

Broken Hill Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 5,154 patients
 Emergency presentations:² 4,747 patients

Same period last year	Change since one year ago
5,531	-7%
4,969	-4%

Broken Hill Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 468 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,266 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,990 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 996 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
371	
6 minutes	8 minutes
18 minutes	24 minutes
1,037	
13 minutes	19 minutes
42 minutes	63 minutes
1,820	
17 minutes	24 minutes
71 minutes	95 minutes
1,725	
18 minutes	21 minutes
76 minutes	96 minutes

Broken Hill Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 5,136 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
5,531	-7%
88%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Broken Hill Health Service: Patients presenting to the emergency department

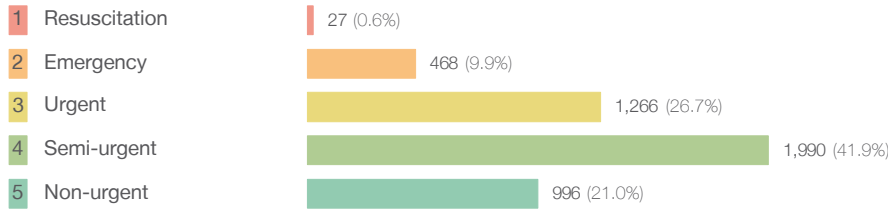
April to June 2018

All presentations:¹ 5,154 patients

Same period last year	Change since one year ago
5,531	-7%

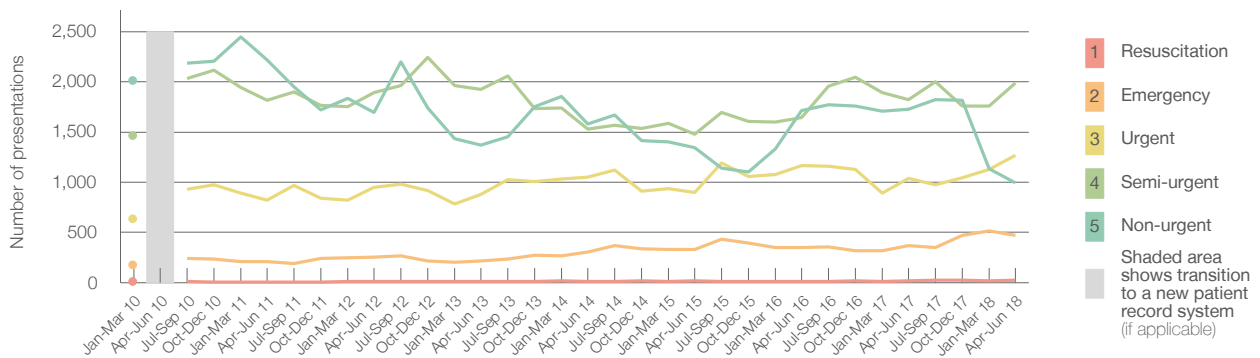
Emergency presentations² by triage category: 4,747 patients

4,969	-4%
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16	68.8%
371	26.1%
1,037	22.1%
1,820	9.3%
1,725	-42.3%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		6	9	10	13	17	10	16	27
Emergency		209	256	216	303	333	348	371	468
Urgent		821	948	878	1,053	901	1,163	1,037	1,266
Semi-urgent		1,816	1,890	1,926	1,532	1,477	1,642	1,820	1,990
Non-urgent		2,215	1,696	1,373	1,583	1,342	1,712	1,725	996
All emergency presentations		5,067	4,799	4,403	4,484	4,070	4,875	4,969	4,747

Broken Hill Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 513 patients

560	
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ED Transfer of care time



9 minutes	0 minutes
18 minutes	0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Health Service: Time patients waited to start treatment, triage 2

