

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

October to December 2017

All presentations:<sup>1</sup> 2,615 patients  
Emergency presentations:<sup>2</sup> 2,358 patients

Same period last year	Change since one year ago
2,560	2.1%
2,351	0.3%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 298 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 669 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,022 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 100 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 364 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 112 minutes

Same period last year	NSW (this period)
249	
6 minutes	8 minutes
22 minutes	23 minutes
674	
18 minutes	20 minutes
61 minutes	65 minutes
1,051	
29 minutes	26 minutes
108 minutes	99 minutes
365	
27 minutes	23 minutes
107 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,614 patients

Percentage of patients who spent four hours or less in the ED 88.8%

Same period last year	Change since one year ago
2,560	2.1%
88.1%	

\* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## Cooma Health Service: Patients presenting to the emergency department

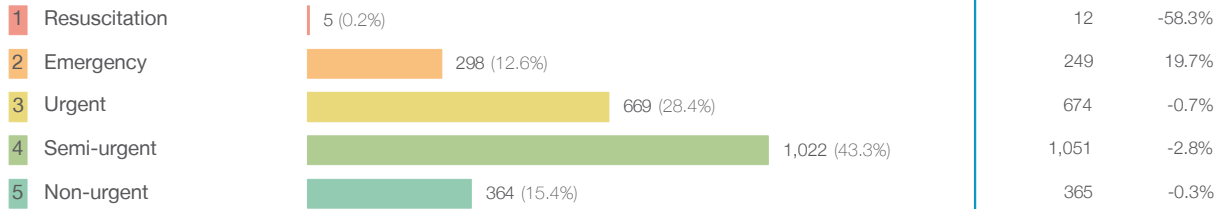
October to December 2017

All presentations:<sup>1</sup> 2,615 patients

Same period last year	Change since one year ago
2,560	2.1%

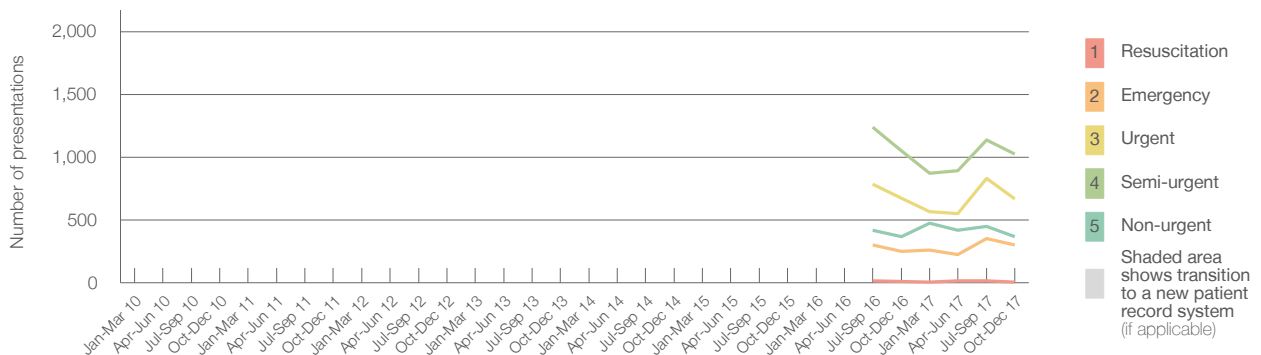
Emergency presentations<sup>2</sup> by triage category: 2,358 patients

2,351	0.3%
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12	-58.3%
249	19.7%
674	-0.7%
1,051	-2.8%
365	-0.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation							12	5
Emergency							249	298
Urgent							674	669
Semi-urgent							1,051	1,022
Non-urgent							365	364
All emergency presentations							2,351	2,358

## Cooma Health Service: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: <sup>7</sup> 320 patients

Same period last year	Change since one year ago
198	

ED Transfer of care time



8 minutes	-1 minute
29 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.

(§) 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.

