

Specialist Outpatient Waiting Time Performance: RTI response

Notes to accompany tables:

- Reporting:
 - total number of patients seen,
 - the average days patients waited to be seen
 - the maximum days those patients waited,
 - the number of patients who waited longer than the 90th percentile, and
 - the 90th percentile days waited to be seen,
 - for Category 1, 2 and 3 patients who had their initial service event (ISE) in a specialist reporting outpatient clinic, where the seen appointment was between 1 April and 30 June 2013.
- This data indicates that analysis of the 'maximum days waited to be seen' does not provide an accurate representation of waiting time performance. For example;
 - During the June quarter 2013, CARU reported on the Hospital Performance website that the 90th percentile days waited for Category 1 Oncology patients at Redcliffe Hospital outpatients department was 31 days.
 - Out of the 115 Category 1 Oncology patients seen, 12 were reported to have waited longer than 31 days.
 - 90% Category 1 Oncology patients (103 patients) waited within the clinically recommended time of 30 days.
 - Despite the majority of Category 1 patients accessing this service within the recommended timeframe, Redcliffe Hospital recorded that a Category 1 Oncology patient waited 2,688 days for their initial service event.
 - Specialist outpatient waiting time performance data is currently published under a data quality statement.
 - It is unlikely that a Category 1 Oncology patient could have waited 2,688 days for their initial service event. It is more likely that this record has been affected by the issues referred to in the data quality statement, and this patient received their care within the recommended timeframe as the majority of Category 1 Oncology patients do.
- This example is consistent across all facilities, urgency categories, and clinics.
- **Note:** whilst included in this report, the '90th percentile days waited' is not published in the Hospital Performance website for clinics that recorded less than 10 service events in the reporting period.

Notes to accompany graphs:

- The graph beneath each table indicates where the volume of activity per category occurred within the timeline.
- The 'solid' columns indicate the clinically recommended waiting time per urgency category – for example, the red column (for Category 1) is situated at 30 days along the horizontal axis (days waited).
- The 'dashed' columns indicate the 90th percentile days waited per urgency category.
- The greater the distance between the solid column and the dashed column indicates a greater number of 'long-wait' patients for that urgency category.

Source: Queensland Health Outpatient Data Collection (HBCIS Appointment Module and ASIM: Logan Hospital)

Note: data is preliminary and subject to change. Prepared by Ruth Farrell, Clinical Access and Redesign Unit.

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Caboolture Hospital

HHS: METRO NORTH

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiology	25	157	10	22	109	225	70	328	467	3	16	1	42	212	427
Gastroenterology	22	4		27	272		43	542		2	1		37	493	
General Medicine	70	39	1	19	61	71	49	559	71	6	4	0	26	50	71
General Surgery	232	264	35	20	92	241	46	327	371	21	24	4	29	143	354
Gynaecology	84	162	66	23	98	194	48	214	367	7	17	7	36	154	341
Non-Surgical Other	82	79	1	21	209	79	96	679	79	9	8	0	36	288	79
Obstetrics		19			20			58			2			44	
Oncology	19	3		19	161		36	231		2	1		29	223	
Palliative Care	20	4		21	20		35	33		2	1		31	32	
Respiratory	9	13		13	208		29	280		1	1		23	269	
Rheumatology	17	28		18	483		35	628		2	3		30	556	

RTI RELEASED

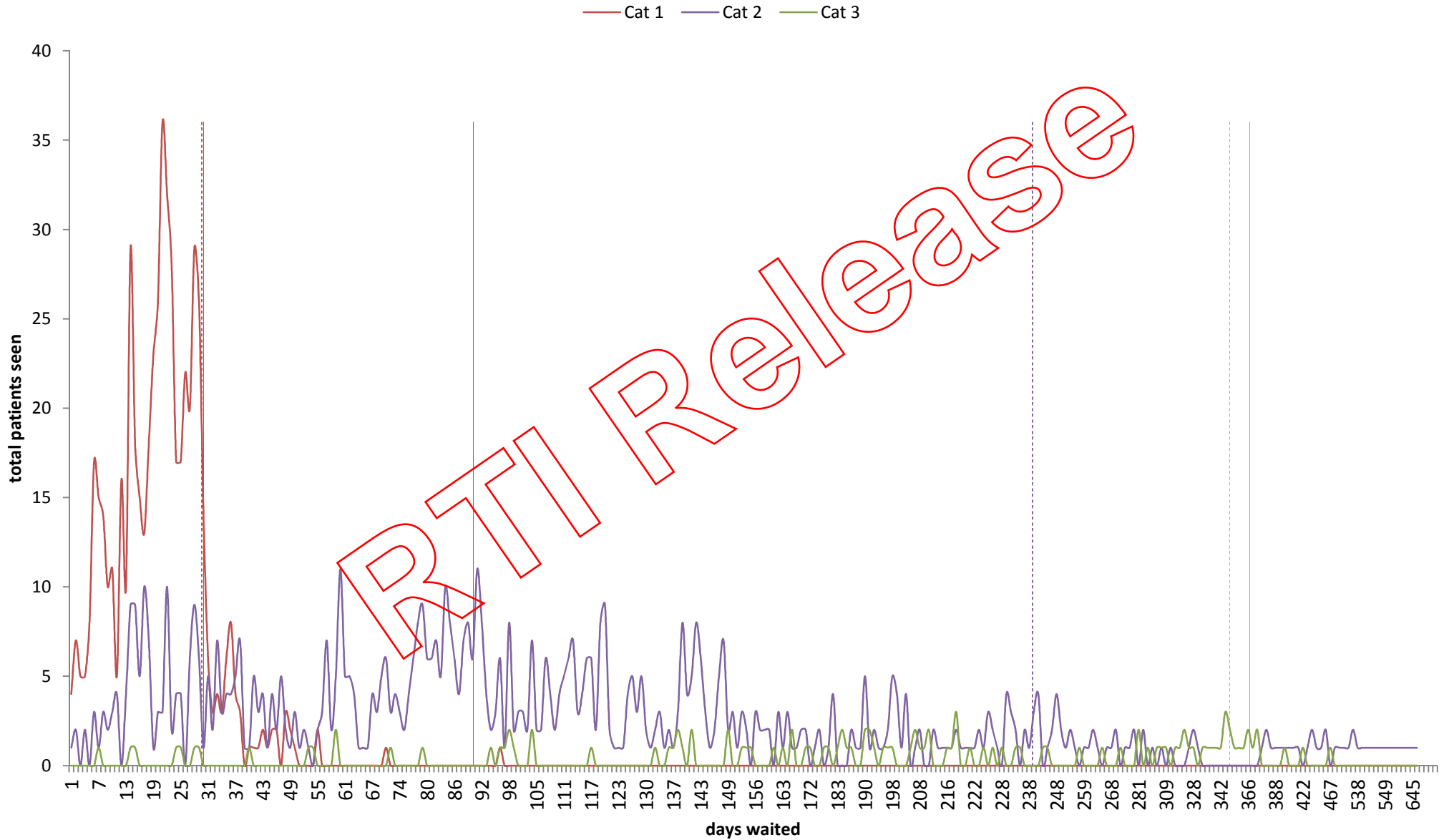
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Caboolture Hospital

HHS: METRO NORTH

Activity distribution graph



Specialist Outpatients: waiting times performance, June Q 2013

Facility: Redcliffe Hospital

HHS: METRO NORTH

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiology	19	54		22	92		39	313		1	6		36	274	
Diabetes		1			199			199			0			199	
Endocrinology	7	8	7	23	27	119	35	49	181	0	1	1	35	43	165
Gastroenterology	20	25	9	37	187	1,457	66	607	1,532	2	3	1	53	513	1,487
General Medicine	153	75	14	22	82	241	125	152	1,049	14	8	2	36	102	504
General Surgery	186	106	15	20	188	473	55	543	976	17	11	2	34	310	892
Geriatrics	11	9		13	141		30	191		1	1		22	181	
Gynaecology	64	96	21	19	140	289	111	271	643	7	10	2	31	199	529
Neurology	24	77	8	36	76	274	99	146	301	3	8	1	75	102	300
Non-Surgical Other	25	90	53	33	70	310	218	293	729	3	9	6	54	138	599
Obstetrics		35			29			154			4			81	
Oncology	115	16	5	43	103	380	2,688	380	406	12	2	1	31	278	396
Orthopaedic	1,425	15	3	9	226	176	228	637	335	138	2	1	11	467	293
Pain Management	2			44			57			1			54		
Palliative Care	24	24		10	20		48	29		3	2		21	28	
Respiratory	14			42			70			2			53		
Rheumatology	24	27		33	149		80	276		3	3		69	255	
Surgical Other		1			79			79			0			79	
Urology	159			78			279			15			149		

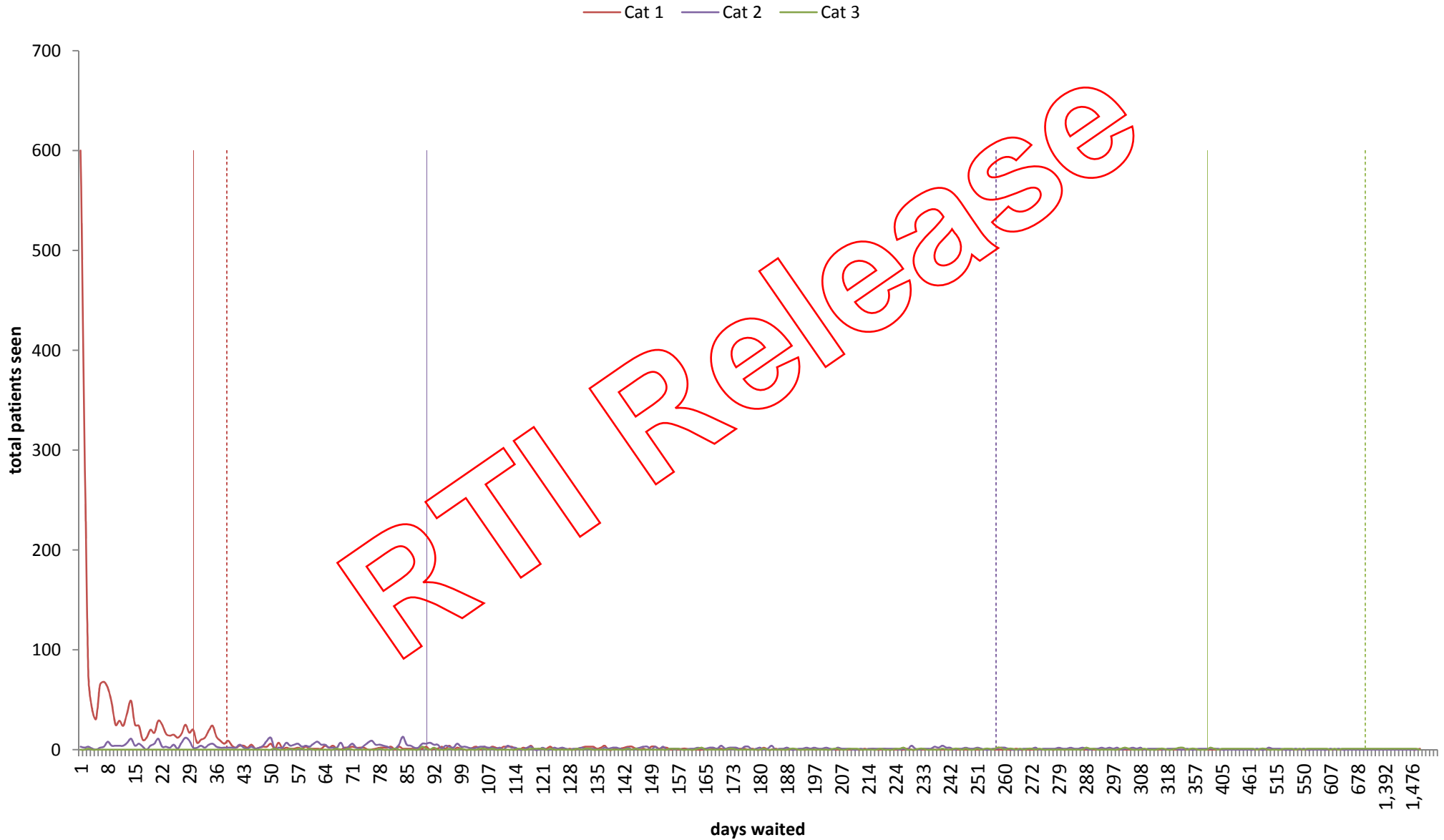
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Redcliffe Hospital

