

## Deniliquin Health Service: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 2,072 patients  
Emergency presentations:<sup>2</sup> 1,737 patients

Same period last year	Change since one year ago
2,382	-13.0%
1,831	-5.1%

## Deniliquin Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 81 patients

Median time to start treatment<sup>4</sup> 5 minutes

95th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 586 patients

Median time to start treatment<sup>4</sup> 6 minutes

95th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 813 patients

Median time to start treatment<sup>4</sup> 7 minutes

95th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 251 patients

Median time to start treatment<sup>4</sup> 7 minutes

95th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
99	
4 minutes	8 minutes
*	41 minutes
681	
8 minutes	21 minutes
30 minutes	103 minutes
833	
8 minutes	27 minutes
34 minutes	139 minutes
210	
8 minutes	24 minutes
63 minutes	138 minutes

## Deniliquin Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,072 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
2,382	-13.0%
88.4%	

\* 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.

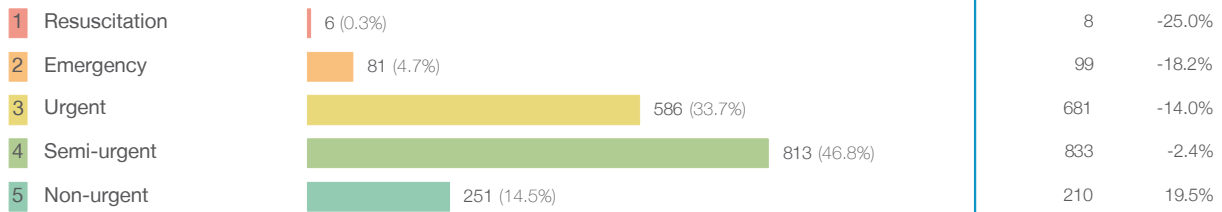
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

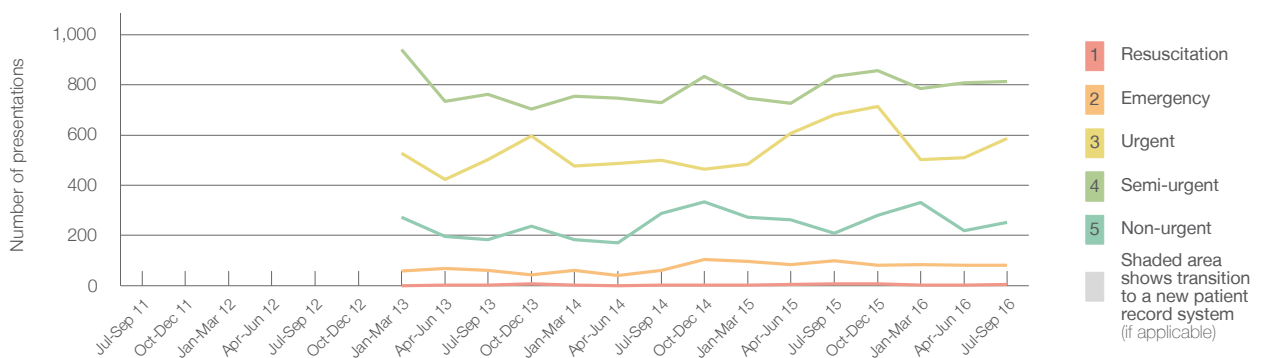
All presentations:<sup>1</sup> 2,072 patients

Emergency presentations<sup>2</sup> by triage category: 1,737 patients



Same period last year	Change since one year ago
2,382	-13.0%
1,831	-5.1%
8	-25.0%
99	-18.2%
681	-14.0%
833	-2.4%
210	19.5%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 <sup>† §</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation			< 5	< 5	8	6
Emergency			63	63	99	81
Urgent			501	500	681	586
Semi-urgent			762	728	833	813
Non-urgent			183	289	210	251
All emergency presentations			1,509	1,580	1,831	1,737

## Deniliquin Health Service: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time: <sup>7</sup> 120 patients <sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
150	
15 minutes	-6 minutes
63 minutes	-14 minutes

