

Maps and profiles of rural Area Health Services



Greater Southern

Area Health Service

GREATER SOUTHERN
NSW HEALTH



1 Greater Southern AHS

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A/Chief Executive

Dr Nigel Lyons

Local government areas

Albury, Bega Valley, Berrigan, Bland, Bombala, Boorowa, Carrathool, Conargo, Coolamon, Cooma Monaro, Cootamundra, Corowa, Deniliquin, Eurobodalla, Goulburn, Mulwaree, Greater Hume, Griffith, Gundagai, Harden, Hay, Jerilderie, Junee, Leeton, Lockhart, Murray, Murrumbidgee, Narrandera, Palerang, Queanbeyan, Snowy River, Temora, Tumbarumba, Tumut, Upper Lachlan, Urana, Yass Valley, Young, Wagga Wagga, Wakool

Public hospitals

Albury Base Hospital
Barham Koondrook Soldiers Memorial
Batemans Bay District Hospital
Batlow District Hospital
Bega District Hospital
Berrigan War Memorial Hospital
Bombala Hospital
Boorowa Hospital
Bourke Street Health Service
Braidwood Hospital
Coolamon Ganmain Health Service
Cooma Hospital
Cootamundra Hospital
Corowa Hospital
Crookwell Hospital
Culcairn Health Service
Delegate Multi-Purpose Service
Deniliquin District Hospital
Finley Hospital
Goulburn Hospital
Griffith Base Hospital
Gundagai District Hospital
Hay Hospital and Health Service
Henty District Hospital

Hillston District Hospital

Hillston District Hospital
Holbrook District Hospital
Jerilderie Health Service
Junee District Hospital
Kenmore Hospital
Leeton District Hospital
Lockhart Hospital
Moruya District Hospital
Murrumburrah-Harden Hospital
Narrandera District Hospital
Pambula District Hospital
Queanbeyan District Health Service
Temora & District Hospital
Tocumwal Hospital
Tumbarumba Health Service
Tumut District Hospital
Urana Health Service
Wagga Wagga Base Hospital
West Wyalong Hospital
Yass District Hospital
Young District Hospital

Third schedule hospitals

Mercy Health Service Albury
Mercy Care Centre Young

Achievements

- ▶ Completion of the upgrade of the Kenmore Hospital complex at Goulburn.
- ▶ Construction of a new operating theatre at Bega Hospital was commenced, along with planning for the new Bega Valley redevelopment.
- ▶ Development of HealthOne NSW service models of integrated and co-located primary health services in Corowa and Cootamundra, with a further HealthOne service planned for Jindabyne.
- ▶ Established a joint medical executive group, ACT Health to discuss improved operational coordination of services in the south east region of NSW and ACT. This is the first time a joint approach to operational management and coordination has been developed between the two services.
- ▶ Implementation of the mental health family and carer support program to provide services to people who care for or support a person with mental illness.
- ▶ Establishment of Data Online, a comprehensive database of health statistics for the area.
- ▶ Completion of a corporate risk assessment as the foundation for a three year risk-based internal audit program. The assessment clarified risk management responsibilities, acceptable risk levels and risk mitigation strategies.
- ▶ Implementation of the nursing and midwifery knowledge management model, improving sharing of clinical knowledge.
- ▶ Successful hand hygiene campaign with 30 per cent improvement of hand hygiene compliance and the highest level of doctor participation in NSW.
- ▶ Nine new videoconference units established.

Highlights

- ▶ Continued to work with NSW and Victorian Governments to progress an integrated Albury and Wodonga health service.
- ▶ Continuation of planning for the redevelopment of Wagga Wagga Base Hospital.
- ▶ The Centre for Health Equity Training Research and Evaluation, University of NSW acknowledged Greater Southern Area Health Service for contributions to health impact assessment progression.
- ▶ Australian Council of Healthcare Standards certification achieved in mental health, the corporate sector and within other key areas.
- ▶ Awarded the 2006 Baxter Award for the project 'Group Phonological Awareness Intervention: It works!'
- ▶ Significant contributions to drought support initiatives in partnership with multiple government and non-government agencies.
- ▶ Two Indigenous nursing cadets commenced in 2007 and the number of Indigenous trainee enrolled nurses increased to six in 2007.
- ▶ Commencement of 20 clinician managers in the clinical excellence commission leadership development program.
- ▶ Funding gained for establishment of a shared care model to enable Cooma residents to obtain some cancer treatments from local services with the support of oncologists based in metropolitan centres.



