

Tamworth Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,827 patients

Emergency presentations:² 10,247 patients

Same period last year	Change since one year ago
11,018	-2%
10,525	-3%

Tamworth Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,684 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 84 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,138 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,456 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
916	
8 minutes	8 minutes
28 minutes	26 minutes
2,510	
24 minutes	20 minutes
81 minutes	72 minutes
5,607	
41 minutes	26 minutes
133 minutes	104 minutes
1,456	
45 minutes	23 minutes
124 minutes	104 minutes

Tamworth Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,827 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
11,018	-2%
74%	

* 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.

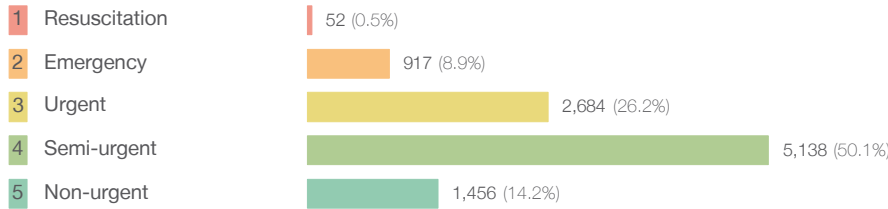
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Tamworth Hospital: Patients presenting to the emergency department October to December 2018

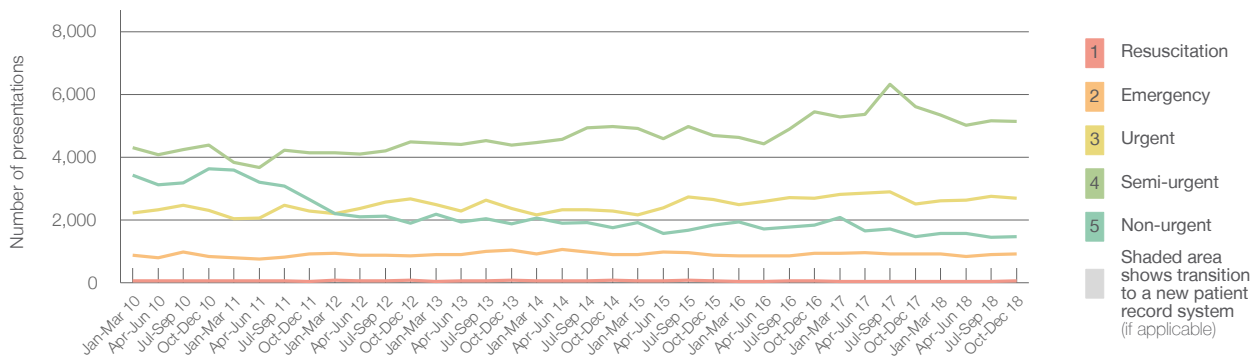
All presentations:¹ 10,827 patients

Emergency presentations² by triage category: 10,247 patients



Same period last year	Change since one year ago
11,018	-2%
10,525	-3%
36	44.4%
916	0.1%
2,510	6.9%
5,607	-8.4%
1,456	0.0%

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	63	48	69	74	76	65	59	36	52
Emergency	826	911	859	1,035	885	871	932	916	917
Urgent	2,299	2,291	2,673	2,360	2,280	2,645	2,699	2,510	2,684
Semi-urgent	4,387	4,140	4,487	4,383	4,970	4,684	5,438	5,607	5,138
Non-urgent	3,634	2,659	1,890	1,884	1,748	1,827	1,836	1,456	1,456
All emergency presentations	11,209	10,049	9,978	9,736	9,959	10,092	10,964	10,525	10,247

Tamworth Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,912 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,655	
8 minutes	1 minute
23 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.

