

Orange Health Service: Emergency department (ED) overview

April to June 2016

All presentations:¹ 6,992 patients
 Emergency presentations:² 6,891 patients

Same period last year	Change since one year ago
6,859	1.9%
6,736	2.3%

Orange Health Service: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,073 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,665 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,450 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,659 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
827	
5 minutes	8 minutes
17 minutes	36 minutes
1,471	
17 minutes	20 minutes
53 minutes	92 minutes
2,580	
24 minutes	25 minutes
111 minutes	128 minutes
1,805	
27 minutes	23 minutes
137 minutes	132 minutes

Orange Health Service: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 6,988 patients

Percentage of patients who spent four hours or less in the ED 77.0%

Same period last year	Change since one year ago
6,859	1.9%
75.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

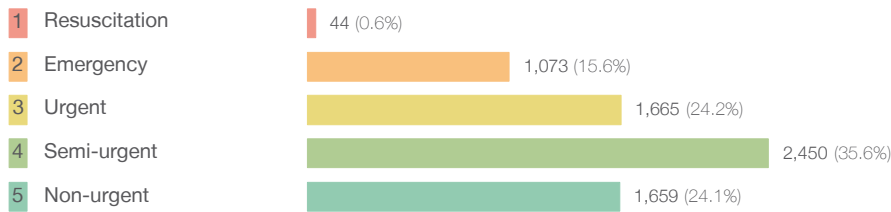
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Orange Health Service: Patients presenting to the emergency department

April to June 2016

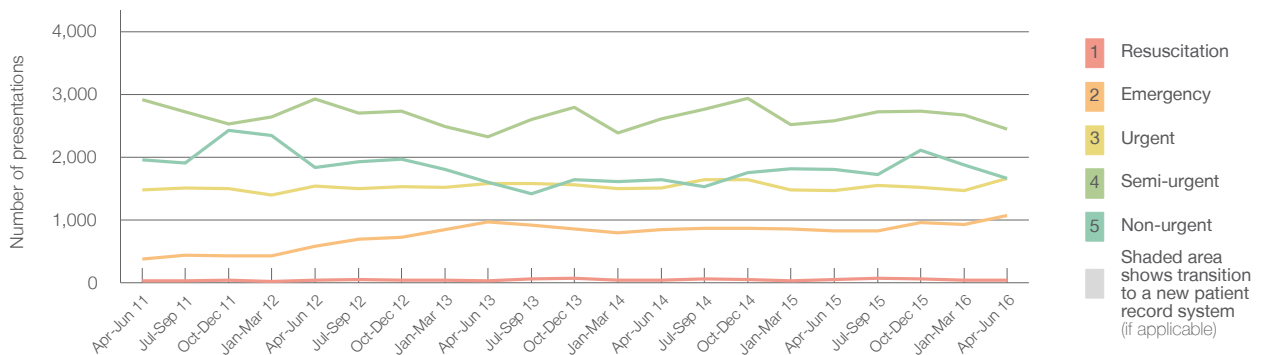
All presentations:¹ 6,992 patients

Emergency presentations² by triage category: 6,891 patients



Same period last year	Change since one year ago
6,859	1.9%
6,736	2.3%
53	-17.0%
827	29.7%
1,471	13.2%
2,580	-5.0%
1,805	-8.1%

Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	32	39	31	43	53	44
Emergency	381	585	963	848	827	1,073
Urgent	1,474	1,541	1,578	1,513	1,471	1,665
Semi-urgent	2,916	2,929	2,329	2,613	2,580	2,450
Non-urgent	1,961	1,838	1,597	1,636	1,805	1,659
All emergency presentations	6,764	6,932	6,498	6,653	6,736	6,891

Orange Health Service: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 1,364 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,311	
10 minutes	0 minutes
33 minutes	-2 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time patients waited to start treatment, triage 2

