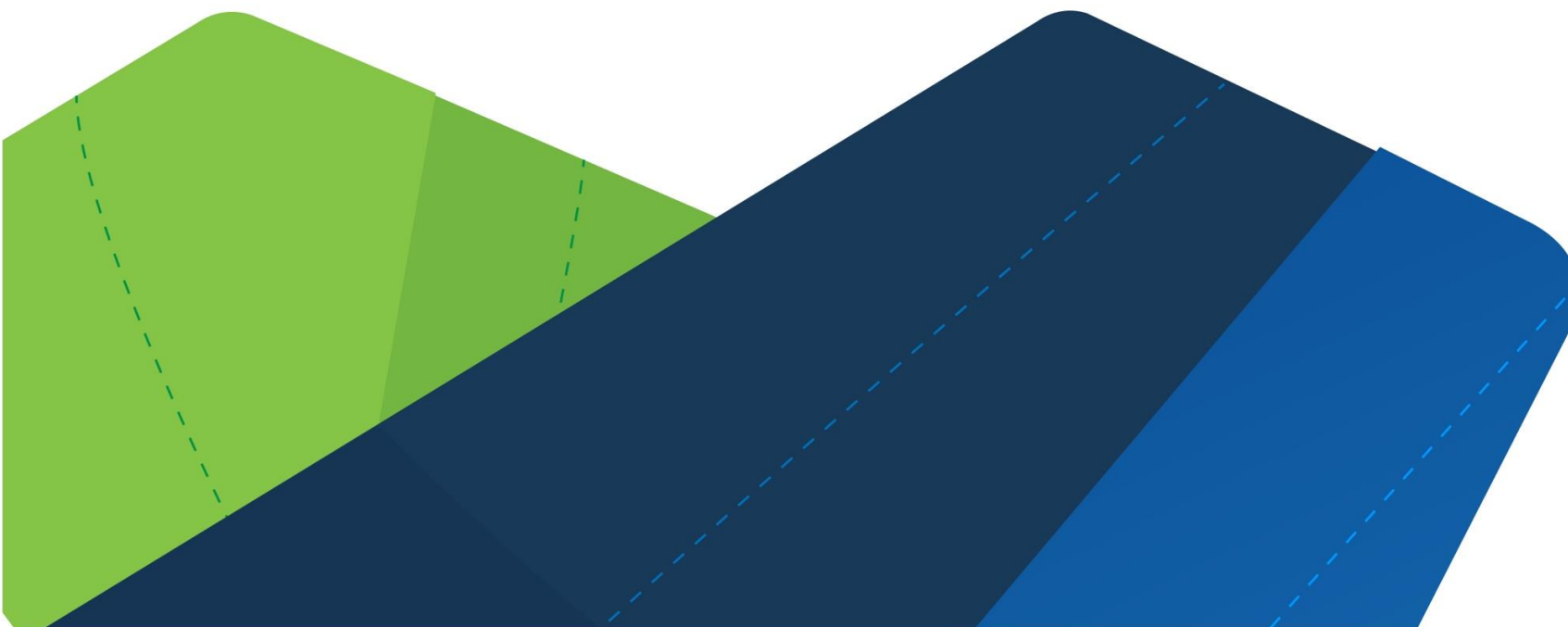


Queensland Hospitals Performance Report



Responding to COVID-19

Queensland's hospitals have performed above expectations given the unprecedented challenge the COVID-19 pandemic has had on our health system.

Between February and June 2020, as part of our response to increase capacity and manage the impact, Queensland followed the National directive to suspend public hospital performance reporting considering the suspension of non-urgent procedures in public hospitals and the need to preserve personal protective equipment (PPE).

As outlined in the Quarterly Performance Report, since restoring planned care we have seen an increase in activity. It's important we do this right and continue to balance the reintroduction of services whilst ensuring Queensland has the capacity to respond quickly to the ongoing COVID-19 pandemic.

The number of people waiting longer than clinically recommended for their surgery increased during the COVID-19 pandemic.

Positively, category one surgeries – elective procedures for Queenslanders needing urgent care – remained steady during the COVID-19 pandemic, with approximately 4,000 category one patients seen each month – the same volume we undertook during the same period last year.

