

# ***Hospital Services Report***

*March quarter 2002*

## **Notes**

This document contains the most up-to-date information available at the time of preparation.

This *Hospital Services Report* is available on the Department of Human Services Internet site located at:

<http://www.health.vic.gov.au/hsr/index.htm>

Design and production by Department of Human Services, Melbourne, Victoria.

March 2002

© Copyright Department of Human Services 2002.

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the *Copyright Act 1968*.

# ***Contents***

<b><i>Introduction</i></b>	<b>1</b>
<b>1. Patients waiting for residential aged care placement</b>	<b>2</b>
<b>2. Hospital admitted patient activity</b>	<b>4</b>
<b>3. Access to emergency services</b>	<b>7</b>
<b>4. Access to critical care services</b>	<b>15</b>
<b>5. Access to elective surgery</b>	<b>17</b>
<b>6. Private health insurance</b>	<b>28</b>
<b>7. Glossary</b>	<b>29</b>

# ***Introduction***

Consumers, health care providers and government all need information on the quality of health services. Public access to information assists consumers to understand the health care system, it assists providers of health services in planning and increases the accountability of the Department of Human Services to the people in the state of Victoria, Australia.

The *Hospital Services Report* was introduced in 1995. This edition includes data for the March quarter 2002, which covers the months of January, February and March.

The information included in this report is often requested from the Department. Since technical information of this nature is very difficult to interpret, each graph and table needs to be carefully considered in the context of the complexity of the health care system. Department staff, hospital staff, general practitioners and other health care professionals may be able to assist you to interpret this report.

## **Residential Aged Care Placement**

Effective from this edition of the Hospital Services Report, data for Interim Care have been added to the residential aged care placement graphs. Interim Care is a new type of care funded under the Hospital Demand Management Strategy at Eastern, Melbourne, Northern, Southern and Sisters of Charity Health Services. Interim Care provides patients who have completed their episodes of acute or sub-acute care with a less intensive service while appropriate long-term Commonwealth aged care accommodation is secured

## **Access to Emergency Services**

From 1 January 2002, emergency department data in this report are derived from new electronic rather than paper-based reporting.

A number of graphs and tables refer to major metropolitan hospitals.

The major metropolitan hospitals include:

Angliss Hospital

Austin & Repatriation Medical Centre

- Austin campus

- Repatriation campus

Box Hill Hospital

Dandenong Hospital

Frankston Hospital

Maroondah Hospital

Monash Medical Centre

- Clayton campus

- Moorabbin campus

Royal Melbourne Hospital

St Vincent's Hospital

Sunshine Hospital

The Alfred

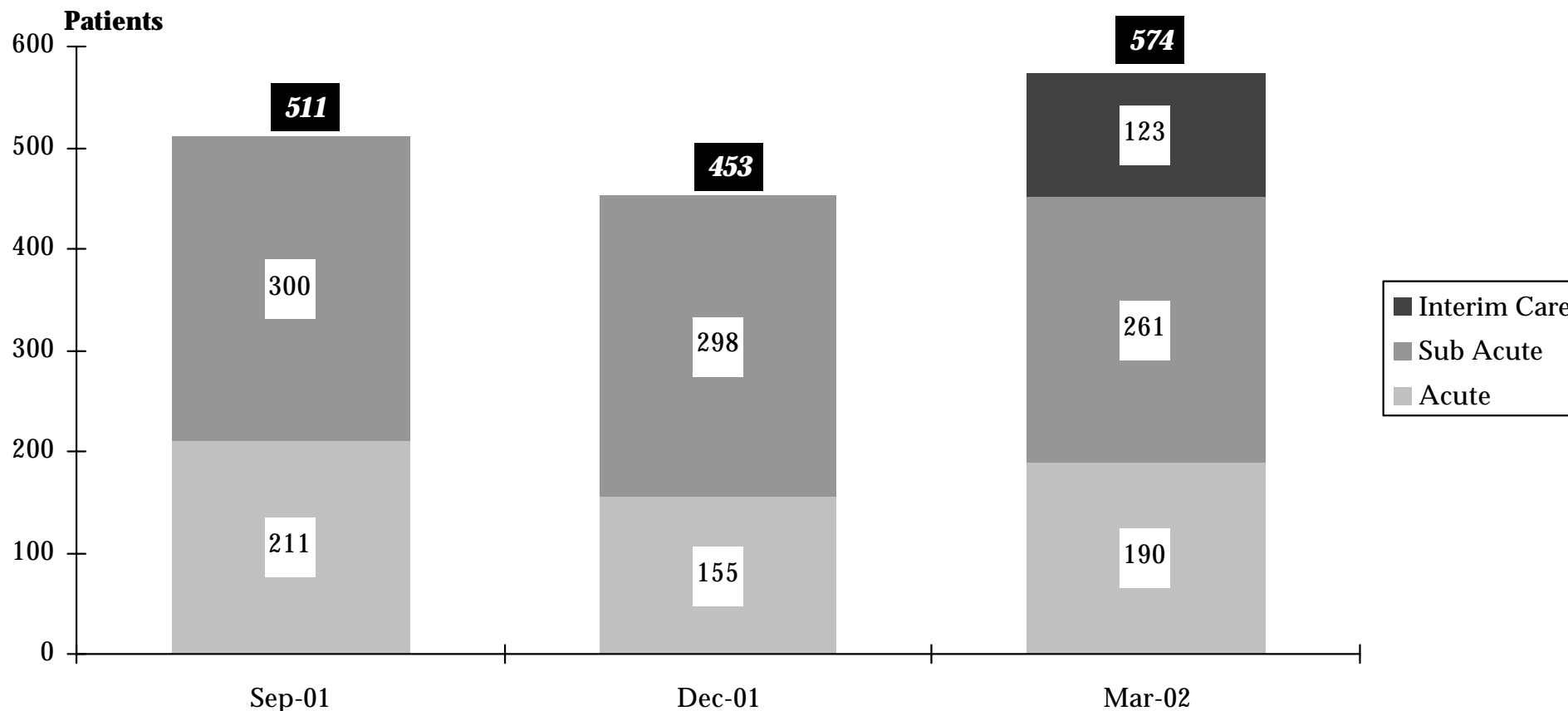
The Northern Hospital

Western Hospital

# 1. Patients waiting for residential aged care placement

## How many patients are waiting for residential aged care placements?

Figure 1.1 Number of acute and sub acute patients waiting for residential aged care placement <sup>1 2 3</sup>



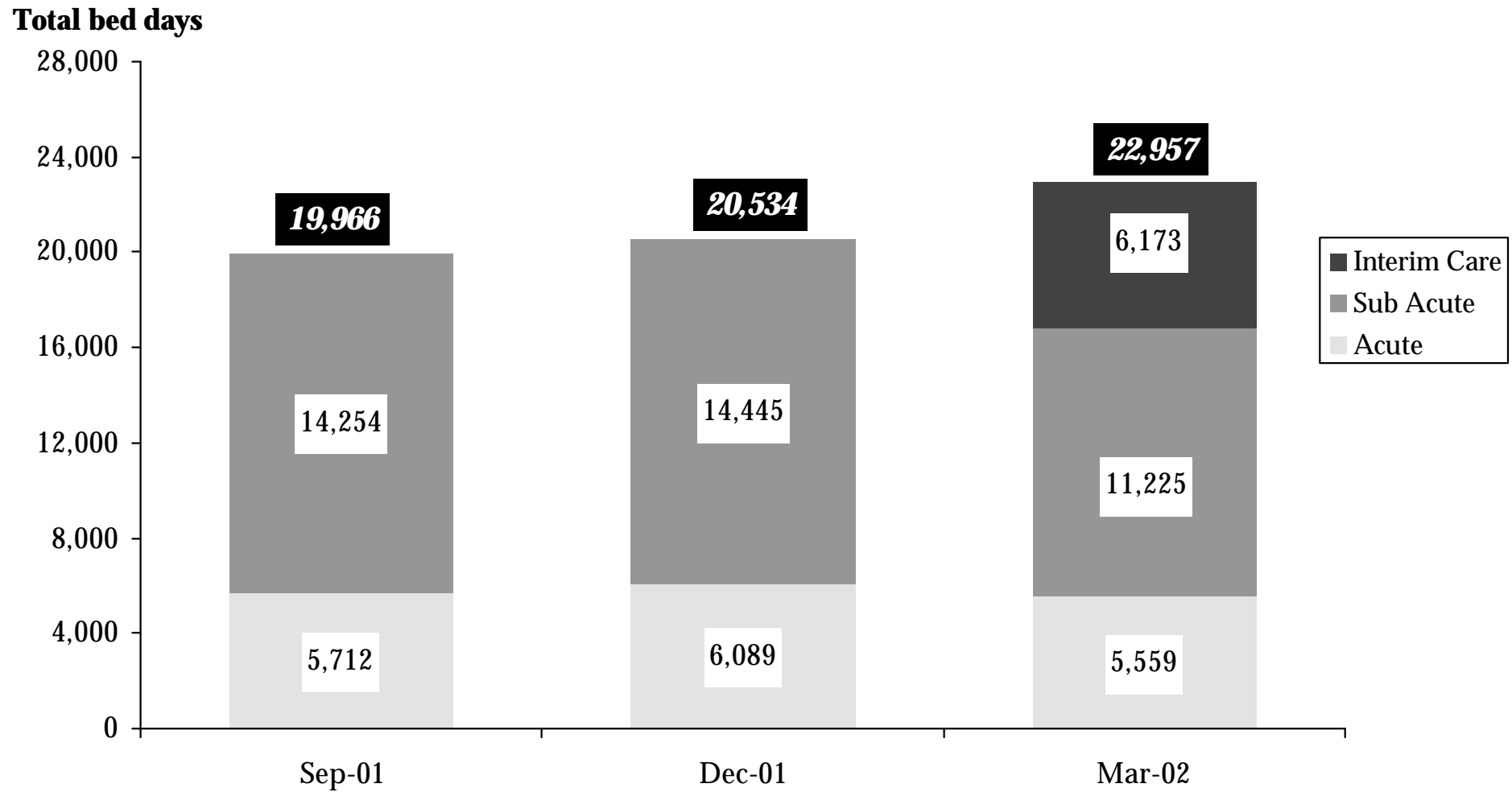
<sup>1</sup> Hospitals reporting sub acute are Angliss, Anne Caudle, Bundoora Extended Care, Bethlehem, Broadmeadows, Caritas Christi, Caulfield General, Dandenong, Goulburn Valley, Grace McKellar, Hampton, Kingston, Latrobe Regional, Maroondah, Mt Eliza, Melbourne Extended Care Rehabilitation Service, Peter James, Queen Elizabeth Centre, Royal Talbot, St George's, Sunshine and Williamstown.

