

Efficiency

Joyce Palmer Health Service

Small

Northern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	46.2	51.1	EFF-17
Length of Stay	Days	2.10	3.68	EFF-19
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	1.41	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.52	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	1.27	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.20	3.28	EFF-06.5
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	455	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	464	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	478	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	621	948	EFF-08.5
Cost of Work Cover	Dollars	0.52	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.06	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	32.9	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	2.83	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.47	0.45	EFF-14.5
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	36.9	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	66,302	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	1,763	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	297	202	EFF-16.5
Full-Time Equivalent (FTE) Staff	Numeric	44.3	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	1.63	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.20	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	17.8	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	22.7	15.2	EFF-02.5
Hours of Sick Leave	Percentage	1.71	2.91	EFF-05
Cost of Sick Leave	Dollars	549	1,081	EFF-07
Hours of Overtime	Percentage	3.81	1.99	EFF-13
Cost of Overtime	Dollars	4,101	1,986	EFF-15

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System Integration and Change

Joyce Palmer Health Service

Small

Northern Zone

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

Benchmarking

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

Extent of development and use in selected clinical areas	Percentage	0	15.8	SIC07.1
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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	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	97.6	93.5	SIC04.1
Timeliness - Number of months on time	Months	8	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	1	4.9	SIC04.2b

Use of Information

Availability of electronic information	Percentage	20.8	20.8	SIC05.1
Collection and use of clinical information	Percentage	22.5	20.7	SIC05.2

Accreditation

Accreditation	Yes/No	No	13/24	SIC01
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Credentiailling

Credentiailling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	46.2	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	N/A	N/A	SIC03.2
Median Age Nursing Staff	Years	33	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	5.8	1.9	SIC09
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Indicators listed within this overall performance group have been used to determine overall performance.

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

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

CAB.0007.0002.00561

Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Joyce Palmer Health Service
Northern Zone

Small

Overall Performance Group: Activity

EFF-17	Occupancy Rate (Bed Day Efficiency)	46.2	8.8	41.8	51.1	63.7	108.7
EFF-19	Length of Stay	2.1	1.2	3.0	3.7	4.4	6.8

Overall Performance Group: Staffing

EFF-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	1.4	0.0	1.6	2.6	3.0	4.4
EFF-06.3	Hours of Sick Leave by Staff Category - Medical	0.5	0.0	0.0	0.8	2.2	4.6
EFF-06.4	Hours of Sick Leave by Staff Category - Nursing	1.3	1.3	2.6	3.0	3.4	4.5
EFF-06.5	Hours of Sick Leave by Staff Category - Operational	2.2	1.9	2.6	3.3	3.9	6.7
EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	455.0	0.0	499.5	785.8	1,063.6	1,442.1
EFF-08.3	Cost of Sick Leave by Staff Category - Medical	463.6	0.0	0.0	702.5	2,059.4	4,238.6
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	477.8	477.8	955.1	1,206.1	1,335.1	1,758.3
EFF-08.5	Cost of Sick Leave by Staff Category - Operational	620.6	556.5	739.4	948.1	1,155.9	1,832.8
EFF-11	Cost of Work Cover	0.5	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
EFF-14.3	Hours of Overtime by Staff Category - Medical	32.9	0.0	10.6	26.1	26.2	35.6
EFF-14.4	Hours of Overtime by Staff Category - Nursing	2.8	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-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	35.9	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	66,302.1	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	1,752.7	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	206.9	14.6	92.9	202.3	303.4	692.7
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	44.3	31.5	37.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	1.6	0.2	2.8	3.8	6.1	24.9
EFF-02.3	FTE Staff by Category - Medical	2.2	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	17.8	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	22.7	7.4	12.0	15.2	21.9	45.2
EFF-05	Hours of Sick Leave	1.7	1.7	2.5	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	548.1	549.4	827.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	3.8	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	4,100.9	190.7	1,145.4	1,986.5	2,626.5	4,100.9

System Integration - Internal

Overall Performance Group: Benchmarking and Clinical Pathways

001	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
001	Clinical Pathways - Extent of development and use	0.0	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	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	1.0	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	3.0	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

IC04.1	Quality of information - Accuracy	97.6	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	1.0	0.0	2.5	4.9	7.5	39.8
IC05.1	Use of Information - Availability of electronic information	20.8	10.4	16.7	20.8	25.0	33.3
IC05.2	Use of Information - Collection and use of clinical information	22.5	0.0	11.9	20.7	30.8	44.0

Overall Performance Group: Not Summarised

IC01	Accreditation	0.0	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	46.2	46.2	67.9	76.9	85.0	96.7
IC03.2	Workforce Management - Retention of Allied Health Staff		33.3	58.4	71.4	100.0	100.0
	Workforce Management - Median Age Nursing Staff	33.0	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

Printed: 05/07/2002

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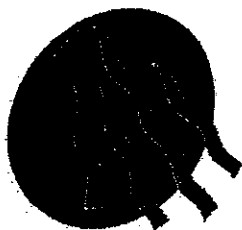
Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group					
			Min	25th	Median	75th	Max	
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	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	5.8	0.0	0.0	1.9	5.8	17.3	

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Queensland Government

Queensland Health

Measured Quality Hospital Report

Longreach 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

Longreach 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

Longreach Hospital

Small

Central Zone

Performance Indicator

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

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Patient Satisfaction

Longreach Hospital

Small

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	66.9	72.8	PS01
Complaints Management Index	64.9	69.2	PS02
Discharge and Follow-up Index	68.8	66.2	PS03
General Patient Information Index	66.1	73.2	PS04
Overall Care Index	67.8	70.7	PS05
Physical Environment Index	73.8	71.5	PS06
Treatment & Related Information Index	65.7	69.0	PS07

Access and Admission Index	64.4	72.5	PS01
Complaints Management Index	N/R	69.9	PS02
Discharge and Follow-up Index	87.5	68.8	* PS03
General Patient Information Index	N/R	71.2	PS04
+ Overall Care Index	71.0	71.8	PS05
Physical Environment Index	88.8	76.4	PS06
Treatment & Related Information Index	N/R	70.2	PS07

Access and Admission Index	65.8	73.0	PS01
Complaints Management Index	59.8	68.6	PS02
Discharge and Follow-up Index	65.3	66.0	PS03
General Patient Information Index	64.7	72.8	PS04
+ Overall Care Index	65.8	70.5	PS05
Physical Environment Index	71.8	71.1	PS06
Treatment & Related Information Index	63.9	68.5	PS07

Access and Admission Index	72.4	71.6	PS01
Complaints Management Index	81.2	73.7	PS02
Discharge and Follow-up Index	68.8	65.7	PS03
General Patient Information Index	78.1	78.0	PS04
+ Overall Care Index	73.2	71.7	PS05
Physical Environment Index	71.0	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.

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+ Indicator has been used to determine overall performance.

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

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

Efficiency

Longreach Hospital

Small

Central Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	29.1	51.1	EFF-17
Length of Stay	Days	3.72	3.68	EFF-19

Catering - total cost	Dollars	55.3	44.5	EFF-36a
Energy Consumption per square metre	Dollars	66.2	25.3	EFF-45.4

Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.25	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.73	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.20	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.99	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	5.91	2.85	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	730	786	EFF-08.2
Cost of Sick Leave by Staff Category - Nursing	Dollars	983	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	920	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	968	728	EFF-08.6
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	2,000	921	EFF-08.8
Cost of Work Cover	Dollars	1,34	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.18	0.05	EFF-14.2
Hours of Overtime by Staff Category - Nursing	Percentage	1.16	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.48	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	3.95	3.95	EFF-14.6
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	111	23.5	EFF-16.2
Cost of Overtime by Staff Category - Nursing	Dollars	644	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	211	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	3,114	3,114	EFF-16.6
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	0	239	EFF-16.8

Full-Time Equivalent (FTE) Staff	Numeric	67.1	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	7.52	3.78	EFF-02.2
FTE Staff by Category - Nursing	Numeric	32.0	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	21.6	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	5.08	2.87	EFF-02.6
FTE Staff by Category - Trade And Artisans	Numeric	0.91	0.91	EFF-02.8
Hours of Sick Leave	Percentage	2.81	2.91	EFF-05
Cost of Sick Leave	Dollars	947	1,081	EFF-07
Hours of Overtime	Percentage	1.04	1.99	EFF-13
Cost of Overtime	Dollars	623	1,986	EFF-15

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

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

System Integration and Change

Longreach Hospital

Small

Central Zone

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

In selected clinical areas - external

Percentage	6.3	0	SIC06.3
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Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	13.1	15.8	SIC07.1
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Facilitating continuity of care

Use of pre admission clinics for elective surgery

Max score 5	3/3	3	SIC08.1
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Provision of discharge summaries to GPs

Max score 5	2/3	1	SIC08.2
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Shared ante and post natal care

Max score 5	3/3	3	SIC08.3
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Cardiac rehabilitation

Max score 3	1/3	2	SIC08.4
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Provision of electronic discharge summaries to GPs

Max score 3	0/3	0	SIC08.5
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Quality of Information

Accuracy

Percentage	85.6	93.5	SIC04.1
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Timeliness - Number of months on time

Months	7	6.5	SIC04.2a
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Timeliness - Number of days late per month

Days	9	4.9	SIC04.2b
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Use of Information

Availability of electronic information

Percentage	29.2	20.8	SIC05.1
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Collection and use of clinical information

Percentage	2.9	20.7	SIC05.2
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Accreditation

Accreditation

Yes/No	No	13/24	SIC01
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Credentialling

Credentialling

Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff

Percentage	61.1	76.9	SIC03.1
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Retention of Allied Health Staff

Percentage	71.4	71.4	SIC03.2
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Median Age Nursing Staff

Years	33	42.3	SIC03.3
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Benchmarking

In selected clinical areas

Percentage	5.9	0	SIC06.1
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In selected clinical areas - internal

Percentage	0	0	SIC06.2
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Clinical Pathways

Extent of development and use as per Ontario

Percentage	13.9	17.4	SIC07.2
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Surgical (Orthopaedic) - extent of development and use

Percentage	0	0	SIC07.3a
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Medical - extent of development and use

Percentage	9.5	10.7	SIC07.3b
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O & G - extent of development and use

Percentage	25	14.3	SIC07.3c
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Telehealth

Extent of telehealth usage

Percentage	1.9	1.9	SIC09
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+ Indicators listed within this overall performance group have been used to determine overall performance.

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

N/A - Not Applicable NR - Not Reported

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Measured Quality

Hospital Report

ATTACHMENTS

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min

25th

Median

75th

Max

Small

Longreach Hospital
Central Zone

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 71.0 40.8 69.1 71.2 79.1 84.3

Overall Performance Group: Medical

PS05 Overall Care Index Medical 65.8 64.7 66.3 70.7 72.5 80.2

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 73.2 69.2 69.0 73.4 74.9 81.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index All types combined 66.9 65.5 69.0 74.2 77.3 80.6

PS01 Access and Admission Index Maternity 64.4 43.9 68.7 71.8 80.0 85.5

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

PS01 Access and Admission Index Surgical 72.4 59.3 69.8 72.3 74.5 78.4

PS02 Complaints Management Index Surgical 81.2 60.1 68.8 75.0 78.9 87.5

PS02 Complaints Management Index All types combined 64.9 59.5 68.1 67.7 73.4 80.8

PS02 Complaints Management Index Maternity 59.8 59.5 65.8 68.8 73.7 80.8

PS02 Complaints Management Index Medical 87.5 41.7 67.1 79.4 75.7 87.5

PS03 Discharge and Follow-up Index Maternity 66.3 60.0 63.2 65.8 69.8 80.8

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

PS03 Discharge and Follow-up Index Surgical 68.8 59.1 64.1 67.9 68.8 80.8

PS03 Discharge and Follow-up Index All types combined 66.1 63.9 69.2 72.9 77.2 84.2

PS04 General Patient Information Index All types combined 58.8 68.1 75.0 83.5 91.7

PS04 General Patient Information Index Maternity 76.1 68.8 74.0 77.6 80.2 87.5

PS04 General Patient Information Index Surgical 64.7 62.8 67.8 72.5 76.3 82.7

PS04 General Patient Information Index Medical 67.8 62.9 67.9 71.1 73.0 80.2

PS05 Overall Care Index All types combined 73.8 61.9 68.9 70.8 73.7 81.5

PS06 Physical Environment Index All types combined 71.0 57.3 68.4 71.9 75.9 83.8

PS06 Physical Environment Index Surgical 88.8 41.4 73.5 77.6 82.4 88.8

PS06 Physical Environment Index Maternity 71.8 65.0 69.2 69.9 72.7 81.2

PS06 Physical Environment Index Medical 65.7 60.1 65.8 69.3 72.4 79.5

PS07 Treatment & Related Information Index All types combined 73.6 61.3 69.2 73.6 75.7 83.3

PS07 Treatment & Related Information Index Surgical 63.9 59.8 64.3 67.0 72.6 79.5

PS07 Treatment & Related Information Index Medical 46.2 66.9 70.1 80.0 90.3

PS07 Treatment & Related Information Index Maternity

Overall Performance Group: Activity

F-17 Occupancy Rate (Bed Day Efficiency) 29.1 8.8 41.8 51.1 63.7 108.7

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

Overall Performance Group: Cost of Service

F-36a Catering - total cost 55.3 21.0 33.6 44.5 55.8 107.6

F-45.4 Energy Consumption per square metre 66.2 11.7 17.5 26.3 31.3 81.2

Overall Performance Group: Staffing

F-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical 2.2 0.0 1.6 2.6 3.0 4.4

F-06.4 Hours of Sick Leave by Staff Category - Nursing 2.7 1.3 2.6 3.0 3.4 4.5

F-06.5 Hours of Sick Leave by Staff Category - Operational 3.2 1.9 2.6 3.3 3.9 6.7

F-06.6 Hours of Sick Leave by Staff Category - Professional 2.0 0.0 1.0 1.7 1.9 2.4

F-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans 5.9 0.9 1.2 2.8 5.6 8.0

F-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 730.1 0.0 499.5 785.8 1,063.6 1,442.1

F-08.4 Cost of Sick Leave by Staff Category - Nursing 983.4 477.8 955.1 1,206.1 1,335.1 1,758.3

F-08.5 Cost of Sick Leave by Staff Category - Operational 919.9 556.5 739.4 948.1 1,155.9 1,932.8

F-08.6 Cost of Sick Leave by Staff Category - Professional 968.1 0.0 472.2 728.4 932.0 1,133.2

F-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans 1,999.6 289.8 415.6 921.3 1,803.5 2,348.4

F-11 Cost of Work Cover 1.3 0.1 0.4 0.7 0.9 2.7

F-14.2 Hours of Overtime by Staff Category - Managerial And Clerical 0.2 0.0 0.0 0.1 0.1 2.4

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 0.5 0.0 0.2 0.4 0.7 1.7

F-14.6 Hours of Overtime by Staff Category - Professional 4.0 0.1 2.9 4.0 6.4 24.9

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
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	110.8	0.0	0.0	23.5	61.7	1,338.2
EFF-16.4	Cost of Overtime by Staff Category - Nursing	643.7	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	210.9	14.8	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	3,114.1	109.4	2,081.7	3,114.1	5,396.9	28,722.0
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
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	67.1	34.5	37.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	2.5	0.2	2.8	3.8	6.1	24.9
EFF-02.4	FTE Staff by Category - Nursing	32.0	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	21.6	7.4	12.0	15.2	21.9	45.2
EFF-02.6	FTE Staff by Category - Professional	5.1	0.4	1.6	2.9	4.8	11.0
EFF-02.8	FTE Staff by Category - Trade And Artisans	0.9	0.1	0.8	0.9	0.9	1.8
EFF-05	Hours of Sick Leave	2.8	1.7	2.5	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	947.3	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	1.0	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	623.0	190.7	1,145.4	1,966.6	2,826.6	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways							
SIC06.3	Benchmarking - In selected clinical areas - external	6.3	0.0	0.0	0.0	0.0	46.2
SIC07.1	Clinical Pathways - Extent of development and use	15.1	6.0	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	2.0	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	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	85.6	82.2	92.9	93.9	95.2	97.6
SIC04.2a	Quality of information - Timeliness - Number of months on time	7.0	1.0	4.8	6.8	8.0	9.0
SIC04.2b	Quality of information - Timeliness - Number of days late per month	6.0	0.0	2.5	4.9	7.5	39.8
SIC05.1	Use of Information - Availability of electronic information	29.2	10.4	16.7	20.8	25.0	33.3
SIC05.2	Use of Information - Collection and use of clinical information	2.9	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	61.1	46.2	67.9	76.9	85.0	96.7
SIC03.2	Workforce Management - Retention of Allied Health Staff	71.4	33.3	58.4	71.4	100.0	100.0
SIC03.3	Workforce Management - Median Age Nursing Staff	33.0	31.5	36.9	42.3	43.6	51.0
SIC06.1	Benchmarking - In selected clinical areas	5.9	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	13.9	6.0	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	9.5	0.0	0.0	10.7	34.5	100.0
SIC07.3c	Clinical Pathways - O & G - extent of development and use	25.0	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



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Mareeba District 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



CAB.0007.0002.00574

Overall Performance

Mareeba District Hospital

Northern 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.0007.0002.00575

Clinical Utilisation and Outcomes

Mareeba District Hospital

Small

Northern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

CABINET
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CAB.0007.0002.00576

Patient Satisfaction

Mareeba District Hospital

Small

Northern Zone

Hospital Score:	Peer Group Mean:	Significance:	Reference:
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Emergency Department

Access and Admission Index	72.7	72.8	PS01
Complaints Management Index	72.9	69.2	PS02
Discharge and Follow-up Index	65.4	66.2	PS03
General Patient Information Index	74.6	73.2	PS04
Overall Care Index	71.2	70.7	PS05
Physical Environment Index	69.6	71.5	PS06
Treatment & Related Information Index	71.1	69.0	PS07

General Ward

Access and Admission Index	72.4	72.5	PS01
Complaints Management Index	73.8	69.9	PS02
Discharge and Follow-up Index	58.3	68.8	PS03
General Patient Information Index	72.5	71.2	PS04
+ Overall Care Index	70.6	71.8	PS05
Physical Environment Index	77.0	76.4	PS06
Treatment & Related Information Index	66.9	70.2	PS07

Service Type: Outpatient

Access and Admission Index	72.4	73.0	PS01
Complaints Management Index	71.8	68.6	PS02
Discharge and Follow-up Index	64.7	66.0	PS03
General Patient Information Index	74.3	72.8	PS04
+ Overall Care Index	70.9	70.5	PS05
Physical Environment Index	69.4	71.1	PS06
Treatment & Related Information Index	71.0	68.5	PS07

Access and Admission Index	78.4	71.6	PS01
Complaints Management Index	87.5	73.7	PS02
Discharge and Follow-up Index	100.0	65.7	PS03
General Patient Information Index	83.4	78.0	PS04
+ Overall Care Index	78.0	71.7	PS05
Physical Environment Index	N/R	69.8	PS06
Treatment & Related Information Index	81.9	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.0007.0002.00577

Efficiency

Mareeba District Hospital

Small

Northern Zone

Data Type:	Hospital Score:	Peer Group Median:	Reference:
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Occupancy Rate (Bed Day Efficiency)	Percentage	65.6	51.1	EFF-17
Length of Stay	Days	3.84	3.68	EFF-19
Total Cost / Weighted Separation	Dollars	1,381	1,868	EFF-25
Catering - total cost	Dollars	37.2	44.5	EFF-36a
Energy Consumption per square metre	Dollars	42.0	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.77	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.09	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.61	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	6.67	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.72	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	0	3.42	EFF-06.7
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	7.97	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	830	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	61.4	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,003	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,033	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	747	728	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	0	1,378	EFF-08.7
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	2,348	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	0.55	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.11	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	22.1	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.35	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.72	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	3.15	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	2.51	0.49	EFF-14.8
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	43.2	0	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	44.9	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	32,196	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	205	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	299	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	2,364	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	982	239	EFF-16.8
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	83,345	0	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	112	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	8.47	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	4.05	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	58.1	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	32.2	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	8.29	2.87	EFF-02.6
FTE Staff by Category - Technical	Numeric	0.06	0.91	EFF-02.7
FTE Staff by Category - Trade And Artisans	Numeric	0.92	0.91	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.08	0.04	EFF-02.9
Hours of Sick Leave	Percentage	3.67	2.91	EFF-05
Cost of Sick Leave	Dollars	1,214	1,081	EFF-07
Hours of Overtime	Percentage	1.80	1.99	EFF-13
Cost of Overtime	Dollars	1,601	1,986	EFF-15



CAB.0007.0002.00578

+ 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

Mareeba District Hospital

Northern Zone

Small

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

In selected clinical areas - external	Percentage	46.2	0	SIC06.3
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Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	19	15.8	SIC07.1
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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	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	93.4	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	4.9	SIC04.2b

Use of Information

Availability of electronic information	Percentage	25	20.8	SIC05.1
Collection and use of clinical information	Percentage	30.8	20.7	SIC05.2

Accreditation

Accreditation	Yes/No	No	13/24	SIC01
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Credentiailling

Credentiailling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	84.8	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	80	71.4	SIC03.2
Median Age Nursing Staff	Years	41.5	42.3	SIC03.3

Benchmarking

In selected clinical areas	Percentage	42.9	0	SIC06.1
In selected clinical areas - internal	Percentage	0	0	SIC06.2

Clinical Pathways

Extent of development and use as per Ontario	Percentage	18.5	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	28.6	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
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Indicators listed within this overall performance group have been used to determine overall performance.

