

Armidale and New England Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,076 patients
Emergency presentations:² 3,918 patients

Same period last year	Change since one year ago
4,109	-0.8%
4,024	-2.6%

Armidale and New England Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 202 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,150 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,274 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 189 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 285 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
165	
8 minutes	8 minutes
44 minutes	41 minutes
999	
22 minutes	21 minutes
89 minutes	103 minutes
2,487	
28 minutes	27 minutes
143 minutes	139 minutes
362	
21 minutes	24 minutes
139 minutes	138 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,076 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
4,109	-0.8%
85.1%	

* 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, July to September 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.

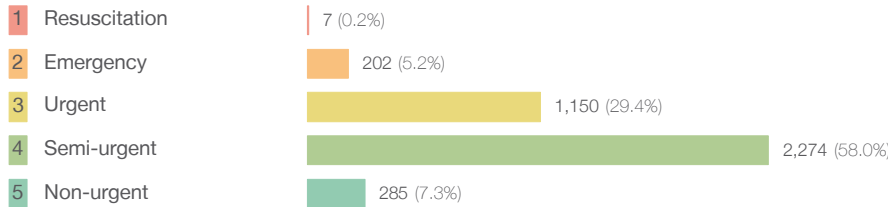
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Armidale and New England Hospital: Patients presenting to the emergency department July to September 2016

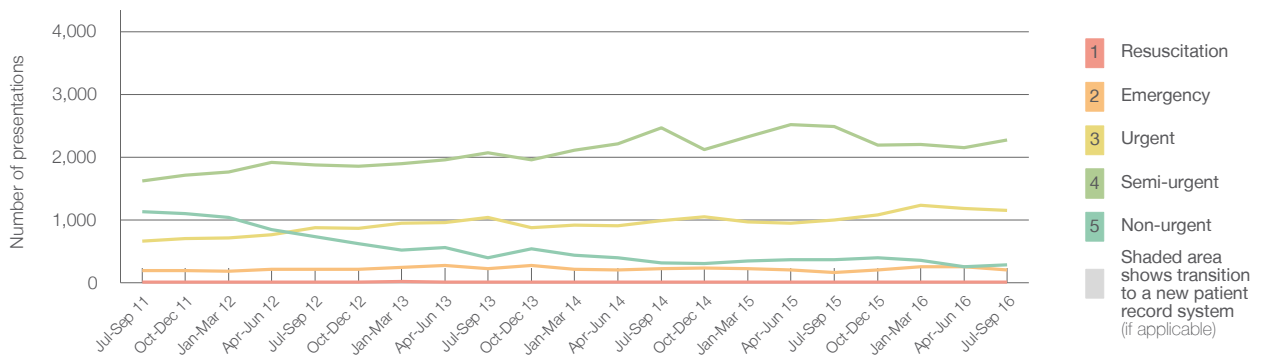
All presentations:¹ 4,076 patients

Emergency presentations² by triage category: 3,918 patients



Same period last year	Change since one year ago
4,109	-0.8%
4,024	-2.6%
11	-36.4%
165	22.4%
999	15.1%
2,487	-8.6%
362	-21.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	9	8	13	11	7
Emergency	194	216	225	227	165	202
Urgent	663	878	1,040	991	999	1,150
Semi-urgent	1,618	1,875	2,069	2,471	2,487	2,274
Non-urgent	1,132	734	392	319	362	285
All emergency presentations	3,613	3,712	3,734	4,021	4,024	3,918

Armidale and New England Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 406 patients **

ED Transfer of care time



Same period last year	Change since one year ago
386	
5 minutes	-2 minutes
76 minutes	-35 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 202

