

Healthcare Quarterly

Emergency department

Western NSW Local Health District
Performance Profiles

April to June 2018

Bathurst Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 6,456 patients
 Emergency presentations:² 6,400 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,272 | 3% |
| 6,203 | 3% |

Bathurst Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 717 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,032 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,116 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 504 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 65 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 549 | |
| 7 minutes | 8 minutes |
| 12 minutes | 24 minutes |
| 2,049 | |
| 17 minutes | 19 minutes |
| 48 minutes | 63 minutes |
| 2,728 | |
| 17 minutes | 24 minutes |
| 69 minutes | 95 minutes |
| 856 | |
| 15 minutes | 21 minutes |
| 72 minutes | 96 minutes |

Bathurst Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 6,456 patients

Percentage of patients who spent four hours or less in the ED 81%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,270 | 3% |
| 78% | |

* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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 18 July 2018).

Bathurst Health Service: Patients presenting to the emergency department

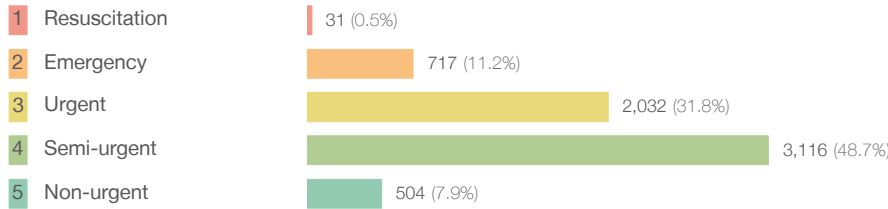
April to June 2018

All presentations:¹ 6,456 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,272 | 3% |

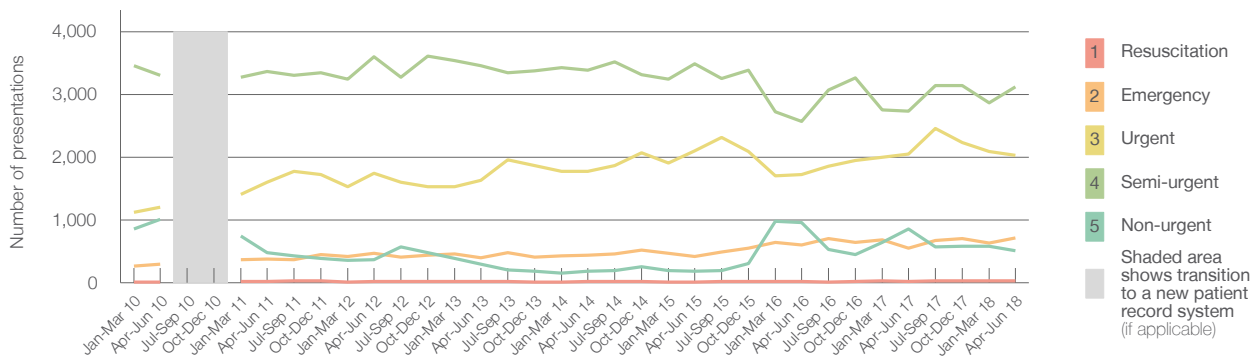
Emergency presentations² by triage category: 6,400 patients

| | |
|-------|----|
| 6,203 | 3% |
|-------|----|



| | |
|-------|--------|
| 21 | 47.6% |
| 549 | 30.6% |
| 2,049 | -0.8% |
| 2,728 | 14.2% |
| 856 | -41.1% |

Emergency presentations² by quarter, January 2010 to June 2018 †



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 9 | 16 | 23 | 15 | 17 | 12 | 17 | 21 | 31 |
| Emergency | 298 | 371 | 468 | 401 | 440 | 420 | 602 | 549 | 717 |
| Urgent | 1,199 | 1,604 | 1,739 | 1,628 | 1,777 | 2,105 | 1,723 | 2,049 | 2,032 |
| Semi-urgent | 3,301 | 3,362 | 3,604 | 3,461 | 3,381 | 3,489 | 2,567 | 2,728 | 3,116 |
| Non-urgent | 1,013 | 483 | 362 | 290 | 180 | 186 | 955 | 856 | 504 |
| All emergency presentations | 5,820 | 5,836 | 6,196 | 5,795 | 5,795 | 6,212 | 5,864 | 6,203 | 6,400 |

Bathurst Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 960 patients

| | |
|-----|--|
| 903 | |
|-----|--|

ED Transfer of care time



| | |
|------------|------------|
| 10 minutes | -1 minute |
| 25 minutes | -6 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 Health Service: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 717

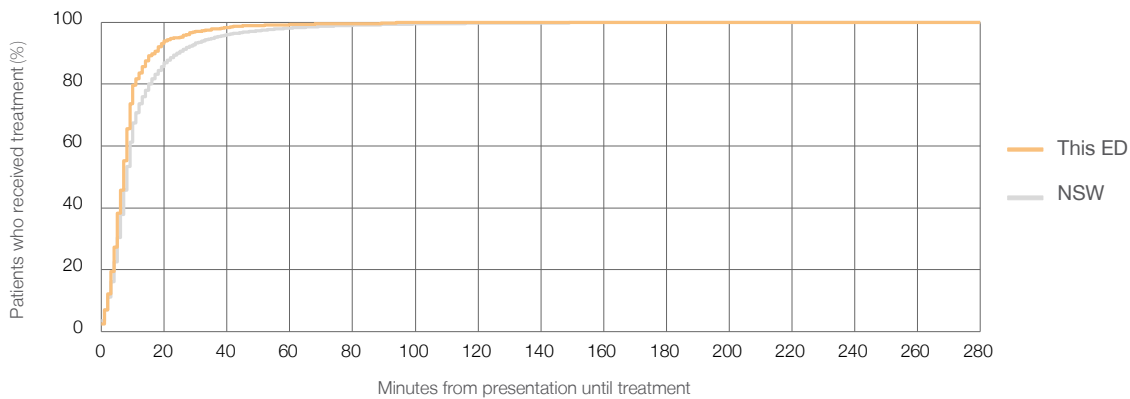
Number of triage 2 patients used to calculate waiting time:³ 716

Median time to start treatment⁴ 7 minutes

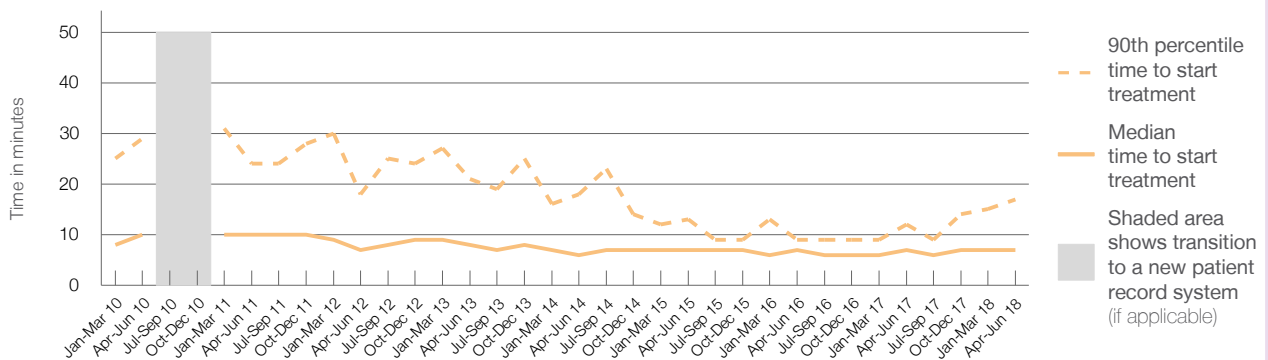
90th percentile time to start treatment⁵ 17 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 549 | 549 |
| 7 minutes | 8 minutes |
| 12 minutes | 24 minutes |

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 10 | 10 | 7 | 8 | 6 | 7 | 7 | 7 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 29 | 24 | 18 | 21 | 18 | 13 | 9 | 12 | 17 |

(†) 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 Health Service: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 2,032

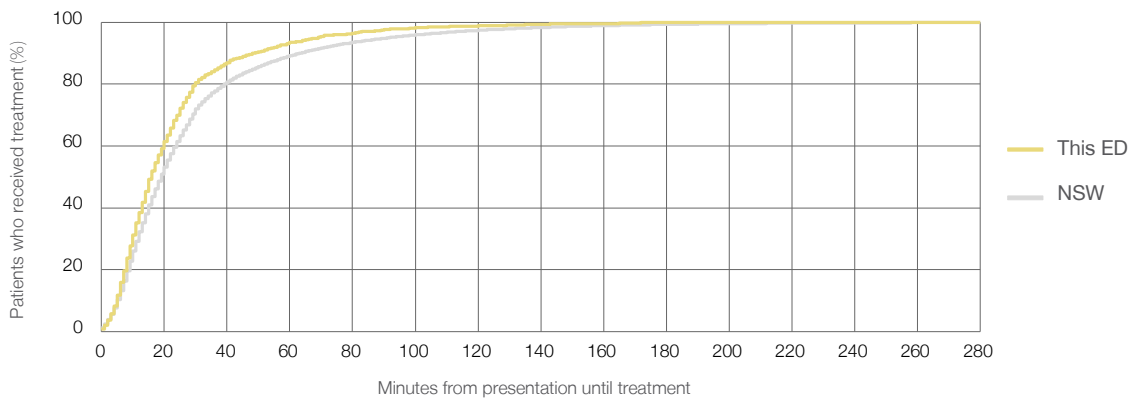
Number of triage 3 patients used to calculate waiting time:³ 2,017

Median time to start treatment⁴ 16 minutes

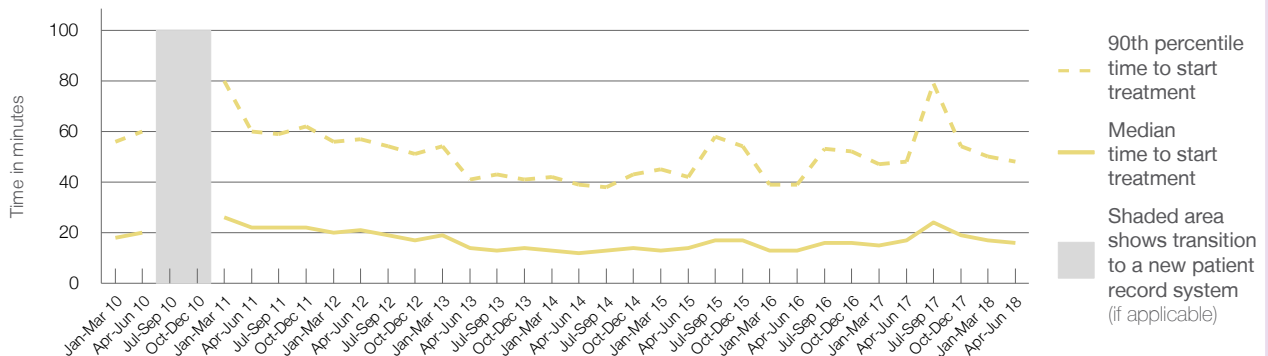
90th percentile time to start treatment⁵ 48 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,049 | 2,033 |
| 17 minutes | 19 minutes |
| 48 minutes | 63 minutes |

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 22 | 21 | 14 | 12 | 14 | 13 | 17 | 16 |
| 90th percentile time to start treatment ⁵ (minutes) | 60 | 60 | 57 | 41 | 39 | 42 | 39 | 48 | 48 |

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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.

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

April to June 2018

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

Number of triage 4 patients: 3,116

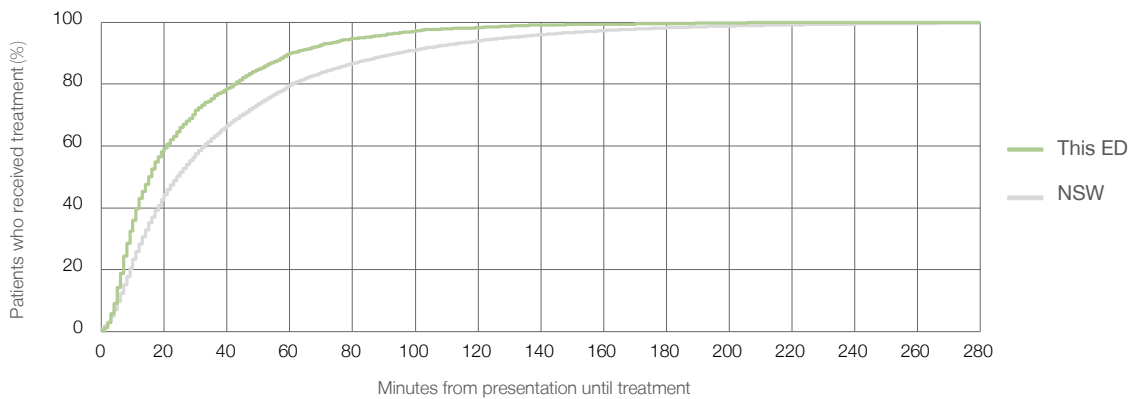
Number of triage 4 patients used to calculate waiting time:³ 3,072

Median time to start treatment⁴ 15 minutes

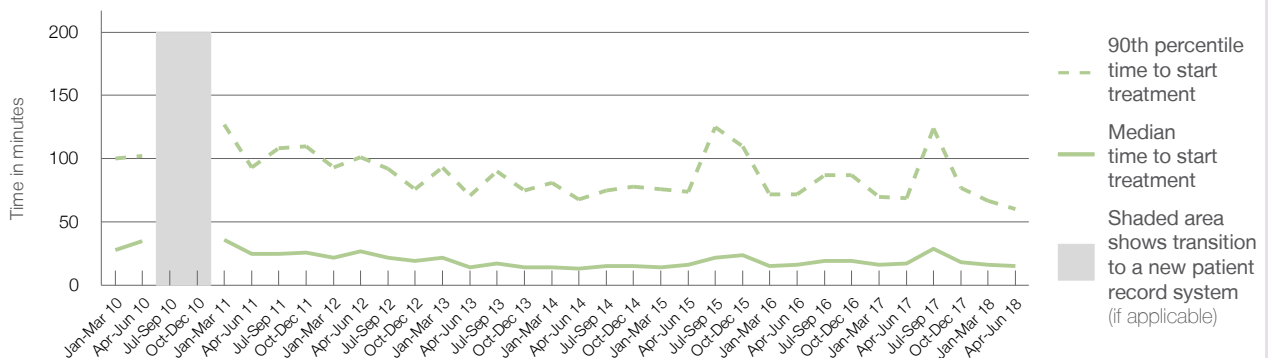
90th percentile time to start treatment⁵ 60 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,728 | 2,642 |
| 17 minutes | 24 minutes |
| 69 minutes | 95 minutes |

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 35 | 25 | 27 | 14 | 13 | 16 | 16 | 17 | 15 |
| 90th percentile time to start treatment ⁵ (minutes) | 102 | 93 | 101 | 71 | 68 | 74 | 72 | 69 | 60 |

(†) 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 Health Service: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 504

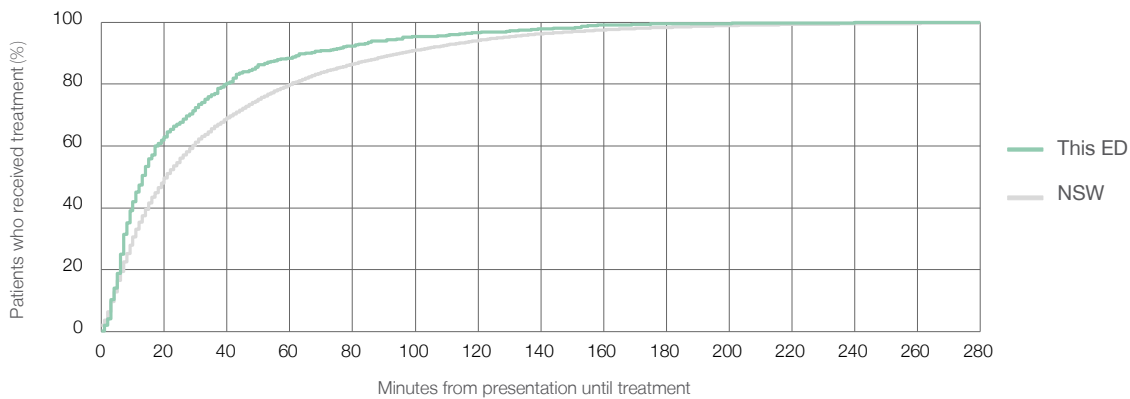
Number of triage 5 patients used to calculate waiting time:³ 481

Median time to start treatment⁴ 13 minutes

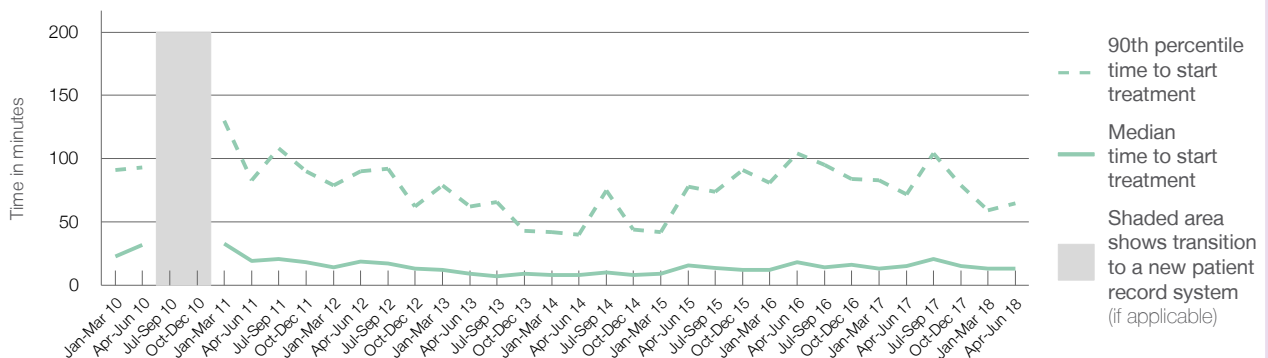
90th percentile time to start treatment⁵ 65 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 856 | 792 |
| 15 minutes | 21 minutes |
| 72 minutes | 96 minutes |

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 32 | 19 | 19 | 9 | 8 | 16 | 18 | 15 | 13 |
| 90th percentile time to start treatment ⁵ (minutes) | 93 | 83 | 90 | 62 | 40 | 78 | 104 | 72 | 65 |

(†) 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 Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 6,456 patients

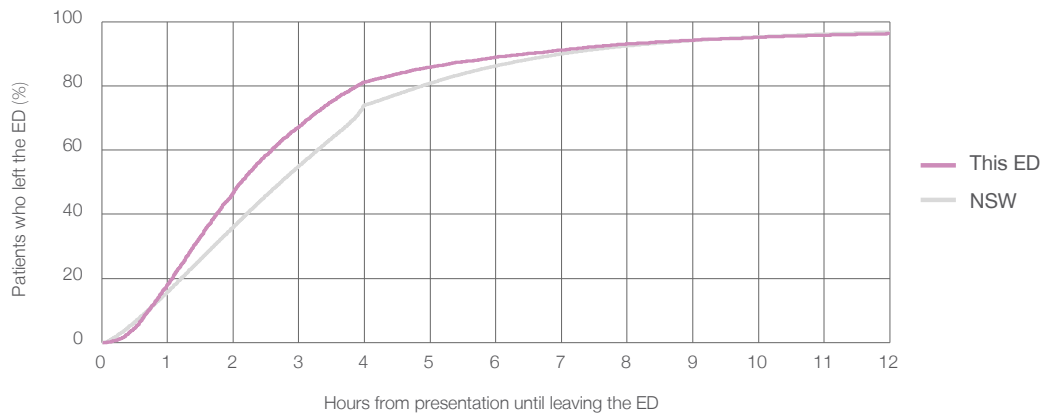
Presentations used to calculate time to leaving the ED:⁶ 6,456 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