Tamworth Hospital: 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: 917

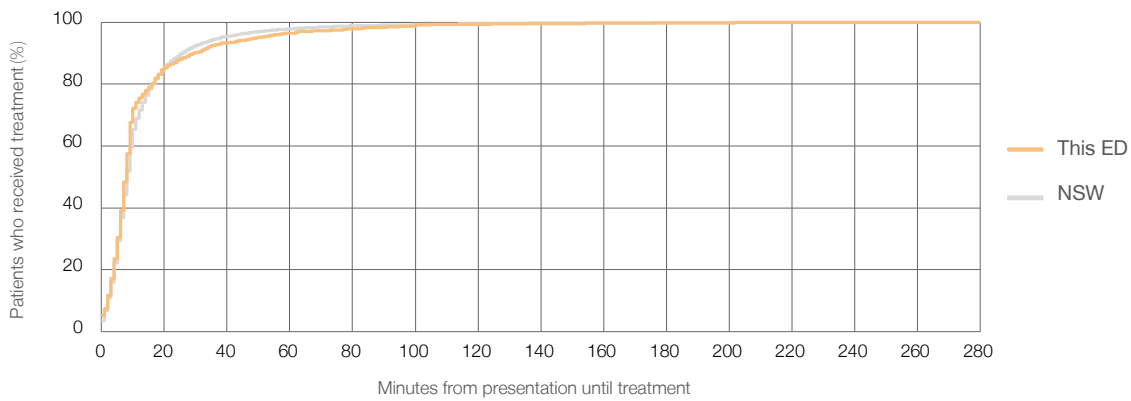
Number of triage 2 patients used to calculate waiting time:³ 905

Median time to start treatment⁴ 8 minutes

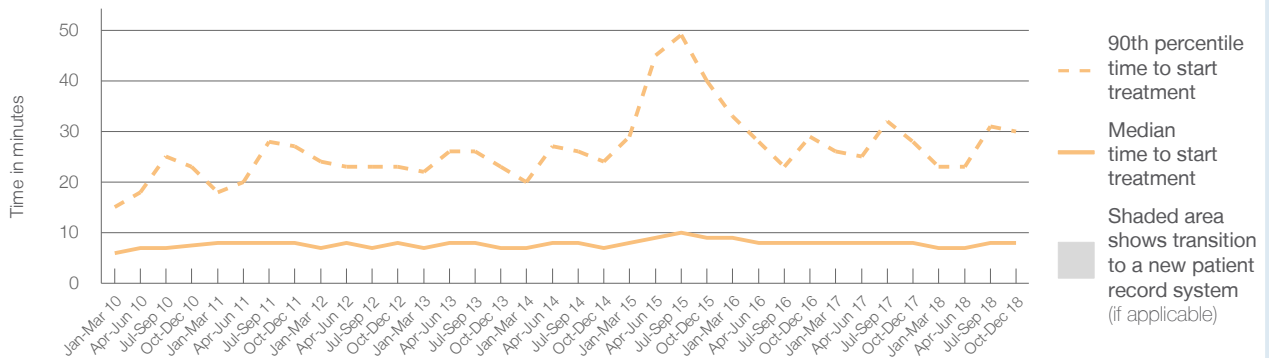
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
916	
909	
8 minutes	8 minutes
28 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)	8	8	8	7	7	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	23	27	23	23	24	40	29	28	30

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Tamworth Hospital: 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: 2,684

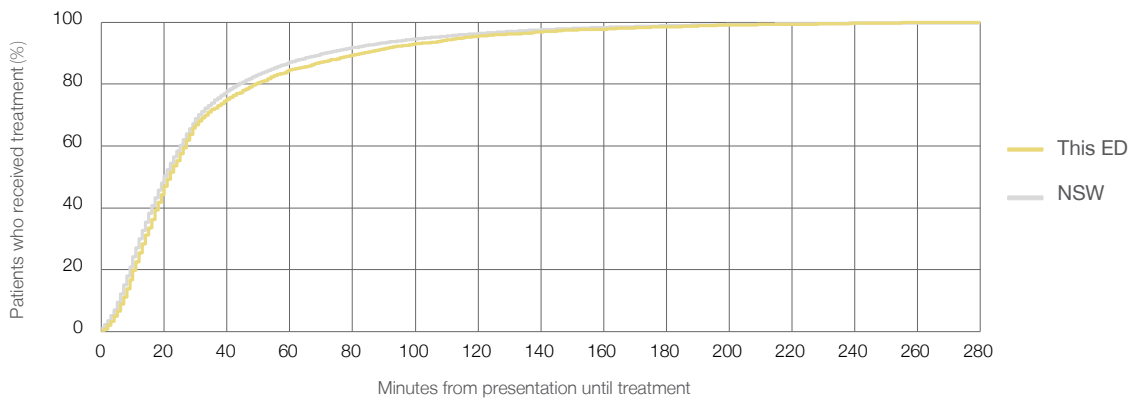
Number of triage 3 patients used to calculate waiting time:³ 2,600

