

Orange Health Service: Emergency department (ED) overview

October to December 2018



All presentations:¹ 7,818 patients
 Emergency presentations:² 7,741 patients

Same period last year	Change since one year ago
7,568	3%
7,487	3%



Orange Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,131 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): 1,859 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,960 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,712 patients

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  93 minutes

Same period last year	NSW (this period)
1,057	
5 minutes	8 minutes
10 minutes	26 minutes
1,789	
15 minutes	20 minutes
40 minutes	72 minutes
2,843	
20 minutes	26 minutes
66 minutes	104 minutes
1,711	
17 minutes	23 minutes
85 minutes	104 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,817 patients

Percentage of patients who spent four hours or less in the ED  74%

Same period last year	Change since one year ago
7,567	3%
78%	

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

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

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

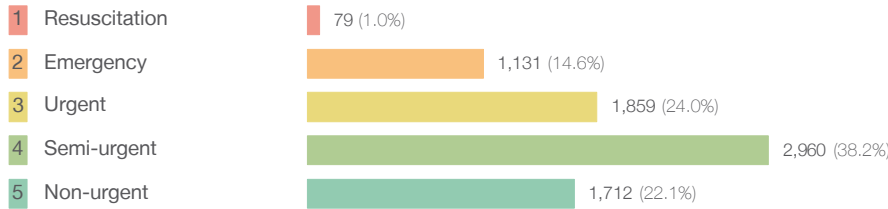
Orange Health Service: Patients presenting to the emergency department October to December 2018

All presentations:¹ 7,818 patients

Same period last year	Change since one year ago
7,568	3%

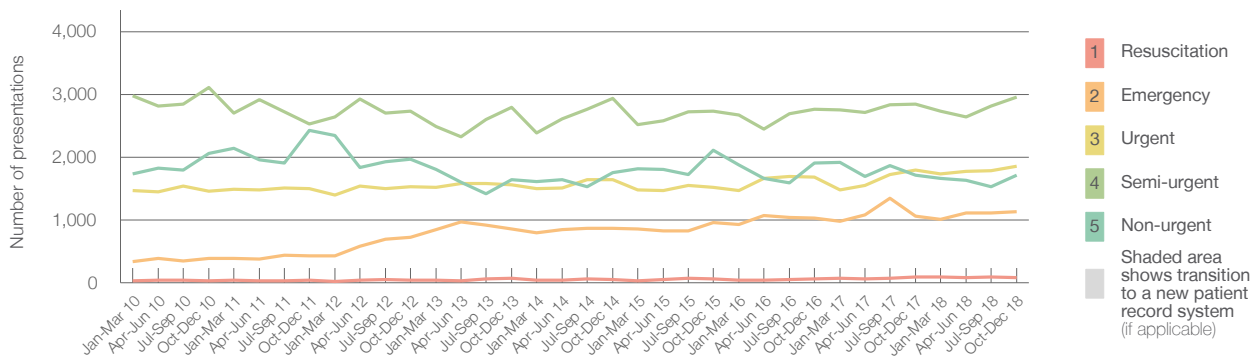
Emergency presentations² by triage category: 7,741 patients

7,487	3%
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87	-9.2%
1,057	7.0%
1,789	3.9%
2,843	4.1%
1,711	0.1%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	33	38	35	70	50	61	57	87	79
Emergency	389	422	722	857	869	953	1,033	1,057	1,131
Urgent	1,459	1,503	1,527	1,562	1,641	1,523	1,680	1,789	1,859
Semi-urgent	3,110	2,525	2,733	2,789	2,940	2,729	2,766	2,843	2,960
Non-urgent	2,064	2,427	1,969	1,637	1,755	2,115	1,907	1,711	1,712
All emergency presentations	7,055	6,915	6,986	6,915	7,255	7,381	7,443	7,487	7,741

Orange Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,472 patients

1,326	
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ED Transfer of care time



10 minutes	0 minutes
22 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.

