



Healthcare Quarterly

Performance Profiles

Emergency Department

Hunter New England Local Health District

October to December 2017

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

October to December 2017

All presentations:¹ 3,790 patients
 Emergency presentations:² 3,691 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,074 | -7.0% |
| 3,874 | -4.7% |

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

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 255 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 953 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,166 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 92 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 236 | |
| 8 minutes | 8 minutes |
| 31 minutes | 23 minutes |
| 1,130 | |
| 26 minutes | 20 minutes |
| 88 minutes | 65 minutes |
| 2,220 | |
| 38 minutes | 26 minutes |
| 154 minutes | 99 minutes |
| 276 | |
| 20 minutes | 23 minutes |
| 106 minutes | 103 minutes |

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,790 patients

Percentage of patients who spent four hours or less in the ED 81.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,074 | -7.0% |
| 79.9% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

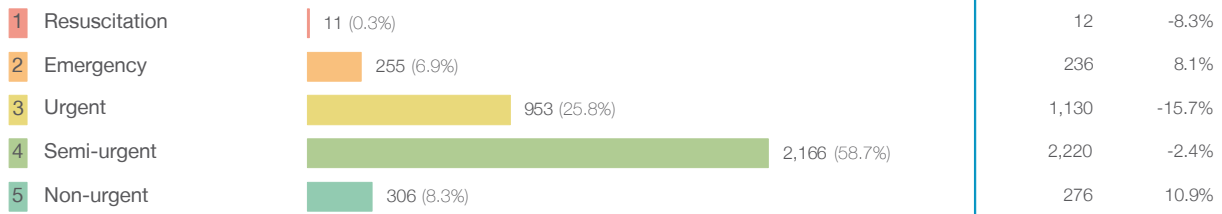
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Armidales and New England Hospital: Patients presenting to the emergency department October to December 2017

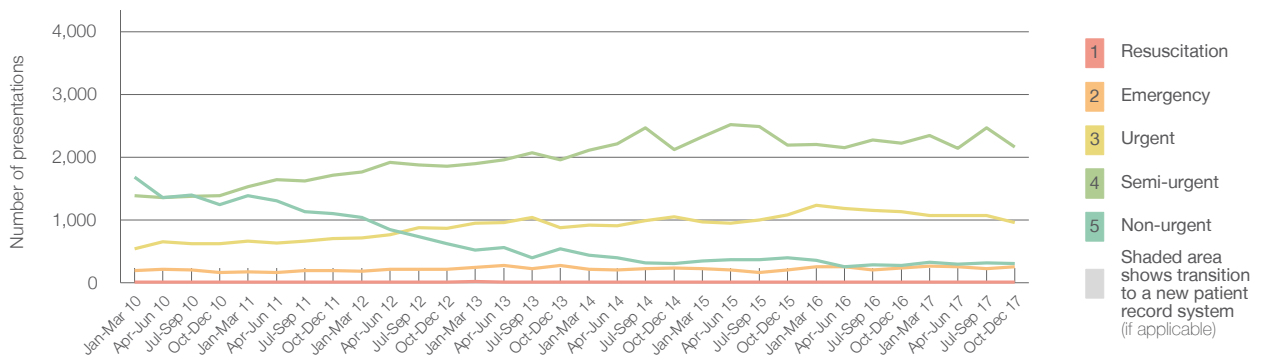
All presentations:¹ 3,790 patients

Emergency presentations² by triage category: 3,691 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,074 | -7.0% |
| 3,874 | -4.7% |
| 12 | -8.3% |
| 236 | 8.1% |
| 1,130 | -15.7% |
| 2,220 | -2.4% |
| 276 | 10.9% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | 9 | 11 | 10 | 8 | 10 | 12 | 11 |
| Emergency | 161 | 189 | 217 | 272 | 231 | 205 | 236 | 255 |
| Urgent | 623 | 707 | 863 | 878 | 1,046 | 1,080 | 1,130 | 953 |
| Semi-urgent | 1,385 | 1,717 | 1,853 | 1,956 | 2,121 | 2,193 | 2,220 | 2,166 |
| Non-urgent | 1,242 | 1,098 | 619 | 540 | 308 | 396 | 276 | 306 |
| All emergency presentations | 3,411 | 3,720 | 3,563 | 3,656 | 3,714 | 3,884 | 3,874 | 3,691 |

Armidales and New England Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 395 patients **

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 565 | |
| 4 minutes | -2 minutes |
| 27 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.

(**) 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 October to December 2017

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

Number of triage 2 patients: 255

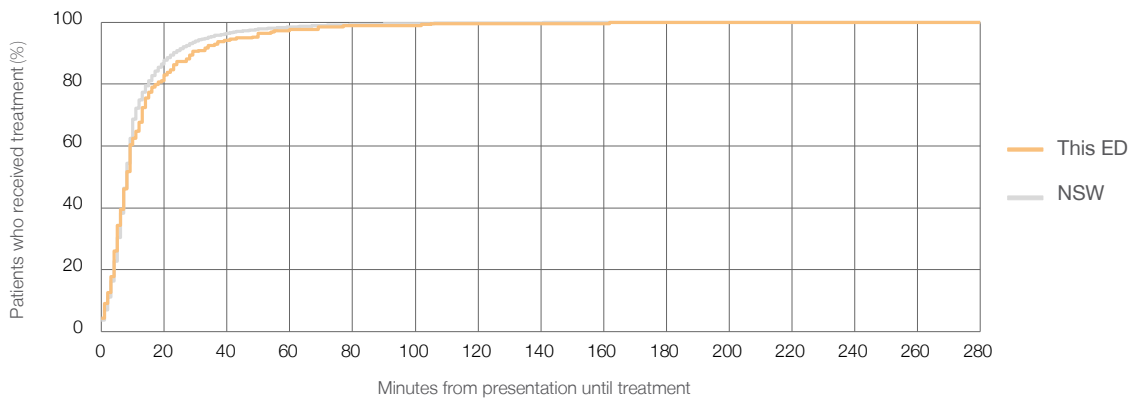
Number of triage 2 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 8 minutes

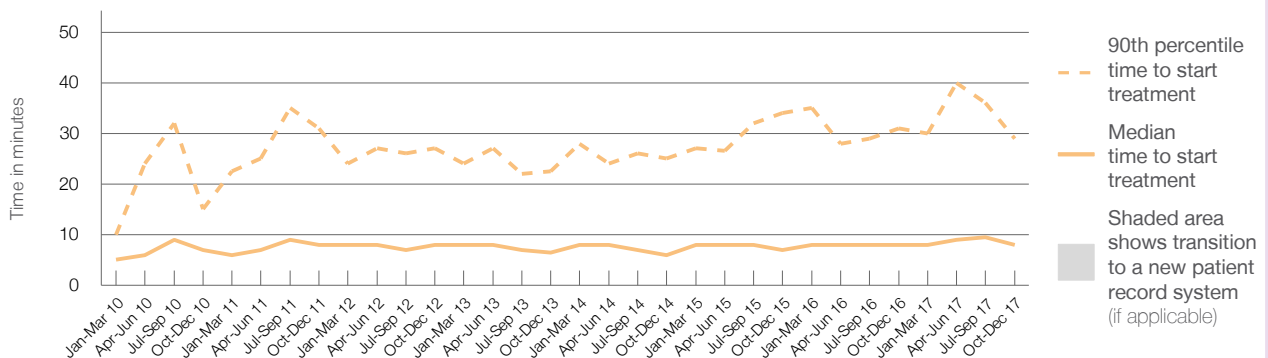
90th percentile time to start treatment⁵ 29 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 236 | |
| 227 | |
| 8 minutes | 8 minutes |
| 31 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 8 | 8 | 7 | 6 | 7 | 8 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | 15 | 31 | 27 | 23 | 25 | 34 | 31 | 29 |

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 953

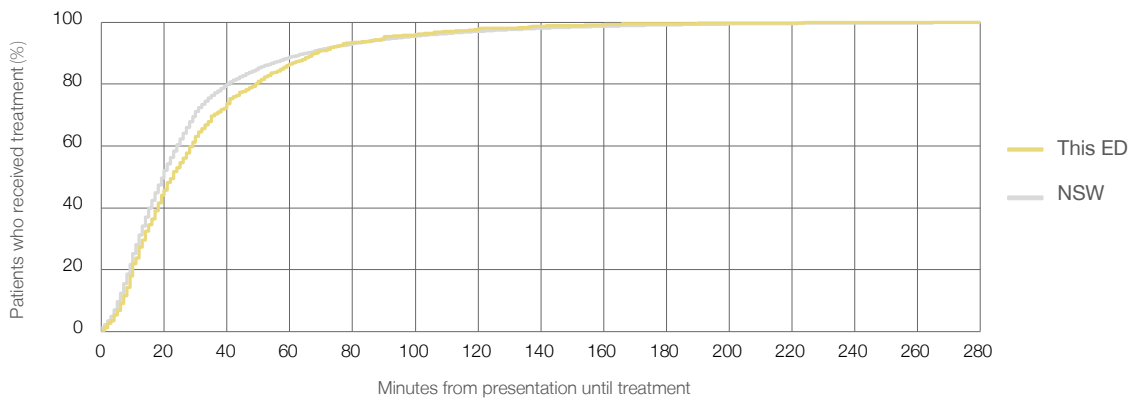
Number of triage 3 patients used to calculate waiting time:³ 929

Median time to start treatment⁴ 23 minutes

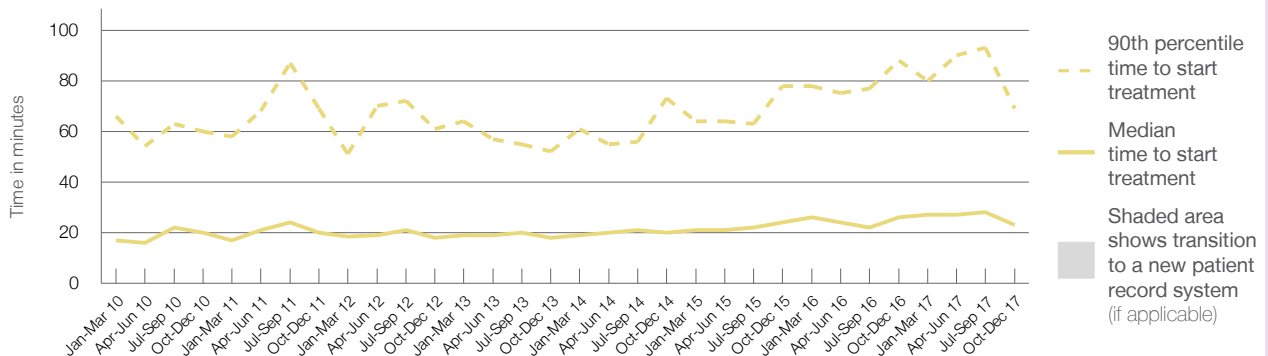
90th percentile time to start treatment⁵ 69 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,130 | 1,075 |
| 26 minutes | 20 minutes |
| 88 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 20 | 18 | 18 | 20 | 24 | 26 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | 60 | 69 | 61 | 52 | 73 | 78 | 88 | 69 |

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,166

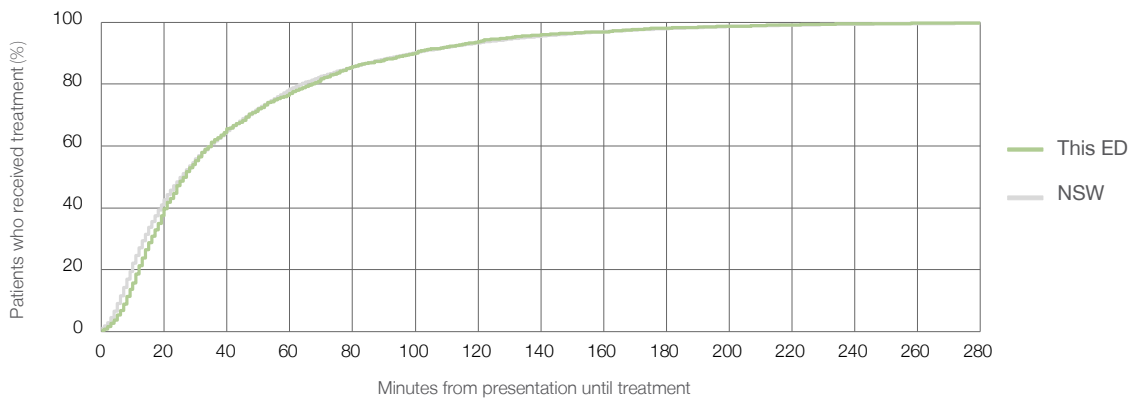
Number of triage 4 patients used to calculate waiting time:³ 2,008

Median time to start treatment⁴ 27 minutes

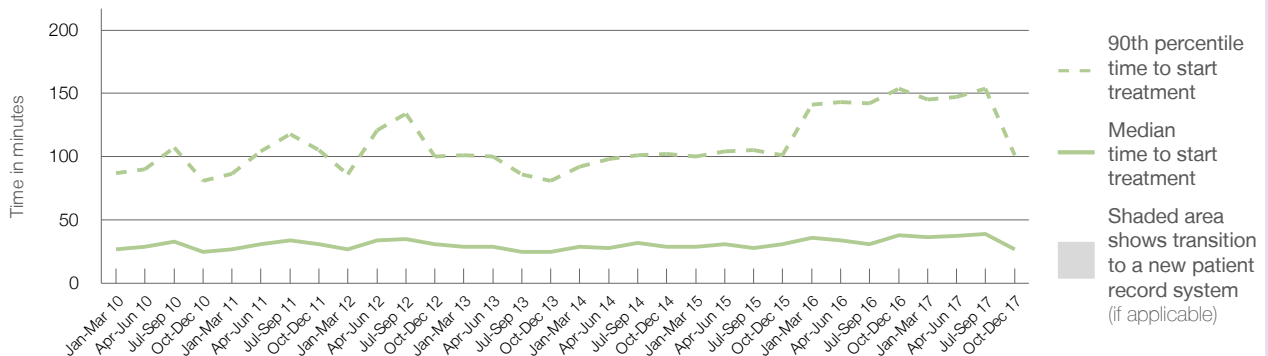
90th percentile time to start treatment⁵ 101 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,220 | 1,936 |
| 38 minutes | 26 minutes |
| 154 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 25 | 31 | 31 | 25 | 29 | 31 | 38 | 27 |
| 90th percentile time to start treatment ⁵ (minutes) | 81 | 105 | 100 | 81 | 102 | 101 | 154 | 101 |

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 306

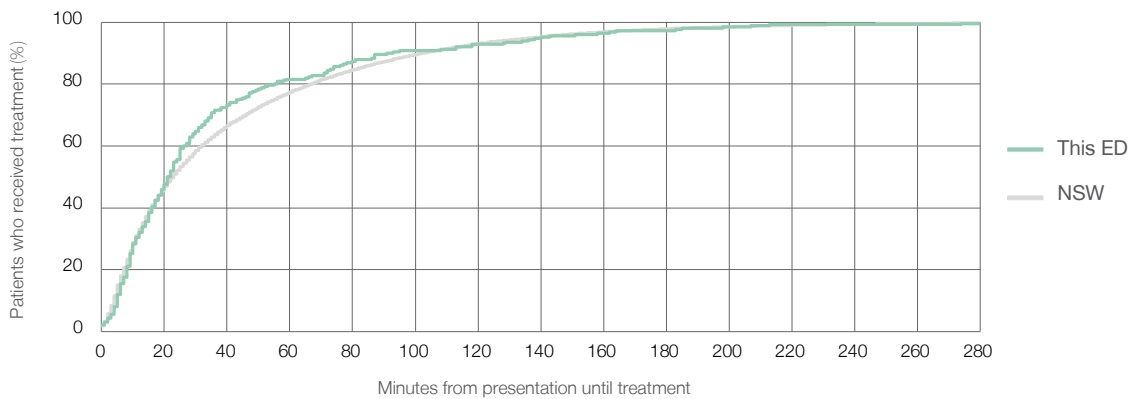
Number of triage 5 patients used to calculate waiting time:³ 250

Median time to start treatment⁴ 22 minutes

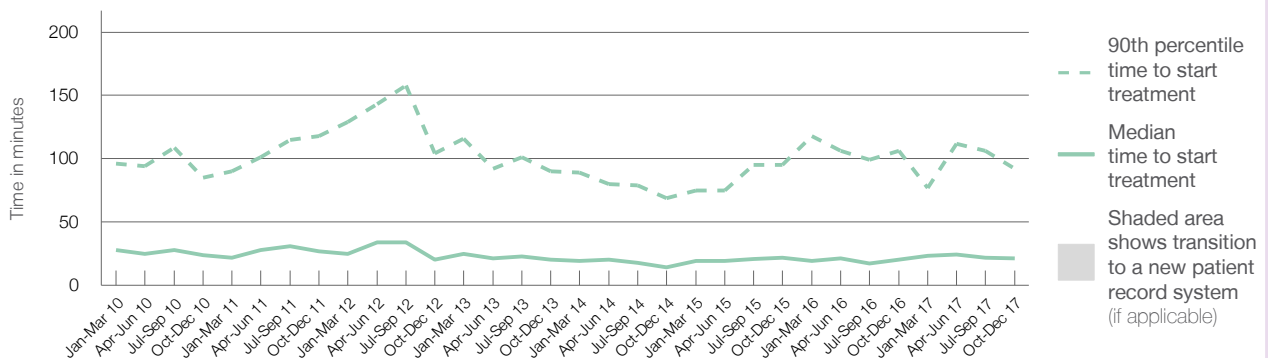
90th percentile time to start treatment⁵ 92 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 276 | 198 |
| 20 minutes | 23 minutes |
| 106 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 27 | 20 | 20 | 14 | 22 | 20 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 85 | 118 | 104 | 90 | 69 | 95 | 106 | 92 |

(†) 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.

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

October to December 2017

All presentations:¹ 3,790 patients

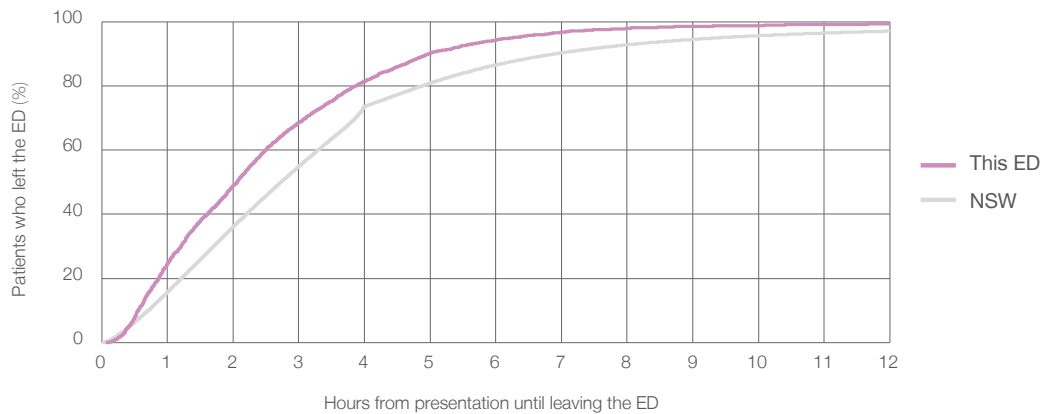
Presentations used to calculate time to leaving the ED:⁶ 3,790 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

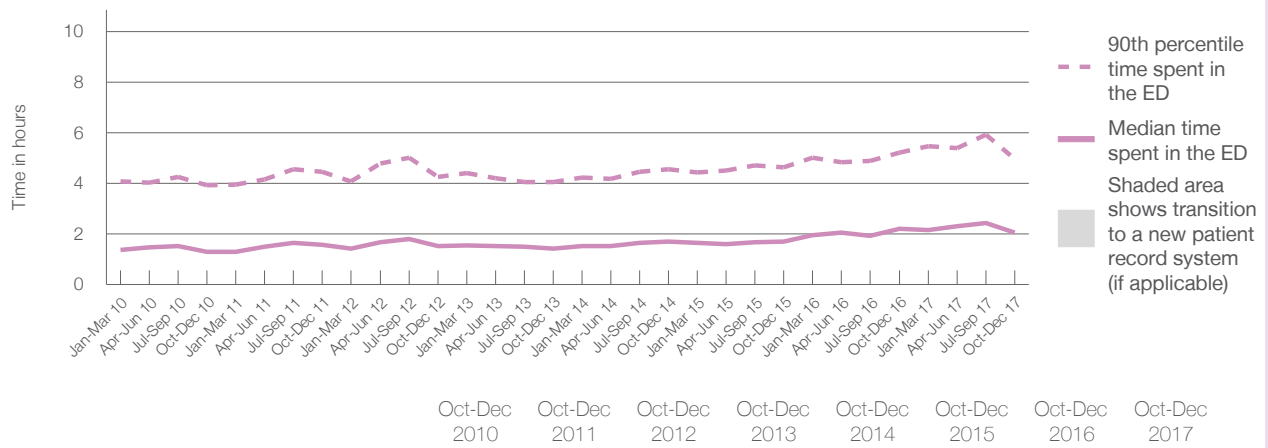
90th percentile time spent in the ED⁹ 4 hours and 59 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 4,074 | 4,074 |
| 2 hours and 12 minutes | 2 hours and 44 minutes |
| 5 hours and 13 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 18m | 1h 35m | 1h 32m | 1h 26m | 1h 43m | 1h 42m | 2h 12m | 2h 4m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 56m | 4h 27m | 4h 16m | 4h 3m | 4h 34m | 4h 38m | 5h 13m | 4h 59m |

(†) 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.

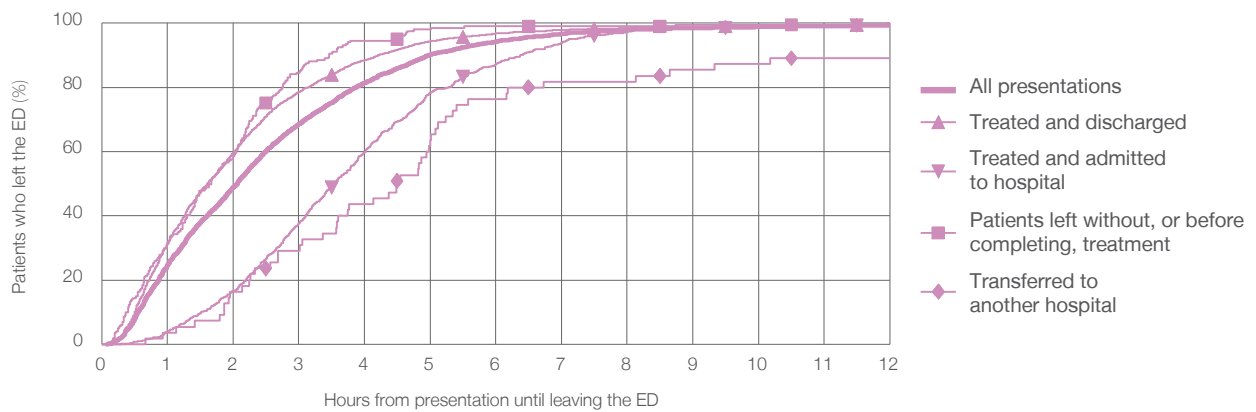
Armidale and New England Hospital: Time patients spent in the ED By mode of separation October to December 2017

All presentations:¹ 3,790 patients

Presentations used to calculate time to leaving the ED:⁶ 3,790 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 2,626 (69.3%) | 2,552 | 2.9% |
| Treated and admitted to hospital | 885 (23.4%) | 1,126 | -21.4% |
| Patient left without, or before completing, treatment | 201 (5.3%) | 313 | -35.8% |
| Transferred to another hospital | 55 (1.5%) | 64 | -14.1% |
| Other | 23 (0.6%) | 19 | 21.1% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 31.6% | 59.9% | 78.5% | 88.6% | 96.8% | 98.5% | 99.2% | 99.5% |
| Treated and admitted to hospital | 4.0% | 16.7% | 37.7% | 59.9% | 87.3% | 97.4% | 98.8% | 99.3% |
| Patient left without, or before completing, treatment | 31.3% | 58.7% | 84.6% | 94.5% | 99.0% | 99.0% | 99.5% | 100% |
| Transferred to another hospital | 3.6% | 16.4% | 29.1% | 43.6% | 76.4% | 81.8% | 87.3% | 89.1% |
| All presentations | 24.7% | 49.0% | 68.5% | 81.4% | 94.3% | 97.9% | 98.8% | 99.3% |

(†) 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.

Armidale and New England Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 3,790 patients

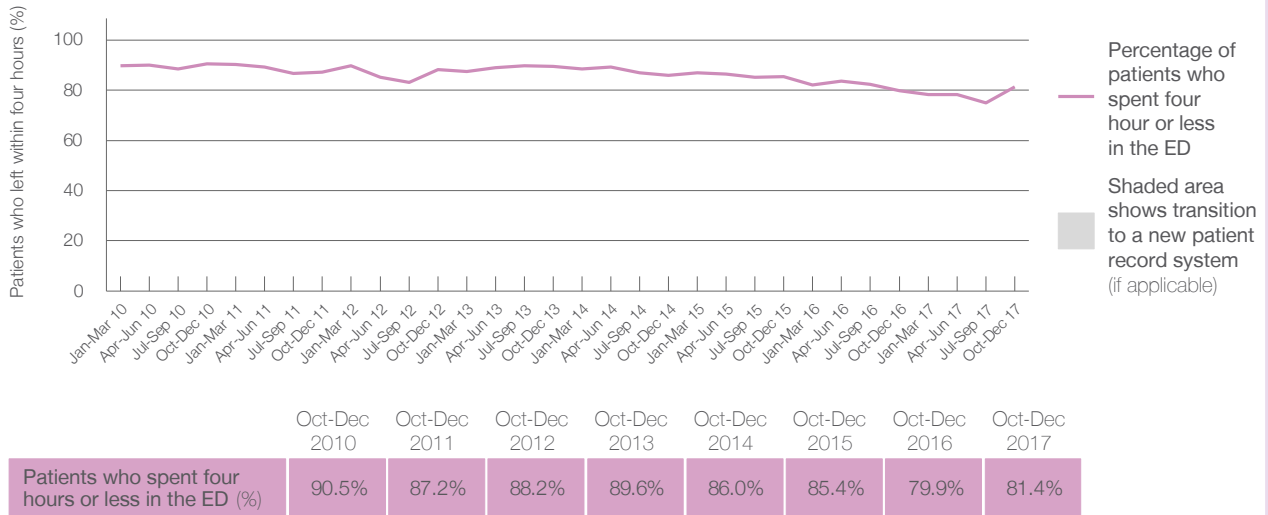
Presentations used to calculate time to leaving the ED: ⁶ 3,790 patients

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 | 4,074 | -7.0% |
| Presentations used to calculate time to leaving the ED | 4,074 | -7.0% |
| Percentage of patients who spent four hours or less in the ED | 79.9% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Belmont Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,300 patients
Emergency presentations:² 6,274 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,292 | 0.1% |
| 6,256 | 0.3% |

Belmont Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 492 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,243 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,027 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,499 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 509 | |
| 8 minutes | 8 minutes |
| 15 minutes | 23 minutes |
| 1,334 | |
| 16 minutes | 20 minutes |
| 40 minutes | 65 minutes |
| 3,326 | |
| 21 minutes | 26 minutes |
| 74 minutes | 99 minutes |
| 1,081 | |
| 23 minutes | 23 minutes |
| 103 minutes | 103 minutes |

Belmont Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,300 patients

Percentage of patients who spent four hours or less in the ED 73.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,292 | 0.1% |
| 82.4% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

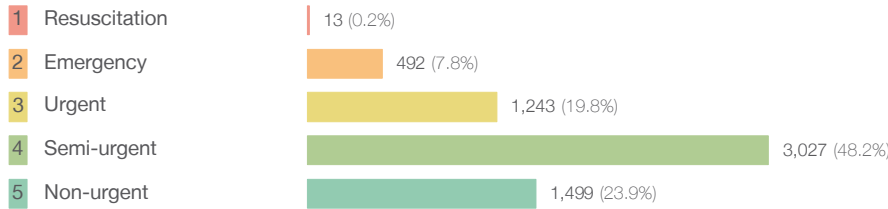
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Belmont Hospital: Patients presenting to the emergency department October to December 2017

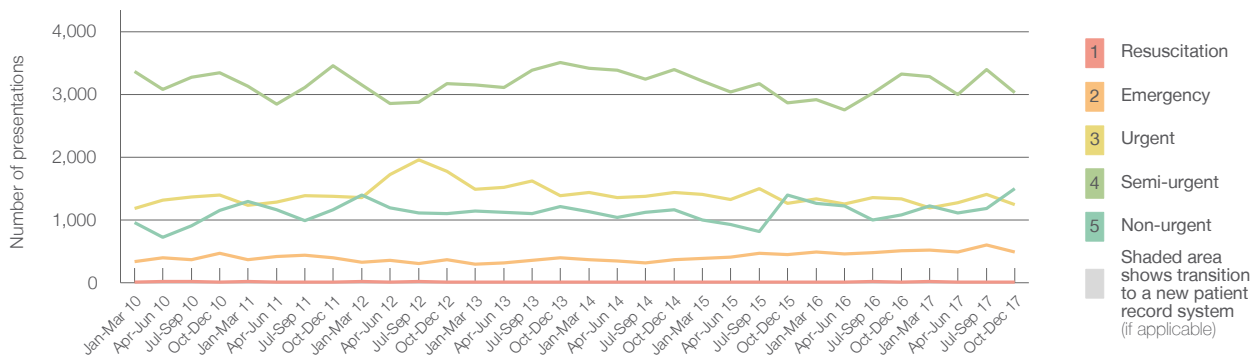
All presentations:¹ 6,300 patients

Emergency presentations² by triage category: 6,274 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 6,292 | 0.1% |
| Emergency presentations | 6,256 | 0.3% |
| 1 Resuscitation | 6 | 116.7% |
| 2 Emergency | 509 | -3.3% |
| 3 Urgent | 1,334 | -6.8% |
| 4 Semi-urgent | 3,326 | -9.0% |
| 5 Non-urgent | 1,081 | 38.7% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 9 | 11 | 12 | 13 | 10 | 13 | 6 | 13 |
| Emergency | 463 | 395 | 369 | 397 | 368 | 443 | 509 | 492 |
| Urgent | 1,396 | 1,374 | 1,775 | 1,382 | 1,436 | 1,263 | 1,334 | 1,243 |
| Semi-urgent | 3,341 | 3,460 | 3,173 | 3,505 | 3,398 | 2,864 | 3,326 | 3,027 |
| Non-urgent | 1,152 | 1,164 | 1,099 | 1,211 | 1,163 | 1,398 | 1,081 | 1,499 |
| All emergency presentations | 6,361 | 6,404 | 6,428 | 6,508 | 6,375 | 5,981 | 6,256 | 6,274 |

Belmont Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,305 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 1,236 | |
| Median time | 10 minutes | 0 minutes |
| 90th percentile time | 19 minutes | 0 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.

Belmont Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 492

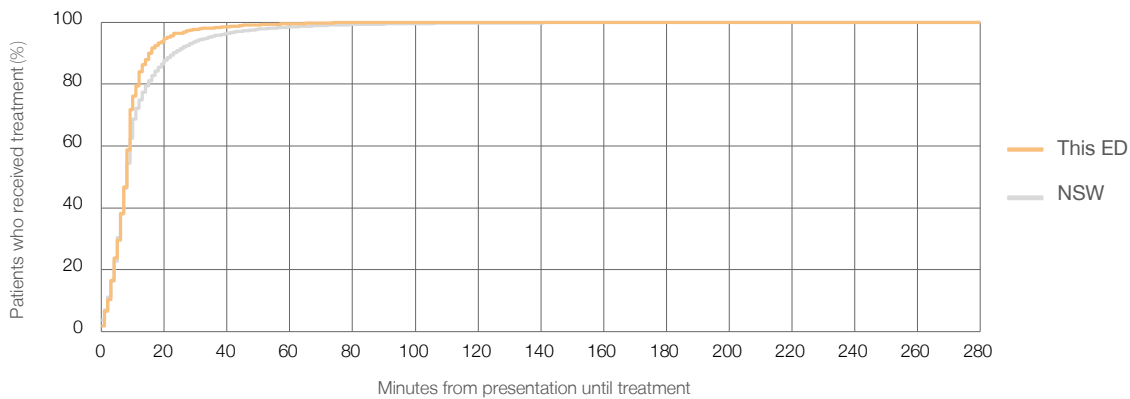
Number of triage 2 patients used to calculate waiting time:³ 485

Median time to start treatment⁴ 8 minutes

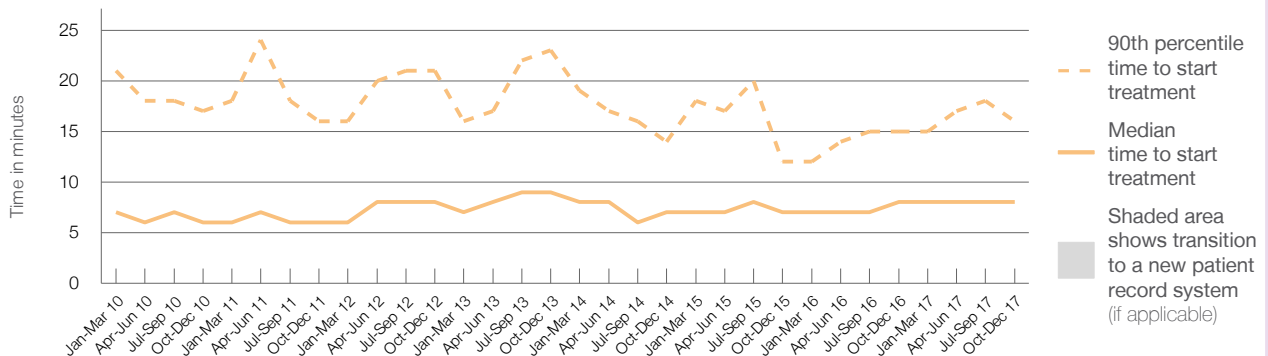
90th percentile time to start treatment⁵ 16 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 509 | 506 |
| 8 minutes | 8 minutes |
| 15 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 6 | 8 | 9 | 7 | 7 | 8 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | 17 | 16 | 21 | 23 | 14 | 12 | 15 | 16 |

(†) 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.

Belmont Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,243

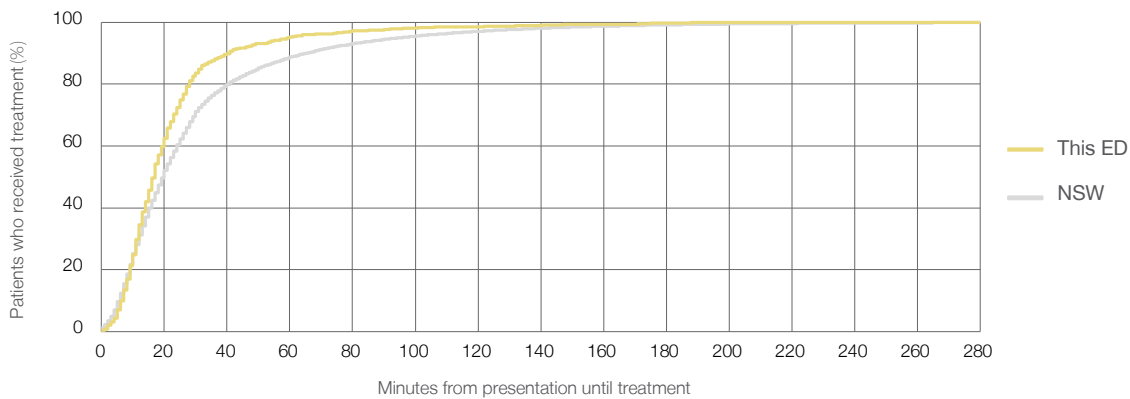
Number of triage 3 patients used to calculate waiting time:³ 1,199

Median time to start treatment⁴ 17 minutes

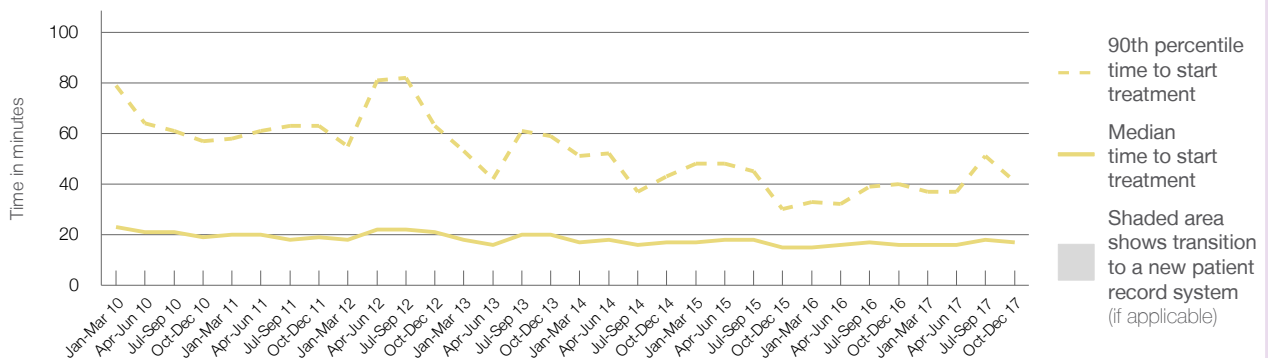
90th percentile time to start treatment⁵ 41 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,334 | 1,301 |
| 16 minutes | 20 minutes |
| 40 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 19 | 19 | 21 | 20 | 17 | 15 | 16 | 17 |
| 90th percentile time to start treatment ⁵ (minutes) | 57 | 63 | 63 | 59 | 43 | 30 | 40 | 41 |

(†) 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.

Belmont Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,027

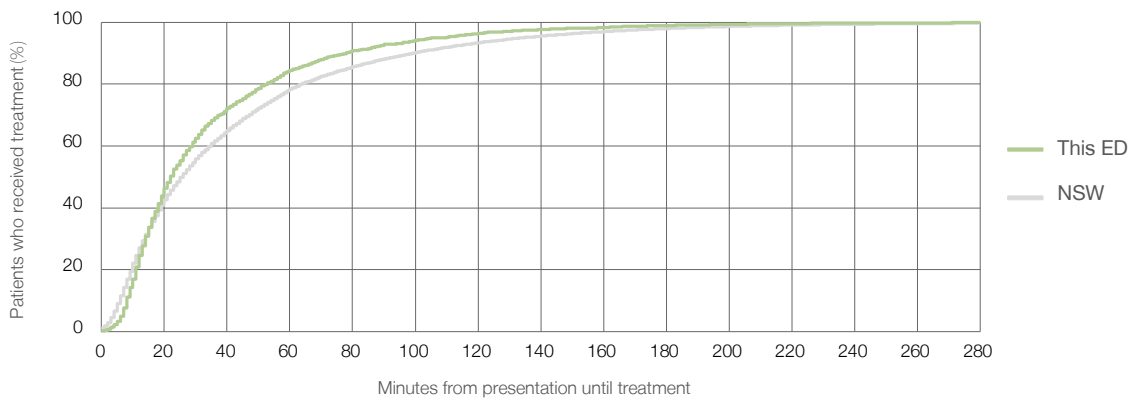
Number of triage 4 patients used to calculate waiting time:³ 2,629

Median time to start treatment⁴ 22 minutes

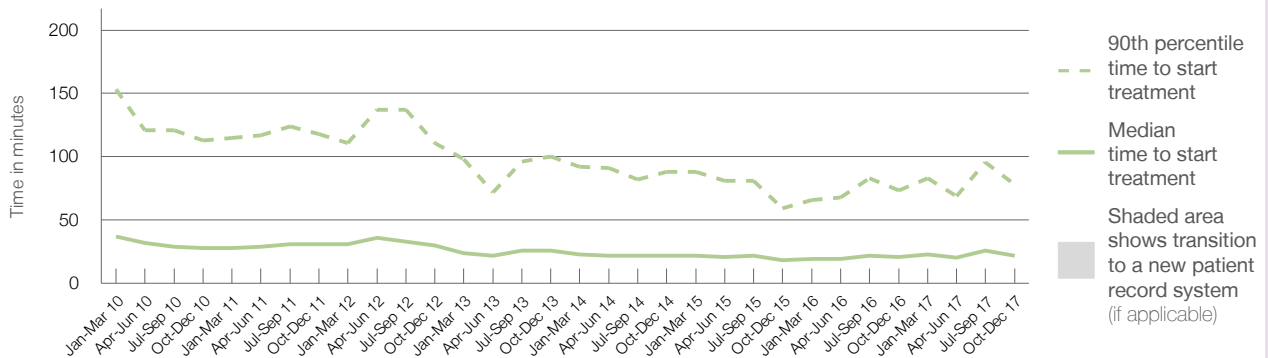
90th percentile time to start treatment⁵ 78 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,326 | |
| 2,800 | |
| 21 minutes | 26 minutes |
| 74 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 28 | 31 | 30 | 26 | 22 | 18 | 21 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 113 | 118 | 111 | 100 | 88 | 59 | 74 | 78 |

(†) 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.

Belmont Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,499

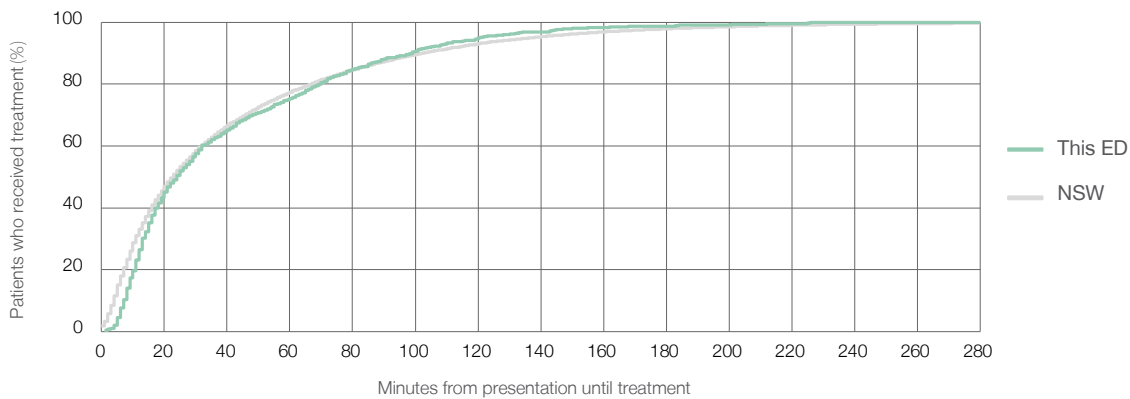
Number of triage 5 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 24 minutes

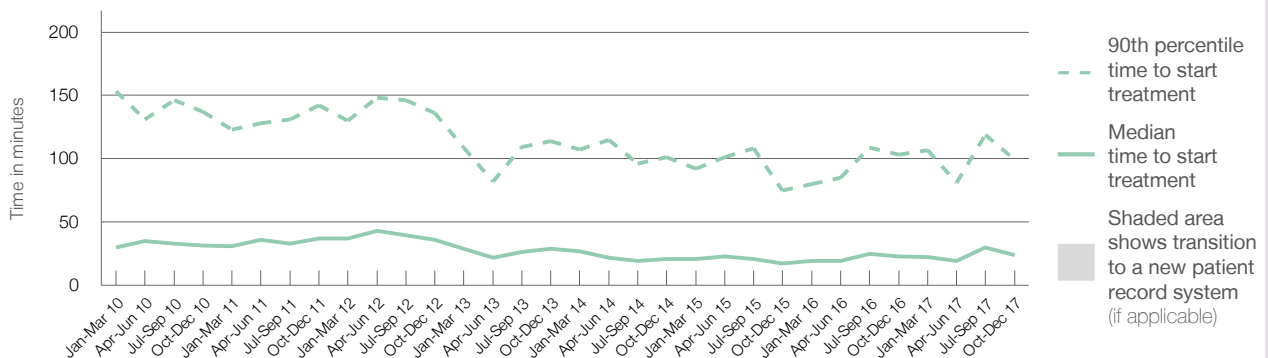
90th percentile time to start treatment⁵ 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,081 | 816 |
| 23 minutes | 23 minutes |
| 103 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 32 | 37 | 36 | 29 | 21 | 17 | 23 | 24 |
| 90th percentile time to start treatment ⁵ (minutes) | 137 | 142 | 136 | 114 | 101 | 75 | 103 | 99 |

(†) 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.

Belmont Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,300 patients

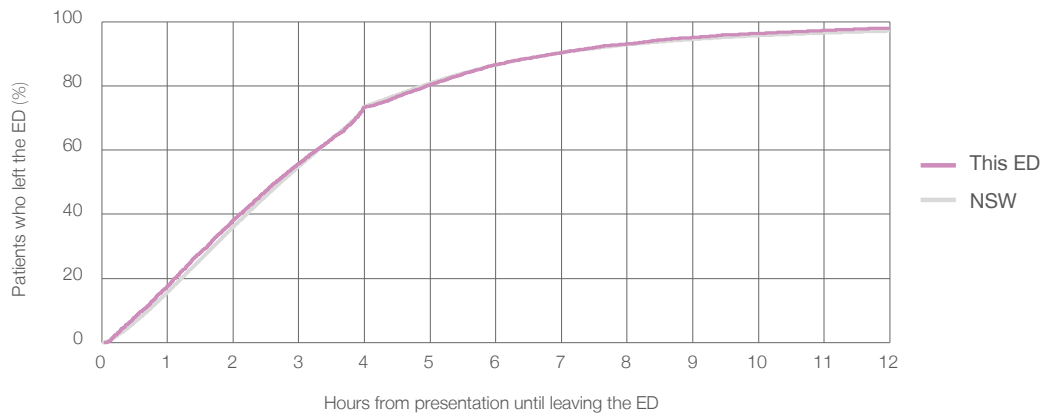
Presentations used to calculate time to leaving the ED:⁶ 6,300 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

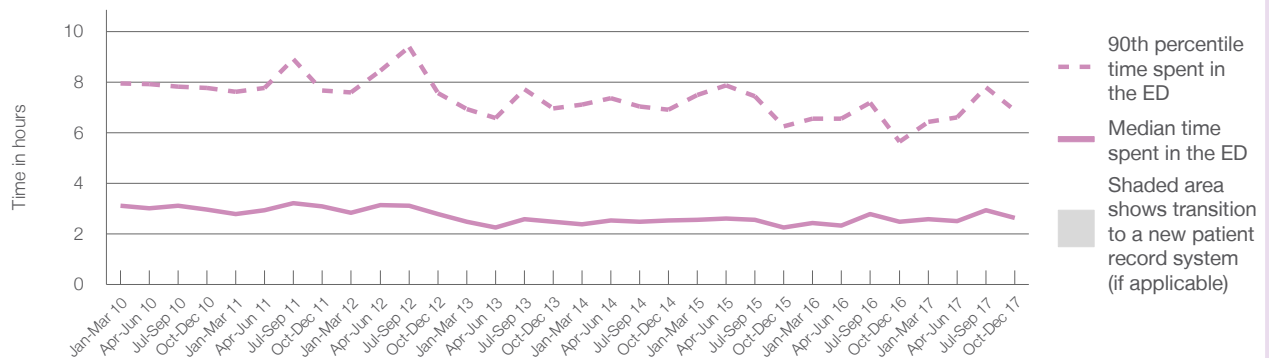
90th percentile time spent in the ED⁹ 6 hours and 53 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 6,292 | 6,292 |
| 2 hours and 29 minutes | 2 hours and 44 minutes |
| 5 hours and 39 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 2h 58m | 3h 5m | 2h 47m | 2h 30m | 2h 33m | 2h 16m | 2h 29m | 2h 39m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 7h 47m | 7h 41m | 7h 34m | 6h 58m | 6h 55m | 6h 15m | 5h 39m | 6h 53m |

(†) 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.

Belmont Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

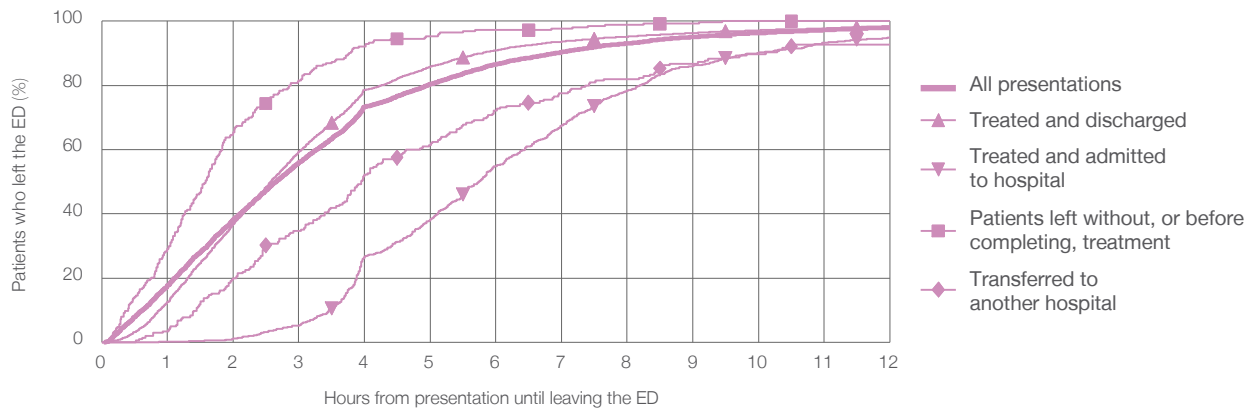
All presentations:¹ 6,300 patients

Presentations used to calculate time to leaving the ED:⁶ 6,300 patients

| | |
|---|---------------|
| Treated and discharged | 4,404 (69.9%) |
| Treated and admitted to hospital | 829 (13.2%) |
| Patient left without, or before completing, treatment | 254 (4.0%) |
| Transferred to another hospital | 205 (3.3%) |
| Other | 608 (9.7%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,292 | 0.1% |
| 4,140 | 6.4% |
| 947 | -12.5% |
| 280 | -9.3% |
| 325 | -36.9% |
| 600 | 1.3% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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 | 12.6% | 36.9% | 59.4% | 78.7% | 91.0% | 95.2% | 97.2% | 98.5% |
| Treated and admitted to hospital | 0.2% | 1.1% | 5.2% | 26.8% | 54.9% | 78.4% | 90.2% | 94.9% |
| Patient left without, or before completing, treatment | 29.1% | 65.4% | 81.5% | 92.1% | 97.2% | 98.8% | 100% | 100% |
| Transferred to another hospital | 3.4% | 20.0% | 34.6% | 52.2% | 72.2% | 82.0% | 89.8% | 92.7% |
| All presentations | 17.7% | 38.2% | 55.9% | 73.4% | 86.6% | 93.1% | 96.3% | 98.0% |

(†) 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.

