



Healthcare Quarterly

Performance Profiles

Emergency Department

Far West Local Health District

January to March 2018

Broken Hill Health Service: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,961 patients

Emergency presentations:² 4,559 patients

Same period last year	Change since one year ago
5,348	-7%
4,830	-6%

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

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 518 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,128 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,762 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,132 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
321	
6 minutes	8 minutes
15 minutes	23 minutes
894	
13 minutes	20 minutes
41 minutes	65 minutes
1,893	
17 minutes	25 minutes
67 minutes	98 minutes
1,710	
16 minutes	22 minutes
77 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,957 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
5,348	-7%
89%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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 April 2018).

Broken Hill Health Service: Patients presenting to the emergency department

January to March 2018

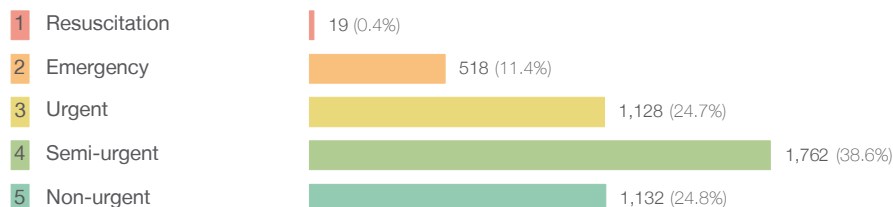
All presentations:¹ 4,961 patients

Same period last year Change since one year ago

5,348 -7%

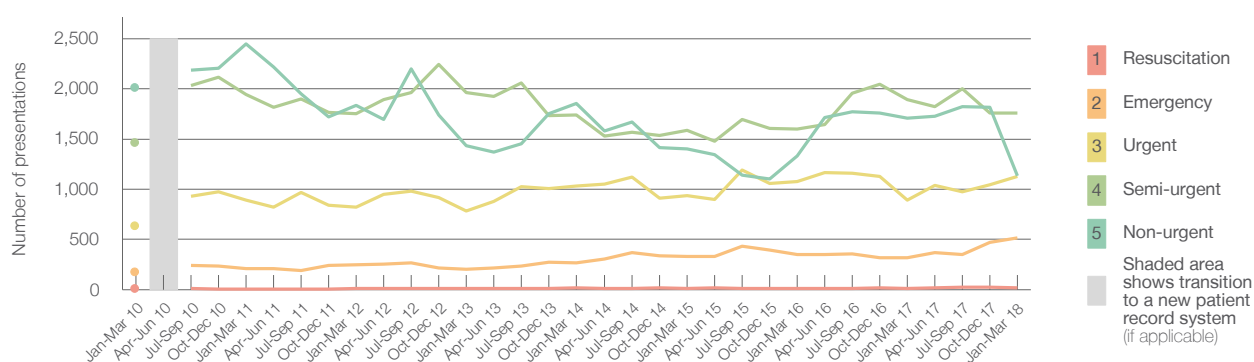
Emergency presentations² by triage category: 4,559 patients

4,830 -6%



12 58.3%
321 61.4%
894 26.2%
1,893 -6.9%
1,710 -33.8%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	9	< 5	14	11	16	12	9	12	19
Emergency	180	211	249	200	266	333	349	321	518
Urgent	636	892	822	783	1,035	935	1,074	894	1,128
Semi-urgent	1,467	1,946	1,750	1,963	1,739	1,584	1,597	1,893	1,762
Non-urgent	2,012	2,446	1,834	1,431	1,856	1,401	1,330	1,710	1,132
All emergency presentations	4,304	5,495	4,669	4,388	4,912	4,265	4,359	4,830	4,559

