

## Armidales Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 4,072 patients  
Emergency presentations:<sup>2</sup> 4,036 patients

Same period last year	Change since one year ago
3,923	4%
3,764	7%

## Armidales Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,002 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,419 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
251	
9 minutes	8 minutes
40 minutes	24 minutes
1,065	
27 minutes	19 minutes
90 minutes	63 minutes
2,137	
38 minutes	24 minutes
147 minutes	95 minutes
298	
25 minutes	21 minutes
112 minutes	96 minutes

## Armidales Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,072 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
3,923	4%
78%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

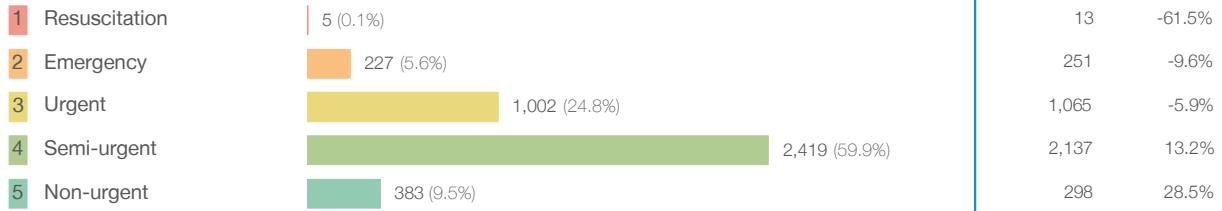
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Armidales Hospital: Patients presenting to the emergency department

April to June 2018

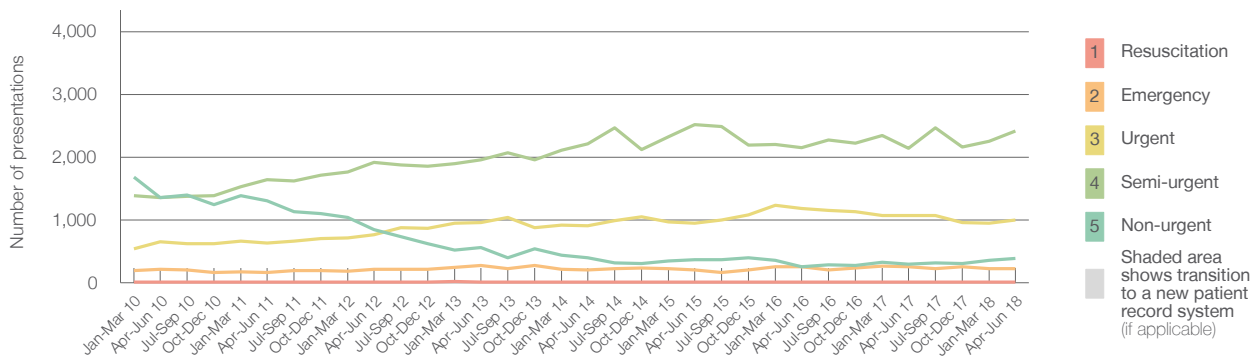
All presentations:<sup>1</sup> 4,072 patients

Emergency presentations<sup>2</sup> by triage category: 4,036 patients



Same period last year	Change since one year ago
3,923	4%
3,764	7%
13	-61.5%
251	-9.6%
1,065	-5.9%
2,137	13.2%
298	28.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	9	10	6	10	7	7	8	13	5
Emergency	213	162	209	278	205	202	249	251	227
Urgent	656	630	764	955	902	946	1,187	1,065	1,002
Semi-urgent	1,360	1,640	1,915	1,957	2,214	2,519	2,156	2,137	2,419
Non-urgent	1,357	1,302	844	555	400	366	249	298	383
All emergency presentations	3,595	3,744	3,738	3,755	3,728	4,040	3,849	3,764	4,036

## Armidales Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 369 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
410	
4 minutes	5 minutes
27 minutes	43 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Armidaire Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 227

