

Queanbeyan Hospital and Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 5,319 patients
Emergency presentations:² 5,197 patients

Same period last year	Change since one year ago
4,691	13%
4,550	14%

Queanbeyan Hospital and Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 388 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,547 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,527 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): 707 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
312	
9 minutes	8 minutes
29 minutes	24 minutes
1,155	
20 minutes	19 minutes
56 minutes	63 minutes
2,023	
25 minutes	24 minutes
81 minutes	95 minutes
1,041	
25 minutes	21 minutes
90 minutes	96 minutes

Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 5,319 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
4,691	13%
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.

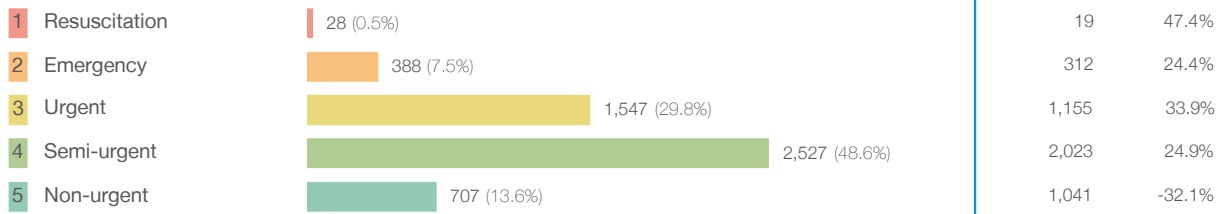
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Queanbeyan Hospital and Health Service: Patients presenting to the emergency department

April to June 2018

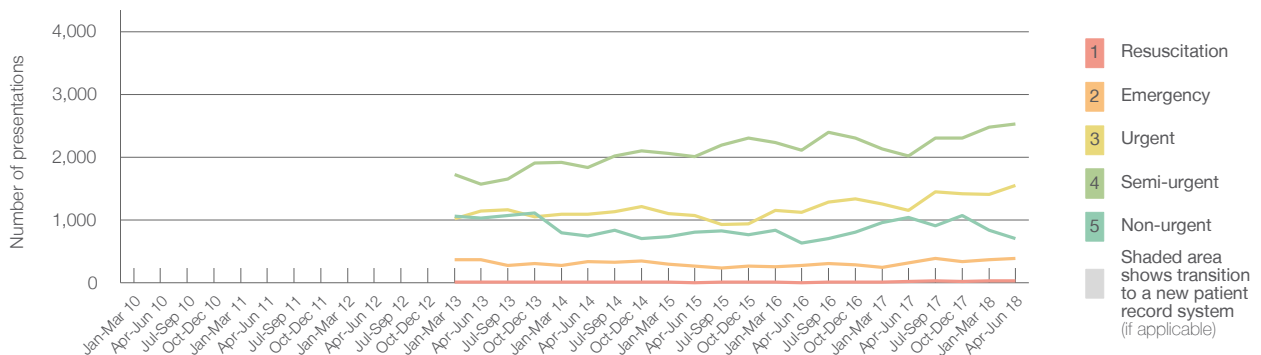
All presentations:¹ 5,319 patients

Emergency presentations² by triage category: 5,197 patients



	Same period last year	Change since one year ago
All presentations	4,691	13%
Emergency presentations	4,550	14%
Resuscitation	19	47.4%
Emergency	312	24.4%
Urgent	1,155	33.9%
Semi-urgent	2,023	24.9%
Non-urgent	1,041	-32.1%

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				10	8	< 5	< 5	19	28
Emergency				367	336	267	274	312	388
Urgent				1,142	1,095	1,074	1,116	1,155	1,547
Semi-urgent				1,569	1,837	2,012	2,114	2,023	2,527
Non-urgent				1,033	748	803	629	1,041	707
All emergency presentations				4,121	4,024	4,156	4,133	4,550	5,197

Queanbeyan Hospital and Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 592 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	390	
Median time	11 minutes	-1 minute
90th percentile time	20 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.

(§) 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.

