



Hospital Quarterly

Performance Profiles

Emergency Department

Hunter New England Local Health District

July to September 2016

Armidale and New England Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,076 patients
Emergency presentations:² 3,918 patients

Same period last year	Change since one year ago
4,109	-0.8%
4,024	-2.6%

Armidale and New England Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 202 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,150 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,274 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 189 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 285 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
165	
8 minutes	8 minutes
44 minutes	41 minutes
999	
22 minutes	21 minutes
89 minutes	103 minutes
2,487	
28 minutes	27 minutes
143 minutes	139 minutes
362	
21 minutes	24 minutes
139 minutes	138 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,076 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
4,109	-0.8%
85.1%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

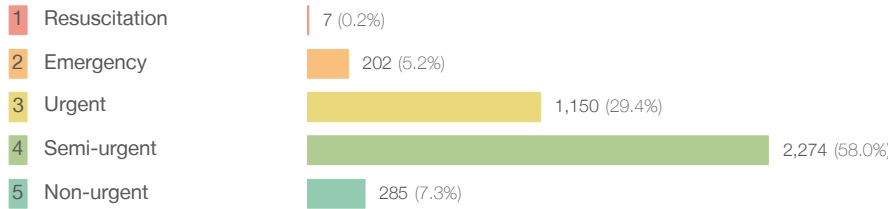
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Armidales and New England Hospital: Patients presenting to the emergency department July to September 2016

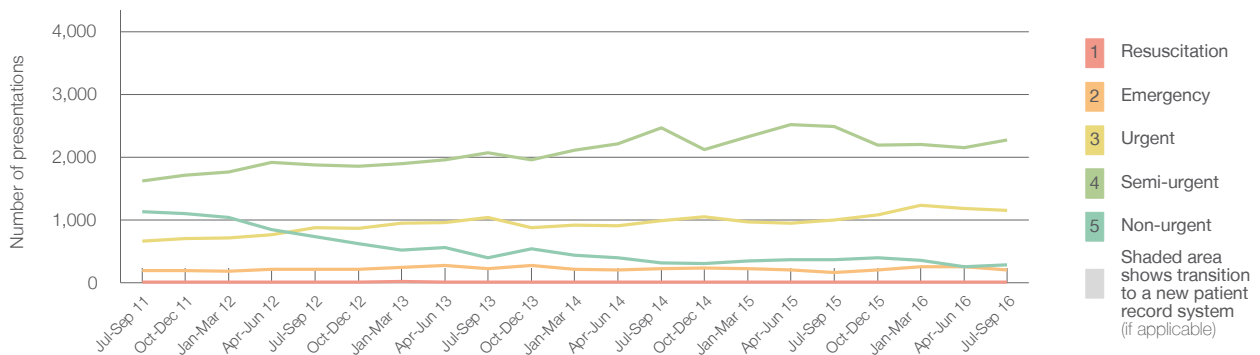
All presentations:¹ 4,076 patients

Emergency presentations² by triage category: 3,918 patients



	Same period last year	Change since one year ago
All presentations	4,109	-0.8%
Emergency presentations	4,024	-2.6%
1 Resuscitation	11	-36.4%
2 Emergency	165	22.4%
3 Urgent	999	15.1%
4 Semi-urgent	2,487	-8.6%
5 Non-urgent	362	-21.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	9	8	13	11	7
Emergency	194	216	225	227	165	202
Urgent	663	878	1,040	991	999	1,150
Semi-urgent	1,618	1,875	2,069	2,471	2,487	2,274
Non-urgent	1,132	734	392	319	362	285
All emergency presentations	3,613	3,712	3,734	4,021	4,024	3,918

Armidales and New England Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 406 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	386	
ED Transfer of care time	5 minutes	-2 minutes
95th percentile time	76 minutes	-35 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 202

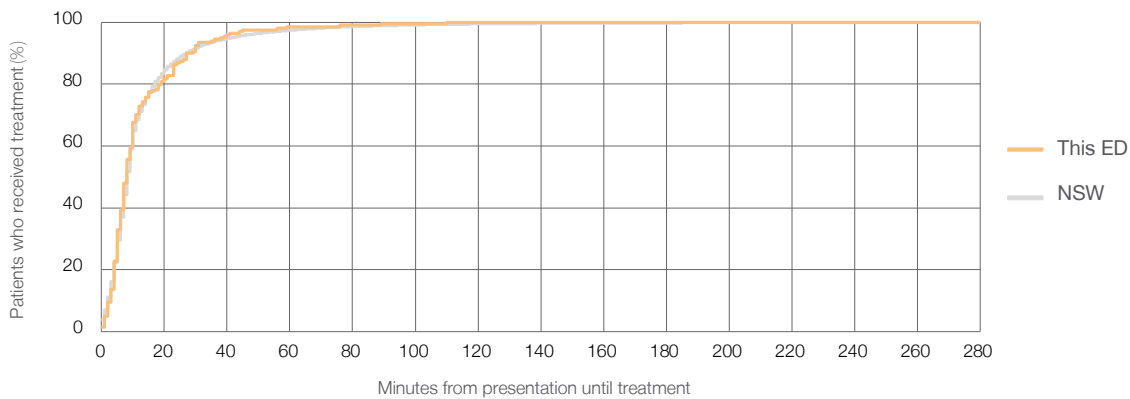
Number of triage 2 patients used to calculate waiting time:³ 198

Median time to start treatment⁴ 8 minutes

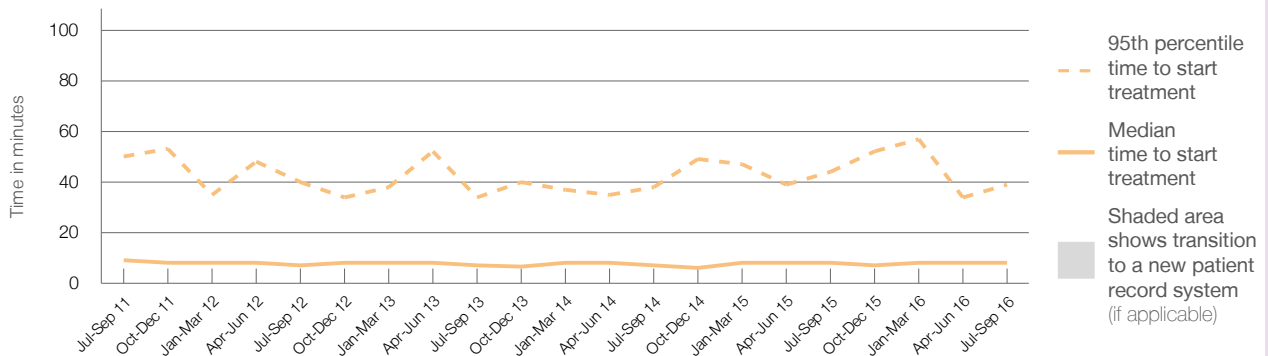
95th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
165	161
8 minutes	8 minutes
44 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	7	7	7	8	8
95th percentile time to start treatment ⁵ (minutes)	50	40	34	38	44	39

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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.

Armidale and New England 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: 1,150

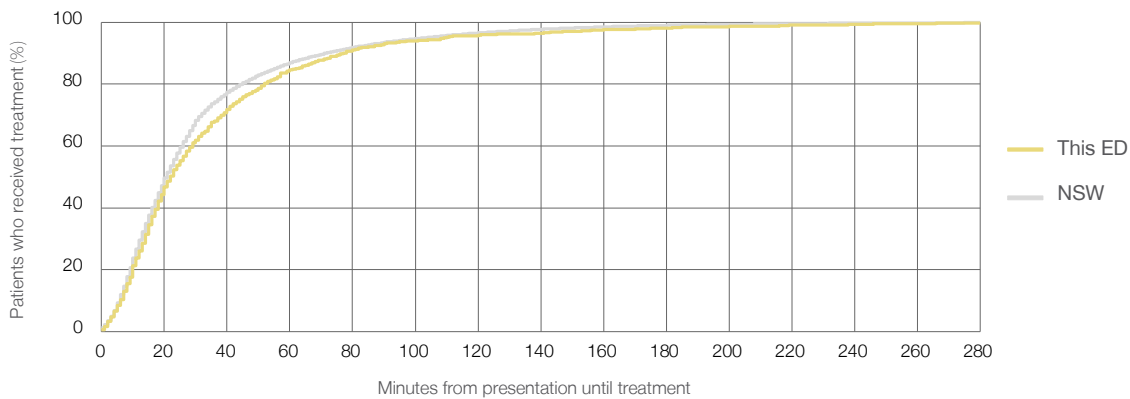
Number of triage 3 patients used to calculate waiting time:³ 1,104

Median time to start treatment⁴ 22 minutes

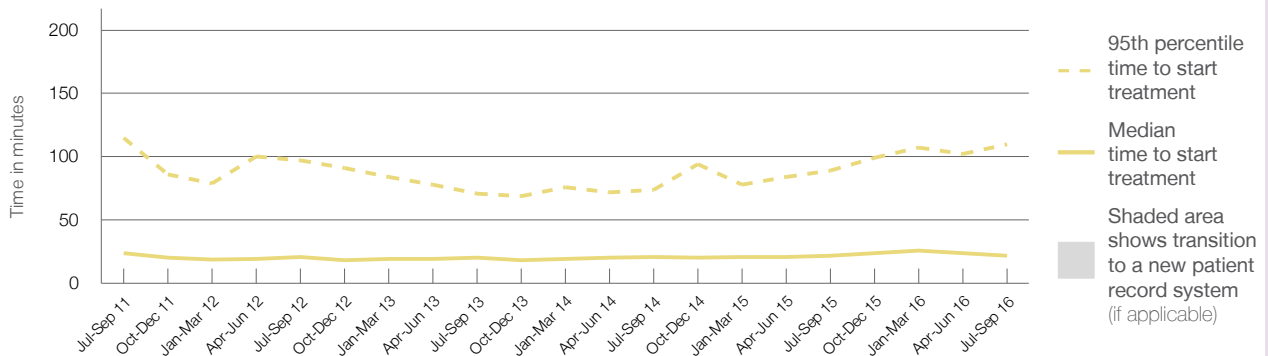
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
999	969
22 minutes	21 minutes
89 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	20	21	22	22
95th percentile time to start treatment ⁵ (minutes)	115	97	71	74	89	110

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Armidale and New England 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: 2,274

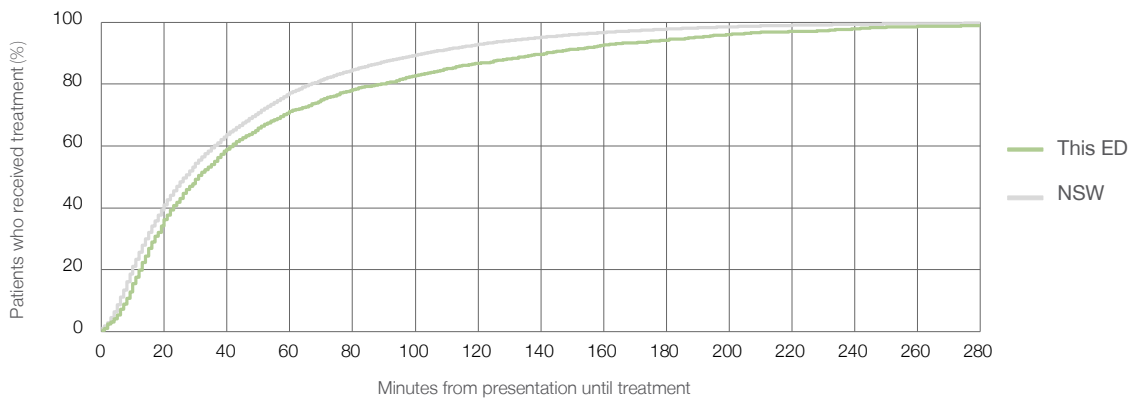
Number of triage 4 patients used to calculate waiting time:³ 2,045

Median time to start treatment⁴ 31 minutes

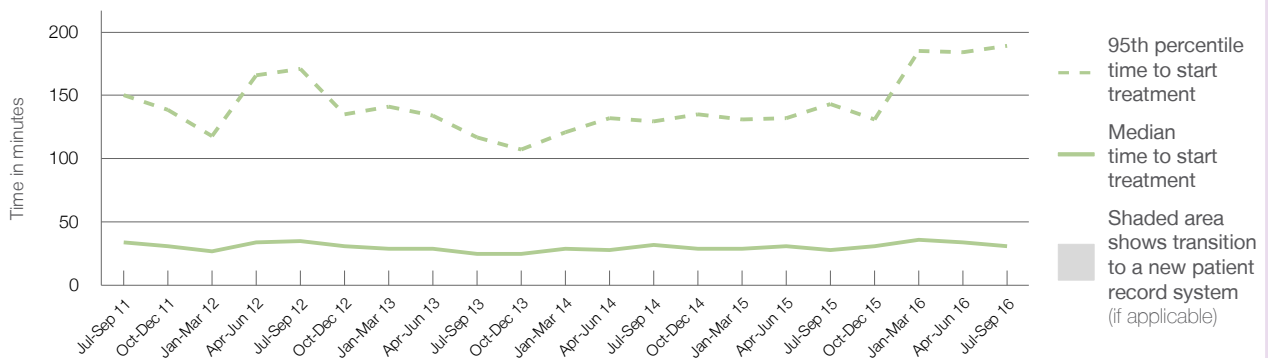
95th percentile time to start treatment⁵ 189 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,487	2,301
Median time to start treatment ⁴	28 minutes	27 minutes
95th percentile time to start treatment ⁵	143 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	35	25	32	28	31
95th percentile time to start treatment ⁵ (minutes)	150	171	117	130	143	189

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

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Armidale and New England 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: 285

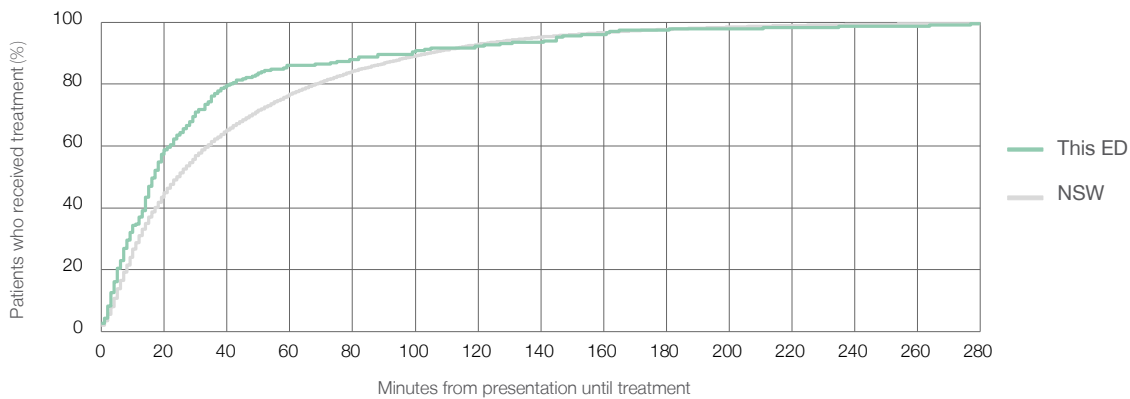
Number of triage 5 patients used to calculate waiting time:³ 230

Median time to start treatment⁴ 17 minutes

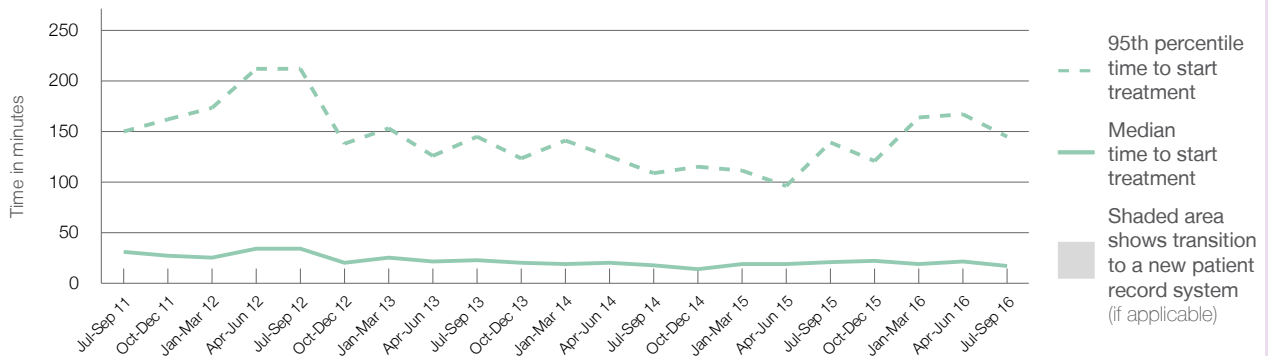
95th percentile time to start treatment⁵ 145 minutes

	Same period last year	NSW (this period)
	362	297
	21 minutes	24 minutes
	139 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	34	23	18	21	17
95th percentile time to start treatment ⁵ (minutes)	150	212	145	109	139	145

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

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Armidale and New England Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,076 patients

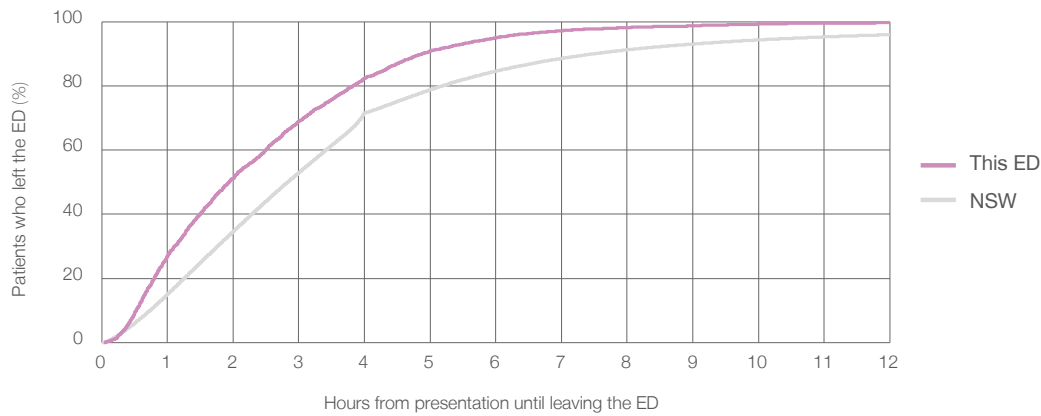
Presentations used to calculate time to leaving the ED:⁶ 4,076 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

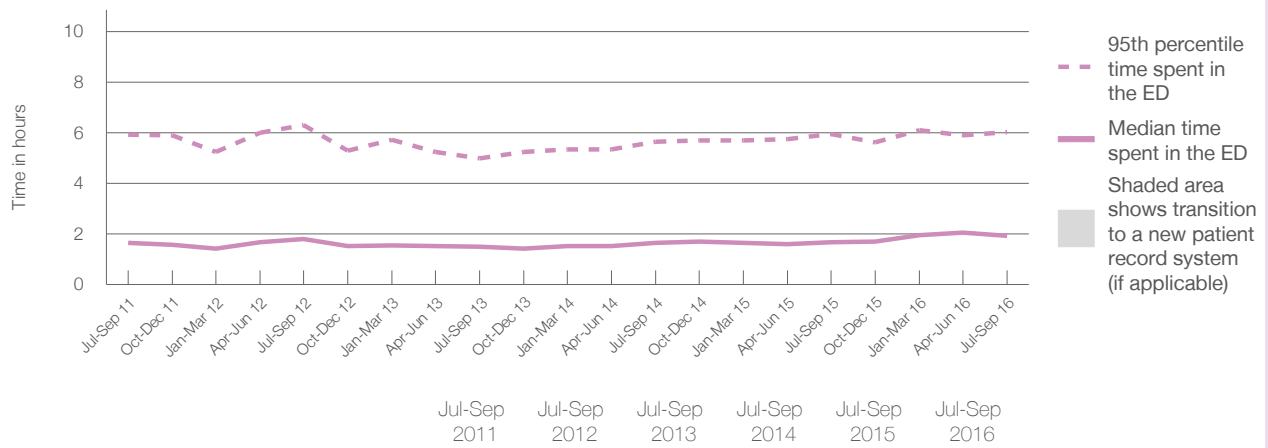
95th percentile time spent in the ED⁹ 6 hours and 1 minutes

Same period last year	NSW (this period)
4,109	4,109
1 hours and 41 minutes	2 hours and 50 minutes
5 hours and 57 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 39m	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 56m	6h 19m	4h 59m	5h 39m	5h 57m	6h 1m

(†) 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 and New England Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

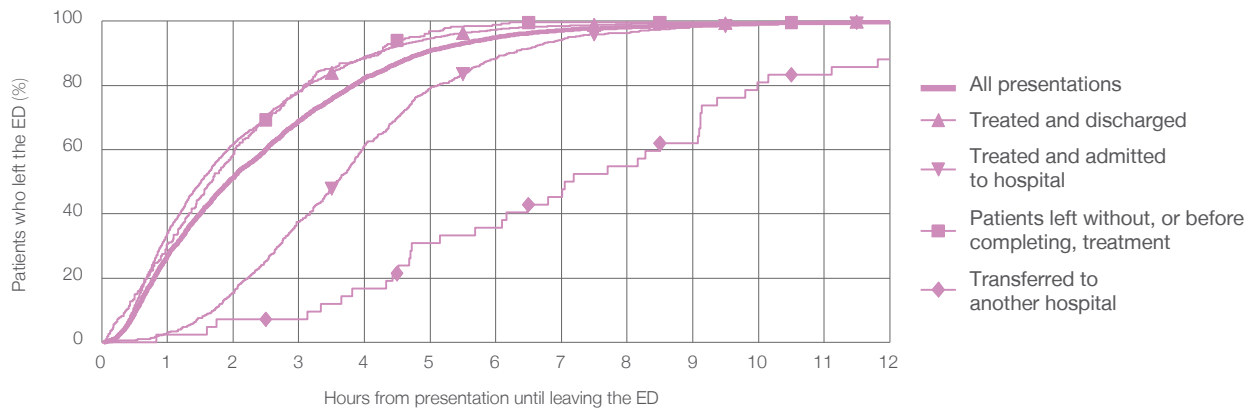
All presentations:¹ 4,076 patients

Presentations used to calculate time to leaving the ED:⁶ 4,076 patients

Treated and discharged	2,890 (70.9%)
Treated and admitted to hospital	845 (20.7%)
Patient left without, or before completing, treatment	283 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	16 (0.4%)

Same period last year	Change since one year ago
4,109	-0.8%
3,019	-4.3%
805	5.0%
203	39.4%
57	-26.3%
25	-36.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	34.1%	61.8%	78.2%	89.0%	97.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	3.0%	15.4%	37.5%	61.4%	88.4%	96.3%	99.2%	99.6%
Patient left without, or before completing, treatment	30.7%	58.7%	78.1%	88.3%	98.9%	99.6%	99.6%	99.6%
Transferred to another hospital	2.4%	7.1%	7.1%	16.7%	35.7%	54.8%	81.0%	88.1%
All presentations	27.1%	51.3%	68.9%	82.4%	94.9%	98.1%	99.3%	99.7%

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

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Armidale and New England 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 4,076 patients

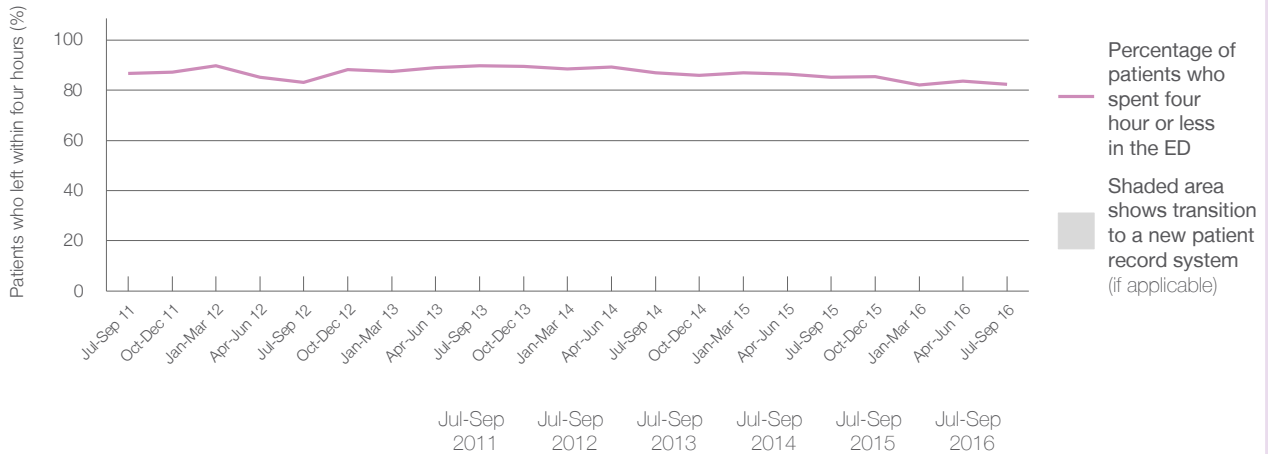
Presentations used to calculate time to leaving the ED: ⁶ 4,076 patients

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	4,109	-0.8%
Presentations used to calculate time to leaving the ED	4,109	-0.8%
Percentage of patients who spent four hours or less in the ED	85.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	86.7%	83.0%	89.7%	86.9%	85.1%	82.4%

* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Belmont Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,902 patients
Emergency presentations:² 5,861 patients

Same period last year	Change since one year ago
6,052	-2.5%
5,952	-1.5%

Belmont Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 479 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,353 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,019 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
463	
8 minutes	8 minutes
24 minutes	41 minutes
1,496	
18 minutes	21 minutes
70 minutes	103 minutes
3,168	
22 minutes	27 minutes
110 minutes	139 minutes
816	
21 minutes	24 minutes
134 minutes	138 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,902 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
6,052	-2.5%
72.4%	

* 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, July to September 2016.
- 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 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.
- 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.

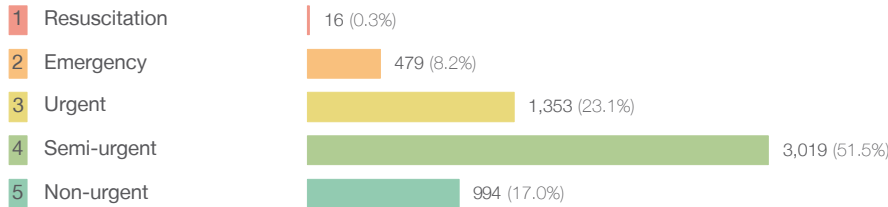
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Belmont Hospital: Patients presenting to the emergency department

July to September 2016

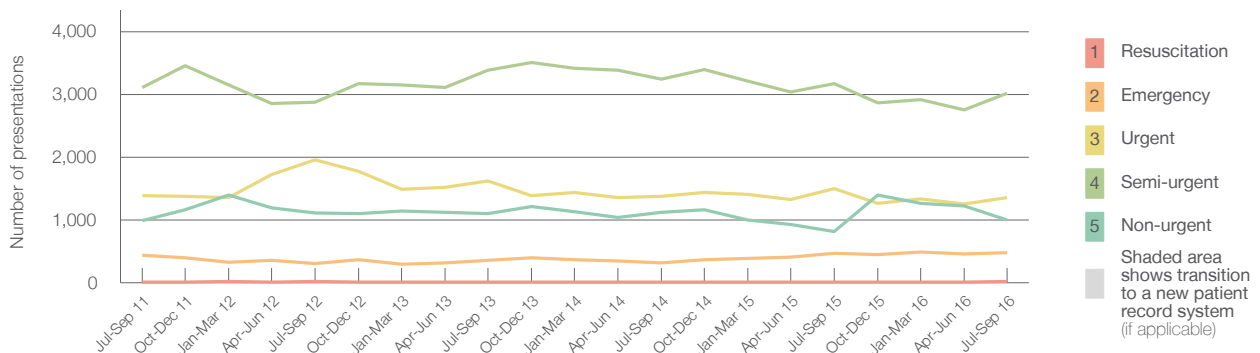
All presentations:¹ 5,902 patients

Emergency presentations² by triage category: 5,861 patients



Same period last year	Change since one year ago
6,052	-2.5%
5,952	-1.5%
9	77.8%
463	3.5%
1,496	-9.6%
3,168	-4.7%
816	21.8%

Emergency presentations² by quarter, July 2011 to September 2016 †



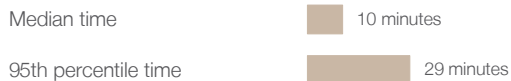
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	10	24	11	7	9	16
Emergency	435	305	351	319	463	479
Urgent	1,383	1,955	1,623	1,373	1,496	1,353
Semi-urgent	3,111	2,877	3,386	3,246	3,168	3,019
Non-urgent	991	1,113	1,099	1,118	816	994
All emergency presentations	5,930	6,274	6,470	6,063	5,952	5,861

Belmont Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,332 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,332	
11 minutes	-1 minute
47 minutes	-18 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.

Belmont Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

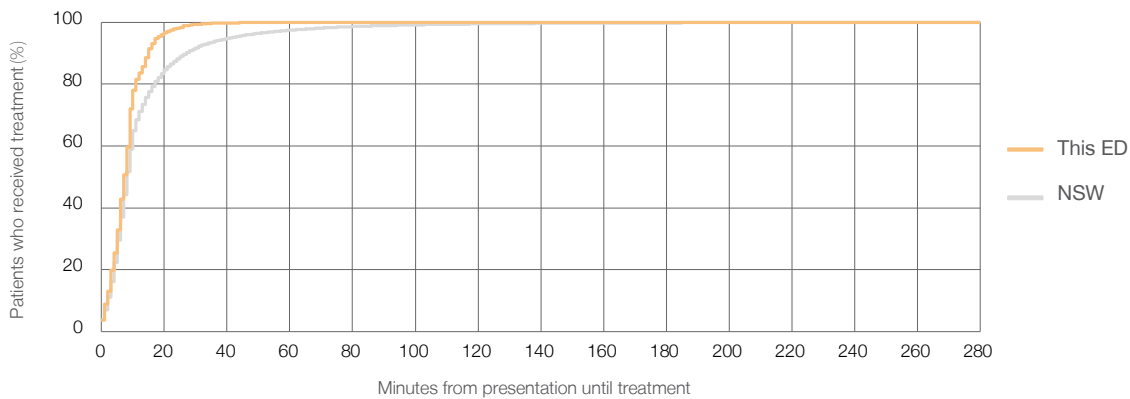
Number of triage 2 patients: 479

Number of triage 2 patients used to calculate waiting time:³ 470

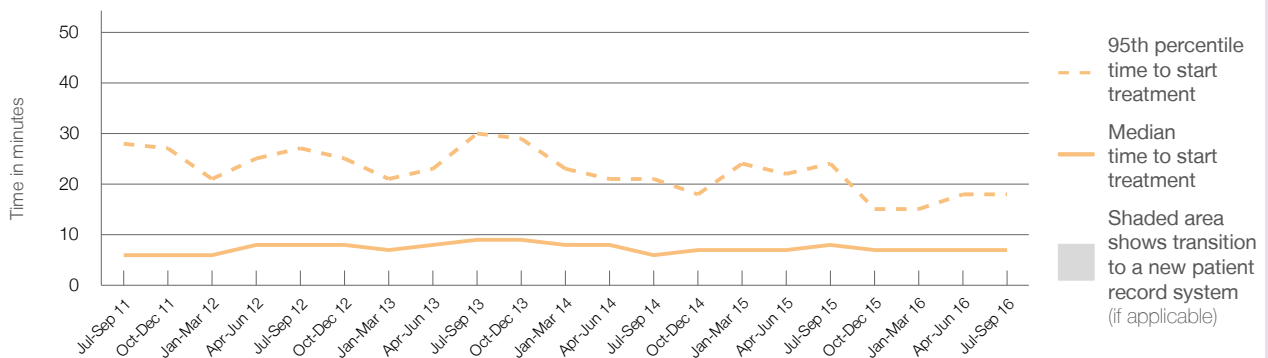
Median time to start treatment⁴ ■ 7 minutes
95th percentile time to start treatment⁵ ■ 18 minutes

Same period last year	NSW (this period)
463	463
8 minutes	8 minutes
24 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	8	9	6	8	7
95th percentile time to start treatment ⁵ (minutes)	28	27	30	21	24	18

(†) 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.

Belmont 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: 1,353

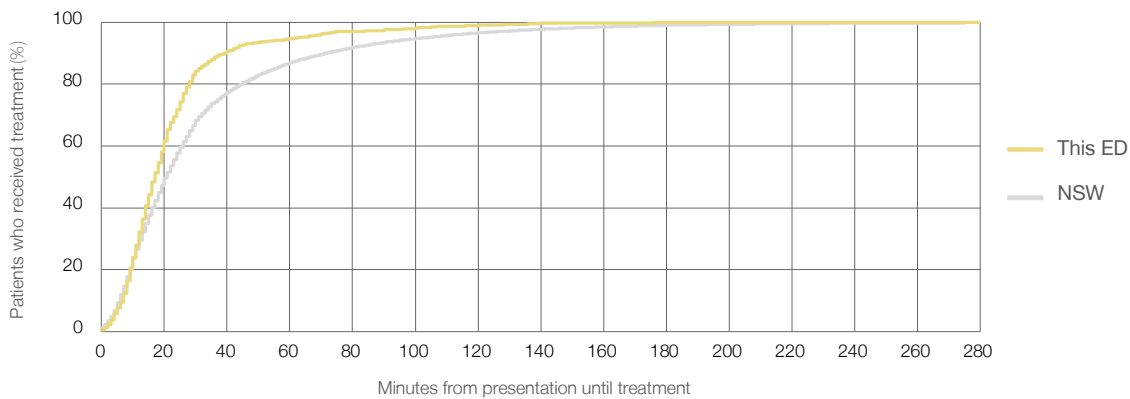
Number of triage 3 patients used to calculate waiting time:³ 1,302

Median time to start treatment⁴ 17 minutes

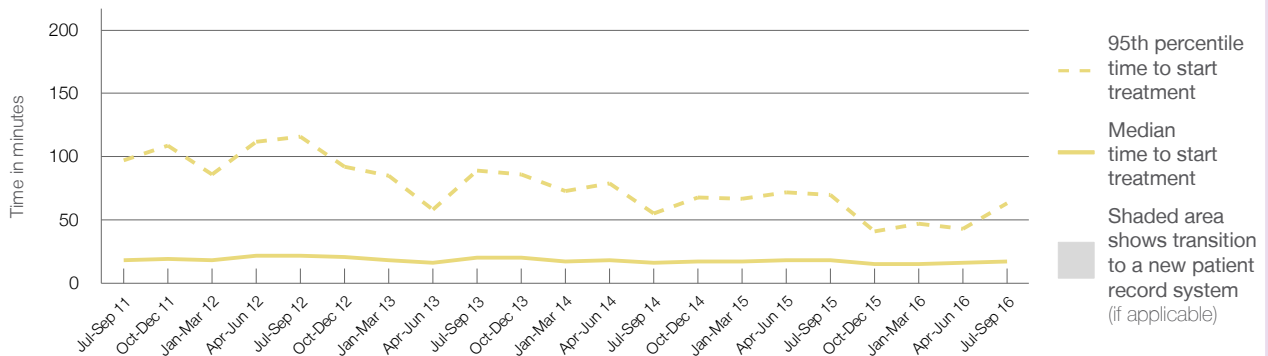
95th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
1,496	1,444
18 minutes	21 minutes
70 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	22	20	16	18	17
95th percentile time to start treatment ⁵ (minutes)	97	116	89	55	70	63

(†) 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.

Belmont 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: 3,019

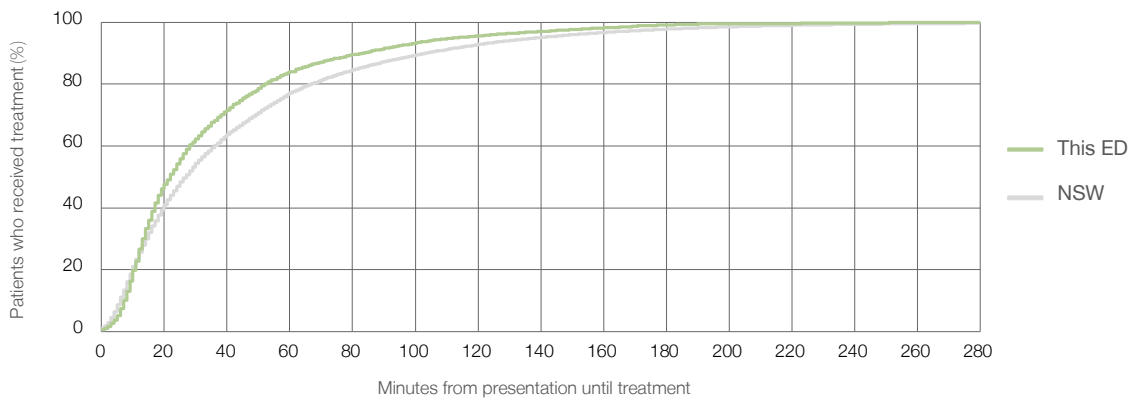
Number of triage 4 patients used to calculate waiting time:³ 2,533

Median time to start treatment⁴ 22 minutes

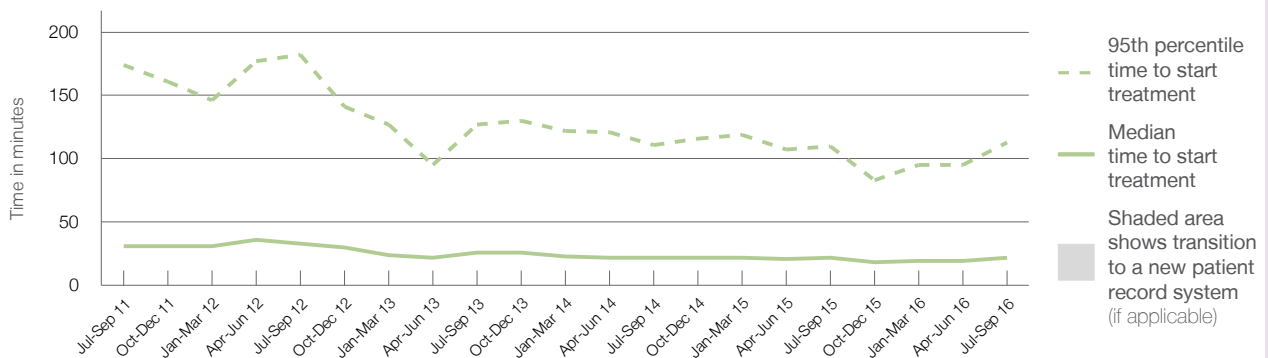
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,168	2,715
22 minutes	27 minutes
110 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	33	26	22	22	22
95th percentile time to start treatment ⁵ (minutes)	174	182	127	111	110	113

(†) 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.

Belmont 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: 994

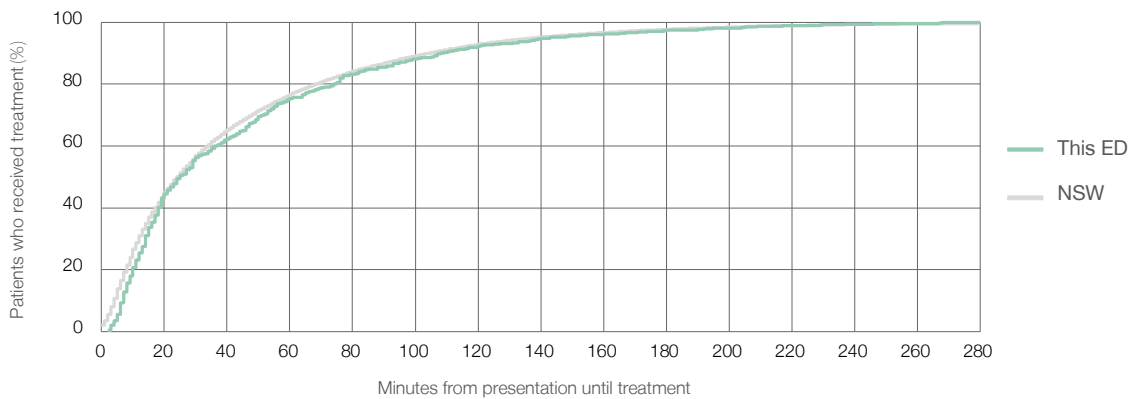
Number of triage 5 patients used to calculate waiting time:³ 756

Median time to start treatment⁴ 25 minutes

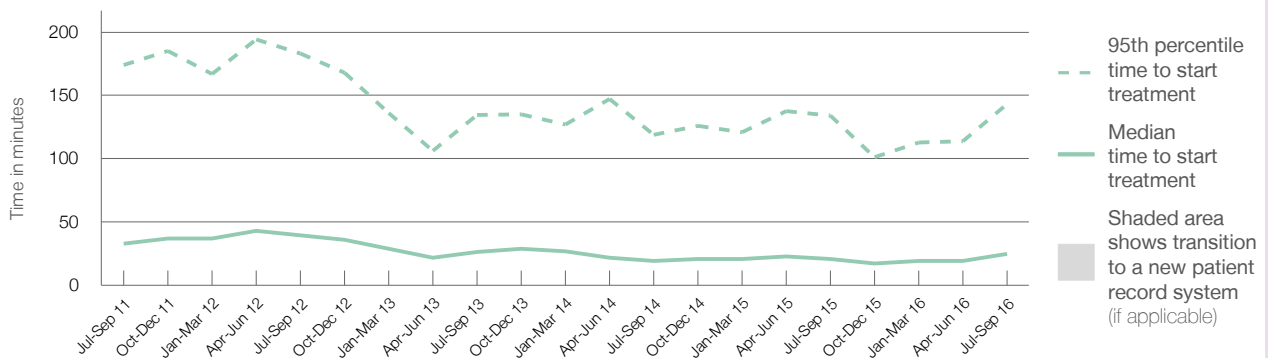
95th percentile time to start treatment⁵ 143 minutes

	Same period last year	NSW (this period)
	816	615
	21 minutes	24 minutes
	134 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	40	27	19	21	25
95th percentile time to start treatment ⁵ (minutes)	174	183	135	119	134	143

(†) 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.

Belmont Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,902 patients

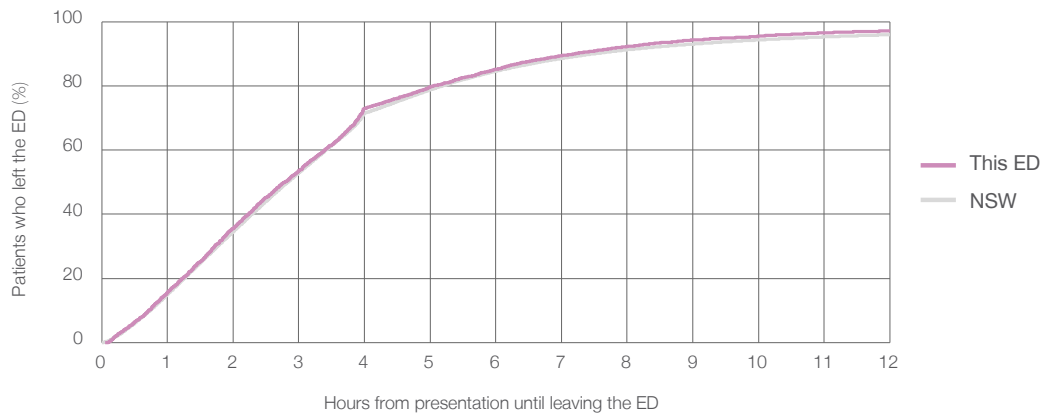
Presentations used to calculate time to leaving the ED:⁶ 5,902 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

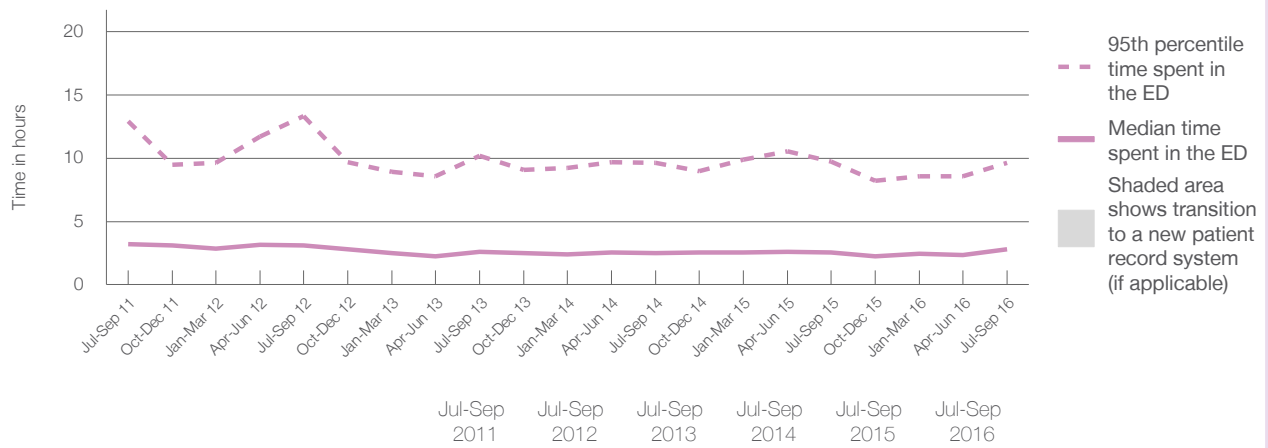
95th percentile time spent in the ED⁹ 9 hours and 38 minutes

Same period last year	NSW (this period)
6,052	6,052
2 hours and 34 minutes	2 hours and 50 minutes
9 hours and 44 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 14m	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 20m	10h 12m	9h 39m	9h 44m	9h 38m

(†) 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.

