

Healthcare Quarterly

# Seclusion and Restraint Supplement

July to September 2023



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The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

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# Seclusion and physical restraint

Seclusion and restraint involves the use of interventions to restrict the freedom of movement of a patient. These restrictive practices are not therapeutic but may be needed to support care. They should only be used as a last resort when other options are unsuccessful in maintaining safety for the patient, staff or others.

In NSW, there are more than 40 public hospitals, plus the Forensic Hospital, with specialised acute mental health units that treat patients with varying severities of mental illness. There are Mental Health Intensive Care Units (MHICUs) in seven of these hospitals, providing treatment for patients with a higher level of clinical severity and complexity.

The Justice Health and Forensic Mental Health Network (JHFMHN) provides specialised mental health services for forensic patients. JHFMHN is reported separately and not included in NSW totals to acknowledge the differences in model of care and patient cohort.

BHI does not report on seclusion and restraint events in non-acute specialised mental health inpatient units or in emergency departments (EDs).

Most episodes of care in acute mental health units did not have a seclusion or restraint event in July to September 2023 (Figure 1).

The NSW Health Performance Framework includes three key performance indicators (KPIs) related to the use of restrictive practices. The KPI target for the percentage of acute mental health episodes of care with at least one seclusion event in 2023–24 is less than 4.1% for each hospital and less than 30.0% for JHFMHN.

In the July to September 2023 quarter, the percentage of acute mental health episodes of care with at least one seclusion event in NSW was 2.9%, down 0.3 percentage points compared with the same quarter the previous year (Figure 1, Table 1). The percentage was 4.1% or above in seven hospitals: Morisset (8.3), Liverpool (7.8), Bankstown-Lidcombe (7.7), Concord (6.8), Royal Prince Alfred (5.0), Nepean (4.8) and Hornsby (4.1) (Table 1).

The percentage of acute mental health episodes of care with at least one physical restraint event in NSW was 4.3%, similar to the same quarter the previous year (Figure 1, Table 1).

There was variation across public hospitals in the use of these interventions (Table 1).

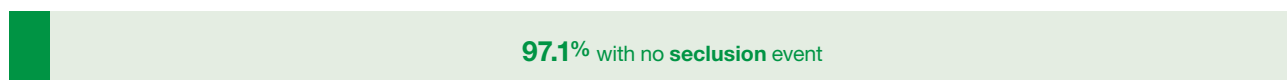
For more information on analyses of seclusion and restraint, see *Measurement Matters – Reporting on seclusion and restraint in NSW public hospitals* at [bhi.nsw.gov.au/BHI\\_reports/measurement\\_matters](http://bhi.nsw.gov.au/BHI_reports/measurement_matters)

A **seclusion event** occurs when a patient is placed alone in a room or an area at any time of day or night, with no freedom of exit. The duration of the event, or the size and type of area in which a patient is confined is not relevant in determining what is or is not seclusion.

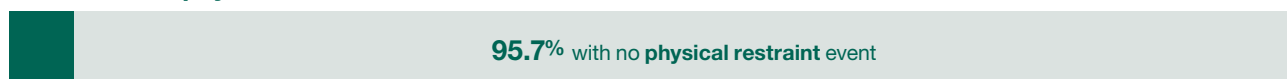
A **restraint event** occurs when a patient's freedom of movement is restricted by physical means (i.e. hands-on immobilisation by healthcare staff) or mechanical means (i.e. application of devices).

Figure 1 Percentage of acute mental health episodes of care occurring in specialised acute mental health inpatient units with at least one seclusion or physical restraint event, NSW, July to September 2023

**2.9%** with  $\geq 1$  seclusion event



**4.3%** with  $\geq 1$  physical restraint event



Note: Seclusion and restraint data were drawn from the Health Information Exchange (HIE) on 17 October 2023, and manually collected measures received from InforMH, System Information and Analytics, NSW Ministry of Health on 3 November 2023.

Table 1 Percentage of acute mental health episodes of care occurring in specialised acute mental health inpatient units with at least one seclusion or physical restraint event, by public hospital, July to September 2023\*

Hospital	Number of acute mental health episodes of care	Seclusion		Physical restraint	
		% of episodes with at least one event	Percentage point change since one year ago	% of episodes with at least one event	Percentage point change since one year ago
<b>NSW†</b>	<b>12,035</b>	<b>2.9</b>	<b>-0.3</b>	<b>4.3</b>	<b>0.1</b>
No mental health intensive care unit	Armidale	77	0.0	0.0	0.0
	Bankstown-Lidcombe	220	7.7	2.0	7.7
	Blacktown	431	2.1	1.0	3.2
	Blue Mountains	83	2.4	-0.2	7.2
	Braeside	47	0.0	0.0	4.3
	Broken Hill	42	0.0	0.0	0.0
	Children's at Westmead	32	0.0	-2.0	12.5
	Coffs Harbour	213	2.3	0.0	0.9
	Dubbo	99	0.0	-2.0	2.0
	Gosford	148	2.0	0.1	6.1
	Goulburn	202	1.5	1.0	3.5
	Greenwich	64	0.0	0.0	6.3
	John Hunter	70	2.9	-0.3	4.3
	Kempsey	85	0.0	0.0	0.0
	Lismore	236	2.5	2.5	3.8
	Liverpool	515	7.8	0.6	6.4
	Macquarie	55	1.8	-2.4	5.5
	Maitland	186	3.8	-0.3	5.4
	Manning	115	0.0	-0.9	1.7
	Morisset	12	8.3	2.4	16.7
	Nepean	499	4.8	0.7	4.8
	Northern Beaches§	355	1.1	1.1	3.4
	Port Macquarie	113	2.7	1.7	4.4
	Royal North Shore	380	0.8	-0.2	2.6
	Royal Prince Alfred	596	5.0	1.9	4.4
	Shellharbour	432	3.0	-2.9	2.5
	South East Regional	101	3.0	3.0	5.0
	St George	272	2.9	2.2	5.9
	St Joseph's	25	0.0	0.0	0.0
	St Vincent's	303	1.3	-0.9	3.0
	Sutherland	151	4.0	0.8	4.6
	Sydney Children's	361	0.3	0.3	1.4
	Tamworth	211	2.8	1.3	4.7
Tweed	202	1.5	1.5	5.9	
Wagga Wagga	332	0.6	0.0	3.9	
Westmead	164	0.0	0.0	3.7	
Wollongong	233	2.1	-2.5	0.4	
Wyong	302	2.0	-1.2	6.0	
MHICU	Campbelltown#	624	2.2	Ω	5.1
	Concord	620	6.8	-1.3	5.3
	Cumberland	704	3.6	-4.0	4.3
	Hornsby	369	4.1	1.3	7.9
	Hunter New England Mater MH	905	3.2	0.4	4.3
	Orange	435	1.4	-0.1	1.8
JH	Prince of Wales	414	1.4	-0.4	6.8
JH	The Forensic Hospital†	58	19.0	-6.4	29.3