## Cooma Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 298

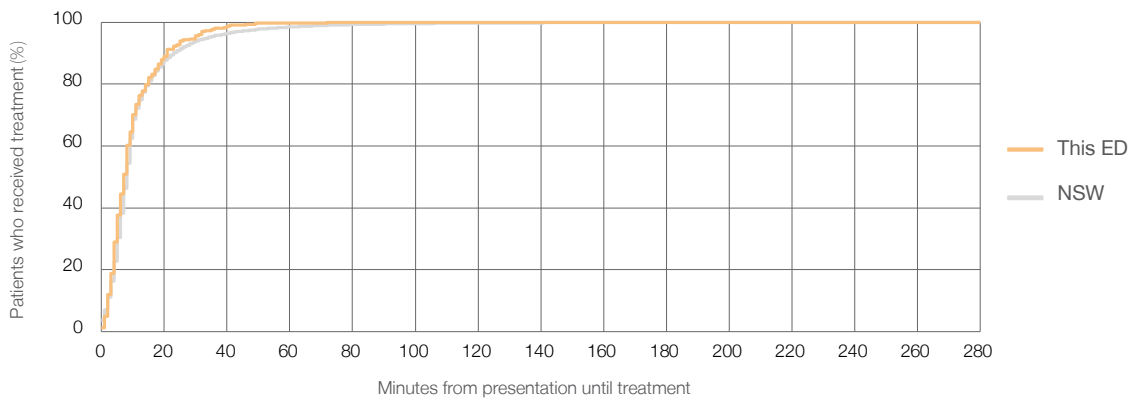
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 297

Median time to start treatment<sup>4</sup>  7 minutes

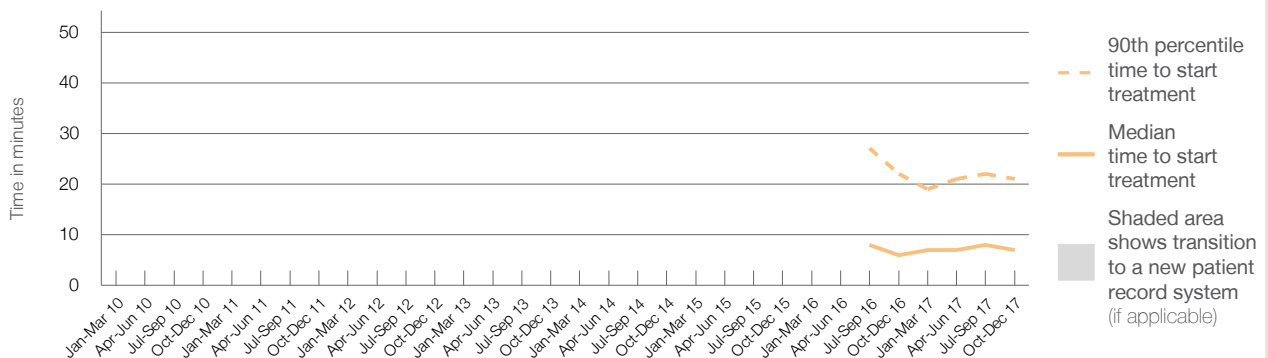
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
249	249
6 minutes	8 minutes
22 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)							6	7
90th percentile time to start treatment <sup>5</sup> (minutes)							22	21

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

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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.

## Cooma Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 669

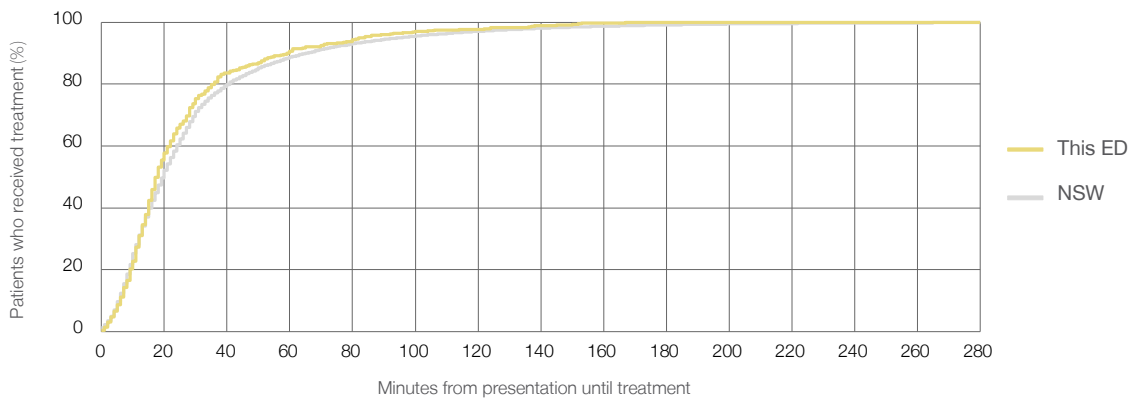
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 661