Broken Hill Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 557 patients

Same period last year Change since one year ago

563

ED Transfer of care time

Median time 9 minutes
90th percentile time 20 minutes

10 minutes -1 minute
21 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

January to March 2018

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

Number of triage 2 patients: 518

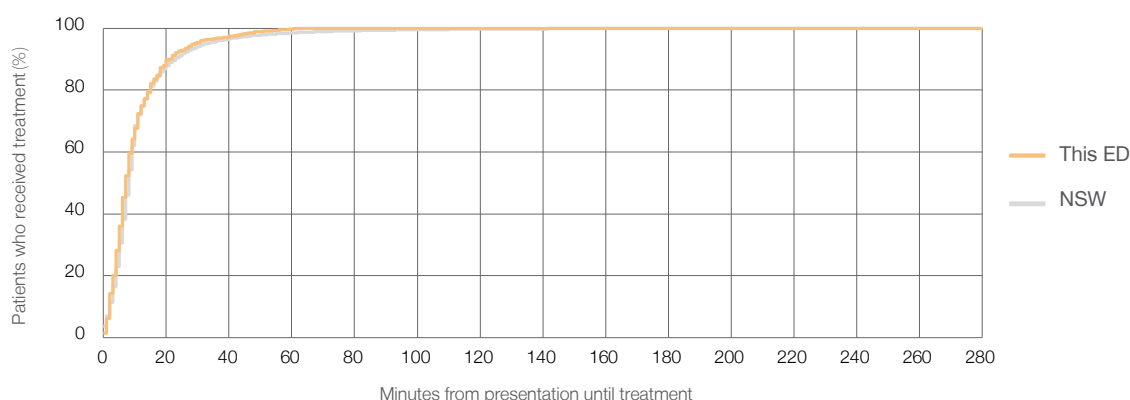
Number of triage 2 patients used to calculate waiting time: ³ 513

Median time to start treatment ⁴ 7 minutes

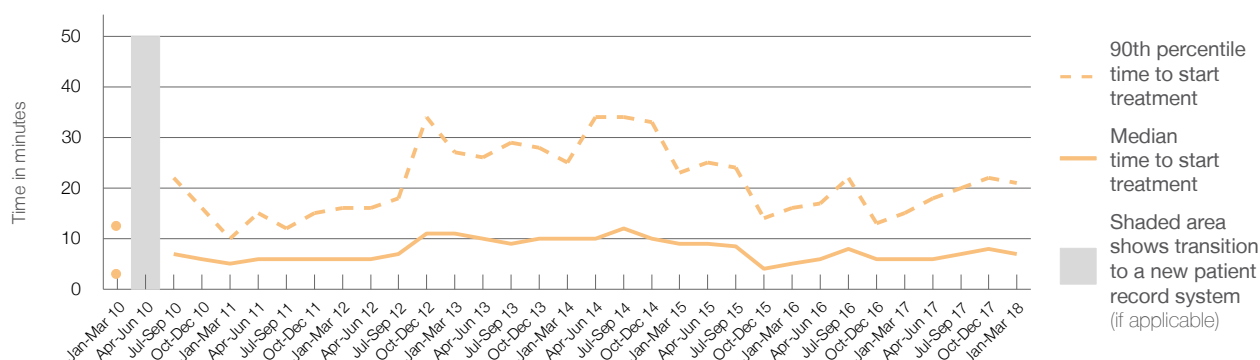
90th percentile time to start treatment ⁵ 21 minutes

Same period last year	NSW (this period)
321	
319	
6 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	3	5	6	11	10	9	5	6	7
90th percentile time to start treatment ⁵ (minutes)	13	10	16	27	25	23	16	15	21

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

January to March 2018

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

Number of triage 3 patients: 1,128

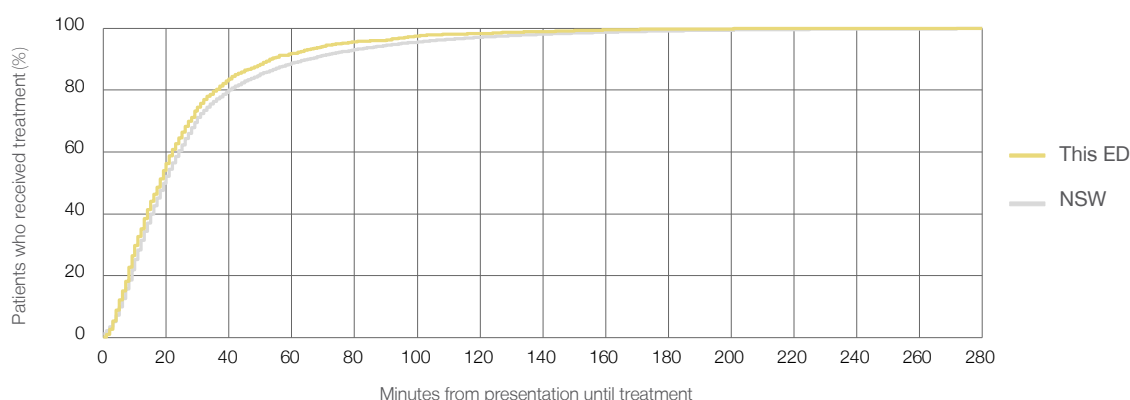
Number of triage 3 patients used to calculate waiting time: ³ 1,072

