

Moree Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,181 patients
 Emergency presentations:² 1,891 patients

Same period last year	Change since one year ago
2,474	-12%
2,082	-9%

Moree Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 167 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 613 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,009 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 96 patients

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

Same period last year	NSW (this period)
171	
4 minutes	8 minutes
22 minutes	26 minutes
585	
8 minutes	20 minutes
36 minutes	72 minutes
1,137	
11 minutes	26 minutes
54 minutes	104 minutes
181	
13 minutes	23 minutes
53 minutes	104 minutes

Moree Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,181 patients

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

Same period last year	Change since one year ago
2,474	-12%
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: October to December 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.

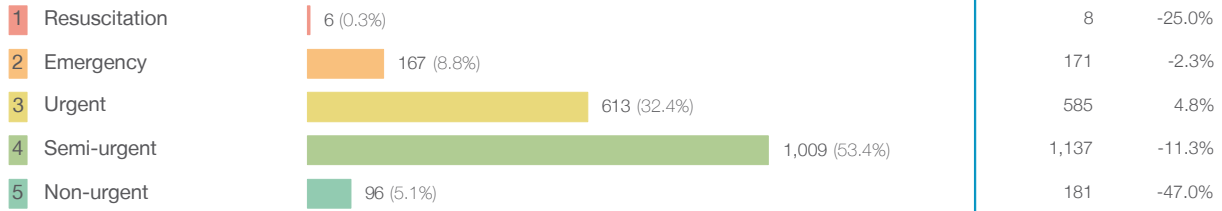
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Moree Hospital: Patients presenting to the emergency department October to December 2018

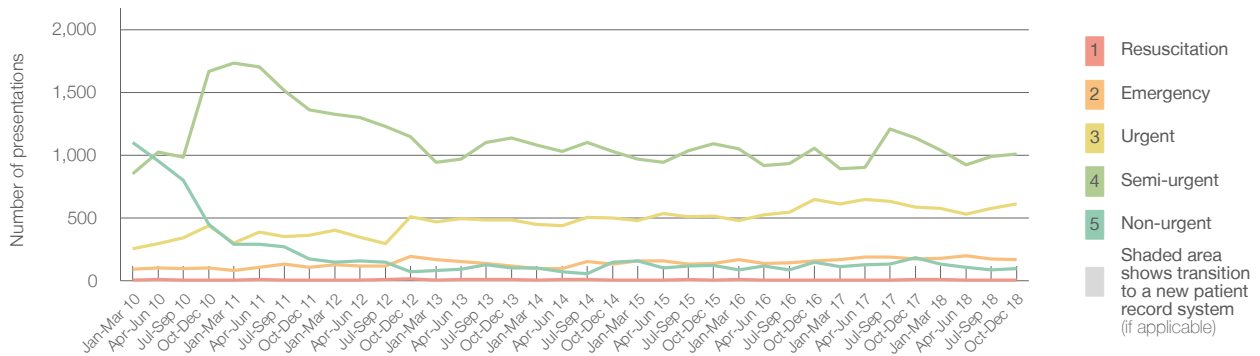
All presentations:¹ 2,181 patients

Emergency presentations² by triage category: 1,891 patients



	Same period last year	Change since one year ago
All presentations	2,474	-12%
Emergency presentations	2,082	-9%
1 Resuscitation	8	-25.0%
2 Emergency	171	-2.3%
3 Urgent	585	4.8%
4 Semi-urgent	1,137	-11.3%
5 Non-urgent	181	-47.0%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	< 5	13	9	5	5	< 5	8	6
Emergency	102	111	195	116	131	135	157	171	167
Urgent	436	362	508	484	500	514	649	585	613
Semi-urgent	1,666	1,361	1,147	1,136	1,030	1,091	1,054	1,137	1,009
Non-urgent	449	175	69	101	146	122	147	181	96
All emergency presentations	2,653	2,009	1,932	1,846	1,812	1,867	2,007	2,082	1,891

