

Healthcare Quarterly

Emergency department

Western NSW Local Health District
Performance Profiles

October to December 2018

Bathurst Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 6,786 patients
 Emergency presentations:² 6,735 patients

Same period last year	Change since one year ago
6,776	0%
6,690	1%

Bathurst Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 699 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,276 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,204 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 531 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
702	
7 minutes	8 minutes
14 minutes	26 minutes
2,236	
19 minutes	20 minutes
54 minutes	72 minutes
3,142	
18 minutes	26 minutes
77 minutes	104 minutes
576	
15 minutes	23 minutes
79 minutes	104 minutes

Bathurst Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 6,786 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
6,775	0%
80%	

* 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.

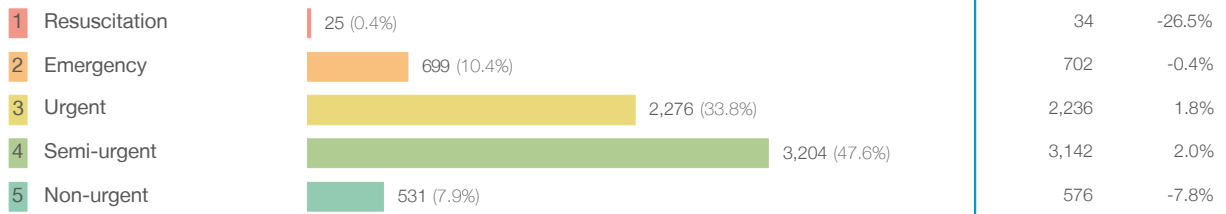
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

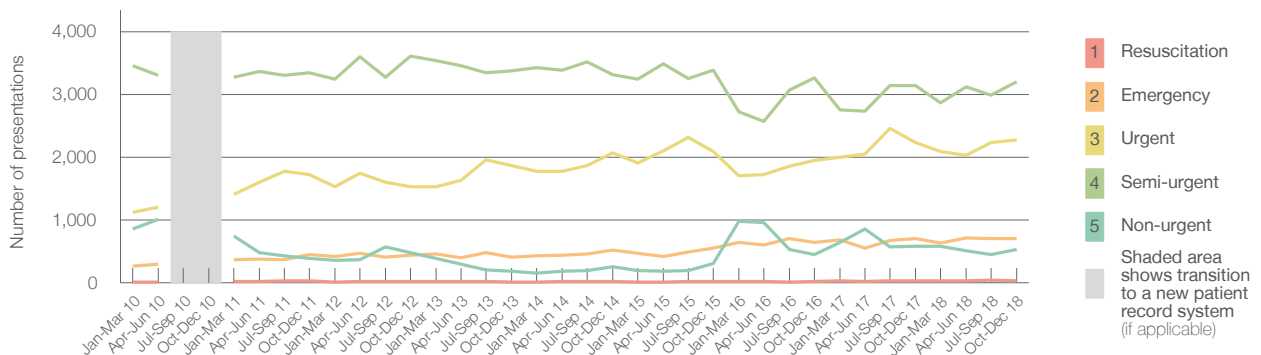
Bathurst Health Service: Patients presenting to the emergency department October to December 2018

All presentations:¹ 6,786 patients

Emergency presentations² by triage category: 6,735 patients



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		27	16	13	14	14	22	34	25
Emergency		447	436	402	521	547	644	702	699
Urgent		1,724	1,529	1,861	2,070	2,090	1,949	2,236	2,276
Semi-urgent		3,343	3,610	3,380	3,316	3,382	3,265	3,142	3,204
Non-urgent		384	474	182	251	303	444	576	531
All emergency presentations		5,925	6,065	5,838	6,172	6,336	6,324	6,690	6,735

Bathurst Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,029 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.

Bathurst Health Service: 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: 699

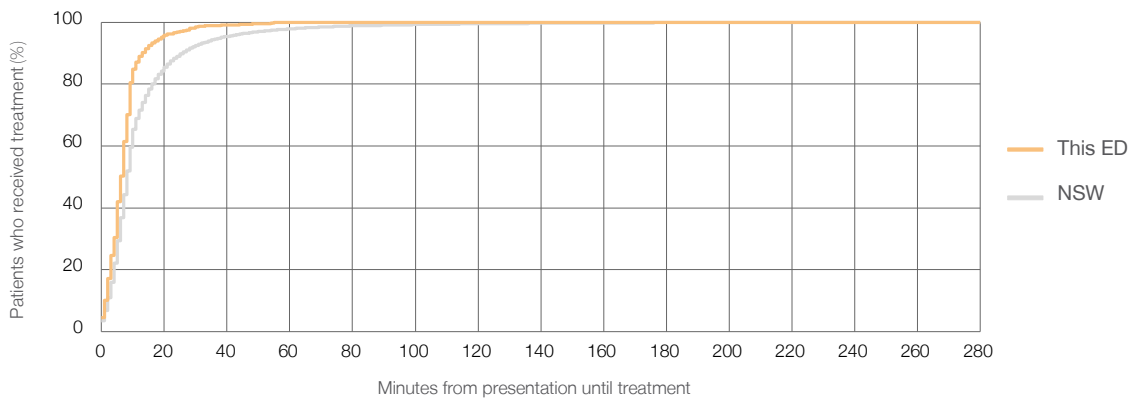
Number of triage 2 patients used to calculate waiting time:³ 697

Median time to start treatment⁴ 6 minutes

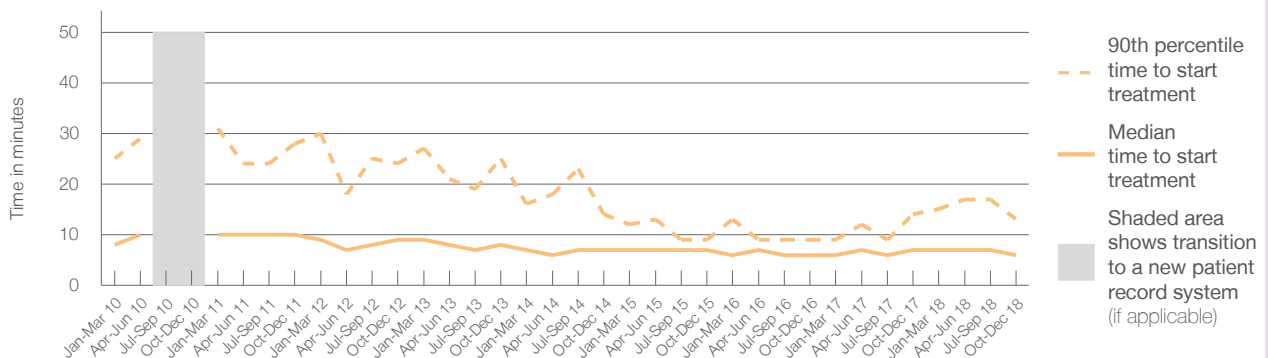
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
702	700
7 minutes	8 minutes
14 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)		10	9	8	7	7	6	7	6
90th percentile time to start treatment ⁵ (minutes)		28	24	25	14	9	9	14	13

(†) 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 October to December 2018

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

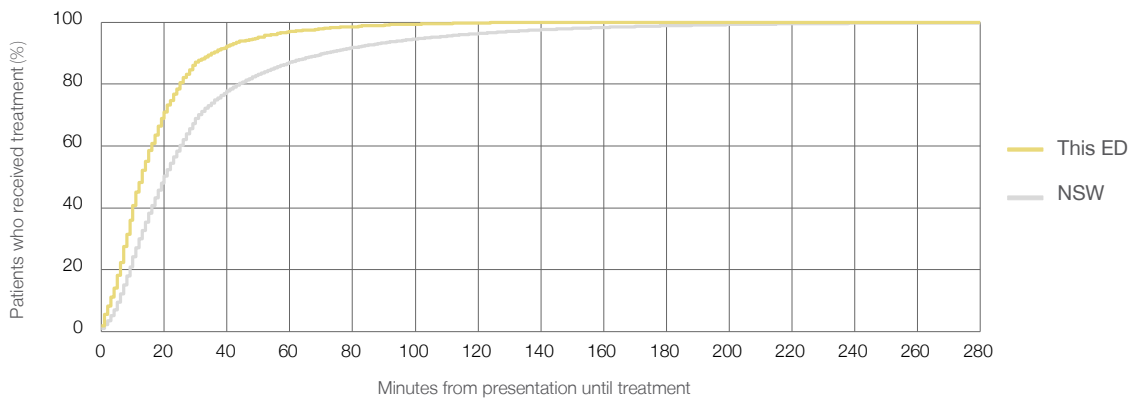
Number of triage 3 patients: 2,276

Number of triage 3 patients used to calculate waiting time:³ 2,269

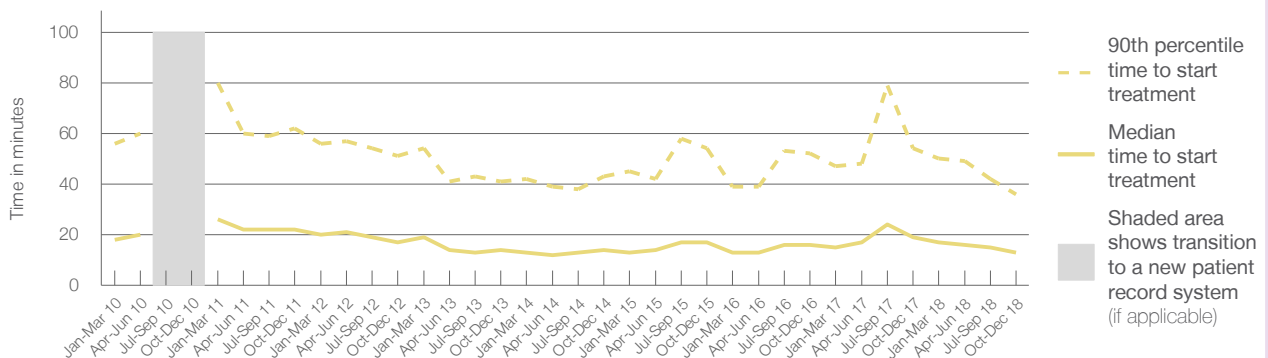
Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
2,236	
2,218	
19 minutes	20 minutes
54 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)		22	17	14	14	17	16	19	13
90th percentile time to start treatment ⁵ (minutes)		62	51	41	43	54	52	54	36

(†) 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 4 October to December 2018

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

Number of triage 4 patients: 3,204

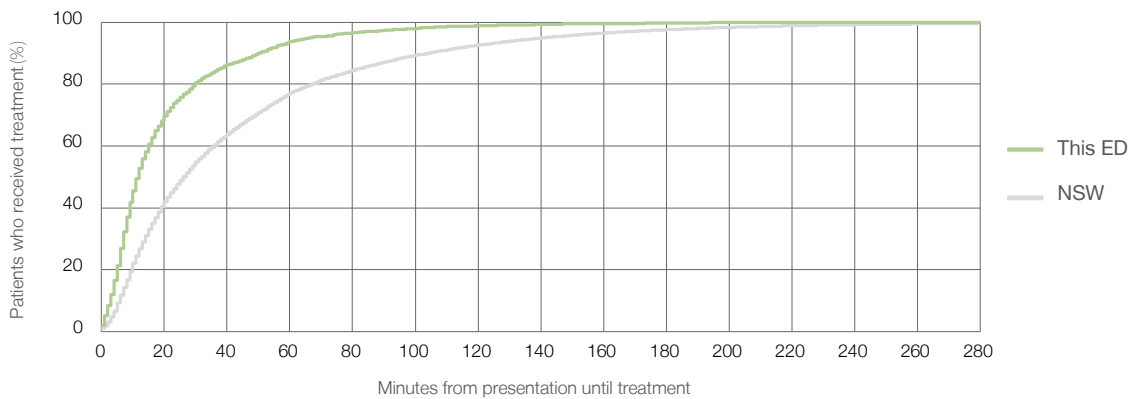
Number of triage 4 patients used to calculate waiting time:³ 3,168

Median time to start treatment⁴ 12 minutes

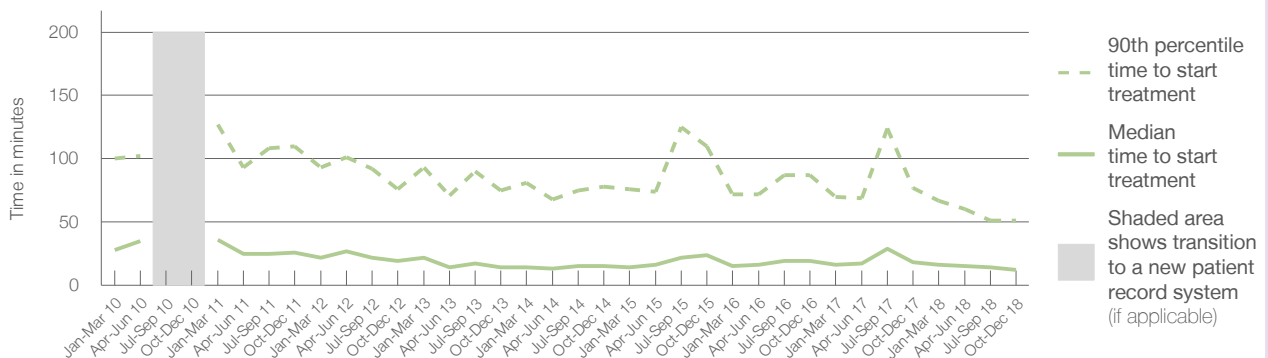
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
3,142	3,063
18 minutes	26 minutes
77 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)		26	19	14	15	24	19	18	12
90th percentile time to start treatment ⁵ (minutes)		110	76	75	78	110	87	77	51

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Bathurst Health Service: 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: 531

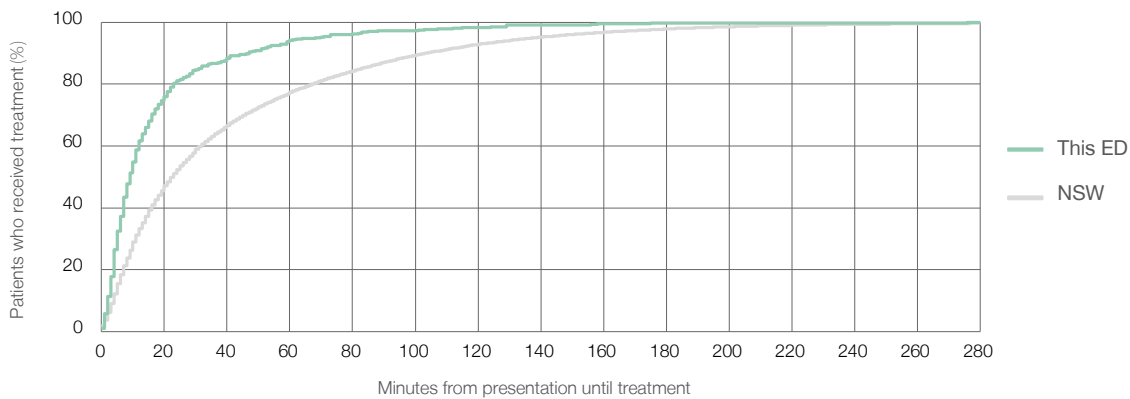
Number of triage 5 patients used to calculate waiting time:³ 522

Median time to start treatment⁴ 9 minutes

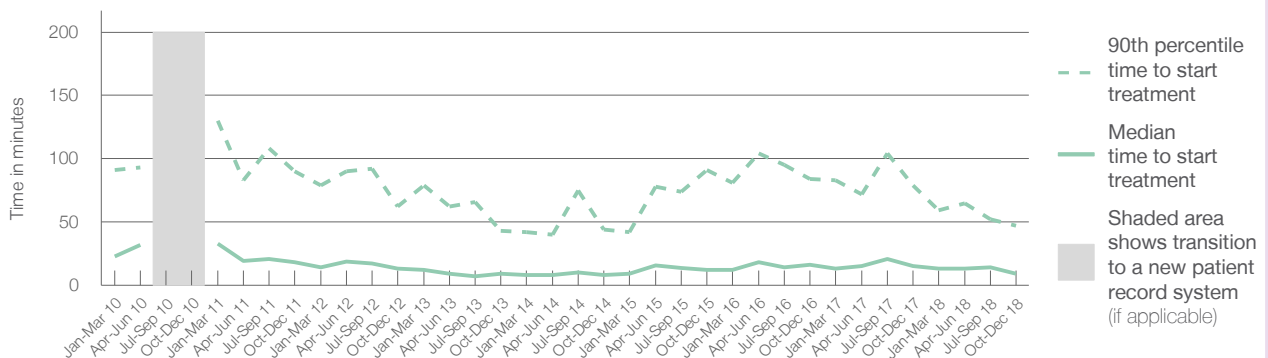
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
576	549
15 minutes	23 minutes
79 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)		18	13	9	8	12	16	15	9
90th percentile time to start treatment ⁵ (minutes)		90	62	43	44	91	84	79	47

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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 spent in the ED

October to December 2018

All presentations:¹ 6,786 patients

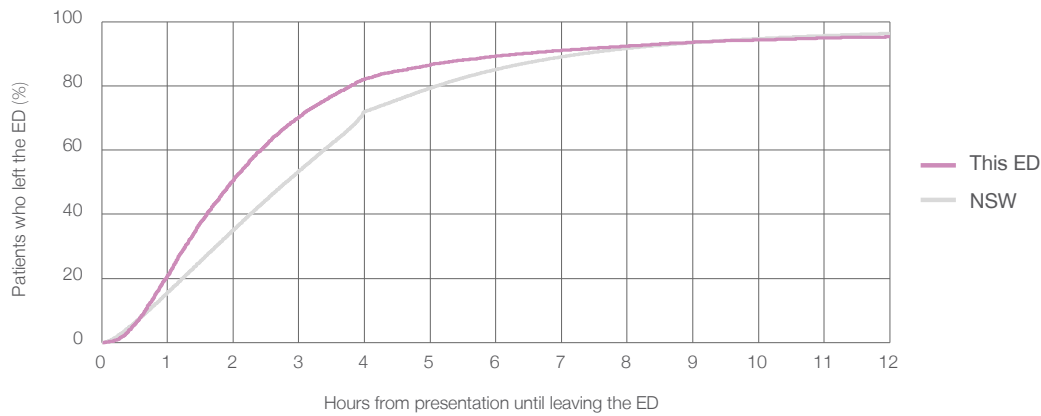
Presentations used to calculate time to leaving the ED:⁶ 6,786 patients