Median time to start treatment<sup>4</sup>  18 minutes

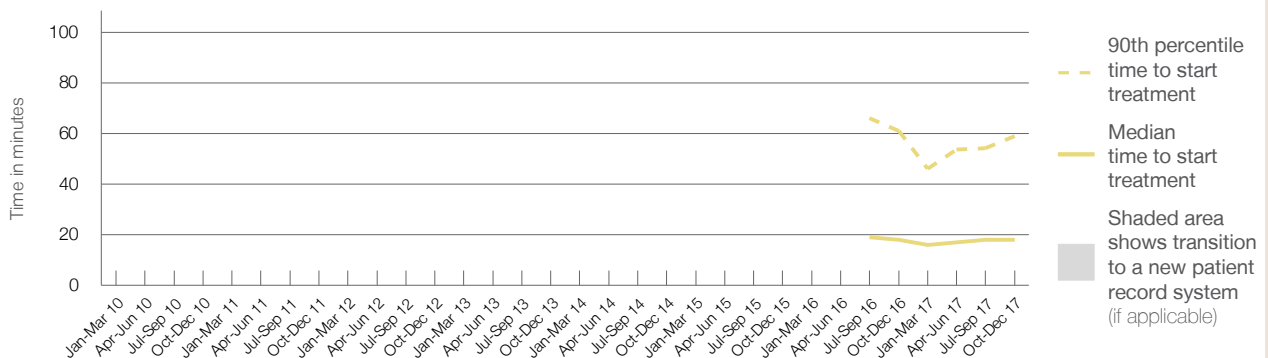
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
674	
663	
18 minutes	20 minutes
61 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)							18	18
90th percentile time to start treatment <sup>5</sup> (minutes)							61	59

(†) 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.

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## Cooma Health Service: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,022

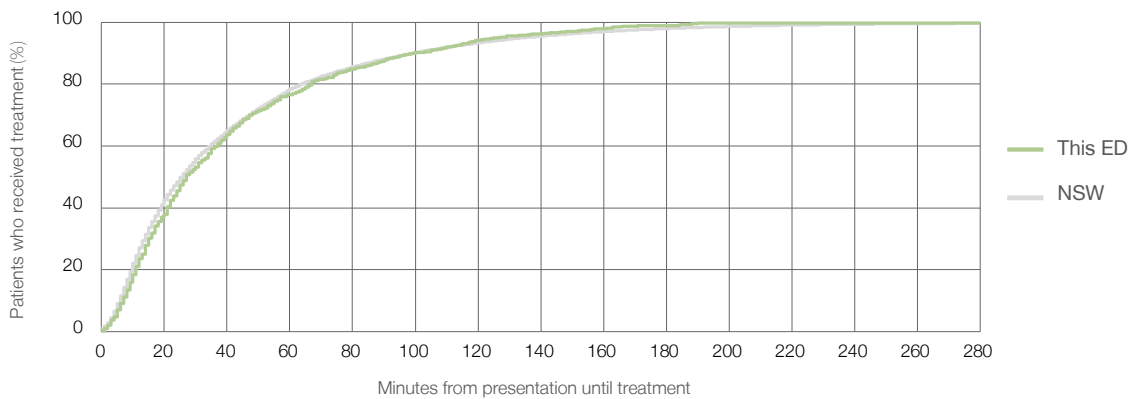
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 972

Median time to start treatment<sup>4</sup> 27 minutes

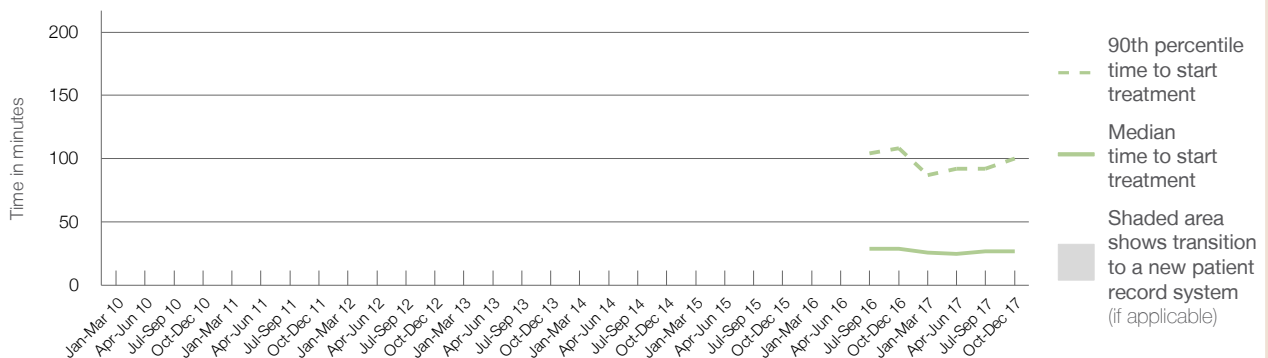
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
1,051	1,010
29 minutes	26 minutes
108 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)							29	27
90th percentile time to start treatment <sup>5</sup> (minutes)							108	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.

