

Hospital Services Report

September Quarter 2000

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.dhs.vic.gov.au/ahs/pub.htm>

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Contents

<i>Introduction</i>	1
1. Emergency Demand Management	2
2. Private Health Insurance - September Quarter 2000	5
3. Hospital Admitted Patient Activity - September Quarter 2000	6
4. Access to Emergency Services - September Quarter 2000	9
5. Access to Critical Care Services - September Quarter 2000	21
6. Access to Elective Surgery - September Quarter 2000	23
7. Glossary	37

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 September Quarter 2000, which covers the months of July, August and September 2000.

This edition includes a special feature regarding emergency demand management.

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.

Effective from this edition of the HSR, a new graph (Figure 4.4) will be published for ambulance bypass to compare periods of bypass for each month. In addition, Table 4.5, which shows individual hospital data for ambulance bypass, will include monthly data.

From now on, a new graph will be included in the Hospital Services Report. This graph details emergency inpatient admissions to hospitals. The new graph, Figure 4.1, shows that there has been a substantial growth in emergency patients treated in public hospitals over the past four years. Most of this increase has been in the 12 metropolitan hospitals with emergency departments. This change in admission patterns has been a major reason for reduced capacity to provide elective care in these hospitals, and the problems of emergency department blockage and ambulance bypass.

1. Emergency Demand Management

Public health systems all over the world are under pressure to meet the changing demand for health care resulting from population growth, ageing, new technology and heightened expectations from communities better informed about health care.

In Victoria, demand pressure over and above the capacity of the health care system to function in equilibrium, has developed progressively over at least a three year period. During this period there has been increasing pressure for emergency treatment that must be provided to those people who require it. Initially, the increase in emergency demand was managed at the expense of elective surgery, however over the past year, there has been increasing difficulty in managing emergency demand despite declines in elective surgery. This has resulted in access limitation as measured by increased delays in admission of emergency patients to ward beds, subsequent blockage of emergency departments and increases in occasions of ambulance bypass.

In recognition of the building pressure on the system over a number of years, 337 extra beds were opened from April 2000, including 104 sub acute beds and a number of new medical short stay and ward beds. Initially, the additional beds had a positive impact for emergency patients. There was a 24% reduction in the number of emergency patients waiting more than 12 hours prior to admission from 1,321 in April to 1,001 in May 2000. The number of ambulance bypasses also decreased by 30% for the same period. However, in the September quarter, access block and bypasses increased again, reflecting that the hospital system was operating at capacity and unable to absorb further pressure.

The indicators reported in the Hospital Services Report for the September quarter 2000 demonstrate this continuing pressure across the system, particularly with respect to the 12 metropolitan hospitals with major emergency departments.

Although the September quarter figures include a peak in bypass and access block resulting from a short period of industrial action in August, the major factors are system-wide and ongoing.

These factors include:

- Shortage of nursing staff limiting capacity to keep acute beds open
- Increasing delays in placing patients in residential care. A September census of patients in public hospitals revealed that, on any one day, approximately 350 beds are taken up by people waiting for nursing home and hostel placement, This means that the equivalent of a major suburban hospital, is not available for people needing hospital care, especially elective surgery.
- The number of patients requiring emergency admission to the 12 metropolitan hospitals with major emergency departments has increased by 22.6% over the past four years. Of this increase, 10.3% have occurred in the last year alone.
- Changes are occurring in the nature of demand for health care, with increasing numbers of older people presenting to public hospitals with more complex needs. Over the past nine months there has been a 34% increase in referrals to emergency departments from nursing homes. Many of these patients have had to be admitted, further reducing bed availability.

- Despite increased levels of private health insurance there has been no increase in private patients in public hospitals and no reduction in public patient demand.
- The overall health service system, including hospitals and community services has been built over a long time, and no longer reflects the rapidly changing needs of the community. All informed commentators hold a common view of the need for major reform, moving towards an integrated, patient focused health service system.

These factors indicate the deep-seated nature of the pressures operating on hospitals. The additional beds added to the system this year and other government funding initiatives clearly cannot immediately reverse pressures that have built up in the system over several years.

These problems must be addressed at Commonwealth, State and health service levels in the short, medium and longer term. Although many of the symptoms arise within emergency services, it is important to remember that emergency departments and acute hospitals are a part of a much larger, complex system that has many interdependent components. The entire system must contribute to reducing the current demand pressure. Every opportunity for improvement must be taken within and between each of these system components such as acute, post acute, residential care, community health, and primary and specialist care in the community.

A shift in emphasis is required from strategies that are fragmented or have a single organisation focus to a focus on the service system as a whole and on appropriate pathways of care for people using health services. This requires new ways of working together for the Commonwealth, the State and health care providers in hospitals and the community.

The recent re-structuring of the Victorian metropolitan health system into 12 metropolitan health services with new boards, and community and primary and population health advisory committees provides a new organisational context for working together to improve health services.

Concerted effort is being put into addressing the multiple factors contributing to pressure on the public health system.

A major recruitment drive has commenced in Victoria to attract qualified nurses back to public hospitals. Funding for re-entry courses and refresher programs is being provided as part of this campaign.

The Department and health services are introducing better ways of managing the changing nature of demand for health care. This includes:

- Identifying and systematically establishing essential organisational and patient management practices that should be in place in all hospitals.
- Improving patient care processes across the hospital and community system so that people receive the right care in the right setting at the right time.
- Establishing short stay units in acute hospitals providing intensive assessment and care for emergency medical patients.
- Better assessment of priority for elective surgery patients and reducing the number of postponements of surgery.
- Increasing the number of extended care (sub-acute care) beds and community rehabilitation services for older people and strengthening linkages and referral processes between these services and acute hospitals.
- Extending post acute care services for people discharged from hospital and providing similar support services to people who could be treated in the community rather than admitted to hospital.

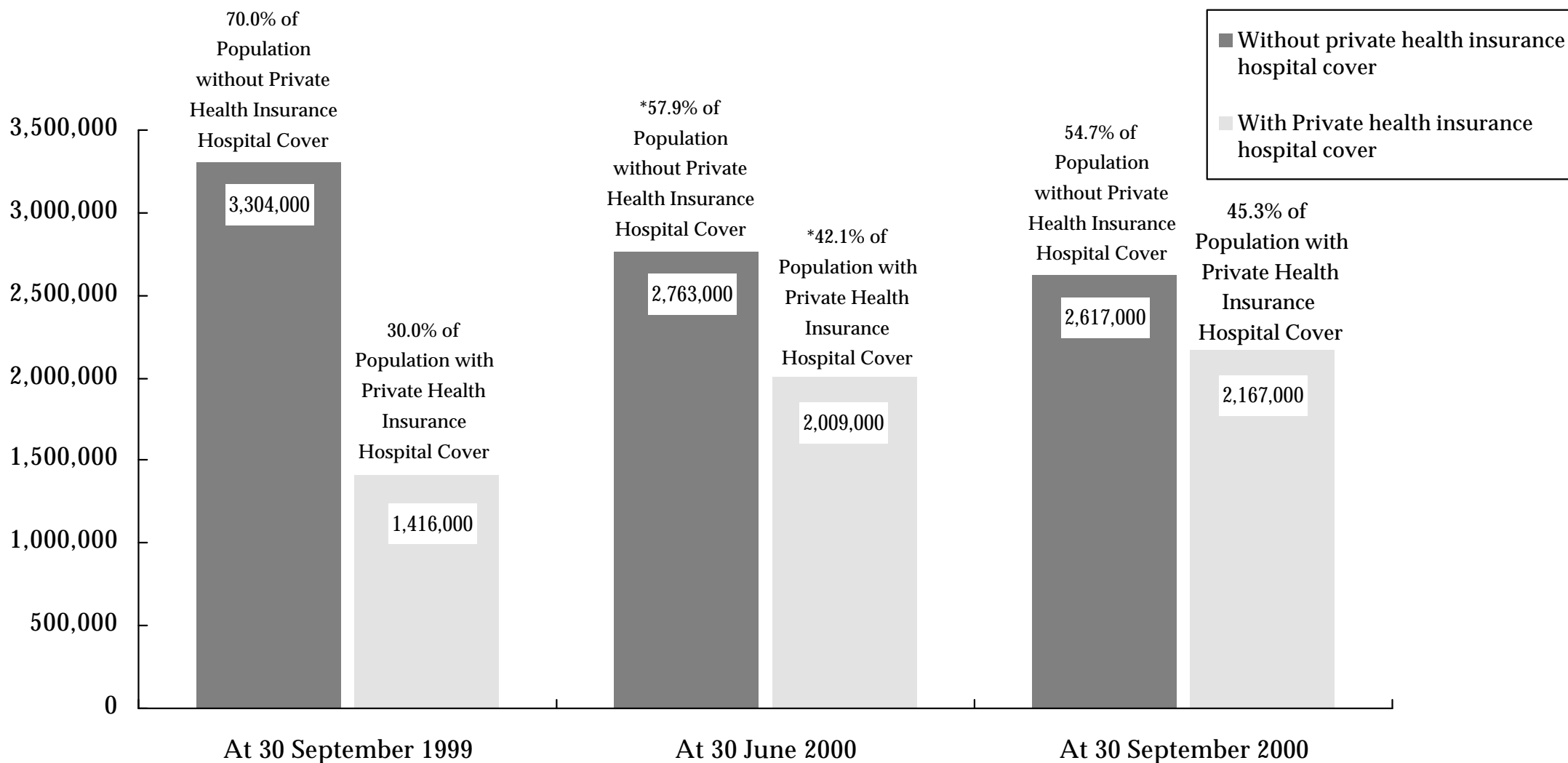
- Extending the well established Hospital in the Home program to provide more appropriate care to people in nursing homes so that they do not need to be admitted to hospital.
- Working with general practitioners and the Commonwealth to provide better care for people in nursing homes and in the community generally.
- Working with the Commonwealth to increase the numbers of residential care beds and community and home based care in line with the needs of the ageing population.

Victoria is leading the nation in the health reform agenda. We are, on behalf of the Council of Australian Governments (COAG), preparing a key paper for the Centenary of Federation. Work is well progressed and the paper will be finalised early in 2001.

2. Private Health Insurance

How many Victorians have private health insurance hospital cover?

Figure 2.1 Health insurance status of Victorians ^{1 2 3}



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

² Data for current and previous quarters are provisional.

³ Statistics reflect total persons covered by any level of hospital private health insurance.

