



West Coast District Health Board

Te Poari Hauora a Rohe o Tai Poutini

Corporate Office
High Street, Greymouth

Telephone 03 768 0499
Fax 03 768 2791

30 April 2020

9(2)(a)

RE Official information request WCDHB 9404

We refer to your email dated 2 March 2020 requesting the following information under the Official Information Act from West Coast DHB regarding gender bias in the health system. I note your request was clarified on 3 March 2020: Specifically:

- 1. The total number of patients who have waited longer than six hours in the emergency department (ED) each month for the last five years (Jan 2015 - Dec 2019), with a breakdown by gender, ethnicity and age.***

Please see **Appendix 1** attached with a summary of this data for Grey Base Hospital each year 2015 to 2019. Please note, the reporting data that we have available is split by financial year period rather than calendar year.

- 2. The total number of people prescribed painkillers after presenting to ED each month for the last five years (Jan 2015 -Dec 2019), with a breakdown by gender, ethnicity and age.***

We do not hold this information outside individual records held in hard-copy in patient case note files, of which there are some 58,202 individual attendance events at ED at Grey Base Hospital over the five year period you are seeking. We therefore decline to answer this question pursuant to section 18(f) of the Official Information Act, *i.e. the information requested cannot be made available without substantial collation or research.*

- 3. The shortest, average and longest wait time for a patient to be referred from the emergency department to the gynaecology department each month for the last five years. (Jan 2015 – Dec 2019).***
- 4. The shortest, average and longest wait time for a patient to be referred from the emergency department to the cardiology department each month for the last five years. (Jan 2015- Dec 2019).***
- 5. The shortest, average and longest wait time for a patient to be referred from the emergency department to the urology department each month for the last five years (Jan 2015- Dec 2019).***

In respect of Questions 3 to 5 above, please see **Appendix 2** attached with a summary of the data for occurrences of such referrals to these three specialist departments for the period 1 January 2015 to 31 December 2019.

6. The number of declined referrals from the emergency department to one of the hospital services, each month for the last five years (Jan 2015 to Dec 2019), with a break down by gender, ethnicity and age.

No referrals are declined from the Emergency Department to another hospital service. A patient may not be admitted but they will always be seen.

7. *The total number of complaints received by the DHB relating a referral to a mental health service each month for the last five years (Jan 2015 - Dec 2019) with a breakdown by gender, ethnicity and age. Also, with one sentence to explain what each complaint is about.*

There have been just two such formal complaints received in the past five year period from 1 January 2015 to 31 December 2019. Given the very low number of cases involved in this period, we decline to provide additional information relating to age, gender, ethnicity, specific month and description of the complaint as this could make cases individually identifiable within our local communities under Section 9(2)(a) of the Official Information Act, i.e.: "... to protect the privacy of natural persons, including that of deceased natural persons."

8. *The total number of complaints received by the DHB relating undiagnosed symptoms or misdiagnosed conditions each month last year (Jan 2015 – Dec 2019), with a breakdown by gender, ethnicity and age. Also, with one sentence to explain what each complaint is about without naming or identifying anyone.*

There have been just nine such formal complaints received in the past five year period from 1 January 2015 to 31 December 2019; although none are mentioned as being concerns related to gender bias. Given the very low number of cases involved in this period, we decline to provide additional information relating to age, gender, ethnicity, specific month and description of the complaint that could well make cases individually identifiable within our local communities under Section 9(2)(a) of the Official Information Act, i.e.: "... to protect the privacy of natural persons, including that of deceased natural persons."

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely



Carolyn Gullery
Executive Director
Planning, Funding & Decision Support

Appendix 1:

Total number of patients who have waited longer than six hours in the emergency department (ED) at Grey Base Hospital each month for the last five years (Jan 2015 - Dec 2019), with a breakdown by gender, ethnicity and age.

Table 1: Data for period 1 January – 30 June 2015:

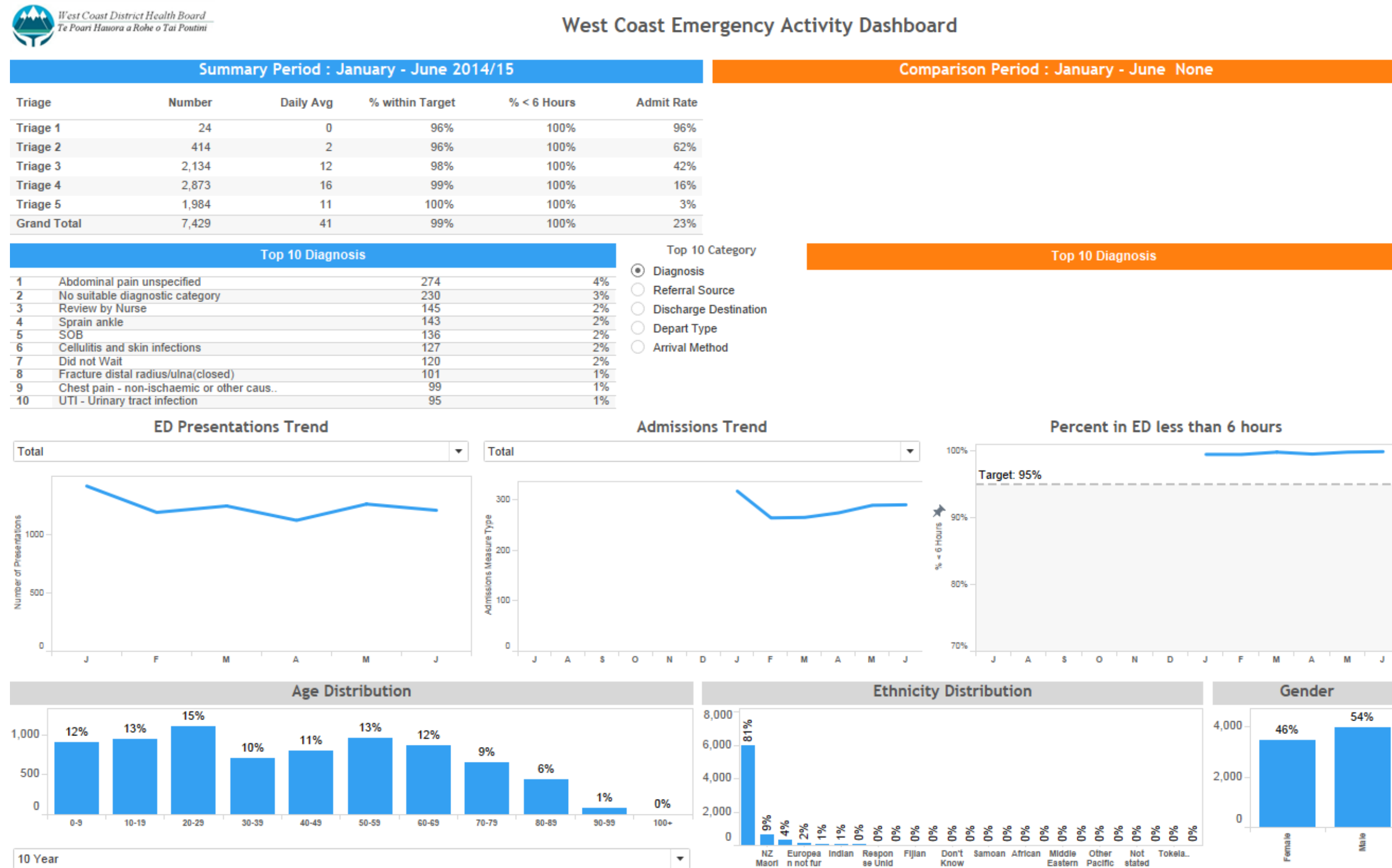


Table 2: Data for period 1 July 2015 – 30 June 2016:



West Coast Emergency Activity Dashboard

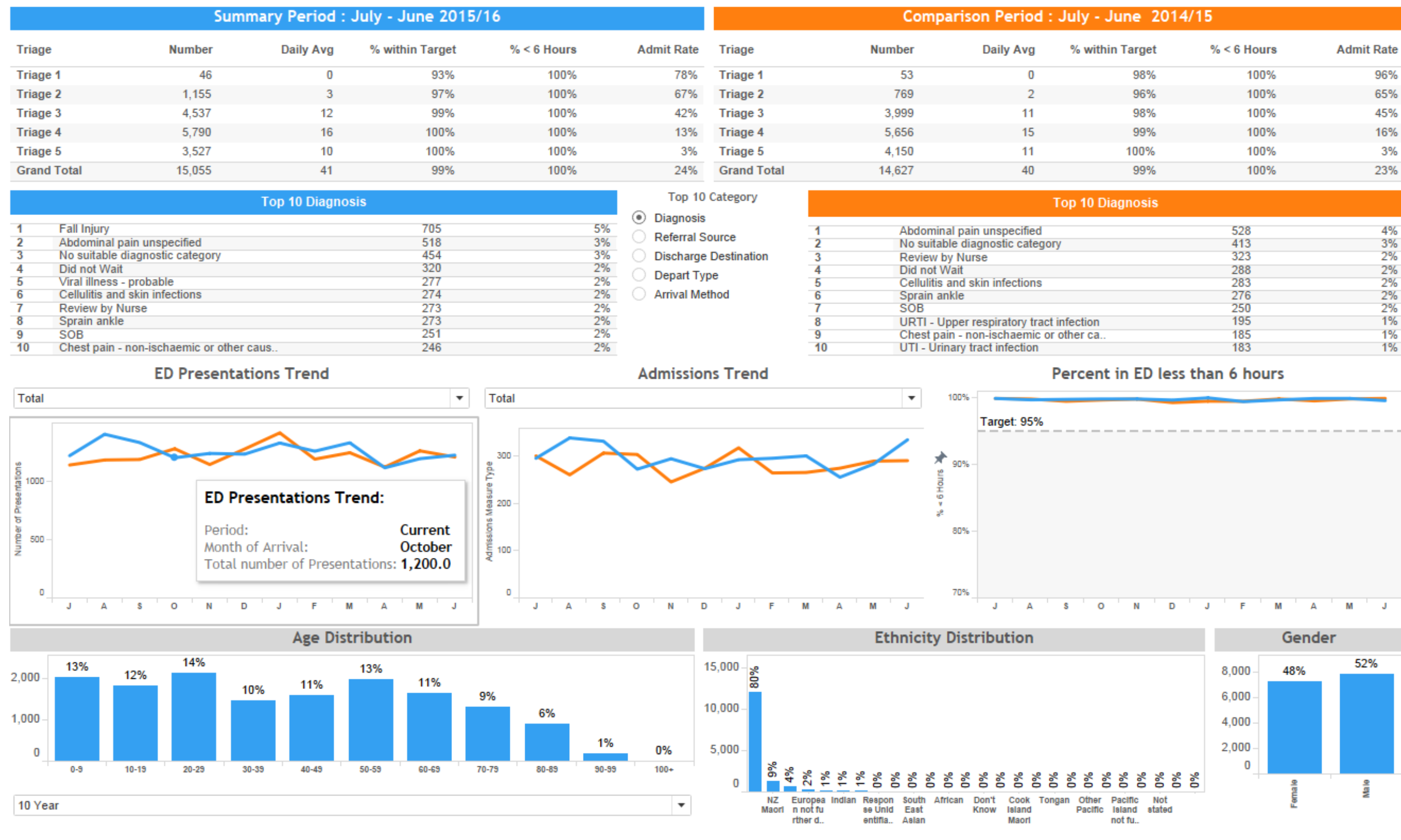


Table 3: Data for period 1 July 2016 – 30 June 2017:



West Coast Emergency Activity Dashboard

Summary Period : July - June 2016/17

Comparison Period : July - June 2015/16

Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate
Triage 1	41	0	98%	100%	90%
Triage 2	1,047	3	97%	99%	66%
Triage 3	4,527	12	99%	99%	43%
Triage 4	6,158	17	100%	100%	13%
Triage 5	3,271	9	100%	100%	4%
Grand Total	15,044	41	99%	100%	24%

Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate
Triage 1	46	0	93%	100%	78%
Triage 2	1,155	3	97%	100%	67%
Triage 3	4,537	12	99%	100%	42%
Triage 4	5,790	16	100%	100%	13%
Triage 5	3,527	10	100%	100%	3%
Grand Total	15,055	41	99%	100%	24%

Top 10 Diagnosis

1	Fall Injury	748	5%
2	Abdominal pain unspecified	507	3%
3	Review by Nurse	334	2%
4	Cellulitis and skin infections	325	2%
5	Sprain ankle	303	2%
6	Viral illness - probable	282	2%
7	Chest pain - non-ischaemic or other caus..	252	2%
8	Did not Wait	244	2%
9	No suitable diagnostic category	221	1%
10	SOB	218	1%

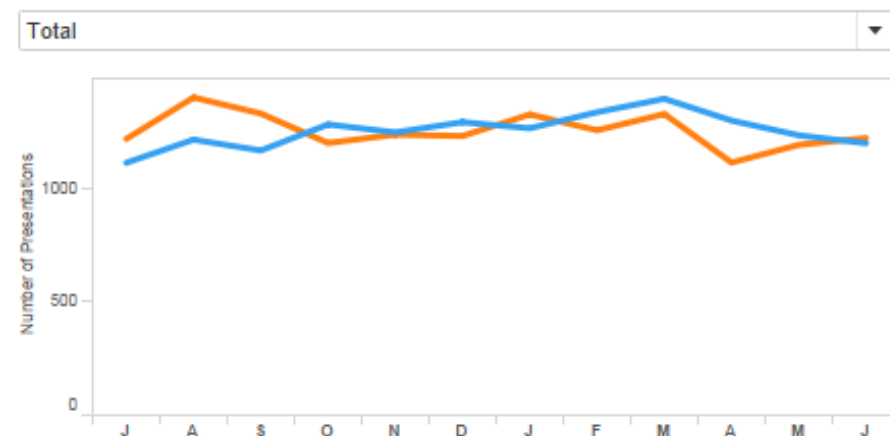
Top 10 Category

- ☒ Diagnosis
- ☐ Referral Source
- ☐ Discharge Destination
- ☐ Depart Type
- ☐ Arrival Method

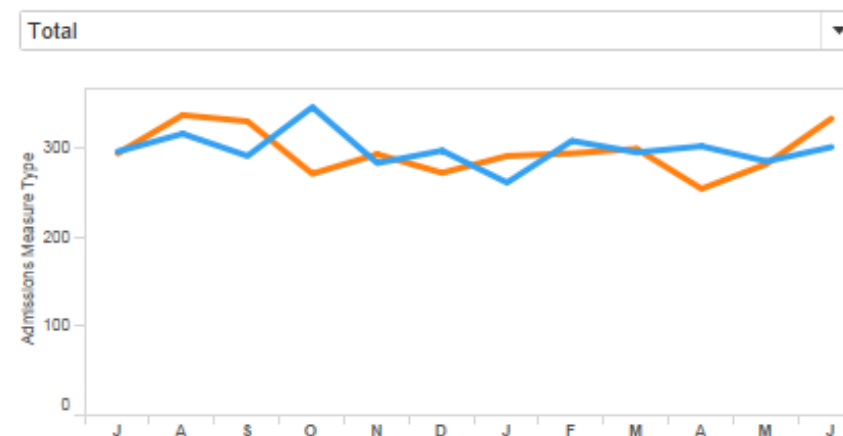
Top 10 Diagnosis

1	Fall Injury	705	5%
2	Abdominal pain unspecified	518	3%
3	No suitable diagnostic category	454	3%
4	Did not Wait	320	2%
5	Viral illness - probable	277	2%
6	Cellulitis and skin infections	274	2%
7	Review by Nurse	273	2%
8	Sprain ankle	273	2%
9	SOB	251	2%
10	Chest pain - non-ischaemic or other ca..	246	2%