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 468

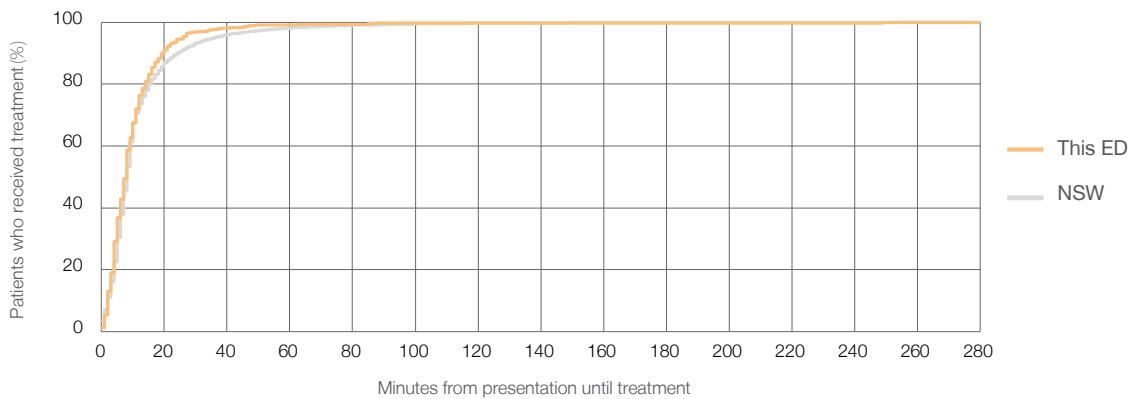
Number of triage 2 patients used to calculate waiting time:³ 462

Median time to start treatment⁴ 8 minutes

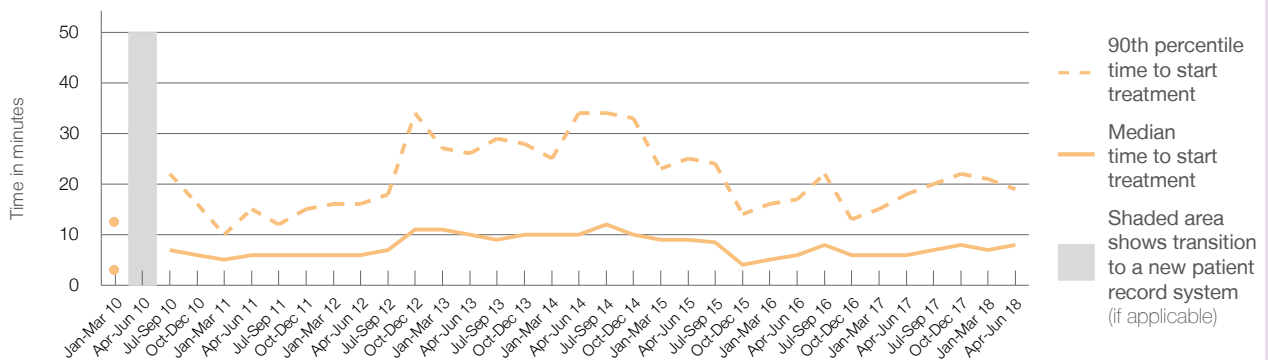
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
371	
366	
6 minutes	8 minutes
18 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		6	6	10	10	9	6	6	8
90th percentile time to start treatment ⁵ (minutes)		15	16	26	34	25	17	18	19

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Broken Hill Health Service: Time patients waited to start treatment, triage 3