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

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

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

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

## Deniliquin 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: 81

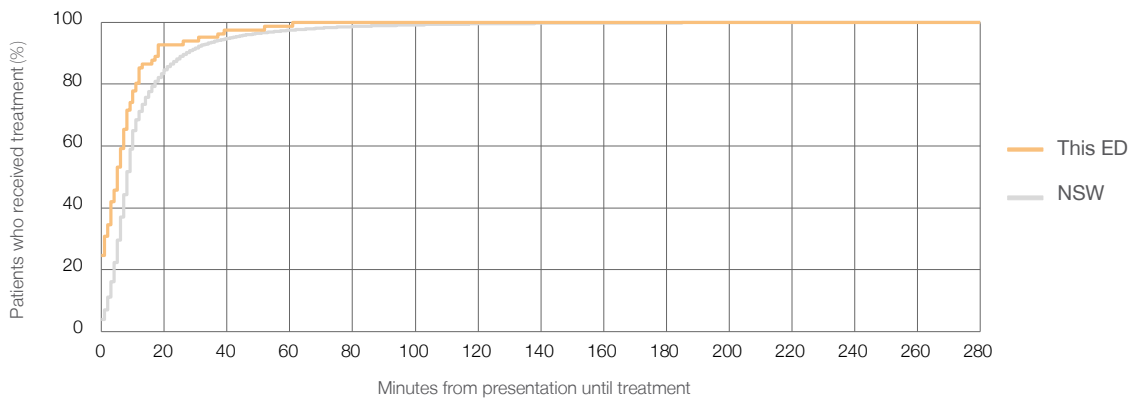
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 81

Median time to start treatment<sup>4</sup> 5 minutes

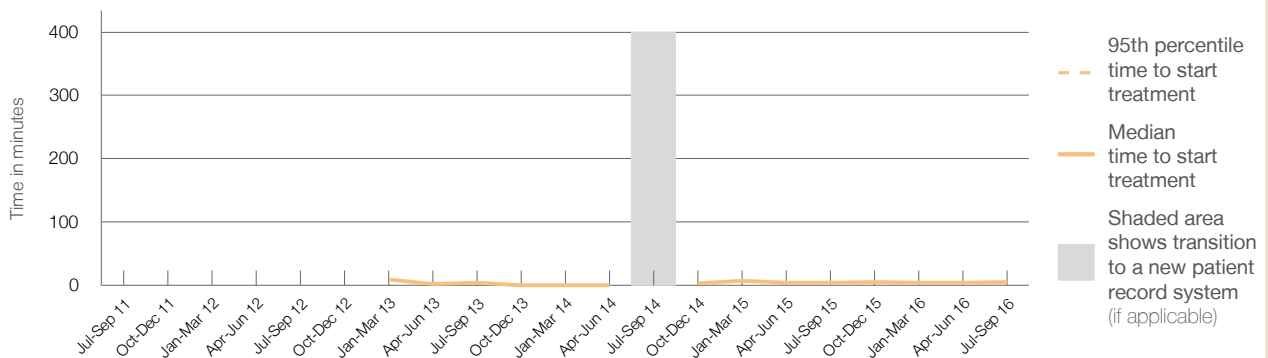
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
99	97
4 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			4		4	5
95th percentile time to start treatment <sup>5</sup> (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.

## Deniliquin 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: 586

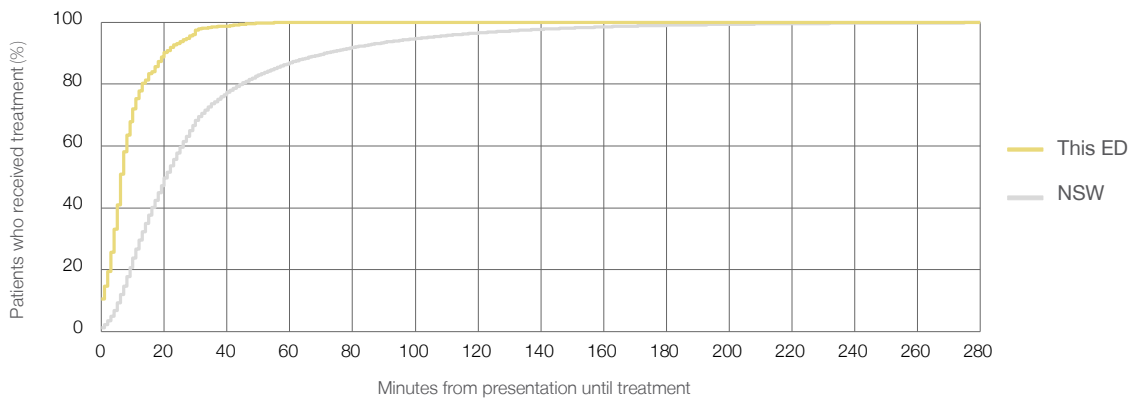
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 573