\* Episodes of care include same-day, overnight, completed and non-completed episodes excluding episodes at the Forensic Hospital. Episodes of care for the Forensic Hospital include same-day, overnight, completed and non-completed episodes.

† Justice Health (JH) is not included in NSW totals because of the differences in model of care and patient cohort. For more information, see *Measurement Matters – Reporting on seclusion and restraint in NSW public hospitals*, available at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

# From July to September 2023, Campbelltown Hospital has been classified as a hospital with a MHICU.

Ω Comparison with the same quarter previous year has been suppressed as the data is not comparable.

§ Northern Beaches operates as a public/private partnership with NSW Health. Only public patients are included in the Northern Beaches analysis. For more information, please refer to the [technical supplement](#).

Note: MHICU = Mental Health Intensive Care Unit.

# Seclusion and physical restraint

The percentage of acute mental health episodes of care in NSW with at least one seclusion event was 2.9% in July to September 2023, the lowest of any July to September quarter in five years (Figure 2).

The percentage of acute mental health episodes of care in NSW with at least one physical restraint event was 4.3% in July to September 2023, below the five-year high of 5.3% in April to June 2020 (Figure 3).

The percentage of acute mental health episodes of care with at least one seclusion or physical restraint event in hospitals with a MHICU was typically higher, and varied more than in hospitals without a MHICU (Figures 2, 3).

Figure 2 Percentage of acute mental health episodes of care occurring in specialised acute mental health inpatient units with at least one seclusion event, July 2018 to September 2023

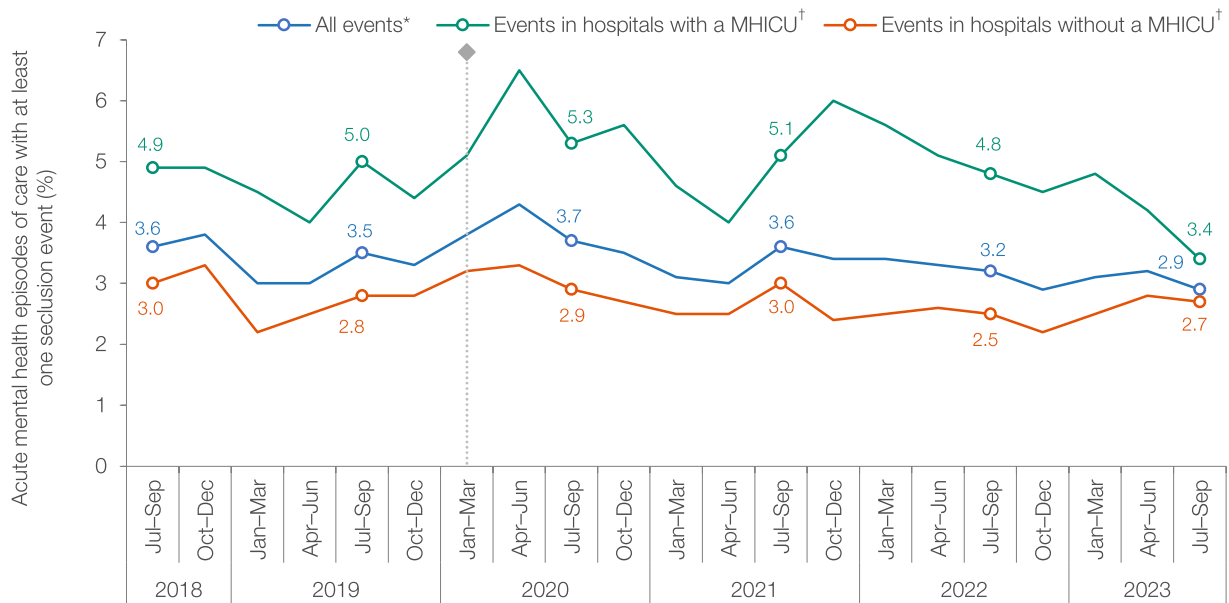
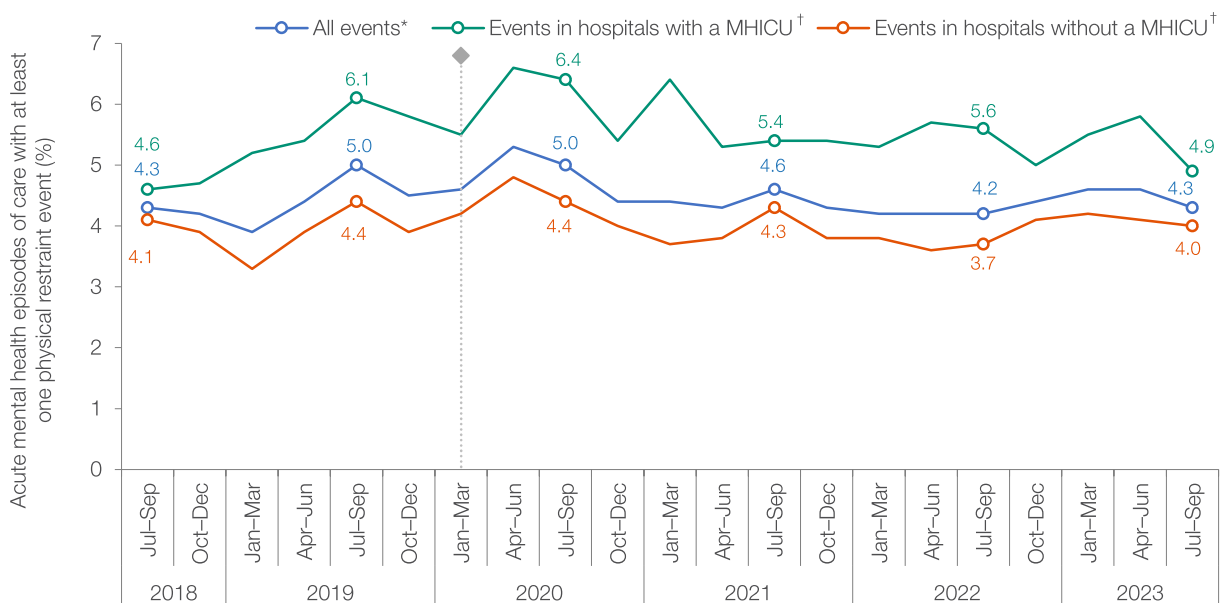