Median time to start treatment ⁴ 18 minutes

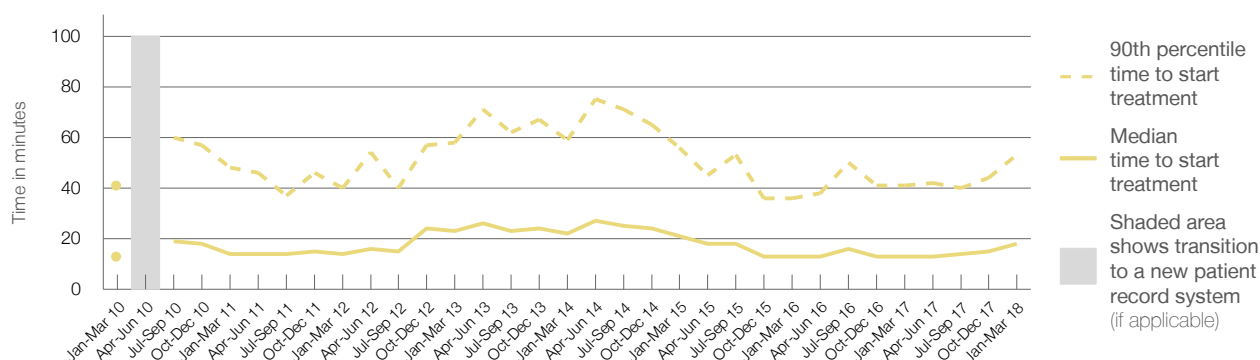
90th percentile time to start treatment ⁵ 53 minutes

Same period last year	NSW (this period)
894	
864	
13 minutes	20 minutes
41 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	13	14	14	23	22	21	13	13	18
90th percentile time to start treatment ⁵ (minutes)	41	48	40	58	59	56	36	41	53

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

January to March 2018

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

Number of triage 4 patients: 1,762

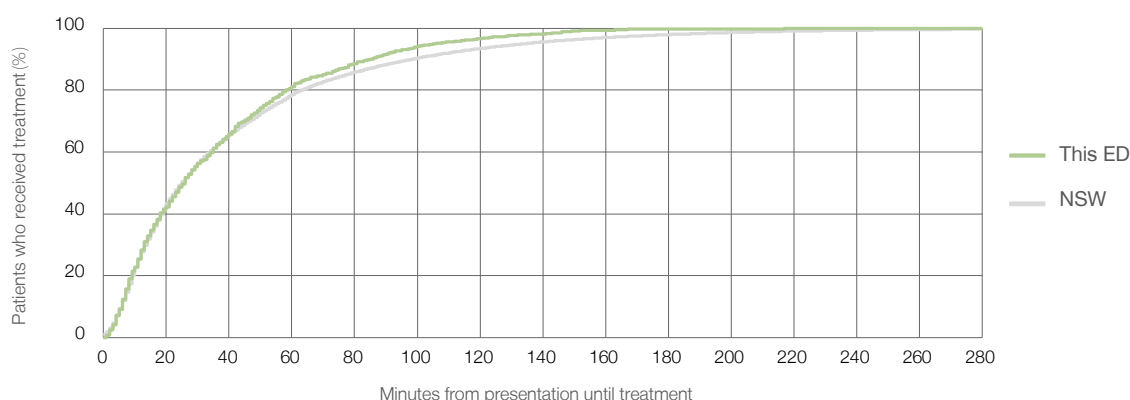
Number of triage 4 patients used to calculate waiting time:³ 971

