

## Queanbeyan Health Service: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 4,793 patients  
 Emergency presentations:<sup>2</sup> 4,689 patients

Same period last year	Change since one year ago
4,313	11.1%
4,182	12.1%

## Queanbeyan Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 301 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,283 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 95th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,395 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 140 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 701 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 156 minutes

Same period last year	NSW (this period)
235	
9 minutes	8 minutes
43 minutes	41 minutes
925	
22 minutes	21 minutes
114 minutes	103 minutes
2,194	
32 minutes	27 minutes
175 minutes	139 minutes
823	
28 minutes	24 minutes
192 minutes	138 minutes

## Queanbeyan Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,793 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
4,313	11.1%
77.9%	

\* 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.

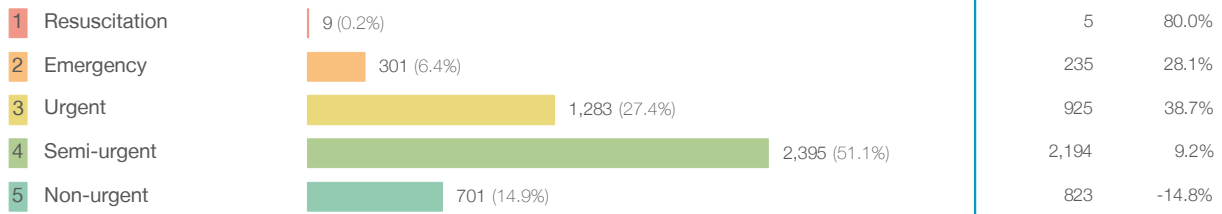
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Queanbeyan Health Service: Patients presenting to the emergency department July to September 2016

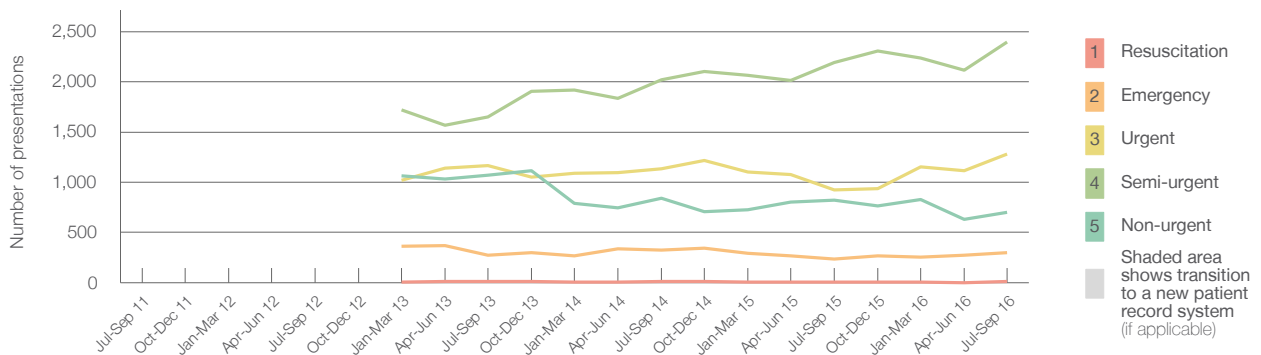
All presentations:<sup>1</sup> 4,793 patients

Emergency presentations<sup>2</sup> by triage category: 4,689 patients



Same period last year	Change since one year ago
4,313	11.1%
4,182	12.1%
5	80.0%
235	28.1%
925	38.7%
2,194	9.2%
823	-14.8%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 <sup>† §</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation			13	9	5	9
Emergency			272	327	235	301
Urgent			1,164	1,135	925	1,283
Semi-urgent			1,650	2,021	2,194	2,395
Non-urgent			1,068	838	823	701
All emergency presentations			4,167	4,330	4,182	4,689

## Queanbeyan Health Service: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 388 patients

ED Transfer of care time



Same period last year	Change since one year ago
433	
11 minutes	1 minute
30 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Health Service: 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: 301

