### Moruya District Hospital: Emergency department (ED) overview
**July to September 2016**

<table>
<thead>
<tr>
<th>All presentations:</th>
<th>2,441 patients</th>
<th>Emergency presentations:</th>
<th>2,303 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same period last year</td>
<td>2,230</td>
<td>Change since one year ago</td>
<td>9.5%</td>
</tr>
<tr>
<td></td>
<td>2,118</td>
<td></td>
<td>8.7%</td>
</tr>
</tbody>
</table>

### Moruya District Hospital: Time patients waited to start treatment
**July to September 2016**

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns):</th>
<th>307 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>7 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>34 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration):</th>
<th>774 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>17 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>76 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache):</th>
<th>880 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>22 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>123 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions):</th>
<th>321 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>22 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>143 minutes</td>
<td></td>
</tr>
</tbody>
</table>

### Moruya District Hospital: Time from presentation until leaving the ED
**July to September 2016**

<table>
<thead>
<tr>
<th>Attendances used to calculate time to leaving the ED:</th>
<th>2,441 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same period last year</td>
<td>2,230</td>
</tr>
<tr>
<td></td>
<td>2,118</td>
</tr>
</tbody>
</table>

| Percentage of patients who spent four hours or less in the ED | 73.4% |
| | | |

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* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. 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.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).
Moruya District Hospital: Patients presenting to the emergency department
July to September 2016

All presentations: 2,441 patients

Emergency presentations by triage category: 2,303 patients

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>21</td>
<td>0.9%</td>
</tr>
<tr>
<td>Emergency</td>
<td>307</td>
<td>13.3%</td>
</tr>
<tr>
<td>Urgent</td>
<td>774</td>
<td>33.6%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>880</td>
<td>38.2%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>321</td>
<td>13.9%</td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
<th>All emergency presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep '11</td>
<td>7</td>
<td>219</td>
<td>679</td>
<td>1,038</td>
<td>527</td>
<td>2,470</td>
</tr>
<tr>
<td>Jul-Sep '12</td>
<td>13</td>
<td>227</td>
<td>658</td>
<td>961</td>
<td>378</td>
<td>2,257</td>
</tr>
<tr>
<td>Jul-Sep '13</td>
<td>14</td>
<td>251</td>
<td>669</td>
<td>832</td>
<td>352</td>
<td>2,118</td>
</tr>
<tr>
<td>Jul-Sep '14</td>
<td>21</td>
<td>307</td>
<td>774</td>
<td>880</td>
<td>321</td>
<td>2,303</td>
</tr>
</tbody>
</table>

Arrivals used to calculate transfer of care time: 558 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Metric</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time</td>
<td>12 minutes</td>
</tr>
<tr>
<td>95th percentile time</td>
<td>40 minutes</td>
</tr>
</tbody>
</table>

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.
Moruya District Hospital: Time patients waited to start treatment, triage 2
July to September 2016

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients: 307</td>
<td></td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time: 304</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>7 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>34 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>251</td>
<td>245</td>
</tr>
<tr>
<td>7 minutes</td>
<td>8 minutes</td>
</tr>
<tr>
<td>38 minutes</td>
<td>41 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 2 patients who received treatment by time, July to September 2016

![Graph showing percentage of triage 2 patients who received treatment by time](image)

Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016

![Graph showing time patients waited to start treatment](image)

<table>
<thead>
<tr>
<th>Median time to start treatment (minutes)</th>
<th>8</th>
<th>6</th>
<th>7</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>95th percentile time to start treatment (minutes)</td>
<td>41</td>
<td>25</td>
<td>38</td>
<td>34</td>
</tr>
</tbody>
</table>

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Moruya District Hospital: Time patients waited to start treatment, triage 3
July to September 2016

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

Number of triage 3 patients: 774
Number of triage 3 patients used to calculate waiting time: 750

<table>
<thead>
<tr>
<th></th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17 minutes</td>
<td>76 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>22 minutes</td>
<td>109 minutes</td>
</tr>
<tr>
<td>2012</td>
<td>20 minutes</td>
<td>90 minutes</td>
</tr>
<tr>
<td>2013</td>
<td>20 minutes</td>
<td>119 minutes</td>
</tr>
<tr>
<td>2014</td>
<td>17 minutes</td>
<td>76 minutes</td>
</tr>
<tr>
<td>2015</td>
<td>19 minutes</td>
<td>103 minutes</td>
</tr>
<tr>
<td>2016</td>
<td>17 minutes</td>
<td>76 minutes</td>
</tr>
</tbody>
</table>

Same period last year
NSW (this period)

<table>
<thead>
<tr>
<th>Year</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>669 minutes</td>
<td>655 minutes</td>
</tr>
<tr>
<td></td>
<td>20 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td></td>
<td>119 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

PERFORMANCE PROFILES:
Emergency department care July to September 2016

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(3) 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.
Moruya District Hospital: Time patients waited to start treatment, triage 4
July to September 2016