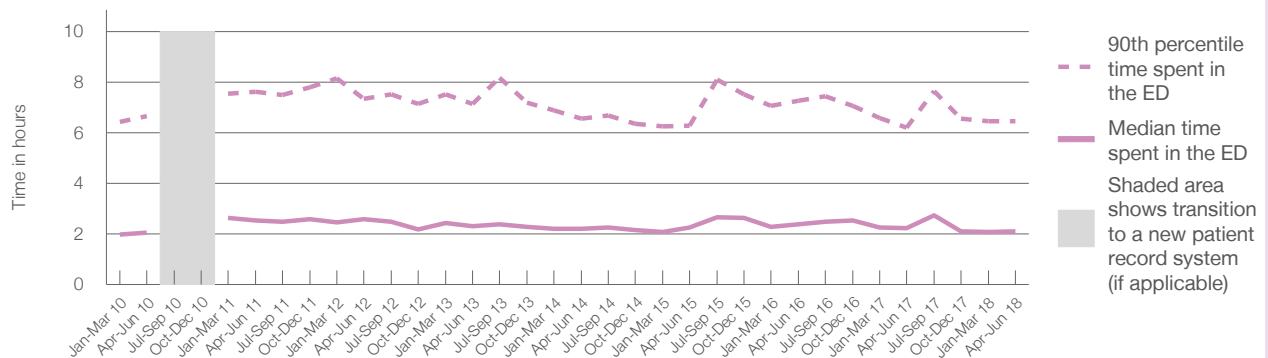
90th percentile time spent in the ED⁹ 6 hours and 28 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 6,272 | |
| 6,270 | |
| 2 hours and 14 minutes | 2 hours and 44 minutes |
| 6 hours and 12 minutes | 7 hours and 1 minutes |

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED ⁸ (hours, minutes) | 2h 3m | 2h 32m | 2h 35m | 2h 18m | 2h 12m | 2h 16m | 2h 24m | 2h 14m | 2h 7m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | 6h 39m | 7h 38m | 7h 20m | 7h 9m | 6h 33m | 6h 17m | 7h 16m | 6h 12m | 6h 28m |

(†) 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 Health Service: Time patients spent in the ED
By mode of separation
April to June 2018

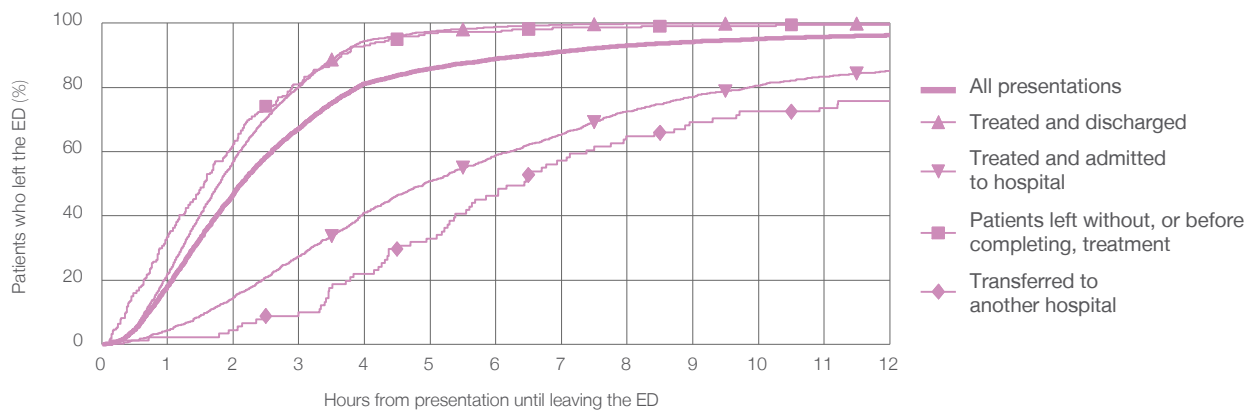
All presentations:¹ 6,456 patients

Presentations used to calculate time to leaving the ED:⁶ 6,456 patients

| | |
|---|---------------|
| Treated and discharged | 4,654 (72.1%) |
| Treated and admitted to hospital | 1,466 (22.7%) |
| Patient left without, or before completing, treatment | 221 (3.4%) |
| Transferred to another hospital | 91 (1.4%) |
| Other | 24 (0.4%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,270 | 3% |
| 4,893 | -4.9% |
| 1,040 | 41.0% |
| 232 | -4.7% |
| 82 | 11.0% |
| 25 | -4.0% |

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 21.9% | 57.0% | 80.2% | 94.4% | 98.8% | 99.8% | 99.9% | 100% |
| Treated and admitted to hospital | 4.4% | 14.5% | 27.5% | 41.0% | 58.9% | 72.6% | 80.6% | 85.2% |
| Patient left without, or before completing, treatment | 33.5% | 62.4% | 81.0% | 93.2% | 97.3% | 98.6% | 99.1% | 99.5% |
| Transferred to another hospital | 2.2% | 4.4% | 9.9% | 22.0% | 46.2% | 64.8% | 72.5% | 75.8% |
| All presentations | 18.2% | 46.9% | 67.3% | 81.2% | 88.9% | 93.1% | 95.1% | 96.3% |

(†) 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.

Bathurst Health Service: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 6,456 patients

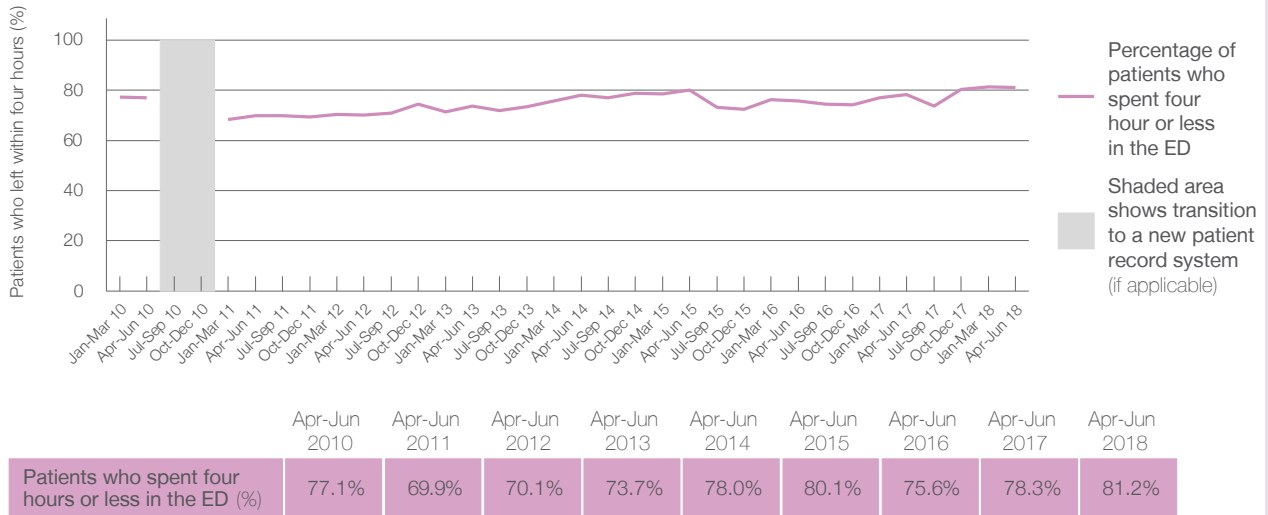
Presentations used to calculate time to leaving the ED: ⁶ 6,456 patients

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 | 6,272 | 3% |
| Presentations used to calculate time to leaving the ED | 6,270 | 3% |
| Percentage of patients who spent four hours or less in the ED | 78.3% | |

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



* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Cowra Health Service: Emergency department (ED) overview

April to June 2018



All presentations:¹ 1,619 patients
Emergency presentations:² 1,555 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,806 | -10% |
| 1,733 | -10% |



Cowra Health Service: Time patients waited to start treatment³

April to June 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 187 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  23 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 410 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 667 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 282 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  38 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 188 | |
| 5 minutes | 8 minutes |
| 26 minutes | 24 minutes |
| 430 | |
| 6 minutes | 19 minutes |
| 27 minutes | 63 minutes |
| 685 | |
| 7 minutes | 24 minutes |
| 29 minutes | 95 minutes |
| 424 | |
| 7 minutes | 21 minutes |
| 37 minutes | 96 minutes |

Cowra Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,619 patients

Percentage of patients who spent four hours or less in the ED  87%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,806 | -10% |
| 88% | |

* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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 18 July 2018).

Cowra Health Service: Patients presenting to the emergency department

April to June 2018

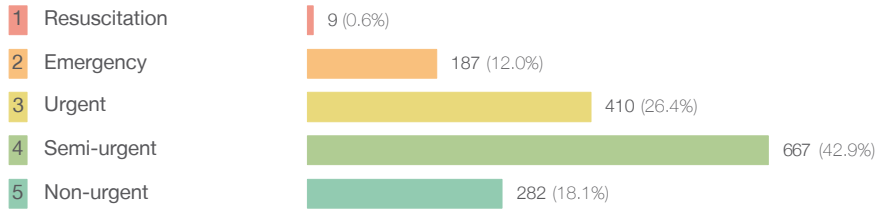
All presentations:¹ 1,619 patients

Same period last year
Change since one year ago

1,806 -10%

Emergency presentations² by triage category: 1,555 patients

1,733 -10%



6 50.0%

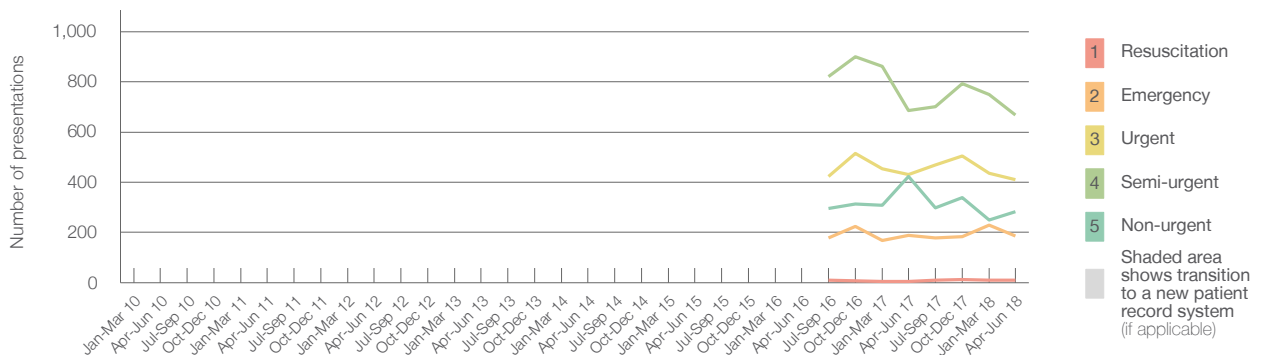
188 -0.5%

430 -4.7%

685 -2.6%

424 -33.5%

Emergency presentations² by quarter, January 2010 to June 2018 † §



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | | | | | | | | 6 | 9 |
| Emergency | | | | | | | | 188 | 187 |
| Urgent | | | | | | | | 430 | 410 |
| Semi-urgent | | | | | | | | 685 | 667 |
| Non-urgent | | | | | | | | 424 | 282 |
| All emergency presentations | | | | | | | | 1,733 | 1,555 |

Cowra Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 230 patients

Same period last year
Change since one year ago

268

ED Transfer of care time

Median time 11 minutes

14 minutes -3 minutes

90th percentile time 27 minutes

45 minutes -19 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.

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

April to June 2018

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

Number of triage 2 patients: 187

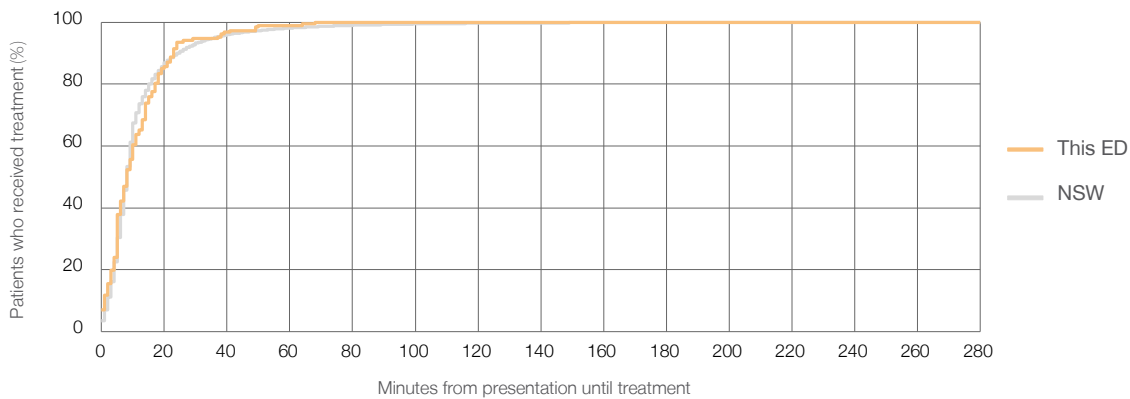
Number of triage 2 patients used to calculate waiting time:³ 187

Median time to start treatment⁴ 8 minutes

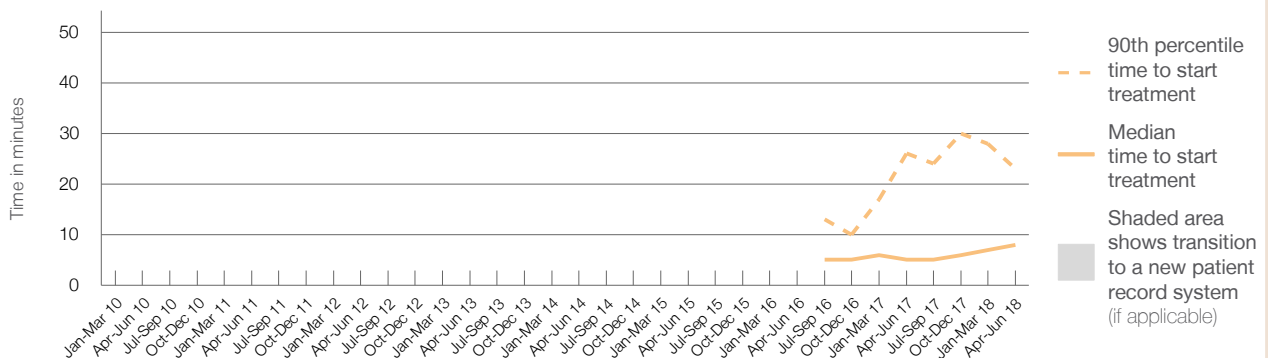
90th percentile time to start treatment⁵ 23 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 188 | |
| 185 | |
| 5 minutes | 8 minutes |
| 26 minutes | 24 minutes |

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | | | | 5 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | | | | 26 | 23 |

(†) 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.

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

April to June 2018

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

Number of triage 3 patients: 410

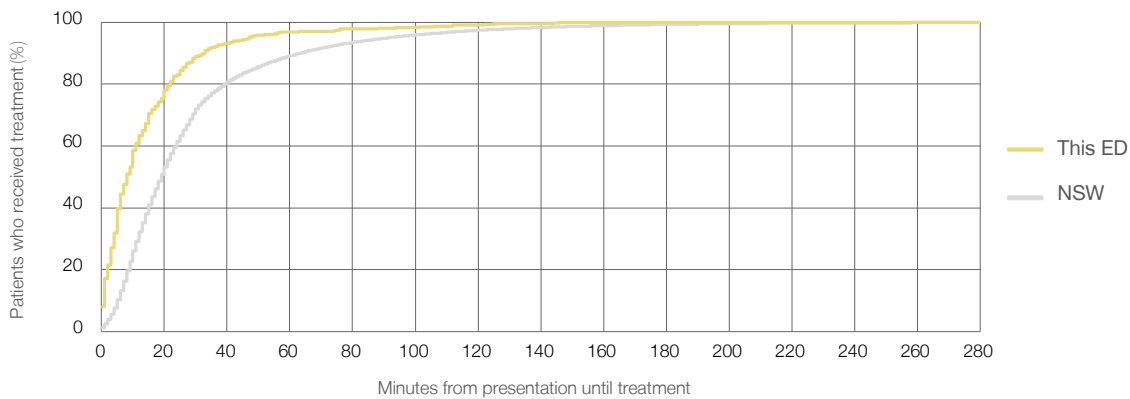
Number of triage 3 patients used to calculate waiting time:³ 405

Median time to start treatment⁴ 8 minutes

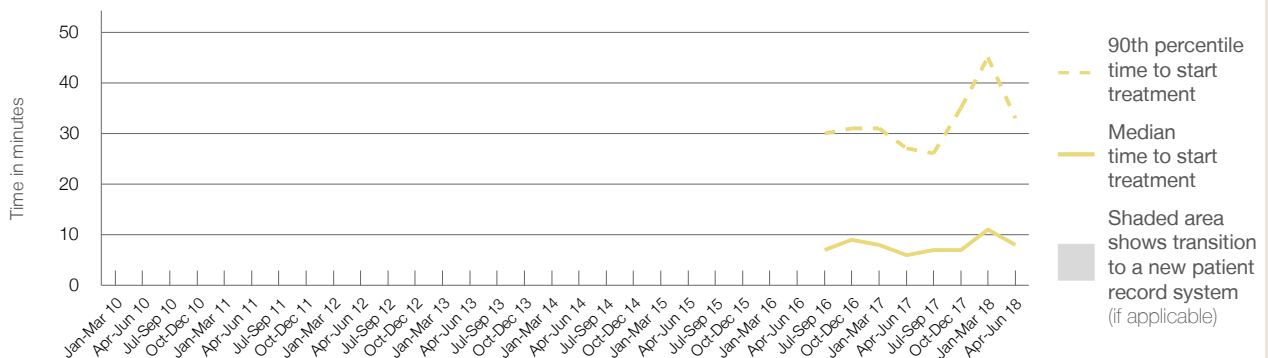
90th percentile time to start treatment⁵ 33 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 430 | |
| 421 | |
| 6 minutes | 19 minutes |
| 27 minutes | 63 minutes |

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | | | | 6 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | | | | 27 | 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.

Cowra Health Service: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 667

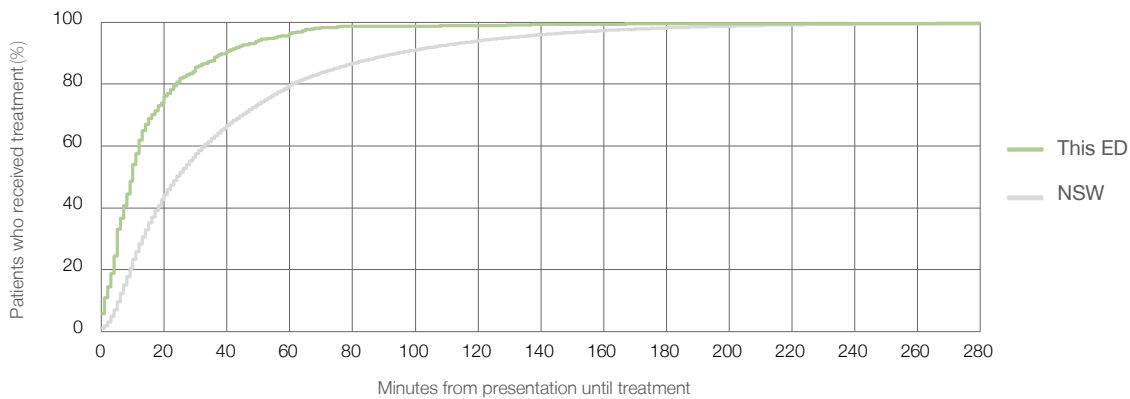
Number of triage 4 patients used to calculate waiting time:³ 645

Median time to start treatment⁴ 10 minutes

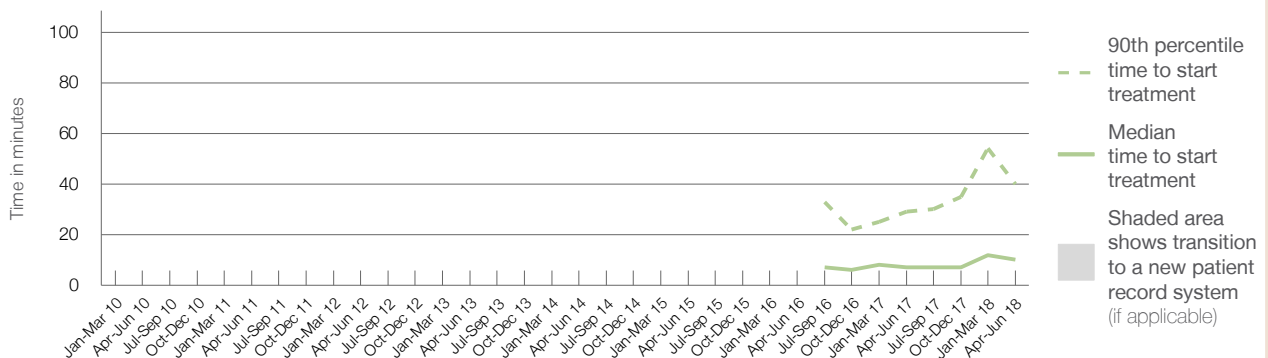
90th percentile time to start treatment⁵ 40 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 685 | 651 |
| 7 minutes | 24 minutes |
| 29 minutes | 95 minutes |

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | | | | 7 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | | | | 29 | 40 |

(†) 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.

