



16 August 2021

[REDACTED]

Dear [REDACTED]

**Re: OIA request – Emergency department and ward capacity**

Thank you for your Official Information Act request received 20 July 2021 seeking information from Waitematā District Health Board (DHB) about emergency department (ED) and ward capacity.

Before responding to your specific questions, it may be useful to provide some context about our services. Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing around 8,600 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

In response to your request, we are able to provide the following information:

**1. The total capacity of the Emergency Department (comparing the demand for beds at 7am to the number of beds available for patients) broken down by day from January 1, 2021 to July 19, 2021.**

**Appendix 1** below shows the demand at both North Shore and Waitakere hospital EDs, comparing the demand for beds at 7am and the number of beds available for patients. This has been broken down by day from 1 January to 19 July 2021. There was only one occasion at 7am when Waitakere Hospital was at 100%. Our aim is to maintain safe staffing levels within our hospitals at all times and it is important to note that capacity % is calculated on the number of beds that are open and staffed on any given day.

**2. The number of days the DHB was operating at 100 per cent capacity or more across its emergency, medical, surgical and older people's health (ARHOP) wards at 7am per day, during the following time periods:**

- a. January 1, 2020 - December 31, 2020
- b. January 1, 2021 - July 19, 2021;

\* stating how far over 100 per cent capacity each ward was on any given day

Being over 100% capacity may not mean all beds are being used. When hospital bed capacity goes over 100%, we manage staffing levels and bed numbers proactively with appropriate processes to safely meet demand.

Our hospitals use an alert system, scoring on specific factors to measure their current statuses - including the ability to provide warnings about changes in capacity. Our capacity projection tools provide us with the ability to forecast when we are likely to reach capacity, where we match resources to demand and before we reach a critical point.

Please see the table below which shows when Waitematā DHB hospitals were operating at 100% capacity or more across emergency, medical, surgical and older people’s health wards at 7am per day.

**Number of days in a month % occupancy was >= 100 at 7 am**

Year	Month	Number of days at North Shore Hospital	Number of days at Waitakere Hospital
<b>2020</b>	Jan	30	29
	Feb	28	28
	Mar	23	18
	Apr	15	5
	May	30	22
	Jun	30	30
	Jul	31	31
	Aug	31	30
	Sep	30	28
	Oct	31	28
	Nov	30	30
	Dec	29	28
<b>2021</b>	Jan	31	31
	Feb	28	23
	Mar	31	30
	Apr	30	30
	May	31	29
	Jun	30	29
	Jul	19	19

**3. The highest capacity measured on any given day in the emergency, medical, surgical and older people's health wards at 7am between January 1, 2021 and July 19, 2021.**

The highest capacity measured on any given day was 103% on 11 March 2021 at North Shore Hospital. High capacity occurs due to a number of factors, such as a seasonal variation and a high number of high-acuity patients who are unable to be discharged, which has a flow-on affect to our EDs and ADU. As mentioned, bed management and patient-flow is constantly monitored to ensure patients receive the necessary care in our hospitals.

I trust that this information is helpful. Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



**Executive Director Hospital Services  
Waitematā District Health Board**

## Appendix 1

Hospital	Month	Date	Occupancy %	Total open beds
North Shore Hospital	Jan 2021	01-Jan	60.0%	35
		02-Jan	48.6%	35
		03-Jan	42.9%	35
		04-Jan	45.7%	35
		05-Jan	31.4%	35
		06-Jan	57.1%	35
		07-Jan	42.9%	35
		08-Jan	28.6%	35
		09-Jan	22.9%	35
		10-Jan	40.0%	35
		11-Jan	60.0%	35
		12-Jan	14.3%	35
		13-Jan	34.3%	35
		14-Jan	37.1%	35
		15-Jan	34.3%	35
		16-Jan	40.0%	35
		17-Jan	31.4%	35
		18-Jan	40.0%	35
		19-Jan	37.1%	35
		20-Jan	34.3%	35
		21-Jan	57.1%	35
		22-Jan	17.1%	35
		23-Jan	22.9%	35
		24-Jan	31.4%	35
		25-Jan	20.0%	35
		26-Jan	60.0%	35
		27-Jan	28.6%	35
		28-Jan	62.9%	35
		29-Jan	40.0%	35
		30-Jan	28.6%	35
		31-Jan	34.3%	35
	Feb 2021	01-Feb	34.3%	35
		02-Feb	28.6%	35
		03-Feb	37.1%	35
		04-Feb	34.3%	35
		05-Feb	25.7%	35
		06-Feb	25.7%	35
		07-Feb	51.4%	35
		08-Feb	31.4%	35
		09-Feb	37.1%	35
		10-Feb	40.0%	35
		11-Feb	25.7%	35
		12-Feb	31.4%	35
		13-Feb	37.1%	35