April to June 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,266

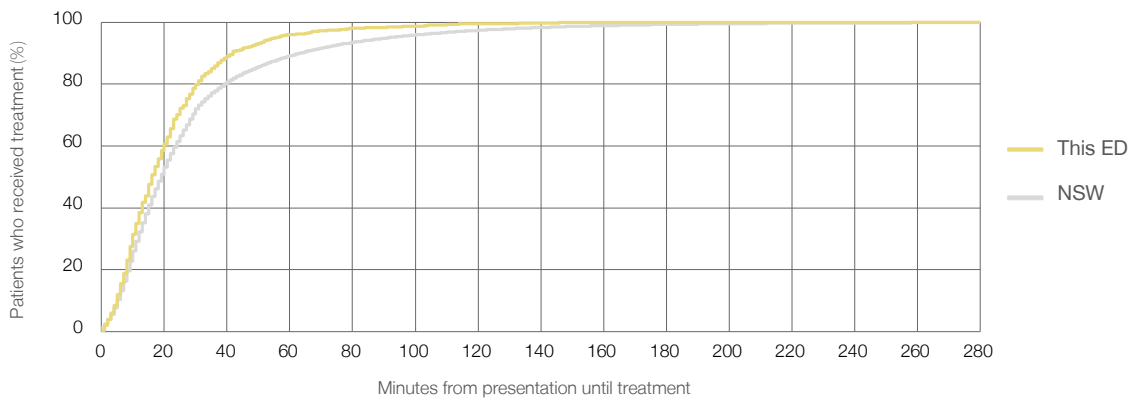
Number of triage 3 patients used to calculate waiting time:³ 1,174

Median time to start treatment⁴ 16 minutes

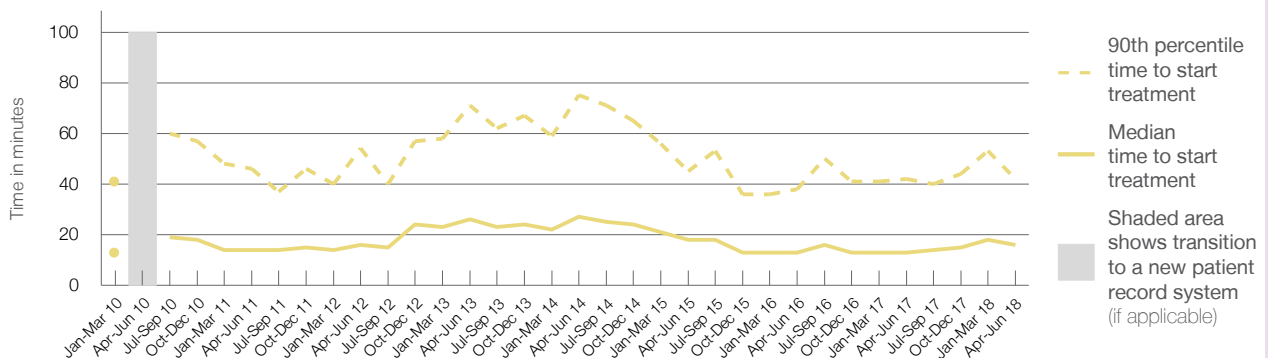
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
1,037	989
13 minutes	19 minutes
42 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		14	16	26	27	18	13	13	16
90th percentile time to start treatment ⁵ (minutes)		46	54	71	75	45	38	42	42

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Broken Hill Health Service: Time patients waited to start treatment, triage 4

April to June 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,990

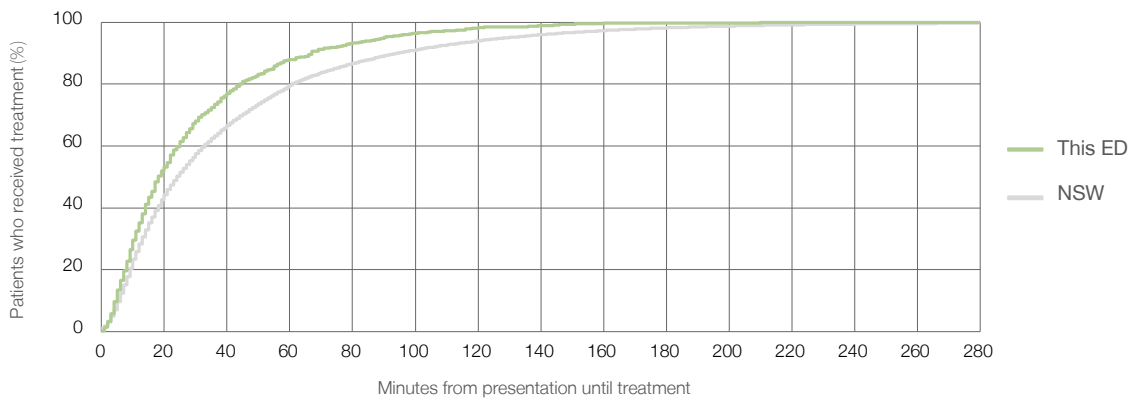
Number of triage 4 patients used to calculate waiting time:³ 956

