



Healthcare Quarterly

Performance Profiles

Emergency Department

Far West Local Health District

October to December 2017

Broken Hill Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 5,629 patients
 Emergency presentations:² 5,109 patients

Same period last year	Change since one year ago
5,845	-3.7%
5,265	-3.0%

Broken Hill Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 469 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,045 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,757 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,816 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
320	
6 minutes	8 minutes
13 minutes	23 minutes
1,129	
13 minutes	20 minutes
41 minutes	65 minutes
2,043	
17 minutes	26 minutes
62 minutes	99 minutes
1,757	
17 minutes	23 minutes
72 minutes	103 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 5,629 patients

Percentage of patients who spent four hours or less in the ED 90.0%

Same period last year	Change since one year ago
5,845	-3.7%
89.9%	

* 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, July to September 2016*.
- 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.

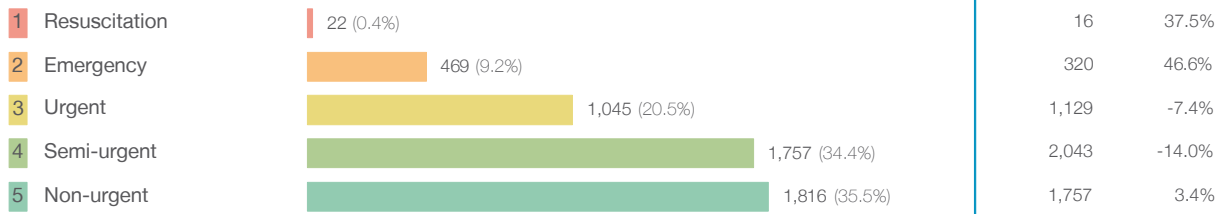
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Broken Hill Base Hospital: Patients presenting to the emergency department October to December 2017

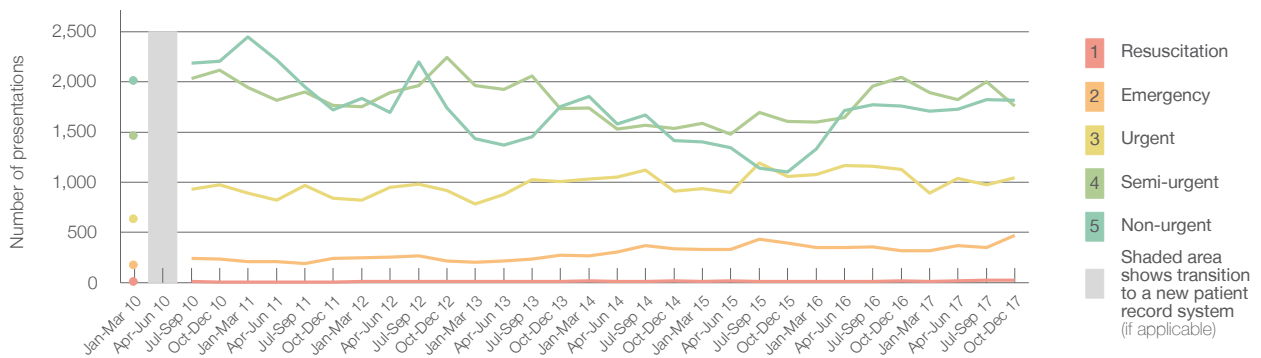
All presentations:¹ 5,629 patients

Emergency presentations² by triage category: 5,109 patients



Same period last year	Change since one year ago
5,845	-3.7%
5,265	-3.0%
16	37.5%
320	46.6%
1,129	-7.4%
2,043	-14.0%
1,757	3.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



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

Broken Hill Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 680 patients

ED Transfer of care time



Same period last year	Change since one year ago
693	
10 minutes	-1 minute
23 minutes	-4 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 Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 469