Orange Health Service: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,131

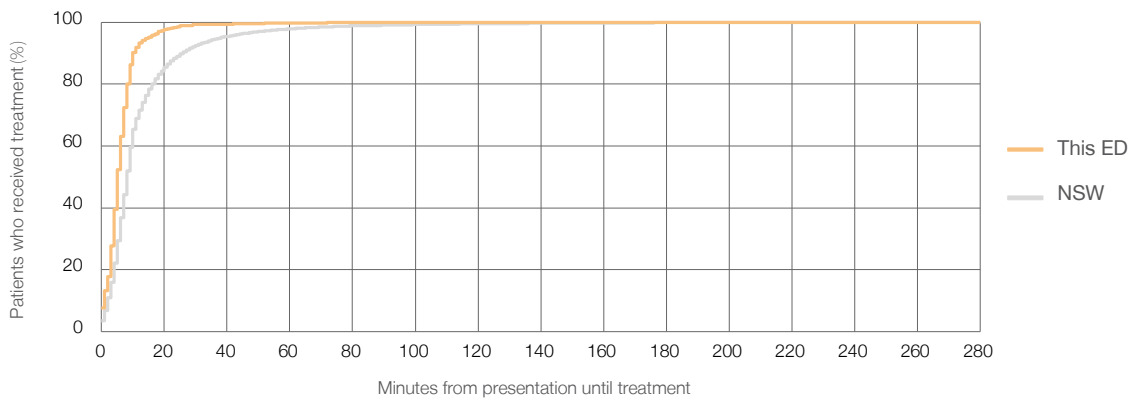
Number of triage 2 patients used to calculate waiting time:³ 1,129

Median time to start treatment⁴ 5 minutes

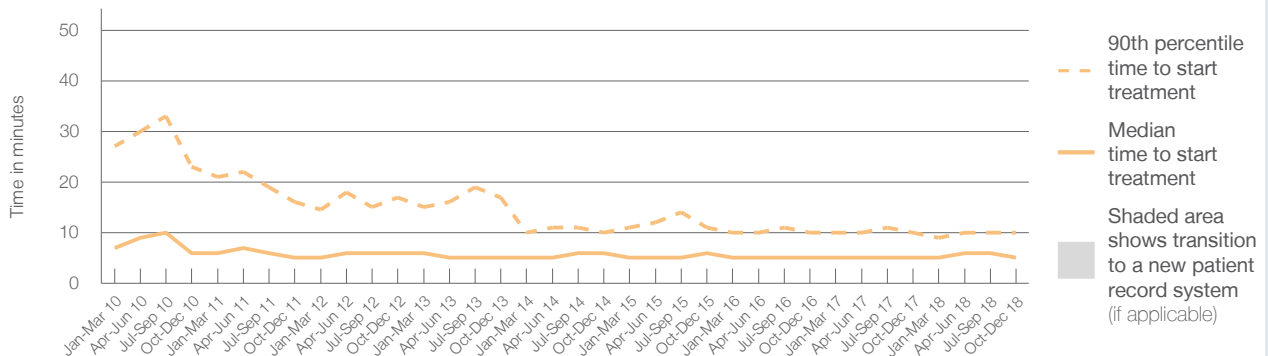
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,057	
1,054	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)	23	16	17	17	10	11	10	10	10

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Orange Health Service: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,859

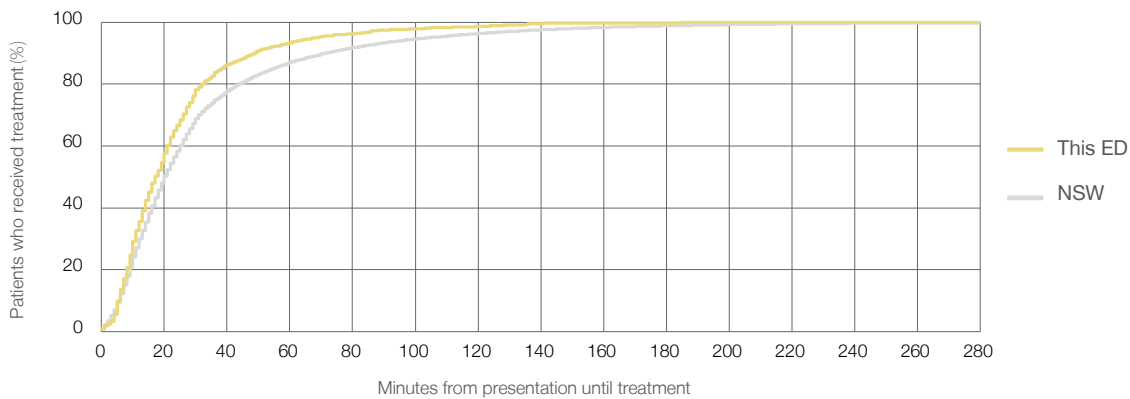
Number of triage 3 patients used to calculate waiting time:³ 1,847