Median time to start treatment⁴ 22 minutes

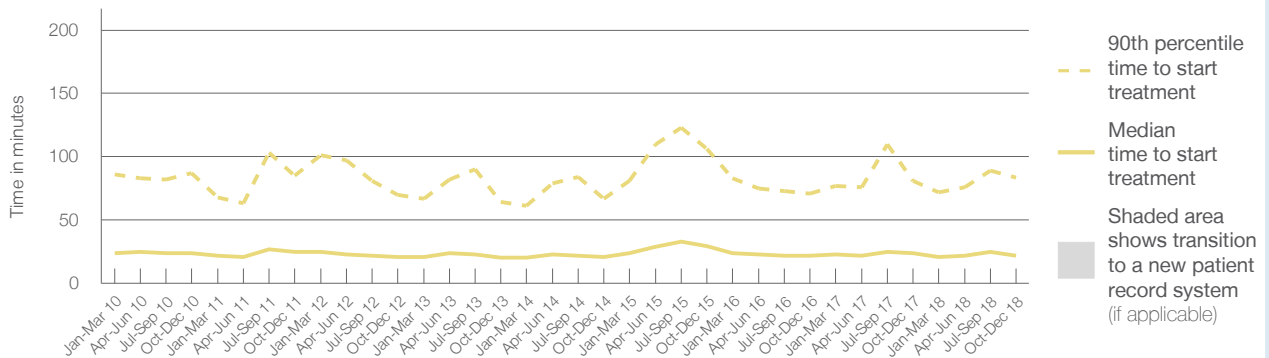
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
2,510	
2,454	
24 minutes	20 minutes
81 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)	24	25	21	20	21	30	22	24	22
90th percentile time to start treatment ⁵ (minutes)	87	85	70	64	67	106	71	81	84

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Tamworth Hospital: 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: 5,138

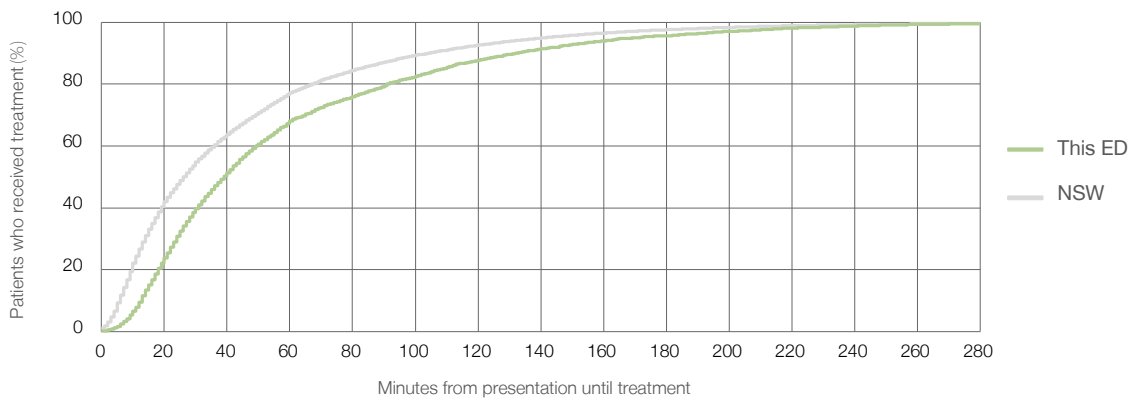
Number of triage 4 patients used to calculate waiting time:³ 4,746

Median time to start treatment⁴ 39 minutes

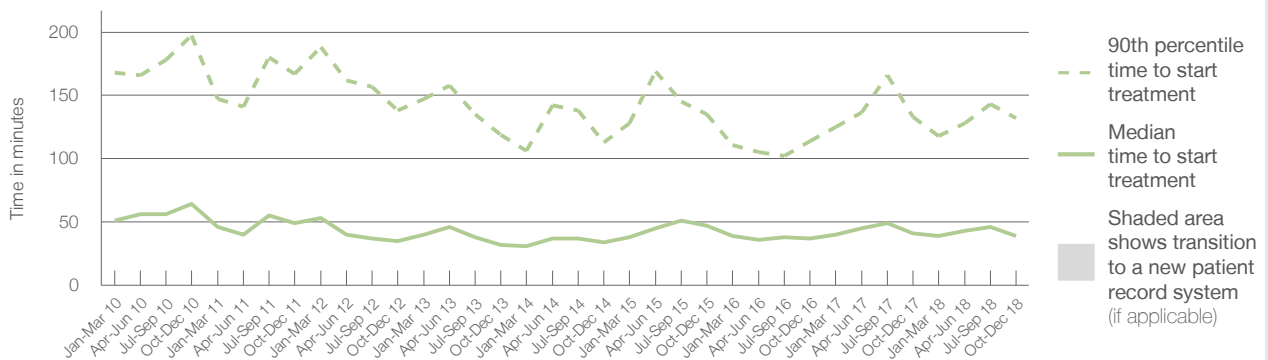
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
5,607	5,335
41 minutes	26 minutes
133 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)	64	49	35	32	34	47	37	41	39
90th percentile time to start treatment ⁵ (minutes)	197	167	138	119	113	135	114	133	132

