State-wide winter performance 2016

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NSW Ministry of Health
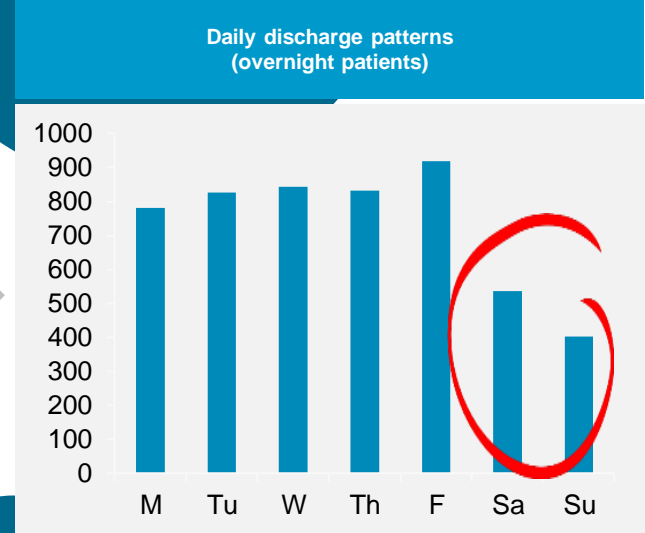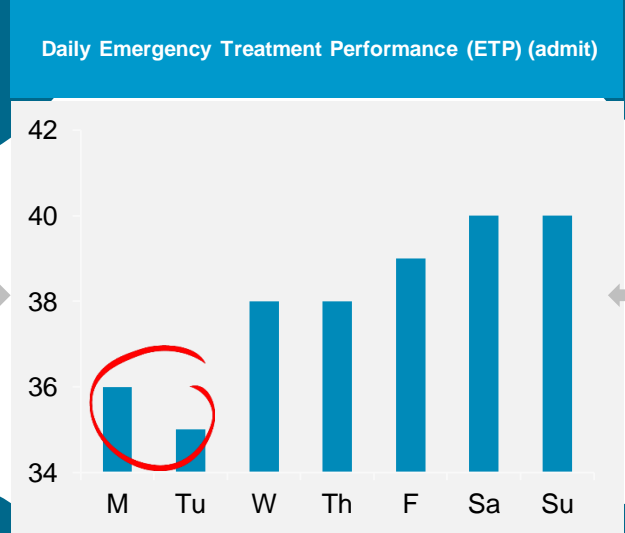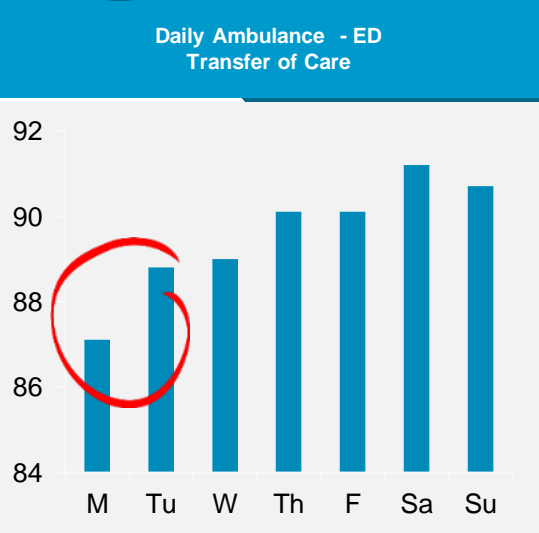
December 2016

NSW GOVERNMENT | Health

Agenda

- Winter that was 2016
- Transfer of Care Performance
- Premier's Priority: Emergency Treatment Performance
- NSW State Priority: Elective Surgery
- Quality and Safety indicators
- Sustainability
- Questions