Median time spent in the ED⁸ 1 hours and 59 minutes

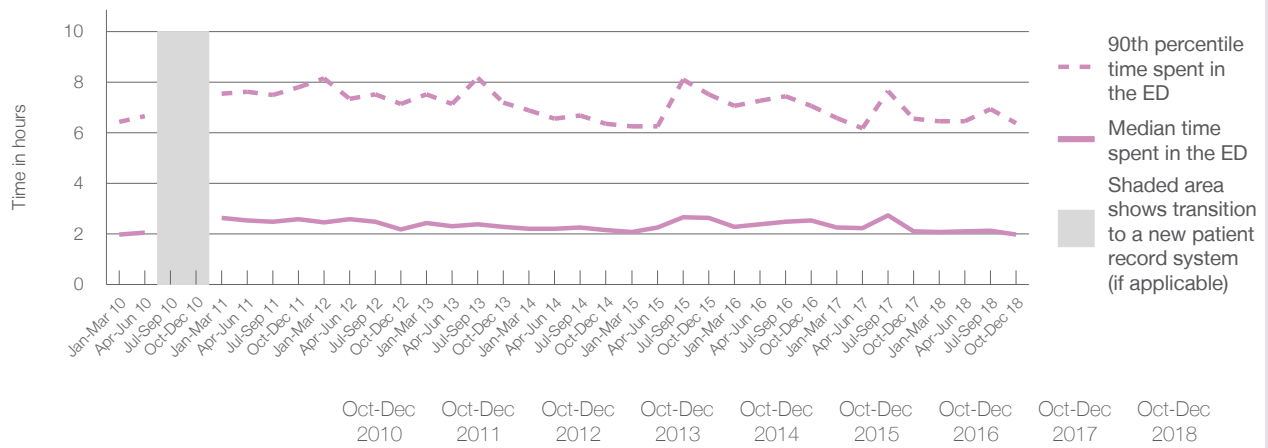
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
6,776	
6,775	
2 hours and 7 minutes	2 hours and 49 minutes
6 hours and 34 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)		2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m	2h 7m	1h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m	6h 34m	6h 23m

(†) 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
October to December 2018

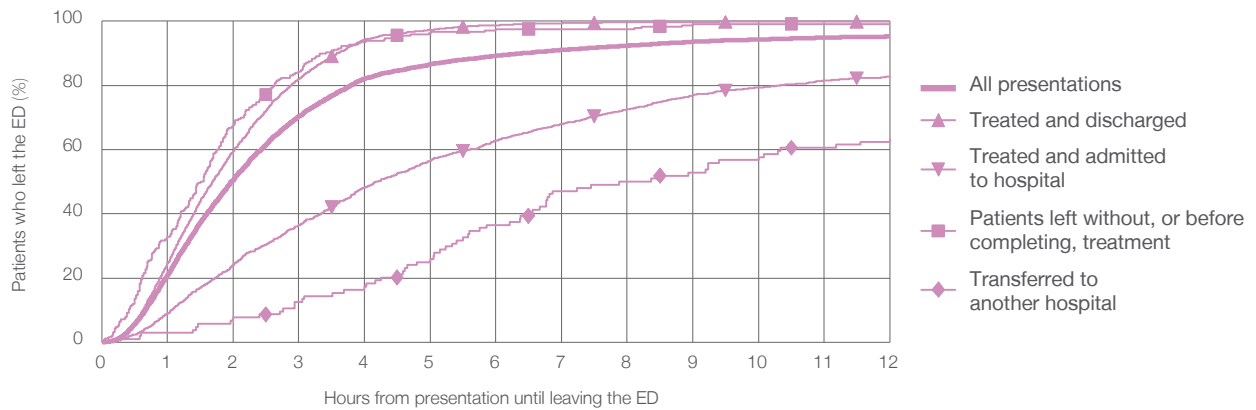
All presentations:¹ 6,786 patients

Presentations used to calculate time to leaving the ED:⁶ 6,786 patients

Treated and discharged	4,806 (70.8%)
Treated and admitted to hospital	1,606 (23.7%)
Patient left without, or before completing, treatment	250 (3.7%)
Transferred to another hospital	104 (1.5%)
Other	20 (0.3%)

Same period last year	Change since one year ago
6,775	0%
4,859	-1.1%
1,492	7.6%
307	-18.6%
94	10.6%
24	-16.7%

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	24.6%	59.6%	82.0%	94.3%	98.8%	99.7%	99.8%	99.9%
Treated and admitted to hospital	9.0%	24.0%	36.5%	48.2%	62.8%	72.5%	79.3%	82.9%
Patient left without, or before completing, treatment	32.8%	67.6%	84.4%	93.6%	97.6%	97.6%	99.2%	99.2%
Transferred to another hospital	2.9%	7.7%	12.5%	17.3%	36.5%	50.0%	57.7%	63.5%
All presentations	21.0%	50.7%	70.3%	82.2%	89.3%	92.4%	94.3%	95.3%

(†) 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

October to December 2018

All presentations at the emergency department: ¹ 6,786 patients

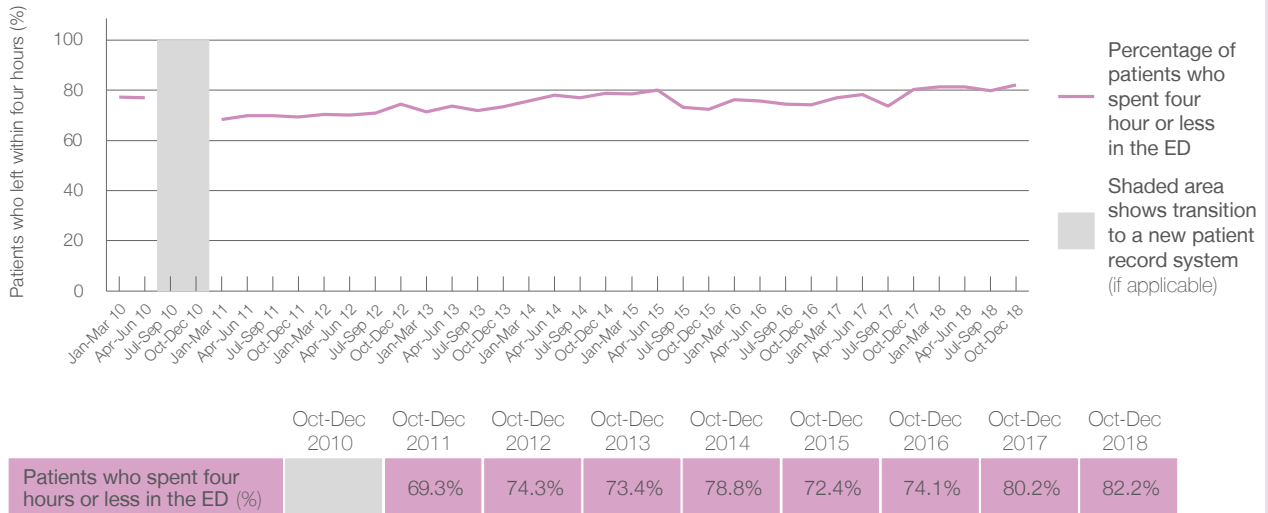
Presentations used to calculate time to leaving the ED: ⁶ 6,786 patients

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	6,776	0%
Presentations used to calculate time to leaving the ED	6,775	0%
Percentage of patients who spent four hours or less in the ED	80.2%	

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).

Cowra Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,972 patients
Emergency presentations:² 1,887 patients

Same period last year	Change since one year ago
1,867	6%
1,831	3%

Cowra Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 213 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 503 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 33 minutes

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

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 352 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
182	
6 minutes	8 minutes
30 minutes	26 minutes
504	
7 minutes	20 minutes
35 minutes	72 minutes
793	
7 minutes	26 minutes
35 minutes	104 minutes
340	
7 minutes	23 minutes
41 minutes	104 minutes

Cowra Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,972 patients

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

Same period last year	Change since one year ago
1,867	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: 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).

Cowra Health Service: Patients presenting to the emergency department October to December 2018

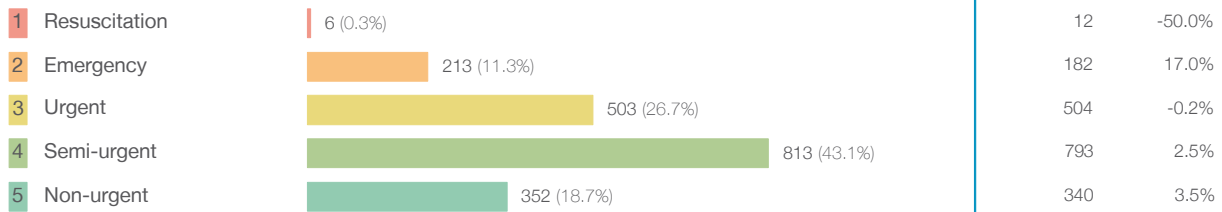
All presentations:¹ 1,972 patients

Same period last year
Change since one year ago

1,867 6%

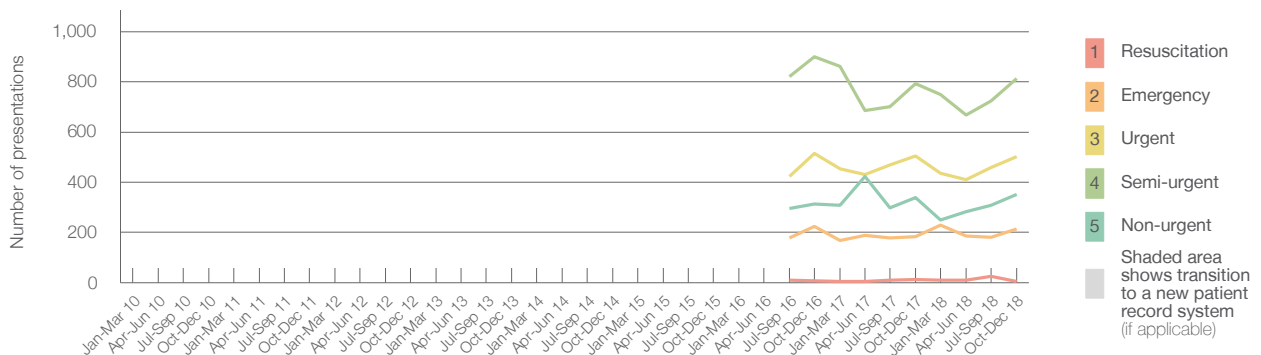
Emergency presentations² by triage category: 1,887 patients

1,831 3%



340 3.5%

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							8	12	6
Emergency							224	182	213
Urgent							515	504	503
Semi-urgent							901	793	813
Non-urgent							313	340	352
All emergency presentations							1,961	1,831	1,887

Cowra Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 299 patients

Same period last year
Change since one year ago

240

ED Transfer of care time

Median time 11 minutes

14 minutes -3 minutes

90th percentile time 31 minutes

47 minutes -16 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 October to December 2018

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

Number of triage 2 patients: 213

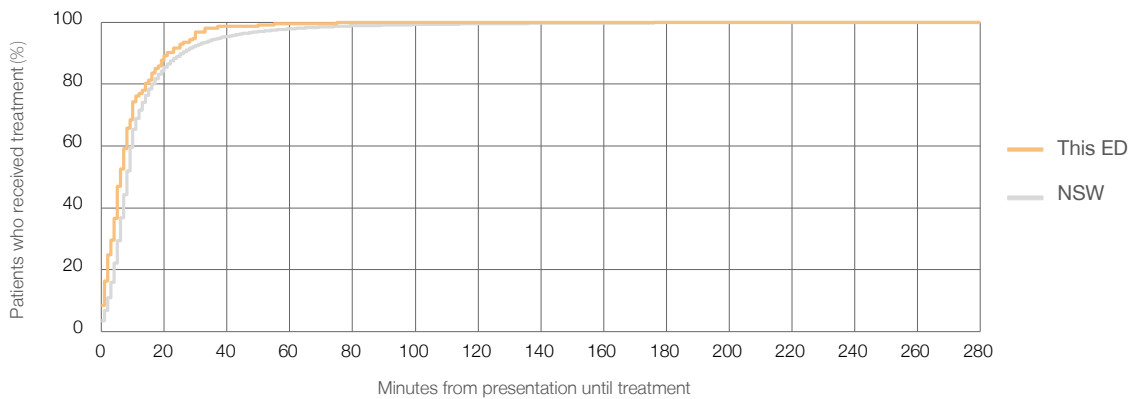
Number of triage 2 patients used to calculate waiting time:³ 213

Median time to start treatment⁴ 6 minutes

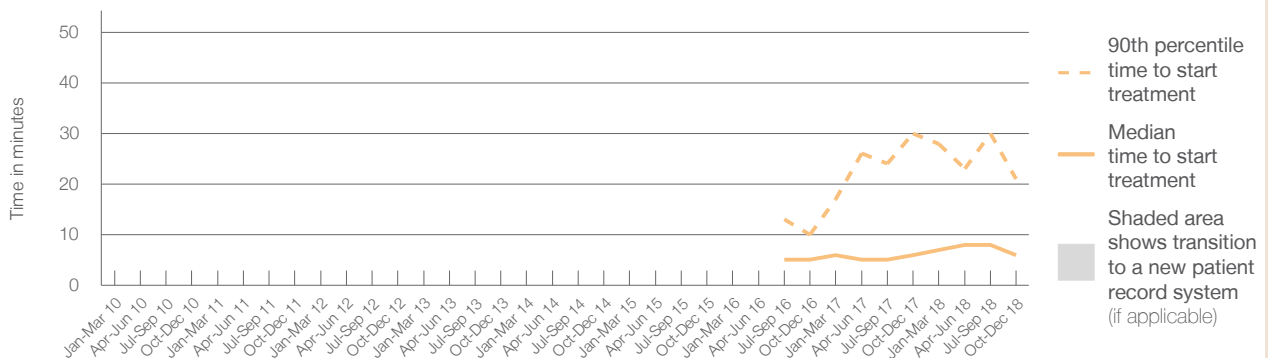
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
182	
181	
6 minutes	8 minutes
30 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)							5	6	6
90th percentile time to start treatment ⁵ (minutes)							10	30	21

(†) 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 October to December 2018

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

Number of triage 3 patients: 503

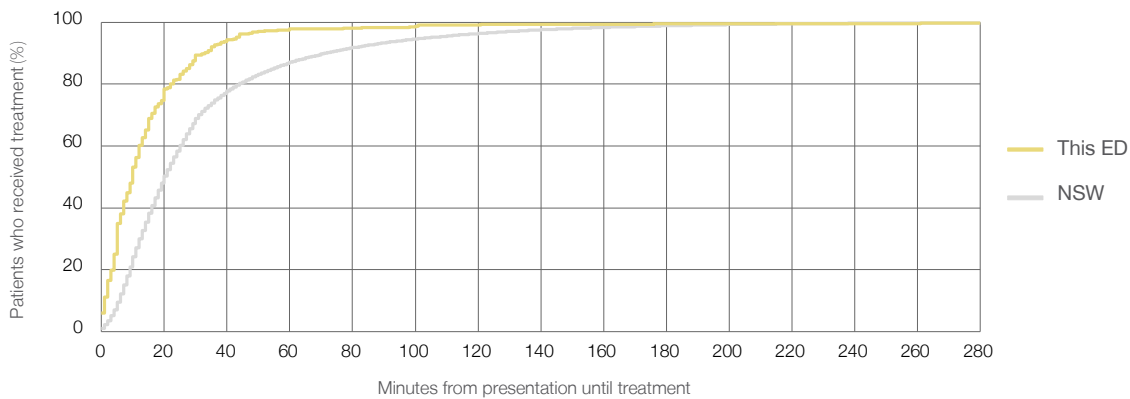
Number of triage 3 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 10 minutes

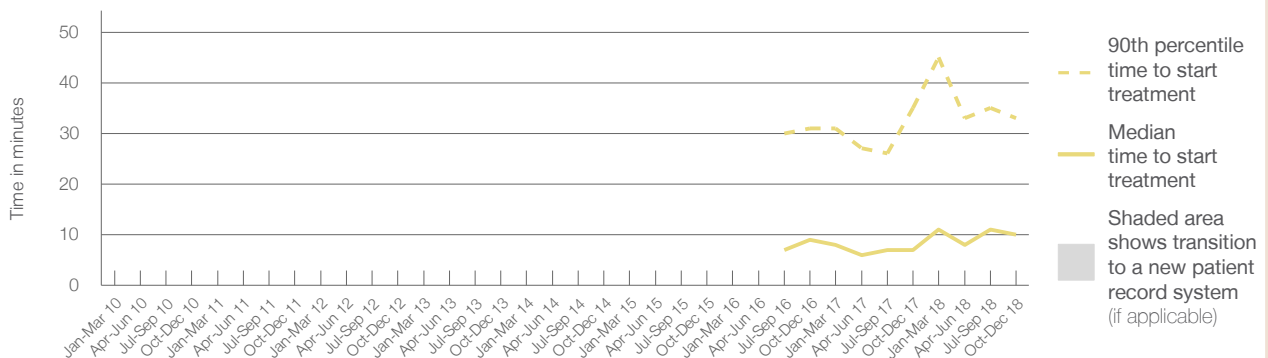
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
504	
496	
7 minutes	20 minutes
35 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)							9	7	10
90th percentile time to start treatment ⁵ (minutes)							31	35	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 October to December 2018

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

Number of triage 4 patients: 813

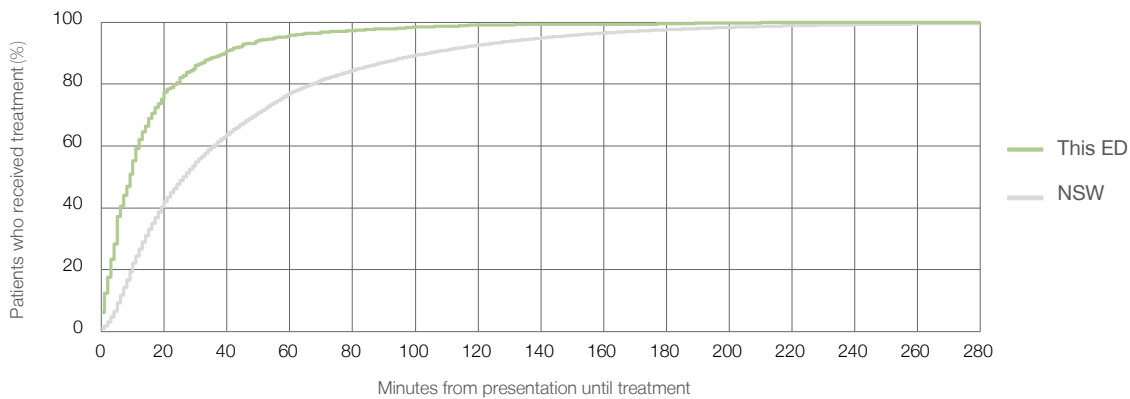
Number of triage 4 patients used to calculate waiting time:³ 802

Median time to start treatment⁴ 9 minutes

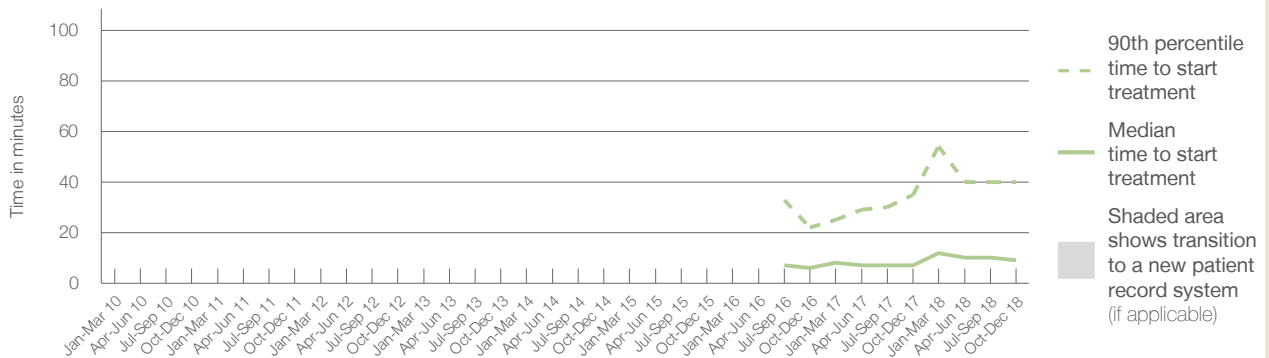
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
793	
756	
7 minutes	26 minutes
35 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	7	9
90th percentile time to start treatment ⁵ (minutes)							22	35	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 October to December 2018