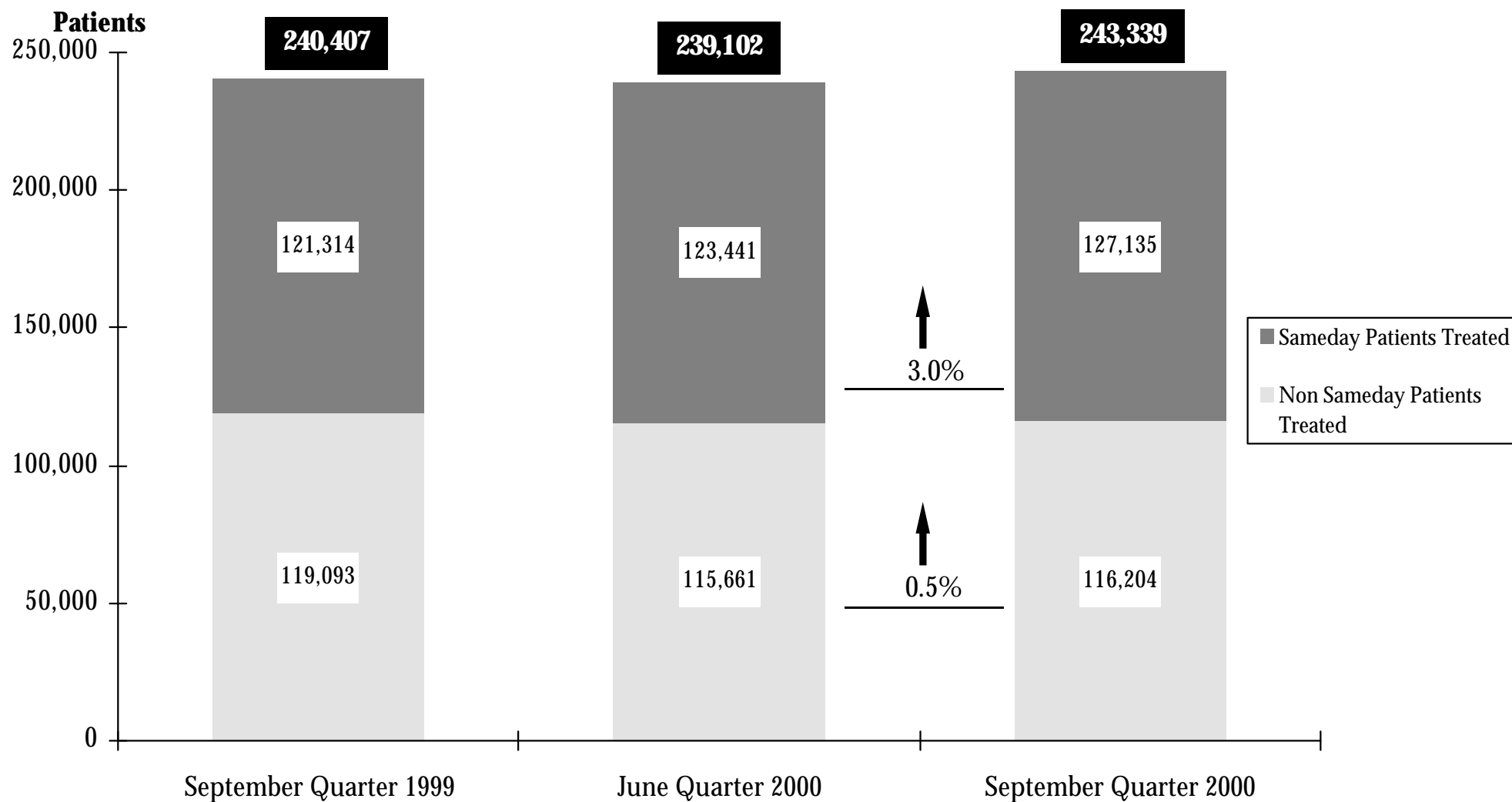
* Data at 30 June 2000 have been amended from the previous quarter by Private Health Insurance Administration Council.

Source: Private Health Insurance Administration Council (6 December 2000).

3. Hospital Admitted Patient Activity

How many patients are admitted to hospital?

Figure 3.1 Admitted patients in public hospitals^{1 2 3}



¹ Data are for casemix-funded acute public hospital patients. The data refer to the number of “separations” (ie. the number of patients that have been discharged from hospital).

² The data are provisional.

³ “Sameday” patients are admitted and discharged on the same day.

Source: Victorian Admitted Episode Dataset (21 November 2000 update).

How many patients are admitted to hospital?

Table 3.1 Admitted Patients by Individual Hospital ^{1 2 3}

Hospital	September Quarter 1999		June Quarter 2000		September Quarter 2000		Change (%) June 2000 to September 2000		
	Non Sameday Only	All	Non Sameday Only	All	Non Sameday Only	All	Non Sameday Only	All	
Northern Health									
The Northern Hospital	3,604	5,986	3,580	5,995	3,375	5,842	-5.7%	-2.6%	
Other Northern Health	73	920	114	1,106	140	1,172	22.8%	6.0%	
Eastern Health									
Angliss Health Service	2,564	5,012	2,611	5,250	2,493	5,336	-4.5%	1.6%	
Box Hill Hospital	4,599	8,487	4,713	8,978	4,607	8,649	-2.2%	-3.7%	
Maroondah Hospital	1,793	3,268	2,108	4,150	1,985	3,895	-5.8%	-6.1%	
Other Eastern Health	162	396	150	369	153	355	2.0%	-3.8%	
Melbourne Health									
Royal Melbourne Hospital	5,648	14,431	5,742	15,095	5,418	16,797	-5.6%	11.3%	
Bayside Health									
Caulfield General Medical Centre	535	1,609	474	1,492	474	1,652	0.0%	10.7%	
Sandringham & District Memorial Hospital	1,421	3,069	999	2,685	1,244	2,997	24.5%	11.6%	
The Alfred	4,648	11,526	4,903	11,559	4,824	11,914	-1.6%	3.1%	
Austin and Repatriation Medical Centre									
Austin & Repatriation Medical Centre	5,526	16,159	5,558	15,554	5,427	15,851	-2.4%	1.9%	
Royal Talbot Rehabilitation Centre	161	161	205	208	161	162	-21.5%	-22.1%	
Western Health									
Western Hospital	4,706	8,522	4,635	8,520	4,754	8,469	2.6%	-0.6%	
Other Western Health	3,116	7,089	2,820	6,925	2,935	5,578	4.1%	-19.5%	
Southern Health									
Dandenong Hospital	4,454	6,473	4,463	6,739	4,458	6,667	-0.1%	-1.1%	
Monash Medical Centre, Clayton	6,755	12,344	6,283	11,941	6,376	12,327	1.5%	3.2%	
Other Southern Health	1,454	5,963	1,449	5,978	1,399	5,810	-3.5%	-2.8%	

¹ Data relate to acute patients at casemix-funded public hospitals and refer to the number of 'separations' (ie. the number of patients that have been discharged from hospital).

² 2000/2001 data are provisional.

³ Non Sameday patients remain in hospital overnight or longer.

Table 3.1 Admitted Patients by Individual Hospital (continued)

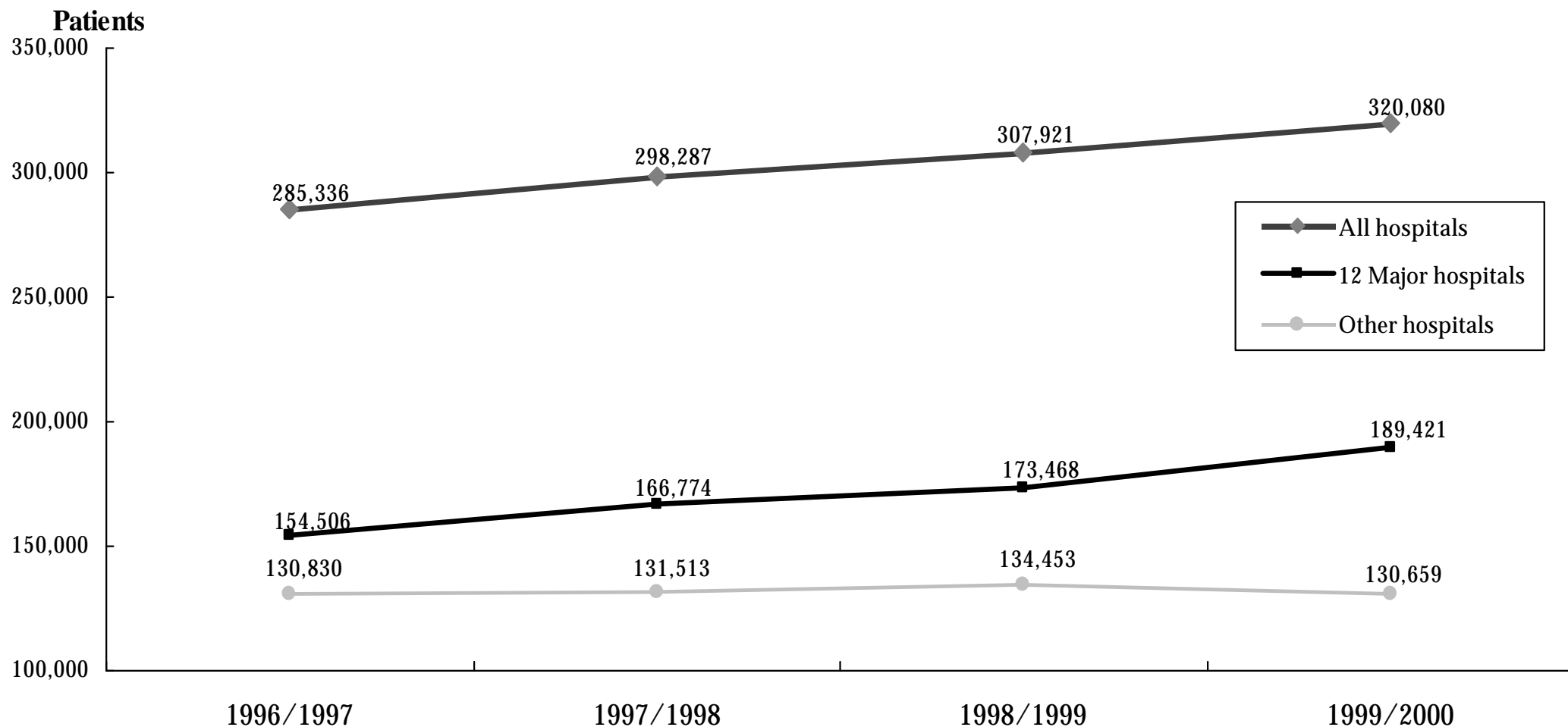
Hospital	September Quarter 1999		June Quarter 2000		September Quarter 2000		Change (%) June 2000 to September 2000		
	Non Sameday Only	All	Non Sameday Only	All	Non Sameday Only	All	Non Sameday Only	All	
Women and Children's Health									
Royal Children's Hospital	4,814	7,971	4,115	7,116	4,517	7,825	9.8%	10.0%	
Royal Women's Hospital	2,812	6,970	2,700	5,902	2,727	6,108	1.0%	3.5%	
Peninsula Health									
Frankston Hospital	4,259	9,160	4,260	8,921	4,178	8,896	-1.9%	-0.3%	
Other Peninsula Health	822	1,145	709	1,012	734	1,160	3.5%	14.6%	
Individual and Denominational Health									
Mercy Hospital for Women	2,250	3,583	2,196	3,764	2,215	4,075	0.9%	8.3%	
Peter MacCallum Cancer Institute	1,296	2,921	1,255	3,086	1,245	3,153	-0.8%	2.2%	
St Vincent's Hospital	4,268	10,009	4,358	10,499	4,662	11,193	7.0%	6.6%	
The Royal Victorian Eye and Ear Hospital	1,487	3,078	1,413	3,094	1,518	3,221	7.4%	4.1%	
Other Individual and Denominational Health	1,825	4,413	1,763	4,563	1,909	4,716	8.3%	3.4%	
Non Metropolitan Hospitals									
Ballarat Health Services	3,071	5,780	3,035	5,620	2,954	5,516	-2.7%	-1.9%	
Barwon Health	5,388	10,359	5,061	10,302	5,034	11,090	-0.5%	7.6%	
Bendigo Health Care Group	2,891	5,059	2,881	5,197	2,821	5,054	-2.1%	-2.8%	
Central Wellington Health Services	1,208	2,074	1,257	2,263	1,198	2,140	-4.7%	-5.4%	
Goulburn Valley Health	2,461	4,174	2,450	4,499	2,313	4,440	-5.6%	-1.3%	
New Latrobe Regional Hospital	2,323	5,502	2,102	4,853	2,055	5,002	-2.2%	3.1%	
Wangaratta District Base Hospital	1,729	2,804	1,392	2,580	1,436	2,575	3.2%	-0.2%	
South West Healthcare	1,936	3,300	1,765	2,907	1,794	3,127	1.6%	7.6%	
Wimmera Health Care Group	1,031	1,918	1,118	2,165	1,184	2,250	5.9%	3.9%	
Wodonga Regional Health Service	1,683	3,677	1,738	3,759	1,757	3,743	1.1%	-0.4%	
Other Non Metropolitan Hospitals	20,320	35,095	19,286	34,456	19,730	34,582	2.3%	0.4%	
Total All Public Hospitals	119,093	240,407	115,661	239,102	116,204	243,339	0.5%	1.8%	

