

## Moree District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 1,961 patients  
Emergency presentations:<sup>2</sup> 1,717 patients

Same period last year	Change since one year ago
1,986	-1.3%
1,803	-4.8%

## Moree District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 149 patients

Median time to start treatment<sup>4</sup> 3 minutes  
95th percentile time to start treatment<sup>5</sup> 33 minutes

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

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 79 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 935 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 78 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 86 patients

Median time to start treatment<sup>4</sup> 12 minutes  
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
134	
4 minutes	8 minutes
19 minutes	41 minutes
509	
6 minutes	21 minutes
48 minutes	103 minutes
1,035	
6 minutes	27 minutes
64 minutes	139 minutes
117	
8 minutes	24 minutes
53 minutes	138 minutes

## Moree District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,961 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
1,986	-1.3%
89.9%	

\* 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.

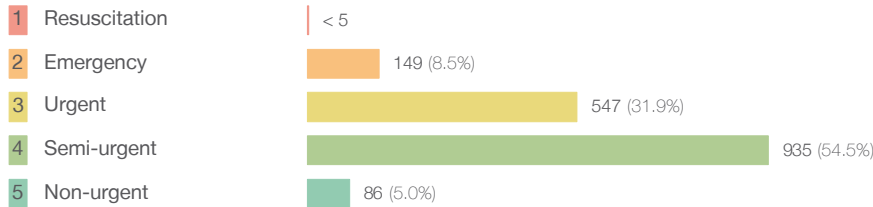
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

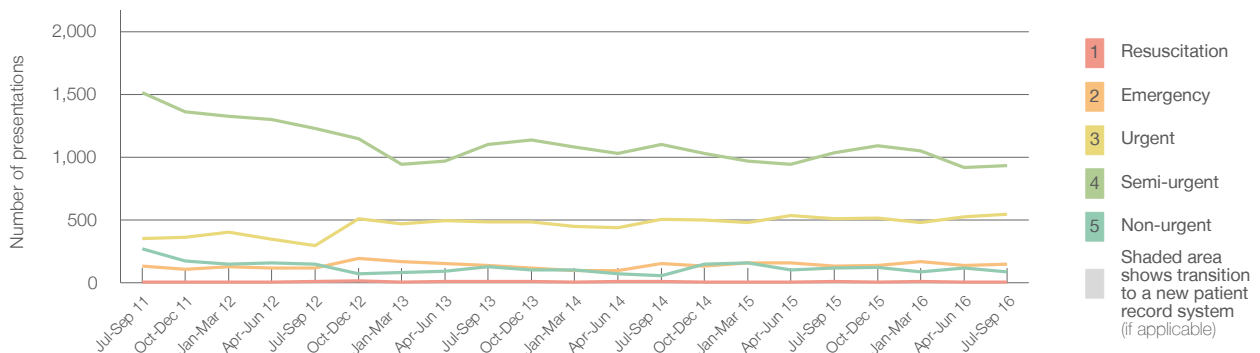
All presentations:<sup>1</sup> 1,961 patients

Emergency presentations<sup>2</sup> by triage category: 1,717 patients



	Same period last year	Change since one year ago
All presentations	1,986	-1.3%
Emergency presentations	1,803	-4.8%
Resuscitation	8	*
Emergency	134	9.0%
Urgent	509	7.5%
Semi-urgent	1,035	-9.7%
Non-urgent	117	-26.5%

Emergency presentations<sup>2</sup> 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	11	7	9	8	< 5
Emergency	130	115	135	150	134	149
Urgent	350	297	482	502	509	547
Semi-urgent	1,515	1,230	1,100	1,103	1,035	935
Non-urgent	270	148	126	54	117	86
All emergency presentations	2,270	1,801	1,850	1,818	1,803	1,717

## Moree District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 242 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	185	
Median time	5 minutes	-1 minute
95th percentile time	34 minutes	-12 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.

