

Department of the Premier and Cabinet

Cabinet Submission briefing note

Submission No. 3429

Date: 5 June 2003

Minister for Health and Minister Assisting the Premier on Women's Policy

Queensland Health – Measured Quality, Internal Hospital Reports (Phase 2)

Purpose

1. To inform Cabinet of the Measured Quality Internal Hospital Reports (Phase 2).

Background

2. The Measured Quality Hospital reports are a component of the Measured Quality project funded through the Quality Improvement and Enhancement Program. The Phase 1 reports, which were considered by Cabinet on 11 November 2002, provided baseline data across the four quadrants: Clinical outcomes, Efficiency, Patient Satisfaction and System Integration and Change from 1999-2000. The Phase 2 reports encompass the phase 1 data and include further data to 2002 (apart from patient satisfaction data which was collected in Phase 1 only).

Issues

3. The Measured Quality project aims to develop a quality improvement culture amongst public hospital clinicians and managers and improve data collection and systems to drive health system improvements. Queensland Health is the first health service provider in Australia to measure hospital quality to this extent.
4. Whilst the data contained in the Phase 2 reports is highly sensitive, the collection and analysis of such data is vital to ensure continuous quality improvement in Queensland's public hospital system. Queensland Health has mitigated the risk of misinterpreting data by proposing to implement a strictly controlled dissemination strategy. The report will be published on the Queensland Health Electronic Publishing Service. The data will be accessed through password controls by District Managers, three Zonal Managers, the Deputy Director-General, General Manager and Director-General. Whilst Queensland Health advises that it is not possible to completely eliminate all options for printing and distribution from the site, the security arrangements are satisfactory and will be backed up by the confidential nature of the data being presented to Cabinet. The dissemination strategy will facilitate local level analysis and problem identification and planning for service or system responses if required.
5. Key issues arising from the Phase 2 reports have already been verbally presented to District Managers and some issues have already been investigated through further analysis of the data or auditing processes.
6. Queensland Health has identified examples of sensitive data that has been investigated or is currently under review. This includes increased in-hospital mortality from acute myocardial infarction at Cairns Base Hospital in 1999/2000 which on further audit was due to a high presentation of patients with multiple organ failure; complications of hip replacement, colorectal cancer and hysterectomy surgery at Royal Brisbane Hospital which are currently being reviewed; increased in-hospital mortality from myocardial infarction and stroke at Bundaberg Base Hospital which is also currently under review. This data exemplifies the importance of the need for data security to be balanced with the need for local level analysis.

Is this in accordance with Government election commitments?

7. Not applicable.

Recommendation

8. That the submission be supported.



Access Request
CAB Dec No. 4242
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Department of Health
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SECRET

CABINET DECISION

Brisbane, 10 June 2003

Decision No.: 4242, (Submission No.: 3429)

TITLE: Queensland Health - Measured Quality, Internal Hospital Reports (Phase 2)

CABINET decided:

That following consideration, the contents of the submission be noted.

CIRCULATION: Implementation Responsibility

Nil.

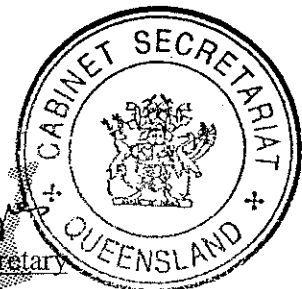
Departmental Records

Department of the Premier and Cabinet.

Department of Health and copy to the Minister.

Perusal and Return

All other Ministers.



James
Cabinet Secretary

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SECURITY CLASSIFICATION "A"

INFORMATION SUBMISSION

COVER SHEET

TITLE

Queensland Health – Measured Quality, Internal Hospital reports (phase 2)

MINISTER

Minister for Health and Minister Assisting the Premier on Women's Policy

OBJECTIVE

To inform Cabinet of the content of the Queensland Health – *Measured Quality Internal Hospital Reports (Phase 2)* attached to the submission.

SUMMARY

The *Measured Quality Internal Hospital Reports (phase 2)* follow on from the phase 1 internal hospital reports submitted to Cabinet in November 2002. As with the phase 1 reports, the aim is to flag areas for potential improvement and areas where performance is potentially best practice across 4 areas in a balanced scorecard method. The phase 2 reports now allow Queensland Health and individual hospitals to identify trends over time. The data is intended for strictly controlled internal use only and will not be released publicly.

Queensland Health is the first health service provider in Australia to measure hospital quality to this extent. A number of benefits that have been partially realised as a result of the Measured Quality reports so far, include:

- development of a quality improvement culture amongst clinicians and managers;
- improvement in the quality of existing data collections and information systems;
- identifying potential gaps in data collections where Queensland Health may require more information to better manage services; and
- development of a core set of performance indicators across the balanced scorecard and working closely with the Australian Institute for Health and Welfare (AIHW) in the extraction of national data for the purposes of benchmarking the quality of health services nationally.

To make best use of the *Measured Quality Internal Hospital Reports (phase 2)* local level analysis must occur, issues identified and clinicians and managers must drive the health system improvements with assistance provided from organisational change management units and projects, clinical networks and collaboratives. In doing this, strict controls will be placed on the use of the data (as detailed in paragraph 18 in the body of this submission).

One of the reasons the Measured Quality Program Area was undertaken by Queensland Health was to develop internal reports that routinely measure and utilise performance data for the Queensland public hospital system. The purpose of these reports is to:

- provide a balanced and comparative picture of the performance of Queensland public hospitals;
- identify any variation between hospital performance indicator results (both potential positive and negative 'outliers');
- flag 'outlier' (negative and positive) indicator results with Health Service District executives to allow interpretation and investigation to determine causes of the results, in particular in the light of local context and issues;
- identify and flag any trends in performance across the state;
- obtain baseline data on current Queensland Health public hospital performance; and
- contribute to the national knowledge base on quality measurement.

A range of performance indicators have also been developed and further refined in phase 2 across the areas of:

- Clinical Outcomes (Internal Business);
- Efficiency (Financial);
- Patient Satisfaction (Customer); and
- System Integration & Change (Learning and Growth).

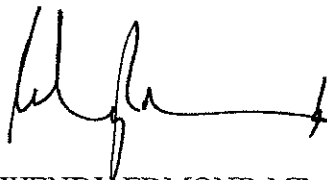
Following cabinet consideration, the *Measured Quality Internal Hospital Reports (phase 2)* will be accessed by District Managers, three Zonal Manager's, Deputy Director-General, General Manager and Director General through an internal, electronic, secure site, only and will not be printed or distributed in any other form. Reports from the secure site cannot be printed, copied, or forwarded to anyone. The site is password protected and 'view only'.

RESULTS OF CONSULTATION

- Is there agreement? **YES.** See paragraph 23 of body of submission.

RECOMMENDATION

That following consideration, the contents of the submission be noted.



WENDY EDMOND MP
MINISTER FOR HEALTH
MINISTER ASSISTING THE PREMIER ON WOMEN'S POLICY

4 June 2003


CAB.0007.0002.00682

BODY OF SUBMISSION**OBJECTIVE**

1. To inform Cabinet on the content of the Queensland Health – *Measured Quality Internal Hospital Reports (phase 2)*.

BACKGROUND

- **Context**
2. During 1998, Queensland Health started developing a comprehensive framework to improve the safety and quality of public health services. This was in response to both State and national calls for reform.
 3. Nationally, a number of reports on the safety of the Australian health system were published driving public policy change and resulting in the allocation of approximately \$660M to the States and Territories for quality improvements through the 1998-2003 Australian Health Care Agreement (AHCA).
 4. Within Queensland, strategic developments in Queensland Health and in the State's public administration demanded a greater emphasis on safety and accountability. A Queensland Health Council on Safety and Quality in Health Care (Quality Council) was established in March 1999 to oversee the quality agenda and includes ensuring that risk management and quality management systems are in place in Queensland Health.
 5. One of the 23 Program Areas that received approval from the Quality Council was the Measured Quality Program Area. The goal of the Measured Quality Program Area is to improve the capacity of the Queensland public health system to provide quality services and deliver optimal outcomes by developing systems to routinely measure and utilise performance data. These systems will be developed through the balanced scorecard methodology and will action the Corporate key value of performance accountability (Strategic Plan 2000-2010) and other key strategies of the Strategic Plan by providing:
 - comparative data on the quality of services provided by Districts and Zones, more informed investment decisions can be made; and
 - benchmarking information on performance across key indicators, this Program will contribute to a corporate culture of evidence-based practice.
 6. The goal is consistent with the Strategic Plan statement that Queensland Health's performance will be assessed by monitoring the outcomes of health services and client satisfaction.


CAB.0007.0002.00683

7. The overall purpose of the Measured Quality Hospital Reports (Phase 2) is to improve the accountability of health services by establishing an ongoing process that reports on performance and supports continuous quality improvement.

This purpose links with areas identified in the Smart State: Health 2020 Directions Statement, including:

- developing and refining systems to measure changes in population health status and well being as well as health system performance;
- improving the safety and quality of health care;
- improving integration of the health system; and
- a focus on quality, safety, and continuous improvement in the health care system.

8. The target groups for this Program Area are:

- clinical leaders at the Hospital, District, Zonal and Statewide levels; and
- management at the District, Zonal and Corporate levels

9. A copy of each of the Measured Quality Hospital Reports (Phase 2) is attached. These reports are not for public release.

- **Previous consideration by Cabinet**

10. On 11 November 2002 (Decision Number 3758), Cabinet noted the first phase of the measured quality project and the release of the public report *Queensland Hospitals in the 21st Century*. In addition, 60 individual hospital reports were also noted. Responsibility for the finalisation of the public report, the communication strategy and dissemination of the 60 hospital reports was delegated to the Premier and the Minister for Health. The submission also advised that the phase 2 of the project would involve the release of a further 60 individual hospital reports utilising improved data and analysis.

ISSUES

11. The Measured Quality Internal Hospital Reports (phase 2) flag areas for potential improvement and areas where performance is potentially best practice. The phase 2 reports also identify trends over time to allow hospitals to identify whether results are improving or not, or if any 'peaks or troughs' have occurred over a period of time. This will assist in identifying causes for the variation as correlations can be made between the results in the report and an event within the hospital that may have caused the variation eg. change in practice, process, or procedure at a local level. This will help identify the 'levers' in the system that will provide relevant information to managers and staff and assist them in making well informed decisions, and provide a greater understanding of the type of outcomes that will be achieved as a result of changes being made.



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12. Queensland Health is the first health service provider in Australia to measure hospital quality to this extent. A number of benefits that have been partially realised as a result of the Measured Quality reports so far, include:
- development of a quality improvement culture amongst clinicians and managers;
 - improvement in the quality of existing data collections and information systems;
 - identifying potential gaps in data collections where Queensland Health may require more information to better manage services; and
 - development of a core set of performance indicators across the balanced scorecard and working closely with the Australian Institute for Health and Welfare (AIHW) in the extraction of national data for the purposes of benchmarking the quality of health services nationally.
13. The Executive of each Health Service District executive have received a presentation from the Measured Quality team on the phase 2 results for their hospitals. A wide range of existing quality improvement projects and Queensland Health Units have also been 'briefed' on the results and are available to assist Health Service Districts with dissemination and related change management activities. Various guides and contact details for these existing projects and units have been provided to the Health Service District in conjunction with the presentation of their results with the aim of providing a 'next step' in the dissemination process. It has also been proposed that Health Service Districts participate in various round-table sessions and forums with their peer hospitals, which will focus on benchmarking and dissemination and interpretation of their hospital reports, as well as a sharing of knowledge that has resulted from further investigation of 'outlier' results at the local level.
14. It is recognised that to be able to engage clinicians and managers to genuinely review their performance, the District Manager needs to be able to share the results with senior staff so an understanding of the information is realised and to generate discussion, interpretation and dissemination of the results. This process will lead to identifying causes for any 'outlier' results that are flagged in the reports and to identify practices, procedures or process's that will lead to improvement in the quality of health service being provided.
15. To obtain a balance between the security of the reports and to ensure the quality improvement indicators are identified to the hospital staff who are able to make the changes for improvement, the internal reports will only be accessible by the relevant District Managers, three Zonal Managers, Deputy Director-General Policy and Outcomes, General Manager Health Services and Director General only. It will then be left up to the discretion of each District Manager and Zonal Manager as to which staff members should preview the results so as further investigation can be undertaken.

CAB.0007.0002.00685

16. The data requires local level analysis to identify key issues or trends that may require service or health system responses. Some examples of data that have been presented to District managers and are currently being investigated or have already been investigated are included at Attachment 1. These examples exemplify the need for the data, particularly to be viewed in context, and for trend analysis to identify sustained issues.
17. While the above list of indicators highlight those results that will be / or have already been investigated extensively, it does not highlight the positive results, where Queensland Hospitals are potentially performing at levels of 'best practice'. These positive results are also being investigated so that other hospitals may learn from those that are potentially performing well.
18. As the release of such data without context could result in misinterpretation, Queensland Health is very cognisant of the need to strictly control access to the data. As the distribution of 'hard copies' are uncontrollable, the report will NOT be physically distributed to anyone. Instead, a 'soft copy' of the report for each hospital will be electronically posted (made available) in a SECURE site on the Queensland Health Electronic Publishing Service (QHEPS) ONLY. This site will be accessed by District Managers, Zonal Managers, Deputy Director-General Policy and Outcomes, General Manager Health Services and Director General only and will NOT be printed, copied or forwarded to anyone. The requirement to locate the SECURE site by typing the address into QHEPS, the appearance of several warning messages indicating that they are now accessing a secure site, then a prompt to enter a UNIQUE user name and a UNIQUE password will restrict each Manager to accessing their hospital reports only. To add further security to the reports, various options have been successfully 'DISABLED', including the 'print' function, 'text select' functions and 'copy and paste' functions on the reports.
19. While every security option has been considered, the QHEPS team has advised that it is not possible to completely eliminate all options for printing and distribution from the Windows environment. While this is the case, it is believed that the secure environment has been developed to the maximum capability that current information technology security permits, and in conjunction with the 'Cabinet in Confidence' caveats, individual site visits, and a detailed explanation of the access restrictions, each Manager has a clear understanding of the sensitivities in their particular reports and to avoid any misinterpretation of the results for their hospital, the reports should not be printed or distributed in any way.
20. The security placed around each hospital report and restriction to the relevant Managers will provide the hospital with the appropriate 'blame free' environment to disseminate the results within the report, so that genuine quality improvement can be achieved. Some of the units and program areas that are currently operating within Queensland Health will be on-hand to assist hospital staff with interpreting the results and to develop strategies to improve quality include:


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- Zonal Management Units;
- Clinician Development Program Area (QIEP);
- Organisational Improvement Unit;
- Collaborative for Health Care Improvement (QIEP);
- Risk Management Program Area (QIEP); and
- Clinical Audit Program Area (QIEP).

21. Phase 2 of the Measured Quality Program Area will be complete by 30 June 2003. Formal feedback and evaluation of the reports will be undertaken prior to the completion of the project. This process will assist in informing Queensland Health management on the usefulness of the report and if the ongoing production of the internal reports will be of benefit to Queensland Health and individual hospitals in the context of continuous quality improvement.

CONSULTATION

22. Consultation has occurred with the Department of Premier and Cabinet.

RESULTS OF CONSULTATION

23. The Department of Premier and Cabinet support the general purpose of the Queensland Health - Measured Quality Internal Hospital Reports (phase 2).

PUBLIC PRESENTATION

24. No public presentation is planned in relation to this submission. The internal Hospital reports will NOT be printed and will NOT be made available publicly. District Managers, three Zonal Managers, Deputy Director-General Policy and Outcomes, General Manager Health Services and Director General will access the Measured Quality Internal Hospital Reports (phase 2) through an internal electronic secure site only.

CONSULTATION ADDENDUM

Department name	Officer consulted	Date consulted
Premier & Cabinet	Ms Ros Walker	23rd May 2003

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ATTACHMENT 1

Cairns Base HSD

Hysterectomy – Complications of Surgery rates (per 100 seps)

This result has been flagged with the District Manager for Cairns HSD and is currently being reviewed. The result has been flagged as an 'outlier' for only one year (2001/02) and is statistically significant. Factors that could be contributing to this rate include change of coding practices or documentation (administrative changes) or an aberration for that year.

AMI – In-hospital Mortality rates (per 100 seps)

All charts from 1999/2000 have been audited and it was found that most patients died of multiple organ failure, with AMI as one of their conditions. Only two of the deaths were even considered for CABG and both were unsuitable due to either age or other lack of functionality. Since 1999/2000 the rate has dropped and is no longer considered 'statistically significant'. It appears to be due mainly to coding practices at that time, with most having AMI in conjunction with the other problems.

Royal Brisbane & Women's HSD

Hip Replacement – Complications of Surgery rates (per 100 seps)

This result has been flagged with the District Manager for RB&W HSD and is currently being reviewed. The result has been flagged as an 'outlier' for only one year (2001/02) and is statistically significant. Factors that may be contributing to this rate include change of coding practices or documentation (administrative changes) or an aberration for that year.

Hysterectomy - Complications of Surgery rates (per 100 seps)

This result has been flagged with the District Manager for RB&W HSD and is currently being reviewed. The result has been flagged as an 'outlier' across all three years, but was highest in 2001/02 and is most significant for that year. High complication rates for hysterectomy surgery for this hospital are correlating with high long stay rates, which may suggest that this hospital was treating patients with more severe conditions. Factors that may also be contributing to this rate include change of coding practices or documentation (administrative changes) or an aberration for a year.

Colorectal Cancer - Complications of Surgery rates (per 100 seps)

This result has been flagged with the District Manager for RB&W HSD and is currently being reviewed. The result has been flagged as an 'outlier' for only one year (2000/01) and is statistically significant. High complication rates for colorectal cancer surgery for this hospital are correlating with high long stay rates, which may suggest that this hospital was treating patients with more severe conditions. Factors that may also be contributing to this rate include change of coding practices or documentation (administrative changes) or an aberration for a year.

Toowoomba HSD

Induction of Labour rates (per 100 seps)

A chart audit has been undertaken for the result for 1999/2000 and revealed that coding and documentation was the major reason for the variation. The result for 2000/2001 was similar and has been flagged with the District Manager for Toowoomba HSD and is currently being reviewed.

Nambour HSD

Stroke - In-hospital Mortality rates (per 100 seps)

This result has been flagged with the District Manager for Nambour HSD and is currently being reviewed. The result has been flagged as an 'outlier' for only one year (2000/01) and is statistically

significant. Factors that may be contributing to this rate include change of coding practices or documentation (administrative changes) or an aberration for a year.

Knee replacement - Complications of Surgery rates (per 100 seps)

This result has been flagged with the District Manager for Nambour HSD and is currently being reviewed. The result has been flagged as an 'outlier' at a moderate confidence level for 2 years (2000/01-2001/02). Complications are correlating with high long stay rates within this cohort, which may suggest that this hospital was treating patients with more severe conditions. Factors that may be contributing to this rate include change of coding practices or documentation (administrative changes) or an aberration for a year.

Bundaberg HSD

AMI - In-hospital Mortality rates (per 100 seps)

This result has been flagged with the District Manager for Bundaberg HSD and is currently being reviewed. The result has been flagged as an 'outlier' for only one year (2000/01) and is statistically significant, but is also high for 2001/02 but statistically significant at a lower confidence level. Factors that may be contributing to this rate may include a patient cohort with an increased severity in their condition.

Stroke - In-hospital Mortality rates (per 100 seps)

This result has been flagged with the District Manager for Bundaberg HSD and is currently being reviewed. The result has been flagged as an 'outlier' for each of the three years (1999/00 - 2001/02) and is statistically significant. A review of all charts for the Stroke mortality group for 1999/2000 has revealed that without exception, these patients had "Not for Resuscitation" arrangements put in place when it was recognised that the prognosis was poor. The Senior Medical Officers will conduct a more detailed analysis of the charts, and a review of protocols utilised when patients indicate they do not require emergency lifesaving treatment. Factors that may be contributing to this rate may include a patient cohort with an increased severity in their condition.

Pneumonia - In-hospital Mortality rates (per 100 seps)

This result has been flagged as an 'outlier' for only one year (1999/00) and is statistically significant. The charts for the pneumonia mortality group have been reviewed. Investigation has revealed that while the primary diagnosis was pneumonia, the cause of death was related to co-morbidities or other events (such as myocardial infarction, gastro-intestinal bleed etc) in several of these patients. Other patients were gravely ill on presentation with community-acquired pneumonia and died very soon after admission.

Mackay HSD

AMI - In-hospital Mortality rates (per 100 seps)

This result has been flagged with the District Manager for Mackay HSD and is currently being reviewed. The result has been flagged as an 'outlier' for only one year (2001/02) and is statistically significant. Factors that may be contributing to this rate may include a patient cohort with an increased severity in their condition.

Heart Failure - In-hospital Mortality rates (per 100 seps)

This result has been flagged with the District Manager for Mackay HSD and is currently being reviewed. The result has been flagged as an 'outlier' for only one year (2001/02) and is statistically significant. Factors that may be contributing to this rate may include a patient cohort with an increased severity in their condition.

MEASURED QUALITY HOSPITAL REPORTS

Purpose

The purpose of this report is to provide 60 major Queensland public hospital's with data on a set of core indicators measuring the quality of services. This is to assist them in identifying areas where they may be excelling, and places where they may need to make changes or improvements.

This is the first stage of a process of measurement with the current focus on the largest single area of Queensland Health services – hospital inpatient services

The report was produced from an organisational development perspective to focus on continuous quality improvement and to provide clinicians and management with some direction on areas for potential improvement in services.

No single indicator or single report can adequately represent the quality of health care services. Queensland Health believes there needs to be an ongoing systematic, comprehensive performance assessment of the State's public health care system to identify trends over time and develop a culture of continuous quality improvement.

A Hospital Balanced Scorecard

A balanced scorecard approach is used as the framework for evaluating the quality of hospital services. The balanced scorecard has been used in a number of international quality monitoring programs with varying definitions of the scorecard quadrants. Our balanced scorecard identifies performance indicators across four perspectives or quadrants.

The following quadrants are used for this report.

<p>Clinical Utilisation and Outcomes</p> <p>Describes the clinical performance of hospitals and refers to such things as clinical efficiency and quality of care.</p>	<p>Patient Satisfaction</p> <p>Examines patients' perceptions of their hospital experience including their perceptions of overall quality of care and outcomes of care.</p>
<p>Efficiency</p> <p>Describes how hospitals utilise their resources. It refers to a hospital's cost of service, resource management and human resource allocations.</p>	<p>System Integration and Change</p> <p>Describes a hospital's ability to adapt to a changing health care environment. More specifically, it examines how clinical information technologies, work processes and hospital-community relationships function within the hospital system.</p>

MEASURED QUALITY HOSPITAL REPORTS

Key Messages

- The reported indicators give us potential areas for improvement. They are neither proof of a problem nor its solution.
- This report has been developed for the purposes of benchmarking for improvement, **NOT** benchmarking for judgement.
- The results should be used as clues to performance. Managers and clinicians should interpret them in light of local contexts and with the aim of continuously improving the quality of clinical care.
- This is the first step to making improvements. It is expected that clinicians and managers will be able to use this measurement process to identify trends over time, and in a continuous improvement cycle.

Where to from here

As discussed, the report has been developed from an organisational development perspective; to focus on continuous quality improvement and provide clinicians and management with the necessary data to improve services where required.

It is anticipated this report will be used as a tool to further develop and improve service provision in the hospital setting. Suggested approaches include:

- assessment of potential risk and opportunity for change or improvement.
- engagement of clinicians and managers to commence the dissemination and interpretation of the information. Caution needs to be taken during this process to ensure the distribution restrictions placed on the reports are adhered to ie. **Access to all reports is restricted to the District Manager only and reports are NOT to be printed, forwarded, copied or distributed to anyone.**
- further investigation of indicators and outcomes to identify possible causes of variation at the local level.
- for negative results, clearly document the decision to take/not to take action and the rationale for the decision.
- for positive results clearly document reasons for variation, for the purposes of benchmarking for improvement.
- networking with similar hospitals within your peer group and existing change management groups through Zonal Management Units to identify best practice approaches and sharing knowledge.
- as required, determine corrective action/s and local indicators (process or outcome) that will monitor impact of any proposed action.
- identification and development of procedures and policies that lead to improved performance.
- a review of procedures and policies developed to ascertain their effectiveness and implementation of modifications required.
- document and share with peer hospitals, corrective action/s and improvement initiatives undertaken within a six-month period for the purposes of benchmarking for improvement.



MEASURED QUALITY HOSPITAL REPORTS

Table 1: Hospital name and peer group

Hospital Name	Peer Group			
	Principal Referral and Specialised	Large	Medium	Small
Atherton Hospital			✓	
Ayr Hospital				✓
Barcaldine Hospital				✓
Beaudesert Hospital			✓	
Biluela Hospital				✓
Bowen Hospital				✓
Bundaberg Hospital				
Caboolture Hospital		✓		
Cairns Base Hospital	✓			
Caloundra Hospital			✓	
Charleville Hospital				✓
Charters Towers Hospital				✓
Cherbourg Hospital				✓
Chinchilla Hospital				
Cunnamulla Hospital				
Dalby Hospital				
Emerald Hospital				✓
Gladstone Hospital				
Gold Coast Hospital	✓			
Goondiwindi Hospital				✓
Gympie Hospital			✓	
Hervey Bay Hospital		✓		
Ingham Hospital			✓	
Innisfail Hospital			✓	
Inverloch Hospital		✓		
Island Medical Service				✓
Joyce Palmer Health Service				
Kingaroy Hospital			✓	
Logan Hospital		✓		
Longreach Hospital				
Mackay Base Hospital		✓		
Mareeba District Hospital				✓
Maryborough Hospital				
Mater Public Adult and Mothers Hospital	✓			
Mater Public Childrens Hospital	✓			
Miles Hospital				✓
Mossman Hospital				✓
Mount Isa Hospital		✓		
Nambour Hospital	✓			
Princess Alexandra Hospital	✓			
Proserpine Hospital				
Queen Elizabeth II Jubilee Hospital		✓		
Redcliffe Hospital		✓		
Redland Hospital		✓		
Rockhampton Base Hospital		✓		
Roma Hospital				✓
Royal Brisbane Hospital (inc. Royal Women's)	✓			
Royal Childrens Hospital	✓			
St George Hospital				✓
Stanthorpe Hospital				✓
The Prince Charles Hospital	✓			
Thursday Island Hospital				✓
Toowoomba Hospital	✓			
The Townsville Hospital (inc. Kirwan)	✓			
Tully Hospital				✓
Warwick Hospital			✓	
Weipa Hospital				✓
Wynnum Hospital				✓
Yeppoon Hospital				✓



Measured Quality Hospital Report

Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Cairns Base Hospital						
Northern Zone Principal Referral and Specialised Peer Group						
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	16.3	12.9	26.9**	19.6 *	12.7	13.9
CI01.2 Long Stay Rates	15.0	30.5**	27.5**	24.6 **	12.1	9.9
Heart Failure						
CI02.1 In-hospital Mortality	8.1	10.2	12.2 *	10.3 *	5.7	6.6
CI02.2 Long Stay Rates	21.2 *	7.1	10.6	12.8	10.5	9.8
Stroke						
CI03.1 In-hospital Mortality	30.3 *	19.7	31.0	26.6 *	20.6	19.2
CI03.2 Long Stay Rates	11.8	11.0	15.6	12.9	12.8	8.7
CI03.2a Acute Long Stay Rates	38.7 **	28.7 **		32.9 **	12.0	10.9
CI03.4 Nursing Home Separations	22.6 *	9.0	9.0	13.1	10.8	13.3
Pneumonia						
CI04.1 In-hospital Mortality	12.1 *	8.8	13.9 *	11.4 *	7.9	7.0
CI04.2 Long Stays	19.3	12.4	9.4	13.7	15.8	12.2
Diabetic Foot						
CI05.1 Long Stays	4.0 *	12.8	6.2	7.6 **	18.5	14.6
CI05.4 Amputation Rates	33.9	33.0	32.1	32.9	34.1	23.8
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	13.3	10.1	9.4	11.0 *	7.2	7.7
CI06.2 Long Stays	17.4	14.1	9.9	13.7	12.9	13.2
CI06.2a Acute Long Stays	22.4 *	33.5 **	-	27.3 **	10.6	11.9
CI06.5 Nursing Home Separations	33.2 *	20.5	33.6 *	28.7 *	17.4	19.9
CI06.6 Complications of Surgery	16.9	12.4	12.5	13.7	10.6	11.8
Knee Replacement						
CI07.1 Long Stays	2.4 *	4.8	9.1	5.6 *	10.9	9.4
CI07.3 Complications of Surgery	22.3	17.3	20.9	19.8	17.5	17.5
Hip Replacement						
CI08.1 Long Stay Rates	22.8 *	8.8	4.0	13.2	13.6	12.6
CI08.3 Complications of Surgery	33.0	26.3	40.4 *	33.0 *	24.7	23.4
Hysterectomy						
CI09.1 Long Stay rates	17.7	12.5	21.2 *	17.1	18.6	13.3
CI09.3 Complications of Surgery	23.6 **	11.5	11.3	15.5 *	12.7	8.6
CI09.4 on Women < 35 years	13.3 *	13.3	11.7	12.8 *	8.3	9.8
CI09.5 Blood Transfusion Rates	9.5 *	3.9	7.4 *	6.9 *	5.6	3.2
Standard Primiparae						
CI10.1 C-section	-	16.4	12.1	14.2	-	-
CI10.2 Induction of Labour	-	10.3	13.4	11.9	-	-
CI10.3 Perineal Tears	-	4.2	6.3 *	5.2 *	-	-

Cairns Base Hospital

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Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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



CAB.0007.0002.00694

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.8	4.5 *	4.1 *	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	7.9	7.2	7.6	-	-
CI13.2 Caesarean Section Births	-	4.9	10.4 **	7.7 *	-	-
Asthma						
CI14.1 Long Stay Rates	13.3	9.3	12.1	11.9	12.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	12.0	28.2 *	8.8	16.1	13.4	10.3
CI15.3 Complications of Surgery	23.3	37.7	40.3	33.7	24.8	20.9

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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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Cairns Base Hospital					
Northern Zone Principal Referral and Specialised Peer Group					
Ordinary FTE (Worked)					
EFF-01 All staff	934	931	1,228	95.5	
EFF-01.2 Managerial And Clerical	137	138	163	11.2	
EFF-01.3 Medical	105	103	107	4.12	
EFF-01.4 Nursing	477	477	577	48.1	
EFF-01.4a Nursing Agency	0.00	0.00	1.24	0.00	
EFF-01.5 Operational	148	144	193	27.3	
EFF-01.6 Trade And Artisans	9.61	9.64	14.6	1.03	
EFF-01.7 Visiting Medical Officers	10.3	10.7	11.1	0.67	
EFF-01.8 Professional	45.4	47.3	94.4	7.42	
EFF-01.9 Technical	1.59	2.02	6.74	1.59	
Total FTE					
EFF-02 All staff	1,193	1,189	1,547	126	
EFF-02.2 Managerial And Clerical	173	174	203	14.3	
EFF-02.3 Medical	144	140	144	5.79	
EFF-02.4 Nursing	598	599	722	60.5	
EFF-02.4a Nursing Agency	0.00	0.00	1.24	0.00	
EFF-02.5 Operational	187	186	246	34.6	
EFF-02.6 Trade And Artisans	12.6	13.2	18.7	1.22	
EFF-02.7 Visiting Medical Officers	13.0	13.2	14.5	0.89	
EFF-02.8 Professional	63.2	62.5	122	9.62	
EFF-02.9 Technical	1.96	2.81	9.07	1.96	
Proportion of Sick Leave					
EFF-03 All staff	3.93%	4.40%	4.65%	4.59%	
EFF-03.2 Managerial And Clerical	3.82%	4.40%	5.18%	3.99%	
EFF-03.3 Medical	1.71%	1.56%	1.87%	1.56%	
EFF-03.4 Nursing	4.33%	4.93%	5.16%	4.71%	
EFF-03.5 Operational	4.99%	5.52%	5.20%	4.99%	
EFF-03.6 Trade And Artisans	3.67%	3.26%	4.68%	4.26%	
EFF-03.7 Visiting Medical Officers	0.69%	0.25%	0.97%	0.60%	
EFF-03.8 Professional	2.43%	3.00%	3.52%	2.95%	
EFF-03.9 Technical	3.30%	4.41%	3.76%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,434	\$1,368	\$1,559	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,238	\$1,279	\$1,381	\$1,129	
EFF-04.3 Medical	\$1,423	\$797	\$1,316	\$1,033	
EFF-04.4 Nursing	\$1,552	\$1,577	\$1,795	\$1,582	
EFF-04.5 Operational	\$1,348	\$1,240	\$1,322	\$1,237	
EFF-04.6 Trade And Artisans	\$1,216	\$1,138	\$1,354	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,119	\$400	\$1,532	\$931	
EFF-04.8 Professional	\$1,210	\$1,388	\$1,567	\$1,384	
EFF-04.9 Technical	\$1,409	\$1,924	\$1,429	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.32%	3.36%	3.27%	2.47%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	1.26%	1.55%	0.83%	0.32%	
EFF-05.3 Medical	18.9%	18.9%	18.9%	20.6%	
EFF-05.3a Senior Medical	23.6%	23.8%	23.6%	23.5%	
EFF-05.3b Junior Medical	9.09%	8.79%	9.09%	14.7%	
EFF-05.4 Nursing	0.67%	0.48%	0.67%	0.88%	
EFF-05.5 Operational	1.62%	2.58%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	4.99%	4.69%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	14.4%	13.5%	11.1%	6.24%	
EFF-05.8 Professional	3.96%	3.90%	3.13%	3.96%	
EFF-05.9 Technical	0.46%	0.15%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,624	\$3,458	\$3,315	\$2,816	\$289,000
EFF-06.2 Managerial And Clerical	\$738	\$864	\$542	\$190	\$27,000
EFF-06.3 Medical	\$22,889	\$21,792	\$22,889	\$25,548	
EFF-06.3a Senior Medical	\$26,270	\$25,263	\$25,368	\$25,546	\$64,000
EFF-06.3b Junior Medical	\$15,791	\$14,560	\$15,791	\$28,031	
EFF-06.4 Nursing	\$505	\$347	\$505	\$595	
EFF-06.5 Operational	\$958	\$1,432	\$570	\$334	\$57,000
EFF-06.6 Trade And Artisans	\$3,141	\$2,831	\$3,132	\$881	
EFF-06.7 Visiting Medical Officers	\$29,322	\$27,928	\$22,444	\$12,380	\$71,000
EFF-06.8 Professional	\$3,657	\$3,536	\$2,926	\$3,679	\$33,000
EFF-06.9 Technical	\$360	\$104	\$468	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	10.2%	10.7%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	9.19%	10.8%	9.14%	9.34%	
EFF-07.3 Medical	8.04%	6.58%	6.20%	6.18%	
EFF-07.4 Nursing	10.6%	11.0%	10.6%	10.7%	
EFF-07.5 Operational	11.3%	13.2%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	15.7%	15.2%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	2.63%	3.38%	5.75%	2.87%	
EFF-07.8 Professional	10.6%	9.76%	9.33%	9.83%	
EFF-07.9 Technical	10.8%	16.3%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,597	\$3,361	\$3,623	\$3,391	
EFF-08.2 Managerial And Clerical	\$3,068	\$2,804	\$2,521	\$2,632	\$75,000
EFF-08.3 Medical	\$5,121	\$3,970	\$4,409	\$3,907	\$75,000
EFF-08.4 Nursing	\$3,508	\$3,462	\$3,508	\$3,497	
EFF-08.5 Operational	\$3,027	\$2,889	\$2,864	\$2,919	\$24,000
EFF-08.6 Trade And Artisans	\$3,879	\$3,263	\$2,458	\$3,342	\$14,000
EFF-08.7 Visiting Medical Officers	\$4,388	\$3,350	\$7,754	\$4,513	
EFF-08.8 Professional	\$4,188	\$4,048	\$4,188	\$3,968	
EFF-08.9 Technical	\$4,606	\$4,422	\$3,720	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.23%	0.19%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.07%	0.37%	0.07%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.02%	0.00%	
EFF-09.4 Nursing	0.15%	0.07%	0.43%	0.25%	
EFF-09.5 Operational	0.89%	0.60%	0.89%	0.41%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.16%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.05%	0.03%	0.07%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	0.80%	0.59%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	105%	100%	77.3%	60.2%	
Average Length of Stay					
EFF-31	2.78	2.90	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	58.6%	54.4%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	2.50%	1.67%	0.00%	
EFF-34.2 Category 2	4.79%	4.74%	4.88%	4.18%	
EFF-34.3 Category 3	50.0%	50.0%	39.8%	14.8%	
Day Surgery Rate					
EFF-35	49.0%	52.5%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	77.6%	75.4%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCDG)					
EFF-50	\$2,748	\$2,309	\$2,883	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$3,372	\$3,077	\$3,096	\$2,598	\$7,442,000
Top 10 DRG Average cost					
EFF-52.01 (1) L61Z Admit For Renal Dialysis	\$420	\$497	\$420	\$418	
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	\$52,333	\$40,215	\$53,033	\$46,987	
EFF-52.03 (3) U61A Schizophrenia Disorders+MHLS	\$10,763	\$7,777	\$12,394	\$13,022	
EFF-52.04 (4) O60D Vaginal Delivery - Comp Diag	\$1,624	\$1,530	\$1,930	\$1,963	
EFF-52.05 (5) O01D Caesarean Delivery - Comp Diag	\$5,987	\$5,221	\$4,057	\$4,016	\$513,000
EFF-52.06 (6) U63B Major Affective Disrd A<70-CSCC	\$7,106	\$5,763	\$9,139	\$8,825	
EFF-52.07 (7) B70A Stroke +Severe/Compl Dx/Proc	\$14,153	\$17,378	\$11,827	\$11,827	\$161,000
EFF-52.08 (8) I04B Knee Replacemt & Reattach-CCC	\$12,314	\$12,072	\$10,163	\$9,064	\$151,000
EFF-52.09 (9) O01B Caesarean Delivery+Sev Comp Dx	\$6,397	\$6,215	\$5,316	\$5,316	\$135,000
EFF-52.10 (10) K01Z Diabetic Foot	\$10,391	\$9,906	\$16,128	\$16,128	
Casemix Efficiency - Acute Inpatients					
EFF-53	142%	122%	128%	129%	
Asset Condition					
EFF-57	77.0%	77.6%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$26.12	\$23.15	\$26.30	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$39.32	\$38.44	\$38.80	\$39.27	\$23,000
Linen Cost per OBD					
EFF-60	\$2.05	\$1.92	\$1.50	\$1.41	\$371,000
Energy Consumption per square metre					
EFF-61	\$29.88	\$28.57	\$26.21	\$23.59	\$140,000

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Cairns Base Hospital					
Northern Zone Principal Referral and Specialised Peer Group					
Accreditation					
SIC01	Yes	Yes	11/11	49/57	
Credentialling					
SIC02	Yes	N/R	9/11	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	78.1%	87.7%	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LOJ	78.4%	89.8%	85.4%	78.6%
SIC03.3	Median Age Nursing Staff	41.5	40.4	40.6	42.6
SIC03.4	Retention of Allied Health Staff	76.2%	84.2%	73.9%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$254	\$305	\$316	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$99.75	\$135	\$138	\$112
Quality of information					
SIC04.1	Accuracy	97.3%	93.6%	95.9%	94.2%
SIC04.2a	Timeliness - Number of months on time	5	7	5	7
SIC04.2b	Timeliness - Number of days late per month	2.3	4.0	13.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	20.8%	N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	100%	96.2%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	100%	100%	99.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	92.3%	96.2%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	38.8%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontario	56.7%	53.3%	42.9%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	91.7%	75.0%	66.7%	50.0%
SIC07.4	Medical - extent of development and use	30.0%	35.0%	25.0%	19.4%
SIC07.5	O & G - extent of development and use	25.0%	0.0%	18.8%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	37.5%	N/R	50.0%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	4	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	7.7%	5.8%	15.4%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Cairns Base Hospital

Northern Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	59.2	**	64.1	66.1
PS02	Complaints Management Index	60.0	*	64.6	65.2
PS03	Discharge and Follow-up Index	55.3	**	61.4	62.1
PS04	General Patient Information Index	65.5	*	68.9	69.9
PS05	Overall Care Index	59.5	**	64.5	65.9
PS06	Physical Environment Index	55.4	**	62.3	65.5
PS07	Treatment & Related Information Index	60.6	**	65.3	65.6

Service Type: Maternity

PS01	Access and Admission Index	68.9		65.2	68.2
PS02	Complaints Management Index	67.4		63.3	66.0
PS03	Discharge and Follow-up Index	67.6		64.4	66.0
PS04	General Patient Information Index	68.3		65.1	68.0
PS05	Overall Care Index	68.3		64.4	67.2
PS06	Physical Environment Index	69.5	*	63.0	67.9
PS07	Treatment & Related Information Index	67.3		64.4	66.2

Service Type: Medical

PS01	Access and Admission Index	58.3	*	63.0	65.6
PS02	Complaints Management Index	59.3	*	64.6	64.9
PS03	Discharge and Follow-up Index	51.6	*	60.2	61.4
PS04	General Patient Information Index	64.9	*	69.2	70.1
PS05	Overall Care Index	58.2	*	64.4	65.7
PS06	Physical Environment Index	52.8	**	62.0	65.5
PS07	Treatment & Related Information Index	59.9	*	65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	47.9		55.1	56.7
PS02	Complaints Management Index	44.3		54.4	55.6
PS03	Discharge and Follow-up Index	54.5		54.7	54.4
PS04	General Patient Information Index	53.0		57.6	58.0
PS05	Overall Care Index	48.6		54.8	56.1
PS06	Physical Environment Index	53.8		57.8	60.3
PS07	Treatment & Related Information Index	40.1		50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	62.3	**	69.3	69.5
PS02	Complaints Management Index	64.4		68.2	68.6
PS03	Discharge and Follow-up Index	62.2		65.5	65.1
PS04	General Patient Information Index	70.2		72.8	73.3
PS05	Overall Care Index	64.2	*	68.4	68.9
PS06	Physical Environment Index	59.5	*	64.0	65.9
PS07	Treatment & Related Information Index	67.1		69.6	69.7

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.0007.0002.00700

Measured Quality Hospital Report

Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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Gold Coast Hospital

Southern Zone

Principal Referral and Specialised Peer Group

Acute Myocardial Infarction

CI01.1	In-hospital Mortality	13.0	10.1 *	14.5	12.5	12.7	13.9
CI01.2	Long Stay Rates	11.1	10.3	7.4	9.7 *	12.1	9.9

Heart Failure

CI02.1	In-hospital Mortality	5.3	5.8	7.1	6.0	5.7	6.6
CI02.2	Long Stay Rates	11.7	6.2 *	9.5	9.0	10.5	9.8

Stroke

CI03.1	In-hospital Mortality	23.4	20.9	21.7	21.9	20.6	19.2
CI03.2	Long Stay Rates	6.9 *	7.6	10.7	8.5 *	12.8	8.7
CI03.2a	Acute Long Stay Rates	5.2 *	7.4 *	-	6.3 *	12.0	10.9
CI03.4	Nursing Home Separations	9.1	15.1	9.5	11.3	10.8	13.3

Pneumonia

CI04.1	In-hospital Mortality	5.2 *	4.9	5.5 *	5.2 **	7.9	7.0
CI04.2	Long Stays	11.5 *	9.4 *	14.0	11.7 *	15.8	12.2

Diabetic Foot

CI05.1	Long Stays	25.7	31.4 *	20.1	23.9 *	18.5	14.6
CI05.4	Amputation Rates	37.6	29.3	36.4	35.1	34.1	23.8

Fractured Neck of Femur

CI06.1	In-hospital Mortality	6.9	6.4	6.8	6.6	7.2	7.7
CI06.2	Long Stays	18.8 *	6.6	13.4 *	12.9	12.9	13.2
CI06.2a	Acute Long Stays	12.4	9.8	-	11.0	10.6	11.9
CI06.5	Nursing Home Separations	15.4	18.6	21.3	18.4	17.4	19.9
CI06.6	Complications of Surgery	9.8	15.3	8.6	11.1	10.6	11.8

