



Hospital Quarterly

Performance Profiles

Emergency Department

Far West Local Health District

October to December 2016

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

October to December 2016

All presentations:¹ 5,845 patients
Emergency presentations:² 5,265 patients

Same period last year	Change since one year ago
4,885	19.7%
4,171	26.2%

Broken Hill Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 320 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,129 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): 2,043 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,757 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
394	
4 minutes	8 minutes
14 minutes	26 minutes
1,057	
13 minutes	20 minutes
36 minutes	67 minutes
1,605	
15 minutes	25 minutes
53 minutes	97 minutes
1,103	
15 minutes	24 minutes
64 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 5,845 patients

Percentage of patients who spent four hours or less in the ED 89.9%

Same period last year	Change since one year ago
4,883	19.7%
90.9%	

* 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 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.

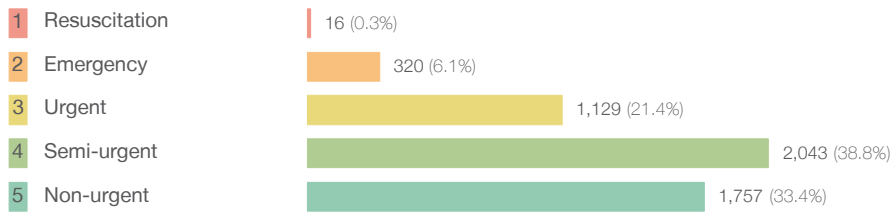
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Broken Hill Base Hospital: Patients presenting to the emergency department October to December 2016

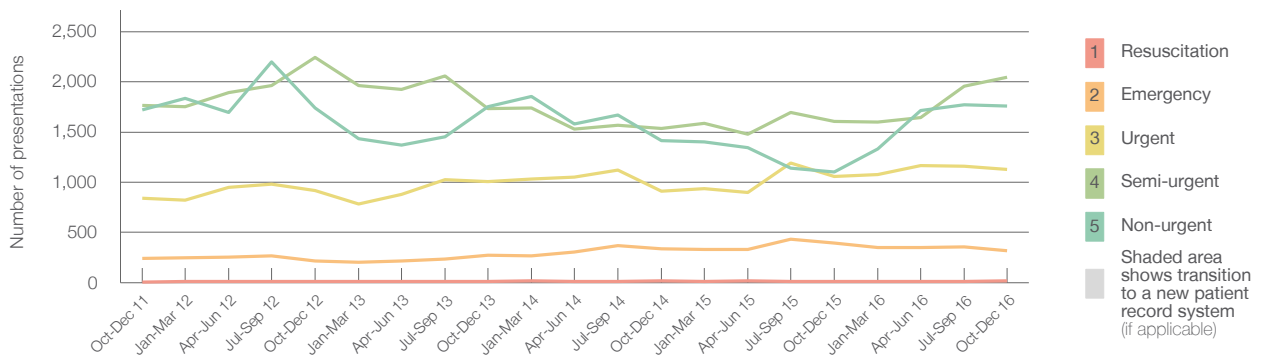
All presentations:¹ 5,845 patients

Emergency presentations² by triage category: 5,265 patients



	Same period last year	Change since one year ago
All presentations	4,885	19.7%
Emergency presentations	4,171	26.2%
Resuscitation	12	33.3%
Emergency	394	-18.8%
Urgent	1,057	6.8%
Semi-urgent	1,605	27.3%
Non-urgent	1,103	59.3%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	7	10	13	16	12	16
Emergency	241	215	271	335	394	320
Urgent	843	915	1,005	910	1,057	1,129
Semi-urgent	1,765	2,242	1,735	1,534	1,605	2,043
Non-urgent	1,718	1,738	1,752	1,413	1,103	1,757
All emergency presentations	4,574	5,120	4,776	4,208	4,171	5,265

Broken Hill Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 693 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	594	
Median time	12 minutes	-2 minutes
90th percentile time	24 minutes	-1 minute

(†) 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 trans 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 October to December 2016

