



Healthcare Quarterly

Performance Profiles

Emergency Department

Far West Local Health District

July to September 2017

Broken Hill Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,747 patients
Emergency presentations:² 5,173 patients

Same period last year	Change since one year ago
5,796	-0.8%
5,261	-1.7%

Broken Hill Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 350 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 976 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,999 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,824 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
358	
8 minutes	9 minutes
22 minutes	29 minutes
1,162	
16 minutes	23 minutes
50 minutes	83 minutes
1,955	
19 minutes	30 minutes
71 minutes	121 minutes
1,771	
19 minutes	26 minutes
88 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,742 patients

Percentage of patients who spent four hours or less in the ED 90.6%

Same period last year	Change since one year ago
5,796	-0.9%
89.6%	

* 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.

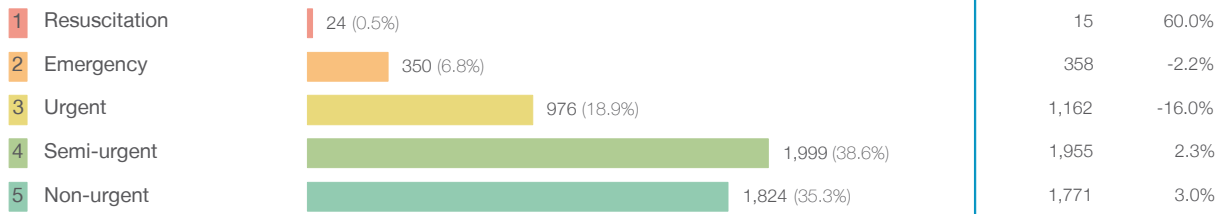
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

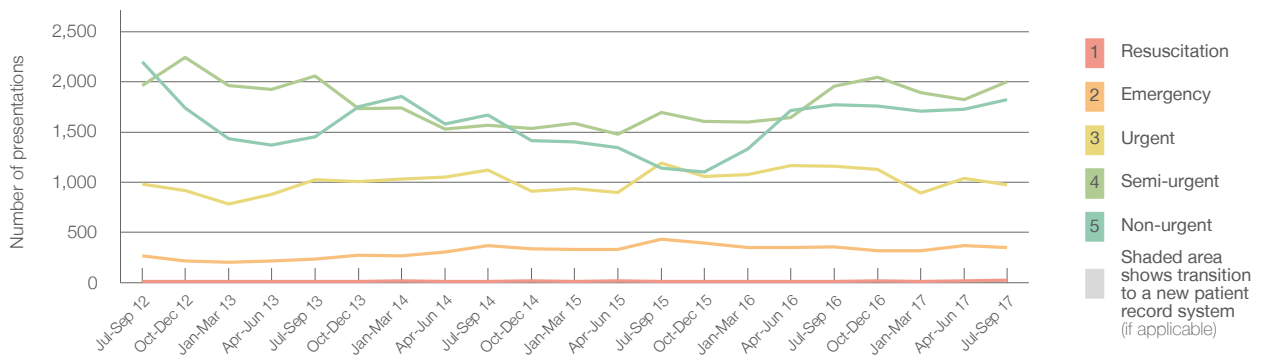
Broken Hill Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 5,747 patients

Emergency presentations² by triage category: 5,173 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	11	13	14	15	15	24
Emergency	268	234	367	432	358	350
Urgent	981	1,025	1,122	1,189	1,162	976
Semi-urgent	1,961	2,056	1,568	1,698	1,955	1,999
Non-urgent	2,201	1,451	1,668	1,143	1,771	1,824
All emergency presentations	5,422	4,779	4,739	4,477	5,261	5,173