HHS: METRO NORTH

Activity distribution graph



RTI Release

Specialist Outpatients: waiting times performance, June Q 2013

Facility: The Prince Charles Hospital

HHS: METRO NORTH

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiac Surgery	170	32	35	29	67	119	647	329	779	17	4	4	47	130	222
Cardiology	329	365	98	49	162	263	756	924	1,431	32	37	10	88	324	630
Endocrinology	19	34		71	87		600	300		2	4		115	121	
Gastroenterology	179	189	47	53	98	267	383	394	406	16	19	3	76	143	351
General Medicine	14	6	2	86	171	208	761	393	365	2	1	1	102	336	334
General Surgery	146	170	53	37	56	69	1,542	217	156	15	17	6	60	87	119
Geriatrics	35	59	37	67	69	121	344	276	547	4	6	4	165	146	219
Neurology	36	30	6	31	408	833	175	532	982	4	3	1	44	493	974
Non-Surgical Other	157	247	201	111	222	298	1,975	1,635	1,346	16	25	20	290	460	519
Oncology	46			80			428			5			198		
Orthopaedic	16	319	4	36	263	1,150	155	1,939	4,113	2	31	1	86	410	2,951
Respiratory	189	117	28	47	95	249	1,313	780	751	19	12	3	86	196	445
Surgical Other	5	9		80	80		344	392		1	1		216	188	
Urology	64	42	1	39	86	215	172	176	215	7	5	0	74	147	215
Vascular Surgery	31	157	18	25	41	58	60	544	114	3	16	2	54	74	86

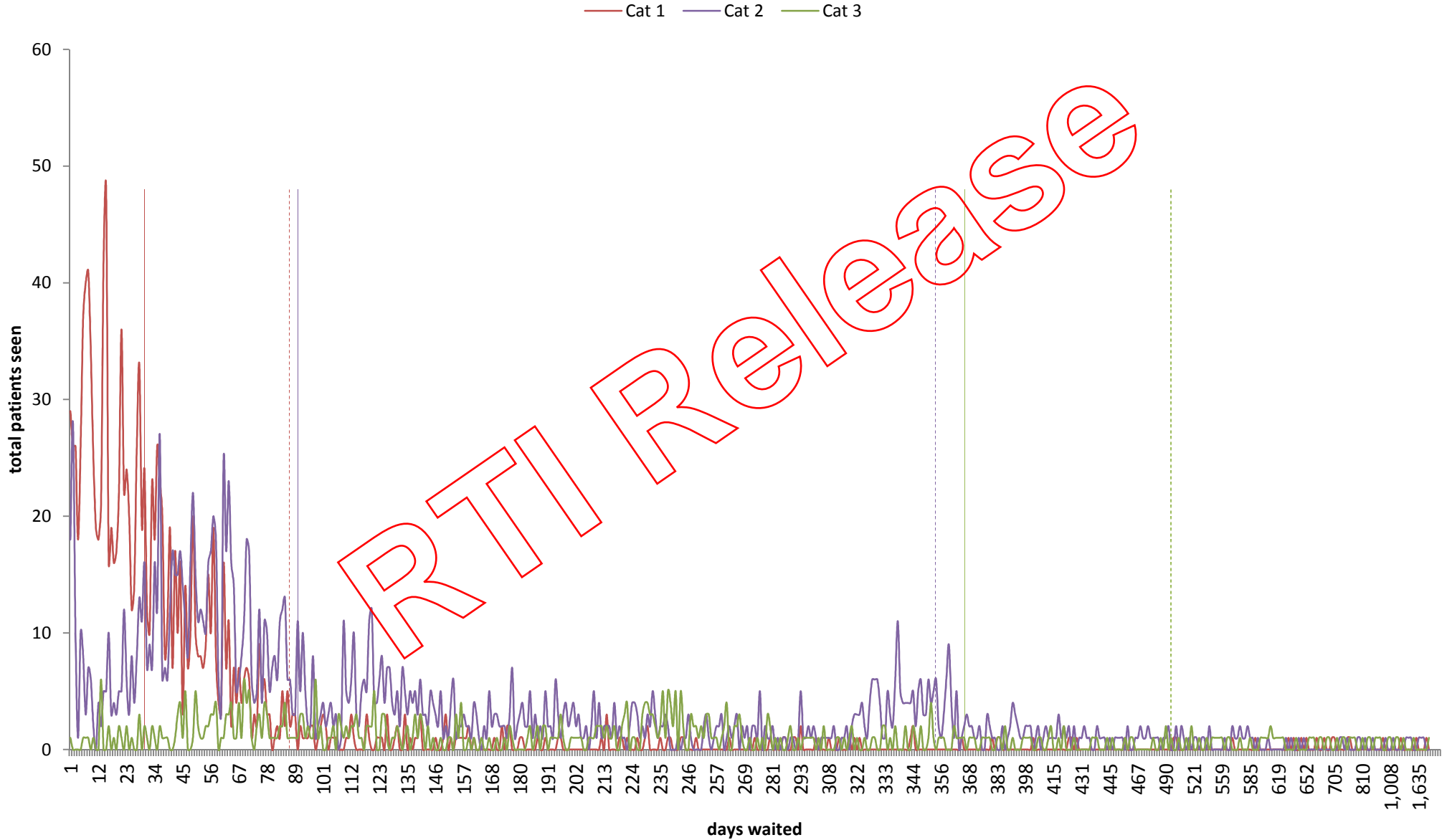
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: The Prince Charles Hospital

HHS: METRO NORTH

Activity distribution graph



Specialist Outpatients: waiting times performance, June Q 2013

Facility: Royal Brisbane & Women's Hospital

HHS: METRO NORTH

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiac Surgery	9	1		10	91		40	91		1	0		19	91	
Cardiology	97	87	147	36	85	106	278	302	392	10	9	14	63	158	231
Dermatology	96	116	56	18	71	143	110	171	343	10	12	6	31	87	177
Diabetes	2	6		35	133		50	177		1	0		47	177	
Ear Nose and Throat	228	100	1	28	720	252	238	2,326	252	21	9	0	45	1,333	252
Endocrinology	78	116	12	28	119	292	161	504	546	8	12	2	51	388	519
Gastroenterology	98	224	196	33	151	216	139	562	2,232	10	23	20	61	334	360
General Medicine	102	60	3	24	69	363	137	228	556	11	6	1	52	139	544
General Surgery	131	112	44	18	234	796	109	1,827	1,108	12	12	5	37	916	1,091
Gynaecology	95	471		22	99		83	329		10	45		42	167	
Nephrology	85	94	4	43	164	225	157	266	298	9	9	1	78	225	282
Neurology	55	116	12	36	261	160	141	847	814	6	12	2	60	453	175
Neurosurgery	188		1	47		287	449		287	19		0	92		287
Ophthalmology	256	129		22	350		84	992		24	12		43	769	
Orthopaedic	1,163	276	80	8	163	279	238	832	892	110	27	8	14	718	743
Pain Management	17	152		33	192		60	599		2	16		50	286	
Plastic and Reconstructive Surgery	174	14	14	58	307	1,022	1,009	450	1,913	18	2	2	99	384	1,873
Respiratory	93	81	17	22	118	947	129	436	1,464	10	8	2	43	209	1,362
Rheumatology	35	63	39	36	237	762	235	368	1,021	4	6	4	90	287	929
Urology	209	14		93	207		593	546		21	2		286	516	
Vascular Surgery	129	142	11	18	186	2,392	82	1,149	3,708	11	15	1	31	766	3,546

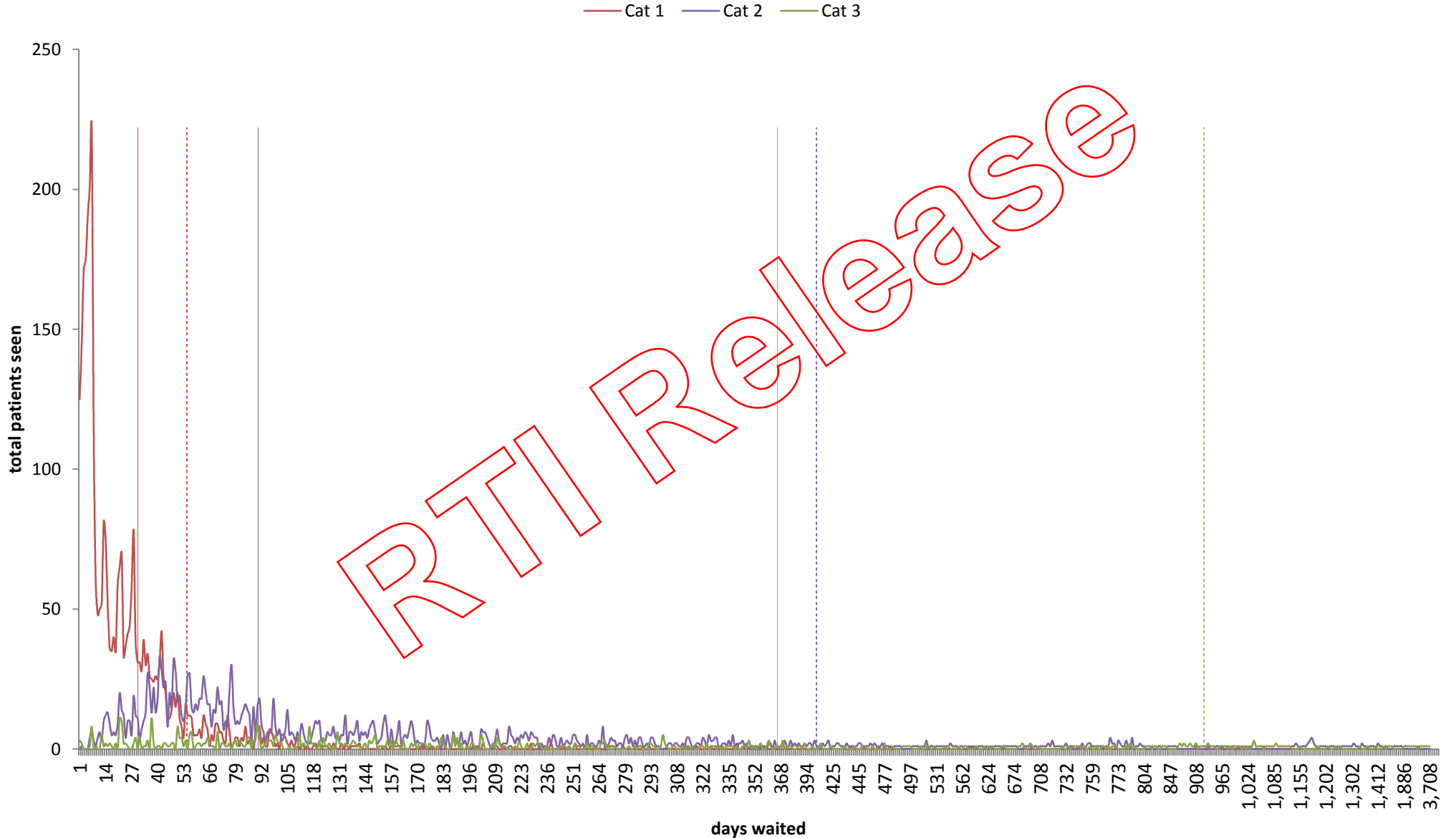
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Royal Brisbane & Women's Hospital

