

Lachlan Health Service - Forbes: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,828 patients
 Emergency presentations:² 1,658 patients

Same period last year	Change since one year ago
1,950	-6%
1,766	-6%

Lachlan Health Service - Forbes: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 91 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 289 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 726 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 552 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
78	
5 minutes	8 minutes
*	24 minutes
292	
11 minutes	19 minutes
35 minutes	63 minutes
635	
20 minutes	24 minutes
75 minutes	95 minutes
756	
18 minutes	21 minutes
112 minutes	96 minutes

Lachlan Health Service - Forbes: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,827 patients

Percentage of patients who spent four hours or less in the ED 93%

Same period last year	Change since one year ago
1,949	-6%
87%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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.

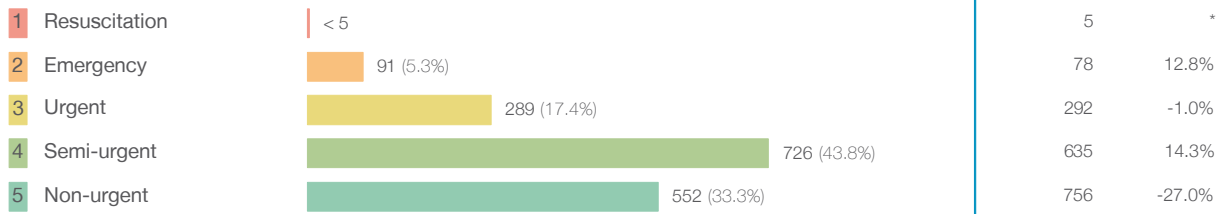
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Lachlan Health Service - Forbes: Patients presenting to the emergency department

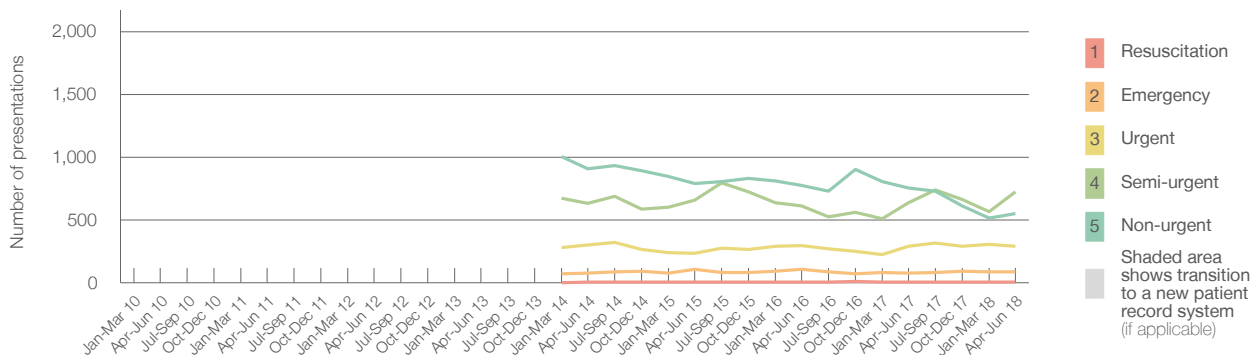
April to June 2018

All presentations:¹ 1,828 patients

Emergency presentations² by triage category: 1,658 patients



Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation					< 5	5	< 5	5	< 5
Emergency					80	106	111	78	91
Urgent					302	232	296	292	289
Semi-urgent					634	656	611	635	726
Non-urgent					907	790	774	756	552
All emergency presentations					1,923	1,789	1,792	1,766	1,658

Lachlan Health Service - Forbes: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 169 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.

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

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 91

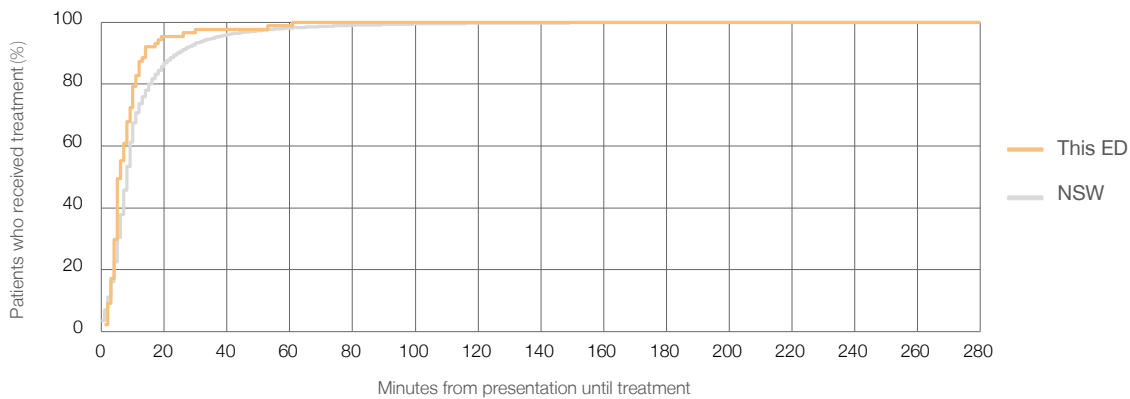
Number of triage 2 patients used to calculate waiting time:³ 87