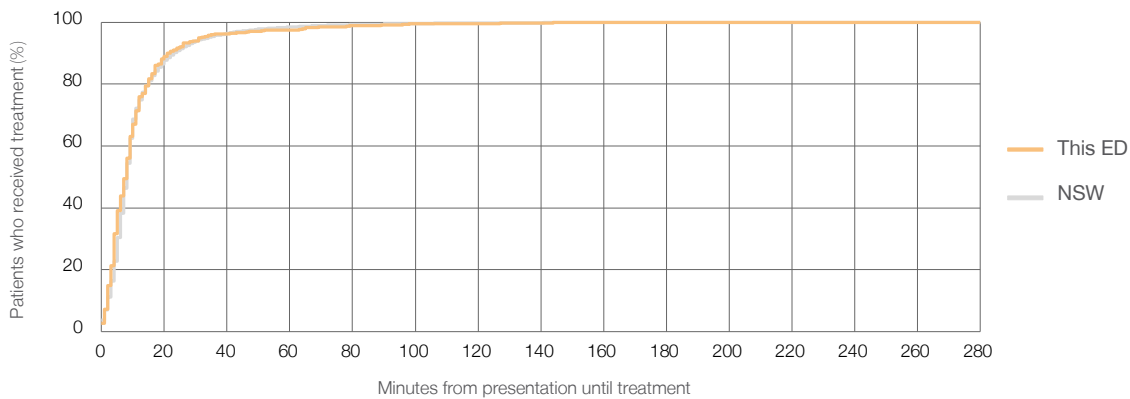
Number of triage 2 patients used to calculate waiting time:³ 468

Median time to start treatment⁴ 8 minutes

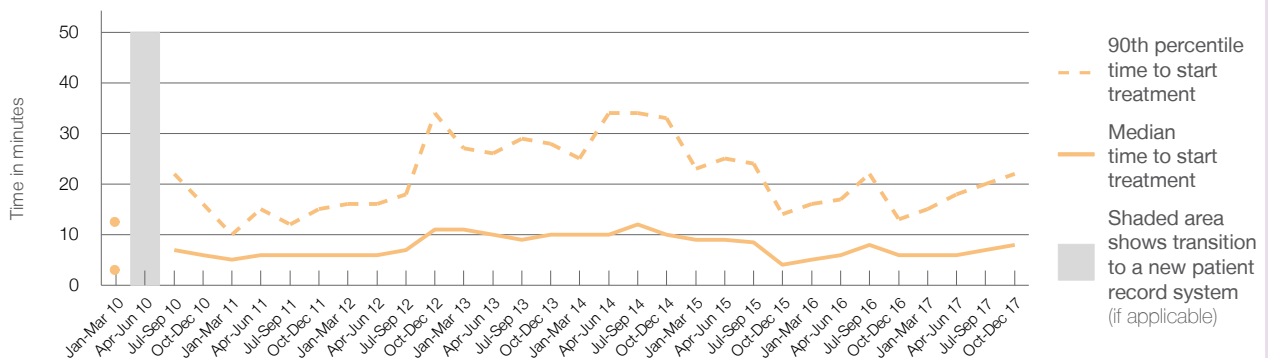
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
320	318
6 minutes	8 minutes
13 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,045

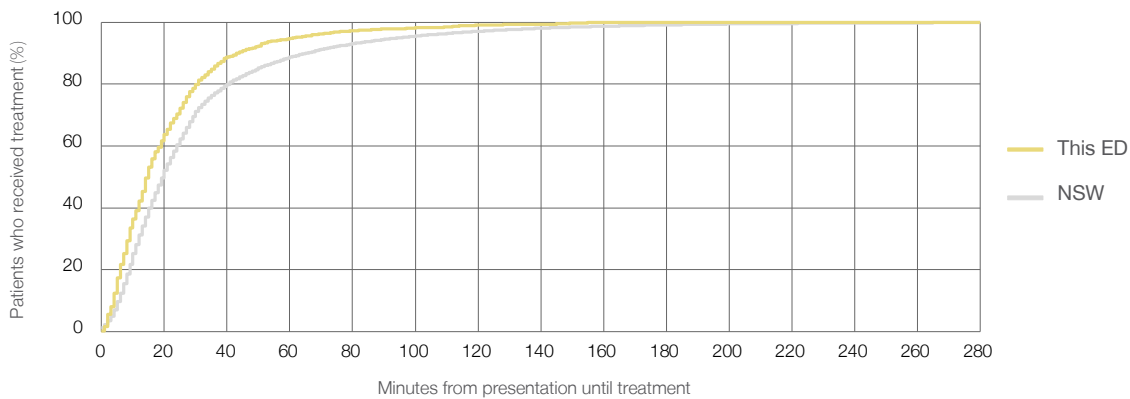
Number of triage 3 patients used to calculate waiting time:³ 1,006

