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## 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 Calmet 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 Mangers, 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 avestigated 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.

Action Officer: Ros Walker Area: Social Policy Telephone: 47693 DDG (PD):

): NG 5/6 -

DG: A



Access Request
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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: Q

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.

CAB.0007.0002.00680

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#### **CABINET-IN-CONFIDENCE**

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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:



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- 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

June 2003





#### **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).
- 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.

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.

- 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.

- 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:

- 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 (OIEP).
- 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**

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



#### 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 abstration 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 AML as one of their conditions. Only two of the deaths were even considered for CABO 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 freating 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

ÀMI - 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 preumonia 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. Queens and 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.

Clinical Utilisation and Outcomes  Describes the clinical performance of hospitals and refers to such things as clinical efficiency and quality of care.	Patient Satisfaction  Examines patients' perceptions of their hospital experience including their perceptions of overall quality of care and outcomes of care.
resources. It refers to a hospital's cost	System Integration and Change  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.

## 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 sum 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 an Specialised	d Large		Small
Atherton Hospital	Брескийсе	-	1	
Ayr Hospital			Lestiffs.	/
Barcaldine Hospital				· /
Beaudesert Hospital	est III		<b>√</b>	
Bilocla Hospital				1
Bowen Hospital				✓
Bundaberg Hospital			1	
Caboolture Hospital		1		
Cairns Base Hospital			···	
Caloundra Mospital			· ·	
Charleville Hospital				✓
Charters Towers Hospital				1
Cherbourg Hospital				
Chinchilla Hospital				196
Cunnamulla Hospital				99
Dalby Hospital				
Emerald Hospital				- V
Gladstone Hospital				1000
Gold Coast Hospital	✓ 🗸			
Goondiwindi Hospital				. 1
Gympie Hospital		~	<b>4</b>	
lervey Bay Hospital		✓		
nghan Hospital			<b>√</b>	
nnisfail Hespital			<b>~</b>	
oswich Hospital		<b>*</b>		
sland Medical Service				
byce Palmer Health Service				<b>*</b>
ingaroy Hospital				<b>.</b>
ogan Hospital				
ongreach Hospital				
fackay Base Hospital		_ <u> </u>		
fareeba District Hospital			2. 2500.	· •
laryborough Hospital		7		
ater Public Adult and Mothers Hospital	<u> </u>	<del> </del>		
ater Public Childrens Hospital	<u> </u>			
iles Hospital				
ossman Hospital		4		· ·
ount Isa Hospital		/		- 252.57
ambour Hospital		<u> </u>		
incess Alexandra Hospital				<b>.</b> /
oserpine Hospital		1		444
ueen Elizabeth II Jubilee Hospital		<b>1</b>		<u> </u>
deliffe Hospital		1 - 1		
dland Hospital		<b>.</b>		
eckhampton Base Hospital				
ma Hospital		<u> </u>		
yal Brisbane Hospital (inc. Royal Women's)		<b> </b>		
yal Childrens Hospital	<u> </u>			
George Hospital		<del>                                     </del>		<u> </u>
e Prince Charles Hospital	<u> </u>	<u> </u>		
	Y	<u> </u>		
ursday Island Hospital		ļ		·
	<b>√</b>	ļ <u>ļ.</u>		
owoomba Hospital			1	
Townsville Hospital (inc. Kirwan)	✓	<u> </u>		
Townsville Hospital (inc. Kirwan) ly Hospital	<b>√</b>			
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Townsville Hospital (inc. Kirwan) ly Hospital			·	<i>Y Y Y</i>

# Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

2001/02

2000/01

1999/00

3 Year Mean Peer Group Mean State Mean

## **Cairns Base Hospital**

## **Northern Zone**

Indicator

## **Principal Referral and Specialised Peer Group**

Acute M	yocardial Infarction						40.0
Cl01.1	In-hospital Mortality	16.3	12.9	26.9**	19.6 *	12.7	13.9
CI01.2	Long Stay Rates	15.0		<i>2</i> 7.5**	24.6 **	12.1	9.9
Heart Fa	îlure						
Cl02.1	In-hospital Mortality	g/f	10,2	12.2*	10.3 *	5.7	6.6
Cl02.2	Long Stay Rates	21.2*	7.1	10.6	12.8	10.5	9.8
Stroke							
Cl03.1	In-hospital Mortality	30.3*	19.7	31.0	26.6 *	20.6	19.2
Cl03.2	Long Stay Rates	11.8	11.0	15.6	<b>12</b> .9	12.8	8.7
Cl03.2a	Acute Long Stay Rates	38.7 **	28.7 **	***	<b>32</b> ,9 **	12.0	10.9
Cl03.4	Nursing Home Separations	22.6*	9.0	9.0	1331	10.8	13.3
Pneumo	nia						
CI04.1	In-hospital Mortality	12,17	8.8	13.9*	11.4 *	7.9	7.0
CI04.2	Long Stays	193	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
Fracture	d Neck of Femur						
CI06.1	In-hospital Mortality	13.3	10.1	9.1	11.0*	72	7.7
Cl06.2	Long Stays	17.4	14.1	9.9	13.7	12.9	13.2
Cl06.2a	Acute Long Stays	22.4*	<b>33.5**</b>	- /	27.3 **	10.6	11.9
C106.5	Nursing Home Separations	33.2*	20.5	33.6*	28.7 *	17.4	19.9
C106.6	Complications of Surgery	16.9	12.4,	12.5	13.7	10.6	11.8
Knee Rep	placement						
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 Repla	acement	***************************************	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
Cl08.1	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
Hysterec	tomy						
CI09.1	Long Stay rates	17.7	<b>12</b> .5	21.2*	17.1	18.6	13.3
C109.3	Complications of Surgery	23.6 **	12.5 11.5	11.3	15.5 *	12.7	8.6
C109.4	on Women < 35 years	13.3 *	13.3	11.7	12.8 *	8.3	9.8
C109.5	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 *	-	_

Caims 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.



## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

**CABINET IN CONFIDENCE** 

Indicate	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group * Mean	' State Mean
Small fo	or Gestational Age						
Cl11.1	Small for Gestational Age	-	3.8	4.5*	4.1 *	-	-
Materna	l Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	<b>-</b>	7.9	7.2	7.6	-	-
Cl13.2	Caesarean Section Births	-	4.9	10.4 **	7.7 *	•	-
Asthma							***************************************
Cl14.1	Long Stay Rates	13.3	9.3	<b>12.1</b>	11.9	12.9	10.9
Colorect	al Carcinoma						
CI15.1	Long Stay Rates	12.0	26.2*	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 change.

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.



Caims Base Hospital

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CABINET IN CONFIDENCE

## Measured Quality Hospital Report - Efficiency - 2003

Current

Previous

Peer Group Median

State Median Potential Saving

Indicator

## 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	<del>103</del>	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 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		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 Adisans	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	1222	9.62	
EFF-02.9	Technical	1.96	2,81	<b>9</b> -07	<b>1.</b> 96	
Proportion	of Sick Leave					
EFF-03	All staff	3.93%	440%	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%	ŕ
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%	441%	3.76%	3.30%	
Cost of Sic	k Leave per FTE			4		
EFF-04	All staff	<b>\$1,</b> 434	\$1,368	\$1,559	\$1,450	
EFF-04.2	Managerial And Clerical	<b>\$1,2</b> 38	\$4,279	\$1,381	\$1,129	
	Medical	\$1,428	* \$797	\$1,316	\$1,033	
	Nursing	\$1,552	\$1,577	\$1,795	\$1,582	
	Operational	\$1,348	\$1,240	\$1,322	\$1,237	
	Trade And Artisans	\$1,216	\$1,138	\$1,354	\$1,243	
	Visiting Medical Officers	\$1,119	\$400	\$1,532	\$931	
	Professional	\$1,210	\$1,388	\$1,567	\$1,384	
	Technical	\$1,409	\$1,924	\$1,429	\$1,409	
	of Overtime	-				
_	All staff	3.32%	3.36%	3.27%	2.47%	
	· ·					1

Cairns Base 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.

## Measured Quality Hospital Report - Efficiency - 2003

Indic	cator	r Quality Th	Current	Previous	Peer Group Median	State Median	Potential Saving
Propor	tion of Overtime						
, -	5.2 Managerial And Clerical		1.26%	1.55%	0.83%	0.32%	٠
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	e#103#	14.4%	*13.5%	11.1%	6.24%	
EFF-05.	8 Professional		3.90%	3.90%	3.13%	3.96%	
EFF-05.	9 Technical		0.46%	0.15%	0.67%	0.05%	
Cost of	Overtime per PTE						
EFF-06	All staff		\$3,624	\$3,458	\$3,315	\$2,816	\$289,000
EFF-06.	2 Managenel And Clerical		\$738	\$864	\$542	\$190	\$27,000
EFF-06.3			\$22,889	\$21,792	\$22,889	\$25,548	
EFF-06.:	3a Senior Medical		\$26,270	\$25,263	\$25,368	\$25,546	\$64,000
EFF-06.3	3b Junior Medical		\$15,791	\$14,560	\$15,791	<b>\$26,0</b> 31	
EFF-06.4	4 Nursing		\$505	<b>\$34</b> 7	<b>\$</b> 50 <b>\$</b>	\$595	
EFF-06.5	•		<b>\$9</b> 58	\$1,432	<b>\$</b> 570	\$334	\$57,000
EFF-06.6	Trade And Artisans		<b>./</b> \$3,14 <b>1</b>	\$2,831	\$3,132	\$881	
EFF-06.7	Visiting Medical Officers		\$29,322	\$27,928	\$22,444	\$12,380	\$71,000
EFF-06.8	- and the till		<b>\$</b> 3,657	\$3,536	\$2,926	\$3,679	\$33,000
EFF-06	Technical		\$360	\$104	\$468	\$33.32	
Proporti	on of Unscheduled Leave	<b>//</b>					
	All starfi		10.2%	10.7%	10.5%	<b>10.9%</b>	
EFF-07.2			9.19%	10.8%	9.14%	9.34%	
EFF-07.3			8.04%	6.58%	6.20%	<b>5</b> .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 U	Inscheduled 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		<b>\$3</b> ,879	\$3;263	\$2,458	\$3,342	\$14,000
EFF-08.7	Visiting Medical Officers		\$4,360	\$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	
Proportio	n 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%	

Caims Base Hospital

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CABINET IN CONFIDENCE

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%		د
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		antible.				
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	470	200	3.11	2.78		
EFF-31	278	2.90	3.11	2.70		
Proportion of Same Bay Patients  EFF-33	58.6%	54.4%	53.7%	35.8%	olitie.	
Elective Surgery Long Wait proportion				. #1	4	
EFF-34.1 Category 1	0.00%	2.50%	1.67%	Q.00%		,
EFF-34.2 Category 2	4.79%	4.74%	4.88%	4.18%		A. C. C. C.
EFF-34.3 Category 3	50.0%	\$0.0%	39.8%	14.0%	***	
Day Surgery Rate EFF-35	49.0%	<b>52.5%</b>	50.0%	56.4%		
Day of Surgery Admission Rate						_
EFF-36	77,6%	75.4%	76.9%	90.9%		_
Average Cost / Weighted Separation (NHCDC)  EFF-50	\$2,748	\$2,309	\$2,883	\$2,739		
Average Cost / Weighted Separation (FRAC)	42,7.10	7—12—1				-
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	<b>\$4</b> 97	\$420	\$4:18		
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	<b>\$52</b> ,333	\$40,215	\$53,033	\$46,987		
EFF-52.03 (3) U61A Schizophrenia Disorders+MHLS	\$10.763	<b>\$7</b> ,777	\$12,394	\$13,022		
EFF-52.04 (4) 060D Vaginal Delivery - Comp Diag	<b>\$1</b> ,624	\$1,530	\$1,930	\$1,963		
EFF-52.05 (5) 001D Caesarean Delivery + Comp Diag	\$5,937	\$5,221	\$4,057	\$4,016	. \$513,000	
FF-52.06 (6) U63B Major Affective Dsid A<70-CSCC	\$7,106	\$5,763	\$9,139	\$8,825		
FF-52.07 (7) B70A Stroke +Severe/Compl Dx/Proc	\$14,153	\$17,378	\$11,827	\$11,827	\$161,000	ĺ
FF-52.08 (8) I04B Knee Replacemt & Reattach-CCC	\$12,314	\$12,072	\$10,163	\$9,064	\$151,000	•
FF-52.09 (9) 001B Caesarean Delivery+Sev Comp Dx	\$6,397	\$6,215	\$5,316	\$5,316	\$135,000	
FF-52.10 (10) K01Z Diabetic Foot	\$10,391	\$9,906	\$16, <b>128</b>	\$16,128		_
casemix Efficiency - Acute Inpatients	142%	122%	128%	129%		
sset Condition			<del></del>			•
FF-57	77.0%	77.6%	66.1%	57.9%		
ood Services - total cost per OBD						
FF-58	\$26.12	\$23.15	\$26.30	\$27.45		
leaning - total cost per m2				4.		
FF-59	\$39.32	\$38.44	\$38.80	\$39.27	\$23,000	
nen Cost per OBD	11					
FF-60	\$2.05	\$1.92	\$1.50	\$1.41	\$371,000	
nergy Consumption per square metre		*****				
FF-61	\$29.88	\$28.57	\$26.21	\$23.59	\$140,000	

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## Measured Quality Hospital Report System Integration and Change - 2003

Current

**Previous** 

Peer Group Median

State Median

Indicator

## **Cairns Base Hospital**

## **Northern Zone**

## **Principal Referral and Specialised Peer Group**

	ditation				
SIC01		Yes	Yes	11/11	49/57
Crede	ntialling				
SIC02		Yes	N/R	9/11	52/58
Workfo	orce Management				
SIC03.	1 Retention of Nursing Staff	78.1%	87.7%	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LO1.6	78.4%	89.8%	85.4%	78.6%
SIC03.3	3 Median Age Mursing Staff	41.5	40.4	40,5	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	<b>\$3</b> 05	\$346	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	\$99,75	<b>\$1</b> 35	\$138	\$112
Quality	of information				
SIC04.1	Accuracy	97.3%	» 93.6%	95.9%	94.2%
SIC04.2		5	7	5	7
SIC04.2	b Timeliness - Number of days late per month	2.3	4.0	13.5	7.0
	nformation				
SIC05,1	Availability of electronic information	20.8%	N/R	42.7%	22.6%
SJC05.2	Collection and use of clinical information	3/3	N/R	3	3
Benchm	arking				
SIC06.1	In selected clinical areas	100%	96.2%	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%	92.3%	96.2%	50.0%
	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 Ontano	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%
Facilitati	ng 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	272	N/R	2	2
SIC08.3	Provision of discharge summaries to GPs	<b>3</b> 7.5%	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
Telehealti	h ·				
SIC09	Extent of telehealth usage	7.7%	5.8%	15.4%	3.8%

Caims Base Hospital

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## 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:	و
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:						
PS01	Access and Admission Indian	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	1
PS05	Overall Care Index	68.3	* 1	64.4	67.2	Ĭ,
PS06	Physical Environment Index	69.5	*	63.0	67.9	
PS07	Treatment & Related Information Index	67,3		64.4	66.2	
Service Type: N	<b>Medical</b>					_
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 Pattent Information Index	64.9	*	69.2	70,1	
PS05	Dvara# Care Index	58.2	*	64.1	65.7	
PS06	Physical Environment Index	52.8	**	620	65.5	
PS07	Treatment & Related Information Index	59.9	***	65,5	65.4	
Service Type: N	lental Health					_
PS01	Access and Admission Index	47.9		55.1	56.7	
PS02	Complaints Management Index	<b>44.</b> 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	f
PS07	Treatment & Related Information Index	40.1		50. <i>7</i>	51.8	٩.
Service Type: S	urgical					_
PS01	Access and Admission Index	62.3	**	<b>6</b> 9.3	69.5	
P\$02	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.

## 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

## **Gold Coast Hospital**

#### Southern Zone **Principal Referral and Specialised Peer Group** Acute Myocardial Infarction CI01.1 In-hospital Mortality 13.0 10.1 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 Cl02.1 In-hospital Mortality 53 **5**.8 7.1 6.0 5.7 6.6 Cl02.2 Long Stay Rates 11.7 6.2\* 9.5 9.0 10.5 9.8 Stroke Cl03.1 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 **3**.5 12.8 8.7 J03.2a Acute Long Stay Rates 5.2\* 7.4 6.3 12.0 10.9 CI03.4 Nursing Home Separations 9.1 15.1 9.5 113 10.8 13.3 Pneumonia Cl04.1 In-hospital Mortality 6.2 4.9 53 5.2 \*\* 7.9 7.0 Ci04.2 Long Stays 11.5 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 Cl05.4 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 63 6.6 7,2 7.7 CI06.2 Long Stays 18.8\* 6.6 13.4 12.9 13.2 Cl06.2a Acute Long Stays 12.4 98 110 10.6 11.9 CI06.5 Nursing Home Separations 180 15.4 18.4 17.4 19.9 CI06.6 Complications of Surgery 92 15.3 8.6 11.1 10.6 11.8 Knee Replacement **\$107.1** Long Stays 93 14.9 9.2 11.1 10.9 9.4 107.3څ Complications of Surgery 19.4 29.1 26.2 24.61 17.5 17.5 Hip Replacement C108.1 Long Stay Rates 9.0 10.4 12,9 10.7 13.6 12.6 CI08.3 Complications of Surgery 13.7 23.8 27.5 24.7 23.4 Hysterectomy Long Stay rates Cl09.1 13.9 11/1 11.8\* 18.6 13.3 C109.3 Complications of Surgery 4.6 9.7 8.8 8.0 \* 12.7 8.6 C109.4 on Women < 35 years 13.2 12.1 8.3 10.6 8.3 9.8 C109.5 Blood Transfusion Rates 5.2 3.3 3.1 3.8 5.6 3.2 Standard Primiparae CI10.1 C-section 12.1\*

Gold Coast Hospital

Induction of Labour

Perineal Tears

CI10.2

CI10.3

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lote: 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.

9.1\*

3.2

10.4\*

8.7 4

2.6

11.2 \*

8.9 \*

2.9

## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

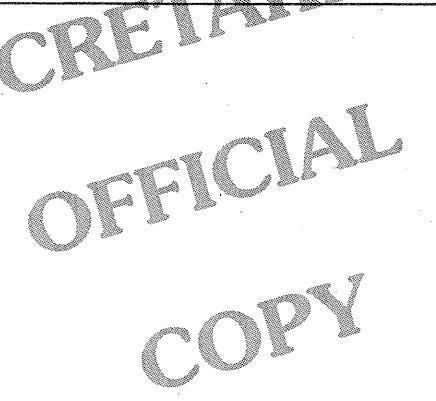
**CABINET IN CONFIDENCE** 

Indicato	o <b>r</b>	2001/02	2000/01	1999/00	3 Year Mean	Peer Group ' Mean	State Mean
Small fo	r Gestational Age						
Cl11.1	Small for Gestational Age	-	3.2	2.8*	3.0	-	-
Materna	l Post-Natal Long Stay Rate						
CI13.1	Vaginal Births	-	9.8 **	8.6*	9.2 **	-	-
Cl13.2	Caesarean Section Births	-	6.5 *	8.7*	7.6 *	- '	-
Asthma						, .	
Cl14.1	Long Stay Rates	7.5*	<b>5</b> .7 *	10.4	8.9 *	12.9	10.9
Colorect	al Carcinoma		9.4				
Cl15.1	Long Stay Rates	15.1	9.4	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 change.

99.9% certain that the result for the facility is different in comparison to the capart 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.



Gold Coast 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.



## 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

Ordin	ary FTE (Worked)			······································	
EFF-0	1 All staff	1,228	1,196	1,228	95.5
EFF-0	1.2 Managerial And Clerical	136	129	163	11.2
EFF-0	1.3 Medical	164	<b>15</b> 5	107	4.12
EFF-0	1.4 Nursing	647	637 //	577	48.1
EFF-0	1.4a Nursing Agency	1.24	1.56	1.24	0.00
EFF-0	I.5 Operational	<b>156</b>	152	193	27.3
EFF-01	l.6 Trade Aud 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	£59
Total F	TE				
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 Agentoy	1.24	1.56	1.24	0.00
EFF-02.	5 Operational	199	189	246	34.6
EFF-02.	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.	B Professional	122	124	122	9.62
EFF-02.9	7 Technical	7.96	7.36	9.07	1,96
Proporti	on of Sick Leave	- 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	77 7 70		
EFF-03	All staff	<b>4</b> .50%	4.52%	<b>4.6</b> 5%	4.59%
EFF-03.2	Managerial And Clerical	5.37%	4.93%	5.18%	3.99%
EFF-03.3	Medical	2 <b>08</b> %	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 S	ick Leave per FTE		77		>
EFF-04	All staff	<b>\$</b> 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	o of Overtime			-	
EFF-05	All staff	2.98%	3.00%	3.27%	2.47%
		<del>-</del>			

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.



### CABINET IN CONFIDENCE

Measured Quality Hospital Report - Efficiency - 2003

Indi	cator	Current	Previous .	Peer Group Median	State Median	Potential Saving	
Propor	rtion of Overtime	-					<del></del>
EFF-05	5.2 Managerial And Clerical	0.77%	0.75%	0.83%	0.32%	•	٠
EFF-05	5.3 Medical	16.3%	16.2%	18.9%	20.6%		
EFF-05	5.3a Senior Medical	19.3%	18.9%	23.6%	23.5%		
EFF-05	5.3b Junior Medical	6.60%	7.35%	9.09%	14.7%		•
EFF-05	i.4 Nursing	0.36%	0.38%	0.67%	0.88%		
EFF-05	i.5 Operational	1.00%	1,57%	1.00%	0.61%		
EFF-05	·	5.31%	3.98%	4.96%	1.33%		
EFF-05.	.7 Visiting Medical Officers	11/1%	18.0%	11.1%	6.24%		
EFF-05.		3.13%	2.79%	3.13%	3.96%		
EFF-05.	.9 Technical	0.67%	0.49%	0.67%	0.05%		
Cost of	Overtime per ETE				313371		_
EFF-06		\$3,139	\$3,051	\$3,315	\$2,816		
EFF-06.		\$470	\$444	\$542	\$190		
EFF-06.		\$18,027	\$17,233	\$22,889	\$25,548		
	3a Senior Medical	\$19,651	\$18,403	\$25,368	\$25,546		
	3b Junior Medical	\$12,840	\$13,430	\$15 <b>,79</b> 1	\$26,031		4669
EFF-06.4		\$12,640	\$265	\$50 <b>5</b>	\$595		
EFF-06.5		\$20.3 \$ <b>6</b> 70	- 14 7490a - 1400a	\$303 \$870	are .		
EFF-06.6			\$897 \$2,409		\$334 \$334		
EFF-06.7		\$3,224	A840	\$3,132	\$881		
EFF-06.8		\$20,947 \$2,926	\$32,744	\$22,444	\$12,380 \$3,670		
	- Technical		\$2,529	\$2,926 \$468	\$3,679 \$33,33		
		\$468	\$332	\$468	\$33.32		
EFF-07	on of Unacheduled Léave All staff	44.007	0.4084	40.50/	ellan nor		
EFF-07.2	Warrell Commencer Commence	11.0%	9.46%	10.5% 9.14%	10.9%		
EFF-07.3		9.95%	7.97% 8. <b>46%</b>		9.34%		
EFF-07.4		7.39%		6.20%	<b>6.</b> 18%		
EFF-07.5	•	12.1%	10.3%	10.6%	10.7%		
EFF-07.6		13.2%	9.86%	#1.6% 0.28%	11.9%		
EFF-07.7		4.47%	5.64%	9.28%	11.2%		
EFF-07.8		5 17%	3.74%	5.75%	2.87%		
EFF-07.9	Tophnical	8.56%	8.68%	9.33%	9.83%		
		11.2%	6.93%	10.8%	9.57%		4
	inscheduled Leave per FTE	** 700	** ***	40.000 35	<b>%</b> ◆0.00±	•	i,
EFF-08	All staff	\$3,733	\$3,302	\$3,623	\$3,391	\$134,000	
EFF-08.2	•	\$2,628	\$2,346	\$2,521	\$2,632	\$14,000	
EFF-08.3		\$4,414	\$5,185	\$4,409	\$3,907	•	
EFF-08.4	Nursing	\$3,998	\$3,319	Š.	\$3,497	\$317,000	
EFF-08.5		<b>\$2</b> ,864	\$2,313	<b>\$2,864</b>	\$2,919		
EFF-08.6	Trade And Artisans	\$1,430	\$1,860	\$2,458	\$3,342		
EFF-08.7	Visiting Medical Officers	\$7,385	\$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	n 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%		
L1 1 -03.4							

Gold Coast Hospital

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CABINET IN CONFIDENCE

## Measured Quality Hospital Report - Efficiency - 2003

incusured equality i	iospitai i	zeboir -	LINCICIO	cy - 200	3
Indicator	Current	Previous	Peer Group Median	State Median	Potentia
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%	<b>71:7%</b>	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%	9,00%	-
EFF-34.2 Category 2	22.2%	24.4%	4.88%	4.18%	Å.
EFF-34.3 Category 3	30.3%	36.2%	39.8%	14.9%	
Day Surgery Rate	30.070	700	00.04		
EFF-35	40.6%	39.3%	50.0%	56.4%	
Day of Surgery Admission Rate	10.078		. 30.076	30,476	
EFF-36	76.9%	84.6%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCDC)	19,576	04.078	70.5%	30.376	
EFF-50	\$2,575	\$2,370	\$2,883	\$2,739	
	φ2,0/0	φ2,310	φ2,003	\$2,F35	
Average Cost/ Weighted Separation (FRAC) EFF-51	\$3,096	ድኃ ንስን	മാനാഭ 🖏	EO EO	
Top 10 DRG Average cost	\$3,090	\$2,797	\$3,096	\$2,598	
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$40.067	<b>\$47</b> ,313	953,033	\$46,987	
EFF-52.02 (2) 060D Vaginal Delivery - Comp Diag	\$49,967 \$1,713	\$47,313* \$1,624	\$1,930	\$1,963	
EFF-52.03 (3) U63B Major Affective Dsrd A<70-CSCC	\$8,834	\$8,651	\$9,139		
EFF-52.04 (4) U61A Schizophrenia Disorders NAULS	\$10,412	\$12,800		\$8,825	8-
EFF-52.05 (5) Z60A Rehabilitation + CSCC		\$8,096	\$12,394 \$11,054	\$13,022	
EFF-52.06 (6) 001D Caesarean Delivery Comp Drag	\$ <b>7,39</b> 7 \$4,016	\$3,676	\$11,954 \$4.057	\$9,688 \$4,016	
EFF-52.07 (7) L61Z Admit For Renal Dialysis	\$4,010 \$398	•	\$4,057		
EFF-52.08 (8) E65A Chmic Obstrct Airway Dis+CSCC		\$367 \$6.076	\$420	\$418	
EFF-52.09 (9) B63Z Dmntia&Chmic Disturb Crbri Fn	\$5,085 \$6,087	\$6,076	\$6,849	\$5,086 \$0,404	
EFF-52.10 (10) W01Z Ventiln/Cranio Mult Sig Trauma	\$6,967	\$8,839	\$9,680	\$9,121	
	\$42,512	\$45,507	\$47,194	\$47,194	
Casemix Efficiency - Acute Inpatients	4000	40.00	4000/	10000	
EFF-53	128%	121%	128%	129%	
Asset Condition	<u> </u>				
EFF-57	66.1%	64.3%	66.1%	57.9%	
Food Services - total cost per OBD					
FF-58	. \$24.14	\$29.66	\$26.30	\$27.45	
Cleaning - total cost per m2			-		
FF-59	\$31.32	\$34.41	\$38.80	\$39.27	
inen Cost per OBD					
FF-60	\$1.78	\$1.23	\$1.50	\$1.41	\$259,000
nergy Consumption per square metre					
FF-61	\$18.93	\$19.84	\$26.21	\$23.59	

Gold Coast Hospital

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## Measured Quality Hospital Report System Integration and Change - 2003

Current

**Previous** 

Peer Group Median State Median

Indicator

## **Gold Coast Hospital**

## **Southern Zone**

## Principal Referral and Specialised Peer Group

Accredit	afion					
SIC01		Yes	Yes	11/11	49/57	
Credenti	alling		*			
SIC02		No	N/R	9/11	52/58	
Workford	e 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 Hunsing Staff	40.5	N/R	40.5	42.6	
SIC03.4	Retention of Allied Health Staff	74.5%	N/R	73.9%	72.3%	1
SIC03.5	Cost of Training and Study Leave per FTE.	\$413	<b>\$3</b> 90	<b>\$3</b> 16	\$341	Ę.
SIC03.6	Cost of Education and Conference Courses per FTE	\$142	<b>\$1</b> 36	\$138	\$112	
Quality of	finformation					
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 Int	ormation .					
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	
Benchma	rking		/ / /		•	
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	<b>#9</b> 0%	100%	96.2%	50.0%	
Clinical Pa	athways				, med	·
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%	ĺ
SIC07.5	O & G - extent of development and use	75.0%	50.0%	18.8%	50.0%	٠.
acilitating	g continuity of care	-000				
IC08.1	Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54	
IC08.2	Use of pre admission clinics for elective surgery .	2/2	<b>N</b> /R	2	2	
IC08.3	Provision of discharge summaries to GPs	100%	N/R	50.0%	37.5%	
IC08.4	Shared ante and post natal care	414	N/R	4	2	
IC08.5	Cardiac rehabilitation	2/2	N/R	2	2	
IC08.6	Diabetic management service	3/3	N/R	2	2	
elehealth						
IC09	Extent of telehealth usage	1.9%	0.0%	15.4%	3.8%	

Gold Coast Hospital

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## Measured Quality Hospital Report - Patient Satisfaction - 2003

## **Gold Coast Hospital**

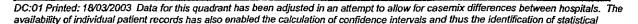
## Southern Zone

## Principal Referral and Specialised

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Ty	pe: All types combined				
PS01	Access and Admission Index	62.6		64.1	66.1
P\$02	Complaints Management Index	63.5	elle	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	<i>,</i>	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 Typ	e: 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		68.1	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	<b>57.</b> 8	*	64.4	66.2
Service Typ	e: Medical			,,,,	
PS01	Access and Administra Indian	62.7		63.0	65.6
PS02	Compleints 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	Oversit 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	and the second	65.5	65.4
Service Type	: Mental Health				
PS01	Access and Admission Index	√ 45.f		55.1	56.7
PS02	Complaints Management Index	<b>47.</b> 1		54.4	55.6
PS03	Discharge and Follow-up Index	52.8	- 400-	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
ervice Type	: Surgical				
PS01	Access and Admission Index	67.4		69.3	69.5
PS02	Complaints Management Index	65.8		68.2	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

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

					<u>.</u>		
Ci01.1	Myocardial Infarction	42.0	40.0	8.9	*	40.7	40.0
Cl01.1	•	13.2	12.9	80A . 190A	11.3	12.7	13.9
CIU1.2	Long Stay Rates	11.4	8.7	5.2*	7.6 *	12.1	9.9
Heart I	Failure						
CI02.1	In-hospital Mortality	4,0	8.9	5.5	5.9	5.7	6.6
Cl02.2	Long Stay Rates	8.9	17.3*	6.2*	10.2	10.5	9.8
Stroke	4				······································		· · · · · · · · · · · · · · · · · · ·
Cl03.1	In-hospital Mortality	14.7	27.6	28.6	24.5	20.6	19.2
Cl03.2	Long Stay Rates	6.1	0.0 *	0.0*	4.7**	12.8	8.7
Cl03.2a	Acute Long Stay Rates	11.4	2.7*	-////	8,4	<b>1</b> 2.0	10.9
CI03.4	Nursing Home Separations	8.4	8.4	8.1	8.3	10:8	13.3
Pneum	onīa					,	
Ci04.1	In-hospital Mortality	7.5	3.6*	5.9	5.4 *	7.9	7.0
Cl04.2	Long Stays	13.9	17.0	13.4	14.8	15.8	12.2
Diaboti	Foot						
Diabetii Cl05.1	Leng Stays	21.2	18.9	10.7	15.7	18.5	14.6
Cl05.4	Amputation Rates	11.0*	24.3	20.3	18.6 **	34.1	23.8
	ed Neck of Femur					<b>&amp;</b>	
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
C106.2a	Acute Long Stays	0.0 *	0.0		0.0 **	10.6	11.9
Cl06.5	Nursing Home Separations	0.0*	2.6*	6.17	3.4 **	17.4	19.9
2106.6	Complications of Surgery	13.8	19.5	10.5	13.9	10.6	11.8
(nee Re	placement						
2107.1	Long Stays	4.1 *	2.3 *	3.9*	3.4 **	10.9	9.4
107.3	Complications of Surgery	18.4	<b>22.7</b> °	27.2	22.5	17.5	17.5
lip Repl	acement		···				
108.1	Long Stay Rates	6.5	10.9	13.2	10.5	13.6	12.6
108.3	Complications of Surgery	12.9*	36.6*	34.7	29.2	24.7	23.4
ysterec	formy				· · · · · · · · · · · · · · · · · · ·		
109.1	Long Stay rates	9.8 **	10.6*	9:0	9.7 **	18.6	13.3
109.3	Complications of Surgery	7.1 *	13.4	15.3	12.3	12.7	8.6
109.4	on Women < 35 years	6.9	9.2	10.9	9.3	8.3	9.8
109.5	Blood Transfusion Rates	3.5	4.5	3.5	3.9	5.6	3.2
andard	Primiparae						
10.1	C-section	-	20.8**	17.2*	18.9 **	-	
10.2	Induction of Labour	•	15.6*	13.8	14.7 *	_	_
						-	

Mater Misericordiae Public Adult and Mothers 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.



## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

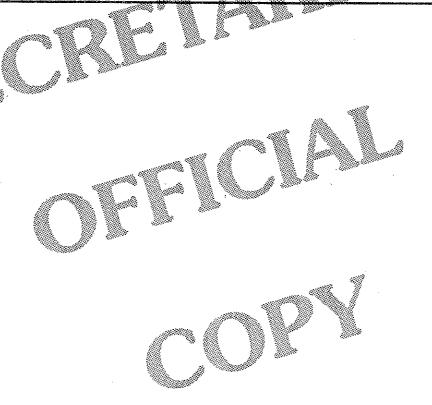
CABINET IN CONFIDENCE

Indicate	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group * Mean	State Mean
	or Gestational Age		· · · · · · · · · · · · · · · · · · ·				
Cl11.1	Small for Gestational Age	- '	3.3	3.8	3.6	-	-
Materna	Post-Natal Long Stay Rate						
CI13.1	Vaginal Births	-	3.1 **	3.0 **	3.0 **	-	-
Cl13.2	Caesarean Section Births	-	2.5 **	2.9**	2.7 **	-	-
Asthma			and the second				
Cl14.1	Long Stay Rates	17.8	<b>16</b> .8	16.2	17.0 *	12.9	10.9
Colorect	al 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 change.

99.9% certain that the result for the facility is different in comparison to the coffort 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.



Mater Misericordiae Public Adult and Mothers Hospital

DC:01 Printed: 18/03/2003

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

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## Measured Quality Hospital Report - Efficiency - 2003

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)		- militar	·		
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	\$0.6%	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 <b>:0%</b>	58,4%	
Day of Surgery Admission Rate					
EFF-36	82.4%	82.7%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCDC)	A W				
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 BRG Average cost		•		_	
EFF-52.01. (1) 0660 Vaginal Delivery - Comp Diag	\$1,995	\$1,531	\$1,930	\$1,963	\$104,000
FF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	\$44,967	\$58,970	<b>\$53,6</b> 33	<b>\$</b> 46,987	`
EFF-52.03 (3) 001D Caesarean Delivery - Comp Diag	\$4,530	\$2,952	\$4,057	<b>\$</b> 4,01 <b>6</b>	\$241,000
FF-52.04 (4) R63Z Chemotherapy	\$532	\$801	<b>\$</b> 415	\$338	\$400,000
FF-52.05 (5) P62Z Neonate, Admission Wt 750-999g	\$52,293	<b>\$51</b> ,517	\$31,666	\$31,666	\$701,000
FF-52.06 (6) 001A Csm Delvy+Mult Cmg Dx >=1Sev	<b>\$6</b> ,541	\$4,847	\$5,612	\$5,612	\$217,000
FF-52.07 (7) P61Z Neonate, Admission Wt <750g	\$94,813	\$60,490	\$32,498	\$32,498	\$997,000
FF-52.08 (8) N04Z Hysterectomy For Non-Malignanc	\$5,674	\$3,711	\$5,187	\$4,956	\$100,000
FF-52.09 (9) 001B Caesarean Delivery+Sev Comp Dx	\$5,452	\$3,661	\$5,316	\$5,316	\$28,000
FF-52.10 (10) O60B Vaginal Delivery + Sev Comp Dx	\$2,836	\$2,044	\$2,561	\$2,561	\$101,000
asemix Efficiency - Acute Inpatients					
FF-53	119%	106%	128%	129%	
ood Services - total cost per OBD	ه شدين			i	
FF-58	\$33/40	\$25.3\$	\$26.30	\$27.45	\$581,000
leaning - total cost per m2					
FF-59	<b>\$24</b> .59 //	\$44.23	\$38.80	\$39.27	

Mater Misericordiae Public Adult and Mothers Hospital

Indicator

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.

## Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median

State Median

Indicator

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

			.a##k		<del> </del>
Accredit	ation	saidh a a			· · · · · · · · · · · · · · · · · · ·
SIC01		Yeş	Yes	11/11	49/57
Credenti	alling				
SIC02		Yes	N/R	9/11	52/58
Quality o	f 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 in	formation				<u> </u>
SIC05.1	Availability of electronic information	55.2%	N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information	<b>3</b> /3	M/R	3	3
Benchma	rking				
SIC06.1	In selected clinical areas	36.5%	34.6%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	<b>9</b> .0%	0.0%	90.0%	0.0%
SIC06.3	In selected clinical areas - external	73.1%	69.2%	96.2%	50.0%
Clinical Pa	alliways				
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. <b>0%</b>
SIC07.4	Medical - extent of development and use	20.0%	25. <b>6</b> %	25.0%	19.4%
SIC07.5	O & G - extent of development and use	87,5%	.75.0%	18.6%	50.0%
acilitating	continuity of care			(364	
SIC08.1	Memorandum of understanding with local GPs	Yes /	N/R	10/11	26/54
31C08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2
IC08.3	Provision of discharge summaries to GPs	75.0%	N/R	50.0%	37.5%
IC08.4	Shared ante and post natal care	4/4	N/R	4	2
IC08.5	Cardiac rehabilitation	N/A	N/R	2	2
IC08.6	Diabetic management service	2/3	N/R	2	2
elehealth	_				
IC09	Extent of telehealth usage	15.4%	9,6%	15.4%	3.8%



DC:01 Printed: 18/03/2003

## 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 Ty	pe: 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	60.6		62.3	65.5
PS07	Treatment & Related Information Index	68:5	*	65.3	65.6
Service Typ	e: Maternity				•
PS01	Assess 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
P\$05	Overall Care Index	68.3	*	64.4	<i>§</i> ≉ 67.2
PS06	Physical Environment Index	51.4	**	63.0	67.9
PS07	Treatment & Related Information Index	74.B	**	64.4	66.2
Service Type	e: 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		620	65.5
PS07	Treatment & Related Information Index	69.0		65,8	65.4
ervice 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 conort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



## 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

Mater Misericordiae Public Childrens Hospital

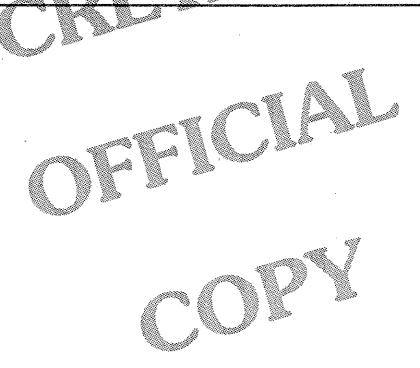
Southern Zone

**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

Current

Previous

Peer Group Median

State Median Potential Saving

## Mater Misericordiae Public Childrens Hospital

## Southern Zone

Indicator

## **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	\$6.9%	57.9%	53.7%	35.8%	
Elective Surgery Long Wait propertion	(b) ****				
EFF-34.1 Category 1	0.00%	0.00%	1.67%	0.00%	
FF-34.2 Category 2	4.88%	10.0%	4.88%	4.18%	b
FF-34.3 Category 3	11.0%	24.8%	39.8%	14.9%	
Day Surgery Rate			. 4		
FF-35	63.3%	<b>6</b> 6.0%	50. <b>0%</b>	56.4%	š
ay of Surgery Admission Rate					
FF-36	90.4%	91.8%	76.9%	90.9%	
verage Cost / Weighted Separation (NHCDC)	A 🖔				
FF-50	\$2,705	\$2,271	\$2,883	\$2,739	
verage Cost / Weighted Separation (FRAC)					
FF-51	\$3,611	\$2,377	\$3,096	\$2,598	\$5,658,000
pp 10 DRG Average cost					
FF-52.01. (1) ASSZ Tracheostomy Any Age Any Cond	\$53,125	\$79,547	\$53,033 °	\$46,987	
FF-52.02 (2) A41Z Intubation Age<16	\$17,862	\$28,903	<b>\$9.09</b> 7	\$9,097	\$552,000
FF-52.03 (3) E70B Whoopng Cgh &Acte Brnchio-CSCC	\$3,234	<b>\$</b> 1,906	\$2,782	\$2,782	\$134,000
FF-52.04 (4) P06A Neo,Admwt >2499g+Sig Or Pr+Mmp	\$103,002	\$27,907	\$25,437	\$25,437	\$621,000
FF-52.05 (5) E60B Cystic Fibrosis -CSCC	<b>\$1</b> 2,975	<b>\$5,</b> 989	\$6,682	\$6,682	\$352,000
F-52.06 (6) W01Z Ventiln/Cranio Mult Sig Trauma	<b>\$6</b> 6,354	\$27,413	\$47,194	\$47,194	\$313,000
F-52.07 (7) E69C Bronchitis & Asthmet A<50 CC	\$943	\$821	\$1,446	\$1,446	
F-52.08 (8) U66Z Eating & Obsessv-Compulsy Osrd	\$43,755	\$37,065	\$12,398	\$12,398	\$408,000
F-52.09 (9) D11Z Tonsillectomy, Adenoidectomy	\$1,473	\$1,380	\$1,615	\$1,615	•
F-52.10 (10) B66B Nervous System Neoplasm A<65	\$2,389	\$1,439	\$4,362	\$4,362	
semix Efficiency - Acute Inpatients				7	
F-53	84.1%	85.1%	128%	129%	

#### Measured Quality Hospital Report System Integration and Change - 2003

urrent Previous

Peer Group Median State Median

Indicator

# Mater Misericordiae Public Childrens Hospital

#### Southern Zone

## **Principal Referral and Specialised Peer Group**

A			<b>.</b>					
Accredit SIC01	ation	V	V	44144	40.67			
		Yes	Yes	11/11	49/57			
Credenti SIC02	alling		)					
		Yes	N/R	9/11	52/58			
	f information							
SIC04.1	Accuracy	97.3%	83.5%	95.9%	94.2%			
SIC04.2a		7	9	5	7			
SIC04.2b	Timeliness Number of days late per month	13.5	0.0	13,5	7.0			
Use of In	formation							
SIC05.1	Availability of electronic information	42.7%	<b>N</b> R	42.7%	22.6%			
SIC05.2	Collection and use of clinical information	8/3	<b>M/</b> R	3	3			
Benchma	rking			•				
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 - exfernal	66.7%	75.0%	96.2%	50.0%			
Clinical P	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	NIA	N/A	18,8%	50.0%			
Facilitating	g continuity of care							
SIC08.1	Memorandum of understanding with local GP's	Yes	N/R	10/11	26/54			
SIC08.2	Use of pre admission clinics for elective surgery	o/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%			

Mater Misericordiae Public Childrens Hospital

DC:01 Printed: 18/03/2003



# 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	. set Ma	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 ladex	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	É
PS05	Overall Care Index	63.0		64.1	65.7	ţ
PS06	Physical Environment Index	61.0		62.0	65.5	
PS07	Treatment & Related Information Index	<b>86.</b> 8		65.5	65.4	
Service Type: :	Surgical				÷	
PS01	Access and Admission Index	68.9	<b>*</b>	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. <b>4</b>	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.



# Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

2001/02

2000/01

1999/00

3 Year Peer Group Mean Mean State

Mean

CABINET IN CONFIDENCE

Indicator

## **Nambour Hospital**

#### Central Zone

#### **Principal Referral and Specialised Peer Group**

						·	
Acute	Myocardial Infarction						
CI01.1	In-hospital Mortality	11.4	16.8	75*	12.0	12.7	13.9
Cl01.2		4.7**	8.0 *	5.1*	5.9 **	12.1	9.9
Heart F	ailure					:	
Cl02.1	In-hospital Mortality	2,8	4.2	6.7	4.4 *	5.7	6.6
Cl02.2	Long Stay Rates	2.7**	5.3 °	6.6	4.8 **	10.5	9.8
Stroke							<del>*************************************</del>
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
103.2a	Acute Long Stay Rates	5.4	1.3*	-	3.0 **	12.0	10.9
Cl03.4	Nursing Home Separations	2.0*	10.8	10.0	79	10.8	13.3
Pneumo	onia						**************************************
CI04.1	In-hospital Mortality	7.4	5.0	7.5	6.7	7.9	7.0
CI04.2	Long Stays	13.2	97*	8.8*	10.7 *	15.8	12.2
Diabetic	Foot						
Cl05.1	Long Stays	16.4	9.6	•	11.3	18.5	14.6
Cl05.4	Amputation Rates	35.7	20.5	-	27.2	34.1	23.8
Fracture	d Neck of Femur						
Cl06.1	In-hospital Mortality	4.2	2.9 *	IJ	4.9	7.2	7.7
Cl06.2	Long Stays	8.9	3.5 *	3.4*	Ø5.1*	<b>12.9</b>	13.2
Cl06.2a	Acute Long Stays	9.9	<b>9.6</b> *		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	13.8	<b>17.0</b>	13.3	10.6	11.8
	placement						
ુ107.1	Long Stays	23.5 <b>**</b>	18.1*	21.3*	21.1 **	10.9	9.4
107.3	Complications of Surgery	28.2*	29.9*	24.1	26.9 *	17.5	17.5
Hip Repla	acement						
CI08.1	Long Stay Rates	19.5*	8.3	20.4*	15. <b>5</b> *	13.6	12.6
CI08.3	Complications of Surgery	29.1	17.4*	29:0	25.5	24.7	23.4
lysterect	tomy						
0109.1	Long Stay rates	18.1	13.6	10.2*	13.6 *	18.6	13.3
0109.3	Complications of Surgery	13.2	12:6	11.5	12.5	12.7	8.6
109.4	on Women < 35 years	5.0	7.1	6.7	6.3 *	8.3	9.8
109.5	Blood Transfusion Rates	5.5	6.3	2.2	4.6	5.6	3.2
tandard	Primiparae						
110.1	C-section	-	10.7*	5.3**	8.0 **	-	-
110.2	Induction of Labour	-	11.4	14.1	12.7	-	-
110.3	Perineal Tears		3.8	1.0*	2.3	-	-

Nambour Hospita

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<sup>&#</sup>x27;pte: Coloured text indicates the facilities performance has been identified in the outlier criteria, warranting further investigation.

July at a 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.

#### Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

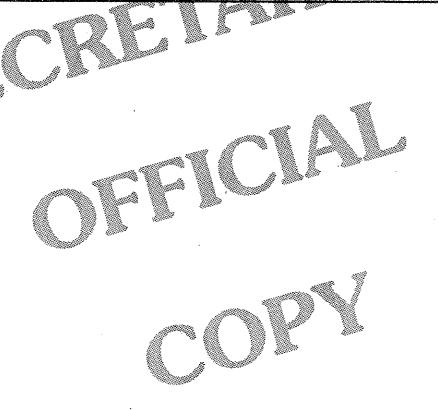
CABINET IN CONFIDENCE

Indicato	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group * Mean	' State Mean		
Small fo	or Gestational Age		***************************************				, , , , , , , , , , , , , , , , , , , ,		
Cl11.1	Small for Gestational Age	÷ .	3.3	4.1	3.7	-	-		
Materna	il Post-Natal Long Stay Rate				<del></del>		-		
CI13.1	Vaginal Births	_	14.1 **	17.3**	15.8 **	-	-		
Cl13.2	Caesarean Section Births	-	8.9*	11.8**	10.5 **	-	-		
Asthma						<u> </u>			
Cl14.1	Long Stay Rates	4.6*	18.5	9.5	9.4 *	12.9	10_9		
Colorect	al 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 change.

99.9% certain that the result for the facility is different in comparison to the cotion 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.



Nambour 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.



### Measured Quality Hospital Report - Efficiency - 2003

Current

Previous

Peer Group Median State Median Potential Saving

### Nambour Hospital

#### **Central Zone**

Indicator

## Principal Referral and Specialised Peer Group

Ordinary	FTE (Worked)		- <i>48</i> 5		
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 .	97.0	86:0	107	4.12
EFF-01.4	Nursing	409	397	577	48.1
EFF-01.4	a Nursing Agency	00.00	0.00	1.24	0.00
EFF-01.5	Operational	» <del>17</del> 1	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	~7.4 <b>2</b> /
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	<b>⁄</b> 135	122	144	5.79
EFF-02.4	Nursing	522	510	722	60.5
EFF-02.4a	Nursing Agency	Ø 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	<b>0.89</b>
EFF-02.8	Professional	94.3	94.1	1222	9.62
EFF-02.9	Technical	30.6	31.7	9,07	1.96 /
Proportion	of Sick Leave	and the Alle			
EFF-03	All staff	5,07%	4.90% //	4.65%	4.59%
EFF-03.2	Managerial And Clerical	5.69%	501%	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%	<b>0.60%</b>
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 Sic	k Leave per FTE				<b>*</b>
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
	Medical	\$1,417	\$1,234	\$1,316	\$1,033
	Nursing	\$1,795	\$1,769	\$1,795	\$1,582
	Operational .	\$1,365	\$1,174	\$1,322	\$1,237
	Trade And Artisans	\$1,016	\$0.00	\$1,354	\$1,243
	Visiting Medical Officers	\$1,619	\$3,711	\$1,532	\$931
	Professional	\$1,850	\$1,615	\$1,567	\$1,384
	Technical	\$2,224	\$1,460	\$1,429	\$1,409
	of Overtime	•			
	All staff	3.31%	3.05%	3.27%	2.47%
				147	

Nambour Hospita

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Measured Quality Hospital Report - Efficiency - 2003

		,,,				-,		
Indica	ator .		Current	Previous	Peer Group Median	State Median	Potential Saving	ì
Proporti	ion of Overtime						····	
EFF-05.2	2 Managerial And Clerica	ıl	0.46%	0.50%	0.83%	0.32%	•	,
EFF-05.3	3 Medical		22.5%	23.5%	18.9%	20.6%		
EFF-05.3	3a Senior Medical		28.1%	29.0%	23.6%	23.5%		
EFF-05.3	3b Junior Medical		10.9%	11.6%	9.09%	14.7%		
EFF-05.4	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	<ul> <li>Visiting Medical Officers</li> </ul>		15.8%	16:5%	11.1%	6.24%		
EFF-05.8	3 Professional		4.23%	4.34%	3.13%	3.96%		
EFF-05.9	Technical		0,05%	0.15%	0.67%	0.05%		
Cost of C	Overtime per FTE							
EFF-06	All staff		\$3,584	\$3,212	\$3,315	\$2,816	\$254,000	
EFF-06.2	Managerial And Clenical		\$283	\$286	\$542	\$190		
EFF-06.3	Medical		\$25,548	\$25,513	\$22,889	\$25,548	\$258,000	
EFF-06.3	a Senior Medical		\$28,424	\$28,106	\$25,368	\$25,546	\$199,000	est-
EFF-06.3t	b Junior Medical		\$19,654	\$19,921	<b>\$15,79</b> 1	\$26,031	\$123,000	ŧ,
EFF-06.4	Nursing		\$536	\$2 <b>6</b> 9	\$505	<b>\$</b> 595	\$12,000	
EFF-06.5	Operational		\$444	\$321	/ <b>\$57</b> 0	\$334		
EFF-06.6	Trade And Artisans		<b>\$</b> 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	·····	
	n 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%	<b>\$1.2%</b>	10.6%	10.7%		
EFF-07.5	Operational		13.2%	11.9%	<b>11.6%</b>	11.9%		
EFF-07.6	Trade And Artisans		26.6%	0.00%	9.28%	11.2%		
FF-07.7	Visiting Medical Officers		6. <b>30</b> %	5.87%	5.75%	2.87%		
FF-07.8	Professional		11.7%	10.2%	9.33%	9.83%		
FF-07.9	Technical		17.6%	13.5%	10.8%	9.57%	-	£
	scheduled Leave per FTE	<u> </u>				este.		Q.
FF-08	All staff		\$3,623	\$3,416	49496	<b>\$3,391</b>		
FF-08.2	Managerial And Clerical		\$2,521	\$2,290	\$2,521	\$2,632		
FF-08.3	Medical		\$4,842	\$4,895	\$4,409	\$3,907	\$42,000	
	Nursing		\$3,445	\$3,448	\$3,508	\$3,497		
	Operational		<b>53</b> ,183	\$2,811	\$2,864	\$2,919	\$54,000	
	Trade And Artisans		\$2,434	\$0.00	. \$2,458	\$3,342		
	Visiting Medical Officers		\$7,754	\$8,368	\$7,754	\$4,513		
	Professional		\$5,451	\$4,674	<b>\$4,</b> 188	\$3,968	\$92,000	
	Technical		\$5,708	\$4,129	\$3,720	\$3,327	\$44,000	
•	of WorkCover Leave							
	All staff		0.87%	0.91%	0.37%	0.35%		
	Managerial And Clerical		0.04%	0.40%	0.07%	0.00%		
	Medical		0.02%	0.09%	0.02%	0.00%		
	Nursing		0.89%	1.06%	0.43%	0.25%		
FF-09.5 (	Operational		2.04%	1.31%	0.89%	0.41%		
								1

Nambour Hospita

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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.

## Measured Quality Hospital Report - Efficiency - 2003

mododica addity ii	oopitui i	report		,, _0	
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)				1.1070	
EFF-30	» 96.0%	88.2%	77.3%	60.2%	
	30.076	-50.278 · ·	17.576	00.270	<del> </del>
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%	Q.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	40.578	, 39,7%			
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 (NHCDC)					
EFF-50	\$2,526	\$1,651	\$2,883	\$2,739	
Average Cost / Weighted Separation (FRAC)				ett.	-
EFF-51	\$2,333	\$2,576	\$3,096	\$2,598	· · · · · · · · · · · · · · · · · · ·
Top 10 DRG Average cost		an marine de la companya de la comp			
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$51,551	<b>\$35</b> ,398	\$53,0 <b>33</b>	\$46,987	
EFF-52.02 (2) Z60A Rehabilitation + CSCC	\$9,376	<b>\$6</b> ,040	\$11,954	\$9,688	
EFF-52.03 (3) O60D Vaginal Delivery - Comp Diag	\$1,930	<b>\$1,4</b> 29	\$1,930	\$1,963	
EFF-52.04 (4) U61A Schizophrenia Disorders HAFILS	\$9,877	\$6,543	\$12,394	\$13,022	
EFF-52.05 (5) U63B Major Affective Dsrd 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	<b>\$97</b> 3	\$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) 108A Other Hip & Femur Proc + CSCC	\$11,013	\$5,742	\$13,478	\$13,478	
EFF-52.10 (10) 001D 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		7-0.0 1	<del>+20.50</del>		
EFF-59	\$45.81	\$42.84	\$38.80	\$39.27	\$192,000
Linen Cost per OBD	<b>4.0.0</b>	ψ12.U1	<b>400.00</b>	450.L1	φ.υ.,υυ.
EFF-60	<b>\$</b> 1.50	\$1.48	\$1.50	\$1.41	
	Ψ1.00	Ψ1.70	Ψ1.50	¥111	
Energy Consumption per square metre	ಕೆಂದ ೧4	600 E7	\$9£ 94	¢aa Eu	
EFF-61	\$26.21	\$28.57	\$26.21	\$23.59	

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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.

## Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median State Median

Indicator

## Nambour Hospital

#### **Central Zone**

## Principal Referral and Specialised Peer Group

Accredit	ation					
SIC01		Yes	Yes	11/11	49/57	
Credenti	alling					
SIC02		Yes	N/R	9/11	52/58	
Workford	e Management	<b>7</b>				
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	<b>\$31</b> 6	\$341	arestone
SIC03.6	Cost of Education and Conference Courses per FTE	\$138	\$118	\$198	\$112	
Quality of	information					
SIC04.1	Accuracy	<b>67</b> :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 Inf	omation					
SIC05.1 8	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	
Benchmai	king					
SIC06.1	In selected clinical areas	80.8%	63.5%	89.3%	27.5%	
SIC06.2	In selected clinical areas - internal	7\$.1%	53.8%	90,0%	0.0%	
SIC06.3	In selected clinical areas - external	88,5%	73.1%	96.2%	50.0%	
Clinical Pa	athways					
SIC07.1	Extent of development and use in selected clinisal 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%	4
SIC07.5	O & G - extent of development and use	12.5%	0.0%	18.8%	50.0%	
Facilitating	g continuity of care			7		
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	<b>2</b> /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	
elehealth	,					
SIC09	Extent of telehealth usage	23.1%	9.6%	15.4%	3.8%	

Nambour Hospital

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## Measured Quality Hospital Report - Patient Satisfaction - 2003

## Nambour Hospital

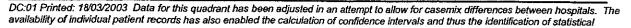
#### **Central Zone**

## Principal Referral and Specialised

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Ty	pe: All types combined				
PS01	Access and Admission Index	62.8		64.1	66.1
PS02	Complaints Management Index	63.6	estillo.	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 Ty <sub>l</sub>	pe: Maternity				
PS01	Access and Admiresion tridex.	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	i de	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 Typ	e: Medical				
PS01	Access and Admission Index	61,0		63.0	65.6
PS02	Completines 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	<i>*</i>	620	65.5
PS07	Treatment & Related Information Index	63.5	and the second second	65.\$	65.4
ervice Type	e: Mental Health				
PS01	Access and Admission Index	<b>69.1</b>	*	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
ervice Type	: Surgical		and the second	<i>a</i> . 7	
PS01	Access and Admission Index	64.9	*	69.3	69.5
PS02	Complaints Management Index	64.6		68.2	68.6
PS03	Discharge and Follow-up Index	62.8		85.5	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	59.9	*	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** 

2001/02

2000/01

1999/00

3 Year Peer Group Mean Mean State Mean

# Princess Alexandra Hospital

#### Southern Zone

Indicator

## Principal Referral and Specialised Peer Group

010recta 115.1	al Carcinoma Long Stay Rates	13.6	6.7 *	10.0	10.3	13.4	10.3
114.1	Long Stay Rates	16.9	13.5	6.8	12.3	12.9	10.9
sthma				<del>*************************************</del>			
109.5	Blood Transfusion Rates	1.9	4.4	1.1	2.4 *	5.6	3.2
109.4	on Women < 35 years	9.0	14.4	11.2	11.5	8.3	9.8
109.3	Complications of Surgery	0.0*	<b>8.7*</b> 10.8	7.6	6.9 *	12.7	8.6
109.1	Long Stay rates	10.9*	87.	8.1 ·	9.0 **	18.6	13.3
 lysterec	tomy				*		
CI08.3	Complications of Surgery	22.0	34.7	35.6*	30.9 🔭 🦂	24.7	23.4
C108.1	Long Stay Rates	11.9	14.5	12.3	12.9	13.6	12.6
lip Repl	acement		**************************************				
C107.3	Complications of Surgery	18.2	30.9*	27.4	24.8	17.5	17.5
C107.1	Long Stays	4.4 *	13.5	7.9	8.1	10.9	9.4
Knee Re	placement				· · · · · · · · · · · · · · · · · · ·		<del>\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\</del>
C106.6	Complications of Surgery	73	10.9	18.5*	14.8	10.6	11.8
C106.5	Nursing Home Separations	21 <i>.T</i>	22.3	12.0*	17.7	17.4	19.9
Cl06.2a	Acute Long Stays	9.5	<b>13</b> .5		11.1	10.6	11.9
Cl06.2	Long Slays	19.6*	22.9*	20.8**	20.6**	12.9	13.2
CI06.1	In-hospital Mortality	8.2	9.0	97	8.91	7,2	7.7
Fracture	ed Neck of Femur					&	
CI05.4	Amputation Rates	30.3	30.3	23.9	28.6	34.1	23.8
Diabetic Cl05.1	Foot Long Slays	21.5	26.3 *	12.4	18.9	18.5	14.6
C104.2	Long Stays	13.8	12.4	* 12.0	12.7 *	15.8	12.2
CI04.1	In-hospital Mortality	77	7.3	6.7	7.2	7.9	7.0
Pneumo					The second		
	reasing Home Separations	7.0		10.3	<u> </u>	>-10.0	13.3
Cl03.2a	Acute Long Stay Rates  Nursing Home Separations	13.6 7.6	13.6 16.2	10.3	13.6 11.1	12.0 †0.8	10.9 13.3
Cl03.2 Cl03.2a	Long Stay Rates	16.6	9.8	17.5*	14.6*	12.8	8.7
Cl03.1	In-hospital Mortality	23.2	21.9	19.5	21.7	20.6	19.2
Stroke	1 7						
CI02.2	Long Stay Rates	8.4	9.9	9.7	9.3	10.5	9.8
Cl02.1	In-hospital Mortality	77	6,0	5.1	6.3	5.7	6.6
Heart I	Failure						
Cl01.2	Long Stay Rates	10.9	<b>12.2</b>	8.0	10.1	12.1	9.9
CI01.1	In-hospital Mortality	13.7	18.4*	10.7	14.4	12.7	13.9
Acute	Myocardial Infarction						

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.



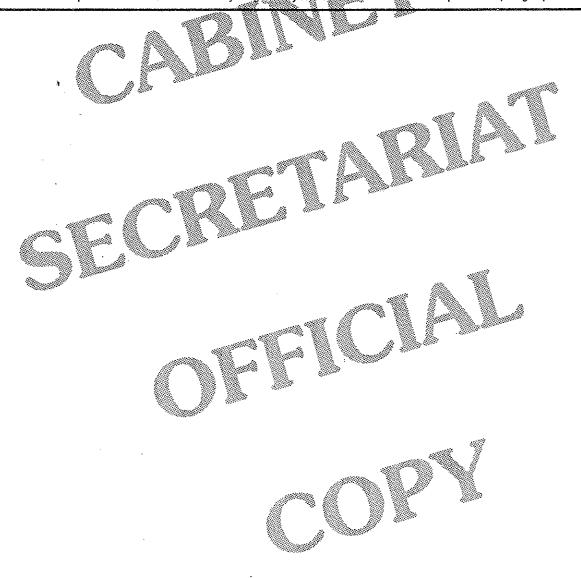
#### Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicato	r	2001/02	2000/01	1999/00	3 Year Mean	Peer Group * Mean	› State Mean
Colorect Cl15.3	tal Carcinoma 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 charge.
- 99.9% certain that the result for the facility is different in companion to the control 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.



Princess Alexandra Hospital

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#### Measured Quality Hospital Report - Efficiency - 2003

Current

**Previous** 

Peer Group Median State Median Potential Saving

Indicator

### **Princess Alexandra Hospital**

#### Southern Zone

## **Principal Referral and Specialised Peer Group**

						<del></del>	-
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	<b>305</b>	<b>30</b> 9	107	4.12		
EFF-01.4	Nursing	1,180	1,181	577	48.1		
EFF-01.4a	Nursing Agency	46.7	24.5	1.24	0.00		
EFF-01.5	Operationat	<b>≉</b> 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	6.7A	1,59		·
Total FTE							1
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	<b>428</b>	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-02.8	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		
FF-02.8	Professional	326	309	122	9.62		
FF-02.9	Technical	24.1	23:6	9.07	1.96		
roportion	of Sick Leave						
FF-03	All staff	4.01%	3,61%	4.65%	4.59%		
FF-03.2	Managerial And Clerical	4,32%	3.82%	5.18%	3.99%		
FF-03.3	Medical	2.17%	1.97%	1.87%	1.56%		
FF-03.4	Nursing	4.46%	4.03%	5.16%	4.71%		
FF-03.5	Operational	4.86%	3.93%	5.20%	4.99%		Į.
FF-03.6	Trade And Artisans	3.75%	3.52%	4.68%	4.26%		the state of
FF-03.7	Visiting Medical Officers	0.66%	0.97%	0.97%	0.60%		
FF-03.8	Professional	2.82%	3.27%	3.52%	2.95%		
FF-03.9	Technical	2.63%	2.79%	<b>3</b> .76%	3.30%		_
ost of Sici	Leave per FTE				*		
FF-04 <i>i</i>	All staff	\$1,513	\$1,438	\$1,559	\$1,450		
FF-04.2 I	Managerial And Clerical	\$1,494	\$1,361	\$1,381	\$1,129		
FF-04.3 I	Medical	\$1,316	\$1,231	\$1,316	\$1,033		
FF-04.4 1	Nursing	\$1,707	\$1,624	\$1,795	\$1,582		
FF-04.5 (	Operational	\$1,316	\$1,166	\$1,322	\$1,237		
FF-04.6 1	Frade And Artisans	\$1,212	\$1,171	\$1,354	\$1,243		
FF-04.7 \	/isiting Medical Officers	\$1,112	\$1,609	\$1,532	\$931		
F-04.8 F	Professional	\$1,400	\$1,517	\$1,567	\$1,384		
F-04.9 T	echnical	\$1,068	\$1,134	\$1,429	\$1,409		
oportion o	of Overtime	<u>.</u>		***************************************	· · · · · · · · · · · · · · · · · · ·		
F-05 A	JI staff	3.27%	3.14%	3.27%	2.47%		

Princess Alexandra Hospital

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## Measured Quality Hospital Report - Efficiency - 2003

) Indic	cator	Current	Previous	Peer Group Median	State Median	Potential Saving
Propor	tion of Overtime					
EFF-05		1.59%	1.05%	0.83%	0.32%	
EFF-05	i.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	<b>5.97%</b>	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 ₱TE					
EFF-06	All staff	\$3,315	\$3,087	\$3,315	\$2,816	
EFF-06.	2 Mahagenal And Clerical	\$1,092	\$698	\$542	\$190	\$264,000
EFF-06.3	3 Medical	\$23,216	\$22,140	\$22,889	\$25,548	\$100,000
EFF-06.3	Ba Senior Medical	\$25,368	\$23,491	<b>\$25</b> ,368	\$25,546	
EFF-06.3	3b Junior Medical	\$17,087	\$18,042	\$1 <b>5,7</b> 91	\$28,931	\$103,000
EFF-06.4	1 Nursing	\$227	<b>\$15</b> 0	\$50 <b>\$</b>	<b>\$</b> 595	
EFF-06.5	5 Operational	\$324	\$294	\$570	\$334	
EFF-06.6	3 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	Profession#f	\$1,689	\$1,437	\$2,926	\$3,679	
EFF-06.9	Tedinical	\$989	\$724	\$468	\$33.32	\$11,000
Proporti	on of Unscheduled Leave					
EFF-07	All staff	7.10%	5.28%	10.5%	<b>10.9%</b>	
EFF-07.2	Managerial And Clerical	5.53%	4.46%	9 14%	9.34%	
EFF-07.3	Medical	6.18%	4.85%	<b>6.</b> 20%	6.18%	
EFF-07.4	Nursing	8.01%	<b>\$</b> .82%	<b>\$0</b> .6%	<b>40.7%</b>	
EFF-07.5	Operational	8.27%	5.74%	14.6%	11.9%	
EFF-07.6	Trade And Artisans	5.21%	5.08%	9.28%	11.2%	
EFF-07.7	Visiting Medical Officers	<b>5.0</b> 5%	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 U	nscheduled Leave per FTE					
EFF-08	All staff	\$2,721	\$2,120	\$3,623		
EFF-08.2	Managerial And Clerical	\$1,874	\$1,611	<b>\$2.521</b>	\$2,632	
EFF-08.3	Medical	\$4,335	\$3,331	<b>\$4</b> ,409	\$3,907	
EFF-08.4	Nursing	\$2,790	\$2,07 <b>9</b>	\$3,508	<sup>≥</sup> \$3,497	
EFF-08.5	Operational	<b>\$2</b> ,130	\$1,552	\$2,864	\$2,919	
EFF-08.6	Trade And Artisans	\$1,542	\$1,615	\$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	
•	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%	

Princess Alexandra Hospital

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Measured Quality Hospital Report - Efficiency - 2003

measured guanty i	iospitai	vehorr -	THICK!!	cy - Zu	
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	-		Alla.		
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%	satille.
Elective Surgery Long Wait proportion				4444	
EFF-34.1 Category 1	3.32%	9.48%	1.67%	0.00%	
EFF-34.2 Category 2	6.49%	23.0%	4. <b>88%</b>	4,18%	<b>.</b>
EFF-34.3 Category 3	49.8%	50.3%	39. <b>6%</b>	14.9%	
Day Surgery Rate				<b>&gt;</b>	
EFF-35	49.2%	45.0%	50.0%	56.4%	
Day of Surgery Admission Rate  EFF-36	6 <b>1</b> .9%	59.5%	76.9%	90.9%	
Average Cost / Weighted Separation (NHCDC) 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				<b>%</b> . A	
EFF-52.01 (1) Z60A Rehabilitation + CSCC	\$16,211	<b>\$1</b> 1,920	\$11,954	\$9,688	\$3,358,000
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	\$60,283	<b>\$</b> 48,173	\$53,033	\$46,987	\$1,370,000
EFF-52.03 (3) L61Z Admit For Renal Dialysis	<b>\$4</b> 16.6	\$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 Multi Sig Trauma	\$72,916	\$53,574	\$47,194	\$47,194	\$1,415,000
EFF-52.06 (6) L67C Oth Kidny & Umry Tret 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 Dsrd A<70-CSCC	\$8,825	\$5,880	\$9,139	\$8,825	
Casemix Efficiency - Acute Inpatients EFF-53	129%	109%	128%	9 129%	
Asset Condition					
EFF-57	62.5%	57.8%	66.1%	57.9%	
ood Services - total cost per OBD		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
:FF-58	. \$28.42	\$29.99	\$26.30	\$27.45	\$452,000
Cleaning - total cost per m2			<del></del>		
FF-59	\$34.40	\$46.52	\$38.80	\$39.27	
inen Cost per OBD		· · · · · · · · · · · · · · · · · · ·	. ====		
FF-60	\$1.40	\$1.40	\$1.50	\$1.41	
nergy Consumption per square metre			· · · · · · · · · · · · · · · · · · ·		
FF-61	\$27.04	\$32.44	\$26.21	\$23.59	\$74,000
					Ţ <b>,500</b>

Princess Alexandra 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.

### Measured Quality Hospital Report System Integration and Change - 2003

urrent Previous Po

Peer Group Median State Median

Indicator

## **Princess Alexandra Hospital**

#### Southern Zone

## **Principal Referral and Specialised Peer Group**

		· ·		and the second		
Accredita	ation	-35	anima, T		-	
SIC01			Yes	Yes	11/11	49/57
Credentia	alling		an and a second			
SIC02			Yes	N/R	9/11	52/58
Workforc	e 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	<b>\$112</b>
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 Inf	ormation					
SIC05.1	Availability of electronic information		53.1%	, ≫ N/R	42.7%	22.6%
SIC05.2	Collection and use of clinical information		<b>8/3</b>	N/R	3	3
Benchmar	rking					
SIC06.1	.hr:seledied clinical arsas		87.5%	40.0%	89.3%	27.5%
SIC06.2	In selected clinical arens - 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 P	dhways					
SIC07.1	Extent of development and use in selected clinical are	as	22.2%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontario		44.4%	63 <b>,0</b> %	42.9%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and use	•	68.7%	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 tise		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
Felehealth SIC09	Extent of telehealth usage		5.8%	0.0%	15.4%	3.8%

Princess Alexandra Hospital

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## Measured Quality Hospital Report - Patient Satisfaction - 2003

# Princess Alexandra Hospital Principal Referral and Specialised

Sou	#h	orn	70	nn
JUL	JUI!	em	Zυ	ne

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Typ	pe: 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	hasia (in	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 Typ	e: 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	e: Mental Health				
PS01	Access and Admission Indies	47.3		55.1	56.7
PS02	Complaints Marriagement 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	Qvetsif Care Index	48.3		54.8	56.1
PS06	Physical Environment Index	50.7	and the second	57.8	60.3
PS07	Treatment & Related Information Index	45.8		50.7	51.8
ervice Type	e: Surgical	and the second			
PS01	Access and Admission Index			69.3	69.5
PS02	Complaints Management Index	<b>∄</b> \$.7	*	68.2	68.6
PS03	Discharge and Follow-op 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 other 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 change.
- 99.9% certain that the result for the facility is different in comparison to the control 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

2001/02

2000/01

1999/00

3 Year Mean Peer Group '
Mean

State Mean

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

#### **Central Zone**

Indicator

## **Principal Referral and Specialised Peer Group**

						·····	
Acute N	lyocardial Infarction	*	-				11-11
CI01.1	In-hospital Mortality	13.8	11.6	7.1 *	10.2 *	12.7	13.9
CJ01.2	Long Stay Rates	14.7	14.3	12.0	13.4	12.1	9.9
Heart Fa	ailure						
CI02.1	In-hospital Mortality	5.6	8.8	6.0	6.8	5.7	6.6
Ci02.2	Long Stay Raties	13.0	14.1 *	14.5 *	13.9 **	10.5	9.8
Stroke	1	<i>y</i>					
CI03.1	In-hospital Mortality	20.0	17.6	22.9	20.4	20.6	19.2
C103.2	Long Stay Rates	17.5*	13.5*	10.9	\$4.0 °	12.8	8.7
Cl03.2a	Acute Long Stay Rates	10.3	12.9	<ul> <li>4</li> </ul>	<b>*1</b> 1.4	12.0	10.9
CI03.4	Nursing Home Separations	12.2	13.2	12.1	12.5	<b>≇0.8</b>	13.3
Pneumo	nia						
Cl04.1	In-hospital Mortality	49*	5.8	7.5	6.1 *	7.9	7.0
Cl04.2	Long Stays	14.9	19.6**	14.6	16.3 *	15.8	12.2
	Foot:						44.0
Cl05.1	Long Stays	13.8	21.0	10.9	14.1	18.5	14.6
Cl05.4	Amputation Rates	30.7	29.1	31.1	30.4	34.1	23.8
Fracture	d Neck of Femur						
Cl06.1	In-hospital Mortality	4.5	7.1	74	6.2	7.2	7.7
CI06.2	Long Stays	11.3	11,1	6.0	9.4	12.9	13.2
Cl06.2a	Acute Long Stays	5.7*	12.4		9.2	10.6	11.9
CI06.5	Nursing Home Separations	14.9	20.6	26.2*	20.9	17.4	19.9
CI06.6	Complications of Surgery	13.1	<b>15</b> .5	11.1	13.0	10.6	11.8
Knee Re	placement					•	
CI07.1	Long Stays	8.0	15.7	17.3 *	14.0 *	10.9	9.4
C107.3	Complications of Surgery	15.7	14.6	21.9	17.3	17.5	17.5
Hip Repla	acement				<i>(</i>		
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
Hysterec	tomy	•					
C109.1	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
0109.5	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)

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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.

#### Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicato	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group *	` State Mean
Small fo	or Gestational Age		2.2	2.1	2.4		·
O:11.:	Small for Gestational Age	<u>-</u>	3.3	3.4	3.4	-	-,
Materna	l Post-Natal Long Stay Rate						-
CI13.1	Vaginal Births	-	4.2 **	9.6*	7.3	-	_
Cl13.2	Caesarean Section Births	-	3.0 *	5.7	4.5	-	-
Asthma			4				
Cl14.1	Long Stay Rates	21.9*	15.4	12.4	15.4 *	12.9	10.9
Colorecta	al Carcinoma						
Cl15.1	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 change.

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



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.



### Measured Quality Hospital Report - Efficiency - 2003

Current

Previous

Peer Group Median

State Median

Potential · Saving

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

#### **Central Zone**

Indicator

#### **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	, •	335	321	107	4.12	
EFF-01.4		1,453	1,439	577	48.1	
	a Nursing Agency	74.5	Million College			
		08 W 1992	72.1	1.24	0.00	
EFF-01.5		575 64.4	607	193	27.3	
EFF-01.6		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	<b>4,</b> 304	1,547	126	
EFF-02.2	Managerial And Clerical	<b>632</b>	594	203	14.3	
EFF-02.3	Medical	451	436	144	5.79	
EFF-02.4		1,796	1,779	722	60.5	
	Nursing Agency	74.5	72.1	1.24	0.00	
EFF-02.5	Operational	727	760	246	34.6	
EFF-02.€	Tracte And Artisans	75.9	74.8	18.7	1.22	
	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	34.4	9 07	1.96	
roportion	of Sick Leave					
EFF-03	All staff	496%	5,07%	4.65%	4.59%	
FF-03.2	Managerial And Clerical	5.60%	5.02%	5.18%	3.99%	
FF-03.3	Medical	1.78%	2.63%	1.87%	1.56%	
FF-03.4	Nursing	5.16%	5.32%	5.16%	4.71%	
FF-03.5	Operational	6.83%	6.83%	5.20%	4.99%	
FF-03.6	Trade And Artisans	4.72%	3.61%	4.68%	4.26%	
FF-03.7	Visiting Medical Officers	1.82%	1.92%	0.97%	0.60%	
FF-03.8	Professional	3.59%	3.76%	3.52%	2.95%	
FF-03.9	Technical	4.38%	4.88%	3,76%	3.30%	
ost of Sici	k Leave per FTE	.230500	77			—
	All staff	<b>\$1,</b> 493	\$1,412	\$1,559	<b>\$1,45</b> 0	
	Managerial And Clerical	\$1,322	\$1,136	\$1,381	\$1,129	
	Medical	\$1,2 <b>1</b> 1	\$1,197			
	Nursing			\$1,316 \$1,705	\$1,033 \$1,582	
	Operational	\$1,588 \$1,401	\$1,555 \$1,369	\$1,795 \$1,222	\$1,582 \$4,337	
	•	\$1,401 \$1,576	\$1,268 \$4,407	\$1,322	\$1,237	
	Frade And Artisans	\$1,576	\$1,197	\$1,354	\$1,243	
	/isiting Medical Officers	\$2,490	\$2,987	\$1,532	\$931	
	Professional	\$1,661	\$1,562	\$1,567	\$1,384	
F-04.9 T	Fechnical Experience of the second se	\$1,513	\$1,114	\$1,429	\$1,409	
oportion o	of Overtime Oll staff	2.59%	2.53%			

Royal Brisbane Hospital (inc. Royal Women's)

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Measured Quality Hospital Report - Efficiency - 2003

Indic	ι	d Quanty He	Current	Previous	Peer Group Median	State Median	Potential (
Proport	tion of Overtime						
•	2 Managerial And Clerical	i	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-05.0	6 Trade And Artisans		3.88%	5.77%	4.96%	1.33%	
EFF-05.7	7 Visiting Medical Officers		4.88%	4.83%	11.1%	6.24%	
EFF-05.8	3 Professional		1.46%	1.55%	3.13%	3.96%	
EFF-05.9	Technical		0,33%	0.25%	0.67%	0.05%	
Cost of 0	Overtime per FTE					,	
EFF-06	All staff		\$2,474	\$2,339	\$3,315	\$2,816	
EFF-06.2	Mainagerial And Clerical		\$542	\$376	\$542	\$190	
EFF-06.3	Medical		\$17,507	\$16,958	\$22,889	\$25,548	
EFF-06.3	a Senior Medical		\$21,762	\$21,012	<b>\$25</b> ,368	\$25,546	ſ
EFF-06.3	b Junior Medical		\$6,787	\$6,772	<b>\$15,7</b> 91	<b>\$26.0</b> 31	W. J. V.
EFF-06.4	Nursing		\$423	<b>\$36</b> 1	\$50\$	\$595	
EFF-06.5	Operational		<b>\$8</b> 91	\$856	\$870	* \$334	\$185,000
EFF-06.6	Trade And Artisans		<b>\$2,474</b>	\$3,5 <b>9</b> 0	\$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	
Proportio	n of Unscheduled Leave		······································				
EFF-07	All staff		8.51%	8.06%	10.5%	<b># 10.9%</b>	
EFF-07.2	Managerial And Clerical		8.39%	7.27%	9.14%	9.34%	
EFF-07.3	Medical		6.20%	6.52%	6.20%	<b>6</b> .18%	
EFF-07.4	Nursing		8.19%	<b>\$</b> .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 69%	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%	. 2"
Cost of Ur	scheduled Leave per FTE						- Consumer
FF-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	
FF-08.4	Nursing		\$1,889	\$1,76\$	\$3,508	\$3,497	
FF-08.5	Operational		<b>\$1</b> ,981	\$1,486	<b>\$2,864</b>	\$2,919	
FF-08.6	Trade And Artisans		<b>\$2,4</b> 82	\$1,634	\$2,458	\$3,342	
FF-08.7	Visiting Medical Officers		\$6,034	\$6,973	\$7,754	\$4,513	
FF-08.8	Professional		\$2,292	\$2,134	\$4,188	\$3,968	
FF-08.9	Technical	•	\$2,109	\$1,626	\$3,720	\$3,327	
roportion	of WorkCover Leave					11.00	
-	All staff		0.51%	0.57%	0.37%	0.35%	
	Managerial And Clerical		0.18%	0.58%	0.07%	0.00%	
	Medical		0.12%	0.08%	0.02%	0.00%	
	Nursing		0.44%	0.48%	0.43%	0.25%	
	Operational		1.23%	1.10%	0.89%	0.41%	
<del>-</del>	•						

Royal Brisbane Hospital (inc. Royal Women's)

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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.

