital

Northern Zone

Small

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

## Benchmarking

In selected clinical areas - external

Percentage	0	0	SIC06.3
------------	---	---	---------

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	12.9	15.8	SIC07.1
------------	------	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

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

Provision of discharge summaries to GPs

Max score 5	0/3	1	SIC08.2
-------------	-----	---	---------

Shared ante and post natal care

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

Cardiac rehabilitation

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

Provision of electronic discharge summaries to GPs

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

## Quality of Information

Accuracy

Percentage	96.7	93.5	SIC04.1
------------	------	------	---------

Timeliness - Number of months on time

Months	6	6.5	SIC04.2a
--------	---	-----	----------

Timeliness - Number of days late per month

Days	5.3	4.9	SIC04.2b
------	-----	-----	----------

## Use of Information

Availability of electronic information

Percentage	18.8	20.8	SIC05.1
------------	------	------	---------

Collection and use of clinical information

Percentage	20	20.7	SIC05.2
------------	----	------	---------

## Accreditation

Accreditation

Yes/No	No	13/24	SIC01
--------	----	-------	-------

## Credentialling

Credentialling

Yes/No	Yes	24/24	SIC02
--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff

Percentage	81	76.9	SIC03.1
------------	----	------	---------

Retention of Allied Health Staff

Percentage	100	71.4	SIC03.2
------------	-----	------	---------

Median Age Nursing Staff

Years	42	42.3	SIC03.3
-------	----	------	---------

## Benchmarking

In selected clinical areas

Percentage	0	0	SIC06.1
------------	---	---	---------

In selected clinical areas - internal

Percentage	0	0	SIC06.2
------------	---	---	---------

## Clinical Pathways

Extent of development and use as per Ontario

Percentage	15	17.4	SIC07.2
------------	----	------	---------

Surgical (Orthopaedic) - extent of development and use

Percentage	N/A	N/A	SIC07.3a
------------	-----	-----	----------

Medical - extent of development and use

Percentage	11.9	10.7	SIC07.3b
------------	------	------	----------

O & G - extent of development and use

Percentage	14.3	14.3	SIC07.3c
------------	------	------	----------

## Telehealth

Extent of telehealth usage

Percentage	1.9	1.9	SIC09
------------	-----	-----	-------

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

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

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



CAB.0007.0002.00451

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Ayr Hospital  
Northern Zone

Small

Overall Performance Group: Maternity						
PS05	Overall Care Index Maternity	66.8	40.8	69.1	71.2	79.1
Overall Performance Group: Medical						
PS05	Overall Care Index Medical	67.6	64.7	66.3	70.7	72.5
Overall Performance Group: Surgical						
PS05	Overall Care Index Surgical	64.2	60.2	69.0	73.4	74.9
Overall Performance Group: Not Summarised						
PS01	Access and Admission Index Maternity	68.3	43.9	68.7	71.8	80.0
PS01	Access and Admission Index Medical	69.9	65.8	69.1	74.4	78.0
PS01	Access and Admission Index Surgical	62.1	59.3	69.8	72.3	74.5
PS01	Access and Admission Index All types combined	69.3	65.5	69.0	74.2	77.3
PS02	Complaints Management Index Medical	65.8	59.5	65.5	66.8	73.7
PS02	Complaints Management Index Maternity	68.8	59.4	68.7	73.4	77.8
PS02	Complaints Management Index All types combined	66.1	59.5	66.3	67.7	73.4
PS02	Complaints Management Index Surgical	65.6	60.1	68.8	75.0	78.9
PS03	Discharge and Follow-up Index All types combined	61.2	62.1	64.1	67.9	68.8
PS03	Discharge and Follow-up Index Maternity	65.7	41.7	67.7	70.4	75.7
PS03	Discharge and Follow-up Index Medical	61.8	60.0	63.2	65.8	69.8
PS03	Discharge and Follow-up Index Surgical	47.9	44.2	57.4	68.8	72.0
PS04	General Patient Information Index Surgical	68.8	68.8	74.0	77.6	80.2
PS04	General Patient Information Index Medical	72.0	62.8	67.8	72.5	76.3
PS04	General Patient Information Index All types combined	71.5	63.9	69.2	72.9	77.2
PS04	General Patient Information Index Maternity	68.1	58.8	68.1	75.0	83.5
PS05	Overall Care Index All types combined	67.3	62.9	67.9	71.1	73.0
PS06	Physical Environment Index All types combined	70.4	61.9	68.9	70.8	73.7
PS06	Physical Environment Index Maternity	72.8	41.4	71.5	77.5	82.4
PS06	Physical Environment Index Medical	70.4	65.0	68.2	69.4	72.7
PS06	Physical Environment Index Surgical	67.5	57.3	68.4	71.9	75.9
PS07	Treatment & Related Information Index Maternity	69.7	48.2	66.9	70.1	80.0
PS07	Treatment & Related Information Index Medical	63.5	59.8	64.3	67.0	72.8
PS07	Treatment & Related Information Index All types combined	63.5	60.1	65.8	69.3	72.4
PS07	Treatment & Related Information Index Surgical	68.6	61.3	69.2	73.6	75.7
Overall Performance Group: Activity						
EFF-17	Occupancy Rate (Bed Day Efficiency)	67.3	8.8	41.8	51.1	63.7
EFF-19	Length of Stay	4.7	1.2	3.6	3.7	4.4
Overall Performance Group: Cost of Service						
EFF-36a	Catering - total cost	93.4	21.0	33.6	44.5	55.8
EFF-45.4	Energy Consumption per square metre	26.8	11.7	17.5	25.3	31.3
Overall Performance Group: Staffing						
EFF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.6	0.0	1.6	2.6	3.0
EFF-06.3	Hours of Sick Leave by Staff Category - Medical	0.8	0.0	0.0	0.8	2.2
EFF-06.4	Hours of Sick Leave by Staff Category - Nursing	2.9	1.3	2.6	3.0	3.4
EFF-06.5	Hours of Sick Leave by Staff Category - Operational	2.2	1.9	2.6	3.3	3.9
EFF-06.6	Hours of Sick Leave by Staff Category - Professional	1.2	0.0	1.0	1.7	1.9
EFF-06.7	Hours of Sick Leave by Staff Category - Technical	3.5	0.0	2.2	3.4	4.6
EFF-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	1.1	0.9	1.2	2.8	5.6
EFF-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.0
EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	861.5	0.0	499.5	785.8	1,063.6
EFF-08.3	Cost of Sick Leave by Staff Category - Medical	644.3	0.0	0.0	702.5	2,069.4
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,170.5	477.8	955.1	1,206.1	1,335.1
EFF-08.5	Cost of Sick Leave by Staff Category - Operational	644.3	556.5	739.4	948.1	1,155.9
EFF-08.6	Cost of Sick Leave by Staff Category - Professional	628.0	0.0	472.2	728.4	932.0
EFF-08.7	Cost of Sick Leave by Staff Category - Technical	1,377.9	0.0	860.9	1,377.9	1,850.6
EFF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	342.7	289.8	415.6	921.3	1,803.5

# Statistics - Quartiles per Indicator

Attachment 1

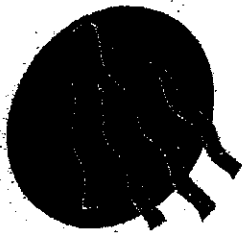
Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
EFF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.0	6,781.8
EFF-11 Cost of Work Cover	0.3	0.1	0.4	0.7	0.9	2.7
EFF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
EFF-14.3 Hours of Overtime by Staff Category - Medical	29.5	0.0	10.6	20.1	26.2	35.6
EFF-14.4 Hours of Overtime by Staff Category - Nursing	0.7	0.0	0.4	0.8	1.4	2.8
EFF-14.5 Hours of Overtime by Staff Category - Operational	0.4	0.0	0.2	0.4	0.7	1.7
EFF-14.6 Hours of Overtime by Staff Category - Professional	6.4	0.1	2.9	4.0	6.4	24.9
EFF-14.7 Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.1	5.3
EFF-14.8 Hours of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	0.5	1.4	4.8
EFF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	10.6	61.7
EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3 Cost of Overtime by Staff Category - Medical	51,274.9	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4 Cost of Overtime by Staff Category - Nursing	378.6	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5 Cost of Overtime by Staff Category - Operational	148.2	14.6	92.9	202.3	303.4	692.7
EFF-16.6 Cost of Overtime by Staff Category - Professional	5,396.9	109.4	2,061.7	3,114.1	5,396.9	28,722.0
EFF-16.7 Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	78.4	2,836.0
EFF-16.8 Cost of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	239.1	641.9	2,488.4
EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	26,746.5	212,445.0
Overall Performance Group: Not Summarised						
EFF-01 Full-Time Equivalent (FTE) Staff	88.5	31.5	37.2	48.6	67.3	128.9
EFF-02.2 FTE Staff by Category - Managerial And Clerical	6.2	0.2	2.8	3.8	6.1	24.9
EFF-02.3 FTE Staff by Category - Medical	3.0	1.0	1.7	2.1	2.5	7.0
EFF-02.4 FTE Staff by Category - Nursing	55.0	14.7	20.1	23.3	32.2	58.1
EFF-02.5 FTE Staff by Category - Operational	27.3	7.4	12.0	15.2	21.9	45.2
EFF-02.6 FTE Staff by Category - Professional	4.8	0.4	1.6	2.9	4.8	11.0
EFF-02.7 FTE Staff by Category - Technical	1.3	0.1	0.6	0.9	1.4	2.3
EFF-02.8 FTE Staff by Category - Trade And Artisans	0.9	0.1	0.8	0.9	0.9	1.8
EFF-02.9 FTE Staff by Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.1	0.7
EFF-05 Hours of Sick Leave	2.5	1.7	2.5	2.9	3.4	4.6
EFF-07 Cost of Sick Leave	957.9	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13 Hours of Overtime	2.1	0.4	1.3	2.0	2.5	3.8
EFF-15 Cost of Overtime	2,088.3	180.7	1,145.4	1,886.5	2,626.5	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways						
IC06.3 Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
IC07.1 Clinical Pathways - Extent of development and use	12.9	0.0	2.2	15.9	33.5	90.0
Overall Performance Group: Continuity of Care						
IC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
IC08.2 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 ante and post natal care	0.0	0.0	0.0	2.0	3.0	3.0
IC08.4 Facilitating continuity of care - Cardiac rehabilitation	2.0	0.0	1.0	2.0	2.0	3.0
IC08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
Overall Performance Group: Quality and Use of Information						
C04.1 Quality of Information - Accuracy	96.7	82.2	92.0	93.5	95.2	97.6
C04.2a Quality of Information - Timeliness - Number of months on time	6.0	1.0	4.8	6.5	8.0	9.0
C04.2b Quality of Information - Timeliness - Number of days late per month	5.3	0.0	2.5	4.9	7.5	39.8
C05.1 Use of Information - Availability of electronic information	18.8	10.4	16.7	20.8	25.0	33.3
C05.2 Use of Information - Collection and use of clinical information	20.0	0.0	11.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised						
C01 Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
C02 Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
C03.1 Workforce Management - Retention of Nursing Staff	81.0	46.2	67.9	76.9	85.0	98.7
C03.2 Workforce Management - Retention of Allied Health Staff	100.0	33.3	58.4	71.4	100.0	100.0
C03.3 Workforce Management - Median Age Nursing Staff	42.0	31.5	36.9	42.3	43.6	51.0
C06.1 Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
C06.2 Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	0.0	75.0
C07.2 Clinical Pathways - Extent of development and use as per Ontario	15.0	0.0	2.5	17.4	37.3	90.0
C07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	0.0	3.6	57.1
C07.3b Clinical Pathways - Medical - extent of development and use	11.9	0.0	0.0	10.7	34.5	100.0

## Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group					Total Score
		Min	25th	Median	75th	Max	
SIC07.3c Clinical Pathways - O & G - extent of development and use	14.3	0.0	0.0	14.3	46.4	100.0	
SIC09 Telehealth - Extent of telehealth usage	1.9	0.0	0.0	1.9	5.8	17.3	

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Barcaldine Hospital

Central Zone

Small 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

Barcaldine Hospital

Central Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

## Patient Satisfaction

No indicators to report

No indicators to report

Overall

Overall

### Efficiency

### System Integration and Change

Activity ☆

Benchmarking and Clinical Pathways ☆☆

Cost of Service ☆☆

Continuity of Care ☆☆

Staffing ☆☆☆

Quality and Use of Information ☆

Overall ☆☆

Overall ☆☆

### Performance Compared to the Average

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

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

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

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

## Clinical Utilisation and Outcomes

Barcaldine Hospital

Small

Central Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00458

## Patient Satisfaction

Barcaldine Hospital

Small

Central Zone

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

No indicators to report

CABINET  
SECRETERIAT  
OFFICIAL  
COPY

# Efficiency

Barcardine Hospital

Small

Central Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	39.9	51.1	EFF-17
Length of Stay	Days	4.62	3.68	EFF-19
Catering - total cost	Dollars	68.6	44.5	EFF-36a
Energy Consumption per square metre	Dollars	15.6	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	1.61	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.34	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.73	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	0.45	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	437	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	0	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	789	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	786	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	203	728	EFF-08.6
Cost of Work Cover	Dollars	1.34	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	0	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.52	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	1.71	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	0.38	3.95	EFF-14.6
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	0	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	0	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	285	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	682	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	288	3,114	EFF-16.6
Full-Time Equivalent (FTE) Staff	Numeric	32.9	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	2.77	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.09	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	14.7	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	12.5	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	0.85	2.87	EFF-02.6
Hours of Sick Leave	Percentage	2.22	2.91	EFF-05
Cost of Sick Leave	Dollars	693	1,081	EFF-07
Hours of Overtime	Percentage	0.89	1.99	EFF-13
Cost of Overtime	Dollars	394	1,986	EFF-15



CAB:0007.0002.00460

+ 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

Barcaldine Hospital

Central Zone

Small

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

## Benchmarking

In selected clinical areas - external

Percentage	0	0	SIC06.3
------------	---	---	---------

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	16.1	15.8	SIC07.1
------------	------	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

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

Provision of discharge summaries to GPs

Max score 5	0/3	1	SIC08.2
-------------	-----	---	---------

Shared ante and post natal care

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

Cardiac rehabilitation

Max score 3	1/3	2	SIC08.4
-------------	-----	---	---------

Provision of electronic discharge summaries to GPs

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

## Quality of Information

Accuracy

Percentage	84.1	93.5	SIC04.1
------------	------	------	---------

Timeliness - Number of months on time

Months	6	6.5	SIC04.2a
--------	---	-----	----------

Timeliness - Number of days late per month

Days	10.7	4.9	SIC04.2b
------	------	-----	----------

## Use of Information

Availability of electronic information

Percentage	10.4	20.8	SIC05.1
------------	------	------	---------

Collection and use of clinical information

Percentage	3.1	20.7	SIC05.2
------------	-----	------	---------

## Accreditation

Accreditation

Yes/No	No	13/24	SIC01
--------	----	-------	-------

## Credentiailling

Credentiailling

Yes/No	Yes	24/24	SIC02
--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff

Percentage	64.7	76.9	SIC03.1
------------	------	------	---------

Retention of Allied Health Staff

Percentage	N/A	N/A	SIC03.2
------------	-----	-----	---------

Median Age Nursing Staff

Years	31.5	42.3	SIC03.3
-------	------	------	---------

## Benchmarking

In selected clinical areas

Percentage	0	0	SIC06.1
------------	---	---	---------

In selected clinical areas - internal

Percentage	0	0	SIC06.2
------------	---	---	---------

## Clinical Pathways

Extent of development and use as per Ontario

Percentage	18.8	17.4	SIC07.2
------------	------	------	---------

Surgical (Orthopaedic) - extent of development and use

Percentage	N/A	N/A	SIC07.3a
------------	-----	-----	----------

Medical - extent of development and use

Percentage	9.5	10.7	SIC07.3b
------------	-----	------	----------

O & G - extent of development and use

Percentage	35.7	14.3	SIC07.3c
------------	------	------	----------

## Telehealth

Extent of telehealth usage

Percentage	0	1.9	SIC09
------------	---	-----	-------

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

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

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

CAB.0007.0002.00461

## Hospital Report

# Introduction

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

Attachment 2.....State Report

**SECRETARIAT**

**OFFICIAL**

**COPY**



CAB.0007.0002.00462

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Small

## Barcaldine Hospital Central Zone

### Overall Performance Group: Activity

EFF-17	Occupancy Rate (Bed Day Efficiency)	39.9	8.8	41.8	51.1	63.7	108.7
EFF-19	Length of Stay	4.6	1.2	3.0	3.7	4.4	6.8

### Overall Performance Group: Cost of Service

EFF-36a	Catering - total cost	68.6	21.0	33.6	44.5	55.8	107.6
EFF-45.4	Energy Consumption per square metre	15.6	11.7	17.5	25.3	31.3	81.2

### Overall Performance Group: Staffing

EFF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	1.6	0.0	1.6	2.6	3.0	4.4
EFF-06.3	Hours of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	0.6	2.2	4.6
EFF-06.4	Hours of Sick Leave by Staff Category - Nursing	2.3	1.3	2.6	3.0	3.4	4.5
EFF-06.5	Hours of Sick Leave by Staff Category - Operational	2.7	1.9	2.6	3.3	3.9	6.7
EFF-06.6	Hours of Sick Leave by Staff Category - Professional	0.4	0.0	1.0	1.7	1.9	2.4
EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	437.0	0.0	499.5	785.6	1,063.3	1,442.1
EFF-08.3	Cost of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	702.5	2,069.4	4,238.6
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	789.4	477.8	955.1	1,208.1	1,335.1	1,758.3
EFF-08.5	Cost of Sick Leave by Staff Category - Operational	786.3	658.5	739.4	946.1	1,185.9	1,932.8
EFF-08.6	Cost of Sick Leave by Staff Category - Professional	203.4	0.0	472.2	725.4	932.0	1,133.2
EFF-11	Cost of Work Cover	1.3	0.1	0.4	0.7	0.9	2.7
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
EFF-14.3	Hours of Overtime by Staff Category - Medical	0.0	0.0	10.6	20.1	26.2	35.8
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.5	0.0	0.4	0.8	1.4	2.8
EFF-14.5	Hours of Overtime by Staff Category - Operational	1.7	0.0	0.2	0.4	0.7	1.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	0.4	0.1	2.9	4.0	6.4	24.9
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	0.0	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	285.5	12.7	253.1	480.1	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	681.7	14.9	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	288.1	109.4	2,081.7	3,114.1	5,396.9	28,722.0