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Tamworth Hospital: 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: 1,456

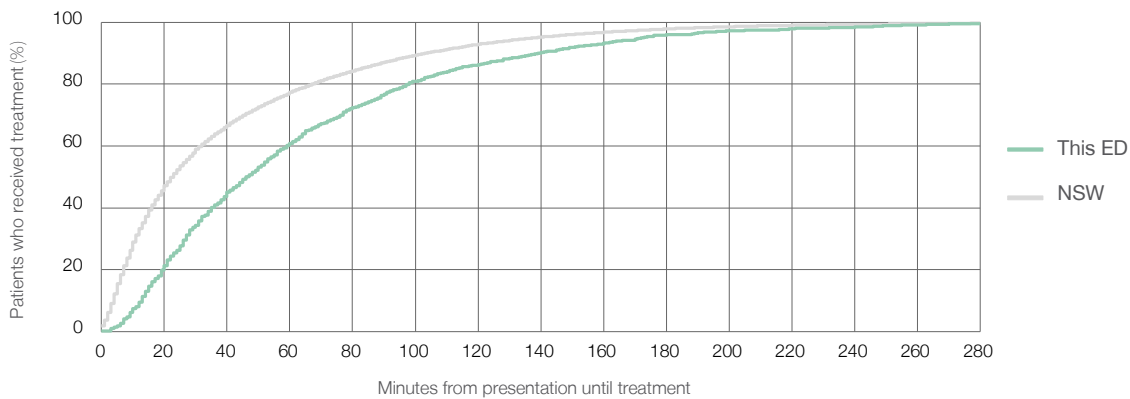
Number of triage 5 patients used to calculate waiting time:³ 1,297

Median time to start treatment⁴ 46 minutes

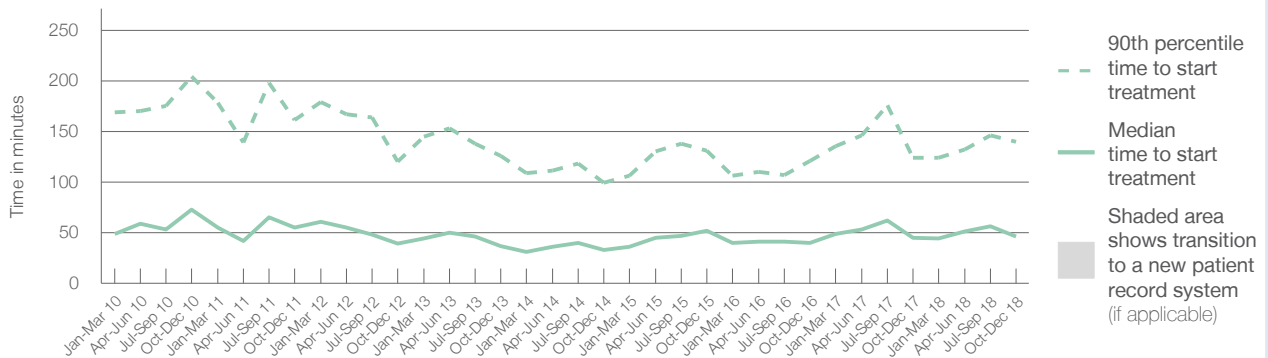
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
1,456	1,353
45 minutes	23 minutes
124 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)	73	55	39	37	33	52	40	45	46
90th percentile time to start treatment ⁵ (minutes)	204	161	120	126	99	131	121	124	140

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Tamworth Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,827 patients