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

Number of triage 2 patients: 320

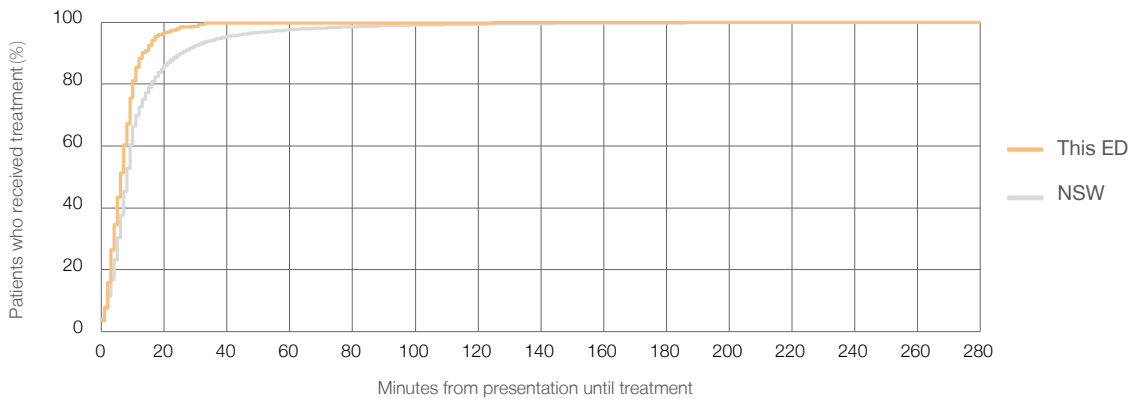
Number of triage 2 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 6 minutes

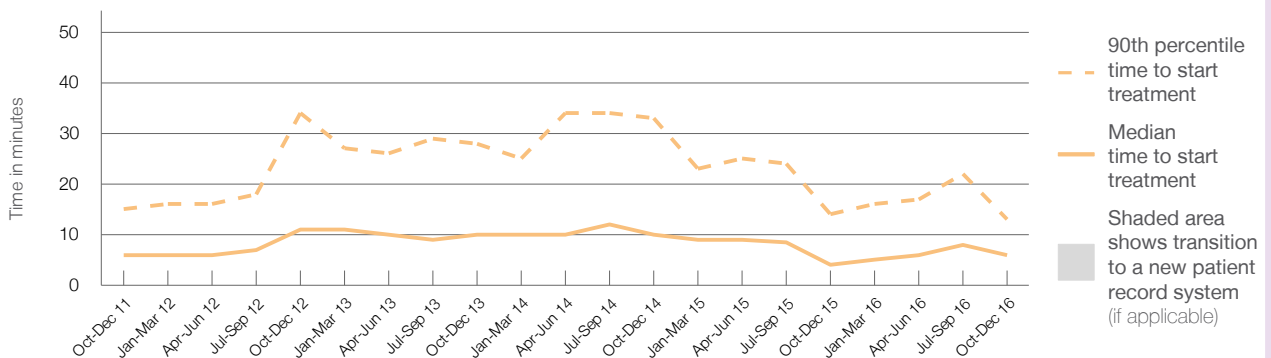
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
394	
387	
4 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	11	10	10	4	6
90th percentile time to start treatment ⁵ (minutes)	15	34	28	33	14	13

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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 waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,129

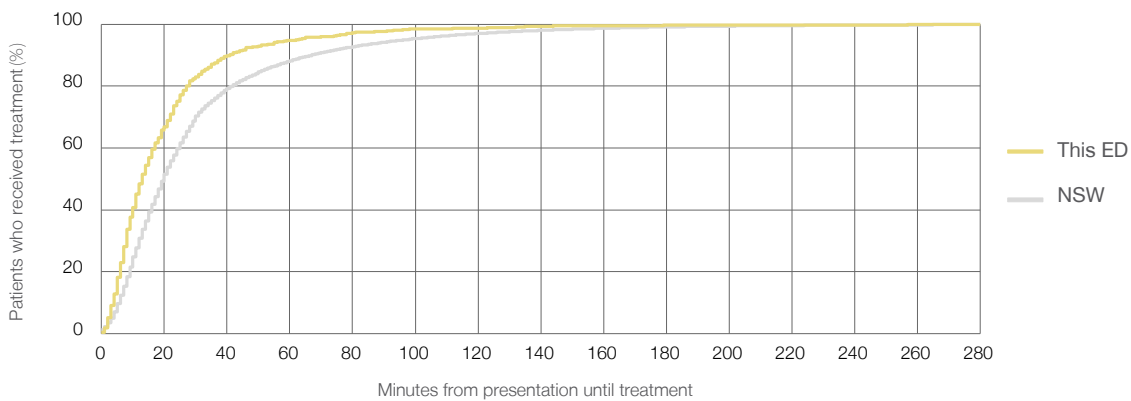
Number of triage 3 patients used to calculate waiting time:³ 1,064

