

Orange Health Service: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,568 patients
 Emergency presentations:² 7,485 patients

Same period last year	Change since one year ago
7,542	0.3%
7,443	0.6%

Orange Health Service: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,057 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,789 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,843 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,711 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,033	
5 minutes	8 minutes
10 minutes	23 minutes
1,680	
16 minutes	20 minutes
39 minutes	65 minutes
2,766	
25 minutes	26 minutes
83 minutes	99 minutes
1,907	
23 minutes	23 minutes
105 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,565 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
7,542	0.3%
73.0%	

* 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 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.
6. All presentations that have a departure time.

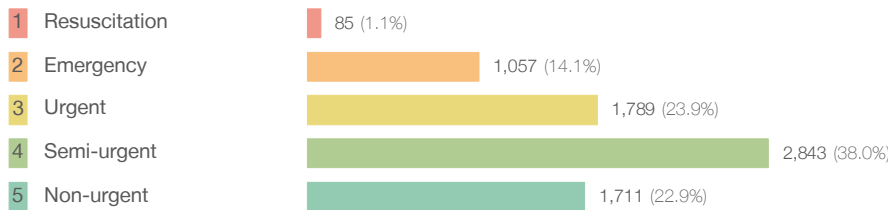
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Orange Health Service: Patients presenting to the emergency department October to December 2017

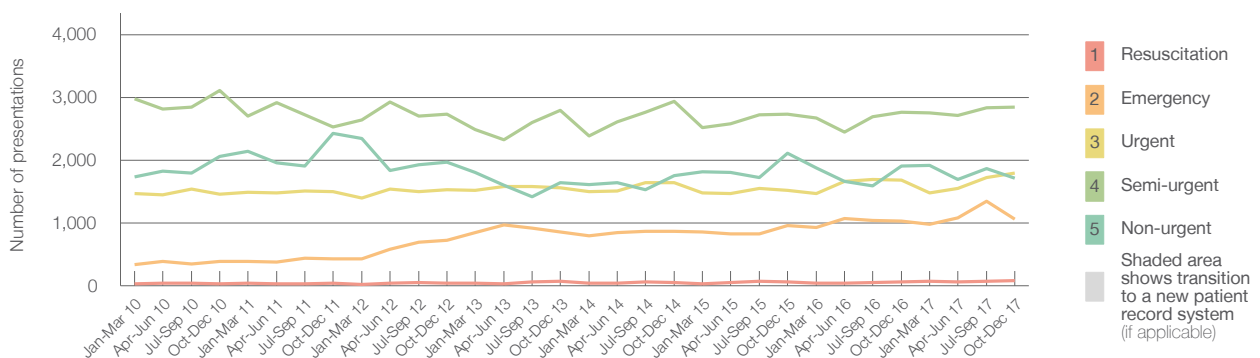
All presentations:¹ 7,568 patients

Emergency presentations² by triage category: 7,485 patients



Same period last year	Change since one year ago
7,542	0.3%
7,443	0.6%
57	49.1%
1,033	2.3%
1,680	6.5%
2,766	2.8%
1,907	-10.3%

Emergency presentations² by quarter, January 2010 to December 2017 †



	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	33	38	35	70	50	61	57	85
Emergency	389	422	722	857	869	953	1,033	1,057
Urgent	1,459	1,503	1,527	1,562	1,641	1,523	1,680	1,789
Semi-urgent	3,110	2,525	2,733	2,789	2,940	2,729	2,766	2,843
Non-urgent	2,064	2,427	1,969	1,637	1,755	2,115	1,907	1,711
All emergency presentations	7,055	6,915	6,986	6,915	7,255	7,381	7,443	7,485

Orange Health Service: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,392 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,355	
11 minutes	-1 minute
22 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.