Queanbeyan Hospital and Health Service: 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: 388

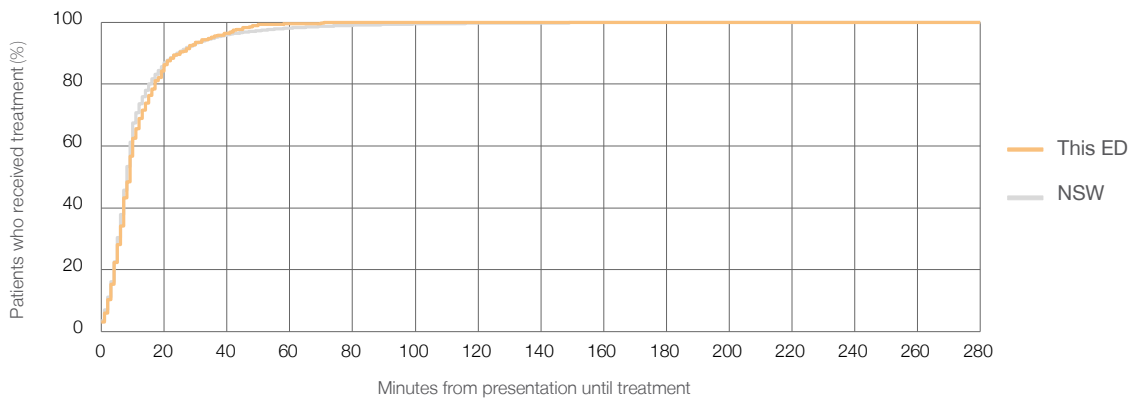
Number of triage 2 patients used to calculate waiting time:³ 386

Median time to start treatment⁴ 9 minutes

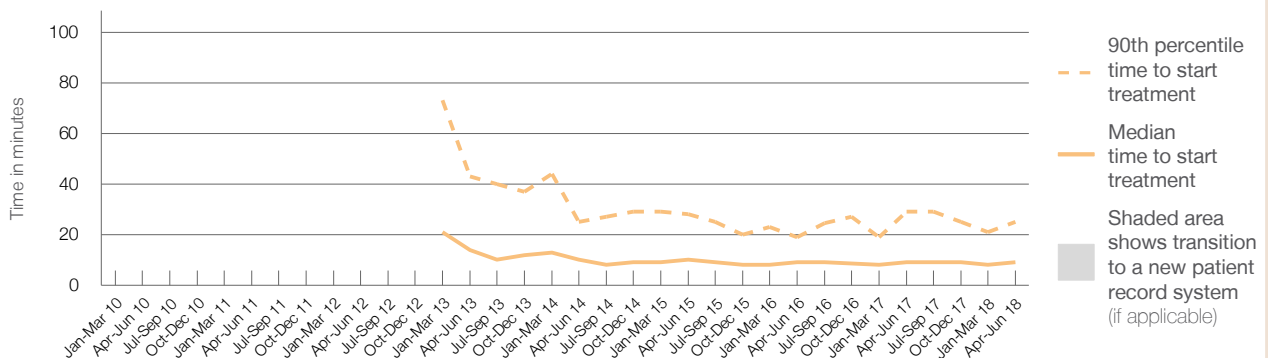
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
312	
311	
9 minutes	8 minutes
29 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)				14	10	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)				43	25	28	19	29	25

(†) 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.

Queanbeyan Hospital and Health Service: 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: 1,547

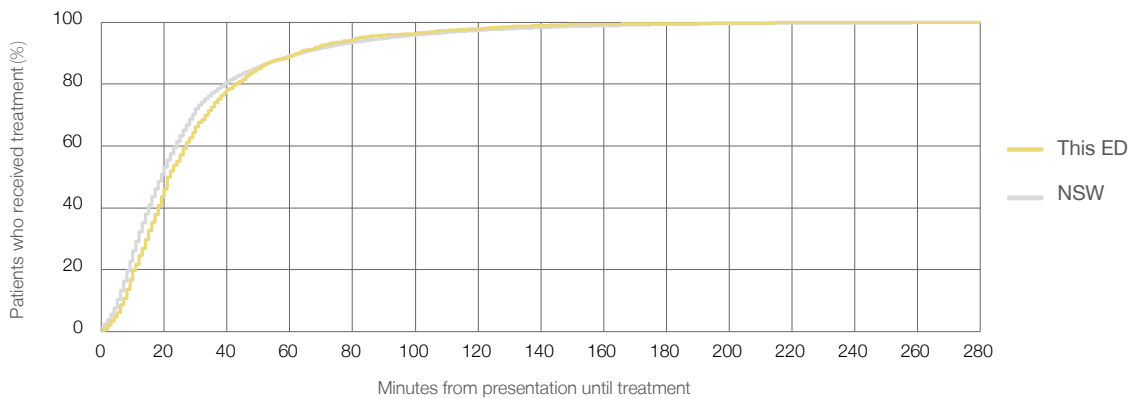
Number of triage 3 patients used to calculate waiting time:³ 1,517

