Healthcare Quarterly

Emergency department

Murrumbidgee Local Health District Performance Profiles

October to December 2018

bureau of health information

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

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	2,648 patients	2,360	12%
Emergency presentations:[2]	2,081 patients	1,968	6%

Deniliquin Hospital and Health Services: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 82 patients	103	
Median time to start treatment[4]	6 minutes	4 minutes	8 minutes
90th percentile time to start treatment[5]	*	16 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 541 patients	693	
Median time to start treatment[4]	11 minutes	9 minutes	20 minutes
90th percentile time to start treatment[5]	33 minutes	26 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 934 patients	816	
Median time to start treatment[4]	10 minutes	8 minutes	26 minutes
90th percentile time to start treatment[5]	36 minutes	31 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 524 patients	356	
Median time to start treatment[4]	9 minutes	8 minutes	23 minutes
90th percentile time to start treatment[5]	36 minutes	37 minutes	104 minutes

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

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	2,648 patients	2,359	12%
Percentage of patients who spent four hours or less in the ED	89%	89%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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.

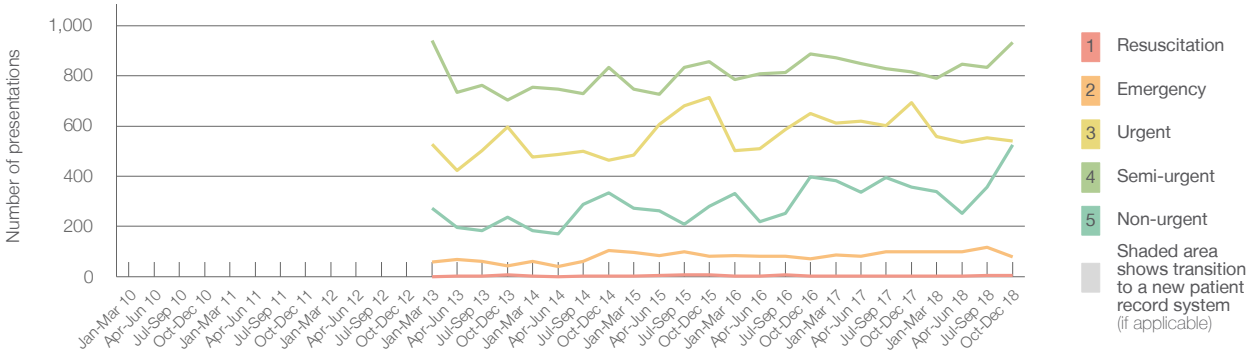
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

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

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	2,648 patients	2,360	12%
Emergency presentations[2] by triage category:	2,081 patients	1,968	6%
1 Resuscitation	< 5	< 5	*
2 Emergency	82 (3.7%)	103	-22.0%
3 Urgent	541 (26.0%)	693	-21.9%
4 Semi-urgent	934 (44.9%)	816	14.5%
5 Non-urgent	524 (25.2%)	356	47.2%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡ §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation				7	< 5	8	< 5	< 5	< 5
Emergency				44	107	80	73	103	82
Urgent				596	465	715	650	693	541
Semi-urgent				703	834	856	888	816	934
Non-urgent				236	333	279	398	356	524
All emergency presentations				1,586	1,739	1,938	2,009	1,968	2,081

Deniliquin Hospital and Health Services: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	97 patients **	107	
ED Transfer of care time			
Median time	8 minutes	8 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.

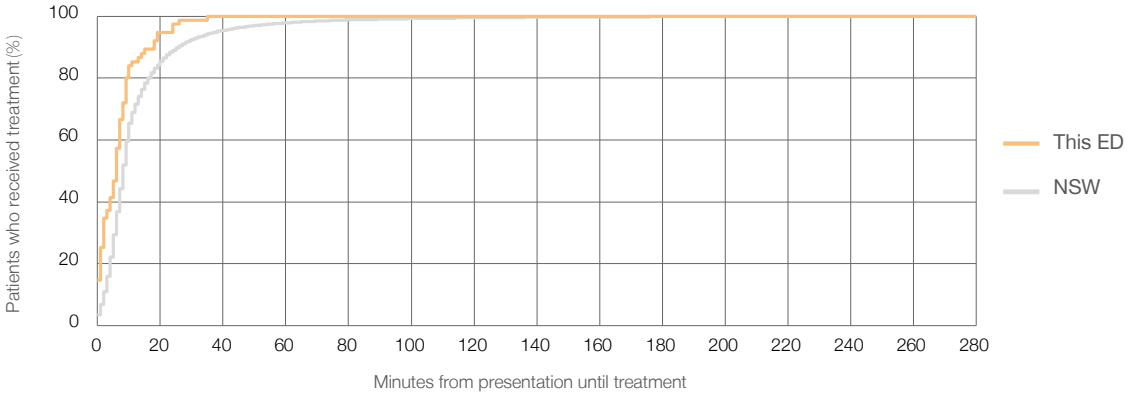
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2

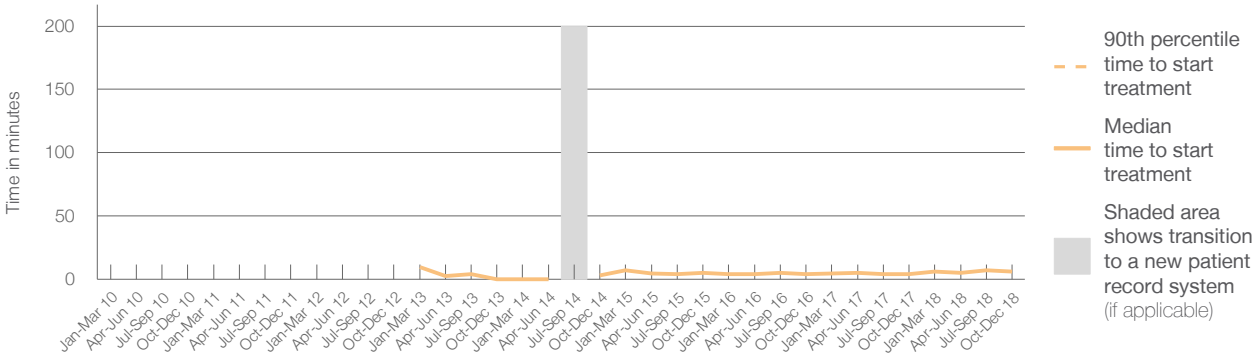
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	82	103	
Number of triage 2 patients used to calculate waiting time:[3]	75	100	
Median time to start treatment[4]	6 minutes	4 minutes	8 minutes
90th percentile time to start treatment[5]	*	16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				0	3	5	4	4	6
90th percentile time to start treatment[5] (minutes)				*	10	*	*	16	*

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

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

(§) 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.

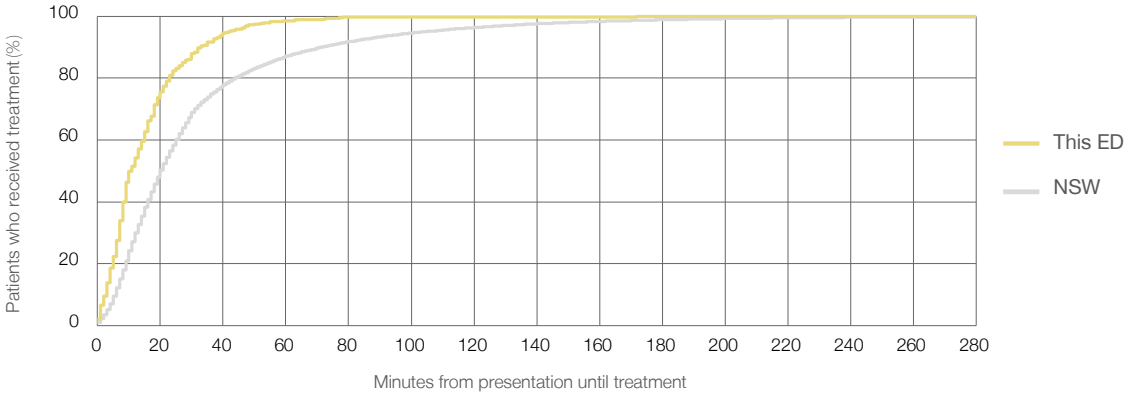
Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3

October to December 2018

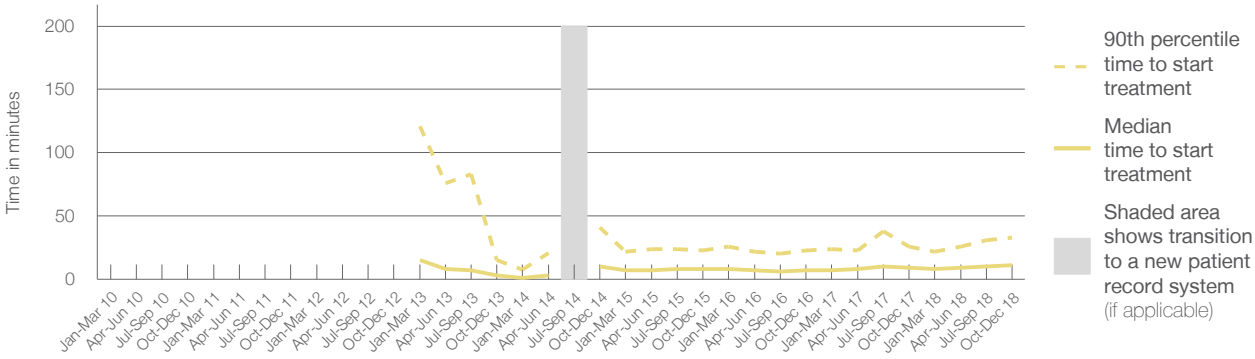
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	541	693	
Number of triage 3 patients used to calculate waiting time:[3]	527	684	
Median time to start treatment[4]	11 minutes	9 minutes	20 minutes
90th percentile time to start treatment[5]	33 minutes	26 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				3	10	8	7	9	11
90th percentile time to start treatment[5] (minutes)				15	41	23	23	26	33

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

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

(§) 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.

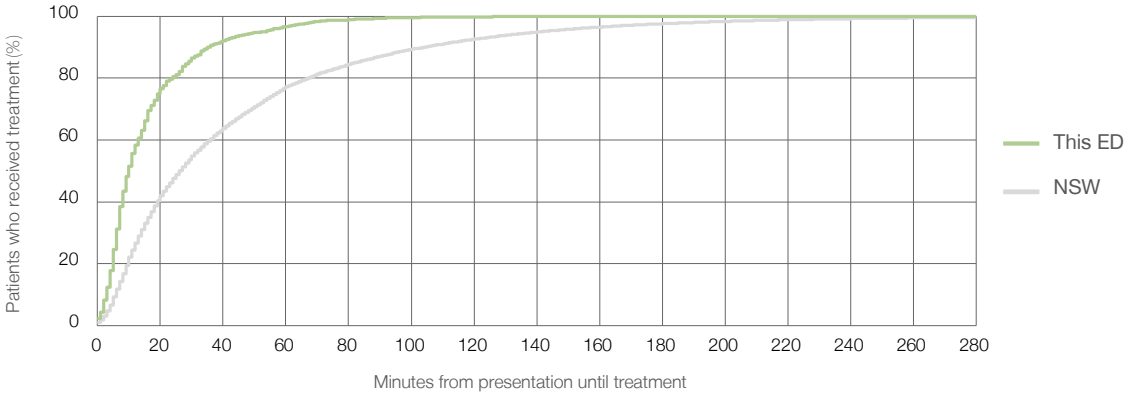
Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4

