Gunnedah District Hospital: Emergency department (ED) overview
July to September 2017

		Same period last year	Change since one year ago
All presentations:[1]	2,457 patients	1,950	26.0%
Emergency presentations:[2]	2,398 patients	1,825	31.4%

Gunnedah District Hospital: Time patients waited to start treatment[3]
July to September 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 142 patients		94	
Median time to start treatment[4]	5 minutes	3 minutes	9 minutes
90th percentile time to start treatment[5]	25 minutes	*	29 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 466 patients		445	
Median time to start treatment[4]	18 minutes	17 minutes	23 minutes
90th percentile time to start treatment[5]	76 minutes	60 minutes	83 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,309 patients		1,132	
Median time to start treatment[4]	35 minutes	34 minutes	30 minutes
90th percentile time to start treatment[5]	134 minutes	100 minutes	121 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients		149	
Median time to start treatment[4]	27 minutes	25 minutes	26 minutes
90th percentile time to start treatment[5]	125 minutes	99 minutes	118 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED
July to September 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,457 patients		1,950	26.0%
Percentage of patients who spent four hours or less in the ED	87.2%	88.6%	

* 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.
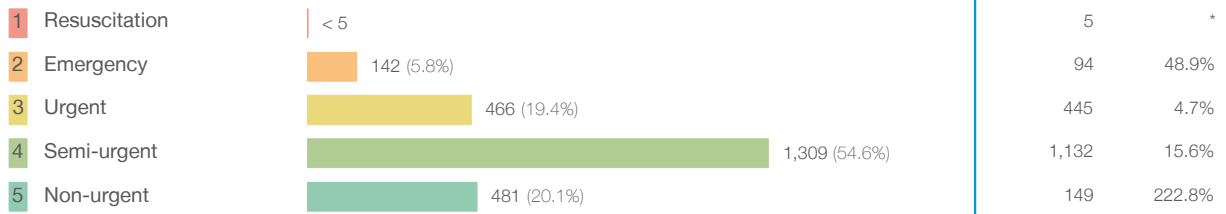6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).
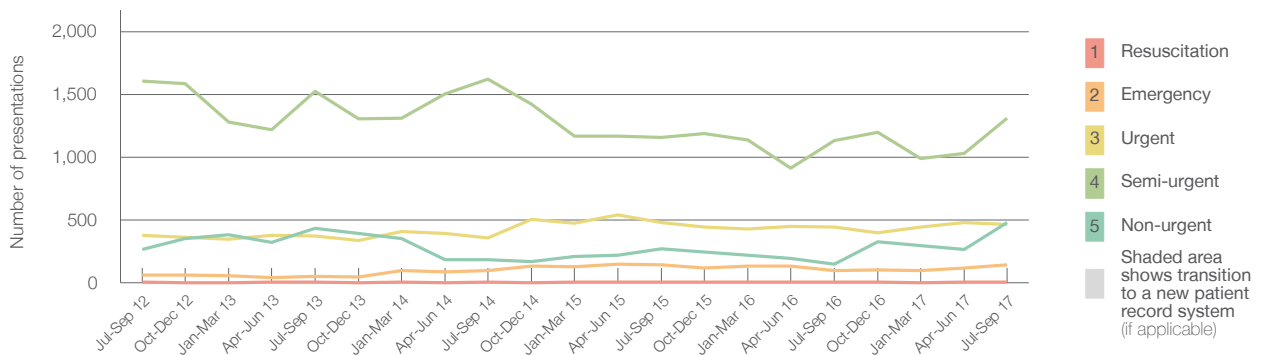
Gunnedah District Hospital: Patients presenting to the emergency department
July to September 2017

		Same period last year	Change since one year ago
All presentations:[1] 2,457 patients		1,950	26.0%
Emergency presentations[2] by triage category: 2,398 patients		1,825	31.4%
1 Resuscitation	< 5	5	*
2 Emergency	142 (5.8%)	94	48.9%
3 Urgent	466 (19.4%)	445	4.7%
4 Semi-urgent	1,309 (54.6%)	1,132	15.6%
5 Non-urgent	481 (20.1%)	149	222.8%

