



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Far West Local Health District

January to March 2016

## Broken Hill Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 4,980 patients  
Emergency attendances:<sup>2</sup> 4,359 patients

Same period last year	Change since one year ago
5,114	-3%
4,265	2%

## Broken Hill Base Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 349 patients

Median time to start treatment<sup>4</sup> 5 minutes  
95th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,074 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,597 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,330 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
333	
9 minutes	8 minutes
33 minutes	35 minutes
935	
21 minutes	20 minutes
80 minutes	99 minutes
1,584	
32 minutes	26 minutes
133 minutes	137 minutes
1,401	
36 minutes	23 minutes
154 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,980 patients

Percentage of patients who left the ED within four hours 90%

Same period last year	Change since one year ago
5,114	-3%
85%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

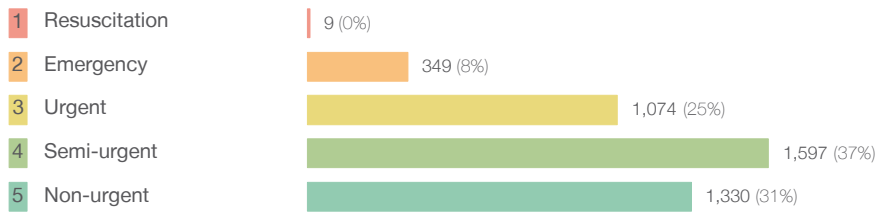
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Broken Hill Base Hospital: Patients attending the emergency department January to March 2016

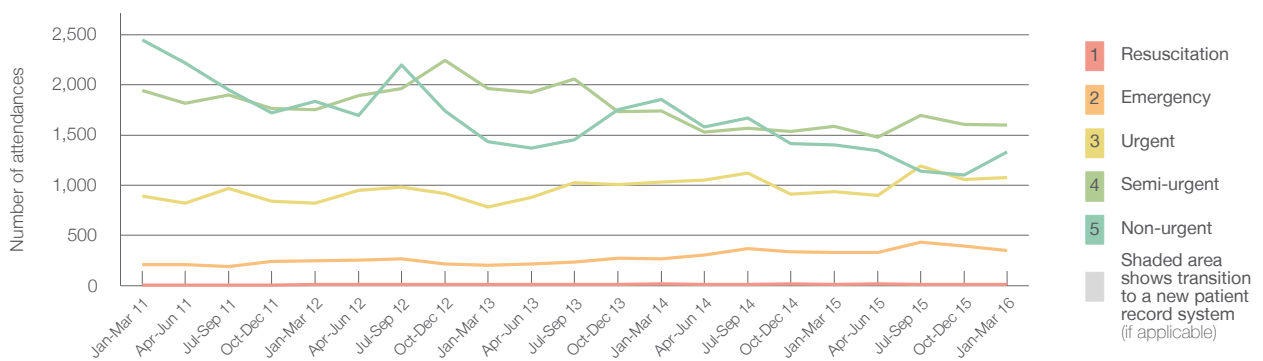
All attendances:<sup>1</sup> 4,980 patients

Emergency attendances<sup>2</sup> by triage category: 4,359 patients



Same period last year	Change since one year ago
5,114	-3%
4,265	2%
12	-25%
333	5%
935	15%
1,584	1%
1,401	-5%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	< 5	14	11	16	12	9
Emergency	211	249	200	266	333	349
Urgent	892	822	783	1,035	935	1,074
Semi-urgent	1,946	1,750	1,963	1,739	1,584	1,597
Non-urgent	2,446	1,834	1,431	1,856	1,401	1,330
All emergency attendances	5,495	4,669	4,388	4,912	4,265	4,359

## Broken Hill Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 603 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
633	
14 minutes	-3 minutes
53 minutes	-21 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.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Broken Hill Base Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 349

