



Hospital Quarterly

Performance Profiles

Emergency Department

Western NSW Local Health District

July to September 2016

Bathurst Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,217 patients
 Emergency presentations:² 6,156 patients

Same period last year	Change since one year ago
6,371	-2.4%
6,267	-1.8%

Bathurst Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 698 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,854 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,065 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 527 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
485	
7 minutes	8 minutes
10 minutes	41 minutes
2,316	
17 minutes	21 minutes
79 minutes	103 minutes
3,256	
22 minutes	27 minutes
170 minutes	139 minutes
194	
14 minutes	24 minutes
111 minutes	138 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,217 patients

Percentage of patients who spent four hours or less in the ED 74.4%

Same period last year	Change since one year ago
6,371	-2.4%
73.1%	

* 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: Emergency department measures, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

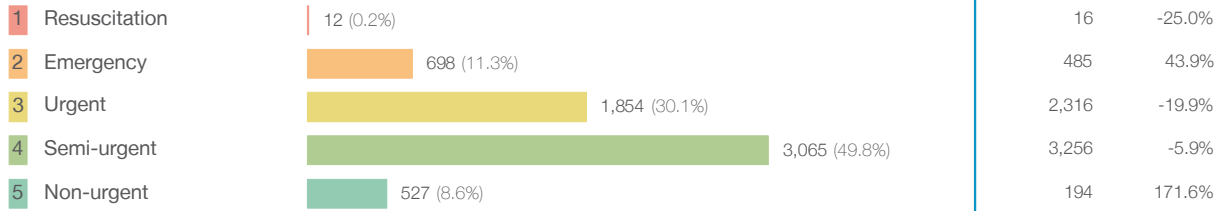
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bathurst Base Hospital: Patients presenting to the emergency department July to September 2016

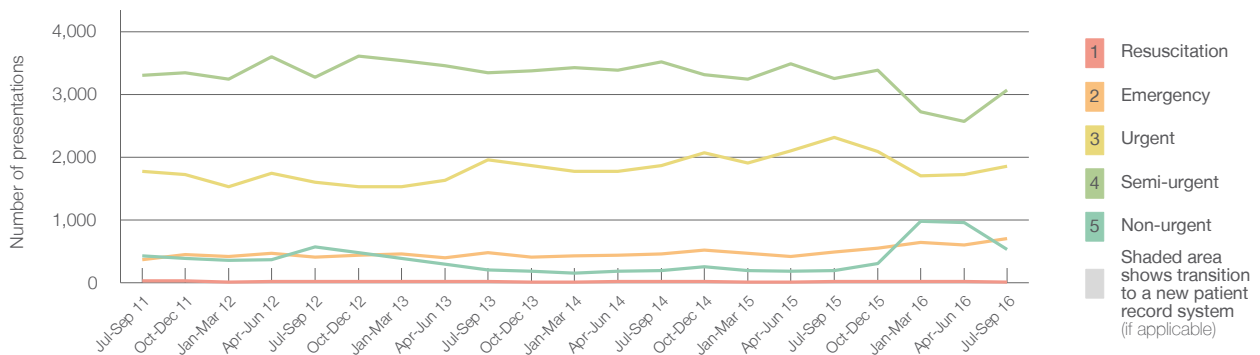
All presentations:¹ 6,217 patients

Emergency presentations² by triage category: 6,156 patients



Same period last year	Change since one year ago
6,371	-2.4%
6,267	-1.8%
16	-25.0%
485	43.9%
2,316	-19.9%
3,256	-5.9%
194	171.6%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	25	22	16	15	16	12
Emergency	363	409	474	457	485	698
Urgent	1,769	1,600	1,959	1,861	2,316	1,854
Semi-urgent	3,306	3,269	3,347	3,521	3,256	3,065
Non-urgent	423	569	202	196	194	527
All emergency presentations	5,886	5,869	5,998	6,050	6,267	6,156

Bathurst Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 904 patients

ED Transfer of care time



Same period last year	Change since one year ago
593	
18 minutes	-2 minutes
92 minutes	-32 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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 698

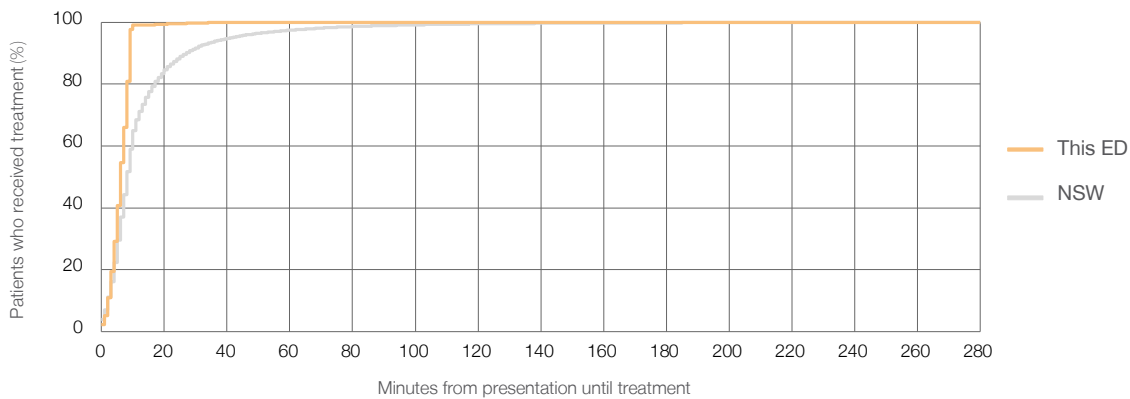
Number of triage 2 patients used to calculate waiting time:³ 698

Median time to start treatment⁴ ■ 6 minutes

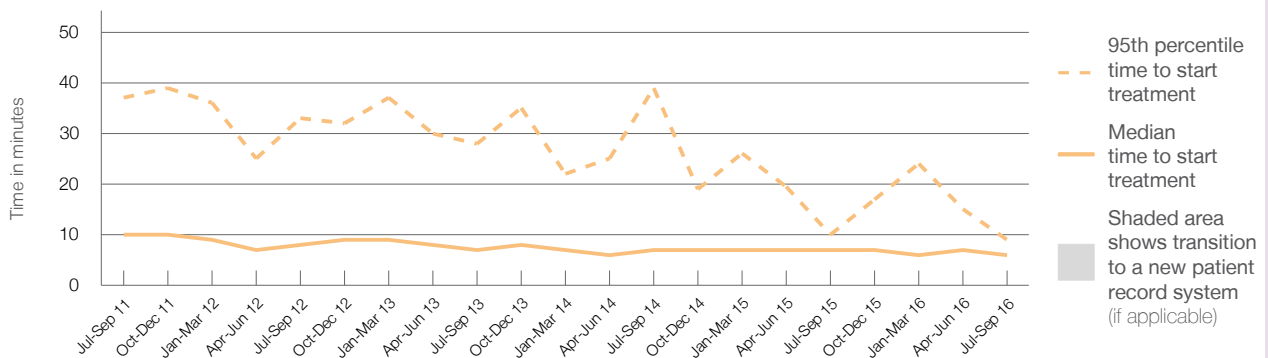
95th percentile time to start treatment⁵ ■ 9 minutes

Same period last year	NSW (this period)
485	484
7 minutes	8 minutes
10 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	8	7	7	7	6
95th percentile time to start treatment ⁵ (minutes)	37	33	28	39	10	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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,854

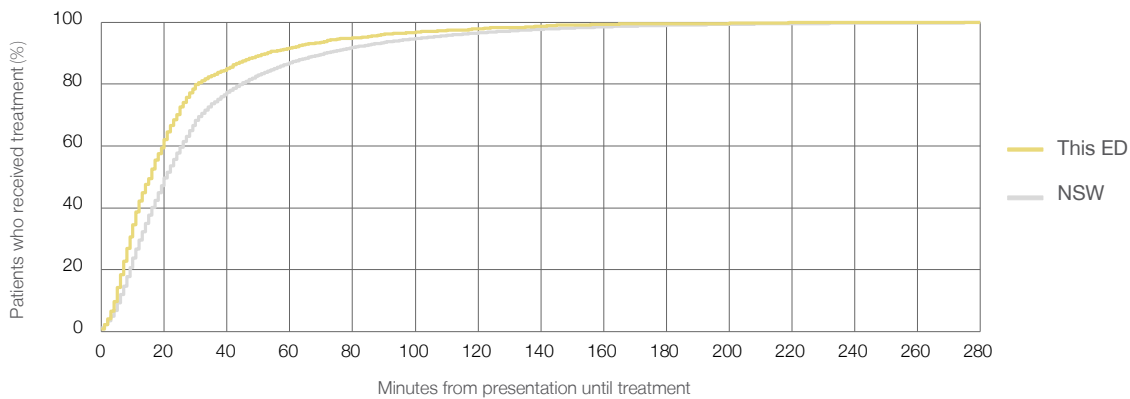
Number of triage 3 patients used to calculate waiting time:³ 1,824

Median time to start treatment⁴ 16 minutes

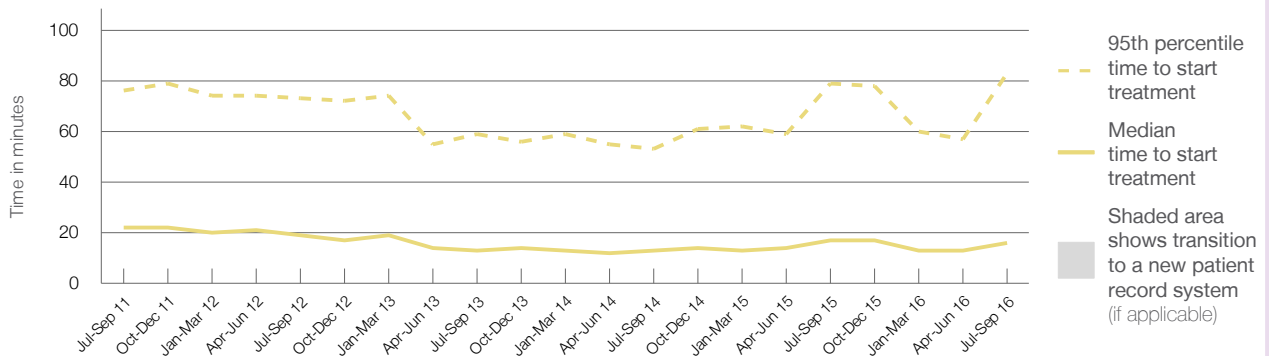
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,316	2,277
17 minutes	21 minutes
79 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	22	19	13	13	17	16
95th percentile time to start treatment ⁵ (minutes)	76	73	59	53	79	83

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

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Bathurst Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,065

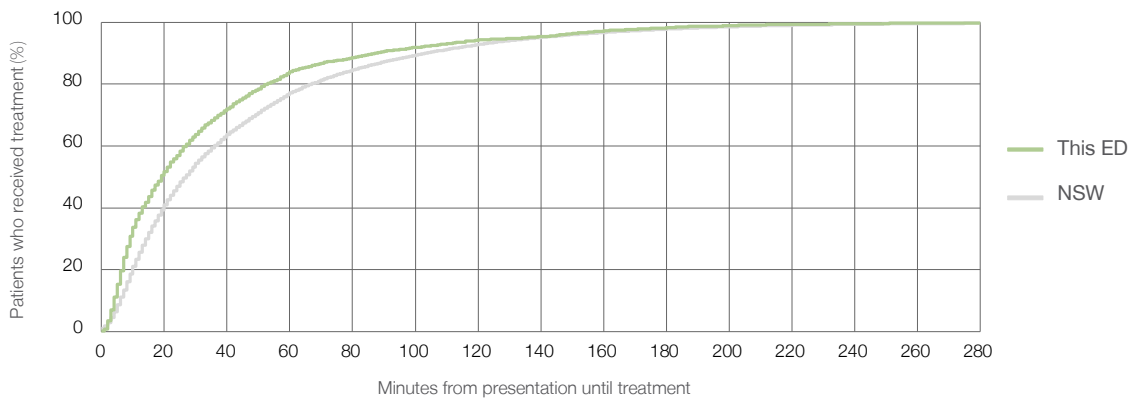
Number of triage 4 patients used to calculate waiting time:³ 2,888

Median time to start treatment⁴ 19 minutes

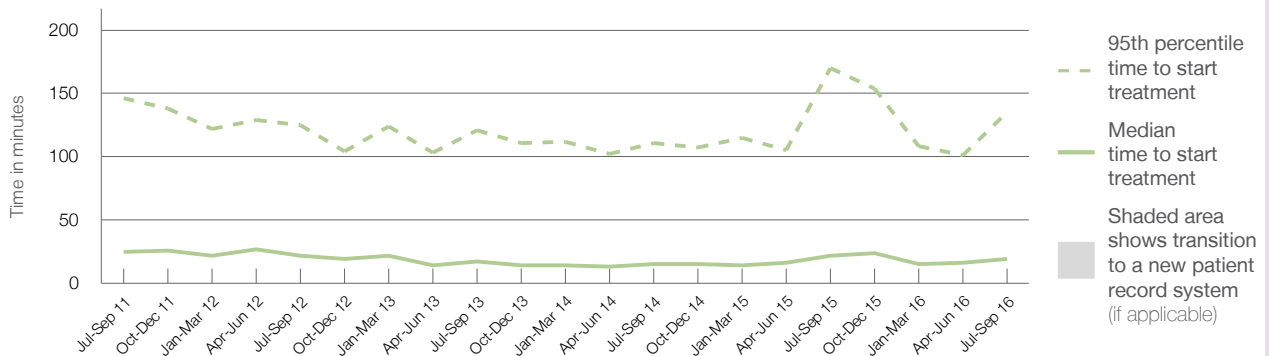
95th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
3,256	2,998
22 minutes	27 minutes
170 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	22	17	15	22	19
95th percentile time to start treatment ⁵ (minutes)	146	125	121	111	170	135

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

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Bathurst Base Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 527

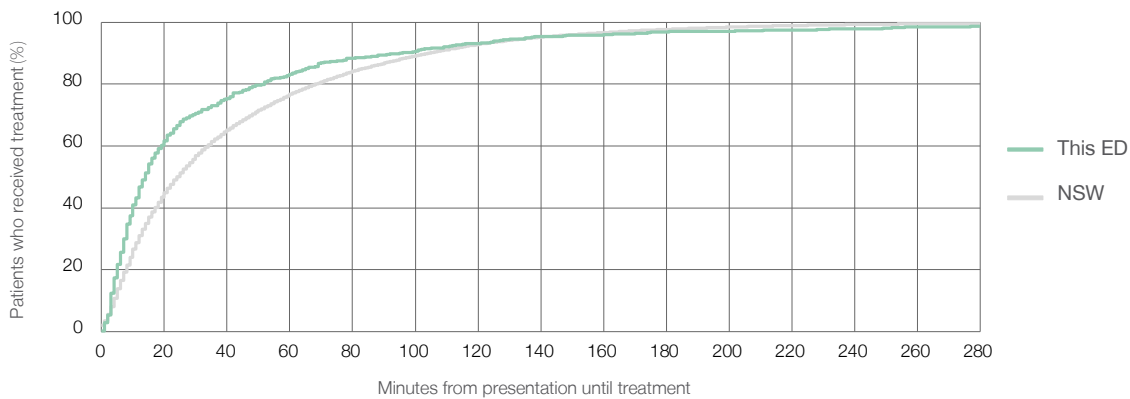
Number of triage 5 patients used to calculate waiting time:³ 466