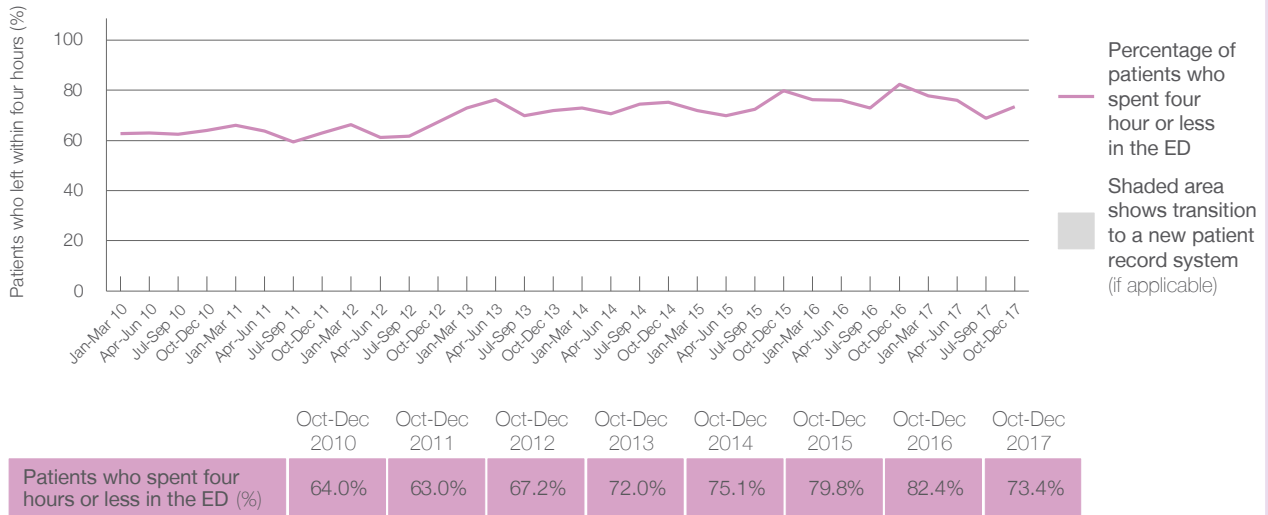
Belmont Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 6,300 patients
 Presentations used to calculate time to leaving the ED: ⁶ 6,300 patients

Percentage of patients who spent four hours or less in the ED 73.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,292 | 0.1% |
| 6,292 | 0.1% |
| 82.4% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2017

All presentations:¹ 9,511 patients
Emergency presentations:² 9,503 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,453 | 0.6% |
| 9,441 | 0.7% |

Calvary Mater Newcastle: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,633 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,717 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,429 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 649 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 113 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,283 | |
| 7 minutes | 8 minutes |
| 20 minutes | 23 minutes |
| 2,364 | |
| 18 minutes | 20 minutes |
| 46 minutes | 65 minutes |
| 4,572 | |
| 24 minutes | 26 minutes |
| 89 minutes | 99 minutes |
| 1,160 | |
| 27 minutes | 23 minutes |
| 117 minutes | 103 minutes |

Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 9,511 patients

Percentage of patients who spent four hours or less in the ED 72.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,453 | 0.6% |
| 74.3% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

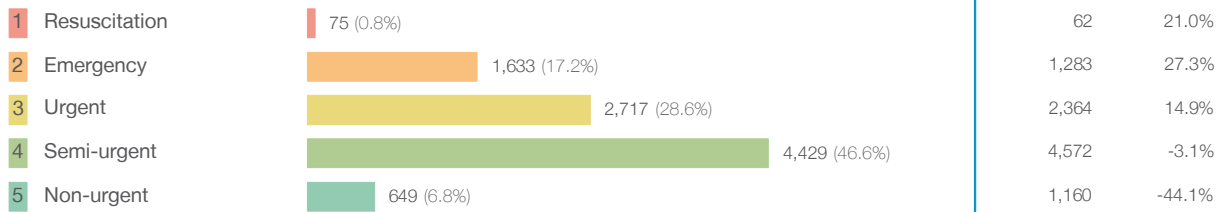
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Calvary Mater Newcastle: Patients presenting to the emergency department October to December 2017

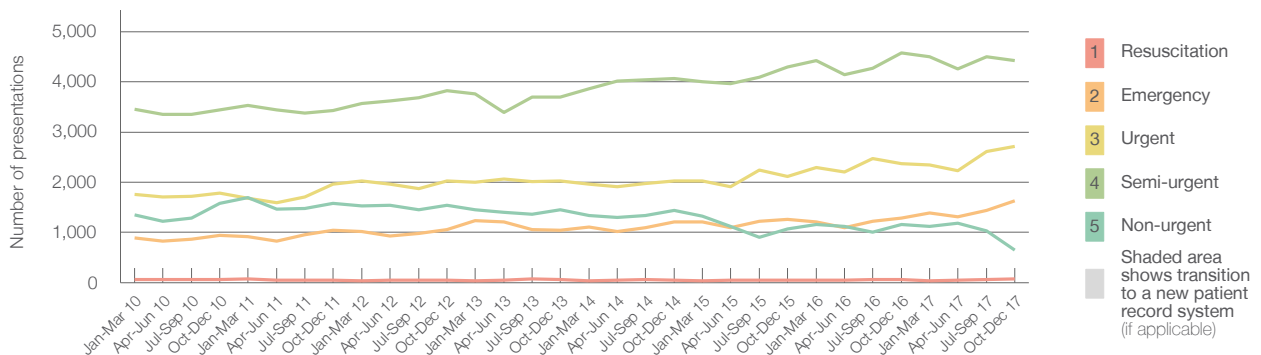
All presentations:¹ 9,511 patients

Emergency presentations² by triage category: 9,503 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,453 | 0.6% |
| 9,441 | 0.7% |
| 62 | 21.0% |
| 1,283 | 27.3% |
| 2,364 | 14.9% |
| 4,572 | -3.1% |
| 1,160 | -44.1% |

Emergency presentations² by quarter, January 2010 to December 2017 †

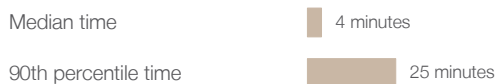


| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 68 | 48 | 49 | 56 | 53 | 43 | 62 | 75 |
| Emergency | 944 | 1,047 | 1,058 | 1,042 | 1,214 | 1,261 | 1,283 | 1,633 |
| Urgent | 1,780 | 1,962 | 2,023 | 2,022 | 2,027 | 2,118 | 2,364 | 2,717 |
| Semi-urgent | 3,441 | 3,425 | 3,826 | 3,693 | 4,062 | 4,299 | 4,572 | 4,429 |
| Non-urgent | 1,585 | 1,579 | 1,535 | 1,458 | 1,442 | 1,070 | 1,160 | 649 |
| All emergency presentations | 7,818 | 8,061 | 8,491 | 8,271 | 8,798 | 8,791 | 9,441 | 9,503 |

Calvary Mater Newcastle: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,062 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,822 | |
| 4 minutes | 0 minutes |
| 25 minutes | 0 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,633

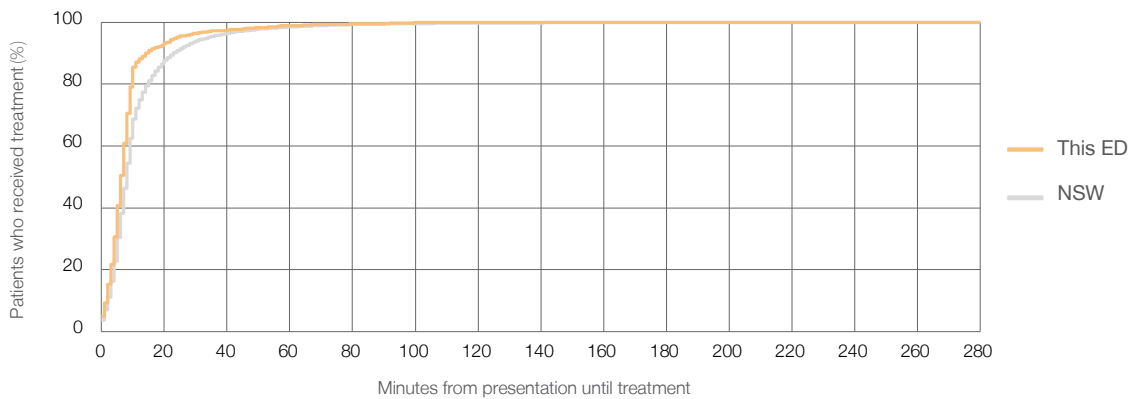
Number of triage 2 patients used to calculate waiting time:³ 1,237

Median time to start treatment⁴ 6 minutes

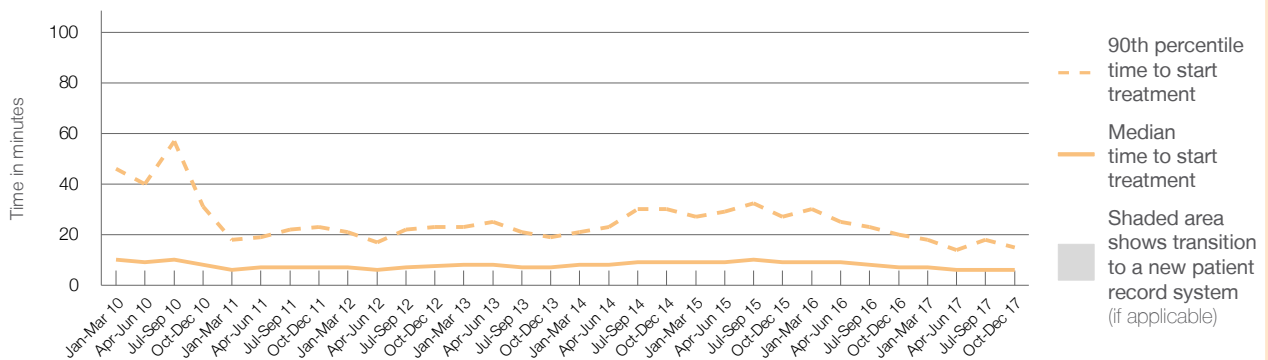
90th percentile time to start treatment⁵ 15 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,283 | |
| 1,000 | |
| 7 minutes | 8 minutes |
| 20 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 7 | 8 | 7 | 9 | 9 | 7 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 31 | 23 | 23 | 19 | 30 | 27 | 20 | 15 |

(†) 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,717

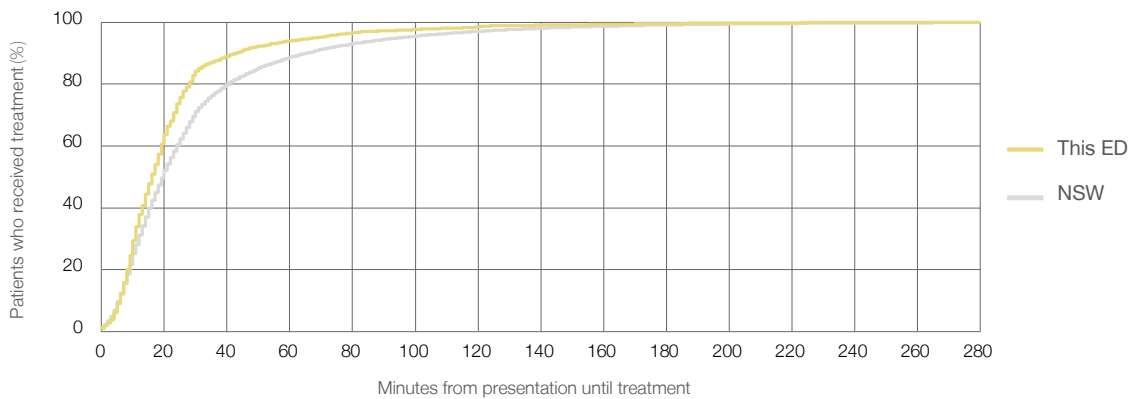
Number of triage 3 patients used to calculate waiting time:³ 2,443

Median time to start treatment⁴ 16 minutes

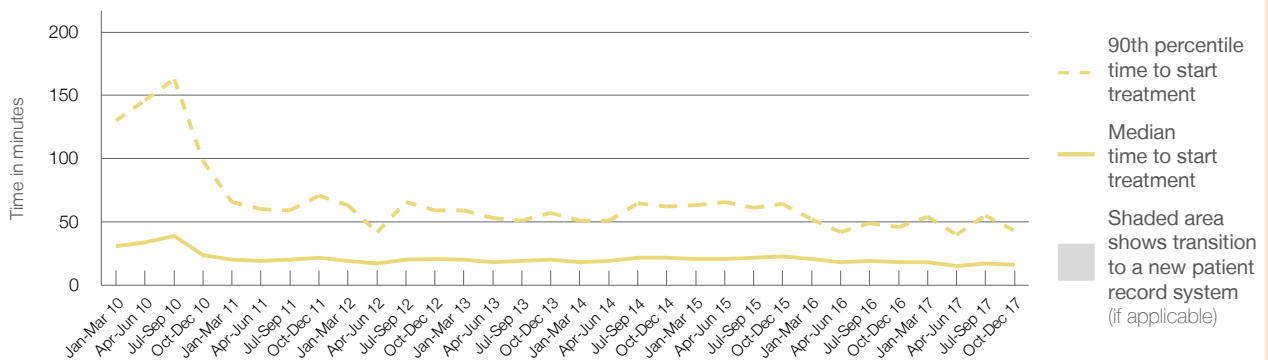
90th percentile time to start treatment⁵ 43 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,364 | |
| 2,073 | |
| 18 minutes | 20 minutes |
| 46 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 22 | 21 | 20 | 22 | 23 | 18 | 16 |
| 90th percentile time to start treatment ⁵ (minutes) | 98 | 71 | 59 | 57 | 62 | 64 | 46 | 43 |

(†) 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,429

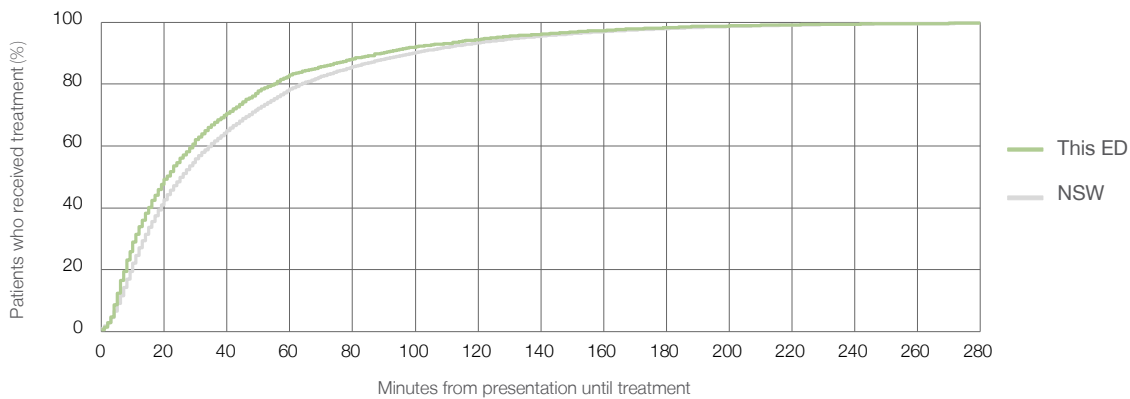
Number of triage 4 patients used to calculate waiting time:³ 3,936

Median time to start treatment⁴ 21 minutes

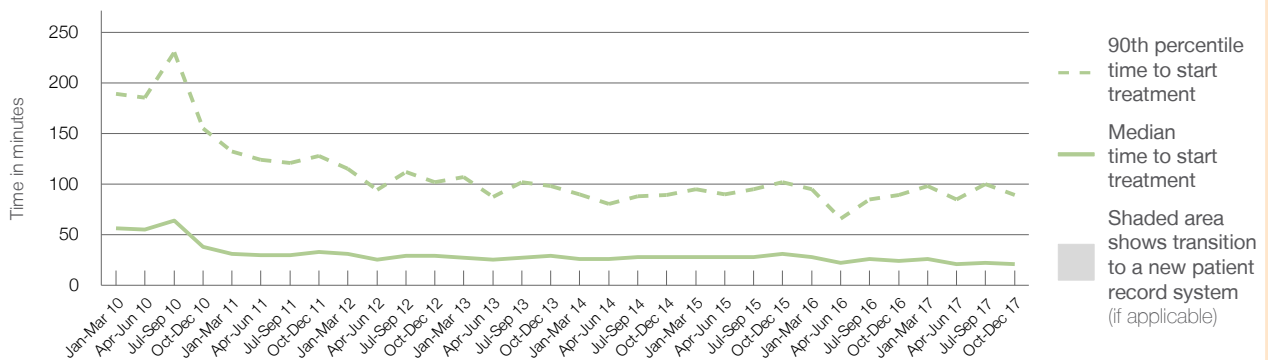
90th percentile time to start treatment⁵ 89 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,572 | 4,101 |
| 24 minutes | 26 minutes |
| 89 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 38 | 33 | 29 | 29 | 28 | 31 | 24 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 155 | 128 | 102 | 98 | 89 | 102 | 89 | 89 |

(†) 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 649

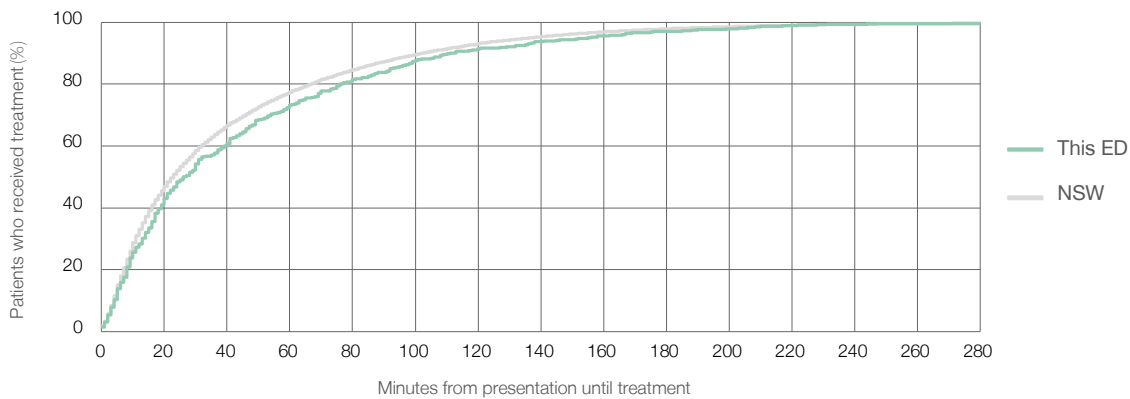
Number of triage 5 patients used to calculate waiting time:³ 529

Median time to start treatment⁴ 26 minutes

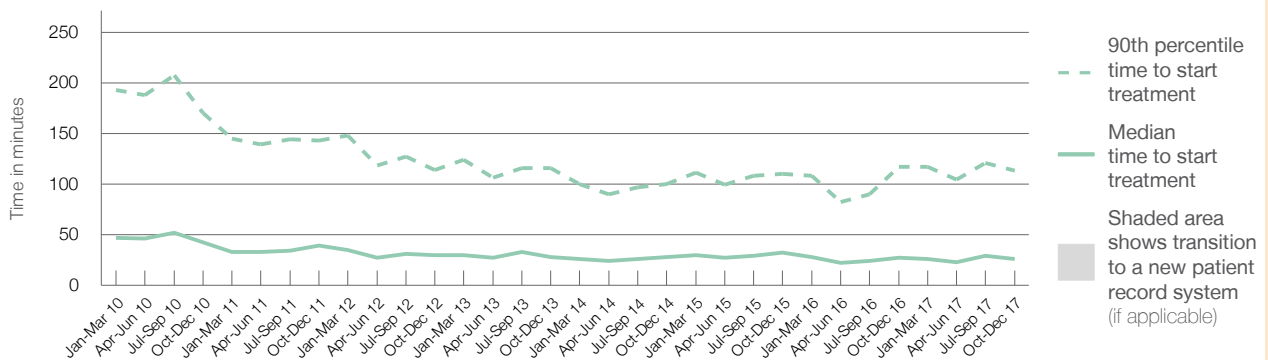
90th percentile time to start treatment⁵ 113 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,160 | |
| 915 | |
| 27 minutes | 23 minutes |
| 117 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 43 | 39 | 30 | 28 | 28 | 32 | 27 | 26 |
| 90th percentile time to start treatment ⁵ (minutes) | 170 | 143 | 114 | 116 | 100 | 110 | 117 | 113 |

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED

October to December 2017

All presentations:¹ 9,511 patients

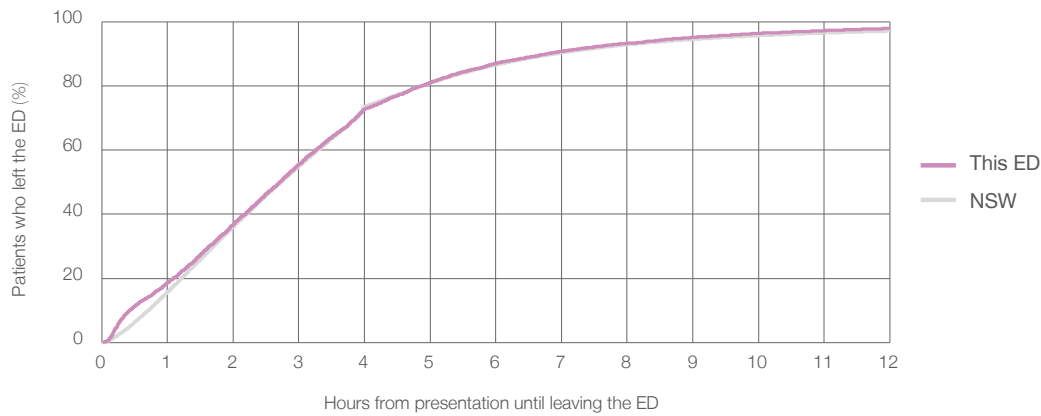
Presentations used to calculate time to leaving the ED:⁶ 9,511 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

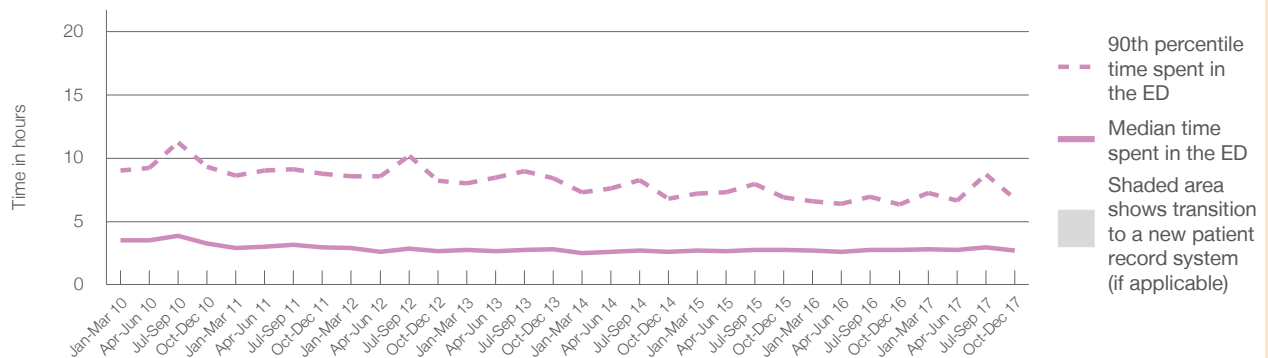
90th percentile time spent in the ED⁹ 6 hours and 47 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 9,453 | 9,453 |
| 2 hours and 44 minutes | 2 hours and 44 minutes |
| 6 hours and 21 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 16m | 2h 57m | 2h 38m | 2h 49m | 2h 37m | 2h 45m | 2h 44m | 2h 43m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 21m | 8h 47m | 8h 13m | 8h 25m | 6h 47m | 6h 55m | 6h 21m | 6h 47m |

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED
By mode of separation
October to December 2017

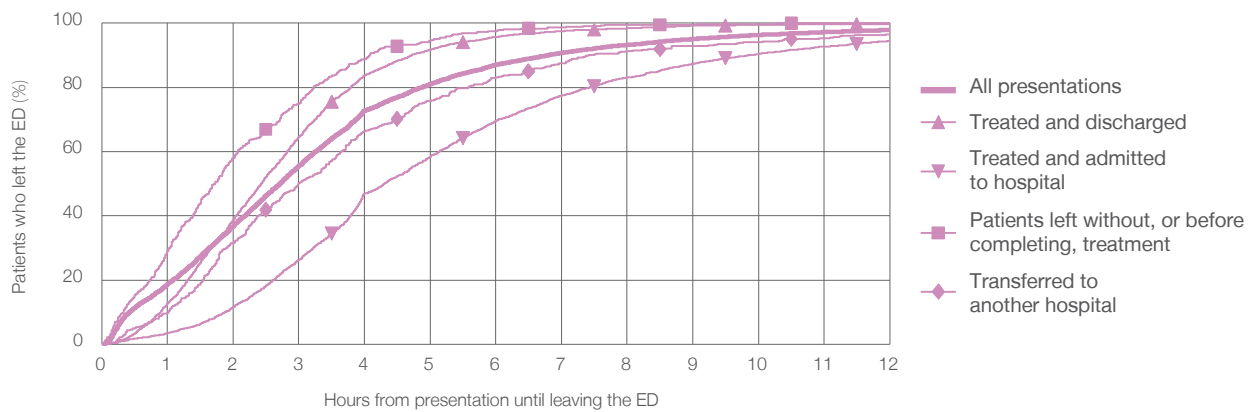
All presentations:¹ 9,511 patients

Presentations used to calculate time to leaving the ED:⁶ 9,511 patients

| | |
|---|---------------|
| Treated and discharged | 4,403 (46.3%) |
| Treated and admitted to hospital | 3,105 (32.6%) |
| Patient left without, or before completing, treatment | 431 (4.5%) |
| Transferred to another hospital | 508 (5.3%) |
| Other | 1,064 (11.2%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,453 | 0.6% |
| 4,372 | 0.7% |
| 3,215 | -3.4% |
| 428 | 0.7% |
| 396 | 28.3% |
| 1,042 | 2.1% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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 | 12.8% | 38.8% | 64.7% | 83.7% | 95.8% | 98.4% | 99.5% | 99.8% |
| Treated and admitted to hospital | 3.5% | 11.6% | 26.3% | 47.0% | 69.6% | 83.1% | 90.4% | 94.5% |
| Patient left without, or before completing, treatment | 29.0% | 58.0% | 74.9% | 88.6% | 97.4% | 99.5% | 99.8% | 100% |
| Transferred to another hospital | 9.8% | 31.5% | 50.2% | 66.3% | 83.1% | 91.3% | 94.1% | 96.5% |
| All presentations | 18.7% | 36.9% | 55.6% | 72.7% | 87.0% | 93.3% | 96.3% | 97.9% |

(†) 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.

Calvary Mater Newcastle: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 9,511 patients

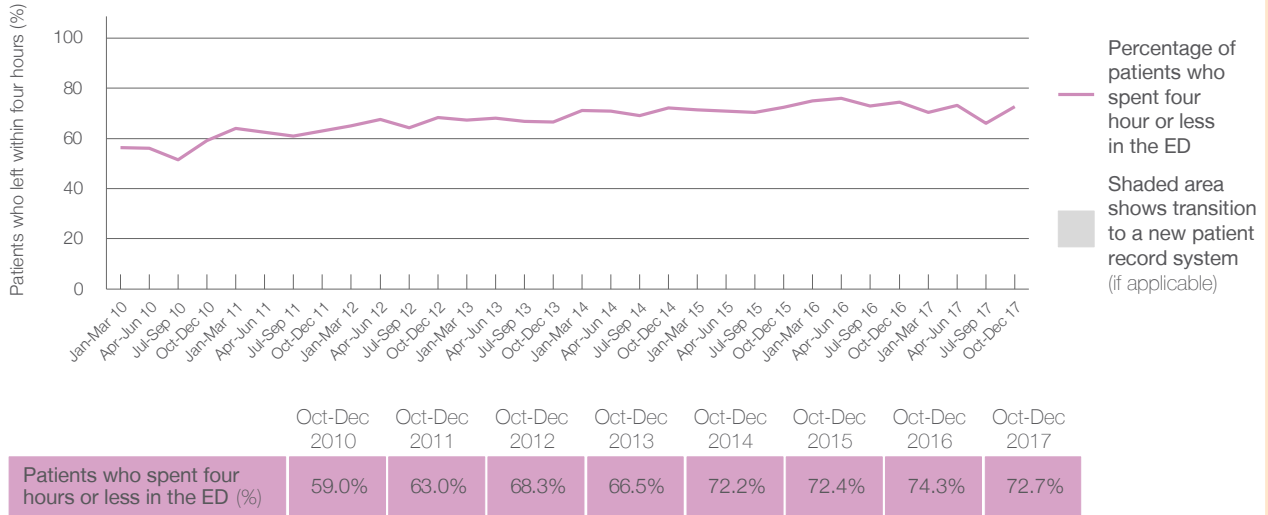
Presentations used to calculate time to leaving the ED: ⁶ 9,511 patients

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 | 9,453 | 0.6% |
| Presentations used to calculate time to leaving the ED | 9,453 | 0.6% |
| Percentage of patients who spent four hours or less in the ED | 74.3% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Cessnock District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,430 patients
 Emergency presentations:² 4,335 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,487 | -1.3% |
| 4,443 | -2.4% |

Cessnock District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 339 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,135 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,309 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 547 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 265 | |
| 7 minutes | 8 minutes |
| 21 minutes | 23 minutes |
| 1,166 | |
| 20 minutes | 20 minutes |
| 48 minutes | 65 minutes |
| 2,123 | |
| 32 minutes | 26 minutes |
| 89 minutes | 99 minutes |
| 889 | |
| 35 minutes | 23 minutes |
| 96 minutes | 103 minutes |

Cessnock District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,430 patients

Percentage of patients who spent four hours or less in the ED 86.1%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,487 | -1.3% |
| 90.8% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

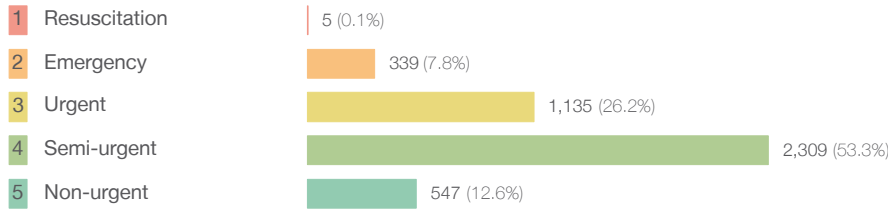
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Cessnock District Hospital: Patients presenting to the emergency department October to December 2017

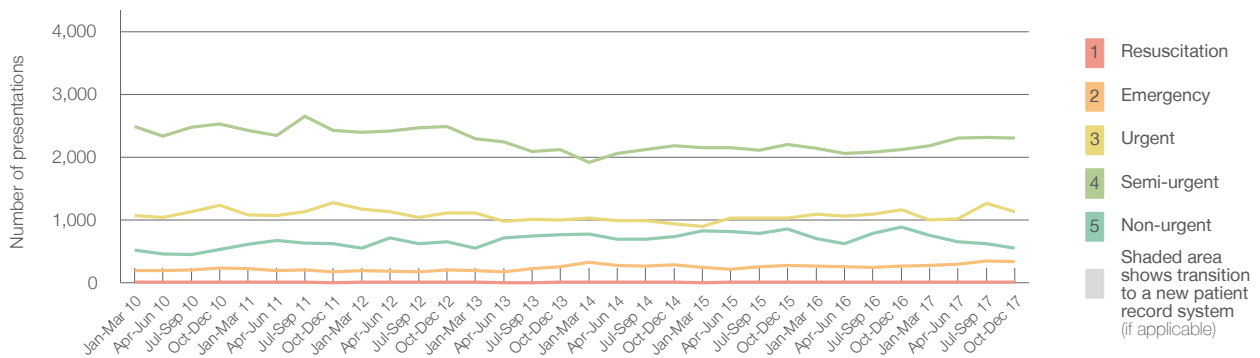
All presentations:¹ 4,430 patients

Emergency presentations² by triage category: 4,335 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 4,487 | -1.3% |
| Emergency presentations | 4,443 | -2.4% |
| 1 Resuscitation | < 5 | * |
| 2 Emergency | 265 | 29.9% |
| 3 Urgent | 1,166 | -2.7% |
| 4 Semi-urgent | 2,123 | 8.8% |
| 5 Non-urgent | 889 | -38.5% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 8 | < 5 | < 5 | 8 | 8 | 5 | < 5 | 5 |
| Emergency | 231 | 177 | 203 | 249 | 288 | 270 | 265 | 339 |
| Urgent | 1,229 | 1,274 | 1,115 | 1,003 | 939 | 1,033 | 1,166 | 1,135 |
| Semi-urgent | 2,528 | 2,430 | 2,491 | 2,123 | 2,182 | 2,199 | 2,123 | 2,309 |
| Non-urgent | 533 | 622 | 650 | 761 | 737 | 859 | 889 | 547 |
| All emergency presentations | 4,529 | 4,503 | 4,459 | 4,144 | 4,154 | 4,366 | 4,443 | 4,335 |

Cessnock District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 473 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 365 | |
| ED Transfer of care time | | |
| Median time | 8 minutes | 1 minute |
| 90th percentile time | 18 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 339

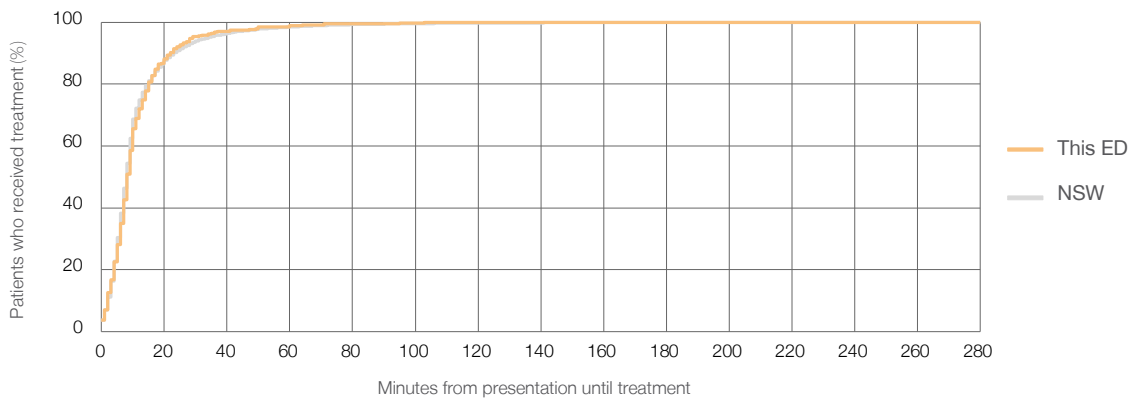
Number of triage 2 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 8 minutes

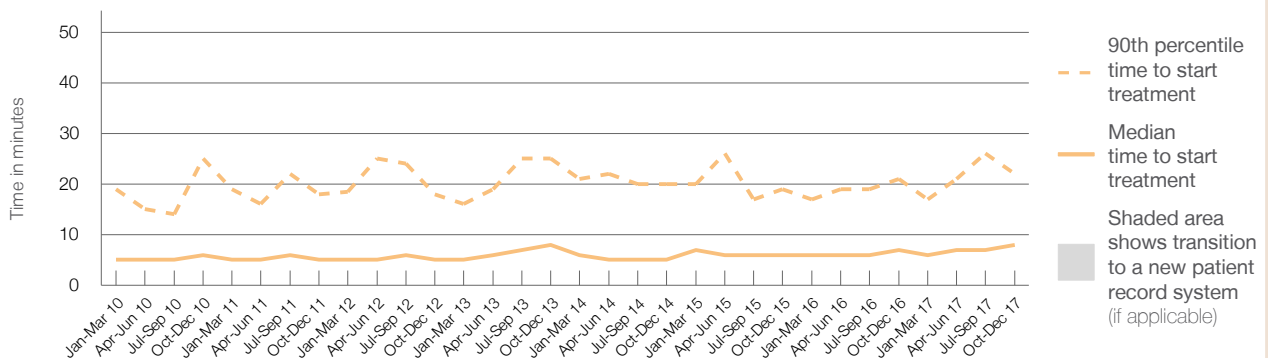
90th percentile time to start treatment⁵ 22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 265 | |
| 254 | |
| 7 minutes | 8 minutes |
| 21 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 5 | 5 | 8 | 5 | 6 | 7 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | 25 | 18 | 18 | 25 | 20 | 19 | 21 | 22 |

(†) 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,135

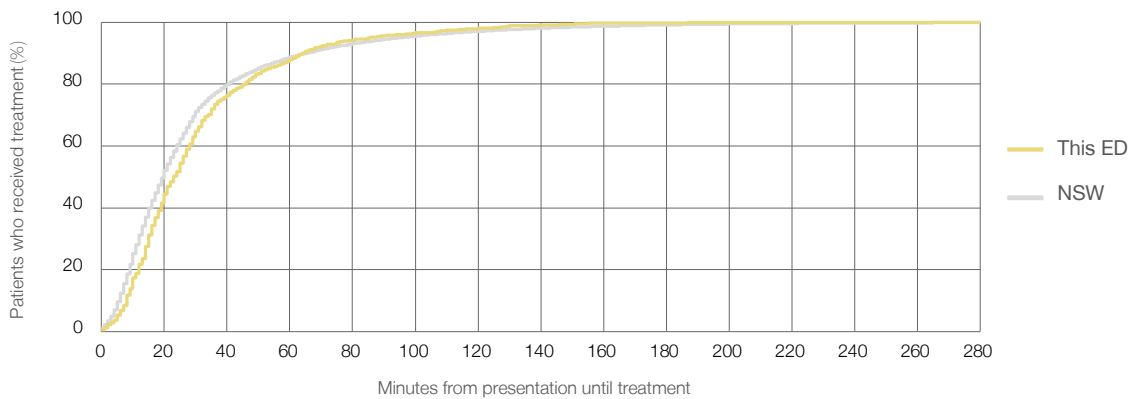
Number of triage 3 patients used to calculate waiting time:³ 1,118

Median time to start treatment⁴ 23 minutes

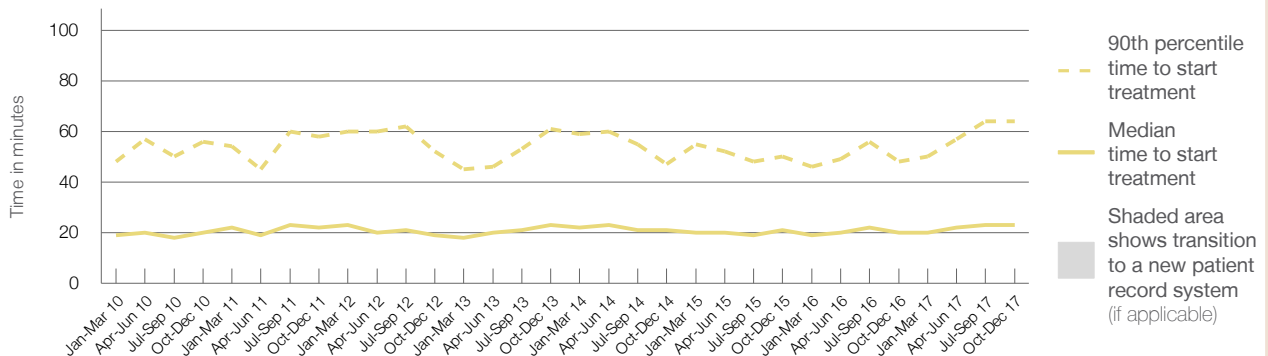
90th percentile time to start treatment⁵ 64 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,166 | 1,123 |
| 20 minutes | 20 minutes |
| 48 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 22 | 19 | 23 | 21 | 21 | 20 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | 56 | 58 | 52 | 61 | 47 | 50 | 48 | 64 |

(†) 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,309

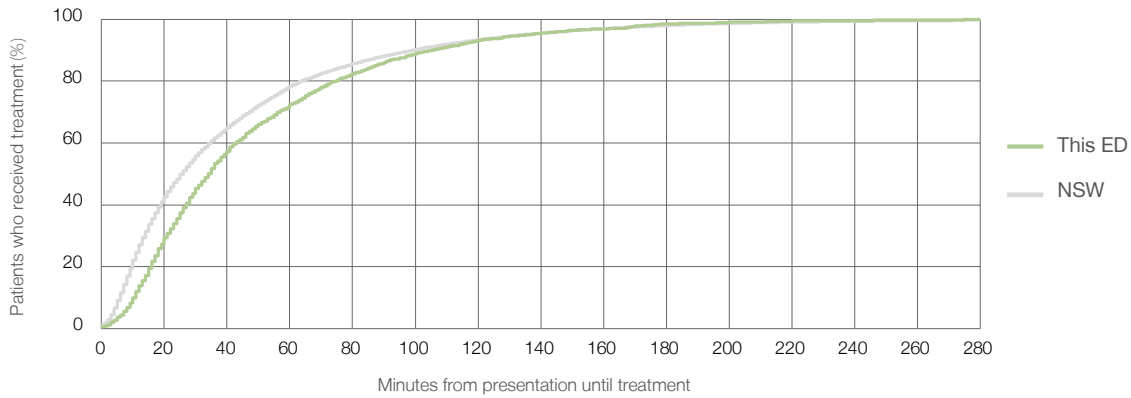
Number of triage 4 patients used to calculate waiting time:³ 2,173

Median time to start treatment⁴ 34 minutes

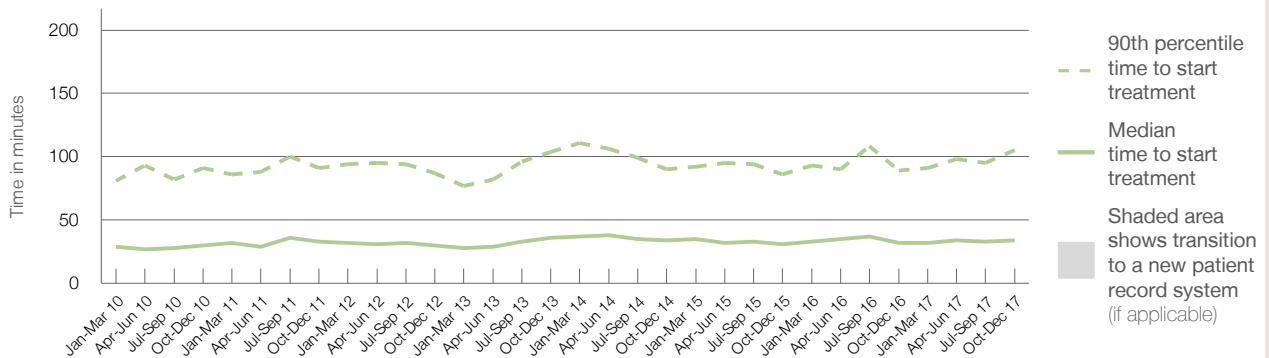
90th percentile time to start treatment⁵ 105 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,123 | |
| 1,964 | |
| 32 minutes | 26 minutes |
| 89 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 30 | 33 | 30 | 36 | 34 | 31 | 32 | 34 |
| 90th percentile time to start treatment ⁵ (minutes) | 91 | 91 | 87 | 104 | 90 | 86 | 89 | 105 |

(†) 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 547

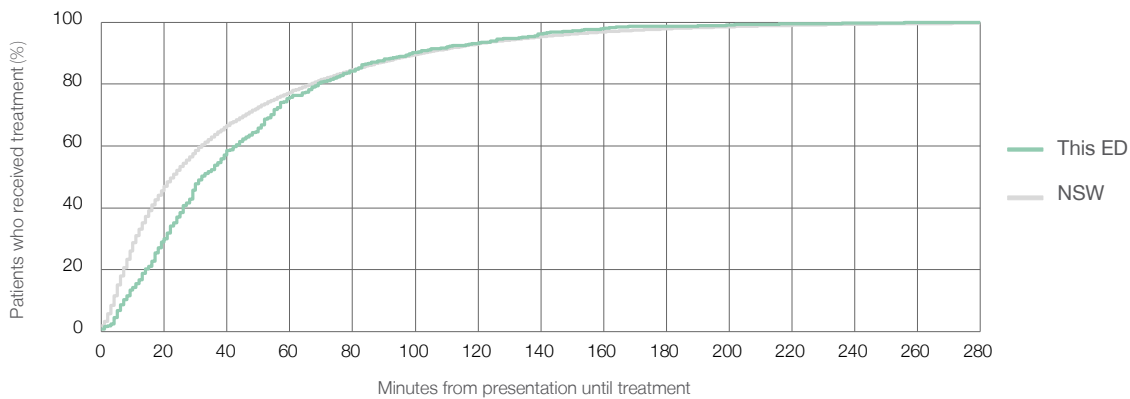
Number of triage 5 patients used to calculate waiting time:³ 477

Median time to start treatment⁴ 32 minutes

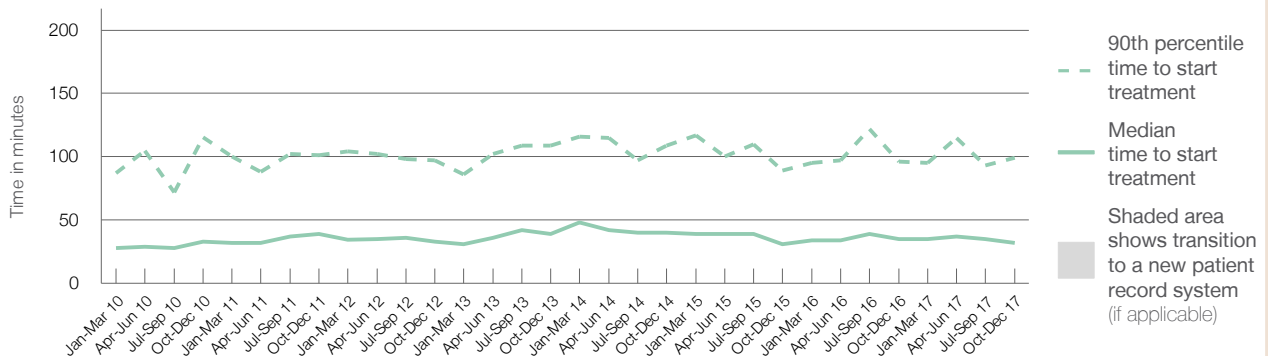
90th percentile time to start treatment⁵ 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 889 | |
| 761 | |
| 35 minutes | 23 minutes |
| 96 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 33 | 39 | 33 | 39 | 40 | 31 | 35 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 116 | 101 | 97 | 109 | 109 | 89 | 96 | 99 |

(†) 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.

Cessnock District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,430 patients

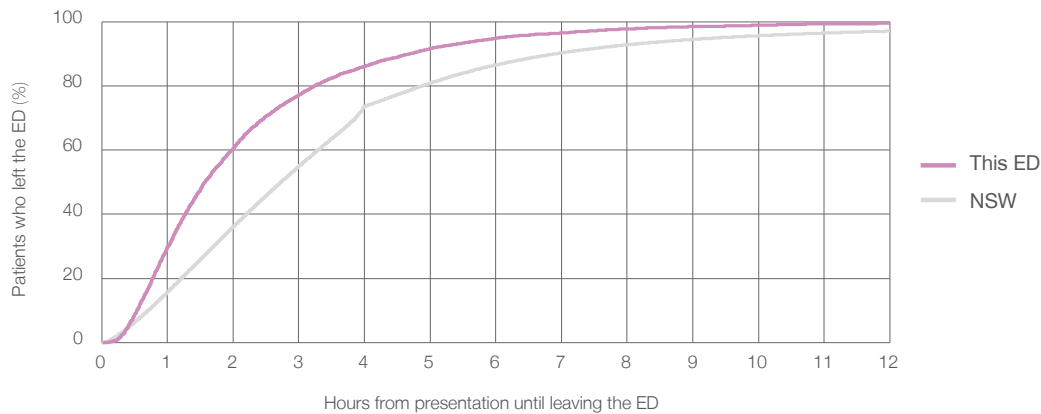
Presentations used to calculate time to leaving the ED:⁶ 4,430 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

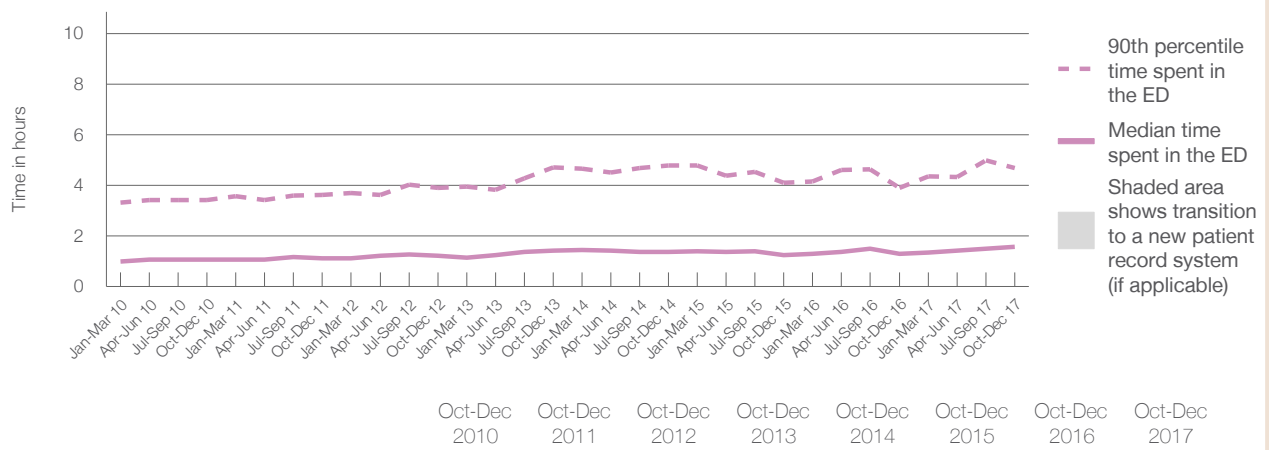
90th percentile time spent in the ED⁹ 4 hours and 42 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 4,487 | 4,487 |
| 1 hours and 18 minutes | 2 hours and 44 minutes |
| 3 hours and 54 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 5m | 1h 7m | 1h 13m | 1h 25m | 1h 22m | 1h 15m | 1h 18m | 1h 34m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 26m | 3h 38m | 3h 54m | 4h 43m | 4h 48m | 4h 6m | 3h 54m | 4h 42m |

(†) 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.