<sup>2</sup> Hospitals reporting acute are The Alfred, Angliss, Austin & Repatriation, Ballarat, Barwon Health, Bendigo, Box Hill, Dandenong, Frankston, Goulburn Valley, Latrobe Regional, Maroondah, Monash Medical Centre (Clayton & Moorabbin), The Northern, Rosebud, Royal Melbourne, Sandringham, St Vincent's, Sunshine, Western and Williamstown.

<sup>3</sup> Interim Care is a new type of care funded under the Hospital Demand Management Strategy at Eastern, Melbourne, Northern, Southern and Sisters of Charity Health Services. Interim Care provides patients who have completed their episodes of acute or sub-acute care with a less intensive service while appropriate long-term Commonwealth aged care accommodation is secured.

## How many bed days are spent waiting for residential aged care placements?

Figure 1.2 Number of bed days patients wait for residential aged care placement <sup>1</sup>



<sup>1</sup> Notes for Figure 1.1 apply.

Source: Department of Human Services Bed Census.

## 2. Hospital Admitted Patient Activity

### How many patients are admitted to hospital?

**Table 2.1 Admitted patients by individual hospital**<sup>1 2</sup>

Hospital	March quarter 2001	December quarter 2001	March quarter 2002	% Change March 2001 to March 2002
<b>Major metropolitan hospitals</b> <sup>3</sup>				
Angliss Hospital	5,371	5,672	5,269	-1.9%
Austin & Repatriation Medical Centre	14,907	17,163	16,160	8.4%
Box Hill Hospital	8,460	9,350	8,745	3.4%
Dandenong Hospital	6,779	7,089	6,956	2.6%
Frankston Hospital	9,726	10,419	9,900	1.8%
Maroondah Hospital	4,002	4,673	4,740	18.4%
Monash Medical Centre	18,046	19,659	18,766	4.0%
Royal Melbourne Hospital	16,672	18,998	18,417	10.5%
St Vincent's Hospital	10,471	11,141	10,360	-1.1%
Sunshine Hospital <sup>4</sup>	4,243	6,665	6,897	62.6%
The Alfred	12,108	13,826	14,105	16.5%
The Northern Hospital	6,189	6,654	6,365	2.8%
Western Hospital <sup>4</sup>	8,436	7,988	7,896	-6.4%
<b>Other metropolitan hospitals</b>				
Caulfield General Medical Centre	420	528	400	-4.8%
Mercy Public Hospital, East Melbourne	4,739	4,575	4,270	-9.9%
Peter MacCallum Cancer Institute	3,225	3,349	3,243	0.6%
Royal Children's Hospital <sup>5</sup>	6,434	7,273	7,273	13.0%
Royal Women's Hospital	6,714	6,542	6,320	-5.9%
Sandringham & District Memorial Hospital	3,434	3,773	3,560	3.7%
The Royal Victorian Eye and Ear Hospital	2,647	3,228	2,769	4.6%
Other metropolitan hospitals	10,521	11,846	11,560	9.9%

<sup>1</sup> Data refer to the number of WIES-fundable separations (ie. the number of patients that have been discharged from hospital).

<sup>2</sup> 2001/2002 data are provisional.

<sup>3</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>4</sup> Change in activity is as a result of the opening of new beds at Sunshine since 2 July 2001.

<sup>5</sup> March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

**Table 2.1 Admitted patients by individual hospital (continued)**

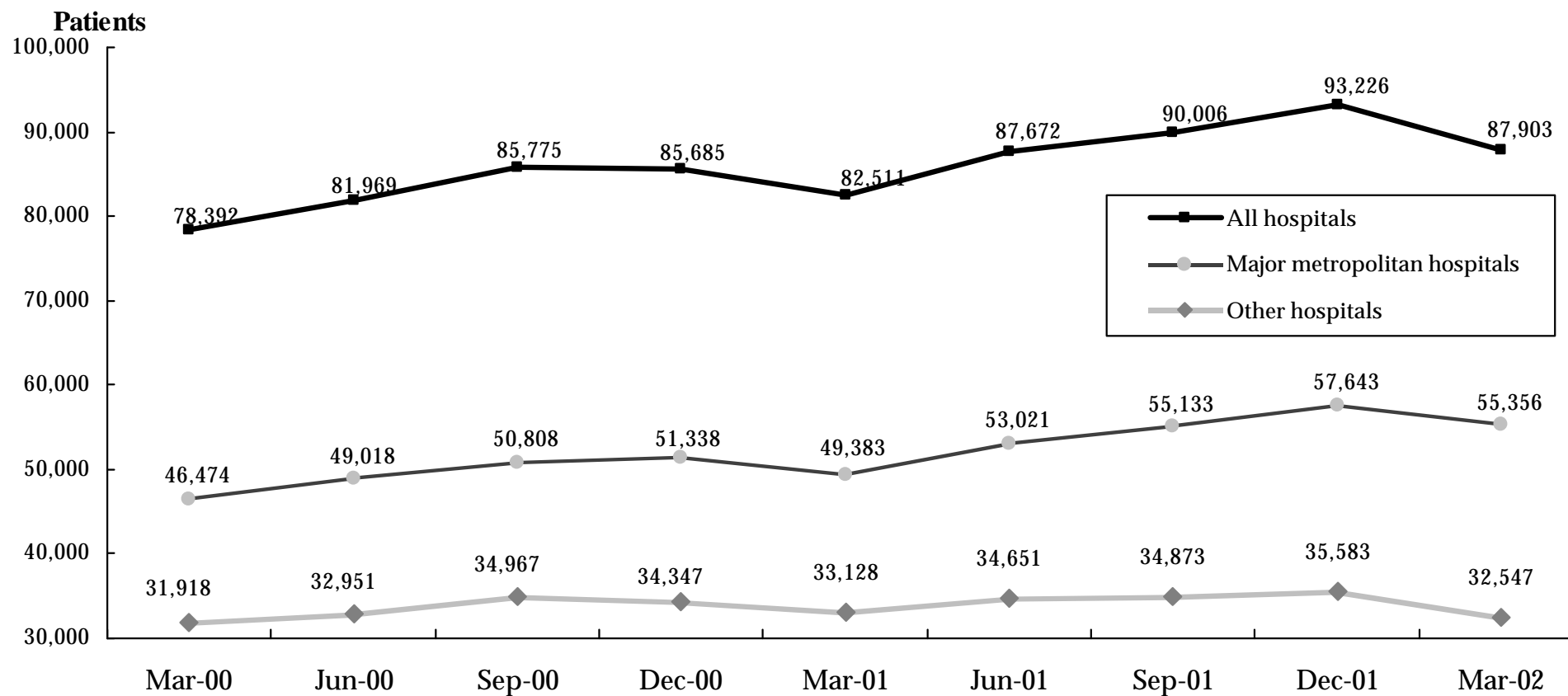
Hospital	March quarter 2001	December quarter 2001	March quarter 2002	% Change March 2001 to March 2002
<b>Major regional hospitals</b>				
Ballarat Health Services	5,713	6,046	5,903	3.3%
Barwon Health	11,204	12,389	12,285	9.6%
Bendigo Health Care Group	5,052	5,309	5,319	5.3%
Goulburn Valley Health	4,283	4,624	4,597	7.3%
Latrobe Regional Hospital	5,139	5,611	5,521	7.4%
<b>Other rural hospitals</b>				
Central Gippsland Health Service	2,336	2,627	2,504	7.2%
South West Healthcare	3,442	3,610	3,341	-2.9%
Wangaratta District Base Hospital	2,732	2,850	2,942	7.7%
Wimmera Health Care Group	2,209	2,208	2,108	-4.6%
Wodonga Regional Health Service	3,495	4,184	4,008	14.7%
Other rural hospitals	33,829	35,975	33,373	-1.3%
<b>Total all public hospitals</b>	<b>242,978</b>	<b>265,844</b>	<b>255,872</b>	<b>5.3%</b>

Source: Victorian Admitted Episode Dataset (21 May 2002 update).

### 3. Access to Emergency Services

#### How many emergency patients are admitted to hospital?

Figure 3.1 Patients admitted to public hospitals requiring emergency care<sup>1 2 3</sup>



<sup>1</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>2</sup> Data refer to the number of WIES-fundable separations (ie. the number of patients that have been discharged from hospital).

<sup>3</sup> 2001/2002 data are provisional.

Source: Victorian Admitted Episode Dataset (22 May 2002 update).