Median time to start treatment⁴ 14 minutes

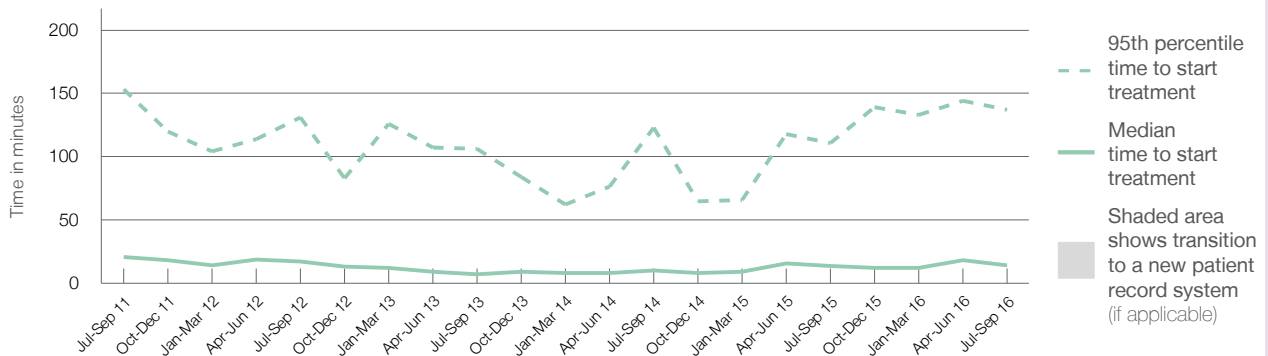
95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
194	172
14 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	17	7	10	14	14
95th percentile time to start treatment ⁵ (minutes)	153	131	106	123	111	137

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Bathurst Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,217 patients

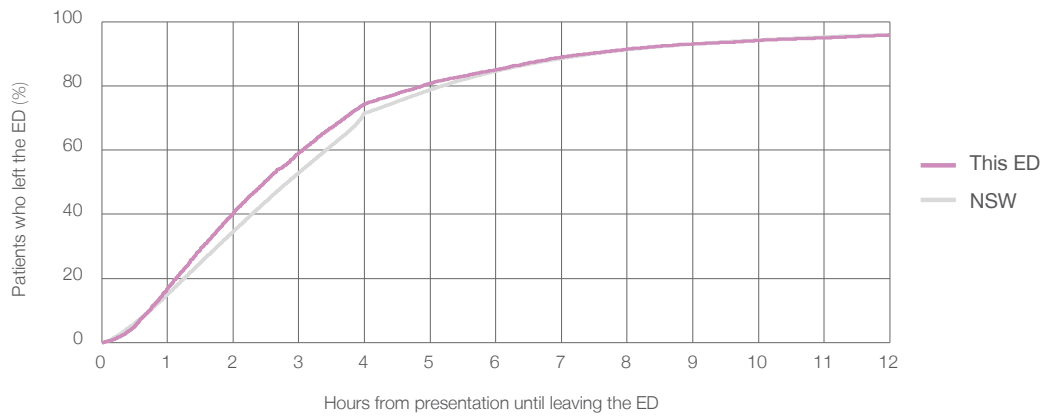
Presentations used to calculate time to leaving the ED:⁶ 6,217 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

95th percentile time spent in the ED⁹ 11 hours and 4 minutes

Same period last year	NSW (this period)
6,371	6,371
2 hours and 40 minutes	2 hours and 50 minutes
12 hours and 49 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 4m	10h 12m	12h 0m	9h 26m	12h 49m	11h 4m

(†) 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.

Bathurst Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

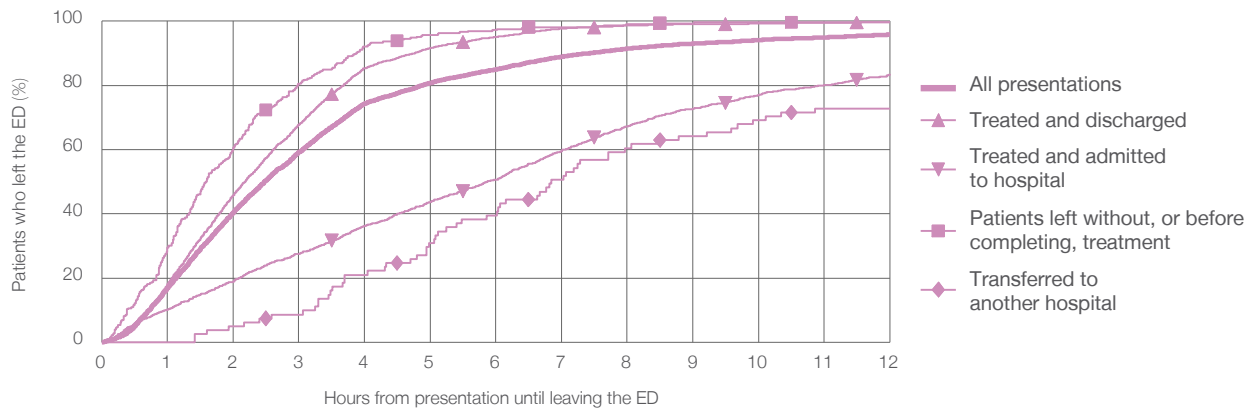
All presentations:¹ 6,217 patients

Presentations used to calculate time to leaving the ED:⁶ 6,217 patients

Treated and discharged	4,457 (71.7%)
Treated and admitted to hospital	1,328 (21.4%)
Patient left without, or before completing, treatment	330 (5.3%)
Transferred to another hospital	81 (1.3%)
Other	21 (0.3%)

Same period last year	Change since one year ago
6,371	-2.4%
4,830	-7.7%
1,034	28.4%
398	-17.1%
83	-2.4%
26	-19.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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

Treated and discharged	18.1%	45.8%	67.8%	85.4%	95.2%	98.7%	99.3%	99.7%
Treated and admitted to hospital	10.1%	19.0%	27.6%	36.3%	50.7%	67.2%	77.0%	83.6%
Patient left without, or before completing, treatment	29.4%	60.6%	80.6%	92.1%	97.3%	99.1%	99.7%	99.7%
Transferred to another hospital	0%	4.9%	8.6%	21.0%	39.5%	60.5%	69.1%	72.8%
All presentations	16.9%	40.4%	59.2%	74.4%	85.0%	91.5%	94.1%	95.9%

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Bathurst Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 6,217 patients

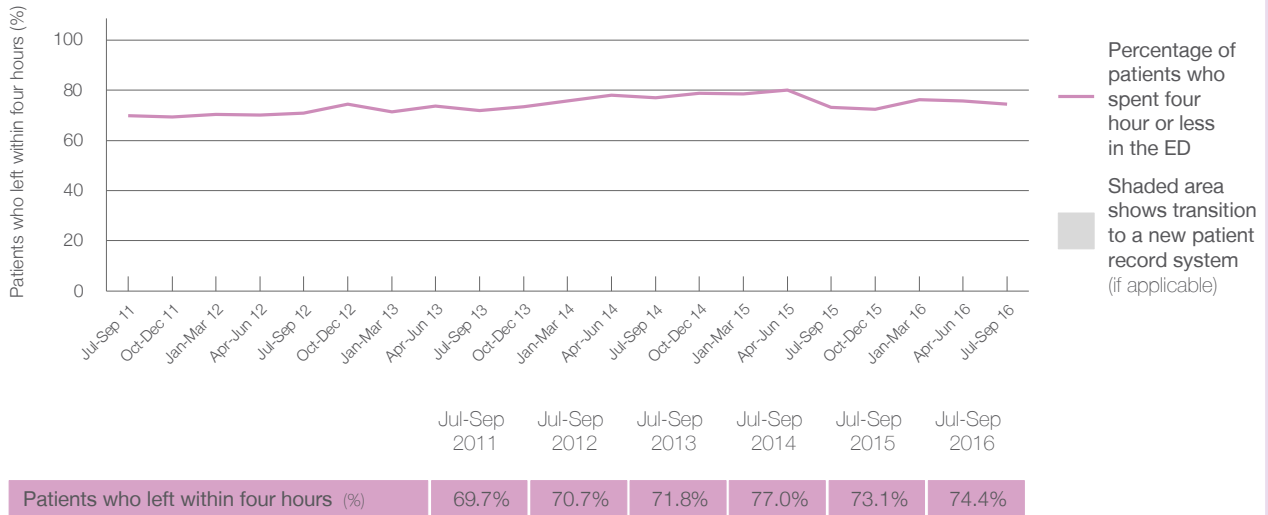
Presentations used to calculate time to leaving the ED: ⁶ 6,217 patients

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	6,371	-2.4%
Presentations used to calculate time to leaving the ED	6,371	-2.4%
Percentage of patients who spent four hours or less in the ED	73.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,287 patients
 Emergency presentations:² 8,022 patients

Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%

Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,884 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,438 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 738 patients

Median time to start treatment⁴ 34 minutes
 95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
785	
9 minutes	8 minutes
34 minutes	41 minutes
2,767	
27 minutes	21 minutes
121 minutes	103 minutes
3,035	
38 minutes	27 minutes
174 minutes	139 minutes
562	
31 minutes	24 minutes
167 minutes	138 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,285 patients

Percentage of patients who spent four hours or less in the ED 69.8%

Same period last year	Change since one year ago
7,511	10.3%
69.0%	

* 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: Emergency department measures, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

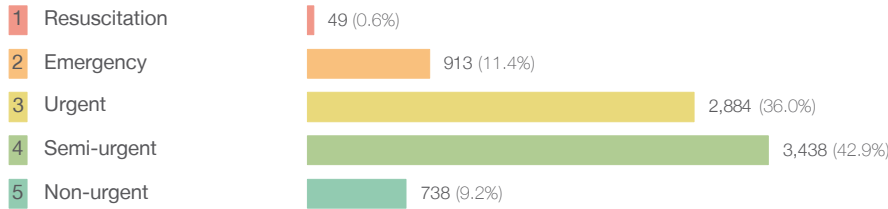
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Dubbo Base Hospital: Patients presenting to the emergency department July to September 2016

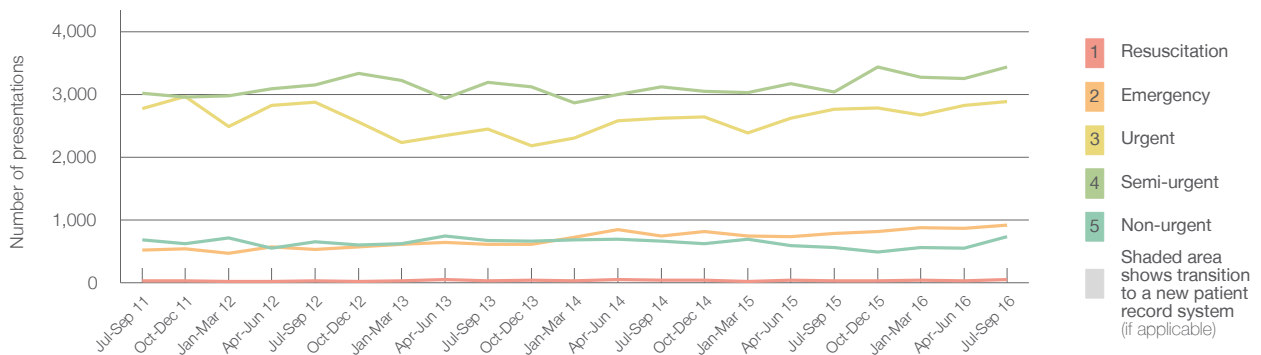
All presentations:¹ 8,287 patients

Emergency presentations² by triage category: 8,022 patients



Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%
34	44.1%
785	16.3%
2,767	4.2%
3,035	13.3%
562	31.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	32	29	30	39	34	49
Emergency	522	532	612	745	785	913
Urgent	2,777	2,880	2,451	2,619	2,767	2,884
Semi-urgent	3,023	3,155	3,191	3,121	3,035	3,438
Non-urgent	680	650	668	661	562	738
All emergency presentations	7,034	7,246	6,952	7,185	7,183	8,022

Dubbo Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,725 patients

ED Transfer of care time



Same period last year	Change since one year ago
957	
14 minutes	-1 minute
62 minutes	-15 minutes

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

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Dubbo Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 913

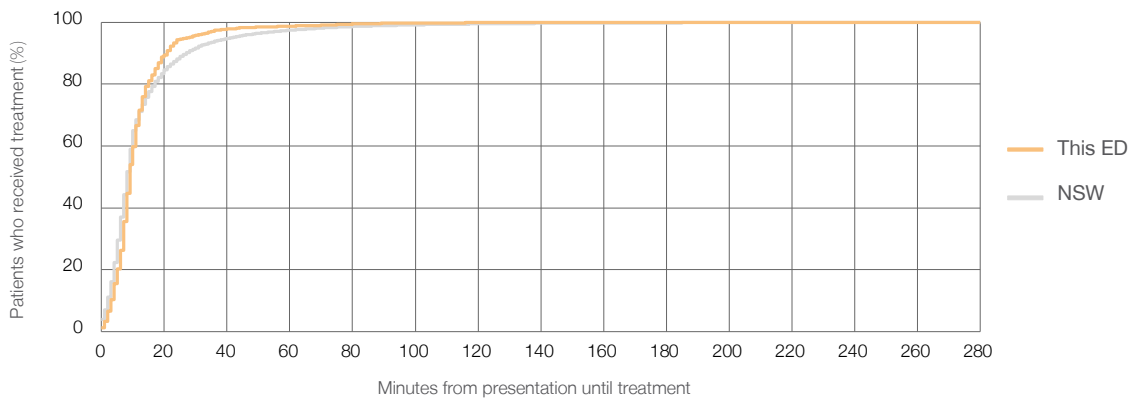
Number of triage 2 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 9 minutes

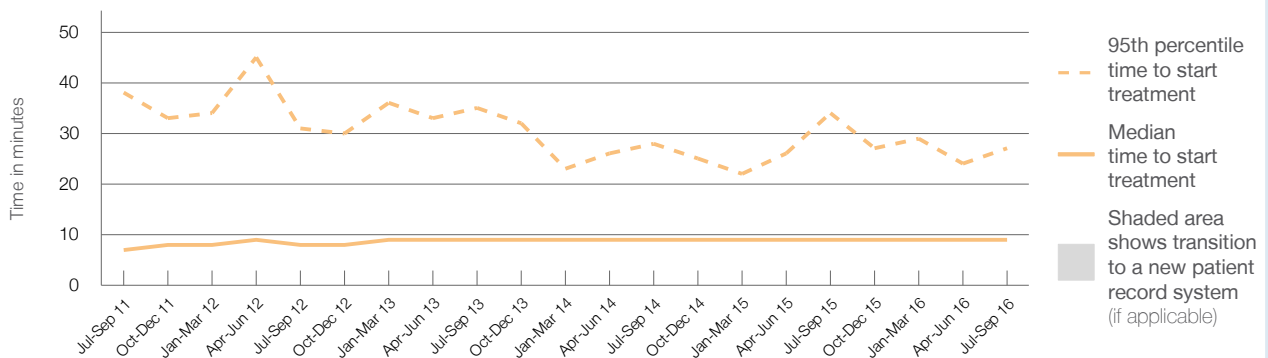
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
785	781
9 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	38	31	35	28	34	27