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,073

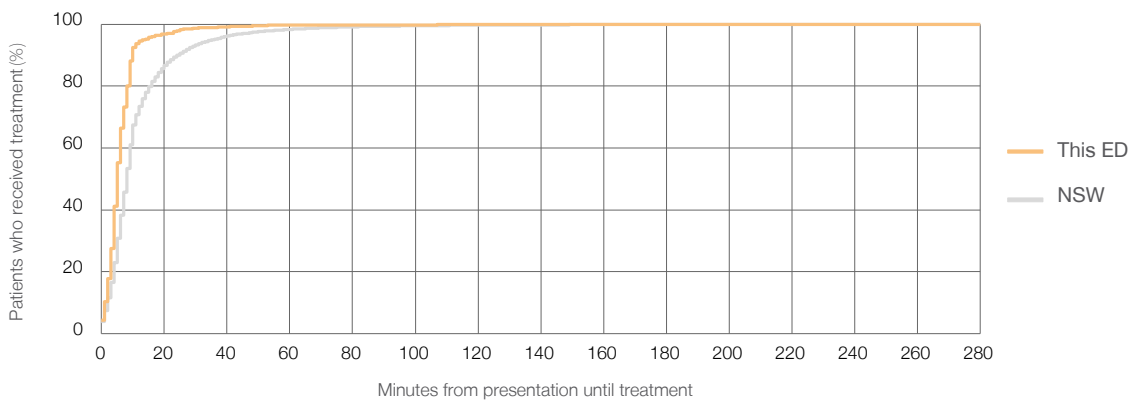
Number of triage 2 patients used to calculate waiting time:³ 1,072

Median time to start treatment⁴ 5 minutes

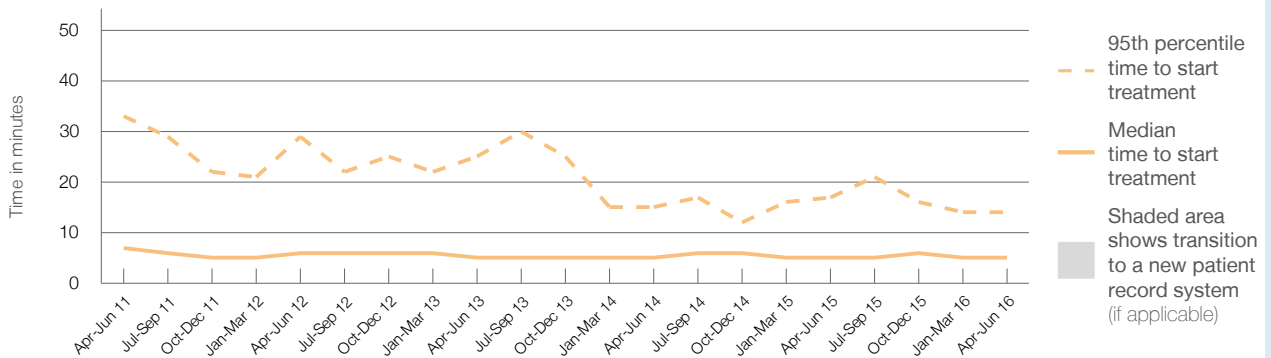
95th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
827	822
5 minutes	8 minutes
17 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	7	6	5	5	5	5
95th percentile time to start treatment ⁵ (minutes)	33	29	25	15	17	14

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Orange Health Service: Time patients waited to start treatment, triage 3

April to June 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,665

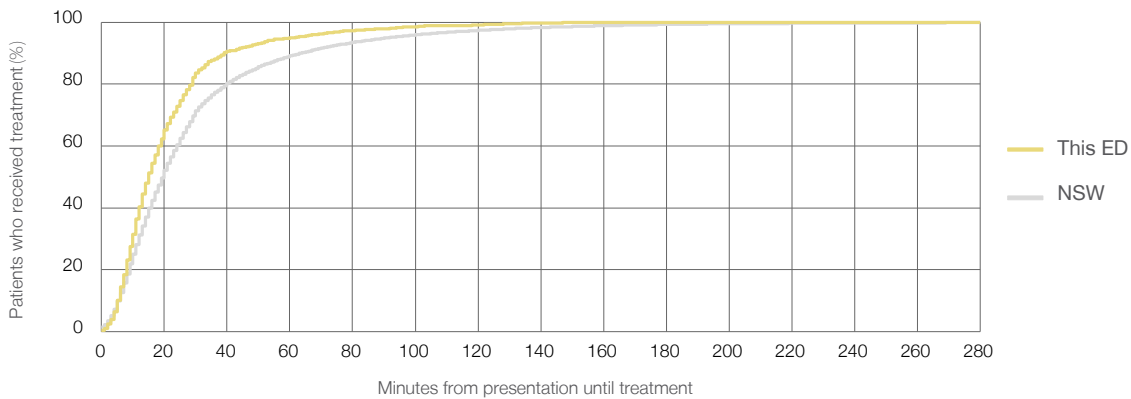
Number of triage 3 patients used to calculate waiting time:³ 1,654