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

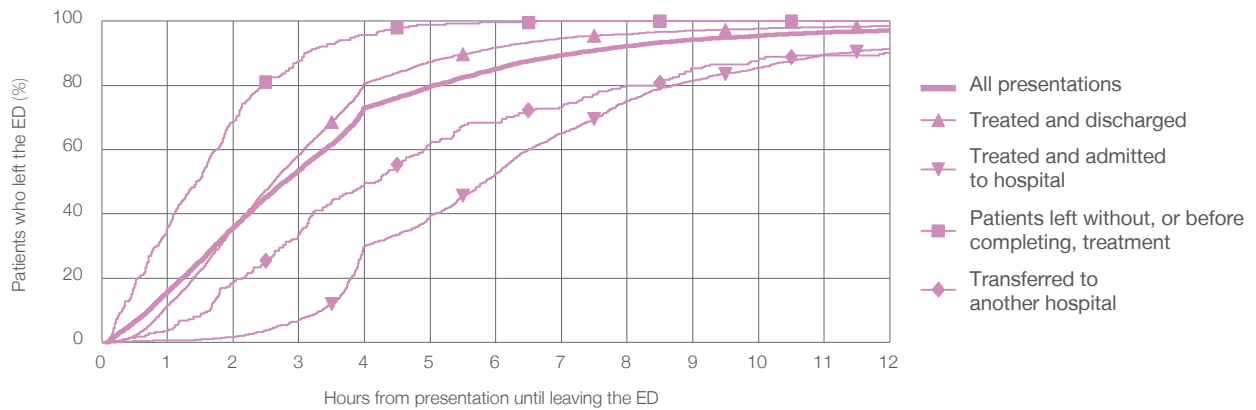
All presentations:¹ 5,902 patients

Presentations used to calculate time to leaving the ED:⁶ 5,902 patients

Treated and discharged	3,825 (64.8%)
Treated and admitted to hospital	1,018 (17.2%)
Patient left without, or before completing, treatment	253 (4.3%)
Transferred to another hospital	224 (3.8%)
Other	582 (9.9%)

Same period last year	Change since one year ago
6,052	-2.5%
4,102	-6.8%
942	8.1%
183	38.3%
225	-0.4%
600	-3.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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

Treated and discharged	11.5%	35.2%	58.4%	80.6%	91.8%	96.0%	97.7%	98.5%
Treated and admitted to hospital	0.6%	1.6%	7.0%	30.0%	52.7%	75.1%	85.5%	91.3%
Patient left without, or before completing, treatment	36.0%	68.8%	87.7%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	3.6%	18.8%	33.5%	49.6%	68.3%	79.9%	88.4%	90.2%
All presentations	15.8%	35.6%	53.6%	73.0%	85.2%	92.2%	95.5%	97.1%

(†) 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.

Belmont 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 5,902 patients

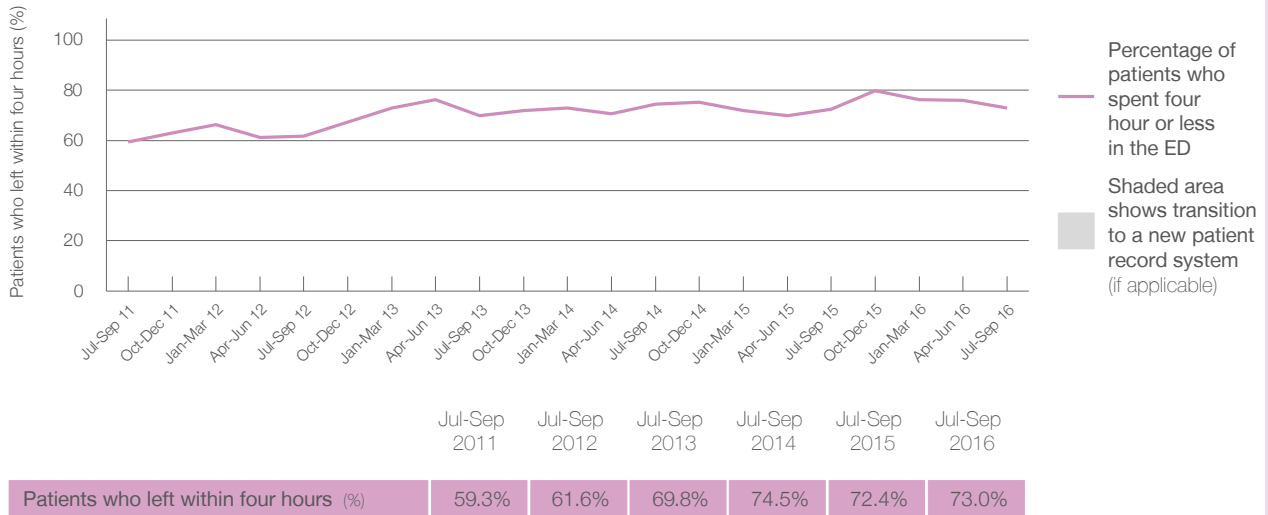
Presentations used to calculate time to leaving the ED: ⁶ 5,902 patients

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	6,052	-2.5%
Presentations used to calculate time to leaving the ED	6,052	-2.5%
Percentage of patients who spent four hours or less in the ED	72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,068 patients
 Emergency presentations:² 9,027 patients

Same period last year	Change since one year ago
8,620	5.2%
8,520	6.0%

Calvary Mater Newcastle: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,221 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,474 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,267 patients

Median time to start treatment⁴ 26 minutes
 95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,007 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,223	
10 minutes	8 minutes
50 minutes	41 minutes
2,245	
22 minutes	21 minutes
87 minutes	103 minutes
4,093	
28 minutes	27 minutes
130 minutes	139 minutes
906	
29 minutes	24 minutes
153 minutes	138 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,068 patients

Percentage of patients who spent four hours or less in the ED 72.8%

Same period last year	Change since one year ago
8,620	5.2%
70.3%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

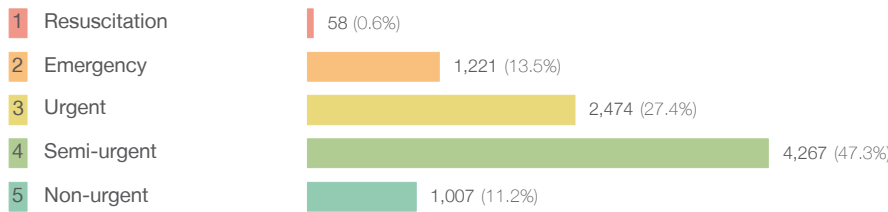
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Calvary Mater Newcastle: Patients presenting to the emergency department July to September 2016

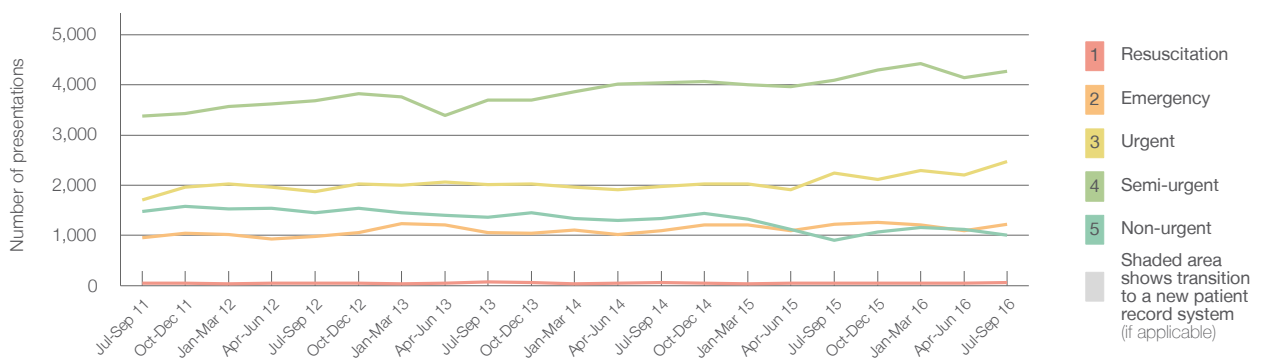
All presentations:¹ 9,068 patients

Emergency presentations² by triage category: 9,027 patients



Same period last year	Change since one year ago
8,620	5.2%
8,520	6.0%
53	9.4%
1,223	-0.2%
2,245	10.2%
4,093	4.3%
906	11.1%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	53	53	70	58	53	58
Emergency	956	982	1,056	1,089	1,223	1,221
Urgent	1,712	1,871	2,016	1,977	2,245	2,474
Semi-urgent	3,377	3,683	3,701	4,045	4,093	4,267
Non-urgent	1,482	1,450	1,366	1,341	906	1,007
All emergency presentations	7,580	8,039	8,209	8,510	8,520	9,027

Calvary Mater Newcastle: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,811 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,352	
7 minutes	-3 minutes
62 minutes	-23 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,221

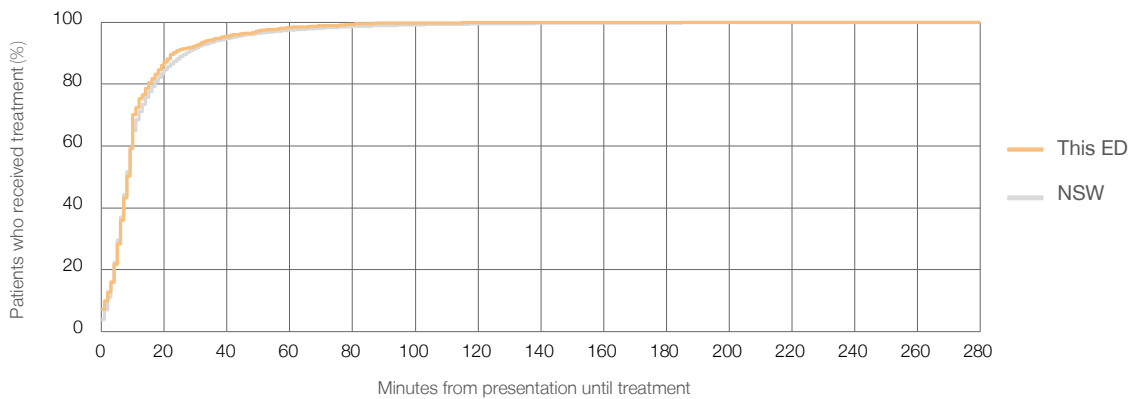
Number of triage 2 patients used to calculate waiting time:³ 951

Median time to start treatment⁴ 8 minutes

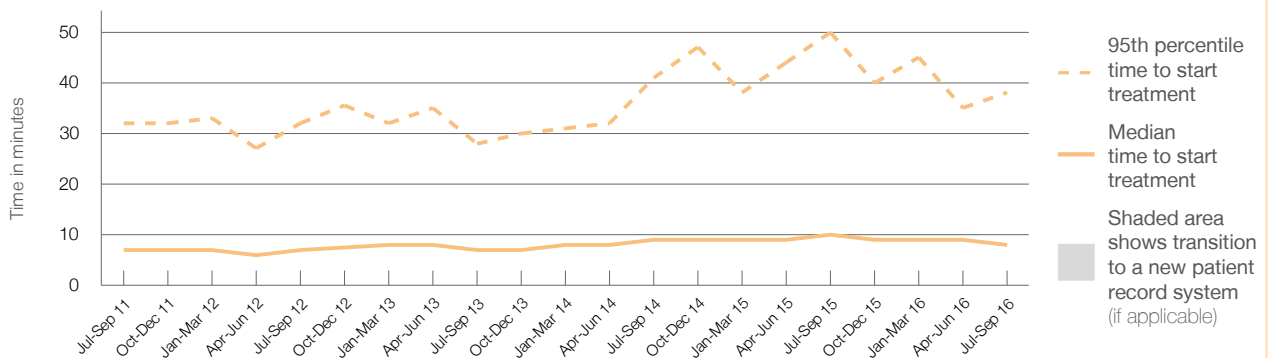
95th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
1,223	970
10 minutes	8 minutes
50 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	7	9	10	8
95th percentile time to start treatment ⁵ (minutes)	32	32	28	41	50	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.

Calvary Mater Newcastle: 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: 2,474

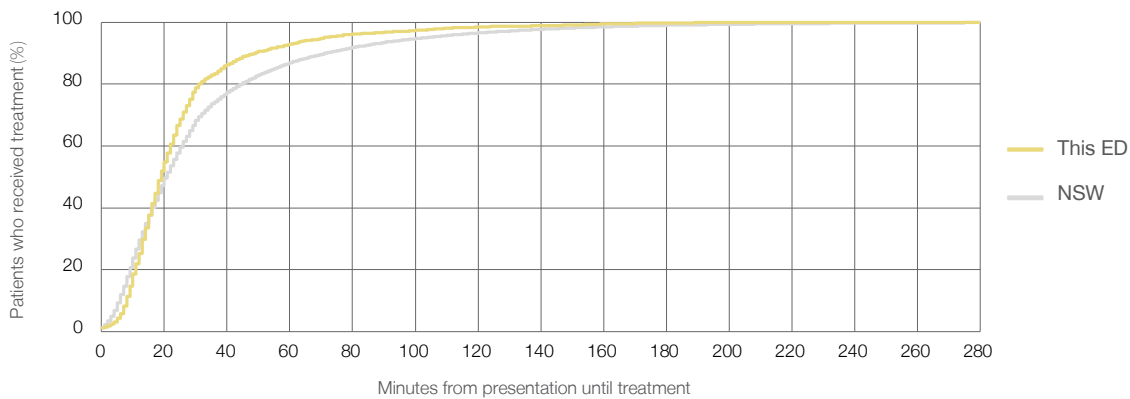
Number of triage 3 patients used to calculate waiting time:³ 2,143

Median time to start treatment⁴ 19 minutes

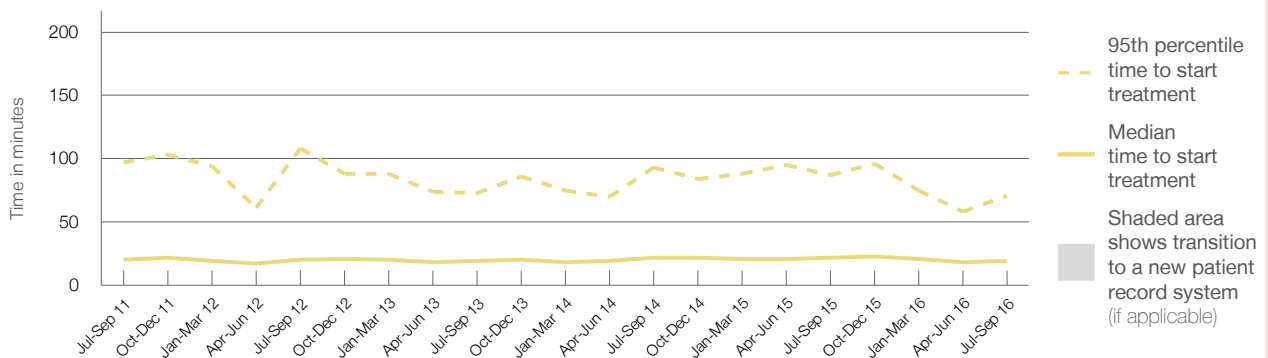
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,245	1,996
22 minutes	21 minutes
87 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	20	19	22	22	19
95th percentile time to start treatment ⁵ (minutes)	97	108	73	93	87	71

(†) 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.

Calvary Mater Newcastle: 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: 4,267

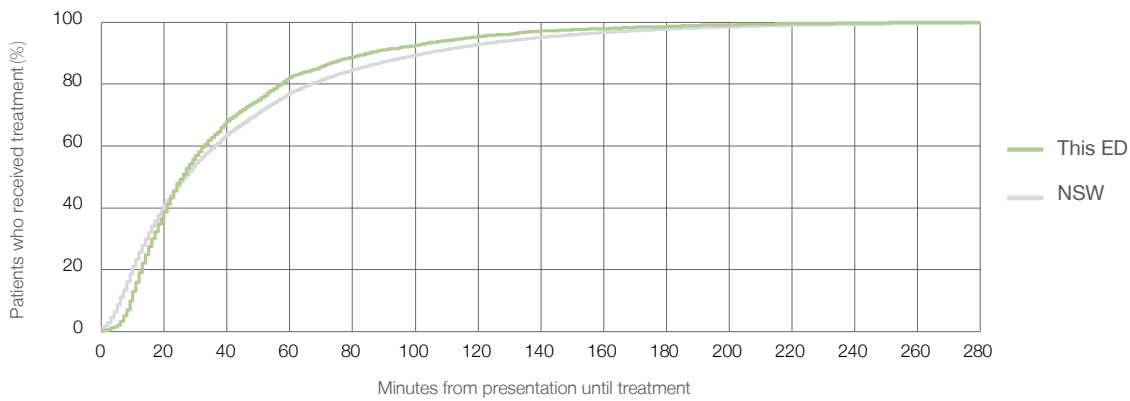
Number of triage 4 patients used to calculate waiting time:³ 3,846

Median time to start treatment⁴ 26 minutes

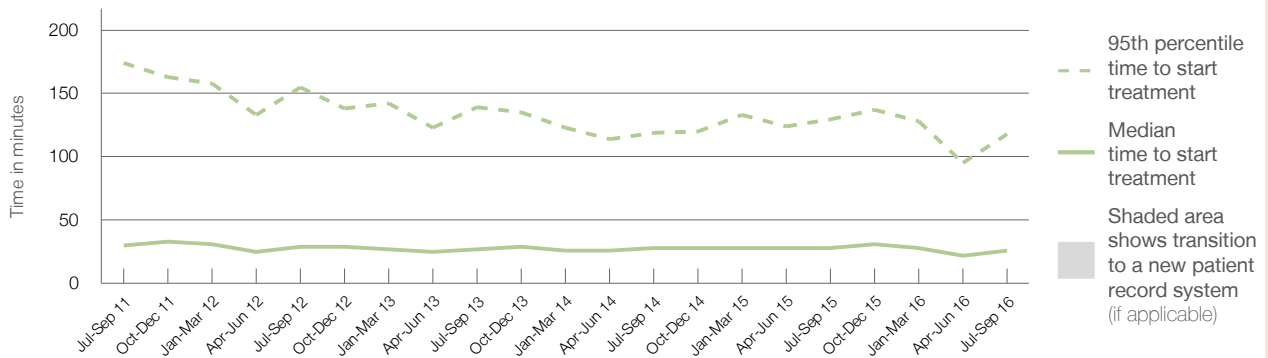
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
4,093	3,720
28 minutes	27 minutes
130 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	29	27	28	28	26
95th percentile time to start treatment ⁵ (minutes)	174	155	139	119	130	118

(†) 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.

Calvary Mater Newcastle: 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: 1,007

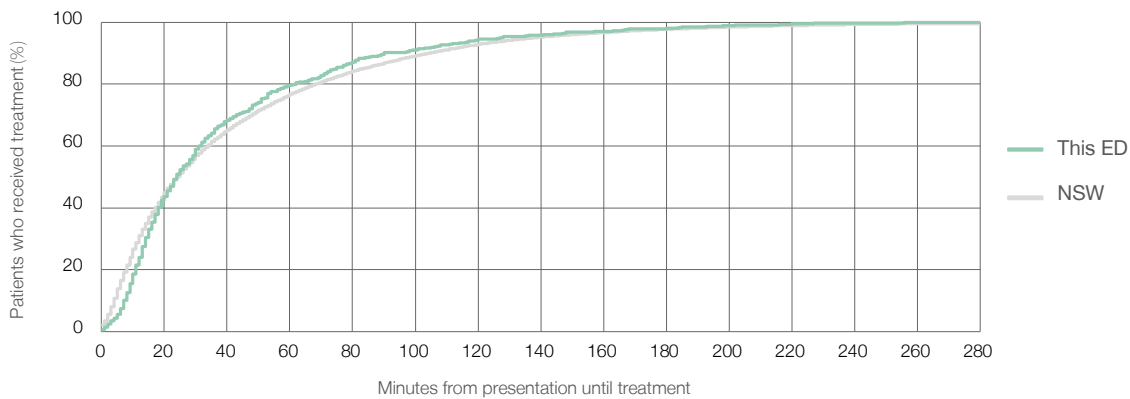
Number of triage 5 patients used to calculate waiting time:³ 809

Median time to start treatment⁴ 24 minutes

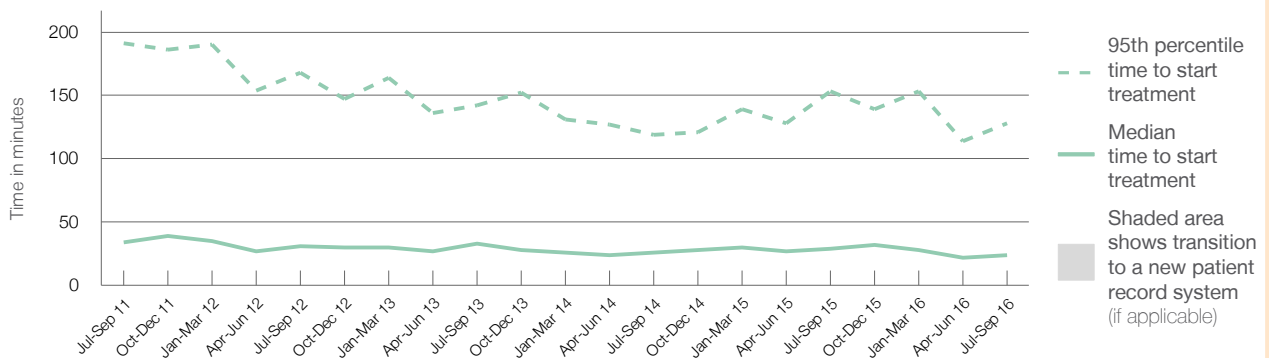
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
906	762
29 minutes	24 minutes
153 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	31	33	26	29	24
95th percentile time to start treatment ⁵ (minutes)	191	168	142	119	153	128

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED July to September 2016

All presentations:¹ 9,068 patients

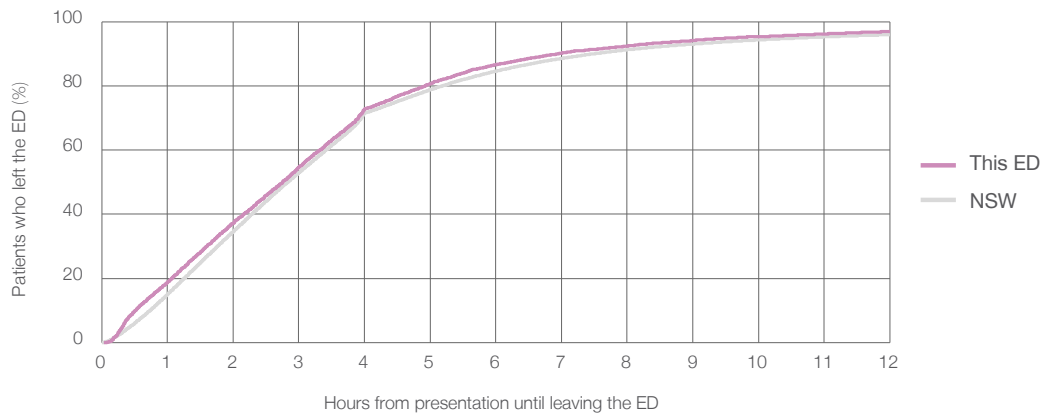
Presentations used to calculate time to leaving the ED:⁶ 9,068 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

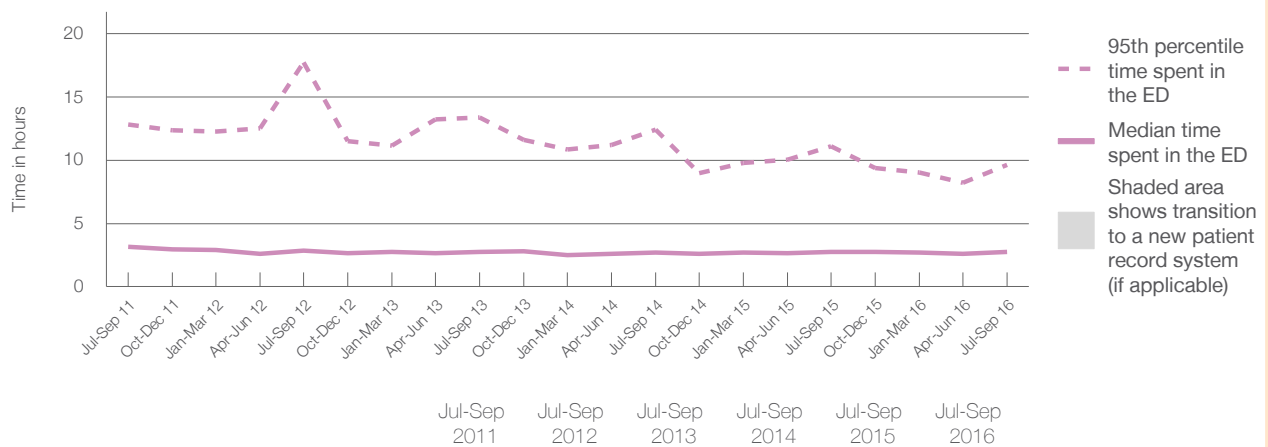
95th percentile time spent in the ED⁹ 9 hours and 39 minutes

Same period last year	NSW (this period)
8,620	8,620
2 hours and 45 minutes	2 hours and 50 minutes
11 hours and 6 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 9m	2h 52m	2h 45m	2h 42m	2h 45m	2h 46m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 49m	17h 42m	13h 23m	12h 26m	11h 6m	9h 39m

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED
By mode of separation
July to September 2016

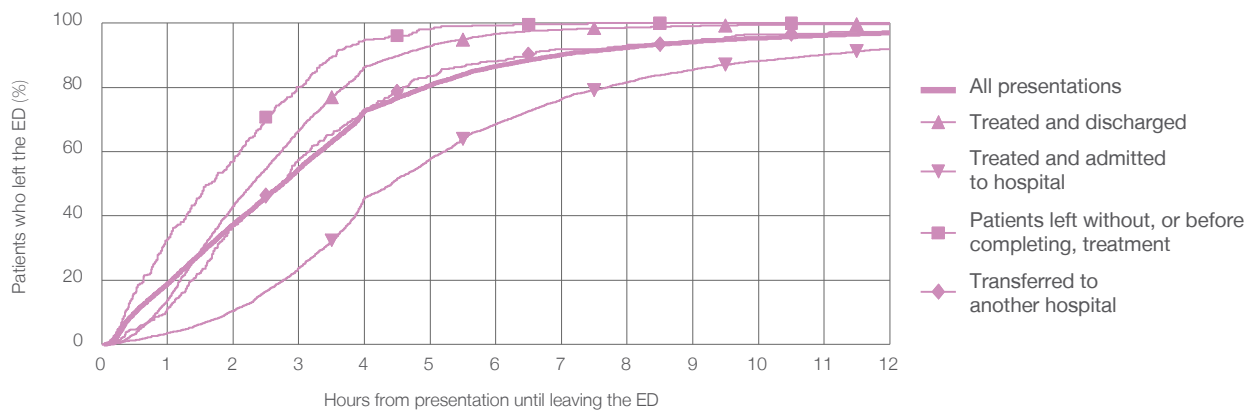
All presentations:¹ 9,068 patients

Presentations used to calculate time to leaving the ED:⁶ 9,068 patients

Treated and discharged	4,086 (45.1%)
Treated and admitted to hospital	3,285 (36.2%)
Patient left without, or before completing, treatment	312 (3.4%)
Transferred to another hospital	371 (4.1%)
Other	1,014 (11.2%)

Same period last year	Change since one year ago
8,620	5.2%
4,159	-1.8%
2,872	14.4%
340	-8.2%
410	-9.5%
839	20.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	13.8%	43.0%	66.6%	86.4%	96.7%	98.6%	99.5%	99.8%
Treated and admitted to hospital	3.5%	10.4%	23.7%	45.7%	68.5%	81.6%	88.2%	92.0%
Patient left without, or before completing, treatment	32.7%	57.1%	80.1%	94.9%	99.4%	100%	100%	100%
Transferred to another hospital	11.1%	36.9%	57.4%	72.8%	88.1%	93.3%	96.5%	97.6%
All presentations	18.8%	37.4%	54.6%	72.8%	86.6%	92.4%	95.3%	96.9%

(†) 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.

Calvary Mater Newcastle: 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 9,068 patients

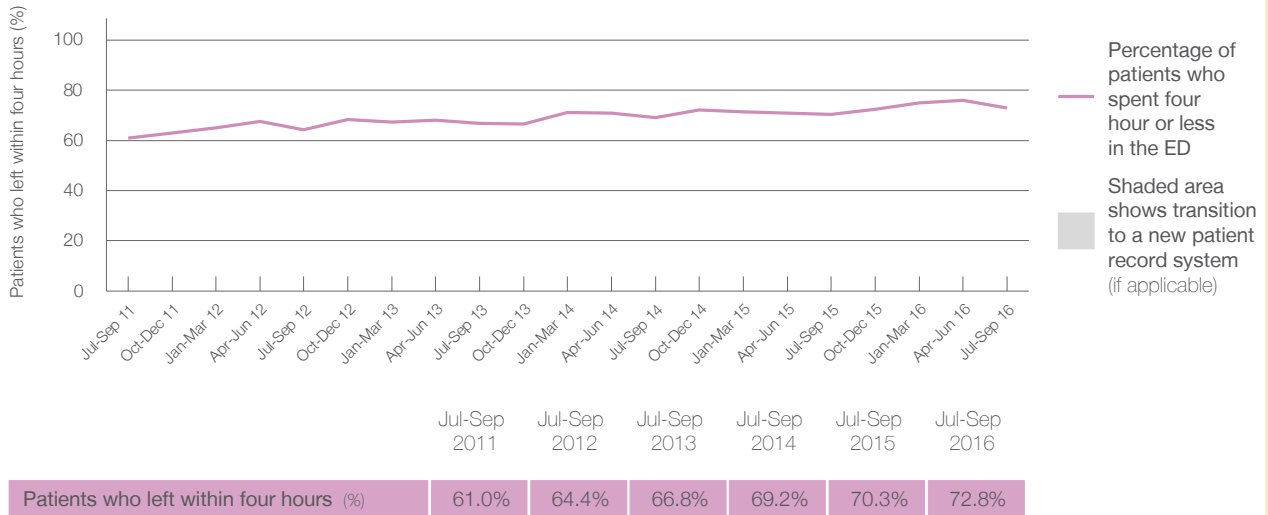
Presentations used to calculate time to leaving the ED: ⁶ 9,068 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,620	5.2%
Presentations used to calculate time to leaving the ED	8,620	5.2%
Percentage of patients who spent four hours or less in the ED	70.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



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

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- 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Cessnock District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,262 patients
Emergency presentations:² 4,214 patients

Same period last year	Change since one year ago
4,266	-0.1%
4,185	0.7%

Cessnock District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 244 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,095 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,080 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 787 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
255	
6 minutes	8 minutes
25 minutes	41 minutes
1,030	
19 minutes	21 minutes
68 minutes	103 minutes
2,110	
33 minutes	27 minutes
123 minutes	139 minutes
781	
39 minutes	24 minutes
133 minutes	138 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,262 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
4,266	-0.1%
87.8%	

* 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.

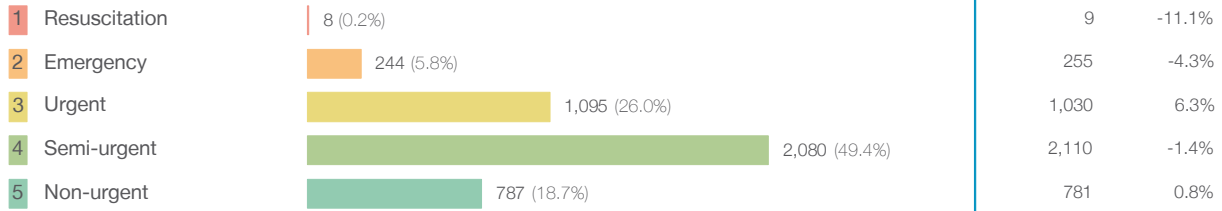
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Cessnock District Hospital: Patients presenting to the emergency department

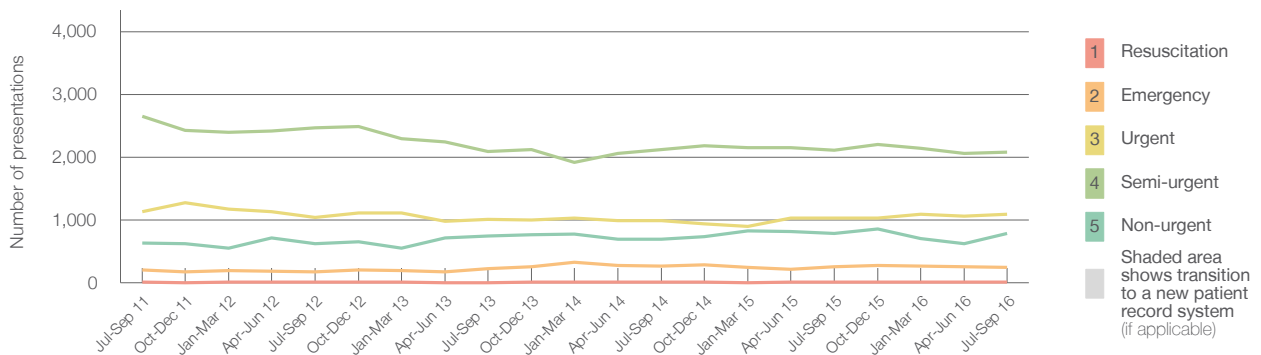
July to September 2016

All presentations:¹ 4,262 patients

Emergency presentations² by triage category: 4,214 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	5	9	0	10	9	8
Emergency	204	167	228	266	255	244
Urgent	1,136	1,040	1,007	988	1,030	1,095
Semi-urgent	2,647	2,468	2,088	2,125	2,110	2,080
Non-urgent	626	617	747	693	781	787
All emergency presentations	4,618	4,301	4,070	4,082	4,185	4,214

Cessnock District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 441 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.

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

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

Number of triage 2 patients: 244

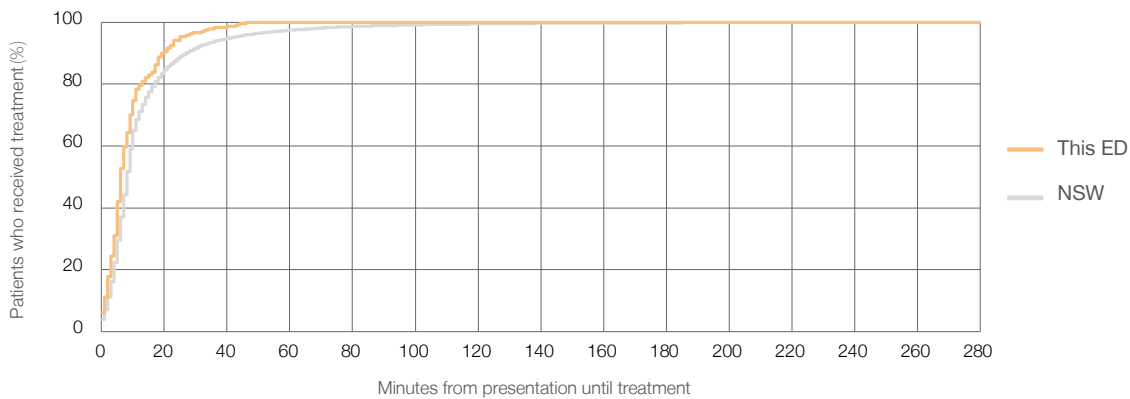
Number of triage 2 patients used to calculate waiting time:³ 241

Median time to start treatment⁴ 6 minutes

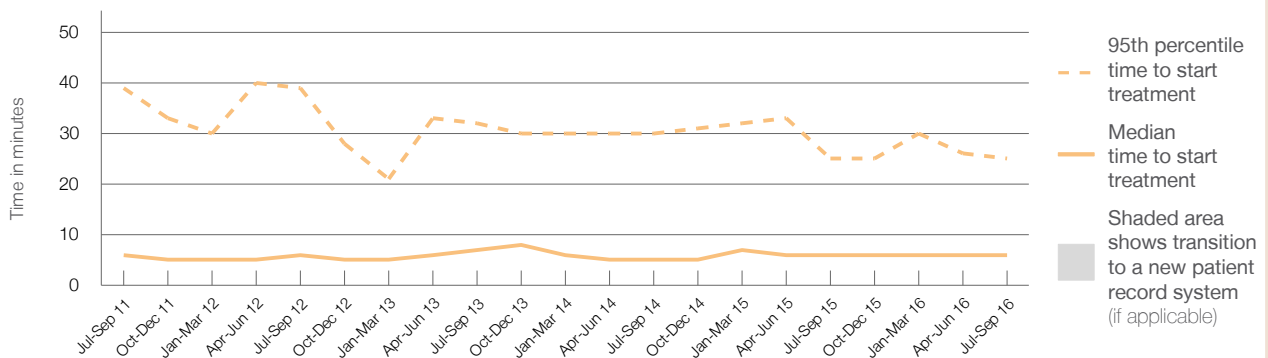
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
255	254
6 minutes	8 minutes
25 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	7	5	6	6
95th percentile time to start treatment ⁵ (minutes)	39	39	32	30	25	25

(†) 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.

Cessnock 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: 1,095

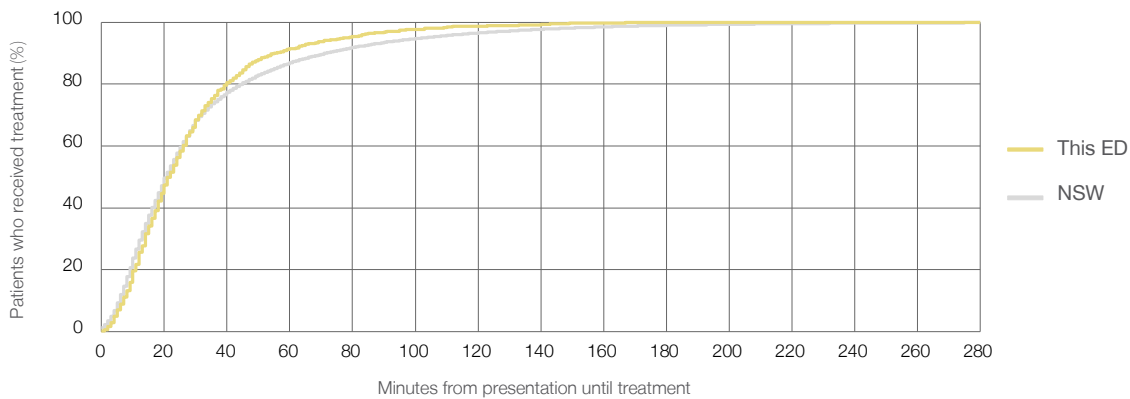
Number of triage 3 patients used to calculate waiting time:³ 1,060

Median time to start treatment⁴ 22 minutes

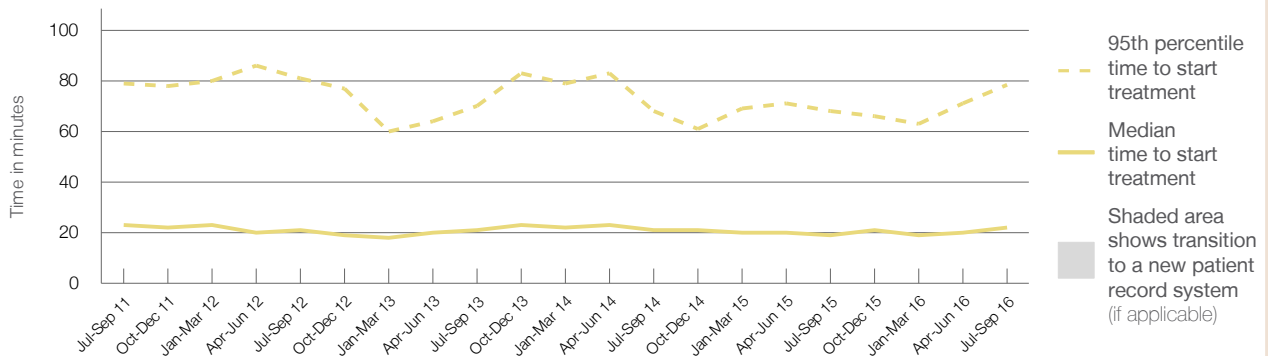
95th percentile time to start treatment⁵ 79 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,030	
Number of triage 3 patients used to calculate waiting time: ³	996	
Median time to start treatment ⁴	19 minutes	21 minutes
95th percentile time to start treatment ⁵	68 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	21	21	21	19	22
95th percentile time to start treatment ⁵ (minutes)	79	81	70	68	68	79

(†) 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.

Cessnock 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: 2,080

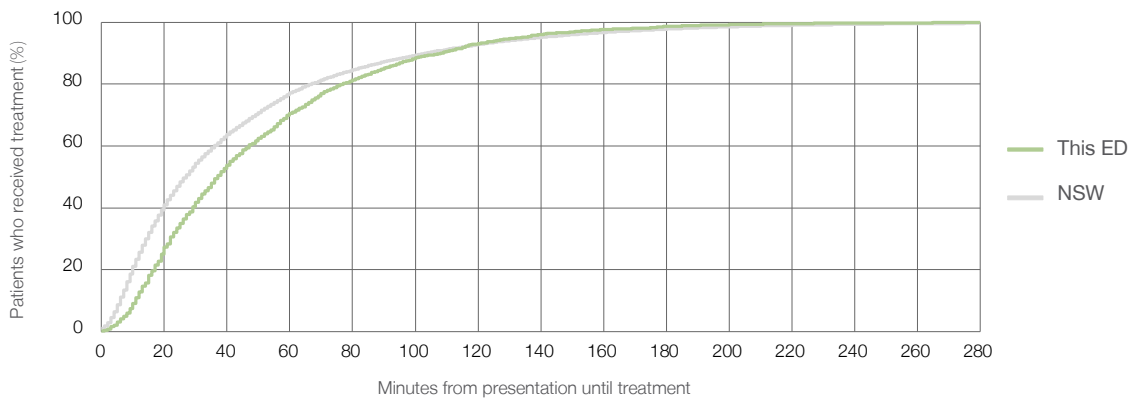
Number of triage 4 patients used to calculate waiting time:³ 1,878

Median time to start treatment⁴ 37 minutes

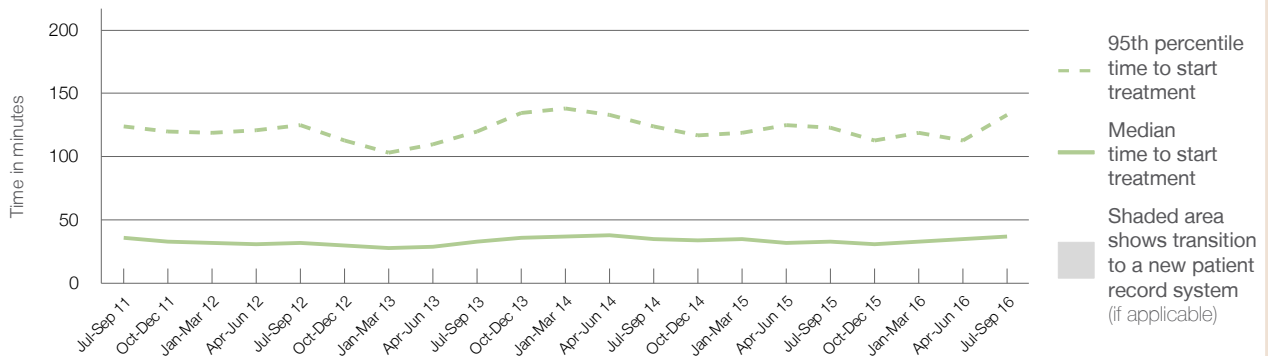
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,110	1,932
33 minutes	27 minutes
123 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	32	33	35	33	37
95th percentile time to start treatment ⁵ (minutes)	124	125	120	124	123	133

(†) 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.

Cessnock 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: 787

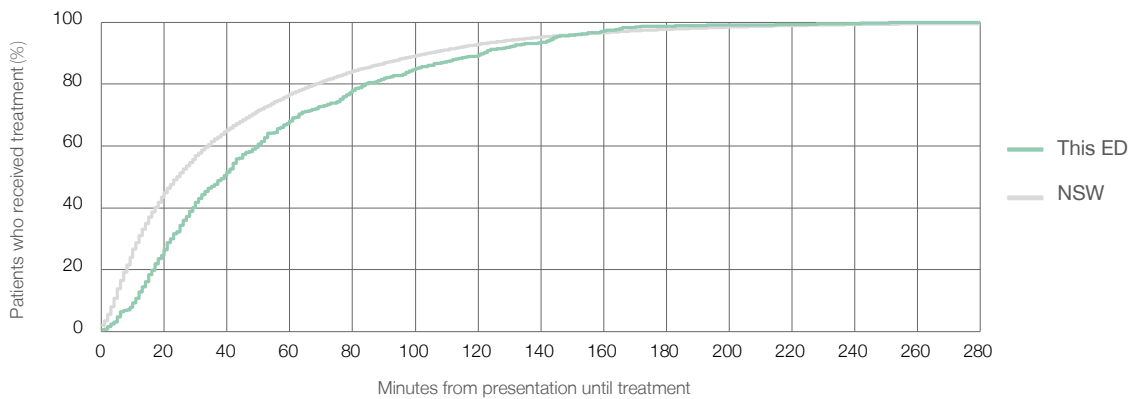
Number of triage 5 patients used to calculate waiting time:³ 659

Median time to start treatment⁴ 39 minutes

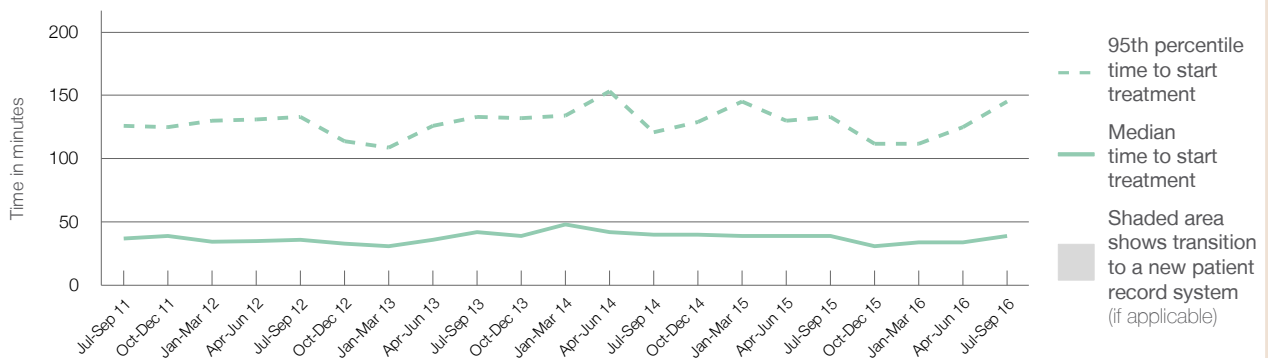
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
781	669
39 minutes	24 minutes
133 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	36	42	40	39	39
95th percentile time to start treatment ⁵ (minutes)	126	133	133	121	133	145

(†) 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.

