

## Tumut Health Service: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 1,533 patients

Emergency presentations:<sup>2</sup> 991 patients

Same period last year	Change since one year ago
1,568	-2.2%
923	7.4%

## Tumut Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 49 patients

Median time to start treatment<sup>4</sup> 6 minutes

95th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 309 patients

Median time to start treatment<sup>4</sup> 6 minutes

95th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 534 patients

Median time to start treatment<sup>4</sup> 5 minutes

95th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 94 patients

Median time to start treatment<sup>4</sup> 5 minutes

95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
70	
2 minutes	8 minutes
*	36 minutes
258	
2 minutes	20 minutes
23 minutes	92 minutes
478	
2 minutes	25 minutes
34 minutes	128 minutes
117	
3 minutes	23 minutes
42 minutes	132 minutes

## Tumut Health Service: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,533 patients

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

97.8%

Same period last year	Change since one year ago
1,568	-2.2%
99.0%	

\* 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.

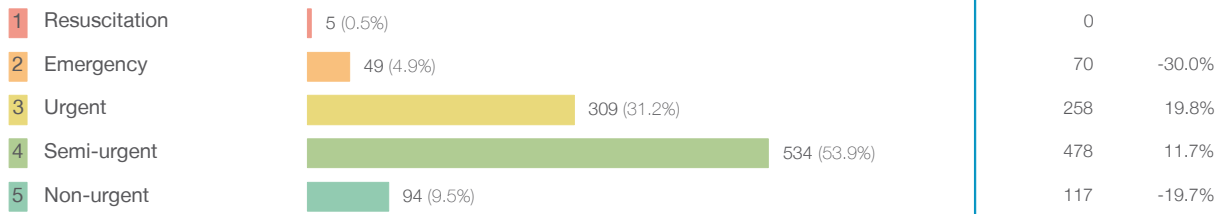
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Tumut Health Service: Patients presenting to the emergency department April to June 2016

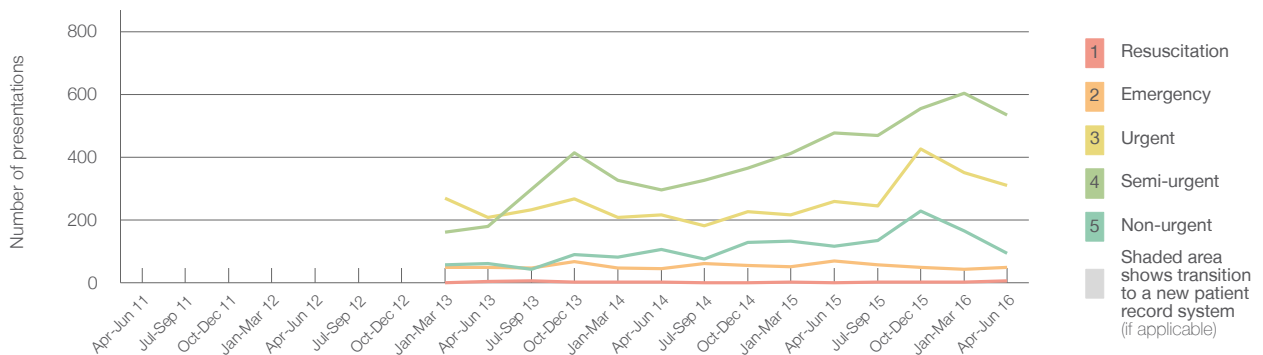
All presentations:<sup>1</sup> 1,533 patients

Emergency presentations<sup>2</sup> by triage category: 991 patients



	Same period last year	Change since one year ago
All presentations	1,568	-2.2%
Emergency presentations	923	7.4%
Resuscitation	0	
Emergency	70	-30.0%
Urgent	258	19.8%
Semi-urgent	478	11.7%
Non-urgent	117	-19.7%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016<sup>† §</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			< 5	< 5	0	5
Emergency			53	46	70	49
Urgent			208	215	258	309
Semi-urgent			179	295	478	534
Non-urgent			61	105	117	94
All emergency presentations			501	661	923	991

## Tumut Health Service: Patients arriving by ambulance April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 107 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Tumut 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: 49

