

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,358 patients
 Emergency presentations:² 8,122 patients

Same period last year	Change since one year ago
8,020	4.2%
7,788	4.3%

Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,220 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,341 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,135 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 382 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,216	
10 minutes	8 minutes
32 minutes	41 minutes
3,506	
20 minutes	21 minutes
81 minutes	103 minutes
2,796	
24 minutes	27 minutes
112 minutes	139 minutes
230	
18 minutes	24 minutes
110 minutes	138 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,353 patients

Percentage of patients who spent four hours or less in the ED 68.8%

Same period last year	Change since one year ago
8,020	4.2%
71.0%	

* 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.

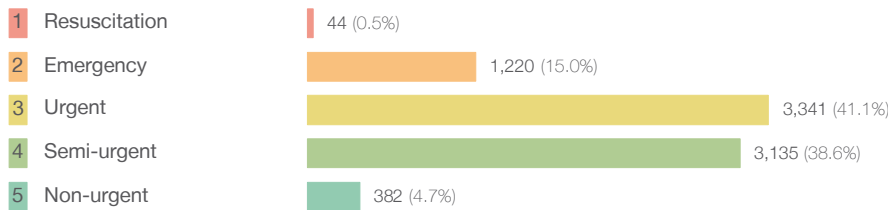
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Port Macquarie Base Hospital: Patients presenting to the emergency department

July to September 2016

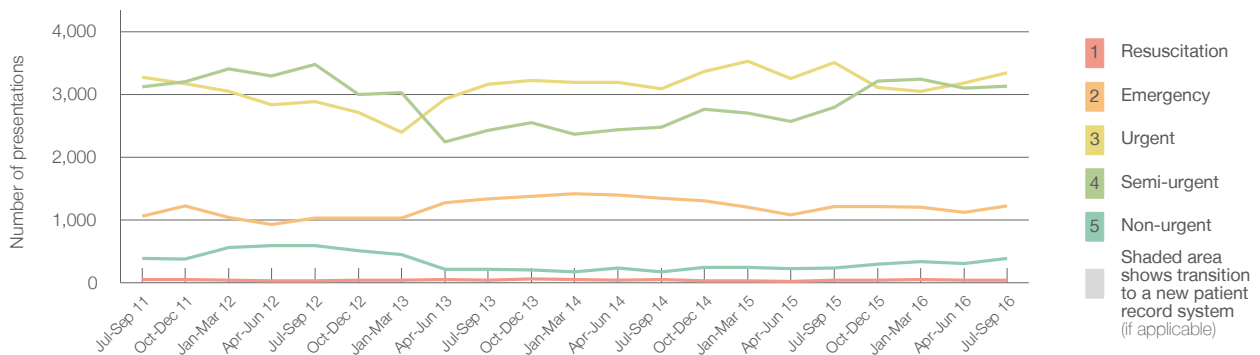
All presentations:¹ 8,358 patients

Emergency presentations² by triage category: 8,122 patients



Same period last year	Change since one year ago
8,020	4.2%
7,788	4.3%
40	10.0%
1,216	0.3%
3,506	-4.7%
2,796	12.1%
230	66.1%

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	52	34	44	50	40	44
Emergency	1,063	1,030	1,336	1,349	1,216	1,220
Urgent	3,277	2,883	3,156	3,093	3,506	3,341
Semi-urgent	3,125	3,480	2,427	2,476	2,796	3,135
Non-urgent	391	590	211	176	230	382
All emergency presentations	7,908	8,017	7,174	7,144	7,788	8,122

Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,982 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,898	
12 minutes	0 minutes
58 minutes	-1 minute

(†) 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.