HHS: METRO NORTH

Activity distribution graph



RTI Release

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Logan Hospital

HHS: METRO SOUTH

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiology	49	42	60	28	150	75	81	432	865	5	4	5	46	293	161
Diabetes	8	10	7	41	67	39	55	314	92	1	1	1	52	129	67
Ear Nose and Throat	67	11	26	33	200	18	140	426	117	7	1	3	77	329	42
Endocrinology	17	15	4	53	449	17	78	904	35	2	2	1	71	707	29
Gastroenterology	54	2	48	69	122	86	112	196	1,001	6	1	5	98	181	145
General Medicine	29	8	39	47	375	78	143	546	1,095	3	1	4	90	535	86
General Surgery	59	11	14	38	242	226	80	456	2,547	6	1	2	60	443	104
Gynaecology	109	78	11	33	89	74	138	638	222	11	8	1	47	161	168
Nephrology	7	9	7	33	91	117	63	141	232	1	1	1	50	117	194
Neurology	7	3	1	94	66	63	112	93	63	1	1	0	108	90	63
Non-Surgical Other	47	33	58	31	137	72	110	250	792	5	4	6	44	219	142
Obstetrics	33	18	2	5	79	1	23	103	1	4	1	1	14	101	1
Oncology	1		1	9		79	9		79	0		0	9		79
Orthopaedic	797	4	125	10	87	46	104	127	3,507	63	1	13	16	122	28
Plastic and Reconstructive Surgery	3	1	12	40	85	654	40	85	984	1	0	2	40	85	922
Respiratory	16	24	19	48	480	46	212	860	161	2	3	2	85	784	84
Surgical Other	10	6	1	31	377	1	49	593	1	1	1	0	47	523	1

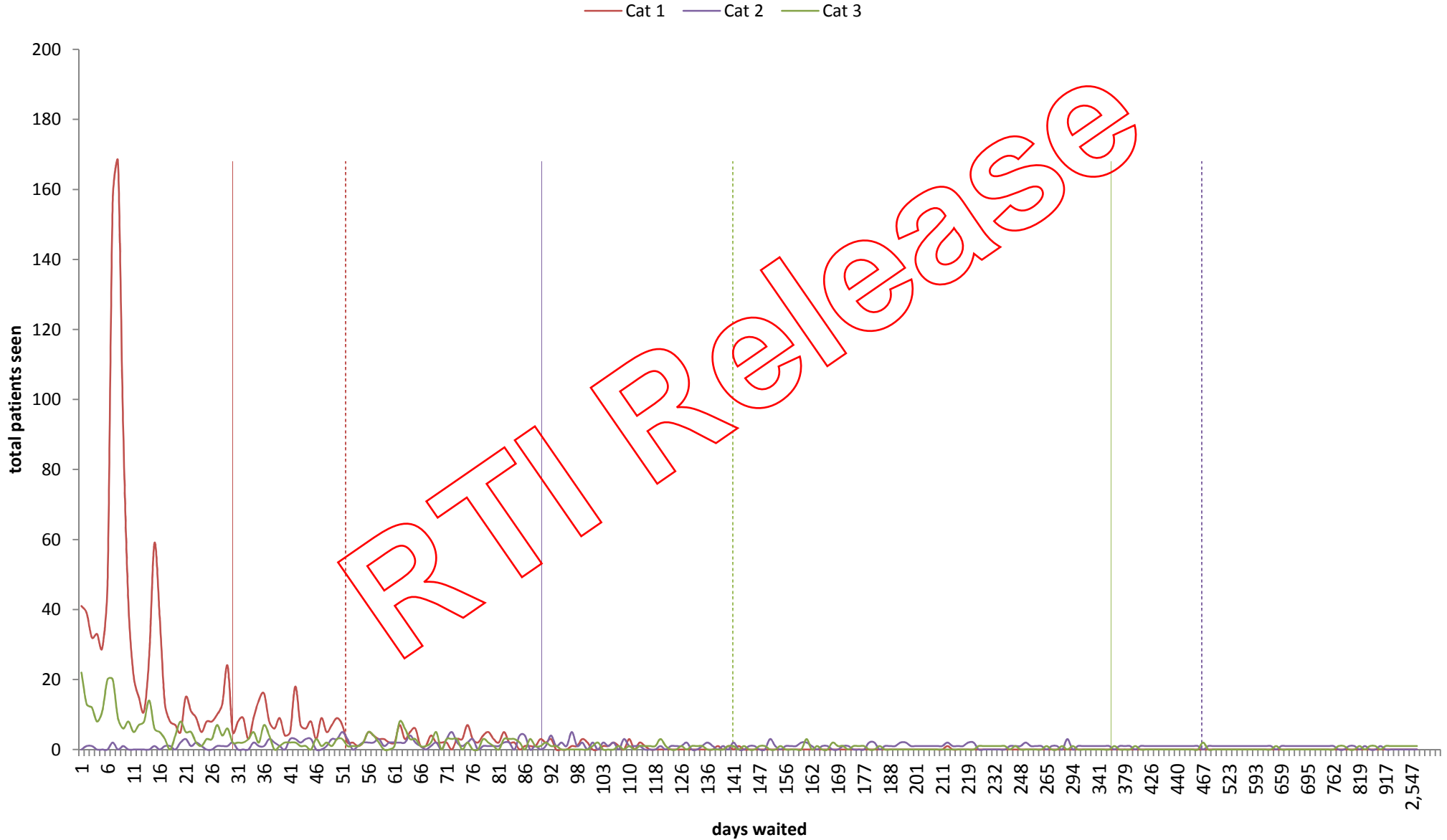
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Logan Hospital

HHS: METRO SOUTH

Activity distribution graph



OSIM OUTPATIENT DATA REPORTING

Date Collated: Tuesday 25th February 2014

(NB Statistical information may only be current as at date of collation)

Interpretation:

The Average and Maximum Days waited by Adult Patients for a new case PAH Specialist Outpatient Attendance

The days waited is calculated from the date a referral was received to the date of their first appointment and includes patients who were booked via a Wait List only. Data excludes patients where the date of referral is after the date of their first appointment.

The reporting Groups are the Specialist Outpatient services that qualify as a 'specialist' service, whereby the Corporate Clinic Code for that service can be mapped to a medical Consultation class within the national Tier 2 classification of non-admitted services.

The data is further sorted by Category 1, 2 and 3 and excludes all Patients who were Uncategorized or Awaiting Further Information (AFI).

Includes Public, Private and Bulk Billed Patients

90th percentile waiting times (days) for a new case specialist appointment

This data shows the number of days that 90% of patients have waited for their new case specialist outpatient appointment up to a given day. For example, if the 90th percentile wait for category 1 patients is 35 days, this means that 90% of category 1 patients have waited 35 days or less, and there is a good chance that future category 1 patients may wait a similar number of days. The data includes patients booked via a wait list and not via a wait list.

The data is rounded to a whole integral value. If the number of treated patients is less than 10 the percentile value is reported as a dash (-) character to indicate there are insufficient samples to calculate a valid 90th percentile value.

The 90th Percentile waiting time is shown for each combination of urgency Category 1, 2 and 3 and clinic group and includes Public, Private and Bulk Billed Patients. The report excludes all Patients who were Uncategorized or Awaiting Further Information (AFI).

10th percentile waiting times (days) for a new case specialist appointment

This data shows the number of days that 10 % of patients have waited for their new case specialist outpatient appointment up to a given day. The data includes patients booked via a wait list and not via a wait list.

The data is rounded to a whole integral value.

The 10th Percentile waiting time is shown for each combination of urgency Category 1, 2 and 3 and clinic group and includes Public, Private and Bulk Billed Patients. The report excludes all Patients who were Uncategorised or Awaiting Further Information (AFI).