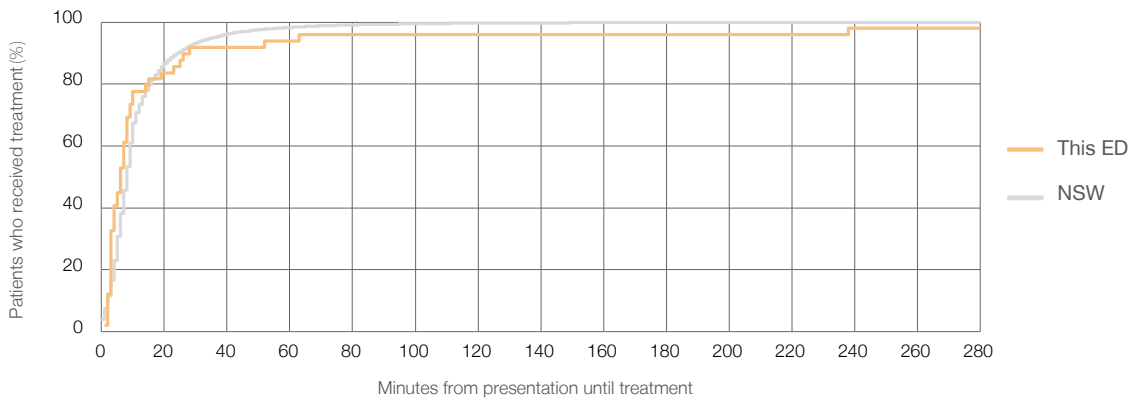
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 49

Median time to start treatment<sup>4</sup> 6 minutes

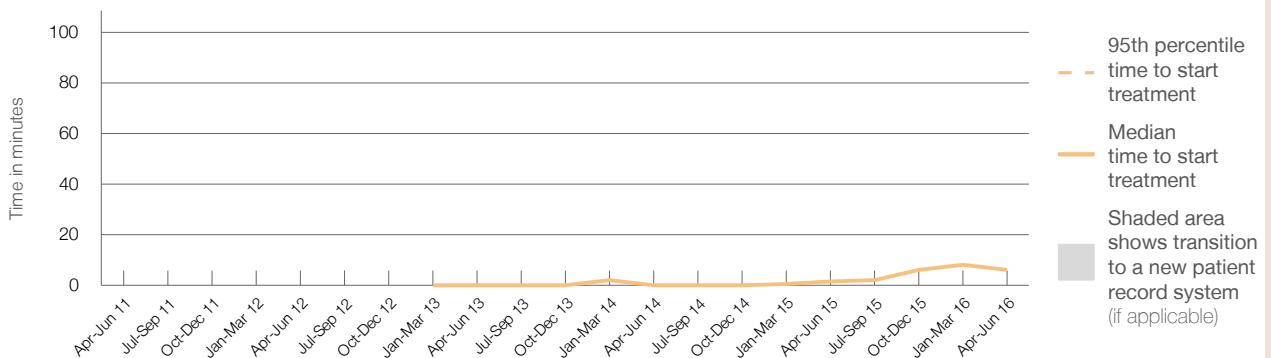
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
70	70
2 minutes	8 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<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)			0	0	2	6
95th percentile time to start treatment <sup>5</sup> (minutes)			*	*	*	*

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

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## Tumut 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: 309

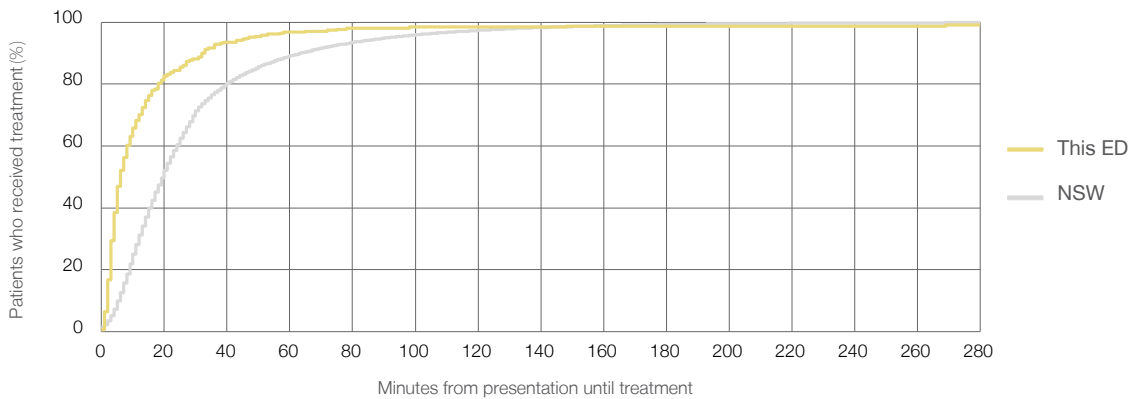
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 309