Median time to start treatment⁴ 15 minutes

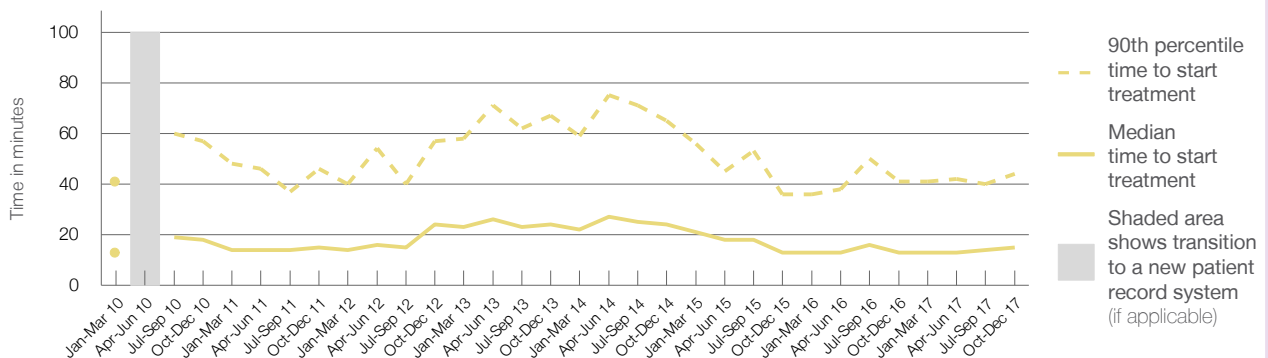
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
1,129	
1,064	
13 minutes	20 minutes
41 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,757

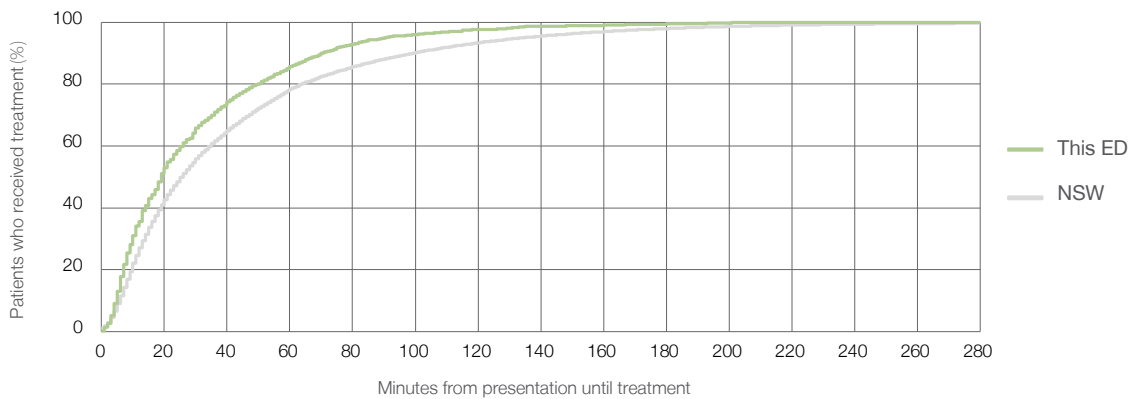
Number of triage 4 patients used to calculate waiting time:³ 1,129

Median time to start treatment⁴ 19 minutes

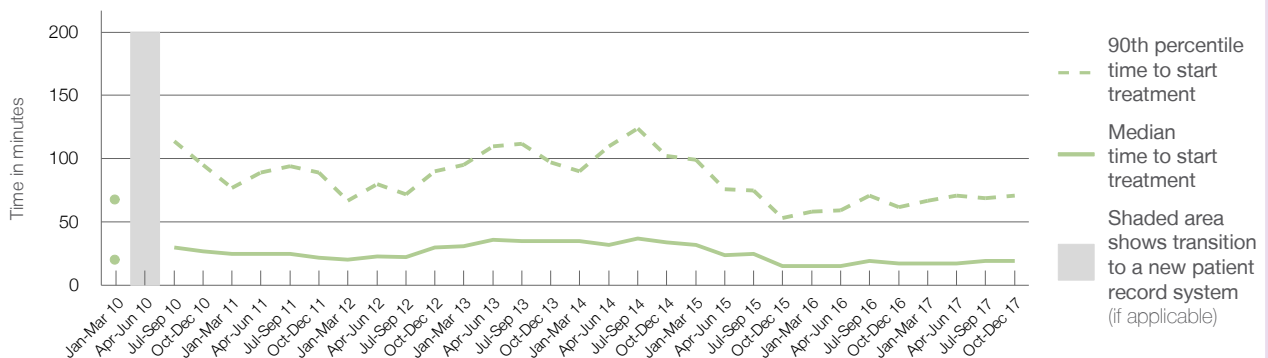
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,043	1,270
17 minutes	26 minutes
62 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	27	22	30	35	34	15	17	19
90th percentile time to start treatment ⁵ (minutes)	95	89	90	97	102	53	62	71