Median time to start treatment⁴ 13 minutes

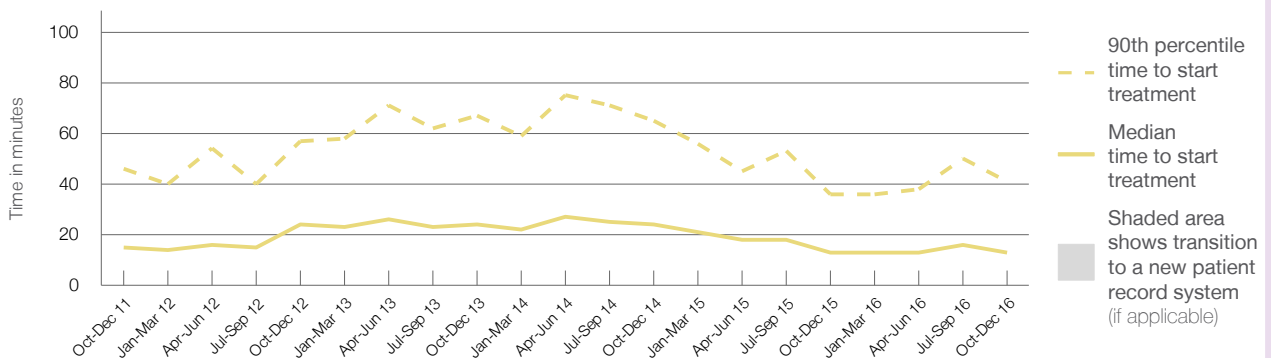
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,057	998
13 minutes	20 minutes
36 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	24	24	24	13	13
90th percentile time to start treatment ⁵ (minutes)	46	57	67	65	36	41

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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 waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,043

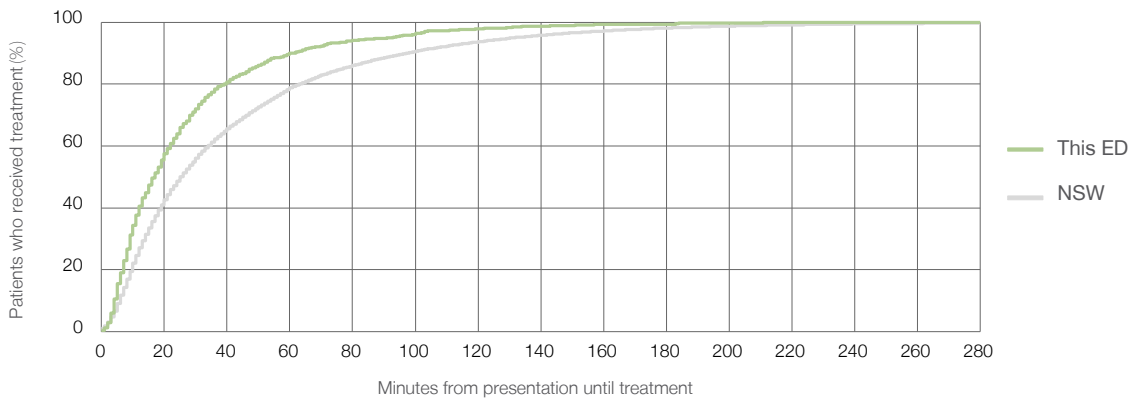
Number of triage 4 patients used to calculate waiting time:³ 1,270

Median time to start treatment⁴ 17 minutes

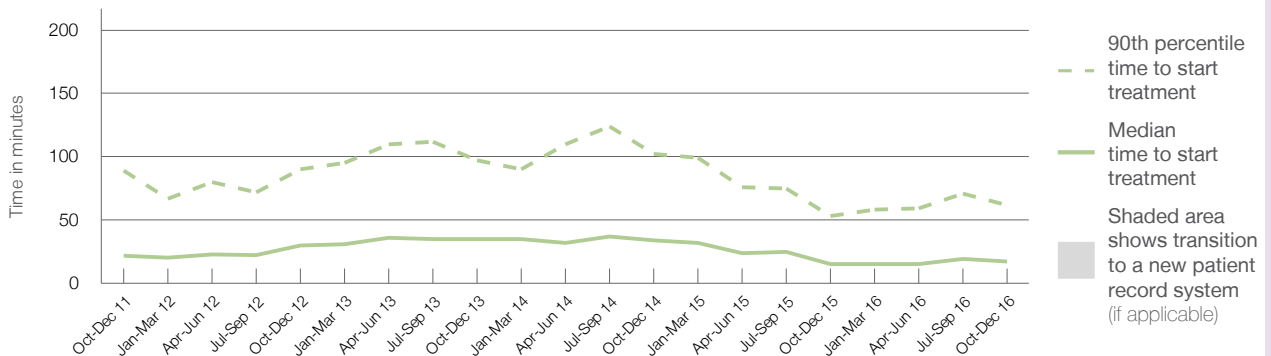
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,605	1,186
15 minutes	25 minutes
53 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	30	35	34	15	17
90th percentile time to start treatment ⁵ (minutes)	89	90	97	102	53	62