Cowra Health Service: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 282

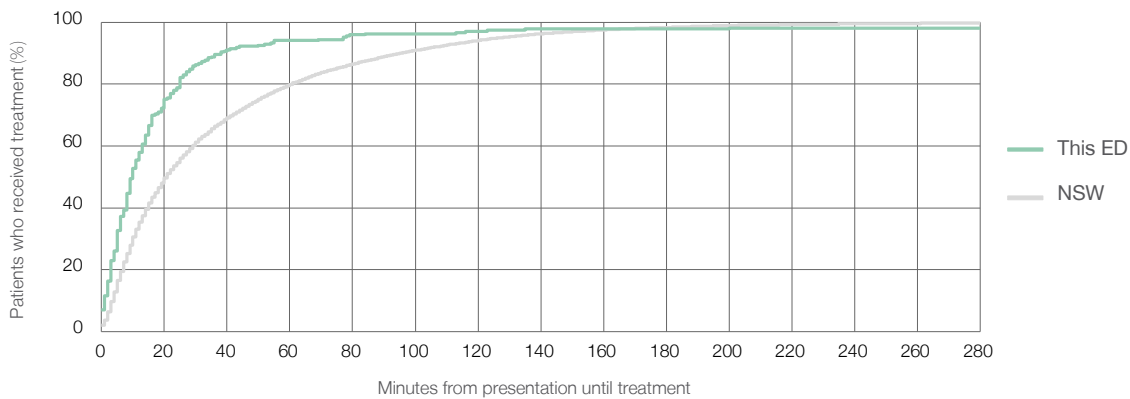
Number of triage 5 patients used to calculate waiting time:³ 269

Median time to start treatment⁴ 10 minutes

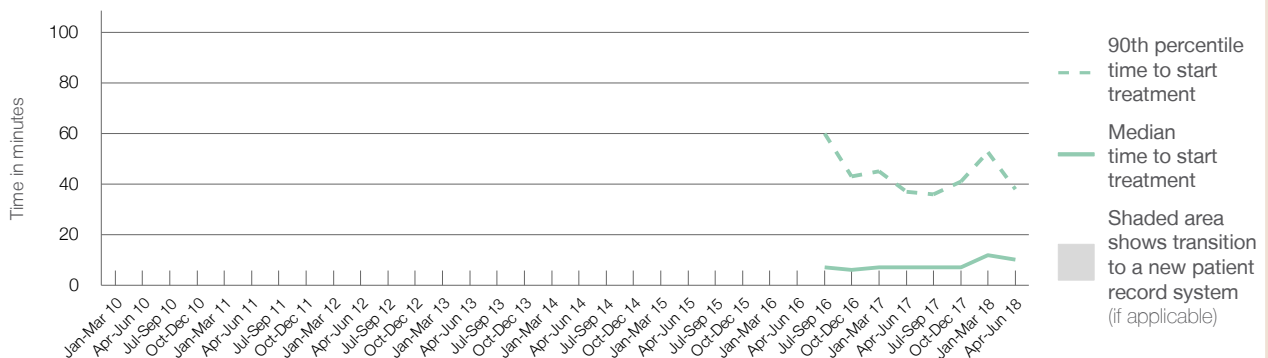
90th percentile time to start treatment⁵ 38 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 424 | |
| 386 | |
| 7 minutes | 21 minutes |
| 37 minutes | 96 minutes |

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | | | | 7 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | | | | 37 | 38 |

(†) 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.

Cowra Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,619 patients

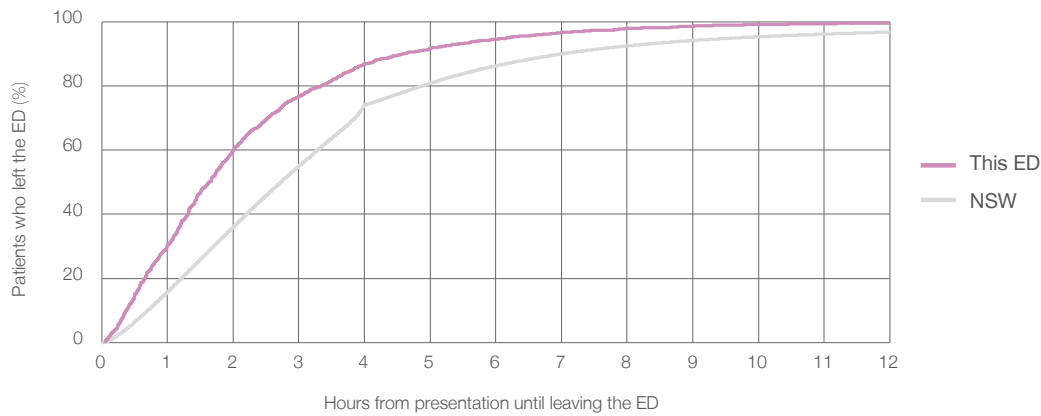
Presentations used to calculate time to leaving the ED:⁶ 1,619 patients

Median time spent in the ED⁸ 1 hours and 38 minutes

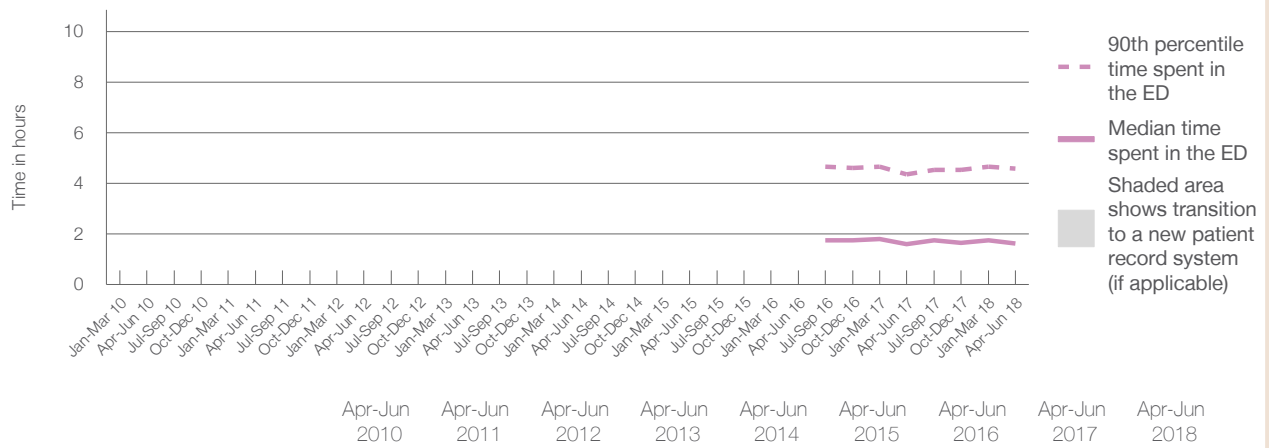
90th percentile time spent in the ED⁹ 4 hours and 36 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 1,806 | 1,806 |
| 1 hours and 37 minutes | 2 hours and 44 minutes |
| 4 hours and 21 minutes | 7 hours and 1 minutes |

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED ⁸ (hours, minutes) | | | | | | | | 1h 37m | 1h 38m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | | | | | | | | 4h 21m | 4h 36m |

(†) 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.

Cowra Health Service: Time patients spent in the ED
By mode of separation
April to June 2018

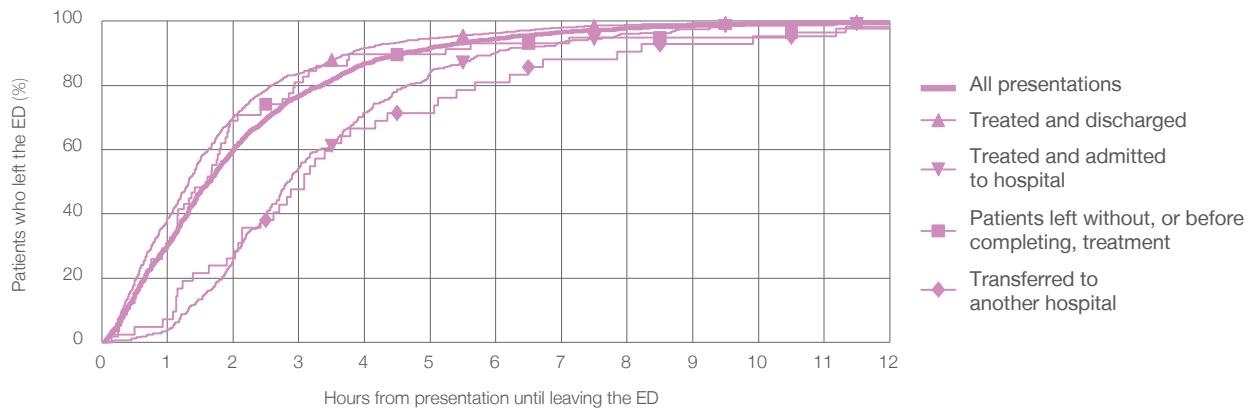
All presentations:¹ 1,619 patients

Presentations used to calculate time to leaving the ED:⁶ 1,619 patients

| | |
|---|---------------|
| Treated and discharged | 1,190 (73.5%) |
| Treated and admitted to hospital | 328 (20.3%) |
| Patient left without, or before completing, treatment | 58 (3.6%) |
| Transferred to another hospital | 42 (2.6%) |
| Other | 1 (0.1%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,806 | -10% |
| 1,342 | -11.3% |
| 320 | 2.5% |
| 77 | -24.7% |
| 65 | -35.4% |
| 2 | -50.0% |

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡§}



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 | 38.6% | 70.2% | 83.8% | 91.7% | 96.4% | 98.8% | 99.7% | 99.8% |
| Treated and admitted to hospital | 4.0% | 26.5% | 54.3% | 71.6% | 90.2% | 96.0% | 98.8% | 99.4% |
| Patient left without, or before completing, treatment | 31.0% | 69.0% | 81.0% | 89.7% | 93.1% | 94.8% | 94.8% | 98.3% |
| Transferred to another hospital | 7.1% | 26.2% | 47.6% | 66.7% | 81.0% | 90.5% | 95.2% | 97.6% |
| All presentations | 30.5% | 60.1% | 76.7% | 86.8% | 94.6% | 97.8% | 99.1% | 99.6% |

(†) 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.

Cowra Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

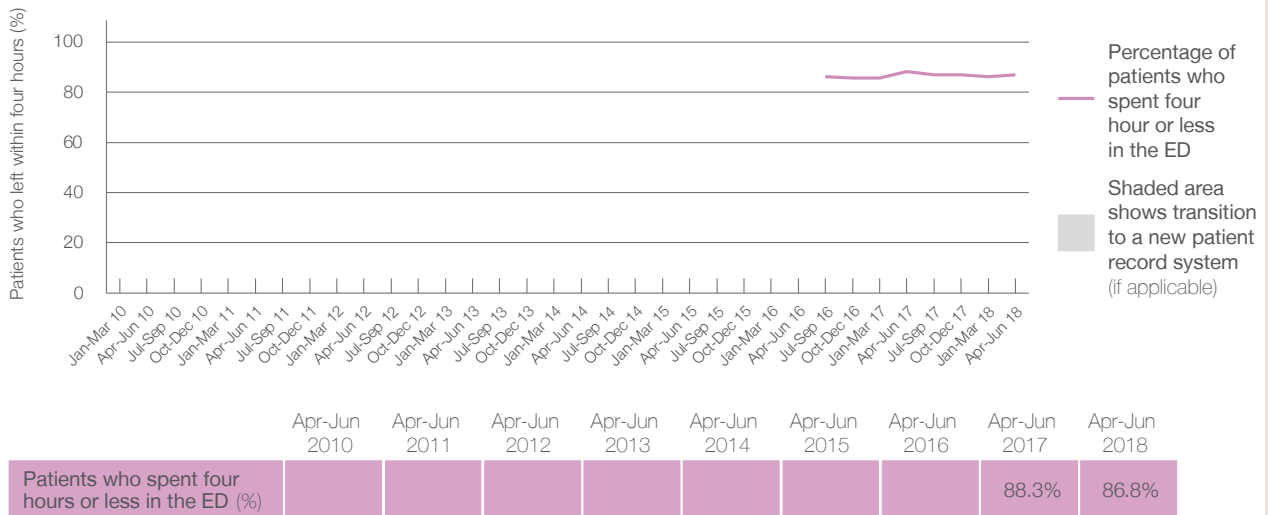
All presentations at the emergency department: ¹ 1,619 patients
 Presentations used to calculate time to leaving the ED: ⁶ 1,619 patients

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 1,619 patients | 1,806 | -10% |
| Presentations used to calculate time to leaving the ED: ⁶ 1,619 patients | 1,806 | -10% |
| Percentage of patients who spent four hours or less in the ED | 88.3% | |

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



* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Dubbo Base Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 8,387 patients
 Emergency presentations:² 7,918 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,346 | 0% |
| 8,001 | -1% |

Dubbo Base Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 972 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,558 patients

Median time to start treatment⁴  23 minutes
 90th percentile time to start treatment⁵  66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,611 patients

Median time to start treatment⁴  30 minutes
 90th percentile time to start treatment⁵  112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 755 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  116 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 990 | |
| 9 minutes | 8 minutes |
| 20 minutes | 24 minutes |
| 2,870 | |
| 27 minutes | 19 minutes |
| 82 minutes | 63 minutes |
| 3,397 | |
| 35 minutes | 24 minutes |
| 124 minutes | 95 minutes |
| 726 | |
| 31 minutes | 21 minutes |
| 125 minutes | 96 minutes |

Dubbo Base Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 8,385 patients

Percentage of patients who spent four hours or less in the ED  69%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,346 | 0% |
| 69% | |

* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

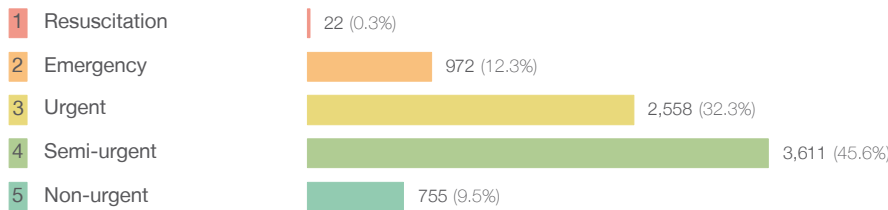
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Dubbo Base Hospital: Patients presenting to the emergency department

April to June 2018

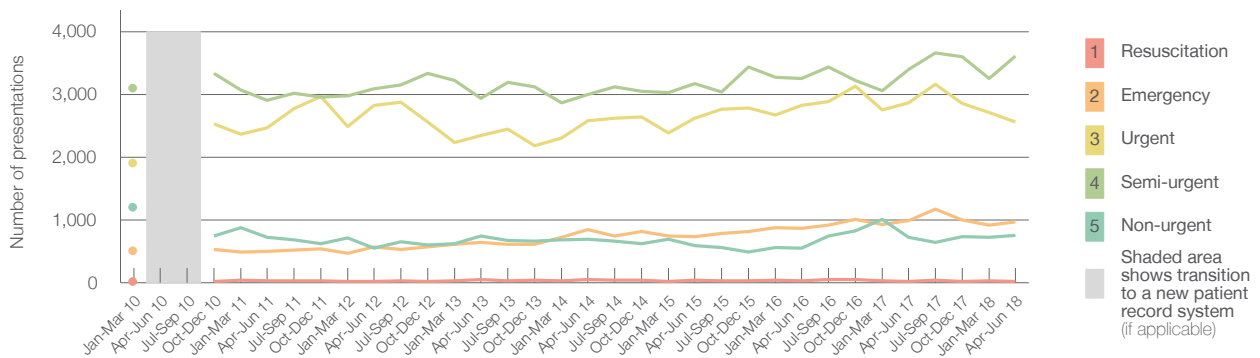
All presentations:¹ 8,387 patients

Emergency presentations² by triage category: 7,918 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,346 | 0% |
| 8,001 | -1% |
| 18 | 22.2% |
| 990 | -1.8% |
| 2,870 | -10.9% |
| 3,397 | 6.3% |
| 726 | 4.0% |

Emergency presentations² by quarter, January 2010 to June 2018 †



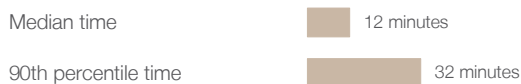
| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | | 27 | 22 | 49 | 45 | 37 | 29 | 18 | 22 |
| Emergency | | 503 | 574 | 646 | 846 | 732 | 867 | 990 | 972 |
| Urgent | | 2,472 | 2,825 | 2,348 | 2,579 | 2,616 | 2,824 | 2,870 | 2,558 |
| Semi-urgent | | 2,909 | 3,089 | 2,938 | 3,001 | 3,174 | 3,256 | 3,397 | 3,611 |
| Non-urgent | | 720 | 549 | 748 | 697 | 587 | 549 | 726 | 755 |
| All emergency presentations | | 6,631 | 7,059 | 6,729 | 7,168 | 7,146 | 7,525 | 8,001 | 7,918 |

Dubbo Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,496 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,653 | |
| 13 minutes | -1 minute |
| 33 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.

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

April to June 2018

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

Number of triage 2 patients: 972

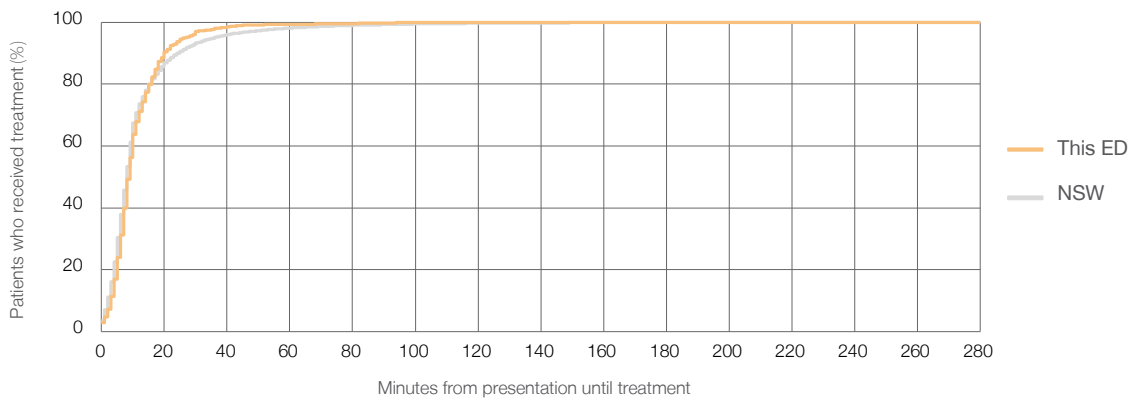
Number of triage 2 patients used to calculate waiting time:³ 965

Median time to start treatment⁴ 9 minutes

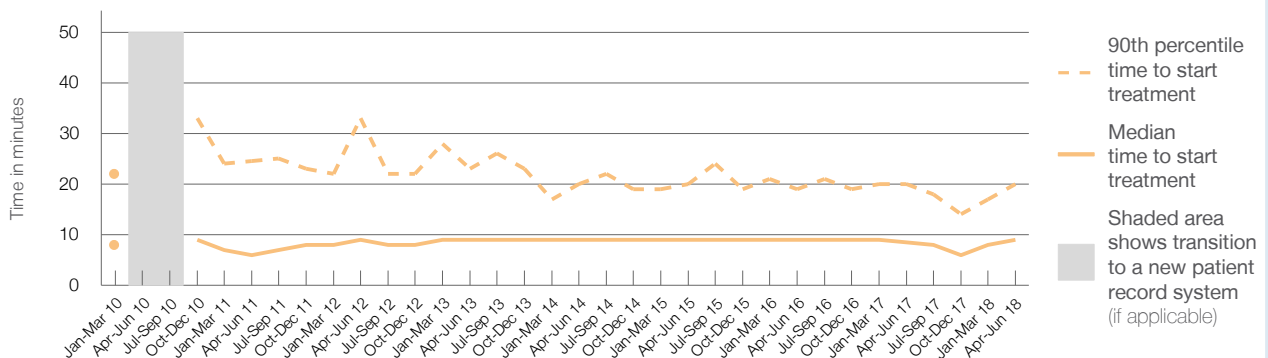
90th percentile time to start treatment⁵ 20 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 990 | 986 |
| 9 minutes | 8 minutes |
| 20 minutes | 24 minutes |