Orange 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: 1,057

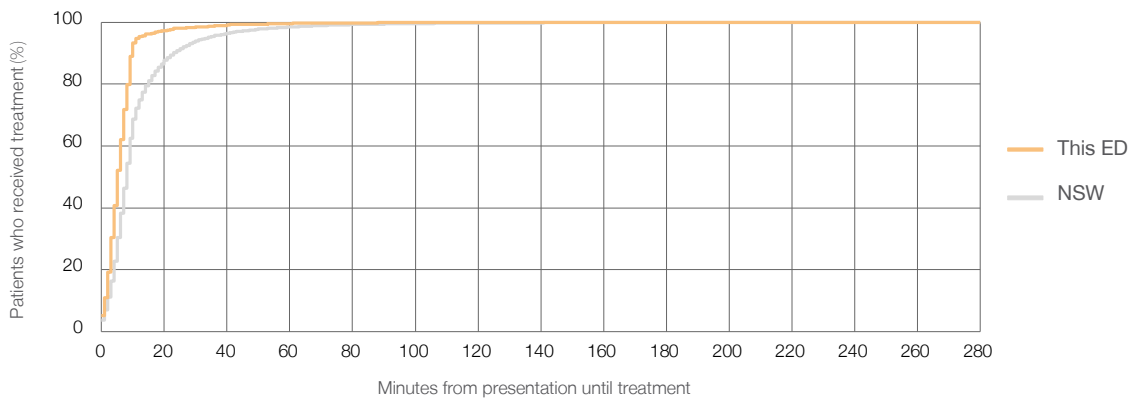
Number of triage 2 patients used to calculate waiting time:³ 1,052

Median time to start treatment⁴ 5 minutes

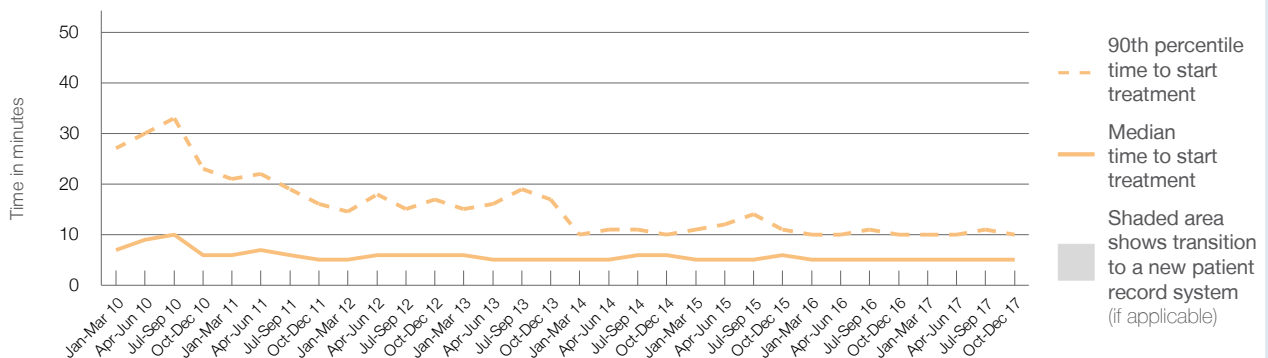
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,033	1,032
5 minutes	8 minutes
10 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^{†‡}



	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 ⁴ (minutes)	6	5	6	5	6	6	5	5
90th percentile time to start treatment ⁵ (minutes)	23	16	17	17	10	11	10	10

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Orange 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: 1,789

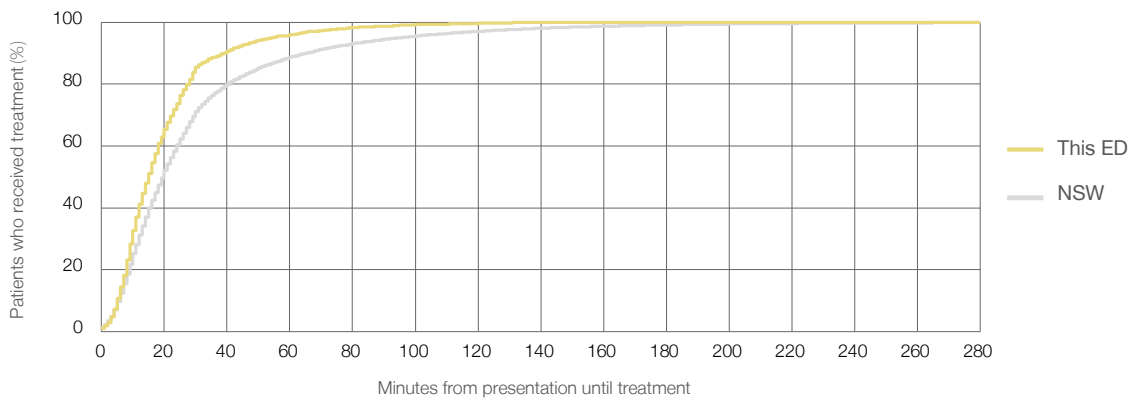
Number of triage 3 patients used to calculate waiting time:³ 1,776