## Moree 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: 149

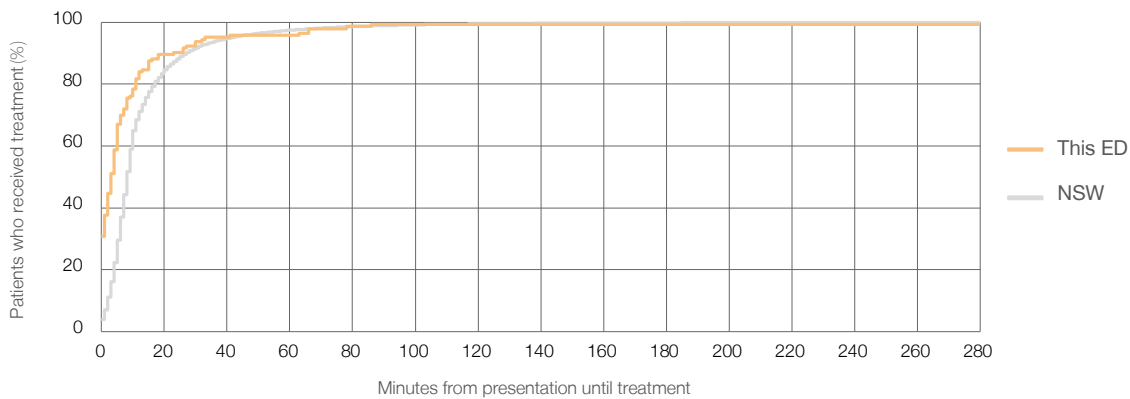
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 143

Median time to start treatment<sup>4</sup> 3 minutes

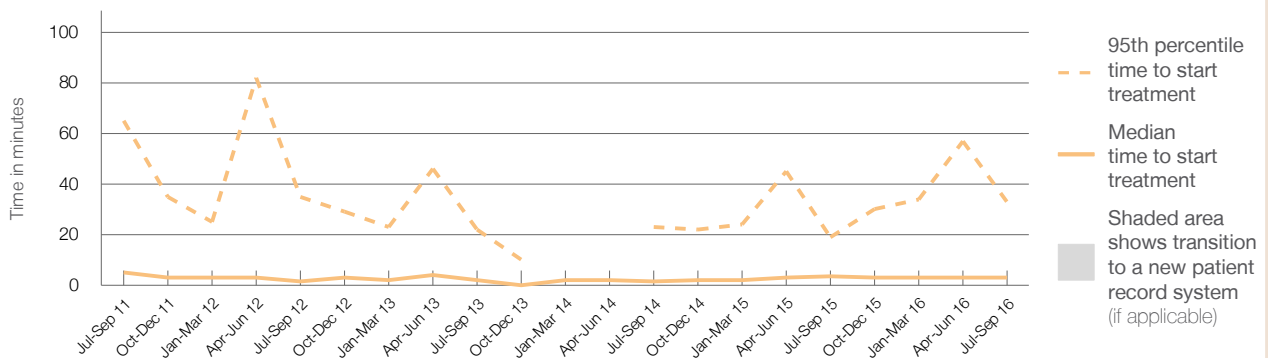
95th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
134	
132	
4 minutes	8 minutes
19 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)	5	2	2	2	4	3
95th percentile time to start treatment <sup>5</sup> (minutes)	65	35	22	23	19	33

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## Moree 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: 547

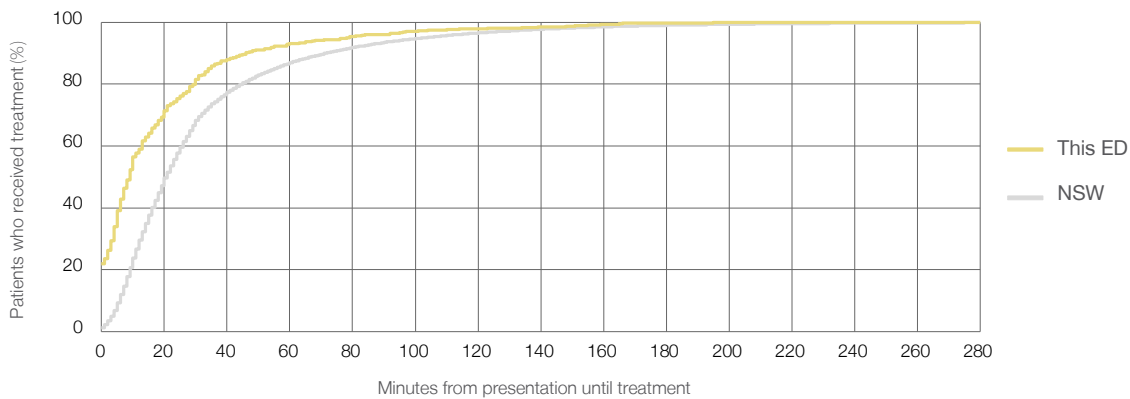
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 536