Median time to start treatment⁴ 22 minutes

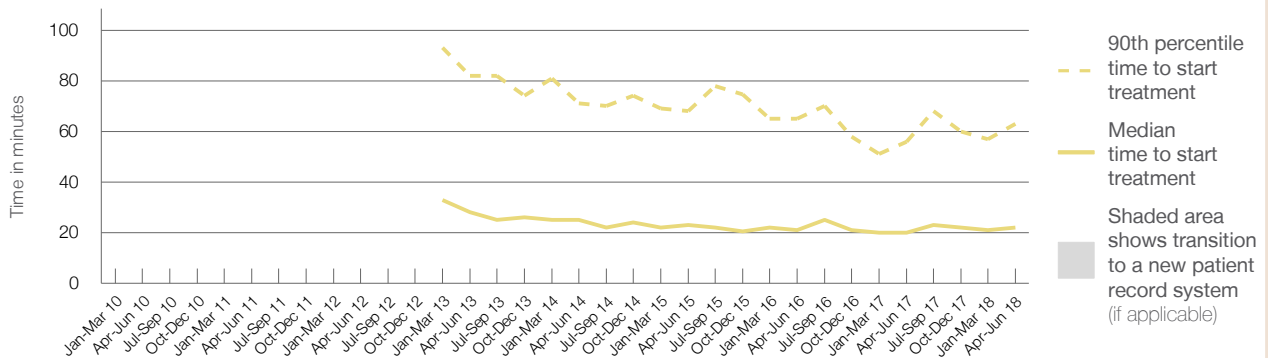
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
1,155	1,132
20 minutes	19 minutes
56 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)				28	25	23	21	20	22
90th percentile time to start treatment ⁵ (minutes)				82	71	68	65	56	63

(†) 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.

Queanbeyan Hospital and Health Service: 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: 2,527

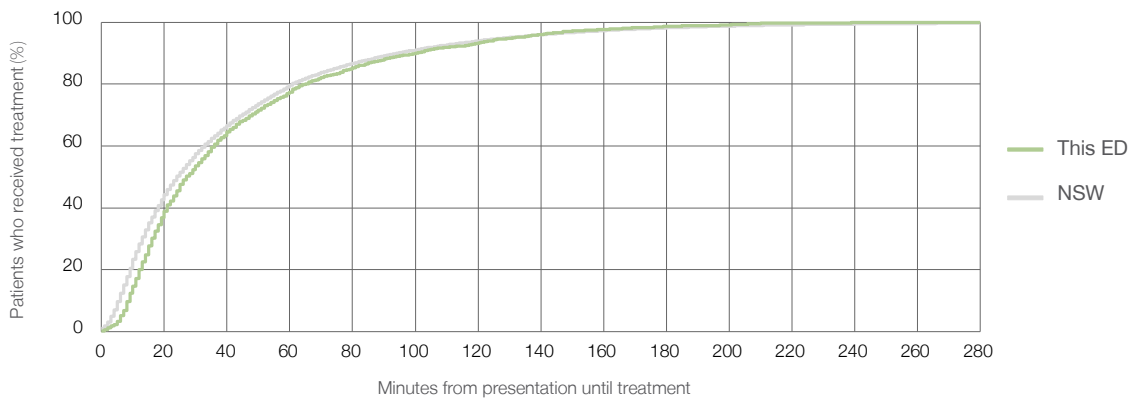
Number of triage 4 patients used to calculate waiting time:³ 2,339