Measured Quality Hospital Report - Efficiency - 2003

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%         1.57%         0.00%           EFF-34.2 Category 2         24.6%         25.7%         4.98%         4.18%           EFF-34.3 Category 3         47.2%         46.9%         39.8%         14.9%           Day Surgery Rate         14.9%         14.9%         14.9%	Indicator	reasured Quality Fi	Current	Previous	Peer Group Median	State Median	Potential Saving
EFF-09.7 Visiting Medical Officers 0.64% 0.16% 0.00% 0	Proportion of World	kCover Leave	•				-
EFF-09.8 Professional 0.46% 0.35% 0.07% 0.00% EFF-09.9 Tochsical 0.00% 0.24% 0.00% 0	EFF-09.6 Trade A	nd Artisans	0.93%	1.70%	0.00%	0.00%	
### EFF-09 9 Technical	EFF-09.7 Visiting	Medical Officers	0.64%	0.16%	0.00%	0.00%	
WorkCover Risk   1.0%   0.87%   1.15%   1.13%	EFF-09.8 Professi	onal	0.46%	0.35%	0.07%	0.00%	
EFF-10	EFF-09.9 Technic	al .	0.00%	0.24%	0.00%	0.00%	
Coccopancy Rate (Bed Day Efficiency)   Bis   St.   St.   1	WorkCover Risk				15 Mar.		
EFF-30	EFF-10		1.07%	0.87%	1.15%	1.13%	Table 1 Table 1
Average Length of Stay  EFF-31  3.64  3.65  3.11  2.78  Proportion of Same Gay Patients  EFF-33  5.38  52.3%  53.7%  35.8%  Elective Surgery Long West proportion  EFF-34.1 Category 1  4.30%  4.29%  1.57%  4.89%  4.18%	Occupancy Rate (B	ed Day Efficiency)					
FFF-31	EFF-30		85.9%	64.1%	77.3%	60.2%	
Proportion of Same Bay Patients   53.8%   52.3%   53.7%   35.8%	Average Length of	Stay			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
EBF-33	EFF-31		3.64	3.65	3.11	2.78	
Elective Surgery Long Walt proportion  EFF-34.1 Category 1	Proportion of Same	Day Patients					
EFF-34.1 Category 1	EFF-33		53.8%	52.3%	53.7%		
EFF-34.2 Category 2	Elective Surgery Lo	ng Wait proportion					
### State	EFF-34.1 Category	1	4.30%	4.29%		74 m	
Day Surgery Rate  EFF-35  Day of Surgery Admission Rate  EFF-36  Day of Surgery Admission Rate  EFF-36  Average Cost/Weighted Separation (NHCDC)  EFF-50  S2,883  \$2,422  \$2,883  \$2,739  Average Cost/Weighted Separation (FRAC)  EFF-51  S3,778  \$2,920  \$3,096  \$2,588  \$54,785,000  Top 10 DRG Average cost  EFF-52.01 (1) AO6Z Tracheostomy Any Age Any Cond  EFF-52.02 (2) L61Z Admit For Renal Dialysis  EFF-52.03 (3) Z6DA Rehabilitation + CSCC  \$10,587  \$11,939  \$11,934  \$11,934  \$13,022  EFF-52.04 (4) U61A Schizophrenia Disorders MRLS  EFF-52.05 (8) G83Z Chemotherapy  \$7,446  \$381  \$46,000  EFF-52.06 (6) 060D Vaginal Delivery - Camp Diag  EFF-52.06 (6) 060D Vaginal Delivery - Camp Diag  EFF-52.08 (8) O01D Caesarean Delivery - Camp Diag  EFF-52.08 (8) O01D Caesarean Delivery - Camp Diag  EFF-52.09 (9) 264B Oth Foir Infil Health Stat A-80  \$1,899  \$1,595  \$3,778  \$2,920  \$3,996  \$53,833  \$46,967  \$54,000  \$51,899  \$1,930  \$1,963  \$1,465,000  EFF-52.08 (8) O01D Caesarean Delivery - Comp Diag  \$3,374  \$3,230  \$4,007  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$4,016  \$51,898  \$1,1826  \$1,826  \$1,826  \$1,826  \$3,94,000  EFF-52.10 (10) Z64A Oth Foir Infil Health Stat A-79  \$8,762  \$7,590  \$3,147  \$9,147  **  **  **  **  **  **  **  **  **	EFF-34.2 Category	2		and the second	**************************************	matiki kita k	
Section   Sect	EFF-34.3 Category	3	47.2%	46.9%	39.8%	14.9%	
Day of Surgery Admission Rate  EFF-36  Average Cost/Weighted Separation (NHCBC)  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) AG6Z Tracheostomy Any Age Any Cond  EFF-52,02 (2) L61Z Admit For Renal Dialysis  EFF-52,02 (2) L61Z Admit For Renal Dialysis  EFF-52,02 (3) 3Z60A Rehabilitation + CSCC  \$10,587  \$14,939  \$11,954  \$381  \$1,954  \$338  \$1,465,000  EFF-52,05 (5) R63Z Chemotherapy  \$740  \$381  \$1,699  \$1,699  \$1,930  \$1,930  \$1,963  EFF-52,06 (6) 0600 Vaginal Delivery - Camp Diag  \$13,352  \$46,004  EFF-52,09 (8) O01D Caesarean Delivery - Comp Diag  \$3,974  \$3,230  \$4,067  \$4,066  \$466,000  EFF-52,09 (9) Z64B Oth Fctr Infil Health Stat A<80  \$1,899  \$1,155  \$1,826  \$1,826  \$94,000  EFF-52,10 (10) Z64A Oth Fctr Infil Health Stat A×79  \$8,762  \$7,590  \$9,147  \$9,147  assemic Efficiency - Acute Inpatients  FF-53  \$1,236  \$41,08  \$45,16  \$38.80  \$39.27  \$286,000  Inen Cost per OBD  FF-58  \$41,08  \$45,16  \$38.80  \$39.27  \$286,000  Inen Cost per OBD  FF-60  \$1,38  \$1,38  \$1,37  \$1,50  \$1,41  Inergy Consumption per square metre	Day Surgery Rate					»	
Average Cost / Weighted Separation (NHCOC)  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  EFF-52.02 (2) L61Z Admit For Renal Diatysis  EFF-52.03 (3) ZEOA Rehabilitation + CSCC  EFF-52.04 (4) U61A Schizophrenia Disorders+WHLS  EFF-52.05 (5) R63Z Chemotherapy  EFF-52.06 (6) 0600 Vaginal Delivery - Comp Diag  EFF-52.07 (7) A04Z Bone Marrow Transplant  S31,352 \$46,204 \$26,446 \$26,446 \$466,000  EFF-52.08 (8) O01D Caesarean Delivery - Comp Diag  EFF-52.09 (9) Z64B Oth Fctr Infl Health Stat A<80 \$1,899 \$1,155 \$1,826 \$1,826 \$94,000  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 \$3,762 \$7,590 \$3,147 \$9,147  Sasemix Efficiency - Acute Inpatients  EFF-53 \$2,860 \$33,50 \$26,13 \$26,30 \$27,45 \$1,933,000  Inen Cost per OBD  EFF-56 \$1,38 \$1,38 \$1,37 \$1,50 \$1,41  Inergy Consumption per square metre	EFF-35		51.7%	48/8%	50.0%	56.4%	
Average Cost / Weighted Separation (NHCBC)  EFF-50		ission Rate					
\$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  For 10 DRG Average cost  EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond  EFF-52.02 (2) L61Z Admit For Renal Dialysis  EFF-52.03 (3) Z60A Rehabilitation + CSCC  EFF-52.04 (4) U61A Schizophrenia Disorders+VHLS  EFF-52.05 (5) R63Z Chemotherapy  EFF-52.05 (5) R63Z Chemotherapy  EFF-52.06 (6) O60D Vaginal Delivery - Comp Diag  EFF-52.07 (7) A04Z Bone Marrow Transplant  EFF-52.08 (8) O01D Caesarean Delivery - Comp Diag  EFF-52.09 (9) Z64B Oth Fctr Infil Health Stat A-80  EFF-52.09 (9) Z64B Oth Fctr Infil Health Stat A-79  EFF-52.00 (10) Z64A Oth Fctr Infil Health Stat A-79  EFF-52.01 (10) Z64A Oth Fctr Infil Health Stat A-79  EFF-53  EFF-53  EFF-58  \$33.50  \$26.13  \$26.30  \$27.45  \$1,933,000  Eleaning - total cost per OBD  EFF-58  \$1.38  \$1.37  \$1.50  \$1.41  EFF-59  \$41.08  \$45.16  \$38.80  \$39.27  \$286,000  EFF-59  \$41.08  \$45.16  \$38.80  \$39.27  \$286,000  EFF-59  \$41.08  \$45.16  \$38.80  \$39.27  \$286,000  EFF-59  EFF-58  \$1.38  \$1.37  \$1.50  \$1.41  EFF-69  EFF-60  \$1.38  \$1.37  \$1.50  \$1.41	EFF-36	<del></del>	72.3%	65.5%	76.9%	90.9%	
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 \$46,967  EFF-52.02 (2) L61Z Admit For Renal Diatysis \$446 \$182 \$420 \$418 \$284,000  EFF-52.03 (3) Z60A Rehabilitation + CSCC \$10,587 \$11,999 \$11,954 \$9,688  EFF-52.04 (4) U61A Schizophrenia Disorders **INLS** \$1,899 \$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 \$1,953  EFF-52.08 (8) O01D Caesarean Delivery - Comp Diag \$3,974 \$3,230 \$4,057 \$4,016  EFF-52.08 (8) O01D Caesarean Delivery - Comp Diag \$3,974 \$3,230 \$4,057 \$4,016  EFF-52.09 (9) Z64B Oth Fotr Infl Health Stat A<80 \$1,899 \$1,155 \$1,826 \$1,826 \$94,000  EFF-52.10 (10) Z64A Oth Fotr Infl Health Stat A>79 \$8,762 \$7,590 \$9,147 \$9,147  Easemix Efficiency - Acute Inpatients  EFF-53 \$1,296 \$9.0% \$66.1% \$7.9%  Cool Services - total cost per OBD  EFF-59 \$41.08 \$45.16 \$38.80 \$39.27 \$286,000  EFF-60 \$1.38 \$1.37 \$1.50 \$1.41		fited Separation (NHCDC).	25.		40.000	<b>#0.700</b>	
Sample   S			\$2,883	\$2,422	\$2,883	\$2,739	
Fig. 10 DRG Average cost   Fif. 52.01 (1) A06Z Tracheostomy Any Age Any Cond   \$53,033   \$52,639   \$53,085   \$46,967   \$26,550   \$41,939   \$11,954   \$9,688   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$12,394   \$13,022   \$26,575   \$26,646   \$38,899   \$1,953   \$1,963   \$26,575   \$1,930   \$1,963   \$26,575   \$26,446   \$26,446   \$466,000   \$26,575   \$26,446   \$26,446   \$466,000   \$26,575   \$26,446   \$26,446   \$466,000   \$26,575   \$26,446   \$26,446   \$26,446   \$26,446   \$466,000   \$26,575   \$26,57	- ****	fitted Separation (FRAC)	***	** ***	** ***	en con	#E4 70E 000
##F-52.01 (1) A06Z Tracheostomy Any Age Any Cond \$53,033 \$52,639 \$46,087 ## \$284,000 ## \$2			\$3,778	\$2,920	\$3,096	\$2,598	\$54,765,000
\$448 \$182 \$420 \$418 \$284,000 \$418 \$284,000 \$418 \$182 \$420 \$418 \$284,000 \$418 \$418 \$418 \$418 \$418 \$418 \$418 \$418			450.000	**************************************	Ara ana	#4C 007	
##F-52.03 (3) Z60A Rehabilitation + CSCC	- •			- 339		Malaban.	000 ASC\$
##F-52.04 (4) U61A Schizophrenia Disorders ##HLS	` ,	.allko	400 TO	Wille de	786. Mir	•	φ204,000
\$740 \$381 \$415 \$338 \$1,465,000 \$1,519 \$1,699 \$1,930 \$1,963 \$1,963 \$1,519 \$1,699 \$1,930 \$1,963 \$1,963 \$1,519 \$1,352 \$46,204 \$26,446 \$26,446 \$466,000 \$1,675,208 \$1,010 \$1,963 \$1,899 \$1,155 \$1,826 \$1,826 \$94,000 \$1,826 \$1,	• •	article and the second	A330343300000 3550				
\$1,519 \$1,699 \$1,930 \$1,963 \$1,963 \$1,963 \$1,963 \$1,963 \$1,965 \$1,969 \$1,930 \$1,963 \$1,965 \$1	` '		100 M	See.			\$1.465.000
#FF-52.07 (7) A04Z Bone Marrow Transplant* \$31,352 \$46,204 \$26,446 \$26,446 \$466,000 #FF-52.08 (8) O01D Caesarean Delivery - Comp Diag \$3,974 \$3,230 \$4,057 \$4,016 #FF-52.09 (9) Z64B Oth Fctr Infl Health Stat A<80 \$1,899 \$1,155 \$1,826 \$1,826 \$94,000 #FF-52.10 (10) Z64A Oth Fctr Infl Health Stat A>79 \$8,762 \$7,590 \$3,147 \$9,147 #asemix Efficiency - Acute Inpatients  ### FF-53	` '		1-20-				Ψ1,400,000
##F-52.08 (8) O01D Caesarean Delivery - Comp Diag \$3,974 \$3,230 \$4,057 \$4,016 ##F-52.09 (9) Z64B Oth Fctr Infl Health Stat A<80 \$1,899 \$1,155 \$1,826 \$1,826 \$94,000 ##F-52.10 (10) Z64A Oth Fctr Infl Health Stat A>79 \$8,762 \$7,590 \$9,147 \$9,147 #\$9,147 #\$9,147 #\$9,147 #\$9,147 #\$1,23% \$1,23% \$1,04% \$1,28% \$1,29% #\$1,23% \$1,04	EFF_52.00 (0) 000D	Rone Marrow Transplant					\$466,000
#FF-52.09 (9) Z64B Oth Fctr Infl Health Stat A<80 \$1,899 \$1,155 \$1,826 \$1,826 \$94,000 #FF-52.10 (10) Z64A Oth Fctr Infl Health Stat A>79 \$8,762 \$7,590 \$9,147 \$9,147 #9,14	FFE-52.08 (8) 001D	Caesarean Delivery - Como Dian			•		*,
#FF-52.10 (10) Z64A Oth Fctr Infi Health Stat A>79					e##	<b>(</b> *	\$94,000
### Passemix Efficiency - Acute Inpatients ####################################	• •				and the second of the second o		
FF-53 123% 104% 128% 129%  sset Condition  FF-57 57 57 66.1% 57.9%  cood Services - total cost per OBD  FF-58 \$33.50 \$26.13 \$26.30 \$27.45 \$1,933,000  Ideaning - total cost per m2  FF-59 \$41.08 \$45.16 \$38.80 \$39.27 \$286,000  Inten Cost per OBD  FF-60 \$1.38 \$1.37 \$1.50 \$1.41		·					
## Seset Condition   FF-57	_	Acute inpatients	123%	104%	128%	129%	
FF-57				<del>7775 - 1277 - 1</del>	334aa		
ood Services - total cost per OBD  FF-58 \$33.50 \$26.13 \$26.30 \$27.45 \$1,933,000  leaning - total cost per m2  FF-59 \$41.08 \$45.16 \$38.80 \$39.27 \$286,000  inen Cost per OBD  FF-60 \$1.38 \$1.37 \$1.50 \$1.41  nergy Consumption per square metre			57.8%	59.0%	66.1%	57.9%	
\$33.50		cost per OBD					Posterior Processing
Ideaning - total cost per m2   \$41.08		output was	\$33.50	\$26.13	\$26.30	\$27.45	\$1,933,000
### \$41.08 \$45.16 \$38.80 \$39.27 \$286,000 #### \$286,000 ###		er m2					
inen Cost per OBD  FF-60 \$1.38 \$1.37 \$1.50 \$1.41  nergy Consumption per square metre	<del>-</del>	Set III.	\$41.08	\$45.16	\$38.80	\$39.27	\$286,000
FF-60 \$1.38 \$1.37 \$1.50 \$1.41 nergy Consumption per square metre				¥***			•
nergy Consumption per square metre	•		\$1.38	\$1.37	\$1.50	\$1.41	
***************************************		ner smare metre	T T	T			
J. Total Francis Andres		her advace mene	\$36,80	\$42.50	\$26.21	\$23.59	\$918.000
			700.00	¥ .2.00			+= -+1000

Royal Brisbane Hospital (inc. Royal Women's)

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## Measured Quality Hospital Report System Integration and Change - 2003

Indicator

Previous

Peer Group Median State Median

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

#### **Central Zone**

## **Principal Referral and Specialised Peer Group**

Accred	itation					
SIC01	AGUUTI		Van	. 44144	40.00	
Credent	ialling	Yes	Yes	11/11	49/57	
SIC02		Yes	N/R	9/11	52/58	
Workfor	ce 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	sss \$112	
Quality of	of information					
SIC04.1	Accuracy	96.9%	94.4%	.95.9%	94.2%	,
SIC04.2a	Timefiness - Number of months on time	2	2	5	. 7	A STATE
SIC04.2b	Timeliness - Number of days late per month	30.9	\$2.1	13.5	7.0	`.
Use of In	formation					
SIC05.1	Availability of electronic information	64.6%	N/R	42.7%	22.6%	
SIC05.2	Collection and use of clipical information	3/3	N/R	3	3	
Benchma	arking					
SIC06.1	th 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%	<b>96.2%</b>	50.0%	
Clinical P	athways					
SIC07.1	Extent of development and use in selected clinical areas	23.8%	N/R	23.8%	16.2%	
IC07.2	Extent of development and use as per Ontario	47.0%	26.7%	42.9%	31.7%	
IC07.3	Surgical (Orthopaedic) - extent of development and use	33.3%	0.0%	66.7%	50.0%	
IC07.4	Medical - extent of development and use	45,0%	30.0%	25.0%	19.4%	
IC07.5	O & G - extent of development and use	0.0%	75.0%	18.8%	50.0%	
acilitatin	g continuity of care				,	
IC08.1	Memorandum of understanding with local GPs	Yes	N/R	10/11	26/54	
C08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2	(
IC08.3	Provision of discharge summaries to GPs	87.5%	N/R	50.0%	37.5%	<b>\</b>
C08.4	Shared ante and post natal care	4/4	NR	4	2	
C08.5	Cardiac rehabilitation	2/2	N/R	2	2	
C08.6	Diabetic management service	3/3	<b>N</b> /R	2	2	
lehealth					4-	
C09	Extent of telehealth usage	23.1%	15.4%	15.4%	3.8%	

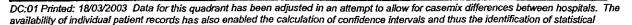
#### Measured Quality Hospital Report - Patient Satisfaction - 2003

# Royal Brisbane Hospital (inc. Royal Women's) Central Zone Principal Referral and Specialised

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Typ	oe: 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	<b>A</b>	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	<b>/</b> **	62.3	65.5
PS07	Treatment & Related Information Index	69.7		65.3	65.6
Service Typ	e: Maternify				
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	and the	65,1	68.0
PS05	Overall Care Index	65.2		64.4	67.2
PS06	Physical Environment Index	69.4	**	631.0	67.9
PS07	Treatment & Related Information Index	64.7		64.4	66.2
Service Type	e: Medical			er.	
P\$01_	Access and Admission Index	63.2	<b>*</b>	63.0	65.6
PS02	Completines Mariagement 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		66.6	*	62.0	65.5
PS07	Treatment & Related Information Index	65.9		65. <b>5</b>	65.4
ervice Type	: Mental Health				
PS01	Access and Admission Index	52.9		55.1	56.7
PS02	Complaints Management Index	<b>48</b> .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
ervice Type:	: Surgical			<b>4</b> 7	
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
P\$06	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

Central Zone

2001/02

2000/01

1999/00

3 Year Mean

er Group Mean State Mean

**Royal Childrens Hospital** 

**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.



Royal Childrens 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.



#### Measured Quality Hospital Report - Efficiency - 2003

Current

**Previous** 

Peer Group Median State Median Potential Saving

#### Indicator

## 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	•	108	104	163	11.2
EFF-01.3	<del>-</del>	70.8	<b>.67</b> 1	107	4.12
EFF-01.4		288	297	577	48.1
	a Nursing Agency	5,67	3.63	1.24	0.00
EFF-01.5		78.Ö	78.7	193	27.3
EFF-01.7	Visiting Medical Officers	8.68	9.89	11.1	0.67
EFF-01.8		78.8	80.5	94.4	7.42
EFF-01.9	Technical	4.52	5.20	6.74	1.59
Total FTE			. 454	4M	
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	184	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	<b>97.</b> 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%	<b>0.9</b> 3% //	4.87%	1.56%
EFF-03.4	Nursing	6.09%	5: <b>15%</b>	5.16%	4.71%
EFF-03.5	Operational	5 <b>00</b> %	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%
	k Leave per FTE			se188994	<u> </u>
EFF-04	All staff	\$1,713	\$1,629	\$1,550	<b>\$1,450</b>
EFF-04.2	Managerial And Clerical	\$1,641	\$1,704	<b>\$1</b> ,381	\$1,129
EFF-04.3	Medical	\$1,390	\$718	*\$1,316	\$1,033
	Nursing	<b>\$2,0</b> 06	\$1,982	» <b>\$1,795</b>	\$1,582
	Operational	\$1,150	\$1,268	\$1,322	\$1,237
	Visiting Medical Officers	\$2,564	\$2,268	\$1,532	\$931
	Professional	\$1,567	\$1,275	\$1,567	\$1,384
-	Technical	\$1,360	\$1,834	\$1,429	\$1,409
	of Overtime				
	All staff	2.53%	2.39%	3.27%	2.47%
	Managerial And Clerical	0.93%	0.58%	0.83%	0.32%
	Medical	16.3%	17.0%	18.9%	20.6%
	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

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Measured Quality Hospital Report - Efficiency - 2003

	modeled wading in	opita	topo		,		
Indic	ator	Current	Previous	Peer Group Median	State Median *	Potential  Saving	
Proport	ion of Overtime	•			445-PHP-0-		<del></del>
EFF-05.	4 Nursing	0.75%	0.57%	0.67%	0.88%	•	ı
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	2 Managerial And Clerical	\$586	\$337	\$542	\$190		
EFF-06.3	3 Medical	\$19,050	\$19,177	\$22,889	\$25,548		
EFF-06.3	Ba Senior Medical	\$21,451	\$21,151	\$25,368	\$25,546		
EFF-06.3	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	<b>\$2,92</b> 6	<b>\$3</b> ,679		No.
EFF-06.9	Technical	\$687	<b>\$</b> 760	\$468	\$33,32		₹ 
Proportio	on of Unscheduled Leave						
EFF-07	All staff	11.8%	8.2 <b>8%</b>	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 Madical 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 U	nscheduled Leave per FTE						
EFF-08	All staff	\$4,293	<b>\$3</b> ,223	<b>\$3</b> ,623	<b>\$3,391</b>	\$428,000	
EFF-08.2	Managerial And Clerical	\$2,264	\$2,278	<b>\$2</b> ,521	\$2,632		
EFF-08.3	Medical	<b>\$4</b> ,166	\$3,048	\$4,409	\$3,907		
EFF-08.4	Nursing	\$ <b>5,2</b> 27	\$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	1
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		<b></b> -
Proportio	n 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%	<sup>®</sup> 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%		
FF-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%		
FF-09.9	Technical	0.49%	0.00%	0.00%	0.00%		
NorkCove	r Risk						
FF-10 .		0.89%	0.58%	1.15%	1.13%		
)ccupanc	y Rate (Bed Day Efficiency)						
EFF-30		64.6%	63.8%	77.3%	60.2%		

Royal Childrens 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.

## 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	86.3%	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 (NHCDC)					
EFF-50 1.	\$3,366	\$3,102	\$2,883	\$2,739	\$7,552,000
Average Cost / Weighted Separation (FRAC)			and the		
EFF-51	\$3,340	\$3,231	\$3,096	\$2,598	\$3,850,000
Top 10 DRG Average cost	eret.				
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$119,820	<b>\$94</b> ,496	\$53, <b>933</b>	<b>\$46,987</b>	\$2,137,000
EFF-52.02 (2) A04Z Bone Marrow Transplant	<b>\$4</b> 9,8 <b>09</b>	\$29,214	\$26,446	\$26,446	\$701,000
FF-52.03 (3) E60A Cystic Fibrosis +CSCG	\$13,804	\$14,593	\$10,392	\$10,392	\$358,000
FF-52.04 (4) R60C Acute Leukaernia - GSGG	\$4,147	\$2,962	\$1,393	\$1,393	\$826,000
FF-52.05 (5) D11Z Tonsillectomy, Adenoidectomy	\$1,137	\$1,234	<b>\$1,61</b> 5	\$1,615	
FF-52.06 (6) A012 Liver Transplant	\$121,968	\$107,771	\$85,106	\$85,106	\$258,000
FF-52.07 (7) YOLZ Severe Full Thick Burns	\$77,248	\$38,828	\$51,698	\$51,698	\$281,000
FF-52.08. (8) U67Z Personity Dsrd&Acute Reactions	\$11,745	\$13,000	\$3,837	\$3,240	\$554,000
FF-52.09 (9) Q02A Oth Or Pr Bid&Bld Frm Org+CSCC	\$86,232	\$81,413	<b>\$8,61</b> 0	\$8,610	\$699,000
FF-52.10 (10) E69C Bronchitis & Asthma A<50 - CC	\$1,989	\$1,645	\$1,446	\$1,446	\$208,000
Casemix Efficiency - Acute Inpatients	<b>†1</b> 4%	110%	> <del>1</del> 28%	129%	
sset Condition					
FF-57	64.9%	67.7%	66,1%	57.9%	
ood Services - total cost per OBD					
FF-58	\$26.47	\$32.90	\$26.30	\$27.45	
leaning - total cost per m2					
FF-59	\$41.07	\$46.06	\$38.80	\$39.27	\$84,000
inen Cost per OBD					
FF-60	\$1.95	\$0.30	\$1.50	\$1.41	\$152,000
nergy Consumption per square metre			* #20.04	#22 F2	
FF-61	<b>\$2</b> 0.45	\$20.99	\$26.21	\$23.59	•

Royal Childrens Hospital

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## Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median State Median

Indicator

## **Royal Childrens Hospital**

#### **Central Zone**

## Principal Referral and Specialised Peer Group

Accredit	ation				
SIC01		Ye <b>s</b>	Yes	11/11	49/57
Credenti SIC02	alling	Yes	N/R	9/11	52/58
		( ) wo	10/1	3/11	
SIC03.1	ce Management  Retention of Nursing Staff	84.1%	N/R	83.7%	78.1%
SIC03.2	Retention of Nursing Staff - LOT:8	85.9%	N/R	85.4%	. 78.6%
SIC03.3	Median Age Norsing Staff	35.8	N/R	40.6	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	<b>\$4</b> 57	<b>\$31</b> 6	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	<b>\$21</b> 8	<b>\$1</b> 83	\$138	»∶ \$112
Quality of	f 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 Ind	printation //				
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
Benchma	rking				
SIC06.1	In selected clinical areas	50.0%	75.0%	89.3%	27.5%
SIC06.2	In selected clinical areas - internal	0.0%	75 <b>:0%</b>	90.0%	0.0%
SIC06.3	In selected clinical areas - external	100%	75.0%	96.2%	50.0%
Clinical Pa	athways				
SIC07.1	Extent of development and use in selected stinical areas	6.3%	N/R	23.8%	16.2%
SIC07.2	Extent of development and use as per Ontatio	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	g continuity of care			•	
SIC08.1	Memorandum of understanding with local GPs	Yes	NUFR	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 .
<b>Felehealth</b>	•				
SIC09	Extent of telehealth usage	30.8%	15.4%	15.4%	3.8%

Royal Childrens 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.

68.6

65.1

73.3

68.9

65.9

69.7

65.5

72.8

68.4

64.0

# Measured Quality Hospital Report - Patient Satisfaction - 2003

#### **Royal Childrens Hospital Principal Referral and Specialised**

#### Central Zone

**PS02** 

**PS03** 

**PS04** 

PS05

**PS06** 

**PS07** 

Complaints Management Index

Discharge and Follow-up Index

Physical Environment Index

Overall Care Index

General Patient Information Index

Treatment & Related Information Index

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Typ	e: 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 <b>,\$</b>		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					
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	*	69.2	70.1
PS05	Overall Care Index	62.1		64.1	<i>№</i> 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	e: Mental Health				
PS01	Access and Admission Index	78 <b>,8</b>	*	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	- estin	5 <b>7 8</b>	60.3
iervice Type	: Surgical				
PS01	Access and Admission Index	71:0		69.3	69.5

#### Statistical Significance

66.5

60.8

70.8

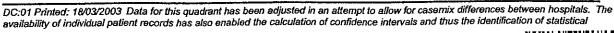
67.3

60.9

66.4

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

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



#### Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

2001/02

2000/01

1999/00

3 Year Mean Peer Group Mean State Mean

#### The Prince Charles Hospital

#### **Central Zone**

Indicator

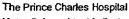
#### **Principal Referral and Specialised Peer Group**

Acute M	lyocardial Infarction				<b>&gt;</b>		
CI01.1	In-hospital Mortality	11.3	9.3	13.5	11.6	12.7	13.9
CI01.2	Long Stay Rates	13.1	9.0	<b>∌</b> ≉10.3	11.0	12.1	9.9
Heart Fa	ailuré						-
CI02.1	In-hospital Mortality	3.0*	4.1*	5.6	4.2 *	5.7	6.6
Cl02.2	Long Stay Rales	9.8	10.3	11.2	10.4	10.5	9.8
Stroke	, N. 19%,						
Cl03.1	In-hospital Mortality	7.9*	22.0	27.0	18.6	20.6	19.2
Cl03.2	Long Stay Rates	9.3	5.6	9.2	<b>₹8</b> .0	12.8	8.7
Cl03.2a	Acute Long Stay Rates	13.0	17.3	-414	14.4	12.0	10.9
CI03.4	Nursing Home Separations	12.5	0.0	21.4	124	10.8	13.3
Pneumor	nia						
CI04.1	In-hospital Mortality	4.6	<i>∰</i> 5.2	7.8	5.8	7.9	7.0
Cl04.2	Long Stays	13.4	9:8*	12.7	12.1 *	15.8	12.2
Knee Res	placement						
Cl07.1	Long Stays	14.7*	10.8	9.1	11.5	10.9	9.4
Cl07.3	Complications of Surgery	15.7	13.8*	13.0 **	14.1 **	17.5	17.5
Hip Repla	acement						
Cl08.1	Long Stay Rates	15.0	12.4	40.1	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	<b>20</b> 8**	15.6*	16.8 **	12.9	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 too pitals in the peer group.



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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.



## Measured Quality Hospital Report - Efficiency - 2003

Current

Previous

Peer Group Median State Median Potential Saving

## The Prince Charles Hospital

#### **Central Zone**

Indicator

## 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	94.5	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. <b>42</b>
EFF-01.9	Technical	6.72	6.68	6.74	1.59
Total FTE					
EFF-02	All staff	1,547	1,511	1,547	128
EFF-02.2	Managerial And Clerical	@ <b>2</b> \$5	207	203	14.3
EFF-02.3	Medical	<b>△144</b>	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 //	25 <del>9</del>	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	<b>0.89</b>
EFF-02.8	Professional	162	155	122	9.62
EFF-02.9	Technical	8.57	7,68	9,07	1,96
Proportion	of Sick Leave				
EFF-03	All staff	4,38%	3.68%	<b>≇.6</b> 5%	4.59%
EFF-03.2	Managerial And Clerical	4 22%	3.53%	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%	0890 B	<b>0.60%</b>
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 Sic	k 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
FF-04.8	Professional	\$1,744	\$1,389	\$1,567	\$1,384
FF-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%
:rf-05 /	All Stati	U.34 /0	2.33/0	V-2.1 /U	

The Prince Charles Hospita

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## Measured Quality Hospital Report - Efficiency - 2003

		a	l		-,		
Indic	ator	Current	Previous	Peer Group Median	State Median	Potential Saving	The state of the s
Propor	tion of Overtime					·	
EFF-05		0.97%	0.58%	0.83%	0.32%	•	,
EFF-05		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.		0.91%	0.71%	0.67%	0.88%		
EFF-05.	· ·	1.24%	1,34%	1.00%	0.61%		
EFF-05.		4.93%	4.32%	4.96%	1.33%		
EFF-05.		10,0%	9.96%	11.1%	6.24%		
EFF-05.		3.69%	2.82%	3.13%	3.96%		
EFF-05.		6,89%	5.78%	0.67%	0.05%		
	Overtime per FTE				,		_
EFF-06	All staff	\$3,473	\$2,959	\$3,315	\$2,816	\$195,000	
EFF-06.2		\$616	\$329	\$542	\$190	\$13,000	
EFF-06.3		\$26,548	\$26,963	\$22,889	\$25,548	\$390,000	
	Ba Senior Medical	\$26,803	\$27,037	\$25,368	\$26,546	\$102,000	1
	b Junior Medical	\$26,031	\$26,814	\$15,791	\$26,031	\$361,000	(H)
EFF-06.4		\$666	\$20,614 \$493	\$505	\$595	\$93,000	_
EFF-06.5	,	\$815	- 78 Mar - 700a	φ303 \$870	\$334	-	
EFF-06.6		***	\$810	<b>*</b>	\$334 \$881	\$51,000	
EFF-06.7	and the second s	\$3,122	\$2,649	\$3,132			
EFF-06.8		\$22,444	\$18,955 \$2,443	\$22,444	\$12,380 \$3,670	\$50,000	
	Technical	\$3,317	\$2,417	\$2,926 \$468	\$3,679 \$33.32	\$26,000	
		\$4,365	\$3,791	\$40G	φυσ.υ <u>z</u>	\$20,000	•
	n of Unecheduled Leave	7.00%	4.500/	40.50	/		
EFF-07	All staff	7.80%	4.52%	10.5% ≪ 9.14%	10.9%		
EFF-07.2 EFF-07.3	•	6.52%	4.38%		9.34%		
		4.58%	3.74%	6.20%	<b>6</b> .18% 10.7%		
EFF-07.4 EFF-07.5	Nursing Operational	8.21%	<b>4</b> .54%	10.6% .44.6%	11.9%		
EFF-07.6		9.66% ***********************************	5.17%	Marie .			
EFF-07.7	Trade And Artisans	5.70%	6.02%	9.28%	11.2%		
	Visiting Medical Officers	5. <b>29</b> %	5.05%	5.75%	2.87%		
EFF-07.8	Professional Tachnical	7.98%	3.88%	9.33%	9.83%		
FF-07.9	Technical	6.50%	2.08%	10.8%	9.57%		
	nscheduled Leave per FTE	40.744	*****	*****	₩ <b>*</b> 0.004		έ <u>.</u>
FF-08	Alf staff	\$2,783	\$1,923	allien.	\$3,391		
FF-08.2	Managerial And Clerical	\$1,846	\$1,490	\$2,521	\$2,632		
FF-08.3	Medical	\$3,626	\$3,586	\$4,409	\$3,907		
FF-08.4	Nursing	\$2,840	\$1,832	\$3,508	\$3,497		
FF-08.5	Operational	<b>\$2,47</b> 0	\$1,516	\$2,864	\$2,919		
FF-08.6	Trade And Artisans	<b>\$1,7</b> 52	\$1,925	\$2,458	\$3,342		
FF-08.7	Visiting Medical Officers	\$7,909	\$8,442	\$7,754	\$4,513		
FF-08.8	Professional	\$3,255	\$1,883	\$4,188	\$3,968		
FF-08.9	Technical	\$2,721	\$913	\$3,720	\$3,327		
roportion	of WorkCover Leave						
FF-09	All staff	0.19%	0.06%	0.37%	0.35%		
	Manager 200 And Ob. 2001	0.02%	0.03%	0.07%	0.00%		
FF-09.2	Managerial And Clerical						
FF-09.2 FF-09.3	Managenal And Clerical Medical	0.00%	0.00%	0.02%	0.00%		
	<del>-</del>	0.00% 0.08%	0.00% 0.06%	0.02% 0.43%	0.00% 0.25%		

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Measured Quality Hospital Report - Efficiency - 2003

iVi:	easured Quality Ho	-				
Indicator		Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion of Work	over Leave	-		***************************************		
EFF-09.6 Trade And	l Artisans	0.00%	0.00%	0.00%	0.00%	
EFF-09.7 Visiting M	edical Officers	0.00%	0.00%	0.00%	0.00%	
EFF-09.8 Profession	nai .	0.08%	0.00%	0.07%	0.00%	
EFF-09.9 Technical		0.00%	0.00%	0.00%	0.00%	
WorkCover Risk				.s/5		
EFF-10	,	1.57%	1,72%	1.15%	1.13%	
Occupancy Rate (Be	d Day Efficiency)	_ ~				
EFF-30		77.0%	85.6%	77.3%	60.2%	
Average Length of St	ay			ga-		
EFF-31		5.26	5.12	3.11	2.78	
Proportion of Same	ay Patients					
EFF-33		37.2%	37.4%	53.7%	35.8%	
Elective Surgery Lone	Wait proportion					
EFF-34.1 Category 1		0.46%	1.79%	1.67%	Q.00%	
EFF-34.2 Category 2	1 -	0.54%	1.37%	4.88%	4.18%	
EFF-34.3 Category 3		0.00%	45.0%	39. <b>8%</b>	14.0%	
Day Surgery Rate	:					
EFF-35		50.0%	29.8%	50.0%	56.4%	
Day of Surgery Admis	sion Rate					
EFF-36		21,1%	13.7%	76.9%	90.9%	
Average Cost / Weigh	ted Separation (NHCDG)					
EFF-50		\$3,075	\$2,460	\$2,883	\$2,739	\$7,700,000
Average Cost / Weigh	ed Separation (FRAC)					
EFF-51		\$2,457	\$2,862	\$3,096	\$2,598	
Top 10 DRG Average	cost					
EFF-52.01 (1) F04A Ci	d VIv Pr+Pmp-In Inve Pr+CSCC	\$20,904	<b>\$2</b> 3,830	\$20,904	\$20,904	
EFF-52.02 (2) A06Z Tr	acheostomy Any Age Апу Cond	\$58,730	<b>\$</b> 55,194	<b>\$</b> 53,033	\$46,987	\$507,000
EFF-52.03 (3) F06B Co	orony Bypas-Inva Inve Pr-CSGC	\$11,209	<b>\$1</b> 3,547	\$11,502	\$11,502	
EFF-52.04 (4) F06A Co	orony Bypas-Inva Inve PreCSCC	<b>\$13</b> ,583	\$15,970	\$14,621	\$14,621	•
EFF-52.05 (5) F42B Cr	c Dsrd-Ami+IC In Pr-Cmpdx/Pr	<b>\$1,85</b> 6	\$2,128	\$3,007	\$3,007	
EFF-52.06 (6) B63Z Dr	nntia&Chmic Disturb Crbrt Fn	\$18,869	\$17,465	\$9,680	\$9,121	\$1,700,000
EFF-52.07 (7) U61A Sc	hizophrenia Disorders MHLS	\$14,710	\$5,872	\$12,394	\$13,022	\$500,000
EFF-52.08 (8) F07Z Ot	ner Cardthorac/Vasc Pr+Pump	\$19,405	\$17,882	\$19,405	\$19,405	
EFF-52.09 (9) F01Z Im	plntn/Replcmnt Aicd, Ttl Sys	\$34,244	\$18,045	\$26,609	\$26,609	\$641,000
EFF-52.10 (10) Z60A R	ehabilitation + CSCC	\$13,321	<b>\$13,791</b>	\$11,954	\$9,688	\$286,000
Casemix Efficiency - A	cute Inpatients					
EFF-53		142%	114%	128%	129%	
Asset Condition						
EFF-57	ì	74.7%	76.3%	66.1%	57.9%	
Food Services - total c	ost per OBD					
EFF-58		\$24.70	\$27.67	\$26.30	\$27.45	
Cleaning - total cost pe	r 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 p	er square metre					
EFF-61	•	\$21.41	\$24.69	\$26.21	\$23.59	
-						

The Prince Charles 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.0007.0002.00747

## Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median State Median

Indicator

## The Prince Charles Hospital

#### **Central Zone**

## Principal Referral and Specialised Peer Group

	•			and made			
Accredit	ation						
SIC01			Yes.	Yes	11/11	49/57	
Credent	ialling						
SIC02			Yes	N/R	9/11	52/58	
Workford	ce Management					•	
SIC03.5	Cost of Training and Study Leave per FTE	92°	\$287	\$279	\$316	\$341	
SIC03.6	Cost of Education and Conference Courses per FTI	E	\$115	\$80.35	\$138	\$112	
Quality o	f information						
SIC04.1	Accuracy		87.3%	93.8%	<del>9</del> 5.9%	94.2%	,
SIC04.2a	Timeliness - Number of months on time		3	6	5	, 7	il the base of the
SIC04.2b	Timeliness - Number of days late per month		77.7	. 27	13.5	7.0	
Use of In	formation		7.3%		*		
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	
Benchma	rking						
SIC06.1	in selected clinical aneas		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 P	athways						
SIC07.1	Extent of development and use in selected clinical ar	reas	42 9%	N/R	23.8%	16.2%	
SIC07.2	Extent of development and use as per Ontario		42.9%	37. <b>5%</b>	42.9%	31.7%	
SIC07.3	Surgical (Orthopaedic) - extent of development and	16E	<b>10</b> 0%	<b>66.7%</b>	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 the		N/A	N/A	18.8%	50.0%	
Facilitatin	g continuity of care					•	
SIC08.1	Memorandum of understanding with local GPs		Yes	N/R	10/11	26/54	1
SIC08.2	Use of pre admission clinics for elective surgery		2/2	N/R	2	2	de la
SIC08.3	Provision of discharge summaries to GPs		50.0%	N/R	<b>∂</b> 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	<b>N</b> /R	2	2	
relehealth							
SIC09	Extent of telehealth usage		19.2%	19.2%	15.4%	3.8%	

The Prince Charles 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.

### Measured Quality Hospital Report - Patient Satisfaction - 2003

# The Prince Charles Hospital Principal Referral and Specialised

#### Central Zone

Service Type: Medical

P\$01

PS02

PS03

PS04

PS05

**PS06** 

**PS07** 

**PS01** 

PS02

PS03

**PS04** 

PS05

PS06

PS07

Service Type: All types combined

Access and Admission Index

Complaints Management Index

Discharge and Follow-up Index

Physical Environment Index

Access and Admission Index

Complaints Mariagement Index

Discharge and Follow-up Index

Physical Environment Index

General Patient Information Index

Treatment & Related Information Index

Overall Care Index

Overall Care Index

General Patient Information Index

Treatment & Related information ledex

Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
73.9	**	64.1	66.1
73.1	**	64.6	65.2
68.7	***	61.4	62.1
76.9	**	68.9	69.9
72,8	**	64.5	65.9
70.7	/**	62.3	65.5
72,3	**	65.3	65.6
73,4	**	63.0	65.6
73.9	**	64.6	64.9
68.5	**	60.2	61.4
78.0	**	69.2	70.1
72.9	**	64.1	65.7
70.1	**	62.0	65.5
73,0	**	65.5	65.4

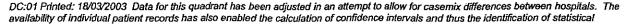
Service Type.	MCI II ai ricaiui	W.				
PS01	Access and Administration Indian	60.3		55.1	56.7	
PS02	Compfeiris Management Index	60.8		54.4	55.6	
PS03	Discharge and Follow-up Index	59.1		54.7	54.4	
PS04	General Patient Information Index	57.4		57.6	58.0	
PS05	Overall Care Index	59.2		54.8	56.1	
PS06	Physical Environment Index	66.0	*	57/ <b>8</b>	60.3	
PS07	Treatment & Related Information Index	53.3	same 41.	5 <b>0,7</b>	51.8	
Service Type: S	Gurgical					
PS01	Access and Admission Index	82.2	**	69.3	69.5	•
PS02	Complaints Management Index	<b>76</b> .8	**/	68.2	68.6	
Deus	District Annual Control of the Contr	74 1	**	65.5	65.1	

,p		400		See Aller Market	
PS01	Access and Admission Index	82.2	**	69.3	69.5
PS02	Complaints Management Index	<b>76</b> .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 control 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

State Mean

#### **Toowoomba Hospital**

#### Southern Zone

#### **Principal Referral and Specialised Peer Group**

Acute	Myocardial Infarction	<del>-</del>	· · · · · · · · · · · · · · · · · · ·		<u></u>		
Cl01.1	= :	9.6	8.1*	8.6	8.8 *	12.7	13.9
Cl01.2		3.5*	<b>41.3</b>	13.5	10.1	12.1	9.9
	Failure		<b>6</b> .5				
Cl02.1		33	6.5	7.9	6.2	5.7	6.6
Cl02.2	Long Stay Rates	10.8	13.1	6.4	9.9	10.5	9.8
Stroke	1						
Cl03.1	In-hospital Mortality	18.2	25.8	19.8	21.2	20.6	19.2
C103.2	Long Stay Rates	3.2*	5.2	10.7	6.4 *	12.8	8.7
<sup>7</sup> Cl03.2a	Acute Long Stay Rates	6.7	15.6	-////	10.8	12.0	10.9
Cl03.4	Nursing Home Separations	14.0	23.0*	23.2*	2011	10.8	13.3
Pneum	Lowis .						
Cl04.1	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
	c Foot		ş.			•	
Cl05.1	Long Stays	17.9	18.1	•	10.1	18.5	14.6
Cl05.4	Amputation Rates	35.2	47.7	-	40.1	34.1	23.8
Fractur	ed Neck of Femur						
CI06.1	In-hospital Mortality	7.6	3.5	27	5.0	7,2	7.7
CI06.2	Long Stays	3.4	11.2	2.0*	5.8*	12.9	13.2
Cl06.2a	Acute Long Stays	13.7	<b>13</b> .2		13.4	10.6	11.9
Cl06.5	Nursing Home Separations	24.0	35,3	37,37	32.4 **	17.4	19.9
Cl06.6	Complications of Surgery	14.5	2.9 *	5.8	7.8 *	10.6	11.8
Knoo De		<del></del>	10/000		,		
Cl07.1	eplacement Long Stays	6.2*	8.4	7.5	7.3 *	10.9	9.4
Cl07.3	Complications of Surgery	6.8*	18.4	7.5 15.1	7.3 13.1 *	17.5	17.5
	- Complications of Surgery	0.0	10.4		10.1		
Hip Rep	lacement						
CI08.1	Long Stay Rates	12.5	6.1	12.6	10.5	13.6	12.6
Cl08.3	Complications of Surgery	12.2*	29.1	15.3*	18.3*	24.7	23.4
Hystered	ctomy						
Cl09.1	Long Stay rates	14.5	13.0	7.6*	11.6*	18.6	13.3
Cl09.3	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
Cl09.5	Blood Transfusion Rates	6.6	4.5	6.1	5.7	5.6	3.2
	d Primiparae		44.0+	inn	44.0		
C110.1	C-section	-	11.2*	12.8	11.8	-	-
CI10.2	Induction of Labour	-	18.7*	19.2*	18.8 **	-	-
C110.3	Perineal Tears	_	1.1 *	1.3	1.2*	<del>-</del>	-

Toowoomba 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.



