

ACT HEALTH

OUTPUT CLASS 1: HEALTH AND COMMUNITY CARE PRINCIPAL MEASURES
OUTPUT 1.1: ACUTE SERVICES
Description: Provision of high quality hospital based treatment and care services in line with the needs of the community.

Measures	2004-05 Targets ¹	2004-05 Estimated Outcome
Quantity		
Number of inpatient cost weighted separations	64 981	64 981
Number of cost weighted occasions of outpatient services	235 000	235 000
Quality/Effectiveness		
Rate of unplanned hospital re-admissions ²	3.0%	2.3%
Providers meet appropriate standards and accreditation.	Public Hospitals hold/renew ACHS Accreditation	Public Hospitals hold/renew ACHS Accreditation
Timeliness		
Percentage of persons classified as Category 1 patients on the public elective surgery waiting list receiving treatment within clinically desirable timeframes (30 days)	95%	91%
Cost		
Cost per 1,000 head of population (\$'000) ³	\$1 332.4	\$1 380.3
TOTAL COST (\$'000)	\$437 951.8	\$449 495.4
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$329 874.8	\$330 852.4

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.
2. The reduction to the rate of unplanned re-admissions reflects a better clinical outcome for patients.
3. The estimated outcome is based on an updated population estimate of 325,641.

**OUTPUT CLASS 1: HEALTH AND COMMUNITY CARE
PRINCIPAL MEASURES**

OUTPUT 1.2: MENTAL HEALTH SERVICES

Description: Provision of mental health services including specialist clinical services within acute care, supported accommodation and community based settings.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Number of raw inpatient separations	1 400	1 420
Number of occasions of service for public community based and extended care services	175 000	177 270
Occupancy rate for supported accommodation places	95%	95%
Quality/Effectiveness		
Percentage of clients seen in the community during the 7 days post discharge from the inpatient service ²	80%	73%
Services provided by Mental Health ACT and Calvary Public Hospital are accredited by an external quality body	Public Mental Health Services hold/renew ACHS Equip Accreditation	Public Mental Health Services hold/renew ACHS Equip Accreditation
Community Service providers implement and maintain agreed quality standards ³	100%	95%
Timeliness		
Calvary Public Hospital complies with agreed timeframes for mental health service reporting	100%	100%
Output and implementation of quality standards reports from community service organisations are provided on time in accordance with service agreements	100%	100%
Cost		
Cost per 1,000 head of population (\$'000) ⁴	\$134.3	\$137.0
TOTAL COST (\$'000)	\$44 158.0	\$44 601.0
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$42 475.0	\$42 918.0

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.
2. Private psychiatrists or general practitioners follow up a significant proportion of clients discharged from the inpatient service. These services do not report to the Territory.
3. One community service organisation did not report within the required timeframe.
4. The estimated outcome is based on an updated population estimate of 325,641.

OUTPUT CLASS 1: HEALTH AND COMMUNITY CARE
PRINCIPAL MEASURES

OUTPUT 1.3: COMMUNITY HEALTH SERVICES

Description: Negotiation and obtaining of high quality community based, consumer focused human services from Government and Non-Government service providers to meet the health and community care needs of specific population groups. Develop and administer service performance contracts with Government and Non-Government service providers.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
<i>Aged Health Care Services:</i>		
- Respite Care (number of bed nights)	4 054	4 054
- Assessments by Aged Care Assessment Team	3 100	3 100
- Number of people assessed in community based falls clinics ²	240	300
<i>Alcohol and Drug Services:</i>		
- Number of registered clients on pharmacotherapy treatment programs ³	800	740
- Number of occupied bed days in supervised withdrawal service	6 166	6 166
- Number of residential rehabilitation clients	300	300
<i>Dental Services:</i>		
- Adults units of service	23 217	23 217
- Child and youth units of service	18 300	18 300
- Assessed emergency dental clients seen within 24 hours	95%	95%
<i>Women's Health Services</i>		
- Medical and Social Services (client contacts) ⁴	6 800	10 000
- Breast Screening clients ⁵	12 000	11 200
- Participation rate for women aged 50-69 years ⁶	70%	53%
- Women requiring assessment are offered an appointment date which is within 14 calendar days of their screening visit ⁷	90%	10%
Quality/Effectiveness		
Services provided by ACT Community Care are accredited by an external quality body.	100%	100%
Service providers implement and maintain agreed quality standards	100%	100%
Timeliness		
Service providers comply with agreed timeframes for output reporting ⁸	100%	90%
Cost		
Cost per 1,000 head of population (\$'000) ⁹	\$350.3	\$355.2
TOTAL COST (\$'000)	\$115 150.5	\$115 658.7
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$105 191.5	\$105 699.7