Source: Victorian Admitted Episode Dataset (21 November 2000 update).

4. Access to Emergency Services

How many emergency patients are admitted to hospital?

Figure 4.1 Patients admitted to public hospitals requiring emergency care^{1 2}



¹ The 12 major hospitals consist of: Royal Melbourne, St Vincent's, Austin & Repatriation Medical Centre, The Alfred, Monash Medical Centre (Clayton and Moorabbin), Western (Footscray & Sunshine), The Northern, Box Hill, Maroondah, Dandenong, Frankston and Angliss Health Services.

² Data are provisional.

Source: Victorian Admitted Episode Dataset (21 November 2000 update).

How many patients are treated in emergency departments?

Table 4.1: Patients Treated in Selected Public Hospital Emergency Departments ^{1 2}

	September Quarter 1999	June Quarter 2000	September Quarter 2000	% Change June 2000 to September 2000
Patients Treated	159,216	156,328	159,856	2.3%

¹ Data only for hospitals participating in the Emergency Services Enhancement Program / Hospital Access Program. A complete list of these hospitals is given in Table 4.2.

² September quarter 2000 data are provisional.

Source: Victorian Emergency Minimum Dataset.

How many patients are treated in each hospital emergency department?

Table 4.2 Patients treated in hospital emergency departments, by Individual Hospitals ^{1 2 3}

Hospital	September Quarter 1999	June Quarter 2000	September Quarter 2000	% Change June 2000 to September 2000
North Western Health Care Network				
Northern Hospital	9,760	9,893	9,980	0.9%
Eastern Health				
Angliss Health Services	7,246	7,183	7,429	3.4%
Box Hill Hospital	8,223	8,448	8,732	3.4%
Maroondah Hospital	6,970	7,174	7,018	-2.2%
Bayside Health				
The Alfred	8,881	9,034	9,328	3.3%
Melbourne Health				
Royal Melbourne Hospital	10,986	10,752	10,690	-0.6%
Southern Health				
Dandenong Hospital	10,029	9,151	9,545	4.3%
Monash Medical Centre	13,028	11,848	12,351	4.2%
Western Health				
Western Hospital	8,873	8,954	9,103	1.7%
Austin and Repatriation Medical Centre				
Austin and Repatriation Medical Centre	8,253	8,388	8,930	6.5%

¹ Data only for hospitals participating in the Emergency Services Enhancement Program / Hospital Access Program.

² 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.

³ September quarter 2000 data are provisional.

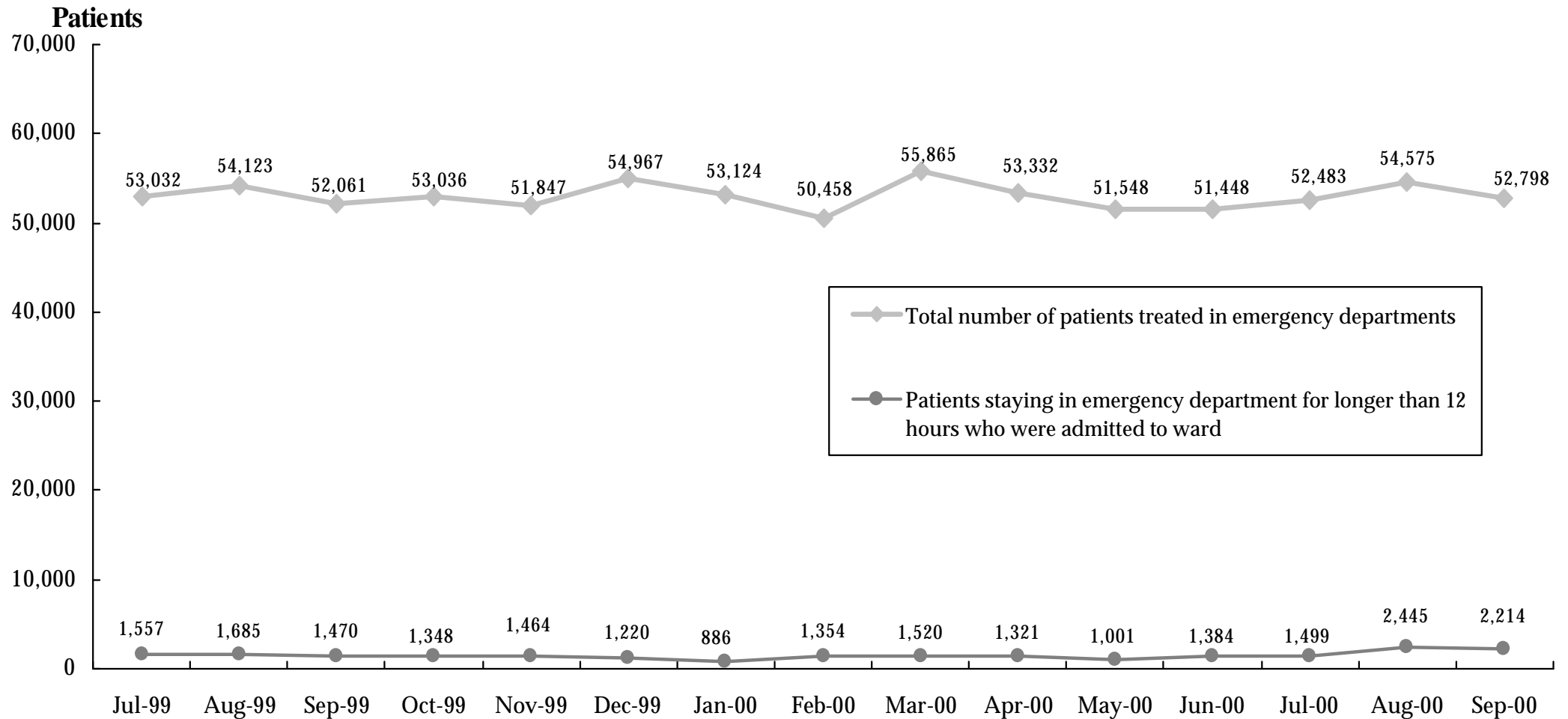
Table 4.2 Patients treated in hospital emergency departments, by Individual Hospitals (continued)

Hospital	September Quarter 1999	June Quarter 2000	September Quarter 2000	% Change June 2000 to September 2000
Peninsula Health				
Frankston Hospital	8,436	8,686	9,030	4.0%
Women and Children's Health				
Royal Children's Hospital	14,910	12,876	14,717	14.3%
Individual and Denominational Health				
St Vincent's Hospital	6,489	7,184	7,527	4.8%
Non Metropolitan Hospitals				
Ballarat Health Services	7,140	6,951	7,068	1.7%
Barwon Health	9,177	9,068	9,039	-0.3%
Bendigo Health Care Group	8,348	8,226	7,017	-14.7%
Goulburn Valley Health	5,623	5,945	5,893	-0.9%
New Latrobe Regional Hospital	6,844	6,567	6,459	-1.6%
Total	159,216	156,328	159,856	2.3%

Source: Victorian Emergency Minimum Dataset.

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

Figure 4.1 Patients staying in emergency departments for over 12 Hours while waiting for a hospital bed ^{1 2 3 4}



¹ 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.

² Data only for hospitals participating in the Emergency Services Enhancement Program / Hospital Access Program.

³ Patients treated in DHS sponsored Chest Pain Evaluation Area Pilots are excluded from these figures.

⁴ Data are provisional.

How many patients stay in each hospital emergency department for longer than 12 hours?

Table 4.3 Patients staying in selected public hospital emergency departments for over 12 hours while waiting for a hospital bed^{1 2 3 4 5}

Hospital	September Quarter 1999		June Quarter 2000		September Quarter 2000	
	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
Northern Health						
Northern Hospital	365	13.6%	183	9.1%	591	31.6%
Eastern Health						
Angliss Health Services	0	-	40	3.3%	0	-
Box Hill Hospital	171	7.2%	247	10.6%	335	14.5%
Maroondah Hospital	24	2.1%	15	1.1%	305	23.8%
Bayside Health						
The Alfred	335	14.3%	419	18.8%	662	30.9%
Melbourne Health						
Royal Melbourne Hospital	576	18.6%	329	10.8%	774	28.8%
Southern Health						
Dandenong Hospital	216	9.1%	272	11.5%	420	18.7%
Monash Medical Centre	452	12.8%	744	26.2%	950	32.3%
Western Health						
Western Hospital	537	19.5%	221	7.9%	372	12.6%
Individual and Denominational Health						
Austin and Repatriation Medical Centre	666	26.2%	190	7.0%	523	19.7%

¹ 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.

² Data only for hospitals participating in the Emergency Services Enhancement Program / Hospital Access Program

³ Patients treated in DHS sponsored Chest Pain Evaluation Area Pilots are excluded from these figures.

⁴ Percentage data represents 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.

⁵ September quarter 2000 data are provisional.