Figure 3 Percentage of acute mental health episodes of care occurring in specialised acute mental health inpatient units with at least one physical restraint event, July 2018 to September 2023



\* 'All events' includes all seclusion or physical restraint events occurring in specialised acute mental health inpatient units, excluding episodes in the Justice Health and Forensic Mental Health Network (JHFMHN).

† MHICU = Mental Health Intensive Care Unit

Note: Results for Northern Beaches Hospital are included in aggregated data for hospitals without a MHICU and NSW totals back to July to September 2020. From July to September 2023, results for Campbelltown Hospital are included in aggregated data for hospitals with a MHICU. For more information, including which hospitals are included each quarter, please refer to the [technical supplement](#).

◆ The World Health Organisation (WHO) declared the COVID-19 pandemic on 12 March 2020 and first restrictions were introduced in NSW on 16 March 2020.

## Seclusion and restraint events and rate

Use of seclusion and restraint in hospitals can be affected by a range of factors including the acuity and mix of patients, local models of care, staffing levels and training, and the physical environment of the unit.

Across NSW, there were 606 seclusion events in July to September 2023, down 19 events compared with the same quarter the previous year. There were 860 physical restraint events, a substantial decrease of 196 events compared with the same quarter the previous year (Table 2).

The number of seclusion and restraint events varied across public hospitals. The highest numbers of seclusion and restraint events mostly occurred in hospitals with a MHICU, and at the Forensic Hospital (Table 2).

There were 34 mechanical restraint events in NSW public hospitals with specialised acute mental health inpatient units (excluding the Forensic Hospital). This was down by 22 events compared with the same quarter the previous year (data not shown by hospital due to small numbers). At the Forensic Hospital, there were 64 mechanical restraint events, a substantial decrease from 105 events in the same quarter the previous year (data not shown).

The NSW Health KPI target for the rate of seclusion in 2023–24 is less than 5.1 per 1,000 bed days for each hospital. In July to September 2023, the rate of seclusion in NSW was 4.6, a decrease from 4.9 in the same quarter the previous year (Table 2).

The rate of seclusion was below 5.1 per 1,000 bed days in 35 hospitals. The rate was 5.1 or above in 10 hospitals: Liverpool (14.8), Morisset (14.1), Hunter New England Mater Mental Health Centre (10.1), South East Regional (10.0), Hornsby (8.9), Nepean (6.6), Royal Prince Alfred (6.6), Bankstown-Lidcombe (6.5), Goulburn (5.9) and Concord (5.6) (Table 2).

The rate of physical restraint in NSW was 6.5 per 1,000 bed days, a decrease from 8.2 per 1,000 bed days in the same quarter the previous year. The rate varied widely across hospitals and was above the NSW average in 18 hospitals: Children's at Westmead (68.8), Morisset (28.2), John Hunter (22.0), Hornsby (15.8), South East Regional (14.0), Gosford (11.1), Sydney Children's (10.6), Liverpool (10.5), Prince of Wales (10.4), St George (10.0), Tweed (9.7), Goulburn (9.5), Wagga Wagga (7.0), Hunter New England Mater Mental Health Centre (6.9), Wyong (6.9), Tamworth (6.8), Maitland (6.7) and Campbelltown (6.6) (Table 2).

For more information on analyses of seclusion and restraint, see *Measurement Matters – Reporting on seclusion and restraint in NSW public hospitals* at [bhi.nsw.gov.au/BHI\\_reports/measurement\\_matters](https://bhi.nsw.gov.au/BHI_reports/measurement_matters)



Table 2 Number and rate of seclusion and physical restraint events occurring in specialised acute mental health inpatient units, by public hospital, July to September 2023