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

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

CAB.0007.0002.00579

Measured Quality

Hospital Report

Attachments

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

SECRETARIAT
OFFICIAL
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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Mareeba District Hospital
Northern Zone

Small

Overall Performance Group: Maternity							
PS05	Overall Care Index Maternity	70.6	40.8	69.1	71.2	79.1	84.3
Overall Performance Group: Medical							
PS05	Overall Care Index Medical	70.9	64.7	66.3	70.7	72.5	80.2
Overall Performance Group: Surgical							
PS05	Overall Care Index Surgical	78.0	69.2	69.0	73.4	74.9	81.1
Overall Performance Group: Not Summarised							
PS01	Access and Admission Index Surgical	78.4	59.3	69.8	72.3	74.5	78.4
PS01	Access and Admission Index All types combined	72.7	65.5	69.0	74.2	77.3	80.6
PS01	Access and Admission Index Maternity	72.4	43.9	68.7	71.8	80.0	85.5
PS01	Access and Admission Index Medical	72.4	65.8	69.1	74.4	78.0	80.3
PS02	Complaints Management Index Medical	71.8	59.5	65.5	66.8	73.7	80.8
PS02	Complaints Management Index Maternity	73.8	59.4	68.7	73.4	77.6	90.6
PS02	Complaints Management Index All types combined	72.9	59.5	66.1	67.7	73.4	80.8
PS02	Complaints Management Index Surgical	87.5	60.1	68.8	75.0	78.9	87.5
PS03	Discharge and Follow-up Index Medical	64.7	60.0	63.2	65.8	69.8	80.8
PS03	Discharge and Follow-up Index All types combined	65.4	59.1	64.1	67.9	68.8	80.8
PS03	Discharge and Follow-up Index Maternity	88.3	41.7	67.7	70.4	75.7	87.5
PS03	Discharge and Follow-up Index Surgical	100.0	44.2	57.4	68.8	72.0	100.0
PS04	General Patient Information Index All types combined	74.6	63.9	69.2	72.9	77.2	84.2
PS04	General Patient Information Index Surgical	83.4	68.8	74.0	77.6	80.2	87.5
PS04	General Patient Information Index Maternity	72.5	58.8	68.1	75.0	83.5	91.7
PS04	General Patient Information Index Medical	74.3	62.8	67.8	72.5	76.3	82.7
PS05	Overall Care Index All types combined	71.2	62.9	67.9	71.4	73.0	80.2
PS06	Physical Environment Index All types combined	69.6	61.9	68.9	70.8	73.7	81.5
PS06	Physical Environment Index Maternity	77.0	41.4	73.5	77.3	82.4	88.8
PS06	Physical Environment Index Medical	69.4	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 All types combined	71.1	60.1	65.8	69.3	72.4	79.5
PS07	Treatment & Related Information Index Maternity	66.9	46.2	66.9	70.1	80.0	90.3
PS07	Treatment & Related Information Index Medical	71.0	59.8	64.3	67.0	72.6	79.5
PS07	Treatment & Related Information Index Surgical	81.9	61.3	69.2	73.6	75.7	83.3
Overall Performance Group: Activity							
FF-17	Occupancy Rate (Bed Day Efficiency)	65.6	8.8	41.8	51.1	63.7	108.7
FF-19	Length of Stay	3.8	1.2	3.0	3.7	4.4	6.8
Overall Performance Group: Cost of Service							
FF-25	Total Cost / Weighted Separation	1,360.7	1,197.4	1,500.0	1,688.0	2,084.4	2,691.1
FF-36a	Catering - total cost	37.2	21.0	33.6	44.5	55.8	107.6
FF-45.4	Energy Consumption per square metre	42.0	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	2.8	0.0	1.6	2.6	3.0	4.4
FF-06.3	Hours of Sick Leave by Staff Category - Medical	0.1	0.0	0.0	0.8	2.2	4.6
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	2.6	1.3	2.6	3.0	3.4	4.5
FF-06.5	Hours of Sick Leave by Staff Category - Operational	6.7	1.9	2.6	3.3	3.9	6.7
FF-06.6	Hours of Sick Leave by Staff Category - Professional	1.7	0.0	1.0	1.7	1.9	2.4
FF-06.7	Hours of Sick Leave by Staff Category - Technical	0.0	0.0	2.2	3.4	4.6	10.2
FF-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	8.0	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	829.7	0.0	499.5	785.8	1,063.6	1,442.1
FF-08.3	Cost of Sick Leave by Staff Category - Medical	61.4	0.0	0.0	702.5	2,069.4	4,238.6
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,003.2	477.8	955.1	1,206.1	1,335.1	1,758.3
FF-08.5	Cost of Sick Leave by Staff Category - Operational	1,932.8	556.5	739.4	948.1	1,155.9	1,932.8
FF-08.6	Cost of Sick Leave by Staff Category - Professional	747.5	0.0	472.2	728.4	932.0	1,133.2
FF-08.7	Cost of Sick Leave by Staff Category - Technical	0.0	0.0	860.9	1,377.9	1,850.6	4,270.8

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	2,348.4	289.8	415.6	821.3	1,803.5	2,348.4
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	0.6	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
EFF-14.3	Hours of Overtime by Staff Category - Medical	22.1	0.0	10.6	20.1	26.2	35.6
EFF-14.4	Hours of Overtime by Staff Category - Nursing	0.4	0.0	0.4	0.8	1.4	2.8
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.7	0.0	0.2	0.4	0.7	1.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	3.1	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	2.5	0.0	0.0	0.5	1.4	4.8
EFF-14.9	Hours of Overtime by Staff Category - Visiting Medical Officers	43.2	0.0	0.0	0.0	10.6	61.7
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	44.9	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	32,195.7	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	204.8	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	289.0	14.6	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	2,364.1	109.4	2,081.7	3,114.1	5,398.4	28,722.0
EFF-16.7	Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	78.4	2,838.0
EFF-16.8	Cost of Overtime by Staff Category - Trade And Artisans	982.4	0.0	0.0	239.1	641.9	2,488.4
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	83,344.5	0.0	0.0	0.0	26,745.5	212,445.0
Overall Performance Group: Not Summarised							
EFF-01	Full-Time Equivalent (FTE) Staff	112.1	31.5	57.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	8.5	6.2	2.8	3.8	6.1	24.9
EFF-02.3	FTE Staff by Category - Medical	4.0	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	58.1	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	32.2	7.4	12.0	15.2	21.9	45.2
EFF-02.6	FTE Staff by Category - Professional	8.3	0.4	1.6	2.9	4.8	11.0
EFF-02.7	FTE Staff by Category - Technical	0.1	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	0.1	0.0	0.0	0.0	0.1	0.7
EFF-05	Hours of Sick Leave	3.7	1.7	2.5	2.8	3.3	4.6
EFF-07	Cost of Sick Leave	1,215.7	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	1.8	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	1,600.5	189.7	1,145.4	1,986.5	2,626.5	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways							
C06.3	Benchmarking - In selected clinical areas - external	46.2	0.0	0.0	0.0	0.0	46.2
C07.1	Clinical Pathways - Extent of development and use	19.0	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	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	0.0	1.0	3.0	3.0
C08.3	Facilitating continuity of care - Shared ante and post natal care	1.0	0.0	0.0	3.0	3.0	3.0
C08.4	Facilitating continuity of care - Cardiac rehabilitation	0.0	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	93.4	82.2	92.0	93.5	95.2	97.6
C04.2a	Quality of Information - Timeliness - Number of months on time	7.0	1.0	4.8	6.5	8.0	9.0
C04.2b	Quality of Information - Timeliness - Number of days late per month	4.0	0.0	2.5	4.9	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	30.8	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	84.8	46.2	67.9	76.9	85.0	96.7
C03.2	Workforce Management - Retention of Allied Health Staff	80.0	33.3	58.4	71.4	100.0	100.0
C03.3	Workforce Management - Median Age Nursing Staff	41.5	31.5	38.9	42.3	43.8	51.0
C05.1	Benchmarking - In selected clinical areas	42.9	0.0	0.0	0.0	6.2	60.0
C05.2	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	18.5	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	

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	28.8	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

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Queensland Government

Queensland Health

Measured Quality Hospital Report

Miles 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

Miles Hospital

Southern Zone

Peer Group: Small

Clinical Utilisation and Outcomes

Patient Satisfaction

No indicators to report

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.0007.0002.00585

Clinical Utilisation and Outcomes

Miles Hospital

Southern Zone

Performance Indicator

Small

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

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Patient Satisfaction

Miles Hospital

Small

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	74.9	72.8	PS01
Complaints Management Index	70.2	69.2	PS02
Discharge and Follow-up Index	66.5	66.2	PS03
General Patient Information Index	72.7	73.2	PS04
Overall Care Index	71.2	70.7	PS05
Physical Environment Index	71.0	71.5	PS06
Treatment & Related Information Index	69.5	69.0	PS07

Access and Admission Index	75.7	73.0	PS01
Complaints Management Index	71.5	68.6	PS02
Discharge and Follow-up Index	69.0	66.0	PS03
General Patient Information Index	72.4	72.8	PS04
+ Overall Care Index	72.4	70.5	PS05
Physical Environment Index	71.8	71.1	PS06
Treatment & Related Information Index	72.0	68.5	PS07

Access and Admission Index	69.7	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	75.0	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.0007.0002.00587

Efficiency

Miles Hospital

Small

Southern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	54.2	51.1	EFF-17
Length of Stay	Days	3.01	3.68	EFF-19
Catering - total cost	Dollars	44.5	44.5	EFF-36a
Energy Consumption per square metre	Dollars	31.4	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.43	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	2.18	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	4.54	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	5.32	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.04	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,062	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	1,952	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,758	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,543	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	932	728	EFF-08.6
Cost of Work Cover	Dollars	0.17	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	0.47	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.34	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	0.15	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	274	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	139	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	109	114	EFF-16.6
Full-Time Equivalent (FTE) Staff	Numeric	40.9	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	3.14	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.12	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	21.2	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	14.1	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	0.39	2.87	EFF-02.6
Hours of Sick Leave	Percentage	4.57	2.91	EFF-05
Cost of Sick Leave	Dollars	1,632	1,081	EFF-07
Hours of Overtime	Percentage	0.36	1.99	EFF-13
Cost of Overtime	Dollars	191	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.0007.0002.00588

System Integration and Change

Miles Hospital

Small

Southern Zone

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

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

Extent of development and use in selected clinical areas	Percentage	48.2	15.8	SIC07.1
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Facilitating continuity of care

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

Accuracy	Percentage	83.7	93.5	SIC04.1
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Timeliness - Number of months on time	Months	9	6.5	SIC04.2a
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Timeliness - Number of days late per month	Days	0	4.9	SIC04.2b
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Use of Information

Availability of electronic information	Percentage	16.7	20.8	SIC05.1
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Collection and use of clinical information	Percentage	19.8	20.7	SIC05.2
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Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
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Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	76.9	76.9	SIC03.1
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Retention of Allied Health Staff	Percentage	100	71.4	SIC03.2
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Median Age Nursing Staff	Years	51	42.3	SIC03.3
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Benchmarking

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

Extent of development and use as per Ontario	Percentage	45.8	17.4	SIC07.2
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Surgical (Orthopaedic) - extent of development and use	Percentage	N/A	N/A	SIC07.3a
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Medical - extent of development and use	Percentage	38.1	10.7	SIC07.3b
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O & G - extent of development and use	Percentage	78.6	14.3	SIC07.3c
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Telehealth

Extent of telehealth usage	Percentage	0	1.9	SIC09
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Indicators listed within this overall performance group have been used to determine overall performance.

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

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

CAB.0007.0002.00589

Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital Score	Peer Group				
	Min	25th	Median	75th	Max

Miles Hospital
Southern Zone

Small

Overall Performance Group: Medical							
PS05	Overall Care Index Medical	72.4	64.7	66.3	70.7	72.5	80.2
Overall Performance Group: Surgical							
PS05	Overall Care Index Surgical	60.2	69.0	73.4	74.9	81.1	
Overall Performance Group: Not Summarised							
PS01	Access and Admission Index All types combined	74.9	65.6	69.0	74.2	77.3	80.6
PS01	Access and Admission Index Medical	75.7	65.8	69.1	74.4	78.0	80.3
PS01	Access and Admission Index Surgical	69.7	59.3	69.8	72.3	74.5	78.4
PS02	Complaints Management Index All types combined	70.2	59.5	66.1	67.7	73.4	80.8
PS02	Complaints Management Index Medical	71.5	59.5	65.5	68.8	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 Surgical		44.2	57.4	68.8	72.0	100.0
PS03	Discharge and Follow-up Index All types combined	66.5	59.1	64.1	67.9	68.8	80.8
03	Discharge and Follow-up Index Medical	69.0	60.0	63.2	65.8	69.8	80.8
	General Patient Information Index Medical	72.4	62.8	67.4	72.5	76.3	82.7
	General Patient Information Index Surgical	75.0	68.8	74.0	77.8	80.2	87.5
PS04	General Patient Information Index All types combined	72.7	63.8	69.2	72.9	77.2	84.2
PS05	Overall Care Index All types combined	71.2	62.9	67.9	71.1	73.0	80.2
PS06	Physical Environment Index All types combined	71.0	61.8	68.9	70.6	73.7	81.5
PS06	Physical Environment Index Medical	71.8	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 Medical	72.0	59.8	64.3	67.0	72.6	79.5
PS07	Treatment & Related Information Index All types combined	69.5	60.1	65.8	69.3	72.4	79.5
PS07	Treatment & Related Information Index Surgical		61.3	69.2	73.6	75.7	83.3
Overall Performance Group: Activity							
FF-17	Occupancy Rate (Bed Day Efficiency)	54.2	8.8	41.8	51.1	63.7	108.7
FF-19	Length of Stay	3.9	1.2	3.0	3.7	4.4	6.8
Overall Performance Group: Cost of Service							
FF-36a	Catering - total cost	44.8	21.0	33.6	44.5	55.8	107.6
FF-45.4	Energy Consumption per square metre	31.4	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	3.4	0.0	1.6	2.6	3.0	4.4
FF-06.3	Hours of Sick Leave by Staff Category - Medical	2.2	0.0	0.0	0.8	2.2	4.6
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	4.5	1.3	2.6	3.0	3.4	4.5
FF-06.5	Hours of Sick Leave by Staff Category - Operational	5.3	1.9	2.6	3.3	3.9	6.7
FF-06.6	Hours of Sick Leave by Staff Category - Professional	2.0	0.0	1.0	1.7	1.9	2.4
FF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,062.2	0.0	499.5	785.3	1,063.6	1,442.1
FF-08.3	Cost of Sick Leave by Staff Category - Medical	1,962.3	0.0	0.0	702.5	2,069.4	4,238.6
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,758.3	477.8	955.1	1,206.1	1,335.1	1,758.3
FF-08.5	Cost of Sick Leave by Staff Category - Operational	1,543.5	558.5	739.4	948.1	1,155.9	1,932.8
FF-08.6	Cost of Sick Leave by Staff Category - Professional	932.0	0.0	472.2	728.4	932.0	1,133.2
FF-11	Cost of Work Cover	0.2	0.1	0.4	0.7	0.9	2.7
FF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	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	0.5	0.0	0.4	0.8	1.4	2.8
FF-14.5	Hours of Overtime by Staff Category - Operational	0.3	0.0	0.2	0.4	0.7	1.7
FF-14.6	Hours of Overtime by Staff Category - Professional	0.1	0.1	2.9	4.0	6.4	24.9
FF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	23.5	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	274.3	12.7	253.1	480.2	785.7	1,752.7
FF-16.5	Cost of Overtime by Staff Category - Operational	138.7	14.6	82.9	202.3	303.4	692.7
FF-16.6	Cost of Overtime by Staff Category - Professional	109.4	109.4	2,061.7	3,114.1	5,396.9	28,722.0
Overall Performance Group: Not Summarised							
FF-01	Full-Time Equivalent (FTE) Staff	40.9	31.5	37.2	48.6	67.3	128.9

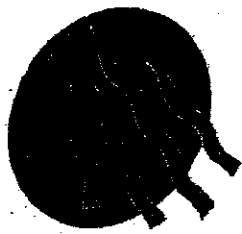
Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
FF-02.2 FTE Staff by Category - Managerial And Clerical	3.1	0.2	2.8	3.8	6.1	24.9
FF-02.3 FTE Staff by Category - Medical	2.1	1.0	1.7	2.1	2.5	7.0
FF-02.4 FTE Staff by Category - Nursing	21.2	14.7	20.1	23.3	32.2	58.1
FF-02.5 FTE Staff by Category - Operational	14.1	7.4	12.0	15.2	21.9	45.2
FF-02.6 FTE Staff by Category - Professional	0.4	0.4	1.6	2.9	4.8	11.0
FF-05 Hours of Sick Leave	4.6	1.7	2.5	2.9	3.4	4.6
FF-07 Cost of Sick Leave	1,632.2	549.1	927.3	1,081.3	1,261.3	1,632.2
FF-13 Hours of Overtime	0.4	0.4	1.3	2.0	2.5	3.8
FF-15 Cost of Overtime	190.7	190.7	1,145.4	1,986.5	2,626.5	4,100.9

System Information and Change						
Overall Performance Group: Benchmarking and Clinical Pathways						
C06.3 Benchmarking - In selected clinical areas - external	9.0	0.0	0.0	0.0	0.0	46.2
C07.1 Clinical Pathways - Extent of development and use	48.2	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	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	0.0	1.0	3.0	3.0
C08.3 Facilitating continuity of care - Shared ante and post natal care	0.0	0.0	0.0	3.0	3.0	3.0
C08.4 Facilitating continuity of care - Cardiac rehabilitation	0.0	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	83.7	82.2	82.0	83.5	95.2	97.6
C04.2a Quality of Information - Timeliness - Number of months on time	9.0	1.0	4.8	6.5	8.0	9.0
C04.2b Quality of Information - Timeliness - Number of days late per month	0.0	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	10.8	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	76.9	46.2	67.9	76.9	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	51.0	31.5	36.9	42.3	49.6	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	45.8	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	38.1	0.0	0.0	10.7	34.5	100.0
C07.3c Clinical Pathways - O & G - extent of development and use	78.6	0.0	0.0	14.3	46.4	100.0
Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	5.8	17.3

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Queensland Government

Queensland Health

Measured Quality

Hospital Report

Mossman 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

Mossman Hospital

Northern Zone

Peer Group: Small

Clinical Utilisation and Outcomes

No indicators to report

Overall

Patient Satisfaction

Maternity

☆☆

Medical

☆☆

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

Mossman Hospital

Small

Northern Zone

Performance Indicator

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

No indicators to report

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Patient Satisfaction

Mossman Hospital

Small

Northern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Overall Care Index

Access and Admission Index	76.2	72.8	PS01
Complaints Management Index	76.0	69.2	PS02
Discharge and Follow-up Index	70.1	66.2	PS03
General Patient Information Index	77.4	73.2	PS04
Overall Care Index	72.6	70.7	PS05
Physical Environment Index	68.6	71.5	PS06
Treatment & Related Information Index	72.1	69.0	PS07

Physical Environment Index

Access and Admission Index	71.4	72.5	PS01
Complaints Management Index	72.9	69.9	PS02
Discharge and Follow-up Index	68.7	68.8	PS03
General Patient Information Index	75.0	71.2	PS04
+ Overall Care Index	70.2	71.8	PS05
Physical Environment Index	68.3	76.4	PS06
Treatment & Related Information Index	67.0	70.2	PS07

Discharge and Follow-up Index

Access and Admission Index	70.5	73.0	PS01
Complaints Management Index	75.3	68.6	PS02
Discharge and Follow-up Index	70.0	66.0	PS03
General Patient Information Index	76.9	72.8	PS04
+ Overall Care Index	72.6	70.5	PS05
Physical Environment Index	69.2	71.1	PS06
Treatment & Related Information Index	72.2	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.