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,884

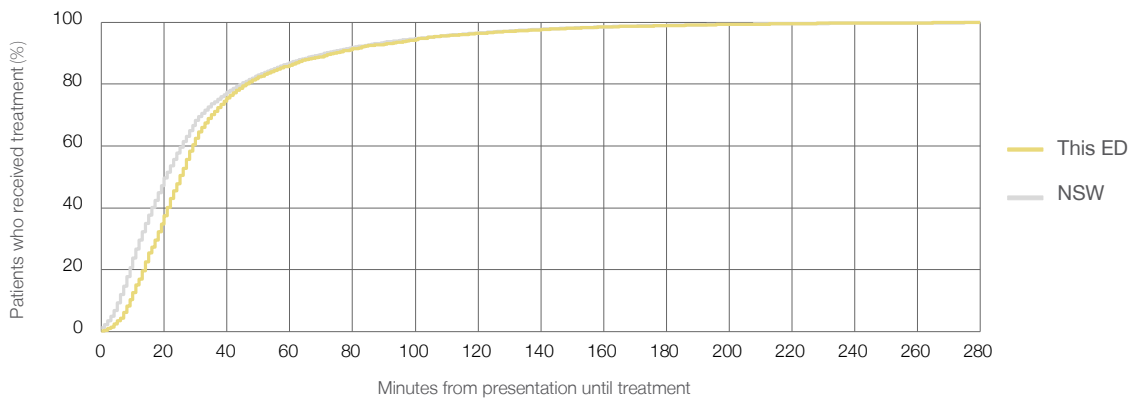
Number of triage 3 patients used to calculate waiting time:³ 2,812

Median time to start treatment⁴ 25 minutes

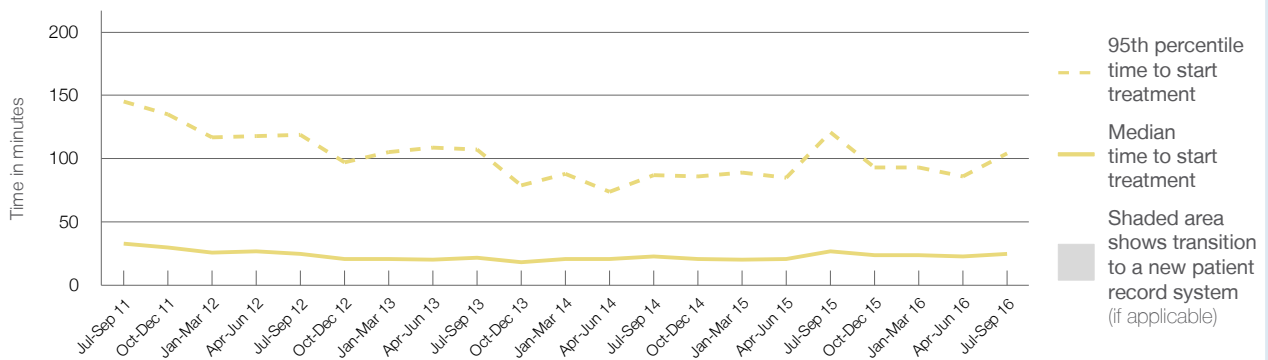
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
2,767	
2,686	
27 minutes	21 minutes
121 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	25	22	23	27	25
95th percentile time to start treatment ⁵ (minutes)	145	119	107	87	121	104

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,438

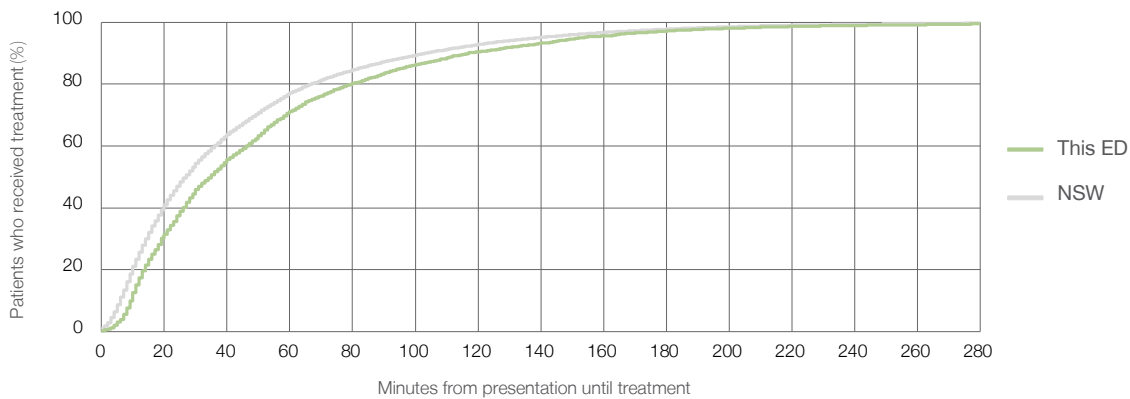
Number of triage 4 patients used to calculate waiting time:³ 3,184

Median time to start treatment⁴ 35 minutes

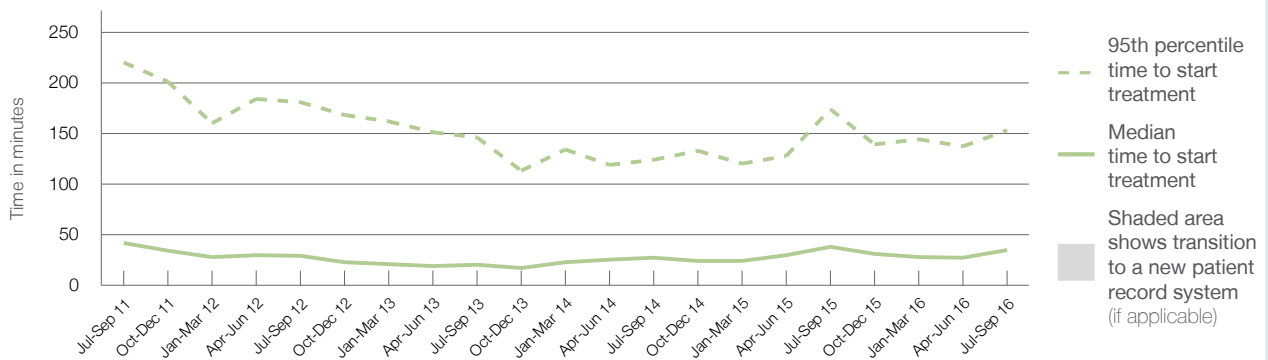
95th percentile time to start treatment⁵ 153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,035	2,699
Median time to start treatment ⁴	38 minutes	27 minutes
95th percentile time to start treatment ⁵	174 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	42	29	20	27	38	35
95th percentile time to start treatment ⁵ (minutes)	220	181	146	124	174	153

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 738

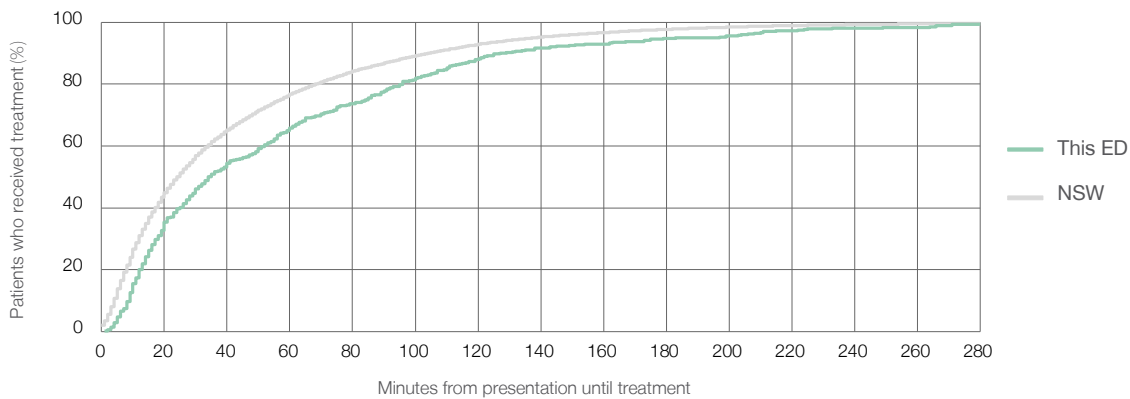
Number of triage 5 patients used to calculate waiting time:³ 595

Median time to start treatment⁴ 34 minutes

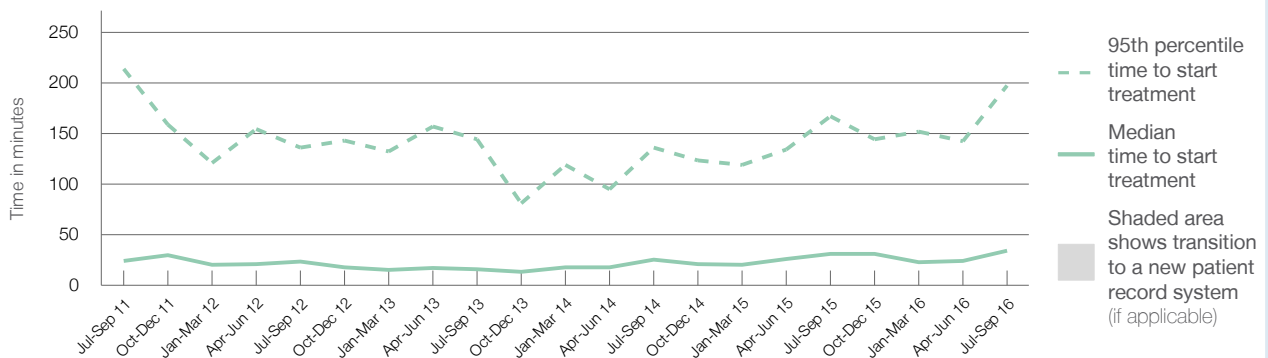
95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
562	439
31 minutes	24 minutes
167 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	24	16	25	31	34
95th percentile time to start treatment ⁵ (minutes)	214	136	144	136	167	197

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,287 patients

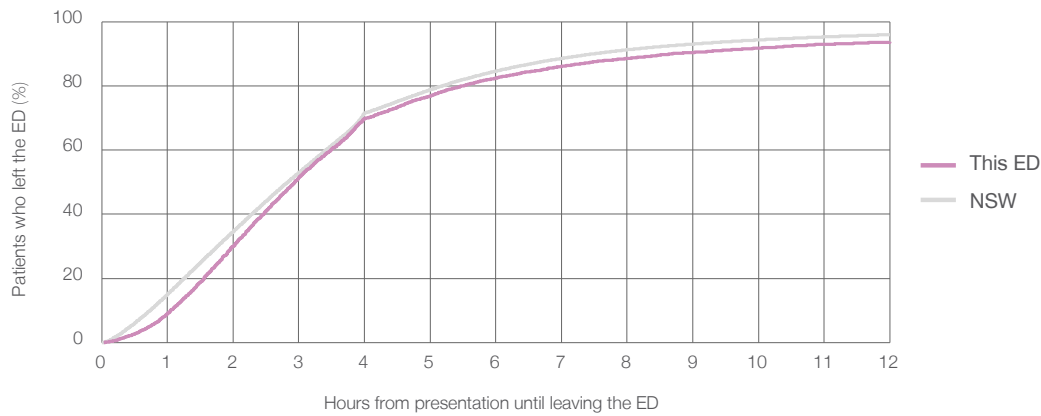
Presentations used to calculate time to leaving the ED:⁶ 8,285 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

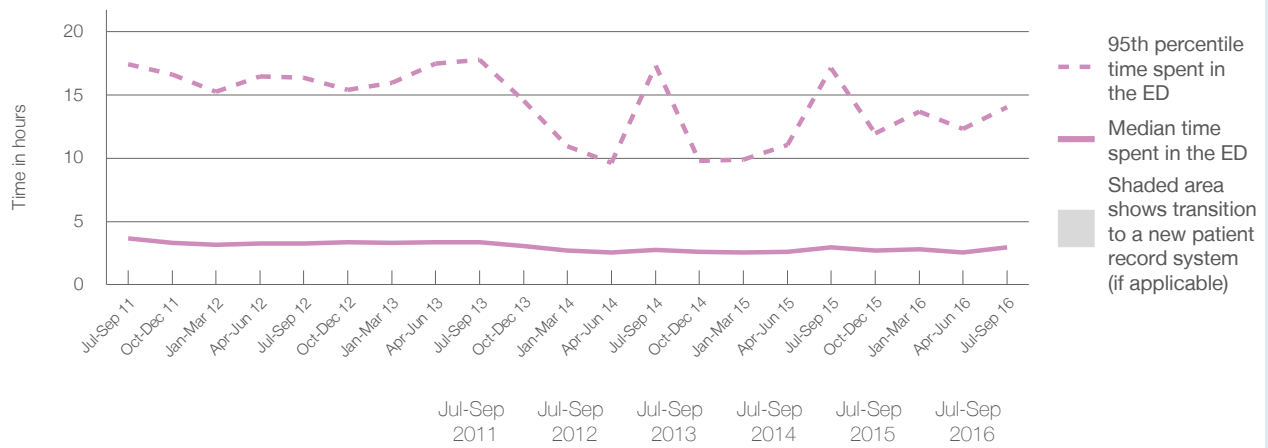
95th percentile time spent in the ED⁹ 14 hours and 2 minutes

Same period last year	NSW (this period)
7,512	
7,511	
2 hours and 56 minutes	2 hours and 50 minutes
17 hours and 6 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 39m	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 26m	16h 21m	17h 45m	17h 18m	17h 6m	14h 2m

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

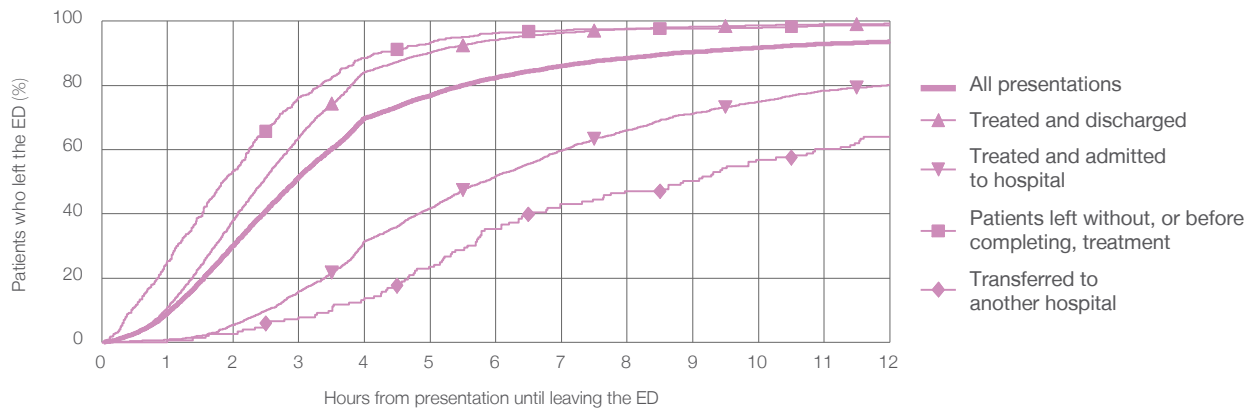
All presentations:¹ 8,287 patients

Presentations used to calculate time to leaving the ED:⁶ 8,285 patients

Treated and discharged	5,476 (66.1%)
Treated and admitted to hospital	2,091 (25.2%)
Patient left without, or before completing, treatment	536 (6.5%)
Transferred to another hospital	153 (1.8%)
Other	31 (0.4%)

Same period last year	Change since one year ago
7,511	10.3%
5,045	8.5%
1,722	21.4%
535	0.2%
196	-21.9%
14	121.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.9%	38.0%	63.8%	84.2%	94.2%	97.5%	98.7%	99.2%
Treated and admitted to hospital	0.8%	5.4%	15.8%	31.4%	51.7%	66.0%	74.9%	80.2%
Patient left without, or before completing, treatment	25.4%	53.4%	76.3%	88.6%	96.3%	97.8%	97.9%	98.7%
Transferred to another hospital	0.7%	2.6%	7.8%	13.7%	35.3%	47.1%	56.9%	64.1%
All presentations	9.2%	30.1%	51.4%	69.8%	82.4%	88.5%	91.7%	93.7%

(†) 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.

