



Healthcare Quarterly

Performance Profiles

Emergency Department

Far West Local Health District

April to June 2017

Broken Hill Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 5,531 patients
 Emergency presentations:² 4,969 patients

Same period last year	Change since one year ago
5,420	2.0%
4,875	1.9%

Broken Hill Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 371 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,037 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,820 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,725 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
348	
6 minutes	8 minutes
17 minutes	26 minutes
1,163	
13 minutes	20 minutes
38 minutes	67 minutes
1,642	
15 minutes	25 minutes
59 minutes	99 minutes
1,712	
14 minutes	23 minutes
61 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 5,531 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
5,420	2.0%
90.6%	

* 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.

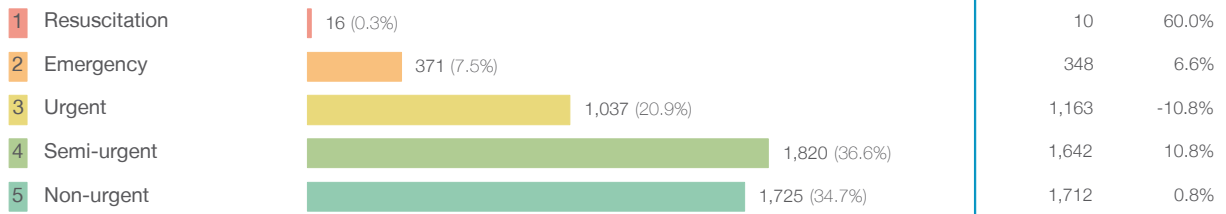
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Broken Hill Base Hospital: Patients presenting to the emergency department April to June 2017

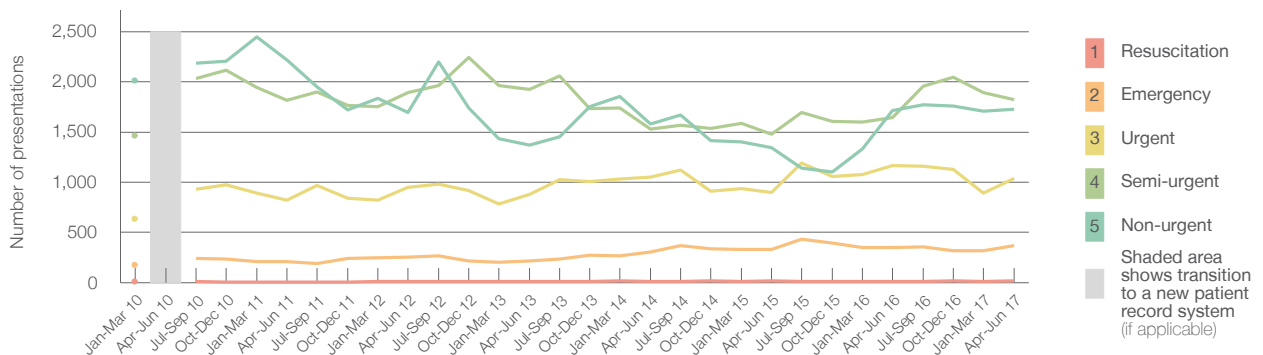
All presentations:¹ 5,531 patients

Emergency presentations² by triage category: 4,969 patients



Same period last year	Change since one year ago
5,420	2.0%
4,875	1.9%
10	60.0%
348	6.6%
1,163	-10.8%
1,642	10.8%
1,712	0.8%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		6	9	10	13	17	10	16
Emergency		209	256	216	303	333	348	371
Urgent		821	948	878	1,053	901	1,163	1,037
Semi-urgent		1,816	1,890	1,926	1,532	1,477	1,642	1,820
Non-urgent		2,215	1,696	1,373	1,583	1,342	1,712	1,725
All emergency presentations		5,067	4,799	4,403	4,484	4,070	4,875	4,969

Broken Hill Base Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 642 patients

ED Transfer of care time



Same period last year	Change since one year ago
645	
12 minutes	-3 minutes
26 minutes	-8 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