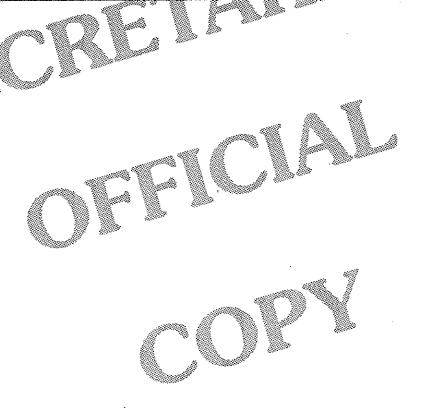
CABINET IN CONFIDENCE

Indicato	ग	2001/02	2000/01	1999/00	3 Year Mean	Peer Group ' Mean	State Mean
Small fo	r Gestational Age						•
Cl11.1	Small for Gestational Age	-	3.1	3.1	3.1	-	-
Materna	Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	-	2.0 **	1.8**	1.9 **	-	-
Cl13.2	Caesarean Section Births	-	3.8	1.7 **	2.8 *	- •	-
Asthma Cl14.1	Long Stay Rates	18.2	<b>14.</b> 5	<b>4</b> 3.4	14.7	12.9	10.9
Colorect	al Carcinoma						
CI15.1	Long Stay Rates	3.0*	13.2	2.6	6.0 *	13.4	10.3
Cl15.3	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 change

99.9% certain that the result for the facility is different in comparison to the control 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.



Toowoomba Hospital

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#### Measured Quality Hospital Report - Efficiency - 2003

Current

Previous

Peer Group Median State Median Potential Saving

#### **Toowoomba Hospital**

#### **Southern Zone**

Indicator

## **Principal Referral and Specialised Peer Group**

Ordinary FTE (Worked)			······································	,	<del></del>
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	311	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	6
Total FTE					- Si
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	<b>0.0</b> 0	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	
FF-02.9 Technical	9.07	8.06	9.07	<b>1.</b> 96 //	
Proportion of Sick Leave					
FF-03 All staff	5 <i>7</i> 3%	6.10%	4.65%	4.59%	
FF-03.2 Managerial And Clerical	5.19%	4.48%	5.18%	3.99%	
FF-03.3 Medical	2.02%	2.11%	1.87%	1.56%	
FF-03.4 Nursing	7.05%	7.39%	5.16%	4.71%	
FF-03.5 Operational	6.05%	7.87%	5.20%	4.99%	1
FF-03.6 Trade And Artisans	7.07%	5.63%	4.68%	4.26%	T. A. Salan
FF-03.7 Visiting Medical Officers	0.57%	3.78%	0.97%	<b>0.60%</b>	
FF-03.8 Professional	4.59%	4.09%	3.52%	<b>2.95%</b>	
FF-03.9 Technical	5.60%	4.91%	3.76%	3.30%	
ost of Sick Leave per FTE					
FF-04 All staff	<b>\$1.7</b> 26	\$1,661	s <b>\$1,</b> 559	\$1,450	
FF-04.2 Managerial And Clerical	\$1,337	\$1,245	\$1,381	\$1,12 <del>9</del>	
FF-04.3 Medical	\$1,698	\$958	\$1,316	\$1,033	
FF-04.4 Nursing	\$2,083	\$2,069	\$1,795	\$1,582	
FF-04.5 Operational	\$1,464	\$1,498	\$1,322	\$1,237	
F-04.6 Trade And Artisans	\$1,830	\$1,684	\$1,354	\$1,243	
F-04.7 Visiting Medical Officers	\$980	\$6,477	\$1,532	\$931	
F-04.8 Professional	\$1,763	\$1,607	\$1,567	\$1,384	
F-04.9 Technical	\$2,353	\$2,100	\$1,429	\$1,409	
oportion of Overtime					
F-05 All staff	2.12%	2.49%	3.27%	2.47%	

Toowoomba Hospital

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Measured Quality Hospital Report - Efficiency - 2003

	Measured Quality Ho	-		Peer Group	State	Potential
Indicate	or	Current	Previous	Median	Median	Saving
Proportio	n of Overtime	-				
EFF-05.2		0.67%	0.64%	0.83%	0.32%	
EFF-05.3	Medical	12.7%	16.1%	18.9%	20.6%	
	a Senior Medical	15.8%	20.2%	23.6%	23.5%	
=:	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	28.6%	<b>22</b> :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%	
	vertime 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 <del>,5</del> 48	
*	Senior Medical	\$16,206	\$19,655	<b>\$25,3</b> 68	<b>\$2</b> 5,546	
	Junior Medical	\$12,588	\$14,117	\$15, <b>7</b> 91	\$26,031	
EFF-06.4	Nursing	\$433	<b>\$4</b> 16	<b>\$</b> 50 <b>\$</b>	\$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	Tecfinical /	\$180	\$129	\$468	\$33.32	
Proportion	r of Unscheduled Leave					
		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	<b>1</b> 3.9%	15.0%	» #1.6%	11.9%	
EFF-07.6	Trade And Artisans	17:1%	13.5%	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 Un	scheduled Leave per FTE				2150	
EFF-08	All staff	\$3,946	\$3,600	\$3,623	7	\$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	\$4,378	\$4,037	\$3,508	<b>\$3,497</b>	\$269,000
EFF-08.5	Operational	<b>\$3</b> ,470	\$3,19\$	\$2,864	\$2,919	\$117,000
EFF-08.6	Trade And Artisans	<b>\$4</b> ,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
FF-08.9	Technical	\$5,489	\$5,094	\$3,720	\$3,327	\$12,000
roportion	of WorkCover Leave					
EFF-09	All staff	0.41%	0.63%	0.37%	0.35%	
FF-09.2	Managerial And Clerical	0.06%	0.01%	0.07%	0.00%	
FF-09.3	Medical	0.00%	0.00%	0.02%	0.00%	
	Nursing	. 0.38%	0.85%	0.43%	0.25%	
EFF-09.4	nuising				0.41%	

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.

Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potential Saving	
Proportion of WorkCover Leave	•	FFFF 6100				
EFF-09.6 Trade And Artisans	0.38%	0.03%	0.00%	0.00%	•	ı
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	80.6%	<b>87</b> .5%	77.3%	60.2%		
Average Length of Stay			700			
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%	4.88%	4.18%		
EFF-34.3 Category 3	33.7%	34.4%	39.8%	14.9%		
Day Surgery Rate	~					
EFF-35	45.5%	43.3%	50.0%	56.4%		
Day of Surgery Admission Rate					•	
EFF-36	79/2%	80.7%	76.9%	90_9%		
Average Cost / Weighted Separation (NHCDC)  EFF-50	\$3,135	\$2,617	\$2,883	\$2,739	\$5,235,000	
Average Cost / Weighted Separation (FRAC) EFF-51	\$2,728	\$2,921	<b>\$3,0</b> 96	\$2,598		
Top 10 DRG Average cost						
EFF-52.01 (1) L61Z Admit For Renal Dialysis	\$558	\$482	\$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	<b>\$10</b> ,335	\$9,139	\$8,825	\$196,000	
EFF-52.04 (4) 060D Vaginal Delivery - Comp Diag	<b>\$2,0</b> 85	\$2 <b>,2</b> 53	\$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	<b>\$5,1</b> 31	\$4,369	\$4,057	\$4,016	\$205,000	4
EFF-52.08 (8) U61B Schizophrenia Disorders-MHLS	\$9,096	\$8,176	\$6,412	\$5,792	\$252,000	ě,
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	<b>\$7</b> 79	\$973		_
Casemix Efficiency - Acute Inpatients	. and objective.					
FF-53	151%	136%	128%	129%		_
sset Condition						-
FF-57	49.9%	50.8%	66.1%	57.9%		
ood Services - total cost per OBD						
FF-58	\$35.78	\$32.10	\$26.30	\$27.45	\$597,000	
leaning - total cost per m2						
FF-59	\$35.61	\$38.60	\$38.80	\$39.27		
inen Cost per OBD						
FF-60 .	\$1.14	\$1.31	\$1.50	\$1.41		
nergy Consumption per square metre						
FF-61	\$22.74	\$19.17	\$26.21	\$23.59		

Toowoomba Hospital

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#### Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median State Median

Indicator

#### **Toowoomba Hospital**

#### Southern Zone

### **Principal Referral and Specialised Peer Group**

			all little			
Accred	litation					
SIC01		Yeş	Yes	11/11	49/57	
Creden	tialling					
SIC02		Yes	N/R	9/11	52/58	
	rce Management	estre				
SIC03.1		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		40.6	40.2	40.5	42.6	
SIC03.4		77.1%	84.1%	73.9%	72.3%	
∮ SIC03.5	Cost of Training and Study Leave per FTE	\$324	<b>\$3</b> 28	<b>\$3</b> 16	\$341	
SIC03.6	Cost of Education and Conference Courses per FTE	\$144	<b>\$2</b> 06	\$138	\$112	
Quality	of information					
SIC04.1	Accuracy	99.0%	≥ 95.9%	95.9%	94.2%	
SIC04.2	a Timeliness - Number of months on time	5-	5	5	7	
SIC04.2	o Timeliness - Number of days late per month	37.3	1.5	13.5	7.0	
Use of I	nformation					
SIC05.1	Availability of electronic information	27.1%	N/R	42.7%	22.6%	
S1C05.2	Collection and use of clinical information	3/3	N/R	3	3	
Benchm	arking					
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 f	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 Ontano	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%	
Facilitatir	ng continuity of care			40/44		
SIC08.1	Memorandum of understanding with local GPs	Yes	NÆ	10/11	26/54	
SIC08.2	Use of pre admission clinics for elective surgery	212	NAR	2	2	
SIC08.3	Provision of discharge summaries to GPs	<b>\$</b> 0.0%	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	
Telehealti	1	· · · · · · · · · · · · · · · · · · ·		•		_
SIC09	Extent of telehealth usage	11.5%	17.3%	15.4%	3.8%	

Toowoomba Hospital

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## 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 Typ	oe: 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	84.0		62.3	65.5	
PS07	Treatment & Related Information Index	64.4		65.3	65.6	
Service Type	e: 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	*	64.4	66.0	
PS04	General Patient Information Index	59.5	*	65,1	68.0	,
PS05	Overall Care Index	61.0		64,4	<i>№</i> 67.2	
PS06	Physical Environment Index	65.0		65.0	67.9	
PS07	Treatment & Related Information Index	59.7	*	64.4	66.2	
Service Type	: Medical					
PS01	Access and Admirssion 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		65.5	65.4	
ervice Type:	: Mental Health					
PS01	Access and Admission Index	54.0	7 / Jan		56.7	~
PS02	Complaints Management Index	<b>//54</b> .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	- 4
PS07	Treatment & Related Information Index	54.6		50.7	51.8	i,
ervice Type:	Surgical					
PS01	Access and Admission Index	69.8		<b>69</b> .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	*	64.0	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, atthough 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 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 13.9 11.0 10.8 12.7 CI01.1 In-hospital Mortality 15.5 12.6 12.1 9.9 CI01.2 Long Stay Rates 14.3 **46.0 Heart Failure** 5.7 6.6 9.2 \* CI02.1 In-hospital Mortality 6.1 Cl02.2 Long Stay Rates 7.3 52 7.8 10.5 9.8 Stroke 20.6 19.2 CI03.1 15.8 15.6 14.0 17.7 in-hospital Mortality 12.8 8.7 CI03.2 12.5 8.8 11.9 11 1 Long Stay Rates 10.9 103.2a Acute Long Stay Rates 12.6 13.0 128 12.0 10.8 13.3 17 1 13 2 14.5 CI03.4 13.0 Nursing Home Separations Pneumonia CI04.1 In-hospital Mortality 6.5 10.0 6.7 7.9 7.0 CI04.2 11 🖓 15.3 12.1 15.8 12.2 11.0 Long Stays **Diabetic Foot** 10.5 18.5 14.6 Cl05.1 Long Stays 17.3 9.3 11.8 25.3 34.1 23.8 CI05 4 22.5 26.8 26.5 Amputation Rates Fractured Neck of Femur 10.2 CI06.1 In-hospital Mortality 11.4\* 7.4 100 7 7 9.9 13.2 9.7 8.5 13.1 CI06.2 Long Stays 17.3\* 10.6 11.9 Cl06.2a Acute Long Stays 14.9 19.9 12.7 17 4 CI06.5 Nursing Home Separations 21.1 Ci06.6 12.8 13.7 22.9 15.8 10.6 11.8 Complications of Surgery Knee Replacement 17.2 \* 10.9 9.4 107.1 Long Stays 381 15.0 18.5\* *∮*107.3 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 4.8\* 41.0 28.1 24.7 23.4 Cl08.3 Complications of Surgery 33.0 Hysterectomy

The Townsville Hospital (inc. Kirwan)

Perineal Tears

Induction of Labour

C-section

Long Stay rates

Complications of Surgery

**Blood Transfusion Rates** 

on Women < 35 years

Cl09.1

C109.3

Cl09.4

C109.5

CI10.1

CI10.2

CI10.3

Standard Primiparae

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18.6

12.7

8.3

5.6

21.1 \*

11.3

10.5

4.0

14.2

18.0 \*

1.8

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

21.1

12.6

77

3.8

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.

18.1

98

7.5

6.3

21.3

20.31

0.0

116

14.6

2.8

10.8

16.7 \*

2.2

13.3

8.6

9.8

3.2

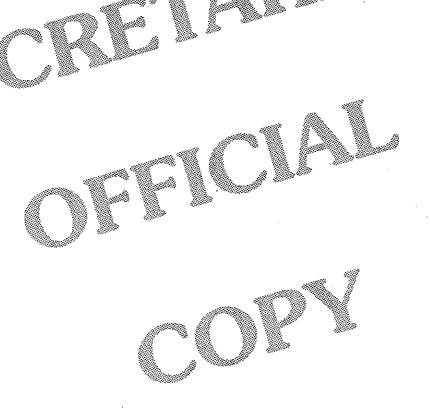
**CABINET IN CONFIDENCE** 

Indicato	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group	· State Mean
Small fo	or Gestational Age Small for Gestational Age		2.8	3.1	3.0		***************************************
	Officer for Octobrida Age	····	2.0		J.0		
Materna	il Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	-	2.9 **	3.9 **	3.5 **	- P	-
C!13.2	Caesarean Section Births		4.5	4.1*	4.1	-	-
Asthma				7.37	<u></u>		
Cl14.1	Long Stay Rates	6.9	44*	// 1.8*	4.4 **	12.9	10.9
Colorect	tal 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 change:

99.9% certain that the result for the facility is different in comparison to the cappet average. There is little doubt that the performance indicator for the facility is significantly different from the mean for eithospitals in the peer group.



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.

#### Measured Quality Hospital Report - Efficiency - 2003

Current

Previous

Peer Group Median State Median Potential Saving

#### The Townsville Hospital (inc. Kirwan)

#### **Northern Zone**

Indicator

#### 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	# <del>135</del>	107	4.12
EFF-01.4	Nursing	<b>6</b> 38	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	<b>1,63</b> 9	1,547	126
EFF-02.2	Managerial And Clerical	487	182	203	14.3
EFF-02.3	Medical	/211	194	144	5.79
EFF-02.4	Nursing	81.8	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	<b>0.89</b>
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%	5.1 <b>6</b> %	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%	376%	3.30%
Cost of Sic	k 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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## Measured Quality Hospital Report - Efficiency - 2003

		Current	Previous	Peer Group	State	Potential	
Indicator				Median	Median	* 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 S	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 T	rade And Artisans	7.13%	3,04%	4.96%	1.33%		
EFF-05.7 V	/isiting Medical Officers	16,2%	17.4%	11.1%	6.24%		
EFF-05.8 F	Professional	4.36%	3.62%	3.13%	3.96%		
EFF-05.9 T	echnical	2.12%	4.01%	0.67%	0.05%		
Cost of Over	time per FTE						
	JI staff	\$4,377	\$4,218	\$3,315	\$2,816	\$1,399,000	
EFF-06.2 N	lanagerial And Clerical	\$524	\$373	\$542	\$190		
	ledical	\$25,788	\$28,236	\$22,889	\$25,548	\$439,000	
EFF-06.3a S	enior Medical	\$25,725	\$29,463	<b>\$25</b> ,368	<b>\$2</b> 5,546	\$37,000	1
EFF-06.3b Jo	unior Medical	\$25,929	\$25,536	\$1 <b>5,7</b> 91	<b>\$26,0</b> 31	\$476,000	T.
EFF-06.4 N	ursing	\$1,029	<b>\$7</b> 78	\$50 <b>5</b>	\$595	\$333,000	
	perational	\$748	\$654	\$370	\$334	\$39,000	
	rade And Artisans	<b>\$4,184</b>	\$1,799	\$3,132	\$881	\$25,000	
	isiting Medical Officers	\$34,045	\$35,914	\$22,444	\$12,380	\$128,000·	
	rofessional	\$4,052	\$3,233	\$2,926	\$3,679	\$130,000	
EFF-06.9 Te		\$1,812	\$3,150	\$468	\$33.32	\$15,000	
17550 17650 18660	Unscheduled Leave						
	l stæff	11.4%	11.2%	10.5% 🥌	<b>10.9%</b>		
100000000000000000000000000000000000000	anagerial And Clerical	11.2%	10.7%	9 14%	9.34%		
	edical	7.96%	8.04%	<b>8</b> .20%	6.18%		
	ursing	12.7%	12.2%	10.6%	10.7%		
	perational	<b>1</b> 1.5%	11.5%	¥1.6%	11.9%		
-	ade And Artisans	10.5%	10.2%	9.28%	11.2%		
	siting Medical Officers	5.75%	7.43%	5.75%	2.87%	,	
FF-07.8 Pn	ofessional	10.0%	9.82%	9.33%	9.83%		
	chnical	9.28%	8.83%	10.8%	9.57%		,
	neduled Leave per FTE				<del>.</del>		N : 4 4 1
	staff	\$4,064	\$3,929	\$3,623	\$3,391	\$580,000	
	anagerial And Clerical	\$3,307	\$2,839	\$2,521	\$2,632	\$119,000	
	edical	\$4,641	\$4,851	\$4,409	\$3,907	\$35,000	
	rsing	\$4,468	\$4,254	\$3,508	\$3,497	\$605,000	
	erational	<b>\$2</b> ,762	\$2,866	\$2,864	\$2,919	4000,000	
•	ade And Artisans	\$3,449 #	\$3,196	\$2,458	\$3,342	\$23,000	
		\$8,775	\$10,824	\$7,754	\$4,513	\$11,000	
	iting Medical Officers		\$4,091	\$4,188	\$3,968	φ11,000	
	ofessional	\$4,273			\$3,327		
	chnical	\$3,806	\$3,029	\$3,720	φυ,υει		-
-	WorkCover Leave	0.070/	0.0007	0.270/	0.258/		
	staff	0.37%	0.28%	0.37%	0.35%		
	nagerial And Clerical	0.41%	0.14%	0.07%	0.00%		
	dical	0.00%	0.00%	0.02%	0.00%		
FF-09.4 Nui	rsing	.0.52%	0.44%	0.43%	0.25%		
FF-09.5 Ope	erational	0.41%	0.32%	0.89%	0.41%		

The Townsville Hospital (inc. Kirwan)

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Measured Quality Hospital Report - Efficiency - 2003

	Current	Previous	Peer Group	State	Potential
Indicator			Median	Median 	Saving
Proportion of WorkCover Leave	•			0.000/	
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	0.000/	A 70%	1.15%	1.13%	
EFF-10 Occupancy Rate (Bed Day Efficiency)	0.98%	0,78%	1.1370	1.5070	
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	33.1 /0				<i>#</i>
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%	
	41.378	77.170			
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 (NHCDC) EFF-50	\$3,953	\$2,549	\$2,883	\$2,739	\$35,216,000
Average Cest / Weighted Separation (FRAC)					
EFF-51	\$3,286	\$3,200	<b>\$</b> 3,096	<b>\$</b> 2,598	\$7,298,000
Top 10 DRG Average cost		, water			
EFF-52.01 (1) A06Z Tracheostomy Any Age Any Cond	\$67,299	<b>\$</b> 45,930	\$63,033	\$46,987	\$1,355,000
EFF-52.02 (2) U61A Schizophrenia Disorders+MHLS	\$22,407	<b>\$14</b> ,439	\$12,394	\$13,022	\$1,642,000
EFF-52.03 (3) L61Z Admit For Renal Dialysis	<b>\$4</b> 62	\$368	\$420	\$418	\$298,000
EFF-52.04 (4) Z60A Rehabilitation + CSCC	\$18,234	<b>\$14,62</b> 9	\$11,954	\$9,688	\$691,000
FF-52.05 (5) O60D Vaginal Delivery - Comp Diag	\$2,076	\$1,248	\$1,930	\$1,963	\$138,000
FF-52.06 (6) U63B Major Affective Dshr A<70-CSCC	\$14,042	\$10,115	\$9,139	\$8,825	\$637,000
FF-52.07 (7) F06A Corony Bypas-Inva Inve Pr+CSCC	\$19,698	<b>\$</b> 12,553	\$14,621	\$14,621	\$467,000
FF-52.08 (8) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$1,102	\$2,022	\$779	<b>\$973</b>	\$474,000
FF-52.09 (9) R63Z Chemotherapy	\$1,036	\$746	\$415	<b>\$</b> 338	\$845,000
FF-52.10 (10) C08Z Major Lens Procedures	\$2,056	<b>\$</b> 1,803	<b>\$1</b> ,921	\$1,921	\$79,000
Casemix Efficiency - Acute Inpatients	.voorien.				
EFF-53	148%	113%	128%	129%	
Asset Condition					
FF-57	82.6%	60:2%	66.1%	57.9%	
ood Services - total cost per OBD					
FF-58 .	\$23.41	\$25.67	\$26.30	\$27.45	
ileaning - total cost per m2					
FF-59	\$65.52	\$65.74	\$38.80	\$39.27	\$1,457,000
inen Cost per OBD					
-	C4 C4	\$1.27	\$1.50	\$1.41	\$30,000
EFF-60	\$1.54	Ψ1.2.7	<b>\$1.00</b>	¥ · · · · ·	,
FF-60 inergy Consumption per square metre	\$1.5 <del>4</del>	Ψι.Σι	<b>V</b> 1.00	****	

The Townsville Hospital (inc. Kirwan)

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#### Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median State Median

Indicator

#### The Townsville Hospital (inc. Kirwan)

#### Northern Zone

#### **Principal Referral and Specialised Peer Group**

		-1188				
Accredi	tation					
SIC01		Yes	Yes	11/11	49/57	
Credent	ialling					
SIC02		No	N/R	9/11	52/58	
Workfor	ce Management					
SIC03.1	Retention of Nursing Staff	80.9%	86.0%	83.7%	78.1%	
SIC03.2	Retention of Nursing Staff - LOI-8	79.0%	87.3%	85,4%	78.6%	
SIC03.3	Median Age Nursing Staff	39.5	39.2	40.6	42.6	
SIC03.4	Retention of Allied Health Staff	73.4%	84.2%	73.9%	72.3%	é
SIC03.5	Cost of Training and Study Leave per FTE	\$590	<b>\$5</b> 60	\$316	\$341	T. Carlot
SIC03.6	Cost of Education and Conference Courses per FTE	\$81.89	\$120	\$138	\$112	
Quality o	f information			p.		
SłC04.1	Accuracy	83.5%	93.0%	95.9%	94.2%	
SIC04.2a	Timeliness - Number of months and time	<b>26</b>	3 .	5	7	
SIC04.2b	Timeliness - Number of days late per month	13.0	3.5	13.5	7.0	
Use of In						
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 `	
Benchma	King					
SIC06.1	In selected clinical areas	94.2%	78.8%	89.3%	27.5%	
SIC06.2	In selected clinical areas - internal	88 5%	80. <b>8%</b>	90.0%	0.0%	
SIC06.3	In selected clinical areas - external	100%	76.9%	96.2%	50.0%	
Clinical Page 1	athways		Mar.			
SIC07.1	Extent of development and use in selected direct areas	46.3%	N/R	23.8%	16.2%	
SIC07.2	Extent of development and use as per Ontailo	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%	4
SIC07.5	O & G - extent of development and use	87.5%	25.0%	18.8%	50.0%	
Facilitating	g 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	<b>Ž</b> /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	44	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%	

The Townsville Hospital (inc. Kirwan)

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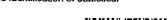
### Measured Quality Hospital Report - Patient Satisfaction - 2003

# The Townsville Hospital (inc. Kirwan) Northern Zone Principal Referral and Specialised

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean
Service Typ	oe: 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 <b>.6</b>	*	68.9	69.9
PS05	Overall Care Index	60:2	# <b>*</b>	64.5	65.9
PS06	Physical Environment Index	56.2	**	62.3	65.5
PS07	Treatment & Related Information Index	61.9	*	65.3	65.6
Service Type	e: Maternify				
PS01	Aggess 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	. water	< 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
ervice Type	e: Medical			200	
P\$01	Access and Admission Index	582	*	63.0	65.6
PS02	Comptaints 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	Qverett 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	* 4/	65.\$	65.4
ervice Type	: Mental Health				
PS01	Access and Admission Index	50.1		55.1	56.7
PS02	Complaints Management Index	<b>53</b> .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
ervice Type:	: Surgical				
PS01	Access and Admission Index	58.4	**	69:3	69.5
PS02	Complaints Management Index	63.4		<b>68</b> .2	68.6
PS03	Discharge and Follow-up Index	56.9	**	85.5	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.



CABINET IN CONFIDENCE

Indicator

2001/02

2000/01

1999/00

3 Year Mean Peer Group

State Mean

#### **Bundaberg Hospital**

Clop.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6 Clop.4 on Women < 35 years 10.0 4.5 13.3 9.3 11.1 9.8 Clop.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2 Standard Primiparae Cl10.1 C-section - 12.5 12.2 12.3 Cl10.2 Induction of Labour - 14.5 9.3 12.0 Cl10.3 Perineal Tears - 4.9 2.1 3.5 Cl10.3 Small for Gestational Age			Durid	abeig i	ioopita:		D O	
CID1.1 In-hospital Mortality 19.6* 29.8** 4.4 20.6** 12.0 13.9 CID1.2 Long Stay Rates 6.4 19.7 30.4 9.2 6.5 9.9  Heart Failure CID2.1 In-hospital Mortality 2.4 14.1 10.2 9.4 7.3 6.6 CID2.2 Long Stay Rates 11.8 9.9 13.0 11.7 9.2 9.8  Stroke CID3.1 In-hospital Mortality 37.7* 38.4* 44.8* 40.2** 98.3 19.2 CID3.2 Long Stay Rates 3.6 11.1 21.6* 34.4 8.8 8.7 CID3.2 Long Stay Rates 4.7 0.0 - 2.7 7.7 10.9 CID3.4 Nursing Home Separations 0.0* 7.1 17.4 8.3 16.4 13.3 16.4	Cer	ntral Zone				Large	Peer G	roup
Citi   Long Stay Rates	Acute N	Nyocardial Infarction						
Heart Failure	CI01.1	In-hospital Mortality	19.6*	29.8**	144	20.6 **	12.0	13.9
CIO2.1 In-hospital Mortality 2.3 14.1 10.2 9.4 7.3 6.6 CIO2.2 Long Stay Rates 11.8 9.9 13.0 11.7 9.2 9.8 Stroke  CIO3.1 In-hospital Mortality 37.7 38.4 44.8 40.2 16.3 19.2 CIO3.2 Long Stay Rates 3.6 11.1 21.6 14.4 8.8 8.7 CIO3.2 Long Stay Rates 4.7 0.0 - 2.7 7.7 10.9 CIO3.4 Nursing Home Separations 0.0 7.1 17.4 8.1 15.4 15.4 13.3 15.4 13.3 15.4 10.2 10.2 Long Stay Rates 10.6 21.8 7.7 14.4 10.2 12.2 CIO4.1 In-hospital Mortality 10.6 21.8 7.7 14.4 10.2 12.2 Fractured Neck of Femit CIO5.1 In-hospital Mortality 2.8 9.5 4.4 5.0 6.3 7.7 14.4 10.2 12.2 Fractured Neck of Femit CIO5.1 In-hospital Mortality 2.8 9.5 4.4 5.0 6.3 7.7 14.4 10.2 12.2 CIO5.2 Acque Long Stays 30.4 6.6 5.3 16.7 13.5 13.2 CIO5.2 Long Stays 30.4 6.6 5.3 16.7 13.5 13.2 CIO5.2 Long Stays 30.4 6.6 5.3 16.7 13.5 13.2 CIO5.2 Acque Long Stays 4.4 0.0 - 2.8 8.4 11.9 CIO5.5 Nursing Home Separations 27.1 0.0 30.3 27.4 20.0 19.9 CIO5.6 Complications of Surgery 0.0 0.0 8.6 3.2 12.0 11.6 Knee Replacement CIO7.1 Long Stays 0.0 12.4 7.7 5.6 9.4 CIO7.3 Complications of Surgery 1.0 7.7 5.6 9.4 CIO7.3 Complications of Surgery 2.3 6.0 - 7.7 10.6 15.9 17.5 CIOS.3 Complications of Surgery 2.3 6.0 - 7.7 10.6 15.9 17.5 CIOS.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 2.6 5 23.4 Physterectomy 2.8 3.4 5.8 4.2 7.9 3.6 CIO9.4 on Women < 35 years 10.0 4.5 13.3 9.3 11.1 9.8 CIO9.5 Blood Transfusion Rates 2.8 15 13 1.7 2.5 3.2 Standard Primiparae 2.8 15 13 1.7 2.5 3.2 Standard Primiparae 3.0 10.0 4.5 13.3 1.7 2.5 3.2 Standard Primiparae 3.0 10.0 4.5 13.3 12.0	CI01.2	Long Stay Rates	6.4	10.7	10.4	9.2	6.5	9.9
CiO2.2 Long Stay Rates 18 9.9 13.0 11.7 9.2 9.8  Stroke CiO3.1 In-hospital Mortality 37.7* 38.4* 44.8* 40.2** 16.3 19.2  CiO3.2 Long Stay Rates 3.6 11.1 21.6* 41.4 8.8 8.7  CiO3.2 Acute Long Stay Rates 4.7 0.0 - 27.7 7.7 10.9  CiO3.4 Nursing Home Separations 0.0* 7.1 17.4 8.3 19.4 13.3  Pneumonia CiO4.1 In-hospital Mortality 18.3 9.4 23.8* 15.1** 6.5 7.0  CiO4.2 Long Stays 10.6 21.8** 7.7 14.4 10.2 12.2  Fractured Necks of Femile CiO6.1 In-hospital Mortality 2.8 9.5 4.4 5.0 6.3 7.7  CiO6.2 Long Stays 30.4* 6.6 5.3 16.7 13.5 13.2  CiO6.2 Acute Long Stays 4.4 0.0 - 2.8 8.4 11.9  CiO6.5 Nursing Home Separations 27.1 0.0* 30.3 21.4 20.0 19.9  CiO6.6 Complications of Surgery 0.0* 0.0 8.6 3.2* 12.0 11.8  Knee Replacement CiO7.1 Long Stays 0.0 12.4 7.7 5.6 9.4  Knee Replacement CiO7.1 Long Stays 3.0 1.0 17.5 10.6 15.9 17.5  Hip Replacement CiO8.1 Long Stay Rates 7.8 0.0 - 7.7 10.6 12.6  CiO8.3 Complications of Surgery 2.3 6.0 - 7.7 10.6 12.6  CiO8.3 Complications of Surgery 2.3 3 6.0 - 7.7 10.6 12.6  CiO8.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6  CiO9.4 on Women < 35 years 10.0 4.5* 13.3 9.3 11.1 9.8  CiO9.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2  Standard Primiparae  Zi10.1 C-section 1 - 12.5 12.2 12.3  CiO1.2 Induction of Labour - 14.5 9.3 12.0  CiO1.3 Perineal Tears - 4.9 2.1 3.5  Small for Gestational Age	Heart Fa	ailure						•
Stroke   1	CI02.1	In-hospital Mortality	2.3	14.1	10.2	9.4	7.3	6.6
CI03.1 In-hospital Mortelity 37.7° 38.4° 44.8° 40.2° 36°3 19.2   CI03.2 Long Stay Rates 3.6 11.1 21.6° 114 8.8 8.7   CI03.2 Acute Long Stay Rates 4.7 0.0   - 27 7.7 10.9   CI03.4 Nursing Home Separations 0.0° 7.1 17.4 8.3 35°4 13.3    Pneumonia  CI04.1 In-hospital Mortality 41.8 9.4 23.8° 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 Femile CI06.1 16-hospital Mortality 2.8 9.5 4.4 5.0 6.3 7.7   CI04.2 Long Stays 30.4° 6.6 5.3 16.7 13.5 13.2   CI06.2 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 8.8 3.2 12.0° 11.8    Knee Repiacement CI07.1 Long Stays 0.0° 12.4 7.7 5.6 9.4   CI07.3 Complications of Surgery 3.3 6.0 - 7.7 10.6 15.9 17.5    Hip Repiacement CI08.1 Long Stay Rates 7.8 0.0 - 7.7 10.6 12.6   CI08.3 Complications of Surgery 2.3 6.0 - 7.7 10.6 12.6   CI08.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6   CI09.4 Long Stay rates 8.0 11.0 10.4 10.1 9.5 13.3   CI09.5 Blood Translusion Rates 2.8 1.5 13 13.3 9.3 11.1 9.8   CI09.5 Blood Translusion Rates 2.8 1.5 13 1.7 2.5 3.2    Standard Primiparae CI01.0 C-section - 12.5 12.2 12.3	CI02.2	Long Stay Rates	11.8	9.9	13.0	11.7	9.2	9.8
CI03.2 Long Stay Rates 3.6 11.1 21.6 44.4 8.8 8.7 CI03.2 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 8.4 13.3 Pneumonia    Pneumonia	Stroke	, , , , , ,						
Citios 2a Acade Long Stay Rates 4.7 0.0 7.1 17.4 8.3 16.3 13.3 Pneumonia  Citios 1 In-hospital Mortality 17.3 9.4 23.3 15.1 6.5 7.0 Citios 2 Long Stays 10.6 21.8 7.7 14.4 10.2 12.2 Fractured Neckof Feinity Citios 1 In-hospital Mortality 2.8 9.5 4.4 5.0 6.3 7.7 14.4 10.2 12.2 Fractured Neckof Feinity Citios 1 In-hospital Mortality 2.8 9.5 4.4 5.0 6.3 7.7 13.5 13.2 13.2 13.3 16.7 13.5 13.2 13.3 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 16.5 16.7 13.5 13.2 13.3 12.3 14.5 11.8 11.8 11.8 11.8 11.8 11.8 11.8 11	Cl03.1	In-hospital Mortality	37.7*	38.4 *	44.8*	40.2 **	19.3	19.2
CI03.2a Acute Long Stay Rates	CI03.2	Long Stay Rates	3.6	11.1	21.6*	114	8.8	8.7
Ci03.4   Nursing Home Separations   0.0 * 7.1   17.4   8.3   19.4   13.3	C103.2a		4.7	0.0		2.7	7.7	10.9
Precursors   Pre	CI03.4		0.0*	7.1	17.4	83	15:4	13.3
CI04.1 In-hospital Mortality 143 9.4 23.8 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 Femitr 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 CI06.2 Actite 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 1.0 7.7 5.6 9.4 CI07.3 Complications of Surgery 2.3 6.0 - 7.7 10.6 15.9 17.5 CI08.1 Long Stay Rates 7.8 0.0 - 7.7 10.6 15.9 17.5 CI08.3 Complications of Surgery 2.3 6.0 - 17.9 26.5 23.4 CI09.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6 CI09.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6 CI09.4 on Women <a center;"="" href="#style=" text-align:="">3.5 13.3 1.1 9.5 13.3 1.1 9.8 CI09.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2 CI09.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2 CI09.3 Perineal Tears - 4.9 2.1 3.5 - CI09.3 CI09.3 Perineal Tears - 4.9 2.1 3.5 - CI09.3 CI09.3 CI09.1 CI09.3 Perineal Tears - 4.9 2.1 3.5 - CI09.3 CI09.3 CI09.3 CI09.3 CI09.3 Perineal Tears - 4.9 2.1 3.5 - CI09.3 CI09.3 CI09.3 CI09.3 Perineal Tears - 4.9 2.1 3.5 - CI09.3 CI</a>	Pneumo	nia	10181					
Ci04.2   Long Stays			113	9.4	23.5***	15.1 **	6.5	7.0
CI06.1 In-Nospital Martality 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  CI06.2 Actite 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 12.4 7.7 5.6 9.4  CI07.3 Complications of Surgery 1.0 77 - 10.6 15.9 17.5  Hip Replacement  CI08.1 Long Stay Rates 7.8 0.0 - 7.7 10.6 15.9 17.5  Hip Replacement  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 13 1.7 2.5 3.2  Standard Primiparae  CI10.1 C-section - 12.5 12.2 12.3	Cl04.2	. western	10.66	Marian . 118	7.7	14.4	10.2	12.2
CI06.1 In-Nospital Martality 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  CI06.2 Actite 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 12.4 7.7 5.6 9.4  CI07.3 Complications of Surgery 1.0 77 - 10.6 15.9 17.5  Hip Replacement  CI08.1 Long Stay Rates 7.8 0.0 - 7.7 10.6 15.9 17.5  Hip Replacement  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 13 1.7 2.5 3.2  Standard Primiparae  CI10.1 C-section - 12.5 12.2 12.3		d Nacional Consider						
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Ci06.2a Actile 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 12.4 7.7 5.6 9.4 Ci07.3 Complications of Surgery 1.0 77 - 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 5.7 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			ges -					
Cl06.5 Nursing Home Separations 27.1 0.0 30.3 21.4 20.0 19.9 Cl06.6 Complications of Surgery 0.0 0.0 8.6 3.2 12.0 11.8 Clo7.1 Long Stays 0.0 12.4 7.7 5.6 9.4 Cl07.3 Complications of Surgery 1.6 77 - 10.6 15.9 17.5 15.9 17.5 15.6 Cl08.1 Long Stay Rates 7.8 0.0 - 7.7 10.6 12.6 Cl08.3 Complications of Surgery 23.3 6.0 - 17.9 26.5 23.4 17					-	artilli.	<b>?</b>	
Ci06.6 Complications of Surgery 0.0* 0.0 8.6 3.2 120 11.8  Knee Replacement Ci07.1 Long Stays 0.0 12.4 7.7 5.6 9.4 Ci07.3 Complications of Surgery 1.0 77 - 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 10.4 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		STATE OF THE PARTY			30.3	24.4	<b>&amp;</b>	
Clor.1   Long Stays   0.0   12.1   7.7   5.6   9.4					astronia Willia	32*	00A	
CIO7.1 Long Stays 0.0 12.4 7.7 5.6 9.4 CIO7.3 Complications of Surgery 1.0 7.7 - 10.6 15.9 17.5    Hip Replacement			¥		<del></del>			
Ci07.3 Complications of Surgery 1.0 7.1 - 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 5 13.3 9.3 11.1 9.8 Ci09.5 Blood Transfusion Rates 2.8 1.5 13 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 Ci10.3 Perineal Tears		•	0.0	104		77	5.6	Q A
Hip Replacement Cl08.1 Long Stay Rates 7.8 0.0 - 7.7 10.6 12.6 Cl08.3 Complications of Surgery 23.3 6.0 - 17.9 26.5 23.4  Hysterectomy Cl09.1 Long Stay rates 8.0 11.0 10.4 10.1 9.5 13.3 Cl09.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6 Cl09.4 on Women < 35 years 10.0 5 13.3 9.3 11.1 9.8 Cl09.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2  Standard Primiparae Cl10.1 C-section - 12.5 12.2 12.3 - Cl10.2 Induction of Labour - 14.5 9.3 12.0 - Cl10.3 Perineal Tears - 4.9 2.1 3.5 - Cl10.3  Small for Gestational Age		- ·		<b>€</b> 1990a.				
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 Ci08.3 Complications of Surgery 23.3 6.0 - 17.9 26.5 23.4 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 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 - Ci10.3 Cinal Age	C107.3	Complications of Surgery		<u> </u>	-	0.01	15.9	17.3
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 10.4 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		7					40:0	40.0
Hysterectomy Clo9.1 Long Stay rates 8.0 11.0 10.4 10.1 9.5 13.3 Clo9.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6 Clo9.4 on Women < 35 years 10.0 4.5 13.3 9.3 11.1 9.8 Clo9.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2  Standard Primiparae Cl10.1 C-section - 12.5 12.2 12.3 Cl10.2 Induction of Labour - 14.5 9.3 12.0 Cl10.3 Perineal Tears - 4.9 2.1 3.5  Small for Gestational Age		= -			_			
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 Cincol Cincol Cestational Age	Cl08.3	Complications of Surgery	23.3	6.0	-	17.9	26.5	23.4
Clop.3 Complications of Surgery 2.8 3.4 5.8 4.2 7.9 8.6 Clop.4 on Women < 35 years 10.0 4.5 13.3 9.3 11.1 9.8 Clop.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2 Standard Primiparae Cl10.1 C-section - 12.5 12.2 12.3 Cl10.2 Induction of Labour - 14.5 9.3 12.0 Cl10.3 Perineal Tears - 4.9 2.1 3.5 Cl10.3 Small for Gestational Age	Hysterec	tomy						
Cl09.4 on Women < 35 years 10.0 45* 13.3 9.3 11.1 9.8 Cl09.5 Blood Transfusion Rates 2.8 1.5 1.3 1.7 2.5 3.2 Standard Primiparae Cl10.1 C-section - 12.5 12.2 12.3 Cl10.2 Induction of Labour - 14.5 9.3 12.0 Cl10.3 Perineal Tears - 4.9 2.1 3.5 Cl10.3 Small for Gestational Age	C109.1	Long Stay rates		11.0	10.4	10.1		
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	Cl09.3	Complications of Surgery	2.8	3.4	5.8*	<b>7.2</b> ★		
Standard Primiparae       Cl10.1 C-section     -     12.5     12.2     12.3     -     -       Cl10.2 Induction of Labour     -     14.5     9.3     12.0*     -     -       Cl10.3 Perineal Tears     -     4.9     2.1     3.5     -     -       Small for Gestational Age	CI09.4	on Women < 35 years		45.	13.3	<b>}</b>		
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 CI10.3 Femall for Gestational Age	C109.5	Blood Transfusion Rates	2.8	1.5	1.3	1.7	2.5	3.2
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 CI10.3 Femall for Gestational Age	Standard	Primiparae						
Cl10.2 Induction of Labour       -       14.5       9.3       12.0 *       -       -       -         Cl10.3 Perineal Tears       -       4.9       2.1       3.5          Small for Gestational Age	CI10.1	=	-	12.5	12.2	12.3	-	_
Cit 2.1 Perineal Tears - 4.9 2.1 3.5	Cl10.2	·	-	14.5	9.3	12.0 *	-	-
	Cl10.3		-			3.5	-	-
	Small for	Gestational Age	·					
	CI11.1		-	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.