Caveats:

- **The data has been manually extracted and calculated from CERNER OSIM using a variety of reports which are sorted by PAH Wait List names and PAH Clinic Codes/Locations and therefore need to be manually mapped to a medical consultation class within the national 'Tier 2' classification of non-admitted services.**
- **Additional OSIM reports have required rewriting of data specifications to enable reporting via medical consultation class, and have undergone limited testing due to the timeframe by which the information is required**
- **CERNER, PAH and The Clinical Access and Redesign Unit (CARU) have been working on a revised SATR extract from OSIM for over 18 months, therefore the SATR extract is currently unavailable due to the testing requirements that need to be performed by CARU to enable validation of the SATR.**

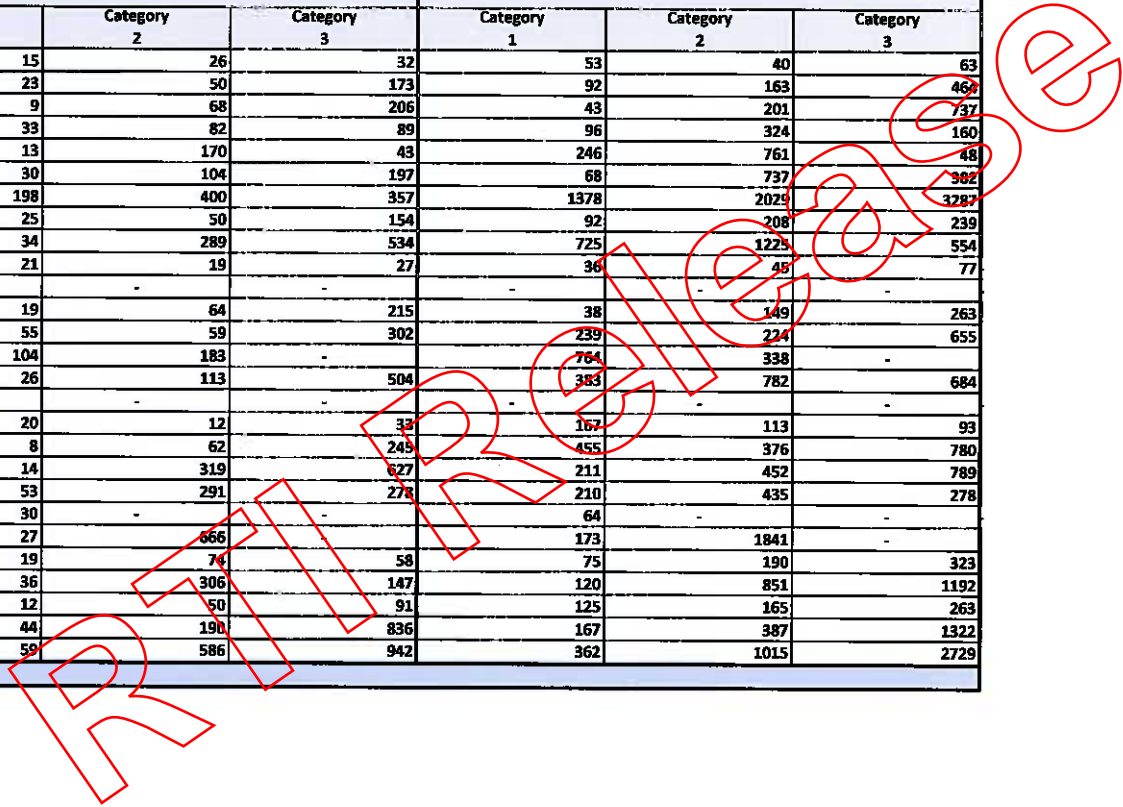
Data Source Cerner OSIM as at: 24th February 2014

RTI RELEASE

Princess Alexandra Hospital (PAH) – RTI Data Request for the June 2013 Quarter (1st April – 30th June 2013)
The Average and Maximum Days waited by Adult Patients for a new case PAH Specialist Outpatient Attendance
The data is sorted by Specialist service, Urgency Category and excludes all Patients who were Uncategorised or Awaiting Further Information (AFI).
Includes Public, Private and Bulk Billed Patients booked via a Wait List only

Report Group	Average Days Patients Waited to be Seen			Maximum Days Patients Waited to be seen		
	Category 1	Category 2	Category 3	Category 1	Category 2	Category 3
Cardiac Surgery	15	26	32	53	40	63
Cardiology	23	50	173	92	163	464
Dermatology	9	68	206	43	201	737
Diabetes	33	82	89	96	324	160
Ear, Nose & Throat	13	170	43	246	761	48
Endocrinology	30	104	197	68	737	382
Gastroenterology	198	400	357	1378	2029	3287
General Medicine	25	50	154	92	208	239
General Surgery	34	289	534	725	1225	554
Geriatrics	21	19	27	36	45	77
Gynaecology	-	-	-	-	-	-
Nephrology	19	64	215	38	149	263
Neurology	55	59	302	239	224	655
Neurosurgery	104	183	-	764	338	-
Non-Surgical Other	26	113	504	383	782	684
Obstetrics	-	-	-	-	-	-
Oncology	20	12	33	167	113	93
Ophthalmology	8	62	245	455	376	780
Orthopaedics	14	319	627	211	452	789
Pain Management	53	291	278	210	435	278
Palliative Care	30	-	-	64	-	-
Plastic and Reconstructive Surgery	27	666	-	173	1841	-
Respiratory	19	74	58	75	190	323
Rheumatology	36	306	147	120	851	1192
Surgical Other	12	50	91	125	165	263
Urology	44	190	836	167	387	1322
Vascular	59	586	942	362	1015	2729

Data Source Cerner OSIM as at 24th February 2014



Princess Alexandra Hospital (PAH) – RTI Data Request for the June 2013 Quarter (1st April – 30th June 2013)

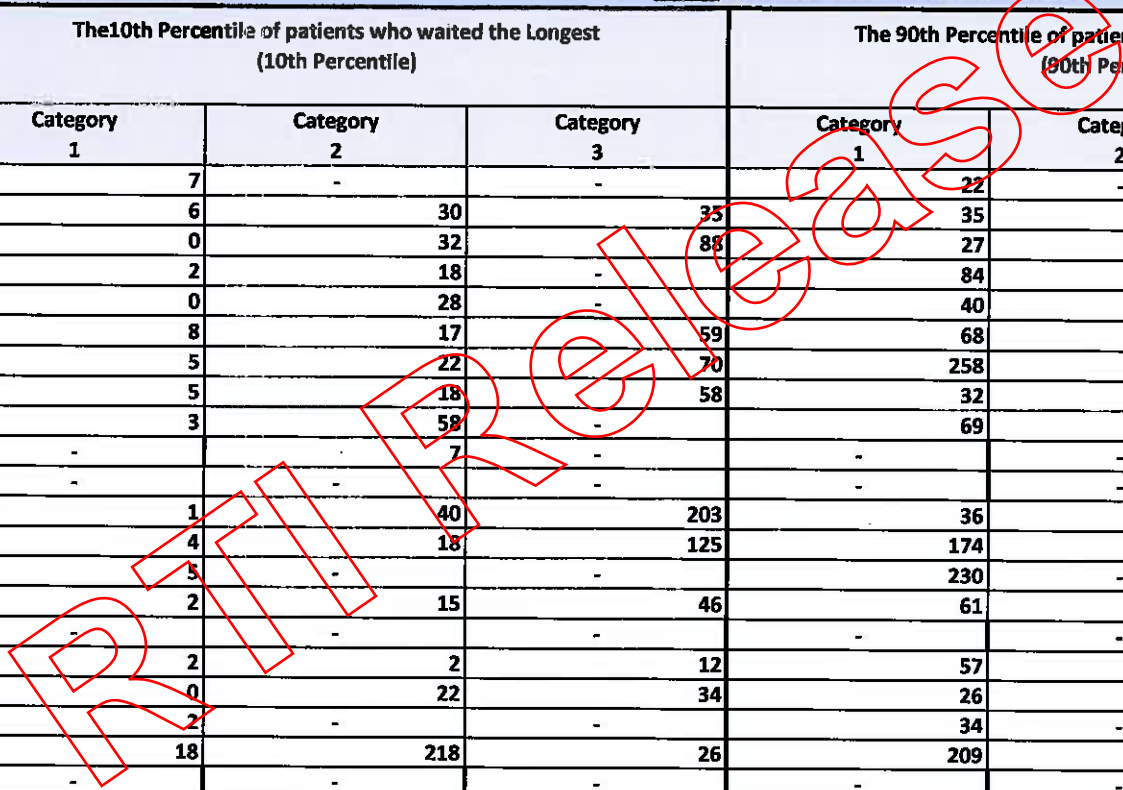
The 10th and 90th percentile of days waited for a new case adult PAH Specialist Outpatient Attendance

The data is sorted by Specialist service, Urgency Category and excludes all Patients who were Uncategorised or Awaiting Further Information (AFI). The data is rounded to a whole integral value. Where the number of treated patients is less than 10 the percentile value is reported as a dash (-) character to indicate there are insufficient samples to calculate a valid 90th percentile value.

Includes Public, Private and Bulk Billed Patients both via and not via a Wait List

Report Group	The 10th Percentile of patients who waited the Longest (10th Percentile)			The 90th Percentile of patients who waited the Longest (90th Percentile)		
	Category 1	Category 2	Category 3	Category 1	Category 2	Category 3
Cardiac Surgery	7	-	-	22	-	-
Cardiology	6	30	35	35	85	310
Dermatology	0	32	88	27	89	627
Diabetes	2	18	-	84	198	-
Ear, Nose & Throat	0	28	-	40	611	-
Endocrinology	8	17	59	68	584	658
Gastroenterology	5	22	70	258	636	1285
General Medicine	5	18	58	32	87	200
General Surgery	3	58	-	69	800	-
Geriatrics	-	7	-	-	-	-
Gynaecology	-	-	-	-	-	-
Nephrology	1	40	203	36	99	263
Neurology	4	18	125	174	91	452
Neurosurgery	5	-	-	230	-	-
Non-Surgical Other	2	15	46	61	131	658
Obstetrics	-	-	-	-	-	-
Oncology	2	2	12	57	21	79
Ophthalmology	0	22	34	26	109	743
Orthopaedics	2	-	-	34	-	-
Pain Management	18	218	26	209	362	278
Palliative Care	-	-	-	-	-	-
Plastic and Reconstructive Surgery	1	7	-	57	1736	-
Respiratory	6	13	0	42	186	221
Rheumatology	10	24	31	64	774	155
Surgical Other	0	12	35	46	134	249
Urology	16	28	112	63	308	1322
Vascular	20	21	-	104	1002	-

Data Source Cerner OSIM as at 24th February 2014



Specialist Outpatients: waiting times performance, June Q 2013

Facility: Queen Elizabeth II Jubilee Hospital

HHS: METRO SOUTH

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)			
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	
Cardiology		88			18			78			9			30		
Endocrinology	7	37	9	16	93	179	22	183	543	1	4	1	21	149	372	
Gastroenterology	64	37	2	70	334	546	477	2,716	546	7	4	1	100	499	491	
General Medicine	19	97	9	44	71	141	87	281	219	2	9	1	73	137	209	
General Surgery	302	406	67	40	64	143	3,865	773	584	29	41	7	42	131	219	
Gynaecology	154	381	80	27	73	153	199	552	645	16	37	8	41	119	510	
Neurology		8	9		235	212		386	281		1	1		315	234	
Non-Surgical Other	9	58		24	46		58	180		1	6		50	100		
Ophthalmology		4	26		94	934		264	995		1	3		203	970	
Orthopaedic	20	592	115	23	22	755	115	672	4,203	2	58	12	35	47	1,025	
Palliative Care	9			12			93			1			23			
Respiratory	14	13		43	148		65	398		2	2		59	360		
Rheumatology	7	10	3	123	181	141	249	406	165	1	1	1	234	246	159	
Surgical Other	3	10	2	37	375	46	88	2,460	66	1	1	1	73	534	62	
Urology	160	413	10	58	98	409	2,427	2,548	1,782	16	42	1	65	157	532	