October to December 2018

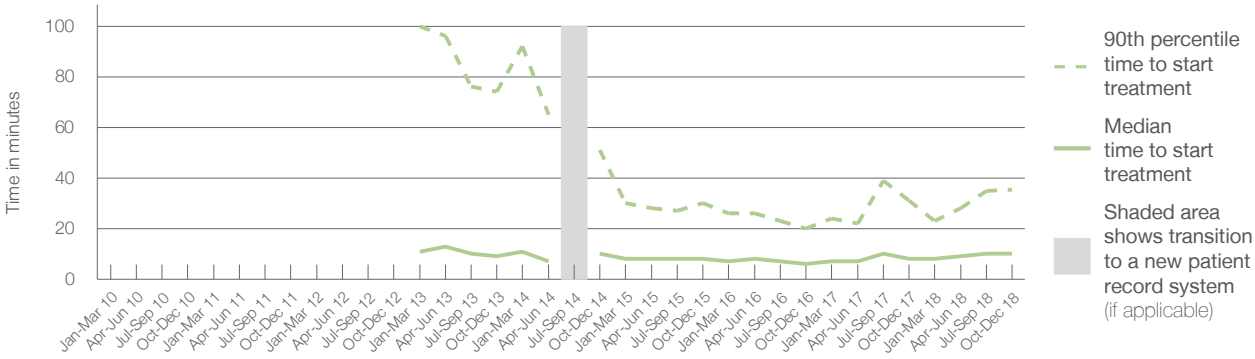
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	934	816	
Number of triage 4 patients used to calculate waiting time:[3]	890	790	
Median time to start treatment[4]	10 minutes	8 minutes	26 minutes
90th percentile time to start treatment[5]	36 minutes	31 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				9	10	8	6	8	10
90th percentile time to start treatment[5] (minutes)				74	51	30	20	31	36

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

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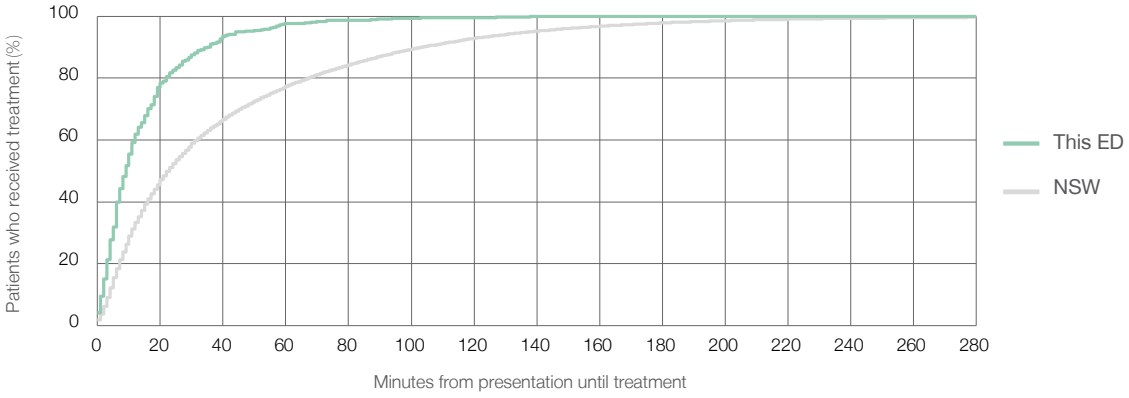
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

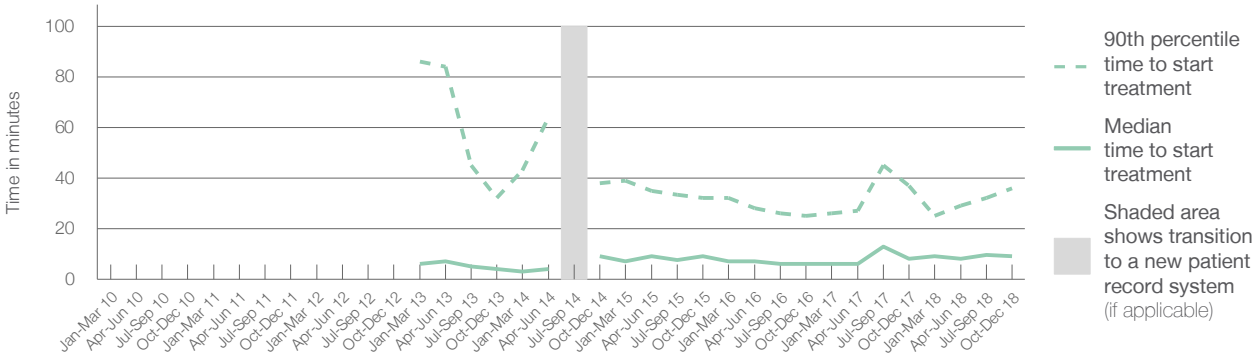
October to December 2018

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	524	356	
Number of triage 5 patients used to calculate waiting time:[3]	507	349	
Median time to start treatment[4]	9 minutes	8 minutes	23 minutes
90th percentile time to start treatment[5]	36 minutes	37 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				4	9	9	6	8	9
90th percentile time to start treatment[5] (minutes)				32	38	32	25	37	36

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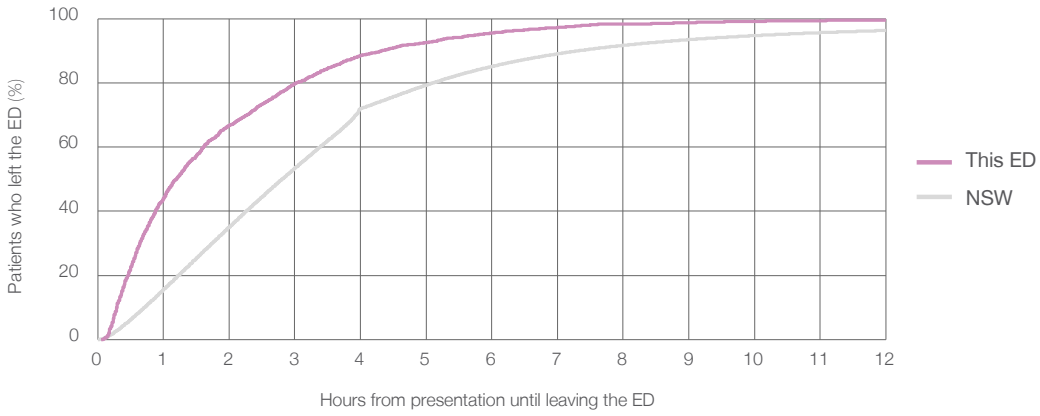
Deniliquin Hospital and Health Services: Time patients spent in the ED

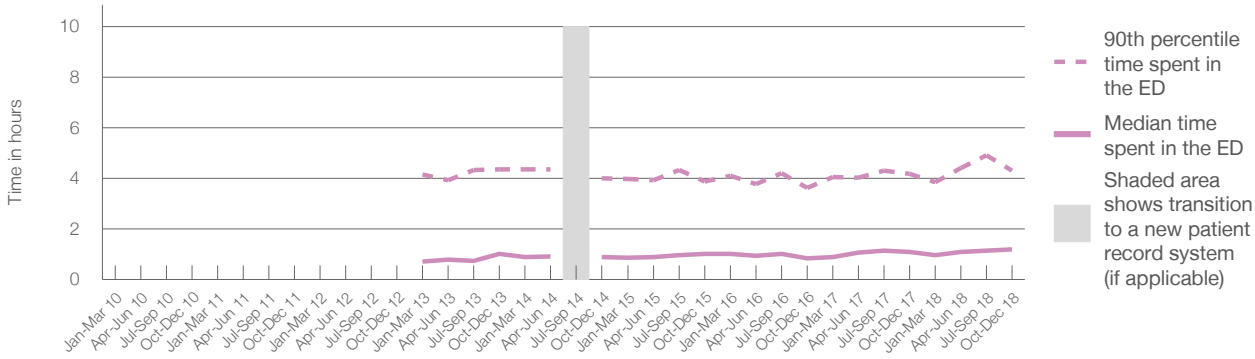
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	2,648 patients	2,360	
Presentations used to calculate time to leaving the ED:[6]	2,648 patients	2,359	
Median time spent in the ED[8]	1 hours and 12 minutes	1 hours and 6 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	4 hours and 19 minutes	4 hours and 11 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)				1h 1m	0h 54m	1h 2m	0h 50m	1h 6m	1h 12m
90th percentile time spent in the ED[9] (hours, minutes)				4h 21m	4h 0m	3h 53m	3h 37m	4h 11m	4h 19m

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

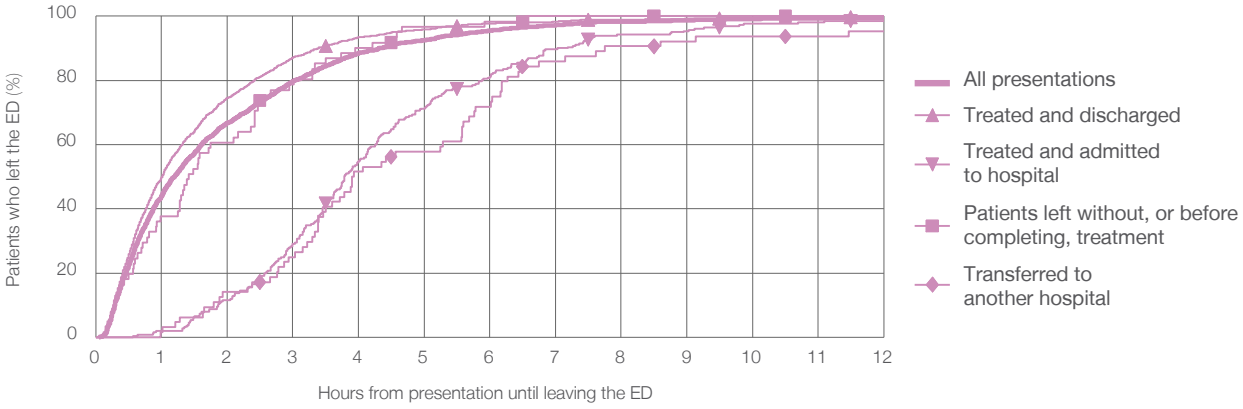
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Deniliquin Hospital and Health Services: Time patients spent in the ED
By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	2,648 patients	2,359	12%
Presentations used to calculate time to leaving the ED:[6]	2,648 patients		
Treated and discharged	2,200 (83.1%)	1,992	10.4%
Treated and admitted to hospital	261 (9.9%)	242	7.9%
Patient left without, or before completing, treatment	61 (2.3%)	32	90.6%
Transferred to another hospital	64 (2.4%)	52	23.1%
Other	62 (2.3%)	42	47.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.9%	74.5%	87.1%	93.5%	97.7%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.9%	11.5%	29.1%	54.8%	81.2%	94.3%	97.7%	98.5%
Patient left without, or before completing, treatment	37.7%	60.7%	78.7%	90.2%	98.4%	100%	100%	100%
Transferred to another hospital	1.6%	14.1%	25.0%	51.6%	71.9%	90.6%	93.8%	95.3%
All presentations	44.0%	66.8%	79.8%	88.6%	95.5%	98.4%	99.2%	99.5%

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

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

(§) 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.

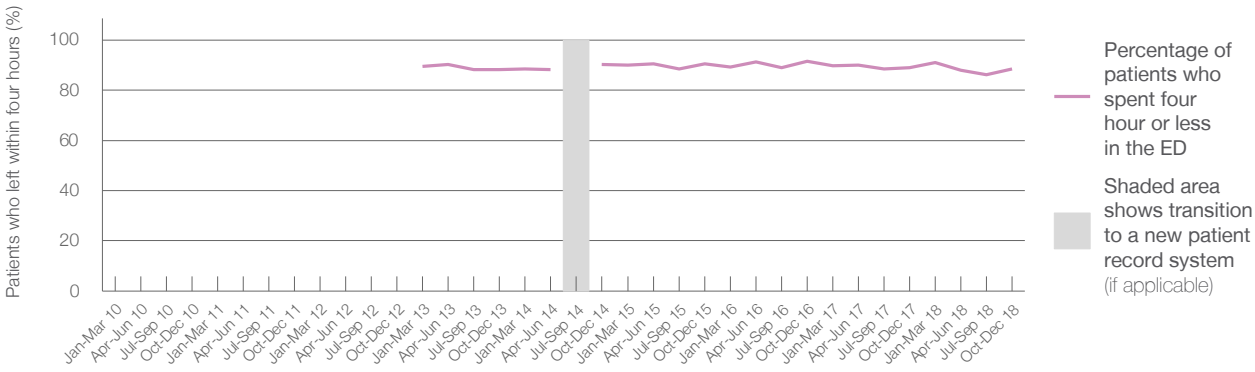
Deniliquin Hospital and Health Services: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	2,648 patients	2,360	12%
Presentations used to calculate time to leaving the ED: [6]	2,648 patients	2,359	12%
Percentage of patients who spent four hours or less in the ED	88.6%	89.0%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)				88.2%	90.2%	90.6%	91.6%	89.0%	88.6%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 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.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Griffith Base Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	5,415 patients	5,086	6%
Emergency presentations:[2]	5,101 patients	4,778	7%

Griffith Base Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	607 patients	508	
Median time to start treatment[4]	5 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	9 minutes	16 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	2,020 patients	1,904	
Median time to start treatment[4]	15 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5]	52 minutes	42 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,018 patients	1,773	
Median time to start treatment[4]	18 minutes	16 minutes	26 minutes
90th percentile time to start treatment[5]	83 minutes	73 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	405 patients	560	
Median time to start treatment[4]	19 minutes	14 minutes	23 minutes
90th percentile time to start treatment[5]	111 minutes	68 minutes	104 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	5,413 patients	5,086	6%
Percentage of patients who spent four hours or less in the ED	79%	80%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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.