(§) 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.

## Cooma Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 364

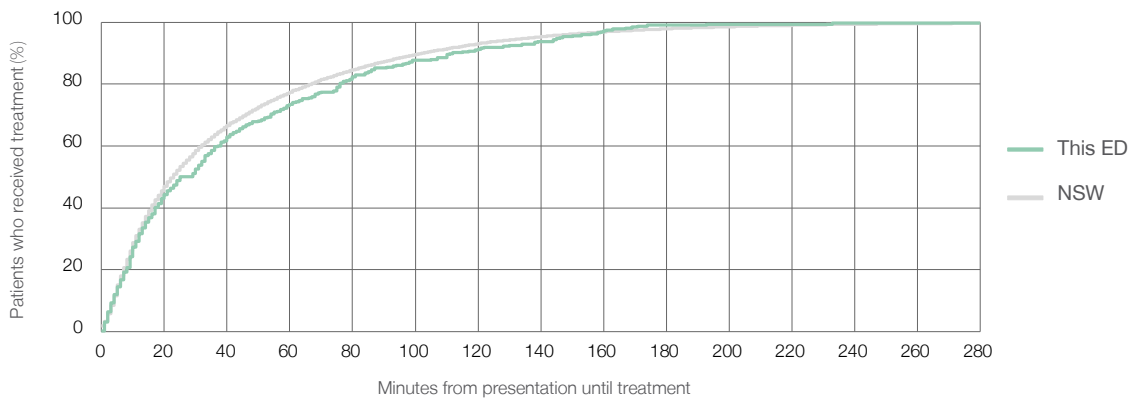
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 323

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

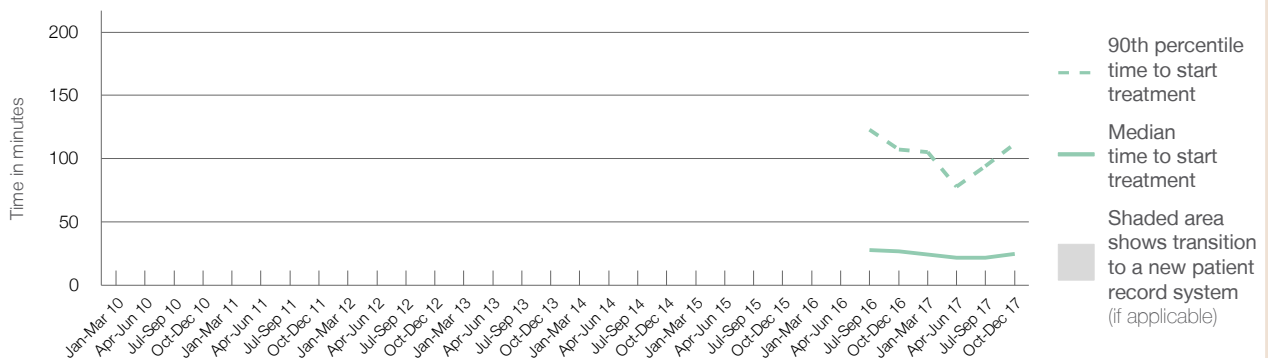
90th percentile time to start treatment<sup>5</sup> 112 minutes

Same period last year	NSW (this period)
365	331
27 minutes	23 minutes
107 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)							27	25
90th percentile time to start treatment <sup>5</sup> (minutes)							107	112

(†) 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.

