

Queanbeyan Health Service: Emergency department (ED) overview

April to June 2016

All presentations:¹ 4,254 patients
Emergency presentations:² 4,133 patients

Same period last year	Change since one year ago
4,323	-1.6%
4,156	-0.6%

Queanbeyan Health Service: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 274 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,116 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,114 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 151 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 629 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
267	
10 minutes	8 minutes
38 minutes	36 minutes
1,074	
23 minutes	20 minutes
92 minutes	92 minutes
2,012	
30 minutes	25 minutes
145 minutes	128 minutes
803	
28 minutes	23 minutes
180 minutes	132 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 4,254 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
4,323	-1.6%
78.1%	

* 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, January to March 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 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.
- 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.

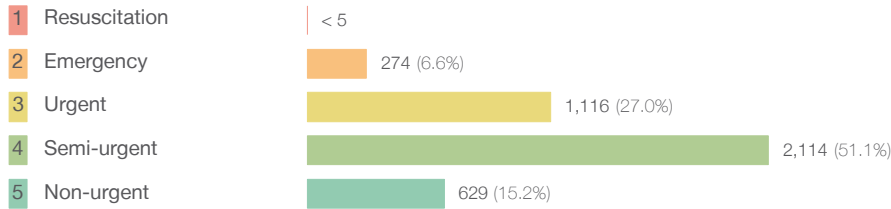
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Queanbeyan Health Service: Patients presenting to the emergency department

April to June 2016

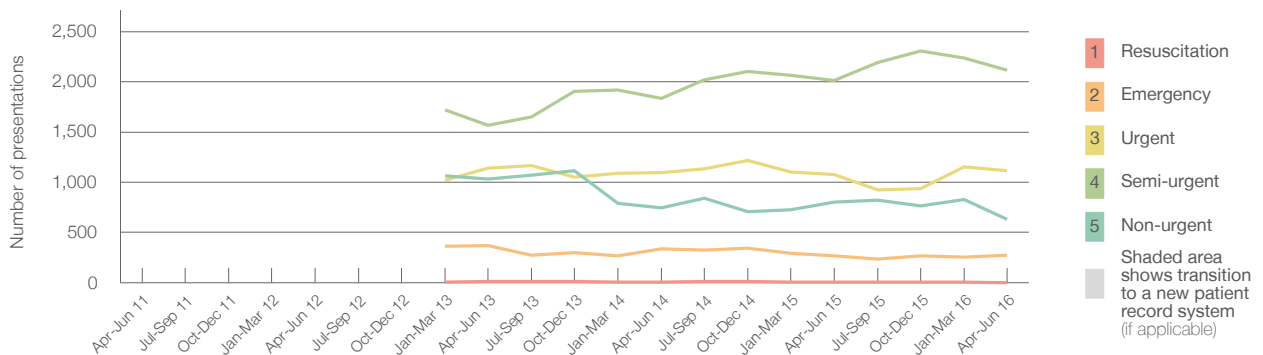
All presentations:¹ 4,254 patients

Emergency presentations² by triage category: 4,133 patients



	Same period last year	Change since one year ago
All presentations	4,323	-1.6%
Emergency presentations	4,156	-0.6%
1 Resuscitation	< 5	*
2 Emergency	267	3.0%
3 Urgent	1,074	3.9%
4 Semi-urgent	2,012	5.1%
5 Non-urgent	803	-21.7%

Emergency presentations² by quarter, April 2011 to June 2016 † §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			10	8	< 5	< 5
Emergency			367	336	267	274
Urgent			1,142	1,095	1,074	1,116
Semi-urgent			1,569	1,837	2,012	2,114
Non-urgent			1,033	748	803	629
All emergency presentations			4,121	4,024	4,156	4,133

Queanbeyan Health Service: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 368 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	465	
Median time	12 minutes	-1 minute
95th percentile time	32 minutes	-3 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 274