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

Number of triage 5 patients: 352

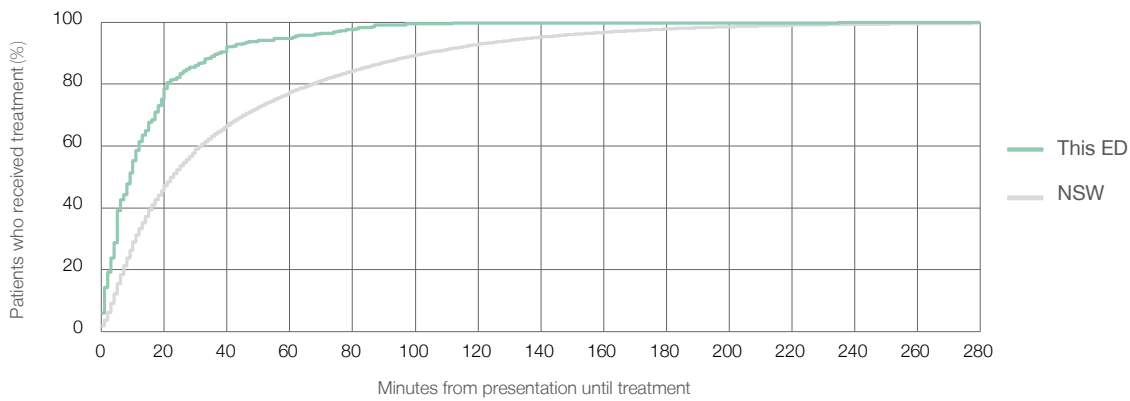
Number of triage 5 patients used to calculate waiting time:³ 337

Median time to start treatment⁴ 9 minutes

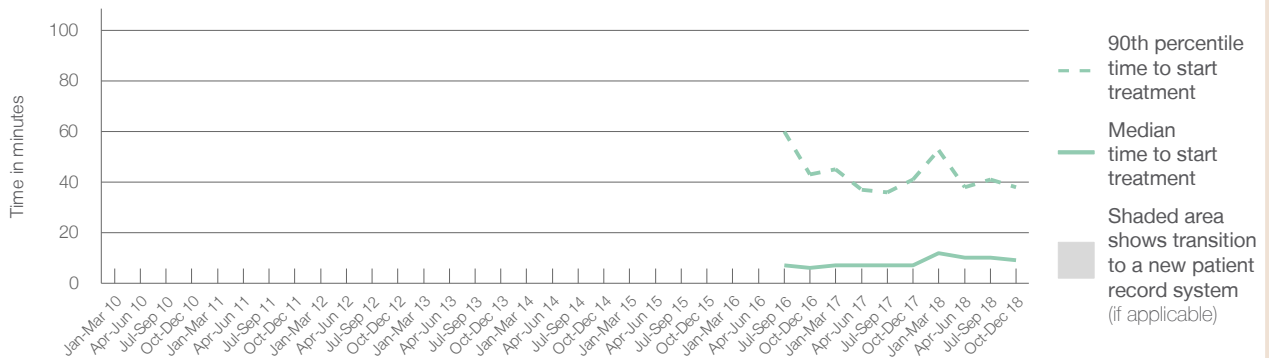
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
340	
308	
7 minutes	23 minutes
41 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	7	9
90th percentile time to start treatment ⁵ (minutes)							43	41	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

October to December 2018

All presentations:¹ 1,972 patients

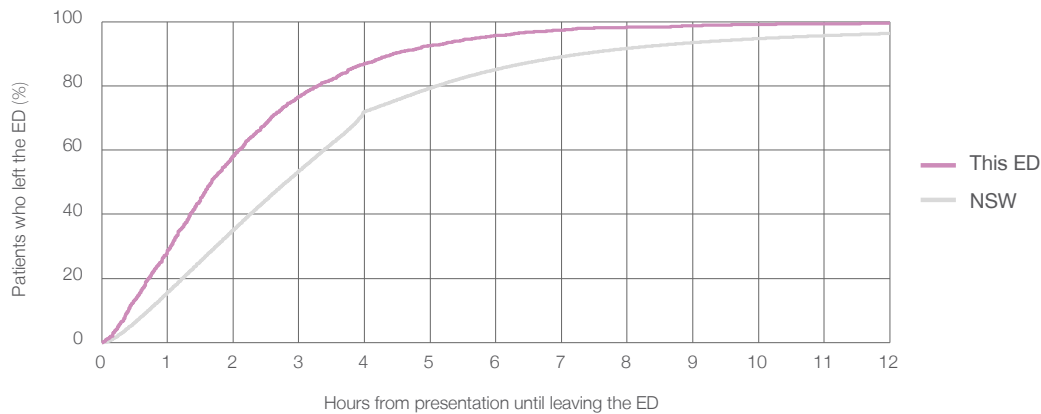
Presentations used to calculate time to leaving the ED:⁶ 1,972 patients

Median time spent in the ED⁸ 1 hours and 40 minutes

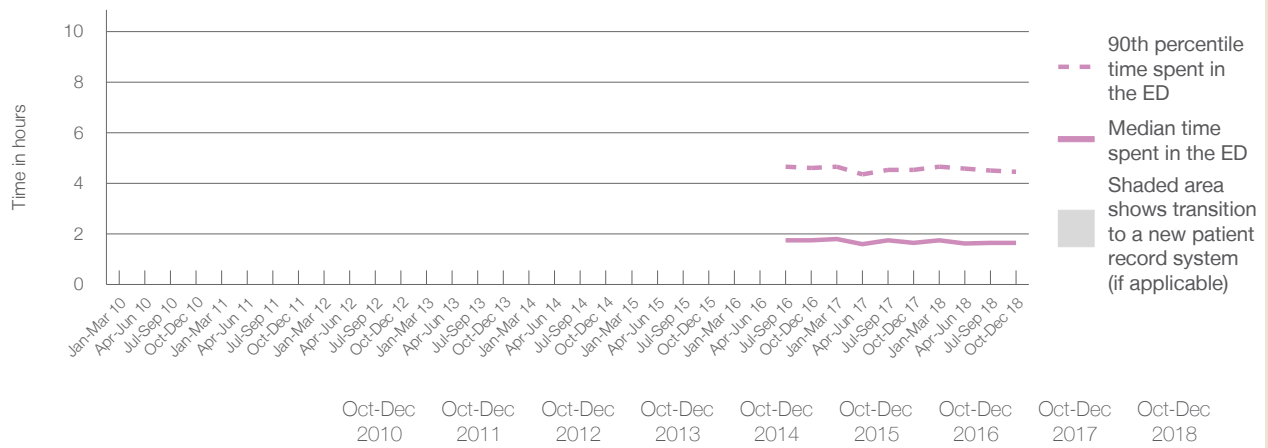
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
1,867	1,867
1 hours and 39 minutes	2 hours and 49 minutes
4 hours and 32 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)							1h 45m	1h 39m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 37m	4h 32m	4h 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.

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

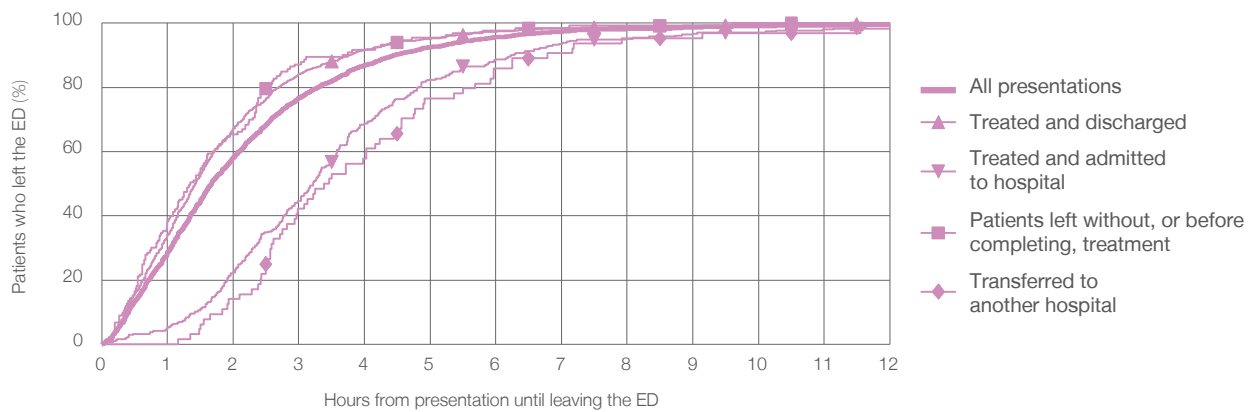
All presentations:¹ 1,972 patients

Presentations used to calculate time to leaving the ED:⁶ 1,972 patients

Treated and discharged	1,459 (74.0%)
Treated and admitted to hospital	313 (15.9%)
Patient left without, or before completing, treatment	133 (6.7%)
Transferred to another hospital	64 (3.2%)
Other	3 (0.2%)

Same period last year	Change since one year ago
1,867	6%
1,394	4.7%
353	-11.3%
63	111.1%
55	16.4%
2	50.0%

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	34.1%	67.1%	84.1%	91.8%	97.4%	98.9%	99.6%	99.8%
Treated and admitted to hospital	5.1%	22.4%	44.7%	68.7%	88.8%	95.2%	97.1%	98.4%
Patient left without, or before completing, treatment	38.3%	65.4%	87.2%	91.7%	97.7%	99.2%	100%	100%
Transferred to another hospital	0%	14.1%	42.2%	57.8%	85.9%	95.3%	96.9%	100%
All presentations	28.7%	58.2%	76.7%	87.0%	95.7%	98.2%	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
 October to December 2018

All presentations at the emergency department: ¹ 1,972 patients

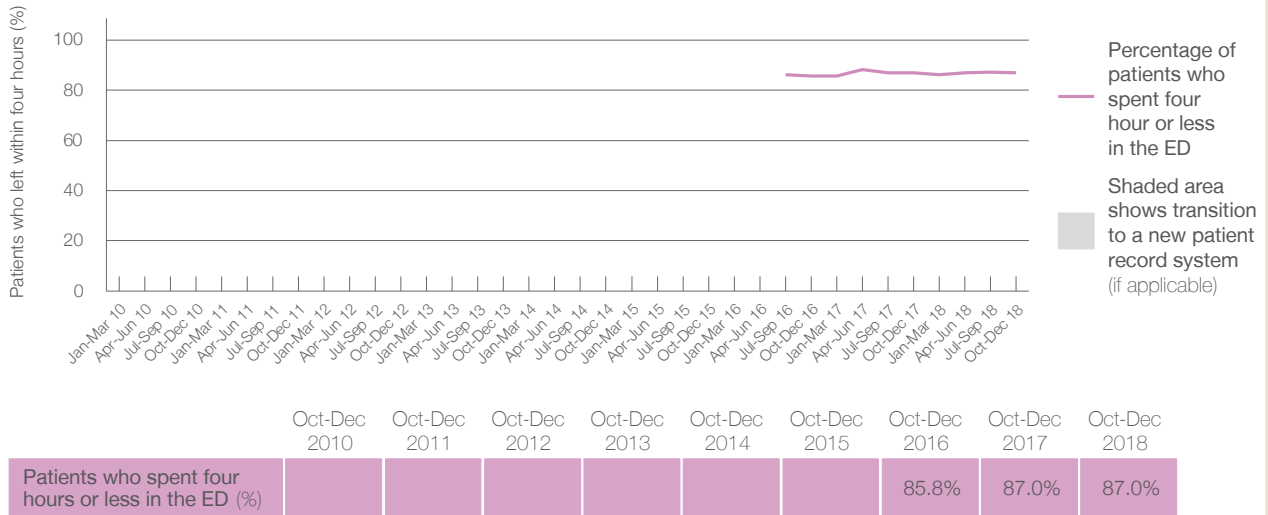
Presentations used to calculate time to leaving the ED: ⁶ 1,972 patients

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 1,972 patients	1,867	6%
Presentations used to calculate time to leaving the ED: ⁶ 1,972 patients	1,867	6%
Percentage of patients who spent four hours or less in the ED	87.0%	

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*.
 § 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, 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).

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2018



All presentations:¹ 8,755 patients
 Emergency presentations:² 8,338 patients

Same period last year	Change since one year ago
8,591	2%
8,210	2%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 978 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,635 patients

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,787 patients

Median time to start treatment⁴  27 minutes
 90th percentile time to start treatment⁵  99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 906 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  103 minutes

Same period last year	NSW (this period)
999	
6 minutes	8 minutes
14 minutes	26 minutes
2,857	
16 minutes	20 minutes
52 minutes	72 minutes
3,603	
17 minutes	26 minutes
78 minutes	104 minutes
730	
13 minutes	23 minutes
90 minutes	104 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,751 patients

Percentage of patients who spent four hours or less in the ED  72%

Same period last year	Change since one year ago
8,590	2%
74%	

* 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.

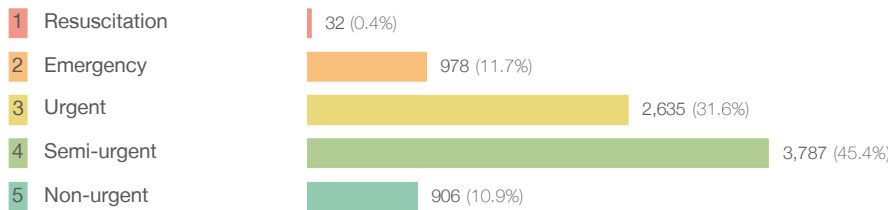
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Dubbo Base Hospital: Patients presenting to the emergency department October to December 2018

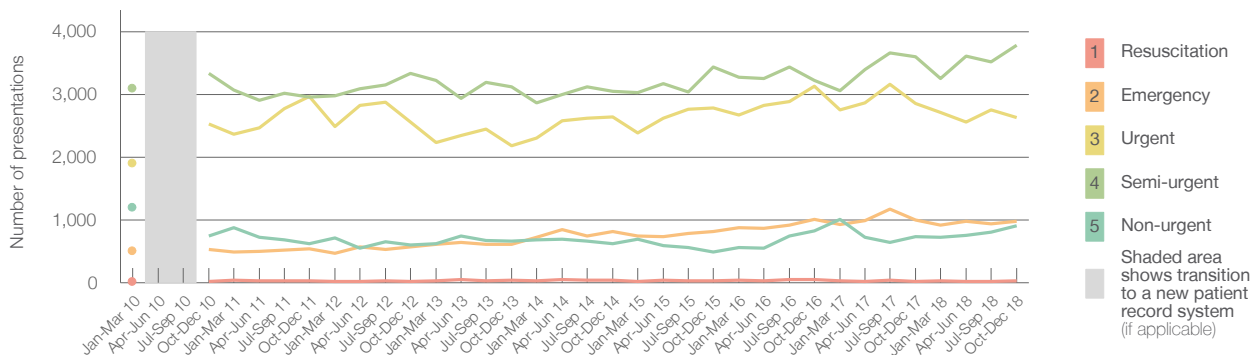
All presentations:¹ 8,755 patients

Emergency presentations² by triage category: 8,338 patients



Same period last year	Change since one year ago
8,591	2%
8,210	2%
21	52.4%
999	-2.1%
2,857	-7.8%
3,603	5.1%
730	24.1%

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	16	32	22	37	35	32	47	21	32
Emergency	527	543	566	610	813	811	1,007	999	978
Urgent	2,526	2,965	2,559	2,179	2,637	2,779	3,132	2,857	2,635
Semi-urgent	3,331	2,957	3,333	3,124	3,048	3,438	3,225	3,603	3,787
Non-urgent	748	617	596	666	624	485	823	730	906
All emergency presentations	7,148	7,114	7,076	6,616	7,157	7,545	8,234	8,210	8,338

Dubbo Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,747 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,593	
11 minutes	2 minutes
24 minutes	7 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.