Cessnock District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

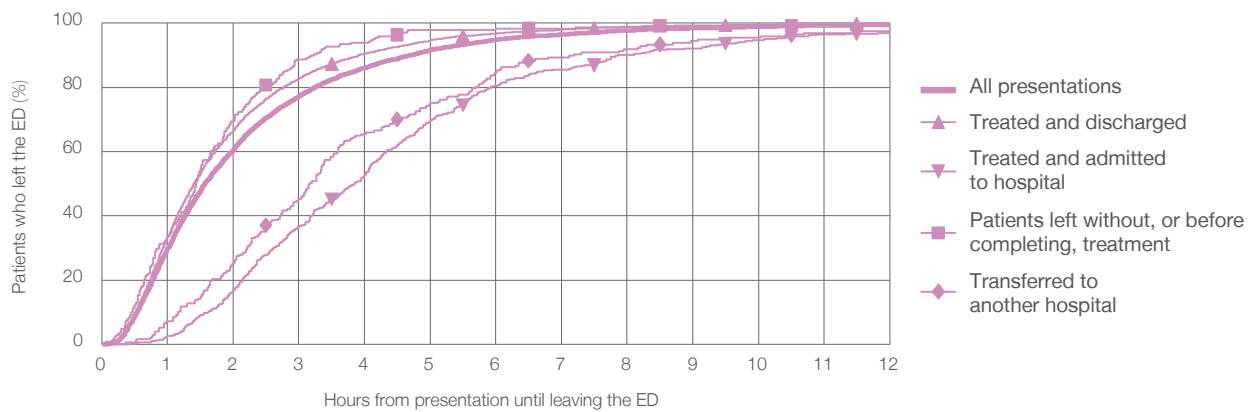
All presentations:¹ 4,430 patients

Presentations used to calculate time to leaving the ED:⁶ 4,430 patients

| | |
|---|---------------|
| Treated and discharged | 3,489 (78.8%) |
| Treated and admitted to hospital | 423 (9.5%) |
| Patient left without, or before completing, treatment | 249 (5.6%) |
| Transferred to another hospital | 197 (4.4%) |
| Other | 72 (1.6%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 4,487 | -1.3% |
| 3,474 | 0.4% |
| 499 | -15.2% |
| 180 | 38.3% |
| 114 | 72.8% |
| 220 | -67.3% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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 | 33.4% | 66.6% | 82.7% | 90.5% | 96.8% | 98.9% | 99.5% | 99.9% |
| Treated and admitted to hospital | 2.6% | 17.0% | 36.6% | 52.7% | 80.6% | 90.1% | 94.8% | 96.9% |
| Patient left without, or before completing, treatment | 33.7% | 69.5% | 88.8% | 94.0% | 98.4% | 98.8% | 99.2% | 99.2% |
| Transferred to another hospital | 7.1% | 25.4% | 45.2% | 65.5% | 84.8% | 91.9% | 95.4% | 97.5% |
| All presentations | 29.8% | 60.6% | 77.2% | 86.1% | 94.8% | 97.7% | 98.9% | 99.5% |

(†) 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.

Cessnock District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 4,430 patients

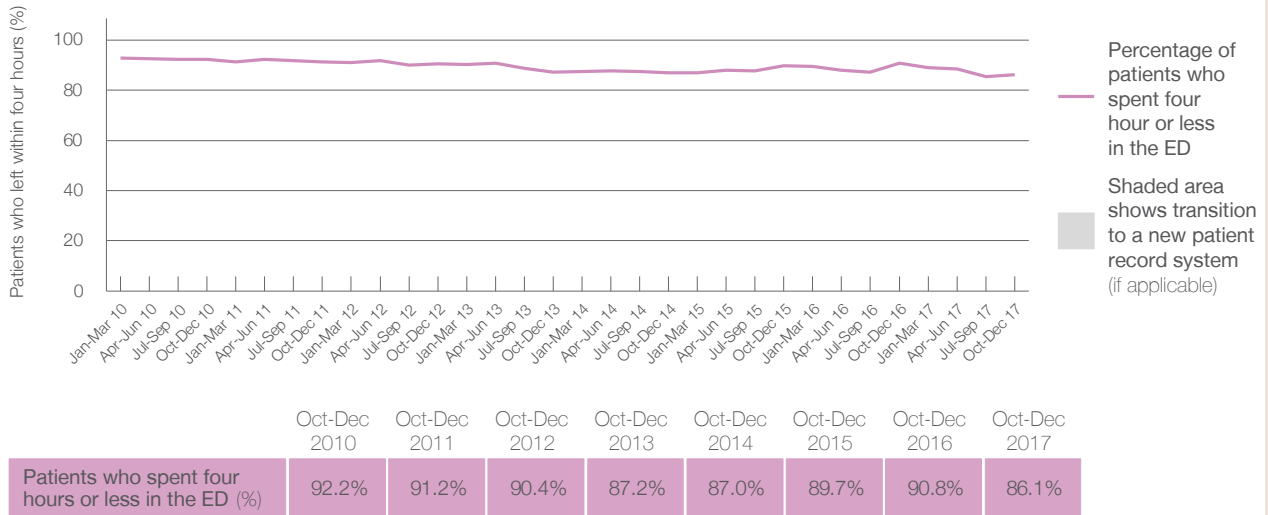
Presentations used to calculate time to leaving the ED: ⁶ 4,430 patients

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 | 4,487 | -1.3% |
| Presentations used to calculate time to leaving the ED | 4,487 | -1.3% |
| Percentage of patients who spent four hours or less in the ED | 90.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Gunnedah District Hospital: Emergency department (ED) overview

October to December 2017

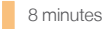

All presentations:¹ 2,154 patients
 Emergency presentations:² 2,087 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,226 | -3.2% |
| 2,026 | 3.0% |

Gunnedah District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 139 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  54 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 472 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  95 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,087 patients

Median time to start treatment⁴  37 minutes
 90th percentile time to start treatment⁵  122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 389 patients

Median time to start treatment⁴  33 minutes
 90th percentile time to start treatment⁵  100 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 102 | |
| 5 minutes | 8 minutes |
| * | 23 minutes |
| 399 | |
| 19 minutes | 20 minutes |
| 73 minutes | 65 minutes |
| 1,197 | |
| 32 minutes | 26 minutes |
| 102 minutes | 99 minutes |
| 328 | |
| 30 minutes | 23 minutes |
| 103 minutes | 103 minutes |

Gunnedah District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,154 patients

Percentage of patients who spent four hours or less in the ED  90.2%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,226 | -3.2% |
| 89.8% | |

- * 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
 - All presentations that have a departure time.

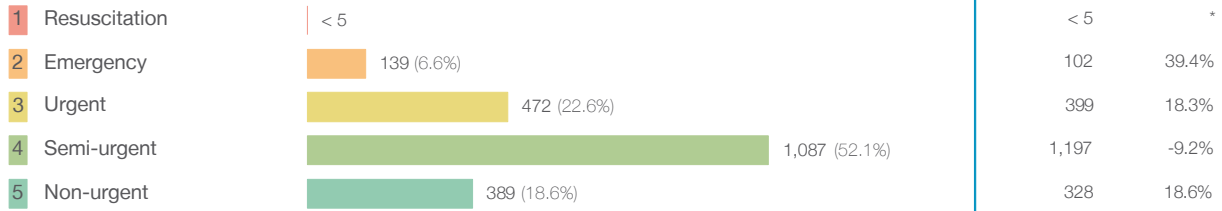
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

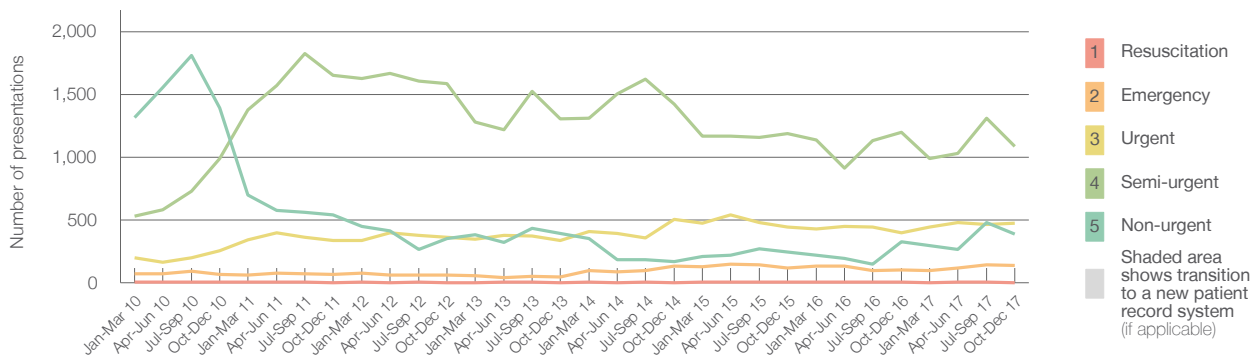
Gunnedah District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 2,154 patients

Emergency presentations² by triage category: 2,087 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | < 5 | < 5 | < 5 | < 5 | 5 | < 5 | < 5 |
| Emergency | 70 | 69 | 62 | 44 | 131 | 115 | 102 | 139 |
| Urgent | 254 | 334 | 363 | 334 | 502 | 442 | 399 | 472 |
| Semi-urgent | 987 | 1,650 | 1,585 | 1,303 | 1,422 | 1,186 | 1,197 | 1,087 |
| Non-urgent | 1,391 | 542 | 351 | 392 | 166 | 244 | 328 | 389 |
| All emergency presentations | 2,702 | 2,595 | 2,361 | 2,073 | 2,221 | 1,992 | 2,026 | 2,087 |

Gunnedah District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 168 patients

ED Transfer of care time



(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 139

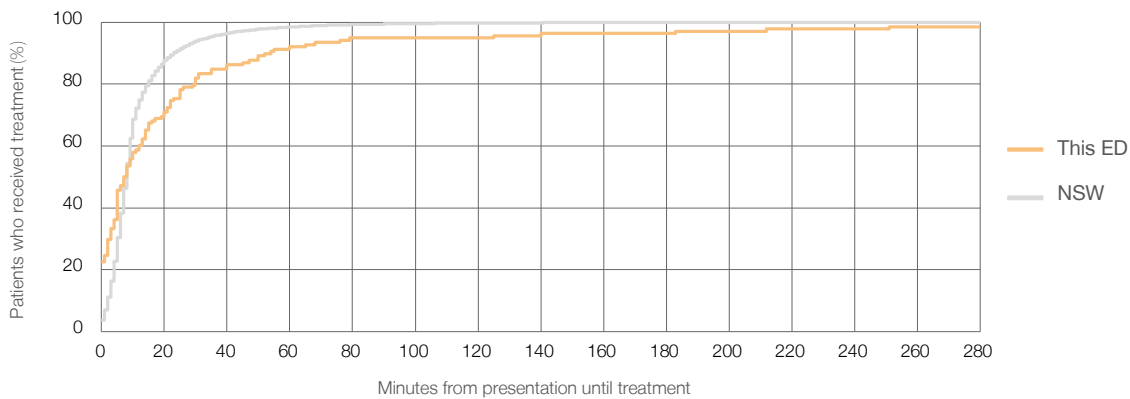
Number of triage 2 patients used to calculate waiting time:³ 138

Median time to start treatment⁴ 8 minutes

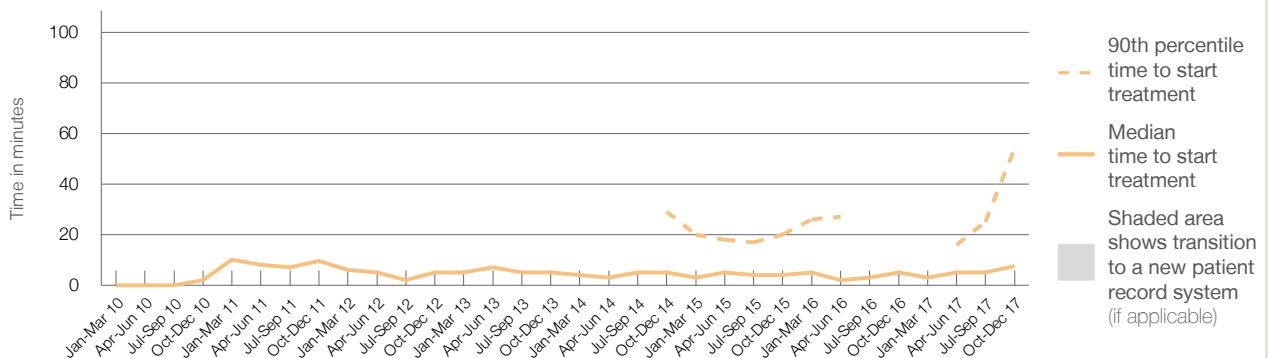
90th percentile time to start treatment⁵ 54 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 102 | |
| 99 | |
| 5 minutes | 8 minutes |
| * | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 2 | 10 | 5 | 5 | 5 | 4 | 5 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | * | * | * | * | 29 | 20 | * | 54 |

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 472

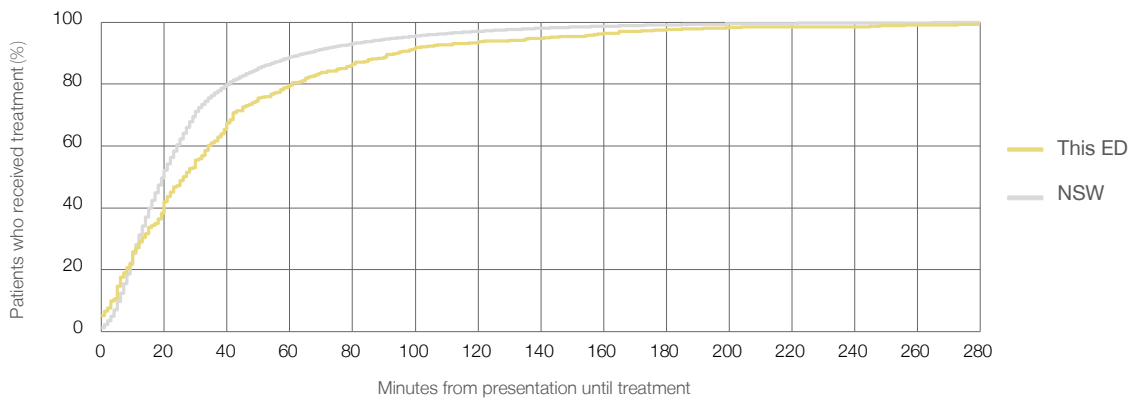
Number of triage 3 patients used to calculate waiting time:³ 457

Median time to start treatment⁴ 26 minutes

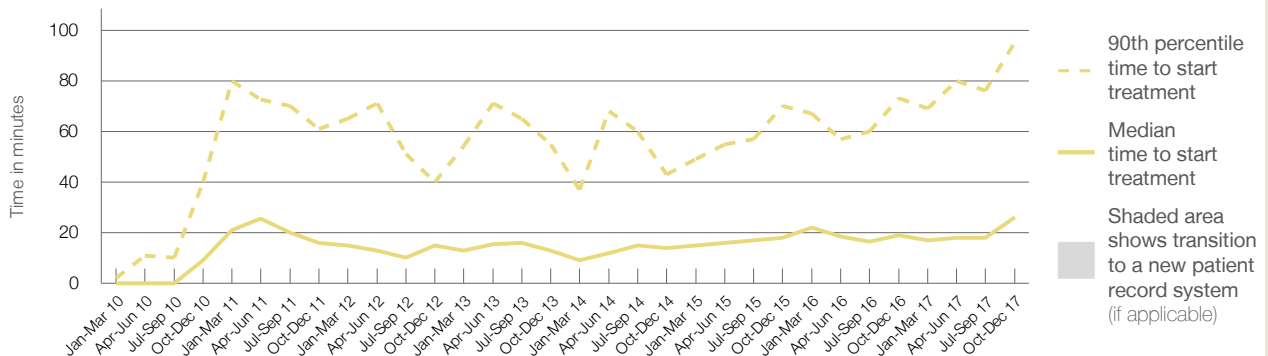
90th percentile time to start treatment⁵ 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 399 | 395 |
| 19 minutes | 20 minutes |
| 73 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 16 | 15 | 13 | 14 | 18 | 19 | 26 |
| 90th percentile time to start treatment ⁵ (minutes) | 40 | 61 | 40 | 55 | 43 | 70 | 73 | 95 |

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,087

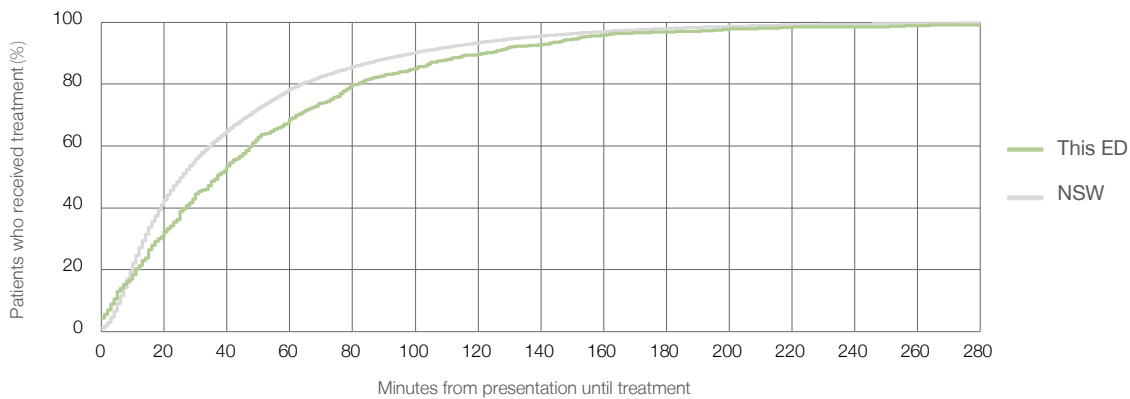
Number of triage 4 patients used to calculate waiting time:³ 995

Median time to start treatment⁴ 37 minutes

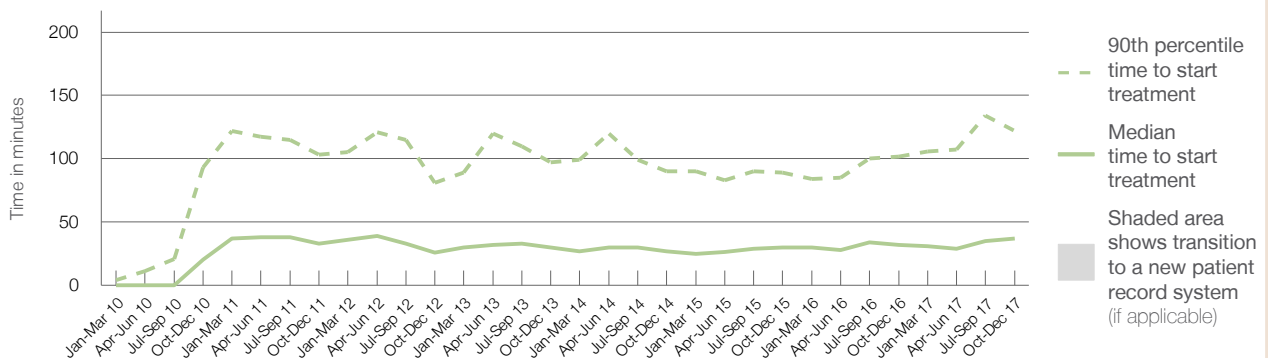
90th percentile time to start treatment⁵ 122 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,197 | 1,130 |
| 32 minutes | 26 minutes |
| 102 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 33 | 26 | 30 | 27 | 30 | 32 | 37 |
| 90th percentile time to start treatment ⁵ (minutes) | 93 | 103 | 81 | 97 | 90 | 89 | 102 | 122 |

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 389

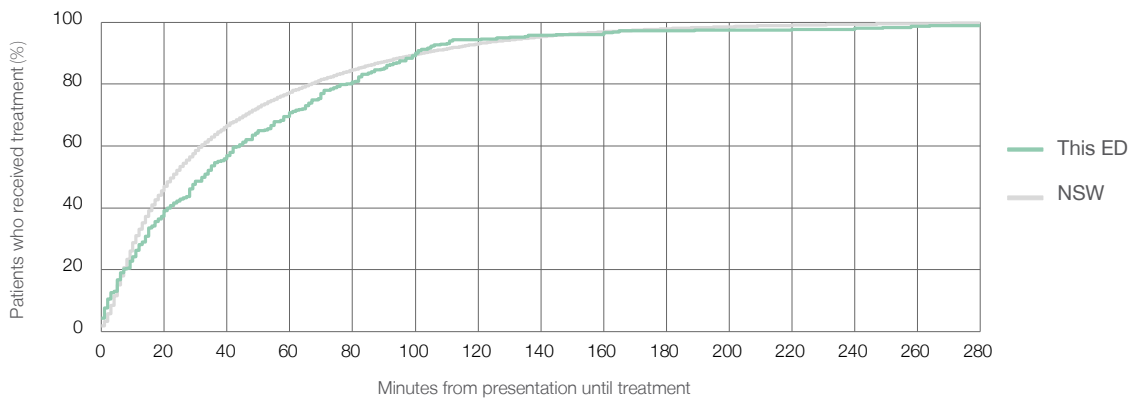
Number of triage 5 patients used to calculate waiting time:³ 351

Median time to start treatment⁴ 33 minutes

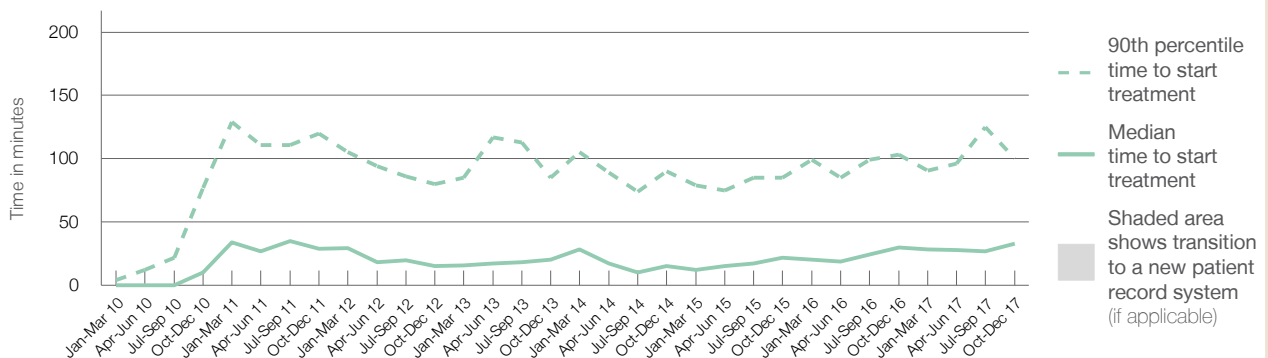
90th percentile time to start treatment⁵ 100 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 328 | |
| 304 | |
| 30 minutes | 23 minutes |
| 103 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 10 | 29 | 15 | 20 | 15 | 22 | 30 | 33 |
| 90th percentile time to start treatment ⁵ (minutes) | 77 | 120 | 80 | 85 | 90 | 85 | 103 | 100 |

(†) 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.

Gunnedah District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,154 patients

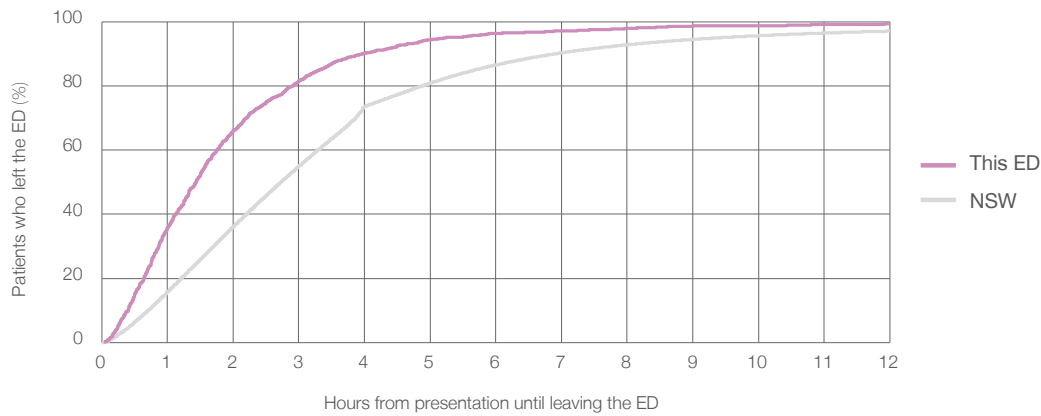
Presentations used to calculate time to leaving the ED:⁶ 2,154 patients

Median time spent in the ED⁸ ■ 1 hours and 26 minutes

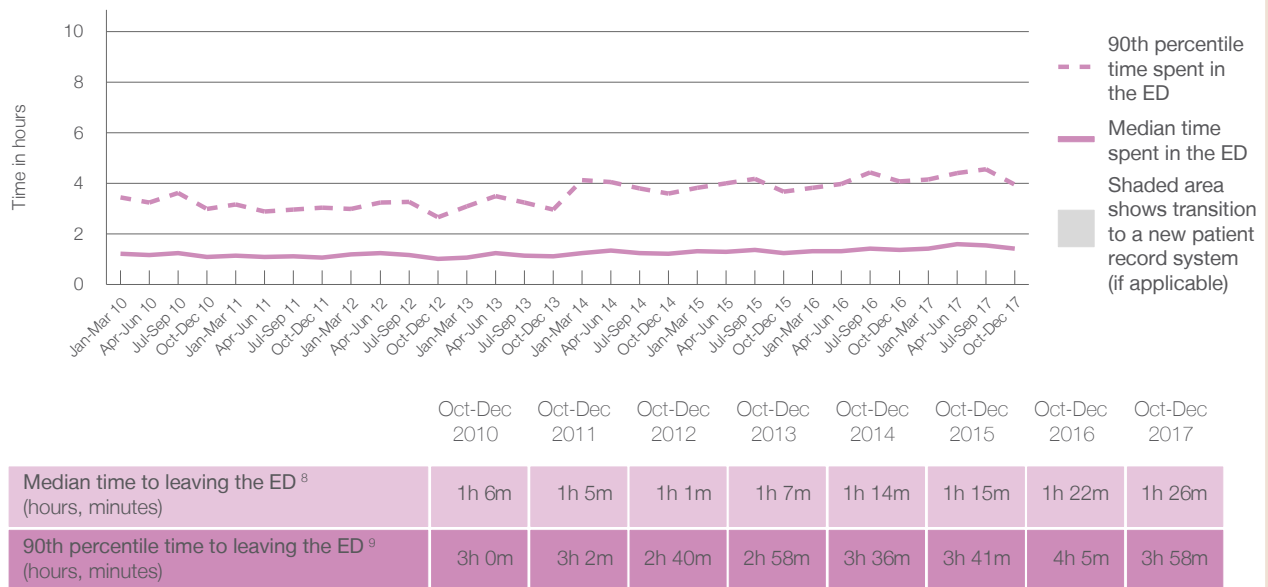
90th percentile time spent in the ED⁹ ■ 3 hours and 58 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 2,226 | 2,226 |
| 1 hours and 22 minutes | 2 hours and 44 minutes |
| 4 hours and 5 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



(†) 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.

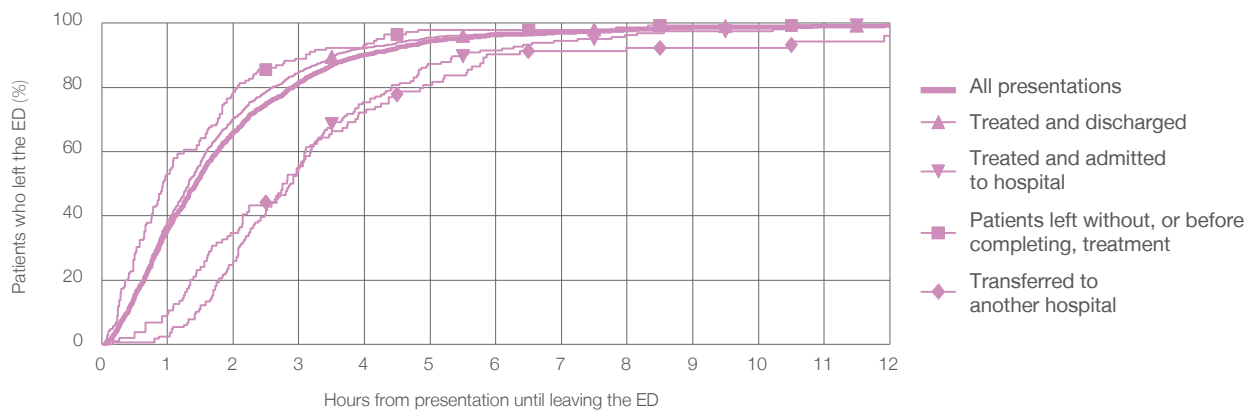
Gunnedah District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations:¹ 2,154 patients

Presentations used to calculate time to leaving the ED:⁶ 2,154 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 1,707 (79.2%) | 1,794 | -4.8% |
| Treated and admitted to hospital | 166 (7.7%) | 195 | -14.9% |
| Patient left without, or before completing, treatment | 145 (6.7%) | 103 | 40.8% |
| Transferred to another hospital | 104 (4.8%) | 113 | -8.0% |
| Other | 32 (1.5%) | 21 | 52.4% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 38.3% | 70.4% | 84.9% | 92.3% | 97.0% | 98.3% | 99.2% | 99.4% |
| Treated and admitted to hospital | 2.4% | 25.9% | 54.8% | 75.3% | 91.6% | 96.4% | 97.6% | 99.4% |
| Patient left without, or before completing, treatment | 53.1% | 78.6% | 89.0% | 93.1% | 97.9% | 98.6% | 99.3% | 99.3% |
| Transferred to another hospital | 9.6% | 34.6% | 55.8% | 72.1% | 90.4% | 92.3% | 92.3% | 96.2% |
| All presentations | 35.9% | 66.2% | 81.6% | 90.2% | 96.3% | 97.9% | 98.7% | 99.3% |

(†) 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.

Gunnedah District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,154 patients

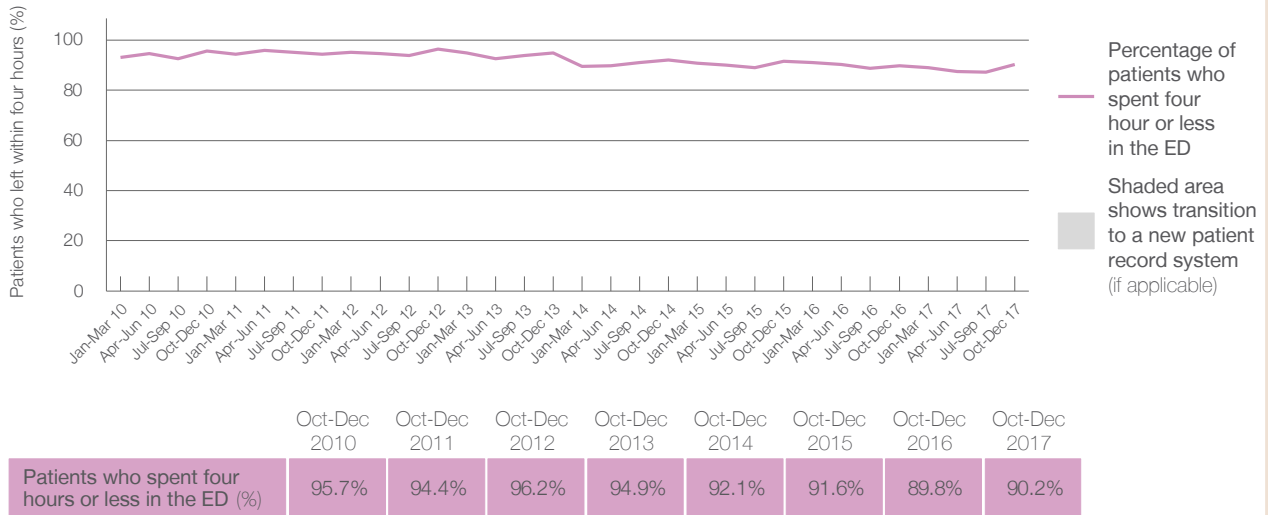
Presentations used to calculate time to leaving the ED: ⁶ 2,154 patients

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 | 2,226 | -3.2% |
| Presentations used to calculate time to leaving the ED | 2,226 | -3.2% |
| Percentage of patients who spent four hours or less in the ED | 89.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Inverell District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,278 patients
 Emergency presentations:² 2,165 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,427 | -6.1% |
| 2,351 | -7.9% |

Inverell District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 221 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 695 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,006 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 230 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 74 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 252 | |
| 5 minutes | 8 minutes |
| 20 minutes | 23 minutes |
| 786 | |
| 15 minutes | 20 minutes |
| 69 minutes | 65 minutes |
| 1,032 | |
| 26 minutes | 26 minutes |
| 94 minutes | 99 minutes |
| 276 | |
| 25 minutes | 23 minutes |
| 102 minutes | 103 minutes |

Inverell District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,278 patients

Percentage of patients who spent four hours or less in the ED 87.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,427 | -6.1% |
| 89.0% | |

* 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, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

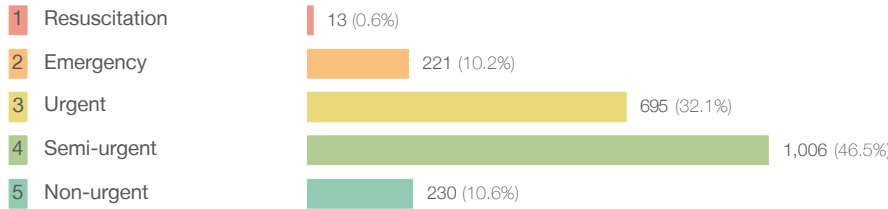
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Inverell District Hospital: Patients presenting to the emergency department October to December 2017

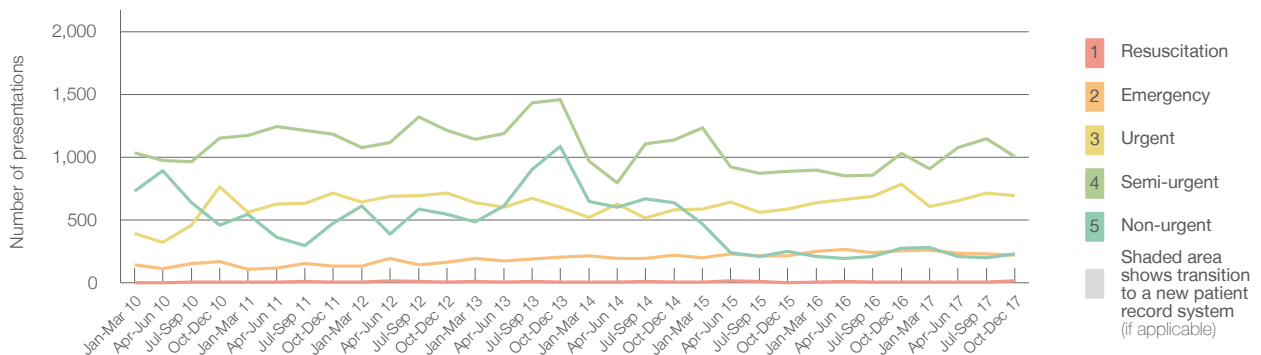
All presentations:¹ 2,278 patients

Emergency presentations² by triage category: 2,165 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,427 | -6.1% |
| 2,351 | -7.9% |
| 5 | 160.0% |
| 252 | -12.3% |
| 786 | -11.6% |
| 1,032 | -2.5% |
| 276 | -16.7% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | < 5 | 6 | 5 | 5 | < 5 | 5 | 13 |
| Emergency | 172 | 137 | 161 | 202 | 217 | 217 | 252 | 221 |
| Urgent | 763 | 712 | 715 | 603 | 581 | 585 | 786 | 695 |
| Semi-urgent | 1,150 | 1,183 | 1,211 | 1,460 | 1,138 | 886 | 1,032 | 1,006 |
| Non-urgent | 459 | 476 | 545 | 1,088 | 636 | 250 | 276 | 230 |
| All emergency presentations | 2,544 | 2,508 | 2,638 | 3,358 | 2,577 | 1,938 | 2,351 | 2,165 |

Inverell District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 228 patients **

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 257 | |
| 6 minutes | -2 minutes |
| 21 minutes | -4 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.

Inverell District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 221

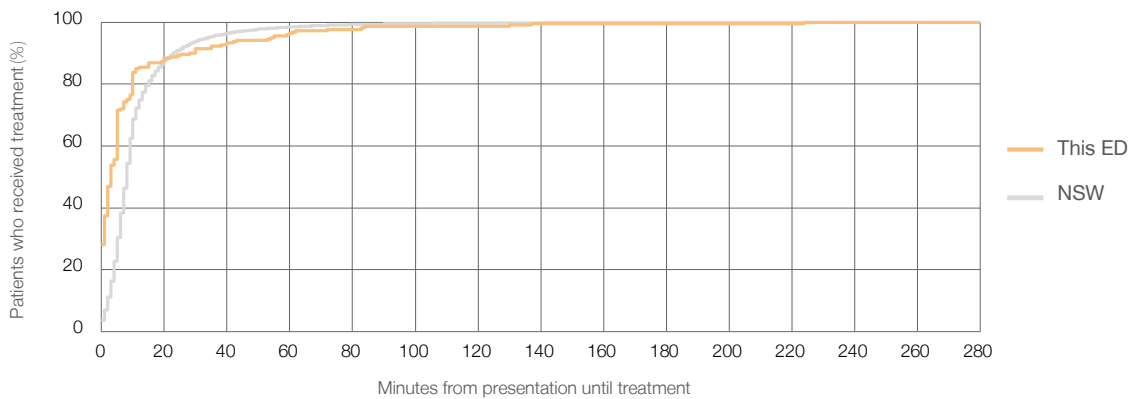
Number of triage 2 patients used to calculate waiting time:³ 221

Median time to start treatment⁴ 3 minutes

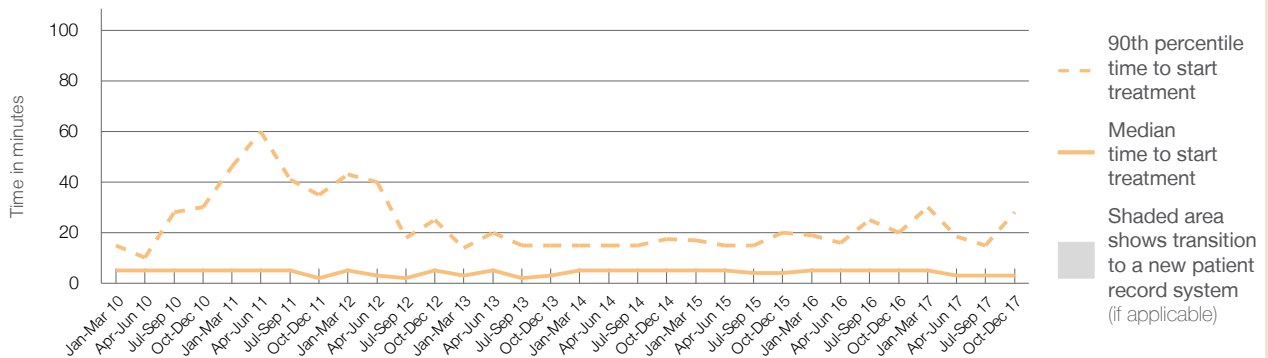
90th percentile time to start treatment⁵ 28 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 252 | 244 |
| 5 minutes | 8 minutes |
| 20 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 5 | 2 | 5 | 3 | 5 | 4 | 5 | 3 |
| 90th percentile time to start treatment ⁵ (minutes) | 30 | 35 | 25 | 15 | 18 | 20 | 20 | 28 |

(†) 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.

Inverell District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 695

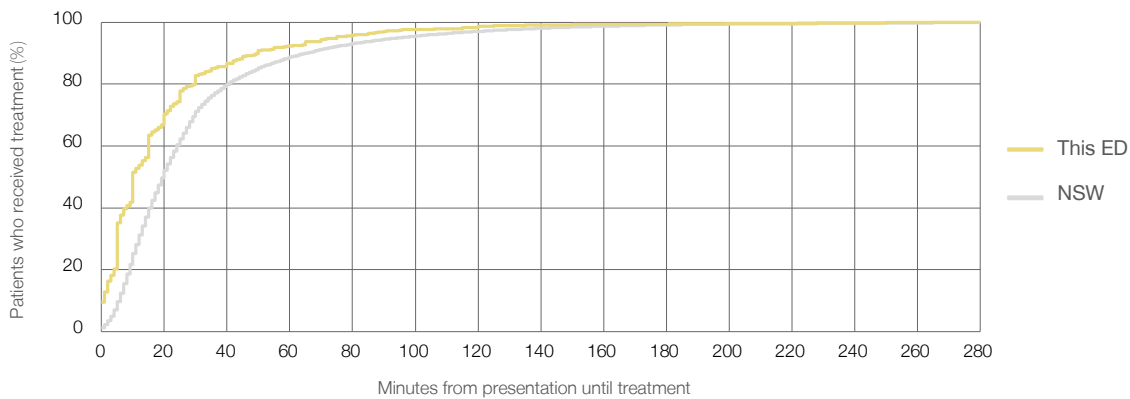
Number of triage 3 patients used to calculate waiting time:³ 659

Median time to start treatment⁴ 10 minutes

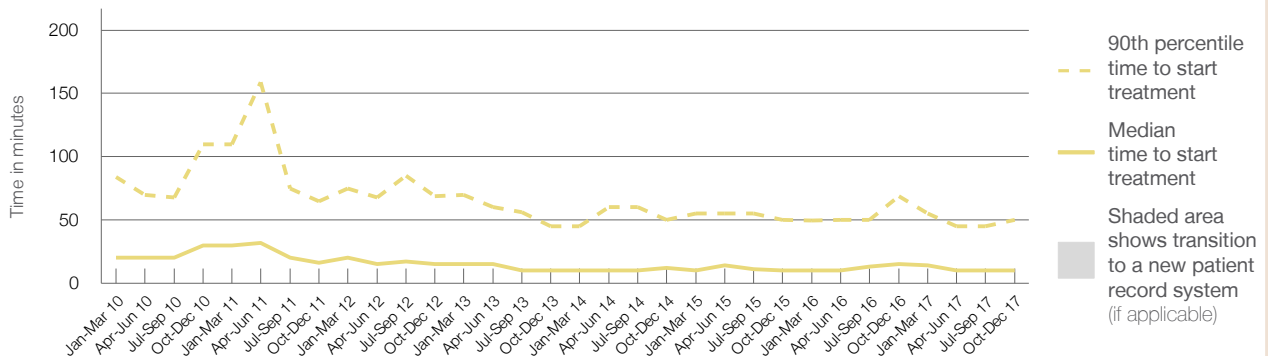
90th percentile time to start treatment⁵ 50 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 786 | 753 |
| 15 minutes | 20 minutes |
| 69 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 30 | 16 | 15 | 10 | 12 | 10 | 15 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | 110 | 65 | 69 | 45 | 50 | 50 | 69 | 50 |

(†) 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.

Inverell District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,006

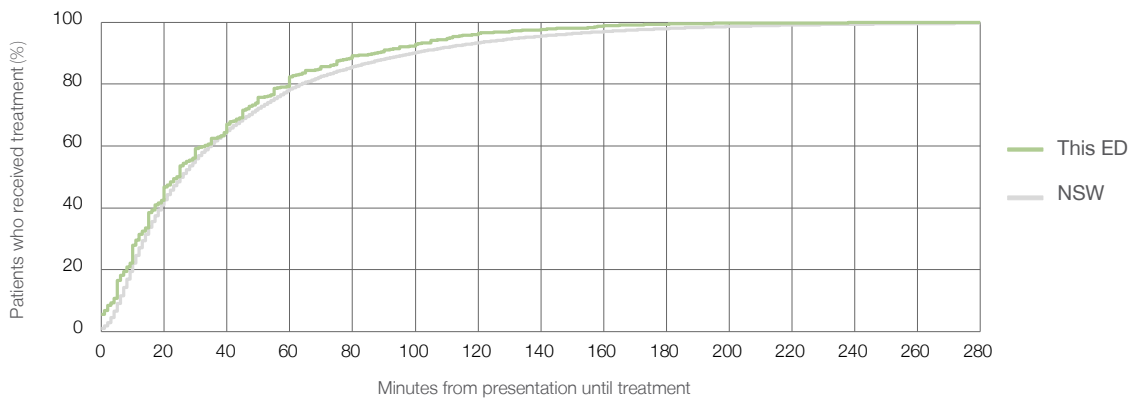
Number of triage 4 patients used to calculate waiting time:³ 870

Median time to start treatment⁴ 25 minutes

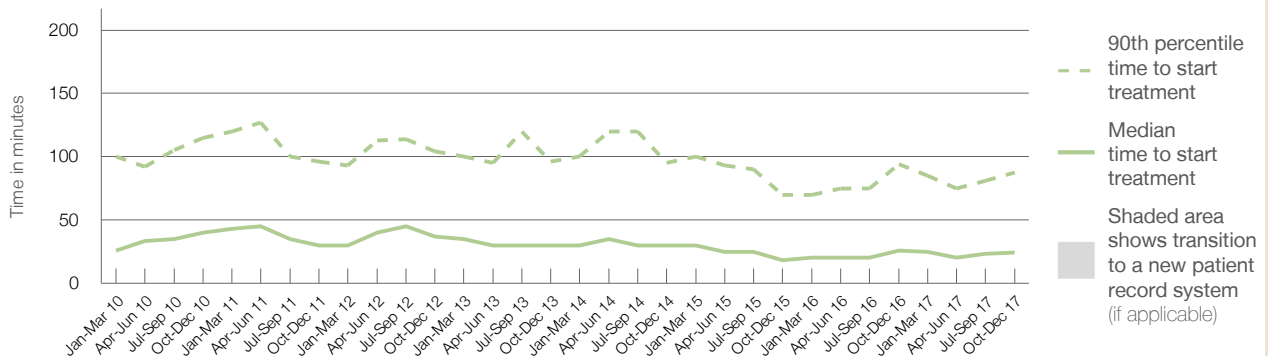
90th percentile time to start treatment⁵ 88 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,032 | |
| 919 | |
| 26 minutes | 26 minutes |
| 94 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 40 | 30 | 37 | 30 | 30 | 18 | 26 | 25 |
| 90th percentile time to start treatment ⁵ (minutes) | 115 | 96 | 104 | 96 | 95 | 70 | 94 | 88 |

(†) 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.

Inverell District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 230

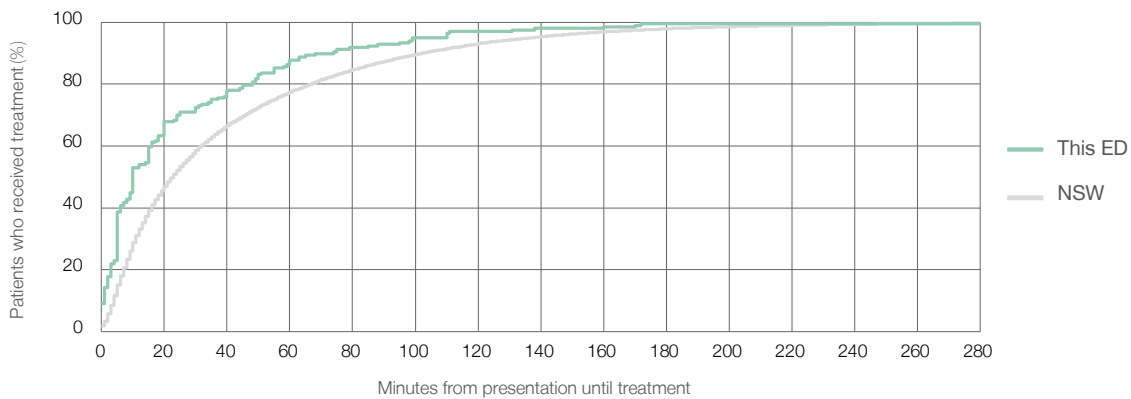
Number of triage 5 patients used to calculate waiting time:³ 196

Median time to start treatment⁴ 10 minutes

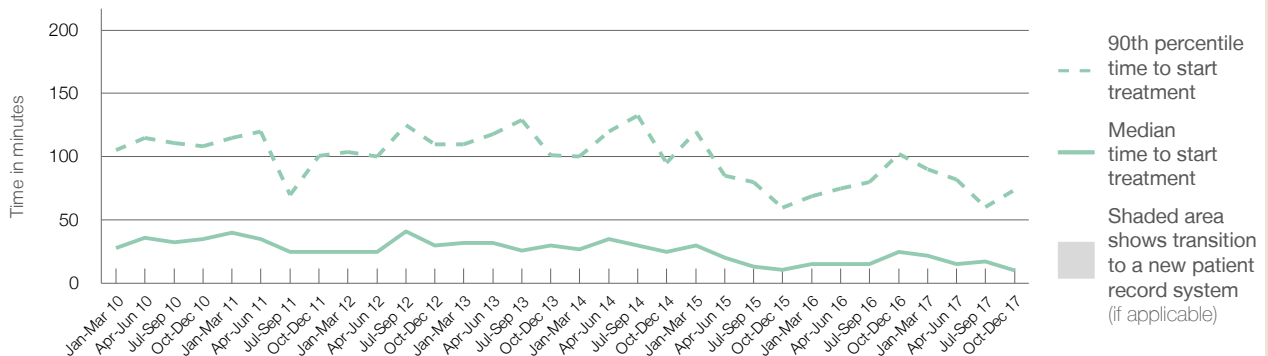
90th percentile time to start treatment⁵ 74 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 276 | 235 |
| 25 minutes | 23 minutes |
| 102 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 35 | 25 | 30 | 30 | 25 | 11 | 25 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | 108 | 101 | 110 | 101 | 95 | 60 | 102 | 74 |

(†) 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.