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,816

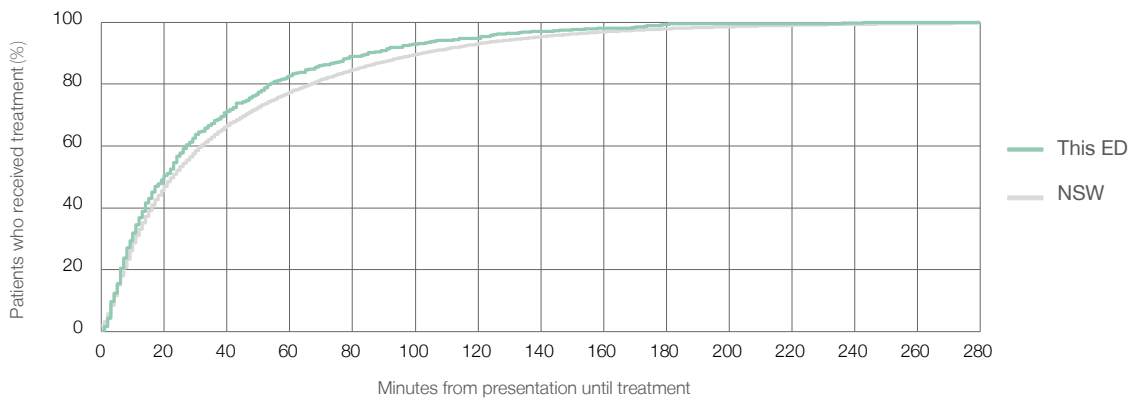
Number of triage 5 patients used to calculate waiting time:³ 682

Median time to start treatment⁴ 20 minutes

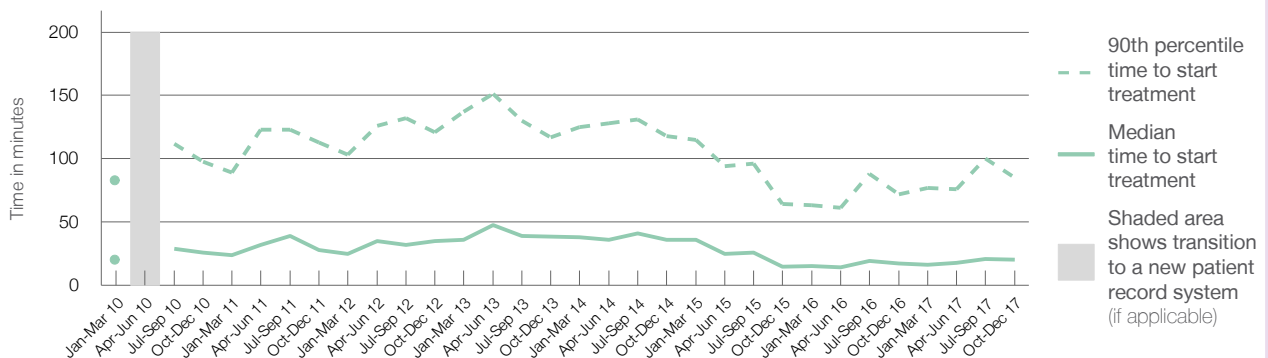
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,757	603
17 minutes	23 minutes
72 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	26	28	35	39	36	15	17	20
90th percentile time to start treatment ⁵ (minutes)	98	113	121	117	118	64	72	85

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Broken Hill Base Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 5,629 patients