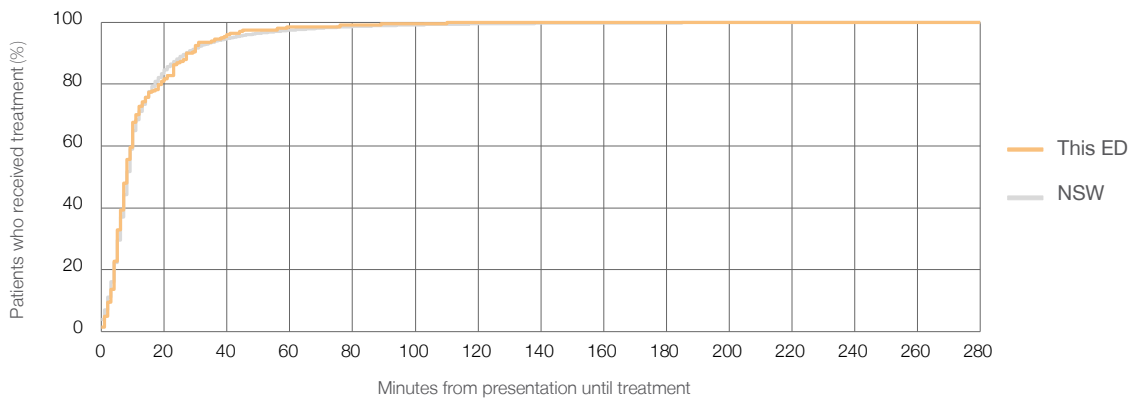
Number of triage 2 patients used to calculate waiting time:³ 198

Median time to start treatment⁴ 8 minutes

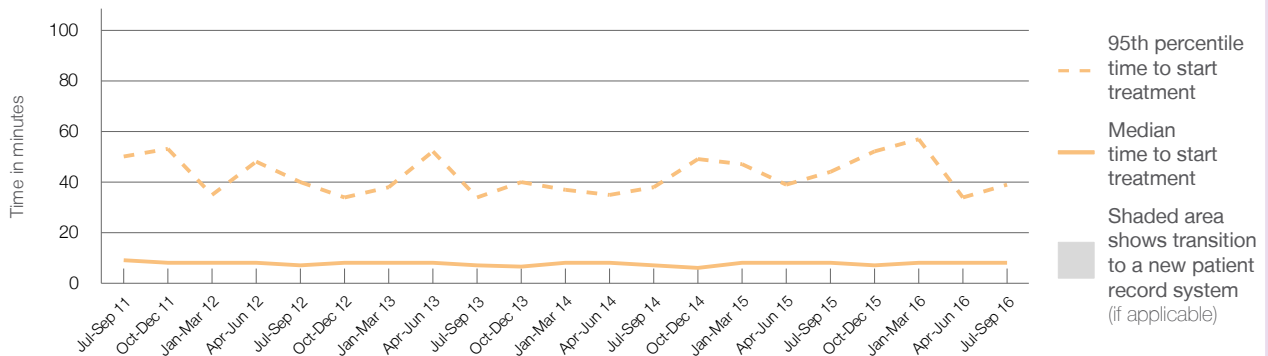
95th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
165	161
8 minutes	8 minutes
44 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	7	7	7	8	8
95th percentile time to start treatment ⁵ (minutes)	50	40	34	38	44	39

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Armidale and New England Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,150

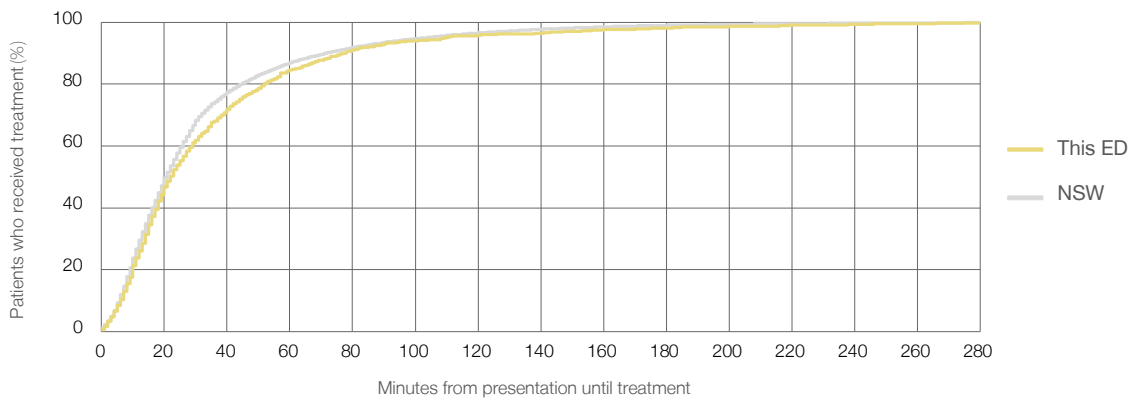
Number of triage 3 patients used to calculate waiting time:³ 1,104

