

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 5,348 patients
Emergency presentations:² 4,830 patients

Same period last year	Change since one year ago
4,980	7.4%
4,359	10.8%

Broken Hill Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 894 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,893 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,710 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
349	
5 minutes	8 minutes
16 minutes	26 minutes
1,074	
13 minutes	20 minutes
36 minutes	69 minutes
1,597	
15 minutes	26 minutes
58 minutes	101 minutes
1,330	
15 minutes	23 minutes
63 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 5,348 patients

Percentage of patients who spent four hours or less in the ED 89.4%

Same period last year	Change since one year ago
4,980	7.4%
90.1%	

* 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.

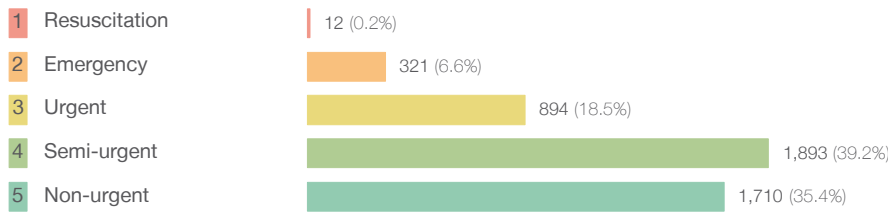
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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Broken Hill Base Hospital: Patients presenting to the emergency department January to March 2017

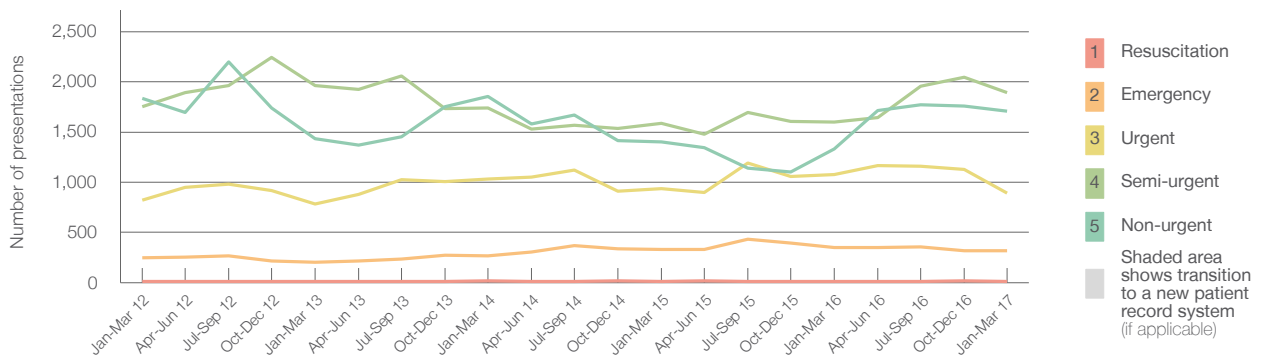
All presentations:¹ 5,348 patients

Emergency presentations² by triage category: 4,830 patients



Same period last year	Change since one year ago
4,980	7.4%
4,359	10.8%
9	33.3%
349	-8.0%
1,074	-16.8%
1,597	18.5%
1,330	28.6%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	14	11	16	12	9	12
Emergency	249	200	266	333	349	321
Urgent	822	783	1,035	935	1,074	894
Semi-urgent	1,750	1,963	1,739	1,584	1,597	1,893
Non-urgent	1,834	1,431	1,856	1,401	1,330	1,710
All emergency presentations	4,669	4,388	4,912	4,265	4,359	4,830

Broken Hill Base Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 628 patients

ED Transfer of care time



Same period last year	Change since one year ago
603	
11 minutes	-1 minute
26 minutes	-5 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 321

