

Healthcare Quarterly

Emergency department

Murrumbidgee Local Health District
Performance Profiles

April to June 2018

Deniliquin Hospital and Health Services: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,149 patients
Emergency presentations:² 1,735 patients

Same period last year	Change since one year ago
2,197	-2%
1,888	-8%

Deniliquin Hospital and Health Services: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 102 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 535 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 846 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 252 patients

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

Same period last year	NSW (this period)
84	
5 minutes	8 minutes
*	24 minutes
619	
8 minutes	19 minutes
23 minutes	63 minutes
849	
7 minutes	24 minutes
22 minutes	95 minutes
336	
6 minutes	21 minutes
27 minutes	96 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,147 patients

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

Same period last year	Change since one year ago
2,197	-2%
90%	

* 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.

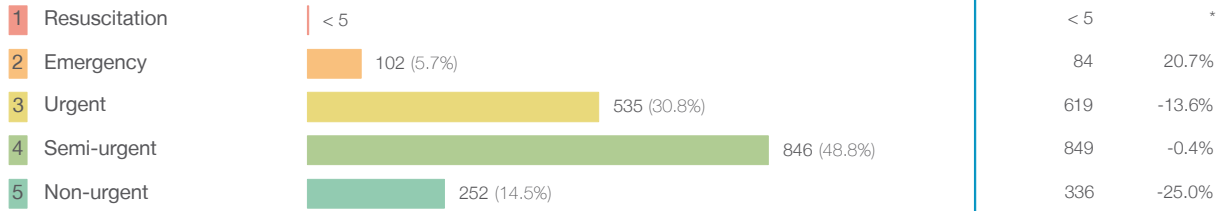
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Deniliquin Hospital and Health Services: Patients presenting to the emergency department

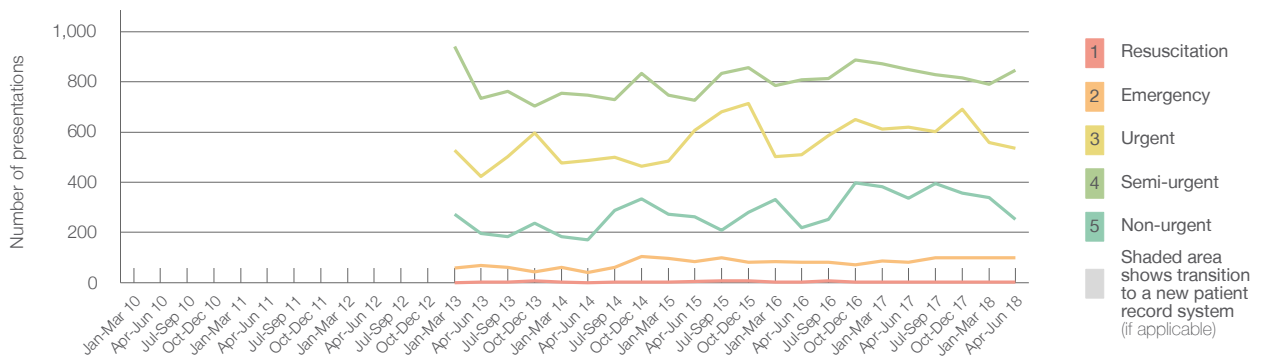
April to June 2018

All presentations:¹ 2,149 patients

Emergency presentations² by triage category: 1,735 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	0	< 5	< 5	< 5	< 5
Emergency				72	40	89	84	84	102
Urgent				423	487	607	510	619	535
Semi-urgent				733	748	727	807	849	846
Non-urgent				196	170	263	219	336	252
All emergency presentations				1,424	1,445	1,686	1,620	1,888	1,735

Deniliquin Hospital and Health Services: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 92 patients **

ED Transfer of care time

Median time: 6 minutes

90th percentile time: *

Metric	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	142	
Median time	6 minutes	0 minutes
90th percentile time	22 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.

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

Deniliquin Hospital and Health Services: 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: 102

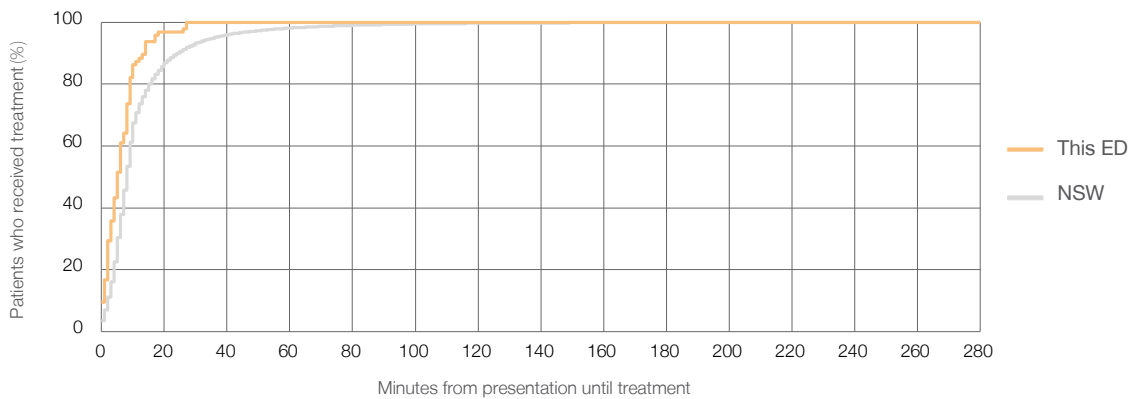
Number of triage 2 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 5 minutes

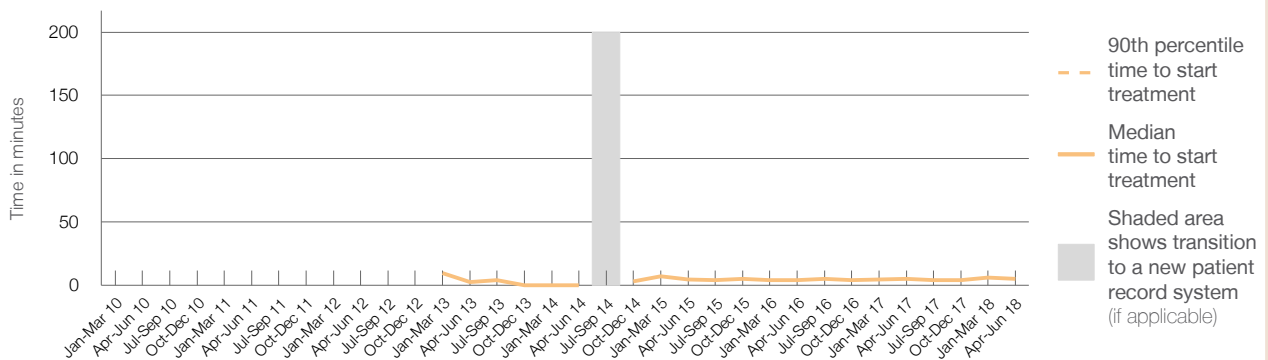
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
84	
82	
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)				3	0	5	4	5	5
90th percentile time to start treatment ⁵ (minutes)				*	*	*	*	*	*

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

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(§) 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.

Deniliquin Hospital and Health Services: 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: 535

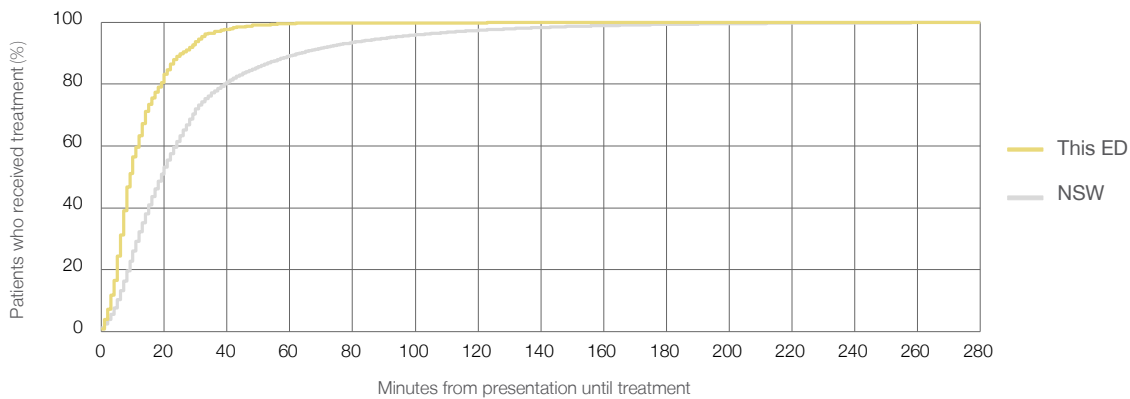
Number of triage 3 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 9 minutes

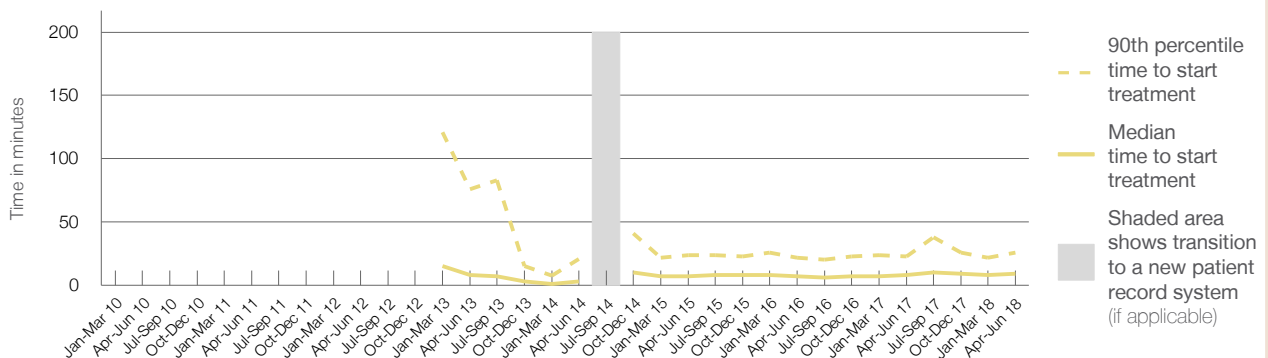
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
619	
604	
8 minutes	19 minutes
23 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)				8	3	7	7	8	9
90th percentile time to start treatment ⁵ (minutes)				76	21	24	22	23	26

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(§) 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.

Deniliquin Hospital and Health Services: 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: 846

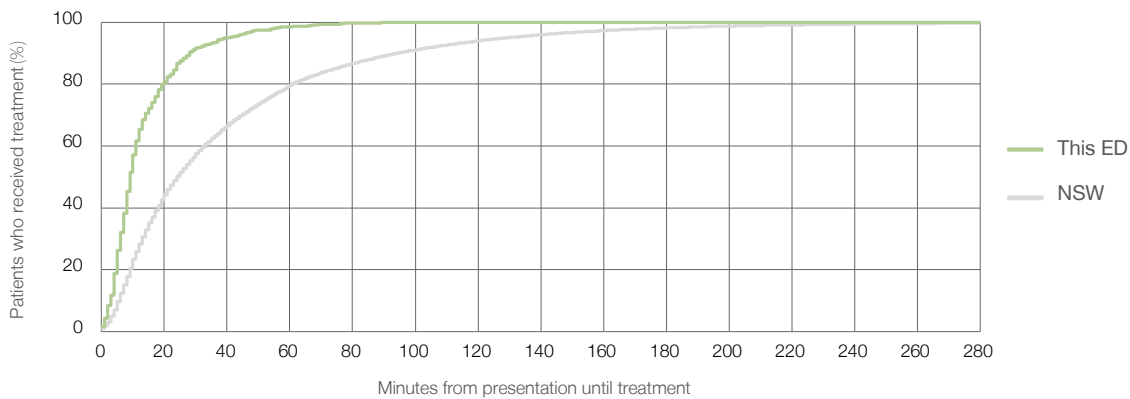
Number of triage 4 patients used to calculate waiting time:³ 805

Median time to start treatment⁴ 9 minutes

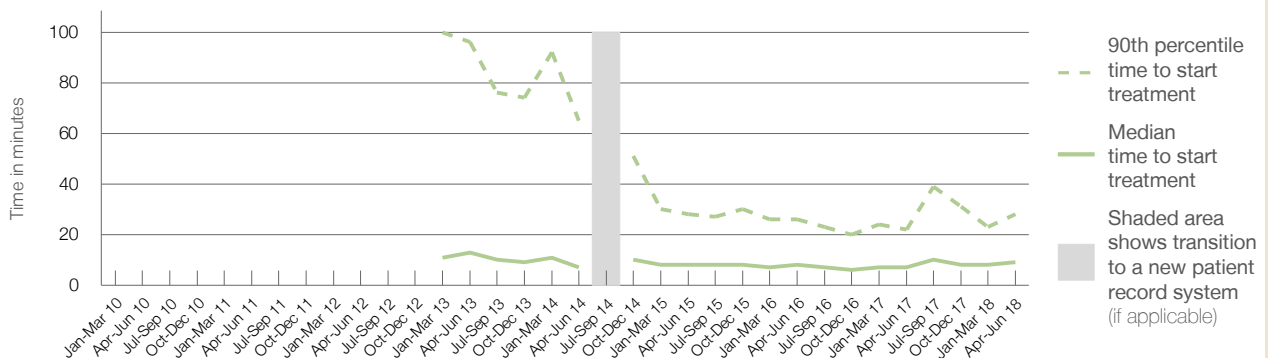
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
849	817
7 minutes	24 minutes
22 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)				13	7	8	8	7	9
90th percentile time to start treatment ⁵ (minutes)				96	65	28	26	22	28