Median time to start treatment⁴ 6 minutes

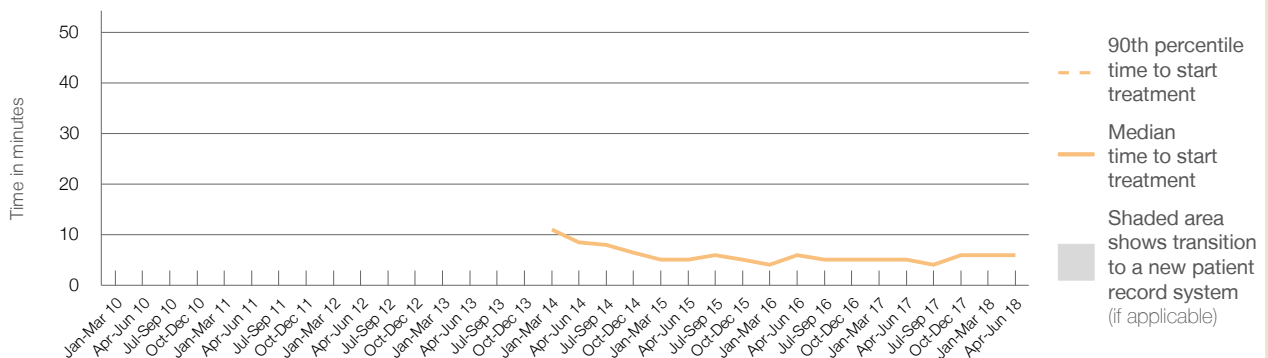
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
78	78
5 minutes	8 minutes
*	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					9	5	6	5	6
90th percentile time to start treatment ⁵ (minutes)					*	12	12	*	*

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Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 289

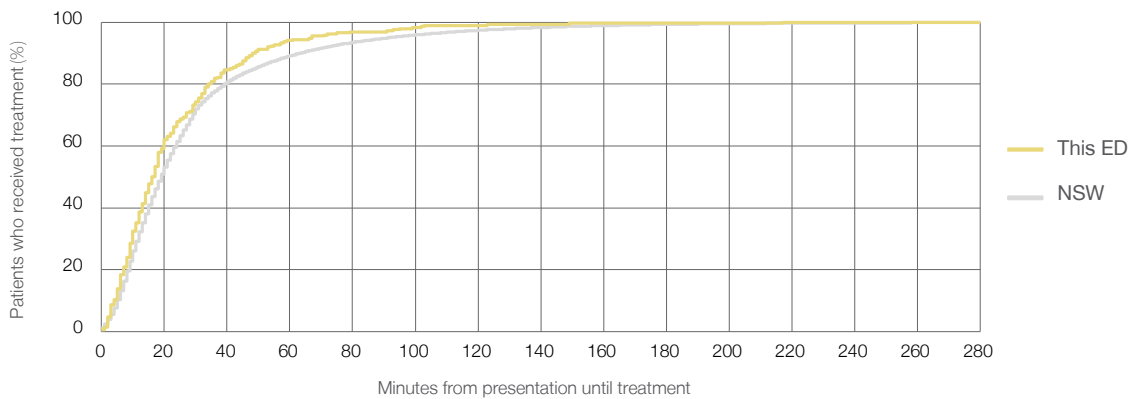
Number of triage 3 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 16 minutes