Median time to start treatment⁴ 15 minutes

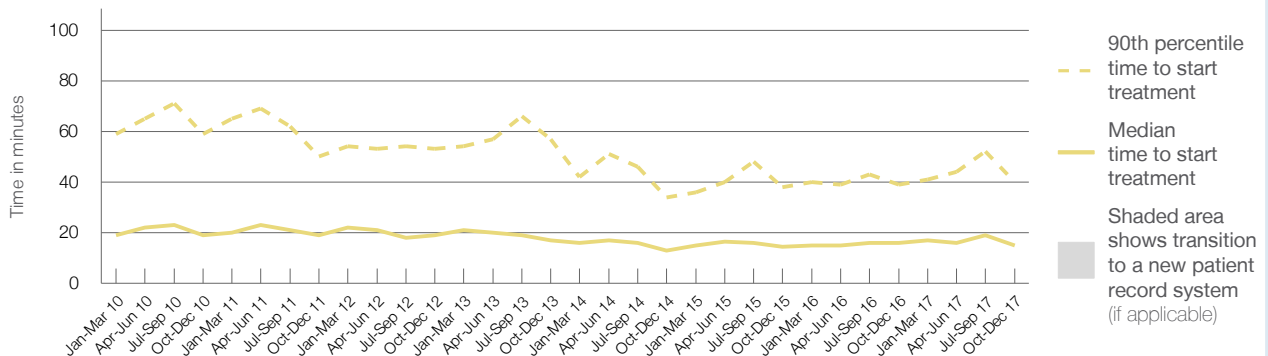
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,680	1,661
16 minutes	20 minutes
39 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^{†‡}



	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 ⁴ (minutes)	19	19	19	17	13	15	16	15
90th percentile time to start treatment ⁵ (minutes)	59	50	53	57	34	38	39	40

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Orange 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: 2,843

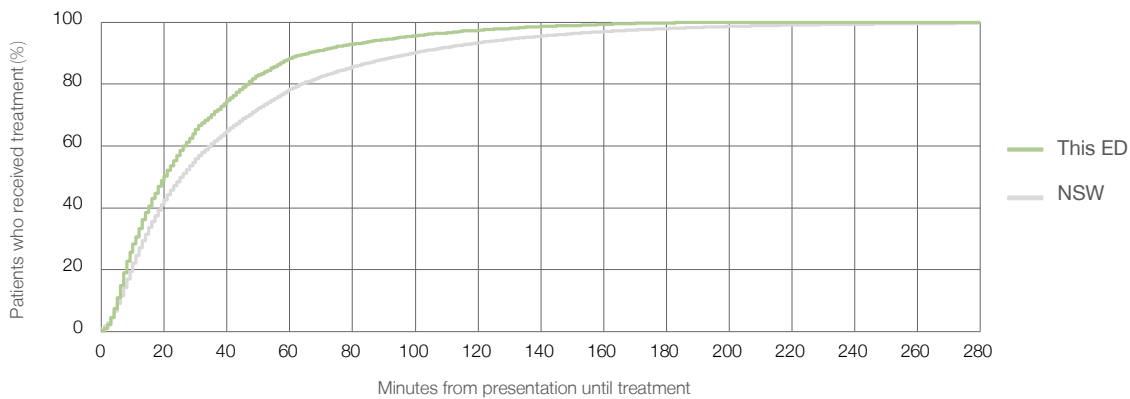
Number of triage 4 patients used to calculate waiting time:³ 2,750

Median time to start treatment⁴ 20 minutes

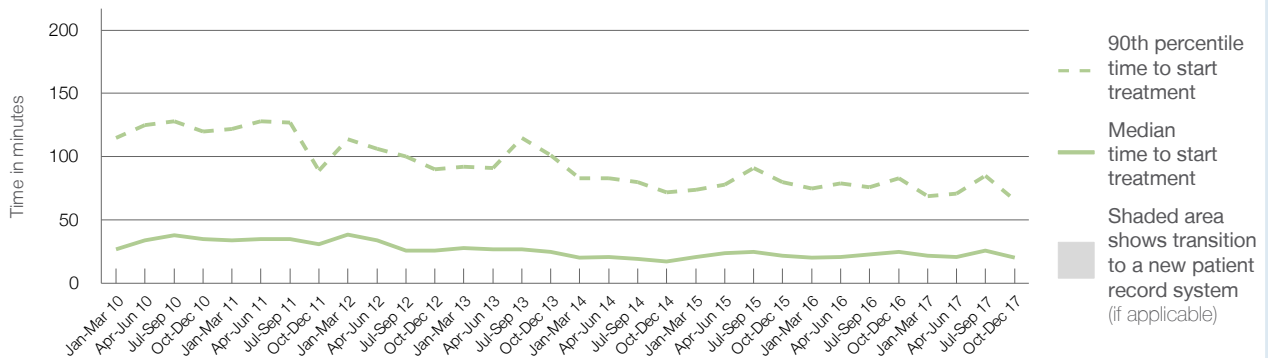
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,766	2,677
25 minutes	26 minutes
83 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^{†‡}