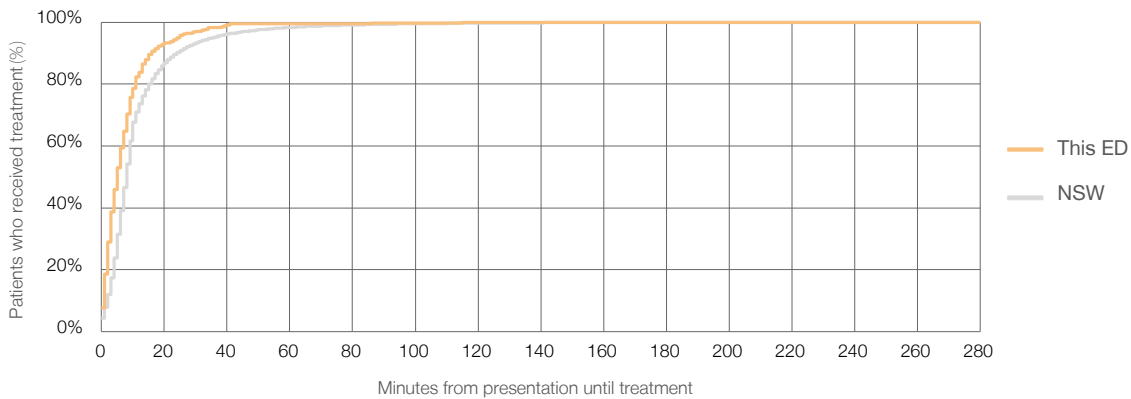
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 338

Median time to start treatment<sup>4</sup> 5 minutes

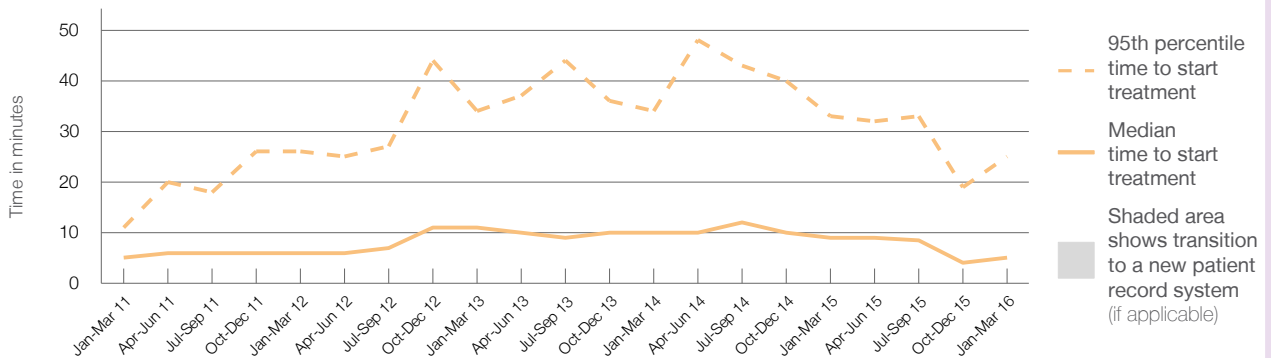
95th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
333	
328	
9 minutes	8 minutes
33 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	5	6	11	10	9	5
95th percentile time to start treatment <sup>5</sup> (minutes)	11	26	34	34	33	25

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## Broken Hill Base Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,074

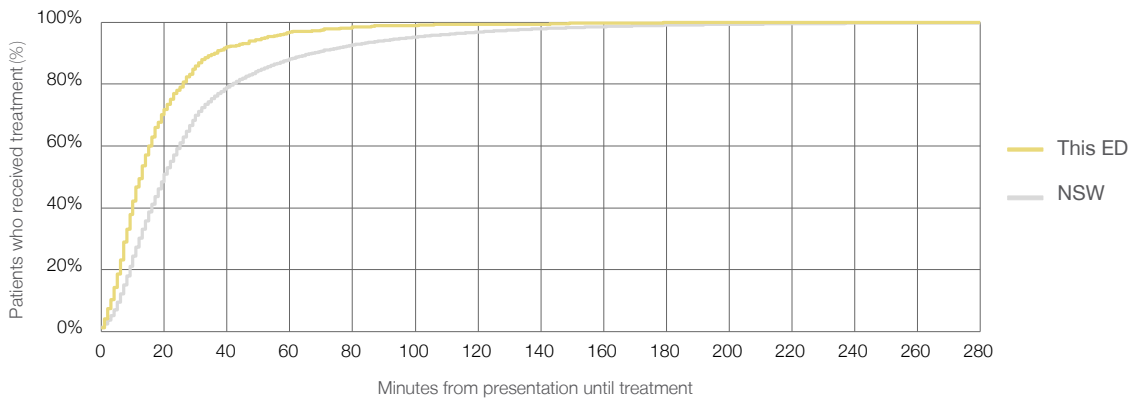
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 955