Hospital	Seclusion			Physical restraint			
	Total number of seclusion events	Change in events since one year ago	Rate per 1,000 bed days	Total number of physical restraint events	Change in events since one year ago	Rate per 1,000 bed days	
<b>NSW</b>	<b>606</b>	<b>-19</b>	<b>4.6</b>	<b>860</b>	<b>-196</b>	<b>6.5</b>	
No mental health intensive care unit	Armidale	0	0	0	0	0	
	Bankstown-Lidcombe	18	3	6.5	17	-2	6.2
	Blacktown	12	7	3.9	17	8	5.5
	Blue Mountains	<5	-1	1.6	6	-1	4.8
	Braeside	0	0	0	<5	1	1.8
	Broken Hill	0	0	0	0	0	0
	Children's at Westmead	0	-2	0	39	27	68.8
	Coffs Harbour	8	-2	3.2	<5	-18	0.8
	Dubbo	0	-2	0	<5	2	2.5
	Gosford	6	3	2.5	27	17	11.1
	Goulburn	13	12	5.9	21	4	9.5
	Greenwich	0	0	0	<5	2	2.2
	John Hunter	<5	0	3.7	12	-34	22.0
	Kempsey	0	0	0	0	0	0
	Lismore	9	9	3.3	11	-6	4.0
	Liverpool	72	17	14.8	51	32	10.5
	Macquarie	<5	0	1.7	<5	-4	2.5
	Maitland	8	-1	4.1	13	3	6.7
	Manning	0	-1	0	<5	-1	3.3
	Morrisset	6	4	14.1	12	7	28.2
	Nepean	40	3	6.6	28	-15	4.6
	Northern Beaches <sup>§</sup>	<5	4	1.6	15	-4	6.0
	Port Macquarie	<5	2	3.2	6	6	6.4
	Royal North Shore	<5	-1	0.8	20	6	5.6
	Royal Prince Alfred	47	22	6.6	40	-3	5.6
	Shellharbour	14	-31	5.0	11	-53	3.9
	South East Regional	10	10	10.0	14	9	14.0
	St George	9	7	3.2	28	10	10.0
	St Joseph's	0	0	0	0	0	0
	St Vincent's	5	-5	1.7	11	0	3.7
	Sutherland	9	-3	3.9	11	-3	4.7
	Sydney Children's	<5	1	1.2	9	-104	10.6
Tamworth	8	5	4.2	13	4	6.8	
Tweed	5	5	2.4	20	16	9.7	
Wagga Wagga	<5	1	1.1	20	5	7.0	
Westmead	0	0	0	8	4	2.7	
Wollongong	5	-17	1.9	<5	-33	0.4	
Wyang	7	-10	1.8	27	13	6.9	
MHICU	Campbelltown <sup>#</sup>	22	0	3.3	44	0	6.6
	Concord	64	-21	5.6	39	-31	3.4
	Cumberland	42	-54	5	46	-1	5.5
	Hornsby	46	21	8.9	82	14	15.8
	Hunter New England Mater MH	88	7	10.1	60	-36	6.9
	Orange	6	-1	1.4	12	-9	2.9
JH	Prince of Wales	7	-9	1.4	52	-45	10.4
JH	The Forensic Hospital	85	37	20.5	58	-85	14.0

\* Justice Health (JH) is not included in NSW totals because of the differences in model of care and patient cohort. For more information, see *Measurement Matters: Reporting on seclusion and restraint in NSW public hospitals*, available at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

# From July to September 2023, Campbelltown Hospital has been classified as a hospital with a MHICU.

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Note: MHICU = Mental Health Intensive Care Unit.

# Seclusion events and rate

There were 606 seclusion events in July to September 2023, the lowest of any July to September quarter in five years. The number of seclusion events in hospitals with a MHICU decreased compared with the same quarter the previous year (Figure 4).

The rate of seclusion is the number of seclusion events per 1,000 bed days. Since 2018–19, the NSW Ministry of Health's KPI target for the rate of seclusion has been less than 5.1 per 1,000 bed days.

The rate of seclusion in NSW was 4.6 per 1,000 bed days in July to September 2023. The rate decreased from the five-year high of 7.3 per 1,000 bed days in April to June 2020 and has been stable in recent quarters. The rate of seclusion in hospitals with a MHICU was typically higher than those without a MHICU (Figure 5). For hospitals with a MHICU, the rate of seclusion was 5.5 per 1,000 bed days, the lowest since 2016.

Figure 4 Number of seclusion events occurring in specialised acute mental health inpatient units, July 2018 to September 2023