Triage 4  Semi-urgent (e.g. sprained ankle, earache)
Number of triage 4 patients: 880
Number of triage 4 patients used to calculate waiting time: 804
Median time to start treatment: 22 minutes
95th percentile time to start treatment: 123 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016

<table>
<thead>
<tr>
<th>Minutes from presentation until treatment</th>
<th>Patients who received treatment (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>80</td>
<td>80</td>
</tr>
<tr>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>140</td>
<td>140</td>
</tr>
<tr>
<td>160</td>
<td>160</td>
</tr>
<tr>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>220</td>
<td>220</td>
</tr>
<tr>
<td>240</td>
<td>240</td>
</tr>
<tr>
<td>260</td>
<td>260</td>
</tr>
<tr>
<td>280</td>
<td>280</td>
</tr>
</tbody>
</table>

Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>34</td>
<td>188</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>28</td>
<td>171</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>27</td>
<td>154</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>22</td>
<td>123</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Moruya District Hospital: Time patients waited to start treatment, triage 5
July to September 2016

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

Number of triage 5 patients: 321
Number of triage 5 patients used to calculate waiting time: **267**

Median time to start treatment

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>38</td>
<td>33</td>
<td>28</td>
<td>22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>95th percentile</td>
<td>217</td>
<td>183</td>
<td>143</td>
<td>143</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Same period last year (NSW this period)

<table>
<thead>
<tr>
<th>Time (minutes)</th>
<th>Last year</th>
<th>(NSW this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>352</td>
<td>267</td>
</tr>
<tr>
<td>95th percentile</td>
<td>28</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>143</td>
<td>138</td>
</tr>
</tbody>
</table>

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Moruya District Hospital: Time patients spent in the ED
July to September 2016

All presentations: 1,441 patients
Presentations used to calculate time to leaving the ED: 2,441 patients

Median time spent in the ED:
2 hours and 24 minutes

95th percentile time spent in the ED:
8 hours and 51 minutes

Percentage of patients who left the ED by time, July to September 2016

Time patients spent in the ED, by quarter, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Median time to leaving the ED</th>
<th>95th percentile time to leaving the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>2h 34m</td>
<td>9h 40m</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>2h 32m</td>
<td>8h 30m</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>2h 27m</td>
<td>9h 9m</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>2h 24m</td>
<td>8h 51m</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jul-Sep 2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

All presentations: 1 2,441 patients
Presentations used to calculate time to leaving the ED: 5 2,441 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Percentage (Marvel)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>96.4%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>98.6%</td>
</tr>
<tr>
<td>Patient left without, or before</td>
<td>99.9%</td>
</tr>
<tr>
<td>completing, treatment</td>
<td>99.9%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>98.4%</td>
</tr>
<tr>
<td>Other</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hours from presentation until leaving the ED</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing, treatment</th>
<th>Transferred to another hospital</th>
<th>All presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>31.0%</td>
<td>1.2%</td>
<td>28.8%</td>
<td>0%</td>
<td>21.3%</td>
</tr>
<tr>
<td>2 hours</td>
<td>60.6%</td>
<td>5.5%</td>
<td>66.2%</td>
<td>9.0%</td>
<td>42.2%</td>
</tr>
<tr>
<td>3 hours</td>
<td>80.8%</td>
<td>19.1%</td>
<td>75.3%</td>
<td>20.5%</td>
<td>59.8%</td>
</tr>
<tr>
<td>4 hours</td>
<td>91.1%</td>
<td>39.8%</td>
<td>86.3%</td>
<td>37.2%</td>
<td>73.4%</td>
</tr>
<tr>
<td>5 hours</td>
<td>96.4%</td>
<td>68.8%</td>
<td>96.6%</td>
<td>61.5%</td>
<td>88.0%</td>
</tr>
<tr>
<td>6 hours</td>
<td>99.6%</td>
<td>81.7%</td>
<td>100%</td>
<td>82.1%</td>
<td>93.5%</td>
</tr>
<tr>
<td>8 hours</td>
<td>99.9%</td>
<td>89.7%</td>
<td>100%</td>
<td>87.2%</td>
<td>96.3%</td>
</tr>
<tr>
<td>10 hours</td>
<td>99.9%</td>
<td>96.3%</td>
<td>100%</td>
<td>89.7%</td>
<td>98.2%</td>
</tr>
<tr>
<td>12 hours</td>
<td>99.9%</td>
<td>95.3%</td>
<td>100%</td>
<td>89.7%</td>
<td></td>
</tr>
</tbody>
</table>

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Moruya District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2016

All presentations at the emergency department: 1 2,441 patients
Presentations used to calculate time to leaving the ED: 2 2,441 patients

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Patients who left within four hours (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>69.7%</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>69.5%</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>72.2%</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>73.4%</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td>73.4%</td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td>73.4%</td>
</tr>
</tbody>
</table>

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2. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
3. 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.
4. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
5. All percentages are rounded and therefore percentages may not add to 100%.

Sources:
- ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
- Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).