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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 waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,757

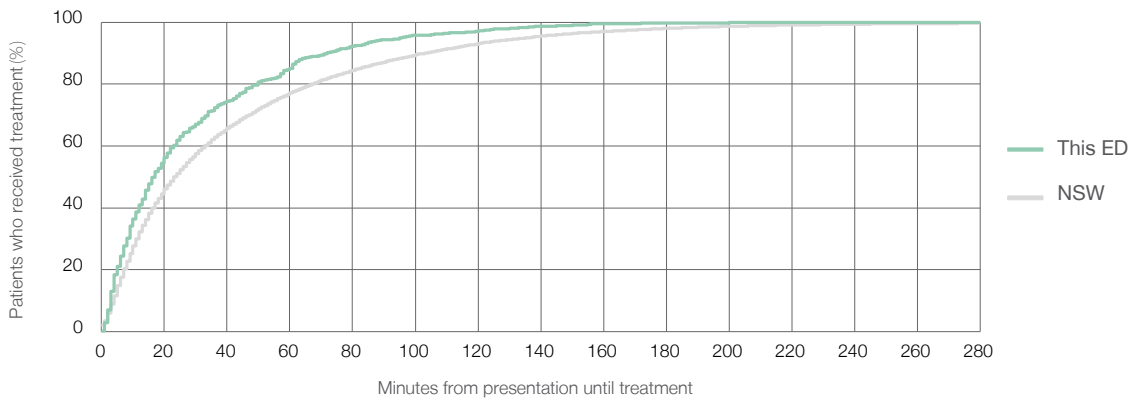
Number of triage 5 patients used to calculate waiting time:³ 602

Median time to start treatment⁴ 17 minutes

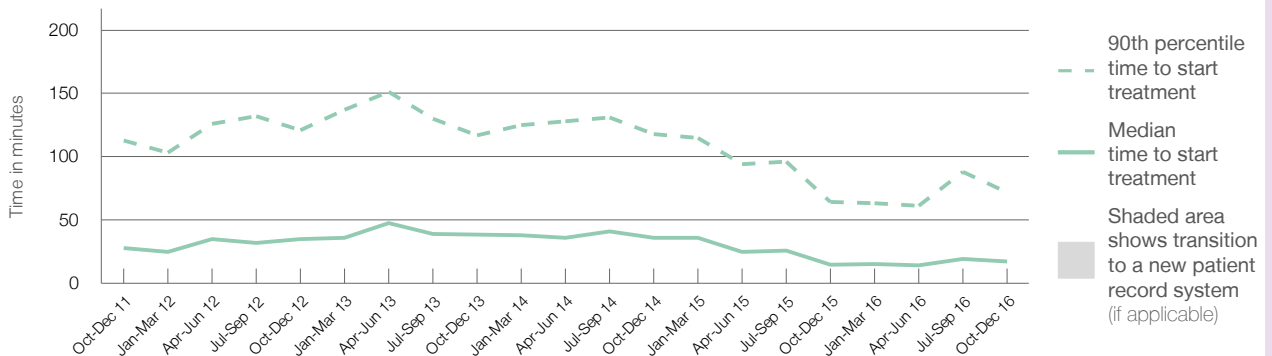
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,103	
678	
15 minutes	24 minutes
64 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	35	39	36	15	17
90th percentile time to start treatment ⁵ (minutes)	113	121	117	118	64	72

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 spent in the ED October to December 2016

