

Healthcare Quarterly

# Emergency department

Far West Local Health District  
Performance Profiles

July to September 2018

## Broken Hill Health Service: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 6,007 patients  
 Emergency presentations:<sup>2</sup> 5,673 patients

Same period last year	Change since one year ago
5,747	5%
5,173	10%

## Broken Hill Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 542 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,388 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,335 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,387 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
350	
7 minutes	8 minutes
20 minutes	28 minutes
976	
14 minutes	21 minutes
40 minutes	72 minutes
1,999	
19 minutes	26 minutes
69 minutes	105 minutes
1,824	
21 minutes	22 minutes
100 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,004 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
5,742	5%
91%	

\* 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, January to March 2018*.
- 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.

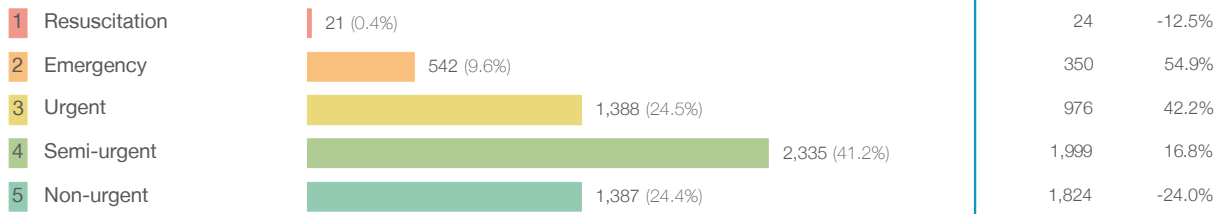
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Broken Hill Health Service: Patients presenting to the emergency department July to September 2018

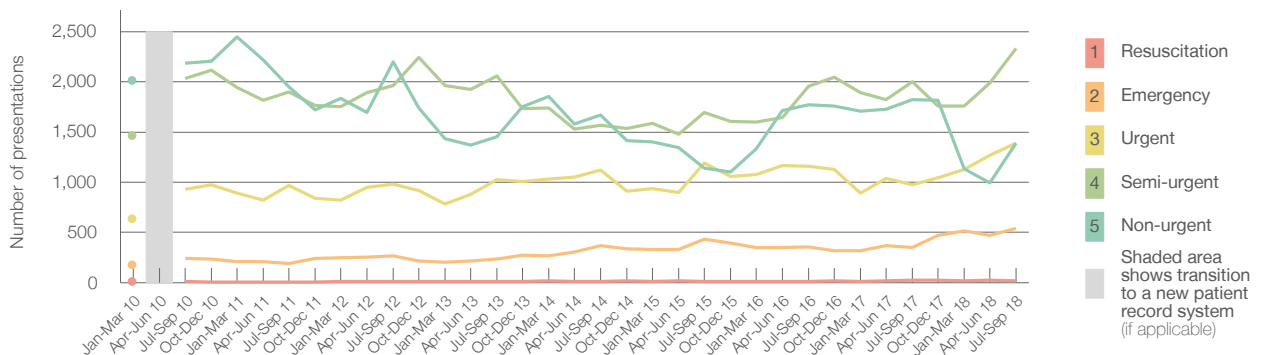
All presentations:<sup>1</sup> 6,007 patients

Emergency presentations<sup>2</sup> by triage category: 5,673 patients



	Same period last year	Change since one year ago
All presentations	5,747	5%
Emergency presentations <sup>2</sup>	5,173	10%
1 Resuscitation	24	-12.5%
2 Emergency	350	54.9%
3 Urgent	976	42.2%
4 Semi-urgent	1,999	16.8%
5 Non-urgent	1,824	-24.0%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	14	6	11	13	14	15	15	24	21
Emergency	241	188	268	234	367	432	358	350	542
Urgent	932	969	981	1,025	1,122	1,189	1,162	976	1,388
Semi-urgent	2,035	1,900	1,961	2,056	1,568	1,698	1,955	1,999	2,335
Non-urgent	2,185	1,950	2,201	1,451	1,668	1,143	1,771	1,824	1,387
All emergency presentations	5,407	5,013	5,422	4,779	4,739	4,477	5,261	5,173	5,673

## Broken Hill Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 581 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	563	
Median time	9 minutes	1 minute
90th percentile time	18 minutes	4 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 Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 542