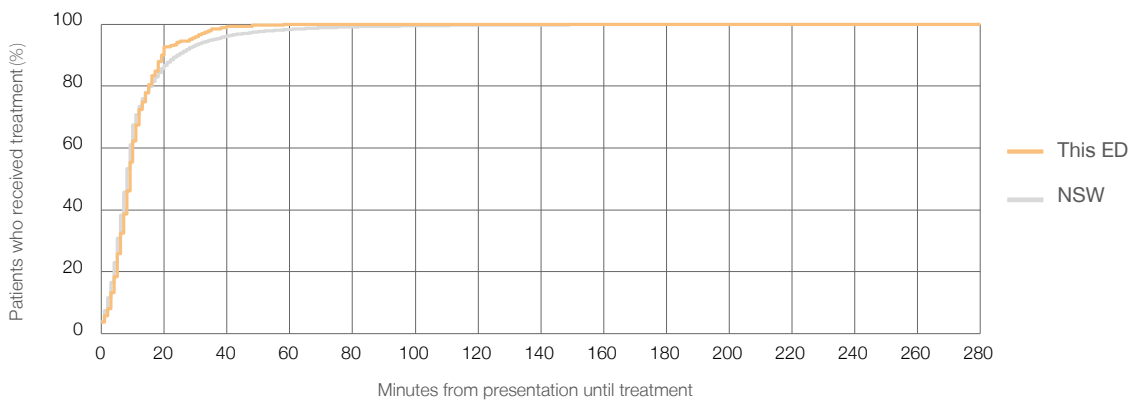
Number of triage 2 patients used to calculate waiting time:³ 271

Median time to start treatment⁴ 9 minutes

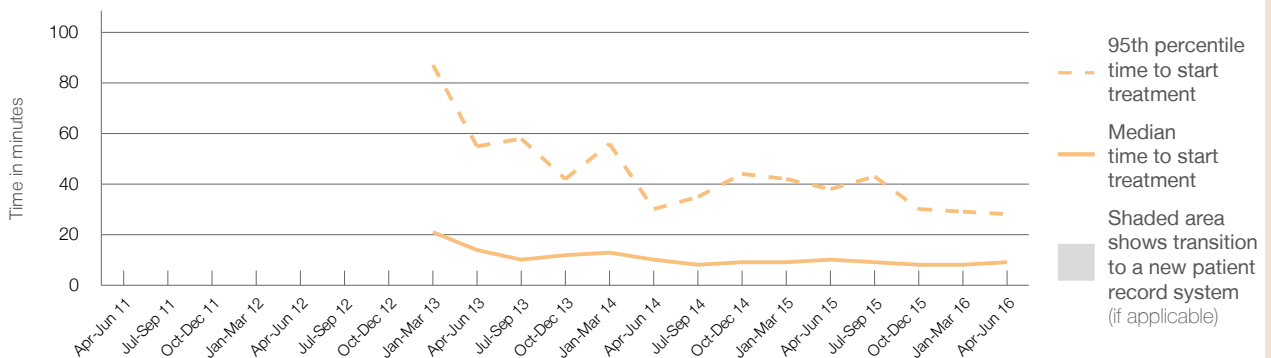
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
267	
263	
10 minutes	8 minutes
38 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			14	10	10	9
95th percentile time to start treatment ⁵ (minutes)			55	30	38	28

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Queanbeyan Health Service: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 1,116

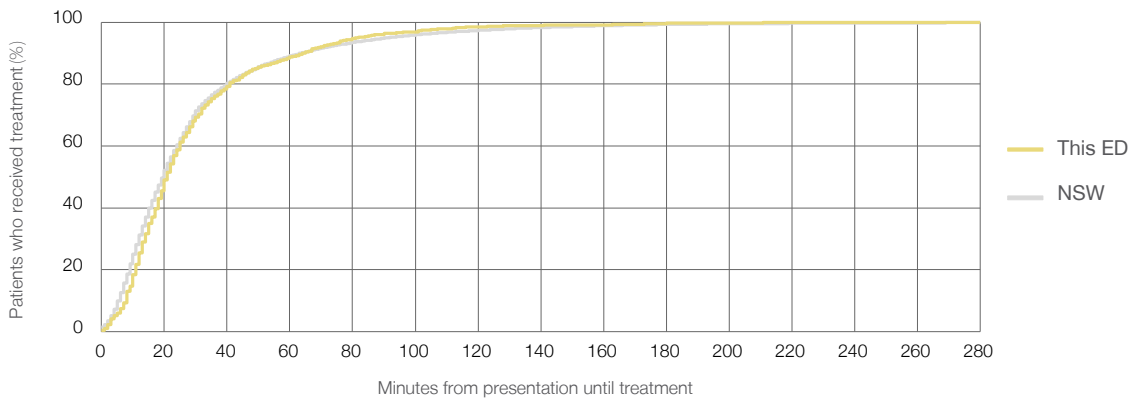
Number of triage 3 patients used to calculate waiting time:³ 1,095