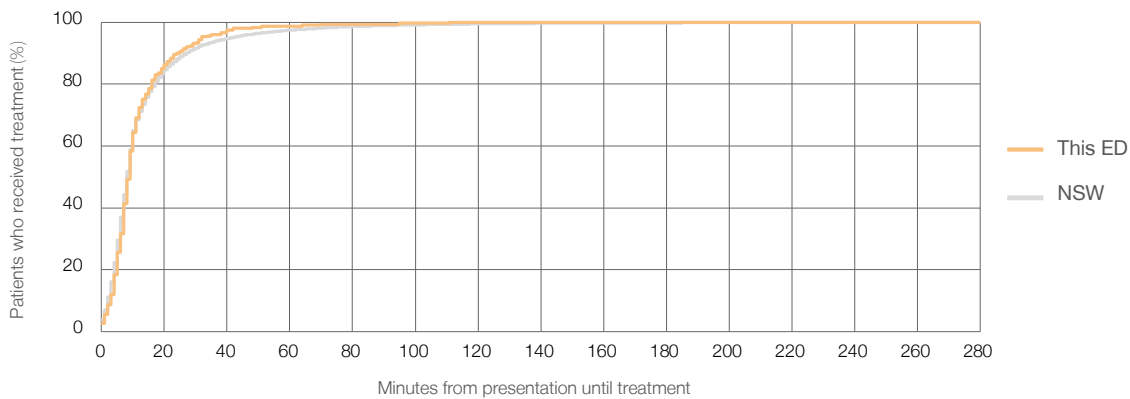
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 300

Median time to start treatment<sup>4</sup> 9 minutes

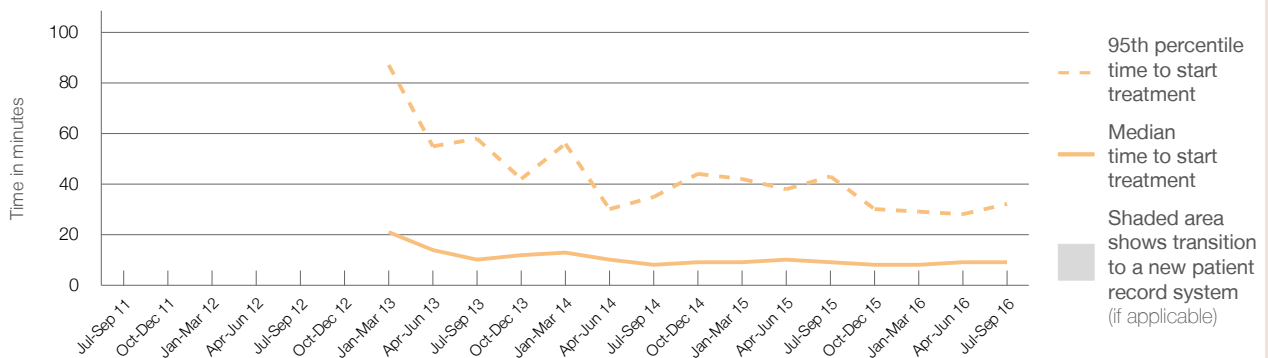
95th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
235	
234	
9 minutes	8 minutes
43 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			10	8	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)			58	35	43	32

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Health Service: 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: 1,283

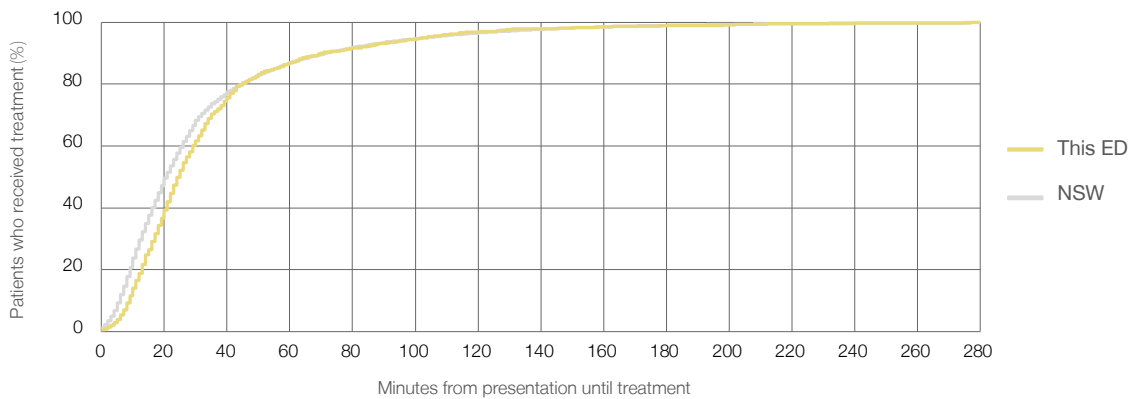
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,247