Port Macquarie 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: 1,220

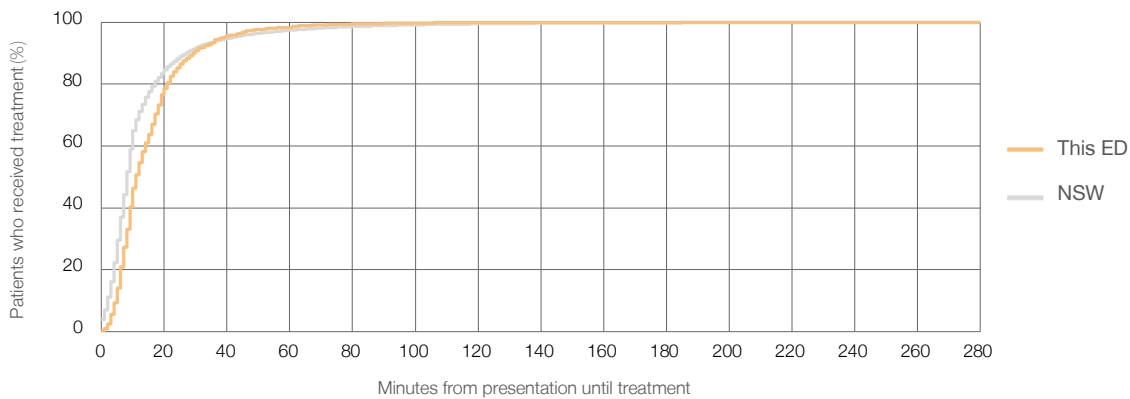
Number of triage 2 patients used to calculate waiting time:³ 1,219

Median time to start treatment⁴ 11 minutes

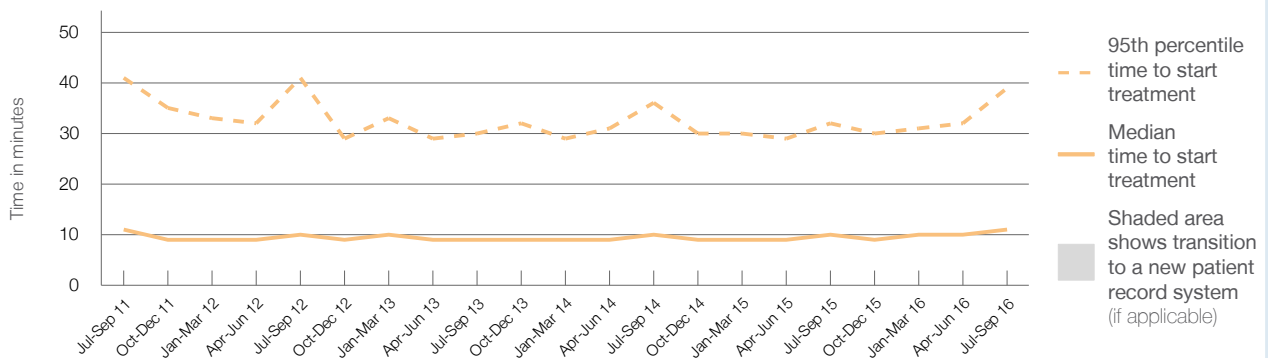
95th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
1,216	
1,211	
10 minutes	8 minutes
32 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)	11	10	9	10	10	11
95th percentile time to start treatment ⁵ (minutes)	41	41	30	36	32	39

(†) 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.

Port Macquarie 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: 3,341

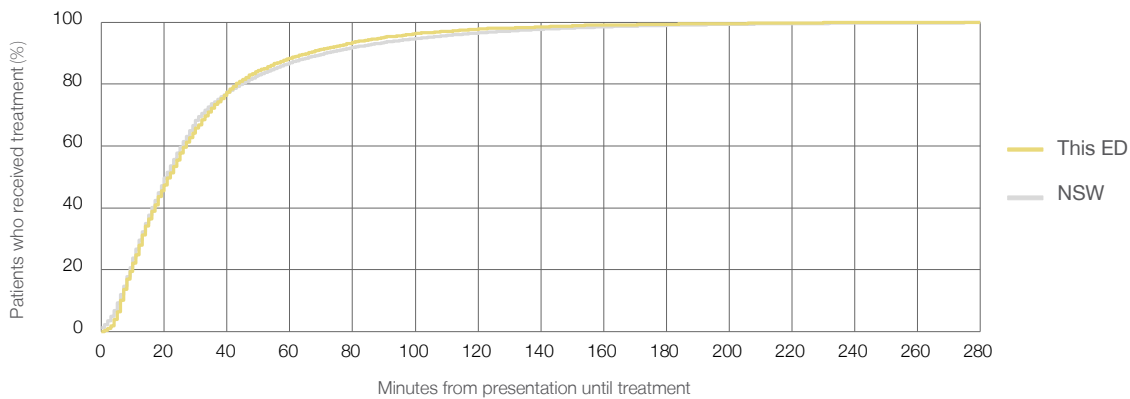
Number of triage 3 patients used to calculate waiting time:³ 3,274