CABINET IN CONFIDENCE

Indicate	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	State Mean
Materna	l Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	-	3.3 **	4.2**	3.8 **	-	-
Cl13.2	Caesarean Section Births	-	3.9	2.4	3.2 *		-
Asthma							
Cl14.1	Long Stay Rates	8.5	8.1	2.9*	5.6	10.9	10.9
Colorect	tal Carcinoma						
Cl15.1	Long Stay Rates	3.7	<b>12</b> 7	100 m/4 - 100 j	9.0	8.3	10.3
CI15.3	Complications of Surgery	244	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 trospitals 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.

**Bundaberg Hospital** 

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lote: 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.

#### Measured Quality Hospital Report - Efficiency - 2003

Curre

Previous

eer Group' Median State Median Potential Saving

## **Bundaberg Hospital**

#### **Central Zone**

Indicator

#### Large Peer Group

			·			_
Ordinary	FTE (Worked)		المتعدي			
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	a 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	4.59	
Total FTE						7.
EFF-02	All staff	511	526	<b>5</b> 11	<b>№ 126</b>	
EFF-02.2	Managerial And Clerical	78.5	76.3	<b>73.</b> 8	14.3	
EFF-02.3	Medical	<b>/</b> 249.2	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 Atlisans	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. <b>65</b>	1.10	1.96	_
Proportion	of Sick Leave					
EFF-03	All staff	4,26%	3,99%	<b>47</b> 1%	4.59%	
EFF-03.2	Managerial And Clerical	4.91%	3. <b>73%</b>	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%	1
EFF-03.6	Trade And Artisans	11.5%	16.8%	4.74%	4.26%	
EFF-03.7	Visiting Medical Officers	0.63%	0.91%	2500000	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 Sic	k Leave per FTE					
EFF-04	All staff	<b>\$1,</b> 455	\$1,331	\$1,470	\$1,450	
EFF-04.2	Managerial And Clerical	<b>\$1,450</b>	\$1,092	\$1,362	\$1,129	
EFF-04.3	Medical	\$812	\$674	\$1,202	\$1,033	
	Nursing	\$1,661	\$1,597	\$1,660	\$1,582	
EFF-04.5	Operational	\$1,102	\$1,099	\$1,198	\$1,237	
	Trade And Artisans	\$3,897	\$3,915	\$1,622	\$1,243	
FF-04.7	Visiting Medical Officers	\$1,159	\$1,519	\$1,159	\$931	
	Professional	\$1,454	\$1,057	\$1,290	\$1,384	
FF-04.9	Technical	\$2,955	\$1,365	\$1,306	\$1,409	_
roportion	of Overtime	•				
FF-05	All staff	3.00%	2.80%	2.75%	2.47%	
						1

Bundaberg 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.

# Measured Quality Hospital Report - Efficiency - 2003

	Measured waarity i				•	
Indicat	or	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportio	on 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	a 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%	/3 <del>5</del> .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%	
	vertime per FTE					
EFF-06	All staff	\$3,158	\$2,907	\$3,038	\$2,816	\$48,000
EFF-06.2	Managenel And Clencel	\$355	\$331	\$278	\$190	<b>\</b>
EFF-06.3	Medical	\$20,604	\$20,081	\$19,404	<b>\$</b> 25,848	\$43,000
	Senior Medical	\$21,756	\$21,893	<b>\$20,7</b> 43	<b>\$25,</b> 546	\$24,000
	Junior Medical	\$18,338	<b>\$</b> 15,931	<b>\$18,33</b> 8	\$26,031	3
EFF-06.4	Nursing	\$1,194	\$780	\$669	s595	\$91,000
FF-06.5	Operational	\$302	\$228	\$500	\$334	
EFF-06.6	Trade And Artisans	\$2,041	\$1,059	\$1,503	\$881	
FF-06.7	Visiting Medical Officers	\$ <b>5</b> 3,15 <b>0</b>	\$67,180	\$41,843	\$12,380	\$29,000
FF-06.8	Professional	\$4,066	\$3,616	\$3,701	\$3,679	\$10,000
. 42	Technical	\$388	\$91.12	\$0.00	\$33.32	
	and the contract of the contra					
<b>горогиод</b> :FF-07 🚕	i <b>of Unschedu</b> led Leave All siati	10.6%	10.3%	11.0% 🧠	10.9%	
- Table 1	Managerial And Clerical	10.6%	8.32%	9.10%	9.34%	
FF-07.2 FF-07.3	Medical	10.6%	7.73%	5,90%	<b>8</b> ,18%	
		10.2%	10.5%	11.8%	* <del>1</del> 0.7%	
FF-07.4	Nursing Operational	11.5%	9.98%	49.1%	11.9%	
FF-07.5	Operational Trade And Adisons	12.8%	28.7%	12.0%	11.2%	
	Trade And Artisans	0. <b>85</b> %	1.48%	4.60%	2.87%	
FF-07.7	Visiting Medical Officers	8.01%	11.1%	9.53%	9.83%	
	Professional	24.9%	40.5%	9.15%	9.57%	
FF-07.9	Technical	24.576	40.570	0.1070	0.0770	
	scheduled Leave per FTE	£4.449	¢2.770	¢2 622 %	\$3,391	\$197,000
	All staff	\$4,112	\$3,779 \$3,657	\$3,622 \$2, <b>63</b> 5	\$2,632	\$61,000
	Managerial And Clerical	\$3,616	\$2,657			\$159,000
FF-08.3	Medical	\$8,497	\$6,478	<b>\$</b> 4,098	\$3,907	
FF-08.4	Nursing	\$3,946	\$3,911	\$3,684	\$3,497	\$45,000
FF-08.5	Operational	\$2,934	\$2,746	\$3,034	\$2,919	
FF-08.6	Trade And Artisans	\$4,357	\$6,700	\$4,037	\$3,342	
FF-08.7	Visiting Medical Officers	\$1,535	\$1,988	\$6,381	\$4,513	
F-08.8	Professional	\$3,447	\$3,348	\$3,994	\$3,968	
F-08.9	Technical	\$11,837	\$15,088	\$3,327	\$3,327	\$33,000
oportion	of WorkCover Leave					
F-09	All staff	0.46%	0.30%	0.47%	0.35%	
F-09.2	Managerial And Clerical	1.27%	0.43%	0.05%	0.00%	
FF-09.3	Medical .	0.00%	0.00%	0.00%	0.00%	
		0.12%	0.12%	0.43%	0.25%	
	Nursing	.U. 12.70	0.1270	0.1010	0.2070	

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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.

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%	•	,4
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			artite.			
EFF-10 .	1.15%	0.71%	1.76%	1.13%		
Occupancy Rate (Bed Day Efficiency)			<u>.</u>			
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			***************************************		<b>&amp;</b>	
EFF-34.1 Calegory 1	0.00%	0.00%	0.00%	<b>Q.</b> 00%		
EFF-34.2 Calegory 2	4.00%	1.06%	4.049%	4,18%		K. W. S.
EFF-34.3 Category 3	16.4%	14.2%	16.4%	14.9%		¥,
Day Surgery Rate EFF-35			» 57.8%	50.40/		
	63.7%	61.4%	37.8%	56.4%		
Day of Surgery Admission Rate EFF-36	80.9%	90.9%	91.3%	90.9%		
Average Cost / Weighted Separation (NHCDC) 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.	<b>\$2</b> 46	\$344	\$418	\$599,000	
EFF-52.02 (2) 060D 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	<b>\$12,</b> 112	\$7,661°	\$13,022	\$13,022		
EFF-52.05 (5) P67D Neo,Admwt >2499g Sig Or PicPrb	\$802	\$413	\$1,148	\$973		•
EFF-52.06 (6) E65B Chmic Obstret 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	•	1
EFF-52.08 (8) U61B Schizophrenia Disorders-MHLS	\$7,146	\$5,714	\$5,792	\$5,792	\$89,000	Ť,
EFF-52.09 (9) 001D 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	- AN NAMA					_
FF-53	136%	93.3%	136%	129%	ř	
Asset Condition						
FF-57	60.1%	60.9%	59.9%	57.9%		
ood Services - total cost per OBD					***************************************	_
FF-58 .	\$36.93	\$33.48	\$26.84	\$27.45	\$330,000	
leaning - total cost per m2					····	-
FF-59	\$37.83	\$33.56	\$39.22	\$39.27		
inen Cost per OBD			,			-
FF-60	\$1.41	\$0.49	\$1.42	\$1.41		
nergy Consumption per square metre		-	, -			-
FF-61	\$14.13	\$17.95	\$20.19	\$23.59		

**Bundaberg Hospital** 

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### Measured Quality Hospital Report System Integration and Change - 2003

Indicator

Current

Previous

Peer Group Median State Median

#### **Bundaberg Hospital**

#### **Central Zone**

#### **Large Peer Group**

			<u> </u>	tunta quant	
Accredita SIC01	auon	Yes	Yes	13/13	49/57
			. 100		
Credentia SIC02	alling	Yes	N/R	9/13	52/58
Workford	e Management				
SIC03.1	Retention of Nursing Staff	84.8%	85.8%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LQ1 8	81.6%	86.2%	81.6%	78.6%
SIC03.3	Median Age Nursing Staff	42.6	42.6	42, <b>6</b>	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	<b>\$2</b> 95	\$329	<b>\$</b> 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%	<i>≫</i> 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 Inf	oputation				
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
Benchma	tking				
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.‡%	72.7%	50.0%
Clinical Pa	athways				
SIC07.1	Extent of development and use in selected plinical areas	70.0%	N/R	27.5%	16.2%
SIC07.2	Extent of development and use as per Ontand	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%
acilitating	g continuity of care			1	
SIC08.1	Memorandum of understanding with local GPs	Yes	NÆ	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	2/2	NA	2	2
SIC08.3	Provision of discharge summaries to GPs	25.0%	NR	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
elehealth					
SIC09	Extent of telehealth usage	5.8%	3.8%	1.9%	3.8%
	<del>-</del>				

**Bundaberg Hospital** 

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# Measured Quality Hospital Report - Patient Satisfaction - 2003 Bundaberg Hospital

**Central Zone** 

Large

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:	
Service Typ	oe: All types combined					-
PS01	Access and Admission Index	67.6	*	65.3	66.1	_
PS02	Complaints Management Index	64.0	ant fills	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 <b>3</b>		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 Typ	e: 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	e: Medical			<del>-</del>		
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	į	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	<b>55</b> ,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	f
PS07	Treatment & Related Information Index	52.5		53.1	51.8	, t
ervice Type:	: Surgical					
PS01	Access and Admission Index	71.4		68.9	69.5	
PS02	Complaints Management Index	67.9		<b>67.</b> 8	68.6	
PS03	Discharge and Follow-up Index	<b>64.3</b> %		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.

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 N	lyocardial Infarction				<u> </u>		
Cl01.1	In-hospital Mortality	19.6*	29.8**	14.4	20.6 **	12.0	13.
C101.2	Long Stay Rates	6.4	40,7	10.4	9.2	6.5	9.
Heart Fa	ailure						
Cl02.1	In-hospital Mortality	2.3	14.1	10.2	9.4	7.3	6.
Cl02.2	Long Stay Rates	11.8	9.9	13.0	11.7	9.2	9.
Stroke	, ,						
CI03.1	In-hospital Mortality	37.7*	38.4*	44.8*	40.2 **	193	19.3
CI03.2	Long Stay Rates	3.6	11.1	21.6 *	11:4	8.8	8.7
103.2a	Acute Long Stay Rates	4.7	0.0		27	7.7	10.9
Ci03.4	Nursing Home Separations	0.0*	7.1	17.4	8.3	15.4	13.3
neumo	nia						
CI04.1	In-hospital Mortality	113	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
	d Neck of Femor						
106.1	In-hospital Mortality	2.8	9.5	4.4	5.0	6.3	7.7
106.2	Long Stays	30.4 *	6.6	5.3	16.7	13.5	13.2
106.2a	Accide Long Stays	4.4	0.0	-	.2.8	8.4	11.9
106.5	Nursing Home Separations	27.1	0.0*	30.3	21.4	20.0	19.9
2106.6	Complications of Surgery	0.0*	0.0	8.6	3.2.	120	11.8
(nee Rep	placement						
207.1	Long Stays	0.0	12.1	7.7	7.7	. 5.6	9.4
107.3	Complications of Surgery	<u> </u>	77	<u>-</u>	10.6	15.9	17.5
	acement		992-7		i		
108.1	Long Stay Rates	7.8	0.0	-	7.7	10.6	12.6
108.3	Complications of Surgery	23.3	6.0		17.9	26.5	23.4
ysterec	tomy			and the second			
109.1	Long Stay rates	8.0	11.0	10.4	10.4	9.5	13.3
109.3	Complications of Surgery	2.8	3.4	5.8*	4.2*	7.9	8.6
109.4	on Women < 35 years	10.0	4.5*	13.3	9.3	11.1	9.8
109.5	Blood Transfusion Rates	2.8	1.5	1.3	1.7	2.5	3.2
landard	Primiparae						
110.1	C-section	-	12.5	12.2	12.3	-	-
110.2	Induction of Labour	-	14.5	9.3	12.0 *	<b></b>	-
110.3	Perineal Tears	<b>-</b>	4.9	2.1	3.5	*	~
	Gestational Age		_				
111.1	Small for Gestational Age	•	3.1	3.6	3.4	-	-

**Bundaberg Hospital** 

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ote: 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.

CABINET IN CONFIDENCE

Indicato	or .	2001/02	2000/01	1999/00	3 Year Mean	Peer Group ' Mean	`State Mean
Materna	l Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	-	3.3**	4.2**	3.8 **	-	-
Cl13.2	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
Colorect	tal Carcinoma						
CI15.1	Long Stay Rates	3.7	127	. 70.	9.0	8.3	10.3
Cl15.3	Complications of Surgery	24.4	39.5		30.9	18.3	20.9
		98850 88504	(2008) 709. "70809974.	3837639			

#### Statistical Significance

- Between 90% and 30.5% 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

Currer

Previou

Peer Group Median State Median Potential Saving

# **Bundaberg Hospital**

### **Central Zone**

Indicator

### Large Peer Group

Ordinary	FTE (Worked)		ettis		
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-01.4	a Nursing Agency	0,00	0.11	1.30	0.00
EFF-01.5	Operational	» <b>89</b> .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	76.5	73.8	14.3
EFF-02.3	Medical	<b>//49.2</b>	47.1	62.0	5.79
EFF-02.4	Nursing	221	235	221	60.5
	Nursing Agency	0.00	0.11	1.30	0.00
	Operational.	111	110	91.5	34.6
<b>98</b> 93	Trade And Artisans	7.48	8.75	1.19	1.22
EFF-02.7		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	<b>1</b> .96 /
Proportio	n of Sick Leave				
EFF-03	All staff	<b>4</b> ,26%	3.99%	<b>371%</b>	4.59%
EFF-03.2	Managerial And Clerical	4.91%	373%	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%	Ø 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 Sir	ck Leave per FTE	alleria. I			
EFF-04	All staff	\$1,455	\$1,33 <b>1</b>	\$1,470	\$1,450
EFF-04.2		\$1,450	\$1,092	\$1,362	\$1,129
	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
		+21400	2.1000		• • • • • •
Proportion EFF-05	of Overtime All staff	3.00%	2.80%	2.75%	2.47%
LI 1703	Las occis	3.2470			

Bundaberg 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.

Measured Quality Hospital Report - Efficiency - 2003

	Mcasarc	a danity in		•		•	
Indica	ator		Current	Previous	Peer Group Median	State Median	Potential ' Saving
Propert	ion of Overtime						
	2 Managerial And Clerical	I	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-05.3	3b Junior Medical		9.98%	8.97%	9.98%	14.7%	
EFF-05.4	4 Nursing		1.60%	1.11%	0.92%	0.88%	
EFF-05.5	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	7 Visiting Medical Officers	atilili	27.6%	<sup>2</sup> 35.1%	21.9%	6.24%	
EFF-05.8	B Professional		3.96%	3.82%	3.96%	3.96%	
EFF-05.9			0,62%	0.11%	0.00%	0.05%	
	Overtime per FTE	<del></del>	<del>1)                                    </del>				
EFF-06	All staff		\$3,158	\$2,907	\$3,038	\$2,816	\$48,000
EFF-06.2	- 1 WA A A		\$355	\$331	\$278	\$190	, . <b></b>
EFF-06.3			\$20,604	\$20,081	\$19,404	\$25,548	\$43,000
•	a Senior Medical		\$21,756	\$21,893	\$20,743	\$25,546	\$24,000
	b Junior Medical		\$21,730 \$18,338	\$15,931	\$1 <b>8,3</b> 38	\$26.031	<b>42</b> 7,000
EFF-06.4			\$10,336	\$13,53 k \$780	\$66 <b>9</b>	\$595	\$91,000
=FF-06.5	•	,	\$302	\$228	\$500	\$ \$334	ψ51,000
			- \$302 -∕`\$2,041	\$1,059	\$1,503	\$881	
EFF-06.6 EFF-06.7	.366		\$53,150	\$67,180	\$1,503 \$41,843	\$12,380	\$29,000
			and the same of th			\$3,679	\$10,000
FF-06.8 FF-06.8			\$4,066 \$388	\$3,616 \$91.12	\$3,701 \$0.00	\$33.32	\$10,000
			<b>\$300</b>	Φ31.1Z		<del>Ф</del> ОО.ОЕ.	<del></del>
	n of Unscheduled Leave		40.007	40.20/	44.09/ #	# 40 OW	
*	All staff		10.6%	10.3%	11.0%	10.9%	
FF-07.2	Managerial And Clerical		10.6%	8.32%	910%	9.34% <b>6</b> .18%	
FF-07.3	Medical		10.6%	7,73%	\$.90% \$1.8%	10.7%	
FF-07.4 FF-07.5	Nursing		10.2%	10.5% 9.98%	*1.6% *13.1%	11.9%	
FF-07.6	Operational		<b>11.5%</b>	28.7%	12.0%	11.2%	
	Trade And Artisans		12.8%		4.60%	2.87%	
FF-07.7	Visiting Medical Officers		0.85%	1.48%			
FF-07.8	Professional	The second secon	8.01%	11.1%	9.53%	9.83%	
FF-07.9	Technical		24.9%	40.5%	9.15%	9.57%	
	nscheduled Leave per FTE	<b>Ξ</b>	*		** ***		#407 000
FF-08	All staff		\$4,112	\$3,779	\$3,622	\$3,391	\$197,000
FF-08.2	Managerial And Clerical		\$3,616	\$2,657	\$2,635	\$2,632	\$61,000
FF-08.3	Medical		\$8,497	\$6,476	\$4,098	\$3,907	\$159,000
FF-08.4	Nursing	•	\$3,946	\$3,911	\$3,684	* \$3,497	\$45,000
FF-08.5	Operational		\$2,934	\$2,746	\$3,034	\$2,919	
FF-08.6	Trade And Artisans		\$4,357	\$6,700	\$4,037	\$3,342	
F-08.7	Visiting Medical Officers		\$1,535	\$1,988	\$6,381	\$4,513	
F-08.8	Professional		\$3,447	\$3,348	\$3,994	\$3,968	
F-08.9	Technical		\$11,837	\$15,088	\$3,327	\$3,327	\$33,000
oportion	of WorkCover Leave						
F-09	All staff		0.46%	0.30%	0.47%	0.35%	
F-09.2	Managerial And Clerical		1.27%	0.43%	0.05%	0.00%	
F-09.3	Medical		0.00%	0.00%	0.00%	0.00%	
F-09.4	Nursing		-0.12%	0.12%	0.43%	0.25%	

**Bundaberg Hospital** 

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Measured Quality Hospital Report - Efficiency - 2003

Measured Quality Ho	ospital F	Report - E	Efficien	cy - 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	801%	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%	Q.00%	
EFF-34.2 Category 2	4.00%	1.06%	4.00%	4.16%	
EFF-34.3 Calegory 3	16.4%	14.2%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	63.7%	64.4%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	80.9%	90.9%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCDC)					
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			r /////		
EFF-52.01 (1) L61Z Admit For Renal Dialysis	\$531	\$246	\$344	<b>\$4</b> 18	\$599,000
EFF-52.02 (2) 060D Vaginal Delivery - Comp Diag	\$2,289	<b>\$</b> 1,850	<b>\$2</b> ,017	\$1,963	\$157,000
EFF-52.03 (3) Z60A Rehabilitation + CSCC	\$7,762	<b>\$4</b> ,619	\$9,101	\$9,688	
EFF-52.04 (4) U61A Schizophrenia Disorders MHLS	<b>\$12</b> ,112	\$7,681	\$13,022	\$13,022	
EFF-52.05 (5) P67D Neo,Admwt >2499g-Sig Or Pr Prb	5802	\$413	\$1,148	\$973	
EFF-52.06 (6) E65B Chmic Obstrct Ainway 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	·
FF-52.08 (8) U61B Schizophrenia Disorders-MHLS	\$7,146	\$5,714	\$5,792	\$5,792	\$89,000
FF-52.09 (9) 001D Caesarean Delivery - Comp Diag	\$3,868	\$3,128	\$3,962	\$4,016	
FF-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			<b>)</b> (2)		
EFF-57	60.1%	60: <b>9</b> %	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					
FF-59	\$37.83	\$33.56	\$39.22	\$39.27	
inen Cost per OBD FF-60	\$1.41	\$0.49	\$1.42	\$1.41	
	<del></del>	7-11-1			
Energy Consumption per square metre EFF-61	\$14.13	\$17.95	\$20.19	\$23.59	
.: 1 -0:	ψ14.10	ψ13.50	<b>420.10</b>	4 <b></b>	

**Bundaberg Hospital** 

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#### Measured Quality Hospital Report System Integration and Change - 2003

Indicator

Current

**Previous** 

Peer Group Median State Median

#### **Bundaberg Hospital**

#### **Central Zone**

### Large Peer Group

			(\$150 pt 100 pt			
Accredit	ation					
SIČ01		Yes	Yes	13/13	49/57	
Credenti	ialling					
SIC02		Yes	N/R	9/13	52/58	
	ce Management		•			
SIC03.1	Retention of Nursing Staff	84.8%	85.8%	82.3%	78.1%	
SIC03.2	Retention of Nursing Staff - LOT 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%	é
SIC03.5	Cost of Training and Study Leave per FTE	\$309	\$295	\$329	<b>\$</b> 341	Selfin.
SIC03.6	Cost of Education and Conference Courses per FTE	\$24,32	\$96.08	\$101	\$112	
Quality o	f 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 Inj	formation					
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	
Benchma	rking					
SIC06.1	In selected clinical areas	100%	65.4%	36.4%	27.5%	
SIC06.2	In selected clinical areas - internal	100%	57. <b>7%</b>	0.0%	0.0%	
SIC06.3	In selected clinical areas - external	100%	73/1%	72.7%	50.0%	
Clinical P	athways		Allan .			
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%	ĝ
IC07.5	O & G - extent of development and use	75.0%	75.0%	50.0%	50.0%	*
acilitating	g continuity of care					
IC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54	
IC08.2	Use of pre admission clinics for elective surgery	212	N/R	2	2	
IC08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%	
IC08.4	Shared ante and post natal care	414	N/R	3	2	
IC08.5	Cardiac rehabilitation	2/2	N/R	2	2	
IC08.6	Diabetic management service	3/3	N/R	2	2	
elehealth				P. V		_
C09	Extent of telehealth usage	5.8%	3.8%	1.9%	3.8%	
	-					

**Bundaberg Hospital** 

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# Measured Quality Hospital Report - Patient Satisfaction - 2003 Bundaberg Hospital

**Central Zone** 

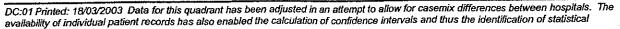
Large

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Typ	e: 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	6537		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
ervice Typ	e: Maternify				
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	settiller.	<b>68.1</b>	68.0
PS05	Overall Care Index	65.7		6 <b>6</b> .9	67.2
PS06	Physical Environment Index	62.8	*	68.4	67.9
PS07	Treatment & Related Information Index	63.4		65.5	66.2
ervice Type	e: Medical				
PS01	Access and Admission Index	67.0 > 1		64.5	65.6
PS02	Compfaints Management Index	63.8		63.4	64.9
PS03	Discharge and Follow-up Index	58.5		60.1	61.4
PS04	General Patient Wormstion Index	70.6		69.3	70.1
P\$05	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		63.2	65.4
ervice Type	e: Mental Health				
PS01	Access and Admission Index	60.0		58.7	56.7
PS02	Complaints Management Index	<b>55</b> .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
ervice Type	: Surgical			<i>~</i>	
PS01	Access and Admission Index	71.4		68.9	69.5
PS02	Complaints Management Index	67.9		<b>67.</b> 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	6 <del>8</del> .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.



CABINET IN CONFIDENCE

2001/02

2000/01

1999/00

3 Year Mean

eer Group Mean State Mean

### Caboolture Hospital

# Central Zone Large Peer Group

				· · · · · · · · · · · · · · · · · · ·		···	
Acute	Myocardial Infarction	-				······································	
Cl01.1	In-hospital Mortality	10.8	12.8	7.7 *	10.3	12.0	13.9
Cl01.2	Long Stay Rates	3.5	4.9	2.8*	3.7 *	6.5	9.9
Heart F	ailure						
Cl02.1	In-hospital Mortality	2,6*	10,6	1.6*	5.1 *	7.3	6.6
Cl02.2	Long Stay Rates	1.8*	4.9	3.7	3.3 *	9.2	9.8
Stroke	v ()						
Cl03.1	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	<b>0</b> .0*	8.8	8.7
້ Cl03.2a	Acute Long Stay Rates	4.5	2.4	-	3.5	7.7	10.9
Cl03.4	Nursing Home Separations	8.9	21.4	13.9	141	15.4	13.3
Pneumo	onia						
CI04.1	In-hospital Mortality	8.4	<b>5.2</b>	6.9	5.0	6.5	7.0
Cl04.2	Long Stays	297	7.7	5.8	4.8 *	10.2	12.2
Hystere	ctomy						
Cl09.1	Long Stay rates	12.6	6.1	3.9*	7.6	9.5	13.3
Cl09.3	Complications of Surgery	8.3	10.0	4.7 *	7.8	7.9	8.6
C109.4	on Women < 35 years	19.2*	19.6*	14.3	17.8**	11.1	9.8
Cl09.5	Blood Transfusion Rates	3.3	2.1	0.0	1.8	2.5	3.2
Standard	d Primiparae						
Cl10.1	C-section	-	<b>// 13.3</b>	15.1	14.2	· -	-
Cl10.2	Induction of Labour		9.5*	8.0*	8.7 **	-	-
Cl10.3	Perineal Tears		7.1*	3.4	5.2 *	<u>.</u>	-
Small for	r Gestational Age						
Ci11.1	Small for Gestational Age	<u> </u>	3.1	3.0	3.1	-	-
Maternal	Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	-	7.2	9.0	<b>81</b>	-	-
Cl13.2	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
Colorecta	al Carcinoma			-			
CI15.1	Long Stay Rates	5.4	0.0	÷	2.3	8.3	10.3
CI15.3	Complications of Surgery	<b>27.0</b> .	39.1	-	28.3	18.3	20.9

Caboolture Hospital

Indicator

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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.



**CABINET IN CONFIDENCE** 

2001/02

2000/01

1999/00

3 Year Mean Peer Group Mean State Mean

Indicator

#### 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 many for all hospitals in the peer group.

Caboolture Hospital

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#### Measured Quality Hospital Report - Efficiency - 2003

Curre

Previous

Peer Group Median State Median Potential Saving

#### **Caboolture Hospital**

#### **Central Zone**

Indicator

#### **Large Peer Group**

<u> </u>				- i	<u> </u>	<del></del>
Ordinary	FTE (Worked)				W. 17-04	
EFF-01	All staff	372	360	401	95.5	
EFF-01.2		56.9	56.5	61.0	11.2	
EFF-01.3	Medical	<b>59.</b> 0	55.4	45.5	4.12	
EFF-01.4	Nursing	172	162	174	48.1	
	Nursing Agency	<b>1</b> ,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		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	123	1.59	
Total FTE		1111				4
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	219	210	221	60.5	
	Nursing Agency	1.30	1.53	1.30	0.00	
. **	Operationet	89.0	87.4	91.5	34.6	
9999	Trade And Artisans	0.63	0.52	1.19	1.22	
100	Visiting Medical Officers	2.79	3.34	4.46	<b>/// 0.89</b>	
C093	Professional	13.7	15.4	29.6	9.62	
EFF-02.9	Technical	0.16	0.22	<b>1</b> .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	1.89%	1.59%	1.76%	1.56%	
EFF-03.4	Nursing	5.87%	5.70%	5.24%	4.71%	
FF-03.5	Operational	4.73%	4.64%	5.64%	4.99%	í.
FF-03.6	Trade And Artisans	4.74%	7.46%	4.74%	4.26%	4
FF-03.7	Visiting Medical Officers	0.88%	1.21%	0.67%	<b>0.60%</b>	
FF-03.8	Professional	6.13%	4.29%	2.95%	2.95%	
FF-03.9	Technical	0.00%	1/62%	3.09%	3.30%	
ost of Sic	k Leave per FTE					
FF-04	All staff	<b>\$1,628</b>	\$1,462	» <b>\$1,470</b>	\$1,450	
FF-04.2	Managerial And Clerical	<b>\$1,4</b> 46 //	\$1,267	\$1,362	\$1,129	
FF-04.3	Medical	\$1,428	\$1,147	\$1,202	\$1,033	
FF-04.4	Nursing	\$1,900	\$1,809	\$1,660	\$1,582	
FF-04.5	Operational .	\$1,389	\$1,150	\$1,198	\$1,237	
FF-04.6	Trade And Artisans	\$1,622	\$2,431	\$1,622	\$1,243	
FF-04.7	Visiting Medical Officers	\$1,442	\$1,937	\$1,159	\$931	
FF-04.8 I	Professional	\$996	\$917	\$1,290	\$1,384	
FF-04.9	Fechnical	\$0.00	\$569	\$1,306	\$1,409	
roportion (	of Overtime					
•	All staff	2.67%	2.68%	2.75%	2.47%	
						,

Caboolture Hospital

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# Measured Quality Hospital Report - Efficiency - 2003

Indica	tor	_	Current	Previous	Peer Group Median	State Median	Potential Saving
Proportion	on of Overtime		-			4,	
EFF-05.2			0.78%	0.60%	0.51%	0.32%	د
EFF-05.3	Medical		11.3%	12.1%	16.3%	20.6%	
EFF-05.3	a Senior Medical	,	12.8%	14.3%	19.8%	23.5%	
EFF-05.3	b 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		27.6%	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 O	vertime per FTE		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
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	•
-	Senior Medical		\$14,391	\$14,849	\$20,743	\$25,546	
	Junior Medical		\$13,509	\$12,154	<b>\$18,33</b> 8	\$26,031	
EFF-06.4	Nursing		\$653	<b>\$6</b> 60	<b>\$</b> 66 <b>9</b>	<b>\$</b> 595	
EFF-06.5	Operational		<b>\$</b> 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	
	Technical		\$0.00	\$0.00	\$0.00	\$33.32	
656	n of Unscheduled Leave		40.00			<u> </u>	
EFF-07	All staff		10.8%	10.5%	11.0% 🦟	<b>10.9%</b>	
EFF-07.2	Managerial And Clerical		10.3%	9.43%	9.10%	9.34%	
EFF-07.3	Medical		5.42%	5.83%	5,90%	<b>6</b> .18%	
EFF-07.4	Nursing		11.8%	\$2.3%	<b>1</b> 1.8%	10.7%	
EFF-07.5	Operational		13.1%	11.4%	13.1%	11.9%	
EFF-07.6	Trade And Artisans		11.3%	15.6%	12.0%	11.2%	
EFF-07.7	Visiting Medical Officers		5.81%	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%	•
		<u> </u>	4.0070	0.1070			
EFF-08	scheduled Leave per FTE All staff	:	\$3,917	\$3,536	\$3,622	<b>\$3,391</b>	\$110,000
			\$3,655	\$3,014	\$2,635	\$2,632	\$58,000
EFF-08.2	Managerial And Clerical			\$4,094	\$4,098	\$3,907	Ψ00,000
EFF-08.3	Medical		\$4,255 \$4,010	\$3,765	\$3,684	\$3,497	\$56,000
EFF-08.4	Nursing		\$3,494	300a - 300a 300	\$3,034 \$3,034	\$2,919	\$33,000
EFF-08.5	Operational		4933	\$2,919 *==0#			φυσ,υψυ
EFF-08.6	Trade And Artisans		\$3,944 \$7,772	\$5,425 \$5,646	\$4,037 \$6,381	\$3,342 \$4,513	
EFF-08.7	Visiting Medical Officers				\$3,994	\$3,968	
EFF-08.8	Professional		\$4,114	\$3,589			
	Technical		\$1,363	\$1,079	\$3,327	\$3,327	
•	of WorkCover Leave		0.000	0.440/	0.470/	0.050/	
	All staff		0.25%	0.41%	0.47%	0.35%	
	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%	

Caboolture 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.

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	<b>2</b> .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%	<b>41</b> 8%	
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 (NHCDC)  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		anno III			
EFF-52.01 (1) 060D Vaginal Delivery - Comp Diag	\$1,918	<b>\$</b> 1,461	\$2,017	\$1,963	
EFF-52.02 (2) U61A Schizophrenia Disorders+MHLS	\$9,554	<b>\$</b> 14,918	\$13,022	\$13,022	
EFF-52.03 (3) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$1,148	<b>\$8</b> 04	\$1,148	\$973	
EFF-52.04 (4) U63B Major Affective Dsrd A*70-CSCC	\$6,211	\$17,511	\$6,211	\$8,825	
EFF-52.05 (5) 001D 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 Dsrd+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	<b>\$4,515</b>	<sub>4</sub> \$4,956	
EFF-52.09 (9) U67Z Personlty Dsrd&Acute Reactions	<b>\$3,240</b>	\$6,417	\$2,592	<b>\$</b> 3,240	\$98,000
EFF-52.10 (10) H04B Cholecystectmy-Closed CDE-CSCC	\$2,393	\$3,122	\$3,412	\$3,412	
Casemix Efficiency - Acute Inpatients EFF-53	93.7%	125%	136%	129%	
Asset Condition					
FF-57	71.1%	74.8%	59.9%	57.9%	
ood Services - total cost per OBD					
FF-58	\$24.33	\$28.76	\$26.84	\$27.45	
leaning - total cost per m2			.,		
FF-59	\$59.21	\$38.16	\$39.22	\$39.27	\$369,000
inen Cost per OBD FF-60	\$1.72	\$0.81	\$1.42	\$1.41	\$81,000
nergy Consumption per square metre				<u> </u>	

Caboolture Hospital

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### Measured Quality Hospital Report System Integration and Change - 2003

Indicator

Current

Previous

Peer Group Median State Median

#### **Caboolture Hospital**

#### **Central Zone**

#### **Large Peer Group**

Accredit	ation				
SIC01		Yes	Yes	13/13	49/57
Credenti	alling				•
SIC02		Yes	N/R	9/13	52/58
Workfore	ce Management				
SIC03.1	Retention of Nursing Staff	80.3%	78.5%	82.3%	78.1%
SIC03.2	Retention of Nursing Staff - LOT: 6	80.9%	79.7%	81.6%	78.6%
SIC03.3	Median Age Neusing Staff	40.0	38.4	42.6	42.6
SIC03.4	Retention of Allied Health Staff	62.5%	57. <b>1</b> %	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	\$74,22	\$46.23	\$101	\$112
Quality o	f information			P.	
SIC04.1	Accuracy	87.6%	95.1%	92.6%	94.2%
SiC04.2a	Timeliness - Number of months on time	9	9	8	7
SIC04.2b	Timeliness - Number of days late per month	0.0	0.0	2.5	7.0
Use of In	formation				
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
Benchma	rking				
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 P	athways		h Mare		
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%	<del></del>	50.0%
Facilitatin	g continuity of care			1	
SIC08.1	Memorandum of understanding with local GPs	Yes	NÆ	7/13	26/54
SIC08.2	Use of pre admission clinics for elective surgery	<b>2</b> /2	NAR	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%

Caboolture Hospital

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# 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	721	*	69.2	69.9	
PS05 Overall Care Index	67,5	*	65.2	65.9	
PS06 Physical Environment Index	712	**	66.5	65.5	
PS07 Treatment & Relatest Information Index	65.1		64.0	65.6	
Service Type: Materity					
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		652	66.0	
PS04 General Patient Information Index	74.2	*	68.1	68.0	É
PS05 Overall Care Index	72.2	*	669	67.2	Ĭ
PS06 Physical Environment Index	75.7	**	58.4	67.9	
PS07 Treatment & Related Information Index	69.6	*	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 Pattent 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		63.3	65.4	
Service Type: Mental Health					_
PS01 Access and Admission Index	67.6		58.7	56.7	
PS02 Complaints Management Index	<i>₹</i> 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	1
PS07 Treatment & Related Information Index	62.4		53.1	51.8	1
ervice Type: Surgical					
PS01 Access and Admission Index	69.7		<b>6</b> 8.9	69.5	
PS02 Complaints Management Index	66.9		<b>67</b> .8	68.6	
PS03 Discharge and Follow-up Index	61.9		64.0	65.1	
PS04 General Patient Information Index	71.9	Sandal Maria	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.

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**

<del></del>						<u> </u>	
Acute M	yocardial Infarction				ŧ		
Cl01.1	In-hospital Mortality	0.0	18.5	- "- " - " - " - " - " - " - " - " - "	12.2	12.0	13.9
Cl01.2	Long Stay Rates	13.9	0.0	-	3.5	6.5	9.9
Heart Fa	ilure						
CI02.1	In-hospital Mortality	17.4*	8.4	_	7.8	7.3	6.6
Cl02.2	Long Stay Rates	<b>19.8</b> *	6.1	<del></del>	10.1	9.2	9.8
Stroke	, V <sub>0</sub>						
Ci03.1	In-hospital Mortality	19.6	28.3	*	25.9	19.3	19.2
୍ପା03.2	Long Stay Rates	0.0	0.0	<del>-</del>	<b>0</b> 0	8.8	8.7
103.2a	Acute Long Stay Rates	10.4	3.9	-4//	<b>5</b> 7	7.7	10.9
CI03.4	Nursing Home Separations	0.0	33.9*	· // - //	21.2	15.4	13.3
Pneumoi	nia .	466					
Cl04.1	In-hospital Mortality	4.2	6.8		7.1	6.5	7.0
C104.2	Long Stays	14.4	7:1	-	8.8	10.2	12.2
Hysterec	tomy/						
C109.1	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
C109.4	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	- 4	8.0*		7.4 *	-	-
C110.3	Perineal Tears		1.8		1.9	_	_
mall for	Gestational Age						
111.1	Small for Gestational Age		3.5	-	4.1 *	*	<u> </u>
laternal	Post-Natal Long Stay Rate					7	
2113.1	Vaginal Births	-	4.8*	- and the	<b>448</b> *	-	-
113.2	Caesarean Section Births	*	3.6	_	3.5		
sthma						40.0	40.0
114.1	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.

Gladstone Hospital

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Jote: 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.