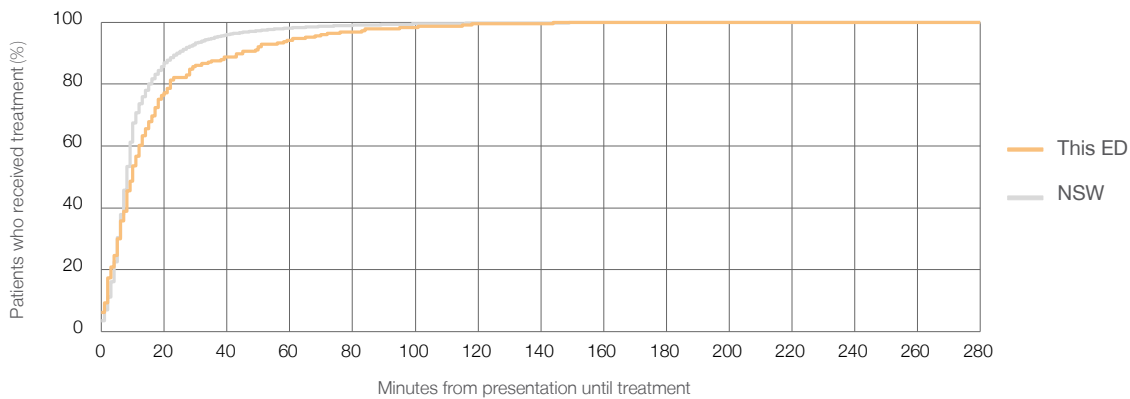
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 224

Median time to start treatment<sup>4</sup>  10 minutes

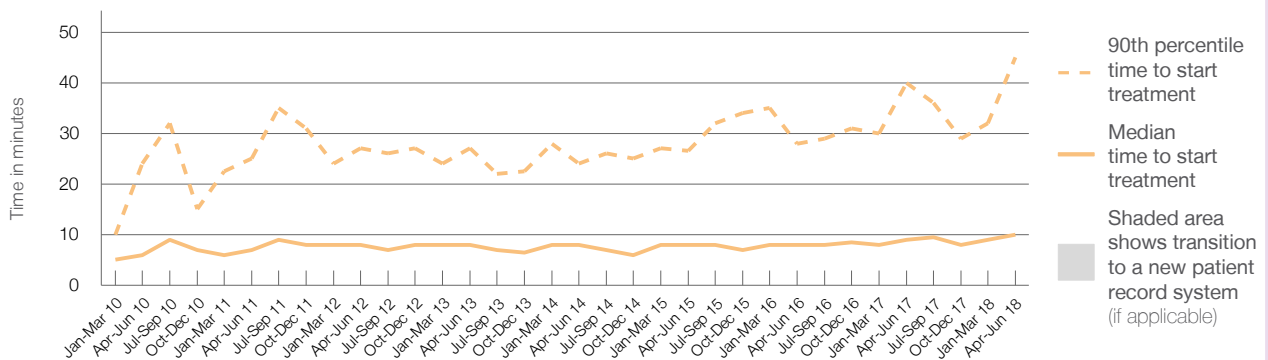
90th percentile time to start treatment<sup>5</sup>  45 minutes

Same period last year	NSW (this period)
251	248
9 minutes	8 minutes
40 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	6	7	8	8	8	8	8	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	24	25	27	27	24	27	28	40	45

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

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

## Armidale Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,002

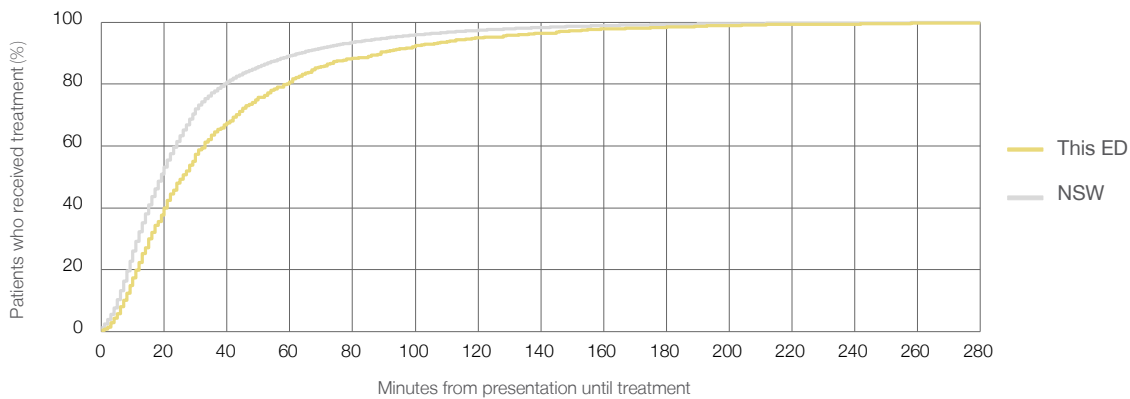
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 959