Moree Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 217 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	233	
ED Transfer of care time		
Median time	2 minutes	0 minutes
90th percentile time	19 minutes	-10 minutes

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

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

Moree Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 167

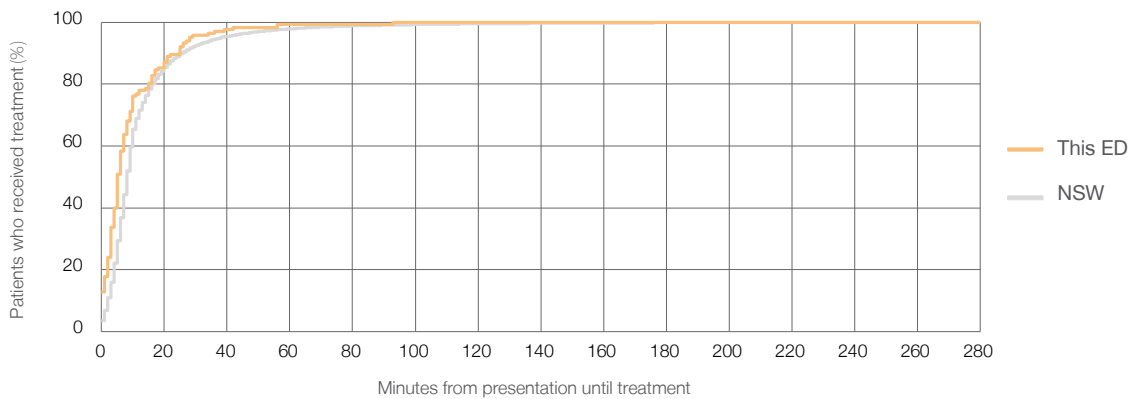
Number of triage 2 patients used to calculate waiting time:³ 163

Median time to start treatment⁴ 5 minutes

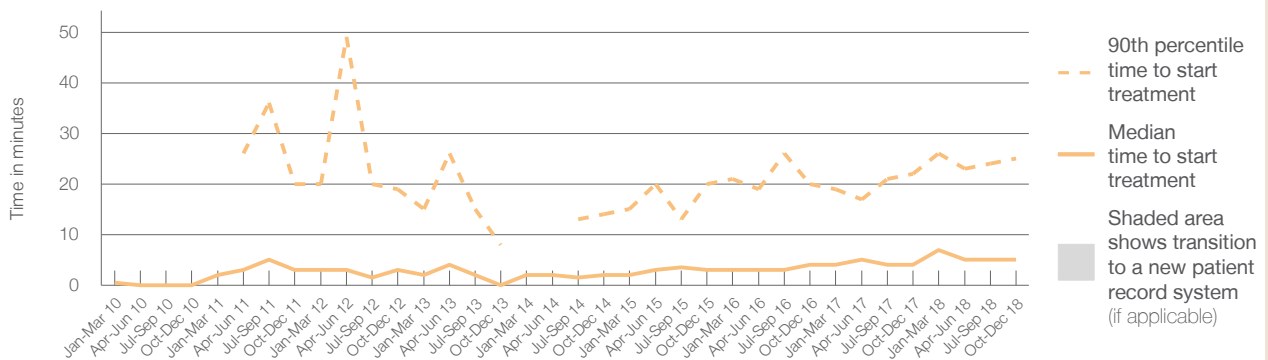
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
171	
168	
4 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	0	3	3	0	2	3	4	4	5
90th percentile time to start treatment ⁵ (minutes)	*	20	19	8	14	20	20	22	25

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Moree Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 613