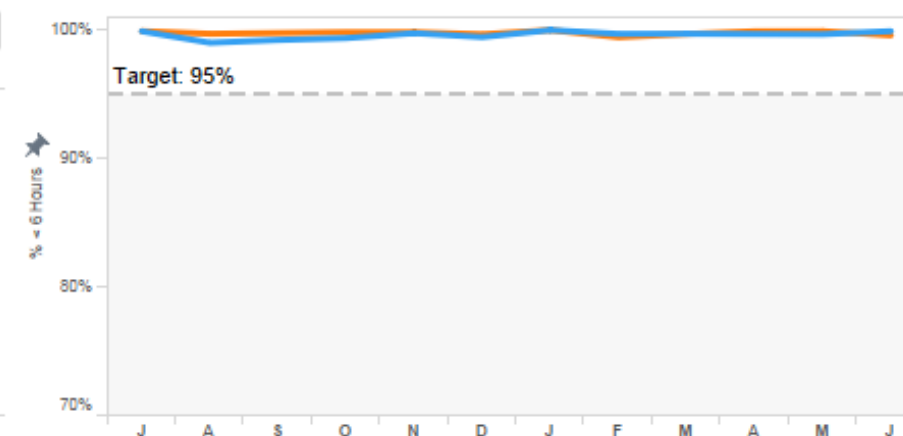
ED Presentations Trend



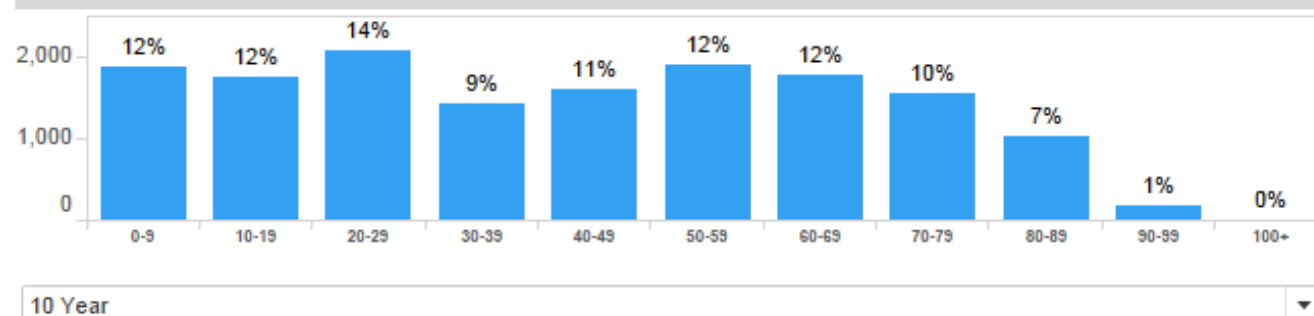
Admissions Trend



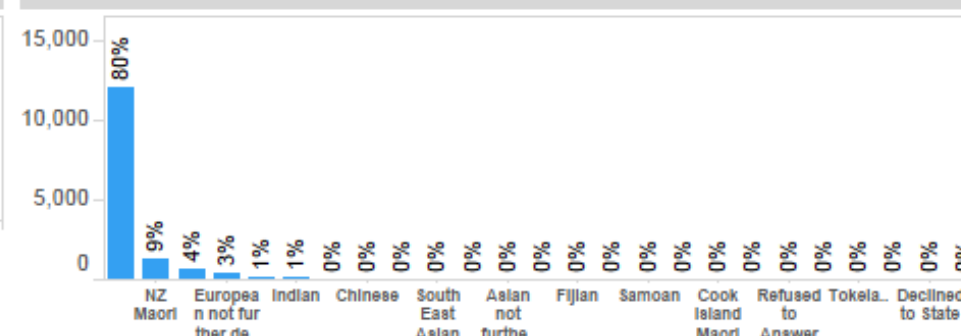
Percent in ED less than 6 hours



Age Distribution



Ethnicity Distribution



Gender

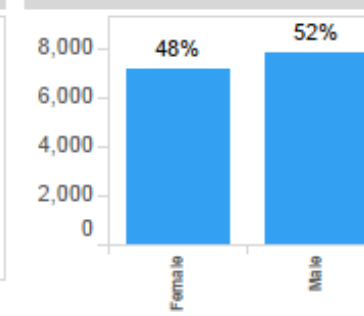


Table 4: Data for period 1 July 2017 – 30 June 2018:



West Coast Emergency Activity Dashboard

Summary Period : July - June 2017/18

Comparison Period : July - June 2016/17

Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate
Triage 1	38	0	89%	97%	87%
Triage 2	1,330	4	97%	99%	70%
Triage 3	5,150	14	98%	99%	47%
Triage 4	6,635	18	100%	99%	15%
Triage 5	2,581	7	100%	100%	3%
Grand Total	15,734	43	99%	99%	28%

Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate
Triage 1	41	0	98%	100%	90%
Triage 2	1,047	3	97%	99%	66%
Triage 3	4,527	12	99%	99%	43%
Triage 4	6,158	17	100%	100%	13%
Triage 5	3,271	9	100%	100%	4%
Grand Total	15,044	41	99%	100%	24%

Top 10 Diagnosis

1	Fall Injury	810	5%
2	Abdominal pain unspecified	512	3%
3	Did not Wait	390	2%
4	Viral illness - probable	362	2%
5	Cellulitis and skin infections	345	2%
6	UTI - Urinary tract infection	286	2%
7	Review by Nurse	269	2%
8	Sprain ankle	264	2%
9	Chest pain - non-ischaemic or other caus..	260	2%
10	URTI - Upper respiratory tract infection	223	1%