Broken Hill Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 650 patients

ED Transfer of care time



(†) 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 July to September 2017

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

Number of triage 2 patients: 350

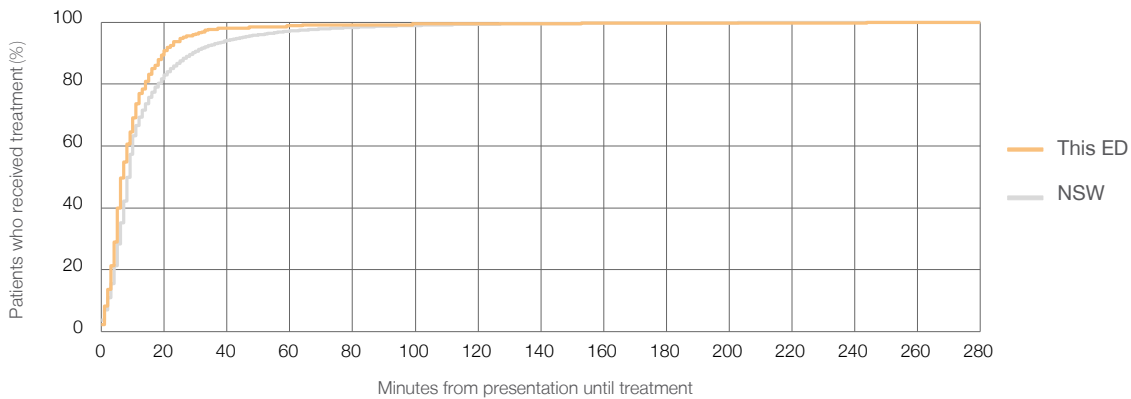
Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 7 minutes

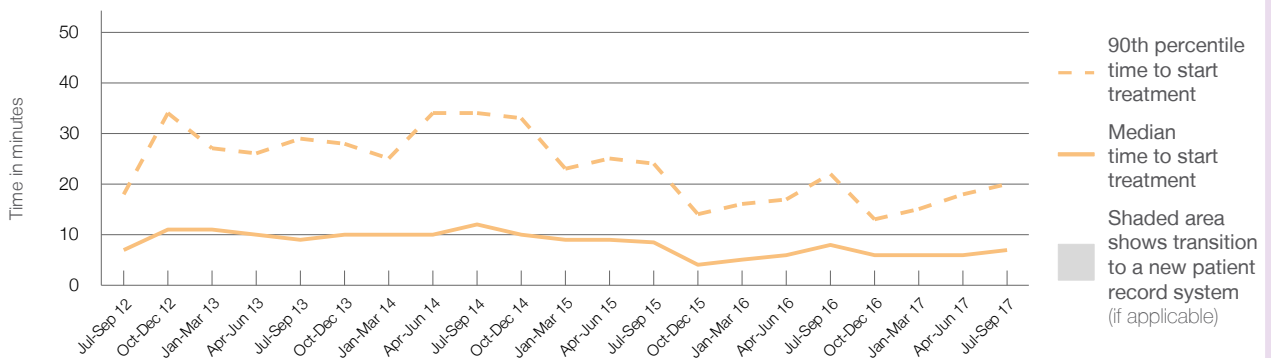
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
358	
356	
8 minutes	9 minutes
22 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	9	12	9	8	7
90th percentile time to start treatment ⁵ (minutes)	18	29	34	24	22	20

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 976

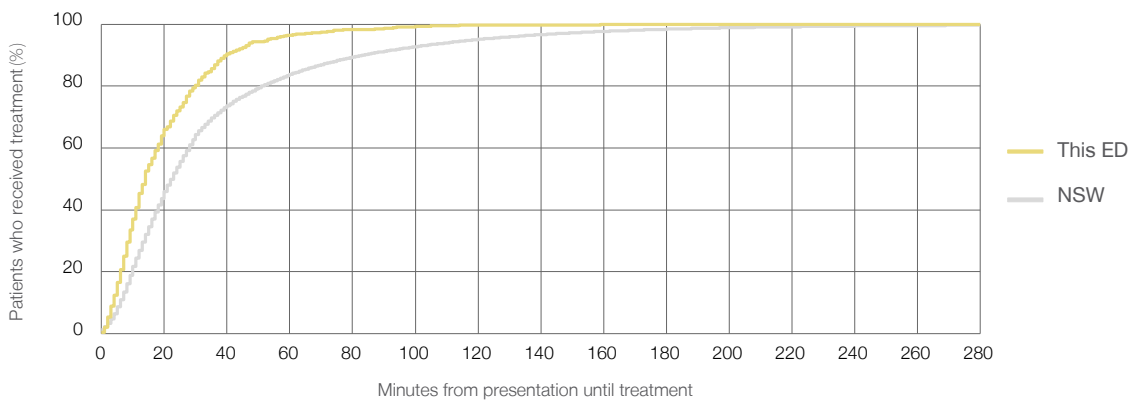
Number of triage 3 patients used to calculate waiting time:³ 931