Median time to start treatment<sup>4</sup>  9 minutes

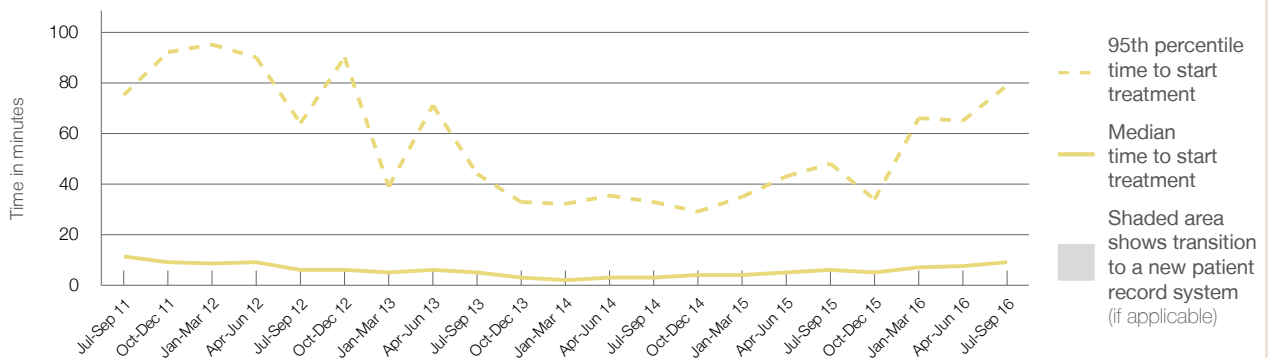
95th percentile time to start treatment<sup>5</sup>  79 minutes

Same period last year	NSW (this period)
509	486
6 minutes	21 minutes
48 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)	12	6	5	3	6	9
95th percentile time to start treatment <sup>5</sup> (minutes)	75	64	44	33	48	79

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## Moree 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: 935

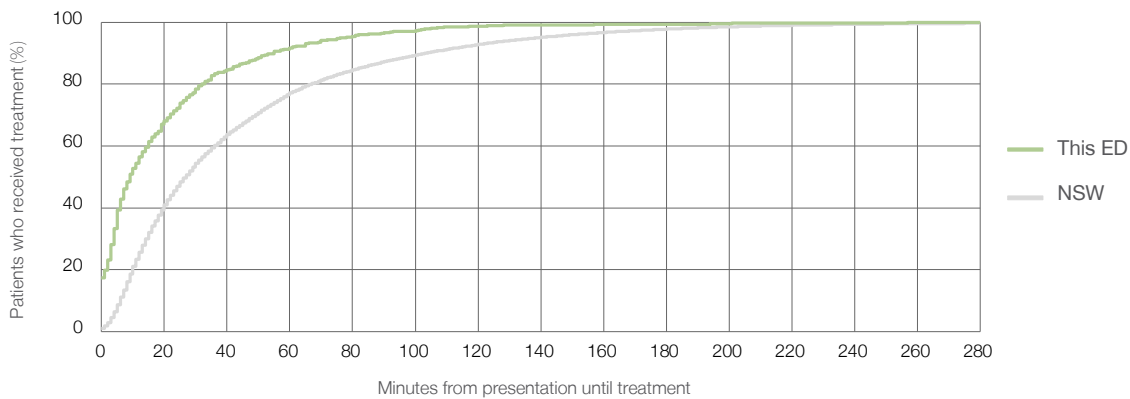
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 859