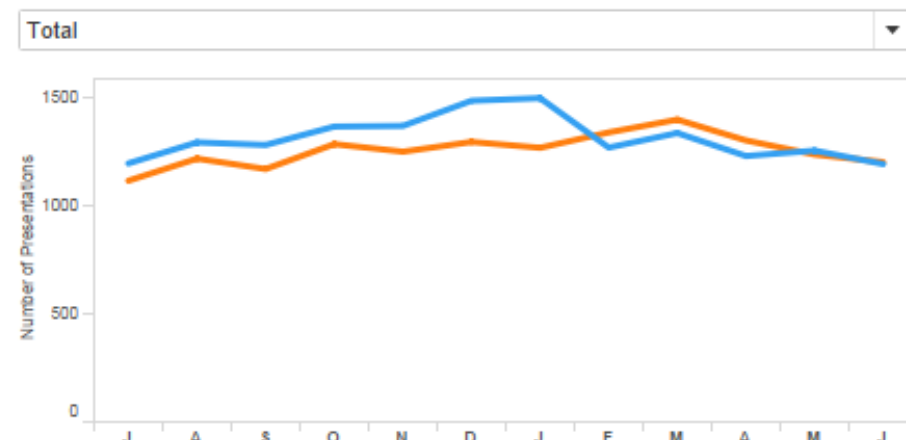
Top 10 Category

- ☒ Diagnosis
- ☐ Referral Source
- ☐ Discharge Destination
- ☐ Depart Type
- ☐ Arrival Method

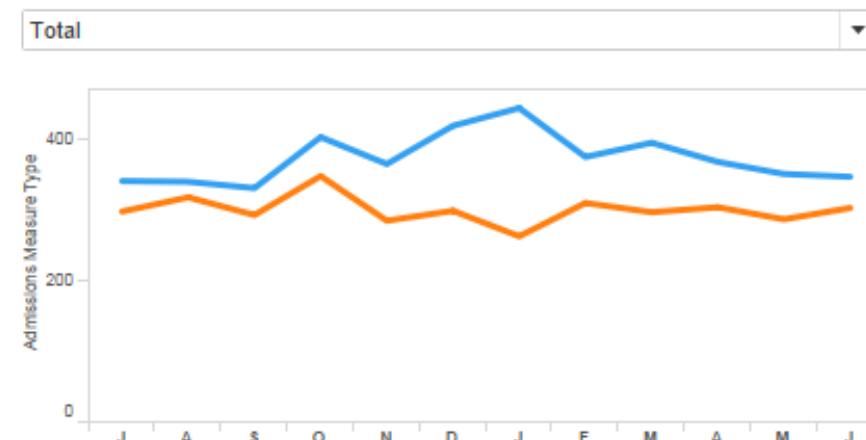
Top 10 Diagnosis

1	Fall Injury	748	5%
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3	Review by Nurse	334	2%
4	Cellulitis and skin infections	325	2%
5	Sprain ankle	303	2%
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10	SOB	218	1%

