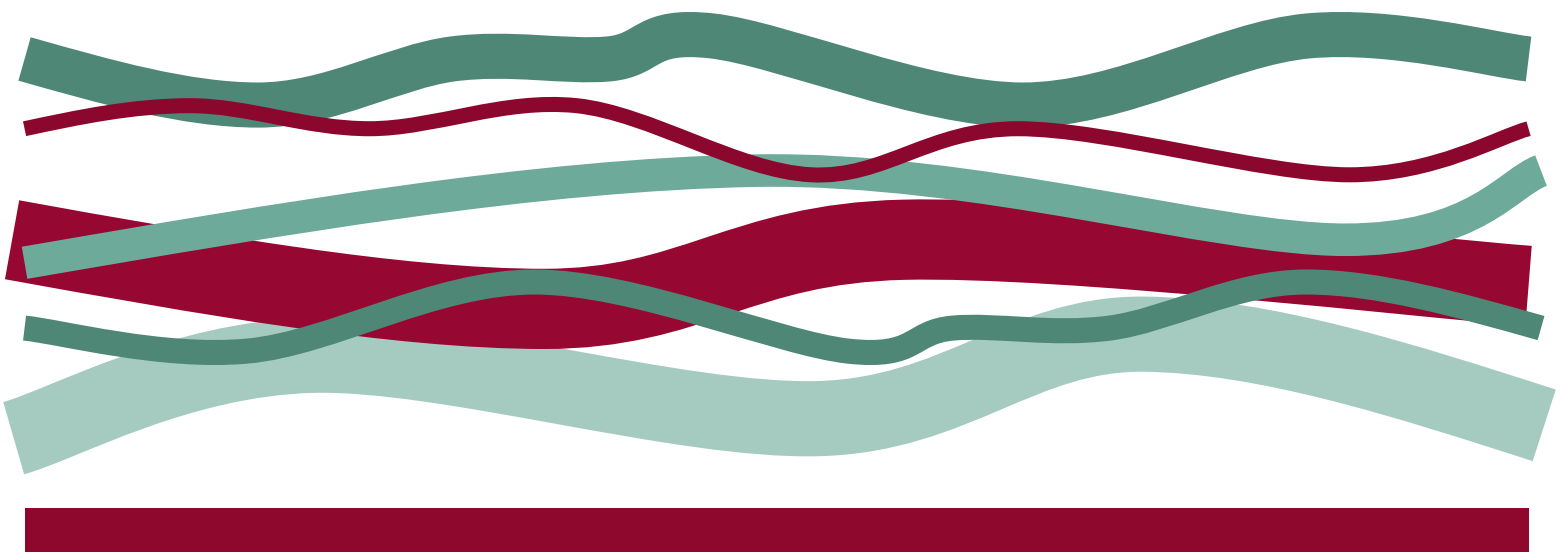




Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Outpatient Data Quality Programme Update
February 2012
Health Service Executive



Outpatient Data Quality Programme Update

The Outpatient Data Quality Programme was introduced in hospitals in January 2011 in order to obtain standardised, defined and robust data relating to Consultant delivered Outpatient services and to improve the quality of the processes used by acute hospitals to manage their demand for outpatient services. This had been an area with considerable variation in how hospitals approached the management of these services. This invariably led to a number of unacceptable risks which can be significantly minimised through the implementation of this programme.