### Overall Performance Group: Not Summarised

EFF-01	Full-Time Equivalent (FTE) Staff	32.0	31.5	37.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	2.8	0.2	2.8	3.8	6.1	24.9
EFF-02.3	FTE Staff by Category - Medical	2.1	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	14.7	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	12.5	7.4	12.0	15.2	21.9	45.2
EFF-02.6	FTE Staff by Category - Professional	0.8	0.4	1.6	2.9	4.8	11.0
EFF-05	Hours of Sick Leave	2.2	1.7	2.5	2.9	3.4	4.8
EFF-07	Cost of Sick Leave	683.1	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	0.8	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	894.0	190.7	1,145.4	1,896.6	2,626.5	4,100.8

### Overall Performance Group: Benchmarking and Clinical Pathways

C06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
C07.1	Clinical Pathways - Extent of development and use	16.1	0.0	2.2	15.9	33.6	90.0

### Overall Performance Group: Continuity of Care

C08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
C08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	0.0	1.0	3.0	3.0
C08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	0.0	3.0	3.0	3.0
C08.4	Facilitating continuity of care - Cardiac rehabilitation	1.0	0.0	1.0	2.0	2.0	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	0.0

### Overall Performance Group: Quality and Use of Information

C04.1	Quality of Information - Accuracy	84.1	82.2	92.0	93.5	95.2	97.6
C04.2a	Quality of Information - Timeliness - Number of months on time	6.0	1.0	4.8	6.5	8.0	9.0
C04.2b	Quality of Information - Timeliness - Number of days late per month	10.7	0.0	2.5	4.9	7.5	39.8
C05.1	Use of Information - Availability of electronic information	10.4	10.4	16.7	20.8	25.0	33.3
C05.2	Use of Information - Collection and use of clinical information	3.1	0.0	11.8	20.7	30.8	44.0

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
Overall Performance Group:		Not Summarised					
SIC01	Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
SIC02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1	Workforce Management - Retention of Nursing Staff	64.7	46.2	67.9	76.9	85.0	96.7
SIC03.2	Workforce Management - Retention of Allied Health Staff		33.3	58.4	71.4	100.0	100.0
SIC03.3	Workforce Management - Median Age Nursing Staff	31.5	31.5	36.9	42.3	43.6	51.0
SIC06.1	Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
SIC06.2	Benchmarking - In selected clinical areas - Internal	0.0	0.0	0.0	0.0	0.0	75.0
SIC07.2	Clinical Pathways - Extent of development and use as per Ontario	18.8	0.0	2.5	17.4	37.3	90.0
SIC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	0.0	3.8	57.1
SIC07.3b	Clinical Pathways - Medical - extent of development and use	9.5	0.0	0.0	10.7	34.5	100.0
SIC07.3c	Clinical Pathways - O & G - extent of development and use	35.7	0.0	0.0	14.3	46.4	100.0
SIC09	Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	5.8	17.3

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00464



**Queensland Government**  
**Queensland Health**

# Measured Quality

## Hospital Report

Biloela Hospital

Central Zone

Small 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

Biloela Hospital

Central Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity ☆☆☆

Medical ☆☆☆

Surgical ☆☆☆

Overall ☆☆☆

## Efficiency

Activity ☆☆

Cost of Service ☆☆

Staffing ☆☆

Overall ☆☆

## System Integration and Change

Benchmarking and Clinical Pathways ☆☆

Continuity of Care ☆☆

Quality and Use of Information ☆☆

Overall ☆☆

### Performance Compared to the Average

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

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

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

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



CAB.0007.0002.00466

## Clinical Utilisation and Outcomes

Biloela Hospital

Small

Central Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00467

# Patient Satisfaction

**Biloea Hospital**

**Small**

**Central Zone**

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

Access and Admission Index	80.6	72.8	*	PS01
Complaints Management Index	80.4	69.2	*	PS02
Discharge and Follow-up Index	72.4	66.2		PS03
General Patient Information Index	84.2	73.2	**	PS04
Overall Care Index	79.7	70.7	*	PS05
Physical Environment Index	81.5	71.5	*	PS06
Treatment & Related Information Index	78.0	69.0	*	PS07

Access and Admission Index	85.0	72.5	*	PS01
Complaints Management Index	84.4	69.9	*	PS02
Discharge and Follow-up Index	71.9	68.8		PS03
General Patient Information Index	91.7	71.2	*	PS04
+ Overall Care Index	83.1	71.8		PS05
Physical Environment Index	81.3	76.4		PS06
Treatment & Related Information Index	81.8	70.2		PS07

Access and Admission Index	80.3	73.0	*	PS01
Complaints Management Index	78.8	68.6	*	PS02
Discharge and Follow-up Index	71.2	66.0		PS03
General Patient Information Index	82.7	72.8	*	PS04
+ Overall Care Index	79.0	70.5	*	PS05
Physical Environment Index	81.2	71.1	*	PS06
Treatment & Related Information Index	77.8	68.5	*	PS07

Access and Admission Index	78.3	71.6	*	PS01
Complaints Management Index	87.5	73.7		PS02
Discharge and Follow-up Index	81.3	65.7		PS03
General Patient Information Index	87.5	78.0		PS04
+ Overall Care Index	81.1	71.7		PS05
Physical Environment Index	83.8	69.8		PS06
Treatment & Related Information Index	75.4	72.1		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.0007.0002.00468

+ 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

Biloela Hospital

Central Zone

Small

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

Occupancy Rate (Bed Day Efficiency)	Percentage	49.2	51.1	EFF-17
Length of Stay	Days	3.27	3.68	EFF-19
Total Cost / Weighted Separation	Dollars	2,153	1,868	EFF-25
Catering - total cost	Dollars	63.8	44.5	EFF-36a
Energy Consumption per square metre	Dollars	21.1	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	0	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	2.88	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.90	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.62	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.74	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	0	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	2,411	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,335	1,296	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,073	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	721	728	EFF-08.6
Cost of Work Cover	Dollars	0.89	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	0	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.32	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	1.26	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	3.81	3.95	EFF-14.6
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	0	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	0	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	176	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	693	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	2,437	3,114	EFF-16.6
Full-Time Equivalent (FTE) Staff	Numeric	45.9	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	0.47	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.00	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	26.7	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	14.4	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	2.66	2.87	EFF-02.6
Hours of Sick Leave	Percentage	3.63	2.91	EFF-05
Cost of Sick Leave	Dollars	1,260	1,081	EFF-07
Hours of Overtime	Percentage	0.82	1.99	EFF-13
Cost of Overtime	Dollars	460	1,986	EFF-15

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

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

CAB.0007.0002.00469

# System Integration and Change

Bilcoola Hospital

Central Zone

Small

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

## Benchmarking

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

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	25	15.8	SIC07.1
--	------------	----	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	93.4	93.5	SIC04.1
Timeliness - Number of months on time	Months	4	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	5.2	4.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	27.1	20.8	SIC05.1
Collection and use of clinical information	Percentage	21.4	20.7	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
---------------	--------	-----	-------	-------

## Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	78.9	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	100	71.4	SIC03.2
Median Age Nursing Staff	Years	37	42.3	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	60	0	SIC06.1
In selected clinical areas - internal	Percentage	75	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	25	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
Medical - extent of development and use	Percentage	0	10.7	SIC07.3b
O & G - extent of development and use	Percentage	100	14.3	SIC07.3c

## Telehealth

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

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

CAB.0007.0002.00470

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

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

# Measured Quality

## *Hospital Report*

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

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Small

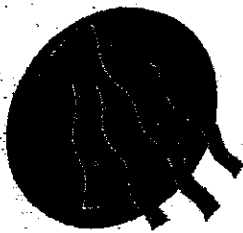
## Biloela Hospital Central Zone

Overall Performance Group: Maternity						
PS05	Overall Care Index Maternity	83.1	40.8	69.1	71.2	79.1
Overall Performance Group: Medical						
PS05	Overall Care Index Medical	79.0	64.7	66.3	70.7	72.5
Overall Performance Group: Surgical						
PS05	Overall Care Index Surgical	81.1	80.2	69.0	73.4	74.9
Overall Performance Group: Not Summarised						
PS01	Access and Admission Index All types combined	80.6	65.5	69.0	74.2	77.3
PS01	Access and Admission Index Surgical	78.3	59.3	69.8	72.3	74.5
PS01	Access and Admission Index Medical	80.3	65.8	69.1	74.4	78.0
PS01	Access and Admission Index Maternity	85.0	43.9	68.7	71.8	80.0
PS02	Complaints Management Index Surgical	87.5	60.1	68.8	75.0	78.9
PS02	Complaints Management Index Medical	78.8	59.5	65.5	66.8	73.7
PS02	Complaints Management Index Maternity	84.4	59.4	68.7	73.4	77.8
PS02	Complaints Management Index All types combined	80.4	59.5	68.1	67.7	73.4
PS03	Discharge and Follow-up Index Maternity	71.9	41.7	67.7	70.4	75.7
PS03	Discharge and Follow-up Index Medical	71.2	69.0	63.2	65.8	69.8
PS03	Discharge and Follow-up Index All types combined	72.4	59.1	64.1	67.9	68.8
PS03	Discharge and Follow-up Index Surgical	81.3	44.2	57.4	68.8	72.0
PS04	General Patient Information Index Medical	82.7	62.8	67.8	72.5	76.3
PS04	General Patient Information Index Surgical	87.5	68.8	74.0	77.6	80.2
PS04	General Patient Information Index Maternity	91.7	58.8	68.1	75.0	83.5
PS04	General Patient Information Index All types combined	84.2	63.9	69.2	72.9	77.2
PS05	Overall Care Index All types combined	79.7	62.9	67.9	71.1	73.0
PS06	Physical Environment Index All types combined	81.5	61.9	68.9	70.6	73.7
PS06	Physical Environment Index Surgical	83.8	57.3	68.4	71.9	75.9
PS06	Physical Environment Index Maternity	81.3	41.4	78.5	77.5	82.4
PS06	Physical Environment Index Medical	81.2	65.8	68.2	69.9	72.7
PS07	Treatment & Related Information Index Surgical	78.4	61.3	69.2	73.6	75.7
PS07	Treatment & Related Information Index Medical	77.8	69.8	64.3	67.0	72.6
PS07	Treatment & Related Information Index Maternity	81.8	46.2	66.9	70.1	80.0
PS07	Treatment & Related Information Index All types combined	78.0	60.1	65.8	69.3	72.4
Overall Performance Group: Activity						
F-17	Occupancy Rate (Bed Day Efficiency)	49.2	8.8	41.8	51.1	63.7
F-19	Length of Stay	3.3	1.2	3.0	3.7	4.4
Overall Performance Group: Cost of Service						
F-25	Total Cost / Weighted Separation	2,153.1	1,197.4	1,509.0	1,888.0	2,084.4
F-36a	Catering - total cost	83.8	21.0	33.6	44.5	55.8
F-45.4	Energy Consumption per square metre	21.1	11.7	17.5	25.3	31.3
Overall Performance Group: Staffing						
F-08.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	0.0	0.0	1.6	2.6	3.0
F-08.3	Hours of Sick Leave by Staff Category - Medical	2.9	0.0	0.0	0.8	2.2
F-08.4	Hours of Sick Leave by Staff Category - Nursing	3.9	1.3	2.6	3.0	3.4
F-08.5	Hours of Sick Leave by Staff Category - Operational	3.6	1.9	2.6	3.3	3.9
F-08.6	Hours of Sick Leave by Staff Category - Professional	1.7	0.0	1.0	1.7	1.9
F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	0.0	0.0	499.5	785.8	1,063.6
F-08.3	Cost of Sick Leave by Staff Category - Medical	2,410.8	0.0	0.0	702.5	2,069.4
F-08.4	Cost of Sick Leave by Staff Category - Nursing	1,335.2	477.8	955.1	1,206.1	1,335.1
F-08.5	Cost of Sick Leave by Staff Category - Operational	1,073.2	556.5	739.4	948.1	1,155.9
F-08.6	Cost of Sick Leave by Staff Category - Professional	720.8	0.0	472.2	728.4	932.0
F-11	Cost of Work Cover	0.9	0.1	0.4	0.7	0.9
F-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1
F-14.3	Hours of Overtime by Staff Category - Medical	0.0	0.0	10.6	20.1	26.2
F-14.4	Hours of Overtime by Staff Category - Nursing	0.3	0.0	0.4	0.8	1.4

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
EFF-14.5 Hours of Overtime by Staff Category - Operational	1.3	0.0	0.2	0.4	0.7	1.7
EFF-14.6 Hours of Overtime by Staff Category - Professional	3.8	0.1	2.9	4.0	6.4	24.9
EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3 Cost of Overtime by Staff Category - Medical	0.0	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4 Cost of Overtime by Staff Category - Nursing	176.3	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5 Cost of Overtime by Staff Category - Operational	692.7	14.6	92.9	202.3	303.4	692.7
EFF-16.6 Cost of Overtime by Staff Category - Professional	2,437.3	109.4	2,061.7	3,114.1	5,396.9	28,722.0
Overall Performance Group: Not Summarised						
EFF-01 Full-Time Equivalent (FTE) Staff	45.9	31.5	37.2	48.6	67.3	128.9
EFF-02.2 FTE Staff by Category - Managerial And Clerical	0.2	0.2	2.8	3.8	6.1	24.9
EFF-02.3 FTE Staff by Category - Medical	2.0	1.8	1.7	2.1	2.5	7.0
EFF-02.4 FTE Staff by Category - Nursing	29.7	14.7	20.1	23.3	32.2	58.1
EFF-02.5 FTE Staff by Category - Operational	14.4	7.4	12.0	15.2	21.9	45.2
EFF-02.6 FTE Staff by Category - Professional	2.7	0.4	1.6	2.9	4.8	11.0
EFF-05 Hours of Sick Leave	3.6	1.7	2.5	2.9	3.4	4.6
EFF-07 Cost of Sick Leave	1,259.6	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13 Hours of Overtime	0.8	0.4	1.3	2.0	2.5	3.8
Cost of Overtime	460.3	190.7	1,145.4	1,985.6	2,626.8	4,100.8
Overall Performance Group: Benchmarking and Clinical Pathways						
SIC06.3 Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
SIC07.1 Clinical Pathways - Extent of development and use	25.0	0.0	2.2	15.9	33.5	90.0
Overall Performance Group: Continuity of Care						
SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	1.0	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	0.0	3.0	3.0	3.0
SIC08.4 Facilitating continuity of care - Cardiac rehabilitation	2.0	0.0	1.0	2.0	2.0	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	0.0
Overall Performance Group: Quality and Use of Information						
SIC04.1 Quality of Information - Accuracy	93.4	82.2	92.0	93.5	95.2	97.6
SIC04.2a Quality of Information - Timeliness - Number of months on time	4.0	1.0	4.8	6.3	8.0	9.0
SIC04.2b Quality of Information - Timeliness - Number of days late per month	5.2	0.0	2.5	4.9	7.5	39.8
SIC05.1 Use of Information - Availability of electronic Information	27.1	18.4	16.7	20.8	25.0	33.3
SIC05.2 Use of Information - Collection and use of clinical information	21.4	0.0	11.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised						
SIC01 Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
SIC02 Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1 Workforce Management - Retention of Nursing Staff	78.9	46.2	67.9	76.9	85.0	96.7
SIC03.2 Workforce Management - Retention of Allied Health Staff	100.0	33.3	58.4	71.4	100.0	100.0
SIC03.3 Workforce Management - Median Age Nursing Staff	37.0	31.5	36.9	42.3	43.6	51.0
SIC06.1 Benchmarking - In selected clinical areas	60.0	0.0	0.0	0.0	6.2	60.0
SIC06.2 Benchmarking - In selected clinical areas - internal	75.0	0.0	0.0	0.0	0.0	75.0
SIC07.2 Clinical Pathways - Extent of development and use as per Ontario	25.0	0.0	2.5	17.4	37.3	90.0
SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	0.0	3.6	57.1
SIC07.3b Clinical Pathways - Medical - extent of development and use	0.0	0.0	0.0	10.7	34.5	100.0
SIC07.3c Clinical Pathways - O & G - extent of development and use	100.0	0.0	0.0	14.3	46.4	100.0
SIC09 Telehealth - Extent of telehealth usage	3.8	0.0	0.0	1.9	5.8	17.3



# Queensland Government

## Queensland Health

### Measured Quality Hospital Report

Bowen Hospital

Northern Zone

Small 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

Atherton Hospital

Northern Zone

Peer Group: Medium

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

Maternity

☆☆

Medical

☆☆

Surgical

☆☆☆

Overall

☆☆☆

## Efficiency

Activity

☆☆

Cost of Service

☆☆☆

Staffing

☆☆

Overall

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆☆

Continuity of Care

☆☆☆

Quality and Use of Information

☆☆

Overall

☆☆

### Performance Compared to the Average

☆

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

☆☆

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

☆☆☆

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

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

## Clinical Utilisation and Outcomes

Atherton Hospital

Northern Zone

Performance Indicator

Medium

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00476



# Patient Satisfaction

Atherton Hospital

Medium

Northern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index				
Access and Admission Index	77.9	72.4	*	PS01
Complaints Management Index	77.0	69.0	**	PS02
Discharge and Follow-up Index	74.3	66.9	**	PS03
General Patient Information Index	80.5	73.9	**	PS04
Overall Care Index	73.7	70.7	*	PS05
Physical Environment Index	64.7	70.6	*	PS06
Treatment & Related Information Index	74.8	69.7	*	PS07

Complaints Management Index				
Access and Admission Index	72.9	75.5		PS01
Complaints Management Index	78.5	72.2		PS02
Discharge and Follow-up Index	69.0	71.5		PS03
General Patient Information Index	78.9	73.6		PS04
+ Overall Care Index	73.0	73.5		PS05
Physical Environment Index	67.7	75.1	*	PS06
Treatment & Related Information Index	73.4	71.2		PS07