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(§) 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.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5 April to June 2018

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

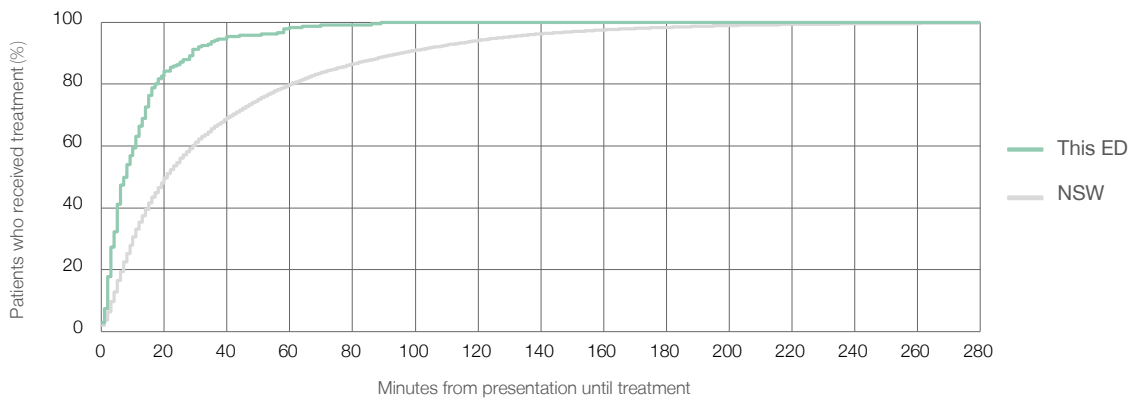
Number of triage 5 patients: 252

Number of triage 5 patients used to calculate waiting time:³ 241

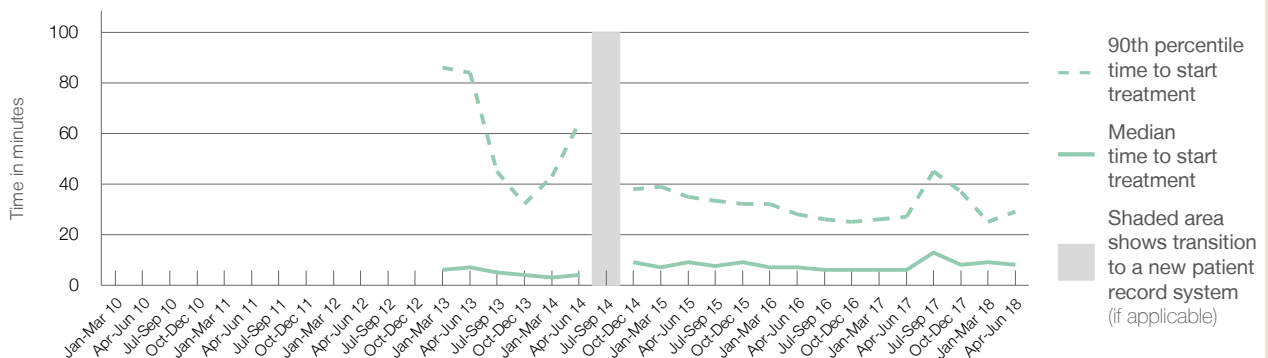
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 29 minutes

Same period last year	NSW (this period)
336	327
6 minutes	21 minutes
27 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)				7	4	9	7	6	8
90th percentile time to start treatment ⁵ (minutes)				84	64	35	28	27	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.
 (§) 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.

Deniliquin Hospital and Health Services: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,149 patients

Presentations used to calculate time to leaving the ED:⁶ 2,147 patients

Median time spent in the ED⁸

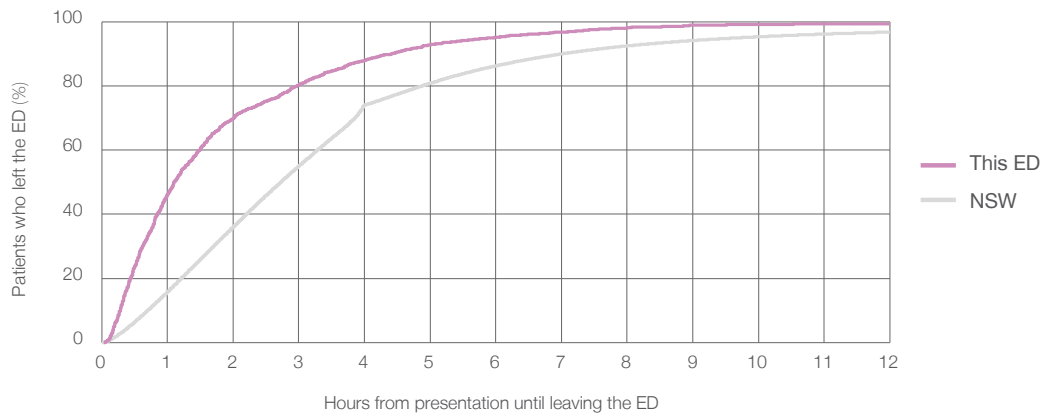
1 hours and 7 minutes

90th percentile time spent in the ED⁹

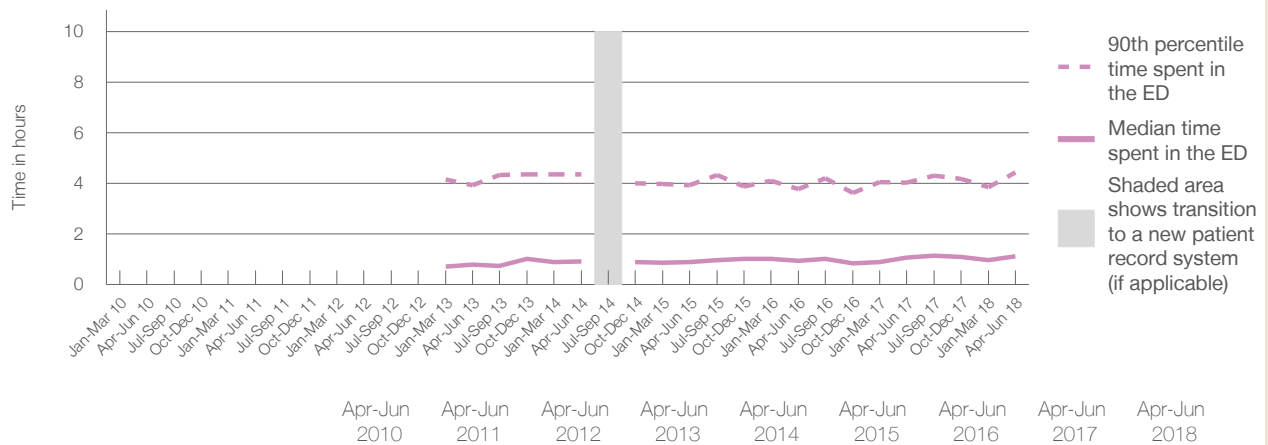
4 hours and 26 minutes

Same period last year	NSW (this period)
2,197	2,197
1 hours and 5 minutes	2 hours and 44 minutes
4 hours and 2 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)				0h 48m	0h 55m	0h 54m	0h 57m	1h 5m	1h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 56m	4h 21m	3h 56m	3h 47m	4h 2m	4h 26m

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Deniliquin Hospital and Health Services: Time patients spent in the ED

By mode of separation

April to June 2018

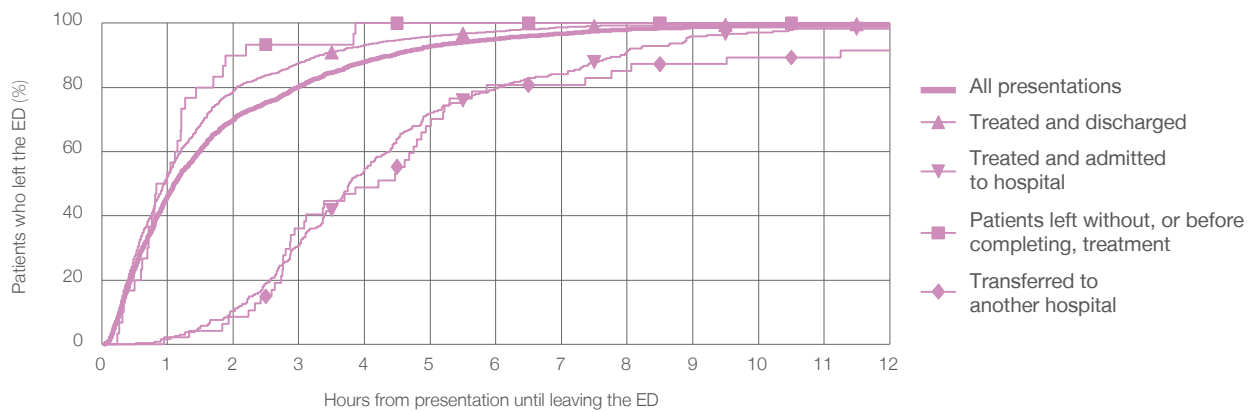
All presentations:¹ 2,149 patients

Presentations used to calculate time to leaving the ED:⁶ 2,147 patients

Mode of separation	Count	Percentage
Treated and discharged	1,761	(81.9%)
Treated and admitted to hospital	241	(11.2%)
Patient left without, or before completing, treatment	30	(1.4%)
Transferred to another hospital	47	(2.2%)
Other	70	(3.3%)

Same period last year	Change since one year ago
2,197	-2%
1,787	-1.5%
283	-14.8%
31	-3.2%
40	17.5%
56	25.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	52.5%	78.9%	87.6%	93.1%	97.4%	99.2%	99.6%	99.7%
Treated and admitted to hospital	1.7%	10.4%	30.7%	54.8%	79.7%	91.3%	97.1%	98.3%
Patient left without, or before completing, treatment	53.3%	90.0%	93.3%	100%	100%	100%	100%	100%
Transferred to another hospital	2.1%	8.5%	36.2%	48.9%	80.9%	85.1%	89.4%	91.5%
All presentations	46.2%	70.1%	80.3%	88.0%	95.2%	98.0%	99.1%	99.4%

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Deniliquin Hospital and Health Services: 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 2,149 patients

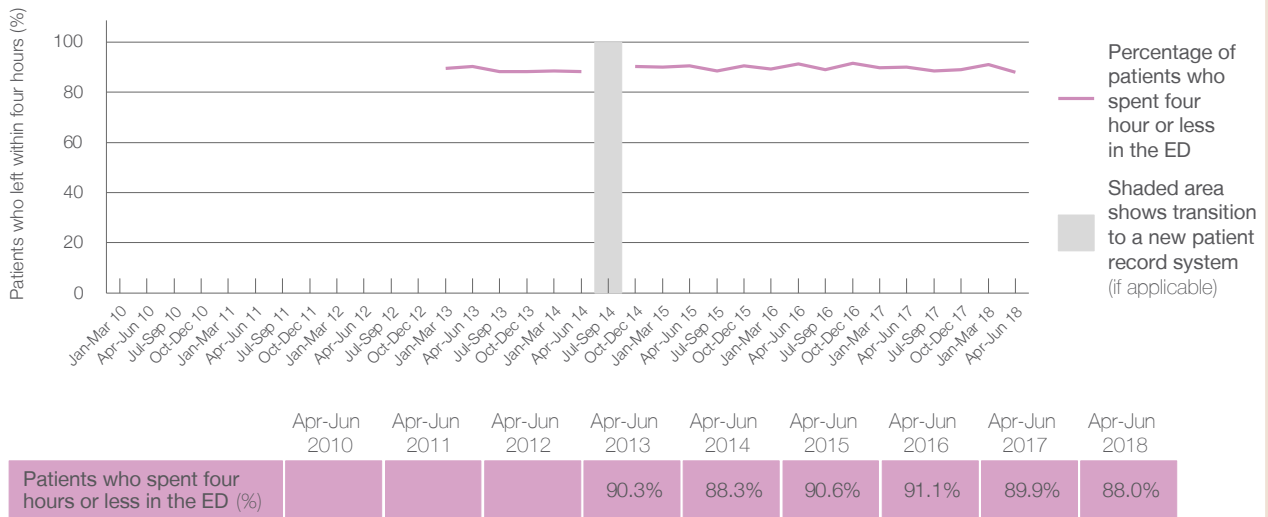
Presentations used to calculate time to leaving the ED: ⁶ 2,147 patients

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 2,149 patients	2,197	-2%
Presentations used to calculate time to leaving the ED: ⁶ 2,147 patients	2,197	-2%
Percentage of patients who spent four hours or less in the ED	89.9%	

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).