Emergency presentations[2] by quarter, July 2012 to September 2017 [‡]

	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	< 5	< 5	6	5	< 5
Emergency	61	54	99	143	94	142
Urgent	376	373	358	479	445	466
Semi-urgent	1,607	1,523	1,619	1,157	1,132	1,309
Non-urgent	264	433	181	269	149	481
All emergency presentations	2,308	2,383	2,257	2,054	1,825	2,398

Gunnedah District Hospital: Patients arriving by ambulance
July to September 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 164 patients **		170	
ED Transfer of care time			
Median time	9 minutes	9 minutes	0 minutes
90th percentile time	28 minutes	25 minutes	4 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.

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

Gunnedah District Hospital: Time patients waited to start treatment, triage 2
July to September 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 142			94	
Number of triage 2 patients used to calculate waiting time:[3] 137			93	
Median time to start treatment[4]		5 minutes	3 minutes	9 minutes
90th percentile time to start treatment[5]		25 minutes	*	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017
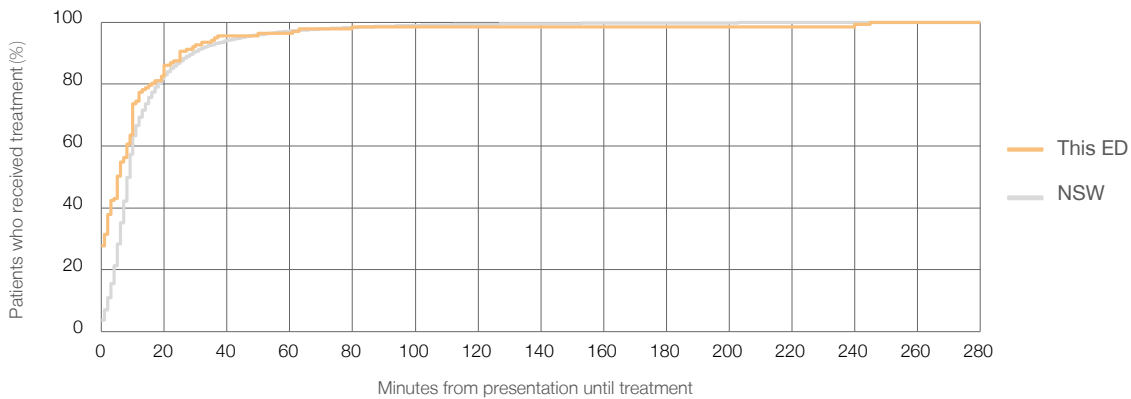
Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017[†‡]
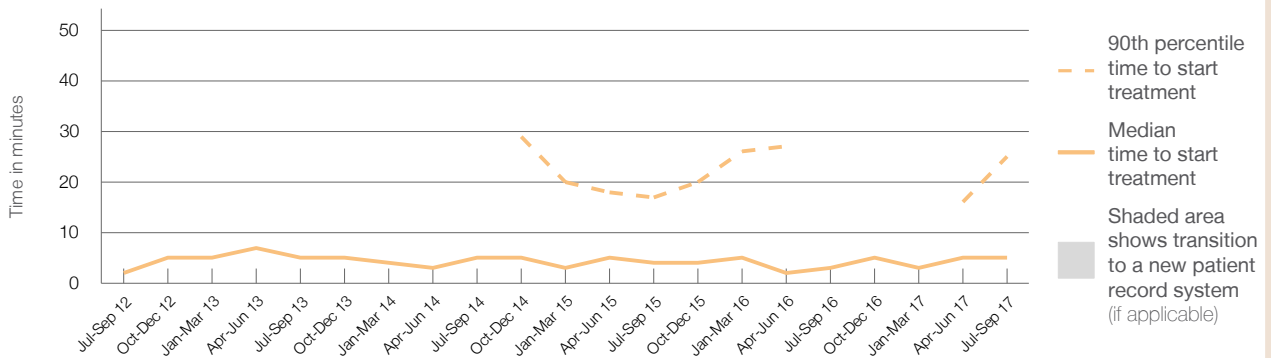
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	2	5	5	4	3	5
90th percentile time to start treatment[5] (minutes)	*	*	*	17	*	25