Whilst there is not as yet full compliance on reporting from all hospitals, the data is now of sufficient volume and quality to start public reporting. It is hoped that full compliance with reporting will follow shortly. This new minimum data set provides high quality reports which are a very important tool in the active management of outpatient services. Although work still continues to ensure full compliance and particularly to obtain a more complete picture of the number of patients waiting, the main metrics which detail Referrals, Attendances, Return: New ratios, DNAs and Waiting Times show that significant work has taken place to assist the HSE in improving access for patients to Outpatient services. It is important to note that whilst the numbers of people waiting is of particular interest to our many stakeholders, this data is not yet complete and the number is likely to rise when the remaining few hospitals commence reporting. It is equally important to understand that the other metrics contained in this dataset are also very important contributors to the quality management of outpatient services. Of particular note are the following points:

Referral numbers by specialty are now reported each month and for the first time this data is available to provide an invaluable understanding of demand and supply. Hospitals are now required to date stamp each referral on the date of receipt and to enter them immediately on their systems. Prior to the introduction of this system, this was not standard practice in many hospitals.

Hospitals are also now required to report each month on patients waiting by specialty and in designated time bands. This requirement relates to patients referred for an OPD consultation on or after 1st January 2011. Waiting time begins on the date of receipt of referral. It is no longer the case that patients 'wait in order to wait'. These changes mean that the HSE is now compliant with the main recommendations made by HIQA in their 2011 report on the management of Outpatients. Other initiatives within the HSE which will aid compliance are service improvement projects and the development of electronic referrals for GPs.

Outpatient Referrals

The number of referrals received each month in each specialty is a new metric. Thirty hospitals successfully reported on referrals during the month and a total of 46,241 referrals were received by them.

Overall, 51% of referrals (23,583) were requests for outpatient appointments in just five specialties:

Specialties	Numbers referred for outpatient appointments in February 2012
General Surgery	8,804
Orthopaedics	5,232
ENT	4,061
Ophthalmology	2,798
General Medicine	2,688

Outpatient Data Quality Programme Update continued

Outpatient Attendances

- 188,606 outpatient attendances took place in the month
- 134,186 (71%) were Return attendances
- 54,420 (29%) were New patients

Return:New Ratio

In each region, the hospital with the least favourable Return:New ratio has been identified:

Hospital	Return:New Ratio
Midland Regional Hospital Mullingar	4.4:1
Connolly Hospital, Blanchardstown	3.1:1
Orthopaedic Hospital, Kilcreene	5.9:1
St. Johns Hospital, Limerick	13.5:1

New targets for this metric are being developed; the previous target was 2:1.

Patients who do not attend

In each region, the hospital with the highest percentage DNA for New Attendances can be seen in the following table:

Hospital	New Attendances % DNA
Royal Victoria Eye and Ear	35.9%
Connolly Hospital, Blanchardstown	22.8%
St Luke's Hospital, Kilkenny	18.2%
St. Johns Hospital, Limerick	58.9%

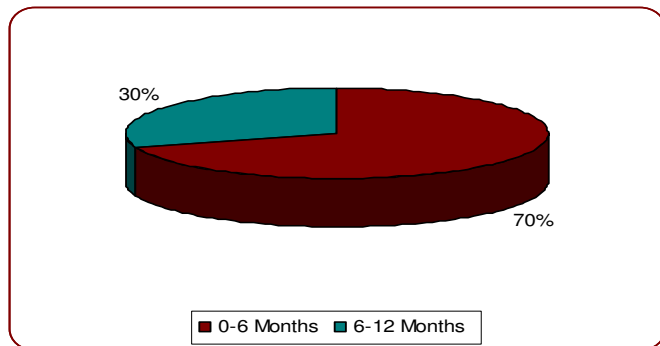
New targets for this metric are being developed; the previous target was 10%.

Full details on Referrals and Attendances in each hospital are show in the accompanying appendices.

Waiting times

Thirty hospitals are compliant with the new requirements on waiting times and this represents 72% of the total OPD footfall. It is anticipated that the remaining hospitals will commence reporting shortly. In the reporting hospitals, the data shows that a total of 167,825 patients referred on or after 1st January 2011 are waiting for an attendance, 71% of whom (118,964) have been waiting less than six months. St. James Hospital is the only hospital reporting nobody waiting longer than 6 months. In standardised time bands, the table below shows the number of patients referred since that date who are waiting for an OPD attendance:

Total 0-1 months	Total 1-2 months	Total 2-3 months	Total 3-6 months	Total 6-12 months	Total 0-12 months
33,385	22,408	19,033	44,138	48,861	167,825



It should be noted that within hospitals, waiting lists and waiting times for certain specialties may be less than is reflected in a hospital's total number of patients waiting. Furthermore, long waiting times do not apply to referrals which are triaged as urgent by the consultant.