Median time to start treatment<sup>4</sup> 25 minutes

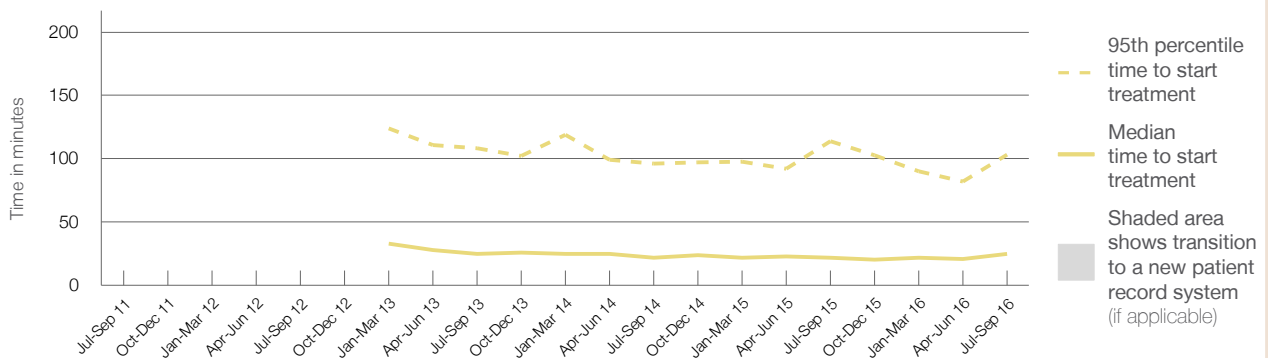
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
925	896
22 minutes	21 minutes
114 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			25	22	22	25
95th percentile time to start treatment <sup>5</sup> (minutes)			108	96	114	103

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## Queanbeyan Health Service: 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: 2,395

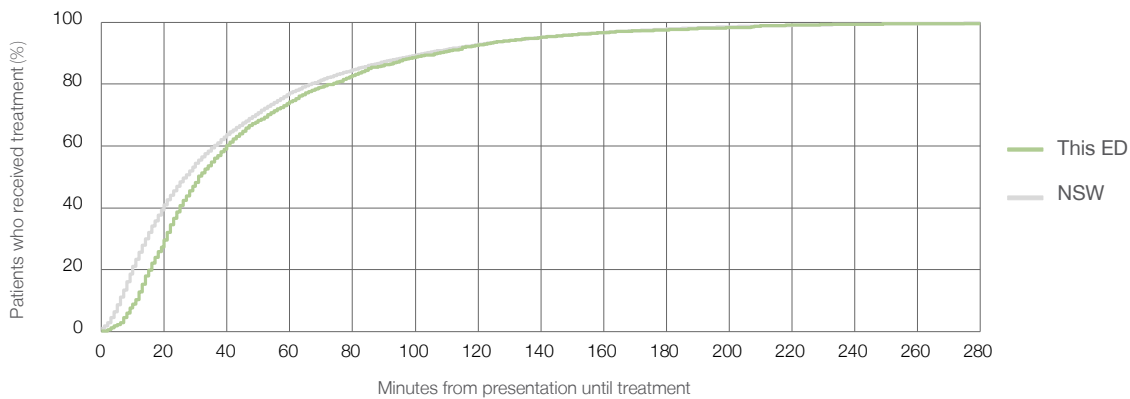
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,154