Median time to start treatment⁴ 22 minutes

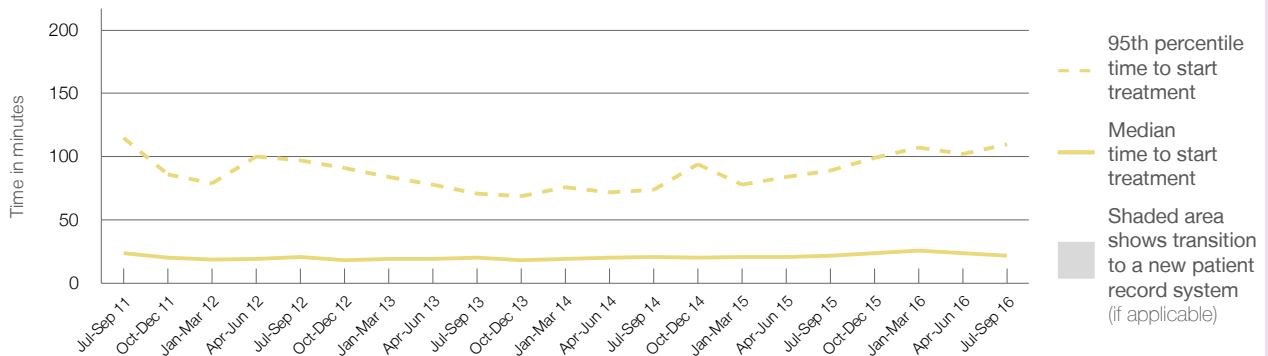
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
999	969
22 minutes	21 minutes
89 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	20	21	22	22
95th percentile time to start treatment ⁵ (minutes)	115	97	71	74	89	110

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Armidale and New England Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,274

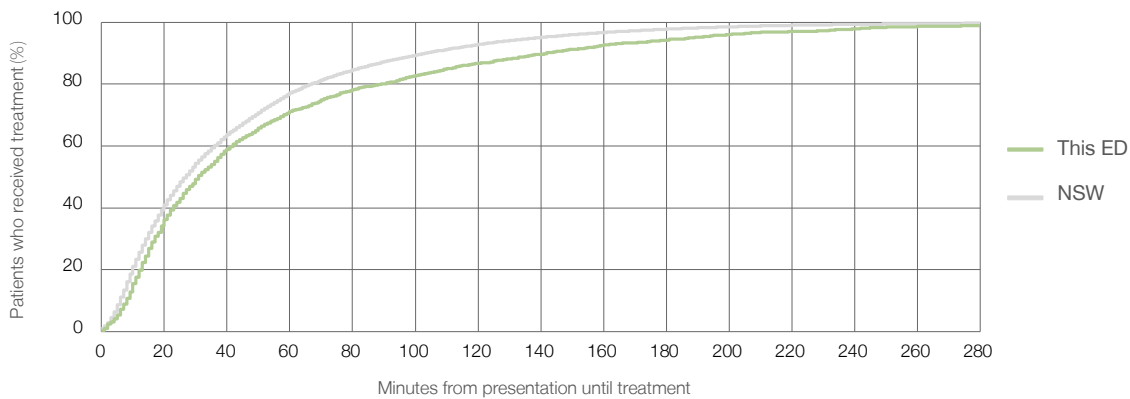
Number of triage 4 patients used to calculate waiting time:³ 2,045

Median time to start treatment⁴ 31 minutes

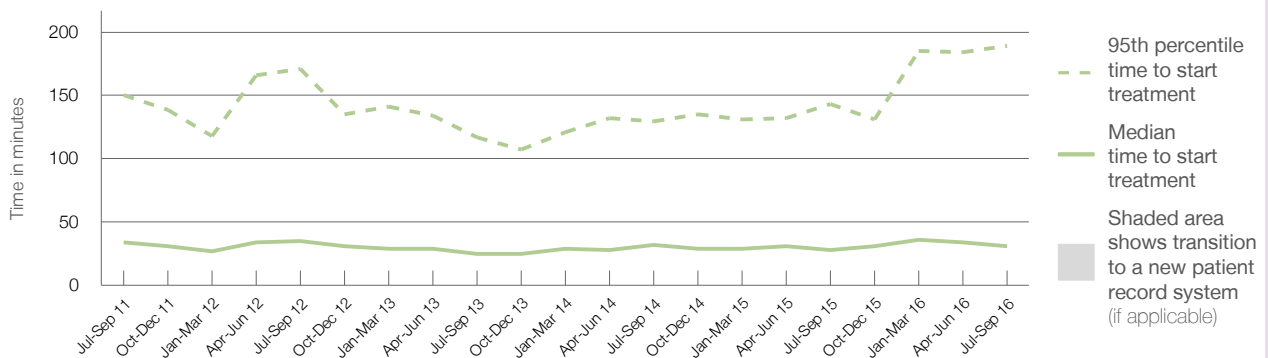
95th percentile time to start treatment⁵ 189 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,487	2,301
Median time to start treatment ⁴	28 minutes	27 minutes
95th percentile time to start treatment ⁵	143 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	35	25	32	28	31
95th percentile time to start treatment ⁵ (minutes)	150	171	117	130	143	189