Queensland Hospital and Health Services have recommenced non-urgent surgery and strategies are now being implemented to bring elective surgery activity back up to pre-COVID levels.

Some health services will be able to get back to pre-COVID levels of elective surgery activity sooner than others, as they each consider their current demand, capacity and availability of personal protective equipment.



System performance during COVID-19

Key achievements



469,763

emergency department attendances



80% of patients were treated within 4 hours



10 minutes median wait time at Queensland's emergency departments



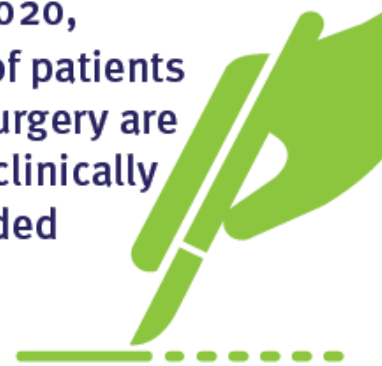
26,983 people received elective surgery (of those, 11,823 were Category 1)

April – June 2020

HHS of Residence	Total
Cairns and Hinerland	26,949
Central Queensland	23,315
Central West	778
Darling Downs	23,107
Gold Coast	69,459
Interstate/Overseas	12,194
Mackay	10,308
Metro North	134,602
Metro South	160,374
North West	2,589
South West	1,725
Sunshine Coast	40,444
Torres and Cape	2,267
Townsville	20,513
West Moreton	37,328
Wide Bay	17,021



At 1 July 2020, 94.4% of patients ready for surgery are within the clinically recommended wait time.



Emergency Departments – Statewide quarterly performance comparison (June 2020 v June 2019)

June 2020

Measure	Category 1	Category 2	Category 3	Category 4	Category 5	Total
Number of attendances	3,659	70,956	177,970	152,117	65,061	469,763
Patients seen within clinically recommended times	100%	79%	84%	93%	99%	88%
	Target 100%	Target 80%	Target 75%	Target 70%	Target 70%	Target NA
Median waiting time to treatment (in minutes)	0	6	11	11	9	10
Percentage of patients who did not wait for treatment	0%	0%	1%	2%	2%	1%
Patients admitted from the Emergency Department	76%	57%	43%	14%	3%	30%
Admissions to hospital within four hours	60%	59%	61%	68%	81%	62%
Patients whose ED stay was within four hours	59%	65%	72%	90%	98%	80%
Percentage of patients who left after treatment commenced	1%	1%	2%	1%	1%	1%
Number of patients who did not wait for treatment	1	97	1,586	2,919	1,235	5,838

June 2019

Measure	Category 1	Category 2	Category 3	Category 4	Category 5	Total
Number of attendances	4,056	73,875	210,314	173,860	51,517	513,622
Patients seen within clinically recommended times	100%	75%	69%	81%	96%	76%
	Target 100%	Target 80%	Target 75%	Target 70%	Target 70%	Target NA
Median waiting time to treatment (in minutes)	0	7	18	21	13	15
Percentage of patients who did not wait for treatment	0%	0%	2%	4%	4%	3%
Patients admitted from the Emergency Department	76%	62%	41%	14%	4%	31%
Admissions to hospital within four hours	56%	57%	54%	59%	77%	56%
Patients whose ED stay was within four hours	57%	62%	68%	86%	96%	76%
Percentage of patients who left after treatment commenced	1%	1%	3%	2%	1%	2%
Number of patients who did not wait for treatment	0	146	4,466	7,135	2,140	13,887

Source: Queensland Health Emergency Data Collection, HBCIS EMG Module, Noosa ED Med32 System

Notes: Statewide scope of facilities has expanded to include services that do not report to the Queensland Health Emergency Data Collection to align with performance reported in state service level agreements.