Median time to start treatment⁴ 21 minutes

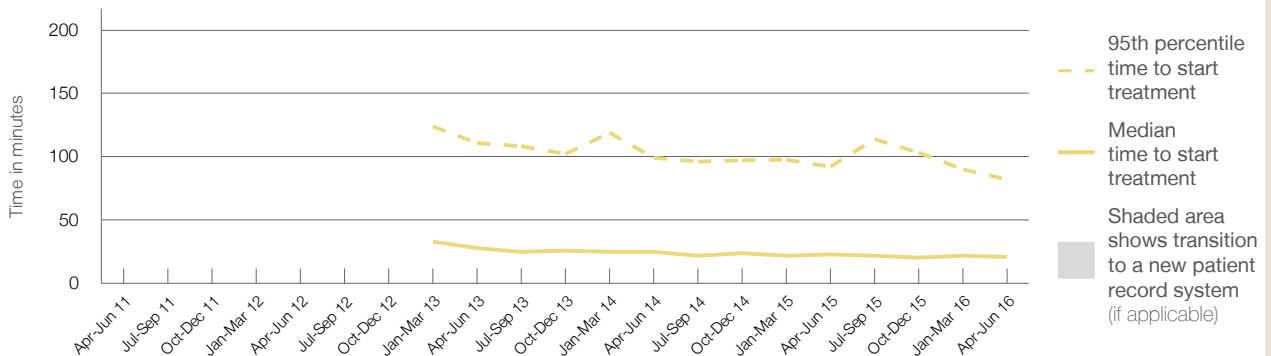
95th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
1,074	
1,061	
23 minutes	20 minutes
92 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			28	25	23	21
95th percentile time to start treatment ⁵ (minutes)			111	99	92	82

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Queanbeyan Health Service: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 2,114

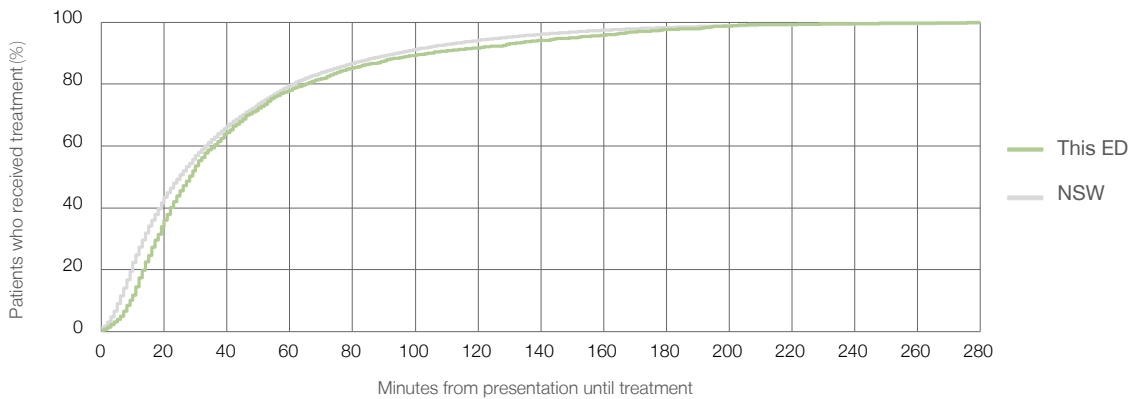
Number of triage 4 patients used to calculate waiting time:³ 1,952

Median time to start treatment⁴ 28 minutes

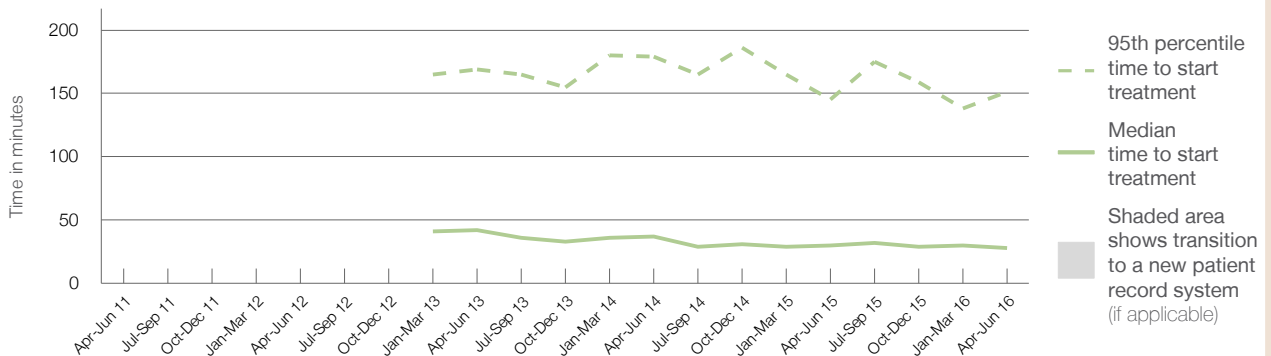
95th percentile time to start treatment⁵ 151 minutes