	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 ⁴ (minutes)	35	31	26	25	17	22	25	20
90th percentile time to start treatment ⁵ (minutes)	120	89	90	101	72	80	83	66

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Orange 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: 1,711

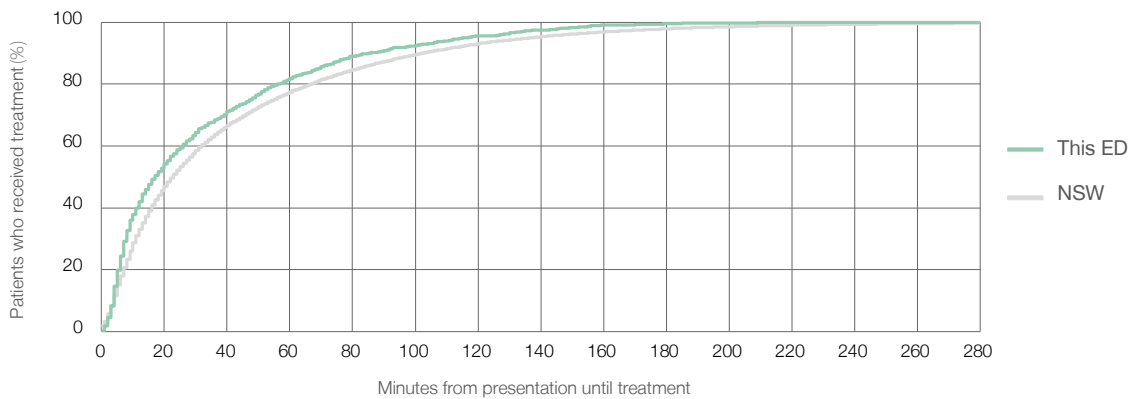
Number of triage 5 patients used to calculate waiting time:³ 1,614

Median time to start treatment⁴ 17 minutes

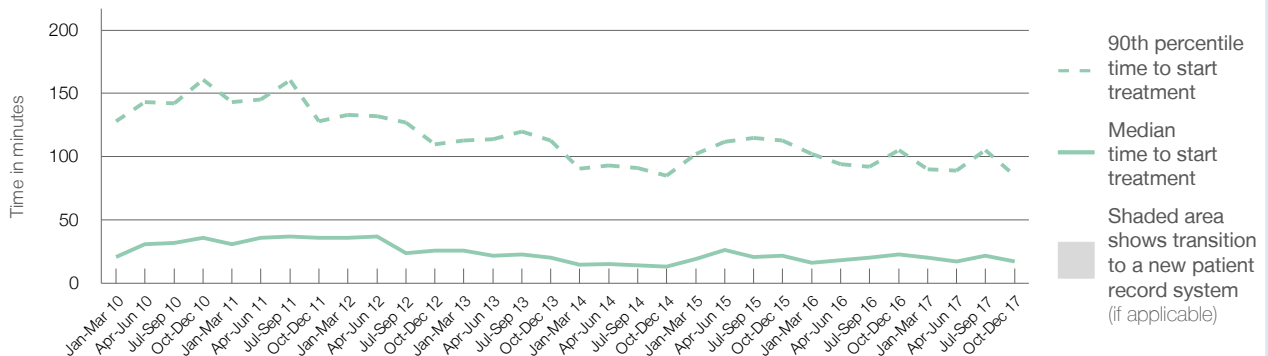
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,907	1,785
23 minutes	23 minutes
105 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^{†‡}



	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 ⁴ (minutes)	36	36	26	20	13	22	23	17
90th percentile time to start treatment ⁵ (minutes)	161	128	110	113	85	113	105	85

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Orange Health Service: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,568 patients