Median time to start treatment⁴ 18 minutes

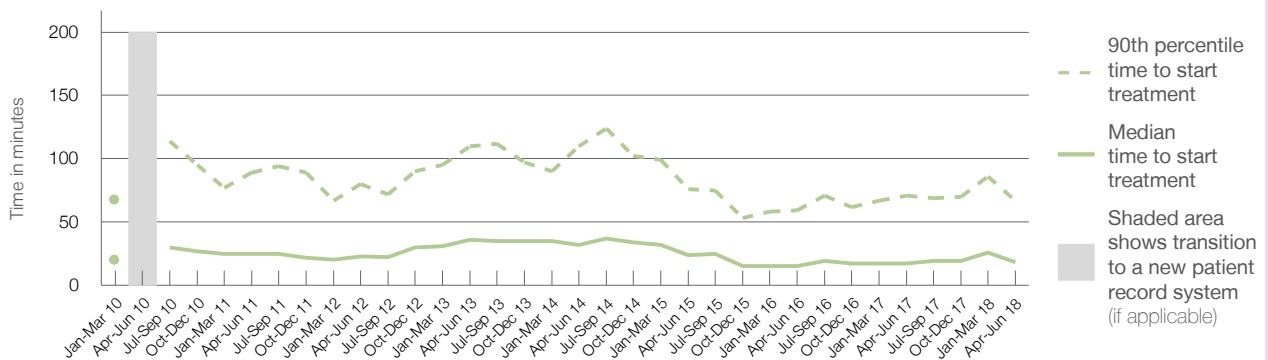
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
1,820	1,229
17 minutes	24 minutes
71 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		25	23	36	32	24	15	17	18
90th percentile time to start treatment ⁵ (minutes)		89	80	110	110	76	59	71	67

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Broken Hill Health Service: Time patients waited to start treatment, triage 5

April to June 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 996

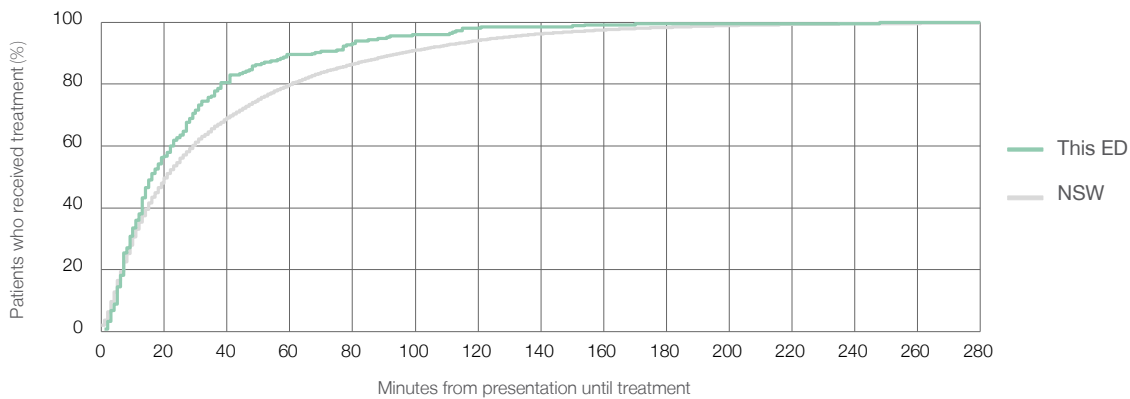
Number of triage 5 patients used to calculate waiting time:³ 247