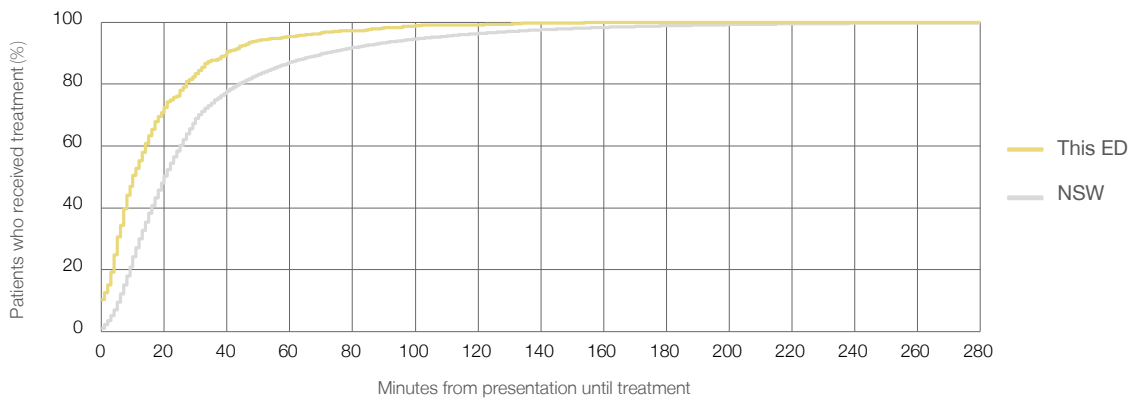
Number of triage 3 patients used to calculate waiting time:³ 598

Median time to start treatment⁴ 10 minutes

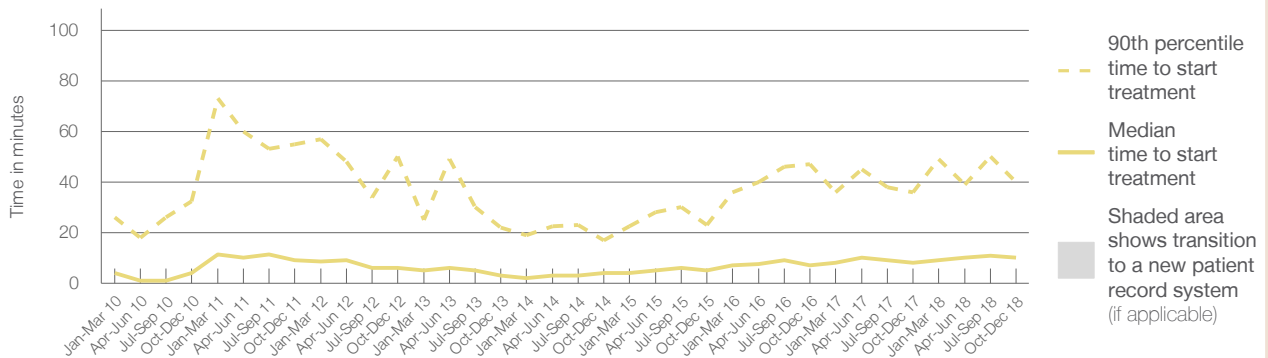
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
585	
572	
8 minutes	20 minutes
36 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	9	6	3	4	5	7	8	10
90th percentile time to start treatment ⁵ (minutes)	33	55	50	22	17	23	47	36	40

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Moree Hospital: Time patients waited to start treatment, triage 4
October to December 2018