Same period last year	NSW (this period)
2,012	1,874
30 minutes	25 minutes
145 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			42	37	30	28
95th percentile time to start treatment ⁵ (minutes)			169	179	145	151

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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

April to June 2016

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

Number of triage 5 patients: 629

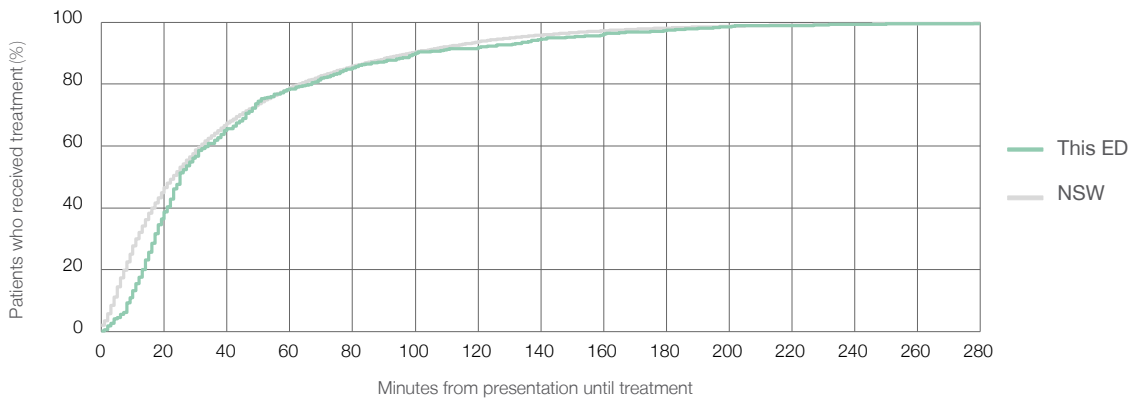
Number of triage 5 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 25 minutes

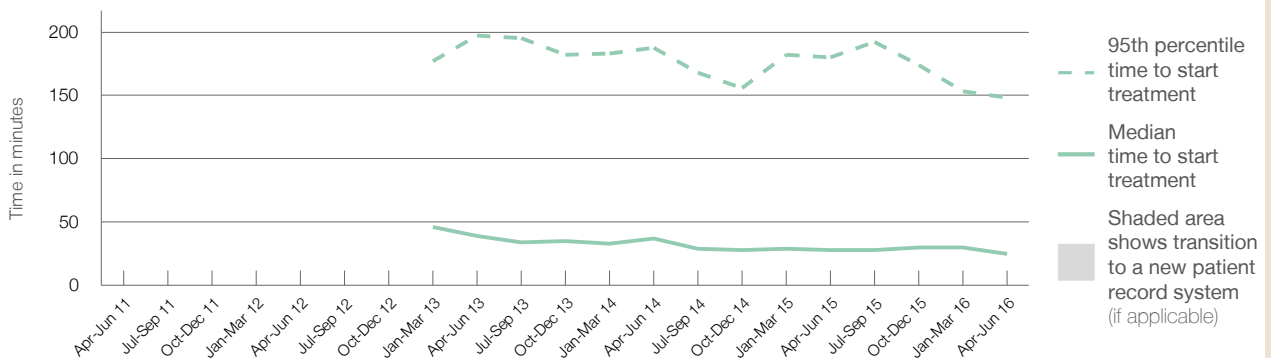
95th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
803	
635	
28 minutes	23 minutes
180 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			39	37	28	25
95th percentile time to start treatment ⁵ (minutes)			197	188	180	148

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Queanbeyan Health Service: Time patients spent in the ED