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

All presentations:¹ 4,262 patients

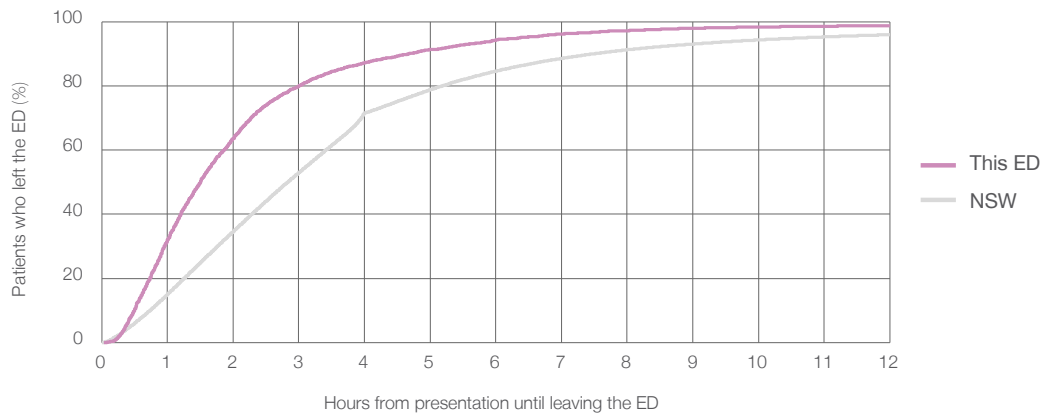
Presentations used to calculate time to leaving the ED:⁶ 4,262 patients

Median time spent in the ED⁸ 1 hours and 30 minutes

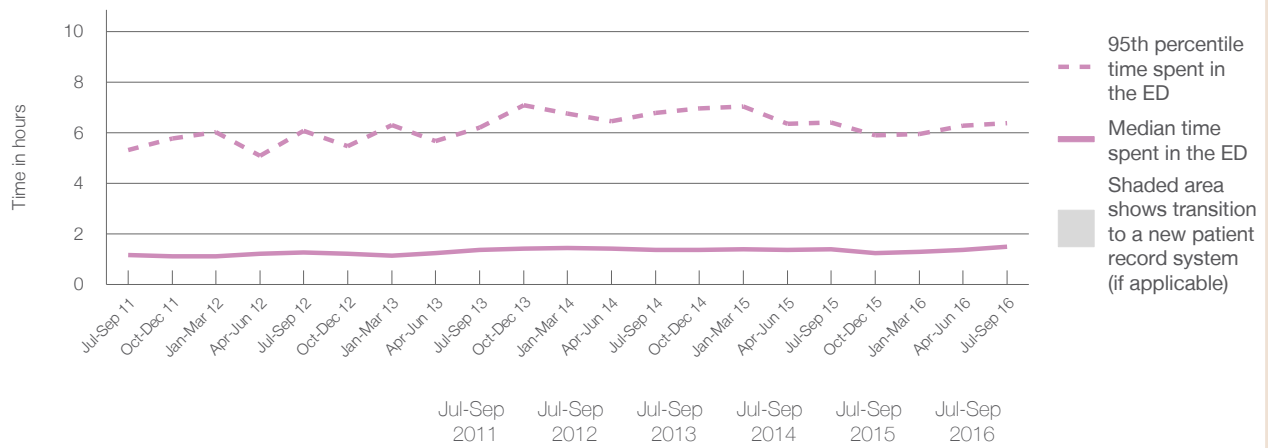
95th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
4,266	4,266
1 hours and 24 minutes	2 hours and 50 minutes
6 hours and 25 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 20m	6h 5m	6h 13m	6h 47m	6h 25m	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.

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

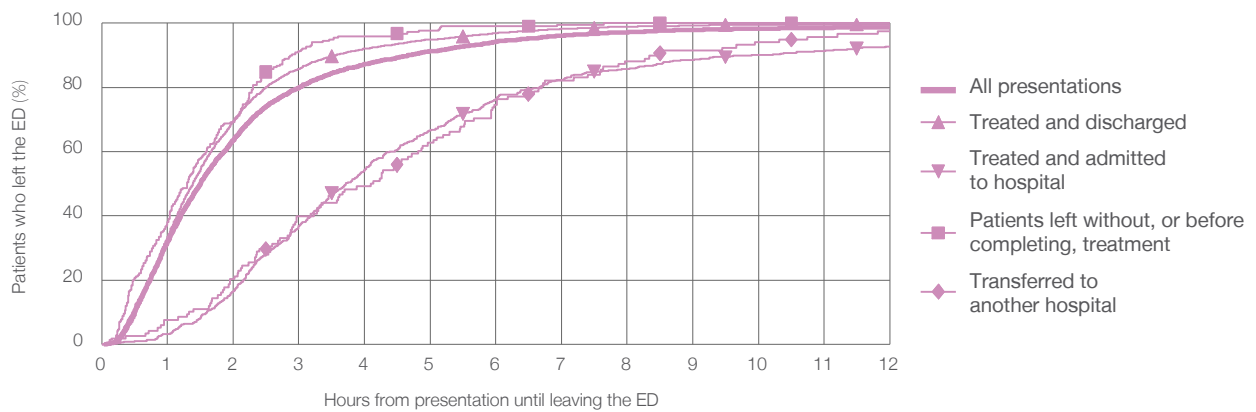
All presentations:¹ 4,262 patients

Presentations used to calculate time to leaving the ED:⁶ 4,262 patients

Treated and discharged	3,209 (75.3%)
Treated and admitted to hospital	483 (11.3%)
Patient left without, or before completing, treatment	218 (5.1%)
Transferred to another hospital	118 (2.8%)
Other	234 (5.5%)

Same period last year	Change since one year ago
4,266	-0.1%
3,228	-0.6%
463	4.3%
202	7.9%
140	-15.7%
233	0.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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	33.5%	69.6%	85.8%	92.1%	96.9%	98.9%	99.6%	99.6%
Treated and admitted to hospital	3.1%	16.6%	36.9%	54.5%	76.4%	85.7%	90.1%	92.8%
Patient left without, or before completing, treatment	38.1%	69.3%	91.3%	95.9%	99.1%	100%	100%	100%
Transferred to another hospital	7.6%	20.3%	39.8%	49.2%	74.6%	88.1%	94.1%	97.5%
All presentations	32.1%	63.7%	80.0%	87.2%	94.3%	97.2%	98.4%	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.

Cessnock 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 4,262 patients

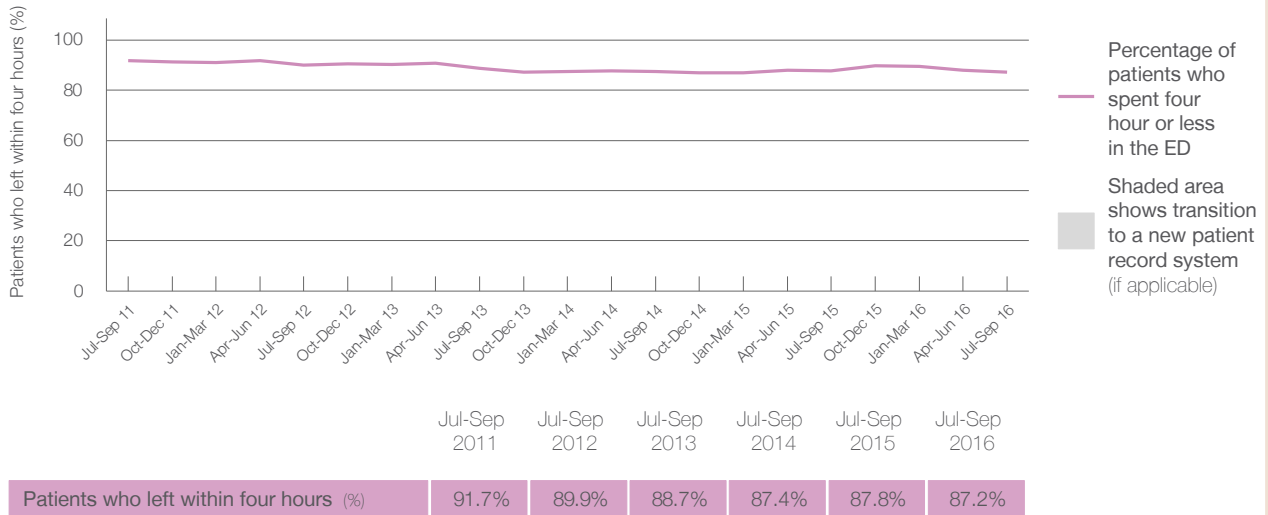
Presentations used to calculate time to leaving the ED: ⁶ 4,262 patients

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 4,262 patients	4,266	-0.1%
Presentations used to calculate time to leaving the ED: ⁶ 4,262 patients	4,266	-0.1%
Percentage of patients who spent four hours or less in the ED	87.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Gunnedah District Hospital: Emergency department (ED) overview July to September 2016

All presentations:¹ 1,951 patients
Emergency presentations:² 1,828 patients

Same period last year	Change since one year ago
2,128	-8.3%
2,054	-11.0%

Gunnedah District Hospital: Time patients waited to start treatment³ July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 94 patients

Median time to start treatment⁴ 3 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 445 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,132 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 152 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
143	
4 minutes	8 minutes
27 minutes	41 minutes
479	
17 minutes	21 minutes
87 minutes	103 minutes
1,157	
29 minutes	27 minutes
118 minutes	139 minutes
269	
17 minutes	24 minutes
105 minutes	138 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,951 patients

Percentage of patients who spent four hours or less in the ED 88.6%

Same period last year	Change since one year ago
2,128	-8.3%
89.0%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

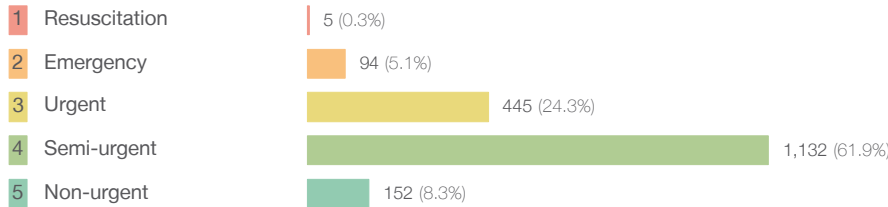
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Gunnedah District Hospital: Patients presenting to the emergency department July to September 2016

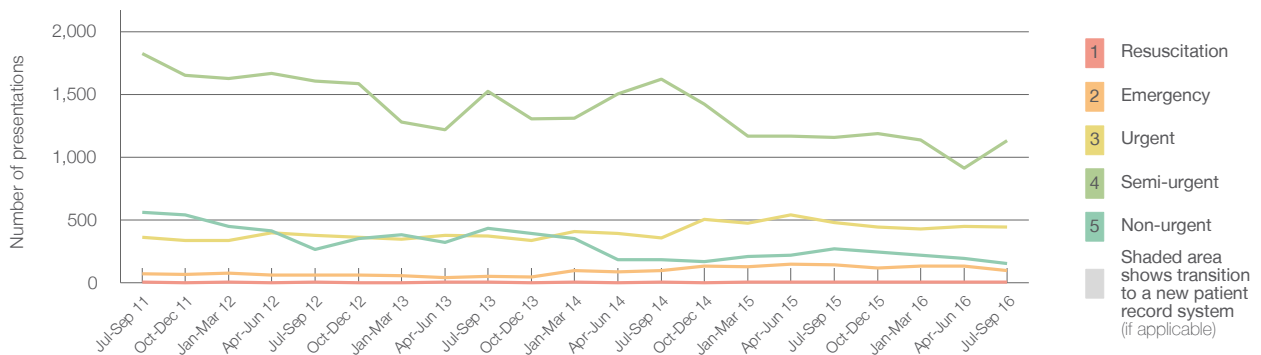
All presentations:¹ 1,951 patients

Emergency presentations² by triage category: 1,828 patients



	Same period last year	Change since one year ago
All presentations	2,128	-8.3%
Emergency presentations	2,054	-11.0%
1 Resuscitation	6	-16.7%
2 Emergency	143	-34.3%
3 Urgent	479	-7.1%
4 Semi-urgent	1,157	-2.2%
5 Non-urgent	269	-43.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	< 5	< 5	6	5
Emergency	76	61	54	99	143	94
Urgent	360	376	373	358	479	445
Semi-urgent	1,825	1,607	1,523	1,619	1,157	1,132
Non-urgent	559	264	433	181	269	152
All emergency presentations	2,820	2,308	2,383	2,257	2,054	1,828

Gunnedah District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 170 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	132	
ED Transfer of care time		
Median time	11 minutes	-2 minutes
95th percentile time	33 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.

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

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

Number of triage 2 patients: 94

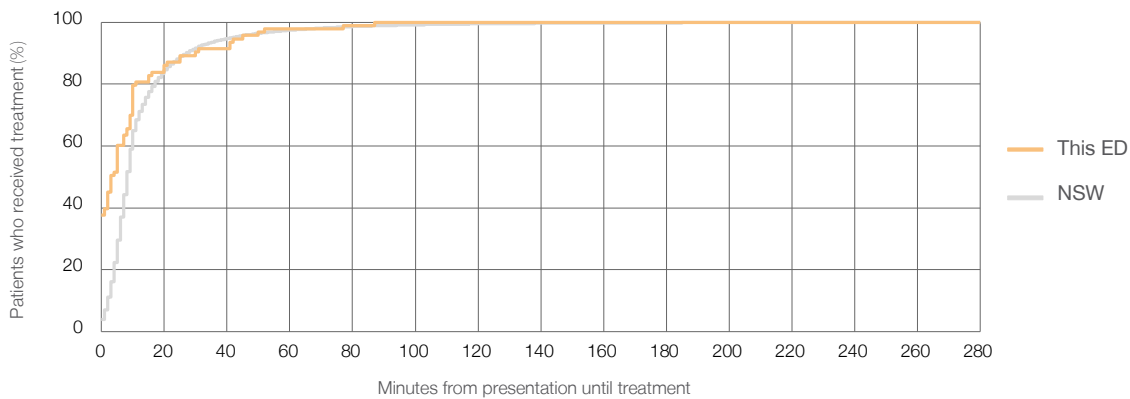
Number of triage 2 patients used to calculate waiting time:³ 93

Median time to start treatment⁴ 3 minutes

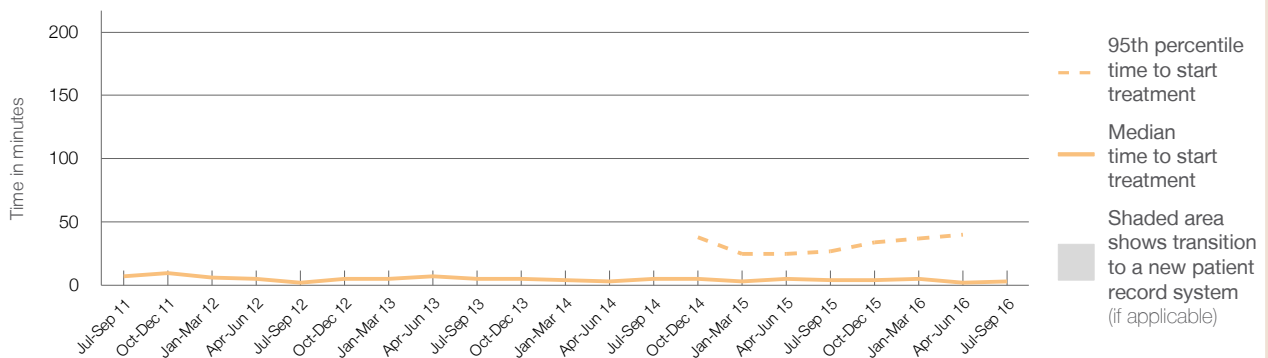
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
143	
142	
4 minutes	8 minutes
27 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	2	5	5	4	3
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	27	*

(†) 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.

Gunnedah 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: 445

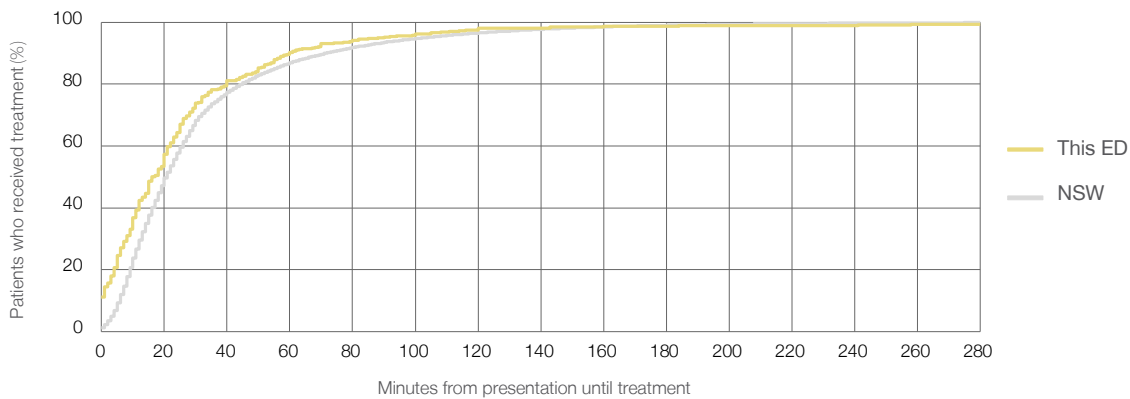
Number of triage 3 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 17 minutes

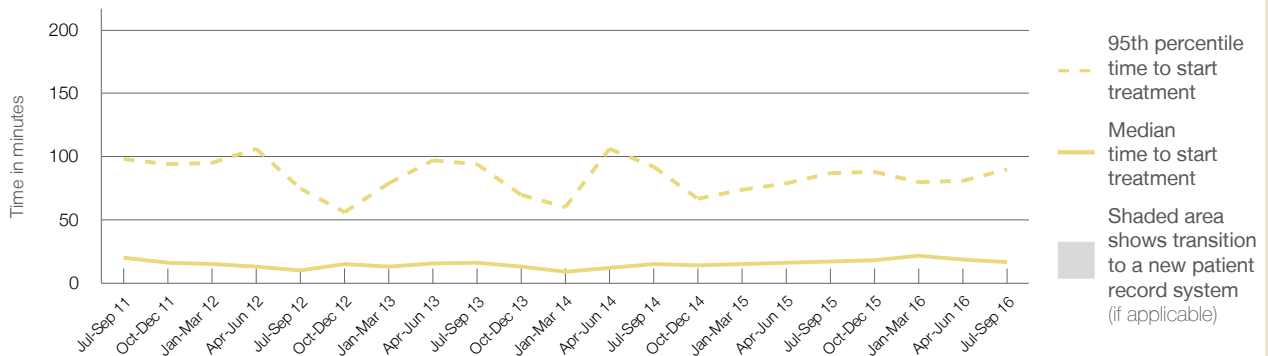
95th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
479	
475	
17 minutes	21 minutes
87 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	10	16	15	17	17
95th percentile time to start treatment ⁵ (minutes)	98	75	94	92	87	90

(†) 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.

Gunnedah 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: 1,132

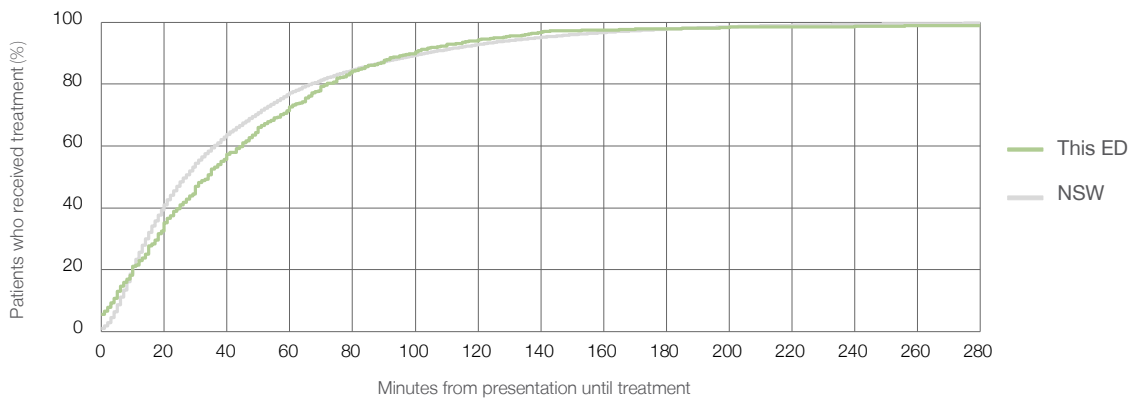
Number of triage 4 patients used to calculate waiting time:³ 1,084

Median time to start treatment⁴ 34 minutes

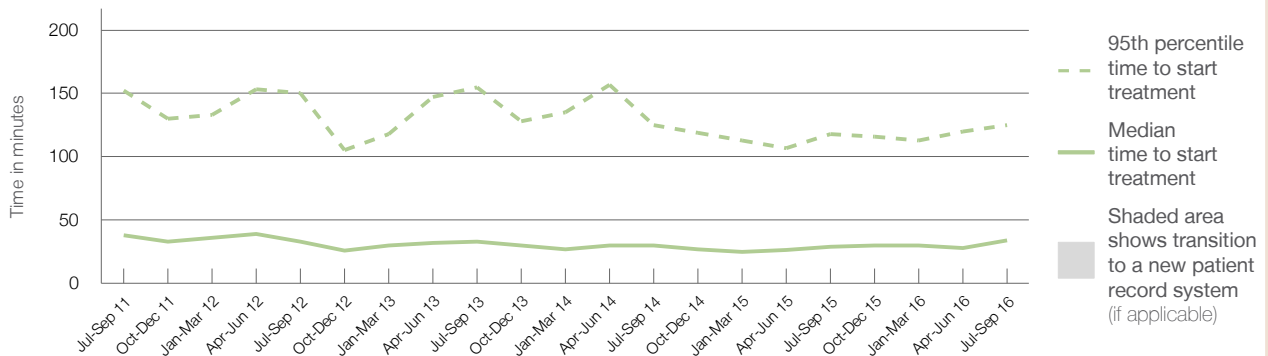
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
1,157	1,114
29 minutes	27 minutes
118 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	33	33	30	29	34
95th percentile time to start treatment ⁵ (minutes)	152	150	155	125	118	125

(†) 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.

Gunnedah 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: 152

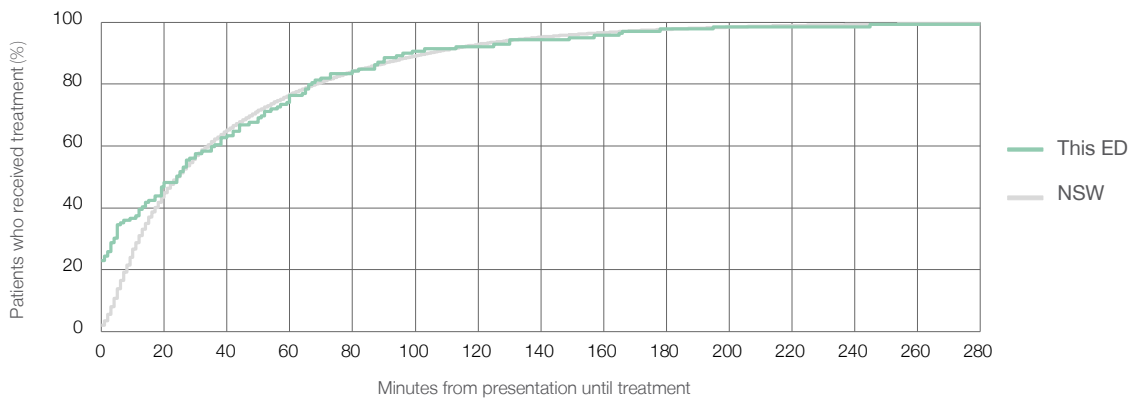
Number of triage 5 patients used to calculate waiting time:³ 139

Median time to start treatment⁴ 24 minutes

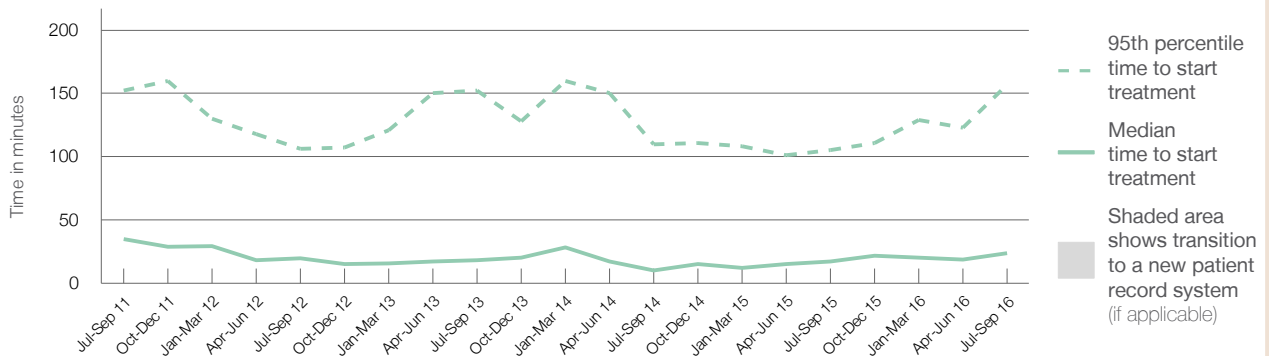
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
269	247
17 minutes	24 minutes
105 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	20	18	10	17	24
95th percentile time to start treatment ⁵ (minutes)	152	106	152	110	105	157

(†) 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.

Gunnedah District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,951 patients

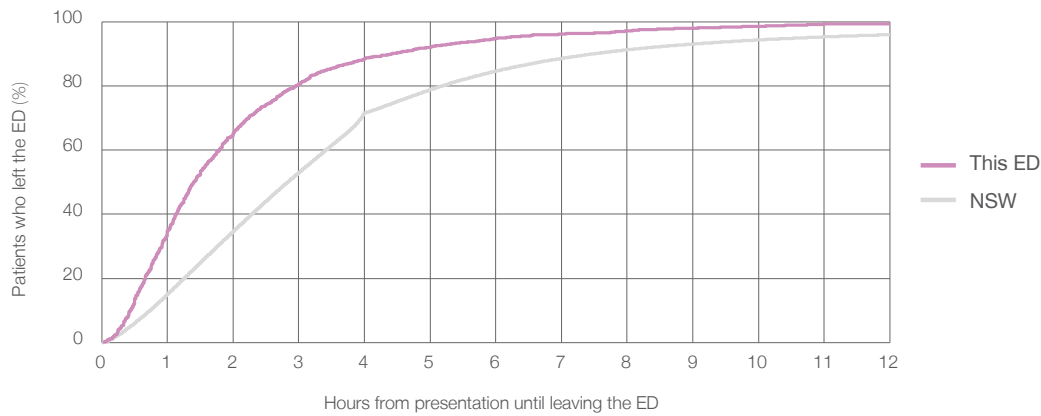
Presentations used to calculate time to leaving the ED:⁶ 1,951 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

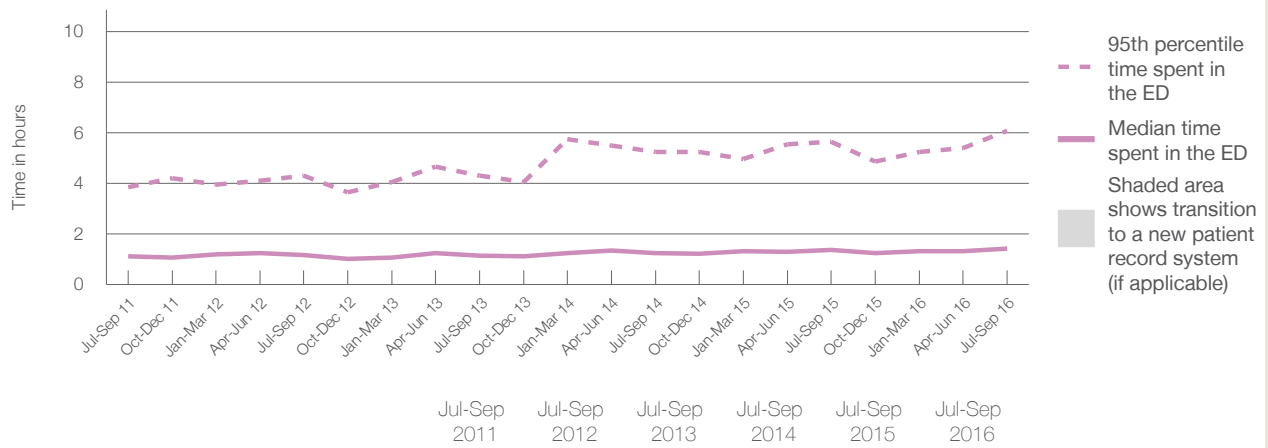
95th percentile time spent in the ED⁹ 6 hours and 5 minutes

Same period last year	NSW (this period)
2,128	2,128
1 hours and 22 minutes	2 hours and 50 minutes
5 hours and 39 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 8m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 52m	4h 18m	4h 19m	5h 15m	5h 39m	6h 5m

(†) 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.

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

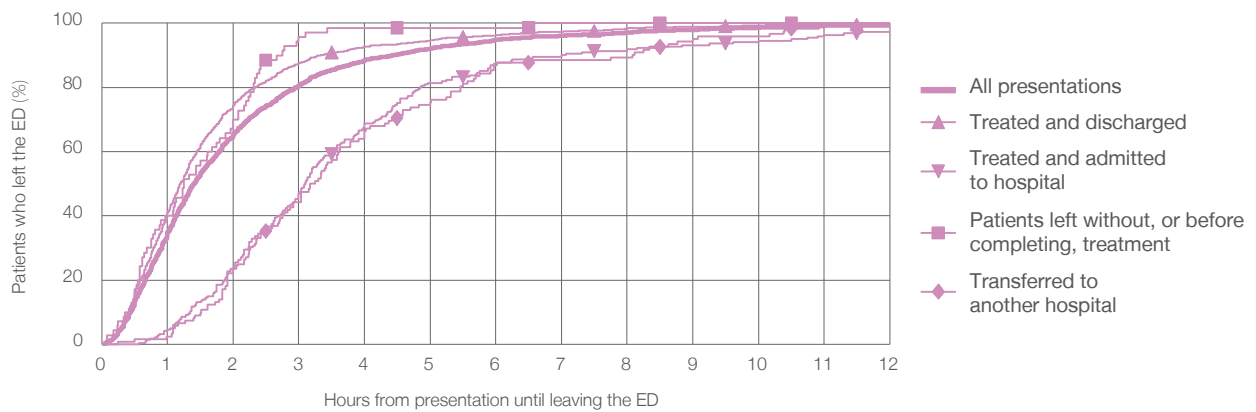
All presentations:¹ 1,951 patients

Presentations used to calculate time to leaving the ED:⁶ 1,951 patients

Treated and discharged	1,519 (77.9%)
Treated and admitted to hospital	221 (11.3%)
Patient left without, or before completing, treatment	70 (3.6%)
Transferred to another hospital	122 (6.3%)
Other	19 (1.0%)

Same period last year	Change since one year ago
2,128	-8.3%
1,650	-7.9%
238	-7.1%
94	-25.5%
140	-12.9%
6	216.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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

Treated and discharged	41.1%	74.5%	87.5%	92.7%	96.2%	98.4%	99.3%	99.6%
Treated and admitted to hospital	4.5%	23.5%	47.1%	68.8%	87.8%	91.9%	94.6%	97.3%
Patient left without, or before completing, treatment	40.0%	70.0%	95.7%	98.6%	98.6%	100%	100%	100%
Transferred to another hospital	2.5%	23.8%	44.3%	66.4%	86.9%	89.3%	95.9%	100%
All presentations	34.8%	65.5%	80.6%	88.6%	94.8%	97.1%	98.6%	99.4%

(†) 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.

Gunnedah 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 1,951 patients

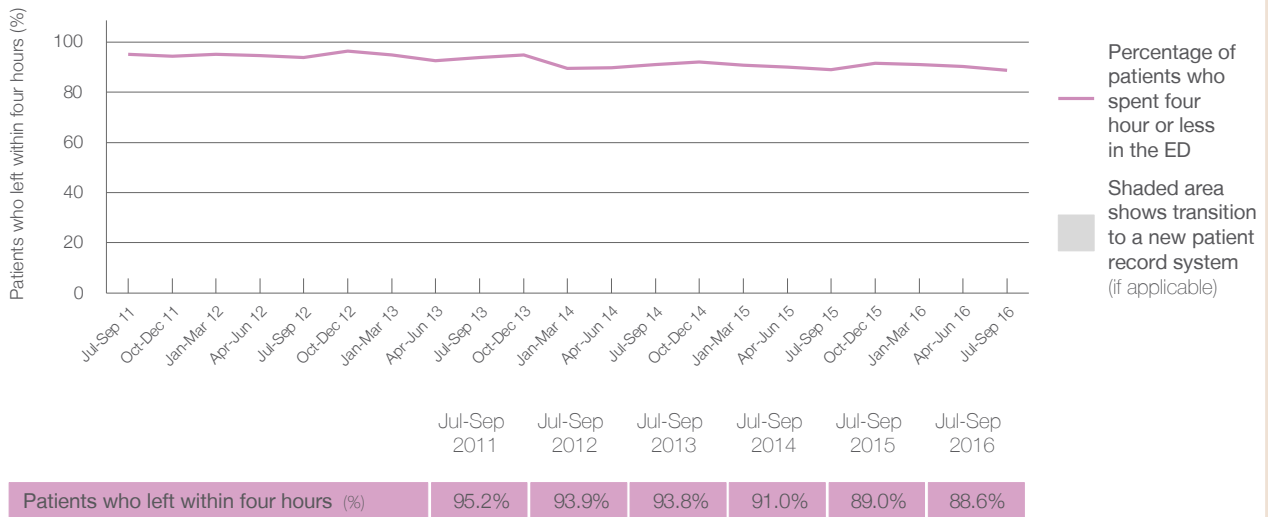
Presentations used to calculate time to leaving the ED: ⁶ 1,951 patients

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	2,128	-8.3%
Presentations used to calculate time to leaving the ED	2,128	-8.3%
Percentage of patients who spent four hours or less in the ED	89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Inverell District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,082 patients
Emergency presentations:² 1,999 patients

Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%

Inverell District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 239 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 50 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 690 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 856 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 209 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
214	
4 minutes	8 minutes
25 minutes	41 minutes
562	
11 minutes	21 minutes
81 minutes	103 minutes
870	
25 minutes	27 minutes
110 minutes	139 minutes
210	
13 minutes	24 minutes
92 minutes	138 minutes

Inverell District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,082 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
1,986	4.8%
87.4%	

* 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, July to September 2016.
- 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 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.
- 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.

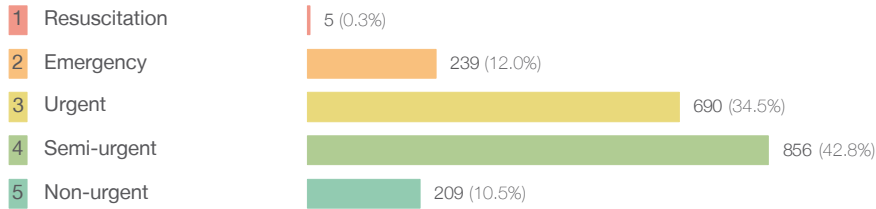
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Inverell District Hospital: Patients presenting to the emergency department

July to September 2016

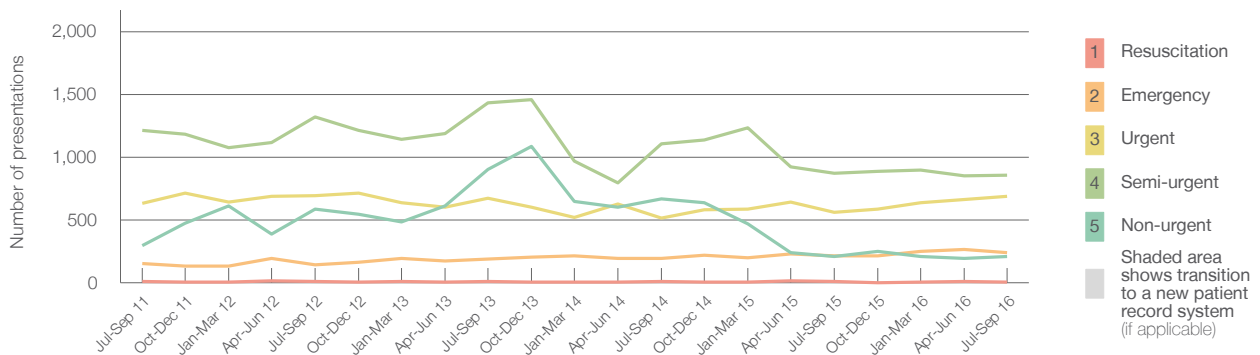
All presentations:¹ 2,082 patients

Emergency presentations² by triage category: 1,999 patients



Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%
8	-37.5%
214	11.7%
562	22.8%
870	-1.6%
210	-0.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	7	7	7	7	8	5
Emergency	151	140	190	194	214	239
Urgent	630	693	675	515	562	690
Semi-urgent	1,211	1,321	1,435	1,108	870	856
Non-urgent	295	588	903	667	210	209
All emergency presentations	2,294	2,749	3,210	2,491	1,864	1,999

Inverell District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 314 patients **

ED Transfer of care time



Same period last year	Change since one year ago
191	
5 minutes	1 minute
29 minutes	-3 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.

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

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

Number of triage 2 patients: 239

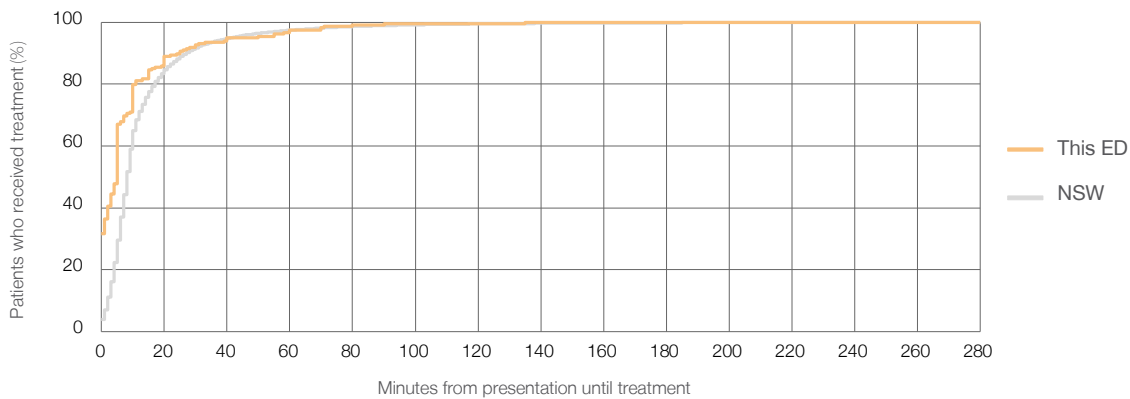
Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴ 5 minutes

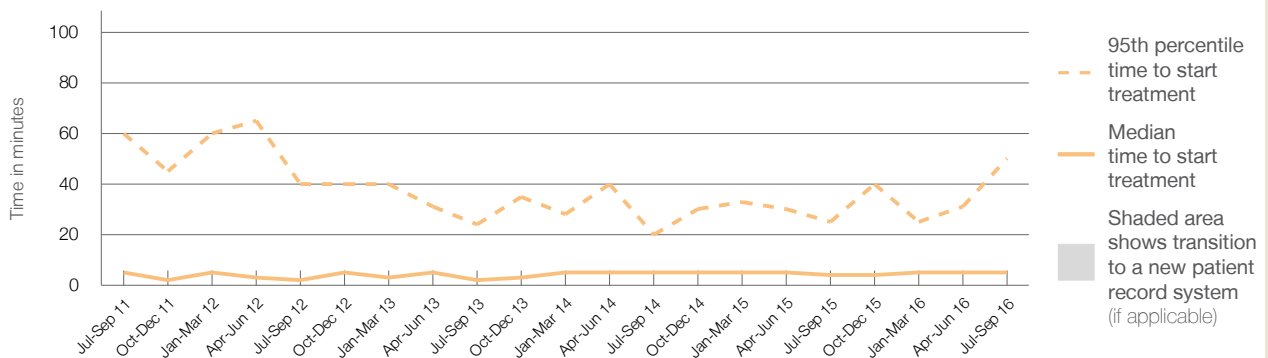
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
214	210
4 minutes	8 minutes
25 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	2	2	5	4	5
95th percentile time to start treatment ⁵ (minutes)	60	40	24	20	25	50

(†) 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.

Inverell 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: 690

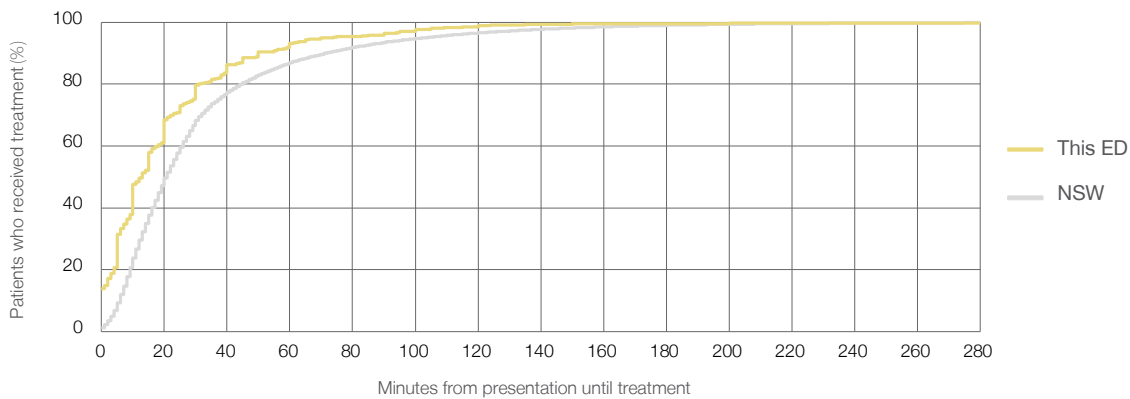
Number of triage 3 patients used to calculate waiting time:³ 660

Median time to start treatment⁴ 13 minutes

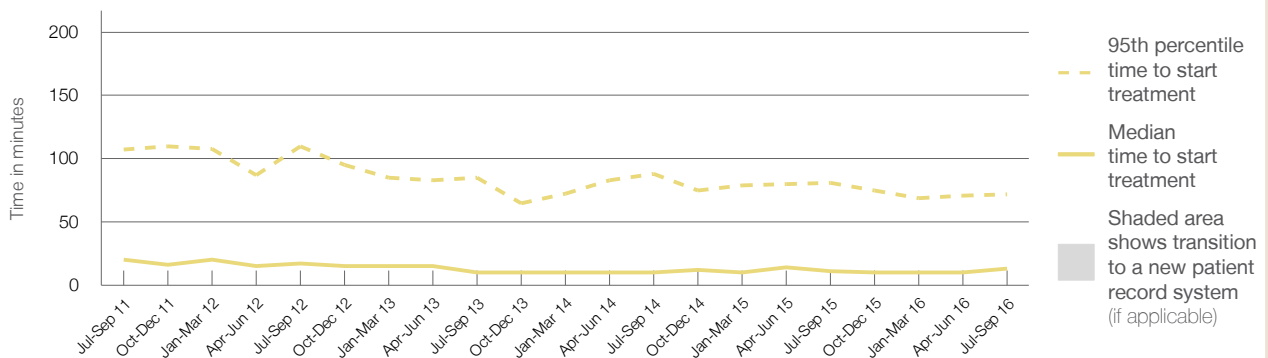
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
562	550
11 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	10	10	11	13
95th percentile time to start treatment ⁵ (minutes)	107	110	85	88	81	72

(†) 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.

Inverell 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: 856

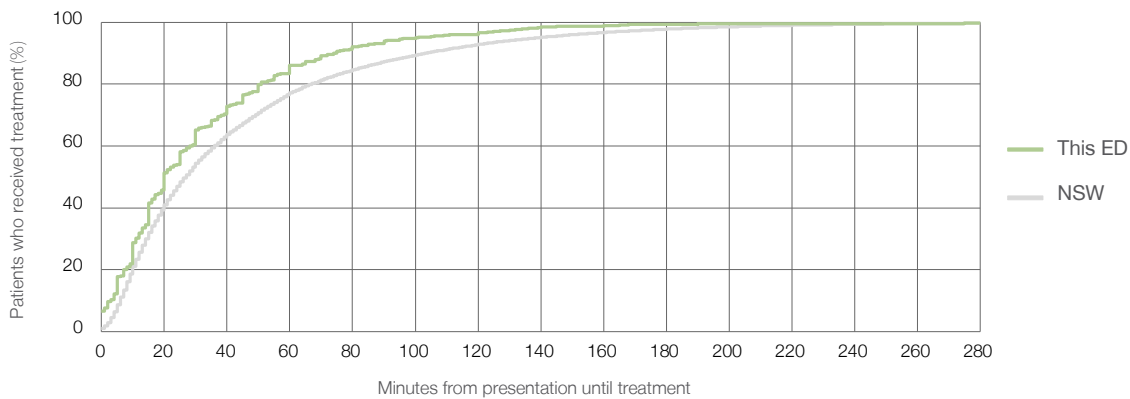
Number of triage 4 patients used to calculate waiting time:³ 773

Median time to start treatment⁴ 20 minutes

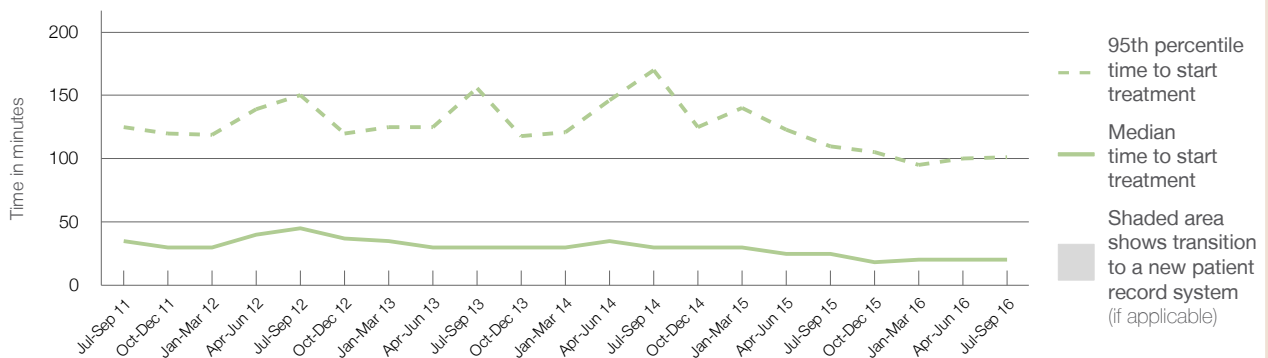
95th percentile time to start treatment⁵ 101 minutes

	Same period last year	NSW (this period)
	870	803
	25 minutes	27 minutes
	110 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	45	30	30	25	20
95th percentile time to start treatment ⁵ (minutes)	125	150	156	170	110	101

(†) 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.