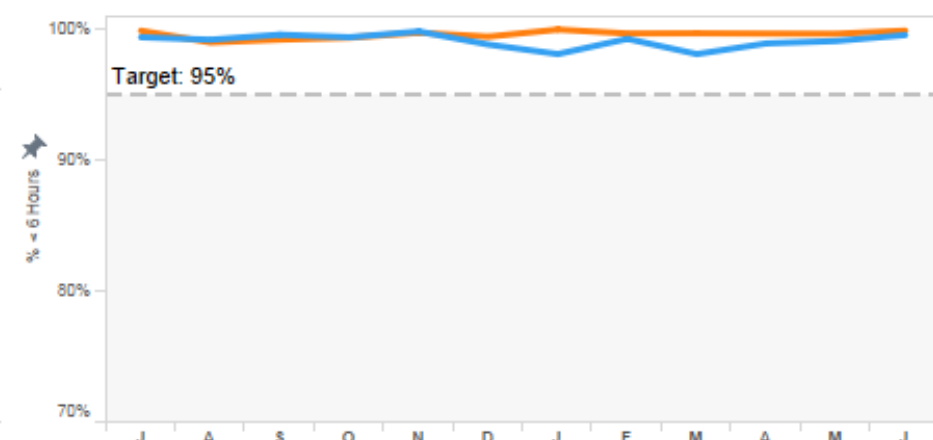
ED Presentations Trend



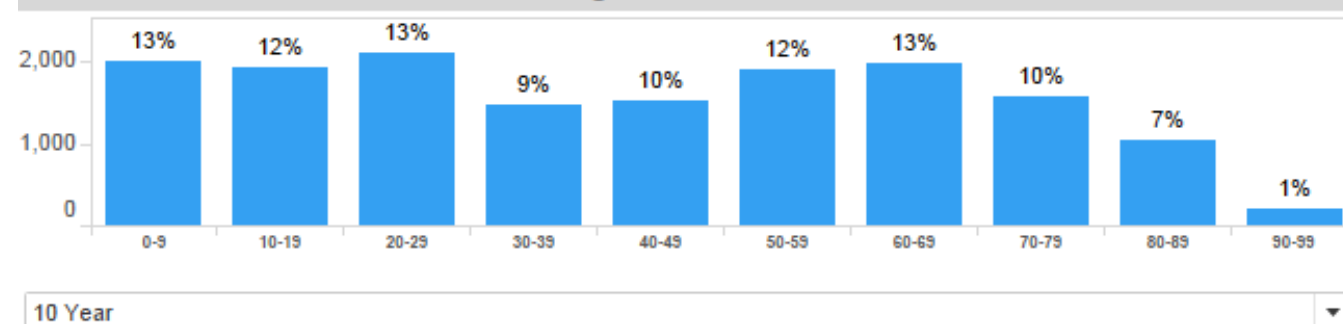
Admissions Trend



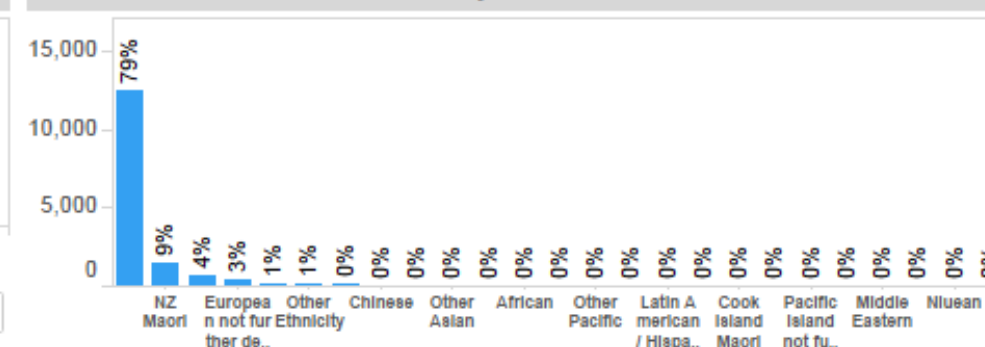
Percent in ED less than 6 hours



Age Distribution



Ethnicity Distribution



Gender

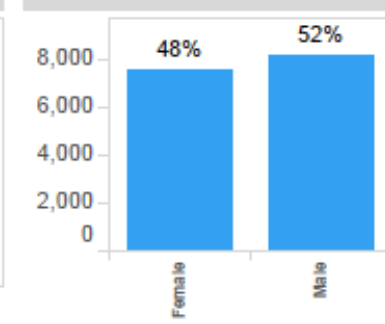


Table 5: Data for period 1 July 2018 – 30 June 2019:



West Coast Emergency Activity Dashboard

Summary Period : July - June 2018/19

Comparison Period : July - June 2017/18

Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate
Triage 1	46	0	96%	100%	80%
Triage 2	1,500	4	95%	98%	70%
Triage 3	5,121	14	98%	98%	47%
Triage 4	6,616	18	100%	99%	15%
Triage 5	2,347	6	100%	99%	4%
Grand Total	15,630	43	99%	99%	29%

Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate
Triage 1	38	0	89%	97%	87%
Triage 2	1,330	4	97%	99%	70%
Triage 3	5,150	14	98%	99%	47%
Triage 4	6,635	18	100%	99%	15%
Triage 5	2,581	7	100%	100%	3%
Grand Total	15,734	43	99%	99%	28%

Top 10 Diagnosis

1	Fall Injury	701	4%
2	Abdominal pain unspecified	558	4%
3	Did not Wait	400	3%
4	Cellulitis and skin infections	325	2%
5	Viral illness - probable	306	2%
6	Chest pain - non-ischaeic or other caus..	235	2%
7	UTI - Urinary tract infection	235	2%
8	URTI - Upper respiratory tract infection	230	1%
9	No suitable diagnostic category	219	1%
10	Sprain ankle	219	1%

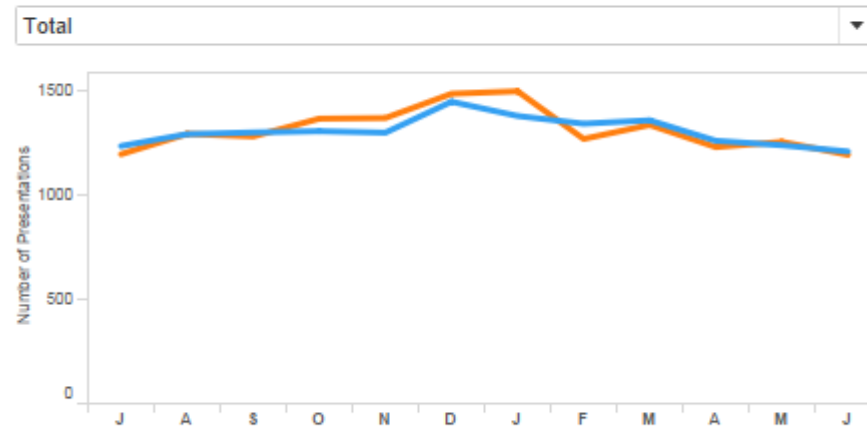
Top 10 Category

- ☒ Diagnosis
- ☐ Referral Source
- ☐ Discharge Destination
- ☐ Depart Type
- ☐ Arrival Method