Dubbo Base 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: 978

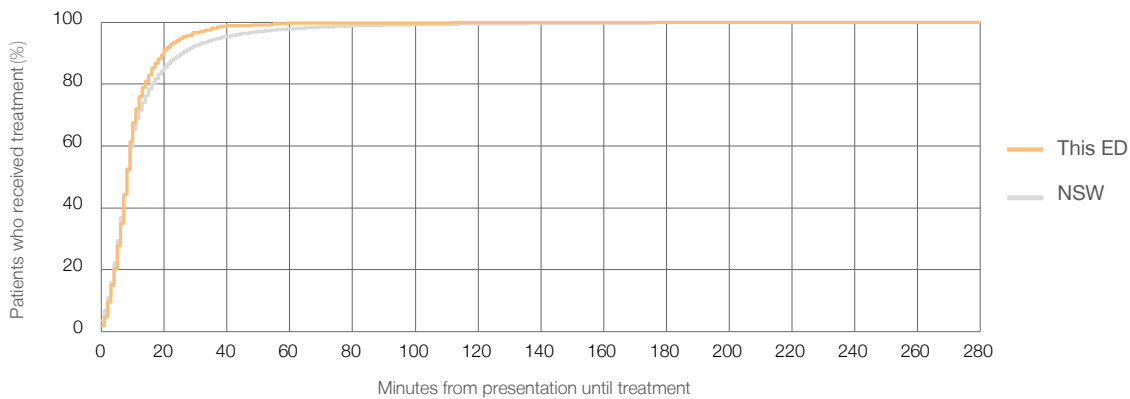
Number of triage 2 patients used to calculate waiting time:³ 969

Median time to start treatment⁴ 8 minutes

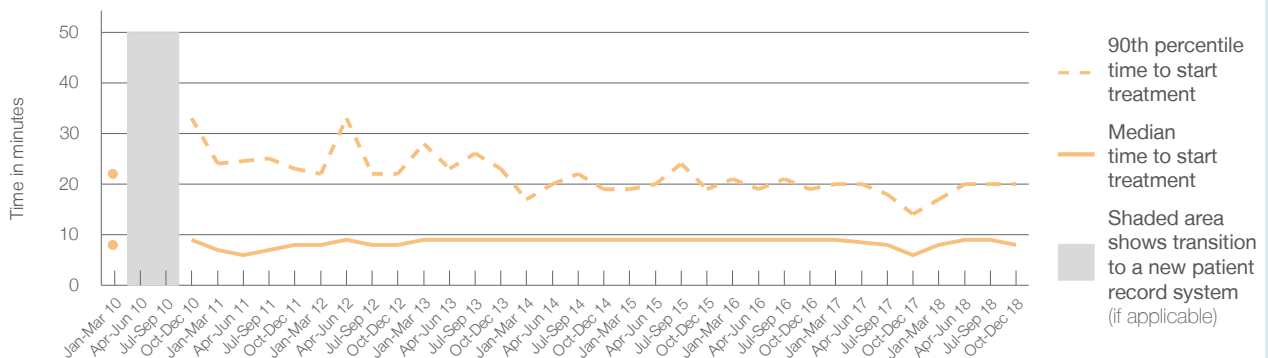
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
999	991
6 minutes	8 minutes
14 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)	9	8	8	9	9	9	9	6	8
90th percentile time to start treatment ⁵ (minutes)	33	23	22	23	19	19	19	14	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 October to December 2018

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

Number of triage 3 patients: 2,635

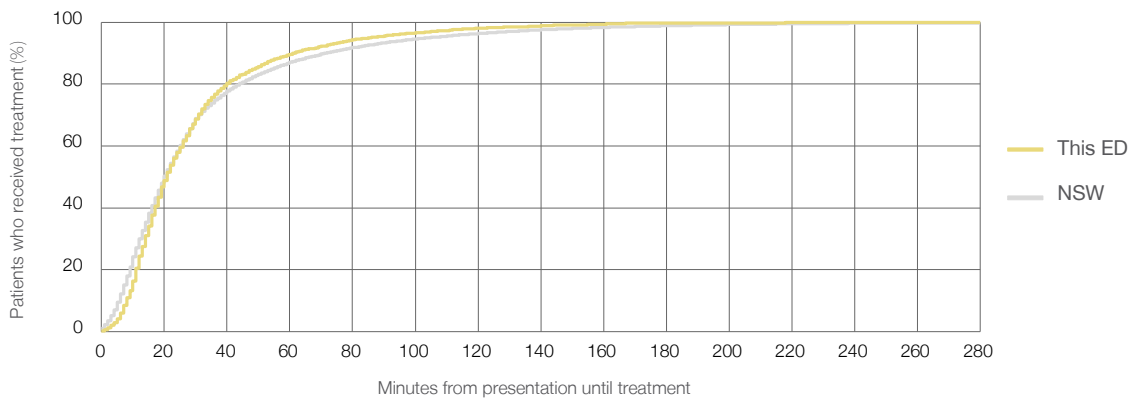
Number of triage 3 patients used to calculate waiting time:³ 2,575

Median time to start treatment⁴ 21 minutes

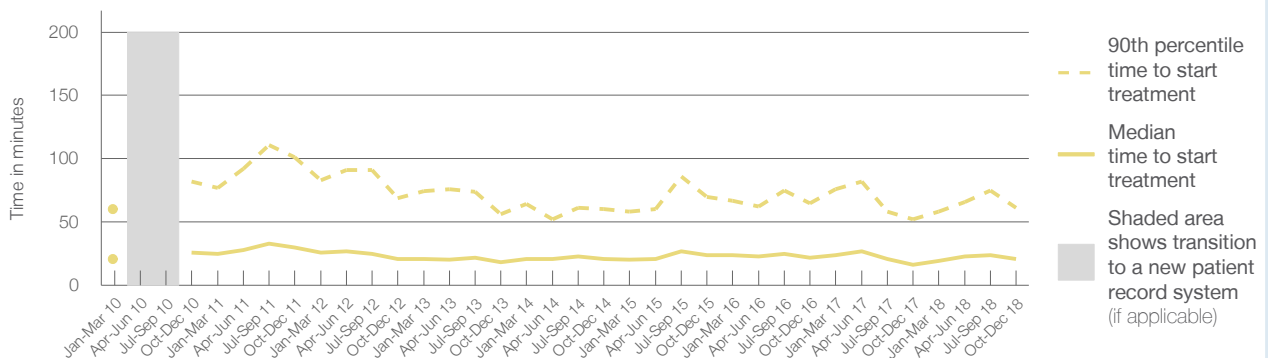
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,857	2,814
16 minutes	20 minutes
52 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)	26	30	21	18	21	24	22	16	21
90th percentile time to start treatment ⁵ (minutes)	82	101	69	56	60	70	65	52	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.

Dubbo Base 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: 3,787

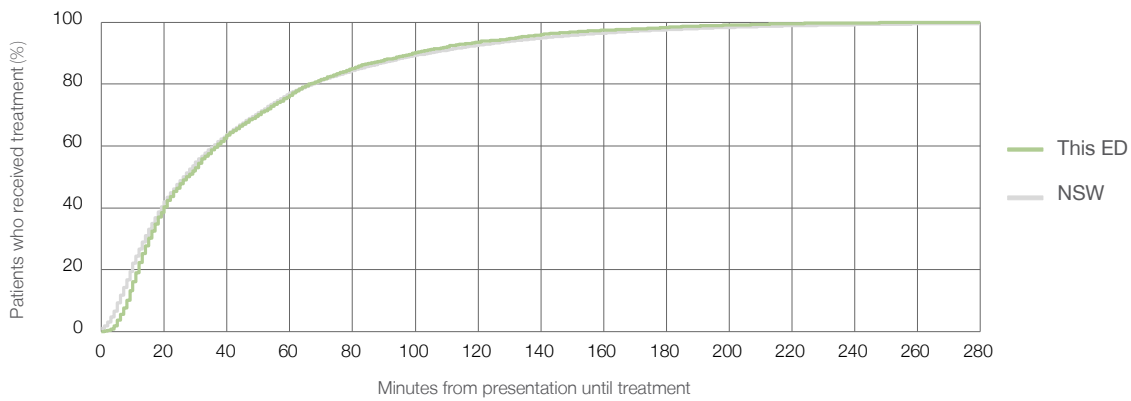
Number of triage 4 patients used to calculate waiting time:³ 3,551

Median time to start treatment⁴ 27 minutes

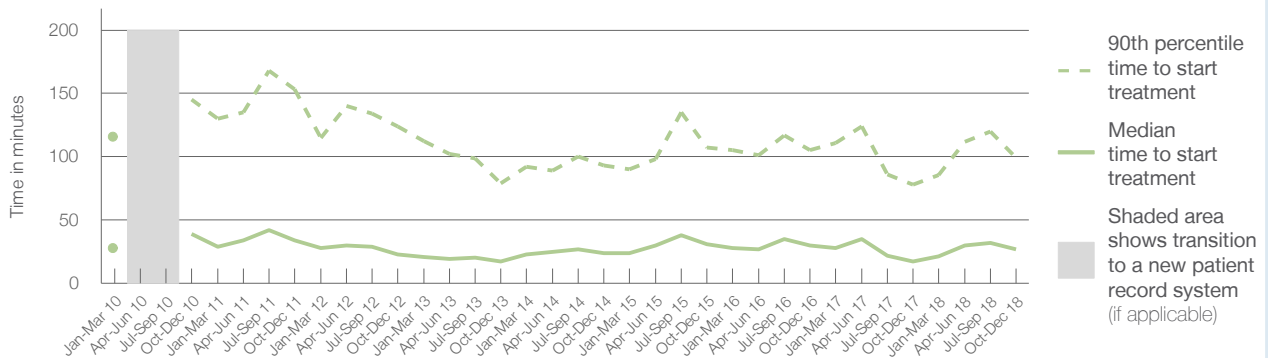
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
3,603	3,450
17 minutes	26 minutes
78 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)	39	34	23	17	24	31	30	17	27
90th percentile time to start treatment ⁵ (minutes)	145	153	124	79	93	107	105	78	99

(†) 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 October to December 2018

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

Number of triage 5 patients: 906

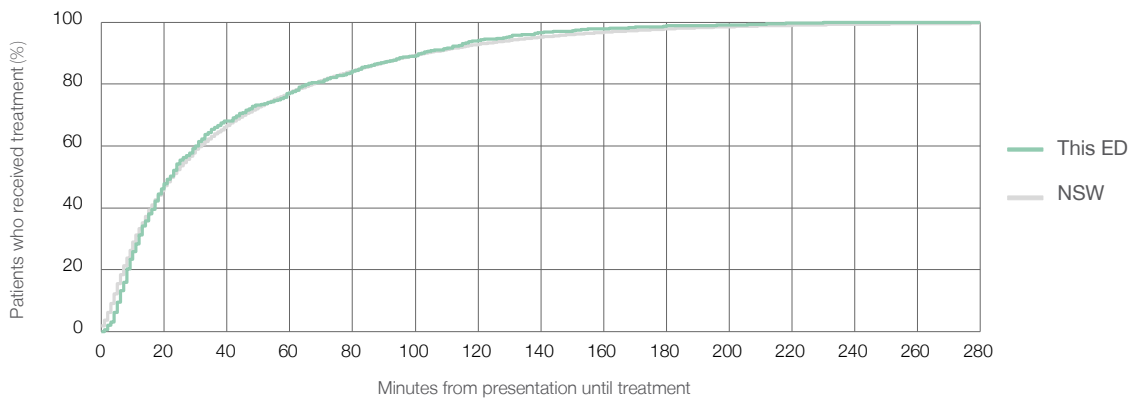
Number of triage 5 patients used to calculate waiting time:³ 831

Median time to start treatment⁴ 22 minutes

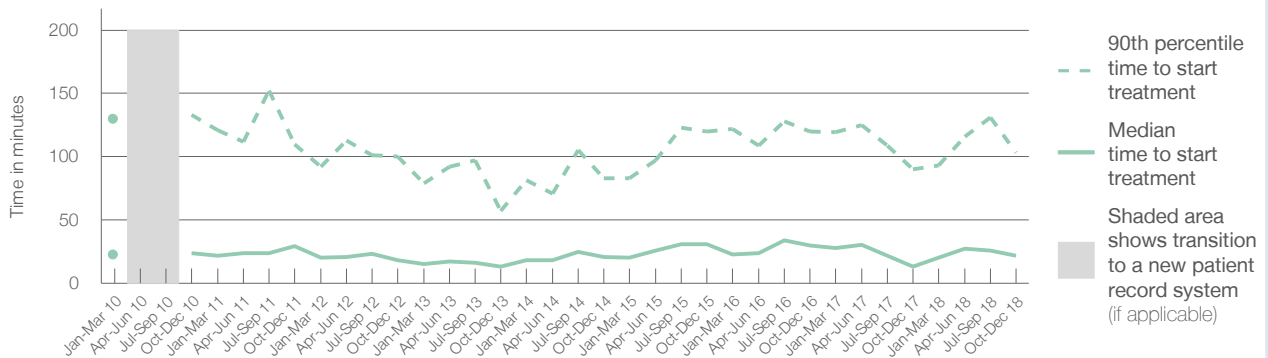
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
730	
660	
13 minutes	23 minutes
90 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)	24	30	18	13	21	31	30	13	22
90th percentile time to start treatment ⁵ (minutes)	133	110	100	57	83	120	120	90	103

(†) 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

October to December 2018

All presentations:¹ 8,755 patients

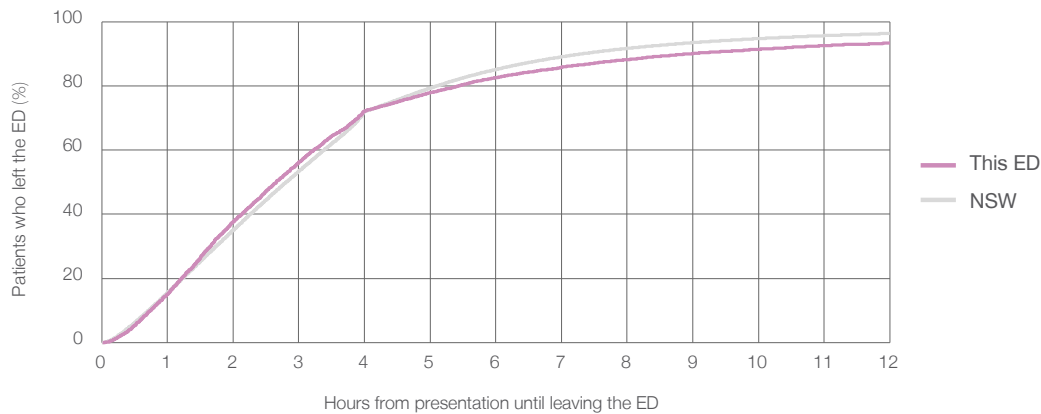
Presentations used to calculate time to leaving the ED:⁶ 8,751 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

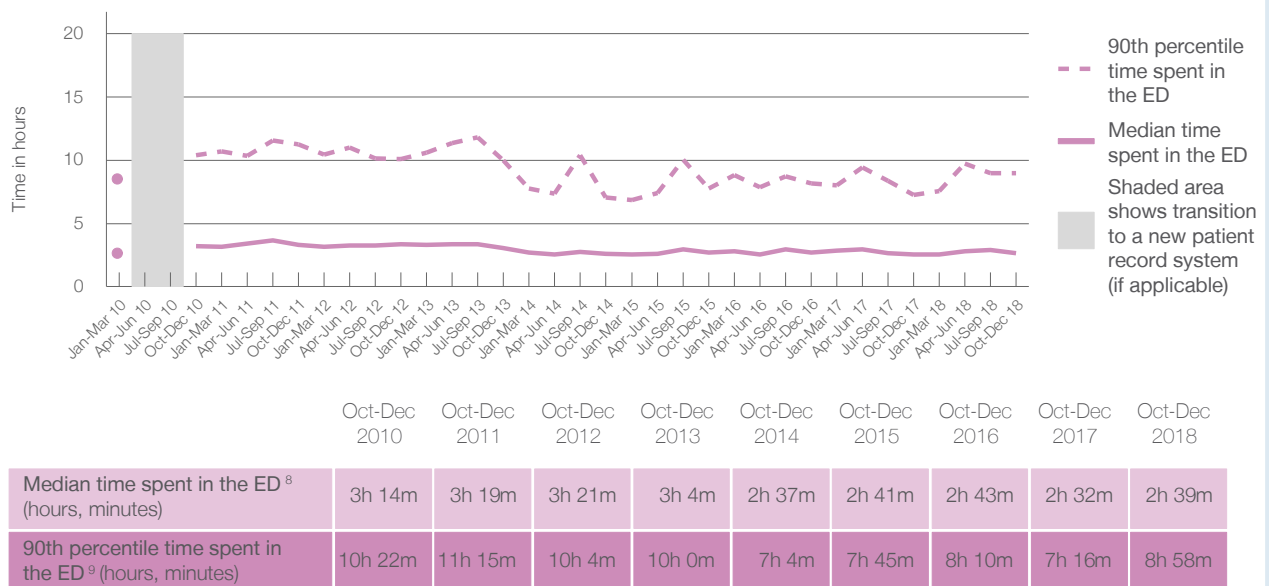
90th percentile time spent in the ED⁹ 8 hours and 58 minutes

Same period last year	NSW (this period)
8,591	
8,590	
2 hours and 32 minutes	2 hours and 49 minutes
7 hours and 16 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^{†‡}



(†) 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

October to December 2018

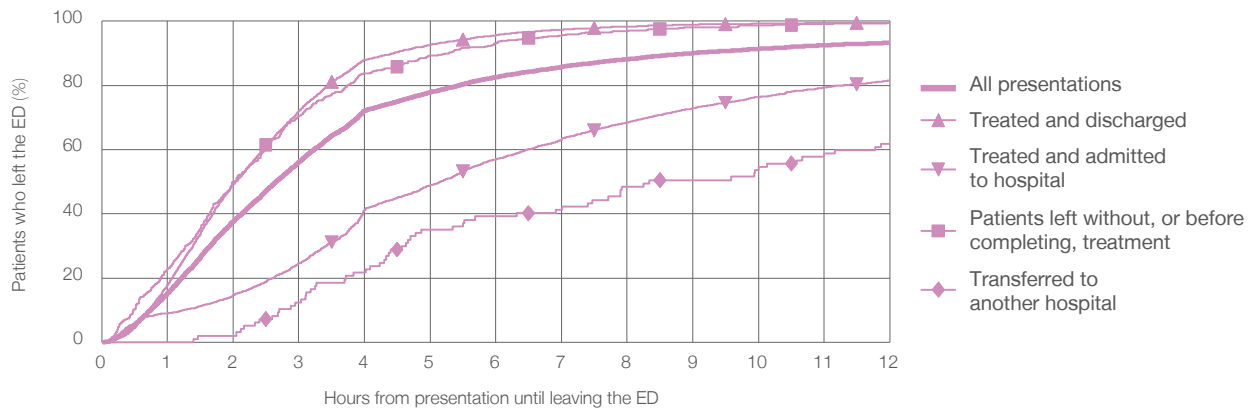
All presentations:¹ 8,755 patients

Presentations used to calculate time to leaving the ED:⁶ 8,751 patients

Treated and discharged	5,364 (61.3%)
Treated and admitted to hospital	2,747 (31.4%)
Patient left without, or before completing, treatment	501 (5.7%)
Transferred to another hospital	97 (1.1%)
Other	46 (0.5%)

Same period last year	Change since one year ago
8,590	2%
6,062	-11.5%
2,017	36.2%
368	36.1%
101	-4.0%
43	7.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.0%	49.2%	71.9%	88.0%	95.6%	98.3%	99.2%	99.5%
Treated and admitted to hospital	9.0%	14.7%	24.6%	41.3%	57.0%	68.5%	76.4%	81.5%
Patient left without, or before completing, treatment	23.0%	50.1%	70.7%	83.8%	93.2%	97.0%	98.6%	99.4%
Transferred to another hospital	0%	2.1%	12.4%	21.6%	39.2%	48.5%	54.6%	61.9%
All presentations	15.2%	37.8%	56.2%	72.2%	82.5%	88.2%	91.4%	93.3%

(†) 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.

Dubbo Base 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 8,755 patients

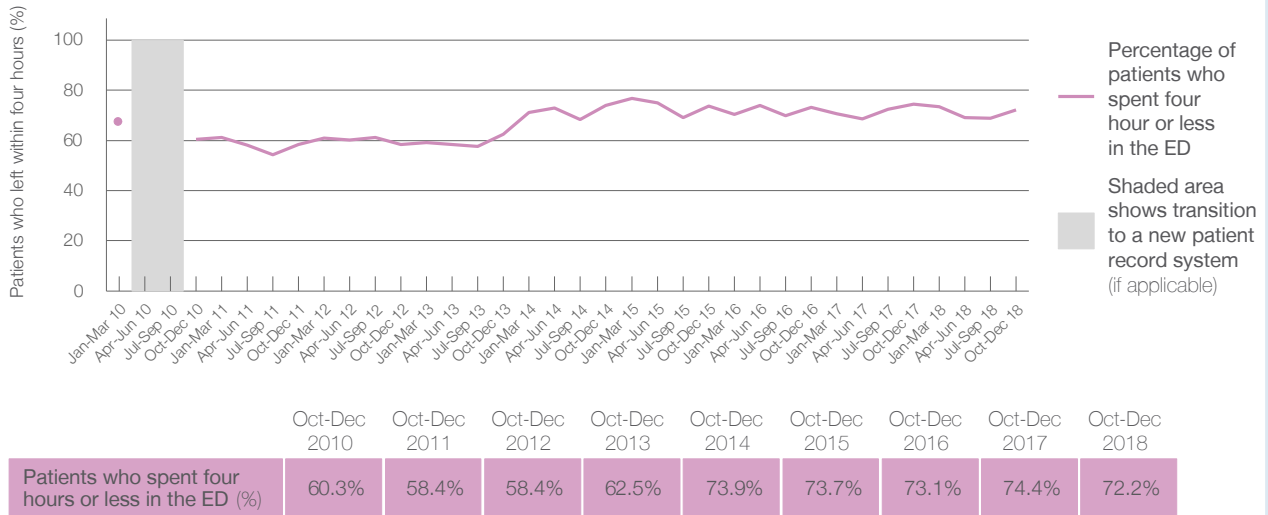
Presentations used to calculate time to leaving the ED: ⁶ 8,751 patients

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 8,755 patients	8,591	2%
Presentations used to calculate time to leaving the ED: ⁶ 8,751 patients	8,590	2%
Percentage of patients who spent four hours or less in the ED	74.4%	

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).