Median time to start treatment⁴ 17 minutes

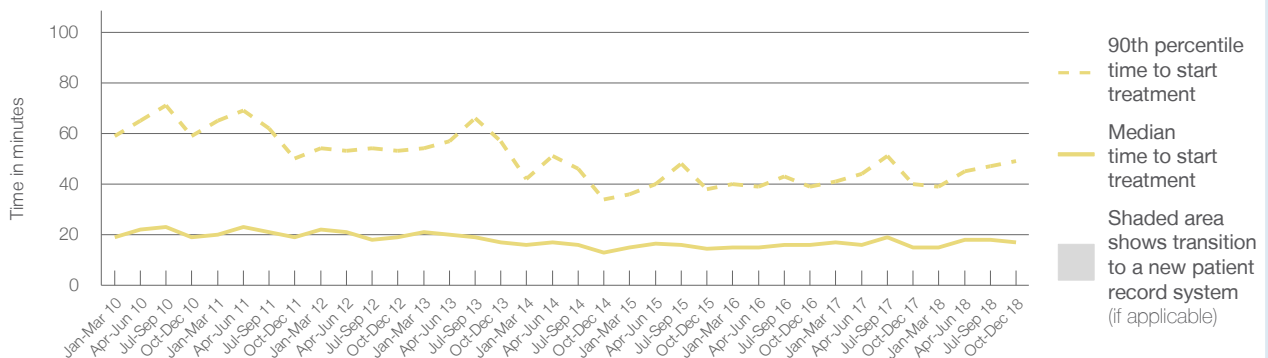
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,789	1,776
15 minutes	20 minutes
40 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	19	17	13	15	16	15	17
90th percentile time to start treatment ⁵ (minutes)	59	50	53	57	34	38	39	40	49

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Orange Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,960

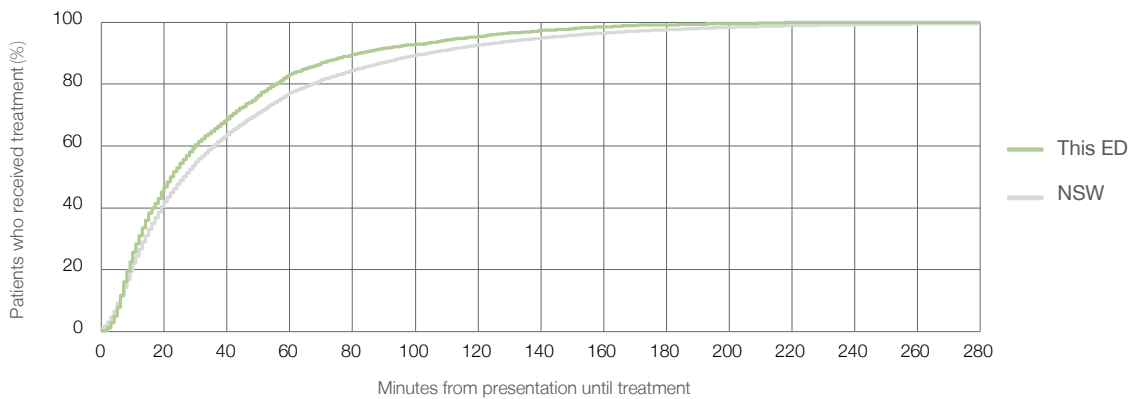
Number of triage 4 patients used to calculate waiting time:³ 2,851

Median time to start treatment⁴ 22 minutes

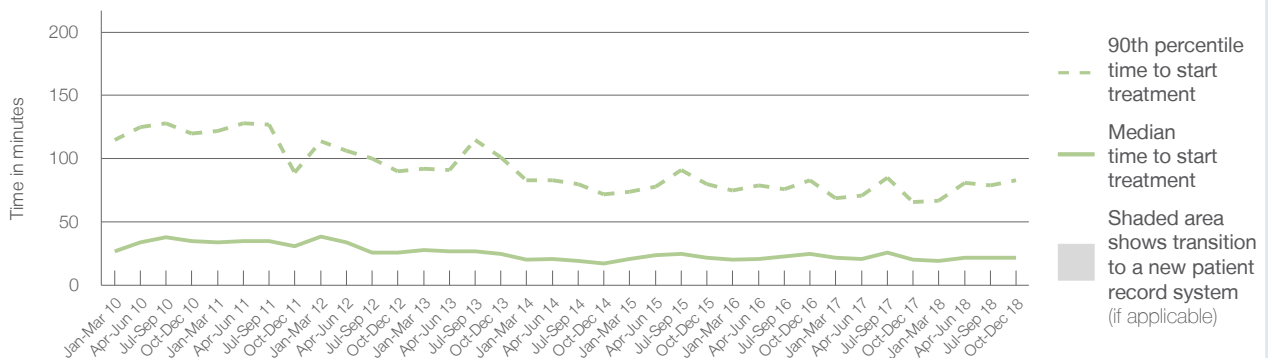
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,843	2,750
20 minutes	26 minutes
66 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	31	26	25	17	22	25	20	22
90th percentile time to start treatment ⁵ (minutes)	120	89	90	101	72	80	83	66	83