Median time to start treatment⁴ 15 minutes

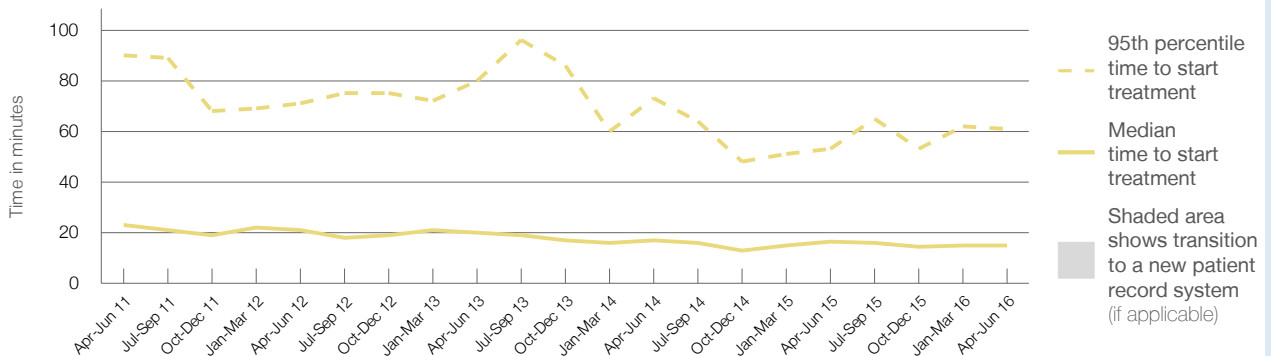
95th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,471	1,460
17 minutes	20 minutes
53 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	23	21	20	17	17	15
95th percentile time to start treatment ⁵ (minutes)	90	71	80	73	53	61

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Orange Health Service: Time patients waited to start treatment, triage 4

April to June 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,450

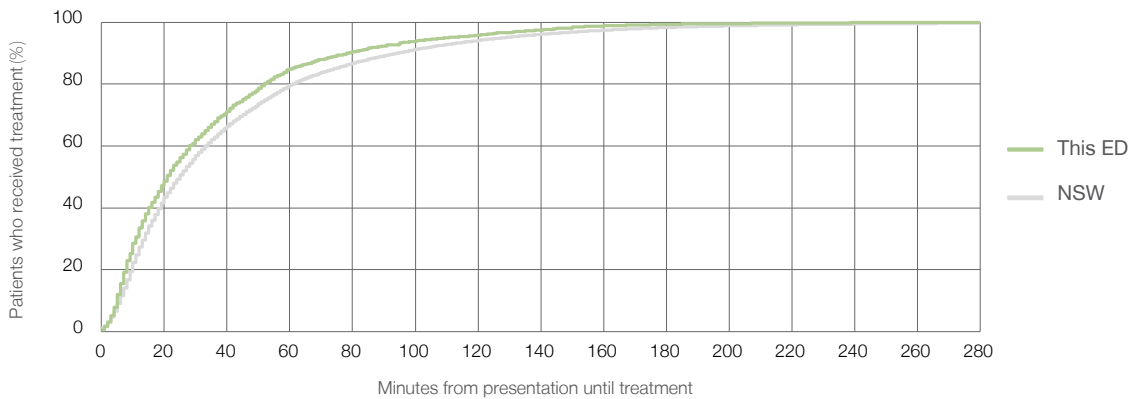
Number of triage 4 patients used to calculate waiting time:³ 2,365

Median time to start treatment⁴ 21 minutes

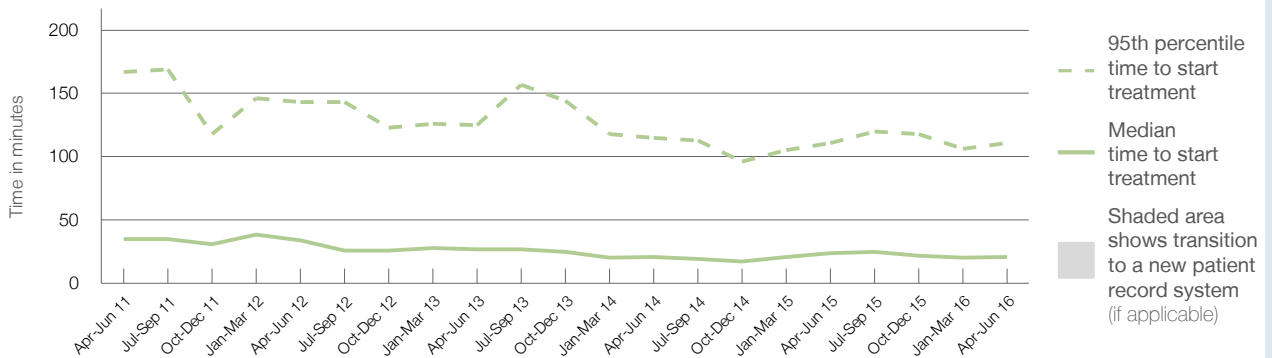
95th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,580	2,490
24 minutes	25 minutes
111 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	35	34	27	21	24	21
95th percentile time to start treatment ⁵ (minutes)	167	143	125	115	111	111