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Armidale and New England Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 285

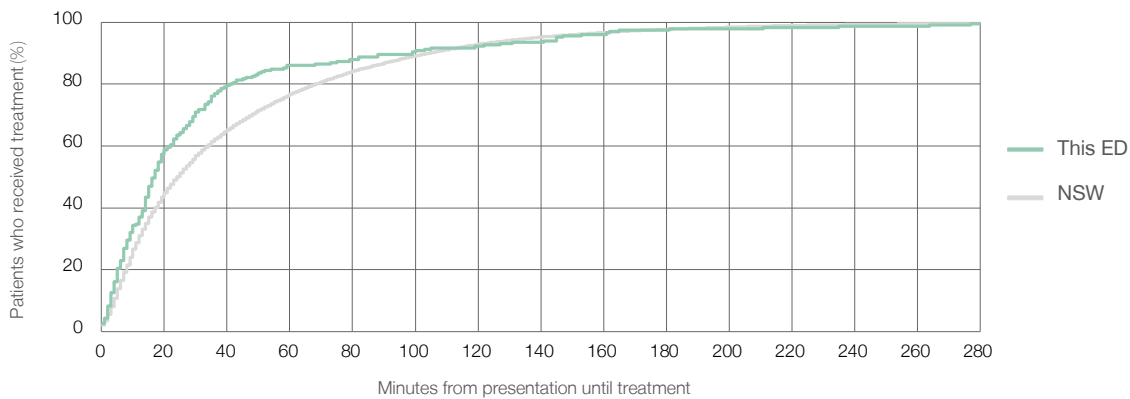
Number of triage 5 patients used to calculate waiting time:³ 230

Median time to start treatment⁴ 17 minutes

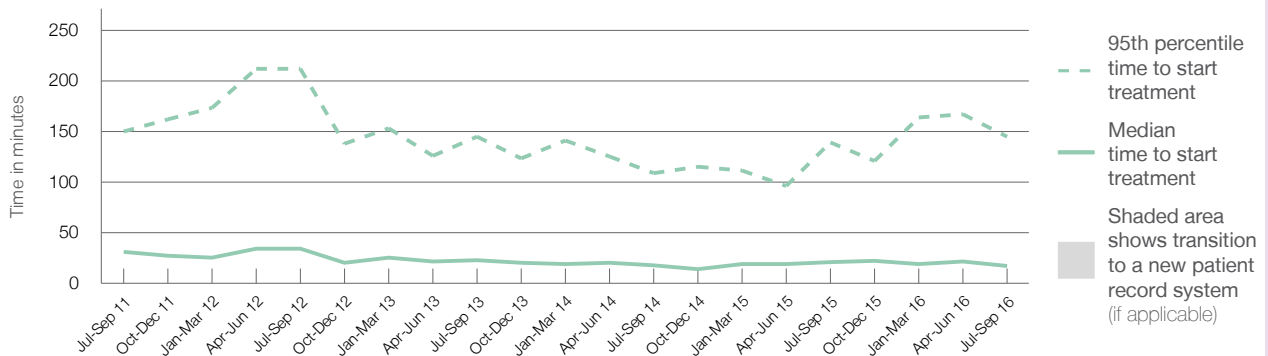
95th percentile time to start treatment⁵ 145 minutes

	Same period last year	NSW (this period)
	362	297
	21 minutes	24 minutes
	139 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	34	23	18	21	17
95th percentile time to start treatment ⁵ (minutes)	150	212	145	109	139	145

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Armidale and New England Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,076 patients