Discharge and Follow-up Index				
Access and Admission Index	77.6	71.7	*	PS01
Complaints Management Index	75.5	67.8	*	PS02
Discharge and Follow-up Index	74.2	66.0	*	PS03
General Patient Information Index	79.4	73.5	*	PS04
+ Overall Care Index	72.5	70.1		PS05
Physical Environment Index	62.9	70.0	*	PS06
Treatment & Related Information Index	74.1	69.1	*	PS07

General Patient Information Index				
Access and Admission Index	86.4	74.7	*	PS01
Complaints Management Index	87.7	75.6	*	PS02
Discharge and Follow-up Index	80.9	69.3	*	PS03
General Patient Information Index	90.9	77.6	*	PS04
+ Overall Care Index	84.1	73.6	*	PS05
Physical Environment Index	76.7	70.8		PS06
Treatment & Related Information Index	83.6	73.3		PS07

## Statistical Significance

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

+ Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00477

# Efficiency

Atherton Hospital

Northern Zone

Medium

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

Occupancy Rate (Bed Day Efficiency)	Percentage	70.3	66.1	EFF-17
Length of Stay	Days	3.38	2.93	EFF-19
Total Cost / Weighted Separation	Dollars	1,829	1,854	EFF-25
Catering - total cost	Dollars	34.1	35.2	EFF-36a
Energy Consumption per square metre	Dollars	16.3	21.8	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.72	2.99	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.54	0.62	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.01	3.18	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.51	3.61	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.13	2.18	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	3.59	3.14	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	0.93	2.23	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	18.9	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,706	1,008	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	395	521	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,142	1,230	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,038	1,059	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,154	1,127	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	1,512	1,323	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	262	735	EFF-08.8
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	36,825	0	EFF-08.9
Cost of Work Cover	Dollars	0.55	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.11	0.18	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	23.1	23.8	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.84	0.77	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.39	0.35	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	4.83	5.71	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0	0.00	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0	0.16	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	26.5	6.37	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	45.3	92.3	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	36,843	36,811	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	471	437	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	189	170	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	4,012	4,618	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	0	1.21	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	0	66.3	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	88,278	10,518	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	144	84.1	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	14.6	7.96	EFF-02.2
FTE Staff by Category - Medical	Numeric	5.23	3.45	EFF-02.3
FTE Staff by Category - Nursing	Numeric	72.3	38.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	37.4	24.3	EFF-02.5
FTE Staff by Category - Professional	Numeric	7.59	7.30	EFF-02.6
FTE Staff by Category - Technical	Numeric	5.39	2.81	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	1.09	1.09	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.59	0.36	EFF-02.9
Hours of Sick Leave	Percentage	3.14	3.13	EFF-05
Cost of Sick Leave	Dollars	1,299	1,270	EFF-07
Hours of Overtime	Percentage	2.09	2.19	EFF-13
Cost of Overtime	Dollars	2,198	2,210	EFF-15

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

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



CAB.0007.0002.00478

# System Integration and Change

Atherton Hospital

Northern Zone

Medium

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

## Benchmarking

In selected clinical areas - external

Percentage

0

6.3

SIC06.3

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage

46.8

20.2

SIC07.1

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

Max score 5

3/3

3

SIC08.1

Provision of discharge summaries to GPs

Max score 5

3/3

3

SIC08.2

Shared ante and post natal care

Max score 5

3/3

3

SIC08.3

Cardiac rehabilitation

Max score 3

3/3

2

SIC08.4

Provision of electronic discharge summaries to GPs

Max score 3

0/3

0

SIC08.5

## Quality of Information

Accuracy

Percentage

97.1

94.1

SIC04.1

Timeliness - Number of months on time

Months

6

6.5

SIC04.2a

Timeliness - Number of days late per month

Days

4

2.9

SIC04.2b

## Use of Information

Availability of electronic information

Percentage

20.8

27.1

SIC05.1

Collection and use of clinical information

Percentage

28.6

26.6

SIC05.2

## Accreditation

Accreditation

Yes/No

No

6/10

SIC01

## Credentiailling

Credentiailling

Yes/No

Yes

10/10

SIC02

## Workforce Management

Retention of Nursing Staff

Percentage

81.8

85.5

SIC03.1

Retention of Allied Health Staff

Percentage

71.4

75

SIC03.2

Median Age Nursing Staff

Years

42

41.5

SIC03.3

## Benchmarking

In selected clinical areas

Percentage

42.9

31

SIC06.1

In selected clinical areas - internal

Percentage

46.2

0

SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario

Percentage

54.5

20.7

SIC07.2

Surgical (Orthopaedic) - extent of development and use

Percentage

71.4

14.3

SIC07.3a

Medical - extent of development and use

Percentage

64.3

25

SIC07.3b

O & G - extent of development and use

Percentage

14.3

19.6

SIC07.3c

## Telehealth

Extent of telehealth usage

Percentage

13.5

1.9

SIC09

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

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

N/A - Not Applicable NR - Not Reported



CAB.0007.0002.00479

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Atherton Hospital

Northern Zone

Medium

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity

73.0 69.8 71.6 72.3 74.8 85.7

Overall Performance Group: Medical

PS05 Overall Care Index Medical

72.5 65.9 68.8 71.3 72.5 74.7

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical

84.1 63.4 69.0 73.3 79.0 85.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index All types combined

77.9 68.7 70.3 72.4 74.3 77.9

PS01 Access and Admission Index Maternity

72.9 68.5 73.1 75.4 78.9 83.4

PS01 Access and Admission Index Medical

77.6 68.3 69.4 72.0 73.5 77.6

PS01 Access and Admission Index Surgical

86.4 63.1 69.8 74.2 80.9 86.5

PS02 Complaints Management Index Surgical

87.7 62.1 74.4 78.7 83.3 87.7

PS02 Complaints Management Index All types combined

77.0 60.2 67.2 68.6 72.1 77.0

Complaints Management Index Medical

75.5 58.8 66.1 67.9 71.2 75.5

Complaints Management Index Maternity

78.5 64.0 69.6 71.2 78.5 86.6

PS03 Discharge and Follow-up Index All types combined

74.3 61.0 65.0 67.0 69.0 74.3

PS03 Discharge and Follow-up Index Maternity

88.0 66.0 69.0 71.1 71.5 88.4

PS03 Discharge and Follow-up Index Medical

74.3 60.2 64.3 65.8 68.4 74.2

PS03 Discharge and Follow-up Index Surgical

80.9 56.5 60.6 69.2 75.8 88.9

PS04 General Patient Information Index Surgical

90.9 65.0 74.3 78.9 82.4 90.9

PS04 General Patient Information Index All types combined

80.5 66.0 71.9 74.5 77.3 80.5

PS04 General Patient Information Index Maternity

78.9 69.5 71.2 72.7 78.1 86.2

PS04 General Patient Information Index Medical

79.4 65.6 71.5 73.8 77.2 79.4

PS05 Overall Care Index All types combined

73.7 65.6 69.4 71.9 73.2 76.4

PS06 Physical Environment Index Medical

62.9 62.9 67.4 71.8 73.2 79.1

PS06 Physical Environment Index Maternity

67.7 67.7 69.8 72.2 76.8 87.1

PS06 Physical Environment Index All types combined

64.7 64.7 68.0 72.1 73.4 80.4

PS08 Physical Environment Index Surgical

76.7 56.7 64.8 70.1 75.4 86.7

PS07 Treatment & Related Information Index Maternity

73.4 65.4 68.7 71.7 73.4 85.0

PS07 Treatment & Related Information Index Surgical

83.8 61.8 68.6 74.0 81.8 83.6

PS07 Treatment & Related Information Index Medical

74.1 62.2 67.3 70.9 72.2 74.1

PS07 Treatment & Related Information Index All types combined

74.9 62.3 68.0 71.2 72.8 74.9

Overall Performance Group: Activity

EFF-17 Occupancy Rate (Bed Day Efficiency)

70.3 50.8 57.9 66.1 70.7 103.3

EFF-19 Length of Stay

3.4 2.5 2.6 2.9 3.5 5.0

Overall Performance Group: Cost of Service

EFF-25 Total Cost / Weighted Separation

1,829.2 1,829.2 1,841.8 1,854.4 2,364.2 2,873.9

EFF-36a Catering - total cost

34.1 28.1 33.9 35.2 37.1 53.2

EFF-45.4 Energy Consumption per square metre

16.3 15.4 17.3 21.8 30.0 36.4

Overall Performance Group: Staffing

EFF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical

3.7 1.5 2.6 3.0 3.6 6.0

EFF-06.3 Hours of Sick Leave by Staff Category - Medical

0.5 0.0 0.4 0.6 1.4 5.8

EFF-06.4 Hours of Sick Leave by Staff Category - Nursing

3.0 2.4 2.8 3.2 3.8 4.3

EFF-06.5 Hours of Sick Leave by Staff Category - Operational

3.5 2.7 3.2 3.6 4.3 6.1

EFF-06.6 Hours of Sick Leave by Staff Category - Professional

2.1 0.8 1.8 2.2 2.4 7.8

EFF-06.7 Hours of Sick Leave by Staff Category - Technical

3.6 0.0 1.1 3.1 3.5 6.4

EFF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans

0.9 0.9 1.0 2.2 3.0 5.1

EFF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers

18.9 0.0 0.0 0.0 2.8 18.9

EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical

1,705.8 457.2 888.8 1,008.5 1,545.1 2,166.1

EFF-08.3 Cost of Sick Leave by Staff Category - Medical

394.6 0.0 272.1 521.2 1,105.7 5,633.7

EFF-08.4 Cost of Sick Leave by Staff Category - Nursing

1,142.2 907.6 1,098.8 1,230.1 1,489.7 1,879.0

EFF-08.5 Cost of Sick Leave by Staff Category - Operational

1,037.6 768.3 936.7 1,058.8 1,259.9 1,788.8

EFF-08.6 Cost of Sick Leave by Staff Category - Professional

1,154.1 424.6 976.9 1,127.5 1,255.2 3,906.3

EFF-08.7 Cost of Sick Leave by Staff Category - Technical

1,511.8 0.0 461.1 1,322.8 1,475.2 2,477.6

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

EFF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	262.5	262.5	350.7	734.6	942.5	1,748.7
EFF-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	36,824.6	0.0	0.0	0.0	4,485.2	36,824.6
EFF-11	Cost of Work Cover	0.6	0.2	0.5	0.7	2.1	2.7
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.1	0.0	0.1	0.2	0.4	1.0
EFF-14.3	Hours of Overtime by Staff Category - Medical	23.1	15.2	22.9	23.8	26.5	30.0
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.8	0.4	0.5	0.8	1.5	2.3
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.4	0.1	0.2	0.4	0.7	1.6
EFF-14.6	Hours of Overtime by Staff Category - Professional	4.8	1.7	4.4	5.7	7.5	8.6
EFF-14.7	Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.0	0.3
EFF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	0.2	1.3	1.7
EFF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	26.5	0.0	0.4	6.4	24.2	26.5
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	45.3	6.2	52.7	92.3	187.2	507.1
EFF-16.3	Cost of Overtime by Staff Category - Medical	36,842.6	18,324.7	36,169.9	36,811.3	45,761.1	56,148.1
EFF-16.4	Cost of Overtime by Staff Category - Nursing	470.8	197.2	272.0	436.6	896.3	1,341.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	188.7	60.3	94.7	170.2	307.4	758.1
EFF-16.6	Cost of Overtime by Staff Category - Professional	4,012.5	1,311.2	3,579.3	4,617.7	5,790.0	7,855.7
EFF-16.7	Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	1.2	18.2	113.3
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	66.3	711.7	1,042.8
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	88,277.8	0.0	558.3	10,518.1	58,586.2	88,277.8
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	144.2	61.0	73.8	84.1	131.9	197.5
EFF-02.2	FTE Staff by Category - Managerial And Clerical	14.6	5.5	6.0	8.0	11.3	25.9
EFF-02.3	FTE Staff by Category - Medical	5.2	2.1	2.6	3.5	4.7	7.7
EFF-02.4	FTE Staff by Category - Nursing	72.3	32.5	33.2	38.3	66.6	96.5
EFF-02.5	FTE Staff by Category - Operational	37.4	16.1	20.7	24.3	39.9	44.9
EFF-02.6	FTE Staff by Category - Professional	7.6	3.2	4.6	7.3	9.1	14.7
EFF-02.7	FTE Staff by Category - Technical	5.4	0.1	0.8	2.8	5.2	6.1
EFF-02.8	FTE Staff by Category - Trade And Artisans	1.1	0.4	0.9	1.1	1.5	1.8
EFF-02.9	FTE Staff by Category - Visiting Medical Officers	0.6	0.0	0.1	0.4	0.6	0.8
EFF-05	Hours of Sick Leave	3.1	2.8	2.9	3.1	3.8	4.0
EFF-07	Cost of Sick Leave	1,298.8	1,002.6	1,044.5	1,270.3	1,423.0	1,450.4
EFF-13	Hours of Overtime	2.1	1.3	2.0	2.2	2.6	3.5
EFF-15	Cost of Overtime	2,187.8	1,183.4	1,782.5	2,210.1	2,479.1	3,111.3
Overall Performance Group: Benchmarking and Clinical Pathways							
SIC06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	6.3	43.1	100.0
IC07.1	Clinical Pathways - Extent of development and use	46.8	0.0	17.2	20.2	46.8	49.4
Overall Performance Group: Continuity of Care							
SIC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.4	Facilitating continuity of care - Cardiac rehabilitation	3.0	2.0	2.0	2.0	2.3	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	0.0
Overall Performance Group: Quality and Use of Information							
SIC04.1	Quality of Information - Accuracy	97.1	79.1	88.5	94.0	96.1	97.1
SIC04.2a	Quality of Information - Timeliness - Number of months on time	6.0	0.0	4.5	6.5	7.8	9.0
SIC04.2b	Quality of Information - Timeliness - Number of days late per month	4.0	0.0	1.2	2.9	4.8	13.3
SIC05.1	Use of Information - Availability of electronic information	20.8	6.3	21.9	27.1	28.7	58.3
SIC05.2	Use of Information - Collection and use of clinical information	28.6	5.7	11.6	28.6	42.9	52.3
Overall Performance Group: Not Summarised							
SIC01	Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
SIC02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1	Workforce Management - Retention of Nursing Staff	81.8	75.6	82.1	85.5	88.1	90.1
SIC03.2	Workforce Management - Retention of Allied Health Staff	71.4	50.0	70.4	75.0	79.7	100.0
SIC03.3	Workforce Management - Median Age Nursing Staff	42.0	39.0	41.0	41.5	43.0	45.0
SIC06.1	Benchmarking - In selected clinical areas	42.9	0.0	3.1	30.9	42.6	100.0
SIC06.2	Benchmarking - In selected clinical areas - internal	46.2	0.0	0.0	0.0	26.2	100.0
IC07.2	Clinical Pathways - Extent of development and use as per Ontario	54.5	0.0	18.4	20.7	52.8	54.5
IC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	71.4	0.0	0.0	14.3	60.7	85.7

## Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
SIC07.3b Clinical Pathways - Medical - extent of development and use	64.3	0.0	14.9	25.0	47.0	64.3
SIC07.3c Clinical Pathways - O & G - extent of development and use	14.3	0.0	3.6	19.7	39.3	53.6
SIC09 Telehealth - Extent of telehealth usage	13.5	0.0	0.0	1.9	11.1	48.1

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00483



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Charleville Hospital

Southern Zone

Small 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

Charleville Hospital

Southern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

## Patient Satisfaction

No indicators to report

Maternity	☆☆
Medical	☆☆☆
Surgical	☆☆
Overall	☆☆

Overall

## Efficiency

## System Integration and Change

Activity	☆☆
Cost of Service	☆☆
Staffing	☆☆
Overall	☆☆

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

### Performance Compared to the Average

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

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

## Clinical Utilisation and Outcomes

Charleville Hospital

Small

Southern Zone


Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

  
CAB.0007.0002.00486

# Patient Satisfaction

Charleville Hospital

Small

Southern Zone

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

Access and Admission Index	78.4	72.8	*	PS01
Complaints Management Index	75.3	69.2	*	PS02
Discharge and Follow-up Index	68.0	66.2		PS03
General Patient Information Index	81.4	73.2	*	PS04
Overall Care Index	75.1	70.7		PS05
Physical Environment Index	70.8	71.5		PS06
Treatment & Related Information Index	74.4	69.0		PS07

Access and Admission Index	81.3	72.5		PS01
Complaints Management Index	79.2	69.9		PS02
Discharge and Follow-up Index	70.8	68.8		PS03
General Patient Information Index	85.4	71.2		PS04
+ Overall Care Index	82.3	71.8		PS05
Physical Environment Index	80.0	76.4		PS06
Treatment & Related Information Index	90.3	70.2	*	PS07

Access and Admission Index	79.1	73.0	*	PS01
Complaints Management Index	74.8	68.8		PS02
Discharge and Follow-up Index	69.9	66.0		PS03
General Patient Information Index	81.6	72.8	*	PS04
+ Overall Care Index	75.4	70.5	*	PS05
Physical Environment Index	72.0	71.1		PS06
Treatment & Related Information Index	72.7	68.5		PS07

Access and Admission Index	72.2	71.6		PS01
Complaints Management Index	76.5	73.7		PS02
Discharge and Follow-up Index	52.3	65.7		PS03
General Patient Information Index	77.8	78.0		PS04
+ Overall Care Index	68.9	71.7		PS05
Physical Environment Index	57.3	69.8		PS06
Treatment & Related Information Index	75.6	72.1		PS07