Hospital	Month	Date	Occupancy %	Total open beds
		14-Feb	45.7%	35
		15-Feb	48.6%	35
		16-Feb	25.7%	35
		17-Feb	28.6%	35
		18-Feb	14.3%	35
		19-Feb	54.3%	35
		20-Feb	14.3%	35
		21-Feb	20.0%	35
		22-Feb	28.6%	35
		23-Feb	34.3%	35
		24-Feb	42.9%	35
		25-Feb	54.3%	35
		26-Feb	25.7%	35
		27-Feb	31.4%	35
		28-Feb	25.7%	35
	<b>Mar 2021</b>	01-Mar	57.1%	35
		02-Mar	25.7%	35
		03-Mar	20.0%	35
		04-Mar	28.6%	35
		05-Mar	60.0%	35
		06-Mar	37.1%	35
		07-Mar	20.0%	35
		08-Mar	28.6%	35
		09-Mar	62.9%	35
		10-Mar	34.3%	35
		11-Mar	48.6%	35
		12-Mar	60.0%	35
		13-Mar	37.1%	35
		14-Mar	20.0%	35
		15-Mar	31.4%	35
		16-Mar	42.9%	35
		17-Mar	48.6%	35
		18-Mar	51.4%	35
		19-Mar	48.6%	35
		20-Mar	17.1%	35
		21-Mar	34.3%	35
		22-Mar	31.4%	35
		23-Mar	40.0%	35
		24-Mar	42.9%	35
		25-Mar	51.4%	35
		26-Mar	37.1%	35
		27-Mar	14.3%	35
		28-Mar	17.1%	35
		29-Mar	51.4%	35
		30-Mar	48.6%	35
		31-Mar	45.7%	35
	<b>Apr 2021</b>	01-Apr	42.9%	35

Hospital	Month	Date	Occupancy %	Total open beds
		02-Apr	20.0%	35
		03-Apr	14.3%	35
		04-Apr	68.6%	35
		05-Apr	28.6%	35
		06-Apr	57.1%	35
		07-Apr	65.7%	35
		08-Apr	37.1%	35
		09-Apr	40.0%	35
		10-Apr	51.4%	35
		11-Apr	51.4%	35
		12-Apr	54.3%	35
		13-Apr	51.4%	35
		14-Apr	45.7%	35
		15-Apr	37.1%	35
		16-Apr	31.4%	35
		17-Apr	37.1%	35
		18-Apr	37.1%	35
		19-Apr	45.7%	35
		20-Apr	60.0%	35
		21-Apr	48.6%	35
		22-Apr	42.9%	35
		23-Apr	57.1%	35
		24-Apr	54.3%	35
		25-Apr	40.0%	35
		26-Apr	42.9%	35
		27-Apr	17.1%	35
		28-Apr	57.1%	35
		29-Apr	34.3%	35
		30-Apr	17.1%	35
	<b>May 2021</b>	01-May	31.4%	35
		02-May	28.6%	35
		03-May	57.1%	35
		04-May	51.4%	35
		05-May	62.9%	35
		06-May	62.9%	35
		07-May	74.3%	35
		08-May	51.4%	35
		09-May	51.4%	35
		10-May	62.9%	35
		11-May	37.1%	35
		12-May	22.9%	35
		13-May	40.0%	35
		14-May	17.1%	35
		15-May	54.3%	35
		16-May	28.6%	35
		17-May	40.0%	35
		18-May	40.0%	35