Median time to start treatment<sup>4</sup> 26 minutes

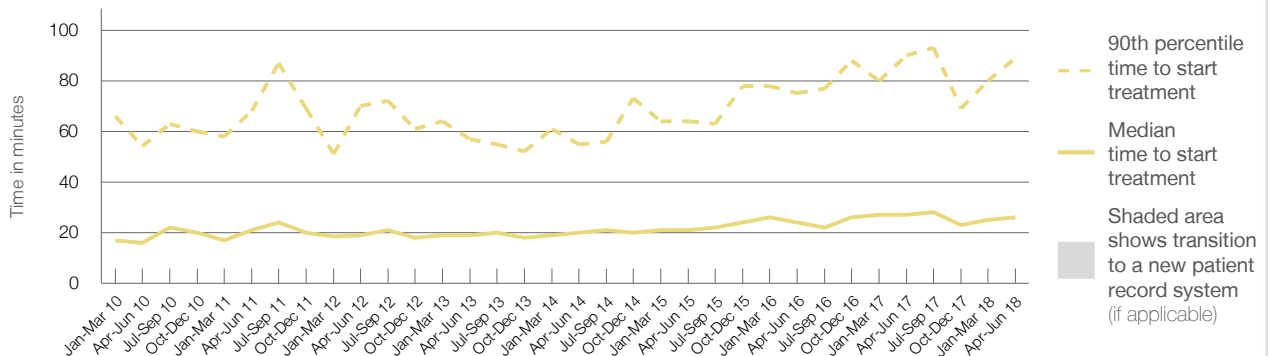
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
1,065	1,032
27 minutes	19 minutes
90 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	21	19	19	20	21	24	27	26
90th percentile time to start treatment <sup>5</sup> (minutes)	54	68	70	57	55	64	75	90	89

(†) 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.

## Armidale Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,419

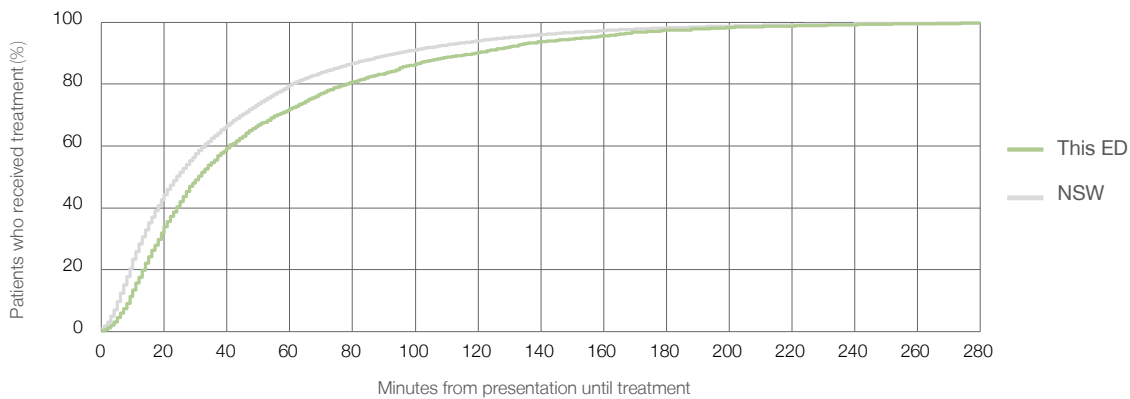
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,222

Median time to start treatment<sup>4</sup>  31 minutes

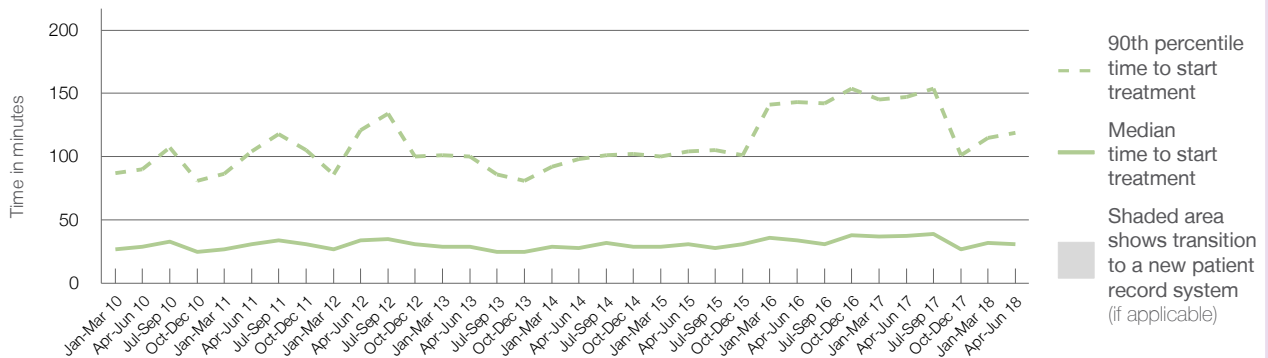
90th percentile time to start treatment<sup>5</sup>  119 minutes