Dubbo Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 8,287 patients

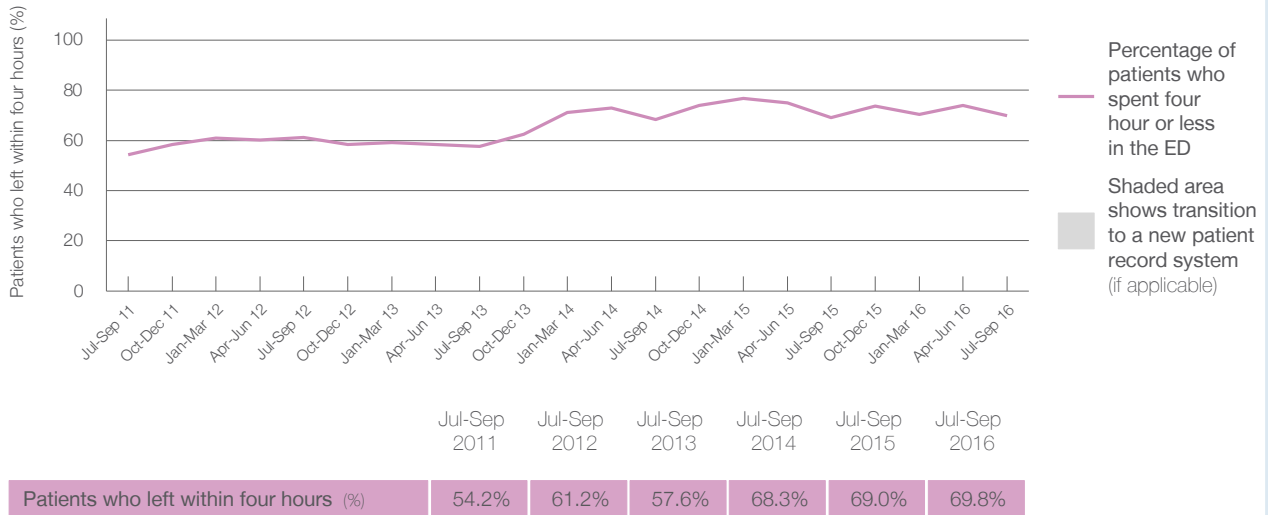
Presentations used to calculate time to leaving the ED: ⁶ 8,285 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	7,512	10.3%
Presentations used to calculate time to leaving the ED	7,511	10.3%
Percentage of patients who spent four hours or less in the ED	69.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Forbes District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,856 patients
Emergency presentations:² 1,619 patients

Same period last year	Change since one year ago
2,512	-26.1%
1,964	-17.6%

Forbes District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 87 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 270 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 526 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 192 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 731 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 209 minutes

Same period last year	NSW (this period)
81	
6 minutes	8 minutes
*	41 minutes
275	
15 minutes	21 minutes
54 minutes	103 minutes
797	
26 minutes	27 minutes
111 minutes	139 minutes
806	
23 minutes	24 minutes
126 minutes	138 minutes

Forbes District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,855 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
2,512	-26.2%
96.6%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

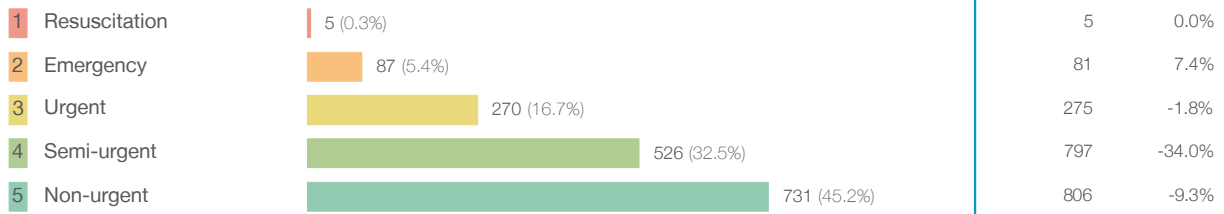
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Forbes District Hospital: Patients presenting to the emergency department July to September 2016

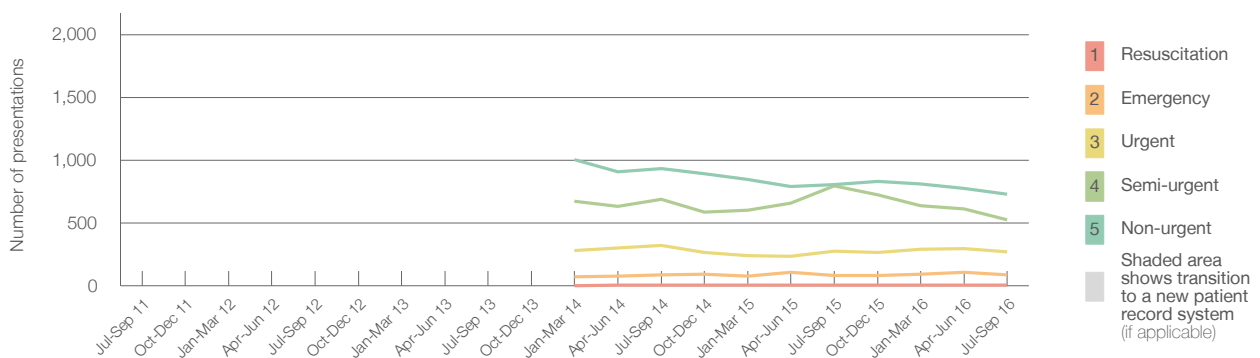
All presentations:¹ 1,856 patients

Emergency presentations² by triage category: 1,619 patients



	Same period last year	Change since one year ago
All presentations	2,512	-26.1%
Emergency presentations	1,964	-17.6%
Resuscitation	5	0.0%
Emergency	81	7.4%
Urgent	275	-1.8%
Semi-urgent	797	-34.0%
Non-urgent	806	-9.3%

Emergency presentations² by quarter, July 2011 to September 2016 [†] [‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation				6	5	5
Emergency				86	81	87
Urgent				322	275	270
Semi-urgent				687	797	526
Non-urgent				933	806	731
All emergency presentations				2,034	1,964	1,619

Forbes District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 145 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	77	
ED Transfer of care time	24 minutes	-13 minutes
95th percentile time	*	*

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

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

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

Forbes District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 87

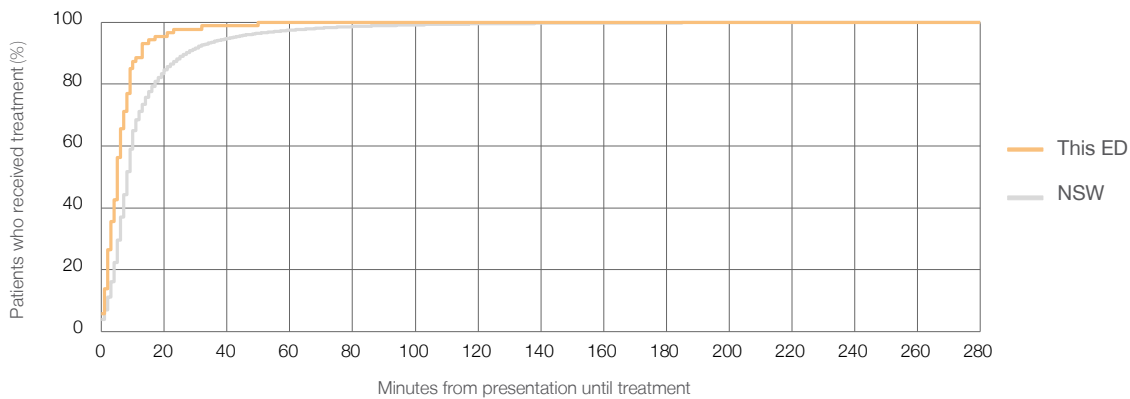
Number of triage 2 patients used to calculate waiting time:³ 87

Median time to start treatment⁴ 5 minutes

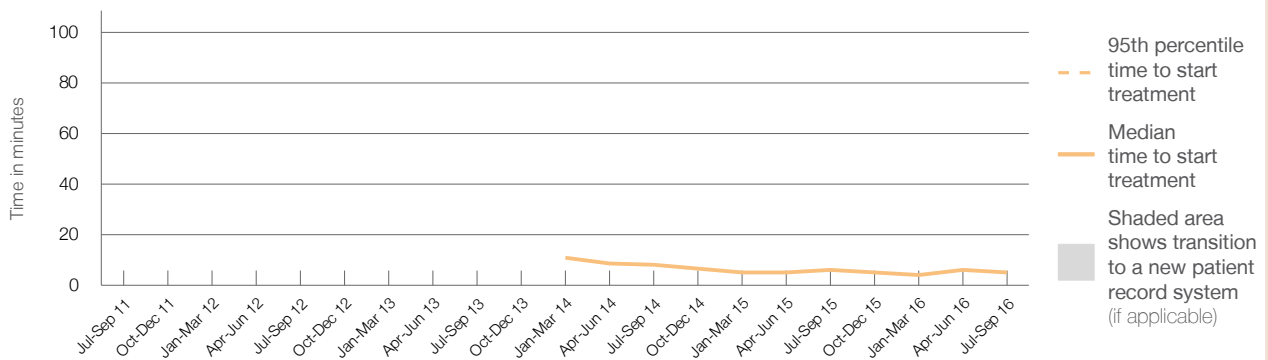
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
81	81
6 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				8	6	5
95th percentile time to start treatment ⁵ (minutes)				*	*	*

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

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

(§) 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.

Forbes District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 270

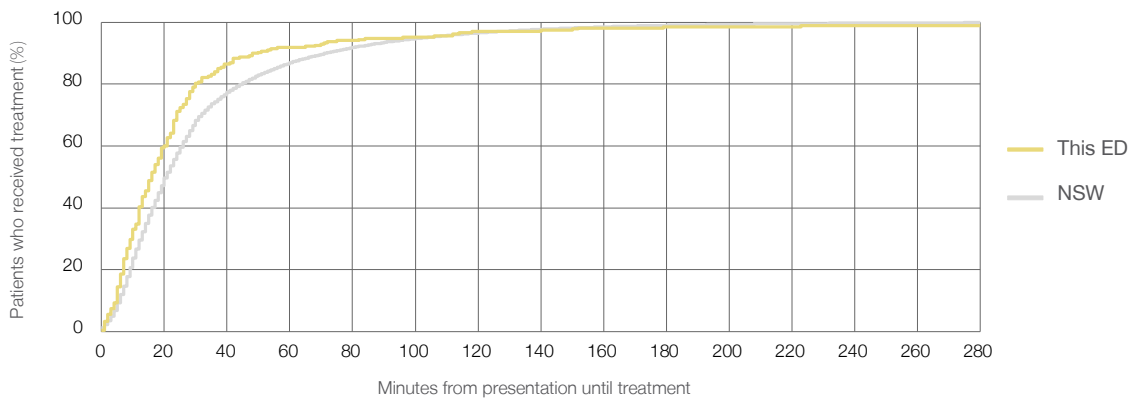
Number of triage 3 patients used to calculate waiting time:³ 268

Median time to start treatment⁴ 16 minutes

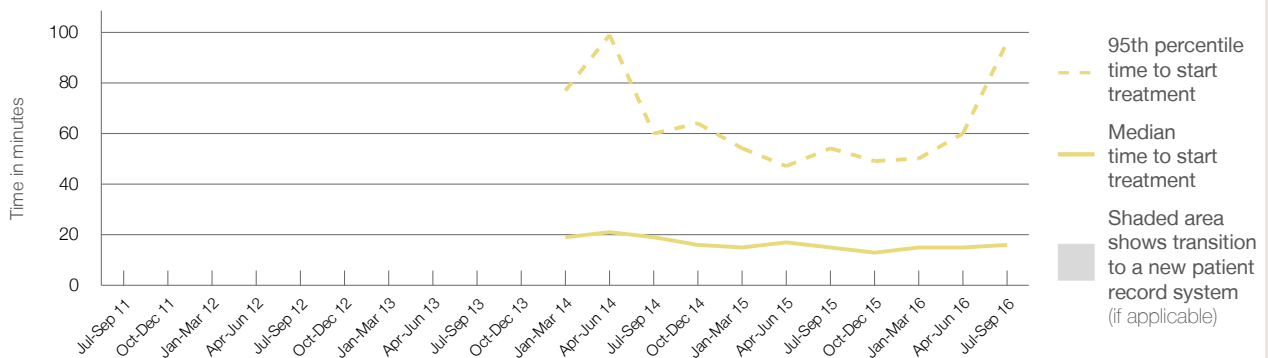
95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
275	
271	
15 minutes	21 minutes
54 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				19	15	16
95th percentile time to start treatment ⁵ (minutes)				60	54	96

(†) 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.