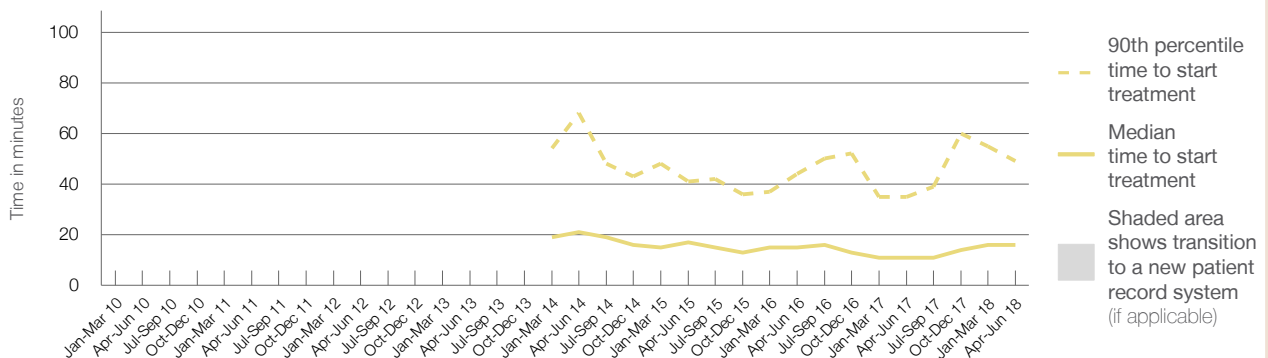
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
292	
290	
11 minutes	19 minutes
35 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					21	17	15	11	16
90th percentile time to start treatment ⁵ (minutes)					68	41	44	35	49

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Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 726

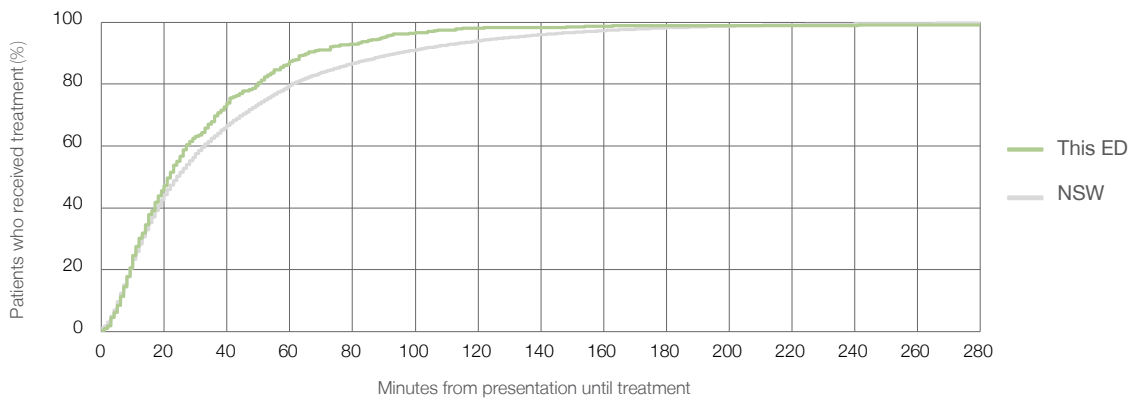
Number of triage 4 patients used to calculate waiting time:³ 717

Median time to start treatment⁴ 22 minutes

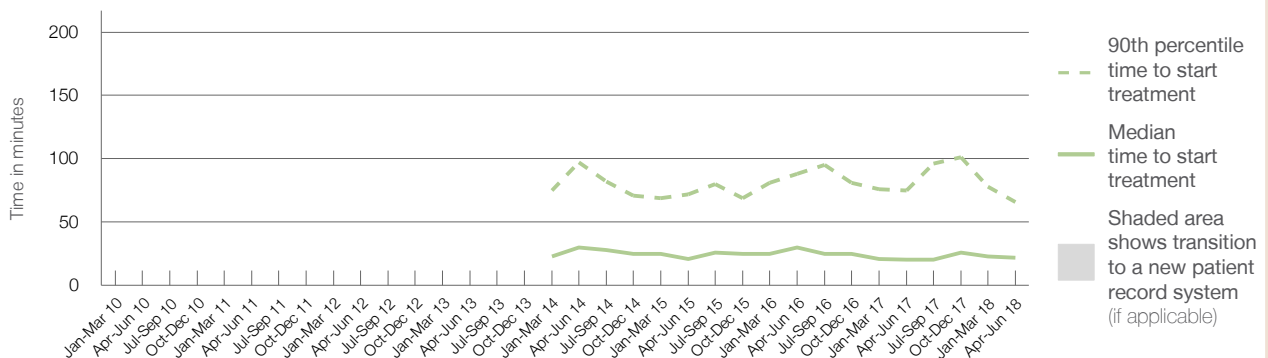
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
635	619
20 minutes	24 minutes
75 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					30	21	30	20	22
90th percentile time to start treatment ⁵ (minutes)					97	72	88	75	66

