

Broken Hill Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,959 patients
Emergency presentations:² 5,559 patients

Same period last year	Change since one year ago
5,629	6%
5,109	9%

Broken Hill Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 561 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,343 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,291 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,348 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
469	
8 minutes	8 minutes
22 minutes	26 minutes
1,045	
15 minutes	20 minutes
44 minutes	72 minutes
1,757	
19 minutes	26 minutes
70 minutes	104 minutes
1,816	
19 minutes	23 minutes
83 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,959 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
5,629	6%
90%	

* 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: October to December 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 22 January 2019).

Broken Hill Health Service: Patients presenting to the emergency department October to December 2018

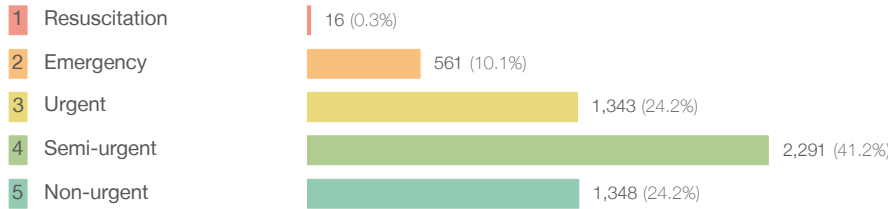
All presentations:¹ 5,959 patients

Same period last year
Change since one year ago

5,629 6%

Emergency presentations² by triage category: 5,559 patients

5,109 9%



22 -27.3%

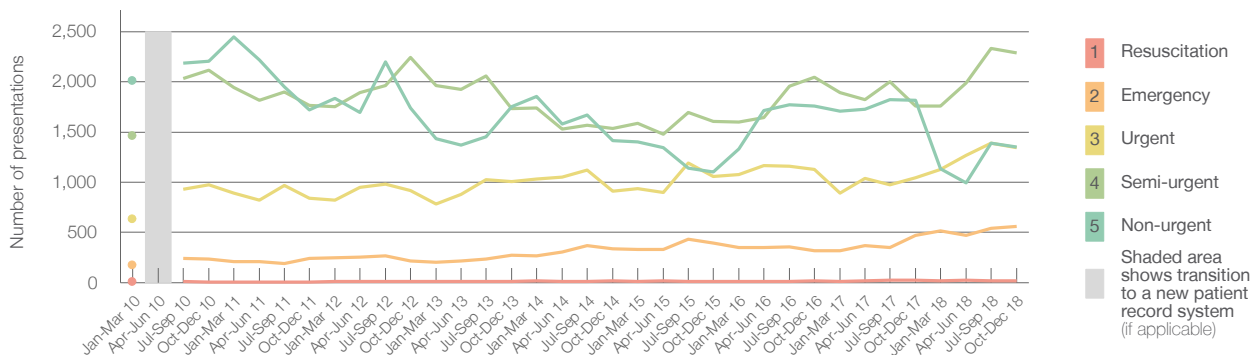
469 19.6%

1,045 28.5%

1,757 30.4%

1,816 -25.8%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	8	7	10	13	16	12	16	22	16
Emergency	235	241	215	271	335	394	320	469	561
Urgent	974	843	915	1,005	910	1,057	1,129	1,045	1,343
Semi-urgent	2,115	1,765	2,242	1,735	1,534	1,605	2,043	1,757	2,291
Non-urgent	2,203	1,718	1,738	1,752	1,413	1,103	1,757	1,816	1,348
All emergency presentations	5,535	4,574	5,120	4,776	4,208	4,171	5,265	5,109	5,559

Broken Hill Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 563 patients

Same period last year
Change since one year ago

602

ED Transfer of care time

Median time 9 minutes

9 minutes 0 minutes

90th percentile time 18 minutes

19 minutes -1 minute

(†) 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 October to December 2018