## Statistical Significance

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

Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00487

# Efficiency

Charleville Hospital

Small

Southern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	36.8	51.1	EFF-17
Length of Stay	Days	3.02	3.68	EFF-19
Catering - total cost	Dollars	108	44.5	EFF-36a
Energy Consumption per square metre	Dollars	23.1	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.17	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.78	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.31	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.68	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.13	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	10.2	3.42	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	5.52	2.85	EFF-06.8
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,128	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	702	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,269	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,137	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	468	728	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	4,271	1,378	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	1,738	921	EFF-08.8
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	0.70	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	1.35	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	19.0	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.20	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	1.18	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	3.19	3.95	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0.29	0	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0.98	0.49	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	0	0	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	687	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	34,884	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	730	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	533	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	2,424	3,114	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	157	0	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	478	239	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	76.7	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	13.3	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.45	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	23.5	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	28.0	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	7.09	2.87	EFF-02.6
FTE Staff by Category - Technical	Numeric	1.44	0.91	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	0.95	0.91	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.04	0.04	EFF-02.9
Hours of Sick Leave	Percentage	3.29	2.91	EFF-05
Cost of Sick Leave	Dollars	1,166	1,081	EFF-07
Hours of Overtime	Percentage	2.16	1.99	EFF-13
Cost of Overtime	Dollars	1,884	1,986	EFF-15

CAB.0007.0002.00488

+ 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

Charleville Hospital

Small

Southern Zone

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

## Benchmarking

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

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	2.9	15.8	SIC07.1
--	------------	-----	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	93.8	93.5	SIC04.1
Timeliness - Number of months on time	Months	9	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	0	4.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	10.4	20.8	SIC05.1
Collection and use of clinical information	Percentage	30	20.7	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
---------------	--------	-----	-------	-------

## Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	76	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	66.7	71.4	SIC03.2
Median Age Nursing Staff	Years	42.5	42.3	SIC03.3

## Benchmarking

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

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	3.3	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
Medical - extent of development and use	Percentage	2.4	10.7	SIC07.3b
O & G - extent of development and use	Percentage	3.6	14.3	SIC07.3c

## Telehealth

Extent of telehealth usage	Percentage	9.6	1.9	SIC09
----------------------------	------------	-----	-----	-------

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

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

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

CAB.0007.0002.00489

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

or Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Small

## Charleville Hospital Southern Zone

Overall Performance Group: Maternity							
PS05	Overall Care Index Maternity	82.3	40.8	69.1	71.2	79.1	84.3
Overall Performance Group: Medical							
PS05	Overall Care Index Medical	75.4	64.7	66.3	70.7	72.5	80.2
Overall Performance Group: Surgical							
PS05	Overall Care Index Surgical	68.9	60.2	69.0	73.4	74.9	81.1
Overall Performance Group: Not Summarised							
PS01	Access and Admission Index All types combined	78.4	65.5	69.0	74.2	77.3	80.6
PS01	Access and Admission Index Surgical	72.2	59.3	69.8	72.3	74.5	78.4
PS01	Access and Admission Index Maternity	81.3	43.9	68.7	71.8	80.0	85.5
PS01	Access and Admission Index Medical	79.1	65.8	69.1	74.4	78.0	80.3
PS02	Complaints Management Index All types combined	75.3	59.5	66.1	67.7	73.4	80.8
PS02	Complaints Management Index Surgical	76.5	60.1	68.8	75.0	75.9	87.5
PS02	Complaints Management Index Maternity	79.2	59.4	68.7	73.4	77.6	90.6
PS02	Complaints Management Index Medical	74.8	59.5	65.5	66.8	73.7	80.8
PS03	Discharge and Follow-up Index All types combined	68.0	58.1	64.1	67.9	68.8	80.8
PS03	Discharge and Follow-up Index Medical	69.9	60.0	63.2	65.8	69.8	80.8
PS03	Discharge and Follow-up Index Maternity	70.8	41.7	67.7	70.4	75.7	87.5
PS03	Discharge and Follow-up Index Surgical	62.3	44.2	57.4	68.8	72.0	100.0
PS04	General Patient Information Index Maternity	85.4	58.8	68.1	75.0	83.5	91.7
PS04	General Patient Information Index All types combined	81.4	63.9	69.2	72.9	77.2	84.2
PS04	General Patient Information Index Surgical	77.8	68.8	74.0	77.6	80.2	87.5
PS04	General Patient Information Index Medical	81.6	62.8	67.8	72.5	76.3	82.7
PS05	Overall Care Index All types combined	75.1	62.9	67.9	71.1	73.0	80.2
PS06	Physical Environment Index Surgical	57.3	57.3	68.4	71.9	75.9	83.8
PS06	Physical Environment Index Medical	72.0	65.0	68.2	69.9	72.7	81.2
PS06	Physical Environment Index Maternity	80.9	41.4	73.5	77.5	82.4	88.8
PS06	Physical Environment Index All types combined	79.8	61.9	68.9	70.8	73.7	81.5
PS07	Treatment & Related Information Index Surgical	75.6	61.3	68.2	73.6	75.7	83.3
PS07	Treatment & Related Information Index Medical	72.7	59.8	64.3	67.0	72.6	79.5
PS07	Treatment & Related Information Index All types combined	74.4	60.1	65.8	69.3	72.4	79.5
PS07	Treatment & Related Information Index Maternity	90.3	46.2	66.9	70.1	80.0	90.3

Overall Performance Group: Activity							
FF-17	Occupancy Rate (Bed Day Efficiency)	36.8	8.8	41.8	51.1	63.7	108.7
FF-19	Length of Stay	3.0	1.2	3.0	3.7	4.4	6.8
Overall Performance Group: Cost of Service							
FF-36a	Catering - total cost	107.6	21.0	33.6	44.8	55.8	107.6
FF-45.4	Energy Consumption per square metre	23.1	11.7	17.5	28.3	31.3	81.2
Overall Performance Group: Staffing							
FF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	3.2	0.0	1.6	2.6	3.0	4.4
FF-06.3	Hours of Sick Leave by Staff Category - Medical	0.8	0.0	0.0	0.8	2.2	4.6
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	3.3	1.3	2.6	3.0	3.4	4.5
FF-06.5	Hours of Sick Leave by Staff Category - Operational	3.7	1.9	2.6	3.3	3.9	6.7
FF-06.6	Hours of Sick Leave by Staff Category - Professional	1.1	0.0	1.0	1.7	1.9	2.4
FF-06.7	Hours of Sick Leave by Staff Category - Technical	10.2	0.0	2.2	3.4	4.6	10.2
FF-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	5.5	0.9	1.2	2.8	5.6	8.0
FF-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.0	3.3
FF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,128.1	0.0	499.5	785.8	1,063.6	1,442.1
FF-08.3	Cost of Sick Leave by Staff Category - Medical	702.5	0.0	0.0	702.5	2,069.4	4,238.6
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,268.9	477.8	955.1	1,206.1	1,335.1	1,758.3
FF-08.5	Cost of Sick Leave by Staff Category - Operational	1,136.8	556.5	739.4	948.1	1,155.9	1,932.8
FF-08.6	Cost of Sick Leave by Staff Category - Professional	467.9	0.0	472.2	728.4	932.0	1,133.2
FF-08.7	Cost of Sick Leave by Staff Category - Technical	4,270.8	0.0	860.9	1,377.9	1,850.6	4,270.8
FF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	1,738.2	289.8	415.6	921.3	1,803.5	2,348.4



# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
F-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.0	6,781.8
F-11 Cost of Work Cover	0.7	0.1	0.4	0.7	0.9	2.7
F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical	1.4	0.0	0.0	0.1	0.1	2.4
F-14.3 Hours of Overtime by Staff Category - Medical	18.0	0.0	10.6	20.1	26.2	35.6
F-14.4 Hours of Overtime by Staff Category - Nursing	1.2	0.0	0.4	0.8	1.4	2.8
F-14.5 Hours of Overtime by Staff Category - Operational	1.2	0.0	0.2	0.4	0.7	1.7
F-14.6 Hours of Overtime by Staff Category - Professional	3.2	0.1	2.9	4.0	6.4	24.9
F-14.7 Hours of Overtime by Staff Category - Technical	0.3	0.0	0.0	0.0	0.1	5.3
F-14.8 Hours of Overtime by Staff Category - Trade And Artisans	1.0	0.0	0.0	0.5	1.4	4.8
F-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	10.6	61.7
F-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	666.7	0.0	0.0	23.5	61.7	1,338.2
F-16.3 Cost of Overtime by Staff Category - Medical	34,884.0	0.0	15,129.3	32,352.6	47,843.6	73,003.6
F-16.4 Cost of Overtime by Staff Category - Nursing	730.2	12.7	253.1	480.2	785.7	1,752.7
F-16.5 Cost of Overtime by Staff Category - Operational	533.4	14.6	92.9	202.3	303.4	692.7
F-16.6 Cost of Overtime by Staff Category - Professional	2,423.7	109.4	2,061.7	3,114.1	5,396.9	28,722.0
F-16.7 Cost of Overtime by Staff Category - Technical	156.7	0.0	0.0	0.0	78.4	2,836.0
F-16.8 Cost of Overtime by Staff Category - Trade And Artisans	478.1	0.0	0.0	239.1	641.0	2,488.4
F-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	26,746.5	212,445.0
All Performance Group: Not Summarised						
F-02.1 Full-Time Equivalent (FTE) Staff	76.7	31.5	37.2	48.6	67.3	128.9
F-02.2 FTE Staff by Category - Managerial And Clerical	18.3	0.3	2.8	3.8	6.1	24.9
F-02.3 FTE Staff by Category - Medical	2.6	1.0	4.7	2.1	2.5	7.0
F-02.4 FTE Staff by Category - Nursing	21.5	14.7	20.1	23.3	32.2	58.1
F-02.5 FTE Staff by Category - Operational	28.0	7.4	12.0	15.2	21.9	45.2
F-02.6 FTE Staff by Category - Professional	7.1	0.4	1.6	2.9	4.8	11.0
F-02.7 FTE Staff by Category - Technical	1.4	0.1	0.6	0.9	1.4	2.3
F-02.8 FTE Staff by Category - Trade And Artisans	1.0	0.1	0.8	0.9	0.9	1.8
F-02.9 FTE Staff by Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.1	0.7
F-05 Hours of Sick Leave	3.3	1.7	2.5	2.9	3.4	4.6
F-07 Cost of Sick Leave	1,165.8	549.1	927.3	1,081.3	1,261.3	1,632.2
F-13 Hours of Overtime	2.2	0.4	1.3	2.0	2.5	3.8
F-15 Cost of Overtime	1,883.7	190.7	1,145.4	1,988.5	2,626.5	4,100.9
System Information and Change						
Overall Performance Group: Benchmarking and Clinical Pathways						
F-06.3 Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
F-07.1 Clinical Pathways - Extent of development and use	2.9	0.0	2.2	15.9	33.5	90.0
Overall Performance Group: Continuity of Care						
F-08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
F-08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	0.0	1.0	3.0	3.0
F-08.3 Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	0.0	3.0	3.0	3.0
F-08.4 Facilitating continuity of care - Cardiac rehabilitation	2.0	0.0	1.0	2.0	2.0	3.0
F-08.5 Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
Overall Performance Group: Quality and Use of Information						
F-04.1 Quality of information - Accuracy	93.8	82.2	92.0	93.5	95.2	97.6
F-04.2a Quality of information - Timeliness - Number of months on time	8.0	1.0	4.8	6.5	8.0	9.0
F-04.2b Quality of information - Timeliness - Number of days late per month	0.0	0.0	2.5	4.9	7.5	39.8
F-05.1 Use of information - Availability of electronic information	10.4	10.4	16.7	20.8	25.0	33.3
F-05.2 Use of information - Collection and use of clinical information	30.0	0.0	11.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised						
F-01 Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
F-02 Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
F-03.1 Workforce Management - Retention of Nursing Staff	76.0	46.2	67.9	76.9	85.0	96.7
F-03.2 Workforce Management - Retention of Allied Health Staff	66.7	33.3	58.4	71.4	100.0	100.0
F-03.3 Workforce Management - Median Age Nursing Staff	42.5	31.5	36.9	42.3	43.6	51.0
F-05.1 Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
F-05.2 Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	0.0	75.0
F-07.2 Clinical Pathways - Extent of development and use as per Ontario	3.3	0.0	2.5	17.4	37.3	90.0
F-07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	0.0	3.6	57.1
F-07.3b Clinical Pathways - Medical - extent of development and use	2.4	0.0	0.0	10.7	34.5	100.0



## Statistics - Quartiles per Indicator

Attachment 1

for Number and Description:

Hospital  
Score

Peer Group

Min

25th

Median

75th

Max

SIC07.3c Clinical Pathways - O & G - extent of development and use

3.6

0.0

0.0

14.3

46.4

100.0

SIC09 Telehealth - Extent of telehealth usage

9.6

0.0

0.0

1.9

5.8

17.3

CABINET

SECRETARIAT

OFFICIAL

COPY



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Charters Towers Hospital

Northern Zone

Small 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

Charters Towers Hospital

Northern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

No indicators to report

## Patient Satisfaction

Maternity ☆☆☆

Medical ☆☆☆

Surgical ☆☆☆

Overall ☆☆☆

Overall

## Efficiency

Activity ☆☆☆

Cost of Service ☆☆☆

Staffing ☆☆☆

Overall ☆☆☆

## System Integration and Change

Benchmarking and Clinical Pathways ☆☆☆

Continuity of Care ☆☆☆

Quality and Use of Information ☆☆☆

Overall ☆☆☆

### Performance Compared to the Average

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

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

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

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

## Clinical Utilisation and Outcomes

Charters Towers Hospital

Small

Northern Zone

Performance Indicator

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00496

# Patient Satisfaction

Charters Towers Hospital

Small

Northern Zone

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

Patient Satisfaction - Overall Performance			
Access and Admission Index	75.4	72.8	PS01
Complaints Management Index	71.5	69.2	PS02
Discharge and Follow-up Index	68.7	66.2	PS03
General Patient Information Index	76.4	73.2	PS04
Overall Care Index	72.4	70.7	PS05
Physical Environment Index	70.4	71.5	PS06
Treatment & Related Information Index	69.4	69.0	PS07

Patient Satisfaction - Clinical Performance			
Access and Admission Index	85.6	72.5	* PS01
Complaints Management Index	90.6	69.9	* PS02
Discharge and Follow-up Index	84.4	68.8	* PS03
General Patient Information Index	86.0	71.2	PS04
+ Overall Care Index	84.3	71.8	* PS05
Physical Environment Index	77.5	76.4	PS06
Treatment & Related Information Index	85.4	70.2	PS07

Patient Satisfaction - Safety Performance			
Access and Admission Index	74.4	73.0	PS01
Complaints Management Index	69.5	68.6	PS02
Discharge and Follow-up Index	66.4	66.0	PS03
General Patient Information Index	74.8	72.8	PS04
+ Overall Care Index	70.6	70.5	PS05
Physical Environment Index	68.9	71.1	PS06
Treatment & Related Information Index	66.5	68.5	PS07

Patient Satisfaction - Quality Performance			
Access and Admission Index	73.3	71.6	PS01
Complaints Management Index	68.8	73.7	PS02
Discharge and Follow-up Index	68.8	65.7	PS03
General Patient Information Index	79.2	78.0	PS04
+ Overall Care Index	73.4	71.7	PS05
Physical Environment Index	73.3	69.8	PS06
Treatment & Related Information Index	73.6	72.1	PS07

## Statistical Significance

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

+ Indicator has been used to determine overall performance.

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

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



CAR 0007 0002 00497

# Efficiency

## Charters Towers Hospital

Small

### Northern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	36.1	51.1	EFF-17
Length of Stay	Days	2.42	3.68	EFF-19
Catering - total cost	Dollars	21.0	44.5	EFF-36a
Energy Consumption per square metre	Dollars	11.7	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.87	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	1.68	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.00	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.33	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	2.18	3.42	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	2.50	2.85	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	725	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	0	762	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	748	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	581	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	603	728	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	822	1,378	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	860	921	EFF-08.8
Cost of Work Cover	Dollars	1.07	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	1.80	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	20.1	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.75	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.24	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	5.18	3.95	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	5.26	0	EFF-14.7
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0.99	0.49	EFF-14.8
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	761	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	28,276	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	438	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	96.2	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	3,821	3,114	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	2,836	0	EFF-16.7
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	528	239	EFF-16.8
Full-Time Equivalent (FTE) Staff	Numeric	52.3	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	3.61	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.77	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	22.9	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	10.6	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	4.66	2.87	EFF-02.6
FTE Staff by Category - Technical	Numeric	0.91	0.91	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	1.82	0.91	EFF-02.8
Hours of Sick Leave	Percentage	1.74	2.91	EFF-05
Cost of Sick Leave	Dollars	663	1,081	EFF-07
Hours of Overtime	Percentage	2.50	1.99	EFF-13
Cost of Overtime	Dollars	2,212	1,986	EFF-15



CAB.0007.0002.00498

+ 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

Charters Towers Hospital

Northern Zone

Small

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

## Benchmarking

In selected clinical areas - external

Percentage	7.7	0	SIC06.3
------------	-----	---	---------

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	2.9	15.8	SIC07.1
------------	-----	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery

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

Provision of discharge summaries to GPs

Max score 5	0/3	1	SIC08.2
-------------	-----	---	---------

Shared ante and post natal care

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

Cardiac rehabilitation

Max score 3	1/3	2	SIC08.4
-------------	-----	---	---------

Provision of electronic discharge summaries to GPs

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

## Quality of Information

Accuracy

Percentage	95.9	93.5	SIC04.1
------------	------	------	---------

Timeliness - Number of months on time

Months	3	6.5	SIC04.2a
--------	---	-----	----------

Timeliness - Number of days late per month

Days	39.8	4.9	SIC04.2b
------	------	-----	----------

## Use of Information

Availability of electronic information

Percentage	25	20.8	SIC05.1
------------	----	------	---------

Collection and use of clinical information

Percentage	13.8	20.7	SIC05.2
------------	------	------	---------

## Accreditation

Accreditation

Yes/No	Yes	13/24	SIC01
--------	-----	-------	-------

## Credentialling

Credentialling

Yes/No	Yes	24/24	SIC02
--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff

Percentage	88.9	76.9	SIC03.1
------------	------	------	---------

Retention of Allied Health Staff

Percentage	50	71.4	SIC03.2
------------	----	------	---------

Median Age Nursing Staff

Years	43	42.3	SIC03.3
-------	----	------	---------

## Benchmarking

In selected clinical areas

Percentage	7.7	0	SIC06.1
------------	-----	---	---------

In selected clinical areas - internal

Percentage	7.7	0	SIC06.2
------------	-----	---	---------

## Clinical Pathways

Extent of development and use as per Ontario

Percentage	3.3	17.4	SIC07.2
------------	-----	------	---------

Surgical (Orthopaedic) - extent of development and use

Percentage	N/A	N/A	SIC07.3a
------------	-----	-----	----------

Medical - extent of development and use

Percentage	0	10.7	SIC07.3b
------------	---	------	----------

O & G - extent of development and use

Percentage	7.1	14.3	SIC07.3c
------------	-----	------	----------

## Telehealth

Extent of telehealth usage

Percentage	1.9	1.9	SIC09
------------	-----	-----	-------

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

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

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

CAB.0007.0002.00499

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY



CAB.0007.0002.00500



# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

**Charters Towers Hospital**  
**Northern Zone**

**Small**

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 84.3 40.8 69.1 71.2 79.1 84.3