Median time to start treatment⁴ 14 minutes

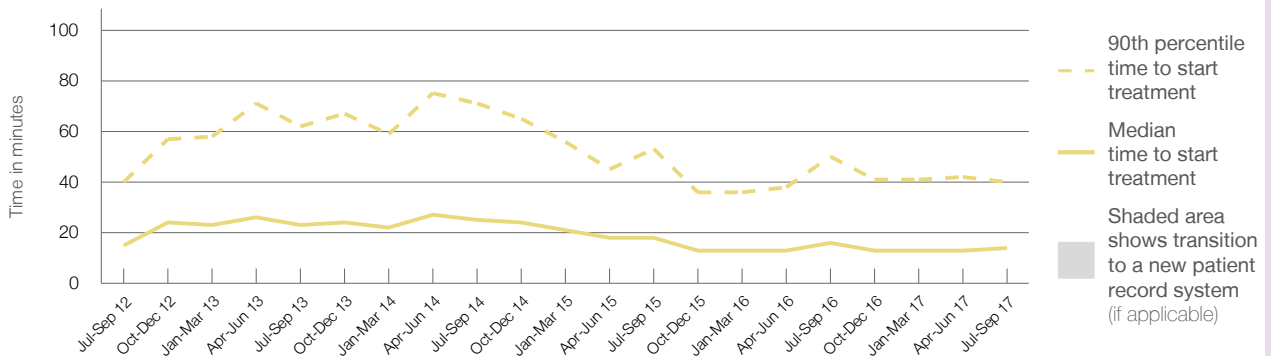
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,162	
1,096	
16 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	23	25	18	16	14
90th percentile time to start treatment ⁵ (minutes)	40	62	71	53	50	40

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,999

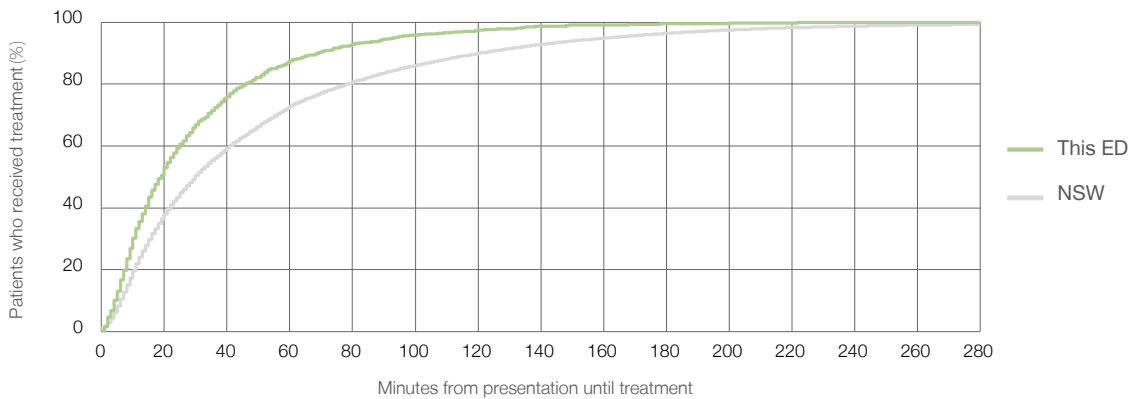
Number of triage 4 patients used to calculate waiting time:³ 1,471

Median time to start treatment⁴ 19 minutes

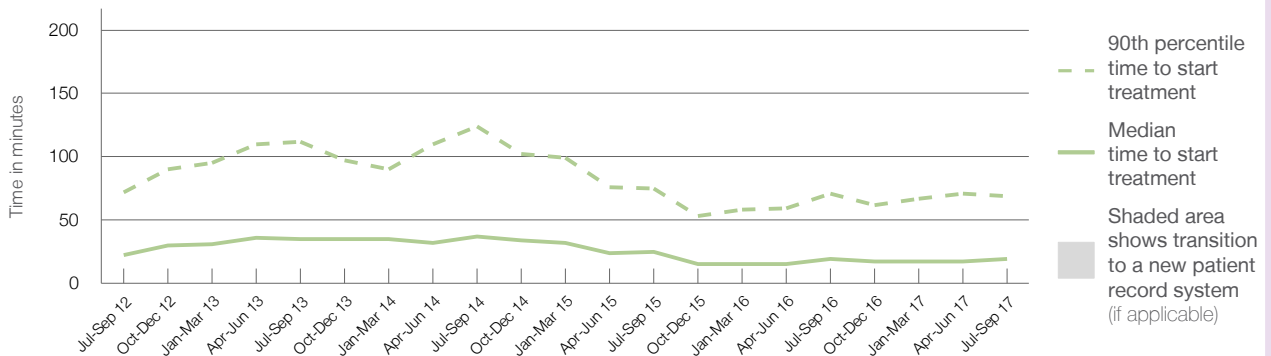
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,955	
1,087	
19 minutes	30 minutes
71 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	35	37	25	19	19
90th percentile time to start treatment ⁵ (minutes)	72	112	124	75	71	69