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

October to December 2017

All presentations:<sup>1</sup> 2,615 patients

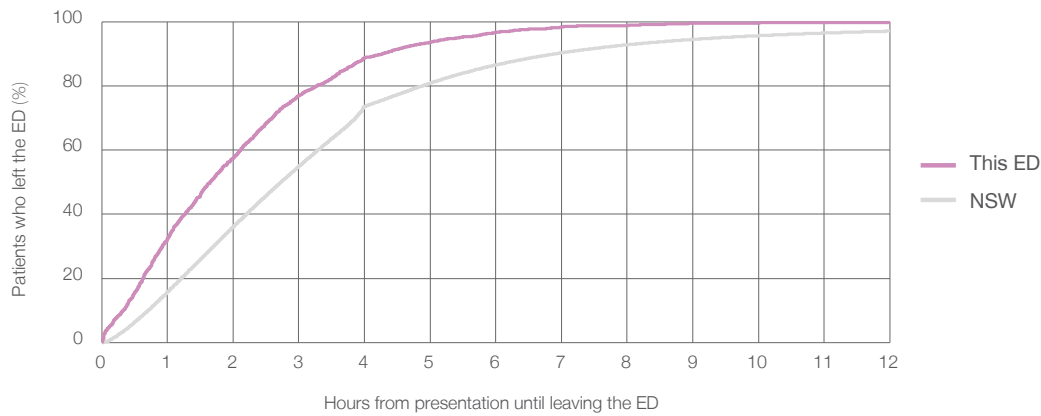
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,614 patients

Median time spent in the ED<sup>8</sup> 1 hours and 39 minutes

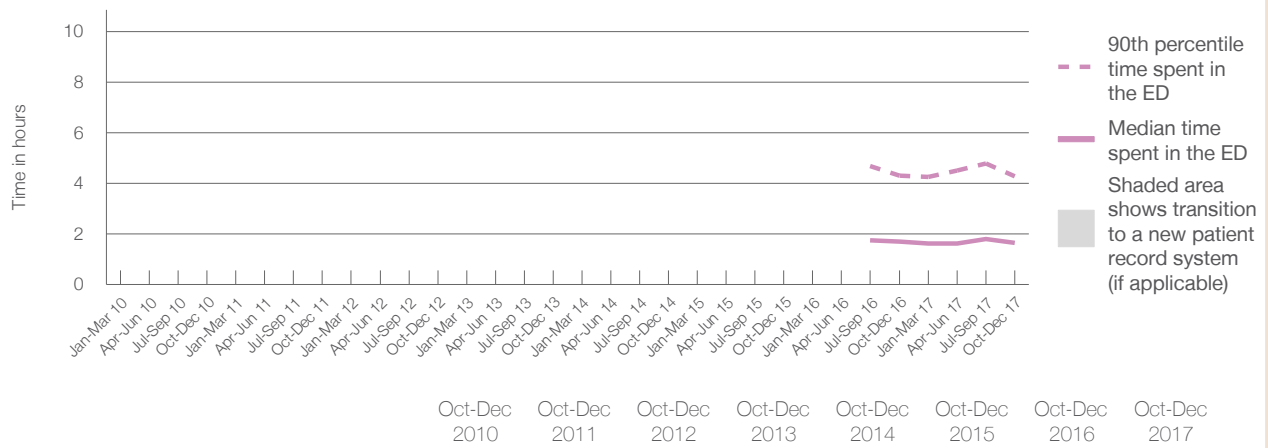
90th percentile time spent in the ED<sup>9</sup> 4 hours and 17 minutes

Same period last year	NSW (this period)
2,560	2,560
1 hours and 42 minutes	2 hours and 44 minutes
4 hours and 18 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)							1h 42m	1h 39m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)							4h 18m	4h 17m

(†) 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.