Median time to start treatment<sup>4</sup> 6 minutes

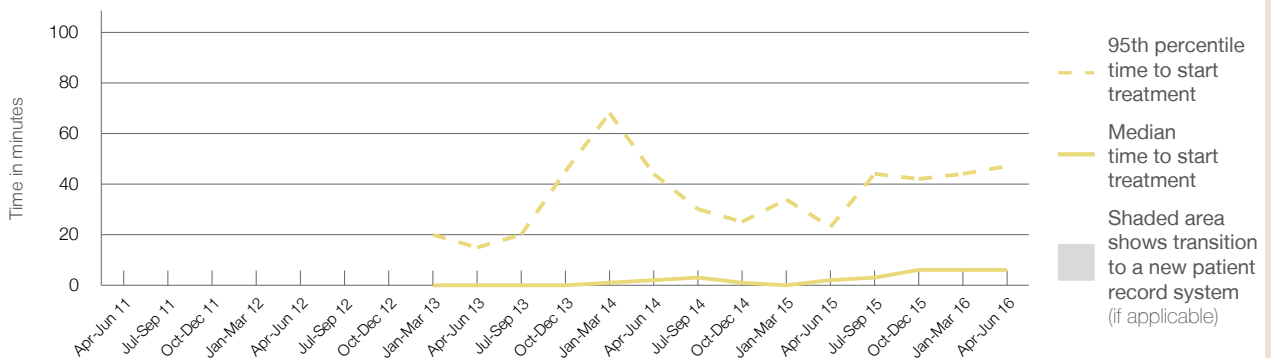
95th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
258	
255	
2 minutes	20 minutes
23 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<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)			0	2	2	6
95th percentile time to start treatment <sup>5</sup> (minutes)			15	44	23	47

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## Tumut 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: 534

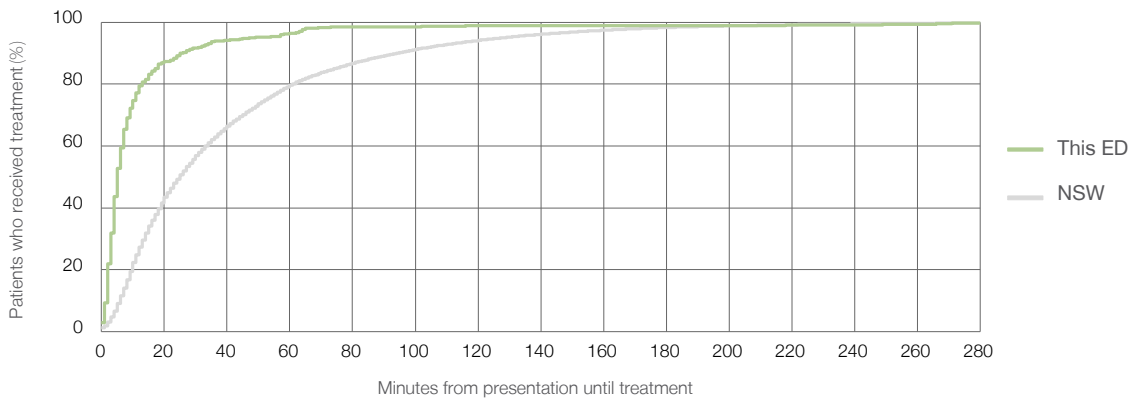
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 528