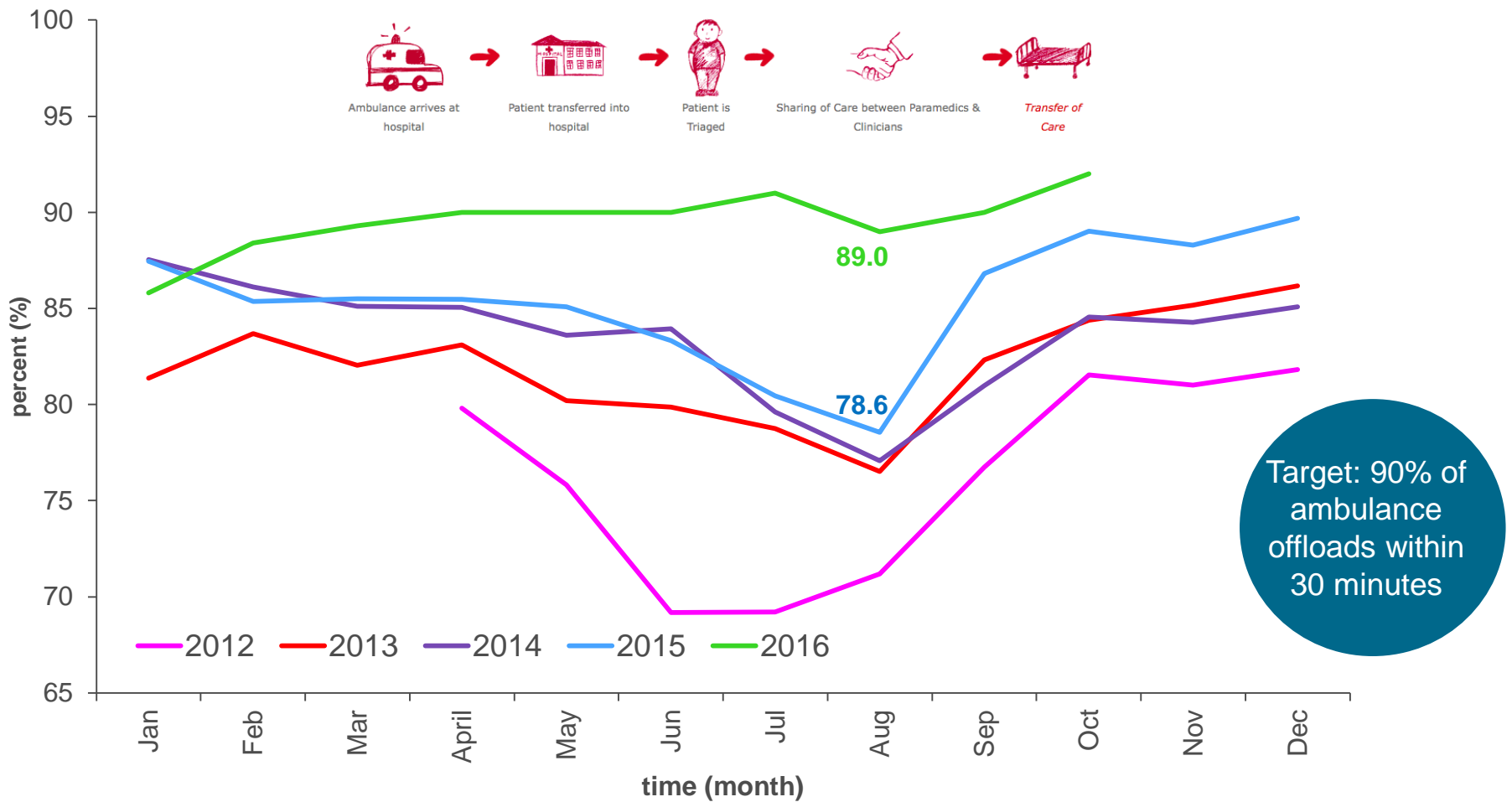# The Health system faced a number of challenges over Winter 2016 and performed better than previous years

	Winter 2015 (Jul/Aug/Sept)	Winter 2016 (Jul/Aug/Sept)	Variance
ED Presentations	665,842	667,216	⬆ 1,374
ETP Performance	71.4%	72.7%	⬆ 1.3%
Number of patients through in 4 hours	483,681	492,630	⬆ 8,949
TOC Performance	82.8%	89.8%	⬆ 7.6%
Flu presentations	Highest number of Residential Aged Care Facility outbreaks (>250 compared with the previous highest 120 in 2014)		
	Hospital admissions for pneumonia (a complication of influenza) were above the 5 year mean, particularly the over 65 years and across most LHDs		
Gastro presentations	ED presentations above the historical average over winter, child care centre outbreaks were far above average levels		

