

New clinical indicators

Reporting for the Private
Health Regulation Unit
v2-12/2018

The Private Health Regulation Unit (PHRU) collects clinical indicators every six months to monitor the quality of healthcare in accordance with section 144 of the *Private Health Facilities Act 1999*. The reporting periods are 1 July – 31 December due 4 February and then 1 January – 30 June due 4 August any given year.

Clinical indicators are the measures of processes and/ or outcomes of patient care and assist in assessing whether a standard of inpatient care is being met. The PHRU use these indicators to inform compliance visits.

What are the indicators?

The following indicators are derived and defined from national and statewide indicators, including the Australian Council on Healthcare Standards and Queensland Health's safety and quality indicators.

Who needs to report on the clinical indicators?

All licensed private health facilities that provide overnight care, day hospitals including day oncology, dialysis centres and mental health facilities are to collect and submit reports.

Clinical indicators to be reported on

Private hospitals (providing overnight care)



- Hand hygiene
- Number of complaints resolved within 35 days
- Number of patients transferred because a higher level of care was required or the service was not available
- Unplanned/unexpected readmission to the same hospital within 28 days
- Healthcare associated *Staphylococcus aureus* bacteraemia (SAB)
- Hospital acquired pressure injuries
- Patient falls resulting in significant harm

Day hospitals /Dialysis/Day oncology



- Hand hygiene
- Number of complaints resolved within 35 days
- Number of patients transferred because a higher level of care was required or the service was not available
- Unplanned returns to the operating theatre
- Blood stream infection specific for haematology/oncology and dialysis

Mental health



- Hand hygiene
- Number of complaints resolved within 35 days
- Number of patients transferred because a higher level of care was required or the service was not available
- Inpatients with a complete documented physical examination within 24 hours
- Number of unplanned/unexpected readmissions within 28 days

How to submit the clinical indicators

- Download the Clinical indicator spreadsheet at <https://www.health.qld.gov.au/system-governance/licenses/private-health/reportable-events>
- Save the worksheet to your desktop.
- Indicators are grouped into the different types of licensed facilities operating in Queensland – Private hospitals, day hospitals and mental health. Definitions are provided in the worksheet document or you can click on individual cells within the worksheet.
- Fill in the required information into the relevant sections.
- Stand-alone day hospitals including haematology/oncology and dialysis units are to fill out their relevant sections only.
- Private hospitals providing overnight care and day oncology and/or renal dialysis services are to enter data into relevant pages.
- Mental Health clinical indicators are to be entered separately.
- The worksheet is to be completed for data relating to the period of any given year.
- Email your completed worksheet to Private_Health@health.qld.gov.au .

Please contact PHRU on 3708 5324 if you have any questions.