Overall Performance Group: Medical

PS05 Overall Care Index Medical 70.6 64.7 66.3 70.7 72.5 80.2

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 73.4 68.2 69.0 73.4 74.9 81.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index Maternity 85.6 43.9 68.7 71.8 80.0 85.5

PS01 Access and Admission Index Medical 74.4 65.8 69.1 74.4 78.0 80.3

PS01 Access and Admission Index Surgical 73.3 59.3 69.8 72.3 74.5 78.4

PS01 Access and Admission Index All types combined 75.4 65.5 69.0 74.2 77.3 80.6

PS02 Complaints Management Index Medical 69.5 59.5 65.5 68.8 73.7 80.8

PS02 Complaints Management Index Surgical 68.8 60.1 68.8 75.0 78.9 87.5

PS02 Complaints Management Index Maternity 90.6 59.4 68.7 73.4 77.6 90.6

PS02 Complaints Management Index All types combined 71.5 59.5 68.1 77.7 73.4 80.8

PS03 Discharge and Follow-up Index Medical 86.4 60.0 63.2 65.8 69.8 80.8

PS03 Discharge and Follow-up Index All types combined 80.7 58.1 64.1 67.9 68.8 80.8

PS03 Discharge and Follow-up Index Maternity 84.4 41.7 67.7 70.4 75.7 87.5

PS03 Discharge and Follow-up Index Surgical 68.8 44.2 57.4 68.8 72.0 100.0

PS04 General Patient Information Index Maternity 86.0 58.8 68.1 75.0 83.5 91.7

PS04 General Patient Information Index All types combined 76.4 63.9 69.2 72.9 77.2 84.2

PS04 General Patient Information Index Medical 74.6 62.8 67.8 72.5 76.3 82.7

PS04 General Patient Information Index Surgical 79.2 68.8 74.0 77.6 80.2 87.5

PS05 Overall Care Index All types combined 72.4 62.9 67.9 71.1 73.0 80.2

PS06 Physical Environment Index All types combined 70.4 61.9 68.9 70.8 73.7 81.5

PS06 Physical Environment Index Maternity 77.5 41.4 73.5 77.5 82.4 88.8

PS06 Physical Environment Index Surgical 73.3 57.1 68.4 71.9 75.9 83.8

PS06 Physical Environment Index Medical 68.9 65.0 68.2 69.9 72.7 81.2

PS07 Treatment & Related Information Index All types combined 80.4 60.1 65.8 69.3 72.4 79.5

PS07 Treatment & Related Information Index Maternity 85.4 46.2 66.9 70.1 80.0 90.3

PS07 Treatment & Related Information Index Medical 66.5 59.8 64.3 67.0 72.6 79.5

PS07 Treatment & Related Information Index Surgical 73.6 61.3 69.2 73.6 75.7 83.3

Overall Performance Group: Activity

EFF-17 Occupancy Rate (Bed Day Efficiency) 36.1 8.8 41.8 51.1 63.7 108.7

EFF-19 Length of Stay 2.4 1.2 3.0 3.7 4.4 6.8

Overall Performance Group: Cost of Service

EFF-36a Catering - total cost 21.0 21.0 33.6 44.5 55.8 107.6

EFF-45.4 Energy Consumption per square metre 11.7 11.7 17.5 25.3 31.3 81.2

Overall Performance Group: Staffing

EFF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical 2.9 0.0 1.6 2.6 3.0 4.4

EFF-06.3 Hours of Sick Leave by Staff Category - Medical 0.0 0.0 0.0 0.8 2.2 4.6

EFF-06.4 Hours of Sick Leave by Staff Category - Nursing 1.7 1.3 2.6 3.0 3.4 4.5

EFF-06.5 Hours of Sick Leave by Staff Category - Operational 2.0 1.9 2.6 3.3 3.9 6.7

EFF-06.6 Hours of Sick Leave by Staff Category - Professional 1.3 0.0 1.0 1.7 1.9 2.4

EFF-06.7 Hours of Sick Leave by Staff Category - Technical 2.2 0.0 2.2 3.4 4.6 10.2

EFF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans 2.5 0.9 1.2 2.8 5.6 8.0

EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 725.1 0.0 499.5 785.8 1,063.6 1,442.1

EFF-08.3 Cost of Sick Leave by Staff Category - Medical 0.0 0.0 0.0 702.5 2,069.4 4,238.6

EFF-08.4 Cost of Sick Leave by Staff Category - Nursing 747.9 477.8 955.1 1,206.1 1,335.1 1,758.3

EFF-08.5 Cost of Sick Leave by Staff Category - Operational 581.5 556.5 739.4 948.1 1,155.9 1,932.8

EFF-08.6 Cost of Sick Leave by Staff Category - Professional 603.3 0.0 472.2 728.4 932.0 1,133.2

EFF-08.7 Cost of Sick Leave by Staff Category - Technical 822.0 0.0 860.9 1,377.9 1,850.6 4,270.8

EFF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 799.7 289.8 415.6 921.3 1,803.5 2,348.4

EFF-11 Cost of Work Cover 1.1 0.1 0.4 0.7 0.8 2.7

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	1.8	0.0	0.0	0.1	0.1	2.4
EFF-14.3	Hours of Overtime by Staff Category - Medical	20.1	0.0	10.6	20.1	26.2	35.6
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.8	0.0	0.4	0.8	1.4	2.8
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.2	0.0	0.2	0.4	0.7	1.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	5.2	0.1	2.9	4.0	6.4	24.9
EFF-14.7	Hours of Overtime by Staff Category - Technical	5.3	0.0	0.0	0.0	0.1	5.3
EFF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	1.0	0.0	0.0	0.5	1.4	4.8
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	761.3	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	28,275.7	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	437.6	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	96.2	14.8	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	3,821.9	109.4	2,061.7	3,114.1	5,396.9	28,722.0
EFF-16.7	Cost of Overtime by Staff Category - Technical	2,836.0	0.0	0.0	0.0	78.4	2,836.0
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	528.4	0.0	0.0	239.1	641.9	2,488.4
Overall Performance Group:		Not Summarised					
EFF-01	Full-Time Equivalent (FTE) Staff	52.3	31.5	37.2	48.6	67.4	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	3.6	0.2	2.8	3.8	6.1	24.9
EFF-02.3	FTE Staff by Category - Medical	2.8	1.0	1.7	2.1	2.8	7.0
EFF-02.4	FTE Staff by Category - Nursing	27.9	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	10.6	7.4	12.0	15.2	21.8	45.2
EFF-02.6	FTE Staff by Category - Professional	4.7	0.4	1.8	2.9	4.8	11.0
EFF-02.7	FTE Staff by Category - Technical	0.9	0.1	0.6	0.9	1.4	2.3
EFF-02.8	FTE Staff by Category - Trade And Artisans	1.8	0.1	0.8	0.9	0.9	1.8
EFF-05	Hours of Sick Leave	1.7	1.7	2.5	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	663.4	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	2.5	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	2,212.4	190.7	1,145.4	1,986.5	2,626.5	4,100.9
Overall Performance Group:		Benchmarking and Clinical Pathways					
SIC06.3	Benchmarking - In selected clinical areas - external	7.7	0.0	0.0	0.0	0.0	46.2
SIC07.1	Clinical Pathways - Extent of development and use	2.9	0.0	2.2	15.6	33.5	90.0
Overall Performance Group:		Continuity of Care					
SIC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
SIC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	0.0	1.0	3.0	3.0
SIC08.3	Facilitating continuity of care - Shared ante and post natal care	0.0	0.0	0.0	3.0	3.0	3.0
SIC08.4	Facilitating continuity of care - Cardiac rehabilitation	1.0	0.0	1.0	2.0	2.0	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	0.0
Overall Performance Group:		Quality and Use of Information					
SIC04.1	Quality of Information - Accuracy	95.9	82.2	92.0	93.5	95.2	97.6
SIC04.2a	Quality of Information - Timeliness - Number of months on time	3.0	1.0	4.8	5.5	8.0	9.0
SIC04.2b	Quality of Information - Timeliness - Number of days late per month	39.8	0.0	2.5	4.9	7.5	39.8
SIC05.1	Use of Information - Availability of electronic information	25.0	10.4	16.7	20.8	25.0	33.3
SIC05.2	Use of Information - Collection and use of clinical information	13.8	0.0	11.9	20.7	30.8	44.0
Overall Performance Group:		Not Summarised					
IC01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
IC02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
IC03.1	Workforce Management - Retention of Nursing Staff	88.9	46.2	67.9	76.9	85.0	96.7
IC03.2	Workforce Management - Retention of Allied Health Staff	50.0	33.3	58.4	71.4	100.0	100.0
IC03.3	Workforce Management - Median Age Nursing Staff	43.0	31.5	36.9	42.3	43.6	51.0
IC06.1	Benchmarking - In selected clinical areas	7.7	0.0	0.0	0.0	6.2	60.0
IC06.2	Benchmarking - In selected clinical areas - internal	7.7	0.0	0.0	0.0	0.0	75.0
IC07.2	Clinical Pathways - Extent of development and use as per Ontario	3.3	0.0	2.5	17.4	37.3	90.0
IC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	0.0	3.6	57.1
IC07.3b	Clinical Pathways - Medical - extent of development and use	0.0	0.0	0.0	10.7	34.5	100.0
IC07.3c	Clinical Pathways - O & G - extent of development and use	7.1	0.0	0.0	14.3	46.4	100.0
IC09	Telehealth - Extent of telehealth usage	1.9	0.0	0.0	1.9	5.8	17.3



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Cherbourg Hospital

Central Zone

Small 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

Cherbourg Hospital

Central Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

## Patient Satisfaction

No indicators to report

No indicators to report

Overall

Overall

## Efficiency

## System Integration and Change

Activity ☆☆

Benchmarking and Clinical Pathways ☆☆

Cost of Service ☆☆

Quality and Use of Information ☆☆☆

Staffing ☆☆

Overall ☆☆

Overall ☆☆

### Performance Compared to the Average

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

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



CAB.0007.0002.00504

## Clinical Utilisation and Outcomes

Cherbourg Hospital

Small

Central Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00505

## Patient Satisfaction

Cherbourg Hospital

Small

Central Zone

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

No indicators to report

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

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

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

  
CAB.0007.0002.00506

# Efficiency

**Cherbourg Hospital**

**Small**

**Central Zone**

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

Occupancy Rate (Bed Day Efficiency)	Percentage	41.8	51.1	EFF-17
Length of Stay	Days	3.56	3.68	EFF-19
Catering - total cost	Dollars	65.0	44.5	EFF-36a
Energy Consumption per square metre	Dollars	15.9	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.90	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	2.35	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.37	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.67	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	3.19	2.85	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	872	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	2,187	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,335	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,091	946	EFF-08.5
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	1,043	921	EFF-08.8
Cost of Work Cover	Dollars	0.73	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.00	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	22.6	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.29	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.08	0.45	EFF-14.5
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	0	0.49	EFF-14.8
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	1.51	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	40,532	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	169	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	31.0	202	EFF-16.5
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	0	239	EFF-16.8
Full-Time Equivalent (FTE) Staff	Numeric	37.0	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	2.35	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.87	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	22.2	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	10.4	15.2	EFF-02.5
FTE Staff by Category - Trade And Artisans	Numeric	0.09	0.91	EFF-02.8
Hours of Sick Leave	Percentage	3.37	2.91	EFF-05
Cost of Sick Leave	Dollars	1,278	1,081	EFF-07
Hours of Overtime	Percentage	1.88	1.99	EFF-13
Cost of Overtime	Dollars	2,160	1,986	EFF-15

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

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

CAB.0007.0002.00507

# System Integration and Change

**Cherbourg Hospital**

**Small**

**Central Zone**

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

## Benchmarking

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

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	16.7	15.8	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery	Max score 5	N/A	N/A	SIC08.1
Provision of discharge summaries to GPs	Max score 5	N/A	N/A	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	N/A	N/A	SIC08.5

## Quality of information

Accuracy	Percentage	95	93.5	SIC04.1
Timeliness - Number of months on time	Months	9	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	0	4.9	SIC04.2b

## Use of information

Availability of electronic information	Percentage	17.8	20.8	SIC05.1
Collection and use of clinical information	Percentage	40	20.7	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
---------------	--------	-----	-------	-------

## Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	69	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	N/A	N/A	SIC03.2
Median Age Nursing Staff	Years	46	42.3	SIC03.3

## Benchmarking

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

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	16.7	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
Medical - extent of development and use	Percentage	16.7	10.7	SIC07.3b
O & G - extent of development and use	Percentage	N/A	N/A	SIC07.3c

## Telehealth

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

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

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

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

CAB.0007.0002.00508



# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Small

## Cherbourg Hospital Central Zone

### Overall Performance Group: Activity

EFF-17	Occupancy Rate (Bed Day Efficiency)	41.8	8.8	41.8	51.1	63.7	108.7
EFF-19	Length of Stay	3.6	1.2	3.0	3.7	4.4	6.8

### Overall Performance Group: Cost of Service

EFF-38a	Catering - total cost	65.0	21.0	33.6	44.5	55.8	107.6
EFF-45.4	Energy Consumption per square metre	15.9	11.7	17.5	25.3	31.3	81.2

### Overall Performance Group: Staffing

EFF-08.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.9	0.0	1.6	2.6	3.0	4.4
EFF-08.3	Hours of Sick Leave by Staff Category - Medical	2.4	0.0	0.0	0.8	2.2	4.6
EFF-08.4	Hours of Sick Leave by Staff Category - Nursing	3.4	1.3	2.6	3.0	3.4	4.5
EFF-08.5	Hours of Sick Leave by Staff Category - Operational	3.7	1.9	2.6	3.3	3.9	6.7
EFF-08.8	Hours of Sick Leave by Staff Category - Trade And Artisans	3.2	0.9	1.2	2.8	5.6	8.0
EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	871.6	0.0	499.5	785.8	1,093.6	1,442.1
EFF-08.3	Cost of Sick Leave by Staff Category - Medical	2,186.6	0.0	0.0	762.8	2,069.4	4,238.6
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,335.1	477.8	956.1	1,206.1	1,335.1	1,758.3
EFF-08.5	Cost of Sick Leave by Staff Category - Operational	1,091.1	568.5	736.4	948.4	1,155.9	1,932.8
EFF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	1,042.9	289.8	415.6	921.3	1,803.5	2,348.4
EFF-11	Cost of Work Cover	0.7	0.1	0.4	0.7	0.9	2.7
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
EFF-14.3	Hours of Overtime by Staff Category - Medical	22.6	0.0	10.6	20.1	26.2	35.6
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.3	0.0	0.4	0.8	1.4	2.8
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.1	0.0	0.2	0.4	0.7	1.7
EFF-14.8	Hours of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	0.5	1.4	4.8
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	1.5	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	40,532.3	0.0	15,129.3	32,362.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	169.0	12.7	253.1	489.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	31.0	14.8	82.9	202.4	303.4	692.7
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	0.0	0.0	0.0	289.1	641.9	2,488.4

### Overall Performance Group: Not Summarised

FF-01	Full-Time Equivalent (FTE) Staff	37.0	31.5	37.2	48.6	67.3	128.9
FF-02.2	FTE Staff by Category - Managerial And Clerical	2.4	0.2	2.8	3.8	6.1	24.9
FF-02.3	FTE Staff by Category - Medical	1.9	1.0	1.7	2.1	2.5	7.0
FF-02.4	FTE Staff by Category - Nursing	22.2	14.7	20.1	23.3	32.2	58.1
FF-02.5	FTE Staff by Category - Operational	10.4	7.4	12.0	15.2	21.9	45.2
FF-02.8	FTE Staff by Category - Trade And Artisans	0.1	0.1	0.8	0.9	0.9	1.8
FF-05	Hours of Sick Leave	3.4	1.7	2.5	2.9	3.4	4.6
FF-07	Cost of Sick Leave	1,277.9	549.1	927.3	1,081.3	1,261.3	1,632.2
FF-13	Hours of Overtime	1.9	0.4	1.3	2.0	2.5	3.8
FF-15	Cost of Overtime	2,160.0	190.7	1,145.4	1,998.5	2,628.5	4,100.9

### Overall Performance Group: Benchmarking and Clinical Pathways

C06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
C07.1	Clinical Pathways - Extent of development and use	16.7	0.0	2.2	15.9	33.5	90.0

### Overall Performance Group: Continuity of Care

C08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	0.0	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	1.0	3.0	3.0	3.0
C08.3	Facilitating continuity of care - Shared ante and post natal care	0.0	0.0	3.0	3.0	3.0	3.0
C08.4	Facilitating continuity of care - Cardiac rehabilitation	0.0	1.0	2.0	2.0	3.0	3.0
C08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0

### Overall Performance Group: Quality and Use of Information

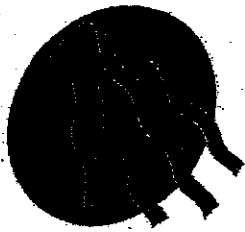
Q04.1	Quality of Information - Accuracy	95.0	82.2	82.0	93.6	95.2	97.6
Q04.2a	Quality of Information - Timeliness - Number of months on time	9.0	1.0	4.8	6.5	8.0	9.0
Q04.2b	Quality of Information - Timeliness - Number of days late per month	0.0	0.0	2.5	4.9	7.5	39.8
Q05.1	Use of Information - Availability of electronic information	17.8	10.4	16.7	20.8	26.0	33.3
Q05.2	Use of Information - Collection and use of clinical information	40.0	0.0	11.9	20.7	30.8	44.0