Inverell 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: 209

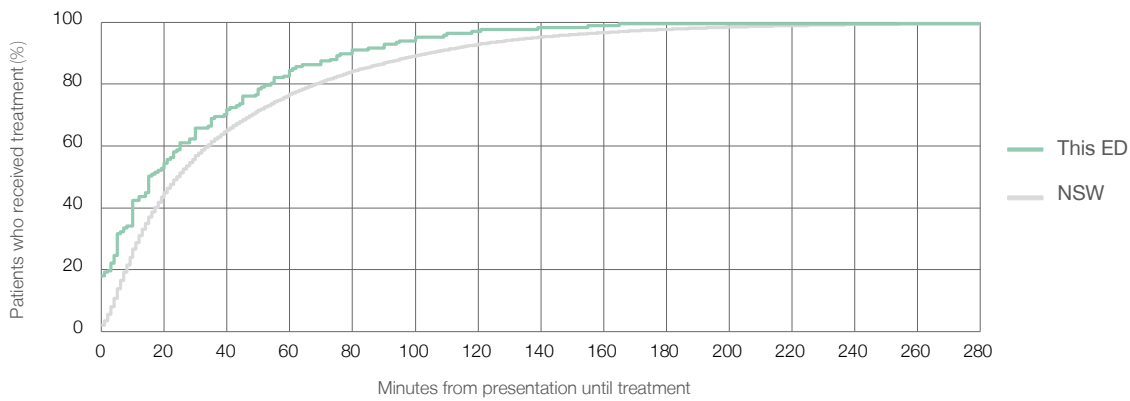
Number of triage 5 patients used to calculate waiting time:³ 167

Median time to start treatment⁴ 15 minutes

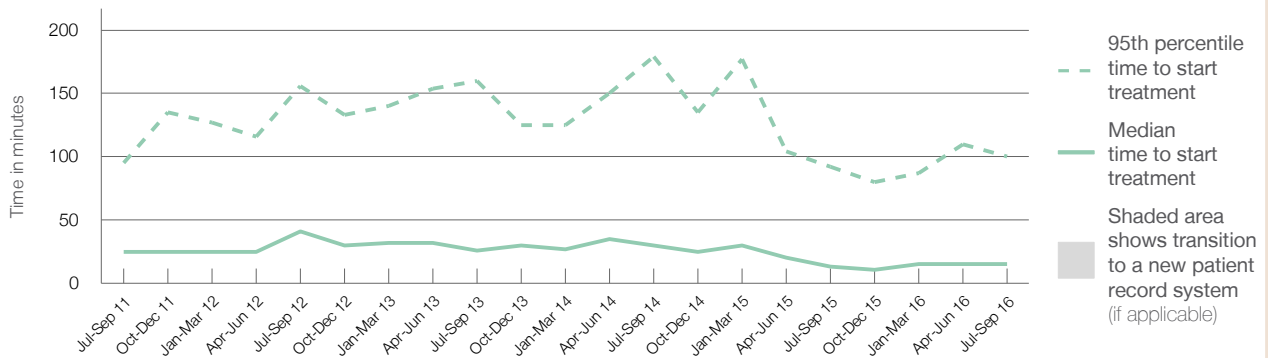
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
210	181
13 minutes	24 minutes
92 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	41	26	30	13	15
95th percentile time to start treatment ⁵ (minutes)	95	156	160	179	92	100

(†) 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.

Inverell District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,082 patients

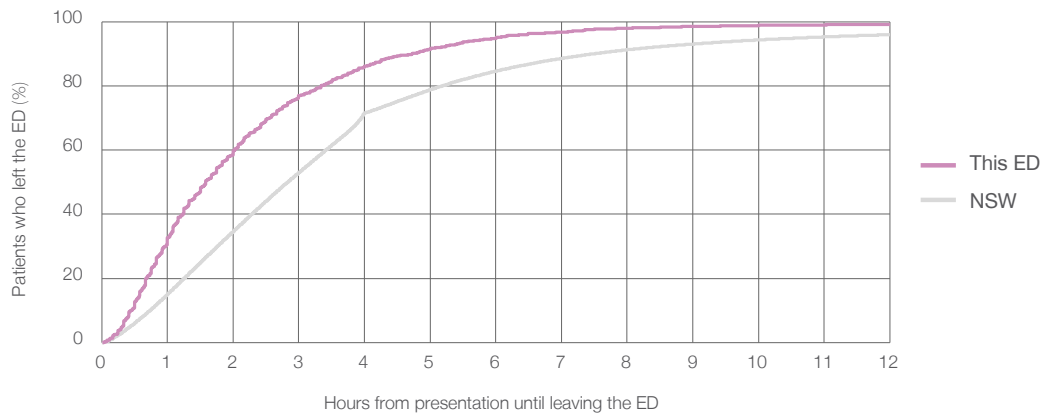
Presentations used to calculate time to leaving the ED:⁶ 2,082 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

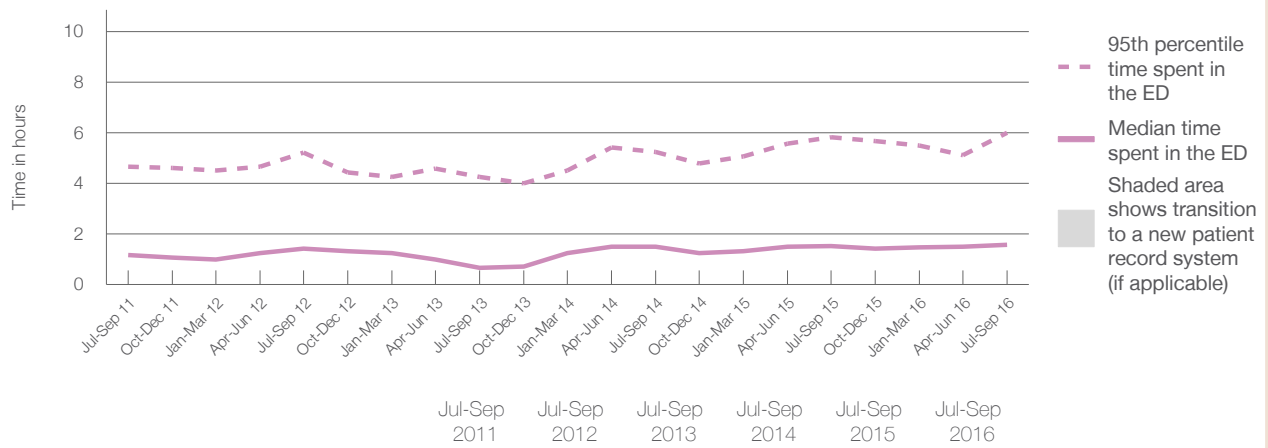
95th percentile time spent in the ED⁹ 6 hours and 0 minutes

Same period last year	NSW (this period)
1,986	1,986
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 50 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 40m	5h 13m	4h 15m	5h 15m	5h 50m	6h 0m

(†) 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.

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

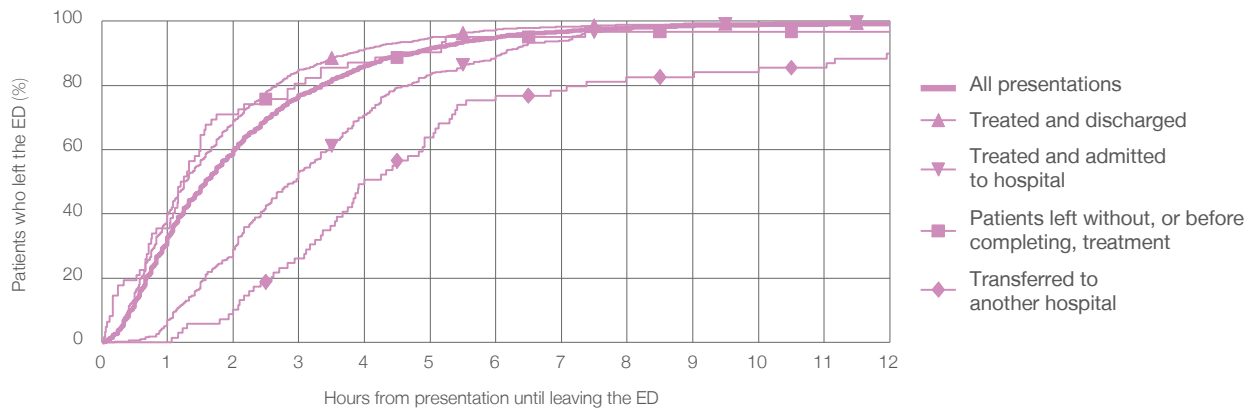
All presentations:¹ 2,082 patients

Presentations used to calculate time to leaving the ED:⁶ 2,082 patients

Treated and discharged	1,524 (73.2%)
Treated and admitted to hospital	384 (18.4%)
Patient left without, or before completing, treatment	62 (3.0%)
Transferred to another hospital	69 (3.3%)
Other	43 (2.1%)

Same period last year	Change since one year ago
1,986	4.8%
1,386	10.0%
410	-6.3%
64	-3.1%
77	-10.4%
49	-12.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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	40.0%	69.0%	84.8%	91.3%	97.4%	98.8%	99.5%	99.5%
Treated and admitted to hospital	7.0%	28.9%	53.1%	70.8%	89.1%	97.4%	99.2%	99.7%
Patient left without, or before completing, treatment	35.5%	71.0%	80.6%	87.1%	95.2%	96.8%	96.8%	96.8%
Transferred to another hospital	0%	10.1%	26.1%	50.7%	76.8%	82.6%	85.5%	89.9%
All presentations	32.7%	59.9%	77.0%	86.1%	95.0%	97.9%	98.9%	99.2%

(†) 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.

Inverell 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 2,082 patients

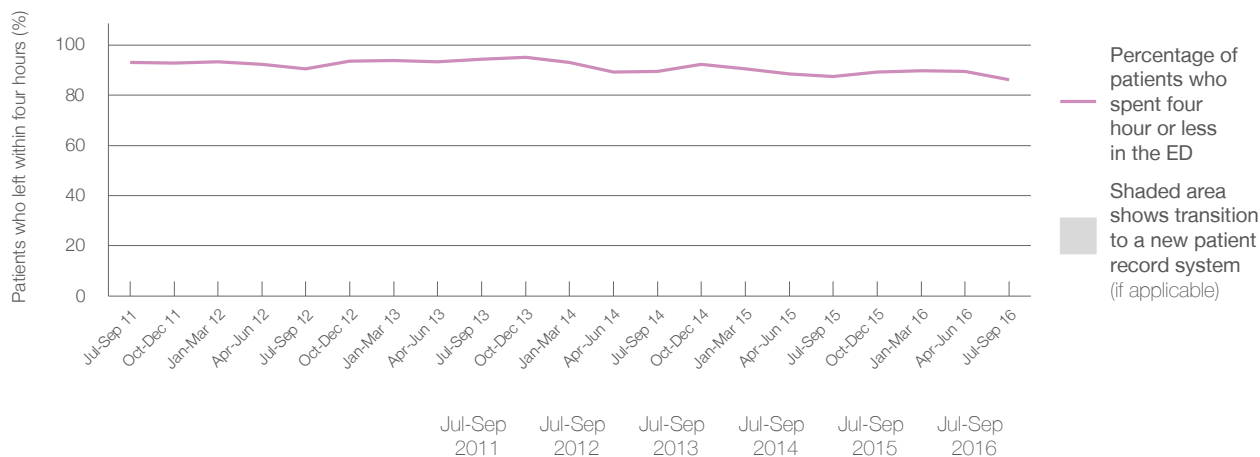
Presentations used to calculate time to leaving the ED: ⁶ 2,082 patients

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	1,986	4.8%
Presentations used to calculate time to leaving the ED	1,986	4.8%
Percentage of patients who spent four hours or less in the ED	87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	93.0%	90.6%	94.3%	89.5%	87.4%	86.1%

* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

John Hunter Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 19,453 patients

Emergency presentations:² 19,234 patients

Same period last year	Change since one year ago
19,016	2.3%
19,009	1.2%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,792 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,170 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,699 patients

Median time to start treatment⁴ 36 minutes
 95th percentile time to start treatment⁵ 158 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,432 patients

Median time to start treatment⁴ 33 minutes
 95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
1,951	
7 minutes	8 minutes
36 minutes	41 minutes
5,349	
26 minutes	21 minutes
142 minutes	103 minutes
9,455	
39 minutes	27 minutes
192 minutes	139 minutes
2,084	
46 minutes	24 minutes
199 minutes	138 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 19,453 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
19,016	2.3%
58.4%	

* 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, July to September 2016.
- 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 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.
- 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).

John Hunter Hospital: Patients presenting to the emergency department July to September 2016

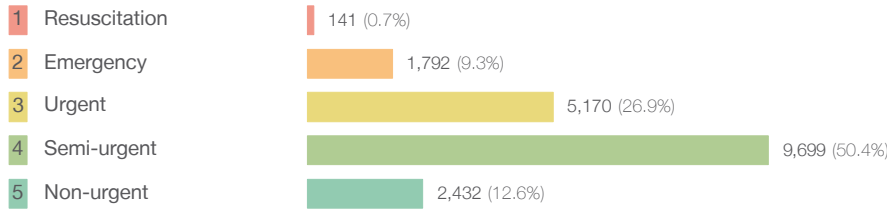
All presentations:¹ 19,453 patients

Same period last year Change since one year ago

19,016 2.3%

Emergency presentations² by triage category: 19,234 patients

19,009 1.2%



170 -17.1%

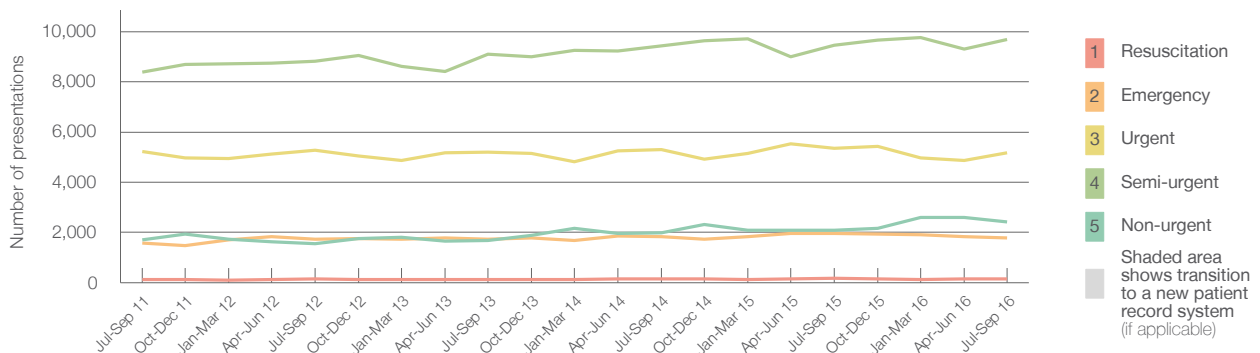
1,951 -8.1%

5,349 -3.3%

9,455 2.6%

2,084 16.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	114	155	118	142	170	141
Emergency	1,583	1,719	1,722	1,821	1,951	1,792
Urgent	5,230	5,276	5,188	5,309	5,349	5,170
Semi-urgent	8,393	8,824	9,102	9,429	9,455	9,699
Non-urgent	1,701	1,550	1,680	1,982	2,084	2,432
All emergency presentations	17,021	17,524	17,810	18,683	19,009	19,234

John Hunter Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,816 patients

Same period last year Change since one year ago

5,014

ED Transfer of care time

Median time 11 minutes

12 minutes -1 minute

95th percentile time 32 minutes

44 minutes -12 minutes

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,792

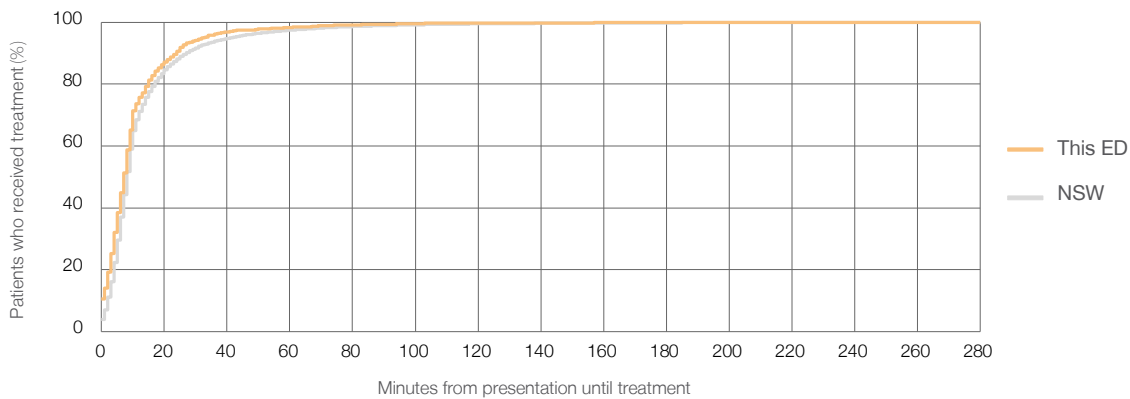
Number of triage 2 patients used to calculate waiting time:³ 1,784

Median time to start treatment⁴ 7 minutes

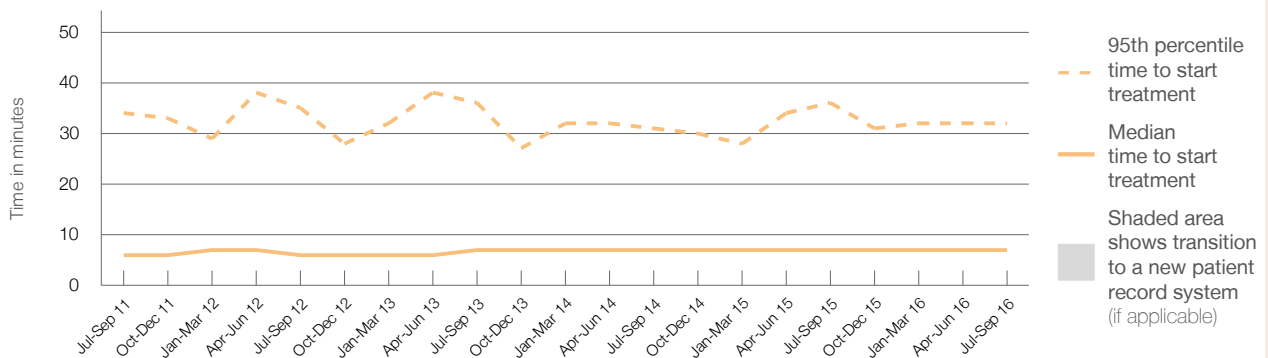
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,951	1,935
7 minutes	8 minutes
36 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	34	35	36	31	36	32

(†) 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.

John Hunter 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: 5,170

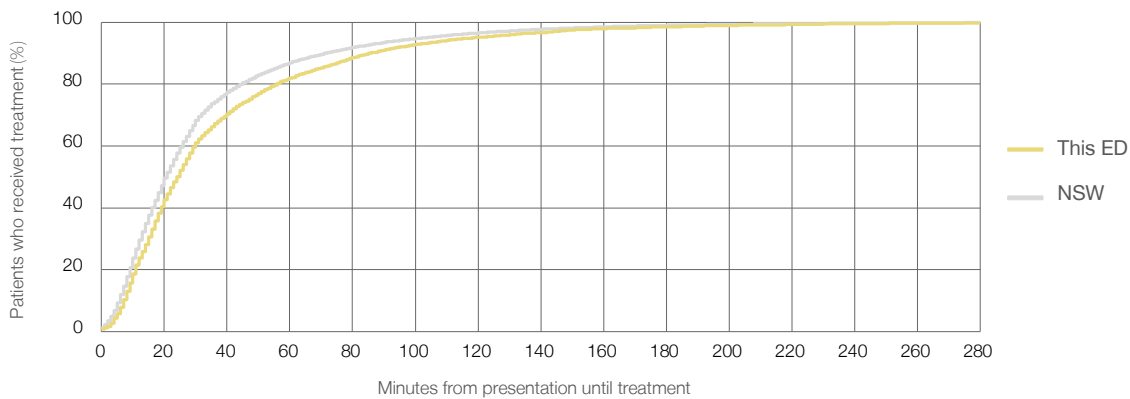
Number of triage 3 patients used to calculate waiting time:³ 5,067

Median time to start treatment⁴ 24 minutes

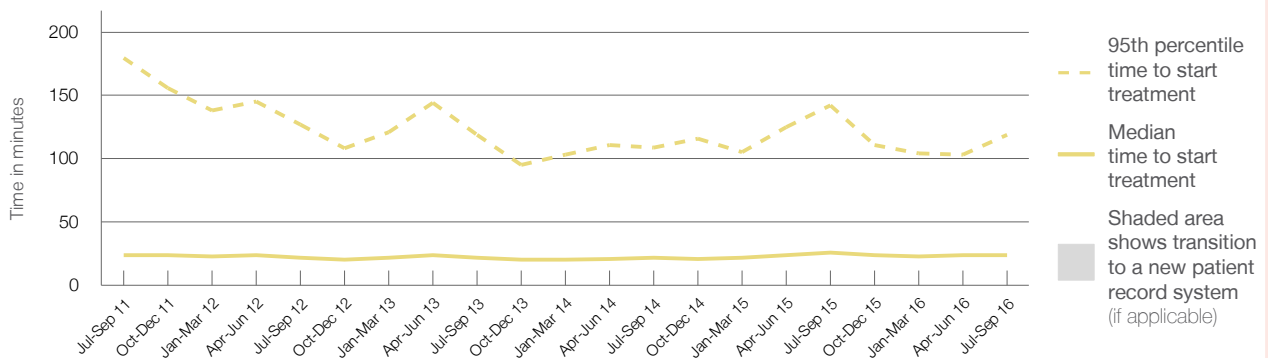
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
5,349	5,208
26 minutes	21 minutes
142 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	22	22	22	26	24
95th percentile time to start treatment ⁵ (minutes)	180	127	119	109	142	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.

John Hunter 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: 9,699

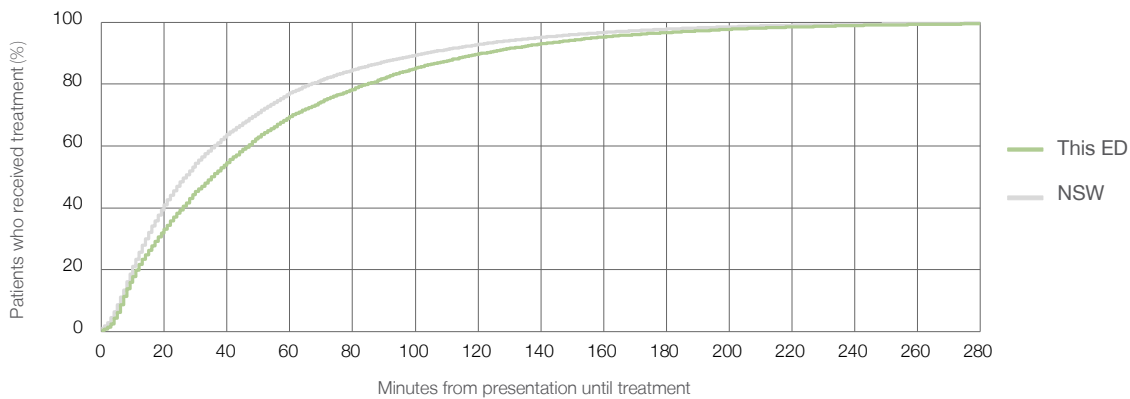
Number of triage 4 patients used to calculate waiting time:³ 8,993

Median time to start treatment⁴ 36 minutes

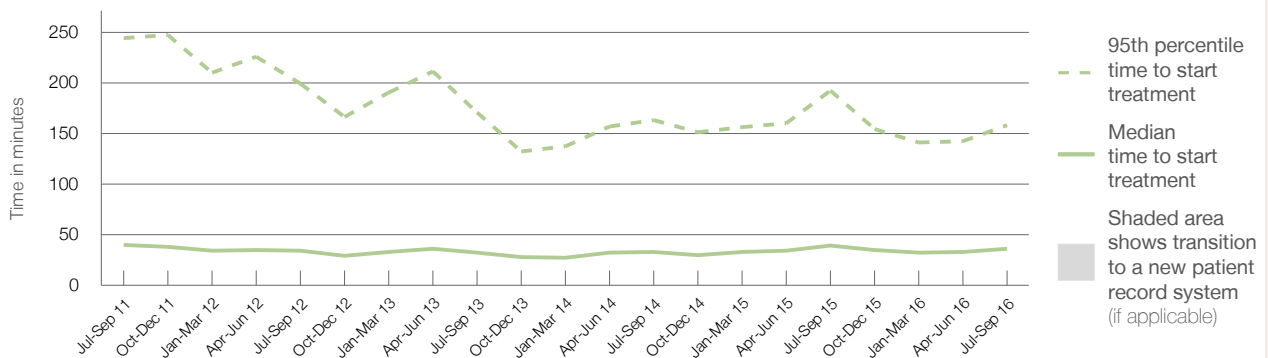
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
9,455	8,449
39 minutes	27 minutes
192 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	34	32	33	39	36
95th percentile time to start treatment ⁵ (minutes)	244	199	171	163	192	158

(†) 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.

John Hunter 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: 2,432

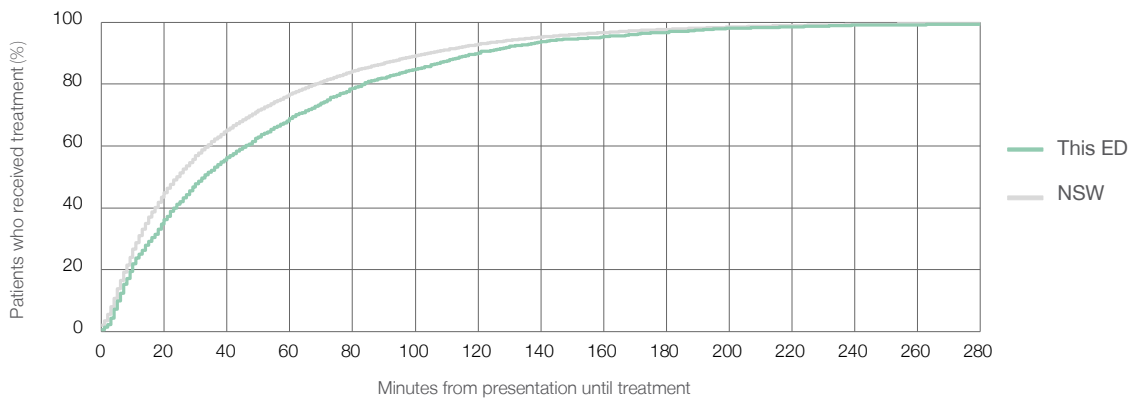
Number of triage 5 patients used to calculate waiting time:³ 2,054

Median time to start treatment⁴ 33 minutes

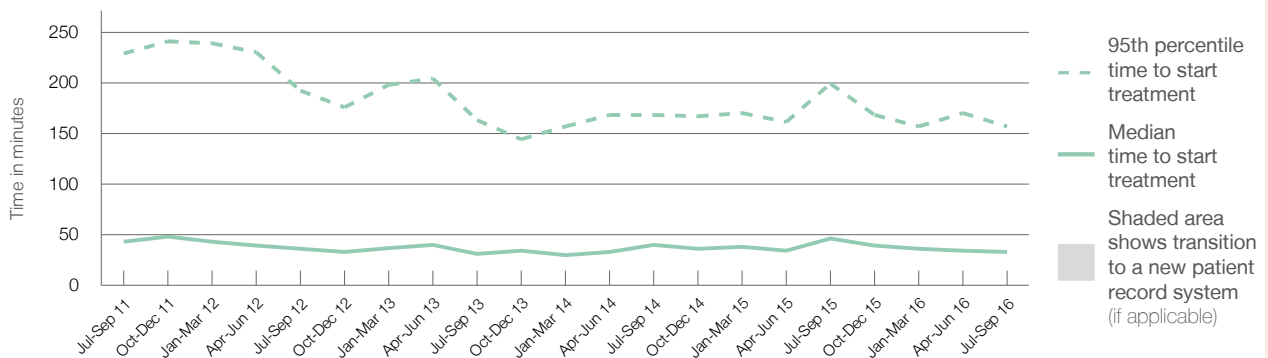
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
2,084	1,674
46 minutes	24 minutes
199 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	36	31	40	46	33
95th percentile time to start treatment ⁵ (minutes)	229	192	163	168	199	157

(†) 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.

John Hunter Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 19,453 patients

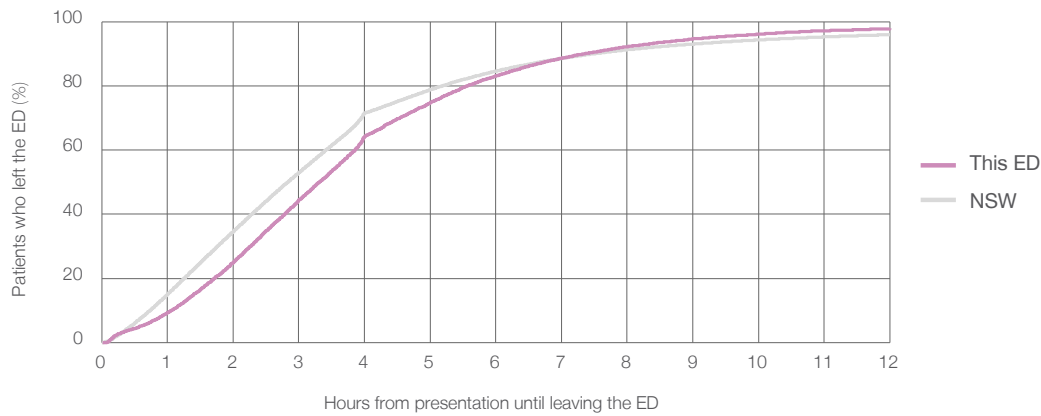
Presentations used to calculate time to leaving the ED:⁶ 19,453 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

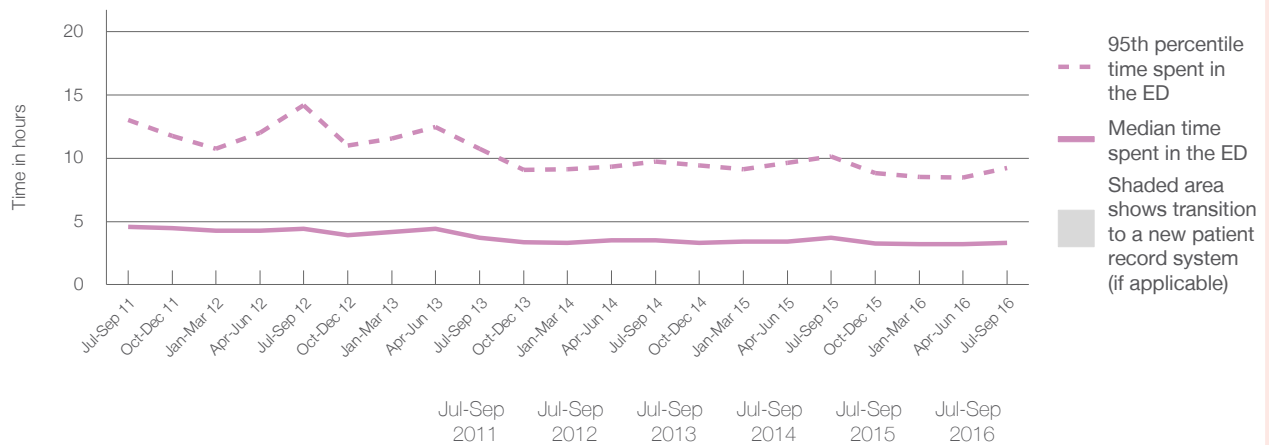
95th percentile time spent in the ED⁹ 9 hours and 15 minutes

Same period last year	NSW (this period)
19,016	19,016
3 hours and 42 minutes	2 hours and 50 minutes
10 hours and 9 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 34m	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 0m	14h 12m	10h 46m	9h 44m	10h 9m	9h 15m

(†) 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.

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

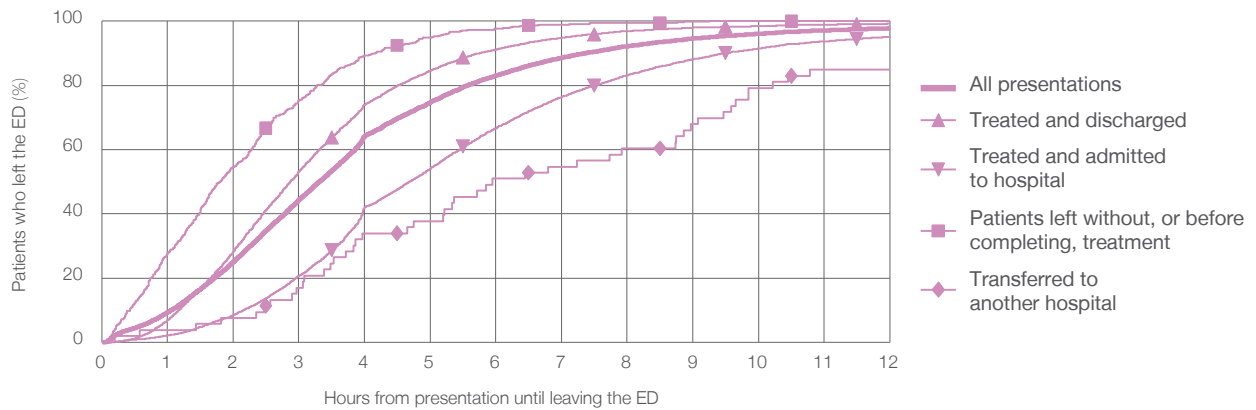
All presentations:¹ 19,453 patients

Presentations used to calculate time to leaving the ED:⁶ 19,453 patients

Treated and discharged	11,052 (56.8%)
Treated and admitted to hospital	6,817 (35.0%)
Patient left without, or before completing, treatment	681 (3.5%)
Transferred to another hospital	53 (0.3%)
Other	850 (4.4%)

Same period last year	Change since one year ago
19,016	2.3%
10,165	8.7%
6,833	-0.2%
953	-28.5%
56	-5.4%
1,009	-15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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

Treated and discharged	6.9%	28.2%	53.2%	74.0%	91.2%	96.9%	98.5%	99.2%
Treated and admitted to hospital	2.2%	8.5%	20.8%	42.0%	66.7%	83.2%	91.5%	95.2%
Patient left without, or before completing, treatment	27.8%	54.6%	75.3%	89.3%	97.7%	99.6%	100%	100%
Transferred to another hospital	3.8%	7.5%	17.0%	34.0%	50.9%	60.4%	79.2%	84.9%
All presentations	9.3%	25.1%	44.4%	64.2%	83.1%	92.2%	96.1%	97.8%

(†) 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.

John Hunter 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 19,453 patients

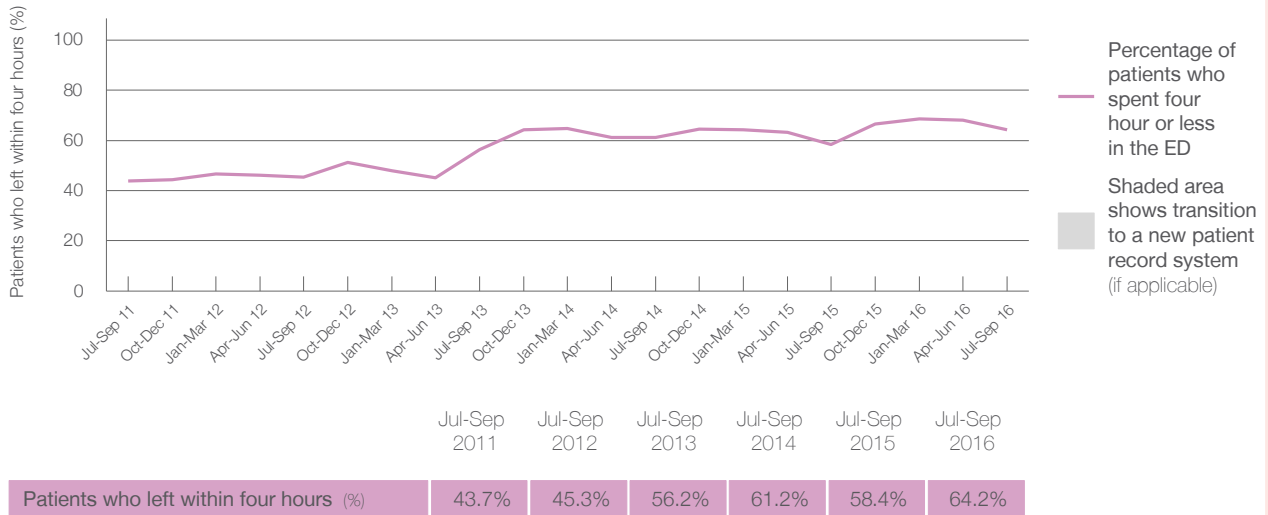
Presentations used to calculate time to leaving the ED: ⁶ 19,453 patients

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



Same period last year	Change since one year ago
19,016	2.3%
19,016	2.3%
58.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Kurri Kurri District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 969 patients

Emergency presentations:² 953 patients

Same period last year	Change since one year ago
1,360	-28.8%
1,320	-27.8%

Kurri Kurri District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 87 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 308 patients

Median time to start treatment⁴ 9 minutes

95th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 441 patients

Median time to start treatment⁴ 13 minutes

95th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 117 patients

Median time to start treatment⁴ 10 minutes

95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
93	
3 minutes	8 minutes
*	41 minutes
242	
12 minutes	21 minutes
84 minutes	103 minutes
759	
17 minutes	27 minutes
95 minutes	139 minutes
226	
16 minutes	24 minutes
97 minutes	138 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 969 patients

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

93.6%

Same period last year	Change since one year ago
1,360	-28.8%
92.6%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

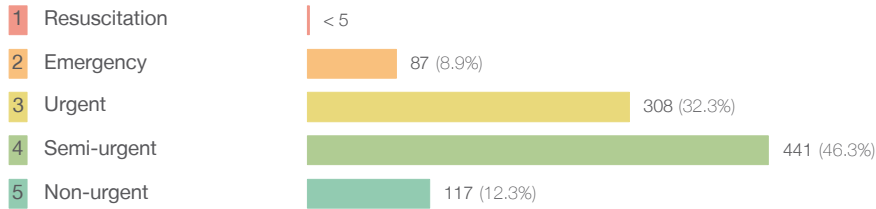
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Kurri Kurri District Hospital: Patients presenting to the emergency department July to September 2016

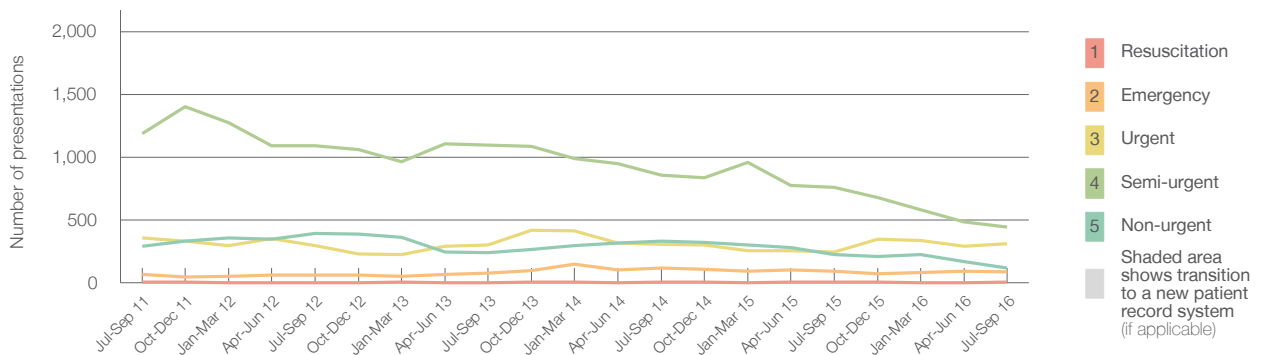
All presentations¹ 969 patients

Emergency presentations² by triage category: 953 patients



	Same period last year	Change since one year ago
All presentations ¹	1,360	-28.8%
Emergency presentations ²	1,320	-27.8%
1 Resuscitation	< 5	*
2 Emergency	93	-4.5%
3 Urgent	242	27.3%
4 Semi-urgent	759	-41.9%
5 Non-urgent	226	-48.2%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	0	< 5	< 5	< 5
Emergency	70	63	74	121	93	87
Urgent	358	296	298	306	242	308
Semi-urgent	1,188	1,089	1,098	855	759	441
Non-urgent	288	391	238	330	226	117
All emergency presentations	1,904	1,839	1,708	1,612	1,320	953

Kurri Kurri District Hospital: Patients arriving by ambulance July to September 2016

ED Transfer of care time is not currently available for this hospital.⁷

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

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

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

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

Number of triage 2 patients: 87

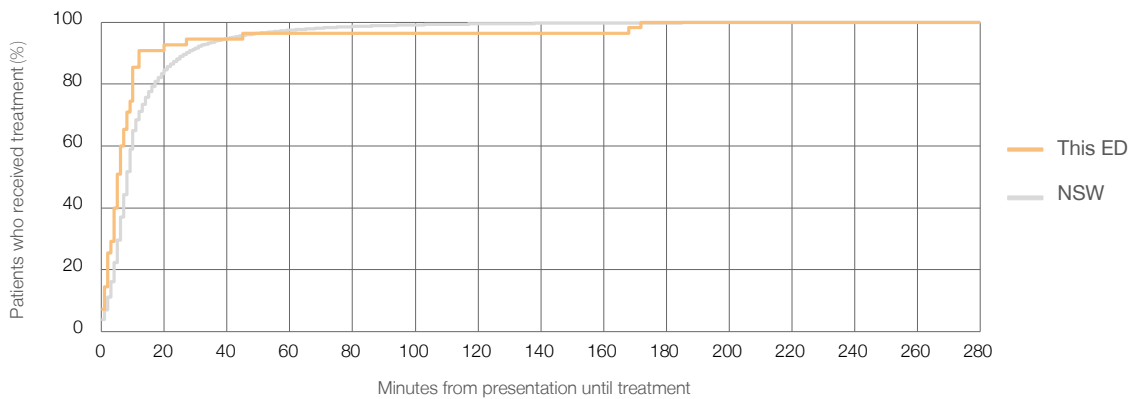
Number of triage 2 patients used to calculate waiting time:³ 55

Median time to start treatment⁴ 5 minutes

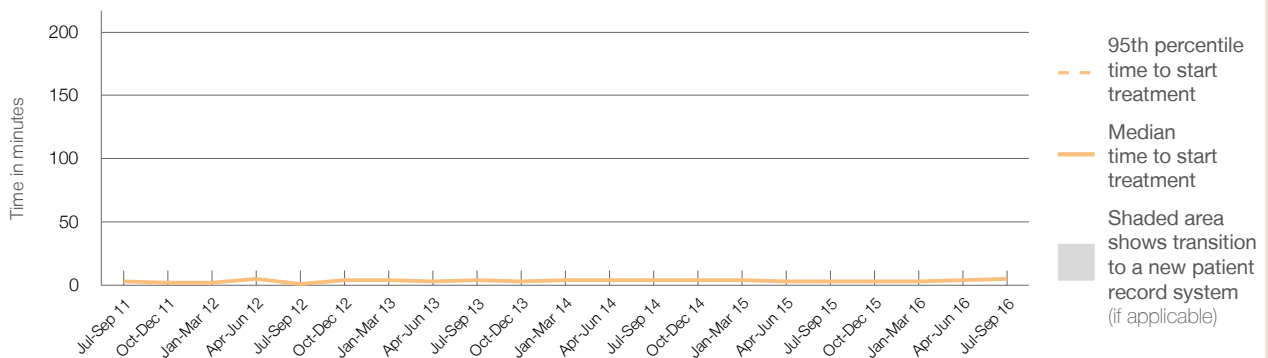
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
93	71
3 minutes	8 minutes
*	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	1	4	4	3	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	31	*	*

(†) 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.

Kurri Kurri 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: 308

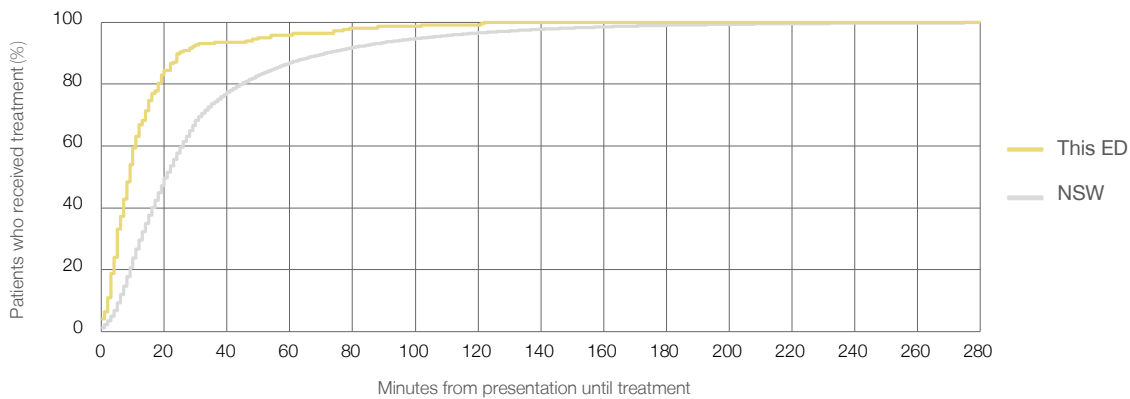
Number of triage 3 patients used to calculate waiting time:³ 217

Median time to start treatment⁴ 9 minutes

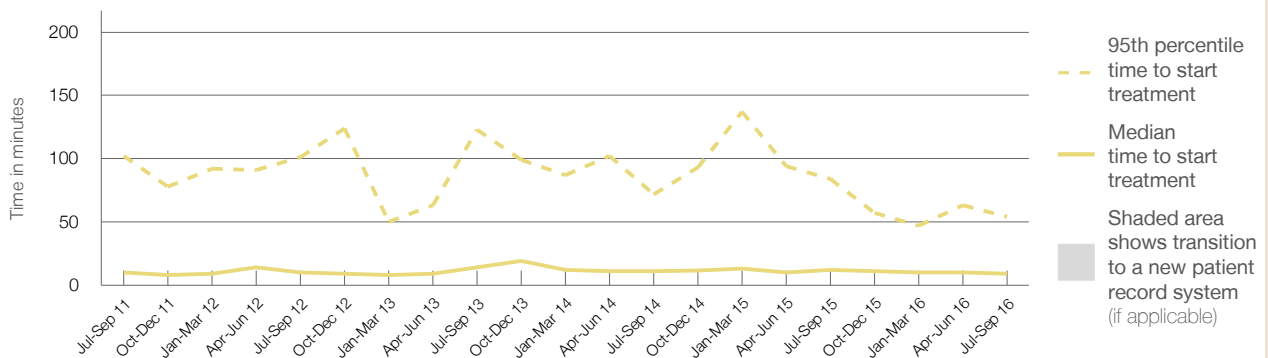
95th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
242	192
12 minutes	21 minutes
84 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	14	11	12	9
95th percentile time to start treatment ⁵ (minutes)	102	101	123	72	84	54

(†) 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.