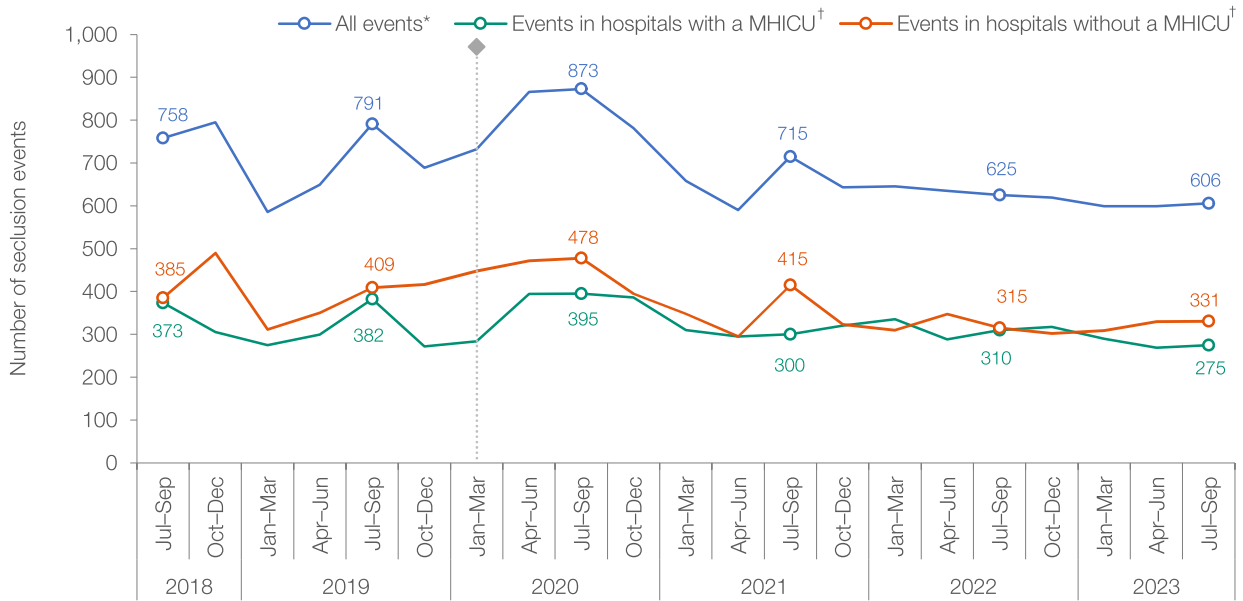
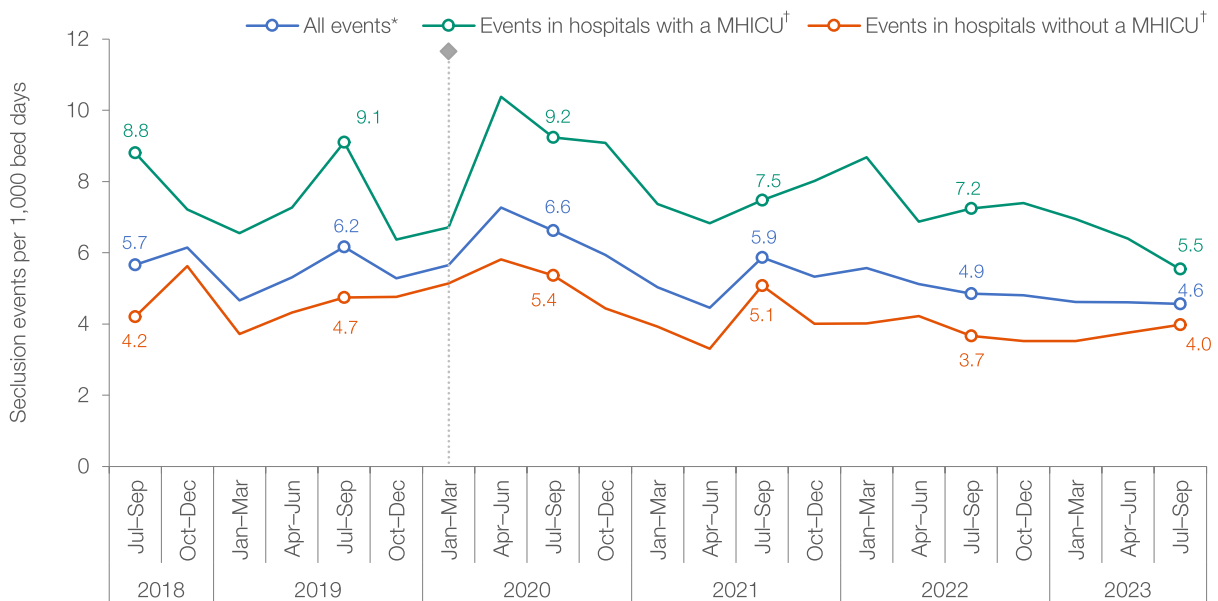


Figure 5 Number of seclusion events per 1,000 bed days in specialised acute mental health inpatient units, July 2018 to September 2023



\* 'All events' includes all seclusion events occurring in specialised acute mental health inpatient units, excluding episodes in the Justice Health and Forensic Mental Health Network (JHFMHN).

† MHICU = Mental Health Intensive Care Unit

Note: Results for Northern Beaches Hospital are included in aggregated data for hospitals without a MHICU and NSW totals back to July to September 2020. From July to September 2023, results for Campbelltown Hospital are included in aggregated data for hospitals with a MHICU. For more information, including which hospitals are included each quarter, please refer to the [technical supplement](#).

◆ WHO declared the COVID-19 pandemic on 12 March 2020 and first restrictions were introduced in NSW on 16 March 2020.

## Physical restraint events and rate

There were 860 physical restraint events in July to September 2023, the lowest of any July to September quarter in five years. The number of physical restraint events in hospitals with a MHICU decreased compared with the same quarter the previous year and has been relatively stable in recent quarters (Figure 6).

The rate of physical restraint refers to the number of physical restraint events per 1,000 bed days. The rate was 6.5 per 1,000 bed days in NSW in July to September 2023, the lowest of any July to September quarter in five years. The rate of physical restraint in hospitals with a MHICU was typically higher than those without a MHICU (Figure 7).

Figure 6 Number of physical restraint events occurring in specialised acute mental health inpatient units, July 2018 to September 2023