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
Overall Performance Group: Not Summarised							
SIC01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
SIC02	Credentialing	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1	Workforce Management - Retention of Nursing Staff	69.0	46.2	67.9	76.9	85.0	96.7
SIC03.2	Workforce Management - Retention of Allied Health Staff		33.3	58.4	71.4	100.0	100.0
SIC03.3	Workforce Management - Median Age Nursing Staff	46.0	31.5	36.9	42.3	43.6	51.0
SIC06.1	Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
SIC06.2	Benchmarking - In selected clinical areas - Internal	0.0	0.0	0.0	0.0	0.0	75.0
SIC07.2	Clinical Pathways - Extent of development and use as per Ontario	18.7	0.0	2.5	17.4	37.3	90.0
SIC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	0.0	3.6	57.1
SIC07.3b	Clinical Pathways - Medical - extent of development and use	16.7	0.0	0.0	10.7	34.5	100.0
SIC07.3c	Clinical Pathways - O & G - extent of development and use		0.0	0.0	14.3	46.4	100.0
SIC09	Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	5.8	17.3

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Chinchilla Hospital

Southern Zone

Small 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

Chinchilla Hospital

Southern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

## Patient Satisfaction

No indicators to report

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

☆☆

### 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

Chinchilla Hospital

Small

Southern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00514

# Patient Satisfaction

Chinchilla Hospital

Small

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	66.8	72.8	PS01
Complaints Management Index	67.3	69.2	PS02
Discharge and Follow-up Index	59.1	66.2	PS03
General Patient Information Index	65.7	73.2	PS04
Overall Care Index	65.2	70.7	PS05
Physical Environment Index	66.9	71.5	PS06
Treatment & Related Information Index	64.8	69.0	PS07

Access and Admission Index	70.0	72.5	PS01
Complaints Management Index	71.4	69.9	PS02
Discharge and Follow-up Index	76.2	68.8	PS03
General Patient Information Index	75.0	71.2	PS04
+ Overall Care Index	74.3	71.8	PS05
Physical Environment Index	87.1	76.4	PS06
Treatment & Related Information Index	68.2	70.2	PS07

Access and Admission Index	69.2	73.0	PS01
Complaints Management Index	66.2	68.0	PS02
Discharge and Follow-up Index	62.9	66.0	PS03
General Patient Information Index	62.8	72.8	PS04
+ Overall Care Index	66.9	70.5	PS05
Physical Environment Index	66.6	71.1	PS06
Treatment & Related Information Index	65.6	68.5	PS07

Access and Admission Index	59.3	71.6	PS01
Complaints Management Index	68.7	73.7	PS02
Discharge and Follow-up Index	44.2	65.7	PS03
General Patient Information Index	70.0	78.0	PS04
+ Overall Care Index	60.2	71.7	PS05
Physical Environment Index	61.0	69.8	PS06
Treatment & Related Information Index	61.3	72.1	PS07

## Statistical Significance

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

Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00515

# Efficiency

Chinchilla Hospital

Small

Southern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	52.6	51.1	EFF-17
Length of Stay	Days	3.90	3.68	EFF-19
Catering - total cost	Dollars	48.8	44.5	EFF-36a
Energy Consumption per square metre	Dollars	16.7	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.82	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.44	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.37	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.04	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	5.71	3.42	EFF-06.7
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,151	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	0	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,467	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	690	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	534	728	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	2,322	1,378	EFF-08.7
Cost of Work Cover	Dollars	0.17	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.04	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	0	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.84	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.26	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	0.31	3.95	EFF-14.6
Hours of Overtime by Staff Category - Technical	Percentage	0	0	EFF-14.7
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	14.8	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	0	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	496	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	109	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	213	3,114	EFF-16.6
Cost of Overtime by Staff Category - Technical	Dollars	0	0	EFF-16.7
Full-Time Equivalent (FTE) Staff	Numeric	48.1	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	4.09	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.06	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	22.5	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	17.1	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	1.60	2.87	EFF-02.6
FTE Staff by Category - Technical	Numeric	0.75	0.91	EFF-02.7
Hours of Sick Leave	Percentage	2.69	2.91	EFF-05
Cost of Sick Leave	Dollars	1,083	1,081	EFF-07
Hours of Overtime	Percentage	0.49	1.99	EFF-13
Cost of Overtime	Dollars	280	1,986	EFF-15

CAB.0007.0002.00516

+ 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

Shinchilla Hospital  
Southern Zone

Small

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

## Benchmarking

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

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	32.7	15.8	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

Use of pre admission clinics for elective surgery	Max score 5	N/A	N/A	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	0/3	3	SIC08.3
Cardiac rehabilitation	Max score 3	N/A	N/A	SIC08.4
Provision of electronic discharge summaries to GPs	Max score 3	0/3	0	SIC08.5

## Quality of information

Accuracy	Percentage	94.5	93.5	SIC04.1
Timeliness - Number of months on time	Months	8	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	3	4.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	14.6	20.8	SIC05.1
Collection and use of clinical information	Percentage	35.7	20.7	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
---------------	--------	-----	-------	-------

## Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	96.7	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	100	71.4	SIC03.2
Median Age Nursing Staff	Years	43	42.3	SIC03.3

## Benchmarking

In selected clinical areas	Percentage	7.1	0	SIC06.1
In selected clinical areas - internal	Percentage	7.7	0	SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	38.1	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	0	0	SIC07.3a
Medical - extent of development and use	Percentage	47.6	10.7	SIC07.3b
O & G - extent of development and use	Percentage	42.9	14.3	SIC07.3c

## Telehealth

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

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

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

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

CAB.0007.0002.00517

Measured Quality

*Hospital Report*

Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

or Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

ESB ID  
Name

**Chinchilla Hospital**  
Southern Zone

**Small**

Overall Performance Group: Maternity							
S05	Overall Care Index Maternity	74.3	40.8	69.1	71.2	79.1	84.3
Overall Performance Group: Medical							
S05	Overall Care Index Medical	65.9	64.7	66.3	70.7	72.5	80.2
Overall Performance Group: Surgical							
S05	Overall Care Index Surgical	60.2	60.2	69.0	73.4	74.9	81.1
Overall Performance Group: Not Summarised							
S01	Access and Admission Index Medical	69.2	65.8	69.1	74.4	78.0	80.3
S01	Access and Admission Index Maternity	70.0	43.9	68.7	71.8	80.0	85.5
S01	Access and Admission Index All types combined	66.8	65.5	69.0	74.2	77.3	80.6
S01	Access and Admission Index Surgical	59.3	59.3	69.8	72.3	74.5	78.4
S02	Complaints Management Index All types combined	67.3	59.5	66.1	67.7	73.4	80.8
S02	Complaints Management Index Maternity	71.4	59.4	68.7	73.4	77.6	90.6
S02	Complaints Management Index Medical	66.2	59.5	65.6	66.8	73.7	80.8
S02	Complaints Management Index Surgical	68.7	60.1	68.8	75.0	78.9	87.5
S03	Discharge and Follow-up Index All types combined	58.1	58.1	64.1	67.9	69.8	80.8
S03	Discharge and Follow-up Index Maternity	78.2	41.7	67.7	70.4	75.7	87.5
S03	Discharge and Follow-up Index Medical	62.5	60.0	63.2	65.8	69.8	80.8
S03	Discharge and Follow-up Index Surgical	44.2	44.2	57.4	68.8	72.0	100.0
S04	General Patient Information Index Medical	62.8	62.8	67.8	72.5	76.3	82.7
S04	General Patient Information Index Maternity	75.0	58.8	68.1	75.0	83.5	91.7
S04	General Patient Information Index Surgical	70.0	68.8	74.0	77.6	80.2	87.5
S04	General Patient Information Index All types combined	65.7	63.9	69.2	72.9	77.2	84.2
S05	Overall Care Index All types combined	65.2	62.9	67.9	71.1	73.0	80.2
S06	Physical Environment Index All types combined	66.9	61.9	68.9	70.6	73.7	81.5
S06	Physical Environment Index Maternity	87.1	41.4	73.5	77.5	82.4	88.8
S06	Physical Environment Index Medical	66.0	69.0	68.2	69.9	72.7	81.2
S06	Physical Environment Index Surgical	61.0	57.3	68.4	74.9	75.9	83.8
S07	Treatment & Related Information Index All types combined	64.8	60.1	65.6	69.3	72.4	79.5
S07	Treatment & Related Information Index Maternity	68.2	46.2	66.9	70.1	80.0	90.3
S07	Treatment & Related Information Index Medical	65.6	59.8	64.3	67.0	72.6	79.5
S07	Treatment & Related Information Index Surgical	61.3	61.3	69.2	73.6	75.7	83.3

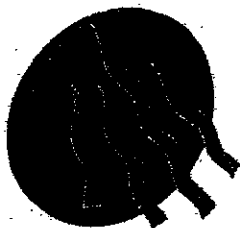
Performance Group: Activity							
F-17	Occupancy Rate (Bed Day Efficiency)	52.6	8.8	41.8	51.1	63.7	108.7
F-19	Length of Stay	3.9	1.2	3.0	3.7	4.4	6.8
Overall Performance Group: Cost of Service							
F-36a	Catering - total cost	48.8	21.0	33.6	44.6	55.8	107.6
F-45.4	Energy Consumption per square metre	16.7	11.7	17.5	25.3	31.3	81.2
Overall Performance Group: Staffing							
F-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	3.8	0.0	1.6	2.6	3.0	4.4
F-06.3	Hours of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	0.8	2.2	4.6
F-06.4	Hours of Sick Leave by Staff Category - Nursing	3.4	1.3	2.6	3.0	3.4	4.5
F-06.5	Hours of Sick Leave by Staff Category - Operational	2.4	1.9	2.6	3.3	3.9	6.7
F-06.6	Hours of Sick Leave by Staff Category - Professional	1.0	0.0	1.0	1.7	1.9	2.4
F-06.7	Hours of Sick Leave by Staff Category - Technical	5.7	0.0	2.2	3.4	4.6	10.2
F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,150.9	0.0	499.5	785.8	1,063.6	1,442.1
F-08.3	Cost of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	702.5	2,069.4	4,238.6
F-08.4	Cost of Sick Leave by Staff Category - Nursing	1,466.9	477.8	955.1	1,206.1	1,335.1	1,758.3
F-08.5	Cost of Sick Leave by Staff Category - Operational	689.7	556.5	739.4	948.1	1,155.9	1,832.8
F-08.6	Cost of Sick Leave by Staff Category - Professional	533.9	0.0	472.2	728.4	932.0	1,133.2
F-08.7	Cost of Sick Leave by Staff Category - Technical	2,322.3	0.0	860.9	1,377.9	1,850.6	4,270.8
F-11	Cost of Work Cover	0.2	0.1	0.4	0.7	0.9	2.7
F-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
F-14.3	Hours of Overtime by Staff Category - Medical	0.0	0.0	10.6	20.1	26.2	35.6

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.8	0.0	0.4	0.8	1.4	2.8
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.3	0.0	0.2	0.4	0.7	1.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	0.3	0.1	2.9	4.0	6.4	24.9
EFF-14.7	Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.1	5.3
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	14.8	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	0.0	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	497.7	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	109.3	14.5	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	212.6	109.4	2,061.7	3,114.1	5,396.9	28,722.0
EFF-16.7	Cost of Overtime by Staff Category - Technical	0.8	0.0	0.0	0.0	78.4	2,836.0
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	49.1	31.5	37.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	4.1	0.2	2.8	3.8	6.1	24.9
EFF-02.3	FTE Staff by Category - Medical	2.1	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	22.5	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	17.1	7.4	12.0	15.2	21.9	45.2
EFF-02.6	FTE Staff by Category - Professional	1.6	0.4	1.6	2.9	4.8	11.0
EFF-02.7	FTE Staff by Category - Technical	0.8	0.1	0.6	0.9	1.4	2.3
EFF-05	Hours of Sick Leave	2.9	1.7	2.5	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	1,082.8	548.1	627.3	1,081.3	1,281.8	1,632.2
EFF-13	Hours of Overtime	0.5	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	279.8	190.7	1,145.4	1,986.5	2,626.5	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways							
IC06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
IC07.1	Clinical Pathways - Extent of development and use	32.7	0.0	2.2	15.9	33.5	90.0
Overall Performance Group: Continuity of Care							
IC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	0.0	0.0	3.0	3.0	3.0	3.0
IC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	0.0	1.0	3.0	3.0
IC08.3	Facilitating continuity of care - Shared ante and post natal care	0.0	0.0	0.0	3.0	3.0	3.0
IC08.4	Facilitating continuity of care - Cardiac rehabilitation	0.0	0.0	1.0	2.0	2.0	3.0
IC08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
Overall Performance Group: Quality and Use of Information							
IC04.1	Quality of information - Accuracy	94.5	82.2	92.0	93.5	95.2	97.6
IC04.2a	Quality of information - Timeliness - Number of months on time	8.0	1.0	4.8	6.5	8.0	9.0
IC04.2b	Quality of information - Timeliness - Number of days late per month	3.0	0.0	2.5	4.9	7.5	39.8
IC05.1	Use of information - Availability of electronic information	14.6	10.4	16.7	20.8	25.0	33.3
IC05.2	Use of information - Collection and use of clinical information	35.7	0.0	11.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised							
C01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
C02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
C03.1	Workforce Management - Retention of Nursing Staff	98.7	46.2	67.9	78.9	85.0	96.7
C03.2	Workforce Management - Retention of Allied Health Staff	100.0	33.3	58.4	71.4	100.0	100.0
C03.3	Workforce Management - Median Age Nursing Staff	43.0	31.5	36.9	42.3	43.6	51.0
C06.1	Benchmarking - In selected clinical areas	7.1	0.0	0.0	0.0	6.2	60.0
C06.2	Benchmarking - In selected clinical areas - internal	7.7	0.0	0.0	0.0	0.0	75.0
C07.2	Clinical Pathways - Extent of development and use as per Ontario	38.1	0.0	2.5	17.4	37.3	90.0
C07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	0.0	3.6	57.1
C07.3b	Clinical Pathways - Medical - extent of development and use	47.6	0.0	0.0	10.7	34.5	100.0
C07.3c	Clinical Pathways - O & G - extent of development and use	42.9	0.0	0.0	14.3	46.4	100.0
C09	Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	5.8	17.3

CAB.0007.0002.00520



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Cunnamulla Hospital

Southern Zone

Small 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

Cunnamulla Hospital

Southern Zone

Peer Group: Small

Clinical Utilisation and Outcomes	Patient Satisfaction
No indicators to report	No indicators to report
Overall	Overall
Efficiency	System Integration and Change
Activity ☆☆	Benchmarking and Clinical Pathways ☆☆
Cost of Service ☆	Continuity of Care ☆☆☆
Staffing ☆☆	Quality and Use of Information ☆
Overall ☆☆	Overall ☆☆

## Performance Compared to the Average

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

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



CAB.0007.0002.00522

## Clinical Utilisation and Outcomes

Curnamulla Hospital

Small

Southern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

  
CAB.0007.0002.00523

## Patient Satisfaction

Cunnamulla Hospital

Small

Southern Zone

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

No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00524

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

Cunnamulla Hospital

Small

Southern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	56.4	51.1	EFF-17
Length of Stay	Days	4.15	3.68	EFF-19
Catering - total cost	Dollars	67.1	44.5	EFF-36a
Energy Consumption per square metre	Dollars	55.6	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.35	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.79	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.59	3.28	EFF-06.5
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	665	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	0	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,040	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	743	948	EFF-08.5
Cost of Work Cover	Dollars	0.85	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.13	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	0	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.25	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	1.51	0.45	EFF-14.5
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	98.2	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	0	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	718	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	683	202	EFF-16.5
Full-Time Equivalent (FTE) Staff	Numeric	35.1	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	1.95	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.84	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	18.6	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	12.7	15.2	EFF-02.5
Hours of Sick Leave	Percentage	2.54	2.91	EFF-05
Cost of Sick Leave	Dollars	857	1,081	EFF-07
Hours of Overtime	Percentage	1.21	1.99	EFF-13
Cost of Overtime	Dollars	633	1,986	EFF-15

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

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

CAB.0007.0002.00525

# System Integration and Change

Cunnamulla Hospital

Small

Southern Zone

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

## Benchmarking

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

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	36.4	15.8	SIC07.1
--	------------	------	------	---------

## Facilitating continuity of care

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

## Quality of Information

Accuracy	Percentage	93.5	93.5	SIC04.1
Timeliness - Number of months on time	Months	5	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	6.5	4.9	SIC04.2b

## Use of Information

Availability of electronic information	Percentage	16.7	20.8	SIC05.1
Collection and use of clinical information	Percentage	0	20.7	SIC05.2

## Accreditation

Accreditation	Yes/No	No	13/24	SIC01
---------------	--------	----	-------	-------

## Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	86.7	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	N/A	N/A	SIC03.2
Median Age Nursing Staff	Years	36.5	42.3	SIC03.3

## Benchmarking

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

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	36.4	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	0	0	SIC07.3a
Medical - extent of development and use	Percentage	33.3	10.7	SIC07.3b
O & G - extent of development and use	Percentage	50	14.3	SIC07.3c

## Telehealth

Extent of telehealth usage	Percentage	15.4	1.9	SIC09
----------------------------	------------	------	-----	-------

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

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

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

CAB.0007.0002.00526

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

Small

Cunnamulla Hospital  
Southern Zone

Overall Performance Group: Activity

FF-17	Occupancy Rate (Bed Day Efficiency)	56.4	8.8	41.8	51.1	63.7	108.7
FF-19	Length of Stay	4.1	1.2	3.0	3.7	4.4	6.8

Overall Performance Group: Cost of Service

FF-36a	Catering - total cost	67.1	21.0	33.6	44.5	55.8	107.6
FF-45.4	Energy Consumption per square metre	55.6	11.7	17.5	25.3	31.3	81.2