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

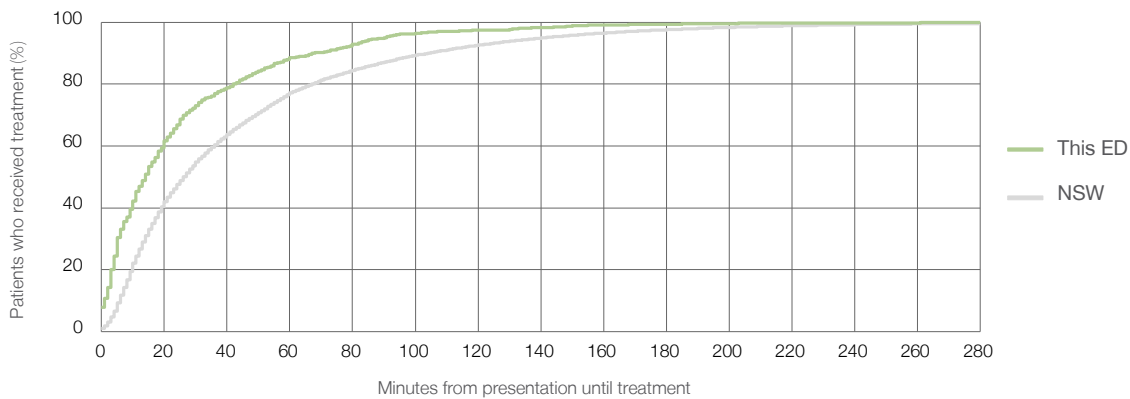
Number of triage 4 patients: 1,009

Number of triage 4 patients used to calculate waiting time:³ 929

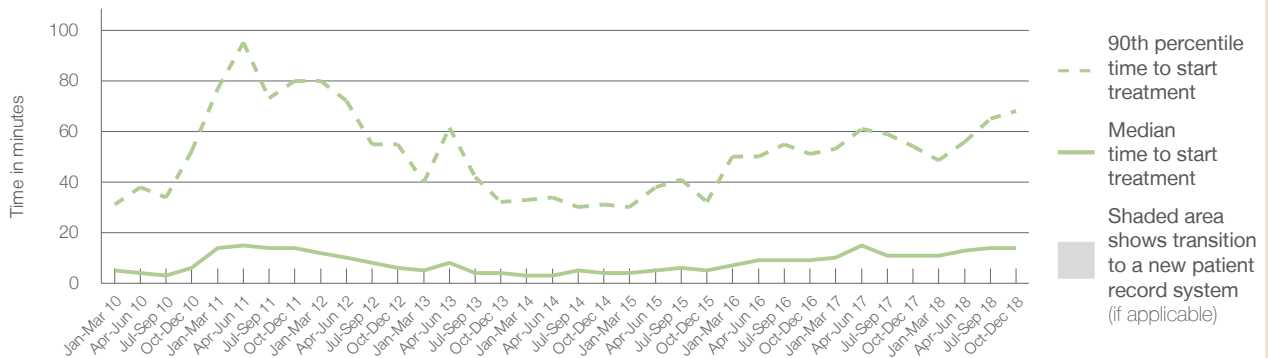
Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,137	1,053
11 minutes	26 minutes
54 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	14	6	4	4	5	9	11	14
90th percentile time to start treatment ⁵ (minutes)	52	80	55	32	31	32	51	54	68

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Moree Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 96

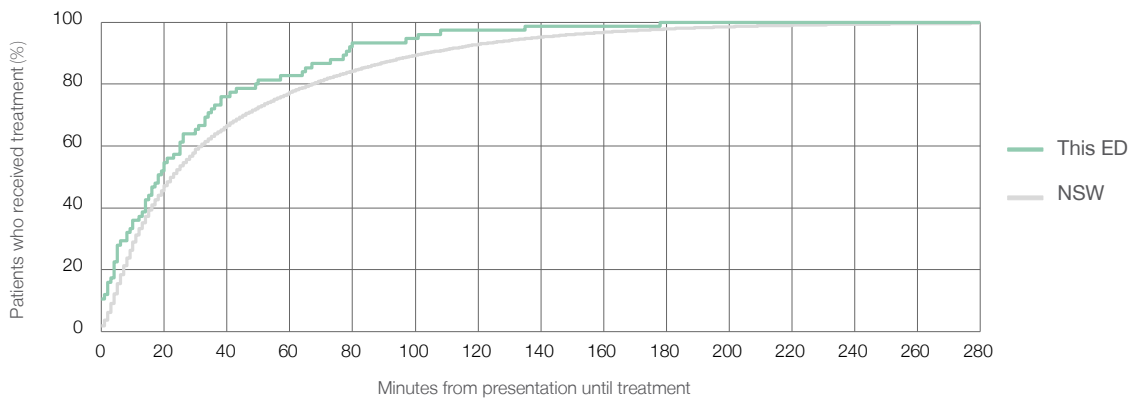
Number of triage 5 patients used to calculate waiting time:³ 75