Median time to start treatment⁴ 22 minutes

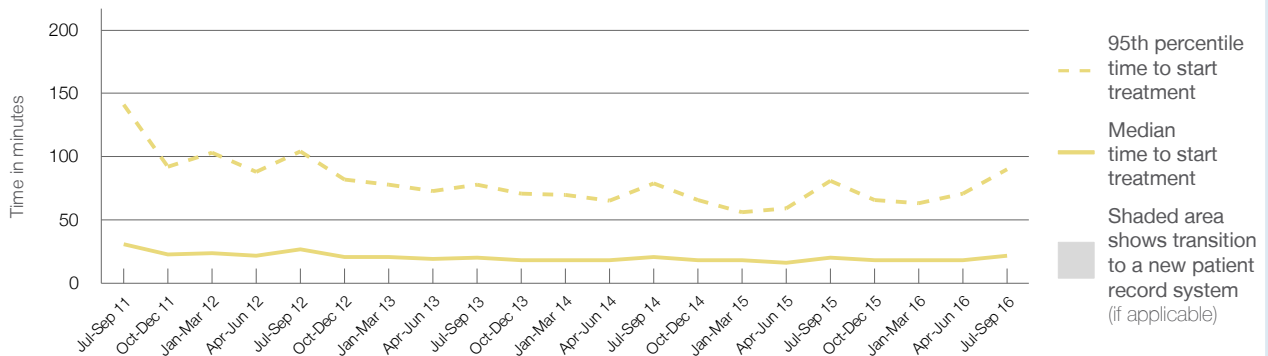
95th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,506	3,399
20 minutes	21 minutes
81 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)	31	27	20	21	20	22
95th percentile time to start treatment ⁵ (minutes)	141	104	78	79	81	90

(†) 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.

Port Macquarie 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: 3,135

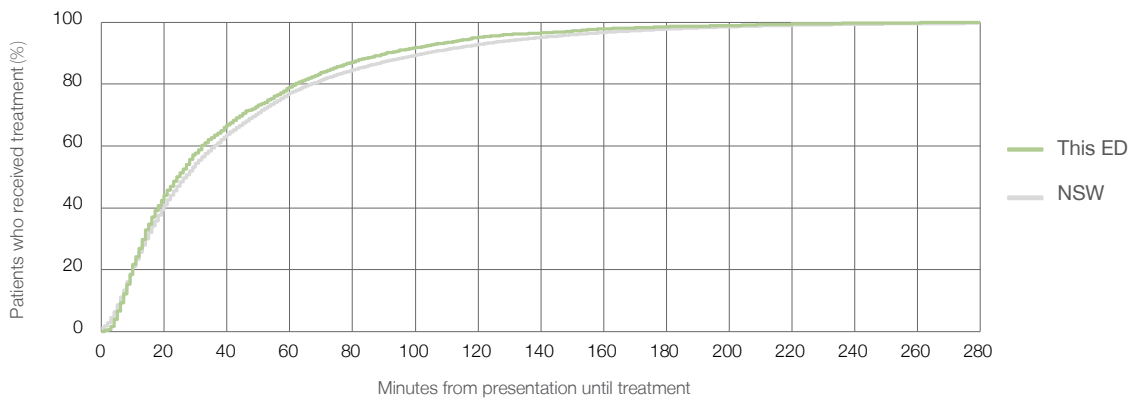
Number of triage 4 patients used to calculate waiting time:³ 2,588