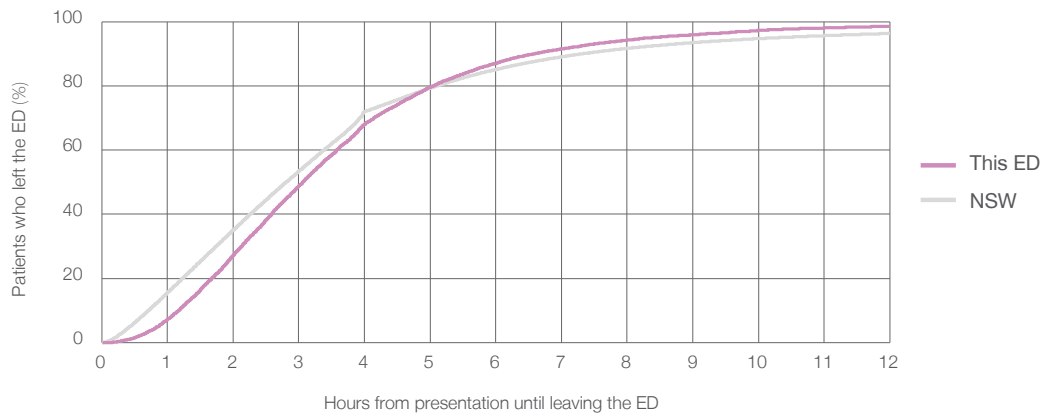
Presentations used to calculate time to leaving the ED:⁶ 10,827 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

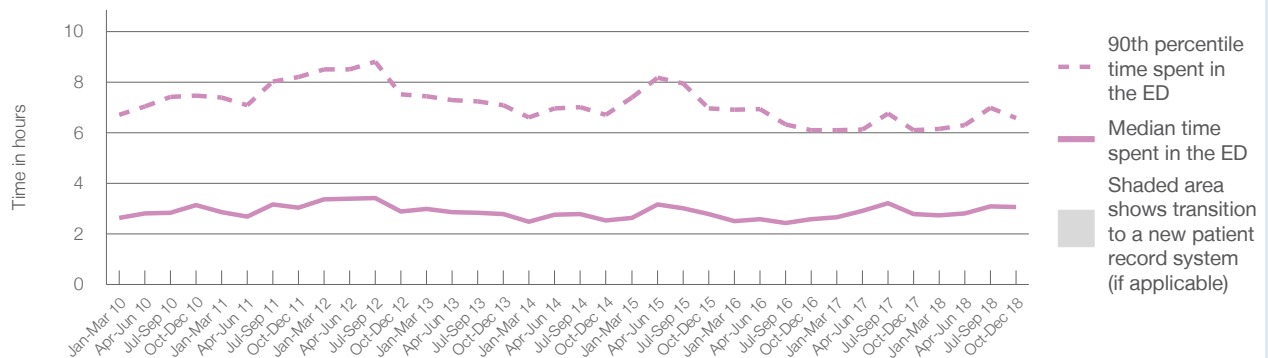
90th percentile time spent in the ED⁹ 6 hours and 35 minutes

Same period last year	NSW (this period)
11,018	11,018
2 hours and 48 minutes	2 hours and 49 minutes
6 hours and 7 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^{†‡}



	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 spent in the ED ⁸ (hours, minutes)	3h 9m	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m	2h 48m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 28m	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m	6h 7m	6h 35m

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

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Tamworth Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