CAB.0007.0002.00596

+ 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

Mossman Hospital

Small

Northern Zone

Data Type:	Hospital Score:	Peer Group Median:	Reference:
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Occupancy Rate (Bed Day Efficiency)	Percentage	51.1	51.1	EFF-17
Length of Stay	Days	2.84	3.68	EFF-19
Catering - total cost	Dollars	49.0	44.5	EFF-36a
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.18	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	1.05	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.92	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.35	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.67	1.67	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	742	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	992	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,653	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	975	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	763	728	EFF-08.6
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
Cost of Work Cover	Dollars	0.72	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.01	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	26.5	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.25	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.42	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	3.94	3.95	EFF-14.6
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	3.88	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	48,313	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	150	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	198	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	2,942	3,114	EFF-16.6
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	45.6	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	3.25	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.21	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	23.1	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	14.9	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	2.15	2.87	EFF-02.6
FTE Staff by Category - Visiting Medical Officers	Numeric	0	0.04	EFF-02.9
Hours of Sick Leave	Percentage	3.36	2.91	EFF-05
Cost of Sick Leave	Dollars	1,293	1,081	EFF-07
Hours of Overtime	Percentage	2.27	1.99	EFF-13
Cost of Overtime	Dollars	2,619	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.0007.0002.00597

System Integration and Change

Mossman 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

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

93.8

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

4.9

SIC04.2b

Use of Information

Availability of electronic information

Percentage

29.2

20.8

SIC05.1

Collection and use of clinical information

Percentage

14.3

20.7

SIC05.2

Accreditation

Accreditation

Yes/No

Yes

13/24

SIC01

Credentiailling

Credentiailling

Yes/No

Yes

24/24

SIC02

Workforce Management

Retention of Nursing Staff

Percentage

88.5

76.9

SIC03.1

Retention of Allied Health Staff

Percentage

66.7

71.4

SIC03.2

Median Age Nursing Staff

Years

45.5

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

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

11.5

1.9

SIC09

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

CAB.0007.0002.00598

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

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

Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

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

Mossman Hospital
Northern Zone

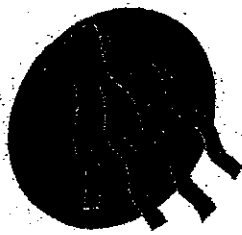
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Overall Performance Group: Maternity							
PS05	Overall Care Index Maternity	70.2	40.8	69.1	71.2	79.1	84.3
Overall Performance Group: Medical							
PS05	Overall Care Index Medical	72.6	64.7	66.3	70.7	72.5	80.2
Overall Performance Group: Surgical							
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 Surgical	59.3	69.8	72.3	74.5	78.4	
PS01	Access and Admission Index Medical	76.8	65.8	69.1	74.4	78.0	80.3
PS01	Access and Admission Index Maternity	71.4	43.9	68.7	71.8	80.0	85.5
PS01	Access and Admission Index All types combined	76.2	65.5	69.0	74.2	77.3	80.6
PS02	Complaints Management Index Maternity	72.9	59.4	68.7	73.4	77.6	90.6
PS02	Complaints Management Index All types combined	76.0	59.5	66.1	67.7	73.4	80.8
PS02	Complaints Management Index Surgical		60.1	68.8	75.0	78.9	87.5
PS02	Complaints Management Index Medical	75.3	59.5	65.5	66.8	73.7	80.8
PS02	Discharge and Follow-up Index Surgical	44.2	57.4	68.8	72.9	100.0	
PS03	Discharge and Follow-up Index Maternity	68.7	41.7	67.7	70.4	75.7	87.5
PS03	Discharge and Follow-up Index All types combined	70.1	59.1	64.1	67.9	68.8	80.8
PS03	Discharge and Follow-up Index Medical	70.0	60.0	63.2	65.8	69.8	80.8
PS04	General Patient Information Index Surgical		68.8	74.0	77.6	80.2	87.5
PS04	General Patient Information Index Medical	76.9	62.8	67.8	72.5	76.3	82.7
PS04	General Patient Information Index All types combined	77.4	63.9	69.2	72.9	77.2	84.2
PS04	General Patient Information Index Maternity	75.0	58.8	68.1	75.0	83.5	91.7
PS05	Overall Care Index All types combined	72.6	62.9	67.9	71.1	73.0	80.2
PS06	Physical Environment Index All types combined	68.6	61.9	68.9	70.4	73.7	81.5
PS06	Physical Environment Index Maternity	68.3	41.4	73.5	77.5	82.4	88.8
PS06	Physical Environment Index Medical	69.2	65.0	68.2	69.9	73.7	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	68.2	73.6	75.7	83.3
PS07	Treatment & Related Information Index All types combined	72.1	60.1	65.8	69.3	72.4	79.5
PS07	Treatment & Related Information Index Medical	72.2	59.8	64.3	67.0	72.6	79.5
PS07	Treatment & Related Information Index Maternity	67.0	46.2	66.9	70.1	80.0	90.3
Overall Performance Group: Activity							
F-17	Occupancy Rate (Bed Day Efficiency)	51.1	8.8	41.8	51.1	63.7	108.7
F-19	Length of Stay	2.8	1.2	3.0	3.7	4.4	6.8
Overall Performance Group: Cost of Service							
F-36a	Catering - total cost	49.0	21.0	33.6	44.5	55.8	107.6
Overall Performance Group: Staffing							
F-08.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.2	0.0	1.6	2.6	3.0	4.4
F-08.3	Hours of Sick Leave by Staff Category - Medical	1.1	0.0	0.0	0.8	2.2	4.6
F-08.4	Hours of Sick Leave by Staff Category - Nursing	3.9	1.3	2.6	3.0	3.4	4.5
F-08.5	Hours of Sick Leave by Staff Category - Operational	3.4	1.9	2.6	3.3	3.9	6.7
F-08.6	Hours of Sick Leave by Staff Category - Professional	1.7	0.0	1.0	1.7	1.9	2.4
F-08.9	Hours of Sick Leave by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.0	3.3
F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	741.8	0.0	499.5	785.8	1,063.6	1,442.1
F-08.3	Cost of Sick Leave by Staff Category - Medical	992.5	0.0	0.0	702.5	2,069.4	4,238.6
F-08.4	Cost of Sick Leave by Staff Category - Nursing	1,653.3	477.8	955.1	1,206.1	1,335.1	1,758.3
F-08.5	Cost of Sick Leave by Staff Category - Operational	975.1	556.5	739.4	948.1	1,155.9	1,932.8
F-08.6	Cost of Sick Leave by Staff Category - Professional	763.1	0.0	472.2	728.4	932.0	1,133.2
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	0.0	0.0	0.0	0.1	0.1	2.4
F-14.3	Hours of Overtime by Staff Category - Medical	26.5	0.0	10.6	20.1	26.2	35.6
F-14.4	Hours of Overtime by Staff Category - Nursing	0.3	0.0	0.4	0.8	1.4	2.8

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	0.4	0.0	0.2	0.4	0.7	1.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	3.9	0.1	2.9	4.0	6.4	24.9
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	3.9	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	48,313.5	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	150.1	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	197.6	14.6	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	2,941.7	166.4	2,061.7	3,114.1	5,396.9	28,722.0
EFF-16.9	Cost of Overtime by Staff Category - Visiting Medical Officers	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	45.6	31.5	37.2	48.6	67.3	128.9
EFF-02.2	FTE Staff by Category - Managerial And Clerical	3.3	0.2	2.8	3.8	6.1	24.9
EFF-02.3	FTE Staff by Category - Medical	2.2	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	23.1	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	14.9	7.4	12.0	15.2	21.9	45.2
EFF-02.6	FTE Staff by Category - Professional	2.1	0.4	1.6	2.9	4.8	11.0
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	3.4	1.7	2.3	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	1,292.8	646.1	927.3	1,084.3	1,201.3	1,632.2
EFF-13	Hours of Overtime	2.3	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	2,618.5	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							
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	15.9	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	3.0	0.0	0.0	1.0	3.0	3.0
SIC08.3	Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	0.0	3.0	3.0	3.0
SIC08.4	Facilitating continuity of care - Cardiac rehabilitation	3.0	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	93.8	82.2	92.0	93.5	95.2	97.6
SIC04.2a	Quality of information - Timeliness - Number of months on time	5.0	1.0	4.8	6.5	8.0	9.0
SIC04.2b	Quality of information - Timeliness - Number of days late per month	6.0	0.0	2.5	4.9	7.5	39.8
SIC05.1	Use of Information - Availability of electronic information	29.2	10.4	16.7	20.8	25.0	33.3
SIC05.2	Use of Information - Collection and use of clinical information	14.3	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	88.5	46.2	67.9	78.9	85.0	96.7
SIC03.2	Workforce Management - Retention of Allied Health Staff	66.7	33.3	58.4	71.4	100.0	100.0
SIC03.3	Workforce Management - Median Age Nursing Staff	45.5	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	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	11.5	0.0	0.0	1.9	5.8	17.3



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Roma 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

Roma Hospital

Southern 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.0007.0002.00603

Clinical Utilisation and Outcomes

Roma Hospital

Small

Southern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

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Patient Satisfaction

Roma Hospital

Small

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index

Access and Admission Index	71.4	72.8		PS01
Complaints Management Index	63.1	69.2		PS02
Discharge and Follow-up Index	63.9	66.2		PS03
General Patient Information Index	69.3	73.2		PS04
Overall Care Index	68.2	70.7		PS05
Physical Environment Index	69.6	71.5		PS06
Treatment & Related Information Index	66.2	69.0		PS07

Complaints Management Index

Access and Admission Index	81.0	72.5		PS01
Complaints Management Index	77.1	69.9		PS02
Discharge and Follow-up Index	74.3	68.8		PS03
General Patient Information Index	82.8	71.2	*	PS04
+ Overall Care Index	79.8	71.8		PS05
Physical Environment Index	79.6	76.4		PS06
Treatment & Related Information Index	80.0	70.2		PS07

Discharge and Follow-up Index

Access and Admission Index	69.1	73.0		PS01
Complaints Management Index	59.5	68.6	*	PS02
Discharge and Follow-up Index	61.5	66.0		PS03
General Patient Information Index	65.2	72.8	*	PS04
+ Overall Care Index	65.7	70.5		PS05
Physical Environment Index	68.1	71.1		PS06
Treatment & Related Information Index	63.9	68.5		PS07

General Patient Information Index

Access and Admission Index	77.3	71.6		PS01
Complaints Management Index	75.7	73.7		PS02
Discharge and Follow-up Index	70.1	65.7		PS03
General Patient Information Index	83.2	78.0		PS04
+ Overall Care Index	74.5	71.7		PS05
Physical Environment Index	71.8	69.8		PS06
Treatment & Related Information Index	69.7	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 00605

Efficiency

Roma Hospital

Small

Southern Zone

Data Type:	Hospital Score:	Peer Group Median:	Reference:
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Occupancy Rate (Bed Day Efficiency)	Percentage	46.5	51.1	EFF-17
Length of Stay	Days	4.84	3.68	EFF-19
Total Cost / Weighted Separation	Dollars	2,691	1,868	EFF-25
Catering - total cost	Dollars	46.2	44.5	EFF-36a
Energy Consumption per square metre	Dollars	20.1	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	3.97	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	5.12	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.28	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Technical	Percentage	3.42	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	730	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	1,539	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,490	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,133	728	EFF-08.6
Cost of Sick Leave by Staff Category - Technical	Dollars	1,379	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	0.74	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	23.9	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.53	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.71	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	2.89	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	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	34,719	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	899	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	306	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	2,062	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	0	0	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	129	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	13.9	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.47	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	53.4	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	45.2	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	11.0	2.87	EFF-02.6
FTE Staff by Category - Technical	Numeric	2.33	0.91	EFF-02.7
FTE Staff by Category - Visiting Medical Officers	Numeric	0.65	0.04	EFF-02.9
Hours of Sick Leave	Percentage	3.95	2.91	EFF-05
Cost of Sick Leave	Dollars	1,360	1,081	EFF-07
Hours of Overtime	Percentage	1.78	1.99	EFF-13
Cost of Overtime	Dollars	1,321	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.0007.0002.00606

System Integration and Change

Roma Hospital
Southern Zone

Small

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

Benchmarking

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

Extent of development and use in selected clinical areas	Percentage	15.6	15.8	SIC07.1
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Facilitating continuity of care

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

Quality of information

Accuracy	Percentage	91.7	93.5	SIC04.1
Timeliness - Number of months on time	Months	3	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	4.2	4.9	SIC04.2b
Use of Information				
Availability of electronic information	Percentage	25	20.8	SIC05.1
Collection and use of clinical information	Percentage	12.3	20.7	SIC05.2

Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
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Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	82.3	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	71.4	71.4	SIC03.2
Median Age Nursing Staff	Years	38.5	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	16.2	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	0	0	SIC07.3a
Medical - extent of development and use	Percentage	0	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
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Indicators listed within this overall performance group have been used to determine overall performance.

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

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

CAB.0007.0002.00607

Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min

25th

Median

75th

Max

Roma Hospital

Southern Zone

Small

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 79.8 40.8 69.1 71.2 79.1 84.3

Overall Performance Group: Medical

PS05 Overall Care Index Medical 65.7 64.7 66.3 70.7 72.5 80.2

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 74.5 60.2 69.0 73.4 74.9 81.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index Maternity 81.0 43.9 68.7 71.8 80.0 85.5

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

PS01 Access and Admission Index Surgical 77.3 59.3 69.8 72.3 74.5 78.4

PS01 Access and Admission Index All types combined 71.4 65.5 69.0 74.2 77.3 80.6

PS02 Complaints Management Index All types combined 63.1 59.5 66.1 67.7 73.4 80.8

PS02 Complaints Management Index Medical 59.5 59.5 65.5 66.8 73.7 80.8

PS02 Complaints Management Index Surgical 75.7 60.1 68.8 74.0 78.9 87.5

PS02 Complaints Management Index Maternity 77.1 59.4 68.7 73.4 77.6 90.6

PS02 Discharge and Follow-up Index All types combined 63.9 59.1 64.1 67.0 68.8 80.8

PS03 Discharge and Follow-up Index Surgical 70.1 44.2 67.4 68.8 72.0 100.0

PS03 Discharge and Follow-up Index Medical 61.5 60.0 63.2 65.8 69.8 80.8

PS03 Discharge and Follow-up Index Maternity 74.3 41.7 67.7 70.4 75.7 87.5

PS04 General Patient Information Index Surgical 63.2 68.8 74.0 77.6 80.2 87.5

PS04 General Patient Information Index Maternity 82.8 58.8 68.1 75.0 83.5 91.7

PS04 General Patient Information Index All types combined 69.3 63.9 69.2 72.9 77.2 84.2

PS04 General Patient Information Index Medical 65.2 62.8 67.8 72.5 76.3 82.7

PS05 Overall Care Index All types combined 68.2 62.9 67.9 71.1 73.0 80.2

PS06 Physical Environment Index Surgical 71.8 57.3 68.4 74.9 75.9 83.8

PS06 Physical Environment Index All types combined 69.6 61.9 68.4 70.6 73.7 81.5

PS06 Physical Environment Index Maternity 79.6 41.4 73.5 77.5 82.4 88.6

PS06 Physical Environment Index Medical 68.1 65.0 68.2 69.9 72.7 81.2

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

PS07 Treatment & Related Information Index Medical 63.8 59.8 64.3 67.0 72.6 79.5

PS07 Treatment & Related Information Index Surgical 89.7 61.3 69.2 73.6 75.7 83.3

PS07 Treatment & Related Information Index All types combined 66.2 60.1 65.8 69.3 72.4 79.5

Overall Performance Group: Activity

FF-19 Occupancy Rate (Bed Day Efficiency) 46.5 8.8 41.8 51.1 63.7 108.7

FF-19 Length of Stay 4.8 1.2 3.0 3.7 4.4 6.8

Overall Performance Group: Cost of Service

FF-25 Total Cost / Weighted Separation 2,691.1 1,197.4 1,500.0 1,868.0 2,084.4 2,691.1

FF-36a Catering - total cost 46.2 21.0 33.6 44.8 55.8 107.6

FF-45.4 Energy Consumption per square metre 20.1 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 2.4 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 4.0 1.3 2.6 3.0 3.4 4.5

FF-06.5 Hours of Sick Leave by Staff Category - Operational 5.1 1.9 2.6 3.3 3.9 6.7

FF-06.6 Hours of Sick Leave by Staff Category - Professional 2.3 0.0 1.0 1.7 1.9 2.4