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

Number of triage 2 patients: 561

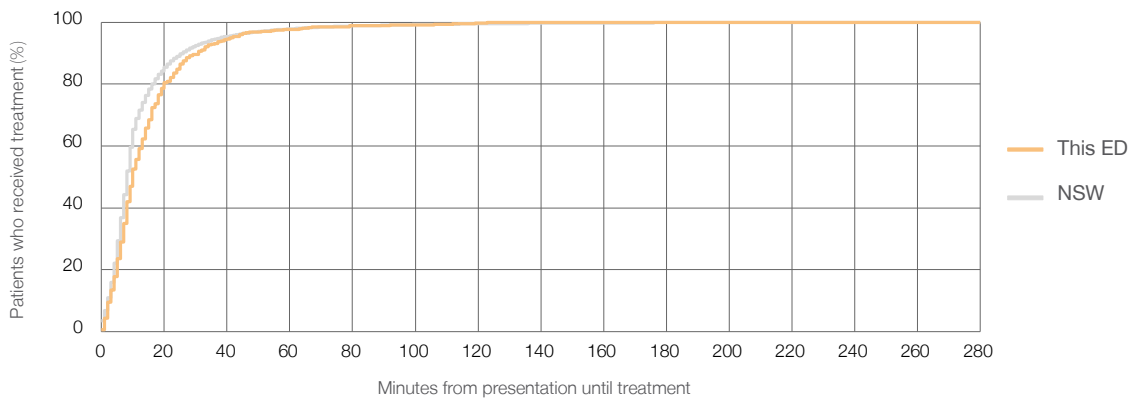
Number of triage 2 patients used to calculate waiting time:³ 551

Median time to start treatment⁴ 10 minutes

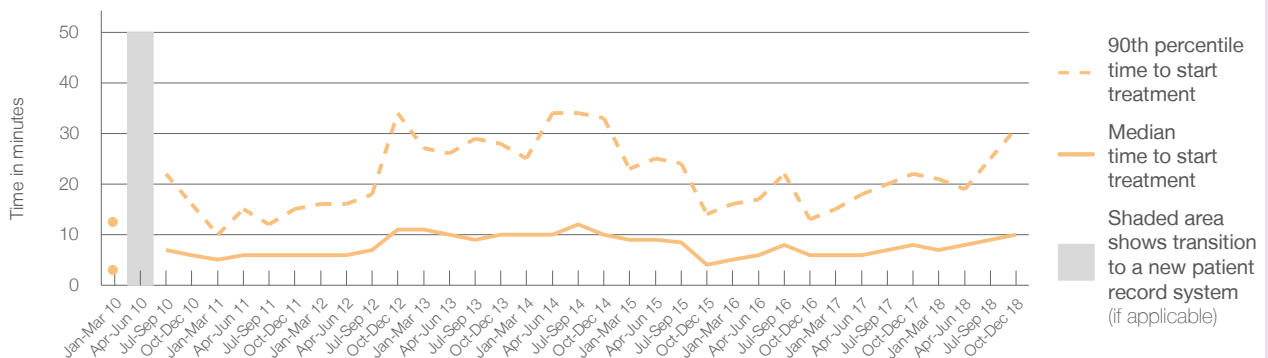
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
469	
468	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	11	10	10	4	6	8	10
90th percentile time to start treatment ⁵ (minutes)	16	15	34	28	33	14	13	22	31

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Broken Hill Health Service: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,343

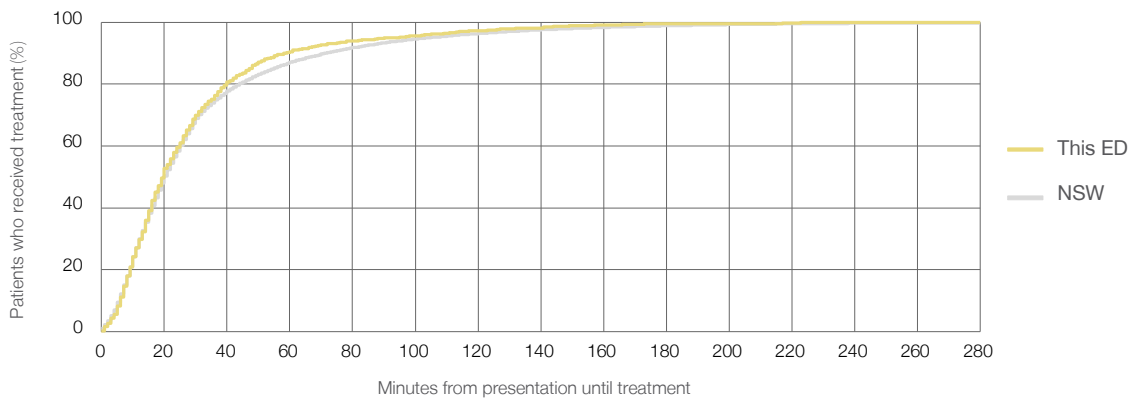
Number of triage 3 patients used to calculate waiting time:³ 1,217