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Orange Health Service: Time patients waited to start treatment, triage 5

April to June 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,659

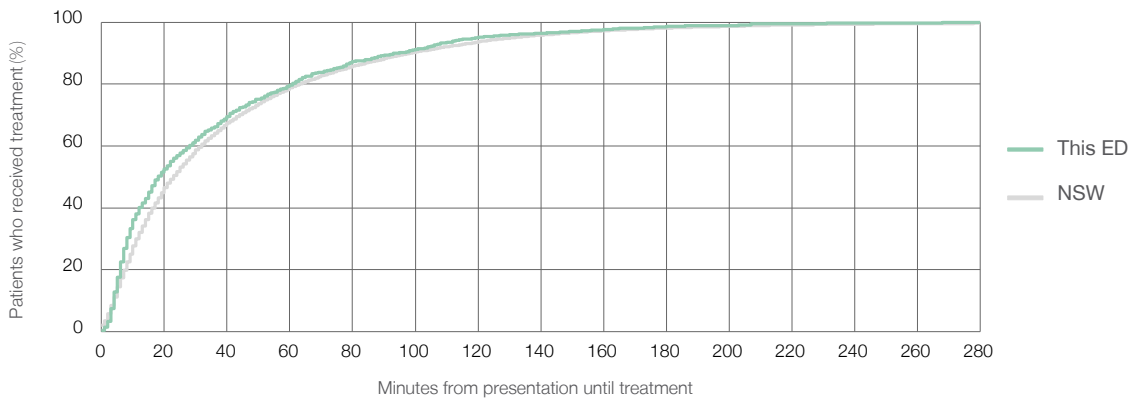
Number of triage 5 patients used to calculate waiting time:³ 1,544

Median time to start treatment⁴ 18 minutes

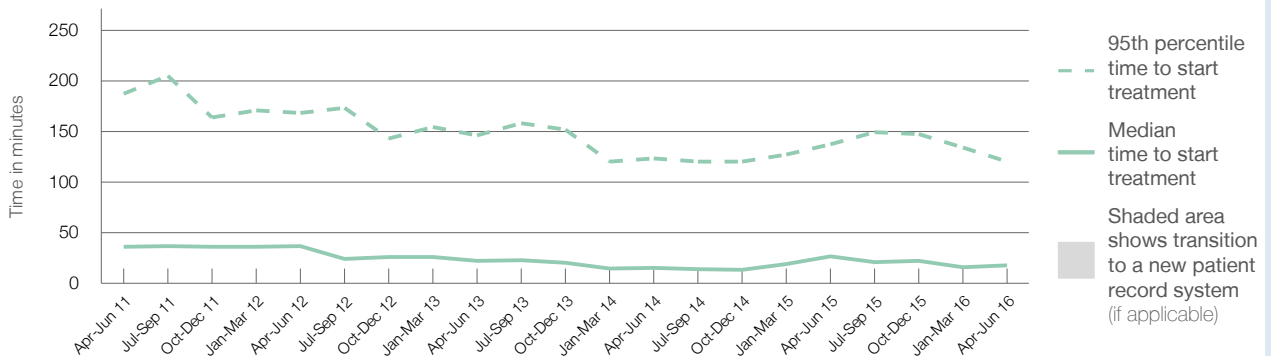
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,805	1,670
27 minutes	23 minutes
137 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	36	37	22	15	27	18
95th percentile time to start treatment ⁵ (minutes)	187	168	146	123	137	120

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Orange Health Service: Time patients spent in the ED