Greater Western Area Health Service



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Chief Executive

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Local government areas

Balranald, Bathurst Regional, Blayney, Bogan, Bourke, Brewarrina, Broken Hill, Cabonne, Central Darling, Cobar, Coonamble, Cowra, Dubbo, Forbes, Gilgandra, Lachlan, Mid-Western, Narromine, Oberon, Orange, Parkes, Walgett, Warren, Warrumbungle, Weddin, Wellington, Wentworth, Unincorporated Far West

Public hospitals

Balranald District Hospital

Baradine Multi-Purpose Service

Bathurst Base Hospital

Blayney Multi-Purpose Service

Bloomfield Hospital

Bourke District Hospital

Brewarrina Multi-Purpose Service

Broken Hill Base Hospital

Canowindra Soldiers' Memorial Hospital

Condobolin District Hospital

Cowra District Hospital

Cudal War Memorial Hospital

Cobar District Hospital

Collarenebri Multi-Purpose Service

Coolah Multi-Purpose Service

Coonabarabran District Hospital

Coonamble District Hospital

Dubbo Base Hospital

Dunedoo War Memorial Hospital

Eugowra Memorial Hospital

Forbes District Hospital

Gilgandra Multi-Purpose Service

Goodooga Community Health Service

Grenfell Multi-Purpose Service

Gulargambone Multi-Purpose Service

Gulgong District Hospital

Ivanhoe District Hospital

Lake Cargelligo Multi-Purpose Service

Lightning Ridge Multi-Purpose Service

Menindee Health Service

Molong District Hospital

Mudgee District Hospital

Narromine District Hospital

Nyngan District Hospital

Oberon Multi-Purpose Service

Orange Base Hospital

Parkes District Hospital

Peak Hill Hospital

Rylstone Multi-Purpose Service

Tibooburra District Hospital

Tottenham Hospital

Tullamore Hospital

Trangie Multi-Purpose Service

Trundle Multi-Purpose Service

Warren Multi-Purpose Health Service

Wellington Hospital, Bindawalla

Walgett District Hospital

Wentworth District Hospital

Wilcannia Multi-Purpose Service



Achievements

- ▶ Received the NSW Health Award for best overall performance in delivering care to the people of rural NSW.
- ▶ Received recognition at the NSW Health Aboriginal Health Awards with Pat Canty-Bates receiving an excellence in health service delivery award.
- ▶ The Marrang Model, introduced by the Child and Family Health Service, was awarded an excellence in health service delivery award for improved access and health outcomes for Aboriginal families in Orange.
- ▶ The Men's Educational Rural Van was named the national winner for innovation in nursing at the HESTA Australian Nursing Awards.

Highlights

- ▶ Several new facilities under construction at Dunedoo, Tottenham, Tullamore, Nyngan and Cudal.
- ▶ Construction of the \$94 million Bathurst facility continued and tenders to build the new \$194 million Orange and Bloomfield hospitals were received.
- ▶ The \$2 million dollar Menindee Health Service was officially opened by NSW Minister for Rural Affairs, Tony Kelly.
- ▶ The Tullamore Multipurpose Service was opened by NSW Minister for Health, John Hatzistergos.
- ▶ Planning for HealthOne services at Blayney, Gulgong, Rylestone, Canowindra, Coonamble, Dareton/Wentworth and Broken Hill.
- ▶ Planning for GP Clinics at Dubbo and Broken Hill in conjunction with the Division of General Practitioners.
- ▶ Official opening of the Health Council Forum in Dubbo by NSW Health Minister, John Hatzistergos
- ▶ The first round of the Federal Workplace English Language and Literacy funded project resulted in 75 hotel and environmental services staff across 12 facilities completing the Certificate II in Health Support Services.
- ▶ Rural and remote nursing proved to be a popular choice with 47 new registered nurses commencing their careers in the Greater Western Area Health Service in February 2007.