Forbes District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 526

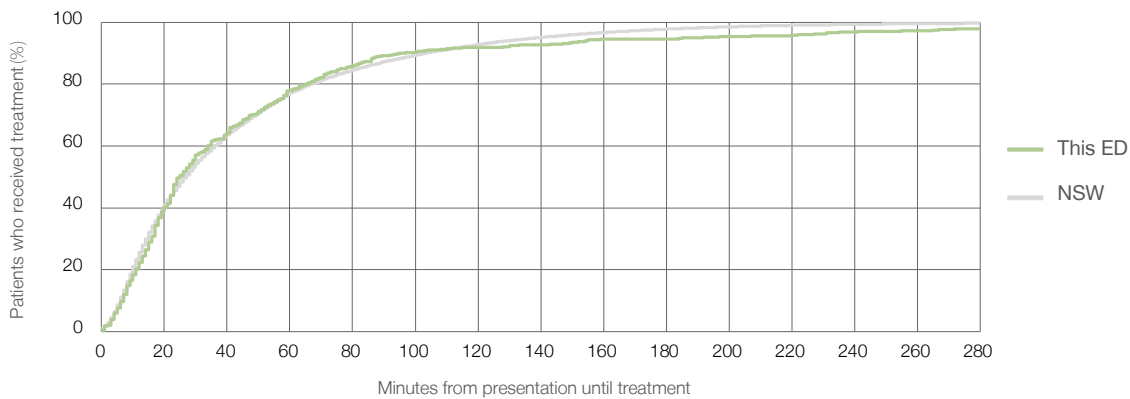
Number of triage 4 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 25 minutes

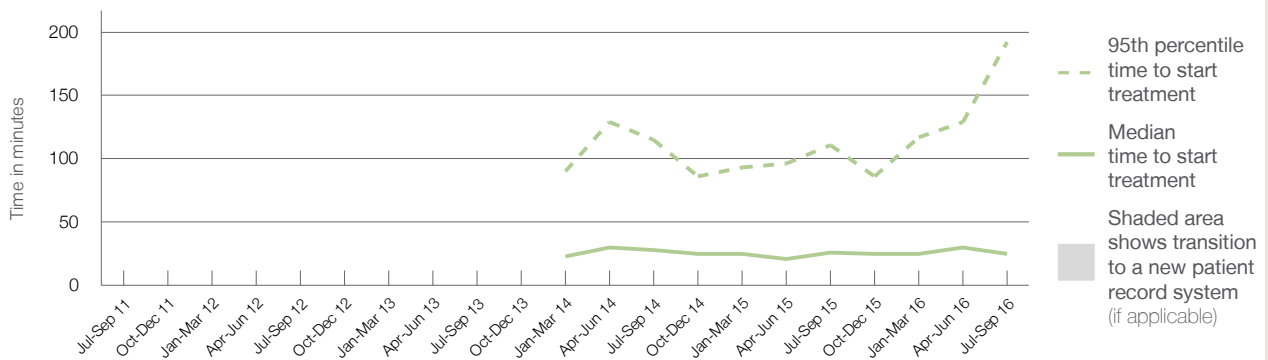
95th percentile time to start treatment⁵ 192 minutes

Same period last year	NSW (this period)
797	751
26 minutes	27 minutes
111 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				28	26	25
95th percentile time to start treatment ⁵ (minutes)				115	111	192

(†) 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.

Forbes District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 731

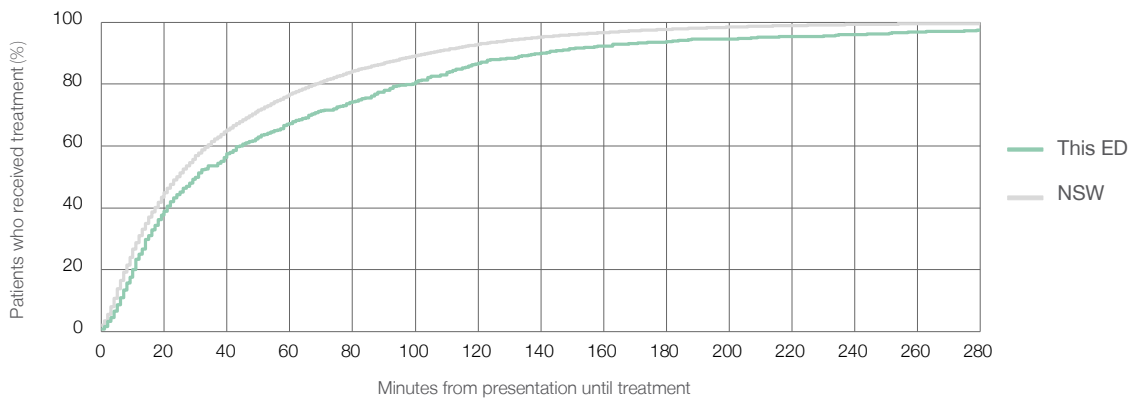
Number of triage 5 patients used to calculate waiting time:³ 639

Median time to start treatment⁴ 31 minutes

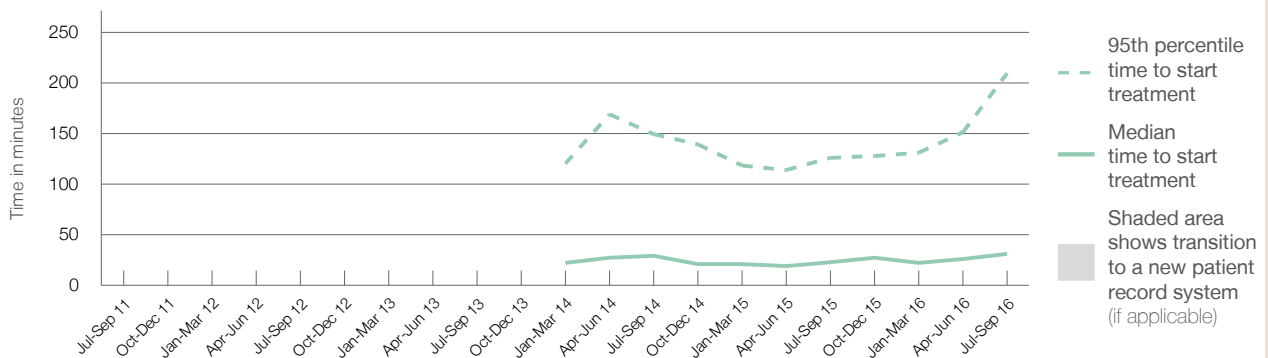
95th percentile time to start treatment⁵ 209 minutes

Same period last year	NSW (this period)
806	734
23 minutes	24 minutes
126 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				29	23	31
95th percentile time to start treatment ⁵ (minutes)				149	126	209

(†) 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.

Forbes District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,856 patients

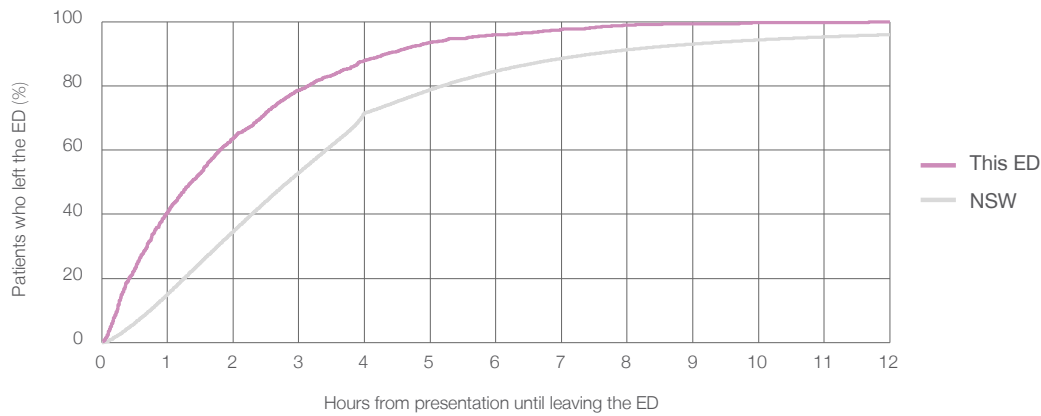
Presentations used to calculate time to leaving the ED:⁶ 1,855 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

95th percentile time spent in the ED⁹ 5 hours and 35 minutes

Same period last year	NSW (this period)
2,512	
2,512	
0 hours and 51 minutes	2 hours and 50 minutes
3 hours and 37 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 3m	0h 51m	1h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 14m	3h 37m	5h 35m

(†) 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.

Forbes District Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

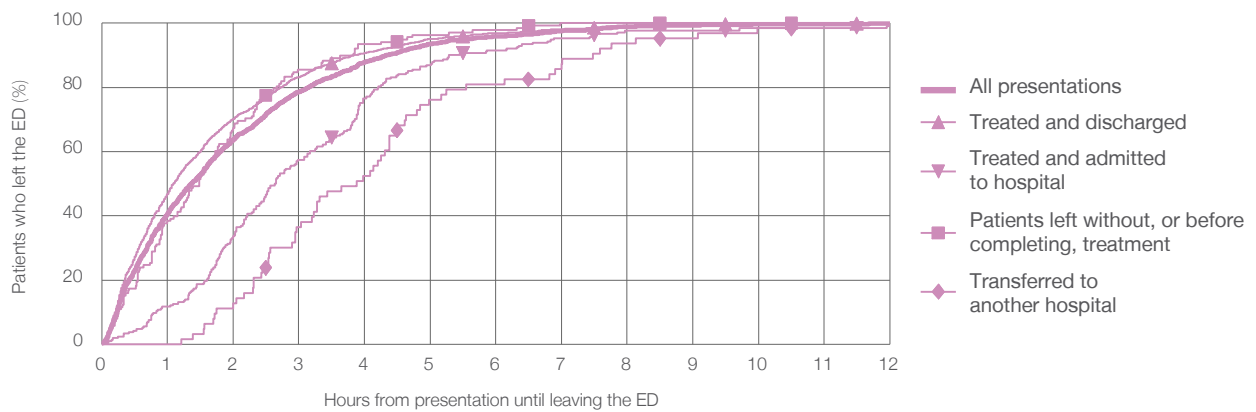
All presentations:¹ 1,856 patients

Presentations used to calculate time to leaving the ED:⁶ 1,855 patients

Treated and discharged	1,426 (76.8%)
Treated and admitted to hospital	214 (11.5%)
Patient left without, or before completing, treatment	138 (7.4%)
Transferred to another hospital	63 (3.4%)
Other	15 (0.8%)

Same period last year	Change since one year ago
2,512	-26.2%
2,157	-33.9%
217	-1.4%
80	72.5%
56	12.5%
2	650.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††§}



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	46.9%	70.3%	83.2%	90.8%	96.9%	99.3%	99.9%	100%
Treated and admitted to hospital	11.7%	33.6%	57.5%	76.6%	91.6%	97.7%	98.6%	99.1%
Patient left without, or before completing, treatment	38.4%	67.4%	85.5%	93.5%	97.8%	100%	100%	100%
Transferred to another hospital	0%	12.7%	36.5%	52.4%	81.0%	93.7%	98.4%	100%
All presentations	40.7%	63.8%	78.7%	88.0%	95.8%	99.0%	99.7%	99.9%

(†) 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.

(§) 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.

Forbes District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 1,856 patients

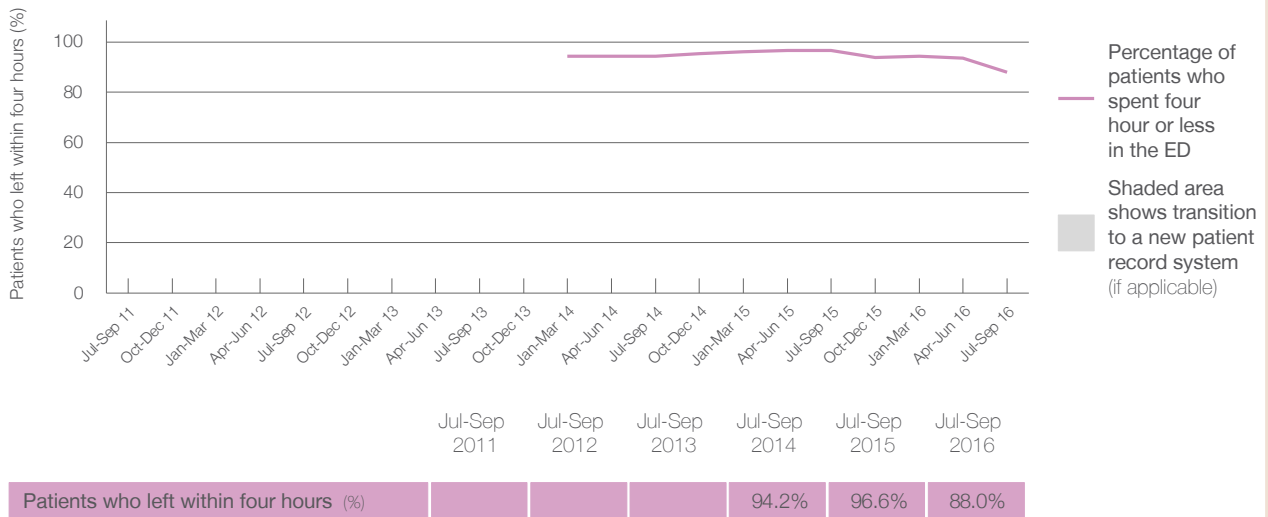
Presentations used to calculate time to leaving the ED: ⁶ 1,855 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	2,512	-26.1%
Presentations used to calculate time to leaving the ED	2,512	-26.2%
Percentage of patients who spent four hours or less in the ED	96.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



- * 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, July to September 2016.
 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Mudgee District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,730 patients
Emergency presentations:² 2,547 patients

Same period last year	Change since one year ago
3,405	-19.8%
3,164	-19.5%

Mudgee District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 234 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 593 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,261 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 451 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
240	
10 minutes	8 minutes
43 minutes	41 minutes
612	
26 minutes	21 minutes
107 minutes	103 minutes
1,502	
42 minutes	27 minutes
162 minutes	139 minutes
802	
48 minutes	24 minutes
182 minutes	138 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,730 patients

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

Same period last year	Change since one year ago
3,405	-19.8%
89.3%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

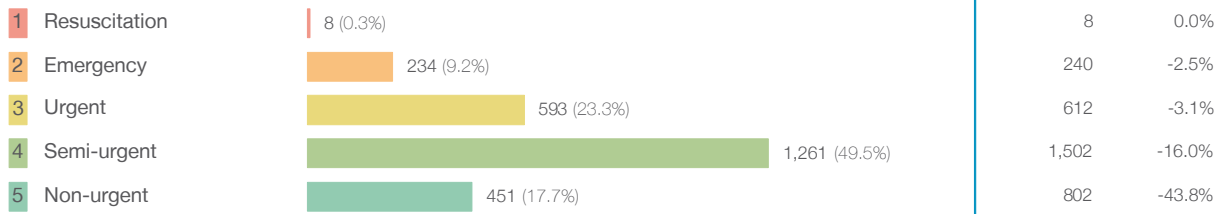
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Mudgee District Hospital: Patients presenting to the emergency department

July to September 2016

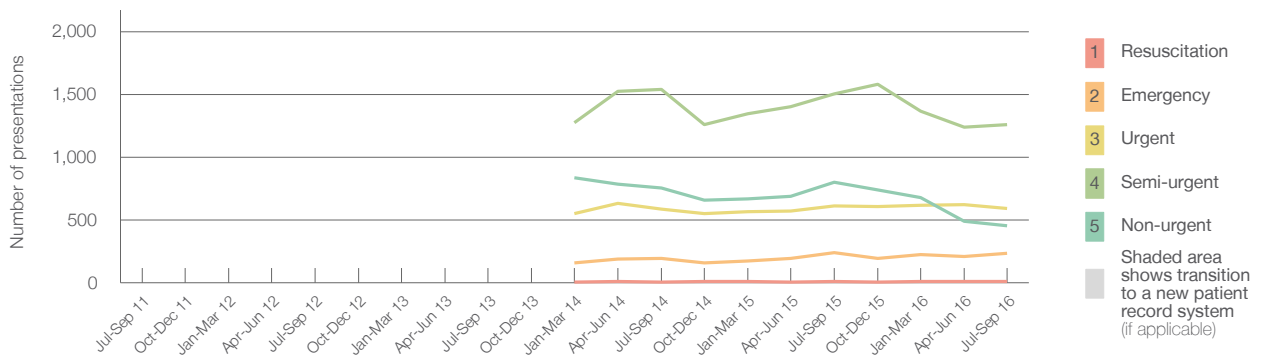
All presentations:¹ 2,730 patients

Emergency presentations² by triage category: 2,547 patients



Same period last year	Change since one year ago
3,405	-19.8%
3,164	-19.5%
8	0.0%
240	-2.5%
612	-3.1%
1,502	-16.0%
802	-43.8%

Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation				< 5	8	8
Emergency				196	240	234
Urgent				584	612	593
Semi-urgent				1,539	1,502	1,261
Non-urgent				754	802	451
All emergency presentations				3,073	3,164	2,547

Mudgee District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 240 patients

ED Transfer of care time



Same period last year	Change since one year ago
180	
16 minutes	-4 minutes
99 minutes	-55 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 234

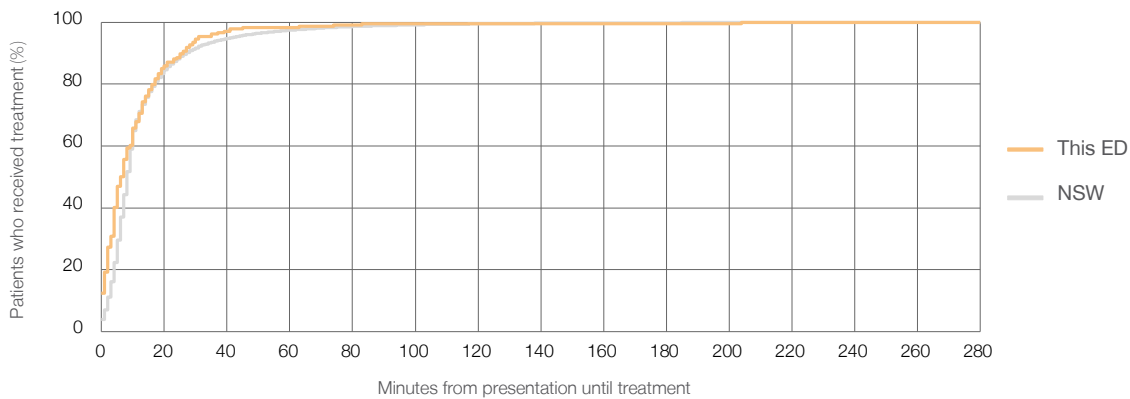
Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴ 7 minutes

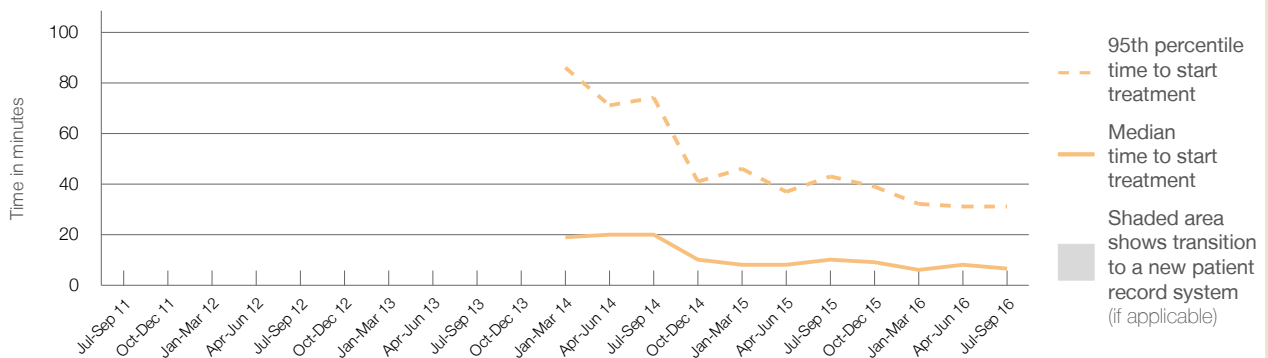
95th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
240	238
10 minutes	8 minutes
43 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				20	10	7
95th percentile time to start treatment ⁵ (minutes)				74	43	31

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

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

(§) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 593

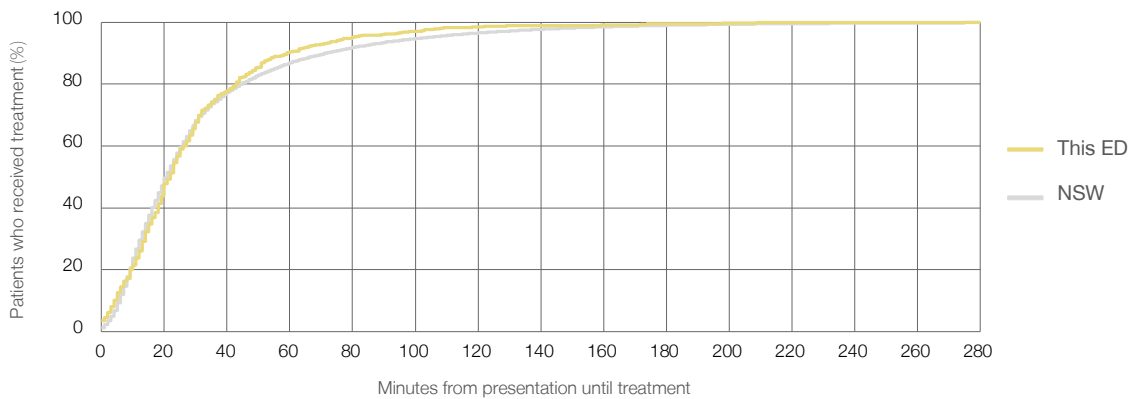
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 22 minutes

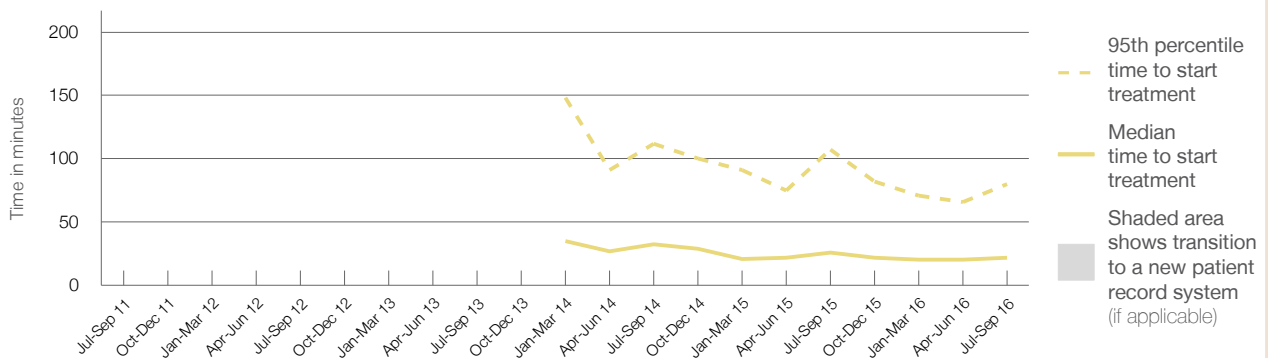
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
612	578
26 minutes	21 minutes
107 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				33	26	22
95th percentile time to start treatment ⁵ (minutes)				112	107	80

(†) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,261

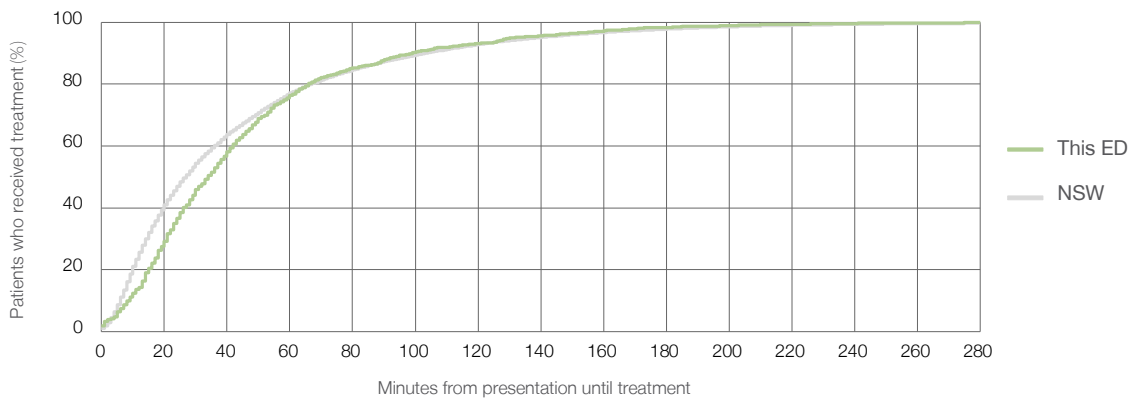
Number of triage 4 patients used to calculate waiting time:³ 1,206

Median time to start treatment⁴ 34 minutes

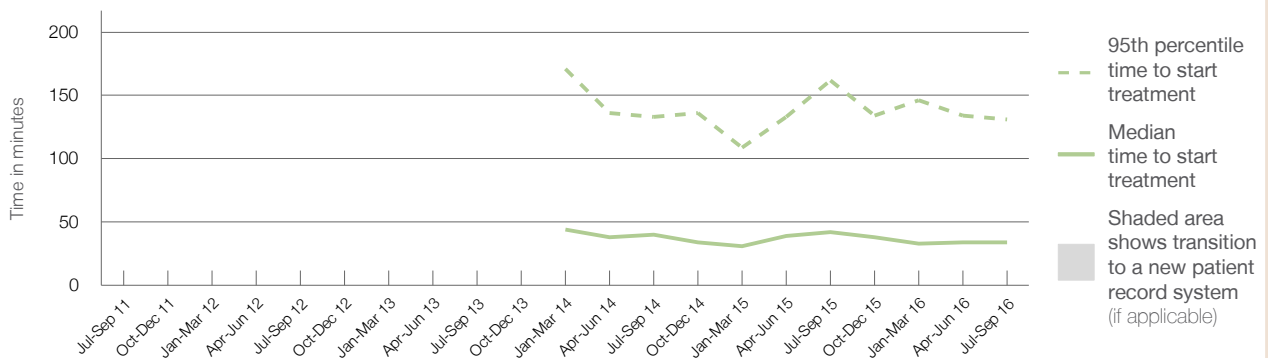
95th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
1,502	1,324
42 minutes	27 minutes
162 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				40	42	34
95th percentile time to start treatment ⁵ (minutes)				133	162	131

(†) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 451

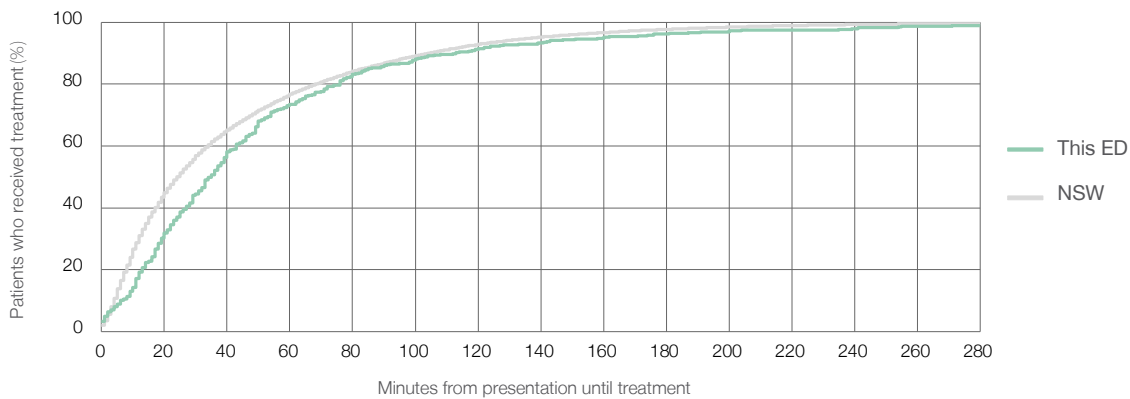
Number of triage 5 patients used to calculate waiting time:³ 385

Median time to start treatment⁴ 35 minutes

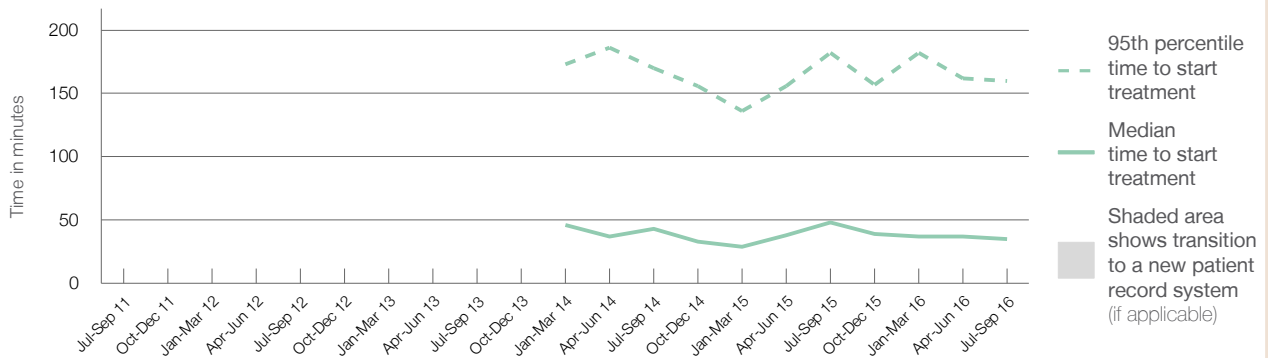
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
802	526
48 minutes	24 minutes
182 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				43	48	35
95th percentile time to start treatment ⁵ (minutes)				170	182	160

(†) 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.

Mudgee District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,730 patients

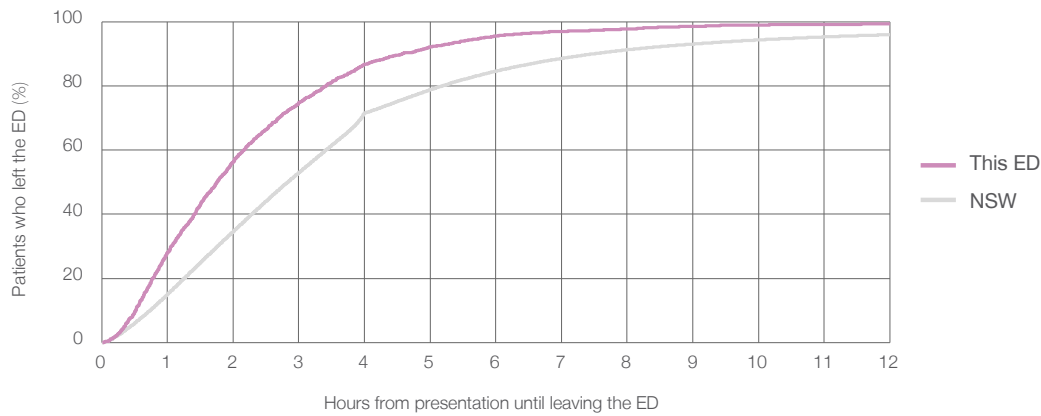
Presentations used to calculate time to leaving the ED:⁶ 2,730 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

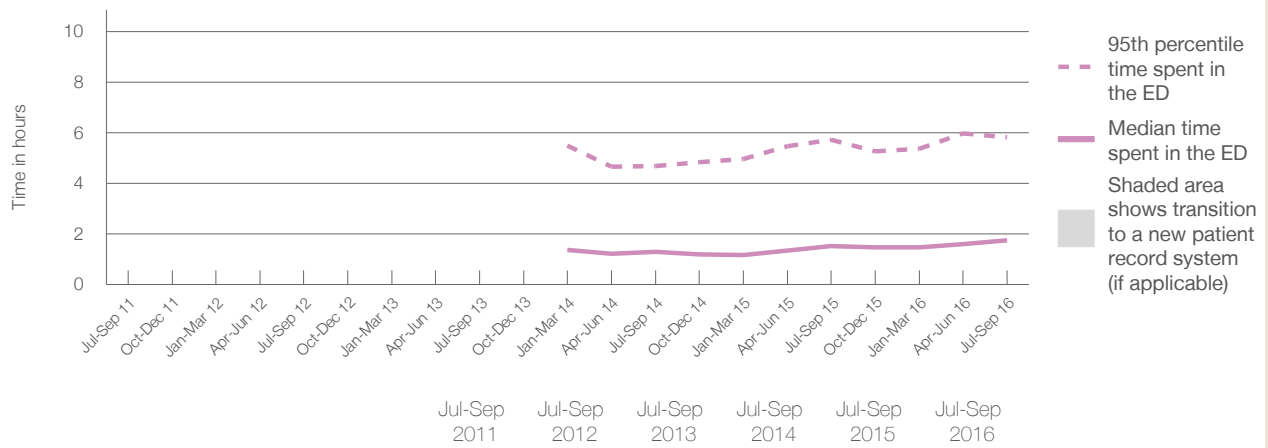
95th percentile time spent in the ED⁹ 5 hours and 49 minutes

Same period last year	NSW (this period)
3,405	3,405
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 18m	1h 31m	1h 45m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 41m	5h 44m	5h 49m

(†) 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.