All presentations:¹ 5,845 patients

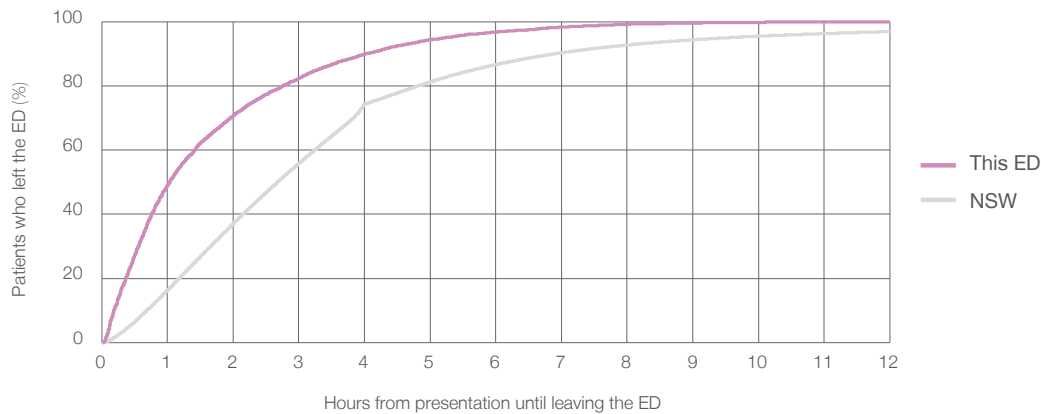
Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

Median time spent in the ED⁸ 1 hours and 2 minutes

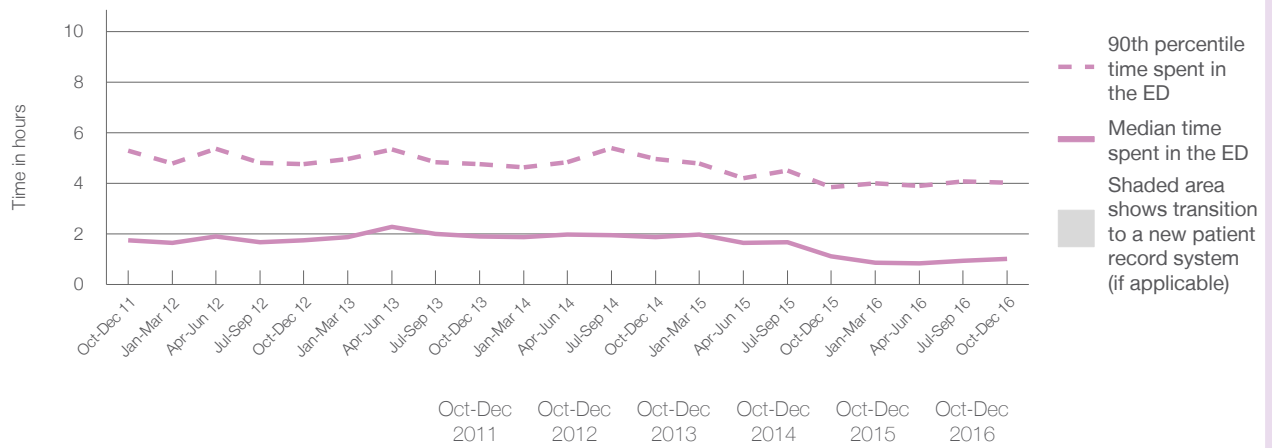
90th percentile time spent in the ED⁹ 4 hours and 2 minutes

Same period last year	NSW (this period)
4,885	
4,883	
1 hours and 8 minutes	2 hours and 41 minutes
3 hours and 51 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 46m	1h 45m	1h 54m	1h 53m	1h 8m	1h 2m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 18m	4h 46m	4h 46m	4h 58m	3h 51m	4h 2m

(†) 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 trans 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 spent in the ED By mode of separation October to December 2016