Knee Replacement

CI07.1	Long Stays	9.3	14.9	9.2	11.1	10.9	9.4
CI07.3	Complications of Surgery	19.4	29.1 *	26.2	24.6 *	17.5	17.5

Hip Replacement

CI08.1	Long Stay Rates	9.0	10.4	12.9	10.7	13.6	12.6
CI08.3	Complications of Surgery	13.7 *	23.8	27.6	21.2 *	24.7	23.4

Hysterectomy

CI09.1	Long Stay rates	13.9	11.1	11.0	11.8 *	18.6	13.3
CI09.3	Complications of Surgery	4.6 *	9.7	8.8	8.0 *	12.7	8.6
CI09.4	on Women < 35 years	13.2	12.1	8.3	10.6	8.3	9.8
CI09.5	Blood Transfusion Rates	5.2	3.3	3.1	3.8	5.6	3.2

Standard Primiparae

CI10.1	C-section	-	12.1 *	10.4 *	11.2 *	-	-
CI10.2	Induction of Labour	-	9.1 *	8.7 *	8.9 **	-	-
CI10.3	Perineal Tears	-	3.2	2.6	2.9	-	-

Gold Coast Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00701

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator		2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age							
CI11.1	Small for Gestational Age	-	3.2	2.8 *	3.0	-	-
Maternal Post-Natal Long Stay Rate							
CI13.1	Vaginal Births	-	9.8 **	8.6 *	9.2 **	-	-
CI13.2	Caesarean Section Births	-	6.5 *	8.7 *	7.6 *	-	-
Asthma							
CI14.1	Long Stay Rates	7.5 *	8.7 *	10.4	8.9 *	12.9	10.9
Colorectal Carcinoma							
CI15.1	Long Stay Rates	19.1	8.4	7.5	10.7	13.4	10.3
CI15.3	Complications of Surgery	15.1 *	21.3 *	18.9 *	18.4 **	24.8	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Gold Coast Hospital					
Southern Zone Principal Referral and Specialised Peer Group					
Ordinary FTE (Worked)					
EFF-01 All staff	1,228	1,196	1,228	95.5	
EFF-01.2 Managerial And Clerical	136	129	163	11.2	
EFF-01.3 Medical	164	155	107	4.12	
EFF-01.4 Nursing	647	637	577	48.1	
EFF-01.4a Nursing Agency	1.24	1.56	1.24	0.00	
EFF-01.5 Operational	156	152	193	27.3	
EFF-01.6 Trade And Artisans	12.7	11.7	14.6	1.03	
EFF-01.7 Visiting Medical Officers	12.3	10.6	11.1	0.67	
EFF-01.8 Professional	94.4	95.2	94.4	7.42	
EFF-01.9 Technical	5.50	5.26	6.74	1.59	
Total FTE					
EFF-02 All staff	1,576	1,523	1,547	126	
EFF-02.2 Managerial And Clerical	173	161	203	14.3	
EFF-02.3 Medical	222	212	144	5.79	
EFF-02.4 Nursing	821	803	722	60.5	
EFF-02.4a Nursing Agency	1.24	1.56	1.24	0.00	
EFF-02.5 Operational	199	189	246	34.6	
EFF-02.6 Trade And Artisans	15.4	14.4	18.7	1.22	
EFF-02.7 Visiting Medical Officers	15.7	14.0	14.5	0.89	
EFF-02.8 Professional	122	124	122	9.62	
EFF-02.9 Technical	7.96	7.36	9.07	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.50%	4.52%	4.65%	4.59%	
EFF-03.2 Managerial And Clerical	6.37%	4.93%	5.18%	3.99%	
EFF-03.3 Medical	2.08%	2.23%	1.87%	1.56%	
EFF-03.4 Nursing	5.04%	5.11%	5.16%	4.71%	
EFF-03.5 Operational	5.24%	5.38%	5.20%	4.99%	
EFF-03.6 Trade And Artisans	3.30%	3.44%	4.68%	4.26%	
EFF-03.7 Visiting Medical Officers	2.03%	1.59%	0.97%	0.60%	
EFF-03.8 Professional	3.09%	2.82%	3.52%	2.95%	
EFF-03.9 Technical	3.76%	3.20%	3.76%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,559	\$1,524	\$1,559	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,426	\$1,383	\$1,381	\$1,129	
EFF-04.3 Medical	\$1,305	\$1,529	\$1,316	\$1,033	
EFF-04.4 Nursing	\$1,743	\$1,672	\$1,795	\$1,582	
EFF-04.5 Operational	\$1,156	\$1,107	\$1,322	\$1,237	
EFF-04.6 Trade And Artisans	\$1,130	\$1,119	\$1,354	\$1,243	
EFF-04.7 Visiting Medical Officers	\$3,358	\$2,369	\$1,532	\$931	
EFF-04.8 Professional	\$1,429	\$1,350	\$1,567	\$1,384	
EFF-04.9 Technical	\$1,429	\$1,250	\$1,429	\$1,409	
Proportion of Overtime					
EFF-05 All staff	2.98%	3.00%	3.27%	2.47%	

Gold Coast Hospital

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Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00703

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.77%	0.75%	0.83%	0.32%	
EFF-05.3 Medical	16.3%	16.2%	18.9%	20.6%	
EFF-05.3a Senior Medical	19.3%	18.9%	23.6%	23.5%	
EFF-05.3b Junior Medical	6.60%	7.35%	9.09%	14.7%	
EFF-05.4 Nursing	0.36%	0.38%	0.67%	0.88%	
EFF-05.5 Operational	1.00%	1.57%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	5.31%	3.98%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	11.1%	18.0%	11.1%	6.24%	
EFF-05.8 Professional	3.13%	2.79%	3.13%	3.96%	
EFF-05.9 Technical	0.67%	0.49%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,139	\$3,051	\$3,315	\$2,816	
EFF-06.2 Managerial And Clerical	\$470	\$444	\$542	\$190	
EFF-06.3 Medical	\$18,027	\$17,233	\$22,889	\$25,548	
EFF-06.3a Senior Medical	\$19,651	\$18,403	\$25,368	\$25,546	
EFF-06.3b Junior Medical	\$12,840	\$13,430	\$15,791	\$26,031	
EFF-06.4 Nursing	\$265	\$285	\$505	\$595	
EFF-06.5 Operational	\$870	\$897	\$370	\$334	
EFF-06.6 Trade And Artisans	\$3,224	\$2,409	\$3,132	\$881	
EFF-06.7 Visiting Medical Officers	\$20,947	\$32,744	\$22,444	\$12,380	
EFF-06.8 Professional	\$2,926	\$2,529	\$2,926	\$3,679	
EFF-06.9 Technical	\$468	\$332	\$468	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	11.0%	9.46%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	9.95%	7.97%	9.14%	9.34%	
EFF-07.3 Medical	7.39%	8.16%	6.20%	8.18%	
EFF-07.4 Nursing	12.1%	10.3%	10.6%	10.7%	
EFF-07.5 Operational	13.2%	9.86%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	4.47%	5.64%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	5.17%	3.74%	5.75%	2.87%	
EFF-07.8 Professional	8.56%	8.68%	9.33%	9.83%	
EFF-07.9 Technical	11.2%	6.93%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,733	\$3,302	\$3,623	\$3,391	\$134,000
EFF-08.2 Managerial And Clerical	\$2,628	\$2,346	\$2,521	\$2,632	\$14,000
EFF-08.3 Medical	\$4,414	\$5,185	\$4,409	\$3,907	
EFF-08.4 Nursing	\$3,998	\$3,319	\$3,508	\$3,497	\$317,000
EFF-08.5 Operational	\$2,864	\$2,313	\$2,864	\$2,919	
EFF-08.6 Trade And Artisans	\$1,430	\$1,800	\$2,458	\$3,342	
EFF-08.7 Visiting Medical Officers	\$7,388	\$4,988	\$7,754	\$4,513	
EFF-08.8 Professional	\$3,597	\$3,065	\$4,188	\$3,968	
EFF-08.9 Technical	\$3,720	\$2,629	\$3,720	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.46%	0.56%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.15%	0.37%	0.07%	0.00%	
EFF-09.3 Medical	0.04%	0.00%	0.02%	0.00%	
EFF-09.4 Nursing	0.54%	0.64%	0.43%	0.25%	
EFF-09.5 Operational	1.14%	1.21%	0.89%	0.41%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	1.10%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.09%	0.17%	0.07%	0.00%	
EFF-09.9 Technical	1.37%	0.94%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.44%	0.96%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	73.2%	71.7%	77.3%	60.2%	
Average Length of Stay					
EFF-31	3.38	3.45	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	37.9%	35.2%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	11.7%	14.6%	1.67%	0.00%	
EFF-34.2 Category 2	22.2%	24.4%	4.88%	4.18%	
EFF-34.3 Category 3	30.3%	36.2%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	40.6%	39.3%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	76.9%	84.6%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCCD)					
EFF-50	\$2,575	\$2,370	\$2,883	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$3,096	\$2,797	\$3,096	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$49,967	\$47,313	\$53,033	\$46,987	
EFF-52.02 (2) O60D Vaginal Delivery - Comp Diag	\$1,713	\$1,624	\$1,930	\$1,963	
EFF-52.03 (3) U63B Major Affective Dsrd A<70-CSCC	\$6,834	\$8,651	\$9,139	\$8,825	
EFF-52.04 (4) U61A Schizophrenia Disorders+MHLS	\$10,412	\$12,800	\$12,394	\$13,022	
EFF-52.05 (5) Z60A Rehabilitation + CSCC	\$7,397	\$8,096	\$11,954	\$9,688	
EFF-52.06 (6) O01D Caesarean Delivery - Comp Diag	\$4,016	\$3,676	\$4,057	\$4,016	
EFF-52.07 (7) L61Z Admit For Renal Dialysis	\$398	\$367	\$420	\$418	
EFF-52.08 (8) E65A Chnrc Obstrct Airway Dis+CSCC	\$5,085	\$6,076	\$6,849	\$5,086	
EFF-52.09 (9) B63Z Dmntia&Chnrc Disturb Crbrl Fn	\$6,967	\$8,839	\$9,688	\$9,121	
EFF-52.10 (10) W01Z Ventiln/Cranio Mult Sig Trauma	\$42,512	\$45,507	\$47,194	\$47,194	
Casemix Efficiency - Acute Inpatients					
EFF-53	128%	121%	128%	129%	
Asset Condition					
EFF-57	66.1%	64.3%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$24.14	\$29.66	\$26.30	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$31.32	\$34.41	\$38.80	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.78	\$1.23	\$1.50	\$1.41	\$259,000
Energy Consumption per square metre					
EFF-61	\$18.93	\$19.84	\$26.21	\$23.59	



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator		Current	Previous	Peer Group Median	State Median
Gold Coast Hospital					
Southern Zone		Principal Referral and Specialised Peer Group			
Accreditation					
SIC01		Yes	Yes	11/11	49/57
Credentialling					
SIC02		No	N/R	9/11	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	83.5%	N/R	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	85.4%	N/R	85.4%	78.6%
SIC03.3	Median Age Nursing Staff	40.5	N/R	40.5	42.6
SIC03.4	Retention of Allied Health Staff	74.5%	N/R	73.9%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$413	\$390	\$316	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$142	\$136	\$138	\$112
Quality of information					
SIC04.1	Accuracy	95.9%	94.2%	95.9%	94.2%
SIC04.2a	Timeliness - Number of months on time	0	0	5	7
SIC04.2b	Timeliness - Number of days late per month	57.9	82.7	13.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	52.1%	N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	100%	100%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	100%	100%	90.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	100%	96.2%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	60.0%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontario	83.3%	66.7%	42.9%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	50.0%	75.0%	66.7%	50.0%
SIC07.4	Medical - extent of development and use	80.0%	60.0%	25.0%	19.4%
SIC07.5	O & G - extent of development and use	75.0%	50.0%	18.8%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	100%	N/R	50.0%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	4	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	1.9%	0.0%	15.4%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Gold Coast Hospital

Southern Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	62.6		64.1	66.1
PS02	Complaints Management Index	63.5		64.6	65.2
PS03	Discharge and Follow-up Index	60.7		61.4	62.1
PS04	General Patient Information Index	69.1		68.9	69.9
PS05	Overall Care Index	62.7	*	64.5	65.9
PS06	Physical Environment Index	57.6	**	62.3	65.5
PS07	Treatment & Related Information Index	63.4		65.3	65.6

Service Type: Maternity

PS01	Access and Admission Index	60.5	*	65.2	68.2
PS02	Complaints Management Index	57.9		63.3	66.0
PS03	Discharge and Follow-up Index	64.6		64.4	66.0
PS04	General Patient Information Index	63.3		63.1	68.0
PS05	Overall Care Index	59.6	*	64.4	67.2
PS06	Physical Environment Index	54.7	**	63.0	67.9
PS07	Treatment & Related Information Index	57.8	*	64.4	66.2

Service Type: Medical

PS01	Access and Admission Index	62.7		63.0	65.6
PS02	Complaints Management Index	64.9		64.6	64.9
PS03	Discharge and Follow-up Index	60.3		60.2	61.4
PS04	General Patient Information Index	69.7		69.2	70.1
PS05	Overall Care Index	63.1		64.1	65.7
PS06	Physical Environment Index	57.8	*	62.0	65.5
PS07	Treatment & Related Information Index	64.5		65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	45.1		55.1	56.7
PS02	Complaints Management Index	47.1		54.4	55.6
PS03	Discharge and Follow-up Index	52.8		54.7	54.4
PS04	General Patient Information Index	50.8		57.6	58.0
PS05	Overall Care Index	47.5		54.8	56.1
PS06	Physical Environment Index	53.8		57.8	60.3
PS07	Treatment & Related Information Index	40.4		50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	67.4		69.3	69.5
PS02	Complaints Management Index	65.8		64.2	68.6
PS03	Discharge and Follow-up Index	62.8		65.5	65.1
PS04	General Patient Information Index	73.6		72.8	73.3
PS05	Overall Care Index	66.3		68.4	68.9
PS06	Physical Environment Index	58.9	*	64.0	65.9
PS07	Treatment & Related Information Index	67.9		69.6	69.7

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.

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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Mater Misericordiae Public Adult and Mothers Hospital

Southern Zone

Principal Referral and Specialised Peer Group

Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	13.2	12.9	8.9	11.3	12.7	13.9
CI01.2	Long Stay Rates	11.4	8.7	5.2*	7.6*	12.1	9.9
Heart Failure							
CI02.1	In-hospital Mortality	4.0	8.9	5.5	5.9	5.7	6.6
CI02.2	Long Stay Rates	8.9	17.3*	6.2*	10.2	10.5	9.8
Stroke							
CI03.1	In-hospital Mortality	14.7	27.6	28.6	24.5	20.6	19.2
CI03.2	Long Stay Rates	6.1	0.0*	0.0*	1.7**	12.8	8.7
CI03.2a	Acute Long Stay Rates	11.4	2.7*	-	6.4	12.0	10.9
CI03.4	Nursing Home Separations	8.4	8.4	8.1	8.3	10.8	13.3
Pneumonia							
CI04.1	In-hospital Mortality	7.0	3.6*	5.9	5.4*	7.9	7.0
CI04.2	Long Stays	13.9	17.0	13.4	14.8	15.8	12.2
Diabetic Foot							
CI05.1	Long Stays	21.2	18.9	10.7	15.7	18.5	14.6
CI05.4	Amputation Rates	11.0*	24.3	20.3	18.6**	34.1	23.8
Fractured Neck of Femur							
CI06.1	In-hospital Mortality	13.0	6.0	7.6	8.0	7.2	7.7
CI06.2	Long Stays	0.0*	0.0*	1.8*	0.9*	12.9	13.2
CI06.2a	Acute Long Stays	0.0*	0.0*	-	0.0**	10.6	11.9
CI06.5	Nursing Home Separations	0.0*	2.6*	6.1*	3.4**	17.4	19.9
CI06.6	Complications of Surgery	13.8	18.5	10.5	13.9	10.6	11.8
Knee Replacement							
CI07.1	Long Stays	4.1*	2.3*	3.9*	3.4**	10.9	9.4
CI07.3	Complications of Surgery	18.4	22.7	27.2	22.5	17.5	17.5
Hip Replacement							
CI08.1	Long Stay Rates	6.5	10.9	13.2	10.5	13.6	12.6
CI08.3	Complications of Surgery	12.9*	36.6*	34.7	29.2	24.7	23.4
Hysterectomy							
CI09.1	Long Stay rates	9.8**	10.6*	9.0	9.7**	18.6	13.3
CI09.3	Complications of Surgery	7.1*	13.4	15.3	12.3	12.7	8.6
CI09.4	on Women < 35 years	6.9	9.2	10.9	9.3	8.3	9.8
CI09.5	Blood Transfusion Rates	3.5	4.5	3.5	3.9	5.6	3.2
Standard Primiparae							
CI10.1	C-section	-	20.8**	17.2*	18.9**	-	-
CI10.2	Induction of Labour	-	15.6*	13.8	14.7*	-	-
CI10.3	Perineal Tears	-	5.0	2.4	3.6	-	-

Mater Misericordiae Public Adult and Mothers Hospital

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Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00708

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.3	3.8	3.6	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	3.1 **	3.0 **	3.0 **	-	-
CI13.2 Caesarean Section Births	-	2.5 **	2.9 **	2.7 **	-	-
Asthma						
CI14.1 Long Stay Rates	17.8	16.8	16.2	17.0 *	12.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	11.9	12.3	6.0	10.2	13.4	10.3
CI15.3 Complications of Surgery	33.5 *	40.0	28.7	34.3	24.8	20.9

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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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Mater Misericordiae Public Adult and Mothers Hospital Southern Zone Principal Referral and Specialised Peer Group					
Occupancy Rate (Bed Day Efficiency)					
EFF-30	61.0%	61.5%	77.3%	60.2%	
Average Length of Stay					
EFF-31	2.88	2.94	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	50.6%	50.4%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	5.41%	2.30%	1.67%	0.00%	
EFF-34.2 Category 2	4.04%	3.97%	4.88%	4.18%	
EFF-34.3 Category 3	39.8%	35.9%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	56.7%	55.5%	50.0%	58.4%	
Day of Surgery Admission Rate					
EFF-36	82.4%	82.7%	76.9%	90.9%	
Average Cost / Weighted Separation (NHGDC)					
EFF-50	\$2,673	\$2,222	\$2,883	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,783	\$2,677	\$3,096	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) O60D Vaginal Delivery - Comp Diag	\$1,995	\$1,531	\$1,930	\$1,963	\$104,000
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	\$44,967	\$58,970	\$53,833	\$46,987	
EFF-52.03 (3) O01D Caesarean Delivery - Comp Diag	\$4,530	\$2,952	\$4,037	\$4,016	\$241,000
EFF-52.04 (4) R63Z Chemotherapy	\$532	\$801	\$415	\$338	\$400,000
EFF-52.05 (5) P62Z Neonate, Admission Wt 750-999g	\$52,293	\$51,517	\$31,666	\$31,666	\$701,000
EFF-52.06 (6) O01A Csrn Delvry+Mult Cmp Dx --1Sev	\$5,541	\$4,847	\$5,612	\$5,612	\$217,000
EFF-52.07 (7) P61Z Neonate, Admission Wt <750g	\$34,813	\$60,490	\$32,498	\$32,498	\$997,000
EFF-52.08 (8) N04Z Hysterectomy For Non-Malignanc	\$5,674	\$3,711	\$5,187	\$4,956	\$100,000
EFF-52.09 (9) O01B Caesarean Delivery+Sev Comp Dx	\$5,452	\$3,661	\$5,316	\$5,316	\$28,000
EFF-52.10 (10) O60B Vaginal Delivery + Sev Comp Dx	\$2,836	\$2,044	\$2,561	\$2,561	\$101,000
Casemix Efficiency - Acute Inpatients					
EFF-53	119%	106%	128%	129%	
Food Services - total cost per OBD					
EFF-58	\$33.40	\$25.35	\$26.30	\$27.45	\$581,000
Cleaning - total cost per m2					
EFF-59	\$24.59	\$44.23	\$38.80	\$39.27	



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median
Mater Misericordiae Public Adult and Mothers Hospital				
Southern Zone Principal Referral and Specialised Peer Group				
Accreditation				
SIC01	Yes	Yes	11/11	49/57
Credentialling				
SIC02	Yes	N/R	9/11	52/58
Quality of information				
SIC04.1 Accuracy	95.6%	92.6%	95.9%	94.2%
SIC04.2a Timeliness - Number of months on time	6	7	5	7
SIC04.2b Timeliness - Number of days late per month	7.7	15.9	13.5	7.0
Use of Information				
SIC05.1 Availability of electronic information	55.2%	N/R	42.7%	22.6%
SIC05.2 Collection and use of clinical information	3/3	N/R	3	3
Benchmarking				
SIC06.1 In selected clinical areas	36.5%	34.6%	89.3%	27.5%
SIC06.2 In selected clinical areas - internal	0.0%	0.0%	90.0%	0.0%
SIC06.3 In selected clinical areas - external	73.1%	69.2%	96.2%	50.0%
Clinical Pathways				
SIC07.1 Extent of development and use in selected clinical areas	27.5%	N/R	23.8%	16.2%
SIC07.2 Extent of development and use as per Ontario	63.3%	66.7%	42.9%	31.7%
SIC07.3 Surgical (Orthopaedic) - extent of development and use	91.7%	75.0%	66.7%	50.0%
SIC07.4 Medical - extent of development and use	20.0%	25.0%	25.0%	19.4%
SIC07.5 O & G - extent of development and use	87.5%	75.0%	18.8%	50.0%
Facilitating continuity of care				
SIC08.1 Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2 Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3 Provision of discharge summaries to GPs	75.0%	N/R	50.0%	37.5%
SIC08.4 Shared ante and post natal care	4/4	N/R	4	2
SIC08.5 Cardiac rehabilitation	N/A	N/R	2	2
SIC08.6 Diabetic management service	2/3	N/R	2	2
Telehealth				
SIC09 Extent of telehealth usage	15.4%	9.6%	15.4%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Mater Misericordiae Public Adult and Mothers Hospital Southern Zone Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	67.3	*	64.1	66.1
PS02	Complaints Management Index	66.9	*	64.6	65.2
PS03	Discharge and Follow-up Index	64.9	*	61.4	62.1
PS04	General Patient Information Index	71.2	*	68.9	69.9
PS05	Overall Care Index	66.7	*	64.5	65.9
PS06	Physical Environment Index	69.8	*	62.3	65.5
PS07	Treatment & Related Information Index	68.5	*	65.3	65.6

Service Type: Maternity

PS01	Access and Admission Index	69.8	*	65.2	68.2
PS02	Complaints Management Index	69.0	*	63.3	66.0
PS03	Discharge and Follow-up Index	76.4	**	64.4	66.0
PS04	General Patient Information Index	71.7	*	65.1	68.0
PS05	Overall Care Index	68.3	*	64.4	67.2
PS06	Physical Environment Index	51.4	**	63.0	67.9
PS07	Treatment & Related Information Index	74.8	**	64.4	66.2

Service Type: Medical

PS01	Access and Admission Index	63.7		63.0	65.6
PS02	Complaints Management Index	65.7		64.6	64.9
PS03	Discharge and Follow-up Index	63.1		60.2	61.4
PS04	General Patient Information Index	70.7		69.2	70.1
PS05	Overall Care Index	65.5		64.1	65.7
PS06	Physical Environment Index	60.5		62.0	65.5
PS07	Treatment & Related Information Index	69.0		65.3	65.4

Service Type: Surgical

PS01	Access and Admission Index	71.4		69.3	69.5
PS02	Complaints Management Index	68.2		68.2	68.6
PS03	Discharge and Follow-up Index	65.9		65.5	65.1
PS04	General Patient Information Index	71.8		72.8	73.3
PS05	Overall Care Index	67.9		68.4	68.9
PS06	Physical Environment Index	61.8		64.0	65.9
PS07	Treatment & Related Information Index	67.3		69.6	69.7

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.0007.0002.00712

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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Mater Misericordiae Public Childrens Hospital

Southern Zone

Principal Referral and Specialised Peer Group

No data meet indicator criteria

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.



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Mater Misericordiae Public Childrens Hospital Southern Zone Principal Referral and Specialised Peer Group					
Occupancy Rate (Bed Day Efficiency)					
EFF-30	57.7%	48.2%	77.3%	60.2%	
Average Length of Stay					
EFF-31	2.14	2.01	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	56.9%	57.9%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	1.67%	0.00%	
EFF-34.2 Category 2	4.88%	10.0%	4.88%	4.18%	
EFF-34.3 Category 3	11.0%	24.8%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	63.3%	66.0%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	90.4%	91.6%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCC)					
EFF-50	\$2,705	\$2,271	\$2,883	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$3,611	\$2,377	\$3,096	\$2,598	\$5,658,000
Top 10 DRG Average cost					
EFF-52.01 (1) A96Z Tracheostomy Any Age Any Cond	\$53,125	\$79,547	\$53,033	\$46,987	
EFF-52.02 (2) A41Z Intubation Age<16	\$17,862	\$28,903	\$9,097	\$9,097	\$552,000
EFF-52.03 (3) E70B Whooping Cough & Acute Bronchio-CSCC	\$3,234	\$1,906	\$2,782	\$2,782	\$134,000
EFF-52.04 (4) P06A Neo, Admwt >2499g+Sig Or Pr+Mmp	\$103,002	\$27,907	\$25,437	\$25,437	\$621,000
EFF-52.05 (5) E60B Cystic Fibrosis -CSCC	\$12,975	\$5,989	\$6,682	\$6,682	\$352,000
EFF-52.06 (6) W01Z Ventiln/Cranio Mult Sig Trauma	\$66,354	\$27,413	\$47,194	\$47,194	\$313,000
EFF-52.07 (7) E69C Bronchitis & Asthma A<50 -CC	\$943	\$821	\$1,446	\$1,446	
EFF-52.08 (8) U66Z Eating & Obsessv-Compulsv Dsrd	\$43,755	\$37,065	\$12,398	\$12,398	\$408,000
EFF-52.09 (9) D11Z Tonsillectomy, Adenoidectomy	\$1,473	\$1,380	\$1,615	\$1,615	
EFF-52.10 (10) B66B Nervous System Neoplasm A<65	\$2,389	\$1,439	\$4,362	\$4,362	
Casemix Efficiency - Acute Inpatients					
EFF-53	84.1%	85.1%	128%	129%	


 CAB.0007.0002.00714

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median
Mater Misericordiae Public Childrens Hospital				
Southern Zone Principal Referral and Specialised Peer Group				
Accreditation				
SIC01	Yes	Yes	11/11	49/57
Credentialling				
SIC02	Yes	N/R	9/11	52/58
Quality of information				
SIC04.1 Accuracy	97.3%	83.5%	95.9%	94.2%
SIC04.2a Timeliness - Number of months on time	7	9	5	7
SIC04.2b Timeliness - Number of days late per month	13.5	0.0	13.5	7.0
Use of Information				
SIC05.1 Availability of electronic information	42.7%	N/R	42.7%	22.6%
SIC05.2 Collection and use of clinical information	3/3	N/R	3	3
Benchmarking				
SIC06.1 In selected clinical areas	33.3%	37.5%	89.3%	27.5%
SIC06.2 In selected clinical areas - internal	0.0%	0.0%	90.0%	0.0%
SIC06.3 In selected clinical areas - external	66.7%	75.0%	96.2%	50.0%
Clinical Pathways				
SIC07.1 Extent of development and use in selected clinical areas	6.3%	N/R	23.8%	16.2%
SIC07.2 Extent of development and use as per Ontario	16.7%	0.0%	42.9%	31.7%
SIC07.3 Surgical (Orthopaedic) - extent of development and use	N/A	0.0%	66.7%	50.0%
SIC07.4 Medical - extent of development and use	12.5%	0.0%	25.0%	19.4%
SIC07.5 O & G - extent of development and use	N/A	N/A	18.8%	50.0%
Facilitating continuity of care				
SIC08.1 Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2 Use of pre admission clinics for elective surgery	0/2	N/R	2	2
SIC08.3 Provision of discharge summaries to GPs	62.5%	N/R	50.0%	37.5%
SIC08.4 Shared ante and post natal care	N/A	N/R	4	2
SIC08.5 Cardiac rehabilitation	N/A	N/R	2	2
SIC08.6 Diabetic management service	2/3	N/R	2	2
Telehealth				
SIC09 Extent of telehealth usage	13.5%	5.8%	15.4%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Mater Misericordiae Public Childrens Hospital Southern Zone Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined					
PS01	Access and Admission Index	61.0	*	64.1	66.1
PS02	Complaints Management Index	64.8		64.6	65.2
PS03	Discharge and Follow-up Index	59.1		61.4	62.1
PS04	General Patient Information Index	67.2		68.9	69.9
PS05	Overall Care Index	63.4		64.5	65.9
PS06	Physical Environment Index	61.4		62.3	65.5
PS07	Treatment & Related Information Index	67.2		65.3	65.6
Service Type: Medical					
PS01	Access and Admission Index	60.6		63.0	65.6
PS02	Complaints Management Index	64.5		64.6	64.9
PS03	Discharge and Follow-up Index	58.6		60.2	61.4
PS04	General Patient Information Index	66.8		69.2	70.1
PS05	Overall Care Index	63.0		64.1	65.7
PS06	Physical Environment Index	61.0		62.0	65.5
PS07	Treatment & Related Information Index	66.8		65.5	65.4
Service Type: Surgical					
PS01	Access and Admission Index	68.9		69.3	69.5
PS02	Complaints Management Index	70.7		68.2	68.6
PS03	Discharge and Follow-up Index	69.4		65.5	65.1
PS04	General Patient Information Index	74.3		72.8	73.3
PS05	Overall Care Index	71.2		68.4	68.9
PS06	Physical Environment Index	69.2	*	64.0	65.9
PS07	Treatment & Related Information Index	74.6	*	69.6	69.7

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.

COPY



CAB.0007.0002.00716

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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Nambour Hospital

Central Zone

Principal Referral and Specialised Peer Group

Acute Myocardial Infarction

CI01.1	In-hospital Mortality	11.4	16.8	7.5*	12.0	12.7	13.9
CI01.2	Long Stay Rates	4.7**	8.0*	5.1*	5.9**	12.1	9.9

Heart Failure

CI02.1	In-hospital Mortality	2.8	4.2	6.7	4.4*	5.7	6.6
CI02.2	Long Stay Rates	2.7**	5.3*	6.6	4.8**	10.5	9.8

Stroke

CI03.1	In-hospital Mortality	19.9	35.0**	21.0	25.4*	20.6	19.2
CI03.2	Long Stay Rates	13.0	3.8*	6.9	7.4*	12.8	8.7
CI03.2a	Acute Long Stay Rates	5.4	1.3*	-	3.0**	12.0	10.9
CI03.4	Nursing Home Separations	2.0*	10.8	10.0	7.9	10.8	13.3

Pneumonia

CI04.1	In-hospital Mortality	7.4	5.0	7.5	6.7	7.9	7.0
CI04.2	Long Stays	13.2	9.7*	8.8*	10.7*	15.8	12.2

Diabetic Foot

CI05.1	Long Stays	16.4	9.6	-	11.3	18.5	14.6
CI05.4	Amputation Rates	35.7	20.5	-	27.2	34.1	23.8

Fractured Neck of Femur

CI06.1	In-hospital Mortality	4.2	2.9*	7.7	4.0	7.2	7.7
CI06.2	Long Stays	8.9	3.5*	3.4*	5.1*	12.9	13.2
CI06.2a	Acute Long Stays	9.9	3.6*	-	6.4*	10.6	11.9
CI06.5	Nursing Home Separations	10.8*	27.7*	16.7	19.1	17.4	19.9
CI06.6	Complications of Surgery	8.3	13.0	17.0	13.3	10.6	11.8

Knee Replacement

CI07.1	Long Stays	23.5**	18.1*	21.3*	21.1**	10.9	9.4
CI07.3	Complications of Surgery	28.2*	29.9*	24.1	26.9*	17.5	17.5

Hip Replacement

CI08.1	Long Stay Rates	19.5*	8.3	20.4*	15.5*	13.6	12.6
CI08.3	Complications of Surgery	29.1	17.4*	29.9	25.5	24.7	23.4

Hysterectomy

CI09.1	Long Stay rates	18.1	13.0	10.2*	13.6*	18.6	13.3
CI09.3	Complications of Surgery	13.2	12.6	11.5	12.5	12.7	8.6
CI09.4	on Women < 35 years	5.0	7.1	6.7	6.3*	8.3	9.8
CI09.5	Blood Transfusion Rates	5.5	6.3	2.2	4.6	5.6	3.2

Standard Primiparae

CI10.1	C-section	-	10.7*	5.3**	8.0**	-	-
CI10.2	Induction of Labour	-	11.4	14.1	12.7	-	-
CI10.3	Perineal Tears	-	3.8	1.0*	2.3	-	-

Nambour Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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



CAB.0007.0002.00717

Measured Quality Hospital Report

Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.3	4.1	3.7	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	14.1 **	17.3 **	15.8 **	-	-
CI13.2 Caesarean Section Births	-	8.9 *	11.8 **	10.5 **	-	-
Asthma						
CI14.1 Long Stay Rates	4.6 *	13.5	9.5	9.4 *	12.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	10.6	11.2	3.9	8.3 *	13.4	10.3
CI15.3 Complications of Surgery	19.6	31.2	33.9	28.1	24.8	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Nambour Hospital					
Central Zone Principal Referral and Specialised Peer Group					
Ordinary FTE (Worked)					
EFF-01 All staff	944	912	1,228	95.5	
EFF-01.2 Managerial And Clerical	164	159	163	11.2	
EFF-01.3 Medical	87.0	88.0	107	4.12	
EFF-01.4 Nursing	409	397	577	48.1	
EFF-01.4a Nursing Agency	0.00	0.00	1.24	0.00	
EFF-01.5 Operational	171	169	193	27.3	
EFF-01.6 Trade And Artisans	0.57	0.00	14.6	1.03	
EFF-01.7 Visiting Medical Officers	7.87	7.25	11.1	0.67	
EFF-01.8 Professional	72.5	71.0	94.4	7.42	
EFF-01.9 Technical	22.3	22.3	6.74	1.59	
Total FTE					
EFF-02 All staff	1,217	1,179	1,547	126	
EFF-02.2 Managerial And Clerical	205	197	203	14.3	
EFF-02.3 Medical	135	122	144	5.79	
EFF-02.4 Nursing	522	510	722	60.5	
EFF-02.4a Nursing Agency	0.00	0.00	1.24	0.00	
EFF-02.5 Operational	218	213	246	34.6	
EFF-02.6 Trade And Artisans	0.81	0.00	18.7	1.22	
EFF-02.7 Visiting Medical Officers	11.3	10.3	14.5	0.89	
EFF-02.8 Professional	94.3	94.1	122	9.62	
EFF-02.9 Technical	30.6	31.7	9.07	1.96	
Proportion of Sick Leave					
EFF-03 All staff	5.07%	4.90%	4.65%	4.59%	
EFF-03.2 Managerial And Clerical	5.69%	5.01%	5.18%	3.99%	
EFF-03.3 Medical	1.87%	1.77%	1.87%	1.56%	
EFF-03.4 Nursing	5.39%	5.77%	5.16%	4.71%	
EFF-03.5 Operational	5.51%	5.08%	5.20%	4.99%	
EFF-03.6 Trade And Artisans	22.1%	0.00%	4.68%	4.26%	
EFF-03.7 Visiting Medical Officers	0.99%	2.37%	0.97%	0.60%	
EFF-03.8 Professional	4.96%	3.80%	3.52%	2.95%	
EFF-03.9 Technical	6.37%	3.53%	3.76%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,635	\$1,521	\$1,559	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,477	\$1,295	\$1,381	\$1,129	
EFF-04.3 Medical	\$1,417	\$1,234	\$1,316	\$1,033	
EFF-04.4 Nursing	\$1,795	\$1,769	\$1,795	\$1,582	
EFF-04.5 Operational	\$1,365	\$1,174	\$1,322	\$1,237	
EFF-04.6 Trade And Artisans	\$1,016	\$0.00	\$1,354	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,619	\$3,711	\$1,532	\$931	
EFF-04.8 Professional	\$1,850	\$1,615	\$1,567	\$1,384	
EFF-04.9 Technical	\$2,224	\$1,460	\$1,429	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.31%	3.05%	3.27%	2.47%	

Nambour Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00719

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.46%	0.50%	0.83%	0.32%	
EFF-05.3 Medical	22.5%	23.5%	18.9%	20.6%	
EFF-05.3a Senior Medical	28.1%	29.0%	23.6%	23.5%	
EFF-05.3b Junior Medical	10.9%	11.6%	9.09%	14.7%	
EFF-05.4 Nursing	0.72%	0.38%	0.67%	0.88%	
EFF-05.5 Operational	0.81%	0.61%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	0.00%	0.00%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	16.8%	16.5%	11.1%	6.24%	
EFF-05.8 Professional	4.23%	4.34%	3.13%	3.96%	
EFF-05.9 Technical	0.05%	0.15%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,584	\$3,212	\$3,315	\$2,816	\$254,000
EFF-06.2 Managerial And Clerical	\$283	\$286	\$542	\$190	
EFF-06.3 Medical	\$25,548	\$25,513	\$22,889	\$25,548	\$258,000
EFF-06.3a Senior Medical	\$28,424	\$28,106	\$25,368	\$25,546	\$199,000
EFF-06.3b Junior Medical	\$19,654	\$19,921	\$15,791	\$26,031	\$123,000
EFF-06.4 Nursing	\$536	\$269	\$505	\$595	\$12,000
EFF-06.5 Operational	\$444	\$321	\$570	\$334	
EFF-06.6 Trade And Artisans	\$0.00	\$0.00	\$3,132	\$881	
EFF-06.7 Visiting Medical Officers	\$31,744	\$31,155	\$22,444	\$12,380	\$73,000
EFF-06.8 Professional	\$4,330	\$4,209	\$2,926	\$3,679	\$102,000
EFF-06.9 Technical	\$35.06	\$99.05	\$468	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	10.5%	10.4%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	9.14%	8.96%	9.14%	9.34%	
EFF-07.3 Medical	6.52%	6.47%	6.20%	6.18%	
EFF-07.4 Nursing	10.3%	11.2%	10.6%	10.7%	
EFF-07.5 Operational	13.2%	11.9%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	26.8%	0.00%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	6.30%	5.87%	5.75%	2.87%	
EFF-07.8 Professional	11.7%	10.2%	9.33%	9.83%	
EFF-07.9 Technical	17.6%	13.5%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,623	\$3,416	\$3,623	\$3,391	
EFF-08.2 Managerial And Clerical	\$2,521	\$2,290	\$2,521	\$2,632	
EFF-08.3 Medical	\$4,842	\$4,895	\$4,409	\$3,907	\$42,000
EFF-08.4 Nursing	\$3,445	\$3,448	\$3,508	\$3,497	
EFF-08.5 Operational	\$3,183	\$2,811	\$2,864	\$2,919	\$54,000
EFF-08.6 Trade And Artisans	\$2,434	\$0.00	\$2,458	\$3,342	
EFF-08.7 Visiting Medical Officers	\$7,754	\$8,368	\$7,754	\$4,513	
EFF-08.8 Professional	\$5,451	\$4,674	\$4,188	\$3,968	\$92,000
EFF-08.9 Technical	\$5,708	\$4,129	\$3,720	\$3,327	\$44,000
Proportion of WorkCover Leave					
EFF-09 All staff	0.87%	0.91%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.04%	0.40%	0.07%	0.00%	
EFF-09.3 Medical	0.02%	0.09%	0.02%	0.00%	
EFF-09.4 Nursing	0.89%	1.06%	0.43%	0.25%	
EFF-09.5 Operational	2.04%	1.31%	0.89%	0.41%	

Nambour Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

CAB.0007.0002.00720

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.52%	0.41%	0.07%	0.00%	
EFF-09.9 Technical	2.75%	3.79%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.73%	1.82%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	96.0%	86.2%	77.3%	60.2%	
Average Length of Stay					
EFF-31	3.11	2.97	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	42.9%	43.2%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	3.36%	3.87%	1.67%	0.00%	
EFF-34.2 Category 2	28.1%	18.9%	4.88%	4.18%	
EFF-34.3 Category 3	45.9%	36.7%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	47.3%	50.4%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	72.4%	75.3%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCC)					
EFF-50	\$2,526	\$1,651	\$2,883	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,333	\$2,576	\$3,096	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$51,551	\$35,398	\$53,033	\$46,987	
EFF-52.02 (2) Z60A Rehabilitation + CSCC	\$9,376	\$6,040	\$11,954	\$9,688	
EFF-52.03 (3) O60D Vaginal Delivery - Comp Diag	\$1,930	\$1,429	\$1,930	\$1,963	
EFF-52.04 (4) U61A Schizophrenia Disorders+MHLS	\$9,877	\$6,543	\$12,394	\$13,022	
EFF-52.05 (5) U63B Major Affective Disor A<70-CSCC	\$7,507	\$5,399	\$9,139	\$8,825	
EFF-52.06 (6) L61Z Admit For Renal Dialysis	\$353	\$242	\$420	\$418	
EFF-52.07 (7) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$913	\$627	\$779	\$973	\$218,000
EFF-52.08 (8) W01Z Ventiln/Cranio Mult Sig Trauma	\$73,007	\$49,205	\$47,194	\$47,194	\$336,000
EFF-52.09 (9) J08A Other Hip & Femur Proc + CSCC	\$11,013	\$5,742	\$13,478	\$13,478	
EFF-52.10 (10) O01D Caesarean Delivery - Comp Diag	\$4,098	\$2,911	\$4,057	\$4,016	
Casemix Efficiency - Acute Inpatients					
EFF-53	123%	86.2%	128%	129%	
Asset Condition					
EFF-57	70.4%	68.7%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$24.90	\$25.64	\$26.30	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$45.81	\$42.84	\$38.80	\$39.27	\$192,000
Linen Cost per OBD					
EFF-60	\$1.50	\$1.48	\$1.50	\$1.41	
Energy Consumption per square metre					
EFF-61	\$26.21	\$28.57	\$26.21	\$23.59	



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator		Current	Previous	Peer Group Median	State Median
Nambour Hospital					
Central Zone Principal Referral and Specialised Peer Group					
Accreditation					
SIC01		Yes	Yes	11/11	49/57
Credentialling					
SIC02		Yes	N/R	9/11	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	87.3%	84.6%	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	87.8%	86.6%	85.4%	78.6%
SIC03.3	Median Age Nursing Staff	42.3	42.3	40.5	42.6
SIC03.4	Retention of Allied Health Staff	72.5%	70.6%	73.9%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$260	\$268	\$316	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$138	\$118	\$138	\$112
Quality of information					
SIC04.1	Accuracy	97.3%	96.0%	95.9%	94.2%
SIC04.2a	Timeliness - Number of months on time	6	5	5	7
SIC04.2b	Timeliness - Number of days late per month	4.7	12.3	13.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	54.2%	N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	80.8%	63.5%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	73.1%	53.8%	90.0%	0.0%
SIC06.3	In selected clinical areas - external	88.5%	73.1%	96.2%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	11.3%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontario	30.0%	13.3%	42.9%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	25.0%	25.0%	66.7%	50.0%
SIC07.4	Medical - extent of development and use	25.0%	5.0%	25.0%	19.4%
SIC07.5	O & G - extent of development and use	12.5%	0.0%	18.8%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	50.0%	N/R	50.0%	37.5%
SIC08.4	Shared ante and post natal care	2/4	N/R	4	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	2/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	23.1%	9.6%	15.4%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Nambour Hospital

Central Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	62.8		64.1	66.1
PS02	Complaints Management Index	63.6		64.6	65.2
PS03	Discharge and Follow-up Index	59.0	*	61.4	62.1
PS04	General Patient Information Index	68.2		68.9	69.9
PS05	Overall Care Index	63.3		64.5	65.9
PS06	Physical Environment Index	61.6		62.3	65.5
PS07	Treatment & Related Information Index	64.0		65.3	65.6

Service Type: Maternity

PS01	Access and Admission Index	64.3		65.2	68.2
PS02	Complaints Management Index	59.8		63.3	66.0
PS03	Discharge and Follow-up Index	57.6	*	64.4	66.0
PS04	General Patient Information Index	62.6		65.1	68.0
PS05	Overall Care Index	61.1	*	64.4	67.2
PS06	Physical Environment Index	59.3	*	63.0	67.9
PS07	Treatment & Related Information Index	60.2	*	64.4	66.2

Service Type: Medical

PS01	Access and Admission Index	61.0		63.0	65.6
PS02	Complaints Management Index	63.3		64.6	64.9
PS03	Discharge and Follow-up Index	56.2	*	60.2	61.4
PS04	General Patient Information Index	68.3		69.2	70.1
PS05	Overall Care Index	62.6		64.1	65.7
PS06	Physical Environment Index	62.2		62.0	65.5
PS07	Treatment & Related Information Index	63.5		65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	69.1	*	55.1	56.7
PS02	Complaints Management Index	66.1		54.4	55.6
PS03	Discharge and Follow-up Index	69.6	*	54.7	54.4
PS04	General Patient Information Index	69.3	*	57.6	58.0
PS05	Overall Care Index	66.1	*	54.8	56.1
PS06	Physical Environment Index	63.5		57.8	60.3
PS07	Treatment & Related Information Index	62.3	*	50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	64.9	*	68.3	69.5
PS02	Complaints Management Index	64.6		68.2	68.6
PS03	Discharge and Follow-up Index	62.8		65.5	65.1
PS04	General Patient Information Index	69.1	*	72.8	73.3
PS05	Overall Care Index	64.9	*	68.4	68.9
PS06	Physical Environment Index	69.9	*	64.0	65.9
PS07	Treatment & Related Information Index	67.5		69.6	69.7

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.