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

By mode of separation

October to December 2017

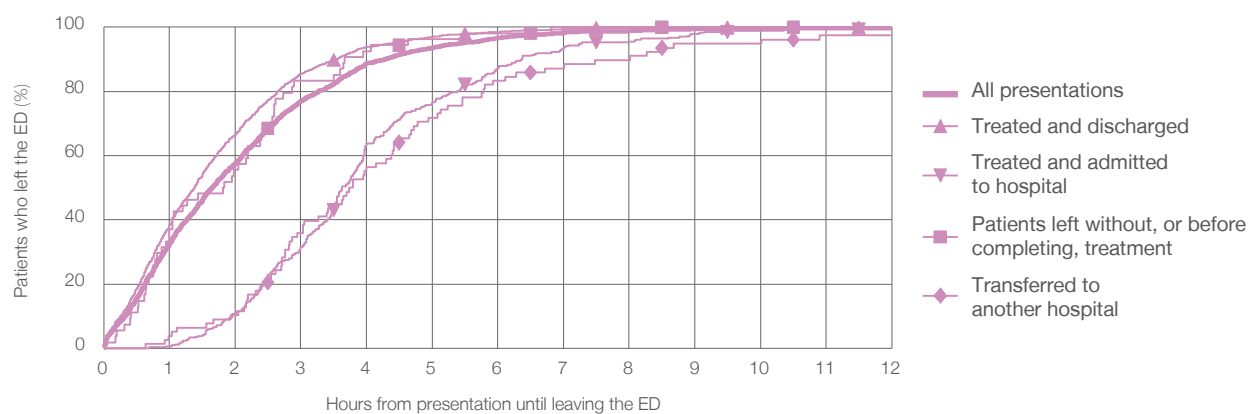
All presentations:<sup>1</sup> 2,615 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,614 patients

Treated and discharged	2,138 (81.8%)
Treated and admitted to hospital	337 (12.9%)
Patient left without, or before completing, treatment	54 (2.1%)
Transferred to another hospital	78 (3.0%)
Other	8 (0.3%)

Same period last year	Change since one year ago
2,560	2.1%
2,026	5.5%
377	-10.6%
70	-22.9%
81	-3.7%
6	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡§</sup>



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

Treated and discharged	38.4%	66.7%	85.5%	93.9%	98.6%	99.6%	99.9%	99.9%
Treated and admitted to hospital	0.6%	11.0%	31.5%	63.8%	87.2%	95.5%	98.8%	99.4%
Patient left without, or before completing, treatment	37.0%	55.6%	83.3%	92.6%	98.1%	100%	100%	100%
Transferred to another hospital	3.8%	10.3%	35.9%	56.4%	83.3%	89.7%	94.9%	97.4%
All presentations	32.6%	57.6%	77.0%	88.8%	96.6%	98.8%	99.6%	99.8%

(†) 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.

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**Cooma Health Service: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 2,615 patients

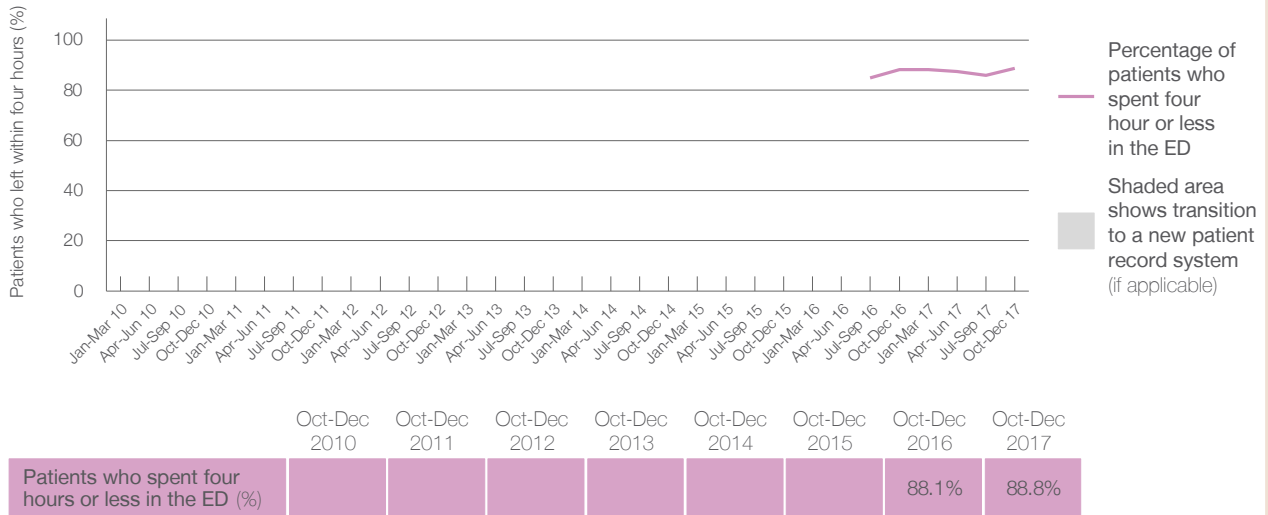
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,614 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 2,615 patients	2,560	2.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,614 patients	2,560	2.1%
Percentage of patients who spent four hours or less in the ED	88.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡§</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.  
 § 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).