Broken Hill Health Service: Emergency department (ED) overview
January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	4,961 patients	5,348	-7%
Emergency presentations:[2]	4,559 patients	4,830	-6%

Broken Hill Health Service: Time patients waited to start treatment [3]
January to March 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 518 patients		321	
Median time to start treatment [4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment [5]	21 minutes	15 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,128 patients		894	
Median time to start treatment [4]	18 minutes	13 minutes	20 minutes
90th percentile time to start treatment [5]	53 minutes	41 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,762 patients		1,893	
Median time to start treatment [4]	26 minutes	17 minutes	25 minutes
90th percentile time to start treatment [5]	86 minutes	67 minutes	98 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,132 patients		1,710	
Median time to start treatment [4]	22 minutes	16 minutes	22 minutes
90th percentile time to start treatment [5]	84 minutes	77 minutes	97 minutes

Broken Hill Health Service: Time from presentation until leaving the ED
January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,957 patients		5,348	-7%
Percentage of patients who spent four hours or less in the ED	87%	89%	

*   Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1.   All emergency and non-emergency attendances at the emergency department (ED).
2.   All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3.   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*.
4.   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.
5.   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.
6.   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.
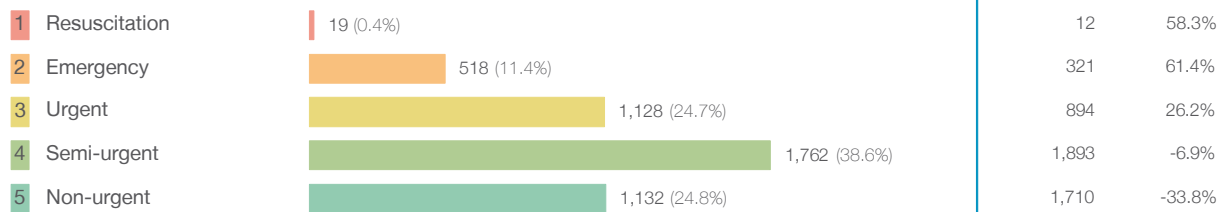Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Broken Hill Health Service

District group 1 hospitals (C1)
Far West Local Health District

Broken Hill Health Service: Patients presenting to the emergency department
January to March 2018

	Same period last year	Change since one year ago
All presentations:[1] 4,961 patients	5,348	-7%
Emergency presentations[2] by triage category: 4,559 patients	4,830	-6%
1 Resuscitation — 19 (0.4%)	12	58.3%
2 Emergency — 518 (11.4%)	321	61.4%
3 Urgent — 1,128 (24.7%)	894	26.2%
4 Semi-urgent — 1,762 (38.6%)	1,893	-6.9%
5 Non-urgent — 1,132 (24.8%)	1,710	-33.8%

Emergency presentations[2] by quarter, January 2010 to March 2018 ‡
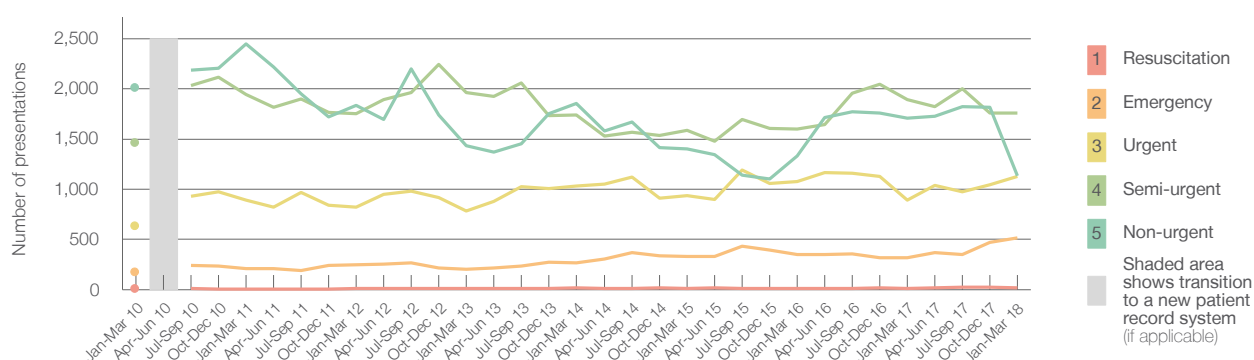
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	9	< 5	14	11	16	12	9	12	19
Emergency	180	211	249	200	266	333	349	321	518
Urgent	636	892	822	783	1,035	935	1,074	894	1,128
Semi-urgent	1,467	1,946	1,750	1,963	1,739	1,584	1,597	1,893	1,762
Non-urgent	2,012	2,446	1,834	1,431	1,856	1,401	1,330	1,710	1,132
All emergency presentations	4,304	5,495	4,669	4,388	4,912	4,265	4,359	4,830	4,559