Griffith Base Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 5,150 patients
Emergency presentations:² 4,908 patients

Same period last year	Change since one year ago
4,891	5%
4,723	4%

Griffith Base Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 556 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): 1,898 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,779 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 636 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
548	
7 minutes	8 minutes
19 minutes	24 minutes
1,973	
15 minutes	19 minutes
49 minutes	63 minutes
1,737	
17 minutes	24 minutes
79 minutes	95 minutes
429	
17 minutes	21 minutes
67 minutes	96 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 5,150 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
4,891	5%
81%	

* 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.

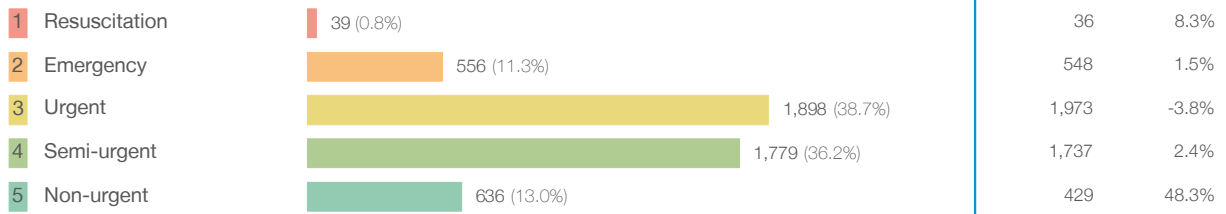
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Griffith Base Hospital: Patients presenting to the emergency department

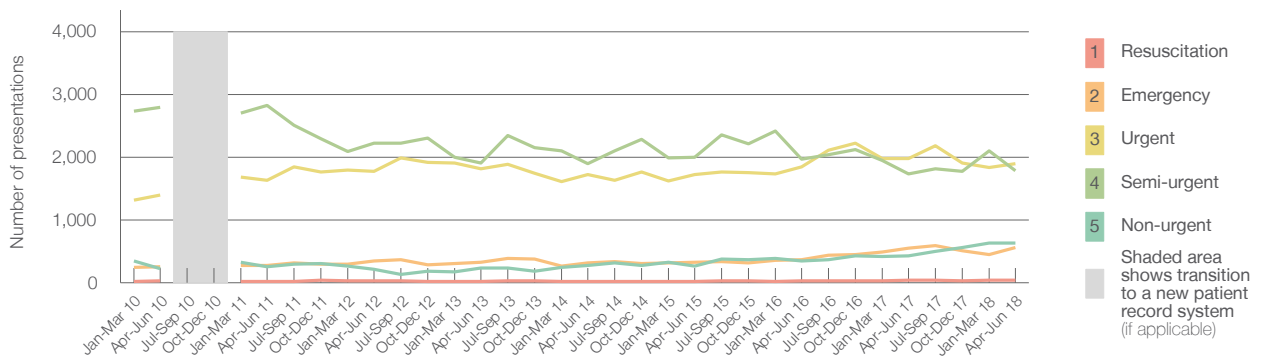
April to June 2018

All presentations:¹ 5,150 patients

Emergency presentations² by triage category: 4,908 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	25	21	29	23	21	19	27	36	39
Emergency	249	269	345	322	311	323	361	548	556
Urgent	1,401	1,633	1,771	1,817	1,718	1,723	1,842	1,973	1,898
Semi-urgent	2,792	2,821	2,222	1,902	1,894	2,002	1,967	1,737	1,779
Non-urgent	223	253	214	231	273	262	345	429	636
All emergency presentations	4,690	4,997	4,581	4,295	4,217	4,329	4,542	4,723	4,908

Griffith Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 710 patients

ED Transfer of care time



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Griffith Base Hospital: 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: 556

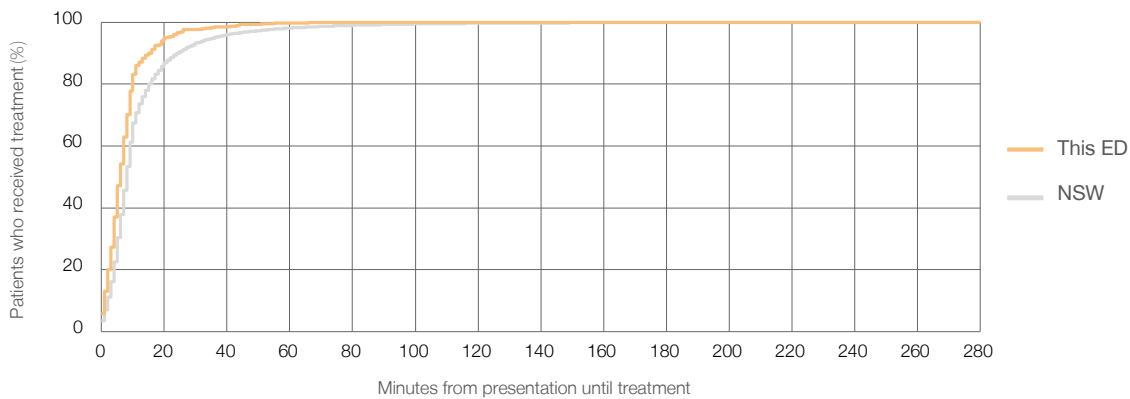
Number of triage 2 patients used to calculate waiting time:³ 552

Median time to start treatment⁴ 6 minutes

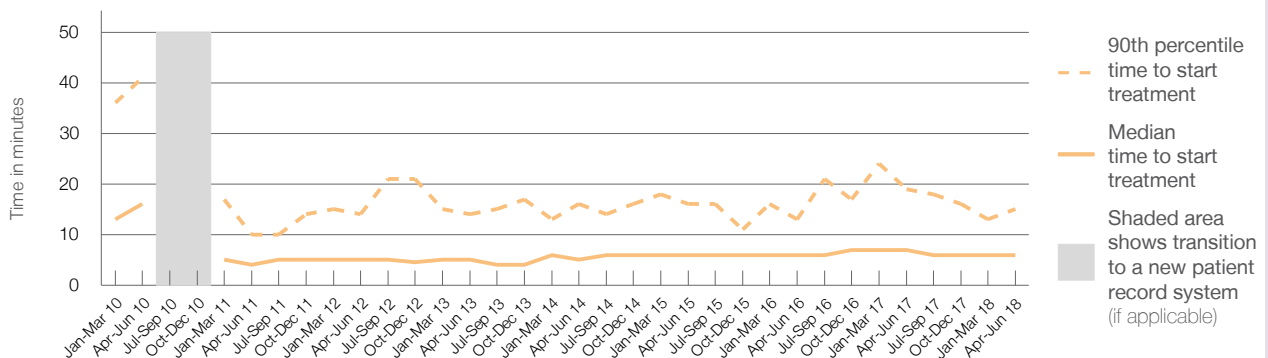
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
548	548
7 minutes	8 minutes
19 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)	16	4	5	5	5	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)	41	10	14	14	16	16	13	19	15

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

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Griffith Base Hospital: 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: 1,898

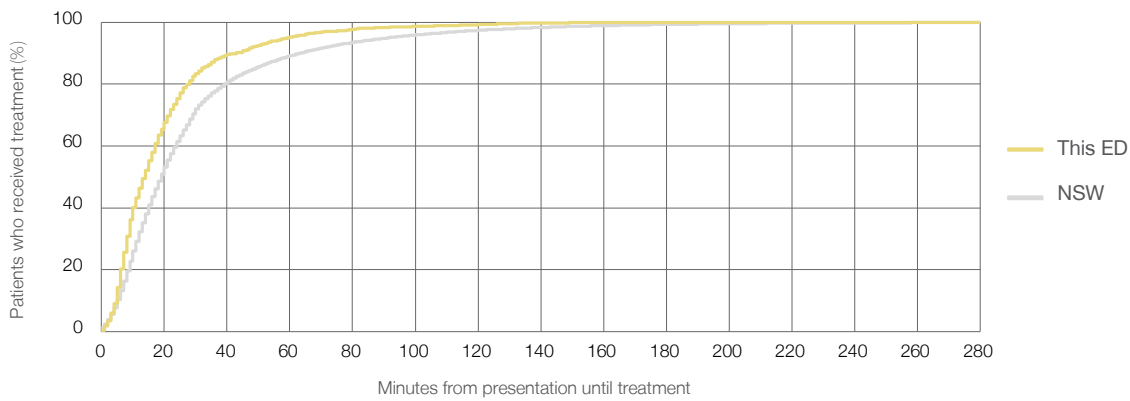
Number of triage 3 patients used to calculate waiting time:³ 1,863

Median time to start treatment⁴ 14 minutes

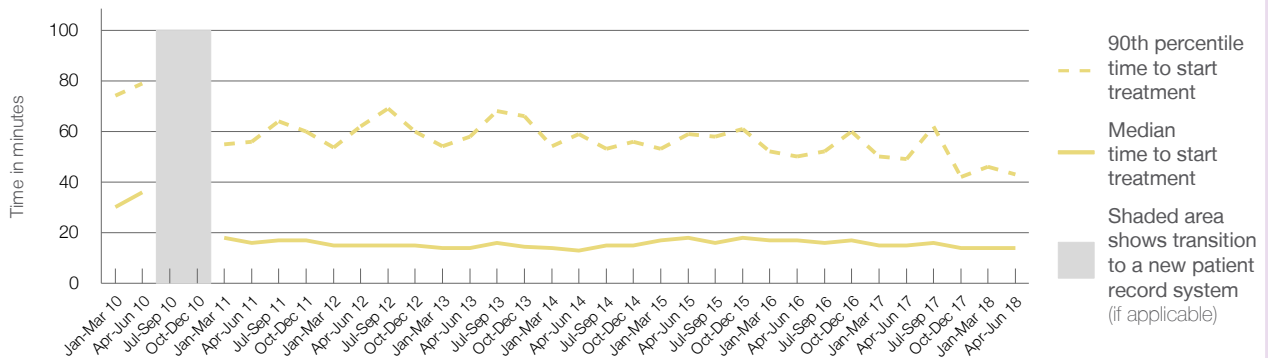
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
1,973	
1,941	
15 minutes	19 minutes
49 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)	36	16	15	14	13	18	17	15	14
90th percentile time to start treatment ⁵ (minutes)	79	56	62	58	59	59	50	49	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.

Griffith Base Hospital: 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: 1,779

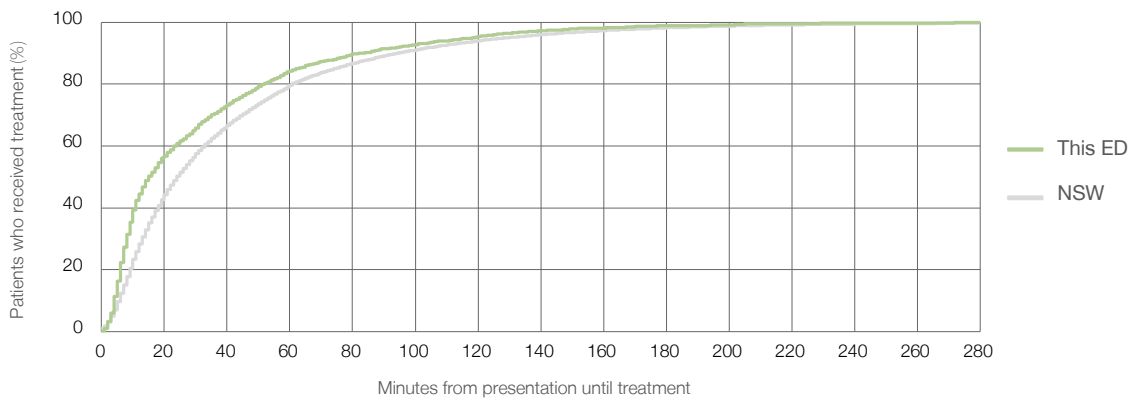
Number of triage 4 patients used to calculate waiting time:³ 1,699

Median time to start treatment⁴ 15 minutes

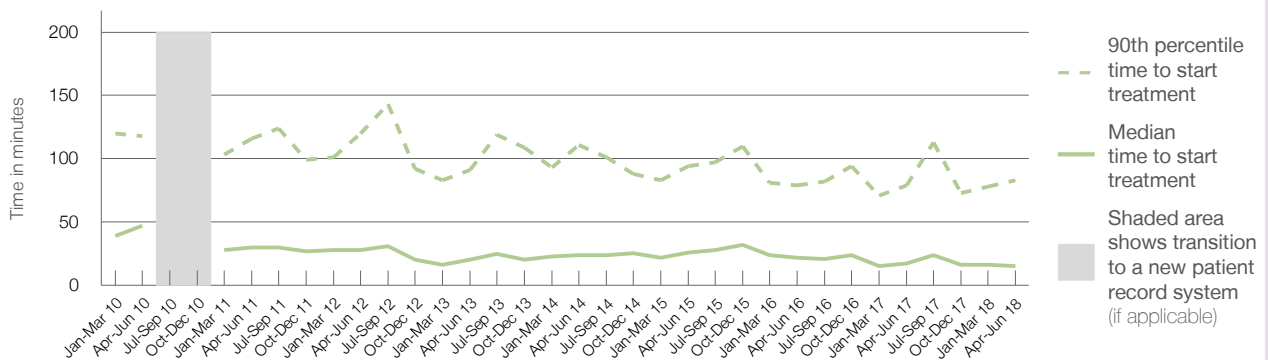
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,737	1,676
17 minutes	24 minutes
79 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)	47	30	28	20	24	26	22	17	15
90th percentile time to start treatment ⁵ (minutes)	118	116	120	91	111	94	79	79	83

(†) 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.