Median time to start treatment<sup>4</sup>  9 minutes

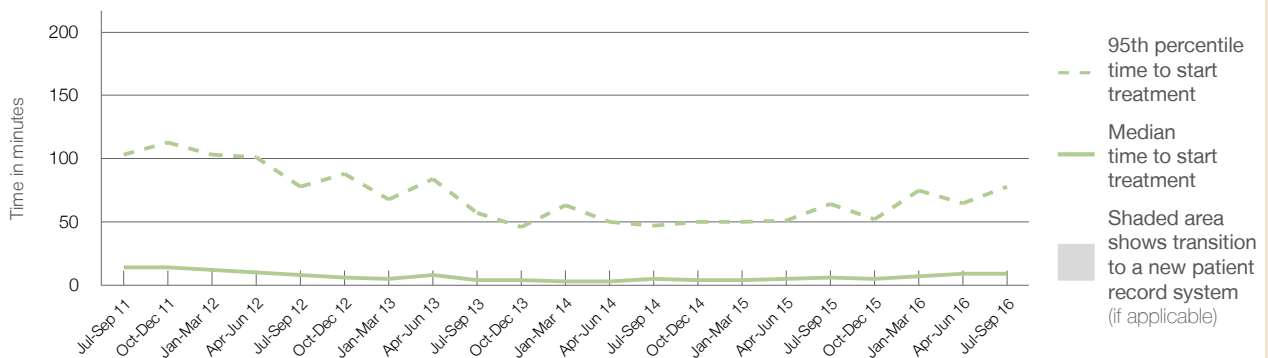
95th percentile time to start treatment<sup>5</sup>  78 minutes

Same period last year	NSW (this period)
1,035	927
6 minutes	27 minutes
64 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)	14	8	4	5	6	9
95th percentile time to start treatment <sup>5</sup> (minutes)	103	78	57	47	64	78

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

## Moree 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: 86

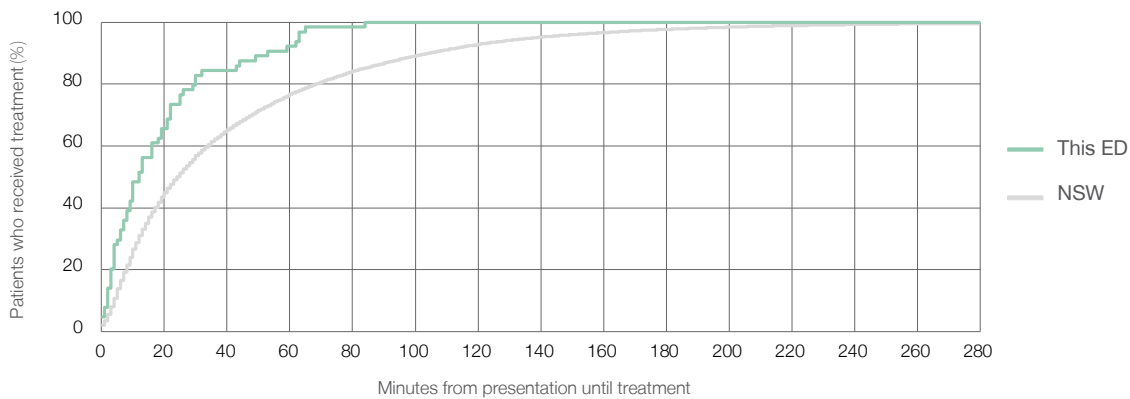
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 64

Median time to start treatment<sup>4</sup> 12 minutes

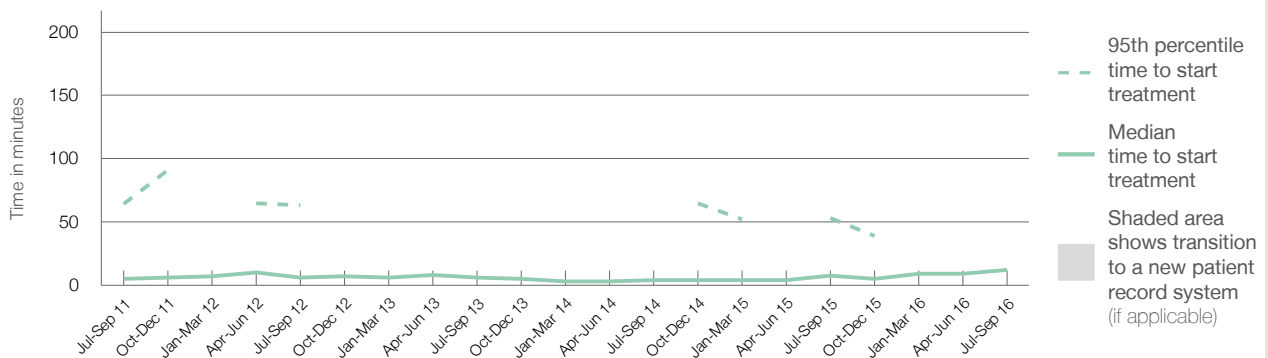
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
117	
102	
8 minutes	24 minutes
53 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	6	6	4	8	12
95th percentile time to start treatment <sup>5</sup> (minutes)	64	63	65	*	53	*