Table 4.3 Patients staying in selected public hospital emergency departments for over 12 hours while waiting for a hospital bed

Hospital	September Quarter 1999		June Quarter 2000		September Quarter 2000	
	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
Peninsula Health						
Frankston Hospital	611	25.4%	462	18.4%	559	22.4%
Women and Children's Health						
Royal Children's Hospital	0	-	0	-	0	-
Individual and Denominational Health						
St Vincent's Hospital	711	28.0%	524	31.1%	567	30.4%
Non Metropolitan Hospitals						
Ballarat Health Services	0	-	0	-	0	-
Barwon Health	5	0.2%	58	1.9%	99	3.3%
Bendigo Health Care Group	0	-	0	-	0	-
Goulburn Valley Health	14	0.8%	0	-	0	-
New Latrobe Regional Hospital	29	2.5%	2	0.2%	1	0.1%
Total	4,712	11.7%	3,706	9.7%	6,158	15.6%

Source: Victorian Emergency Minimum Dataset.

How many emergency department patients are treated within ideal time?

Table 4.4 Patients treated in selected public hospital emergency departments in triage category 1, 2 or 3 within ACEM recommended waiting times: September quarter 2000^{1 2 3}

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
Northern Health						
Northern Hospital	99	100%	587	77%	3,020	59%
Eastern Health						
Angliss Health Services	23	100%	578	82%	2,003	79%
Box Hill Hospital	90	100%	431	83%	3,317	63%
Maroondah Hospital	62	100%	561	81%	2,234	62%
Bayside Health						
The Alfred	230	100%	998	81%	2,971	69%
Melbourne Health						
Royal Melbourne Hospital	177	100%	1,099	80%	3,101	83%
Southern Health						
Dandenong Hospital	140	100%	847	76%	3,439	67%
Monash Medical Centre	257	100%	1,486	80%	3,976	71%
Western Health						
Western Hospital	162	100%	914	81%	2,862	78%
Peninsula Health						
Frankston Hospital	76	100%	1,282	71%	4,281	51%

¹ Data only for hospitals participating in the Hospital Access Program.

² Australasian College for Emergency Medicine (ACEM).

³ September quarter 2000 data are provisional.

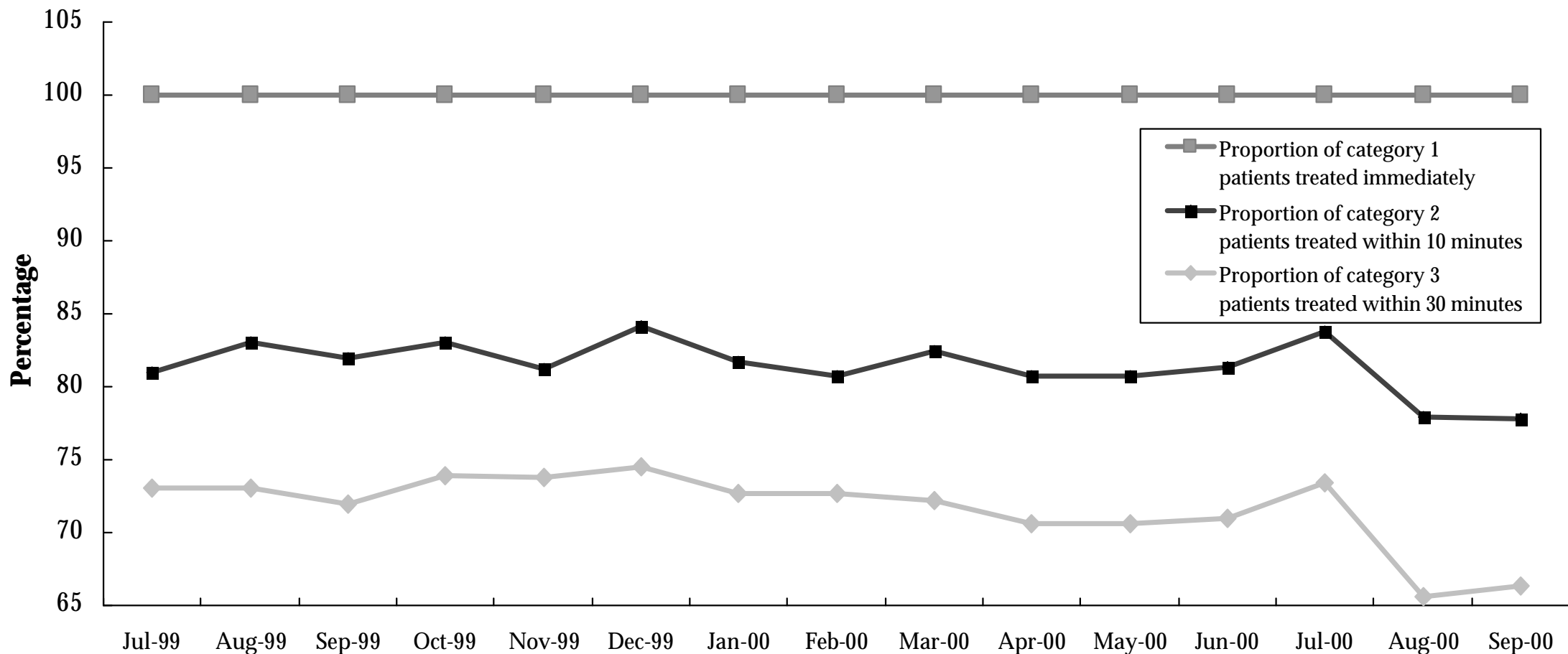
Table 4.4 Patients treated in selected public hospital emergency departments in triage category 1, 2 or 3 within ACEM recommended waiting times: September quarter 2000 (continued)

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
Austin and Repatriation Medical Centre						
Austin and Repatriation Medical Centre	111	100%	679	78%	3,038	65%
Women and Children's Health						
Royal Children's Hospital	24	100%	248	87%	3,322	75%
Individual and Denominational Health						
St Vincent's Hospital	134	100%	607	80%	3,136	66%
Non Metropolitan Hospitals						
Ballarat Health Services	76	100%	223	84%	1,410	81%
Barwon Health	91	100%	747	76%	3,030	60%
Bendigo Health Care Group	37	100%	314	87%	1,503	80%
Goulburn Valley Health	27	100%	404	91%	1,704	83%
New Latrobe Regional Hospital	45	100%	360	94%	1,316	85%
Total	1,861	100%	12,365	80%	49,663	68%

Source: Victorian Emergency Minimum Dataset.

How many emergency department patients are treated within ideal time?

Figure 4.3 Emergency department achievement of ACEM waiting times by triage category^{1 2 3}



¹ 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.

² Data only for hospitals participating in the Emergency Services Enhancement Program / Hospital Access Program.

³ Data are provisional.

How often are hospital emergency departments too busy, and consequently go on 'bypass'?

Table 4.5 Periods of ambulance bypass, by Individual Hospital

Hospital	Jul-99	Aug-99	Sep-99	Total Sep-99 Qtr	Oct-99	Nov-99	Dec-99	Total Dec-99 Qtr	Jan-00	Feb-00	Mar-00	Total Mar-00 Qtr	Apr-00	May-00	Jun-00	Total Jun-00 Qtr	Jul-00	Aug-00	Sep-00	Total Sep-00 Qtr	% Change Jun-00 to Sep-00 Qtr
Northern Health																					
Northern Hospital	10	13	2	25	3	2	1	6	2	4	-	6	2	1	1	4	9	75	60	144	3500.0%
Eastern Health																					
Angliss Health Services	2	-	1	3	-	1	-	1	1	-	-	1	-	-	4	4	6	12	5	23	475.0%
Box Hill Hospital	6	10	6	22	6	10	5	21	2	4	5	11	5	17	9	31	2	27	15	44	41.9%
Maroondah Hospital	9	13	7	29	8	4	5	17	2	8	15	25	7	10	7	24	9	40	44	93	287.5%
Bayside Health																					
The Alfred	16	26	16	58	29	62	36	127	26	57	58	141	17	8	9	34	15	39	23	77	126.5%
Melbourne Health																					
Royal Melbourne Hospital	-	4	1	5	5	6	3	14	1	11	4	16	2	1	11	14	46	94	42	182	1200.0%
Southern Health																					
Dandenong Hospital	1	1	4	6	2	19	4	25	6	3	6	15	15	10	14	39	7	24	50	81	107.7%
Monash Medical Centre	2	15	17	34	36	50	60	146	62	80	85	227	75	38	46	159	10	42	59	111	-30.2%
Western Health																					
Western Hospital	13	4	3	20	21	3	3	27	4	14	18	36	13	4	7	24	20	18	3	41	70.8%
Austin and Repatriation Medical Centre																					
Austin and Repatriation Medical Centre	9	15	9	33	3	5	5	13	3	3	4	10	7	6	10	23	4	45	30	79	243.5%
Peninsula Health																					
Frankston Hospital	17	22	55	94	71	60	45	176	14	23	19	56	37	37	51	125	24	77	68	169	35.2%
Individual and Denominational Health																					
St Vincent's Hospital	12	18	8	38	1	9	5	15	1	9	11	21	14	5	3	22	12	31	21	64	190.9%
Total ⁴	97	141	129	367	185	231	172	588	124	216	225	565	194	137	172	503	164	524	420	1,108	120.3%

¹ Hospital emergency departments are bypassed by ambulances when the emergency department has reached maximum capacity and the treatment of patients already in the emergency department could be significantly compromised by the ambulance arrival of an additional patient requiring emergency treatment. Each individual period of ambulance bypass is for two hours or less.

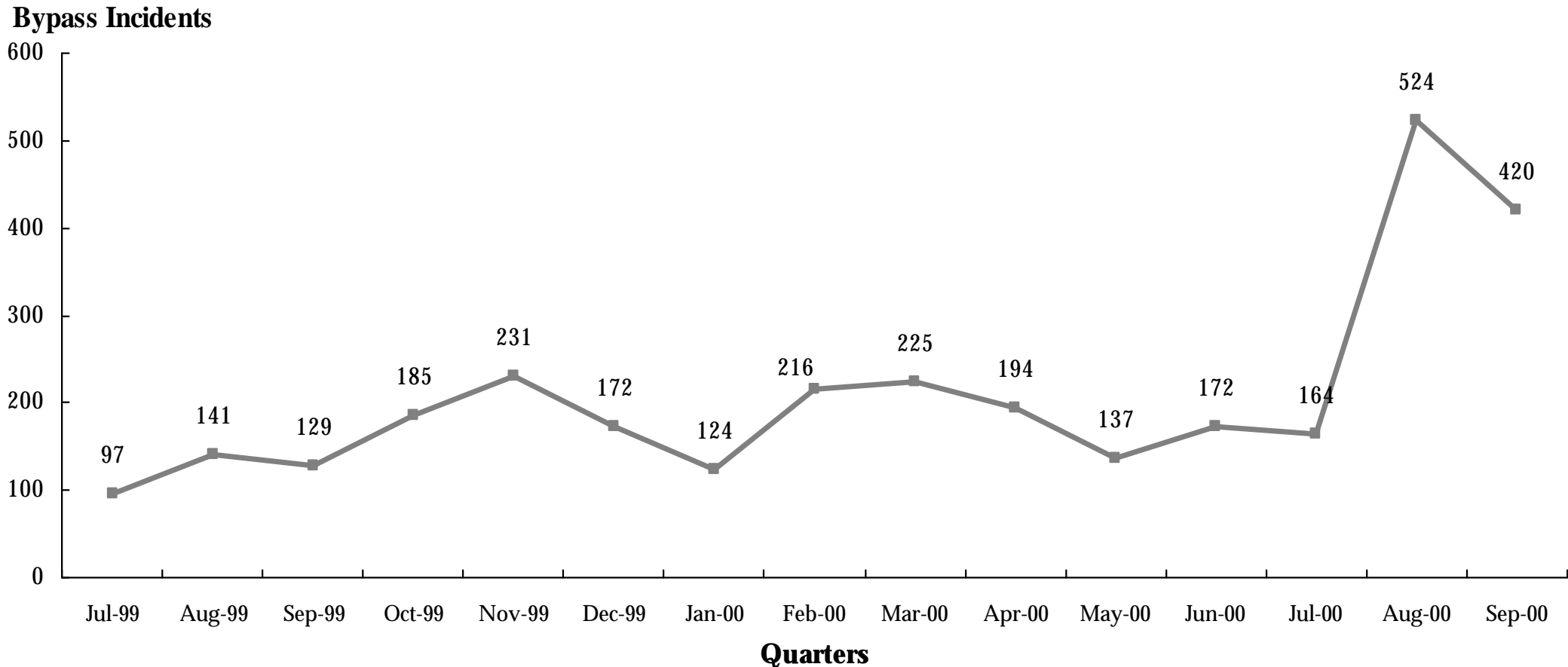
² Data only for hospitals participating in the Emergency Services Enhancement Program / Hospital Access Program.