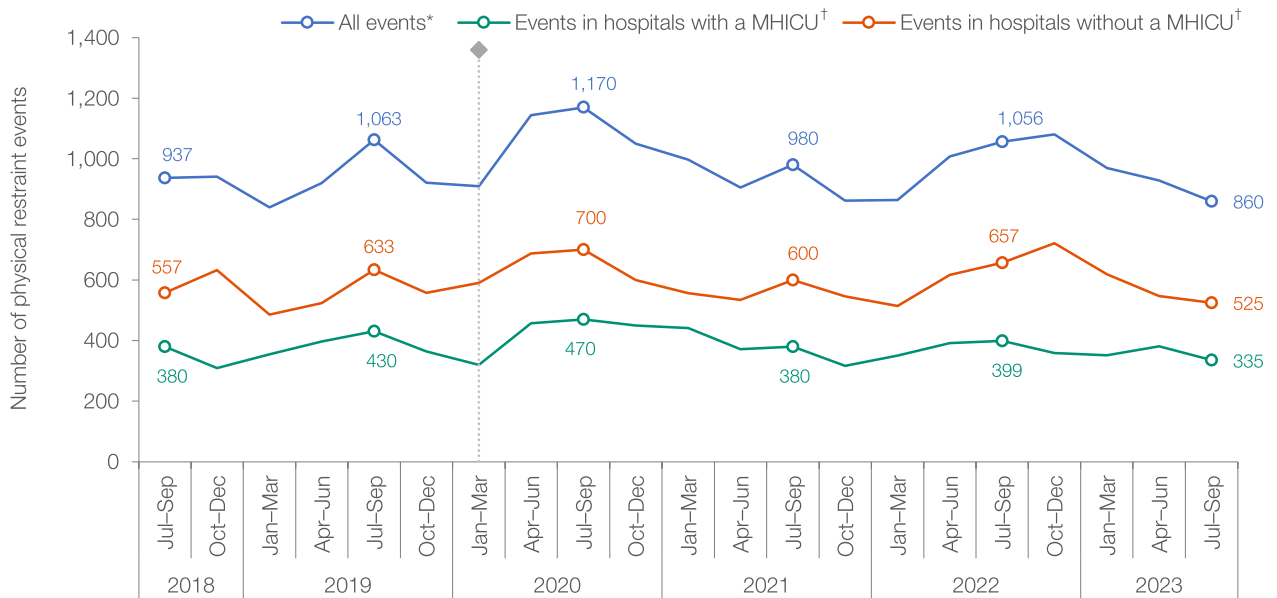
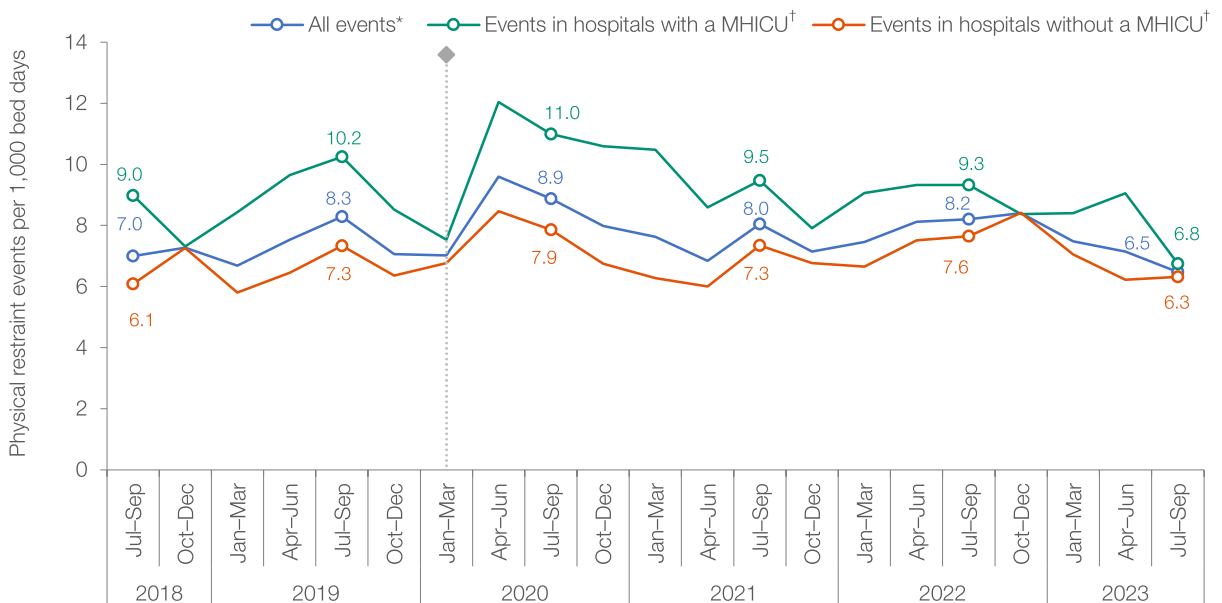


Figure 7 Number of physical restraint events per 1,000 bed days in specialised acute mental health inpatient units, July 2018 to September 2023



\* 'All events' includes all physical restraint events occurring in specialised acute mental health inpatient units, excluding episodes in the JHFMHN.

† MHICU = Mental Health Intensive Care Unit

Note: Results for Northern Beaches Hospital are included in aggregated data for hospitals without a MHICU and NSW totals back to July to September 2020. From July to September 2023, results for Campbelltown Hospital are included in aggregated data for hospitals with a MHICU. For more information, including which hospitals are included each quarter, please refer to the [technical supplement](#).

◆ WHO declared the COVID-19 pandemic on 12 March 2020 and first restrictions were introduced in NSW on 16 March 2020.

# Duration of seclusion and physical restraint events

While seclusion and restraint are used to maintain safety for a patient, staff or others, the length of time that an individual is exposed to these restrictive interventions should be as short as possible.

When examining average duration of seclusion and restraint events, it should be noted that variation can be affected by a single event, or a small number of events, lasting considerably longer than others.

The NSW Health KPI target for the average duration of seclusion events in 2023–24 is less than four hours.

The average duration of a seclusion event was 10 hours 21 minutes in NSW in July to September 2023, down 37 minutes compared with the same quarter the previous year (Table 3). The average duration was longer than four hours in 15 hospitals: Cumberland (20h 34m), Coffs Harbour (19h 49m), Hunter New England Mater Mental Health Centre (19h 20m), Royal Prince Alfred (18h 12m), Concord (12h 50m), Nepean (10h 33m), South East Regional (9h 8m), Prince of Wales (8h 12m), Liverpool (7h 6m), Tweed (6h 11m), Lismore (6h 7m), Bankstown-Lidcombe (5h 52m), Blacktown (5h 44m), Wollongong (5h 23m) and Campbelltown (4h 32m) (Table 3).

In July to September 2023, the average duration of a physical restraint event in NSW was 4 minutes, down 2 minutes compared with the same quarter the previous year (Table 3).

The average duration of a mechanical restraint event in NSW (excluding the Forensic Hospital) was 1 hour 25 minutes, up 16 minutes compared with the same quarter the previous year (data not shown by hospital due to small numbers). At the Forensic Hospital, the average duration of a mechanical restraint event was 1 hour 26 minutes, down 26 minutes compared with the same quarter the previous year (data not shown).