April to June 2016

All presentations:¹ 4,254 patients

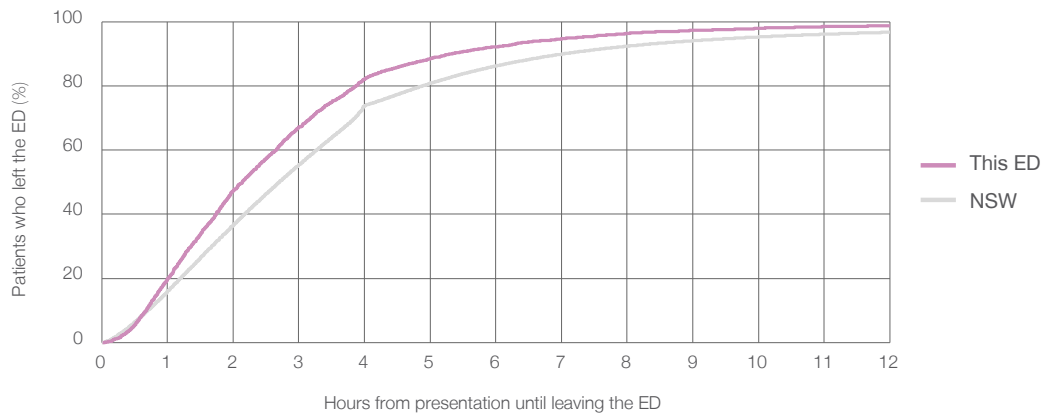
Presentations used to calculate time to leaving the ED:⁶ 4,254 patients

Median time spent in the ED⁸ 2 hours and 8 minutes

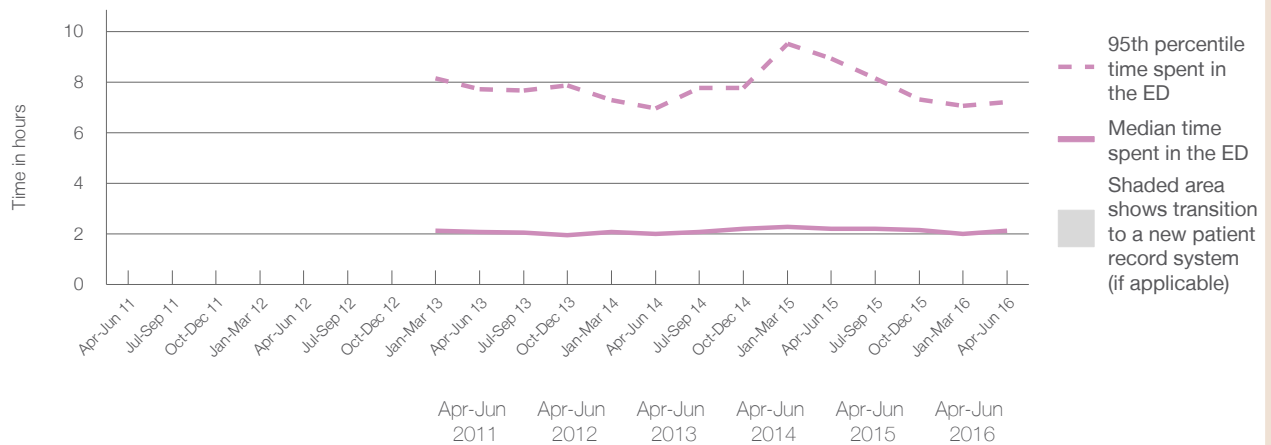
95th percentile time spent in the ED⁹ 7 hours and 13 minutes

Same period last year	NSW (this period)
4,323	4,323
2 hours and 13 minutes	2 hours and 42 minutes
8 hours and 56 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)			2h 5m	2h 1m	2h 13m	2h 8m
95th percentile time to leaving the ED ⁹ (hours, minutes)			7h 43m	6h 58m	8h 56m	7h 13m

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

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Queanbeyan Health Service: Time patients spent in the ED By mode of separation April to June 2016