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Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 552

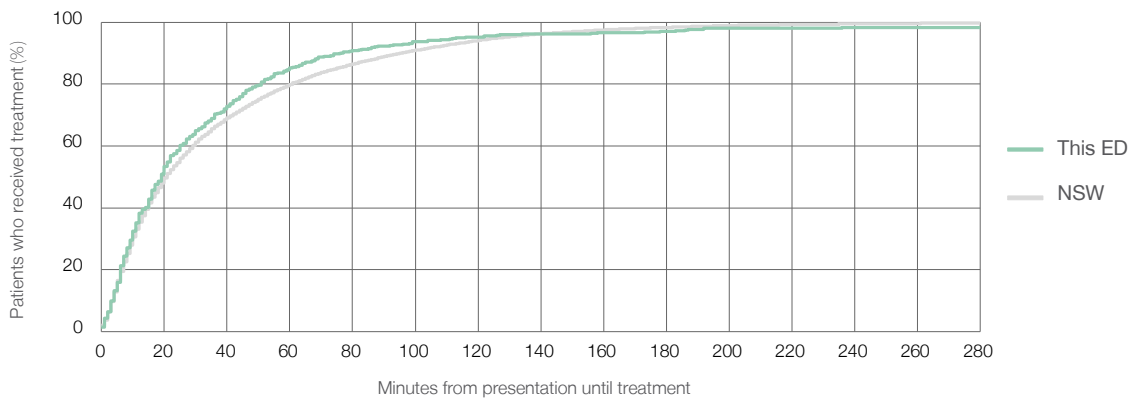
Number of triage 5 patients used to calculate waiting time:³ 539

Median time to start treatment⁴ 19 minutes

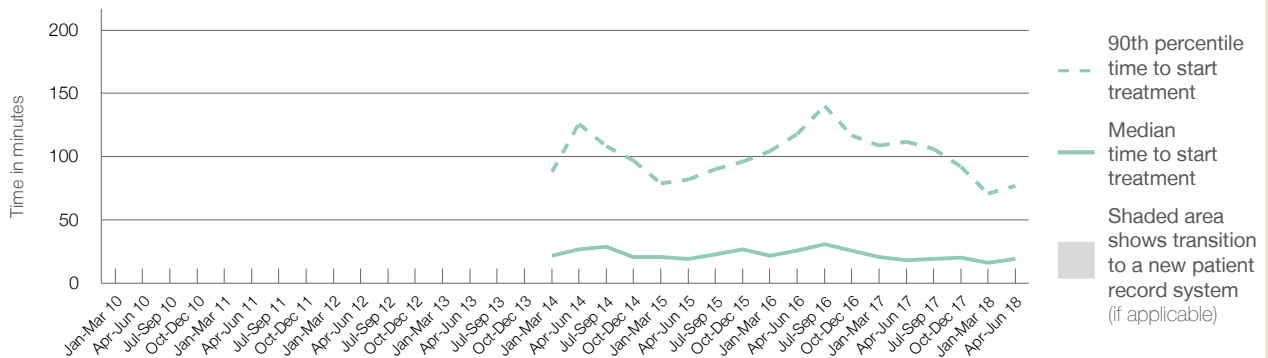
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
756	722
18 minutes	21 minutes
112 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)					27	19	26	18	19
90th percentile time to start treatment ⁵ (minutes)					126	82	118	112	77

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Lachlan Health Service - Forbes: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,828 patients

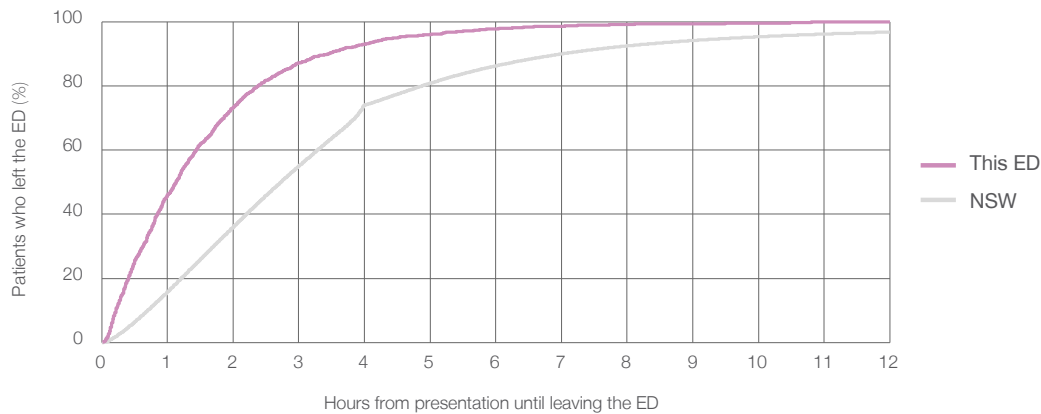
Presentations used to calculate time to leaving the ED:⁶ 1,827 patients