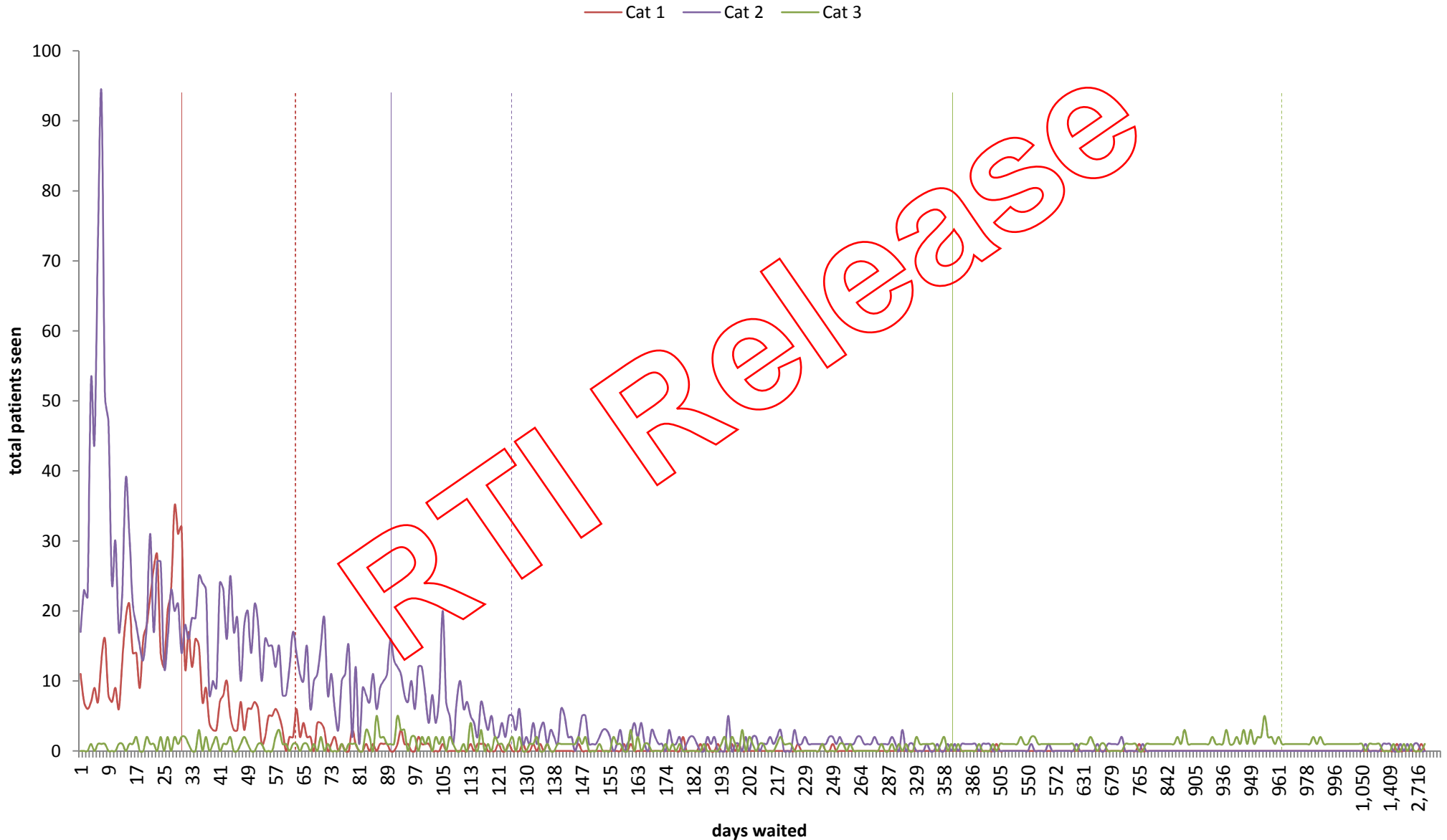
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Queen Elizabeth II Jubilee Hospital

HHS: METRO SOUTH

Activity distribution graph



RTI Release

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Redland Hospital

HHS: METRO SOUTH

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiology	7	58	3	21	248	537	38	417	551	1	6	1	33	392	550
Diabetes	10	10		37	221		120	279		1	1		67	271	
Endocrinology	9	7		19	161		62	218		1	1		29	213	
Gastroenterology	89	109	5	28	148	185	116	272	280	9	11	1	54	225	259
General Medicine	16	33	14	38	100	256	65	337	382	2	4	2	63	191	324
General Surgery	89	164	56	63	115	161	3,632	299	260	8	17	6	42	141	204
Geriatrics		12			80			143			2			141	
Gynaecology	51	176	38	28	102	216	114	305	252	5	18	4	47	165	243
Nephrology	3	16	11	43	83	172	50	219	337	1	2	1	49	155	246
Neurology	1	13	2	66	140	327	66	231	491	0	2	1	66	187	458
Non-Surgical Other	46	161	17	23	92	284	202	354	457	4	16	2	34	224	451
Orthopaedic	129	413	68	5	86	103	36	973	1,889	10	42	7	7	452	27
Plastic and Reconstructive Surgery	12	3		34	39		50	41		0	0		50	41	
Respiratory	3	31	1	14	72	127	21	322	127	1	3	0	20	119	127
Urology	20	13	1	33	273	1,627	99	680	1,627	1	2	0	71	672	1,627

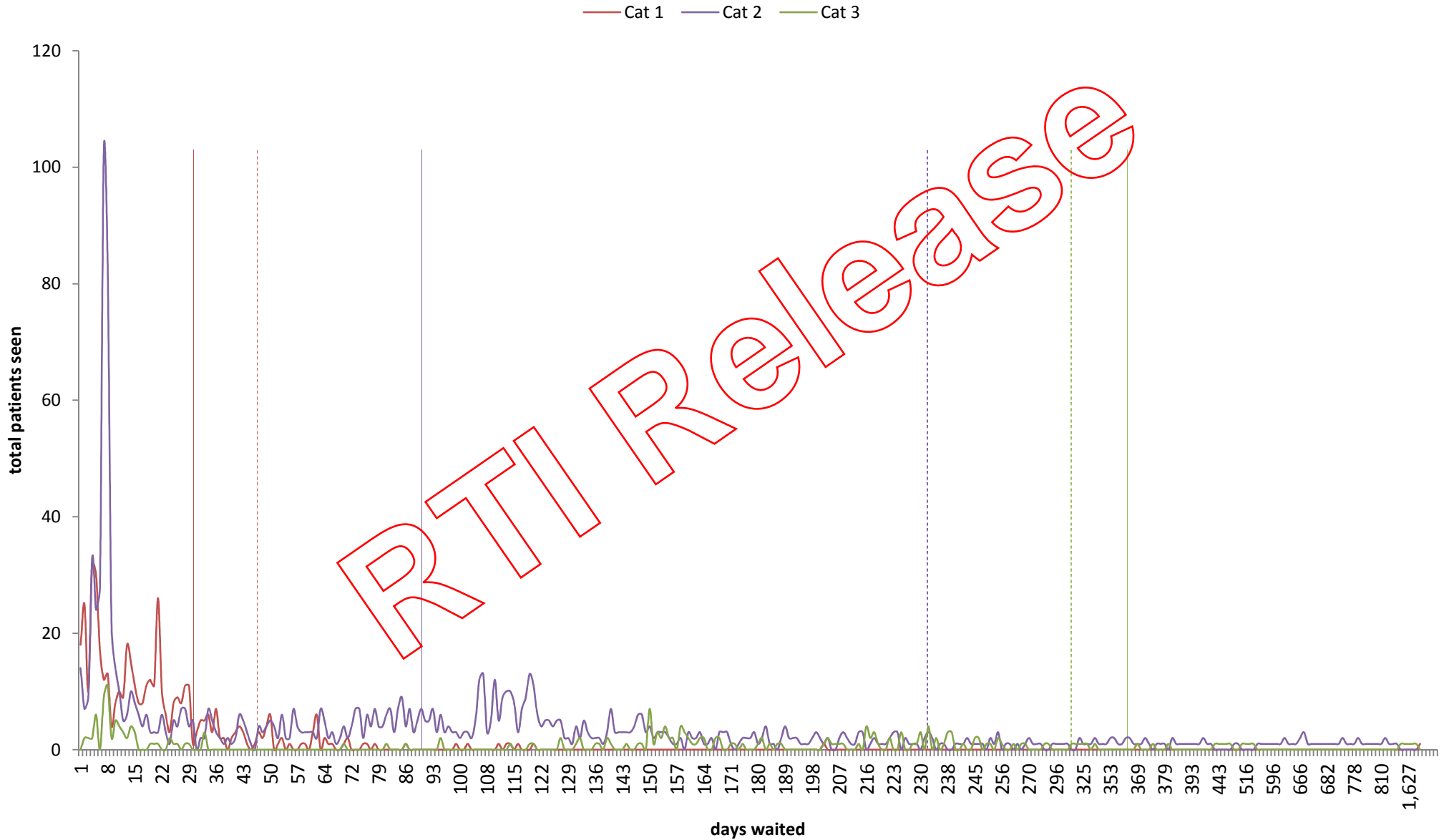
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Redland Hospital

HHS: METRO SOUTH

Activity distribution graph



Specialist Outpatients: waiting times performance, June Q 2013

Facility: Caloundra Hospital

HHS: SUNSHINE COAST

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Diabetes	12	5	1	22	68	75	61	74	75	2	1	0	33	73	75
Gastroenterology	9	3		55	492		254	1,423		1	1		124	1,149	
General Medicine	2	14	26	9	22	79	15	36	275	1	2	3	14	33	212
General Surgery	58	142	8	24	108	274	109	497	720	6	15	1	31	161	655
Geriatrics	4	16	1	31	64	64	58	167	64	1	2	0	52	110	64
Gynaecology	2	47		7	105		7	206		0	4		7	163	
Nephrology	2	5		29	69		43	112		1	1		40	104	
Neurology	1	24		13	194		13	309		0	3		13	307	
Non-Surgical Other	26	3		124	416		259	952		3	1		255	809	
Ophthalmology	187	149		18	220		331	406		19	14		29	349	
Orthopaedic	104	38	1	15	350	63	617	719	63	11	4	0	14	649	63
Palliative Care	13			47			317			2			45		