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

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 730.4 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 1,539.1 477.8 955.1 1,206.1 1,335.1 1,758.3

FF-08.5 Cost of Sick Leave by Staff Category - Operational 1,490.4 556.5 739.4 948.1 1,155.9 1,932.8

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

FF-08.7 Cost of Sick Leave by Staff Category - Technical 1,379.0 0.0 860.9 1,377.9 1,850.6 4,270.8

FF-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

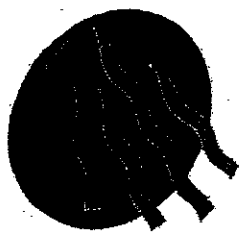
Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group				
		Min	25th	Median	75th	Max
FF-11 Cost of Work Cover	0.7	0.1	0.4	0.7	0.9	2.7
FF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
FF-14.3 Hours of Overtime by Staff Category - Medical	23.9	0.0	10.6	20.1	26.2	35.6
FF-14.4 Hours of Overtime by Staff Category - Nursing	1.5	0.0	0.4	0.8	1.4	2.8
FF-14.5 Hours of Overtime by Staff Category - Operational	0.7	0.0	0.2	0.4	0.7	1.7
FF-14.6 Hours of Overtime by Staff Category - Professional	2.9	0.1	2.9	4.0	6.4	24.9
FF-14.7 Hours of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	0.1	5.3
FF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	10.6	61.7
FF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	23.5	61.7	1,338.2
FF-16.3 Cost of Overtime by Staff Category - Medical	34,719.1	0.0	15,129.3	32,352.6	47,843.6	73,003.6
FF-16.4 Cost of Overtime by Staff Category - Nursing	849.2	12.7	253.1	480.2	785.7	1,752.7
FF-16.5 Cost of Overtime by Staff Category - Operational	903.8	14.6	92.9	202.3	303.4	692.7
FF-16.6 Cost of Overtime by Staff Category - Professional	2,061.7	109.4	2,061.7	3,114.1	5,396.9	28,722.0
FF-16.7 Cost of Overtime by Staff Category - Technical	0.0	0.0	0.0	0.0	78.4	2,836.0
FF-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						
FF-01 Full-Time Equivalent (FTE) Staff	128.9	31.5	37.2	48.6	67.3	128.9
FF-02.2 FTE Staff by Category - Managerial And Clerical	13.9	0.2	2.8	3.8	6.1	24.9
FF-02.3 FTE Staff by Category - Medical	2.5	1.0	1.7	2.1	2.5	7.0
FF-02.4 FTE Staff by Category - Nursing	53.4	14.7	20.1	23.4	32.2	58.1
FF-02.5 FTE Staff by Category - Operational	43.2	7.4	12.0	15.2	21.9	45.2
FF-02.6 FTE Staff by Category - Professional	11.0	0.4	1.6	2.9	4.8	11.0
FF-02.7 FTE Staff by Category - Technical	2.3	0.1	0.6	0.9	1.4	2.3
FF-02.9 FTE Staff by Category - Visiting Medical Officers	0.7	0.0	0.0	0.0	0.1	0.7
F-05 Hours of Sick Leave	3.9	1.7	2.5	3.2	3.4	4.6
F-07 Cost of Sick Leave	1,360.1	549.1	927.3	1,061.3	1,261.3	1,632.2
F-13 Hours of Overtime	1.8	0.4	1.3	2.0	2.5	3.8
F-15 Cost of Overtime	1,321.0	190.7	1,145.4	1,986.5	2,626.5	4,100.9
Overall Performance Group: Benchmarking and Clinical Pathways						
FF-06.3 Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0	46.2
FF-07.1 Clinical Pathways - Extent of development and use	15.0	0.0	2.2	16.9	33.5	90.0
Overall Performance Group: Continuity of Care						
FF-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
FF-08.2 Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	0.0	1.0	3.0	3.0
FF-08.3 Facilitating continuity of care - Shared ante and post natal care	3.0	0.0	0.0	3.0	3.0	3.0
FF-08.4 Facilitating continuity of care - Cardiac rehabilitation	0.0	0.0	1.0	2.0	2.0	3.0
FF-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						
FF-04.1 Quality of Information - Accuracy	91.7	82.2	92.0	93.5	95.2	97.6
FF-04.2a Quality of Information - Timeliness - Number of months on time	3.0	1.0	4.8	6.6	8.0	9.0
FF-04.2b Quality of Information - Timeliness - Number of days late per month	4.2	0.0	2.5	4.9	7.5	39.8
FF-05.1 Use of Information - Availability of electronic information	25.0	10.4	16.7	20.6	25.0	33.3
FF-05.2 Use of Information - Collection and use of clinical information	12.3	0.0	11.9	20.7	30.8	44.0
Overall Performance Group: Not Summarised						
FF-01 Accreditation	1.0	0.0	0.0	1.0	1.0	1.0
FF-02 Credentialling	1.0	1.0	1.0	1.0	1.0	1.0
FF-03.1 Workforce Management - Retention of Nursing Staff	82.3	46.2	67.9	76.9	85.0	96.7
FF-03.2 Workforce Management - Retention of Allied Health Staff	71.4	33.3	58.4	71.4	100.0	100.0
FF-03.3 Workforce Management - Median Age Nursing Staff	38.5	31.5	36.9	42.3	43.6	51.0
FF-06.1 Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	6.2	60.0
FF-06.2 Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	0.0	75.0
FF-07.2 Clinical Pathways - Extent of development and use as per Ontario	18.2	0.0	2.5	17.4	37.3	90.0
FF-07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	0.0	0.0	0.0	0.0	3.6	57.1
FF-07.3b Clinical Pathways - Medical - extent of development and use	0.0	0.0	0.0	10.7	34.5	100.0
FF-07.3c Clinical Pathways - O & G - extent of development and use	42.9	0.0	0.0	14.3	46.4	100.0
FF-09 Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	5.8	17.3



CAB.0007.0002.00610



Queensland Government

Queensland Health

Measured Quality Hospital Report

St George 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



CAB.0007.0002.00611

Overall Performance

St George 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

St George Hospital

Small

Southern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

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Patient Satisfaction

St George Hospital

Small

Southern Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	73.9	72.8	PS01
Complaints Management Index	66.1	69.2	PS02
Discharge and Follow-up Index	67.9	66.2	PS03
General Patient Information Index	69.1	73.2	PS04
Overall Care Index	71.0	70.7	PS05
Physical Environment Index	72.2	71.5	PS06
Treatment & Related Information Index	72.5	69.0	PS07

Access and Admission Index	71.7	72.5	PS01
Complaints Management Index	69.4	69.9	PS02
Discharge and Follow-up Index	70.0	68.8	PS03
General Patient Information Index	58.8	71.2	PS04
+ Overall Care Index	68.5	71.8	PS05
Physical Environment Index	83.5	76.4	PS06
Treatment & Related Information Index	60.0	70.2	PS07

Access and Admission Index	75.2	73.0	PS01
Complaints Management Index	65.8	68.6	PS02
Discharge and Follow-up Index	68.4	66.0	PS03
General Patient Information Index	69.8	72.8	PS04
+ Overall Care Index	70.7	70.5	PS05
Physical Environment Index	68.5	71.1	PS06
Treatment & Related Information Index	73.4	68.5	PS07

Access and Admission Index	69.8	71.6	PS01
Complaints Management Index	75.0	73.7	PS02
Discharge and Follow-up Index	62.5	65.7	PS03
General Patient Information Index	78.2	78.0	PS04
+ Overall Care Index	75.3	71.7	PS05
Physical Environment Index	78.8	68.4	PS06
Treatment & Related Information Index	83.3	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.0007.0002.00614

Efficiency

St George Hospital

Small

Southern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	42.3	51.1	EFF-17
Length of Stay	Days	3.53	3.68	EFF-19
Total Cost / Weighted Separation	Dollars	1,878	1,868	EFF-25
Catering - total cost	Dollars	54.4	44.5	EFF-36a
Energy Consumption per square metre	Dollars	26.2	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.68	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	0.80	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.96	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	4.61	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.70	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	0.88	2.85	EFF-06.8
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	893	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	749	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,115	1,200	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,335	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	762	728	EFF-08.6
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	290	921	EFF-08.8
Cost of Work Cover	Dollars	0.74	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	20.1	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.39	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.69	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	6.06	3.95	EFF-14.6
Hours of Overtime by Staff Category - Trade And Artisans	Percentage	4.85	0.49	EFF-14.8
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	-0.05	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	36,411	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	866	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	302	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	4,431	3,114	EFF-16.6
Cost of Overtime by Staff Category - Trade And Artisans	Dollars	2,468	239	EFF-16.8
Full-Time Equivalent (FTE) Staff	Numeric	50.3	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	6.06	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	0.97	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	22.6	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	15.6	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	4.11	2.87	EFF-02.6
FTE Staff by Category - Trade And Artisans	Numeric	0.88	0.91	EFF-02.8
Hours of Sick Leave	Percentage	3.25	2.91	EFF-05
Cost of Sick Leave	Dollars	1,106	1,081	EFF-07
Hours of Overtime	Percentage	1.98	1.99	EFF-13
Cost of Overtime	Dollars	1,593	1,986	EFF-15

CAB.0007.0002.00615

+ 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

St George Hospital

Small

Southern Zone

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

In selected clinical areas - external	Percentage	46.2	0	SIC06.3
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Clinical Pathways

Extent of development and use in selected clinical areas	Percentage	90	15.8	SIC07.1
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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	95.7	93.5	SIC04.1
Timeliness - Number of months on time	Months	4	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	4.8	4.9	SIC04.2b

Use of Information

Availability of electronic information	Percentage	33.3	20.8	SIC05.1
Collection and use of clinical information	Percentage	30.8	20.7	SIC05.2

Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
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Credentiailling

Credentiailling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	63.3	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	33.3	71.4	SIC03.2
Median Age Nursing Staff	Years	36	42.3	SIC03.3

Benchmarking

In selected clinical areas	Percentage	42.9	0	SIC06.1
In selected clinical areas - internal	Percentage	0	0	SIC06.2

Clinical Pathways

Extent of development and use as per Ontario	Percentage	90	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	100	10.7	SIC07.3b
O & G - extent of development and use	Percentage	75	14.3	SIC07.3c

Telehealth

Extent of telehealth usage	Percentage	0	1.9	SIC09
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+ Indicators listed within this overall performance group have been used to determine overall performance.

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

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

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Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

St George Hospital

Small

Southern Zone

Overall Performance Group: Maternity

S05	Overall Care Index Maternity	68.5	40.8	69.1	71.2	79.1	84.3
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Overall Performance Group: Medical

S05	Overall Care Index Medical	70.7	64.7	66.3	70.7	72.5	80.2
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Overall Performance Group: Surgical

S05	Overall Care Index Surgical	75.3	60.2	69.0	73.4	74.9	81.1
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Overall Performance Group: Not Summarised

S01	Access and Admission Index All types combined	73.9	65.5	69.0	74.2	77.3	80.6
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S01	Access and Admission Index Maternity	71.7	43.9	68.7	71.8	80.0	85.5
-----	--------------------------------------	------	------	------	------	------	------

S01	Access and Admission Index Medical	75.2	65.8	69.1	74.4	78.0	80.3
-----	------------------------------------	------	------	------	------	------	------

S01	Access and Admission Index Surgical	69.8	59.3	69.8	72.3	74.5	78.4
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S02	Complaints Management Index Surgical	75.0	60.1	68.8	75.0	78.9	87.5
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S02	Complaints Management Index All types combined	66.1	59.5	66.1	67.7	75.4	80.8
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S02	Complaints Management Index Medical	65.8	59.5	65.5	66.8	73.7	80.8
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S02	Complaints Management Index Maternity	59.4	59.4	68.7	73.4	77.6	90.6
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S03	Discharge and Follow-up Index Maternity	70.0	41.7	67.7	70.4	75.7	87.5
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S03	Discharge and Follow-up Index Medical	68.4	60.0	63.2	65.8	69.8	80.8
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S03	Discharge and Follow-up Index Surgical	62.5	44.2	67.4	68.8	72.0	100.0
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S03	Discharge and Follow-up Index All types combined	67.9	59.1	64.1	67.9	68.8	80.8
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S04	General Patient Information Index Medical	69.8	62.8	67.8	72.5	76.3	82.7
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S04	General Patient Information Index All types combined	69.1	63.9	69.2	72.9	77.2	84.2
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S04	General Patient Information Index Maternity	58.8	58.8	68.1	75.0	83.5	91.7
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S04	General Patient Information Index Surgical	78.2	68.8	74.0	77.6	80.2	87.5
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S05	Overall Care Index All types combined	71.0	62.9	67.9	71.1	73.0	80.2
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S06	Physical Environment Index Surgical	78.8	57.3	68.4	71.9	75.9	83.8
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S06	Physical Environment Index Medical	68.5	65.0	68.2	69.9	72.7	81.2
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S06	Physical Environment Index Maternity	83.5	41.4	73.5	77.5	82.4	88.8
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S06	Physical Environment Index All types combined	72.2	61.9	68.9	75.6	73.7	81.5
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S07	Treatment & Related Information Index Surgical	65.3	61.3	69.2	73.6	75.7	83.3
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S07	Treatment & Related Information Index Medical	73.4	69.8	64.3	67.0	72.6	79.5
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S07	Treatment & Related Information Index Maternity	60.0	46.2	66.9	70.1	80.0	90.3
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S07	Treatment & Related Information Index All types combined	72.5	60.1	65.8	69.3	72.4	79.5
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Overall Performance Group: Activity

F-17	Occupancy Rate (Bed Day Efficiency)	42.3	8.8	41.8	51.1	63.7	108.7
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F-19	Length of Stay	3.5	1.2	3.0	3.7	4.4	6.8
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Overall Performance Group: Cost of Service

F-25	Total Cost / Weighted Separation	1,878.1	1,197.4	1,509.0	1,865.0	2,084.4	2,691.1
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F-36a	Catering - total cost	64.4	21.0	33.6	44.5	55.8	107.6
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F-45.4	Energy Consumption per square metre	28.2	11.7	17.5	25.3	31.3	81.2
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Overall Performance Group: Staffing

F-06.2	Hours of Sick Leave by Staff Category - Managerial And Clerical	2.7	0.0	1.6	2.6	3.0	4.4
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F-06.3	Hours of Sick Leave by Staff Category - Medical	0.8	0.0	0.0	0.8	2.2	4.6
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F-06.4	Hours of Sick Leave by Staff Category - Nursing	3.0	1.3	2.6	3.0	3.4	4.5
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F-06.5	Hours of Sick Leave by Staff Category - Operational	4.6	1.9	2.6	3.3	3.9	6.7
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F-06.6	Hours of Sick Leave by Staff Category - Professional	1.7	0.0	1.0	1.7	1.9	2.4
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F-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	0.9	0.9	1.2	2.8	5.6	8.0
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F-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	892.6	0.0	499.5	785.8	1,063.6	1,442.1
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F-08.3	Cost of Sick Leave by Staff Category - Medical	749.1	0.0	0.0	702.5	2,069.4	4,238.6
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F-08.4	Cost of Sick Leave by Staff Category - Nursing	1,114.7	477.8	955.1	1,206.1	1,335.1	1,758.3
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F-08.5	Cost of Sick Leave by Staff Category - Operational	1,334.6	556.5	739.4	948.1	1,155.9	1,932.8
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F-08.6	Cost of Sick Leave by Staff Category - Professional	762.4	0.0	472.2	728.4	932.0	1,133.2
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F-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	289.8	289.8	415.6	821.3	1,803.5	2,348.4
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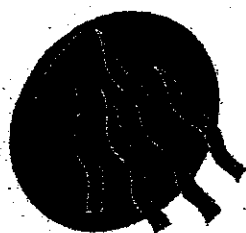
F-11	Cost of Work Cover	0.7	0.1	0.4	0.7	0.9	2.7
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F-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:	Hospital Score	Peer Group					Score
		Min	25th	Median	75th	Max	
13 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	1.4	0.0	0.4	0.8	1.4	2.8	
EFF-14.5 Hours of Overtime by Staff Category - Operational	0.7	0.0	0.2	0.4	0.7	1.7	
EFF-14.6 Hours of Overtime by Staff Category - Professional	6.1	0.1	2.9	4.0	6.4	24.9	
EFF-14.8 Hours of Overtime by Staff Category - Trade And Artisans	4.8	0.0	0.0	0.5	1.4	4.8	
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	36,411.3	0.0	15,129.3	32,352.6	47,843.6	73,003.6	
EFF-16.4 Cost of Overtime by Staff Category - Nursing	866.0	12.7	253.1	480.2	785.7	1,752.7	
EFF-16.5 Cost of Overtime by Staff Category - Operational	301.9	14.6	92.9	202.3	303.4	692.7	
EFF-16.6 Cost of Overtime by Staff Category - Professional	4,431.0	109.4	2,061.7	3,114.1	5,396.9	28,722.0	
EFF-16.8 Cost of Overtime by Staff Category - Trade And Artisans	2,488.4	0.0	0.0	239.1	641.9	2,488.4	
Overall Performance Group: Not Summarised							
EFF-01 Full-Time Equivalent (FTE) Staff	30.3	31.5	37.2	48.6	67.3	128.9	
EFF-02.2 FTE Staff by Category - Managerial And Clerical	6.1	0.2	2.8	3.8	6.1	24.9	
EFF-02.3 FTE Staff by Category - Medical	1.0	1.0	1.7	2.1	2.5	7.0	
EFF-02.4 FTE Staff by Category - Nursing	22.6	14.7	20.1	23.3	32.2	58.1	
EFF-02.5 FTE Staff by Category - Operational	15.6	7.4	12.0	15.2	21.0	45.2	
EFF-02.6 FTE Staff by Category - Professional	4.1	0.4	1.6	2.8	4.8	11.0	
EFF-02.8 FTE Staff by Category - Trade And Artisans	0.9	0.1	0.8	0.9	0.9	1.8	
EFF-07 Hours of Sick Leave	3.3	1.7	2.5	2.9	3.4	4.6	
EFF-07 Cost of Sick Leave	1,195.6	545.1	827.3	1,081.3	1,261.3	1,632.2	
EFF-13 Hours of Overtime	2.0	0.4	1.3	2.0	2.5	3.8	
EFF-15 Cost of Overtime	1,582.6	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	46.2	0.0	0.0	0.0	0.0	46.2	
IC07.1 Clinical Pathways - Extent of development and use	90.0	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	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	85.7	82.2	92.0	93.5	95.2	97.6	
IC04.2a Quality of information - Timeliness - Number of months on time	4.0	1.0	4.8	6.5	8.0	9.0	
IC04.2b Quality of information - Timeliness - Number of days late per month	4.8	0.0	2.5	4.9	7.5	39.8	
Use of Information - Availability of electronic information	33.3	10.4	16.7	20.8	25.0	33.3	
Use of Information - Collection and use of clinical information	30.8	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	63.3	46.2	67.9	76.3	85.0	96.7	
IC03.2 Workforce Management - Retention of Allied Health Staff	33.3	33.3	58.4	71.4	100.0	100.0	
IC03.3 Workforce Management - Median Age Nursing Staff	38.0	31.5	36.9	42.3	43.6	51.0	
IC06.1 Benchmarking - In selected clinical areas	42.9	0.0	0.0	0.0	6.2	60.0	
IC06.2 Benchmarking - In selected clinical areas - internal	0.0	0.0	0.0	0.0	0.0	75.0	
IC07.2 Clinical Pathways - Extent of development and use as per Ontario	90.0	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	100.0	0.0	0.0	10.7	34.5	100.0	
IC07.3c Clinical Pathways - O & G - extent of development and use	75.0	0.0	0.0	14.3	46.4	100.0	
IC09 Telehealth - Extent of telehealth usage	0.0	0.0	0.0	1.9	5.8	17.3	