Median time to start treatment<sup>4</sup>  6 minutes

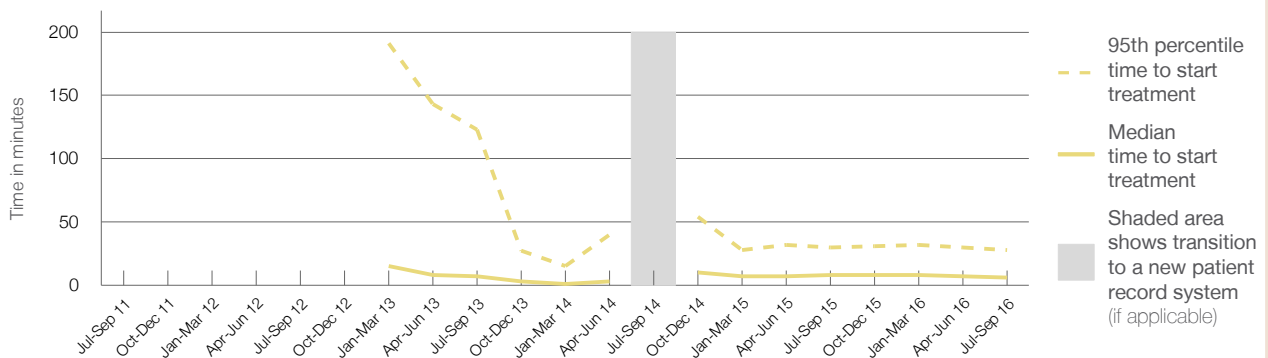
95th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
681	
668	
8 minutes	21 minutes
30 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			7		8	6
95th percentile time to start treatment <sup>5</sup> (minutes)			123		30	28

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

## Deniliquin 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: 813

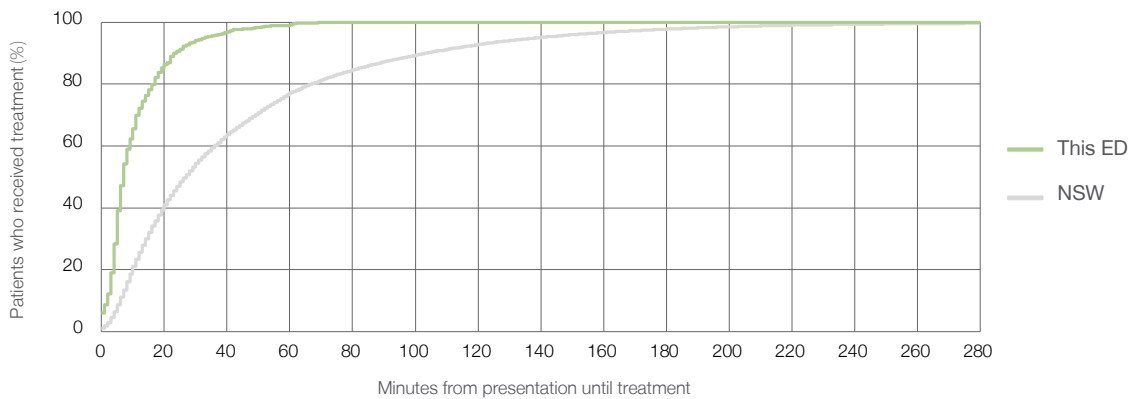
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 781

Median time to start treatment<sup>4</sup>  7 minutes

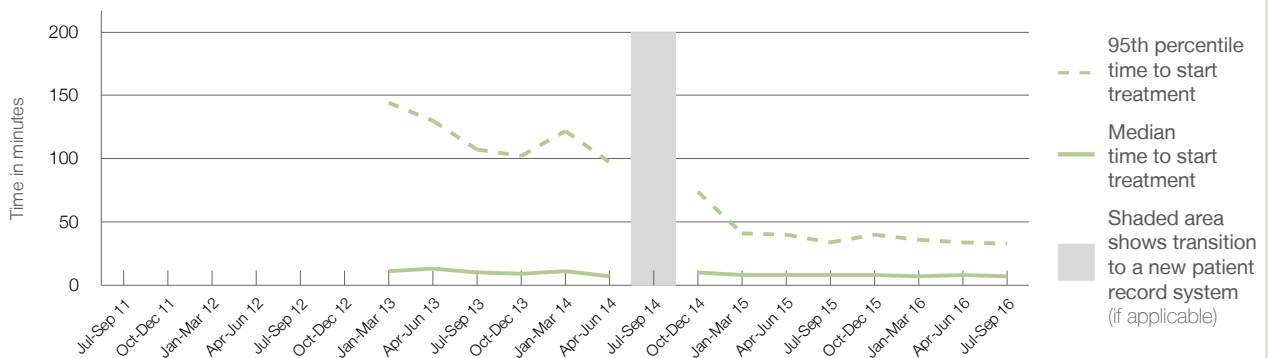
95th percentile time to start treatment<sup>5</sup>  33 minutes