Median time to start treatment⁴ 20 minutes

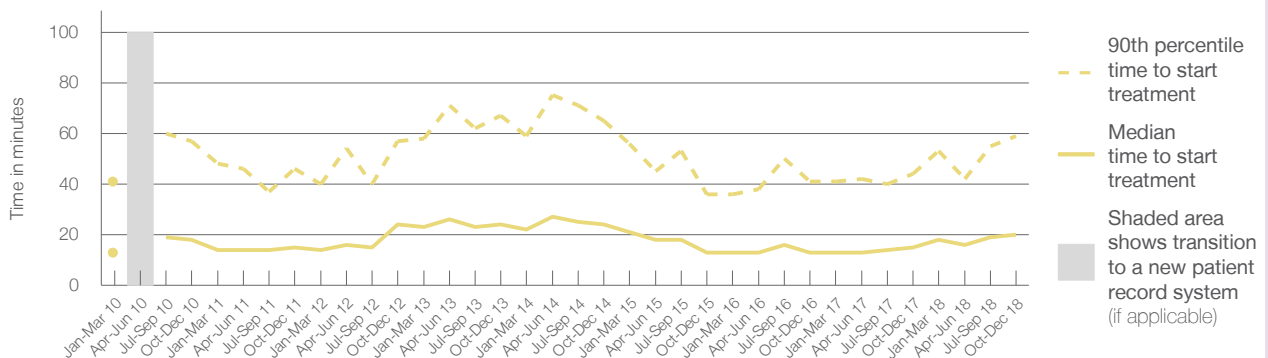
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,045	1,007
15 minutes	20 minutes
44 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	18	15	24	24	24	13	13	15	20
90th percentile time to start treatment ⁵ (minutes)	57	46	57	67	65	36	41	44	59

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Broken Hill Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,291

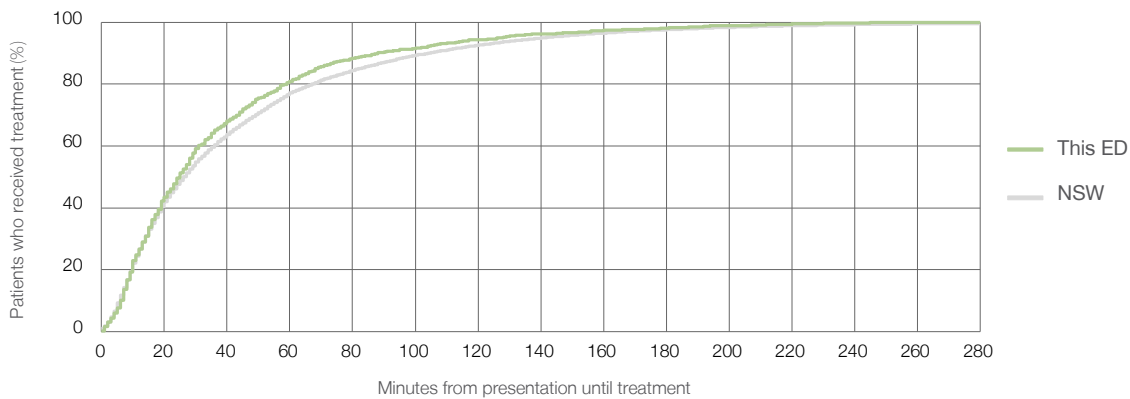
Number of triage 4 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴ 25 minutes