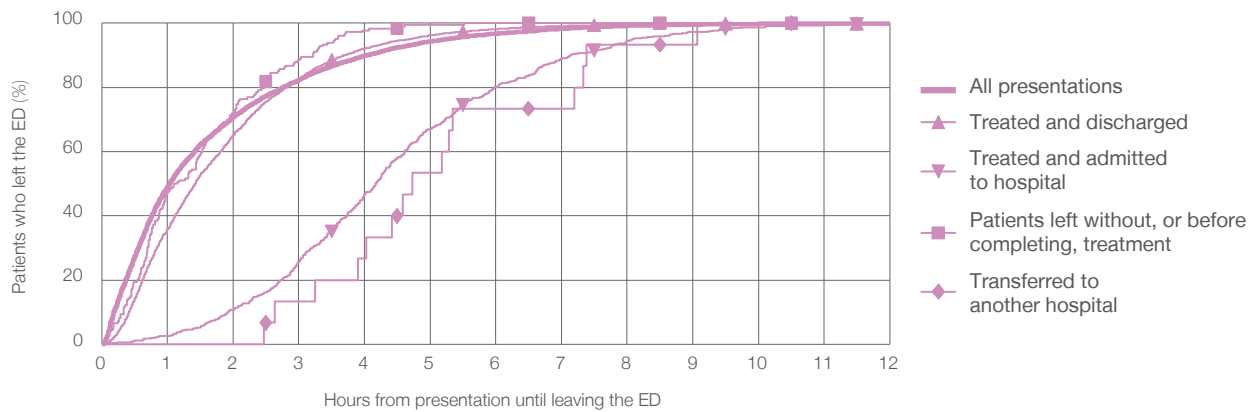
All presentations:¹ 5,845 patients

Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

Treated and discharged	2,909 (49.8%)
Treated and admitted to hospital	648 (11.1%)
Patient left without, or before completing, treatment	182 (3.1%)
Transferred to another hospital	15 (0.3%)
Other	2,091 (35.8%)

Same period last year	Change since one year ago
4,883	19.7%
3,183	-8.6%
558	16.1%
114	59.6%
24	-37.5%
1,006	107.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	35.9%	65.2%	82.7%	92.2%	98.1%	99.7%	99.9%	100%
Treated and admitted to hospital	2.6%	10.8%	25.6%	46.9%	80.2%	94.4%	98.8%	99.7%
Patient left without, or before completing, treatment	47.3%	72.0%	88.5%	97.8%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	13.3%	26.7%	73.3%	93.3%	100%	100%
All presentations	49.1%	70.8%	82.4%	89.9%	96.8%	99.2%	99.8%	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 trans 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 spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 5,845 patients

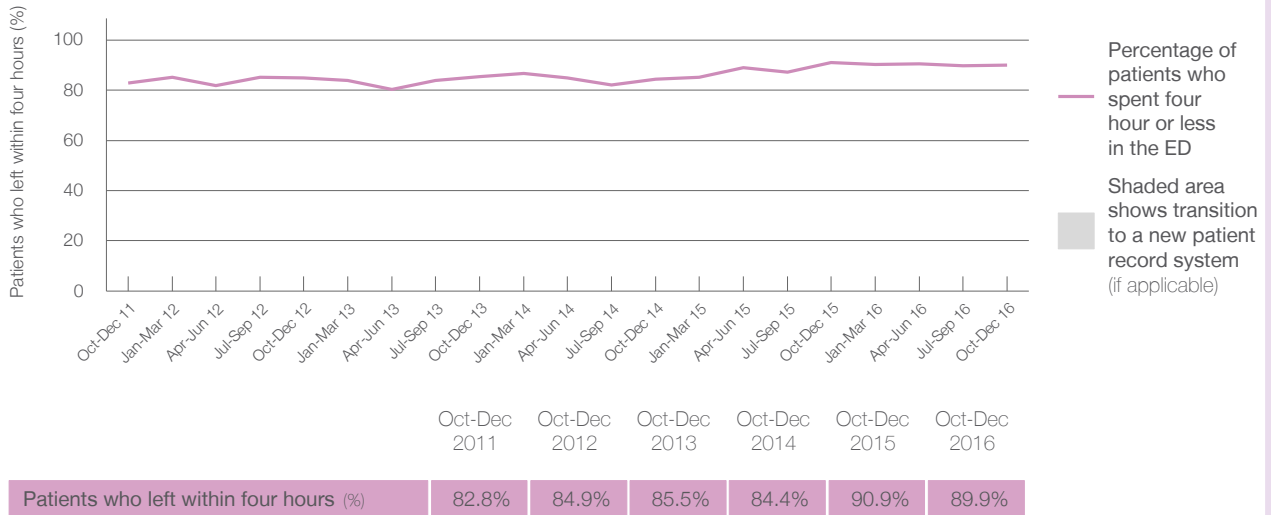
Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

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: ¹ 5,845 patients	4,885	19.7%
Presentations used to calculate time to leaving the ED: ⁶ 5,845 patients	4,883	19.7%
Percentage of patients who spent four hours or less in the ED	90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	82.8%	84.9%	85.5%	84.4%	90.9%	89.9%

* 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 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 24 January 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).