Kurri Kurri 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: 441

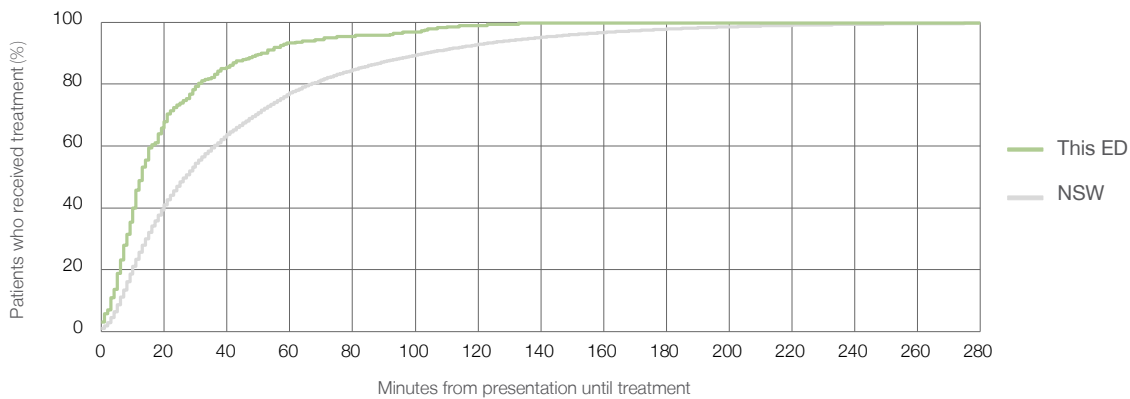
Number of triage 4 patients used to calculate waiting time:³ 280

Median time to start treatment⁴ 13 minutes

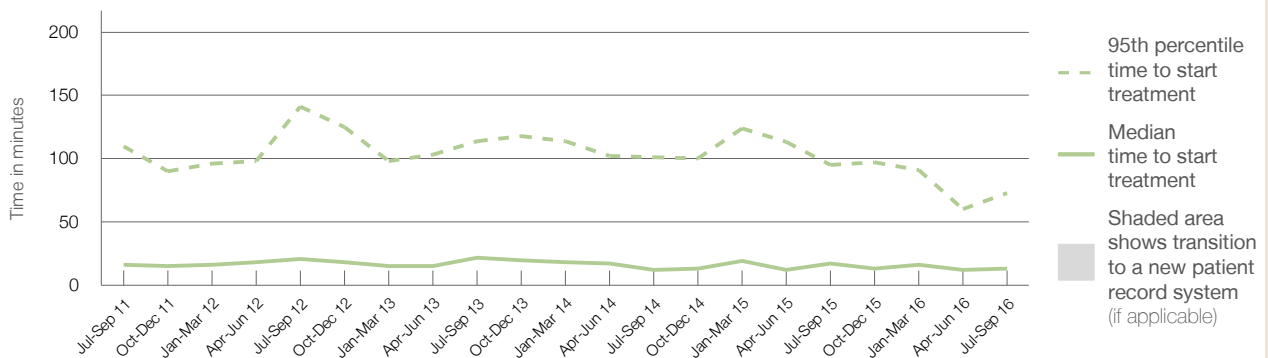
95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
759	595
17 minutes	27 minutes
95 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	21	22	12	17	13
95th percentile time to start treatment ⁵ (minutes)	110	141	114	101	95	73

(†) 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.

Kurri Kurri 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: 117

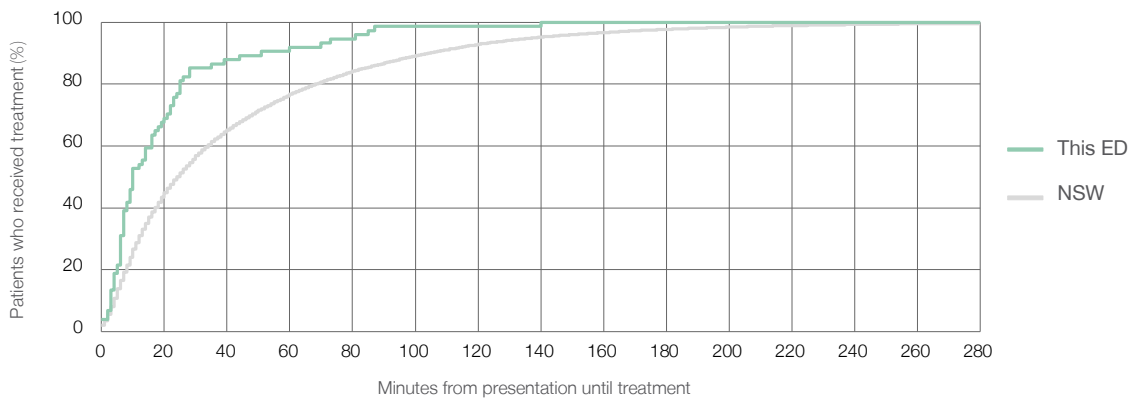
Number of triage 5 patients used to calculate waiting time:³ 74

Median time to start treatment⁴ 10 minutes

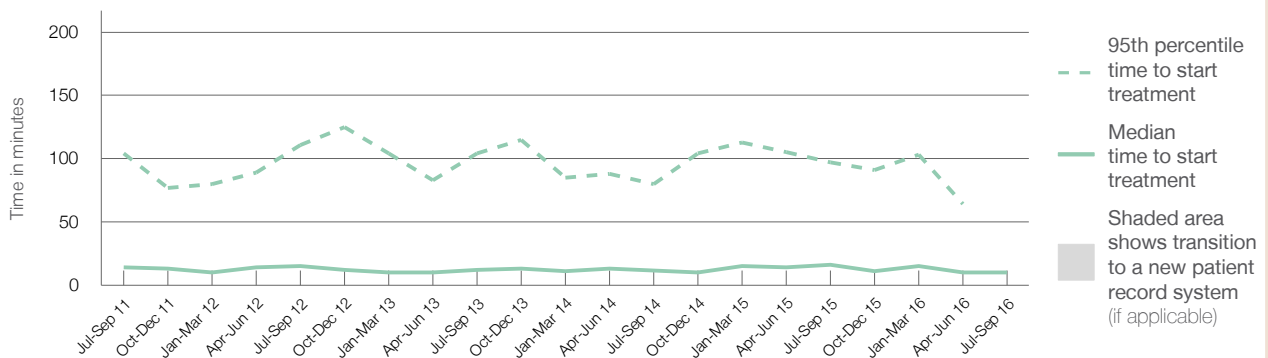
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
226	176
16 minutes	24 minutes
97 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	15	12	12	16	10
95th percentile time to start treatment ⁵ (minutes)	104	111	104	80	97	*

(†) 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.

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

All presentations:¹ 969 patients

Presentations used to calculate time to leaving the ED:⁶ 969 patients

Median time spent in the ED⁸

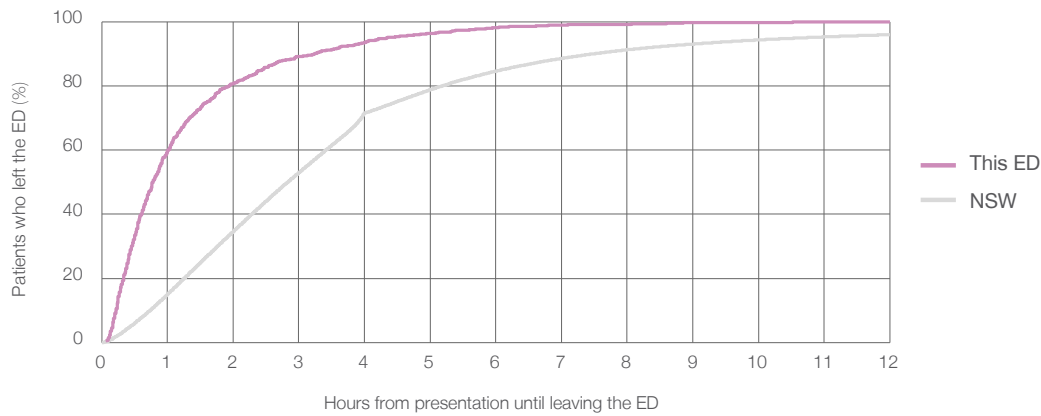
0 hours and 47 minutes

95th percentile time spent in the ED⁹

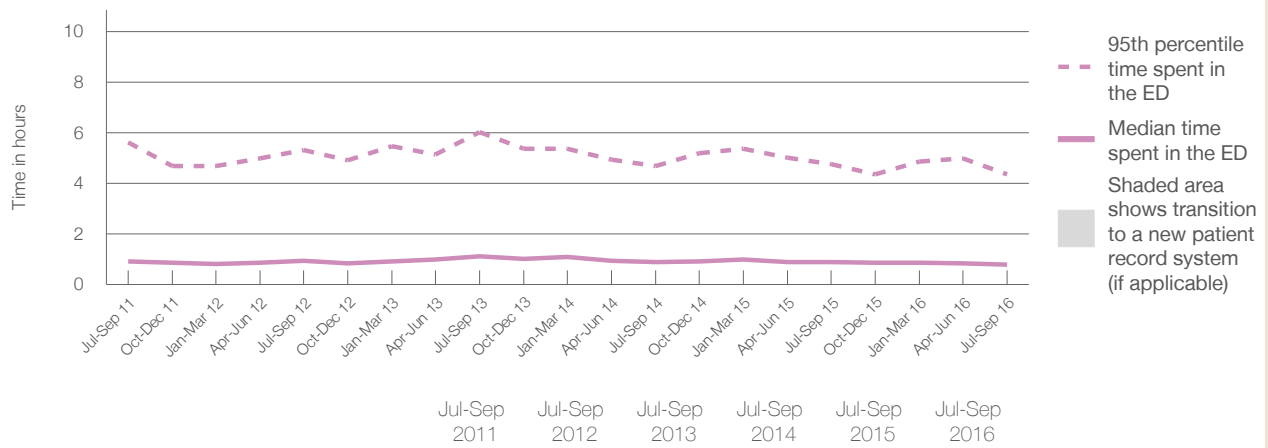
4 hours and 21 minutes

Same period last year	NSW (this period)
1,360	1,360
0 hours and 54 minutes	2 hours and 50 minutes
4 hours and 46 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 55m	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 37m	5h 20m	6h 1m	4h 42m	4h 46m	4h 21m

(†) 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.

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

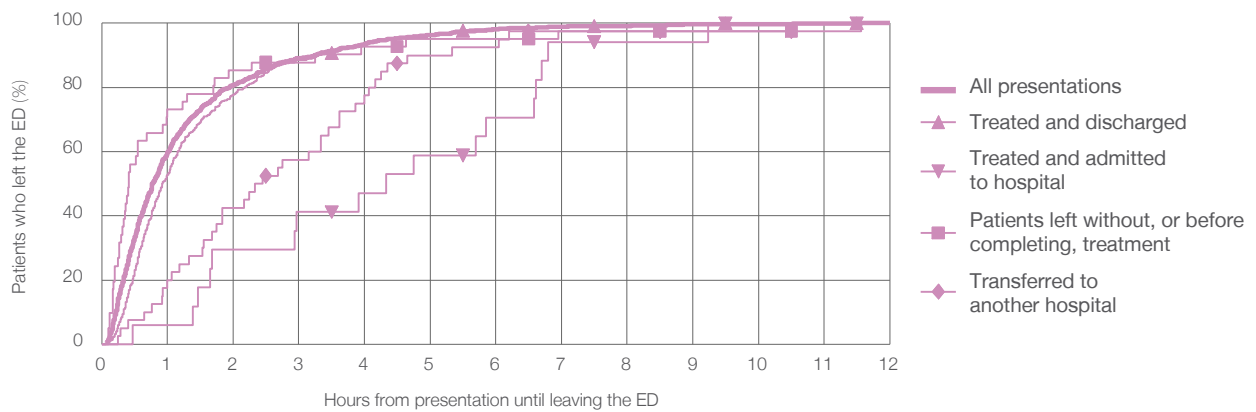
All presentations:¹ 969 patients

Presentations used to calculate time to leaving the ED:⁶ 969 patients

Treated and discharged	569 (58.7%)
Treated and admitted to hospital	17 (1.8%)
Patient left without, or before completing, treatment	41 (4.2%)
Transferred to another hospital	40 (4.1%)
Other	302 (31.2%)

Same period last year	Change since one year ago
1,360	-28.8%
986	-42.3%
25	-32.0%
54	-24.1%
64	-37.5%
231	30.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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	52.9%	77.9%	88.6%	93.5%	98.6%	99.1%	100%	100%
Treated and admitted to hospital	5.9%	29.4%	41.2%	47.1%	70.6%	94.1%	100%	100%
Patient left without, or before completing, treatment	73.2%	85.4%	87.8%	92.7%	95.1%	97.6%	97.6%	100%
Transferred to another hospital	20.0%	42.5%	57.5%	77.5%	92.5%	97.5%	97.5%	100%
All presentations	59.9%	80.8%	89.2%	93.6%	98.1%	99.2%	99.8%	100%

(†) 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.

Kurri Kurri District Hospital: Time spent in the ED

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

July to September 2016

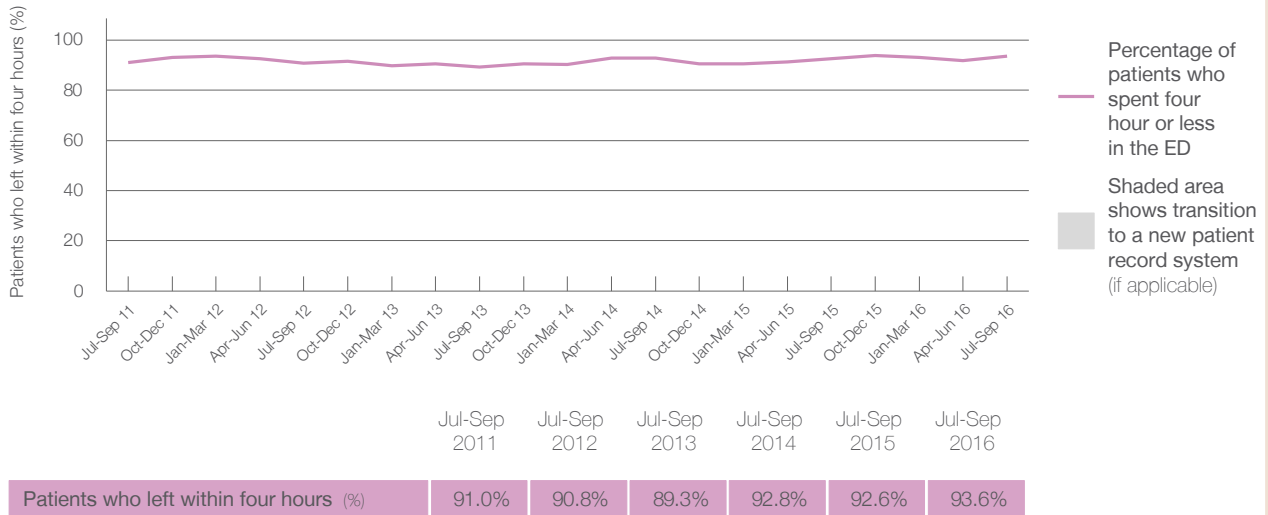
All presentations at the emergency department: ¹ 969 patients
 Presentations used to calculate time to leaving the ED: ⁶ 969 patients

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	1,360	-28.8%
Presentations used to calculate time to leaving the ED	1,360	-28.8%
Percentage of patients who spent four hours or less in the ED	92.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	91.0%	90.8%	89.3%	92.8%	92.6%	93.6%

* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Maitland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,232 patients



Emergency presentations:² 12,165 patients

Same period last year	Change since one year ago
11,780	3.8%
11,645	4.5%

Maitland Hospital: Time patients waited to start treatment³

July to September 2016


Triage 2 Emergency (e.g. chest pain, severe burns): 2,179 patients

Median time to start treatment⁴  8 minutes
95th percentile time to start treatment⁵  37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,285 patients

Median time to start treatment⁴  22 minutes
95th percentile time to start treatment⁵  104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,447 patients

Median time to start treatment⁴  41 minutes
95th percentile time to start treatment⁵  164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,231 patients

Median time to start treatment⁴  55 minutes
95th percentile time to start treatment⁵  175 minutes

Same period last year	NSW (this period)
1,383	
7 minutes	8 minutes
33 minutes	41 minutes
2,722	
25 minutes	21 minutes
119 minutes	103 minutes
5,872	
45 minutes	27 minutes
165 minutes	139 minutes
1,634	
52 minutes	24 minutes
165 minutes	138 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,232 patients

Percentage of patients who spent four hours or less in the ED  70.5%

Same period last year	Change since one year ago
11,780	3.8%
70.3%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

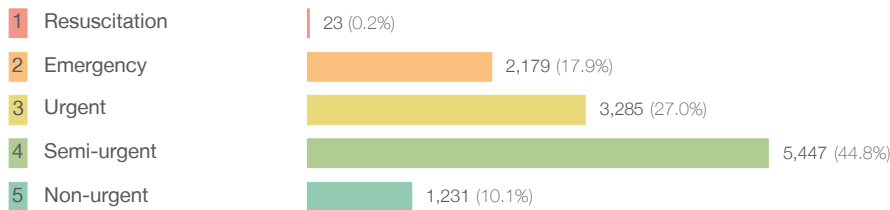
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Maitland Hospital: Patients presenting to the emergency department July to September 2016

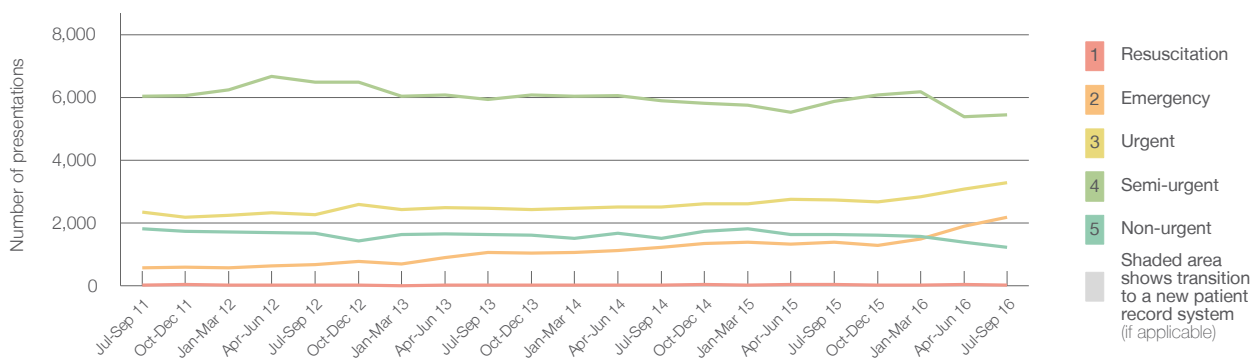
All presentations:¹ 12,232 patients

Emergency presentations² by triage category: 12,165 patients



Same period last year	Change since one year ago
11,780	3.8%
11,645	4.5%
34	-32.4%
1,383	57.6%
2,722	20.7%
5,872	-7.2%
1,634	-24.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	27	27	20	24	34	23
Emergency	565	667	1,053	1,227	1,383	2,179
Urgent	2,350	2,256	2,474	2,503	2,722	3,285
Semi-urgent	6,046	6,487	5,937	5,891	5,872	5,447
Non-urgent	1,816	1,666	1,629	1,515	1,634	1,231
All emergency presentations	10,804	11,103	11,113	11,160	11,645	12,165

Maitland Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,121 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,110	
10 minutes	-1 minute
38 minutes	-13 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.

Maitland Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 2,179

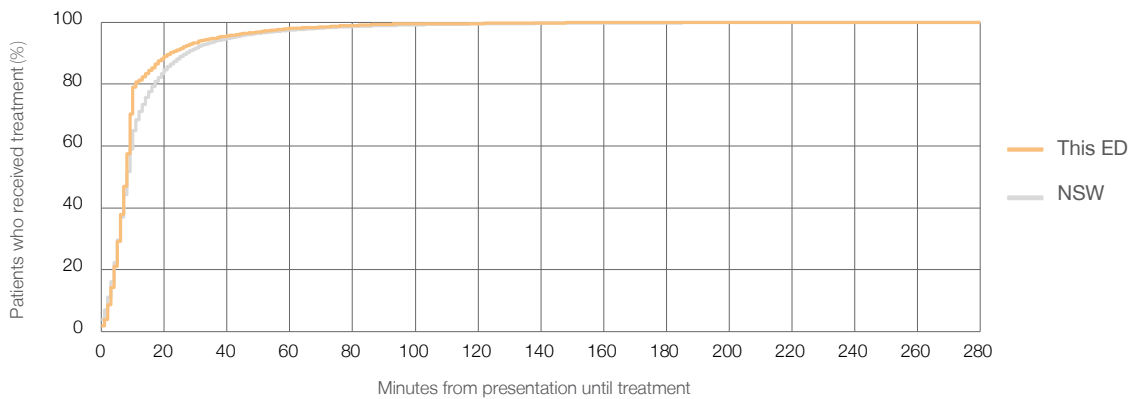
Number of triage 2 patients used to calculate waiting time:³ 2,135

Median time to start treatment⁴ 8 minutes

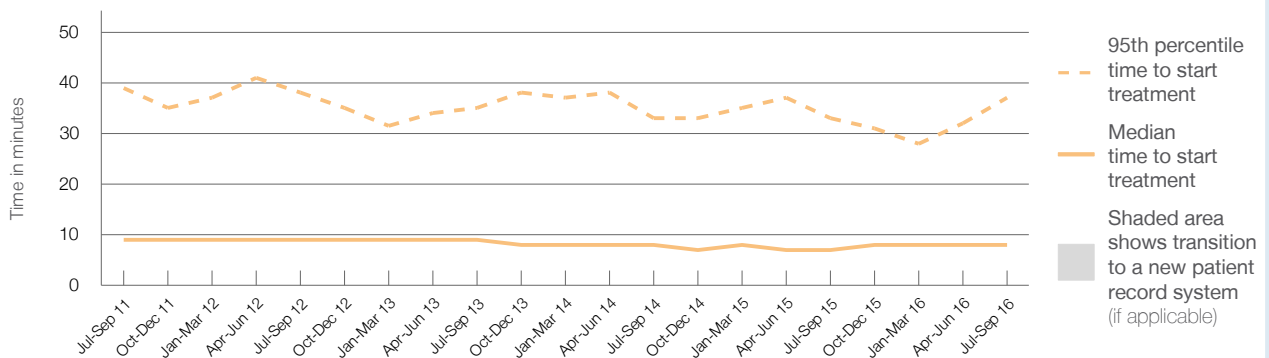
95th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
1,383	
1,361	
7 minutes	8 minutes
33 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8
95th percentile time to start treatment ⁵ (minutes)	39	38	35	33	33	37

(†) 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.

Maitland 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: 3,285

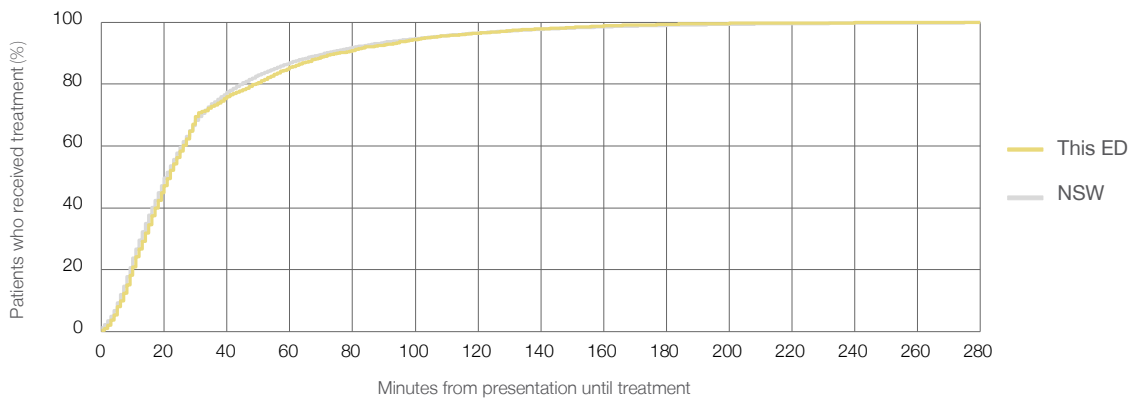
Number of triage 3 patients used to calculate waiting time:³ 3,146

Median time to start treatment⁴ 22 minutes

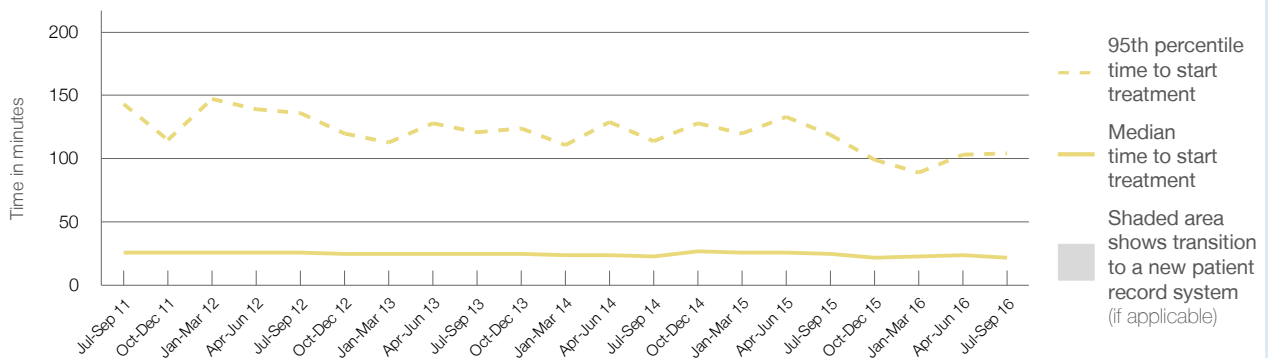
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
2,722	2,622
25 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	26	25	23	25	22
95th percentile time to start treatment ⁵ (minutes)	143	136	121	114	119	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.

Maitland 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: 5,447

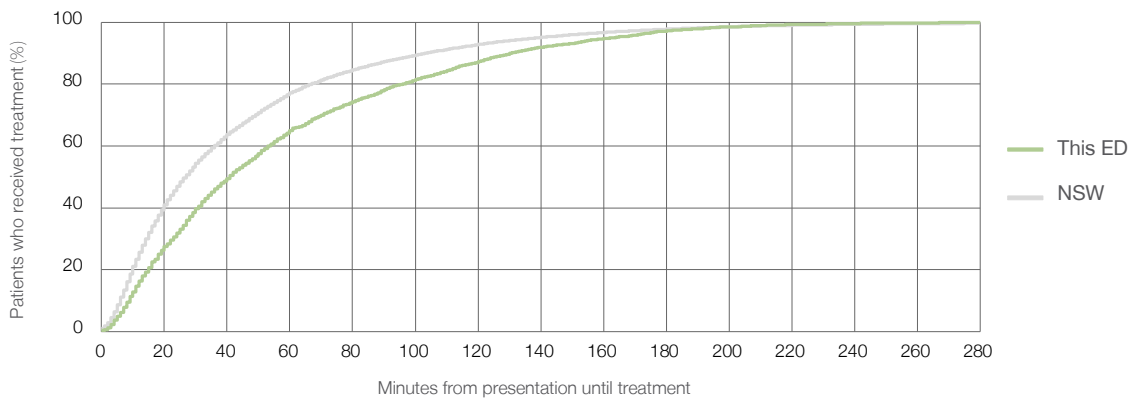
Number of triage 4 patients used to calculate waiting time:³ 4,585

Median time to start treatment⁴ 41 minutes

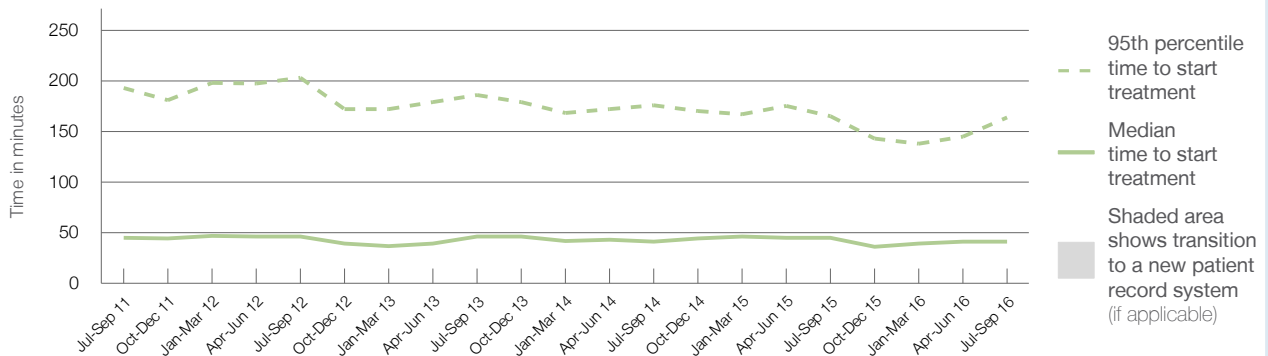
95th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
5,872	4,936
45 minutes	27 minutes
165 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	46	46	41	45	41
95th percentile time to start treatment ⁵ (minutes)	193	203	186	176	165	164

(†) 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.

Maitland 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: 1,231

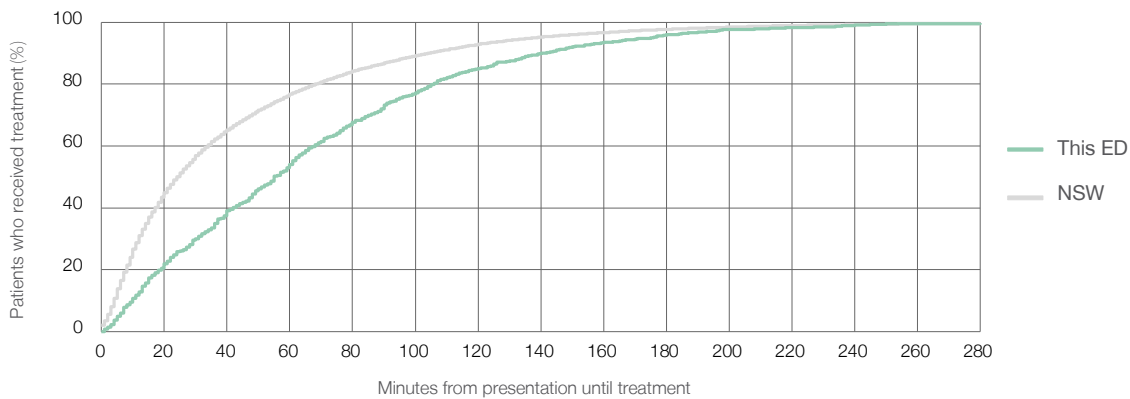
Number of triage 5 patients used to calculate waiting time:³ 904

Median time to start treatment⁴ 55 minutes

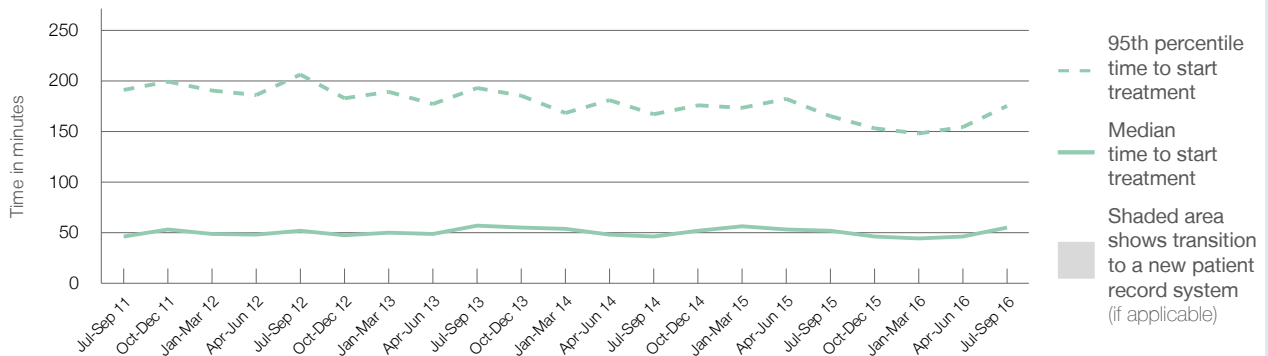
95th percentile time to start treatment⁵ 175 minutes

Same period last year	NSW (this period)
1,634	1,233
52 minutes	24 minutes
165 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	52	57	46	52	55
95th percentile time to start treatment ⁵ (minutes)	191	206	193	167	165	175

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

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Maitland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,232 patients

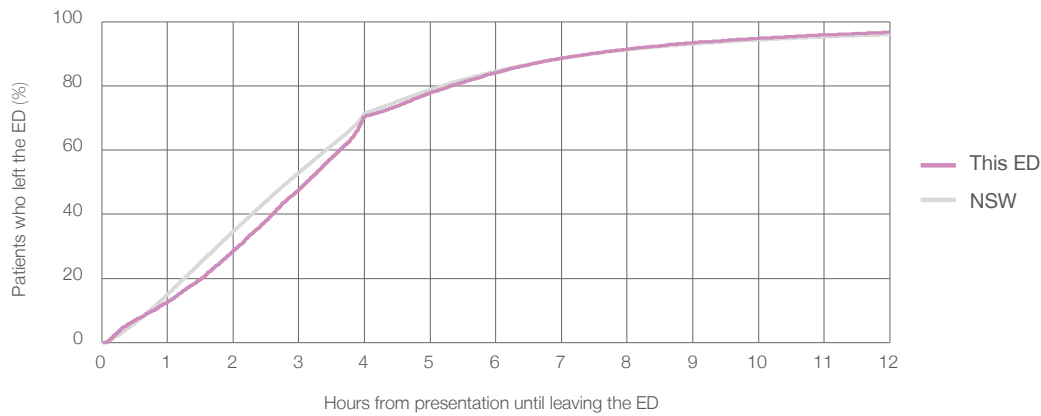
Presentations used to calculate time to leaving the ED:⁶ 12,232 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

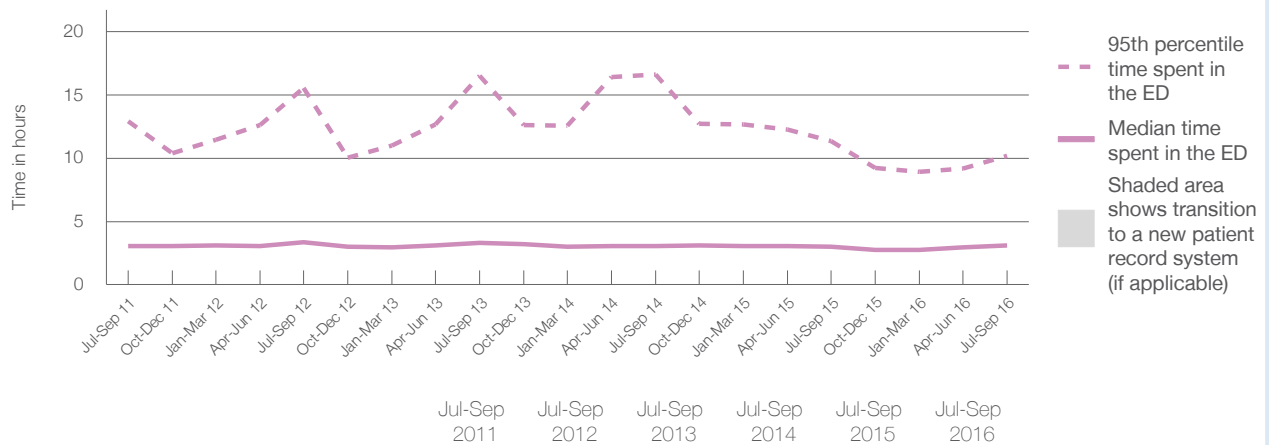
95th percentile time spent in the ED⁹ 10 hours and 11 minutes

Same period last year	NSW (this period)
11,780	11,780
3 hours and 1 minutes	2 hours and 50 minutes
11 hours and 21 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	15h 33m	16h 32m	16h 38m	11h 21m	10h 11m

(†) 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.

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

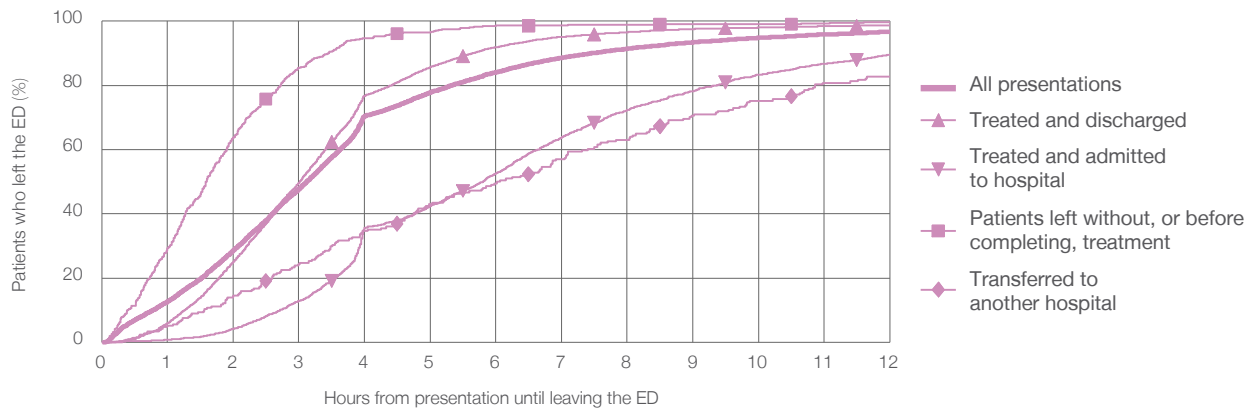
All presentations:¹ 12,232 patients

Presentations used to calculate time to leaving the ED:⁶ 12,232 patients

Treated and discharged	7,862 (64.3%)
Treated and admitted to hospital	2,500 (20.4%)
Patient left without, or before completing, treatment	586 (4.8%)
Transferred to another hospital	214 (1.7%)
Other	1,070 (8.7%)

Same period last year	Change since one year ago
11,780	3.8%
7,585	3.7%
2,274	9.9%
604	-3.0%
218	-1.8%
1,099	-2.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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

Treated and discharged	6.0%	25.2%	49.7%	76.8%	91.9%	96.6%	98.0%	98.7%
Treated and admitted to hospital	0.7%	4.2%	12.8%	35.6%	52.6%	72.3%	83.4%	89.5%
Patient left without, or before completing, treatment	29.4%	63.8%	85.5%	94.7%	98.6%	99.0%	99.1%	99.7%
Transferred to another hospital	5.1%	14.5%	24.3%	34.6%	49.5%	63.1%	75.2%	82.7%
All presentations	12.7%	28.7%	47.7%	70.5%	84.1%	91.4%	94.8%	96.7%

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

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

Maitland 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 12,232 patients

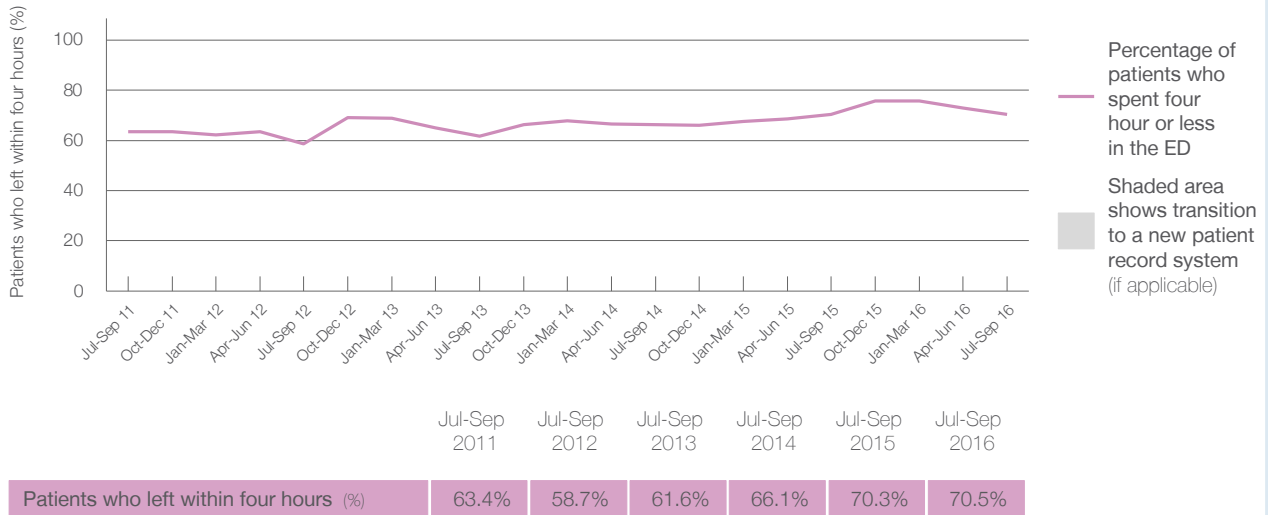
Presentations used to calculate time to leaving the ED: ⁶ 12,232 patients

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



Same period last year	Change since one year ago
11,780	3.8%
11,780	3.8%
70.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	63.4%	58.7%	61.6%	66.1%	70.3%	70.5%

* 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, July to September 2016.
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- 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Manning Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,987 patients
 Emergency presentations:² 6,834 patients

Same period last year	Change since one year ago
6,872	1.7%
6,768	1.0%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,308 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,060 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 128 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,171 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,255 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,140	
7 minutes	8 minutes
10 minutes	41 minutes
2,067	
21 minutes	21 minutes
144 minutes	103 minutes
2,392	
32 minutes	27 minutes
188 minutes	139 minutes
1,132	
32 minutes	24 minutes
169 minutes	138 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,987 patients

Percentage of patients who spent four hours or less in the ED 76.8%

Same period last year	Change since one year ago
6,872	1.7%
73.4%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

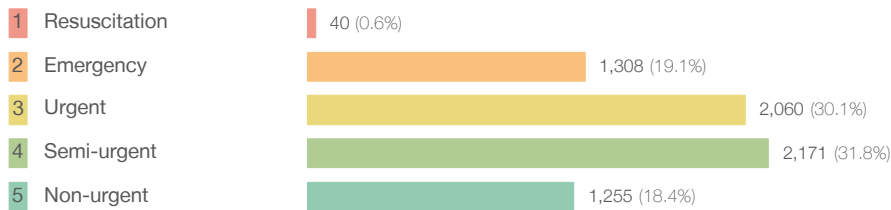
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Manning Base Hospital: Patients presenting to the emergency department July to September 2016

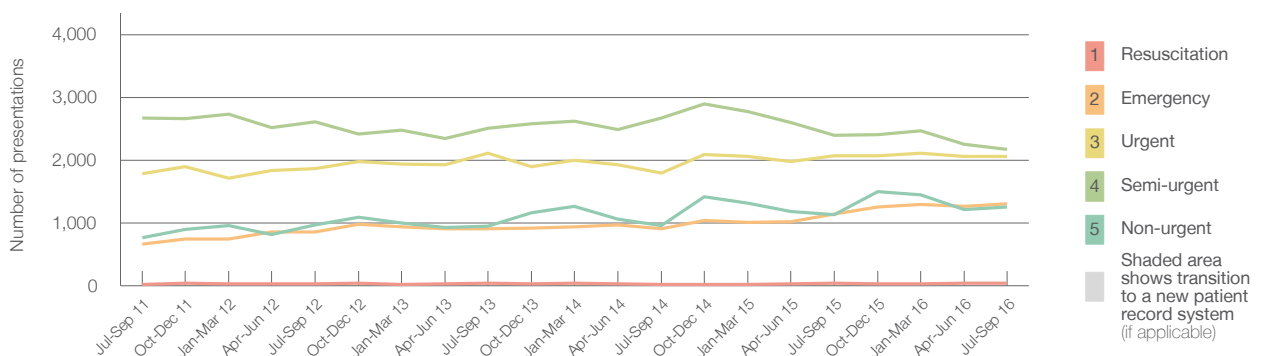
All presentations:¹ 6,987 patients

Emergency presentations² by triage category: 6,834 patients



	Same period last year	Change since one year ago
All presentations	6,872	1.7%
Emergency presentations	6,768	1.0%
Resuscitation	37	8.1%
Emergency	1,140	14.7%
Urgent	2,067	-0.3%
Semi-urgent	2,392	-9.2%
Non-urgent	1,132	10.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	22	28	41	19	37	40
Emergency	659	858	910	903	1,140	1,308
Urgent	1,786	1,863	2,110	1,789	2,067	2,060
Semi-urgent	2,668	2,615	2,508	2,671	2,392	2,171
Non-urgent	764	965	951	956	1,132	1,255
All emergency presentations	5,899	6,329	6,520	6,338	6,768	6,834

Manning Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,888 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,856	
ED Transfer of care time	7 minutes	-2 minutes
95th percentile time	63 minutes	-32 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.

Manning Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 1,308

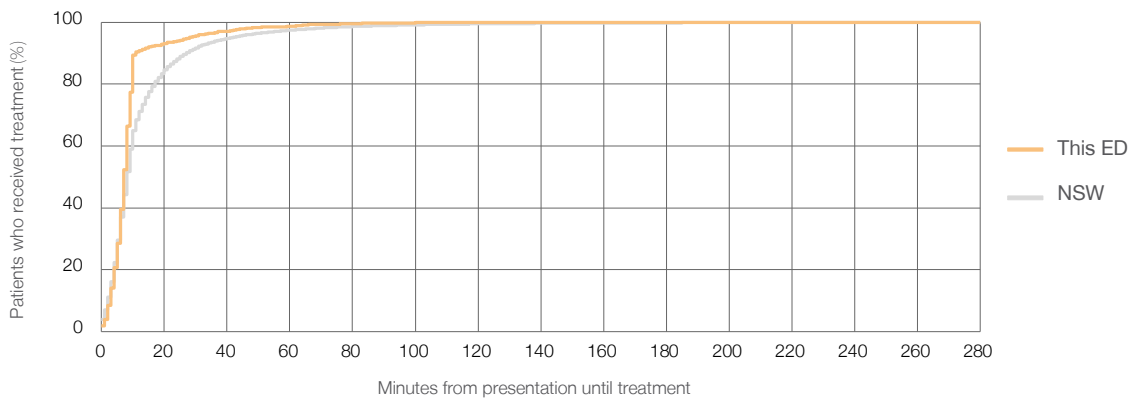
Number of triage 2 patients used to calculate waiting time:³ 1,298

Median time to start treatment⁴ 7 minutes

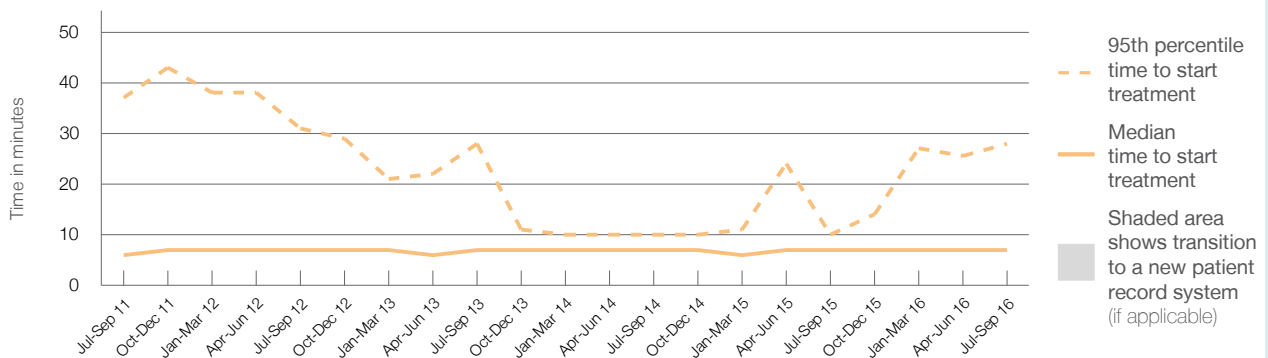
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
1,140	1,135
7 minutes	8 minutes
10 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	7	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	37	31	28	10	10	28

(†) 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.