Full details per hospital are available in the accompanying appendices:

Patients referred before 1st January 2011

In order to fully understand the waiting list for OPD, the HSE has now introduced a requirement for hospitals to begin reporting waiting lists and waiting times for patients referred before 1st January 2011, prior to the introduction of the OPD Data Quality Programme. Initial returns have been received from ten hospitals and it is expected that this level of return will improve very shortly. Full details are available in the accompanying appendices and the following table summarises the numbers of patients in this cohort of patients waiting in time bands:

Total 12-24 months	Total 24-36 months	Total 36-48 months	Total 48+ months
6,830	2,146	837	316

Data captured before 1st January 2011 is not as robust as data reported since then. Hospitals have for some time been working to validate these earlier lists and to offer appointments to patients who have experienced unacceptable lengthy waiting times. **This information, when combined with the waiting times which will be routinely reported for new referrals through the minimum data set of the OPD Quality Data Programme, will allow us for the first time to fully understand OPD waiting lists.**

In conclusion, this programme has made considerable demands on acute hospitals with requirements for systems and business changes which have not been insignificant. Most, if not all, of the IT systems needed to be adapted or upgraded which has caused delays but the majority of this work is now complete. Some hospitals who had their own processes for managing their outpatient services were required to alter them to fit in with this nationally standardised process.

Finally, the sheer volume of outpatient referrals and appointments has added to the complexity of the implementation of the programme. Notwithstanding these challenges, it is hoped that the next few months will see the completion of the project and the provision of comprehensive outpatient data to assist in the focussed management of these services by all stakeholders.

Outpatient Attendances (OPD)