Median time to start treatment<sup>4</sup> 5 minutes

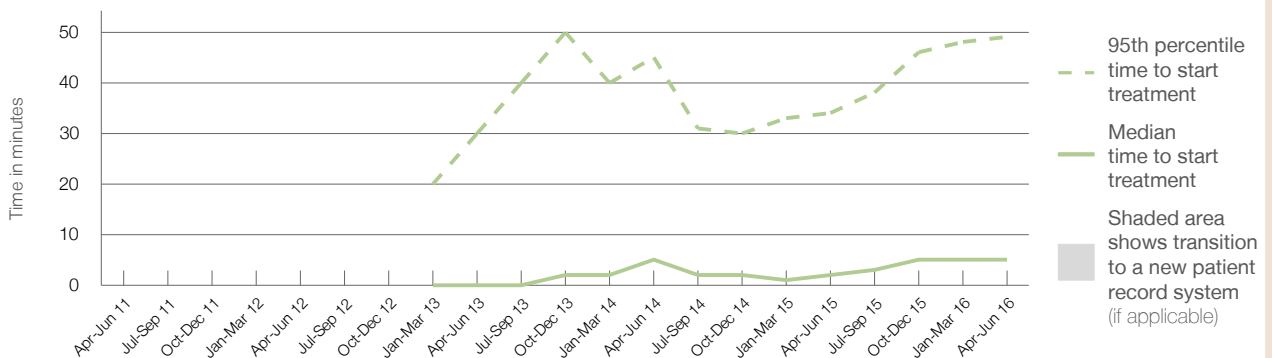
95th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
478	
475	
2 minutes	25 minutes
34 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<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)			0	5	2	5
95th percentile time to start treatment <sup>5</sup> (minutes)			30	45	34	49

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## Tumut 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: 94

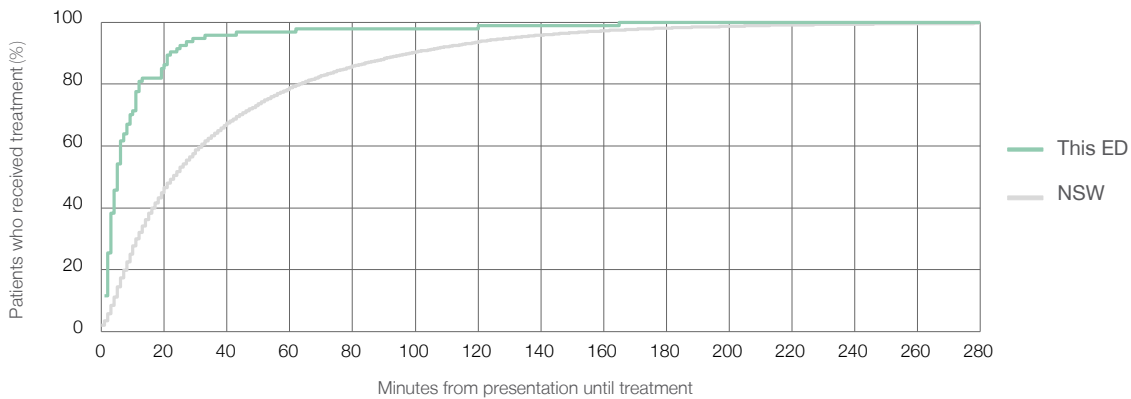
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 94

Median time to start treatment<sup>4</sup> 5 minutes

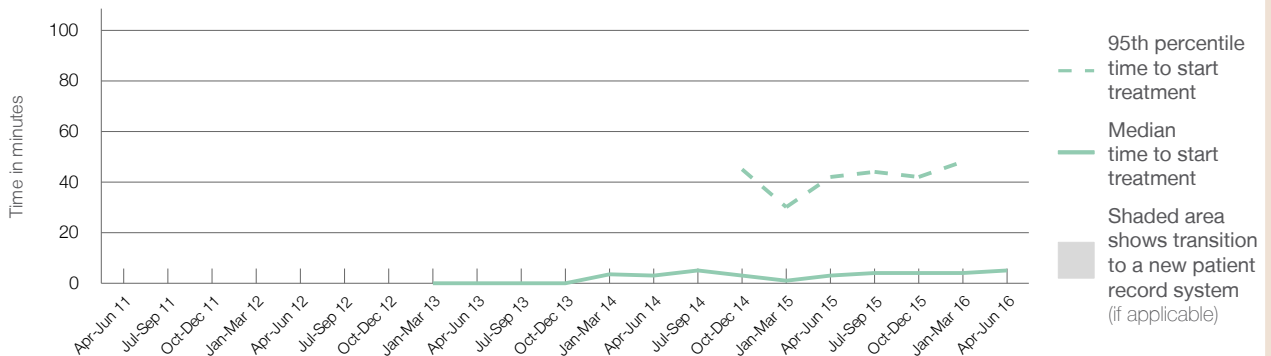
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
117	
117	
3 minutes	23 minutes
42 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<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)			0	3	3	5
95th percentile time to start treatment <sup>5</sup> (minutes)			*	35	42	*

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## Tumut Health Service: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 1,533 patients