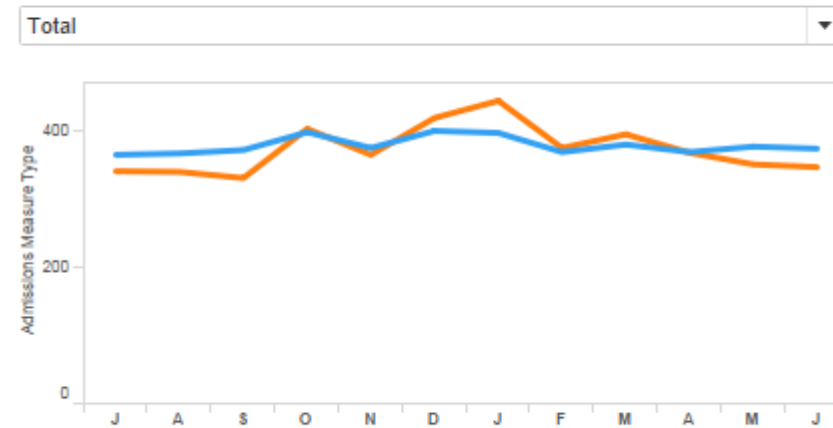
Top 10 Diagnosis

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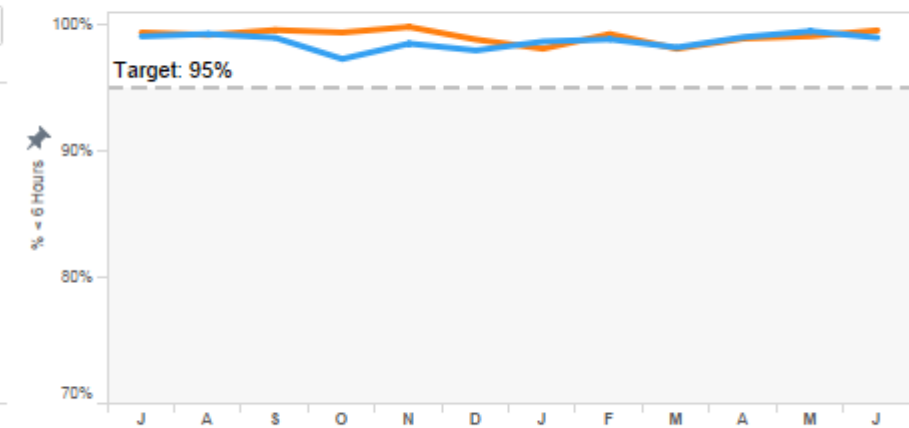
ED Presentations Trend



