

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



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 <u>from</u> 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 <u>from</u> 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:





<u>Table 2: Data for period 1 July 2015 - 30 June 2016:</u>





<u>Table 3: Data for period 1 July 2016 – 30 June 2017:</u>



Summary Period : July - June 2016/17							Comparison Period : July - June 2015/16					
Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate	Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rat	
Triage 1	41	0	98%	100%	90%	Triage 1	46	0	93%	100%	78	
Triage 2	1,047	3	97%	99%	66%	Triage 2	1,155	3	97%	100%	67	
Triage 3	4,527	12	99%	99%	43%	Triage 3	4,537	12	99%	100%	42	
Triage 4	6,158	17	100%	100%	13%	Triage 4	5,790	16	100%	100%	13	
Triage 5	3,271	9	100%	100%	4%	Triage 5	3,527	10	100%	100%	3	
Grand Total	15,044	41	99%	100%	24%	Grand Total	15,055	41	99%	100%	24	
 Review by No Cellulitis and 	Top 10 Diagnosis Fall Injury 748 Abdominal pain unspecified 507 Review by Nurse 334 Cellulitis and skin infections 325		5% Diagnosis 3% Referral \$ 2% Discharge		ource Destination	 No suitab Did not W 	Il pain unspecified le diagnostic catego ait	Top 10 Diagnosis	705 518 454 320	5 3 3 2		
 Sprain ankle Viral illness - Chest pain - Did not Wait 	probable non-ischaemic or other (caus	303 282 252 244 221 218	2% 2% 2% 2% 2% 1%	Depart Ty	-	5 Viral illne: 6 Cellulitis : 7 Review b 8 Sprain an 9 SOB	ss - probable and skin infections Nurse	r other ca	277 274 273 273 273 251 246	2 2 2 2 2 2 2 2	
ED Presentations Trend					Admission	ions Trend Percent in ED less th			s than 6 hours			
Total	ED Fresentat	ions frend	▼	Total			•	100% -				
Total Supplied to be a	s o N D	J F M	A M J	Total Admissions Measure Type Admission of the state of	O N D	J F N	M A M J		S O N D	J F M	A M J	
1000 – 10		Age Dist	A M J	Admissions Measure Type 300 – 200 – 100 – 100 –	O N D	J F N	M A M J	Target: 95%	S O N D	J F M	A M J	

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



Summary Period : July - June 2017/18							Comparison Period : July - June 2016/17					
Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate	Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate	
Triage 1	38	0	89%	97%	87%	Triage 1	41	0	98%	100%	90%	
Triage 2	1,330	4	97%	99%	70%	Triage 2	1,047	3	97%	99%	66%	
Triage 3	5,150	14	98%	99%	47%	Triage 3	4,527	12	99%	99%	43%	
Triage 4	6,635	18	100%	99%	15%	Triage 4	6,158	17	100%	100%	13%	
Triage 5	2,581	7	100%	100%	3%	Triage 5	3,271	9	100%	100%	4%	
Grand Total	15,734	43	99%	99%	28%	Grand Total	15,044	41	99%	100%	24%	
	Top to biagnosis					Category			Top 10 Diagnosis			
1 Fall Injury			810	5%	Diagnosis		1 Fall Injury			748	5%	
2 Abdomina	al pain unspecified		512	3%	Referral S		2 Abdomina	pain unspecified		507	3%	
3 Did not W			390	2%	 Discharge 	Destination	3 Review by	Nurse		334	2%	
4 Viral illnes	ss - probable and skin infections		362 345	2% 2%	 Depart Ty 	pe	4 Cellulitis a 5 Sprain an	nd skin infections		325 303	2% 2%	
	ary tract infection		286	2%	Arrival Me	thod	6 Viral illnes	s - probable		282	2%	
7 Review by	y Nurse		269	2%			7 Chest pai	n - non-ischaemic o	r other ca	252	2%	
8 Sprain an	kle		264	2%			8 Did not W	ait		244	2%	
 Chest pair URTI - Up 	n - non-ischaemic or other oper respiratory tract infection	caus	260 223	2% 1%			9 No suitab 10 SOB	e diagnostic catego	ry	221 218	1% 1%	
10 OR11- Op			223	170			10 306				1 70	
	ED Presentat	tions Trend			Admissio	ns Trend			Percent in ED less	than 6 hours		
Total			~	Total			▼	00% - Target: 95%				
Number of Presentations 200 –	\$ O N D	J F M	A M J	400 – 400 –	O N D	JF	% < 6 Hours	90% 80% 70% J A	S O N D	J F M	A M J	
		Age Dist	ribution			Ethnicity Distribution Gender					nder	
2,000 - 1,000 - 0	12%	9% 10%	12% 13%	10% 7%	1%	15,000 - 86 10,000 - 5,000 -				8,000 - 48% 6,000 - 4,000 - 2,000 - 0	52%	
0-9	10-19 20-29	30-39 40-49	50-59 60-69	70-79 80-89	90-99	0	1% 17% 10% 00% 00%	%0 %0	% % % % % %	0% male	Malo	
10 Year					•	NZ Maori	Europea Other Chinese Other Ain not fur Ethnicity Asian ther de	rican Other Latin A Pacific merican / Hispa	Cook Pacific Middle Niues Island Island Eastern Maori not fu	in g	_	