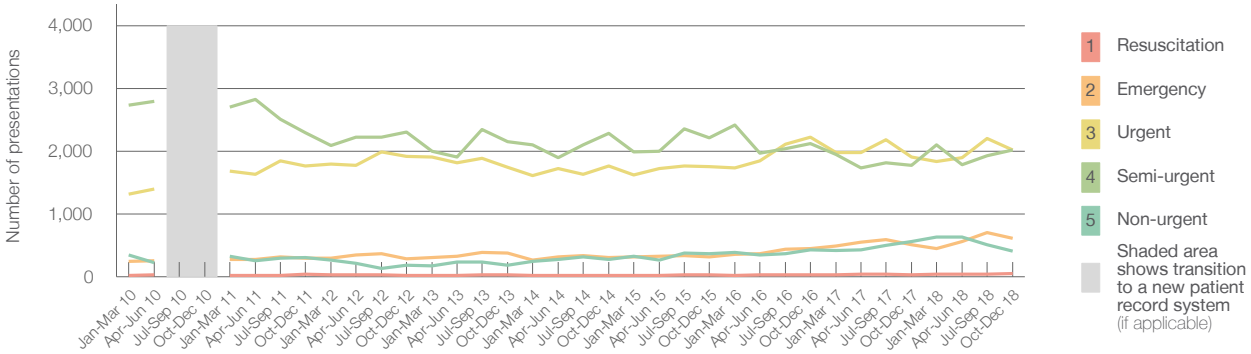
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Griffith Base Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	5,415 patients	5,086	6%
Emergency presentations[2] by triage category:	5,101 patients	4,778	7%
1 Resuscitation	51 (1.0%)	33	54.5%
2 Emergency	607 (11.9%)	508	19.5%
3 Urgent	2,020 (39.6%)	1,904	6.1%
4 Semi-urgent	2,018 (39.6%)	1,773	13.8%
5 Non-urgent	405 (7.9%)	560	-27.7%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		38	18	27	24	26	32	33	51
Emergency		292	283	379	304	316	443	508	607
Urgent		1,763	1,913	1,748	1,768	1,750	2,218	1,904	2,020
Semi-urgent		2,298	2,304	2,156	2,282	2,215	2,116	1,773	2,018
Non-urgent		300	181	178	278	364	429	560	405
All emergency presentations		4,691	4,699	4,488	4,656	4,671	5,238	4,778	5,101

Griffith Base Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	776 patients	706	
ED Transfer of care time			
Median time	9 minutes	10 minutes	-1 minute
90th percentile time	16 minutes	19 minutes	-3 minutes

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

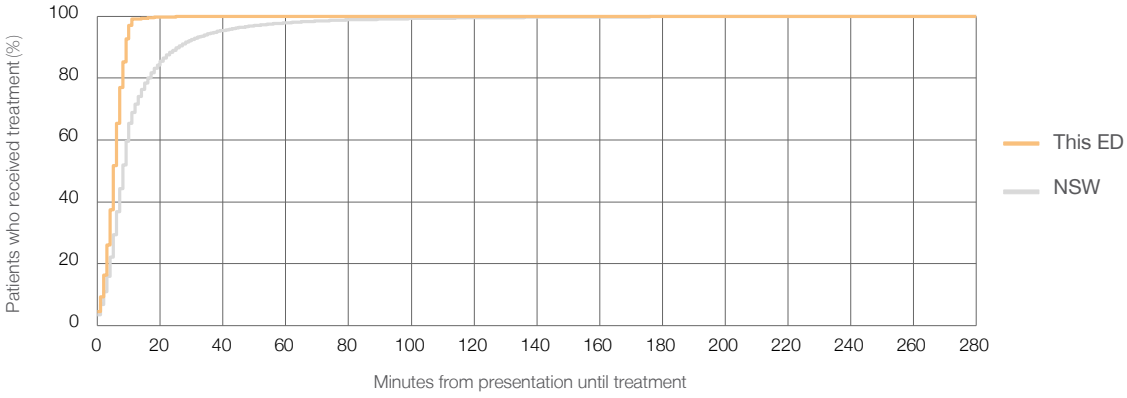
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Griffith Base Hospital: Time patients waited to start treatment, triage 2

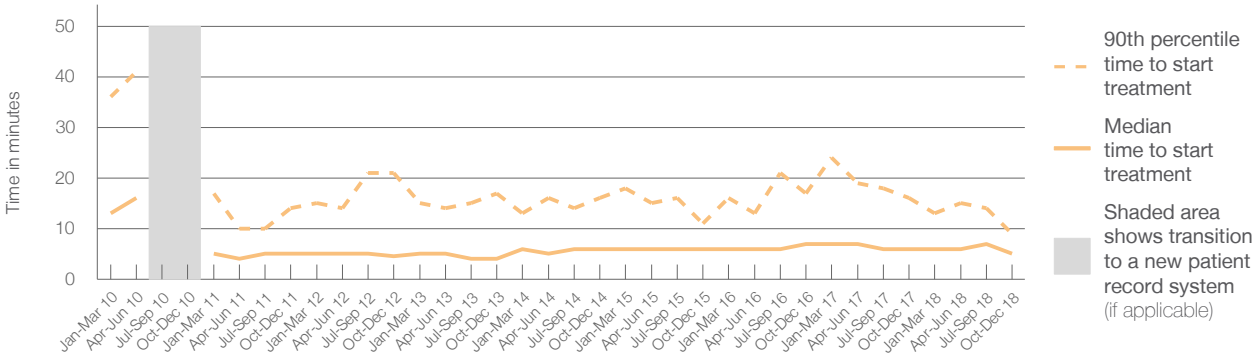
October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	607	508	
Number of triage 2 patients used to calculate waiting time: [3]	604	506	
Median time to start treatment [4]	5 minutes	6 minutes	8 minutes
90th percentile time to start treatment [5]	9 minutes	16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)		5	5	4	6	6	7	6	5
90th percentile time to start treatment [5] (minutes)		14	21	17	16	11	17	16	9

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

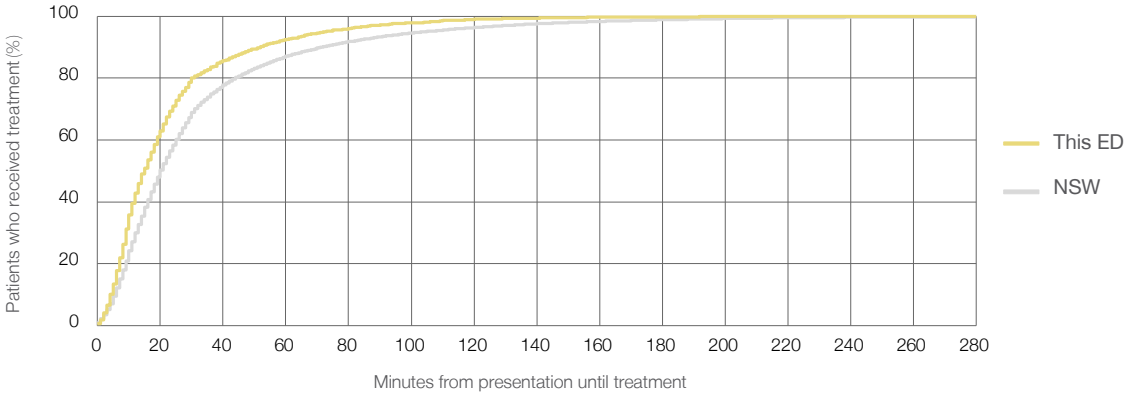
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Griffith Base Hospital: Time patients waited to start treatment, triage 3

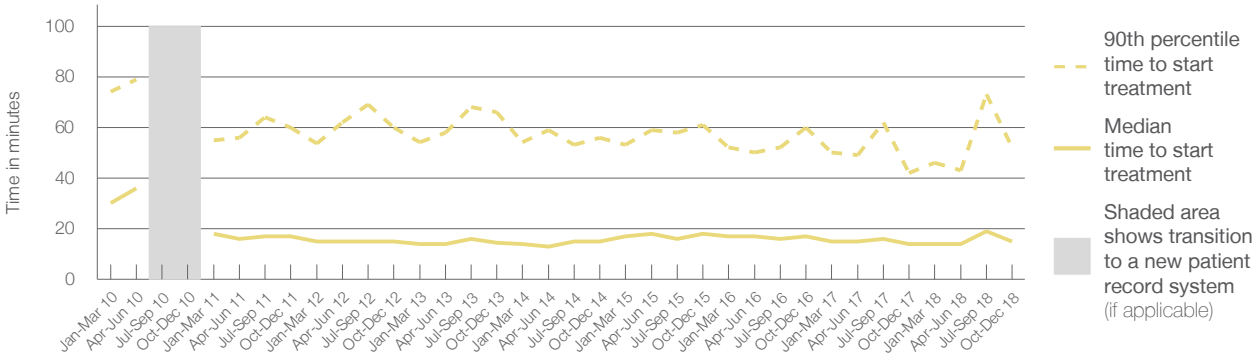
October to December 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	2,020	1,904	
Number of triage 3 patients used to calculate waiting time:[3]	1,981	1,882	
Median time to start treatment[4]	15 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5]	52 minutes	42 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		17	15	15	15	18	17	14	15
90th percentile time to start treatment[5] (minutes)		60	60	66	56	61	60	42	52

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

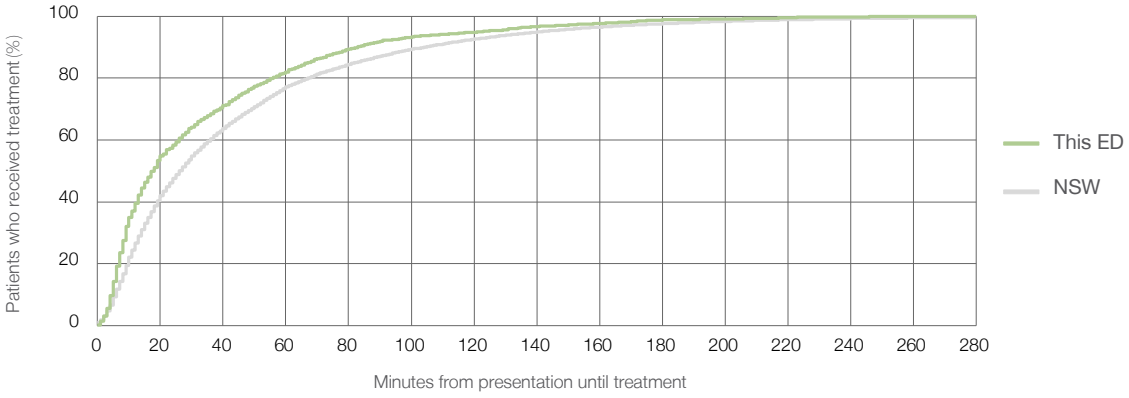
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Griffith Base Hospital: Time patients waited to start treatment, triage 4

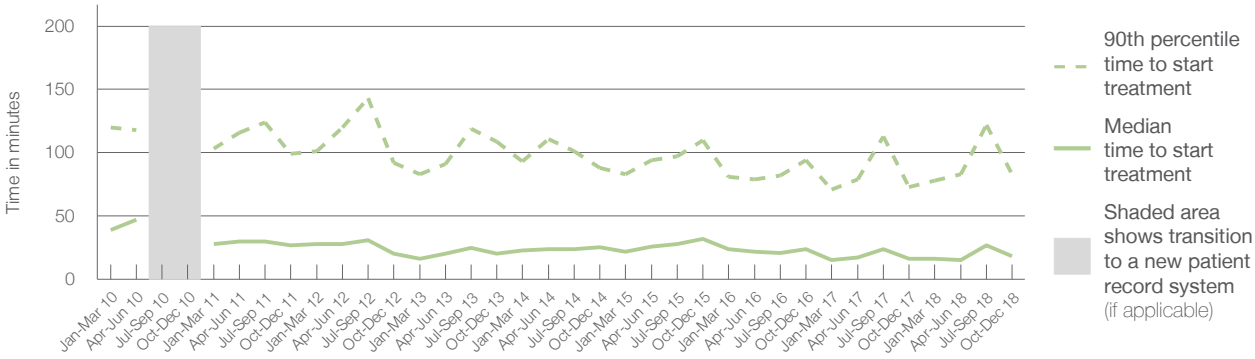
October to December 2018

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	2,018	1,773	
Number of triage 4 patients used to calculate waiting time:[3]	1,920	1,708	
Median time to start treatment[4]	18 minutes	16 minutes	26 minutes
90th percentile time to start treatment[5]	83 minutes	73 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		27	20	20	26	32	24	16	18
90th percentile time to start treatment[5] (minutes)		99	92	109	88	110	94	73	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.