Hospital	Referrals N	OPD New Attendances N	OPD Referral : New Attendance Ratio (n : 1)	OPD Return Attendances N	OPD Return : New Attendance Ratio (n :1)	OPD New DNA N	OPD Return DNA N	OPD New DNA %	OPD Return DNA %
HSE Dublin Mid Leinster									
AMNCH, Tallaght	3426	6179	0.6	11349	1.8	971	2227	13.6	16.4
Midland Regional Hospital Mullingar	1094	717	1.5	3164	4.4	170	558	19.2	15.0
Midland Regional Hospital – Portlaoise	760	496	1.5	1618	3.3	92	359	15.6	18.2
Midland Regional Hospital - Tullamore	2236	1380	1.6	3766	2.7	151	390	9.9	9.4
Naas General Hospital	838	841	1.0	2245	2.7	170	411	16.8	15.5
Our Lady's Children's Hospital Crumlin	2130	1406	1.5	3724	2.6	406	624	22.4	14.4
Royal Victoria Eye and Ear	931	686	1.4	2804	4.1	384	841	35.9	23.1
St. Columcille's Hospital, Loughlinstown	415	403	1.0	950	2.4	81	183	16.7	16.2
St. James' Hospital	5013	4841	1.0	11953	2.5	903	2149	15.7	15.2
St. Michael's Hospital, Dun Laoghaire		620		1199	1.9	95	236	13.3	16.4
St. Vincent's Hospital		2281		7754	3.4	327	782	12.5	9.2
HSE Dublin North East									
Cavan General Hospital	1040	628	1.7	1746	2.8	82	250	11.5	12.5
Monaghan General Hospital	527	243	2.2	581	2.4	37	142	13.2	19.6
Louth County Hospital	354	358	1.0	793	2.2	48	141	11.8	15.1
Our Lady of Lourdes, Drogheda	1493	1609	0.9	3640	2.3	347	707	17.7	16.3
Our Lady's Hospital, Navan	811	639	1.3	986	1.5	98	390	13.3	28.3
Beaumont Hospital	4066	3210	1.3	9396	2.9	927	1877	22.4	16.7
Cappagh Orthopaedic	244	168	1.5	382	2.3	27	24	13.8	5.9
Connolly Hospital, Blanchardstown	1469	1101	1.3	3438	3.1	326	624	22.8	15.4
Mater Misericordiae Hospital	1539	6087	0.3	11093	1.8	865	1924	12.4	14.8
Temple Street Children's Hospital	2097	1407	1.5	3500	2.5	232	473	14.2	11.9
HSE South									
Orthopaedic Hospital, Kilcreene		37		218	5.9	0	16	0.0	6.8
South Tipperary General Hospital	739	706	1.0	1498	2.1	137	319	16.3	17.6
St Luke's Hospital, Kilkenny	774	746	1.0	1366	1.8	166	169	18.2	11.0
Waterford Regional Hospital	2630	2572	1.0	7466	2.9	356	1106	12.2	12.9
Wexford Regional Hospital	644								
Bantry General Hospital		221	0.0	452	2.0	37	101	14.3	18.3
Cork University Hospital	3367	3392	1.0	10293	3.0	458	1530	11.9	12.9
Kerry General Hospital									
Mallow General Hospital	319	365	0.9	586	1.6	47	162	11.4	21.7
Mercy Hospital		714		2309	3.2	152	334	17.6	12.6
Cork South Infirmary, Victoria Hospital		1875		3314	1.8	413	567	18.1	14.6
HSE West									
Letterkenny General Hospital	2062	1721	1.2	3695	2.1	190	475	9.9	11.4
Mayo General Hospital									
Portiuncula Hospital, Ballinasloe		1166		1348	1.2	178	215	13.2	13.8
Roscommon County Hospital		344		770	2.2	64	198	15.7	20.5
Sligo General Hospital	2205	2025	1.1	4383	2.2	377	537	15.7	10.9
University College Hospital, Galway									
Ennis General Hospital	411	232	1.8	793	3.4	75	252	24.4	24.1
Nenagh General Hospital		239		526	2.2	66	114	21.6	17.8
Regional Hospital, Dooradoyle	2439	2566	1.0	7642	3.0	469	1386	15.5	15.4
Regional Orthopaedic Hospital, Limerick	168	141	1.2	664	4.7	26	37	15.6	5.3
St. Johns Hospital, Limerick		58		782	13.5	83	91	58.9	10.4

February 2012 Outpatient Attendances (OPD) - Patients referred since 1.1.11 who are still waiting