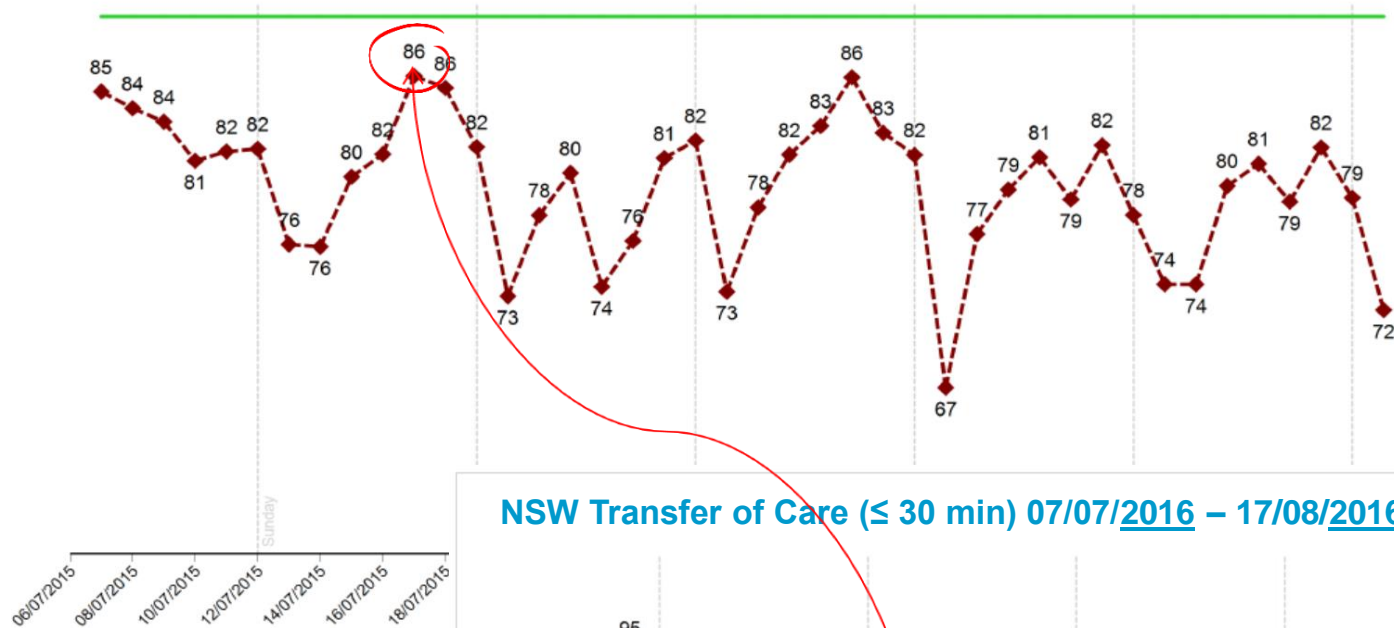# Linking patient flow from before the front door to back-of-house

Weekly teleconferences

Peak Activity Team

Winter funding

Locally lead diagnostics

90 Day Discharge Challenge

NEPT enhancements

Daily Ambulance - ED Transfer of Care

	M	Tu	W	Th	F	Sa	Su
92							
90							
88							
86							
84							

Daily Emergency Treatment Performance (ETP) (admit)

	M	Tu	W	Th	F	Sa	Su
42							
40							
38							
36							
34							

Daily discharge patterns (overnight patients)

	M	Tu	W	Th	F	Sa	Su
1000							
900							
800							
700							
600							
500							
400							
300							
200							
100							
0							

Improved communication

Letter to Board Chairs

NSW Health Performance Framework

Guardianship application processing

Surgery performance monitoring

EPJB Upgrades

Transitional Patient Flow Co-ordinator
NSW Ambulance

Whole of Health Program

WOHP Leads

Demand Management Framework

Integrated Care

ED dashboard development

Transfer of Care performance

NSW monthly Transfer of Care performance calendar year-on-year comparison 2012- 2016