#### Measured Quality Hospital Report - Efficiency - 2003

Curren

Previous

Peer Group Median

State Median Potential Saving

#### **Gladstone Hospital**

#### **Central Zone**

Indicator

### **Large Peer Group**

				***************************************		
Ordinary	FTE (Worked)			<b>*</b>		
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	<b>8</b> 7.3	93.4	174	48.1	
EFF-01.4	a Nursing Agency	0.00	0.00	1.30	0.00	
EFF-01.5	Operational .	<sup>≱</sup> 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	123	1.59	
Total FTE						£
EFF-02	All staff	241	236	<b>5</b> 11	<b>126</b>	
EFF-02.2	Managerial And Clerical	44.4	36.A	73.8	14.3	
EFF-02.3	Medical	<b>//</b> 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	Track And Artisans:	1.12	1.10	1.19	1.22	٠
EFF-02.7	Visiting Medical Officers	1.61	1.72	4.46	<b>0.89</b>	
EFF-02.8	Professional	11.5	10.7	29.6	9.62	
EFF-02.9	Technical	0.00	0.00	110	1.96	
Proportion	of Sick Leave					
EFF-03	All staff	<b>5</b> .32%	3/82%	4.71%	4.59%	
EFF-03.2	Managerial And Clerical	648%	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%	and a
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%	
FF-03.9	Technical	0.00%	0.00%	<b>3</b> .09%	3.30%	
Cost of Sic	k Leave per FTE			in g		
EFF-04	All staff	\$1,642	\$1,311	<b>\$1,470</b>	<b>\$1,450</b>	
FF-04.2	Managerial And Clerical	<b>\$2,1</b> 75 //	\$973	\$1,362	\$1,129	
FF-04.3	Medical	\$823	\$201	\$1,202	\$1,033	
FF-04.4	Nursing	\$1,782	\$1,671	\$1,660	\$1,582	
FF-04.5	Operational	\$1,259	\$1,163	\$1,198	\$1,237	
FF-04.6	Trade And Artisans	\$1,969	\$1,095	\$1,622	\$1,243	
FF-04.7	Visiting Medical Officers	\$0.00	\$0.00	\$1,159	\$931	
FF-04.8	Professional	\$1,236	\$1,000	\$1,290	\$1,384	
FF-04.9	Technical	\$0.00	\$0.00	\$1,306	\$1,409	
roportion	of Overtime					
FF-05	All staff	2.32%	2.34%	2.75%	2.47%	
						,

Gladstone Hospital

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Measured Quality Hospital Report - Efficiency - 2003

	measui C	d Quality Ho	Current	Previous	Peer Group	State	Potential
Indicato	or		Current	Previous	Median	Median '	Saving
Proportion	n of Overtime		-		11.7.17		-
•	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		39.0%	<b>/43:3%</b>	21.9%	6.24%	
EFF-05.8	Professional		7.70%	8.50%	3.96%	3.96%	
EFF-05.9	Technical /		0.00%	0.00%	0.00%	0.05%	
Cost of Ov	ertime 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	<b>\$18,33</b> 8	\$26,031	\$66,000
EFF-06.4	Nursing		\$691	\$589	<b>\$</b> 66 <b>9</b>	\$595	
EFF-06.5	Operational		\$374	\$468	\$500	\$334	
EFF-06.6	Trade And Artisans		<b>\$1,107</b>	\$1,721	\$1,503	\$881	
EFF-06.7	Visiting Medical Officers		\$76,946	\$83,408	\$41,843	\$12,380	\$40,000
EFF-06.8	Professional 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						
	All stadf		11.1%	11.3%	11.0% 🧠	<b>//10.9%</b>	
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%	<b>11.8%</b>	, 10.7%	
EFF-07.5	Operational		14.8%	<b>14</b> .5%	43:1%	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 Uns	scheduled Leave per FTE						
FF-08	Ali staff		\$3,851	\$3,221	\$3,622	\$3,391	\$43,000
FF-08.2	Managerial And Clerical		\$3,267	\$1,519	\$2,635	\$2,632	\$22,000
FF-08.3	Medical		\$5,022	\$1,948	\$4,098	\$3,907	\$12,000
FF-08.4	Nursing		\$4,370	\$4,10 <del>8</del>	\$3,684	<b>\$3,497</b>	\$60,000
FF-08.5	Operational		\$2,823	\$2,690	» <b>\$</b> 3,034	\$2,919	
FF-08.6	Trade And Artisans		\$4,825	\$5,562	\$4,037	\$3,342	
FF-08.7	Visiting Medical Officers		\$272	\$0.00	\$6,381	\$4,513	
FF-08.8	Professional		\$4,474	\$4,461	\$3,994	\$3,968	
	Technical	•	\$0.00	\$0.00	\$3,327	\$3,327	
	of WorkCover Leave			·			
	All staff		0.29%	0.73%	0.47%	0.35%	
	Managerial And Clerical		0.00%	0.00%	0.05%	0.00%	
	Medical		0.00%	0.00%	0.00%	0.00%	
			0.58%	0.95%	0.43%	0.25%	
FF-09.4	Nursing		0.0070	0.00,0			

Gladstone Hospital

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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%	•	٠
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			ar SEL			
EFF-10	1.77%	2,22%	1.76%	1.13%		
Occupancy Rate (Bed Day Efficiency)						
EFF-30	48.4%	<b>48</b> .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					<u> </u>	
EFF-34.1 Category 1	0.00%	0.00%	0.00%	0.00%	~	
EFF-34.2 Category 2	0.00%	8.33%	4.60%	4,18%		4
EFF-34.3 Category 3	0.00%	Q.00%	16.4%	14.9%	7	ž
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 (NHCDC) 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	William I was a second and a second a second and a second a second and		?			
EFF-52.01 (1) O60D Vaginal Delivery - Comp Diag	\$2,017	<b>\$</b> 1,860	\$2,017	\$1,963		
EFF-52.02 (2) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$868	<b>\$</b> 536	<b>\$</b> 1,148	\$973		
EFF-52.03 (3) 001D Caesarean Delivery - Comp Diag	\$3,667	<b>\$3</b> ,876 //	\$3,962	\$4,016		
EFF-52.04 (4) F72B Unstable Angina - CSCC	<b>\$3,447</b>	\$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 Dsrd+AMI-Inva laye 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	•	1
EFF-52.08 (8) F74Z Chest Pain	\$1,008	\$1,231	\$1,157	<b>\$1,157</b>		ì
EFF-52.09 (9) G44C Other Colonoscopy, Sameday	\$619	\$699	\$1,121	\$1,121		
FF-52.10 (10) F62B Heart Failure & Shock - CCC	\$2,811	\$2,844	\$3,071	\$3,071		•••
Casemix Efficiency - Acute Inpatients	. antentinos.			in .		
FF-53	123%	112%	136%	129%		_
Asset Condition			*			
FF-57	59.7%	50.8%	59.9%	57.9%		_
ood Services - total cost per OBD						
FF-58	. \$29.88	\$43.59	\$26.84	\$27.45	\$56,000	_
leaning - total cost per m2						
FF-59	\$46.57	\$46.84	\$39.22	\$39.27	\$82,000	_
inen Cost per OBD						
FF-60	\$1.79	\$0.60	\$1.42	\$1.41	\$44,000	
nergy Consumption per square metre	<b></b>	* */	*** ·-			
FF-61	\$20.19	\$22.11	\$20.19	\$23.59		

Gladstone Hospital

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## Measured Quality Hospital Report System Integration and Change - 2003

Currer

Previou

Peer Group<sup>.</sup> Median State Median

Indicator

## **Gladstone Hospital**

#### **Central Zone**

## **Large Peer Group**

Accredita	ition				40146	40/57
SIC01		<del> </del>	Yes	Yes	13/13	49/57
Credentia SIC02	dling		No	N/R	9/13	52/58
Workforc	e Management					
SIC03.1	Retention of Nursing Staff	7	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	<b>\$3.2</b> 8	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE		\$200	<b>\$1</b> 89	\$101	\$112
Quality of	information					
SIC04.1	Accuracy		86.3%	≫ 9 <b>1</b> .3%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	·	D .	6	8	7
SIC04.2b	Timeliness - Number of days late per month		0.0	9.7	2.5	7.0
Use of Inf	optiation					
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
Benchma	king					
SIC06.1	In selected clinical areas		36.4%	75.0%	36.4%	27.5%
SIC06.2	In selected clinical areas - internal		0.0%	54. <b>5</b> %	0.0%	0.0%
SIC06.3	In selected clinical areas - external		72.7%	95.5%	72.7%	50.0%
Clinical Pa						
SIC07.1	Extent of development and use in selected directal and	e <b>as</b>	62.5%	N/R	27.5%	16.2%
SIC07.2	Extent of development and take as per Critario		83.3%	100%	43.3%	31.7%
SIC07.3	Surgical (Orthopaedic) - extent of development and u	se	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%
Facilitatin	g continuity of care					
SIC08.1	Memorandum of understanding with local GPs		No	NR	7/13	26/54
S1C08.2	Use of pre admission clinics for elective surgery	atililita. I	2/2	NAR	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		<b>G</b> /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%

Gladstone Hospital

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# 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	7 <b>2.0</b>		69.2	69.9	
PS05	Overall Care Index	65 <b>,7</b>		65.2	65.9	
PS06	Physical Environment Index	69.7		66.5	65.5	
PS07	Treatment & Related Information tridex	64.1		64.0	65.6	
Service Type:	Materreity					
PS01	Appess and Admission Indiax	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	Š
PS05	Overall Care Index	66.1		66.9	67.2	Ę
PS06	Physical Environment Index	63.9		68.4	67.9	
PS07	Treatment & Related Information Index	683		65.5	66.2	
Service Type: I	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 Pollow-up Index	59.6		60.1	61.4	
PS04	General Patient Internation Index	72.5		69.3	70.1	
PS05	Overall Care Index	65.6		64.7,	65.7	
PS06	Physical Environment Index	64.4	ةُ ويدن	66.2	65.5	
PS07	Treatment & Related Information Index	62.3		63,3	65.4	
Service Type: S	Surgical					
PS01	Access and Admission Index	66.2		68.9	69.5	
PS02	Complaints Management Index	84.4		67.8	68.6	
PS03	Discharge and Follow-up Index	60.0	<b>4</b>	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	Marine
PS07	Treatment & Related Information Index	68.2		69.2	69.7	F

#### **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 companion to the contribution to 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

### **Hervey Bay Hospital**

#### **Central Zone**

## **Large Peer Group**

Acute M	yocardial Infarction						
CI01.1	In-hospital Mortality	11.3	9.8	20.2*	12.9	12.0	13.
Cl01.2	Long Stay Rates	13.3*	4.4	\$0.0	9.0	6.5	9.
leart Fa	ilure						
CI02.1	In-hospital Mortality	6.2	12.0	12.7*	10.5	7.3	6.
CI02.2	Long Stay Rates	<b>4</b> 4	12.3	15.8 *	10.9	9.2	9.
Stroke	4						40
CI03.1	In-hospital Mortality	15.0	24.4	22.6	20.7	19.3	19.
Çi03.2	Long Stay Rates	5.1	0.0 *	0.0	47*	8.8	8.
l03.2a	Acute Long Stay Rates	13.9	17.3*	- 4	18.6	7.7	10.
CI03.4	Nursing Home Separations	22.0	13.3	22.1	19.0	154	13.
neumo	nia						
CI04.1	In-hospital Mortality	61	///18.3 <b>**</b>	18.2***	12.9 **	6.5	7.
CI04.2	Long Stays	12,3	14:6	18.9*	14.8 *	10.2	12.
racture	d Neak of Femilia						
2106.1	In-hospital Mortality	5.3	4.7	8.3	5.8	6.3	7.
2106.2	Long Stays	2.7*	12.7	8.7	7.7 *	13.5	13.
CI06.2a	Acute Long Stays	7.6	20.3*	-	13.5	8.4	11.
0106.5	Nursing Home Separations	26.7	22.9	35.3*	28.6	20.0	19.
C106.6	Complications of Surgery	14.1	9.5	6.2	10,0	12.0	11.
Cnee Re	placement						
CI07.1	Long Stays	9.0	6.6	B2/	7.7	5.6	9.
C107.3	Complications of Surgery	/ 171	94	7.5	10.8	15.9	17.
lip Repl	acement		3,533				
108.1	Long Stay Rates	15.1	4.4	•	11.3	10.6	12.
2108.3	Complications of Surgery	18.1	12.7	-	18.6	26.5	23.
lysterec	tomy					<del>}</del>	
109.1	Long Stay rates	11.6	21.8*	16.1	15.7*	9.5	13.
2109.3	Complications of Surgery	7.4	10.2	10.9	9.4	7.9	8.
0109.4	on Women < 35 years	11.1	87	5.1	8.7	11.1	9.
0109.5	Blood Transfusion Rates	1.9	2,3	0.0	1.5	2.5	3.
tandard	l Primiparae						
110.1	C-section	-	11.5	4.4 *	8.2	-	
110.2	Induction of Labour	•	24.1	19.4	21.8 *	•	
C110.3	Perineal Tears	-	2.1	0.0	1.1	-	
mall for	Gestational Age						_
211.1	Small for Gestational Age	-	3.6	4.0	3.8	-	

Hervey Bay Hospital

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lote: 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.

## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicate	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group ' Mean	' State Mean
Materna	al Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	•	13.0 **	11.2*	12.2 **	-	
Cl13.2	Caesarean Section Births	-	8.5	15.8 **	11.9 **	-	
Asthma							<del>,</del>
Ci14.1	Long Stay Rates	3.1	10.8	12.4	9.5	10.9	10.9
Colorect	tal Carcinoma						
CI15.1	Long Stay Rates	3.6	15.4	- 1	7.4	8.3	10.3
Cl15.3	Complications of Surgery	9.8*	24.7		13.1 *	18.3	20.9

#### Statistical Significance

- Between 90% and 99,6% 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.



Hervey Bay 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.

#### Measured Quality Hospital Report - Efficiency - 2003

Current

**Previous** 

Peer Group Median

State Median Potential Saving

## **Hervey Bay Hospital**

#### **Central Zone**

Indicator

## **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	297	45.5	4.12
EFF-01.4	Nursing	<b>#16</b>	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	<b>7.42</b> %
EFF-01.9	Technical	2.69	3.17	123	150
Total FTE					
EFF-02	All staff	334	336	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	<b>∞0.0</b> 5	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. <b>75%</b>	4.36%	3.99%
EFF-03.3	Medical	187%	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%	<b>0.60%</b>
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 Sic	k Leave per FTE				
EFF-04	All staff	\$1,338	<b>\$1</b> ,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	<b>\$1</b> ,387	\$1,290	\$1,384
EFF-04.9	Technical	\$760	\$2,056	\$1,306	\$1,409
Proportion	of Overtime				
-	All staff	3.66%	3.16%	2.75%	2.47%

Hervey Bay Hospital

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## Measured Quality Hospital Report - Efficiency - 2003

		•			•		
Indie	cator	Current	Previous	Peer Group Median	State Median	Potential Saving	
Propos	tion of Overtime	*					-
EFF-05		0.64%	0.52%	0.51%	0.32%		j
EFF-05	i.3 Medical	19.6%	17.0%	16.3%	20.6%		
EFF-05	i.3a Senior Medical	25.7%	22.3%	19.8%	23.5%		
EFF-05	i.3b Junior Medical	11.6%	10.6%	9.98%	14.7%	-	•
EFF-05	.4 Nursina	1.34%	1.16%	0.92%	0.88%		
EFF-05	.5 Operational	1.38%	0.97%	0.85%	0.61%		
EFF-05	•	0.00%	0.00%	2.63%	1.33%		
EFF-05.		73.9%	62:7%	21.9%	6.24%		
EFF-05.		4.53%	4.12%	3.96%	3.96%		
EFF-05.		0.00%	0.00%	0.00%	0.05%		
	Overtime per FTE	300 W	0.0070	0.0070	0.0074		_
EFF-06	All staff	\$3,881	\$3,316	\$3,038	\$2,816	\$220,000	
EFF-06.		\$330	\$266	\$278	\$190	φ220,000	
EFF-06.		\$24,081	\$20,449	\$276 \$19,404	\$190 \$25,548	\$136 AOA	
,	3a Senior Medical	\$26,272	\$20,449	\$19,404 \$20,743	\$25,546	\$136,000 \$91,000	ځ
	3b Junior Medical	-	100 M	7466 - 766 - 1	8 . <i>1988</i> 2008		APPER.
EFF-06.4		\$21,177	\$18,495	\$1 <b>8,33</b> 8	\$2 <b>6,</b> 031	\$35,000	
	,	\$1,005	\$809	<b>\$</b> 66 <b>9</b>	\$595	\$37,000	
EFF-06.5	· · · · · · · · · · · · · · · · · · ·	<b>\$7</b> 32	\$505	\$500	\$334	\$15,000	
EFF-06.6	and the second s	\$0.00	\$0.00	\$1,503	\$881		
EFF-06.7		\$126,440	\$112,092	\$41,843	\$12,380	\$43,000	
EFF-06.8	The second secon	\$4,071	\$3,371	\$3,701	\$3,679		
	Tedmical	\$0.00	\$0.00	\$0.00	\$33.32		_
	on of Unscheduled Leave	40.004	10.101		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		
EFF-07	All staff	10.2%	10.1%	11.0%	10.9%		
EFF-07.2	· ·	8.59%	9.89%	9/10%	9.34%		
EFF-07.3		4.01%	3,08%	5.90%	6.18%		
EFF-07.4		11.5%	10.6%	11.8%	*10.7%		
EFF-07.5		13.0%	13.4%	43.1%	11.9%		
EFF-07.6		0.00%	15.5%	12.0%	11.2%		
EFF-07.7		3,26%	3.08%	4.60%	2.87%		
EFF-07.8		7.06%	8.12%	9.53%	9.83%		
EFF-07.9	Technical	2.16%	5.43%	9.15%	9.57%	·	Ĺ
	nscheduled Leave per FTE				ura		E.
EFF-08	All staff	\$2,952	\$2,997	2007/MIS 96	\$3,391		
EFF-08.2	,	\$1,892	\$2,104	<b>\$</b> 2,835	\$2,632		
EFF-08.3	Medical	\$3,107	\$2,341	<b>\$</b> 4,098	\$3,907		
EFF-08.4	Nursing	\$3,471	\$3,428	\$3,684	* \$3,4 <del>9</del> 7		
EFF-08.5	Operational	<b>\$2</b> ,516	\$2,736	\$3,034	\$2,919		
EFF-08.6	Trade And Artisans	<b>\$0.0</b> 0	\$4,259	\$4,037	\$3,342		
EFF-08.7	Visiting Medical Officers	\$4, <b>46</b> 6	\$3,926	\$6,381	\$4,513		
EFF-08.8	Professional	\$3,262	\$3,770	\$3,994	\$3,968		
FF-08.9	Technical	\$975	\$2,265	\$3,327	\$3,327		
<sup>3</sup> roportio	n of WorkCover Leave						
FF-09	All staff	0.55%	0.35%	0.47%	0.35%		
FF-09.2	Managerial And Clerical	0.05%	0.73%	0.05%	0.00%		
FF-09.3	Medical	0.00%	0.00%	0.00%	0.00%		
FF-09.4	Nursing	0.24%	0.54%	0.43%	0.25%		
FF-09.5	Operational	1.70%	0.10%		0.41%		
		·					

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## Measured Quality Hospital Report - Efficiency - 2003

mododiou quanty in	Current	Previous	Peer Group	State	Potential
Indicator	Current	1104000	Median	Median	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			w/50		
EFF-10	2.38%	2.07%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)					
EFF-30	74.3%	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. <del>9</del> %	45.4%	44.7%	35.8%	
Elective Surgery Long Wait proportion					
EFF-34.1 Category 1	0.00%	0.00%	0.00%	9.00%	
EFF-34.2 Category 2	14.0%	5.81%	4.00%	4.18%	
EFF-34.3 Category 3	11.5%	49.2%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	56.4%	\$1.8%	57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	93,0%	94.6%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCDC)					
EFF-50	\$2,869	\$2,390	\$2,739	\$2,739	\$1,019,000
Average Cost / Weighted Separation (FRAC)				-4-	
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	<b>\$3</b> 38	\$344	\$418	\$176,000
EFF-52.02 (2) 060D 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	<b>\$2</b> ,542	<b>\$2,518</b>	\$2,243	\$2,243	\$53,000
EFF-52.05 (5) P67D Neo,Admwt >249\$g-Sig Or Pr-Prb	\$1,247	\$900	\$1,148	\$973	\$36,000
EFF-52.06 (6) E65A Chmic Obstrct 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	<b>\$1,157</b>	\$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	_ ATE PATE A.				
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	<del></del>				
EFF-61	\$29.95	\$32.17	\$20.19	\$23.59	\$124,000

Hervey Bay Hospital

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## Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median State Median

Indicator

### **Hervey Bay Hospital**

## **Central Zone**

#### **Large Peer Group**

		and the second				
Accredit	ation at the state of the state	V	Yes	13/13	49/57	
SIC01		Yes	res	13/13	43/37	<del></del>
Credenti	alling	Yes	N/R	9/13	52/58	
SIC02		100	IWIN	3/13	3230	***************************************
	e Management	85.0%	85.0%	82.3%	78.1%	
SIC03.1	Retention of Nursing Staff	86.0%	89.1%	81.6%	78.6%	
SIC03.2	Retention of Nursing Staff - LOS®	43.9	42.7	42.8	42.6	
SIC03.3	Median Age Pursing Staff	43.9 56.0%	4	70.4%	72.3%	
SIC03.4 SIC03.5	Retention of Allied Health Staff Cost of Training and Study Leave per FTE	\$429 se	87.5% \$428	<b>\$32</b> 9	\$341	1
SIC03.5	Cost of Flaming and Study Leave per FTE  Cost of Education and Conference Courses per FTE	\$ <b>89</b> 9.81	\$61.69	\$101	\$112	1
		<i>g</i> (34,01	<b>96</b> 1.03	<b>₩ 199</b> 887	Ψ112	
_	information	87:5%	94.8%	92.6%	94.2%	
SIC04.1	Accuracy	9	94.0%	8	54.2.70 7	
SIC04.2a	Timeliness - Number of months on time	0.0	5.0	2.5	7.0	
SIC04.2b	Timeliness - Number of days late per month	0.0	3.0	4.5	7.0	
Use of Int		27.1%	N/R	27.1%	22,6%	
SIC05.1	Availability of electronic information	3/3	N/R	. 3	3	•
SIC05.2	Collection and use of clinical information	3/3	Nerv	<u> </u>	<u> </u>	
Benchma	<del>-</del>	0.000	en e	36.4%	27.5%	
SIC06.1	In selected clinical areas	0.0%	57.7%	988 A	0.0%	
SIC06.2	In selected clinical areas - internal	0.0%	57. <b>7%</b>	0.0%	50.0%	
SIC06.3	In selected clinical areas - external	0.0%	57 7%	72.7%	50.0%	
Clinical Pa				07.5%	40.00/	
SIC07.1	Extent of development and use in selected official 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%	í
SIC07.4	Medical - extent of development and use	15.0%	30.0%	30.0%	19.4%	1
SIC07.5	O & G - extent of development and use	50.0%	75.0%	50.0%	50.0%	
Facilitating	g continuity of care	.000		f		
SIC08.1	Memorandum of understanding with local GPs	No	N/AR	7/13	26/54	
SIC08.2	Use of pre admission clinics for elective surgery	<b>/2</b> /2	NAR .	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	214	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	
relehealth	•					
SIC09	Extent of telehealth usage	1.9%	7.7%	1.9%	3.8%	

Hervey Bay Hospital

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# Measured Quality Hospital Report - Patient Satisfaction - 2003 Hervey Bay Hospital

#### **Central Zone**

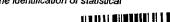
Large

	·	Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Typ	oe: 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	<b>3-4</b>	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 Typ	e: Maternity	), <i>i</i>			
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		6 <b>6.0</b>	67.2
PS06	Physical Environment Index	68.5		68.4	67.9
PS07	Treatment & Related Information Index	<b>58.</b> 9		65.5	66.2
ervice Type	e: Medical				
PS01	Access and Admission Indian	72,2	**	64.5	65.6
PS02	Complaints Management Index	67.0	*	63.4	64.9
PS03	Descharge and Follow-up Index	- 67.9	**	60.1	61.4
PS04	General Patient Intermetion Index	73.3	*	69.3	70.1
PS05	Overalt Care Index	70.6	**	64.7	65.7
PS06	Physical Environment Index	71.9	**	6 <b>6.2</b>	65.5
PS07	Treatment & Related Information Index	70.4	**	63.3	65.4
ervice Type	e: Surgical	and the			
PS01	Access and Admission Index	72.5	*	68.9	69.5
PS02	Complaints Management Index	<b>75.</b> 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

. 2001/02 Indicator

2000/01

1999/00

3 Year Mean Peer Group

State Mean

#### **Ipswich Hospital**

#### Southern Zone

## **Large Peer Group**

Acute I	Myocardial Infarction				<b>*</b>		
CI01.1	In-hospital Mortality	7.2 *	9.2	9.5*	8.8 *	12.0	13.9
Cl01.2	Long Stay Rates	10.5*	16.2	8.3	9.5	6.5	9.9
Heart F	ailure		6.7				
Cl02.1	In-hospital Mortality	7.5	6.7	7.7	7.3	7.3	6.6
Cl02.2	Long Stay Rates	<b>\$</b> ,9	12.5	13.3 *	11.9 *	9.2	9.8
Stroke	i (					and the first	•
Cl03.1	In-hospital Mortality	17.2	18.3	24.8	20.2	19.3	19.2
Cl03.2	Long Stay Rates	10.9	10.8	9.0	10:2	8.8	8.7
Cl03.2a	Acute Long Stay Rates	0.0*	2.7	- 4	1.2 *	7.7	10.9
CI03.4	Nursing Home Separations	22.4 *	20.7	47.7	20.2*	15.4	13.3
Pneumo	onia						
Cl04.1	In-hospital Mortality	54	7.9	4.5	5.9	6.5	7.0
Cl04.2	Long Stays	11,9	7.7	8.3	9.3	10.2	12.2
Diabetic	Foot						
Cl05.1	Long Stays	26.1	22.1	3.1	12.7	10.3	14.6
Cl05.4	Amputation Rates	32.2*	45.2*	21.4	29.2	14.6	23.8
Fracture	d Neck of Femur						
Cl06.1	In-hospital Mortality	5.6	6.5	7.4	6.4	6,3	7.7
C106.2	Long Stays	15.7	21.5*	8.5	14.9	**************************************	13.2
C106.2a	Acute Long Stays	3.7	79	- ,	5.7	8.4	11.9
CI06.5	Nursing Home Separations	21.7	20.2	16.6	19.8	20.0	19.9
C106.6	Complications of Surgery	14.6	16.1	18.1	16.2	12.0	11.8
Knee Re	placement						
CI07.1	Long Stays	1.7	7.2	6.7	5.3	5.6	9,4
C107.3	Complications of Surgery	19.5	22.5	34.1 *	25.2 *	15.9	17.5
lip Repla	acement						
CI08.1	Long Stay Rates	10.0	10.3	4.9	8.8	10.6	12.6
2.801	Complications of Surgery	36.1	32.6*	50.2*	// 38.9 <b>**</b>	26.5	23.4
lysterec	tomy				39		
0109.1	Long Stay rates	8.2	9.4	8.5	8.7	9.5	13.3
2109.3	Complications of Surgery	3.9*	6.7	30.2 **	15.1 **	7.9	8.6
109.4	on Women < 35 years	12.7	14.8	17.2*	15.2 *	11.1	9.8
109.5	Blood Transfusion Rates	1.3	1.7	1.3	1.4	2.5	3.2
tandard	Primiparae	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	***************************************				
110.1	C-section	-	10.8	7.1 *	8.5 *	-	-
110.2	Induction of Labour	-	17.0	9.2*	12.0 *	-	-
110.3	Perineal Tears	_	5.1	1.1	2.4	-	-

Ipswich 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.

### Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

ļ	VIIIII	oui oimoat	10:1 4114	• • • • • • • • • • • • • • • • • • • •			
Indicato	r	2001/02	2000/01	1999/00	3 Year Mean	Peer Group ' Mean	'State Mean
Small fo	r Gestational Age						
CI11.1	Small for Gestational Age	-	3.2	2.5	2.7	-	•
Maternal	l 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 Cl14.1	Long Stay Rates	18.0*	17.8*	<b>∮</b> 13.2	15.7 *	10.9	10.9
Colorect	al Carcinoma		4.6				
Cl15.1	Long Stay Rates	9,0	4.6	10.2	5.5	8.3	10.3
CI15.3	Complications of Surgery	<b>18.</b> 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 change.

99.9% certain that the result for the facility is different in comparison to the contort 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.



Ipswich Hospital

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## Measured Quality Hospital Report - Efficiency - 2003

Cur

Previous

Peer Group Median

State Median Potential Saving

#### **Ipswich Hospital**

#### **Southern Zone**

Indicator

### **Large Peer Group**

					·	·······
Ordinar	y FTE (Worked)					
EFF-01	All staff	634	627	401	95.5	
EFF-01.2	2 Managerial And Clerical	65.1	68.4	61.0	11.2	
EFF-01.3	3 Medical	703	<b>#3</b> :8	45.5	4.12	
EFF-01.4	Nursing ***	3630	324	174	48.1	•
EFF-01.4	la Nursing Agency	10.1	7.54	1.30	0.00	
EFF-01.5	5 Operational	<b>≥191</b> °	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	é
Total FTE						1
EFF-02	All staff	803		511	» 126	
EFF-02.2	Managerial And Clerical	<b>81</b> .9	83,8	273.8	14.3	
EFF-02.3	Medical	94.8	87.7	62.0	5.79	
EFF-02.4	and the second s	416	397	221	60.5	
	Nursing Agency	10.1	7.54	1.30	0.00	
28	Operational	137	131	91.5	34.6	
EFF-02.6		0.00	4.66	1.19	1.22	
	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	0.58	1,10	1,96	
•	n 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 EFF-03.6	Operational Trade And Artisans	4.90%	4.63%	5.64%	4.99%	1
EFF-03.7		0.00%	2.03%	4.74%	4.26% ©0.60%	3.
EFF-03.8	Visiting Medical Officers Professional	2.43%	7.95%	0.67%. 2.95%	2.95%	
EFF-03.9	Technical	2.95% 1.37%	3.05%		Will	
		1.3776	0.00%	3,09%	3.30%	
EFF-04	ck Leave per FTE  All staff	<b>\$1.</b> 526	<b>\$</b> 1,431	» \$1,470	\$1,450	
EFF-04.2	Managerial And Clerical	\$1,410	\$1,451 \$1,165	\$1,362	\$1,430 \$1,129	
EFF-04.3	Medical Medical	\$1,121	\$1,385	\$1,202	\$1,033	
EFF-04.4	Nursing	\$1,746	\$1,447	\$1,660	\$1,582	
	Operational	\$1,043	\$1,026	\$1,198	\$1,237	
	Trade And Artisans	\$0.00	\$661	\$1,622	\$1,243	
	Visiting Medical Officers	\$4,023	\$10,209	\$1,159	\$931	
	Professional	\$1,447	\$1,453	\$1,290	\$1,384	
	Technical	\$481	\$0.00	\$1,306	\$1,409	
	of Overtime			. , ,		***************************************
-	All staff	2.75%	2.86%	2.75%	2.47%	
		- <del>-</del>	-			,

Ipswich 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.

## Measured Quality Hospital Report - Efficiency - 2003

	mode and addity	op.u	topo	<b></b>	- •	
Indica	tor	Current	Previous	Peer Group Median	State Median '	Potential Saving
Proporti	on of Overtime	,				,
EFF-05.2	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-05.3	a Senior Medical	19.8%	23.2%	19.8%	23.5%	
EFF-05.3	b Junior Medical	8.90%	9.54%	9.98%	14.7%	
EFF-05.4		0.59%	0.52%	0.92%	0.88%	
EFF-05.5		0.75%	0.91%	0.85%	0.61%	
EFF-05.6	•	0.00%	2.43%	2.63%	1.33%	
EFF-05.7		7.37%	8:21%	21.9%	6.24%	
EFF-05.8		3.31%	3.36%	3.96%	3.96%	
EFF-05.9		0,61%	0.00%	0.00%	0.05%	
EFF-06	Overtime per FTE  All staff	\$2,913	\$2,908	\$3,038	\$2,816	
EFF-06.2		\$306	\$176	\$278	\$190	
EFF-06.3		\$19,404	\$21,443	\$19,404	\$25,548	
		\$19,404	\$23,327	\$25,743	\$25,546	
-	a Senior Medical	•	\$25,527 \$15,689	\$18,3 <b>3</b> 8	\$26,031	
	Junior Medical	\$15,257	3880a 9880a	\$669	\$595	
EFF-06.4	,	\$419	\$363 *****	\$500 \$500	\$334	
EFF-06.5	Operational	\$470	\$545	\$1,503	\$881	
EFF-06.6	Trade And Artisans	\$0.00	\$1,329		\$12,380	
EFF-06.7	Visiting Medical Officers	\$14,829	\$16,622	\$41,843	\$3,679	
EFF-06.8	Professional	\$3,022	\$2,928	\$3,701		
	Technical	\$360	\$0.00	\$0.00	\$33.32	
-	n of Unscheduled Leave			44.004	<i>∞</i> ///40.00/	
EFF-07	All staff	10.0%	8.03%	11.0%	10.9%	
EFF-07.2	Managerial And Clerical	9.78%	6.85%	9,10%	9.34%	
EFF-07.3	Medical	6.59%	6.21%	5,90%	6/18%	
EFF-07.4	Nursing	10.8%	<b>8.</b> 74%	11.8%	11.7%	
EFF-07.5	Operational	10.4%	8.57%	13.1%	11.9%	
EFF-07.6	Trade And Artisans	0.00%	3. <b>22%</b>	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 Ur	scheduled Leave per FTE				est li	
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	\$4,367	\$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	<b>\$0.0</b> 0	\$1,043	\$4,037	\$3,342	
EFF-08.7	Visiting Medical Officers	\$9,534	\$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	
	of WorkCover Leave	<del></del>				
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	0.45%	0.58%	0.93%	0.41%	
LII-05.J	Оронавли	J.20,0				

Ipswich Hospital

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## 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%		,2
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)	4					
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 Pay Patients EFF-33	46.5%	43.6%	44.7%	35.8%		
Elective Surgery Long Wait proportion				44		
EFF-34.1 Category 1	0.00%	0.00%	0.00%	<b>19.</b> 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%	<i></i>	_
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 (NHCDC) 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		and the second				_
EFF-52.01 (1) U61A Schizophrenia Disorders+MHLS	\$18,282	<b>\$7</b> ,609	\$13,022	\$13,022	\$889,000	
EFF-52.02 (2) Z60A Rehabilitation + CSCC	\$14,168	\$5,426	\$ <b>9,1</b> 01	\$9,688	\$1,028,000	
EFF-52.03 (3) P67D Neo,Admwt >2499g-Sig Or Pr-Pati	\$1,624	\$705	\$1,148	<b>\$973</b>	\$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) 060D Vaginal Delivery - <b>Comp Diag</b>	\$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	1000
FF-52.08 (8) D40Z Dental Extract & Restorations	\$2,688	\$14,045	<b>\$1,738</b>	\$1,738	\$360,000	,
FF-52.09 (9) B63Z Dmntia&Chmic Disturb Crbrl Fn	\$14,274	\$11,351	\$8,519	\$9,121	\$391,000	
FF-52.10 (10) Z64A Oth Fctr Infl Health Stat A>79	\$19,406	\$6,941	\$9,207	\$9,147	\$479,000	
asemix Efficiency - Acute Inpatients				»		
FF-53	156%	100%	136%	129%		
sset Condition						
FF-57	80,1%	83.5%	59.9%	57.9%		-
ood Services -total cost per OBD						
FF-58 ·	\$22.82	\$20.00	\$26.84	\$27.45		
leaning - total cost per m2						
FF-59	\$33.21	\$30.57	\$39.22	\$39.27		
inen Cost per OBD						
FF-60	\$1.21	\$1.48	\$1.42	\$1.41 .		
nergy Consumption per square metre FF-61	\$16.99	\$16.76	\$20.19	\$23.59		

Ipswich Hospital

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## **Measured Quality Hospital Report** System Integration and Change - 2003

Previous

Peer Group Median

State Median

Indicator

#### **Ipswich Hospital**

#### Southern Zone

### Large Peer Group

Accredit	ation		<u> </u>		
SIC01		Yes	Yes	13/13	49/57
Credentia	alling		>		
SIC02		No	N/R	9/13	52/58
Workford	e 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
SJC03.4	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	<b>\$3</b> 29	<b>\$341</b>
SIC03.6	Cost of Education and Conference Courses per FTE	\$101	<b>\$</b> 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 Inf	ormation				
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
Benchma	king			ţ	
SIC06.1	In selected clinical areas	50.0%	80. <b>8</b> %	36.4%	27.5%
SIC06.2	In selected clinical areas - internal	9.0%	80 <b>.8%</b>	0.6%	0.0%
SIC06.3	In selected clinical areas - external	100%	80.8%	72.7%	50.0%
Clinical Pa	athways		gor		
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 tise as per Ontano	70.0%	80.0%		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	g 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%

ipswich Hospital

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## Measured Quality Hospital Report - Patient Satisfaction - 2003

#### **Ipswich Hospital**

So	uth	ern	70	ne
-			Z	115

Large

	•	Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Ty	pe: 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 <b>.5</b>	*	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 Ty <sub>l</sub>	pe: 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	attititin.	68.1	68.0
PS05	Overall Care Index	64.9		66.9	<b>≫</b> 67.2
PS06	Physical Environment Index	65.8		68.4	67.9
PS07	Treatment & Related Information Index	63.6		65.5	66.2
ervice Typ	e: Medical			*	
PS01	Access and Admission Index	62.8	<b>*</b>	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		662	65.5
PS07	Treatment & Related Information Index	59.1	*	63.3	65.4
rvice Type	e: Mental Health				
PS01	Access and Admission Index	56.2		58.7	56.7
PS02	Complaints Management Index	402	•	57.2	55.6
PS03	Discharge and Follow-pp Index	.44.5		54.0	54.4
PS04	General Patient Information Index	49.7		58.5	58.0
PS05	Overall Care Index	<sup>&gt;</sup> 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
vice Type	: Surgical				
PS01	Access and Admission Index	67.8		68.9	69.5
°S02	Complaints Management Index	64.8		67.8	68.6
PS03	Discharge and Follow-up Index	63.0		64.0	65.1
°S04	General Patient Information Index	70.6		72.9	73.3
S05	Overall Care Index	66.7		68.7	68.9
S06	Physical Environment Index	65.2		67.3	65.9
'S07	Treatment & Related Information Index	66.7		69.2	69.7
	\$44	tistical Significa	UNCO.		
*	Between 90% and 99.9% certain that the re evidence to suggest that these hospitals ar	esult for the facility is e performing differen	different than the coholing to the m		
	cohort, although there is a reasonable poss	sibility that the result i	is due to chance.		Į

CAB.0007.0002.00804

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

2001/02

2000/01

1999/00

3 Year Peer Group Mean Mean State Mean

Logan Hospital

		Logi	111 1103	Pitai			
Sou	thern Zone				Large	e Peer Gi	roup
Acute N	Nyocardial Infarction						
Cl01.1	In-hospital Mortality	10.1	11.2	14.1	11.7	12.0	13.9
Cl01.2	Long Stay Rates	3.2*	10.4	13.4*	9.1	6.5	9.9
Heart Fa	ailure						
Cl02.1	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	1	,					
CI03.1	In-hospital Mortality	28.1 *	20.0	29.4	25.7	19.3	19.2
ÇI03.2	Long Stay Rates	0,0*	0.0 *	0.0	Ø.0 *	8.8	8.7
ار 103.2a	Acute Long Stay Rates	10.2	14.5*	<b>₩</b>	<b>12</b> ,5*	7.7	10.9
Cl03.4	Nursing Home Separations	15.1	7.3*	15.6	12.4	15.4	13.3
Pneumo	nia						
CI04.1	In-hospital Mortality	78	🚵 5.3 🦠	7.1	6.7	6.5	7.0
Cl04.2	Long Stays	7 <b>1</b> *	10,1	17.7 *	11.3	10.2	12.2
Diahetic	Foot		of States				
Cl05.1	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
Fracture	d Neck of Femur				70, 7		
Cl06.1	In-hospital Mortality	4.9	2.7*	34	37*	63	7.7
CI06.2	Long Stays	3.4 *	0.0**	3.8	1.9**	13.5	13.2
Cl06.2a	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
C106.6	Complications of Surgery	126	<b>t9</b> 9*	41.6**	21.3 **	12.0	11.8
Knee Re	placement						
3107.1	Long Stays	5.4	5.7	-	7.4	5.6	9.4
107.3	Complications of Surgery	13.7	24.9	-	22.9	15.9	17.5
Hip Repla	acement						
Cl08.1	Long Stay Rates	8.1	0.0 *	-	4.2*	10.6	12.6
C108.3	Complications of Surgery	28.9	18.9		25.8	26.5	23.4
Hysterec	fomv						
Cl09.1	Long Stay rates	10.4	15.9*	<b>15</b> .1	13.9 *	9.5	13.3
C109.3	Complications of Surgery	17.6 **	20.8**	23.3 **	20.7 **	7.9	8.6
C109.4	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 *	-	-
Cl10.2	Induction of Labour	-	23.8*	20.4*	21.8 **	-	•
CI10.3	Perineal Tears	-	5.4	3.5	4.3	-	-

Logan Hospital

Indicator

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lote: 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.

#### Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

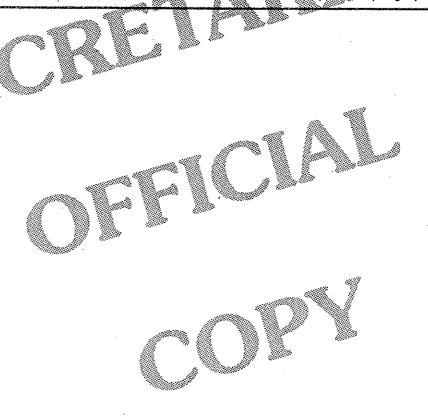
**CABINET IN CONFIDENCE** 

Indicato	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group Mean	' State Mean
Small fo	or Gestational Age Small for Gestational Age		2.3	2.3	2.3 *		***************************************
	omail for Occasional Age		2.3	2,3		<u>-</u>	
Materna	i Post-Natai Long Stay Rate						•
Cl13.1	Vaginal Births	_	6.1	6.8 *	6.5 *	_	-
Cl13.2	Caesarean Section Births	-	3.1 *	3.6.*	3.4 *	-	-
Asthma Cl14.1	Long Stay Rates	9.8	184*	12.7	13.7	10.9	10.9
Colorect	al Carcinoma						
Cl15.1	Long Stay Rates	5.4	8.2	8.3	6.8	8.3	10.3
Cl15.3	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 change:

99.9% certain that the result for the facility is different in comparison to the coffort 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.



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.