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

October to December 2018

All presentations:¹ 2,043 patients
Emergency presentations:² 1,903 patients

Same period last year	Change since one year ago
1,832	12%
1,667	14%

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

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 83 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 340 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 778 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 695 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
91	
6 minutes	8 minutes
*	26 minutes
293	
14 minutes	20 minutes
60 minutes	72 minutes
665	
27 minutes	26 minutes
102 minutes	104 minutes
613	
20 minutes	23 minutes
92 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,043 patients

Percentage of patients who spent four hours or less in the ED 91%

Same period last year	Change since one year ago
1,832	12%
92%	

* 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).

Lachlan Health Service - Forbes: Patients presenting to the emergency department October to December 2018

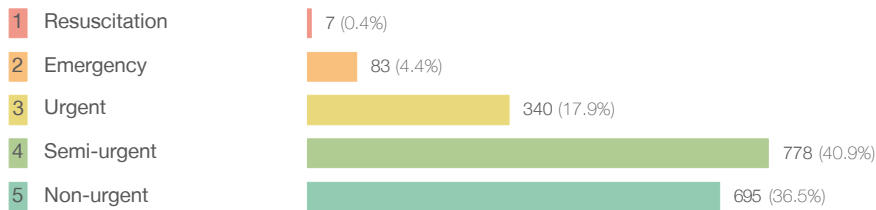
All presentations:¹ 2,043 patients

Same period last year
Change since one year ago

1,832 12%

Emergency presentations² by triage category: 1,903 patients

1,667 14%



5 40.0%

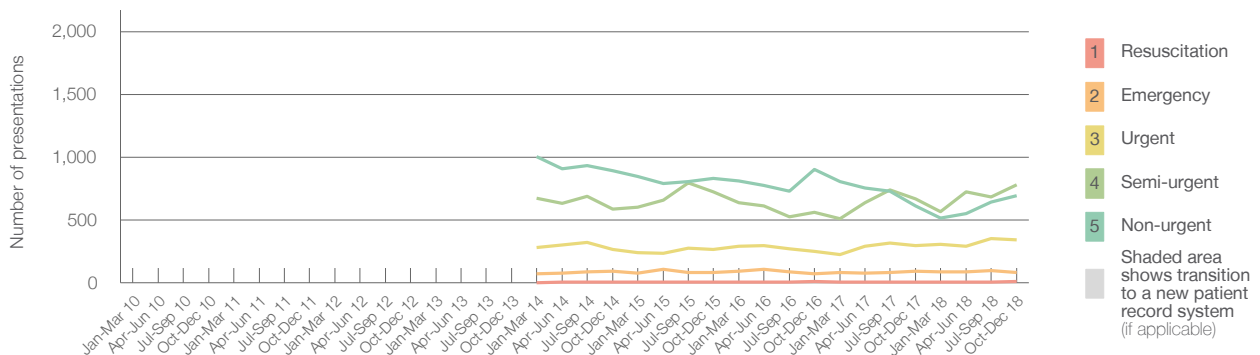
91 -8.8%

293 16.0%

665 17.0%

613 13.4%

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	7	5
Emergency						96	83	72	91
Urgent						267	265	251	293
Semi-urgent						585	724	560	665
Non-urgent						893	833	903	613
All emergency presentations						1,841	1,905	1,793	1,667

Lachlan Health Service - Forbes: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 195 patients

Same period last year
Change since one year ago

175

ED Transfer of care time

Median time 10 minutes

10 minutes 0 minutes

90th percentile time 29 minutes

29 minutes 0 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.

Lachlan Health Service - Forbes: 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: 83

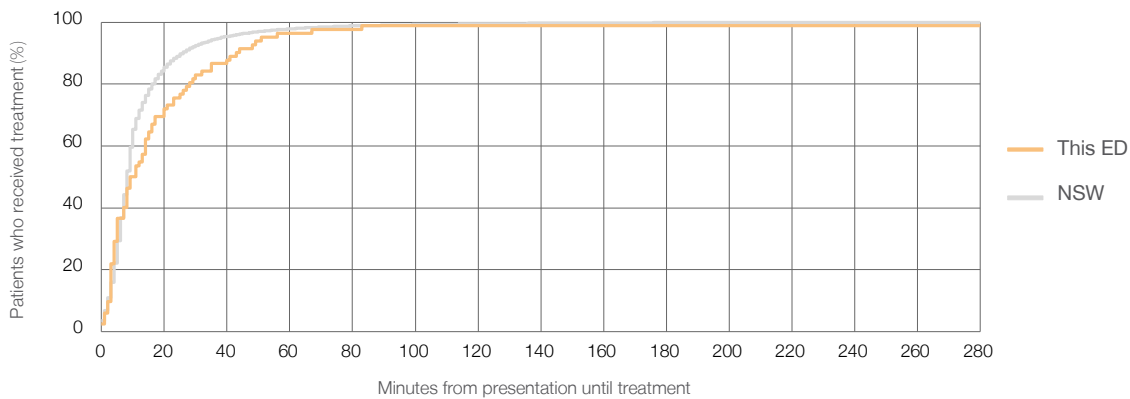
Number of triage 2 patients used to calculate waiting time:³ 82

Median time to start treatment⁴ 10 minutes

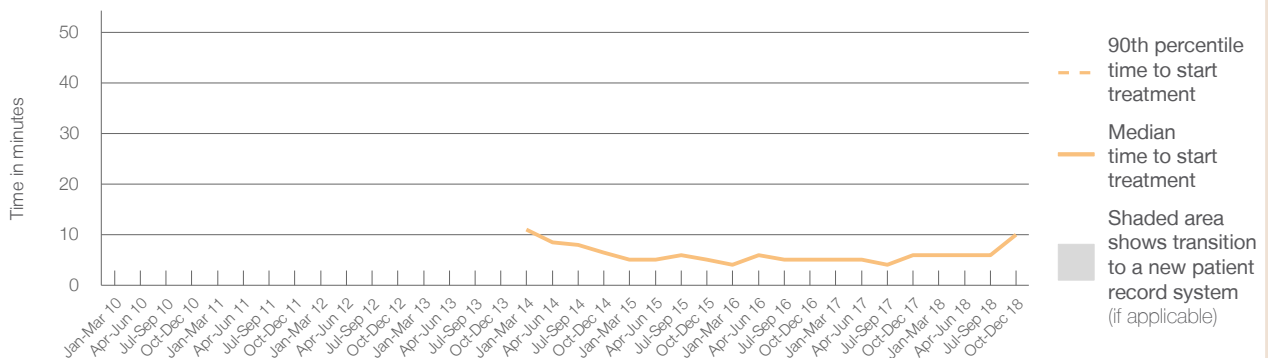
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
91	91
6 minutes	8 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)					7	5	5	6	10
90th percentile time to start treatment ⁵ (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.

Lachlan Health Service - Forbes: 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: 340

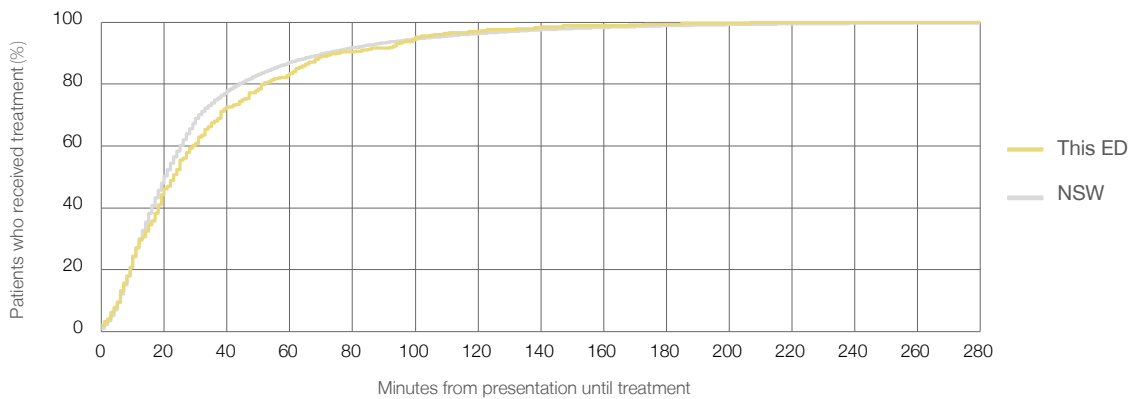
Number of triage 3 patients used to calculate waiting time:³ 332

Median time to start treatment⁴ 23 minutes

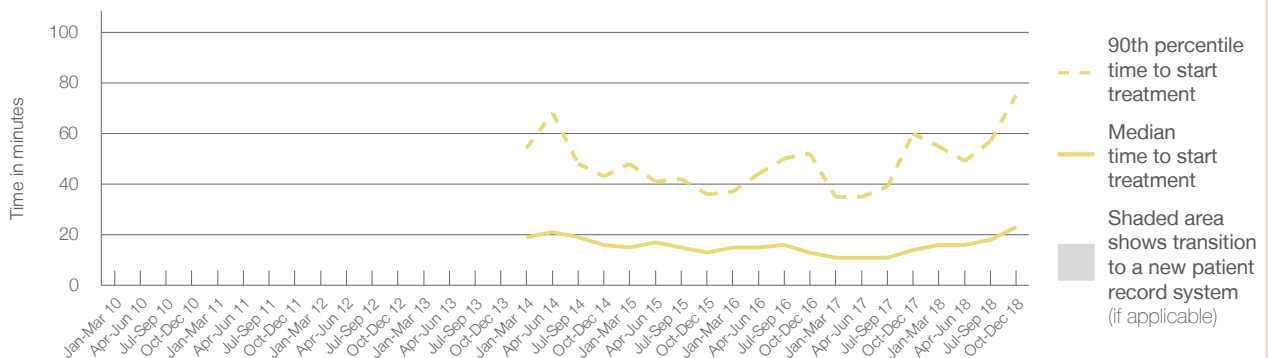
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
293	
288	
14 minutes	20 minutes
60 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)					16	13	13	14	23
90th percentile time to start treatment ⁵ (minutes)					43	36	52	60	75

(†) 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 October to December 2018

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

Number of triage 4 patients: 778

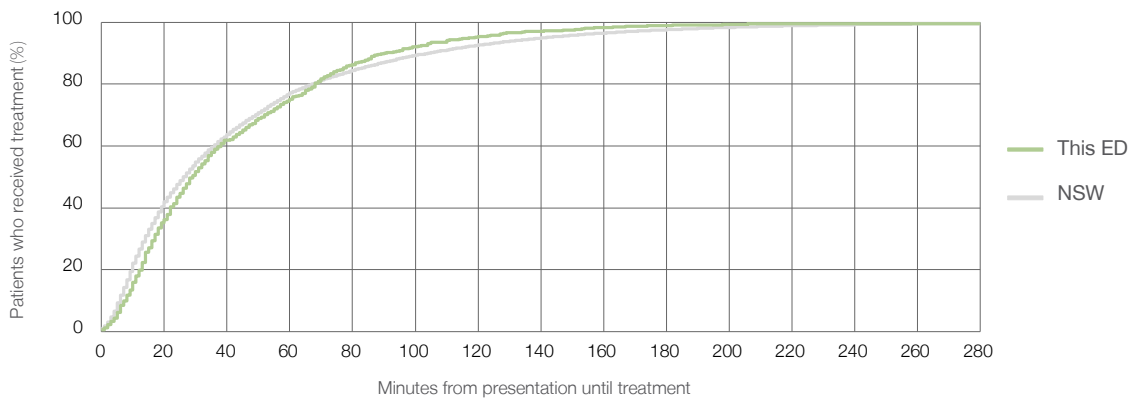
Number of triage 4 patients used to calculate waiting time:³ 748

Median time to start treatment⁴ 29 minutes

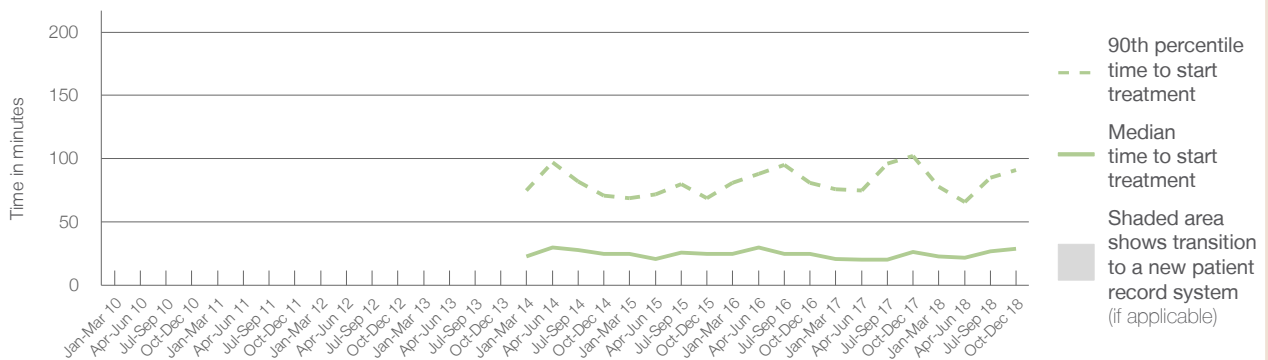
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
665	654
27 minutes	26 minutes
102 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)					25	25	25	27	29
90th percentile time to start treatment ⁵ (minutes)					71	69	81	102	91

(†) 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

October to December 2018

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

Number of triage 5 patients: 695

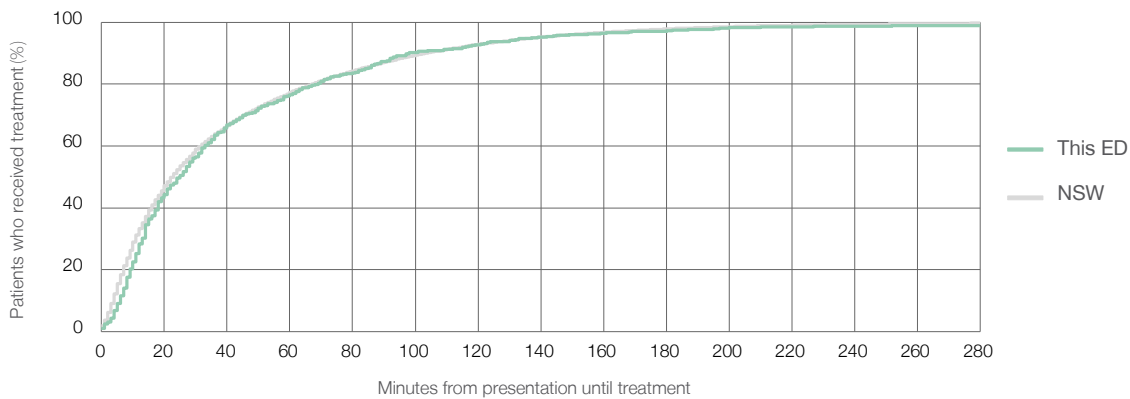
Number of triage 5 patients used to calculate waiting time:³ 658

Median time to start treatment⁴ 25 minutes

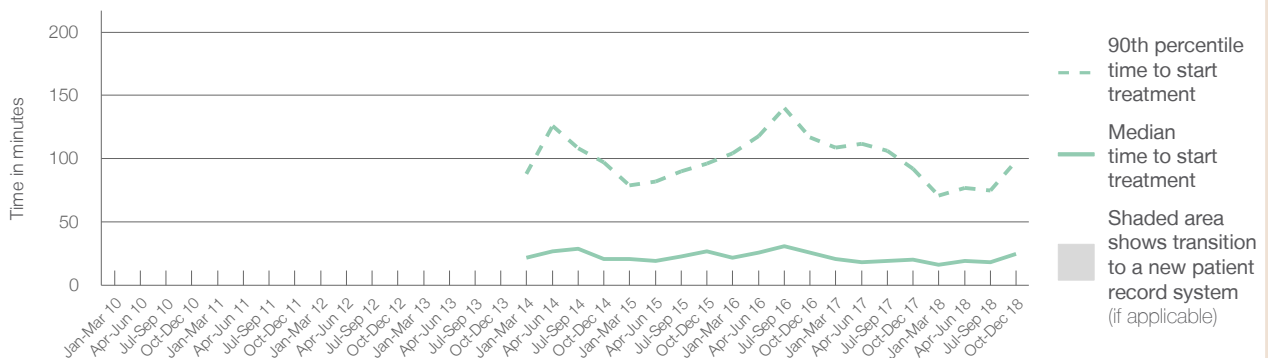
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
613	
599	
20 minutes	23 minutes
92 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)					21	27	26	20	25
90th percentile time to start treatment ⁵ (minutes)					97	96	117	92	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.