April to June 2017

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

Number of triage 2 patients: 371

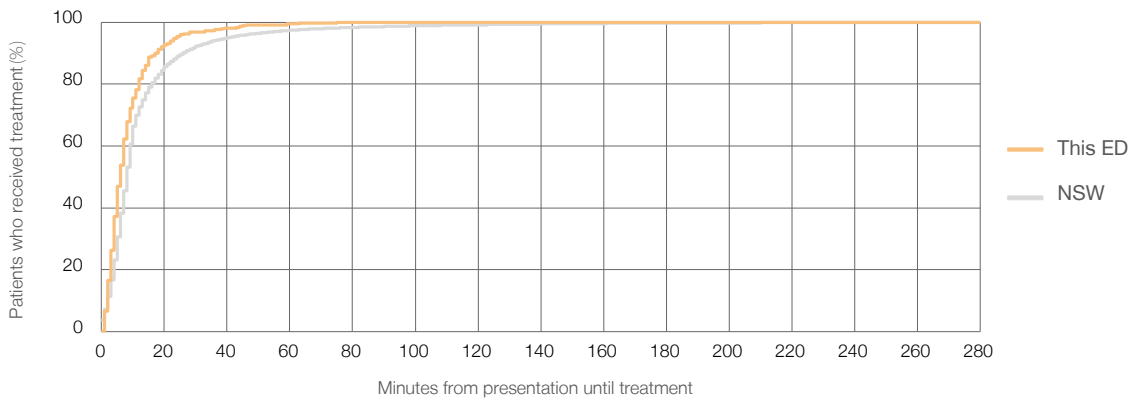
Number of triage 2 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 6 minutes

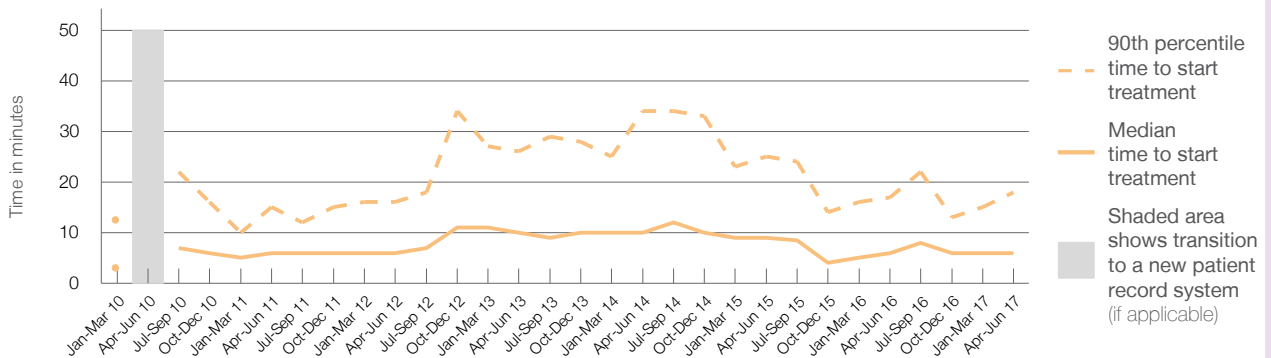
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
348	338
6 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		6	6	10	10	9	6	6
90th percentile time to start treatment ⁵ (minutes)		15	16	26	34	25	17	18

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,037

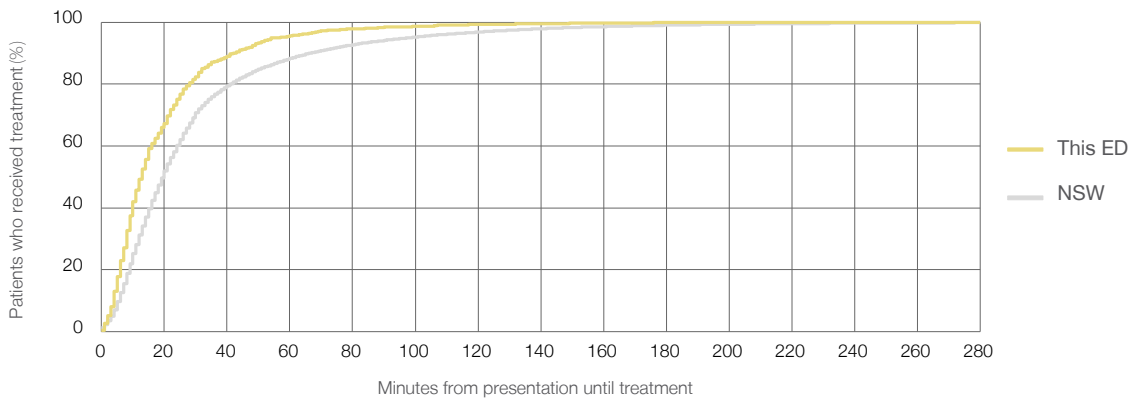
Number of triage 3 patients used to calculate waiting time:³ 989