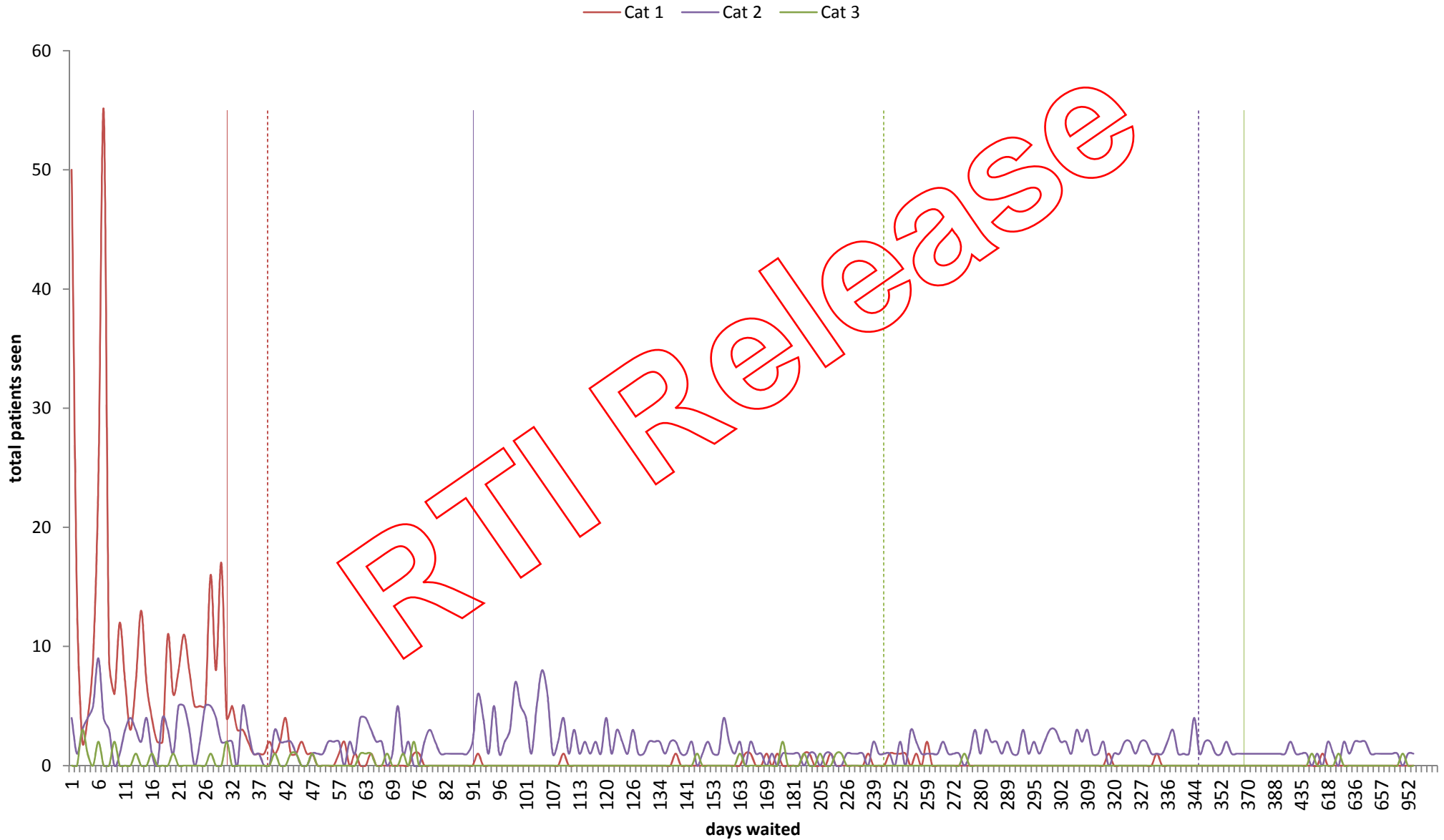
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Caloundra Hospital

HHS: SUNSHINE COAST

Activity distribution graph



RTI Release

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Gympie Hospital

HHS: SUNSHINE COAST

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Diabetes	10	3		15	28		50	45		1	1		40	42	
Gastroenterology	1			82			82			0			82		
General Medicine	17	22	8	93	107	49	321	496	61	2	3	1	232	254	56
General Surgery	34	54	23	23	89	286	73	144	450	4	4	3	35	109	343
Geriatrics	2	26		68	64		99	133		1	3		93	108	
Gynaecology	49	13	2	39	265	466	120	398	609	5	2	1	78	394	580
Nephrology	9	5	3	40	56	248	83	114	465	1	1	1	76	106	404
Non-Surgical Other	46	78	6	37	147	283	175	400	360	5	8	1	60	325	357
Oncology	35			20			65			3			42		
Orthopaedic	82	14	7	8	96	682	76	161	729	6	0	1	9	161	709
Palliative Care	17	1		27	65		56	65		2	0		38	65	

RTI REQUEST

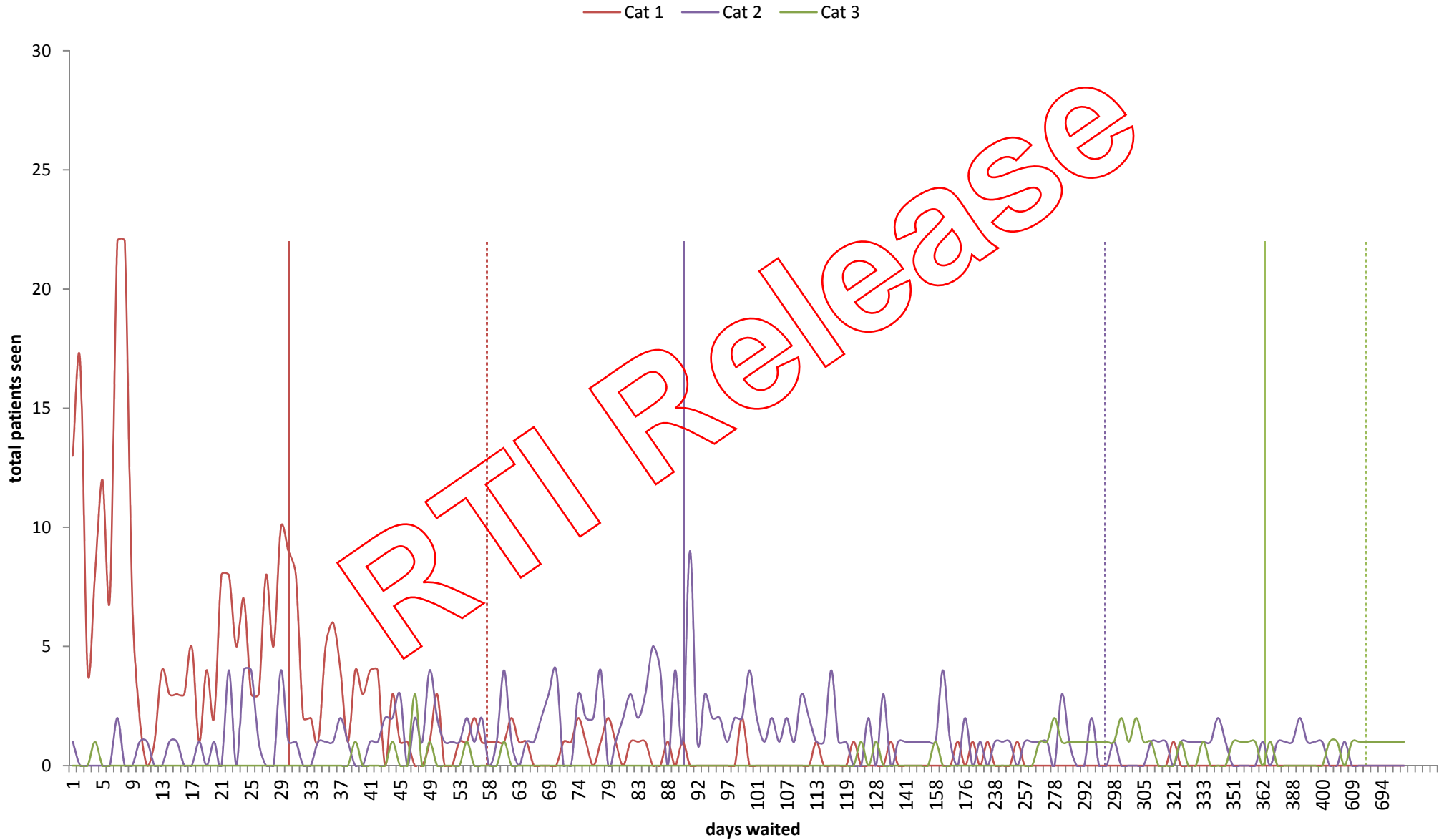
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Gympie Hospital

HHS: SUNSHINE COAST

Activity distribution graph



Specialist Outpatients: waiting times performance, June Q 2013

Facility: Nambour General Hospital

HHS: SUNSHINE COAST

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiac Surgery	24	1		22	50		56	50		3	0		39	50	
Cardiology	444	35		36	517		361	934		44	4		54	872	
Diabetes	145	41	11	17	54	26	86	547	69	14	4	1	35	77	37
Ear Nose and Throat	14	12		17	99		28	266		2	2		27	264	
Endocrinology	48	43		28	66		80	210		5	5		46	92	
Gastroenterology	183	9		56	827		140	1,557		19	1		94	1,463	
General Medicine	96	14		28	36		111	98		10	2		59	61	
General Surgery	310	122	6	32	196	258	3,417	703	748	31	13	1	36	445	483
Geriatrics	6	19		33	65		60	160		1	2		49	95	
Gynaecology	124	182		21	105		78	252		13	19		31	166	
Nephrology	23	54	24	42	122	190	327	512	490	3	6	3	54	149	430
Neurology	8	70		21	185		63	364		1	6		41	322	
Non-Surgical Other	226	262	14	48	134	130	346	940	216	23	26	2	186	230	179
Obstetrics	86			47			189			9			111		
Oncology	229	3	1	16	51	5	118	91	5	23	1	0	25	81	5
Orthopaedic	744	285		10	199		194	846		69	29		16	623	
Pain Management	21	4	50	28	39	124	70	68	1,983	1	1	4	41	60	158
Palliative Care	95			26			239			10			54		
Respiratory	82	67		13	475		62	1,230		8	7		29	1,008	
Surgical Other	65	75	2	22	212	36	126	460	41	7	8	1	52	277	40
Urology	173	10		23	157		85	610		15	1		35	309	
Vascular Surgery	49	61	18	22	24	25	63	82	44	5	6	2	36	36	31