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Orange Health Service: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,712

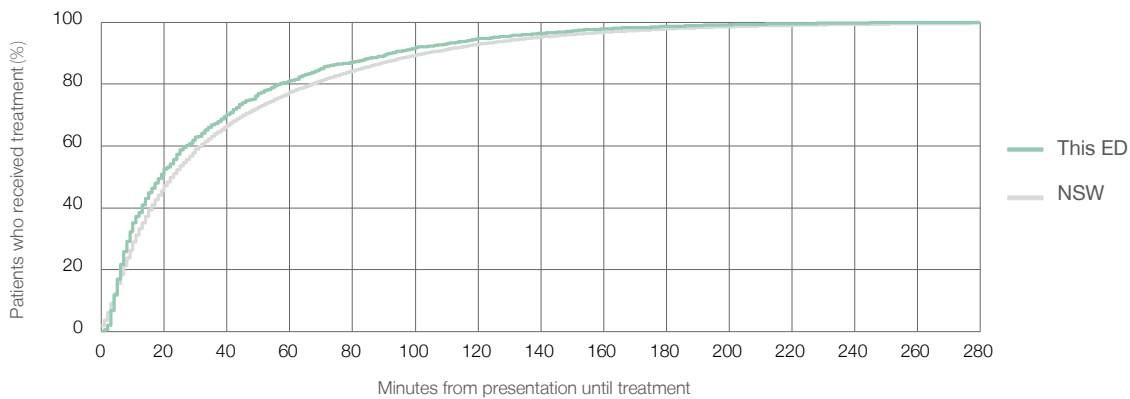
Number of triage 5 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴ 19 minutes

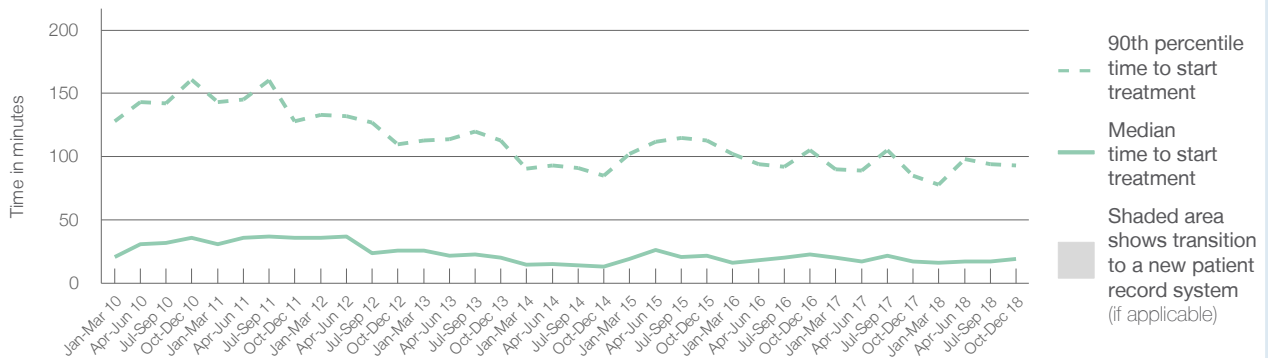
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,711	1,615
17 minutes	23 minutes
85 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	36	26	20	13	22	23	17	19
90th percentile time to start treatment ⁵ (minutes)	161	128	110	113	85	113	105	85	93

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Orange Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,818 patients