Median time to start treatment⁴ 13 minutes

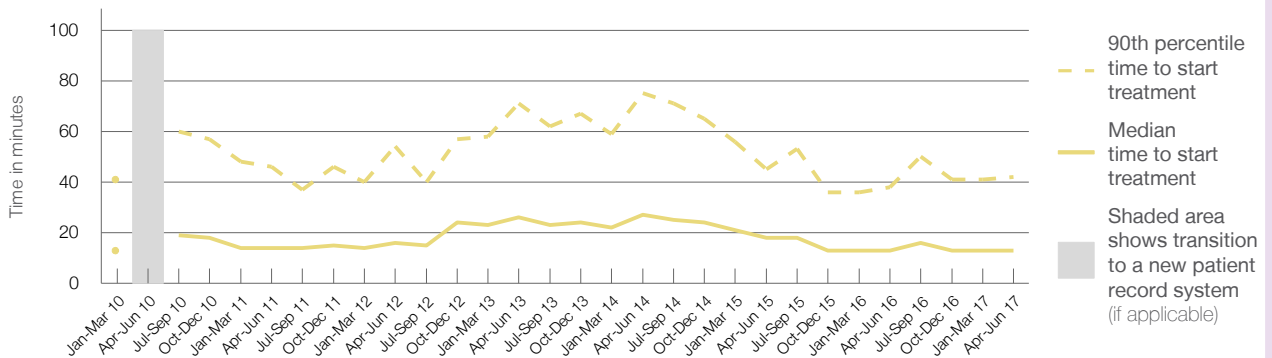
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
1,163	1,071
13 minutes	20 minutes
38 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		14	16	26	27	18	13	13
90th percentile time to start treatment ⁵ (minutes)		46	54	71	75	45	38	42

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,820

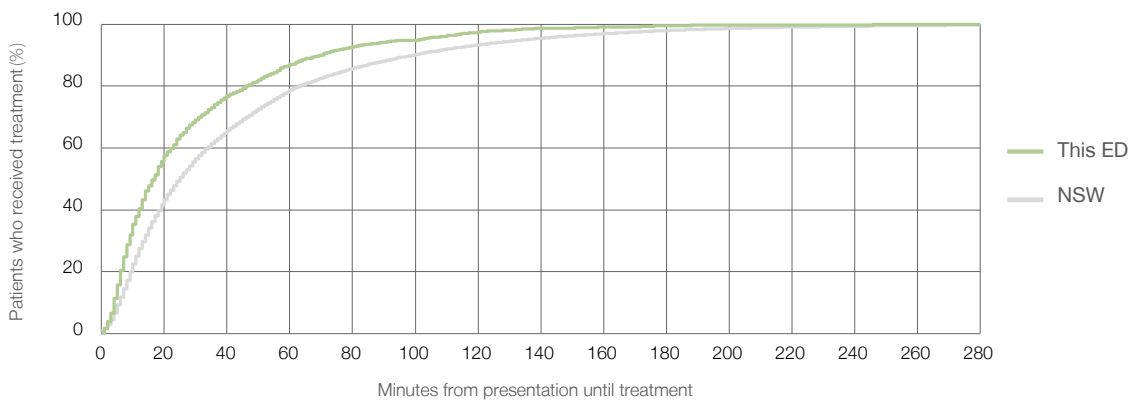
Number of triage 4 patients used to calculate waiting time:³ 1,229