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,824

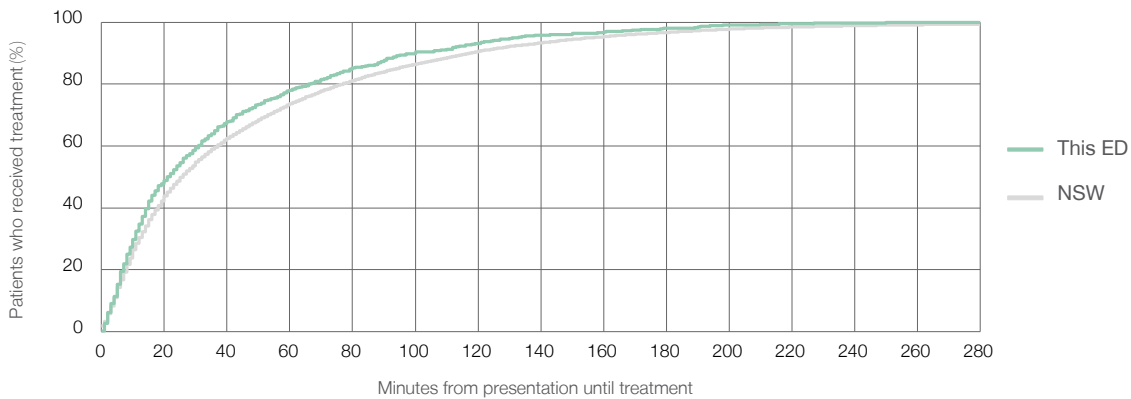
Number of triage 5 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 21 minutes

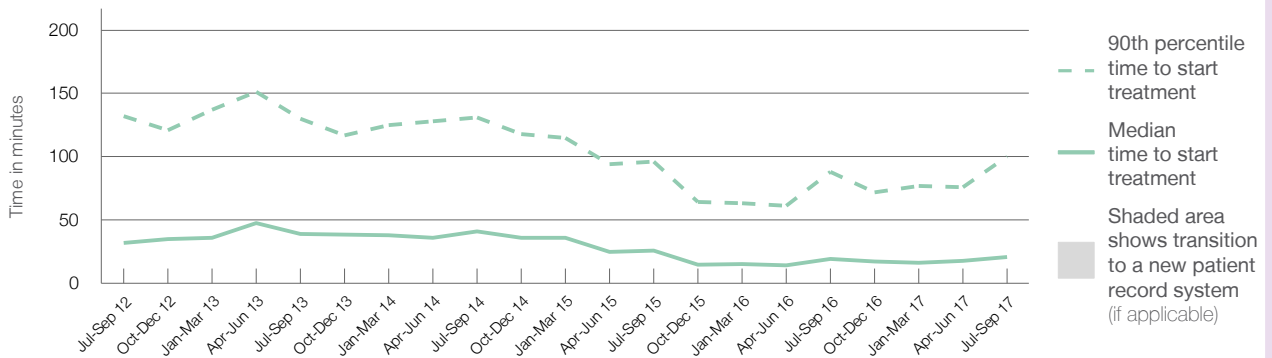
90th percentile time to start treatment⁵ 100 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,771	483
Median time to start treatment ⁴	19 minutes	26 minutes
90th percentile time to start treatment ⁵	88 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	39	41	26	19	21
90th percentile time to start treatment ⁵ (minutes)	132	130	131	96	88	100

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Broken Hill Base Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 5,747 patients