Median time spent in the ED⁸ 1 hours and 8 minutes

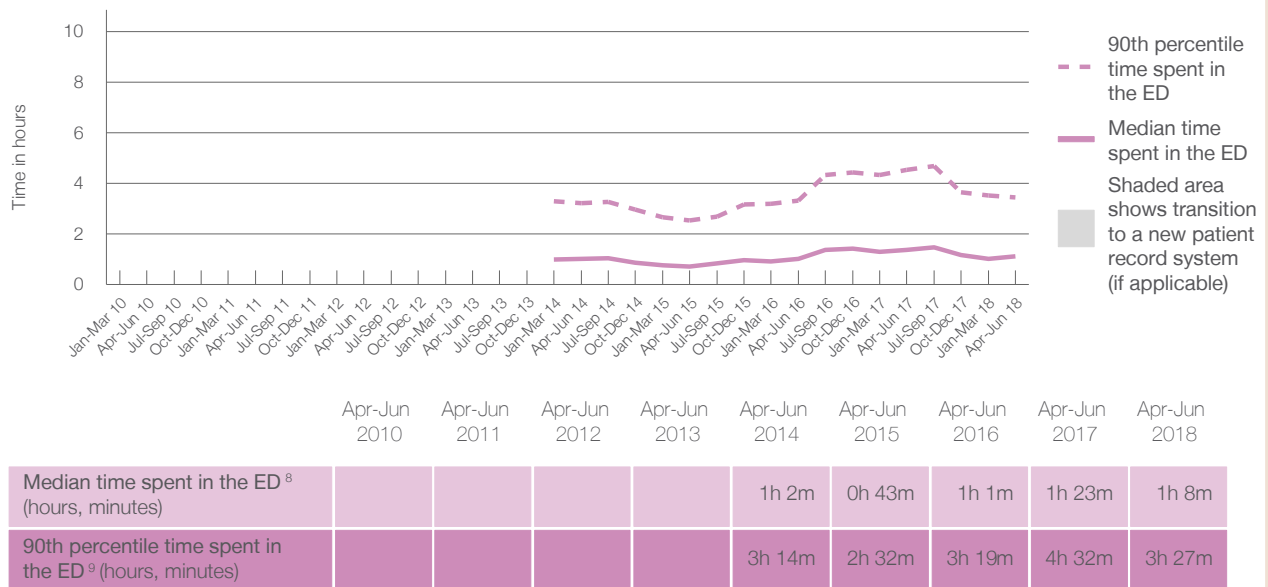
90th percentile time spent in the ED⁹ 3 hours and 27 minutes

Same period last year	NSW (this period)
1,950	
1,949	
1 hours and 23 minutes	2 hours and 44 minutes
4 hours and 32 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



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Lachlan Health Service - Forbes: Time patients spent in the ED