Same period last year	NSW (this period)
833	
781	
8 minutes	27 minutes
34 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			10		8	7
95th percentile time to start treatment <sup>5</sup> (minutes)			107		34	33

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

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

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

## Deniliquin 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: 251

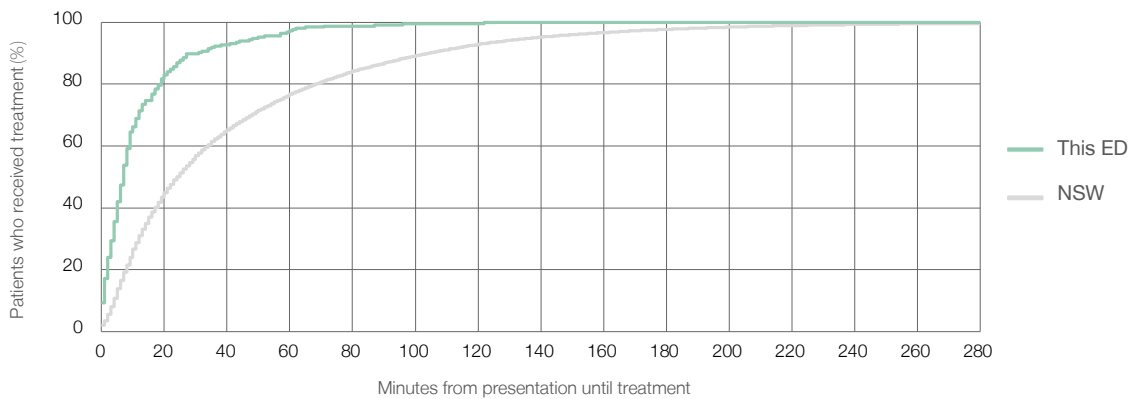
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 245

Median time to start treatment<sup>4</sup>  7 minutes

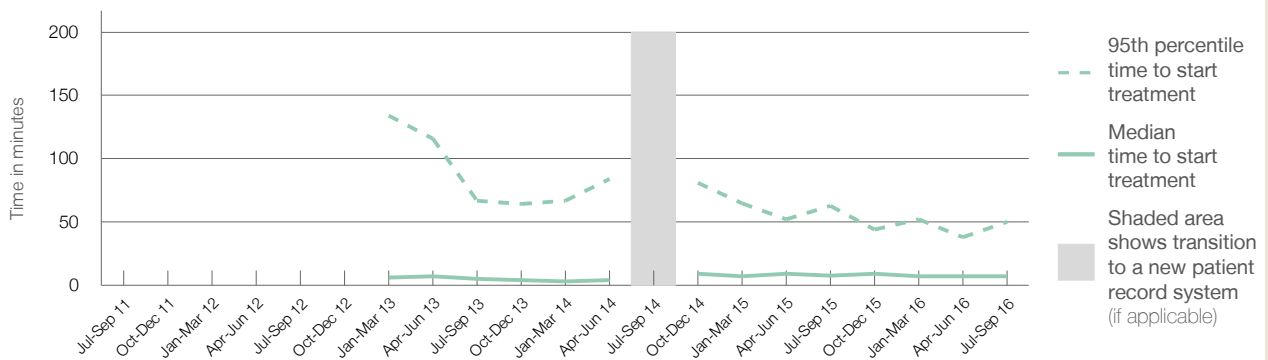
95th percentile time to start treatment<sup>5</sup>  50 minutes

Same period last year	NSW (this period)
210	
200	
8 minutes	24 minutes
63 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			5		8	7
95th percentile time to start treatment <sup>5</sup> (minutes)			67		63	50

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## Deniliquin Health Service: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 2,072 patients