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Princess Alexandra Hospital						
Southern Zone Principal Referral and Specialised Peer Group						
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	13.7	18.4 *	10.7	14.4	12.7	13.9
CI01.2 Long Stay Rates	10.9	12.2	8.0	10.1	12.1	9.9
Heart Failure						
CI02.1 In-hospital Mortality	7.7	6.0	5.1	6.3	5.7	6.6
CI02.2 Long Stay Rates	8.4	9.9	9.7	9.3	10.5	9.8
Stroke						
CI03.1 In-hospital Mortality	23.2	21.9	19.5	21.7	20.6	19.2
CI03.2 Long Stay Rates	16.6	9.8	17.5 *	14.6 *	12.8	8.7
CI03.2a Acute Long Stay Rates	13.6	13.6		13.6	12.0	10.9
CI03.4 Nursing Home Separations	7.6	16.2	10.3	11.1	10.8	13.3
Pneumonia						
CI04.1 In-hospital Mortality	7.7	7.3	6.7	7.2	7.9	7.0
CI04.2 Long Stays	13.8	12.4	12.0	12.7 *	15.8	12.2
Diabetic Foot						
CI05.1 Long Stays	21.5	26.3 *	12.4	18.9	18.5	14.6
CI05.4 Amputation Rates	30.3	30.3	23.9	28.6	34.1	23.8
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	8.2	9.0	9.7	8.9 *	7.2	7.7
CI06.2 Long Stays	19.6 *	22.9 *	20.8 **	20.6 **	12.9	13.2
CI06.2a Acute Long Stays	9.5	13.5		11.1	10.6	11.9
CI06.5 Nursing Home Separations	21.7	22.3	12.0 *	17.7	17.4	19.9
CI06.6 Complications of Surgery	7.3	19.9	18.5 *	14.8	10.6	11.8
Knee Replacement						
CI07.1 Long Stays	4.4 *	13.5	7.9	8.1	10.9	9.4
CI07.3 Complications of Surgery	18.2	30.9 *	27.4	24.8 *	17.5	17.5
Hip Replacement						
CI08.1 Long Stay Rates	11.9	14.5	12.3	12.9	13.6	12.6
CI08.3 Complications of Surgery	22.0	34.7 *	35.6 *	30.9 *	24.7	23.4
Hysterectomy						
CI09.1 Long Stay rates	10.9 *	8.7 *	8.1 *	9.0 **	18.6	13.3
CI09.3 Complications of Surgery	0.0 *	10.8	7.6	6.9 *	12.7	8.6
CI09.4 on Women < 35 years	9.0	14.4	11.2	11.5	8.3	9.8
CI09.5 Blood Transfusion Rates	1.9	4.4	1.1	2.4 *	5.6	3.2
Asthma						
CI14.1 Long Stay Rates	16.9	13.5	6.8	12.3	12.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	13.6	6.7 *	10.0	10.3	13.4	10.3

Princess Alexandra Hospital

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Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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



CAB.0007.0002.00724

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Colorectal Carcinoma						
CI15.3 Complications of Surgery	35.0*	36.5	32.9	34.7	24.8	20.9

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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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Princess Alexandra Hospital					
Southern Zone Principal Referral and Specialised Peer Group					
Ordinary FTE (Worked)					
EFF-01 All staff	2,802	2,767	1,228	95.5	
EFF-01.2 Managerial And Clerical	480	464	163	11.2	
EFF-01.3 Medical	305	309	107	4.12	
EFF-01.4 Nursing	1,180	1,184	577	48.1	
EFF-01.4a Nursing Agency	46.7	24.5	1.24	0.00	
EFF-01.5 Operational	442	448	193	27.3	
EFF-01.6 Trade And Artisans	63.2	56.5	14.6	1.03	
EFF-01.7 Visiting Medical Officers	39.2	37.2	11.1	0.67	
EFF-01.8 Professional	272	270	94.4	7.42	
EFF-01.9 Technical	20.9	21.1	6.74	1.59	
Total FTE					
EFF-02 All staff	3,429	3,293	1,547	126	
EFF-02.2 Managerial And Clerical	569	529	203	14.3	
EFF-02.3 Medical	428	426	144	5.79	
EFF-02.4 Nursing	1,424	1,369	722	60.5	
EFF-02.4a Nursing Agency	46.7	24.5	1.24	0.00	
EFF-02.5 Operational	531	521	246	34.6	
EFF-02.6 Trade And Artisans	78.0	69.0	18.7	1.22	
EFF-02.7 Visiting Medical Officers	47.7	45.3	14.5	0.89	
EFF-02.8 Professional	326	309	122	9.62	
EFF-02.9 Technical	24.1	23.6	8.07	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.01%	3.61%	4.65%	4.59%	
EFF-03.2 Managerial And Clerical	4.32%	3.82%	5.18%	3.99%	
EFF-03.3 Medical	2.17%	1.97%	1.87%	1.56%	
EFF-03.4 Nursing	4.46%	4.03%	5.16%	4.71%	
EFF-03.5 Operational	4.86%	3.93%	5.20%	4.99%	
EFF-03.6 Trade And Artisans	3.75%	3.52%	4.68%	4.26%	
EFF-03.7 Visiting Medical Officers	0.66%	0.97%	0.97%	0.60%	
EFF-03.8 Professional	2.82%	3.27%	3.52%	2.95%	
EFF-03.9 Technical	2.63%	2.79%	3.76%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,513	\$1,438	\$1,559	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,494	\$1,361	\$1,381	\$1,129	
EFF-04.3 Medical	\$1,316	\$1,231	\$1,316	\$1,033	
EFF-04.4 Nursing	\$1,707	\$1,624	\$1,795	\$1,582	
EFF-04.5 Operational	\$1,316	\$1,166	\$1,322	\$1,237	
EFF-04.6 Trade And Artisans	\$1,212	\$1,171	\$1,354	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,112	\$1,609	\$1,532	\$931	
EFF-04.8 Professional	\$1,400	\$1,517	\$1,567	\$1,384	
EFF-04.9 Technical	\$1,068	\$1,134	\$1,429	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.27%	3.14%	3.27%	2.47%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	1.59%	1.05%	0.83%	0.32%	
EFF-05.3 Medical	21.1%	21.3%	18.9%	20.6%	
EFF-05.3a Senior Medical	24.9%	24.6%	23.6%	23.5%	
EFF-05.3b Junior Medical	10.2%	11.1%	9.09%	14.7%	
EFF-05.4 Nursing	0.32%	0.22%	0.67%	0.88%	
EFF-05.5 Operational	0.50%	0.46%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	8.50%	8.42%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	5.97%	4.94%	11.1%	6.24%	
EFF-05.8 Professional	2.02%	1.77%	3.13%	3.96%	
EFF-05.9 Technical	1.47%	1.21%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,315	\$3,087	\$3,315	\$2,816	
EFF-06.2 Managerial And Clerical	\$1,092	\$698	\$542	\$190	\$264,000
EFF-06.3 Medical	\$23,216	\$22,140	\$22,889	\$25,548	\$100,000
EFF-06.3a Senior Medical	\$25,368	\$23,491	\$25,368	\$25,546	
EFF-06.3b Junior Medical	\$17,087	\$18,042	\$15,791	\$26,031	\$103,000
EFF-06.4 Nursing	\$227	\$150	\$505	\$595	
EFF-06.5 Operational	\$324	\$294	\$570	\$334	
EFF-06.6 Trade And Artisans	\$5,166	\$4,981	\$3,132	\$881	\$129,000
EFF-06.7 Visiting Medical Officers	\$11,963	\$10,058	\$22,444	\$12,380	
EFF-06.8 Professional	\$1,689	\$1,437	\$2,926	\$3,679	
EFF-06.9 Technical	\$989	\$724	\$468	\$33.32	\$11,000
Proportion of Unscheduled Leave					
EFF-07 All staff	7.10%	5.28%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	5.53%	4.46%	9.14%	9.34%	
EFF-07.3 Medical	6.18%	4.85%	6.20%	6.18%	
EFF-07.4 Nursing	8.01%	5.82%	10.6%	10.7%	
EFF-07.5 Operational	8.27%	5.74%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	6.21%	5.08%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	5.05%	4.76%	5.75%	2.87%	
EFF-07.8 Professional	6.04%	4.37%	9.33%	9.83%	
EFF-07.9 Technical	4.11%	3.72%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$2,721	\$2,120	\$3,623	\$3,391	
EFF-08.2 Managerial And Clerical	\$1,874	\$1,611	\$2,521	\$2,632	
EFF-08.3 Medical	\$4,335	\$3,331	\$4,409	\$3,907	
EFF-08.4 Nursing	\$2,790	\$2,079	\$3,508	\$3,497	
EFF-08.5 Operational	\$2,130	\$1,552	\$2,864	\$2,919	
EFF-08.6 Trade And Artisans	\$1,542	\$1,815	\$2,458	\$3,342	
EFF-08.7 Visiting Medical Officers	\$7,302	\$7,980	\$7,754	\$4,513	
EFF-08.8 Professional	\$2,765	\$2,076	\$4,188	\$3,968	
EFF-08.9 Technical	\$1,668	\$1,489	\$3,720	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.14%	0.06%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.04%	0.01%	0.07%	0.00%	
EFF-09.3 Medical	0.04%	0.00%	0.02%	0.00%	
EFF-09.4 Nursing	0.17%	0.06%	0.43%	0.25%	
EFF-09.5 Operational	0.33%	0.16%	0.89%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.13%	0.03%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.04%	0.01%	0.07%	0.00%	
EFF-09.9 Technical	0.00%	0.09%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.15%	1.39%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	87.7%	91.7%	77.3%	60.2%	
Average Length of Stay					
EFF-31	3.46	3.47	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	58.5%	57.5%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	3.32%	9.48%	1.67%	0.00%	
EFF-34.2 Category 2	6.49%	23.0%	4.88%	4.18%	
EFF-34.3 Category 3	49.8%	50.3%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	49.2%	45.0%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	61.9%	59.5%	76.9%	90.9%	
Average Cost / Weighted Separation (NHDC)					
EFF-50	\$3,310	\$2,493	\$2,883	\$2,739	\$27,708,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,939	\$2,823	\$3,096	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) Z60A Rehabilitation + CSCC	\$16,211	\$11,920	\$11,954	\$8,688	\$3,358,000
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	\$60,283	\$48,173	\$53,033	\$46,987	\$1,370,000
EFF-52.03 (3) L61Z Admit For Renal Dialysis	\$416	\$378	\$420	\$418	
EFF-52.04 (4) U61A Schizophrenia Disorders+MHLS	\$14,026	\$8,550	\$12,394	\$13,022	\$579,000
EFF-52.05 (5) W01Z Ventiln/Cranio Mult Sig Trauma	\$72,816	\$53,574	\$47,194	\$47,194	\$1,415,000
EFF-52.06 (6) L67C Oth Kidny & Umyr Trct Dx-CSCC	\$2,734	\$3,646	\$1,151	\$1,151	\$2,020,000
EFF-52.07 (7) Z64B Oth Fctr Infl Health Stat A<80	\$1,826	\$2,509	\$1,826	\$1,826	
EFF-52.08 (8) B60A N-Acute Para/Quad+/-Or Pr+CCC	\$32,300	\$28,661	\$24,779	\$24,779	\$692,000
EFF-52.09 (9) Z64A Oth Fctr Infl Health Stat A>79	\$15,765	\$10,575	\$9,147	\$9,147	\$1,244,000
EFF-52.10 (10) U63B Major Affective Dsrds A<70-CSCC	\$8,825	\$5,880	\$9,138	\$8,825	
Casemix Efficiency - Acute Inpatients					
EFF-53	129%	109%	128%	129%	
Asset Condition					
EFF-57	62.5%	57.8%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$28.42	\$29.99	\$26.30	\$27.45	\$452,000
Cleaning - total cost per m2					
EFF-59	\$34.40	\$46.52	\$38.80	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.40	\$1.40	\$1.50	\$1.41	
Energy Consumption per square metre					
EFF-61	\$27.04	\$32.44	\$26.21	\$23.59	\$74,000



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median
Princess Alexandra Hospital				
Southern Zone Principal Referral and Specialised Peer Group				
Accreditation				
SIC01	Yes	Yes	11/11	49/57
Credentialling				
SIC02	Yes	N/R	9/11	52/58
Workforce Management				
SIC03.5 Cost of Training and Study Leave per FTE	\$316	\$263	\$316	\$341
SIC03.6 Cost of Education and Conference Courses per FTE	\$139	\$116	\$138	\$112
Quality of information				
SIC04.1 Accuracy	94.9%	94.6%	95.9%	94.2%
SIC04.2a Timeliness - Number of months on time	0	0	5	7
SIC04.2b Timeliness - Number of days late per month	21.9	28.0	13.5	7.0
Use of Information				
SIC05.1 Availability of electronic information	63.1%	N/R	42.7%	22.6%
SIC05.2 Collection and use of clinical information	3/3	N/R	3	3
Benchmarking				
SIC06.1 In selected clinical areas	87.5%	40.0%	89.3%	27.5%
SIC06.2 In selected clinical areas - internal	90.0%	0.0%	90.0%	0.0%
SIC06.3 In selected clinical areas - external	85.0%	80.0%	96.2%	50.0%
Clinical Pathways				
SIC07.1 Extent of development and use in selected clinical areas	22.2%	N/R	23.8%	16.2%
SIC07.2 Extent of development and use as per Ontario	44.4%	63.0%	42.9%	31.7%
SIC07.3 Surgical (Orthopaedic) - extent of development and use	66.7%	66.7%	66.7%	50.0%
SIC07.4 Medical - extent of development and use	30.0%	45.0%	25.0%	19.4%
SIC07.5 O & G - extent of development and use	0.0%	50.0%	18.8%	50.0%
Facilitating continuity of care				
SIC08.1 Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2 Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3 Provision of discharge summaries to GPs	62.5%	N/R	50.0%	37.5%
SIC08.4 Shared ante and post natal care	N/A	N/R	4	2
SIC08.5 Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6 Diabetic management service	N/A	N/R	2	2
Telehealth				
SIC09 Extent of telehealth usage	6.8%	0.0%	15.4%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Princess Alexandra Hospital

Southern Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	62.2		64.1	66.1
PS02	Complaints Management Index	64.1		64.6	65.2
PS03	Discharge and Follow-up Index	59.2		61.4	62.1
PS04	General Patient Information Index	70.7		68.9	69.9
PS05	Overall Care Index	64.7		64.5	65.9
PS06	Physical Environment Index	65.6	*	62.3	65.5
PS07	Treatment & Related Information Index	66.2		65.3	65.6

Service Type: Medical

PS01	Access and Admission Index	63.6		63.0	65.6
PS02	Complaints Management Index	65.0		64.6	64.9
PS03	Discharge and Follow-up Index	60.1		60.2	61.4
PS04	General Patient Information Index	73.1	*	69.2	70.1
PS05	Overall Care Index	66.3		64.1	65.7
PS06	Physical Environment Index	67.1	*	62.0	65.5
PS07	Treatment & Related Information Index	68.4		65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	47.3		55.1	56.7
PS02	Complaints Management Index	49.9		54.4	55.6
PS03	Discharge and Follow-up Index	42.2		54.7	54.4
PS04	General Patient Information Index	54.5		57.6	58.0
PS05	Overall Care Index	48.3		54.8	56.1
PS06	Physical Environment Index	50.7		57.8	60.3
PS07	Treatment & Related Information Index	45.8		50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	68.1		69.3	69.5
PS02	Complaints Management Index	71.7	*	68.2	68.6
PS03	Discharge and Follow-up Index	68.3		65.5	65.1
PS04	General Patient Information Index	74.1		72.8	73.3
PS05	Overall Care Index	71.0	*	68.4	68.9
PS06	Physical Environment Index	71.1	**	64.0	65.9
PS07	Treatment & Related Information Index	73.4	*	69.6	69.7

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.0007.0002.00730

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Royal Brisbane Hospital (inc. Royal Women's)						
Central Zone Principal Referral and Specialised Peer Group						
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	13.8	11.6	7.1 *	10.2 *	12.7	13.9
CI01.2 Long Stay Rates	14.7	14.3	12.0	13.4	12.1	9.9
Heart Failure						
CI02.1 In-hospital Mortality	5.6	8.8	6.0	6.8	5.7	6.6
CI02.2 Long Stay Rates	13.0	14.1 *	14.5 *	13.9 **	10.5	9.8
Stroke						
CI03.1 In-hospital Mortality	20.0	17.6	22.9	20.4	20.6	19.2
CI03.2 Long Stay Rates	17.5 *	13.5 *	10.9	14.0 *	12.8	8.7
CI03.2a Acute Long Stay Rates	10.3	12.9		11.4	12.0	10.9
CI03.4 Nursing Home Separations	12.2	13.2	12.1	12.5	10.8	13.3
Pneumonia						
CI04.1 In-hospital Mortality	4.9 *	5.8	7.5	6.1 *	7.9	7.0
CI04.2 Long Stays	14.9	19.6 **	14.6	16.3 *	15.8	12.2
Diabetic Foot						
CI05.1 Long Stays	13.8	21.0	10.9	14.1	18.5	14.6
CI05.4 Amputation Rates	30.7	29.1	31.1	30.4	34.1	23.8
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	4.5	7.1	7.1	6.2	7.2	7.7
CI06.2 Long Stays	11.3	11.1	6.0	9.4	12.9	13.2
CI06.2a Acute Long Stays	5.7 *	12.4	-	9.2	10.6	11.9
CI06.5 Nursing Home Separations	14.9	20.8	26.2 *	20.9	17.4	19.9
CI06.6 Complications of Surgery	13.1	15.5	11.1	13.0	10.6	11.8
Knee Replacement						
CI07.1 Long Stays	8.0	15.7	17.3 *	14.0 *	10.9	9.4
CI07.3 Complications of Surgery	15.7	14.6	21.9	17.3	17.5	17.5
Hip Replacement						
CI08.1 Long Stay Rates	13.9	17.2	8.1	13.0	13.6	12.6
CI08.3 Complications of Surgery	46.0 **	32.2	29.9	37.1 **	24.7	23.4
Hysterectomy						
CI09.1 Long Stay rates	26.5 **	23.3 **	21.2 **	23.4 **	18.6	13.3
CI09.3 Complications of Surgery	18.7 **	15.8	15.2 *	16.4 **	12.7	8.6
CI09.4 on Women < 35 years	7.0	9.3	11.6	9.5	8.3	9.8
CI09.5 Blood Transfusion Rates	7.2	4.2	3.7	4.9	5.6	3.2
Standard Primiparae						
CI10.1 C-section	-	16.5	15.9 *	16.4 *	-	-
CI10.2 Induction of Labour	-	9.5	9.9 *	9.9 *	-	-
CI10.3 Perineal Tears	-	4.5	4.1	4.4	-	-

Royal Brisbane Hospital (inc. Royal Women's)

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00731

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.3	3.4	3.4	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	4.2 **	9.6 *	7.3	-	-
CI13.2 Caesarean Section Births	-	3.0 *	5.7	4.5	-	-
Asthma						
CI14.1 Long Stay Rates	21.9 *	15.4	12.4	15.4 *	12.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	17.9 *	27.6 **	16.1 *	20.2 **	13.4	10.3
CI15.3 Complications of Surgery	29.3	46.5 *	35.9	36.6 *	24.8	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Royal Brisbane Hospital (inc. Royal Women's)					
Central Zone Principal Referral and Specialised Peer Group					

Ordinary FTE (Worked)

EFF-01	All staff	3,343	3,311	1,228	95.5
EFF-01.2	Managerial And Clerical	525	499	163	11.2
EFF-01.3	Medical	335	321	107	4.12
EFF-01.4	Nursing	1,453	1,438	577	48.1
EFF-01.4a	Nursing Agency	74.5	72.1	1.24	0.00
EFF-01.5	Operational	575	607	193	27.3
EFF-01.6	Trade And Artisans	61.4	61.8	14.6	1.03
EFF-01.7	Visiting Medical Officers	45.2	44.5	11.1	0.67
EFF-01.8	Professional	314	302	94.4	7.42
EFF-01.9	Technical	31.6	29.0	6.74	1.59

Total FTE

EFF-02	All staff	4,162	4,104	1,547	128
EFF-02.2	Managerial And Clerical	632	594	203	14.3
EFF-02.3	Medical	451	436	144	5.79
EFF-02.4	Nursing	1,796	1,779	722	60.5
EFF-02.4a	Nursing Agency	74.5	72.1	1.24	0.00
EFF-02.5	Operational	727	760	246	34.6
EFF-02.6	Trade And Artisans	75.9	74.8	18.7	1.22
EFF-02.7	Visiting Medical Officers	55.6	54.2	14.5	0.89
EFF-02.8	Professional	382	362	122	9.62
EFF-02.9	Technical	36.9	34.1	9.07	1.96

Proportion of Sick Leave

EFF-03	All staff	4.96%	5.07%	4.65%	4.59%
EFF-03.2	Managerial And Clerical	5.80%	5.02%	5.18%	3.99%
EFF-03.3	Medical	1.73%	2.63%	1.87%	1.56%
EFF-03.4	Nursing	5.16%	5.32%	5.16%	4.71%
EFF-03.5	Operational	6.83%	6.83%	5.20%	4.99%
EFF-03.6	Trade And Artisans	4.72%	3.61%	4.68%	4.26%
EFF-03.7	Visiting Medical Officers	1.82%	1.92%	0.97%	0.60%
EFF-03.8	Professional	3.59%	3.76%	3.52%	2.95%
EFF-03.9	Technical	4.38%	4.88%	3.76%	3.30%

Cost of Sick Leave per FTE

EFF-04	All staff	\$1,493	\$1,412	\$1,559	\$1,450
EFF-04.2	Managerial And Clerical	\$1,322	\$1,136	\$1,381	\$1,129
EFF-04.3	Medical	\$1,211	\$1,197	\$1,316	\$1,033
EFF-04.4	Nursing	\$1,588	\$1,555	\$1,795	\$1,582
EFF-04.5	Operational	\$1,401	\$1,268	\$1,322	\$1,237
EFF-04.6	Trade And Artisans	\$1,576	\$1,197	\$1,354	\$1,243
EFF-04.7	Visiting Medical Officers	\$2,490	\$2,987	\$1,532	\$931
EFF-04.8	Professional	\$1,661	\$1,562	\$1,567	\$1,384
EFF-04.9	Technical	\$1,513	\$1,114	\$1,429	\$1,409

Proportion of Overtime

EFF-05	All staff	2.59%	2.53%	3.27%	2.47%
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Royal Brisbane Hospital (inc. Royal Women's)

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00733

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.82%	0.64%	0.83%	0.32%	
EFF-05.3 Medical	16.7%	16.7%	18.9%	20.6%	
EFF-05.3a Senior Medical	21.8%	21.7%	23.6%	23.5%	
EFF-05.3b Junior Medical	3.75%	3.99%	9.09%	14.7%	
EFF-05.4 Nursing	0.60%	0.53%	0.67%	0.88%	
EFF-05.5 Operational	1.50%	1.49%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	3.88%	5.77%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	4.88%	4.83%	11.1%	6.24%	
EFF-05.8 Professional	1.46%	1.55%	3.13%	3.96%	
EFF-05.9 Technical	0.33%	0.25%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,474	\$2,339	\$3,315	\$2,816	
EFF-06.2 Managerial And Clerical	\$542	\$376	\$542	\$190	
EFF-06.3 Medical	\$17,507	\$16,958	\$22,889	\$25,548	
EFF-06.3a Senior Medical	\$21,762	\$21,012	\$25,368	\$25,546	
EFF-06.3b Junior Medical	\$6,787	\$6,772	\$15,791	\$26,031	
EFF-06.4 Nursing	\$423	\$361	\$505	\$595	
EFF-06.5 Operational	\$891	\$855	\$870	\$334	\$185,000
EFF-06.6 Trade And Artisans	\$2,474	\$3,580	\$3,132	\$881	
EFF-06.7 Visiting Medical Officers	\$9,865	\$10,044	\$22,444	\$12,380	
EFF-06.8 Professional	\$1,253	\$1,296	\$2,926	\$3,679	
EFF-06.9 Technical	\$246	\$192	\$468	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	8.51%	8.06%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	8.39%	7.27%	9.14%	9.34%	
EFF-07.3 Medical	6.20%	6.52%	6.20%	6.18%	
EFF-07.4 Nursing	8.19%	8.14%	10.6%	10.7%	
EFF-07.5 Operational	11.6%	9.77%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	8.10%	6.59%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	6.98%	7.54%	5.75%	2.87%	
EFF-07.8 Professional	7.68%	7.51%	9.33%	9.83%	
EFF-07.9 Technical	6.03%	7.15%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$2,094	\$1,902	\$3,623	\$3,391	
EFF-08.2 Managerial And Clerical	\$1,633	\$1,382	\$2,521	\$2,632	
EFF-08.3 Medical	\$3,118	\$3,285	\$4,409	\$3,907	
EFF-08.4 Nursing	\$1,889	\$1,765	\$3,508	\$3,497	
EFF-08.5 Operational	\$1,981	\$1,480	\$2,864	\$2,919	
EFF-08.6 Trade And Artisans	\$2,482	\$1,634	\$2,458	\$3,342	
EFF-08.7 Visiting Medical Officers	\$6,034	\$6,973	\$7,754	\$4,513	
EFF-08.8 Professional	\$2,292	\$2,134	\$4,188	\$3,968	
EFF-08.9 Technical	\$2,109	\$1,626	\$3,720	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.51%	0.57%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.18%	0.58%	0.07%	0.00%	
EFF-09.3 Medical	0.12%	0.08%	0.02%	0.00%	
EFF-09.4 Nursing	0.44%	0.48%	0.43%	0.25%	
EFF-09.5 Operational	1.23%	1.10%	0.89%	0.41%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.93%	1.70%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.64%	0.16%	0.00%	0.00%	
EFF-09.8 Professional	0.46%	0.35%	0.07%	0.00%	
EFF-09.9 Technical	0.00%	0.24%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.07%	0.87%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	85.9%	84.1%	77.3%	60.2%	
Average Length of Stay					
EFF-31	3.64	3.65	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	53.8%	52.3%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	4.30%	4.29%	1.67%	0.00%	
EFF-34.2 Category 2	24.6%	25.7%	4.88%	4.18%	
EFF-34.3 Category 3	47.2%	46.9%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	51.7%	48.8%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	72.3%	65.5%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCCD)					
EFF-50	\$2,883	\$2,422	\$2,883	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$3,778	\$2,920	\$3,096	\$2,598	\$54,785,000
Top 10 DRG Average cost					
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$53,033	\$52,639	\$53,033	\$46,987	
EFF-52.02 (2) L61Z Admit For Renal Dialysis	\$446	\$182	\$420	\$418	\$284,000
EFF-52.03 (3) Z60A Rehabilitation + CSCC	\$10,587	\$11,939	\$11,954	\$9,688	
EFF-52.04 (4) U61A Schizophrenia Disorders+MHLS	\$8,899	\$6,575	\$12,394	\$13,022	
EFF-52.05 (5) R63Z Chemotherapy	\$740	\$381	\$415	\$338	\$1,465,000
EFF-52.06 (6) O60D Vaginal Delivery - Comp Diag	\$1,519	\$1,699	\$1,930	\$1,963	
EFF-52.07 (7) A04Z Bone Marrow Transplant	\$31,352	\$46,204	\$26,446	\$26,446	\$466,000
EFF-52.08 (8) O01D Caesarean Delivery - Comp Diag	\$3,974	\$3,230	\$4,057	\$4,016	
EFF-52.09 (9) Z64B Oth Fctr Infl Health Stat A<80	\$1,899	\$1,155	\$1,826	\$1,826	\$94,000
EFF-52.10 (10) Z64A Oth Fctr Infl Health Stat A>79	\$8,762	\$7,590	\$9,147	\$9,147	
Casemix Efficiency - Acute Inpatients					
EFF-53	123%	104%	128%	129%	
Asset Condition					
EFF-57	57.6%	59.0%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$33.50	\$26.13	\$26.30	\$27.45	\$1,933,000
Cleaning - total cost per m2					
EFF-59	\$41.08	\$45.16	\$38.80	\$39.27	\$286,000
Linen Cost per OBD					
EFF-60	\$1.38	\$1.37	\$1.50	\$1.41	
Energy Consumption per square metre					
EFF-61	\$36.80	\$42.50	\$26.21	\$23.59	\$918,000



Measured Quality Hospital Report System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median
Royal Brisbane Hospital (inc. Royal Women's)				
Central Zone Principal Referral and Specialised Peer Group				
Accreditation				
SIC01	Yes	Yes	11/11	49/57
Credentialling				
SIC02	Yes	N/R	9/11	52/58
Workforce Management				
SIC03.5 Cost of Training and Study Leave per FTE	\$252	\$257	\$316	\$341
SIC03.6 Cost of Education and Conference Courses per FTE	\$131	\$91.65	\$138	\$112
Quality of information				
SIC04.1 Accuracy	96.9%	94.4%	95.9%	94.2%
SIC04.2a Timeliness - Number of months on time	2	2	5	7
SIC04.2b Timeliness - Number of days late per month	30.9	12.1	13.5	7.0
Use of Information				
SIC05.1 Availability of electronic information	64.6%	N/R	42.7%	22.6%
SIC05.2 Collection and use of clinical information	3/3	N/R	3	3
Benchmarking				
SIC06.1 In selected clinical areas	96.2%	100%	89.3%	27.5%
SIC06.2 In selected clinical areas - internal	96.2%	100%	90.0%	0.0%
SIC06.3 In selected clinical areas - external	96.2%	100%	96.2%	50.0%
Clinical Pathways				
SIC07.1 Extent of development and use in selected clinical areas	23.8%	N/R	23.8%	16.2%
SIC07.2 Extent of development and use as per Ontario	40.0%	26.7%	42.9%	31.7%
SIC07.3 Surgical (Orthopaedic) - extent of development and use	33.3%	0.0%	66.7%	50.0%
SIC07.4 Medical - extent of development and use	45.0%	30.0%	25.0%	19.4%
SIC07.5 O & G - extent of development and use	0.0%	75.0%	18.8%	50.0%
Facilitating continuity of care				
SIC08.1 Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2 Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3 Provision of discharge summaries to GPs	87.5%	N/R	50.0%	37.5%
SIC08.4 Shared ante and post natal care	4/4	N/R	4	2
SIC08.5 Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6 Diabetic management service	3/3	N/R	2	2
Telehealth				
SIC09 Extent of telehealth usage	23.1%	15.4%	15.4%	3.8%



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Measured Quality Hospital Report - Patient Satisfaction - 2003

Royal Brisbane Hospital (inc. Royal Women's)

Central Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	65.0	64.1	66.1
PS02	Complaints Management Index	65.6	64.6	65.2
PS03	Discharge and Follow-up Index	63.6	61.4	62.1
PS04	General Patient Information Index	68.5	68.9	69.9
PS05	Overall Care Index	65.8	64.5	65.9
PS06	Physical Environment Index	66.2	62.3	65.5
PS07	Treatment & Related Information Index	63.7	65.3	65.6

Service Type: Maternity

PS01	Access and Admission Index	64.9	65.2	68.2
PS02	Complaints Management Index	63.0	63.3	66.0
PS03	Discharge and Follow-up Index	63.6	64.4	66.0
PS04	General Patient Information Index	64.0	63.1	68.0
PS05	Overall Care Index	65.2	64.4	67.2
PS06	Physical Environment Index	69.4	63.0	67.9
PS07	Treatment & Related Information Index	64.7	64.4	66.2

Service Type: Medical

PS01	Access and Admission Index	63.2	63.0	65.6
PS02	Complaints Management Index	67.5	64.6	64.9
PS03	Discharge and Follow-up Index	63.3	60.2	61.4
PS04	General Patient Information Index	70.1	69.2	70.1
PS05	Overall Care Index	65.8	64.1	65.7
PS06	Physical Environment Index	66.6	62.0	65.5
PS07	Treatment & Related Information Index	65.9	65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	52.9	55.1	56.7
PS02	Complaints Management Index	48.9	54.4	55.6
PS03	Discharge and Follow-up Index	47.2	54.7	54.4
PS04	General Patient Information Index	53.4	57.6	58.0
PS05	Overall Care Index	50.7	54.8	56.1
PS06	Physical Environment Index	53.3	57.8	60.3
PS07	Treatment & Related Information Index	46.7	50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	72.0	69.3	69.5
PS02	Complaints Management Index	68.9	68.2	68.6
PS03	Discharge and Follow-up Index	69.1	65.5	65.1
PS04	General Patient Information Index	72.7	72.8	73.3
PS05	Overall Care Index	70.7	68.4	68.9
PS06	Physical Environment Index	67.6	64.0	65.9
PS07	Treatment & Related Information Index	71.7	69.6	69.7

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.



Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Royal Childrens Hospital						
Central Zone Principal Referral and Specialised Peer Group						

No data meet indicator criteria

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
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Royal Childrens Hospital

Central Zone

Principal Referral and Specialised Peer Group

Ordinary FTE (Worked)

EFF-01 All staff	639	644	1,228	95.5
EFF-01.2 Managerial And Clerical	108	104	163	11.2
EFF-01.3 Medical	70.8	67.1	107	4.12
EFF-01.4 Nursing	288	297	577	48.1
EFF-01.4a Nursing Agency	5.67	3.63	1.24	0.00
EFF-01.5 Operational	78.0	78.7	193	27.3
EFF-01.7 Visiting Medical Officers	8.68	9.89	11.1	0.67
EFF-01.8 Professional	78.8	80.5	94.4	7.42
EFF-01.9 Technical	4.52	5.20	6.74	1.59

Total FTE

EFF-02 All staff	842	806	1,547	126
EFF-02.2 Managerial And Clerical	136	126	203	14.3
EFF-02.3 Medical	94.5	86.2	144	5.79
EFF-02.4 Nursing	392	375	722	60.5
EFF-02.4a Nursing Agency	5.67	3.63	1.24	0.00
EFF-02.5 Operational	97.0	97.0	246	34.6
EFF-02.7 Visiting Medical Officers	11.5	12.4	14.5	0.89
EFF-02.8 Professional	103	101	122	9.62
EFF-02.9 Technical	5.86	6.58	9.07	1.96

Proportion of Sick Leave

EFF-03 All staff	4.81%	4.29%	4.65%	4.59%
EFF-03.2 Managerial And Clerical	4.77%	4.61%	5.18%	3.99%
EFF-03.3 Medical	1.61%	0.93%	1.87%	1.56%
EFF-03.4 Nursing	6.09%	5.45%	5.16%	4.71%
EFF-03.5 Operational	5.00%	5.67%	5.20%	4.99%
EFF-03.7 Visiting Medical Officers	1.52%	1.23%	0.97%	0.60%
EFF-03.8 Professional	3.52%	2.58%	3.52%	2.95%
EFF-03.9 Technical	2.92%	4.10%	3.76%	3.30%

Cost of Sick Leave per FTE

EFF-04 All staff	\$1,713	\$1,629	\$1,559	\$1,450
EFF-04.2 Managerial And Clerical	\$1,641	\$1,704	\$1,381	\$1,129
EFF-04.3 Medical	\$1,390	\$718	\$1,316	\$1,033
EFF-04.4 Nursing	\$2,006	\$1,982	\$1,795	\$1,582
EFF-04.5 Operational	\$1,150	\$1,268	\$1,322	\$1,237
EFF-04.7 Visiting Medical Officers	\$2,664	\$2,268	\$1,532	\$931
EFF-04.8 Professional	\$1,567	\$1,275	\$1,567	\$1,384
EFF-04.9 Technical	\$1,360	\$1,834	\$1,429	\$1,409

Proportion of Overtime

EFF-05 All staff	2.53%	2.39%	3.27%	2.47%
EFF-05.2 Managerial And Clerical	0.93%	0.58%	0.83%	0.32%
EFF-05.3 Medical	16.3%	17.0%	18.9%	20.6%
EFF-05.3a Senior Medical	21.3%	21.9%	23.6%	23.5%
EFF-05.3b Junior Medical	7.65%	8.37%	9.09%	14.7%

Royal Childrens Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.

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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.4 Nursing	0.75%	0.57%	0.67%	0.88%	
EFF-05.5 Operational	0.07%	0.13%	1.00%	0.61%	
EFF-05.7 Visiting Medical Officers	9.82%	7.87%	11.1%	6.24%	
EFF-05.8 Professional	0.60%	0.98%	3.13%	3.96%	
EFF-05.9 Technical	0.78%	0.87%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,824	\$2,613	\$3,315	\$2,816	
EFF-06.2 Managerial And Clerical	\$586	\$337	\$542	\$190	
EFF-06.3 Medical	\$19,086	\$19,477	\$22,889	\$25,548	
EFF-06.3a Senior Medical	\$21,451	\$21,151	\$25,368	\$25,546	
EFF-06.3b Junior Medical	\$14,901	\$15,659	\$15,791	\$26,031	
EFF-06.4 Nursing	\$561	\$418	\$505	\$595	\$16,000
EFF-06.5 Operational	\$36.38	\$64.12	\$570	\$334	
EFF-06.7 Visiting Medical Officers	\$20,583	\$16,773	\$22,444	\$12,380	
EFF-06.8 Professional	\$550	\$791	\$2,926	\$3,679	
EFF-06.9 Technical	\$687	\$760	\$468	\$3332	
Proportion of Unscheduled Leave					
EFF-07 All staff	11.8%	8.28%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	7.33%	7.17%	9.14%	9.34%	
EFF-07.3 Medical	4.80%	3.47%	6.20%	6.18%	
EFF-07.4 Nursing	15.9%	9.67%	10.6%	10.7%	
EFF-07.5 Operational	12.2%	10.6%	11.6%	11.9%	
EFF-07.7 Visiting Medical Officers	8.03%	4.20%	5.75%	2.87%	
EFF-07.8 Professional	9.33%	6.48%	9.33%	9.83%	
EFF-07.9 Technical	11.7%	15.6%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$4,293	\$3,223	\$3,623	\$3,391	\$428,000
EFF-08.2 Managerial And Clerical	\$2,264	\$2,278	\$2,521	\$2,632	
EFF-08.3 Medical	\$4,166	\$3,048	\$4,409	\$3,907	
EFF-08.4 Nursing	\$6,227	\$3,704	\$3,508	\$3,497	\$494,000
EFF-08.5 Operational	\$3,089	\$2,552	\$2,864	\$2,919	\$18,000
EFF-08.7 Visiting Medical Officers	\$11,734	\$7,301	\$7,754	\$4,513	\$35,000
EFF-08.8 Professional	\$4,369	\$3,047	\$4,188	\$3,968	\$14,000
EFF-08.9 Technical	\$2,779	\$2,827	\$3,720	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.30%	0.15%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.10%	0.06%	0.07%	0.00%	
EFF-09.3 Medical	0.04%	0.00%	0.02%	0.00%	
EFF-09.4 Nursing	0.43%	0.20%	0.43%	0.25%	
EFF-09.5 Operational	0.70%	0.35%	0.89%	0.41%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.01%	0.05%	0.07%	0.00%	
EFF-09.9 Technical	0.49%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	0.89%	0.58%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	64.6%	63.8%	77.3%	60.2%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Average Length of Stay					
EFF-31	2.36	2.47	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	57.3%	55.5%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	1.67%	0.00%	
EFF-34.2 Category 2	4.82%	7.37%	4.88%	4.18%	
EFF-34.3 Category 3	4.27%	2.30%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	66.3%	64.5%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	93.6%	93.8%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCCG)					
EFF-50	\$3,366	\$3,102	\$2,883	\$2,739	\$7,552,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$3,340	\$3,231	\$3,096	\$2,598	\$3,850,000
Top 10 DRG Average cost					
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$119,820	\$94,496	\$53,033	\$46,987	\$2,137,000
EFF-52.02 (2) A04Z Bone Marrow Transplant	\$49,809	\$29,214	\$26,446	\$26,446	\$701,000
EFF-52.03 (3) E60A Cystic Fibrosis +CSCG	\$13,804	\$14,593	\$10,392	\$10,392	\$358,000
EFF-52.04 (4) R60C Acute Leukaemia - CSCG	\$4,147	\$2,962	\$1,393	\$1,393	\$826,000
EFF-52.05 (5) D11Z Tonsillectomy, Adenoidectomy	\$1,137	\$1,234	\$1,615	\$1,615	
EFF-52.06 (6) A01Z Liver Transplant	\$121,968	\$107,771	\$85,106	\$85,106	\$258,000
EFF-52.07 (7) Y01Z Severe Full Thick Burns	\$77,248	\$38,828	\$51,698	\$51,698	\$281,000
EFF-52.08 (8) U67Z Personality Dsrds & Acute Reactions	\$11,745	\$13,000	\$3,837	\$3,240	\$554,000
EFF-52.09 (9) Q02A Oth Or Pr Bld & Bld Frm Org + CSCG	\$86,232	\$81,413	\$8,610	\$8,610	\$699,000
EFF-52.10 (10) E69C Bronchitis & Asthma A<50 - CC	\$1,989	\$1,645	\$1,446	\$1,446	\$208,000
Casemix Efficiency - Acute Inpatients					
EFF-53	114%	110%	128%	129%	
Asset Condition					
EFF-57	64.9%	67.7%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$26.47	\$32.90	\$26.30	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$41.07	\$46.06	\$38.80	\$39.27	\$84,000
Linen Cost per OBD					
EFF-60	\$1.95	\$0.30	\$1.50	\$1.41	\$152,000
Energy Consumption per square metre					
EFF-61	\$20.45	\$20.99	\$26.21	\$23.59	

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator		Current	Previous	Peer Group Median	State Median
Royal Childrens Hospital					
Central Zone					
Principal Referral and Specialised Peer Group					
Accreditation					
SIC01		Yes	Yes	11/11	49/57
Credentialling					
SIC02		Yes	N/R	9/11	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	84.1%	N/R	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	85.9%	N/R	85.4%	78.6%
SIC03.3	Median Age Nursing Staff	35.8	N/R	40.5	42.6
SIC03.4	Retention of Allied Health Staff	71.6%	N/R	73.9%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$682	\$457	\$316	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$218	\$183	\$138	\$112
Quality of information					
SIC04.1	Accuracy	85.7%	74.8%	95.9%	94.2%
SIC04.2a	Timeliness - Number of months on time	7	6	5	7
SIC04.2b	Timeliness - Number of days late per month	2.0	5.0	13.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	36.5%	N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	50.0%	75.0%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	75.0%	90.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	75.0%	96.2%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	6.3%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontario	16.7%	33.3%	42.9%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	N/A	N/A	66.7%	50.0%
SIC07.4	Medical - extent of development and use	12.5%	25.0%	25.0%	19.4%
SIC07.5	O & G - extent of development and use	N/A	N/A	18.8%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	25.0%	N/R	50.0%	37.5%
SIC08.4	Shared ante and post natal care	N/A	N/R	4	2
SIC08.5	Cardiac rehabilitation	N/A	N/R	2	2
SIC08.6	Diabetic management service	2/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	30.8%	15.4%	15.4%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Royal Childrens Hospital

Central Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	61.9		64.1	66.1
PS02	Complaints Management Index	63.0		64.6	65.2
PS03	Discharge and Follow-up Index	61.3		61.4	62.1
PS04	General Patient Information Index	65.1	*	68.9	69.9
PS05	Overall Care Index	62.6		64.5	65.9
PS06	Physical Environment Index	62.1		62.3	65.5
PS07	Treatment & Related Information Index	63.2		65.3	65.6

Service Type: Medical

PS01	Access and Admission Index	60.9		63.0	65.6
PS02	Complaints Management Index	62.6		64.6	64.9
PS03	Discharge and Follow-up Index	60.8		60.2	61.4
PS04	General Patient Information Index	64.3	*	68.2	70.1
PS05	Overall Care Index	62.1		64.1	65.7
PS06	Physical Environment Index	62.0		62.0	65.5
PS07	Treatment & Related Information Index	63.1		65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	78.8	*	55.1	56.7
PS02	Complaints Management Index	68.8		54.4	55.6
PS03	Discharge and Follow-up Index	66.7		54.7	54.4
PS04	General Patient Information Index	78.2	*	57.6	58.0
PS05	Overall Care Index	70.4		54.8	56.1
PS06	Physical Environment Index	66.0		57.8	60.3

Service Type: Surgical

PS01	Access and Admission Index	71.0		69.3	69.5
PS02	Complaints Management Index	66.5		68.2	68.6
PS03	Discharge and Follow-up Index	68.8		65.5	65.1
PS04	General Patient Information Index	70.8		72.8	73.3
PS05	Overall Care Index	67.3		68.4	68.9
PS06	Physical Environment Index	60.9	*	64.0	65.9
PS07	Treatment & Related Information Index	66.4		69.6	69.7

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.