Median time to start treatment<sup>4</sup> 13 minutes

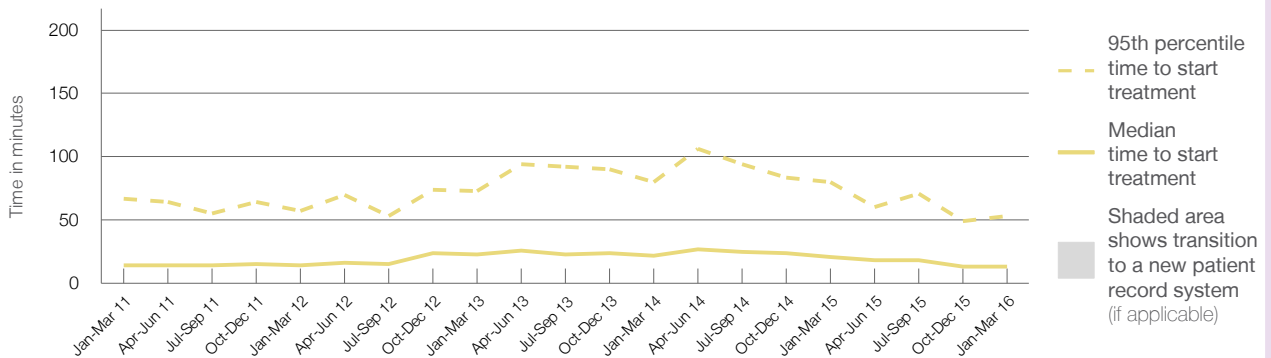
95th percentile time to start treatment<sup>5</sup> 53 minutes

Same period last year	NSW (this period)
935	861
21 minutes	20 minutes
80 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	14	14	23	22	21	13
95th percentile time to start treatment <sup>5</sup> (minutes)	67	57	73	80	80	53

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## Broken Hill Base Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,597

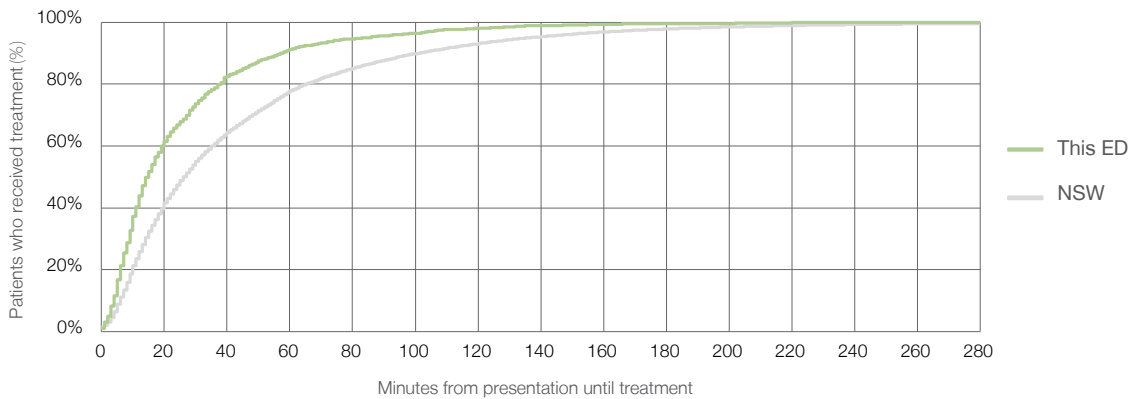
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 909

Median time to start treatment<sup>4</sup>  15 minutes

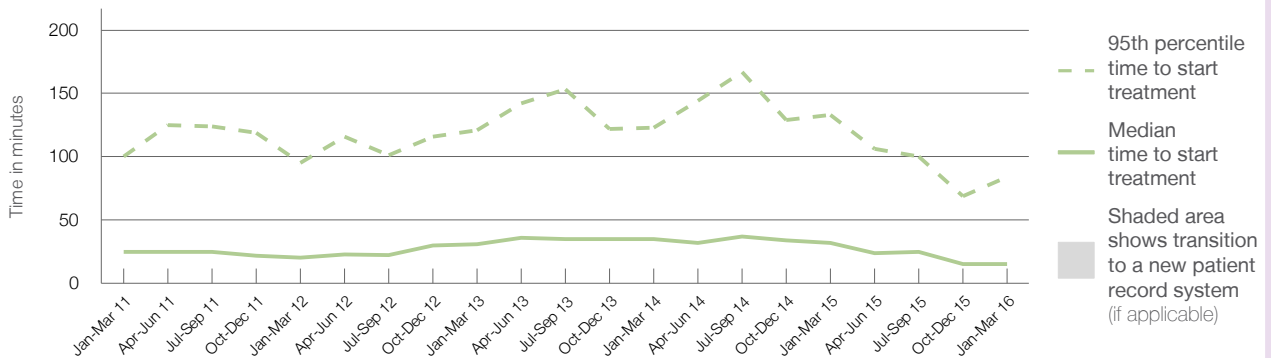
95th percentile time to start treatment<sup>5</sup>  84 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,584	1,173
Median time to start treatment <sup>4</sup>	32 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	133 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	25	20	31	35	32	15
95th percentile time to start treatment <sup>5</sup> (minutes)	100	95	121	123	133	84