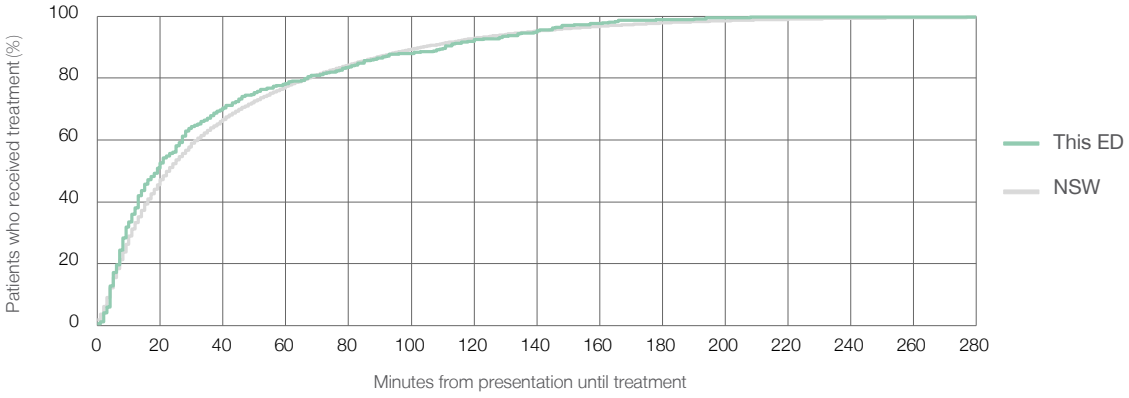
Griffith Base Hospital: Time patients waited to start treatment, triage 5

October to December 2018

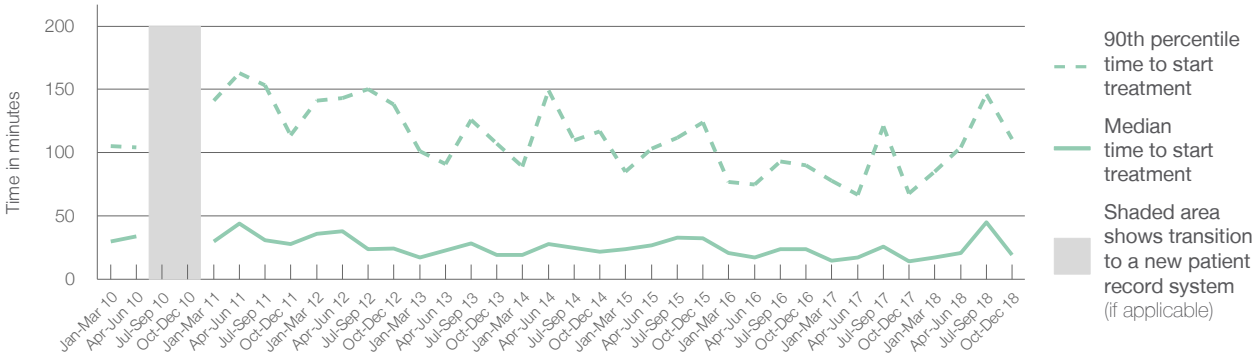
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	405	560	
Number of triage 5 patients used to calculate waiting time:[3]	367	521	
Median time to start treatment[4]	19 minutes	14 minutes	23 minutes
90th percentile time to start treatment[5]	111 minutes	68 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		28	25	19	22	33	24	14	19
90th percentile time to start treatment[5] (minutes)		114	138	107	117	124	90	68	111

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

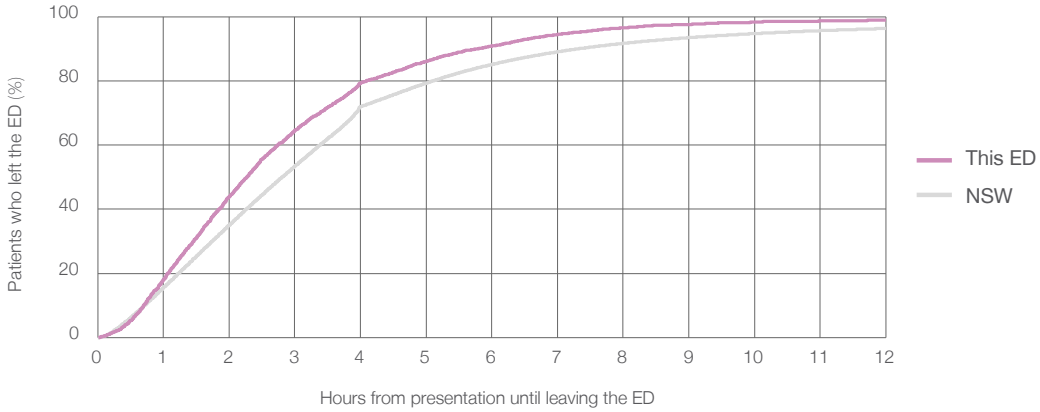
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Griffith Base Hospital: Time patients spent in the ED

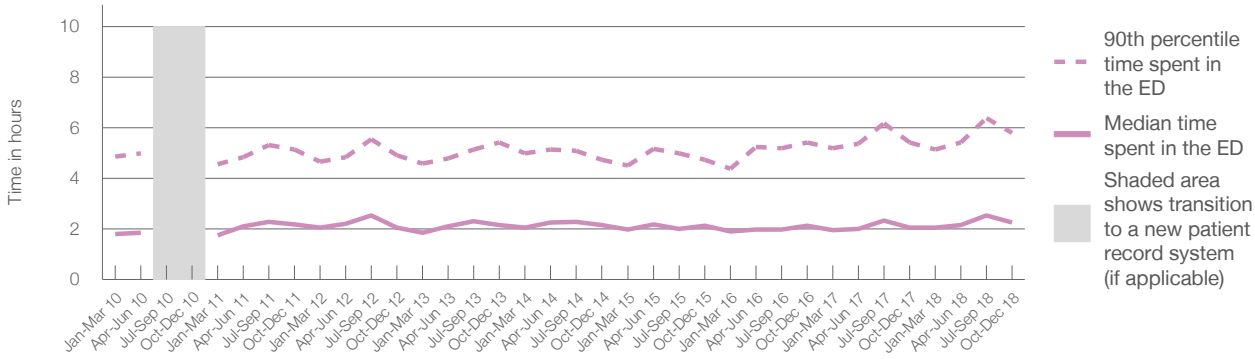
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	5,415 patients	5,086	
Presentations used to calculate time to leaving the ED:[6]	5,413 patients	5,086	
Median time spent in the ED[8]	2 hours and 16 minutes	2 hours and 3 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	5 hours and 48 minutes	5 hours and 25 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)		2h 11m	2h 4m	2h 10m	2h 9m	2h 8m	2h 8m	2h 3m	2h 16m
90th percentile time spent in the ED[9] (hours, minutes)		5h 9m	4h 55m	5h 25m	4h 45m	4h 45m	5h 25m	5h 25m	5h 48m

(†) 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.

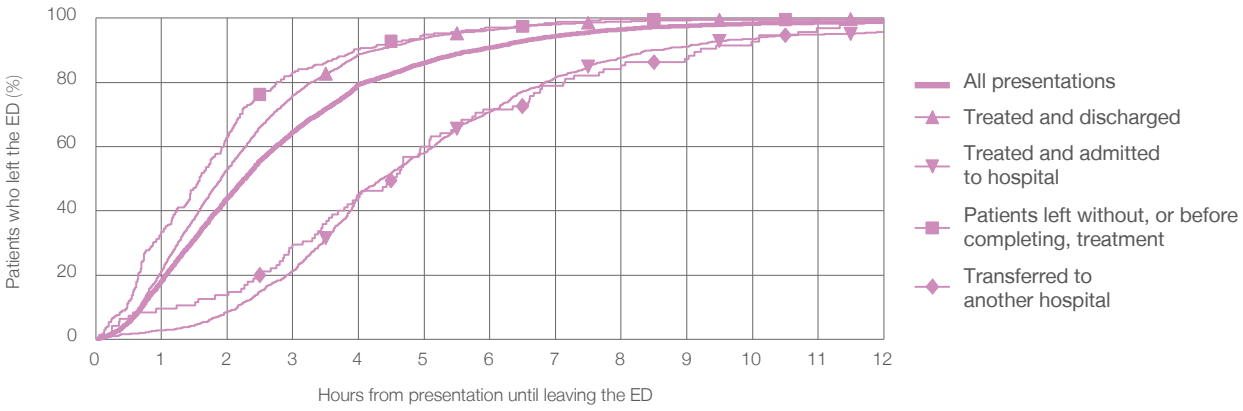
Griffith Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 5,415 patients

Presentations used to calculate time to leaving the ED:[6] 5,413 patients

		Same period last year	Change since one year ago
Treated and discharged	3,945 (72.9%)	3,800	3.8%
Treated and admitted to hospital	1,081 (20.0%)	1,016	6.4%
Patient left without, or before completing, treatment	278 (5.1%)	163	70.6%
Transferred to another hospital	95 (1.8%)	95	0.0%
Other	16 (0.3%)	12	33.3%
		5,086	6%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.4%	53.1%	75.9%	88.8%	96.3%	98.9%	99.6%	99.7%
Treated and admitted to hospital	2.7%	8.6%	21.4%	45.1%	71.0%	87.7%	93.5%	95.8%
Patient left without, or before completing, treatment	33.5%	62.9%	83.1%	90.3%	97.1%	99.6%	99.6%	99.6%
Transferred to another hospital	9.5%	13.7%	29.5%	44.2%	71.6%	85.3%	92.6%	98.9%
All presentations	18.2%	44.1%	64.6%	79.3%	90.9%	96.5%	98.2%	98.9%