Median time to start treatment⁴ 26 minutes

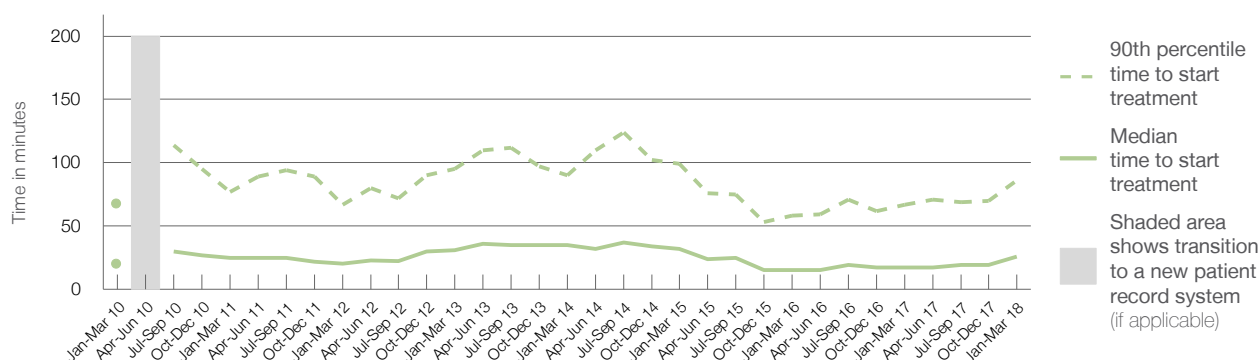
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,893	
1,451	
17 minutes	25 minutes
67 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	20	25	20	31	35	32	15	17	26
90th percentile time to start treatment ⁵ (minutes)	68	77	67	95	90	99	58	67	86

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

January to March 2018

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

Number of triage 5 patients: 1,132

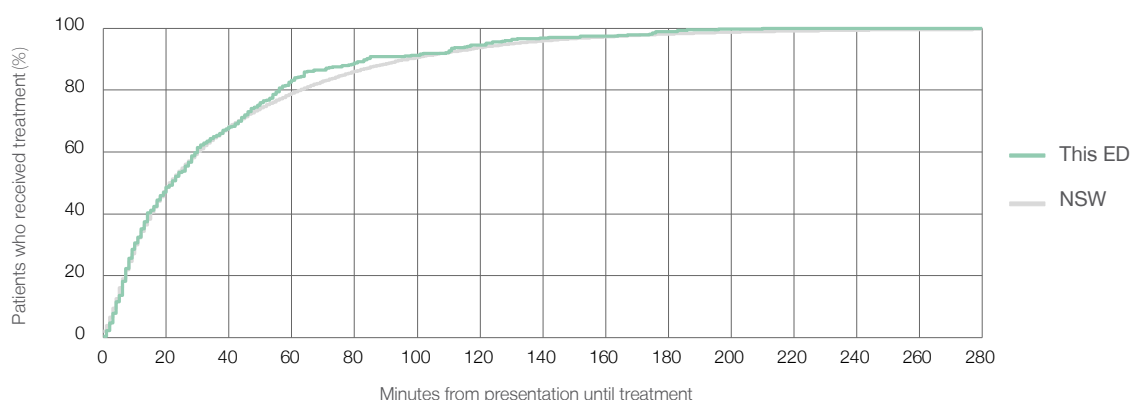
Number of triage 5 patients used to calculate waiting time:³ 379