Broken Hill Health Service: Patients arriving by ambulance
January to March 2018

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 557 patients	563	
ED Transfer of care time		
Median time — 9 minutes	10 minutes	-1 minute
90th percentile time — 20 minutes	21 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 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

District group 1 hospitals (C1)
Far West Local Health District

Broken Hill Health Service: Time patients waited to start treatment, triage 2
January to March 2018

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 518			321	
Number of triage 2 patients used to calculate waiting time: [3] 513			319	
Median time to start treatment [4]		7 minutes	6 minutes	8 minutes
90th percentile time to start treatment [5]		21 minutes	15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018
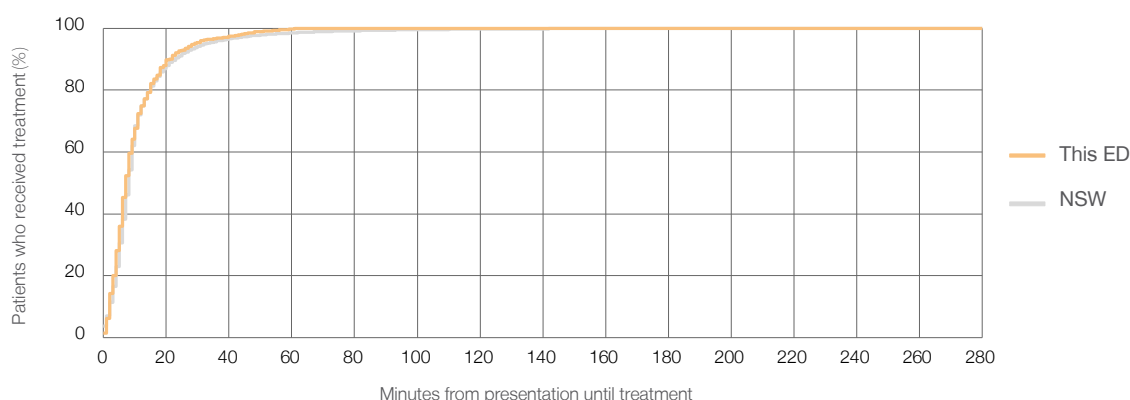
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 [†‡]
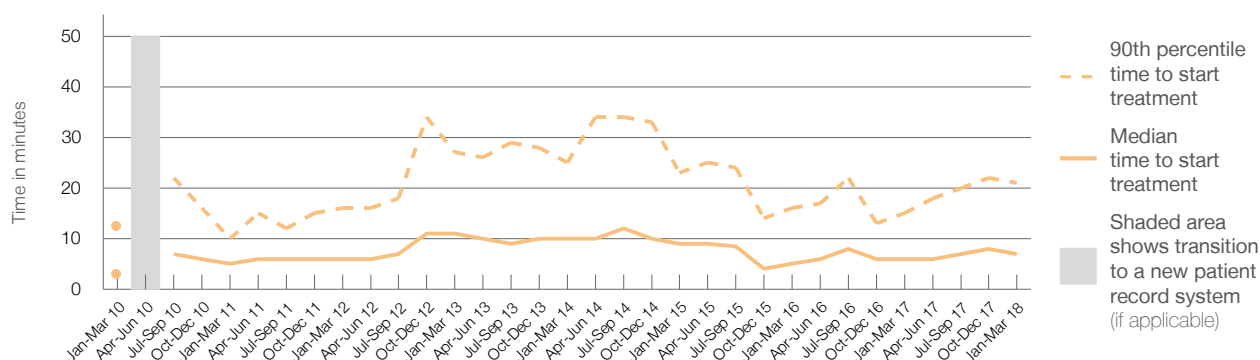
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment [4] (minutes)	3	5	6	11	10	9	5	6	7
90th percentile time to start treatment [5] (minutes)	13	10	16	27	25	23	16	15	21