Inverell District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,278 patients

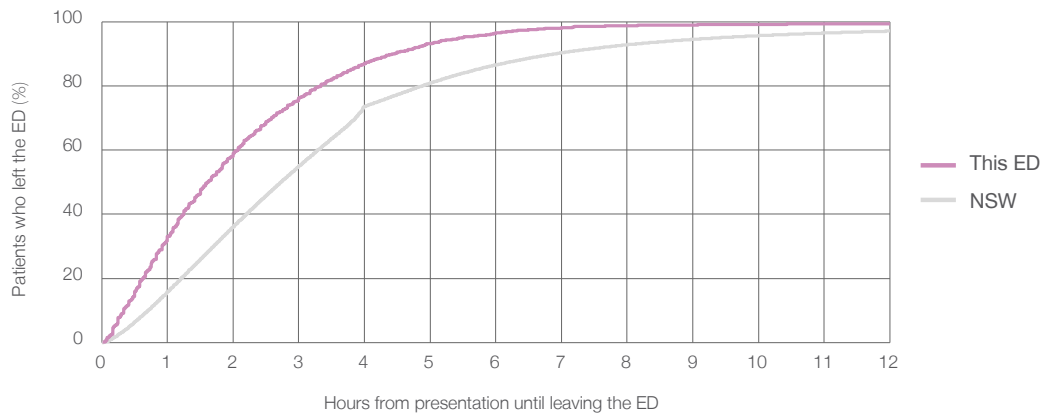
Presentations used to calculate time to leaving the ED:⁶ 2,278 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

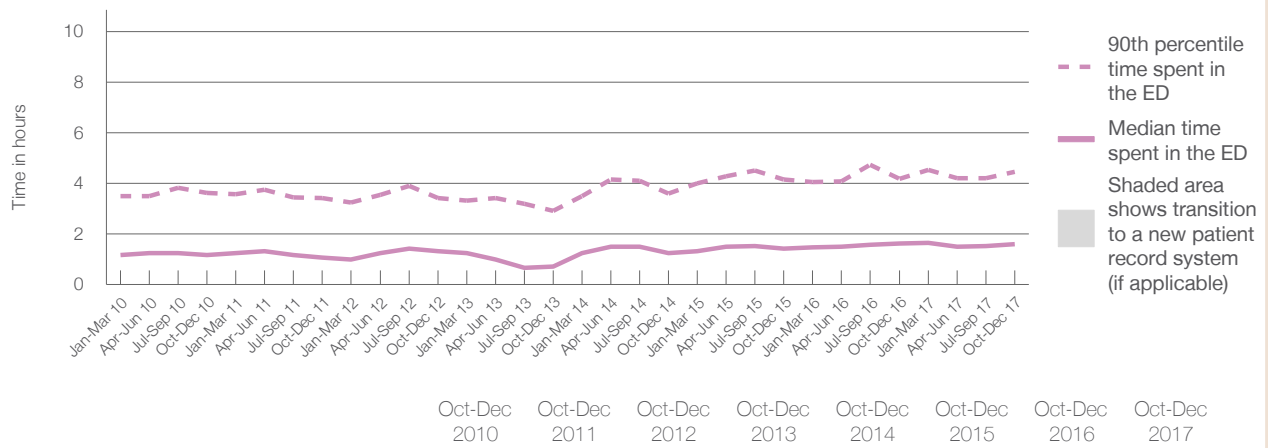
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 2,427 | 2,427 |
| 1 hours and 38 minutes | 2 hours and 44 minutes |
| 4 hours and 11 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 11m | 1h 5m | 1h 20m | 0h 43m | 1h 15m | 1h 25m | 1h 38m | 1h 37m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 37m | 3h 25m | 3h 25m | 2h 55m | 3h 36m | 4h 10m | 4h 11m | 4h 27m |

(†) 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.

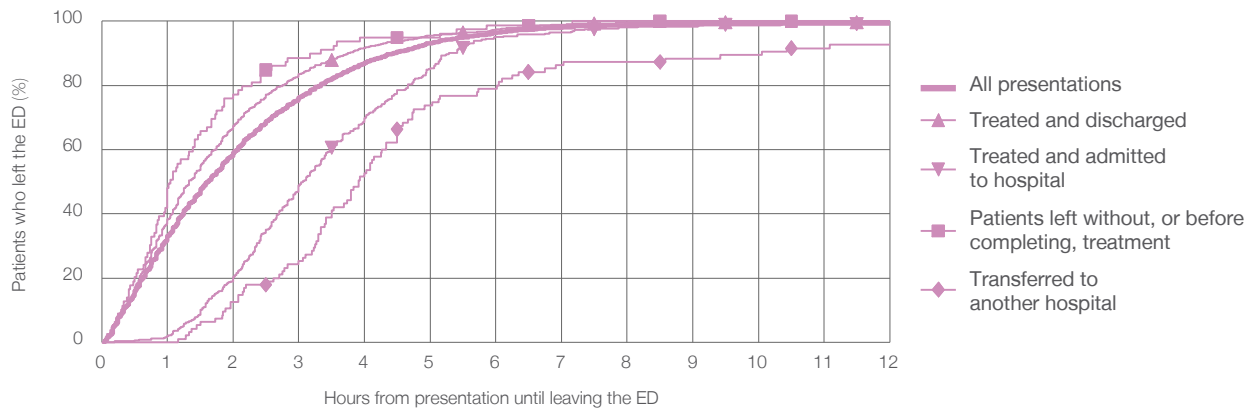
Inverell District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations:¹ 2,278 patients

Presentations used to calculate time to leaving the ED:⁶ 2,278 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 1,635 (71.8%) | 1,736 | -5.8% |
| Treated and admitted to hospital | 363 (15.9%) | 430 | -15.6% |
| Patient left without, or before completing, treatment | 79 (3.5%) | 109 | -27.5% |
| Transferred to another hospital | 95 (4.2%) | 79 | 20.3% |
| Other | 106 (4.7%) | 73 | 45.2% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 38.3% | 67.5% | 83.5% | 91.7% | 97.4% | 99.5% | 99.6% | 99.6% |
| Treated and admitted to hospital | 1.9% | 20.4% | 48.8% | 69.7% | 95.0% | 98.1% | 98.9% | 99.2% |
| Patient left without, or before completing, treatment | 48.1% | 77.2% | 88.6% | 94.9% | 98.7% | 100% | 100% | 100% |
| Transferred to another hospital | 0% | 12.6% | 25.3% | 52.6% | 78.9% | 87.4% | 89.5% | 92.6% |
| All presentations | 33.0% | 59.1% | 76.3% | 87.0% | 96.4% | 98.8% | 99.1% | 99.3% |

(†) 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.

Inverell District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,278 patients

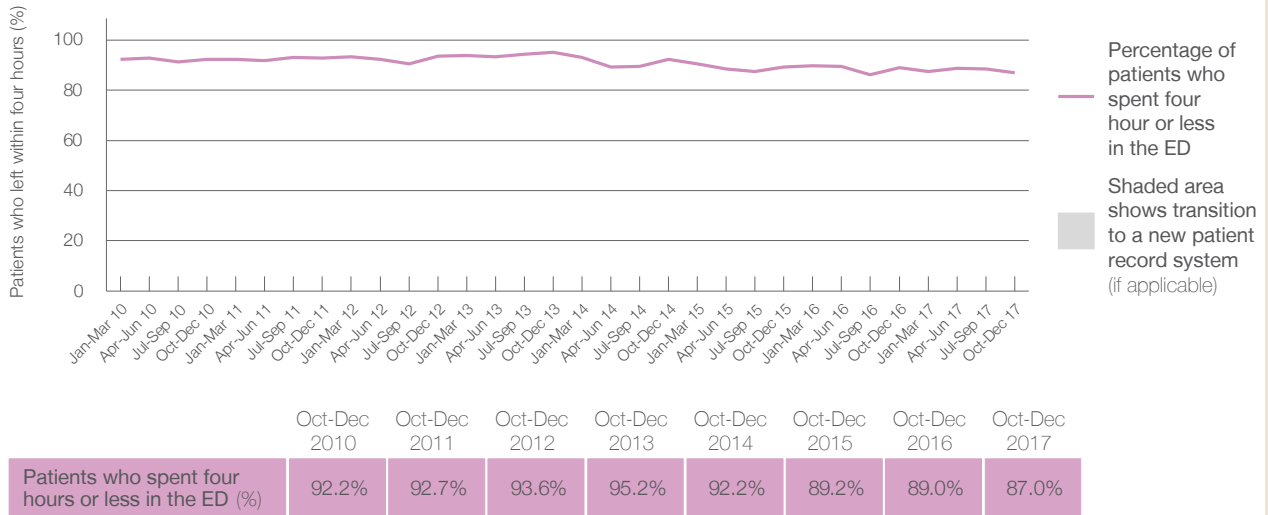
Presentations used to calculate time to leaving the ED: ⁶ 2,278 patients

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: ¹ 2,278 patients | 2,427 | -6.1% |
| Presentations used to calculate time to leaving the ED: ⁶ 2,278 patients | 2,427 | -6.1% |
| Percentage of patients who spent four hours or less in the ED | 89.0% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

John Hunter Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 19,789 patients

Emergency presentations:² 19,650 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,440 | 1.8% |
| 19,227 | 2.2% |

John Hunter Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,751 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,414 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,320 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 3,065 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 156 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,701 | |
| 6 minutes | 8 minutes |
| 21 minutes | 23 minutes |
| 4,764 | |
| 23 minutes | 20 minutes |
| 80 minutes | 65 minutes |
| 9,833 | |
| 33 minutes | 26 minutes |
| 117 minutes | 99 minutes |
| 2,802 | |
| 42 minutes | 23 minutes |
| 147 minutes | 103 minutes |

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 19,789 patients

Percentage of patients who spent four hours or less in the ED 61.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,440 | 1.8% |
| 65.0% | |

* 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, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

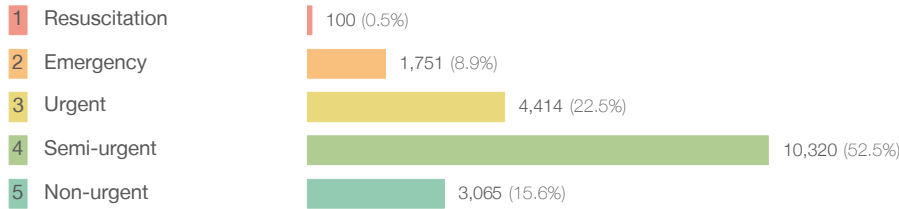
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

John Hunter Hospital: Patients presenting to the emergency department October to December 2017

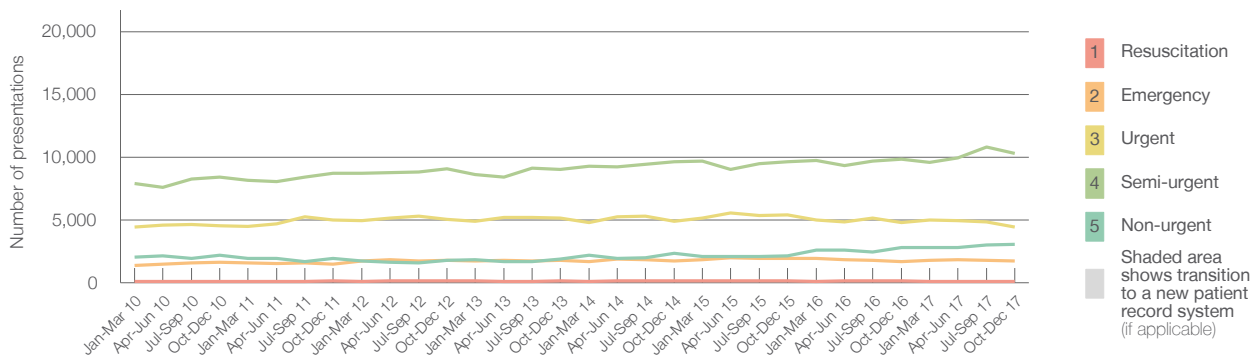
All presentations:¹ 19,789 patients

Emergency presentations² by triage category: 19,650 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 19,440 | 1.8% |
| Emergency presentations | 19,227 | 2.2% |
| 1 Resuscitation | 127 | -21.3% |
| 2 Emergency | 1,701 | 2.9% |
| 3 Urgent | 4,764 | -7.3% |
| 4 Semi-urgent | 9,833 | 5.0% |
| 5 Non-urgent | 2,802 | 9.4% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 108 | 122 | 122 | 129 | 142 | 159 | 127 | 100 |
| Emergency | 1,624 | 1,482 | 1,763 | 1,794 | 1,741 | 1,930 | 1,701 | 1,751 |
| Urgent | 4,524 | 4,968 | 5,034 | 5,149 | 4,907 | 5,424 | 4,764 | 4,414 |
| Semi-urgent | 8,423 | 8,702 | 9,047 | 8,997 | 9,625 | 9,652 | 9,833 | 10,320 |
| Non-urgent | 2,169 | 1,941 | 1,755 | 1,892 | 2,324 | 2,159 | 2,802 | 3,065 |
| All emergency presentations | 16,848 | 17,215 | 17,721 | 17,961 | 18,739 | 19,324 | 19,227 | 19,650 |

John Hunter Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,978 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 4,731 | |
| ED Transfer of care time | | |
| Median time | 11 minutes | 0 minutes |
| 90th percentile time | 23 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.

John Hunter Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

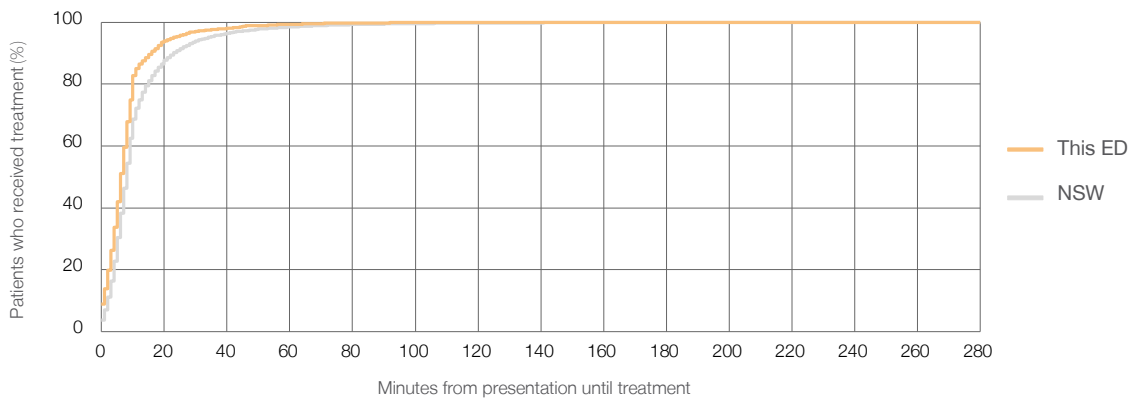
Number of triage 2 patients: 1,751

Number of triage 2 patients used to calculate waiting time:³ 1,734

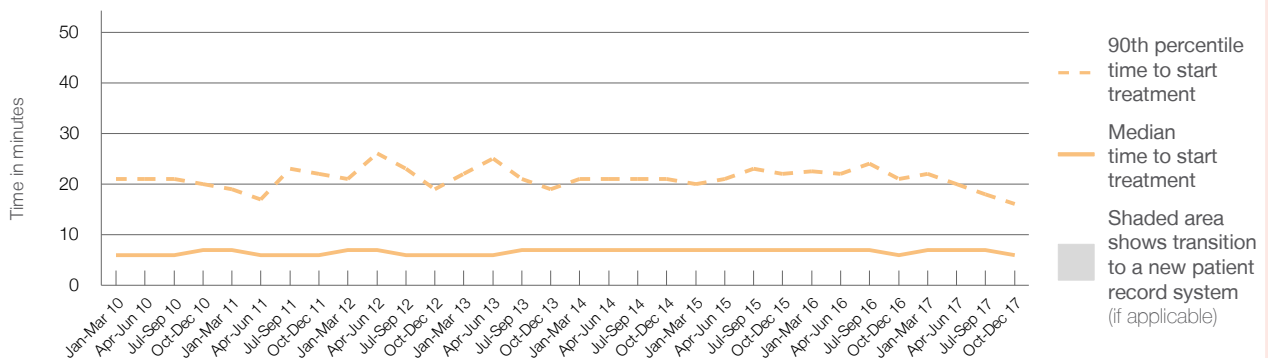
Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 16 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,701 | 1,686 |
| 6 minutes | 8 minutes |
| 21 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 6 | 6 | 7 | 7 | 7 | 6 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 20 | 22 | 19 | 19 | 21 | 22 | 21 | 16 |

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 4,414

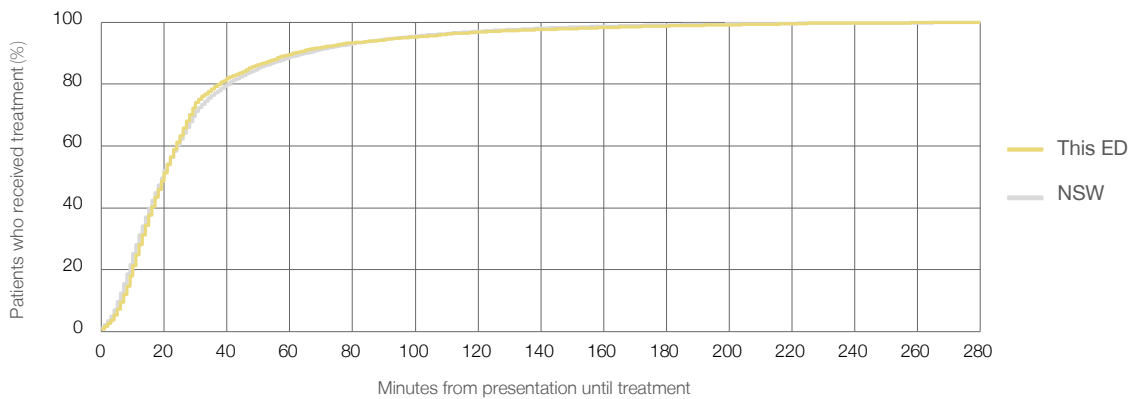
Number of triage 3 patients used to calculate waiting time:³ 4,297

Median time to start treatment⁴ 20 minutes

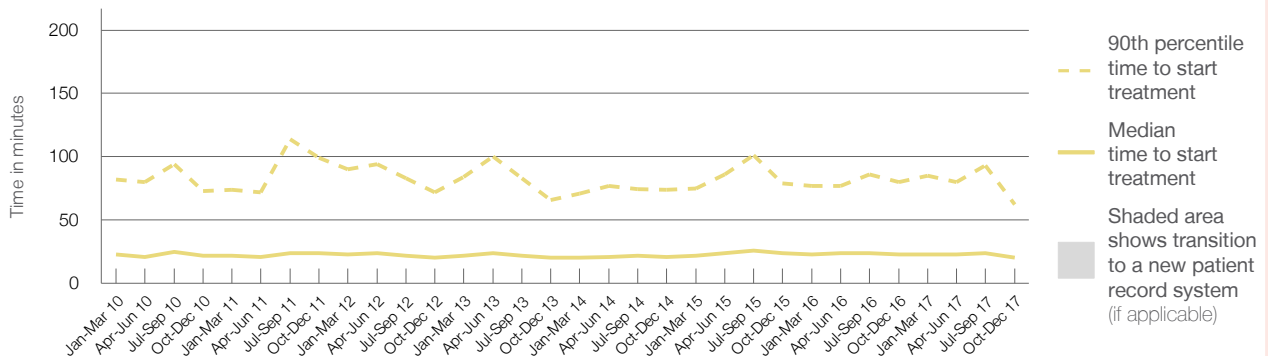
90th percentile time to start treatment⁵ 62 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,764 | 4,645 |
| 23 minutes | 20 minutes |
| 80 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 22 | 24 | 20 | 20 | 21 | 24 | 23 | 20 |
| 90th percentile time to start treatment ⁵ (minutes) | 73 | 99 | 72 | 66 | 74 | 79 | 80 | 62 |

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 10,320

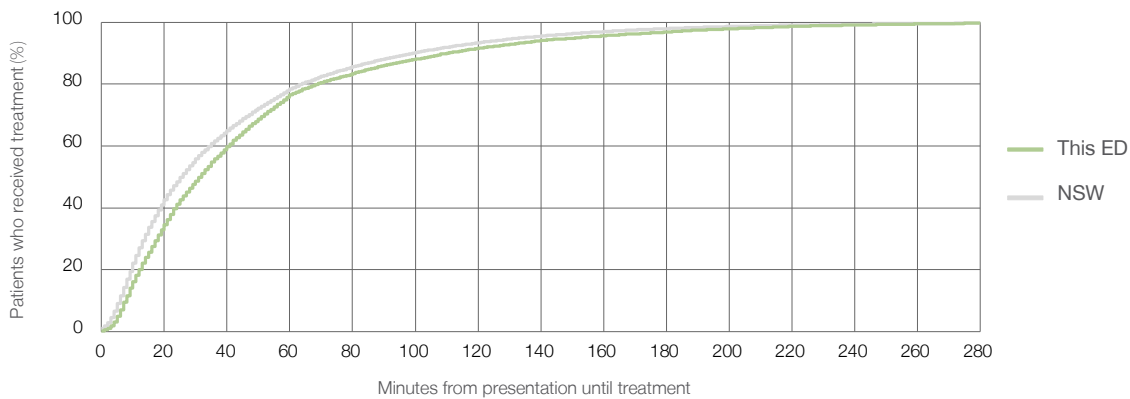
Number of triage 4 patients used to calculate waiting time:³ 9,270

Median time to start treatment⁴ 32 minutes

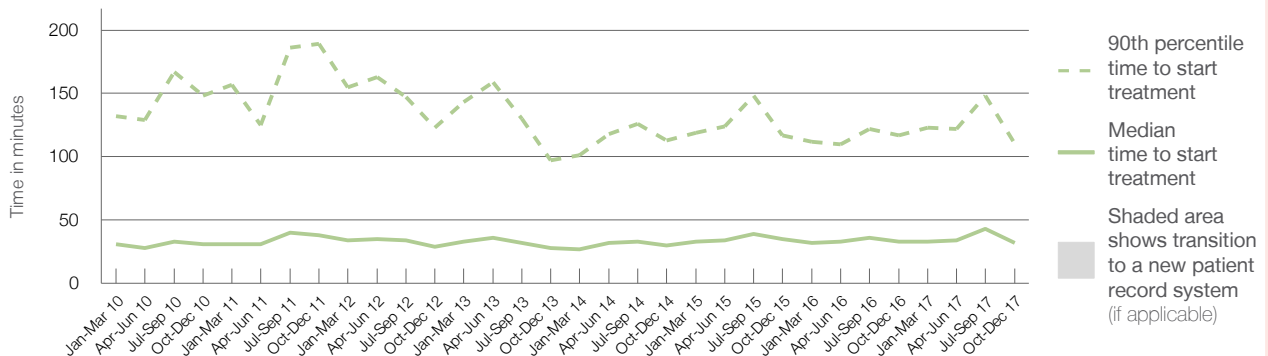
90th percentile time to start treatment⁵ 111 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 9,833 | 9,074 |
| 33 minutes | 26 minutes |
| 117 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 31 | 38 | 29 | 28 | 30 | 35 | 33 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 148 | 189 | 123 | 97 | 113 | 117 | 117 | 111 |

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 3,065

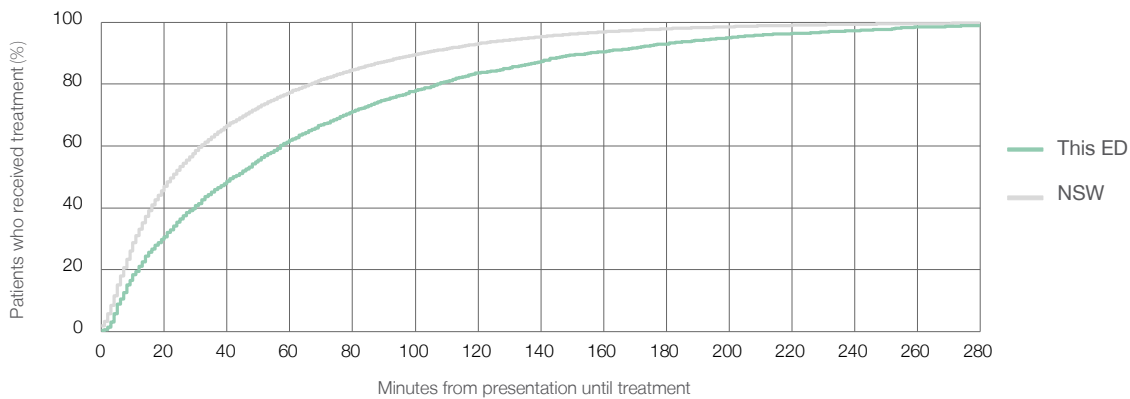
Number of triage 5 patients used to calculate waiting time:³ 2,372

Median time to start treatment⁴ 42 minutes

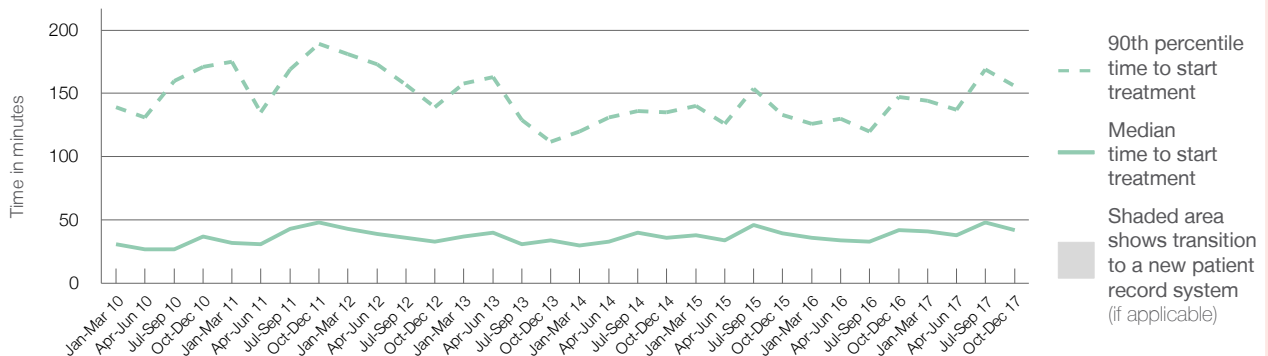
90th percentile time to start treatment⁵ 156 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,802 | 2,290 |
| 42 minutes | 23 minutes |
| 147 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 37 | 48 | 33 | 34 | 36 | 40 | 42 | 42 |
| 90th percentile time to start treatment ⁵ (minutes) | 171 | 189 | 139 | 112 | 135 | 133 | 147 | 156 |

(†) 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.

John Hunter Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 19,789 patients

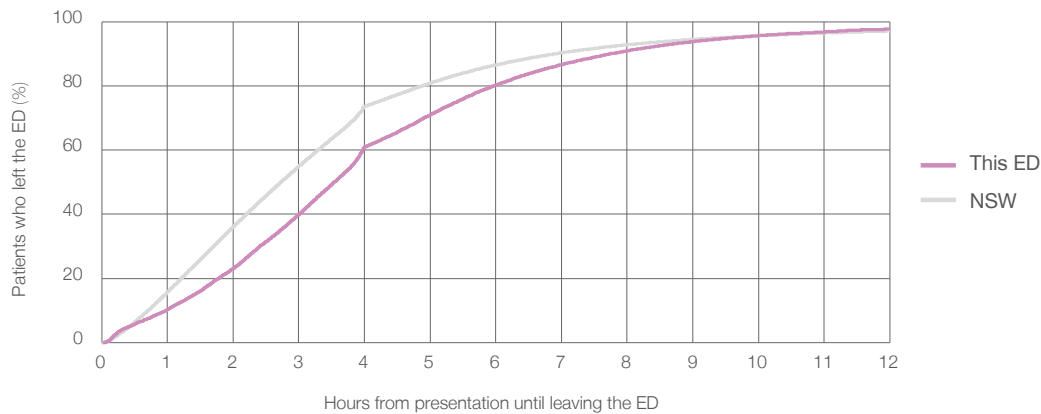
Presentations used to calculate time to leaving the ED:⁶ 19,789 patients

Median time spent in the ED⁸ 3 hours and 33 minutes

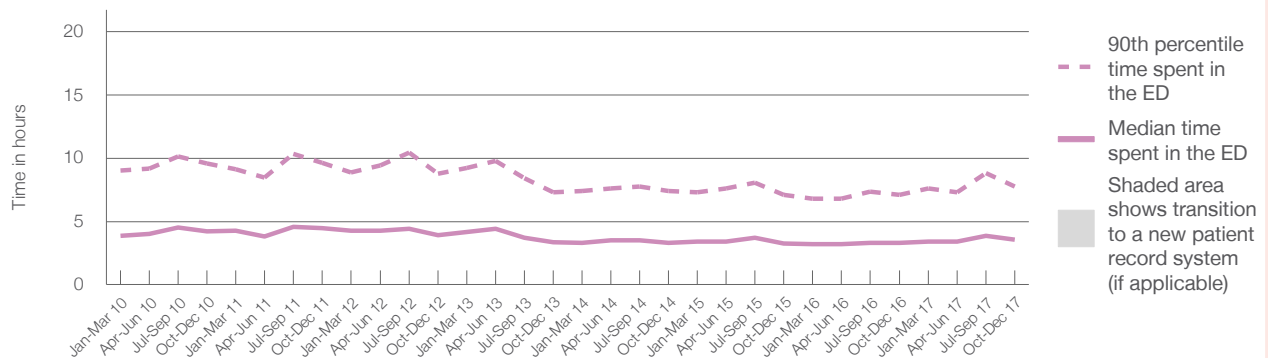
90th percentile time spent in the ED⁹ 7 hours and 45 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 19,440 | 19,440 |
| 3 hours and 19 minutes | 2 hours and 44 minutes |
| 7 hours and 6 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 4h 12m | 4h 28m | 3h 56m | 3h 22m | 3h 20m | 3h 17m | 3h 19m | 3h 33m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 36m | 9h 38m | 8h 45m | 7h 18m | 7h 25m | 7h 5m | 7h 6m | 7h 45m |

(†) 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.

John Hunter Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

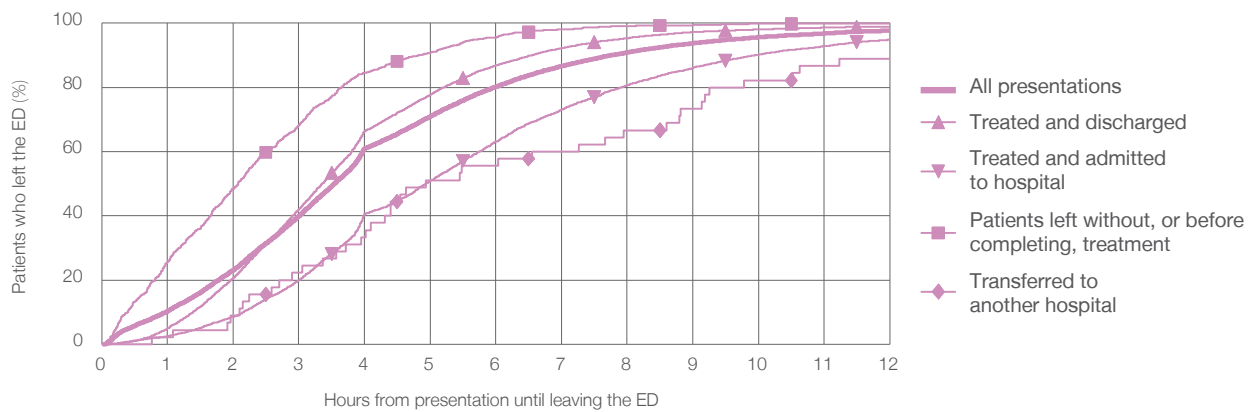
All presentations:¹ 19,789 patients

Presentations used to calculate time to leaving the ED:⁶ 19,789 patients

| | |
|---|----------------|
| Treated and discharged | 10,742 (54.3%) |
| Treated and admitted to hospital | 6,510 (32.9%) |
| Patient left without, or before completing, treatment | 1,114 (5.6%) |
| Transferred to another hospital | 45 (0.2%) |
| Other | 1,378 (7.0%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,440 | 1.8% |
| 10,967 | -2.1% |
| 6,658 | -2.2% |
| 800 | 39.3% |
| 48 | -6.3% |
| 967 | 42.5% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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 | 4.9% | 20.6% | 42.1% | 66.3% | 86.9% | 95.4% | 98.1% | 99.0% |
| Treated and admitted to hospital | 2.5% | 8.6% | 19.9% | 40.7% | 63.1% | 80.7% | 90.2% | 94.9% |
| Patient left without, or before completing, treatment | 25.8% | 48.5% | 68.2% | 84.6% | 95.5% | 99.1% | 99.8% | 99.8% |
| Transferred to another hospital | 2.2% | 8.9% | 22.2% | 33.3% | 55.6% | 66.7% | 82.2% | 88.9% |
| All presentations | 10.3% | 23.1% | 39.9% | 61.0% | 80.2% | 90.9% | 95.6% | 97.7% |

(†) 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.

John Hunter Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 19,789 patients

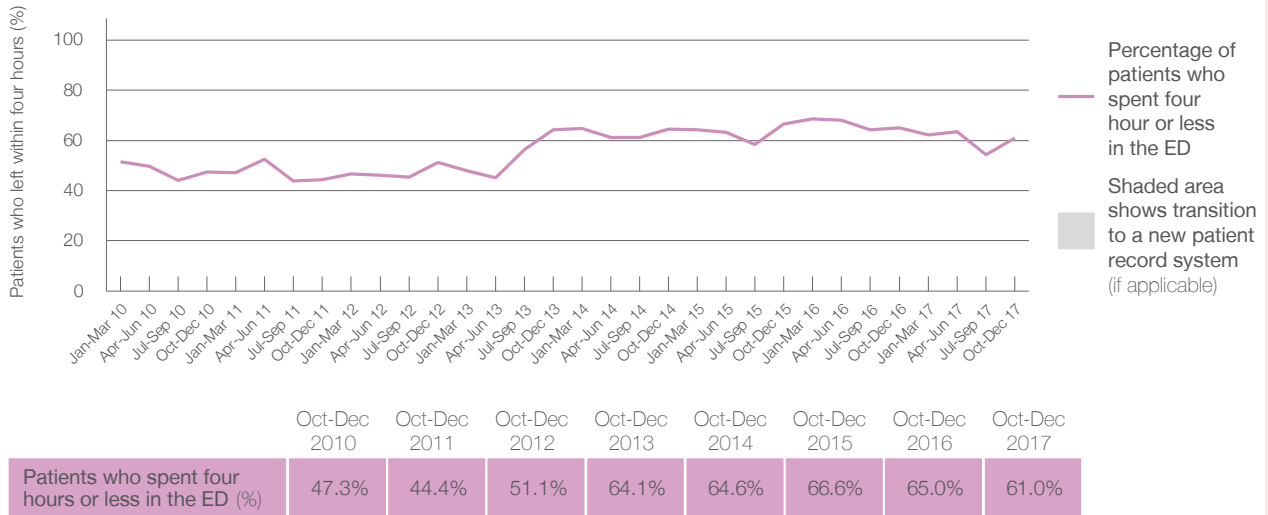
Presentations used to calculate time to leaving the ED: ⁶ 19,789 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 19,440 | 1.8% |
| 19,440 | 1.8% |
| 65.0% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Kurri Kurri District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 1,032 patients

Emergency presentations:² 968 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,035 | -0.3% |
| 968 | -0.5% |

Kurri Kurri District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 66 patients

Median time to start treatment⁴  6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 193 patients

Median time to start treatment⁴  11 minutes

90th percentile time to start treatment⁵  51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 524 patients

Median time to start treatment⁴  16 minutes

90th percentile time to start treatment⁵  56 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 180 patients

Median time to start treatment⁴  11 minutes

90th percentile time to start treatment⁵  47 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 78 | |
| 4 minutes | 8 minutes |
| * | 23 minutes |
| 270 | |
| 8 minutes | 20 minutes |
| 21 minutes | 65 minutes |
| 509 | |
| 13 minutes | 26 minutes |
| 46 minutes | 99 minutes |
| 111 | |
| 9 minutes | 23 minutes |
| * | 103 minutes |

Kurri Kurri District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 1,032 patients

Percentage of patients who spent four hours or less in the ED  93.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,035 | -0.3% |
| 95.5% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

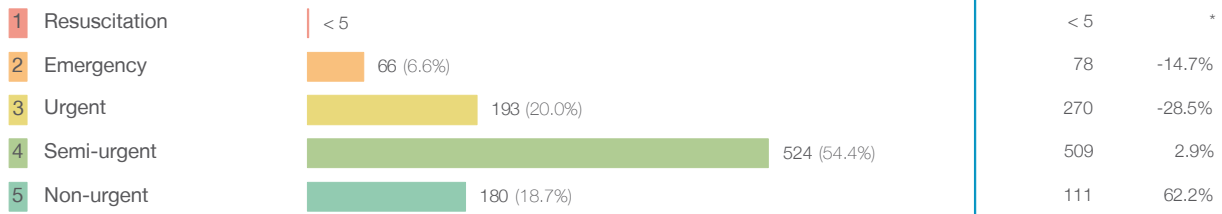
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

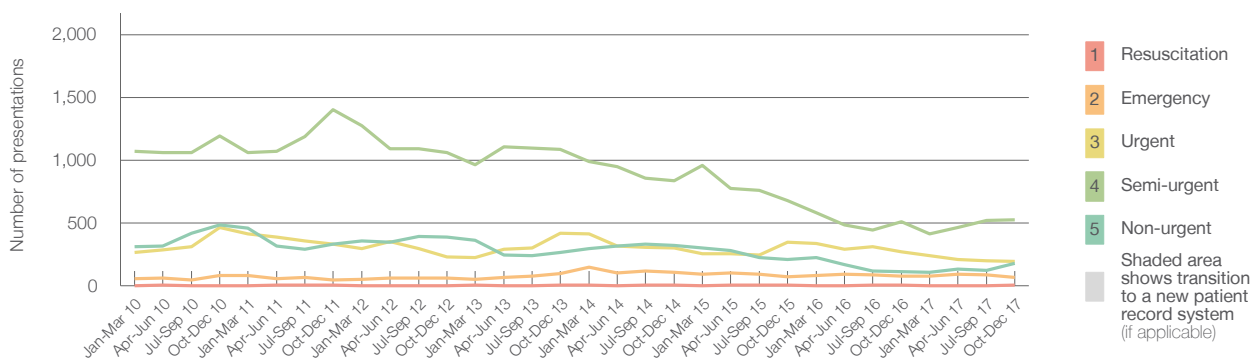
Kurri Kurri District Hospital: Patients presenting to the emergency department October to December 2017

All presentations¹ 1,032 patients

Emergency presentations² by triage category: 963 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 0 | < 5 | 0 | < 5 | 5 | < 5 | < 5 | < 5 |
| Emergency | 80 | 48 | 58 | 98 | 105 | 75 | 78 | 66 |
| Urgent | 461 | 330 | 230 | 416 | 299 | 344 | 270 | 193 |
| Semi-urgent | 1,195 | 1,402 | 1,062 | 1,085 | 836 | 676 | 509 | 524 |
| Non-urgent | 483 | 333 | 385 | 265 | 322 | 208 | 111 | 180 |
| All emergency presentations | 2,219 | 2,113 | 1,735 | 1,864 | 1,567 | 1,303 | 968 | 963 |

Kurri Kurri District Hospital: Patients arriving by ambulance October to December 2017

ED Transfer of care time is not currently available for this hospital.⁷

(†) 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 66

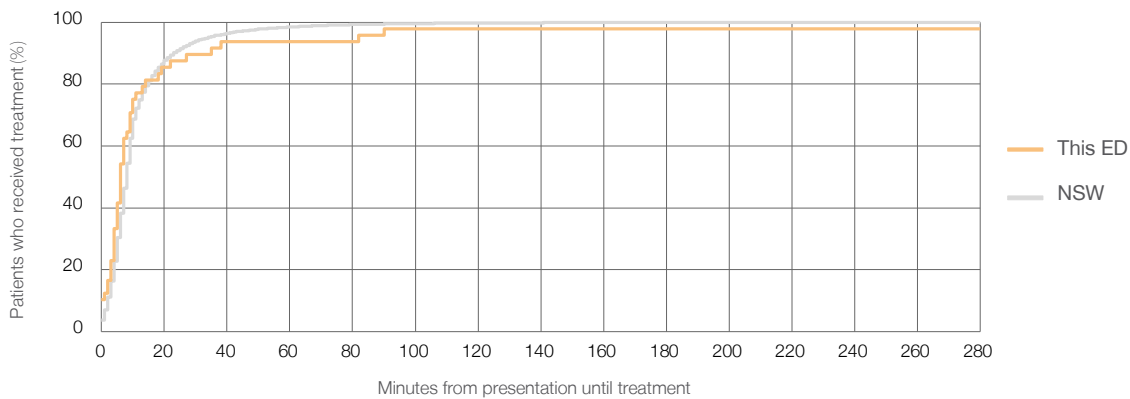
Number of triage 2 patients used to calculate waiting time:³ 48

Median time to start treatment⁴ 6 minutes

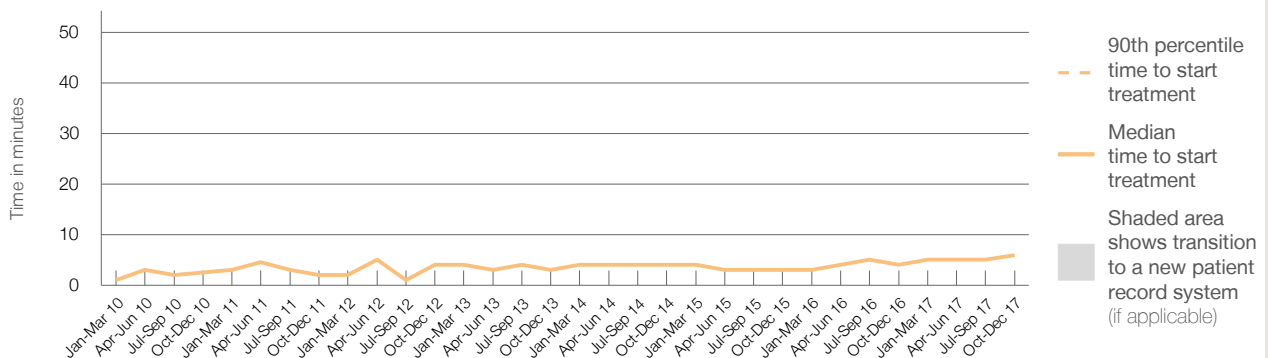
90th percentile time to start treatment⁵ *

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 78 | |
| 56 | |
| 4 minutes | 8 minutes |
| * | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 3 | 2 | 4 | 3 | 4 | 3 | 4 | 6 |
| 90th percentile time to start treatment ⁵ (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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 193

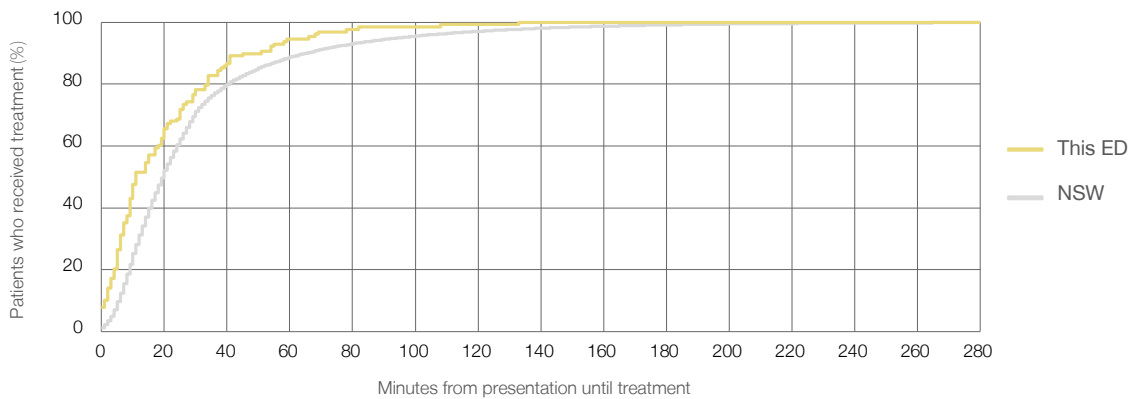
Number of triage 3 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 11 minutes

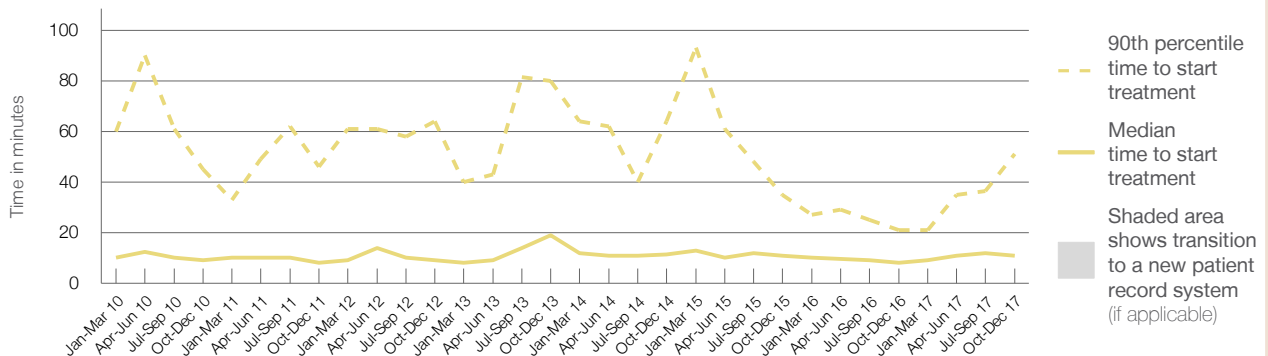
90th percentile time to start treatment⁵ 51 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 270 | 173 |
| 8 minutes | 20 minutes |
| 21 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 8 | 9 | 19 | 12 | 11 | 8 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 45 | 46 | 64 | 80 | 64 | 35 | 21 | 51 |

(†) 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 524

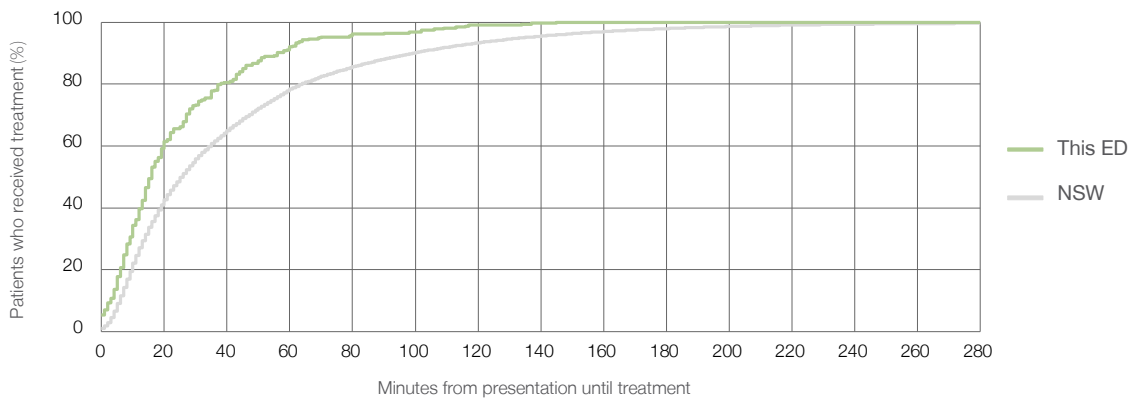
Number of triage 4 patients used to calculate waiting time:³ 314

Median time to start treatment⁴ 16 minutes

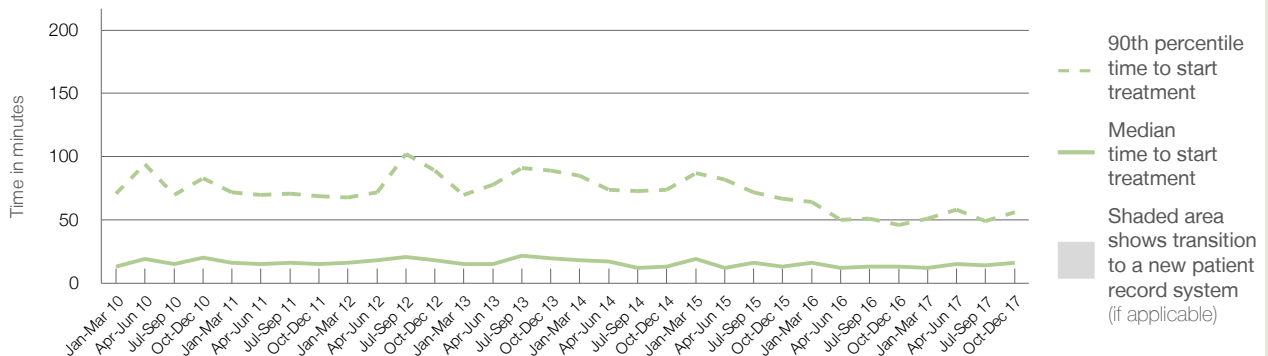
90th percentile time to start treatment⁵ 56 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 509 | 326 |
| 13 minutes | 26 minutes |
| 46 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 15 | 18 | 20 | 13 | 13 | 13 | 16 |
| 90th percentile time to start treatment ⁵ (minutes) | 83 | 69 | 89 | 89 | 74 | 67 | 46 | 56 |

(†) 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 180

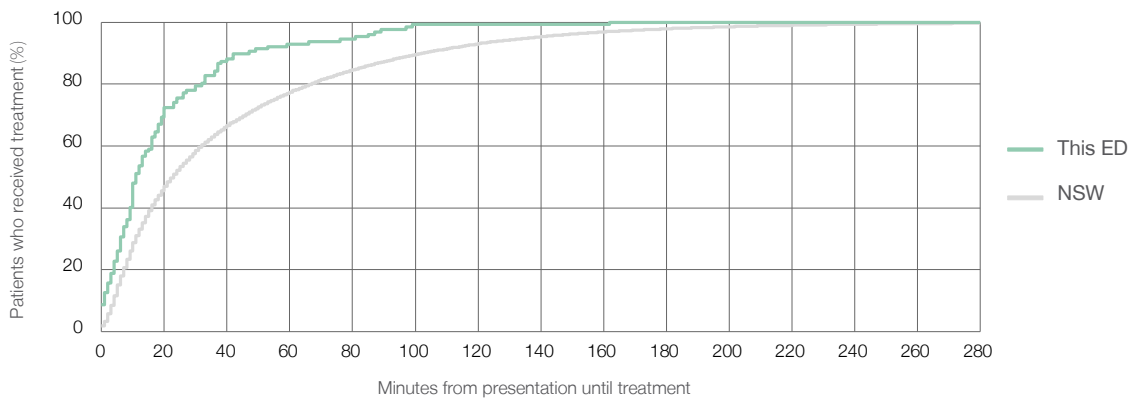
Number of triage 5 patients used to calculate waiting time:³ 127

Median time to start treatment⁴ 11 minutes

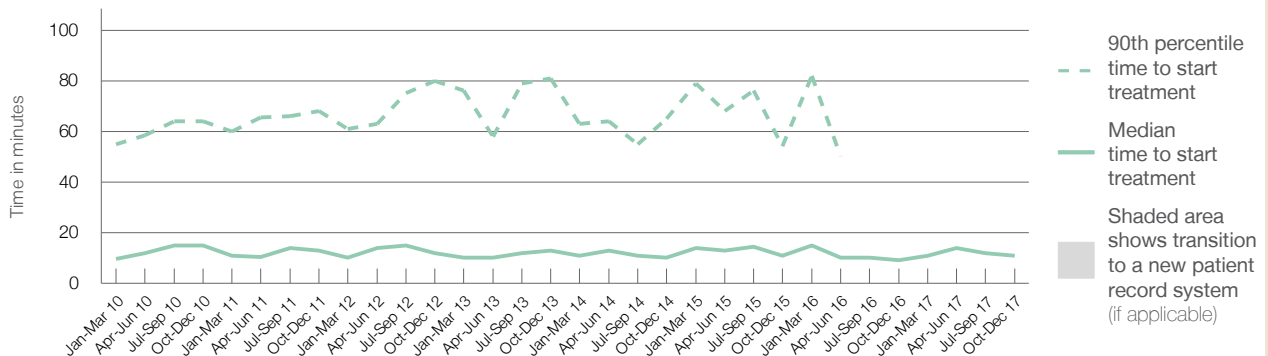
90th percentile time to start treatment⁵ 47 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 111 | |
| 81 | |
| 9 minutes | 23 minutes |
| * | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 15 | 13 | 12 | 13 | 10 | 11 | 9 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 64 | 68 | 80 | 81 | 65 | 54 | * | 47 |

(†) 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.