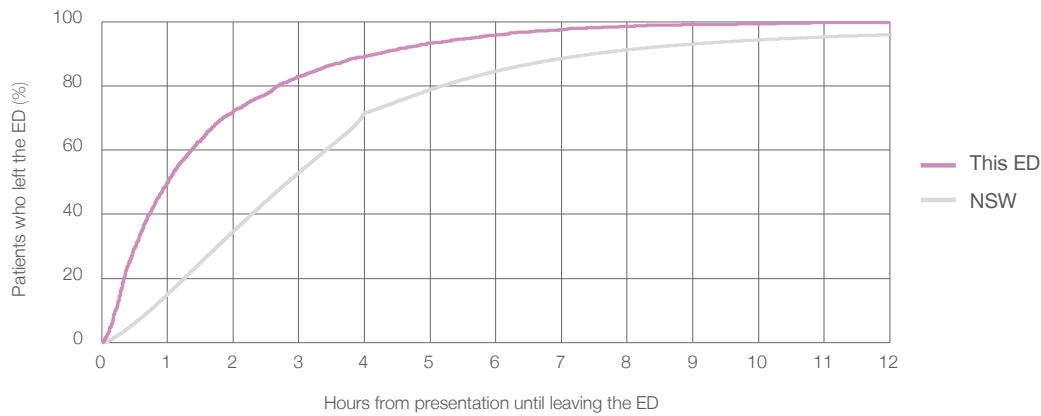
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,072 patients

Median time spent in the ED<sup>8</sup>  1 hours and 1 minutes

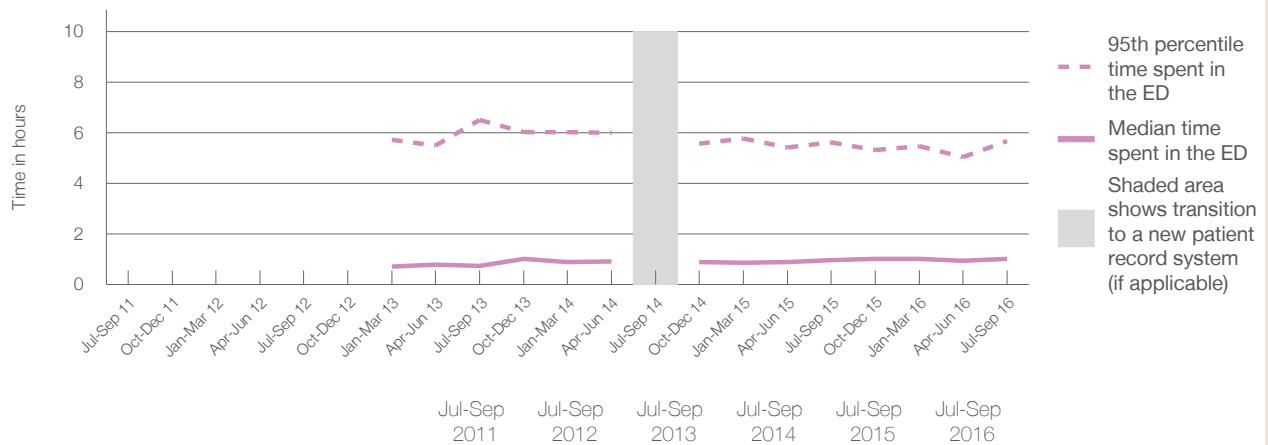
95th percentile time spent in the ED<sup>9</sup>  5 hours and 41 minutes

Same period last year	NSW (this period)
2,382	2,382
0 hours and 59 minutes	2 hours and 50 minutes
5 hours and 38 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)			0h 44m		0h 59m	1h 1m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			6h 31m		5h 38m	5h 41m

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

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## Deniliquin Health Service: Time patients spent in the ED