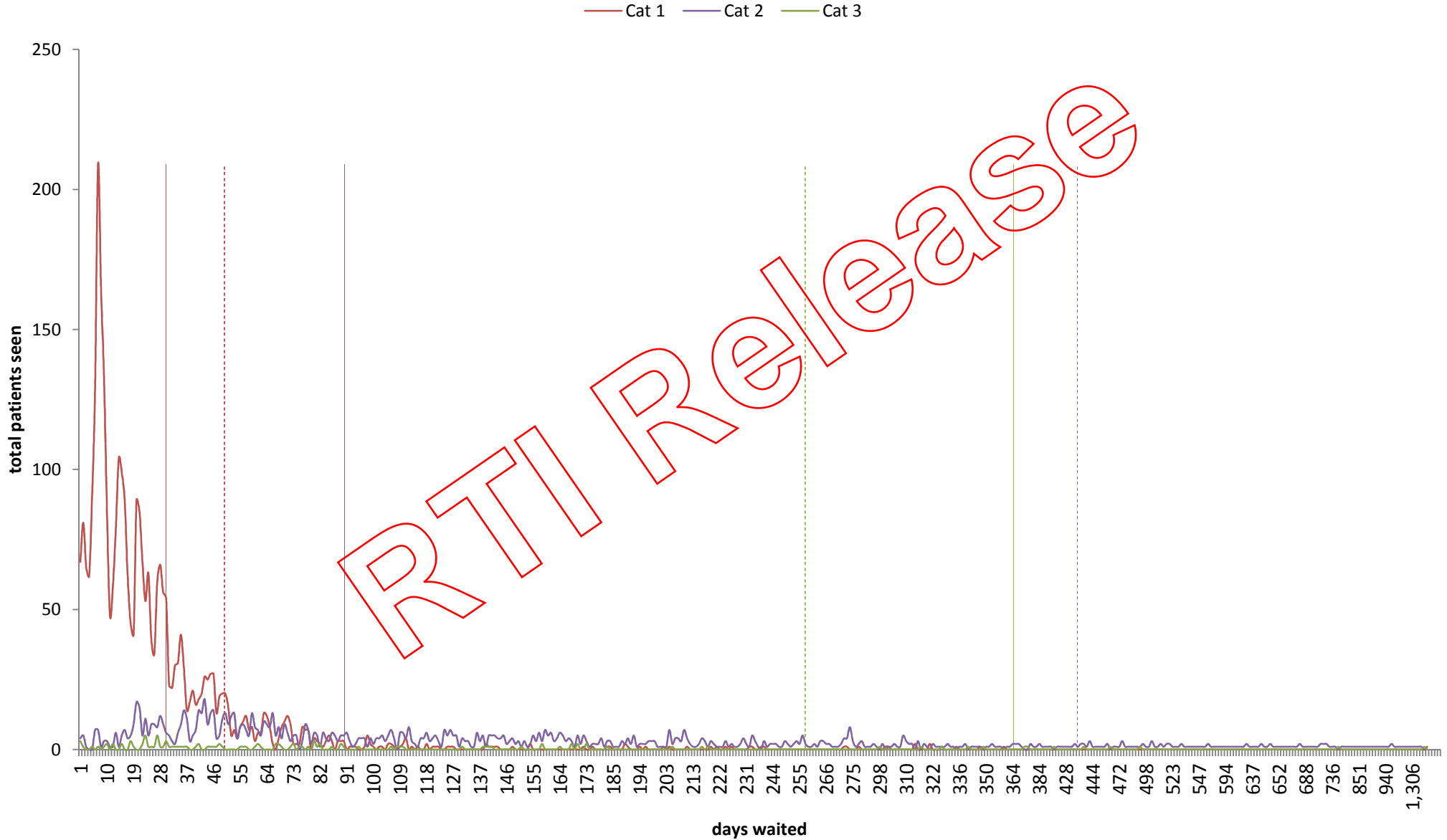
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Nambour General Hospital

HHS: SUNSHINE COAST

Activity distribution graph



RTI Release

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Ipswich Hospital

HHS: WEST MORETON

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiology	22	173	13	20	105	116	49	386	215	3	18	2	36	202	203
Diabetes	35	202	38	25	44	26	76	260	113	4	21	4	41	110	51
Ear Nose and Throat	115	285	47	14	182	391	37	419	3,893	9	29	5	28	335	448
General Medicine	75	242	64	8	63	42	37	251	315	6	25	7	23	171	75
General Surgery	99	838	2	15	115	34	37	456	34	7	84	1	28	315	31
Geriatrics	10	434		18	16		30	283		1	43		28	43	
Gynaecology	99	122	14	25	150	199	46	228	228	9	12	2	36	194	225
Non-Surgical Other	77	451	282	21	56	70	54	669	3,543	7	45	29	34	202	94
Obstetrics	9	18	1	13	45	10	43	170	10	1	2	0	28	90	10
Oncology	55	21		15	22		43	113		6	2		29	49	
Ophthalmology	3	23		16	528		16	1,475		0	3		16	991	
Orthopaedic	782	694	47	9	66	639	36	428	3,487	72	68	5	14	246	729
Palliative Care	18	13		26	40		64	128		2	2		54	50	
Plastic and Reconstructive Surgery	62	77	3	15	78	641	57	1,035	1,223	7	8	1	47	158	1,050
Respiratory	31	28	161	12	234	27	27	4,243	166	2	3	16	24	301	49
Rheumatology	16	9		7	354		28	519		2	1		13	515	
Surgical Other		4			154			315			1			298	
Urology	26	232	13	21	110	882	43	525	1,746	3	23	2	32	298	1,641

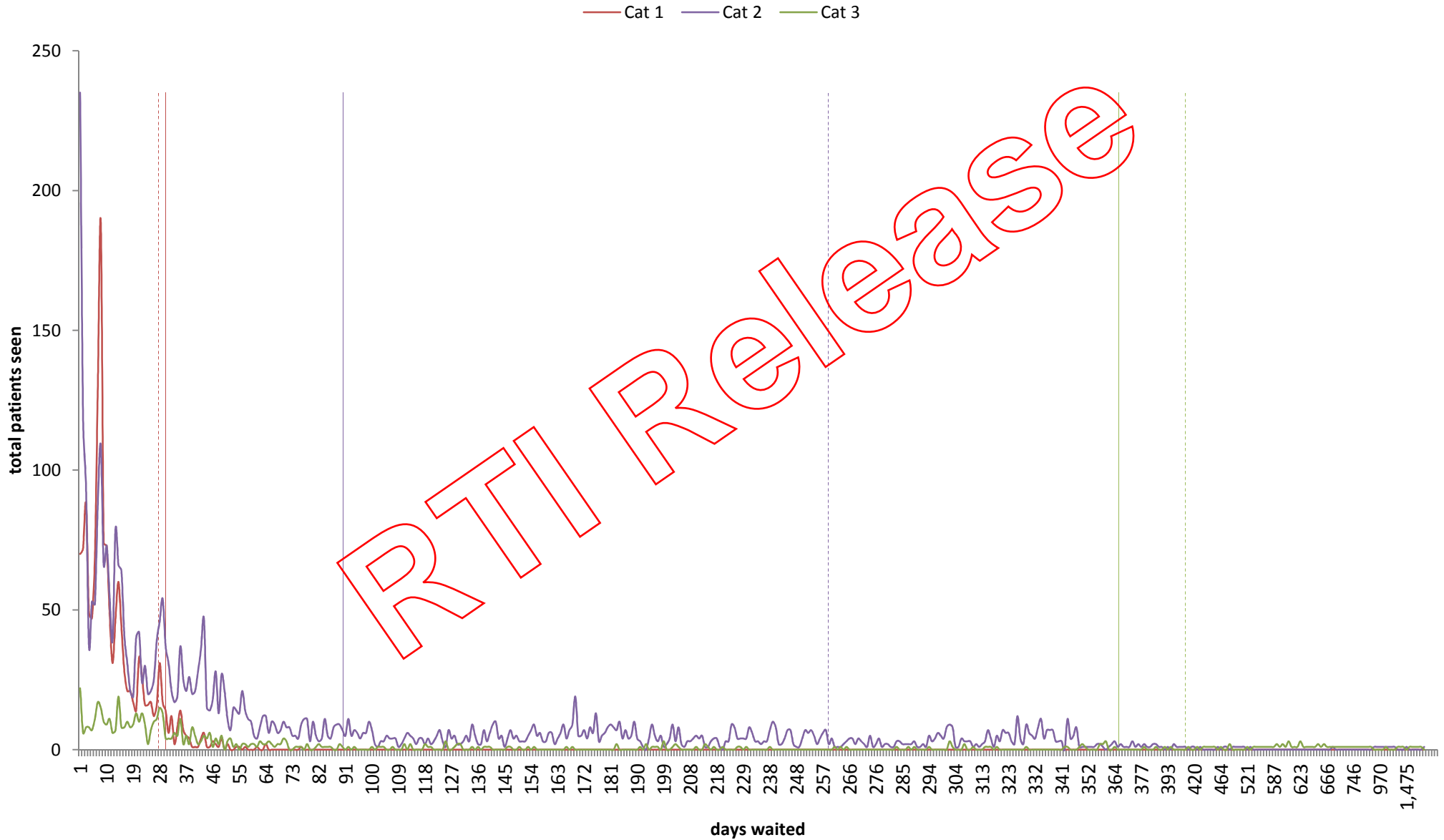
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Ipswich Hospital

HHS: WEST MORETON

Activity distribution graph



Specialist Outpatients: waiting times performance, June Q 2013

Facility: Royal Children's Hospital

HHS: CHILDREN'S HEALTH QUEENSLAND

Measures per report group/urgency category

Report Group	total patients seen in June quarter 2013			average days patients waited to be seen			maximum days patients waited to be seen			# patients who waited the longest (10th percentile)			published on the website ¹ (90th percentile days waited)		
	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3	Cat 1	Cat 2	Cat 3
Cardiology	6	6	51	25	79	194	49	133	461	1	1	5	39	131	315
Dermatology	57	37	6	14	65	105	139	160	188	6	4	1	29	122	176
Diabetes	14	3		9	38		30	83		2	1		20	71	
Ear Nose and Throat	78	250	73	11	273	672	51	740	1,737	8	25	7	29	451	1,293
Endocrinology	29	56	15	13	83	154	51	224	679	3	6	2	27	132	277
Gastroenterology	35	53	27	43	177	142	506	1,518	372	4	6	3	62	249	315
Nephrology	10	31	2	15	55	354	52	163	372	1	3	1	22	93	368
Neurology	37	124	27	12	150	211	42	513	757	4	13	3	27	311	422
Neurosurgery	11	30	5	23	77	325	50	234	534	1	3	1	38	149	486
Non-Surgical Other	243	334	366	32	123	167	1,373	644	1,660	23	34	37	49	406	442
Oncology	114	10		551	600		5,552	1,539		12	1		1,971	1,474	
Ophthalmology	127	266	46	21	180	220	74	672	535	12	26	5	39	294	388
Orthopaedic	875	167	28	10	179	166	202	652	424	88	17	3	16	396	349
Pain Management	6	2	1	13	59	104	36	76	104	1	1	0	26	73	104
Palliative Care		3			21			21			1			17	
Plastic and Reconstructive Surgery	11	100	70	23	45	156	151	190	1,107	1	10	7	20	133	295
Respiratory	59	64	7	18	102	587	57	318	3,158	6	7	1	42	194	1,575
Rheumatology	14			100			1,209			2			31		
Surgical Other	266	145	128	64	54	88	4,859	329	371	27	15	13	26	93	163
Vascular Surgery	18	9	2	51	105	46	315	563	58	2	1	1	77	180	56