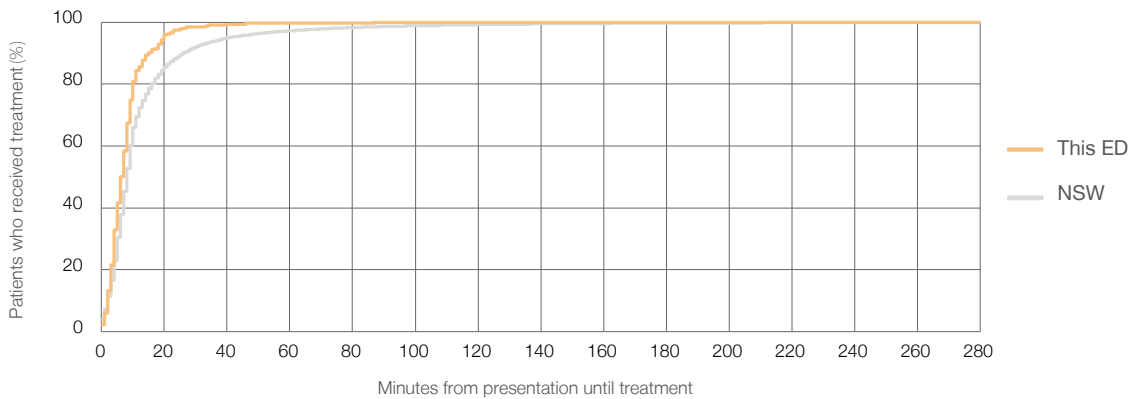
Number of triage 2 patients used to calculate waiting time:³ 319

Median time to start treatment⁴ 6 minutes

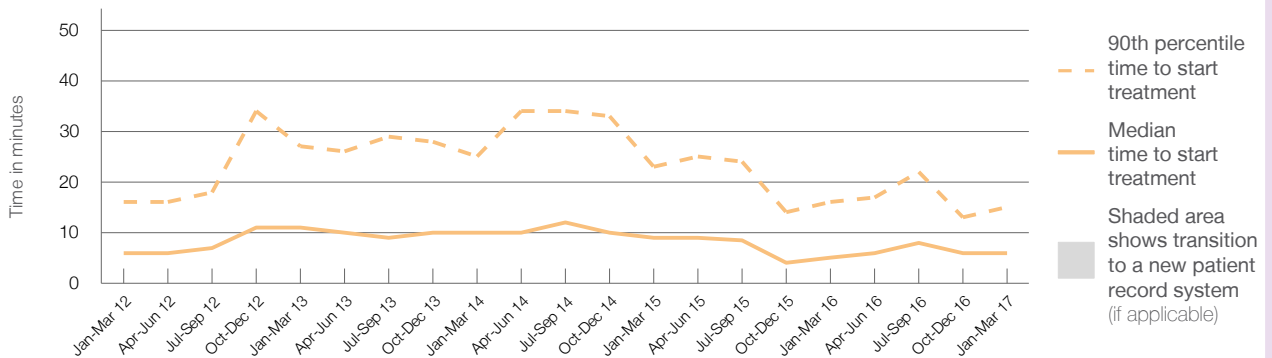
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
349	338
5 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



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

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 894

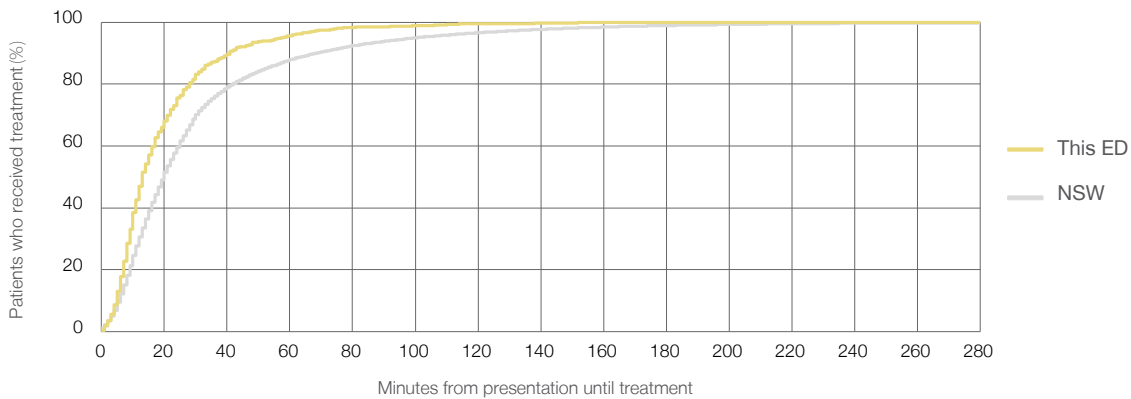
Number of triage 3 patients used to calculate waiting time:³ 864