Measured Quality Hospital Report

Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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The Prince Charles Hospital

Central Zone

Principal Referral and Specialised Peer Group

Acute Myocardial Infarction

CI01.1	In-hospital Mortality	11.3	9.3 *	13.5	11.6	12.7	13.9
CI01.2	Long Stay Rates	13.1	9.9	10.3	11.0	12.1	9.9

Heart Failure

CI02.1	In-hospital Mortality	3.0 *	4.1 *	5.6	4.2 *	5.7	6.6
CI02.2	Long Stay Rates	9.8	10.3	11.2	10.4	10.5	9.8

Stroke

CI03.1	In-hospital Mortality	7.9 *	22.0	27.0	18.6	20.6	19.2
CI03.2	Long Stay Rates	9.3	5.6	9.2	8.0	12.8	8.7
CI03.2a	Acute Long Stay Rates	13.0	17.3		14.4	12.0	10.9
CI03.4	Nursing Home Separations	12.5	0.0	21.4	12.4	10.8	13.3

Pneumonia

CI04.1	In-hospital Mortality	4.0	5.2	7.8	5.8	7.9	7.0
CI04.2	Long Stays	13.4	9.8 *	12.7	12.1 *	15.8	12.2

Knee Replacement

CI07.1	Long Stays	14.7 *	10.8	9.1	11.5	10.9	9.4
CI07.3	Complications of Surgery	15.7	13.8 *	13.0 **	14.1 **	17.5	17.5

Hip Replacement

CI08.1	Long Stay Rates	15.0	12.4	10.1	12.6	13.6	12.6
CI08.3	Complications of Surgery	29.6	15.8 *	19.2 *	21.6 *	24.7	23.4

Asthma

CI14.1	Long Stay Rates	14.0	20.3 **	15.6 *	16.8 **	12.9	10.9
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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.



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
The Prince Charles Hospital					
Central Zone Principal Referral and Specialised Peer Group					
Ordinary FTE (Worked)					
EFF-01 All staff	1,232	1,262	1,228	95.5	
EFF-01.2 Managerial And Clerical	178	179	163	11.2	
EFF-01.3 Medical	107	84.5	107	4.12	
EFF-01.4 Nursing	577	587	577	48.1	
EFF-01.4a Nursing Agency	0.00	0.00	1.24	0.00	
EFF-01.5 Operational	208	233	193	27.3	
EFF-01.6 Trade And Artisans	16.0	16.0	14.6	1.03	
EFF-01.7 Visiting Medical Officers	12.7	12.7	11.1	0.67	
EFF-01.8 Professional	128	132	94.4	7.42	
EFF-01.9 Technical	6.72	6.68	6.74	1.59	
Total FTE					
EFF-02 All staff	1,547	1,511	1,547	126	
EFF-02.2 Managerial And Clerical	215	207	203	14.3	
EFF-02.3 Medical	144	128	144	5.79	
EFF-02.4 Nursing	722	701	722	60.5	
EFF-02.4a Nursing Agency	0.00	0.00	1.24	0.00	
EFF-02.5 Operational	259	276	246	34.6	
EFF-02.6 Trade And Artisans	19.5	19.6	18.7	1.22	
EFF-02.7 Visiting Medical Officers	16.3	15.9	14.5	0.89	
EFF-02.8 Professional	162	155	122	9.62	
EFF-02.9 Technical	8.57	7.66	9.07	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.38%	3.68%	4.65%	4.59%	
EFF-03.2 Managerial And Clerical	4.22%	3.63%	5.18%	3.99%	
EFF-03.3 Medical	1.24%	1.30%	1.87%	1.56%	
EFF-03.4 Nursing	4.92%	4.00%	5.16%	4.71%	
EFF-03.5 Operational	5.20%	4.53%	5.20%	4.99%	
EFF-03.6 Trade And Artisans	4.64%	4.95%	4.68%	4.26%	
EFF-03.7 Visiting Medical Officers	0.82%	0.87%	0.97%	0.60%	
EFF-03.8 Professional	3.77%	2.89%	3.52%	2.95%	
EFF-03.9 Technical	4.47%	1.60%	3.76%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,569	\$1,440	\$1,559	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,341	\$1,277	\$1,381	\$1,129	
EFF-04.3 Medical	\$969	\$1,134	\$1,316	\$1,033	
EFF-04.4 Nursing	\$1,802	\$1,604	\$1,795	\$1,582	
EFF-04.5 Operational	\$1,322	\$1,322	\$1,322	\$1,237	
EFF-04.6 Trade And Artisans	\$1,492	\$1,565	\$1,354	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,335	\$1,436	\$1,532	\$931	
EFF-04.8 Professional	\$1,744	\$1,389	\$1,567	\$1,384	
EFF-04.9 Technical	\$2,092	\$699	\$1,429	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.34%	2.99%	3.27%	2.47%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.97%	0.58%	0.83%	0.32%	
EFF-05.3 Medical	22.9%	24.7%	18.9%	20.6%	
EFF-05.3a Senior Medical	27.2%	29.2%	23.6%	23.5%	
EFF-05.3b Junior Medical	14.0%	15.5%	9.09%	14.7%	
EFF-05.4 Nursing	0.91%	0.71%	0.67%	0.88%	
EFF-05.5 Operational	1.24%	1.34%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	4.93%	4.32%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	10.0%	8.06%	11.1%	6.24%	
EFF-05.8 Professional	3.69%	2.82%	3.13%	3.96%	
EFF-05.9 Technical	6.89%	5.78%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,473	\$2,959	\$3,315	\$2,816	\$195,000
EFF-06.2 Managerial And Clerical	\$616	\$329	\$542	\$190	\$13,000
EFF-06.3 Medical	\$26,548	\$26,963	\$22,889	\$25,548	\$390,000
EFF-06.3a Senior Medical	\$26,803	\$27,037	\$25,368	\$26,546	\$102,000
EFF-06.3b Junior Medical	\$26,031	\$26,814	\$15,791	\$26,031	\$361,000
EFF-06.4 Nursing	\$666	\$493	\$505	\$595	\$93,000
EFF-06.5 Operational	\$815	\$810	\$870	\$334	\$51,000
EFF-06.6 Trade And Artisans	\$3,122	\$2,648	\$3,132	\$881	
EFF-06.7 Visiting Medical Officers	\$22,444	\$18,955	\$22,444	\$12,380	
EFF-06.8 Professional	\$3,317	\$2,417	\$2,926	\$3,679	\$50,000
EFF-06.9 Technical	\$4,365	\$3,791	\$468	\$33.32	\$26,000
Proportion of Unscheduled Leave					
EFF-07 All staff	7.80%	4.52%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	6.52%	4.38%	9.14%	9.34%	
EFF-07.3 Medical	4.58%	3.74%	6.20%	6.18%	
EFF-07.4 Nursing	8.21%	4.54%	10.6%	10.7%	
EFF-07.5 Operational	8.66%	5.17%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	5.70%	6.02%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	5.29%	5.05%	5.75%	2.87%	
EFF-07.8 Professional	7.98%	3.88%	9.33%	9.83%	
EFF-07.9 Technical	6.50%	2.08%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$2,783	\$1,923	\$3,623	\$3,391	
EFF-08.2 Managerial And Clerical	\$1,846	\$1,490	\$2,521	\$2,632	
EFF-08.3 Medical	\$3,626	\$3,586	\$4,409	\$3,907	
EFF-08.4 Nursing	\$2,840	\$1,832	\$3,508	\$3,497	
EFF-08.5 Operational	\$2,470	\$1,516	\$2,864	\$2,919	
EFF-08.6 Trade And Artisans	\$1,752	\$1,825	\$2,458	\$3,342	
EFF-08.7 Visiting Medical Officers	\$7,909	\$8,442	\$7,754	\$4,513	
EFF-08.8 Professional	\$3,255	\$1,883	\$4,188	\$3,968	
EFF-08.9 Technical	\$2,721	\$913	\$3,720	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.19%	0.06%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.02%	0.03%	0.07%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.02%	0.00%	
EFF-09.4 Nursing	0.08%	0.06%	0.43%	0.25%	
EFF-09.5 Operational	0.85%	0.15%	0.89%	0.41%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.08%	0.00%	0.07%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.57%	1.72%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	77.0%	85.6%	77.3%	60.2%	
Average Length of Stay					
EFF-31	5.26	5.12	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	37.2%	37.4%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.46%	1.79%	1.67%	0.00%	
EFF-34.2 Category 2	0.54%	1.37%	4.88%	4.18%	
EFF-34.3 Category 3	0.00%	15.0%	39.8%	14.6%	
Day Surgery Rate					
EFF-35	50.0%	29.8%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	21.1%	13.7%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCCO)					
EFF-50	\$3,075	\$2,460	\$2,883	\$2,739	\$7,700,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,457	\$2,862	\$3,096	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) F04A Crd Vlv Pr+Pmp-In Inve Pr+CSCC	\$20,904	\$23,830	\$20,904	\$20,904	
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	\$58,730	\$55,194	\$53,033	\$46,987	\$507,000
EFF-52.03 (3) F06B Coronary Bypass-Inva Inve Pr+CSCC	\$11,209	\$13,547	\$11,502	\$11,502	
EFF-52.04 (4) F06A Coronary Bypass-Inva Inve Pr+CSCC	\$13,583	\$15,970	\$14,621	\$14,621	
EFF-52.05 (5) F42B Crd Dsrd-Ami+IC In Pr-Cmpdx/Pr	\$1,856	\$2,128	\$3,007	\$3,007	
EFF-52.06 (6) B63Z Dmnia&Chmic Disturb Crbrl Fcn	\$18,869	\$17,465	\$9,680	\$9,121	\$1,700,000
EFF-52.07 (7) U61A Schizophrenia Disorders+MHLS	\$14,710	\$5,872	\$12,394	\$13,022	\$500,000
EFF-52.08 (8) F07Z Other Cardthorac/Vasc Pr+Pump	\$19,405	\$17,882	\$19,405	\$19,405	
EFF-52.09 (9) F01Z Implntn/Replcmnt Aicd, Ttl Sys	\$34,244	\$18,045	\$26,609	\$26,609	\$641,000
EFF-52.10 (10) Z60A Rehabilitation + CSCC	\$13,321	\$13,791	\$11,954	\$9,688	\$286,000
Casemix Efficiency - Acute Inpatients					
EFF-53	142%	114%	128%	129%	
Asset Condition					
EFF-57	71.7%	76.3%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$24.70	\$27.67	\$26.30	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$38.28	\$39.07	\$38.80	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.30	\$1.77	\$1.50	\$1.41	
Energy Consumption per square metre					
EFF-61	\$21.41	\$24.69	\$26.21	\$23.59	

Measured Quality Hospital Report System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median
The Prince Charles Hospital				
Central Zone Principal Referral and Specialised Peer Group				
Accreditation				
SIC01	Yes	Yes	11/11	49/57
Credentiailling				
SIC02	Yes	N/R	9/11	52/58
Workforce Management				
SIC03.5 Cost of Training and Study Leave per FTE	\$287	\$279	\$316	\$341
SIC03.6 Cost of Education and Conference Courses per FTE	\$115	\$80.35	\$138	\$112
Quality of information				
SIC04.1 Accuracy	87.3%	93.8%	85.9%	94.2%
SIC04.2a Timeliness - Number of months on time	3	6	5	7
SIC04.2b Timeliness - Number of days late per month	17.7	2.7	13.5	7.0
Use of Information				
SIC05.1 Availability of electronic information	41.7%	N/R	42.7%	22.6%
SIC05.2 Collection and use of clinical information	3/3	N/R	3	3
Benchmarking				
SIC06.1 In selected clinical areas	89.3%	81.3%	89.3%	27.5%
SIC06.2 In selected clinical areas - internal	100%	81.3%	90.0%	0.0%
SIC06.3 In selected clinical areas - external	78.6%	81.3%	96.2%	50.0%
Clinical Pathways				
SIC07.1 Extent of development and use in selected clinical areas	42.9%	N/R	23.8%	16.2%
SIC07.2 Extent of development and use as per Ontario	42.9%	37.5%	42.9%	31.7%
SIC07.3 Surgical (Orthopaedic) - extent of development and use	100%	66.7%	66.7%	50.0%
SIC07.4 Medical - extent of development and use	20.0%	20.0%	25.0%	19.4%
SIC07.5 O & G - extent of development and use	N/A	N/A	18.8%	50.0%
Facilitating continuity of care				
SIC08.1 Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2 Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3 Provision of discharge summaries to GPs	50.0%	N/R	50.0%	37.5%
SIC08.4 Shared ante and post natal care	1/4	N/R	4	2
SIC08.5 Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6 Diabetic management service	2/3	N/R	2	2
Telehealth				
SIC09 Extent of telehealth usage	19.2%	19.2%	15.4%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

The Prince Charles Hospital

Central Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	73.9	**	64.1	66.1
PS02	Complaints Management Index	73.1	**	64.6	65.2
PS03	Discharge and Follow-up Index	68.7	**	61.4	62.1
PS04	General Patient Information Index	76.9	**	68.9	69.9
PS05	Overall Care Index	72.8	**	64.5	65.9
PS06	Physical Environment Index	70.7	**	62.3	65.5
PS07	Treatment & Related Information Index	72.3	**	65.3	65.6

Service Type: Medical

PS01	Access and Admission Index	73.4	**	63.0	65.6
PS02	Complaints Management Index	73.9	**	64.6	64.9
PS03	Discharge and Follow-up Index	68.5	**	60.2	61.4
PS04	General Patient Information Index	78.0	**	69.2	70.1
PS05	Overall Care Index	72.9	**	64.1	65.7
PS06	Physical Environment Index	70.1	**	62.0	65.5
PS07	Treatment & Related Information Index	73.0	**	65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	60.3		55.1	56.7
PS02	Complaints Management Index	60.8		54.4	55.6
PS03	Discharge and Follow-up Index	59.1		54.7	54.4
PS04	General Patient Information Index	57.4		57.6	58.0
PS05	Overall Care Index	59.2		54.8	56.1
PS06	Physical Environment Index	66.0	*	57.6	60.3
PS07	Treatment & Related Information Index	53.3		50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	82.2	**	69.3	69.5
PS02	Complaints Management Index	76.8	**	68.2	68.6
PS03	Discharge and Follow-up Index	74.1	**	65.5	65.1
PS04	General Patient Information Index	82.7	**	72.8	73.3
PS05	Overall Care Index	78.8	**	68.4	68.9
PS06	Physical Environment Index	75.2	**	64.0	65.9
PS07	Treatment & Related Information Index	79.1	**	69.6	69.7

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.



Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Toowoomba Hospital						
Southern Zone Principal Referral and Specialised Peer Group						
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	9.6	8.1 *	8.6	8.8 *	12.7	13.9
CI01.2 Long Stay Rates	3.5 *	11.3	13.5	10.1	12.1	9.9
Heart Failure						
CI02.1 In-hospital Mortality	1.3	6.5	7.9	6.2	5.7	6.6
CI02.2 Long Stay Rates	10.8	13.1	6.4	9.9	10.5	9.8
Stroke						
CI03.1 In-hospital Mortality	18.2	25.8	19.8	21.2	20.6	19.2
CI03.2 Long Stay Rates	3.2 *	5.2	10.7	6.4 *	12.8	8.7
CI03.2a Acute Long Stay Rates	6.7	15.6	-	10.8	12.0	10.9
CI03.4 Nursing Home Separations	14.0	23.0 *	23.2 *	20.1 *	10.8	13.3
Pneumonia						
CI04.1 In-hospital Mortality	5.8	3.9	8.9	6.5	7.9	7.0
CI04.2 Long Stays	12.7	7.0 *	10.4	10.4 *	15.8	12.2
Diabetic Foot						
CI05.1 Long Stays	17.9	18.1	-	10.1	18.5	14.6
CI05.4 Amputation Rates	35.2	47.7	-	40.1	34.1	23.8
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	7.6	3.5	2.7	5.0	7.2	7.7
CI06.2 Long Stays	3.4	11.2	2.0 *	5.8 *	12.9	13.2
CI06.2a Acute Long Stays	13.7	13.2	-	13.4	10.6	11.9
CI06.5 Nursing Home Separations	24.0	35.3 *	37.3 *	32.4 **	17.4	19.9
CI06.6 Complications of Surgery	14.5	2.9 *	5.8	7.8 *	10.6	11.8
Knee Replacement						
CI07.1 Long Stays	6.2 *	8.4	7.5	7.3 *	10.9	9.4
CI07.3 Complications of Surgery	6.8 *	18.4	15.1	13.1 *	17.5	17.5
Hip Replacement						
CI08.1 Long Stay Rates	12.5	6.1	12.6	10.5	13.6	12.6
CI08.3 Complications of Surgery	12.2 *	29.1	15.3 *	18.3 *	24.7	23.4
Hysterectomy						
CI09.1 Long Stay rates	14.5	13.0	7.6 *	11.6 *	18.6	13.3
CI09.3 Complications of Surgery	4.6 *	7.8	8.5	7.0 *	12.7	8.6
CI09.4 on Women < 35 years	7.9	6.8	16.4	10.4	8.3	9.8
CI09.5 Blood Transfusion Rates	6.6	4.5	6.1	5.7	5.6	3.2
Standard Primiparae						
CI10.1 C-section	-	11.2 *	12.8	11.8	-	-
CI10.2 Induction of Labour	-	18.7 *	19.2 *	18.8 **	-	-
CI10.3 Perineal Tears	-	1.1 *	1.3	1.2 *	-	-

Toowoomba Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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.

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Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.1	3.1	3.1	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	2.0**	1.8**	1.9**	-	-
CI13.2 Caesarean Section Births	-	3.8	1.7**	2.8*	-	-
Asthma						
CI14.1 Long Stay Rates	18.2	14.5	13.4	14.7	12.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	3.0*	13.2	2.6	6.0*	13.4	10.3
CI15.3 Complications of Surgery	7.1*	12.3*	16.0*	11.7**	24.8	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
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Toowoomba Hospital

Southern Zone

Principal Referral and Specialised Peer Group

Ordinary FTE (Worked)

EFF-01	All staff	839	804	1,228	95.5
EFF-01.2	Managerial And Clerical	163	157	163	11.2
EFF-01.3	Medical	81.8	76.1	107	4.12
EFF-01.4	Nursing	314	314	577	48.1
EFF-01.4a	Nursing Agency	0.00	0.00	1.24	0.00
EFF-01.5	Operational	193	171	193	27.3
EFF-01.6	Trade And Artisans	13.2	13.9	14.6	1.03
EFF-01.7	Visiting Medical Officers	3.43	3.99	11.1	0.67
EFF-01.8	Professional	66.1	61.5	94.4	7.42
EFF-01.9	Technical	6.74	5.74	6.74	1.59

Total FTE

EFF-02	All staff	1,090	1,055	1,547	126
EFF-02.2	Managerial And Clerical	203	196	203	14.3
EFF-02.3	Medical	107	102	144	5.79
EFF-02.4	Nursing	415	422	722	60.5
EFF-02.4a	Nursing Agency	0.00	0.00	1.24	0.00
EFF-02.5	Operational	246	222	246	34.6
EFF-02.6	Trade And Artisans	17.9	18.3	18.7	1.22
EFF-02.7	Visiting Medical Officers	5.75	5.92	14.5	0.89
EFF-02.8	Professional	85.3	80.3	122	9.62
EFF-02.9	Technical	9.07	8.06	9.07	1.96

Proportion of Sick Leave

EFF-03	All staff	5.73%	6.10%	4.85%	4.59%
EFF-03.2	Managerial And Clerical	6.19%	4.48%	5.18%	3.99%
EFF-03.3	Medical	2.02%	2.11%	1.87%	1.56%
EFF-03.4	Nursing	7.05%	7.39%	5.16%	4.71%
EFF-03.5	Operational	6.05%	7.87%	5.20%	4.99%
EFF-03.6	Trade And Artisans	7.07%	5.63%	4.68%	4.26%
EFF-03.7	Visiting Medical Officers	0.57%	3.78%	0.97%	0.60%
EFF-03.8	Professional	4.59%	4.09%	3.52%	2.95%
EFF-03.9	Technical	5.60%	4.91%	3.76%	3.30%

Cost of Sick Leave per FTE

EFF-04	All staff	\$1,726	\$1,661	\$1,559	\$1,450
EFF-04.2	Managerial And Clerical	\$1,337	\$1,245	\$1,381	\$1,129
EFF-04.3	Medical	\$1,638	\$958	\$1,316	\$1,033
EFF-04.4	Nursing	\$2,083	\$2,069	\$1,795	\$1,582
EFF-04.5	Operational	\$1,464	\$1,498	\$1,322	\$1,237
EFF-04.6	Trade And Artisans	\$1,830	\$1,684	\$1,354	\$1,243
EFF-04.7	Visiting Medical Officers	\$980	\$6,477	\$1,532	\$931
EFF-04.8	Professional	\$1,763	\$1,607	\$1,567	\$1,384
EFF-04.9	Technical	\$2,353	\$2,100	\$1,429	\$1,409

Proportion of Overtime

EFF-05	All staff	2.12%	2.49%	3.27%	2.47%
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Toowoomba Hospital

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Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00752

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.67%	0.64%	0.83%	0.32%	
EFF-05.3 Medical	12.7%	16.1%	18.9%	20.6%	
EFF-05.3a Senior Medical	15.8%	20.2%	23.6%	23.5%	
EFF-05.3b Junior Medical	6.81%	8.30%	9.09%	14.7%	
EFF-05.4 Nursing	0.59%	0.59%	0.67%	0.88%	
EFF-05.5 Operational	0.88%	1.14%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	4.21%	4.68%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	25.6%	22.2%	11.1%	6.24%	
EFF-05.8 Professional	1.78%	2.33%	3.13%	3.96%	
EFF-05.9 Technical	0.31%	0.23%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,259	\$2,502	\$3,315	\$2,816	
EFF-06.2 Managerial And Clerical	\$412	\$371	\$542	\$190	
EFF-06.3 Medical	\$14,967	\$17,736	\$22,889	\$25,548	
EFF-06.3a Senior Medical	\$16,206	\$19,655	\$25,368	\$25,546	
EFF-06.3b Junior Medical	\$12,588	\$14,117	\$15,791	\$26,031	
EFF-06.4 Nursing	\$433	\$416	\$505	\$595	
EFF-06.5 Operational	\$562	\$690	\$670	\$334	
EFF-06.6 Trade And Artisans	\$2,659	\$2,821	\$3,132	\$881	
EFF-06.7 Visiting Medical Officers	\$61,352	\$46,390	\$22,444	\$12,380	\$133,000
EFF-06.8 Professional	\$1,718	\$2,109	\$2,926	\$3,679	
EFF-06.9 Technical	\$180	\$129	\$468	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	11.8%	12.0%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	9.37%	9.18%	9.14%	9.34%	
EFF-07.3 Medical	5.69%	5.89%	6.20%	6.18%	
EFF-07.4 Nursing	13.4%	13.6%	10.6%	10.7%	
EFF-07.5 Operational	13.9%	16.0%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	17.1%	19.5%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	6.16%	9.11%	5.75%	2.87%	
EFF-07.8 Professional	11.2%	10.7%	9.33%	9.83%	
EFF-07.9 Technical	13.1%	12.3%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,946	\$3,600	\$3,623	\$3,391	\$271,000
EFF-08.2 Managerial And Clerical	\$2,629	\$2,409	\$2,521	\$2,632	\$18,000
EFF-08.3 Medical	\$4,409	\$3,763	\$4,409	\$3,907	
EFF-08.4 Nursing	\$4,375	\$4,037	\$3,508	\$3,497	\$269,000
EFF-08.5 Operational	\$3,470	\$3,195	\$2,864	\$2,919	\$117,000
EFF-08.6 Trade And Artisans	\$4,487	\$4,171	\$2,458	\$3,342	\$27,000
EFF-08.7 Visiting Medical Officers	\$8,785	\$11,417	\$7,754	\$4,513	
EFF-08.8 Professional	\$5,491	\$4,556	\$4,188	\$3,968	\$86,000
EFF-08.9 Technical	\$5,489	\$5,094	\$3,720	\$3,327	\$12,000
Proportion of WorkCover Leave					
EFF-09 All staff	0.41%	0.63%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.06%	0.01%	0.07%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.02%	0.00%	
EFF-09.4 Nursing	0.38%	0.85%	0.43%	0.25%	
EFF-09.5 Operational	1.07%	1.30%	0.89%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.38%	0.03%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.07%	0.21%	0.07%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	2.04%	1.55%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	60.6%	67.5%	77.3%	60.2%	
Average Length of Stay					
EFF-31	2.92	2.96	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	49.7%	49.6%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	1.67%	3.08%	1.67%	0.00%	
EFF-34.2 Category 2	2.50%	10.2%	4.68%	4.18%	
EFF-34.3 Category 3	33.7%	34.4%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	45.5%	43.3%	60.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	79.2%	80.7%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCCD)					
EFF-50	\$3,135	\$2,617	\$2,883	\$2,739	\$5,235,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,728	\$2,921	\$3,096	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) L61Z Admit For Renal Dialysis	\$558	\$462	\$420	\$418	\$652,000
EFF-52.02 (2) U61A Schizophrenia Disorders+MHLS	\$15,281	\$15,479	\$12,394	\$13,022	\$450,000
EFF-52.03 (3) U63B Major Affective Dsrd A<70-CSCC	\$10,068	\$10,335	\$9,139	\$8,825	\$196,000
EFF-52.04 (4) O60D Vaginal Delivery - Comp Diag	\$2,085	\$2,253	\$1,930	\$1,963	\$144,000
EFF-52.05 (5) Z60A Rehabilitation + CSCC	\$10,490	\$8,550	\$11,954	\$9,688	
EFF-52.06 (6) A06Z Tracheostomy Any Age Any Cond	\$33,872	\$29,652	\$53,033	\$46,987	
EFF-52.07 (7) O01D Caesarean Delivery - Comp Diag	\$5,131	\$4,369	\$4,057	\$4,016	\$205,000
EFF-52.08 (8) U61B Schizophrenia Disorders-MHLS	\$9,096	\$8,176	\$6,412	\$5,792	\$252,000
EFF-52.09 (9) I04B Knee Replacemt & Reattach-CCC	\$13,109	\$12,168	\$10,163	\$9,064	\$183,000
EFF-52.10 (10) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$645	\$982	\$779	\$973	
Casemix Efficiency - Acute Inpatients					
EFF-53	151%	136%	128%	129%	
Asset Condition					
EFF-57	49.9%	50.8%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$35.78	\$32.10	\$26.30	\$27.45	\$597,000
Cleaning - total cost per m2					
EFF-59	\$35.61	\$38.60	\$38.80	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.14	\$1.31	\$1.50	\$1.41	
Energy Consumption per square metre					
EFF-61	\$22.74	\$19.17	\$26.21	\$23.59	

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Toowoomba Hospital					
Southern Zone					
Principal Referral and Specialised Peer Group					
Accreditation					
SIC01	Yes	Yes	11/11	49/57	
Credentialling					
SIC02	Yes	N/R	9/11	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	83.8%	81.7%	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	85.4%	84.6%	85.4%	78.6%
SIC03.3	Median Age Nursing Staff	40.6	40.2	40.5	42.6
SIC03.4	Retention of Allied Health Staff	77.1%	84.1%	73.9%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$324	\$328	\$316	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$144	\$206	\$138	\$112
Quality of information					
SIC04.1	Accuracy	99.0%	95.9%	95.9%	94.2%
SIC04.2a	Timeliness - Number of months on time	5	5	5	7
SIC04.2b	Timeliness - Number of days late per month	37.3	1.5	13.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	27.1%	N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	100%	76.9%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	100%	84.6%	90.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	69.2%	96.2%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	7.5%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontario	6.7%	10.0%	42.9%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	0.0%	0.0%	66.7%	50.0%
SIC07.4	Medical - extent of development and use	10.0%	15.0%	25.0%	19.4%
SIC07.5	O & G - extent of development and use	0.0%	0.0%	18.8%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	50.0%	N/R	50.0%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	4	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	11.5%	17.3%	15.4%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Toowoomba Hospital

Southern Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	65.2	64.1	66.1
PS02	Complaints Management Index	62.5	64.6	65.2
PS03	Discharge and Follow-up Index	59.8	61.4	62.1
PS04	General Patient Information Index	67.9	68.9	69.9
PS05	Overall Care Index	64.4	64.5	65.9
PS06	Physical Environment Index	64.0	62.3	65.5
PS07	Treatment & Related Information Index	64.4	65.3	65.6

Service Type: Maternity

PS01	Access and Admission Index	62.4	65.2	68.2
PS02	Complaints Management Index	60.3	63.3	66.0
PS03	Discharge and Follow-up Index	56.5	*	66.0
PS04	General Patient Information Index	59.5	*	68.0
PS05	Overall Care Index	61.0	64.4	67.2
PS06	Physical Environment Index	65.0	63.0	67.9
PS07	Treatment & Related Information Index	60.7	*	66.2

Service Type: Medical

PS01	Access and Admission Index	65.9	63.0	65.6
PS02	Complaints Management Index	61.9	64.6	64.9
PS03	Discharge and Follow-up Index	60.1	60.2	61.4
PS04	General Patient Information Index	68.8	69.2	70.1
PS05	Overall Care Index	64.6	64.1	65.7
PS06	Physical Environment Index	63.4	62.0	65.5
PS07	Treatment & Related Information Index	64.7	65.3	65.4

Service Type: Mental Health

PS01	Access and Admission Index	54.0	55.1	56.7
PS02	Complaints Management Index	54.1	54.4	55.6
PS03	Discharge and Follow-up Index	54.4	54.7	54.4
PS04	General Patient Information Index	56.5	57.6	58.0
PS05	Overall Care Index	55.2	54.8	56.1
PS06	Physical Environment Index	57.9	57.8	60.3
PS07	Treatment & Related Information Index	54.6	50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	69.8	69.3	69.5
PS02	Complaints Management Index	69.6	68.2	68.6
PS03	Discharge and Follow-up Index	62.9	65.5	65.1
PS04	General Patient Information Index	74.1	72.8	73.3
PS05	Overall Care Index	69.5	68.4	68.9
PS06	Physical Environment Index	68.5	*	65.9
PS07	Treatment & Related Information Index	69.9	69.6	69.7

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.0007.0002.00756

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
The Townsville Hospital (inc. Kirwan)						
Northern Zone Principal Referral and Specialised Peer Group						
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	11.0	15.5	5.7*	10.8	12.7	13.9
CI01.2 Long Stay Rates	14.3	4.4*	16.0	12.6	12.1	9.9
Heart Failure						
CI02.1 In-hospital Mortality	11.2*	8.3	6.1	9.2*	5.7	6.6
CI02.2 Long Stay Rates	7.3	11.9	5.2*	7.8*	10.5	9.8
Stroke						
CI03.1 In-hospital Mortality	15.6	14.0	17.7	15.8*	20.6	19.2
CI03.2 Long Stay Rates	12.5	8.8	11.9	11.1	12.8	8.7
CI03.2a Acute Long Stay Rates	12.6	13.0	-	12.8	12.0	10.9
CI03.4 Nursing Home Separations	17.1	13.0	13.2	14.3	10.8	13.3
Pneumonia						
CI04.1 In-hospital Mortality	8.8	3.7	10.0	6.7	7.9	7.0
CI04.2 Long Stays	11.1*	11.0	15.3	12.1	15.8	12.2
Diabetic Foot						
CI05.1 Long Stays	10.5	17.3	9.3	11.8	18.5	14.6
CI05.4 Amputation Rates	22.5	26.8	26.5	25.3	34.1	23.8
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	11.4*	7.4	10.2	10.0*	7.2	7.7
CI06.2 Long Stays	9.7	8.5	13.1	9.9	12.9	13.2
CI06.2a Acute Long Stays	17.3*	17.2	-	17.3*	10.6	11.9
CI06.5 Nursing Home Separations	21.1	12.7*	11.1*	14.9*	17.4	19.9
CI06.6 Complications of Surgery	12.8	13.7	22.9*	15.8	10.6	11.8
Knee Replacement						
CI07.1 Long Stays	18.1*	15.0	18.5*	17.2*	10.9	9.4
CI07.3 Complications of Surgery	22.1	30.3*	44.9**	32.5**	17.5	17.5
Hip Replacement						
CI08.1 Long Stay Rates	24.4	6.2	21.8	15.7	13.6	12.6
CI08.3 Complications of Surgery	4.8*	33.0	41.0	28.1	24.7	23.4
Hysterectomy						
CI09.1 Long Stay rates	21.1	18.1	23.1*	21.1*	18.6	13.3
CI09.3 Complications of Surgery	12.6	9.8	11.6	11.3	12.7	8.6
CI09.4 on Women < 35 years	7.7	7.5	14.6	10.5	8.3	9.8
CI09.5 Blood Transfusion Rates	3.8	6.3	2.8	4.0	5.6	3.2
Standard Primiparae						
CI10.1 C-section	-	21.3	10.8	14.2	-	-
CI10.2 Induction of Labour	-	20.3*	16.7*	18.0*	-	-
CI10.3 Perineal Tears	-	0.0	2.2	1.8	-	-

The Townsville Hospital (inc. Kirwan)

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Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00757

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	2.8	3.1	3.0	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	2.9 **	3.9 **	3.5 **	-	-
CI13.2 Caesarean Section Births	-	4.5	4.1 *	4.1	-	-
Asthma						
CI14.1 Long Stay Rates	6.9	4.4 *	1.8 *	4.4 **	12.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	18.9	16.5	7.5	14.8	13.4	10.3
CI15.3 Complications of Surgery	44.3 **	47.7 *	47.9 *	46.7 **	24.8	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
The Townsville Hospital (inc. Kirwan)					
Northern Zone Principal Referral and Specialised Peer Group					
Ordinary FTE (Worked)					
EFF-01 All staff	1,317	1,263	1,228	95.5	
EFF-01.2 Managerial And Clerical	151	143	163	11.2	
EFF-01.3 Medical	152	135	107	4.12	
EFF-01.4 Nursing	636	625	577	48.1	
EFF-01.4a Nursing Agency	2.15	2.43	1.24	0.00	
EFF-01.5 Operational	218	202	193	27.3	
EFF-01.6 Trade And Artisans	23.3	24.9	14.6	1.03	
EFF-01.7 Visiting Medical Officers	11.1	11.6	11.1	0.67	
EFF-01.8 Professional	115	111	94.4	7.42	
EFF-01.9 Technical	10.9	10.2	6.74	1.59	
Total FTE					
EFF-02 All staff	1,690	1,639	1,547	126	
EFF-02.2 Managerial And Clerical	187	182	203	14.3	
EFF-02.3 Medical	211	194	144	5.79	
EFF-02.4 Nursing	818	806	722	60.5	
EFF-02.4a Nursing Agency	2.16	2.43	1.24	0.00	
EFF-02.5 Operational	268	254	246	34.6	
EFF-02.6 Trade And Artisans	29.8	30.8	18.7	1.22	
EFF-02.7 Visiting Medical Officers	14.5	16.0	14.5	0.89	
EFF-02.8 Professional	149	144	122	9.62	
EFF-02.9 Technical	13.3	12.9	9.07	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.65%	4.23%	4.65%	4.59%	
EFF-03.2 Managerial And Clerical	5.18%	4.37%	5.18%	3.99%	
EFF-03.3 Medical	2.61%	1.65%	1.87%	1.56%	
EFF-03.4 Nursing	5.62%	5.07%	5.16%	4.71%	
EFF-03.5 Operational	4.41%	4.55%	5.20%	4.99%	
EFF-03.6 Trade And Artisans	4.82%	3.93%	4.68%	4.26%	
EFF-03.7 Visiting Medical Officers	0.97%	1.57%	0.97%	0.60%	
EFF-03.8 Professional	2.24%	2.39%	3.52%	2.95%	
EFF-03.9 Technical	3.01%	2.17%	3.76%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,503	\$1,352	\$1,559	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,381	\$1,048	\$1,381	\$1,129	
EFF-04.3 Medical	\$1,300	\$1,072	\$1,316	\$1,033	
EFF-04.4 Nursing	\$1,816	\$1,620	\$1,795	\$1,582	
EFF-04.5 Operational	\$1,038	\$1,061	\$1,322	\$1,237	
EFF-04.6 Trade And Artisans	\$1,567	\$1,247	\$1,354	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,532	\$2,597	\$1,532	\$931	
EFF-04.8 Professional	\$1,083	\$1,042	\$1,567	\$1,384	
EFF-04.9 Technical	\$1,339	\$862	\$1,429	\$1,409	
Proportion of Overtime					
EFF-05 All staff	4.08%	3.96%	3.27%	2.47%	

The Townsville Hospital (inc. Kirwan)

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Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00759

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.83%	0.64%	0.83%	0.32%	
EFF-05.3 Medical	21.1%	24.2%	18.9%	20.6%	
EFF-05.3a Senior Medical	24.0%	28.3%	23.6%	23.5%	
EFF-05.3b Junior Medical	14.7%	15.2%	9.09%	14.7%	
EFF-05.4 Nursing	1.41%	1.10%	0.67%	0.88%	
EFF-05.5 Operational	1.31%	1.22%	1.00%	0.61%	
EFF-05.6 Trade And Artisans	7.13%	3.04%	4.96%	1.33%	
EFF-05.7 Visiting Medical Officers	16.2%	17.4%	11.1%	6.24%	
EFF-05.8 Professional	4.36%	3.62%	3.13%	3.96%	
EFF-05.9 Technical	2.12%	4.01%	0.67%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$4,377	\$4,218	\$3,315	\$2,816	\$1,399,000
EFF-06.2 Managerial And Clerical	\$524	\$373	\$542	\$190	
EFF-06.3 Medical	\$25,788	\$28,236	\$22,889	\$25,548	\$439,000
EFF-06.3a Senior Medical	\$25,725	\$29,463	\$25,368	\$25,546	\$37,000
EFF-06.3b Junior Medical	\$25,929	\$25,536	\$15,791	\$26,031	\$476,000
EFF-06.4 Nursing	\$1,029	\$778	\$505	\$595	\$333,000
EFF-06.5 Operational	\$748	\$654	\$370	\$334	\$39,000
EFF-06.6 Trade And Artisans	\$4,184	\$1,799	\$3,132	\$881	\$25,000
EFF-06.7 Visiting Medical Officers	\$34,045	\$35,914	\$22,444	\$12,380	\$128,000
EFF-06.8 Professional	\$4,052	\$3,233	\$2,926	\$3,679	\$130,000
EFF-06.9 Technical	\$1,812	\$3,150	\$468	\$33.32	\$15,000
Proportion of Unscheduled Leave					
EFF-07 All staff	11.4%	11.2%	10.5%	10.9%	
EFF-07.2 Managerial And Clerical	11.2%	10.7%	9.14%	9.34%	
EFF-07.3 Medical	7.96%	8.04%	8.20%	6.18%	
EFF-07.4 Nursing	12.7%	12.2%	10.6%	10.7%	
EFF-07.5 Operational	11.5%	11.5%	11.6%	11.9%	
EFF-07.6 Trade And Artisans	10.5%	10.2%	9.28%	11.2%	
EFF-07.7 Visiting Medical Officers	5.75%	7.43%	5.75%	2.87%	
EFF-07.8 Professional	10.0%	9.82%	9.33%	9.83%	
EFF-07.9 Technical	9.28%	8.83%	10.8%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$4,064	\$3,929	\$3,623	\$3,391	\$580,000
EFF-08.2 Managerial And Clerical	\$3,307	\$2,839	\$2,521	\$2,632	\$119,000
EFF-08.3 Medical	\$4,641	\$4,851	\$4,409	\$3,907	\$35,000
EFF-08.4 Nursing	\$4,458	\$4,254	\$3,508	\$3,497	\$605,000
EFF-08.5 Operational	\$2,762	\$2,865	\$2,864	\$2,919	
EFF-08.6 Trade And Artisans	\$3,449	\$3,196	\$2,458	\$3,342	\$23,000
EFF-08.7 Visiting Medical Officers	\$8,775	\$10,824	\$7,754	\$4,513	\$11,000
EFF-08.8 Professional	\$4,273	\$4,091	\$4,188	\$3,968	
EFF-08.9 Technical	\$3,806	\$3,029	\$3,720	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.37%	0.28%	0.37%	0.35%	
EFF-09.2 Managerial And Clerical	0.41%	0.14%	0.07%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.02%	0.00%	
EFF-09.4 Nursing	0.52%	0.44%	0.43%	0.25%	
EFF-09.5 Operational	0.41%	0.32%	0.89%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.03%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.02%	0.00%	0.07%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	0.98%	0.78%	1.15%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	77.3%	79.0%	77.3%	60.2%	
Average Length of Stay					
EFF-31	3.25	3.09	3.11	2.78	
Proportion of Same Day Patients					
EFF-33	53.7%	53.6%	53.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.60%	2.34%	1.67%	0.00%	
EFF-34.2 Category 2	9.64%	13.0%	4.88%	4.18%	
EFF-34.3 Category 3	41.5%	41.1%	39.8%	14.9%	
Day Surgery Rate					
EFF-35	53.9%	52.5%	50.0%	56.4%	
Day of Surgery Admission Rate					
EFF-36	59.3%	63.9%	76.9%	90.9%	
Average Cost / Weighted Separation (NHDCG)					
EFF-50	\$3,953	\$2,549	\$2,883	\$2,739	\$35,216,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$3,286	\$3,200	\$3,096	\$2,598	\$7,298,000
Top 10 DRG Average cost					
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$67,299	\$45,930	\$53,033	\$46,987	\$1,355,000
EFF-52.02 (2) U61A Schizophrenia Disorders+MHLS	\$22,402	\$14,439	\$12,394	\$13,022	\$1,642,000
EFF-52.03 (3) L61Z Admit For Renal Dialysis	\$462	\$368	\$420	\$418	\$298,000
EFF-52.04 (4) Z60A Rehabilitation + CSCC	\$15,234	\$14,629	\$11,954	\$9,688	\$691,000
EFF-52.05 (5) O60D Vaginal Delivery -Comp Diag	\$2,076	\$1,248	\$1,930	\$1,963	\$138,000
EFF-52.06 (6) U63B Major Affective Dsrd A<70-CSCC	\$14,042	\$10,115	\$9,139	\$8,825	\$637,000
EFF-52.07 (7) F06A Coronary Bypass-Inva Inve Pt+CSCC	\$19,698	\$12,553	\$14,621	\$14,621	\$467,000
EFF-52.08 (8) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$1,102	\$2,022	\$779	\$973	\$474,000
EFF-52.09 (9) R63Z Chemotherapy	\$1,036	\$746	\$415	\$338	\$845,000
EFF-52.10 (10) C08Z Major Lens Procedures	\$2,056	\$1,803	\$1,921	\$1,921	\$79,000
Casemix Efficiency - Acute Inpatients					
EFF-53	148%	113%	128%	129%	
Asset Condition					
EFF-57	82.6%	60.2%	66.1%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$23.41	\$25.67	\$26.30	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$65.52	\$65.74	\$38.80	\$39.27	\$1,457,000
Linen Cost per OBD					
EFF-60	\$1.54	\$1.27	\$1.50	\$1.41	\$30,000
Energy Consumption per square metre					
EFF-61	\$29.98	\$29.42	\$26.21	\$23.59	\$162,000



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator		Current	Previous	Peer Group Median	State Median
The Townsville Hospital (inc. Kirwan)					
Northern Zone		Principal Referral and Specialised Peer Group			
Accreditation					
SIC01		Yes	Yes	11/11	49/57
Credentialling					
SIC02		No	N/R	9/11	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	80.9%	86.0%	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LQ1-8	79.0%	87.3%	85.4%	78.6%
SIC03.3	Median Age Nursing Staff	39.5	39.2	40.5	42.6
SIC03.4	Retention of Allied Health Staff	73.4%	84.2%	73.9%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$590	\$560	\$316	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$81.89	\$120	\$138	\$112
Quality of information					
SIC04.1	Accuracy	83.5%	93.0%	95.9%	94.2%
SIC04.2a	Timeliness - Number of months on time	6	3	5	7
SIC04.2b	Timeliness - Number of days late per month	13.0	3.5	13.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	41.7%	N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	94.2%	78.8%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	88.5%	80.8%	90.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	76.9%	96.2%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	46.3%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontario	63.3%	53.3%	42.9%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	66.7%	75.0%	66.7%	50.0%
SIC07.4	Medical - extent of development and use	30.0%	25.0%	25.0%	19.4%
SIC07.5	O & G - extent of development and use	87.5%	25.0%	18.8%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	No	N/R	10/11	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	37.5%	N/R	50.0%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	4	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	15.4%	0.0%	15.4%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

The Townsville Hospital (inc. Kirwan)

Northern Zone

Principal Referral and Specialised

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	59.2	**	64.1	66.1
PS02	Complaints Management Index	61.1	*	64.6	65.2
PS03	Discharge and Follow-up Index	58.1	*	61.4	62.1
PS04	General Patient Information Index	65.6	*	68.9	69.9
PS05	Overall Care Index	60.2	**	64.5	65.9
PS06	Physical Environment Index	66.2	**	62.3	65.5
PS07	Treatment & Related Information Index	61.9	*	65.3	65.6

Service Type: Maternity

PS01	Access and Admission Index	66.4		65.2	68.2
PS02	Complaints Management Index	65.7		63.3	66.0
PS03	Discharge and Follow-up Index	67.3		64.4	66.0
PS04	General Patient Information Index	68.0		65.1	68.0
PS05	Overall Care Index	65.3		64.4	67.2
PS06	Physical Environment Index	58.6	*	63.0	67.9
PS07	Treatment & Related Information Index	66.2		64.4	66.2

Service Type: Medical

PS01	Access and Admission Index	58.2	*	63.0	65.6
PS02	Complaints Management Index	59.8	*	64.6	64.9
PS03	Discharge and Follow-up Index	55.8	*	60.2	61.4
PS04	General Patient Information Index	64.5	*	69.2	70.1
PS05	Overall Care Index	59.0	*	64.1	65.7
PS06	Physical Environment Index	55.3	*	62.0	65.5
PS07	Treatment & Related Information Index	60.9	*	65.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	50.1		55.1	56.7
PS02	Complaints Management Index	53.0		54.4	55.6
PS03	Discharge and Follow-up Index	56.5		54.7	54.4
PS04	General Patient Information Index	58.1		57.6	58.0
PS05	Overall Care Index	54.6		54.8	56.1
PS06	Physical Environment Index	60.7		57.8	60.3
PS07	Treatment & Related Information Index	52.4		50.7	51.8

Service Type: Surgical

PS01	Access and Admission Index	58.4	**	69.3	69.5
PS02	Complaints Management Index	63.4	*	68.2	68.6
PS03	Discharge and Follow-up Index	56.9	**	65.5	65.1
PS04	General Patient Information Index	68.6	*	72.8	73.3
PS05	Overall Care Index	60.8	**	68.4	68.9
PS06	Physical Environment Index	55.2	**	64.0	65.9
PS07	Treatment & Related Information Index	64.0	*	69.6	69.7

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.



Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator		2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Bundaberg Hospital							
Central Zone				Large Peer Group			
Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	19.6 *	29.8 **	14.4	20.6 **	12.0	13.9
CI01.2	Long Stay Rates	6.4	10.7	10.4	9.2	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	2.3	14.1	10.2	9.4	7.3	6.6
CI02.2	Long Stay Rates	11.8	9.9	13.0	11.7	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	37.7 *	38.4 *	44.8 *	40.2 **	19.3	19.2
CI03.2	Long Stay Rates	3.6	11.1	21.6 *	11.4	8.8	8.7
CI03.2a	Acute Long Stay Rates	4.7	0.0	-	2.7	7.7	10.9
CI03.4	Nursing Home Separations	0.0 *	7.1	17.4	8.3	15.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	11.3	9.4	23.3 **	15.1 **	6.5	7.0
CI04.2	Long Stays	10.6	21.8 *	7.7	14.4	10.2	12.2
Fractured Neck of Femur							
CI06.1	In-hospital Mortality	2.8	9.5	4.4	5.0	6.3	7.7
CI06.2	Long Stays	30.4 *	6.6	5.3	16.7	13.5	13.2
CI06.2a	Acute Long Stays	4.4	0.0	-	2.8	8.4	11.9
CI06.5	Nursing Home Separations	27.1	0.0 *	30.3	21.4	20.0	19.9
CI06.6	Complications of Surgery	0.0 *	0.0	8.6	3.2 *	12.0	11.8
Knee Replacement							
CI07.1	Long Stays	0.0	12.1	-	7.7	5.6	9.4
CI07.3	Complications of Surgery	7.0	7.7	-	10.6	15.9	17.5
Hip Replacement							
CI08.1	Long Stay Rates	7.8	0.0	-	7.7	10.6	12.6
CI08.3	Complications of Surgery	23.3	6.0	-	17.9	26.5	23.4
Hysterectomy							
CI09.1	Long Stay rates	8.0	11.0	10.4	10.1	9.5	13.3
CI09.3	Complications of Surgery	2.8	3.4	5.8 *	4.2 *	7.9	8.6
CI09.4	on Women < 35 years	10.0	4.5 *	13.3	9.3	11.1	9.8
CI09.5	Blood Transfusion Rates	2.8	1.5	1.3	1.7	2.5	3.2
Standard Primiparae							
CI10.1	C-section	-	12.5	12.2	12.3	-	-
CI10.2	Induction of Labour	-	14.5	9.3	12.0 *	-	-
CI10.3	Perineal Tears	-	4.9	2.1	3.5	-	-
Small for Gestational Age							
CI11.1	Small for Gestational Age	-	3.1	3.6	3.4	-	-

Bundaberg Hospital

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Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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.

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Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	3.3 **	4.2 **	3.8 **	-	-
CI13.2 Caesarean Section Births	-	3.9	2.4	3.2 *	-	-
Asthma						
CI14.1 Long Stay Rates	8.5	8.1	2.9 *	5.6	10.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	3.7	12.7	-	9.0	8.3	10.3
CI15.3 Complications of Surgery	24.4	39.5	-	30.9	18.3	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Bundaberg Hospital					
Central Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	401	414	401	95.5	
EFF-01.2 Managerial And Clerical	62.0	61.9	61.0	11.2	
EFF-01.3 Medical	36.2	34.8	45.5	4.12	
EFF-01.4 Nursing	174	187	174	48.1	
EFF-01.4a Nursing Agency	0.00	0.11	1.30	0.00	
EFF-01.5 Operational	89.0	87.8	71.5	27.3	
EFF-01.6 Trade And Artisans	5.80	6.14	1.25	1.03	
EFF-01.7 Visiting Medical Officers	2.61	3.01	3.56	0.67	
EFF-01.8 Professional	28.2	30.1	21.5	7.42	
EFF-01.9 Technical	3.89	3.69	1.23	1.59	
Total FTE					
EFF-02 All staff	511	526	511	126	
EFF-02.2 Managerial And Clerical	76.5	76.3	73.8	14.3	
EFF-02.3 Medical	49.2	47.1	62.0	5.79	
EFF-02.4 Nursing	224	235	221	60.5	
EFF-02.4a Nursing Agency	0.00	0.11	1.30	0.00	
EFF-02.5 Operational	111	110	91.5	34.6	
EFF-02.6 Trade And Artisans	7.48	8.75	1.19	1.22	
EFF-02.7 Visiting Medical Officers	3.44	4.26	4.46	0.89	
EFF-02.8 Professional	35.2	39.0	29.6	9.62	
EFF-02.9 Technical	5.51	5.65	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.26%	3.99%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	4.91%	3.73%	4.36%	3.99%	
EFF-03.3 Medical	0.97%	1.18%	1.76%	1.56%	
EFF-03.4 Nursing	4.49%	4.37%	5.24%	4.71%	
EFF-03.5 Operational	4.68%	3.97%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	11.5%	16.8%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	0.63%	0.91%	0.67%	0.60%	
EFF-03.8 Professional	2.69%	2.03%	2.95%	2.95%	
EFF-03.9 Technical	7.24%	13.1%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,455	\$1,331	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,450	\$1,092	\$1,362	\$1,129	
EFF-04.3 Medical	\$812	\$674	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,661	\$1,597	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,102	\$1,099	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$3,897	\$3,915	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,159	\$1,519	\$1,159	\$931	
EFF-04.8 Professional	\$1,454	\$1,057	\$1,290	\$1,384	
EFF-04.9 Technical	\$2,955	\$1,365	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.00%	2.80%	2.75%	2.47%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.57%	0.55%	0.51%	0.32%	
EFF-05.3 Medical	17.6%	18.7%	16.3%	20.6%	
EFF-05.3a Senior Medical	21.4%	22.9%	19.8%	23.5%	
EFF-05.3b Junior Medical	9.98%	8.97%	9.98%	14.7%	
EFF-05.4 Nursing	1.60%	1.11%	0.92%	0.88%	
EFF-05.5 Operational	0.55%	0.43%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	3.21%	1.81%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	27.6%	35.1%	21.9%	6.24%	
EFF-05.8 Professional	3.96%	3.82%	3.96%	3.96%	
EFF-05.9 Technical	0.52%	0.11%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,158	\$2,907	\$3,038	\$2,816	\$48,000
EFF-06.2 Managerial And Clerical	\$355	\$331	\$278	\$190	
EFF-06.3 Medical	\$20,604	\$20,081	\$19,404	\$25,848	\$43,000
EFF-06.3a Senior Medical	\$21,756	\$21,893	\$20,743	\$25,546	\$24,000
EFF-06.3b Junior Medical	\$18,338	\$15,931	\$16,338	\$26,031	
EFF-06.4 Nursing	\$1,194	\$780	\$668	\$595	\$91,000
EFF-06.5 Operational	\$302	\$228	\$500	\$334	
EFF-06.6 Trade And Artisans	\$2,041	\$1,059	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$53,150	\$67,180	\$41,843	\$12,380	\$29,000
EFF-06.8 Professional	\$4,066	\$3,616	\$3,701	\$3,679	\$10,000
EFF-06.9 Technical	\$388	\$91.12	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	10.6%	10.3%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	10.6%	8.32%	9.10%	9.34%	
EFF-07.3 Medical	10.6%	7.73%	5.90%	6.18%	
EFF-07.4 Nursing	10.2%	10.5%	11.8%	10.7%	
EFF-07.5 Operational	11.5%	9.08%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	12.8%	28.7%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	0.85%	1.48%	4.60%	2.87%	
EFF-07.8 Professional	8.01%	11.1%	9.53%	9.83%	
EFF-07.9 Technical	24.9%	40.5%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$4,112	\$3,779	\$3,622	\$3,391	\$197,000
EFF-08.2 Managerial And Clerical	\$3,616	\$2,657	\$2,635	\$2,632	\$61,000
EFF-08.3 Medical	\$8,497	\$6,478	\$4,098	\$3,907	\$159,000
EFF-08.4 Nursing	\$3,946	\$3,911	\$3,684	\$3,497	\$45,000
EFF-08.5 Operational	\$2,934	\$2,746	\$3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$4,357	\$6,700	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$1,535	\$1,988	\$6,381	\$4,513	
EFF-08.8 Professional	\$3,447	\$3,348	\$3,994	\$3,968	
EFF-08.9 Technical	\$11,837	\$15,088	\$3,327	\$3,327	\$33,000
Proportion of WorkCover Leave					
EFF-09 All staff	0.46%	0.30%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	1.27%	0.43%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	0.12%	0.12%	0.43%	0.25%	
EFF-09.5 Operational	0.95%	0.30%	0.93%	0.41%	

Bundaberg Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00767

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	7.79%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.04%	0.01%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.15%	0.71%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	80.1%	82.7%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.54	2.55	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	50.9%	48.9%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	4.00%	1.06%	4.00%	4.18%	
EFF-34.3 Category 3	16.4%	14.2%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	63.7%	61.4%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	89.9%	90.9%	91.3%	90.9%	
Average Cost / Weighted Separation (NHDCG)					
EFF-50	\$2,739	\$1,828	\$2,739	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$1,872	\$2,002	\$2,410	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) L61Z Admit For Renal Dialysis	\$531	\$246	\$344	\$418	\$599,000
EFF-52.02 (2) O60D Vaginal Delivery - Comp Diag	\$2,289	\$1,850	\$2,017	\$1,963	\$157,000
EFF-52.03 (3) Z60A Rehabilitation + CSCC	\$7,762	\$4,619	\$9,101	\$9,688	
EFF-52.04 (4) U61A Schizophrenia Disorders-MHLS	\$12,112	\$7,661	\$13,022	\$13,022	
EFF-52.05 (5) P67D Neo,Admwt >2499g Sig Or Pl-Prb	\$802	\$413	\$1,148	\$973	
EFF-52.06 (6) E65B Chnrc Obstrct Airway Dis-CSCC	\$3,461	\$1,495	\$2,668	\$2,668	\$111,000
EFF-52.07 (7) U63B Major Affective Dsrd A-70-CSCC	\$5,984	\$6,775	\$6,211	\$8,825	
EFF-52.08 (8) U61B Schizophrenia Disorders-MHLS	\$7,146	\$5,714	\$5,792	\$5,792	\$89,000
EFF-52.09 (9) O01D Caesarean Delivery - Comp Diag	\$3,868	\$3,128	\$3,962	\$4,016	
EFF-52.10 (10) U67Z Personlly Dsrd&Acute Reactions	\$2,900	\$3,035	\$2,592	\$3,240	\$47,000
Casemix Efficiency - Acute Inpatients					
EFF-53	136%	93.3%	136%	129%	
Asset Condition					
EFF-57	60.1%	60.9%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$36.93	\$33.48	\$26.84	\$27.45	\$330,000
Cleaning - total cost per m2					
EFF-59	\$37.83	\$33.56	\$39.22	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.41	\$0.49	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$14.13	\$17.95	\$20.19	\$23.59	



Measured Quality Hospital Report

System Integration and Change - 2003

Current Previous Peer Group State
Median Median

Indicator

Bundaberg Hospital

Central Zone

Large Peer Group

Accreditation					
SIC01		Yes	Yes	13/13	49/57
Credentiailling					
SIC02		Yes	N/R	9/13	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	84.8%	85.8%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LOJ.B	81.6%	86.2%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	42.6	42.6	42.6	42.6
SIC03.4	Retention of Allied Health Staff	74.5%	81.4%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$309	\$295	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$24.32	\$26.08	\$101	\$112
Quality of information					
SIC04.1	Accuracy	87.4%	94.3%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	8	5	8	7
SIC04.2b	Timeliness - Number of days late per month	1.0	1.8	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	20.8%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	100%	65.4%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	100%	57.7%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	73.1%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	70.0%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	80.0%	66.7%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	50.0%	50.0%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	60.0%	40.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	75.0%	75.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	5.8%	3.8%	1.9%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Bundaberg Hospital

Central Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	67.6	*	65.3	66.1
PS02	Complaints Management Index	64.0		64.0	65.2
PS03	Discharge and Follow-up Index	60.8		60.9	62.1
PS04	General Patient Information Index	70.4		69.2	69.9
PS05	Overall Care Index	65.7		65.2	65.9
PS06	Physical Environment Index	66.7		66.5	65.5
PS07	Treatment & Related Information Index	62.4		64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	68.8		67.8	68.2
PS02	Complaints Management Index	62.5		65.6	66.0
PS03	Discharge and Follow-up Index	67.9		65.2	66.0
PS04	General Patient Information Index	67.8		68.1	68.0
PS05	Overall Care Index	65.7		66.9	67.2
PS06	Physical Environment Index	62.8	*	68.4	67.9
PS07	Treatment & Related Information Index	63.4		65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	67.0		64.5	65.6
PS02	Complaints Management Index	63.8		63.4	64.9
PS03	Discharge and Follow-up Index	58.5		60.1	61.4
PS04	General Patient Information Index	70.6		69.3	70.1
PS05	Overall Care Index	65.3		64.7	65.7
PS06	Physical Environment Index	67.5		66.2	65.5
PS07	Treatment & Related Information Index	61.3		63.3	65.4

Service Type: Mental Health

PS01	Access and Admission Index	60.0		58.7	56.7
PS02	Complaints Management Index	55.9		57.2	55.6
PS03	Discharge and Follow-up Index	63.6		54.0	54.4
PS04	General Patient Information Index	61.4		58.5	58.0
PS05	Overall Care Index	58.7		57.6	56.1
PS06	Physical Environment Index	65.0		63.5	60.3
PS07	Treatment & Related Information Index	52.5		53.1	51.8

Service Type: Surgical

PS01	Access and Admission Index	71.4		68.9	69.5
PS02	Complaints Management Index	67.9		67.8	68.6
PS03	Discharge and Follow-up Index	64.3		64.0	65.1
PS04	General Patient Information Index	73.6		72.9	73.3
PS05	Overall Care Index	69.2		68.7	68.9
PS06	Physical Environment Index	66.5		67.3	65.9
PS07	Treatment & Related Information Index	68.4		69.2	69.7

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.0007.0002.00770

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Bundaberg Hospital						
Central Zone			Large Peer Group			
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	19.6 *	29.8 **	14.4	20.6 **	12.0	13.9
CI01.2 Long Stay Rates	6.4	10.7	10.4	9.2	6.5	9.9
Heart Failure						
CI02.1 In-hospital Mortality	2.3	14.1	10.2	9.4	7.3	6.6
CI02.2 Long Stay Rates	11.8	9.9	13.0	11.7	9.2	9.8
Stroke						
CI03.1 In-hospital Mortality	37.7 *	38.4 *	44.8 *	40.2 **	19.3	19.2
CI03.2 Long Stay Rates	3.6	11.1	21.6 *	11.4	8.8	8.7
CI03.2a Acute Long Stay Rates	4.7	0.0	-	2.7	7.7	10.9
CI03.4 Nursing Home Separations	0.0 *	7.1	17.4	6.3	15.4	13.3
Pneumonia						
CI04.1 In-hospital Mortality	11.3	9.4	23.3 **	15.1 **	6.5	7.0
CI04.2 Long Stays	10.6	21.8 *	7.7	14.4	10.2	12.2
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	2.8	9.5	4.4	5.0	6.3	7.7
CI06.2 Long Stays	30.4 *	6.6	5.3	16.7	13.5	13.2
CI06.2a Acute Long Stays	4.4	0.0	-	2.8	8.4	11.9
CI06.5 Nursing Home Separations	27.1	0.0 *	30.3	21.4	20.0	19.9
CI06.6 Complications of Surgery	0.0 *	0.0	8.6	3.2 *	12.0	11.8
Knee Replacement						
CI07.1 Long Stays	0.0	12.1	-	7.7	5.6	9.4
CI07.3 Complications of Surgery	7.0	7.7	-	10.6	15.9	17.5
Hip Replacement						
CI08.1 Long Stay Rates	7.8	0.0	-	7.7	10.6	12.6
CI08.3 Complications of Surgery	23.3	6.0	-	17.9	26.5	23.4
Hysterectomy						
CI09.1 Long Stay rates	8.0	11.0	10.4	10.1	9.5	13.3
CI09.3 Complications of Surgery	2.8	3.4	5.8 *	4.2 *	7.9	8.6
CI09.4 on Women < 35 years	10.0	4.5 *	13.3	9.3	11.1	9.8
CI09.5 Blood Transfusion Rates	2.8	1.5	1.3	1.7	2.5	3.2
Standard Primiparae						
CI10.1 C-section	-	12.5	12.2	12.3	-	-
CI10.2 Induction of Labour	-	14.5	9.3	12.0 *	-	-
CI10.3 Perineal Tears	-	4.9	2.1	3.5	-	-
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.1	3.6	3.4	-	-

Bundaberg Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00771

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	3.3**	4.2**	3.8**	-	-
CI13.2 Caesarean Section Births	-	3.9	2.4	3.2*	-	-
Asthma						
CI14.1 Long Stay Rates	8.5	8.1	2.9*	5.6	10.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	3.7	12.7	-	9.0	8.3	10.3
CI15.3 Complications of Surgery	24.4	39.5	-	30.9	18.3	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Bundaberg Hospital					
Central Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	401	414	401	95.5	
EFF-01.2 Managerial And Clerical	62.0	61.9	61.0	11.2	
EFF-01.3 Medical	36.2	34.8	45.5	4.12	
EFF-01.4 Nursing	174	187	174	48.1	
EFF-01.4a Nursing Agency	0.00	0.11	1.30	0.00	
EFF-01.5 Operational	89.0	87.8	71.5	27.3	
EFF-01.6 Trade And Artisans	5.80	6.14	1.25	1.03	
EFF-01.7 Visiting Medical Officers	2.61	3.01	3.56	0.67	
EFF-01.8 Professional	28.2	30.1	21.5	7.42	
EFF-01.9 Technical	3.89	3.69	1.23	1.59	
Total FTE					
EFF-02 All staff	511	526	511	126	
EFF-02.2 Managerial And Clerical	78.5	76.3	73.8	14.3	
EFF-02.3 Medical	49.2	47.1	62.0	5.79	
EFF-02.4 Nursing	221	235	221	60.5	
EFF-02.4a Nursing Agency	0.00	0.11	1.30	0.00	
EFF-02.5 Operational	111	110	91.5	34.6	
EFF-02.6 Trade And Artisans	7.48	8.75	1.19	1.22	
EFF-02.7 Visiting Medical Officers	3.44	4.26	4.46	0.89	
EFF-02.8 Professional	35.2	39.0	26.6	9.62	
EFF-02.9 Technical	5.51	5.65	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.26%	3.99%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	4.91%	3.73%	4.36%	3.99%	
EFF-03.3 Medical	6.97%	1.18%	1.76%	1.56%	
EFF-03.4 Nursing	4.49%	4.37%	5.24%	4.71%	
EFF-03.5 Operational	4.68%	3.97%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	11.5%	16.8%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	0.63%	0.91%	0.67%	0.60%	
EFF-03.8 Professional	2.69%	2.03%	2.95%	2.95%	
EFF-03.9 Technical	7.24%	13.1%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,455	\$1,331	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,450	\$1,002	\$1,362	\$1,129	
EFF-04.3 Medical	\$312	\$674	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,661	\$1,597	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,102	\$1,099	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$3,897	\$3,915	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,159	\$1,519	\$1,159	\$931	
EFF-04.8 Professional	\$1,454	\$1,057	\$1,290	\$1,384	
EFF-04.9 Technical	\$2,955	\$1,365	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.00%	2.80%	2.75%	2.47%	

Bundaberg Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00773

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.57%	0.55%	0.51%	0.32%	
EFF-05.3 Medical	17.6%	18.7%	16.3%	20.6%	
EFF-05.3a Senior Medical	21.4%	22.9%	19.8%	23.5%	
EFF-05.3b Junior Medical	9.98%	8.97%	9.98%	14.7%	
EFF-05.4 Nursing	1.60%	1.11%	0.92%	0.88%	
EFF-05.5 Operational	0.55%	0.43%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	3.21%	1.81%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	27.6%	35.1%	21.9%	6.24%	
EFF-05.8 Professional	1.98%	3.82%	3.96%	3.96%	
EFF-05.9 Technical	0.62%	0.11%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,158	\$2,907	\$3,038	\$2,816	\$48,000
EFF-06.2 Managerial And Clerical	\$355	\$331	\$278	\$190	
EFF-06.3 Medical	\$20,604	\$20,081	\$19,404	\$25,548	\$43,000
EFF-06.3a Senior Medical	\$21,756	\$21,893	\$20,743	\$25,546	\$24,000
EFF-06.3b Junior Medical	\$18,338	\$15,931	\$18,338	\$26,081	
EFF-06.4 Nursing	\$1,194	\$780	\$669	\$595	\$91,000
EFF-06.5 Operational	\$302	\$228	\$500	\$334	
EFF-06.6 Trade And Artisans	\$2,041	\$1,059	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$53,150	\$67,180	\$41,843	\$12,380	\$29,000
EFF-06.8 Professional	\$4,066	\$3,616	\$3,701	\$3,679	\$10,000
EFF-06.9 Technical	\$388	\$91.12	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	10.6%	10.3%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	10.6%	8.32%	9.10%	9.34%	
EFF-07.3 Medical	10.6%	7.73%	8.90%	8.18%	
EFF-07.4 Nursing	10.2%	10.5%	11.8%	10.7%	
EFF-07.5 Operational	11.5%	9.98%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	12.8%	28.7%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	0.85%	1.48%	4.60%	2.87%	
EFF-07.8 Professional	8.01%	11.1%	9.53%	9.83%	
EFF-07.9 Technical	24.9%	40.5%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$4,112	\$3,779	\$3,622	\$3,391	\$197,000
EFF-08.2 Managerial And Clerical	\$3,616	\$2,657	\$2,635	\$2,632	\$61,000
EFF-08.3 Medical	\$8,497	\$6,478	\$4,098	\$3,907	\$159,000
EFF-08.4 Nursing	\$3,946	\$3,911	\$3,684	\$3,497	\$45,000
EFF-08.5 Operational	\$2,934	\$2,746	\$3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$4,357	\$6,700	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$1,536	\$1,988	\$6,381	\$4,513	
EFF-08.8 Professional	\$3,447	\$3,348	\$3,994	\$3,968	
EFF-08.9 Technical	\$11,837	\$15,088	\$3,327	\$3,327	\$33,000
Proportion of WorkCover Leave					
EFF-09 All staff	0.46%	0.30%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	1.27%	0.43%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	0.12%	0.12%	0.43%	0.25%	
EFF-09.5 Operational	0.95%	0.30%	0.93%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	7.79%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.04%	0.01%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.15%	0.71%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	80.1%	82.7%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.54	2.55	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	50.9%	48.9%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	4.00%	1.06%	4.00%	4.18%	
EFF-34.3 Category 3	16.4%	14.2%	16.4%	14.8%	
Day Surgery Rate					
EFF-35	63.7%	64.4%	67.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	80.9%	90.9%	91.3%	90.9%	
Average Cost / Weighted Separation (NHDC)					
EFF-50	\$2,739	\$1,828	\$2,739	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$1,872	\$2,002	\$2,410	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) L61Z Admit For Renal Dialysis	\$531	\$246	\$344	\$418	\$599,000
EFF-52.02 (2) O60D Vaginal Delivery - Comp Diag	\$2,289	\$1,850	\$2,017	\$1,963	\$157,000
EFF-52.03 (3) Z60A Rehabilitation + CSCC	\$7,762	\$4,619	\$9,101	\$9,688	
EFF-52.04 (4) U61A Schizophrenia Disorders-MHLS	\$12,112	\$7,661	\$13,022	\$13,022	
EFF-52.05 (5) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$802	\$413	\$1,148	\$973	
EFF-52.06 (6) E65B Chnric Obstrct Airway Dis-CSCC	\$3,461	\$1,495	\$2,668	\$2,668	\$111,000
EFF-52.07 (7) U63B Major Affective Dsrd A-70-CSCC	\$5,984	\$6,775	\$6,211	\$8,825	
EFF-52.08 (8) U61B Schizophrenia Disorders-MHLS	\$7,146	\$5,714	\$5,792	\$5,792	\$89,000
EFF-52.09 (9) O01D Caesarean Delivery - Comp Diag	\$3,868	\$3,128	\$3,962	\$4,016	
EFF-52.10 (10) U67Z Personlty Dsrd&Acute Reactions	\$2,900	\$3,035	\$2,592	\$3,240	\$47,000
Casemix Efficiency - Acute Inpatients					
EFF-53	136%	93.3%	136%	129%	
Asset Condition					
EFF-57	60.1%	60.9%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$36.93	\$33.48	\$26.84	\$27.45	\$330,000
Cleaning - total cost per m2					
EFF-59	\$37.83	\$33.56	\$39.22	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.41	\$0.49	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$14.13	\$17.95	\$20.19	\$23.59	



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Bundaberg Hospital					
Central Zone		Large Peer Group			
Accreditation					
SIC01	Yes	Yes	13/13	49/57	
Credentialling					
SIC02	Yes	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	84.8%	85.8%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	81.6%	86.2%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	42.6	42.6	42.6	42.6
SIC03.4	Retention of Allied Health Staff	74.5%	81.4%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$309	\$295	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$24.32	\$96.08	\$101	\$112
Quality of information					
SIC04.1	Accuracy	87.4%	94.3%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	8	5	8	7
SIC04.2b	Timeliness - Number of days late per month	1.0	1.8	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	20.8%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	100%	65.4%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	100%	57.7%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	73.1%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	70.0%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	80.0%	66.7%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	50.0%	50.0%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	60.0%	40.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	75.0%	75.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	5.8%	3.8%	1.9%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Bundaberg Hospital

Central Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined				
PS01	Access and Admission Index	67.6	*	65.3
PS02	Complaints Management Index	64.0		64.0
PS03	Discharge and Follow-up Index	60.8		60.9
PS04	General Patient Information Index	70.4		69.2
PS05	Overall Care Index	65.7		65.2
PS06	Physical Environment Index	66.7		66.5
PS07	Treatment & Related Information Index	62.4		64.0
Service Type: Maternity				
PS01	Access and Admission Index	68.8		67.8
PS02	Complaints Management Index	62.5		65.6
PS03	Discharge and Follow-up Index	67.9		65.2
PS04	General Patient Information Index	67.8		68.1
PS05	Overall Care Index	65.7		66.9
PS06	Physical Environment Index	62.8	*	68.4
PS07	Treatment & Related Information Index	63.4		65.5
Service Type: Medical				
PS01	Access and Admission Index	67.0		64.5
PS02	Complaints Management Index	63.8		63.4
PS03	Discharge and Follow-up Index	58.5		60.1
PS04	General Patient Information Index	70.6		69.3
PS05	Overall Care Index	65.3		64.7
PS06	Physical Environment Index	67.5		66.2
PS07	Treatment & Related Information Index	61.3		63.3
Service Type: Mental Health				
PS01	Access and Admission Index	60.0		58.7
PS02	Complaints Management Index	55.9		57.2
PS03	Discharge and Follow-up Index	63.6		54.0
PS04	General Patient Information Index	61.4		58.5
PS05	Overall Care Index	58.7		57.6
PS06	Physical Environment Index	65.0		63.5
PS07	Treatment & Related Information Index	52.5		53.1
Service Type: Surgical				
PS01	Access and Admission Index	71.4		68.9
PS02	Complaints Management Index	67.9		67.8
PS03	Discharge and Follow-up Index	64.3		64.0
PS04	General Patient Information Index	73.6		72.9
PS05	Overall Care Index	69.2		68.7
PS06	Physical Environment Index	66.5		67.3
PS07	Treatment & Related Information Index	68.4		69.2

Statistical Significance

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

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean	
Caboolture Hospital							
Central Zone			Large Peer Group				
Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	10.8	12.8	7.7*	10.3	12.0	13.9
CI01.2	Long Stay Rates	3.5	4.9	2.8*	3.7*	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	2.6*	10.6	1.6*	5.1*	7.3	6.6
CI02.2	Long Stay Rates	1.8*	4.9	3.7	3.3*	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	19.6	16.8	45.2*	25.7	19.3	19.2
CI03.2	Long Stay Rates	0.0*	0.0*	0.0	0.0*	8.8	8.7
CI03.2a	Acute Long Stay Rates	4.5	2.4	-	3.5	7.7	10.9
CI03.4	Nursing Home Separations	8.9	21.4	13.9	14.1	15.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	8.4	5.2	6.9	5.0	6.5	7.0
CI04.2	Long Stays	2.3*	7.7	5.8	4.8*	10.2	12.2
Hysterectomy							
CI09.1	Long Stay rates	12.6	6.1	3.9*	7.6	9.5	13.3
CI09.3	Complications of Surgery	8.3	10.0	4.7*	7.8	7.9	8.6
CI09.4	on Women < 35 years	19.2*	19.6*	14.3	17.8**	11.1	9.8
CI09.5	Blood Transfusion Rates	3.3	2.1	0.0	1.8	2.5	3.2
Standard Primiparae							
CI10.1	C-section	-	13.3	15.1	14.2	-	-
CI10.2	Induction of Labour	-	9.5*	8.0*	8.7**	-	-
CI10.3	Perineal Tears	-	7.1*	3.4	5.2*	-	-
Small for Gestational Age							
CI11.1	Small for Gestational Age	-	3.1	3.0	3.1	-	-
Maternal Post-Natal Long Stay Rate							
CI13.1	Vaginal Births	-	7.2	9.0	8.1	-	-
CI13.2	Caesarean Section Births	-	3.8	7.8	5.7	-	-
Asthma							
CI14.1	Long Stay Rates	7.0	8.8	7.8	7.8	10.9	10.9
Colorectal Carcinoma							
CI15.1	Long Stay Rates	5.4	0.0	-	2.3	8.3	10.3
CI15.3	Complications of Surgery	27.0	39.1	-	28.3	18.3	20.9

Caboolture Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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.



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Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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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.

CABINET
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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Caboolture Hospital					
Central Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	372	360	401	95.5	
EFF-01.2 Managerial And Clerical	56.9	56.5	61.0	11.2	
EFF-01.3 Medical	59.0	55.4	45.5	4.12	
EFF-01.4 Nursing	172	162	174	48.1	
EFF-01.4a Nursing Agency	1.30	1.53	1.30	0.00	
EFF-01.5 Operational	71.5	71.6	71.5	27.3	
EFF-01.6 Trade And Artisans	0.49	0.37	1.25	1.03	
EFF-01.7 Visiting Medical Officers	1.91	2.40	3.56	0.67	
EFF-01.8 Professional	10.4	11.7	21.5	7.42	
EFF-01.9 Technical	0.15	0.20	1.23	1.59	
Total FTE					
EFF-02 All staff	473	457	511	126	
EFF-02.2 Managerial And Clerical	71.2	69.2	73.8	14.3	
EFF-02.3 Medical	75.9	71.1	62.0	5.79	
EFF-02.4 Nursing	249	210	221	60.5	
EFF-02.4a Nursing Agency	1.30	1.53	1.30	0.00	
EFF-02.5 Operational	89.0	87.4	91.5	34.6	
EFF-02.6 Trade And Artisans	0.63	0.52	1.19	1.22	
EFF-02.7 Visiting Medical Officers	2.79	3.34	4.46	0.89	
EFF-02.8 Professional	13.7	15.4	29.6	9.62	
EFF-02.9 Technical	0.16	0.22	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.71%	4.50%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	4.01%	3.92%	4.36%	3.99%	
EFF-03.3 Medical	1.80%	1.59%	1.76%	1.56%	
EFF-03.4 Nursing	5.87%	5.70%	5.24%	4.71%	
EFF-03.5 Operational	4.73%	4.64%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	4.74%	7.46%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	0.88%	1.21%	0.67%	0.60%	
EFF-03.8 Professional	6.13%	4.29%	2.95%	2.95%	
EFF-03.9 Technical	0.00%	1.62%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,628	\$1,462	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,446	\$1,267	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,426	\$1,147	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,900	\$1,809	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,389	\$1,150	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$1,622	\$2,431	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,442	\$1,937	\$1,159	\$931	
EFF-04.8 Professional	\$996	\$917	\$1,290	\$1,384	
EFF-04.9 Technical	\$0.00	\$569	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	2.67%	2.68%	2.75%	2.47%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.78%	0.60%	0.51%	0.32%	
EFF-05.3 Medical	11.3%	12.1%	16.3%	20.6%	
EFF-05.3a Senior Medical	12.8%	14.3%	19.8%	23.5%	
EFF-05.3b Junior Medical	7.67%	7.16%	9.98%	14.7%	
EFF-05.4 Nursing	0.92%	0.94%	0.92%	0.88%	
EFF-05.5 Operational	0.92%	0.68%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	2.52%	3.29%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	21.6%	21.6%	21.9%	6.24%	
EFF-05.8 Professional	0.70%	0.58%	3.96%	3.96%	
EFF-05.9 Technical	0.00%	0.00%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,038	\$2,894	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$495	\$357	\$278	\$190	\$12,000
EFF-06.3 Medical	\$14,132	\$14,003	\$19,404	\$25,548	
EFF-06.3a Senior Medical	\$14,391	\$14,849	\$20,743	\$25,546	
EFF-06.3b Junior Medical	\$13,509	\$12,154	\$18,338	\$26,031	
EFF-06.4 Nursing	\$653	\$660	\$669	\$595	
EFF-06.5 Operational	\$573	\$428	\$500	\$334	
EFF-06.6 Trade And Artisans	\$1,445	\$1,999	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$56,680	\$43,166	\$41,843	\$12,380	\$28,000
EFF-06.8 Professional	\$615	\$464	\$3,701	\$3,679	
EFF-06.9 Technical	\$0.00	\$0.00	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	10.8%	10.5%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	10.3%	9.43%	9.10%	9.34%	
EFF-07.3 Medical	5.42%	5.83%	5.90%	6.18%	
EFF-07.4 Nursing	11.8%	12.3%	11.8%	10.7%	
EFF-07.5 Operational	13.1%	11.4%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	11.3%	15.8%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	5.31%	4.43%	4.60%	2.87%	
EFF-07.8 Professional	13.6%	10.3%	9.53%	9.83%	
EFF-07.9 Technical	4.03%	3.10%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,917	\$3,536	\$3,622	\$3,391	\$110,000
EFF-08.2 Managerial And Clerical	\$3,655	\$3,014	\$2,635	\$2,632	\$58,000
EFF-08.3 Medical	\$4,255	\$4,094	\$4,098	\$3,907	
EFF-08.4 Nursing	\$4,010	\$3,765	\$3,684	\$3,497	\$56,000
EFF-08.5 Operational	\$3,494	\$2,919	\$3,034	\$2,919	\$33,000
EFF-08.6 Trade And Artisans	\$3,944	\$5,125	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$7,772	\$5,646	\$6,381	\$4,513	
EFF-08.8 Professional	\$4,114	\$3,589	\$3,994	\$3,968	
EFF-08.9 Technical	\$1,363	\$1,079	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.25%	0.41%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.03%	0.40%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.03%	0.00%	0.00%	
EFF-09.4 Nursing	0.11%	0.64%	0.43%	0.25%	
EFF-09.5 Operational	0.99%	0.27%	0.93%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.95%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.10%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	2.35%	2.07%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	91.2%	79.0%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.76	2.73	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	34.7%	35.5%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	0.00%	0.00%	4.00%	4.18%	
EFF-34.3 Category 3	0.90%	15.5%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	60.5%	57.8%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	92.7%	94.2%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCDG)					
EFF-50	\$1,914	n/a	\$2,739	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,410	\$2,552	\$2,410	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) O60D Vaginal Delivery - Comp Diag	\$1,918	\$1,461	\$2,017	\$1,963	
EFF-52.02 (2) U61A Schizophrenia Disorders+MHLS	\$9,554	\$14,918	\$13,022	\$13,022	
EFF-52.03 (3) P67D Neo.Admt >2499g-Sig Or Pr-Prb	\$1,148	\$804	\$1,148	\$973	
EFF-52.04 (4) U63B Major Affective Dsrds >70-CSCC	\$6,211	\$17,511	\$6,211	\$8,825	
EFF-52.05 (5) O01D Caesarean Delivery - Comp Diag	\$3,962	\$3,995	\$3,962	\$4,016	
EFF-52.06 (6) U61B Schizophrenia Disorders-MHLS	\$6,652	\$12,230	\$5,792	\$5,792	\$107,000
EFF-52.07 (7) U63A Mjr Affect Dsrds+CSCC/A>89-CSCC	\$11,092	\$23,639	\$10,867	\$10,867	\$12,000
EFF-52.08 (8) N04Z Hysterectomy For Non-Malignanc	\$4,417	\$4,663	\$4,515	\$4,956	
EFF-52.09 (9) U67Z Personlty Dsrds&Acute Reactions	\$3,240	\$6,417	\$2,592	\$3,240	\$98,000
EFF-52.10 (10) H04B Cholecystectomy-Closed CDE-CSCC	\$2,393	\$3,122	\$3,412	\$3,412	
Casemix Efficiency - Acute Inpatients					
EFF-53	93.7%	125%	136%	129%	
Asset Condition					
EFF-57	71.1%	74.6%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$24.33	\$28.76	\$26.84	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$59.21	\$38.16	\$39.22	\$39.27	\$369,000
Linen Cost per OBD					
EFF-60	\$1.72	\$0.81	\$1.42	\$1.41	\$81,000
Energy Consumption per square metre					
EFF-61	\$13.02	\$14.91	\$20.19	\$23.59	

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Caboolture Hospital					
Central Zone		Large Peer Group			
Accreditation					
SIC01	Yes	Yes	13/13	49/57	
Credentialling					
SIC02	Yes	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	80.3%	78.5%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LG1.8	80.9%	79.7%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	40.0	38.4	42.6	42.6
SIC03.4	Retention of Allied Health Staff	62.5%	57.1%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$391	\$461	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$71.22	\$46.23	\$101	\$112
Quality of information					
SIC04.1	Accuracy	87.6%	95.1%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	8	9	8	7
SIC04.2b	Timeliness - Number of days late per month	0.0	0.0	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	18.8%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	77.5%	41.7%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	80.0%	83.3%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	75.0%	0.0%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	28.6%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	38.1%	66.7%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	N/A	N/A	50.0%	50.0%
SIC07.4	Medical - extent of development and use	30.0%	50.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	50.0%	50.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	50.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	N/A	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	0.0%	0.0%	1.9%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Caboolture Hospital

Central Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	66.8		65.3	66.1
PS02	Complaints Management Index	67.7	*	64.0	65.2
PS03	Discharge and Follow-up Index	62.2		60.9	62.1
PS04	General Patient Information Index	72.1	*	69.2	69.9
PS05	Overall Care Index	67.5	*	65.2	65.9
PS06	Physical Environment Index	71.2	**	66.5	65.5
PS07	Treatment & Related Information Index	65.1		64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	73.5	*	67.8	68.2
PS02	Complaints Management Index	72.7	*	65.6	66.0
PS03	Discharge and Follow-up Index	65.4		65.2	66.0
PS04	General Patient Information Index	74.2	*	68.1	68.0
PS05	Overall Care Index	72.2	*	66.3	67.2
PS06	Physical Environment Index	75.7	**	68.4	67.9
PS07	Treatment & Related Information Index	68.6	*	65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	64.7		64.5	65.6
PS02	Complaints Management Index	66.4		63.4	64.9
PS03	Discharge and Follow-up Index	62.4		60.1	61.4
PS04	General Patient Information Index	71.6		69.3	70.1
PS05	Overall Care Index	66.6		64.7	65.7
PS06	Physical Environment Index	71.1	*	66.2	65.5
PS07	Treatment & Related Information Index	64.3		63.8	65.4

Service Type: Mental Health

PS01	Access and Admission Index	67.6		58.7	56.7
PS02	Complaints Management Index	72.5	*	57.2	55.6
PS03	Discharge and Follow-up Index	56.9		54.0	54.4
PS04	General Patient Information Index	73.9	*	58.5	58.0
PS05	Overall Care Index	67.1	*	57.6	56.1
PS06	Physical Environment Index	69.3		63.5	60.3
PS07	Treatment & Related Information Index	62.4		53.1	51.8

Service Type: Surgical

PS01	Access and Admission Index	69.7		68.9	69.5
PS02	Complaints Management Index	66.9		67.8	68.6
PS03	Discharge and Follow-up Index	61.9		64.0	65.1
PS04	General Patient Information Index	71.9		72.9	73.3
PS05	Overall Care Index	68.3		68.7	68.9
PS06	Physical Environment Index	69.9		67.3	65.9
PS07	Treatment & Related Information Index	66.5		69.2	69.7

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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Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean	
Gladstone Hospital							
Central Zone				Large Peer Group			
Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	0.0	18.5	-	12.2	12.0	13.9
CI01.2	Long Stay Rates	13.9	0.0	-	3.5	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	17.4*	8.4	-	7.8	7.3	6.6
CI02.2	Long Stay Rates	19.8*	6.1	-	10.1	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	19.6	28.3	-	25.9	19.3	19.2
CI03.2	Long Stay Rates	0.0	0.0	-	0.0	8.8	8.7
CI03.2a	Acute Long Stay Rates	10.4	3.9	-	5.7	7.7	10.9
CI03.4	Nursing Home Separations	0.0	33.9*	-	21.2	15.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	4.2	6.8	-	7.1	6.5	7.0
CI04.2	Long Stays	14.4	7.1	-	8.8	10.2	12.2
Hysterectomy							
CI09.1	Long Stay rates	8.1	9.4	-	15.9*	9.5	13.3
CI09.3	Complications of Surgery	14.5	6.1	-	5.9	7.9	8.6
CI09.4	on Women < 35 years	6.5	13.6	-	11.2	11.1	9.8
CI09.5	Blood Transfusion Rates	0.0	3.0	-	1.2	2.5	3.2
Standard Primiparae							
CI10.1	C-section	-	22.1*	-	21.1*	-	-
CI10.2	Induction of Labour	-	8.0*	-	7.4*	-	-
CI10.3	Perineal Tears	-	1.8	-	1.9	-	-
Small for Gestational Age							
CI11.1	Small for Gestational Age	-	3.5	-	4.1*	-	-
Maternal Post-Natal Long Stay Rate							
CI13.1	Vaginal Births	-	4.8*	-	4.8*	-	-
CI13.2	Caesarean Section Births	-	3.6	-	3.5	-	-
Asthma							
CI14.1	Long Stay Rates	0.0*	0.0*	-	4.7*	10.9	10.9

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.