Median time to start treatment⁴ 27 minutes

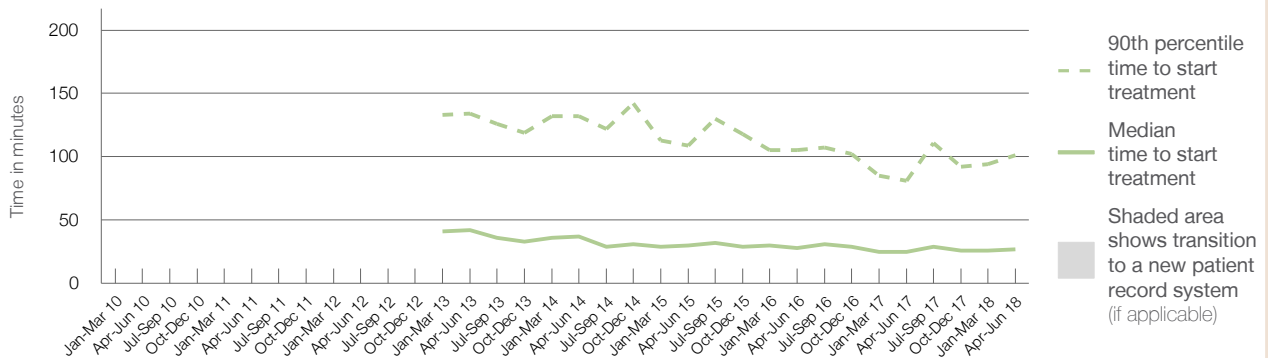
90th percentile time to start treatment⁵ 101 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,023	1,891
Median time to start treatment ⁴	25 minutes	24 minutes
90th percentile time to start treatment ⁵	81 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)				42	37	30	28	25	27
90th percentile time to start treatment ⁵ (minutes)				134	132	109	105	81	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.

(§) 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.

Queanbeyan Hospital and Health Service: 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: 707

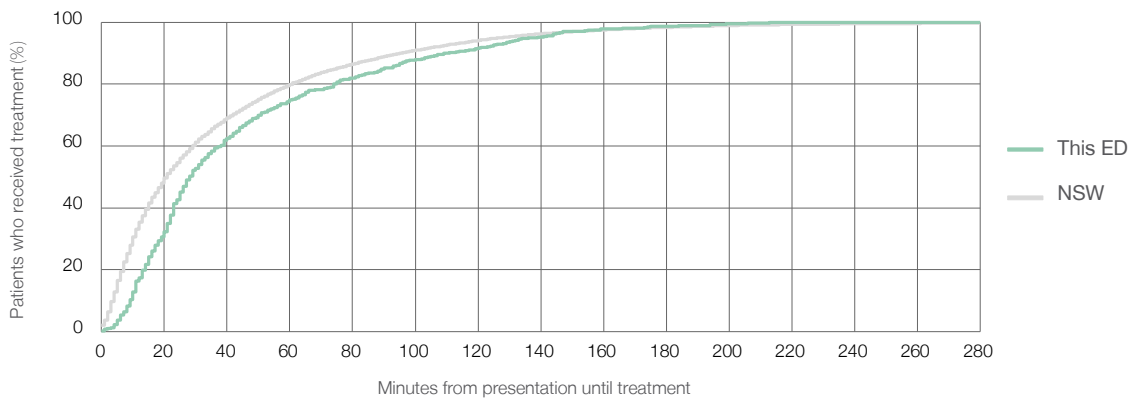
Number of triage 5 patients used to calculate waiting time:³ 584

Median time to start treatment⁴ 28 minutes

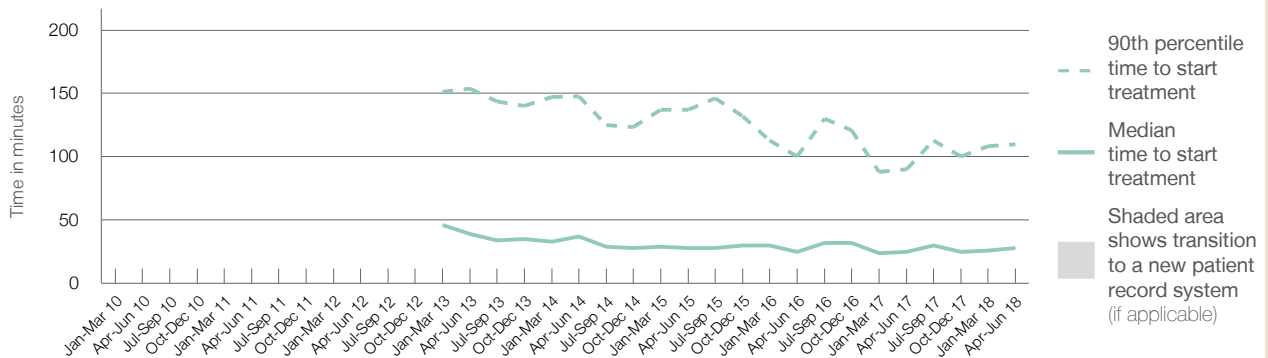
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,041	
923	
25 minutes	21 minutes
90 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)				39	37	28	25	25	28
90th percentile time to start treatment ⁵ (minutes)				154	148	137	100	90	110

(†) 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.