Median time to start treatment⁴ 16 minutes

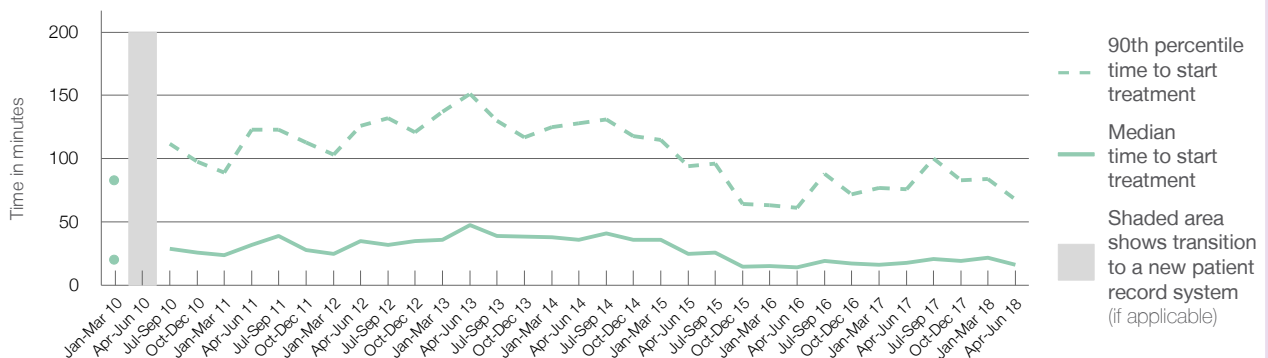
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,725	714
18 minutes	21 minutes
76 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		32	35	48	36	25	14	18	16
90th percentile time to start treatment ⁵ (minutes)		123	126	151	128	94	61	76	68

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Broken Hill Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 5,154 patients

