

POWH Hand Therapy Waiting Times Key Performance Indicator

Treatment Category	Waiting time for Appointment	Category Description
URGENT Priority 1	Within 1 working day	Inpatients Acute Burns Unprotected infection/Cellulitis Unprotected fractures/hand trauma Tenolysis Acute CRPS
ACUTE Priority 2	Within 3 working days	Acute post-operative conditions e.g. phalangeal fractures to commence AROM, Arthroplasties, tendon and nerve repairs Finger/thumb dislocations (volar plate, collateral ligament) Brachial plexus lesions
SUBACUTE Priority 3	Within 10 working days	Scar desensitisation Protected or post immobilisation fractures CRPS (non-acute) Splinting for neurological conditions Acute onset nerve compression or tendinopathies (presenting < 8 weeks from commencement of symptoms)
CHRONIC Priority 4	Within 30 working days	Rheumatology Nerve compression eg. Carpal tunnel, cubital tunnel syndrome Tendinopathies e.g. trigger finger, De Quervain's Conditions with an onset of greater than 8 weeks duration

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Key Performance Indicator:

$$\frac{\text{Number of patients offered treatment within the category time frame}}{\text{Total number of patients treated within category}}$$

Goal 100%

Category	NSW PH Average
Urgent (priority 1)	98%
Acute (priority 2)	88%
Subacute (priority 3)	94%
Chronic (priority 4)	97%
All Categories	92.00%