Median time to start treatment⁴ 22 minutes

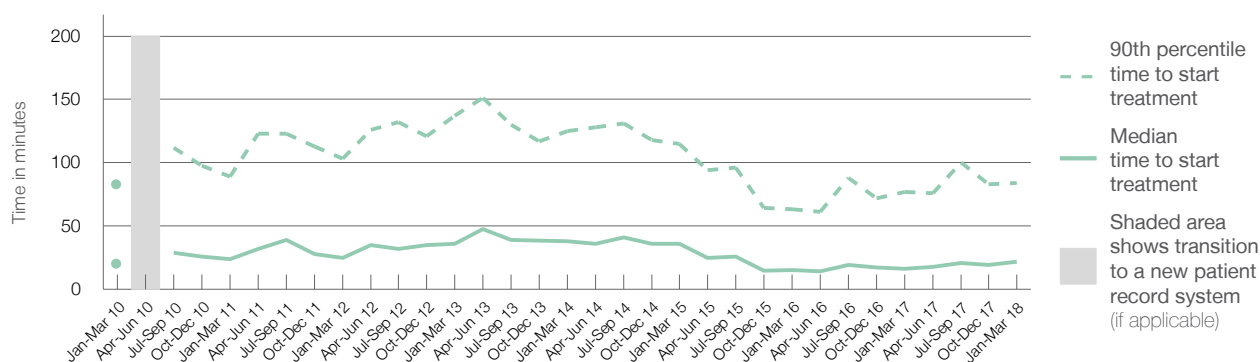
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,710	
813	
16 minutes	22 minutes
77 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	20	24	25	36	38	36	15	16	22
90th percentile time to start treatment ⁵ (minutes)	83	89	103	137	125	115	63	77	84

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Broken Hill Health Service: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,961 patients

Presentations used to calculate time to leaving the ED:⁶ 4,957 patients

Median time spent in the ED⁸

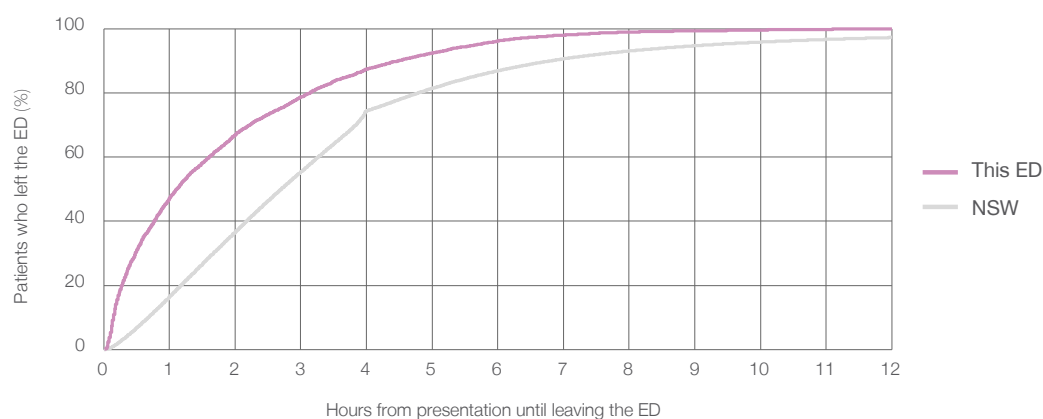
1 hours and 7 minutes

90th percentile time spent in the ED⁹

4 hours and 30 minutes

Same period last year	NSW (this period)
5,348	
5,348	
1 hours and 8 minutes	2 hours and 42 minutes
4 hours and 8 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 47m	1h 15m	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m	1h 8m	1h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 43m	4h 31m	4h 48m	4h 58m	4h 38m	4h 48m	4h 0m	4h 8m	4h 30m