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | 6 | 9 | 9 | 9 | 9 | 9 | 9 | 9 |
| 90th percentile time to start treatment ⁵ (minutes) | | 25 | 33 | 23 | 20 | 20 | 19 | 20 | 20 |

(†) 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

April to June 2018

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

Number of triage 3 patients: 2,558

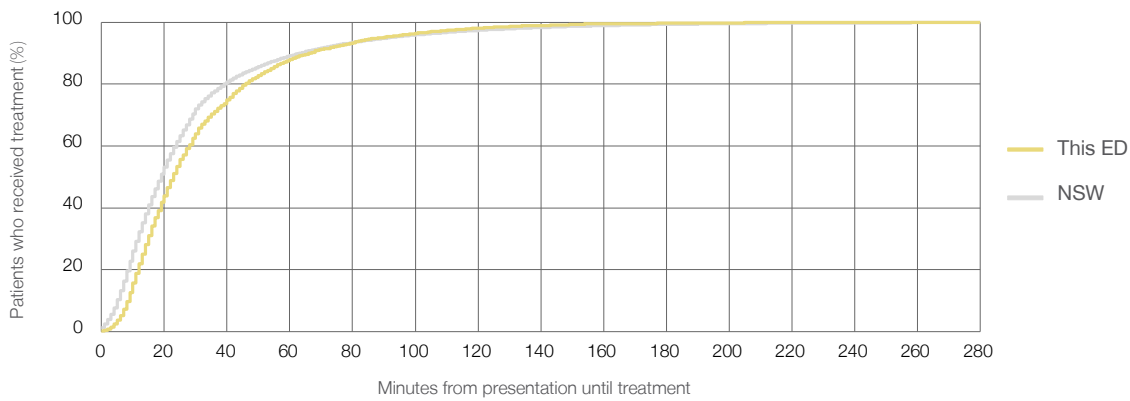
Number of triage 3 patients used to calculate waiting time:³ 2,502

Median time to start treatment⁴ 23 minutes

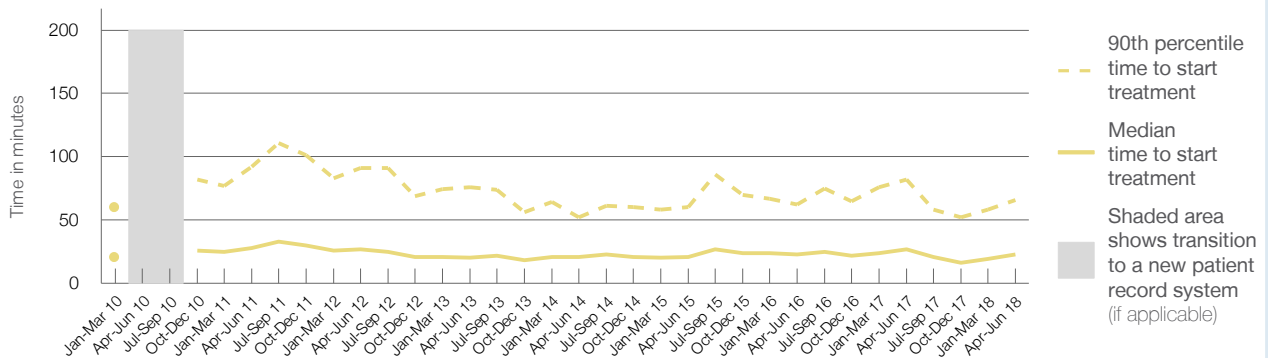
90th percentile time to start treatment⁵ 66 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,870 | 2,827 |
| 27 minutes | 19 minutes |
| 82 minutes | 63 minutes |

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | 28 | 27 | 20 | 21 | 21 | 23 | 27 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | | 92 | 91 | 76 | 52 | 60 | 62 | 82 | 66 |

(†) 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

April to June 2018

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

Number of triage 4 patients: 3,611

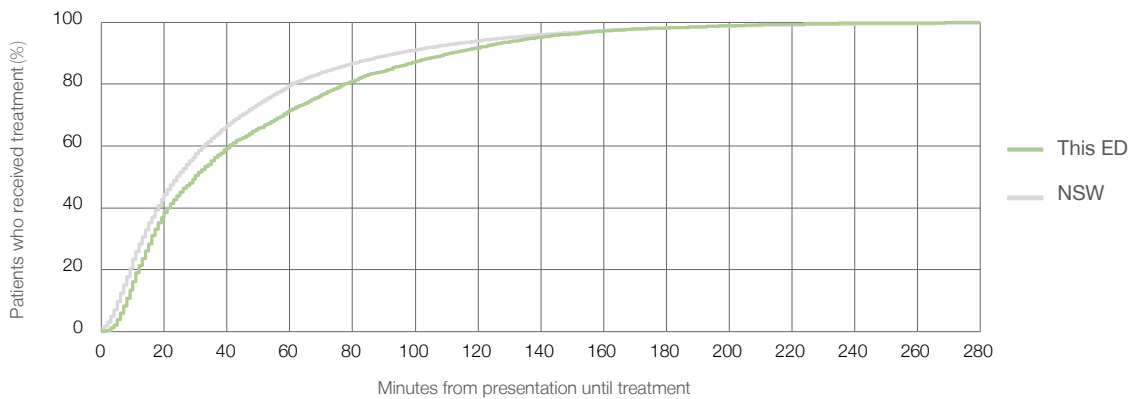
Number of triage 4 patients used to calculate waiting time:³ 3,424

Median time to start treatment⁴ 30 minutes

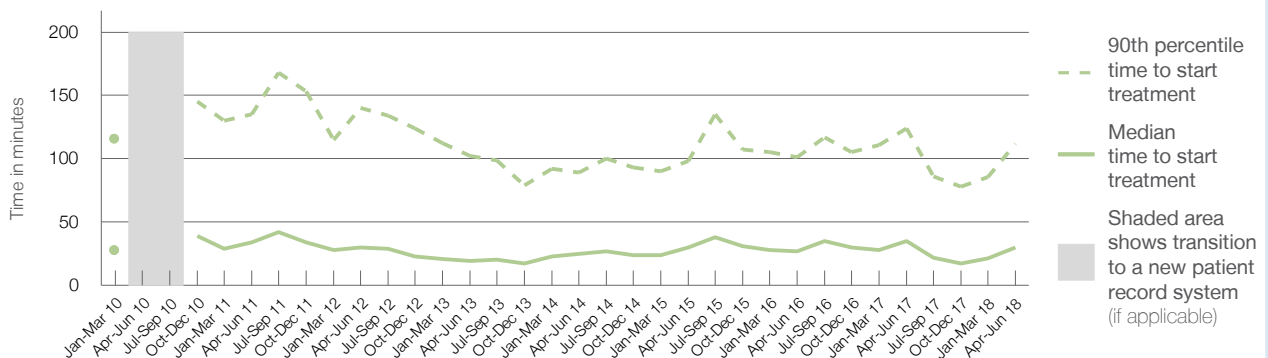
90th percentile time to start treatment⁵ 112 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,397 | 3,149 |
| 35 minutes | 24 minutes |
| 124 minutes | 95 minutes |

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | 34 | 30 | 19 | 25 | 30 | 27 | 35 | 30 |
| 90th percentile time to start treatment ⁵ (minutes) | | 135 | 140 | 102 | 89 | 98 | 101 | 124 | 112 |

(†) 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

April to June 2018

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

Number of triage 5 patients: 755

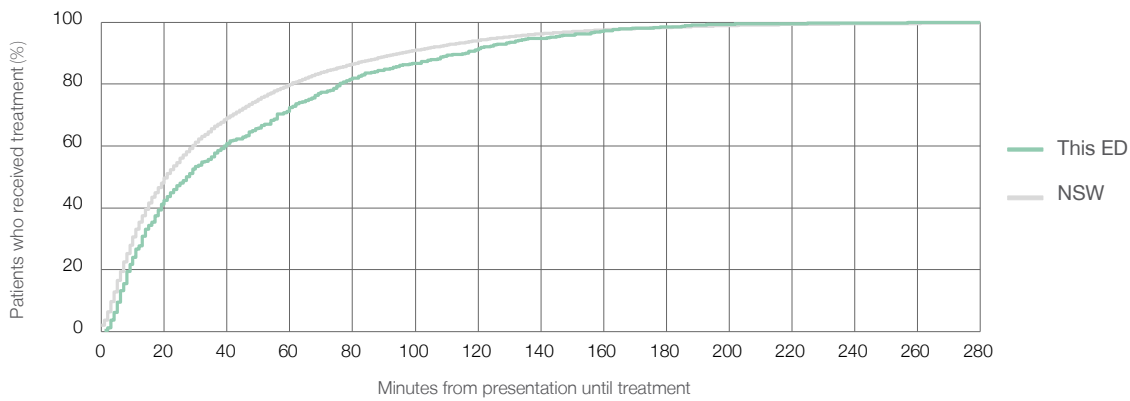
Number of triage 5 patients used to calculate waiting time:³ 696

Median time to start treatment⁴ 28 minutes

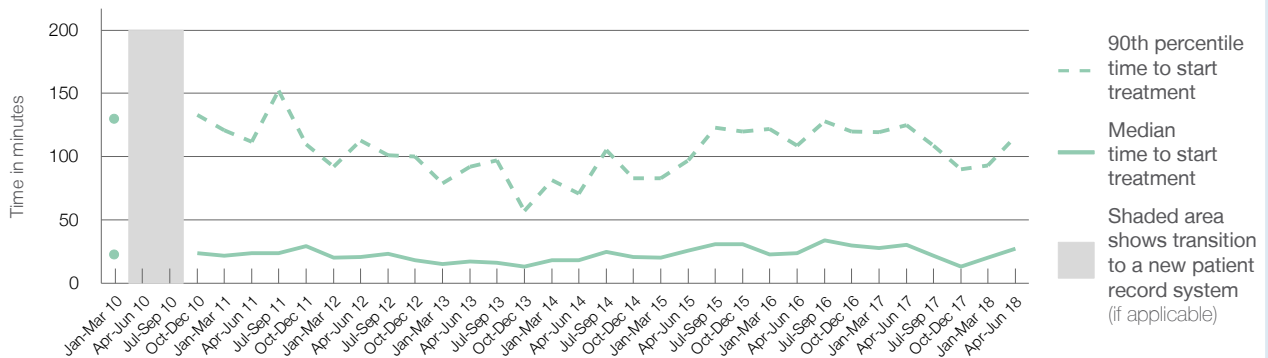
90th percentile time to start treatment⁵ 116 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 726 | |
| 612 | |
| 31 minutes | 21 minutes |
| 125 minutes | 96 minutes |

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | 24 | 21 | 17 | 18 | 26 | 24 | 31 | 28 |
| 90th percentile time to start treatment ⁵ (minutes) | | 112 | 113 | 92 | 71 | 97 | 109 | 125 | 116 |

(†) 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

April to June 2018

All presentations:¹ 8,387 patients

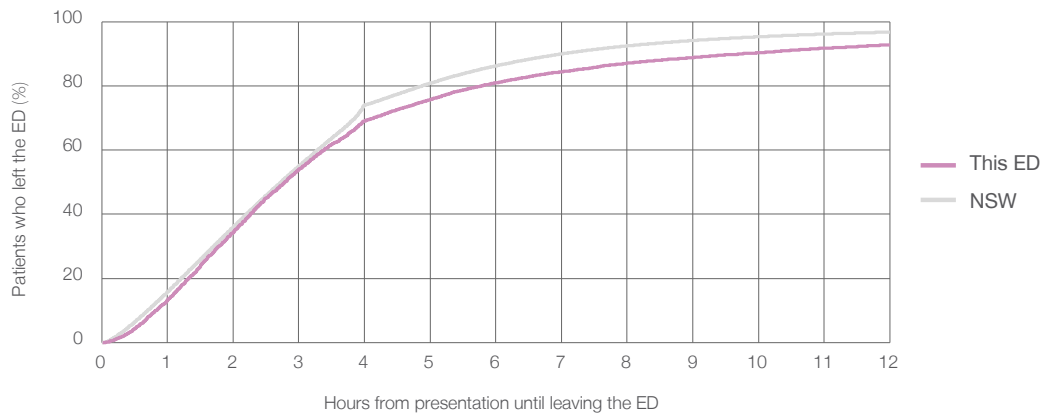
Presentations used to calculate time to leaving the ED:⁶ 8,385 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

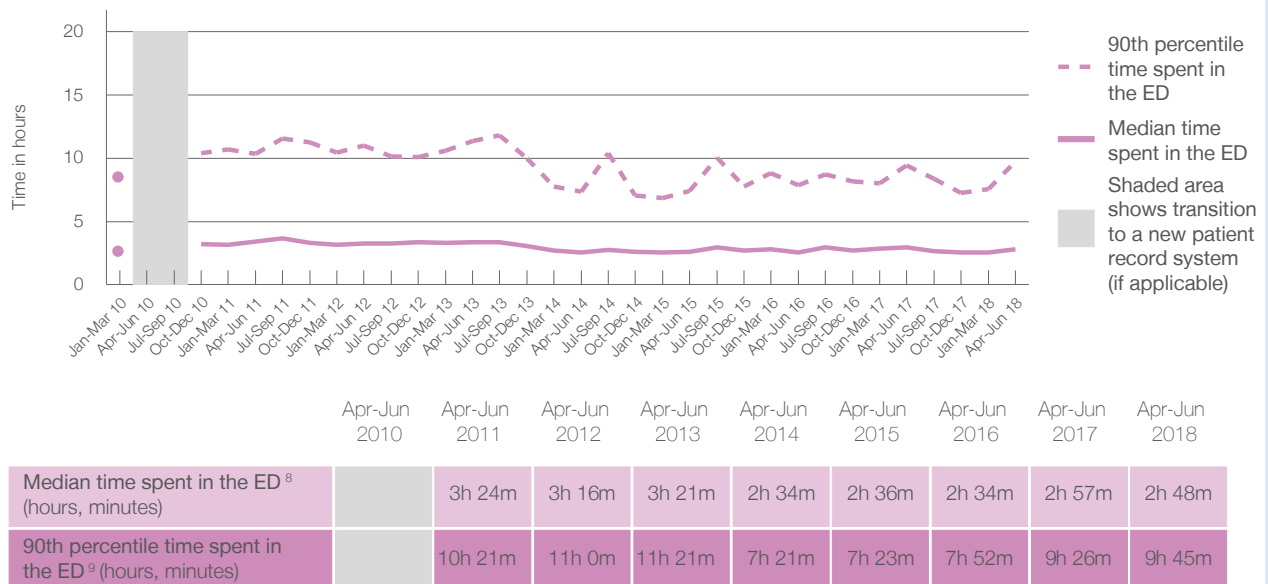
90th percentile time spent in the ED⁹ 9 hours and 45 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 8,346 | 8,346 |
| 2 hours and 57 minutes | 2 hours and 44 minutes |
| 9 hours and 26 minutes | 7 hours and 1 minutes |

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



(†) 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
April to June 2018

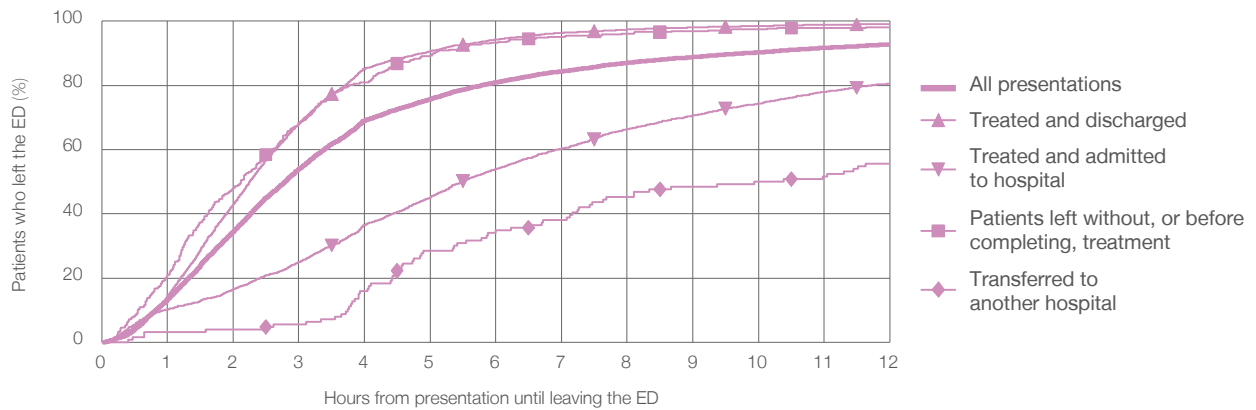
All presentations:¹ 8,387 patients

Presentations used to calculate time to leaving the ED:⁶ 8,385 patients

| | |
|---|---------------|
| Treated and discharged | 5,303 (63.2%) |
| Treated and admitted to hospital | 2,527 (30.1%) |
| Patient left without, or before completing, treatment | 387 (4.6%) |
| Transferred to another hospital | 126 (1.5%) |
| Other | 44 (0.5%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,346 | 0% |
| 5,430 | -2.3% |
| 2,271 | 11.3% |
| 507 | -23.7% |
| 114 | 10.5% |
| 24 | 83.3% |

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 14.4% | 43.0% | 68.4% | 85.2% | 94.2% | 97.4% | 98.5% | 99.1% |
| Treated and admitted to hospital | 10.2% | 16.6% | 24.9% | 36.6% | 54.0% | 66.4% | 74.4% | 80.6% |
| Patient left without, or before completing, treatment | 20.9% | 48.1% | 68.0% | 80.9% | 93.3% | 96.1% | 97.4% | 98.2% |
| Transferred to another hospital | 3.2% | 4.0% | 5.6% | 15.9% | 34.9% | 45.2% | 50.0% | 55.6% |
| All presentations | 13.3% | 34.5% | 54.0% | 69.1% | 81.0% | 87.1% | 90.3% | 92.7% |

(†) 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
 April to June 2018

All presentations at the emergency department: ¹ 8,387 patients

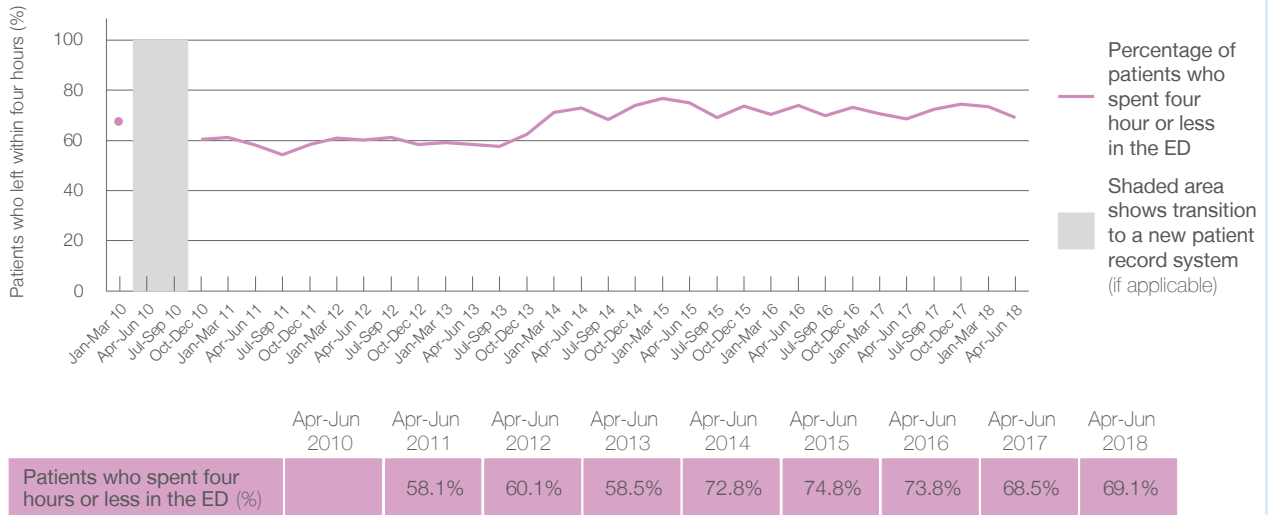
Presentations used to calculate time to leaving the ED: ⁶ 8,385 patients

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 | 8,346 | 0% |
| Presentations used to calculate time to leaving the ED | 8,346 | 0% |
| Percentage of patients who spent four hours or less in the ED | 68.5% | |