## How many emergency patients are admitted to hospital?

**Table 3.1 Emergency admissions**<sup>1 2 3</sup>

Hospital	March quarter 2001	December quarter 2001	March quarter 2002	% Change December 2001 to March 2002	% Change March 2001 to March 2002
<b>Major metropolitan hospitals</b> <sup>4</sup>					
Angliss Hospital	2,037	2,355	2,042	-13.3%	0.2%
Austin and Repatriation Medical Centre	3,683	4,402	4,156	-5.6%	12.8%
Box Hill Hospital	3,688	4,430	4,125	-6.9%	11.8%
Dandenong Hospital	4,316	4,782	4,595	-3.9%	6.5%
Frankston Hospital	5,126	5,674	5,370	-5.4%	4.8%
Maroondah Hospital	2,274	2,907	2,929	0.8%	28.8%
Monash Medical Centre	6,000	6,732	6,169	-8.4%	2.8%
Royal Melbourne Hospital	5,457	5,818	5,699	-2.0%	4.4%
St Vincent's Hospital	3,362	3,867	3,679	-4.9%	9.4%
Sunshine Hospital <sup>5</sup>	1,013	3,016	3,359	11.4%	231.6%
The Alfred	4,345	5,986	6,027	0.7%	38.7%
The Northern Hospital	3,089	3,430	3,387	-1.3%	9.6%
Western Hospital <sup>5</sup>	4,993	4,244	3,819	-10.0%	-23.5%
<b>Major hospitals total</b>	<b>49,383</b>	<b>57,643</b>	<b>55,356</b>	<b>-4.0%</b>	<b>12.1%</b>
<b>Other hospitals total</b>	<b>33,128</b>	<b>35,583</b>	<b>32,547</b>	<b>-8.5%</b>	<b>-1.8%</b>
<b>Grand total</b>	<b>82,511</b>	<b>93,226</b>	<b>87,903</b>	<b>-5.7%</b>	<b>6.5%</b>

<sup>1</sup> 2001/2002 data are provisional.

<sup>2</sup> Data exclude elective, maternity, newborn and statistical admissions.

<sup>3</sup> Data refer to the number of WIES-fundable separations (ie. the number of patients that have been discharged from hospital).

<sup>4</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>5</sup> Changes in activity reflect the opening of an adult emergency department at Sunshine on 2 July 2001.

Source: Victorian Admitted Episode Dataset (21 May 2002 update).

## How many patients are treated in each hospital emergency department?

**Table 3.2 Patients treated in hospital emergency departments, by Individual Hospitals**<sup>1 2</sup>

Hospital	March quarter 2001	December quarter 2001	March quarter 2002	% Change March 2001 to March 2002
<b>Major metropolitan hospitals</b> <sup>3</sup>				
Angliss Hospital	8,024	8,749	8,544	6.5%
Austin and Repatriation Medical Centre	8,834	9,468	9,227	4.4%
Box Hill Hospital	8,733	8,935	8,708	-0.3%
Dandenong Hospital	9,525	10,379	10,598	11.3%
Frankston Hospital	9,479	9,983	9,928	4.7%
Maroondah Hospital	7,259	7,773	7,665	5.6%
Monash Medical Centre	11,582	12,733	12,328	6.4%
Royal Melbourne Hospital	11,151	12,116	11,992	7.5%
St Vincent's Hospital	7,708	7,946	7,788	1.0%
Sunshine Hospital <sup>4</sup>	6,178	11,234	12,037	94.8%
The Alfred	9,473	9,330	9,387	-0.9%
The Northern Hospital	10,461	11,207	11,193	7.0%
Western Hospital	10,153	7,991	7,596	-25.2%
<b>Other metropolitan hospitals</b>				
Royal Children's Hospital	11,752	13,062	12,223	4.0%
<b>Major regional hospitals</b>				
Ballarat Health Services	7,777	7,968	8,659	11.3%
Barwon Health	9,518	10,044	9,962	4.7%
Bendigo Health Care Group	7,664	8,323	7,581	-1.1%
Goulburn Valley Health	6,761	6,613	6,745	-0.2%
Latrobe Regional Hospital	6,475	6,840	6,491	0.2%
<b>Total</b> <sup>4</sup>	<b>168,507</b>	<b>180,694</b>	<b>178,652</b>	<b>6.0%</b>

<sup>1</sup> Data include all emergency department patients, that is, they include patients who are subsequently admitted to hospital and patients who are treated in the emergency department without being admitted to hospital.

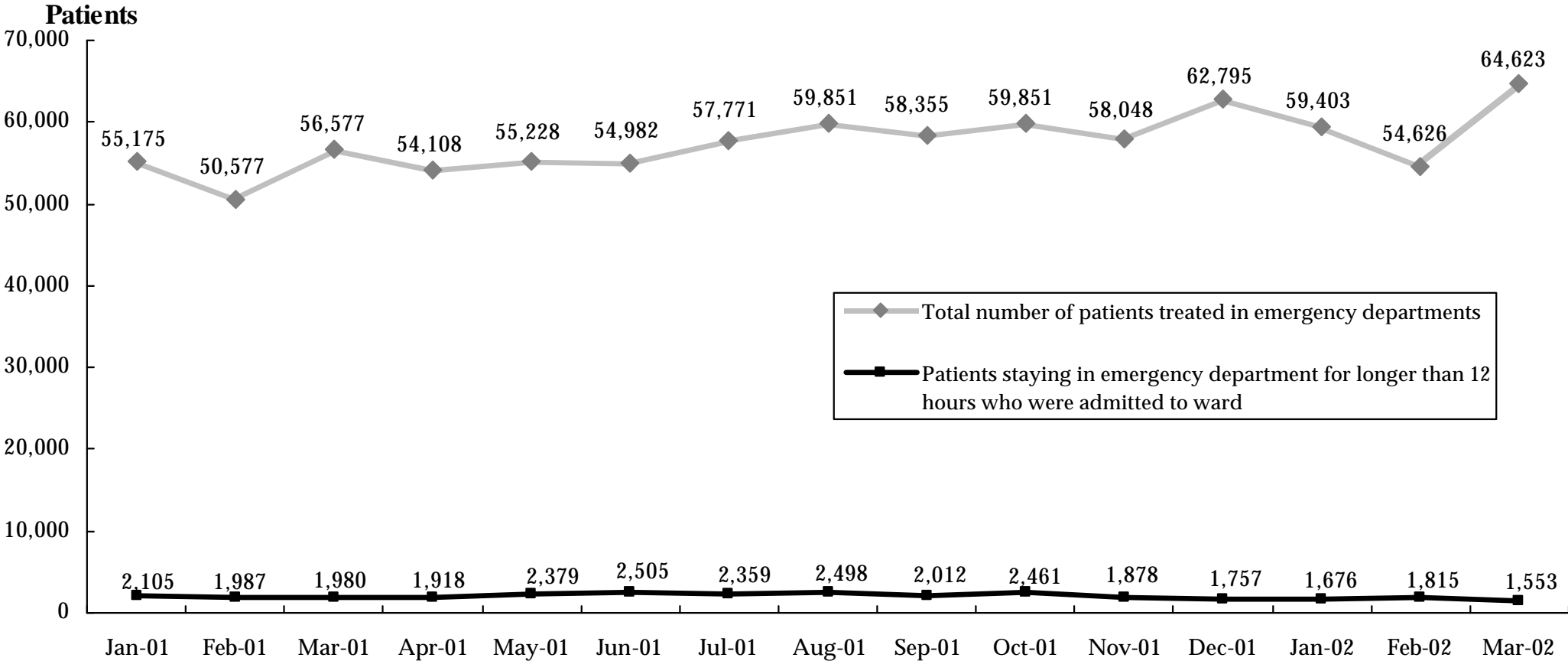
<sup>2</sup> March quarter 2002 data are provisional.

<sup>3</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>4</sup> Changes in activity reflect the opening of a new adult emergency department at Sunshine Hospital on 2 July 2001.

# How many patients stay for an extended period in the emergency department?

Figure 3.2 Patients staying in emergency departments for over 12 hours while waiting for a hospital bed <sup>1 2 3</sup>



<sup>1</sup> The period of 'stay' is calculated from the time the patient arrives in the emergency department to the time when the patient leaves the emergency department.

<sup>2</sup> Patients treated in DHS sponsored Chest Pain Evaluation Area Pilots are excluded from these figures – up to 30 June 2001.

<sup>3</sup> March quarter 2002 data are provisional.

Source: Victorian Emergency Minimum Dataset.

**Table 3.3 Patients staying in selected public hospital emergency departments for over 12 hours while waiting for a hospital bed** <sup>1 2 3 4</sup>

Hospital	March quarter 2001		December quarter 2001		March quarter 2002	
	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
<b>Major metropolitan hospitals</b> <sup>5</sup>						
Angliss Hospital	162	12.3%	134	9.3%	86	6.8%
Austin and Repatriation Medical Centre	773	33.6%	458	17.0%	297	10.3%
Box Hill Hospital	316	15.0%	366	13.4%	348	14.2%
Dandenong Hospital	517	25.2%	712	32.4%	572	25.0%
Frankston Hospital	555	22.1%	611	20.8%	511	18.7%
Maroondah Hospital	235	19.8%	369	19.6%	373	19.4%
Monash Medical Centre	706	26.3%	1,097	35.2%	660	23.5%
Royal Melbourne Hospital	976	39.3%	887	27.7%	653	21.7%
St Vincent's Hospital	424	24.4%	104	4.7%	73	4.0%
Sunshine Hospital <sup>6</sup>	1	0.02%	57	3.7%	168	10.1%
The Alfred	608	30.0%	660	31.2%	553	26.6%
The Northern Hospital	609	33.2%	318	15.2%	298	14.9%
Western Hospital	155	5.4%	115	5.0%	209	10.4%
<b>Other metropolitan hospitals</b>						
Royal Children's Hospital	6	0.3%	16	0.7%	7	0.3%
<b>Major regional hospitals</b>						
Ballarat Health Services	0	0.0%	1	0.1%	12	0.8%
Barwon Health	26	0.8%	106	2.7%	149	3.9%
Bendigo Health Care Group	0	0.0%	0	0.0%	48	3.4%
Goulburn Valley Health	0	0.0%	0	0.0%	0	0.0%
Latrobe Regional Hospital	3	0.3%	85	7.8%	27	2.7%
<b>Total</b>	<b>6,072</b>	<b>16.9%</b>	<b>6,096</b>	<b>14.0%</b>	<b>5,044</b>	<b>12.5%</b>

<sup>1</sup> The period of 'stay' is calculated from the time the patient arrives in the emergency department to the time when the patient leaves the emergency department.

<sup>2</sup> Patients treated in DHS sponsored Chest Pain Evaluation Area Pilots are excluded from these figures – up to 30 June 2001.

<sup>3</sup> Data represent the number of emergency department patients admitted to ward who spend more than 12 hours in the emergency department prior to being admitted as a proportion of all emergency department patients admitted to ward.