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

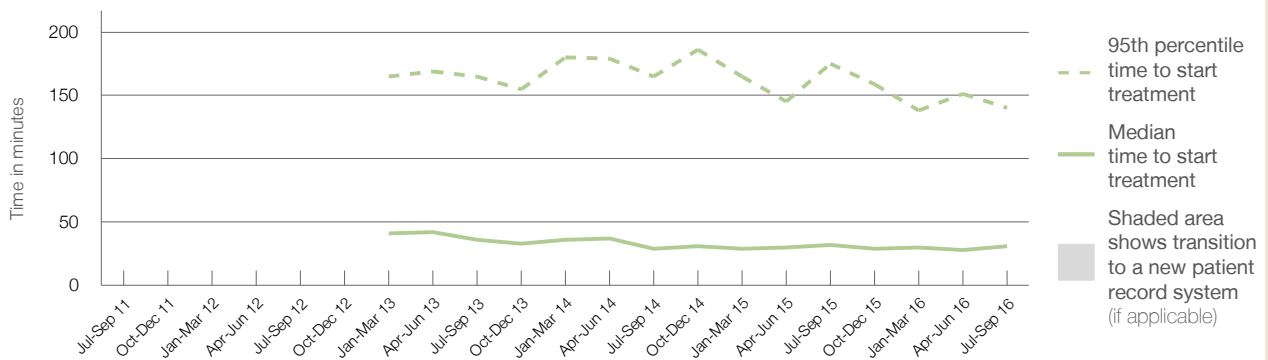
95th percentile time to start treatment<sup>5</sup>  140 minutes

Same period last year	NSW (this period)
2,194	1,945
32 minutes	27 minutes
175 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			36	29	32	31
95th percentile time to start treatment <sup>5</sup> (minutes)			165	165	175	140

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Health Service: 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: 701

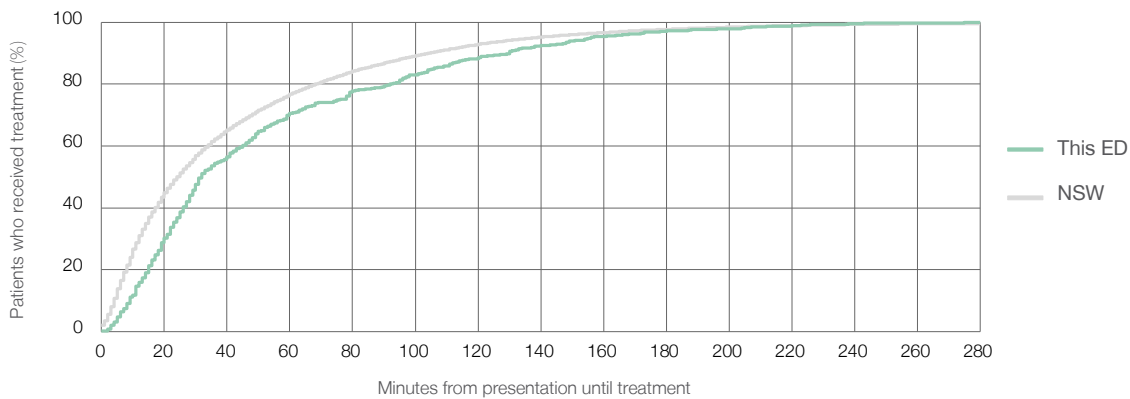
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 532