Measured Quality Hospital Report - Efficiency - 2003

Current Previous Peer Group State Potential
Median Median Saving

Indicator

Gladstone Hospital

Central Zone

Large Peer Group

Ordinary FTE (Worked)					
EFF-01	All staff	187	187	401	95.5
EFF-01.2	Managerial And Clerical	35.6	31.5	61.0	11.2
EFF-01.3	Medical	13.3	11.7	45.5	4.12
EFF-01.4	Nursing	87.3	93.4	174	48.1
EFF-01.4a	Nursing Agency	0.00	0.00	1.30	0.00
EFF-01.5	Operational	40.6	40.6	71.5	27.3
EFF-01.6	Trade And Artisans	0.87	0.78	1.25	1.03
EFF-01.7	Visiting Medical Officers	1.15	1.20	3.56	0.67
EFF-01.8	Professional	7.80	7.38	21.5	7.42
EFF-01.9	Technical	0.00	0.00	1.23	1.59
Total FTE					
EFF-02	All staff	241	238	511	126
EFF-02.2	Managerial And Clerical	44.4	36.5	73.8	14.3
EFF-02.3	Medical	17.4	15.4	62.0	5.79
EFF-02.4	Nursing	112	118	221	60.5
EFF-02.4a	Nursing Agency	0.00	0.00	1.30	0.00
EFF-02.5	Operational	52.4	52.3	91.5	34.6
EFF-02.6	Trade And Artisans	1.12	1.10	1.19	1.22
EFF-02.7	Visiting Medical Officers	1.61	1.72	4.46	0.89
EFF-02.8	Professional	11.5	10.7	29.6	9.62
EFF-02.9	Technical	0.00	0.00	1.10	1.96
Proportion of Sick Leave					
EFF-03	All staff	6.32%	3.82%	4.71%	4.59%
EFF-03.2	Managerial And Clerical	6.48%	2.67%	4.36%	3.99%
EFF-03.3	Medical	0.90%	0.22%	1.76%	1.56%
EFF-03.4	Nursing	4.55%	4.11%	5.24%	4.71%
EFF-03.5	Operational	7.98%	5.48%	5.64%	4.99%
EFF-03.6	Trade And Artisans	5.73%	3.45%	4.74%	4.26%
EFF-03.7	Visiting Medical Officers	0.00%	0.00%	0.67%	0.60%
EFF-03.8	Professional	3.14%	2.31%	2.95%	2.95%
EFF-03.9	Technical	0.00%	0.00%	3.09%	3.30%
Cost of Sick Leave per FTE					
EFF-04	All staff	\$1,642	\$1,311	\$1,470	\$1,450
EFF-04.2	Managerial And Clerical	\$2,175	\$973	\$1,362	\$1,129
EFF-04.3	Medical	\$823	\$201	\$1,202	\$1,033
EFF-04.4	Nursing	\$1,782	\$1,671	\$1,660	\$1,582
EFF-04.5	Operational	\$1,259	\$1,163	\$1,198	\$1,237
EFF-04.6	Trade And Artisans	\$1,969	\$1,095	\$1,622	\$1,243
EFF-04.7	Visiting Medical Officers	\$0.00	\$0.00	\$1,159	\$931
EFF-04.8	Professional	\$1,236	\$1,000	\$1,290	\$1,384
EFF-04.9	Technical	\$0.00	\$0.00	\$1,306	\$1,409
Proportion of Overtime					
EFF-05	All staff	2.32%	2.34%	2.75%	2.47%



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.32%	0.26%	0.51%	0.32%	
EFF-05.3 Medical	15.7%	17.0%	16.3%	20.6%	
EFF-05.3a Senior Medical	13.1%	14.9%	19.8%	23.5%	
EFF-05.3b Junior Medical	18.3%	19.5%	9.98%	14.7%	
EFF-05.4 Nursing	0.95%	0.87%	0.92%	0.88%	
EFF-05.5 Operational	0.59%	0.75%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	1.91%	3.21%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	30.0%	43.3%	21.9%	6.24%	
EFF-05.8 Professional	1.70%	8.50%	3.96%	3.96%	
EFF-05.9 Technical	0.00%	0.00%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,633	\$2,554	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$182	\$131	\$278	\$190	
EFF-06.3 Medical	\$20,436	\$21,260	\$19,404	\$25,848	\$14,000
EFF-06.3a Senior Medical	\$12,673	\$13,681	\$20,743	\$25,546	
EFF-06.3b Junior Medical	\$28,365	\$29,720	\$18,338	\$26,031	\$66,000
EFF-06.4 Nursing	\$691	\$589	\$669	\$595	
EFF-06.5 Operational	\$374	\$468	\$600	\$334	
EFF-06.6 Trade And Artisans	\$1,107	\$1,721	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$76,948	\$83,408	\$41,843	\$12,380	\$40,000
EFF-06.8 Professional	\$6,227	\$6,549	\$3,701	\$3,679	\$20,000
EFF-06.9 Technical	\$0.00	\$0.00	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	11.1%	11.3%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	9.10%	4.02%	9.10%	9.34%	
EFF-07.3 Medical	6.75%	3.17%	5.90%	6.18%	
EFF-07.4 Nursing	11.0%	13.2%	11.8%	10.7%	
EFF-07.5 Operational	14.8%	14.5%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	14.1%	18.6%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	0.17%	0.00%	4.60%	2.87%	
EFF-07.8 Professional	10.2%	14.5%	9.53%	9.83%	
EFF-07.9 Technical	0.00%	0.00%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,851	\$3,221	\$3,622	\$3,391	\$43,000
EFF-08.2 Managerial And Clerical	\$3,267	\$1,519	\$2,835	\$2,632	\$22,000
EFF-08.3 Medical	\$5,022	\$1,948	\$4,098	\$3,907	\$12,000
EFF-08.4 Nursing	\$4,370	\$4,108	\$3,684	\$3,497	\$60,000
EFF-08.5 Operational	\$2,823	\$2,690	\$3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$4,825	\$5,552	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$272	\$0.00	\$6,381	\$4,513	
EFF-08.8 Professional	\$4,474	\$4,461	\$3,994	\$3,968	
EFF-08.9 Technical	\$0.00	\$0.00	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.29%	0.73%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.00%	0.00%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	0.58%	0.95%	0.43%	0.25%	
EFF-09.5 Operational	0.10%	1.18%	0.93%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.00%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.77%	2.22%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	48.4%	48.0%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.42	2.19	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	37.7%	39.0%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	0.00%	8.33%	4.00%	4.18%	
EFF-34.3 Category 3	0.00%	0.00%	16.4%	14.0%	
Day Surgery Rate					
EFF-35	71.7%	69.6%	67.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	92.9%	91.8%	91.3%	90.9%	
Average Cost / Weighted Separation (NHDCG)					
EFF-50	\$2,096	\$1,976	\$2,739	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,135	\$2,398	\$2,410	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) O60D Vaginal Delivery - Comp Diag	\$2,017	\$1,860	\$2,017	\$1,963	
EFF-52.02 (2) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$868	\$536	\$1,148	\$973	
EFF-52.03 (3) O01D Caesarean Delivery - Comp Diag	\$3,667	\$3,876	\$3,962	\$4,016	
EFF-52.04 (4) F72B Unstable Angina - CSCC	\$3,447	\$2,478	\$2,243	\$2,243	\$72,000
EFF-52.05 (5) Z60A Rehabilitation + CSCC	\$9,387	\$7,495	\$9,101	\$9,688	
EFF-52.06 (6) F60B Crc Dsr+AMI-Inva Inve Pr-CSCC	\$4,794	\$4,229	\$3,663	\$3,663	\$43,000
EFF-52.07 (7) J64B Cellulitis A>59 -CSCC / A<60	\$1,647	\$1,711	\$1,965	\$1,965	
EFF-52.08 (8) F74Z Chest Pain	\$1,008	\$1,231	\$1,157	\$1,157	
EFF-52.09 (9) G44C Other Colonoscopy, Sameday	\$619	\$699	\$1,121	\$1,121	
EFF-52.10 (10) F62B Heart Failure & Shock - CCC	\$2,811	\$2,844	\$3,071	\$3,071	
Casemix Efficiency - Acute Inpatients					
EFF-53	123%	112%	136%	129%	
Asset Condition					
EFF-57	59.7%	50.8%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$29.88	\$43.59	\$26.84	\$27.45	\$56,000
Cleaning - total cost per m2					
EFF-59	\$46.57	\$46.84	\$39.22	\$39.27	\$82,000
Linen Cost per OBD					
EFF-60	\$1.79	\$0.60	\$1.42	\$1.41	\$44,000
Energy Consumption per square metre					
EFF-61	\$20.19	\$22.11	\$20.19	\$23.59	

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Gladstone Hospital					
Central Zone		Large Peer Group			
Accreditation					
SIC01	Yes	Yes	13/13	49/57	
Credentialling					
SIC02	No	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	84.9%	83.2%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	82.8%	73.7%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	42.8	42.3	42.6	42.6
SIC03.4	Retention of Allied Health Staff	72.7%	80.0%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$589	\$328	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$200	\$189	\$101	\$112
Quality of information					
SIC04.1	Accuracy	96.3%	91.3%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	9	6	8	7
SIC04.2b	Timeliness - Number of days late per month	0.0	9.7	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	19.8%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	36.4%	75.0%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	54.5%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	72.7%	95.5%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	62.5%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	83.3%	100%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	75.0%	75.0%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	60.0%	80.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	87.5%	87.5%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	50.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	0/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	2/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	3.8%	1.9%	1.9%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Gladstone Hospital

Central Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	66.8	65.3	66.1
PS02	Complaints Management Index	66.2	64.0	65.2
PS03	Discharge and Follow-up Index	60.4	60.9	62.1
PS04	General Patient Information Index	72.9	69.2	69.9
PS05	Overall Care Index	65.7	65.2	65.9
PS06	Physical Environment Index	63.7	66.5	65.5
PS07	Treatment & Related Information Index	64.1	64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	65.0	67.8	68.2
PS02	Complaints Management Index	69.0	65.6	66.0
PS03	Discharge and Follow-up Index	66.5	65.2	66.0
PS04	General Patient Information Index	66.4	68.1	68.0
PS05	Overall Care Index	66.1	66.9	67.2
PS06	Physical Environment Index	63.9	68.4	67.9
PS07	Treatment & Related Information Index	68.3	65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	67.2	64.5	65.6
PS02	Complaints Management Index	66.3	63.4	64.9
PS03	Discharge and Follow-up Index	59.6	60.1	61.4
PS04	General Patient Information Index	72.5	69.3	70.1
PS05	Overall Care Index	65.6	64.7	65.7
PS06	Physical Environment Index	64.4	66.2	65.5
PS07	Treatment & Related Information Index	62.3	63.3	65.4

Service Type: Surgical

PS01	Access and Admission Index	66.2	68.9	69.5
PS02	Complaints Management Index	64.4	67.8	68.6
PS03	Discharge and Follow-up Index	60.0	64.0	65.1
PS04	General Patient Information Index	72.8	72.9	73.3
PS05	Overall Care Index	65.9	68.7	68.9
PS06	Physical Environment Index	61.2	67.3	65.9
PS07	Treatment & Related Information Index	68.2	69.2	69.7

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.0007.0002.00790

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Hervey Bay Hospital						
Central Zone			Large Peer Group			
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	11.3	9.8	20.2 *	12.9	12.0	13.9
CI01.2 Long Stay Rates	13.3 *	4.4	40.0	9.0	6.5	9.9
Heart Failure						
CI02.1 In-hospital Mortality	6.2	12.0	12.7 *	10.5	7.3	6.6
CI02.2 Long Stay Rates	4.4	12.3	15.8 *	10.9	9.2	9.8
Stroke						
CI03.1 In-hospital Mortality	15.0	24.4	22.6	20.7	19.3	19.2
CI03.2 Long Stay Rates	5.1	0.0 *	0.0	17 *	8.8	8.7
CI03.2a Acute Long Stay Rates	13.9	17.3 *	-	15.6 *	7.7	10.9
CI03.4 Nursing Home Separations	22.0	13.3	22.1	19.0	15.4	13.3
Pneumonia						
CI04.1 In-hospital Mortality	6.1	18.3 **	18.2 **	12.9 **	6.5	7.0
CI04.2 Long Stays	12.3	14.6	18.9 *	14.8 *	10.2	12.2
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	5.3	4.7	8.3	5.8	6.3	7.7
CI06.2 Long Stays	2.7 *	12.7	8.7	7.7 *	13.5	13.2
CI06.2a Acute Long Stays	7.6	20.3 *	-	13.5	8.4	11.9
CI06.5 Nursing Home Separations	26.7	22.9	35.3 *	20.6 *	20.0	19.9
CI06.6 Complications of Surgery	14.1	9.5	6.2	10.0	12.0	11.8
Knee Replacement						
CI07.1 Long Stays	9.0	6.8	8.2	7.7	5.6	9.4
CI07.3 Complications of Surgery	17.1	9.4	7.5	10.8	15.9	17.5
Hip Replacement						
CI08.1 Long Stay Rates	15.1	4.4	-	11.3	10.6	12.6
CI08.3 Complications of Surgery	18.1	12.7	-	18.6	26.5	23.4
Hysterectomy						
CI09.1 Long Stay rates	11.6	21.8 *	16.1	15.7 *	9.5	13.3
CI09.3 Complications of Surgery	7.4	10.2	10.9	9.4	7.9	8.6
CI09.4 on Women < 35 years	11.1	8.7	5.1	8.7	11.1	9.8
CI09.5 Blood Transfusion Rates	1.9	2.3	0.0	1.5	2.5	3.2
Standard Primiparae						
CI10.1 C-section	-	11.5	4.4 *	8.2	-	-
CI10.2 Induction of Labour	-	24.1	19.4	21.8 *	-	-
CI10.3 Perineal Tears	-	2.1	0.0	1.1	-	-
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.6	4.0	3.8	-	-

Hervey Bay Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00791

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	13.0**	11.2*	12.2**	-	-
CI13.2 Caesarean Section Births	-	8.5	15.8**	11.9**	-	-
Asthma						
CI14.1 Long Stay Rates	3.1	10.8	12.4	9.5	10.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	3.6	15.4	-	7.4	8.3	10.3
CI15.3 Complications of Surgery	3.8*	24.7	-	13.1*	18.3	20.9

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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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Hervey Bay Hospital					
Central Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	261	263	401	95.5	
EFF-01.2 Managerial And Clerical	32.6	29.9	61.0	11.2	
EFF-01.3 Medical	29.0	29.7	45.5	4.12	
EFF-01.4 Nursing	110	117	174	48.1	
EFF-01.4a Nursing Agency	0.05	0.92	1.30	0.00	
EFF-01.5 Operational	66.1	64.3	71.5	27.3	
EFF-01.6 Trade And Artisans	0.00	0.00	1.25	1.03	
EFF-01.7 Visiting Medical Officers	0.51	0.60	3.56	0.67	
EFF-01.8 Professional	19.6	19.3	21.5	7.42	
EFF-01.9 Technical	2.69	3.17	1.23	1.59	
Total FTE					
EFF-02 All staff	334	338	511	126	
EFF-02.2 Managerial And Clerical	40.0	36.8	73.8	14.3	
EFF-02.3 Medical	39.4	39.3	62.0	5.79	
EFF-02.4 Nursing	142	148	221	60.5	
EFF-02.4a Nursing Agency	0.05	0.92	1.30	0.00	
EFF-02.5 Operational	84.2	81.3	91.5	34.6	
EFF-02.6 Trade And Artisans	0.00	0.00	1.19	1.22	
EFF-02.7 Visiting Medical Officers	0.98	1.05	4.46	0.89	
EFF-02.8 Professional	24.3	25.3	29.6	9.62	
EFF-02.9 Technical	3.13	3.85	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.38%	4.63%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	3.20%	3.75%	4.36%	3.99%	
EFF-03.3 Medical	1.87%	1.50%	1.76%	1.56%	
EFF-03.4 Nursing	5.04%	4.60%	5.24%	4.71%	
EFF-03.5 Operational	5.64%	7.19%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	0.00%	0.00%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	0.76%	0.68%	0.67%	0.60%	
EFF-03.8 Professional	2.53%	2.54%	2.95%	2.95%	
EFF-03.9 Technical	1.68%	4.99%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,338	\$1,371	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$936	\$991	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,448	\$1,322	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,556	\$1,480	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,171	\$1,335	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$0.00	\$0.00	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$1,236	\$1,147	\$1,159	\$931	
EFF-04.8 Professional	\$1,262	\$1,387	\$1,290	\$1,384	
EFF-04.9 Technical	\$760	\$2,056	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.66%	3.16%	2.75%	2.47%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.64%	0.52%	0.51%	0.32%	
EFF-05.3 Medical	19.6%	17.0%	16.3%	20.6%	
EFF-05.3a Senior Medical	25.7%	22.3%	19.8%	23.5%	
EFF-05.3b Junior Medical	11.6%	10.6%	9.98%	14.7%	
EFF-05.4 Nursing	1.34%	1.16%	0.92%	0.88%	
EFF-05.5 Operational	1.38%	0.97%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	0.00%	0.00%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	73.9%	62.7%	21.9%	6.24%	
EFF-05.8 Professional	4.53%	4.12%	3.96%	3.96%	
EFF-05.9 Technical	0.00%	0.00%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,881	\$3,316	\$3,038	\$2,816	\$220,000
EFF-06.2 Managerial And Clerical	\$330	\$266	\$278	\$190	
EFF-06.3 Medical	\$24,081	\$20,449	\$19,404	\$25,548	\$136,000
EFF-06.3a Senior Medical	\$26,272	\$22,102	\$20,743	\$25,546	\$91,000
EFF-06.3b Junior Medical	\$21,177	\$18,495	\$18,338	\$26,031	\$35,000
EFF-06.4 Nursing	\$1,005	\$899	\$669	\$595	\$37,000
EFF-06.5 Operational	\$732	\$505	\$500	\$334	\$15,000
EFF-06.6 Trade And Artisans	\$0.00	\$0.00	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$126,449	\$112,092	\$41,843	\$12,380	\$43,000
EFF-06.8 Professional	\$4,071	\$3,371	\$3,701	\$3,679	
EFF-06.9 Technical	\$0.00	\$0.00	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	10.2%	10.1%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	8.59%	9.89%	9.10%	9.34%	
EFF-07.3 Medical	4.01%	3.88%	5.90%	6.18%	
EFF-07.4 Nursing	11.5%	10.6%	11.8%	10.7%	
EFF-07.5 Operational	13.0%	13.4%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	0.00%	15.5%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	3.26%	3.08%	4.60%	2.87%	
EFF-07.8 Professional	7.06%	8.12%	9.53%	9.83%	
EFF-07.9 Technical	2.16%	5.43%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$2,952	\$2,997	\$3,622	\$3,391	
EFF-08.2 Managerial And Clerical	\$1,892	\$2,104	\$2,635	\$2,632	
EFF-08.3 Medical	\$3,107	\$2,341	\$4,098	\$3,907	
EFF-08.4 Nursing	\$3,471	\$3,423	\$3,684	\$3,497	
EFF-08.5 Operational	\$2,516	\$2,736	\$3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$0.00	\$4,269	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$4,466	\$3,926	\$6,381	\$4,513	
EFF-08.8 Professional	\$3,262	\$3,770	\$3,994	\$3,968	
EFF-08.9 Technical	\$975	\$2,265	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.55%	0.35%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.05%	0.73%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	0.24%	0.54%	0.43%	0.25%	
EFF-09.5 Operational	1.70%	0.10%	0.93%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.08%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	2.38%	2.07%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	74.2%	78.6%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.63	2.97	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	45.9%	45.4%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	14.0%	5.81%	4.00%	4.18%	
EFF-34.3 Category 3	11.5%	19.2%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	56.4%	51.0%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	95.0%	94.6%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCCD)					
EFF-50	\$2,869	\$2,390	\$2,739	\$2,739	\$1,019,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,542	\$2,464	\$2,410	\$2,598	\$1,035,000
Top 10 DRG Average cost					
EFF-52.01 (1) L61Z Admit For Renal Dialysis	\$455	\$338	\$344	\$418	\$176,000
EFF-52.02 (2) O60D Vaginal Delivery - Comp Diag	\$2,374	\$2,307	\$2,017	\$1,963	\$92,000
EFF-52.03 (3) G44C Other Colonoscopy, Sameday	\$1,539	\$1,087	\$1,121	\$1,121	\$148,000
EFF-52.04 (4) F72B Unstable Angina - CSCC	\$2,542	\$2,518	\$2,243	\$2,243	\$53,000
EFF-52.05 (5) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$1,247	\$900	\$1,148	\$973	\$36,000
EFF-52.06 (6) E65A Chmic Obstret Airway Dis+CSCC	\$5,025	\$4,225	\$4,130	\$5,086	\$66,000
EFF-52.07 (7) G45B Other Gastrpy+N-Mjr Dig Dis,Sd	\$1,096	\$802	\$840	\$840	\$82,000
EFF-52.08 (8) F74Z Chest Pain	\$1,736	\$1,324	\$1,157	\$1,157	\$114,000
EFF-52.09 (9) A06Z Tracheostomy Any Age Any Cond	\$22,264	\$29,182	\$30,358	\$46,987	
EFF-52.10 (10) F62B Heart Failure & Shock - CCC	\$4,265	\$2,575	\$3,071	\$3,071	\$91,000
Casemix Efficiency - Acute Inpatients					
EFF-53	153%	123%	136%	129%	
Asset Condition					
EFF-57	68.7%	72.7%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$38.51	\$27.36	\$26.84	\$27.45	\$286,000
Cleaning - total cost per m2					
EFF-59	\$58.83	\$51.71	\$39.22	\$39.27	\$248,000
Linen Cost per OBD					
EFF-60	\$1.35	\$1.57	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$29.95	\$32.17	\$20.19	\$23.59	\$124,000

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator		Current	Previous	Peer Group Median	State Median
Hervey Bay Hospital					
Central Zone		Large Peer Group			
Accreditation					
SIC01		Yes	Yes	13/13	49/57
Credentialling					
SIC02		Yes	N/R	9/13	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	85.0%	85.0%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	86.0%	89.1%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	43.9	42.7	42.6	42.6
SIC03.4	Retention of Allied Health Staff	56.0%	87.5%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$429	\$428	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$20.81	\$21.69	\$101	\$112
Quality of information					
SIC04.1	Accuracy	87.5%	94.8%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	9	6	8	7
SIC04.2b	Timeliness - Number of days late per month	0.0	5.0	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	27.1%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	0.0%	57.7%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	57.7%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	0.0%	57.7%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	16.3%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	43.3%	66.7%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	50.0%	75.0%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	15.0%	30.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	50.0%	75.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	2/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	2/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	1.9%	7.7%	1.9%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Hervey Bay Hospital

Central Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined					
PS01	Access and Admission Index	70.9	**	65.3	66.1
PS02	Complaints Management Index	67.8	*	64.0	65.2
PS03	Discharge and Follow-up Index	68.0	**	60.9	62.1
PS04	General Patient Information Index	72.5	*	69.2	69.9
PS05	Overall Care Index	70.3	**	65.2	65.9
PS06	Physical Environment Index	72.6	**	66.5	65.5
PS07	Treatment & Related Information Index	70.0	**	64.0	65.6
Service Type: Maternity					
PS01	Access and Admission Index	59.6	*	67.8	68.2
PS02	Complaints Management Index	61.1		65.6	66.0
PS03	Discharge and Follow-up Index	64.1		65.2	66.0
PS04	General Patient Information Index	62.7		68.1	68.0
PS05	Overall Care Index	61.9		66.0	67.2
PS06	Physical Environment Index	68.5		68.4	67.9
PS07	Treatment & Related Information Index	58.9		65.5	66.2
Service Type: Medical					
PS01	Access and Admission Index	72.2	**	64.5	65.6
PS02	Complaints Management Index	67.0	*	63.4	64.9
PS03	Discharge and Follow-up Index	67.9	**	60.1	61.4
PS04	General Patient Information Index	73.3	*	69.3	70.1
PS05	Overall Care Index	70.6	**	64.7	65.7
PS06	Physical Environment Index	71.9	**	66.2	65.5
PS07	Treatment & Related Information Index	70.4	**	63.3	65.4
Service Type: Surgical					
PS01	Access and Admission Index	72.5	*	68.9	69.5
PS02	Complaints Management Index	75.2	*	67.8	68.6
PS03	Discharge and Follow-up Index	70.4	*	64.0	65.1
PS04	General Patient Information Index	74.8		72.9	73.3
PS05	Overall Care Index	73.8	*	68.7	68.9
PS06	Physical Environment Index	77.6	**	67.3	65.9
PS07	Treatment & Related Information Index	74.1	*	69.2	69.7

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.



Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean	
Ipswich Hospital							
Southern Zone			Large Peer Group				
Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	7.2 *	9.2	9.5 *	8.8 *	12.0	13.9
CI01.2	Long Stay Rates	10.5 *	10.2	8.3	9.5	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	7.5	6.7	7.7	7.3	7.3	6.6
CI02.2	Long Stay Rates	9.9	12.5	13.3 *	11.9 *	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	17.2	18.3	24.8	20.2	19.3	19.2
CI03.2	Long Stay Rates	10.9	10.8	9.0	10.2	8.8	8.7
CI03.2a	Acute Long Stay Rates	0.0 *	2.7	-	1.2 *	7.7	10.9
CI03.4	Nursing Home Separations	22.4 *	20.7	17.7	20.2 *	15.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	5.4	7.9	4.5	5.9	6.5	7.0
CI04.2	Long Stays	11.9	7.7	8.3	9.3	10.2	12.2
Diabetic Foot							
CI05.1	Long Stays	26.1	22.1	3.1	12.7	10.3	14.6
CI05.4	Amputation Rates	32.2 *	45.2 *	21.4	29.2	14.6	23.8
Fractured Neck of Femur							
CI06.1	In-hospital Mortality	5.6	6.5	7.1	6.4	6.3	7.7
CI06.2	Long Stays	15.7	21.5 *	8.5	14.9	13.5	13.2
CI06.2a	Acute Long Stays	3.7	7.9	-	5.7	8.4	11.9
CI06.5	Nursing Home Separations	21.7	20.2	16.6	19.8	20.0	19.9
CI06.6	Complications of Surgery	14.6	16.1	18.1	16.2	12.0	11.8
Knee Replacement							
CI07.1	Long Stays	1.7	7.2	6.7	5.3	5.6	9.4
CI07.3	Complications of Surgery	19.5	22.5	34.1 *	25.2 *	15.9	17.5
Hip Replacement							
CI08.1	Long Stay Rates	10.0	10.3	4.9	8.8	10.6	12.6
CI08.3	Complications of Surgery	36.1	32.6 *	50.2 *	38.9 **	26.5	23.4
Hysterectomy							
CI09.1	Long Stay rates	8.2	9.4	8.5	8.7	9.5	13.3
CI09.3	Complications of Surgery	3.9 *	6.7	30.2 **	15.1 **	7.9	8.6
CI09.4	on Women < 35 years	12.7	14.8	17.2 *	15.2 *	11.1	9.8
CI09.5	Blood Transfusion Rates	1.3	1.7	1.3	1.4	2.5	3.2
Standard Primiparae							
CI10.1	C-section	-	10.8	7.1 *	8.5 *	-	-
CI10.2	Induction of Labour	-	17.0	9.2 *	12.0 *	-	-
CI10.3	Perineal Tears	-	5.1	1.1	2.4	-	-

Ipswich Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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



CAB.0007.0002.00798

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	3.2	2.5	2.7	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	9.7 *	10.4 *	10.0 **	-	-
CI13.2 Caesarean Section Births	-	8.1	4.9	5.9	-	-
Asthma						
CI14.1 Long Stay Rates	18.0 *	17.8 *	13.2	15.7 *	10.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	9.0	4.6	10.2	5.5	8.3	10.3
CI15.3 Complications of Surgery	18.6	20.3	45.0 *	26.9	18.3	20.9

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Ipswich Hospital					
Southern Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	634	627	401	95.5	
EFF-01.2 Managerial And Clerical	65.1	68.4	61.0	11.2	
EFF-01.3 Medical	70.3	63.8	45.5	4.12	
EFF-01.4 Nursing	330	324	174	48.1	
EFF-01.4a Nursing Agency	10.1	7.54	1.30	0.00	
EFF-01.5 Operational	111	109	71.5	27.3	
EFF-01.6 Trade And Artisans	0.00	4.31	1.25	1.03	
EFF-01.7 Visiting Medical Officers	8.49	7.22	3.56	0.67	
EFF-01.8 Professional	49.0	49.1	21.5	7.42	
EFF-01.9 Technical	0.50	0.53	1.23	1.59	
Total FTE					
EFF-02 All staff	803	774	511	126	
EFF-02.2 Managerial And Clerical	81.9	83.8	73.8	14.3	
EFF-02.3 Medical	94.8	87.7	62.0	5.79	
EFF-02.4 Nursing	416	397	221	60.5	
EFF-02.4a Nursing Agency	10.1	7.54	1.30	0.00	
EFF-02.5 Operational	137	131	91.5	34.6	
EFF-02.6 Trade And Artisans	0.00	4.66	1.19	1.22	
EFF-02.7 Visiting Medical Officers	10.8	9.88	4.46	0.89	
EFF-02.8 Professional	62.3	59.4	29.6	9.62	
EFF-02.9 Technical	0.56	0.56	1.10	1.06	
Proportion of Sick Leave					
EFF-03 All staff	4.65%	4.07%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	5.37%	3.94%	4.36%	3.99%	
EFF-03.3 Medical	2.31%	1.99%	1.76%	1.56%	
EFF-03.4 Nursing	5.24%	4.41%	5.24%	4.71%	
EFF-03.5 Operational	4.90%	4.63%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	0.00%	2.03%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	2.43%	7.95%	0.67%	0.60%	
EFF-03.8 Professional	2.95%	3.05%	2.95%	2.95%	
EFF-03.9 Technical	1.37%	0.00%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,526	\$1,431	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,410	\$1,165	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,121	\$1,385	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,746	\$1,447	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,043	\$1,026	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$0.00	\$661	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$4,023	\$10,209	\$1,159	\$931	
EFF-04.8 Professional	\$1,447	\$1,453	\$1,290	\$1,384	
EFF-04.9 Technical	\$481	\$0.00	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	2.75%	2.86%	2.75%	2.47%	

Ipswich Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00800

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.51%	0.31%	0.51%	0.32%	
EFF-05.3 Medical	17.1%	19.9%	16.3%	20.6%	
EFF-05.3a Senior Medical	19.8%	23.2%	19.8%	23.5%	
EFF-05.3b Junior Medical	8.90%	9.54%	9.98%	14.7%	
EFF-05.4 Nursing	0.59%	0.52%	0.92%	0.88%	
EFF-05.5 Operational	0.75%	0.91%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	0.00%	2.43%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	7.37%	8.21%	21.9%	6.24%	
EFF-05.8 Professional	3.31%	3.36%	3.96%	3.96%	
EFF-05.9 Technical	0.61%	0.00%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,913	\$2,908	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$306	\$176	\$278	\$190	
EFF-06.3 Medical	\$19,404	\$21,443	\$19,404	\$25,548	
EFF-06.3a Senior Medical	\$20,743	\$23,327	\$20,743	\$25,546	
EFF-06.3b Junior Medical	\$15,257	\$15,689	\$18,338	\$28,031	
EFF-06.4 Nursing	\$419	\$353	\$669	\$595	
EFF-06.5 Operational	\$470	\$645	\$500	\$334	
EFF-06.6 Trade And Artisans	\$0.00	\$1,329	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$14,829	\$16,622	\$41,843	\$12,380	
EFF-06.8 Professional	\$3,022	\$2,928	\$3,701	\$3,679	
EFF-06.9 Technical	\$360	\$0.00	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	10.0%	8.03%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	9.78%	6.85%	9.10%	8.34%	
EFF-07.3 Medical	6.59%	6.21%	5.90%	6.18%	
EFF-07.4 Nursing	10.8%	8.74%	11.8%	10.7%	
EFF-07.5 Operational	10.4%	8.57%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	0.00%	3.22%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	8.54%	11.1%	4.60%	2.87%	
EFF-07.8 Professional	9.55%	6.22%	9.53%	9.83%	
EFF-07.9 Technical	2.08%	0.73%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,451	\$2,951	\$3,622	\$3,391	
EFF-08.2 Managerial And Clerical	\$2,306	\$1,803	\$2,635	\$2,632	
EFF-08.3 Medical	\$4,098	\$4,387	\$4,098	\$3,907	
EFF-08.4 Nursing	\$3,603	\$2,977	\$3,684	\$3,497	
EFF-08.5 Operational	\$2,567	\$2,028	\$3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$0.00	\$1,043	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$9,634	\$15,430	\$6,381	\$4,513	\$28,000
EFF-08.8 Professional	\$3,994	\$2,952	\$3,994	\$3,968	
EFF-08.9 Technical	\$730	\$238	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.47%	0.38%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	1.83%	1.16%	0.05%	0.00%	
EFF-09.3 Medical	0.01%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	0.43%	0.28%	0.43%	0.25%	
EFF-09.5 Operational	0.25%	0.58%	0.93%	0.41%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.12%	0.03%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.47%	2.06%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	80.9%	79.8%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.84	2.87	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	46.5%	43.6%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	4.18%	3.77%	4.00%	4.18%	
EFF-34.3 Category 3	35.1%	39.1%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	54.9%	53.1%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	92.8%	91.1%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCCD)					
EFF-50	\$3,078	\$1,992	\$2,739	\$2,739	\$8,318,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$1,762	\$2,096	\$2,410	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) U61A Schizophrenia Disorders+MHLS	\$18,282	\$7,609	\$13,022	\$13,022	\$889,000
EFF-52.02 (2) Z60A Rehabilitation + CSCC	\$14,166	\$5,426	\$9,101	\$9,688	\$1,028,000
EFF-52.03 (3) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$1,624	\$765	\$1,148	\$973	\$774,000
EFF-52.04 (4) A06Z Tracheostomy Any Age Any Cond	\$37,170	\$26,121	\$30,358	\$46,987	\$347,000
EFF-52.05 (5) O60D Vaginal Delivery - Comp Diag	\$1,593	\$715	\$2,017	\$1,963	
EFF-52.06 (6) U63B Major Affective Dsrd A-70-CSCC	\$12,583	\$4,208	\$6,211	\$8,825	\$631,000
EFF-52.07 (7) U61B Schizophrenia Disorders-MHLS	\$9,182	\$4,562	\$5,792	\$5,792	\$451,000
EFF-52.08 (8) D40Z Dental Extract & Restorations	\$2,688	\$14,045	\$1,738	\$1,738	\$360,000
EFF-52.09 (9) B63Z Dmntia&Chrnrc Disturb Crbrl Fn	\$14,274	\$11,351	\$8,519	\$9,121	\$391,000
EFF-52.10 (10) Z64A Oth Fctr Infl Health Stat A-79	\$19,406	\$6,941	\$9,207	\$9,147	\$479,000
Casemix Efficiency - Acute Inpatients					
EFF-53	156%	100%	136%	129%	
Asset Condition					
EFF-57	80.1%	83.5%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$22.82	\$20.00	\$26.84	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$33.21	\$30.57	\$39.22	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.21	\$1.48	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$16.99	\$16.76	\$20.19	\$23.59	



Measured Quality Hospital Report

System Integration and Change - 2003

Current Previous Peer Group Median State Median

Indicator

Ipswich Hospital

Southern Zone

Large Peer Group

Accreditation					
SIC01	Yes	Yes	13/13	49/57	
Credentialling					
SIC02	No	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	82.9%	N/R	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	77.8%	N/R	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	40.2	N/R	42.6	42.6
SIC03.4	Retention of Allied Health Staff	70.4%	N/R	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$243	\$212	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$101	\$100	\$101	\$112
Quality of information					
SIC04.1	Accuracy	97.3%	93.3%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	6	5	8	7
SIC04.2b	Timeliness - Number of days late per month	11.3	3.5	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	40.6%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	50.0%	80.8%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	80.8%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	80.8%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	32.5%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	70.0%	80.0%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	100%	100%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	40.0%	60.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	75.0%	100%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	87.5%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	2/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	1/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	0.0%	44.2%	1.9%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Ipswich Hospital

Southern Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	63.3	*	65.3	66.1
PS02	Complaints Management Index	58.7	**	64.0	65.2
PS03	Discharge and Follow-up Index	57.8	*	60.9	62.1
PS04	General Patient Information Index	65.5	*	69.2	69.9
PS05	Overall Care Index	62.0	*	65.2	65.9
PS06	Physical Environment Index	64.5	*	66.5	65.5
PS07	Treatment & Related Information Index	59.2	**	64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	65.6		67.8	68.2
PS02	Complaints Management Index	62.6		65.6	66.0
PS03	Discharge and Follow-up Index	65.2		65.2	66.0
PS04	General Patient Information Index	65.2		68.1	68.0
PS05	Overall Care Index	64.9		66.9	67.2
PS06	Physical Environment Index	65.8		68.4	67.9
PS07	Treatment & Related Information Index	63.6		65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	62.9		64.5	65.6
PS02	Complaints Management Index	60.0		63.4	64.9
PS03	Discharge and Follow-up Index	57.5		60.1	61.4
PS04	General Patient Information Index	67.0		69.3	70.1
PS05	Overall Care Index	62.0		64.7	65.7
PS06	Physical Environment Index	63.4		66.2	65.5
PS07	Treatment & Related Information Index	59.1	*	63.5	65.4

Service Type: Mental Health

PS01	Access and Admission Index	56.2		58.7	56.7
PS02	Complaints Management Index	48.2	*	57.2	55.6
PS03	Discharge and Follow-up Index	44.5		54.0	54.4
PS04	General Patient Information Index	49.7		58.5	58.0
PS05	Overall Care Index	52.0		57.6	56.1
PS06	Physical Environment Index	67.4		63.5	60.3
PS07	Treatment & Related Information Index	42.6		53.1	51.8

Service Type: Surgical

PS01	Access and Admission Index	67.8		68.9	69.5
PS02	Complaints Management Index	64.8		67.8	68.6
PS03	Discharge and Follow-up Index	63.0		64.0	65.1
PS04	General Patient Information Index	70.6		72.9	73.3
PS05	Overall Care Index	66.7		68.7	68.9
PS06	Physical Environment Index	65.2		67.3	65.9
PS07	Treatment & Related Information Index	66.7		69.2	69.7

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.0007.0002.00804

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Logan Hospital						
Southern Zone						
Large Peer Group						
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	10.1	11.2	14.1	11.7	12.0	13.9
CI01.2 Long Stay Rates	3.2 *	10.4	13.4 *	9.1	6.5	9.9
Heart Failure						
CI02.1 In-hospital Mortality	5.9	8.6	10.7	8.1	7.3	6.6
CI02.2 Long Stay Rates	8.5	9.5	8.8	8.9	9.2	9.8
Stroke						
CI03.1 In-hospital Mortality	28.1 *	20.0	29.4	25.7	19.3	19.2
CI03.2 Long Stay Rates	0.0 *	0.0 *	0.0	0.0 *	8.8	8.7
CI03.2a Acute Long Stay Rates	10.2	14.5 *		12.5 *	7.7	10.9
CI03.4 Nursing Home Separations	15.1	7.3 *	15.6	12.4	15.4	13.3
Pneumonia						
CI04.1 In-hospital Mortality	7.8	5.3	7.1	6.7	6.5	7.0
CI04.2 Long Stays	7.1 *	10.1	17.7 *	11.3	10.2	12.2
Diabetic Foot						
CI05.1 Long Stays	3.0	17.6	-	5.7	10.3	14.6
CI05.4 Amputation Rates	6.9	10.5	-	8.1 *	14.6	23.8
Fractured Neck of Femur						
CI06.1 In-hospital Mortality	4.9	2.7 *	3.4	3.7 *	6.3	7.7
CI06.2 Long Stays	3.4 *	0.0 **	3.8	1.9 **	13.5	13.2
CI06.2a Acute Long Stays	8.1	10.3	-	9.3	8.4	11.9
CI06.5 Nursing Home Separations	23.8	25.7	21.6	24.7	20.0	19.9
CI06.6 Complications of Surgery	12.6	19.9 *	41.6 **	21.3 **	12.0	11.8
Knee Replacement						
CI07.1 Long Stays	5.4	5.7	-	7.4	5.6	9.4
CI07.3 Complications of Surgery	13.7	24.9	-	22.9	15.9	17.5
Hip Replacement						
CI08.1 Long Stay Rates	8.1	0.0 *	-	4.2 *	10.6	12.6
CI08.3 Complications of Surgery	28.9	18.9	-	25.8	26.5	23.4
Hysterectomy						
CI09.1 Long Stay rates	10.4	15.9 *	15.1	13.9 *	9.5	13.3
CI09.3 Complications of Surgery	17.6 **	20.6 **	23.3 **	20.7 **	7.9	8.6
CI09.4 on Women < 35 years	5.5 *	11.0	10.1	9.1	11.1	9.8
CI09.5 Blood Transfusion Rates	2.7	4.2	1.9	2.9	2.5	3.2
Standard Primiparae						
CI10.1 C-section	-	19.1 *	15.9	17.4 *	-	-
CI10.2 Induction of Labour	-	23.8 *	20.4 *	21.8 **	-	-
CI10.3 Perineal Tears	-	5.4	3.5	4.3	-	-

Logan Hospital

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Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00805

Measured Quality Hospital Report

Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	2.3	2.3	2.3 *	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	6.1	6.8 *	6.5 *	-	-
CI13.2 Caesarean Section Births	-	3.1 *	3.6 *	3.4 *	-	-
Asthma						
CI14.1 Long Stay Rates	9.8	18.4 *	12.7	13.7	10.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	5.4	8.2	8.3	6.8	8.3	10.3
CI15.3 Complications of Surgery	17.8	40.8 *	38.4 *	30.7 *	18.3	20.9

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.