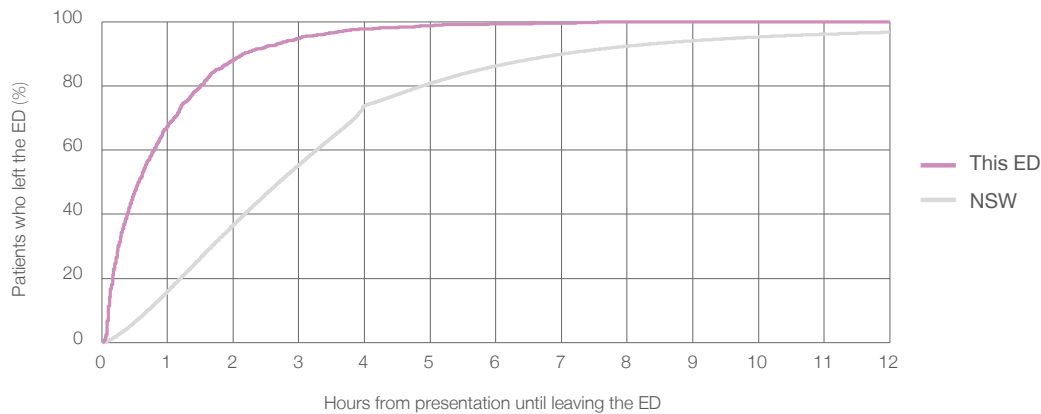
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,533 patients

Median time spent in the ED<sup>8</sup> 0 hours and 34 minutes

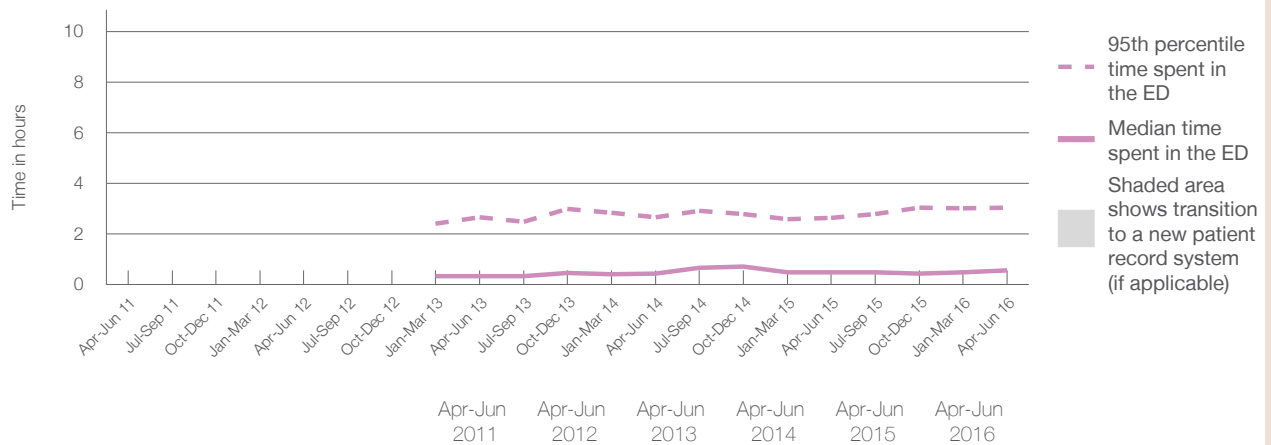
95th percentile time spent in the ED<sup>9</sup> 3 hours and 2 minutes

Same period last year	NSW (this period)
1,568	
1,568	
0 hours and 30 minutes	2 hours and 42 minutes
2 hours and 38 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<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)			0h 20m	0h 27m	0h 30m	0h 34m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			2h 40m	2h 40m	2h 38m	3h 2m

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**Tumut Health Service: Time patients spent in the ED**  
By mode of separation  
April to June 2016