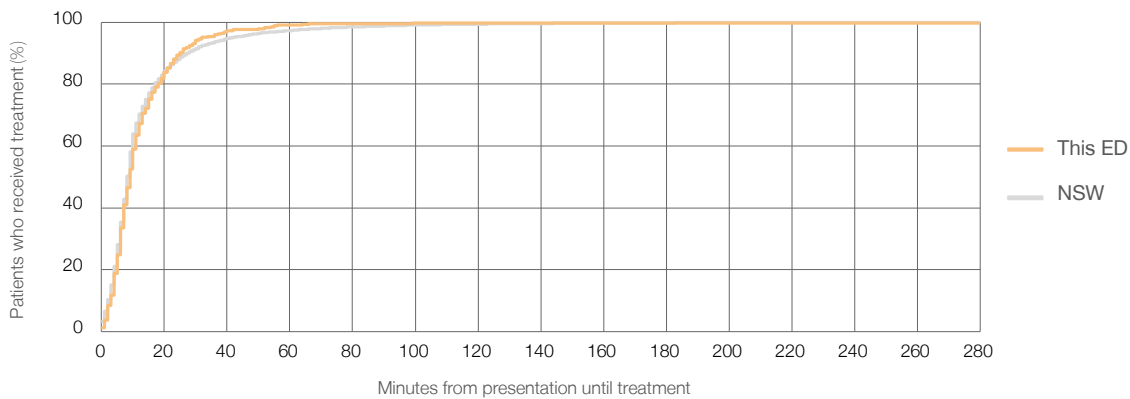
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 528

Median time to start treatment<sup>4</sup>  9 minutes

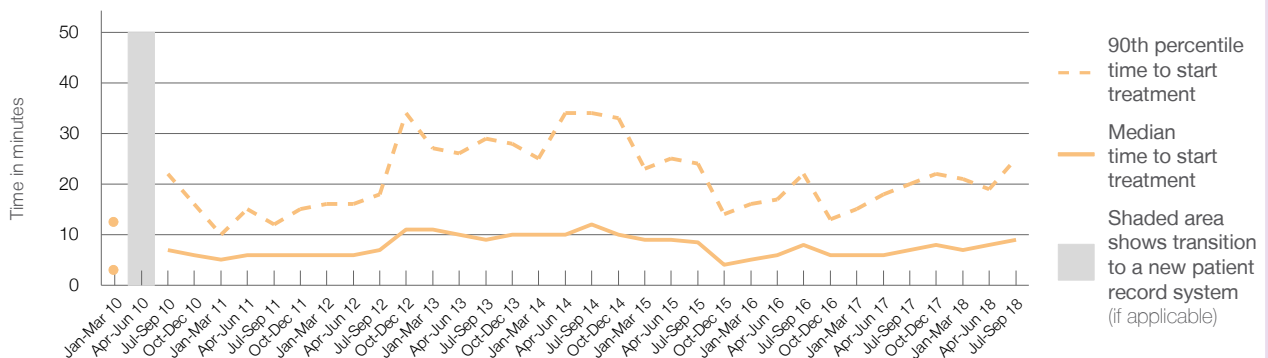
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
350	346
7 minutes	8 minutes
20 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	7	6	7	9	12	9	8	7	9
90th percentile time to start treatment <sup>5</sup> (minutes)	22	12	18	29	34	24	22	20	25

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## Broken Hill Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,388

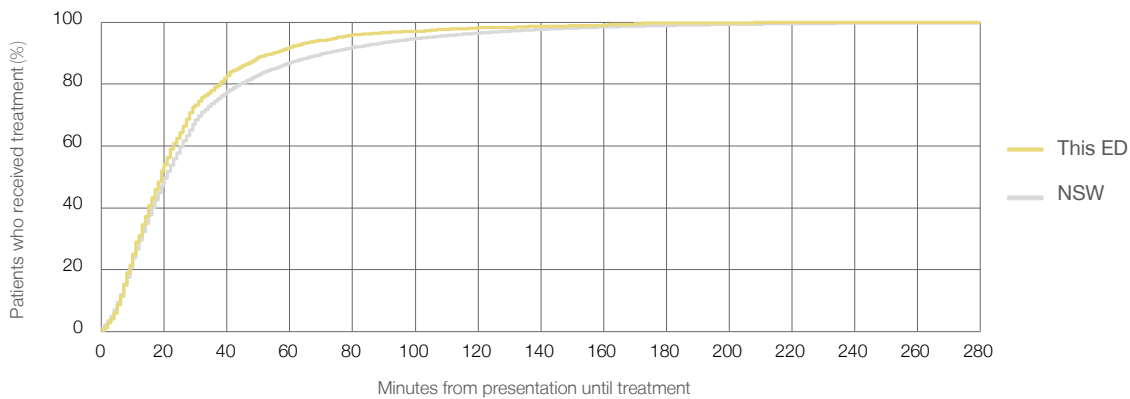
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,264