Presentations used to calculate time to leaving the ED:⁶ 5,136 patients

Median time spent in the ED⁸

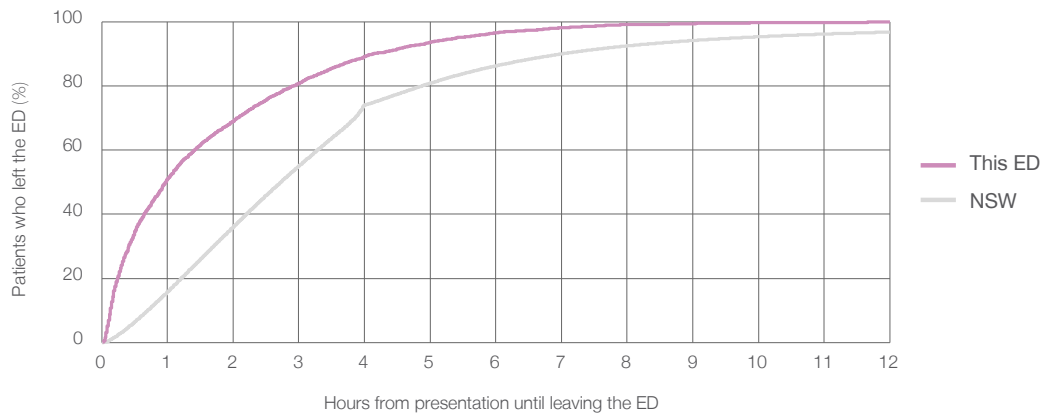
0 hours and 58 minutes

90th percentile time spent in the ED⁹

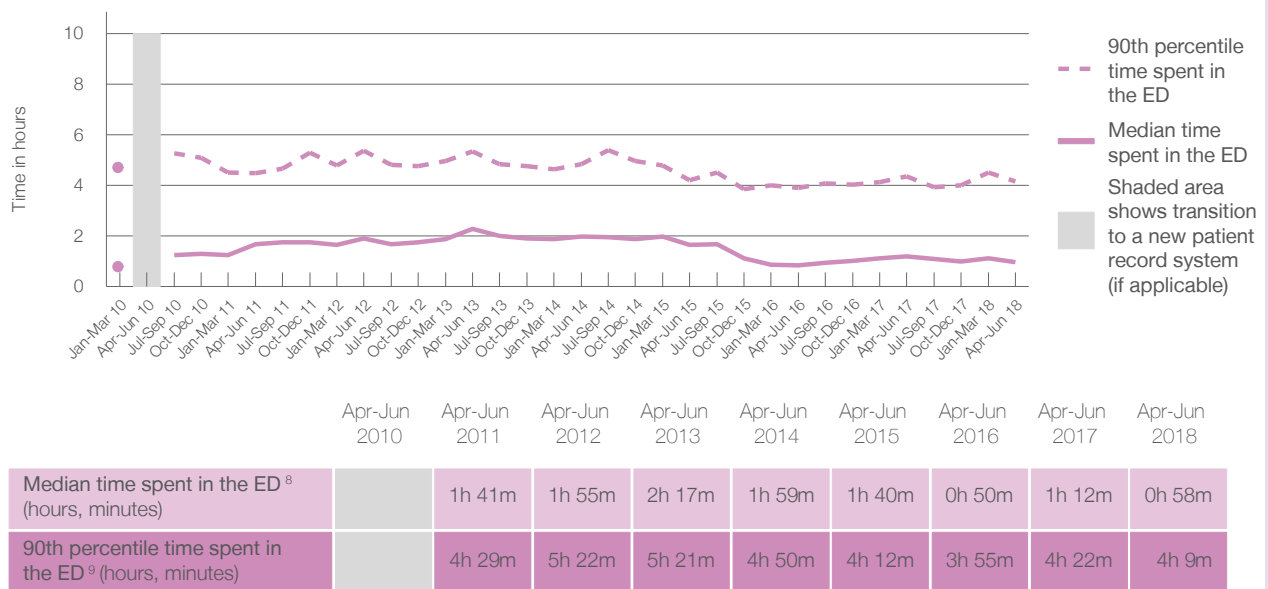
4 hours and 9 minutes

Same period last year	NSW (this period)
5,531	5,531
1 hours and 12 minutes	2 hours and 44 minutes
4 hours and 22 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Broken Hill Health Service: Time patients spent in the ED
By mode of separation
April to June 2018