Median time to start treatment⁴ 13 minutes

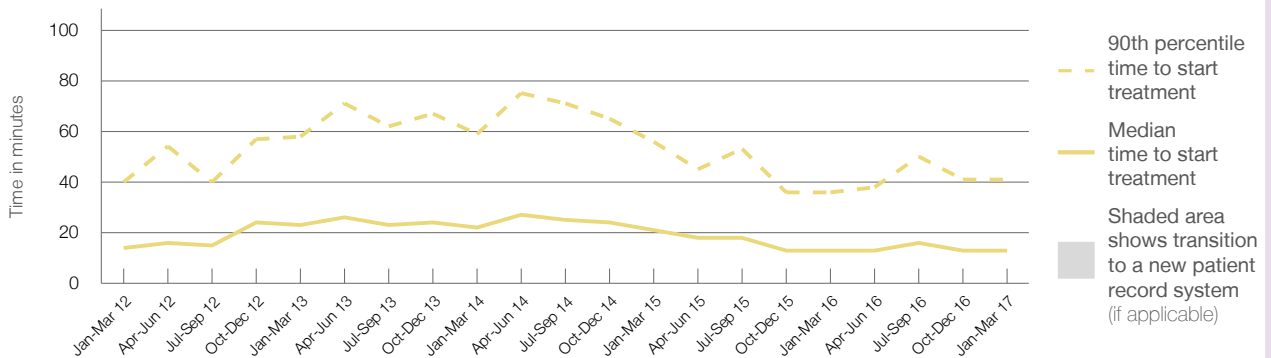
90th percentile time to start treatment⁵ 41 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,074	
Number of triage 3 patients used to calculate waiting time ³	955	
Median time to start treatment ⁴	13 minutes	20 minutes
90th percentile time to start treatment ⁵	36 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



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

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,893

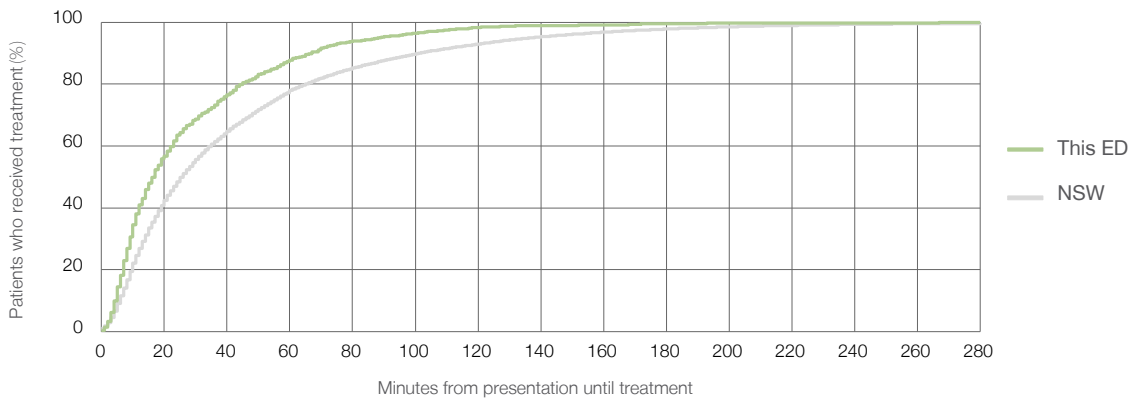
Number of triage 4 patients used to calculate waiting time:³ 1,451

Median time to start treatment⁴ 17 minutes

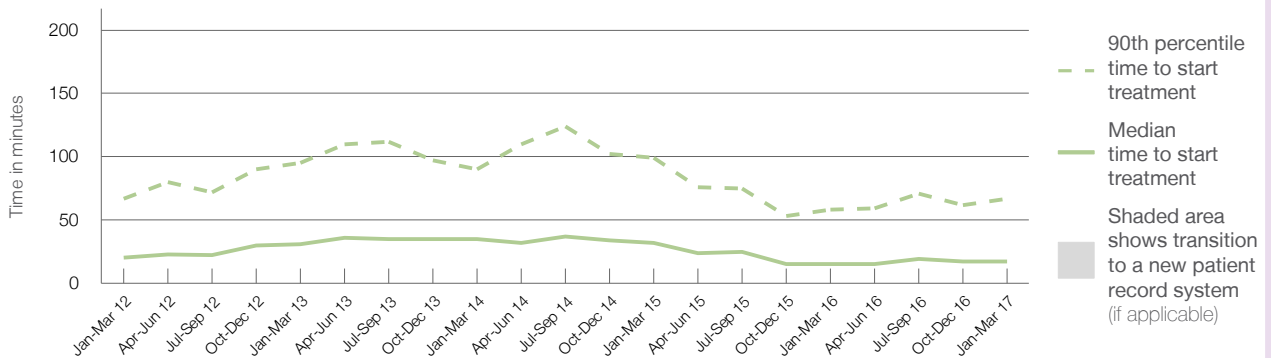
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
1,597	909
15 minutes	26 minutes
58 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