Median time to start treatment⁴ 24 minutes

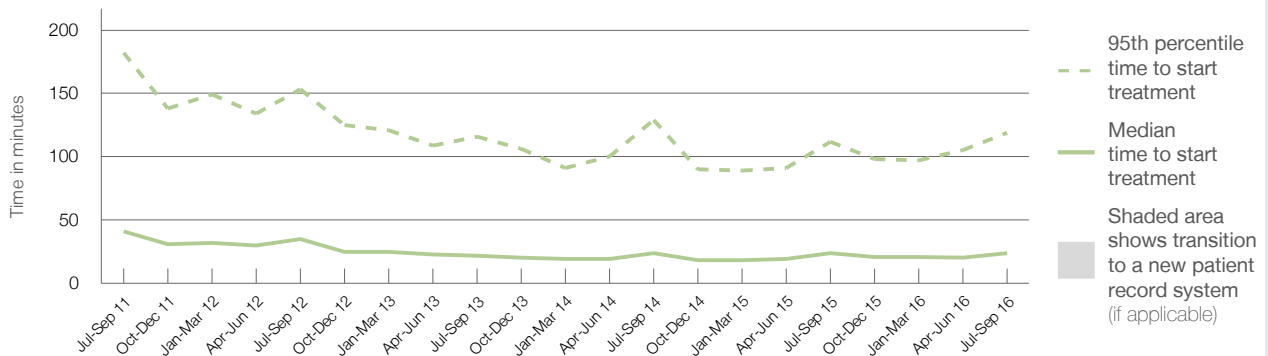
95th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,796	2,276
Median time to start treatment ⁴	24 minutes	27 minutes
95th percentile time to start treatment ⁵	112 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)	41	35	22	24	24	24
95th percentile time to start treatment ⁵ (minutes)	182	153	116	129	112	119

(†) 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.

Port Macquarie 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: 382

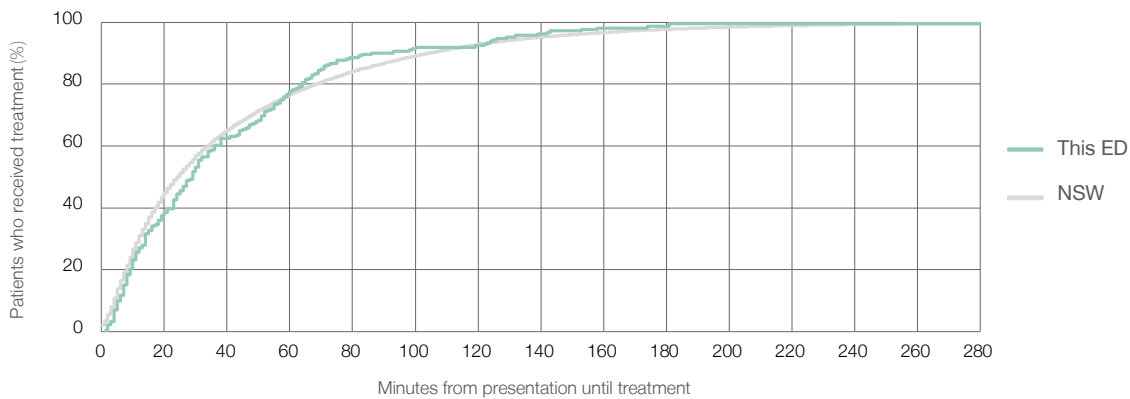
Number of triage 5 patients used to calculate waiting time:³ 211