Kurri Kurri District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 1,032 patients

Presentations used to calculate time to leaving the ED:⁶ 1,032 patients

Median time spent in the ED⁸

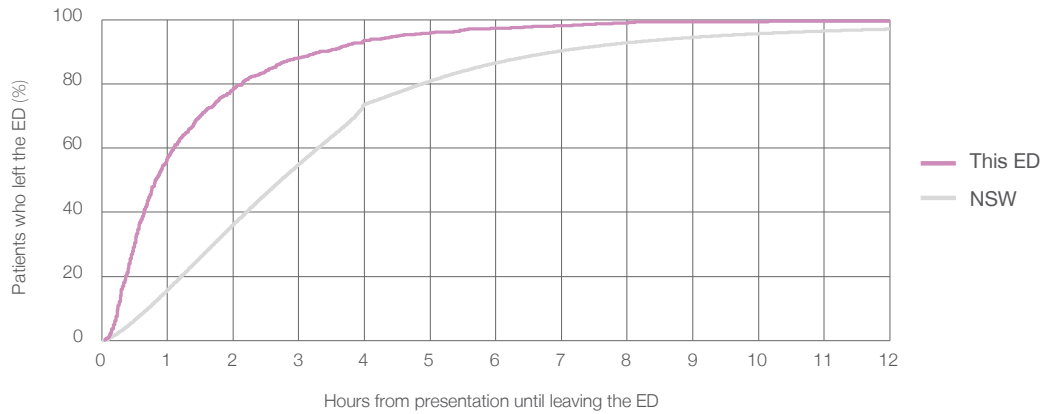
0 hours and 50 minutes

90th percentile time spent in the ED⁹

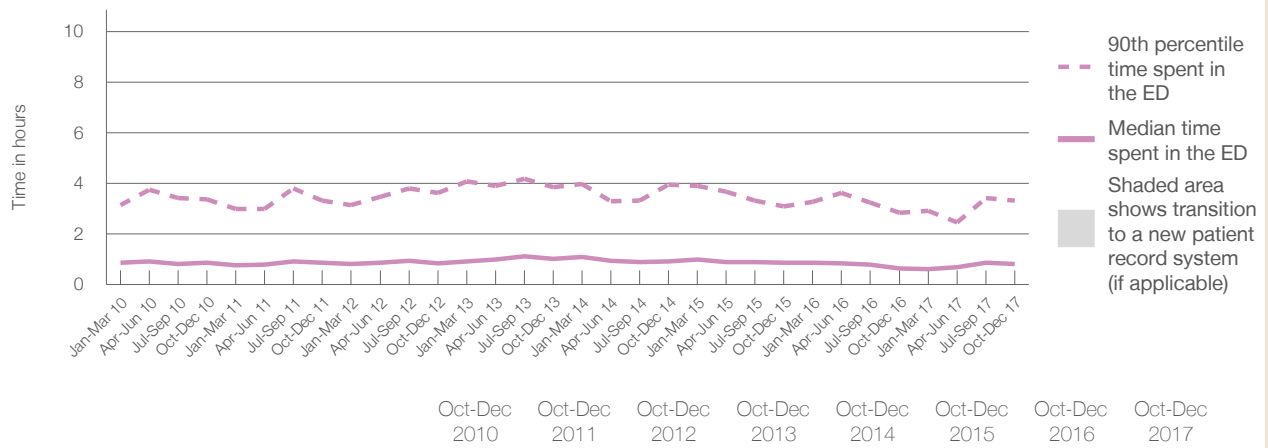
3 hours and 19 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 1,035 | 1,035 |
| 0 hours and 39 minutes | 2 hours and 44 minutes |
| 2 hours and 50 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 0h 52m | 0h 53m | 0h 51m | 1h 2m | 0h 56m | 0h 52m | 0h 39m | 0h 50m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 23m | 3h 20m | 3h 38m | 3h 51m | 3h 57m | 3h 6m | 2h 50m | 3h 19m |

(†) 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.

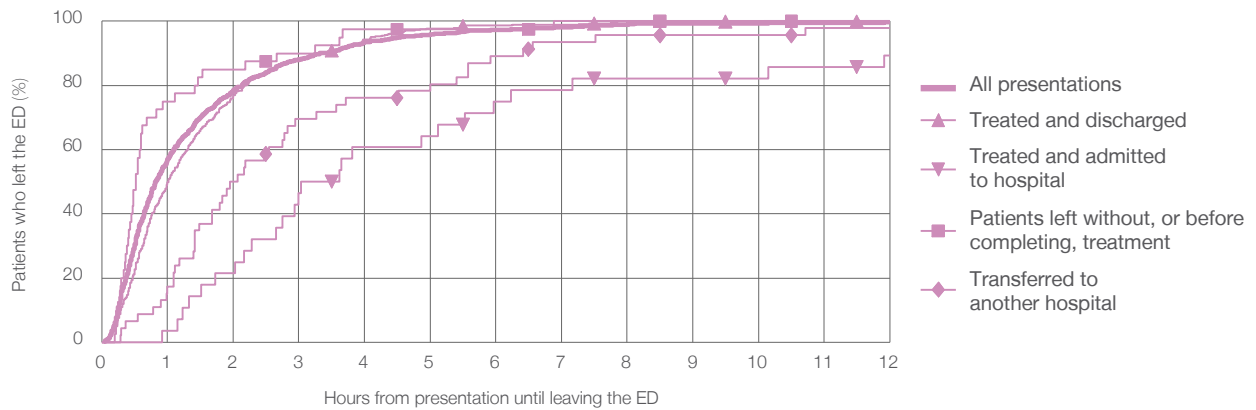
Kurri Kurri District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations:¹ 1,032 patients

Presentations used to calculate time to leaving the ED:⁶ 1,032 patients

| | | Same period last year | Change since one year ago |
|---|-------------|-----------------------|---------------------------|
| Treated and discharged | 589 (57.1%) | 616 | -4.4% |
| Treated and admitted to hospital | 28 (2.7%) | 16 | 75.0% |
| Patient left without, or before completing, treatment | 40 (3.9%) | 42 | -4.8% |
| Transferred to another hospital | 46 (4.5%) | 47 | -2.1% |
| Other | 329 (31.9%) | 314 | 4.8% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 49.7% | 76.9% | 87.6% | 94.4% | 98.6% | 99.8% | 99.8% | 100% |
| Treated and admitted to hospital | 3.6% | 21.4% | 46.4% | 60.7% | 75.0% | 82.1% | 82.1% | 89.3% |
| Patient left without, or before completing, treatment | 75.0% | 85.0% | 90.0% | 97.5% | 97.5% | 100% | 100% | 100% |
| Transferred to another hospital | 17.4% | 50.0% | 69.6% | 76.1% | 89.1% | 95.7% | 95.7% | 97.8% |
| All presentations | 57.0% | 78.5% | 88.1% | 93.5% | 97.4% | 98.9% | 99.2% | 99.6% |

(†) 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.

Kurri Kurri District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 1,032 patients

Presentations used to calculate time to leaving the ED: ⁶ 1,032 patients

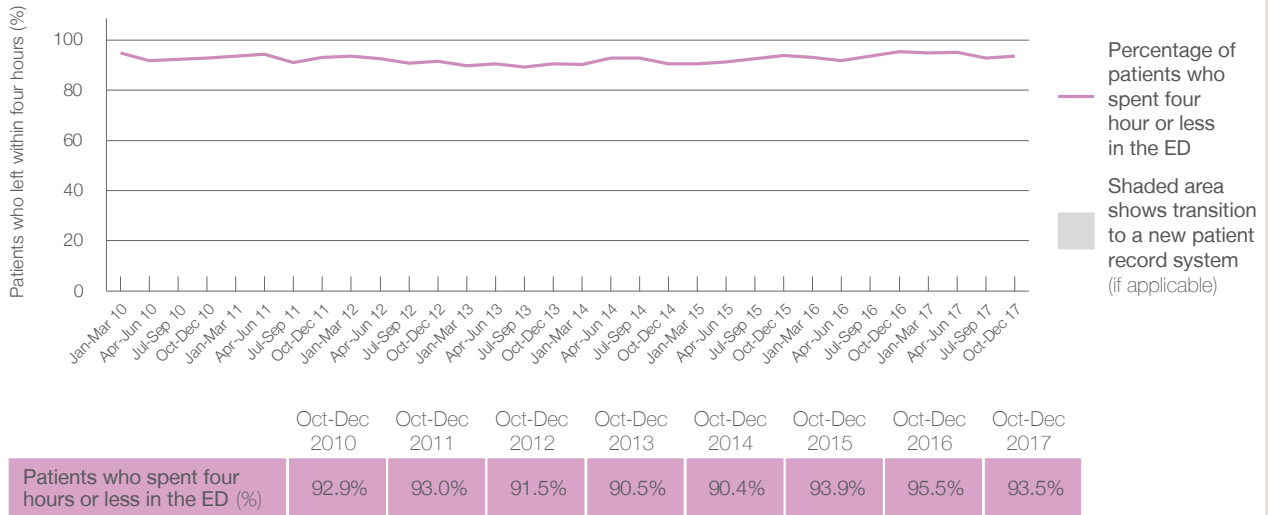
Percentage of patients who spent four hours or less in the ED



93.5%

| | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations at the emergency department | 1,035 | -0.3% |
| Presentations used to calculate time to leaving the ED | 1,035 | -0.3% |
| Percentage of patients who spent four hours or less in the ED | 95.5% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Maitland Hospital: Emergency department (ED) overview

October to December 2017


All presentations:¹ 12,136 patients
 Emergency presentations:² 12,056 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,446 | -2.5% |
| 12,344 | -2.3% |

Maitland Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,109 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  33 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,181 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,459 patients

Median time to start treatment⁴  45 minutes
 90th percentile time to start treatment⁵  146 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,282 patients

Median time to start treatment⁴  57 minutes
 90th percentile time to start treatment⁵  167 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,021 | |
| 7 minutes | 8 minutes |
| 21 minutes | 23 minutes |
| 3,349 | |
| 22 minutes | 20 minutes |
| 86 minutes | 65 minutes |
| 5,623 | |
| 44 minutes | 26 minutes |
| 126 minutes | 99 minutes |
| 1,332 | |
| 52 minutes | 23 minutes |
| 143 minutes | 103 minutes |

Maitland Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,136 patients

Percentage of patients who spent four hours or less in the ED  67.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,446 | -2.5% |
| 72.2% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

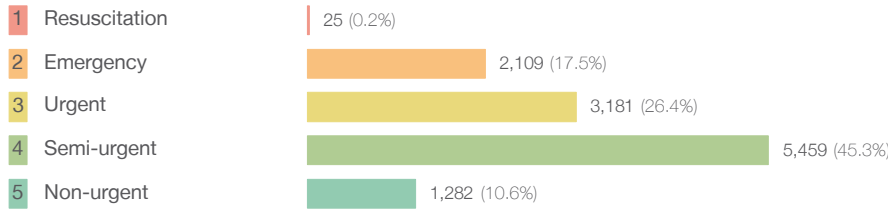
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Maitland Hospital: Patients presenting to the emergency department October to December 2017

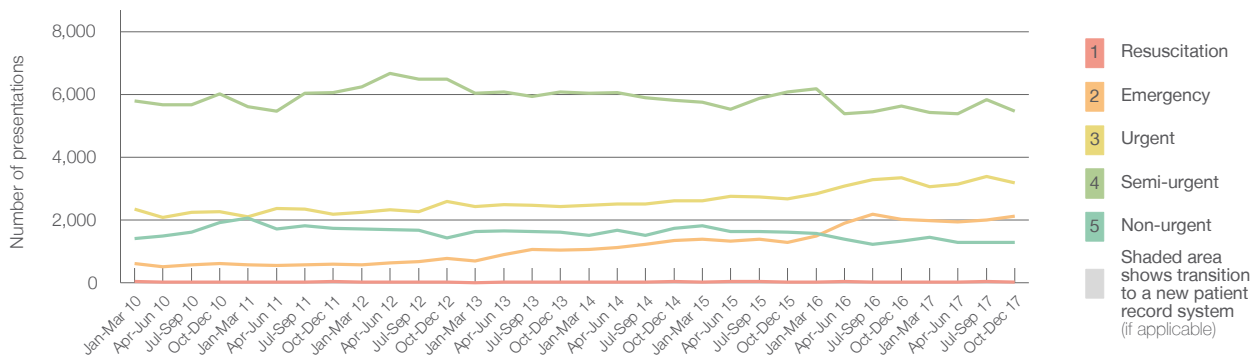
All presentations:¹ 12,136 patients

Emergency presentations² by triage category: 12,056 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 12,446 | -2.5% |
| Emergency presentations | 12,344 | -2.3% |
| 1 Resuscitation | 19 | 31.6% |
| 2 Emergency | 2,021 | 4.4% |
| 3 Urgent | 3,349 | -5.0% |
| 4 Semi-urgent | 5,623 | -2.9% |
| 5 Non-urgent | 1,332 | -3.8% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 24 | 34 | 22 | 23 | 30 | 18 | 19 | 25 |
| Emergency | 619 | 579 | 765 | 1,040 | 1,334 | 1,279 | 2,021 | 2,109 |
| Urgent | 2,263 | 2,175 | 2,583 | 2,434 | 2,610 | 2,679 | 3,349 | 3,181 |
| Semi-urgent | 6,016 | 6,059 | 6,485 | 6,069 | 5,816 | 6,070 | 5,623 | 5,459 |
| Non-urgent | 1,905 | 1,722 | 1,426 | 1,607 | 1,737 | 1,618 | 1,332 | 1,282 |
| All emergency presentations | 10,827 | 10,569 | 11,281 | 11,173 | 11,527 | 11,664 | 12,344 | 12,056 |

Maitland Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,238 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 2,096 | |
| Median time | 7 minutes | 2 minutes |
| 90th percentile time | 15 minutes | 3 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.

Maitland Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 2,109

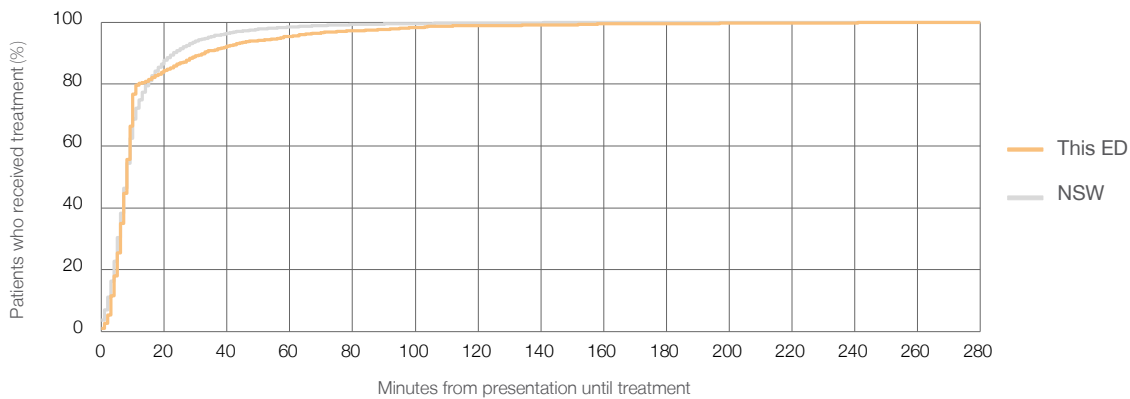
Number of triage 2 patients used to calculate waiting time:³ 2,054

Median time to start treatment⁴ 8 minutes

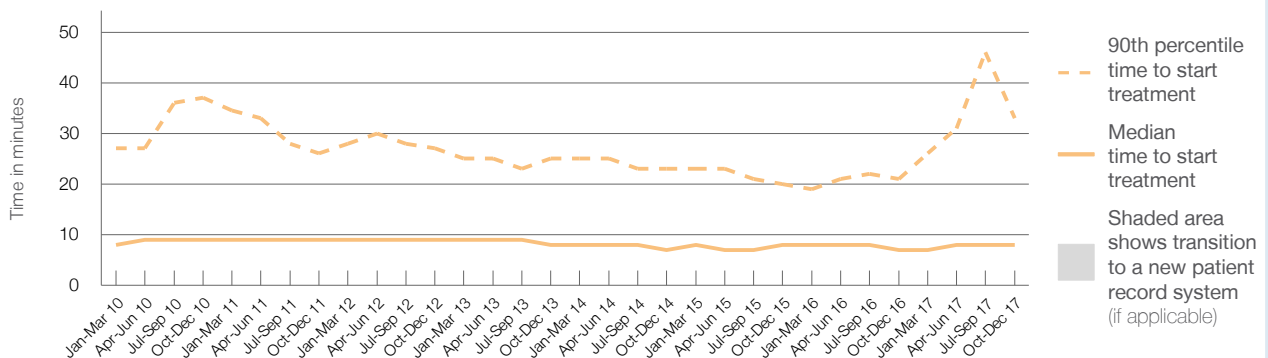
90th percentile time to start treatment⁵ 33 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,021 | |
| 1,986 | |
| 7 minutes | 8 minutes |
| 21 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 9 | 9 | 8 | 7 | 8 | 7 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | 37 | 26 | 27 | 25 | 23 | 20 | 21 | 33 |

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,181

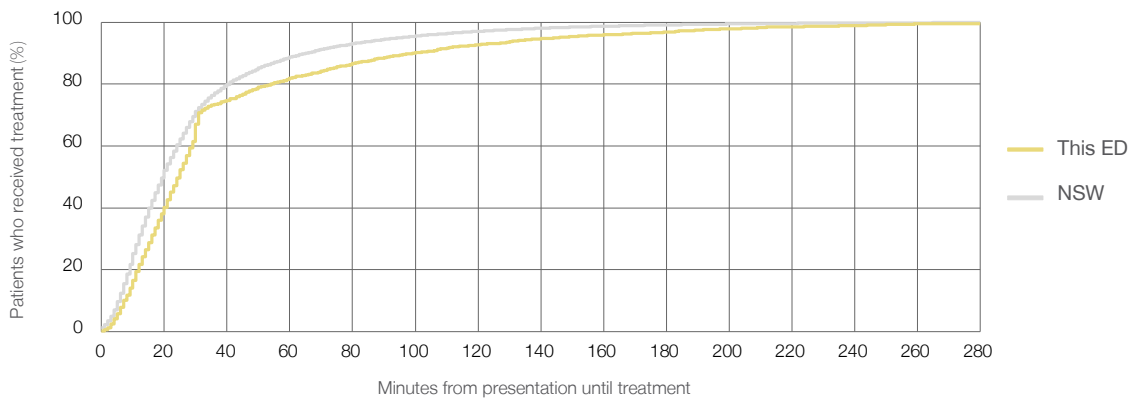
Number of triage 3 patients used to calculate waiting time:³ 3,012

Median time to start treatment⁴ 25 minutes

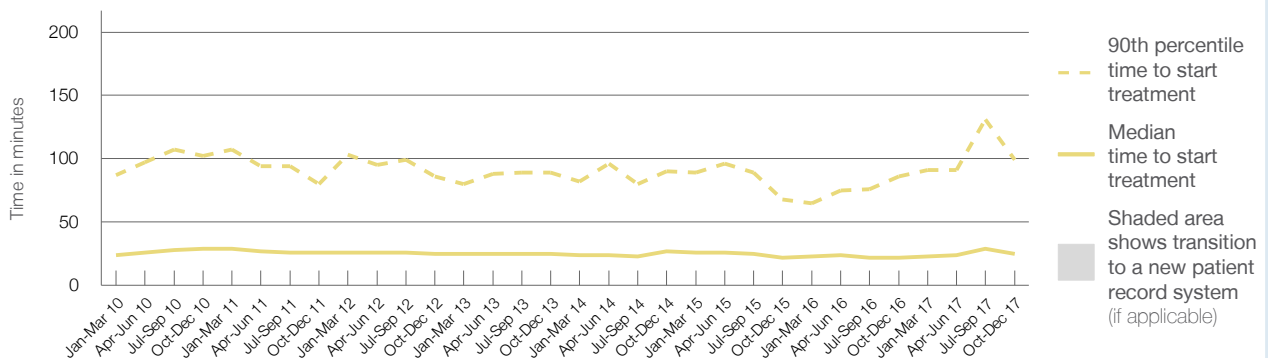
90th percentile time to start treatment⁵ 99 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,349 | 3,211 |
| 22 minutes | 20 minutes |
| 86 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 29 | 26 | 25 | 25 | 27 | 22 | 22 | 25 |
| 90th percentile time to start treatment ⁵ (minutes) | 102 | 80 | 86 | 89 | 90 | 68 | 86 | 99 |

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,459

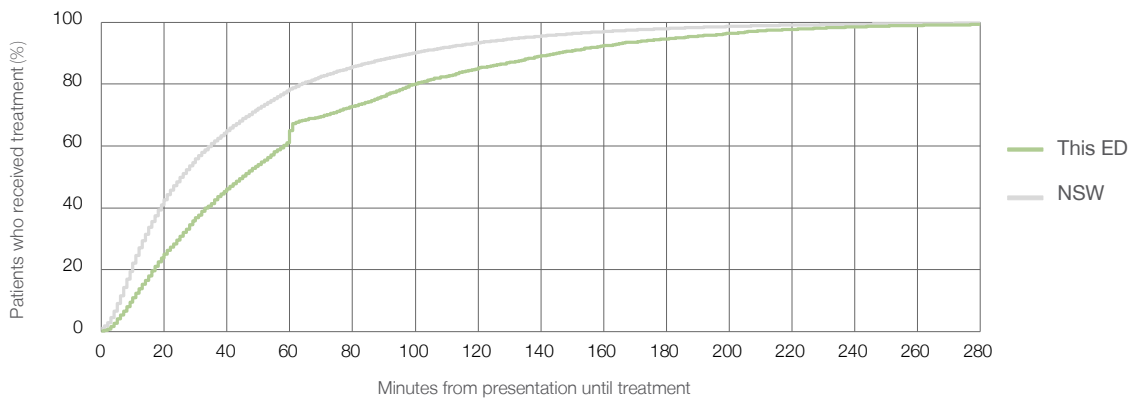
Number of triage 4 patients used to calculate waiting time:³ 4,412

Median time to start treatment⁴ 45 minutes

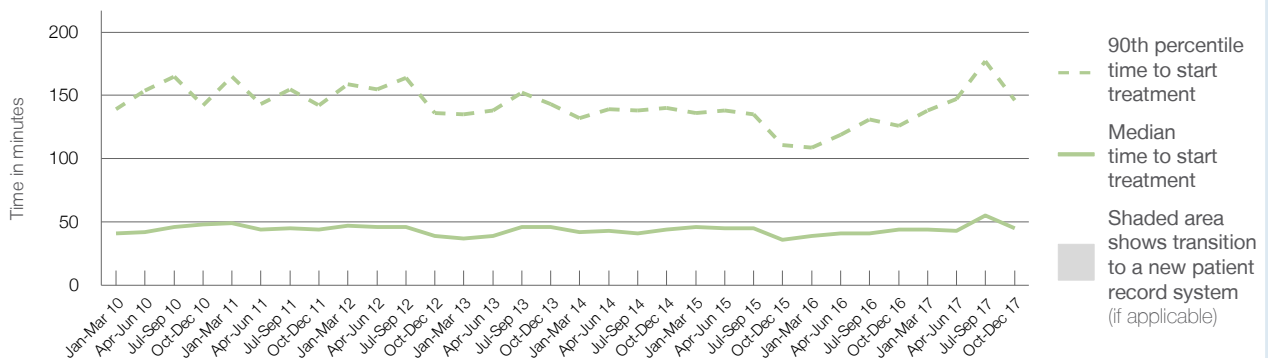
90th percentile time to start treatment⁵ 146 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,623 | |
| 4,687 | |
| 44 minutes | 26 minutes |
| 126 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 48 | 44 | 39 | 46 | 44 | 36 | 44 | 45 |
| 90th percentile time to start treatment ⁵ (minutes) | 142 | 142 | 136 | 143 | 140 | 111 | 126 | 146 |

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,282

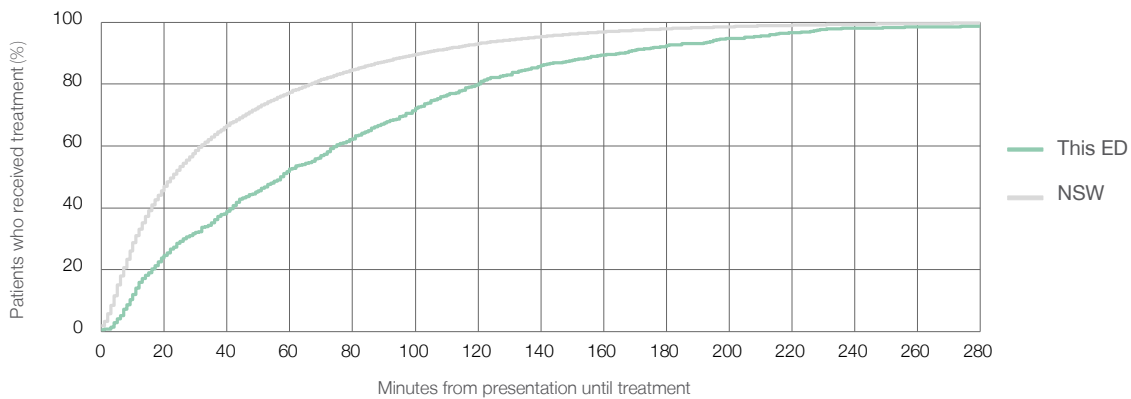
Number of triage 5 patients used to calculate waiting time:³ 871

Median time to start treatment⁴ 57 minutes

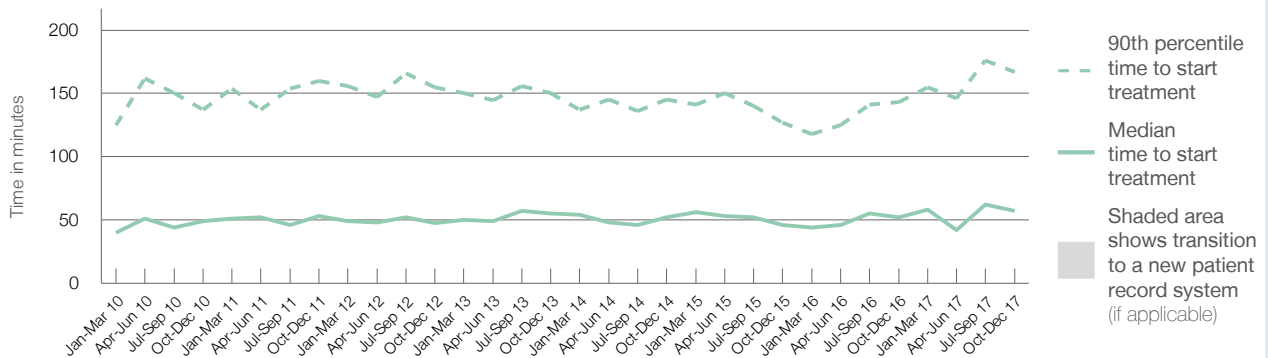
90th percentile time to start treatment⁵ 167 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,332 | 938 |
| 52 minutes | 23 minutes |
| 143 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 49 | 53 | 48 | 55 | 52 | 46 | 52 | 57 |
| 90th percentile time to start treatment ⁵ (minutes) | 137 | 160 | 155 | 150 | 145 | 127 | 143 | 167 |

(†) 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.

Maitland Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,136 patients

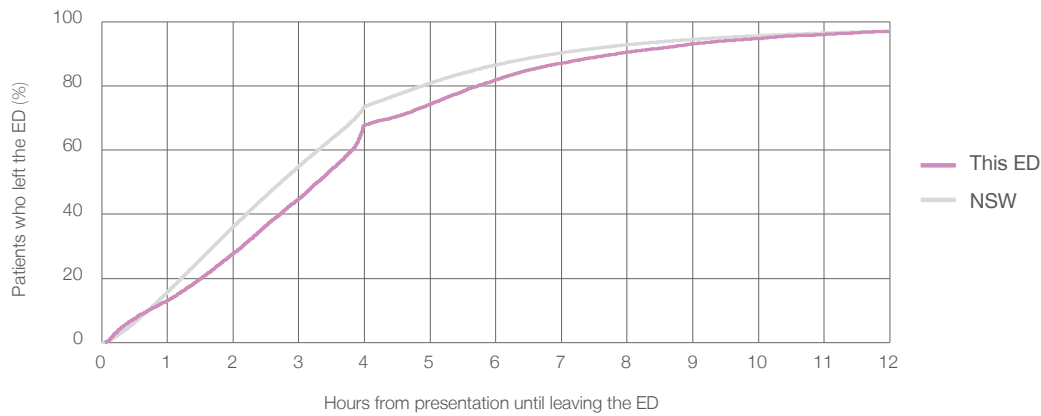
Presentations used to calculate time to leaving the ED:⁶ 12,136 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

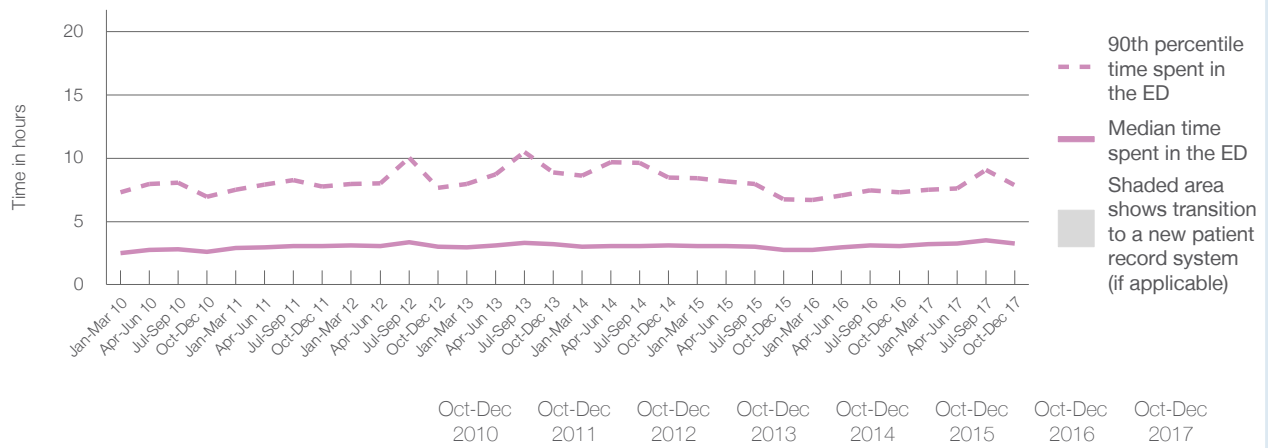
90th percentile time spent in the ED⁹ 7 hours and 51 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 12,446 | 12,446 |
| 3 hours and 4 minutes | 2 hours and 44 minutes |
| 7 hours and 19 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 2h 37m | 3h 3m | 2h 59m | 3h 11m | 3h 6m | 2h 45m | 3h 4m | 3h 17m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 6h 57m | 7h 45m | 7h 40m | 8h 53m | 8h 29m | 6h 45m | 7h 19m | 7h 51m |

(†) 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.

Maitland Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

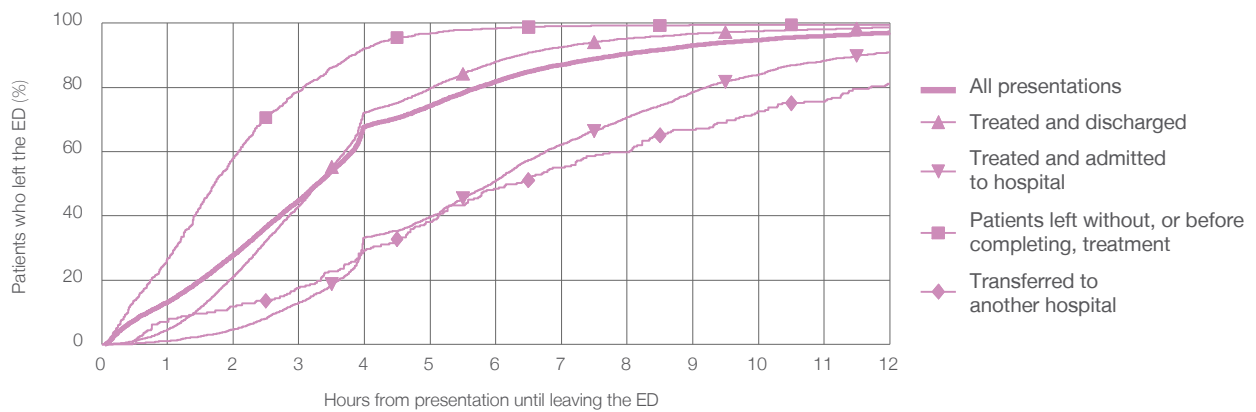
All presentations:¹ 12,136 patients

Presentations used to calculate time to leaving the ED:⁶ 12,136 patients

| | |
|---|---------------|
| Treated and discharged | 7,376 (60.8%) |
| Treated and admitted to hospital | 2,390 (19.7%) |
| Patient left without, or before completing, treatment | 945 (7.8%) |
| Transferred to another hospital | 229 (1.9%) |
| Other | 1,196 (9.9%) |

| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| | 12,446 | -2.5% |
| | 8,158 | -9.6% |
| | 2,284 | 4.6% |
| | 587 | 61.0% |
| | 250 | -8.4% |
| | 1,167 | 2.5% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 4.5% | 21.1% | 43.1% | 72.1% | 88.0% | 95.3% | 97.5% | 98.7% |
| Treated and admitted to hospital | 0.9% | 4.6% | 12.9% | 33.3% | 51.0% | 70.8% | 84.0% | 90.9% |
| Patient left without, or before completing, treatment | 26.8% | 58.1% | 78.8% | 92.2% | 98.3% | 99.4% | 99.5% | 99.5% |
| Transferred to another hospital | 7.0% | 11.8% | 17.5% | 29.3% | 48.5% | 59.8% | 72.5% | 81.2% |
| All presentations | 13.2% | 27.8% | 44.8% | 67.8% | 81.9% | 90.5% | 94.8% | 97.0% |

(†) 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.

Maitland Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 12,136 patients

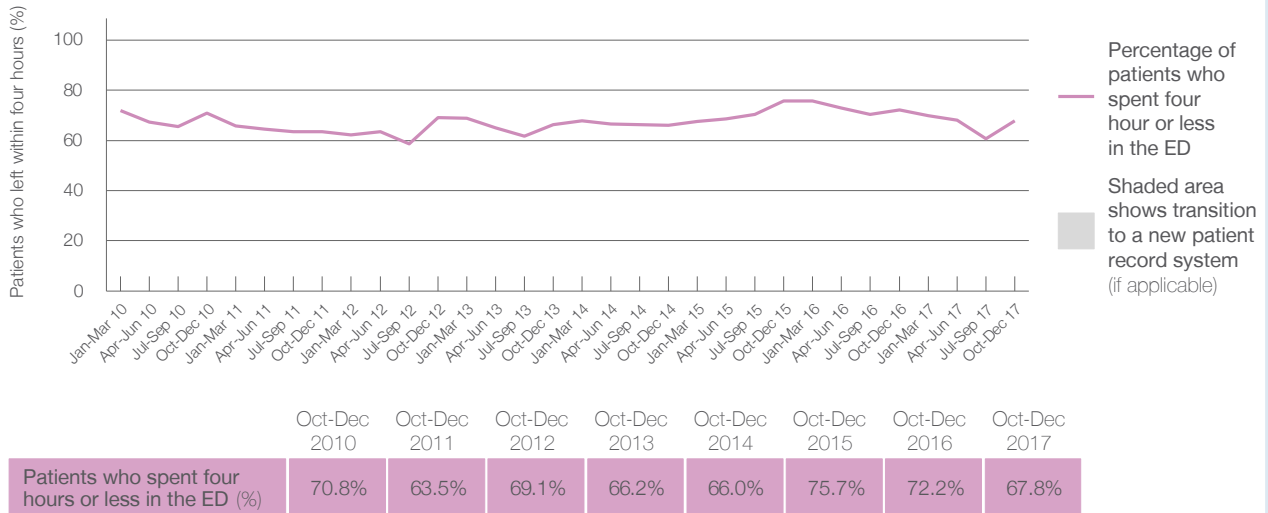
Presentations used to calculate time to leaving the ED: ⁶ 12,136 patients

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 | 12,446 | -2.5% |
| Presentations used to calculate time to leaving the ED | 12,446 | -2.5% |
| Percentage of patients who spent four hours or less in the ED | 72.2% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Manning Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,145 patients
 Emergency presentations:² 7,992 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,808 | 4.3% |
| 7,584 | 5.4% |

Manning Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,284 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,165 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,878 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,625 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 137 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,333 | |
| 8 minutes | 8 minutes |
| 20 minutes | 23 minutes |
| 2,072 | |
| 19 minutes | 20 minutes |
| 75 minutes | 65 minutes |
| 2,469 | |
| 29 minutes | 26 minutes |
| 116 minutes | 99 minutes |
| 1,675 | |
| 27 minutes | 23 minutes |
| 115 minutes | 103 minutes |

Manning Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,145 patients

Percentage of patients who spent four hours or less in the ED 77.3%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,808 | 4.3% |
| 81.9% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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.

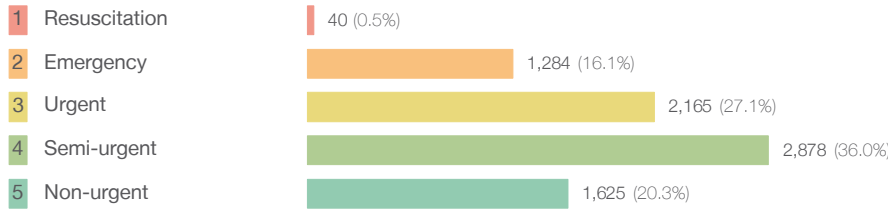
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Manning Base Hospital: Patients presenting to the emergency department

October to December 2017

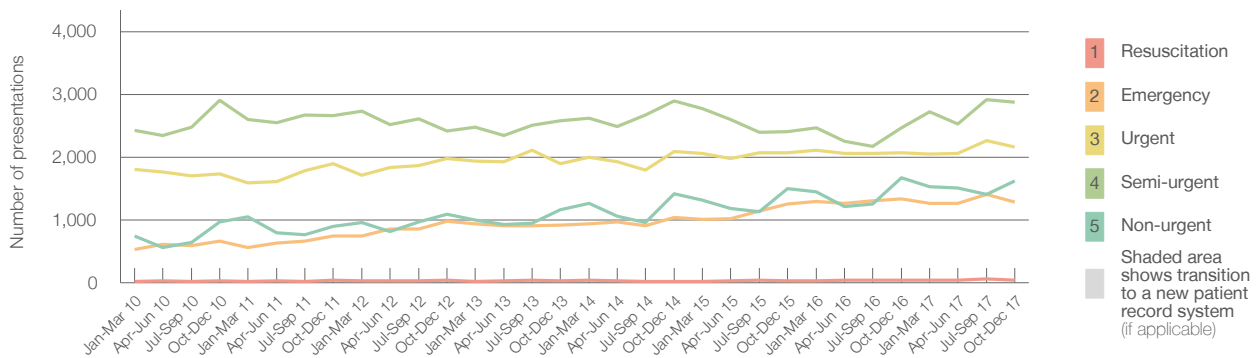
All presentations:¹ 8,145 patients

Emergency presentations² by triage category: 7,992 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,808 | 4.3% |
| 7,584 | 5.4% |
| 35 | 14.3% |
| 1,333 | -3.7% |
| 2,072 | 4.5% |
| 2,469 | 16.6% |
| 1,675 | -3.0% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 29 | 35 | 40 | 32 | 17 | 34 | 35 | 40 |
| Emergency | 663 | 739 | 973 | 916 | 1,042 | 1,255 | 1,333 | 1,284 |
| Urgent | 1,729 | 1,901 | 1,979 | 1,899 | 2,089 | 2,071 | 2,072 | 2,165 |
| Semi-urgent | 2,911 | 2,659 | 2,412 | 2,575 | 2,900 | 2,403 | 2,469 | 2,878 |
| Non-urgent | 964 | 892 | 1,088 | 1,166 | 1,413 | 1,494 | 1,675 | 1,625 |
| All emergency presentations | 6,296 | 6,226 | 6,492 | 6,588 | 7,461 | 7,257 | 7,584 | 7,992 |

Manning Base Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,037 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,926 | |
| 4 minutes | 0 minutes |
| 16 minutes | 5 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.

Manning Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,284

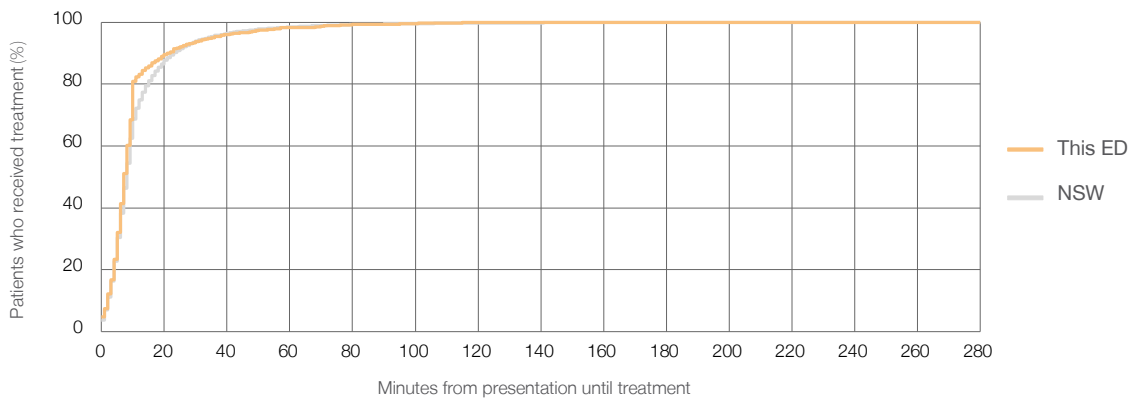
Number of triage 2 patients used to calculate waiting time:³ 1,274

Median time to start treatment⁴ 7 minutes

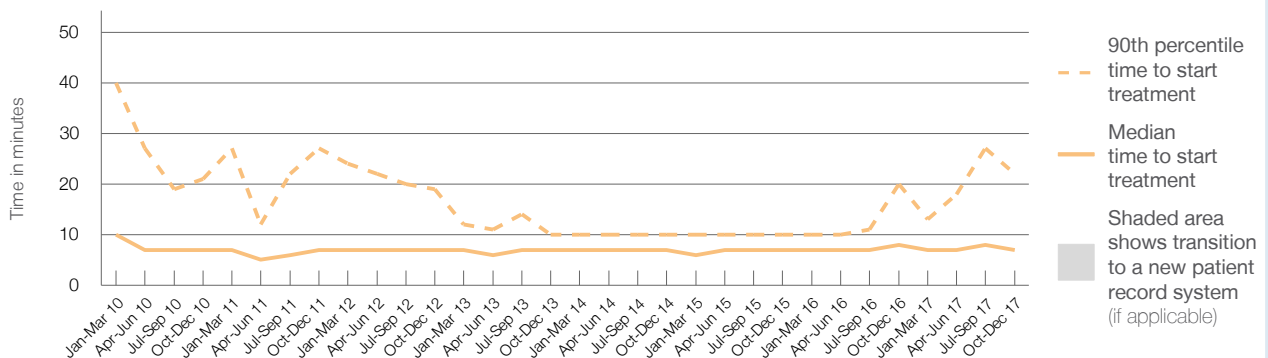
90th percentile time to start treatment⁵ 22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,333 | 1,325 |
| 8 minutes | 8 minutes |
| 20 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 7 | 7 | 7 | 7 | 7 | 8 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 21 | 27 | 19 | 10 | 10 | 10 | 20 | 22 |

(†) 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.

Manning Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,165

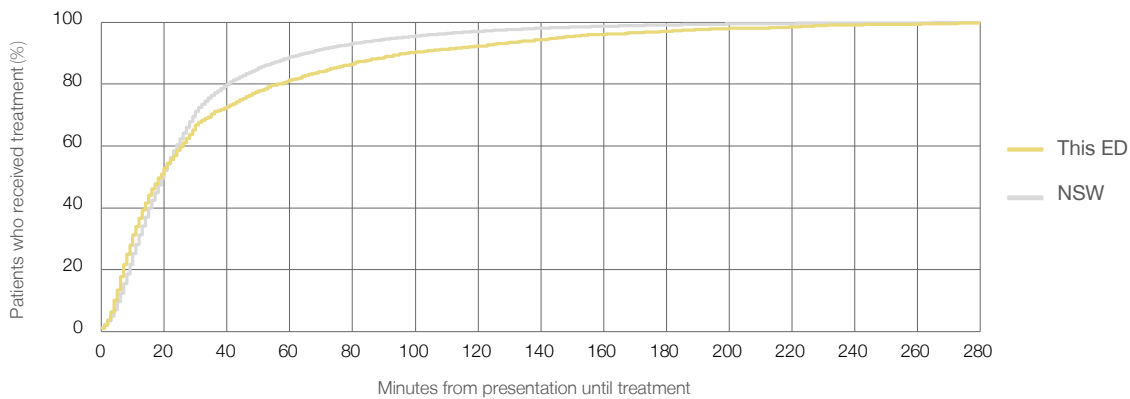
Number of triage 3 patients used to calculate waiting time:³ 2,117

Median time to start treatment⁴ 19 minutes

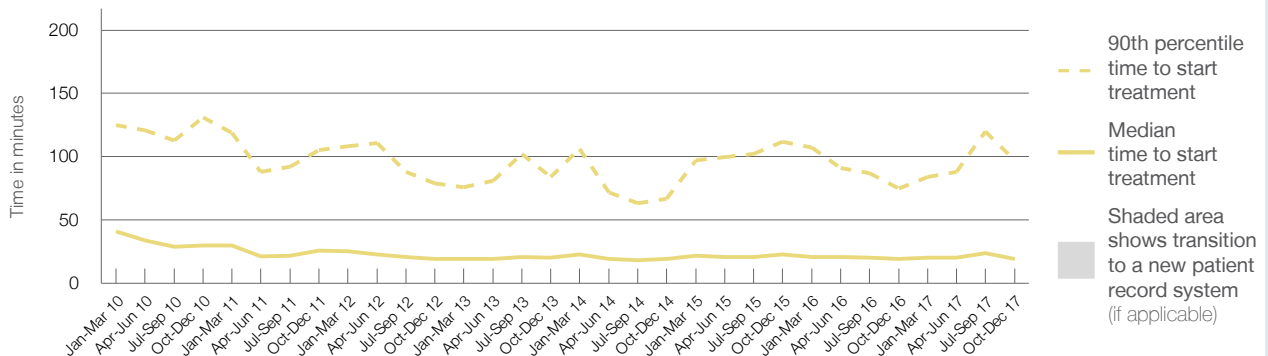
90th percentile time to start treatment⁵ 97 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,072 | 2,034 |
| 19 minutes | 20 minutes |
| 75 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 30 | 26 | 19 | 20 | 19 | 23 | 19 | 19 |
| 90th percentile time to start treatment ⁵ (minutes) | 131 | 105 | 79 | 84 | 67 | 112 | 75 | 97 |

(†) 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.