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Stanthorpe 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

Stanthorpe 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

Stanthorpe Hospital

Small

Southern Zone

Performance Indicator

Risk Adjusted

Hospital Score: Peer Group Mean: Significance: Reference:

(Rate per 100 separations)

No indicators to report

CABINET

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CAB.0007.0002.00622

Patient Satisfaction

Stanthorpe Hospital

Small

Southern Zone

Hospital Score:	Peer Group Mean:	Significance:	Reference:
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Access and Admission Index

Access and Admission Index	74.4	72.8	PS01
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Complaints Management Index	67.3	69.2	PS02
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Discharge and Follow-up Index	67.9	66.2	PS03
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General Patient Information Index	73.1	73.2	PS04
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Overall Care Index	70.7	70.7	PS05
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Physical Environment Index	68.1	71.5	PS06
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Treatment & Related Information Index	69.2	69.0	PS07
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Complaints Management Index

Access and Admission Index	77.0	72.5	PS01
----------------------------	------	------	------

Complaints Management Index	60.7	69.9	PS02
-----------------------------	------	------	------

Discharge and Follow-up Index	85.9	68.8	PS03
-------------------------------	------	------	------

General Patient Information Index	68.0	71.2	PS04
-----------------------------------	------	------	------

Overall Care Index	71.3	71.8	PS05
--------------------	------	------	------

Physical Environment Index	61.9	76.4	PS06
----------------------------	------	------	------

Treatment & Related Information Index	71.9	70.2	PS07
---------------------------------------	------	------	------

Discharge and Follow-up Index

Access and Admission Index	74.4	73.0	PS01
----------------------------	------	------	------

Complaints Management Index	65.7	68.6	PS02
-----------------------------	------	------	------

Discharge and Follow-up Index	64.0	66.0	PS03
-------------------------------	------	------	------

General Patient Information Index	72.6	72.8	PS04
-----------------------------------	------	------	------

Overall Care Index	69.6	70.5	PS05
--------------------	------	------	------

Physical Environment Index	67.9	71.1	PS06
----------------------------	------	------	------

Treatment & Related Information Index	67.2	68.5	PS07
---------------------------------------	------	------	------

General Patient Information Index

Access and Admission Index	73.5	71.6	PS01
----------------------------	------	------	------

Complaints Management Index	75.0	73.7	PS02
-----------------------------	------	------	------

Discharge and Follow-up Index	74.0	65.7	PS03
-------------------------------	------	------	------

General Patient Information Index	77.4	78.0	PS04
-----------------------------------	------	------	------

Overall Care Index	74.5	71.7	PS05
--------------------	------	------	------

Physical Environment Index	71.9	69.8	PS06
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Treatment & Related Information Index	75.8	72.1	PS07
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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.

dated: 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.0007.0002.00623

Efficiency

Stanthorpe Hospital
Southern Zone

Small

Data Type:	Hospital Score:	Peer Group Median:	Reference:
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Occupancy Rate (Bed Day Efficiency)	Percentage	64.7	51.1	EFF-17
Length of Stay	Days	4.47	3.68	EFF-19
Catering - total cost	Dollars	33.8	44.5	EFF-36a
Energy Consumption per square metre	Dollars	29.6	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.93	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	1.03	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.37	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.17	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	0.69	1.67	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	989	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	746	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	870	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	921	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	361	728	EFF-08.6
Cost of Sick Leave by Staff Category - Visiting Medical Officers	Dollars	0	0	EFF-08.9
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	16.5	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.48	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.21	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	7.08	3.95	EFF-14.6
Hours of Overtime by Staff Category - Visiting Medical Officers	Percentage	61.7	0	EFF-14.9
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	0.00	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	22,848	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	269	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	83.1	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	5,651	3,114	EFF-16.6
Cost of Overtime by Staff Category - Visiting Medical Officers	Dollars	212,445	0	EFF-16.9
Full-Time Equivalent (FTE) Staff	Numeric	67.9	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	4.77	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.95	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	39.6	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	18.8	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	2.77	2.87	EFF-02.6
FTE Staff by Category - Visiting Medical Officers	Numeric	0.08	0.04	EFF-02.9
Hours of Sick Leave	Percentage	2.52	2.91	EFF-05
Cost of Sick Leave	Dollars	868	1,081	EFF-07
Hours of Overtime	Percentage	1.34	1.99	EFF-13
Cost of Overtime	Dollars	1,316	1,986	EFF-15

CAB.0007.0002.00624

* 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

Stanthorpe Hospital

Southern Zone

Small

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

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

Extent of development and use in selected clinical areas	Percentage	9.5	15.8	SIC07.1
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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	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	95.6	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	10.4	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
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Credentiailling

Credentiailling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	96.1	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	33.3	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	11.1	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	0	0	SIC07.3a
Medical - extent of development and use	Percentage	14.3	10.7	SIC07.3b
O & G - extent of development and use	Percentage	0	14.3	SIC07.3c

Telehealth

Extent of telehealth usage	Percentage	5.8	1.9	SIC09
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Indicators listed within this overall performance group have been used to determine overall performance.

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

N/A - Not Applicable NR - Not Reported

CAB.0007.0002.00625

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

Stanthorpe Hospital
Southern Zone

Small

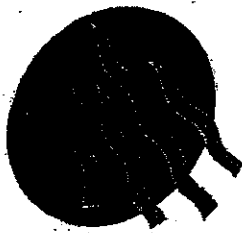
Overall Performance Group:		Maternity					
PS05	Overall Care Index Maternity	71.3	40.8	69.1	71.2	79.1	84.3
Overall Performance Group:		Medical					
PS05	Overall Care Index Medical	69.6	64.7	66.3	70.7	72.5	80.2
Overall Performance Group:		Surgical					
PS05	Overall Care Index Surgical	74.5	60.2	69.0	73.4	74.9	81.1
Overall Performance Group:		Not Summarised					
PS01	Access and Admission Index Maternity	77.0	43.9	68.7	71.8	80.0	85.5
PS01	Access and Admission Index All types combined	74.4	65.5	69.0	74.2	77.3	80.6
PS01	Access and Admission Index Medical	74.4	65.8	69.1	74.4	78.0	80.3
PS01	Access and Admission Index Surgical	73.5	59.3	69.8	72.3	74.5	78.4
PS02	Complaints Management Index All types combined	67.3	59.5	66.1	67.7	73.4	80.8
PS02	Complaints Management Index Maternity	60.7	59.4	68.7	73.4	77.8	80.6
PS02	Complaints Management Index Medical	65.7	59.5	65.5	66.8	73.7	80.8
PS02	Complaints Management Index Surgical	75.0	60.1	68.8	76.0	78.9	87.5
PS03	Discharge and Follow-up Index Surgical	74.0	44.2	57.4	68.8	72.0	100.0
PS03	Discharge and Follow-up Index All types combined	67.9	68.1	64.1	67.9	68.8	80.8
PS03	Discharge and Follow-up Index Maternity	85.9	41.7	67.3	70.4	75.7	87.5
PS03	Discharge and Follow-up Index Medical	64.0	69.0	63.2	65.8	69.8	80.8
PS04	General Patient Information Index Maternity	88.0	58.8	68.1	75.0	83.5	91.7
PS04	General Patient Information Index Medical	72.6	62.8	67.8	72.5	76.3	82.7
PS04	General Patient Information Index Surgical	77.4	68.8	74.0	77.6	80.2	87.5
PS04	General Patient Information Index All types combined	73.1	63.9	69.2	72.9	77.2	84.2
PS05	Overall Care Index All types combined	70.7	62.9	67.9	71.1	73.0	80.2
PS06	Physical Environment Index All types combined	68.1	61.9	68.9	70.8	73.7	81.5
PS06	Physical Environment Index Maternity	61.9	41.4	73.6	77.5	82.4	88.8
PS06	Physical Environment Index Medical	67.9	65.0	68.2	69.9	72.7	81.2
PS06	Physical Environment Index Surgical	71.9	57.3	68.4	71.9	75.9	83.8
PS07	Treatment & Related Information Index Medical	67.2	59.8	64.3	67.0	72.6	79.5
PS07	Treatment & Related Information Index Maternity	71.9	46.2	66.9	70.1	80.0	90.3
PS07	Treatment & Related Information Index Surgical	75.8	61.3	69.2	73.6	75.7	83.3
PS07	Treatment & Related Information Index All types combined	69.2	60.1	65.8	69.3	72.4	79.5
Overall Performance Group:		Activity					
FF-19	Occupancy Rate (Bed Day Efficiency)	64.7	8.8	41.8	51.1	63.7	108.7
FF-19	Length of Stay	4.5	1.2	3.0	3.7	4.4	6.8
Overall Performance Group:		Cost of Service					
FF-36a	Catering - total cost	33.8	21.0	33.6	44.5	55.8	107.6
FF-45.4	Energy Consumption per square metre	29.6	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	2.9	0.0	1.6	2.6	3.0	4.4
FF-06.3	Hours of Sick Leave by Staff Category - Medical	1.0	0.0	0.0	0.8	2.2	4.6
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	2.4	1.3	2.6	3.0	3.4	4.5
FF-06.5	Hours of Sick Leave by Staff Category - Operational	3.2	1.9	2.6	3.3	3.9	6.7
FF-06.6	Hours of Sick Leave by Staff Category - Professional	0.7	0.0	1.0	1.7	1.9	2.4
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	989.3	0.0	499.5	785.8	1,063.6	1,442.1
FF-08.3	Cost of Sick Leave by Staff Category - Medical	745.7	0.0	0.0	702.5	2,069.4	4,238.6
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	870.0	477.8	955.1	1,206.1	1,335.1	1,758.3
FF-08.5	Cost of Sick Leave by Staff Category - Operational	921.1	556.5	739.4	948.1	1,155.9	1,932.8
FF-08.6	Cost of Sick Leave by Staff Category - Professional	361.0	0.0	472.2	728.4	932.0	1,133.2
FF-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
FF-14.2	Cost of Work Cover	0.7	0.1	0.4	0.7	0.9	2.7
FF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.0	0.0	0.0	0.1	0.1	2.4
FF-14.3	Hours of Overtime by Staff Category - Medical	16.5	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		0.5	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		7.1	0.1	2.9	4.0	6.4	24.9
EFF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers		61.7	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		22,848.3	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4 Cost of Overtime by Staff Category - Nursing		269.3	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5 Cost of Overtime by Staff Category - Operational		83.1	14.6	92.9	202.3	303.4	692.7
EFF-16.6 Cost of Overtime by Staff Category - Professional		6,661.4	165.4	2,061.7	3,114.1	5,396.9	28,722.0
EFF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers		212,445.0	0.0	0.0	0.0	26,746.5	212,445.0
Overall Performance Group: Not Summarised							
EFF-01 Full-Time Equivalent (FTE) Staff		67.0	31.5	37.2	48.6	67.3	128.9
EFF-02.2 FTE Staff by Category - Managerial And Clerical		4.8	0.2	2.8	3.8	6.1	24.9
EFF-02.3 FTE Staff by Category - Medical		2.0	1.0	1.7	2.1	2.5	7.0
EFF-02.4 FTE Staff by Category - Nursing		39.6	14.7	20.1	23.3	32.2	58.1
EFF-02.5 FTE Staff by Category - Operational		18.8	7.4	12.0	15.2	21.9	45.2
EFF-02.6 FTE Staff by Category - Professional		2.8	0.4	1.6	2.0	4.8	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		2.5	1.7	2.3	2.9	3.4	4.6
EFF-07 Cost of Sick Leave		887.5	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13 Hours of Overtime		1.3	0.4	1.3	2.0	2.5	3.8
EFF-15 Cost of Overtime		1,318.3	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		9.5	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		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		0.0	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		95.6	82.2	92.0	93.5	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	4.9	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		13.8	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		96.1	46.2	67.9	76.9	85.0	96.7
C03.2 Workforce Management - Retention of Allied Health Staff		33.3	33.3	58.4	71.4	100.0	100.0
C03.3 Workforce Management - Median Age Nursing Staff		44.0	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		11.1	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		14.3	0.0	0.0	10.7	34.5	100.0
C07.3c Clinical Pathways - O & G - extent of development and use		0.0	0.0	0.0	14.3	46.4	100.0
C09 Telehealth - Extent of telehealth usage		5.8	0.0	0.0	1.9	5.8	17.3

CAB.0007.0002.00628



Queensland Government

Queensland Health

Measured Quality

Hospital Report

Thursday Island 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



CAB.0007.0002.00629

Overall Performance

Thursday Island Hospital

Northern Zone

Peer Group: Small

Clinical Utilisation and Outcomes

No indicators to report

Overall

Patient Satisfaction

No indicators to report

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

Thursday Island Hospital

Small

Northern Zone

Performance Indicator

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

No indicators to report

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Patient Satisfaction

Thursday Island Hospital

Small

Northern Zone

Hospital Score:	Peer Group Mean:	Significance:	Reference:
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No indicators to report

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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

Thursday Island Hospital

Small

Northern Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	109	51.1	EFF-17
Length of Stay	Days	4.38	3.68	EFF-19
Catering - total cost	Dollars	39.0	44.5	EFF-36a
Energy Consumption per square metre	Dollars	81.2	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	2.80	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	2.28	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.22	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	4.15	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	0.96	1.67	EFF-06.6
Hours of Sick Leave by Staff Category - Trade And Artisans	Percentage	1.26	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	1,068	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	2,316	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	776	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,213	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	453	728	EFF-08.6
Cost of Sick Leave by Staff Category - Trade And Artisans	Dollars	440	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	0.08	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	2.41	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	18.8	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	1.75	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.63	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	4.66	3.95	EFF-14.6
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	1,338	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	32,353	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	1,108	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	311	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	3,863	3,114	EFF-16.6
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	96.0	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	24.9	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	7.01	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	32.6	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	28.0	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	2.87	2.87	EFF-02.6
FTE Staff by Category - Trade And Artisans	Numeric	0.62	0.91	EFF-02.8
FTE Staff by Category - Visiting Medical Officers	Numeric	0.03	0.04	EFF-02.9
Hours of Sick Leave	Percentage	2.89	2.91	EFF-05
Cost of Sick Leave	Dollars	1,080	1,081	EFF-07
Hours of Overtime	Percentage	3.29	1.99	EFF-13
Cost of Overtime	Dollars	3,291	1,986	EFF-15



CAB.0007.0002.00633

+ 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

Thursday Island Hospital

Small

Northern Zone

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

Benchmarking

In selected clinical areas - external

Percentage	0	0	SIC06.3
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Clinical Pathways

Extent of development and use in selected clinical areas

Percentage	0	15.8	SIC07.1
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Facilitating continuity of care

Use of pre admission clinics for elective surgery

Max score 5	3/3	3	SIC08.1
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Provision of discharge summaries to GPs

Max score 5	N/A	N/A	SIC08.2
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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
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Provision of electronic discharge summaries to GPs

Max score 3	0/3	0	SIC08.5
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Quality of Information

Accuracy

Percentage	87	93.5	SIC04.1
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Timeliness - Number of months on time

Months	1	6.5	SIC04.2a
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Timeliness - Number of days late per month

Days	15	4.9	SIC04.2b
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Use of Information

Availability of electronic information

Percentage	16.7	20.8	SIC05.1
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Collection and use of clinical information

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

Accreditation

Accreditation

Yes/No	No	13/24	SIC01
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Credentialling

Credentialling

Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff

Percentage	47.2	76.9	SIC03.1
------------	------	------	---------

Retention of Allied Health Staff

Percentage	66.7	71.4	SIC03.2
------------	------	------	---------

Median Age Nursing Staff

Years	38.5	42.3	SIC03.3
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Benchmarking

In selected clinical areas

Percentage	0	0	SIC06.1
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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
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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
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O & G - extent of development and use

Percentage	0	14.3	SIC07.3c
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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.0007.0002.00634

Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Thursday Island Hospital Northern Zone

Small

Overall Performance Group: Activity

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

Overall Performance Group: Cost of Service

EFF-36a	Catering - total cost	39.0	21.0	33.6	44.5	55.8	107.6
EFF-45.4	Energy Consumption per square metre	81.2	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	2.8	0.0	1.6	2.6	3.0	4.4
EFF-06.3	Hours of Sick Leave by Staff Category - Medical	2.3	0.0	0.0	0.8	2.2	4.6
EFF-06.4	Hours of Sick Leave by Staff Category - Nursing	2.2	1.3	2.6	3.0	3.4	4.5
EFF-06.5	Hours of Sick Leave by Staff Category - Operational	4.2	1.9	2.6	3.3	3.9	6.7
EFF-06.6	Hours of Sick Leave by Staff Category - Professional	1.0	0.0	1.0	1.7	1.9	2.4
EFF-06.8	Hours of Sick Leave by Staff Category - Trade And Artisans	1.3	0.9	1.2	2.8	5.6	8.0
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	1,068.0	0.0	499.5	785.8	1,083.6	1,442.1
EFF-08.3	Cost of Sick Leave by Staff Category - Medical	2,315.8	0.0	0.0	702.5	2,068.4	4,238.6
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	776.4	477.8	625.1	1,208.1	1,335.1	1,758.3
EFF-08.5	Cost of Sick Leave by Staff Category - Operational	1,219.0	556.5	739.4	948.1	1,155.9	1,932.8
EFF-08.6	Cost of Sick Leave by Staff Category - Professional	453.2	0.0	472.2	728.4	932.0	1,133.2
EFF-08.8	Cost of Sick Leave by Staff Category - Trade And Artisans	439.9	289.8	415.6	921.3	1,803.5	2,348.4
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	0.1	0.1	0.4	0.7	0.9	2.7
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	2.4	0.0	0.0	0.1	0.1	2.4
EFF-14.3	Hours of Overtime by Staff Category - Medical	18.8	0.0	10.6	20.1	26.2	35.6
EFF-14.4	Hours of Overtime by Staff Category - Nursing	1.7	0.0	0.4	0.8	1.4	2.8
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.6	0.0	0.2	0.4	0.7	1.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	4.7	0.1	2.9	4.0	6.4	24.9
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	1,338.2	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3	Cost of Overtime by Staff Category - Medical	32,352.6	0.0	15,129.3	32,352.6	47,843.6	73,003.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	1,107.8	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	310.6	14.6	92.9	202.3	303.4	692.7
EFF-16.6	Cost of Overtime by Staff Category - Professional	3,862.9	109.4	2,061.7	3,114.1	5,396.9	28,722.0
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