Hunter and New England

Area Health Service

HUNTER NEW ENGLAND
NSW HEALTH



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Chief Executive

Terry Clout

Local government areas

Armidale, Dumaresq, Glenn Innes, Severn, Gunnedah, Guyra, Gwydir, Inverell, Liverpool Plains, Moree Plains, Narrabri, Tamworth Regional, Tenterfield, Uralla, Walcha, Cessnock, Dungog, Gloucester, Great Lakes, Greater Taree, Lake Macquarie, Maitland, Muswellbrook, Newcastle, Port Stephens, Singleton and Upper Hunter

Public hospitals

Armidale and District Hospital
Belmont District Hospital
Cessnock District Hospital
Glen Innes District Hospital
Gloucester Soldiers' Memorial Hospital
Gunnedah District Hospital
Inverell District Hospital
James Fletcher Hospital
John Hunter Hospital
John Hunter Children's Hospital
Kurri Kurri District Hospital
Maitland Hospital
Manilla District Hospital
Morisset Hospital
Moree Hospital
Muswellbrook District Hospital
Narrabri District Hospital
Newcastle Mater Misericordiae Hospital
Quirindi Hospital
Royal Newcastle Hospital
Scott Memorial Hospital
Tamworth Base Hospital
Manning Base Hospital
Singleton District Hospital

Community hospitals/multi-purpose services

Barraba, Bingara, Boggabri, Bulahdelah, Denman, Dungog, Emmaville – Vegetable Creek, Guyra, Merriwa, Murrurundi, Nelson Bay, Tenterfield, Tingha, Walcha, Warialda, Wee Waa, Werris Creek and Wingham

Achievements

- ▶ Official launch and roll-out of Australia's largest ever obesity prevention trial – Good for Kids, Good for Life – focusing on overweight and obesity in children and young people.
- ▶ Giving people of Moree and surrounds access to eye surgery following the commencement of ophthalmic surgery services at Moree District Hospital in partnership with Pius X Aboriginal Medical Service.
- ▶ Winner of the 2006 Prime Minister's Employer of the Year Award in recognition of the organisation's commitment to employing and retaining people with a disability.
- ▶ Establishment of a methamphetamine clinic in Newcastle to provide specialised treatment services for people who use methamphetamines and who aren't accessing standard drug and alcohol clinics.
- ▶ Winner of the Director General's Performance Award for best overall performance in delivering care for a metropolitan health service at the Baxter 2006 NSW Health Awards.
- ▶ Helping find ways to enhance rural health by hosting the statewide Rural Health Research Colloquium in Tamworth in May 2006.



Highlights

- ▶ Commencement of work on the \$15.2 million Manning Hospital Emergency Department redevelopment.
- ▶ Improving services for the people of Lake Macquarie, with the completion of the \$31.5 million upgrade of Belmont Hospital.
- ▶ Introduction of the smoke-free campus initiative on 31 October 2006 across all Hunter New England Health sites
- ▶ Opening of the \$9.4 million Guyra multi purpose health service to give local people a comprehensive range of hospital and community health services linked together on the one site.
- ▶ Commencement of construction of four new multi purpose health services at Bingara, Merriwa, Tingha and Warialda.
- ▶ Official opening of Narrabri Hospital's new \$350,000 Emergency Department to provide state of the art emergency services to local people.
- ▶ Injection of \$1 million into the greater Newcastle sterilising service to meet growing demand on surgery at Hunter hospitals.
- ▶ Boosting surgery, palliative care and community health services in the Cessnock and Kurri Kurri communities following the injection of more than \$1million for staff and equipment.
- ▶ Commencement of services at the \$10 million Walcha multi purpose health services to provide health and aged care services to rural and remote communities by integrating services under one structure.
- ▶ Commencement of the \$9.8 million project to install air-conditioning in 15 wards of John Hunter Hospital in Newcastle.