Mudgee District Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

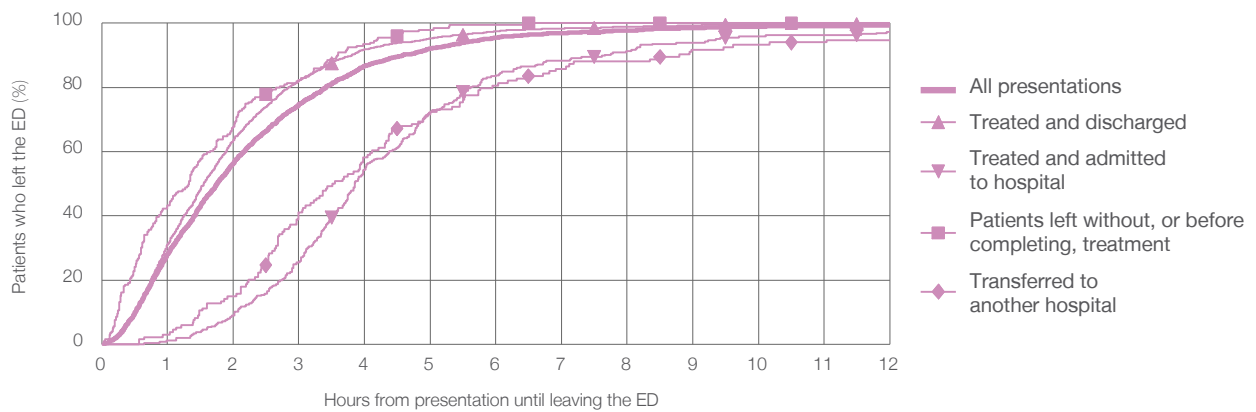
All presentations:¹ 2,730 patients

Presentations used to calculate time to leaving the ED:⁶ 2,730 patients

Treated and discharged	2,102 (77.0%)
Treated and admitted to hospital	266 (9.7%)
Patient left without, or before completing, treatment	199 (7.3%)
Transferred to another hospital	134 (4.9%)
Other	29 (1.1%)

Same period last year	Change since one year ago
3,405	-19.8%
2,850	-26.2%
218	22.0%
180	10.6%
141	-5.0%
16	81.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††§}



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

Treated and discharged	31.0%	63.6%	82.2%	91.9%	97.5%	98.9%	99.6%	99.8%
Treated and admitted to hospital	1.1%	9.0%	25.6%	54.5%	83.8%	91.4%	95.9%	97.4%
Patient left without, or before completing, treatment	43.2%	67.8%	82.4%	93.5%	99.5%	100%	100%	100%
Transferred to another hospital	3.0%	14.9%	41.0%	58.2%	80.6%	88.1%	93.3%	94.8%
All presentations	28.1%	56.4%	74.7%	86.7%	95.5%	97.7%	99.0%	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.

(§) 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.

Mudgee District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 2,730 patients

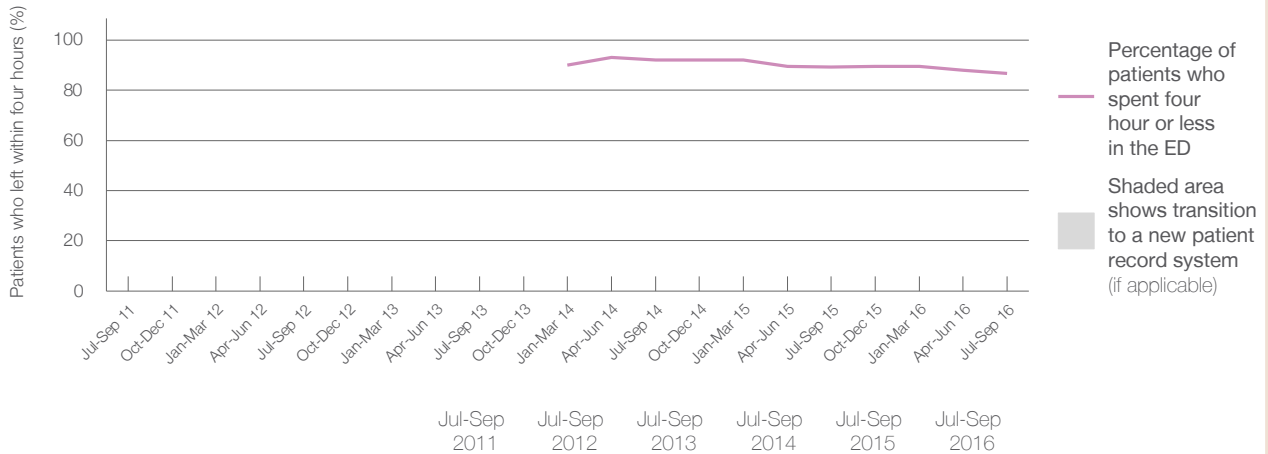
Presentations used to calculate time to leaving the ED: ⁶ 2,730 patients

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	3,405	-19.8%
Presentations used to calculate time to leaving the ED	3,405	-19.8%
Percentage of patients who spent four hours or less in the ED	89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)						
				92.1%	89.3%	86.7%

* 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, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Orange Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,136 patients
Emergency presentations:² 7,057 patients

Same period last year	Change since one year ago
6,996	2.0%
6,891	2.4%

Orange Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,035 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,692 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,688 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,592 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
828	
5 minutes	8 minutes
21 minutes	41 minutes
1,545	
16 minutes	21 minutes
65 minutes	103 minutes
2,724	
25 minutes	27 minutes
120 minutes	139 minutes
1,724	
21 minutes	24 minutes
149 minutes	138 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,133 patients

Percentage of patients who spent four hours or less in the ED 73.9%

Same period last year	Change since one year ago
6,996	2.0%
71.6%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

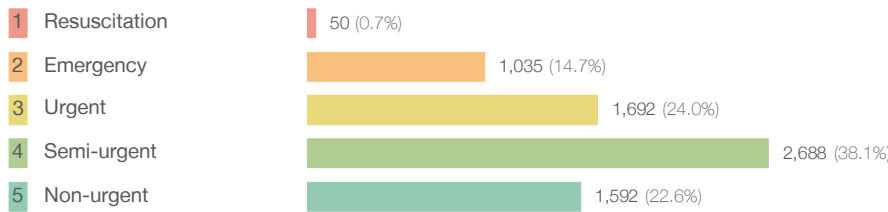
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Orange Health Service: Patients presenting to the emergency department July to September 2016

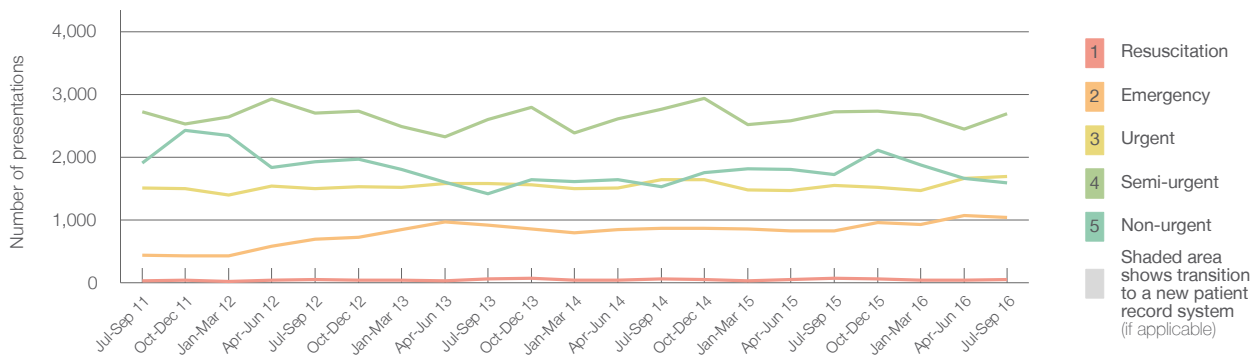
All presentations:¹ 7,136 patients

Emergency presentations² by triage category: 7,057 patients



Same period last year	Change since one year ago
6,996	2.0%
6,891	2.4%
70	-28.6%
828	25.0%
1,545	9.5%
2,724	-1.3%
1,724	-7.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	26	45	63	59	70	50
Emergency	434	694	913	863	828	1,035
Urgent	1,513	1,496	1,578	1,646	1,545	1,692
Semi-urgent	2,726	2,702	2,596	2,762	2,724	2,688
Non-urgent	1,904	1,928	1,415	1,527	1,724	1,592
All emergency presentations	6,603	6,865	6,565	6,857	6,891	7,057

Orange Health Service: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,397 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,230	
10 minutes	0 minutes
50 minutes	-21 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.

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

July to September 2016

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

Number of triage 2 patients: 1,035

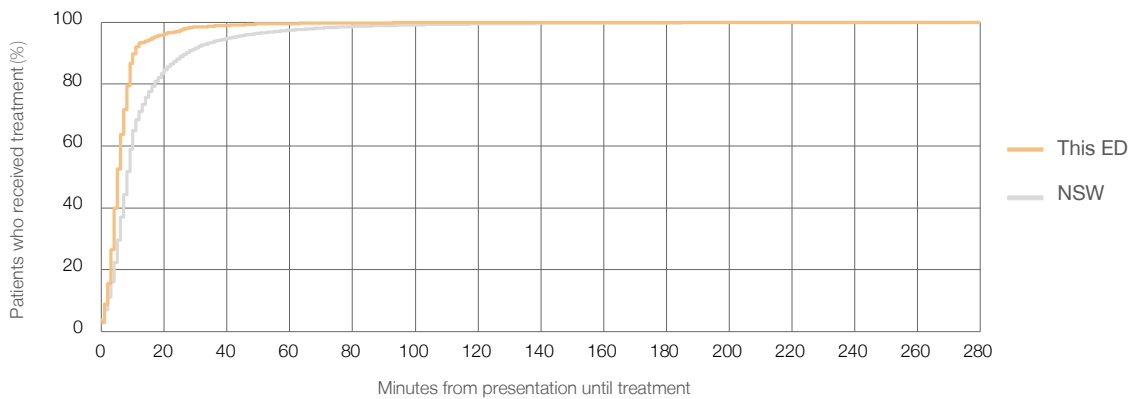
Number of triage 2 patients used to calculate waiting time:³ 1,031

Median time to start treatment⁴ 5 minutes

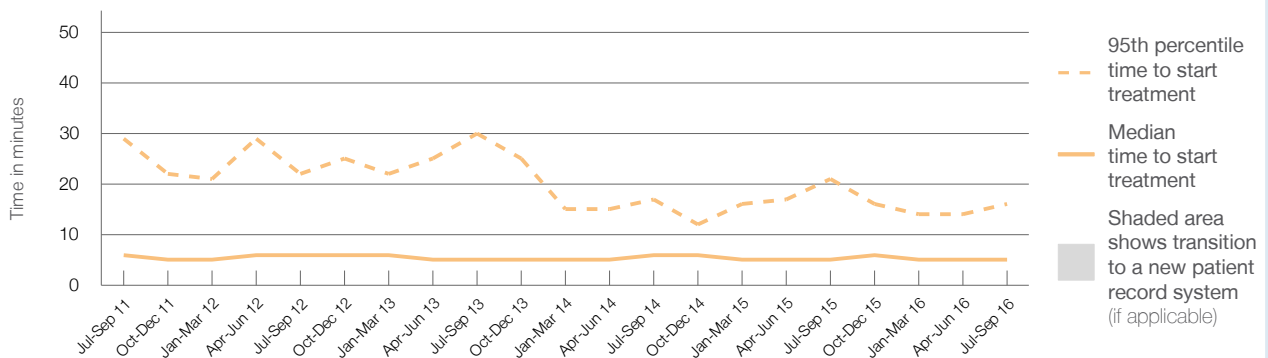
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
828	827
5 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	5	6	5	5
95th percentile time to start treatment ⁵ (minutes)	29	22	30	17	21	16

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

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

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

July to September 2016

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

Number of triage 3 patients: 1,692

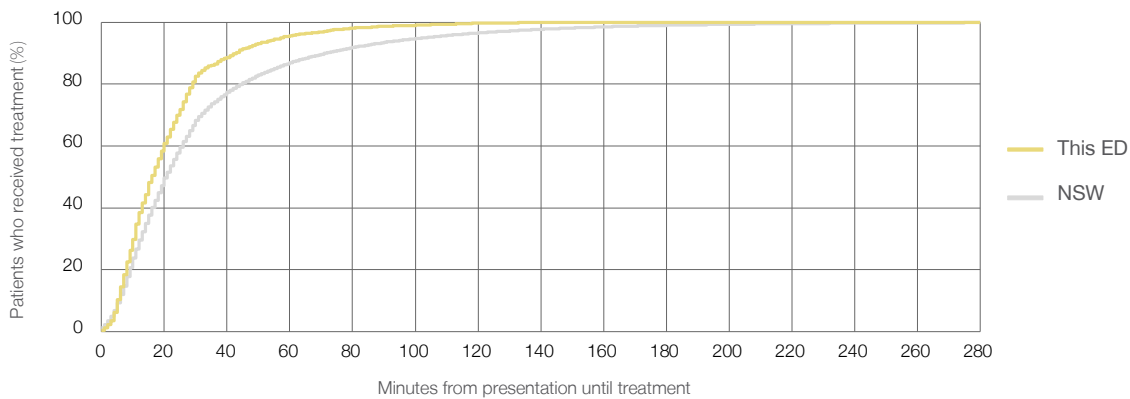
Number of triage 3 patients used to calculate waiting time:³ 1,674