Table 3 Average duration of seclusion and physical restraint events occurring in specialised acute mental health inpatient units, by public hospital, July to September 2023

Hospital		Seclusion		Physical restraint	
		Average duration	Change since one year ago	Average duration	Change since one year ago
<b>NSW</b>		<b>10h 21m</b>	<b>-37m</b>	<b>4m</b>	<b>-2m</b>
No mental health intensive care unit	Armidale	0m	0m	0m	0m
	Bankstown-Lidcombe	5h 52m	55m	2m	0m
	Blacktown	5h 44m	-1h 48m	1m	0m
	Blue Mountains	†	‡	5m	2m
	Braeside	0m	0m	†	‡
	Broken Hill	0m	0m	0m	0m
	Children's at Westmead	0m	‡	8m	5m
	Coffs Harbour	19h 49m	17h 23m	†	‡
	Dubbo	0m	‡	†	‡
	Gosford	3h 8m	‡	3m	-10m
	Goulburn	1h 4m	‡	3m	-3m
	Greenwich	0m	0m	†	‡
	John Hunter	†	‡	1m	-4m
	Kempsey	0m	0m	0m	0m
	Lismore	6h 7m	6h 7m	10m	7m
	Liverpool	7h 6m	-1h 57m	2m	0m
	Macquarie	†	‡	†	‡
	Maitland	2h 38m	1h 23m	3m	-3m
	Manning	0m	‡	†	‡
	Morriset	3h 53m	‡	3m	-1m
	Nepean	10h 33m	-53m	3m	1m
	Northern Beaches <sup>§</sup>	†	‡	1m	-2m
	Port Macquarie	†	‡	3m	3m
	Royal North Shore	†	‡	2m	0m
	Royal Prince Alfred	18h 12m	9h 30m	6m	-8m
	Shellharbour	3h 32m	-2h 25m	2m	-4m
	South East Regional	9h 8m	9h 8m	2m	0m
	St George	2h 26m	‡	1m	0m
	St Joseph's	0m	0m	0m	0m
	St Vincent's	3h 3m	1h 2m	4m	1m
	Sutherland	3h 22m	2h 38m	2m	-2m
	Sydney Children's	†	‡	14m	-6m
Tamworth	2h 26m	‡	4m	1m	
Tweed	6h 11m	6h 11m	2m	†	
Wagga Wagga	†	‡	3m	0m	
Westmead	0m	0m	2m	‡	
Wollongong	5h 23m	2h 28m	†	‡	
Wyong	2h 0m	4m	5m	1m	
MHICU	Campbelltown <sup>¶</sup>	4h 42m	Ω	2m	Ω
	Concord	12h 50m	-3h 25m	5m	1m
	Cumberland	20h 34m	-3h 51m	2m	0m
	Hornsby	2h 20m	-10h 45	7m	-1m
	Hunter New England Mater MH	19h 20m	8h 29m	4m	0m
	Orange	35m	3m	10m	6m
JH	The Forensic Hospital	18h 54m	2h 9m	4m	-1m

\* Justice Health (JH) is not included in NSW totals because of the differences in model of care and the patient cohort. For more information, see *Measurement Matters – Reporting on seclusion and restraint in NSW public hospitals*, available at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

† Suppressed due to small number of seclusion/physical restraint events in the reporting period, to protect patient privacy.

‡ Suppressed due to small number of seclusion/physical restraint events in the reporting period or in the same quarter the previous year, to protect patient privacy.

¶ From July to September 2023, Campbelltown Hospital has been classified as a hospital with a MHICU.

Ω Comparison with the same quarter previous year has been suppressed as the data is not comparable.

§ Northern Beaches operates as a public/private partnership with NSW Health. Only public patients are included in the Northern Beaches analysis. For more information, please refer to the [technical supplement](#).

Note: MHICU = Mental Health Intensive Care Unit.

# Duration of seclusion and physical restraint events

The NSW Health KPI target for an average seclusion duration of less than four hours has been in place since 2017–18.

The average duration of a seclusion event at NSW level has been longer than four hours since 2016.

The average duration of a seclusion event was 10 hours 21 minutes in July to September 2023, a decrease from the five-year high of 11 hours 17 minutes in January to March 2022. The average duration of a seclusion event in hospitals with a MHICU was typically longer and showed more variation than in hospitals without a MHICU (Figure 8).

The average duration of a physical restraint event was 3 minutes 53 seconds in July to September 2023, the lowest of any July to September quarter in five years. Hospitals with a MHICU have seen a downward trend in the average duration of physical restraint events since early 2020. Hospitals without a MHICU saw a sharp increase in the average duration of physical restraint events in July to September 2022, followed by a decrease to 3 minutes 35 seconds in July to September 2023 (Figure 9).



Figure 8 Average duration of seclusion events occurring in specialised acute mental health inpatient units, July 2018 to September 2023