<sup>4</sup> March quarter 2002 data are provisional.

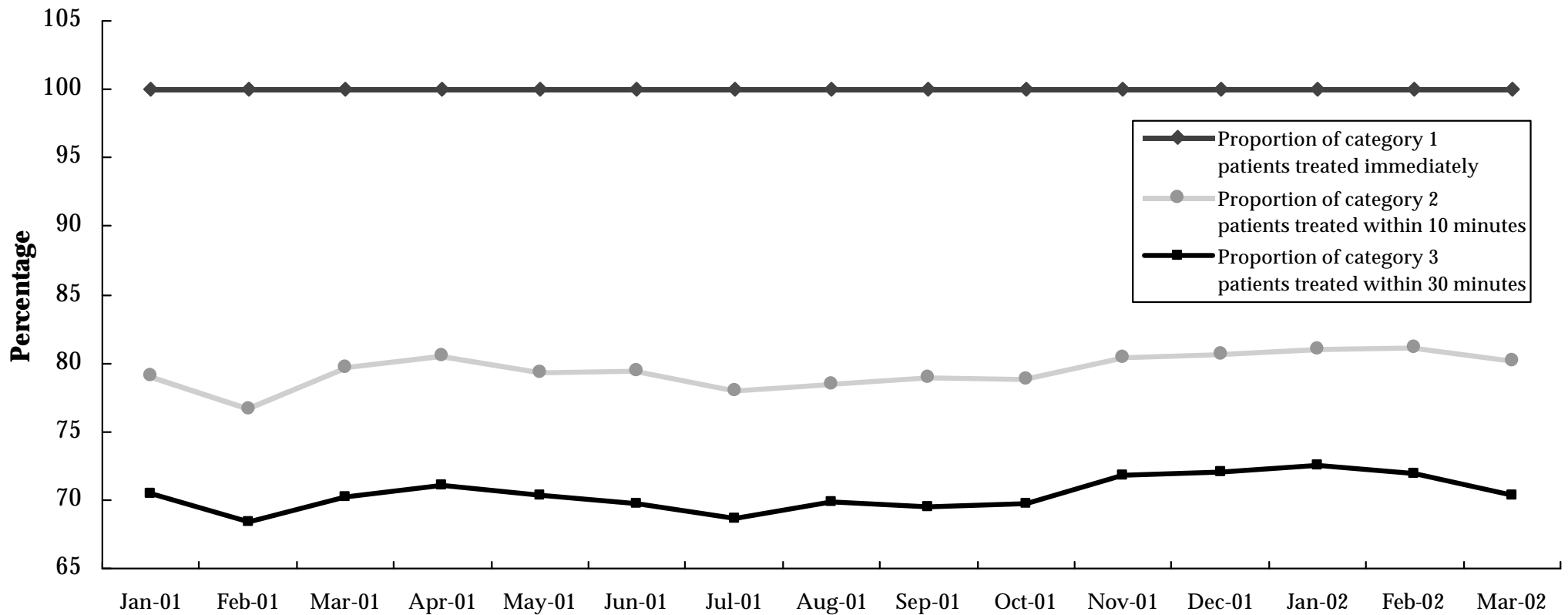
<sup>5</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>6</sup> Changes in activity reflect the opening of a new adult emergency department at Sunshine Hospital on 2 July 2001.

Source: Victorian Emergency Minimum Dataset.

## How many emergency department patients are treated within ideal time?

Figure 3.3 Emergency department achievement of ACEM waiting times by triage category<sup>1 2</sup>



<sup>1</sup> Waiting times are calculated as the time between presentation at the emergency department and commencement of treatment. The following Australasian College for Emergency Medicine (ACEM) patient categories and recommended treatment times are used:

Category 1: Resuscitation case requiring immediate treatment, for example, major trauma, cardiac arrest, unconsciousness, shock.

Category 2: Emergency case requiring treatment within 10 minutes, for example, severe trauma, chest pain, severe pain, severe breathing difficulty.

Category 3: Urgent case requiring treatment within 30 minutes, for example, moderate trauma, infection, breathing difficulty.

<sup>2</sup> March quarter 2002 data are provisional.

Source: Victorian Emergency Minimum Dataset.

## How many emergency department patients are treated within ideal time?

**Table 3.4 Patients treated in selected public hospital emergency departments in triage category 1, 2 or 3 within ACEM recommended waiting times: March quarter 2002<sup>1 2</sup>**

Hospital	Triage Category 1		Triage Category 2		Triage Category 3	
	Total patients	Treated immediately	Total patients	Treated in 10 minutes	Total patients	Treated in 30 minutes
<b>Major metropolitan hospitals<sup>3</sup></b>						
Angliss Hospital	19	100%	453	87%	2,077	81%
Austin and Repatriation Medical Centre	79	100%	629	79%	2,782	73%
Box Hill Hospital	75	100%	345	83%	3,220	59%
Dandenong Hospital	98	100%	811	90%	2,899	65%
Frankston Hospital	93	100%	1,902	89%	4,205	55%
Maroondah Hospital	55	100%	512	83%	2,111	70%
Monash Medical Centre	199	100%	1,461	79%	3,998	71%
Royal Melbourne Hospital	157	100%	1,345	81%	3,445	78%
St Vincent's Hospital	91	100%	581	82%	3,112	79%
Sunshine Hospital <sup>4</sup>	58	100%	621	70%	3,584	70%
The Alfred	272	100%	994	63%	3,061	63%
The Northern Hospital	133	100%	659	78%	3,787	66%
Western Hospital	123	100%	738	87%	2,451	90%
<b>Other metropolitan hospitals</b>						
Royal Children's Hospital	26	100%	293	82%	2,498	76%
<b>Major regional hospitals</b>						
Ballarat Health Services	52	100%	256	84%	1,580	91%
Barwon Health	52	100%	721	73%	2,820	72%
Bendigo Health Care Group	24	100%	434	81%	1,888	74%
Goulburn Valley Health	23	100%	334	77%	1,745	75%
Latrobe Regional Hospital	36	100%	372	90%	1,393	83%
<b>Total</b>	<b>1,665</b>	<b>100%</b>	<b>13,461</b>	<b>81%</b>	<b>52,656</b>	<b>72%</b>

<sup>1</sup> Australasian College for Emergency Medicine (ACEM).

<sup>2</sup> March quarter 2002 data are provisional.

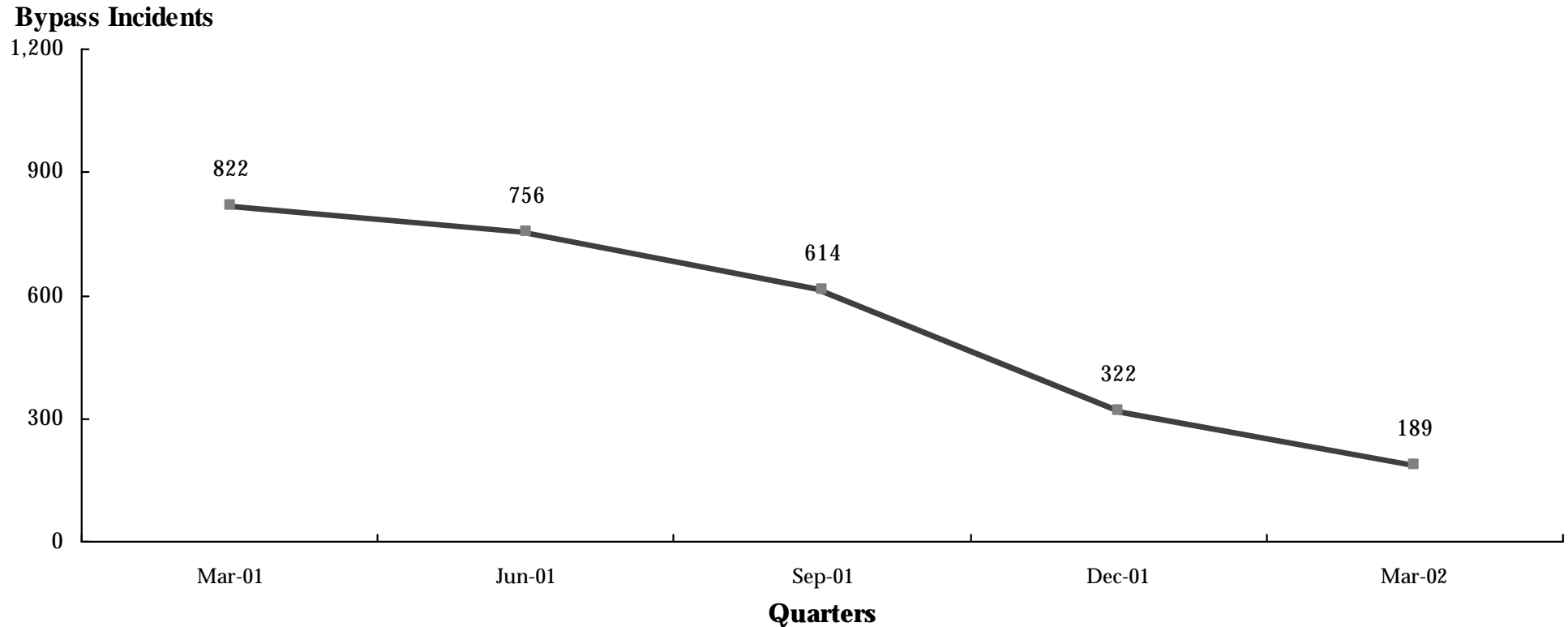
<sup>3</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>4</sup> A new adult emergency department opened at Sunshine Hospital on 2 July 2001.

Source: Victorian Emergency Minimum Dataset.

## How often do hospital emergency departments go on 'bypass'?

Figure 3.4 Periods of ambulance bypass of public hospitals<sup>1 2</sup>



<sup>1</sup> Hospital emergency departments can request to go on ambulance bypass when the emergency department has reached maximum capacity and the treatment of patients already in the emergency department could be significantly compromised with the arrival, by ambulance, of further patients. Each individual period of ambulance bypass is for two hours or less.