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

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,710

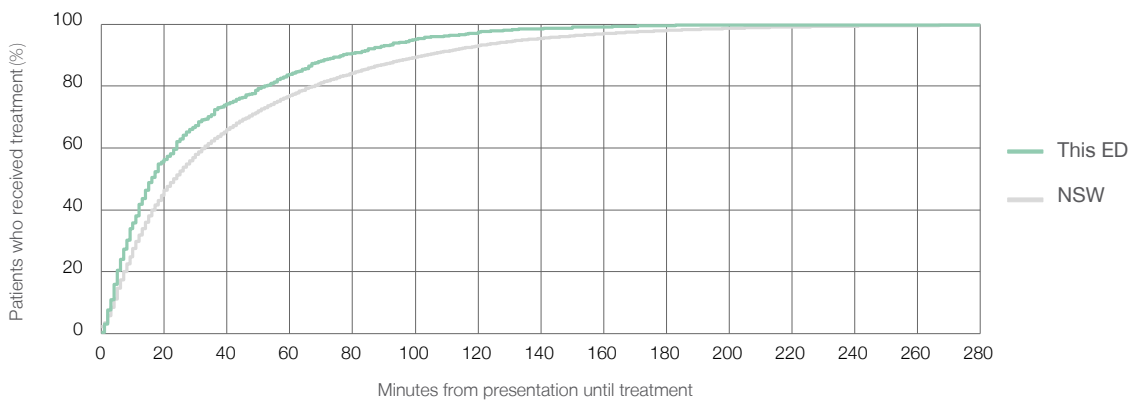
Number of triage 5 patients used to calculate waiting time:³ 813

Median time to start treatment⁴ 16 minutes

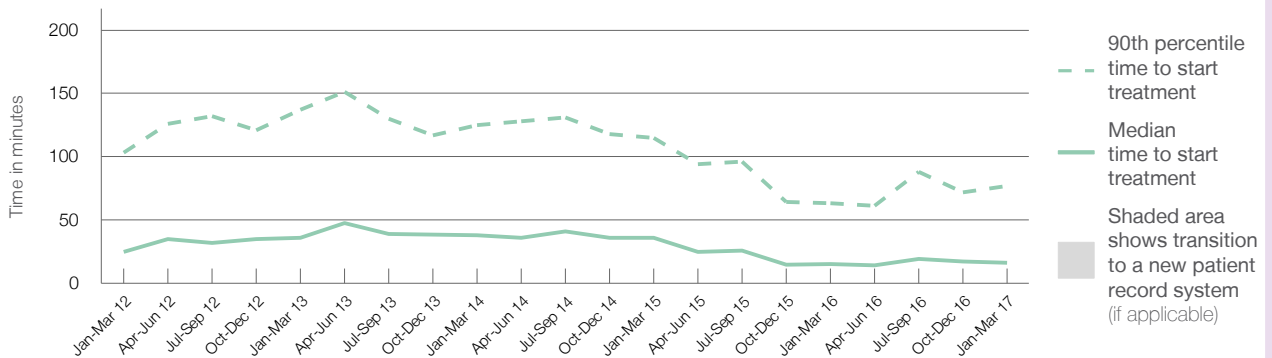
90th percentile time to start treatment⁵ 77 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,330	
Number of triage 5 patients used to calculate waiting time ³	501	
Median time to start treatment ⁴	15 minutes	23 minutes
90th percentile time to start treatment ⁵	63 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	36	38	36	15	16
90th percentile time to start treatment ⁵ (minutes)	103	137	125	115	63	77

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Broken Hill Base Hospital: Time patients spent in the ED January to March 2017