(§) 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

October to December 2018

All presentations:¹ 2,043 patients

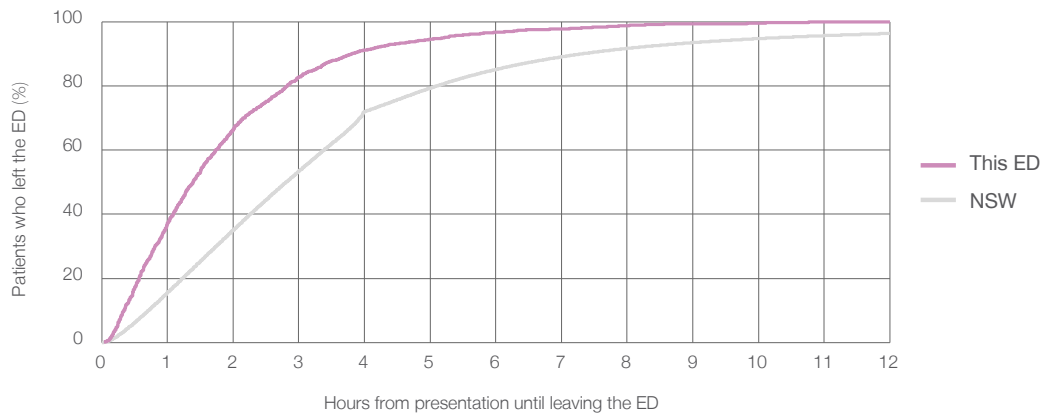
Presentations used to calculate time to leaving the ED:⁶ 2,043 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

90th percentile time spent in the ED⁹ 3 hours and 49 minutes

Same period last year	NSW (this period)
1,832	
1,832	
1 hours and 11 minutes	2 hours and 49 minutes
3 hours and 39 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 53m	0h 59m	1h 25m	1h 11m	1h 23m
90th percentile time spent in the ED ⁹ (hours, minutes)					2h 58m	3h 11m	4h 26m	3h 39m	3h 49m

(†) 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

October to December 2018

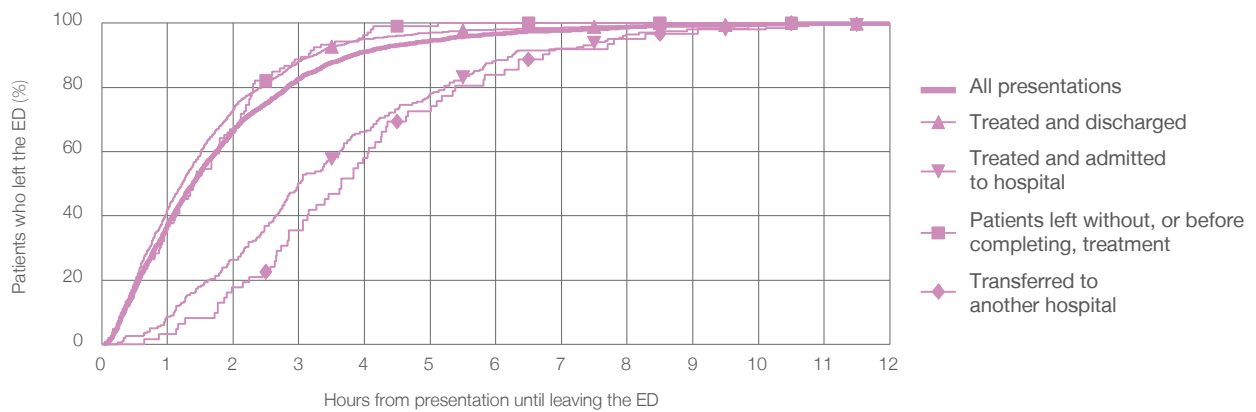
All presentations:¹ 2,043 patients

Presentations used to calculate time to leaving the ED:⁶ 2,043 patients

Treated and discharged	1,668 (81.6%)
Treated and admitted to hospital	201 (9.8%)
Patient left without, or before completing, treatment	106 (5.2%)
Transferred to another hospital	62 (3.0%)
Other	6 (0.3%)

Same period last year	Change since one year ago
1,832	12%
1,512	10.3%
236	-14.8%
44	140.9%
28	121.4%
12	-50.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	42.0%	73.1%	88.1%	95.1%	98.1%	99.2%	99.6%	99.9%
Treated and admitted to hospital	8.5%	26.4%	50.2%	66.2%	88.6%	96.5%	98.0%	99.5%
Patient left without, or before completing, treatment	36.8%	67.0%	88.7%	96.2%	100%	100%	100%	100%
Transferred to another hospital	3.2%	17.7%	35.5%	58.1%	83.9%	95.2%	100%	100%
All presentations	37.3%	66.5%	82.7%	91.1%	96.8%	98.8%	99.5%	99.9%

(†) 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.

(§) 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

October to December 2018

All presentations at the emergency department: ¹ 2,043 patients

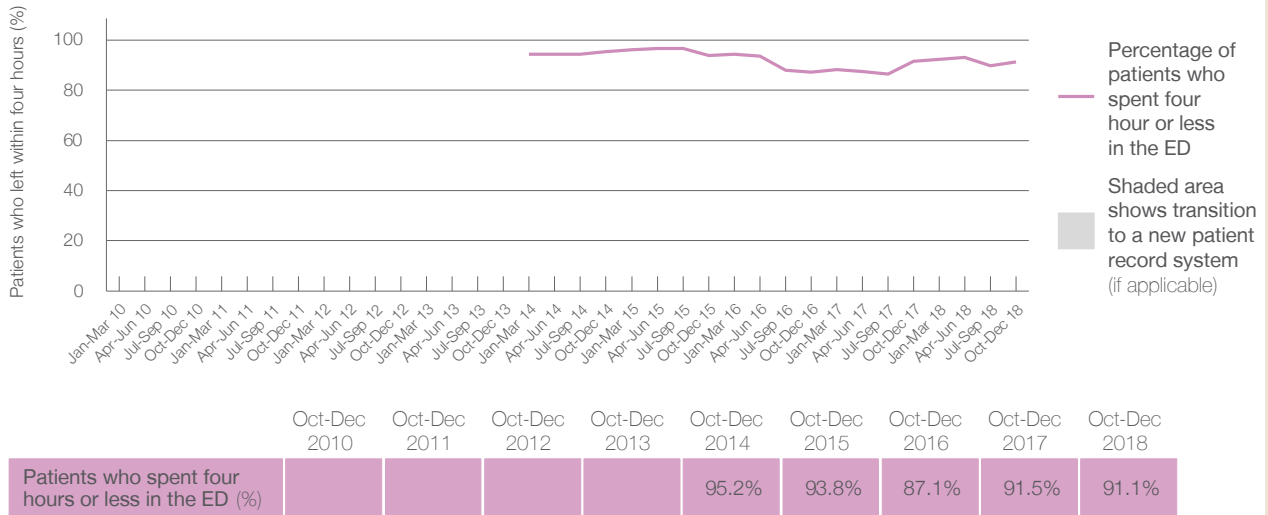
Presentations used to calculate time to leaving the ED: ⁶ 2,043 patients

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	1,832	12%
Presentations used to calculate time to leaving the ED	1,832	12%
Percentage of patients who spent four hours or less in the ED	91.5%	

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*.

§ 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, 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).

Mudgee Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,182 patients
Emergency presentations:² 3,108 patients

Same period last year	Change since one year ago
2,944	8%
2,864	9%

Mudgee Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 204 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 781 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,573 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 531 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
207	
9 minutes	8 minutes
28 minutes	26 minutes
682	
25 minutes	20 minutes
59 minutes	72 minutes
1,453	
33 minutes	26 minutes
104 minutes	104 minutes
514	
32 minutes	23 minutes
132 minutes	104 minutes

Mudgee Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,182 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
2,943	8%
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.

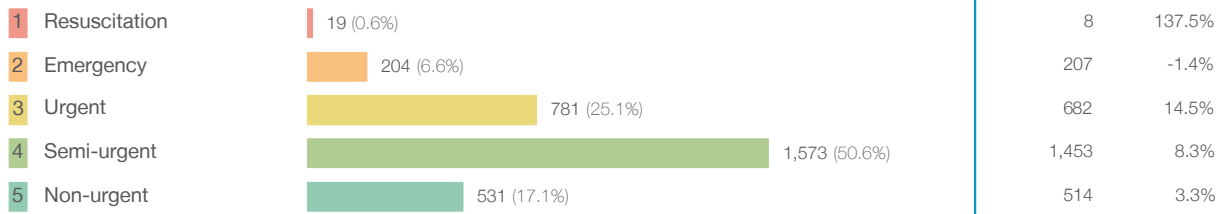
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mudgee Health Service: Patients presenting to the emergency department

October to December 2018

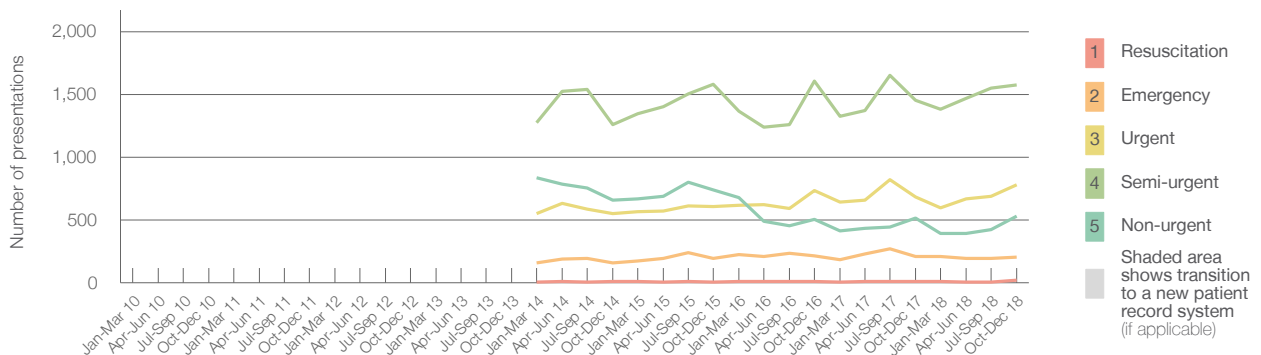
All presentations:¹ 3,182 patients

Emergency presentations² by triage category: 3,108 patients



Same period last year	Change since one year ago
2,944	8%
2,864	9%
8	137.5%
207	-1.4%
682	14.5%
1,453	8.3%
514	3.3%

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					8	5	11	8	19
Emergency					156	192	213	207	204
Urgent					548	606	732	682	781
Semi-urgent					1,261	1,582	1,608	1,453	1,573
Non-urgent					655	739	504	514	531
All emergency presentations					2,628	3,124	3,068	2,864	3,108

Mudgee Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:⁷ 273 patients

ED Transfer of care time



Same period last year	Change since one year ago
243	
7 minutes	1 minute
19 minutes	0 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

October to December 2018

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

Number of triage 2 patients: 204

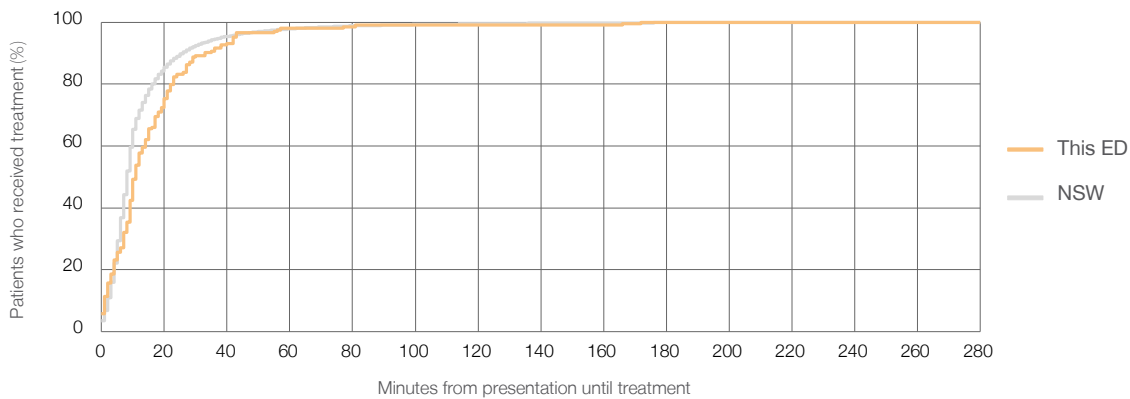
Number of triage 2 patients used to calculate waiting time:³ 203

Median time to start treatment⁴ 11 minutes

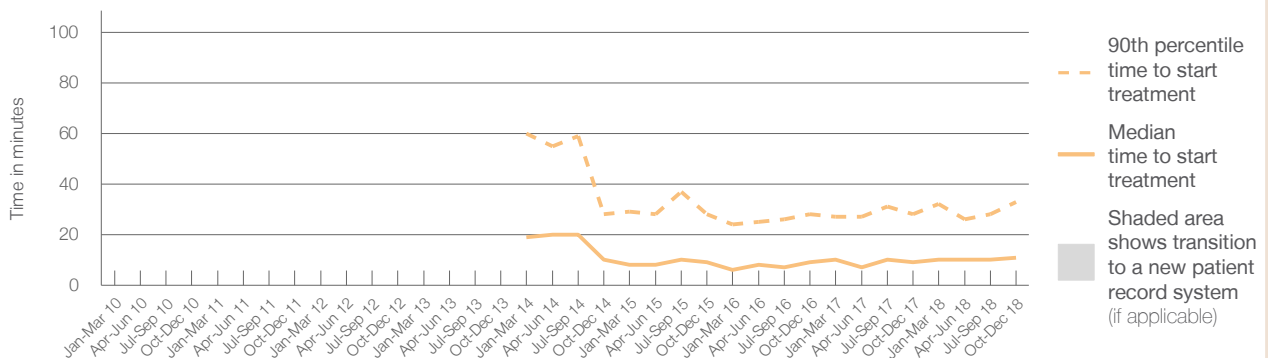
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
207	
206	
9 minutes	8 minutes
28 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)					10	9	9	9	11
90th percentile time to start treatment ⁵ (minutes)					28	28	28	28	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.

Mudgee Health Service: 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: 781

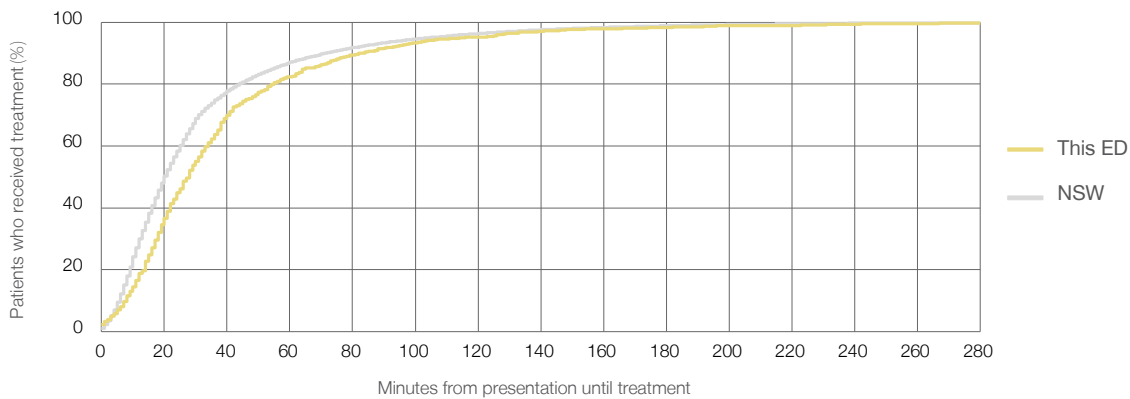
Number of triage 3 patients used to calculate waiting time:³ 762

Median time to start treatment⁴ 28 minutes

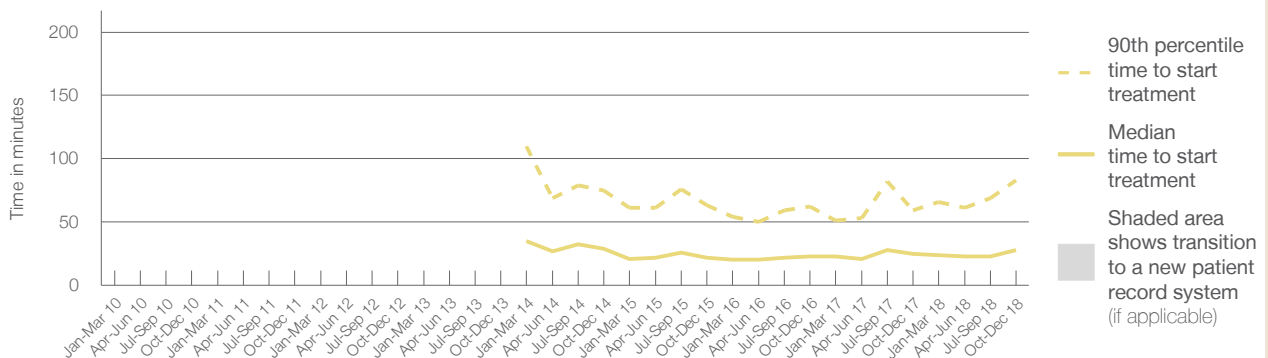
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
682	
662	
25 minutes	20 minutes
59 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)					29	22	23	25	28
90th percentile time to start treatment ⁵ (minutes)					75	63	62	59	83

(†) 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 October to December 2018

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

Number of triage 4 patients: 1,573

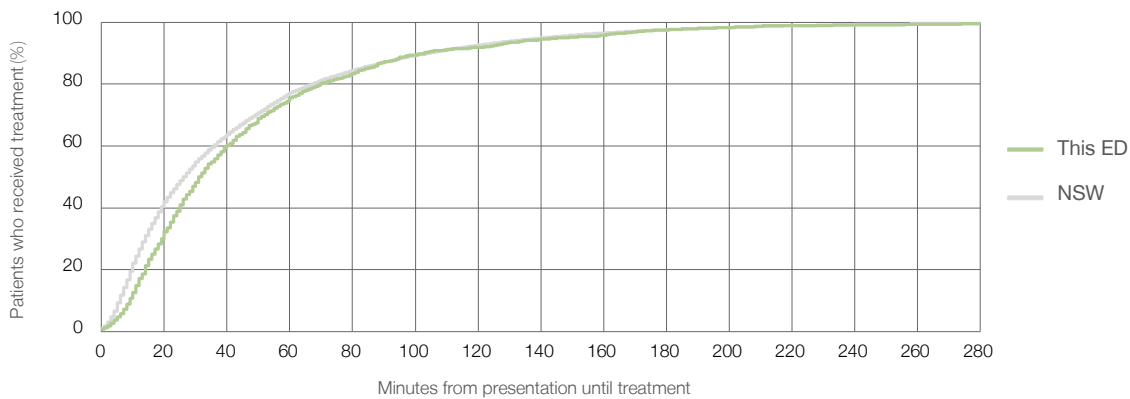
Number of triage 4 patients used to calculate waiting time:³ 1,423

Median time to start treatment⁴ 31 minutes

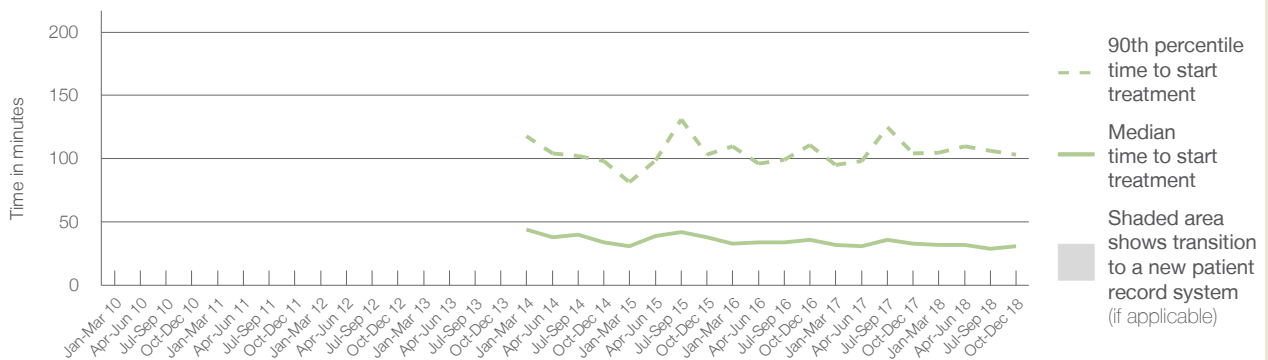
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,453	1,333
33 minutes	26 minutes
104 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)					34	38	36	33	31
90th percentile time to start treatment ⁵ (minutes)					98	103	111	104	103