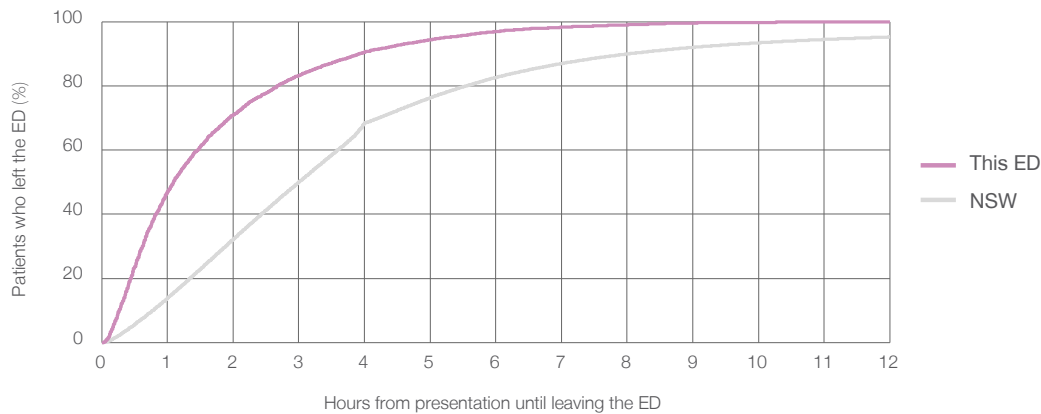
Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

Median time spent in the ED⁸ 1 hours and 6 minutes

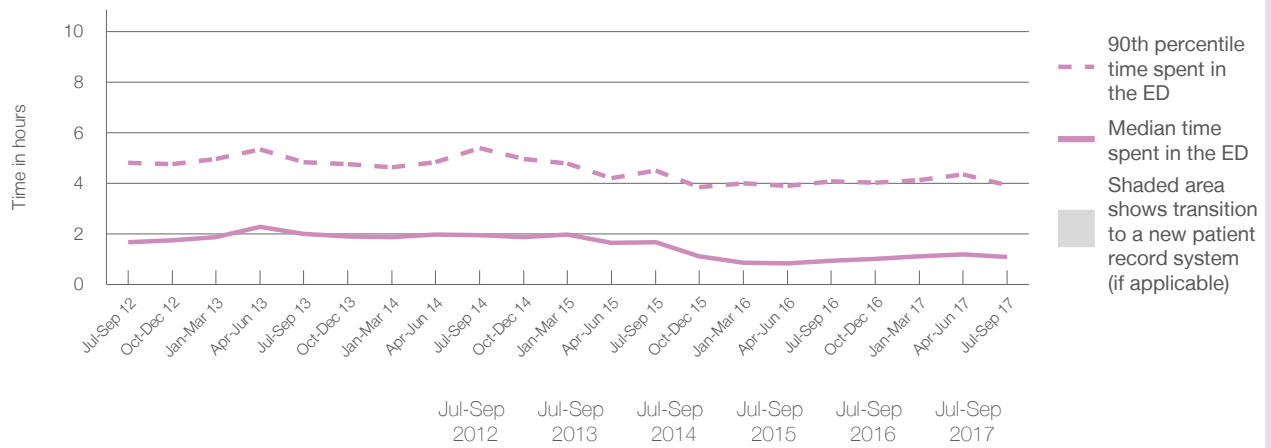
90th percentile time spent in the ED⁹ 3 hours and 56 minutes

Same period last year	NSW (this period)
5,796	5,796
0 hours and 57 minutes	3 hours and 0 minutes
4 hours and 5 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m	1h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 49m	4h 51m	5h 24m	4h 31m	4h 5m	3h 56m