Median time to start treatment<sup>4</sup>  19 minutes

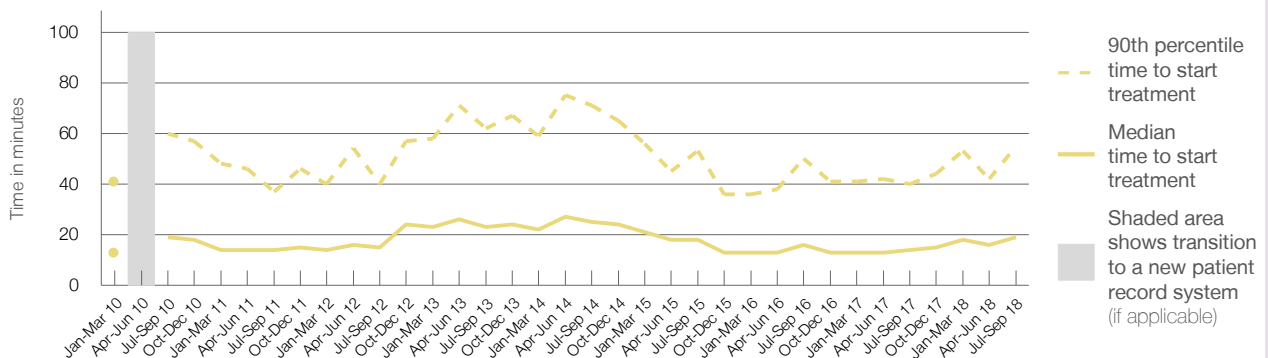
90th percentile time to start treatment<sup>5</sup>  55 minutes

Same period last year	NSW (this period)
976	931
14 minutes	21 minutes
40 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	19	14	15	23	25	18	16	14	19
90th percentile time to start treatment <sup>5</sup> (minutes)	60	37	40	62	71	53	50	40	55

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## Broken Hill Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,335

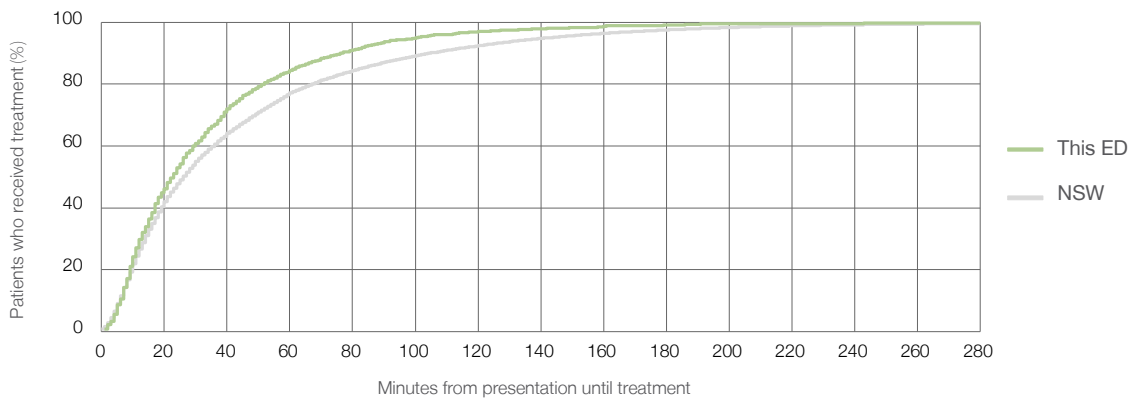
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,175