Manning Base 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: 2,060

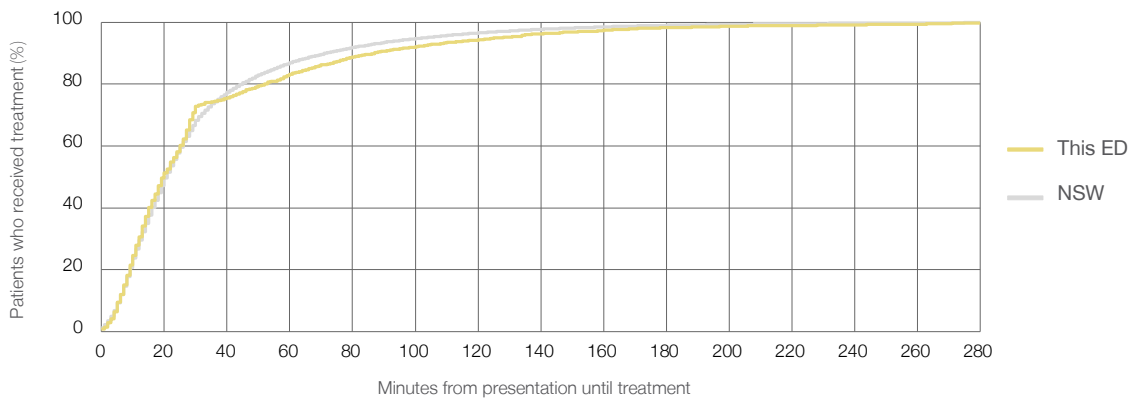
Number of triage 3 patients used to calculate waiting time:³ 2,006

Median time to start treatment⁴ 20 minutes

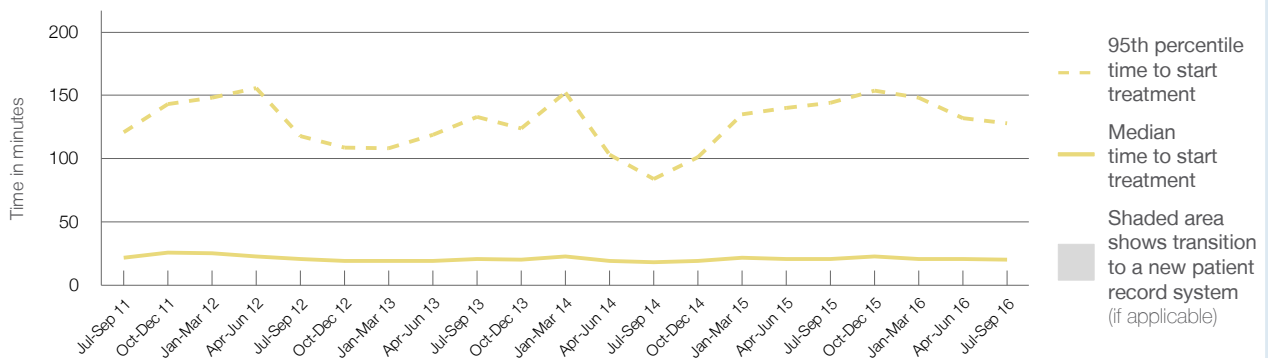
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,067	2,016
21 minutes	21 minutes
144 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	22	21	21	18	21	20
95th percentile time to start treatment ⁵ (minutes)	121	118	133	84	144	128

(†) 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.

Manning Base 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: 2,171

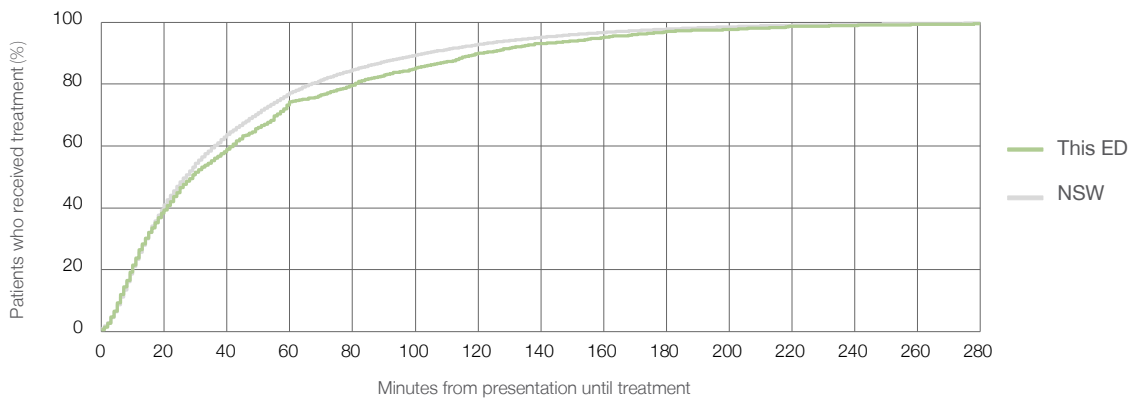
Number of triage 4 patients used to calculate waiting time:³ 2,010

Median time to start treatment⁴ 29 minutes

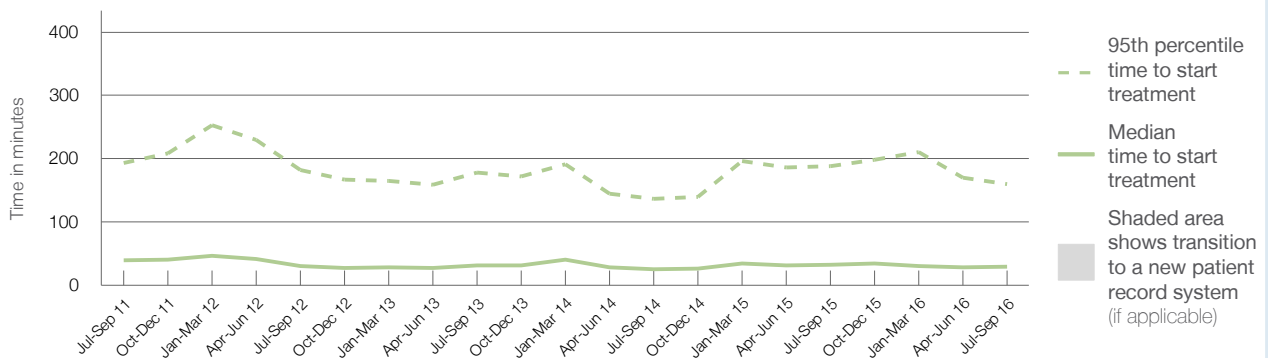
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
2,392	2,216
32 minutes	27 minutes
188 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	30	31	25	32	29
95th percentile time to start treatment ⁵ (minutes)	193	182	178	137	188	160

(†) 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.

Manning Base 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: 1,255

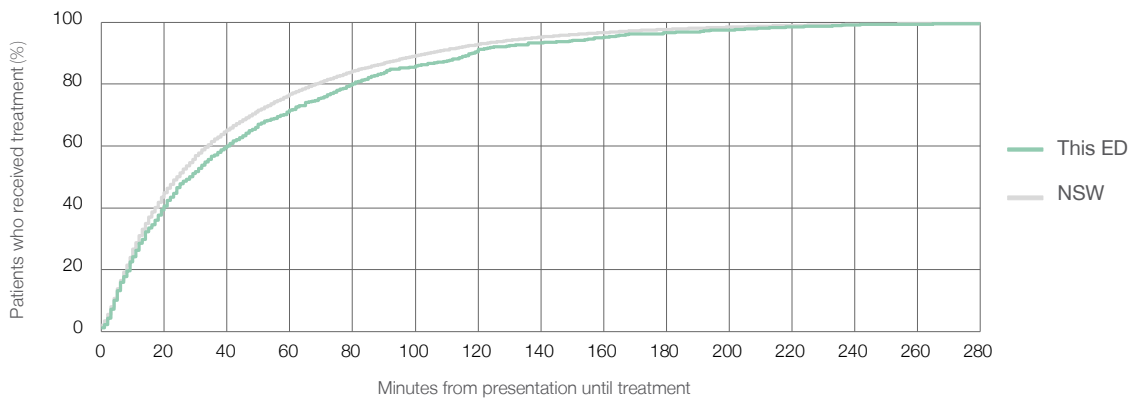
Number of triage 5 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 29 minutes

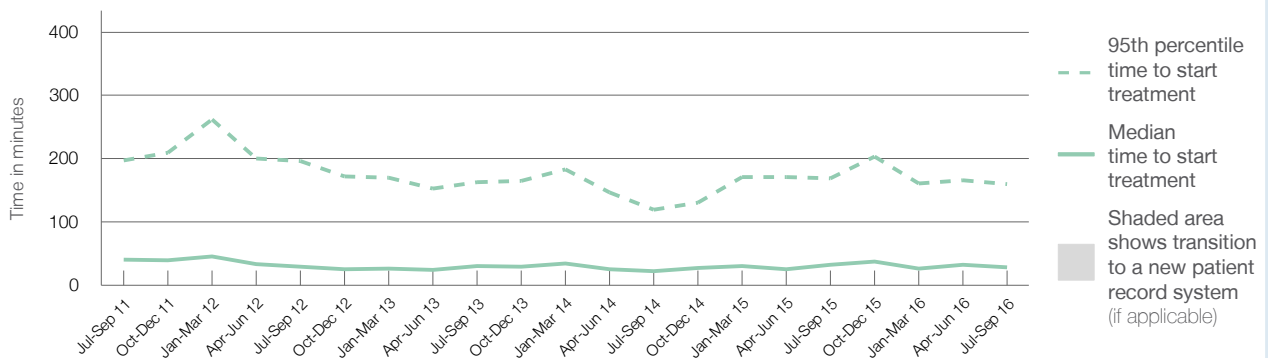
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,132	1,028
32 minutes	24 minutes
169 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	30	30	22	32	29
95th percentile time to start treatment ⁵ (minutes)	197	196	163	119	169	160

(†) 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.

Manning Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,987 patients

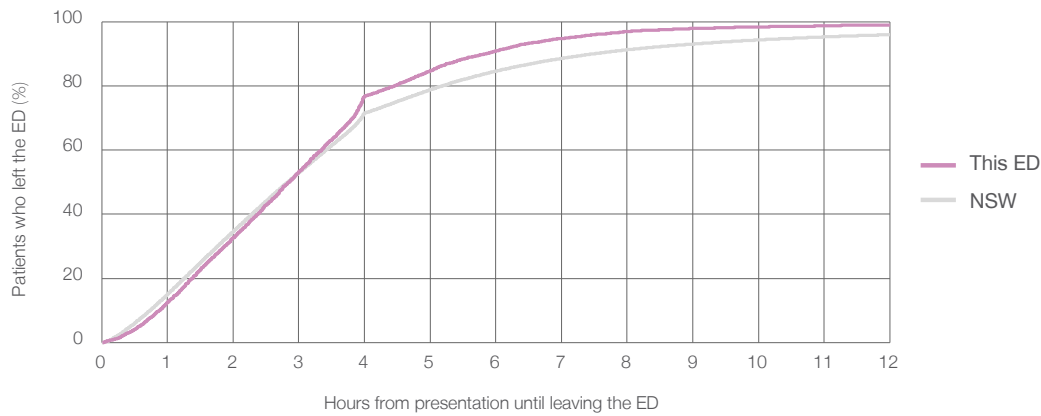
Presentations used to calculate time to leaving the ED:⁶ 6,987 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

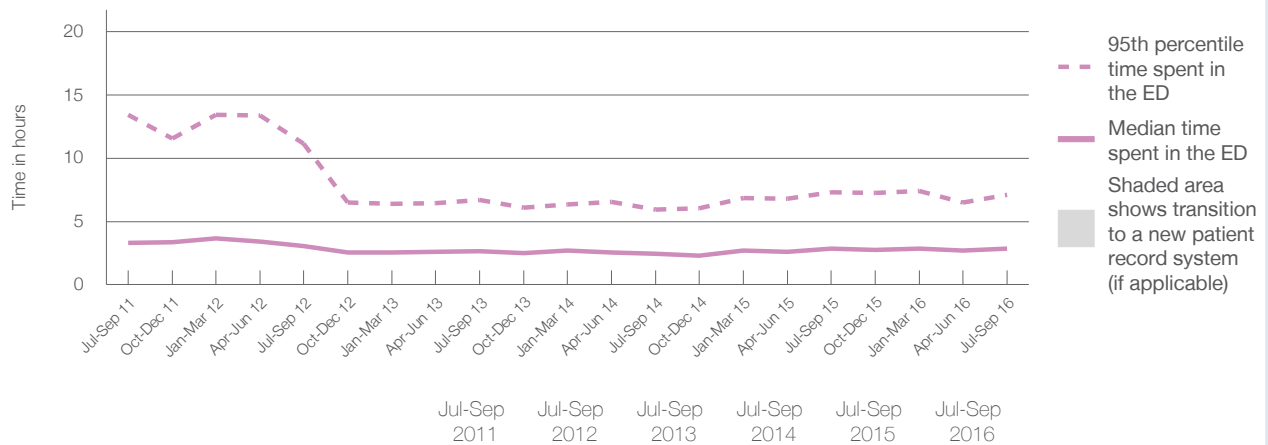
95th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
6,872	6,872
2 hours and 50 minutes	2 hours and 50 minutes
7 hours and 18 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 24m	11h 9m	6h 42m	5h 57m	7h 18m	7h 6m

(†) 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.

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

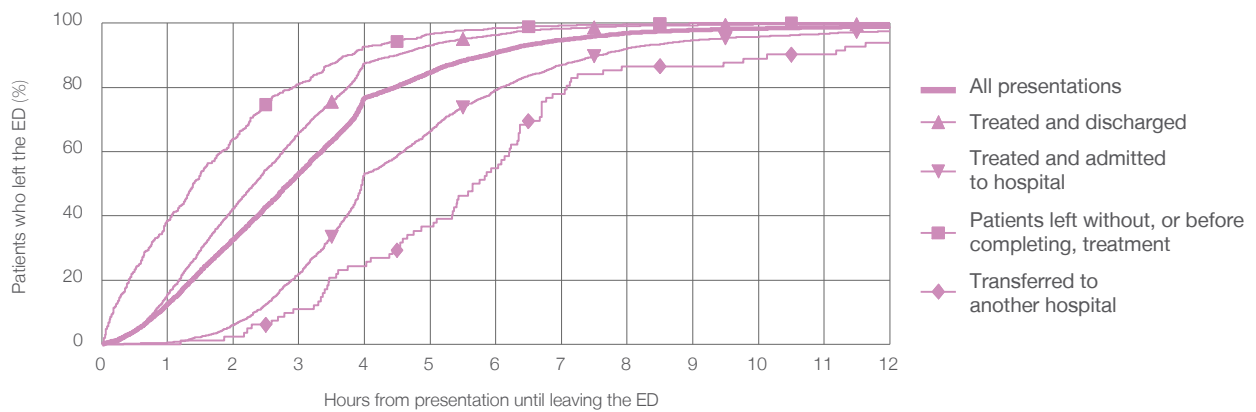
All presentations:¹ 6,987 patients

Presentations used to calculate time to leaving the ED:⁶ 6,987 patients

Treated and discharged	4,281 (61.3%)
Treated and admitted to hospital	2,080 (29.8%)
Patient left without, or before completing, treatment	478 (6.8%)
Transferred to another hospital	82 (1.2%)
Other	66 (0.9%)

Same period last year	Change since one year ago
6,872	1.7%
4,462	-4.1%
1,798	15.7%
483	-1.0%
81	1.2%
48	37.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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	15.5%	42.3%	65.9%	87.5%	96.3%	99.2%	99.6%	99.8%
Treated and admitted to hospital	0.5%	6.0%	21.9%	53.2%	79.2%	92.1%	95.8%	97.5%
Patient left without, or before completing, treatment	38.5%	64.0%	81.0%	92.7%	98.5%	99.8%	100%	100%
Transferred to another hospital	0%	2.4%	11.0%	24.4%	54.9%	86.6%	89.0%	93.9%
All presentations	12.6%	32.7%	53.3%	76.8%	90.9%	96.9%	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.

Manning Base 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 6,987 patients

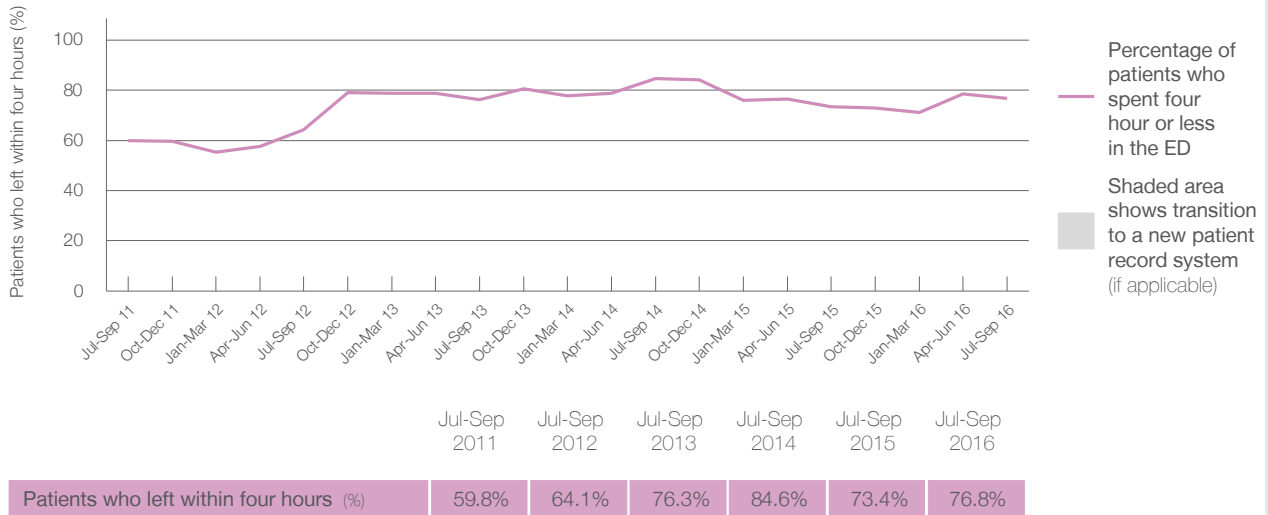
Presentations used to calculate time to leaving the ED: ⁶ 6,987 patients

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	6,872	1.7%
Presentations used to calculate time to leaving the ED	6,872	1.7%
Percentage of patients who spent four hours or less in the ED	73.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Moree District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,961 patients
Emergency presentations:² 1,717 patients

Same period last year	Change since one year ago
1,986	-1.3%
1,803	-4.8%

Moree District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 149 patients

Median time to start treatment⁴ 3 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 547 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 935 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 86 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
134	
4 minutes	8 minutes
19 minutes	41 minutes
509	
6 minutes	21 minutes
48 minutes	103 minutes
1,035	
6 minutes	27 minutes
64 minutes	139 minutes
117	
8 minutes	24 minutes
53 minutes	138 minutes

Moree District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,961 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
1,986	-1.3%
89.9%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

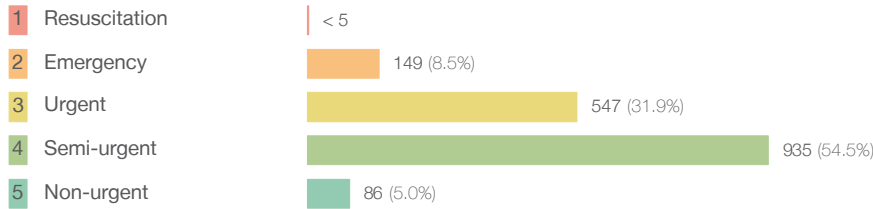
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Moree District Hospital: Patients presenting to the emergency department July to September 2016

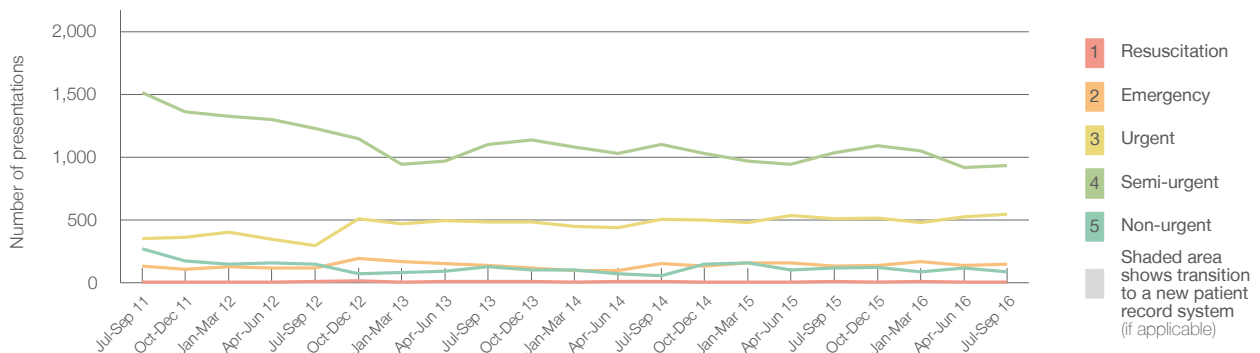
All presentations:¹ 1,961 patients

Emergency presentations² by triage category: 1,717 patients



	Same period last year	Change since one year ago
All presentations	1,986	-1.3%
Emergency presentations	1,803	-4.8%
Resuscitation	8	*
Emergency	134	9.0%
Urgent	509	7.5%
Semi-urgent	1,035	-9.7%
Non-urgent	117	-26.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	5	11	7	9	8	< 5
Emergency	130	115	135	150	134	149
Urgent	350	297	482	502	509	547
Semi-urgent	1,515	1,230	1,100	1,103	1,035	935
Non-urgent	270	148	126	54	117	86
All emergency presentations	2,270	1,801	1,850	1,818	1,803	1,717

Moree District Hospital: Patients arriving by ambulance July to September 2016

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

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	185	
ED Transfer of care time		
Median time	5 minutes	-1 minute
95th percentile time	34 minutes	-12 minutes

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

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

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

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

Number of triage 2 patients: 149

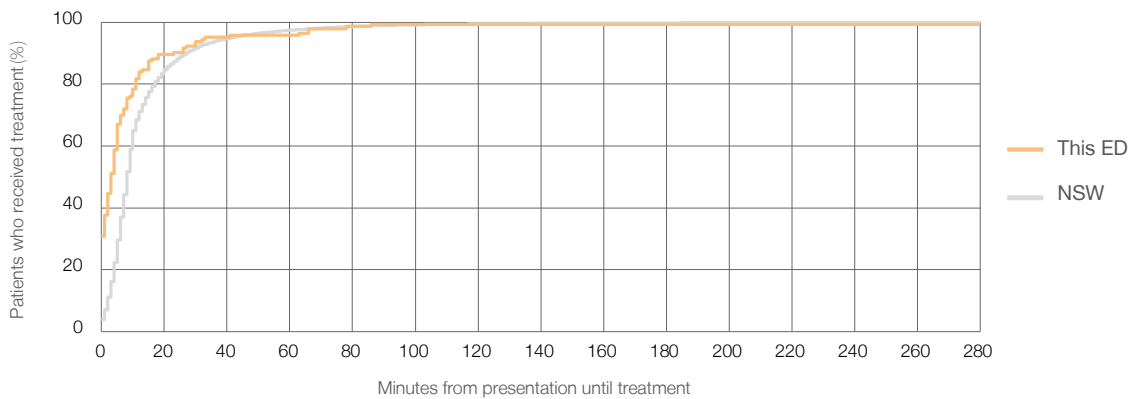
Number of triage 2 patients used to calculate waiting time:³ 143

Median time to start treatment⁴ 3 minutes

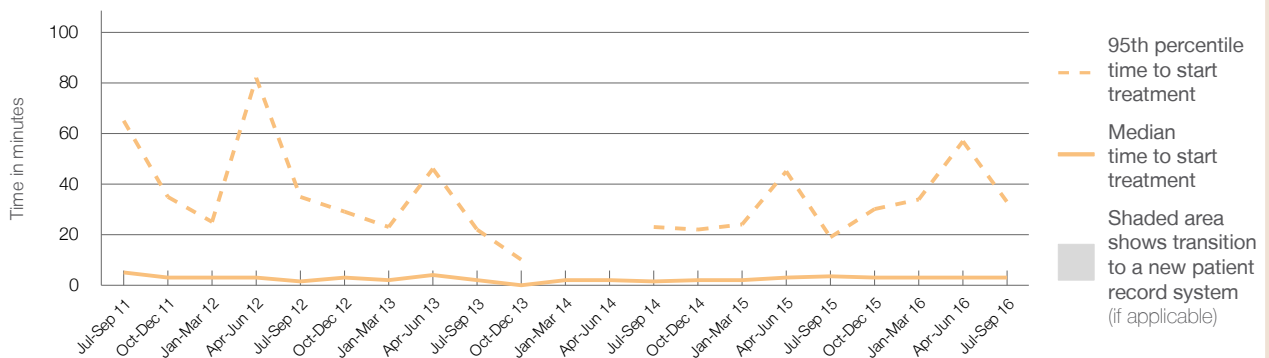
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
134	
132	
4 minutes	8 minutes
19 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	2	2	2	4	3
95th percentile time to start treatment ⁵ (minutes)	65	35	22	23	19	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.

Moree 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: 547

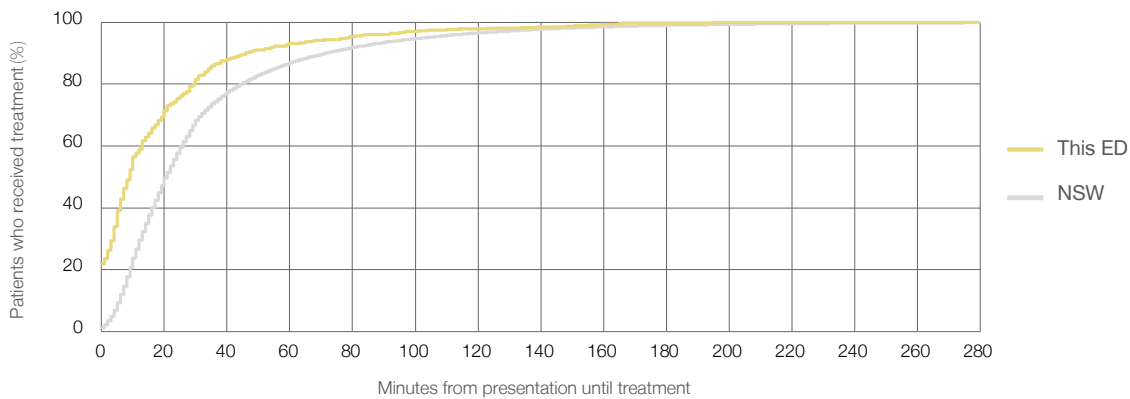
Number of triage 3 patients used to calculate waiting time:³ 536

Median time to start treatment⁴ 9 minutes

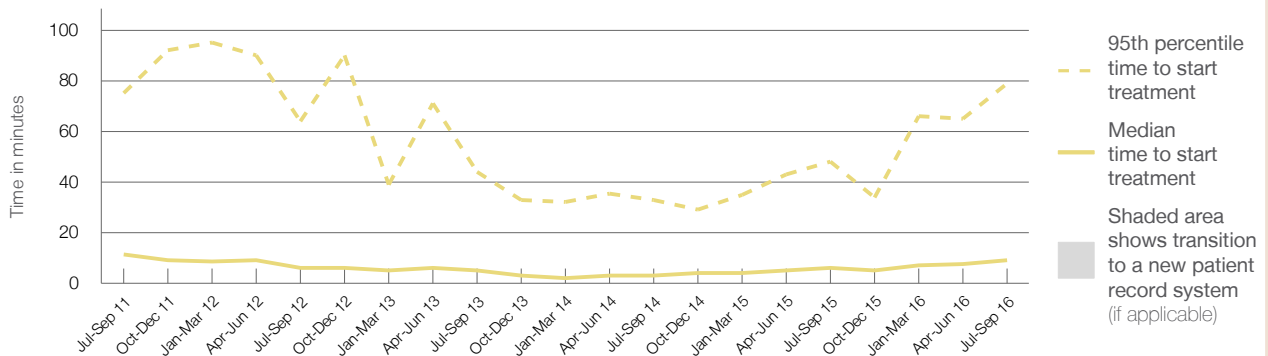
95th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
509	486
6 minutes	21 minutes
48 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	6	5	3	6	9
95th percentile time to start treatment ⁵ (minutes)	75	64	44	33	48	79

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

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

Moree 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: 935

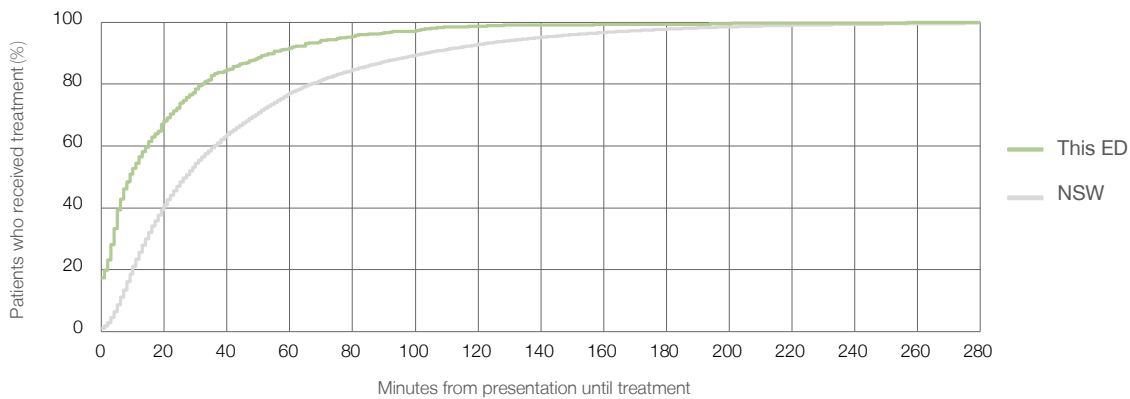
Number of triage 4 patients used to calculate waiting time:³ 859

Median time to start treatment⁴ 9 minutes

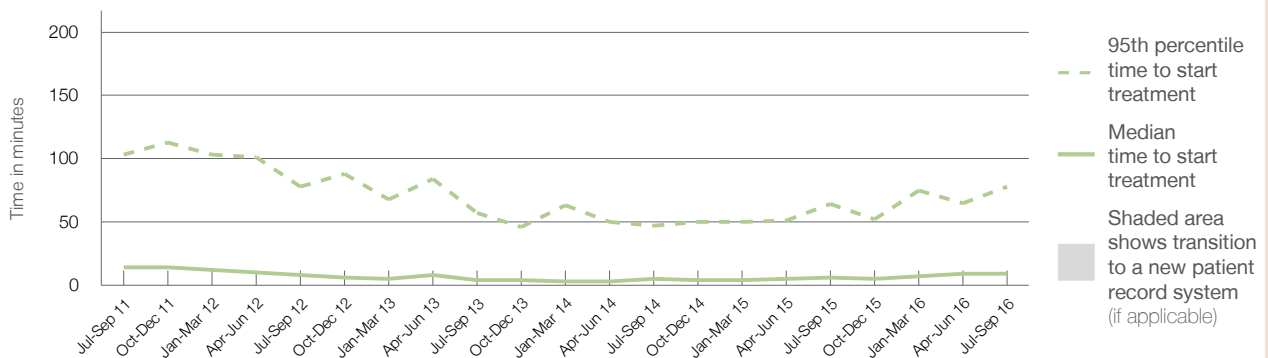
95th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
1,035	927
6 minutes	27 minutes
64 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	8	4	5	6	9
95th percentile time to start treatment ⁵ (minutes)	103	78	57	47	64	78

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

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

Moree 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: 86

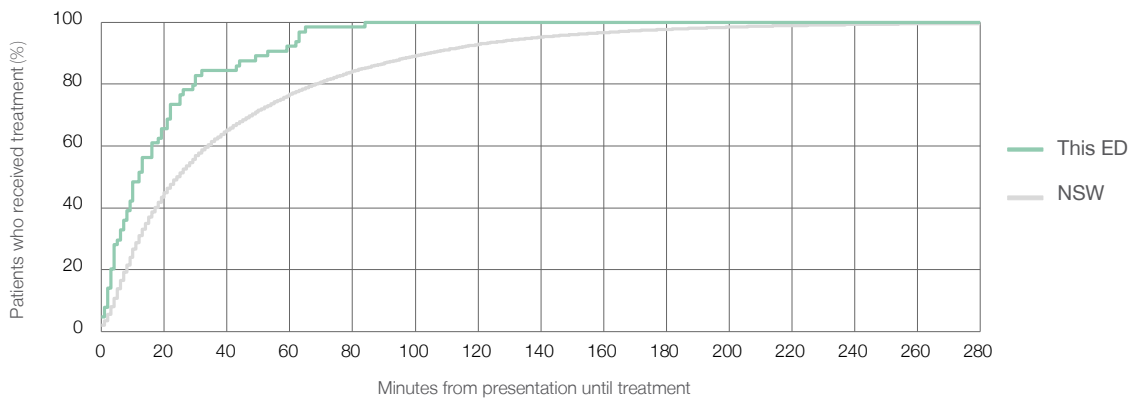
Number of triage 5 patients used to calculate waiting time:³ 64

Median time to start treatment⁴ 12 minutes

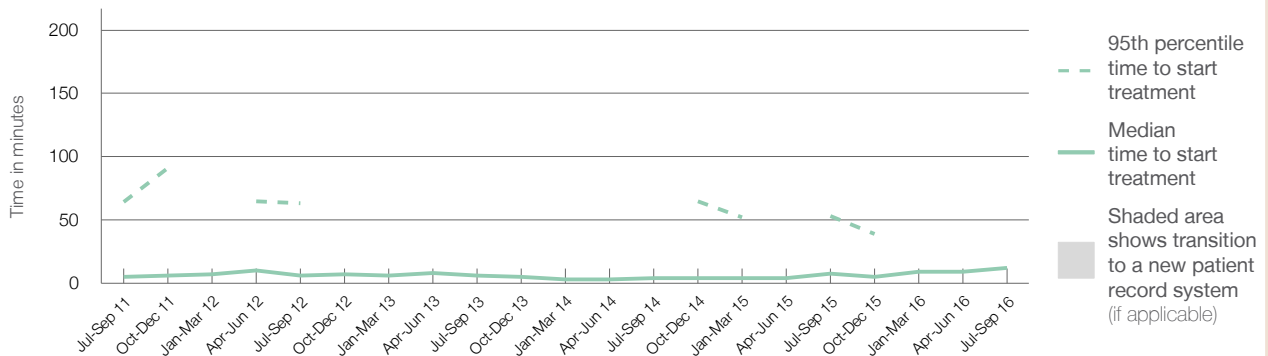
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
117	
102	
8 minutes	24 minutes
53 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	6	6	4	8	12
95th percentile time to start treatment ⁵ (minutes)	64	63	65	*	53	*

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

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

Moree District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,961 patients

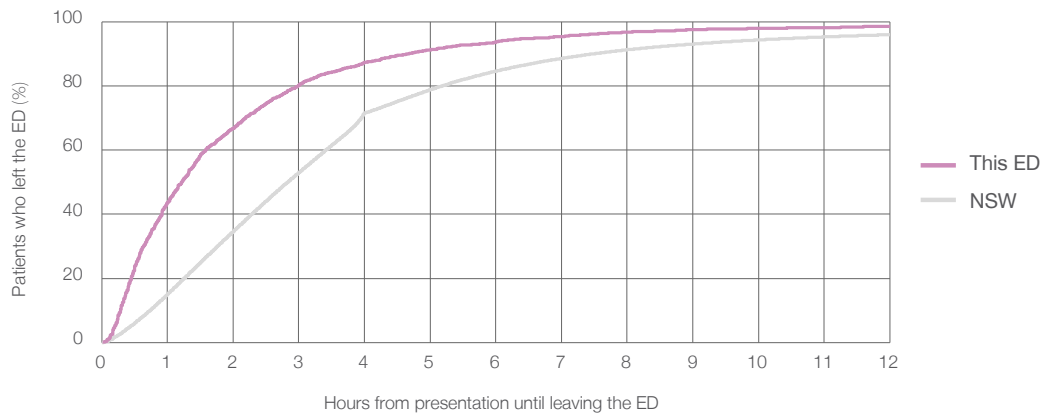
Presentations used to calculate time to leaving the ED:⁶ 1,961 patients

Median time spent in the ED⁸ 1 hours and 14 minutes

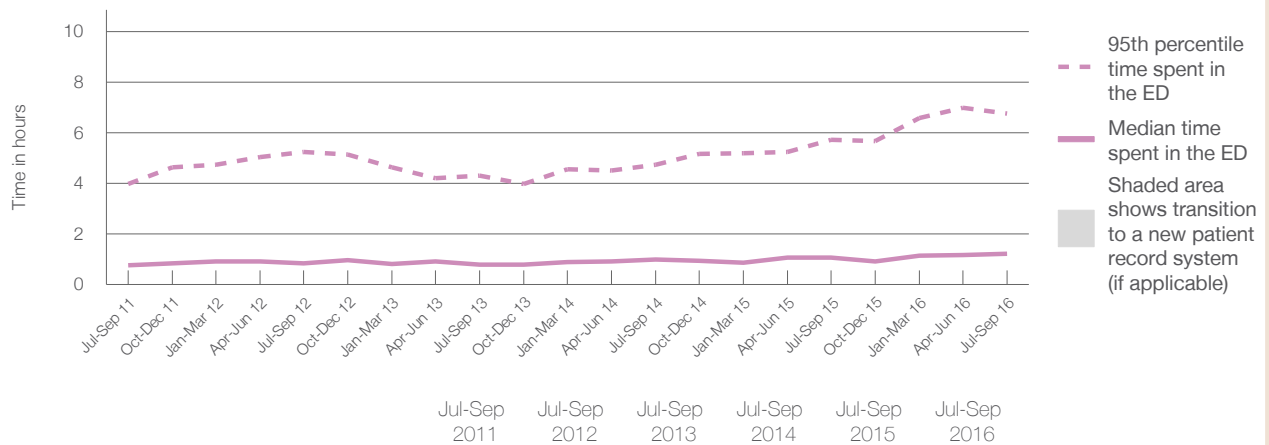
95th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
1,986	1,986
1 hours and 5 minutes	2 hours and 50 minutes
5 hours and 43 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 46m	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 59m	5h 15m	4h 19m	4h 44m	5h 43m	6h 45m

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

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

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

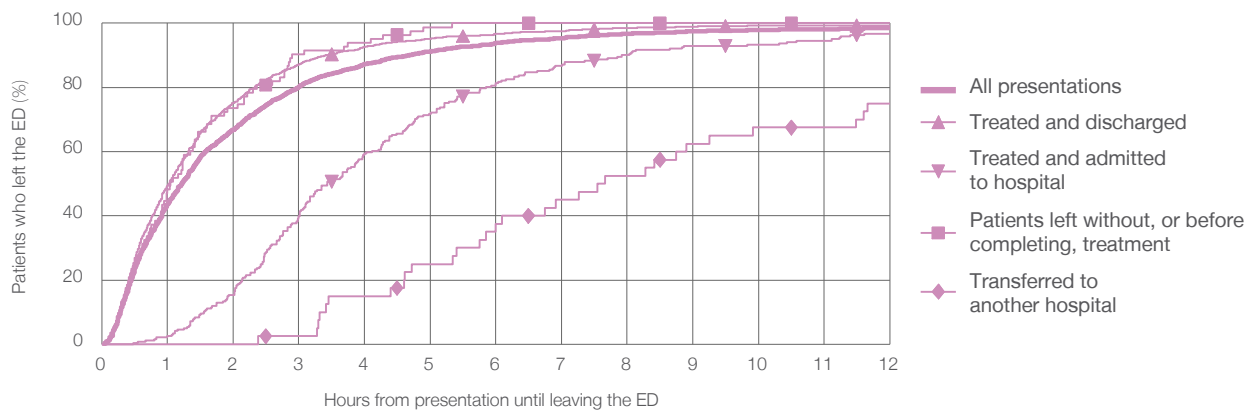
All presentations:¹ 1,961 patients

Presentations used to calculate time to leaving the ED:⁶ 1,961 patients

Treated and discharged	1,535 (78.3%)
Treated and admitted to hospital	241 (12.3%)
Patient left without, or before completing, treatment	83 (4.2%)
Transferred to another hospital	40 (2.0%)
Other	62 (3.2%)

Same period last year	Change since one year ago
1,986	-1.3%
1,508	1.8%
269	-10.4%
82	1.2%
27	48.1%
100	-38.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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	49.5%	75.2%	87.2%	92.7%	96.7%	98.5%	99.2%	99.3%
Treated and admitted to hospital	2.5%	15.4%	39.8%	59.3%	81.3%	90.0%	93.4%	96.7%
Patient left without, or before completing, treatment	48.2%	73.5%	90.4%	94.0%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	2.5%	15.0%	37.5%	52.5%	67.5%	75.0%
All presentations	43.7%	66.9%	80.2%	87.3%	93.8%	96.6%	97.9%	98.5%

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

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

Moree 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 1,961 patients

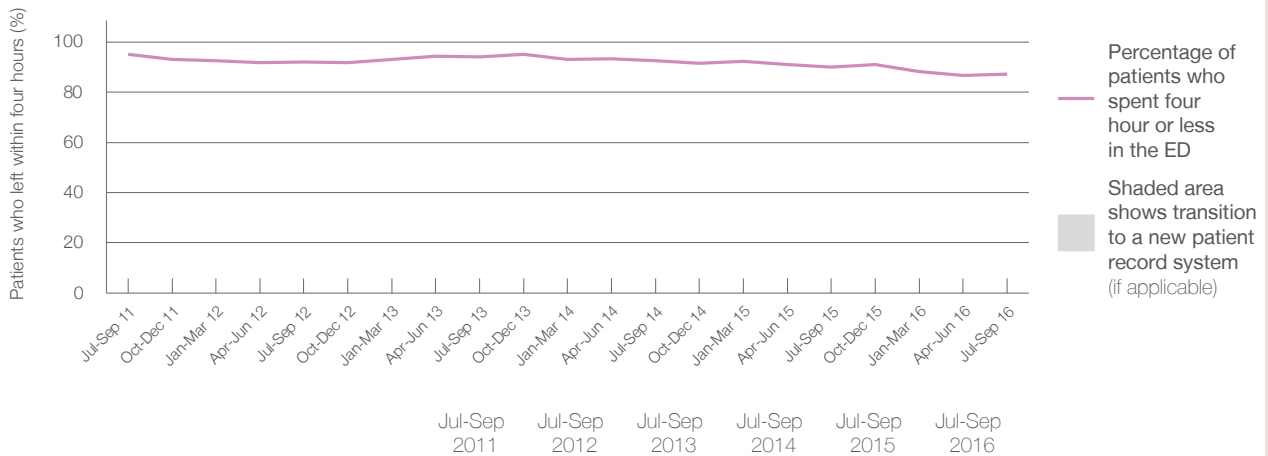
Presentations used to calculate time to leaving the ED: ⁶ 1,961 patients

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	1,986	-1.3%
Presentations used to calculate time to leaving the ED	1,986	-1.3%
Percentage of patients who spent four hours or less in the ED	89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	95.0%	92.1%	94.1%	92.5%	89.9%	87.3%

* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Muswellbrook District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,378 patients
Emergency presentations:² 2,246 patients

Same period last year	Change since one year ago
2,279	4.3%
2,205	1.9%

Muswellbrook District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 100 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 542 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,242 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
157	
5 minutes	8 minutes
31 minutes	41 minutes
578	
15 minutes	21 minutes
82 minutes	103 minutes
1,113	
24 minutes	27 minutes
107 minutes	139 minutes
357	
27 minutes	24 minutes
100 minutes	138 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,378 patients

Percentage of patients who spent four hours or less in the ED 90.2%

Same period last year	Change since one year ago
2,279	4.3%
89.6%	

* 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, July to September 2016.
- 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 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.
- 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.

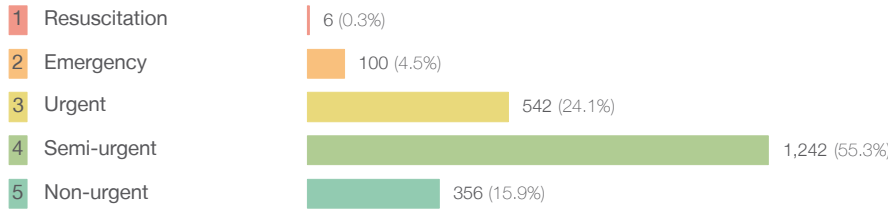
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Muswellbrook District Hospital: Patients presenting to the emergency department

July to September 2016

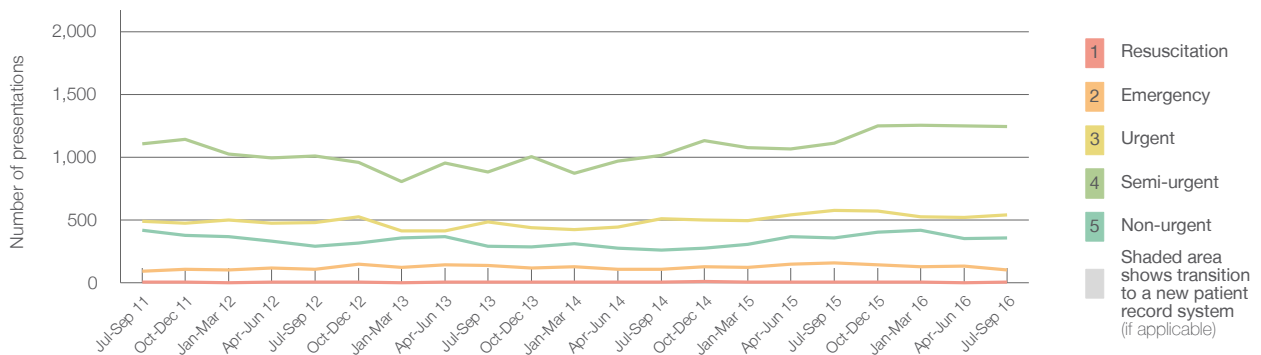
All presentations:¹ 2,378 patients

Emergency presentations² by triage category: 2,246 patients



	Same period last year	Change since one year ago
All presentations	2,279	4.3%
Emergency presentations	2,205	1.9%
1 Resuscitation	< 5	*
2 Emergency	157	-35.5%
3 Urgent	578	-6.2%
4 Semi-urgent	1,113	11.6%
5 Non-urgent	357	-0.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	< 5	< 5	< 5	6
Emergency	93	107	139	110	157	100
Urgent	487	479	486	510	578	542
Semi-urgent	1,105	1,007	884	1,015	1,113	1,242
Non-urgent	420	290	289	257	357	356
All emergency presentations	2,105	1,883	1,798	1,892	2,205	2,246

Muswellbrook District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 379 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	299	
ED Transfer of care time	9 minutes	-1 minute
95th percentile time	61 minutes	-37 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.

