

Corporate Services



16 September 2021

(name and contact details redacted)

Dear (name redacted)

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021097

I refer to your Official Information Act request dated 11 August 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

1) *Please provide me with the number of doctors working in the Emergency Department on every Friday and Saturday night for this year*

Hawke' Bay Hospital's Emergency Department has a total of x15 doctors/emergency medicine specialists rostered across shifts covering Friday and Saturday nights. This includes x1 specialist on-call from midnight across each night. These doctors/specialists are supported by a highly skilled ED nursing team.

2) *Is there a Ministry minimum number?*

Hawke's Bay DHB meets all Ministry of Health ED service level requirements in Hawke's Bay Hospital's and Wairoa emergency departments. Please contact the Ministry of Health if you wish to learn more about medical cover requirements in emergency service departments.

2.5) *If there a Ministry guideline on the number. I.E. Auckland hospital should have more than 1 ED doctor*

The Ministry of Health requires different cover for different-sized centres/populations. For example, large tertiary centres such as Auckland require more cover. For a full understanding of requirements, please contact the Ministry of Health directly.

3) *Is there a Ministry minimum number based on any metric?*

As above

4) *What are the exit categories for patients i.e. Treated, Died, Died of old age waiting, would not wait for treatment?*

Exit Categories (Modes of Patient Disposition) are as follows:

- Admission (to hospital)
- Did not wait
- Discharged Home
- Self-discharge

CHIEF EXECUTIVE'S OFFICE

Hawke's Bay District Health Board

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- Transfer to another hospital
- Transfer to Aged Care Facility
- Deceased in department

Did not wait (DNW) is defined as a patient who has presented to ED and triaged by a nurse to be seen,, but decides to leave the department without being seen by a Doctor or Nurse Practitioner.

5) How do I get the reason for why I left changed to represent failure by the hospital rather than failure by me so the hospital statistics look worse by one.

Patients who do not wait to be seen by a doctor in Emergency Departments are called Did Not Waits. This is the accepted industry term for data collection/review.

6) If this number comes out different please can you provide me the number of doctors working in the ED on Friday and Saturday nights for this year excluding, senior doctors. I just want the number of actual doctors working at the ED coal face for the evening. I also want excluded any doctors who popped in, gave a consult for a short amount of time and left. Also, if there is a split shift I need to know that they are not counted as two doctors because there was actually only one on at any time.

The number of doctors working is as outlined above in question one across rostered shifts with x1 on-call emergency specialist working from midnight on each night. Please note the above numbers would only alter if affected by last minute roster changes, (late notice sickness etc) changing this number.

7) Is there any Guidelines on how long a child should have to wait as a maximum amount of time because by the time it is

All patients are assessed upon arrival into our Emergency Departments and triaged based on their illness or injury. Those with the most severe symptoms or injuries are treated before those with less serious conditions meaning our emergency departments do not treat people based on arrival times, but in order or urgency.

While our emergency department will try to meet all patient requirements within 120 minutes, wait times are inevitably compounded by patient presentation numbers and medical complications

A guide from Australasian triage guidelines (which is used across Australia and New Zealand) is as follows:

Triage 1	Resuscitation	Immediately
Triage 2	Emergency	Within 10 minutes
Triage 3	Urgent	Within 30 minutes
Triage 4	Semi-urgent	Within 60 minutes
Triage 5	Non-urgent	Within 120 minutes.

8) What is the job title of the person who does staffing for the ED department

The responsibility for management of staffing sits with the ED Head of Department (for doctors) and ED Clinical Nurse Manager (for nursing and administration staff).

9) Who is entitled to see the camera footage of (DETAILS REDACTED). (COMMENT REDACTED).

The Privacy Act 2020 outlines that people have a right to access their personal information. Principle 6 of the Privacy Act means that an individual can ask for access to CCTV footage and if that footage is readily retrievable it can be provided. However, the security manager must go through the footage and blank out any other people in the shot to ensure their privacy.

Principle 9 of the Privacy Act stipulates that personal information must not be kept for longer than necessary. CCTV images are only to be kept for a specified time and this time period must not be longer than is necessary to achieve your purpose.

Hawke's Bay DHB therefore only keeps CCTV footage for a short time frame, approximately six weeks as per Principle 9. If the footage is available and Hawke's Bay DHB does supply this, the DHB will ensure there are no other individuals in the images other than the person being supplied. Where this is difficult to achieve, footage will not be supplied.

10) What is the total population that the Hastings Hospital serves?

Hawke's Bay DHB serves a total population of 176,110. The DHB has two emergency departments, one at Hawke's Bay Hospital and one at Wairoa Hospital. The DHB does undertake emergency transfers from Wairoa to Hawke's Bay Hospital when more specialist care is required.

11) What is the total number of "would not wait for treatment" broken down by week for every week this year?

Between 1 January 2021 and 31 August 2021 patient presentations classified as "did not wait" at Hawke's Bay Hospital's emergency department are as follows.

Please note:) *Weeks are Monday to Sunday and weeks 1 and 36 are partial weeks.

Week Number	Number of Presentations	Week Number	Number of Presentations
1	32	19	36
2	80	20	31
3	49	21	45
4	49	22	25
5	40	23	28
6	40	24	54
7	42	25	39
8	25	26	64
9	45	27	81
10	58	28	73
11	35	29	40
12	46	30	48
13	35	31	34
14	17	32	54
15	34	33	58
16	36	34	36
17	42	35	16
18	31	36	1
		Total	1499

12) Does that figure represent a failure for the hospital for a failure for the patient?

This represents a Did Not Wait figure that lies within the industry average for Emergency Medicine.

The DHB is unable to categorise reasons for did not waits, noting some non-urgent patients may have chosen to leave and see their own GP or have gone to urgent walk-in centre listed on the Emergency Department's electronic screens.

There will always be patients who decide not to wait to be seen for varying reasons.

13) Also, when a patient is classified "would not wait for treatment" does it have a time of admission and a time of departure in the system? I am now curious how many people walk out after X hours?

Data is collected for each patient from time of presentation to discharge or self discharge/DNW. However this data is collected manually in each patients file and is not easily accessible on a digital reporting system requiring many hours of searching electronic records and significant involvement by our information systems team. Therefore, this portion of your request is declined under Section 18(f) of the Official Information Act relating to substantial collation or research.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely



Chris Ash
Chief Operating Officer

cc: Ministry of Health via email: SectorOIAs@moh.govt.nz
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