Manning Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,878

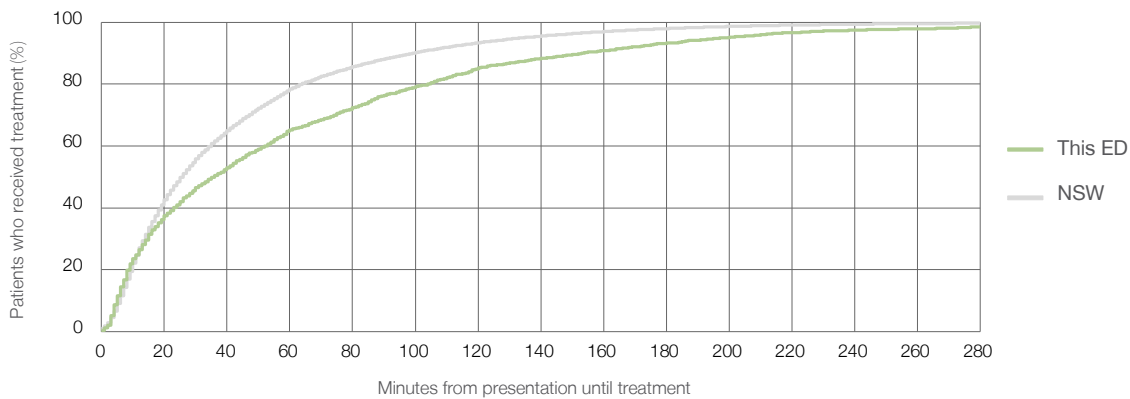
Number of triage 4 patients used to calculate waiting time:³ 2,682

Median time to start treatment⁴ 36 minutes

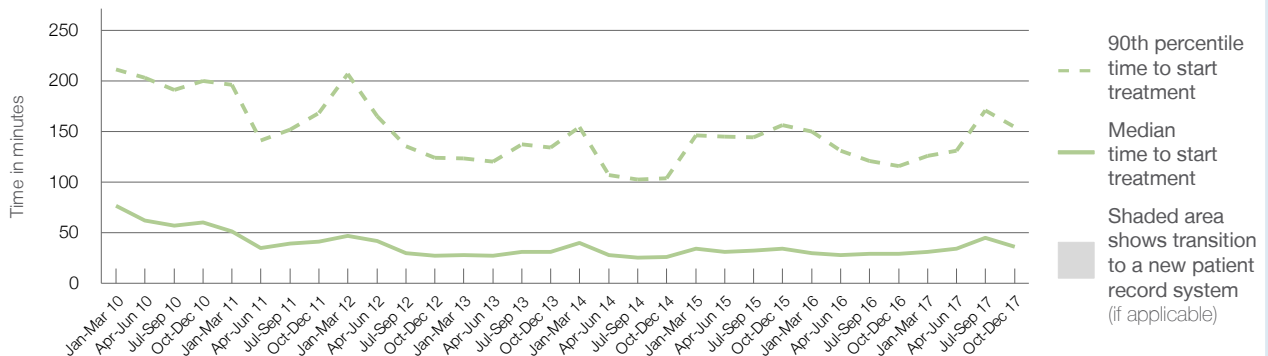
90th percentile time to start treatment⁵ 154 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,469 | 2,336 |
| 29 minutes | 26 minutes |
| 116 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 60 | 41 | 27 | 31 | 26 | 34 | 29 | 36 |
| 90th percentile time to start treatment ⁵ (minutes) | 200 | 168 | 124 | 134 | 104 | 156 | 116 | 154 |

(†) 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.

Manning Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,625

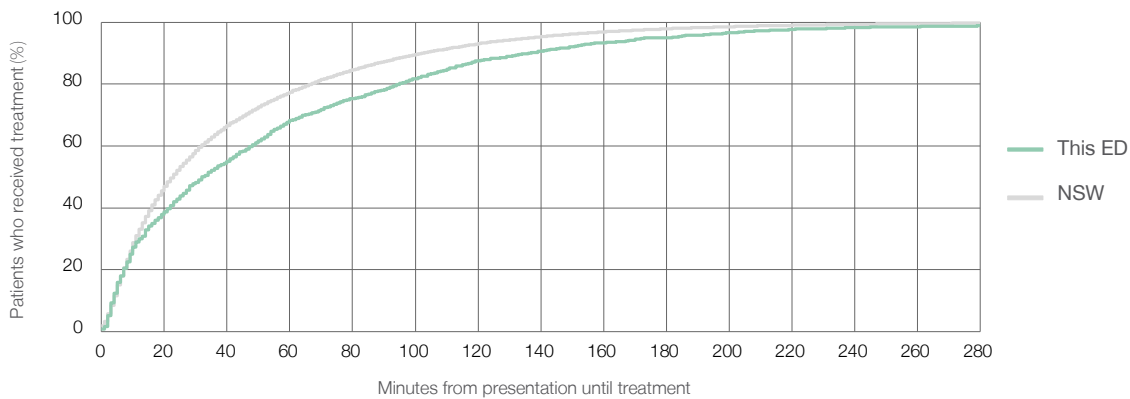
Number of triage 5 patients used to calculate waiting time:³ 1,460

Median time to start treatment⁴ 32 minutes

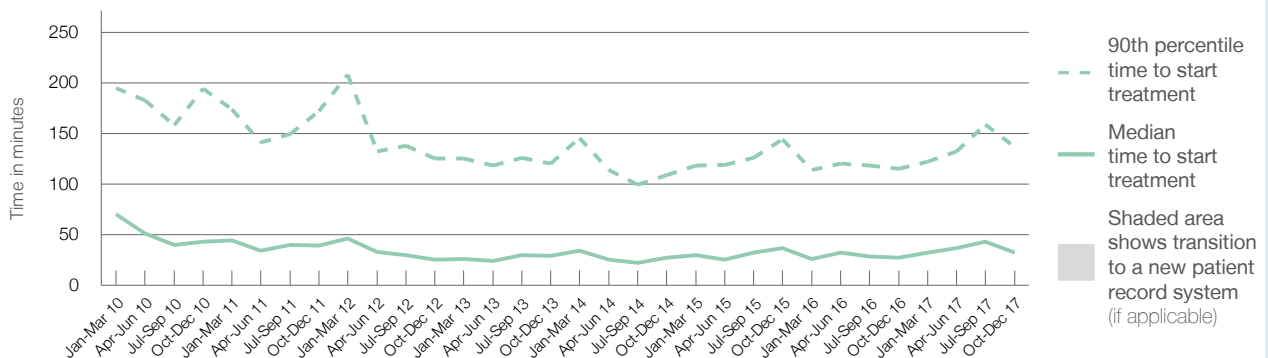
90th percentile time to start treatment⁵ 137 minutes

| | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Number of triage 5 patients | 1,675 | 1,522 |
| Median time to start treatment ⁴ | 27 minutes | 23 minutes |
| 90th percentile time to start treatment ⁵ | 115 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 43 | 39 | 25 | 29 | 27 | 37 | 27 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 194 | 172 | 125 | 120 | 109 | 144 | 115 | 137 |

(†) 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.

Manning Base Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 8,145 patients

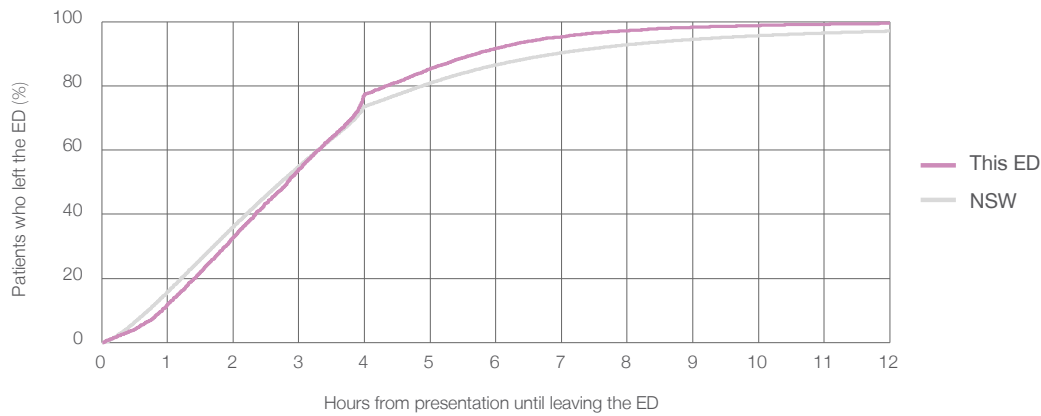
Presentations used to calculate time to leaving the ED:⁶ 8,145 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

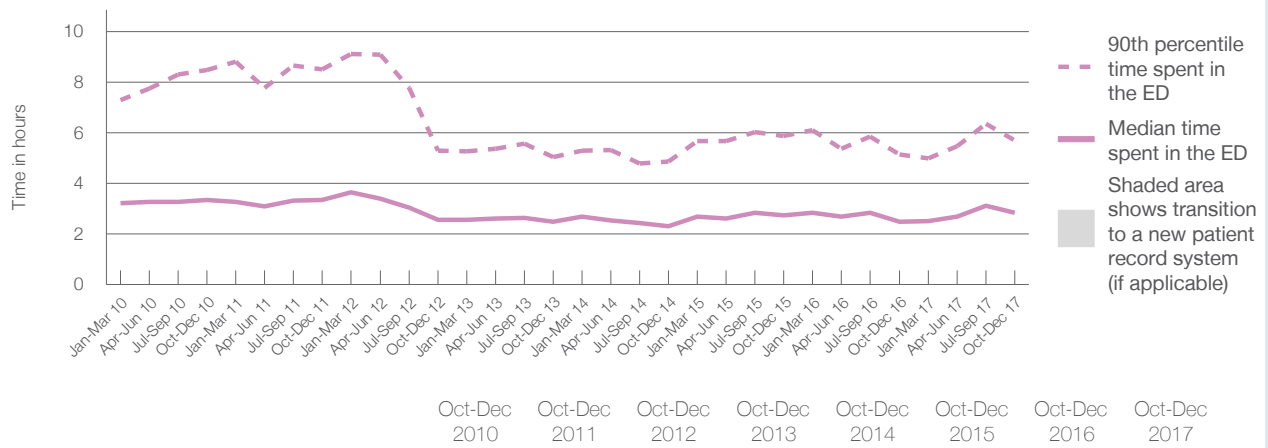
90th percentile time spent in the ED⁹ 5 hours and 42 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 7,808 | 7,808 |
| 2 hours and 29 minutes | 2 hours and 44 minutes |
| 5 hours and 8 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 21m | 3h 21m | 2h 34m | 2h 30m | 2h 18m | 2h 45m | 2h 29m | 2h 50m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 8h 29m | 8h 30m | 5h 17m | 5h 2m | 4h 52m | 5h 53m | 5h 8m | 5h 42m |

(†) 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.

Manning Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

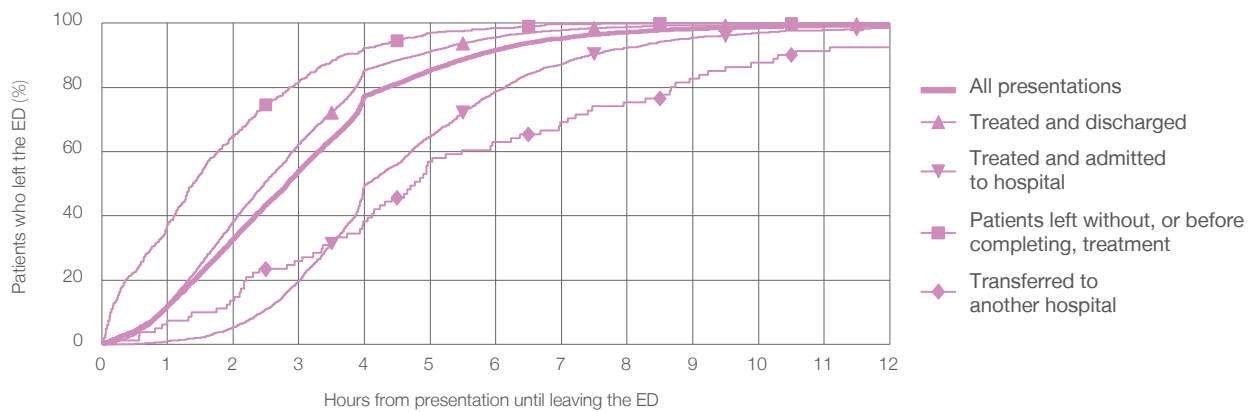
All presentations:¹ 8,145 patients

Presentations used to calculate time to leaving the ED:⁶ 8,145 patients

| | |
|---|---------------|
| Treated and discharged | 5,497 (67.5%) |
| Treated and admitted to hospital | 1,853 (22.8%) |
| Patient left without, or before completing, treatment | 658 (8.1%) |
| Transferred to another hospital | 81 (1.0%) |
| Other | 56 (0.7%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,808 | 4.3% |
| 5,212 | 5.5% |
| 1,957 | -5.3% |
| 525 | 25.3% |
| 66 | 22.7% |
| 48 | 16.7% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 12.4% | 38.3% | 62.4% | 85.4% | 95.6% | 98.9% | 99.5% | 99.8% |
| Treated and admitted to hospital | 0.9% | 5.3% | 19.8% | 49.5% | 78.8% | 92.3% | 97.0% | 98.6% |
| Patient left without, or before completing, treatment | 37.2% | 64.9% | 81.8% | 92.4% | 98.5% | 99.8% | 99.8% | 99.8% |
| Transferred to another hospital | 7.4% | 13.6% | 25.9% | 38.3% | 63.0% | 75.3% | 87.7% | 92.6% |
| All presentations | 12.0% | 32.9% | 54.0% | 77.3% | 91.7% | 97.2% | 98.8% | 99.5% |

(†) 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.

Manning Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

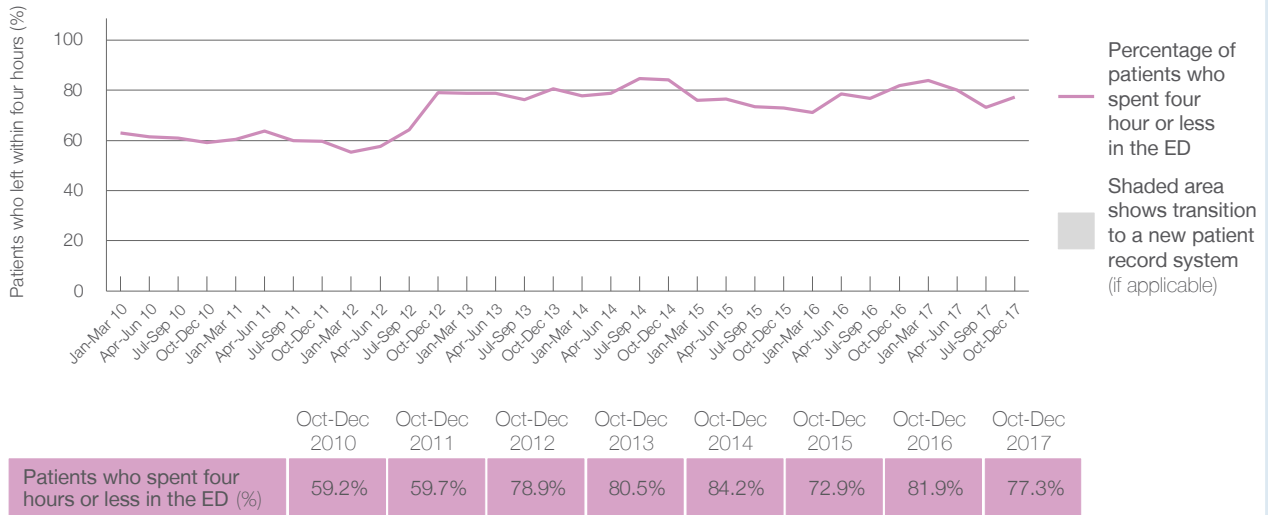
All presentations at the emergency department: ¹ 8,145 patients
 Presentations used to calculate time to leaving the ED: ⁶ 8,145 patients

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 | 7,808 | 4.3% |
| Presentations used to calculate time to leaving the ED | 7,808 | 4.3% |
| Percentage of patients who spent four hours or less in the ED | 81.9% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Moree District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,474 patients
Emergency presentations:² 2,185 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,224 | 11.2% |
| 2,008 | 8.8% |

Moree District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 174 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 604 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,182 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 217 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 46 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 157 | |
| 4 minutes | 8 minutes |
| 20 minutes | 23 minutes |
| 650 | |
| 7 minutes | 20 minutes |
| 47 minutes | 65 minutes |
| 1,054 | |
| 9 minutes | 26 minutes |
| 51 minutes | 99 minutes |
| 147 | |
| 9 minutes | 23 minutes |
| 35 minutes | 103 minutes |

Moree District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,474 patients

Percentage of patients who spent four hours or less in the ED 86.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,224 | 11.2% |
| 87.5% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

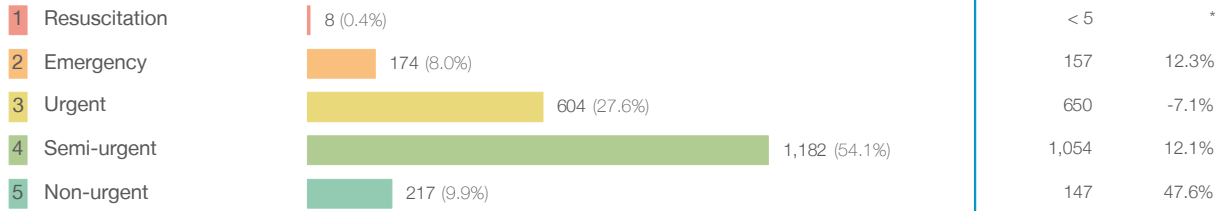
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

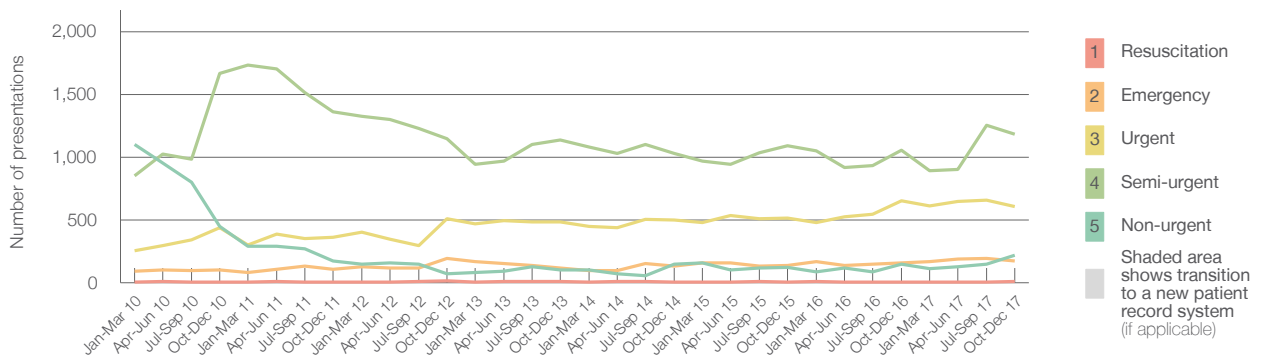
Moree District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 2,474 patients

Emergency presentations² by triage category: 2,185 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | < 5 | 13 | 9 | 5 | 5 | < 5 | 8 |
| Emergency | 102 | 111 | 195 | 116 | 131 | 135 | 157 | 174 |
| Urgent | 436 | 362 | 508 | 484 | 500 | 514 | 650 | 604 |
| Semi-urgent | 1,666 | 1,361 | 1,147 | 1,136 | 1,030 | 1,091 | 1,054 | 1,182 |
| Non-urgent | 449 | 175 | 69 | 101 | 146 | 122 | 147 | 217 |
| All emergency presentations | 2,653 | 2,009 | 1,932 | 1,846 | 1,812 | 1,867 | 2,008 | 2,185 |

Moree District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 252 patients

ED Transfer of care time



(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 174

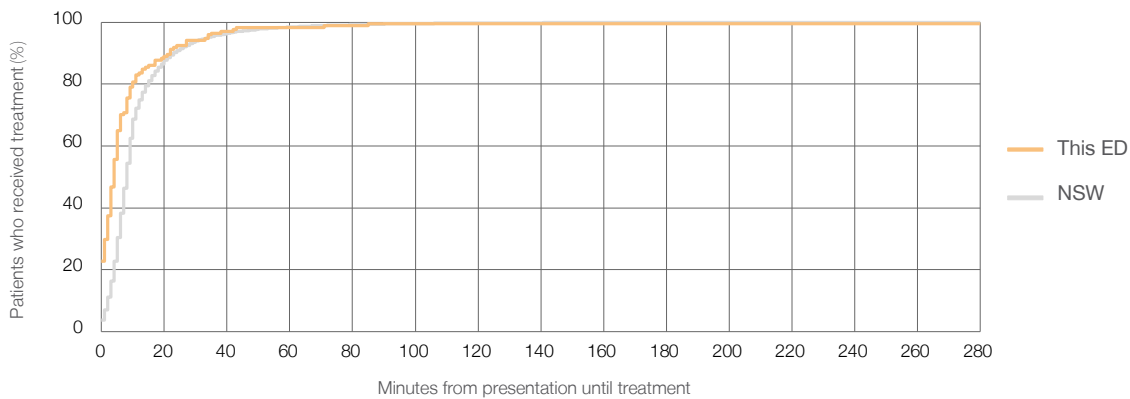
Number of triage 2 patients used to calculate waiting time:³ 171

Median time to start treatment⁴ 4 minutes

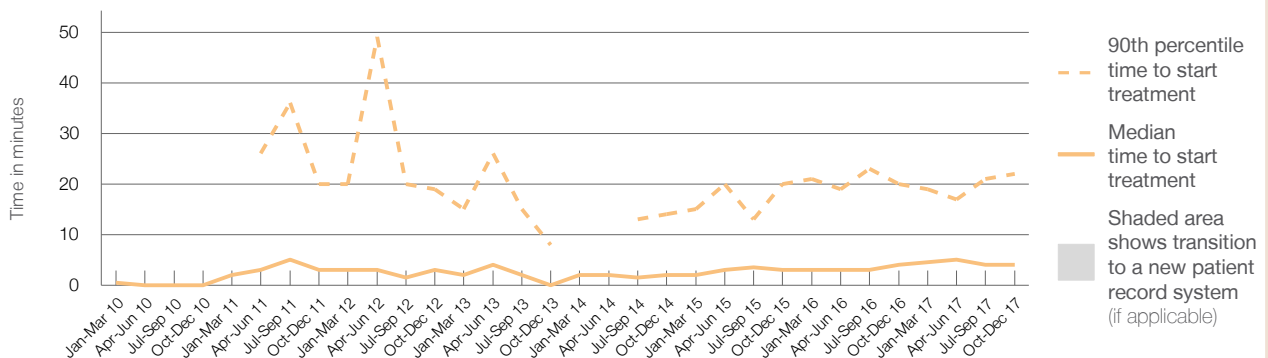
90th percentile time to start treatment⁵ 22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 157 | |
| 155 | |
| 4 minutes | 8 minutes |
| 20 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 0 | 3 | 3 | 0 | 2 | 3 | 4 | 4 |
| 90th percentile time to start treatment ⁵ (minutes) | * | 20 | 19 | 8 | 14 | 20 | 20 | 22 |

(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 604

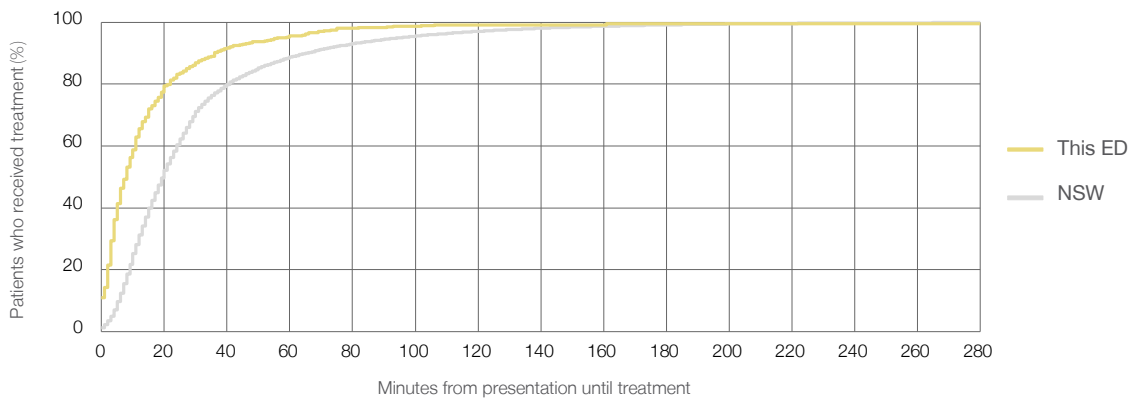
Number of triage 3 patients used to calculate waiting time:³ 591

Median time to start treatment⁴ 8 minutes

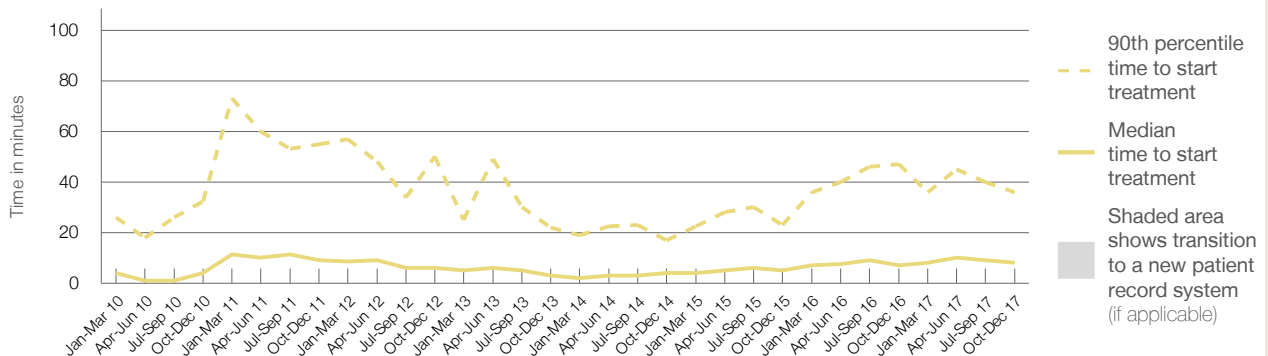
90th percentile time to start treatment⁵ 36 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 650 | |
| 632 | |
| 7 minutes | 20 minutes |
| 47 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 4 | 9 | 6 | 3 | 4 | 5 | 7 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | 33 | 55 | 50 | 22 | 17 | 23 | 47 | 36 |

(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,182

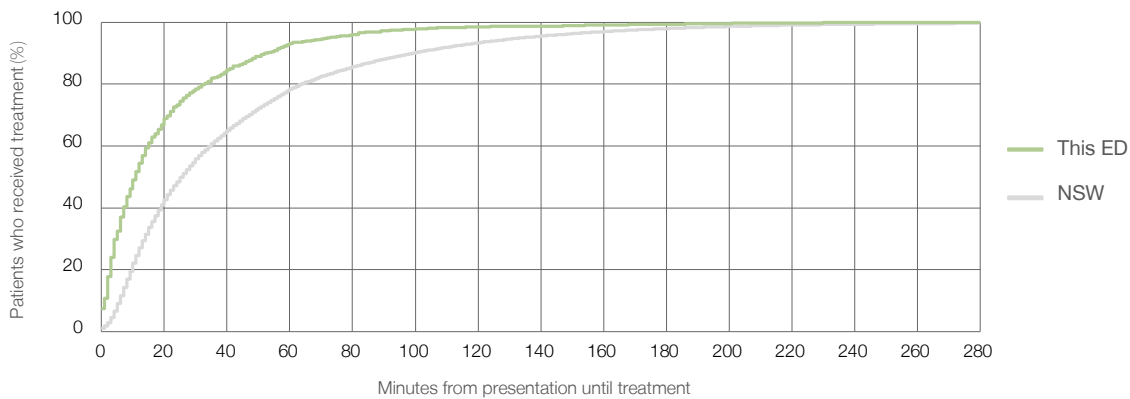
Number of triage 4 patients used to calculate waiting time:³ 1,095

Median time to start treatment⁴ 11 minutes

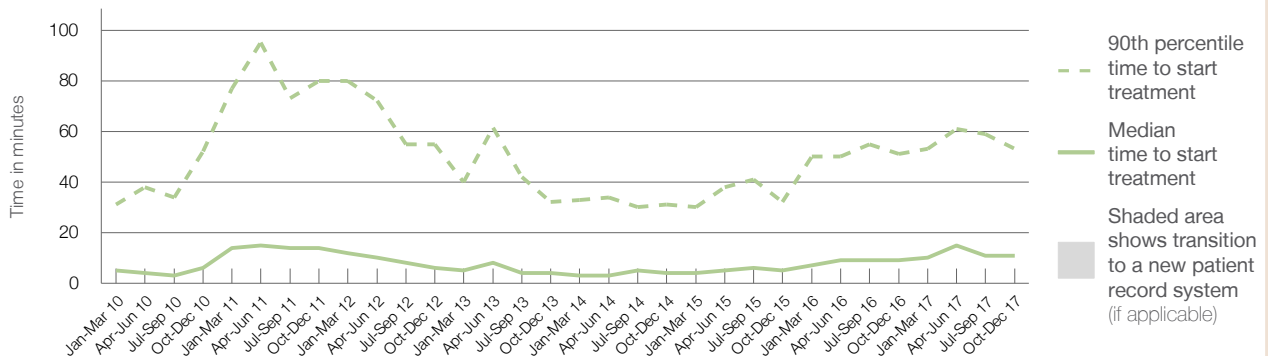
90th percentile time to start treatment⁵ 53 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,054 | |
| 964 | |
| 9 minutes | 26 minutes |
| 51 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 14 | 6 | 4 | 4 | 5 | 9 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 52 | 80 | 55 | 32 | 31 | 32 | 51 | 53 |

(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 217

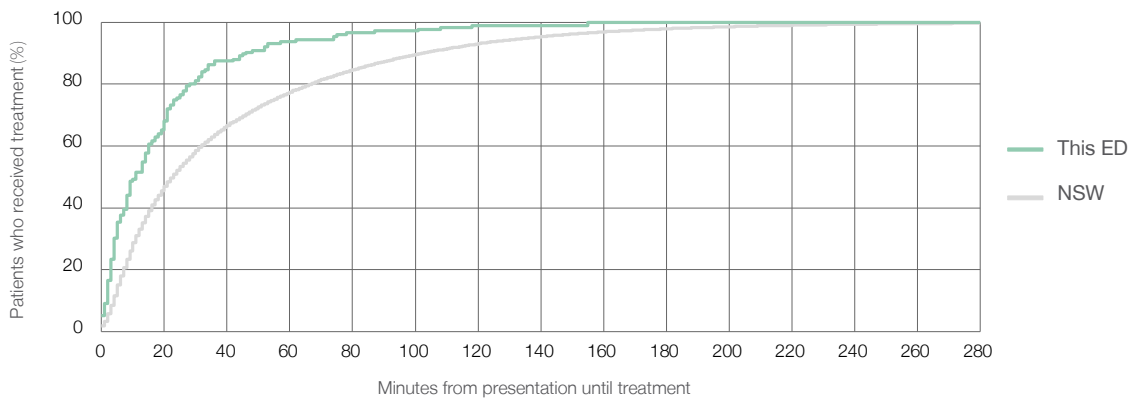
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 11 minutes

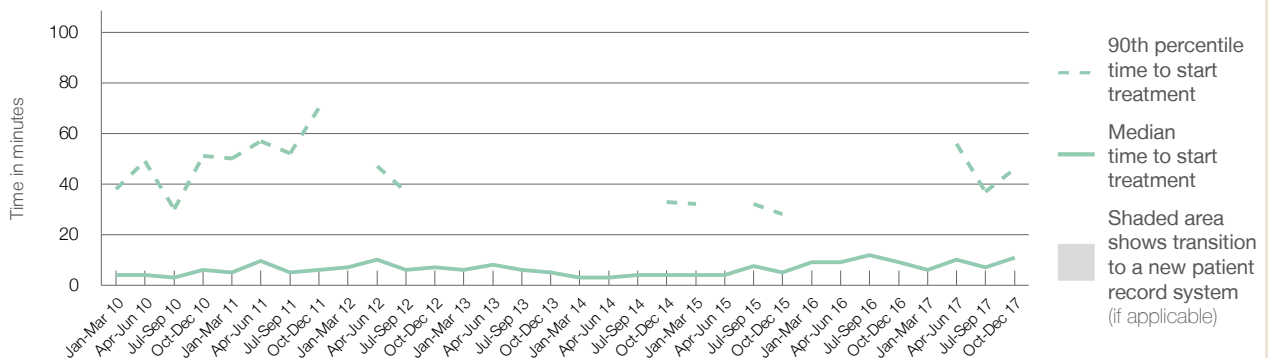
90th percentile time to start treatment⁵ 46 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 147 | |
| 133 | |
| 9 minutes | 23 minutes |
| 35 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 6 | 7 | 5 | 4 | 5 | 9 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 51 | 70 | * | * | 33 | 28 | 35 | 46 |

(†) 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.

Moree District Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 2,474 patients

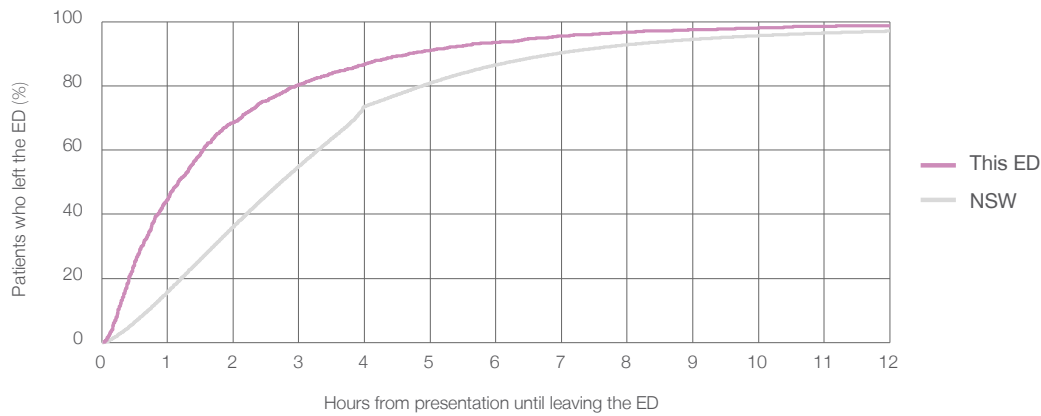
Presentations used to calculate time to leaving the ED:⁶ 2,474 patients

Median time spent in the ED⁸ 1 hours and 10 minutes

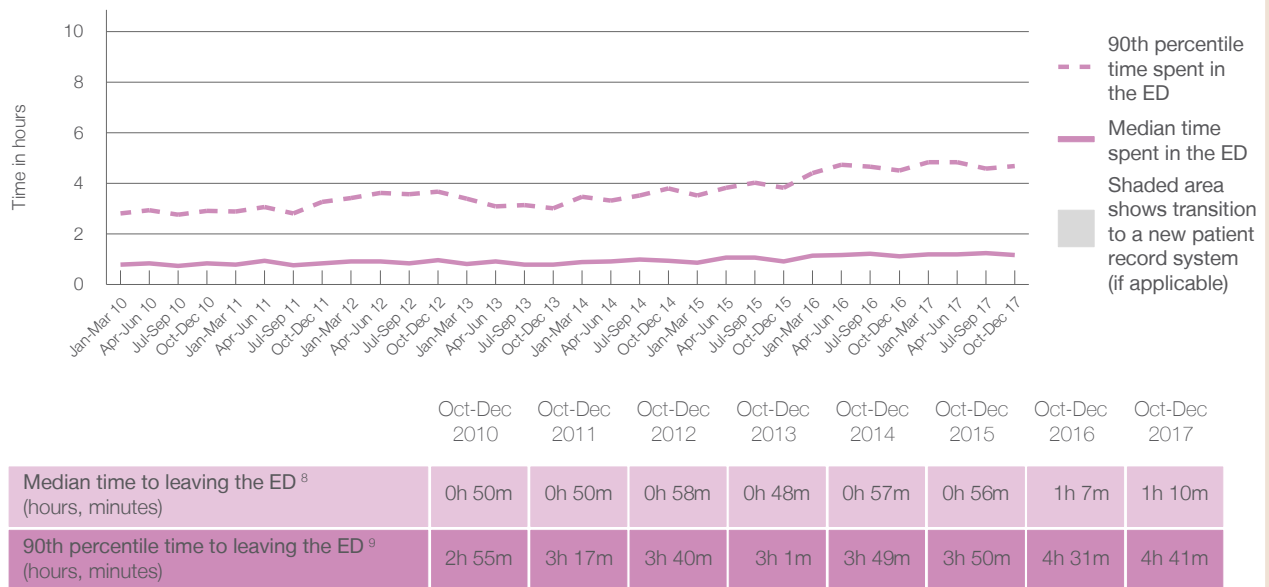
90th percentile time spent in the ED⁹ 4 hours and 41 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 2,224 | 2,224 |
| 1 hours and 7 minutes | 2 hours and 44 minutes |
| 4 hours and 31 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



(†) 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.

Moree District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

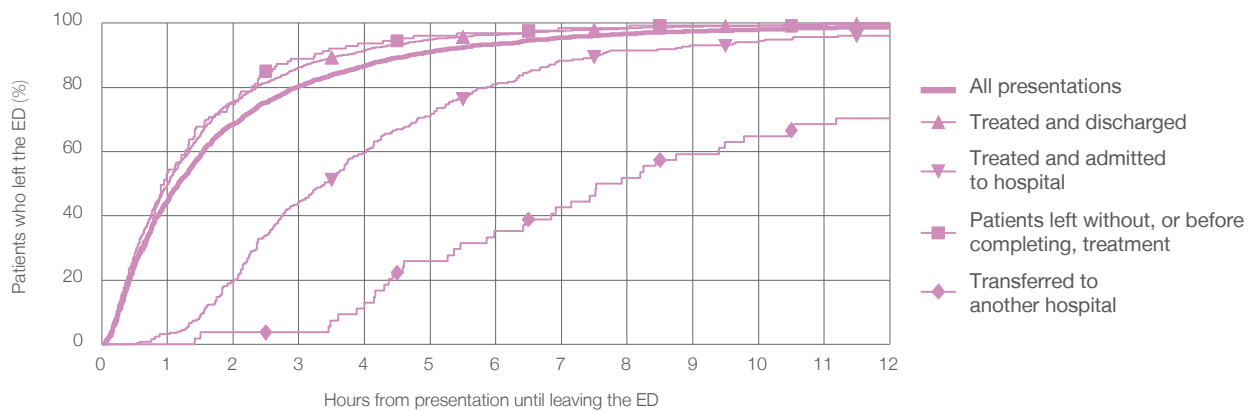
All presentations:¹ 2,474 patients

Presentations used to calculate time to leaving the ED:⁶ 2,474 patients

| | |
|---|---------------|
| Treated and discharged | 1,970 (79.6%) |
| Treated and admitted to hospital | 258 (10.4%) |
| Patient left without, or before completing, treatment | 127 (5.1%) |
| Transferred to another hospital | 54 (2.2%) |
| Other | 65 (2.6%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,224 | 11.2% |
| 1,750 | 12.6% |
| 261 | -1.1% |
| 91 | 39.6% |
| 43 | 25.6% |
| 79 | -17.7% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 49.8% | 75.6% | 86.2% | 91.6% | 96.4% | 98.4% | 99.3% | 99.7% |
| Treated and admitted to hospital | 3.1% | 19.8% | 44.2% | 59.7% | 81.0% | 91.5% | 94.6% | 96.1% |
| Patient left without, or before completing, treatment | 53.5% | 74.8% | 89.0% | 93.7% | 96.9% | 98.4% | 99.2% | 100% |
| Transferred to another hospital | 0% | 3.7% | 3.7% | 13.0% | 35.2% | 51.9% | 64.8% | 70.4% |
| All presentations | 44.7% | 68.7% | 80.4% | 86.7% | 93.5% | 96.7% | 98.1% | 98.7% |

(†) 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.

Moree District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,474 patients

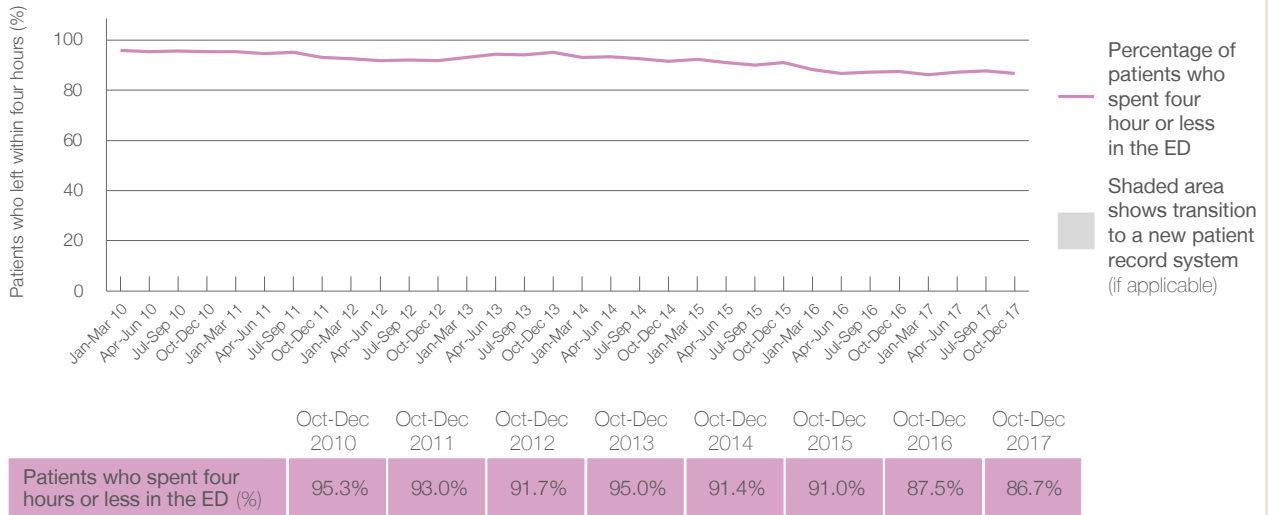
Presentations used to calculate time to leaving the ED: ⁶ 2,474 patients

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: ¹ 2,474 patients | 2,224 | 11.2% |
| Presentations used to calculate time to leaving the ED: ⁶ 2,474 patients | 2,224 | 11.2% |
| Percentage of patients who spent four hours or less in the ED | 87.5% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Muswellbrook District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,489 patients
Emergency presentations:² 2,376 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,623 | -5.1% |
| 2,475 | -4.0% |

Muswellbrook District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 166 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 672 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,062 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 84 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 160 | |
| 5 minutes | 8 minutes |
| 15 minutes | 23 minutes |
| 680 | |
| 19 minutes | 20 minutes |
| 66 minutes | 65 minutes |
| 1,248 | |
| 31 minutes | 26 minutes |
| 87 minutes | 99 minutes |
| 387 | |
| 33 minutes | 23 minutes |
| 90 minutes | 103 minutes |

Muswellbrook District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,489 patients

Percentage of patients who spent four hours or less in the ED 89.2%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,623 | -5.1% |
| 89.1% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

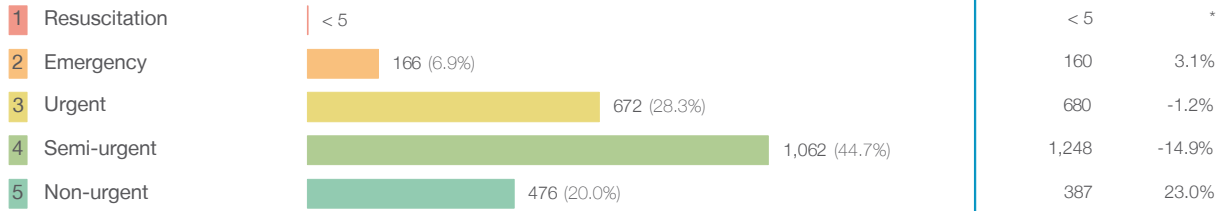
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Muswellbrook District Hospital: Patients presenting to the emergency department October to December 2017

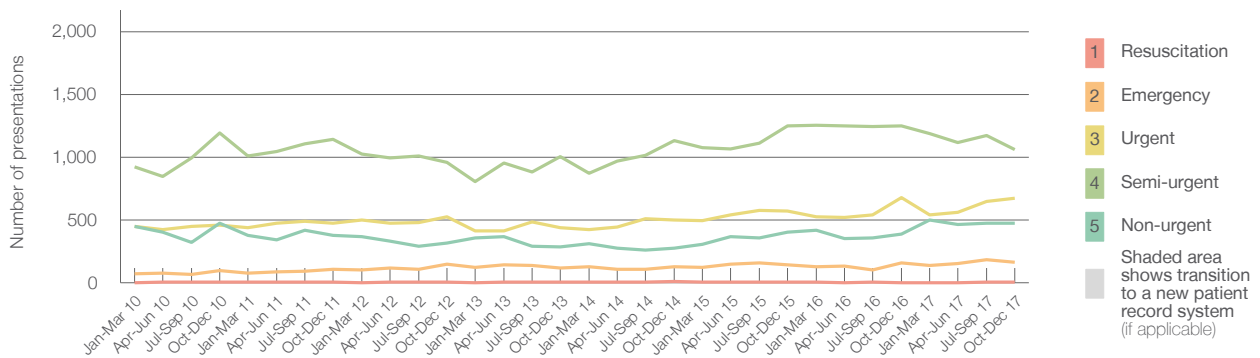
All presentations:¹ 2,489 patients

Emergency presentations² by triage category: 2,376 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 2,623 | -5.1% |
| Emergency presentations | 2,475 | -4.0% |
| 1 Resuscitation | < 5 | * |
| 2 Emergency | 160 | 3.1% |
| 3 Urgent | 680 | -1.2% |
| 4 Semi-urgent | 1,248 | -14.9% |
| 5 Non-urgent | 387 | 23.0% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 5 | < 5 | 5 | 5 | 7 | < 5 | < 5 | < 5 |
| Emergency | 95 | 111 | 146 | 119 | 129 | 146 | 160 | 166 |
| Urgent | 458 | 472 | 524 | 438 | 498 | 572 | 680 | 672 |
| Semi-urgent | 1,191 | 1,142 | 960 | 1,005 | 1,131 | 1,247 | 1,248 | 1,062 |
| Non-urgent | 474 | 376 | 317 | 287 | 276 | 400 | 387 | 476 |
| All emergency presentations | 2,223 | 2,101 | 1,952 | 1,854 | 2,041 | 2,365 | 2,475 | 2,376 |

Muswellbrook District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 347 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 400 | |
| ED Transfer of care time | | |
| Median time | 8 minutes | -2 minutes |
| 90th percentile time | 21 minutes | -4 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 166

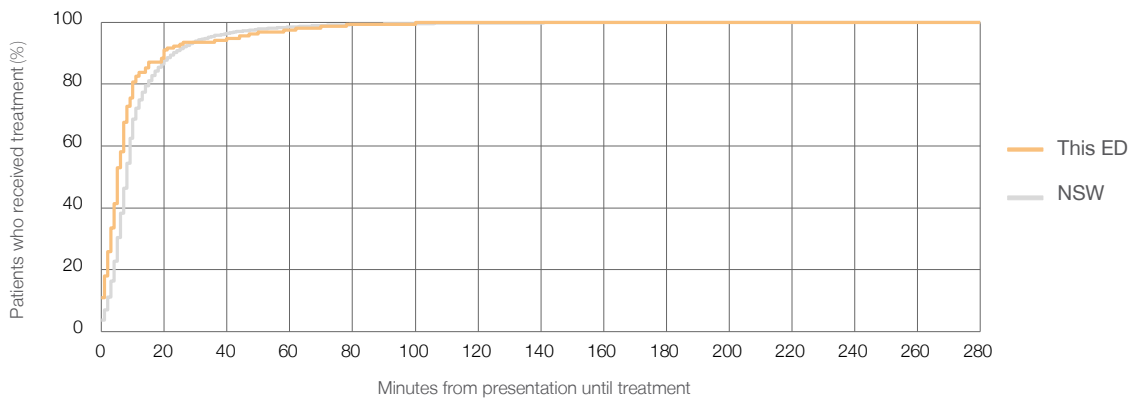
Number of triage 2 patients used to calculate waiting time:³ 155

Median time to start treatment⁴ 5 minutes

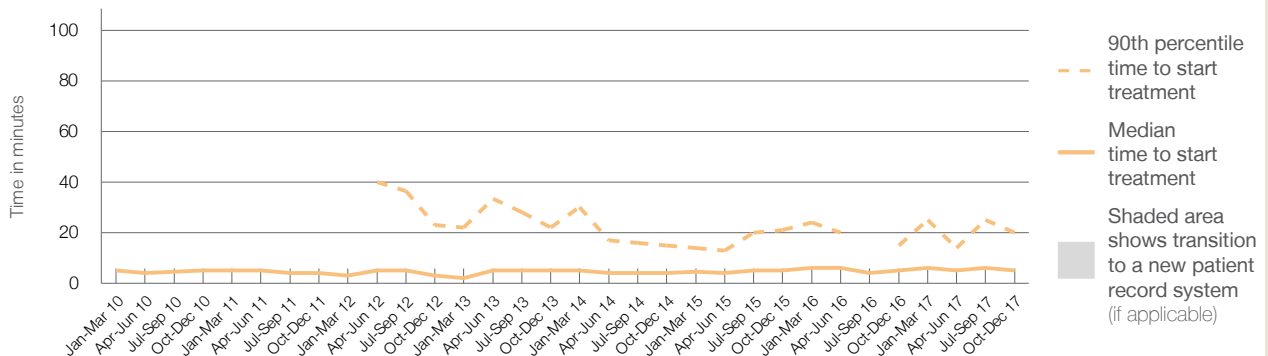
90th percentile time to start treatment⁵ 20 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 160 | 151 |
| 5 minutes | 8 minutes |
| 15 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 5 |
| 90th percentile time to start treatment ⁵ (minutes) | * | 51 | 23 | 22 | 15 | 21 | 15 | 20 |