Hospital	Month	Date	Occupancy %	Total open beds
		19-May	20.0%	35
		20-May	71.4%	35
		21-May	77.1%	35
		22-May	42.9%	35
		23-May	42.9%	35
		24-May	60.0%	35
		25-May	40.0%	35
		26-May	42.9%	35
		27-May	25.7%	35
		28-May	22.9%	35
		29-May	60.0%	35
		30-May	34.3%	35
		31-May	31.4%	35
	<b>Jun 2021</b>	01-Jun	40.0%	35
		02-Jun	22.9%	35
		03-Jun	40.0%	35
		04-Jun	45.7%	35
		05-Jun	31.4%	35
		06-Jun	22.9%	35
		07-Jun	25.7%	35
		08-Jun	40.0%	35
		09-Jun	37.1%	35
		10-Jun	48.6%	35
		11-Jun	42.9%	35
		12-Jun	31.4%	35
		13-Jun	22.9%	35
		14-Jun	37.1%	35
		15-Jun	31.4%	35
		16-Jun	54.3%	35
		17-Jun	60.0%	35
		18-Jun	51.4%	35
		19-Jun	48.6%	35
		20-Jun	40.0%	35
		21-Jun	20.0%	35
		22-Jun	45.7%	35
		23-Jun	17.1%	35
		24-Jun	71.4%	35
		25-Jun	34.3%	35
		26-Jun	54.3%	35
		27-Jun	57.1%	35
		28-Jun	85.7%	35
		29-Jun	48.6%	35
		30-Jun	14.3%	35
	<b>Jul 2021</b>	01-Jul	65.7%	35
		02-Jul	37.1%	35
		03-Jul	34.3%	35
		04-Jul	51.4%	35

Hospital	Month	Date	Occupancy %	Total open beds
		05-Jul	62.9%	35
		06-Jul	48.6%	35
		07-Jul	40.0%	35
		08-Jul	57.1%	35
		09-Jul	45.7%	35
		10-Jul	34.3%	35
		11-Jul	51.4%	35
		12-Jul	37.1%	35
		13-Jul	42.9%	35
		14-Jul	97.1%	35
		15-Jul	28.6%	35
		16-Jul	37.1%	35
		17-Jul	34.3%	35
		18-Jul	25.7%	35
		19-Jul	37.1%	35
<b>Waitakere Hospital</b>	<b>Jan 2021</b>	01-Jan	27.3%	33
		02-Jan	30.3%	33
		03-Jan	33.3%	33
		04-Jan	39.4%	33
		05-Jan	39.4%	33
		06-Jan	51.5%	33
		07-Jan	24.2%	33
		08-Jan	45.5%	33
		09-Jan	51.5%	33
		10-Jan	60.6%	33
		11-Jan	48.5%	33
		12-Jan	63.6%	33
		13-Jan	45.5%	33
		14-Jan	33.3%	33
		15-Jan	51.5%	33
		16-Jan	33.3%	33
		17-Jan	51.5%	33
		18-Jan	54.5%	33
		19-Jan	75.8%	33
		20-Jan	51.5%	33
		21-Jan	30.3%	33
		22-Jan	42.4%	33
		23-Jan	21.2%	33
		24-Jan	27.3%	33
		25-Jan	45.5%	33
		26-Jan	42.4%	33
		27-Jan	30.3%	33
		28-Jan	39.4%	33
		29-Jan	15.2%	33
		30-Jan	27.3%	33
		31-Jan	18.2%	33



Hospital	Month	Date	Occupancy %	Total open beds
	<b>Feb 2021</b>	01-Feb	48.5%	33
		02-Feb	45.5%	33
		03-Feb	45.5%	33
		04-Feb	30.3%	33
		05-Feb	51.5%	33
		06-Feb	33.3%	33
		07-Feb	48.5%	33
		08-Feb	15.2%	33
		09-Feb	42.4%	33
		10-Feb	39.4%	33
		11-Feb	15.2%	33
		12-Feb	33.3%	33
		13-Feb	33.3%	33
		14-Feb	39.4%	33
		15-Feb	30.3%	33
		16-Feb	9.1%	33
		17-Feb	63.6%	33
		18-Feb	30.3%	33
		19-Feb	30.3%	33
		20-Feb	15.2%	33
		21-Feb	18.2%	33
		22-Feb	27.3%	33
		23-Feb	18.2%	33
		24-Feb	39.4%	33
		25-Feb	48.5%	33
		26-Feb	21.2%	33
		27-Feb	33.3%	33
		28-Feb	27.3%	33
	<b>Mar 2021</b>	01-Mar	69.7%	33
		02-Mar	27.3%	33
		03-Mar	36.4%	33
		04-Mar	21.2%	33
		05-Mar	36.4%	33
		06-Mar	6.1%	33
		07-Mar	30.3%	33
		08-Mar	33.3%	33
		09-Mar	9.1%	33
		10-Mar	21.2%	33
		11-Mar	18.2%	33
		12-Mar	15.2%	33
		13-Mar	27.3%	33
		14-Mar	15.2%	33
		15-Mar	15.2%	33
		16-Mar	51.5%	33
		17-Mar	24.2%	33
		18-Mar	36.4%	33
		19-Mar	45.5%	33