North Coast

Area Health Service

NORTH COAST
NSW HEALTH



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Chief Executive

Chris Crawford

Local government areas

Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Hastings, Kempsey, Kyogle, Lismore, Nambucca, Richmond Valley, Tweed

Public hospitals

Ballina District Hospital
Bellingen River District Hospital
Bonalbo Health Service
Byron District Hospital
The Campbell Hospital, Coraki
Casino and District Memorial Hospital
Coffs Harbour Health Campus
Dorrigo Multi-Purpose Service
Grafton Base Hospital
Kempsey District Hospital
Kyogle Memorial Health Service
Lismore Base Hospital
Macksville Health Campus
Macleay Valley District Hospital
Mullumbimby and District War Memorial Hospital
Murwillumbah District Hospital
Nimbin Health Service
Port Macquarie Base Hospital
The Tweed Hospital
Urbenville Health Service
Wauchope District Memorial Hospital

Achievements

- ▶ Amalgamation of the two former Area Health Services finalised into the North Coast Area Health Service, resulting in administrative savings totalling \$5.1 million that will be redirected into frontline clinical care.
- ▶ Record number of treatments provided. Inpatients increased by 8,017, non-inpatients increased by 109,050 and dialysis patients rose by 2,621.
- ▶ Urgent and non-urgent surgery waiting times close to benchmarks.
- ▶ Clinical service plans finalised for mental health and drug and alcohol services.
- ▶ Rollout of smoke-free health campuses policy completed.
- ▶ Expanded community mental health services introduced, with an extra 21 new staff appointed.
- ▶ The \$3.5 million Coffs Harbour Cardiac Catheterisation Lab was opened.



Highlights

Capital work projects including:

- ▶ Construction of a \$39.4 million integrated cancer care project, including radiation oncology units on networked sites at Coffs Harbour and Port Macquarie.
- ▶ Significant progress on the \$38.5 million mental health unit at Lismore Base Hospital redevelopment.
- ▶ Work commenced on new 30-bed ward at Tweed Hospital, budgeted at \$5.5 million, scheduled for completion during 2008.
- ▶ Opening of the 18-bed transitional care unit at Ballina Hospital, with a total budget of \$5.37 million, with the associated 24-bed rehabilitation unit being planned.
- ▶ A 20 bed non-acute mental health unit for Coffs Harbour health campus, costing \$8.2 million and scheduled for completion in mid-2008.
- ▶ Building works well advanced on the fixed Breast Screen NSW unit at Tweed Hospital and the Clinical Training and Research Institute (a collaborative project with Bond University, Griffith University and the Commonwealth government) costing \$3.6 million.
- ▶ Upgrading of the sterilising department at Port Macquarie Base Hospital, at a cost of \$400,000.
- ▶ Upgrade of Grafton Base Hospital Emergency Department.
- ▶ Undertaking of a \$2.4 million expansion of the mental health unit at Port Macquarie Base Hospital, with completion due by the end of 2007.

Statewide services

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Ambulance Service of NSW

Ambulance Service of NSW

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Chief Executive

Greg Rochford

Achievements

- ▶ During 2006/07, the NSW Ambulance Service provided over 1,052,000 total responses (both emergency and non-emergency) an average of 2,885 responses per day. This is equivalent to a call for assistance every 30 seconds.
- ▶ NSW Air Ambulance provided emergency medical helicopter missions at Wollongong, Sydney and Orange.
- ▶ Development of an Ambulance Rural Plan. This identifies innovative programs to assist recruitment and retention of ambulance officers, further develop professional and volunteer services, form partnerships with mainstream health and other emergency services and enhance services to small communities.
- ▶ Completion of the Rural Data Radio Service project has provided mobile response data and duress alarm capabilities in 695 rural Ambulance vehicles.
- ▶ Recognised as a finalist in the 2006 NSW Training Awards for new online education initiatives. New courses continue to be delivered and pod-casting introduced as an additional educational opportunity.
- ▶ The upgrade of clinical skills for qualified ambulance officers continues with 70 per cent completing the upgrade for acute clinical interventions and 20 per cent completing additional training in mental health emergencies.