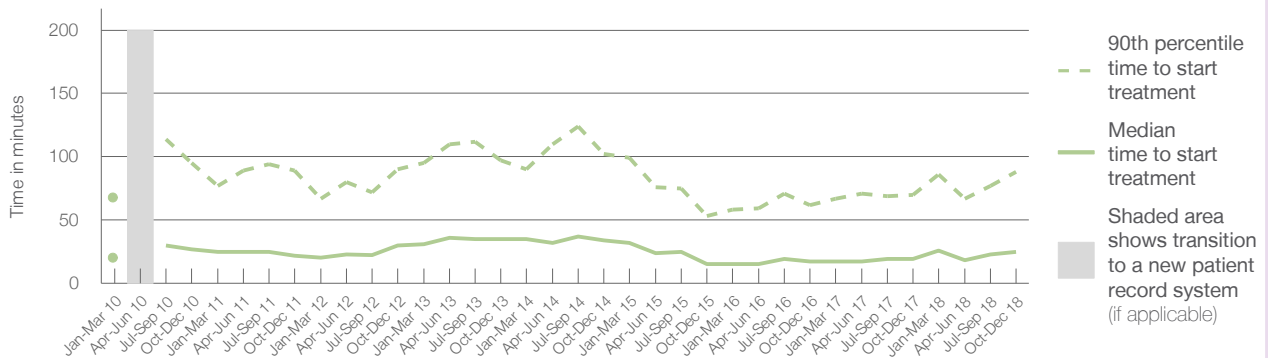
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,757	1,130
19 minutes	26 minutes
70 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	22	30	35	34	15	17	19	25
90th percentile time to start treatment ⁵ (minutes)	95	89	90	97	102	53	62	70	88

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Broken Hill Health Service: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,348

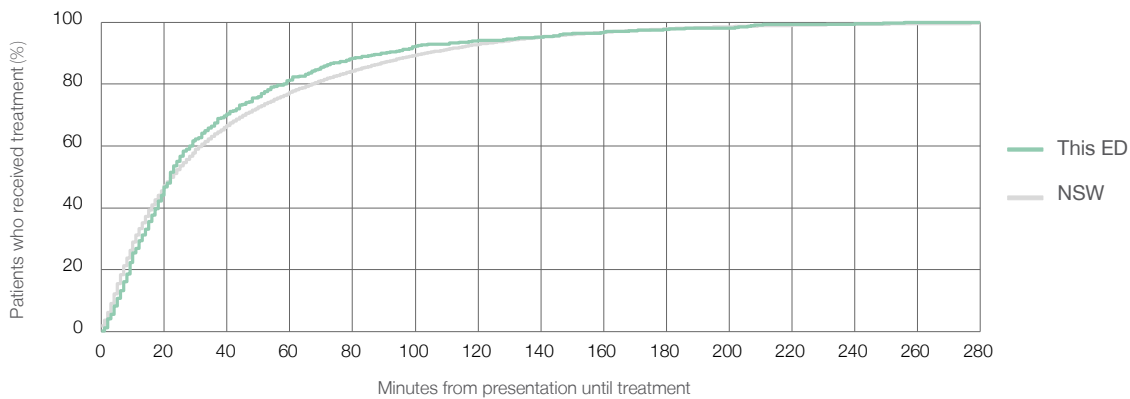
Number of triage 5 patients used to calculate waiting time:³ 541