89.0

78.6

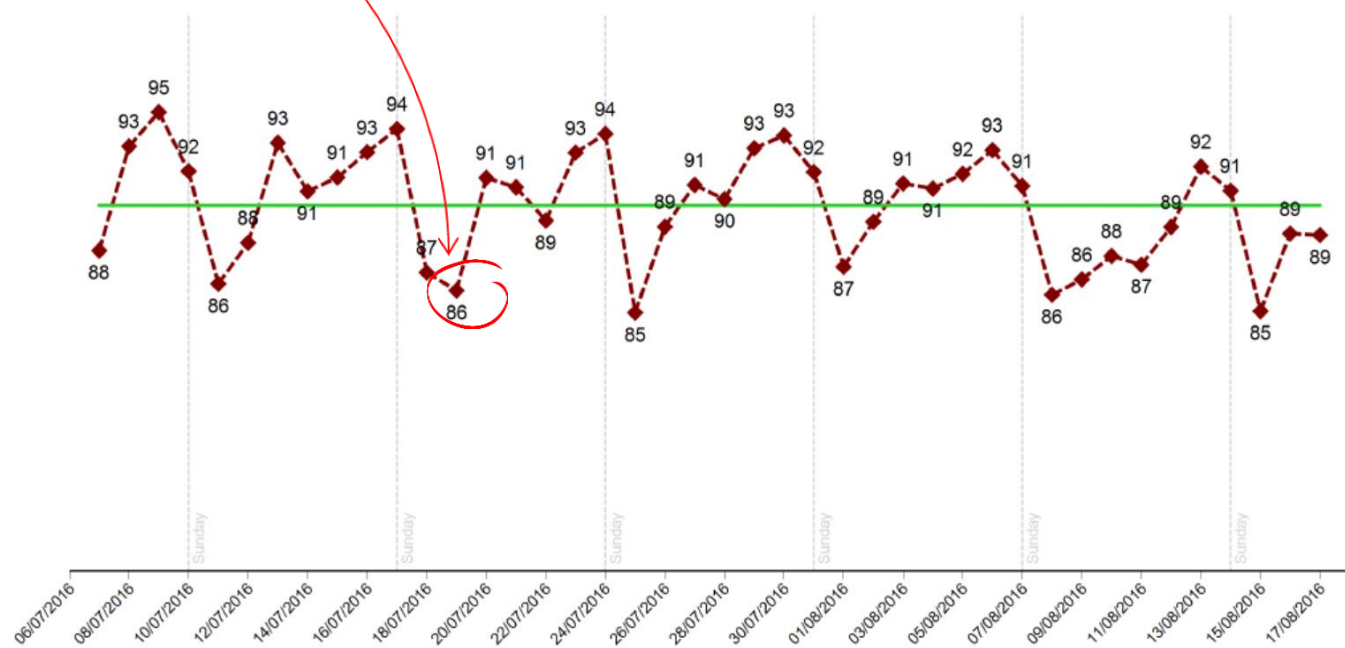Target: 90% of ambulance offloads within 30 minutes

Legend: 2012, 2013, 2014, 2015, 2016

percent (%)

time (month)

NSW Transfer of Care (≤ 30 min) 07/07/2015 – 17/08/2015

Data extracted on 19/08/2016 10:30
* Definition as per 2016-2017 Service Agreement

NSW Transfer of Care (≤ 30 min) 07/07/2016 – 17/08/2016

Data extracted on 19/08/2016 08:14
* Definition as per 2016-2017 Service Agreement

% TOC <= 30 mins   Target (90%)