[View all measure indicators here](#)

Elective Surgery – Statewide quarterly performance comparison (June 2020 v June 2019)

Quarterly elective surgery information by urgency category for Q JUN2020

Measure	Category 1	Category 2	Category 3	Total
Number of patients treated	11,723	10,933	4,327	26,983
Patients treated within the clinically recommended time	95.1%	69.9%	68.3%	80.6%
	Target 98%	Target 95%	Target 95%	Target NA
Number of patients waiting longer than the clinically recommended time – ready of surgery	41	1,002	1,731	2,774
Patients waiting within the clinically recommended time- ready for surgery	98.5%	91.2%	95.1%	94.4%
Median waiting time to treatment (days)	14	75	334	31
90 th percentile waiting time to treatment (days)	28	120	415	289

Quarterly elective surgery information by urgency category for Q JUN2019

Measure	Category 1	Category 2	Category 3	Total
Number of patients treated	12,436	14,310	9,320	36,066
Patients treated within the clinically recommended time	96.2%	92.9%	94.6%	94.5%
	Target 98%	Target 95%	Target 95%	Target NA
Number of patients waiting longer than the clinically recommended time – ready of surgery	2	57	63	122
Patients waiting within the clinically recommended time- ready for surgery	99.9%	99.5%	99.8%	99.7%
Median waiting time to treatment (days)	16	59	233	43
90 th percentile waiting time to treatment (days)	29	89	361	297

Source: Queensland Health Elective Surgery Data Collection

Notes: Waiting numbers are those waiting at the end of the quarter. All data should be considered preliminary and subject to change.

[View all measure indicators here](#)

Specialist Outpatients – Statewide quarterly performance comparison (June 2020 v June 2019)

June 2020

SOPD Waiting: Statewide

Patients waiting for an initial service event in a specialist outpatient clinic at 1 July 2020

Specialty Type	Category 1	Category 2	Category 3	All
Medical	9,463	37,648	28,964	76,075
Surgical	7,221	46,031	76,212	129,464
Total	16,684	83,679	105,176	205,539

% Patients waiting within the clinically recommended time at 1 July 2020

Specialty	Category 1	Category 2	Category 3	All
Cardiac Surgery	92%	88%	97%	92%
Cardiology	84%	73%	79%	77%
Dermatology	82%	42%	82%	56%
Diabetes	67%	69%	79%	69%
Ear Nose and Throat	92%	54%	77%	74%
Endocrinology	80%	63%	90%	72%
Gastroenterology	54%	44%	92%	53%
General Medicine	82%	82%	94%	86%
General Surgery	89%	47%	83%	65%
Geriatrics	84%	64%	86%	68%
Gynecology	90%	63%	87%	76%
Medical Other	63%	49%	88%	69%
Nephrology	75%	85%	98%	89%
Neurology	77%	70%	83%	77%
Neurosurgery	48%	37%	84%	50%
Obstetrics	88%	94%	100%	97%
Oncology	85%	91%	100%	87%
Ophthalmology	78%	25%	71%	52%
Orthopedic	97%	40%	76%	70%
Pediatric Medicine	81%	59%	87%	76%

Pediatric Surgery	70%	41%	88%	66%
Pain Management	82%	91%	99%	97%
Palliative Care	92%	92%	100%	93%
Plastic and Reconstructive Surgery	59%	49%	66%	60%
Respiratory	82%	52%	74%	62%
Rheumatology	60%	39%	81%	55%
Surgical Other	85%	25%	85%	54%
Urology	86%	35%	75%	53%
Vascular Surgery	60%	26%	71%	47%

[View all measure definitions here](#)

SOPD Seen: Statewide

Patients waiting for an initial service event in a specialist outpatient clinic at 1 July 2020

Specialty Type	Category 1	Category 2	Category 3	All
Medical	70,737	31,015	12,577	114,329
Surgical	39,794	24,653	8,415	72,862
Total	110,531	55,668	20,992	187,191

Median waiting times for patients (days) during April, May, June 2020

Specialty	Category 1	Category 2	Category 3	All
Cardiac Surgery	13	41	154	15
Cardiology	18	87	293	55
Dermatology	16	107	399	55
Diabetes	21	68	28	44
Ear Nose and Throat	13	114	413	90
Endocrinology	17	76	91	49
Gastroenterology	37	119	313	64
General Medicine	14	55	36	24
General Surgery	14	79	205	29
Geriatrics	13	77	91	46
Gynecology	15	89	252	69
Medical Other	0	64	280	0
Nephrology	25	78	229	70
Neurology	21	96	328	84
Neurosurgery	36	98	436	80
Obstetrics	10	39	48	36
Oncology	11	31	92	12
Ophthalmology	0	173	385	6
Orthopedic	7	71	240	9
Pediatric Medicine	13	67	57	45
Pediatric Surgery	13	100	389	82
Pain Management	25	70	159	97
Palliative Care	7	28	0	8
Plastic and Reconstructive Surgery	24	120	798	41
Respiratory	16	90	329	56

Rheumatology	28	95	380	80
Surgical Other	8	100	330	13
Urology	25	112	379.5	46
Vascular Surgery	23	78	271	43

Source: Queensland Health Specialist Outpatient Data Collection

Notes: All data should be considered preliminary and subject to change.