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



* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Lachlan Health Service - Forbes: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,828 patients
Emergency presentations:² 1,658 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,950 | -6% |
| 1,766 | -6% |

Lachlan Health Service - Forbes: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 91 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 289 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 726 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 552 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 77 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 78 | |
| 5 minutes | 8 minutes |
| * | 24 minutes |
| 292 | |
| 11 minutes | 19 minutes |
| 35 minutes | 63 minutes |
| 635 | |
| 20 minutes | 24 minutes |
| 75 minutes | 95 minutes |
| 756 | |
| 18 minutes | 21 minutes |
| 112 minutes | 96 minutes |

Lachlan Health Service - Forbes: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,827 patients

Percentage of patients who spent four hours or less in the ED 93%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,949 | -6% |
| 87% | |

* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

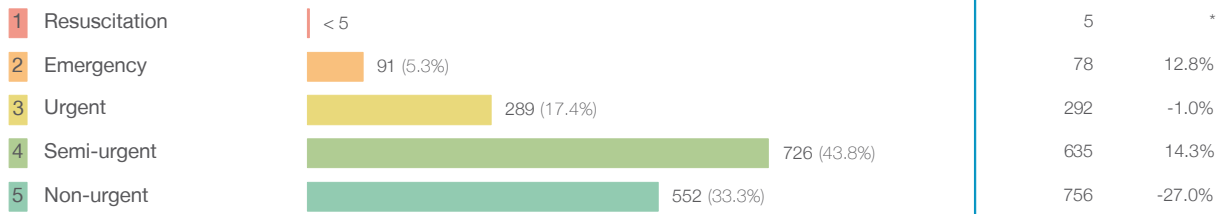
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Lachlan Health Service - Forbes: Patients presenting to the emergency department

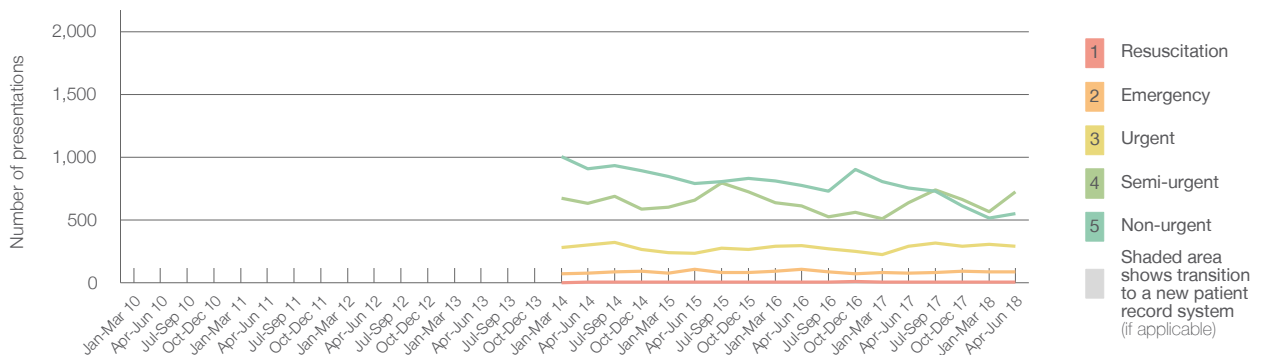
April to June 2018

All presentations:¹ 1,828 patients

Emergency presentations² by triage category: 1,658 patients



Emergency presentations² by quarter, January 2010 to June 2018 † §



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | | | | | < 5 | 5 | < 5 | 5 | < 5 |
| Emergency | | | | | 80 | 106 | 111 | 78 | 91 |
| Urgent | | | | | 302 | 232 | 296 | 292 | 289 |
| Semi-urgent | | | | | 634 | 656 | 611 | 635 | 726 |
| Non-urgent | | | | | 907 | 790 | 774 | 756 | 552 |
| All emergency presentations | | | | | 1,923 | 1,789 | 1,792 | 1,766 | 1,658 |

Lachlan Health Service - Forbes: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 169 patients

ED Transfer of care 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 91

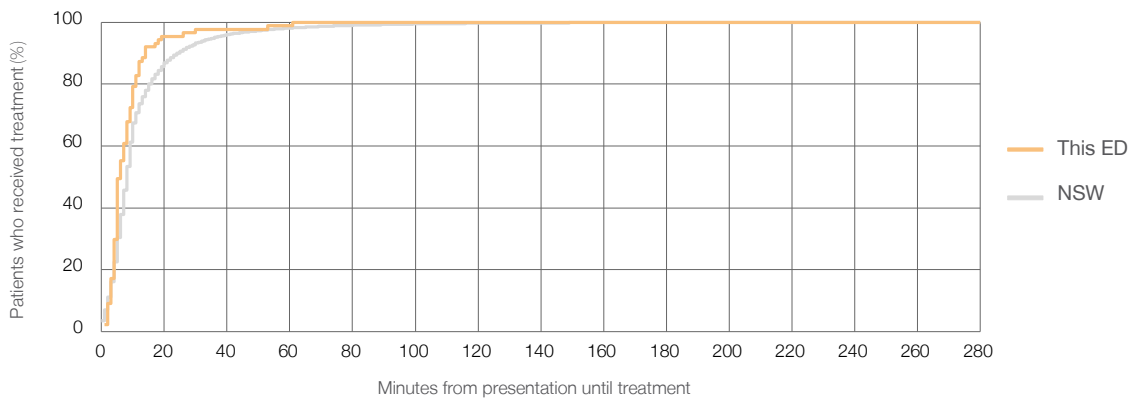
Number of triage 2 patients used to calculate waiting time:³ 87

Median time to start treatment⁴ 6 minutes

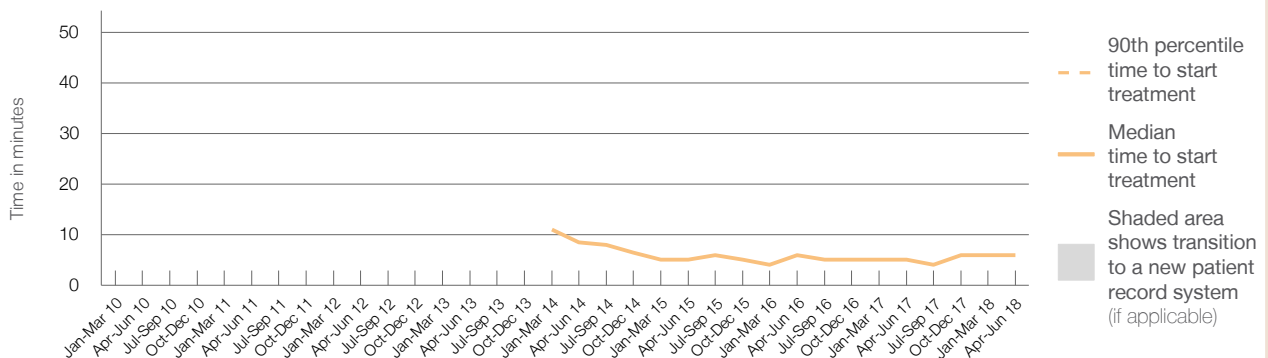
90th percentile time to start treatment⁵ *

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 78 | 78 |
| 5 minutes | 8 minutes |
| * | 24 minutes |

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 9 | 5 | 6 | 5 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | * | 12 | 12 | * | * |

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 289

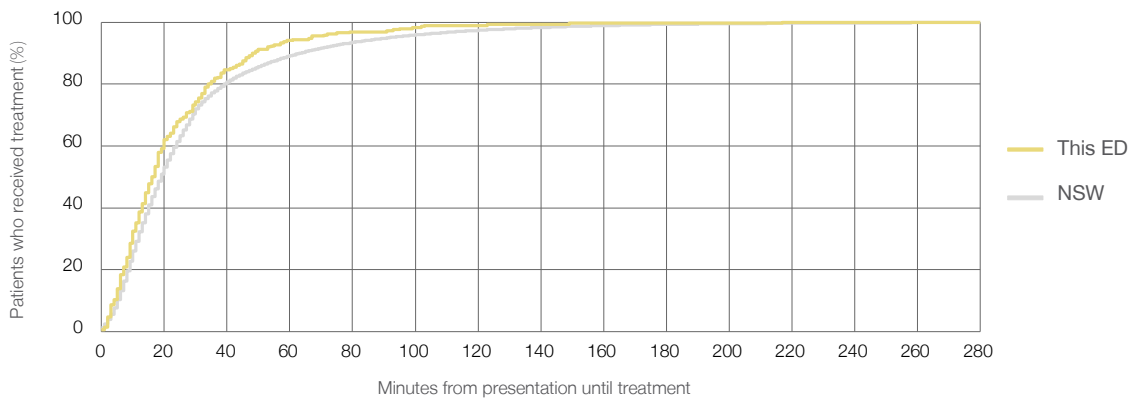
Number of triage 3 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 16 minutes

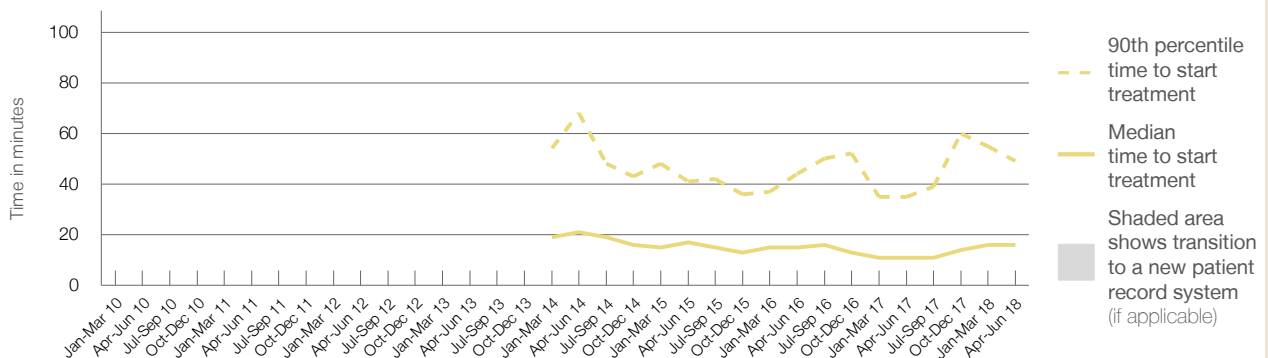
90th percentile time to start treatment⁵ 49 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 292 | |
| 290 | |
| 11 minutes | 19 minutes |
| 35 minutes | 63 minutes |

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 21 | 17 | 15 | 11 | 16 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | 68 | 41 | 44 | 35 | 49 |

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 726

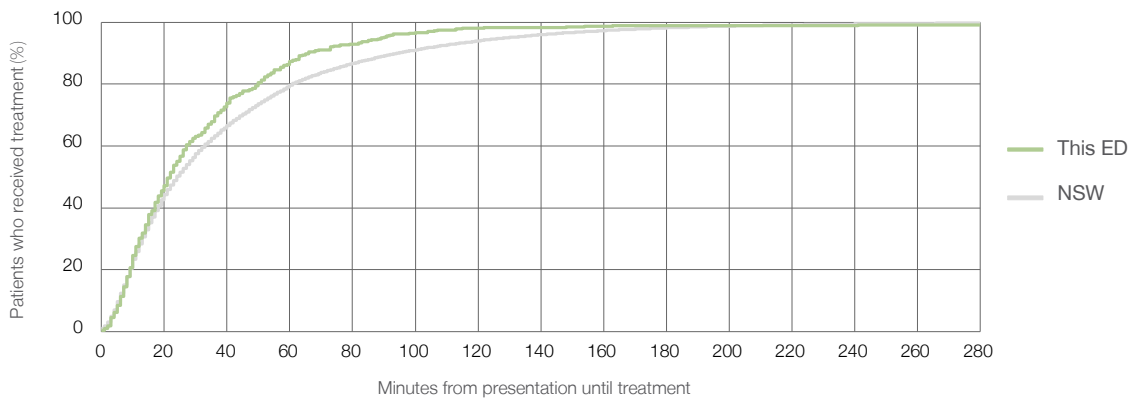
Number of triage 4 patients used to calculate waiting time:³ 717

Median time to start treatment⁴ 22 minutes

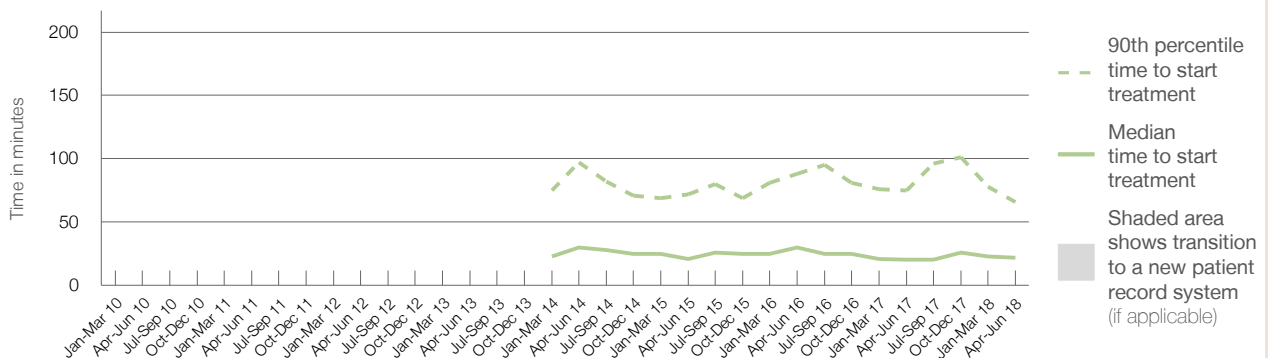
90th percentile time to start treatment⁵ 66 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 635 | 619 |
| 20 minutes | 24 minutes |
| 75 minutes | 95 minutes |

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 30 | 21 | 30 | 20 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | 97 | 72 | 88 | 75 | 66 |

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 552

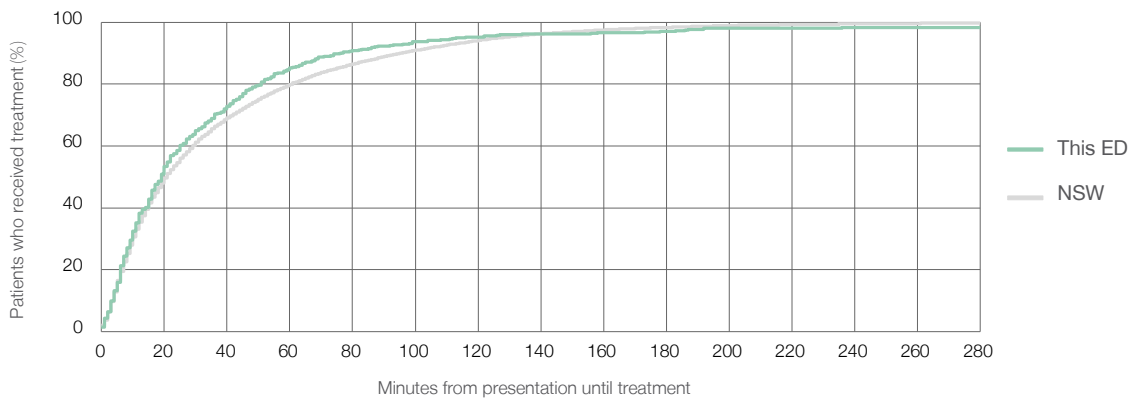
Number of triage 5 patients used to calculate waiting time:³ 539

Median time to start treatment⁴ 19 minutes

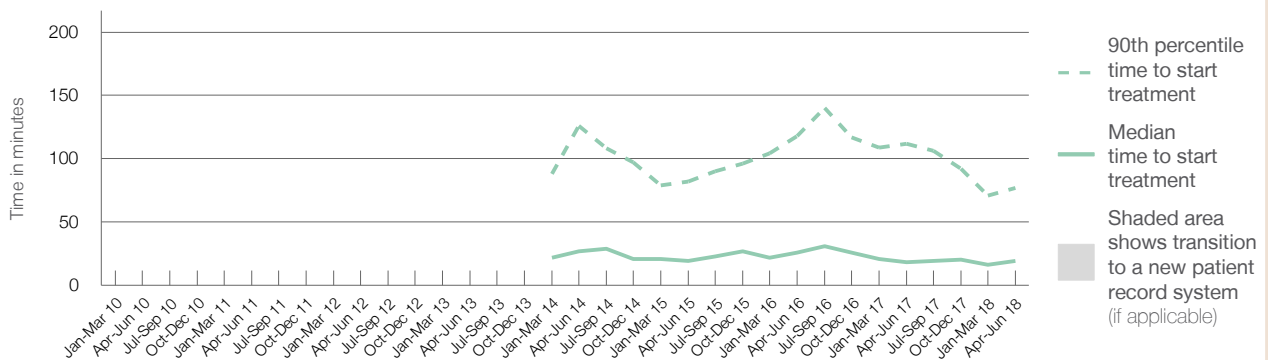
90th percentile time to start treatment⁵ 77 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 756 | |
| 722 | |
| 18 minutes | 21 minutes |
| 112 minutes | 96 minutes |

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 27 | 19 | 26 | 18 | 19 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | 126 | 82 | 118 | 112 | 77 |

(†) 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.

Lachlan Health Service - Forbes: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,828 patients

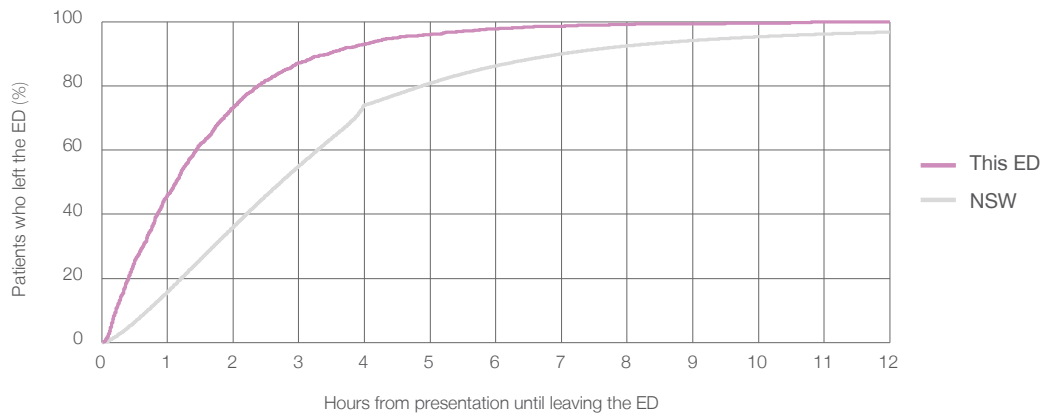
Presentations used to calculate time to leaving the ED:⁶ 1,827 patients

Median time spent in the ED⁸ 1 hours and 8 minutes

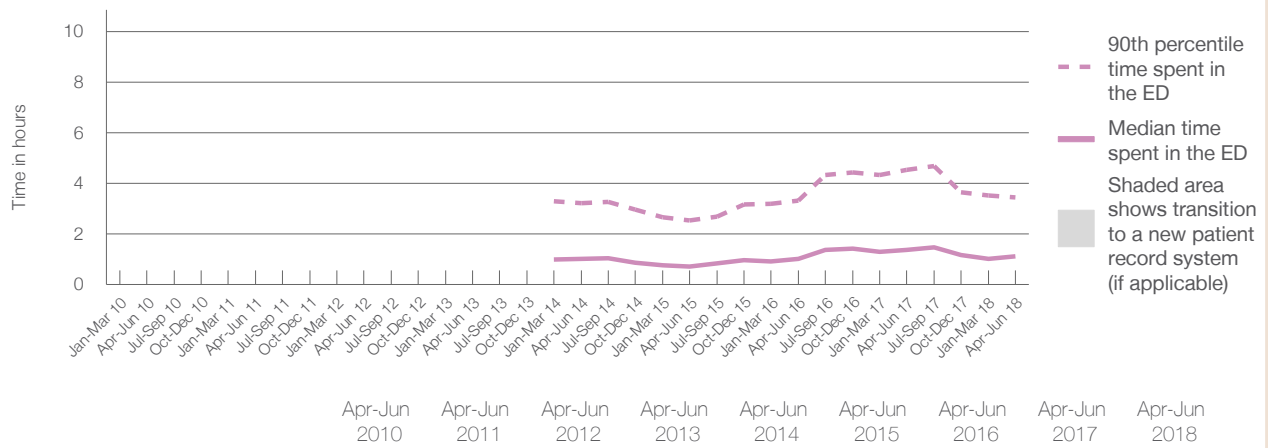
90th percentile time spent in the ED⁹ 3 hours and 27 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 1,950 | |
| 1,949 | |
| 1 hours and 23 minutes | 2 hours and 44 minutes |
| 4 hours and 32 minutes | 7 hours and 1 minutes |

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED ⁸ (hours, minutes) | | | | | 1h 2m | 0h 43m | 1h 1m | 1h 23m | 1h 8m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | | | | | 3h 14m | 2h 32m | 3h 19m | 4h 32m | 3h 27m |

(†) 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.