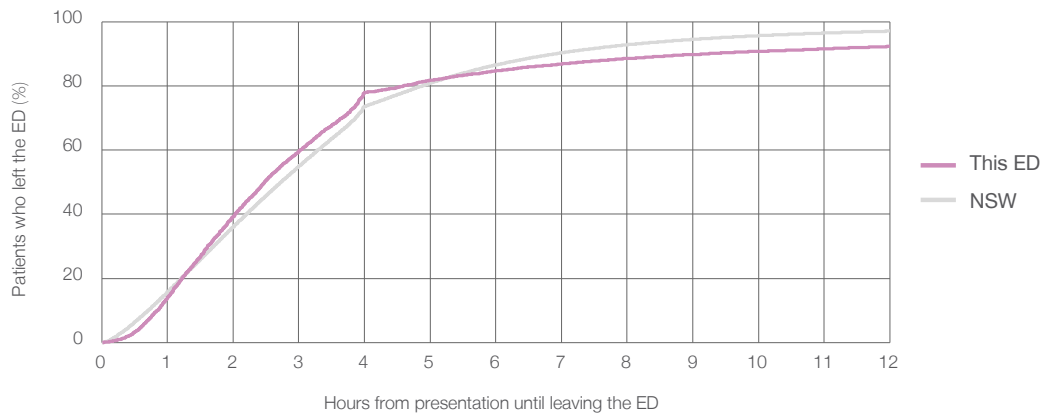
Presentations used to calculate time to leaving the ED:⁶ 7,565 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

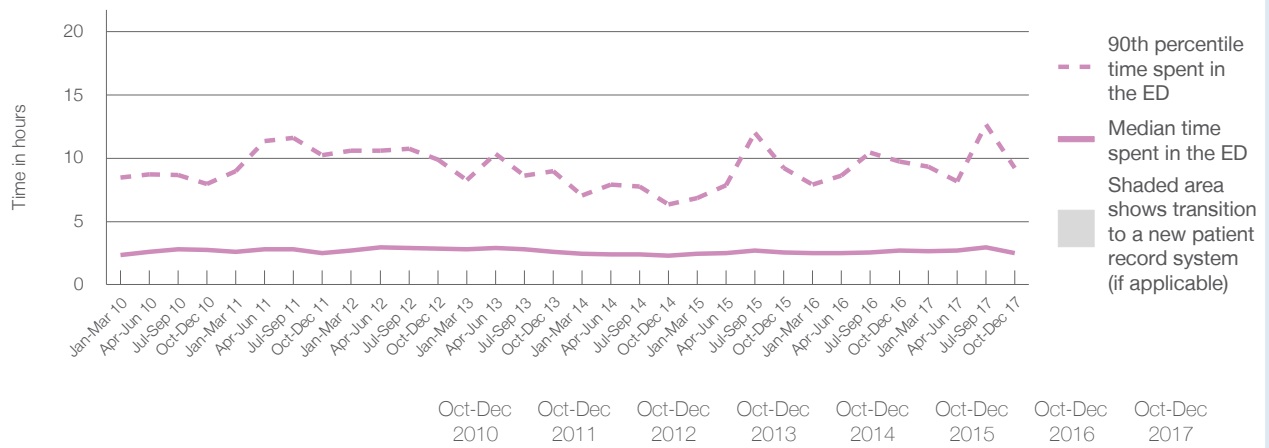
90th percentile time spent in the ED⁹ 9 hours and 15 minutes

Same period last year	NSW (this period)
7,542	7,542
2 hours and 42 minutes	2 hours and 44 minutes
9 hours and 44 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^{†‡}



	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 ⁸ (hours, minutes)	2h 46m	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 58m	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m	9h 15m

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

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Orange Health Service: Time patients spent in the ED
By mode of separation
October to December 2017

