

Service delivery statements

From 1 July 2012, SCHHS became an independent statutory body whereby the Department of Health would use a purchaser-provider model to purchase health services from each hospital and health service. This process is facilitated and monitored through a service agreement and underpinned by a performance framework. Our performance against our service delivery statements for 2012–13 is provided in Table 10.

Table 10: 2012-13 performance statement

Service standards	Notes	2012–13 target estimate	2012–13 estimated actual	2012–13 actual
Percentage of patients attending emergency departments seen within recommended timeframes:				
• Category 1 (within 2 minutes)		100%	100%	100%
• Category 2 (within 10 minutes)		80%	85%	86%
• Category 3 (within 30 minutes)		75%	67%	68.8%
• Category 4 (within 60 minutes)		70%	77%	77.8%
• Category 5 (within 120 minutes)		70%	91%	91.2%
Percentage of emergency department attendances who depart within four hours of their arrival in the department (National Emergency Access Target - NEAT)	Note 1	2012: 70% 2013: 77%	72%	77.1%
Median wait time for treatment in emergency departments (minutes)	Note 1	20	17	17
Median wait time for elective surgery (days)	Note 1	25	30	29 (as at 31 May 2013)

Service standards	Notes	2012–13 target estimate	2012–13 estimated actual	2012–13 actual
Percentage of elective surgery patients treated within clinically recommended times (National Elective Surgery Target – NEST):				
• Category 1 (30 days)		95%	90%	91%
• Category 2 (90 days)		84%	83%	70%
• Category 3 (365 days)	Note 1	83%	92%	90.4%
Other measures	Note 1			
Total weighted activity units:				
• Inpatients (including critical care)		62,276	56,569	59,943
• Outpatients		12,411	10,218	12,194
• Sub acute		6,010	5,819	6,496
• Emergency Department		11,676	12,467	12,972
• Mental Health		5,320	5,287	5,507
Rate of community follow-up within 1-7 days following discharge from an acute mental health inpatient unit	Note 1	55-60%	68.8%	72.18%
Proportion of readmissions to an acute mental health inpatient unit within 28 days of discharge	Note 1	10-14%	12.1%	11.44%
Number of ambulatory service contacts (mental health)	Note 1	79,229	50,656	101,254.6

Variance reporting:

Our NEAT performance over the year continued to improve, achieving the targets set and remaining stable over the final quarter. Our macro-NEAT project at Nambour Hospital, implemented in September 2012, resulted with continual monthly improvements.

Work was completed on triage criteria which improved patient flow from the Emergency Department to succeeding areas including the Medical Assessment and Planning Unit, Surgery, Orthopaedic and Kidz Direct.

While improvement strategies for elective surgery were undertaken throughout the year, we did not achieve all targets for 2012-13. The Department of Health, through the Relationship Management Group meetings, was made aware of the situation, forecast and strategies. Emergency surgery continues to impact on elective surgery wait times, which is four per cent higher than the final 2011–12 result.

Notes:

- The 2011–12 results for service standards and other measures were delivered by the former Health Service District, prior to the establishment of the Sunshine Coast Hospital and Health Service, and were not subject to a service agreement with the Department of Health.