Lachlan Health Service - Forbes: Time patients spent in the ED
 By mode of separation
 April to June 2018

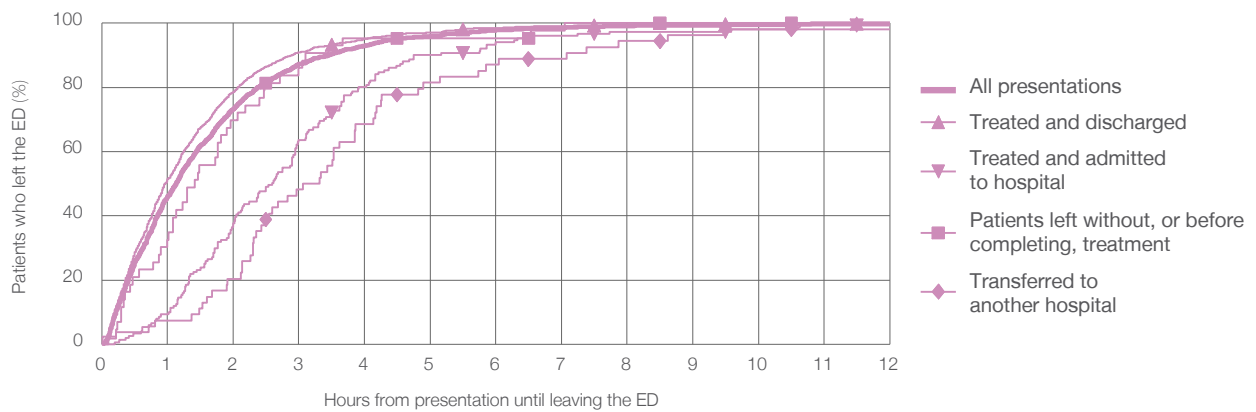
All presentations:¹ 1,828 patients

Presentations used to calculate time to leaving the ED:⁶ 1,827 patients

| | |
|---|---------------|
| Treated and discharged | 1,574 (86.1%) |
| Treated and admitted to hospital | 151 (8.3%) |
| Patient left without, or before completing, treatment | 43 (2.4%) |
| Transferred to another hospital | 54 (3.0%) |
| Other | 6 (0.3%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,949 | -6% |
| 1,631 | -3.5% |
| 209 | -27.8% |
| 64 | -32.8% |
| 34 | 58.8% |
| 12 | -50.0% |

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{††§}



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 | 51.3% | 78.7% | 90.9% | 95.0% | 98.6% | 99.5% | 99.7% | 99.9% |
| Treated and admitted to hospital | 9.3% | 37.7% | 63.6% | 80.1% | 94.0% | 97.4% | 98.0% | 99.3% |
| Patient left without, or before completing, treatment | 32.6% | 69.8% | 86.0% | 95.3% | 95.3% | 100% | 100% | 100% |
| Transferred to another hospital | 7.4% | 20.4% | 48.1% | 68.5% | 87.0% | 94.4% | 98.1% | 98.1% |
| All presentations | 46.0% | 73.3% | 87.2% | 93.0% | 97.8% | 99.2% | 99.5% | 99.8% |

(†) 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.

Lachlan Health Service - Forbes: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 1,828 patients

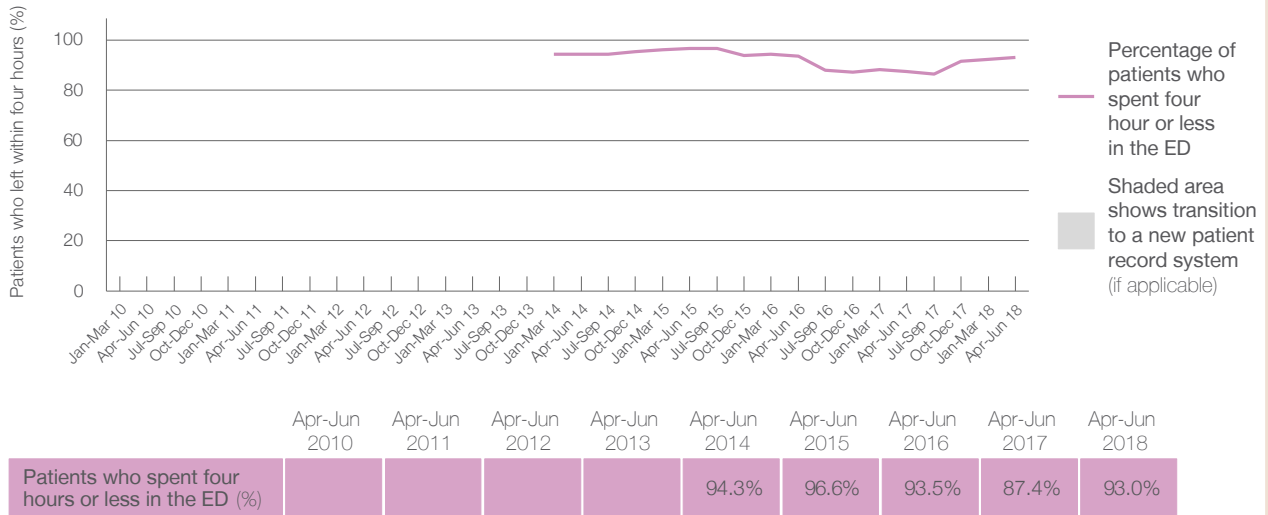
Presentations used to calculate time to leaving the ED: ⁶ 1,827 patients

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 1,828 patients | 1,950 | -6% |
| Presentations used to calculate time to leaving the ED: ⁶ 1,827 patients | 1,949 | -6% |
| Percentage of patients who spent four hours or less in the ED | 87.4% | |

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



* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Mudgee Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,801 patients
 Emergency presentations:² 2,726 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,797 | 0% |
| 2,697 | 1% |

Mudgee Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 196 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 670 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,466 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 116 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 227 | |
| 7 minutes | 8 minutes |
| 27 minutes | 24 minutes |
| 658 | |
| 21 minutes | 19 minutes |
| 53 minutes | 63 minutes |
| 1,373 | |
| 31 minutes | 24 minutes |
| 98 minutes | 95 minutes |
| 431 | |
| 34 minutes | 21 minutes |
| 128 minutes | 96 minutes |

Mudgee Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,800 patients

Percentage of patients who spent four hours or less in the ED 84%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,797 | 0% |
| 87% | |

* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

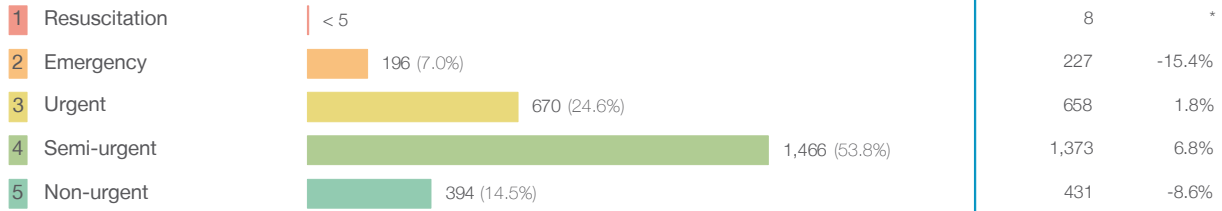
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Mudgee Health Service: Patients presenting to the emergency department

April to June 2018

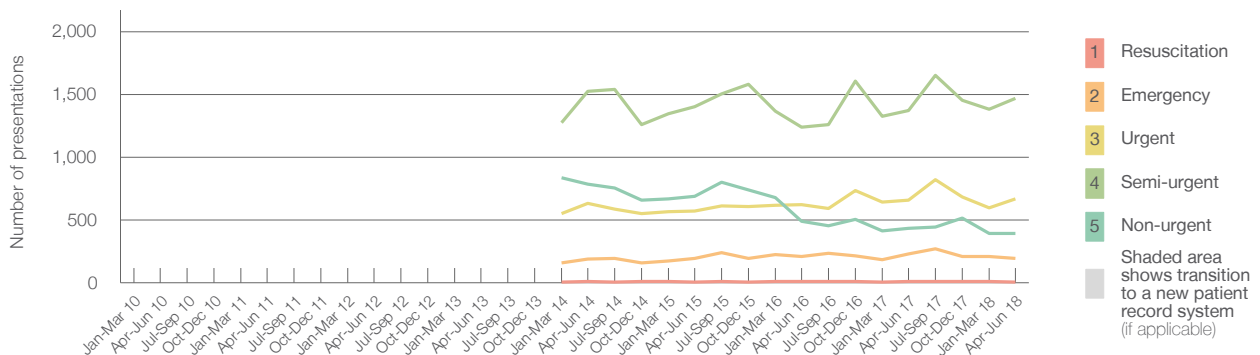
All presentations:¹ 2,801 patients

Emergency presentations² by triage category: 2,726 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 2,797 | 0% |
| Emergency presentations | 2,697 | 1% |
| 1 Resuscitation | 8 | * |
| 2 Emergency | 227 | -15.4% |
| 3 Urgent | 658 | 1.8% |
| 4 Semi-urgent | 1,373 | 6.8% |
| 5 Non-urgent | 431 | -8.6% |

Emergency presentations² by quarter, January 2010 to June 2018 † §



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | | | | | 10 | 6 | 7 | 8 | < 5 |
| Emergency | | | | | 189 | 191 | 206 | 227 | 196 |
| Urgent | | | | | 633 | 573 | 623 | 658 | 670 |
| Semi-urgent | | | | | 1,523 | 1,402 | 1,240 | 1,373 | 1,466 |
| Non-urgent | | | | | 784 | 686 | 491 | 431 | 394 |
| All emergency presentations | | | | | 3,139 | 2,858 | 2,567 | 2,697 | 2,726 |

Mudgee Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 242 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 235 | |
| Median time | 9 minutes | -3 minutes |
| 90th percentile time | 27 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.

(§) 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 Health Service: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 196

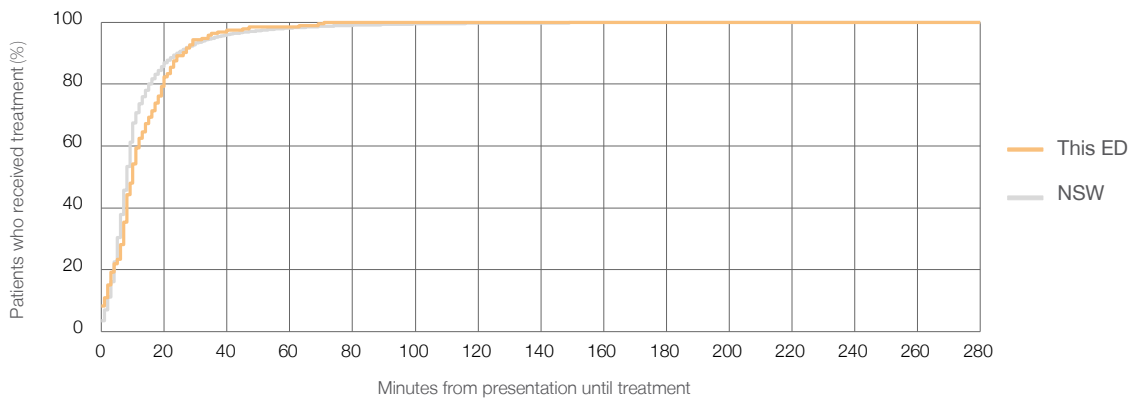
Number of triage 2 patients used to calculate waiting time:³ 192

Median time to start treatment⁴ 10 minutes

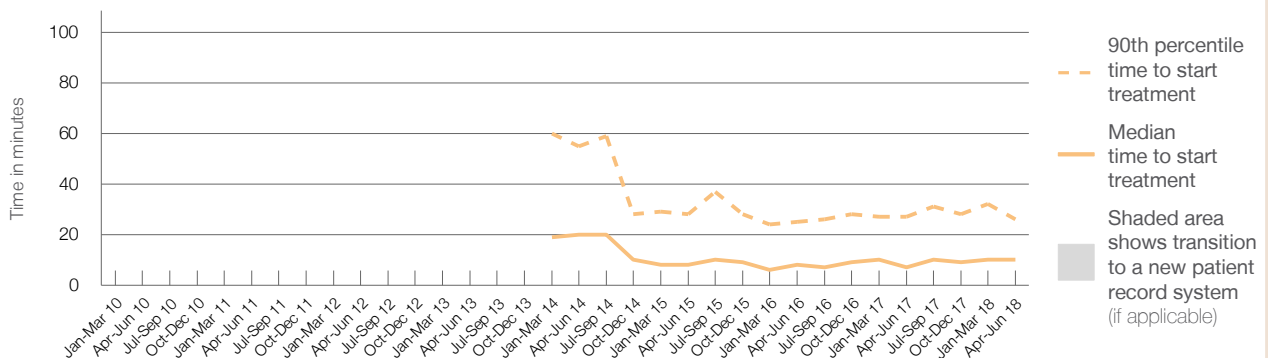
90th percentile time to start treatment⁵ 26 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 227 | 227 |
| 7 minutes | 8 minutes |
| 27 minutes | 24 minutes |

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 20 | 8 | 8 | 7 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | 55 | 28 | 25 | 27 | 26 |

(†) 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 Health Service: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 670

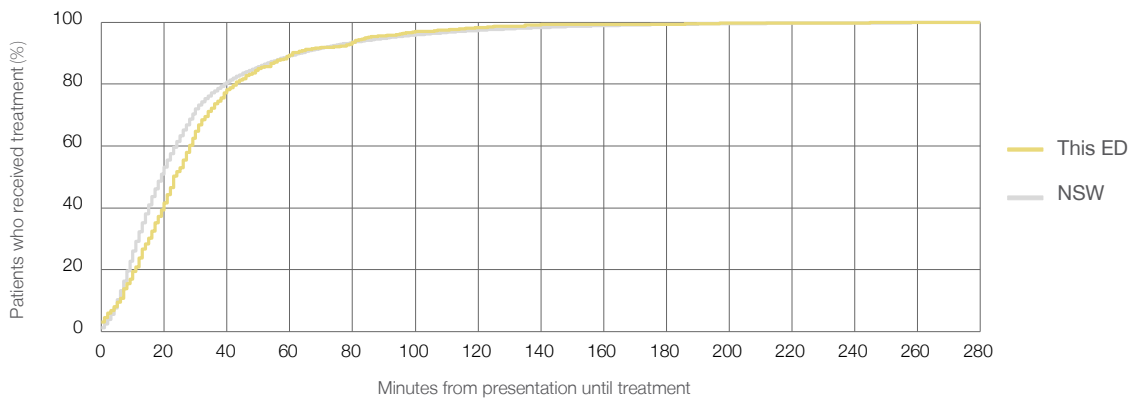
Number of triage 3 patients used to calculate waiting time:³ 645

Median time to start treatment⁴ 23 minutes

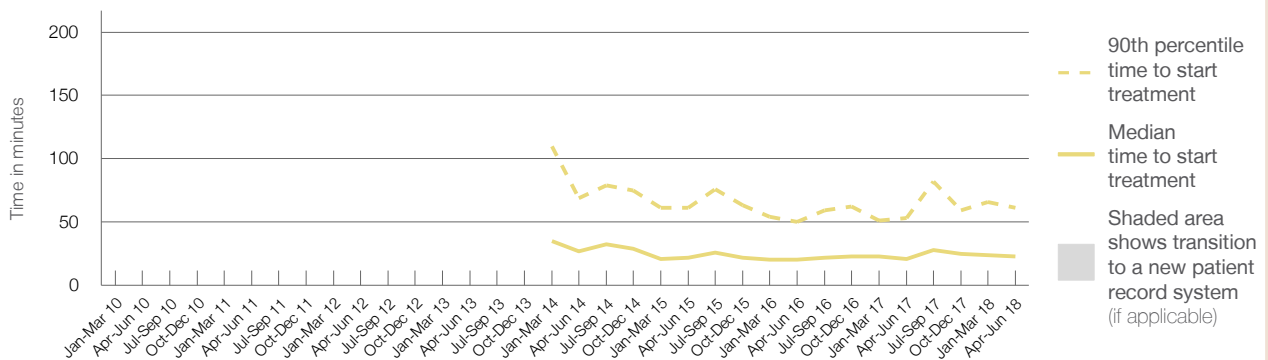
90th percentile time to start treatment⁵ 61 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 658 | |
| 653 | |
| 21 minutes | 19 minutes |
| 53 minutes | 63 minutes |

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 27 | 22 | 20 | 21 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | 69 | 61 | 50 | 53 | 61 |

(†) 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 Health Service: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 1,466

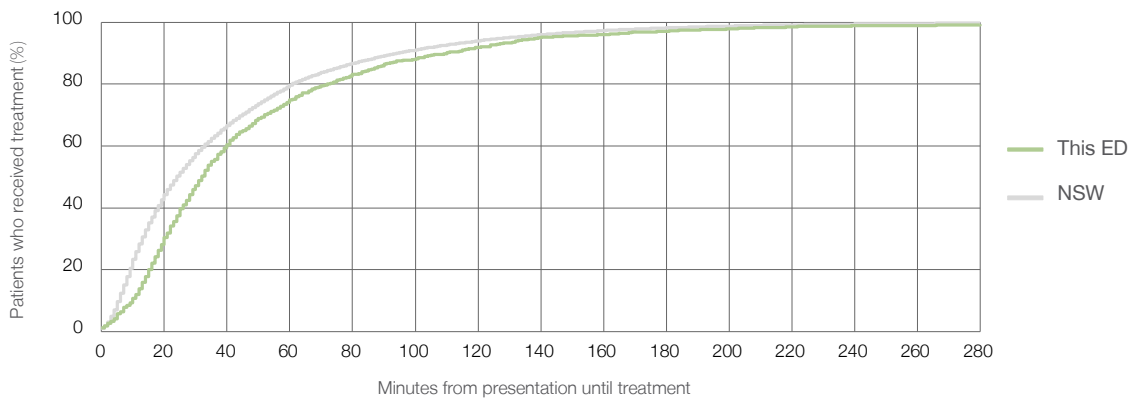
Number of triage 4 patients used to calculate waiting time:³ 1,342

Median time to start treatment⁴ 32 minutes

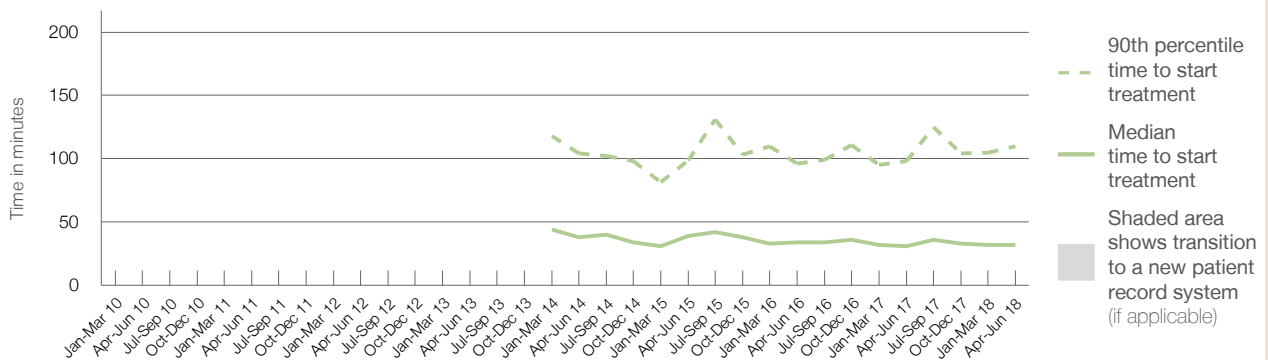
90th percentile time to start treatment⁵ 110 minutes

| | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Number of triage 4 patients | 1,373 | 1,295 |
| Median time to start treatment ⁴ | 31 minutes | 24 minutes |
| 90th percentile time to start treatment ⁵ | 98 minutes | 95 minutes |

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 38 | 39 | 34 | 31 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | 104 | 99 | 96 | 98 | 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.