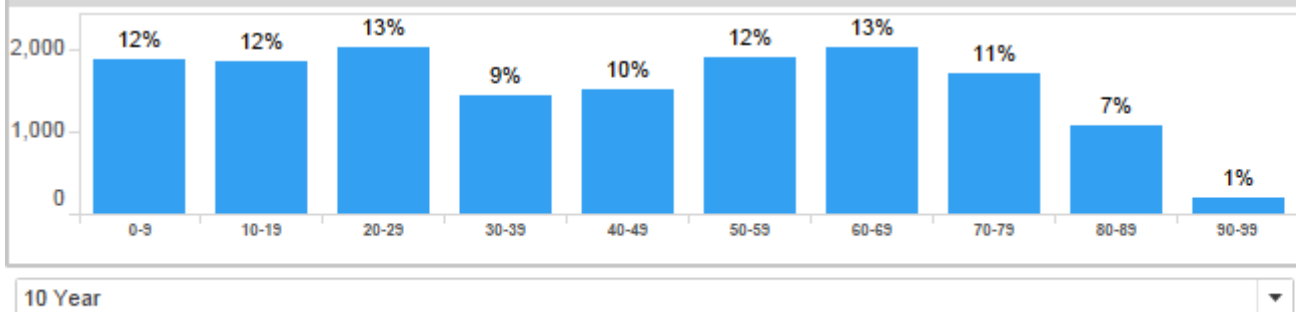
Admissions Trend



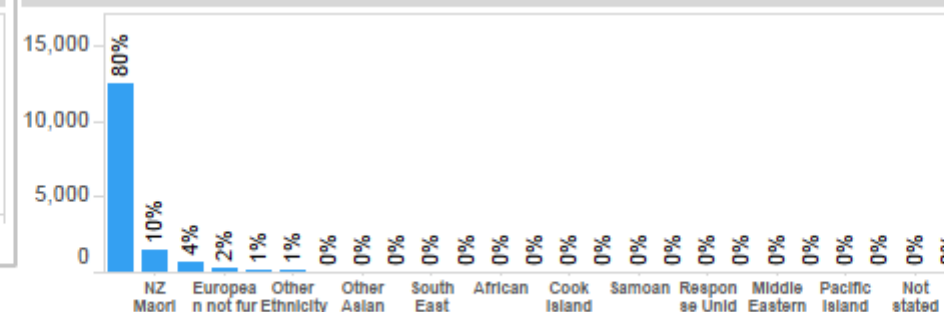
Percent in ED less than 6 hours



Age Distribution



Ethnicity Distribution



Gender

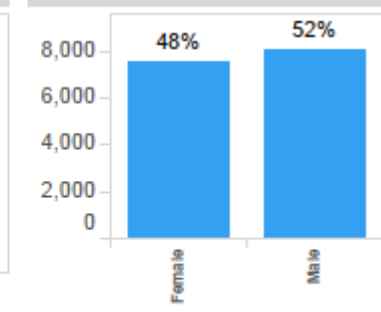
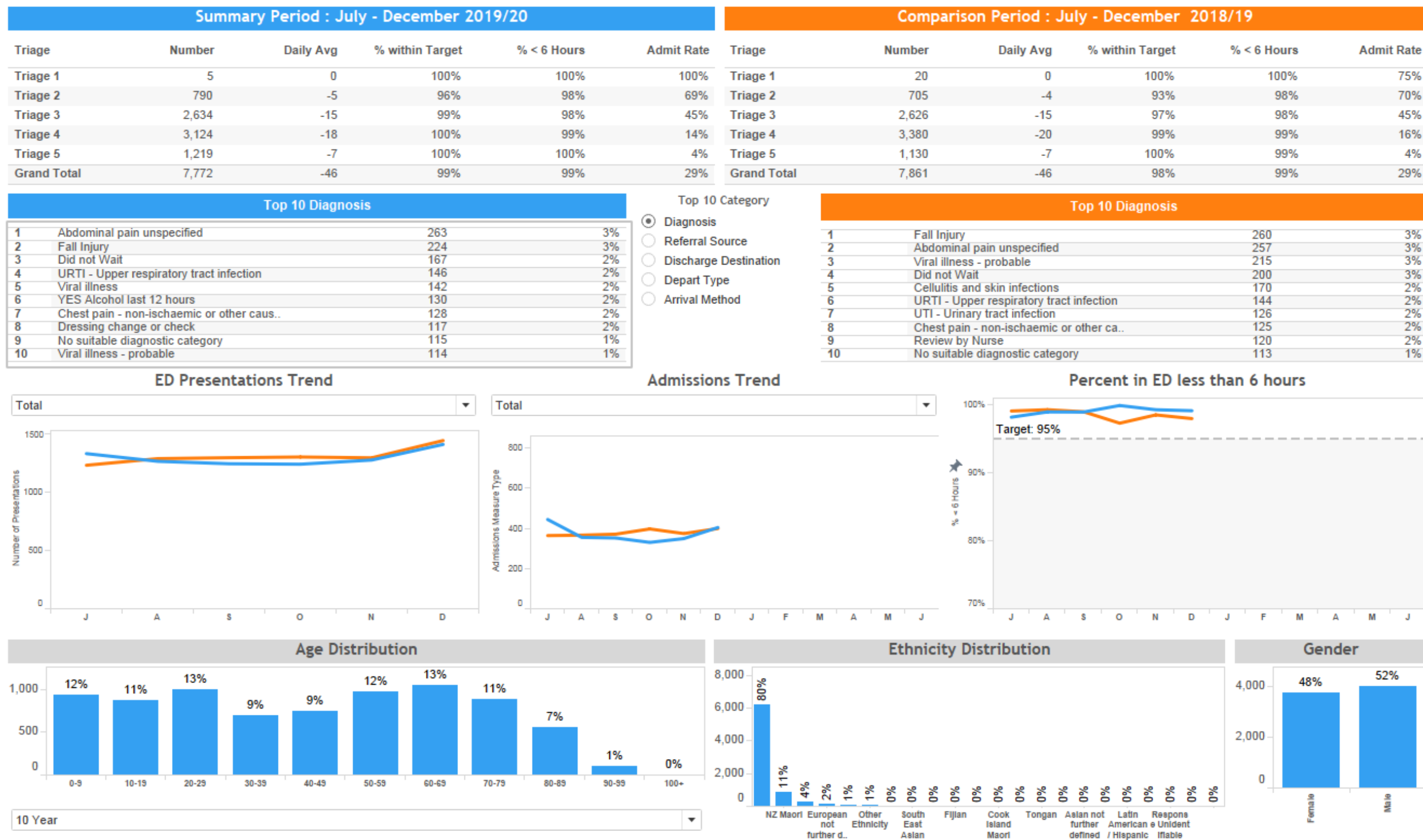


Table 6: Data for period 1 July – 31 December 2019:



West Coast Emergency Activity Dashboard



Appendix 2:

Shortest, average and longest wait time for a patient to be referred from the emergency department at Grey Base Hospital to the gynaecology, cardiology and urology departments each month for the last five years (Jan 2015- Dec 2019):

	<u>No of Appnts</u>	<u>No of Patients</u>	<u>Minimum Days Wait</u>	<u>Average Days Wait</u>	<u>Median Days Wait</u>	<u>Max Days Wait</u>
<u>Cardiology</u>						
June 2017	1	1	43.00	43.00	43.00	43.00
August 2017	1	1	57.00	57.00	57.00	57.00
February 2018	1	1	36.00	36.00	36.00	36.00
May 2019	2	2	62.00	67.50	67.50	73.00
<u>Gynaecology</u>						
August 2016	2	2	13.00	19.50	19.50	26.00
December 2016	3	3	15.00	32.33	28.00	54.00
March 2017	2	2	3.00	8.00	8.00	13.00
May 2017	1	1	73.00	73.00	73.00	73.00
July 2017	1	1	67.00	67.00	67.00	67.00
November 2017	2	2	34.00	38.00	38.00	42.00
January 2018	1	1	7.00	7.00	7.00	7.00
February 2018	1	1	61.00	61.00	61.00	61.00
June 2018	1	1	81.00	81.00	81.00	81.00
July 2018	1	1	61.00	61.00	61.00	61.00
August 2018	1	1	50.00	50.00	50.00	50.00
November 2018	3	3	38.00	46.33	41.00	60.00
December 2018	1	1	47.00	47.00	47.00	47.00
January 2019	3	3	26.00	73.00	85.00	108.00
March 2019	2	2	97.00	107.50	107.50	118.00
May 2019	2	2	1.00	7.50	7.50	14.00
October 2019	2	2	27.00	60.50	60.50	94.00
<u>Urology</u>						
October 2016	1	1	75.00	75.00	75.00	75.00
November 2016	1	1	29.00	29.00	29.00	29.00
December 2016	2	2	43.00	80.50	80.50	118.00
January 2017	2	2	33.00	44.50	44.50	56.00
April 2017	1	1	55.00	55.00	55.00	55.00
June 2017	1	1	100.00	100.00	100.00	100.00
August 2017	1	1	69.00	69.00	69.00	69.00
September 2017	1	1	41.00	41.00	41.00	41.00
October 2017	1	1	103.00	103.00	103.00	103.00
December 2017	1	1	80.00	80.00	80.00	80.00
February 2018	3	3	5.00	42.33	53.00	69.00
March 2018	1	1	103.00	103.00	103.00	103.00
May 2018	1	1	26.00	26.00	26.00	26.00
June 2018	3	3	6.00	40.67	54.00	62.00
July 2018	3	3	90.00	120.33	119.00	152.00
August 2018	3	3	48.00	80.67	82.00	112.00
October 2018	1	1	80.00	80.00	80.00	80.00
December 2018	2	2	124.00	127.50	127.50	131.00
January 2019	2	2	110.00	131.00	131.00	152.00
March 2019	1	1	124.00	124.00	124.00	124.00
June 2019	2	2	5.00	9.50	9.50	14.00
July 2019	2	2	15.00	55.00	55.00	95.00
November 2019	2	2	58.00	65.00	65.00	72.00