FF-01	Full-Time Equivalent (FTE) Staff	96.0	31.5	37.2	48.6	67.3	128.9
FF-02.2	FTE Staff by Category - Managerial And Clerical	24.9	0.2	2.8	3.8	6.1	24.9
FF-02.3	FTE Staff by Category - Medical	7.0	1.0	1.7	2.1	2.5	7.0
FF-02.4	FTE Staff by Category - Nursing	32.8	14.7	20.1	23.3	32.2	58.1
FF-02.5	FTE Staff by Category - Operational	28.0	7.4	12.0	15.2	21.9	45.2
FF-02.6	FTE Staff by Category - Professional	2.9	0.4	1.6	2.9	4.8	11.0
FF-02.8	FTE Staff by Category - Trade And Artisans	0.6	0.1	0.8	0.9	0.9	1.8
FF-02.9	FTE Staff by Category - Visiting Medical Officers	0.0	0.0	0.0	0.0	0.1	0.7
FF-05	Hours of Sick Leave	2.9	1.7	2.5	2.9	3.4	4.6
FF-07	Cost of Sick Leave	1,079.8	549.1	927.3	1,081.3	1,261.3	1,632.2
FF-13	Hours of Overtime	3.3	0.4	1.3	2.0	2.5	3.8
FF-15	Cost of Overtime	3,290.9	190.7	1,145.4	1,986.5	2,626.5	4,100.9

Overall Performance Group: System Integration and Change

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	0.0	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	3.0	0.0	3.0	3.0	3.0	3.0
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Statistics - Quartiles per Indicator

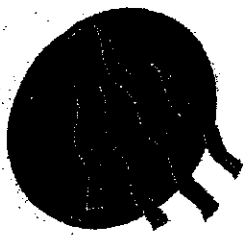
Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group					Overall Average
			Min	25th	Median	75th	Max	
SIC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs		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	3.0	3.0	3.0	
SIC08.4	Facilitating continuity of care - Cardiac rehabilitation		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	87.0	82.2	92.0	93.5	95.2	97.6	
SIC04.2a	Quality of information - Timeliness - Number of months on time	1.0	1.0	4.8	6.5	8.0	9.0	
SIC04.2b	Quality of information - Timeliness - Number of days late per month	15.0	0.0	2.5	4.9	7.5	39.8	
SIC05.1	Use of Information - Availability of electronic information	18.7	19.4	16.7	20.8	25.0	33.3	
SIC05.2	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								
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	47.2	46.2	67.9	76.9	85.0	96.7	
SIC03.2	Workforce Management - Retention of Allied Health Staff	66.7	33.3	58.4	71.4	100.0	100.0	
SIC03.3	Workforce Management - Median Age Nursing Staff	38.5	31.5	36.8	42.3	43.6	51.0	
SIC06.1	Benchmarking - In selected clinical areas	0.0	0.0	0.0	0.0	0.0	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	1.9	0.0	0.0	1.9	5.8	17.3	

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Queensland Government

Queensland Health

Measured Quality

Hospital Report

Tully 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

Tully Hospital

Northern Zone

Peer Group: Small

Clinical Utilisation and Outcomes

Patient Satisfaction

No indicators to report

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.0007.0002.00639

Clinical Utilisation and Outcomes

Tully Hospital

Small

Northern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

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Patient Satisfaction

Tully Hospital

Small

Northern Zone

Hospital Score:	Peer Group Mean:	Significance:	Reference:
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Access and Admission Index	68.7	72.8	PS01
Complaints Management Index	66.5	69.2	PS02
Discharge and Follow-up Index	59.6	66.2	PS03
General Patient Information Index	67.6	73.2	PS04
Overall Care Index	65.2	70.7	PS05
Physical Environment Index	67.6	71.5	PS06
Treatment & Related Information Index	60.1	69.0	* PS07

Access and Admission Index	N/R	72.5	PS01
Complaints Management Index	N/R	69.9	PS02
Discharge and Follow-up Index	N/R	68.8	PS03
General Patient Information Index	N/R	71.2	PS04
+ Overall Care Index	N/R	71.8	PS05
Physical Environment Index	N/R	76.4	PS06
Treatment & Related Information Index	N/R	70.2	PS07

Access and Admission Index	68.0	73.0	PS01
Complaints Management Index	67.4	68.6	PS02
Discharge and Follow-up Index	60.0	66.0	PS03
General Patient Information Index	67.2	72.8	PS04
+ Overall Care Index	64.7	70.5	PS05
Physical Environment Index	66.0	71.1	PS06
Treatment & Related Information Index	59.8	68.5	* PS07

Statistical Significance

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

Indicator has been used to determine overall performance.

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

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

CAB.0007.0002.00641

Efficiency

Tully Hospital
Northern Zone

Small

Data Type:	Hospital Score:	Peer Group Median:	Reference:
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Occupancy Rate (Bed Day Efficiency)	Percentage	38.9	51.1	EFF-17
Length of Stay	Days	3.38	3.68	EFF-19
Catering - total cost	Dollars	34.8	44.5	EFF-36a
Energy Consumption per square metre	Dollars	12.0	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	1.47	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	3.17	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.90	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.25	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	512	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	1,242	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	821	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,038	728	EFF-08.6
Cost of Work Cover	Dollars	2.72	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.11	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	28.5	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.80	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.12	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	1.58	3.95	EFF-14.6
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	49.5	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	52,498	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	463	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	78.3	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	1,194	3,114	EFF-16.6
Full-Time Equivalent (FTE) Staff	Numeric	32.5	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	3.80	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.14	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	17.6	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	8.44	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	1.73	2.87	EFF-02.6
Hours of Sick Leave	Percentage	2.75	2.91	EFF-05
Cost of Sick Leave	Dollars	998	1,081	EFF-07
Hours of Overtime	Percentage	2.01	1.99	EFF-13
Cost of Overtime	Dollars	2,183	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.0007.0002.00642

System Integration and Change

Tully Hospital

Small

Northern Zone

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

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

Extent of development and use in selected clinical areas	Percentage	0	15.8	SIC07.1
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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	93.8	93.5	SIC04.1
Timeliness - Number of months on time	Months	7	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	5	4.9	SIC04.2b

Use of Information

Availability of electronic information	Percentage	20.8	20.8	SIC05.1
Collection and use of clinical information	Percentage	44	20.7	SIC05.2

Accreditation

Accreditation	Yes/No	No	13/24	SIC01
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Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	74.1	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	100	71.4	SIC03.2
Median Age Nursing Staff	Years	43.5	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	0	17.4	SIC07.2
Surgical (Orthopaedic) - extent of development and use	Percentage	0	0	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
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Indicators listed within this overall performance group have been used to determine overall performance.

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

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

CAB.0007.0002.00643

Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Tully Hospital
Northern Zone

Small

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 40.8 69.1 71.2 79.1 84.3

Overall Performance Group: Medical

PS05 Overall Care Index Medical 64.7 64.7 66.3 70.7 72.5 80.2

Overall Performance Group: Not Summarised

PS01 Access and Admission Index All types combined 68.7 65.5 69.0 74.2 77.3 80.6

PS01 Access and Admission Index Maternity 43.9 68.7 71.8 80.0 85.5

PS01 Access and Admission Index Medical 68.0 65.8 69.1 74.4 78.0 80.3

PS02 Complaints Management Index All types combined 66.5 59.5 66.1 67.7 73.4 80.8

PS02 Complaints Management Index Maternity 59.4 68.7 73.4 77.6 90.6

PS02 Complaints Management Index Medical 67.4 59.5 65.5 68.8 73.7 80.8

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

PS03 Discharge and Follow-up Index All types combined 59.6 59.1 64.1 67.9 88.8 80.8

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

PS04 General Patient Information Index Maternity 58.8 68.1 75.0 83.5 91.7

PS04 General Patient Information Index Medical 67.2 62.8 67.8 72.5 76.3 82.7

PS04 General Patient Information Index All types combined 67.8 63.9 69.2 72.9 77.2 84.2

PS05 Overall Care Index All types combined 65.2 62.6 67.9 71.1 73.0 80.2

PS06 Physical Environment Index All types combined 67.6 61.9 68.9 70.6 73.7 81.5

PS06 Physical Environment Index Maternity 41.4 73.5 77.5 82.4 88.8

PS06 Physical Environment Index Medical 66.0 65.0 68.2 69.9 72.7 81.2

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

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

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

Overall Performance Group: Activity

EFF-17 Occupancy Rate (Bed Day Efficiency) 38.8 8.8 41.8 51.1 63.7 108.7

EFF-19 Length of Stay 3.4 1.2 3.0 3.7 4.4 6.8

Overall Performance Group: Cost of Service

EFF-36a Catering - total cost 34.8 21.0 33.6 44.5 55.8 107.6

EFF-45.4 Energy Consumption per square metre 12.0 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 1.5 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 3.2 1.3 2.6 3.0 3.4 4.5

EFF-06.5 Hours of Sick Leave by Staff Category - Operational 2.9 1.9 2.6 3.3 3.9 6.7

EFF-06.6 Hours of Sick Leave by Staff Category - Professional 2.3 0.9 1.0 1.7 1.9 2.4

EFF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 512.4 0.0 499.5 786.8 1,063.6 1,442.1

EFF-08.3 Cost of Sick Leave by Staff Category - Medical 0.0 0.0 0.0 702.6 2,069.4 4,238.6

EFF-08.4 Cost of Sick Leave by Staff Category - Nursing 1,241.6 477.6 955.1 1,206.1 1,335.1 1,758.3

EFF-08.5 Cost of Sick Leave by Staff Category - Operational 620.7 556.5 739.4 948.1 1,155.9 1,932.8

EFF-08.6 Cost of Sick Leave by Staff Category - Professional 1,037.9 0.0 472.2 728.4 932.0 1,133.2

EFF-11 Cost of Work Cover 2.7 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

EFF-14.3 Hours of Overtime by Staff Category - Medical 28.5 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 0.1 0.0 0.2 0.4 0.7 1.7

EFF-14.6 Hours of Overtime by Staff Category - Professional 1.6 0.1 2.9 4.0 6.4 24.9

EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical 49.5 0.0 0.0 23.5 61.7 1,338.2

EFF-16.3 Cost of Overtime by Staff Category - Medical 52,497.9 0.0 15,129.3 32,352.6 47,843.6 73,003.6

EFF-16.4 Cost of Overtime by Staff Category - Nursing 462.6 12.7 253.1 480.2 785.7 1,752.7

EFF-16.5 Cost of Overtime by Staff Category - Operational 78.3 14.6 92.9 202.3 303.4 692.7

EFF-16.6 Cost of Overtime by Staff Category - Professional 1,194.3 109.4 2,061.7 3,114.1 5,396.9 28,722.0

Overall Performance Group: Not Summarised

EFF-01 Full-Time Equivalent (FTE) Staff 32.5 31.5 37.2 48.6 67.3 128.9

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
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	1.1	1.0	1.7	2.1	2.5	7.0
EFF-02.4	FTE Staff by Category - Nursing	17.6	14.7	20.1	23.3	32.2	58.1
EFF-02.5	FTE Staff by Category - Operational	8.4	7.4	12.0	15.2	21.9	45.2
EFF-02.6	FTE Staff by Category - Professional	1.7	0.4	1.6	2.9	4.8	11.0
EFF-05	Hours of Sick Leave	2.7	1.7	2.5	2.9	3.4	4.6
EFF-07	Cost of Sick Leave	997.8	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13	Hours of Overtime	2.0	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	2,182.6	198.7	1,145.4	1,986.5	2,626.5	4,100.9
Safety, Infection and Quality							
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	15.9	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	93.8	82.2	82.0	93.5	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	5.0	0.0	2.5	4.0	7.5	39.8
SIC05.1	Use of Information - Availability of electronic information	20.8	10.4	16.7	20.8	25.0	33.3
SIC05.2	Use of Information - Collection and use of clinical information	44.0	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	74.1	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	43.5	31.5	38.9	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

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Queensland Government

Queensland Health

Measured Quality Hospital Report

Weipa 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

Weipa Hospital

Northern Zone

Peer Group: Small

Clinical Utilisation and Outcomes

No indicators to report

Overall

Patient Satisfaction

No indicators to report

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.0007.0002.00648

Clinical Utilisation and Outcomes

Weipa Hospital

Small

Northern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

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Patient Satisfaction

Weipa Hospital

Small

Northern Zone

Hospital Score:	Peer Group Mean:	Significance:	Reference:
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No indicators to report

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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

Weipa Hospital

Small

Northern Zone

Data Type:	Hospital Score:	Peer Group Median:	Reference:
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Occupancy Rate (Bed Day Efficiency)	Percentage	47.4	51.1	EFF-17
Length of Stay	Days	2.27	3.68	EFF-19
Catering - total cost	Dollars	56.3	44.5	EFF-36a
Energy Consumption per square metre	Dollars	73.4	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	4.37	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	3.13	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.97	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.77	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	1.87	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,442	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	3,030	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,346	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	1,129	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	951	728	EFF-08.6
Cost of Work Cover	Dollars	0.42	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.87	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	18.1	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	0.05	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	18.0	3.95	EFF-14.6
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	377	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	29,553	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	759	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	24.8	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	17,751	3,114	EFF-16.6
Full-Time Equivalent (FTE) Staff	Numeric	31.5	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	3.99	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	2.33	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	15.5	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	8.80	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	0.82	2.87	EFF-02.6
Hours of Sick Leave	Percentage	3.36	2.91	EFF-05
Cost of Sick Leave	Dollars	1,411	1,081	EFF-07
Hours of Overtime	Percentage	2.98	1.99	EFF-13
Cost of Overtime	Dollars	3,078	1,986	EFF-15

CAB.0007.0002.00651

+ 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

Weipa Hospital

Small

Northern Zone

Type of Score:	Hospital Score:	Peer Group Median:	Reference
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Overall Performance Group: Patient Safety and Quality of Care

Benchmarking

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

Extent of development and use in selected clinical areas	Percentage	35.7	15.8	SIC07.1
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Overall Performance Group: Continuity of Care

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

Overall Performance Group: Quality and Use of Information

Quality of Information

Accuracy	Percentage	92.1	93.5	SIC04.1
Timeliness - Number of months on time	Months	6	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	2.7	4.9	SIC04.2b

Use of Information

Availability of electronic information	Percentage	25	20.8	SIC05.1
Collection and use of clinical information	Percentage	4	20.7	SIC05.2

Overall Performance Group: Summarised

Accreditation

Accreditation	Yes/No	No	13/24	SIC01
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Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	61.9	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	50	71.4	SIC03.2
Median Age Nursing Staff	Years	40	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	41.7	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	47.6	10.7	SIC07.3b
O & G - extent of development and use	Percentage	0	14.3	SIC07.3c

Telehealth

Extent of telehealth usage	Percentage	3.8	1.9	SIC09
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+ Indicators listed within this overall performance group have been used to determine overall performance.

CAB.0007.0002.00652

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

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

Measured Quality

Hospital Report

Attachments

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

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Statistics - Quartiles per Indicator

Attachment 1

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

Welpa Hospital Northern Zone

Small

Overall Performance Group: Activity						
EFF-17	Occupancy Rate (Bed Day Efficiency)	47.4	8.8	41.8	51.1	63.7
EFF-19	Length of Stay	2.3	1.2	3.0	3.7	4.4
Overall Performance Group: Cost of Service						
EFF-36a	Catering - total cost	56.3	21.0	33.6	44.5	55.8
EFF-45.4	Energy Consumption per square metre	73.4	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	4.4	0.0	1.6	2.6	3.0
EFF-06.3	Hours of Sick Leave by Staff Category - Medical	3.1	0.0	0.0	0.8	2.2
EFF-06.4	Hours of Sick Leave by Staff Category - Nursing	3.0	1.3	2.6	3.0	3.4
EFF-06.5	Hours of Sick Leave by Staff Category - Operational	3.8	1.9	2.6	3.3	3.9
EFF-06.6	Hours of Sick Leave by Staff Category - Professional	1.9	0.0	1.0	1.7	1.9
EFF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	1,442.1	0.0	499.5	785.8	1,088.6
EFF-08.3	Cost of Sick Leave by Staff Category - Medical	3,029.8	0.0	0.0	702.9	2,069.4
EFF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,346.2	477.8	935.1	1,206.1	1,335.1
EFF-08.5	Cost of Sick Leave by Staff Category - Operational	1,128.9	558.5	739.4	948.1	1,158.0
EFF-08.6	Cost of Sick Leave by Staff Category - Professional	950.8	0.0	472.2	728.4	932.0
EFF-11	Cost of Work Cover	0.4	0.1	0.4	0.7	0.9
EFF-14.2	Hours of Overtime by Staff Category - Managerial And Clerical	0.9	0.0	0.0	0.1	0.1
EFF-14.3	Hours of Overtime by Staff Category - Medical	18.1	0.0	10.6	20.1	26.2
EFF-14.4	Hours of Overtime by Staff Category - Nursing	1.2	0.0	0.4	0.8	1.4
EFF-14.5	Hours of Overtime by Staff Category - Operational	0.0	0.0	0.2	0.4	0.7
EFF-14.6	Hours of Overtime by Staff Category - Professional	18.0	0.1	2.9	4.0	6.4
EFF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	377.1	0.0	0.0	23.5	61.7
EFF-16.3	Cost of Overtime by Staff Category - Medical	29,553.4	0.0	15,129.3	32,352.9	47,843.6
EFF-16.4	Cost of Overtime by Staff Category - Nursing	758.9	12.7	253.1	480.2	785.7
EFF-16.5	Cost of Overtime by Staff Category - Operational	24.5	14.6	92.9	202.3	303.4
EFF-16.6	Cost of Overtime by Staff Category - Professional	17,759.8	109.4	2,061.7	3,134.1	5,396.9
Overall Performance Group: Not Summarised						
EFF-01	Full-Time Equivalent (FTE) Staff	31.5	31.5	37.2	48.6	67.3
EFF-02.2	FTE Staff by Category - Managerial And Clerical	4.0	0.2	2.8	3.8	6.1
EFF-02.3	FTE Staff by Category - Medical	2.3	1.0	1.7	2.1	2.5
EFF-02.4	FTE Staff by Category - Nursing	15.5	14.7	20.1	23.3	32.2
EFF-02.5	FTE Staff by Category - Operational	8.8	7.4	12.0	15.2	21.9
EFF-02.6	FTE Staff by Category - Professional	0.8	0.4	1.6	2.9	4.8
EFF-05	Hours of Sick Leave	3.4	1.7	2.5	2.9	3.4
EFF-07	Cost of Sick Leave	1,411.0	549.1	927.3	1,081.3	1,261.3
EFF-13	Hours of Overtime	3.0	0.4	1.3	2.0	2.5
EFF-15	Cost of Overtime	3,077.9	199.7	1,145.4	1,985.6	2,626.5
System Integration and Change						
Overall Performance Group: Benchmarking and Clinical Pathways						
EFF-06.3	Benchmarking - In selected clinical areas - external	0.0	0.0	0.0	0.0	0.0
EFF-07.1	Clinical Pathways - Extent of development and use	35.7	0.0	2.2	15.9	33.5
Overall Performance Group: Continuity of Care						
EFF-08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	0.0	0.0	3.0	3.0	3.0
EFF-08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	0.0	0.0	0.0	1.0	3.0
EFF-08.3	Facilitating continuity of care - Shared ante and post natal care		0.0	0.0	3.0	3.0
EFF-08.4	Facilitating continuity of care - Cardiac rehabilitation		0.0	1.0	2.0	3.0
EFF-08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.0	0.0	0.0	0.0	0.0
Overall Performance Group: Quality and Use of Information						
EFF-04.1	Quality of information - Accuracy	92.1	82.2	92.0	93.5	95.2
EFF-04.2a	Quality of information - Timeliness - Number of months on time	6.0	1.0	4.8	6.5	8.0
EFF-04.2b	Quality of information - Timeliness - Number of days late per month	2.7	0.0	2.5	4.9	7.5
EFF-05.1	Use of information - Availability of electronic information	25.0	10.4	16.7	20.8	25.0
EFF-05.2	Use of information - Collection and use of clinical information	4.0	0.0	11.9	20.7	30.8

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

all 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	61.9	46.2	67.9	78.9	85.0	96.7
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	40.0	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	41.7	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	47.6	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	3.8	0.0	0.0	1.9	5.8	17.3

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Queensland Government

Queensland Health

Measured Quality

Hospital Report

Wynnum 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

Wynnum Hospital

Southern Zone

Peer Group: Small

Clinical Utilisation and Outcomes

Patient Satisfaction

No indicators to report

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.