Griffith Base Hospital: 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: 636

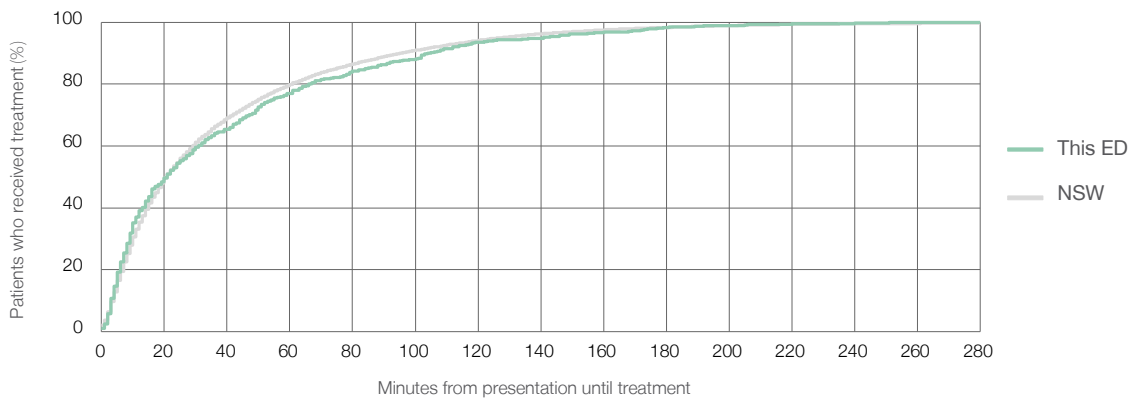
Number of triage 5 patients used to calculate waiting time:³ 579

Median time to start treatment⁴ 21 minutes

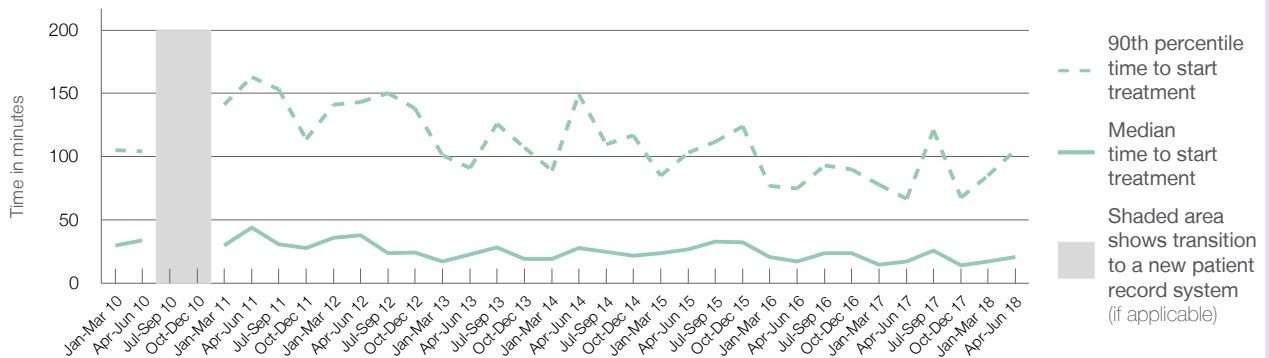
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
429	
399	
17 minutes	21 minutes
67 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)	34	44	38	23	28	27	17	17	21
90th percentile time to start treatment ⁵ (minutes)	104	163	143	91	149	103	75	67	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.

Griffith Base Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 5,150 patients

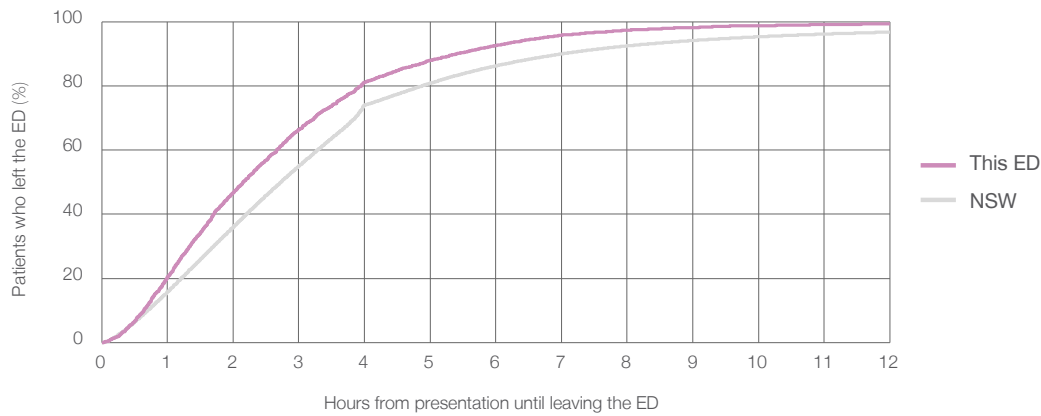
Presentations used to calculate time to leaving the ED:⁶ 5,150 patients

Median time spent in the ED⁸ 2 hours and 10 minutes

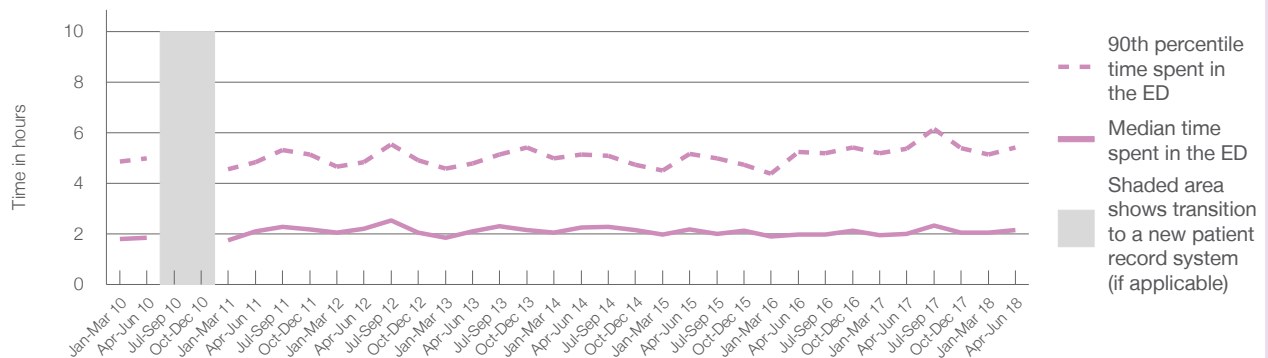
90th percentile time spent in the ED⁹ 5 hours and 25 minutes

Same period last year	NSW (this period)
4,891	4,891
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 23 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)	1h 52m	2h 6m	2h 13m	2h 6m	2h 15m	2h 11m	1h 59m	2h 1m	2h 10m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 59m	4h 51m	4h 51m	4h 47m	5h 8m	5h 10m	5h 14m	5h 23m	5h 25m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

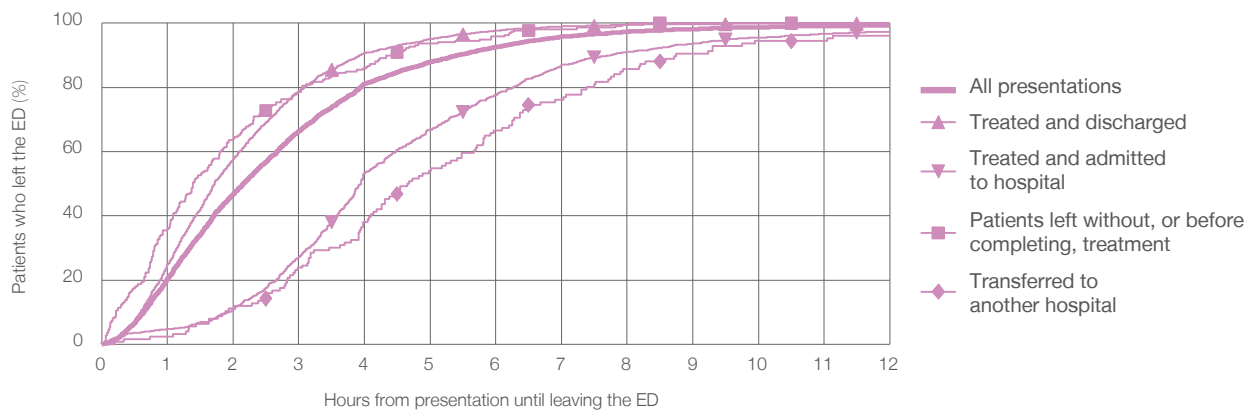
All presentations:¹ 5,150 patients

Presentations used to calculate time to leaving the ED:⁶ 5,150 patients

Treated and discharged	3,684 (71.5%)
Treated and admitted to hospital	1,106 (21.5%)
Patient left without, or before completing, treatment	220 (4.3%)
Transferred to another hospital	126 (2.4%)
Other	14 (0.3%)

Same period last year	Change since one year ago
4,891	5%
3,602	2.3%
1,078	2.6%
137	60.6%
64	96.9%
10	40.0%

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

Treated and discharged	24.8%	57.7%	78.8%	90.7%	97.7%	99.5%	99.8%	99.9%
Treated and admitted to hospital	4.7%	10.9%	27.1%	53.4%	77.6%	91.0%	95.5%	97.4%
Patient left without, or before completing, treatment	35.9%	64.1%	78.6%	85.9%	95.9%	99.5%	100%	100%
Transferred to another hospital	2.4%	11.1%	23.8%	38.1%	66.7%	85.7%	94.4%	96.0%
All presentations	20.5%	46.9%	66.4%	81.2%	92.6%	97.4%	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.

Griffith Base Hospital: 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 5,150 patients

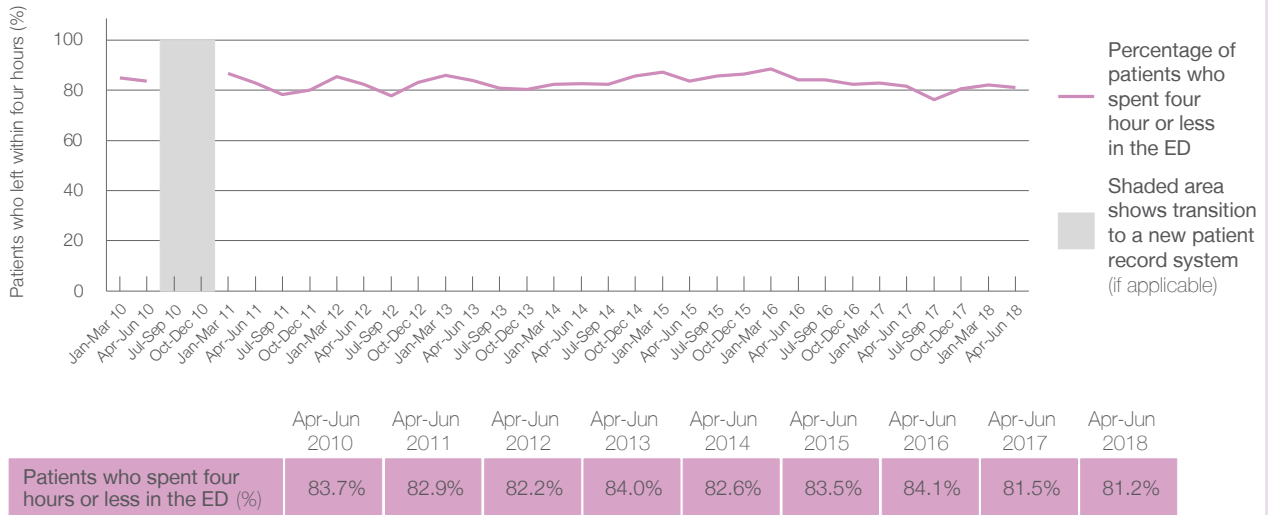
Presentations used to calculate time to leaving the ED: ⁶ 5,150 patients

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	4,891	5%
Presentations used to calculate time to leaving the ED	4,891	5%
Percentage of patients who spent four hours or less in the ED	81.5%	

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*.

- 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).









Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

April to June 2018

	Same period last year	Change since one year ago
All presentations: ¹ 10,666 patients	10,016	6%
Emergency presentations: ² 10,349 patients	9,365	11%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

April to June 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 941 patients	709	
Median time to start treatment ⁴  7 minutes	6 minutes	8 minutes
90th percentile time to start treatment ⁵  17 minutes	13 minutes	24 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,230 patients	3,899	
Median time to start treatment ⁴  18 minutes	15 minutes	19 minutes
90th percentile time to start treatment ⁵  56 minutes	41 minutes	63 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,031 patients	3,698	
Median time to start treatment ⁴  22 minutes	18 minutes	24 minutes
90th percentile time to start treatment ⁵  85 minutes	72 minutes	95 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,119 patients	1,025	
Median time to start treatment ⁴  16 minutes	18 minutes	21 minutes
90th percentile time to start treatment ⁵  92 minutes	88 minutes	96 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

April to June 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 10,666 patients	10,016	6%
Percentage of patients who spent four hours or less in the ED  68%	71%	

* 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.