<sup>2</sup> Bypass policy allows for critically ill or injured patients to be taken to the nearest hospital emergency department regardless of bypass status.

Source: Metropolitan Ambulance Service.

## How often do hospital emergency departments go on 'bypass'?

**Table 3.5 Periods of ambulance bypass, by Individual Hospital**<sup>1 2</sup>

Hospital	Jan-01	Feb-01	Mar-01	Total Mar-01 Qtr	Apr-01	May-01	Jun-01	Total Jun-01 Qtr	Jul-01	Aug-01	Sep-01	Total Sep-01 Qtr	Oct-01	Nov-01	Dec-01	Total Dec-01 Qtr	Jan-02	Feb-02	Mar-02	Total Mar-02 Qtr
<b>Major metropolitan hospitals</b> <sup>3</sup>																				
Angliss Hospital	2	2	2	<b>6</b>	2	5	14	<b>21</b>	3	1	5	<b>9</b>	3	3	0	<b>6</b>	0	4	1	<b>5</b>
Austin & Repatriation Medical Centre	23	29	8	<b>60</b>	16	11	24	<b>51</b>	21	19	8	<b>48</b>	16	1	1	<b>18</b>	0	1	0	<b>1</b>
Box Hill Hospital	17	11	11	<b>39</b>	17	16	12	<b>45</b>	18	12	12	<b>42</b>	15	1	2	<b>18</b>	4	3	3	<b>10</b>
Dandenong Hospital	11	36	19	<b>66</b>	16	15	18	<b>49</b>	7	12	6	<b>25</b>	24	10	7	<b>41</b>	2	3	7	<b>12</b>
Frankston Hospital	18	28	39	<b>85</b>	17	31	8	<b>56</b>	13	23	33	<b>69</b>	11	13	13	<b>37</b>	14	17	8	<b>39</b>
Maroondah Hospital	17	18	23	<b>58</b>	22	21	33	<b>76</b>	24	20	13	<b>57</b>	11	10	11	<b>32</b>	4	5	6	<b>15</b>
Monash Medical Centre	47	64	12	<b>123</b>	27	36	48	<b>111</b>	18	15	21	<b>54</b>	20	17	12	<b>49</b>	9	10	22	<b>41</b>
Royal Melbourne Hospital	46	36	51	<b>133</b>	45	56	72	<b>173</b>	52	64	21	<b>137</b>	21	1	4	<b>26</b>	2	3	0	<b>5</b>
St Vincent's Hospital	15	11	13	<b>39</b>	28	20	14	<b>62</b>	11	16	7	<b>34</b>	15	6	2	<b>23</b>	1	0	1	<b>2</b>
Sunshine Hospital <sup>4</sup>	-	-	-	<b>n.a.</b>	-	-	-	<b>n.a.</b>	0	0	0	<b>0</b>	2	1	3	<b>6</b>	5	1	0	<b>6</b>
The Alfred	16	42	16	<b>74</b>	13	12	5	<b>30</b>	19	17	38	<b>74</b>	44	1	5	<b>50</b>	8	3	13	<b>24</b>
The Northern Hospital	42	34	32	<b>108</b>	32	6	30	<b>68</b>	32	23	7	<b>62</b>	13	1	0	<b>14</b>	0	4	1	<b>5</b>
Western Hospital	11	10	10	<b>31</b>	0	11	3	<b>14</b>	1	2	0	<b>3</b>	2	0	0	<b>2</b>	2	9	13	<b>24</b>
<b>Total</b>	<b>265</b>	<b>321</b>	<b>236</b>	<b>822</b>	<b>235</b>	<b>240</b>	<b>281</b>	<b>756</b>	<b>219</b>	<b>224</b>	<b>171</b>	<b>614</b>	<b>197</b>	<b>65</b>	<b>60</b>	<b>322</b>	<b>51</b>	<b>63</b>	<b>75</b>	<b>189</b>

<sup>1</sup> Hospital emergency departments can request to go on ambulance bypass when the emergency department has reached maximum capacity and the treatment of patients already in the emergency department could be significantly compromised with the arrival, by ambulance, of further patients.

<sup>2</sup> Metropolitan Ambulance Service (MAS) response times are now being reported in MAS Response Report: A Quarterly Statistical Review of MAS, Melbourne. Copies of the Response Report can be obtained from MAS, Corporate Planning and Corporate Communications Unit, phone (03) 9840 3648.

<sup>3</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>4</sup> As a result of the new adult emergency department opening at Sunshine Hospital on 2 July 2001, data commences from September quarter 2001 only.

Source: Metropolitan Ambulance Service and, due to ambulance industrial dispute in May and June 2001, the Metropolitan Health Services.

## 4. Access to Critical Care Services

### How many hospital beds are available for patients who need intensive care?

**Table 4.1 Average number of public hospital intensive care beds available and open at 9.00a.m., by Month** <sup>1 2 3 4</sup>

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02
Available <sup>5</sup>	4.4	3.9	4.2	4.6	2.9	4.9	2.3	3.2	2.8	4.6	4.4	5.8	4.4	5.9	6.3
Total Open <sup>6</sup>	103.1	104.7	105.9	105.8	107.8	105.6	105.3	102.8	104.4	98.6	99.5	97.2	96.7	95.0	96.3

<sup>1</sup> Based upon hospital census taken at 9.00a.m. daily.

<sup>2</sup> The data in this table represents an average for each month and varies from Table 4.3 which gives averages for the quarter.

<sup>3</sup> Excludes high dependency beds

<sup>4</sup> Changes to reporting in the December quarter 2001 account for the lower number of beds open. Previously, Northern, Maroondah and Western included some high dependency beds.

<sup>5</sup> Available beds are unoccupied beds which are staffed, functional and available to receive new patients.

<sup>6</sup> Total open beds are all functioning and staffed beds, regardless of whether they are occupied.

Source: Office of the Coordinator of Emergency and Critical Care Services.

### How many hospital beds are available for patients who need coronary care?

**Table 4.2 Average number of public hospital coronary care beds available and open at 9.00a.m., by Month** <sup>1</sup>

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02
Available	7.0	7.7	7.8	7.4	6.4	6.5	5.3	4.0	6.0	6.1	6.4	7.6	7.7	8.1	10.2
Total Open	71.9	71.4	74.9	73.3	72.3	72.9	71.8	72.6	73.2	73.8	74.0	73.6	71.7	73.0	74.6

<sup>1</sup> Notes under Table 4.1 apply.

Source: Office of the Coordinator of Emergency and Critical Care Services.

## How many hospital beds are available for patients who need intensive care?

**Table 4.3 Average number of public hospital intensive care beds available and open at 9.00a.m., by Hospital <sup>1 2 3</sup>**

Hospital	March quarter 2002	
	Available <sup>4</sup>	Total Open <sup>5</sup>
<b>Major metropolitan hospitals <sup>6</sup></b>		
Austin and Repatriation Medical Centre	-	11.1
Box Hill Hospital	0.3	5.3
Dandenong Hospital	0.4	6.9
Frankston Hospital	0.5	6.1
Maroondah Hospital	0.5	3.0
Monash Medical Centre	1.5	10.4
Royal Melbourne Hospital	0.4	12.2
St Vincent's Hospital	0.4	8.9
Sunshine Hospital	0.4	1.9
The Alfred	0.6	20.8
The Northern Hospital	0.1	4.9
Western Hospital	0.3	4.6
<b>Total <sup>7</sup></b>	<b>4.9</b>	<b>96.0</b>

<sup>1</sup> Based upon hospital census taken at 9.00a.m. daily.

<sup>2</sup> Excludes high dependency beds.

<sup>3</sup> Changes to reporting in the December quarter 2001 account for the lower number of beds open. Previously, Northern, Maroondah and Western included some high dependency beds.

<sup>4</sup> Available beds are unoccupied beds which are staffed, functional and available to receive new patients.

<sup>5</sup> Total open beds are all functioning and staffed beds, regardless of whether they are occupied.  
Cardio thoracic beds at Royal Melbourne Hospital and The Alfred have been included in total open beds since November 2000.

<sup>6</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

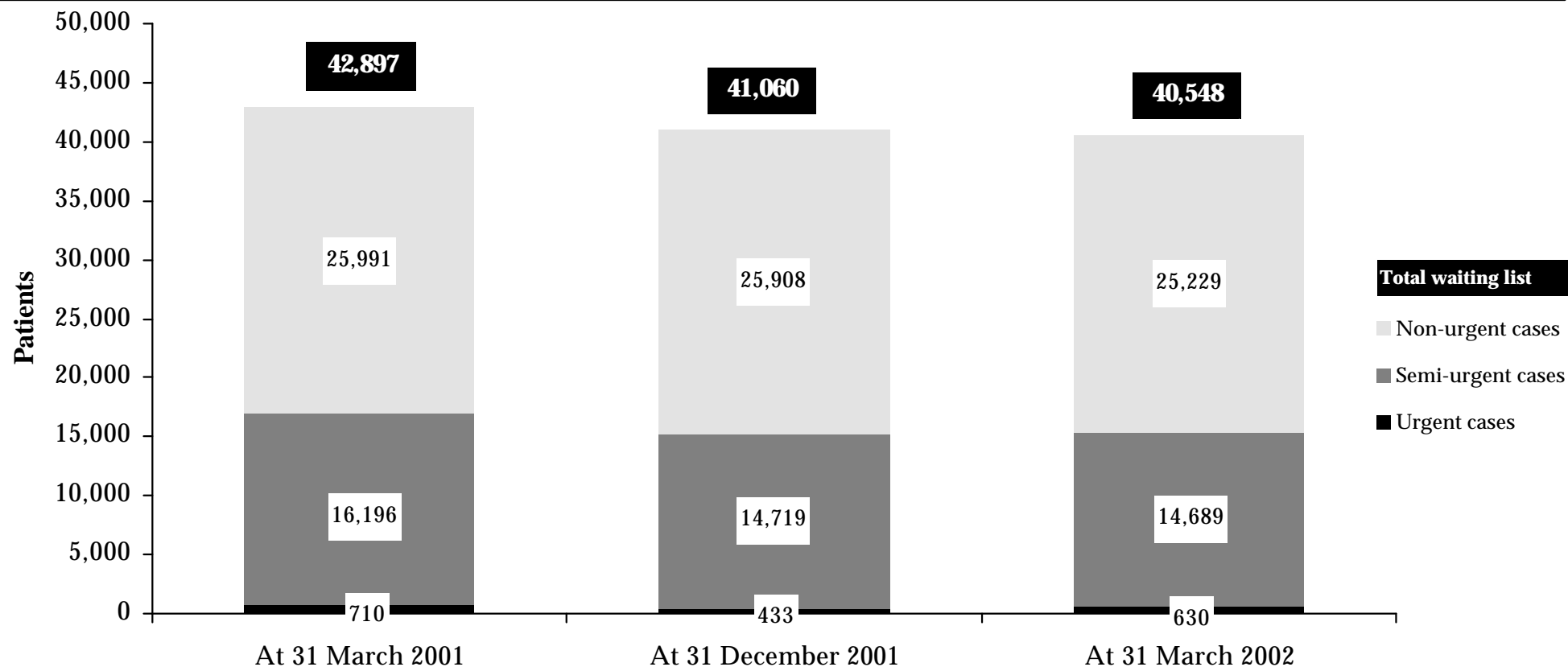
<sup>7</sup> The data in this table represents an average for the quarter and varies from tables 4.1 and 4.2 which are averages for each month.