Clinical Utilisation and Outcomes

Wynnum Hospital

Small

Southern Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

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Patient Satisfaction

Wynnum Hospital

Small

Southern Zone

Hospital Score:	Peer Group Mean:	Significance:	Reference:
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Access and Admission Index	78.4	72.8		PS01
Complaints Management Index	80.8	69.2	*	PS02
Discharge and Follow-up Index	80.8	66.2	*	PS03
General Patient Information Index	78.8	73.2		PS04
Overall Care Index	80.2	70.7	*	PS05
Physical Environment Index	80.4	71.5	*	PS06
Treatment & Related Information Index	79.5	69.0	*	PS07

Access and Admission Index	78.4	73.0		PS01
Complaints Management Index	80.8	68.6	*	PS02
Discharge and Follow-up Index	80.8	66.0	*	PS03
General Patient Information Index	78.8	72.8		PS04
+ Overall Care Index	80.2	70.5	*	PS05
Physical Environment Index	80.4	71.1	*	PS06
Treatment & Related Information Index	79.5	68.5	*	PS07

Statistical Significance

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

- ** 99.9% certain that the result for the facility is different in comparison to the cohort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.

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Indicator has been used to determine overall performance.

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

N/A - Not Applicable NR - Not Reported



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Efficiency

Wynnum Hospital

Small

Southern Zone

Data Type:	Hospital Score:	Peer Group Median:	Reference:
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Occupancy Rate (Bed Day Efficiency)	Percentage	91.2	51.1	EFF-17
Length of Stay	Days	4.80	3.68	EFF-19
Total Cost / Weighted Separation	Dollars	1,197	1,868	EFF-25
Catering - total cost	Dollars	23.0	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	0.91	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	1.54	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	3.14	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	2.58	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	0.97	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	306	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	1,499	702	EFF-08.3
Cost of Sick Leave by Staff Category - Nursing	Dollars	1,313	1,206	EFF-08.4
Cost of Sick Leave by Staff Category - Operational	Dollars	780	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	472	128	EFF-08.6
Cost of Work Cover	Dollars	0.99	0.74	EFF-11
Hours of Overtime by Staff Category - Managerial And Clerical	Percentage	0.06	0.05	EFF-14.2
Hours of Overtime by Staff Category - Medical	Percentage	4.77	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.02	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.60	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	8.44	3.95	EFF-14.6
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	26.0	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	7,410	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	12.7	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	303	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	8,256	1,114	EFF-16.6
Full-Time Equivalent (FTE) Staff	Numeric	37.2	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	2.17	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.28	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	20.1	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	8.92	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	4.78	2.87	EFF-02.6
Hours of Sick Leave	Percentage	2.54	2.91	EFF-05
Cost of Sick Leave	Dollars	1,025	1,081	EFF-07
Hours of Overtime	Percentage	1.55	1.99	EFF-13
Cost of Overtime	Dollars	1,396	1,986	EFF-15

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

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

System Integration and Change

Wynnum Hospital

Small

Southern Zone

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

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

Extent of development and use in selected clinical areas	Percentage	0	15.8	SIC07.1
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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	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	93.4	93.5	SIC04.1
Timeliness - Number of months on time	Months	6	6.5	SIC04.2a
Timeliness - Number of days late per month	Days	7	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	42	20.7	SIC05.2

Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
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Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	81.5	76.9	SIC03.1
Retention of Allied Health Staff	Percentage	100	71.4	SIC03.2
Median Age Nursing Staff	Years	43.5	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	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	N/A	N/A	SIC07.3c

Telehealth

Extent of telehealth usage	Percentage	0	1.9	SIC09
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Indicators listed within this overall performance group have been used to determine overall performance.

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

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

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Measured Quality

Hospital Report

ALH0100015

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

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Statistics - Quartiles per Indicator

Attachment 1

For Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Small

Wynnum Hospital
Southern Zone

Overall Performance Group: Medical

PS05	Overall Care Index Medical	80.2	64.7	66.3	70.7	72.5	80.2
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Overall Performance Group: Not Summarised

PS01	Access and Admission Index Medical	78.4	65.8	69.1	74.4	78.0	80.3
PS01	Access and Admission Index All types combined	78.4	68.5	69.0	74.2	77.3	80.6
PS02	Complaints Management Index Medical	80.8	59.5	65.5	66.8	73.7	80.8
PS02	Complaints Management Index All types combined	80.8	59.5	66.1	67.7	73.4	80.8
PS03	Discharge and Follow-up Index All types combined	80.8	59.1	64.1	67.9	68.8	80.8
PS03	Discharge and Follow-up Index Medical	80.8	60.0	63.2	65.8	69.8	80.8
PS04	General Patient Information Index Medical	78.8	62.8	67.8	72.5	76.3	82.7
PS04	General Patient Information Index All types combined	78.8	63.9	69.2	72.9	77.2	84.2
PS05	Overall Care Index All types combined	80.2	62.9	67.9	71.1	73.0	80.2
PS06	Physical Environment Index Medical	80.4	65.0	68.2	69.9	72.7	81.2
PS06	Physical Environment Index All types combined	80.4	61.9	68.9	70.8	73.7	81.5
PS07	Treatment & Related Information Index All types combined	79.5	60.1	65.8	69.3	72.4	79.5
PS07	Treatment & Related Information Index Medical	79.5	58.8	64.3	67.9	72.8	78.5

Overall Performance Group: Activity

FF-17	Occupancy Rate (Bed Day Efficiency)	81.2	8.8	41.8	51.1	63.7	108.7
FF-19	Length of Stay	4.8	1.2	3.0	3.7	4.4	6.8

Overall Performance Group: Cost of Service

FF-25	Total Cost / Weighted Separation	1,197.4	1,197.4	1,500.0	1,868.0	2,084.4	2,691.1
FF-38a	Catering - total cost	23.0	21.0	33.6	44.5	55.8	107.6
FF-45.4	Energy Consumption per square metre	15.6	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	0.9	0.0	1.5	2.6	3.0	4.4
FF-06.3	Hours of Sick Leave by Staff Category - Medical	1.5	0.0	0.0	0.8	2.2	4.6
FF-06.4	Hours of Sick Leave by Staff Category - Nursing	3.1	1.3	2.8	3.0	3.4	4.5
FF-06.5	Hours of Sick Leave by Staff Category - Operational	2.0	1.9	2.6	3.3	3.9	6.7
FF-06.6	Hours of Sick Leave by Staff Category - Professional	1.0	0.0	1.0	1.7	1.9	2.4
FF-08.2	Cost of Sick Leave by Staff Category - Managerial And Clerical	305.7	0.0	499.5	785.8	1,063.6	1,442.1
FF-08.3	Cost of Sick Leave by Staff Category - Medical	1,498.9	0.0	0.0	702.5	2,069.4	4,238.6
FF-08.4	Cost of Sick Leave by Staff Category - Nursing	1,312.5	477.8	955.1	1,206.1	1,335.1	1,758.3
FF-08.5	Cost of Sick Leave by Staff Category - Operational	779.8	556.5	739.4	948.1	1,155.9	1,932.8
FF-08.6	Cost of Sick Leave by Staff Category - Professional	472.2	0.0	472.2	728.4	932.0	1,133.2
FF-11	Cost of Work Cover	1.0	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	4.8	0.0	19.6	20.1	26.2	35.6
FF-14.4	Hours of Overtime by Staff Category - Nursing	0.0	0.0	0.4	0.8	1.4	2.8
FF-14.5	Hours of Overtime by Staff Category - Operational	0.6	0.0	0.2	0.4	0.7	1.7
FF-14.6	Hours of Overtime by Staff Category - Professional	6.4	0.1	2.9	4.0	6.4	24.9
FF-16.2	Cost of Overtime by Staff Category - Managerial And Clerical	26.0	0.0	0.0	23.5	61.7	1,338.2
FF-16.3	Cost of Overtime by Staff Category - Medical	7,410.2	0.0	15,129.3	32,352.6	47,843.6	73,003.6
FF-16.4	Cost of Overtime by Staff Category - Nursing	12.7	12.7	253.1	480.2	785.7	1,752.7
FF-16.5	Cost of Overtime by Staff Category - Operational	302.6	14.6	82.9	202.3	303.4	692.7
FF-16.6	Cost of Overtime by Staff Category - Professional	8,255.6	109.4	2,061.7	3,114.1	5,396.9	28,722.0

Overall Performance Group: Not Summarised

FF-01	Full-Time Equivalent (FTE) Staff	37.2	31.5	37.2	48.6	67.3	128.9
FF-02.2	FTE Staff by Category - Managerial And Clerical	2.2	0.2	2.8	3.8	6.1	24.9
FF-02.3	FTE Staff by Category - Medical	1.3	1.0	1.7	2.1	2.5	7.0
FF-02.4	FTE Staff by Category - Nursing	20.1	14.7	20.1	23.3	32.2	58.1
FF-02.5	FTE Staff by Category - Operational	8.9	7.4	12.0	15.2	21.9	45.2
FF-02.6	FTE Staff by Category - Professional	4.8	0.4	1.6	2.9	4.8	11.0
FF-05	Hours of Sick Leave	2.5	1.7	2.5	2.9	3.4	4.6
FF-07	Cost of Sick Leave	1,025.0	549.1	927.3	1,081.3	1,261.3	1,632.2

Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:		Hospital Score	Peer Group				
			Min	25th	Median	75th	Max
EFF-13	Hours of Overtime	1.6	0.4	1.3	2.0	2.5	3.8
EFF-15	Cost of Overtime	1,396.0	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	15.9	33.5	90.0
Overall Performance Group: Continuity of Care							
SIC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	0.0	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	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	93.4	82.2	92.0	93.5	95.2	97.6
SIC04.2a	Quality of Information - Timeliness - Number of months on time	6.0	1.0	4.8	6.5	8.0	9.0
SIC04.2b	Quality of Information - Timeliness - Number of days late per month	7.0	0.0	2.5	4.9	7.5	39.8
SIC05.1	Use of Information - Availability of electronic information	22.9	10.4	16.7	20.8	25.0	33.3
SIC05.2	Use of Information - Collection and use of clinical information	42.0	0.0	11.9	26.7	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	61.5	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	43.5	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	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

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Queensland Government

Queensland Health

Measured Quality

Hospital Report

Yeppoon 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

Yeppoon Hospital
Peer Group: Small

Central Zone

Clinical Utilisation and Outcomes

Patient Satisfaction

No indicators to report

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.

Clinical Utilisation and Outcomes

Yeppoon Hospital

Small

Central Zone

Performance Indicator

Risk Adjusted

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

No indicators to report

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Patient Satisfaction

Yeppoon Hospital

Small

Central Zone

Hospital Score: Peer Group Mean: Significance: Reference:

Access and Admission Index	77.6	72.8	*	PS01
Complaints Management Index	73.5	69.2		PS02
Discharge and Follow-up Index	68.8	66.2		PS03
General Patient Information Index	79.8	73.2	*	PS04
Overall Care Index	75.6	70.7	*	PS05
Physical Environment Index	73.4	71.5		PS06
Treatment & Related Information Index	75.4	69.0	*	PS07

Access and Admission Index	N/R	72.5		PS01
Complaints Management Index	N/R	69.9		PS02
Discharge and Follow-up Index	N/R	68.8		PS03
General Patient Information Index	N/R	71.2		PS04
+ Overall Care Index	N/R	71.8		PS05
Physical Environment Index	76.7	76.4		PS06
Treatment & Related Information Index	N/R	70.2		PS07

Access and Admission Index	78.8	73.0	*	PS01
Complaints Management Index	74.3	68.6		PS02
Discharge and Follow-up Index	71.2	66.0		PS03
General Patient Information Index	81.9	72.8	*	PS04
+ Overall Care Index	76.6	70.5	*	PS05
Physical Environment Index	72.9	71.1		PS06
Treatment & Related Information Index	76.4	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.



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+ Indicator has been used to determine overall performance.

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

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

Efficiency

Yeppoon Hospital

Small

Central Zone

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

Occupancy Rate (Bed Day Efficiency)	Percentage	59.0	51.1	EFF-17
Length of Stay	Days	3.68	3.68	EFF-19
Catering - total cost	Dollars	28.0	44.5	EFF-36a
Energy Consumption per square metre	Dollars	30.0	25.3	EFF-45.4
Hours of Sick Leave by Staff Category - Managerial And Clerical	Percentage	3.51	2.64	EFF-06.2
Hours of Sick Leave by Staff Category - Medical	Percentage	4.62	0.78	EFF-06.3
Hours of Sick Leave by Staff Category - Nursing	Percentage	2.83	2.97	EFF-06.4
Hours of Sick Leave by Staff Category - Operational	Percentage	3.41	3.28	EFF-06.5
Hours of Sick Leave by Staff Category - Professional	Percentage	2.37	1.67	EFF-06.6
Cost of Sick Leave by Staff Category - Managerial And Clerical	Dollars	1,086	786	EFF-08.2
Cost of Sick Leave by Staff Category - Medical	Dollars	4,239	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	1,106	948	EFF-08.5
Cost of Sick Leave by Staff Category - Professional	Dollars	1,096	728	EFF-08.6
Cost of Work Cover	Dollars	1.62	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	32.2	20.1	EFF-14.3
Hours of Overtime by Staff Category - Nursing	Percentage	0.27	0.82	EFF-14.4
Hours of Overtime by Staff Category - Operational	Percentage	0.16	0.45	EFF-14.5
Hours of Overtime by Staff Category - Professional	Percentage	0.57	3.95	EFF-14.6
Cost of Overtime by Staff Category - Managerial And Clerical	Dollars	21.1	23.5	EFF-16.2
Cost of Overtime by Staff Category - Medical	Dollars	64,805	32,353	EFF-16.3
Cost of Overtime by Staff Category - Nursing	Dollars	181	480	EFF-16.4
Cost of Overtime by Staff Category - Operational	Dollars	68.4	202	EFF-16.5
Cost of Overtime by Staff Category - Professional	Dollars	245	3,114	EFF-16.6
Full-Time Equivalent (FTE) Staff	Numeric	32.2	48.7	EFF-01
FTE Staff by Category - Managerial And Clerical	Numeric	2.73	3.78	EFF-02.2
FTE Staff by Category - Medical	Numeric	1.25	2.09	EFF-02.3
FTE Staff by Category - Nursing	Numeric	20.2	23.3	EFF-02.4
FTE Staff by Category - Operational	Numeric	7.38	15.2	EFF-02.5
FTE Staff by Category - Professional	Numeric	0.67	2.87	EFF-02.6
Hours of Sick Leave	Percentage	3.08	2.91	EFF-05
Cost of Sick Leave	Dollars	1,266	1,081	EFF-07
Hours of Overtime	Percentage	2.18	1.99	EFF-13
Cost of Overtime	Dollars	2,653	1,986	EFF-15

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

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

System Integration and Change

Yeppoon Hospital

Small

Central Zone

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

Benchmarking

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

Extent of development and use in selected clinical areas	Percentage	79.6	15.8	SIC07.1
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Facilitating continuity of care

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

Cardiac rehabilitation	Max score 3	3/3	2	SIC08.4
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Provision of electronic discharge summaries to GPs	Max score 3	0/3	0	SIC08.5
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Quality of Information

Accuracy	Percentage	83.4	93.6	SIC04.1
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Timeliness - Number of months on time	Months	7	6.5	SIC04.2a
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Timeliness - Number of days late per month	Days	9	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	26.7	20.7	SIC05.2
--	------------	------	------	---------

Accreditation

Accreditation	Yes/No	Yes	13/24	SIC01
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Credentialling

Credentialling	Yes/No	Yes	24/24	SIC02
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Workforce Management

Retention of Nursing Staff	Percentage	76.9	76.9	SIC03.1
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Retention of Allied Health Staff	Percentage	100	71.4	SIC03.2
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Median Age Nursing Staff	Years	45	42.3	SIC03.3
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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	78.6	17.4	SIC07.2
--	------------	------	------	---------

Surgical (Orthopaedic) - extent of development and use	Percentage	57.1	0	SIC07.3a
--	------------	------	---	----------

Medical - extent of development and use	Percentage	83.3	10.7	SIC07.3b
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O & G - extent of development and use	Percentage	N/A	N/A	SIC07.3c
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Telehealth

Extent of telehealth usage	Percentage	0	1.9	SIC09
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+ Indicators listed within this overall performance group have been used to determine overall performance.