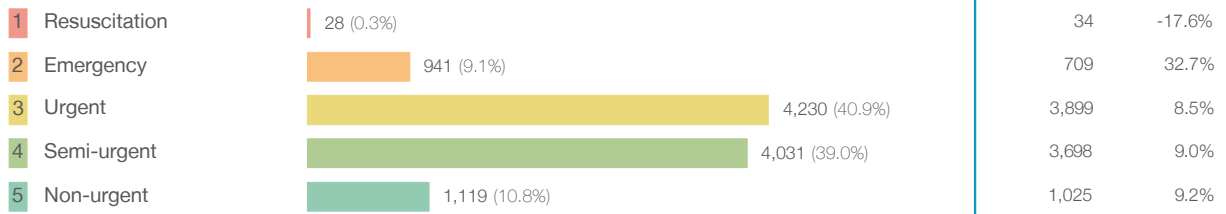
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

April to June 2018

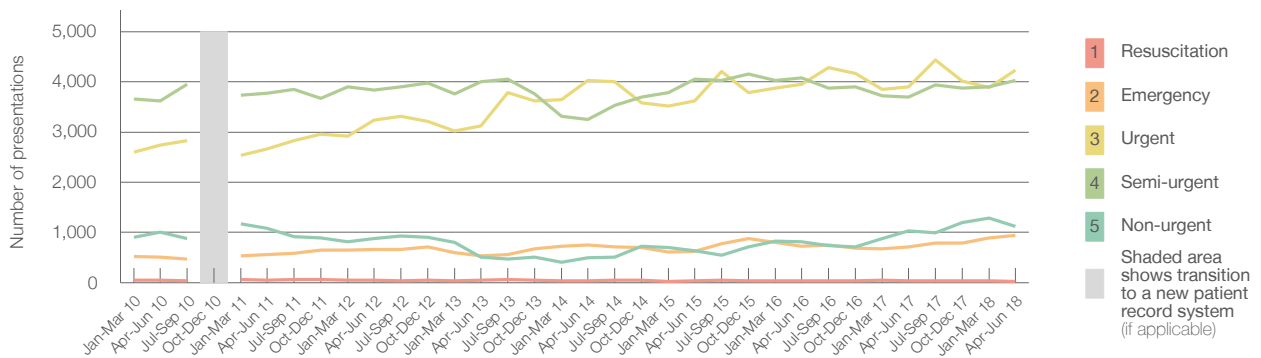
All presentations:¹ 10,666 patients

Emergency presentations² by triage category: 10,349 patients



Same period last year	Change since one year ago
10,016	6%
9,365	11%
34	-17.6%
709	32.7%
3,899	8.5%
3,698	9.0%
1,025	9.2%

Emergency presentations² by quarter, January 2010 to June 2018 †



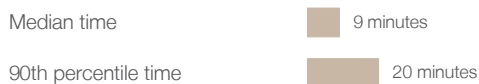
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	45	49	44	51	42	35	34	34	28
Emergency	505	556	657	529	746	623	728	709	941
Urgent	2,743	2,664	3,239	3,125	4,023	3,614	3,954	3,899	4,230
Semi-urgent	3,615	3,767	3,839	3,997	3,247	4,052	4,078	3,698	4,031
Non-urgent	1,011	1,083	882	505	494	642	809	1,025	1,119
All emergency presentations	7,919	8,119	8,661	8,207	8,552	8,966	9,603	9,365	10,349

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,249 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,025	
9 minutes	0 minutes
22 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.

Wagga Wagga Rural Referral Hospital: 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: 941

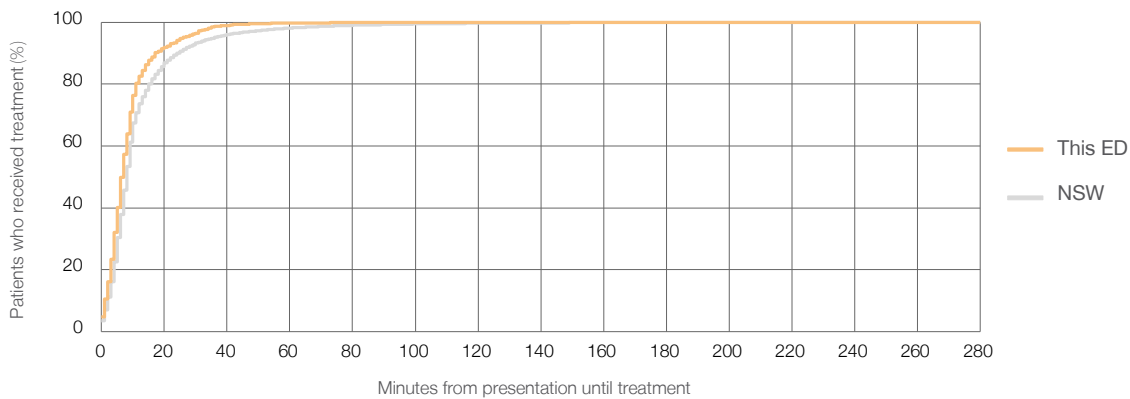
Number of triage 2 patients used to calculate waiting time:³ 939

Median time to start treatment⁴ 7 minutes

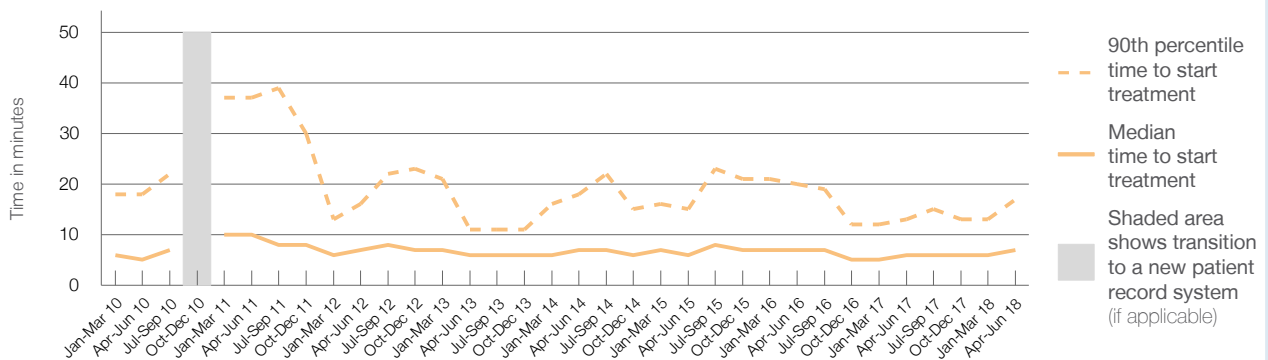
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
709	707
6 minutes	8 minutes
13 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)	5	10	7	6	7	6	7	6	7
90th percentile time to start treatment ⁵ (minutes)	18	37	16	11	18	15	20	13	17

(†) 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.

Wagga Wagga Rural Referral Hospital: 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: 4,230

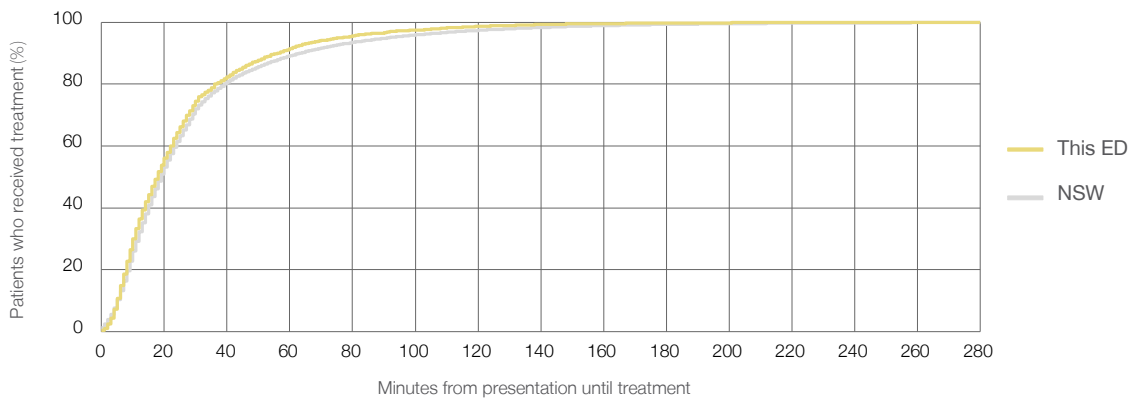
Number of triage 3 patients used to calculate waiting time:³ 4,167

Median time to start treatment⁴ 18 minutes

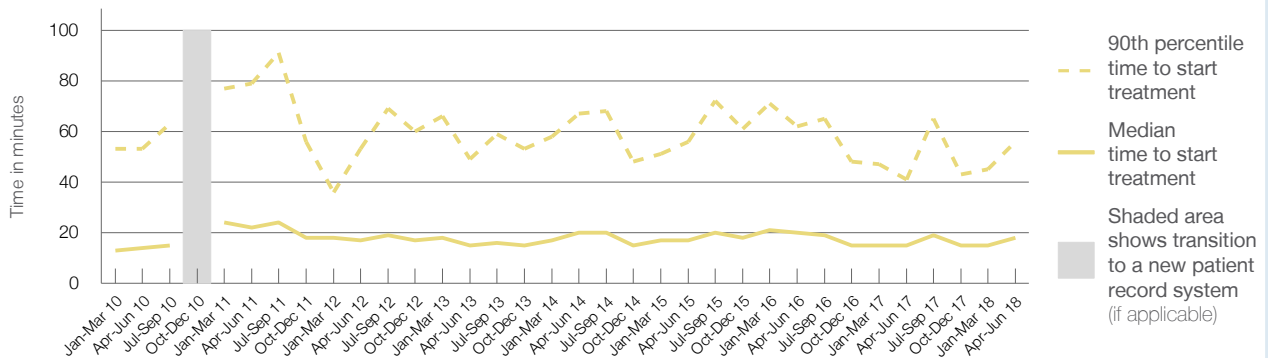
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,899	3,861
15 minutes	19 minutes
41 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)	14	22	17	15	20	17	20	15	18
90th percentile time to start treatment ⁵ (minutes)	53	79	53	49	67	56	62	41	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.

Wagga Wagga Rural Referral Hospital: 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: 4,031

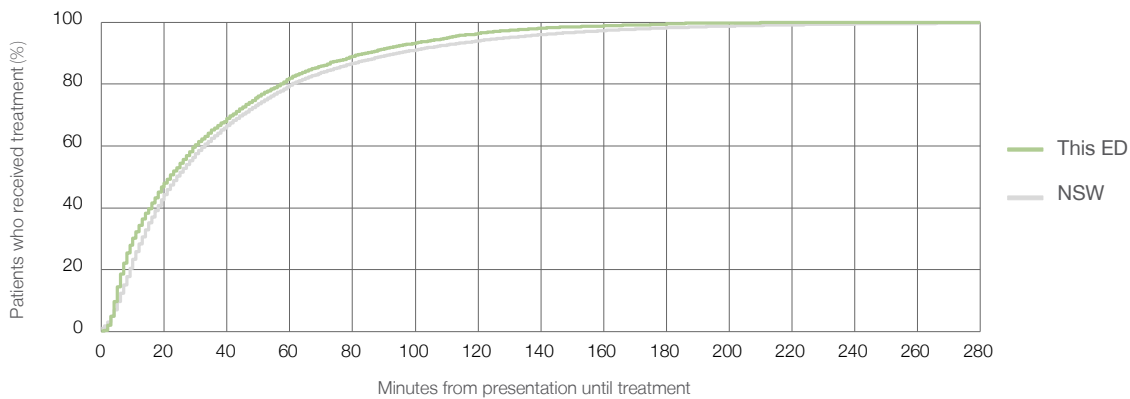
Number of triage 4 patients used to calculate waiting time:³ 3,863

Median time to start treatment⁴ 22 minutes

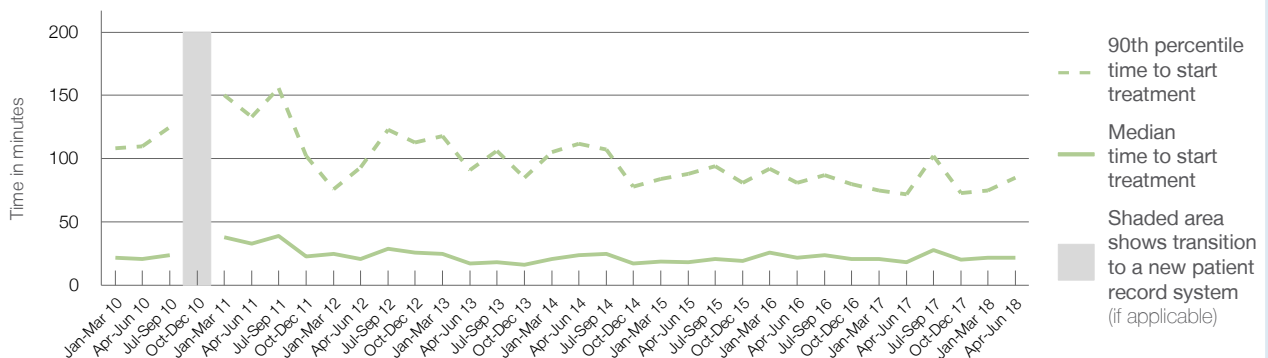
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
3,698	
3,614	
18 minutes	24 minutes
72 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)	21	33	21	17	24	18	22	18	22
90th percentile time to start treatment ⁵ (minutes)	110	133	93	91	112	88	81	72	85

(†) 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.