Median time to start treatment<sup>4</sup>  23 minutes

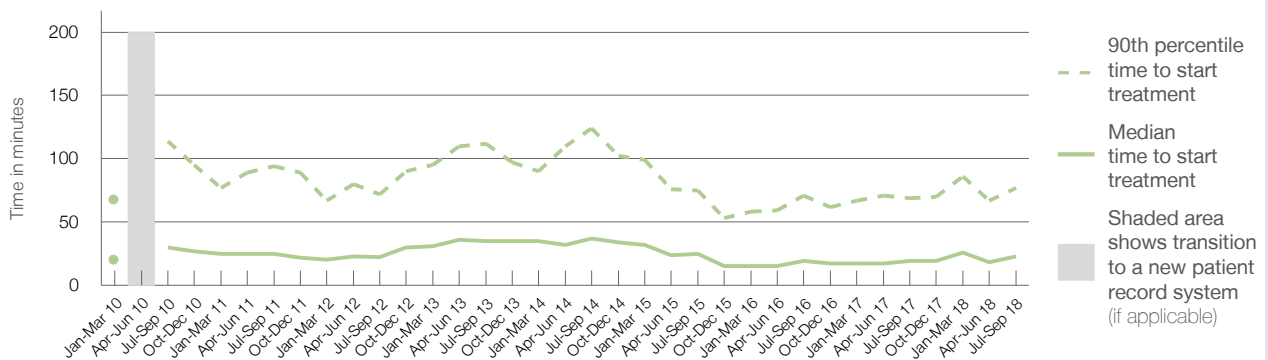
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
1,999	1,471
19 minutes	26 minutes
69 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	30	25	23	35	37	25	19	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	114	94	72	112	124	75	71	69	77

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## Broken Hill Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,387

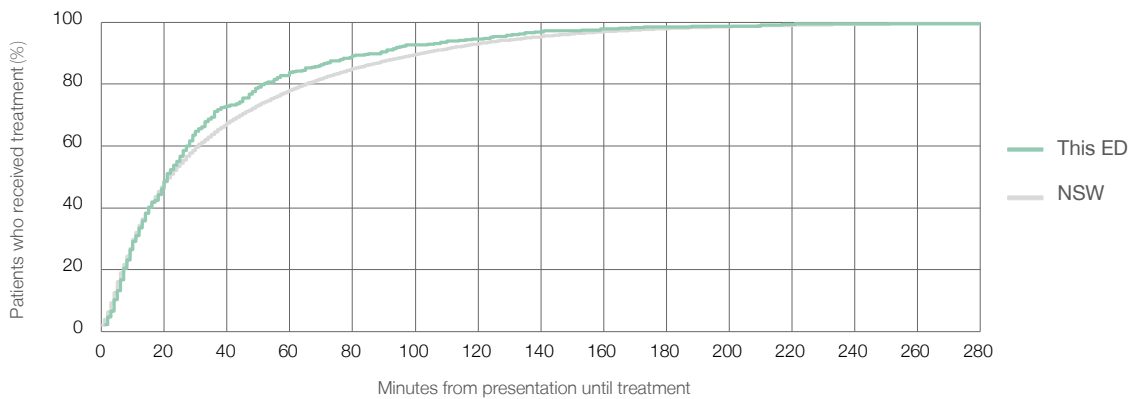
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 405

Median time to start treatment<sup>4</sup>  21 minutes

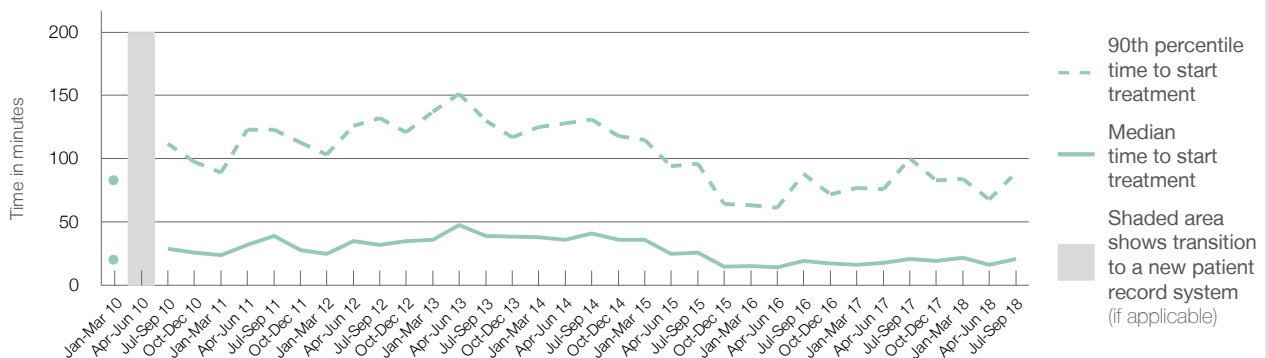
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
1,824	909
21 minutes	22 minutes
100 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	29	39	32	39	41	26	19	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	112	123	132	130	131	96	88	100	89

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## Broken Hill Health Service: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 6,007 patients