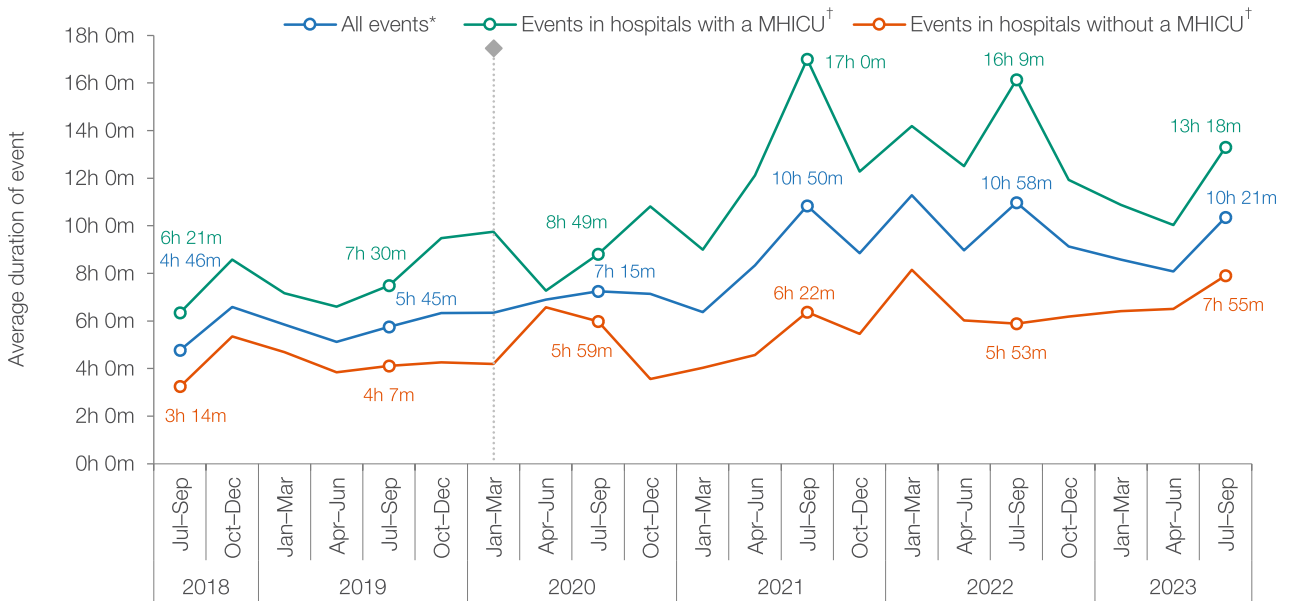
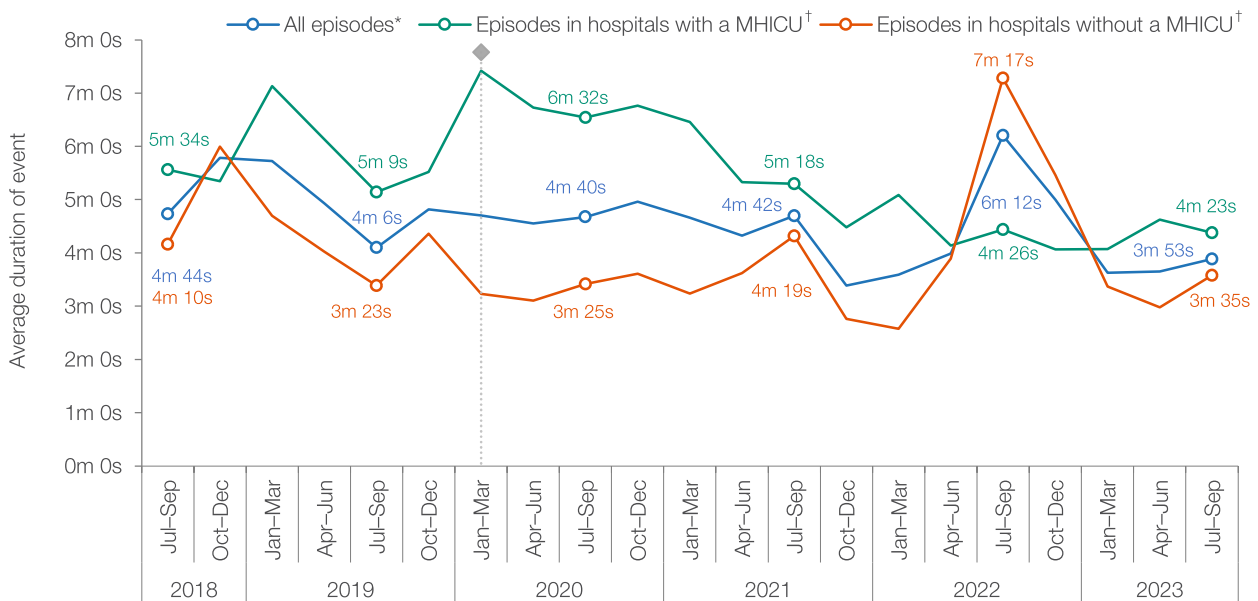


Figure 9 Average duration of physical restraint events occurring in specialised acute mental health inpatient units, July 2018 to September 2023



\* 'All events' includes all seclusion or physical restraint events occurring in specialised acute mental health inpatient units, excluding episodes in the JHFMHN.  
 † MHICU = Mental Health Intensive Care Unit  
 Note: Results for Northern Beaches Hospital are included in aggregated data for hospitals without a MHICU and NSW totals back to July to September 2020. From July to September 2023, results for Campbelltown Hospital are included in aggregated data for hospitals with a MHICU. For more information, including which hospitals are included each quarter, please refer to the [technical supplement](#).  
 ♦ WHO declared the COVID-19 pandemic on 12 March 2020 and first restrictions were introduced in NSW on 16 March 2020.



## About the Bureau of Health Information

The Bureau of Health Information (BHI) is a board-governed organisation that provides independent information about the performance of the NSW healthcare system.

BHI was established in 2009 and supports the accountability of the healthcare system by providing regular and detailed information to the community, government and healthcare professionals. This in turn supports quality improvement by highlighting how well the healthcare system is functioning and where there are opportunities to improve.

BHI manages the NSW Patient Survey Program, gathering information from patients about their experiences and outcomes of care in public hospitals and other healthcare facilities.

BHI publishes a range of reports and information products, including interactive tools, that provide objective, accurate and meaningful information about how the health system is performing.

BHI's work relies on the efforts of a wide range of healthcare, data and policy experts. All of our assessment efforts leverage the work of hospital coders, analysts, technicians and healthcare providers who gather, codify and supply data. Our public reporting of performance information is enabled and enhanced by the infrastructure, expertise and stewardship provided by colleagues from NSW Health and its pillar organisations.

[bhi.nsw.gov.au](http://bhi.nsw.gov.au)