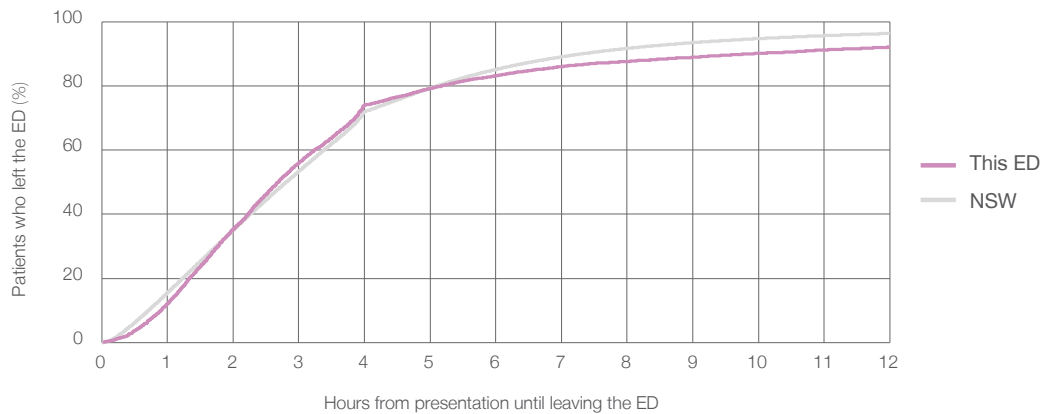
Presentations used to calculate time to leaving the ED:⁶ 7,817 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

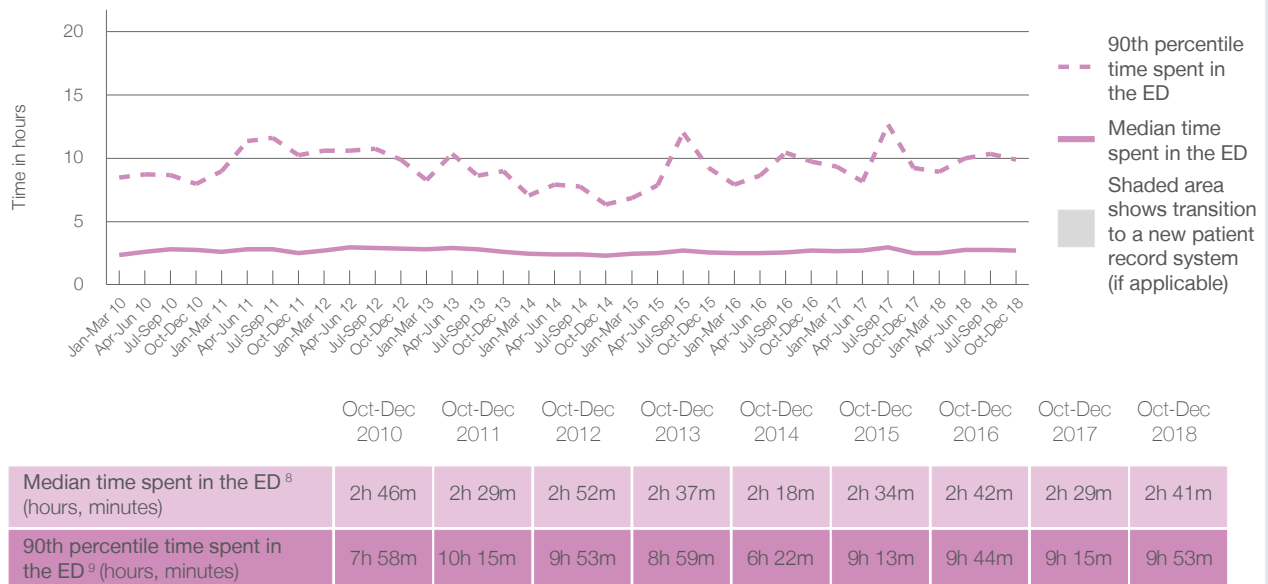
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
7,568	
7,567	
2 hours and 29 minutes	2 hours and 49 minutes
9 hours and 15 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