(†) 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 672

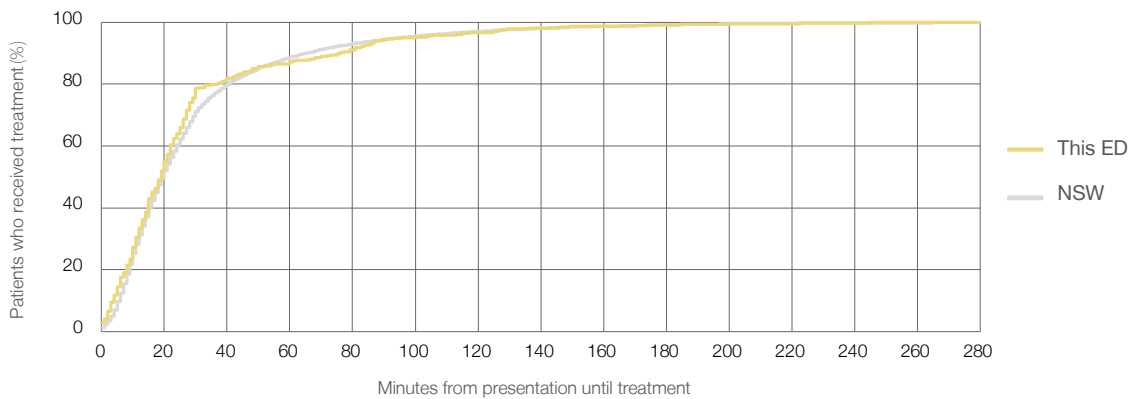
Number of triage 3 patients used to calculate waiting time:³ 631

Median time to start treatment⁴ 19 minutes

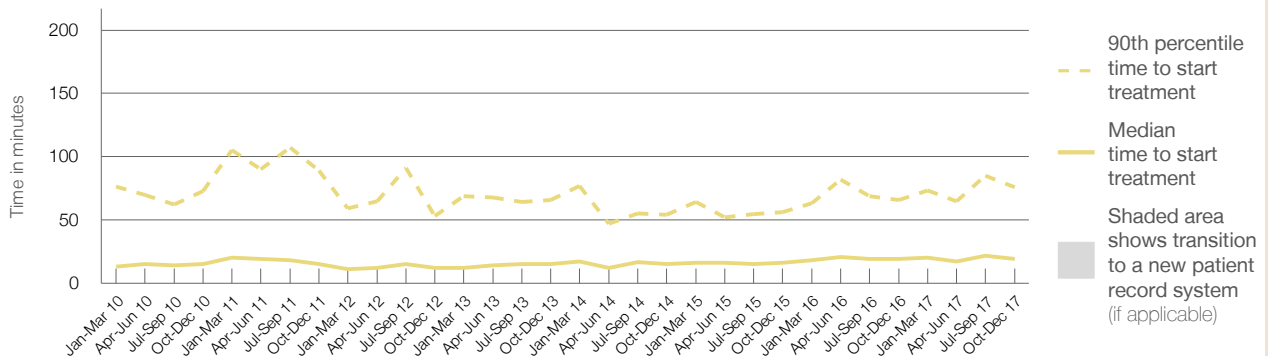
90th percentile time to start treatment⁵ 76 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 680 | 646 |
| 19 minutes | 20 minutes |
| 66 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 15 | 15 | 12 | 15 | 15 | 16 | 19 | 19 |
| 90th percentile time to start treatment ⁵ (minutes) | 73 | 89 | 53 | 66 | 54 | 56 | 66 | 76 |

(†) 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,062

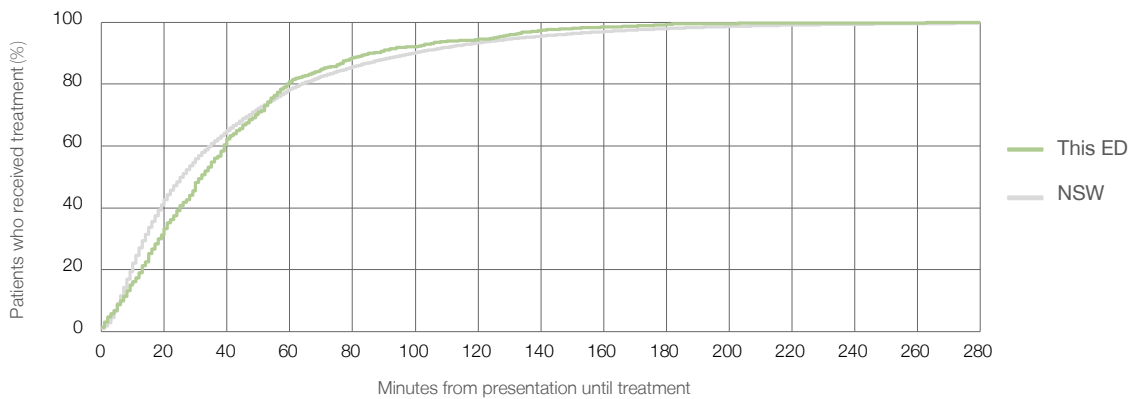
Number of triage 4 patients used to calculate waiting time:³ 973

Median time to start treatment⁴ 32 minutes

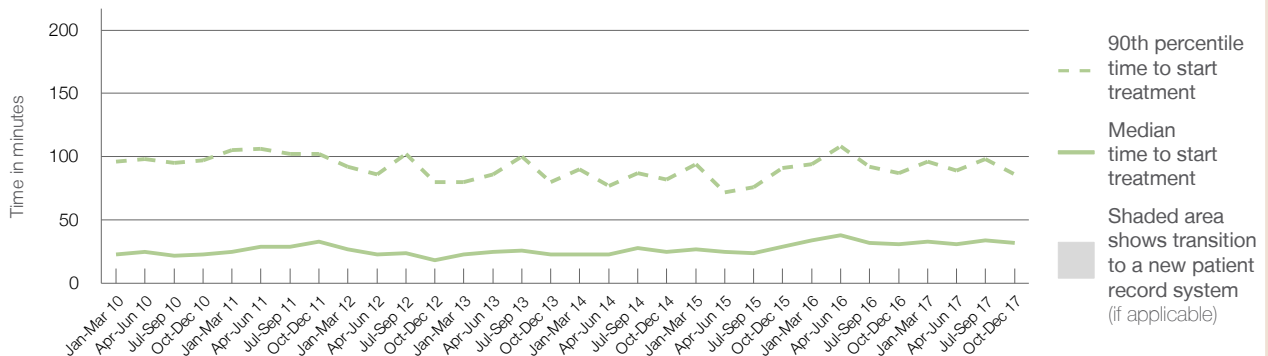
90th percentile time to start treatment⁵ 86 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,248 | 1,157 |
| 31 minutes | 26 minutes |
| 87 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 23 | 33 | 18 | 23 | 25 | 29 | 31 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 97 | 102 | 80 | 80 | 82 | 91 | 87 | 86 |

(†) 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 476

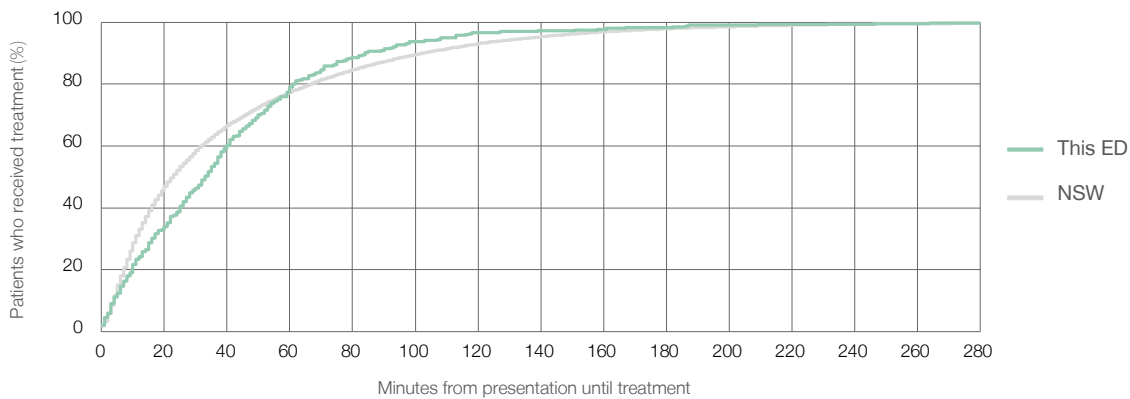
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 33 minutes

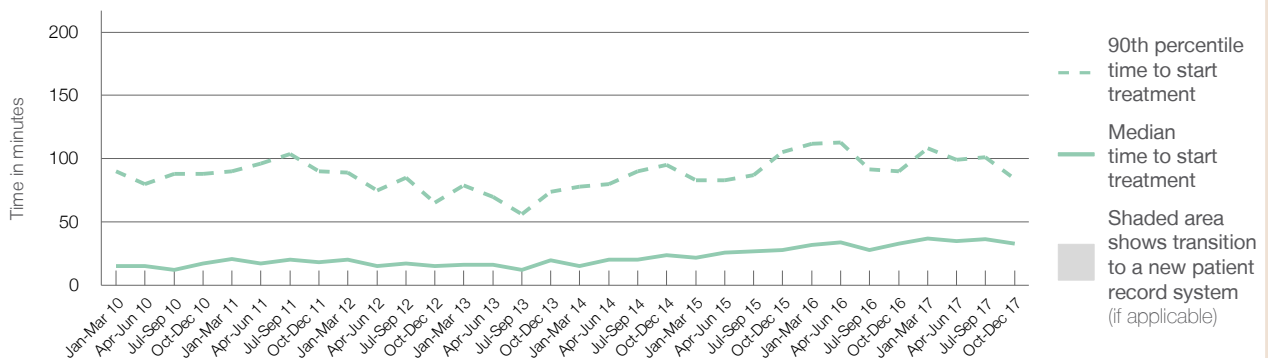
90th percentile time to start treatment⁵ 84 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 387 | 327 |
| 33 minutes | 23 minutes |
| 90 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 17 | 18 | 15 | 20 | 24 | 28 | 33 | 33 |
| 90th percentile time to start treatment ⁵ (minutes) | 88 | 90 | 66 | 74 | 95 | 105 | 90 | 84 |

(†) 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.

Muswellbrook District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,489 patients

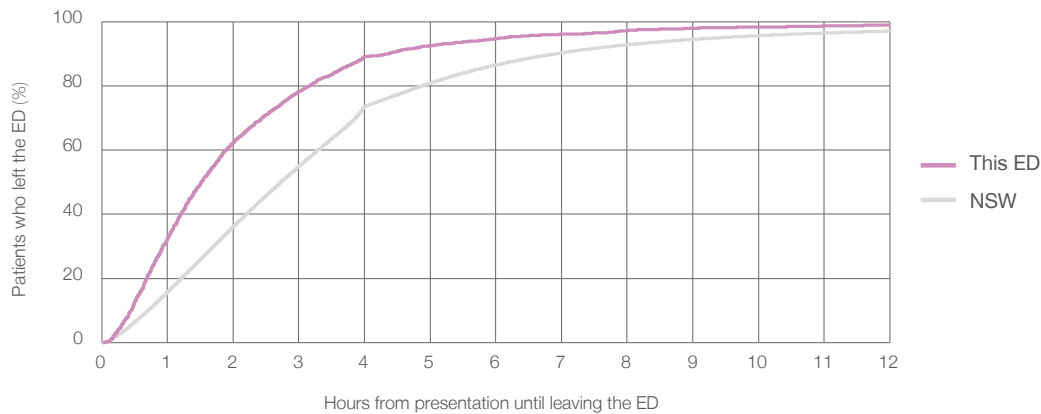
Presentations used to calculate time to leaving the ED:⁶ 2,489 patients

Median time spent in the ED⁸ 1 hours and 31 minutes

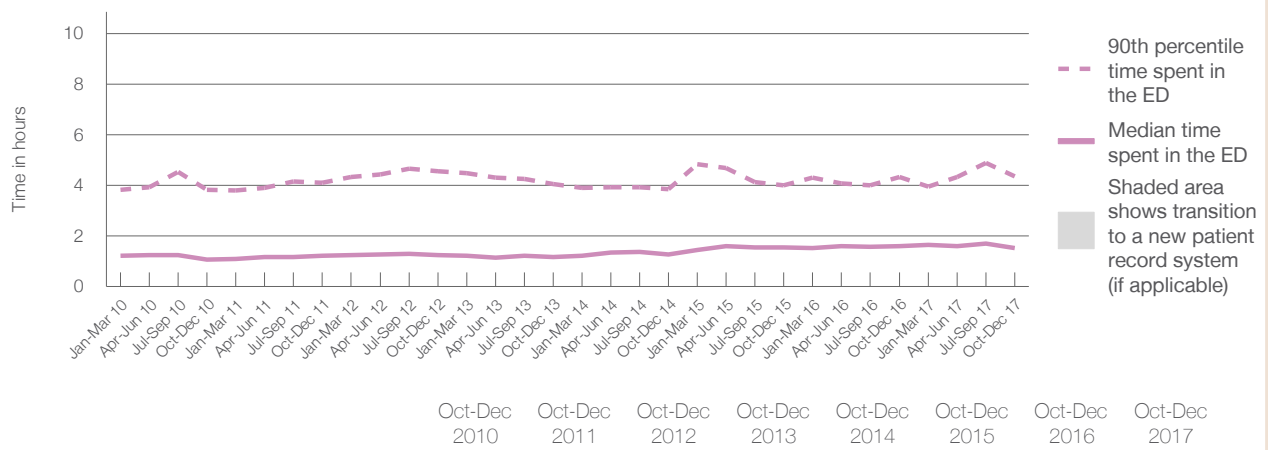
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 2,623 | |
| 2,623 | |
| 1 hours and 36 minutes | 2 hours and 44 minutes |
| 4 hours and 20 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 5m | 1h 14m | 1h 15m | 1h 10m | 1h 17m | 1h 33m | 1h 36m | 1h 31m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 50m | 4h 7m | 4h 33m | 4h 3m | 3h 52m | 4h 0m | 4h 20m | 4h 22m |

(†) 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.

Muswellbrook District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

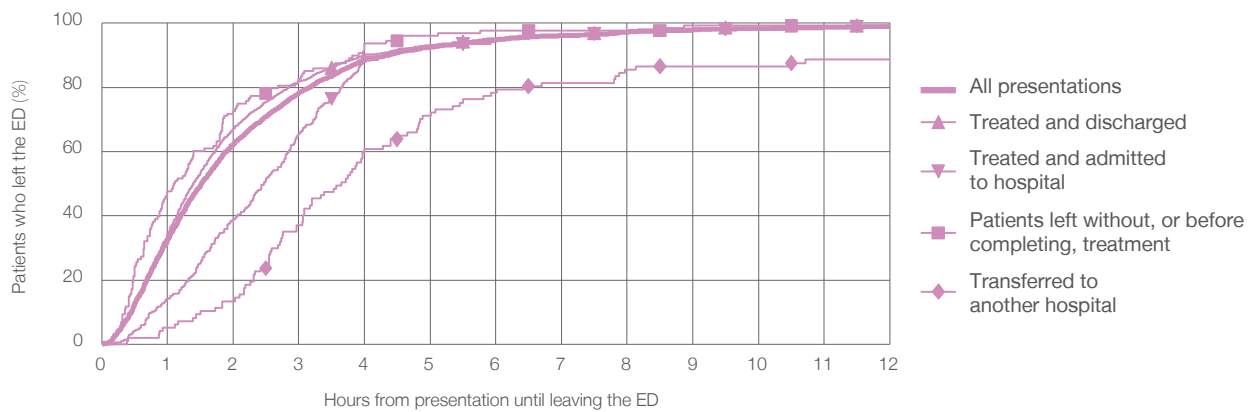
All presentations:¹ 2,489 patients

Presentations used to calculate time to leaving the ED:⁶ 2,489 patients

| | |
|---|---------------|
| Treated and discharged | 1,859 (74.7%) |
| Treated and admitted to hospital | 306 (12.3%) |
| Patient left without, or before completing, treatment | 128 (5.1%) |
| Transferred to another hospital | 97 (3.9%) |
| Other | 99 (4.0%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,623 | -5.1% |
| 2,024 | -8.2% |
| 282 | 8.5% |
| 100 | 28.0% |
| 109 | -11.0% |
| 108 | -8.3% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 34.4% | 67.2% | 81.9% | 90.4% | 95.3% | 97.7% | 98.8% | 99.4% |
| Treated and admitted to hospital | 14.1% | 38.9% | 65.7% | 87.9% | 95.1% | 97.1% | 98.4% | 99.3% |
| Patient left without, or before completing, treatment | 47.7% | 72.7% | 82.8% | 93.8% | 97.7% | 97.7% | 99.2% | 99.2% |
| Transferred to another hospital | 5.2% | 13.4% | 37.1% | 60.8% | 78.4% | 85.6% | 86.6% | 88.7% |
| All presentations | 32.7% | 62.5% | 78.3% | 89.2% | 94.7% | 97.2% | 98.3% | 98.9% |

(†) 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.

Muswellbrook District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,489 patients

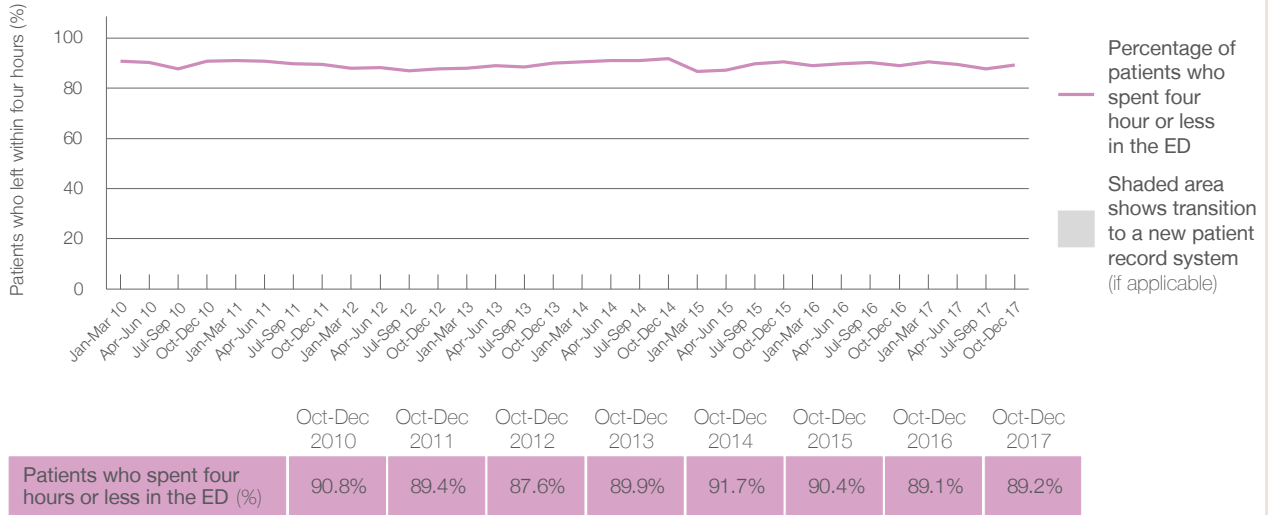
Presentations used to calculate time to leaving the ED: ⁶ 2,489 patients

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: ¹ 2,489 patients | 2,623 | -5.1% |
| Presentations used to calculate time to leaving the ED: ⁶ 2,489 patients | 2,623 | -5.1% |
| Percentage of patients who spent four hours or less in the ED | 89.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Narrabri District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 1,484 patients
 Emergency presentations:² 1,418 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,578 | -6.0% |
| 1,567 | -9.5% |

Narrabri District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 107 patients

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 341 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 646 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 324 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 82 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 109 | |
| 2 minutes | 8 minutes |
| 9 minutes | 23 minutes |
| 439 | |
| 13 minutes | 20 minutes |
| 35 minutes | 65 minutes |
| 699 | |
| 19 minutes | 26 minutes |
| 55 minutes | 99 minutes |
| 320 | |
| 11 minutes | 23 minutes |
| 55 minutes | 103 minutes |

Narrabri District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 1,484 patients

Percentage of patients who spent four hours or less in the ED 90.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,578 | -6.0% |
| 89.6% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

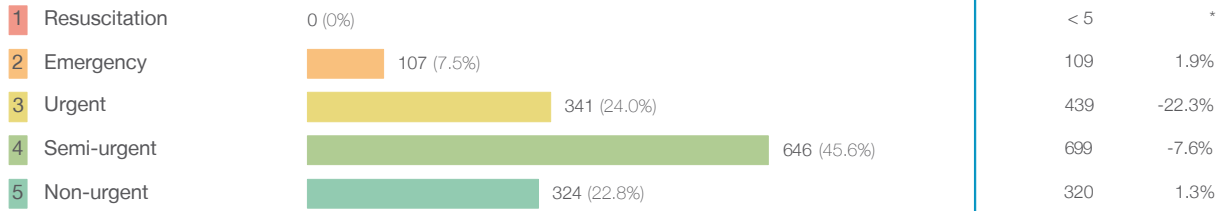
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

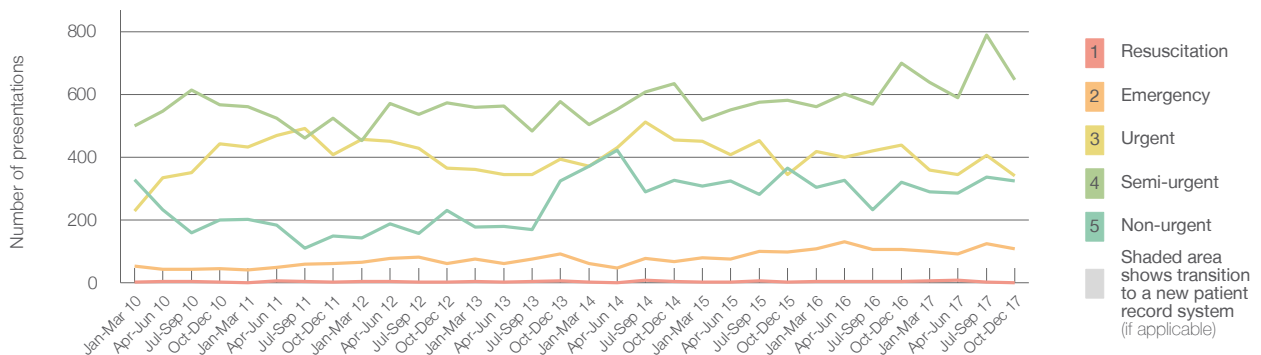
Narrabri District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 1,484 patients

Emergency presentations² by triage category: 1,418 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | < 5 | < 5 | 5 | < 5 | < 5 | < 5 | 0 |
| Emergency | 45 | 61 | 61 | 91 | 72 | 99 | 109 | 107 |
| Urgent | 442 | 407 | 365 | 394 | 454 | 345 | 439 | 341 |
| Semi-urgent | 566 | 524 | 574 | 577 | 634 | 582 | 699 | 646 |
| Non-urgent | 200 | 149 | 230 | 324 | 327 | 365 | 320 | 324 |
| All emergency presentations | 1,253 | 1,141 | 1,230 | 1,391 | 1,487 | 1,391 | 1,567 | 1,418 |

Narrabri District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 126 patients **

ED Transfer of care time



(†) 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.

Narrabri District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 107

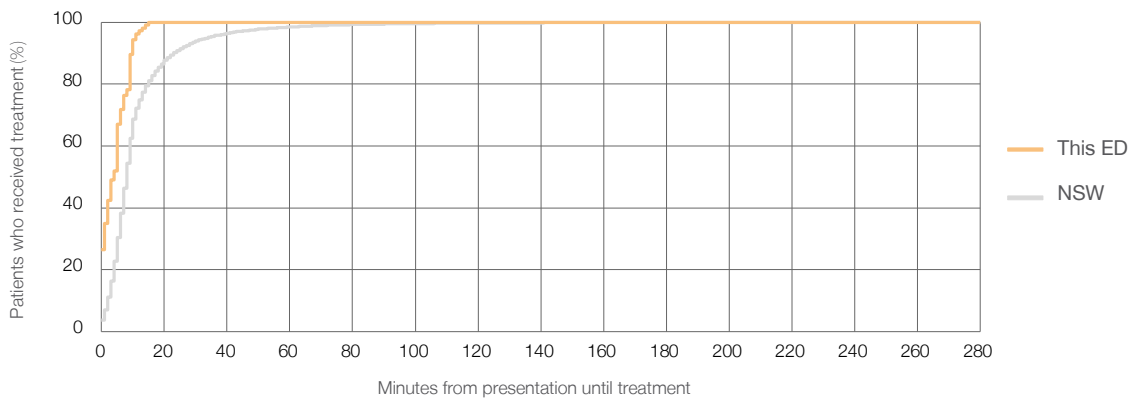
Number of triage 2 patients used to calculate waiting time:³ 106

Median time to start treatment⁴ 4 minutes

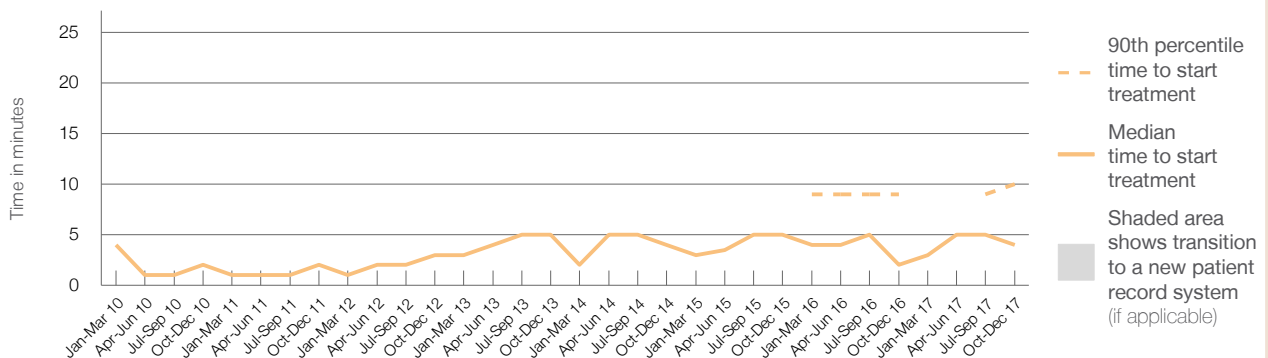
90th percentile time to start treatment⁵ 10 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 109 | 104 |
| 2 minutes | 8 minutes |
| 9 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 2 | 2 | 3 | 5 | 4 | 5 | 2 | 4 |
| 90th percentile time to start treatment ⁵ (minutes) | * | * | * | * | * | * | 9 | 10 |

(†) 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.

Narrabri District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 341

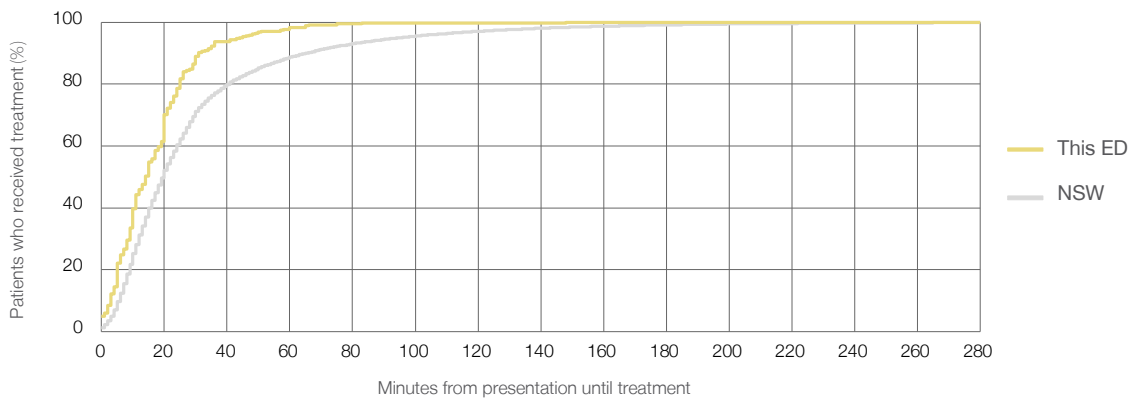
Number of triage 3 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 14 minutes

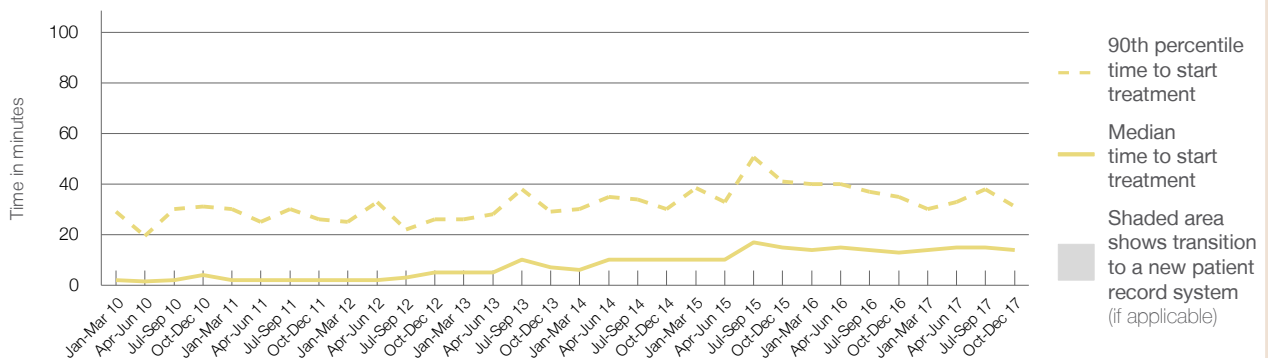
90th percentile time to start treatment⁵ 31 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 439 | |
| 434 | |
| 13 minutes | 20 minutes |
| 35 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 4 | 2 | 5 | 7 | 10 | 15 | 13 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 31 | 26 | 26 | 29 | 30 | 41 | 35 | 31 |

(†) 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.

Narrabri District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 646

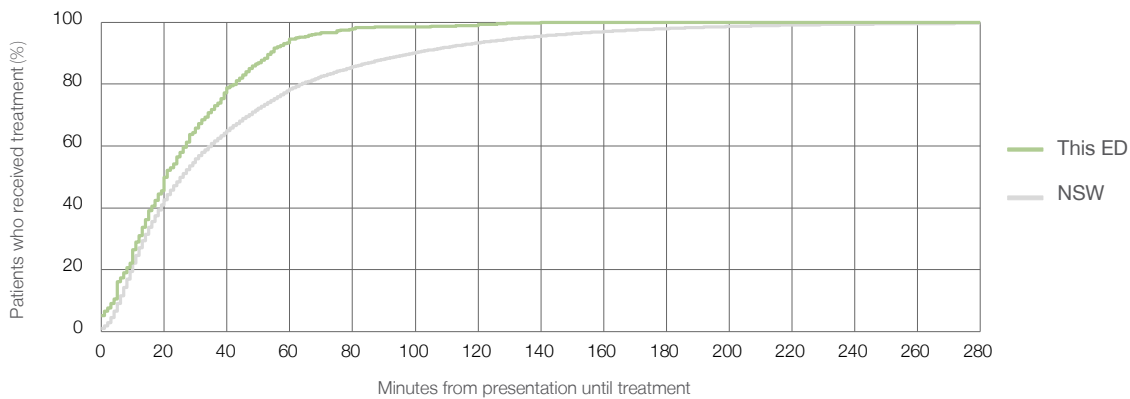
Number of triage 4 patients used to calculate waiting time:³ 630

Median time to start treatment⁴ 21 minutes

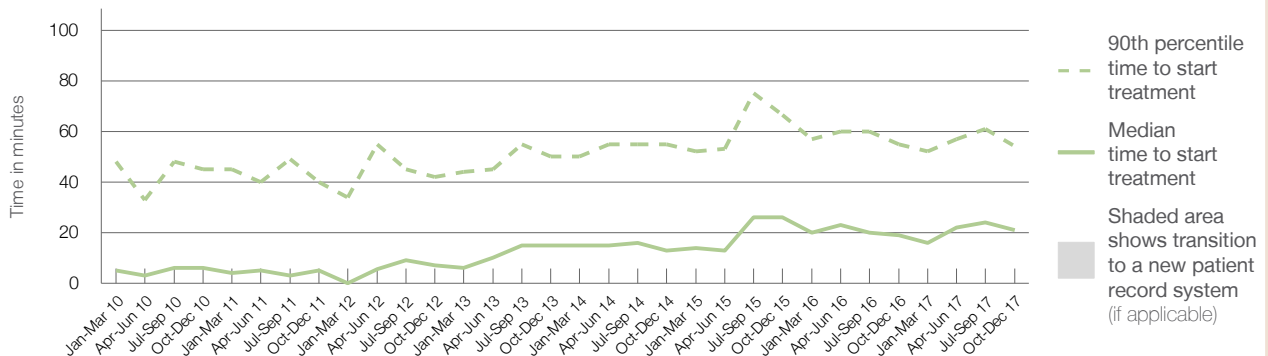
90th percentile time to start treatment⁵ 54 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 699 | 672 |
| 19 minutes | 26 minutes |
| 55 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 5 | 7 | 15 | 13 | 26 | 19 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 45 | 40 | 42 | 50 | 55 | 67 | 55 | 54 |

(†) 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.

Narrabri District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 324

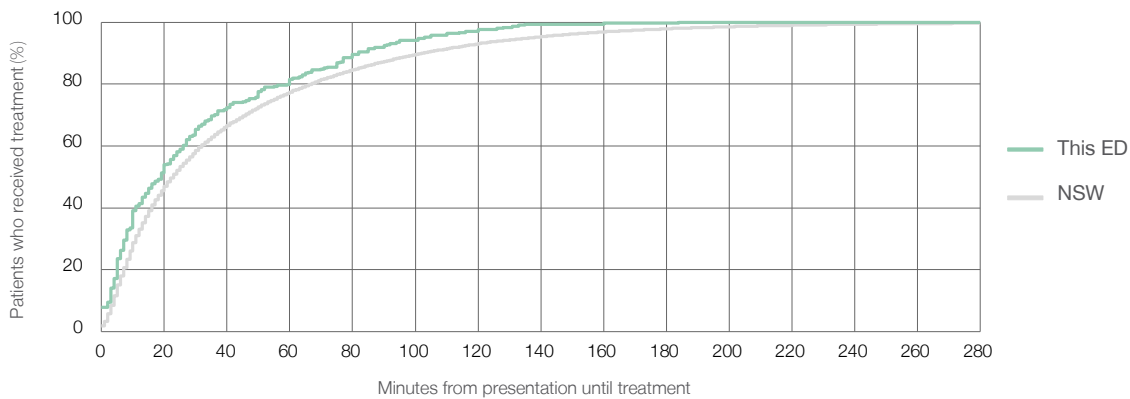
Number of triage 5 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 19 minutes

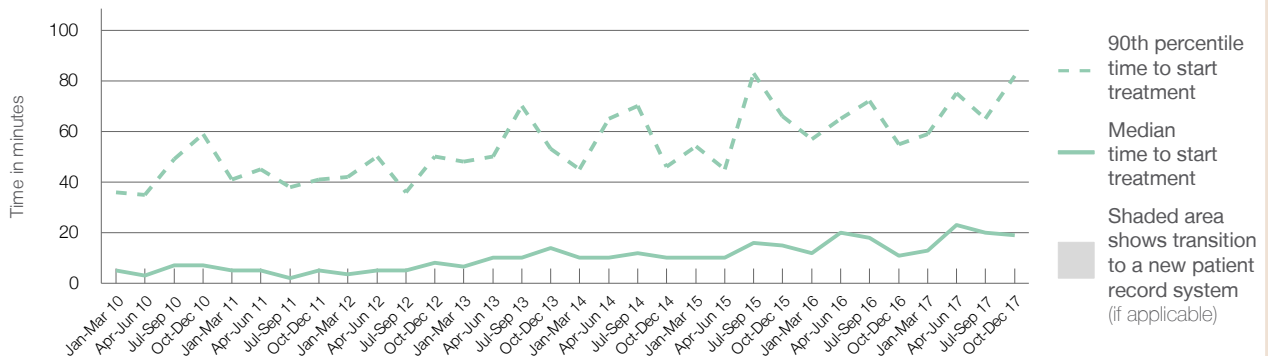
90th percentile time to start treatment⁵ 82 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 320 | |
| 308 | |
| 11 minutes | 23 minutes |
| 55 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 5 | 8 | 14 | 10 | 15 | 11 | 19 |
| 90th percentile time to start treatment ⁵ (minutes) | 59 | 41 | 50 | 53 | 46 | 66 | 55 | 82 |

(†) 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.

Narrabri District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 1,484 patients

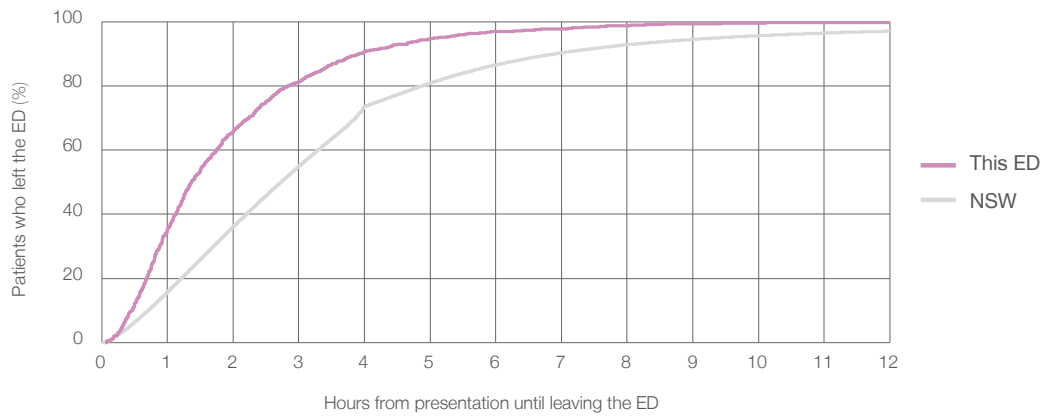
Presentations used to calculate time to leaving the ED:⁶ 1,484 patients

Median time spent in the ED⁸ ■ 1 hours and 22 minutes

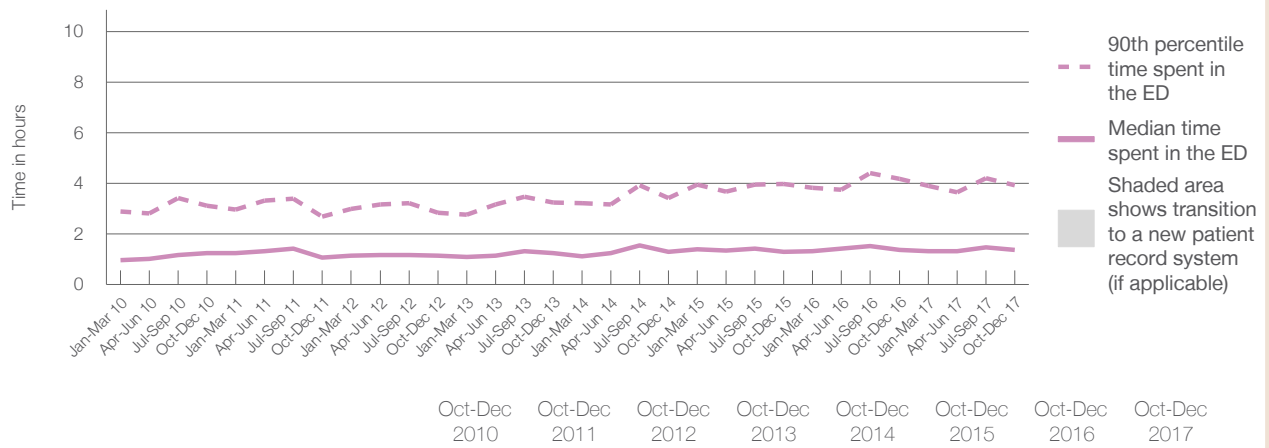
90th percentile time spent in the ED⁹ ■ 3 hours and 56 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 1,578 | 1,578 |
| 1 hours and 23 minutes | 2 hours and 44 minutes |
| 4 hours and 11 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 15m | 1h 5m | 1h 9m | 1h 15m | 1h 18m | 1h 18m | 1h 23m | 1h 22m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 8m | 2h 41m | 2h 50m | 3h 15m | 3h 26m | 3h 59m | 4h 11m | 3h 56m |

(†) 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.

Narrabri District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

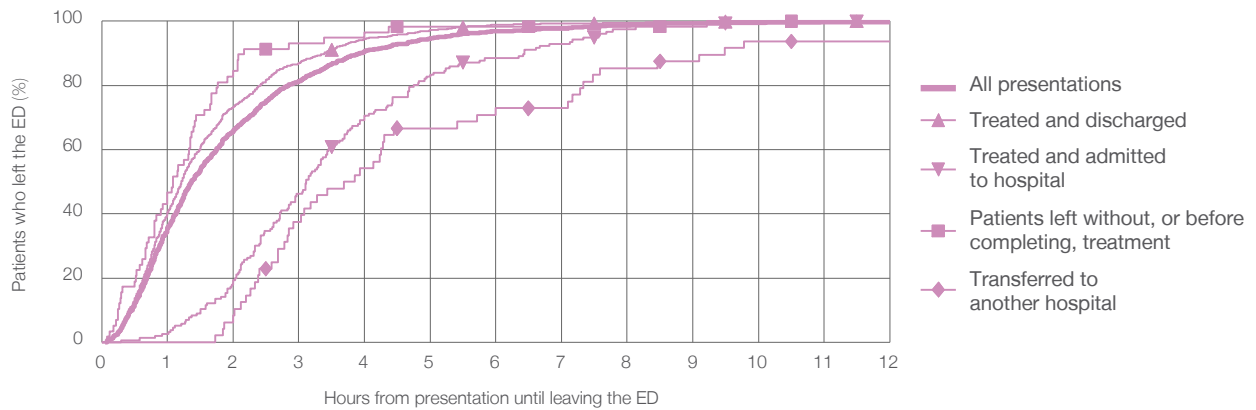
All presentations:¹ 1,484 patients

Presentations used to calculate time to leaving the ED:⁶ 1,484 patients

| | |
|---|---------------|
| Treated and discharged | 1,218 (82.1%) |
| Treated and admitted to hospital | 156 (10.5%) |
| Patient left without, or before completing, treatment | 58 (3.9%) |
| Transferred to another hospital | 48 (3.2%) |
| Other | 4 (0.3%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,578 | -6.0% |
| 1,281 | -4.9% |
| 199 | -21.6% |
| 49 | 18.4% |
| 39 | 23.1% |
| 10 | -60.0% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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 | 40.6% | 73.3% | 87.0% | 94.5% | 98.9% | 99.5% | 99.8% | 100% |
| Treated and admitted to hospital | 2.6% | 19.2% | 46.2% | 70.5% | 88.5% | 97.4% | 99.4% | 100% |
| Patient left without, or before completing, treatment | 46.6% | 84.5% | 93.1% | 96.6% | 98.3% | 98.3% | 100% | 100% |
| Transferred to another hospital | 0% | 8.3% | 37.5% | 54.2% | 72.9% | 85.4% | 93.8% | 93.8% |
| All presentations | 35.6% | 66.0% | 81.3% | 90.7% | 96.9% | 98.8% | 99.6% | 99.8% |

(†) 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.

Narrabri District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 1,484 patients

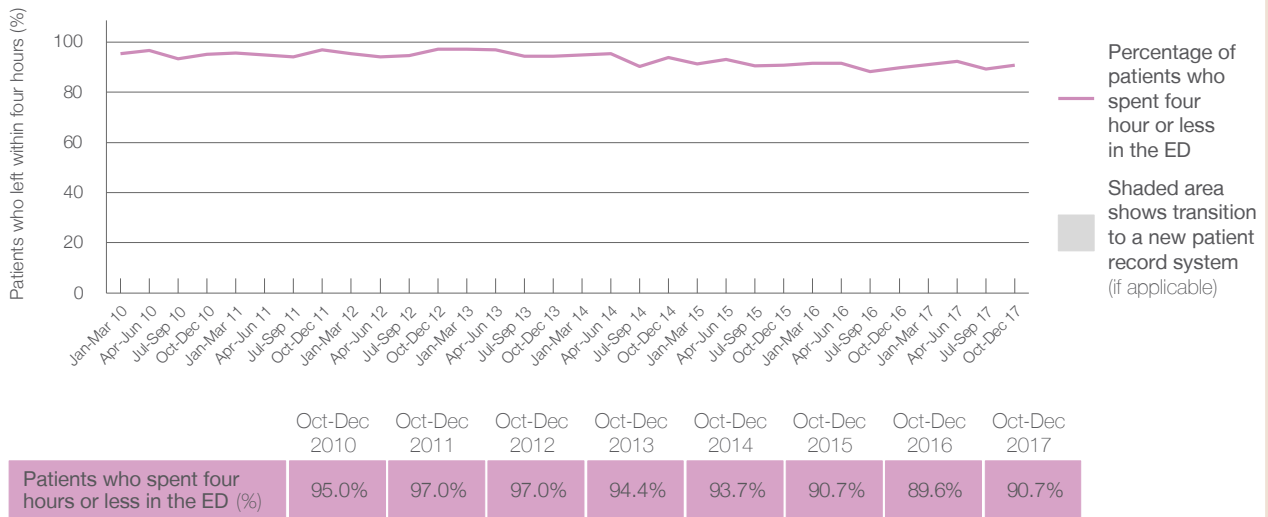
Presentations used to calculate time to leaving the ED: ⁶ 1,484 patients

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 | 1,578 | -6.0% |
| Presentations used to calculate time to leaving the ED | 1,578 | -6.0% |
| Percentage of patients who spent four hours or less in the ED | 89.6% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Singleton District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,918 patients
Emergency presentations:² 2,806 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,051 | -4.4% |
| 2,958 | -5.1% |

Singleton District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 243 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 834 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,571 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 158 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 164 | |
| 8 minutes | 8 minutes |
| 28 minutes | 23 minutes |
| 733 | |
| 23 minutes | 20 minutes |
| 64 minutes | 65 minutes |
| 1,773 | |
| 37 minutes | 26 minutes |
| 104 minutes | 99 minutes |
| 283 | |
| 26 minutes | 23 minutes |
| 96 minutes | 103 minutes |

Singleton District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,918 patients

Percentage of patients who spent four hours or less in the ED 89.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,051 | -4.4% |
| 91.1% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

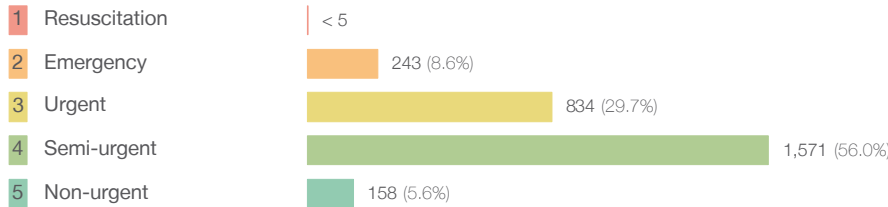
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Singleton District Hospital: Patients presenting to the emergency department October to December 2017

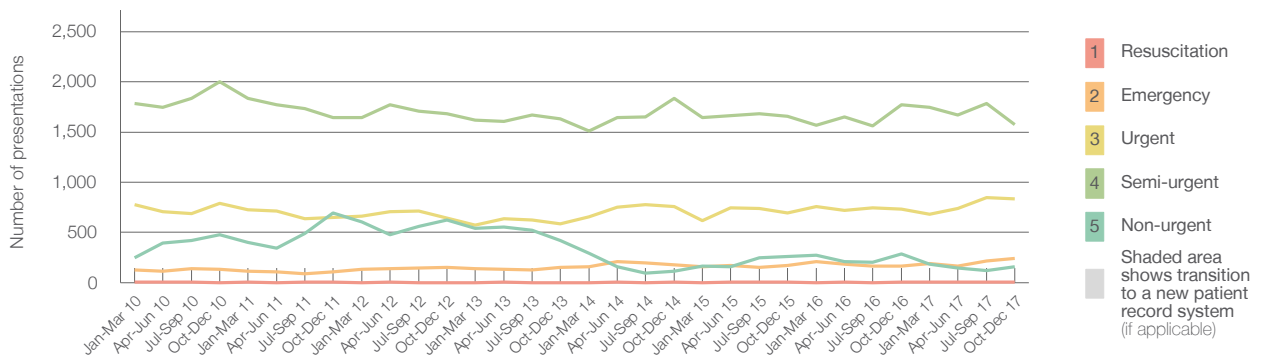
All presentations:¹ 2,918 patients

Emergency presentations² by triage category: 2,806 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 3,051 | -4.4% |
| Emergency presentations | 2,958 | -5.1% |
| 1 Resuscitation | 5 | * |
| 2 Emergency | 164 | 46.3% |
| 3 Urgent | 733 | 13.8% |
| 4 Semi-urgent | 1,773 | -11.4% |
| 5 Non-urgent | 283 | -44.2% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | 5 | < 5 | < 5 | < 5 | 6 | 5 | < 5 |
| Emergency | 137 | 105 | 157 | 155 | 183 | 174 | 164 | 243 |
| Urgent | 790 | 649 | 642 | 587 | 759 | 692 | 733 | 834 |
| Semi-urgent | 2,004 | 1,647 | 1,682 | 1,629 | 1,834 | 1,658 | 1,773 | 1,571 |
| Non-urgent | 479 | 696 | 623 | 419 | 117 | 259 | 283 | 158 |
| All emergency presentations | 3,410 | 3,102 | 3,104 | 2,790 | 2,893 | 2,789 | 2,958 | 2,806 |

Singleton District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 273 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 248 | |
| Median time | 5 minutes | 0 minutes |
| 90th percentile time | 16 minutes | 0 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.