Same period last year	NSW (this period)
2,137	
1,952	
38 minutes	24 minutes
147 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	29	31	34	29	28	31	34	38	31
90th percentile time to start treatment <sup>5</sup> (minutes)	90	104	121	100	98	104	143	147	119

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

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

## Armidale Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 383

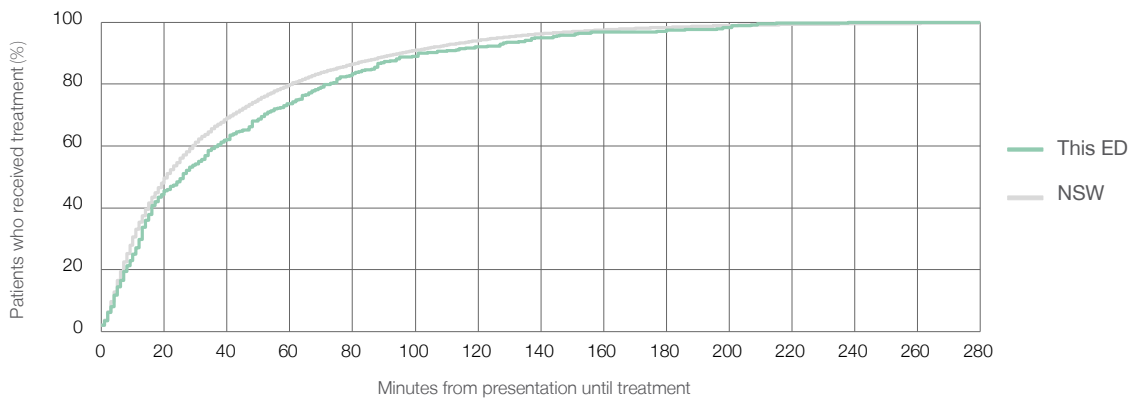
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 338

Median time to start treatment<sup>4</sup> 26 minutes

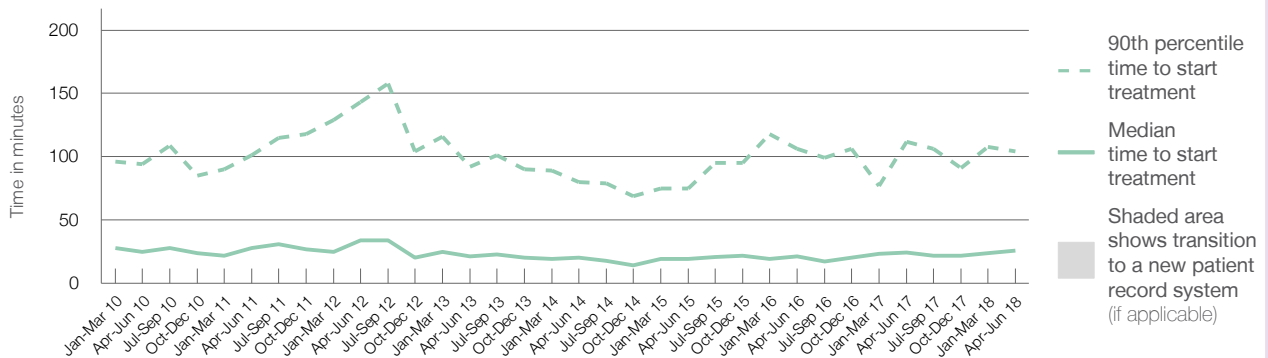
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
298	248
25 minutes	21 minutes
112 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	25	28	34	22	20	19	22	25	26
90th percentile time to start treatment <sup>5</sup> (minutes)	94	101	143	92	80	75	106	112	104

(†) 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.