(†) 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 2018

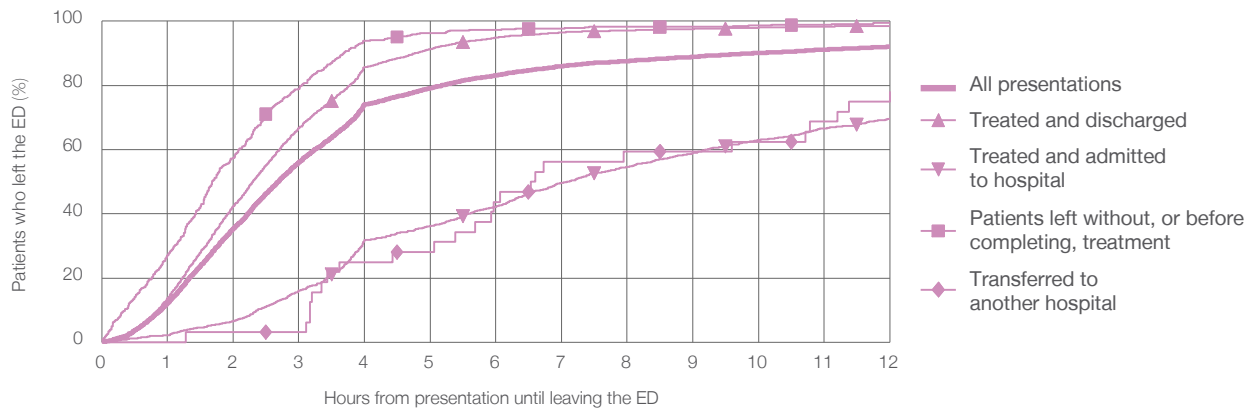
All presentations:¹ 7,818 patients

Presentations used to calculate time to leaving the ED:⁶ 7,817 patients

Treated and discharged	5,519 (70.6%)
Treated and admitted to hospital	1,735 (22.2%)
Patient left without, or before completing, treatment	508 (6.5%)
Transferred to another hospital	32 (0.4%)
Other	24 (0.3%)

Same period last year	Change since one year ago
7,567	3%
5,396	2.3%
1,775	-2.3%
331	53.5%
31	3.2%
35	-31.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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	13.7%	42.5%	66.7%	85.7%	94.9%	97.1%	98.0%	98.5%
Treated and admitted to hospital	2.1%	6.6%	16.0%	31.9%	42.2%	54.6%	63.0%	69.7%
Patient left without, or before completing, treatment	27.2%	57.5%	78.9%	93.9%	97.2%	98.2%	98.6%	99.4%
Transferred to another hospital	0%	3.1%	3.1%	25.0%	43.8%	59.4%	62.5%	78.1%
All presentations	12.1%	35.4%	56.1%	74.1%	83.2%	87.6%	90.1%	92.1%

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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 2018

All presentations at the emergency department: ¹ 7,818 patients

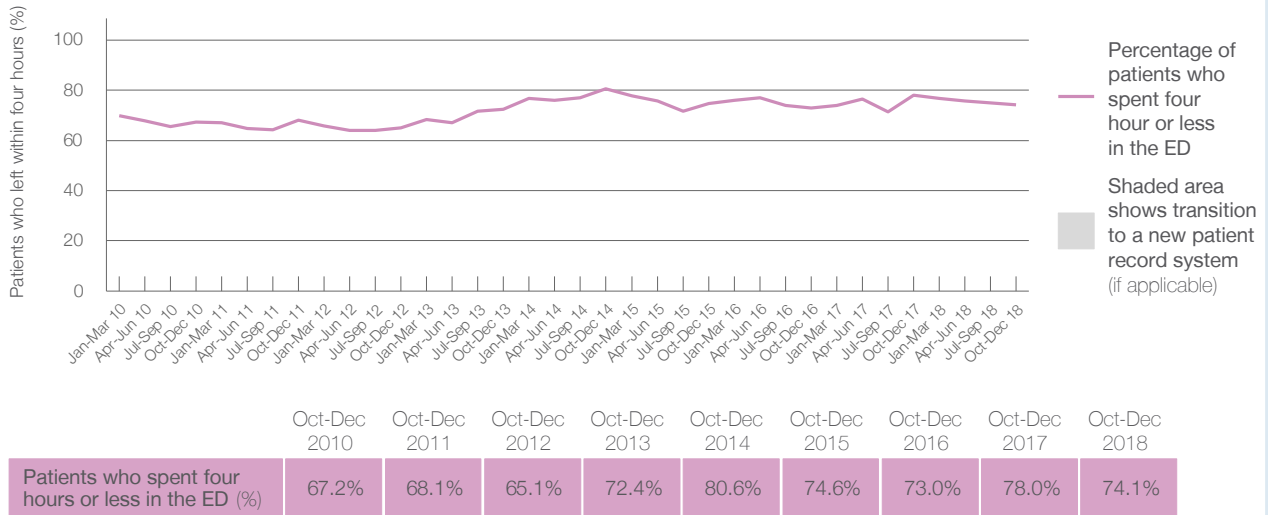
Presentations used to calculate time to leaving the ED: ⁶ 7,817 patients

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	7,568	3%
Presentations used to calculate time to leaving the ED	7,567	3%
Percentage of patients who spent four hours or less in the ED	78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).