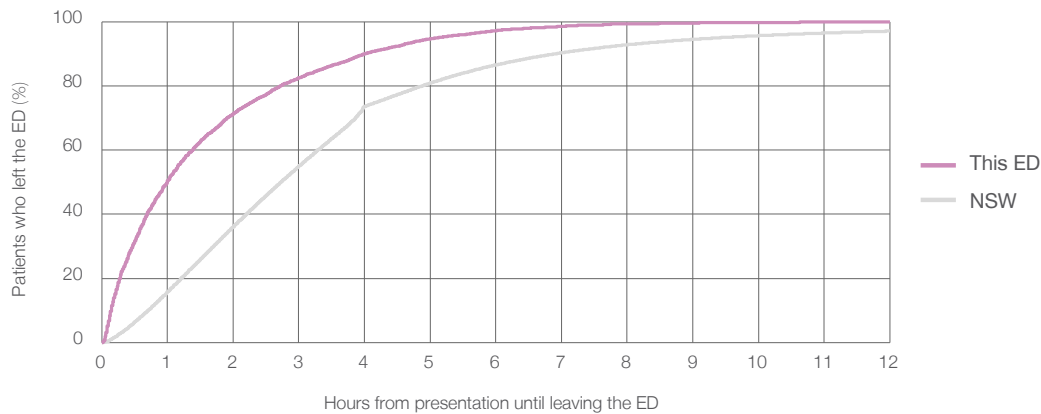
Presentations used to calculate time to leaving the ED:⁶ 5,629 patients

Median time spent in the ED⁸ 1 hours and 0 minutes

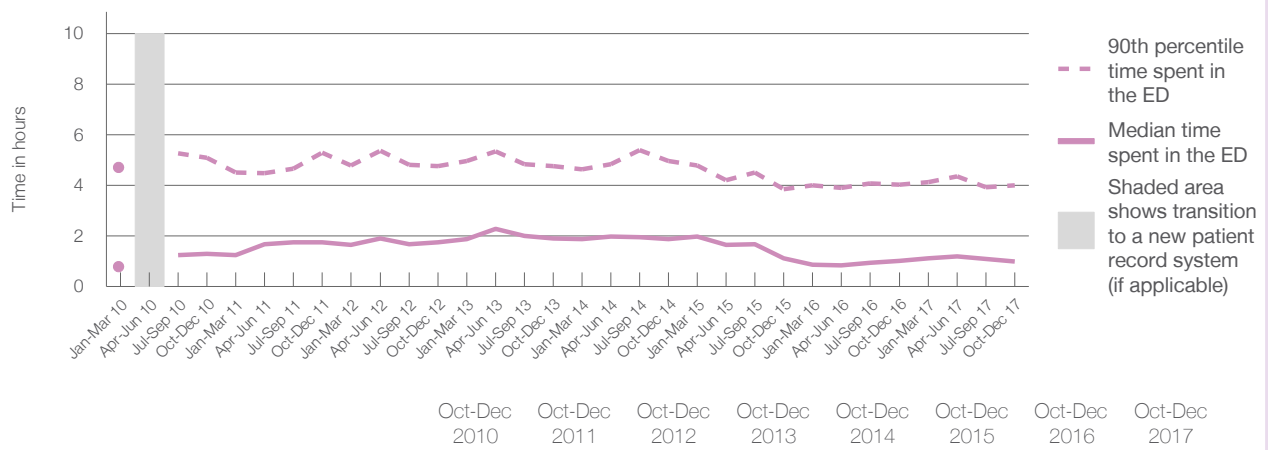
90th percentile time spent in the ED⁹ 4 hours and 1 minutes

Same period last year	NSW (this period)
5,845	5,845
1 hours and 2 minutes	2 hours and 44 minutes
4 hours and 2 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