Wagga Wagga Rural Referral Hospital: 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: 1,119

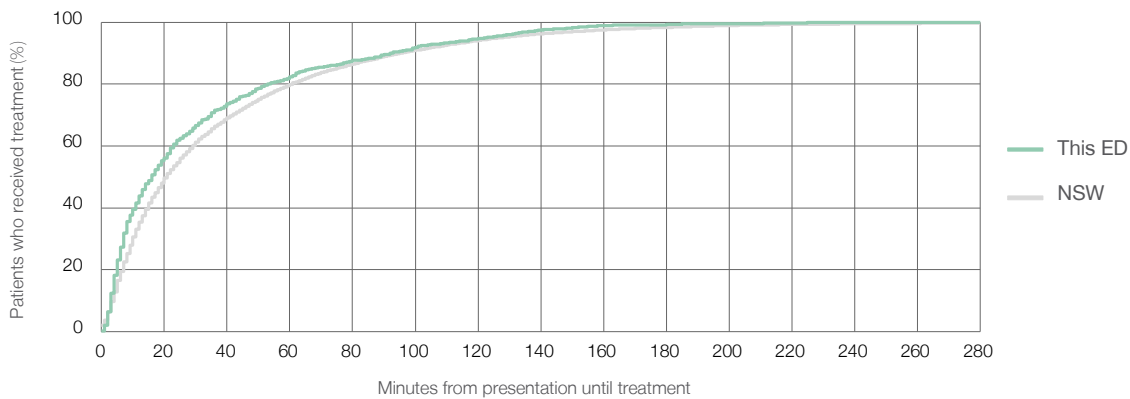
Number of triage 5 patients used to calculate waiting time:³ 1,026

Median time to start treatment⁴ 16 minutes

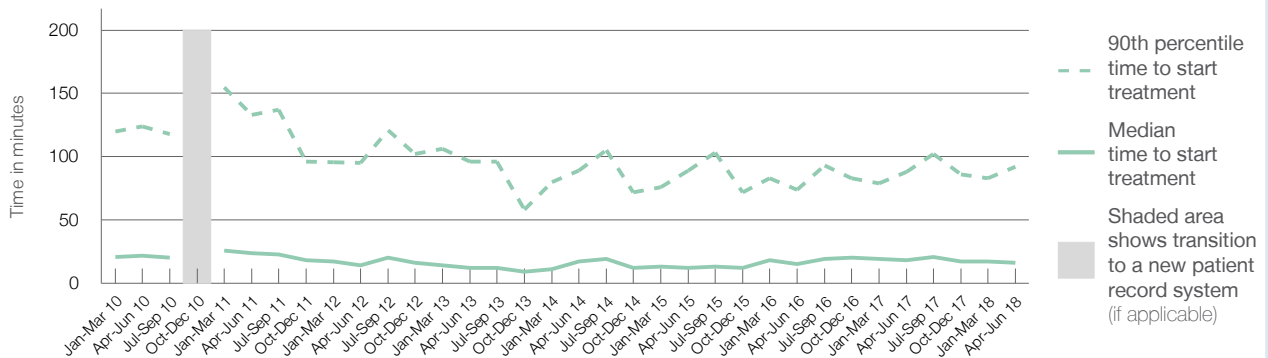
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,025	987
18 minutes	21 minutes
88 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)	22	24	14	12	17	12	15	18	16
90th percentile time to start treatment ⁵ (minutes)	124	133	95	96	89	89	74	88	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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 10,666 patients

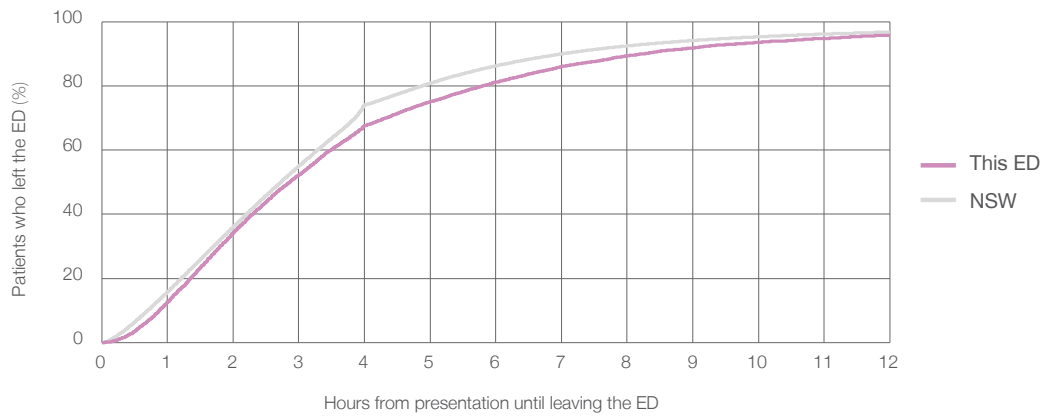
Presentations used to calculate time to leaving the ED:⁶ 10,666 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

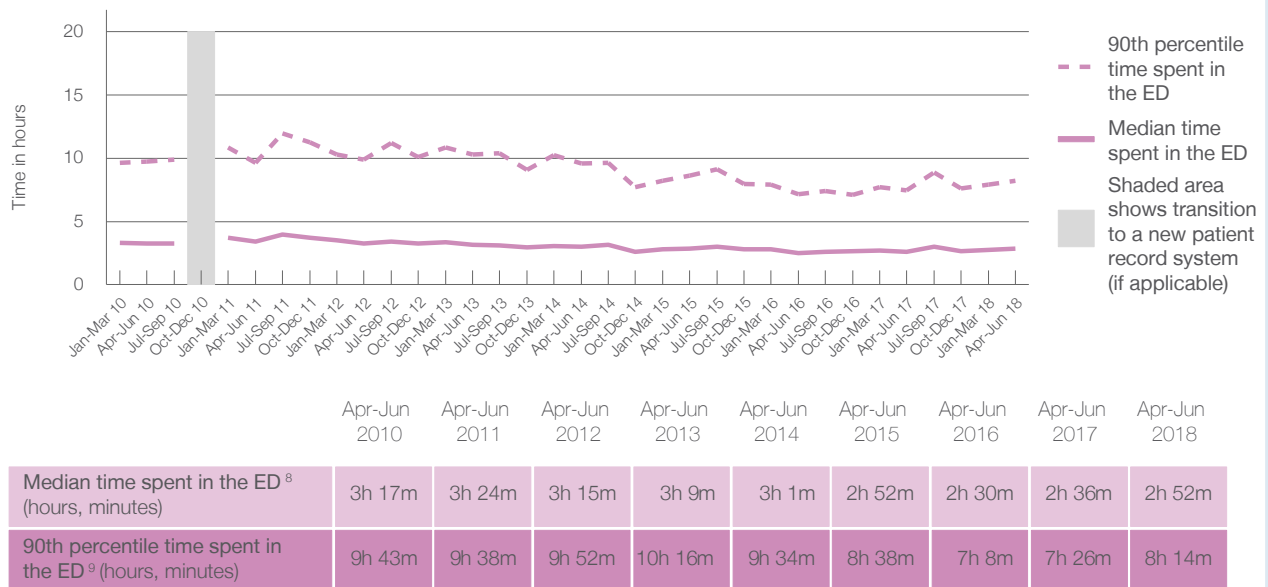
90th percentile time spent in the ED⁹ 8 hours and 14 minutes

Same period last year	NSW (this period)
10,016	10,016
2 hours and 36 minutes	2 hours and 44 minutes
7 hours and 26 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^{†‡}



(†) 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.

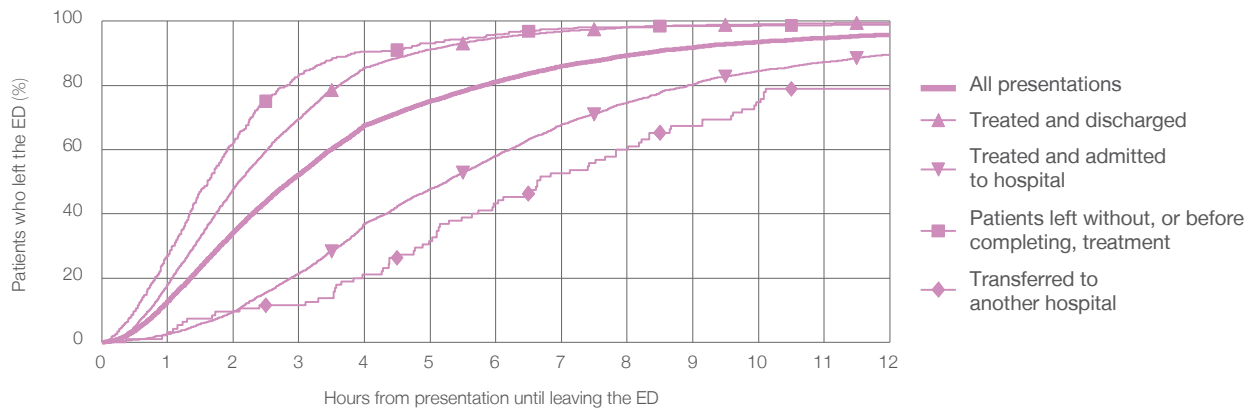
Wagga Wagga Rural Referral Hospital: Time patients spent in the ED By mode of separation April to June 2018

All presentations:¹ 10,666 patients

Presentations used to calculate time to leaving the ED:⁶ 10,666 patients

		Same period last year	Change since one year ago
Treated and discharged	6,318 (59.2%)	6,103	3.5%
Treated and admitted to hospital	3,840 (36.0%)	3,629	5.8%
Patient left without, or before completing, treatment	389 (3.6%)	217	79.3%
Transferred to another hospital	95 (0.9%)	56	69.6%
Other	24 (0.2%)	11	118.2%

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

Treated and discharged	18.0%	47.8%	69.6%	85.5%	94.8%	98.1%	99.0%	99.6%
Treated and admitted to hospital	2.5%	9.5%	21.4%	36.9%	58.1%	74.6%	84.5%	89.5%
Patient left without, or before completing, treatment	27.0%	62.2%	83.3%	90.5%	95.9%	98.2%	98.5%	99.0%
Transferred to another hospital	3.2%	9.5%	11.6%	21.1%	43.2%	60.0%	74.7%	78.9%
All presentations	12.7%	34.2%	52.2%	67.6%	81.1%	89.3%	93.5%	95.7%

(†) 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.

Wagga Wagga Rural Referral Hospital: 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 10,666 patients

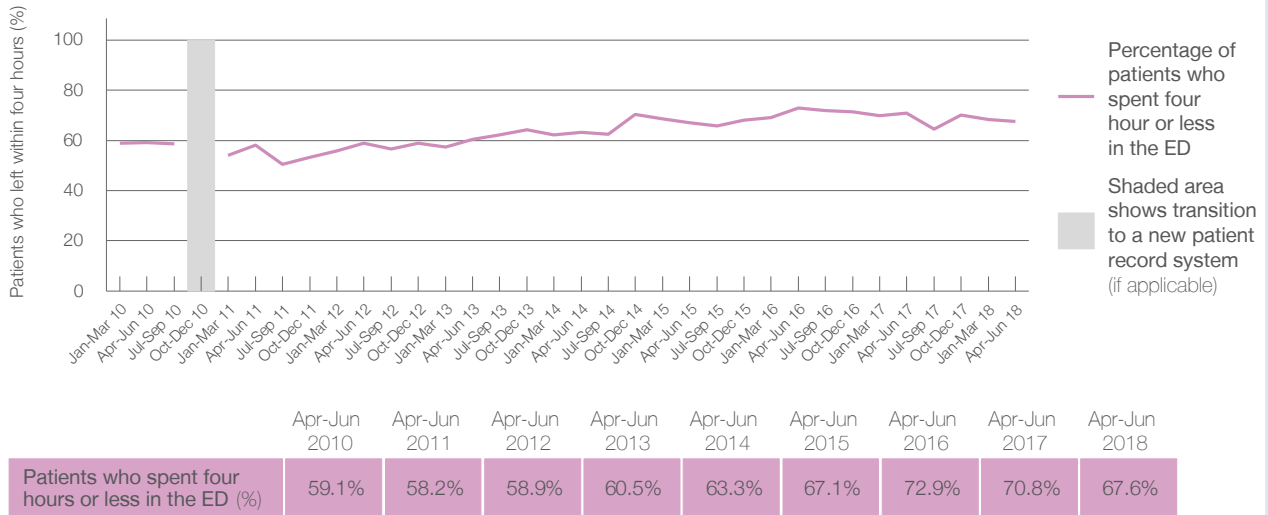
Presentations used to calculate time to leaving the ED: ⁶ 10,666 patients

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



Same period last year	Change since one year ago
10,016	6%
10,016	6%
70.8%	

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*.