April to June 2016

All presentations:¹ 6,992 patients

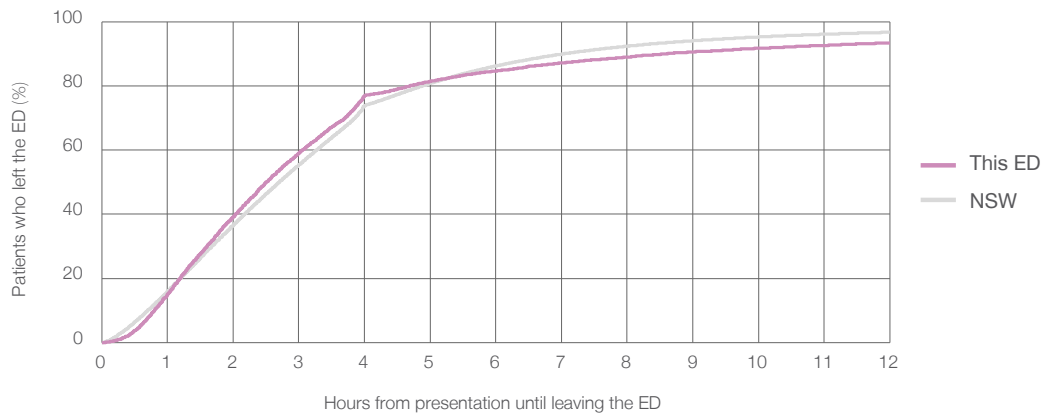
Presentations used to calculate time to leaving the ED:⁶ 6,988 patients

Median time spent in the ED⁸ 2 hours and 31 minutes

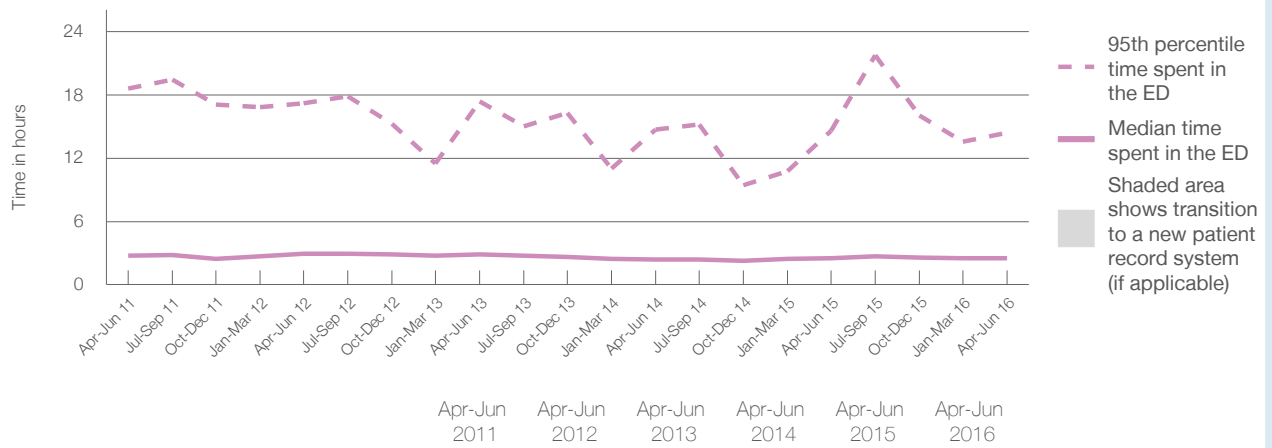
95th percentile time spent in the ED⁹ 14 hours and 25 minutes

Same period last year	NSW (this period)
6,859	6,859
2 hours and 31 minutes	2 hours and 42 minutes
14 hours and 35 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 47m	2h 57m	2h 53m	2h 24m	2h 31m	2h 31m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 34m	17h 13m	17h 22m	14h 41m	14h 35m	14h 25m

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Orange Health Service: Time patients spent in the ED