(†) 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

District group 1 hospitals (C1)
Far West Local Health District

Broken Hill Health Service: Time patients waited to start treatment, triage 3
January to March 2018

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 1,128			894	
Number of triage 3 patients used to calculate waiting time: [3] 1,072			864	
Median time to start treatment [4]		18 minutes	13 minutes	20 minutes
90th percentile time to start treatment [5]		53 minutes	41 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018
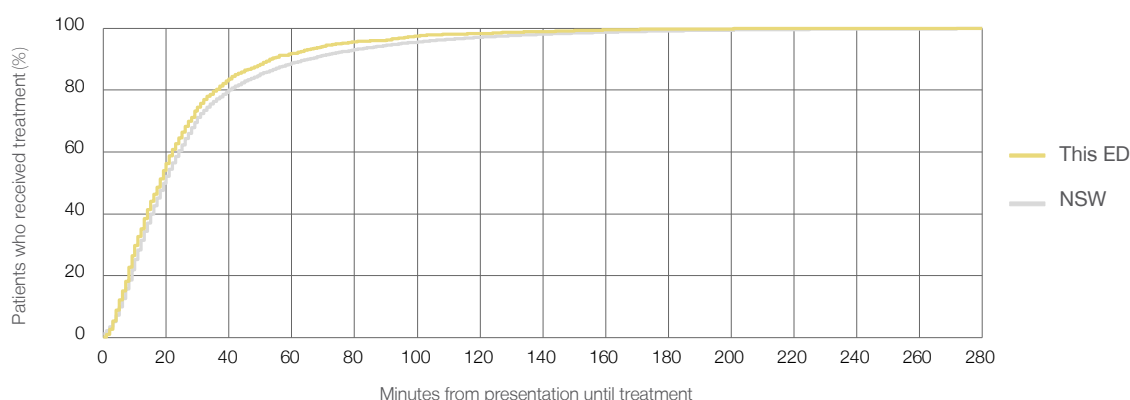
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 [†‡]
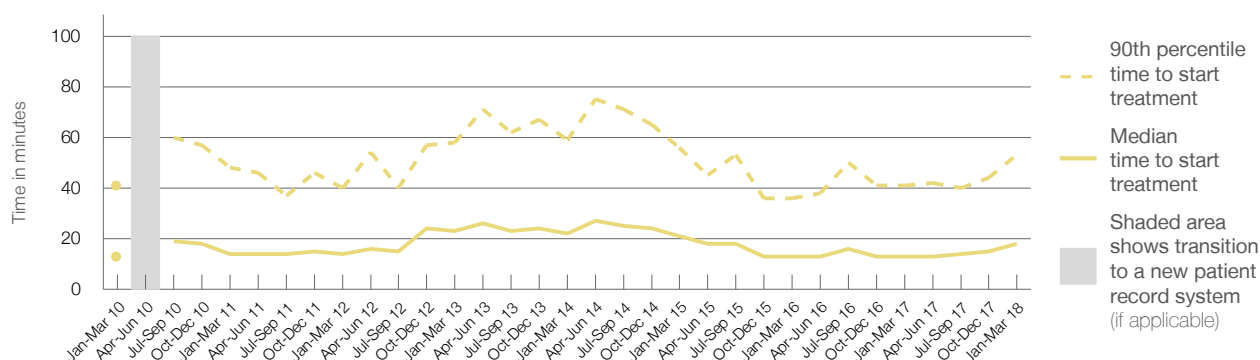
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment [4] (minutes)	13	14	14	23	22	21	13	13	18
90th percentile time to start treatment [5] (minutes)	41	48	40	58	59	56	36	41	53