SECRETARIAT

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Logan Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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

CAB.0007.0002.00806

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Logan Hospital					
Southern Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	821	833	401	95.5	
EFF-01.2 Managerial And Clerical	145	145	61.0	11.2	
EFF-01.3 Medical	96.8	95.4	45.5	4.12	
EFF-01.4 Nursing	371	377	174	48.1	
EFF-01.4a Nursing Agency	0.00	0.00	1.30	0.00	
EFF-01.5 Operational	142	146	71.5	27.3	
EFF-01.7 Visiting Medical Officers	7.26	6.60	3.56	0.67	
EFF-01.8 Professional	57.2	60.6	21.5	7.42	
EFF-01.9 Technical	1.56	1.98	1.23	1.59	
Total FTE					
EFF-02 All staff	1,024	967	511	126	
EFF-02.2 Managerial And Clerical	176	161	73.8	14.3	
EFF-02.3 Medical	124	119	62.0	5.79	
EFF-02.4 Nursing	460	440	221	60.5	
EFF-02.4a Nursing Agency	0.00	0.00	1.30	0.00	
EFF-02.5 Operational	178	167	91.5	34.6	
EFF-02.7 Visiting Medical Officers	10.3	8.09	4.46	0.89	
EFF-02.8 Professional	73.6	70.4	29.6	9.62	
EFF-02.9 Technical	2.01	2.22	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.26%	3.39%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	4.11%	2.98%	4.36%	3.99%	
EFF-03.3 Medical	2.47%	1.98%	1.76%	1.56%	
EFF-03.4 Nursing	4.74%	3.81%	5.24%	4.71%	
EFF-03.5 Operational	4.01%	3.88%	5.64%	4.99%	
EFF-03.7 Visiting Medical Officers	1.50%	0.96%	0.67%	0.60%	
EFF-03.8 Professional	3.35%	2.98%	2.95%	2.95%	
EFF-03.9 Technical	4.66%	5.12%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,470	\$1,314	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,274	\$1,007	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,305	\$1,329	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,660	\$1,487	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,150	\$1,098	\$1,198	\$1,237	
EFF-04.7 Visiting Medical Officers	\$2,365	\$1,558	\$1,159	\$931	
EFF-04.8 Professional	\$1,687	\$1,423	\$1,290	\$1,384	
EFF-04.9 Technical	\$1,962	\$2,044	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	2.24%	2.07%	2.75%	2.47%	
EFF-05.2 Managerial And Clerical	0.46%	0.35%	0.51%	0.32%	
EFF-05.3 Medical	11.6%	12.5%	16.3%	20.6%	
EFF-05.3a Senior Medical	13.6%	15.3%	19.8%	23.5%	
EFF-05.3b Junior Medical	4.81%	5.07%	9.98%	14.7%	

Logan Hospital

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Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00807

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.4 Nursing	0.93%	0.59%	0.92%	0.88%	
EFF-05.5 Operational	0.30%	0.33%	0.85%	0.61%	
EFF-05.7 Visiting Medical Officers	15.9%	10.8%	21.9%	6.24%	
EFF-05.8 Professional	2.55%	2.18%	3.96%	3.96%	
EFF-05.9 Technical	0.45%	0.25%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,328	\$2,030	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$278	\$210	\$278	\$190	
EFF-06.3 Medical	\$12,913	\$12,837	\$19,404	\$25,548	
EFF-06.3a Senior Medical	\$14,521	\$14,866	\$20,743	\$25,546	
EFF-06.3b Junior Medical	\$7,293	\$7,733	\$18,338	\$26,031	
EFF-06.4 Nursing	\$706	\$413	\$669	\$595	\$14,000
EFF-06.5 Operational	\$164	\$174	\$500	\$334	
EFF-06.7 Visiting Medical Officers	\$27,265	\$19,874	\$41,843	\$12,380	
EFF-06.8 Professional	\$2,324	\$1,871	\$3,701	\$3,679	
EFF-06.9 Technical	\$300	\$170	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	9.26%	4.17%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	8.68%	3.78%	9.10%	9.34%	
EFF-07.3 Medical	4.69%	3.11%	5.90%	6.18%	
EFF-07.4 Nursing	9.68%	4.41%	11.8%	10.7%	
EFF-07.5 Operational	12.0%	4.65%	13.1%	11.9%	
EFF-07.7 Visiting Medical Officers	4.60%	2.07%	4.60%	2.87%	
EFF-07.8 Professional	9.53%	4.27%	9.53%	9.83%	
EFF-07.9 Technical	9.15%	5.95%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,078	\$1,701	\$3,622	\$3,391	
EFF-08.2 Managerial And Clerical	\$2,635	\$1,307	\$2,635	\$2,632	
EFF-08.3 Medical	\$2,817	\$2,330	\$4,098	\$3,907	
EFF-08.4 Nursing	\$3,296	\$1,748	\$3,684	\$3,497	
EFF-08.5 Operational	\$2,800	\$1,326	\$3,034	\$2,919	
EFF-08.7 Visiting Medical Officers	\$6,381	\$3,435	\$6,381	\$4,513	
EFF-08.8 Professional	\$3,476	\$2,054	\$3,994	\$3,968	
EFF-08.9 Technical	\$3,912	\$2,388	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.30%	0.10%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.17%	0.09%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	0.23%	0.10%	0.43%	0.25%	
EFF-09.5 Operational	0.92%	0.23%	0.93%	0.41%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.03%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	0.64%	0.67%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	81.7%	78.0%	80.1%	60.2%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Average Length of Stay					
EFF-31	3.10	3.22	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	44.7%	44.0%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	15.4%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	1.24%	0.51%	4.00%	4.18%	
EFF-34.3 Category 3	54.5%	43.8%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	50.9%	55.3%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	91.0%	91.3%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCCD)					
EFF-50	\$2,352	\$2,157	\$2,739	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,183	\$2,055	\$2,410	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) U61A Schizophrenia Disorders+MHLS	\$15,400	\$5,153	\$13,022	\$13,022	\$554,000
EFF-52.02 (2) U63B Major Affective Dsrd A<70-CSCC	\$11,480	\$4,812	\$6,211	\$8,825	\$1,113,000
EFF-52.03 (3) P67D Neo,Admwt >2499g-Sig Or Pr-Pib	\$973	\$666	\$1,148	\$973	
EFF-52.04 (4) O60D Vaginal Delivery - Comp Diag	\$1,322	\$1,327	\$2,017	\$1,963	
EFF-52.05 (5) A06Z Tracheostomy Any Age Any Cond	\$33,832	\$26,598	\$30,358	\$46,987	\$160,000
EFF-52.06 (6) L61Z Admit For Renal Dialysis	\$257	\$261	\$344	\$418	
EFF-52.07 (7) U61B Schizophrenia Disorders-MHLS	\$8,494	\$3,107	\$5,792	\$5,792	\$367,000
EFF-52.08 (8) U67Z Personality Dsrd&Acute Reactions	\$4,242	\$1,203	\$2,592	\$3,240	\$436,000
EFF-52.09 (9) O01D Caesarean Delivery - Comp Diag	\$2,822	\$3,442	\$3,962	\$4,016	
EFF-52.10 (10) E65A Chmic Obstrct Airway Dis+CSCC	\$4,262	\$3,743	\$4,130	\$5,086	\$27,000
Casemix Efficiency - Acute Inpatients					
EFF-53	120%	110%	136%	129%	
Asset Condition					
EFF-57	79.1%	79.9%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$22.75	\$23.86	\$26.84	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$37.31	\$40.16	\$39.22	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.41	\$1.33	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$17.29	\$19.56	\$20.19	\$23.59	

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Logan Hospital					
Southern Zone		Large Peer Group			
Accreditation					
SIC01	Yes	Yes	13/13	49/57	
Credentialling					
SIC02	Yes	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	82.3%	N/R	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	80.0%	N/R	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	42.6	N/R	42.6	42.6
SIC03.4	Retention of Allied Health Staff	65.4%	N/R	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$361	\$178	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$141	\$176	\$101	\$112
Quality of information					
SIC04.1	Accuracy	96.2%	97.6%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	0	0	8	7
SIC04.2b	Timeliness - Number of days late per month	19.9	17.6	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	34.4%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	75.0%	65.4%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	50.0%	57.7%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	73.1%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	20.0%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	40.0%	26.7%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	25.0%	8.3%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	30.0%	25.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	37.5%	25.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	1.9%	1.9%	1.9%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Logan Hospital

Southern Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	61.2	**	65.3	66.1
PS02	Complaints Management Index	64.0		64.0	65.2
PS03	Discharge and Follow-up Index	61.5		60.9	62.1
PS04	General Patient Information Index	68.1	*	69.2	69.9
PS05	Overall Care Index	63.6		65.2	65.9
PS06	Physical Environment Index	66.8		66.5	65.5
PS07	Treatment & Related Information Index	63.3		64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	63.7	*	67.8	68.2
PS02	Complaints Management Index	63.2		65.6	66.0
PS03	Discharge and Follow-up Index	61.8		65.2	66.0
PS04	General Patient Information Index	64.6		68.1	68.0
PS05	Overall Care Index	63.8		66.9	67.2
PS06	Physical Environment Index	65.1	*	68.4	67.9
PS07	Treatment & Related Information Index	63.9		65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	62.1		64.5	65.6
PS02	Complaints Management Index	65.1		63.4	64.9
PS03	Discharge and Follow-up Index	62.7		60.1	61.4
PS04	General Patient Information Index	67.9		69.3	70.1
PS05	Overall Care Index	65.3		64.7	65.7
PS06	Physical Environment Index	69.4	*	68.2	65.5
PS07	Treatment & Related Information Index	65.6		63.3	65.4

Service Type: Mental Health

PS01	Access and Admission Index	51.0	*	58.7	56.7
PS02	Complaints Management Index	58.3		57.2	55.6
PS03	Discharge and Follow-up Index	49.4		54.0	54.4
PS04	General Patient Information Index	51.9		58.5	58.0
PS05	Overall Care Index	51.3	*	57.6	56.1
PS06	Physical Environment Index	56.2	*	63.5	60.3
PS07	Treatment & Related Information Index	47.9		53.1	51.8

Service Type: Surgical

PS01	Access and Admission Index	66.1		68.9	69.5
PS02	Complaints Management Index	68.8		67.8	68.6
PS03	Discharge and Follow-up Index	68.6	*	64.0	65.1
PS04	General Patient Information Index	73.8		72.9	73.3
PS05	Overall Care Index	69.0		68.7	68.9
PS06	Physical Environment Index	69.0		67.3	65.9
PS07	Treatment & Related Information Index	69.4		69.2	69.7

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.

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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Mackay Base Hospital

Northern Zone

Large Peer Group

Acute Myocardial Infarction

CI01.1	In-hospital Mortality	33.5**	20.0	20.1	24.0**	12.0	13.9
CI01.2	Long Stay Rates	13.2	7.1	17.9*	13.0*	6.5	9.9

Heart Failure

CI02.1	In-hospital Mortality	19.7**	14.5	4.8	13.4*	7.3	6.6
CI02.2	Long Stay Rates	8.7	11.8	14.8	11.3	9.2	9.8

Stroke

CI03.1	In-hospital Mortality	27.5	34.5	21.9	27.3	19.3	19.2
CI03.2	Long Stay Rates	20.5*	9.0	11.9	13.3*	8.8	8.7
CI03.2a	Acute Long Stay Rates	44.1**	14.0	-	27.8**	7.7	10.9
CI03.4	Nursing Home Separations	33.9*	22.1	18.0	23.9*	15.4	13.3

Pneumonia

CI04.1	In-hospital Mortality	11.1*	4.3	4.1	6.8	6.5	7.0
CI04.2	Long Stays	17.8*	17*	13.0	11.5	10.2	12.2

Fractured Neck of Femur

CI06.1	In-hospital Mortality	6.9	7.2	4.0	6.0	6.3	7.7
CI06.2	Long Stays	33.0*	15.8	16.6	21.0*	13.5	13.2
CI06.2a	Acute Long Stays	66.6**	25.0*	-	44.6**	8.4	11.9
CI06.5	Nursing Home Separations	30.7	34.5	46.6*	36.7*	20.0	19.9
CI06.6	Complications of Surgery	16.0	17.4	8.3	13.7	12.0	11.8

Knee Replacement

CI07.1	Long Stays	16.0*	13.0	13.9	14.4*	5.6	9.4
CI07.3	Complications of Surgery	12.1	7.7	4.4*	8.7*	15.9	17.5

Hip Replacement

CI08.1	Long Stay Rates	27.6**	20.4	10.2	20.8*	10.6	12.6
CI08.3	Complications of Surgery	22.2	13.5	17.4	18.9	26.5	23.4

Hysterectomy

CI09.1	Long Stay rates	12.5	9.7	10.5	10.8	9.5	13.3
CI09.3	Complications of Surgery	4.7	13.9*	5.7*	8.3	7.9	8.6
CI09.4	on Women < 35 years	14.1	16.7	16.0	15.7*	11.1	9.8
CI09.5	Blood Transfusion Rates	2.2	3.4	5.8*	3.7	2.5	3.2

Standard Primiparae

CI10.1	C-section	-	12.3	13.0	12.5	-	-
CI10.2	Induction of Labour	-	14.7	18.6	16.5	-	-
CI10.3	Perineal Tears	-	3.0	1.7	2.3	-	-

Small for Gestational Age

CI11.1	Small for Gestational Age	-	3.3	2.8	3.0	-	-
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Mackay Base Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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



CAB.0007.0002.00812

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	5.8	4.8**	5.4**	-	-
CI13.2 Caesarean Section Births	-	9.8*	6.3	8.0	-	-
Asthma						
CI14.1 Long Stay Rates	11.2	7.4	17.7	12.7	10.9	10.9
Colorectal Carcinoma						
CI15.1 Long Stay Rates	8.4	4.9	12.5	8.9	8.3	10.3
CI15.3 Complications of Surgery	0.0*	9.8*	14.2	8.3*	18.3	20.9

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.



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Mackay Base Hospital					
Northern Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	437	441	401	95.5	
EFF-01.2 Managerial And Clerical	71.2	73.1	61.0	11.2	
EFF-01.3 Medical	45.5	43.6	45.5	4.12	
EFF-01.4 Nursing	208	208	174	48.1	
EFF-01.4a Nursing Agency	0.00	0.00	1.30	0.00	
EFF-01.5 Operational	79.9	83.3	71.5	27.3	
EFF-01.6 Trade And Artisans	5.78	6.08	1.25	1.03	
EFF-01.7 Visiting Medical Officers	4.10	5.54	3.56	0.67	
EFF-01.8 Professional	21.5	21.0	21.5	7.42	
EFF-01.9 Technical	0.50	0.48	1.23	1.59	
Total FTE					
EFF-02 All staff	563	568	511	126	
EFF-02.2 Managerial And Clerical	89.5	92.1	73.8	14.3	
EFF-02.3 Medical	62.0	60.6	62.0	5.79	
EFF-02.4 Nursing	266	266	221	60.5	
EFF-02.4a Nursing Agency	0.00	0.00	1.30	0.00	
EFF-02.5 Operational	101	104	91.5	34.6	
EFF-02.6 Trade And Artisans	8.30	7.68	1.19	1.22	
EFF-02.7 Visiting Medical Officers	5.60	6.79	4.46	0.89	
EFF-02.8 Professional	29.6	27.8	29.6	9.62	
EFF-02.9 Technical	0.61	0.73	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.89%	4.66%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	5.59%	5.25%	4.36%	3.99%	
EFF-03.3 Medical	1.24%	1.41%	1.76%	1.56%	
EFF-03.4 Nursing	4.71%	4.81%	5.24%	4.71%	
EFF-03.5 Operational	6.53%	6.15%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	20.5%	5.08%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	0.54%	0.38%	0.67%	0.60%	
EFF-03.8 Professional	2.58%	2.90%	2.95%	2.95%	
EFF-03.9 Technical	3.27%	3.17%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,391	\$1,374	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,362	\$1,224	\$1,362	\$1,129	
EFF-04.3 Medical	\$806	\$829	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,627	\$1,674	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,175	\$1,089	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$1,691	\$1,538	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$882	\$667	\$1,159	\$931	
EFF-04.8 Professional	\$1,252	\$1,314	\$1,290	\$1,384	
EFF-04.9 Technical	\$1,705	\$1,552	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	2.95%	3.02%	2.75%	2.47%	

Mackay Base Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00814

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.09%	0.21%	0.51%	0.32%	
EFF-05.3 Medical	18.7%	21.5%	16.3%	20.6%	
EFF-05.3a Senior Medical	22.7%	25.1%	19.8%	23.5%	
EFF-05.3b Junior Medical	12.3%	15.3%	9.98%	14.7%	
EFF-05.4 Nursing	0.89%	0.72%	0.92%	0.88%	
EFF-05.5 Operational	0.14%	0.27%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	3.02%	2.24%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	21.9%	14.6%	21.9%	6.24%	
EFF-05.8 Professional	6.88%	5.52%	3.96%	3.96%	
EFF-05.9 Technical	0.00%	0.00%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,400	\$3,419	\$3,038	\$2,816	\$158,000
EFF-06.2 Managerial And Clerical	\$57.10	\$122	\$278	\$190	
EFF-06.3 Medical	\$23,150	\$25,680	\$19,404	\$25,548	\$171,000
EFF-06.3a Senior Medical	\$23,936	\$24,965	\$20,743	\$25,546	\$89,000
EFF-06.3b Junior Medical	\$21,893	\$26,894	\$18,438	\$26,031	\$62,000
EFF-06.4 Nursing	\$669	\$504	\$669	\$595	
EFF-06.5 Operational	\$78.65	\$130	\$500	\$334	
EFF-06.6 Trade And Artisans	\$1,699	\$1,244	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$35,918	\$27,282	\$41,843	\$12,380	
EFF-06.8 Professional	\$5,738	\$5,020	\$3,701	\$3,679	\$44,000
EFF-06.9 Technical	\$0.00	\$0.00	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	12.9%	12.0%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	11.5%	10.5%	9.10%	9.34%	
EFF-07.3 Medical	7.62%	8.81%	5.90%	6.18%	
EFF-07.4 Nursing	12.7%	12.3%	11.8%	10.7%	
EFF-07.5 Operational	15.8%	14.8%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	20.4%	11.3%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	1.93%	2.27%	4.60%	2.87%	
EFF-07.8 Professional	16.5%	12.7%	9.53%	9.83%	
EFF-07.9 Technical	12.6%	14.3%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$4,248	\$3,987	\$3,622	\$3,391	\$273,000
EFF-08.2 Managerial And Clerical	\$2,938	\$3,273	\$2,635	\$2,632	\$22,000
EFF-08.3 Medical	\$6,402	\$4,603	\$4,098	\$3,907	\$105,000
EFF-08.4 Nursing	\$4,562	\$4,590	\$3,684	\$3,497	\$203,000
EFF-08.5 Operational	\$3,144	\$2,817	\$3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$4,226	\$3,458	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$3,268	\$3,464	\$6,381	\$4,513	
EFF-08.8 Professional	\$4,252	\$4,070	\$3,994	\$3,968	
EFF-08.9 Technical	\$6,584	\$7,065	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.52%	0.60%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.03%	0.20%	0.05%	0.00%	
EFF-09.3 Medical	0.07%	0.18%	0.00%	0.00%	
EFF-09.4 Nursing	0.70%	0.44%	0.43%	0.25%	
EFF-09.5 Operational	0.93%	1.79%	0.93%	0.41%	

Mackay Base Hospital

DC:01 Printed: 18/03/2003

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CAB.0007.0002.00815

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.20%	0.32%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.00%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	2.16%	2.10%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	79.5%	73.9%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.52	2.51	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	53.6%	54.1%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	3.23%	2.04%	0.00%	0.00%	
EFF-34.2 Category 2	20.4%	11.6%	4.00%	4.18%	
EFF-34.3 Category 3	38.4%	38.6%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	56.0%	58.7%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	86.3%	90.0%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCC)					
EFF-50	\$3,397	n/a	\$2,739	\$2,739	\$8,226,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,893	\$2,093	\$2,410	\$2,598	\$6,073,000
Top 10 DRG Average cost					
EFF-52.01 (1) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$2,102	\$726	\$1,148	\$973	\$908,000
EFF-52.02 (2) O60D Vaginal Delivery - Comp Diag	\$2,317	\$1,801	\$2,017	\$1,963	\$203,000
EFF-52.03 (3) U61A Schizophrenia Disorders+MHLS	\$14,779	\$16,538	\$13,022	\$13,022	\$111,000
EFF-52.04 (4) U63B Major Affective Dsrd A<70-CSCC	\$6,147	\$5,892	\$6,211	\$8,825	
EFF-52.05 (5) F72B Unstable Angina - CSCC	\$4,740	\$3,844	\$2,243	\$2,243	\$390,000
EFF-52.06 (6) Z64B Oth Fctr Infl Health Stat A<86	\$6,180	\$5,376	\$1,805	\$1,826	\$446,000
EFF-52.07 (7) L61Z Admit For Renal Dialysis	\$286	\$262	\$344	\$418	
EFF-52.08 (8) F71B N-Mjr Arythm&Conductn Dsrd-CSCC	\$5,276	\$2,352	\$1,855	\$1,855	\$380,000
EFF-52.09 (9) Z64A Oth Fctr Infl Health Stat A>79	\$22,164	\$20,084	\$9,207	\$9,147	\$324,000
EFF-52.10 (10) O01D Caesarean Delivery - Comp Diag	\$4,224	\$4,775	\$3,962	\$4,016	\$34,000
Casemix Efficiency - Acute Inpatients					
EFF-53	174%	131%	136%	129%	
Asset Condition					
EFF-57	59.9%	61.9%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$26.37	\$29.68	\$26.84	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$51.30	\$44.30	\$39.22	\$39.27	\$253,000
Linen Cost per OBD					
EFF-60	\$1.38	\$1.06	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$28.46	\$32.84	\$20.19	\$23.59	\$155,000

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Mackay Base Hospital					
Northern Zone			Large Peer Group		
Accreditation					
SIC01	Yes	No	13/13	49/57	
Credentialling					
SIC02	No	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	83.7%	86.2%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	85.4%	90.7%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	41.9	41.1	42.6	42.6
SIC03.4	Retention of Allied Health Staff	75.8%	78.6%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$619	\$367	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$89.65	\$118	\$101	\$112
Quality of information					
SIC04.1	Accuracy	95.5%	89.5%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	7	3	8	7
SIC04.2b	Timeliness - Number of days late per month	7.5	3.8	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	42.7%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	34.6%	65.4%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	73.1%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	69.2%	67.7%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	27.5%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	56.7%	26.7%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	58.3%	16.7%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	20.0%	0.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	87.5%	87.5%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	62.5%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	2/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	2/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	30.8%	9.6%	1.9%	3.8%



Measured Quality Hospital Report - Patient Satisfaction - 2003

Mackay Base Hospital

Northern Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	64.7		65.3	66.1
PS02	Complaints Management Index	62.6		64.0	65.2
PS03	Discharge and Follow-up Index	60.7		60.9	62.1
PS04	General Patient Information Index	67.5		69.2	69.9
PS05	Overall Care Index	64.5		65.2	65.9
PS06	Physical Environment Index	67.5		66.5	65.5
PS07	Treatment & Related Information Index	62.2		64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	71.2		67.8	68.2
PS02	Complaints Management Index	71.2		65.6	66.0
PS03	Discharge and Follow-up Index	69.8		65.2	66.0
PS04	General Patient Information Index	73.8	*	68.1	68.0
PS05	Overall Care Index	70.6		66.8	67.2
PS06	Physical Environment Index	71.9		68.4	67.9
PS07	Treatment & Related Information Index	69.1		65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	63.6		64.5	65.6
PS02	Complaints Management Index	57.9	*	63.4	64.9
PS03	Discharge and Follow-up Index	59.1		60.1	61.4
PS04	General Patient Information Index	65.5		69.3	70.1
PS05	Overall Care Index	62.9		64.7	65.7
PS06	Physical Environment Index	68.4		66.2	65.5
PS07	Treatment & Related Information Index	59.1		63.3	65.4

Service Type: Mental Health

PS01	Access and Admission Index	57.7		58.7	56.7
PS02	Complaints Management Index	76.2	*	57.2	55.6
PS03	Discharge and Follow-up Index	57.0		54.0	54.4
PS04	General Patient Information Index	66.1		58.5	58.0
PS05	Overall Care Index	61.9		57.6	56.1
PS06	Physical Environment Index	59.2		63.5	60.3
PS07	Treatment & Related Information Index	63.7	*	53.1	51.8

Service Type: Surgical

PS01	Access and Admission Index	67.3		68.9	69.5
PS02	Complaints Management Index	68.4		67.8	68.6
PS03	Discharge and Follow-up Index	62.4		64.0	65.1
PS04	General Patient Information Index	71.2		72.9	73.3
PS05	Overall Care Index	67.1		68.7	68.9
PS06	Physical Environment Index	64.3		67.3	65.9
PS07	Treatment & Related Information Index	68.2		69.2	69.7

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.0007.0002.00818

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Maryborough Hospital						
Central Zone				Large Peer Group		
Acute Myocardial Infarction						
CI01.1 In-hospital Mortality	17.0	23.0 *	18.7	19.7 *	12.0	13.9
CI01.2 Long Stay Rates	6.6	7.6	0.0	5.4	6.5	9.9
Heart Failure						
CI02.1 In-hospital Mortality	5.3	15.3	11.4	10.8	7.3	6.6
CI02.2 Long Stay Rates	2.6	8.2	5.2	5.3	9.2	9.8
Stroke						
CI03.1 In-hospital Mortality	14.9	39.3 *	13.9	22.1	19.3	19.2
CI03.2 Long Stay Rates	7.9	0.0	0.0	3.4	8.8	8.7
CI03.2a Acute Long Stay Rates	5.0	14.8	-	9.0	7.7	10.9
CI03.4 Nursing Home Separations	39.2 **	10.5	13.7	25.6 *	15.4	13.3
Pneumonia						
CI04.1 In-hospital Mortality	9.1	7.8	7.0	7.6	6.5	7.0
CI04.2 Long Stays	13.4	8.9	8.1	10.0	10.2	12.2
Knee Replacement						
CI07.1 Long Stays	6.2	12.8	-	6.3	5.6	9.4
CI07.3 Complications of Surgery	11.1	0.0	-	4.3 *	15.9	17.5
Hip Replacement						
CI08.1 Long Stay Rates	-	18.7	-	20.5 *	-	-
CI08.3 Complications of Surgery	-	32.9	-	25.5	-	-
Hysterectomy						
CI09.1 Long Stay rates	13.6	16.0	14.6	15.0 *	9.5	13.3
CI09.3 Complications of Surgery	6.8	4.2	7.4	6.1	7.9	8.6
CI09.4 on Women < 35 years	4.0	6.5	7.6	6.4 *	11.1	9.8
CI09.5 Blood Transfusion Rates	0.0	2.6	0.0	0.8	2.5	3.2
Standard Primiparae						
CI10.1 C-section	-	3.8 *	11.7	7.2 *	-	-
CI10.2 Induction of Labour	-	18.5	12.8	15.8	-	-
CI10.3 Perineal Tears	-	8.0	2.5	5.4	-	-
Small for Gestational Age						
CI11.1 Small for Gestational Age	-	4.1	2.0	3.1	-	-
Maternal Post-Natal Long Stay Rate						
CI13.1 Vaginal Births	-	19.3 **	25.3 **	22.1 **	-	-
CI13.2 Caesarean Section Births	-	19.2 **	22.8 **	21.0 **	-	-
Asthma						
CI14.1 Long Stay Rates	11.2	10.2	7.0	9.3	10.9	10.9

Maryborough Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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



CAB.0007.0002.00819

Measured Quality Hospital Report

Clinical Utilisation and Outcomes - 2003

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Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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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.

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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Maryborough Hospital					
Central Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	250	257	401	95.5	
EFF-01.2 Managerial And Clerical	27.6	27.5	61.0	11.2	
EFF-01.3 Medical	20.6	23.7	45.5	4.12	
EFF-01.4 Nursing	109	108	174	48.1	
EFF-01.4a Nursing Agency	0.00	0.40	1.30	0.00	
EFF-01.5 Operational	70.6	73.1	71.5	27.3	
EFF-01.7 Visiting Medical Officers	1.50	2.33	3.56	0.67	
EFF-01.8 Professional	18.5	19.8	21.5	7.42	
EFF-01.9 Technical	2.01	2.01	1.23	1.59	
Total FTE					
EFF-02 All staff	319	329	511	126	
EFF-02.2 Managerial And Clerical	33.1	34.0	73.8	14.3	
EFF-02.3 Medical	28.2	32.7	62.0	5.79	
EFF-02.4 Nursing	139	137	221	60.5	
EFF-02.4a Nursing Agency	0.00	0.40	1.30	0.00	
EFF-02.5 Operational	91.5	94.5	91.5	34.6	
EFF-02.7 Visiting Medical Officers	2.41	3.83	4.46	0.89	
EFF-02.8 Professional	22.5	24.5	29.6	9.62	
EFF-02.9 Technical	2.32	2.27	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	5.16%	4.72%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	3.46%	4.15%	4.36%	3.99%	
EFF-03.3 Medical	1.76%	1.42%	1.76%	1.56%	
EFF-03.4 Nursing	5.94%	5.03%	5.24%	4.71%	
EFF-03.5 Operational	6.45%	6.22%	5.64%	4.99%	
EFF-03.7 Visiting Medical Officers	2.14%	3.79%	0.67%	0.60%	
EFF-03.8 Professional	2.61%	3.02%	2.95%	2.95%	
EFF-03.9 Technical	1.70%	1.07%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,461	\$1,447	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,075	\$1,280	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,058	\$677	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,560	\$1,662	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,594	\$1,385	\$1,198	\$1,237	
EFF-04.7 Visiting Medical Officers	\$3,487	\$6,099	\$1,159	\$931	
EFF-04.8 Professional	\$1,290	\$1,213	\$1,290	\$1,384	
EFF-04.9 Technical	\$858	\$488	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	2.69%	3.16%	2.75%	2.47%	
EFF-05.2 Managerial And Clerical	0.55%	0.47%	0.51%	0.32%	
EFF-05.3 Medical	20.6%	20.5%	16.3%	20.6%	
EFF-05.3a Senior Medical	23.4%	23.4%	19.8%	23.5%	
EFF-05.3b Junior Medical	13.6%	10.8%	9.98%	14.7%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.4 Nursing	0.64%	0.79%	0.92%	0.88%	
EFF-05.5 Operational	0.92%	1.08%	0.85%	0.61%	
EFF-05.7 Visiting Medical Officers	28.5%	42.5%	21.9%	6.24%	
EFF-05.8 Professional	3.03%	2.52%	3.96%	3.96%	
EFF-05.9 Technical	0.00%	0.00%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,803	\$3,289	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$228	\$251	\$278	\$190	
EFF-06.3 Medical	\$23,296	\$21,312	\$19,404	\$25,548	\$80,000
EFF-06.3a Senior Medical	\$23,455	\$22,357	\$20,743	\$25,546	\$40,000
EFF-06.3b Junior Medical	\$22,901	\$17,890	\$18,338	\$26,031	\$27,000
EFF-06.4 Nursing	\$448	\$540	\$669	\$595	
EFF-06.5 Operational	\$500	\$548	\$500	\$334	
EFF-06.7 Visiting Medical Officers	\$53,470	\$82,142	\$41,843	\$12,380	\$17,000
EFF-06.8 Professional	\$2,740	\$2,112	\$3,701	\$3,679	
EFF-06.9 Technical	\$0.00	\$0.00	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	11.5%	10.4%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	7.02%	8.01%	9.10%	9.34%	
EFF-07.3 Medical	4.33%	3.23%	5.90%	6.18%	
EFF-07.4 Nursing	12.3%	11.2%	11.8%	10.7%	
EFF-07.5 Operational	15.4%	13.4%	13.1%	11.9%	
EFF-07.7 Visiting Medical Officers	6.06%	6.84%	4.60%	2.87%	
EFF-07.8 Professional	7.69%	7.57%	9.53%	9.83%	
EFF-07.9 Technical	2.13%	1.72%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,351	\$3,366	\$3,622	\$3,391	
EFF-08.2 Managerial And Clerical	\$2,262	\$2,368	\$2,635	\$2,632	
EFF-08.3 Medical	\$2,181	\$1,533	\$4,098	\$3,907	
EFF-08.4 Nursing	\$3,684	\$4,048	\$3,684	\$3,497	
EFF-08.5 Operational	\$3,374	\$3,172	\$3,034	\$2,919	\$24,000
EFF-08.7 Visiting Medical Officers	\$9,846	\$10,857	\$6,381	\$4,513	
EFF-08.8 Professional	\$3,666	\$3,320	\$3,994	\$3,968	
EFF-08.9 Technical	\$1,074	\$790	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	1.05%	0.49%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.00%	0.81%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	1.18%	0.53%	0.43%	0.25%	
EFF-09.5 Operational	1.90%	0.47%	0.93%	0.41%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.00%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	2.38%	2.07%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	62.2%	59.6%	80.1%	60.2%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Average Length of Stay					
EFF-31	3.22	3.27	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	31.0%	26.7%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	0.00%	8.81%	4.00%	4.18%	
EFF-34.3 Category 3	17.5%	22.0%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	57.8%	50.5%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	97.2%	97.5%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCCDC)					
EFF-50	\$3,307	n/a	\$2,739	\$2,739	\$3,283,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,598	\$2,537	\$2,410	\$2,598	\$1,077,000
Top 10 DRG Average cost					
EFF-52.01 (1) U61A Schizophrenia Disorders+MHLS	\$13,258	\$12,364	\$13,022	\$13,022	\$11,000
EFF-52.02 (2) O60D Vaginal Delivery - Comp Diag	\$2,593	\$2,456	\$2,017	\$1,963	\$119,000
EFF-52.03 (3) U63B Major Affective Dsrd A-70-CSCC	\$9,919	\$10,710	\$6,211	\$8,825	\$182,000
EFF-52.04 (4) P67D Neo Admwt -2499g-Sig Cr Pt-Prb	\$1,372	\$1,508	\$1,148	\$973	\$66,000
EFF-52.05 (5) F72B Unstable Angina - CSCC	\$2,542	\$1,971	\$2,243	\$2,243	\$33,000
EFF-52.06 (6) G67B Dysphs, Gastr&Mis Dig A-9-CSCC	\$1,969	\$1,220	\$1,333	\$1,333	\$81,000
EFF-52.07 (7) N04Z Hysterectomy For Non-Malignanc	\$5,347	\$4,832	\$4,515	\$4,956	\$37,000
EFF-52.08 (8) C08Z Other Lens Procedures	\$5,422	\$5,922	\$1,559	\$1,559	\$170,000
EFF-52.09 (9) U61B Schizophrenia Disorders-MHLS	\$5,750	\$7,524	\$5,792	\$5,792	
EFF-52.10 (10) U64Z Oth Affect & Somatoform Dsrd	\$5,593	\$5,583	\$4,060	\$4,060	\$61,000
Casemix Efficiency - Acute Inpatients					
EFF-53	170%	146%	136%	129%	
Asset Condition					
EFF-57	54.4%	52.7%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$26.84	\$25.43	\$26.84	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$49.17	\$44.12	\$39.22	\$39.27	\$146,000
Linen Cost per OBD					
EFF-60	\$1.28	\$1.58	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$18.13	\$19.70	\$20.19	\$23.59	



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Maryborough Hospital					
Central Zone		Large Peer Group			
Accreditation					
SIC01	Yes	Yes	13/13	49/57	
Credentialling					
SIC02	Yes	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	79.9%	88.8%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	82.3%	92.2%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	42.6	41.3	42.6	42.6
SIC03.4	Retention of Allied Health Staff	72.2%	85.2%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$329	\$379	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$49.59	\$57.77	\$49.1	\$112
Quality of information					
SIC04.1	Accuracy	87.4%	94.4%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	9	6	8	7
SIC04.2b	Timeliness - Number of days late per month	0.0	5.0	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	27.1%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	0.0%	57.7%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	57.7%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	0.0%	57.7%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	16.3%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	43.3%	63.3%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	50.0%	75.0%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	15.0%	30.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	50.0%	62.5%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	2/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	2/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	3.8%	7.7%	1.9%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Maryborough Hospital

Central Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	70.8	**	65.3	66.1
PS02	Complaints Management Index	68.6	*	64.0	65.2
PS03	Discharge and Follow-up Index	63.0		60.9	62.1
PS04	General Patient Information Index	74.2	*	69.2	69.9
PS05	Overall Care Index	68.9	*	65.2	65.9
PS06	Physical Environment Index	68.3		66.5	65.5
PS07	Treatment & Related Information Index	69.1	*	64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	74.8		67.8	68.2
PS02	Complaints Management Index	68.8		65.6	66.0
PS03	Discharge and Follow-up Index	69.9		65.2	66.0
PS04	General Patient Information Index	71.8		68.1	68.0
PS05	Overall Care Index	72.6		66.9	67.2
PS06	Physical Environment Index	75.7		68.4	67.9
PS07	Treatment & Related Information Index	70.7		65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	70.3	*	64.5	65.6
PS02	Complaints Management Index	68.3	*	63.4	64.9
PS03	Discharge and Follow-up Index	62.1		60.1	61.4
PS04	General Patient Information Index	74.3	*	69.3	70.1
PS05	Overall Care Index	68.1	*	64.7	65.7
PS06	Physical Environment Index	64.3		66.2	65.5
PS07	Treatment & Related Information Index	67.9	*	63.3	65.4

Service Type: Mental Health

PS01	Access and Admission Index	70.0	*	58.7	56.7
PS02	Complaints Management Index	67.3		57.2	55.6
PS03	Discharge and Follow-up Index	59.0		54.0	54.4
PS04	General Patient Information Index	76.4	*	58.5	58.0
PS05	Overall Care Index	67.4	*	57.6	56.1
PS06	Physical Environment Index	66.2		63.5	60.3
PS07	Treatment & Related Information Index	64.2		53.1	51.8

Service Type: Surgical

PS01	Access and Admission Index	70.5		68.9	69.5
PS02	Complaints Management Index	69.9		67.8	68.6
PS03	Discharge and Follow-up Index	63.3		64.0	65.1
PS04	General Patient Information Index	74.3		72.9	73.3
PS05	Overall Care Index	70.2		68.7	68.9
PS06	Physical Environment Index	66.0		67.3	65.9
PS07	Treatment & Related Information Index	74.1		69.2	69.7

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.

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean	
Mount Isa Hospital							
Northern Zone			Large Peer Group				
Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	23.9	0.0	0.0	8.8	12.0	13.9
CI01.2	Long Stay Rates	20.8	0.0	0.0	5.0	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	5.5	2.8	0.0	2.6 *	7.3	6.6
CI02.2	Long Stay Rates	12.6	4.5	0.0	5.1	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	7.3	43.9	40.8	28.5	19.3	19.2
CI03.2	Long Stay Rates	0.0	30.2	0.0	4.3	8.8	8.7
CI03.2a	Acute Long Stay Rates	0.0	0.0	-	0.0	7.7	10.9
CI03.4	Nursing Home Separations	0.0	0.0	0.0	0.0 *	15.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	26.0 *	12.2	8.4	12.8 *	6.5	7.0
CI04.2	Long Stays	21.9 *	10.4	2.9	11.0	10.2	12.2
Hysterectomy							
CI09.1	Long Stay rates	33.8 *	7.2	17.0	17.5 *	9.5	13.3
CI09.3	Complications of Surgery	5.5	0.0	7.6	3.4	7.9	8.6
CI09.4	on Women < 35 years	4.9	12.3	12.4	10.2	11.1	9.8
CI09.5	Blood Transfusion Rates	0.0	3.0	0.0	1.5	2.5	3.2
Standard Primiparae							
CI10.1	C-section	-	17.6	15.9	16.7	-	-
CI10.2	Induction of Labour	-	28.0 *	24.9 *	26.8 **	-	-
CI10.3	Perineal Tears	-	7.5	7.5 *	7.5 *	-	-
Small for Gestational Age							
CI11.1	Small for Gestational Age	-	3.0	2.6	2.8	-	-
Maternal Post-Natal Long Stay Rate							
CI13.1	Vaginal Births	-	11.2 *	10.9 *	14.1 **	-	-
CI13.2	Caesarean Section Births	-	15.2 **	13.9 *	15.0 **	-	-
Asthma							
CI14.1	Long Stay Rates	0.0 *	0.0 *	2.8 *	1.1 *	10.9	10.9

Statistical Significance

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- ** 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.