Queanbeyan Hospital and Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 5,319 patients

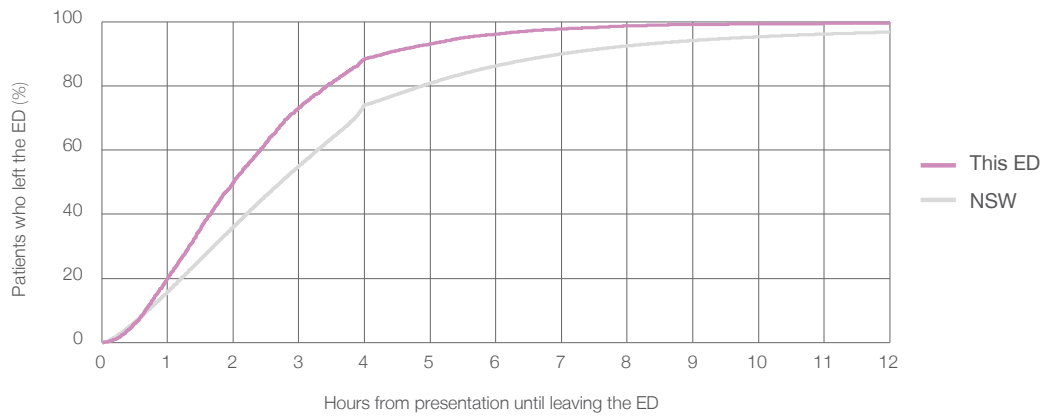
Presentations used to calculate time to leaving the ED:⁶ 5,319 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

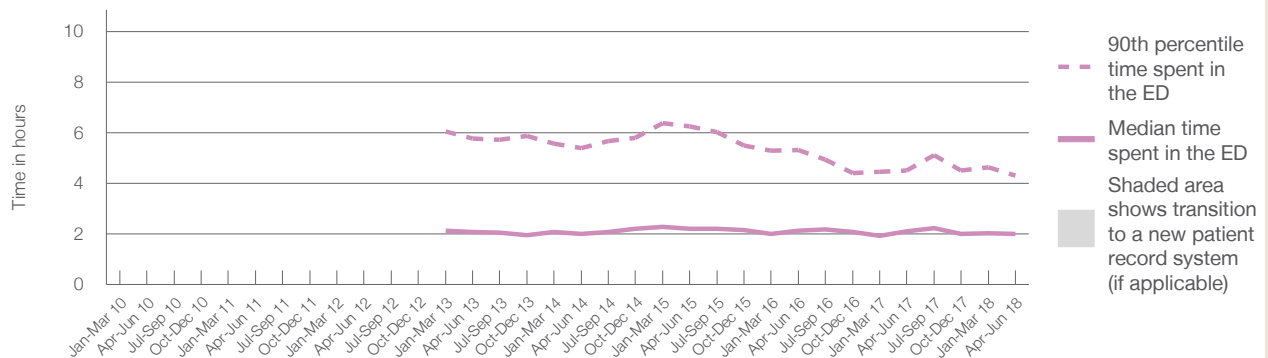
90th percentile time spent in the ED⁹ 4 hours and 19 minutes

Same period last year	NSW (this period)
4,691	4,691
2 hours and 7 minutes	2 hours and 44 minutes
4 hours and 31 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^{†‡§}



	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 spent in the ED ⁸ (hours, minutes)				2h 5m	2h 1m	2h 13m	2h 8m	2h 7m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)				5h 46m	5h 24m	6h 16m	5h 20m	4h 31m	4h 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.

(§) 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.

Queanbeyan Hospital and Health Service: Time patients spent in the ED
 By mode of separation
 April to June 2018