Median time to start treatment⁴ 29 minutes

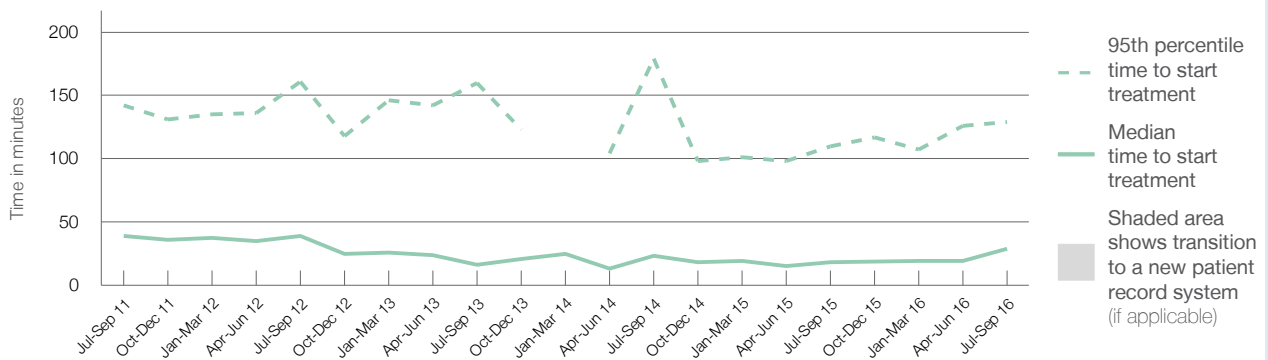
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
230	136
18 minutes	24 minutes
110 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)	39	39	16	24	18	29
95th percentile time to start treatment ⁵ (minutes)	142	161	160	179	110	129

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,358 patients

Presentations used to calculate time to leaving the ED:⁶ 8,353 patients

Median time spent in the ED⁸

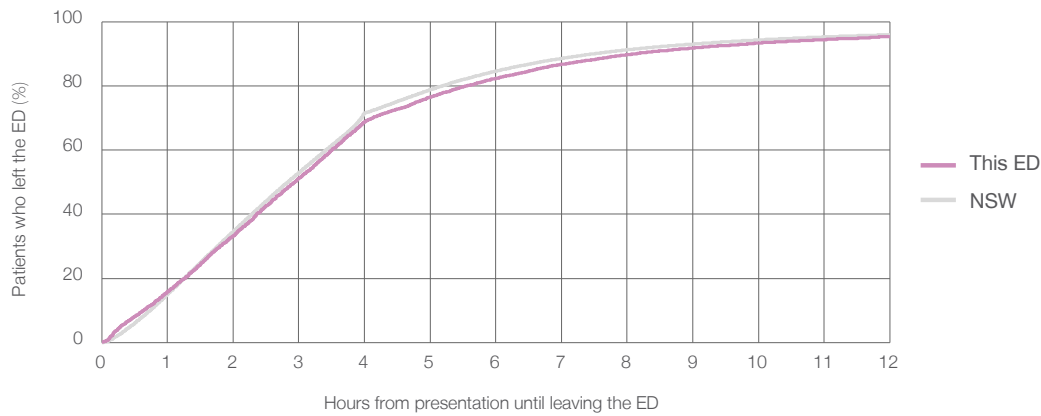
2 hours and 57 minutes

95th percentile time spent in the ED⁹

11 hours and 40 minutes

Same period last year	NSW (this period)
8,020	8,020
2 hours and 46 minutes	2 hours and 50 minutes
10 hours and 41 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 27m	3h 21m	3h 10m	3h 8m	2h 46m	2h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 53m	16h 42m	13h 43m	12h 2m	10h 41m	11h 40m

(†) 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.