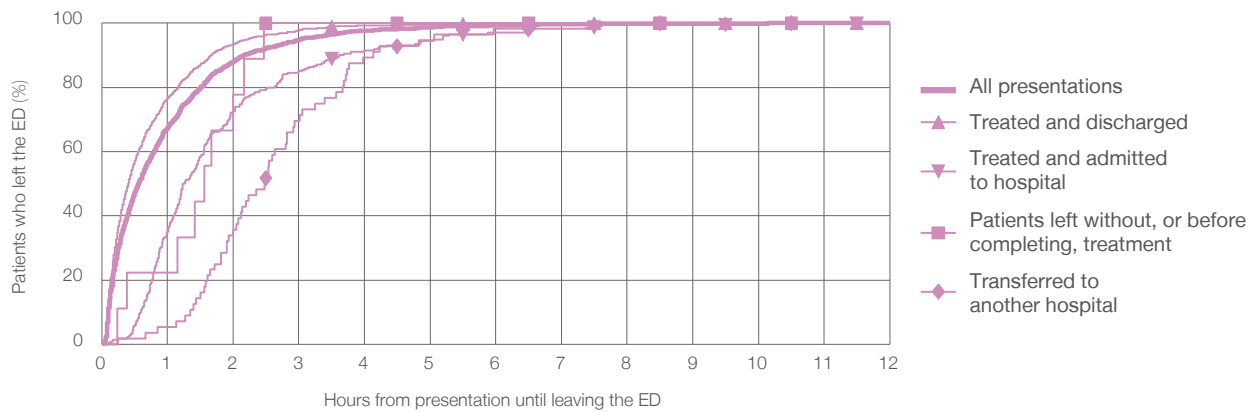
All presentations:<sup>†</sup> 1,533 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,533 patients

Treated and discharged	1,226 (80.0%)
Treated and admitted to hospital	234 (15.3%)
Patient left without, or before completing, treatment	9 (0.6%)
Transferred to another hospital	56 (3.7%)
Other	8 (0.5%)

Same period last year	Change since one year ago
1,568	-2.2%
1,249	-1.8%
247	-5.3%
11	-18.2%
57	-1.8%
4	100.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016<sup>†‡§</sup>



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	76.6%	93.5%	97.7%	99.3%	99.8%	100%	100%	100%
Treated and admitted to hospital	35.0%	72.6%	85.0%	91.5%	97.0%	99.6%	99.6%	100%
Patient left without, or before completing, treatment	*	*	*	*	*	*	*	*
Transferred to another hospital	5.4%	35.7%	69.6%	89.3%	98.2%	100%	100%	100%
All presentations	67.4%	88.1%	94.8%	97.8%	99.3%	99.9%	99.9%	100%

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**Tumut 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:<sup>1</sup> 1,533 patients

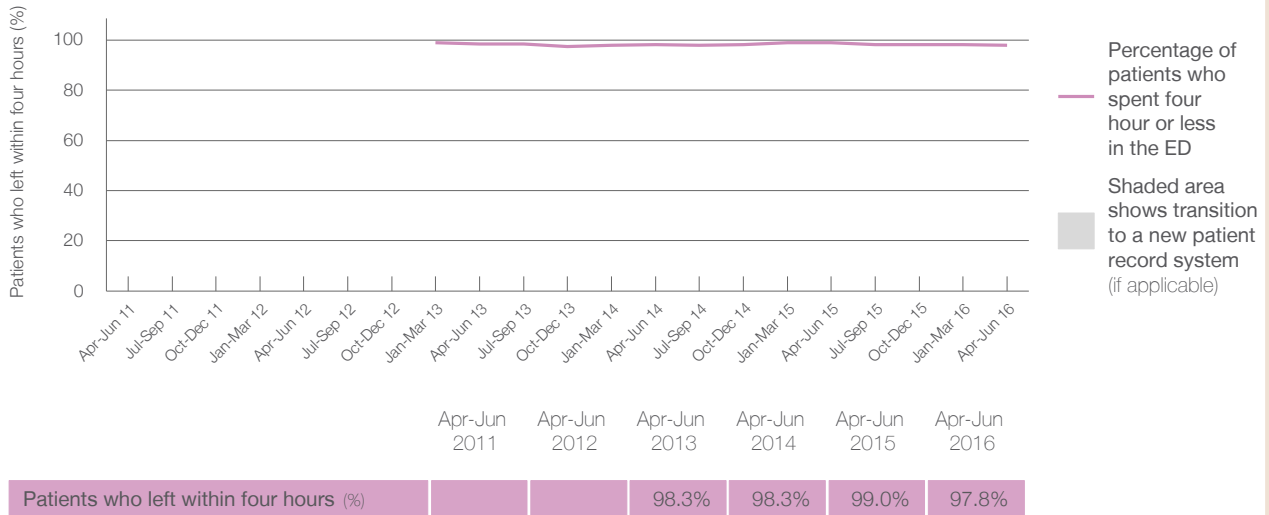
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,533 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	1,568	-2.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,568	-2.2%
Percentage of patients who spent four hours or less in the ED	99.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<sup>†‡§</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were 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*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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).