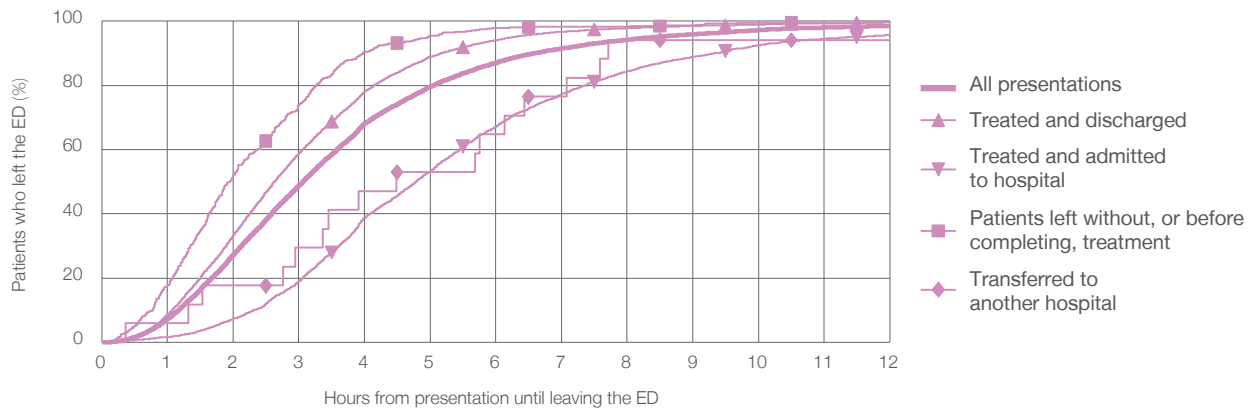
All presentations:¹ 10,827 patients

Presentations used to calculate time to leaving the ED:⁶ 10,827 patients

Treated and discharged	7,193 (66.4%)
Treated and admitted to hospital	2,909 (26.9%)
Patient left without, or before completing, treatment	475 (4.4%)
Transferred to another hospital	17 (0.2%)
Other	233 (2.2%)

Same period last year	Change since one year ago
11,018	-2%
7,666	-6.2%
2,826	2.9%
359	32.3%
34	-50.0%
133	75.2%

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	8.7%	33.4%	58.9%	78.1%	94.1%	97.9%	99.0%	99.6%
Treated and admitted to hospital	1.6%	7.3%	19.0%	38.7%	67.1%	84.4%	92.5%	95.8%
Patient left without, or before completing, treatment	17.7%	52.0%	73.9%	90.3%	97.9%	98.3%	99.6%	99.8%
Transferred to another hospital	5.9%	17.6%	29.4%	47.1%	64.7%	94.1%	94.1%	94.1%
All presentations	7.3%	27.3%	48.9%	68.1%	87.0%	94.3%	97.2%	98.6%

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Tamworth Hospital: 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 10,827 patients

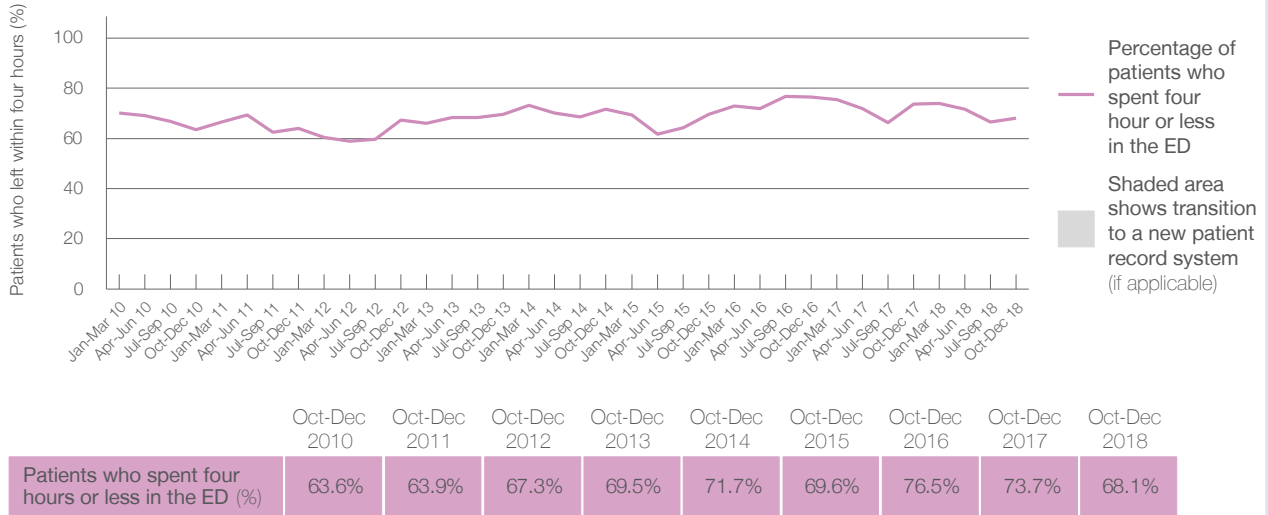
Presentations used to calculate time to leaving the ED: ⁶ 10,827 patients

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	11,018	-2%
Presentations used to calculate time to leaving the ED	11,018	-2%
Percentage of patients who spent four hours or less in the ED	73.7%	

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).