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

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

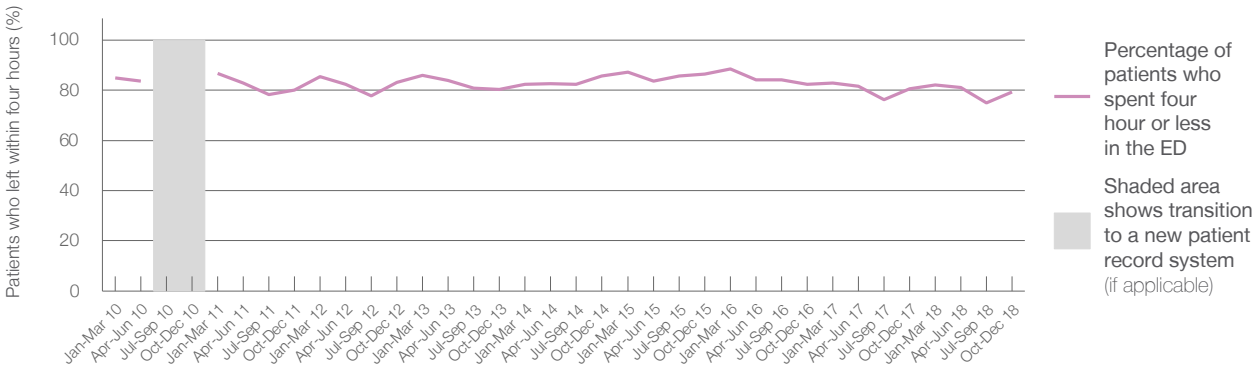
Griffith Base Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	5,415 patients	5,086	6%
Presentations used to calculate time to leaving the ED: [6]	5,413 patients	5,086	6%
Percentage of patients who spent four hours or less in the ED	79.3%	80.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)		80.0%	83.0%	80.3%	85.6%	86.3%	82.3%	80.5%	79.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	11,728 patients	10,494	12%
Emergency presentations:[2]	11,324 patients	9,918	14%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,036 patients	793	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	13 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	4,513 patients	4,011	
Median time to start treatment[4]	16 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5]	44 minutes	43 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,438 patients	3,878	
Median time to start treatment[4]	21 minutes	20 minutes	26 minutes
90th percentile time to start treatment[5]	73 minutes	73 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,290 patients	1,195	
Median time to start treatment[4]	19 minutes	17 minutes	23 minutes
90th percentile time to start treatment[5]	94 minutes	86 minutes	104 minutes

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

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	11,725 patients	10,493	12%
Percentage of patients who spent four hours or less in the ED	72%	70%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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.

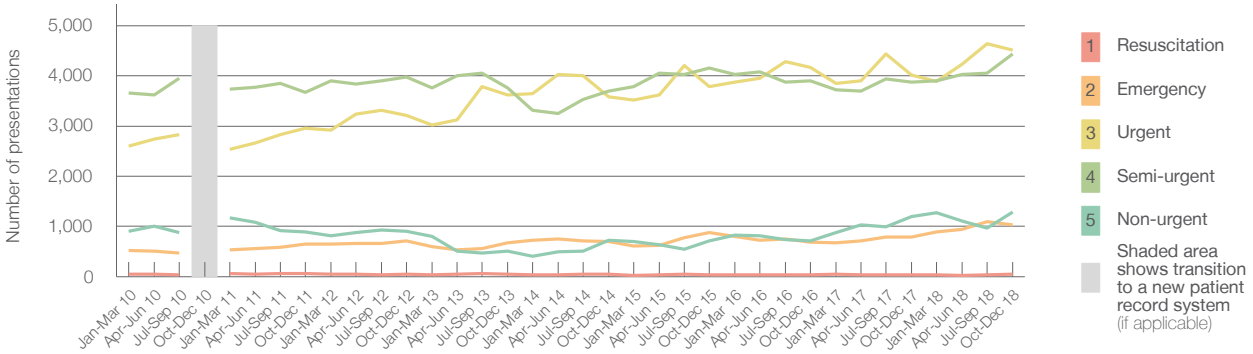
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

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

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	11,728 patients	10,494	12%
Emergency presentations[2] by triage category:	11,324 patients	9,918	14%
1 Resuscitation	47 (0.4%)	41	14.6%
2 Emergency	1,036 (9.1%)	793	30.6%
3 Urgent	4,513 (39.9%)	4,011	12.5%
4 Semi-urgent	4,438 (39.2%)	3,878	14.4%
5 Non-urgent	1,290 (11.4%)	1,195	7.9%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		60	54	49	51	37	37	41	47
Emergency		653	713	675	695	884	688	793	1,036
Urgent		2,958	3,208	3,617	3,579	3,785	4,169	4,011	4,513
Semi-urgent		3,665	3,981	3,766	3,690	4,159	3,894	3,878	4,438
Non-urgent		896	899	508	730	716	712	1,195	1,290
All emergency presentations		8,232	8,855	8,615	8,745	9,581	9,500	9,918	11,324

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	2,668 patients	2,163	
ED Transfer of care time			
Median time	9 minutes	9 minutes	0 minutes
90th percentile time	23 minutes	18 minutes	5 minutes

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

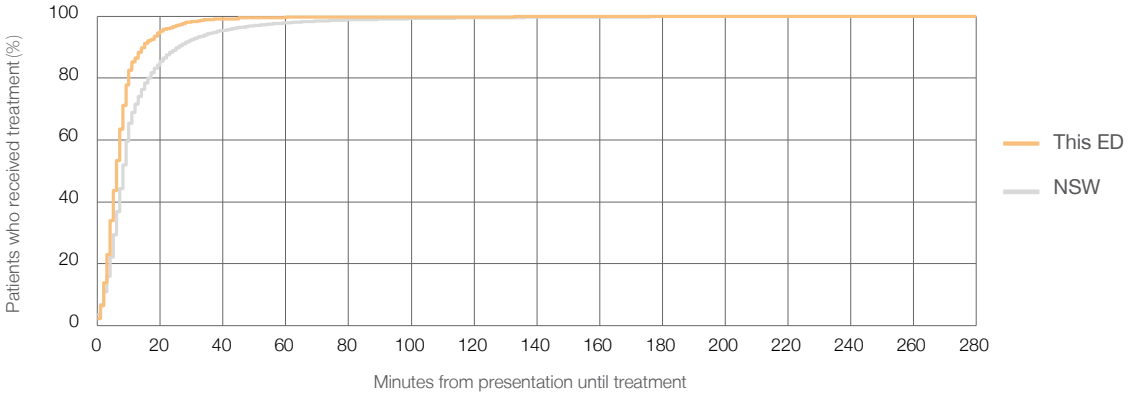
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

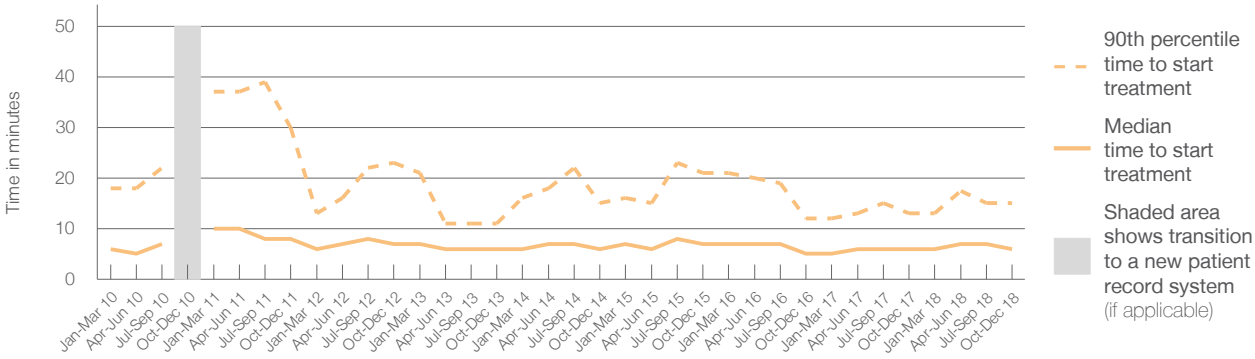
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,036		793	
Number of triage 2 patients used to calculate waiting time:[3] 1,032		792	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		8	7	6	6	7	5	6	6
90th percentile time to start treatment[5] (minutes)		30	23	11	15	21	12	13	15

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

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

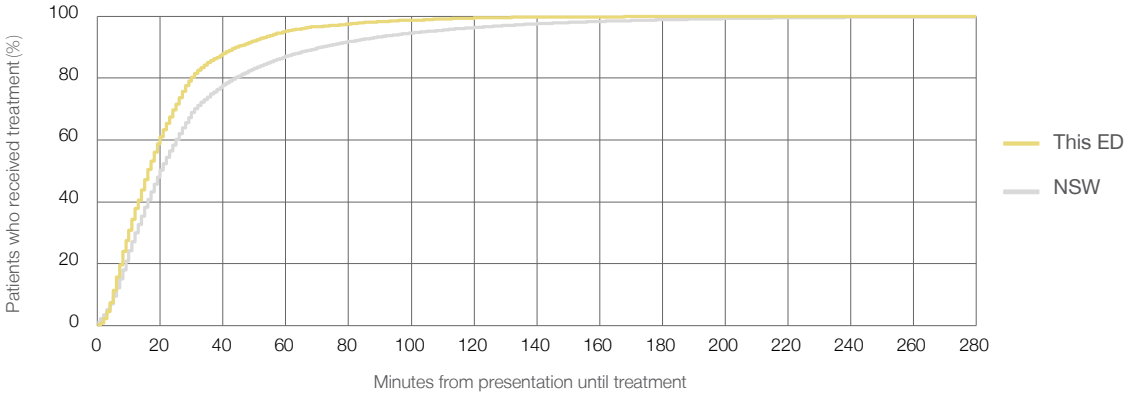
Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

October to December 2018

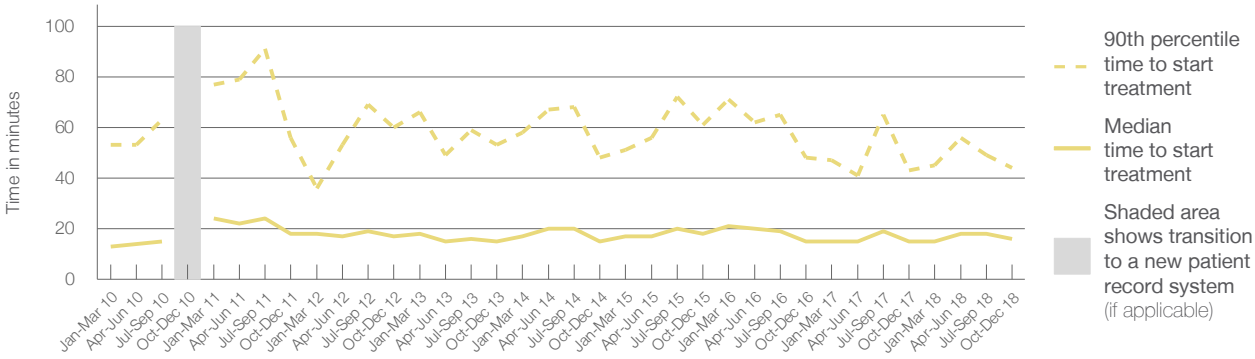
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	4,513	4,011	
Number of triage 3 patients used to calculate waiting time:[3]	4,462	3,968	
Median time to start treatment[4]	16 minutes	15 minutes	20 minutes
90th percentile time to start treatment[5]	44 minutes	43 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		18	17	15	15	18	15	15	16
90th percentile time to start treatment[5] (minutes)		56	60	53	48	61	48	43	44

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

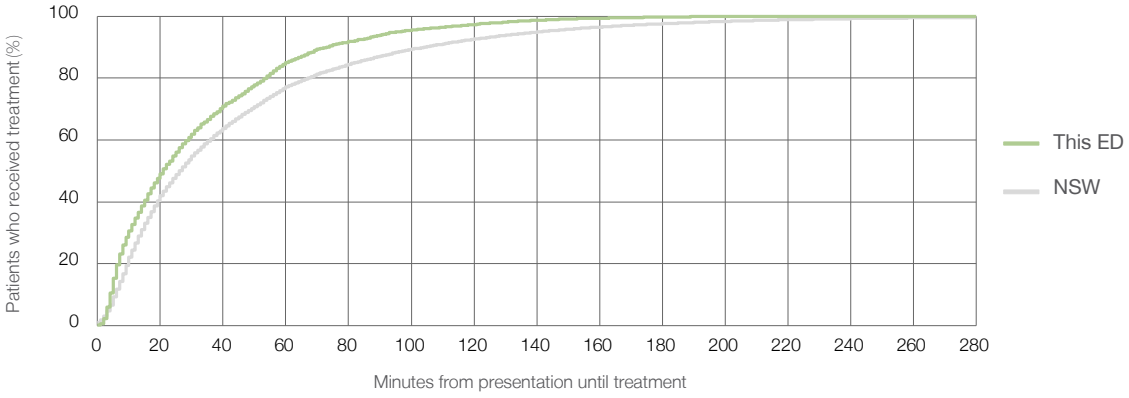
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