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



Triage	Sumr	July - June 2018	/19	Comparison Period : July - June 2017/18							
maye	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate	Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate
Triage 1	46	0	96%	100%	80%	Triage 1	38	0	89%	97%	87%
Triage 2	1,500	4	95%	98%	70%	Triage 2	1,330	4	97%	99%	70%
Triage 3	5,121	14	98%	98%	47%	Triage 3	5,150	14	98%	99%	47%
Triage 4	6,616	18	100%	99%	15%	Triage 4	6,635	18	100%	99%	15%
Triage 5	2,347	6	100%	99%	4%	Triage 5	2,581	7	100%	100%	3%
Grand Total	15,630	43	99%	99%	29%	Grand Total	15,734	43	99%	99%	28%
	Top to Diagnosis					Category			Top 10 Diagnosis		
1 Fall Injury			701	4%	Diagnosis		1 Fall Injury			810	5%
2 Abdominal p	ain unspecified		558	4%	O Referral S		2 Abdominal	pain unspecified		512	3%
3 Did not Wait	skin infections		400 325	3% 2%		Destination	3 Did not Wa	nit		390	2%
5 Viral illness -			306	2%	 Depart Ty 	ре	5 Cellulitis a	s - probable nd skin infections		362 345	2% 2%
6 Chest pain -	non-ischaemic or other of	caus	235	2%		thod	6 UTI - Urina	ry tract infection		286	2%
7 UTI - Urinary 8 URTI - Uppe	tract infection	n in	235 230	2% 1%			7 Review by	Nurse		269 264	2% 2%
9 No suitable of	r respiratory tract infection	DII	219	1%			8 Sprain ank 9 Chest pain	e - non-ischaemic or	other ca	260	2%
10 Sprain ankle			219	1%			10 URTI - Up	per respiratory tract	infection	223	1%
	ED Presentat	ions Trend			Admission	ns Trend		I	Percent in ED less	than 6 hours	
Total			•	Total			▼ 10	00% -			
20				400 -			_				
Number of Presentation – 200 –				Admissions Measure Type			% « 6 Hours	90% — 90% —			
ber of Prese	S O N D	J F M	A M J	missions Measure	O N D	JF	% * 6 Hours		S O N D	J F M	A M J
Number of Prese	\$ O N D	J F M		Admissions Measure	O N D	JF	sinoH9 > %	30% — 70% — J A	S O N D	J F M	A M J
Number of Prese	S O N D		ribution 12% 13%	J A s		15,000 - %0 10,000 - 5,000 - %0	M A M J	30% — 70% — J A	%0 N D %0 %0 %0 %0 %0 %0 %0 %0 %0 %0 %0 %0 %0	Ser M Ger 8,000 48% 6,000 4,000 2,000 0	500/

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



Summary Period : July - December 2019/20								ison renod . se	: July - December 2018/19		
Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Rate	Triage	Number	Daily Avg	% within Target	% < 6 Hours	Admit Ra
riage 1	5	0	100%	100%	100%	Triage 1	20	0	100%	100%	7
riage 2	790	-5	96%	98%	69%	Triage 2	705	-4	93%	98%	7
riage 3	2,634	-15	99%	98%	45%	Triage 3	2,626	-15	97%	98%	4
riage 4	3,124	-18	100%	99%	14%	Triage 4	3,380	-20	99%	99%	1
riage 5	1,219	-7	100%	100%	4%	Triage 5	1,130	-7	100%	99%	
Grand Total	7,772	-46	99%	99%	29%	Grand Total	7,861	-46	98%	99%	2
		Top 10 Diagno	sis			Category			Top 10 Diagnosis		
Abdominal pa	in unspecified		263	3%	Diagnosis		1 Fall Inj	IDV		260	
Fall Injury			224	3%	Referral S		2 Abdom	inal pain unspecified		257	
Did not Wait			167	2%		Destination	3 Viral illi	ness - probable		215	
Viral illness	respiratory tract infection		146 142	2% 2%		pe	4 Did not	Wait s and skin infections		200 170	
YES Alcohol I	ast 12 hours		130	2%	Arrival Me	thod		Upper respiratory tract	infection	144	
Chest pain - n	on-ischaemic or other cau	us	128	2%			7 UTI - U	rinary tract infection	THE SHOTI	126	
Dressing char	ige or check		117	2%	1		8 Chest	oain - non-ischaemic o	r other ca	125	
	agnostic category		115	1%				by Nurse		120	
0 Viral illness - p			114	1%			10 No suit	able diagnostic catego		113	
	ED Presentatio	ns Trand							D ED I		
-1-1	LDTTesentatio	iis iieilu		T-1-1	Admissio	ns Trend			Percent in ED less	s than 6 hours	
	LD I Tesentatio	nis irenu		Total	Admission	ns Trend	▼	100% - Target: 95%	Percent in ED less	s than 6 hours	
1000 -	LDTTesentatio	ins frend	▼		Admission	ns Trend		100% - Target: 95%	Percent in ED less	s than 6 hours	
1500-	A S	o	N D	— 000 — — — — — — — — — — — — — — — — —	Admission	ns Trend		Target: 95%	s o N D	J F M	Α Μ
1500-	A \$	0		— 000 — — — — — — — — — — — — — — — — —	Admission	ns Trend	M A M J	100% - Target: 95%	s o N D	J F M	A M
0 000 - 12% 1	A s	o Age Dist	N D	— 000 — — — — — — — — — — — — — — — — —	0 N 0	8,000 - %0 6,000 - 4,000 -	M A M J	100% — Target: 95% — 90% — 80% — 70% — A	s o N D	J F M	
1500- 1000- 500- 0 12% 1	A s	o Age Dist	N D	800 – 9d 400 – 400	O N 0	8,000 - %08 6,000 -	M A M J Ethnicity	100% — Target: 95% — 90% — 80% — 70% — A	s o N D	J F M Gel 4,000 48%	A M nder 52%

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):

	No of Appnts	No of Patients	Minimum Days Wait	<u>Average</u> <u>Days Wait</u>	<u>Median</u> Days Watt	<u>Max Days</u> <u>Watt</u>
Cardiology			-			
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
Gynaecology						
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
Urology						
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