Hospital	Total 0-1 Months	Total 1-2 Months	Total 2-3 Months	Total 3-6 Months	Total 6-12 Months	Total 0-12 Months
HSE Dublin Mid Leinster						
AMNCH, Tallaght	3740	3126	1745	5020	5154	18785
Midland Regional Hospital Mullingar	1290	672	540	1380	1546	5428
Midland Regional Hospital – Portlaoise	848	535	394	977	653	3407
Midland Regional Hospital - Tullamore	1716	1118	633	2699	5062	11228
Naas General Hospital	993	524	414	1131	1053	4115
Our Lady's Children's Hospital Crumlin	1707	1356	954	2405	3519	9941
Royal Victoria Eye and Ear	878	739	245	1196	1315	4373
St. Columcille's Hospital, Loughlinstown	496	178	150	569	370	1763
St. James' Hospital	2847	1147	608	509	0	5111
St. Michael's Hospital, Dun Laoghaire						
St. Vincent's Hospital						
HSE Dublin North East						
Cavan General Hospital	596	425	241	394	4	1660
Monaghan General Hospital	396	358	254	155	17	1180
Louth County Hospital	279	220	148	375	167	1189
Our Lady of Lourdes, Drogheda	1416	1193	751	2385	1578	7323
Our Lady's Hospital, Navan	738	557	345	979	731	3350
Beaumont Hospital	3122	2197	1292	3655	3565	13831
Cappagh Orthopaedic	249	209	119	433	653	1663
Connolly Hospital, Blanchardstown	1764	959	709	1894	1133	6459
Mater Misericordiae Hospital*	1091	460	216	661	374	2802
Temple Street Children's Hospital	1191	895	671	1535	1149	5441
HSE South						
Orthopaedic Hospital, Kilcreene						
South Tipperary General Hospital	58	44	421	814	768	2105
St Luke's Hospital, Kilkenny	589	425	253	453	191	1911
Waterford Regional Hospital	0	0	4392	4142	6583	15117
Wexford Regional Hospital	533	527	380	818	419	2677
Bantry General Hospital						
Cork University Hospital	2434	1657	1072	3274	3950	12387
Kerry General Hospital						
Mallow General Hospital	296	149	83	145	23	696
Mercy Hospital						
Cork South Infirmary, Victoria Hospital	493	587	586	1595	2977	6238
HSE West						
Letterkenny General Hospital	2131	1151	665	2052	2593	8592
Mayo General Hospital						
Portlinculla Hospital, Ballinasloe						
Roscommon County Hospital	214	148	68	186	295	911
Sligo General Hospital	1135	798	550	1860	2610	6953
University College Hospital, Galway						
Ennis General Hospital						
Nenagh General Hospital						
Regional Hospital, Dooradoyle						
Regional Orthopaedic Hospital, Limerick						
St. Johns Hospital, Limerick	145	54	134	447	409	1189

*Incomplete

February 2012 Outpatient Attendances (OPD) - Patients referred before 1.1.11 who are still waiting

Hospital	Total 12-24 Months	Total 24-36 Months	Total 36-48 Months	Total 48+ Months
HSE Dublin Mid Leinster				
AMNCH, Tallaght	1948	708	217	12
Midland Regional Hospital Mullingar				
Midland Regional Hospital – Portlaoise				
Midland Regional Hospital - Tullamore				
Naas General Hospital				
Our Lady's Children's Hospital Crumlin	1080	171	18	7
Royal Victoria Eye and Ear	596	0	0	0
St. Columcille's Hospital, Loughlinstown				
St. James' Hospital	0	0	0	0
St. Michael's Hospital, Dun Laoghaire				
St. Vincent's Hospital				
HSE Dublin North East				
Cavan General Hospital				
Monaghan General Hospital				
Louth County Hospital				
Our Lady of Lourdes, Drogheda				
Our Lady's Hospital, Navan				
Beaumont Hospital	175	4	0	0
Cappagh Orthopaedic	208	4	1	0
Connolly Hospital, Blanchardstown	0	39	0	1
Mater Misericordiae Hospital				
Temple Street Children's Hospital				
HSE South				
Orthopaedic Hospital, Kilcreene				
South Tipperary General Hospital	114	5	0	0
St Luke's Hospital, Kilkenny				
Waterford Regional Hospital				
Wexford Regional Hospital	13	0	0	0
Bantry General Hospital				
Cork University Hospital				
Kerry General Hospital				
Mallow General Hospital				
Mercy Hospital				
Cork South Infirmary, Victoria Hospital				
HSE West				
Letterkenny General Hospital	1924	1032	509	280
Mayo General Hospital				
Portiuncula Hospital, Ballinasloe				
Roscommon County Hospital				
Sligo General Hospital	772	183	92	16
University College Hospital, Galway				
Ennis General Hospital				
Nenagh General Hospital				
Regional Hospital, Dooradoyle				
Regional Orthopaedic Hospital, Limerick				
St. Johns Hospital, Limerick				
National Totals	6,830	2,146	837	316