Median time to start treatment⁴ 17 minutes

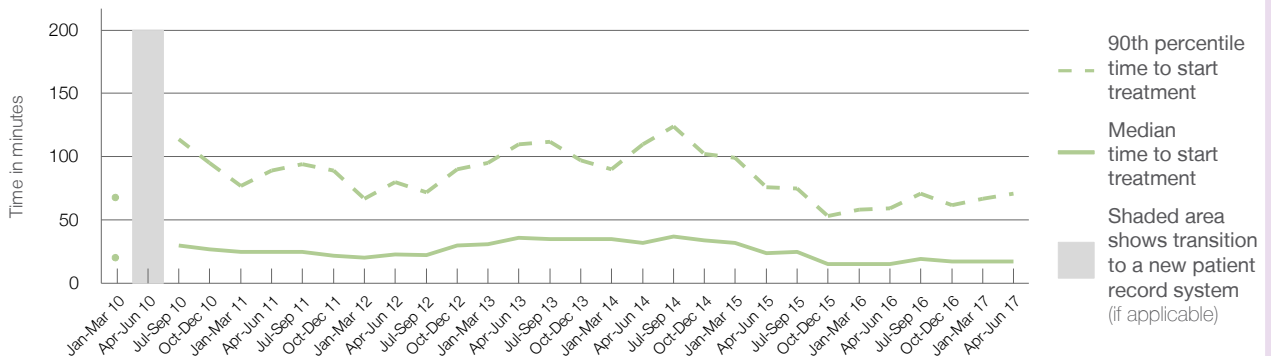
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,642	985
15 minutes	25 minutes
59 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		25	23	36	32	24	15	17
90th percentile time to start treatment ⁵ (minutes)		89	80	110	110	76	59	71

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

April to June 2017

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

Number of triage 5 patients: 1,725

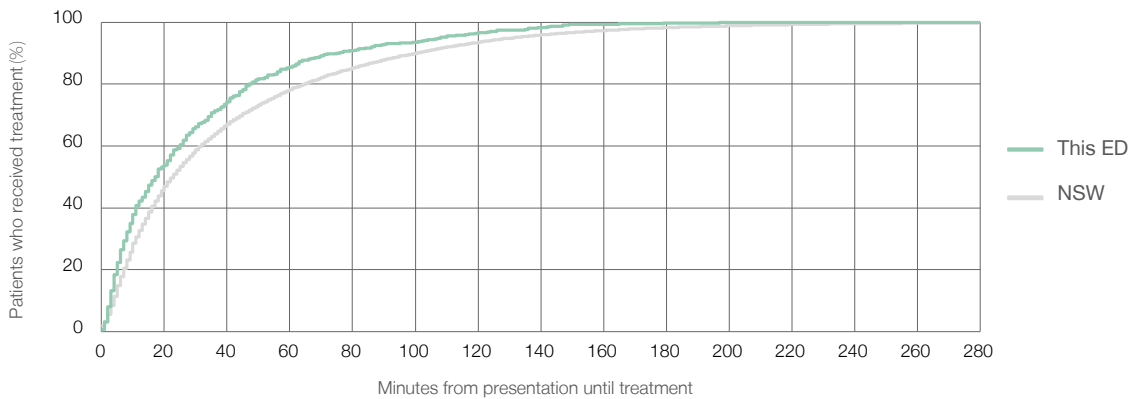
Number of triage 5 patients used to calculate waiting time:³ 714

Median time to start treatment⁴ 18 minutes

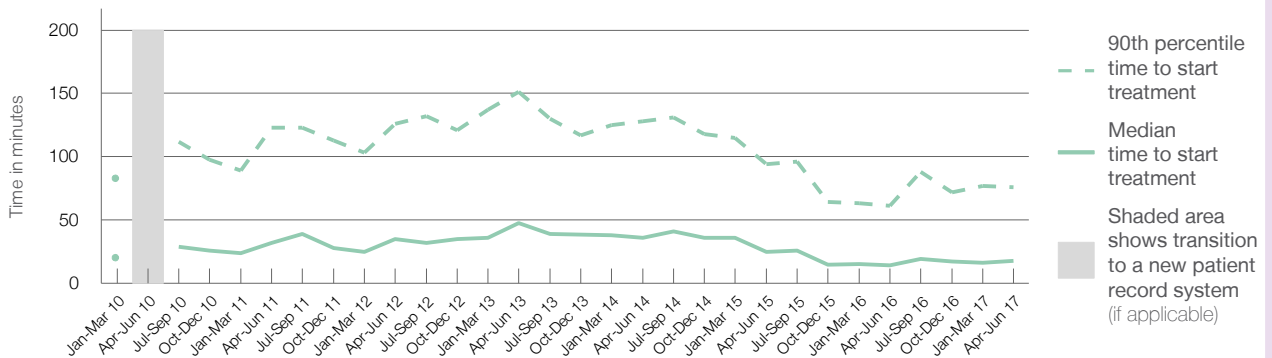
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
1,712	
549	
14 minutes	23 minutes
61 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		32	35	48	36	25	14	18
90th percentile time to start treatment ⁵ (minutes)		123	126	151	128	94	61	76