Median time to start treatment⁴ 22 minutes

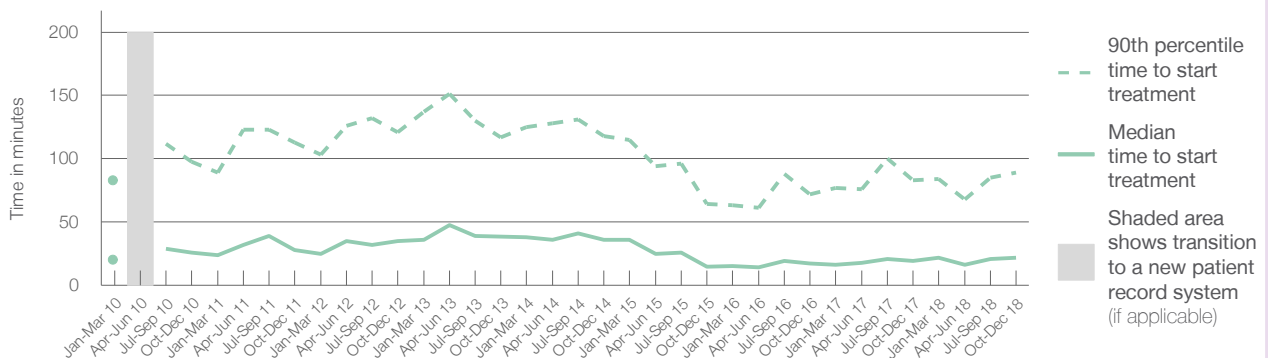
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,816	683
19 minutes	23 minutes
83 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	28	35	39	36	15	17	19	22
90th percentile time to start treatment ⁵ (minutes)	98	113	121	117	118	64	72	83	89

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Broken Hill Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,959 patients

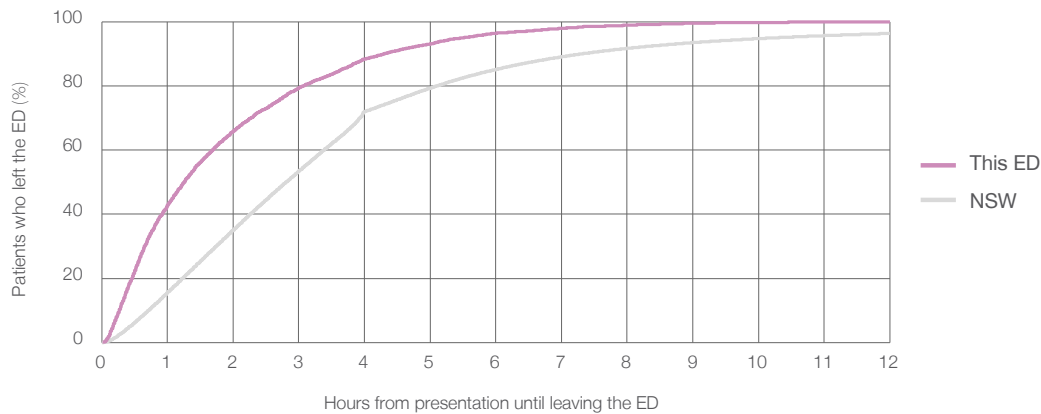
Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Median time spent in the ED⁸ 1 hours and 15 minutes

90th percentile time spent in the ED⁹ 4 hours and 18 minutes

Same period last year	NSW (this period)
5,629	5,629
1 hours and 0 minutes	2 hours and 49 minutes
4 hours and 1 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 18m	1h 46m	1h 45m	1h 54m	1h 53m	1h 8m	1h 2m	1h 0m	1h 15m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 6m	5h 18m	4h 46m	4h 46m	4h 58m	3h 51m	4h 2m	4h 1m	4h 18m