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

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

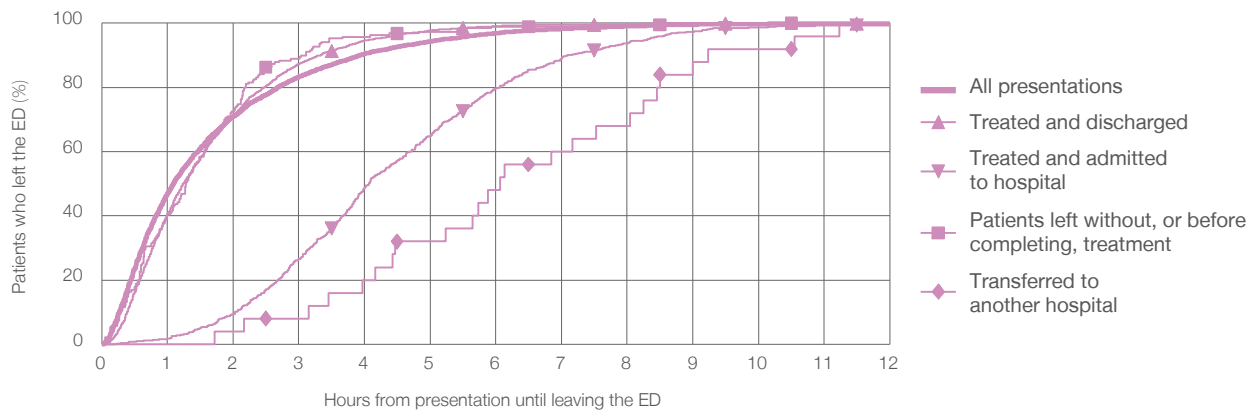
All presentations:¹ 5,747 patients

Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

Treated and discharged	3,408 (59.3%)
Treated and admitted to hospital	646 (11.2%)
Patient left without, or before completing, treatment	190 (3.3%)
Transferred to another hospital	25 (0.4%)
Other	1,478 (25.7%)

Same period last year	Change since one year ago
5,796	-0.9%
2,525	35.0%
724	-10.8%
146	30.1%
33	-24.2%
2,368	-37.6%

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



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	40.5%	71.5%	87.3%	94.7%	99.1%	99.8%	99.9%	100%
Treated and admitted to hospital	1.7%	9.4%	26.5%	48.9%	79.7%	93.8%	98.6%	99.4%
Patient left without, or before completing, treatment	40.5%	72.6%	88.9%	95.8%	98.9%	99.5%	100%	100%
Transferred to another hospital	0%	4.0%	8.0%	20.0%	48.0%	68.0%	92.0%	100%
All presentations	47.1%	71.0%	83.2%	90.6%	97.0%	99.0%	99.8%	99.9%

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

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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
 July to September 2017

All presentations at the emergency department:¹ 5,747 patients

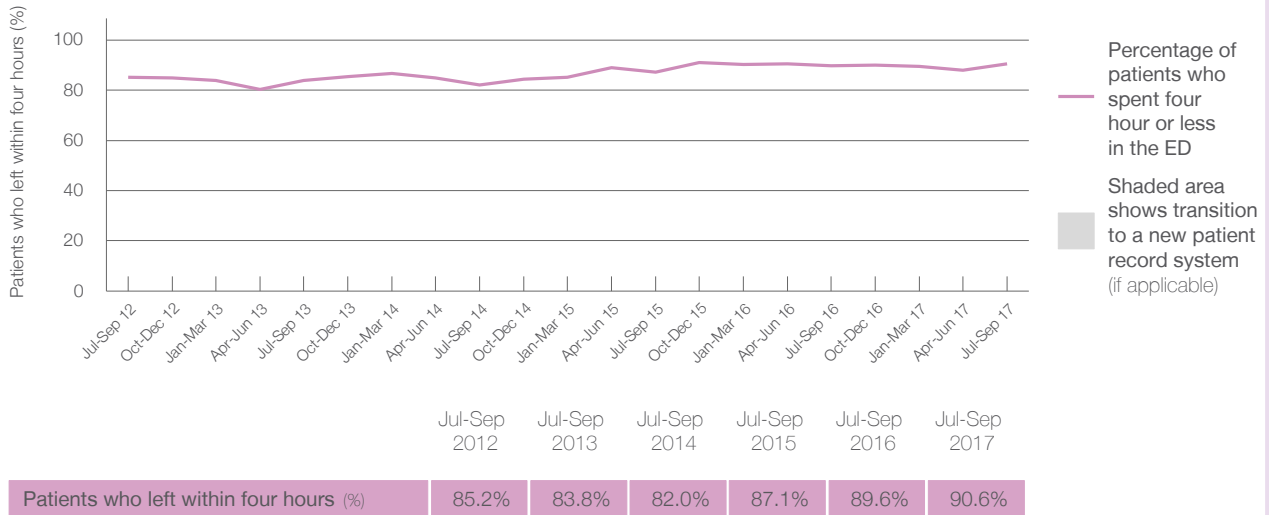
Presentations used to calculate time to leaving the ED:⁶ 5,742 patients

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 5,747 patients	5,796	-0.8%
Presentations used to calculate time to leaving the ED: ⁶ 5,742 patients	5,796	-0.9%
Percentage of patients who spent four hours or less in the ED	89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



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

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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).