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## Moree District Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 1,961 patients

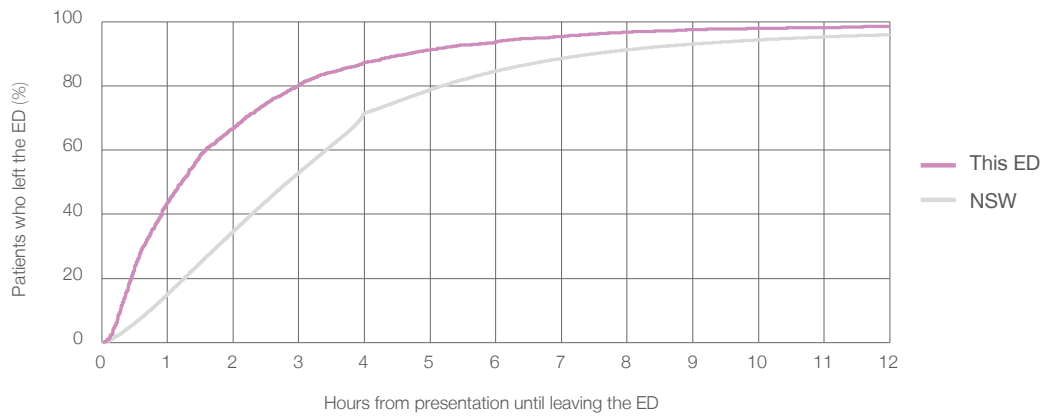
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,961 patients

Median time spent in the ED<sup>8</sup> 1 hours and 14 minutes

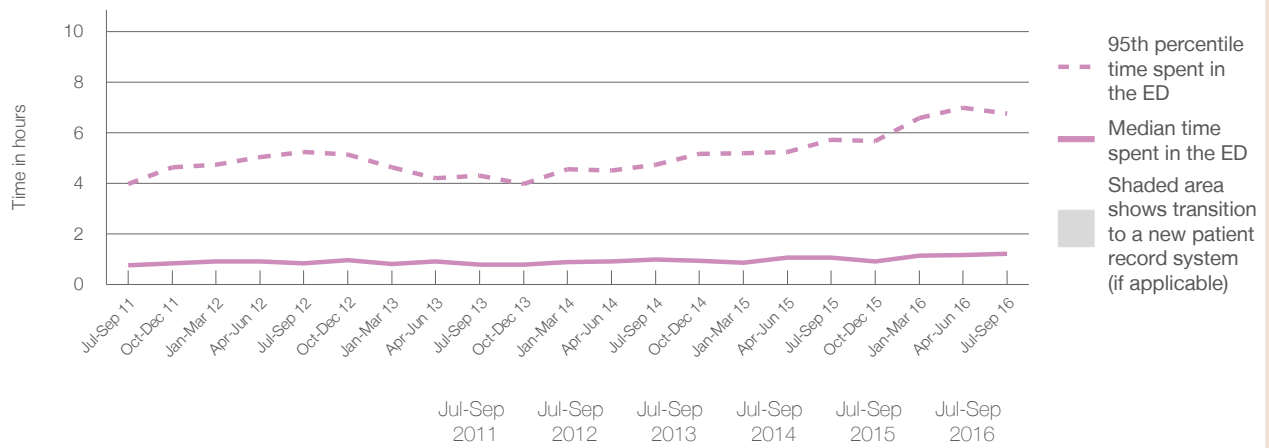
95th percentile time spent in the ED<sup>9</sup> 6 hours and 45 minutes

Same period last year	NSW (this period)
1,986	1,986
1 hours and 5 minutes	2 hours and 50 minutes
5 hours and 43 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 46m	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 59m	5h 15m	4h 19m	4h 44m	5h 43m	6h 45m