## Armidales Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,072 patients

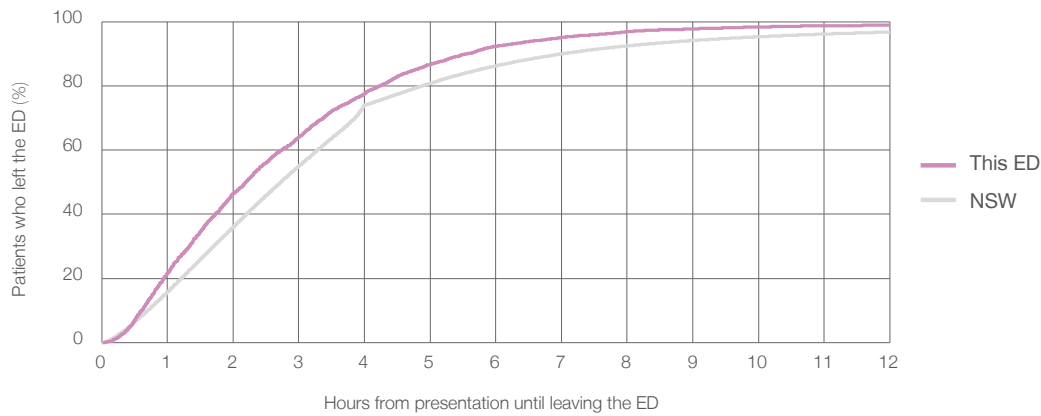
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,072 patients

Median time spent in the ED<sup>8</sup>  2 hours and 12 minutes

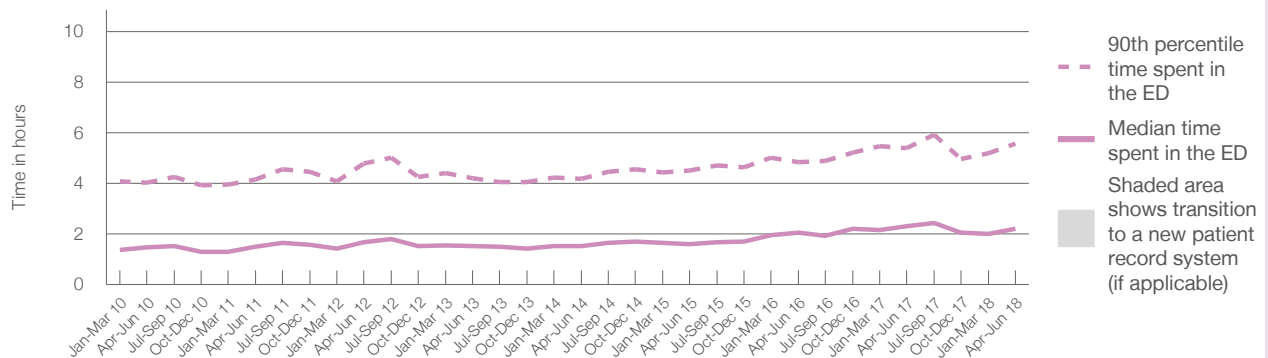
90th percentile time spent in the ED<sup>9</sup>  5 hours and 35 minutes

Same period last year	NSW (this period)
3,923	3,923
2 hours and 18 minutes	2 hours and 44 minutes
5 hours and 24 minutes	7 hours and 1 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 29m	1h 30m	1h 41m	1h 31m	1h 32m	1h 37m	2h 4m	2h 18m	2h 12m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 2m	4h 9m	4h 47m	4h 12m	4h 11m	4h 31m	4h 51m	5h 24m	5h 35m

(†) 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.