³ 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.

⁴ Minor modifications to April and June 2000 figures resulted in an update to the total for June quarter 2000. This was due to a comprehensive review of bypass data.

How often are hospital emergency departments too busy, and consequently go on 'bypass'?

Figure 4.4 Periods of ambulance bypass of public hospitals ^{1 2 3}



¹ Hospital emergency departments are bypassed by ambulances when the emergency department has reached maximum capacity and the treatment of patients already in the emergency department could be significantly compromised by the ambulance arrival of an additional patient requiring emergency treatment. Each individual period of ambulance bypass is for two hours or less.

² Data only for hospitals participating in the Emergency Services Enhancement Program / Hospital Access Program.

³ 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.

5. Access to Critical Care Services

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

Table 5.1 Average number of public hospital intensive care beds (excluding step-down beds) available and open at 9.00a.m., by Month¹

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00
Available ²	3.5	2.0	2.0	5.0	5.0	3.5	5.0	5.9	5.2	3.0	3.0	4.0	3.6	2.2	2.3
Total Open ³	94.0	95.0	90.0	89.0	90.0	89.0	88.0	91.3	93.7	92.0	93.0	94.0	92.0	92.5	97.0

¹ Based upon hospital census taken at 9.00a.m. daily.

² Available beds are unoccupied beds which are staffed, functional and available to receive new patients.

³ 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 5.2 Average number of public hospital coronary care beds (excluding step-down beds) available and open at 9.00a.m., by Month¹

	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00
Available	8.0	5.0	7.0	7.0	6.0	5.0	9.0	5.7	8.0	6.0	5.0	5.0	4.0	3.1	4.5
Total Open	73.0	73.0	72.0	74.0	70.0	70.0	74.0	74.3	73.1	73.0	73.0	72.0	73.0	71.5	69.5

¹ Notes under Table 5.1 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 5.1 Average number of public hospital intensive care beds (excluding step-down beds) available and open at 9.00a.m., by Hospital ¹

Hospital	September Quarter 2000	
	Available ²	Total Open ³
Northern Health		
Northern Hospital	0.1	19.5
Eastern Health		
Box Hill Hospital	0.4	15.0
Maroondah Hospital	1.0	11.1
Bayside Health		
The Alfred	2.0	55.1
Melbourne Health		
Royal Melbourne Hospital	1.3	29.9
Southern Health		
Dandenong Hospital	0.6	21.4
Monash Medical Centre	0.6	21.3
Western Health		
Western Hospital	0.6	24.0
Austin and Repatriation Medical Centre		
Austin and Repatriation Medical Centre		38.4
Peninsula Health		
Frankston Hospital	1.2	17.8
Individual and Denominational Health		
St Vincent's Hospital	0.3	27.1
Total	8.1	280.6

¹ Based upon hospital census taken at 9.00a.m. daily.

² Available beds are unoccupied beds which are staffed, functional and available to receive new patients.

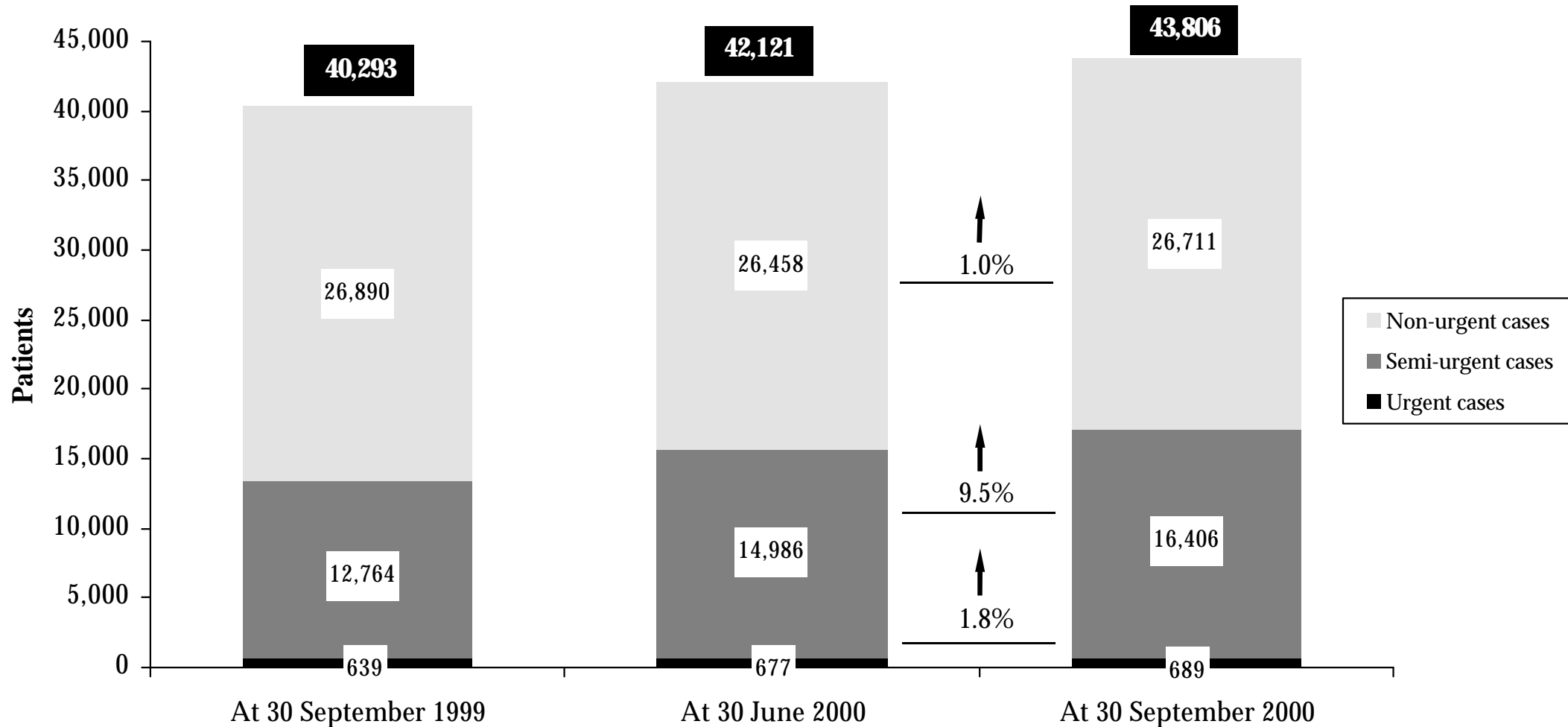
³ Total open beds are all functioning and staffed beds, regardless of whether they are occupied.

Source: Victorian Emergency Minimum Dataset.

6. Access To Elective Surgery

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

Figure 6.1 Waiting List by Urgency^{1 2 3}



¹ From 1 July 1999, Victoria has adopted the national definition for waiting list numbers, which counts all patients on booking or waiting lists.

² 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.

³ Data are provisional.

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

Table 6.1 Waiting Lists by Urgency, by Individual Hospital ^{1 2 3}

Hospital	Urgent cases			Semi-urgent cases				Non-urgent cases			
	30 Sep 1999	30 Jun 2000	30 Sep 2000	30 Sep 1999	30 Jun 2000	30 Sep 2000	Change % Jun 2000 to Sep 2000	30 Sep 1999	30 Jun 2000	30 Sep 2000	Change % Jun 2000 to Sep 2000
Northern Health											
The Northern Hospital	29	25	30	753	864	950	10.0%	2,013	2,315	2,441	5.4%
Eastern Health											
Angliss Health Services	19	25	27	247	176	207	17.6%	407	235	287	22.1%
Box Hill Hospital	13	17	36	435	383	512	33.7%	636	664	710	6.9%
Maroondah Hospital	15	16	13	184	176	224	27.3%	1,363	1,088	996	-8.5%
Bayside Health											
Sandringham & District Memorial Hospital	12	10	8	93	188	159	-15.4%	707	866	801	-7.5%
The Alfred	73	98	93	1,228	1,802	2,087	15.8%	1,629	1,842	1,932	4.9%
Melbourne Health											
Royal Melbourne Hospital	53	63	71	836	846	867	2.5%	2,299	2,026	2,073	2.3%
Southern Health											
Dandenong Hospital	25	37	37	238	510	591	15.9%	1,377	1,662	1,788	7.6%
Monash Medical Centre	93	76	90	580	685	833	21.6%	2,661	2,951	3,028	2.6%
Western Health											
Western Hospital	31	47	24	645	631	781	23.8%	1,662	1,098	1,178	7.3%
Sunshine Hospital	1	2	2	87	113	66	-41.6%	411	379	342	-9.8%
Peninsula Health											
Frankston Hospital	47	54	43	881	1,784	1,955	9.6%	2,166	1,929	1,976	2.4%

¹ From 1 July 1999, Victoria has adopted the national definition for waiting list numbers. The new definition counts all patients on booking or waiting lists.

² The data involved may be small. Small absolute change may have a large impact on the percentage change.

³ September quarter 2000 data are provisional.