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

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

Measured Quality

Hospital Report

Attachment 1

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

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Statistics - Quartiles per Indicator

Attachment 1

Indicator Number and Description:

Hospital
Score

Peer Group

Min 25th Median 75th Max

Small

Yeppoon Hospital Central Zone

Overall Performance Group: Maternity

PS05 Overall Care Index Maternity 40.8 69.1 71.2 79.1 84.3

Overall Performance Group: Medical

PS05 Overall Care Index Medical 76.6 64.7 66.3 70.7 72.5 80.2

Overall Performance Group: Surgical

PS05 Overall Care Index Surgical 68.2 69.0 73.4 74.9 81.1

Overall Performance Group: Not Summarised

PS01 Access and Admission Index Surgical 59.9 69.8 72.3 74.5 78.4

PS01 Access and Admission Index All types combined 77.6 65.5 69.0 74.2 77.3 80.6

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

PS01 Access and Admission Index Maternity 43.9 68.7 71.8 80.0 85.5

PS02 Complaints Management Index Surgical 60.1 68.8 75.0 78.9 87.5

PS02 Complaints Management Index Medical 74.3 59.5 65.5 66.8 75.7 80.8

PS02 Complaints Management Index Maternity 59.4 68.7 73.4 77.6 90.6

PS02 Complaints Management Index All types combined 73.5 59.5 66.1 67.7 73.4 80.8

PS02 Discharge and Follow-up Index Maternity 41.7 67.7 70.4 75.7 87.5

PS03 Discharge and Follow-up Index All types combined 66.8 64.1 67.9 68.8 80.8

PS03 Discharge and Follow-up Index Medical 71.2 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 Surgical 68.8 74.0 77.6 80.2 87.5

PS04 General Patient Information Index Medical 81.9 62.8 67.8 72.5 76.3 82.7

PS04 General Patient Information Index Maternity 58.8 68.1 75.0 83.5 91.7

PS04 General Patient Information Index All types combined 78.8 63.9 69.2 72.9 77.2 84.2

PS05 Overall Care Index All types combined 75.6 62.9 67.8 71.1 73.0 80.2

PS06 Physical Environment Index Surgical 57.3 68.4 71.9 75.9 83.8

PS06 Physical Environment Index Medical 72.9 65.0 68.2 69.8 72.7 81.2

PS06 Physical Environment Index Maternity 76.7 41.4 73.5 77.5 82.4 88.8

PS06 Physical Environment Index All types combined 73.4 61.9 68.8 70.8 73.7 81.5

PS07 Treatment & Related Information Index Medical 78.4 59.6 64.3 67.0 72.6 79.5

PS07 Treatment & Related Information Index Surgical 61.3 69.2 73.6 75.7 83.3

PS07 Treatment & Related Information Index Maternity 46.2 66.9 70.1 80.0 80.3

PS07 Treatment & Related Information Index All types combined 75.4 60.1 65.8 69.3 72.4 79.6

Overall Performance Group: Activity

FF-17 Occupancy Rate (Bed Day Efficiency) 59.0 8.8 41.8 51.1 63.7 108.7

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

Overall Performance Group: Cost of Service

FF-36a Catering - total cost 28.0 21.0 33.6 44.5 55.8 107.6

FF-45.4 Energy Consumption per square metre 30.0 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 3.5 0.0 1.6 2.6 3.0 4.4

FF-06.3 Hours of Sick Leave by Staff Category - Medical 4.6 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 3.4 1.9 2.6 3.3 3.9 6.7

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

FF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical 1,086.3 0.0 499.5 785.8 1,063.6 1,442.1

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

FF-08.4 Cost of Sick Leave by Staff Category - Nursing 1,170.0 477.8 955.1 1,206.1 1,335.1 1,758.3

FF-08.5 Cost of Sick Leave by Staff Category - Operational 1,105.6 556.5 739.4 948.1 1,155.9 1,932.8

FF-08.6 Cost of Sick Leave by Staff Category - Professional 1,096.5 0.0 472.2 728.4 932.0 1,133.2

FF-11 Cost of Work Cover 1.6 0.1 0.4 0.7 0.9 2.7

FF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical 0.0 0.0 0.0 0.1 0.1 2.4

FF-14.3 Hours of Overtime by Staff Category - Medical 32.2 0.0 10.6 20.1 26.2 35.6

FF-14.4 Hours of Overtime by Staff Category - Nursing 0.3 0.0 0.4 0.8 1.4 2.8

FF-14.5 Hours of Overtime by Staff Category - Operational 0.2 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
1.6 Hours of Overtime by Staff Category - Professional	0.8	0.1	2.9	4.0	6.4	24.9
EFF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	21.1	0.0	0.0	23.5	61.7	1,338.2
EFF-16.3 Cost of Overtime by Staff Category - Medical	64,804.5	0.0	15,129.3	32,352.8	47,843.8	73,003.6
EFF-16.4 Cost of Overtime by Staff Category - Nursing	181.2	12.7	253.1	480.2	785.7	1,752.7
EFF-16.5 Cost of Overtime by Staff Category - Operational	68.4	14.6	92.9	202.3	303.4	692.7
EFF-16.6 Cost of Overtime by Staff Category - Professional	244.5	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	32.2	31.5	37.2	48.6	67.3	128.9
EFF-02.2 FTE Staff by Category - Managerial And Clerical	2.7	0.2	2.8	3.8	6.1	24.9
EFF-02.3 FTE Staff by Category - Medical	1.3	1.0	1.7	2.1	2.5	7.0
EFF-02.4 FTE Staff by Category - Nursing	26.2	14.7	20.1	23.3	32.2	58.1
EFF-02.5 FTE Staff by Category - Operational	7.4	7.4	12.0	15.2	21.9	45.2
EFF-02.6 FTE Staff by Category - Professional	0.7	0.4	1.6	2.9	4.8	11.0
EFF-05 Hours of Sick Leave	3.1	1.7	2.5	2.9	3.4	4.6
EFF-07 Cost of Sick Leave	1,266.5	549.1	927.3	1,081.3	1,261.3	1,632.2
EFF-13 Hours of Overtime	2.2	0.4	1.3	2.0	2.5	3.8
EFF-15 Cost of Overtime	2,653.4	190.7	1,145.4	1,986.5	2,628.5	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	78.9	0.0	2.2	18.9	33.5	90.0
Overall Performance Group: Continuity of Care						
SIC08.1 Facilitating continuity of care - Use of pre admission clinics for elective surgery	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	0.0	1.0	3.0	3.0
SIC08.3 Facilitating continuity of care - Shared ante and postnatal care	0.0	0.0	0.0	3.0	3.0	3.0
SIC08.4 Facilitating continuity of care - Cardiac rehabilitation	3.0	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	83.4	82.2	92.0	83.4	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	9.8	0.0	2.5	4.9	7.5	39.8
SIC05.1 Use of Information - Availability of electronic information	19.4	10.4	18.7	20.8	25.0	33.3
SIC05.2 Use of Information - Collection and use of clinical information	26.7	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 Credentialing	1.0	1.0	1.0	1.0	1.0	1.0
SIC03.1 Workforce Management - Retention of Nursing Staff	76.9	46.2	67.9	76.9	85.0	98.7
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	45.0	31.5	36.9	42.3	43.6	51.0
SIC06.1 Benchmarking - In selected clinical areas	0.0	0.0	0.0	6.0	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	78.6	0.0	2.5	17.4	37.3	90.0
SIC07.3a Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	57.1	0.0	0.0	9.9	3.6	57.1
SIC07.3b Clinical Pathways - Medical - extent of development and use	83.3	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

State Report - Clinical Utilisation and Outcomes

Indicator Number and Description	Peer Group Mean			
	Principal Referral and Specialised	Large	Medium	Small
CI01.1 Acute Myocardial Infarction - In-hospital Mortality	11.24	13.30	18.32	15.24
CI01.2 Acute Myocardial Infarction - Long Stay Rates	10.78	8.68	8.41	5.62
CI02.1 Heart Failure - In-hospital Mortality	6.96	7.71	6.69	7.08
CI02.2 Heart Failure - Long Stay Rates	10.44	8.72	12.29	8.54
CI03.1 Stroke - In-hospital Mortality	22.15	26.26	31.86	31.37
CI03.2 Stroke - Long Stay Rates	11.55	7.05	11.69	10.00
CI03.4 Stroke - Nursing Home Separations	11.71	14.34	13.33	13.43
CI04.1 Pneumonia - In-hospital Mortality	8.56	7.21	4.52	5.20
CI04.2 Pneumonia - Long Stays	13.76	10.76	9.47	9.70
CI05.1 Diabetic Foot - Long Stays	11.28	9.15	4.26	10.39
CI05.4 Diabetic Foot - Amputation Rates	29.39	29.73	10.64	2.60
CI06.1 Fractured Neck of Femur - In-hospital Mortality	6.76	7.58	N/A	N/A
CI06.2 Fractured Neck of Femur - Long Stays	9.03	13.11	N/A	N/A
CI06.5 Fractured Neck of Femur - Nursing Home Separations	21.34	18.85	N/A	N/A
CI06.6 Fractured Neck of Femur - Complications of Surgery	12.76	15.91	N/A	N/A
CI07.1 Knee Replacement - Long Stays	10.76	10.48	N/A	N/A
CI07.3 Knee Replacement - Complications of Surgery	22.35	18.70	N/A	N/A
CI08.1 Hip Replacement - Long Stay Rates	11.60	10.68	N/A	N/A
CI08.3 Hip Replacement - Complications of Surgery	27.98	28.11	N/A	N/A
CI09.1 Hysterectomy - Long Stay rates	15.24	9.70	3.00	23.19
CI09.3 Hysterectomy - Complications of Surgery	12.42	12.32	7.00	14.49
CI09.4 Hysterectomy - on Women < 35 years	10.98	12.24	7.00	4.35
CI09.5 Hysterectomy - Blood Transfusion Rates	3.71	1.77	2.00	1.45
CI10.1 Standard Primiparae - C-section	13.11	12.92	12.05	10.67
CI10.2 Standard Primiparae - Induction of Labour	12.84	14.41	10.84	11.86
CI10.3 Standard Primiparae - Perineal Tears	2.89	2.76	3.42	3.98
CI11.1 Small for Gestational Age - Small for Gestational Age	3.51	2.81	3.43	3.22
CI13.1 Maternal Post-Natal Long Stay Rate (Vaginal Births)	7.62	6.16	10.05	14.05
CI13.2 Maternal Post-Natal Long Stay Rate (Caesarean Section Births)	6.47	5.69	8.97	16.19
CI14.1 Asthma - Long Stay Rates	11.48	12.00	7.73	6.69
CI15.1 Colorectal Carcinoma - Long Stay Rates	9.89	9.88	10.34	N/A
CI15.3 Colorectal Carcinoma - Complications of Surgery	32.05	26.67	26.67	N/A

State Report - Patient Satisfaction

Number and Description		Peer Group Mean			
		Principal Referral and Specialised	Large	Medium	Small
S01	Access and Admission Index - All types combined	64.1	65.3	72.4	72.8
S01	Access and Admission Index - Maternity	65.2	67.8	75.5	72.5
S01	Access and Admission Index - Medical	63.0	64.5	71.7	73.0
S01	Access and Admission Index - Mental Health	55.1	58.7	N/A	N/A
S01	Access and Admission Index - Surgical	69.3	68.9	74.7	71.6
S02	Complaints Management Index - All types combined	64.6	64.0	69.0	69.2
S02	Complaints Management Index - Maternity	68.3	65.6	72.2	69.9
S02	Complaints Management Index - Medical	64.6	63.4	67.8	68.6
S02	Complaints Management Index - Mental Health	54.4	57.2	N/A	N/A
S02	Complaints Management Index - Surgical	68.2	67.8	75.6	73.7
S03	Discharge and Follow-up Index - All types combined	61.4	60.9	66.9	66.2
S03	Discharge and Follow-up Index - Maternity	64.4	65.2	71.5	68.8
S03	Discharge and Follow-up Index - Medical	60.2	60.1	66.0	66.0
S03	Discharge and Follow-up Index - Mental Health	54.7	54.0	N/A	N/A
S03	Discharge and Follow-up Index - Surgical	65.5	64.0	69.3	65.7
S04	General Patient Information Index - All types combined	68.9	69.2	73.9	73.2
S04	General Patient Information Index - Maternity	65.1	68.1	73.6	71.2
S04	General Patient Information Index - Medical	69.2	69.3	73.5	72.8
S04	General Patient Information Index - Mental Health	57.6	58.5	N/A	N/A
S04	General Patient Information Index - Surgical	72.8	72.9	77.6	78.0
S05	Overall Care Index - All types combined	64.5	65.2	70.7	70.7
S05	Overall Care Index - Maternity	64.4	66.9	73.5	71.8
S05	Overall Care Index - Medical	64.1	64.7	70.1	70.5
S05	Overall Care Index - Mental Health	54.8	57.6	N/A	N/A
S05	Overall Care Index - Surgical	68.4	68.7	73.6	71.7
S06	Physical Environment Index - All types combined	62.3	66.5	70.6	71.5
S06	Physical Environment Index - Maternity	63.0	68.4	75.1	76.4
S06	Physical Environment Index - Medical	62.0	66.2	70.0	71.1
S06	Physical Environment Index - Mental Health	57.8	63.5	N/A	N/A
S06	Physical Environment Index - Surgical	64.0	67.3	70.8	69.8
S07	Treatment & Related Information Index - All types combined	65.3	64.0	69.7	69.0
S07	Treatment & Related Information Index - Maternity	64.4	65.5	71.2	70.2
S07	Treatment & Related Information Index - Medical	65.5	63.3	69.1	68.5
S07	Treatment & Related Information Index - Mental Health	50.7	53.1	N/A	N/A
S07	Treatment & Related Information Index - Surgical	69.6	69.2	73.3	72.1

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State Report - Efficiency

Indicator Number and Description	Peer Group Median			
	Principal Referral and Specialised	Large	Medium	Small
FF-01 Full-Time Equivalent (FTE) Staff	1,359	444	84.1	48.7
FF-02.2 FTE Staff by Category - Managerial And Clerical	178	63.9	7.96	3.78
FF-02.3 FTE Staff by Category - Medical	112	31.4	3.45	2.09
FF-02.4 FTE Staff by Category - Nursing	678	205	38.3	23.3
FF-02.5 FTE Staff by Category - Operational	199	84.9	24.3	15.2
FF-02.6 FTE Staff by Category - Professional	107	23.8	7.30	2.87
FF-02.7 FTE Staff by Category - Technical	6.61	1.25	2.81	0.91
FF-02.8 FTE Staff by Category - Trade And Artisans	18.4	3.14	1.09	0.91
FF-02.9 FTE Staff by Category - Visiting Medical Officers	11.0	2.48	0.36	0.04
FF-05 Hours of Sick Leave	3.22	3.04	3.13	2.91
FF-06.2 Hours of Sick Leave by Staff Category - Managerial And Clerical	3.18	2.95	2.99	2.64
FF-06.3 Hours of Sick Leave by Staff Category - Medical	1.46	1.36	0.62	0.78
FF-06.4 Hours of Sick Leave by Staff Category - Nursing	3.57	3.35	3.18	2.97
FF-06.5 Hours of Sick Leave by Staff Category - Operational	3.63	3.46	3.61	3.28
FF-06.6 Hours of Sick Leave by Staff Category - Professional	2.57	2.20	2.18	1.67
FF-06.7 Hours of Sick Leave by Staff Category - Technical	2.88	2.42	3.14	3.42
FF-06.8 Hours of Sick Leave by Staff Category - Trade And Artisans	3.34	2.96	2.23	2.85
FF-06.9 Hours of Sick Leave by Staff Category - Visiting Medical Officers	1.36	0.78	0	0
FF-07 Cost of Sick Leave	1,293	1,206	1,276	1,081
FF-08.2 Cost of Sick Leave by Staff Category - Managerial And Clerical	1,151	1,040	1,008	786
FF-08.3 Cost of Sick Leave by Staff Category - Medical	1,102	976	521	702
FF-08.4 Cost of Sick Leave by Staff Category - Nursing	1,436	1,420	1,230	1,206
FF-08.5 Cost of Sick Leave by Staff Category - Operational	1,072	979	1,059	948
FF-08.6 Cost of Sick Leave by Staff Category - Professional	1,262	1,162	1,127	728
FF-08.7 Cost of Sick Leave by Staff Category - Technical	1,125	1,194	1,323	1,378
FF-08.8 Cost of Sick Leave by Staff Category - Trade And Artisans	1,135	937	735	921
FF-08.9 Cost of Sick Leave by Staff Category - Visiting Medical Officers	2,248	1,261	0	0
FF-11 Cost of Work Cover	1.05	1.62	0.74	0.74
FF-13 Hours of Overtime	2.06	2.60	2.19	1.99
FF-14.2 Hours of Overtime by Staff Category - Managerial And Clerical	0.03	0.37	0.18	0.05
FF-14.3 Hours of Overtime by Staff Category - Medical	16.3	14.8	23.8	20.1
FF-14.4 Hours of Overtime by Staff Category - Nursing	0.56	0.78	0.77	0.82
FF-14.5 Hours of Overtime by Staff Category - Operational	1.20	0.84	0.35	0.45
FF-14.6 Hours of Overtime by Staff Category - Professional	2.71	3.59	5.71	3.95
FF-14.7 Hours of Overtime by Staff Category - Technical	0.49	0	0.00	0
FF-14.8 Hours of Overtime by Staff Category - Trade And Artisans	4.47	2.73	0.16	0.49
FF-14.9 Hours of Overtime by Staff Category - Visiting Medical Officers	11.0	19.6	6.37	0
FF-15 Cost of Overtime	2,634	2,230	2,210	1,986
FF-16.2 Cost of Overtime by Staff Category - Managerial And Clerical	325	102	92.3	23.5
FF-16.3 Cost of Overtime by Staff Category - Medical	19,694	18,682	36,811	32,353
FF-16.4 Cost of Overtime by Staff Category - Nursing	326	462	437	480
FF-16.5 Cost of Overtime by Staff Category - Operational	592	443	170	202
FF-16.6 Cost of Overtime by Staff Category - Professional	2,195	3,009	4,618	3,114
FF-16.7 Cost of Overtime by Staff Category - Technical	299	0	1.21	0
FF-16.8 Cost of Overtime by Staff Category - Trade And Artisans	2,441	1,372	66.3	239
FF-16.9 Cost of Overtime by Staff Category - Visiting Medical Officers	22,933	39,662	10,518	0
F-17 Occupancy Rate (Bed Day Efficiency)	84.5	82.8	66.1	51.1
F-19 Length of Stay	3.18	3.05	2.93	3.68
F-24 Cancellation rate	19.2	12.8	N/A	N/A
F-25 Total Cost / Weighted Separation	2,396	2,075	1,854	1,868
F-36a Catering - total cost	27.7	28.1	35.2	44.5
F-45.4 Energy Consumption per square metre	28.6	22.1	21.8	25.3

State Report - System Integration and Change

Code	Number and Description	Peer Group Median			
		Principal Referral and Specialised	Large	Medium	Small
SIC01	Accreditation	12/12	12/13	6/10	13/24
SIC02	Credentialling	11/12	5/13	10/10	24/24
SIC03.1	Workforce Management - Retention of Nursing Staff	79.3	83.6	85.5	76.9
SIC03.2	Workforce Management - Retention of Allied Health Staff	74.5	73.7	75	71.4
SIC03.3	Workforce Management - Median Age Nursing Staff	38.8	41	41.5	42.3
SIC04.1	Quality of information - Accuracy	94	94.3	94.1	93.5
SIC04.2a	Quality of information - Timeliness - Number of months on time	6.5	5	6.5	6.5
SIC04.2b	Quality of information - Timeliness - Number of days late per month	8.6	5	2.9	4.9
SIC05.1	Use of Information - Availability of electronic information	47.9	37.5	27.1	20.8
SIC05.2	Use of Information - Collection and use of clinical information	65.1	50.8	26.6	20.7
SIC06.1	Benchmarking - In selected clinical areas	62.5	33.3	31	0
SIC06.2	Benchmarking - In selected clinical areas - internal	61.1	29.4	0	0
SIC06.3	Benchmarking - In selected clinical areas - external	66.7	30.8	6.3	0
SIC07.1	Clinical Pathways - Extent of development and use	40.1	48	20.2	15.8
SIC07.2	Clinical Pathways - Extent of development and use as per Ontario	44.5	54.8	20.7	17.4
SIC07.3a	Clinical Pathways - Surgical (Orthopaedic) - extent of development and use	76.8	53.6	14.3	0
SIC07.3b	Clinical Pathways - Medical - extent of development and use	26.2	28.6	25	10.7
SIC07.3c	Clinical Pathways - O & G - extent of development and use	53.9	39.3	19.6	14.3
SIC08.1	Facilitating continuity of care - Use of pre admission clinics for elective surgery	3	3	3	3
SIC08.2	Facilitating continuity of care - Provision of discharge summaries to GPs	3	1	3	1
SIC08.3	Facilitating continuity of care - Shared ante and post natal care	3	3	3	3
SIC08.4	Facilitating continuity of care - Cardiac rehabilitation	3	2	2	2
SIC08.5	Facilitating continuity of care - Provision of electronic discharge summaries to GPs	0.5	0	0	0
SIC09	Telehealth - Extent of telehealth usage	5.8	1.9	1.9	1.9

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