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

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

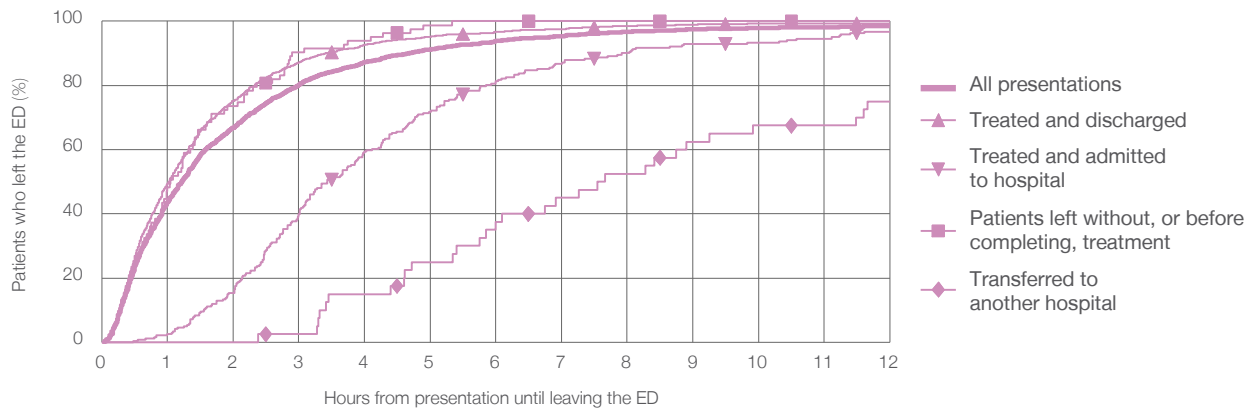
All presentations:<sup>1</sup> 1,961 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,961 patients

Treated and discharged	1,535 (78.3%)
Treated and admitted to hospital	241 (12.3%)
Patient left without, or before completing, treatment	83 (4.2%)
Transferred to another hospital	40 (2.0%)
Other	62 (3.2%)

Same period last year	Change since one year ago
1,986	-1.3%
1,508	1.8%
269	-10.4%
82	1.2%
27	48.1%
100	-38.0%

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	49.5%	75.2%	87.2%	92.7%	96.7%	98.5%	99.2%	99.3%
Treated and admitted to hospital	2.5%	15.4%	39.8%	59.3%	81.3%	90.0%	93.4%	96.7%
Patient left without, or before completing, treatment	48.2%	73.5%	90.4%	94.0%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	2.5%	15.0%	37.5%	52.5%	67.5%	75.0%
All presentations	43.7%	66.9%	80.2%	87.3%	93.8%	96.6%	97.9%	98.5%

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**Moree 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: <sup>1</sup> 1,961 patients

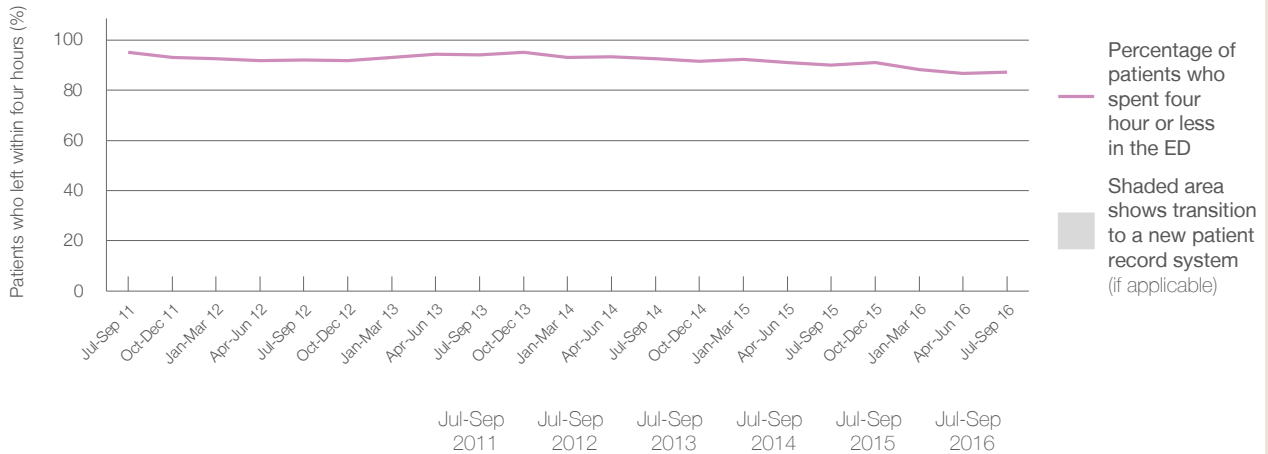
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,961 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	1,986	-1.3%
Presentations used to calculate time to leaving the ED	1,986	-1.3%
Percentage of patients who spent four hours or less in the ED	89.9%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	95.0%	92.1%	94.1%	92.5%	89.9%	87.3%

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

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

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

- 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).