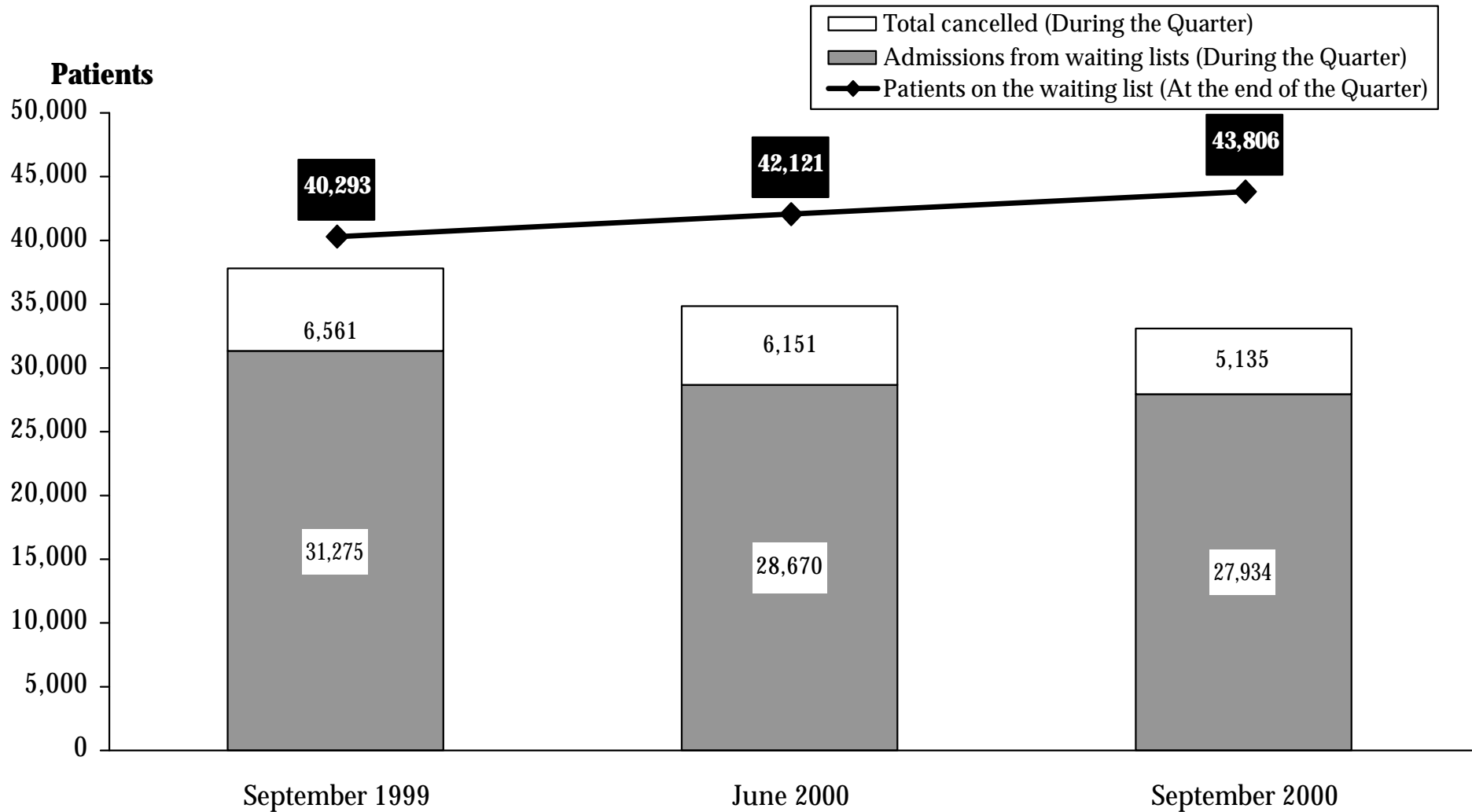
Table 6.1 Waiting Lists by Urgency, by Individual Hospital (continued)

Hospital	Urgent cases			Semi-urgent cases				Non-urgent cases			
	30 Sep 1999	30 Jun 2000	30 Sep 2000	30 Sep 1999	30 Jun 2000	30 Sep 2000	Change % Jun 2000 to Sep 2000	30 Sep 1999	30 Jun 2000	30 Sep 2000	Change % Jun 2000 to Sep 2000
Austin & Repatriation Medical Centre											
Austin and Repatriation Medical Centre	38	43	62	966	912	1,027	12.6%	1,404	1,373	1,355	-1.3%
Women and Children's Health							-				-
Royal Children's Hospital	20	24	22	164	130	230	76.9%	1,106	1,088	1,113	2.3%
Royal Women's Hospital	22	32	34	325	278	210	-24.5%	586	544	566	4.0%
Individual and Denominational Health							-				-
The Royal Victorian Eye and Ear Hospital	1	0	0	2,588	2,773	2,856	3.0%	26	120	135	12.5%
St Vincent's Hospital	54	41	39	847	1,008	1,058	5.0%	1,017	913	783	-14.2%
Non Metropolitan Hospitals							-				-
Ballarat Health Services	3	5	4	366	363	382	5.2%	1,522	1,370	1,368	-0.1%
Barwon Health	12	21	16	407	434	491	13.1%	1,647	1,701	1,669	-1.9%
Bendigo Health Care Group	16	10	9	211	263	287	9.1%	893	798	759	-4.9%
Goulburn Valley Health	20	20	22	147	183	191	4.4%	454	336	338	0.6%
New Latrobe Regional Hospital	14	4	1	111	94	53	-43.6%	552	637	549	-13.8%
Wangaratta District Base Hospital	0	2	0	324	279	317	13.6%	92	84	92	9.5%
West Gippsland Hospital	28	5	6	101	111	72	-35.1%	260	439	432	-1.6%
Total	639	677	689	12,764	14,986	16,406	9.5%	26,890	26,458	26,711	1.0%

Source: Elective Surgery Information System.

What is the throughput of people waiting for elective surgery?

Figure 6.2 Admissions and Cancellations^{1 2 3}



¹ From 1 July 1999, Victoria has adopted the national definition for waiting list numbers. The new definition counts all patients on booking or waiting lists.

² The data are provisional.

³ Cancellation refers to the permanent removal of the waiting list episode from the waiting or booking list without the awaited procedure being performed at that hospital. Reason for cancellation includes that the surgery has been performed elsewhere or is no longer required.

What is the throughput of people waiting for elective surgery?

Table 6.2: Admissions and Cancellations, by Individual Hospital^{1 2}

Hospital	Patients on Waiting Lists				Admissions from Waiting Lists				Patients Cancelled from Waiting Lists			
	at 30 Sep 1999	at 30 Jun 2000	at 30 Sep 2000	% Change Jun 2000 to Sep 2000	During the Quarter		% Change		During the Quarter		% Change	
					Sep-99	Jun-00	Sep-00	Jun 2000 to Sep 2000	Sep-99	Jun-00	Sep-00	Jun 2000 to Sep 2000
Northern Health												
The Northern Hospital	2,795	3,204	3,421	7%	1,268	1,144	1,035	-10%	345	391	228	-42%
Eastern Health												
Angliss Health Services	673	436	521	19%	855	883	828	-6%	87	164	72	-56%
Box Hill Hospital	1,084	1,064	1,258	18%	1,484	1,405	1,230	-12%	227	186	172	-8%
Maroondah Hospital	1,562	1,280	1,233	-4%	871	1,000	848	-15%	209	213	218	2%
Bayside Health												
Sandringham & District Memorial Hospital	812	1,064	968	-9%	595	426	612	44%	173	125	205	64%
The Alfred	2,930	3,742	4,112	10%	1,578	1,376	1,319	-4%	347	405	224	-45%
Melbourne Health												
Royal Melbourne Hospital	3,188	2,935	3,011	3%	1,563	1,687	1,703	1%	536	569	395	-31%
Southern Health												
Dandenong Hospital	1,640	2,209	2,416	9%	791	605	573	-5%	212	223	257	15%
Monash Medical Centre	3,334	3,712	3,951	6%	2,324	2,075	2,166	4%	811	541	485	-10%
Western Health												
Western Hospital	2,338	1,776	1,983	12%	1,228	1,419	1,162	-18%	250	336	259	-23%
Sunshine Hospital	499	494	410	-17%	646	601	672	12%	96	106	125	18%

¹ From 1 July 1999, Victoria has adopted the national definition for waiting list numbers. The new definition counts all patients on either the former booking or waiting lists.

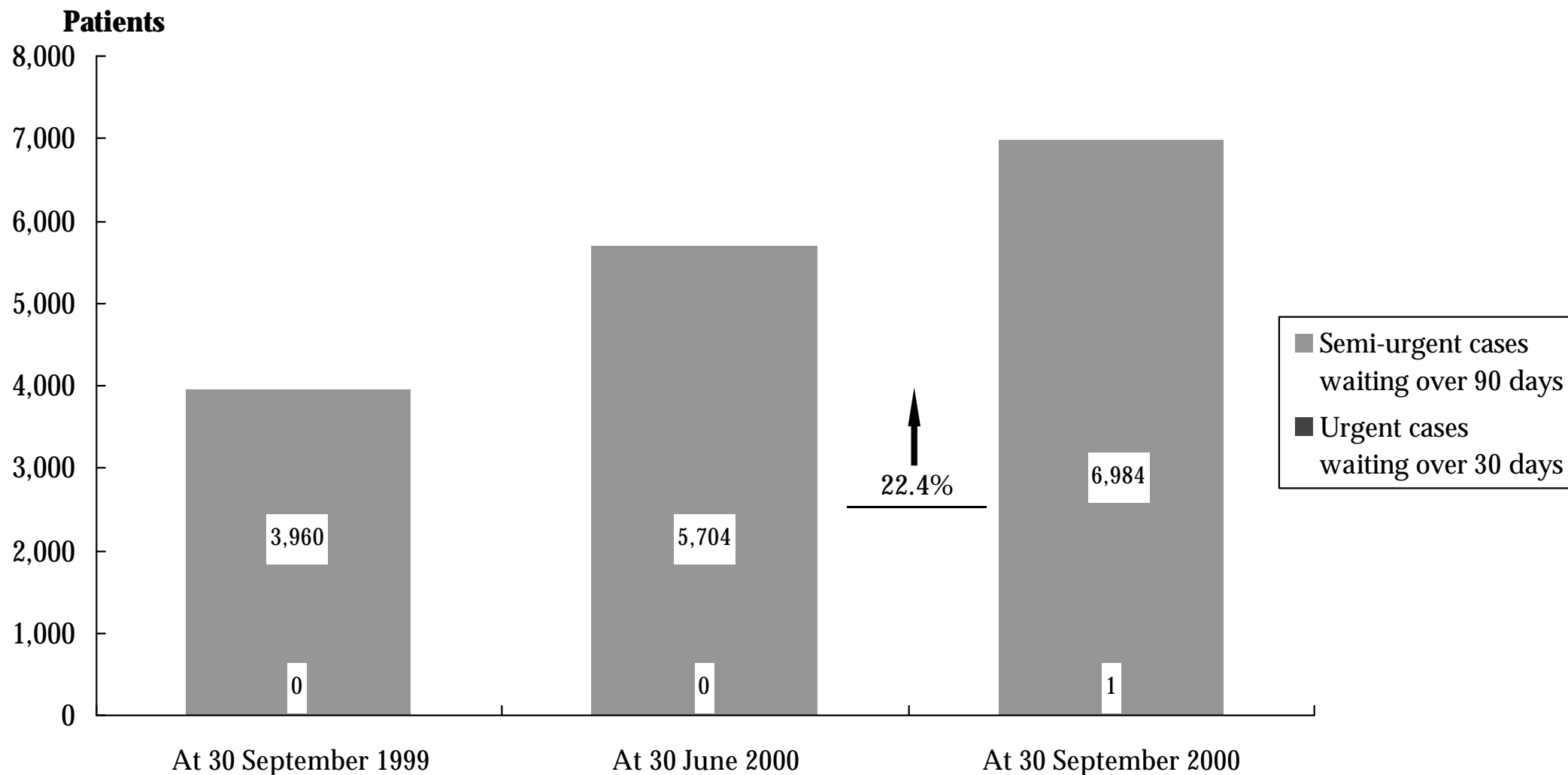
² September quarter 2000 data are provisional.