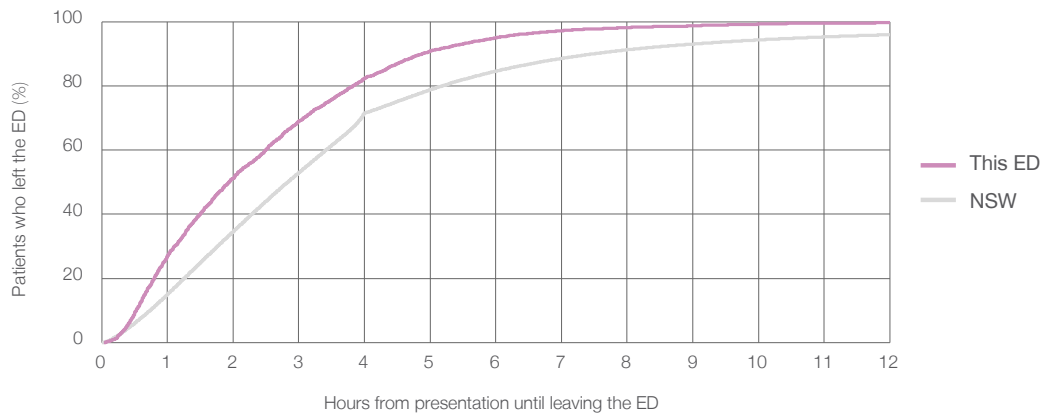
Presentations used to calculate time to leaving the ED:⁶ 4,076 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

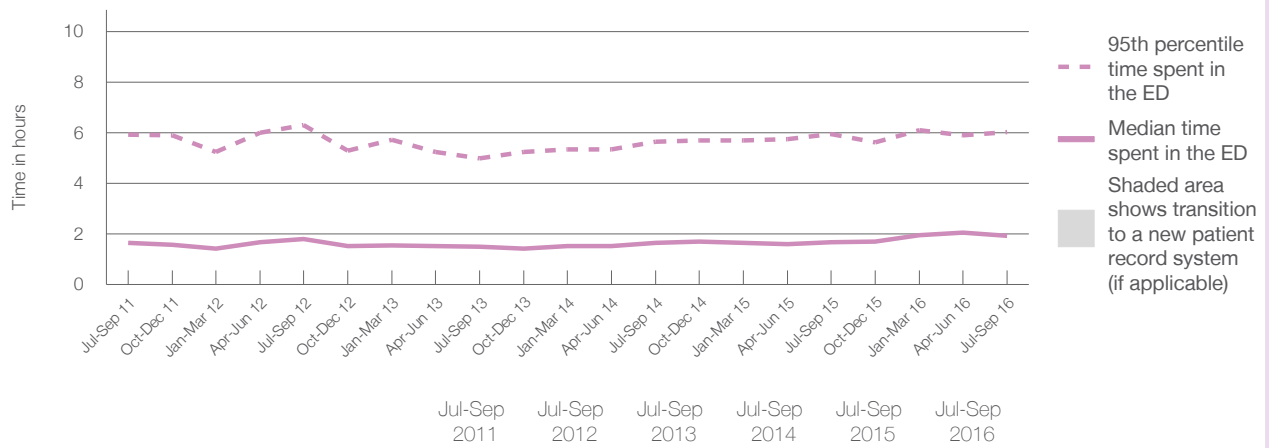
95th percentile time spent in the ED⁹ 6 hours and 1 minutes

Same period last year	NSW (this period)
4,109	4,109
1 hours and 41 minutes	2 hours and 50 minutes
5 hours and 57 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 39m	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 56m	6h 19m	4h 59m	5h 39m	5h 57m	6h 1m

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Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