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

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

Number of triage 2 patients: 100

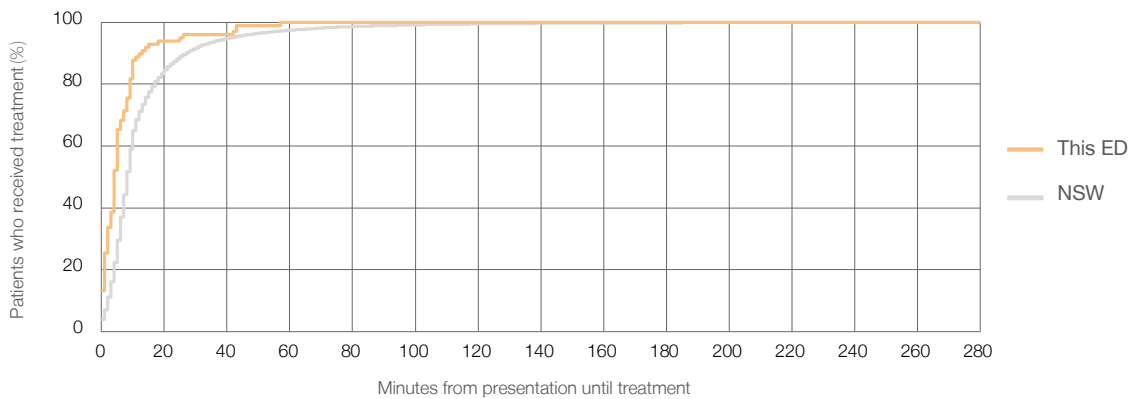
Number of triage 2 patients used to calculate waiting time:³ 98

Median time to start treatment⁴ 4 minutes

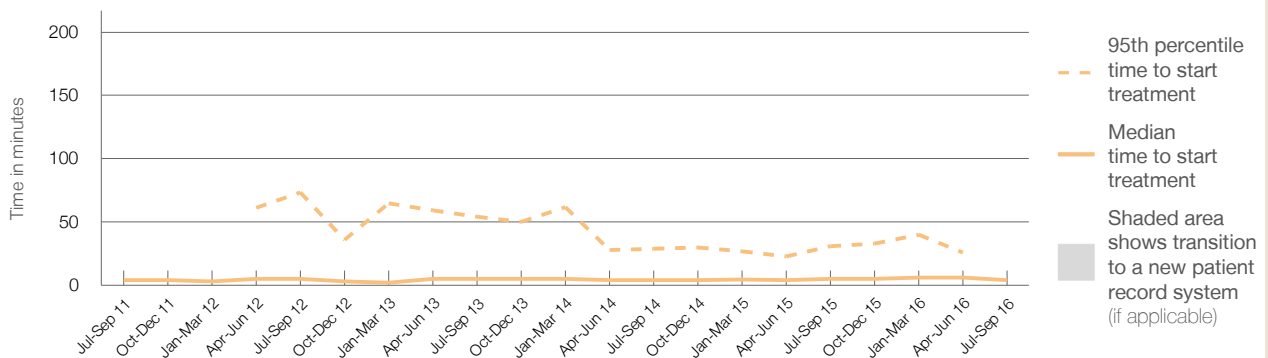
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
157	149
5 minutes	8 minutes
31 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	4	5	5	4	5	4
95th percentile time to start treatment ⁵ (minutes)	*	74	54	29	31	*

(†) 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.

Muswellbrook 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: 542

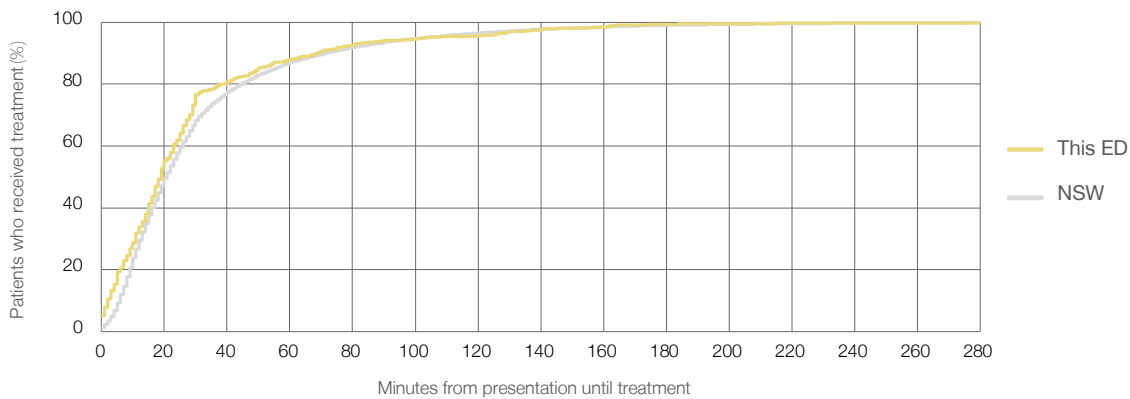
Number of triage 3 patients used to calculate waiting time:³ 507

Median time to start treatment⁴ 19 minutes

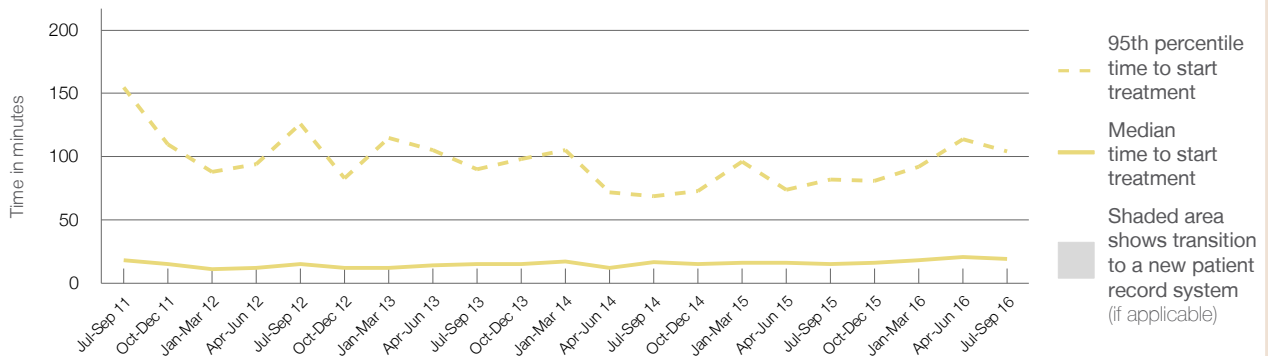
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
578	550
15 minutes	21 minutes
82 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	15	15	17	15	19
95th percentile time to start treatment ⁵ (minutes)	155	126	90	69	82	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.

Muswellbrook 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: 1,242

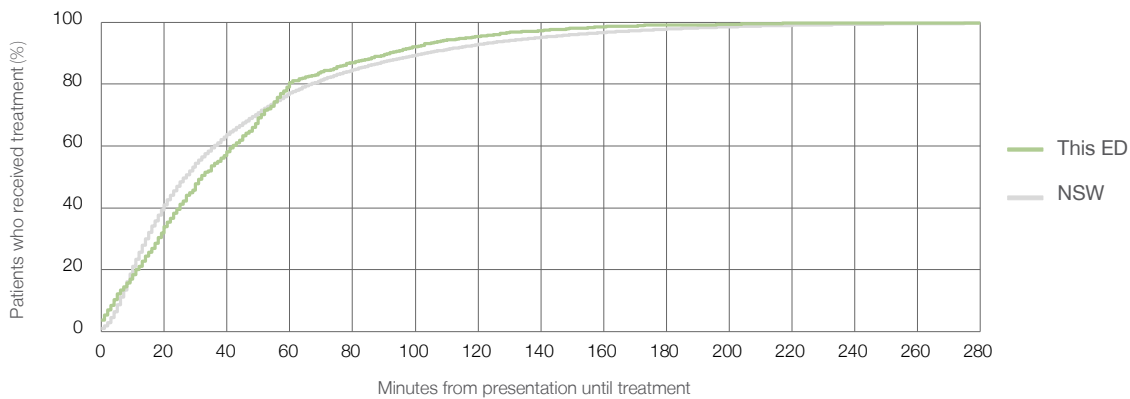
Number of triage 4 patients used to calculate waiting time:³ 1,111

Median time to start treatment⁴ 32 minutes

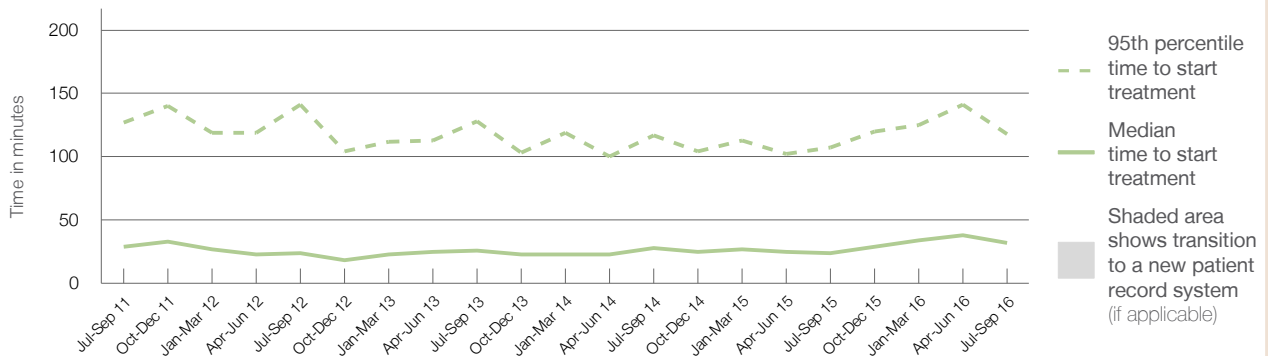
95th percentile time to start treatment⁵ 118 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,113	1,026
Median time to start treatment ⁴	24 minutes	27 minutes
95th percentile time to start treatment ⁵	107 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	24	26	28	24	32
95th percentile time to start treatment ⁵ (minutes)	127	141	128	117	107	118

(†) 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.

Muswellbrook 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: 356

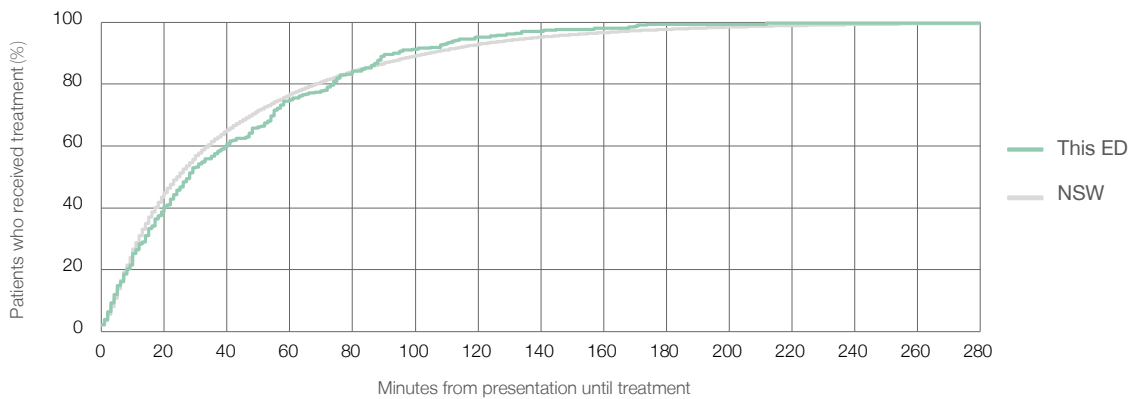
Number of triage 5 patients used to calculate waiting time:³ 310

Median time to start treatment⁴ 28 minutes

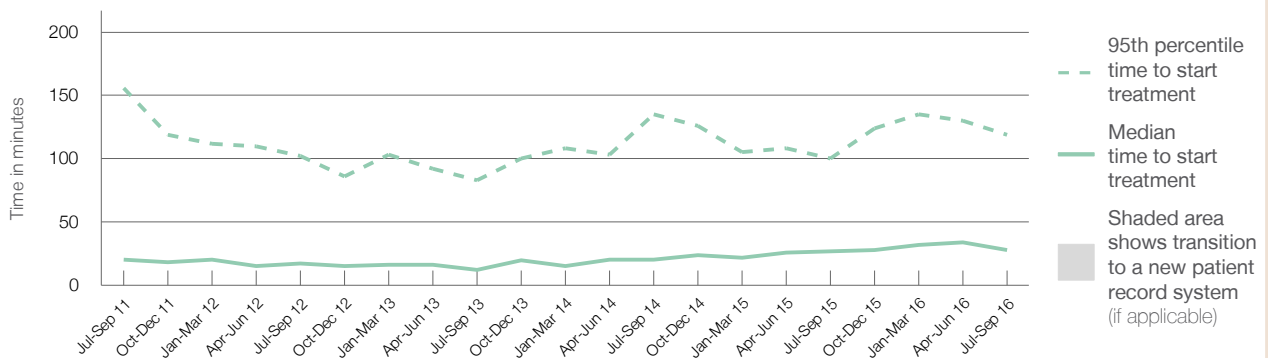
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
357	
307	
27 minutes	24 minutes
100 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	12	20	27	28
95th percentile time to start treatment ⁵ (minutes)	156	102	83	135	100	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.

Muswellbrook District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,378 patients

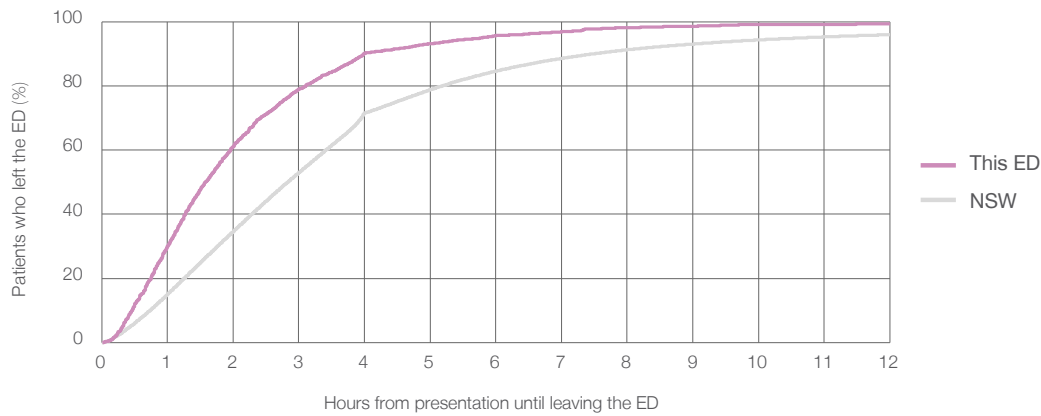
Presentations used to calculate time to leaving the ED:⁶ 2,378 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

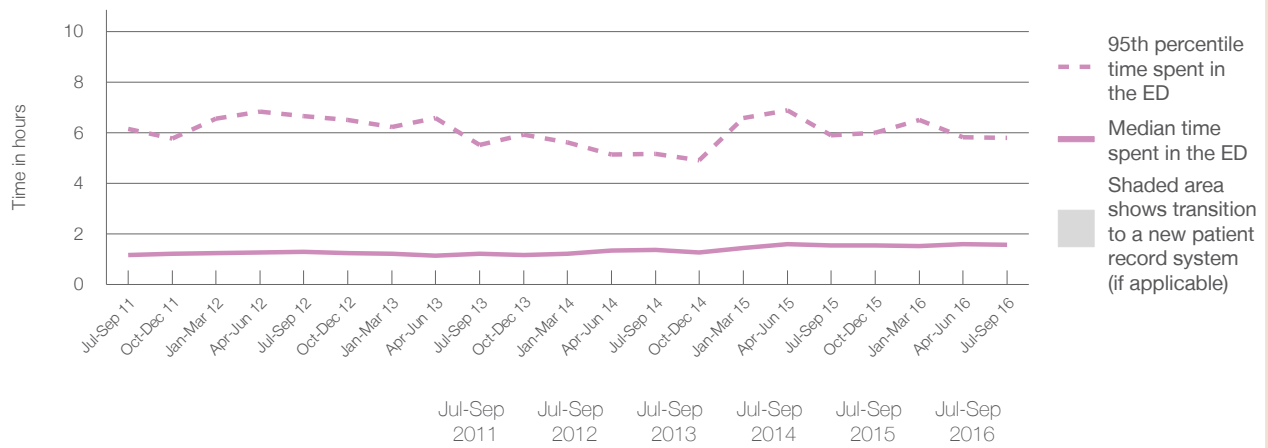
95th percentile time spent in the ED⁹ 5 hours and 48 minutes

Same period last year	NSW (this period)
2,279	2,279
1 hours and 33 minutes	2 hours and 50 minutes
5 hours and 54 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 10m	6h 40m	5h 32m	5h 10m	5h 54m	5h 48m

(†) 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.

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

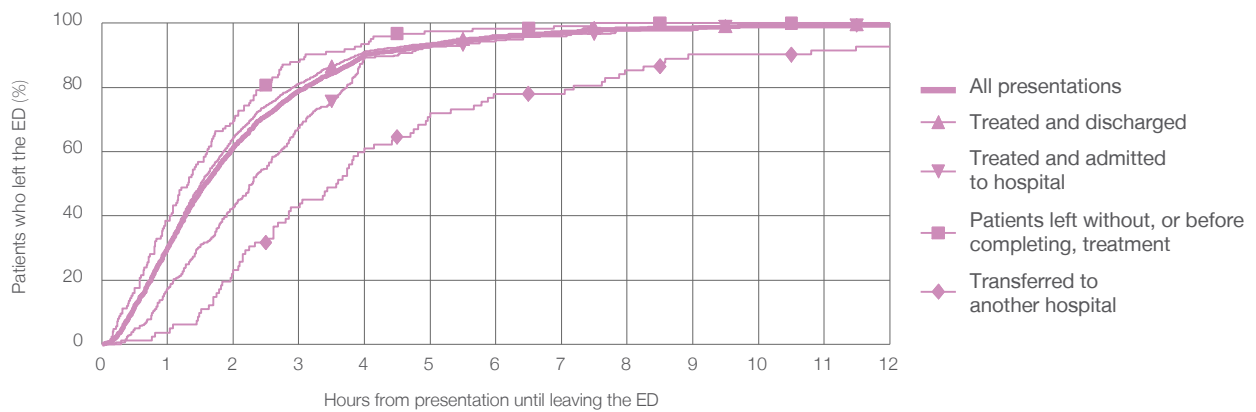
All presentations:¹ 2,378 patients

Presentations used to calculate time to leaving the ED:⁶ 2,378 patients

Treated and discharged	1,754 (73.8%)
Treated and admitted to hospital	300 (12.6%)
Patient left without, or before completing, treatment	125 (5.3%)
Transferred to another hospital	82 (3.4%)
Other	117 (4.9%)

Same period last year	Change since one year ago
2,279	4.3%
1,713	2.4%
311	-3.5%
85	47.1%
75	9.3%
95	23.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	30.6%	64.3%	81.2%	91.2%	96.4%	98.7%	99.4%	99.7%
Treated and admitted to hospital	17.3%	42.7%	67.3%	89.3%	94.7%	97.7%	99.0%	99.3%
Patient left without, or before completing, treatment	38.4%	69.6%	88.0%	93.6%	98.4%	100%	100%	100%
Transferred to another hospital	3.7%	23.2%	42.7%	61.0%	78.0%	85.4%	90.2%	92.7%
All presentations	30.2%	61.3%	78.9%	90.2%	95.7%	98.2%	99.1%	99.4%

(†) 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.

Muswellbrook 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 2,378 patients

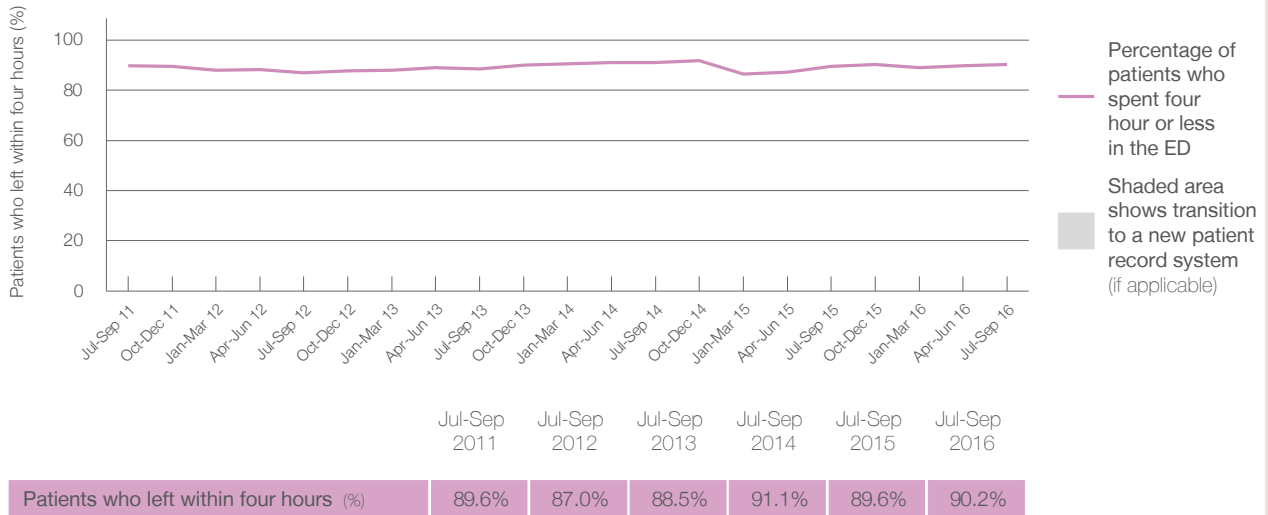
Presentations used to calculate time to leaving the ED: ⁶ 2,378 patients

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	2,279	4.3%
Presentations used to calculate time to leaving the ED	2,279	4.3%
Percentage of patients who spent four hours or less in the ED	89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.
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- 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Narrabri District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,339 patients
Emergency presentations:² 1,329 patients

Same period last year	Change since one year ago
1,419	-5.6%
1,415	-6.1%

Narrabri District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 420 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 568 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	41 minutes
453	
17 minutes	21 minutes
71 minutes	103 minutes
576	
26 minutes	27 minutes
98 minutes	139 minutes
282	
16 minutes	24 minutes
111 minutes	138 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,339 patients

Percentage of patients who spent four hours or less in the ED 88.2%

Same period last year	Change since one year ago
1,419	-5.6%
90.5%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

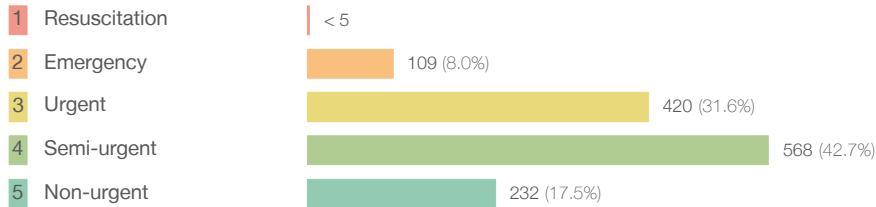
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Narrabri District Hospital: Patients presenting to the emergency department July to September 2016

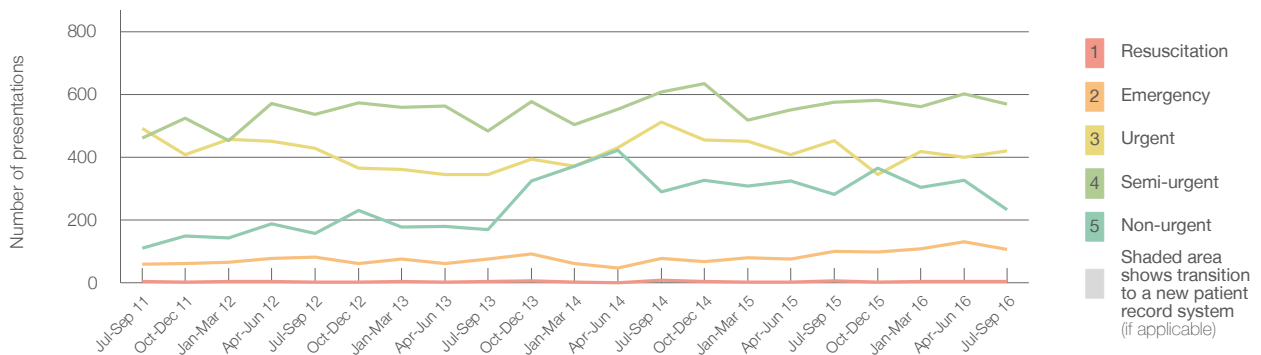
All presentations:¹ 1,339 patients

Emergency presentations² by triage category: 1,329 patients



	Same period last year	Change since one year ago
All presentations	1,419	-5.6%
Emergency presentations	1,415	-6.1%
Resuscitation	5	*
Emergency	99	7.1%
Urgent	453	-7.3%
Semi-urgent	576	-1.4%
Non-urgent	282	-17.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	< 5	7	5	< 5
Emergency	63	82	79	78	99	109
Urgent	491	428	344	511	453	420
Semi-urgent	461	537	483	608	576	568
Non-urgent	109	157	170	289	282	232
All emergency presentations	1,124	1,204	1,076	1,493	1,415	1,329

Narrabri District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 139 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	71	
ED Transfer of care time	6 minutes	-2 minutes
Median time	*	*
95th percentile 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.

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

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

Number of triage 2 patients: 109

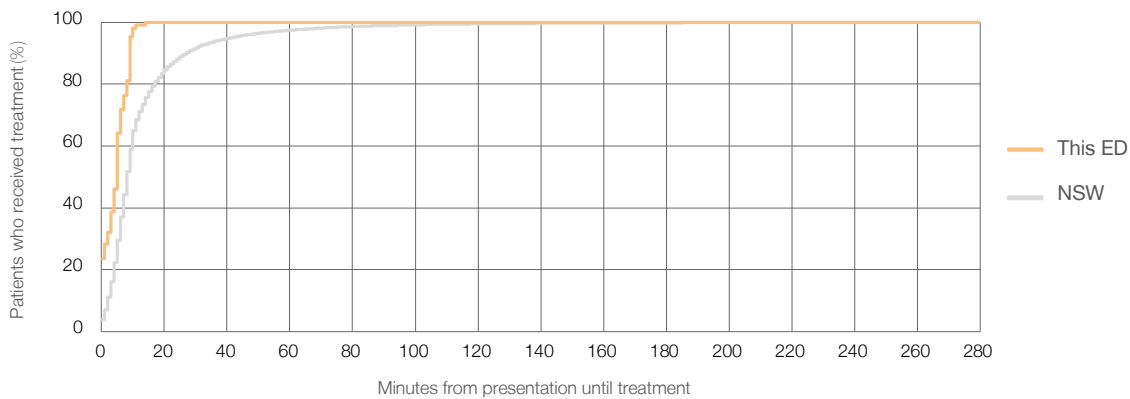
Number of triage 2 patients used to calculate waiting time:³ 106

Median time to start treatment⁴ 5 minutes

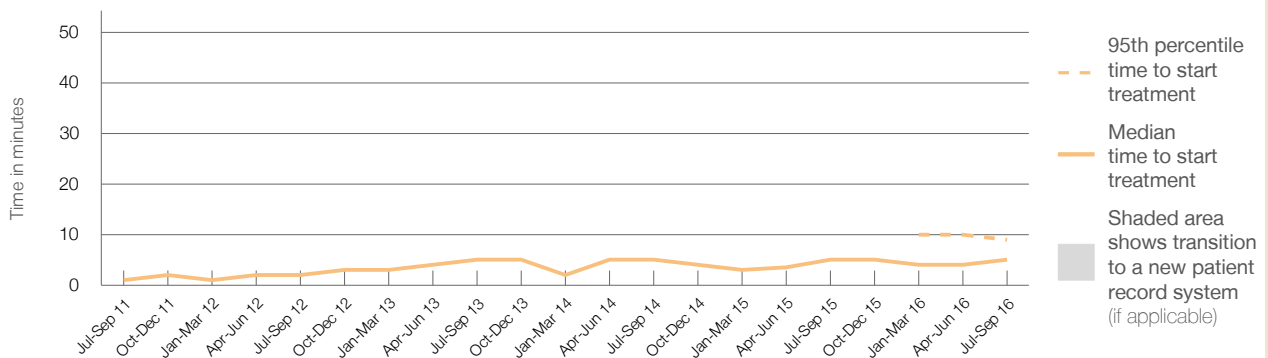
95th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	99
5 minutes	8 minutes
*	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	1	2	5	5	5	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	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.

Narrabri 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: 420

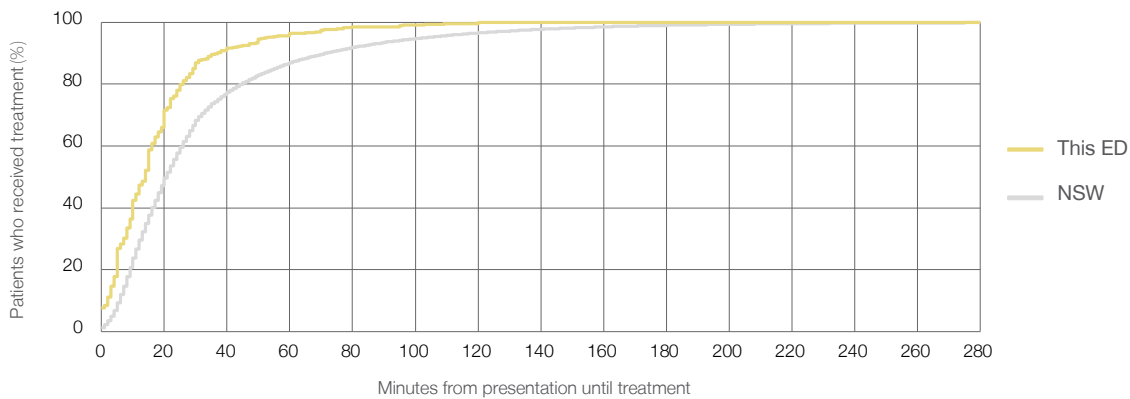
Number of triage 3 patients used to calculate waiting time:³ 414

Median time to start treatment⁴ 14 minutes

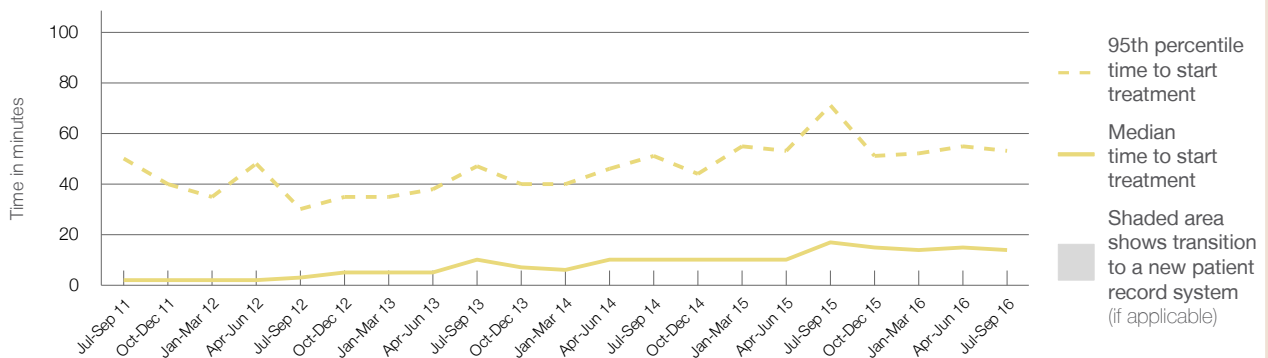
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
453	
450	
17 minutes	21 minutes
71 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	3	10	10	17	14
95th percentile time to start treatment ⁵ (minutes)	50	30	47	51	71	53

(†) 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.

Narrabri 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: 568

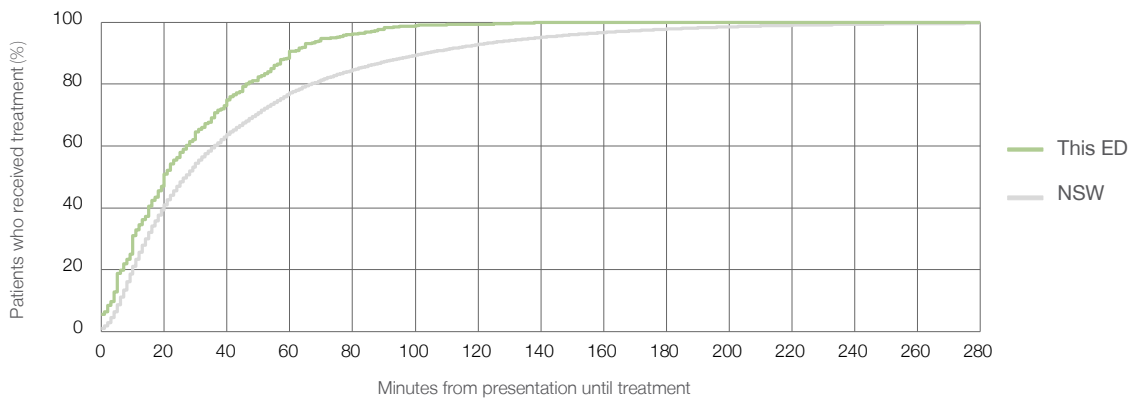
Number of triage 4 patients used to calculate waiting time:³ 551

Median time to start treatment⁴ 20 minutes

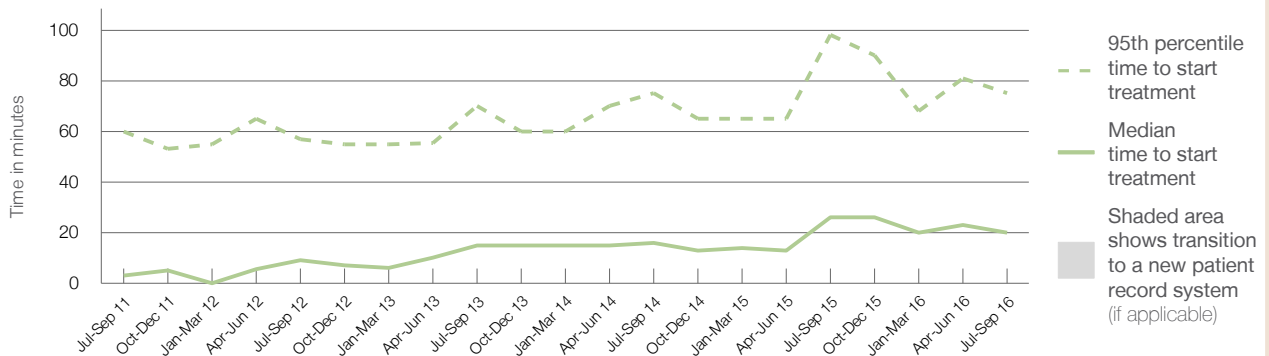
95th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
576	
567	
26 minutes	27 minutes
98 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	9	15	16	26	20
95th percentile time to start treatment ⁵ (minutes)	60	57	70	75	98	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.

Narrabri 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: 232

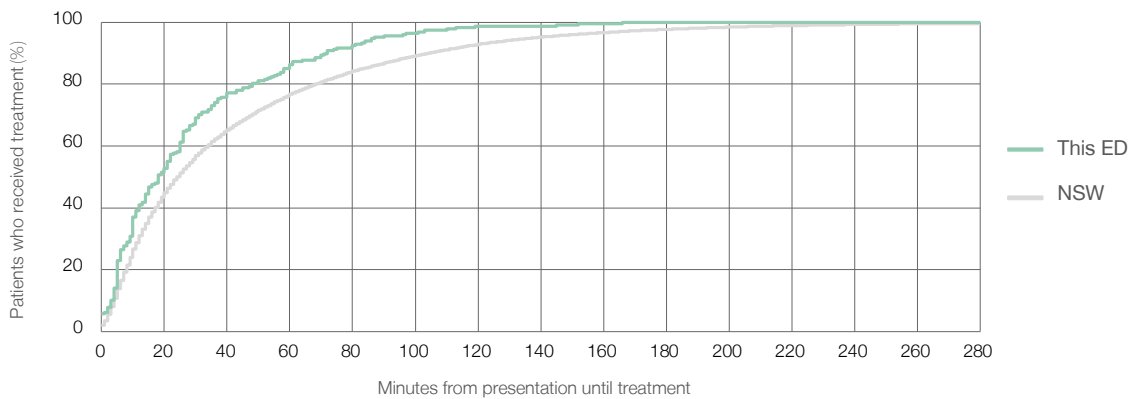
Number of triage 5 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 18 minutes

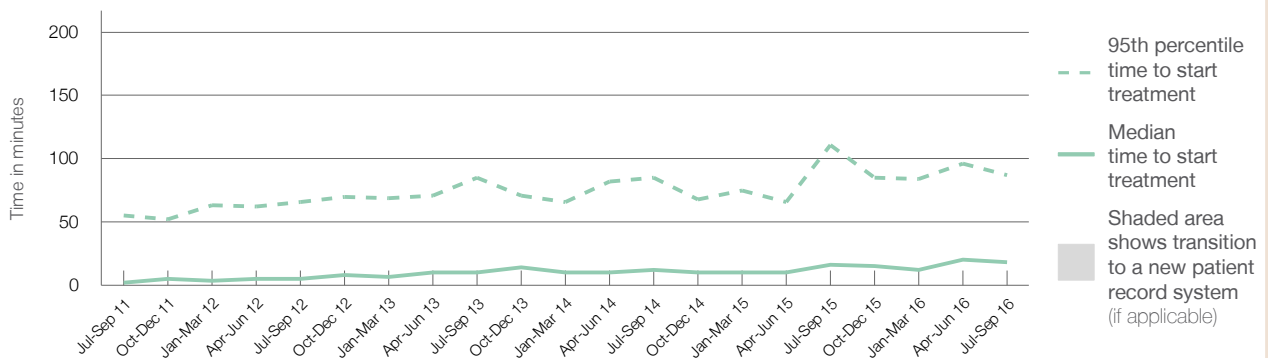
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
282	
275	
16 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	5	10	12	16	18
95th percentile time to start treatment ⁵ (minutes)	55	66	85	85	111	87

(†) 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.

Narrabri District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,339 patients

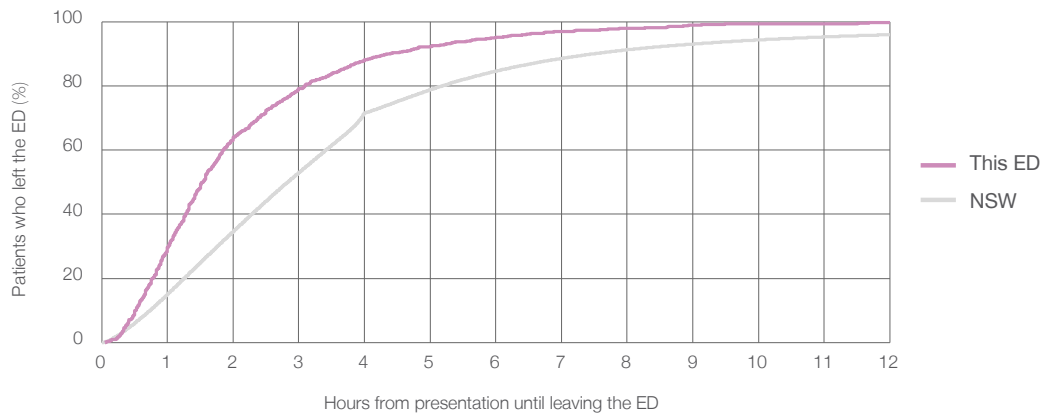
Presentations used to calculate time to leaving the ED:⁶ 1,339 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

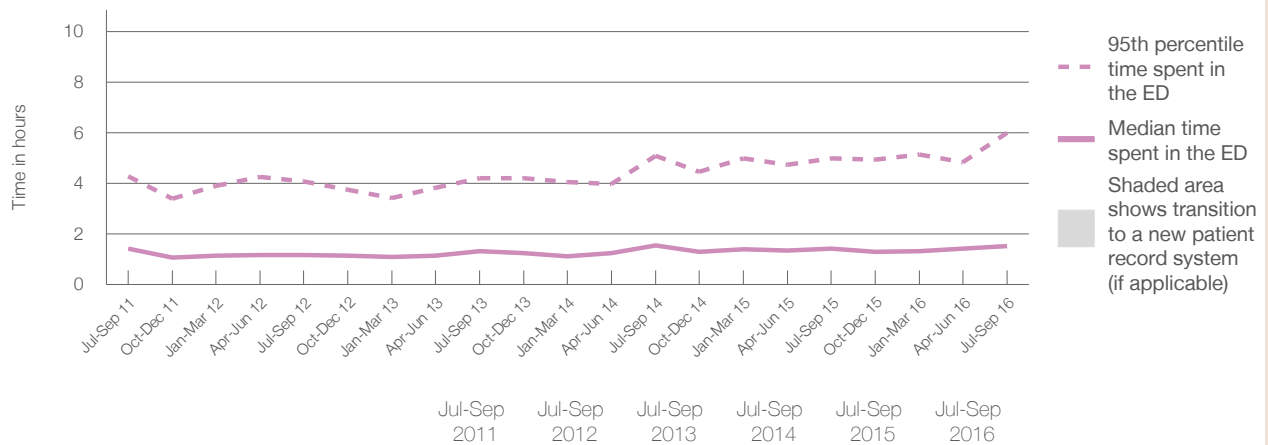
95th percentile time spent in the ED⁹ 6 hours and 0 minutes

Same period last year	NSW (this period)
1,419	1,419
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 0 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 17m	4h 5m	4h 13m	5h 5m	5h 0m	6h 0m

(†) 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.

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

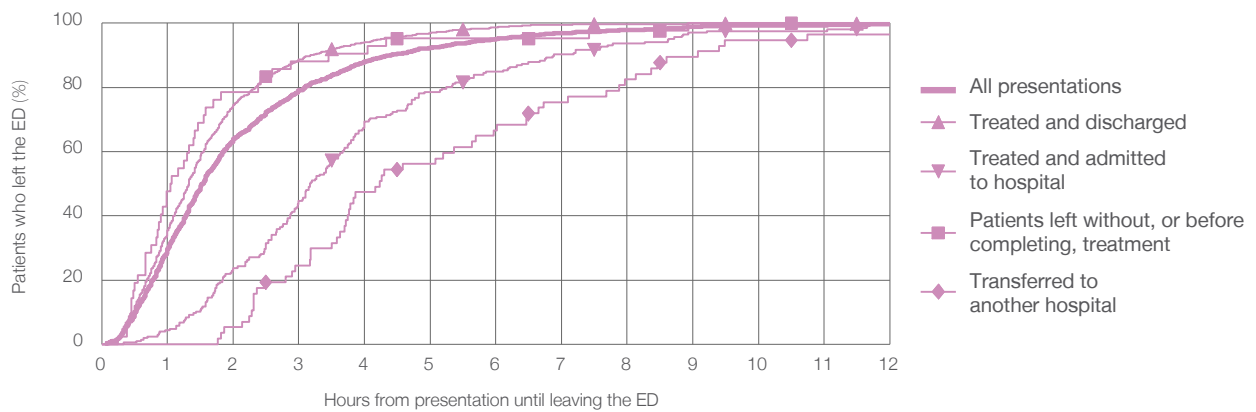
All presentations:¹ 1,339 patients

Presentations used to calculate time to leaving the ED:⁶ 1,339 patients

Treated and discharged	1,026 (76.6%)
Treated and admitted to hospital	206 (15.4%)
Patient left without, or before completing, treatment	42 (3.1%)
Transferred to another hospital	57 (4.3%)
Other	8 (0.6%)

	Same period last year	Change since one year ago
	1,419	-5.6%
	1,149	-10.7%
	209	-1.4%
	26	61.5%
	32	78.1%
	3	166.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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

Treated and discharged	35.5%	74.7%	88.7%	94.2%	98.7%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.4%	23.8%	44.7%	69.4%	85.0%	93.7%	97.6%	99.5%
Patient left without, or before completing, treatment	47.6%	78.6%	88.1%	90.5%	95.2%	97.6%	100%	100%
Transferred to another hospital	0%	5.3%	24.6%	47.4%	66.7%	82.5%	94.7%	96.5%
All presentations	29.6%	63.9%	79.2%	88.2%	95.1%	97.9%	99.3%	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.