## Measured Quality Hospital Report - Efficiency - 2003

Curre

Previous

Peer Group Median State Median Potential Saving

Indicator

## Logan Hospital

#### Southern Zone

## **Large Peer Group**

j <del>esti i 1</del>					
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	96.6	95.4	45.5	4.12
EFF-01.4	Nursing	371	377	174	48.1
EFF-01.4	a Nursing Agency	6,00	0.00	1.30	0.00
EFF-01.5	Operational	₹42	146	71.5	27.3
EFF-01.7	Visiting Medical Officers	7.26	6.60	3.56	0.67
EFF-01.8	Prolessional	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	<b>460</b>	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-02.3	Visiting Medical Officers	10.3	8.09	4.46	0.89
2557	Professional	73.6	70.4	29.6	9.62
EFF-02.9	Technical	2.01	2.22	1.10	1.96
Proportion	n of Sick Leave				
EFF-03	All staff	4.26%	3.39%	<b>4</b> 71 <b>%</b>	4.59%
EFF-03.2	Managerial And Clerical	4.11%	2.98%	4.36%	3:99%
EFF-03.3	Medical	2.47%	1.98%	76%	1.56%
EFF-03.4	Nursing	4.74%	3.81%	5.24%	4.71%
EFF-03.5	Operational	4.91%	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 Si	ck Leave per FTE		•		
EFF-04	All staff	\$1,470	\$1,314	\$1, <b>470</b> ./	\$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	<b>\$1</b> ,660	\$1,487	\$1,660	\$1,582
EFF-04.5	Operational	<b>\$1,</b> 150	\$1,088	\$1,198	\$1,237
EFF-04.7	Visiting Medical Officers	\$2,355	\$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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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	\$2,323	\$2,030	\$3,038	\$2,816	
EFF-06.2 Managerial And Clerical	\$276	\$210	\$278	\$190	
EFF-06.3 Medical	\$12,913	\$12,937	\$19,404	\$25,548	•
EFF-06.3a Senior Medical	<b>\$1</b> 4,521	\$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	<b>\$3</b> ,679	
EFF-06.9 Technical	\$300	<b>\$</b> 170	\$0.00	\$39.32	•
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	en alla				
EFF-08 All staff	\$3,076	<b>3</b> 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	<b>\$3,29</b> 6	\$1,748	\$3,684	\$3,497	•
EFF-08.5 Operational	\$2,800	\$1,326	\$3,034	\$2,919	
EFF-08.7 Visiting Medical Officers	<b>\$</b> 6,381	\$3,435	\$6,381	\$4,513	, Method is,
EFF-08.8 Professional	\$3,476	\$2,054	\$3,994	\$3, <del>9</del> 68	900
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					**
FF-10	0.64%	0.67%	1.76%	1.13%	
Occupancy Rate (Bed Day Efficiency)	81.7%				

Logan Hospital

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Measured Quality Hospital Report - Efficiency - 2003

Indicator	Current	Previous	Peer Group Median	State Median	Potentia  Saving
Average Length of Stay	0.40	2.22	0.74	2.70	
EFF-31	3.10	3.22	2.71	2.78	
Proportion of Same Day Patients			==4	25.007	
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	<b>5</b> 0. <b>9%</b>	55,3%	57.8%	56.4%	÷
Day of Surgery Admission Rate	91.0%	91.3%	91.3%	90.9%	
verage Cost / Weighted Separation (NHCDC)	\$2,352	\$2,157	\$2,739	\$2,739	
verage Cost / Weighted Separation (FRAC)	#*************************************				
FF-51	\$2,183	\$2,055	\$2,410	<b>\$2,</b> 598	
op 10 DRG Average cost					die.
FF-52.01 (1) U61A Schizophrenia Disorders+MHLS	\$15,400	<b>\$5,1</b> 53	\$13, <b>022</b> 。	\$13,022	\$554,000
FF-52.02 (2) U63B Major Affective Dsrd A<70-CSCC	\$11,486	\$4,812	\$6,211	\$8,825	\$1,113,000
FF-52.03 (3) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$973	\$666	\$1,148	\$973	
FF-52.04 (4) 060D Vaginal Defivery - Comp Dieg	\$1,322	\$1,327	\$2,017	<b>\$1,963</b>	
FF-52.05 (5) A062 Tracheostorny Any Age Any Cond	\$33,832	\$26,598	\$30,358	\$46,987	\$160,000
FF-52.06 (6) L61Z Admit For Renal Dialysis	\$257	\$261	\$344	\$418	
F-52.07 (7) U61B Schizophrenia Disorders-MHLS	\$8,494	\$3,107	\$5,792	\$5,792	\$367,000
FF-52.08: (8) LIG7Z Personity Dsrd&Acute Reactions	\$4,242	\$1,203	\$2,592	\$3,240	\$436,000
FF-52.09 (9) 001D Caesarean Delivery - Comp Diag	\$2,822	\$3,442	\$3,962	<b>\$4,016</b>	
FF-52.10 (10) E65A Chmic Obstrct Airway Dis+CSCC	\$4,262	<b>\$3</b> ;743	\$4,130	\$5,086	\$27,000
semix Efficiency - Acute Inpatients	120%	1∄0%	136%	129%	
set Condition					
F-57	79.1%	79.9%	59.9%	57.9%	
od Services - total cost per OBD					
F-58	\$22.75	\$23.86	\$26.84	\$27.45	-
eaning - total cost per m2				utili	
F-59	\$37.31	\$40.16	\$39.22	\$39.27	
nen Cost per OBD					
F-60	\$1.41	\$1.33	\$1,42	\$1.41	
ergy Consumption per square metre					

Logan Hospita

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## Measured Quality Hospital Report System Integration and Change - 2003

Indicator

Current

Previous

Peer Group Median State Median

#### Logan Hospital

#### Southern Zone

#### Large Peer Group

A						
Accredit SIC01	ation		Yes	13/13	40,157	
Credent	ialling	Yes.	ies	13/13	49/57	
SIC02	lailing .	Yes	N/R	9/13	52/58	
Workford	ce 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%	į
SIC03.5	Cost of Training and Study Leave per FTE	\$361	\$178	<b>\$32</b> 9	\$341	green of
SIC03.6	Cost of Education and Conference Courses per FTE	\$541	\$176	\$101	\$112	
Quality o	finformation					
SIC04.1	Accuracy	96.2%	97.6%	92.6%	94.2%	
SIC04.2a	Timeliness - Number of months on time	, Do	0	8	7	
SIC04.2b	Timeliness - Number of days late per month	19.9	17.6	2.5	7.0	
Jse of Inf	ormation					
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	<sub>27</sub> 3	3	
Benchma <sup>®</sup>	King					
IC06.1	In selected clinical areas	75.0%	65.4%	36.4%	27.5%	
IC06.2	In selected clinical areas - internal	50.0%	57 <b>.7%</b>	0:0%	0.0%	
IC06.3	In selected clinical areas - external	100%	73.1%	72.7%	50.0%	
linical Pa	nthways					
IC07.1	Extent of development and use in selected clinical areas	20.0%	N/R	27.5%	16.2%	
IC07.2	Extent of development and use as per Ontano	40.0%	26.7%	43.3%	31.7%	
IC07.3	Surgical (Orthopaedic) - extent of development and use	25.0%	8.3%	50.0%	50.0%	
IC07.4	Medical - extent of development and use	30.0%	25.0%	30.0%	19.4%	1
C07.5	O & G - extent of development and use	37.5%	25.0%	50.0%	50.0%	•
cilitating	continuity of care					
C08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54	
C08.2	Use of pre admission clinics for elective surgery	2/2	N/R	2	2	
C08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%	
C08.4	Shared ante and post natal care	444	N/R	3	2	
C08.5	Cardiac rehabilitation	2/2	N/R	2	2	
C08.6	Diabetic management service	3/3	N/R	2	2	
lehealth	,					
C09	Extent of telehealth usage	1.9%	1.9%	1.9%	3.8%	
					<del>-</del>	

Logan Hospital

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## Measured Quality Hospital Report - Patient Satisfaction - 2003

#### **Logan Hospital**

#### Southern Zone

Large

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mear
Service Typ	e: All types combined				-
PS01	Access and Admission Index	61.2	**	65.3	66.1
P\$02	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	66;1	*	69.2	69.9
PS05	Overall Care Index	∞ 63 <b>,6</b>		65.2	65.9
PS06	Physical Environment Index	66.8	Bartolle and the second	66.5	65.5
PS07	Treatment & Related Information Index	63.5		64.0	65.6
Service Typ	e: 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	Overali Care Index	63.8		66.9	67.2
P\$06	Physical Environment Index	65.1	*	68.4	67.9
PS07	Treatment & Related Information Index	63.9		65.5	66.2
Service Type	e: 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	*	66.2	65.5
PS07	Treatment & Related Information Index	65.6		63.3	65.4
ervice Type	: Mental Health				
PS01	Access and Admission Index	51.0	*	≽ 58.7	56.7
PS02	Complaints Management Index	<b>55</b> 5.3		57.2	55.6
PS03	Discharge and Follow-up Index	49.4	<b></b>	54.0	54.4
PS04	General Patient Information Index	51.9		58.5	58.0
P\$05	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
ervice Type:	: Surgical				
PS01	Access and Admission Index	66.1		<b>68</b> .9	69.5
PS02	Complaints Management Index	68.8		<b>67.</b> 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
P\$06	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 Pe Mean

Peer Group Mean State Mean

### **Mackay Base Hospital**

No	rthern Zone				Larg	e Peer G	roup
Acute	Myocardial Infarction.	-			*		
CI01.1		33.5**	20.0	20.1	24.0 **	12.0	13.9
Cl01.2	· · · · · · · · · · · · · · · · · · ·	13.2	7.1	≈17.9 <b>*</b>	13.0*	6.5	9.9
Heart	Failure			****	### **********************************		· · · · · · · · · · · · · · · · · · ·
Cl02.1	In-hospital Mortality	197**	14.5	4.8	13.4 *	7.3	6.6
Cl02.2	Long Stay Rates	5.7	11.8	14.8	11.3	9.2	9.8
Stroke	• 7					:41/1/16	T-10-1
CI03.1	In-hospital Mortality	27.5	34.5	21.9	27.3	19.3	19.2
<b>∖ Cl03.2</b>	Long Stay Rates	20.5*	9.0	11.9	<b>3.3</b> *	8.8	8.7
<sup>7</sup> Cl03.2a	Acute Long Stay Rates	44.1**	14.0	-4///	27.8**	7.7	10.9
Cl03.4	Nursing Home Separations	33.9*	22.1	18.0	2 <b>3.9</b> ·	15.4	13.3
Pneum	onia			7.77			
CI04.1	In-hospital Mortality	7131*	4.3	4.1	6.8	6.5	7.0
Cl04.2	Long Stays	17.87	<b>1</b> :7*	13.0	11.5	10.2	12.2
Fractur	ed Neck of Femur						
CI06.1	In-hospital Mortetity	6.9	7.2	4.0	6.0	6.3	7.7
Cl06.2	Long Stays	33.0*	15.8	16.6	21.0 *	<sub>e</sub> 13.5	13.2
Cl06.2a	Acute Lang Stays	66.6**	25.0*	-	<b>#</b> 4.6 **	8.4	11.9
Cl06.5	Nursing Home Separations	30.7	34.5	46.6*	36.7	20.0	19.9
C106.6	Complications of Surgery	16.0	17.4	8.3	13.7	±2.0	11.8
Knee Re	eplacement	-10 PM				-	
Cl07.1	Long Stays	16.0*	13.0	13.9	14.4 *	5.6	9.4
Ci07.3	Complications of Surgery	12.3	n,	4.4*	8.7 *	15.9	17.5
Hip Repl	acement						
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
Hysterec	tomy:			- 20%			
Cl09.1	Long Stay rates	12.5	9.7	40.5	10.8	9.5	13.3
C109.3	Complications of Surgery	4.7	13.9	5. <b>7*</b>	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	34	5.8*	3.7	2.5	3.2
Standard	Primiparae			<del></del>			<del></del>
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						
C <b>i1</b> 1.1	Small for Gestational Age	-	3.3	2.8	3.0	-	•

Mackay 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.



## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicate	or .	2001/02	2000/01	1999/00	3 Year Mean	Peer Group ' Mean	State Mean
Materna	al Post-Natal Long Stay Rate						
Cl13.1	Vaginal Births	-	5.8	4.8 **	5.4 **	-	-
Cl13.2	Caesarean Section Births	-	9.8 *	6.3	8.0	-	
Asthma							
Cl14.1	Long Stay Rates	11.2	`7.4	17.7	12.7	10.9	10.9
Colorect	tal Carcinoma		4				
Cl15.1	Long Stay Rates	8.4	4.9	<b>12.5</b>	8.9	8.3	10.3
CI15.3	Complications of Surgery	9.0*	9.8*	14.2	8.3 *	18.3	20.9

#### Statistical Significance

Between 90% and 94.9% certain that the result for the facility is different than the cohort average. There is some evidence to suggest that these no price is a reperforming differently compared to the mean of the facilities in the cohort atthough 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 hoppitals in the peer group.

Mackay Base Hospital

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#### Measured Quality Hospital Report - Efficiency - 2003

Indicator

Current

Previous

eer Group Median State Median Potential Saving

#### **Mackay Base Hospital**

#### **Northern Zone**

#### **Large Peer Group**

<u> </u>						 
Ordina	ry 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	455	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 An <b>d A</b> rtisans	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 FT	E					
EFF-02	All staff	563	568	511	<b>3</b> 126	
EFF-02.2	2 Managerial And Clerical	89.5	92.1	73.8	14.3	
EFF-02.3	3 Medical	62.0	60.6	62.0	5.79	
EFF-02.4	4 Nursing	26 <b>6</b>	266	221	60.5	
EFF-02.4	la Nursing Agency	0.00	0.00	1.30	0.00	
EFF-02.5	Operation <b>al</b>	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	<b>98.0</b>	
EFF-02.8	Professional	29.6	27.8	29,6	9.62	
EFF-02.9	Technical	0.61	0.7/8	1,90	1.96	
Proportio	on of Sick Leave					
EFF-03	All staff	4.89%	466%	4.71%	4.59%	
EFF-03.2	Managerial And Clerical	5.59%	5. <b>25</b> %	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%	4
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 Si	ick Leave per FTE					
EFF-04	All staff	<b>\$1</b> ,391	\$1,374	\$1,470	\$1,450	
EFF-04.2	Managerial And Clerical	\$1,362	\$1,224	\$1,362	\$1,129	
FF-04.3	Medical	\$806	\$829	\$1,202	\$1,033	
FF-04.4	Nursing	\$1,627	\$1,674	\$1,660	\$1,582	
FF-04.5	Operational	\$1,175	\$1,089	\$1,198	\$1,237	
FF-04.6	Trade And Artisans	\$1,691	\$1,538	\$1,622	\$1,243	
FF-04.7	Visiting Medical Officers	\$882	<b>\$</b> 667	\$1,159	\$931	
FF-04.8	Professional	\$1,252	\$1,314	\$1,290	\$1,384	
FF-04.9	Technical	\$1,705	\$1,552	\$1,306	\$1,409	
	of Overtime					 -
FF-05	All staff	2.95%	3.02%	2.75%	2.47%	

Mackay Base Hospital

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Measured Quality Hospital Report - Efficiency - 2003

	Measured Quality Ho	Current	Previous	Peer Group	State	Potential
Indicate	or			Median	Median	Saving
Proportio	n of Overtime					
EFF-05.2		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%	
	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	5.88%	5,52%	3.96%	3.96%	
EFF-05.9	Technical	0:00%	0.00%	0.00%	0.05%	
	vertime per FTE					
EFF-06	All staff	\$3,400	\$3,419	\$3,038	\$2,816	\$158,000
EFF-06.2	Managenet And Claricat	\$57.10	\$122	\$278	\$190	
EFF-06.3	Medical	\$23,150	\$25,680	\$19,404 <u>{</u>	\$25,548	\$171,000
•	Senior Medical	\$23,936	\$24,965	<b>\$20</b> ,743	<b>\$2</b> 5,546	\$89,000
	Junior Medical	\$21,893	\$26,894	\$1 <b>8,33</b> 8	\$26,031	\$62,000
EFF-06.4	Nursing	\$669	<b>\$50</b> 4	\$669	» \$595	
EFF-06.5	Operational	\$78.85	\$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, <b>9</b>		\$0.00	\$0.00	\$0.00	\$33.32	
- 3333	of Unscheduled Leave				· · · · · · · · · · · · · · · · · · ·	
EFF-07 🛞	**	12.9%	12.0%	11.0% 🥌	<b>%</b> 10.9%	
EFF-07.2	Managerial And Clerical	11.5%	10.5%	9,10%	9.34%	
	Medical	7.62%	8.61%	5.90%	6.18%	
	Nursing	12.7%	12.3%	11.8%	10.7%	
	Operational	<b>\$</b> 5.8%	14.8%	13.1%	11.9%	
	Trade And Artisans	28,4%	11.3%	12.0%	11.2%	
	Visiting Medical Officers	1.93%	2.27%	4.60%	2.87%	
	Professional	16.5%	12.7%	9.53%	9.83%	
	Technical	12.6%	14.3%	9.15%	9.57%	
	scheduled Leave per FTE	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
	All staff	\$4,248	\$3,987	\$3,622	\$3,391	\$273,000
	Managerial And Clerical	\$2,938	\$3,273	<b>\$</b> 2, <b>635</b>	\$2,632	\$22,000
	Medical	\$6,402	\$4,603	<b>\$</b> 4,098	\$3,907	\$105,000
	Nursing	\$4.662	\$4,590	\$3,684	<sup>®</sup> \$3,497	\$203,000
	Operational	\$3,144	\$2,817	» <b>\$</b> 3,034	\$2,919	
	Trade And Artisans	<b>\$4</b> ,226 //	\$3,458	\$4,037	\$3,342	
	Visiting Medical Officers	\$3,266	\$3,464	\$6,381	\$4,513	
	·	\$4,252	\$4,070	\$3,994	\$3,968	
	Professional	\$6,584	\$7,065	\$3,327	\$3,327	
	Technical	ψ0,00+	47,000	·		
-	of WorkCover Leave	0.52%	0.60%	0.47%	0.35%	
	All staff	0.52%	0.00%	0.05%	0.00%	
	Managerial And Clerical		0.20%	0.00%	0.00%	
	Medical	0.07%		0.00%	0.00%	
	Nursing	.0.70%	0.44%		0.41%	
FF-09.5 (	Operational	0.93%	1.79%	0.93%	0.4170	

Mackay Base Hospital

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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%	2.16%	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				set till till	
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%	/ <b>38</b> .6%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	56.0%	58.7%	<b>57.8%</b>	56.4%	
Day of Surgery Admission Rate EFF-36	86.3%	90.0%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCDC)	in the second			· · · · · · · · · · · · · · · · · · ·	
EFF-50	\$3,397	n/a	\$2,739	\$2,739	\$8,226,000
Average Cost/Weighted Separation (FRAC) EFF-51	<b>#</b> 0.000	*****		<b>#</b>	
	\$2,893	\$2,093	\$2,410	\$2,598	\$6,073,000
Top 10 DRG Average cost	00.400			<b>%</b>	
EFF-52.01 (1) P67D Neo,Admwt >2499g-Sig Or Pr-Prb	\$2,102	<b>\$7</b> 26	\$1,148	\$973	\$908,000
EFF-52.02 (2) 060D Vaginal Delivery - Comp Diag EFF-52.03 (3) U61A Schizophrenia Disorders+MHLS	\$2,317	\$1,801	\$2,017	\$1,963	\$203,000
EFF-52.04 (4) U63B Major Affective Dstd A<70-68CC	\$14,779	<b>\$16</b> ,538	\$13,022	\$13,022	\$111,000
EFF-52.05 (5) F72B Unstable Angina - CSCC	\$6,147	\$5,892	\$6,211	\$8,825	
EFF-52.06 (6) Z64B Oth Fctr Infl Health Stat A<89	\$4,740	\$3,844	\$2,243	\$2,243	\$390,000
EFF-52.07 (7) 1.61Z Admit For Renal Dialysis	\$6,180	\$5,376	\$1,805 \$0.44	\$1,826	\$446,000
EFF-52.08 (8) F71B N-Mjr Arythm&Condctn Dsrd-CSCC	\$286 \$5,276	\$262	\$344 \$4.055	\$4.18 \$4.855	****
EFF-52.09 (9) Z64A Oth Fctr infl Health Stat A>79	\$22,164	\$2,352	\$1,855	\$1,855	\$380,000
EFF-52.10 (10) 001D Caesarean Delivery - Comp Diag	\$4,224	\$20,084 \$4,775	\$9,207 \$3,962	\$9,147 \$4,016	\$324,000
Casemix Efficiency - Acute Inpatients	Ψτ,ΖΖ-τ	<b>\$4,713</b>	43,30£	φ4, <del></del> υίο	\$34,000
FF-53	174%	131%	136%	129%	
Leset Condition	70	13176	13076	12376	
FF-57	5 <b>9.9%</b>	61.9%	59.9%	57.9%	
ood Services - total cost per OBD		01.070	00.076	07.076	
FF-58	\$26.37	\$29.68	\$26.84	\$27.45	
	<b>v</b> ,		+	7001.70	
rearmig - total cost per mz	<b>454.00</b>	\$44.30	\$39.22	\$39.27	\$253,000
leaning - total cost per m2 FF-59	\$51.30				
- ·	\$51.30	Ψ14.00			
FF-59	\$1.30 \$1.38	\$1.06	\$1.42	\$1.41	
FF-59 inen Cost per OBD		**************************************			

Mackay Base Hospital

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## Measured Quality Hospital Report System Integration and Change - 2003

Ci.

Previous

Peer Group Median State Median

Indicator

### **Mackay Base Hospital**

#### **Northern Zone**

### Large Peer Group

			<b>W</b>		
Accredita	ation				
SIC01		Yes	No	13/13	49/57
Credentia	alling		<b>&gt;</b>		
SIC02		No	N/R	9/13	52/58
Workford	e 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 <b>(4)</b>	<b>\$3</b> 67	\$329	\$341
SIC03.6	Cost of Education and Conference Courses per FTE	<b>\$8</b> 9.65	<b>\$118</b>	\$104	\$112
Quality of	information				
SIC04.1	Accuracy	95.5%	89.5%	92.6%	94.2%
SIC04.2a	Timeliness - Number of months on time	<i>In</i>	3	8	7
SIC04.2b	Timeliness - Number of days late per month.	7.5	3.8	2.5	7.0
Use of Inf	ormation				
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
Benchmar	king	***			
SIC06.1	In selected clinical areas	34.6%	65.4%	36.4%	27.5%
\$IC06.2	In selected clinical areas - internal	0.0%	73.1%	0.0%	0.0%
SIC06.3	In selected clinical areas - external	69.2%	57.7%	72.7%	50.0%
Clinical Pa	ithways		geer-		
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%

Mackay Base Hospital

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# 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 Project	62.2	Mar.	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	į.
PS05 Overall Care index	70.6		66/9	67.2	١
PS06 Physical Environment Index	74.9		68.4	67.9	
PS07 Treatment & Related Information Index	69.1		65.5	66.2	
Service Type: Medical			·····		
PS01 Access and Admission Index	// 63/ <del>6</del>		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 Øverall Care Index	62.9		64.7	65.7	
PS06 Physical Environment Index	68.4	saille §	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 Followettp 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	7
PS06 Physical Environment Index	59.2		63.5	60.3	6
PS07 Treatment & Related Information Index	63.7	*	53.4	51.8	•.
Service Type: Surgical					
PS01 Access and Admission Index	67.3		<b>6</b> 8.9	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	67.4	•	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.

## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

2001/02

2000/01

1999/00

3 Year Mean Peer Group Mean State Mean

### Maryborough Hospital

#### **Central Zone**

Indicator

#### Large Peer Group

·		· · · · · · · · · · · · · · · · · · ·					
Acute Myocardial Infa						40.0	40.0
Cl01.1 In-hospital	Viortality	17.0	23.0 *	18.7	19.7 *	12.0	13.9
Cl01.2 Long Stay F	Rates	6.6	7.6	0.0	5.4	6.5	9.9
Heart Failure	157m.						
Cl02.1 In-hospital N	Aortality	5/3	15.3	11.4	10.8	7.3	6.6
Cl02.2 Long Stay F	Ral <b>és</b>	<b>2</b> ,6	8.2	5.2	5.3	9.2	9.8
Stroke 1							
Cl03.1 In-hospital N	Aortali <del>k</del> y	14.9	39.3*	13.9	22.1	<b>19</b> .3	19.2
J03.2 Long Stay R		7.9	0.0	0.0	<b>3.</b> 4	8.8	8.7
03.2a Acute Long	Stay Rates	5.0	14.8	- 4	9.0	7.7	10.9
Cl03.4 Nursing Hon	ne Separations	39.2 **	10.5	13.7	2 <b>5.8</b> *	15.4	13.3
Pneumonia		44				• • · ·	
Cl04.1 In-hospital M	fortality *	9:1	7.8	7.6	7.6	6.5	7.0
Cl04.2 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
Cl07.3 Complication	is of Sorgery	11,1	0.0	-	4.3 *	15.9	17.5
Hip Replacement							
Cl08.1 Long Stay R	ates	-	18.7		20.5		-
Cl08.3 Complication	ns of Surgery	<b>~</b>	32.9	<b>/</b>	25.5	*	-
Hysterectomy							
Cl09.1 Long Stay ra	tes	136	16.0	14.6	15.0 *	9.5	13.3
Cl09.3 Complication	s of Surgery	6.8	42	7.4	6.1	7.9	8.6
Cl09.4 on Women <	35 years	4.0	6.5	7.6	6.4 *	11.1	9.8
09.5 Blood Transf	usion Rates	0.0	2.6	0.0	0.8	2.5	3.2
Standard Primiparae					. and the		
CI10.1 C-section		-	3.8*	11.7	<b>//2:</b> //	-	-
CI10.2 Induction of L	abour	-	18.5	12.8	15.8	-	-
Cl10.3 Perineal Tea	rs	-	8.0	2.5	5.4	· -	· -
Small for Gestational A	.ge						
CI11.1 Small for Ges	-	-	4.1	2.0	3.1	*	-
Maternal Post-Natal Lo	ng Stay Rate						
Cl13.1 Vaginal Birth:	5		19.3**	25.3 **	22.1 **	**	-
CI13.2 Caesarean S	ection Births	-	19.2**	22.8**	21.0 **	*	-
Asthma		····					
Ci14.1 Long Stay Ra	tes	11.2	10.2	7.0	9.3	10.9	10.9

Maryborough Hospital

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pte: 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.

## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

**CABINET IN CONFIDENCE** 

Indicator

2001/02

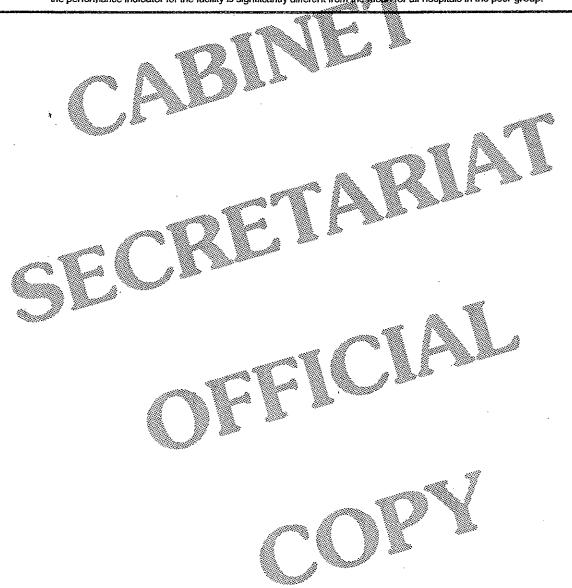
2000/01

1999/00

3 Year Mean Peer Group Mean State Mean

#### 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.



Maryborough Hospital

DC:01 Printed: 18/03/2003

#### Measured Quality Hospital Report - Efficiency - 2003

Indicator

Current Previous

Peer Group Median

State Median Potential
' Saving

## **Maryborough Hospital**

#### **Central Zone**

#### Large Peer Group

_					
Ordinar	y FTE (Worked)		١.		
EFF-01	All staff	250	257	401	95.5
EFF-01.2	2 Managerial And Clerical	27.6	27.5	61.0	11.2
EFF-01.3	3 Medical	20.6	23.7	45.5	4.12
EFF-01.4	4 Nursing	109	108	174	48.1
EFF-01.4	fa Nursing Agency	σ <u>.</u> go	0.40	1.30	0.00
EFF-01.5	5 Operational	<i>7</i> 0.6	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 FT	E				
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-02.4	a 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	<u>1.96</u>
Proportio	n of Sick Leave				
EFF-03	All staff	5.16%	4.72%	471%	4,59%
EFF-03.2	Managerial And Clerical	3.46%	4.15%	4,36%	3.99%
EFF-03.3	Medical	1.76%	132%	*.76%	1.56%
EFF-03.4	Nursing	5.94%	5.03%	5.24%	4.71%
EFF-03.5	Operational	6. <b>45</b> %	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 Si	ck Leave per FTE				
EFF-04	All staff	\$1,461	\$1,447	\$1,470	<b>\$1,</b> 450
EFF-04.2	Managerial And Clerical	\$1,075	\$1/2B0	\$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%

Maryborough 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.

Measured Quality Hospital Report - Efficiency - 2003

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         \$2,802         \$3,289         \$3,038         \$2,816           EFF-06.2         Managerial And Clerical         \$23,495         \$21,312         \$19,404         \$25,548           EFF-06.3         Senior Medical         \$23,455         \$22,357         \$20,743         \$25,546           EFF-06.3b         Junior Medical         \$22,901         \$17,890         \$18,338         \$26,031           EFF-06.5         Operational         \$500         \$548         \$500         \$334           EFF-06.7         Visiting Medical Officers         \$53,470         \$82,142         \$41,843         \$12,380	\$80,000 \$40,000 \$27,000
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% 0.00% 0.05% Cost of Overtime per FTE EFF-06 All staff \$2,802 \$3,289 \$3,038 \$2,816 EFF-06.2 Managerial And Clerical \$23,298 \$251 \$278 \$190 EFF-06.3 Medical \$23,298 \$2,312 \$19,404 \$25,548 EFF-06.3 Senior Medical \$23,455 \$22,357 \$20,743 \$25,546 EFF-06.3b Junior Medical \$22,901 \$17,890 \$18,338 \$26,031 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 EFF-06.8 Professional \$2,740 \$2,112 \$3,791 \$3,679	\$40,000 \$27,000
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% 0.00% 0.05% Cost of Overtime per FTE EFF-06 All staff \$2,802 \$3,289 \$3,038 \$2,816 EFF-06.2 Managerial And Clerical \$23,29\$ \$251 \$278 \$190 EFF-06.3 Medical \$23,29\$ \$24,312 \$19,404 \$25,548 EFF-06.3a Senior Medical \$23,455 \$22,357 \$20,743 \$25,546 EFF-06.3b Junior Medical \$22,901 \$17,890 \$18,338 \$26,031 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 EFF-06.8 Professional \$2,740 \$2,112 \$3,791 \$3,679	\$40,000 \$27,000
EFF-05.8 Professional 3.03% 2.52% 3.96% 3.96% EFF-05.9 Technical 0.00% 0.00% 0.00% 0.00% 0.05%    Cost of Overtime per FTE	\$40,000 \$27,000
EFF-05.9         Technical         0.00%         0.00%         0.00%         0.00%           Cost of Overtime per FTE           EFF-06         All staff         \$2,803         \$3,289         \$3,038         \$2,816           EFF-06.2         Managerial And Clerical         \$23,296         \$251         \$278         \$190           EFF-06.3         Medical         \$23,296         \$24,312         \$19,404         \$25,548           EFF-06.3a         Senior Medical         \$23,455         \$22,357         \$20,743         \$25,546           EFF-06.3b         Junior Medical         \$22,901         \$17,890         \$18,338         \$26,031           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           EFF-06.8         Professional         \$2,740         \$2,112         \$3,791         \$3,679	\$40,000 \$27,000
Cost of Overtime per FTE  EFF-06 All staff \$2,803 \$3,289 \$3,038 \$2,816  EFF-06.2 Managerial And Clerical \$29 \$251 \$278 \$190  EFF-06.3 Medical \$23,296 \$24,312 \$19,404 \$25,548  EFF-06.3a Senior Medical \$23,455 \$22,357 \$20,743 \$25,546  EFF-06.3b Junior Medical \$22,901 \$17,890 \$18,338 \$26,031  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  EFF-06.8 Professional \$2,740 \$2,112 \$3,791 \$3,679	\$40,000 \$27,000
EFF-06         All staff         \$2,803         \$3,289         \$3,038         \$2,816           EFF-06.2         Managerial And Clerical         \$29         \$251         \$278         \$190           EFF-06.3         Medical         \$23,256         \$24,312         \$19,404         \$25,548           EFF-06.3a         Senior Medical         \$23,455         \$22,357         \$20,743         \$25,546           EFF-06.3b         Junior Medical         \$22,901         \$17,890         \$18,338         \$26,031           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           EFF-06.8         Professional         \$2,740         \$2,112         \$3,701         \$3679	\$40,000 \$27,000
EFF-06.2       Managerial And Clerical       \$220       \$251       \$278       \$190         EFF-06.3       Medical       \$23,298       \$24,312       \$19,404       \$25,548         EFF-06.3a       Senior Medical       \$23,455       \$22,357       \$20,743       \$25,546         EFF-06.3b       Junior Medical       \$22,901       \$17,890       \$18,338       \$26,031         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         EFF-06.8       Professional       \$2,740       \$2,112       \$3,791       \$3,679	\$40,000 \$27,000
EFF-06.3       Medical       \$23,296       \$24,312       \$19,404       \$25,548         EFF-06.3a       Senior Medical       \$23,455       \$22,357       \$20,743       \$25,546         EFF-06.3b       Junior Medical       \$22,901       \$17,890       \$18,338       \$26,031         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         EFF-06.8       Professional       \$2,740       \$2,112       \$3,791       \$3,679	\$40,000 \$27,000
EFF-06.3a       Senior Medical       \$23,455       \$22,357       \$20,743       \$25,546         EFF-06.3b       Junior Medical       \$22,901       \$17,890       \$18,338       \$26,031         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         EFF-06.8       Professional       \$2,740       \$2,112       \$3,701       \$3,679	\$40,000 \$27,000
EFF-06.3b         Junior Modical         \$22,901         \$17,890         \$18,338         \$26,031           EFF-06.4         Nursing         \$448         \$540         \$669         \$595           EFF-06.5         Operations         \$500         \$548         \$500         \$334           EFF-06.7         Visiting Medical Officers         \$53,470         \$82,142         \$41,843         \$12,380           EFF-06.8         Professional         \$2,740         \$2,112         \$3,791         \$3,679	\$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           EFF-06.8         Professional         \$2,740         \$2,112         \$3,791         \$3,679	
EFF-06.5         Operational         \$500         \$548         \$500         \$334           EFF-06.7         Visiting Medical Officers         \$53,470         \$82,142         \$41,843         \$12,380           EFF-06.8         Professional         \$2,740         \$2,112         \$3,701         \$3,679	\$17,000
EFF-06.7       Visiting Medical Officers       \$53,470       \$82,142       \$41,843       \$12,380         EFF-06.8       Professional       \$2,740       \$2,112       \$3,701       \$3,679	\$17,000
EFF-06.8 Professional \$2,740 \$2,112 \$3,701 \$3,679	\$17,000
ARREST COLOR BROKE BLANDSBOOK VICTOR	/
	4
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 Protessional 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 \$3,366 \$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	ድጋል በበበ
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	ASSESSED A
EFF-08.8 Professional \$3,666 \$3,320 \$3,994 \$3,968	
FF-08.9 Technical \$1,074 \$790 \$3,327 \$3,327	
Proportion of WorkCover Leave	
EFF-09 All staff 1.05% 0.45% 0.47% 0.35%	
FF-09.2 Managerial And Clerical 0.96% 0.81% 0.05% 0.00%	
FF-09.3 Medical 0.00% 0.00% 0.00% 0.00%	
EFF-09.4 Nursing 1,18% 0.53% 0.43% 0.25%	
FF-09.5 Operational 1.90% 0.47% 0.93% 0.41%	
FF-09.7 Visiting Medical Officers 0.00% 0.00% 0.00% 0.00% 0.00%	
FF-09.8 Professional 0.00% 0.00% 0.04% 0.00%	
FF-09.9 Technical 0.00% 0.00% 0.00% 0.00%	
VorkCover Risk	
FF-10 2.38% 2.07% 1.76% 1.13%	
ccupancy Rate (Bed Day Efficiency)	
FF-30 62.2% 59.6% 80.1% 60.2%	

Maryborough Hospital

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## 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%	8.91%	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. <b>5%</b>	57.8%	56.4%	
Day of Surgery Admission Rate EFF-36	97.2%	97.5%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCDC)  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	elle				Man.
EFF-52.01 (1) U61A Schizophrenia Disorders+MHLS	\$13,238	<b>\$12,3</b> 64	\$43, <b>022</b> >	\$13,022	\$11,000
EFF-52.02 (2) O60D Vaginal Delivery - Comp Diag	\$2,595	\$2,456	\$2,017	\$1,963	\$119,000
EFF-52.03 (3) U63B Major Affective Dsrd A*78-CSCC	\$9,919	\$10,710	\$6,211	\$8,825	\$182,000
EFF-52.04 (4) P67D Neo Admwt >2499g-Sig Cit Pri-Ptb	\$1,372	\$1,508	\$1,148	\$973	\$66,000
EFF-52.05 (5) F728 Unstable Angina - CSCC	\$2,542	\$1,971	\$2,243	\$2,243	\$33,000
EFF-52.06 (6) G67B Desphis, Gastramis Dig A>9-CSCC	\$1,969	\$1,220	\$1,333	\$1,333	\$81,000
EFF-52.07 (7) NO4Z Hysterectomy For Non-Malignanc	\$5,347	\$4,832	\$4,515	\$4,956	\$37,000
EFF-52.08 (8) C09Z 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	<b>\$5</b> ,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			39	41/8	
EFF-59	\$49.17	\$44.12	\$39.22	\$39.27	\$146,000
Linen Cost per OBD		estation William			
EFF-60	\$1.28	\$1.58	<b>\$</b> 1.42	\$1.41	
Energy Consumption per square metre EFF-61	\$19.13	\$19.70	\$20.19	\$23.59	

Maryborough Hospital DC:01 Printed: 18/03/2003



## Measured Quality Hospital Report System Integration and Change - 2003

Indicator

Current

Previous

Peer Group Median State Median

## **Maryborough Hospital**

#### **Central Zone**

## **Large Peer Group**

Accredit	tation					
SIC01	autori	Yest	Yes	13/13	49/57	
Credent	ialling		***			<del></del>
SIC02		Yes	N/R	9/13	52/58	
Workfor	ce Manageme <b>nt</b>					
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 Nicirsing Staff	42.6	41.3	42,6	42.6	
SIC03.4	Retention of Allied Health Staff	72.2%	85.2%	70.4%	72.3%	4
SIC03.5	Cost of Training and Study Leave per FTE	\$329	<b>\$37</b> 9	<b>\$32</b> 9	\$341	All the second
SIC03.6	Cost of Education and Conference Courses per FTE	<b>\$49</b> ,59	\$67.77	\$101	\$112	
Quality o	f information			<i>194</i>		
SIC04.1	Accuracy	87.4% »	94.4%	92.6%	94.2%	
SIC04.2a	Timeliness - Number of months on time	<b>J</b> g	6	8	7	
SIC04.2b	Timeliness - Number of days late per month	0.0	5.0	2.5	7.0	
Use of In	ormation .				•	
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	
Benchma	rking					
SIC06.1	In selected clinical areas	0.0%	57.1%	36.4%	27.5%	
SIC06.2	In selected clinical areas - internal	0.0%	57. <b>37%</b>	0.0%	0.0%	
SIC06.3	In selected clinical areas - external	9.0%	57.7%	72.7%	50.0%	
Clinical Pa	athways			······		
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 take 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%	·
acilitating	g continuity of care					
iC08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54	
IC08.2	Use of pre admission clinics for elective surgery	2/2	N/R	, 2	2	
IC08.3	Provision of discharge summaries to GPs	25.0%	N/R	37.5%	37.5%	
IC08.4	Shared ante and post natal care	2/4	N/R	3	2	
IC08.5	Cardiac rehabilitation	2/2	N/R	2	2	
IC08.6	Diabetic management service	2/3	N/R	2	2	
elehealth						
IC09	Extent of telehealth usage	3.8%	7.7%	1.9%	3.8%	

Maryborough Hospital

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# Measured Quality Hospital Report - Patient Satisfaction - 2003

## **Maryborough Hospital**

**Central Zone** 

Large

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean
Service Typ	e: 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 <b>.9</b>	*	65.2	65.9
PS06	Physical Environment Index	65.9		66.5	65.5
PS07	Treatment & Related Information Index	69.1	*	64.0	65.6
Service Typ	e: Materbity				
PS01	Access and Admission ladex	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		6 <b>6.9</b> .	67.2
PS06	Physical Environment Index	75.7		68.4	67.9
PS07	Treatment & Related Information Index	707		65.5	66.2
Service Type	e: Medical			<u> </u>	
PS01	Access and Admission Index	// 70.8	*	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	Øveraff Care Index	68.1	*	64.7	65.7
PS06	Physical Environment Index	64.3	ands.	66.2	65.5
PS07	Treatment & Related Information Index	67.9		63.3	65.4
ervice Type	: Mental Health				
PS01	Access and Admission Index	70.0	*////	<b>58.7</b>	56.7
PS02	Complaints Management Index	67.3		57.2	55.6
PS03	Discharge and Followap Index	59.0	<b>9</b>	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
ervice 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	"THE STATE OF THE	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

s rear Mean Peer Group Mean State Mean

### Mount Isa Hospital

### Northern Zone

## **Large Peer Group**

					este		
Acute	Myocardial Infarction						
CI01.1	In-hospital Mortality	23.9	0.0	0.0	8.8	12.0	13.9
Cl01.2	Long Stay Rates	20.8	0.0	0.0	5.0	6.5	9.9
Heart F	ailure						
CI02.1	In-hospital Mortality	55	28	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	1. 7.		*				
Cl03.1	In-hospital Mortality	7.3	43.9	40.8	28.5	19.3	19.2
Cl03.2	Long Stay Rates	0.0	30.2	0.0	<b>4.</b> 3	8.8	8.7
Cl03.2a	Acute Long Stay Rates	0.0	0.0	- 4	0.0	7.7	10.9
Cl03.4	Nursing Home Separations	0.0	0.0	0.0	0.01	15.4	13.3
Pneumo	onia				, <i>188</i>		
CI04.1	in-hospital Mortality	26.0*	<b>42.2</b>	8.4	12.8 *	6.5	7.0
Cl04.2	Long Stays	21.9*	1034	2.9	11.0	10.2	12.2
Hystere	ctomy						
Cl09.1	Long Stay rates	33.8*	7.2	17.0	17.5 *	9.5	13.3
C109.3	Complications of Surgery	5.5	0.0	7.6	3.4	ş 7.9	8.6
Cl09.4	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	9.0	15	2.5	3.2
Standard	l Primiparae						
CI10.1	C-section	-	17.6	<b>1</b> 5.9 //	i6.7		-
CI10.2	Induction of Labour	-	28.8*	24.9*	26.8 **	-	-
CI10.3	Perineal Tears		7.5	7.5*	7.5 *		-
Small for	Gestational Age				**************************************		
211.1	Small for Gestational Age	<u>-</u>	3.0	2.6	2.8	-	-
laternal	Post-Natal Long Stay Rate				with W	,	
113.1	Vaginal Births	-	11.2*	10.9*	14,47*	-	-
113.2	Caesarean Section Births	-	15.2 **	13.9*	15.0 **	-	-
sthma							
114.1	Long Stay Rates	0.0*	0.0*	2.8*	1.1 *	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.

Mount Isa 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.



## Measured Quality Hospital Report - Efficiency - 2003

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Previou

Peer Group Median State Median Potential Saving

Indicator

# **Mount Isa Hospital**

### **Northern Zone**

## Large Peer Group

-	FTE (Worked)				
EFF-01	All staff	266	260	401	95.5
	Managerial And Clerical	50.0	46.6	61.0	11.2
EFF-01.3	Medical	29.1	26.9	45.5	4.12
EFF-01.4	Nursing	118	116	174	48.1
EFF-01.4	a 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	123	1,59
Total FTE					
EFF-02	All staff	341	336	<b>5</b> 11	» 126
EFF-02.2	Managerial And Clerical	66.2	59.5	73.8	14.3
EFF-02.3	Medical	<b>37.1</b>	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	Operatio <b>nal</b>	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	<b>1</b> 10	1.96
Proportion	of Sick Leave				
EFF-03	All staff	4.72%	4.16%	¥.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%	<b>3</b> .09%	3.30%
Cost of Sic	k Leave per FTE				•
EFF-04	All staff	<b>\$1</b> ,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
	Professional	\$1,635	\$1,002	\$1,290	\$1,384
	Technical	\$2,847	\$1,615	\$1,306	\$1,409
	of Overtime	-			
•	All staff	3.67%	3.13%	2.75%	2.47%
'					

Mount Isa 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.