Source: Office of the Coordinator of Emergency and Critical Care Services.

## 5. Access To Elective Surgery

### How many people are on hospital waiting lists for elective surgery?

Figure 5.1 Waiting list by urgency<sup>1 2 3 4 5</sup>



<sup>1</sup> Waiting list numbers include all patients booked and waiting for elective surgery, in line with national definitions.

<sup>2</sup> The waiting list patient categories are:

- Urgent cases (waiting list category 1): Admission within 30 days desirable for a condition that has the potential to deteriorate quickly to the point that it may become an emergency.
- Semi-urgent cases (waiting list category 2): Admission within 90 days desirable for a condition causing some pain, dysfunction or disability but which is not likely to deteriorate quickly or become an emergency.
- Non-urgent cases (waiting list category 3): Admission at some time in the future acceptable for a condition causing minimal or no pain, dysfunction or disability which is very unlikely to deteriorate quickly and which does not have the potential to become an emergency.

<sup>3</sup> March quarter 2001 and December quarter 2001 data have been amended from the previous reports.

<sup>4</sup> 2001/2002 data are provisional.

<sup>5</sup> March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

## How many people are on hospital waiting lists for elective surgery?

**Table 5.1 Waiting lists by Urgency, by Individual Hospital**<sup>1 2 3</sup>

Hospital	Urgent cases			Semi-urgent cases			Non-urgent cases		
	31 Mar 2001	31 Dec 2001	31 Mar 2002	31 Mar 2001	31 Dec 2001	31 Mar 2002	31 Mar 2001	31 Dec 2001	31 Mar 2002
<b>Major metropolitan hospitals</b> <sup>4</sup>									
Angliss Hospital	8	4	23	140	183	197	272	240	233
Austin and Repatriation Medical Centre	78	15	35	1,115	1,416	1,457	1,409	1,203	1,174
Box Hill Hospital	34	10	41	588	428	512	774	617	696
Dandenong Hospital	34	26	29	649	865	905	1,876	2,056	2,184
Frankston Hospital	57	58	83	1,742	2,145	2,248	1,723	1,315	1,241
Maroondah Hospital	24	13	15	259	258	169	710	614	722
Monash Medical Centre	89	69	65	930	1,051	1,270	3,001	2,937	2,946
Royal Melbourne Hospital	65	29	36	837	1,058	952	1,882	1,765	1,726
St Vincent's Hospital	46	31	44	1,195	1,090	935	851	601	798
Sunshine Hospital	1	9	5	68	184	179	243	411	440
The Alfred	68	68	73	1,992	1,539	1,442	1,725	1,412	1,264
The Northern Hospital	32	19	33	982	802	736	2,047	2,151	1,841
Western Hospital	30	5	22	692	689	608	1,061	857	823
<b>Other metropolitan hospitals</b>									
Royal Children's Hospital <sup>5</sup>	27	10	10	174	156	156	1,135	1,083	1,083
Royal Women's Hospital	18	10	9	237	275	198	487	318	240
Sandringham & District Memorial Hospital	8	3	5	242	138	181	605	350	387
The Royal Victorian Eye and Ear Hospital	13	5	12	2,613	567	647	553	2,491	2,341

<sup>1</sup> Waiting list numbers include all patients booked and waiting for elective surgery, in line with national definitions.

<sup>2</sup> March quarter 2001 and December quarter 2001 data have been amended from the previous reports.

<sup>3</sup> March quarter 2002 data are provisional.

<sup>4</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>5</sup> March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

**Table 5.1 Waiting lists by Urgency, by Individual Hospital (continued)**

Hospital	Urgent cases			Semi-urgent cases			Non-urgent cases		
	31 Mar 2001	31 Dec 2001	31 Mar 2002	31 Mar 2001	31 Dec 2001	31 Mar 2002	31 Mar 2001	31 Dec 2001	31 Mar 2002
<b>Major regional hospitals</b>									
Ballarat Health Services	4	0	3	318	262	267	1,323	1,152	1,171
Barwon Health	16	5	20	510	680	656	1,858	2,103	1,834
Bendigo Health Care Group	11	16	28	338	363	390	802	807	739
Goulburn Valley Health	18	9	19	169	159	195	287	136	154
Latrobe Regional Hospital	17	8	7	165	119	117	666	585	517
<b>Other rural hospitals</b>									
Wangaratta District Base Hospital	11	8	1	163	103	113	214	280	272
West Gippsland Hospital	1	3	12	78	189	159	487	424	403
<b>Total</b>	<b>710</b>	<b>433</b>	<b>630</b>	<b>16,196</b>	<b>14,719</b>	<b>14,689</b>	<b>25,991</b>	<b>25,908</b>	<b>25,229</b>

Source: Elective Surgery Information System.

## What is the throughput of people waiting for elective surgery?

**Table 5.2 Admissions and cancellations, by Individual Hospital** <sup>1 2 3</sup>

Hospital	Patients on Waiting Lists			Admissions from Waiting Lists			Patients Cancelled from Waiting Lists		
	at 31 Mar 2001	at 31 Dec 2001	at 31 Mar 2002	During the Quarter			During the Quarter		
				Mar-01	Dec-01	Mar-02	Mar-01	Dec-01	Mar-02
<b>Major metropolitan hospitals</b> <sup>4</sup>									
Angliss Hospital	420	427	453	612	507	544	84	78	82
Austin and Repatriation Medical Centre	2,602	2,634	2,666	1,709	1,821	1,715	335	315	299
Box Hill Hospital	1,396	1,055	1,249	1,086	1,330	1,115	180	193	241
Dandenong Hospital	2,559	2,947	3,118	647	866	983	275	166	249
Frankston Hospital	3,522	3,518	3,572	1,222	1,244	1,231	799	203	313
Maroondah Hospital	993	885	906	793	770	766	207	172	176
Monash Medical Centre	4,020	4,057	4,281	1,941	2,185	1,770	589	446	411
Royal Melbourne Hospital	2,784	2,852	2,714	1,838	1,818	1,614	455	328	436
St Vincent's Hospital	2,092	1,722	1,777	1,163	1,297	1,021	176	263	220
Sunshine Hospital	312	604	624	702	980	1,004	127	147	204
The Alfred	3,785	3,019	2,779	1,396	1,379	1,050	633	355	504
The Northern Hospital	3,061	2,972	2,610	1,012	1,127	1,069	606	302	683
Western Hospital	1,783	1,551	1,453	1,250	1,187	1,129	159	450	190
<b>Other metropolitan hospitals</b>									
Royal Children's Hospital <sup>5</sup>	1,336	1,249	1,249	2,178	2,519	2,519	273	231	231
Royal Women's Hospital	742	603	447	691	780	712	242	235	166
Sandringham & District Memorial Hospital	855	491	573	546	605	580	331	156	122
The Royal Victorian Eye and Ear Hospital	3,179	3,063	3,000	2,266	2,785	2,337	376	355	426

<sup>1</sup> Waiting list numbers include all patients booked and waiting for elective surgery, in line with national definitions.

<sup>2</sup> March quarter 2001 and December quarter 2001 data have been amended from the previous reports.

<sup>3</sup> March quarter 2002 data are provisional.

<sup>4</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>5</sup> March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

**Table 5.2 Admissions and cancellations, by Individual Hospital (continued)**

Hospital	Patients on Waiting Lists			Admissions from Waiting Lists			Patients Cancelled from Waiting Lists		
	at 31 Mar 2001	at 31 Dec 2001	at 31 Mar 2002	During the Quarter			During the Quarter		
				Mar-01	Dec-01	Mar-02	Mar-01	Dec-01	Mar-02
<b>Major regional hospitals</b>									
Ballarat Health Services	1,645	1,414	1,441	581	650	607	108	223	80
Barwon Health	2,384	2,788	2,510	739	839	967	207	210	508
Bendigo Health Care Group	1,151	1,186	1,157	635	884	1,051	148	127	120
Goulburn Valley Health	474	304	368	610	519	536	154	70	79
Latrobe Regional Hospital	848	712	641	1,070	1,023	969	203	94	86
<b>Other rural hospitals</b>									
Wangaratta District Base Hospital	388	391	386	563	507	482	81	78	37
West Gippsland Hospital	566	616	574	379	513	478	120	96	65
<b>Total</b>	<b>42,897</b>	<b>41,060</b>	<b>40,548</b>	<b>25,629</b>	<b>28,135</b>	<b>26,249</b>	<b>6,868</b>	<b>5,293</b>	<b>5,928</b>

Source: Elective Surgery Information System.