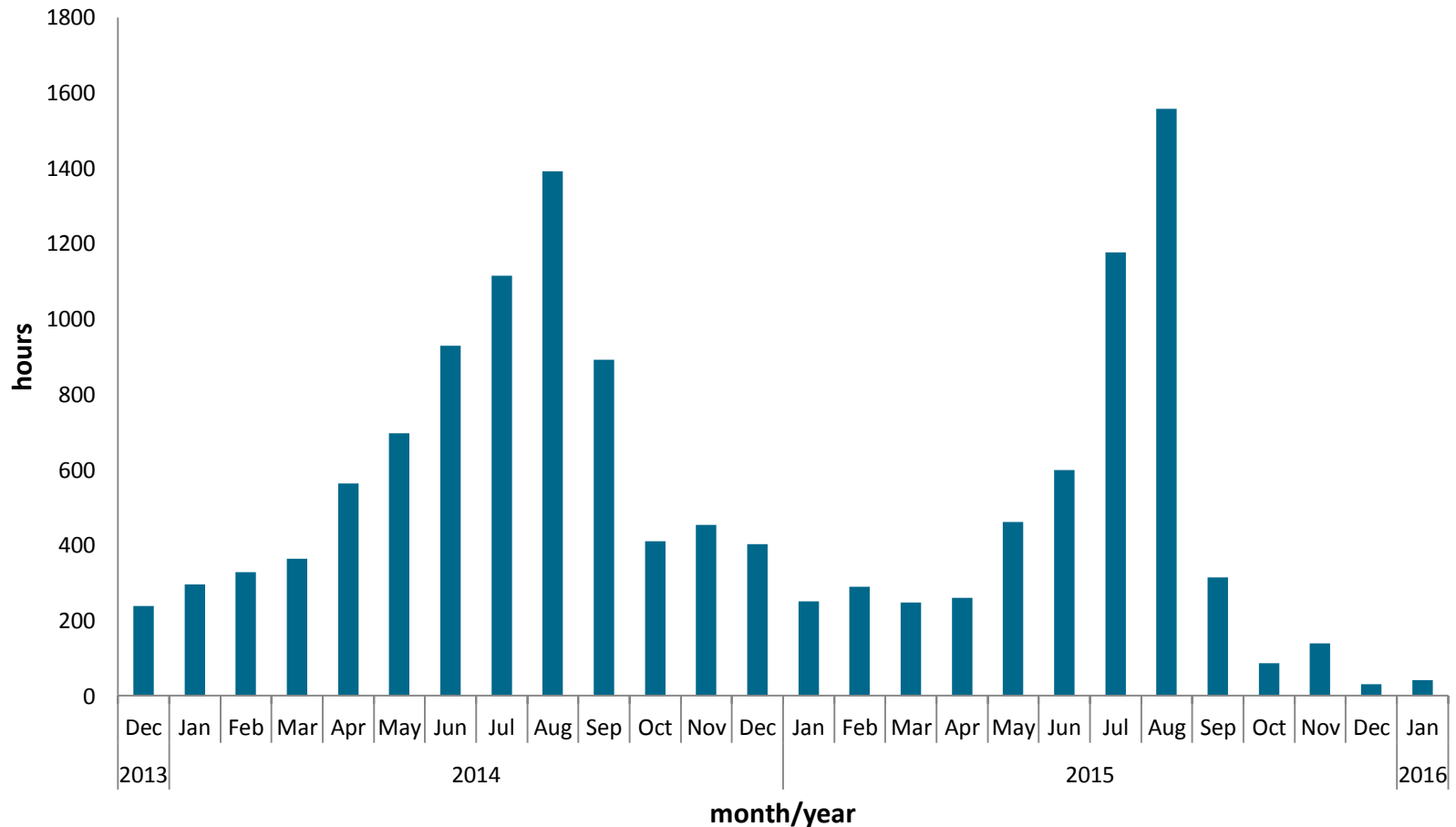one year on…our best days became our worst days