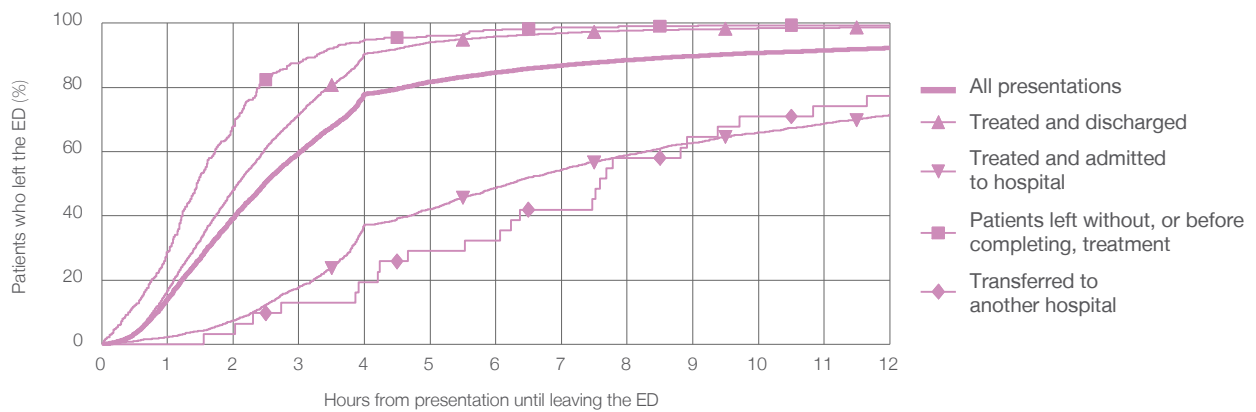
All presentations:¹ 7,568 patients

Presentations used to calculate time to leaving the ED:⁶ 7,565 patients

Treated and discharged	5,399 (71.3%)
Treated and admitted to hospital	1,769 (23.4%)
Patient left without, or before completing, treatment	331 (4.4%)
Transferred to another hospital	31 (0.4%)
Other	38 (0.5%)

Same period last year	Change since one year ago
7,542	0.3%
5,221	3.4%
1,866	-5.2%
377	-12.2%
38	-18.4%
40	-5.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	16.8%	48.0%	71.6%	90.5%	95.9%	97.7%	98.4%	98.7%
Treated and admitted to hospital	2.3%	7.4%	17.8%	37.3%	48.7%	58.9%	65.9%	71.4%
Patient left without, or before completing, treatment	28.7%	68.0%	87.6%	94.9%	97.9%	99.1%	99.4%	99.4%
Transferred to another hospital	0%	3.2%	12.9%	19.4%	32.3%	58.1%	71.0%	77.4%
All presentations	14.1%	39.3%	59.6%	78.0%	84.7%	88.5%	90.8%	92.3%

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Orange 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: ¹ 7,568 patients

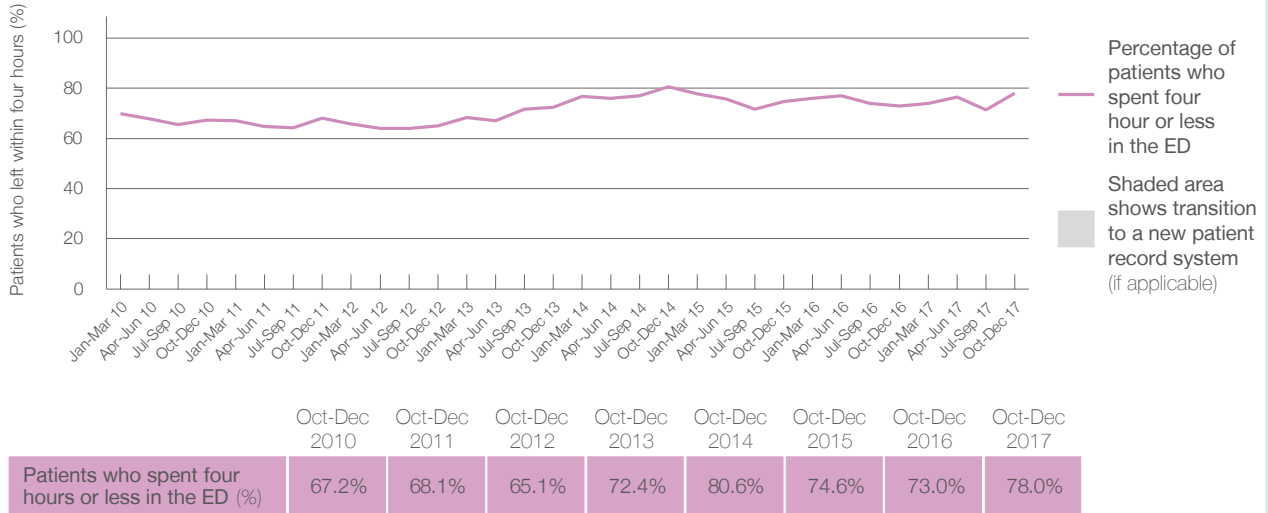
Presentations used to calculate time to leaving the ED: ⁶ 7,565 patients

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	7,542	0.3%
Presentations used to calculate time to leaving the ED	7,542	0.3%
Percentage of patients who spent four hours or less in the ED	73.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 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).