Median time to start treatment<sup>4</sup> 32 minutes

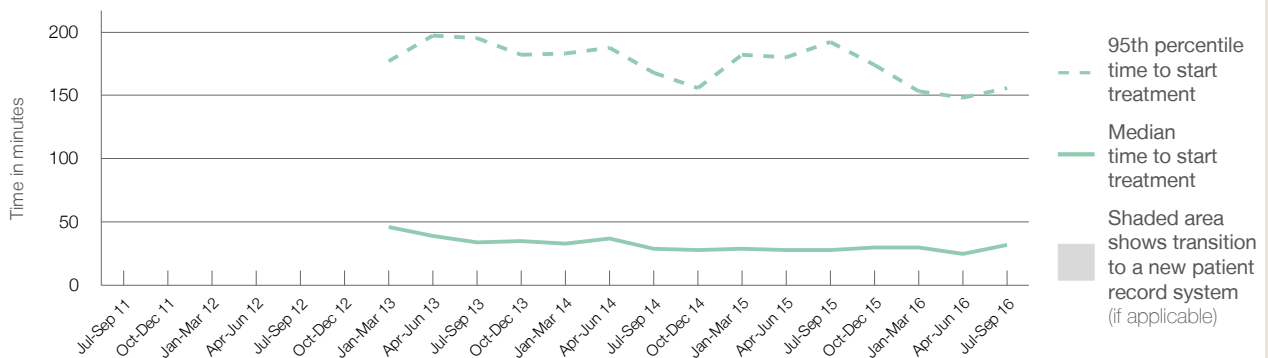
95th percentile time to start treatment<sup>5</sup> 156 minutes

Same period last year	NSW (this period)
823	598
28 minutes	24 minutes
192 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			34	29	28	32
95th percentile time to start treatment <sup>5</sup> (minutes)			195	168	192	156

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## Queanbeyan Health Service: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 4,793 patients

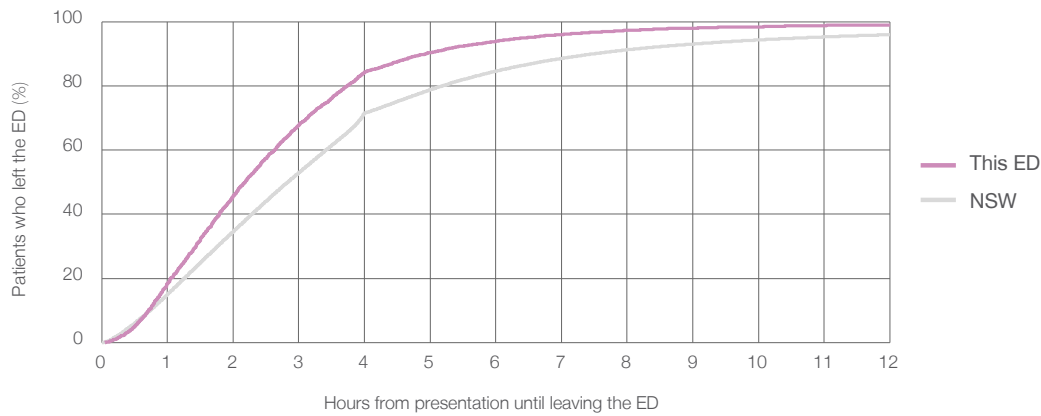
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,793 patients

Median time spent in the ED<sup>8</sup> 2 hours and 11 minutes

95th percentile time spent in the ED<sup>9</sup> 6 hours and 28 minutes

Same period last year	NSW (this period)
4,313	4,313
2 hours and 12 minutes	2 hours and 50 minutes
8 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)			2h 3m	2h 5m	2h 12m	2h 11m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			7h 40m	7h 47m	8h 9m	6h 28m

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## Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

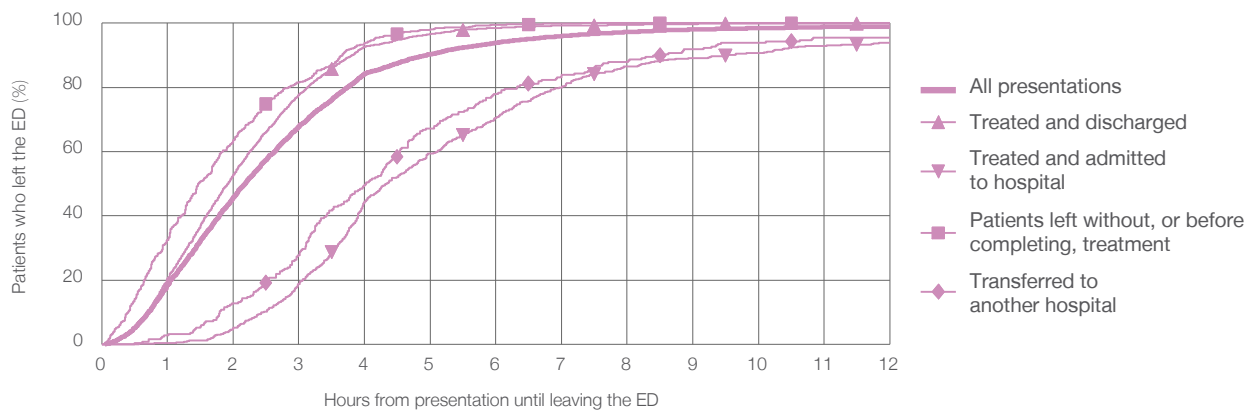
All presentations:<sup>1</sup> 4,793 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,793 patients