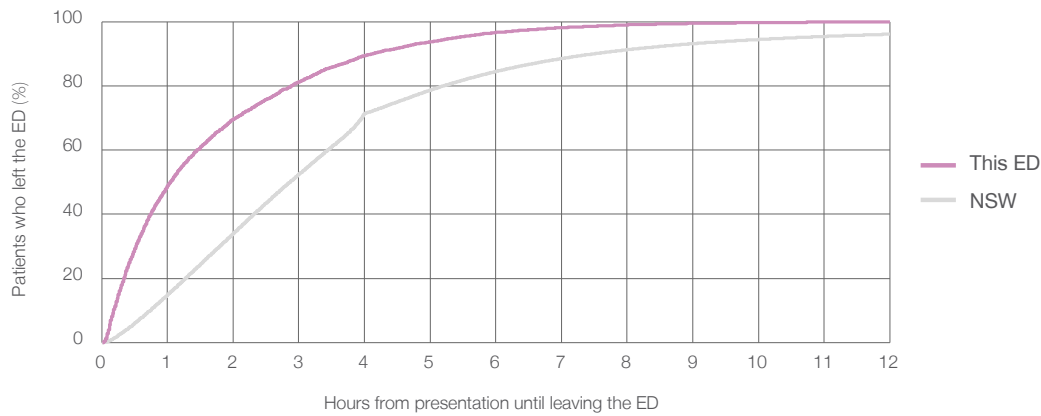
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,004 patients

Median time spent in the ED<sup>8</sup>  1 hours and 3 minutes

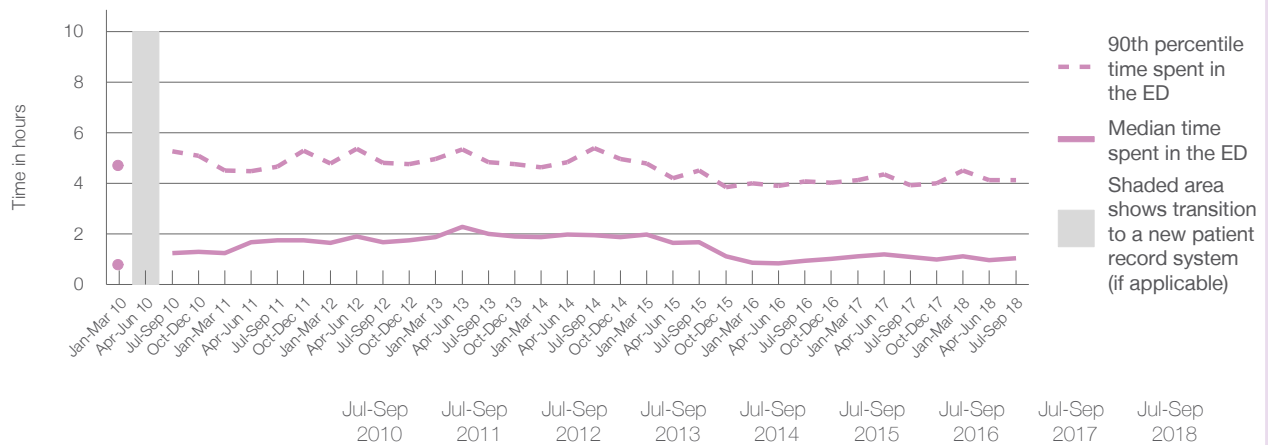
90th percentile time spent in the ED<sup>9</sup>  4 hours and 8 minutes

Same period last year	NSW (this period)
5,747	
5,742	
1 hours and 6 minutes	2 hours and 52 minutes
3 hours and 56 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 15m	1h 46m	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m	1h 6m	1h 3m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	5h 16m	4h 40m	4h 49m	4h 51m	5h 24m	4h 31m	4h 5m	3h 56m	4h 8m

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## Broken Hill Health Service: Time patients spent in the ED