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Broken Hill Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 5,531 patients

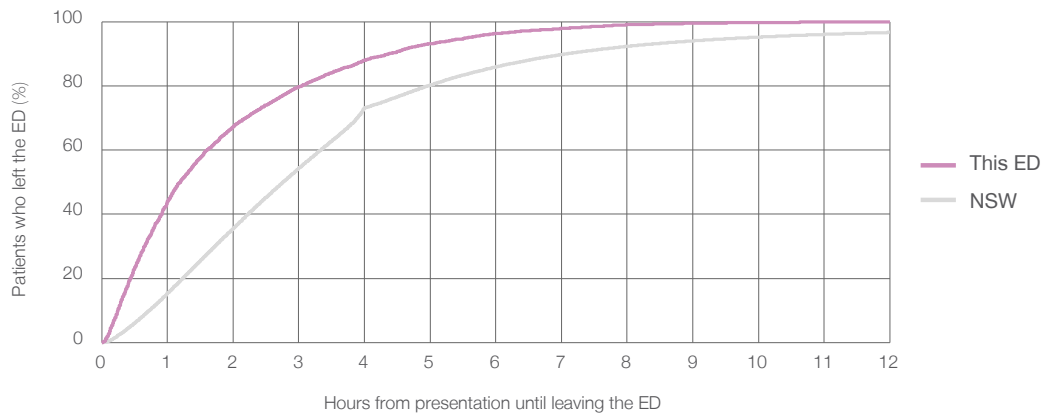
Presentations used to calculate time to leaving the ED:⁶ 5,531 patients

Median time spent in the ED⁸ 1 hours and 12 minutes

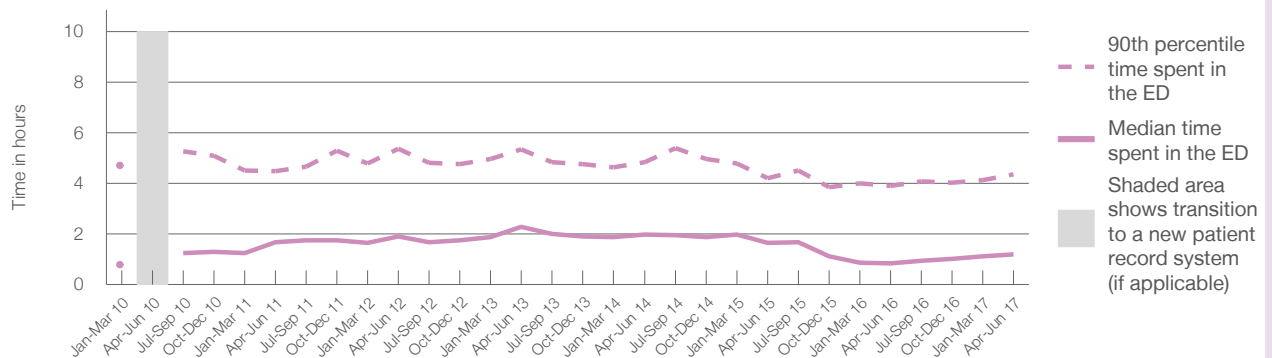
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

Same period last year	NSW (this period)
5,420	5,420
0 hours and 50 minutes	2 hours and 46 minutes
3 hours and 55 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 41m	1h 55m	2h 17m	1h 59m	1h 40m	0h 50m	1h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 29m	5h 22m	5h 21m	4h 50m	4h 12m	3h 55m	4h 22m