Table 6.2: Admissions and Cancellations, by Individual Hospital (continued)

Hospital	Patients on Waiting Lists				Admissions from Waiting Lists				Patients Cancelled from Waiting Lists				
	at 30 Sep 1999	at 30 Jun 2000	at 30 Sep 2000	% Change	During the Quarter			% Change	During the Quarter			% Change	
				Jun 2000 to Sep 2000	Sep-99	Jun-00	Sep-00	Jun 2000 to Sep 2000	Sep-99	Jun-00	Sep-00	Jun 2000 to Sep 2000	
Peninsula Health													
Frankston Hospital	3,094	3,767	3,974	5%	1,397	1,181	1,076	-9%	338	379	401	6%	
Austin & Repatriation Medical Centre													
Austin and Repatriation Medical Centre	2,408	2,328	2,444	5%	1,814	1,939	1,870	-4%	487	401	323	-19%	
Women and Children's Health													
Royal Children's Hospital	1,290	1,242	1,365	10%	2,720	2,389	2,705	13%	298	333	309	-7%	
Royal Women's Hospital	933	854	810	-5%	1,956	1,169	965	-17%	290	229	174	-24%	
Individual and Denominational Health													
The Royal Victorian Eye and Ear Hospital	2,615	2,893	2,991	3%	2,708	2,716	2,800	3%	294	290	265	-9%	
St Vincent's Hospital	1,918	1,962	1,880	-4%	1,513	1,283	1,298	1%	503	228	323	42%	
Non Metropolitan Hospitals													
Ballarat Health Services	1,891	1,738	1,754	1%	652	677	633	-6%	372	299	149	-50%	
Barwon Health	2,066	2,156	2,176	1%	1,504	1,158	1,100	-5%	167	173	155	-10%	
Bendigo Health Care Group	1,120	1,071	1,055	-1%	760	717	672	-6%	201	127	129	2%	
Goulburn Valley Health	621	539	551	2%	651	698	610	-13%	139	96	87	-9%	
New Latrobe Regional Hospital	677	735	603	-18%	1,172	1,099	1,032	-6%	77	186	42	-77%	
Wangaratta District Base Hospital	416	365	409	12%	554	559	510	-9%	44	69	46	-33%	
West Gippsland Hospital	389	555	510	-8%	671	464	515	11%	58	82	92	12%	
Total	40,293	42,121	43,806	4%	31,275	28,670	27,934	-3%	6,561	6,151	5,135	-17%	

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

Figure 6.3 People on elective surgery waiting lists for longer than ideal time by Urgency^{1 2 3}



¹ Waiting longer than ideal includes semi-urgent patients waiting over 90 days and urgent patients waiting over 30 days.

² The data involved may be small. Small absolute change may have a large impact on the percentage change.

³ The data are provisional.

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

Table 6.3 People on elective surgery waiting lists for longer than ideal time, by Individual Hospital ^{1 2 3}

Hospital	Urgent cases waiting over 30 days				Semi-urgent cases waiting over 90 days			
	30 Sep 1999	30 Jun 2000	30 Sep 2000	% Change Jun 2000 to Sep 2000	30 Sep 1999	30 Jun 2000	30 Sep 2000	% Change Jun 2000 to Sep 2000
Northern Health								
The Northern Hospital	0	0	0	-	265	334	425	27.2%
Eastern Health								
Angliss Health Services	0	0	0	-	0	1	2	100.0%
Box Hill Hospital	0	0	0	-	40	28	53	89.3%
Maroondah Hospital	0	0	0	-	1	8	33	312.5%
Bayside Health								
Sandringham & District Memorial Hospital	0	0	0	-	3	57	45	-21.1%
The Alfred	0	0	0	-	560	1088	1353	24.4%
Melbourne Health								
Royal Melbourne Hospital	0	0	0	-	368	334	345	3.3%
Southern Health								
Dandenong Hospital	0	0	0	-	47	188	285	51.6%
Monash Medical Centre	0	0	1	n.a.	110	206	276	34.0%
Western Health								
Western Hospital	0	0	0	-	212	211	306	45.0%
Sunshine Hospital	0	0	0	-	1	14	21	50.0%
Peninsula Health								
Frankston Hospital	0	0	0	-	233	736	1137	54.5%

¹ From 1 July 1999, Victoria has adopted the national definition for waiting list numbers. The new definition counts all patients on either the former booking or waiting lists.

² The data involved may be small. Small absolute change may have a large impact on the percentage change.

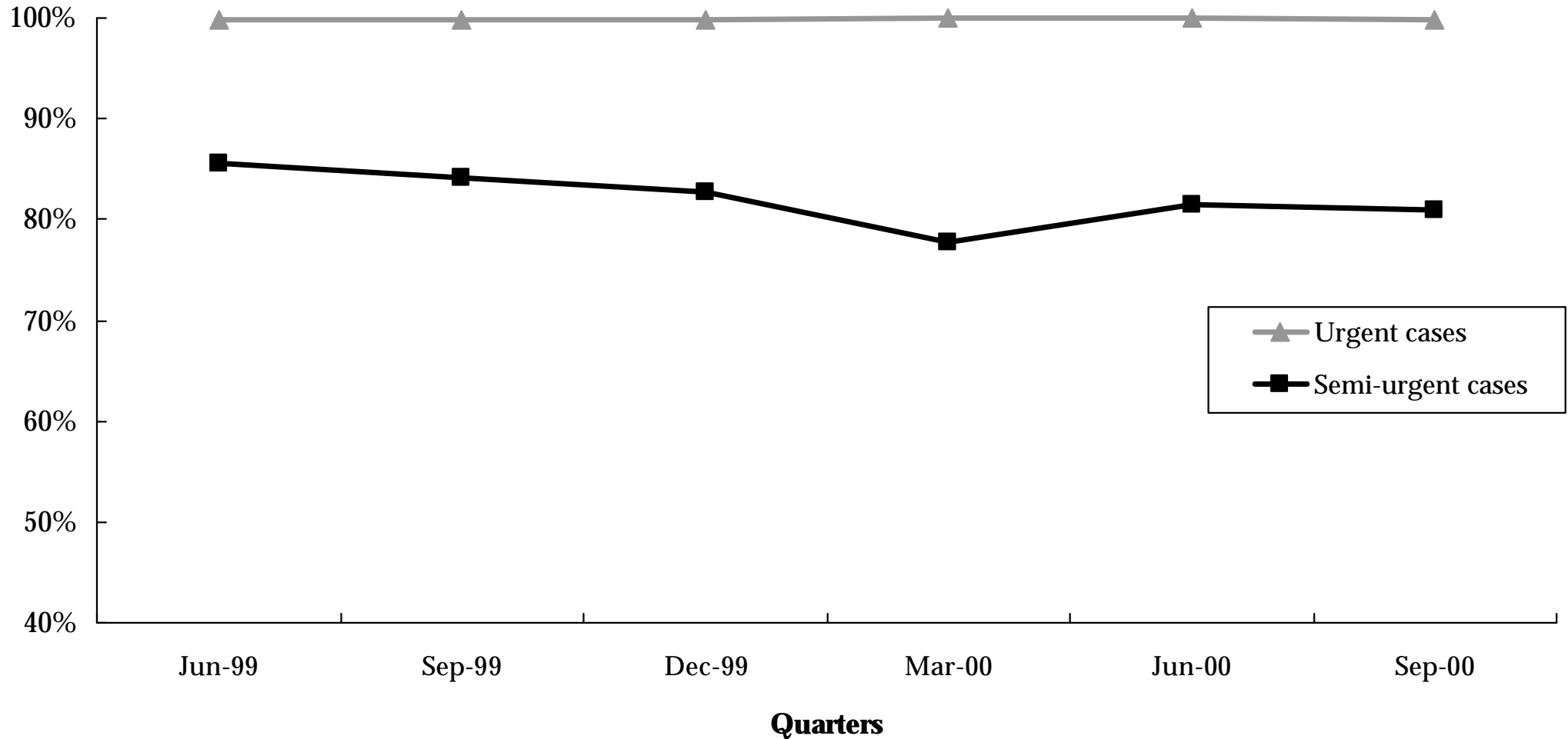
³ September quarter 2000 data are provisional.

Table 6.3 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			
	30 Sep 1999	30 Jun 2000	30 Sep 2000	% Change Jun 2000 to 30 Sep 2000	30 Sep 1999	30 Jun 2000	30 Sep 2000	% Change Jun 2000 to 30 Sep 2000
Austin & Repatriation Medical Centre								
Austin & Repatriation Medical Centre	0	0	0	-	363	325	408	25.5%
Women and Children's Health								
Royal Children's Hospital	0	0	0	-	11	1	3	200.0%
Royal Women's Hospital	0	0	0	-	0	0	0	-
Individual and Denominational Health								
The Royal Victorian Eye and Ear Hospital	0	0	0	-	976	1239	1280	3.3%
St Vincent's Hospital	0	0	0	-	348	509	497	-2.4%
Non Metropolitan Hospitals								
Ballarat Health Services	0	0	0	-	156	169	147	-13.0%
Barwon Health	0	0	0	-	111	70	133	90.0%
Bendigo Health Care Group	0	0	0	-	36	84	113	34.5%
Goulburn Valley Health	0	0	0	-	0	0	19	n.a.
New Latrobe Regional Hospital	0	0	0	-	0	0	0	-
Wangaratta District Base Hospital	0	0	0	-	109	98	98	0.0%
West Gippsland Hospital	0	0	0	-	10	4	5	25.0%
Total	0	0	1	n.a.	3,960	5,704	6,984	22.4%

What percentage of patients are admitted within clinically ideal times?

Figure 6.4 Percentage of patients from elective surgery waiting lists who were admitted within the ideal time, by Urgency^{1 2}



¹ Waiting longer than ideal includes semi-urgent patients waiting over 90 days and urgent patients waiting over 30 days.

² The data are provisional.

What percentage of patients are admitted within clinically ideal times?