### By mode of separation

July to September 2018

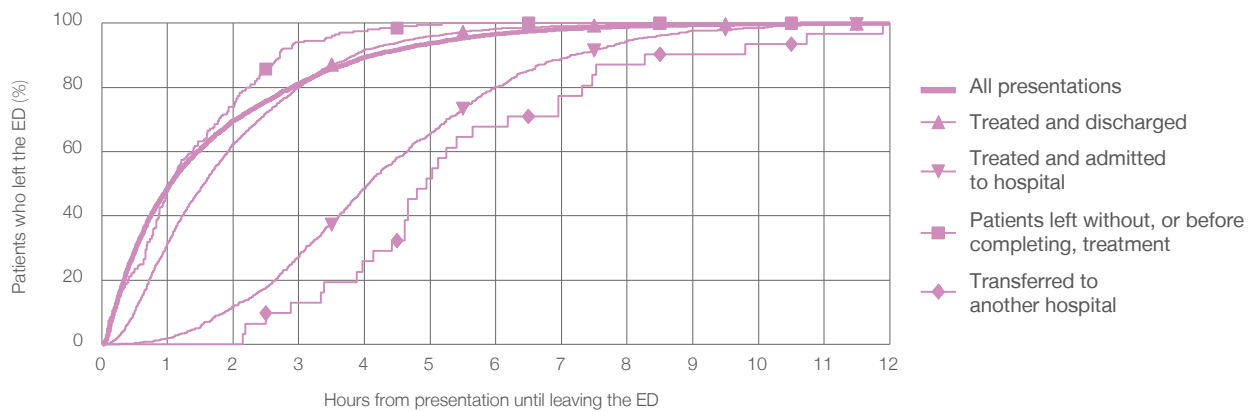
All presentations:<sup>1</sup> 6,007 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,004 patients

Treated and discharged	2,841 (47.3%)
Treated and admitted to hospital	713 (11.9%)
Patient left without, or before completing, treatment	204 (3.4%)
Transferred to another hospital	31 (0.5%)
Other	2,218 (36.9%)

Same period last year	Change since one year ago
5,742	5%
3,408	-16.6%
646	10.4%
190	7.4%
25	24.0%
1,478	50.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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

Treated and discharged	31.5%	62.4%	80.0%	91.6%	98.3%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.8%	11.7%	27.2%	48.5%	80.1%	94.4%	98.6%	100%
Patient left without, or before completing, treatment	47.5%	74.0%	94.1%	97.5%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	12.9%	25.8%	67.7%	87.1%	93.5%	100%
All presentations	48.9%	69.6%	81.2%	89.4%	96.6%	99.0%	99.7%	100%

(†) 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 spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 6,007 patients

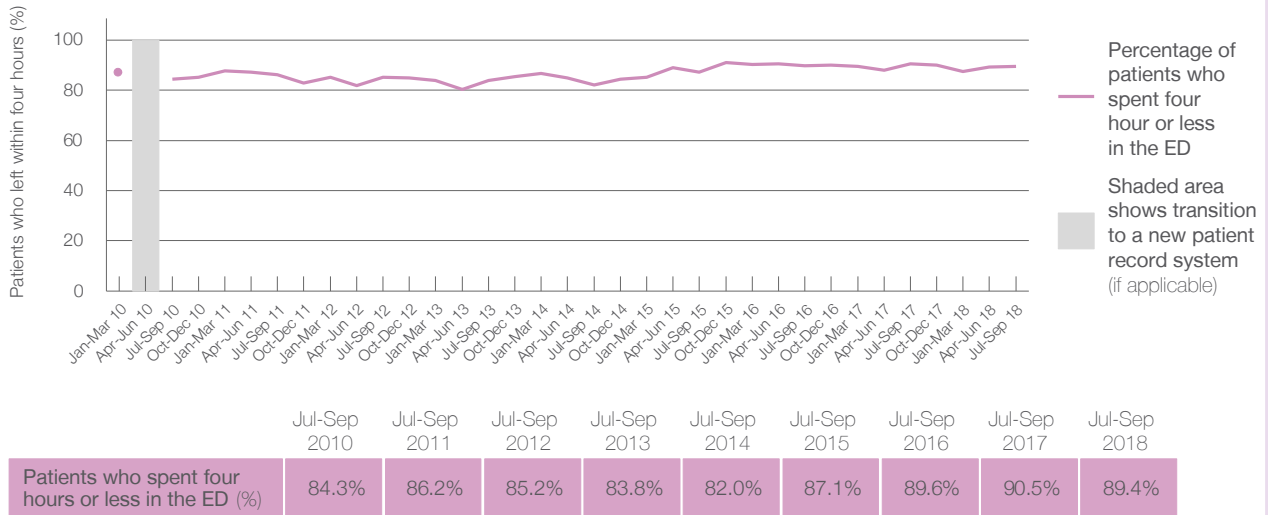
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,004 patients

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



Same period last year	Change since one year ago
5,747	5%
5,742	5%
90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).