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## Broken Hill Base Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,330

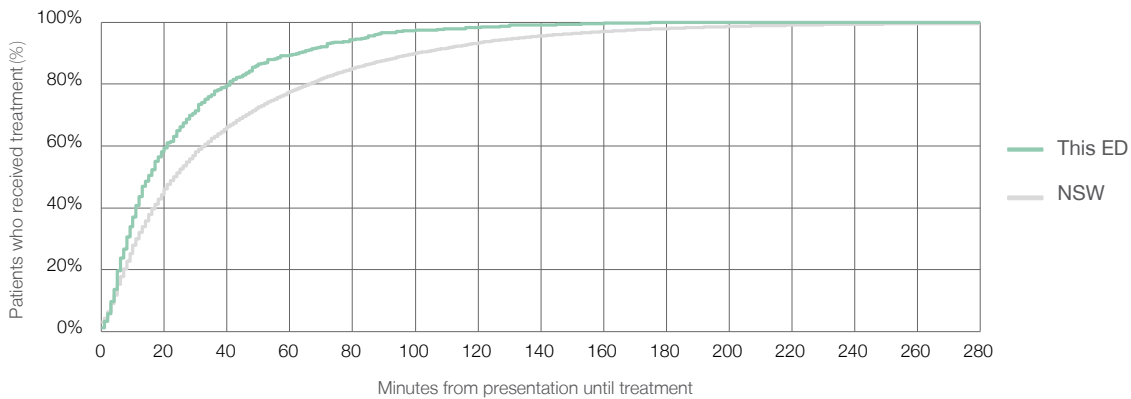
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 501

Median time to start treatment<sup>4</sup>  15 minutes

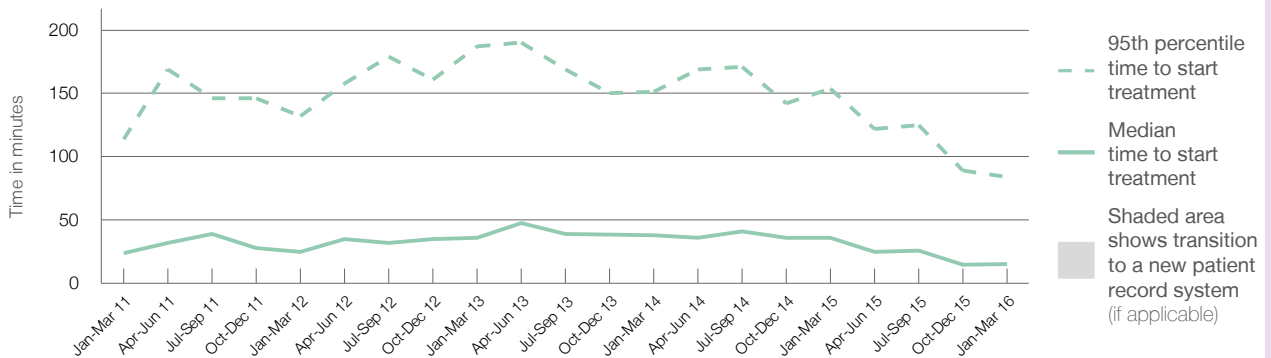
95th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,401	
740	
36 minutes	23 minutes
154 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	24	25	36	38	36	15
95th percentile time to start treatment <sup>5</sup> (minutes)	114	132	187	151	154	84

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## Broken Hill Base Hospital: Time from presentation until leaving the ED January to March 2016