June 2019

SOPD Waiting: Statewide

Patients waiting for an initial service event in a specialist outpatient clinic at 1 July 2019

Specialty Type	Category 1	Category 2	Category 3	All
Medical	9,420	37,649	32,096	79,165
Surgical	8,880	40,881	83,321	133,082
Total	18,300	78,530	115,417	212,247

% Patients waiting within the clinically recommended time at 1 July 2019

Specialty	Category 1	Category 2	Category 3	All
Cardiac Surgery	91%	96%	100%	95%
Cardiology	73%	69%	90%	78%
Dermatology	70%	48%	94%	66%
Diabetes	56%	70%	93%	72%
Ear Nose and Throat	78%	65%	84%	81%
Endocrinology	52%	61%	93%	66%
Gastroenterology	56%	64%	97%	67%
General Medicine	77%	91%	99%	91%
General Surgery	79%	68%	90%	80%
Geriatrics	82%	79%	99%	86%
Gynecology	66%	79%	95%	87%
Medical Other	53%	56%	94%	75%
Nephrology	63%	83%	97%	87%
Neurology	68%	52%	85%	66%
Neurosurgery	26%	51%	86%	57%
Obstetrics	85%	97%	100%	97%
Oncology	82%	97%	100%	86%
Ophthalmology	65%	44%	85%	71%
Orthopedic	88%	55%	89%	82%
Pediatric Medicine	69%	64%	95%	80%
Pediatric Surgery	80%	76%	98%	89%
Pain Management	81%	91%	98%	97%
Palliative Care	80%	100%	100%	86%

Plastic and Reconstructive Surgery	40%	63%	83%	69%
Respiratory	73%	60%	87%	72%
Rheumatology	40%	53%	92%	68%
Surgical Other	75%	56%	99%	82%
Urology	62%	44%	84%	61%
Vascular Surgery	28%	39%	89%	55%

[View all measure definitions here](#)

SOPD Seen: Statewide

Patients waiting for an initial service event in a specialist outpatient clinic during April, May, June 2019

Specialty Type	Category 1	Category 2	Category 3	All
Medical	31,491	32,485	14,858	78,834
Surgical	48,518	30,377	20,609	99,504
Total	80,009	62,862	35,467	178,338

Median waiting times for patients (days) during April, May, June 2019

Specialty	Category 1	Category 2	Category 3	All
Cardiac Surgery	14	34	89	16
Cardiology	23	79	146	53
Dermatology	22	117	367	92
Diabetes	15	58	15	28
Ear Nose and Throat	17	86	365	95
Endocrinology	23	69	103	54
Gastroenterology	35	81	163	55
General Medicine	14	46	51	29
General Surgery	18	77	162	40
Geriatrics	6	49	69	30
Gynecology	22	76	287	65
Medical Other	19	70	183	53
Nephrology	32	77	119	62
Neurology	26	89	278	76
Neurosurgery	34	100	61	64
Obstetrics	18	48	43	37
Oncology	11	37	89	12

Ophthalmology	0	167	373	32
Orthopedic	8	75	278	12
Pediatric Medicine	14	68	112	54
Pediatric Surgery	14	61	88	54
Pain Management	19	73	216	156
Palliative Care	10	26	104	12
Plastic and Reconstructive Surgery	24	76	326	42
Respiratory	18	88	279	44
Rheumatology	34	78	173	82
Surgical Other	11	35	31	21
Urology	29	85	297.5	46
Vascular Surgery	25	70	330	48

Source: Queensland Health Specialist Outpatient Data Collection

Notes: All data should be considered preliminary and subject to change.