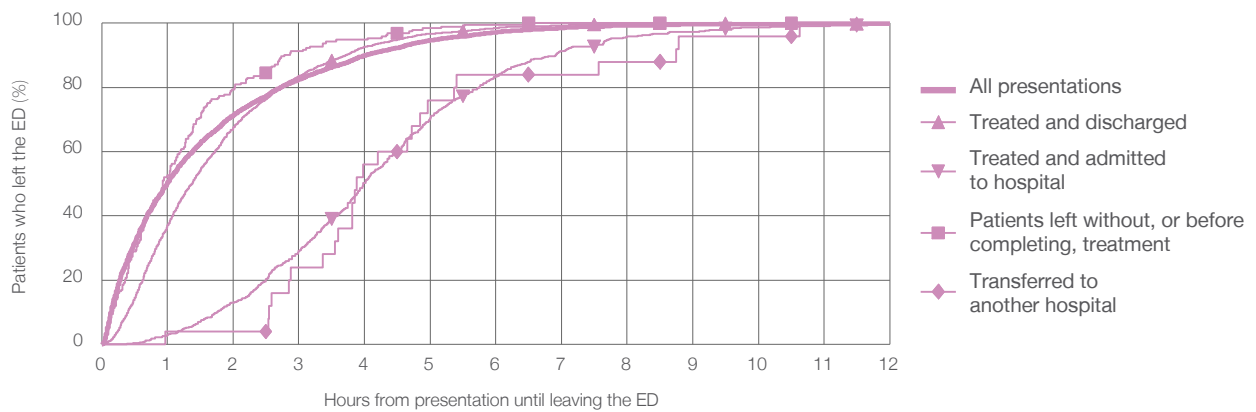
All presentations:¹ 5,629 patients

Presentations used to calculate time to leaving the ED:⁶ 5,629 patients

Treated and discharged	2,927 (52.0%)
Treated and admitted to hospital	651 (11.6%)
Patient left without, or before completing, treatment	194 (3.4%)
Transferred to another hospital	25 (0.4%)
Other	1,832 (32.5%)

Same period last year	Change since one year ago
5,845	-3.7%
2,910	0.6%
648	0.5%
182	6.6%
15	66.7%
2,090	-12.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	37.1%	67.5%	83.5%	92.7%	98.5%	99.7%	99.9%	99.9%
Treated and admitted to hospital	2.9%	12.9%	29.0%	50.2%	83.4%	95.9%	98.8%	99.5%
Patient left without, or before completing, treatment	52.6%	79.4%	91.2%	94.8%	99.5%	100%	100%	100%
Transferred to another hospital	4.0%	4.0%	24.0%	56.0%	84.0%	88.0%	96.0%	100%
All presentations	50.4%	71.4%	82.5%	90.0%	97.2%	99.3%	99.8%	99.9%

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Broken Hill Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 5,629 patients

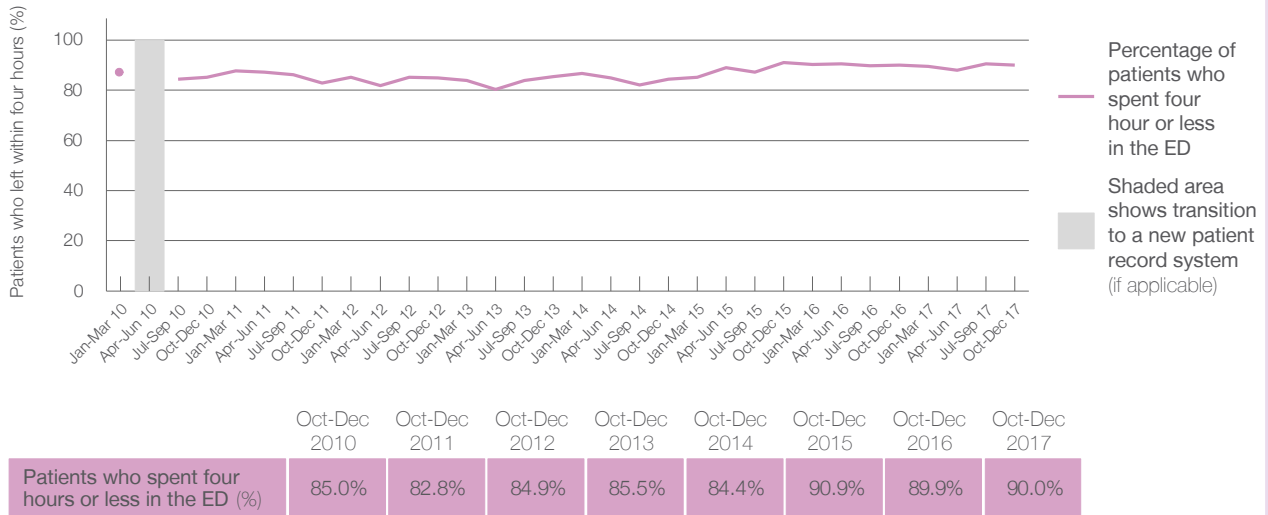
Presentations used to calculate time to leaving the ED: ⁶ 5,629 patients

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: ¹ 5,629 patients	5,845	-3.7%
Presentations used to calculate time to leaving the ED: ⁶ 5,629 patients	5,845	-3.7%
Percentage of patients who spent four hours or less in the ED	89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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: Emergency department measures, July to September 2016*.
- 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).