(†) 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

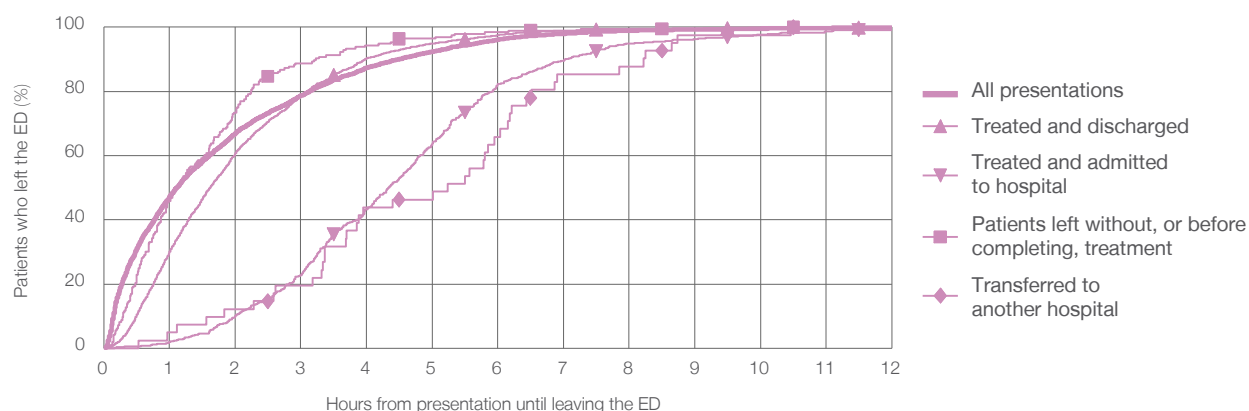
January to March 2018

All presentations:[†] 4,961 patients

Presentations used to calculate time to leaving the ED:[‡] 4,957 patients

		Same period last year	Change since one year ago
		5,348	-7%
Treated and discharged	2,511 (50.6%)	3,132	-19.8%
Treated and admitted to hospital	603 (12.2%)	624	-3.4%
Patient left without, or before completing, treatment	196 (4.0%)	173	13.3%
Transferred to another hospital	41 (0.8%)	16	156.3%
Other	1,610 (32.5%)	1,403	14.8%

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



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

Treated and discharged	30.1%	60.8%	78.8%	90.3%	97.5%	99.4%	99.8%	100%
Treated and admitted to hospital	2.0%	10.1%	22.7%	43.3%	82.3%	94.9%	97.7%	99.2%
Patient left without, or before completing, treatment	45.9%	73.5%	88.8%	94.4%	98.5%	99.5%	99.5%	100%
Transferred to another hospital	4.9%	12.2%	19.5%	43.9%	65.9%	87.8%	97.6%	100%
All presentations	47.3%	67.0%	78.7%	87.4%	96.2%	99.0%	99.6%	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

January to March 2018

All presentations at the emergency department: ¹ 4,961 patients

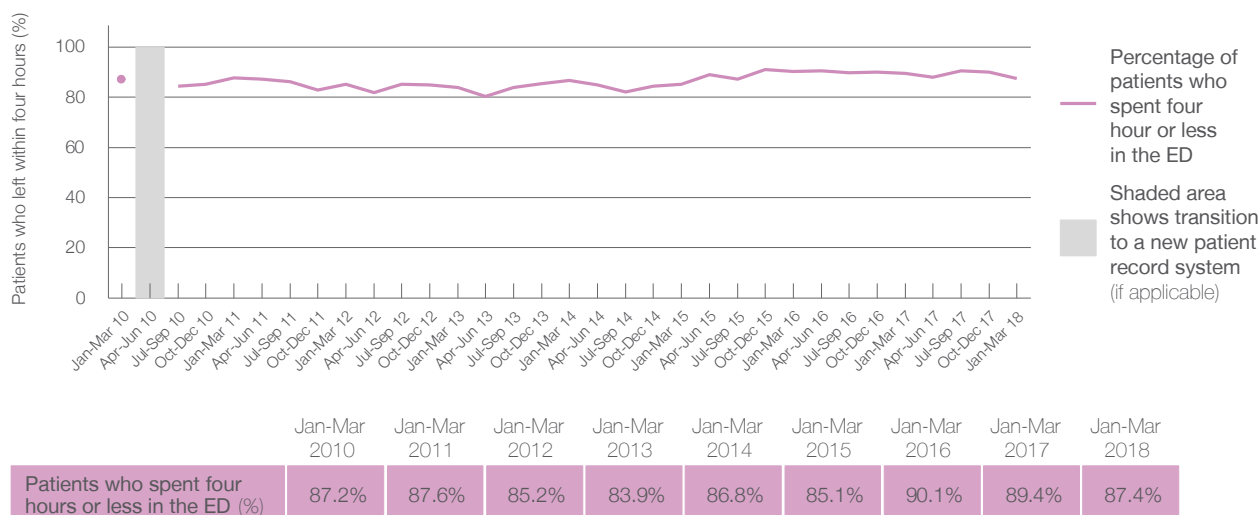
Presentations used to calculate time to leaving the ED: ⁶ 4,957 patients

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



Same period last year	Change since one year ago
5,348	-7%
5,348	-7%
89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).