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

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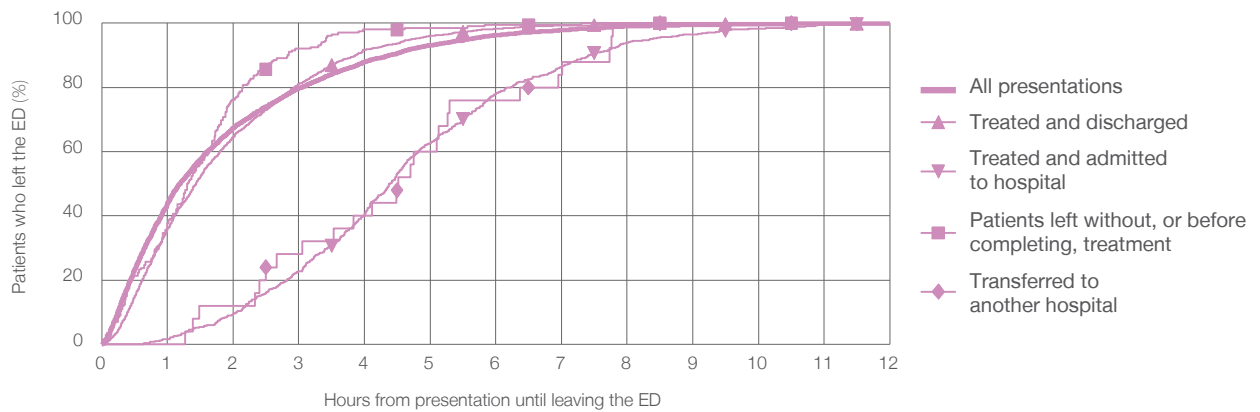
Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

All presentations:¹ 5,531 patients

Presentations used to calculate time to leaving the ED:⁶ 5,531 patients

		Same period last year	Change since one year ago
Treated and discharged	2,941 (53.2%)	2,606	12.9%
Treated and admitted to hospital	672 (12.1%)	594	13.1%
Patient left without, or before completing, treatment	202 (3.7%)	77	162.3%
Transferred to another hospital	25 (0.5%)	21	19.0%
Other	1,691 (30.6%)	2,122	-20.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

Treated and discharged	36.0%	64.7%	81.1%	91.7%	98.3%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.5%	9.5%	22.8%	40.6%	78.1%	93.9%	98.4%	99.7%
Patient left without, or before completing, treatment	37.6%	76.2%	92.1%	98.0%	99.5%	100%	100%	100%
Transferred to another hospital	0%	12.0%	28.0%	40.0%	76.0%	100%	100%	100%
All presentations	44.1%	67.3%	79.8%	88.0%	96.3%	99.0%	99.7%	99.9%

(†) 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 spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 5,531 patients

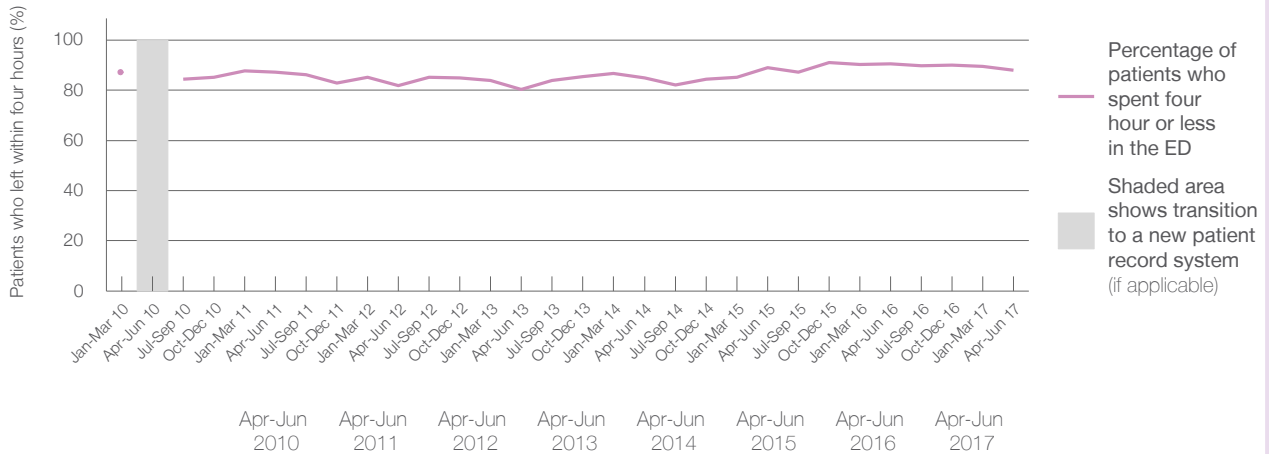
Presentations used to calculate time to leaving the ED:⁶ 5,531 patients

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	5,420	2.0%
Presentations used to calculate time to leaving the ED	5,420	2.0%
Percentage of patients who spent four hours or less in the ED	90.6%	

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



Patients who left within four hours	87.2%	81.9%	80.2%	84.9%	89.0%	90.6%	88.0%
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† 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*.

- 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).