Measured Quality Hospital Report - Efficiency - 2003

Indica	ator	Current	Previous	Peer Group Median	State Median	Potentia Saving
Proport	ion of Overtime	, , , , , , , , , , , , , , , , , , ,				
EFF-05.	2 Managerial And Clerical	1.32%	2.31%	0.51%	0.32%	
EFF-05.3	3 Medical	13.4%	11.3%	16.3%	20.6%	
EFF-05.3	Ba Senior Medical	10.9%	9.52%	19.8%	23.5%	
EFF-05.3	Bb 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	6 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	9.02%	6,64%	3.96%	3.96%	•
EFF-05.9	Technical	0.00%	0.00%	0.00%	0.05%	
	Overtime per FTE					
FF-06	All staff	\$3,861	\$3,041	\$3,038	\$2,816	\$219,00
FF-06.2		\$791	\$1,342	\$278	\$190	\$26,00
FF-06.3	Medical	\$18,166	\$14,823	\$19,404	<b>\$</b> 25,548	420,00
-	Senior Medical	\$11,172	\$9,805	\$20,743	<b>\$25</b> ,546	
	Junior Medical	\$30,376	\$24,943	\$18, <b>338</b>	\$26,031	\$128.00
FF-06.4	Nursing	\$1,774	\$1,049	\$669	> \$595	\$128,00
FF-06.5	Operational	\$915	\$1.038	\$500	\$334	\$21,00
FF-06.6	Trade And Artisans	\$1,133	\$2,359	\$1,503	\$881	Φ21,00
FF-06.7	Visiting Medical Officers				•	
FF-06.8	Professional	\$4\$,843 \$9,528	\$62,137	\$41,843 \$2.704	\$12,380 \$3,670	£400.00
	Technical //		\$6,998 \$0.00	\$3,701	\$3,679	\$109,00
	Control of the contro	\$0,00	\$0.00	\$0.00	\$33.32	
-	of Unscheduled Leave	40.00/	40.70/	44.000 (19)	<b>200</b> 000	
-	All staff	12.3%	12.7%	11.0%	10.9%	
F-07.2	Managerial And Clerical	13.1%	9.99%	9,10%	9.34%	
F-07.3	Medical	5.90%	9.59%	5.90%	618%	
F-07.4	Nursing	12,8%	13.8%	11.8%	10.7%	•
F-07.5	Operational State of the August 1997	13,8%	14.7%	13.1%	11.9%	
F-07.6	Trade And Artisans	12.8%	10.9%	12.0%	11.2%	
F-07.7	Visiting Medical Officers	2.615%	12.5%	4.60%	2.87%	
F-07.8	Professional	12.7%	11.3%	9.53%	9.83%	
F-07.9	Technical	29.5%	10.7%	9.15%	9.57%	
	scheduled Leave per FTE			420		
F-08	All staff	\$3,954	\$3,699		\$3,391	\$88,000
	Managerial And Clerical	\$3,210	\$2,769	\$2,635	\$2,632	\$29,000
F-08.3	Medical	\$3,563	\$5,595	\$4,098	<b>\$3,907</b>	
F-08.4	Nursing	\$4,144	\$3,835	\$3,684	* <b>\$</b> 3,497	\$53,000
F-08.5	Operational	<b>\$3,4</b> 88	\$2,930	\$3,034	\$2,919	\$22,000
F-08.6	Trade And Artisans	\$4,129	\$3,614	\$4,037	\$3,342	
	Visiting Medical Officers	\$4,581	\$2,713	\$6,381	\$4,513	
-08.8	Professional	\$6,557	\$4,648	\$3,994	\$3,968	\$48,000
-08.9	Technical	\$4,116	\$1,847	\$3,327	\$3,327	
portion	of WorkCover Leave					
-09	All staff	0.38%	0.19%	0.47%	0.35%	
-09.2	Managerial And Clerical	0.63%	0.00%	0.05%	0.00%	
-09.3	Medical	0.00%	0.00%	0.00%	0.00%	
-09.4	Nursing	0.18%	0.03%		0.25%	
-03.4 \$		· •				

Mount Isa 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.

# 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%	ø
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 Paffents			-		
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%	<b>Q.00%</b>	
EFF-34.2 Category 2	15.8%	0.00%	4.00%	4.18%	
EFF-34.3 Category 3	3.21%	<b>6.</b> 00%	16.4%	14.9%	
Day Surgery Rate EFF-35	73.7%	75.4%	57.8%	56.4%	
Day of Surgery Admission Rate	90.9%	95.1%	91.3%	90.9%	
	24.376	33.176	31.376	30.578	
Average Cost / Weighted Separation (NHCDC) 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%	<b>#33%</b>	136%	129%	
Asset Condition EFF-57	56.1%	58.3%	59.9%	57.9%	
Food Services - total cost per OBD EFF-58	<b>\$30</b> :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			3456	/	
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

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## 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

Accredi	intion					
SIC01	ization	V-4	Yes	13/13	49/57	
Credent	Siallina .	Yes	res	13/13	49/5/	·
SIC02	uaining	Yes	N/R	9/13	52/58	
Workfor	ce Management	-				
SIC03.1	Retention of Nursing Staff:	51.7%	73.3%	82.3%	78.1%	
SIC03.2	Retention of Nursing Staff - LOT.8	33.3%	71.4%	81.6%	78.6%	
SIC03.3	Median Age Norsing 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	» <b>\$</b> 341	-
SIC03.6	Cost of Education and Conference Courses per FTE	\$251	<b>\$\$</b> 71	\$10 <b>1</b>	\$112	
Quality o	of information			7	****	
SIC04.1	Accuracy	92.6%	91.3%	92.6%	94.2%	
SIC04.2a	Timeliness - Number of manuals on time	. 8	3	8	7	
SIC04.2b	Timeliness shamber of days late per month	7.0	10.0	2.5	7.0	
Jse of In	formation		-			
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	<sub>27</sub> 3	3	
Benchma	rking					
IC06.1	In selected clinical areas	0.0%	0.0%	36.4%	27.5%	
IC06.2	In selected clinical areas - internal	9.0%	0.0%	0.0%	0.0%	
IC06.3	In selected clinical areas - external	00%	0.0%	72.7%	50.0%	
linical Pa	athways					~~~~
IC07.1	Extent of development and use in selected directal areas	17.9%	N/R	27.5%	16.2%	
IC07.2	Extent of development and use as per Detario	28.6%	38.1%	43.3%	31.7%	
IC07.3	Surgical (Orthopaedic) - extent of development and use	N/A	N/A	50.0%	50.0%	
C07.4	Medical - extent of development and use	20.0%	30.0%	30.0%	19.4%	1
C07.5	O & G - extent of development and use	50.0%	25.0%	50.0%	50.0%	
cilitating	g continuity of care			<u> </u>		
C08.1	Memorandum of understanding with local GPs	No	N/R	7/13	26/54	
C08.2	Use of pre admission clinics for elective surgery	<b>2</b> /2	<b>N</b> /R	2	2	
C08.3	Provision of discharge summaries to GPs	0.0%	<b>N</b> /R	37.5%	37.5%	
C08.4	Shared ante and post natal care	2/4	N/R	3	2	
C08.5	Cardiac rehabilitation	2/2	N/R	2	2	
208.6	Diabetic management service	2/3	N/R	2	2	
lehealth	•					
C09	Extent of telehealth usage	7.7%	1.9%	1.9%	3.8%	

Mount Isa Hospital

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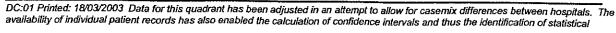
# Measured Quality Hospital Report - Patient Satisfaction - 2003 Mount Isa Hospital

**Northern Zone** 

Large

		Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean
Service Typ	pe: 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	e: 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	* continu	6 <b>8</b> .1	68.0
PS05	Overall Care Index	51.7	*	66.9	9 67.2
PS06	Physical Environment Index	51.2	*	68.4	67. <del>9</del>
PS07	Treatment & Related Information Index	<b>53</b> ,7		65.5	66.2
ervice Type	: Medical				
PS01	Access and Admission Index	63.6	<u> </u>	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	Överalt 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		633	65.4
ervice Type:	Surgical				
PS01	Access and Admission Index	65.7		68.9	69.5
PS02	Complaints Management Index	<b>∌</b> 5.0		67.8	68.6
PS03	Discharge and Follow-up Index	61.7	To the APPAC	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
	Stat	istical Significa	nce		
*	Between 90% and 99.9% certain that the re evidence to suggest that these hospitals are	sult for the facility is	different than the coh	ort average. There is so	me

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





<sup>99.9%</sup> certain that the result for the facility is different in comparison to the control 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

2001/02

2000/01

1999/00

3 Year P Mean

Peer Group Mean State Mean

### Queen Elizabeth II Jubilee Hospital

#### **Large Peer Group** Southern Zone Acute Myocardial Infarction 9.0 \* 12.0 13.9 CI01.1 10.1 8.2 In-hospital Mortality 9.0 6.5 9.9 CI01.2 11.5 6.9 Long Stay Rates **Heart Failure** 5.5 \* 7.3 6.6 CI02.1 4.8 In-hospital Mortality 9.2 9.8 12.7 11.9 11.1 CI02.2 Long Stay Rages 8.5 Stroke 19.3 14.4 25.3 22.3 20.3 19.2 CI03.1 In-hospital Mortality 15.2\* 21.5\*\* 8.8 8.7 16.7 \* CI03.2 Long Stay Rates Cl03.2a 13.9\* 2.4 10.9 Acute Long Stay Rates 15.4 13.3 CI03.4 Nursing Home Separations 13.3 10.8 10.0 Pneumonia 70 5.9 6.5 7.0 10.7 7.9 Cl04.1 In-hospital Mortality 128 14.6 14.3 \* 10.2 12.2 C104.2 Long Stays 15.4 \* Fractured Neck of Femur 12.2 4 6.2 8.1 6.3 7.7 in-hospital Mortality 5.2 CI06.1 13.2 13.5 CI06.2 Long Stays 21.4 17.2 27.6 \*\* 23.1 8.9 8.4 119 Acute Long Stays 8.8 8.9 Cl06.2a 20,0 19.9 CI06.5 22.9 21.5 22.1 Nursing Home Separations 22.9 **12** 0 11.8 49/7 CI06.6 Complications of Surgery 13.8 22.0 Knee Replacement 14.3 16.9 10.4 5.6 9.4 Cl07.1 4.5Long Stays 17.5 25.8 20.5 15.9 15.0 CI07.3 Complications of Surgery 25 O • **Hip Replacement** 9.1 10.6 12.6 6.8 13.1 10.7 ] Cl08.1 Long Stay Rates 26.2 26.5 23.4 25.1 18.3 32.8 CI08.3 Complications of Surgery Hysterectomy 9.5 13.3 7.8 CI09.1 Long Stay rates 56 CI09.3 Complications of Surgery 11.1 9.2 7.9 8.6 9.8 6.9 11.1 CI09.4 on Women < 35 years 8.3 5.3 3.2 2.4 CI09.5 **Blood Transfusion Rates** 3.6 **Asthma** 10.9 10.9 CI14.1 Long Stay Rates 17.9 13.5 19.2\* 16.6 Colorectal Carcinoma 15.2 \* 8.3 10.3 14.0 15.8 16.3 Cl15.1 Long Stay Rates 20.9 CI15.3 Complications of Surgery 17.9 50.0\* 54.6\*\* 41.1 \*\* 18.3

Queen Elizabeth II Jubilee Hospital

Indicator

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.



# Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

Indicator

2001/02

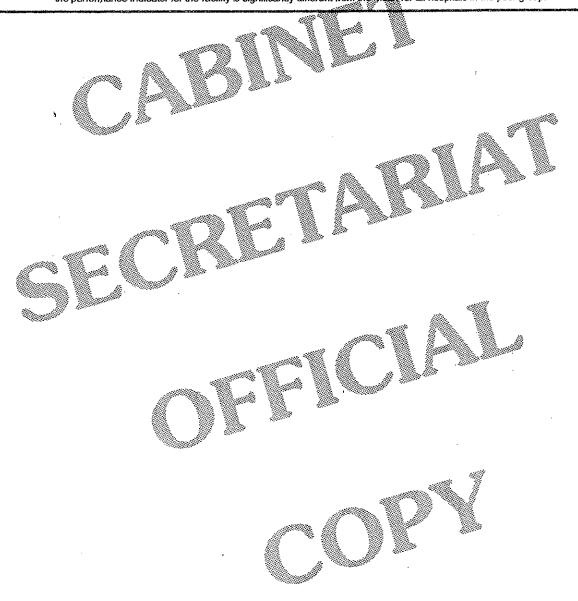
2000/01

1999/00

3 Year Mean Peer Group Mean State Mean

#### 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.



Queen Elizabeth II Jubilee Hospital

DC:01 Printed: 18/03/2003

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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.

## Measured Quality Hospital Report - Efficiency - 2003

Current

Previous

Peer Group Median State Median Potential Saving

## **Queen Elizabeth II Jubilee Hospital**

### **Southern Zone**

Indicator

## **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	<b>%633</b>	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						Ę
EFF-02	All staff	518	509.	511	126	
EFF-02.2	Managerial And Clerical	78.0	70.9	78.8	14.3	
EFF-02.3	Medical	<b>҈</b> 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-02.8	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	29.6	9.62	
EFF-02.9	Technical	2.69	1/22	1,10	1.96	
Proportion	of Sick Leave					
EFF-03	All staff	4,71%	504%	<b>471%</b>	4.59%	
EFF-03.2	Managerial And Clerical	436%	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%	1
	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 Sic	k Leave per FTE				*	
EFF-04	All staff	\$1,516	\$1,493	\$1,470	\$1,450	
	Managerial And Clerical	\$1,421	\$1,360	\$1,362	\$1,129	
	Medical	\$1,414	\$869	\$1,202	\$1,033	
	Nursing	\$1,605	\$1,861	\$1,660	\$1,582	
	Operational	\$1,198	\$1,262	\$1,198	\$1,237	
	Trade And Artisans	\$1,709	\$1,027	\$1,622	\$1,243	
	Visiting Medical Officers	\$3,167	\$1,253	\$1,159	\$931	
	Professional	\$1,711	\$1,333	\$1,290	\$1,384	
····	Technical	\$2,900	\$889	\$1,306	\$1,409	
•	of Overtime			0.75%		
EFF-05 /	All staff	1.96%	1.91%	2.75%	2.47%	
						,

Queen Elizabeth II Jubilee 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.

# Measured Quality Hospital Report - Efficiency - 2003

4	Current	Previous	Peer Group	State	Potential
Indicator			Median	Median '	Saving
Proportion of Overtime	-				
EFF-05.2 Managerial And Clerical	0.42%	0.41%	0.51%	0.32%	- م
EFF-05.3 Medical	10.3%	9.97%	16.3%	20.6%	٠
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	<b>0.</b> Ω5%	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	<b>\$</b> 25, <b>5</b> 48	
EFF-06.3a Senior Medical	\$12,264	\$11,087	<b>\$20,7</b> 43	<b>\$25,</b> 546	
EFF-06.3b Junior Medical	\$6,493	\$8,168	\$18,338	\$26,031	
EFF-06.4 Nursing	\$285	5272	\$669	<b>\$</b> 595	
EFF-06.5 Operational	<b>\$51</b> 9	\$594	\$500	<b>\$334</b>	
EFF-06.6 Trade And Artisans	<b>//\$3,115</b>	\$2,504	\$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%	<b>15</b> .0%	43.1%	11.9%	
EFF-07.6 Trade And Artisans	14.1%	9.18%	12.0%	11.2%	
EFF-07.7 Visiting Medical Officers	6 <b>35</b> %	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	\$2,635	\$2,632	
EFF-08.3 Medical	\$4,782	<b>\$3</b> ,969	\$4,098	\$3,907	\$38,000
EFF-08.4 Nursing	\$3,440	\$3,608	\$3,684	\$3,497	,
EFF-08.5 Operational	<b>\$3</b> ,034	\$2,963	» <b>\$</b> 3,034	\$2,919	
EFF-08.6 Trade And Artisans	\$4,273	\$2,666	\$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	
	40,000	Ψ2,170	YW,VE1	+0,02,	
Proportion of WorkCover Leave	0.60%	0.80%	0.47%	0.35%	
EFF-09 All staff	0.00%	0.00%	0.47%	0.00%	
EFF-09.2 Managerial And Clerical	0.00%	0.00%	0.00%	0.00%	
EFF-09.3 Medical	1.03%	1.04%	0.43%	0.25%	
EFF-09.4 Nursing	·	1.69%	0.43%	0.41%	
EFF-09.5 Operational	0.67%	1.03/0	0.33/0	J.7170	
<u></u>					

Queen Elizabeth II Jubilee 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.

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%	Q.00%	
EFF-34.2 Category 2	4.55%	1.93%	4.00%	4.18%	
EFF-34.3 Category 3	13.3%	#4.9%	16.4%	14.9%	
Day Surgery Rate					
EFF-35	53.9%	56.5%	s 57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	76.8%	81.7%	91.3%	90.9%	
Average Cost / Weighted Separation (NHCDC)  EFF-50  Average Cost / Weighted Separation (FRAC)	\$2,894	n/a	\$2,739	\$2,739	\$1,741,000
EFF-51	\$2,142	\$1,985	\$2,410	\$2,598	
Top 10 DRG Average cost		and the second			
EFF-52.01 (1) Z60A Rehabilitation + CSCC	\$14,694	<b>\$</b> 10,882	\$9,101	\$9,688	\$990,000
EFF-52.02 (2) 118Z Knee Procedures	\$2,845	<b>\$2</b> ,522	\$2,116	\$2,116	\$333,000
EFF-52.03 (3) Z64A Oth Fctr Infl Health Stat A>79	\$14,754	\$17,148	\$9,207	\$9,147	\$349,000
EFF-52.04 (4) N04Z Hysterectomy For Note Malignanc	<b>\$4,5</b> 13	\$6,149	\$4,515	\$4,956	\$18,000
EFF-52.05 (5) H04B Cholecystectmy-Closed CDE-CSCS	\$3,330	\$2,770	\$3,412	\$3,412	-
EFF-52.06 (6) Z60C Rehabilitation, Sameday	\$286	<b>\$</b> 153	\$286	\$286	
EFF-52.07 (7) 104B Knee Replacemt & Realtach-CCC	\$7,952	\$9,273	\$8,521	\$9,064	
EFF-52.08 (8) 103B 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	\$30;358	\$46,987	
FF-52.10 (10) Z648 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%	
sset Condition					
FF-57	43,2%	44.1%	59.9%	57.9%	
ood Services -total cost per OBD					
FF-58	\$27.16	\$29.11	\$26.84	\$27.45	\$13,000
leaning - total cost per m2					
FF-59	\$28.30	\$28.32	\$39.22	\$39.27	
inen Cost per OBD					
FF-60	\$1.43	\$0.22	\$1.42	\$1.41	
nergy Consumption per square metre					
FF-61					

Queen Elizabeth II Jubilee Hospital

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## **Measured Quality Hospital Report System Integration and Change - 2003**

Current

Previous

Median

Median

Indicator

## Queen Elizabeth II Jubilee Hospital

### Southern Zone

## **Large Peer Group**

	Accredit	tation	Vos	Yes	13/13	49/57
			Yes	ies	13/13	43/01
	Credenti	ralling		N/R	9/13	52/58
	SIC02		Yes	N/R	9/13	32/30
		ce Management			80.88/	70.401
	SIC03.1	Retention of Nursing Staff	80.0%	83.9%	82.3%	78.1%
	SIC03.2	Retention of Nursing Staff - LO# 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%
Ë	SIC03.5	Cost of Training and Study Leave per FTE	\$276	<b>\$3</b> 12	\$329	\$341
	SIC03.6	Cost of Education and Conference Courses per FTE	\$346	\$214	\$101	\$112
	Quality o	f information				
	SIC04.1	Accuracy	96.3%	97.2%	92.6%	94.2%
	SIC04.2a	Timeliness - Number of months on time	1/2	4	8	7
	SIC04.2b	Timeliness - Number of days late per month	5.1	10.0	2.5	7.0
	Use of Inf	(ormation			. '	•
	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	<sub>?</sub> 3	3
	Benchma	Ming				
	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	<b>60</b> ,0%	65,0%	72.7%	50.0%
	Clinical Pa	athways				
	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%
	Facilitatine	g 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	<b>3</b> 7.5%	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				<del></del>	
	sicos	Extent of telehealth usage	0.0%	0.0%	1.9%	3.8%
	0,003	Extent of telephonis dodge	0.070	0.070		0.070

# 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 Typ	e: 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	<b>67</b> ,0		69.2	69.9	
PS05	Overall Care Index	63.8		65.2	65.9	
PS06	Physical Environment Index	50,5	**	66.5	65.5	
PS07	Treatment & Related Information Index	64:6	Marie .	64.0	65.6	
Service Type	: Medical		4.00			
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		60.1	61.4	
PS04	General Patient Information Index	66.3		6.99	70.1	August .
PS05	Overall Care Index	63.4		64.7	65.7	ġ,
PS06	Physical Environment Index	59.1	**	<b>66,</b> 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 that 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

2001/02

2000/01

1999/00

3 Year Mean Peer Group Mean State Mean

### **Redcliffe Hospital**

Cen	ntral Zone	Nou		орна	Large	e Peer G	roup
					<u> </u>		
	lyocardial Infarction	42.0	0.6	20.7*	13.5	12.0	13.9
Ci01.1 Ci01.2	In-hospital Mortality	12.0 4.7	9.6	20.7	4.5 *	6.5	9.9
CIOT.2	Long Stay Rates	4.1	<b>6.</b> 5	2.3	¥.5	0.5	
Heart Fa	ailure						
Cl02.1	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	4 10 10						
Cl03.1	in-hospital Mortelity	20.9	26.4	21.9	22.8	19.3	19.2
ÇI03.2	Long Stay Rates	9.7	11.2	12.6 *	11.2*	8.8	8.7
ار. 103.2a	Acute Long Stay Rates	7.3	8.4		7.8	7.7	10.9
Cl03.4	Nursing Home Separations	9.7	20.1	9.2	12.2	15,4	13.3
Pneumo	nia .			<del></del>			
Ci04.1	In-hospital Mortality	5.5	5.6	4.4	5.1 *	6.5	7.0
Cl04.2	Long Stays	8.4	<b>5</b> ,1	6.6*	6.9 *	10.2	12.2
				· · · · · · · · · · · · · · · · · · ·			
	Foot		400	0.7	·	40.0	44.0
Cl05.1	Long Stays	4.8	10.9	6.7	7.1	10.3	14.6
CI05,4	Amputation Railes	21.4	35.1	43.4*	36.3 *	14.6	23.8
Fracture	d Neck of Femur			net till			
CI06.1	In-hospital Mortality	6.6	7.1	74	7.1	6,3	7.7
CI06.2	Long Stays	11.6	11.2	16.4	12.7	13.5	13.2
Cl06.2a	Acute Long Stays	5.2	4.2*		4.6 *	8.4	11.9
CI06.5	Nursing Home Separations		15.6	11.87	12.9 *	20.0	19.9
C106.6	Complications of Surgery	73	66*	8.3*	7.3 **	12.0	11.8
(nee Rep	placement						
107.1	Long Stays	3.7	4.4	6.2	4.8	5.6	9.4
107.3	Complications of Surgery	14.7	9.6	6.9 *	10.3 *	15.9	17.5
lip Repla	comont	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	· · · · · · · · · · · · · · · · · · ·				
108.1	Long Stay Rates	7.0	10.4	4.3 *	6.9	10.6	12.6
108.3	Complications of Surgery	30.7	22.6	13.7*	<i></i>	26.5	23.4
.,	p			<del></del>	22.0		
ysterect	•	* * *				0.5	40.0
109.1	Long Stay rates	4.3*	31.	7.6	5.0 *	9.5	13.3
109.3	Complications of Surgery	1.5*	4.3	4.5*	3.6 **	7.9	8.6
109.4	on Women < 35 years	11.2	13.5	13.7	12.9	11.1	9.8
109.5	Blood Transfusion Rates	0.8	2.4	1.2	1.5	2.5	3.2
tandard l	Primiparae				-		
110.1	C-section	-	24.1 **	17.2*	20.4 **	-	-
110.2	Induction of Labour	<b></b>	21.4	12.7	16.7	-	-
110.3	Perineal Tears	-	2.7	4.5	3.7	-	-

Redcliffe Hospital

Indicator

DC:01 Printed: 18/03/2003

lote: 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.

# Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

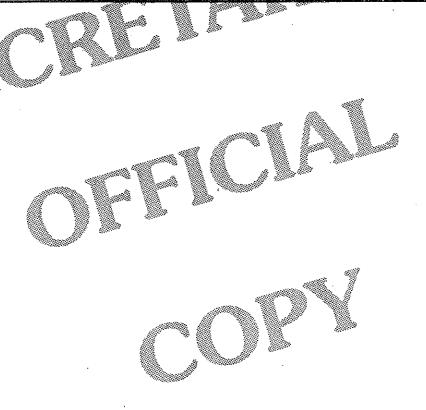
CABINET IN CONFIDENCE

Indicato	or	2001/02	2000/01	1999/00	3 Year Mean	Peer Group <sup>*</sup> Mean	State Mean
	r Gestational Age						
Cl11.1	Small for Gestational Age	-	3.8	3.1	3.5	<u>-</u>	
Materna	l Post-Natal Long Stay Rate						-
CI13.1	Vaginal Births	<b>-</b>	10.6**	11,1**	10.9 **	-	-
Cl13.2	Caesarean Section Births	-	6.1	9,1*	7.5	-	-
Asthma							
Cl14.1	Long Stay Rates	10.6	28.	6.2*	6.3 *	10.9	10.9
Colorect	al Carcinoma						
Cl15.1	Long Stay Rates	<b>6</b> .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 change.

99.9% certain that the result for the facility is different in comparison to the control 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.



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.

# Measured Quality Hospital Report - Efficiency - 2003

Current Indicator

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 Ar	nd Clerical	85.9	88.1	61.0	11.2	
EFF-01.3 Medical		594	67.2	45.5	4.12	
EFF-01.4 Nursing		303	312	174	48.1	
EFF-01.4a Nursing Agend	ov 🗥 🛴	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 Art	isans	0.97	0.73	1.25	1.03	
EFF-01.7 Visiting Medica		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	<b>126</b>	
EFF-02.2 Managerial An	d Clerical	Ø1 <b>1</b> 1	112	73.8	14.3	
EFF-02.3 Medical			87.4	62.0	5.79	
EFF-02.4 Nursing		390	401	221	60.5	
EFF-02.4a Nursing Agenc		1.79	1.44	1.30	0.00	
EFF-02.5 Operationed	2000 2000 2000 2000 2000 2000 2000 200	117	119	91.5	34.6	
EFF-02.6 Trade And Artis	sans.	1.26	1.03	1.19	. 1.22	
EFF-02.7 Visiting Medica	ed884	9.24	9.28	4.46	<b>0.89</b>	
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		169%	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 Artis	ans	4.74%	7.46%	4.74%	4.26%	
EFF-03.7 Visiting Medical	Officers	0.51%	0.78%	0.67%	<b>0.60%</b>	
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	<b>\$1</b> ,491	<b>\$1,470</b>	\$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 Artisa	ns ,	\$1,622	\$2,431	\$1,622	\$1,243	
EFF-04.7 Visiting Medical (		\$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%	
				<del></del>	· · · · ·	

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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.

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	9.29%	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 ₽TE					
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	<b>\$29,7</b> 43	\$25.546	
FF-06.3b Junior Medical	\$16,985	<b>\$</b> 15,041	<b>\$18,338</b>	\$26,031	
EFF-06.4 Nursing	\$429	\$369	\$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	Ψ12,000
FF-06.7 Visiting Medical Officers	\$1 <del>9</del> ,051	\$19,518	\$1,565 \$41,843	\$12,380	
FF-06.8 Professional	\$1,356		\$3,701	\$3,679	•
FF-06.9 Technical	\$81.17	\$1,228 \$59.03	\$0.00	\$33.32	
	φ01.17	\$58.93	Φ0.00	\$33.3Z	
roportion of Unichedialed Leave	44 70/	44.00/	44.00/ 0	######################################	
FF-07 All staff	11.7%	11.9%	11.0%	10.9%	
FF-07.2 Managerial And Clerical	14.1%	11.3%	9, <b>10%</b>	9.34%	
FF-07.3 Medical	4.79%	5.08%	5.90%	6.18%	
FF-07.4 Nursing	11,9%	12.5%	11.8%	10.7%	
FF-07.5 Operational	15.9%	<b>16.</b> 6%	73.1%	11.9%	
FF-07.6 Trade And Artisans	11.3%	15.6%	12.0%	11.2%	
FF-07.7 Visiting Medical Officers	2.64%	3.53%	4.60%	2.87%	
FF-07.8 Professional	9.16%	10.5%	9.53%	9.83%	
FF-07.9 Technical	7.63%	7.54%	9.15%	9.57%	
ost of Unscheduled Leave per FTE					
FF-08 All staff	\$3,761	\$3,553	\$3,622	\$3,391	\$85,000
F-08.2 Managerial And Clerical	\$3,914	\$3,110	\$2,635	\$2,632	\$110,000
F-08.3 Medical	\$3,980	\$3,494	\$4,098	\$3,907	
FF-08.4 Nursing	\$3,665	<b>\$</b> 3,759	\$3,684	\$3,497	
F-08.5 Operational	<b>\$3</b> ,583	<b>\$</b> 3,095	\$3,034	\$2,919	\$50,000
F-08.6 Trade And Artisans	\$3,844 //	\$5,125	\$4,037	\$3,342	•
F-08.7 Visiting Medical Officers	\$3,868	\$3,166	\$6,381	\$4,513	
F-08.8 Professional	\$4,136	\$4,069	\$3,994	\$3,968	
F-08.9 Technical	\$2,559	\$2,483	\$3,327	\$3,327	-
pportion of WorkCover Leave				<u> </u>	
F-09 All staff	0.63%	0.69%	0.47%	0.35%	
F-09.2 Managerial And Clerical	0.37%	0.32%	0.05%	0.00%	
F-09.3 Medical	0.00%	0.02%	0.00%	0.00%	
· ,	0.51%	0.89%	0.43%	0.25%	
F-09.5 Operational	2.13%	1.28%	0.93%	0.41%	

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## Measured Quality Hospital Report - Efficiency - 2003

Indicator  Proportion of WorkCover Leave  EFF-09.6 Trade And Artisans  EFF-09.7 Visiting Medical Officers  EFF-09.8 Professional	Current	Previous			
EFF-09.6 Trade And Artisans EFF-09.7 Visiting Medical Officers		Lievions	Peer Group Median	State Median	Potentia Saving
EFF-09.7 Visiting Medical Officers		***************************************		,	,
•	0.95%	0.00%	0.00%	0.00%	
EFF-09.8 Professional	0.00%	0.00%	0.00%	0.00%	
	0.05%	0.00%	0.04%	0.00%	
EFF-09.9 Technical	0.00%	0.00%	0.00%	0.00%	•
WorkCover Risk			-559.		
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%	<b>10.</b> 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%	14.9%	
Day Surgery Rate EFF-35	50.9%	46.9%	> 57.8%	56.4%	
Day of Surgery Admission Rate					
EFF-36	8 <b>5</b> 5%	80.9%	91.3%	90.9%	·····
Average Cost / Weighted Separation (NHCDC) EFF-50	\$2,638	n/a	\$2,739	\$2,739	·
Average Cost / Weighted Separation (FRAC)				-40	·
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	\$9,101	\$9,688	\$580,000
EFF-52.02 (2) A06Z Tracheostomy Any Age Any Cond	<b>\$50</b> ,524	<b>\$</b> 32,714	\$30,358	\$46,987	\$766,000
EFF-52.03 (3) O60D Vaginal Delivery - Comp Diag	\$2,703	<b>\$2</b> ,731	\$2,017	\$1,963	\$480,000
FF-52.04 (4) P67D Neo,Admwt >2499g Sig Or Pin Pit	\$1,403	\$1,371	\$1,148	\$973	\$276,000
EFF-52.05 (5) 001D Caesarean Delivery - Comp Diag	\$ <b>6,34</b> 8	\$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	<b>\$</b> 338	\$25,000
EFF-52.10 (10) H04B Cholecystectmy-Closed CDE-CSCC	\$3,494	\$5,466	\$3,412	\$3,412	\$19,000
Casemix Efficiency - Acute Inpatients				***************************************	4.0,000
EFF-53	137%	170%	136%	129%	
	131/0 "	17076		+£U/V	·
Accet Condition	E# 609/	71.8%		57.9%	
	57,9%	7 1.076	59.9%	J1.370	
FF-57					
FF-57 Food Services - total cost per OBD	\$20 SE	ርጋር ድር	COC DY	¢97 45	
FF-57 Food Services - total cost per OBD FF-58	\$20.65	\$26.56	\$26.84	\$27.45	
FF-57 FF-58 Cleaning - total cost per M2				······································	
FF-57  FF-58  Cleaning - total cost per M2  FF-59	\$20.65 \$29.53	\$26.56 \$29.94	\$26.84 \$39.22	\$27.45 \$39.27	
FF-57 Frood Services - total cost per OBD FF-58 Fleaning - total cost per m2 FF-59 Frood Cost per OBD	\$29.53	\$29.94	\$39.22	\$39.27	
FFF-57 Food Services - total cost per OBD FFF-58 Cleaning - total cost per m2 FFF-59 Inen Cost per OBD				······································	\$59,000
inen Cost per OBD FF-60 inergy Consumption per square metre	\$29.53	\$29.94	\$39.22	\$39.27	\$59,000

Redcliffe Hospital

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## Measured Quality Hospital Report System Integration and Change - 2003

Current

Previous

Peer Group Median State Median

Indicator

## **Redcliffe Hospital**

### **Central Zone**

## Large Peer Group

Accredit	ation		V	40140	40 <i>1</i> 57	
SIC01		Yes Y	Yes	13/13	49/57	
Credenti SIC02	alling	Yes	N/R	9/13	52/58	
		gysres .	1017	37.10	0230	
SIC03.1	e Management  Retention of Nursing Staff	77.0%	85.3%	82.3%	78.1%	
SIC03.2	Retention of Nursing Staff - LØ1.8	79.5%	90.1%	81.6%	78.6%	
SIC03.3	Median Age Narsing 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	<b>\$4</b> 09	<b>\$32</b> 9	\$341	Total II
SIC03.6	Cost of Education and Conference Courses per FTE	\$8.43	\$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		7	8	7	
SIC04.2b	Timeliness - Mainber of days late per month	0.0	1.0	2.5	7.0	
Use of Inf	primation					····
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	
3enchmai	King					
SIC06.1	In selected clinical areas	80_8%	96.2%	36.4%	27.5%	
SIC06.2	In selected clinical areas - internal	<b>64</b> .6%	100%	0.0%	0.0%	
SIC06.3	In selected clinical areas - external	76.9%	92.3%	72.7%	50.0%	
linical Pa	ithways					
IC07.1	Extent of development and use in selected charcal areas	31.3%	N/R	27.5%	16.2%	
iC07.2	Extent of development and use as per Ontain	43.3%	50.0%	43.3%	31.7%	
IC07.3	Surgical (Orthopaedic) - extent of development and use	58.3%	75.0%	50.0%	50.0%	
IC07.4	Medical - extent of development and use	30.0%	30.0%	30.0%	19.4%	and the state of t
IC07.5	O & G - extent of development and use	50.0%	50.0%	<b>50.0%</b>	50.0%	
acilitating	continuity of care					
IC08.1	Memorandum of understanding with local GPs	Yes	N/R	7/13	26/54	
C08.2	Use of pre admission clinics for elective surgery	2/2	/N/R	∌ 2	2	
IC08.3	Provision of discharge summaries to GPs	50.0%	N/R	37.5%	37.5%	
C08.4	Shared ante and post natal care	414	N/R	3	2	
C08.5	Cardiac rehabilitation	2/2	N/R	2	2	
C08.6	Diabetic management service	3/3	N/R	2	2	
elehealth	•					
C09	Extent of telehealth usage	0.0%	0.0%	1.9%	3.8%	

Redcliffe Hospital

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# Measured Quality Hospital Report - Patient Satisfaction - 2003

## **Redcliffe Hospital**

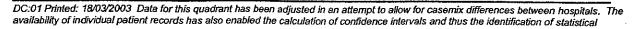
#### **Central Zone**

Large

	·	Hospital Score:	Peer Significance:	Peer Group Mean:	State Mean:
Service Ty	pe: 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	Overali 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
ervice Typ	e: 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	<i>⇒</i> 67.2
PS06	Physical Environment Index	70.3		68.4	67.9
PS07	Treatment & Related Information Index	<b>67</b> 6		65.5	66.2
ervice Type	e: Medical				
PS01	Access and Admission Index	61. <b>6</b> ×		. 64.5	65.6
PS02	Complaints Mariagement 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	Overg# Care Index	62.7		64.7	65.7
PS06	Physical Environment Index	67.3	é	66.2	65.5
PS07	Treatment & Related Information Index	60.6		63.3	65.4
rvice Type	: Surgical	and the second			
PS01	Access and Admission Index	64.3	*	68.9	69.5
PS02	Complaints Management Index	86.7		67.8	68.6
PS03	Discharge and Follow-up Index	63.1	contributes	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 companison to the conort average. There is little doubt that the performance indicator for the facility is significantly different from the mean for all hospitals in the peer group.



## Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

CABINET IN CONFIDENCE

2001/02 Indicator

2000/01

1999/00

J I Cai

Peer Group Mean 'State Mean

## **Redland Hospital**

Sou	ıthern Zone				Large	Peer Gr	oup
Acute N	Myocardial Infarction	· · · · · · · · · · · · · · · · · · ·			<u> </u>		
CI01.1	In-hospital Mortality	10.9	6.6		10.3	12.0	13.9
Cl01.2	Long Stay Rates	2.5	81	-	8.2	6.5	9.9
Heart F	ailure						
Cl02.1	In-hospital Mortality	8.7	89,	-	7.2	7.3	6.6
Cl02.2	Long Stay Rates	12:1	5.8	-	8.9	9.2 .	9.8
Stroke	1. <b>1</b> . 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2.	>					•
C103.1	In-hospital Mortality	11.5	14.8*	-	15.1 *	19.3	19.2
Cl03.2	Long Stay Rates	6.0	2.9	-	<b>%3</b> 2* //	8.8	8.7
CI03.2a	Acute Long Stay Rates	4.4	2.8	- 4	3.5	7.7	10.9
Cl03.4	Nursing Home Separations	11.0	7.2*	- 1	9,4	45.4	13.3
Pneumo	กาเล						
CI04.1	In-hospital Mortality	3.6*	<i>√</i> .0.7.1		5.1 *	6.5	7.0
Cl04.2	Long Stays	8.6	61	<u>-</u>	8.5	10.2	12.2
Knon Do	placement			110			
C107.1	Long Stays	29.5*	-	_	33.0 *	5.6	9.4
CI07.3	Complications of Surgery	32.8	-	•	37.2	15.9	17.5
			***************************************				
<b>Hystered</b> C109.1	Long Stay rates	4.4	6.3		6.9	9.5	13.3
C109.3	Complications of Surgery	8.7	12.4		10.0	7.9	8.6
CI09.4	on Women < 35 years	7.5	12.0	- 4	10.0	11.1	9.8
CI09.5	Blood Transfusion Rates	1.6	26		1.7	2.5	3.2
	Blood Translation Nates	<del>-//</del>					
	l Primiparae		•			•	
2110.1	C-section		8.4*	•	8.8*	-	-
310.2	Induction of Labour	-	15.5	-	13.3	-	-
CI10.3	Perineal Tears	-	3.3	<u>.</u>	2.9	-	
mall for	Gestational Age						
311.1	Small for Gestational Age	-	2.6		2.3*	-	-
faternal	Post-Natal Long Stay Rate		7// %				
113.1	Vaginal Births	•	27**		3.8 **	-	-
113.2	Caesarean Section Births	-	22:		3.0 *	<b>-</b> .	-
sthma							
114.1	Long Stay Rates	13.3	13.1	-	13.6	10.9	10.9

Redland 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.



# Measured Quality Hospital Report Clinical Utilisation and Outcomes - 2003

**CABINET IN CONFIDENCE** 

Indicator

2001/0

2000/0

1999/00

3 Year Po

Peer Group Mean State Mean

#### 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 cohool 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.

Redland Hospital

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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	446	<b>37</b> :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		. 100			
EFF-02 All staff	388	349	<b>5</b> 11	126	Ť.
EFF-02.2 Managerial And Clerical	40.9	36.2	73.8	⇒ 14.3°	
EFF-02.3 Medical	<b>57</b> .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 <i>.</i> 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	***	rd 84%			
EFF-03 All staff	4.13%	4.78%	4.71%	4.59%	
EFF-03.2 Managerial And Clerical	3.61%	<b>6</b> ,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%	ē
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%	1
EFF-03.9 Technical	3.80%	0.99%	3.09%	3.30%	·
Cost of Sick Leave per FTE			niilii.	4	
FF-04 All staff	\$1,265	\$1,315	\$1,470	\$1,450	
EFF-04.2 Managerial And Clerical	\$1,080	\$1,393	<b>\$1</b> ,362	\$1,129	
FF-04.3 Medical	\$1,033	\$859	\$1,202	\$1,033	
FF-04.4 Nursing	\$1,449	\$1,492	<b>\$1,660</b>	\$1,582	
FF-04.5 Operational	\$1,607	\$1,048	\$1,198	\$1,237	
FF-04.7 Visiting Medical Officers	\$1,079	\$566	<b>\$1,159</b>	\$931	
FF-04.8 Professional	\$1,161	\$1,530	\$1,290	\$1,384	
FF-04.9 Technical	\$1,351	\$324	\$1,306	\$1,409	<del></del>
roportion of Overtime					
FF-05 All staff	3.39%	3.21%	2.75%	2.47%	
FF-05.2 Managerial And Clerical	0.31%	0.54%	0.51%	0.32%	
FF-05.3 Medical	16.3%	16.4%	16.3%	20.6%	
FF-05.3a Senior Medical	24.4%	24.6%	19.8%	23.5%	
FF-05.3b Junior Medical	6.45%	9.92%	9.98%	14.7%	

Redland Hospita

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