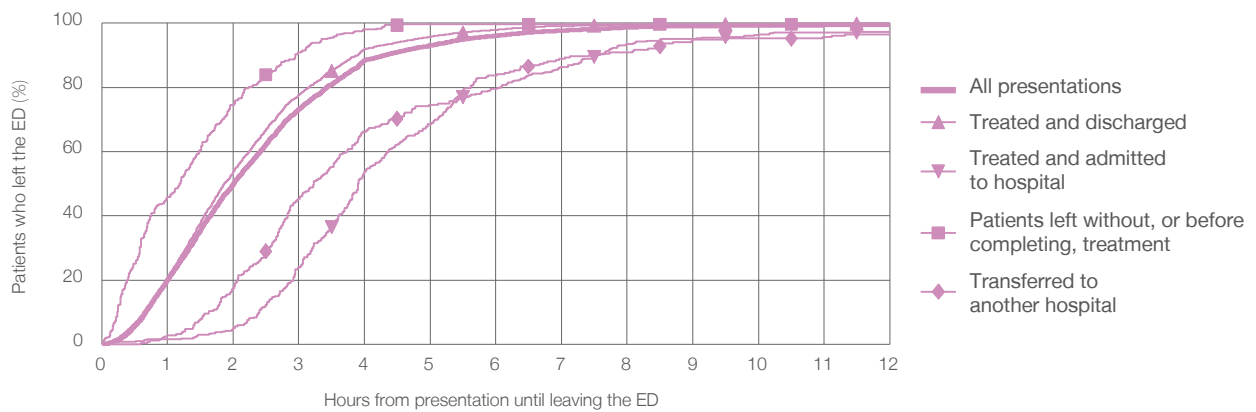
All presentations:¹ 5,319 patients

Presentations used to calculate time to leaving the ED:⁶ 5,319 patients

Treated and discharged	4,317 (81.2%)
Treated and admitted to hospital	381 (7.2%)
Patient left without, or before completing, treatment	362 (6.8%)
Transferred to another hospital	252 (4.7%)
Other	7 (0.1%)

Same period last year	Change since one year ago
4,691	13%
3,747	15.2%
392	-2.8%
289	25.3%
247	2.0%
16	-56.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.6%	53.8%	77.7%	92.0%	98.0%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.6%	5.0%	23.9%	53.8%	79.5%	93.4%	96.6%	97.4%
Patient left without, or before completing, treatment	45.9%	74.6%	90.9%	98.1%	99.7%	99.7%	99.7%	99.7%
Transferred to another hospital	2.8%	17.5%	45.2%	66.3%	83.7%	90.9%	95.2%	96.4%
All presentations	20.2%	50.0%	73.2%	88.4%	96.1%	98.6%	99.3%	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.

(§) 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.

Queanbeyan Hospital and Health Service: 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 5,319 patients

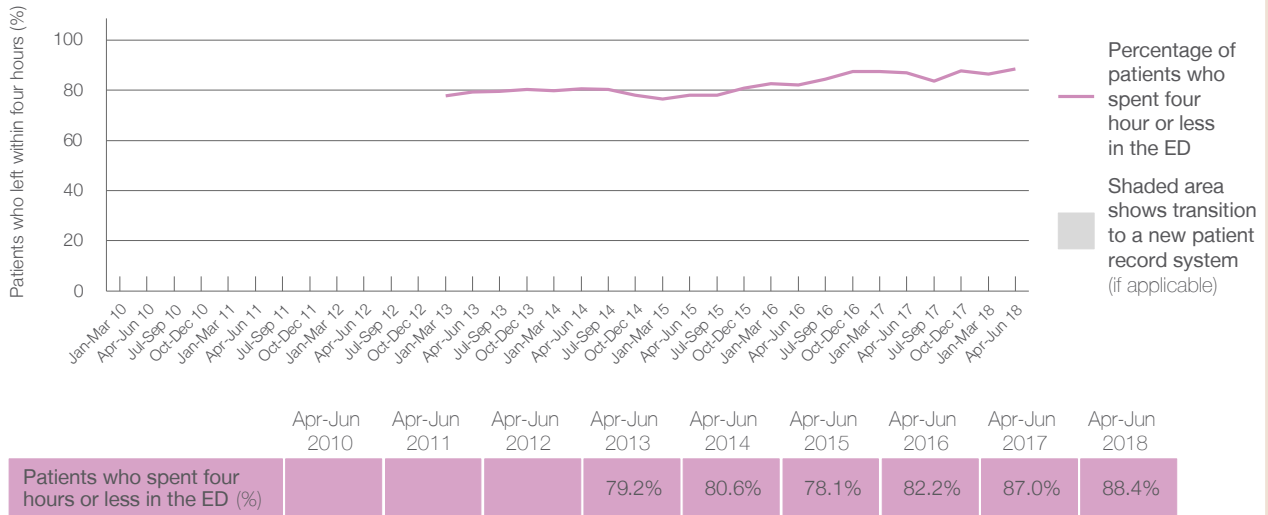
Presentations used to calculate time to leaving the ED: ⁶ 5,319 patients

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 5,319 patients	4,691	13%
Presentations used to calculate time to leaving the ED: ⁶ 5,319 patients	4,691	13%
Percentage of patients who spent four hours or less in the ED	87.0%	

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.

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

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

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

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