Hospital	Month	Date	Occupancy %	Total open beds
		20-Mar	18.2%	33
		21-Mar	27.3%	33
		22-Mar	30.3%	33
		23-Mar	33.3%	33
		24-Mar	39.4%	33
		25-Mar	33.3%	33
		26-Mar	60.6%	33
		27-Mar	39.4%	33
		28-Mar	33.3%	33
		29-Mar	30.3%	33
		30-Mar	48.5%	33
		31-Mar	24.2%	33
	<b>Apr 2021</b>	01-Apr	39.4%	33
		02-Apr	39.4%	33
		03-Apr	18.2%	33
		04-Apr	39.4%	33
		05-Apr	45.5%	33
		06-Apr	81.8%	33
		07-Apr	57.6%	33
		08-Apr	18.2%	33
		09-Apr	33.3%	33
		10-Apr	27.3%	33
		11-Apr	24.2%	33
		12-Apr	24.2%	33
		13-Apr	69.7%	33
		14-Apr	57.6%	33
		15-Apr	48.5%	33
		16-Apr	30.3%	33
		17-Apr	33.3%	33
		18-Apr	24.2%	33
		19-Apr	42.4%	33
		20-Apr	78.8%	33
		21-Apr	15.2%	33
		22-Apr	36.4%	33
		23-Apr	63.6%	33
		24-Apr	21.2%	33
		25-Apr	42.4%	33
		26-Apr	45.5%	33
		27-Apr	24.2%	33
		28-Apr	27.3%	33
		29-Apr	48.5%	33
		30-Apr	45.5%	33
	<b>May 2021</b>	01-May	21.2%	33
		02-May	30.3%	33
		03-May	21.2%	33
		04-May	15.2%	33
		05-May	33.3%	33

Hospital	Month	Date	Occupancy %	Total open beds
		06-May	36.4%	33
		07-May	42.4%	33
		08-May	18.2%	33
		09-May	30.3%	33
		10-May	45.5%	33
		11-May	60.6%	33
		12-May	66.7%	33
		13-May	42.4%	33
		14-May	21.2%	33
		15-May	33.3%	33
		16-May	18.2%	33
		17-May	39.4%	33
		18-May	45.5%	33
		19-May	36.4%	33
		20-May	18.2%	33
		21-May	21.2%	33
		22-May	27.3%	33
		23-May	36.4%	33
		24-May	18.2%	33
		25-May	15.2%	33
		26-May	30.3%	33
		27-May	18.2%	33
		28-May	27.3%	33
		29-May	30.3%	33
		30-May	30.3%	33
		31-May	57.6%	33
	<b>Jun 2021</b>	01-Jun	33.3%	33
		02-Jun	57.6%	33
		03-Jun	45.5%	33
		04-Jun	45.5%	33
		05-Jun	18.2%	33
		06-Jun	27.3%	33
		07-Jun	48.5%	33
		08-Jun	30.3%	33
		09-Jun	30.3%	33
		10-Jun	36.4%	33
		11-Jun	45.5%	33
		12-Jun	36.4%	33
		13-Jun	48.5%	33
		14-Jun	78.8%	33
		15-Jun	48.5%	33
		16-Jun	63.6%	33
		17-Jun	30.3%	33
		18-Jun	90.9%	33
		19-Jun	57.6%	33
		20-Jun	90.9%	33
		21-Jun	100.0%	33

Hospital	Month	Date	Occupancy %	Total open beds
		22-Jun	39.4%	33
		23-Jun	54.5%	33
		24-Jun	60.6%	33
		25-Jun	36.4%	33
		26-Jun	54.5%	33
		27-Jun	60.6%	33
		28-Jun	45.5%	33
		29-Jun	15.2%	33
		30-Jun	30.3%	33
	<b>Jul 2021</b>	01-Jul	45.5%	33
		02-Jul	36.4%	33
		03-Jul	36.4%	33
		04-Jul	60.6%	33
		05-Jul	21.2%	33
		06-Jul	78.8%	33
		07-Jul	60.6%	33
		08-Jul	54.5%	33
		09-Jul	39.4%	33
		10-Jul	36.4%	33
		11-Jul	60.6%	33
		12-Jul	60.6%	33
		13-Jul	69.7%	33
		14-Jul	6.1%	33
		15-Jul	75.8%	33
		16-Jul	30.3%	33
		17-Jul	36.4%	33
		18-Jul	45.5%	33
		19-Jul	63.6%	33