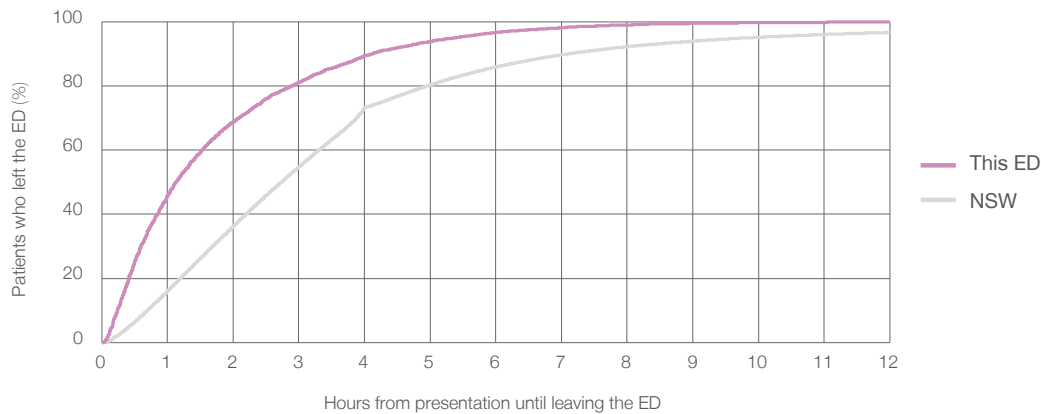
All presentations:¹ 5,348 patients

Presentations used to calculate time to leaving the ED:⁶ 5,348 patients

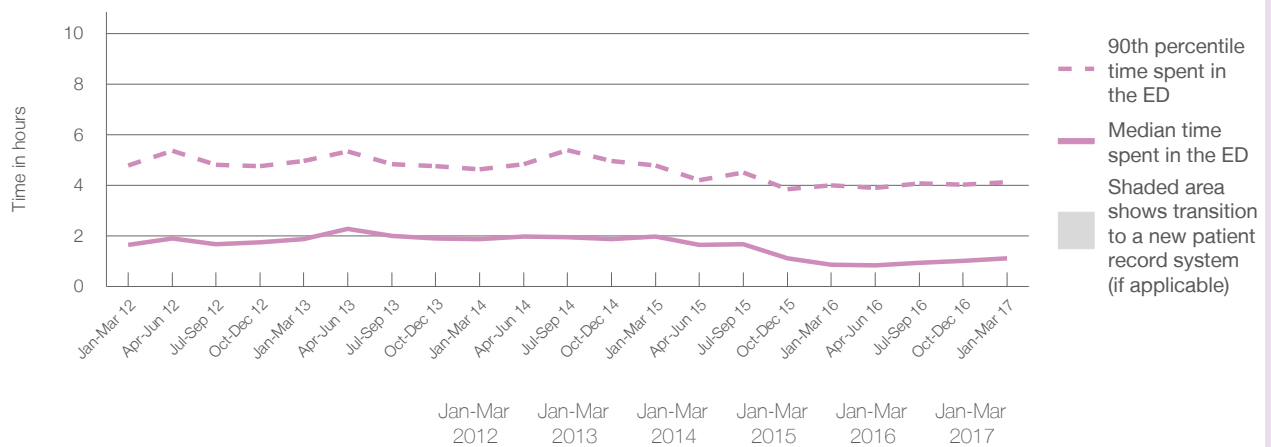
Median time spent in the ED⁸ 1 hours and 8 minutes
90th percentile time spent in the ED⁹ 4 hours and 8 minutes

Same period last year	NSW (this period)
4,980	4,980
0 hours and 52 minutes	2 hours and 44 minutes
4 hours and 0 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m	1h 8m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 48m	4h 58m	4h 38m	4h 48m	4h 0m	4h 8m

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Broken Hill Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