- ▶ The clinical assessment and referral project and extended care paramedic program was developed. In addition to the current cardiac care data, clinical indicators were expanded to include trauma and patient safety measures. Further work has also been undertaken to introduce reliable measures for reporting performance in the management of cardiac arrest, asthma, spinal injuries and pain relief.

Highlights

- ▶ The Be an Ambulance Hero: Dial Zero, Zero, Zero campaign was implemented in all NSW primary schools.
- ▶ The Life...Live it, Save it campaign targeted over 55s and delivered core awareness on skills needed in the event of a cardiac emergency. The campaign was rolled out to 100 community groups and 2,000 participants.
- ▶ Project management of health arrangements for the Asia Pacific Economic Cooperation (APEC) 2007 meetings.
- ▶ Commencement of the computer aided dispatch infrastructure upgrade project, which will provide a state-wide computer aided dispatch environment for the four operations centres.
- ▶ Upgrade of the electronic booking system commenced.



Clinical Excellence Commission

Clinical Excellence Commission

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Chief Executive Officer

Professor Clifford Hughes AO

Achievements

- ▶ The Citizens Engagement Advisory Council was formally established.
- ▶ Release of the first annual Incident Information Management System (IIMS) report.
- ▶ Transfusion medicine – launch of Blood Watch.
- ▶ Implementation of new electronic record system for the Clinical Excellence Commission (CEC).
- ▶ The Quality Systems Assessment Program pilots were completed and the tender awarded for project development stage. The main objectives of the programs are to provide evidence of compliance of policies, standards and guidelines.
- ▶ Launch of the Medication Safety Self Assessment.
- ▶ Reviews of Attention Deficit Hyperactivity Disorder (ADHD) in children and adolescents in NSW, implantation procedures for permanent pacemakers and related devices and inaccurate reporting of pathology and cytology specimens.
- ▶ Involvement in NSW Legislative Council inquiry regarding health complaints handling.

Highlights

- ▶ The first recipient of the Ian O'Rourke Scholarship was awarded. The scholarship is named in honour of Dr Ian O'Rourke AO, the late Chief Executive Officer of the former Institute for Clinical Excellence and his many roles in health as a surgeon, educator, academic and researcher. The scholarship allows a suitably qualified applicant to undertake a fulltime PhD degree by research into patient safety and quality improvement as they relate to Indigenous health.
- ▶ There were a number of new project focus areas in 2006/07 consisting of central line associated bacteraemia in Intensive Care Units, communicating for clinical handover and recognition and management of the deteriorating patient.
- ▶ Shared quality and safety reporting function with NSW Department of Health.
- ▶ Locum postings of Area Directors of Clinical Governance to the Clinical Excellence Commission.
- ▶ Groundwork was undertaken for publication of the inaugural quality indicator chart book.
- ▶ A database to support collaborating hospitals audit of surgical mortality commenced.
- ▶ Educational seminars and training initiatives run by the CEC included a clinical leadership course, the Children's Emergency Care Project toolkit, and E-learning modular program for quality improvement and Quality Tools Refresher courses.
- ▶ An organisational review was conducted by an external consultant.



Justice Health

Justice Health

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Website. www.justicehealth.nsw.gov.au

Chief Executive Officer

Dr Richard Matthews

Achievements

- ▶ The Justice Health Aboriginal Vascular Health project won the Innovation in Chronic Care Award at the 2007 NSW Aboriginal Health Awards.
- ▶ The 40-bed Mental Health Screening Unit for men at Silverwater Correctional centre commenced operation on 16 February 2006.
- ▶ In March 2007 a new 10-bed Mental Health Screening Unit for women at Silverwater Women's Correctional centre was opened.
- ▶ The Hamden mental health accommodation area at the Metropolitan Remand and Reception centre was expanded from 35 to 120 beds to accommodate mentally ill inmates.
- ▶ The Justice Health Recognition and Reward Program was established in 2006 and includes three major awards: Employee of the Year Award, Graduate Achievement Award and the Quality/Innovation Award.
- ▶ In 2006 new Justice Health clinics were completed at Juniperina Juvenile Justice Centre and Kariong Juvenile Correctional Centre.
- ▶ In 2006 Justice Health established a joint services plan with the Department of Juvenile Justice.
- ▶ In May 2007 Justice Health underwent the Occupational Health and Safety numerical profile. This year the organisation scored 93 percent, a significant improvement on the score of 70 per cent in the last review in 2004.