(§) 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 Health Service: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 394

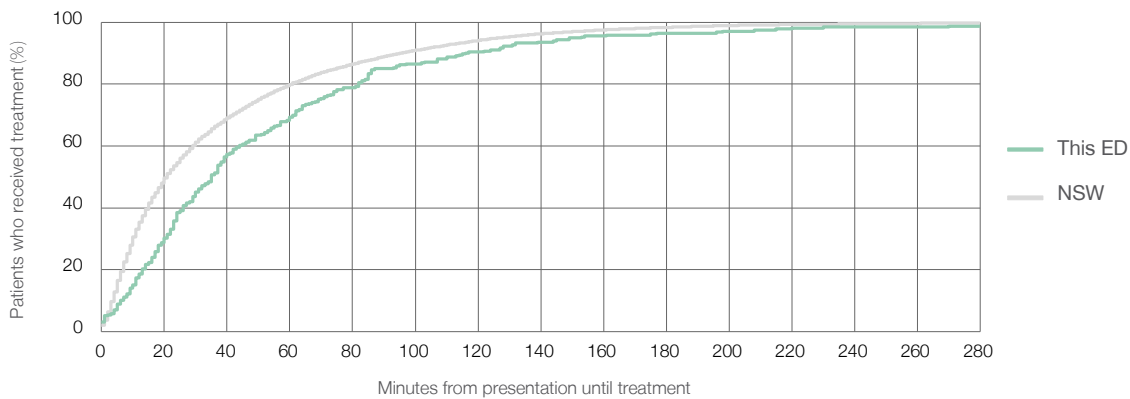
Number of triage 5 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 35 minutes

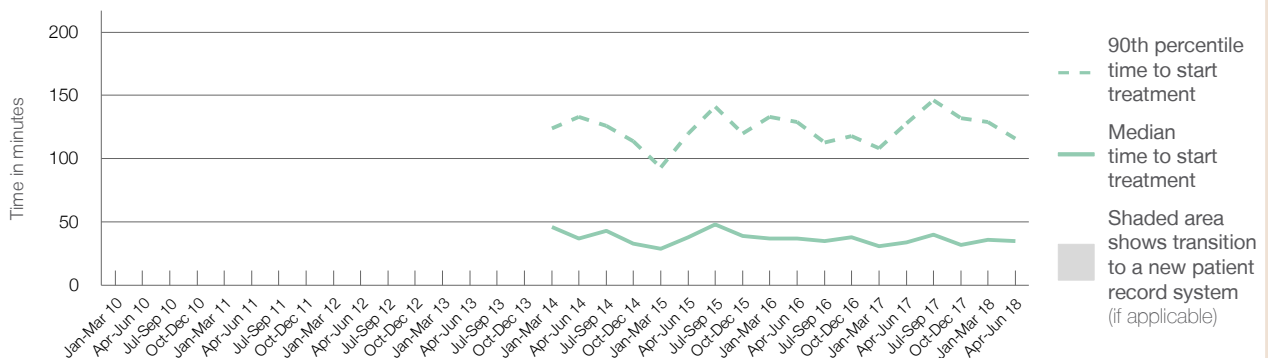
90th percentile time to start treatment⁵ 116 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 431 | |
| 398 | |
| 34 minutes | 21 minutes |
| 128 minutes | 96 minutes |

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | | | | | 37 | 38 | 37 | 34 | 35 |
| 90th percentile time to start treatment ⁵ (minutes) | | | | | 133 | 120 | 129 | 128 | 116 |

(†) 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 Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,801 patients

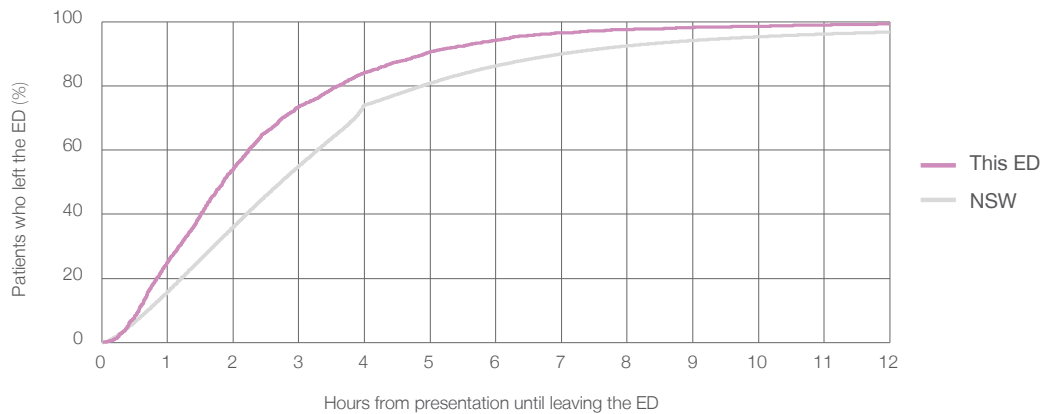
Presentations used to calculate time to leaving the ED:⁶ 2,800 patients

Median time spent in the ED⁸ 1 hours and 51 minutes

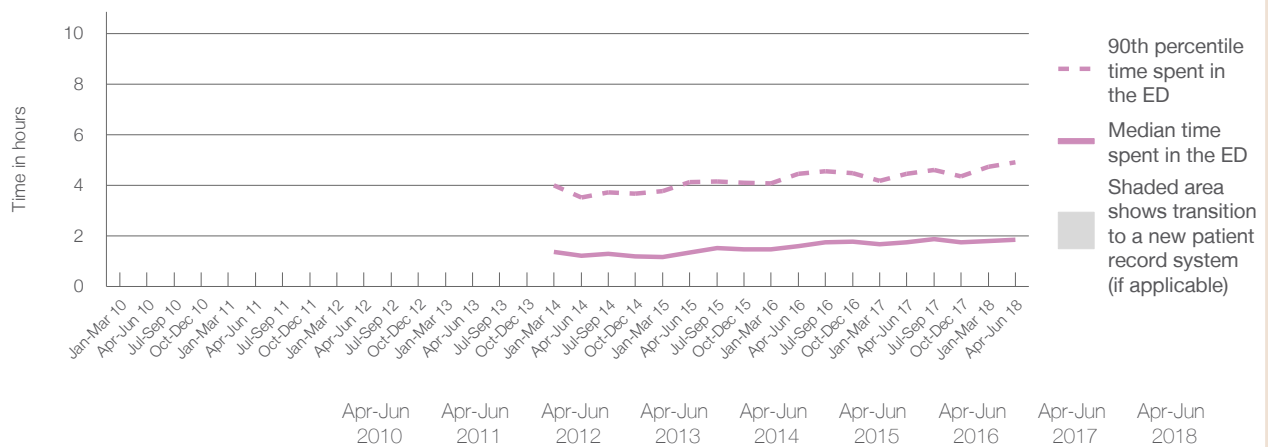
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 2,797 | 2,797 |
| 1 hours and 46 minutes | 2 hours and 44 minutes |
| 4 hours and 27 minutes | 7 hours and 1 minutes |

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED ⁸ (hours, minutes) | | | | | 1h 13m | 1h 21m | 1h 36m | 1h 46m | 1h 51m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | | | | | 3h 31m | 4h 8m | 4h 27m | 4h 27m | 4h 56m |

(†) 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 Health Service: Time patients spent in the ED
By mode of separation
April to June 2018

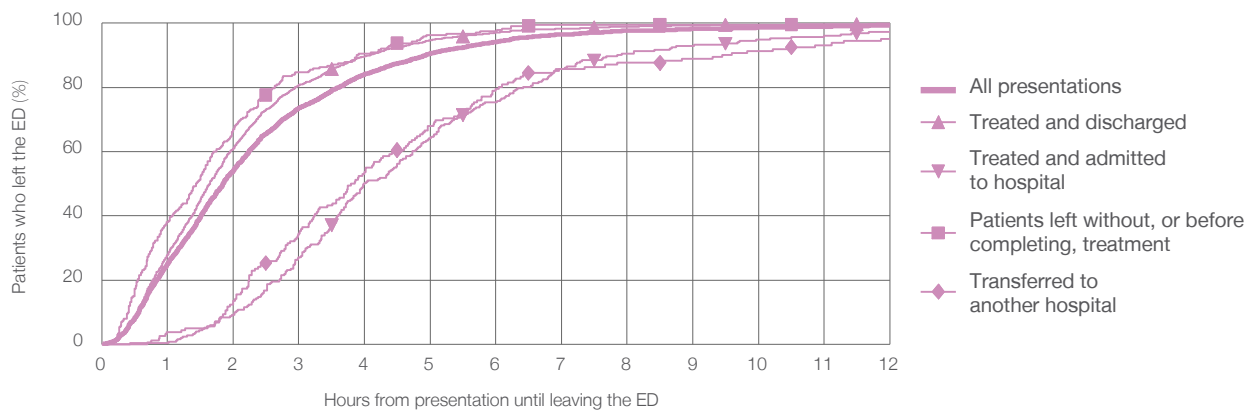
All presentations:¹ 2,801 patients

Presentations used to calculate time to leaving the ED:⁶ 2,800 patients

| | |
|---|---------------|
| Treated and discharged | 2,137 (76.3%) |
| Treated and admitted to hospital | 251 (9.0%) |
| Patient left without, or before completing, treatment | 242 (8.6%) |
| Transferred to another hospital | 162 (5.8%) |
| Other | 9 (0.3%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,797 | 0% |
| 2,243 | -4.7% |
| 241 | 4.1% |
| 178 | 36.0% |
| 125 | 29.6% |
| 10 | -10.0% |

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡§}



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 | 28.0% | 61.0% | 80.8% | 89.7% | 97.1% | 99.0% | 99.5% | 99.9% |
| Treated and admitted to hospital | 0.4% | 9.2% | 27.1% | 50.2% | 75.3% | 90.4% | 94.8% | 97.2% |
| Patient left without, or before completing, treatment | 38.0% | 66.9% | 84.7% | 90.5% | 97.5% | 99.6% | 99.6% | 99.6% |
| Transferred to another hospital | 3.7% | 13.6% | 34.6% | 53.7% | 79.6% | 87.7% | 91.4% | 95.1% |
| All presentations | 25.1% | 54.1% | 73.6% | 84.1% | 94.2% | 97.6% | 98.6% | 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 Health Service: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 2,801 patients

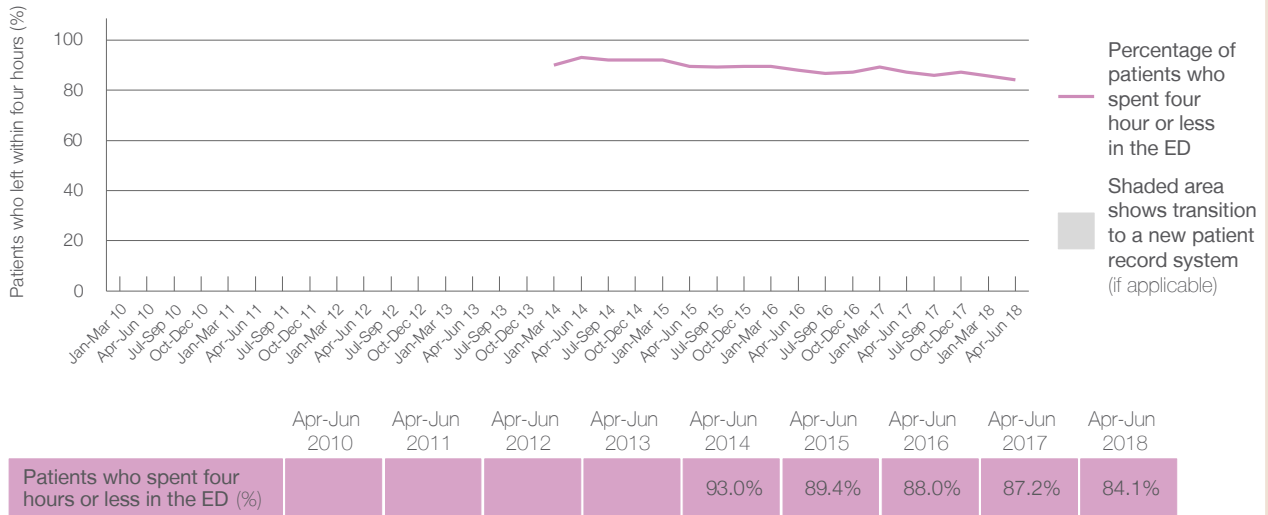
Presentations used to calculate time to leaving the ED: ⁶ 2,800 patients

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 | 2,797 | 0% |
| Presentations used to calculate time to leaving the ED | 2,797 | 0% |
| Percentage of patients who spent four hours or less in the ED | 87.2% | |

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



* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Orange Health Service: Emergency department (ED) overview

April to June 2018



All presentations:¹ 7,298 patients
 Emergency presentations:² 7,238 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,160 | 2% |
| 7,088 | 2% |



Orange Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,107 patients

Median time to start treatment⁴  6 minutes
 90th percentile time to start treatment⁵  10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,780 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,639 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,631 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  98 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,079 | |
| 5 minutes | 8 minutes |
| 10 minutes | 24 minutes |
| 1,545 | |
| 16 minutes | 19 minutes |
| 44 minutes | 63 minutes |
| 2,716 | |
| 21 minutes | 24 minutes |
| 71 minutes | 95 minutes |
| 1,690 | |
| 17 minutes | 21 minutes |
| 89 minutes | 96 minutes |

Orange Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 7,298 patients

Percentage of patients who spent four hours or less in the ED  76%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,160 | 2% |
| 76% | |

* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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 18 July 2018).

Orange Health Service: Patients presenting to the emergency department

April to June 2018

All presentations:¹ 7,298 patients

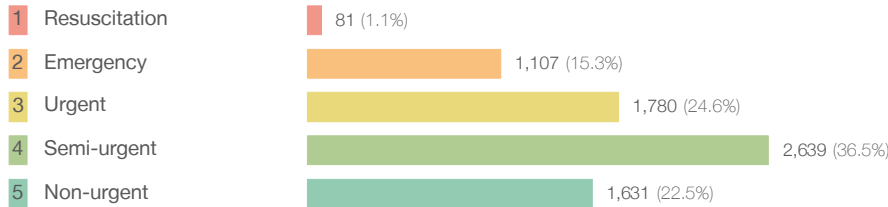
Same period last year

Change since one year ago

7,160 2%

Emergency presentations² by triage category: 7,238 patients

7,088 2%



58 39.7%

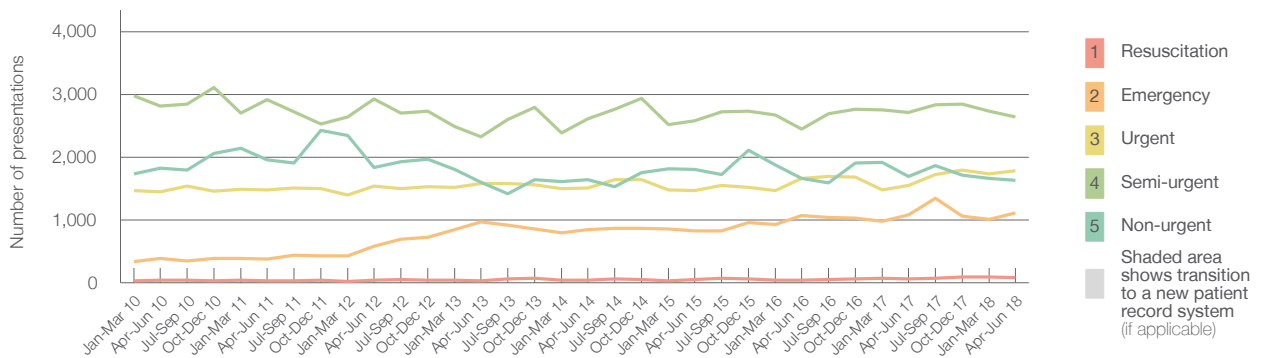
1,079 2.6%

1,545 15.2%

2,716 -2.8%

1,690 -3.5%

Emergency presentations² by quarter, January 2010 to June 2018 †



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 36 | 32 | 39 | 31 | 43 | 53 | 44 | 58 | 81 |
| Emergency | 387 | 381 | 585 | 963 | 848 | 827 | 1,073 | 1,079 | 1,107 |
| Urgent | 1,446 | 1,474 | 1,541 | 1,578 | 1,513 | 1,471 | 1,665 | 1,545 | 1,780 |
| Semi-urgent | 2,819 | 2,916 | 2,929 | 2,329 | 2,613 | 2,580 | 2,450 | 2,716 | 2,639 |
| Non-urgent | 1,827 | 1,961 | 1,838 | 1,597 | 1,636 | 1,805 | 1,659 | 1,690 | 1,631 |
| All emergency presentations | 6,515 | 6,764 | 6,932 | 6,498 | 6,653 | 6,736 | 6,891 | 7,088 | 7,238 |

Orange Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,307 patients

Same period last year

Change since one year ago

1,221

ED Transfer of care time

Median time 10 minutes

10 minutes 0 minutes

90th percentile time 20 minutes

21 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.

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

April to June 2018

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

Number of triage 2 patients: 1,107

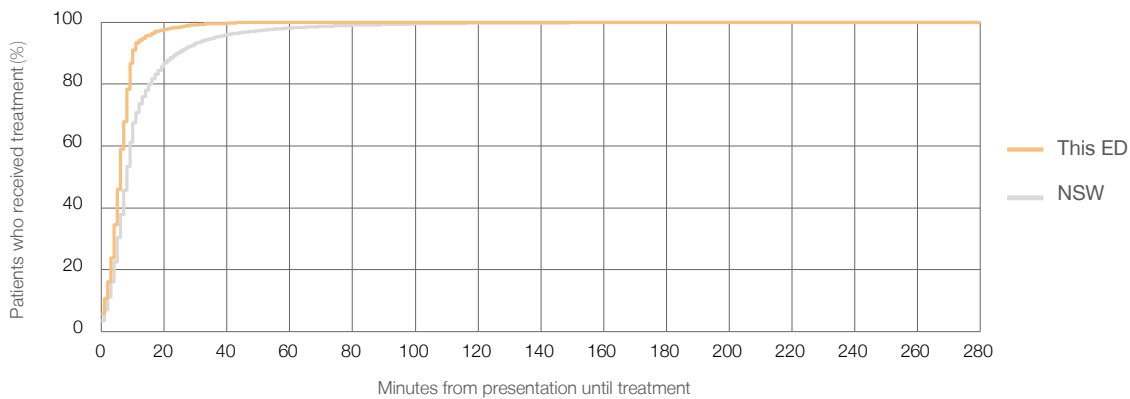
Number of triage 2 patients used to calculate waiting time:³ 1,102

Median time to start treatment⁴ 6 minutes

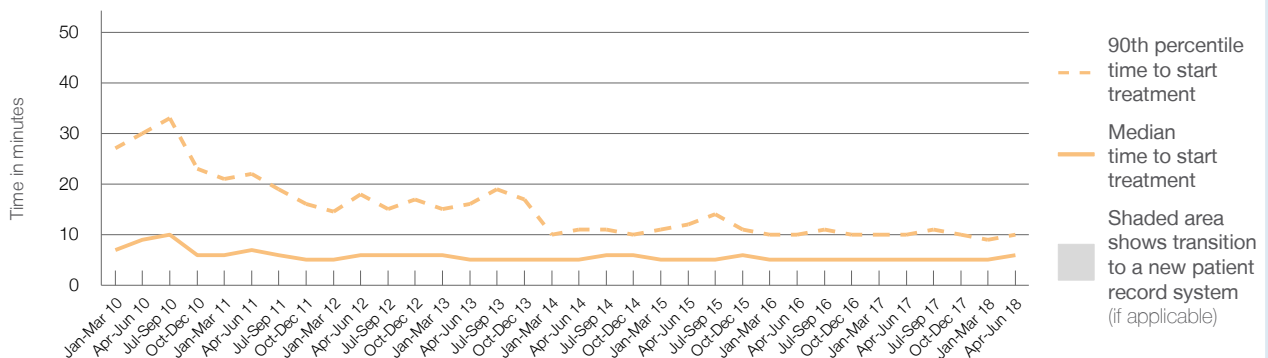
90th percentile time to start treatment⁵ 10 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,079 | 1,078 |
| 5 minutes | 8 minutes |
| 10 minutes | 24 minutes |

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 7 | 6 | 5 | 5 | 5 | 5 | 5 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 30 | 22 | 18 | 16 | 11 | 12 | 10 | 10 | 10 |