Median time to start treatment⁴ 16 minutes

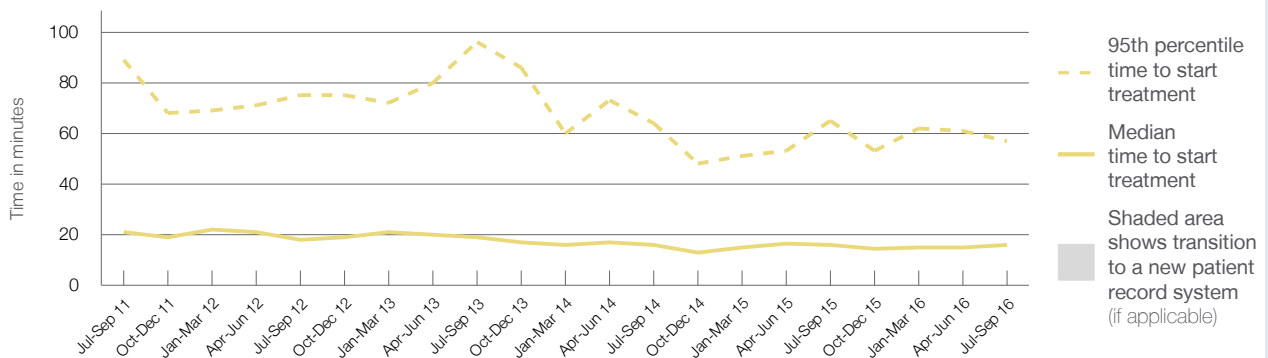
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,545	1,536
16 minutes	21 minutes
65 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	18	19	16	16	16
95th percentile time to start treatment ⁵ (minutes)	89	75	96	64	65	57

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,688

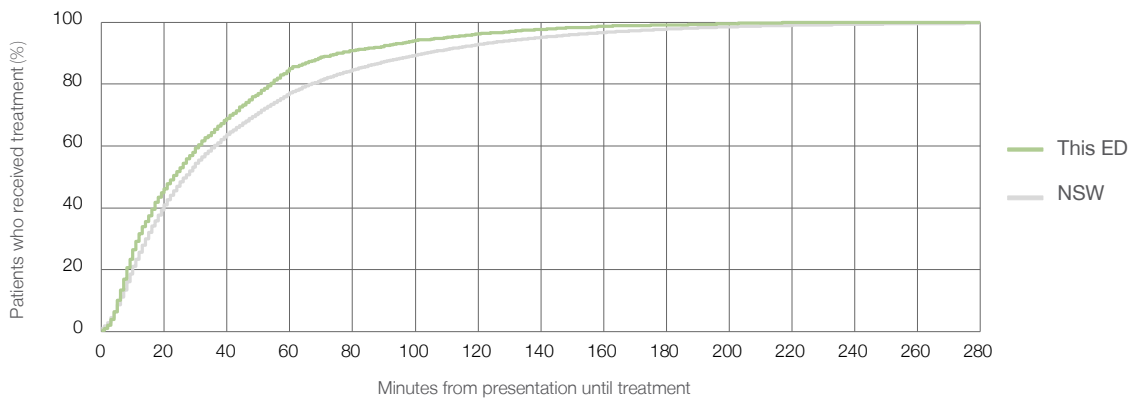
Number of triage 4 patients used to calculate waiting time:³ 2,595

Median time to start treatment⁴ 23 minutes

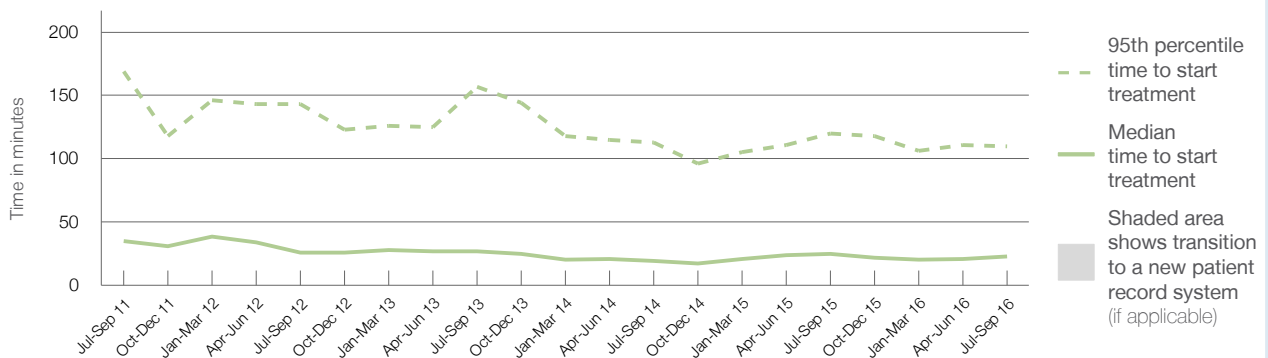
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,724	2,627
25 minutes	27 minutes
120 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	26	27	19	25	23
95th percentile time to start treatment ⁵ (minutes)	169	143	157	113	120	110

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

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

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

July to September 2016

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

Number of triage 5 patients: 1,592

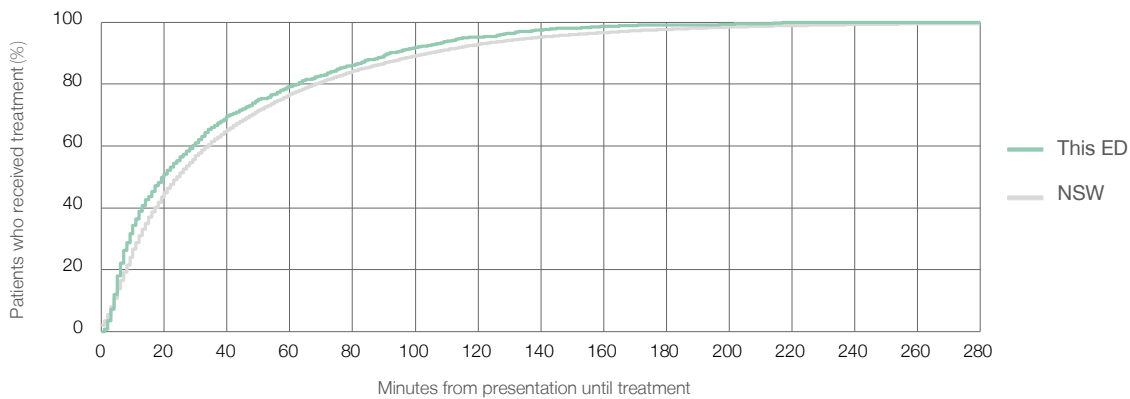
Number of triage 5 patients used to calculate waiting time:³ 1,505

Median time to start treatment⁴ 20 minutes

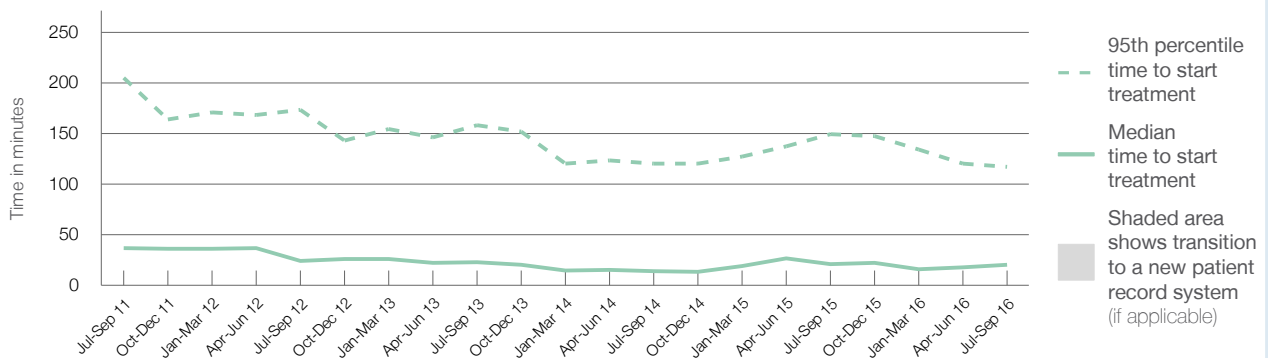
95th percentile time to start treatment⁵ 117 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,724	1,577
Median time to start treatment ⁴	21 minutes	24 minutes
95th percentile time to start treatment ⁵	149 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	24	23	14	21	20
95th percentile time to start treatment ⁵ (minutes)	205	173	158	120	149	117

(†) 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.

Orange Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,136 patients

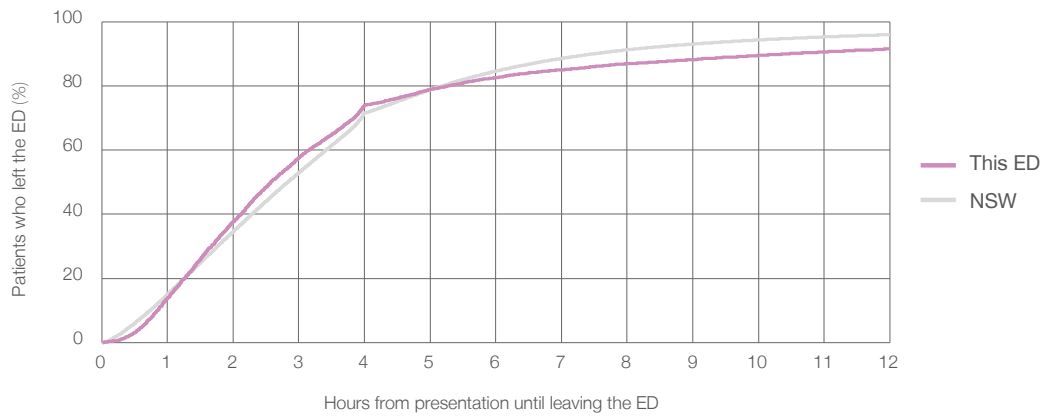
Presentations used to calculate time to leaving the ED:⁶ 7,133 patients

Median time spent in the ED⁸ 2 hours and 34 minutes

95th percentile time spent in the ED⁹ 16 hours and 43 minutes

Same period last year	NSW (this period)
6,996	6,996
2 hours and 41 minutes	2 hours and 50 minutes
21 hours and 45 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 48m	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 28m	17h 53m	15h 2m	15h 13m	21h 45m	16h 43m

(†) 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.

Orange Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

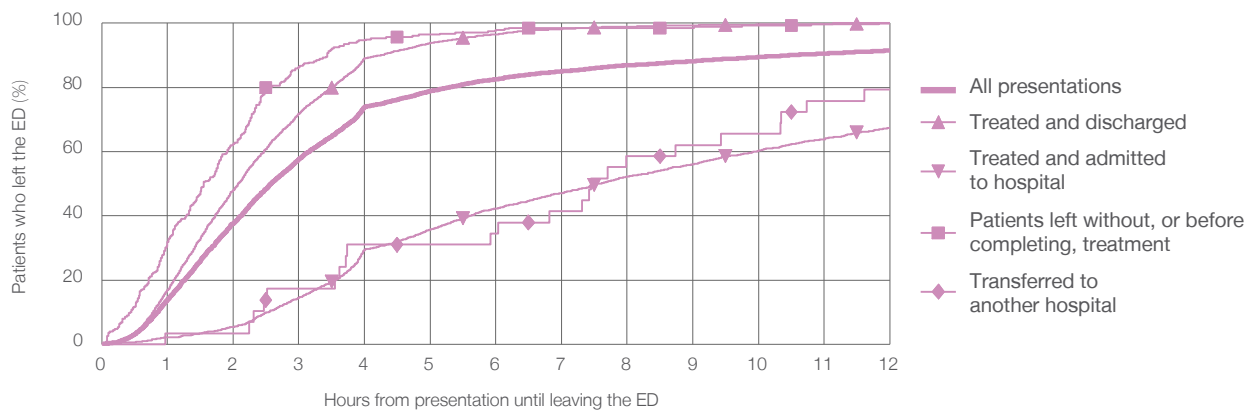
All presentations:¹ 7,136 patients

Presentations used to calculate time to leaving the ED:⁶ 7,133 patients

Treated and discharged	4,973 (69.7%)
Treated and admitted to hospital	1,814 (25.4%)
Patient left without, or before completing, treatment	279 (3.9%)
Transferred to another hospital	29 (0.4%)
Other	41 (0.6%)

Same period last year	Change since one year ago
6,996	2.0%
4,870	2.1%
1,734	4.6%
311	-10.3%
53	-45.3%
28	46.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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	17.0%	48.1%	71.7%	89.0%	96.5%	99.0%	99.6%	99.8%
Treated and admitted to hospital	2.1%	5.4%	14.4%	29.5%	42.3%	52.2%	60.3%	67.4%
Patient left without, or before completing, treatment	31.9%	62.4%	86.4%	94.6%	97.8%	98.6%	99.3%	100%
Transferred to another hospital	3.4%	3.4%	17.2%	31.0%	34.5%	58.6%	65.5%	79.3%
All presentations	13.9%	37.7%	57.6%	73.9%	82.5%	86.9%	89.5%	91.5%

(†) 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.

Orange Health Service: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,136 patients

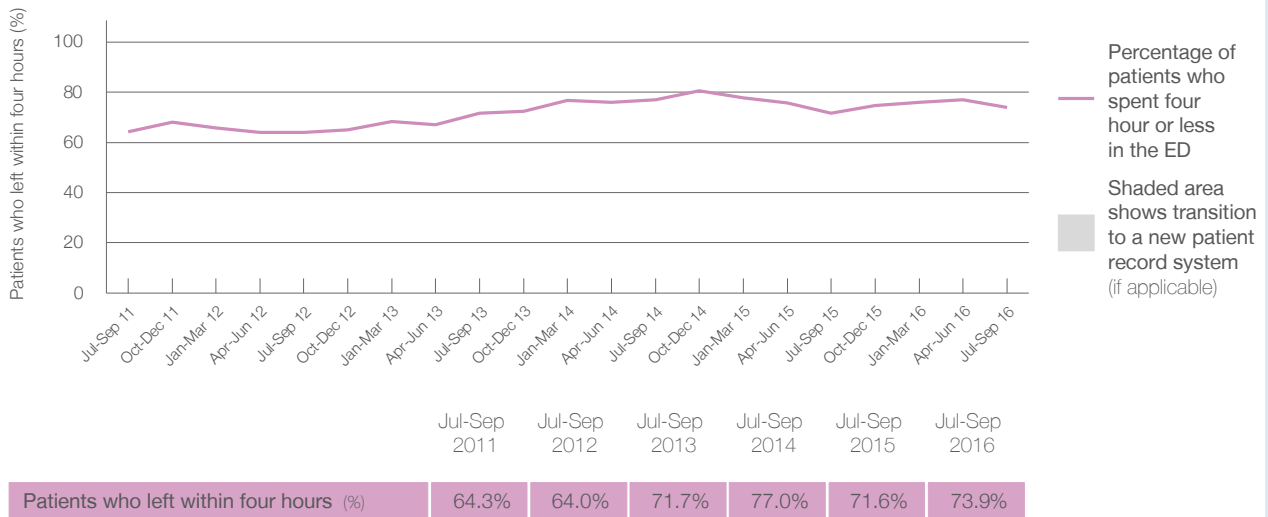
Presentations used to calculate time to leaving the ED: ⁶ 7,133 patients

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	6,996	2.0%
Presentations used to calculate time to leaving the ED	6,996	2.0%
Percentage of patients who spent four hours or less in the ED	71.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	64.3%	64.0%	71.7%	77.0%	71.6%	73.9%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).