Median time to start treatment⁴ 18 minutes

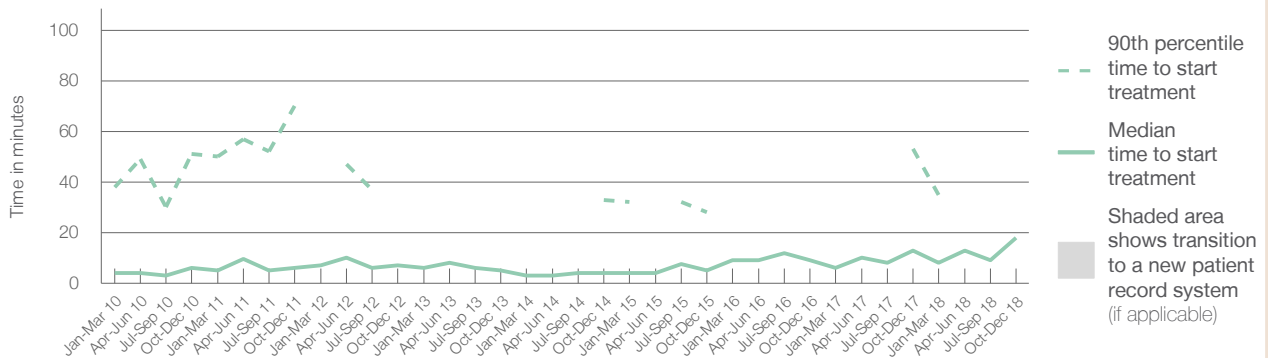
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
181	
146	
13 minutes	23 minutes
53 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	6	7	5	4	5	9	13	18
90th percentile time to start treatment ⁵ (minutes)	51	70	*	*	33	28	35	53	*

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Moree Hospital: Time patients spent in the ED October to December 2018

All presentations:¹ 2,181 patients

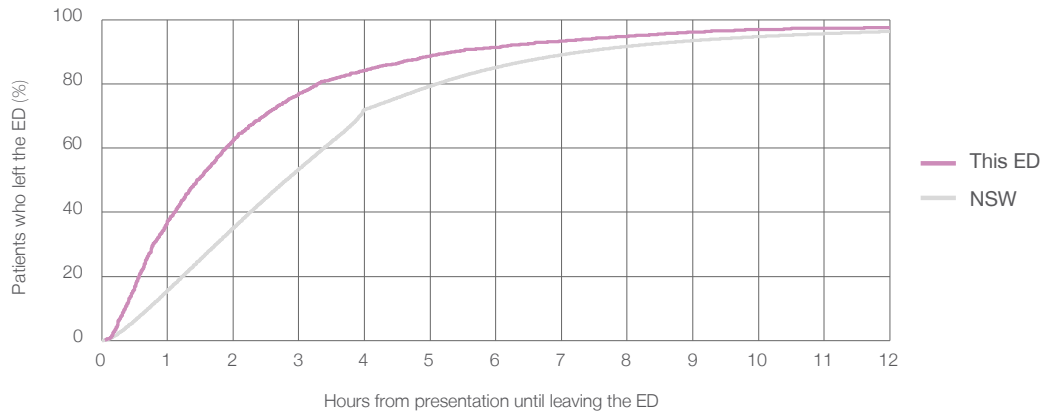
Presentations used to calculate time to leaving the ED:⁶ 2,181 patients