(†) 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

April to June 2018

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

Number of triage 3 patients: 1,780

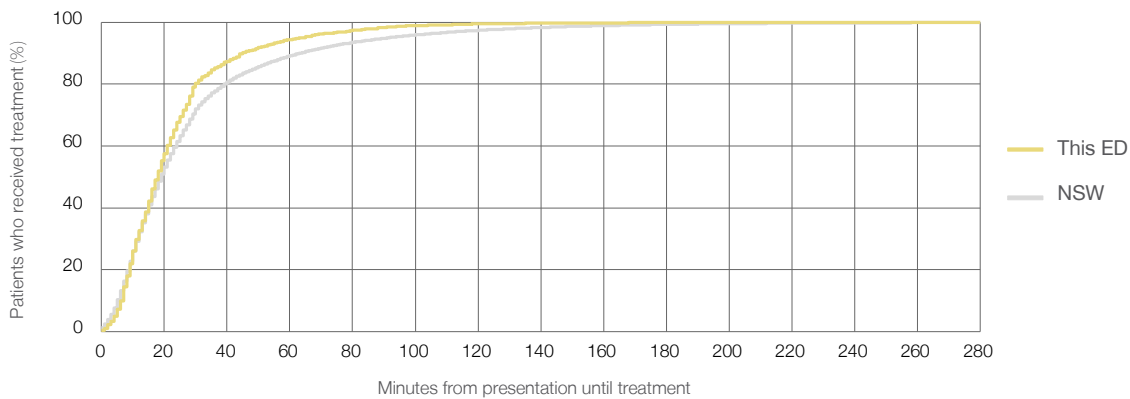
Number of triage 3 patients used to calculate waiting time:³ 1,757

Median time to start treatment⁴ 18 minutes

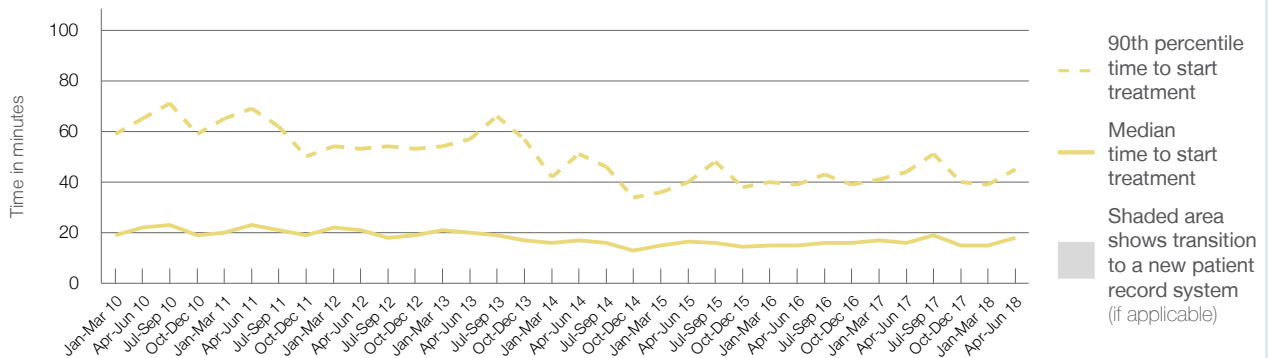
90th percentile time to start treatment⁵ 45 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,545 | 1,527 |
| 16 minutes | 19 minutes |
| 44 minutes | 63 minutes |

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 22 | 23 | 21 | 20 | 17 | 17 | 15 | 16 | 18 |
| 90th percentile time to start treatment ⁵ (minutes) | 65 | 69 | 53 | 57 | 51 | 40 | 39 | 44 | 45 |

(†) 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

April to June 2018

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

Number of triage 4 patients: 2,639

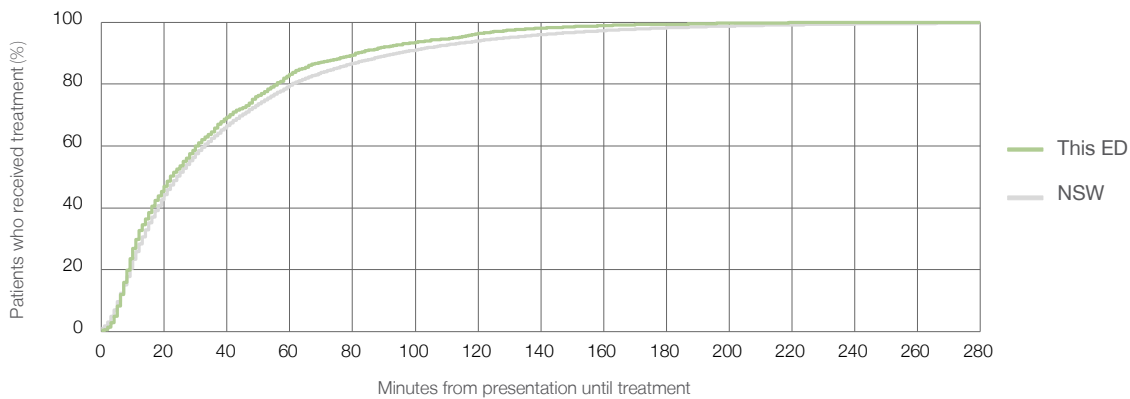
Number of triage 4 patients used to calculate waiting time:³ 2,548

Median time to start treatment⁴ 22 minutes

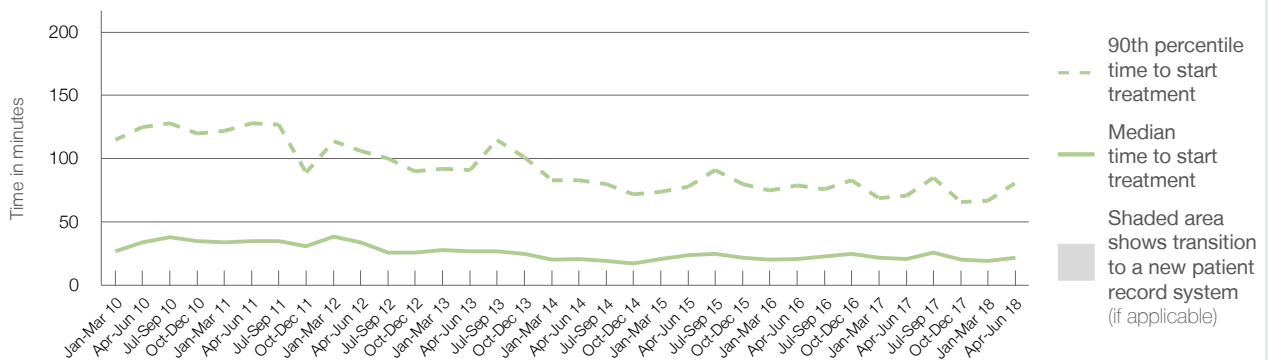
90th percentile time to start treatment⁵ 81 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,716 | 2,642 |
| 21 minutes | 24 minutes |
| 71 minutes | 95 minutes |

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 35 | 34 | 27 | 21 | 24 | 21 | 21 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 125 | 128 | 106 | 91 | 83 | 78 | 79 | 71 | 81 |

(†) 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

April to June 2018

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

Number of triage 5 patients: 1,631

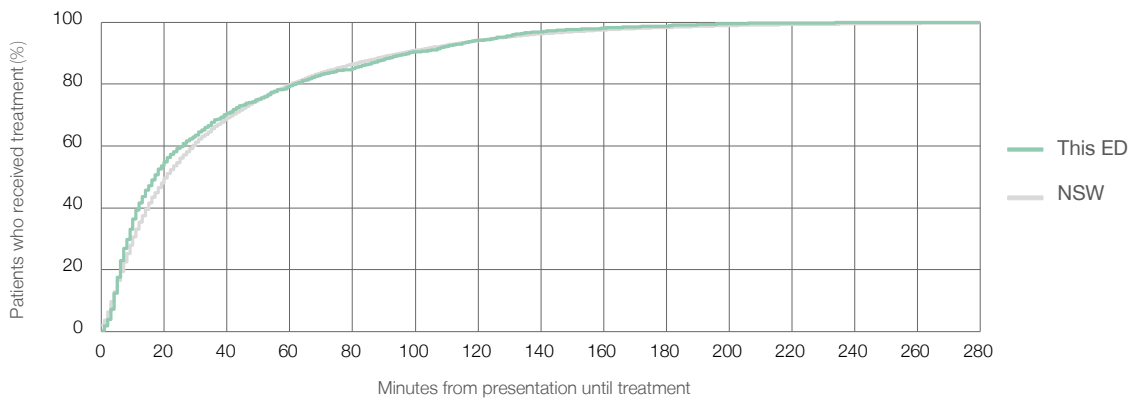
Number of triage 5 patients used to calculate waiting time:³ 1,497

Median time to start treatment⁴ 17 minutes

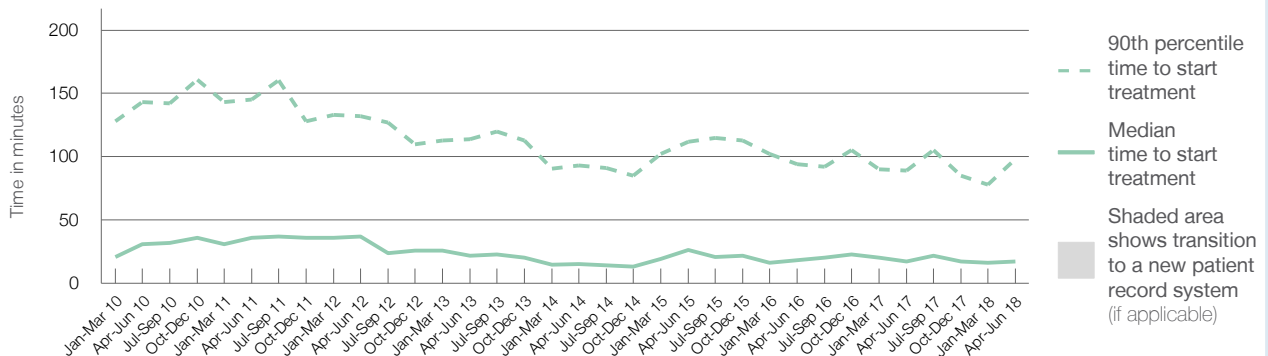
90th percentile time to start treatment⁵ 98 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,690 | 1,575 |
| 17 minutes | 21 minutes |
| 89 minutes | 96 minutes |

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



| | Apr-Jun 2010 | Apr-Jun 2011 | Apr-Jun 2012 | Apr-Jun 2013 | Apr-Jun 2014 | Apr-Jun 2015 | Apr-Jun 2016 | Apr-Jun 2017 | Apr-Jun 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 31 | 36 | 37 | 22 | 15 | 27 | 18 | 17 | 17 |
| 90th percentile time to start treatment ⁵ (minutes) | 143 | 145 | 132 | 114 | 93 | 112 | 94 | 89 | 98 |

(†) 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

April to June 2018

All presentations:¹ 7,298 patients

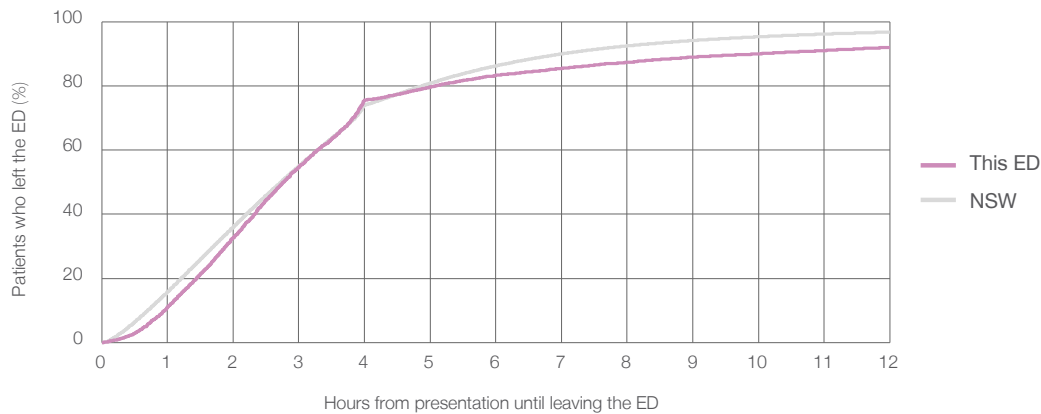
Presentations used to calculate time to leaving the ED:⁶ 7,298 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

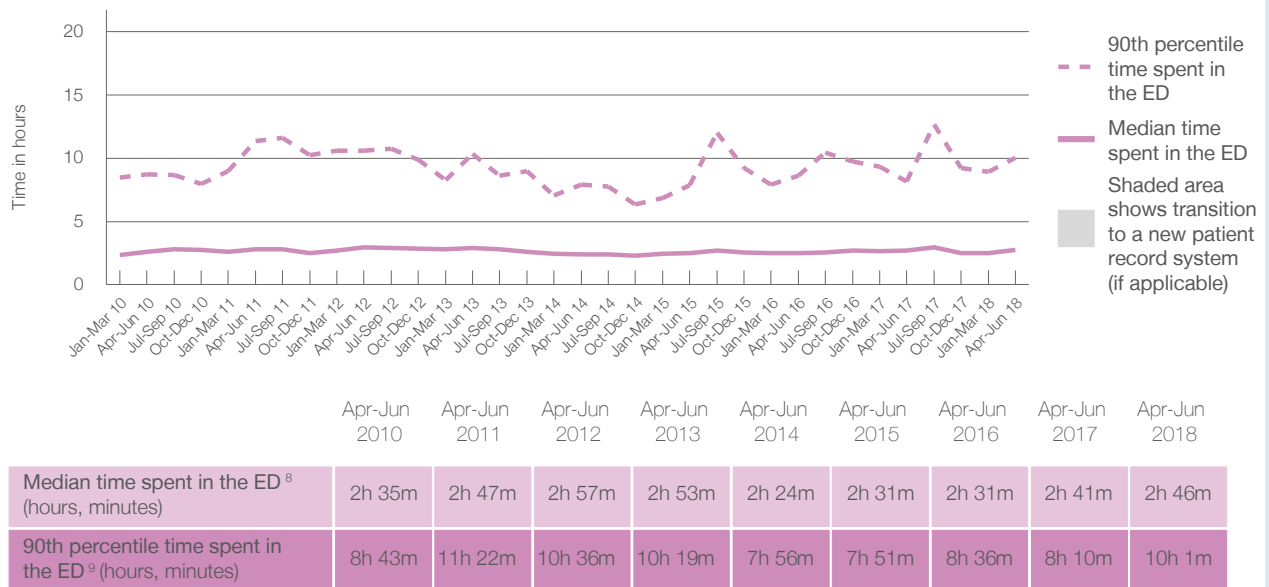
90th percentile time spent in the ED⁹ 10 hours and 1 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 7,160 | 7,160 |
| 2 hours and 41 minutes | 2 hours and 44 minutes |
| 8 hours and 10 minutes | 7 hours and 1 minutes |

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



(†) 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

April to June 2018

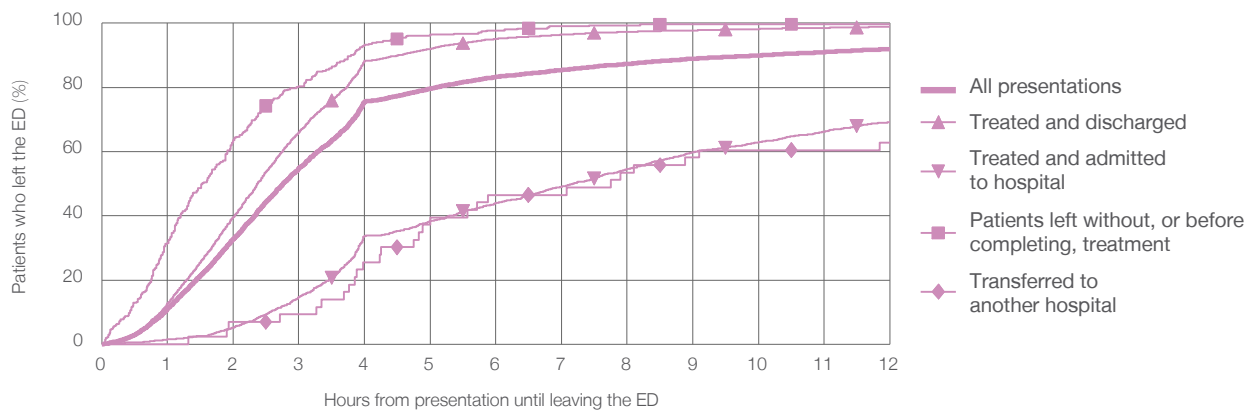
All presentations:¹ 7,298 patients

Presentations used to calculate time to leaving the ED:⁶ 7,298 patients

| | |
|---|---------------|
| Treated and discharged | 5,217 (71.5%) |
| Treated and admitted to hospital | 1,671 (22.9%) |
| Patient left without, or before completing, treatment | 311 (4.3%) |
| Transferred to another hospital | 43 (0.6%) |
| Other | 56 (0.8%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,160 | 2% |
| 5,115 | 2.0% |
| 1,674 | -0.2% |
| 299 | 4.0% |
| 27 | 59.3% |
| 45 | 24.4% |

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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 | 12.7% | 39.6% | 66.1% | 88.2% | 95.2% | 97.2% | 98.2% | 98.8% |
| Treated and admitted to hospital | 1.5% | 5.2% | 14.7% | 33.8% | 44.0% | 54.6% | 63.0% | 69.2% |
| Patient left without, or before completing, treatment | 31.5% | 63.7% | 80.4% | 93.2% | 97.7% | 99.4% | 99.7% | 99.7% |
| Transferred to another hospital | 0% | 7.0% | 9.3% | 25.6% | 46.5% | 53.5% | 60.5% | 62.8% |
| All presentations | 11.1% | 32.8% | 54.7% | 75.7% | 83.3% | 87.3% | 90.0% | 91.9% |

(†) 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.

Orange Health Service: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 7,298 patients

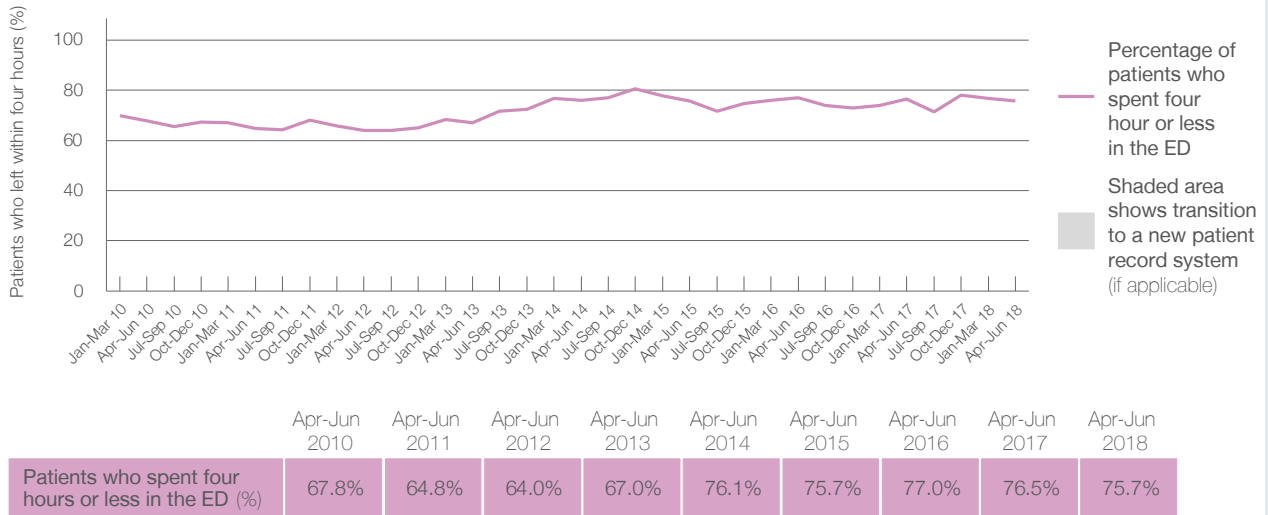
Presentations used to calculate time to leaving the ED: ⁶ 7,298 patients

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 | 7,160 | 2% |
| Presentations used to calculate time to leaving the ED | 7,160 | 2% |
| Percentage of patients who spent four hours or less in the ED | 76.5% | |

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



* 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, January to March 2018*.
- 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).