July/Aug/Sep 2015 v 2016

2015 ToC 82.8%
2016 ToC 89.8%

Variance 7.6%

Ambulance Release Team decommissioning in 2016

Sydney metropolitan hospitals (inc CCLHD & Illawarra LHD) monthly ART usage from Dec 2013 - Jan 2016 (excludes duty ART)
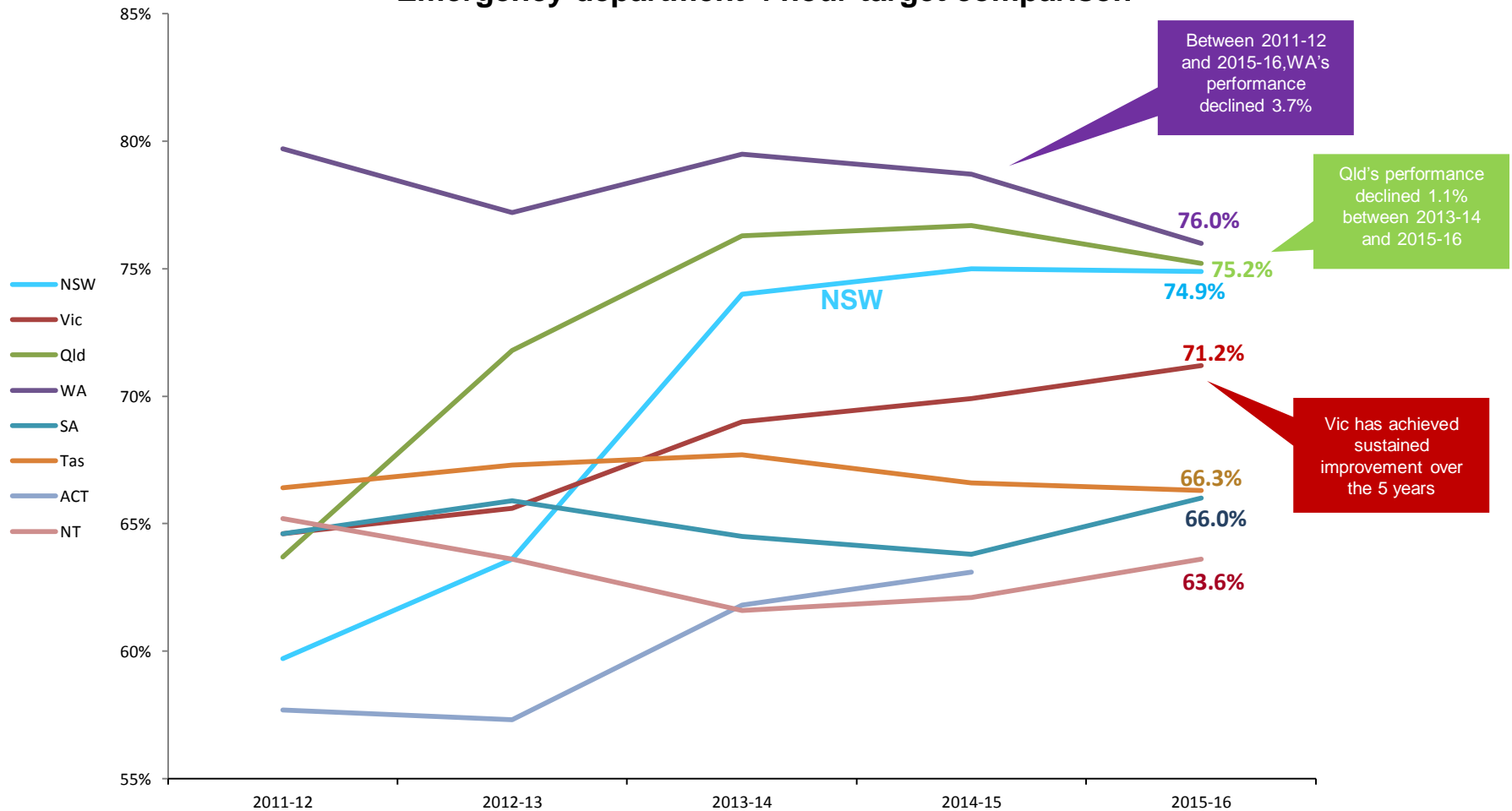
Premier's Priority: Improving Service Levels in Hospitals. Emergency Treatment Performance

National benchmarking of 4 hour rule
Emergency department 4 hour target comparison