Overall Performance Group: Staffing

FF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.3	0.0	1.6	2.6	3.0	4.4
FF-06.3	Hours of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	0.8	2.2	4.6
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	2.8	1.3	2.6	3.0	3.4	4.5
FF-06.5	Hours of Sick Leave by Staff Category - Operational	2.6	1.9	2.6	3.3	3.9	6.7
FF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	665.3	0.0	499.5	785.8	1,063.6	1,442.1
FF-08.3	Cost of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	702.5	2,069.4	4,238.6
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,039.7	477.8	955.1	1,206.1	1,335.1	1,758.3
FF-08.5	Cost of Sick Leave by Staff Category - Operational	743.3	556.5	739.4	948.1	1,155.9	1,932.8
FF-11	Cost of Work Cover	0.9	0.1	0.4	0.7	0.9	2.7
FF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.1	0.0	0.0	0.1	0.1	2.4
FF-14.3	Hours of Overtime by Staff Category - Medical	0.0	0.0	10.6	20.1	26.2	35.6
FF-14.4	Hours of Overtime by Staff Category - Nursing	1.2	0.0	0.4	0.8	1.4	2.8
FF-14.5	Hours of Overtime by Staff Category - Operational	1.5	0.0	0.2	0.4	0.7	1.7
FF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	98.2	0.0	0.0	33.5	61.7	1,338.2
FF-16.3	Cost of Overtime by Staff Category - Medical	0.0	0.0	15,129.3	32,352.6	47,843.6	73,003.6
FF-16.4	Cost of Overtime by Staff Category - Nursing	717.8	12.7	253.1	480.2	785.7	1,752.7
FF-16.5	Cost of Overtime by Staff Category - Operational	682.8	14.6	92.9	202.3	303.4	692.7

Overall Performance Group: Not Summarised

FF-01	Full-Time Equivalent (FTE) Staff	35.1	31.5	37.2	48.6	67.3	128.9
FF-02.2	FTE Staff by Category - Managerial And Clerical	2.0	0.2	2.8	3.6	6.1	24.9
FF-02.3	FTE Staff by Category - Medical	1.8	1.0	1.7	2.1	2.5	7.0
FF-02.4	FTE Staff by Category - Nursing	18.6	14.7	20.1	23.3	32.2	58.1
FF-02.5	FTE Staff by Category - Operational	12.7	7.4	12.0	15.2	21.9	45.2
FF-05	Hours of Sick Leave	2.5	1.7	2.5	2.9	3.4	4.6
FF-07	Cost of Sick Leave	856.9	549.1	927.3	1,081.3	1,261.3	1,632.2
FF-13	Hours of Overtime	1.2	0.4	1.3	2.0	2.5	3.8
FF-15	Cost of Overtime	633.0	190.7	1,145.4	1,986.5	2,626.5	4,100.9

Overall Performance Group: System Integration and Change

Overall Performance Group: Benchmarking and Clinical Pathways

C06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
C07.1	Clinical Pathways - Extent of development and use	38.4	0.0	2.2	16.9	33.5	90.0

Overall Performance Group: Continuity of Care

C08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
C08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	0.0	1.0	3.0	3.0
C08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	0.0	3.0	3.0	3.0
C08.4	Facilitating continuity of care - Cardiac rehabilitation		0.0	1.0	2.0	2.0	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	0.0

Overall Performance Group: Quality and Use of Information

C04.1	Quality of Information - Accuracy	93.5	82.2	92.0	93.5	95.2	97.6
C04.2a	Quality of information - Timeliness - Number of months on time	5.0	1.0	4.8	6.5	8.0	9.0
C04.2b	Quality of information - Timeliness - Number of days late per month	6.5	0.0	2.5	4.9	7.5	39.8
C05.1	Use of Information - Availability of electronic information	16.7	10.4	16.7	20.8	25.0	33.3
C05.2	Use of Information - Collection and use of clinical information	0.0	0.0	11.9	20.7	30.8	44.0

Overall Performance Group: Not Summarised

C01	Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
C02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
C03.1	Workforce Management - Retention of Nursing Staff	86.7	46.2	67.9	76.9	85.0	96.7
C03.2	Workforce Management - Retention of Allied Health Staff		33.3	58.4	71.4	100.0	100.0

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min 25th Median 75th Max

SIC03.3	Workforce Management - Median Age Nursing Staff	38.5	31.5	36.9	42.3	43.6	51.0
SIC06.1	Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
SIC06.2	Benchmarking - In selected clinical areas - Internal	0.0	0.0	0.0	0.0	0.0	75.0
SIC07.2	Clinical Pathways - Extent of development and use as per Ontario	36.4	0.0	2.5	17.4	37.3	90.0
SIC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	0.0	3.6	57.1
SIC07.3b	Clinical Pathways - Medical - extent of development and use	33.3	0.0	0.0	10.7	34.5	100.0
SIC07.3c	Clinical Pathways - O & G - extent of development and use	50.0	0.0	0.0	14.3	46.4	100.0
SIC09	Telehealth - Extent of telehealth usage	15.4	0.0	0.0	1.9	5.8	17.3

CABINET

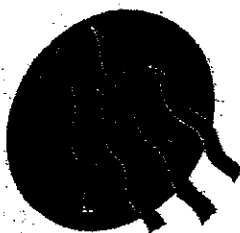
SECRETARIAT

OFFICIAL

COPY



CAB.0007.0002.00529



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Emerald Hospital

Central Zone

Small 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

**Emerald Hospital**

**Central Zone**

**Peer Group: Small**

## Clinical Utilisation and Outcomes

No indicators to report

**Overall**

## Patient Satisfaction

Maternity

☆☆

Medical

☆☆

Surgical

☆☆

**Overall**

☆☆

## Efficiency

Activity

☆☆

Cost of Service

☆☆

Staffing

☆

**Overall**

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways

☆☆

Continuity of Care

☆☆

Quality and Use of Information

☆

**Overall**

☆☆

### Performance Compared to the Average

☆

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

☆☆

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

☆☆☆

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

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

## Clinical Utilisation and Outcomes

Emerald Hospital

Small

Central Zone

Performance Indicator

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00532



# Patient Satisfaction

Emerald Hospital

Small

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	68.9	72.8	PS01
Complaints Management Index	65.2	69.2	PS02
Discharge and Follow-up Index	64.6	66.2	PS03
General Patient Information Index	70.6	73.2	PS04
Overall Care Index	68.9	70.7	PS05
Physical Environment Index	75.5	71.5	* PS06
Treatment & Related Information Index	66.8	69.0	PS07

Access and Admission Index	68.3	72.5	PS01
Complaints Management Index	68.3	69.9	PS02
Discharge and Follow-up Index	67.7	68.8	PS03
General Patient Information Index	67.7	71.2	PS04
+ Overall Care Index	68.7	71.8	PS05
Physical Environment Index	74.1	76.4	PS06
Treatment & Related Information Index	70.1	70.2	PS07

Access and Admission Index	68.9	73.0	PS01
Complaints Management Index	65.4	68.6	PS02
Discharge and Follow-up Index	64.4	66.0	PS03
General Patient Information Index	70.8	72.8	PS04
+ Overall Care Index	68.9	70.5	PS05
Physical Environment Index	75.5	71.1	* PS06
Treatment & Related Information Index	66.7	68.5	PS07

Access and Admission Index	70.6	71.6	PS01
Complaints Management Index	60.1	73.7	* PS02
Discharge and Follow-up Index	63.3	65.7	PS03
General Patient Information Index	70.8	78.0	PS04
+ Overall Care Index	69.0	71.7	PS05
Physical Environment Index	76.8	69.8	PS06
Treatment & Related Information Index	65.2	72.1	PS07

## Statistical Significance

\* Between 90% and 99.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these hospitals are performing differently compared to the mean of the facilities in the cohort, although there is a reasonable possibility that the result is due to chance.

\*\* 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00533

# Efficiency

**Emerald Hospital**

**Small**

**Central Zone**

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

Occupancy Rate (Bed Day Efficiency)	Percentage	53.4	51.1	EFF-17
Length of Stay	Days	2.47	3.68	EFF-19
Total Cost / Weighted Separation	Dollars	1,858	1,868	EFF-25
Catering - total cost	Dollars	34.2	44.5	EFF-36a
Energy Consumption per square metre	Dollars	21.2	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	4.22	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.41	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.34	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.49	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	0	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Visiting Medical Officers	Percentage	3.28	0	EFF-06.9
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,172	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	365	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,299	1,266	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	728	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	0	728	EFF-08.6
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	6,782	0	EFF-08.9
Cost of Work Cover	Dollars	0.38	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.05	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	18.5	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.63	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.47	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	24.9	3.95	EFF-14.6
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	6.16	0	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	26.8	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	27,369	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	964	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	208	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	28,722	3,114	EFF-16.6
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	14,585	0	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	55.9	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	3.95	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	3.62	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	31.3	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	16.4	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	0.61	2.87	EFF-02.6
FTE Staff by Category - Visiting Medical Officers	Numeric	0.05	0.04	EFF-02.9
Hours of Sick Leave	Percentage	2.92	2.91	EFF-05
Cost of Sick Leave	Dollars	1,053	1,081	EFF-07
Hours of Overtime	Percentage	2.99	1.99	EFF-13
Cost of Overtime	Dollars	2,702	1,986	EFF-15



CAB.0007.0002.00534

+ 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

**Emerald Hospital**

**Small**

**Central Zone**

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

## Benchmarking

In selected clinical areas - external

Percentage 7.1 0 SIC06.3

## Clinical Pathways

Extent of development and use in selected clinical areas

Percentage 51.9 15.8 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 0/3 2 SIC08.4

Provision of electronic discharge summaries to GPs

Max score 3 0/3 0 SIC08.5

## Quality of Information

Accuracy

Percentage 82.2 93.5 SIC04.1

Timeliness - Number of months on time

Months 3 6.5 SIC04.2a

Timeliness - Number of days late per month

Days 12.5 4.9 SIC04.2b

## Use of Information

Availability of electronic information

Percentage 22.9 20.8 SIC05.1

Collection and use of clinical information

Percentage 22.9 20.7 SIC05.2

## Accreditation

Accreditation

Yes/No No 13/24 SIC01

## Credentialling

Credentialling

Yes/No Yes 24/24 SIC02

## Workforce Management

Retention of Nursing Staff

Percentage 73.5 76.9 SIC03.1

Retention of Allied Health Staff

Percentage N/A N/A SIC03.2

Median Age Nursing Staff

Years 36 42.3 SIC03.3

## Benchmarking

selected clinical areas

Percentage 10.7 0 SIC06.1

In selected clinical areas - internal

Percentage 14.3 0 SIC06.2

## Clinical Pathways

Extent of development and use as per Ontario

Percentage 53 17.4 SIC07.2

Surgical (Orthopaedic) - extent of development and use

Percentage 14.3 0 SIC07.3a

Medical - extent of development and use

Percentage 61.9 10.7 SIC07.3b

O & G - extent of development and use

Percentage 46.4 14.3 SIC07.3c

## Telehealth

Extent of telehealth usage

Percentage 11.5 1.9 SIC09

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

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

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

CAB.0007.0002.00535

# Measured Quality

## *Hospital Report*

Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY



CAB.0007.0002.00536

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
<b>Emerald Hospital</b>							
<b>Central Zone</b>							<b>Small</b>
<b>Overall Performance Group: Maternity</b>							
PS05	Overall Care Index Maternity	68.7	40.8	69.1	71.2	79.1	84.3
<b>Overall Performance Group: Medical</b>							
PS05	Overall Care Index Medical	68.9	64.7	66.3	70.7	72.5	80.2
<b>Overall Performance Group: Surgical</b>							
PS05	Overall Care Index Surgical	69.0	69.2	69.0	73.4	74.9	81.1
<b>Overall Performance Group: Not Summarised</b>							
PS01	Access and Admission Index Medical	68.9	65.8	69.1	74.4	78.0	80.3
PS01	Access and Admission Index All types combined	68.9	65.5	69.0	74.2	77.3	80.6
PS01	Access and Admission Index Maternity	66.3	43.9	68.7	71.8	80.0	85.5
PS01	Access and Admission Index Surgical	70.6	59.3	69.8	72.3	74.5	78.4
PS02	Complaints Management Index All types combined	65.2	59.5	66.1	67.7	73.4	80.8
PS02	Complaints Management Index Medical	65.5	59.5	65.5	68.8	73.7	80.8
PS02	Complaints Management Index Surgical	60.1	60.1	68.8	75.0	78.9	87.5
PS02	Complaints Management Index Maternity	68.3	59.4	68.7	73.4	77.6	90.6
PS03	Discharge and Follow-up Index All types combined	64.6	59.1	64.1	67.9	68.8	80.8
PS03	Discharge and Follow-up Index Maternity	67.7	41.7	67.7	70.4	75.7	87.5
PS03	Discharge and Follow-up Index Medical	64.4	60.0	63.2	65.8	69.8	80.8
PS03	Discharge and Follow-up Index Surgical	63.3	44.2	57.4	68.8	72.0	100.0
PS04	General Patient Information Index Medical	70.8	62.8	67.8	72.5	76.3	82.7
PS04	General Patient Information Index Maternity	67.7	58.8	68.1	75.0	83.5	91.7
PS04	General Patient Information Index Surgical	70.8	68.8	74.0	77.6	80.2	87.5
PS04	General Patient Information Index All types combined	70.6	63.9	69.2	72.9	77.2	84.2
PS05	Overall Care Index All types combined	68.9	62.9	67.9	71.1	73.0	80.2
PS06	Physical Environment Index Medical	75.5	65.0	68.2	69.9	72.7	81.2
PS06	Physical Environment Index All types combined	75.5	61.9	68.9	70.8	73.7	81.5
PS06	Physical Environment Index Maternity	74.1	41.4	73.5	77.5	82.4	88.8
PS06	Physical Environment Index Surgical	76.8	57.3	68.4	71.8	75.9	83.8
PS07	Treatment & Related Information Index Surgical	65.2	61.3	69.2	73.6	75.7	83.3
PS07	Treatment & Related Information Index Medical	68.7	59.8	64.3	67.0	72.6	79.5
PS07	Treatment & Related Information Index Maternity	70.1	46.2	66.9	70.1	80.0	90.3
PS07	Treatment & Related Information Index All types combined	66.8	60.1	65.8	69.3	72.4	79.5
<b>Overall Performance Group: Activity</b>							
EFF-17	Occupancy Rate (Bed Day Efficiency)	53.4	8.8	41.8	51.1	63.7	108.7
EFF-18	Length of Stay	2.5	1.2	3.0	3.7	4.4	6.8
<b>Overall Performance Group: Cost of Service</b>							
EFF-25	Total Cost / Weighted Separation	1,857.8	1,197.4	1,500.0	1,868.0	2,084.4	2,691.1
EFF-36a	Catering - total cost	34.2	21.0	33.6	44.5	55.8	107.6
EFF-45.4	Energy Consumption per square metre	21.2	11.7	17.5	25.3	31.3	81.2
<b>Overall Performance Group: Staffing</b>							
EFF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	4.2	0.0	1.6	2.6	3.0	4.4
EFF-06.3	Hours of Sick Leave by Staff Category - Medical	0.4	0.0	0.0	0.8	2.2	4.6
EFF-06.4	Hours of Sick Leave by Staff Category - Nursing	3.3	1.3	2.6	3.0	3.4	4.5
EFF-06.5	Hours of Sick Leave by Staff Category - Operational	2.5	1.9	2.6	3.3	3.9	6.7
EFF-06.6	Hours of Sick Leave by Staff Category - Professional	0.0	0.0	1.0	1.7	1.9	2.4
EFF-06.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	3.3	0.0	0.0	0.0	0.0	3.3
EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,171.8	0.0	499.5	785.8	1,063.6	1,442.1
EFF-08.3	Cost of Sick Leave by Staff Category - Medical	364.8	0.0	0.0	702.5	2,069.4	4,238.6
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,299.3	477.8	955.1	1,206.1	1,335.1	1,758.3
EFF-08.5	Cost of Sick Leave by Staff Category - Operational	727.8	556.5	739.4	948.1	1,155.9	1,932.8
EFF-08.6	Cost of Sick Leave by Staff Category - Professional	0.0	0.0	472.2	728.4	932.0	1,133.2
EFF-08.9	Cost of Sick Leave by Staff Category - Visiting Medical Officers	6,781.8	0.0	0.0	0.0	0.0	6,781.8
EFF-11	Cost of Work Cover	0.4	0.1	0.4	0.7	0.9	2.7
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.1	0.0	0.0	0.1	0.1	2.4