- 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).

Young Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,978 patients
Emergency presentations:² 1,780 patients

Same period last year	Change since one year ago
2,370	-17%
2,158	-18%

Young Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 182 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 731 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 671 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 189 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
115	
7 minutes	8 minutes
32 minutes	24 minutes
821	
10 minutes	19 minutes
30 minutes	63 minutes
967	
10 minutes	24 minutes
42 minutes	95 minutes
250	
8 minutes	21 minutes
32 minutes	96 minutes

Young Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,978 patients

Percentage of patients who spent four hours or less in the ED 94%

Same period last year	Change since one year ago
2,370	-17%
96%	

* 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.

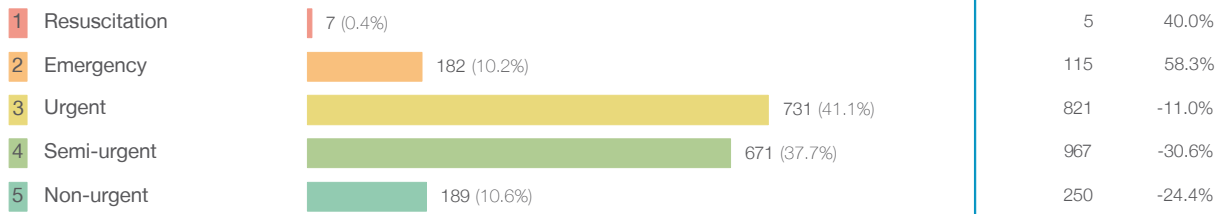
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Young Health Service: Patients presenting to the emergency department

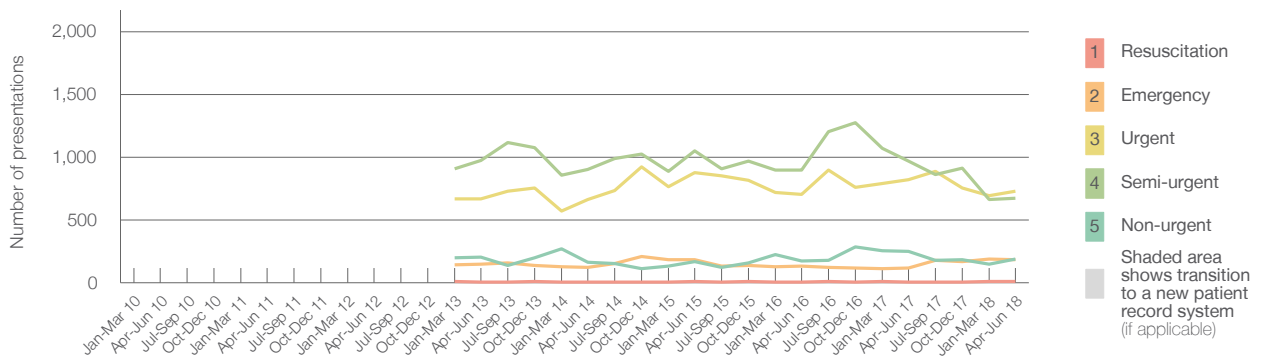
April to June 2018

All presentations:¹ 1,978 patients

Emergency presentations² by triage category: 1,780 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				6	5	7	5	5	7
Emergency				147	122	181	132	115	182
Urgent				665	664	877	701	821	731
Semi-urgent				971	903	1,052	898	967	671
Non-urgent				205	160	166	173	250	189
All emergency presentations				1,994	1,854	2,283	1,909	2,158	1,780

Young Health Service: Patients arriving by ambulance

April to June 2018

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.

(§) 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.

Young 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: 182

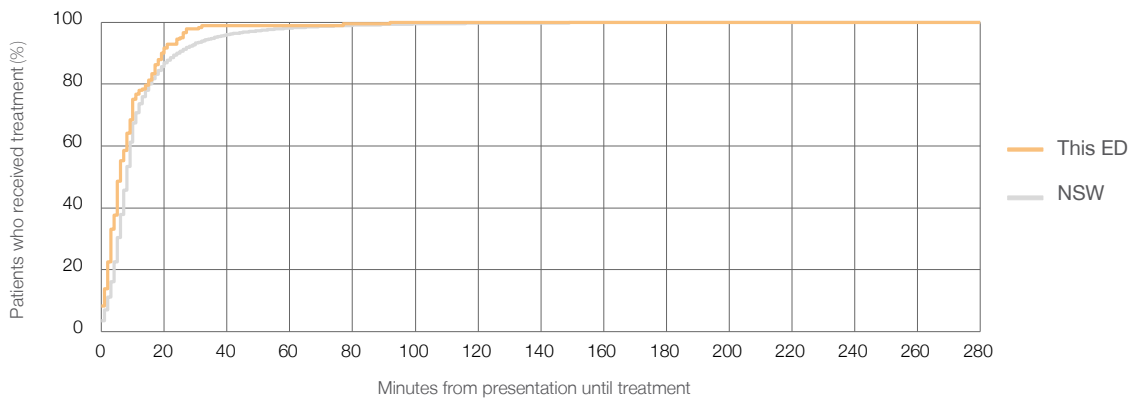
Number of triage 2 patients used to calculate waiting time:³ 181

Median time to start treatment⁴ 6 minutes

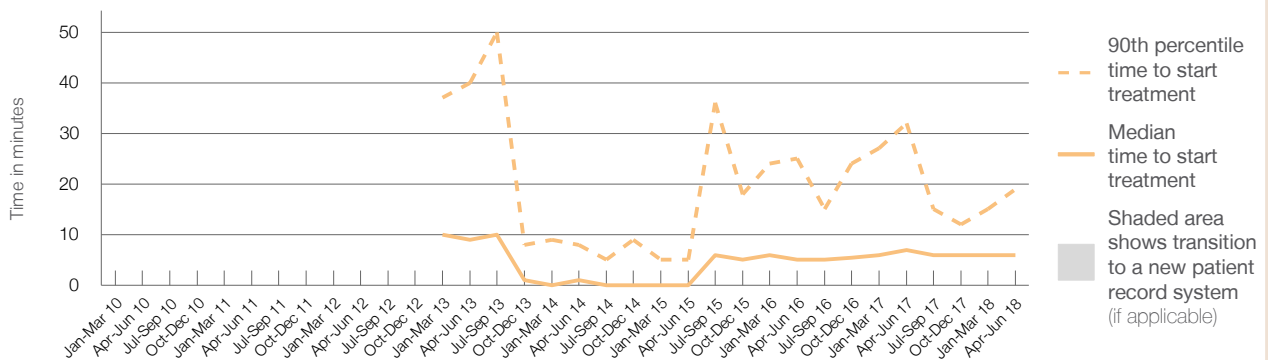
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
115	115
7 minutes	8 minutes
32 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	1	0	5	7	6
90th percentile time to start treatment ⁵ (minutes)				40	8	5	25	32	19

(†) 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.

Young 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: 731

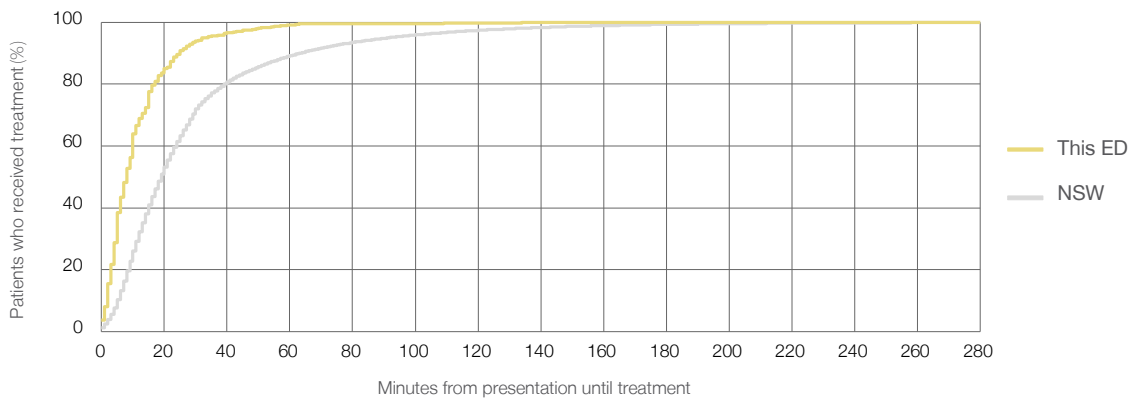
Number of triage 3 patients used to calculate waiting time:³ 725

Median time to start treatment⁴ 8 minutes

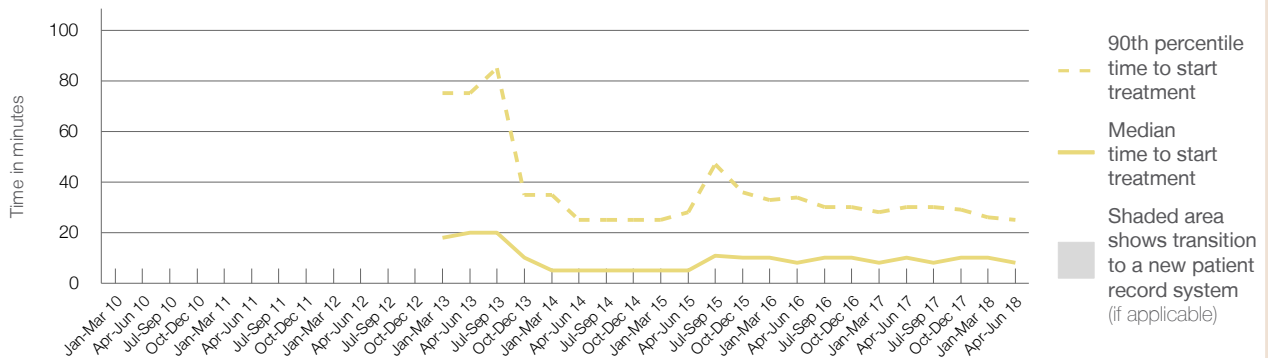
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
821	820
10 minutes	19 minutes
30 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)				20	5	5	8	10	8
90th percentile time to start treatment ⁵ (minutes)				75	25	28	34	30	25

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(§) 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.

Young 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: 671

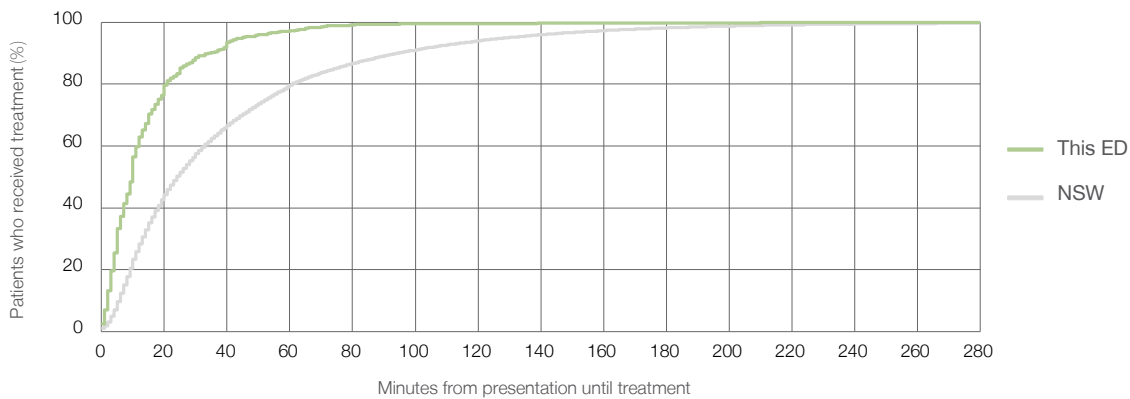
Number of triage 4 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 10 minutes

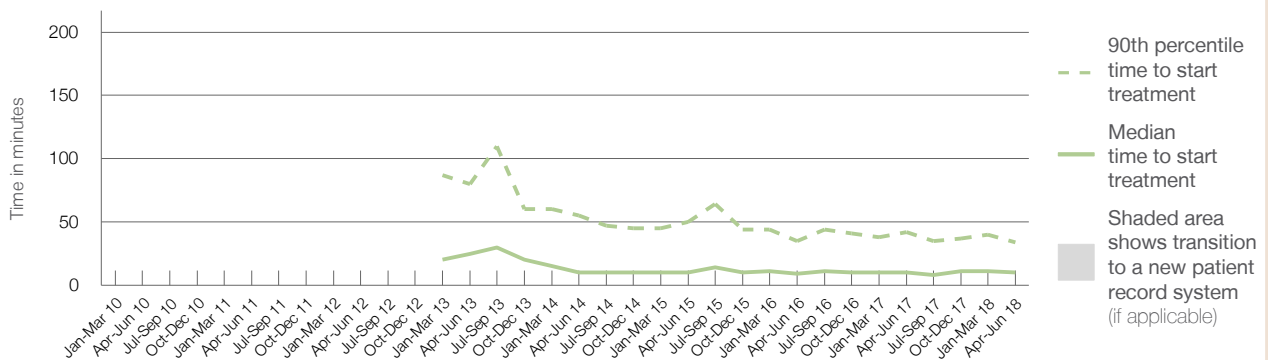
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
967	964
10 minutes	24 minutes
42 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)				25	10	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)				80	55	50	35	42	34

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(‡) 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.