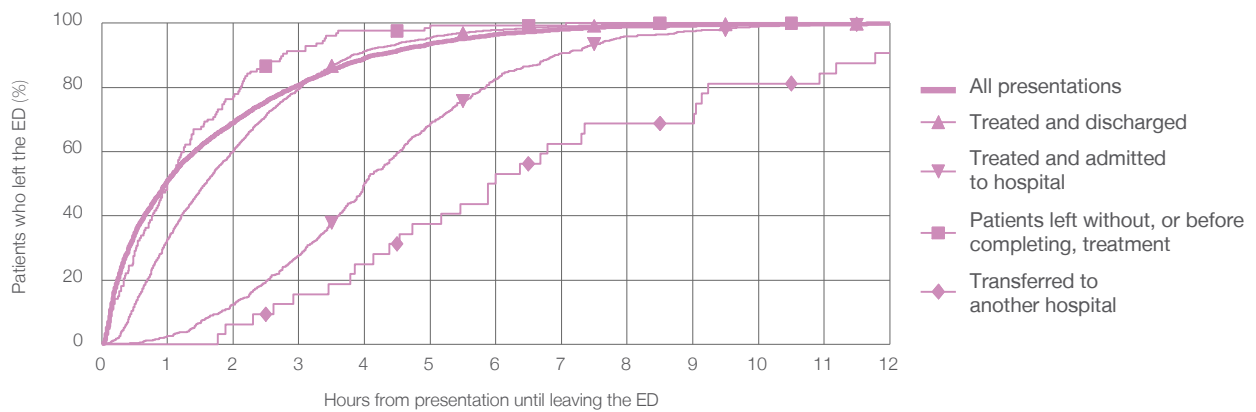
All presentations:¹ 5,154 patients

Presentations used to calculate time to leaving the ED:⁶ 5,136 patients

Treated and discharged	2,381 (46.2%)
Treated and admitted to hospital	642 (12.5%)
Patient left without, or before completing, treatment	127 (2.5%)
Transferred to another hospital	32 (0.6%)
Other	1,972 (38.3%)

Same period last year	Change since one year ago
5,531	-7%
2,946	-19.2%
667	-3.7%
202	-37.1%
25	28.0%
1,691	16.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.6%	60.2%	79.5%	91.3%	97.9%	99.6%	99.8%	100%
Treated and admitted to hospital	2.5%	12.3%	27.7%	50.2%	82.6%	96.0%	99.1%	99.8%
Patient left without, or before completing, treatment	50.4%	77.2%	91.3%	97.6%	99.2%	100%	100%	100%
Transferred to another hospital	0%	6.3%	15.6%	25.0%	53.1%	68.8%	81.3%	90.6%
All presentations	51.0%	69.0%	80.7%	89.2%	96.5%	99.1%	99.7%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Broken Hill Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 5,154 patients

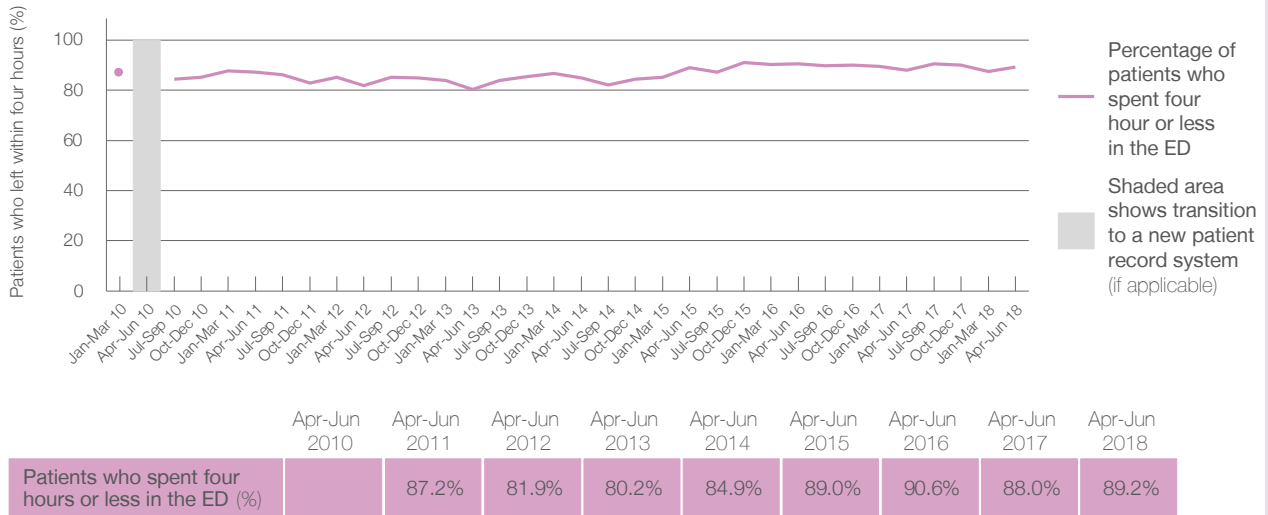
Presentations used to calculate time to leaving the ED: ⁶ 5,136 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department	5,531	-7%
Presentations used to calculate time to leaving the ED	5,531	-7%
Percentage of patients who spent four hours or less in the ED	88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).