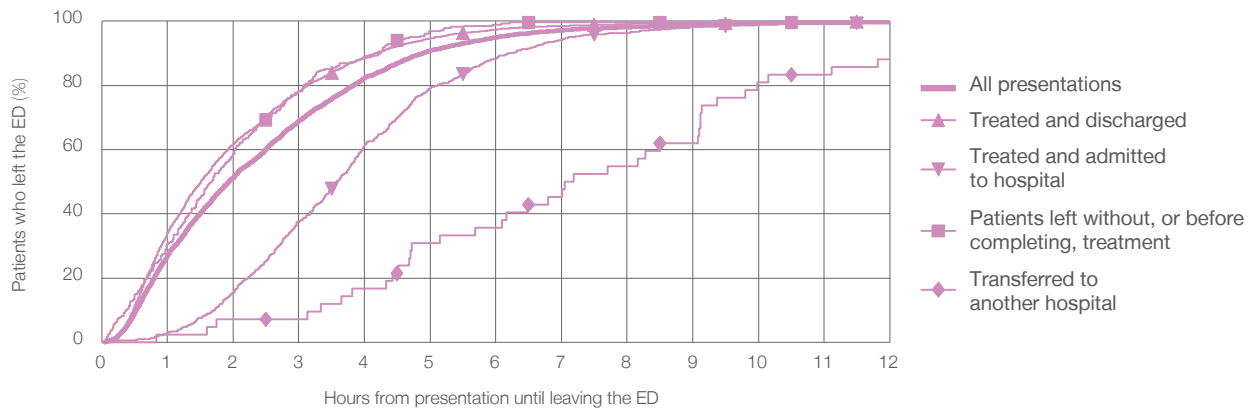
All presentations:¹ 4,076 patients

Presentations used to calculate time to leaving the ED:⁶ 4,076 patients

Treated and discharged	2,890 (70.9%)
Treated and admitted to hospital	845 (20.7%)
Patient left without, or before completing, treatment	283 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	16 (0.4%)

Same period last year	Change since one year ago
4,109	-0.8%
3,019	-4.3%
805	5.0%
203	39.4%
57	-26.3%
25	-36.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	34.1%	61.8%	78.2%	89.0%	97.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	3.0%	15.4%	37.5%	61.4%	88.4%	96.3%	99.2%	99.6%
Patient left without, or before completing, treatment	30.7%	58.7%	78.1%	88.3%	98.9%	99.6%	99.6%	99.6%
Transferred to another hospital	2.4%	7.1%	7.1%	16.7%	35.7%	54.8%	81.0%	88.1%
All presentations	27.1%	51.3%	68.9%	82.4%	94.9%	98.1%	99.3%	99.7%

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Armidale and New England Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 4,076 patients

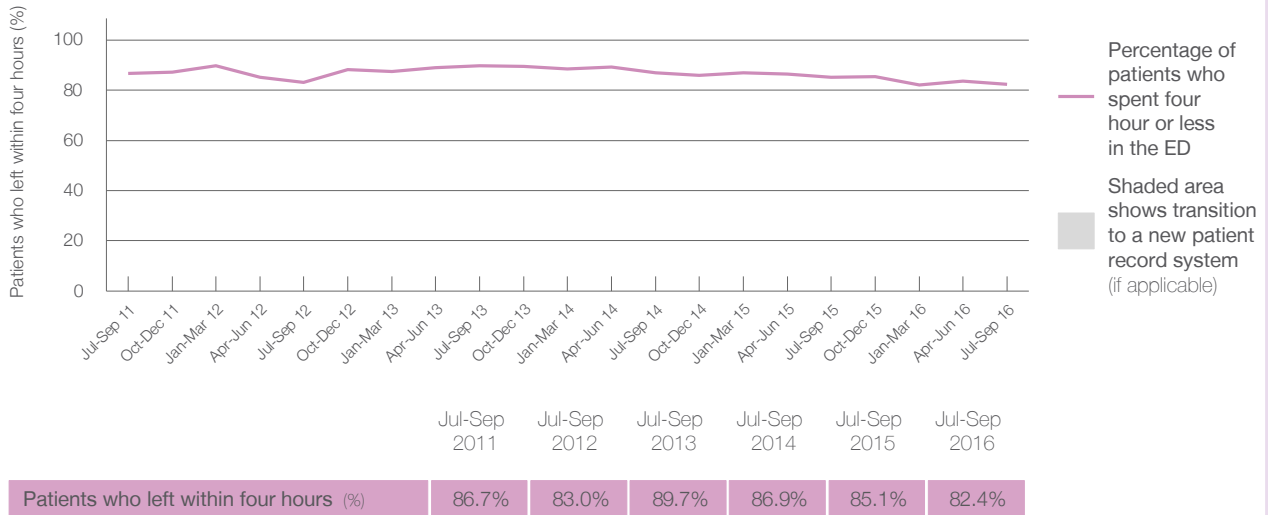
Presentations used to calculate time to leaving the ED: ⁶ 4,076 patients

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	4,109	-0.8%
Presentations used to calculate time to leaving the ED	4,109	-0.8%
Percentage of patients who spent four hours or less in the ED	85.1%	

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



* 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.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).