Table 6.4 Percentage of people from elective surgery waiting lists who were admitted within the ideal time, by Urgency, by Individual Hospital^{1 2}

Hospital	Urgent cases admitted within 30 days during the quarter				Semi-urgent cases admitted within 90 days during the quarter			
	June 2000		September 2000		June 2000		September 2000	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Northern Health								
The Northern Hospital	211	100.0%	293	100.0%	445	70.0%	427	82.6%
Eastern Health								
Angliss Health Services	64	100.0%	111	100.0%	385	98.7%	406	99.5%
Box Hill Hospital	219	100.0%	291	100.0%	556	83.1%	635	92.0%
Maroondah Hospital	161	100.0%	156	100.0%	285	79.2%	244	84.1%
Bayside Health								
Sandringham & District Memorial Hospital	98	100.0%	83	100.0%	193	88.9%	186	76.9%
The Alfred	544	100.0%	580	100.0%	558	72.8%	463	73.8%
Melbourne Health								
Royal Melbourne Hospital	490	100.0%	534	100.0%	542	75.4%	595	81.0%
Southern Health								
Dandenong Hospital	278	100.0%	271	100.0%	167	70.2%	130	65.3%
Monash Medical Centre	553	100.0%	586	99.7%	638	91.8%	569	85.6%
Western Health								
Western Hospital	183	100.0%	290	100.0%	488	76.0%	411	77.4%
Sunshine Hospital	33	100.0%	33	100.0%	114	95.8%	145	90.1%
Peninsula Health								
Frankston Hospital	291	100.0%	316	100.0%	278	54.6%	293	53.5%

¹ September quarter 2000 data are provisional.

² The data involved may be small. Small absolute change may have a large impact on the percentage change.

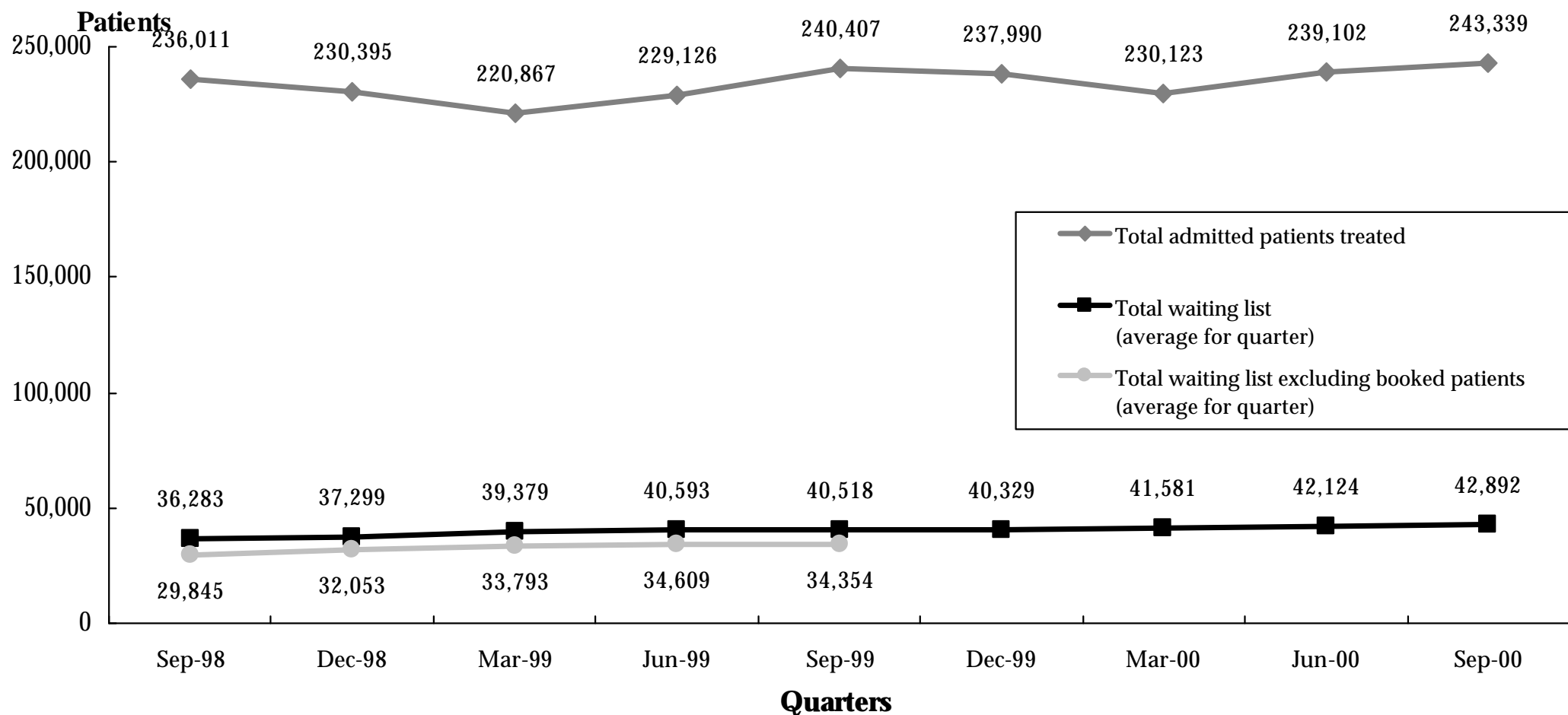
Table 6.4 Percentage of people from elective surgery waiting lists who were admitted within the ideal time, by Urgency, by Individual Hospital (continued)

Hospital	Urgent cases admitted within 30 days during the quarter				Semi-urgent cases admitted within 90 days during the quarter			
	June 2000		September 2000		June 2000		September 2000	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Austin & Repatriation Medical Centre								
Austin & Repatriation Medical Centre	470	100.0%	479	100.0%	758	74.1%	813	86.9%
Women and Children's Health								
Royal Children's Hospital	209	100.0%	368	100.0%	394	94.7%	472	98.5%
Royal Women's Hospital	153	100.0%	187	100.0%	472	99.4%	457	100.0%
Individual and Denominational Health								
The Royal Victorian Eye and Ear Hospital	1	100.0%	1	100.0%	1497	64.7%	1896	69.4%
St Vincent's Hospital	308	100.0%	343	100.0%	567	75.8%	569	74.4%
Non Metropolitan Hospitals								
Ballarat Health Services	66	100.0%	34	100.0%	286	80.8%	303	79.3%
Barwon Health	83	100.0%	62	100.0%	447	76.4%	560	87.1%
Bendigo Health Care Group	109	100.0%	114	100.0%	154	70.3%	183	72.0%
Goulburn Valley Health	126	100.0%	238	96.7%	335	99.4%	259	98.1%
New Latrobe Regional Hospital	82	100.0%	100	100.0%	323	100.0%	422	100.0%
Wangaratta District Base Hospital	12	100.0%	10	100.0%	318	73.6%	323	83.0%
West Gippsland Hospital	124	100.0%	127	100.0%	224	94.5%	213	96.8%
Total	5,212	99.98%	5,607	99.82%	11,474	81.4%	10,974	81.0%

Source: Elective Surgery Information System.

How does the waiting list compare to the total number of patients treated?

Figure 6.5 Waiting list compared with overall admitted patient activity^{1 2}



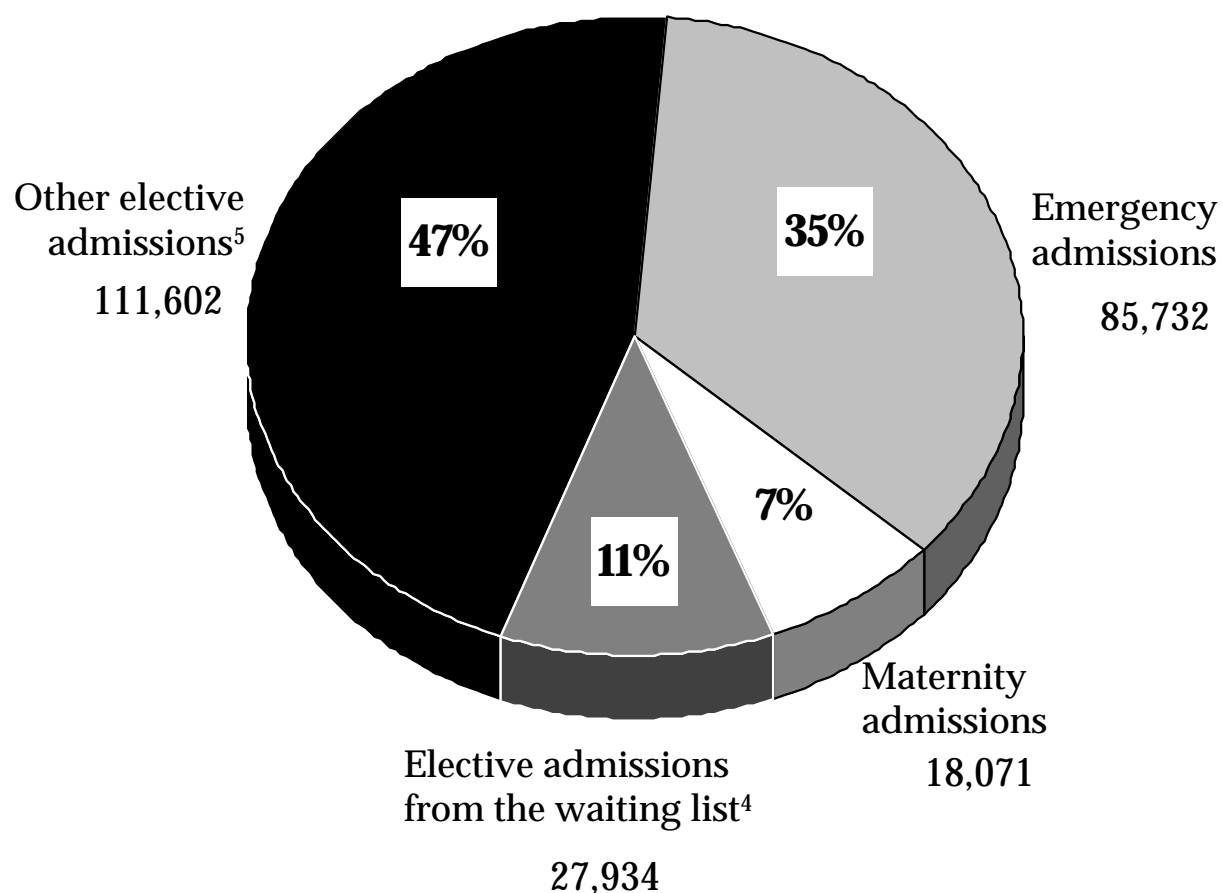
¹ The data are provisional.

² From 1 July 1999, Victoria has adopted the national definition for waiting list numbers. The new definition counts all patients on either the former booking or waiting lists. For an interim period the numbers of patients according to the current (Total waiting list) and the former (Total waiting list excluding booked patients) definitions will be displayed.

Source: Victorian Admitted Episode Dataset (21 November 2000 update).
Elective Surgery Information System.

How much of total hospital activity comes from the waiting list?

Figure 6.6 Separations by admission type: September quarter 2000 ^{1 2 3}



¹ Percentages may not add due to rounding.

² Includes maternity and newborns admissions.

³ Data are provisional.

⁴ Patients admitted from the Elective Surgery Information System waiting list during the quarter.

⁵ Includes statistical admissions, which refer to a change in patient care type.

Source: Victorian Admitted Episode Dataset (21 November 2000 update).
Elective Surgery Information System.

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.

Health Care Network

A group of community acute hospitals, psychiatric services, tertiary acute hospitals and aged care services in the metropolitan area that is managed by a single board of directors.

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.