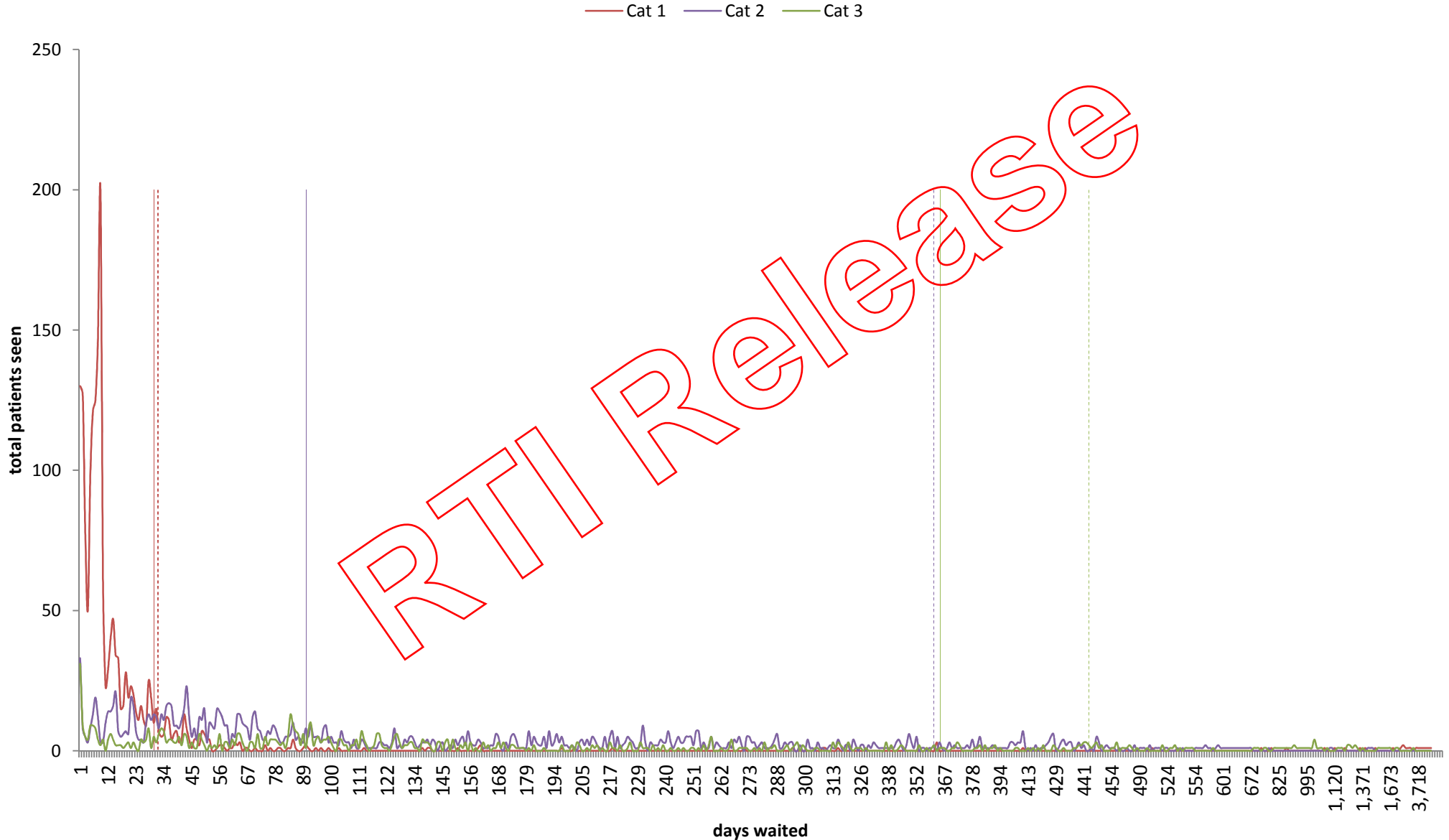
¹ where the total number of patients seen per urgency/report group was less than 10, the 90th percentile days waited is not published online

Specialist Outpatients: waiting times performance, June Q 2013

Facility: Royal Children's Hospital

HHS: CHILDREN'S HEALTH QUEENSLAND

Activity distribution graph



RTI Release

The average number of days patients waited for an initial service event in a specialist outpatient clinic during June quarter 2013.

HHS	MACKAY		
Hospital/Report Group	Category		
	1	2	3
Mackay Base Hospital			
Cardiac Surgery	39	54	
Cardiology	26	135	193
Diabetes	78	61	196
Endocrinology	48	157	
Gastroenterology	22	75	
General Medicine	18	190	1
General Surgery	15	67	
Gynaecology	15	23	85
Nephrology	112	251	451
Neurology	30	161	95
Neurosurgery	32	400	
Non-Surgical Other	12	58	5
Obstetrics	12	23	
Oncology	30	98	
Ophthalmology			889
Orthopaedic	15	172	153
Pain Management	99	243	
Respiratory	65	82	98
Rheumatology	25	127	
Surgical Other	13	30	4
Urology	51	223	
Vascular Surgery	43	83	

RTI Release

The average number of days patients waited for an initial service event in a specialist outpatient clinic during June quarter 2013.

HHS		NORTH WEST		
Hospital/Report Group	Category			
	1	2	3	
Mount Isa Base Hospital				
Cardiology	38	198	612	
Dermatology	93	160		
Diabetes	35	33	256	
Endocrinology	51	263		
Gastroenterology	274	1,156		
General Medicine	30	73	84	
General Surgery	16	37	132	
Gynaecology	28	54	158	
Nephrology	27	41		
Non-Surgical Other	38	100		
Obstetrics	4			
Ophthalmology	34	201	437	
Orthopaedic	12	22		
Plastic and Reconstructive Surgery		252	811	
Respiratory	38	6		
Rheumatology	8	8		
Vascular Surgery		7	342	

RTI Release

The average number of days patients waited for an initial service event in a specialist outpatient clinic during June quarter 2013.

HHS		CENTRAL QUEENSLAND		
Hospital/Report Group	Category			
	1	2	3	
Emerald Hospital				
Diabetes		0		
General Surgery	35	103	106	
Gynaecology	1	15		
Non-Surgical Other	6	55	38	
Obstetrics		57		
Palliative Care	7	31	8	
Gladstone Hospital				
Cardiology	18	18	19	
Dermatology	113	136	91	
Diabetes	23	82	82	
Endocrinology	35	31		
General Medicine	42	62	127	
General Surgery	19	41	234	
Gynaecology	15	48	160	
Non-Surgical Other	42	77	148	
Obstetrics	23	47	89	
Oncology	14	34		
Orthopaedic	38	230	370	
Rockhampton Hospital				
Cardiology	96	129	215	
Diabetes	34	84	35	
Ear Nose and Throat	16	120	343	
Endocrinology	763		9	
Gastroenterology	5	40	55	
General Medicine	32	201		
General Surgery	30	255	900	
Gynaecology	33	180	364	
Nephrology	129	623	55	
Neurosurgery	153	112	138	
Non-Surgical Other	33	284	261	
Obstetrics	36	36	79	
Oncology	44	246	83	
Orthopaedic	22	448	862	
Palliative Care	20			
Respiratory	23	186	52	
Rheumatology	73	331		
Surgical Other	47	115	276	
Urology	36	242	402	

The average number of days patients waited for an initial service event in a specialist outpatient clinic during June quarter 2013.

HHS		DARLING DOWNS		
Hospital/Report Group	Category			
	1	2	3	
Kingaroy Hospital				
General Surgery	19	22	30	
Gynaecology	25	84	314	
Surgical Other	35	132	606	
Toowoomba Hospital				
Cardiology	26	75	140	
Ear Nose and Throat	33	614		
Endocrinology	40	118	96	
Gastroenterology	38	61		
General Medicine	30	108	227	
General Surgery	25	345	280	
Gynaecology	20	222	158	
Nephrology	29	246	976	
Neurology	29	156	870	
Non-Surgical Other	20	242	396	
Oncology	21	165		
Ophthalmology		65	1,169	
Orthopaedic	8	68	850	
Palliative Care	14			
Respiratory	19	321	2,150	
Surgical Other	24	235		

RTI Release

The average number of days patients waited for an initial service event in a specialist outpatient clinic during June quarter 2013.

HHS		CAIRNS AND HINTERLAND		
Hospital/Report Group	Category			
	1	2	3	
Atherton Hospital				
Dermatology		144		
Diabetes	34	66	459	
General Medicine	38	64	84	
General Surgery	30	84	242	
Gynaecology	51	71	150	
Non-Surgical Other	19	104		
Cairns Base Hospital				
Cardiac Surgery	16	32		
Cardiology	26	102	266	
Dermatology	40	336	584	
Diabetes	18	69	80	
Ear Nose and Throat	15	222	834	
Endocrinology	33	96	172	
Gastroenterology	95	241		
General Medicine	33	61	48	
General Surgery	23	312	329	
Geriatrics			62	
Gynaecology	32	80	196	
Nephrology	131	91	190	
Neurology	50	163		
Neurosurgery	50	66	89	
Non-Surgical Other	32	87	80	
Obstetrics	10	10	29	
Oncology	108	154	973	
Ophthalmology	18	148	291	
Orthopaedic	12	189	544	
Pain Management	39	192	244	
Palliative Care	35			
Respiratory	6	73	91	
Rheumatology	48	152		
Surgical Other	16	103	223	
Vascular Surgery	28	86		
Innisfail Hospital				
Cardiology	43	41		
General Medicine	29	30	69	
General Surgery	31	101	244	
Geriatrics			77	
Gynaecology		5		
Non-Surgical Other	39	108	259	
Obstetrics	18	25		
Oncology	1	1		
Surgical Other	162	52		

RTI Release

The average number of days patients waited for an initial service event in a specialist outpatient clinic during June quarter 2013.

HHS TOWNSVILLE

Hospital/Report Group	Category		
	1	2	3
The Townsville Hospital			
Cardiac Surgery	21	38	
Cardiology	82	251	138
Dermatology	52	56	36
Diabetes	100	245	106
Ear Nose and Throat	29	152	255
Endocrinology	89	531	131
Gastroenterology	24	88	451
General Medicine	33	47	74
General Surgery	17	146	178
Geriatrics	37	62	
Gynaecology	23	65	185
Nephrology	28	56	131
Neurology	44	130	233
Neurosurgery	33	153	140
Non-Surgical Other	31	55	64
Obstetrics	35	21	60
Oncology	11	16	219
Ophthalmology	13	211	398
Orthopaedic	8	36	222
Pain Management	9	139	75
Plastic and Reconstructive Surgery	29	115	75
Respiratory	46	85	106
Rheumatology	252	443	24
Surgical Other	11	50	105
Urology	31	65	243
Vascular Surgery	19	77	308

RTI Release

The average number of days patients waited for an initial service event in a specialist outpatient clinic during June quarter 2013.

HHS		WIDE BAY		
Hospital/Report Group	Category			
	1	2	3	
Bundaberg Base Hospital				
Cardiology	35			
Diabetes	22	125		
Endocrinology	87	154		
Gastroenterology	38	168	145	
General Surgery	29	150	383	
Gynaecology	34	62	61	
Nephrology	33	253		
Non-Surgical Other	80	64	208	
Obstetrics	6	44		
Oncology	14			
Orthopaedic	14	131	360	
Pain Management	418	261		
Palliative Care	15			
Rheumatology	58	1,485		
Surgical Other	165	264	1,098	
Urology	8	249	1,061	
Hervey Bay Hospital				
Cardiology	23	72		
Diabetes	7			
Endocrinology	24	44	51	
General Medicine	27	142	425	
General Surgery	19	112	734	
Gynaecology	23	71	107	
Nephrology	33	155		
Non-Surgical Other	28	136	291	
Obstetrics	35	57	81	
Oncology	6	27		
Orthopaedic	10	56	296	
Urology	178			
Maryborough Hospital				
Cardiology	21	49		
Endocrinology	27	41	80	
General Medicine	30	92	321	
General Surgery	19	147	600	
Gynaecology	20	74	69	
Nephrology	68	186		
Non-Surgical Other	31	66	286	
Obstetrics	54	55		
Oncology	23	31		
Orthopaedic	11	93	265	
Urology	303	686		

RTI REQUEST