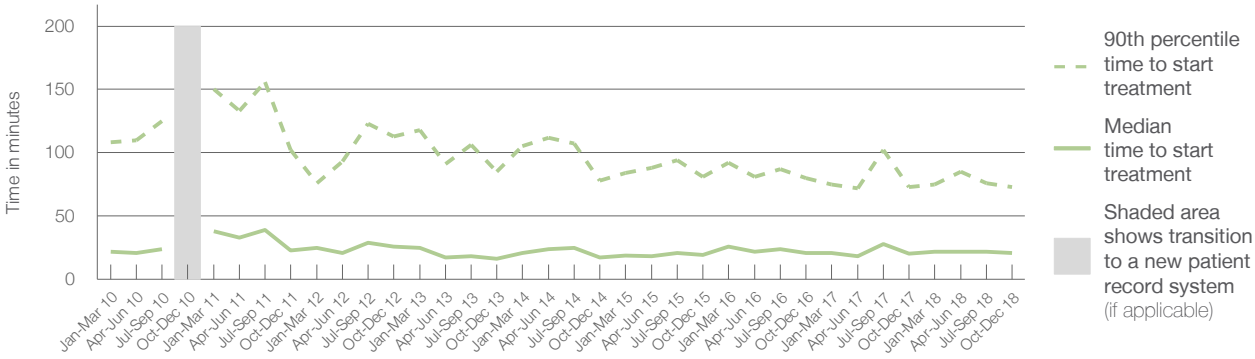
October to December 2018

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,438	3,878	
Number of triage 4 patients used to calculate waiting time:[3]	4,261	3,759	
Median time to start treatment[4]	21 minutes	20 minutes	26 minutes
90th percentile time to start treatment[5]	73 minutes	73 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		23	26	16	17	19	21	20	21
90th percentile time to start treatment[5] (minutes)		102	113	85	78	81	80	73	73

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

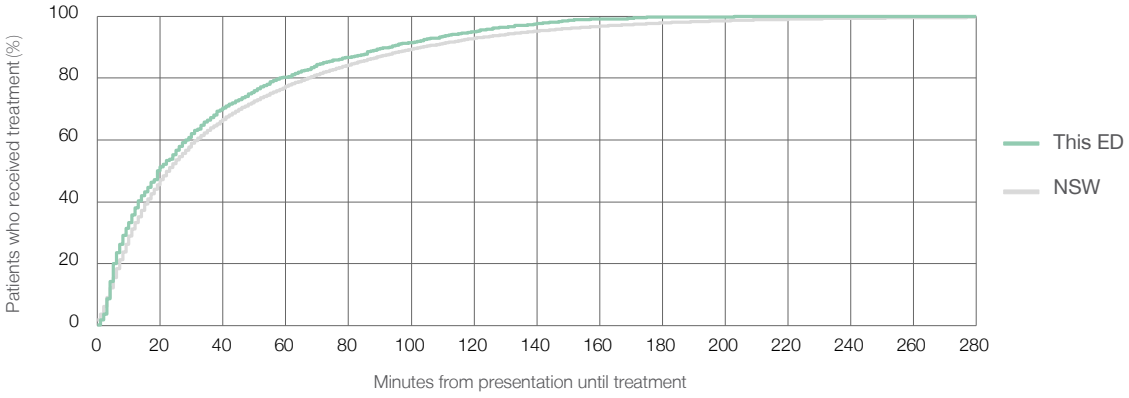
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

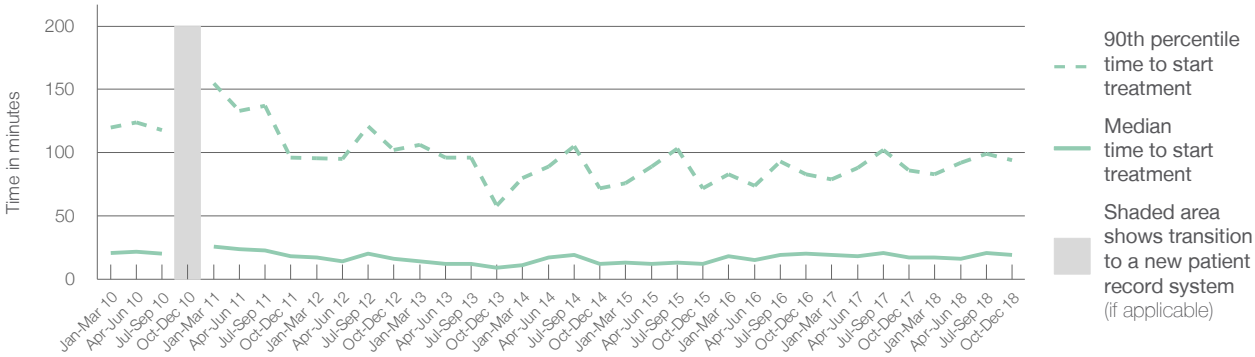
October to December 2018

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	1,290	1,195	
Number of triage 5 patients used to calculate waiting time:[3]	1,195	1,129	
Median time to start treatment[4]	19 minutes	17 minutes	23 minutes
90th percentile time to start treatment[5]	94 minutes	86 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		18	16	9	12	12	20	17	19
90th percentile time to start treatment[5] (minutes)		96	102	58	72	72	83	86	94

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

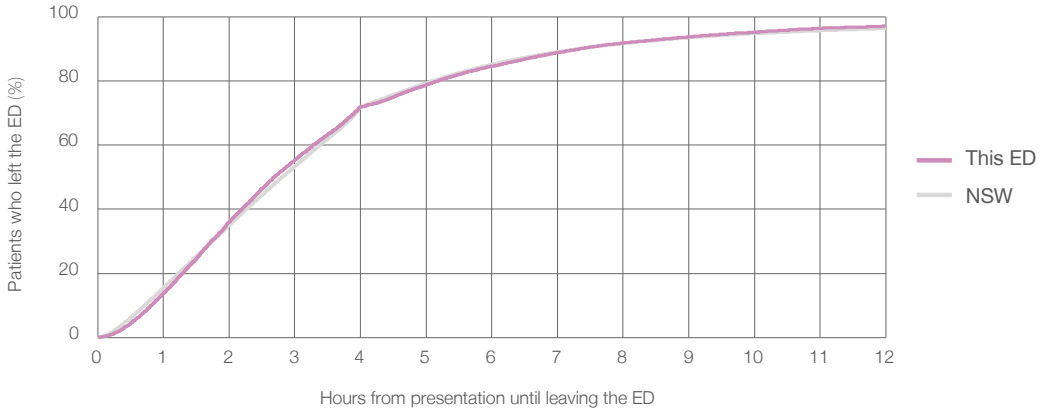
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 11,728 patients	10,494	
Presentations used to calculate time to leaving the ED:[6] 11,725 patients	10,493	
Median time spent in the ED [8] 2 hours and 41 minutes	2 hours and 38 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9] 7 hours and 21 minutes	7 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 ††‡

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)		3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m	2h 38m	2h 41m
90th percentile time spent in the ED [9] (hours, minutes)		11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m	7h 37m	7h 21m

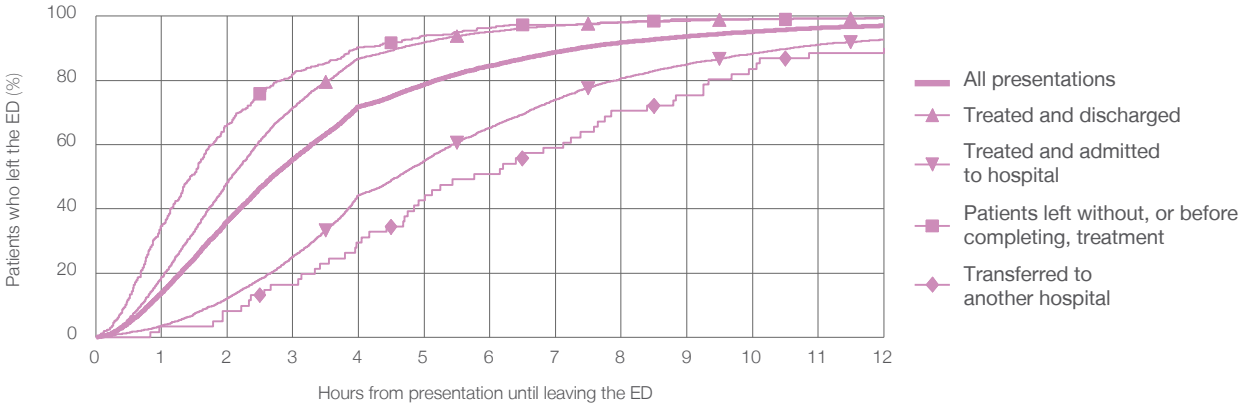
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	11,728 patients	10,493	12%
Presentations used to calculate time to leaving the ED:[6]	11,725 patients		
Treated and discharged	7,133 (60.8%)	6,304	13.2%
Treated and admitted to hospital	4,090 (34.9%)	3,822	7.0%
Patient left without, or before completing, treatment	410 (3.5%)	291	40.9%
Transferred to another hospital	61 (0.5%)	52	17.3%
Other	34 (0.3%)	25	36.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.6%	48.3%	71.5%	86.8%	95.1%	98.1%	99.0%	99.5%
Treated and admitted to hospital	3.5%	12.1%	25.2%	44.3%	65.3%	80.7%	88.4%	92.8%
Patient left without, or before completing, treatment	34.6%	66.3%	82.0%	90.2%	96.3%	98.0%	99.0%	99.5%
Transferred to another hospital	3.3%	8.2%	16.4%	29.5%	50.8%	70.5%	83.6%	90.2%
All presentations	14.0%	36.2%	55.4%	71.8%	84.5%	91.8%	95.2%	97.1%

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

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

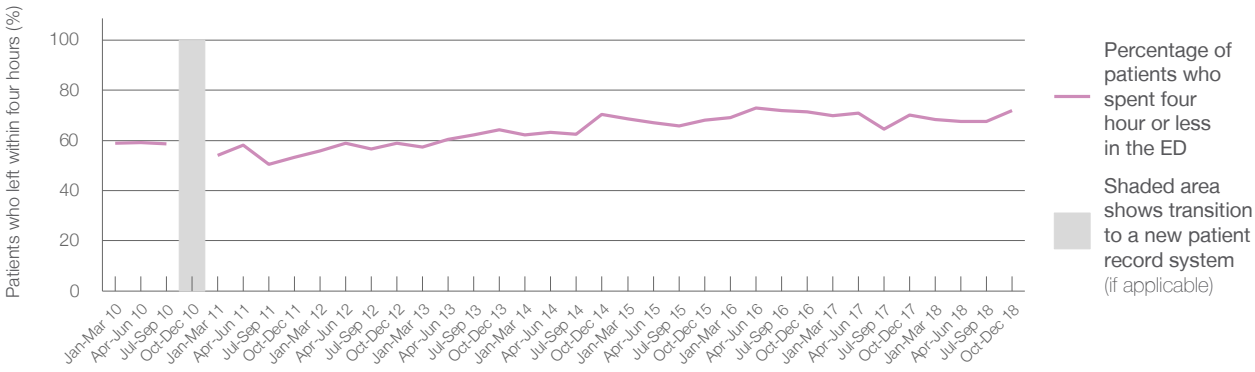
Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	11,728 patients	10,494	12%
Presentations used to calculate time to leaving the ED: [6]	11,725 patients	10,493	12%
Percentage of patients who spent four hours or less in the ED	71.8%	70.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)		53.3%	58.9%	64.3%	70.4%	68.0%	71.4%	70.0%	71.8%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Young Health Service: Emergency department (ED) overview

October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 2,245 patients	2,182	3%
Emergency presentations:[2] 1,959 patients	2,018	-3%

Young Health Service: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 179 patients	172	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	12 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 760 patients	753	
Median time to start treatment[4]	9 minutes	10 minutes	20 minutes
90th percentile time to start treatment[5]	25 minutes	29 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 806 patients	911	
Median time to start treatment[4]	9 minutes	11 minutes	26 minutes
90th percentile time to start treatment[5]	30 minutes	37 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 214 patients	182	
Median time to start treatment[4]	9 minutes	11 minutes	23 minutes
90th percentile time to start treatment[5]	35 minutes	41 minutes	104 minutes

Young Health Service: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,245 patients		2,182	3%
Percentage of patients who spent four hours or less in the ED	96%	96%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. 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.
5. 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.
6. 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.