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

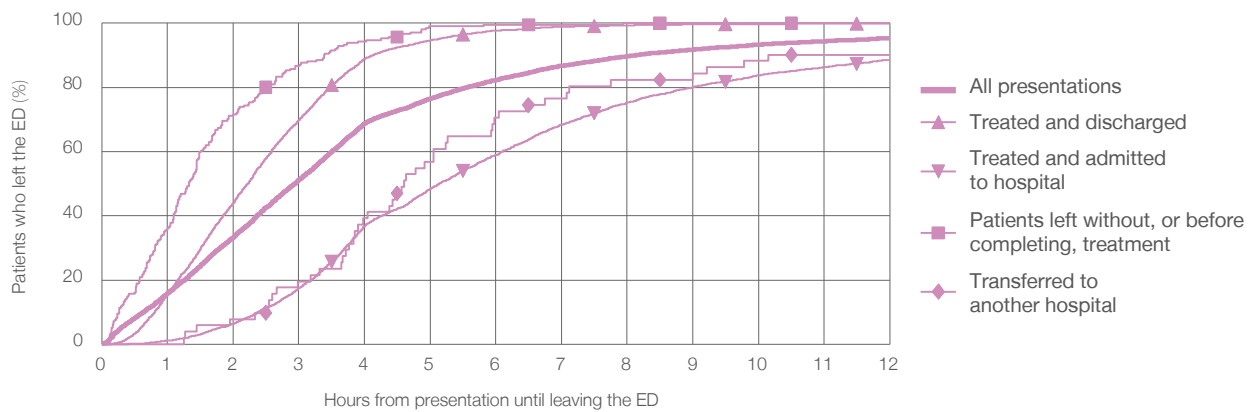
All presentations:¹ 8,358 patients

Presentations used to calculate time to leaving the ED:⁶ 8,353 patients

Treated and discharged	4,179 (50.0%)
Treated and admitted to hospital	3,324 (39.8%)
Patient left without, or before completing, treatment	211 (2.5%)
Transferred to another hospital	51 (0.6%)
Other	593 (7.1%)

Same period last year	Change since one year ago
8,020	4.2%
4,169	0.2%
3,021	10.0%
204	3.4%
61	-16.4%
565	5.0%

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	15.7%	44.0%	69.9%	89.0%	97.7%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.1%	6.4%	17.5%	36.9%	58.9%	75.3%	83.7%	88.6%
Patient left without, or before completing, treatment	36.0%	71.6%	86.7%	94.3%	99.5%	100%	100%	100%
Transferred to another hospital	0%	7.8%	19.6%	39.2%	70.6%	82.4%	88.2%	90.2%
All presentations	15.9%	33.3%	51.2%	68.8%	82.3%	89.7%	93.3%	95.4%

(†) 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.

Port Macquarie 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 8,358 patients

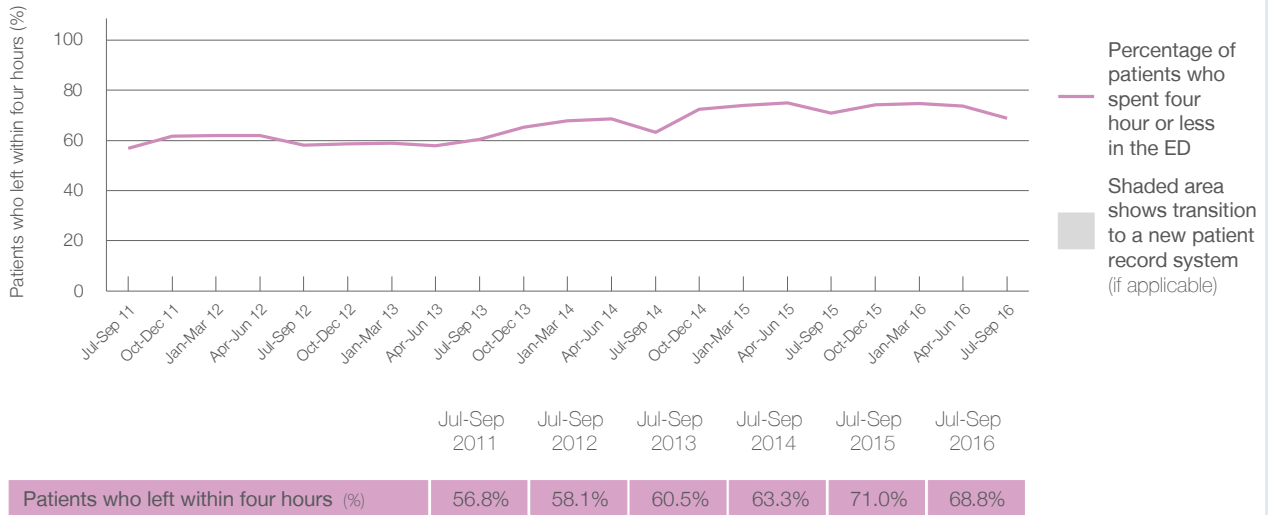
Presentations used to calculate time to leaving the ED: ⁶ 8,353 patients

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	8,020	4.2%
Presentations used to calculate time to leaving the ED	8,020	4.2%
Percentage of patients who spent four hours or less in the ED	71.0%	

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).