

8th February 2022

[REDACTED]

[REDACTED]

Dear [REDACTED]

Official Information Act Request for – Emergency Q

I write in response to your Official Information Act request received by us 1st December 2021 by way of transfer from the Ministry of Health, you requested the following information:

- 1. How much money has been spent on Emergency Q services over the past five years (DHB and yearly breakdown)**
- 2. What is the average cost of each Emergency Q fee?**
- 3. What impact has Emergency Q had on DHB services**

Counties Manukau Health Response:

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

In September 2018, CM Health decided to pilot the Emergency Q platform in the district within the Emergency Department at Middlemore Hospital and two A&M Centres, in order to ascertain if this type of digital service can deliver benefits to our population and CM Health. It is still in use today where the system ensures the Emergency Department is available for acute emergencies, while enabling non-acute patients to be treated at other healthcare centres without having to pay for the visit. This is to improve the care and flow of patients in and out of the hospital.

- 1. How much money has been spent on Emergency Q services over the past five years (DHB and yearly breakdown)?**

Over the past five years, the total cost to CM Health for a range of components related to the Emergency Q services comes to a total estimate of \$1,609,164.

2. What is the average cost of each Emergency Q fee?

We are unable to provide information of the average cost for each Emergency Q fee due to a wide number of variables and factors that would impact the accuracy of this breakdown.

3. What impact has Emergency Q had on DHB services

Since the beginning of Emergency Q, over 11,000 patients have received this service. This allows patients to receive assessment and treatment for a set group of issues at local community urgent care clinics, which in turn provides the DHB with additional capacity to treat acutely unwell patients.

I trust this information answers your request. You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. 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 may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Fepulea'i Margie Apa
Chief Executive Officer
Counties Manukau Health