Young 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: 189

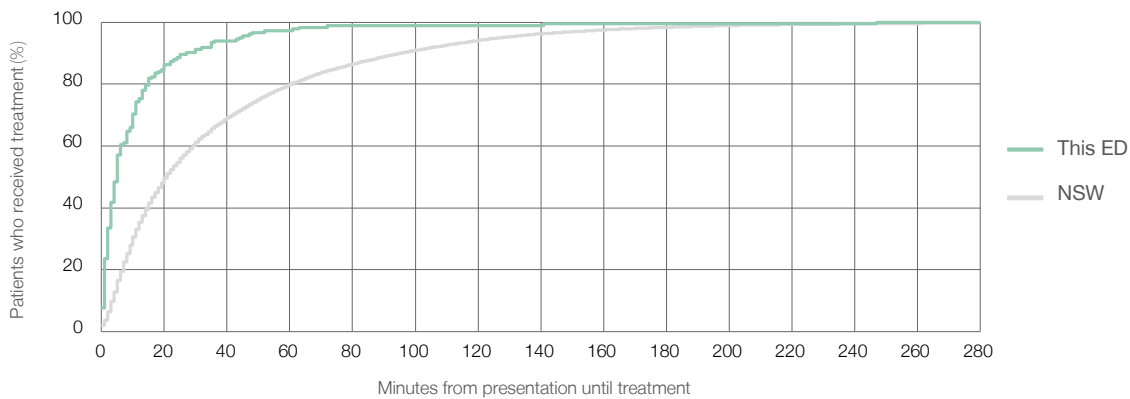
Number of triage 5 patients used to calculate waiting time:³ 182

Median time to start treatment⁴ 5 minutes

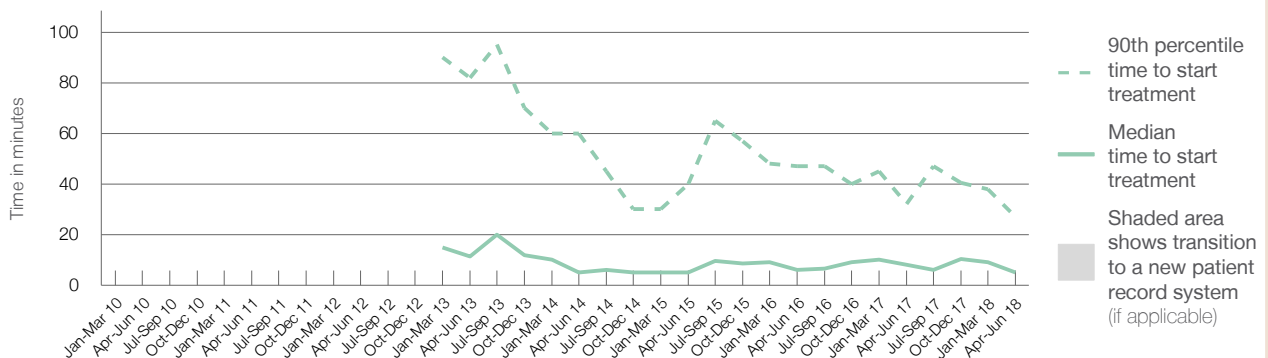
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
250	247
8 minutes	21 minutes
32 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)				12	5	5	6	8	5
90th percentile time to start treatment ⁵ (minutes)				82	60	40	47	32	27

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Young Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,978 patients

Presentations used to calculate time to leaving the ED:⁶ 1,978 patients

Median time spent in the ED⁸

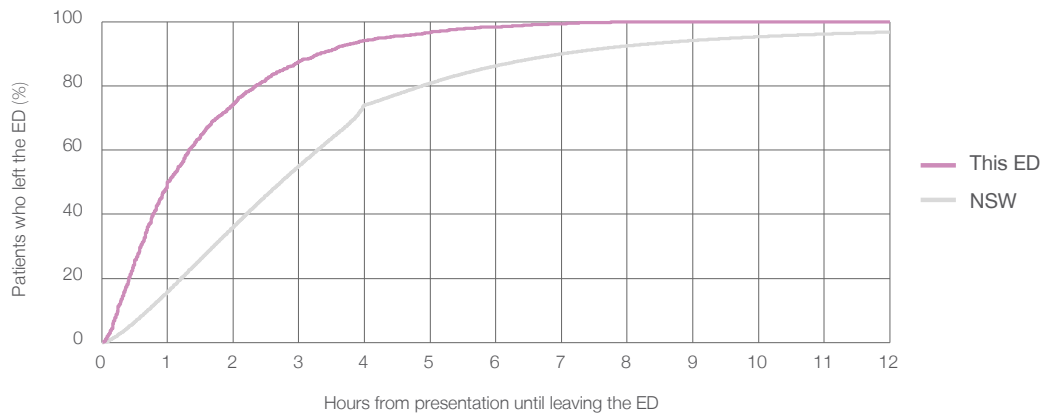
1 hours and 1 minutes

90th percentile time spent in the ED⁹

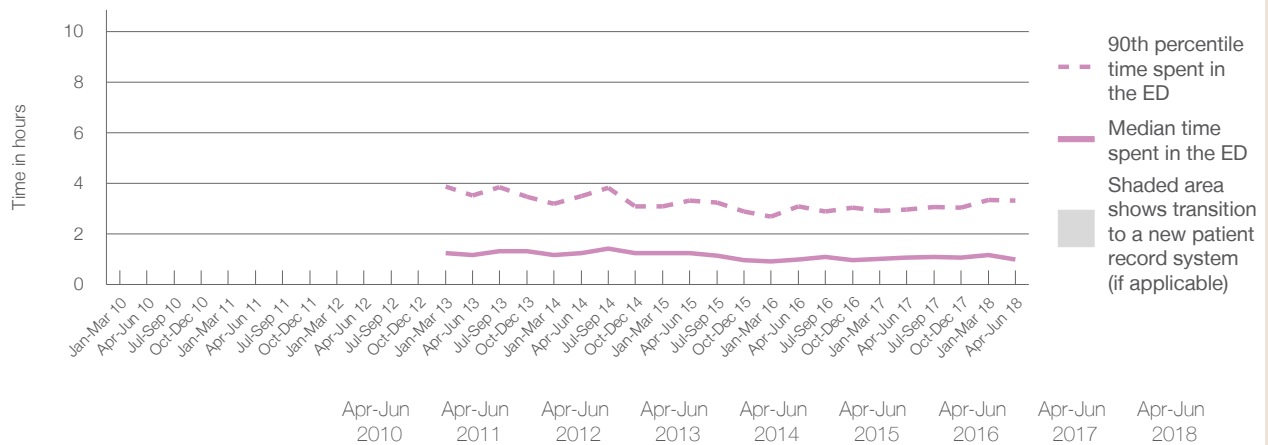
3 hours and 19 minutes

Same period last year	NSW (this period)
2,370	2,370
1 hours and 5 minutes	2 hours and 44 minutes
2 hours and 58 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)				1h 10m	1h 15m	1h 15m	1h 0m	1h 5m	1h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 32m	3h 30m	3h 20m	3h 5m	2h 58m	3h 19m

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

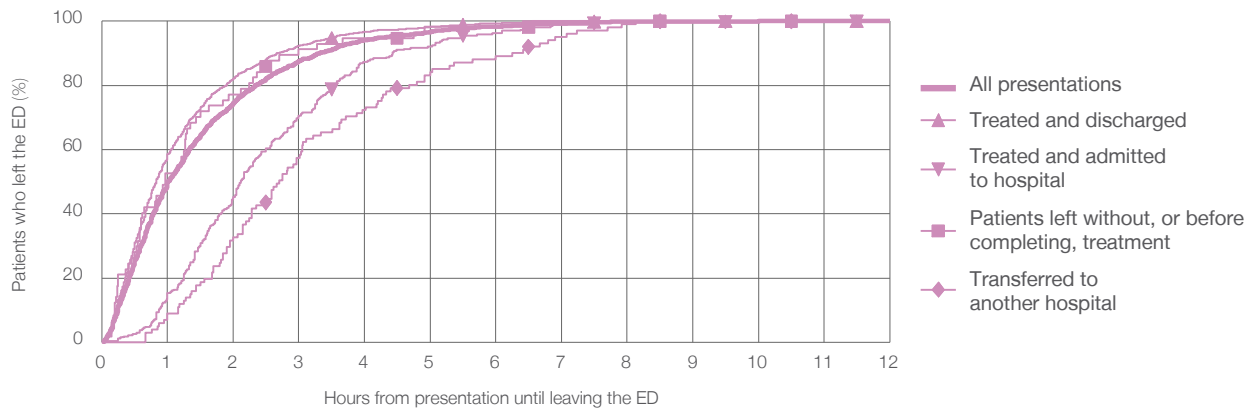
All presentations:¹ 1,978 patients

Presentations used to calculate time to leaving the ED:⁶ 1,978 patients

Treated and discharged	1,548 (78.3%)
Treated and admitted to hospital	268 (13.5%)
Patient left without, or before completing, treatment	57 (2.9%)
Transferred to another hospital	101 (5.1%)
Other	4 (0.2%)

	Same period last year	Change since one year ago
	2,370	-17%
Treated and discharged	1,934	-20.0%
Treated and admitted to hospital	292	-8.2%
Patient left without, or before completing, treatment	59	-3.4%
Transferred to another hospital	82	23.2%
Other	3	33.3%

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	58.5%	82.1%	92.4%	96.6%	99.3%	100%	100%	100%
Treated and admitted to hospital	15.3%	45.1%	70.5%	87.3%	96.3%	99.6%	100%	100%
Patient left without, or before completing, treatment	52.6%	77.2%	91.2%	94.7%	98.2%	100%	100%	100%
Transferred to another hospital	8.9%	32.7%	57.4%	72.3%	89.1%	99.0%	100%	100%
All presentations	50.0%	74.5%	87.6%	94.1%	98.3%	99.9%	100%	100%

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Young 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 1,978 patients

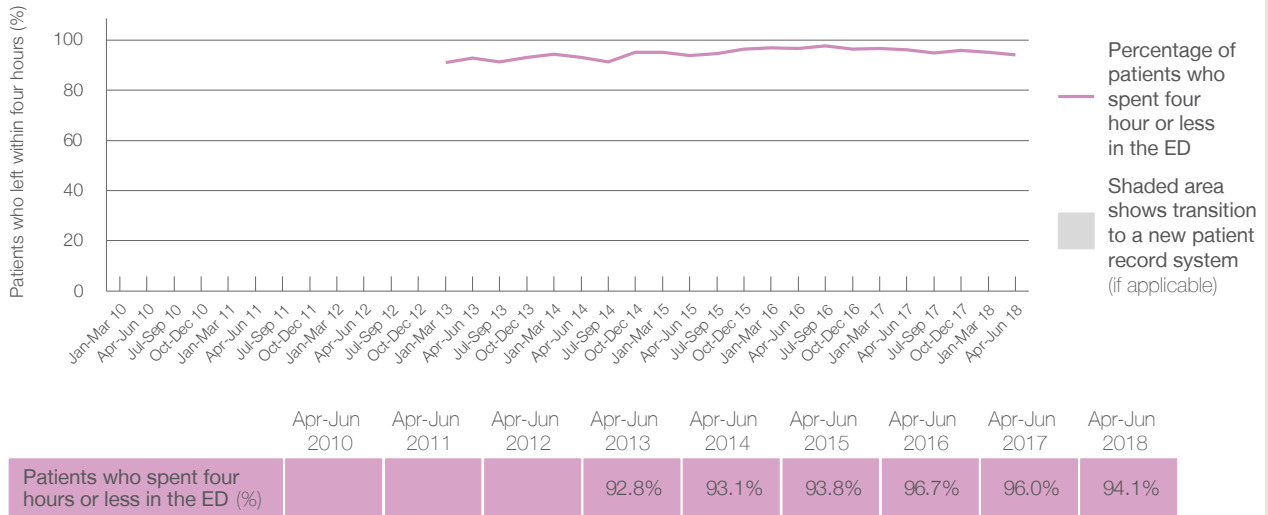
Presentations used to calculate time to leaving the ED: ⁶ 1,978 patients

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 1,978 patients	2,370	-17%
Presentations used to calculate time to leaving the ED: ⁶ 1,978 patients	2,370	-17%
Percentage of patients who spent four hours or less in the ED	96.0%	

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*.

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- 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).