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Mount Isa Hospital					
Northern Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	266	260	401	95.5	
EFF-01.2 Managerial And Clerical	50.0	46.6	61.0	11.2	
EFF-01.3 Medical	28.1	26.9	45.5	4.12	
EFF-01.4 Nursing	116	116	174	48.1	
EFF-01.4a Nursing Agency	10.0	2.36	1.30	0.00	
EFF-01.5 Operational	49.5	50.2	71.5	27.3	
EFF-01.6 Trade And Artisans	1.53	1.63	1.25	1.03	
EFF-01.7 Visiting Medical Officers	0.61	0.46	3.56	0.67	
EFF-01.8 Professional	18.8	17.4	21.5	7.42	
EFF-01.9 Technical	0.38	0.37	1.23	1.59	
Total FTE					
EFF-02 All staff	341	336	511	126	
EFF-02.2 Managerial And Clerical	66.2	59.5	73.8	14.3	
EFF-02.3 Medical	37.1	35.2	62.0	5.79	
EFF-02.4 Nursing	146	151	221	60.5	
EFF-02.4a Nursing Agency	10.2	2.36	1.30	0.00	
EFF-02.5 Operational	63.2	64.5	91.5	34.6	
EFF-02.6 Trade And Artisans	2.03	2.06	1.19	1.22	
EFF-02.7 Visiting Medical Officers	0.77	0.79	4.46	0.89	
EFF-02.8 Professional	24.9	22.7	29.6	9.62	
EFF-02.9 Technical	0.56	0.47	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.72%	4.16%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	6.43%	4.05%	4.36%	3.99%	
EFF-03.3 Medical	1.56%	1.61%	1.76%	1.56%	
EFF-03.4 Nursing	5.29%	4.72%	5.24%	4.71%	
EFF-03.5 Operational	5.23%	5.00%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	3.01%	3.30%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	0.00%	0.00%	0.67%	0.60%	
EFF-03.8 Professional	3.06%	2.41%	2.95%	2.95%	
EFF-03.9 Technical	6.85%	5.37%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,345	\$1,219	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,233	\$1,166	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,202	\$1,280	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,382	\$1,341	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,360	\$1,040	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$1,079	\$1,109	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$0.00	\$0.00	\$1,159	\$931	
EFF-04.8 Professional	\$1,635	\$1,002	\$1,290	\$1,384	
EFF-04.9 Technical	\$2,847	\$1,615	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.67%	3.13%	2.75%	2.47%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	1.32%	2.31%	0.51%	0.32%	
EFF-05.3 Medical	13.4%	11.3%	16.3%	20.6%	
EFF-05.3a Senior Medical	10.9%	9.52%	19.8%	23.5%	
EFF-05.3b Junior Medical	17.6%	14.8%	9.98%	14.7%	
EFF-05.4 Nursing	2.22%	1.46%	0.92%	0.88%	
EFF-05.5 Operational	1.60%	1.93%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	1.71%	3.62%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	18.8%	28.0%	21.9%	6.24%	
EFF-05.8 Professional	5.02%	6.64%	3.96%	3.96%	
EFF-05.9 Technical	0.00%	0.00%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$3,861	\$3,041	\$3,038	\$2,816	\$219,000
EFF-06.2 Managerial And Clerical	\$791	\$1,342	\$278	\$190	\$26,000
EFF-06.3 Medical	\$18,166	\$14,823	\$19,404	\$25,548	
EFF-06.3a Senior Medical	\$11,172	\$9,805	\$26,743	\$25,546	
EFF-06.3b Junior Medical	\$30,376	\$24,943	\$18,338	\$28,031	\$128,000
EFF-06.4 Nursing	\$1,774	\$1,049	\$669	\$595	\$128,000
EFF-06.5 Operational	\$915	\$1,038	\$500	\$334	\$21,000
EFF-06.6 Trade And Artisans	\$1,133	\$2,359	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$41,843	\$62,137	\$41,843	\$12,380	
EFF-06.8 Professional	\$9,528	\$6,998	\$3,701	\$3,679	\$109,000
EFF-06.9 Technical	\$0.00	\$0.00	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	12.3%	12.7%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	13.1%	9.99%	9.10%	9.34%	
EFF-07.3 Medical	5.90%	9.58%	5.90%	6.18%	
EFF-07.4 Nursing	12.8%	13.8%	11.8%	10.7%	
EFF-07.5 Operational	13.8%	14.7%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	12.8%	10.9%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	2.85%	12.5%	4.60%	2.87%	
EFF-07.8 Professional	12.7%	11.3%	9.53%	9.83%	
EFF-07.9 Technical	29.5%	10.7%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,954	\$3,699	\$3,622	\$3,391	\$88,000
EFF-08.2 Managerial And Clerical	\$3,210	\$2,769	\$2,635	\$2,632	\$29,000
EFF-08.3 Medical	\$3,563	\$5,595	\$4,098	\$3,907	
EFF-08.4 Nursing	\$4,144	\$3,835	\$3,684	\$3,497	\$53,000
EFF-08.5 Operational	\$3,488	\$2,930	\$3,034	\$2,919	\$22,000
EFF-08.6 Trade And Artisans	\$4,129	\$3,614	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$4,581	\$2,713	\$6,381	\$4,513	
EFF-08.8 Professional	\$6,557	\$4,648	\$3,994	\$3,968	\$48,000
EFF-08.9 Technical	\$4,116	\$1,847	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.38%	0.19%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.63%	0.00%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	0.18%	0.03%	0.43%	0.25%	
EFF-09.5 Operational	0.91%	0.94%	0.93%	0.41%	

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	2.26%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.00%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	0.77%	0.42%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	53.4%	57.9%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.94	2.94	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	29.5%	33.2%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	6.25%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	15.8%	0.00%	4.00%	4.18%	
EFF-34.3 Category 3	3.21%	0.00%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	73.7%	76.4%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	90.9%	95.1%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCC)					
EFF-50	\$3,128	\$2,651	\$2,739	\$2,739	\$2,182,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$3,303	\$1,634	\$2,410	\$2,598	\$5,025,000
Casemix Efficiency - Acute Inpatients					
EFF-53	145%	133%	136%	129%	
Asset Condition					
EFF-57	56.1%	58.3%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$30.05	\$24.90	\$26.84	\$27.45	\$55,000
Cleaning - total cost per m2					
EFF-59	\$39.22	\$37.80	\$39.22	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.91	\$1.09	\$1.42	\$1.41	\$73,000
Energy Consumption per square metre					
EFF-61	\$23.59	\$26.55	\$20.19	\$23.59	\$57,000

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator	Current	Previous	Peer Group Median	State Median	
Mount Isa Hospital					
Northern Zone		Large Peer Group			
Accreditation					
SIC01	Yes	Yes	13/13	49/57	
Credentialling					
SIC02	Yes	N/R	9/13	52/58	
Workforce Management					
SIC03.1	Retention of Nursing Staff	51.7%	73.3%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.8	33.3%	71.4%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	39.9	38.9	42.6	42.6
SIC03.4	Retention of Allied Health Staff	57.9%	76.9%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$525	\$797	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$251	\$171	\$181	\$112
Quality of information					
SIC04.1	Accuracy	92.6%	91.3%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	8	3	8	7
SIC04.2b	Timeliness - Number of days late per month	7.0	10.0	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	30.2%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	0.0%	0.0%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	0.0%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	0.0%	0.0%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	17.9%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	28.6%	38.1%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	N/A	N/A	50.0%	50.0%
SIC07.4	Medical - extent of development and use	20.0%	30.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	50.0%	25.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	0.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	2/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	2/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	7.7%	1.9%	1.9%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Mount Isa Hospital

Northern Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	62.9		65.3	66.1
PS02	Complaints Management Index	67.8		64.0	65.2
PS03	Discharge and Follow-up Index	56.3		60.9	62.1
PS04	General Patient Information Index	70.0		69.2	69.9
PS05	Overall Care Index	64.5		65.2	65.9
PS06	Physical Environment Index	64.6		66.5	65.5
PS07	Treatment & Related Information Index	64.1		64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	52.5	*	67.8	68.2
PS02	Complaints Management Index	53.9		65.6	66.0
PS03	Discharge and Follow-up Index	51.5	*	65.2	66.0
PS04	General Patient Information Index	48.9	*	68.1	68.0
PS05	Overall Care Index	51.7	*	66.9	67.2
PS06	Physical Environment Index	51.2	*	68.4	67.9
PS07	Treatment & Related Information Index	53.7		65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	63.6		64.5	65.6
PS02	Complaints Management Index	67.9		63.4	64.9
PS03	Discharge and Follow-up Index	55.5		60.1	61.4
PS04	General Patient Information Index	71.5		69.3	70.1
PS05	Overall Care Index	64.7		64.7	65.7
PS06	Physical Environment Index	64.0		66.2	65.5
PS07	Treatment & Related Information Index	63.4		63.3	65.4

Service Type: Surgical

PS01	Access and Admission Index	65.7		68.9	69.5
PS02	Complaints Management Index	75.0		67.8	68.6
PS03	Discharge and Follow-up Index	61.7		64.0	65.1
PS04	General Patient Information Index	75.8		72.9	73.3
PS05	Overall Care Index	70.7		68.7	68.9
PS06	Physical Environment Index	75.6		67.3	65.9
PS07	Treatment & Related Information Index	72.5		69.2	69.7

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 this 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.



Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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Queen Elizabeth II Jubilee Hospital

Southern Zone

Large Peer Group

Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	10.1	9.1	8.2*	9.0*	12.0	13.9
CI01.2	Long Stay Rates	11.5	9.4	6.9	9.0	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	4.7	6.8	4.8	5.5*	7.3	6.6
CI02.2	Long Stay Rates	12.7	8.5	11.9	11.1	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	14.4	25.3	22.3	20.3	19.3	19.2
CI03.2	Long Stay Rates	21.5**	16.7*	15.2*	17.9**	8.8	8.7
CI03.2a	Acute Long Stay Rates	13.9*	2.4		9.7	7.7	10.9
CI03.4	Nursing Home Separations	13.3	10.8	10.0	11.6	15.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	7.9	10.7	5.9	7.9	6.5	7.0
CI04.2	Long Stays	12.8	14.6*	15.4*	14.3*	10.2	12.2
Fractured Neck of Femur							
CI06.1	In-hospital Mortality	5.2	12.2*	6.2	8.1	6.3	7.7
CI06.2	Long Stays	21.4	17.2	27.6**	23.1**	13.5	13.2
CI06.2a	Acute Long Stays	8.8	8.9	-	8.9	8.4	11.9
CI06.5	Nursing Home Separations	22.9	21.5	22.2	22.1	20.0	19.9
CI06.6	Complications of Surgery	13.8	22.0*	22.9*	19.7*	12.0	11.8
Knee Replacement							
CI07.1	Long Stays	4.5	14.3	16.9*	10.4	5.6	9.4
CI07.3	Complications of Surgery	15.0	25.0*	25.8*	20.5	15.9	17.5
Hip Replacement							
CI08.1	Long Stay Rates	6.8	13.1	10.7	9.1	10.6	12.6
CI08.3	Complications of Surgery	25.1	18.3	32.8	26.2	26.5	23.4
Hysterectomy							
CI09.1	Long Stay rates	7.8	5.6	4.1*	5.6*	9.5	13.3
CI09.3	Complications of Surgery	11.1	7.1	9.6	9.2	7.9	8.6
CI09.4	on Women < 35 years	8.3	5.3*	7.1*	6.9**	11.1	9.8
CI09.5	Blood Transfusion Rates	3.6	1.1	2.5	2.4	2.5	3.2
Asthma							
CI14.1	Long Stay Rates	17.9	13.5	19.2*	16.6*	10.9	10.9
Colorectal Carcinoma							
CI15.1	Long Stay Rates	14.0	15.8	16.3	15.2*	8.3	10.3
CI15.3	Complications of Surgery	17.9	50.0*	54.6**	41.1**	18.3	20.9

Queen Elizabeth II Jubilee Hospital

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Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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.



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Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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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.

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Measured Quality Hospital Report - Efficiency - 2003

Current Previous Peer Group Median State Median Potential Saving

Indicator

Queen Elizabeth II Jubilee Hospital

Southern Zone

Large Peer Group

Ordinary FTE (Worked)				
EFF-01	All staff	409	400	401 95.5
EFF-01.2	Managerial And Clerical	62.9	56.9	61.0 11.2
EFF-01.3	Medical	58.3	54.9	45.5 4.12
EFF-01.4	Nursing	183	179	174 48.1
EFF-01.4a	Nursing Agency	4.64	3.20	1.30 0.00
EFF-01.5	Operational	71.0	72.9	71.5 27.3
EFF-01.6	Trade And Artisans	0.68	0.75	1.25 1.03
EFF-01.7	Visiting Medical Officers	5.82	5.90	3.56 0.67
EFF-01.8	Professional	27.3	29.1	21.5 7.42
EFF-01.9	Technical	2.06	1.01	1.23 1.59
Total FTE				
EFF-02	All staff	518	509	511 126
EFF-02.2	Managerial And Clerical	78.0	70.9	73.8 14.3
EFF-02.3	Medical	70.9	68.5	62.0 5.79
EFF-02.4	Nursing	232	228	221 60.5
EFF-02.4a	Nursing Agency	4.64	3.20	1.30 0.00
EFF-02.5	Operational	89.3	94.1	91.5 34.6
EFF-02.6	Trade And Artisans	0.96	1.04	1.19 1.22
EFF-02.7	Visiting Medical Officers	7.00	7.39	4.46 0.89
EFF-02.8	Professional	37.3	38.6	29.5 9.62
EFF-02.9	Technical	2.69	1.22	1.10 1.96
Proportion of Sick Leave				
EFF-03	All staff	4.71%	5.04%	4.71% 4.59%
EFF-03.2	Managerial And Clerical	4.36%	4.42%	4.36% 3.99%
EFF-03.3	Medical	1.96%	1.36%	1.76% 1.56%
EFF-03.4	Nursing	5.77%	6.18%	5.24% 4.71%
EFF-03.5	Operational	4.94%	6.24%	5.64% 4.99%
EFF-03.6	Trade And Artisans	5.65%	3.57%	4.74% 4.26%
EFF-03.7	Visiting Medical Officers	1.95%	0.76%	0.67% 0.60%
EFF-03.8	Professional	3.82%	4.18%	2.95% 2.95%
EFF-03.9	Technical	7.60%	2.50%	3.09% 3.30%
Cost of Sick Leave per FTE				
EFF-04	All staff	\$1,516	\$1,493	\$1,470 \$1,450
EFF-04.2	Managerial And Clerical	\$1,421	\$1,360	\$1,362 \$1,129
EFF-04.3	Medical	\$1,414	\$869	\$1,202 \$1,033
EFF-04.4	Nursing	\$1,605	\$1,861	\$1,660 \$1,582
EFF-04.5	Operational	\$1,198	\$1,262	\$1,198 \$1,237
EFF-04.6	Trade And Artisans	\$1,709	\$1,027	\$1,622 \$1,243
EFF-04.7	Visiting Medical Officers	\$3,167	\$1,253	\$1,159 \$931
EFF-04.8	Professional	\$1,711	\$1,333	\$1,290 \$1,384
EFF-04.9	Technical	\$2,900	\$889	\$1,306 \$1,409
Proportion of Overtime				
EFF-05	All staff	1.96%	1.91%	2.75% 2.47%

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.42%	0.41%	0.51%	0.32%	
EFF-05.3 Medical	10.3%	9.97%	16.3%	20.6%	
EFF-05.3a Senior Medical	12.5%	11.4%	19.8%	23.5%	
EFF-05.3b Junior Medical	4.05%	6.72%	9.98%	14.7%	
EFF-05.4 Nursing	0.39%	0.37%	0.92%	0.88%	
EFF-05.5 Operational	0.85%	0.98%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	5.65%	4.83%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	3.18%	3.28%	21.9%	6.24%	
EFF-05.8 Professional	1.50%	1.14%	3.96%	3.96%	
EFF-05.9 Technical	0.05%	0.40%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$1,917	\$1,831	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$237	\$223	\$278	\$190	
EFF-06.3 Medical	\$10,780	\$10,205	\$19,404	\$25,848	
EFF-06.3a Senior Medical	\$12,264	\$11,087	\$20,743	\$25,546	
EFF-06.3b Junior Medical	\$6,493	\$8,168	\$18,338	\$26,031	
EFF-06.4 Nursing	\$285	\$272	\$669	\$595	
EFF-06.5 Operational	\$519	\$594	\$600	\$334	
EFF-06.6 Trade And Artisans	\$3,115	\$2,501	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$6,451	\$6,712	\$41,843	\$12,380	
EFF-06.8 Professional	\$1,240	\$891	\$3,701	\$3,679	
EFF-06.9 Technical	\$33.32	\$294	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	11.0%	11.4%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	6.93%	6.83%	9.10%	9.34%	
EFF-07.3 Medical	6.96%	6.22%	5.90%	6.18%	
EFF-07.4 Nursing	12.9%	12.7%	11.8%	10.7%	
EFF-07.5 Operational	11.8%	15.0%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	14.1%	9.18%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	6.35%	6.41%	4.60%	2.87%	
EFF-07.8 Professional	14.9%	14.5%	9.53%	9.83%	
EFF-07.9 Technical	14.6%	6.01%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,538	\$3,399	\$3,622	\$3,391	
EFF-08.2 Managerial And Clerical	\$2,339	\$2,146	\$2,639	\$2,632	
EFF-08.3 Medical	\$4,782	\$3,989	\$4,098	\$3,907	\$38,000
EFF-08.4 Nursing	\$3,440	\$3,608	\$3,684	\$3,497	
EFF-08.5 Operational	\$3,034	\$2,963	\$3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$4,273	\$2,868	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$9,564	\$7,859	\$6,381	\$4,513	\$18,000
EFF-08.8 Professional	\$4,247	\$3,747	\$3,994	\$3,968	
EFF-08.9 Technical	\$5,689	\$2,149	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.60%	0.80%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.00%	0.00%	0.05%	0.00%	
EFF-09.3 Medical	0.09%	0.00%	0.00%	0.00%	
EFF-09.4 Nursing	1.03%	1.04%	0.43%	0.25%	
EFF-09.5 Operational	0.67%	1.69%	0.93%	0.41%	



Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.00%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.10%	0.44%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	1.76%	0.90%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	73.3%	72.5%	80.1%	60.2%	
Average Length of Stay					
EFF-31	3.36	3.00	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	39.8%	40.0%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	4.35%	0.00%	0.00%	0.00%	
EFF-34.2 Category 2	4.55%	1.93%	4.00%	4.18%	
EFF-34.3 Category 3	13.3%	14.9%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	53.9%	56.5%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	76.8%	81.7%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCD)					
EFF-50	\$2,894	n/a	\$2,739	\$2,739	\$1,741,000
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,142	\$1,985	\$2,410	\$2,598	
Top 10 DRG Average cost					
EFF-52.01 (1) Z60A Rehabilitation + CSCC	\$14,694	\$10,882	\$9,101	\$9,688	\$990,000
EFF-52.02 (2) I18Z Knee Procedures	\$2,845	\$2,522	\$2,116	\$2,116	\$333,000
EFF-52.03 (3) Z64A Oth Fctr Infl Health Stat A>79	\$14,751	\$17,148	\$9,207	\$9,147	\$349,000
EFF-52.04 (4) N04Z Hysterectomy For Non-Malignanc	\$4,613	\$6,149	\$4,515	\$4,956	\$18,000
EFF-52.05 (5) H04B Cholecystectomy-Closed CDE CSCC	\$3,330	\$2,770	\$3,412	\$3,412	
EFF-52.06 (6) Z60C Rehabilitation, Same-day	\$286	\$153	\$286	\$286	
EFF-52.07 (7) I04B Knee Replacemt & Reattach-CCC	\$7,952	\$9,273	\$8,521	\$9,064	
EFF-52.08 (8) I03B Hip Replac+CSCC/Hip Revsn-CSCC	\$14,050	\$14,016	\$12,394	\$12,394	\$65,000
EFF-52.09 (9) A06Z Tracheostomy Any Age Any Cond	\$25,580	\$22,796	\$20,358	\$46,987	
EFF-52.10 (10) Z64B Oth Fctr Infl Health Stat A<80	\$14,858	\$15,025	\$1,805	\$1,826	\$470,000
Casemix Efficiency - Acute Inpatients					
EFF-53	115%	143%	136%	129%	
Asset Condition					
EFF-57	43.2%	44.1%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$27.16	\$29.11	\$26.84	\$27.45	\$13,000
Cleaning - total cost per m2					
EFF-59	\$28.30	\$28.32	\$39.22	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.43	\$0.22	\$1.42	\$1.41	
Energy Consumption per square metre					
EFF-61	\$21.64	\$23.74	\$20.19	\$23.59	\$32,000

Measured Quality Hospital Report

System Integration and Change - 2003

Indicator		Current	Previous	Peer Group Median	State Median
Queen Elizabeth II Jubilee Hospital					
Southern Zone		Large Peer Group			
Accreditation					
SIC01		Yes	Yes	13/13	49/57
Credentialling					
SIC02		Yes	N/R	9/13	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	80.0%	83.9%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LO4.8	78.4%	89.7%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	44.5	44.0	42.6	42.6
SIC03.4	Retention of Allied Health Staff	74.4%	77.5%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$276	\$312	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$346	\$214	\$181	\$112
Quality of information					
SIC04.1	Accuracy	96.3%	97.2%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	2	4	8	7
SIC04.2b	Timeliness - Number of days late per month	5.1	10.0	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	35.4%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	30.0%	72.5%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	80.0%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	50.0%	65.0%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	13.9%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	22.2%	3.7%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	50.0%	8.3%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	0.0%	0.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	0.0%	0.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	37.5%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	N/A	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	1/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	0.0%	0.0%	1.9%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Queen Elizabeth II Jubilee Hospital

Southern Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined				
PS01	Access and Admission Index	65.1	65.3	66.1
PS02	Complaints Management Index	62.8	64.0	65.2
PS03	Discharge and Follow-up Index	61.8	60.9	62.1
PS04	General Patient Information Index	67.0	69.2	69.9
PS05	Overall Care Index	63.8	65.2	65.9
PS06	Physical Environment Index	59.5	66.5	65.5
PS07	Treatment & Related Information Index	64.6	64.0	65.6
Service Type: Medical				
PS01	Access and Admission Index	64.8	64.5	65.6
PS02	Complaints Management Index	63.1	63.4	64.9
PS03	Discharge and Follow-up Index	61.5	60.9	61.4
PS04	General Patient Information Index	66.3	69.3	70.1
PS05	Overall Care Index	63.4	64.7	65.7
PS06	Physical Environment Index	59.1	66.2	65.5
PS07	Treatment & Related Information Index	64.2	63.3	65.4
Service Type: Surgical				
PS01	Access and Admission Index	68.4	68.9	69.5
PS02	Complaints Management Index	64.7	67.8	68.6
PS03	Discharge and Follow-up Index	65.2	64.0	65.1
PS04	General Patient Information Index	72.0	72.9	73.3
PS05	Overall Care Index	67.4	68.7	68.9
PS06	Physical Environment Index	62.6	67.3	65.9
PS07	Treatment & Related Information Index	68.9	69.2	69.7

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.0007.0002.00838

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean	
Redcliffe Hospital							
Central Zone				Large Peer Group			
Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	12.0	9.6	20.7*	13.5	12.0	13.9
CI01.2	Long Stay Rates	4.7	6.5	2.5*	4.5*	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	10.1	5.7*	10.7	8.9	7.3	6.6
CI02.2	Long Stay Rates	7.0	7.2	1.0*	5.2*	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	20.9	26.4	21.9	22.8	19.3	19.2
CI03.2	Long Stay Rates	9.7	11.2	12.6*	11.2*	8.8	8.7
CI03.2a	Acute Long Stay Rates	7.3	8.4		7.8	7.7	10.9
CI03.4	Nursing Home Separations	9.7	20.1	9.2	12.2	16.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	5.5	5.6	4.4	5.1*	6.5	7.0
CI04.2	Long Stays	8.4	5.1	6.6*	6.9*	10.2	12.2
Diabetic Foot							
CI05.1	Long Stays	4.8	10.9	6.7	7.1	10.3	14.6
CI05.4	Amputation Rates	21.4	35.1	43.4*	36.3*	14.6	23.8
Fractured Neck of Femur							
CI06.1	In-hospital Mortality	6.6	7.1	7.4	7.1	6.3	7.7
CI06.2	Long Stays	11.6	11.2	16.4	12.7	13.5	13.2
CI06.2a	Acute Long Stays	5.2	4.2*	-	4.6*	8.4	11.9
CI06.5	Nursing Home Separations	10.9*	15.6	11.8*	12.9*	20.0	19.9
CI06.6	Complications of Surgery	7.3	6.6*	8.3*	7.3**	12.0	11.8
Knee Replacement							
CI07.1	Long Stays	3.7	4.4	6.2	4.8	5.6	9.4
CI07.3	Complications of Surgery	14.7	9.6	6.9*	10.3*	15.9	17.5
Hip Replacement							
CI08.1	Long Stay Rates	7.0	10.4	4.3*	6.9	10.6	12.6
CI08.3	Complications of Surgery	30.7	22.6	13.7*	22.0	26.5	23.4
Hysterectomy							
CI09.1	Long Stay rates	4.3*	3.1*	7.6	5.0*	9.5	13.3
CI09.3	Complications of Surgery	1.5*	4.3*	4.5*	3.6**	7.9	8.6
CI09.4	on Women < 35 years	11.2	13.5	13.7	12.9	11.1	9.8
CI09.5	Blood Transfusion Rates	0.8	2.4	1.2	1.5	2.5	3.2
Standard Primiparae							
CI10.1	C-section	-	24.1**	17.2*	20.4**	-	-
CI10.2	Induction of Labour	-	21.4	12.7	16.7	-	-
CI10.3	Perineal Tears	-	2.7	4.5	3.7	-	-

Redcliffe Hospital

DC:01 Printed: 18/03/2003

Note: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

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



CAB.0007.0002.00839

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator		2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Small for Gestational Age							
CI11.1	Small for Gestational Age	-	3.8	3.1	3.5	-	-
Maternal Post-Natal Long Stay Rate							
CI13.1	Vaginal Births	-	10.6 **	11.1 **	10.9 **	-	-
CI13.2	Caesarean Section Births	-	6.1	9.1 *	7.5	-	-
Asthma							
CI14.1	Long Stay Rates	10.6	2.8 *	6.2 *	6.3 *	10.9	10.9
Colorectal Carcinoma							
CI15.1	Long Stay Rates	8.7	8.0	9.4	8.5	8.3	10.3
CI15.3	Complications of Surgery	17.3	12.1 *	14.7 *	14.3 **	18.3	20.9

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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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Redcliffe Hospital					
Central Zone	Large Peer Group				
Ordinary FTE (Worked)					
EFF-01 All staff	605	615	401	95.5	
EFF-01.2 Managerial And Clerical	85.9	88.1	61.0	11.2	
EFF-01.3 Medical	68.4	67.2	45.5	4.12	
EFF-01.4 Nursing	303	312	174	48.1	
EFF-01.4a Nursing Agency	1.79	1.44	1.30	0.00	
EFF-01.5 Operational	91.7	91.9	71.5	27.3	
EFF-01.6 Trade And Artisans	0.97	0.73	1.25	1.03	
EFF-01.7 Visiting Medical Officers	7.81	7.71	3.56	0.67	
EFF-01.8 Professional	46.2	46.2	21.5	7.42	
EFF-01.9 Technical	0.90	1.09	1.23	1.59	
Total FTE					
EFF-02 All staff	781	790	511	126	
EFF-02.2 Managerial And Clerical	111	112	73.8	14.3	
EFF-02.3 Medical	90.0	87.4	62.0	5.79	
EFF-02.4 Nursing	390	401	221	60.5	
EFF-02.4a Nursing Agency	1.79	1.44	1.30	0.00	
EFF-02.5 Operational	117	119	91.5	34.6	
EFF-02.6 Trade And Artisans	1.26	1.03	1.19	1.22	
EFF-02.7 Visiting Medical Officers	9.24	9.28	4.46	0.89	
EFF-02.8 Professional	61.3	58.8	29.6	9.62	
EFF-02.9 Technical	1.10	1.28	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	5.42%	5.22%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	6.42%	4.62%	4.36%	3.99%	
EFF-03.3 Medical	1.63%	1.43%	1.76%	1.56%	
EFF-03.4 Nursing	5.93%	5.91%	5.24%	4.71%	
EFF-03.5 Operational	7.00%	7.57%	5.64%	4.99%	
EFF-03.6 Trade And Artisans	4.74%	7.46%	4.74%	4.26%	
EFF-03.7 Visiting Medical Officers	0.51%	0.78%	0.67%	0.60%	
EFF-03.8 Professional	3.61%	3.37%	2.95%	2.95%	
EFF-03.9 Technical	1.97%	0.98%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,587	\$1,491	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,465	\$1,161	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,250	\$949	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,745	\$1,809	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,466	\$1,120	\$1,198	\$1,237	
EFF-04.6 Trade And Artisans	\$1,622	\$2,431	\$1,622	\$1,243	
EFF-04.7 Visiting Medical Officers	\$784	\$1,258	\$1,159	\$931	
EFF-04.8 Professional	\$1,667	\$1,554	\$1,290	\$1,384	
EFF-04.9 Technical	\$682	\$338	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	2.37%	2.36%	2.75%	2.47%	

Redcliffe Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00841

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Overtime					
EFF-05.2 Managerial And Clerical	0.87%	0.64%	0.51%	0.32%	
EFF-05.3 Medical	13.6%	15.0%	16.3%	20.6%	
EFF-05.3a Senior Medical	15.0%	17.3%	19.8%	23.5%	
EFF-05.3b Junior Medical	9.44%	8.70%	9.98%	14.7%	
EFF-05.4 Nursing	0.62%	0.56%	0.92%	0.88%	
EFF-05.5 Operational	1.01%	0.87%	0.85%	0.61%	
EFF-05.6 Trade And Artisans	2.73%	3.29%	2.63%	1.33%	
EFF-05.7 Visiting Medical Officers	8.29%	9.78%	21.9%	6.24%	
EFF-05.8 Professional	1.32%	1.28%	3.96%	3.96%	
EFF-05.9 Technical	0.15%	0.12%	0.00%	0.05%	
Cost of Overtime per FTE					
EFF-06 All staff	\$2,669	\$2,521	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$540	\$371	\$278	\$190	\$23,000
EFF-06.3 Medical	\$16,845	\$17,068	\$19,404	\$25,548	
EFF-06.3a Senior Medical	\$16,799	\$17,805	\$20,743	\$25,546	
EFF-06.3b Junior Medical	\$16,985	\$15,041	\$18,338	\$26,031	
EFF-06.4 Nursing	\$429	\$389	\$669	\$595	
EFF-06.5 Operational	\$634	\$519	\$500	\$334	\$12,000
EFF-06.6 Trade And Artisans	\$1,561	\$1,999	\$1,503	\$881	
EFF-06.7 Visiting Medical Officers	\$19,051	\$19,518	\$41,843	\$12,380	
EFF-06.8 Professional	\$1,356	\$1,228	\$3,701	\$3,679	
EFF-06.9 Technical	\$81.17	\$58.93	\$0.00	\$33.32	
Proportion of Unscheduled Leave					
EFF-07 All staff	11.7%	11.9%	11.0%	10.9%	
EFF-07.2 Managerial And Clerical	14.1%	11.3%	9.10%	9.34%	
EFF-07.3 Medical	4.79%	5.06%	5.90%	6.18%	
EFF-07.4 Nursing	11.9%	12.5%	11.8%	10.7%	
EFF-07.5 Operational	15.9%	16.6%	13.1%	11.9%	
EFF-07.6 Trade And Artisans	11.3%	15.6%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	2.64%	3.53%	4.60%	2.87%	
EFF-07.8 Professional	9.16%	10.5%	9.53%	9.83%	
EFF-07.9 Technical	7.63%	7.54%	9.15%	9.57%	
Cost of Unscheduled Leave per FTE					
EFF-08 All staff	\$3,761	\$3,553	\$3,622	\$3,391	\$85,000
EFF-08.2 Managerial And Clerical	\$3,914	\$3,110	\$2,635	\$2,632	\$110,000
EFF-08.3 Medical	\$3,980	\$3,494	\$4,098	\$3,907	
EFF-08.4 Nursing	\$3,665	\$3,759	\$3,684	\$3,497	
EFF-08.5 Operational	\$3,583	\$3,095	\$3,034	\$2,919	\$50,000
EFF-08.6 Trade And Artisans	\$3,044	\$5,425	\$4,037	\$3,342	
EFF-08.7 Visiting Medical Officers	\$3,888	\$3,166	\$6,381	\$4,513	
EFF-08.8 Professional	\$4,136	\$4,069	\$3,994	\$3,968	
EFF-08.9 Technical	\$2,559	\$2,483	\$3,327	\$3,327	
Proportion of WorkCover Leave					
EFF-09 All staff	0.63%	0.69%	0.47%	0.35%	
EFF-09.2 Managerial And Clerical	0.37%	0.32%	0.05%	0.00%	
EFF-09.3 Medical	0.00%	0.02%	0.00%	0.00%	
EFF-09.4 Nursing	0.51%	0.89%	0.43%	0.25%	
EFF-09.5 Operational	2.13%	1.28%	0.93%	0.41%	

Redcliffe Hospital

DC:01 Printed: 18/03/2003

Note: Current data coloured text indicates result in the 1st or 4th quartile. Previous data coloured indicates at least 5% change to the current year data. Summary data has been used for this quadrant. Consequently, it is not possible to allow for casemix differences or to identify statistical significance.



CAB.0007.0002.00842

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of WorkCover Leave					
EFF-09.6 Trade And Artisans	0.95%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting Medical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.05%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	
WorkCover Risk					
EFF-10	2.35%	2.07%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	93.4%	89.8%	80.1%	60.2%	
Average Length of Stay					
EFF-31	2.60	2.64	2.71	2.78	
Proportion of Same Day Patients					
EFF-33	49.6%	45.0%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.94%	0.00%	0.00%	
EFF-34.2 Category 2	1.95%	0.00%	4.00%	4.18%	
EFF-34.3 Category 3	44.4%	44.4%	16.4%	14.8%	
Day Surgery Rate					
EFF-35	50.9%	46.9%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	85.5%	80.9%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCDG)					
EFF-50	\$2,638	n/a	\$2,739	\$2,739	
Average Cost / Weighted Separation (FRAC)					
EFF-51	\$2,509	\$2,473	\$2,410	\$2,598	\$2,224,000
Top 10 DRG Average cost					
EFF-52.01 (1) Z60A Rehabilitation + CSCC	\$12,793	\$12,847	\$9,104	\$9,688	\$580,000
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	\$50,524	\$32,714	\$30,358	\$46,987	\$766,000
EFF-52.03 (3) O60D Vaginal Delivery - Comp Diag	\$2,703	\$2,731	\$2,017	\$1,963	\$480,000
EFF-52.04 (4) P67D Neo,Admwt >2499g, Sig Or Pr-Prp	\$1,403	\$1,371	\$1,148	\$973	\$276,000
EFF-52.05 (5) O01D Caesarean Delivery - Comp Diag	\$5,348	\$6,177	\$3,962	\$4,016	\$494,000
EFF-52.06 (6) Z64A Oth Fctr Infl Health Stat A>79	\$9,319	\$12,360	\$9,207	\$9,147	\$15,000
EFF-52.07 (7) Z64B Oth Fctr Infl Health Stat A<80	\$6,077	\$9,528	\$1,805	\$1,826	\$786,000
EFF-52.08 (8) N04Z Hysterectomy For Non-Malignanc	\$5,245	\$7,788	\$4,515	\$4,956	\$116,000
EFF-52.09 (9) R63Z Chemotherapy	\$329	\$106	\$319	\$338	\$25,000
EFF-52.10 (10) H04B Cholecystectomy-Closed CDE-CSCC	\$3,494	\$5,466	\$3,412	\$3,412	\$19,000
Casemix Efficiency - Acute Inpatients					
EFF-53	137%	170%	136%	129%	
Asset Condition					
EFF-57	57.9%	71.8%	59.9%	57.9%	
Food Services - total cost per OBD					
EFF-58	\$20.65	\$26.56	\$26.84	\$27.45	
Cleaning - total cost per m2					
EFF-59	\$29.53	\$29.94	\$39.22	\$39.27	
Linen Cost per OBD					
EFF-60	\$1.54	\$0.81	\$1.42	\$1.41	\$59,000
Energy Consumption per square metre					
EFF-61	\$44.72	\$45.36	\$20.19	\$23.59	\$777,000



Measured Quality Hospital Report

System Integration and Change - 2003

Indicator		Current	Previous	Peer Group Median	State Median
Redcliffe Hospital					
Central Zone		Large Peer Group			
Accreditation					
SIC01		Yes	Yes	13/13	49/57
Credentialling					
SIC02		Yes	N/R	9/13	52/58
Workforce Management					
SIC03.1	Retention of Nursing Staff	77.0%	85.3%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LG18	79.5%	90.1%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	43.2	42.4	42.6	42.6
SIC03.4	Retention of Allied Health Staff	69.5%	72.7%	70.4%	72.3%
SIC03.5	Cost of Training and Study Leave per FTE	\$316	\$409	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$5.13	\$76.32	\$101	\$112
Quality of information					
SIC04.1	Accuracy	88.2%	93.9%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	8	7	8	7
SIC04.2b	Timeliness - Number of days late per month	0.0	1.0	2.5	7.0
Use of Information					
SIC05.1	Availability of electronic information	18.8%	N/R	27.1%	22.6%
SIC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchmarking					
SIC06.1	In selected clinical areas	80.8%	96.2%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	64.6%	100%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	76.9%	92.3%	72.7%	50.0%
Clinical Pathways					
SIC07.1	Extent of development and use in selected clinical areas	31.3%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontario	43.3%	50.0%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	58.3%	75.0%	50.0%	50.0%
SIC07.4	Medical - extent of development and use	30.0%	30.0%	30.0%	19.4%
SIC07.5	O & G - extent of development and use	50.0%	50.0%	50.0%	50.0%
Facilitating continuity of care					
SIC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	50.0%	N/R	37.5%	37.5%
SIC08.4	Shared ante and post natal care	4/4	N/R	3	2
SIC08.5	Cardiac rehabilitation	2/2	N/R	2	2
SIC08.6	Diabetic management service	3/3	N/R	2	2
Telehealth					
SIC09	Extent of telehealth usage	0.0%	0.0%	1.9%	3.8%

Measured Quality Hospital Report - Patient Satisfaction - 2003

Redcliffe Hospital

Central Zone

Large

Hospital Score: Peer Significance: Peer Group Mean: State Mean:

Service Type: All types combined

PS01	Access and Admission Index	63.2	*	65.3	66.1
PS02	Complaints Management Index	60.8	*	64.0	65.2
PS03	Discharge and Follow-up Index	58.2	*	60.9	62.1
PS04	General Patient Information Index	69.2		69.2	69.9
PS05	Overall Care Index	64.1		65.2	65.9
PS06	Physical Environment Index	67.4		66.5	65.5
PS07	Treatment & Related Information Index	62.9		64.0	65.6

Service Type: Maternity

PS01	Access and Admission Index	71.5		67.8	68.2
PS02	Complaints Management Index	68.7		65.6	66.0
PS03	Discharge and Follow-up Index	61.8		65.2	66.0
PS04	General Patient Information Index	72.5	*	68.1	68.0
PS05	Overall Care Index	69.2		66.9	67.2
PS06	Physical Environment Index	70.3		66.4	67.9
PS07	Treatment & Related Information Index	67.6		65.5	66.2

Service Type: Medical

PS01	Access and Admission Index	61.8		64.5	65.6
PS02	Complaints Management Index	58.1	*	63.4	64.9
PS03	Discharge and Follow-up Index	56.3		60.1	61.4
PS04	General Patient Information Index	67.9		69.3	70.1
PS05	Overall Care Index	62.7		64.7	65.7
PS06	Physical Environment Index	67.3		66.2	65.5
PS07	Treatment & Related Information Index	60.6		63.3	65.4

Service Type: Surgical

PS01	Access and Admission Index	64.3	*	68.9	69.5
PS02	Complaints Management Index	66.7		67.8	68.6
PS03	Discharge and Follow-up Index	63.1		64.0	65.1
PS04	General Patient Information Index	72.2		72.9	73.3
PS05	Overall Care Index	67.0		68.7	68.9
PS06	Physical Environment Index	66.4		67.3	65.9
PS07	Treatment & Related Information Index	68.8		69.2	69.7

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.

Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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Redland Hospital

Southern Zone

Large Peer Group

Acute Myocardial Infarction							
CI01.1	In-hospital Mortality	10.9	6.6	-	10.3	12.0	13.9
CI01.2	Long Stay Rates	2.5	2.1	-	8.2	6.5	9.9
Heart Failure							
CI02.1	In-hospital Mortality	8.7	8.9	-	7.2	7.3	6.6
CI02.2	Long Stay Rates	12.1	5.8	-	8.9	9.2	9.8
Stroke							
CI03.1	In-hospital Mortality	11.5	14.8*	-	15.1*	19.3	19.2
CI03.2	Long Stay Rates	6.0	2.9	-	12*	8.8	8.7
CI03.2a	Acute Long Stay Rates	4.4	2.8	-	3.5	7.7	10.9
CI03.4	Nursing Home Separations	11.0	7.2*	-	9.4*	15.4	13.3
Pneumonia							
CI04.1	In-hospital Mortality	3.6*	7.1	-	5.1*	6.5	7.0
CI04.2	Long Stays	8.9	6.1	-	8.5	10.2	12.2
Knee Replacement							
CI07.1	Long Stays	29.5*	-	-	33.0*	5.6	9.4
CI07.3	Complications of Surgery	32.8	-	-	37.2	15.9	17.5
Hysterectomy							
CI09.1	Long Stay rates	4.4	6.3	-	6.9	9.5	13.3
CI09.3	Complications of Surgery	8.7	12.4	-	10.0	7.9	8.6
CI09.4	on Women < 35 years	7.5	13.0	-	10.0	11.1	9.8
CI09.5	Blood Transfusion Rates	1.6	2.6	-	1.7	2.5	3.2
Standard Primiparae							
CI10.1	C-section	-	8.4*	-	8.8*	-	-
CI10.2	Induction of Labour	-	15.5	-	13.3	-	-
CI10.3	Perineal Tears	-	3.3	-	2.9	-	-
Small for Gestational Age							
CI11.1	Small for Gestational Age	-	2.6	-	2.3*	-	-
Maternal Post-Natal Long Stay Rate							
CI13.1	Vaginal Births	-	2.7**	-	3.8**	-	-
CI13.2	Caesarean Section Births	-	2.2*	-	3.0*	-	-
Asthma							
CI14.1	Long Stay Rates	13.3	13.1	-	13.6	10.9	10.9



Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
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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.

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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving
Redland Hospital					
Southern Zone			Large Peer Group		
Ordinary FTE (Worked)					
EFF-01 All staff	309	278	401	95.5	
EFF-01.2 Managerial And Clerical	33.7	29.9	61.0	11.2	
EFF-01.3 Medical	44.6	37.9	45.5	4.12	
EFF-01.4 Nursing	165	153	174	48.1	
EFF-01.4a Nursing Agency	2.13	2.93	1.30	0.00	
EFF-01.5 Operational	44.3	42.5	71.5	27.3	
EFF-01.7 Visiting Medical Officers	3.56	3.70	3.56	0.67	
EFF-01.8 Professional	17.3	10.7	21.5	7.42	
EFF-01.9 Technical	0.48	0.39	1.23	1.59	
Total FTE					
EFF-02 All staff	388	349	511	126	
EFF-02.2 Managerial And Clerical	40.9	36.2	73.8	14.3	
EFF-02.3 Medical	67.9	49.5	62.0	5.79	
EFF-02.4 Nursing	206	193	221	60.5	
EFF-02.4a Nursing Agency	2.14	2.95	1.30	0.00	
EFF-02.5 Operational	56.4	52.5	91.5	34.6	
EFF-02.7 Visiting Medical Officers	4.46	4.27	4.46	0.89	
EFF-02.8 Professional	22.1	13.7	29.6	9.62	
EFF-02.9 Technical	0.62	0.50	1.10	1.96	
Proportion of Sick Leave					
EFF-03 All staff	4.13%	4.78%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	3.61%	6.30%	4.36%	3.99%	
EFF-03.3 Medical	1.35%	1.09%	1.76%	1.56%	
EFF-03.4 Nursing	4.52%	5.49%	5.24%	4.71%	
EFF-03.5 Operational	6.81%	5.32%	5.64%	4.99%	
EFF-03.7 Visiting Medical Officers	0.67%	0.35%	0.67%	0.60%	
EFF-03.8 Professional	2.42%	3.11%	2.95%	2.95%	
EFF-03.9 Technical	3.80%	0.99%	3.09%	3.30%	
Cost of Sick Leave per FTE					
EFF-04 All staff	\$1,265	\$1,315	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,080	\$1,393	\$1,362	\$1,129	
EFF-04.3 Medical	\$1,033	\$859	\$1,202	\$1,033	
EFF-04.4 Nursing	\$1,449	\$1,492	\$1,660	\$1,582	
EFF-04.5 Operational	\$1,607	\$1,048	\$1,198	\$1,237	
EFF-04.7 Visiting Medical Officers	\$1,078	\$566	\$1,159	\$931	
EFF-04.8 Professional	\$1,161	\$1,530	\$1,290	\$1,384	
EFF-04.9 Technical	\$1,351	\$324	\$1,306	\$1,409	
Proportion of Overtime					
EFF-05 All staff	3.39%	3.21%	2.75%	2.47%	
EFF-05.2 Managerial And Clerical	0.31%	0.54%	0.51%	0.32%	
EFF-05.3 Medical	16.3%	16.4%	16.3%	20.6%	
EFF-05.3a Senior Medical	24.4%	24.6%	19.8%	23.5%	
EFF-05.3b Junior Medical	6.45%	9.92%	9.98%	14.7%	