Treated and discharged	3,384 (70.6%)
Treated and admitted to hospital	628 (13.1%)
Patient left without, or before completing, treatment	514 (10.7%)
Transferred to another hospital	250 (5.2%)
Other	17 (0.4%)

Same period last year	Change since one year ago
4,313	11.1%
3,003	12.7%
445	41.1%
642	-19.9%
193	29.5%
30	-43.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>†‡§</sup>



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	20.5%	52.8%	77.7%	92.7%	98.5%	99.5%	99.9%	99.9%
Treated and admitted to hospital	0.3%	5.1%	18.8%	44.4%	70.5%	86.5%	90.8%	93.9%
Patient left without, or before completing, treatment	32.5%	63.6%	81.5%	94.0%	99.4%	100%	100%	100%
Transferred to another hospital	2.8%	12.8%	27.6%	49.6%	78.0%	88.0%	94.0%	95.6%
All presentations	18.5%	45.8%	67.9%	84.3%	93.9%	97.3%	98.4%	98.9%

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**Queanbeyan Health Service: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

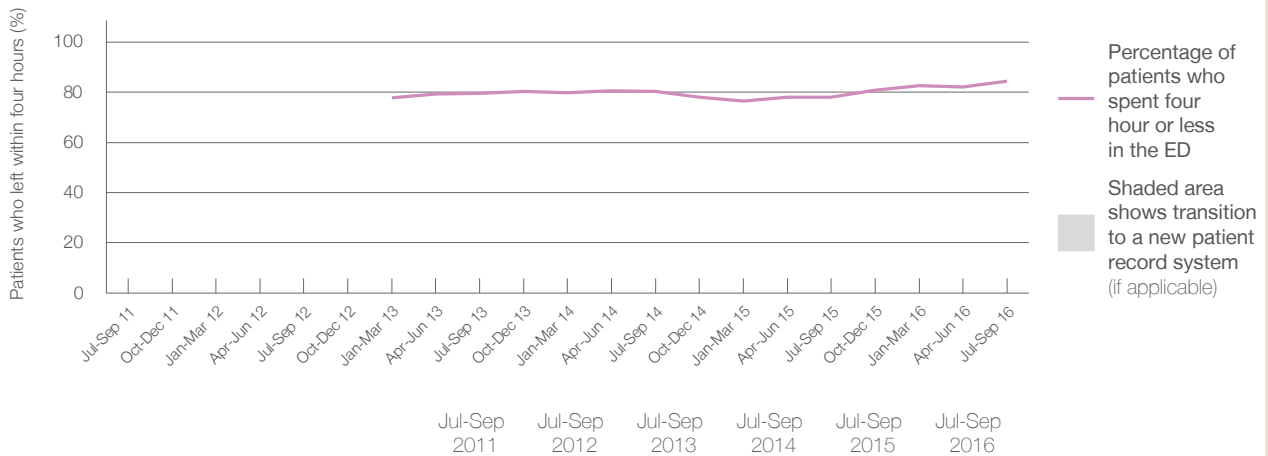
All presentations at the emergency department: <sup>1</sup> 4,793 patients  
 Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,793 patients

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	4,313	11.1%
Presentations used to calculate time to leaving the ED	4,313	11.1%
Percentage of patients who spent four hours or less in the ED	77.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡§</sup>



Patients who left within four hours (%)						
			79.5%	80.4%	77.9%	84.3%

\* 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.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, 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).