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-14.3	Hours of Overtime by Staff Category - Medical	18.5	0.0	10.6	20.1	26.2	35.6
EFF-14.4	Hours of Overtime by Staff Category - Nursing	1.6	0.0	0.4	0.8	1.4	2.8
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.5	0.0	0.2	0.4	0.7	1.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	24.9	0.1	2.9	4.0	6.4	24.9
EFF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	6.2	0.0	0.0	0.0	10.6	61.7
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	26.8	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	27,388.9	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	963.8	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	208.1	14.6	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	28,722.0	109.4	2,061.7	3,114.1	5,396.9	28,722.0
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	14,884.8	0.0	0.0	0.0	26,746.5	212,445.0
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	55.9	31.5	37.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	4.0	0.2	2.8	3.8	6.1	24.0
EFF-02.3	FTE Staff by Category - Medical	3.6	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	31.3	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	16.4	7.4	12.0	15.2	21.8	45.2
EFF-02.6	FTE Staff by Category - Professional	0.6	0.4	1.6	2.9	4.6	11.0
EFF-02.9	FTE Staff by Category - Visiting Medical Officers	0.1	0.0	0.0	0.0	0.1	0.7
EFF-05	Hours of Sick Leave	2.9	1.7	2.5	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	1,654.3	549.1	827.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	3.0	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	2,701.8	190.7	1,145.4	1,986.5	2,626.5	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways							
IC06.3	Benchmarking - In selected clinical areas - external	7.1	0.0	0.0	0.0	0.0	46.2
IC07.1	Clinical Pathways - Extent of development and use	51.9	0.0	2.2	15.9	33.5	90.0
Overall Performance Group: Continuity of Care							
IC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
IC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3.0	0.0	0.0	1.0	3.0	3.0
IC08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	0.0	3.0	3.0	3.0
IC08.4	Facilitating continuity of care - Cardiac rehabilitation	0.0	0.0	1.0	2.0	2.0	3.0
IC08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
Overall Performance Group: Quality and Use of Information							
IC04.1	Quality of information - Accuracy	82.2	82.2	92.0	93.5	95.2	97.6
IC04.2a	Quality of information - Timeliness - Number of months on time	3.0	1.0	4.8	6.5	8.0	9.0
IC04.2b	Quality of information - Timeliness - Number of days late per month	12.5	0.0	2.5	4.9	7.5	39.8
IC05.1	Use of information - Availability of electronic information	22.9	10.4	16.7	20.8	25.0	33.3
IC05.2	Use of information - Collection and use of clinical information	22.9	0.0	11.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised							
C01	Accreditation	0.0	0.0	0.0	1.0	1.0	1.0
C02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
C03.1	Workforce Management - Retention of Nursing Staff	73.5	46.2	67.9	78.9	85.0	96.7
C03.2	Workforce Management - Retention of Allied Health Staff	33.3	58.4	71.4	100.0	100.0	100.0
C03.3	Workforce Management - Median Age Nursing Staff	36.0	31.5	36.9	42.3	43.6	51.0
C06.1	Benchmarking - In selected clinical areas	10.7	0.0	0.0	0.0	6.2	60.0
C06.2	Benchmarking - In selected clinical areas - Internal	14.3	0.0	0.0	0.0	0.0	75.0
C07.2	Clinical Pathways - Extent of development and use as per Ontario	53.0	0.0	2.5	17.4	37.3	90.0
C07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	14.3	0.0	0.0	0.0	3.6	57.1
C07.3b	Clinical Pathways - Medical - extent of development and use	61.9	0.0	0.0	10.7	34.5	100.0
C07.3c	Clinical Pathways - O & G - extent of development and use	46.4	0.0	0.0	14.3	46.4	100.0
C09	Telehealth - Extent of telehealth usage	11.5	0.0	0.0	1.9	5.8	17.3



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Goondiwindi Hospital

Southern Zone

Small 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

Goondiwindi Hospital

Southern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

## Patient Satisfaction

No indicators to report

Maternity

☆

Medical

☆

Overall

Overall

☆

## Efficiency

## System Integration and Change

Activity ☆☆

Benchmarking and Clinical Pathways ☆☆

Cost of Service ☆☆☆

Continuity of Care ☆☆

Staffing ☆☆

Quality and Use of Information ☆☆☆

Overall ☆☆

Overall ☆☆

### Performance Compared to the Average

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

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

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

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



CAB.0007.0002.00540



## Clinical Utilisation and Outcomes

Goondiwindi Hospital

Small

Southern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00541

# Patient Satisfaction

Goondiwindi Hospital

Small

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

## Access and Admission Index

Access and Admission Index	65.5	72.8		PS01
Complaints Management Index	59.5	69.2	*	PS02
Discharge and Follow-up Index	59.2	66.2		PS03
General Patient Information Index	63.9	73.2	*	PS04
Overall Care Index	62.9	70.7	*	PS05
Physical Environment Index	61.9	71.5	*	PS06
Treatment & Related Information Index	62.4	69.0		PS07

## Complaints Management Index

Access and Admission Index	43.9	72.5	*	PS01
Complaints Management Index	N/R	69.9		PS02
Discharge and Follow-up Index	41.7	68.8	*	PS03
General Patient Information Index	N/R	71.2		PS04
+ Overall Care Index	40.8	71.8	*	PS05
Physical Environment Index	41.4	76.4	*	PS06
Treatment & Related Information Index	46.2	70.2	*	PS07

## Discharge and Follow-up Index

Access and Admission Index	67.9	73.0		PS01
Complaints Management Index	62.9	68.8		PS02
Discharge and Follow-up Index	60.7	66.0		PS03
General Patient Information Index	65.6	72.8		PS04
+ Overall Care Index	64.8	70.5		PS05
Physical Environment Index	65.0	71.1		PS06
Treatment & Related Information Index	62.8	68.5		PS07

## General Patient Information Index

Access and Admission Index	N/R	71.6		PS01
Complaints Management Index	N/R	73.7		PS02
Discharge and Follow-up Index	N/R	65.7		PS03
General Patient Information Index	N/R	78.0		PS04
+ Overall Care Index	N/R	71.7		PS05
Physical Environment Index	N/R	69.8		PS06
Treatment & Related Information Index	N/R	72.1		PS07

### Statistical Significance

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

+ Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00542

# Efficiency

Goondiwindi Hospital

Small

Southern Zone

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

Overall Performance Group				
Occupancy Rate (Bed Day Efficiency)	Percentage	63.7	51.1	EFF-17
Length of Stay	Days	3.89	3.68	EFF-19
Financial Performance Group				
Catering - total cost	Dollars	30.8	44.5	EFF-36a
Energy Consumption per square metre	Dollars	24.3	25.3	EFF-45.4
Human Resource Performance Group				
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	1.38	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.47	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	4.23	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.79	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	428	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	0	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,306	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,221	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	873	728	EFF-08.6
Cost of Work Cover	Dollars	0.75	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	35.6	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.36	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.04	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	8.30	3.95	EFF-14.6
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	0	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	73,004	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	753	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	14.6	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	6,642	3,114	EFF-16.6
Staffing Performance Group				
Full-Time Equivalent (FTE) Staff	Numeric	67.0	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	4.74	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.64	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	35.7	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	20.3	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	4.60	2.87	EFF-02.6
Hours of Sick Leave	Percentage	3.35	2.91	EFF-05
Cost of Sick Leave	Dollars	1,156	1,081	EFF-07
Hours of Overtime	Percentage	2.80	1.99	EFF-13
Cost of Overtime	Dollars	2,649	1,986	EFF-15



CAB.0007.0002.00543

+ 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

Goondiwindi Hospital

Small

Southern Zone

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

## Benchmarking

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

## Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	31.7	15.8	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	2/3	1	SIC08.2
Shared ante and post natal care	Max score 5	3/3	3	SIC08.3
Cardiac rehabilitation	Max score 3	N/A	N/A	SIC08.4
Provision of electronic discharge summaries to GPs	Max score 3	0/3	0	SIC08.5

## Quality of Information

Accuracy	Percentage	92.8	93.5	SIC04.1
Timeliness - Number of months on time	Months	8	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	2	4.9	SIC04.2b
Use of Information				
Availability of electronic information	Percentage	25	20.8	SIC05.1
Collection and use of clinical information	Percentage	35.4	20.7	SIC05.2

## Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
---------------	--------	-----	-------	-------

## Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
----------------	--------	-----	-------	-------

## Workforce Management

Retention of Nursing Staff	Percentage	72.9	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	71.4	71.4	SIC03.2
Median Age Nursing Staff	Years	43	42.3	SIC03.3

## Benchmarking

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

## Clinical Pathways

Extent of development and use as per Ontario	Percentage	37	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
Medical - extent of development and use	Percentage	17.1	10.7	SIC07.3b
O & G - extent of development and use	Percentage	50	14.3	SIC07.3c

## Telehealth

Extent of telehealth usage	Percentage	17.3	1.9	SIC09
----------------------------	------------	------	-----	-------

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

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

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

CAB.0007.0002.00544

# Measured Quality

## *Hospital Report*

### Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

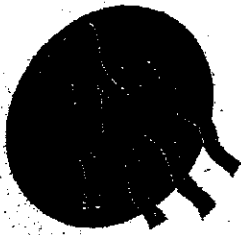
Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
Moondiwindi Hospital							
Southern Zone							
Small							
Overall Performance Group: Maternity							
S05	Overall Care Index Maternity	40.8	40.8	69.1	71.2	79.1	84.3
Overall Performance Group: Medical							
S05	Overall Care Index Medical	64.8	64.7	66.3	70.7	72.5	80.2
Overall Performance Group: Surgical							
S05	Overall Care Index Surgical		60.2	69.0	73.4	74.9	81.1
Overall Performance Group: Not Summarised							
S01	Access and Admission Index All types combined	65.5	65.5	69.0	74.2	77.3	80.6
S01	Access and Admission Index Maternity	43.9	43.9	68.7	71.8	80.0	85.5
S01	Access and Admission Index Medical	67.9	65.8	69.1	74.4	78.0	80.3
S01	Access and Admission Index Surgical		59.3	69.8	72.3	74.5	78.4
S02	Complaints Management Index Medical	62.9	59.5	65.5	66.8	73.7	80.8
S02	Complaints Management Index Maternity		59.4	68.7	73.4	77.6	90.6
S02	Complaints Management Index Surgical		60.1	68.8	75.0	78.9	87.5
S02	Complaints Management Index All types combined	59.5	59.5	66.1	67.7	73.4	80.8
S03	Discharge and Follow-up Index All types combined	59.2	59.1	64.1	67.9	68.9	80.8
S03	Discharge and Follow-up Index Maternity	41.7	41.7	67.7	70.4	75.7	87.5
S03	Discharge and Follow-up Index Medical	60.7	60.0	63.2	65.8	69.8	80.8
S03	Discharge and Follow-up Index Surgical		44.2	57.4	68.8	72.0	100.0
S04	General Patient Information Index Medical	65.6	62.8	67.8	72.5	76.3	82.7
S04	General Patient Information Index Maternity		58.8	68.1	75.0	83.5	91.7
S04	General Patient Information Index Surgical		68.8	74.0	77.8	80.2	87.5
S04	General Patient Information Index All types combined	63.9	63.9	69.2	72.9	77.2	84.2
S05	Overall Care Index All types combined	62.9	62.9	67.9	71.1	73.0	80.2
S06	Physical Environment Index Surgical		57.3	68.4	71.9	75.9	83.8
S06	Physical Environment Index Medical	65.0	65.0	68.2	69.9	72.7	81.2
S06	Physical Environment Index Maternity	41.4	41.4	73.5	77.5	82.4	88.8
S06	Physical Environment Index All types combined	61.9	61.9	68.9	70.6	78.7	81.5
S07	Treatment & Related Information Index Surgical		61.3	69.2	73.6	75.7	83.3
S07	Treatment & Related Information Index Maternity	46.2	46.2	66.9	70.1	80.0	90.3
S07	Treatment & Related Information Index Medical	62.8	59.8	64.3	67.0	72.6	79.5
S07	Treatment & Related Information Index All types combined	62.4	60.1	65.8	69.3	72.4	79.5
Overall Performance Group: Activity							
S17	Occupancy Rate (Bed Day Efficiency)	63.7	8.8	41.8	51.1	63.7	108.7
S19	Length of Stay	3.9	1.2	3.0	3.7	4.4	6.8
Overall Performance Group: Cost of Service							
S36a	Catering - total cost	30.8	21.0	33.6	44.5	55.8	107.6
S45.4	Energy Consumption per square metre	24.3	11.7	17.5	25.3	31.3	81.2
Overall Performance Group: Staffing							
S06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	1.4	0.0	1.6	2.6	3.0	4.4
S06.3	Hours of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	0.8	2.2	4.8
S06.4	Hours of Sick Leave by Staff Category - Nursing	3.5	1.3	2.6	3.0	3.4	4.5
S06.5	Hours of Sick Leave by Staff Category - Operational	4.2	1.9	2.6	3.3	3.9	6.7
S06.6	Hours of Sick Leave by Staff Category - Professional	1.8	0.0	1.0	1.7	1.9	2.4
S08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	427.8	0.0	499.5	785.8	1,063.6	1,442.1
S08.3	Cost of Sick Leave by Staff Category - Medical	0.0	0.0	0.0	702.5	2,069.4	4,238.6
S08.4	Cost of Sick Leave by Staff Category - Nursing	1,306.2	477.8	955.1	1,206.1	1,335.1	1,758.3
S08.5	Cost of Sick Leave by Staff Category - Operational	1,221.0	556.5	739.4	948.1	1,155.9	1,932.8
S08.6	Cost of Sick Leave by Staff Category - Professional	872.6	0.0	472.2	728.4	932.0	1,133.2
S11	Cost of Work Cover	0.7	0.1	0.4	0.7	0.9	2.7
S14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
S14.3	Hours of Overtime by Staff Category - Medical	35.6	0.0	10.6	20.1	26.2	35.6
S14.4	Hours of Overtime by Staff Category - Nursing	1.4	0.0	0.4	0.8	1.4	2.8
S14.5	Hours of Overtime by Staff Category - Operational	0.0	0.0	0.2	0.4	0.7	1.7

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-14.6	Hours of Overtime by Staff Category - Professional	8.3	0.1	2.9	4.0	6.4	24.9
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	73,003.6	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	752.9	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	14.6	14.6	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	6,642.2	109.4	2,061.7	3,114.1	5,396.9	28,722.0
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	67.0	31.5	37.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	4.7	0.2	2.8	3.8	6.1	24.9
EFF-02.3	FTE Staff by Category - Medical	1.6	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	35.7	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	20.3	7.4	12.0	15.2	21.9	45.2
EFF-02.6	FTE Staff by Category - Professional	4.6	0.4	1.6	2.9	4.8	11.0
EFF-05	Hours of Sick Leave	3.3	1.7	2.5	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	1,156.2	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	2.8	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	2,649.4	190.7	1,145.4	1,986.5	2,629.5	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways							
IC06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
IC07.1	Clinical Pathways - Extent of development and use	31.7	0.0	2.2	15.0	33.5	90.0
Overall Performance Group: Continuity of Care							
IC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3.0	0.0	3.0	3.0	3.0	3.0
IC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	2.0	0.0	0.0	1.0	3.0	3.0
IC08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	0.0	3.0	3.0	3.0
IC08.4	Facilitating continuity of care - Cardiac rehabilitation		0.0	1.0	2.0	2.0	3.0
IC08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0	0.0
Overall Performance Group: Quality and Use of Information							
C04.1	Quality of information - Accuracy	82.8	82.2	82.0	93.6	95.2	97.6
C04.2a	Quality of information - Timeliness - Number of months on time	8.0	1.0	4.8	6.5	8.0	9.0
C04.2b	Quality of information - Timeliness - Number of days late per month	2.0	0.0	2.5	4.0	7.5	39.8
C05.1	Use of Information - Availability of electronic information	25.0	10.4	16.7	20.8	25.0	33.3
C05.2	Use of Information - Collection and use of clinical information	36.4	0.0	14.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised							
C01	Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
C02	Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
C03.1	Workforce Management - Retention of Nursing Staff	72.9	46.2	67.9	76.9	85.0	96.7
C03.2	Workforce Management - Retention of Allied Health Staff	71.4	33.3	58.4	71.4	100.0	100.0
C03.3	Workforce Management - Median Age Nursing Staff	43.0	31.5	36.9	42.3	43.6	51.0
C06.1	Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
C06.2	Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	0.0	75.0
C07.2	Clinical Pathways - Extent of development and use as per Ontario	37.0	0.0	2.5	17.4	37.3	90.0
C07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use		0.0	0.0	0.0	3.6	57.1
C07.3b	Clinical Pathways - Medical - extent of development and use	17.1	0.0	0.0	10.7	34.5	100.0
C07.3c	Clinical Pathways - D & G - extent of development and use	56.0	0.0	0.0	14.3	46.4	100.0
C09	Telehealth - Extent of telehealth usage	17.3	0.0	0.0	1.9	5.8	17.3



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Island Medical Service

Northern Zone

Small Peer Group

*July 2002*

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



CAB.0007.0002.00548



# Overall Performance

Island Medical Service

Northern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

## Patient Satisfaction

No indicators to report

No indicators to report

Overall

Overall

Efficiency

System Integration and Change

Activity

☆☆

No indicators to report

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

Island Medical Service

Small

Northern Zone

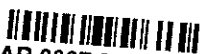
Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

  
CAB.0007.0002.00550

## Patient Satisfaction

Island Medical Service

Small

Northern Zone

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

No indicators to report

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

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

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



CAB.0007.0002.00551

## Efficiency

Island Medical Service

Small

Northern Zone

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

Occupancy Rate (Bed Day Efficiency)

Percentage

8.82

51.1

EFF-17

Length of Stay

Days

1.19

3.68

EFF-19

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



CAB.0007.0002.00552

+ 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

Island Medical Service

Small

northern Zone

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

No indicators to report

CABINET  
SECRETAIRAT  
OFFICIAL  
COPY

Measured Quality

*Hospital Report*

Attachments

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

CABINET  
SECRETAIRIAT  
OFFICIAL  
COPY

# Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital  
Score

Peer Group

Min	25th	Median	75th	Max
-----	------	--------	------	-----

Island Medical Service  
Northern Zone

Small

Overall Performance Group: Activity

EFF-17 Occupancy Rate (Bed Day Efficiency)

EFF-19 Length of Stay

8.8	8.8	41.8	51.1	63.7	108.7
1.2	1.2	3.0	3.7	4.4	6.8

CABINET  
SECRETARIAT  
OFFICIAL  
COPY



# Queensland Government

## Queensland Health

### Measured Quality

### Hospital Report

Joyce Palmer Health Service

Northern Zone

Small 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

Joyce Palmer Health Service

Northern Zone

Peer Group: Small

## Clinical Utilisation and Outcomes

No indicators to report

Overall

## Patient Satisfaction

No indicators to report

Overall

## Efficiency

Activity

☆☆

Staffing

☆☆

Overall

☆☆

## System Integration and Change

Benchmarking and Clinical Pathways ☆☆

Continuity of Care ☆☆☆

Quality and Use of Information ☆☆☆

Overall

☆☆

### Performance Compared to the Average

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

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

## Clinical Utilisation and Outcomes

Joyce Palmer Health Service

Small

Northern Zone

Performance Indicator

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


No indicators to report

CABINET

SECRETARIAT

OFFICIAL

COPY

  
CAB.0007.0002.00558

## Patient Satisfaction

Joyce Palmer Health Service

Northern Zone

Small

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

No indicators to report

CABINET  
SECRETARIAT  
OFFICIAL  
COPY

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 NR - Not Reported

  
CAB.0007.0002.00559