(†)   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 4
January to March 2018

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 1,762			1,893	
Number of triage 4 patients used to calculate waiting time:[3] 971			1,451	
Median time to start treatment [4]		26 minutes	17 minutes	25 minutes
90th percentile time to start treatment [5]		86 minutes	67 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018

Patients who received treatment (%) vs Minutes from presentation until treatment

— This ED
— NSW
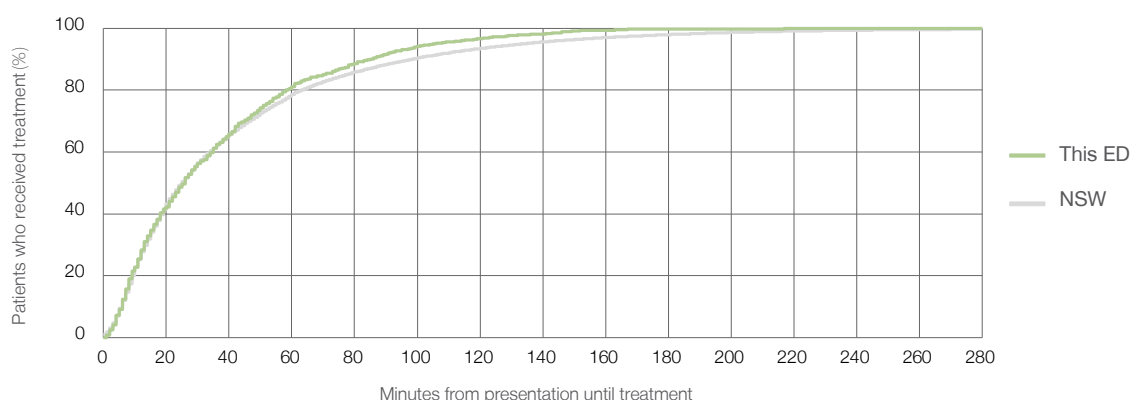
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 [†‡]
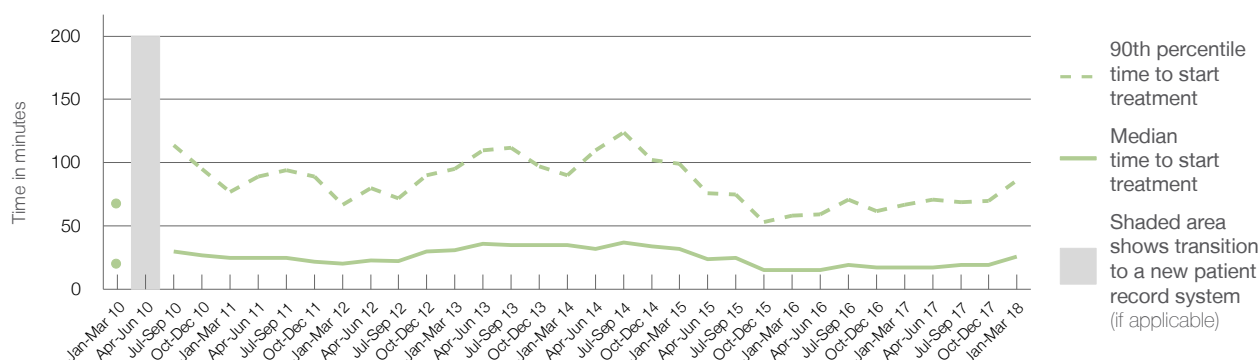
- - - 90th percentile time to start treatment

— Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment [4] (minutes)	20	25	20	31	35	32	15	17	26
90th percentile time to start treatment [5] (minutes)	68	77	67	95	90	99	58	67	86

(†) 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 5
January to March 2018

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 1,132			1,710	
Number of triage 5 patients used to calculate waiting time:[3] 379			813	
Median time to start treatment[4]		22 minutes	16 minutes	22 minutes
90th percentile time to start treatment[5]		84 minutes	77 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018
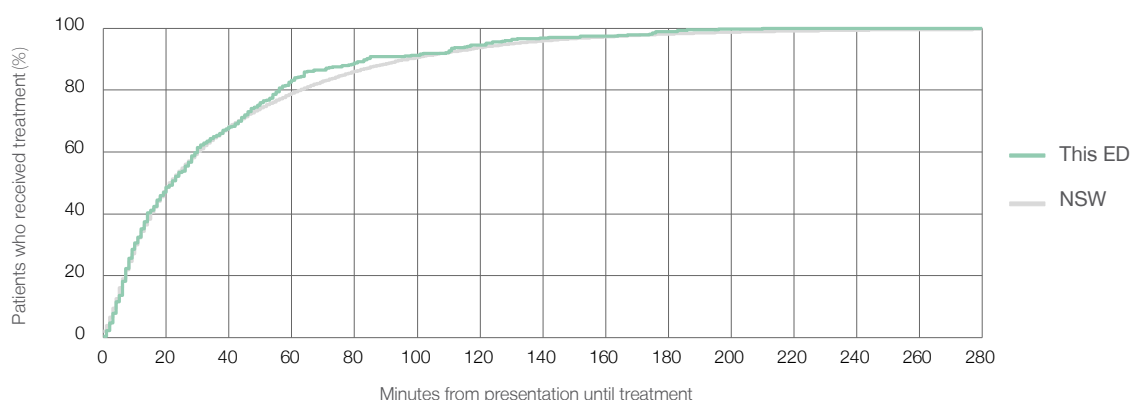
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 [†‡]
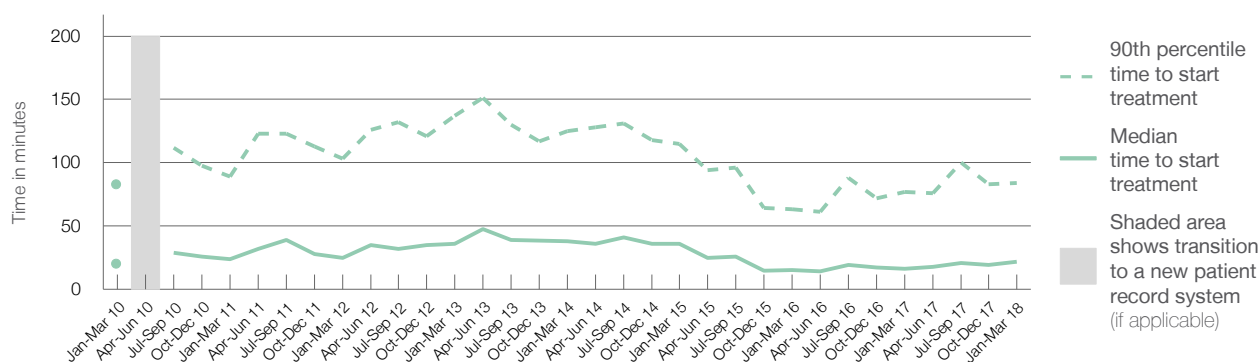
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)	20	24	25	36	38	36	15	16	22
90th percentile time to start treatment[5] (minutes)	83	89	103	137	125	115	63	77	84

(†) 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 spent in the ED
January to March 2018