Between 2011-12 and 2015-16, WA's performance declined 3.7%
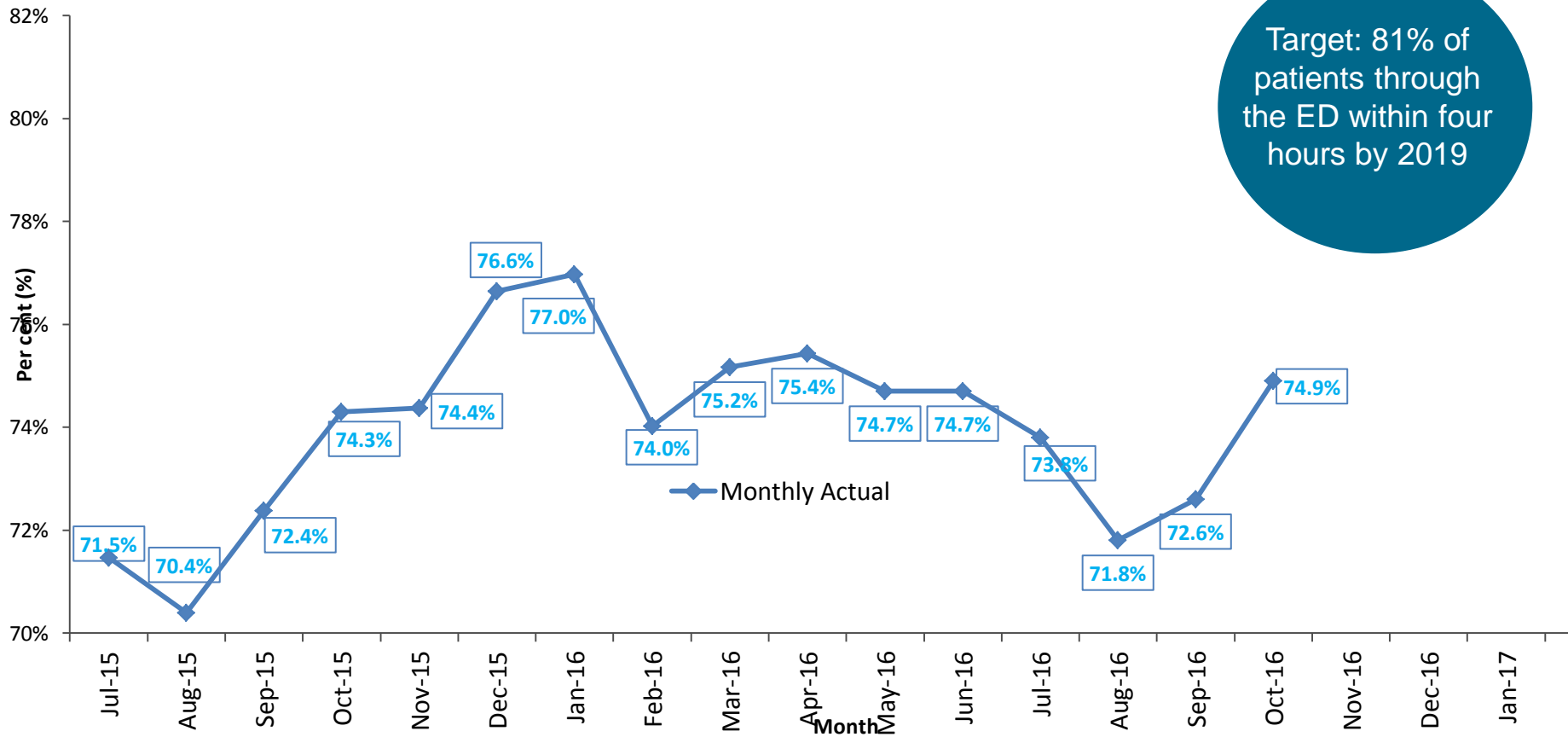
Qld's performance declined 1.1% between 2013-14 and 2015-16

Vic has achieved sustained improvement over the 5 years

NSW

Legend:
- NSW
- Vic
- Qld
- WA
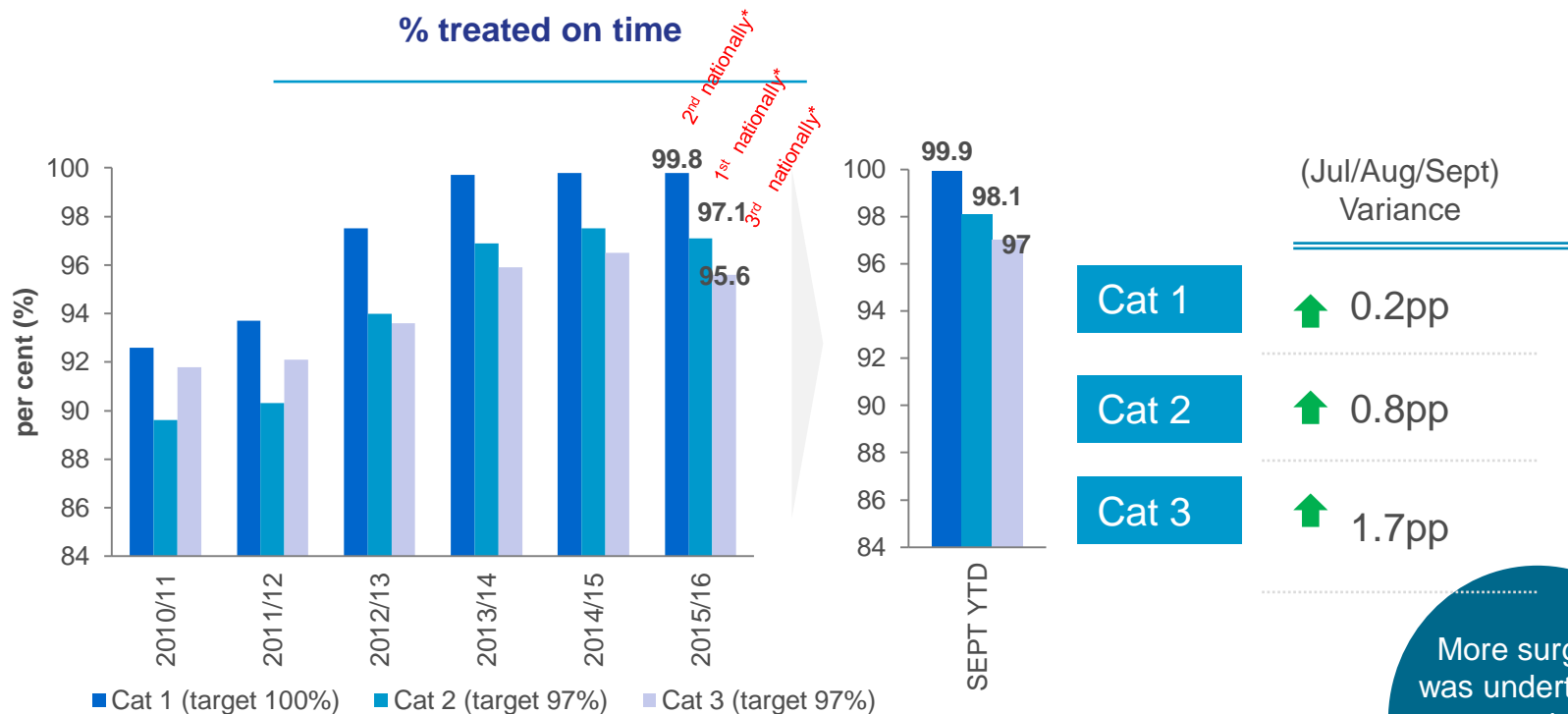- SA
- Tas
- ACT
- NT