Singleton District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 243

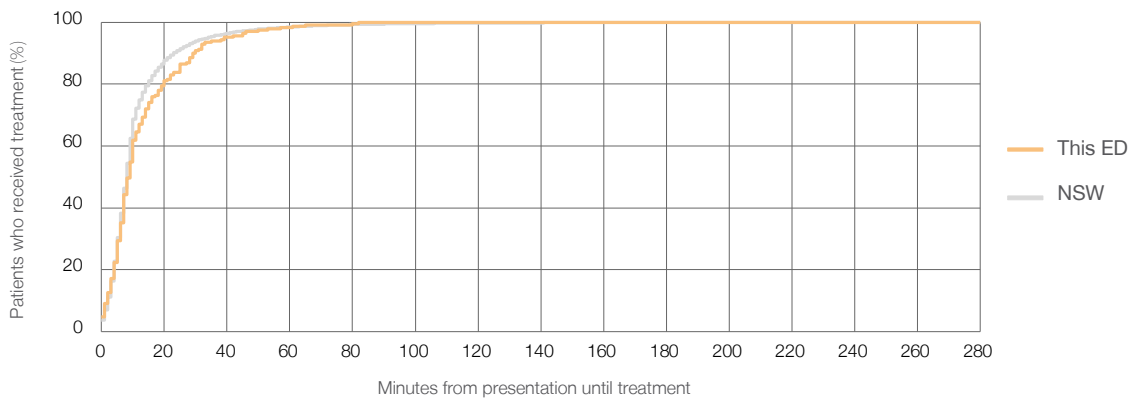
Number of triage 2 patients used to calculate waiting time:³ 228

Median time to start treatment⁴ 9 minutes

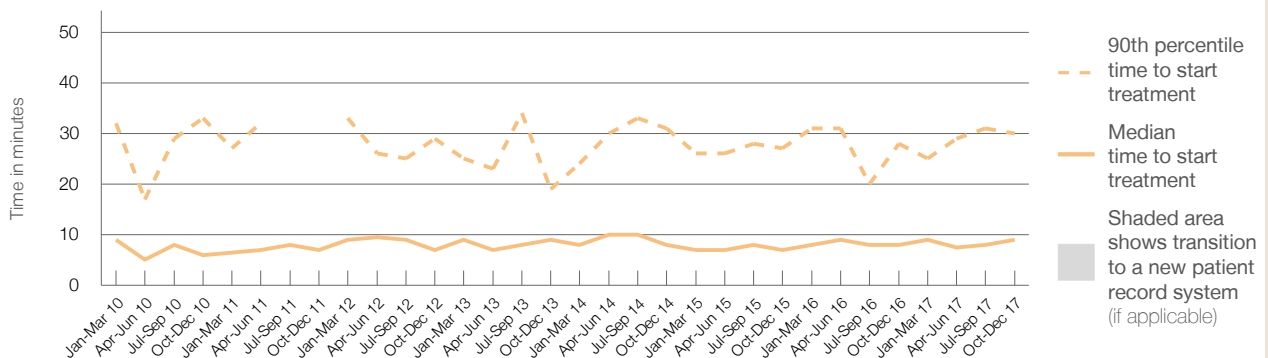
90th percentile time to start treatment⁵ 30 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 164 | 164 |
| 8 minutes | 8 minutes |
| 28 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 7 | 7 | 9 | 8 | 7 | 8 | 9 |
| 90th percentile time to start treatment ⁵ (minutes) | 33 | * | 29 | 19 | 31 | 27 | 28 | 30 |

(†) 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.

Singleton District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 834

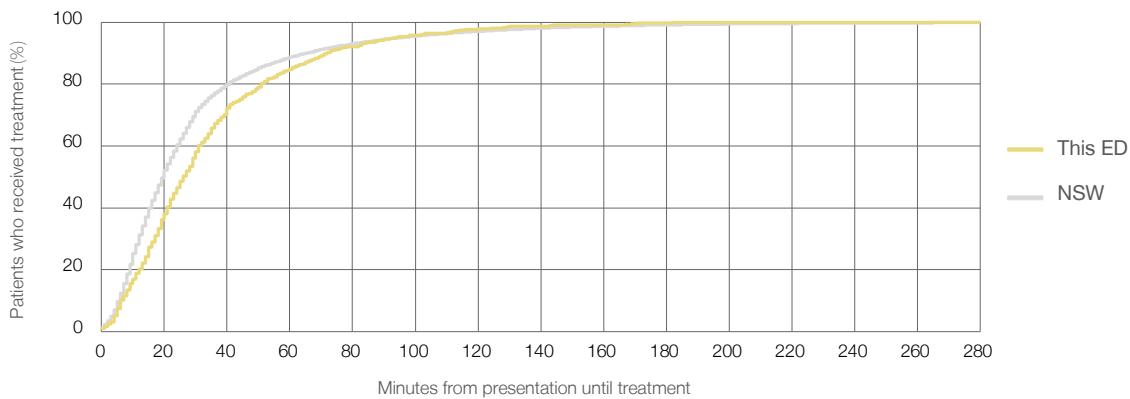
Number of triage 3 patients used to calculate waiting time:³ 814

Median time to start treatment⁴ 26 minutes

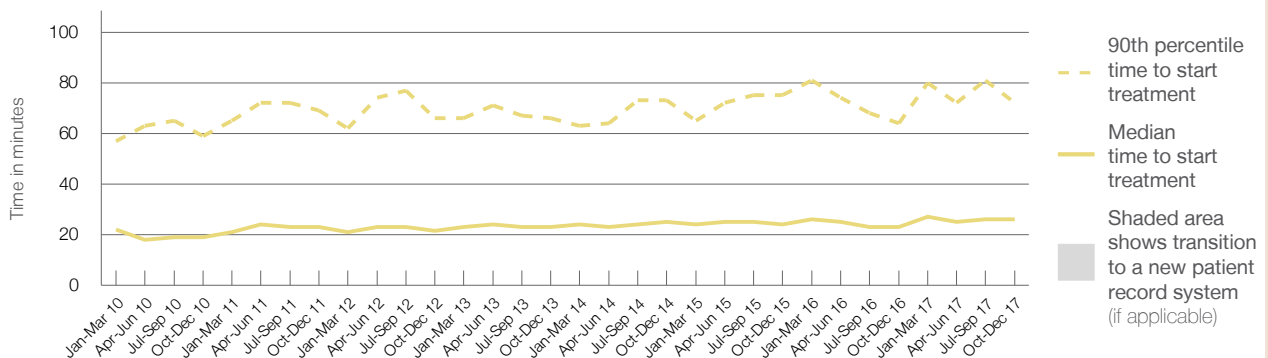
90th percentile time to start treatment⁵ 72 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 733 | 714 |
| 23 minutes | 20 minutes |
| 64 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 19 | 23 | 22 | 23 | 25 | 24 | 23 | 26 |
| 90th percentile time to start treatment ⁵ (minutes) | 59 | 69 | 66 | 66 | 73 | 75 | 64 | 72 |

(†) 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.

Singleton District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,571

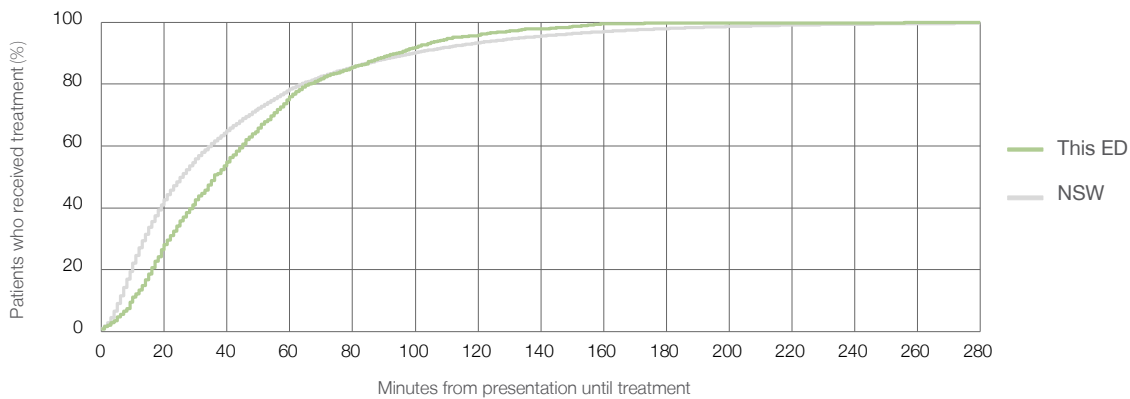
Number of triage 4 patients used to calculate waiting time:³ 1,524

Median time to start treatment⁴ 36 minutes

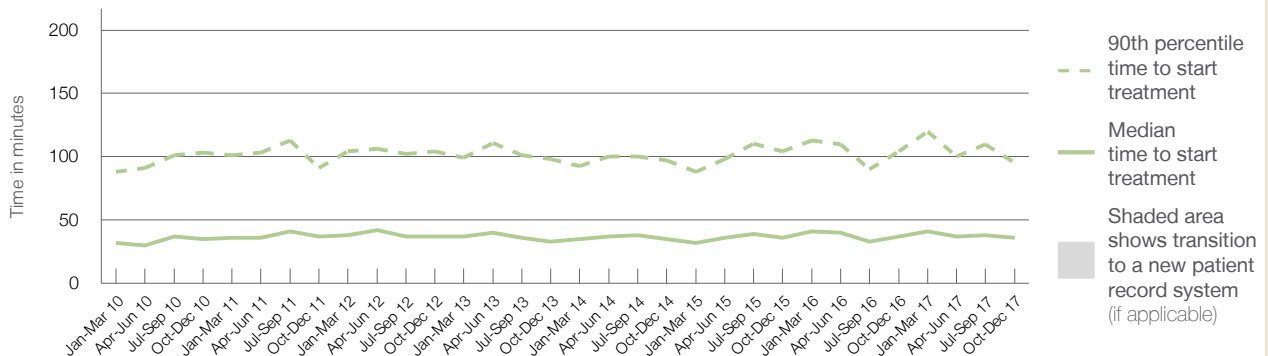
90th percentile time to start treatment⁵ 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,773 | 1,696 |
| 37 minutes | 26 minutes |
| 104 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 35 | 37 | 37 | 33 | 35 | 36 | 37 | 36 |
| 90th percentile time to start treatment ⁵ (minutes) | 103 | 91 | 104 | 98 | 97 | 104 | 104 | 95 |

(†) 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.

Singleton District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 158

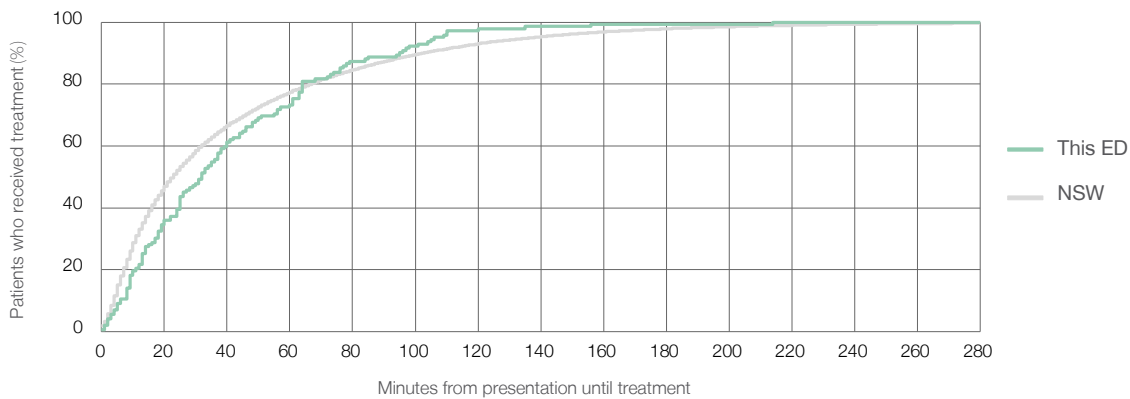
Number of triage 5 patients used to calculate waiting time:³ 142

Median time to start treatment⁴ 32 minutes

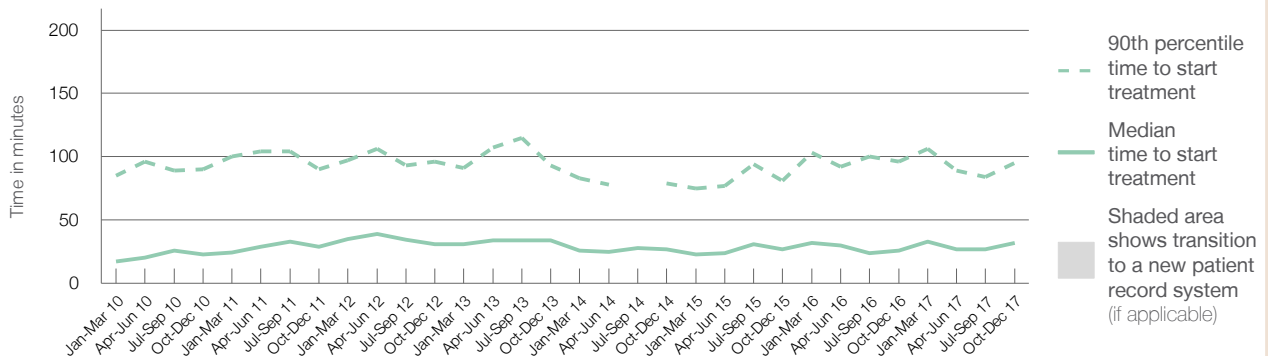
90th percentile time to start treatment⁵ 95 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 283 | |
| 253 | |
| 26 minutes | 23 minutes |
| 96 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 23 | 29 | 31 | 34 | 27 | 27 | 26 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 90 | 90 | 96 | 93 | 79 | 81 | 96 | 95 |

(†) 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.

Singleton District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,918 patients

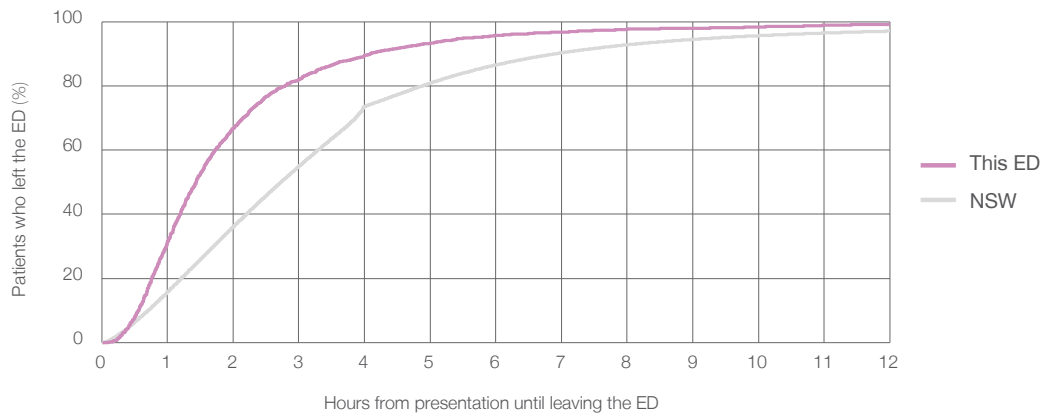
Presentations used to calculate time to leaving the ED:⁶ 2,918 patients

Median time spent in the ED⁸ 1 hours and 26 minutes

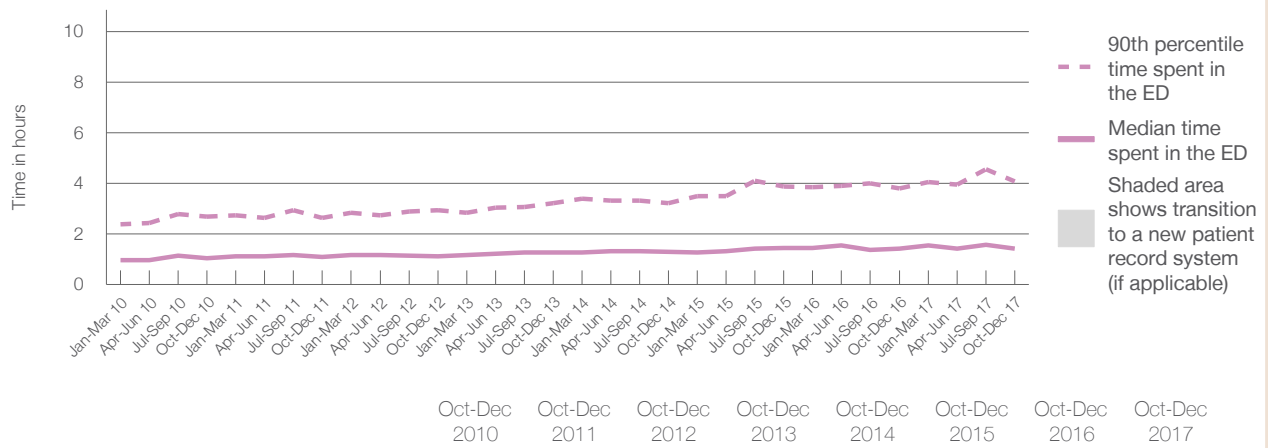
90th percentile time spent in the ED⁹ 4 hours and 5 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 3,051 | 3,051 |
| 1 hours and 25 minutes | 2 hours and 44 minutes |
| 3 hours and 48 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 3m | 1h 6m | 1h 8m | 1h 17m | 1h 18m | 1h 27m | 1h 25m | 1h 26m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 2h 41m | 2h 39m | 2h 57m | 3h 14m | 3h 14m | 3h 53m | 3h 48m | 4h 5m |

(†) 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.

Singleton District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

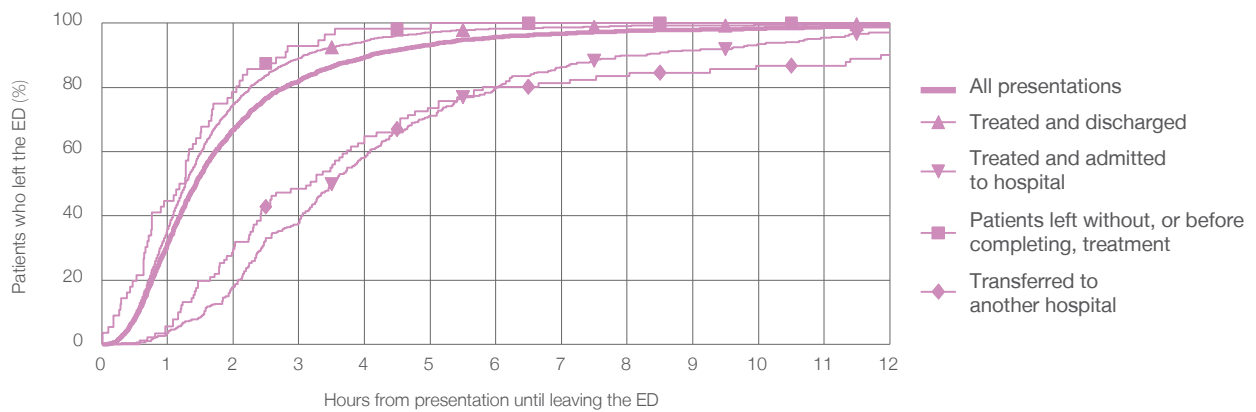
All presentations:¹ 2,918 patients

Presentations used to calculate time to leaving the ED:⁶ 2,918 patients

| | |
|---|---------------|
| Treated and discharged | 2,409 (82.6%) |
| Treated and admitted to hospital | 309 (10.6%) |
| Patient left without, or before completing, treatment | 56 (1.9%) |
| Transferred to another hospital | 91 (3.1%) |
| Other | 53 (1.8%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,051 | -4.4% |
| 2,522 | -4.5% |
| 311 | -0.6% |
| 93 | -39.8% |
| 84 | 8.3% |
| 41 | 29.3% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 35.9% | 74.7% | 89.1% | 94.5% | 98.3% | 99.2% | 99.4% | 99.7% |
| Treated and admitted to hospital | 3.6% | 17.8% | 37.9% | 58.3% | 79.9% | 90.0% | 93.5% | 97.1% |
| Patient left without, or before completing, treatment | 44.6% | 78.6% | 92.9% | 98.2% | 100% | 100% | 100% | 100% |
| Transferred to another hospital | 5.5% | 29.7% | 48.4% | 64.8% | 80.2% | 83.5% | 86.8% | 90.1% |
| All presentations | 31.4% | 66.8% | 82.0% | 89.4% | 95.7% | 97.6% | 98.4% | 99.1% |

(†) 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.

Singleton District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,918 patients

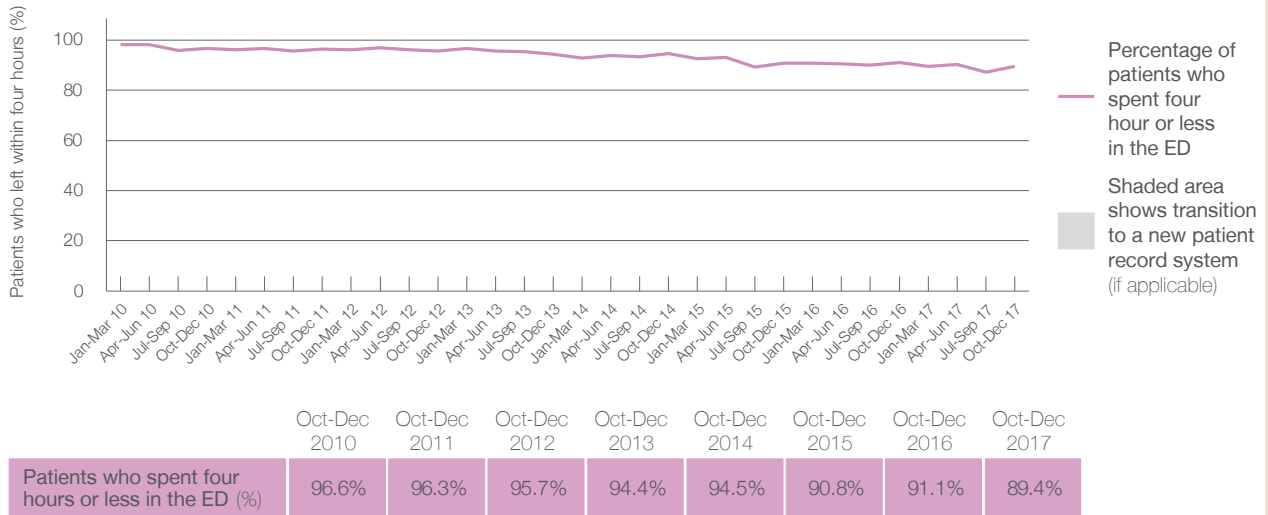
Presentations used to calculate time to leaving the ED: ⁶ 2,918 patients

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: ¹ 2,918 patients | 3,051 | -4.4% |
| Presentations used to calculate time to leaving the ED: ⁶ 2,918 patients | 3,051 | -4.4% |
| Percentage of patients who spent four hours or less in the ED | 91.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Tamworth Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 11,018 patients

Emergency presentations:² 10,531 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,645 | -5.4% |
| 10,969 | -4.0% |

Tamworth Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 916 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,510 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,608 patients

Median time to start treatment⁴ 41 minutes
 90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,462 patients

Median time to start treatment⁴ 45 minutes
 90th percentile time to start treatment⁵ 124 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 934 | |
| 8 minutes | 8 minutes |
| 29 minutes | 23 minutes |
| 2,700 | |
| 22 minutes | 20 minutes |
| 71 minutes | 65 minutes |
| 5,440 | |
| 37 minutes | 26 minutes |
| 114 minutes | 99 minutes |
| 1,836 | |
| 40 minutes | 23 minutes |
| 121 minutes | 103 minutes |

Tamworth Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 11,018 patients

Percentage of patients who spent four hours or less in the ED 73.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,645 | -5.4% |
| 76.6% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

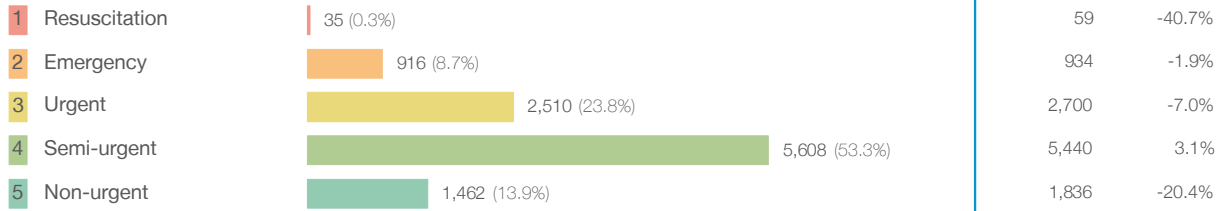
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

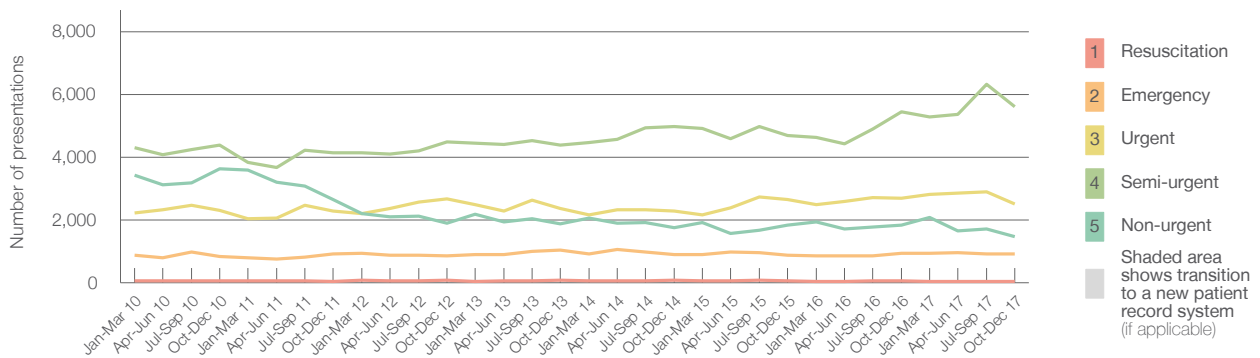
Tamworth Base Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 11,018 patients

Emergency presentations² by triage category: 10,531 patients



Emergency presentations² by quarter, January 2010 to December 2017 †

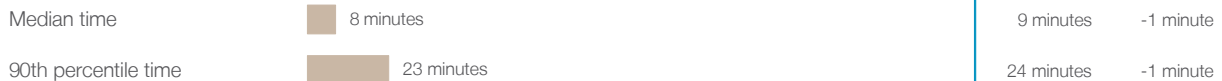


| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 63 | 48 | 69 | 74 | 76 | 65 | 59 | 35 |
| Emergency | 826 | 911 | 859 | 1,035 | 885 | 871 | 934 | 916 |
| Urgent | 2,299 | 2,291 | 2,673 | 2,360 | 2,280 | 2,645 | 2,700 | 2,510 |
| Semi-urgent | 4,387 | 4,140 | 4,487 | 4,383 | 4,970 | 4,684 | 5,440 | 5,608 |
| Non-urgent | 3,634 | 2,659 | 1,890 | 1,884 | 1,748 | 1,827 | 1,836 | 1,462 |
| All emergency presentations | 11,209 | 10,049 | 9,978 | 9,736 | 9,959 | 10,092 | 10,969 | 10,531 |

Tamworth Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,736 patients

ED Transfer of care time



(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 916

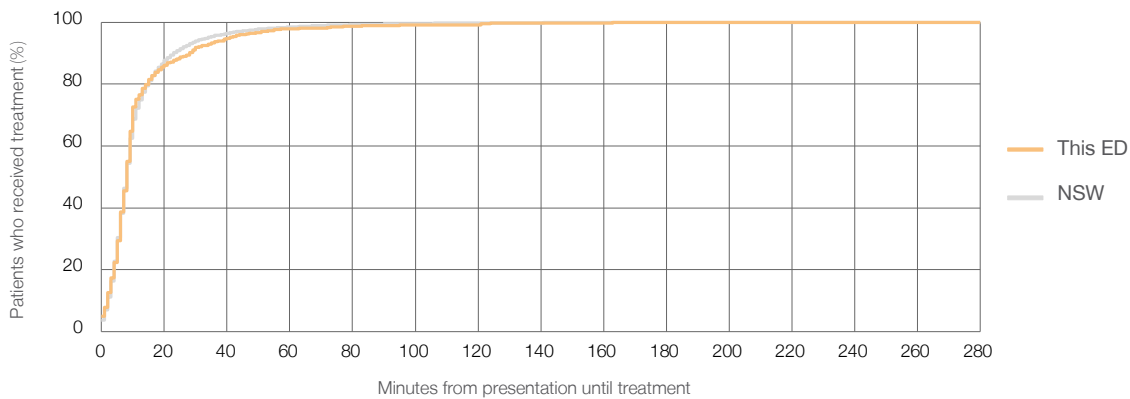
Number of triage 2 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 8 minutes

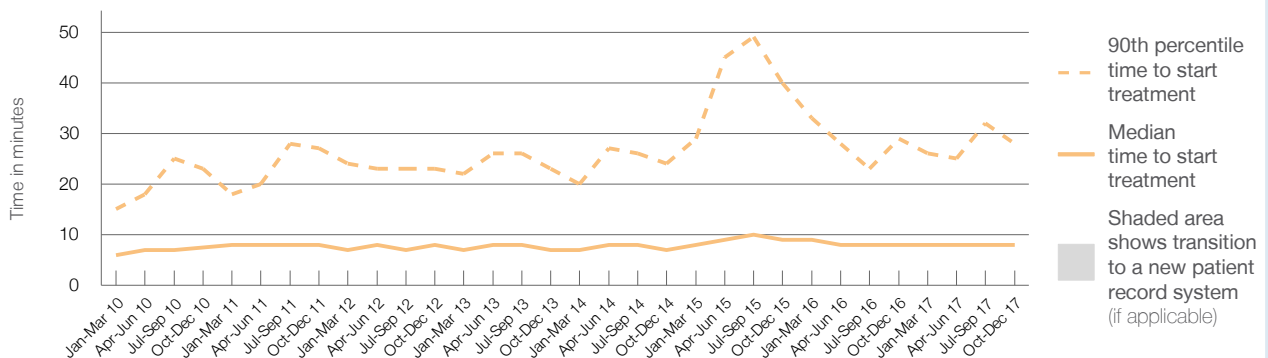
90th percentile time to start treatment⁵ 28 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 934 | 932 |
| 8 minutes | 8 minutes |
| 29 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 8 | 8 | 7 | 7 | 9 | 8 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | 23 | 27 | 23 | 23 | 24 | 40 | 29 | 28 |

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,510

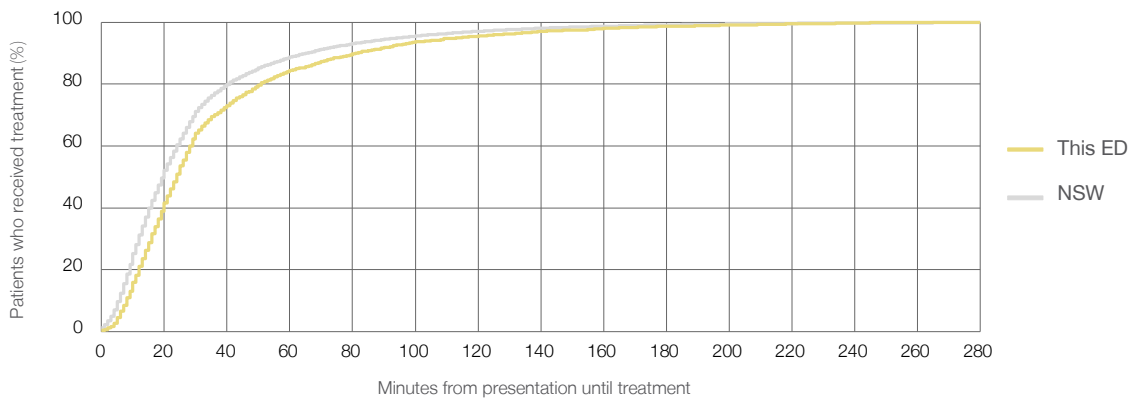
Number of triage 3 patients used to calculate waiting time:³ 2,453

Median time to start treatment⁴ 24 minutes

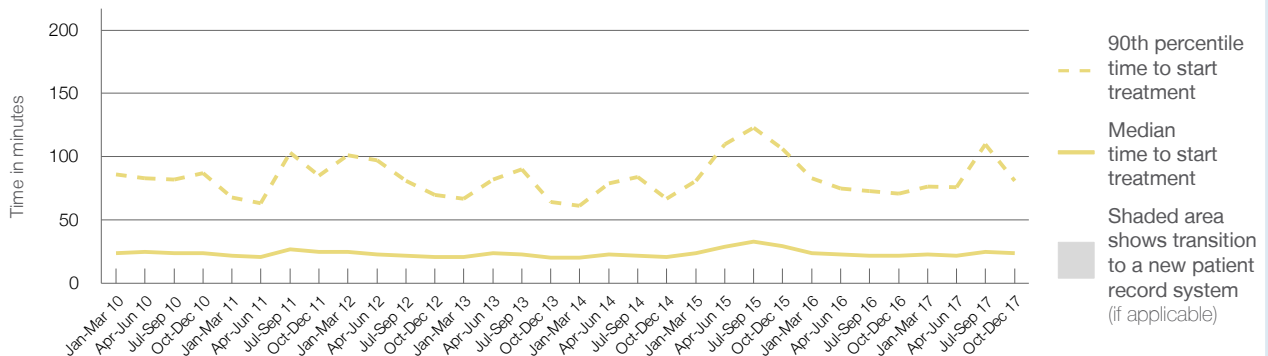
90th percentile time to start treatment⁵ 81 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,700 | 2,645 |
| 22 minutes | 20 minutes |
| 71 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 25 | 21 | 20 | 21 | 30 | 22 | 24 |
| 90th percentile time to start treatment ⁵ (minutes) | 87 | 85 | 70 | 64 | 67 | 106 | 71 | 81 |

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,608

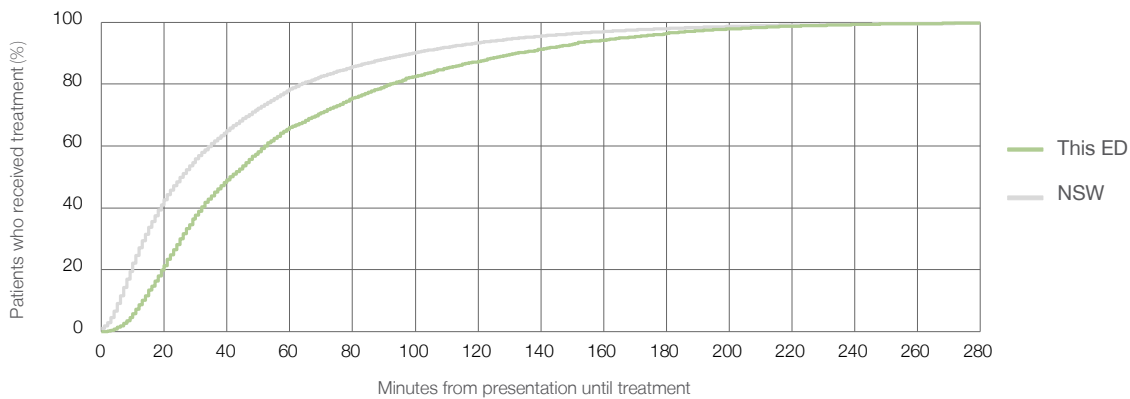
Number of triage 4 patients used to calculate waiting time:³ 5,336

Median time to start treatment⁴ 41 minutes

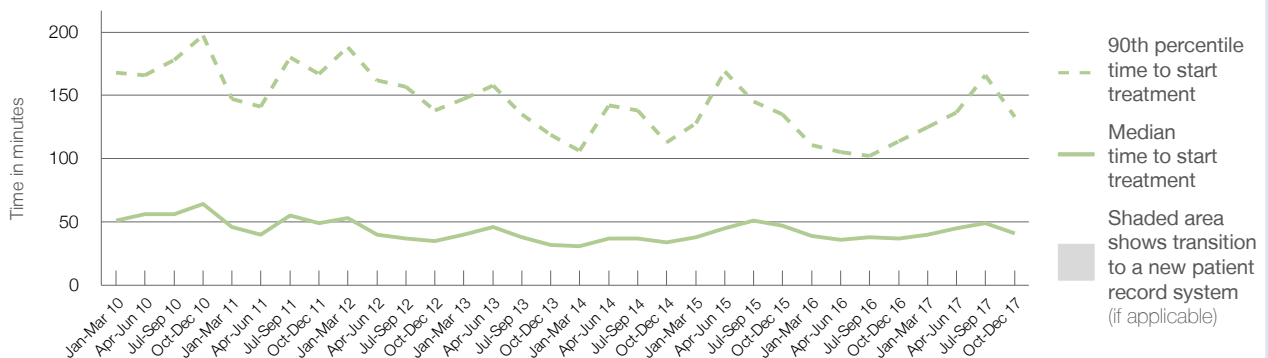
90th percentile time to start treatment⁵ 133 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,440 | 5,215 |
| 37 minutes | 26 minutes |
| 114 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 64 | 49 | 35 | 32 | 34 | 47 | 37 | 41 |
| 90th percentile time to start treatment ⁵ (minutes) | 197 | 167 | 138 | 119 | 113 | 135 | 114 | 133 |

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,462

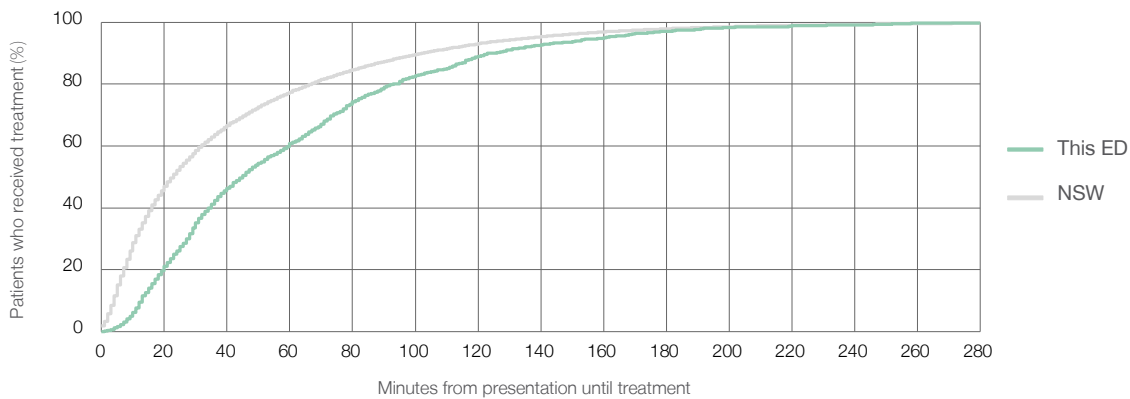
Number of triage 5 patients used to calculate waiting time:³ 1,351

Median time to start treatment⁴ 45 minutes

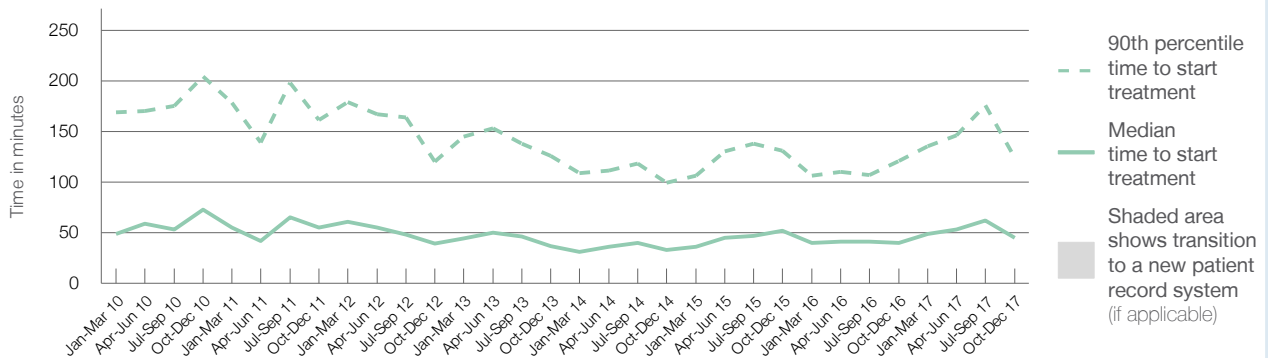
90th percentile time to start treatment⁵ 124 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,836 | 1,722 |
| 40 minutes | 23 minutes |
| 121 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 73 | 55 | 39 | 37 | 33 | 52 | 40 | 45 |
| 90th percentile time to start treatment ⁵ (minutes) | 204 | 161 | 120 | 126 | 99 | 131 | 121 | 124 |

(†) 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.

Tamworth Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 11,018 patients

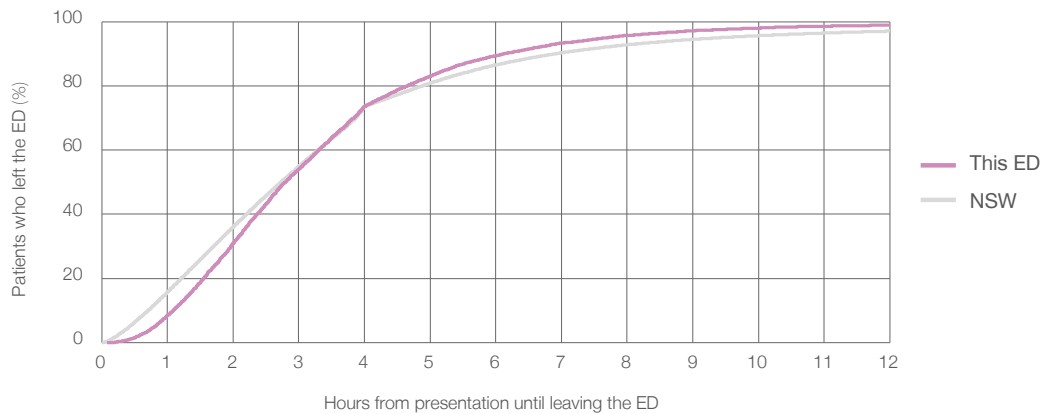
Presentations used to calculate time to leaving the ED:⁶ 11,018 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

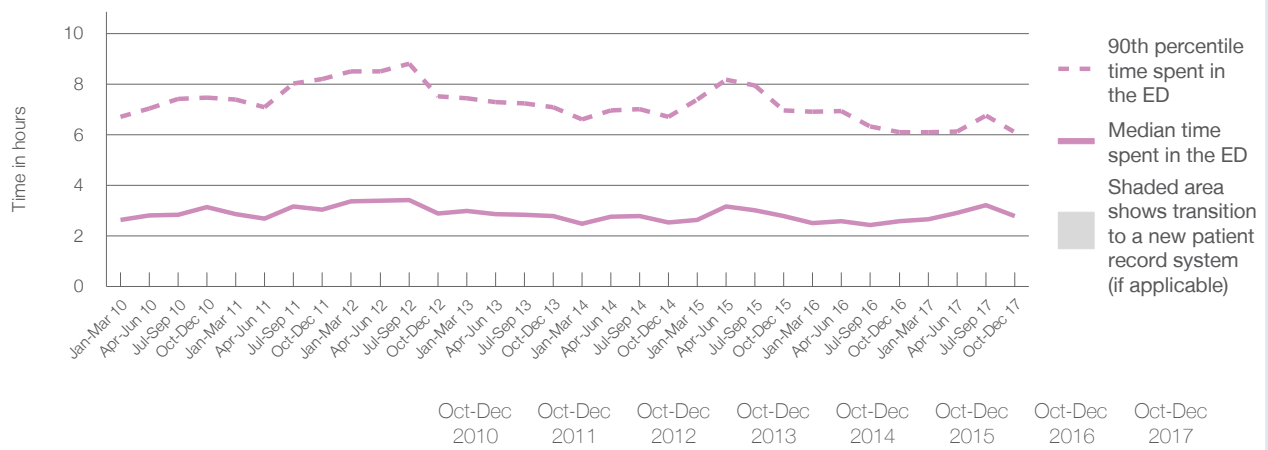
90th percentile time spent in the ED⁹ 6 hours and 7 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 11,645 | 11,645 |
| 2 hours and 35 minutes | 2 hours and 44 minutes |
| 6 hours and 6 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 9m | 3h 3m | 2h 54m | 2h 47m | 2h 33m | 2h 47m | 2h 35m | 2h 48m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 7h 28m | 8h 12m | 7h 32m | 7h 6m | 6h 42m | 6h 58m | 6h 6m | 6h 7m |

(†) 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.

Tamworth Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

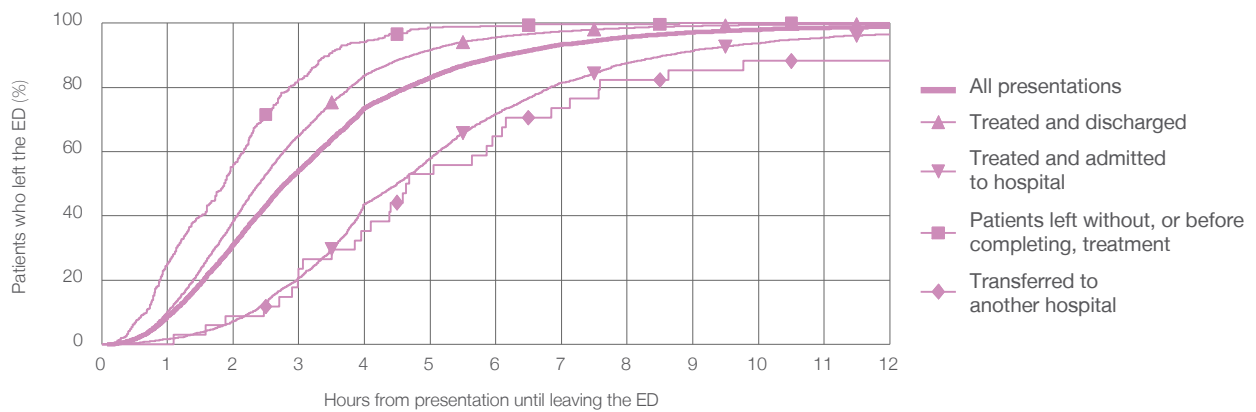
All presentations:¹ 11,018 patients

Presentations used to calculate time to leaving the ED:⁶ 11,018 patients

| | |
|---|---------------|
| Treated and discharged | 7,632 (69.3%) |
| Treated and admitted to hospital | 2,859 (25.9%) |
| Patient left without, or before completing, treatment | 359 (3.3%) |
| Transferred to another hospital | 34 (0.3%) |
| Other | 134 (1.2%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,645 | -5.4% |
| 8,270 | -7.7% |
| 2,834 | 0.9% |
| 399 | -10.0% |
| 35 | -2.9% |
| 107 | 25.2% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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 | 10.2% | 38.4% | 65.1% | 83.8% | 95.6% | 98.5% | 99.5% | 99.7% |
| Treated and admitted to hospital | 1.6% | 7.2% | 20.8% | 43.7% | 71.7% | 87.6% | 93.8% | 96.6% |
| Patient left without, or before completing, treatment | 25.1% | 56.0% | 82.5% | 94.2% | 99.2% | 99.7% | 100% | 100% |
| Transferred to another hospital | 0% | 8.8% | 23.5% | 35.3% | 64.7% | 82.4% | 88.2% | 88.2% |
| All presentations | 8.7% | 31.0% | 54.1% | 73.7% | 89.4% | 95.7% | 98.0% | 98.9% |

(†) 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.

Tamworth Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 11,018 patients

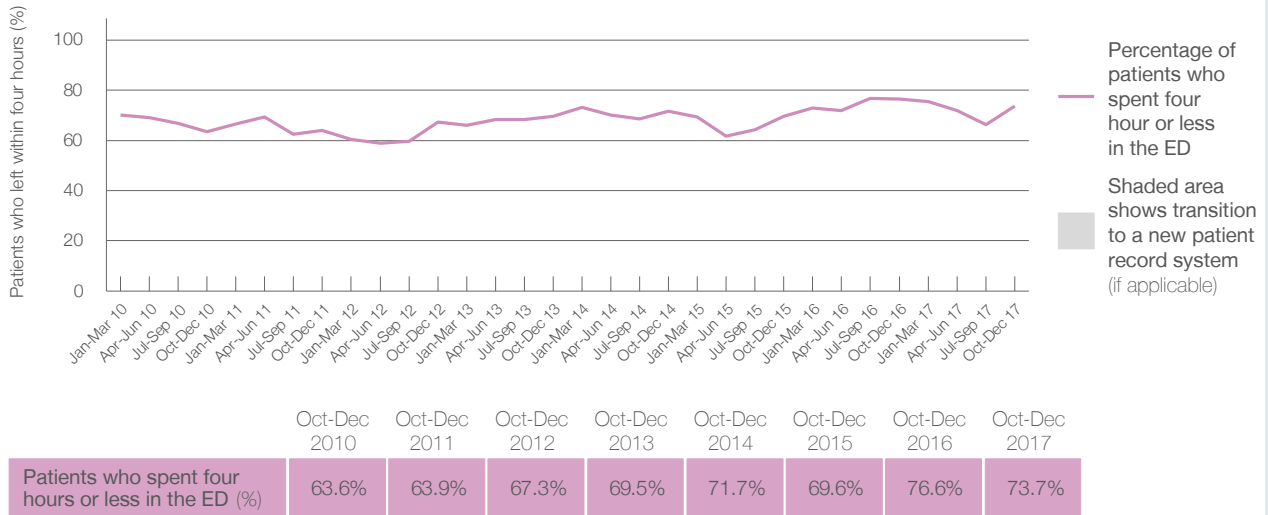
Presentations used to calculate time to leaving the ED: ⁶ 11,018 patients

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 | 11,645 | -5.4% |
| Presentations used to calculate time to leaving the ED | 11,645 | -5.4% |
| Percentage of patients who spent four hours or less in the ED | 76.6% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

- 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).