By mode of separation

April to June 2016

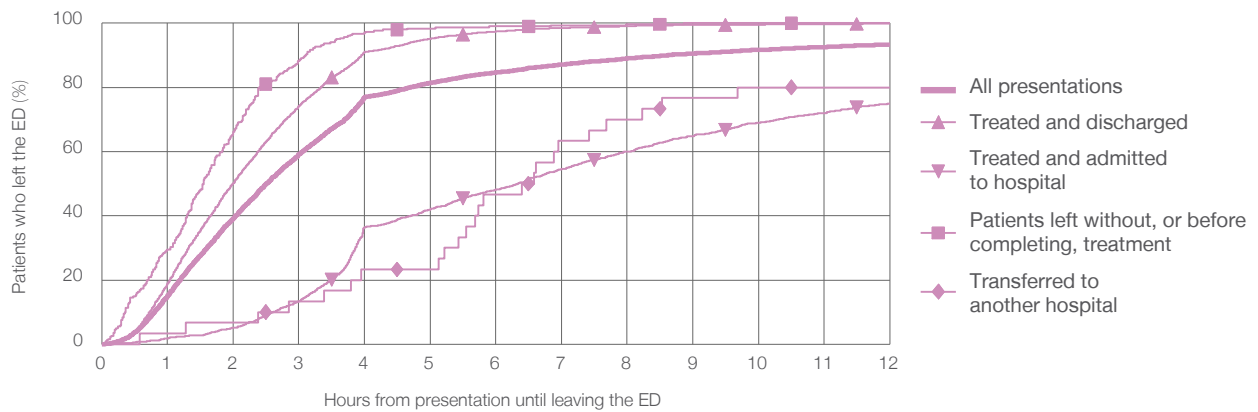
All presentations:¹ 6,992 patients

Presentations used to calculate time to leaving the ED:⁶ 6,988 patients

Treated and discharged	4,823 (69.0%)
Treated and admitted to hospital	1,790 (25.6%)
Patient left without, or before completing, treatment	301 (4.3%)
Transferred to another hospital	30 (0.4%)
Other	48 (0.7%)

Same period last year	Change since one year ago
6,859	1.9%
4,772	1.1%
1,717	4.3%
299	0.7%
26	15.4%
45	6.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.9%	50.2%	74.2%	91.0%	97.4%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.8%	5.2%	13.4%	36.4%	48.2%	60.1%	69.0%	75.0%
Patient left without, or before completing, treatment	29.6%	66.1%	88.4%	97.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	3.3%	6.7%	13.3%	23.3%	46.7%	70.0%	80.0%	80.0%
All presentations	15.1%	39.2%	59.1%	77.0%	84.6%	89.0%	91.7%	93.4%

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Orange Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED

April to June 2016

All presentations at the emergency department:¹ 6,992 patients

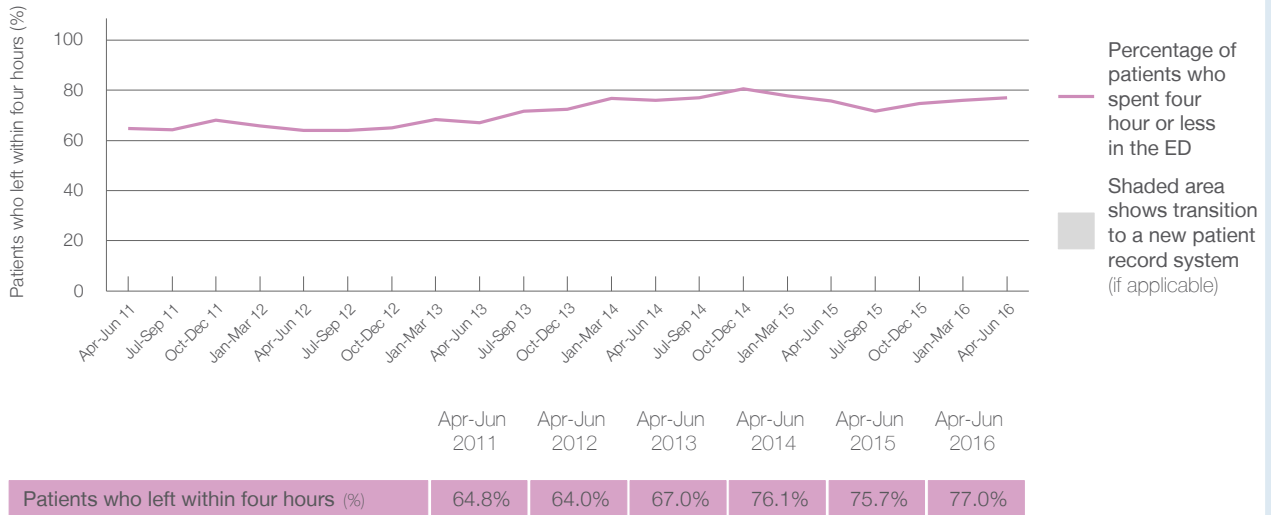
Presentations used to calculate time to leaving the ED:⁶ 6,988 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,859	1.9%
6,859	1.9%
75.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).