76.0%
75.2%
74.9%
71.2%
66.3%
66.0%
63.6%

3

Premier's Priority: Improving Service Levels in Hospitals. Emergency Treatment Performance

State-wide Emergency Treatment Performance

Monthly Actual values:
- Jul-15: 71.5%
- Aug-15: 70.4%
- Sep-15: 72.4%
- Oct-15: 74.3%
- Nov-15: 74.4%
- Dec-15: 76.6%
- Jan-16: 77.0%
- Feb-16: 74.0%
- Mar-16: 75.2%
- Apr-16: 75.4%
- May-16: 74.7%
- Jun-16: 74.7%
- Jul-16: 73.8%
- Aug-16: 71.8%
- Sep-16: 72.6%
- Oct-16: 74.9%

Target: 81% of patients through the ED within four hours by 2019

State Priority: Cutting wait times for planned surgeries. Elective Surgery Performance

% treated on time

Bar chart — per cent (%), years 2010/11 through 2015/16:
- Cat 1 (target 100%): 92.6, 93.7, 97.5, 99.7, 99.8, **99.8** (2nd nationally*)
- Cat 2 (target 97%): 89.6, 90.3, 94.0, 96.9, 97.5, **97.1** (1st nationally*)
- Cat 3 (target 97%): 91.8, 92.1, 93.6, 95.9, 96.5, **95.6** (3rd nationally*)

SEPT YTD:
- Cat 1: 99.9
- Cat 2: 98.1
- Cat 3: 97

(Jul/Aug/Sept) Variance

Category	Variance
Cat 1	↑ 0.2pp
Cat 2	↑ 0.8pp
Cat 3	↑ 1.7pp

More surgery was undertaken compared to the same period last year

Cat 1 (target 100%) Cat 2 (target 97%) Cat 3 (target 97%)

Number of overdue surgical patients 2015 v 2016

July ↓ 672   August ↓ 722   September ↓ 626

Quality and Safety

National benchmarking of Elective Surgery Access Performance

Admissions from the elective surgery waitlist:

	NSW	Australia
Adverse events	5.4%	6.4%
28 day unplanned readmission rate April 2012 – March 2016	1.1%	1.2-1.4%

ED Safety and Quality

	Winter 2015 (Jul/Aug/Sept)	Winter 2016 (Jul/Aug/Sept)	Variance
Patient left without, or before completing, treatment	38,911	38,787	⬇ 13.2%
Median time spent in the ED	2h 52m	2h 50m	⬇ 2m
95th percentile time spent in the ED	11h 31m	10h 43m	⬇ 48m
Time from presentation to starting treatment	Median and the 95th percentile time to start treatment was shorter in every triage category		

Sustainability

Questions ?