Highlights

- ▶ On 19 July 2006 financial close for the new Forensic and Prison Hospitals was achieved. The extensive site works have now been completed and Multiplex is well into the construction phase of the project. Work has commenced on the policies and procedures for the transition process and the operation of the new facilities.
- ▶ A 12-month management development program aimed at entry and mid-level managers commenced in March 2006.
- ▶ The Adolescent Community Forensic Mental Health clinics in the Sydney metropolitan region were established.
- ▶ The Compulsory Drug Treatment Centre commenced operations in September 2006.
- ▶ The Adolescent Health Court and Community Team was expanded to Bidura, Cobham and Parramatta Childrens' Courts.
- ▶ The key findings were reported from the Young People on Community Orders Health Survey. This groundbreaking survey assists comprehensive and informed service planning.
- ▶ In February 2007 the orientation program was held for the inaugural Masters of Forensic Mental Health program. The Masters in Forensic Mental Health is a collaborative program between NSW Health, Justice Health and the UNSW School of Psychiatry to provide recognised specialist training on the clinical and legal aspects of Forensic Mental Health.
- ▶ In May 2007, the Justice Health Strategic Plan was finalised.
- ▶ The Australian Council on healthcare standards evaluation and quality improvement program periodic review and the Mental Health in-depth review was successful with no high priority or advance completion recommendations.
- ▶ The Centre for Health Research in Criminal Justice has over 50 research affiliates and its work is recognised at the national and international level. In 2006/07 the centre undertook twelve major research projects, the most significant of these being a Smoking Cessation Clinical Trial, Sexual Health and Attitudes of Australian Prisoners and Hepatitis C Research Initiatives.

The Children's Hospital at Westmead

The Children's Hospital at Westmead

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Chief Executive

Dr Antonia Penna

Achievements

- ▶ Highest activity year ever, with growth of 16 per cent on last year and an increase to beds and services. There has been a huge financial turnaround in the past 12 months with improvement in all revenue and expenditure processes.
- ▶ The commencement of an Out of Home Care clinic by the Child Protection Unit.
- ▶ Clinical redesign projects around the surgical patient journey and the emergency patient journey.
- ▶ Participation in the electronic medical record pilot, designed to make the health system in general more efficient and user-friendly.
- ▶ A joint education project with Sydney Children's Hospital in developing a post-graduate subject for new nursing graduates which gives them credit towards any post graduate certificate in paediatric sub-specialties, encouraging them to stay within child healthcare.
- ▶ The creation of the award-winning Kids Factor Zone, a triage and training area for haemophilia families and their carers to support a home-based minimal intervention model of care.
- ▶ The appointment of Professor Valerie Wilson to Professor for Nursing Research and Practice Development, a joint appointment with the University of Technology, Sydney.
- ▶ The successful implementation of the long term Ventilated Care Unit and the subsequent transition of six ventilated patients to home care.
- ▶ Opening of the George Gregan Foundation playground, specially designed to meet the needs of children with illness and disability.



Highlights

- ▶ Research is going from strength to strength with 30 research groups, over 200 staff and \$17 million in funding.
- ▶ Opening of the Westfield Gene and Cellular Therapeutics Laboratory which will provide the capacity to run gene and cell therapy trials. This facility allows the harvesting and manipulation of patient cells prior to their delivery back into the patient. This also allows the production of gene vectors at therapeutic levels.
- ▶ Establishment of a new research group, the Wound Healing Laboratory, an exciting initiative of the Division of Research and Burns Unit. This continues the objective to create a research environment that integrates research with a paediatric health outcome focus.
- ▶ Major enhancements planned over the next 12 months to the areas of interventional radiology, cardiology, rehabilitation, oncology, liver transplants, surgery, neurology/neurosurgery and orthotics, among others.