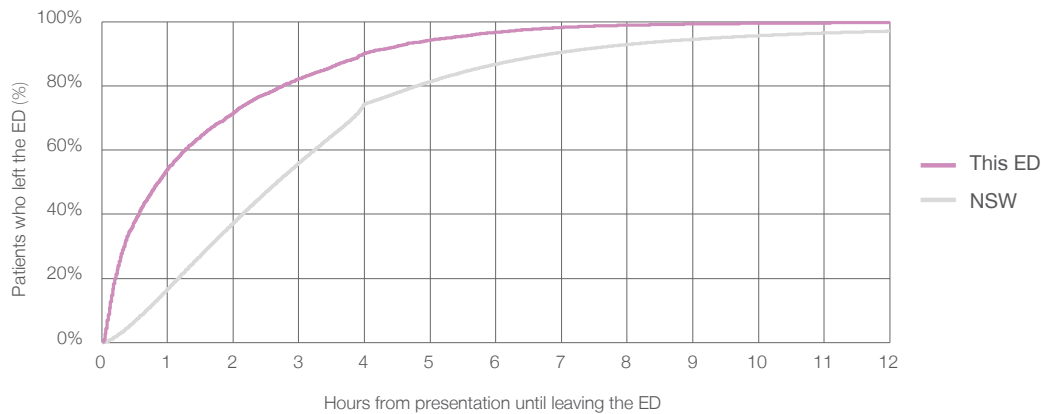
All attendances:<sup>1</sup> 4,980 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,980 patients

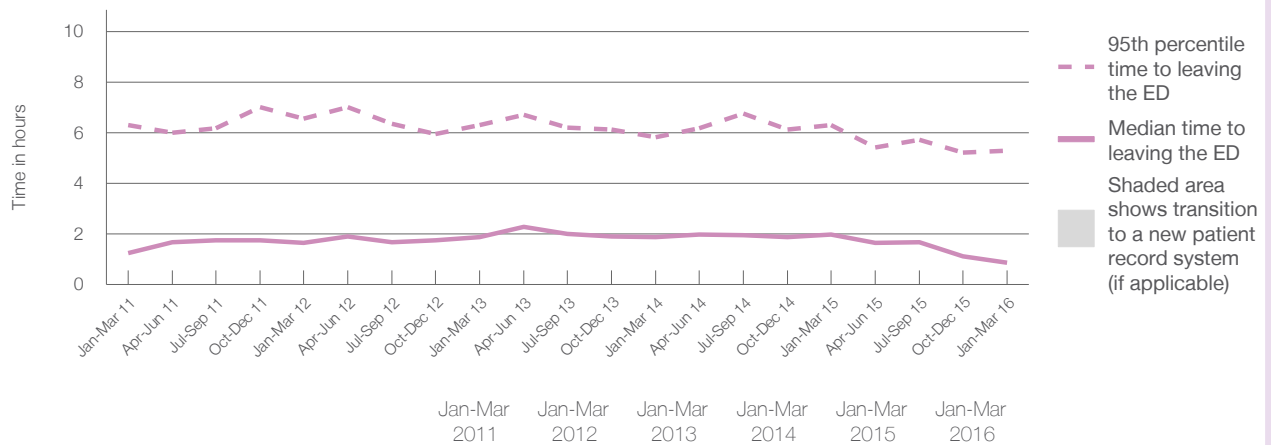
Median time to leaving the ED<sup>8</sup> 0 hours and 52 minutes  
95th percentile time to leaving the ED<sup>9</sup> 5 hours and 19 minutes

Same period last year	NSW (this period)
5,114	5,114
1 hours and 60 minutes	2 hours and 40 minutes
6 hours and 19 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 15m	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 19m	6h 33m	6h 18m	5h 50m	6h 19m	5h 19m

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**Broken Hill Base Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