Narrabri 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 1,339 patients

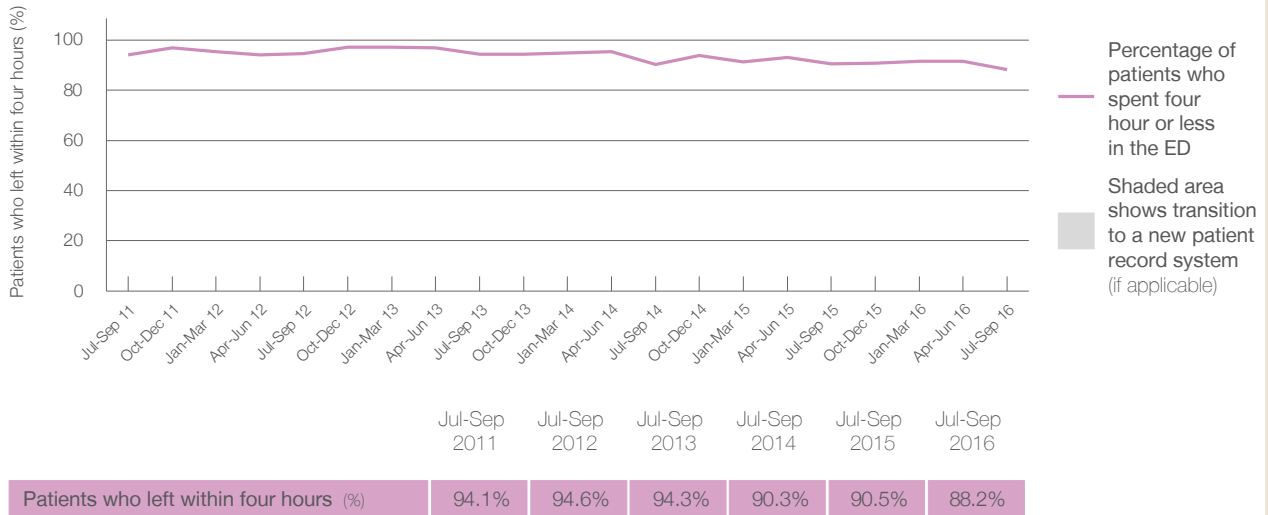
Presentations used to calculate time to leaving the ED: ⁶ 1,339 patients

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	1,419	-5.6%
Presentations used to calculate time to leaving the ED	1,419	-5.6%
Percentage of patients who spent four hours or less in the ED	90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Singleton District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,724 patients
Emergency presentations:² 2,675 patients

Same period last year	Change since one year ago
2,898	-6.0%
2,819	-5.1%

Singleton District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 170 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 743 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,562 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 200 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
155	
8 minutes	8 minutes
38 minutes	41 minutes
736	
25 minutes	21 minutes
94 minutes	103 minutes
1,683	
39 minutes	27 minutes
140 minutes	139 minutes
245	
31 minutes	24 minutes
121 minutes	138 minutes

Singleton District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,724 patients

Percentage of patients who spent four hours or less in the ED 90.0%

Same period last year	Change since one year ago
2,898	-6.0%
89.3%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

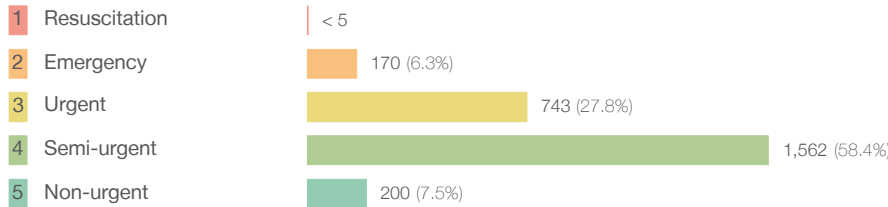
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Singleton District Hospital: Patients presenting to the emergency department July to September 2016

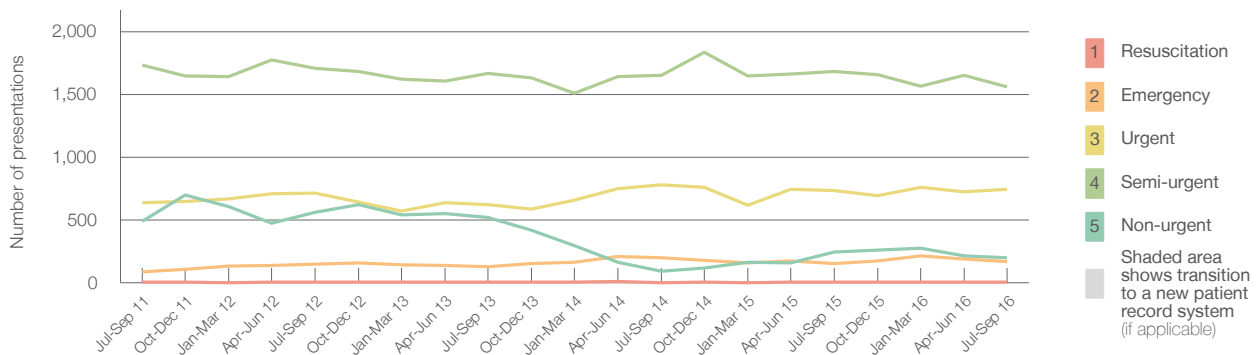
All presentations:¹ 2,724 patients

Emergency presentations² by triage category: 2,675 patients



	Same period last year	Change since one year ago
All presentations	2,898	-6.0%
Emergency presentations	2,819	-5.1%
1 Resuscitation	< 5	*
2 Emergency	155	10.5%
3 Urgent	736	1.0%
4 Semi-urgent	1,683	-7.2%
5 Non-urgent	245	-18.4%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	< 5	< 5	< 5	< 5	< 5
Emergency	87	147	127	199	155	170
Urgent	638	711	621	780	736	743
Semi-urgent	1,736	1,709	1,669	1,653	1,683	1,562
Non-urgent	489	558	519	92	245	200
All emergency presentations	2,956	3,125	2,936	2,724	2,819	2,675

Singleton District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 241 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	289	
Median time	7 minutes	-2 minutes
95th percentile time	20 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.

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

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

Number of triage 2 patients: 170

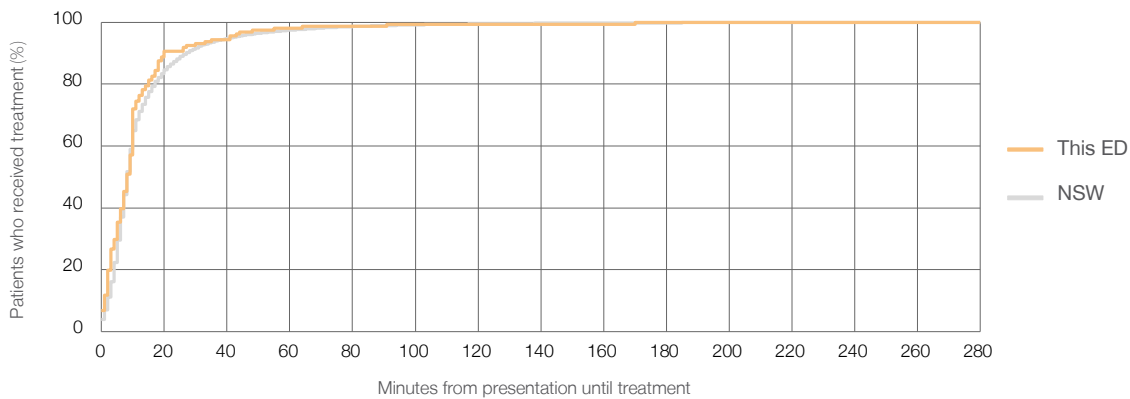
Number of triage 2 patients used to calculate waiting time:³ 161

Median time to start treatment⁴ 8 minutes

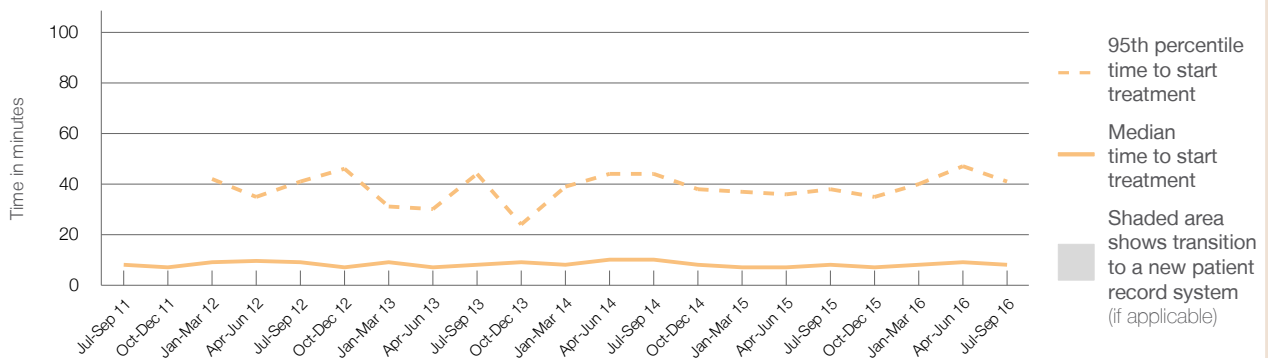
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
155	149
8 minutes	8 minutes
38 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	9	8	10	8	8
95th percentile time to start treatment ⁵ (minutes)	*	41	44	44	38	41

(†) 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.

Singleton 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: 743

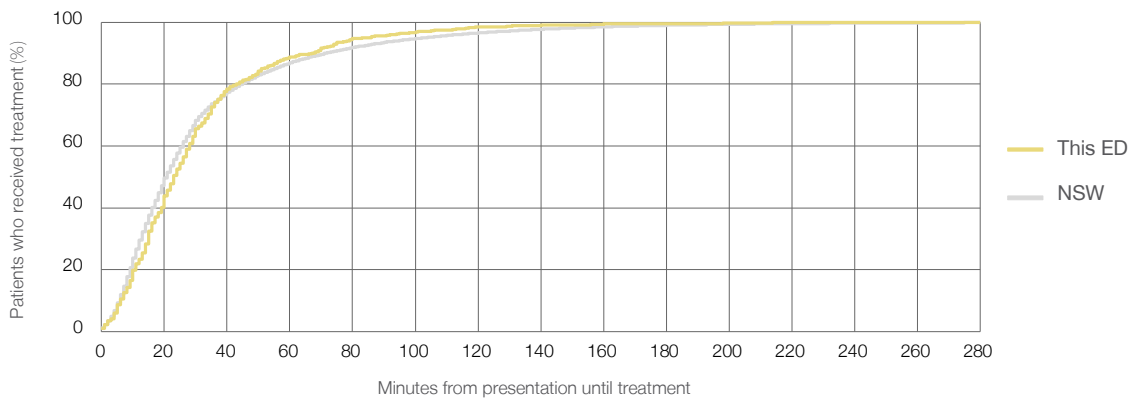
Number of triage 3 patients used to calculate waiting time:³ 716

Median time to start treatment⁴ 23 minutes

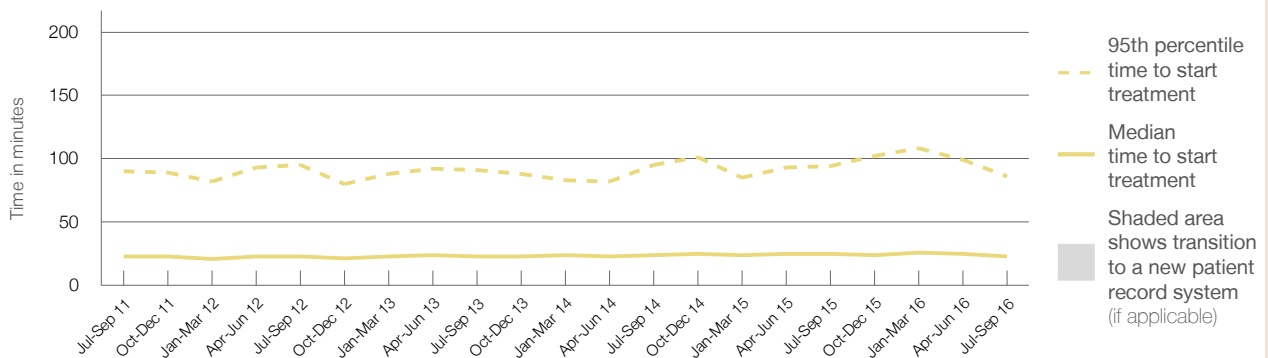
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
736	717
25 minutes	21 minutes
94 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	23	23	24	25	23
95th percentile time to start treatment ⁵ (minutes)	90	95	91	95	94	86

(†) 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.

Singleton 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: 1,562

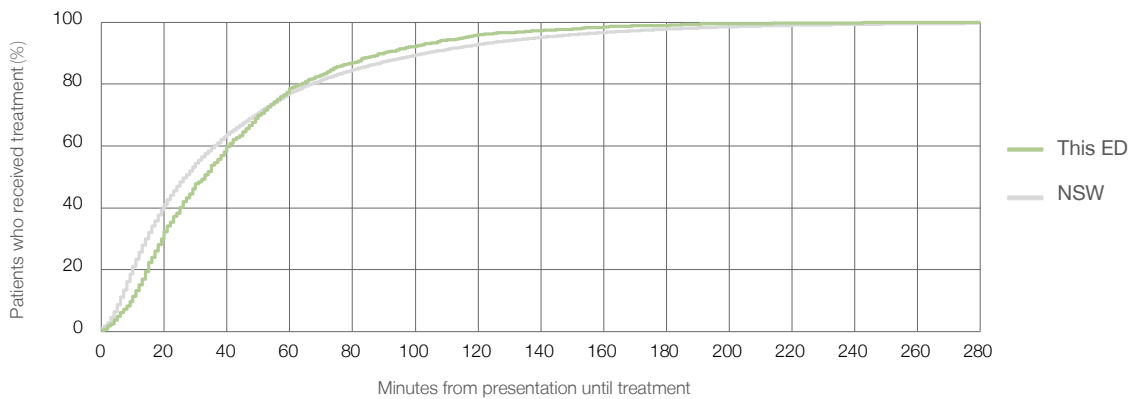
Number of triage 4 patients used to calculate waiting time:³ 1,498

Median time to start treatment⁴ 33 minutes

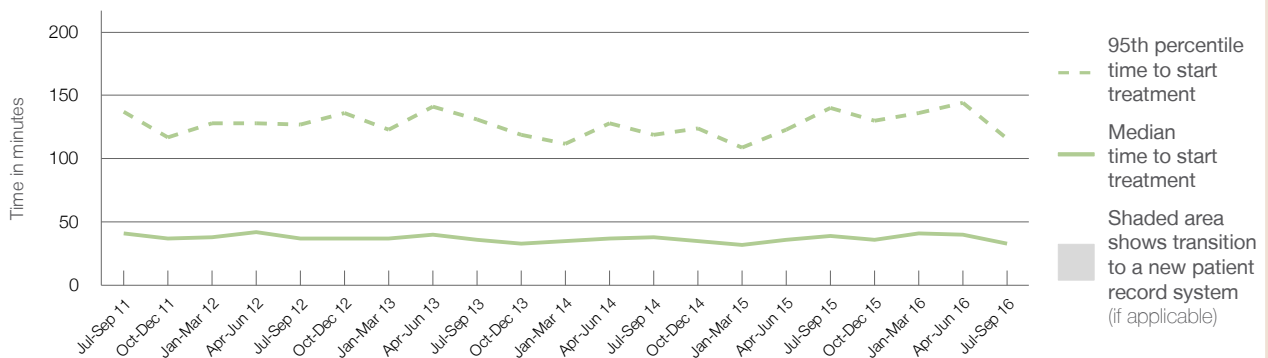
95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,683	1,590
39 minutes	27 minutes
140 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	37	36	38	39	33
95th percentile time to start treatment ⁵ (minutes)	137	127	131	119	140	116

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

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

Singleton 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: 200

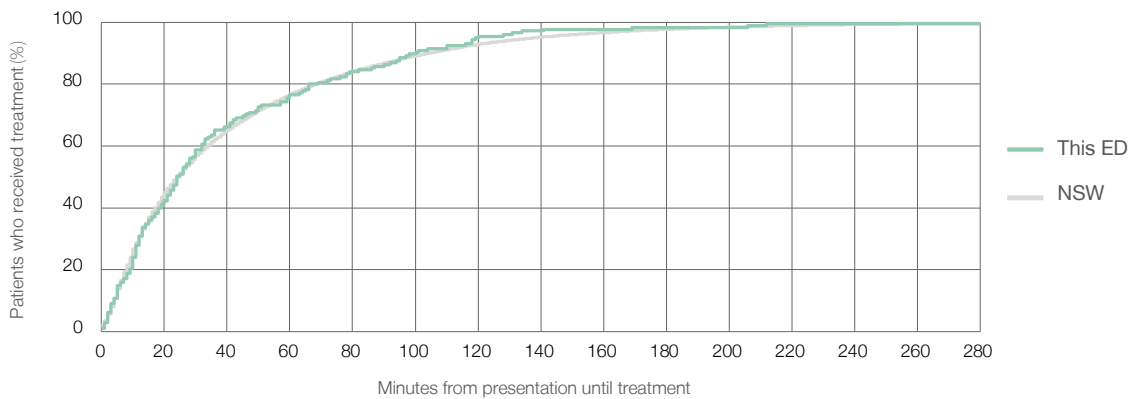
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 24 minutes

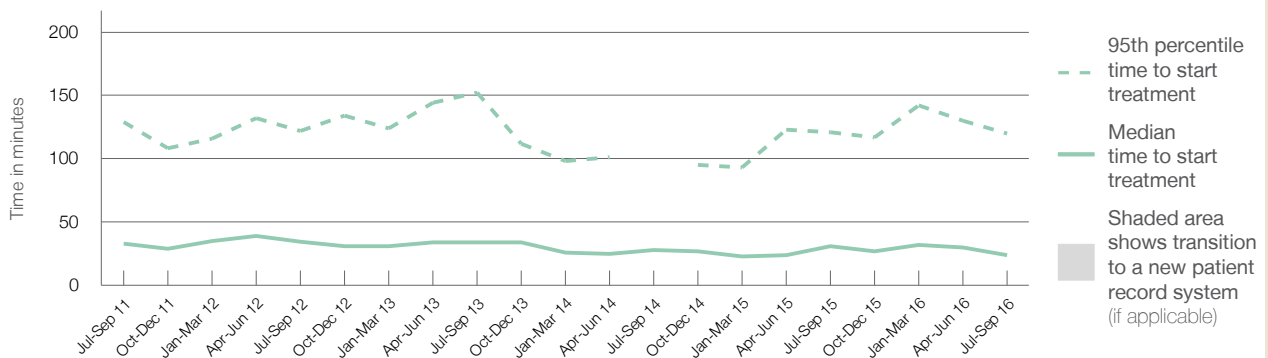
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
245	
221	
31 minutes	24 minutes
121 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	35	34	28	31	24
95th percentile time to start treatment ⁵ (minutes)	129	122	152	*	121	120

(†) 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.

Singleton District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,724 patients

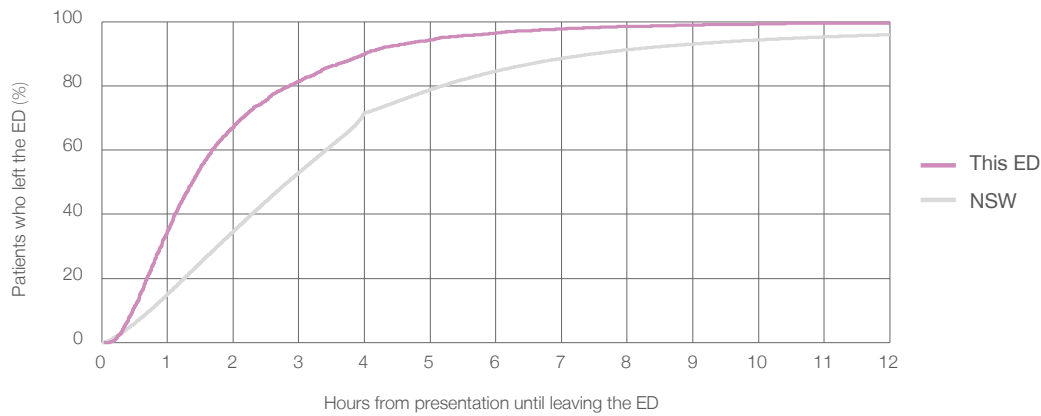
Presentations used to calculate time to leaving the ED:⁶ 2,724 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

95th percentile time spent in the ED⁹ 5 hours and 10 minutes

Same period last year	NSW (this period)
2,898	2,898
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 28 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 50m	3h 41m	3h 57m	4h 40m	5h 28m	5h 10m

(†) 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.

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

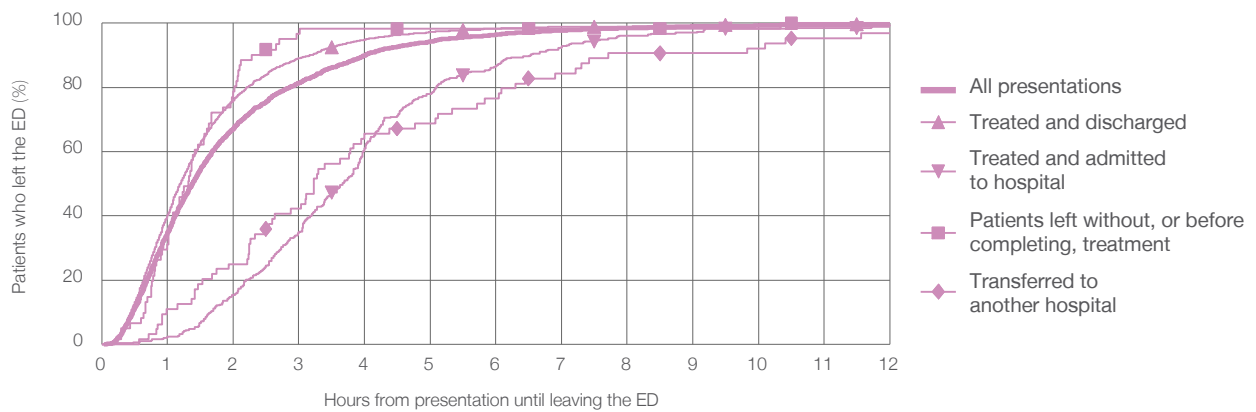
All presentations:¹ 2,724 patients

Presentations used to calculate time to leaving the ED:⁶ 2,724 patients

Treated and discharged	2,199 (80.7%)
Treated and admitted to hospital	339 (12.4%)
Patient left without, or before completing, treatment	61 (2.2%)
Transferred to another hospital	64 (2.3%)
Other	61 (2.2%)

Same period last year	Change since one year ago
2,898	-6.0%
2,403	-8.5%
282	20.2%
71	-14.1%
81	-21.0%
61	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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

Treated and discharged	40.2%	76.0%	89.0%	94.8%	98.4%	99.0%	99.7%	99.8%
Treated and admitted to hospital	2.4%	15.3%	34.8%	61.1%	86.7%	96.2%	98.2%	98.8%
Patient left without, or before completing, treatment	31.1%	78.7%	96.7%	98.4%	98.4%	98.4%	98.4%	100%
Transferred to another hospital	10.9%	25.0%	42.2%	65.6%	76.6%	90.6%	92.2%	96.9%
All presentations	34.8%	67.2%	81.4%	90.0%	96.4%	98.5%	99.3%	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.

Singleton 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 2,724 patients

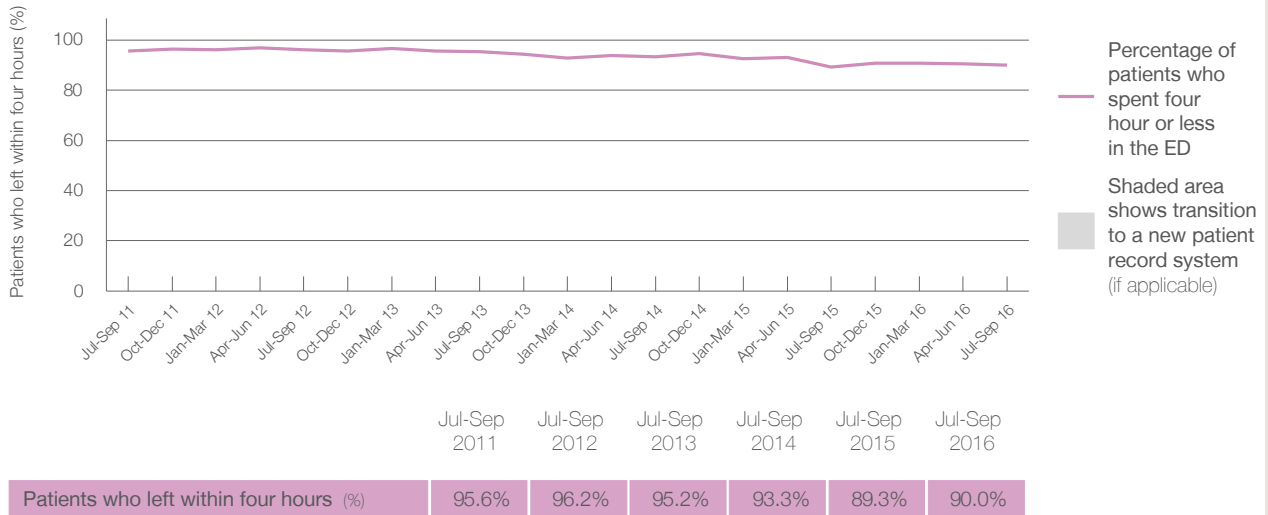
Presentations used to calculate time to leaving the ED: ⁶ 2,724 patients

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	2,898	-6.0%
Presentations used to calculate time to leaving the ED	2,898	-6.0%
Percentage of patients who spent four hours or less in the ED	89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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, July to September 2016.
- 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 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.
- 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 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations:² 10,314 patients

Same period last year	Change since one year ago
10,891	-0.1%
10,426	-1.1%

Tamworth Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 862 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,715 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,901 patients

Median time to start treatment⁴ 38 minutes
 95th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,784 patients

Median time to start treatment⁴ 41 minutes
 95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
963	
10 minutes	8 minutes
73 minutes	41 minutes
2,740	
33 minutes	21 minutes
163 minutes	103 minutes
4,974	
51 minutes	27 minutes
184 minutes	139 minutes
1,671	
47 minutes	24 minutes
177 minutes	138 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 10,881 patients

Percentage of patients who spent four hours or less in the ED 76.6%

Same period last year	Change since one year ago
10,891	-0.1%
64.3%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

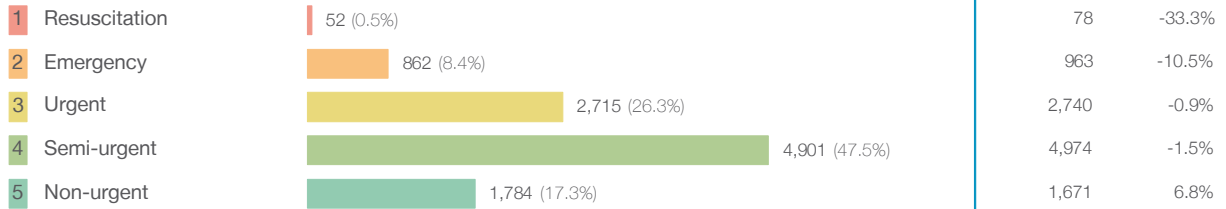
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

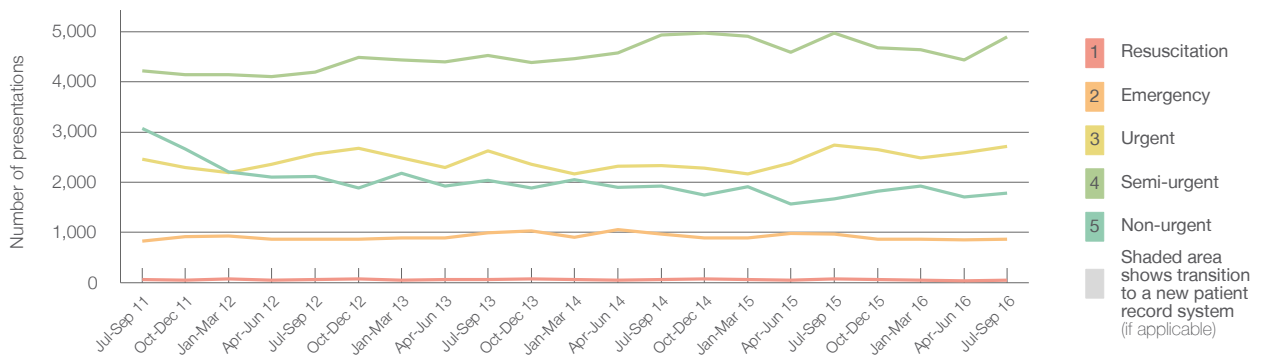
Tamworth Base Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations² by triage category: 10,314 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	61	68	66	67	78	52
Emergency	822	867	987	973	963	862
Urgent	2,457	2,564	2,626	2,331	2,740	2,715
Semi-urgent	4,225	4,194	4,531	4,929	4,974	4,901
Non-urgent	3,070	2,111	2,034	1,918	1,671	1,784
All emergency presentations	10,635	9,804	10,244	10,218	10,426	10,314

Tamworth Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,730 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 862

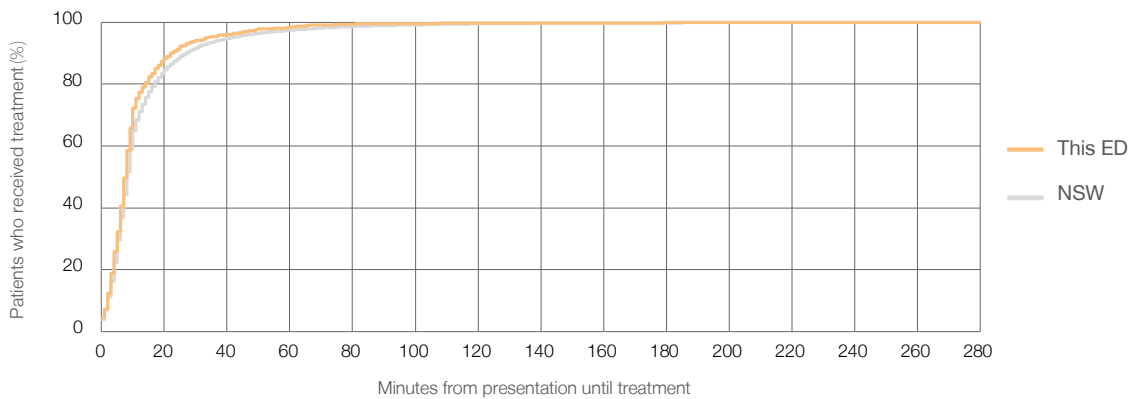
Number of triage 2 patients used to calculate waiting time:³ 859

Median time to start treatment⁴ 8 minutes

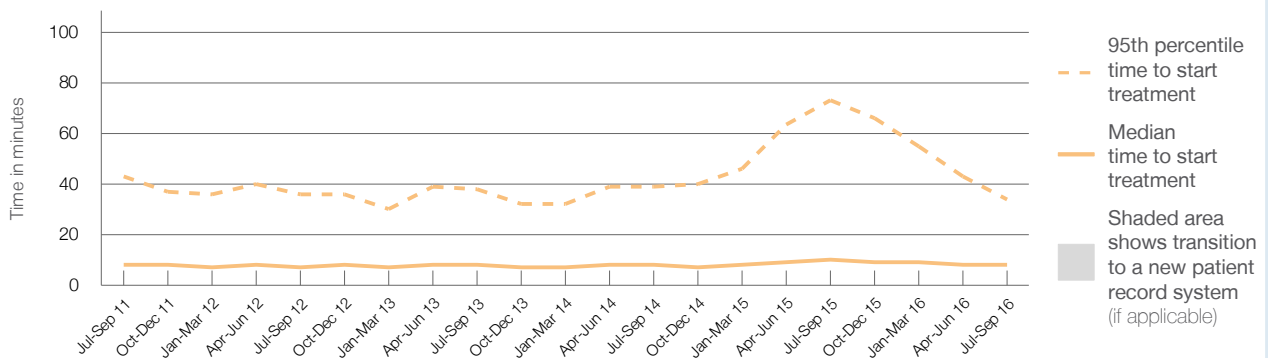
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
963	957
10 minutes	8 minutes
73 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	10	8
95th percentile time to start treatment ⁵ (minutes)	43	36	38	39	73	34

(†) 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.

Tamworth Base 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: 2,715

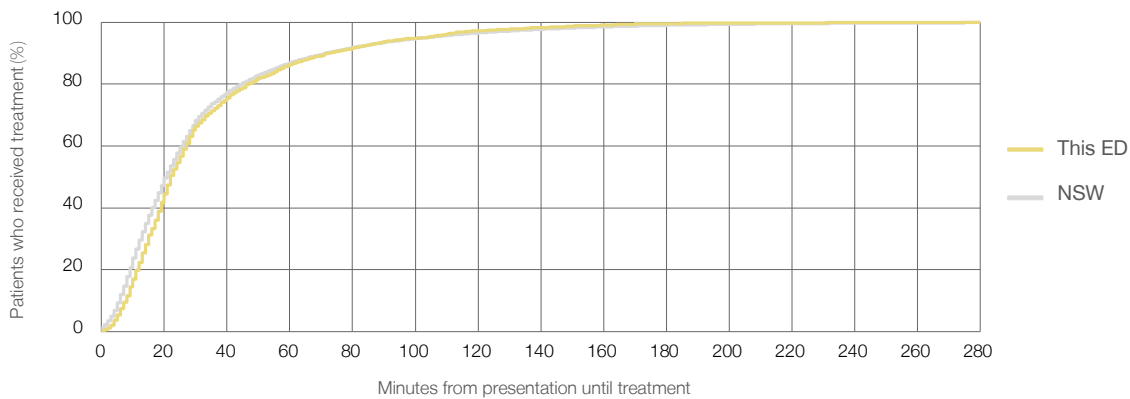
Number of triage 3 patients used to calculate waiting time:³ 2,677

Median time to start treatment⁴ 22 minutes

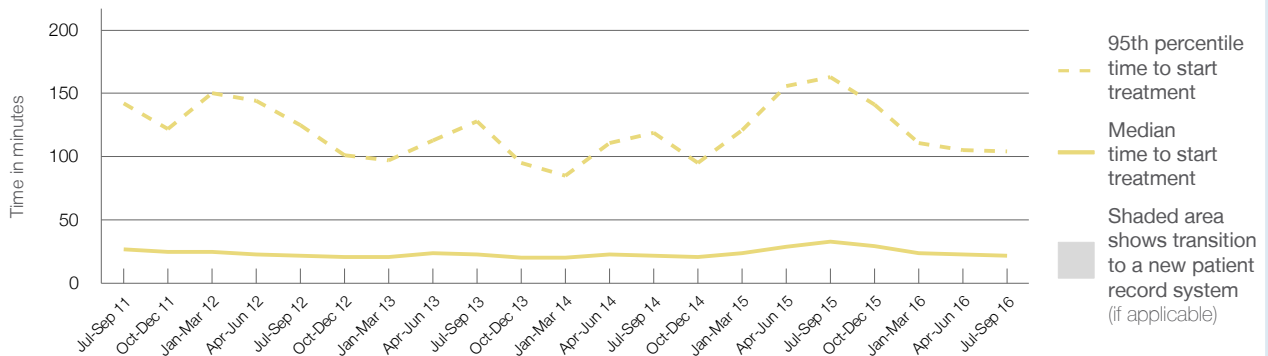
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
2,740	2,680
33 minutes	21 minutes
163 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	22	23	22	33	22
95th percentile time to start treatment ⁵ (minutes)	142	125	128	119	163	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.

Tamworth Base 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: 4,901

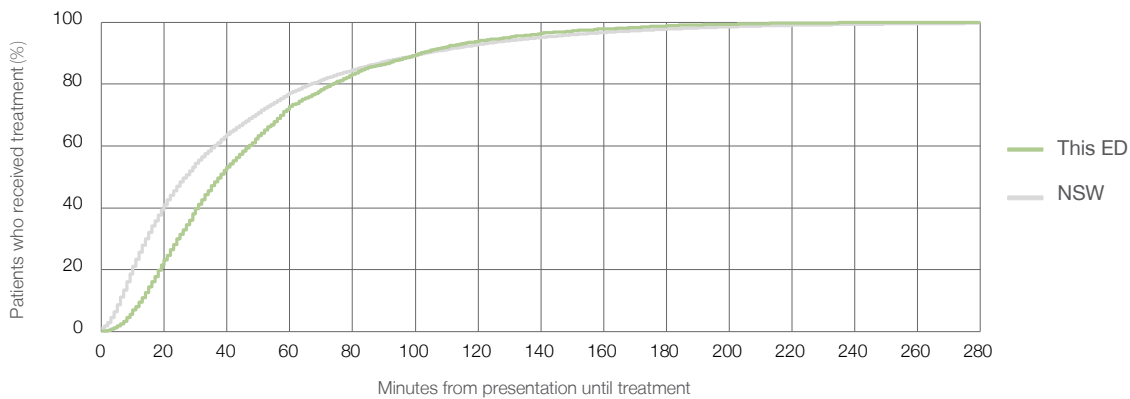
Number of triage 4 patients used to calculate waiting time:³ 4,727

Median time to start treatment⁴ 38 minutes

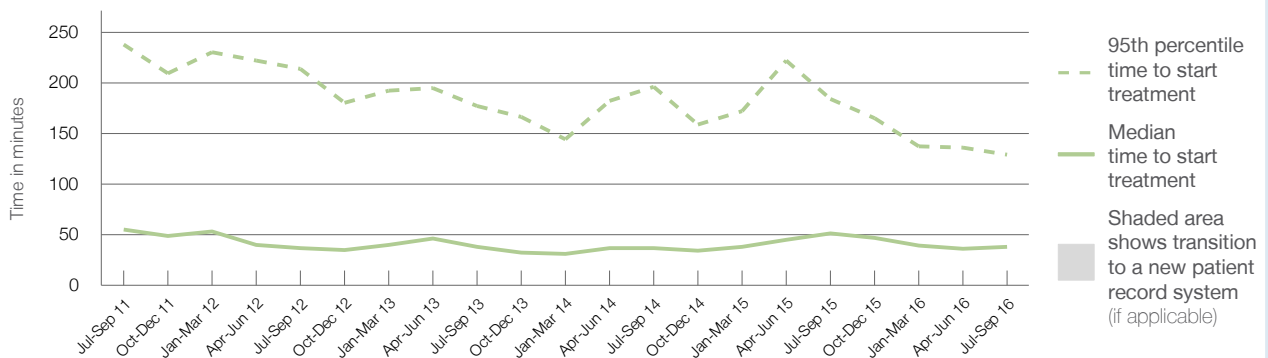
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
4,974	4,730
51 minutes	27 minutes
184 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	55	37	38	37	51	38
95th percentile time to start treatment ⁵ (minutes)	238	214	177	196	184	129

(†) 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.

Tamworth Base 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: 1,784

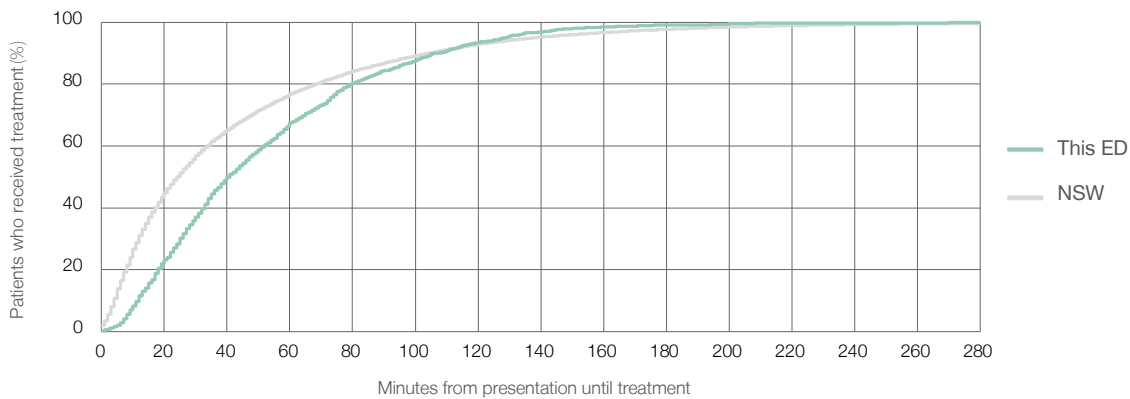
Number of triage 5 patients used to calculate waiting time:³ 1,683

Median time to start treatment⁴ 41 minutes

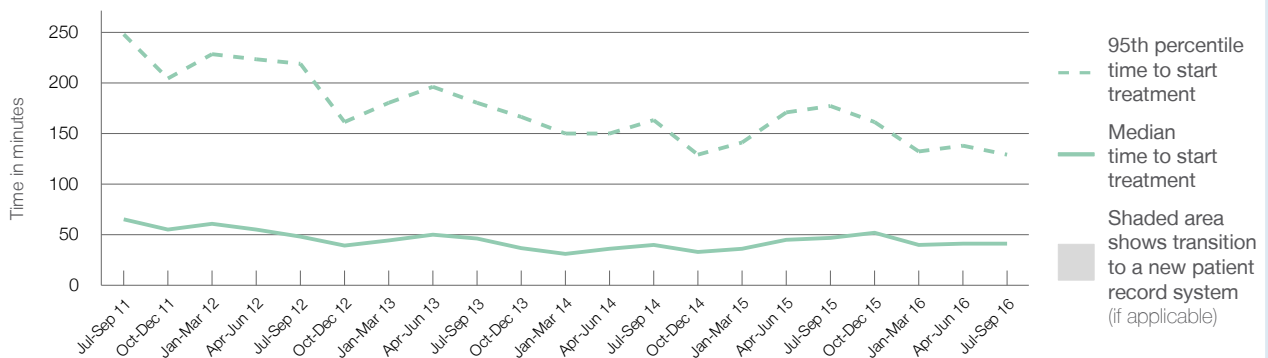
95th percentile time to start treatment⁵ 129 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,671	1,572
Median time to start treatment ⁴	47 minutes	24 minutes
95th percentile time to start treatment ⁵	177 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	65	48	46	40	47	41
95th percentile time to start treatment ⁵ (minutes)	248	219	180	163	177	129

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

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Tamworth Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 10,881 patients

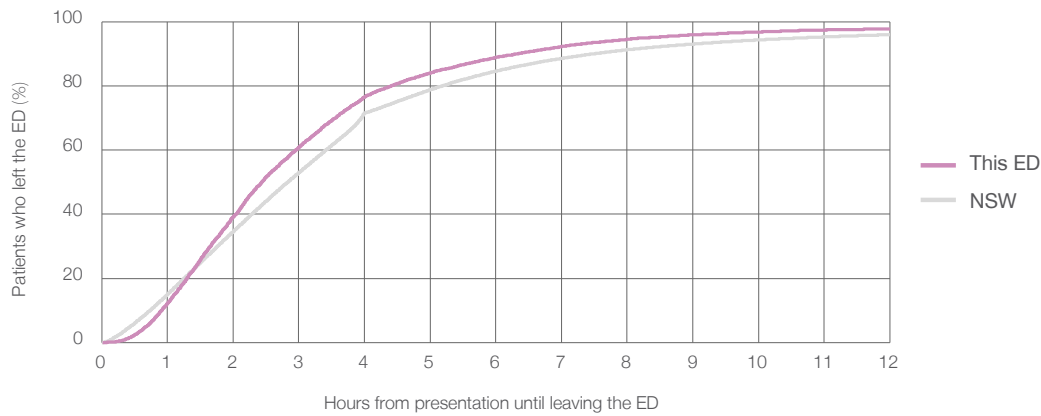
Presentations used to calculate time to leaving the ED:⁶ 10,881 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

95th percentile time spent in the ED⁹ 8 hours and 20 minutes

Same period last year	NSW (this period)
10,891	10,891
3 hours and 1 minutes	2 hours and 50 minutes
10 hours and 34 minutes	10 hours and 43 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 11m	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 24m	11h 48m	9h 36m	9h 3m	10h 34m	8h 20m

(†) 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.

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

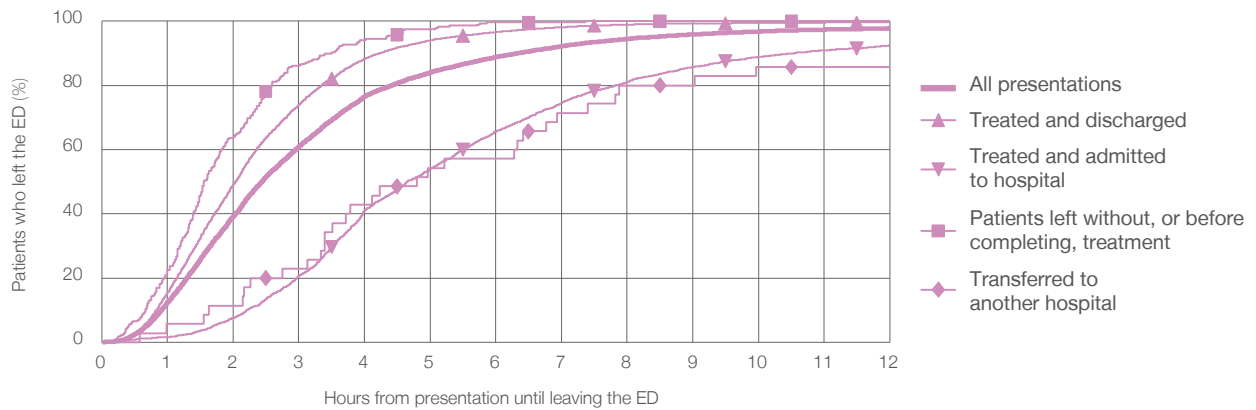
All presentations:¹ 10,881 patients

Presentations used to calculate time to leaving the ED:⁶ 10,881 patients

Treated and discharged	7,791 (71.6%)
Treated and admitted to hospital	2,707 (24.9%)
Patient left without, or before completing, treatment	288 (2.6%)
Transferred to another hospital	35 (0.3%)
Other	60 (0.6%)

Same period last year	Change since one year ago
10,891	-0.1%
7,824	-0.4%
2,463	9.9%
489	-41.1%
57	-38.6%
58	3.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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	15.6%	49.2%	74.0%	88.4%	96.6%	99.0%	99.5%	99.6%
Treated and admitted to hospital	1.6%	7.6%	20.7%	41.1%	65.7%	81.1%	88.8%	92.5%
Patient left without, or before completing, treatment	22.6%	63.9%	86.1%	94.1%	99.7%	100%	100%	100%
Transferred to another hospital	5.7%	11.4%	22.9%	42.9%	57.1%	80.0%	85.7%	85.7%
All presentations	12.4%	39.3%	60.9%	76.6%	88.9%	94.5%	96.8%	97.8%

(†) 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.

Tamworth Base 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 10,881 patients

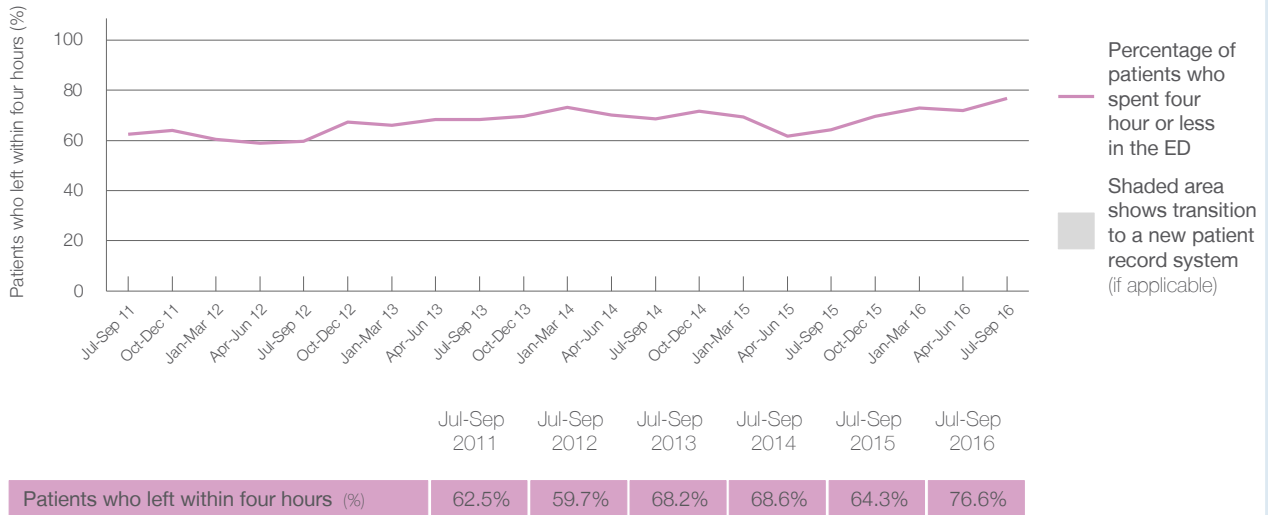
Presentations used to calculate time to leaving the ED: ⁶ 10,881 patients

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	10,891	-0.1%
Presentations used to calculate time to leaving the ED	10,891	-0.1%
Percentage of patients who spent four hours or less in the ED	64.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.

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- 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.
- All presentations that have a departure time.
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- 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.

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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).