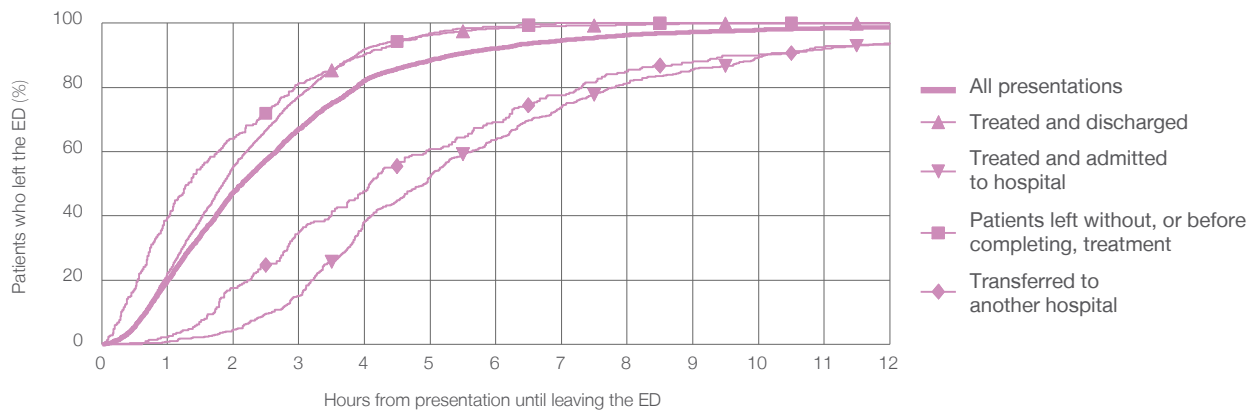
All presentations:¹ 4,254 patients

Presentations used to calculate time to leaving the ED:⁶ 4,254 patients

Treated and discharged	3,070 (72.2%)
Treated and admitted to hospital	574 (13.5%)
Patient left without, or before completing, treatment	353 (8.3%)
Transferred to another hospital	227 (5.3%)
Other	30 (0.7%)

	Same period last year	Change since one year ago
	4,323	-1.6%
	3,163	-2.9%
	470	22.1%
	471	-25.1%
	211	7.6%
	8	275.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016^{††§}



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	22.1%	55.3%	77.3%	91.9%	98.3%	99.5%	99.9%	99.9%
Treated and admitted to hospital	0.7%	4.5%	15.2%	38.3%	63.8%	81.4%	89.5%	93.9%
Patient left without, or before completing, treatment	39.4%	64.0%	81.3%	90.4%	98.9%	100%	100%	100%
Transferred to another hospital	2.2%	17.6%	34.8%	47.6%	69.2%	85.0%	89.9%	93.4%
All presentations	19.9%	47.4%	67.1%	82.2%	92.1%	96.3%	97.9%	98.7%

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

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Queanbeyan Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED

April to June 2016

All presentations at the emergency department:¹ 4,254 patients

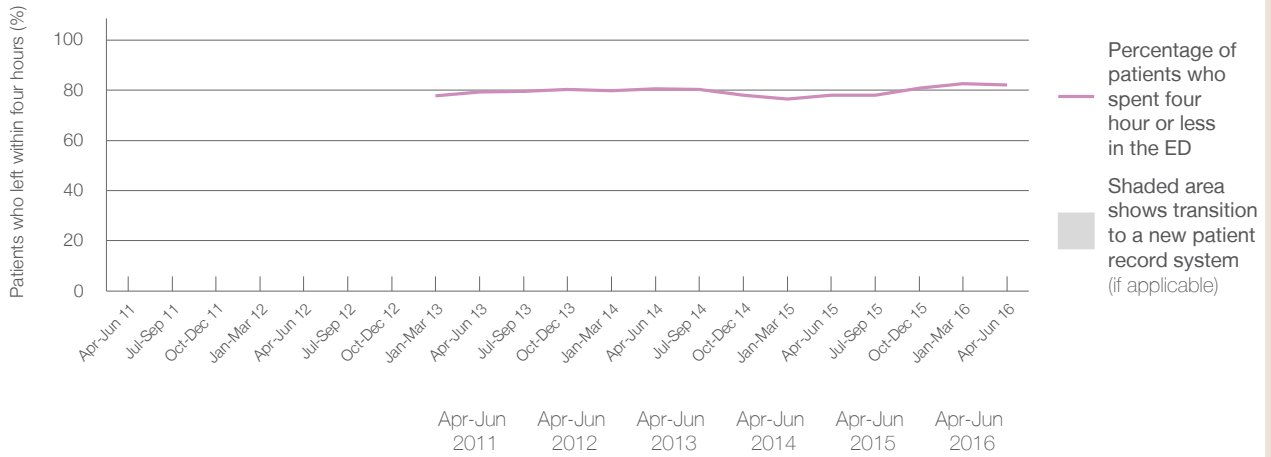
Presentations used to calculate time to leaving the ED:⁶ 4,254 patients

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: ¹	4,323	-1.6%
Presentations used to calculate time to leaving the ED: ⁶	4,323	-1.6%
Percentage of patients who spent four hours or less in the ED	78.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡§}



Patients who left within four hours (%)						
			79.2%	80.6%	78.1%	82.2%

* 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, January to March 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).