Area Health Service Public Health Units

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Justice Health Service PHU

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Sydney West PHU

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Glossary of terms

Admission

The process by which a person commences a period of residential care in a health facility.

Admitted patients

Individuals accepted by a hospital for inpatient care.

Average length of stay (ALOS)

The average number of days each admitted patient stays in hospital. This is calculated by dividing the total number of occupied bed days for the period by the number of actual separations in the period.

Accrual accounting

Recognises revenues and expenses in the accounting period in which goods and services are provided or consumed, rather than in periods when cash is received or paid. In addition, it provides information on the assets and liabilities of an economic entity.

Ambulatory care

Any form of care other than as a hospital inpatient.

Best practice

Identifying and matching the best performance of others.

Bed days

The total number of bed days of all admitted patients accommodated during the reporting period. It is taken from the count of the number of inpatients at midnight (approximately) each day. Details for Same Day patients are also recorded as Occupied Bed Days where one Occupied Bed Day is counted for each Same Day patient.

Bed occupancy rate

The percentage of available beds which have been occupied over the year. It is a measure of the intensity of the use of hospital resources by inpatients.

Booked admission

Patients who require non-emergency admission to hospital (formerly called elective patients) where admission need not occur within 24 hours are booked in and placed on a waiting list.

Clinical pathways

The systematic approach to achieving particular outcomes for an inpatient, which identifies the amount and sequence of resources for that type of case.

Chargeable inpatients

Any admitted patient or registered non-inpatient for whom a charge can be raised by a hospital or Area Health Service for the provision of health care.

Diagnosis related groups (DRGs)

A system designed to classify every acute inpatient episode, from admission to discharge, into one of approximately 500 coding classes. Each group contains only patients who have similar clinical conditions and treatment costs.

Day of surgery admission (DOSA)

Involves patients who require an overnight stay in hospital following their procedure but who are admitted to hospital on the day of surgery.

Inpatient

A person who is admitted to hospital.

Non-admitted patient services (NAPS)

Services provided to clients/patients who are not admitted to hospital, eg emergency department services, outpatient department services and community health services.

Performance agreement

An agreement between the Director General and public health organisations, as outlined under the Health Services Act 1997. The agreement contains agreed objectives and goals and defines accountabilities and measures performance.

Performance indicator

A set of indicators for the NSW public health system that focus on a limited number of high-level issues designed to provide a broad overview of NSW Health. This core set of indicators forms part of other major indicator sets used by NSW Health, such as performance agreements with NSW Treasury and with Area Health Services.

Same-day surgery

Involves the patient being admitted and discharged on the day of surgery.

Specialist

A doctor who has extra qualifications in one or more clinical areas of practice. Some examples of specialists are gynaecologists, ophthalmologists and neurosurgeons.

Specialty

The term used to describe the particular field of medicine in which a specialist doctor practises, eg orthopaedics, urology, gynaecology.

Telehealth

A telecommunications network connecting health facilities around NSW to improve access to health care services for patients, especially those living in rural and remote communities. It uses pictures, videos and information across long distances so that health professionals and patients can decide treatment options without the need for travel.

Triage

An essential function of emergency departments where many patients may present at the same time. Triage aims to ensure that patients are treated in order of their clinical priority and that their treatment is timely.

Waiting time

The amount of time that a patient has waited for admission to hospital. It is measured from the day the hospital receives a 'recommendation for admission' form for the patient until the day the patient is admitted.

23 hour care unit

Units that have been specifically designed to accommodate patients, both booked and emergency, that meet specific admission criteria including:

- ▶ absolute expectation of discharge within 24 hours
- ▶ preadmission screening (booked patients)
- ▶ agreed clinical guidelines in place
- ▶ agreed protocols based on nurse initiated discharge.

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