Median time spent in the ED⁸ ■ 1 hours and 27 minutes

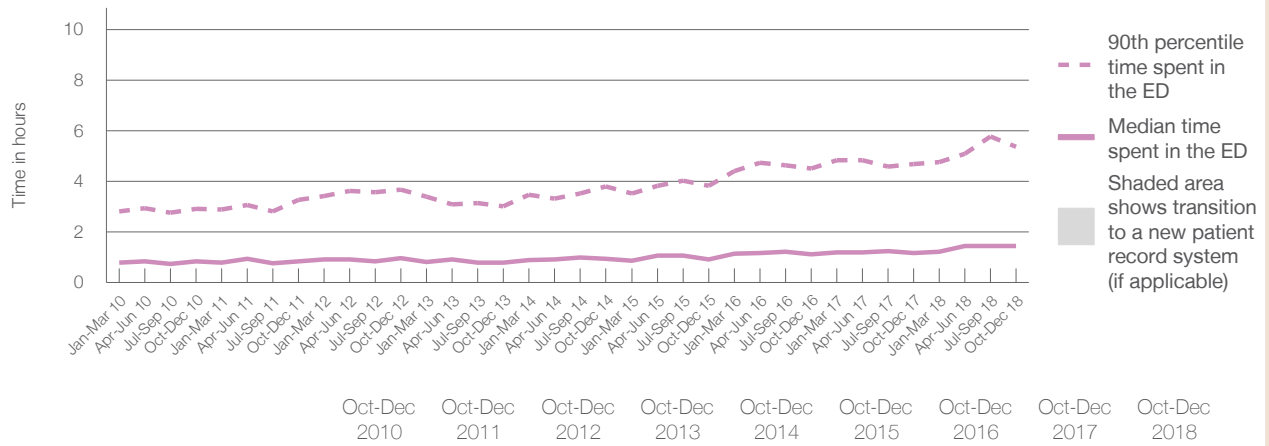
90th percentile time spent in the ED⁹ ■ 5 hours and 23 minutes

Same period last year	NSW (this period)
2,474	2,474
1 hours and 10 minutes	2 hours and 49 minutes
4 hours and 41 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 50m	0h 50m	0h 58m	0h 48m	0h 57m	0h 56m	1h 7m	1h 10m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 55m	3h 17m	3h 40m	3h 1m	3h 49m	3h 50m	4h 31m	4h 41m	5h 23m