## How many people are on hospital waiting lists for longer than the ideal time?

**Table 5.3 People on elective surgery waiting lists for longer than ideal time, by Individual Hospital** <sup>1 2 3</sup>

Hospital	Urgent cases waiting over 30 days			Semi-urgent cases waiting over 90 days		
	31 Mar 2001	31 Dec 2001	31 Mar 2002	31 Mar 2001	31 Dec 2001	31 Mar 2002
<b>Major metropolitan hospitals</b> <sup>4</sup>						
Angliss Hospital	0	0	0	0	0	0
Austin & Repatriation Medical Centre	0	0	0	538	684	720
Box Hill Hospital	0	0	0	86	69	70
Dandenong Hospital	0	0	0	424	551	567
Frankston Hospital	0	0	0	1,060	1,356	1,447
Maroondah Hospital	0	0	0	63	64	19
Monash Medical Centre	0	0	0	395	428	566
Royal Melbourne Hospital	0	0	0	350	515	473
St Vincent's Hospital	0	0	0	612	550	463
Sunshine Hospital	0	0	0	6	28	17
The Alfred	0	0	0	1,457	1,074	1,012
The Northern Hospital	0	0	0	504	376	242
Western Hospital	0	0	0	293	315	260
<b>Other metropolitan hospitals</b>						
Royal Children's Hospital	0	0	0	0	0	0
Royal Women's Hospital	0	0	0	0	0	0
Sandringham & District Memorial Hospital	0	0	0	48	42	46
The Royal Victorian Eye and Ear Hospital	1	0	0	1,468	189	195

<sup>1</sup> Waiting list numbers include all patients booked and waiting for elective surgery, in line with national definitions.

<sup>2</sup> March quarter 2001 and December quarter 2001 data have been amended from the previous reports.

<sup>3</sup> March quarter 2002 data are provisional.

<sup>4</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>5</sup> March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

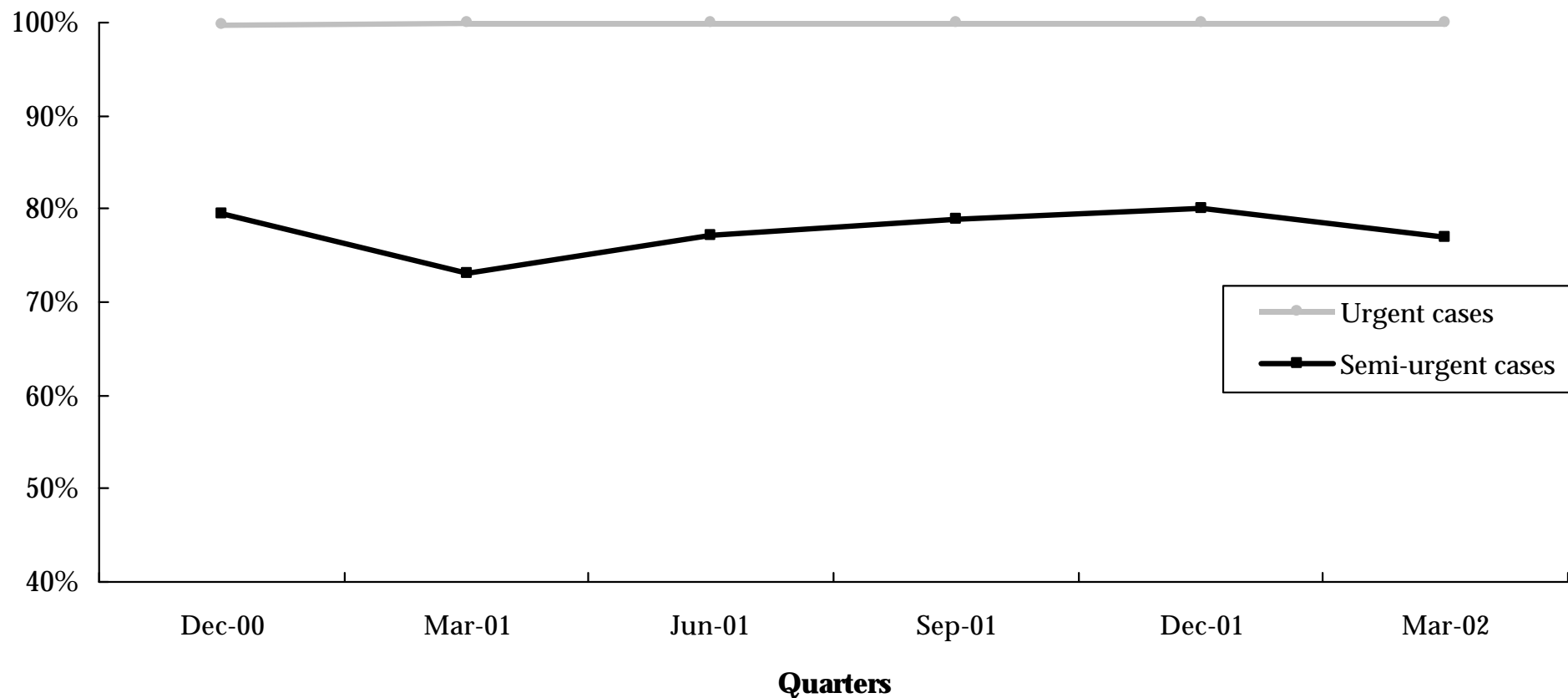
**Table 5.3 People on elective surgery waiting lists for longer than ideal time, by Individual Hospital (continued)**

Hospital	Urgent cases waiting over 30 days			Semi-urgent cases waiting over 90 days		
	31 Mar 2001	31 Dec 2001	31 Mar 2002	31 Mar 2001	31 Dec 2001	31 Mar 2002
<b>Major regional hospitals</b>						
Ballarat Health Services	0	0	0	139	115	103
Barwon Health	0	0	0	188	329	322
Bendigo Health Care Group	0	0	0	155	200	187
Goulburn Valley Health	0	0	0	0	3	13
Latrobe Regional Hospital	0	0	0	16	0	8
<b>Other rural hospitals</b>						
Wangaratta District Base Hospital	0	0	0	39	14	22
West Gippsland Hospital	0	0	0	1	38	43
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7,842</b>	<b>6,940</b>	<b>6,795</b>

Source: Elective Surgery Information System.

## What percentage of patients are admitted within clinically ideal times?

Figure 5.2 Percentage of patients from elective surgery waiting lists who were admitted within the ideal time, by Urgency<sup>1 2 3</sup>



<sup>1</sup> March quarter 2001 and December quarter 2001 data have been amended from the previous reports.

<sup>2</sup> March quarter 2002 data are provisional.

<sup>3</sup> March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

## What percentage of patients are admitted within clinically ideal times?

**Table 5.4 Percentage of people from elective surgery waiting lists who were admitted within the ideal time, by Urgency, by Individual Hospital <sup>1 2</sup>**

Hospital	Urgent cases admitted within 30 days during the quarter				Semi-urgent cases admitted within 90 days during the quarter			
	December 2001		March 2002		December 2001		March 2002	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
<b>Major metropolitan hospitals <sup>3</sup></b>								
Angliss Hospital	83	100.00%	81	100.00%	312	100.00%	288	99.65%
Austin & Repatriation Medical Centre	588	100.00%	519	100.00%	704	80.55%	525	62.20%
Box Hill Hospital	307	100.00%	313	100.00%	637	84.04%	540	83.08%
Dandenong Hospital	319	100.00%	305	100.00%	174	68.24%	178	57.05%
Frankston Hospital	356	100.00%	300	100.00%	326	54.06%	372	54.95%
Maroondah Hospital	145	100.00%	154	100.00%	258	82.69%	258	83.50%
Monash Medical Centre	701	100.00%	530	100.00%	620	73.72%	483	71.77%
Royal Melbourne Hospital	696	99.86%	608	100.00%	513	73.39%	431	65.70%
St Vincent's Hospital	308	100.00%	246	100.00%	622	75.85%	485	69.78%
Sunshine Hospital	79	100.00%	40	100.00%	295	92.48%	346	93.77%
The Alfred	646	99.69%	538	100.00%	334	56.71%	290	68.72%
The Northern Hospital	221	100.00%	203	100.00%	486	69.33%	456	67.86%
Western Hospital	224	100.00%	160	100.00%	478	73.88%	460	73.84%
<b>Other metropolitan hospitals</b>								
Royal Children's Hospital <sup>4</sup>	348	100.00%	348	100.00%	464	99.78%	464	99.78%
Royal Women's Hospital	174	100.00%	162	100.00%	436	100.00%	397	99.75%
Sandringham & District Memorial Hospital	66	100.00%	91	100.00%	331	93.50%	332	92.74%
The Royal Victorian Eye and Ear Hospital	156	100.00%	105	100.00%	1,476	84.63%	844	81.31%

<sup>1</sup> March quarter 2001 and December quarter 2001 data have been amended from the previous reports.

<sup>2</sup> March quarter 2002 data are provisional.

<sup>3</sup> Major metropolitan hospitals contain the campuses listed in the Introduction.