(†) 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

October to December 2018

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

Number of triage 5 patients: 531

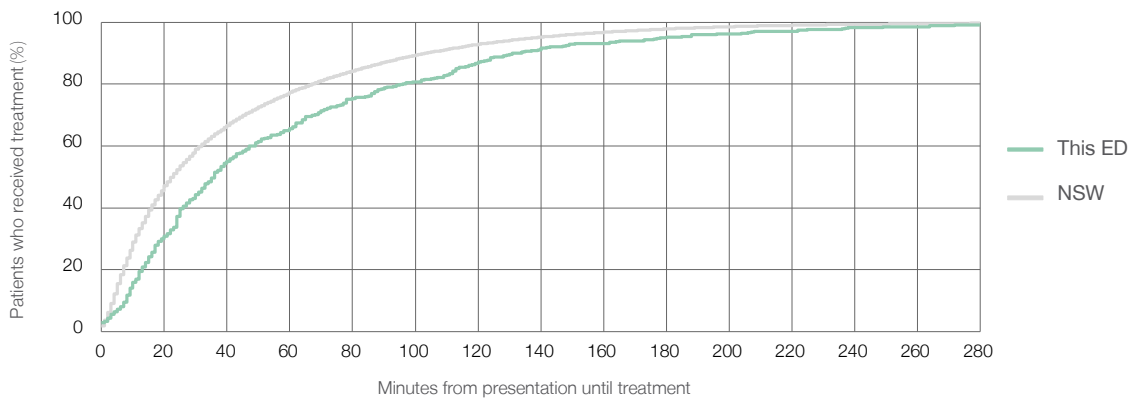
Number of triage 5 patients used to calculate waiting time:³ 416

Median time to start treatment⁴ 36 minutes

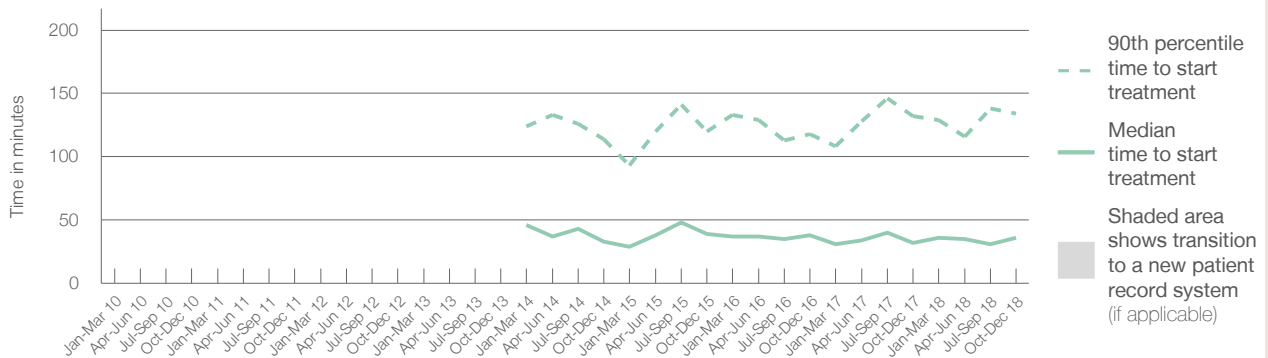
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
514	
432	
32 minutes	23 minutes
132 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)					33	39	38	32	36
90th percentile time to start treatment ⁵ (minutes)					114	120	118	132	134

(†) 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

October to December 2018

All presentations:¹ 3,182 patients

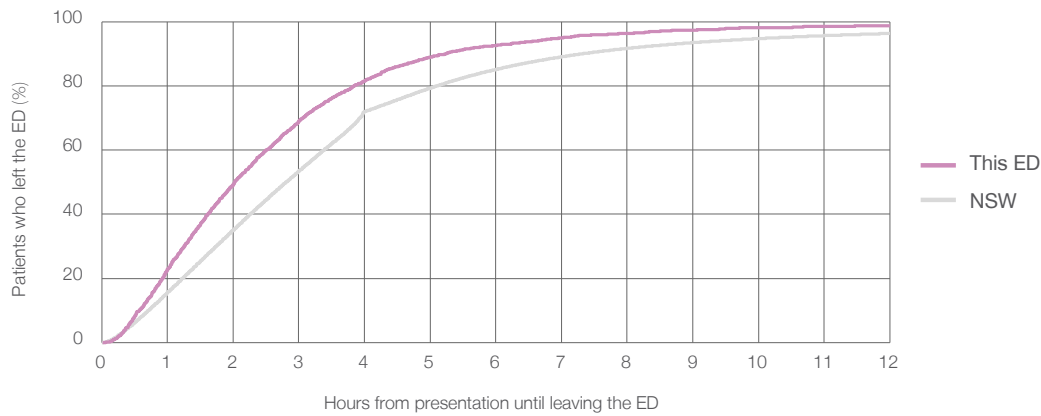
Presentations used to calculate time to leaving the ED:⁶ 3,182 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

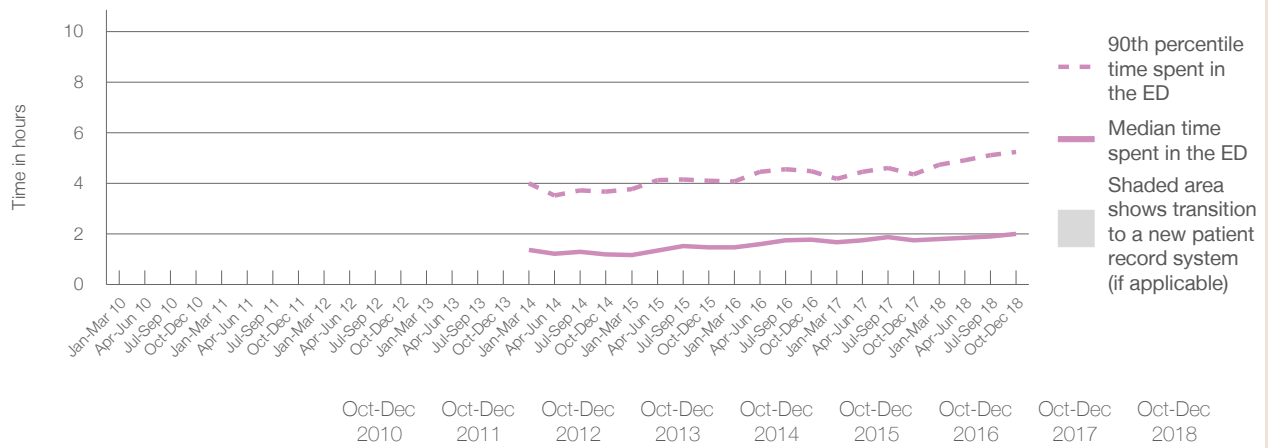
90th percentile time spent in the ED⁹ 5 hours and 14 minutes

Same period last year	NSW (this period)
2,944	
2,943	
1 hours and 46 minutes	2 hours and 49 minutes
4 hours and 22 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)					1h 12m	1h 28m	1h 47m	1h 46m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)					3h 41m	4h 6m	4h 29m	4h 22m	5h 14m

(†) 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

October to December 2018

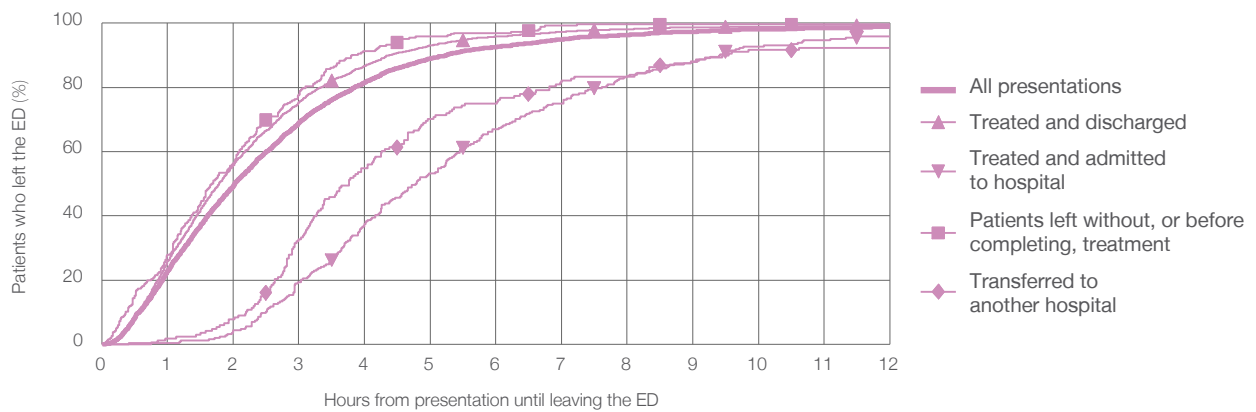
All presentations:¹ 3,182 patients

Presentations used to calculate time to leaving the ED:⁶ 3,182 patients

Treated and discharged	2,487 (78.2%)
Treated and admitted to hospital	248 (7.8%)
Patient left without, or before completing, treatment	266 (8.4%)
Transferred to another hospital	168 (5.3%)
Other	13 (0.4%)

Same period last year	Change since one year ago
2,943	8%
2,316	7.4%
269	-7.8%
222	19.8%
117	43.6%
20	-35.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.8%	55.9%	75.4%	86.7%	95.8%	98.2%	98.9%	99.4%
Treated and admitted to hospital	0.4%	4.4%	19.4%	37.5%	66.9%	83.5%	92.7%	96.0%
Patient left without, or before completing, treatment	27.8%	56.4%	77.8%	91.4%	97.0%	99.6%	99.6%	99.6%
Transferred to another hospital	1.8%	7.7%	32.7%	54.8%	75.0%	83.3%	91.7%	92.3%
All presentations	22.9%	49.5%	69.0%	81.6%	92.6%	96.4%	98.1%	98.8%

(†) 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.

Mudgee Health Service: 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 3,182 patients

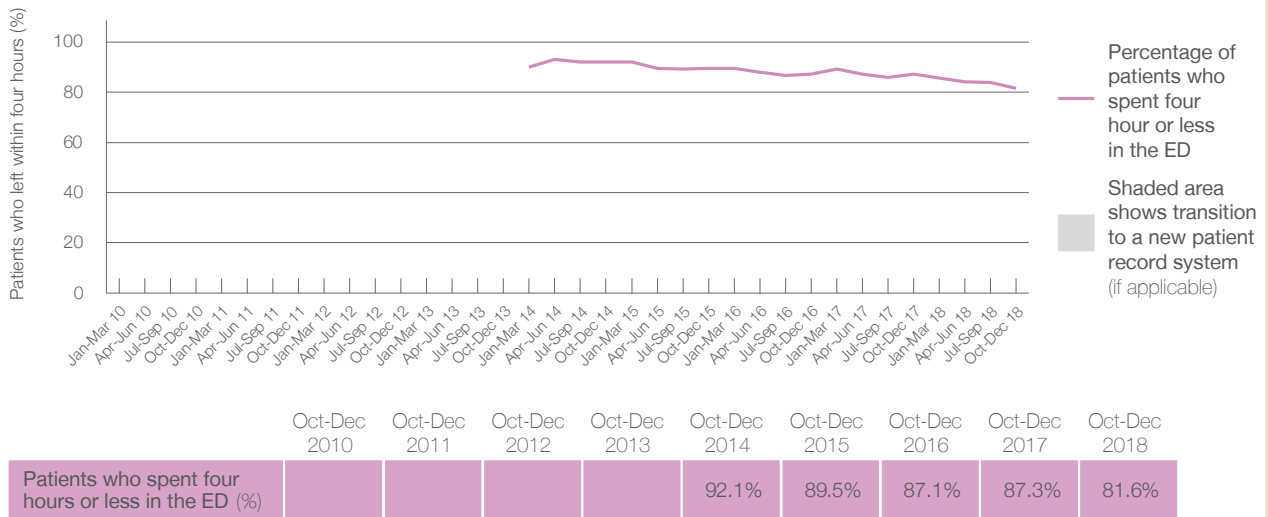
Presentations used to calculate time to leaving the ED: ⁶ 3,182 patients

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	2,944	8%
Presentations used to calculate time to leaving the ED	2,943	8%
Percentage of patients who spent four hours or less in the ED	87.3%	

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*.
 § 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, 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).

Orange Health Service: Emergency department (ED) overview

October to December 2018



All presentations:¹ 7,818 patients
 Emergency presentations:² 7,741 patients

Same period last year	Change since one year ago
7,568	3%
7,487	3%



Orange Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,131 patients

Median time to start treatment⁴  5 minutes
 90th percentile time to start treatment⁵  10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,859 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,960 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,712 patients

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  93 minutes

Same period last year	NSW (this period)
1,057	
5 minutes	8 minutes
10 minutes	26 minutes
1,789	
15 minutes	20 minutes
40 minutes	72 minutes
2,843	
20 minutes	26 minutes
66 minutes	104 minutes
1,711	
17 minutes	23 minutes
85 minutes	104 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,817 patients

Percentage of patients who spent four hours or less in the ED  74%

Same period last year	Change since one year ago
7,567	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: 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.

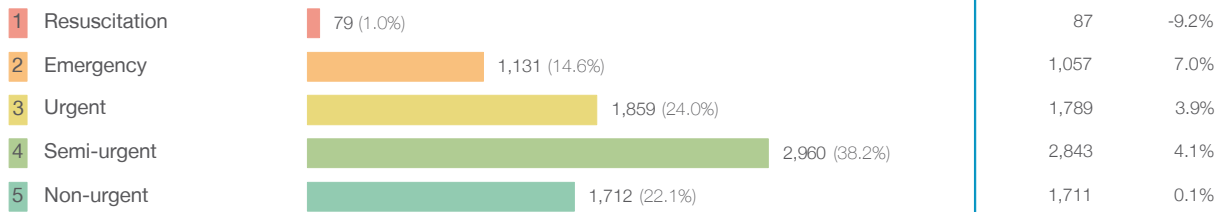
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Orange Health Service: Patients presenting to the emergency department October to December 2018

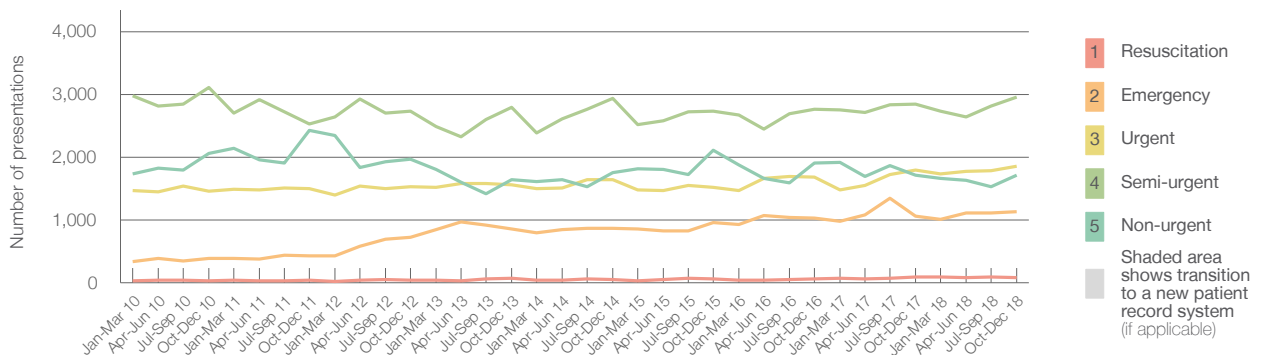
All presentations:¹ 7,818 patients

Emergency presentations² by triage category: 7,741 patients



Same period last year	Change since one year ago
7,568	3%
7,487	3%
87	-9.2%
1,057	7.0%
1,789	3.9%
2,843	4.1%
1,711	0.1%

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	33	38	35	70	50	61	57	87	79
Emergency	389	422	722	857	869	953	1,033	1,057	1,131
Urgent	1,459	1,503	1,527	1,562	1,641	1,523	1,680	1,789	1,859
Semi-urgent	3,110	2,525	2,733	2,789	2,940	2,729	2,766	2,843	2,960
Non-urgent	2,064	2,427	1,969	1,637	1,755	2,115	1,907	1,711	1,712
All emergency presentations	7,055	6,915	6,986	6,915	7,255	7,381	7,443	7,487	7,741

Orange Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,472 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,326	
10 minutes	0 minutes
22 minutes	-2 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.

Orange Health Service: 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: 1,131

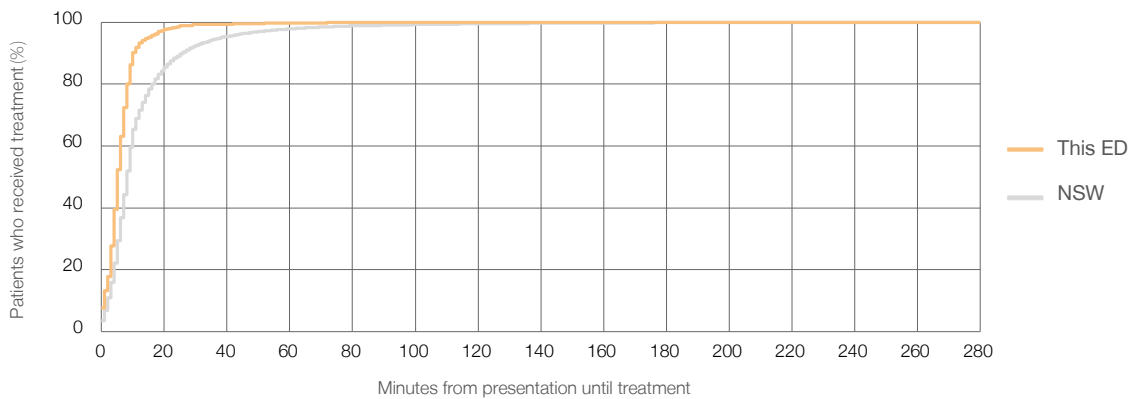
Number of triage 2 patients used to calculate waiting time:³ 1,129

Median time to start treatment⁴ 5 minutes

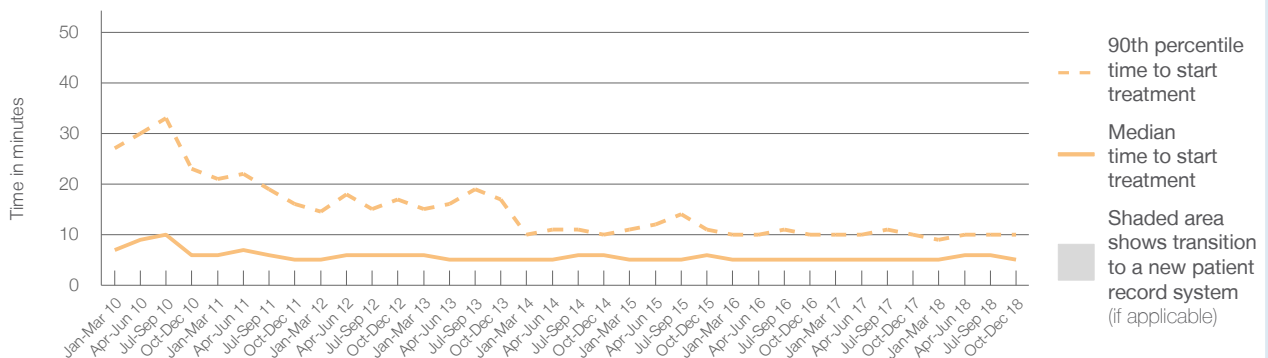
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,057	
1,054	
5 minutes	8 minutes
10 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)	6	5	6	5	6	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)	23	16	17	17	10	11	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 October to December 2018

