

Question on Notice

No. 81

Asked on 23 February 2023

MS R BATES ASKED THE MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON Y D'ATH)—

QUESTION

With reference to Hospital and Health Service (HHS) Key Performance Indicators as outlined in HHS service agreements—

Will the Minister provide the number of 'Emergency Department stays greater than 24 hours' (reported separately by financial year from 2015-16 to 2021-22, and by HHS)?

ANSWER

It must be recognised that any patient who had an emergency department stay for longer than 24 hours has been appropriately triaged and started receiving medical treatment in the emergency department. These patients would not be situated in a waiting room awaiting clinical care. Any attempt to suggest otherwise is misleading.

Queensland's emergency departments are leading the nation. ROGS data for financial year 2021/22 shows that Queensland had the second best performing emergency department in the country with 68 per cent of patients seen within the recommended time, second only to New South Wales who saw 77 per cent of patients in within the recommended time.

The most recent quarterly performance data shows that Queensland has now surpassed New South Wales, with Queensland seeing 72% of patients in the recommended timeframes and New South Wales seeing 66.4% within the timeframes set out in ACEM's ATS tool.

This nation-leading performance comes despite a significant increase in the most acute categories 1 –3 ED presentations, including an 12 per cent increase in the most urgent category 1 patients, with 100 per cent of those patients being seen within the recommended two minute timeframe.

Despite leading the nation in ED seen in time performance, once a patient is admitted to the emergency department, it may take some time for them to be admitted into an inpatient bed.

In order to assist with patient flow, the Palaszczuk Government is investing in a variety of practical improvements to our health system, both immediate and long-term, that will assist our world class clinicians in providing the best possible care to Queensland patients.

That includes:

- Our record investment in 2,509 new beds through our Queensland Health and Hospitals Plan, including 289 beds being fast-tracked through the Accelerated Infrastructure Delivery Program;
- Embedding the Care4Qld investments on an ongoing basis, including the expanded QAS mental health co-responder model and Hospital in the Home models of care;
- Investing in the Long-Stay Rapid Response Program to ensure that long stay patients are able to attain support in the community, rather than staying hospital;
- Delivering Rapid Access Clinics across the State to prevent re-presentations and re-admissions to hospital;
- Providing care closer to home through our Satellite Hospital Program;
- Ensuring Statewide access to the Metro North Virtual ED;
- Making a record investment in mental health services; and
- Delivering on our election commitment to recruit 9,475 new health staff during this term of Government, with more than 17,000 having been recruited since 2015.

A patient may stay for 24 hours within the ED for a number of reasons. This may include patients with volatile clinical status requiring repeated adjustments to treatment interventions and clinical decision making around ongoing care needs and most appropriate disposition. There may be other factors including the requirement for a specific type of bed for example telemetry, negative pressure, isolation or mental health.

When patients do wait in the ED for more than 24 hours, they are monitored by the clinical staff and the management to identify the reason and to take affirmative action where required. For example, if a patient is waiting for a medical admission then an escalation process will occur to help facilitate the movement of the patient.

I am advised the table below provides the number of Emergency Department stays greater than 24 hours by financial year and HHS for each financial year from 2015-16 to 2021-22, and the latest available figures for the current financial year.

Hospital and Health Service	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	Jan 2022-23 FYTD
Cairns and Hinterland Hospital and Health Services	260	284	183	245	91	52	114	109
Children's Health Service	44	13	23	58	44	67	51	21
Central Queensland Hospital and Health Service	304	867	1,109	1,073	1,235	1,027	1,466	1,025
Central West Hospital and Health Service	26	18	14	12	17	11	12	6
Darling Downs Hospital and Health Service	72	124	99	84	67	107	180	170
Gold Coast Hospital and Health Service	53	52	87	258	80	118	713	560

Mackay Hospital and Health Service	157	136	178	318	274	251	478	491
Mater Health Service	13	5	3	1	3	1	74	95
Metro North Hospital and Health Service	517	509	486	377	193	500	618	636
Metro South Hospital and Health Service	1,195	2,477	2,771	3,491	2,381	2,539	3,283	2,085
North West Hospital and Health Service	47	227	188	243	311	409	329	185
South West Hospital and Health Service	55	147	125	42	31	8	3	1
Sunshine Coast Hospital and Health Service	111	337	164	108	161	265	392	330
Torres and Cape Hospital and Health Service	164	143	62	32	22	3	4	8
Townsville Hospital and Health Service	118	301	61	45	6	18	184	188
Wide Bay Hospital and Health Service	620	715	785	666	535	1,201	3,881	3,476
West Moreton Hospital and Health Service	16	30	19	41	110	212	470	809
State	3,772	6,385	6,357	7,094	5,561	6,789	12,252	10,195

- Note this data excludes presentations to fever clinics.