**Armidale Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

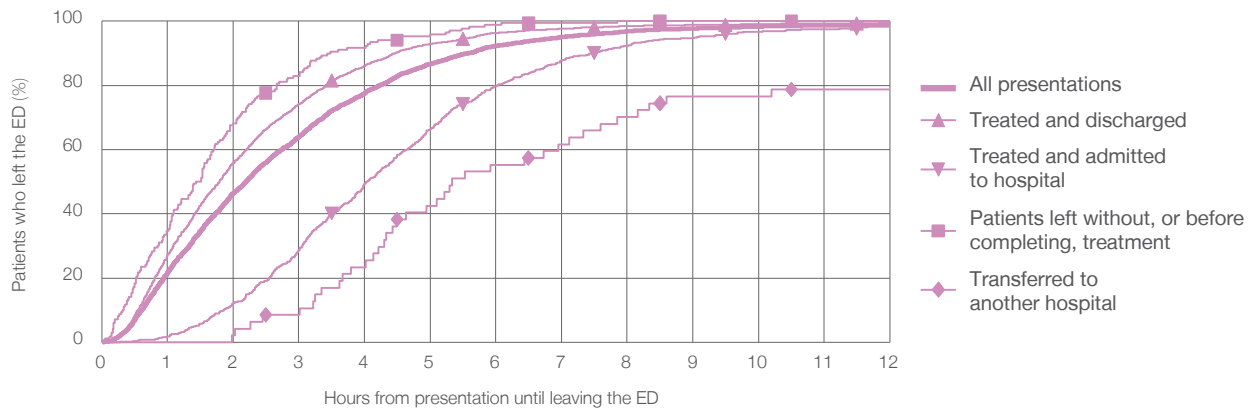
All presentations:<sup>1</sup> 4,072 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,072 patients

Treated and discharged	2,959 (72.7%)
Treated and admitted to hospital	866 (21.3%)
Patient left without, or before completing, treatment	170 (4.2%)
Transferred to another hospital	47 (1.2%)
Other	30 (0.7%)

Same period last year	Change since one year ago
3,923	4%
2,752	7.5%
869	-0.3%
231	-26.4%
53	-11.3%
18	66.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	27.2%	55.9%	74.1%	86.1%	96.3%	98.5%	99.1%	99.4%
Treated and admitted to hospital	1.7%	12.1%	28.6%	49.4%	79.7%	92.4%	96.8%	98.4%
Patient left without, or before completing, treatment	34.7%	68.2%	82.9%	91.8%	98.8%	100%	100%	100%
Transferred to another hospital	0%	2.1%	8.5%	23.4%	55.3%	70.2%	76.6%	78.7%
All presentations	21.8%	46.4%	64.0%	77.7%	92.3%	96.8%	98.4%	99.0%

(†) 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.



**Armidale Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,072 patients

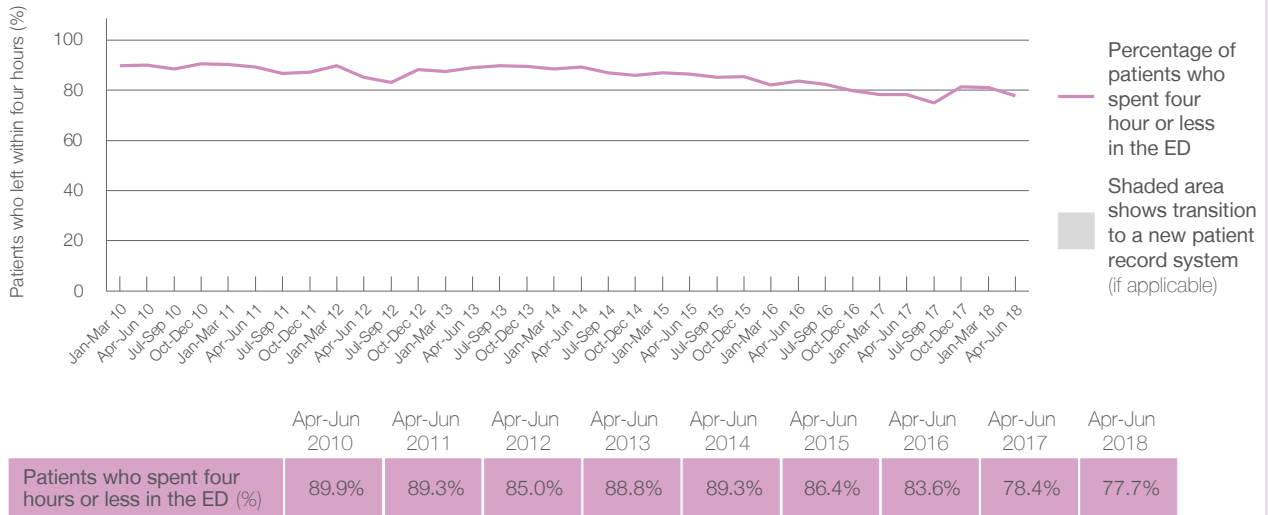
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,072 patients

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: <sup>1</sup> 4,072 patients	3,923	4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,072 patients	3,923	4%
Percentage of patients who spent four hours or less in the ED	78.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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