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

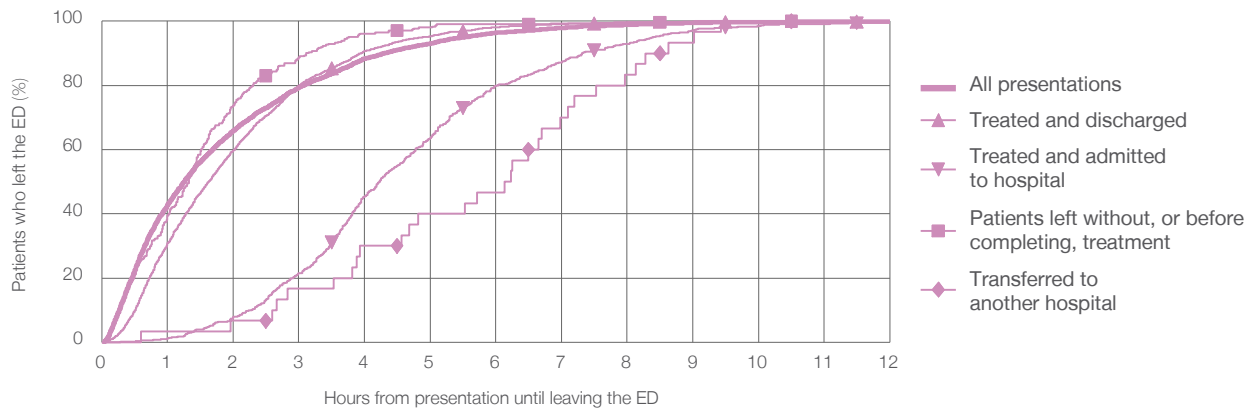
All presentations:¹ 5,959 patients

Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Treated and discharged	3,098 (52.0%)
Treated and admitted to hospital	671 (11.3%)
Patient left without, or before completing, treatment	312 (5.2%)
Transferred to another hospital	30 (0.5%)
Other	1,848 (31.0%)

Same period last year	Change since one year ago
5,629	6%
2,930	5.7%
652	2.9%
194	60.8%
25	20.0%
1,828	1.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	30.9%	59.9%	79.9%	90.7%	98.2%	99.6%	99.8%	100%
Treated and admitted to hospital	1.2%	7.9%	21.6%	45.5%	79.9%	93.0%	98.5%	99.4%
Patient left without, or before completing, treatment	39.4%	73.7%	88.8%	96.2%	99.0%	99.7%	100%	100%
Transferred to another hospital	3.3%	6.7%	16.7%	30.0%	46.7%	83.3%	100%	100%
All presentations	42.9%	65.9%	79.4%	88.4%	96.4%	98.9%	99.7%	99.9%

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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

October to December 2018

All presentations at the emergency department: ¹ 5,959 patients

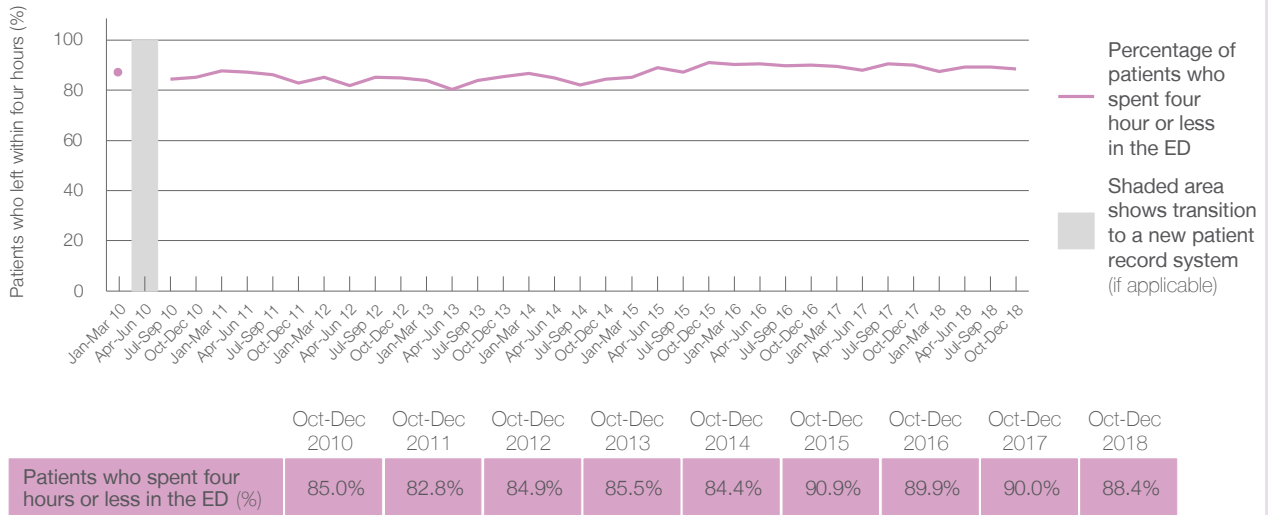
Presentations used to calculate time to leaving the ED: ⁶ 5,959 patients

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	5,629	6%
Presentations used to calculate time to leaving the ED	5,629	6%
Percentage of patients who spent four hours or less in the ED	90.0%	

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



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

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‡ 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).