

Corporate Services



4 February 2022

[REDACTED]

Dear [REDACTED]

YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2021162

I refer to your Official Information Act request transferred to district health boards by the Ministry of Health on 1 December 2021 where you requested information from Hawke's Bay District Health Board (HBDHB). Your questions and HBDHB's response is provided below:

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

In response to question one, please see the Table 1 below which shows the amount spent on Emergency Q services over the past three financial years. Please note the DHB is unable to provide five years worth of financial data as HBDHB only introduced Emergency Q services in December 2019.

Table 1

	2021/22	2020/21	2019/20	2018/19	2017/18	Total
Software/ hardware	31,983.39	112,827.40	145,827.50			290,638.29
Patient Services	10,000.00	50,000.00	48,724.97			108,724.97
Total Per Annum	41,983.39	162,827.40	194,552.47			

In response to question two, the cost per client was calculated as \$66.28 per patient attending.

In response to question three, Hawke's Bay utilised Emergency Q however it did not achieve what was intended and the decision was made to end the use of Emergency Q due to the cost/utility considerations. HBDHB stopped using Emergency Q on 1 October 2021.

Furthermore, the impact on DHB services was minimal, due to the relatively low number of patients clinically assessed as able to be redirected to urgent care centres, which was on average around 4percent of attendances to the Emergency Department.

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

A handwritten signature in black ink, appearing to be 'Chris Ash', written in a cursive style.

Chris Ash
Chief Operating Officer

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