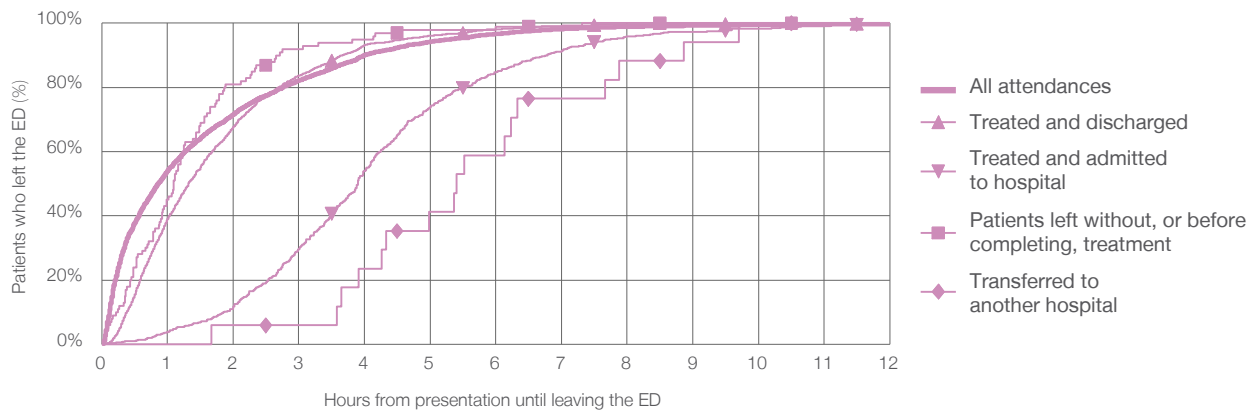
All attendances:<sup>1</sup> 4,980 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,980 patients

Treated and discharged	2,419 (49%)
Treated and admitted to hospital	626 (13%)
Patient left without, or before completing, treatment	100 (2%)
Transferred to another hospital	17 (0%)
Other	1,818 (37%)

Same period last year	Change since one year ago
5,114	-3%
2,840	-15%
614	2%
281	-64%
17	0%
1,362	33%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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

Treated and discharged	39%	68%	84%	93%	98%	100%	100%	100%
Treated and admitted to hospital	4%	12%	30%	54%	85%	96%	98%	100%
Patient left without, or before completing, treatment	45%	81%	92%	95%	99%	100%	100%	100%
Transferred to another hospital	0%	6%	6%	24%	59%	88%	100%	100%
All attendances	54%	72%	82%	90%	97%	99%	99%	100%

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**Broken Hill Base Hospital: Time from presentation until leaving the ED**  
**Percentage of patients who left the ED within four hours of presentation**  
 January to March 2016

All attendances: <sup>1</sup> 4,980 patients

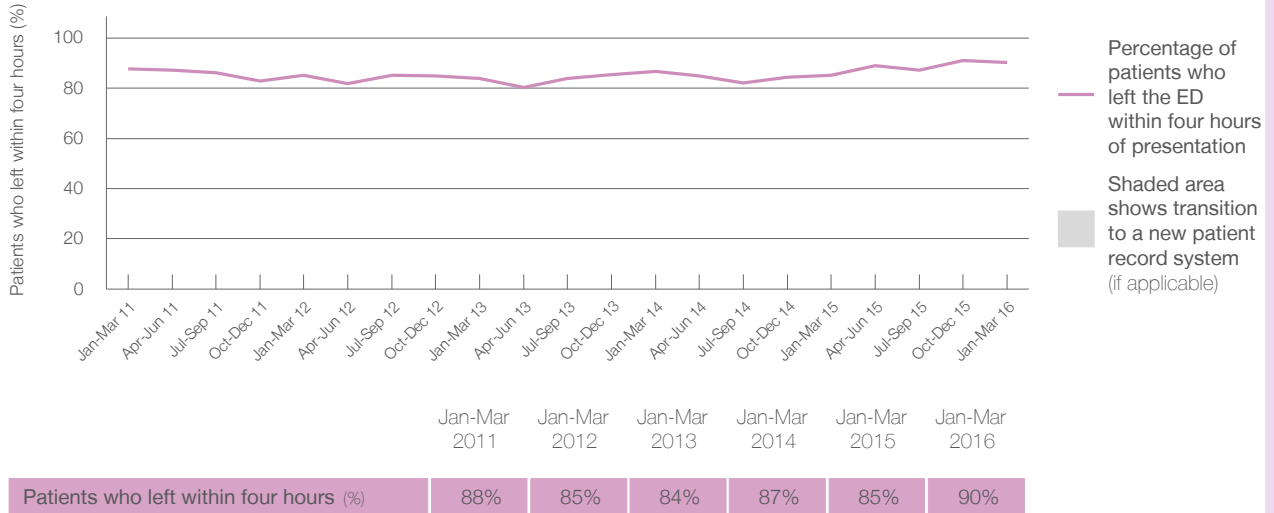
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,980 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	5,114	-3%
Attendances used to calculate time to leaving the ED	5,114	-3%
Percentage of patients who left the ED within four hours	85%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<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.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).