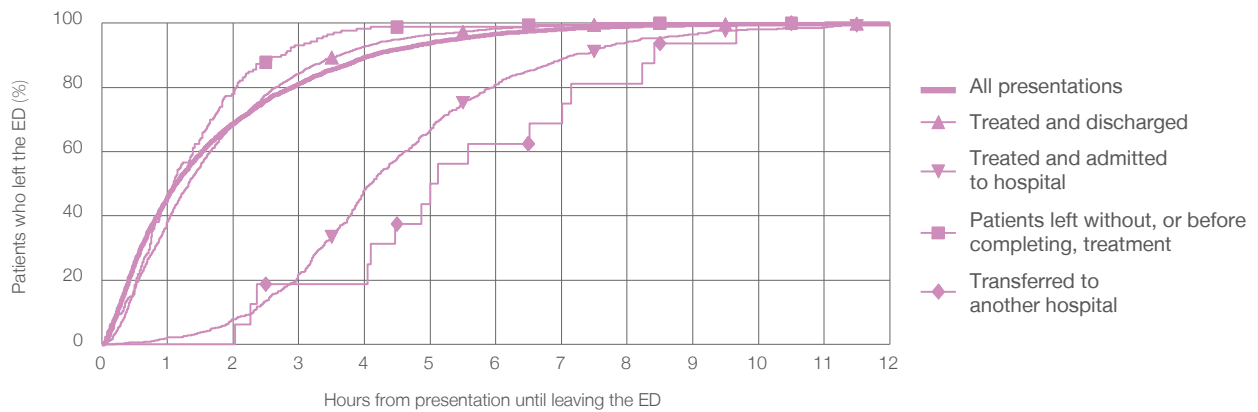
All presentations:¹ 5,348 patients

Presentations used to calculate time to leaving the ED:⁶ 5,348 patients

Treated and discharged	3,129 (58.5%)
Treated and admitted to hospital	627 (11.7%)
Patient left without, or before completing, treatment	173 (3.2%)
Transferred to another hospital	16 (0.3%)
Other	1,403 (26.2%)

Same period last year	Change since one year ago
4,980	7.4%
2,419	29.4%
626	0.2%
100	73.0%
17	-5.9%
1,818	-22.8%

Percentage of patients who left the ED by time and mode of separation, January to March 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	38.4%	68.2%	84.4%	92.7%	98.4%	99.6%	99.8%	99.9%
Treated and admitted to hospital	2.1%	7.7%	22.0%	48.3%	80.9%	94.1%	98.1%	99.2%
Patient left without, or before completing, treatment	46.2%	78.0%	93.1%	98.3%	98.8%	100%	100%	100%
Transferred to another hospital	0%	0%	18.8%	18.8%	62.5%	81.3%	100%	100%
All presentations	45.9%	68.8%	81.2%	89.4%	96.7%	99.0%	99.7%	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

January to March 2017

All presentations at the emergency department:¹ 5,348 patients

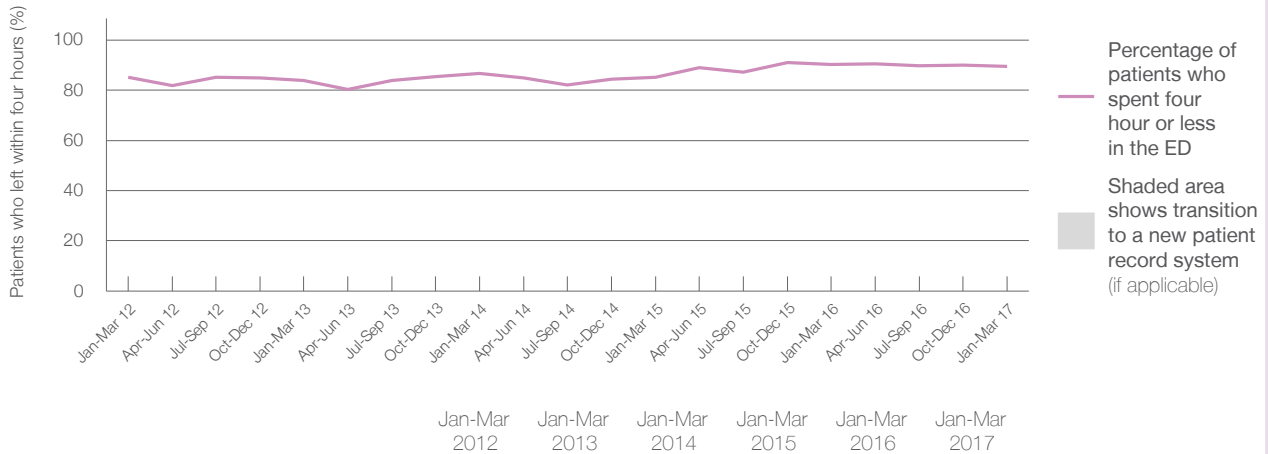
Presentations used to calculate time to leaving the ED:⁶ 5,348 patients

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	4,980	7.4%
Presentations used to calculate time to leaving the ED	4,980	7.4%
Percentage of patients who spent four hours or less in the ED	90.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	85.2%	83.9%	86.8%	85.1%	90.1%	89.4%
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* 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).