Notes

- The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.
- The variance is due to an increase in client demand.
- The target figure of 800 is the maximum number of places available within the ACT for pharmacotherapy treatment. The estimated outcome is based on demand for treatment by the client group.
- The variance is due to changes and improvements in intake processes and increased accuracy in data collection.
- Screening numbers were reduced because of the capacity of Radiologists to undertake screen reading.
- The ACT service is to work towards reaching 70% of women aged 50-69 screened every 2 years.
- This target will not be met because of the shortage of Radiologists.
- Three out of 30 providers failed to report within the agreed timeframe during the 2nd quarter.
- The estimated outcome is based on an updated population estimate of 325,641.

**OUTPUT CLASS 1: HEALTH AND COMMUNITY CARE
PRINCIPAL MEASURES**

OUTPUT 1.4 PUBLIC HEALTH SERVICES

Description: Through provision of Government services and services obtained from Non-Government agencies, provide high quality health and community services to the ACT and surrounding region, including the supply of blood and blood products.

Measures	2004-05 Targets¹	2004-05 Estimated Outcome
Quantity		
Provision of sexual health and blood borne virus services		
- Number of clinical services	9 000	9 000
- Hours of education/training services	360	360
Health Protection Service		
- Samples analysed	7 000	7 000
- Inspection of premises	3 250	3 250
- Issuing of licenses and registrations	3 800	3 800
Quality/Effectiveness		
Immunisation coverage for the primary immunisation schedule, measured at 1 year of age, in accordance with the Australian Childhood Immunisation Register	91%	91%
Inspection compliance of licensable, registrable and non-licensable activities	70%	70%
Timeliness		
Response time to environmental health hazards, communicable disease hazards relating to measles and meningococcal infections and food poisoning outbreaks is less than 24 hours	100%	100%
Cost		
Cost per 1,000 head of population (\$'000) ²	\$75.4	\$77.6
TOTAL COST (\$'000)	\$24 773.3	\$25 262.5
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$22 797.9	\$23 039.1

Notes

1. The 2004-05 targets have been revised to reflect the impact of the 2nd Appropriation where applicable.
2. The estimated outcome is based on an updated population estimate of 325,641.

**OUTPUT CLASS 2: COMMUNITY AND HEALTH SERVICES
COMPLAINTS COMMISSIONER
PRINCIPAL MEASURES**

**OUTPUT 2.1: COMMUNITY AND HEALTH SERVICES COMPLAINTS
COMMISSIONER**

Description: The objectives of the service are to:

- provide an independent, fair and accessible mechanism for resolving complaints about health services and protect the public from malpractice, unsafe products and processes;
- improve health and disability services and enable consumers and providers to contribute to the review and improvement of health and disability services and continuity of care; and
- promote the rights of consumers of health and disability services, ensuring that the ACT public has better informed choices of appropriate services.

Measures	2004-05 Targets ¹	2004-05 Estimated Outcome
Quantity		
Number of written complaints closed	290	290
Health service improvement projects and consumer rights projects completed	2	2
Quality/Effectiveness		
Ratio between weighted number of written cases closed and weighted number of written cases opened	Equal to or greater than 1	Equal to or greater than 1
Timeliness		
80% of complaints closed at:		
- Point of service – within 6 weeks of receipt	100%	100%
- Assessment – within 10 weeks of receipt	100%	100%
- Conciliation – within 70 weeks of receipt	100%	100%
Cost		
Average cost per complaint closed (\$'000)	\$3.2	\$3.2
Average cost per health service improvement project/consumer rights project completed (\$'000)	\$63.4	\$63.4
TOTAL COST (\$'000)	\$1 056.4	\$1 056.4
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$1 041.8	\$1 041.8

Notes

1. The 2004-05 targets have been revised to reflect the impact of the *Appropriation Act 2004-2005 (No. 2)* where applicable.