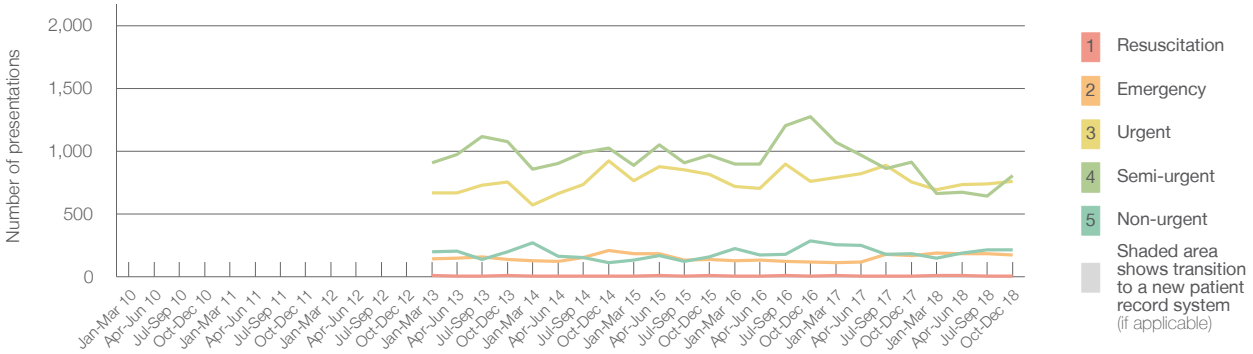
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Young Health Service: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	2,245 patients	2,182	3%
Emergency presentations[2] by triage category:	1,959 patients	2,018	-3%
1 Resuscitation	< 5	< 5	*
2 Emergency	179 (8.9%)	172	4.2%
3 Urgent	760 (38.8%)	753	0.9%
4 Semi-urgent	806 (41.1%)	911	-11.5%
5 Non-urgent	214 (10.9%)	182	17.6%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡ §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation				7	< 5	7	5	< 5	< 5
Emergency				137	214	137	116	172	179
Urgent				756	923	814	761	753	760
Semi-urgent				1,073	1,026	970	1,272	911	806
Non-urgent				200	114	155	284	182	214
All emergency presentations				2,173	2,277	2,083	2,438	2,018	1,959

Young Health Service: Patients arriving by ambulance

October to December 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.

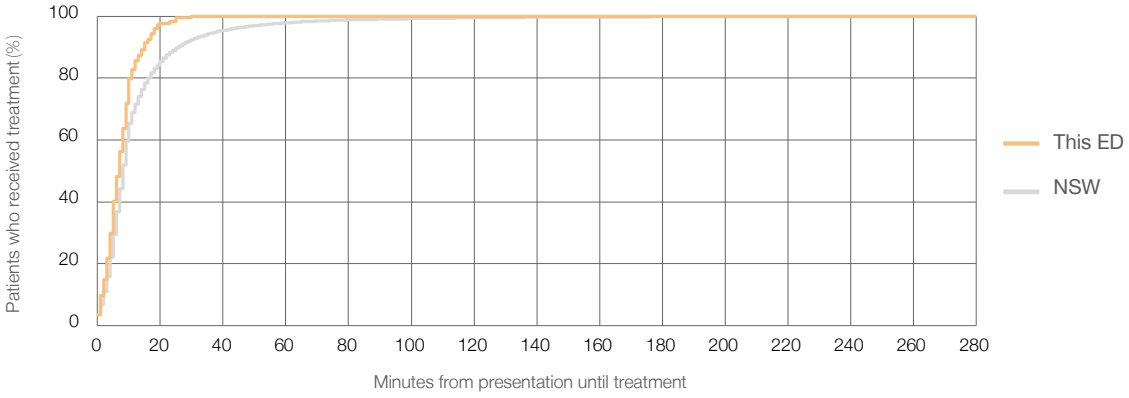
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 2

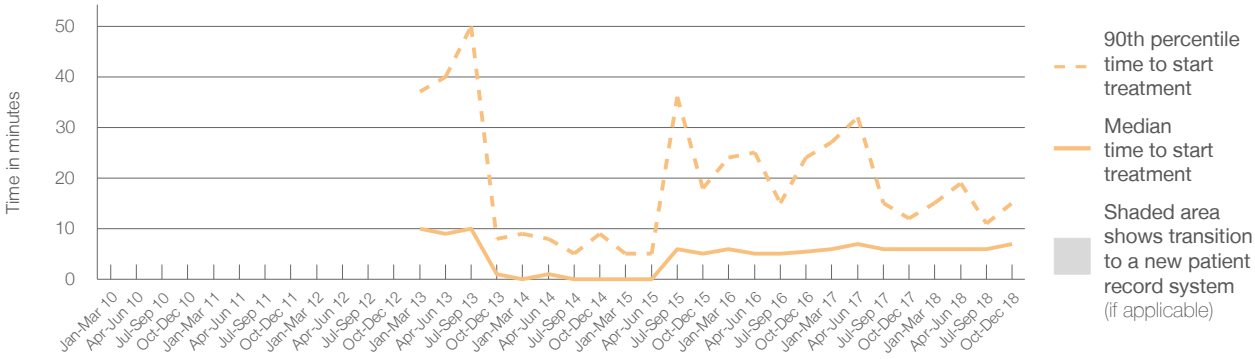
October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	179	172	
Number of triage 2 patients used to calculate waiting time:[3]	174	168	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	15 minutes	12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				1	0	5	6	6	7
90th percentile time to start treatment[5] (minutes)				8	9	18	24	12	15

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

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

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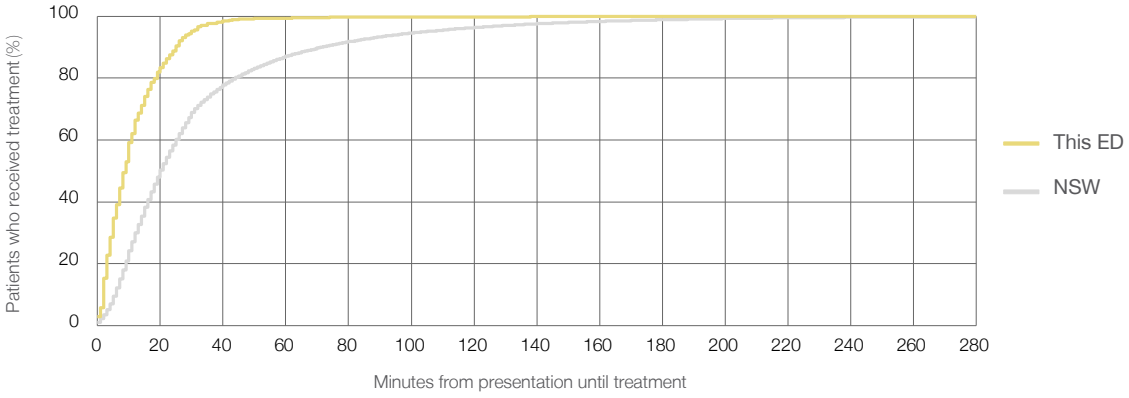
Young Health Service: Time patients waited to start treatment, triage 3

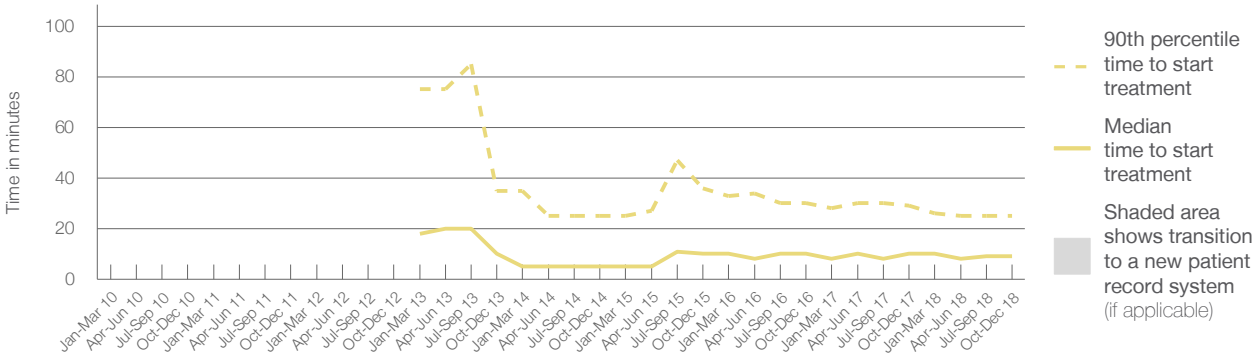
October to December 2018

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	760	753	
Number of triage 3 patients used to calculate waiting time:[3]	747	753	
Median time to start treatment[4]	9 minutes	10 minutes	20 minutes
90th percentile time to start treatment[5]	25 minutes	29 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				10	5	10	10	10	9
90th percentile time to start treatment[5] (minutes)				35	25	36	30	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.

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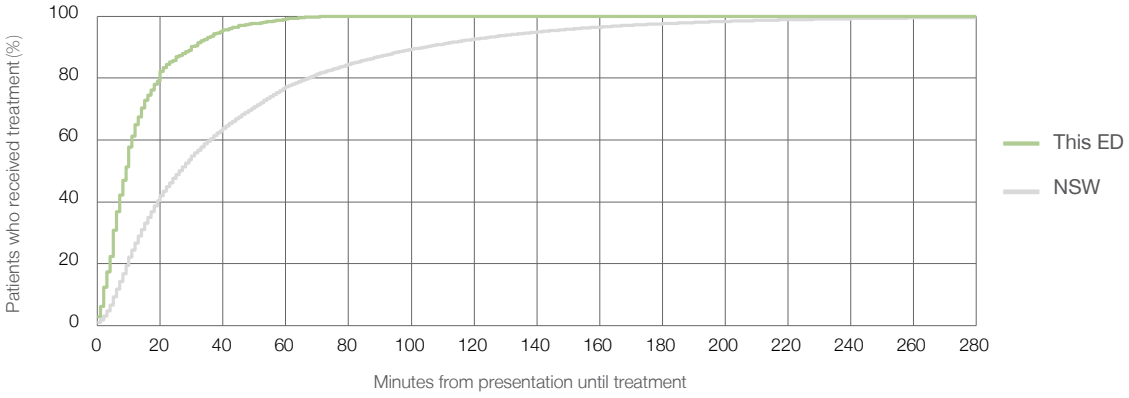
Young Health Service: Time patients waited to start treatment, triage 4

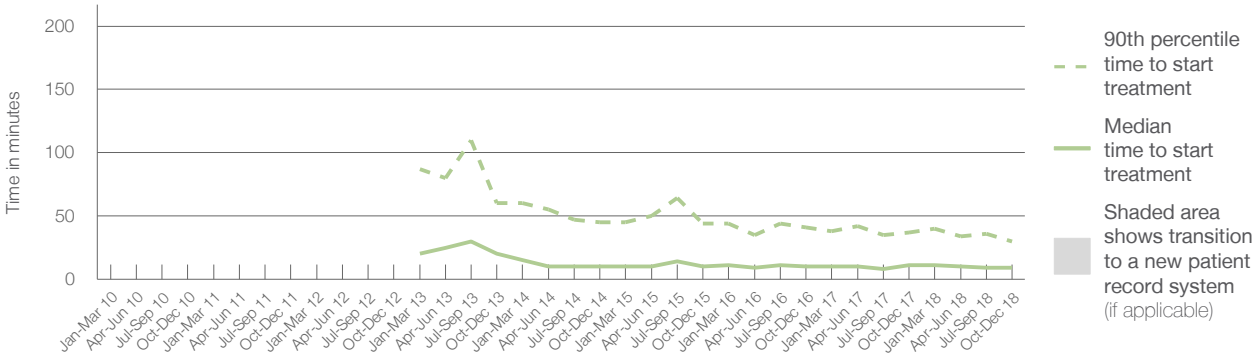
October to December 2018

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	806	911	
Number of triage 4 patients used to calculate waiting time:[3]	781	909	
Median time to start treatment[4]	9 minutes	11 minutes	26 minutes
90th percentile time to start treatment[5]	30 minutes	37 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				20	10	10	10	11	9
90th percentile time to start treatment[5] (minutes)				60	45	44	41	37	30