		Same period last year	NSW (this period)
All presentations:[1] 4,961 patients		5,348	
Presentations used to calculate time to leaving the ED: [6] 4,957 patients		5,348	
Median time spent in the ED [8]	1 hours and 7 minutes	1 hours and 8 minutes	2 hours and 42 minutes
90th percentile time spent in the ED [9]	4 hours and 30 minutes	4 hours and 8 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018
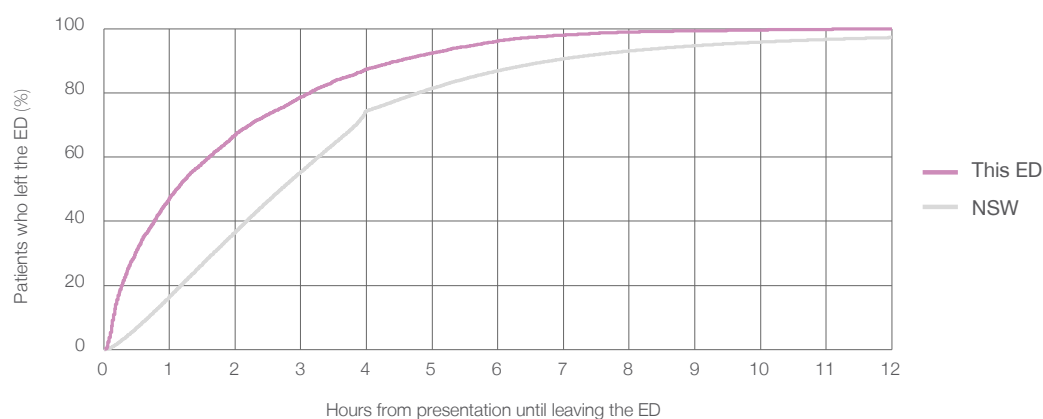
Time patients spent in the ED, by quarter, January 2010 to March 2018 [†‡]

90th percentile time spent in the ED

Median time spent in the ED

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED [8] (hours, minutes)	0h 47m	1h 15m	1h 39m	1h 53m	1h 53m	1h 60m	0h 52m	1h 8m	1h 7m
90th percentile time spent in the ED [9] (hours, minutes)	4h 43m	4h 31m	4h 48m	4h 58m	4h 38m	4h 48m	4h 0m	4h 8m	4h 30m

(†) 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

District group 1 hospitals (C1)
Far West Local Health District

Broken Hill Health Service: Time patients spent in the ED
By mode of separation
January to March 2018

		Same period last year	Change since one year ago
All presentations:[1] 4,961 patients			
Presentations used to calculate time to leaving the ED:[6] 4,957 patients		5,348	-7%
Treated and discharged	2,511 (50.6%)	3,132	-19.8%
Treated and admitted to hospital	603 (12.2%)	624	-3.4%
Patient left without, or before completing, treatment	196 (4.0%)	173	13.3%
Transferred to another hospital	41 (0.8%)	16	156.3%
Other	1,610 (32.5%)	1,403	14.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018 [†‡]

Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
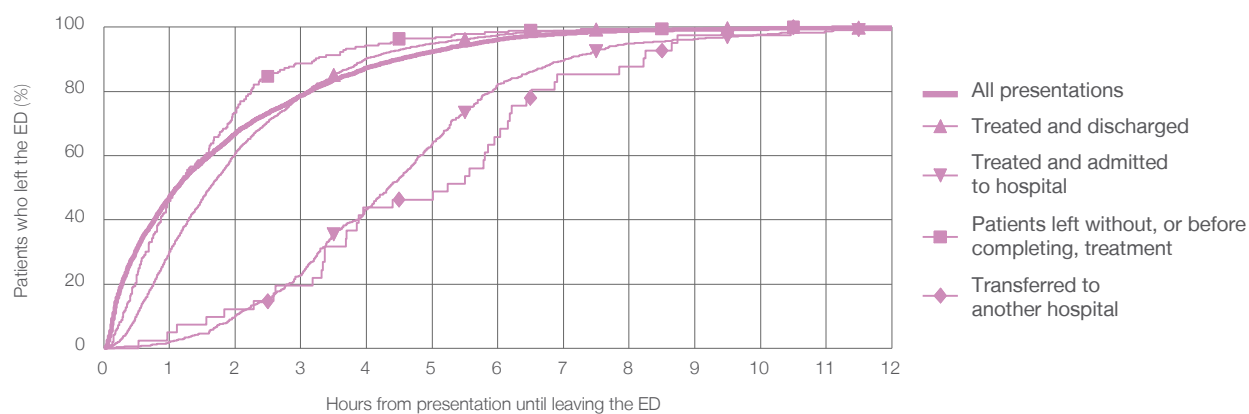
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	30.1%	60.8%	78.8%	90.3%	97.5%	99.4%	99.8%	100%
Treated and admitted to hospital	2.0%	10.1%	22.7%	43.3%	82.3%	94.9%	97.7%	99.2%
Patient left without, or before completing, treatment	45.9%	73.5%	88.8%	94.4%	98.5%	99.5%	99.5%	100%
Transferred to another hospital	4.9%	12.2%	19.5%	43.9%	65.9%	87.8%	97.6%	100%
All presentations	47.3%	67.0%	78.7%	87.4%	96.2%	99.0%	99.6%	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 Health Service

District group 1 hospitals (C1)
Far West Local Health District

Broken Hill Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
January to March 2018

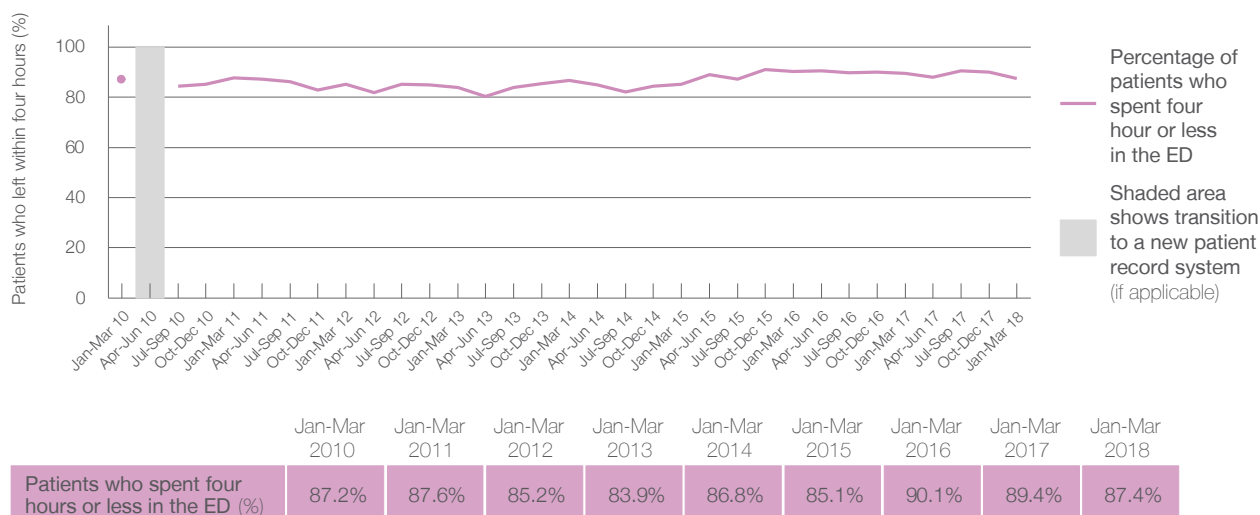|	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 4,961 patients	5,348	-7%
Presentations used to calculate time to leaving the ED: [6] 4,957 patients	5,348	-7%
Percentage of patients who spent four hours or less in the ED	87.4%	89.4%

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Patients who spent four hours or less in the ED (%)	87.2%	87.6%	85.2%	83.9%	86.8%	85.1%	90.1%	89.4%	87.4%

* 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Broken Hill Health Service

District group 1 hospitals (C1)
Far West Local Health District