By mode of separation

April to June 2018

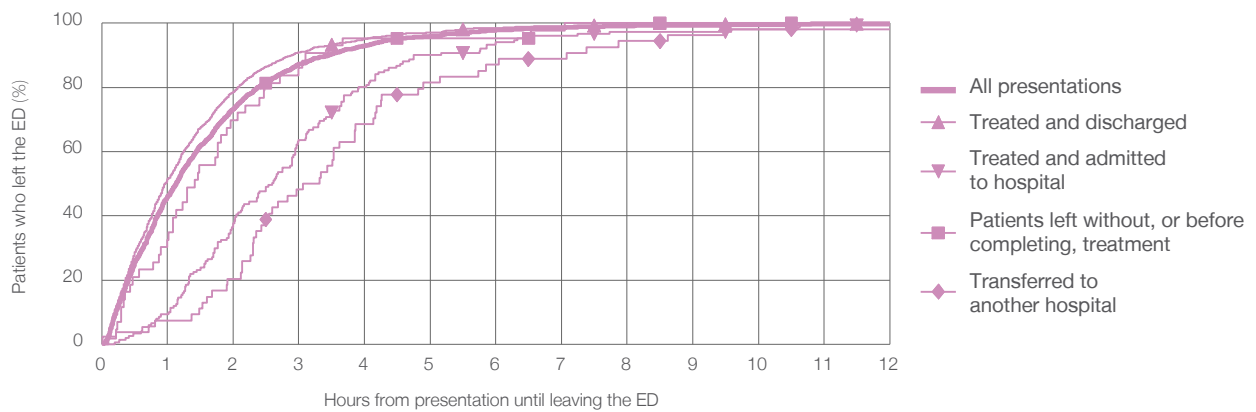
All presentations:¹ 1,828 patients

Presentations used to calculate time to leaving the ED:⁶ 1,827 patients

Mode of separation	Count	Percentage
Treated and discharged	1,574	86.1%
Treated and admitted to hospital	151	8.3%
Patient left without, or before completing, treatment	43	2.4%
Transferred to another hospital	54	3.0%
Other	6	0.3%

Mode of separation	Same period last year	Change since one year ago
All presentations	1,949	-6%
Treated and discharged	1,631	-3.5%
Treated and admitted to hospital	209	-27.8%
Patient left without, or before completing, treatment	64	-32.8%
Transferred to another hospital	34	58.8%
Other	12	-50.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{††§}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	51.3%	78.7%	90.9%	95.0%	98.6%	99.5%	99.7%	99.9%
Treated and admitted to hospital	9.3%	37.7%	63.6%	80.1%	94.0%	97.4%	98.0%	99.3%
Patient left without, or before completing, treatment	32.6%	69.8%	86.0%	95.3%	95.3%	100%	100%	100%
Transferred to another hospital	7.4%	20.4%	48.1%	68.5%	87.0%	94.4%	98.1%	98.1%
All presentations	46.0%	73.3%	87.2%	93.0%	97.8%	99.2%	99.5%	99.8%

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Lachlan Health Service - Forbes: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 1,828 patients

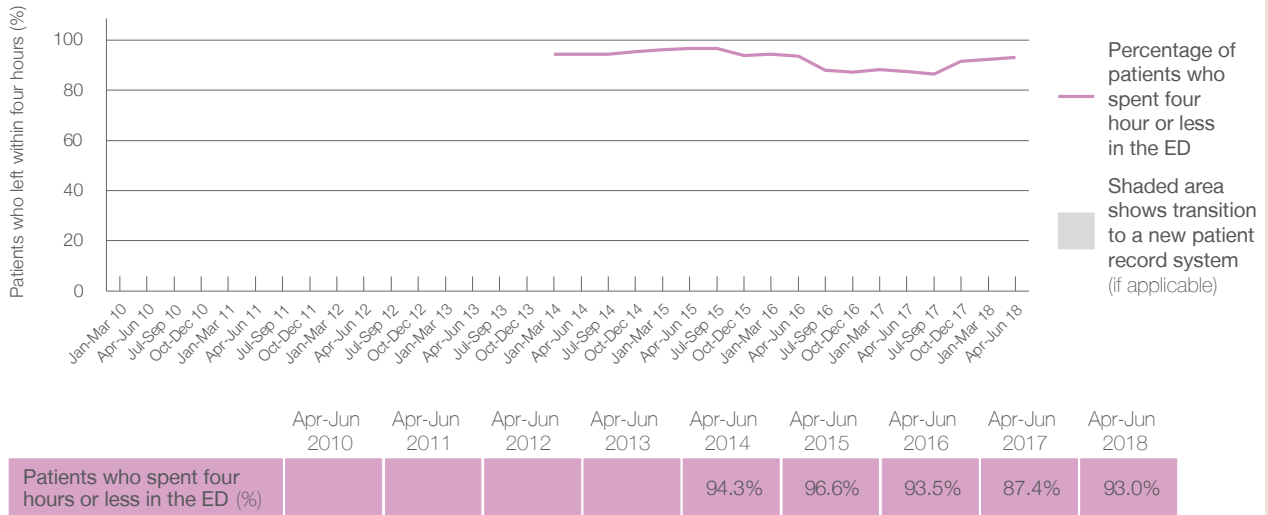
Presentations used to calculate time to leaving the ED: ⁶ 1,827 patients

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 1,828 patients	1,950	-6%
Presentations used to calculate time to leaving the ED: ⁶ 1,827 patients	1,949	-6%
Percentage of patients who spent four hours or less in the ED	87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



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

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).