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

Number of triage 3 patients: 1,859

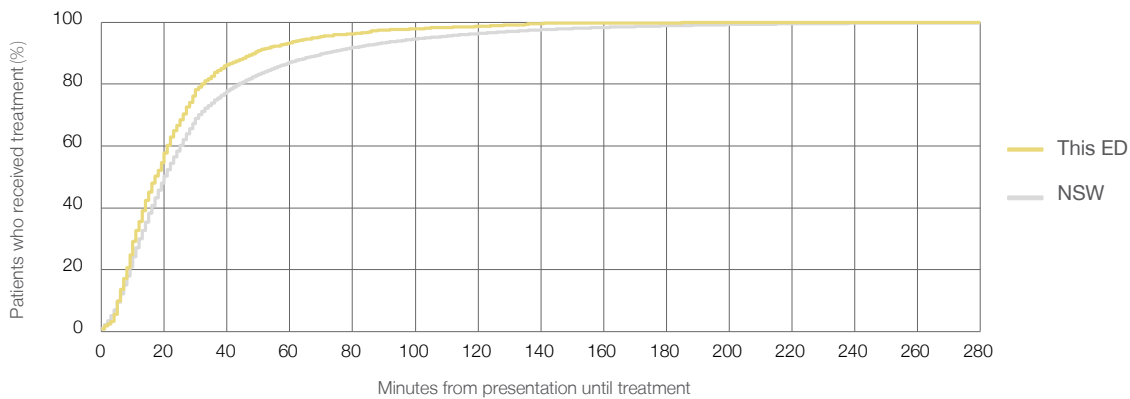
Number of triage 3 patients used to calculate waiting time:³ 1,847

Median time to start treatment⁴ 17 minutes

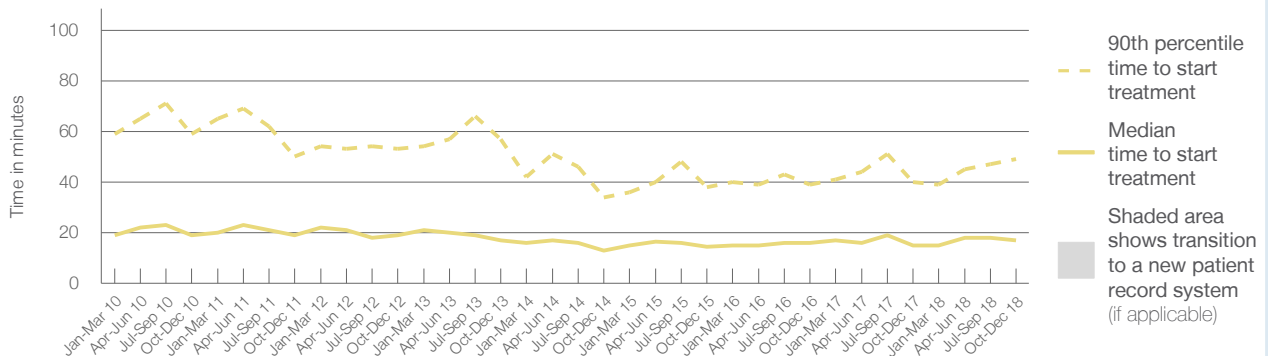
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,789	1,776
15 minutes	20 minutes
40 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)	19	19	19	17	13	15	16	15	17
90th percentile time to start treatment ⁵ (minutes)	59	50	53	57	34	38	39	40	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.

Orange Health Service: 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: 2,960

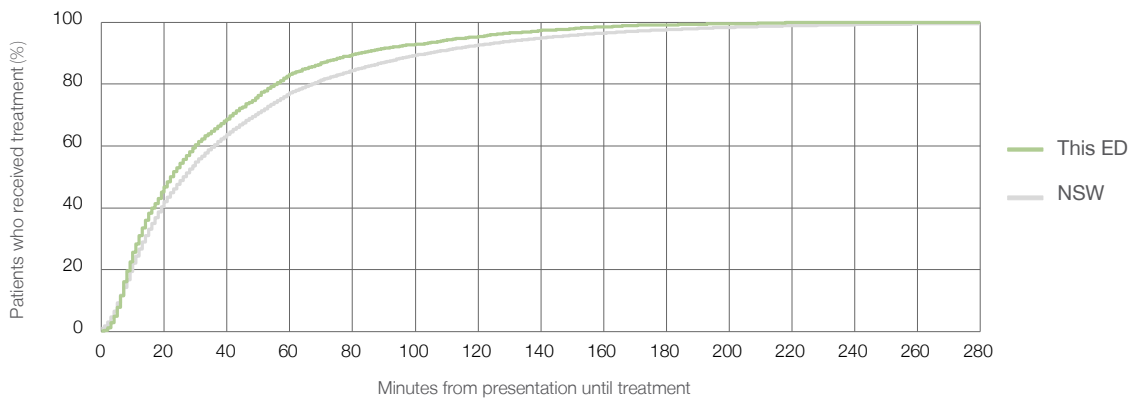
Number of triage 4 patients used to calculate waiting time:³ 2,851

Median time to start treatment⁴ 22 minutes

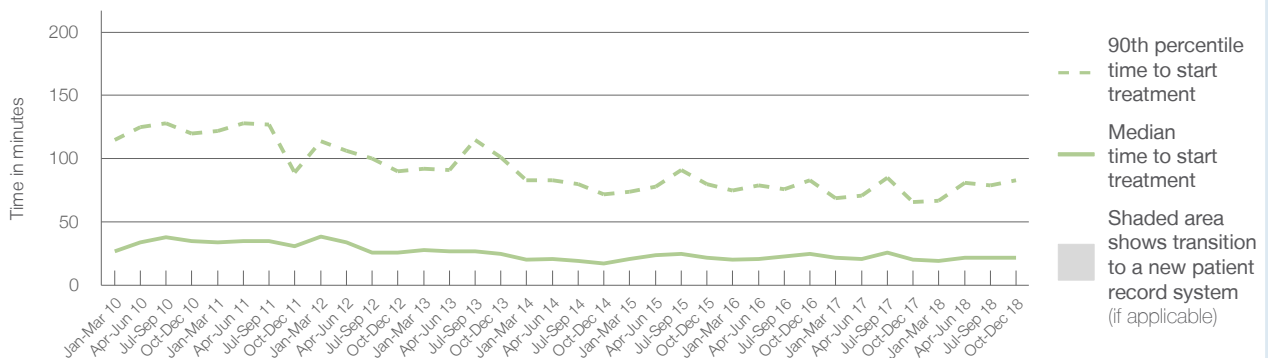
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,843	2,750
20 minutes	26 minutes
66 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)	35	31	26	25	17	22	25	20	22
90th percentile time to start treatment ⁵ (minutes)	120	89	90	101	72	80	83	66	83

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,712

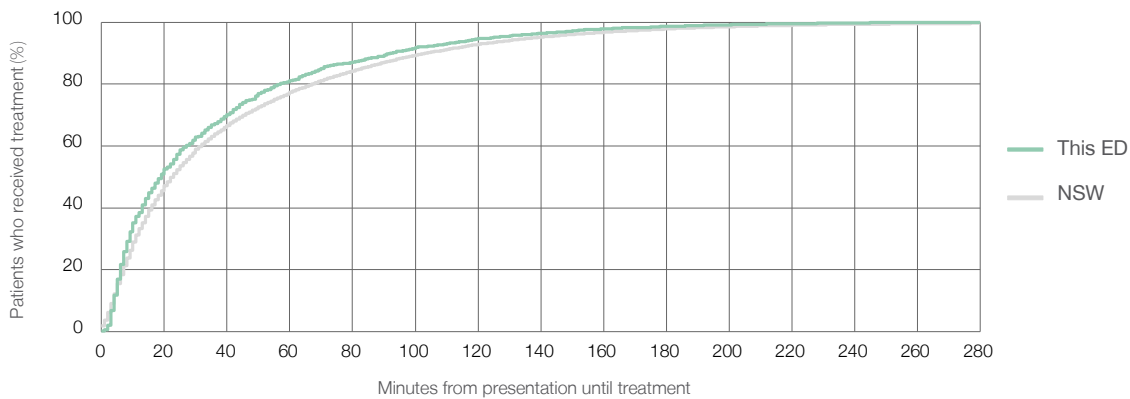
Number of triage 5 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴ 19 minutes

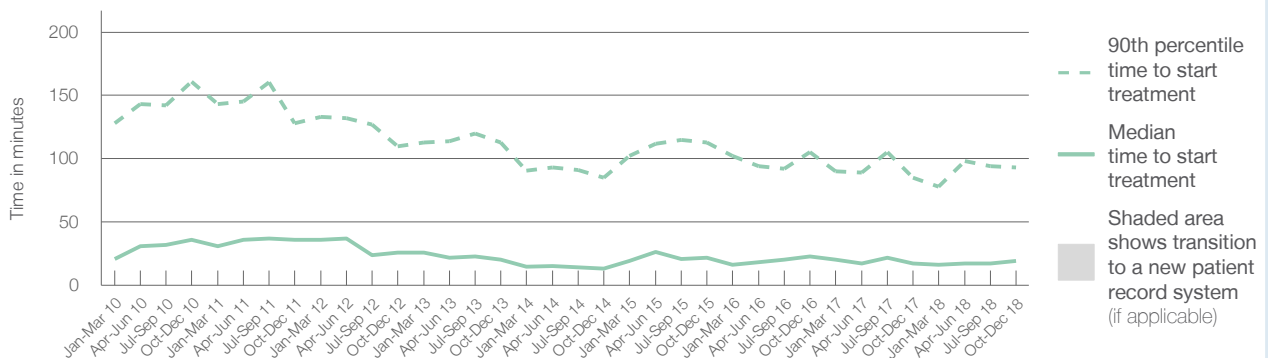
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,711	1,615
17 minutes	23 minutes
85 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)	36	36	26	20	13	22	23	17	19
90th percentile time to start treatment ⁵ (minutes)	161	128	110	113	85	113	105	85	93

(†) 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

October to December 2018

All presentations:¹ 7,818 patients

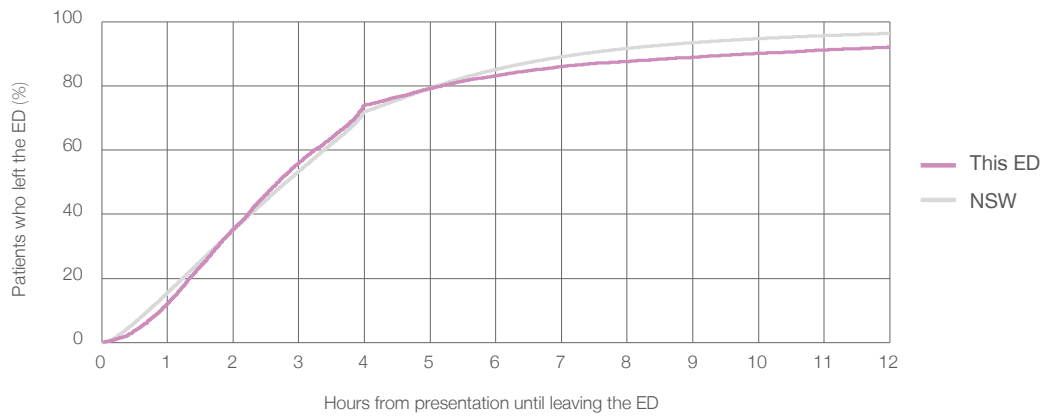
Presentations used to calculate time to leaving the ED:⁶ 7,817 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

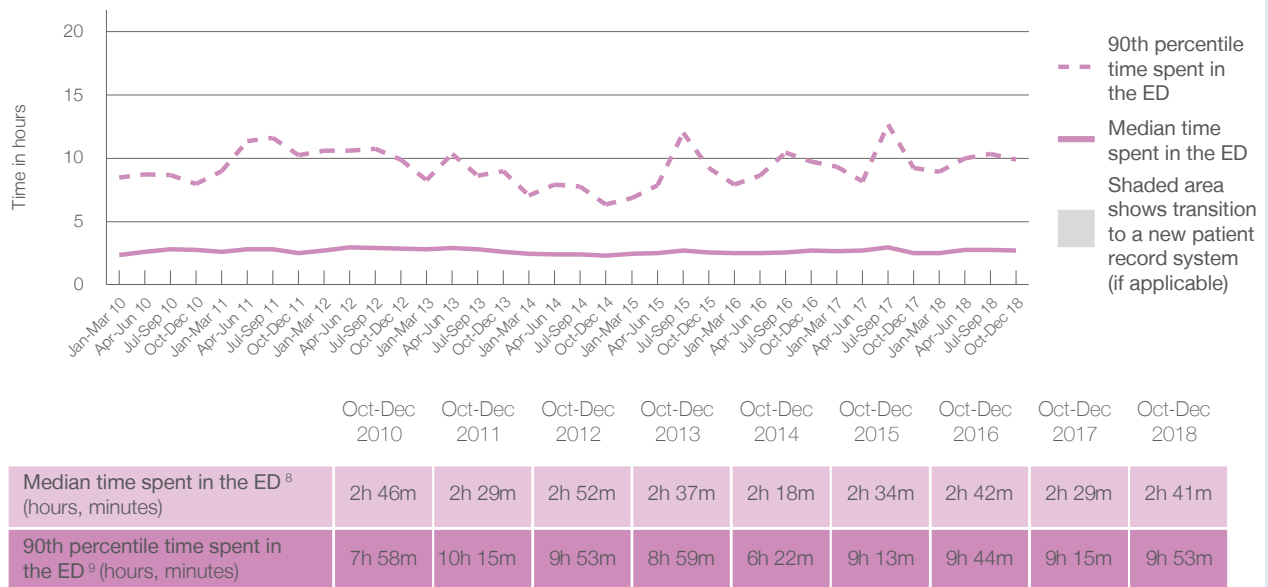
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
7,568	
7,567	
2 hours and 29 minutes	2 hours and 49 minutes
9 hours and 15 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^{†‡}



(†) 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

October to December 2018

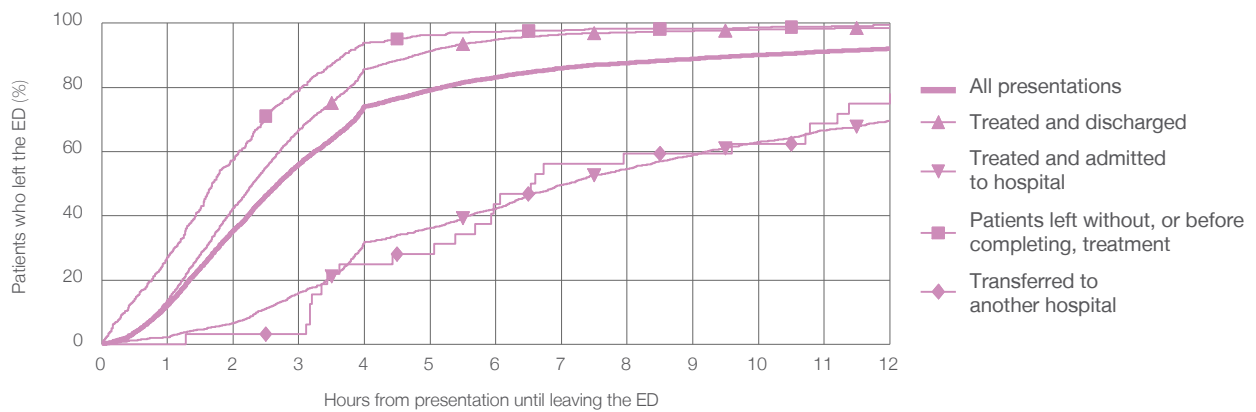
All presentations:¹ 7,818 patients

Presentations used to calculate time to leaving the ED:⁶ 7,817 patients

Treated and discharged	5,519 (70.6%)
Treated and admitted to hospital	1,735 (22.2%)
Patient left without, or before completing, treatment	508 (6.5%)
Transferred to another hospital	32 (0.4%)
Other	24 (0.3%)

Same period last year	Change since one year ago
7,567	3%
5,396	2.3%
1,775	-2.3%
331	53.5%
31	3.2%
35	-31.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.7%	42.5%	66.7%	85.7%	94.9%	97.1%	98.0%	98.5%
Treated and admitted to hospital	2.1%	6.6%	16.0%	31.9%	42.2%	54.6%	63.0%	69.7%
Patient left without, or before completing, treatment	27.2%	57.5%	78.9%	93.9%	97.2%	98.2%	98.6%	99.4%
Transferred to another hospital	0%	3.1%	3.1%	25.0%	43.8%	59.4%	62.5%	78.1%
All presentations	12.1%	35.4%	56.1%	74.1%	83.2%	87.6%	90.1%	92.1%

(†) 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

October to December 2018

All presentations at the emergency department: ¹ 7,818 patients

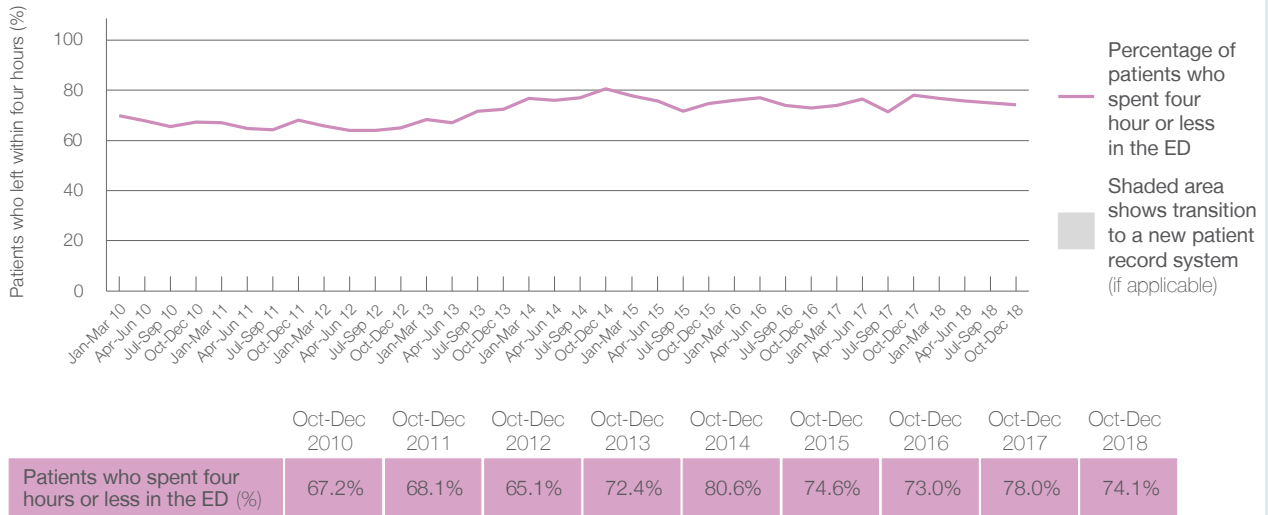
Presentations used to calculate time to leaving the ED: ⁶ 7,817 patients

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	7,568	3%
Presentations used to calculate time to leaving the ED	7,567	3%
Percentage of patients who spent four hours or less in the ED	78.0%	

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).