### By mode of separation

July to September 2016

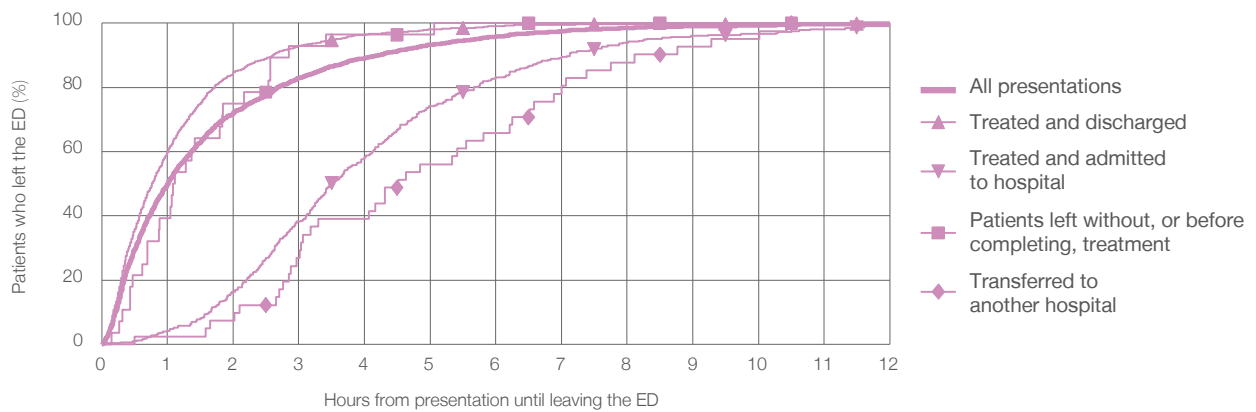
All presentations:<sup>1</sup> 2,072 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,072 patients

Treated and discharged	1,615 (77.9%)
Treated and admitted to hospital	332 (16.0%)
Patient left without, or before completing, treatment	28 (1.4%)
Transferred to another hospital	41 (2.0%)
Other	56 (2.7%)

Same period last year	Change since one year ago
2,382	-13.0%
1,881	-14.1%
350	-5.1%
21	33.3%
49	-16.3%
81	-30.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>†‡§</sup>



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

Treated and discharged	59.8%	84.7%	92.9%	96.3%	99.0%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.2%	16.3%	38.3%	58.1%	83.1%	94.0%	96.7%	99.1%
Patient left without, or before completing, treatment	39.3%	75.0%	92.9%	96.4%	100%	100%	100%	100%
Transferred to another hospital	2.4%	7.3%	26.8%	39.0%	65.9%	87.8%	95.1%	100%
All presentations	49.9%	72.2%	82.9%	89.1%	95.8%	98.6%	99.3%	99.8%

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## Deniliquin 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: <sup>1</sup> 2,072 patients

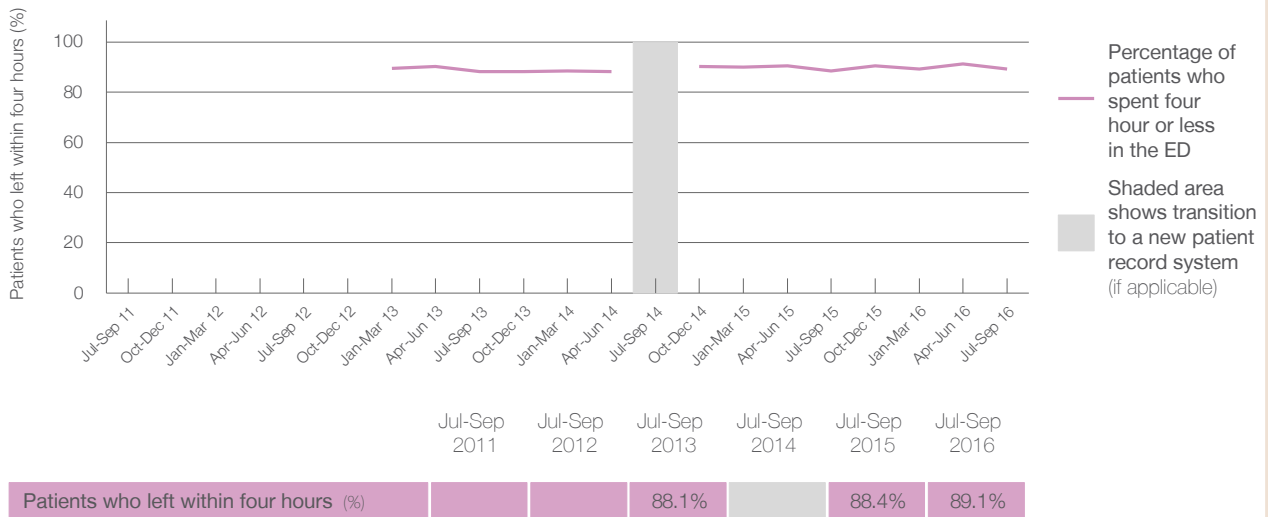
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,072 patients

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	2,382	-13.0%
Presentations used to calculate time to leaving the ED	2,382	-13.0%
Percentage of patients who spent four hours or less in the ED	88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



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

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

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

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