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

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

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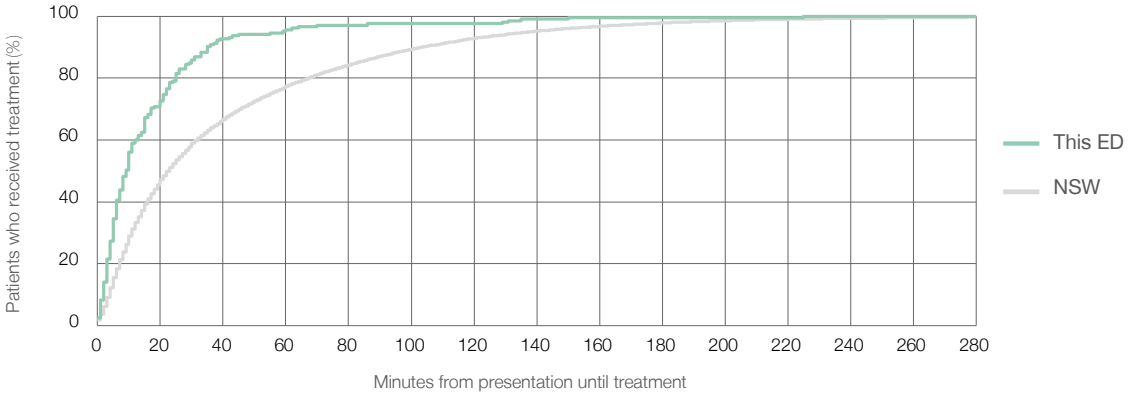
Young Health Service: Time patients waited to start treatment, triage 5

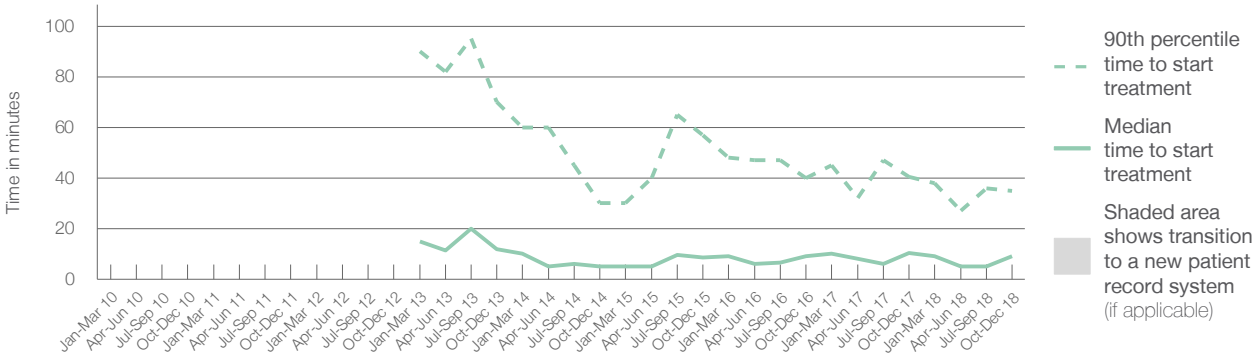
October to December 2018

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	214	182	
Number of triage 5 patients used to calculate waiting time:[3]	205	180	
Median time to start treatment[4]	9 minutes	11 minutes	23 minutes
90th percentile time to start treatment[5]	35 minutes	41 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)				12	5	9	9	11	9
90th percentile time to start treatment[5] (minutes)				70	30	57	40	41	35

(†) 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.

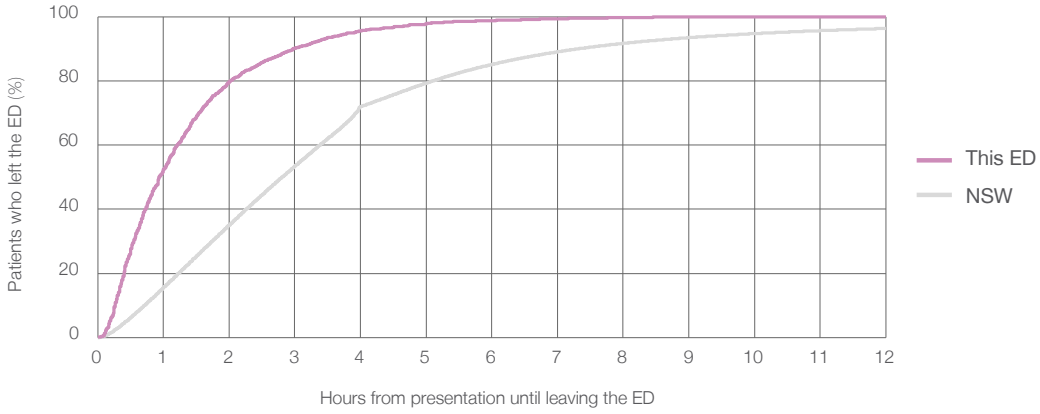
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients spent in the ED

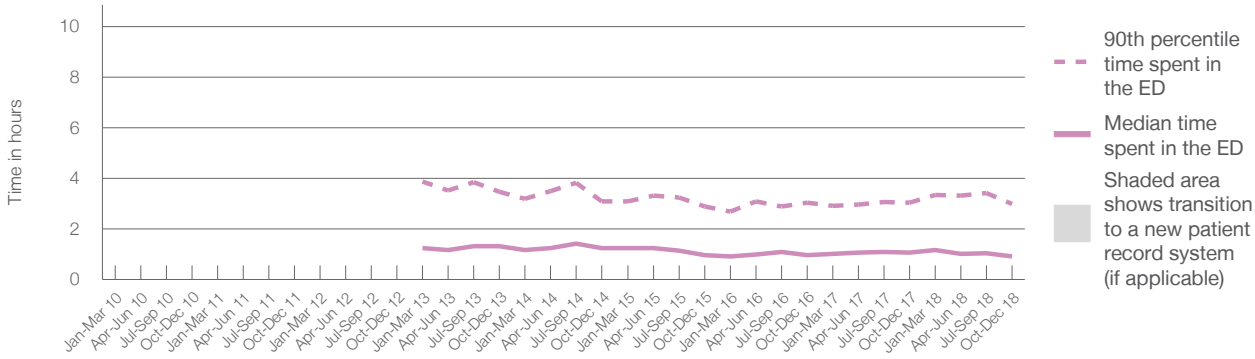
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	2,245 patients	2,182	
Presentations used to calculate time to leaving the ED:[6]	2,245 patients	2,182	
Median time spent in the ED[8]	0 hours and 56 minutes	1 hours and 5 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	2 hours and 59 minutes	3 hours and 2 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 †‡§



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)				1h 20m	1h 15m	0h 59m	0h 59m	1h 5m	0h 56m
90th percentile time spent in the ED[9] (hours, minutes)				3h 28m	3h 5m	2h 53m	3h 2m	3h 2m	2h 59m

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

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

(§) 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.

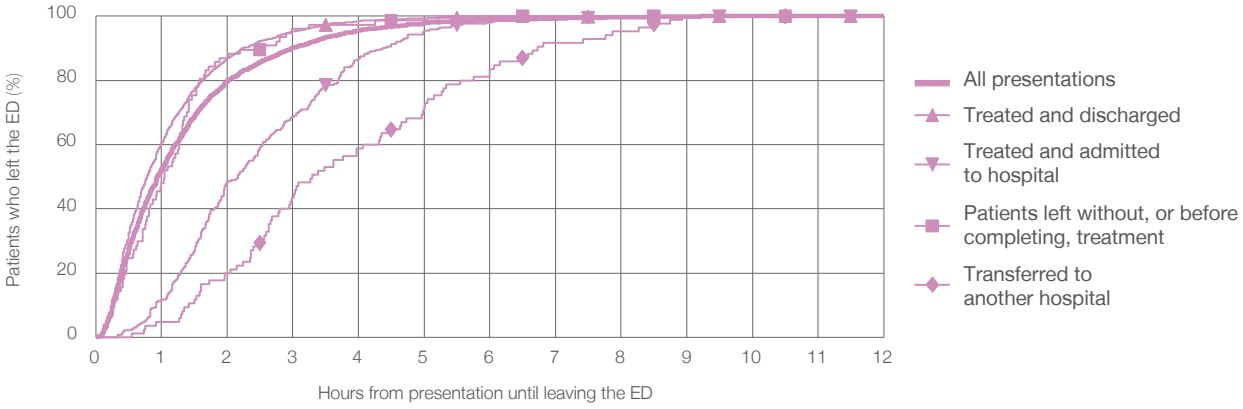
Young Health Service: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 2,245 patients

Presentations used to calculate time to leaving the ED:[6] 2,245 patients

		Same period last year	Change since one year ago
Treated and discharged	1,801 (80.2%)	1,803	-0.1%
Treated and admitted to hospital	265 (11.8%)	254	4.3%
Patient left without, or before completing, treatment	77 (3.4%)	54	42.6%
Transferred to another hospital	85 (3.8%)	71	19.7%
Other	17 (0.8%)	0	
		2,182	3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	60.5%	87.0%	95.3%	98.5%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	11.7%	48.3%	68.7%	86.8%	98.1%	99.6%	100%	100%
Patient left without, or before completing, treatment	48.1%	87.0%	96.1%	97.4%	100%	100%	100%	100%
Transferred to another hospital	4.7%	20.0%	43.5%	58.8%	83.5%	95.3%	100%	100%
All presentations	52.4%	79.9%	90.2%	95.6%	98.8%	99.7%	100%	100%

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

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

(§) 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.

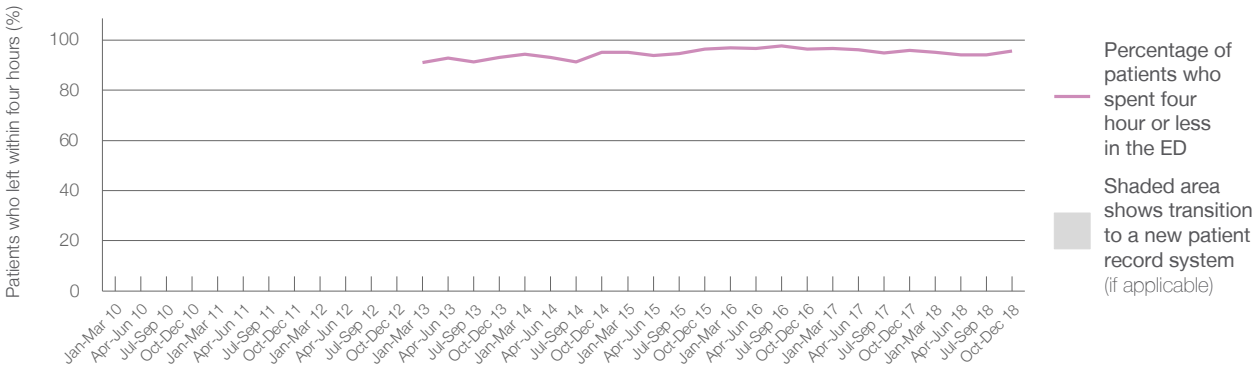
Young Health Service: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	2,245 patients	2,182	3%
Presentations used to calculate time to leaving the ED: [6]	2,245 patients	2,182	3%
Percentage of patients who spent four hours or less in the ED	95.6%	96.0%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)				93.2%	95.1%	96.3%	96.4%	96.0%	95.6%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 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.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).