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

Moree Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

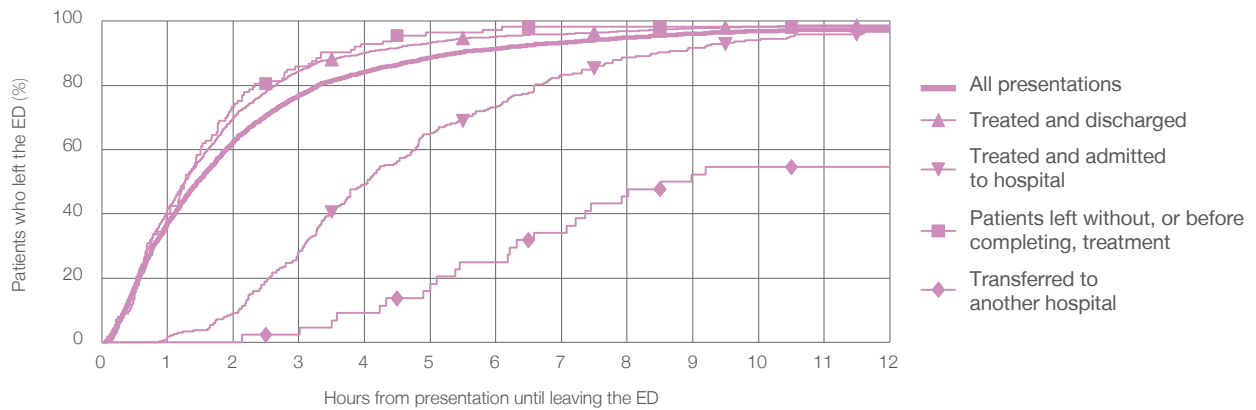
All presentations:¹ 2,181 patients

Presentations used to calculate time to leaving the ED:⁶ 2,181 patients

Treated and discharged	1,724 (79.0%)
Treated and admitted to hospital	239 (11.0%)
Patient left without, or before completing, treatment	113 (5.2%)
Transferred to another hospital	44 (2.0%)
Other	61 (2.8%)

Same period last year	Change since one year ago
2,474	-12%
1,972	-12.6%
256	-6.6%
127	-11.0%
54	-18.5%
65	-6.2%

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



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

Treated and discharged	41.4%	70.1%	84.5%	90.1%	95.2%	96.8%	98.4%	98.8%
Treated and admitted to hospital	1.7%	9.2%	28.0%	49.0%	73.2%	88.7%	94.1%	96.7%
Patient left without, or before completing, treatment	39.8%	73.5%	85.8%	92.9%	97.3%	98.2%	98.2%	98.2%
Transferred to another hospital	0%	0%	2.3%	9.1%	25.0%	45.5%	54.5%	54.5%
All presentations	37.2%	62.6%	76.9%	84.1%	91.3%	94.8%	96.9%	97.5%

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Moree Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 2,181 patients

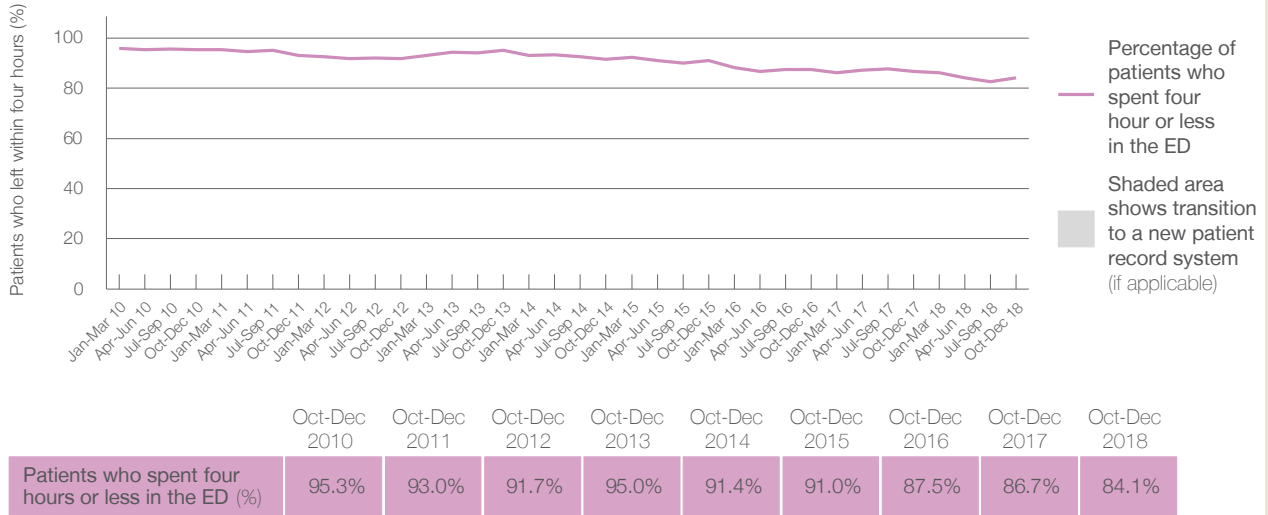
Presentations used to calculate time to leaving the ED: ⁶ 2,181 patients

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	2,474	-12%
Presentations used to calculate time to leaving the ED	2,474	-12%
Percentage of patients who spent four hours or less in the ED	86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).