<sup>4</sup> March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

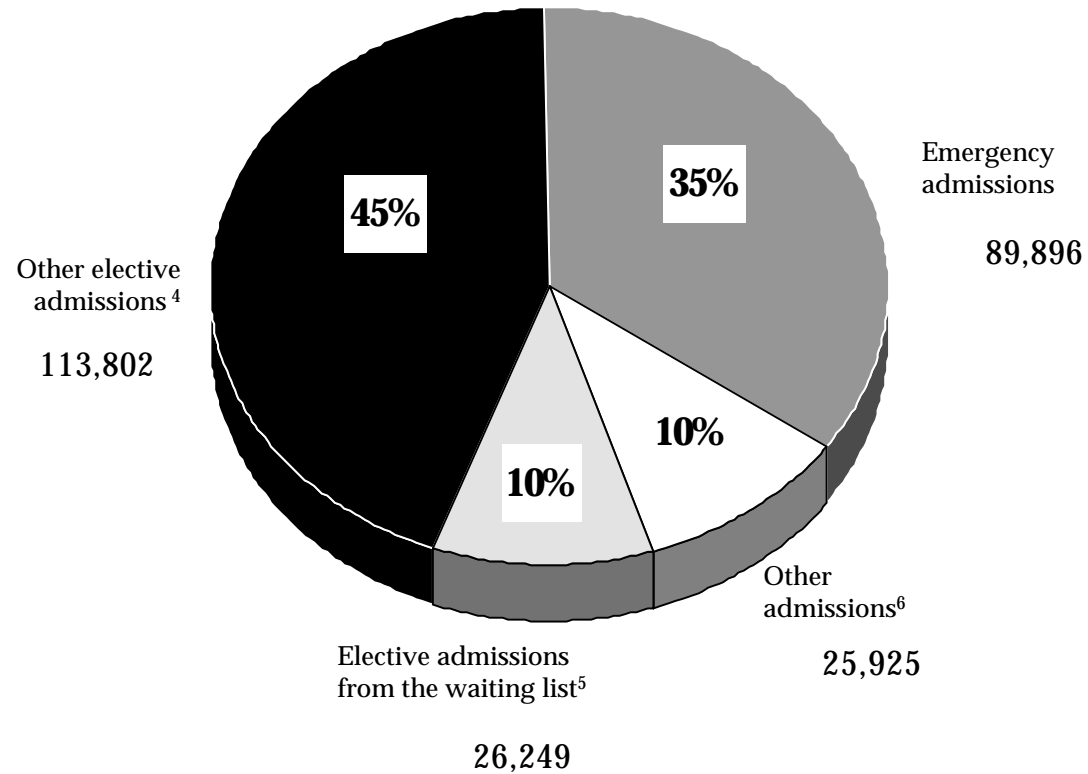
**Table 5.4 Percentage of people from elective surgery waiting lists who were admitted within the ideal time, by Urgency, by Individual Hospital (continued)**

Hospital	Urgent cases admitted within 30 days during the quarter				Semi-urgent cases admitted within 90 days during the quarter			
	December 2001		March 2002		December 2001		March 2002	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
<b>Major regional hospitals</b>								
Ballarat Health Services	25	100.00%	22	100.00%	294	84.97%	285	82.85%
Barwon Health	64	100.00%	73	100.00%	457	80.60%	422	72.63%
Bendigo Health Care Group	145	100.00%	133	100.00%	217	63.82%	219	67.38%
Goulburn Valley Health	145	100.00%	146	100.00%	255	98.46%	248	96.50%
Latrobe Regional Hospital	114	100.00%	63	100.00%	358	99.17%	367	99.19%
<b>Other rural hospitals</b>								
Wangaratta District Base Hospital	51	100.00%	66	100.00%	188	94.00%	177	94.15%
West Gippsland Hospital	110	100.00%	89	100.00%	193	85.02%	185	75.51%
<b>Total</b>	<b>6,071</b>	<b>99.95%</b>	<b>5,295</b>	<b>100.00%</b>	<b>10,428</b>	<b>80.04%</b>	<b>9,052</b>	<b>76.97%</b>

Source: Elective Surgery Information System.

## What is the admission source of total hospital activity?

Figure 5.3 Separations by admission type: March quarter 2002 <sup>1 2 3</sup>



<sup>1</sup> Percentages may not add due to rounding.

<sup>2</sup> 2001/2002 data are provisional.

<sup>3</sup> Data refer to the number of WIES-fundable separations (ie. the number of patients that have been discharged from hospital).

<sup>4</sup> Excludes patients admitted from the elective surgery waiting list.

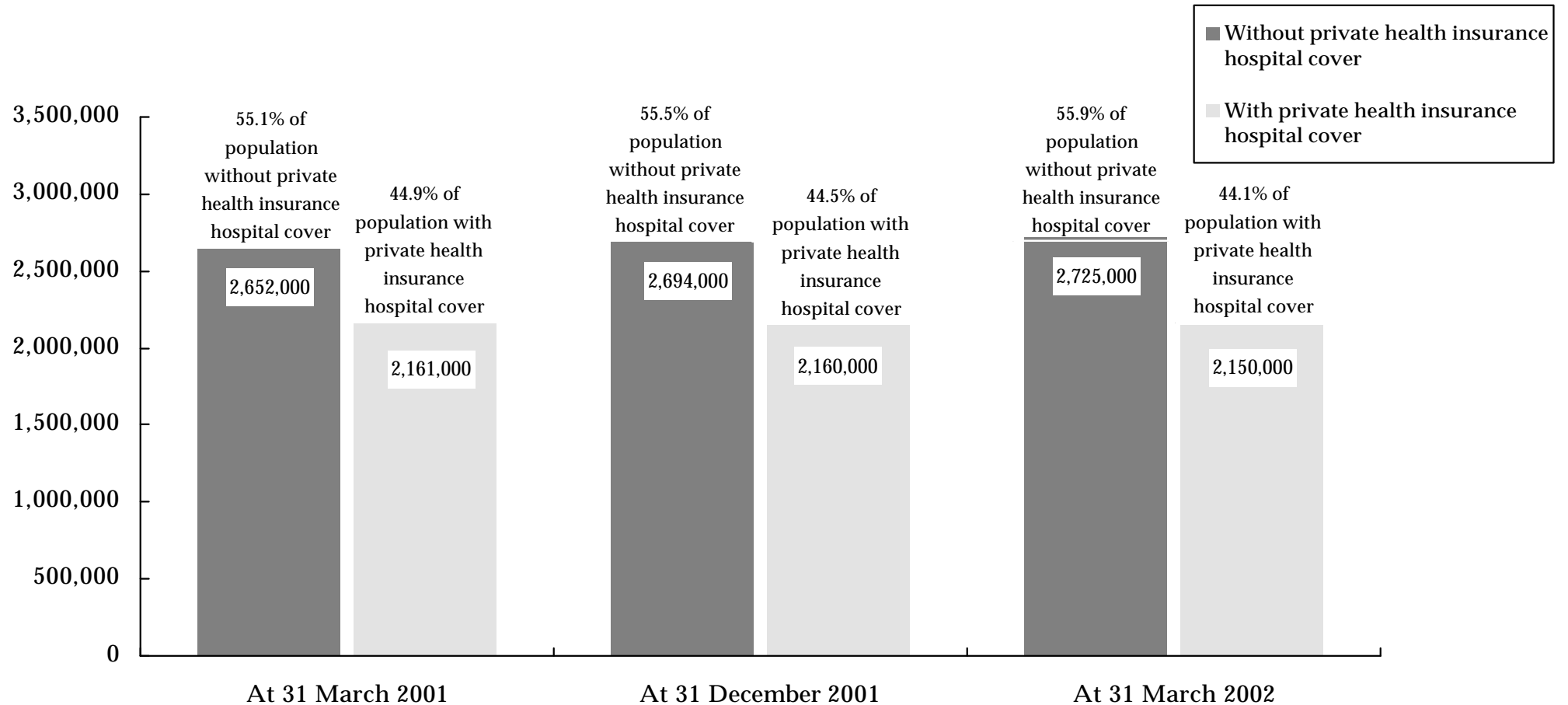
<sup>5</sup> Patients admitted from the elective surgery waiting list during the quarter (ESIS).  
March quarter 2002 data are currently not available for Royal Children's Hospital. The previous quarter's data have been used for comparative purposes.

<sup>6</sup> Includes maternity, newborn and statistical (change in patient care type) admissions.

## 6. Private Health Insurance

### How many Victorians have private health insurance hospital cover?

Figure 6.1 Health insurance status of Victorians <sup>1 2 3</sup>



<sup>1</sup> Data are for all people covered by insurance, that is, contributors, partners and dependants.

<sup>2</sup> Data for current and previous quarters are provisional.

<sup>3</sup> Statistics reflect total persons covered by any level of hospital private health insurance.

Source: Private Health Insurance Administration Council (20 May 2002).

# 7. Glossary

## ***What do the terms used in this report mean?***

### ***Admitted Patient***

Someone who is an inpatient in a hospital. Sameday patients who are admitted for less than 24 hours are also counted as inpatients but people who attend hospital for outpatient clinics are not.

### ***Cancellation***

The request for elective surgery has been withdrawn and the patient is removed from this hospital's Waiting List without admission for the awaited procedure. This can occur for clinical reasons, transfer of the patient to another hospital, or at the request of the patient.

### ***Casemix Funded***

A system of funding hospitals according to the actual number and type of services that they provide. Casemix funding was introduced for most Victorian public hospitals in July 1993.

### ***Coronary Care***

A hospital unit with specialised staff and equipment to care for patients with heart disease.

### ***Elective Admission***

A planned admission to hospital. Emergency admissions and transfers from other hospitals are not counted as elective admissions.

### ***Elective Surgery***

Planned surgery that is not an emergency requiring hospital admission within 24 hours.

### ***Emergency Admission***

An unplanned admission to hospital due to unexpected illness or injury that requires urgent care.

### ***Emergency Department***

A hospital department that specialises in providing emergency care for people who are in need of urgent care (ambulance cases for example) and people who choose to seek treatment in an emergency department.

### ***Intensive Care***

A hospital unit with specialised staff and equipment to provide continuous care for critically ill, injured or post-operative patients.

### ***Non Sameday Patient***

In the context of this report, a non sameday patient is an inpatient who leaves hospital on a later date than when they were admitted.

### ***Separation***

When an inpatient leaves a hospital. This is the technical way of counting the number of inpatients treated by a hospital.

### ***Step Down Bed***

Hospital beds with specialised staff and equipment to care for patients who no longer need coronary or intensive care but are not yet ready to move to a general hospital ward.

### ***Transfer***

When an inpatient is moved from one hospital to another. This might be in order to obtain a specialised treatment not available at the first hospital or because of the patient's preferences.

### ***Waiting List Hospital***

A major public hospital that performs elective surgery for public patients and uses a waiting list to properly keep track of people who require elective surgery.