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3
July to September 2017

| Triage 3	Urgent (e.g. moderate blood loss, dehydration)		Same period last year	NSW (this period)
Number of triage 3 patients: 466			445	
Number of triage 3 patients used to calculate waiting time:[3] 452			432	
Median time to start treatment[4]		18 minutes	17 minutes	23 minutes
90th percentile time to start treatment[5]		76 minutes	60 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017
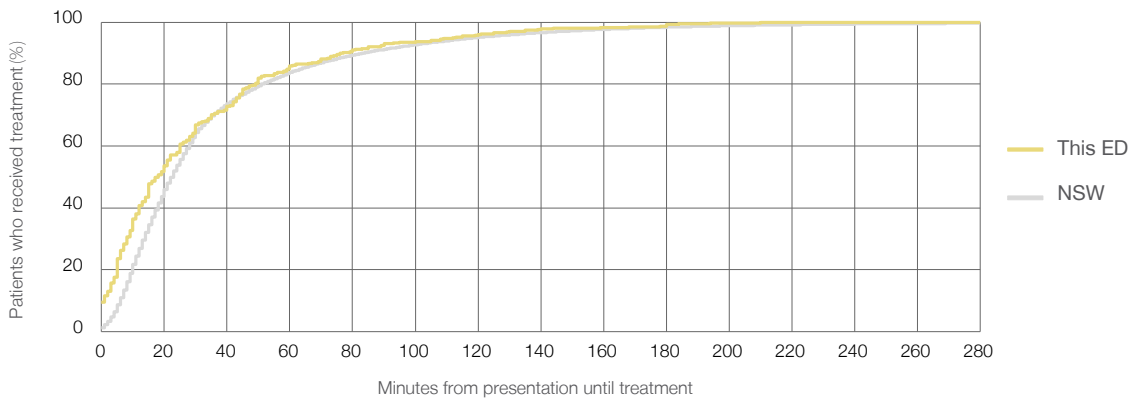
Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017[†‡]
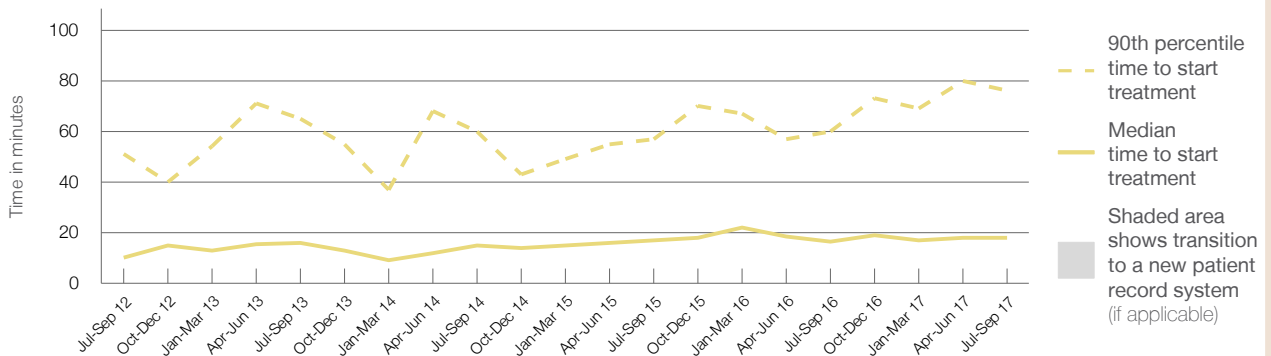
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	10	16	15	17	17	18
90th percentile time to start treatment[5] (minutes)	51	65	60	57	60	76

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

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Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Time patients waited to start treatment, triage 4
July to September 2017

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,309		1,132	
Number of triage 4 patients used to calculate waiting time:[3] 1,188		1,084	
Median time to start treatment[4]	35 minutes	34 minutes	30 minutes
90th percentile time to start treatment[5]	134 minutes	100 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017
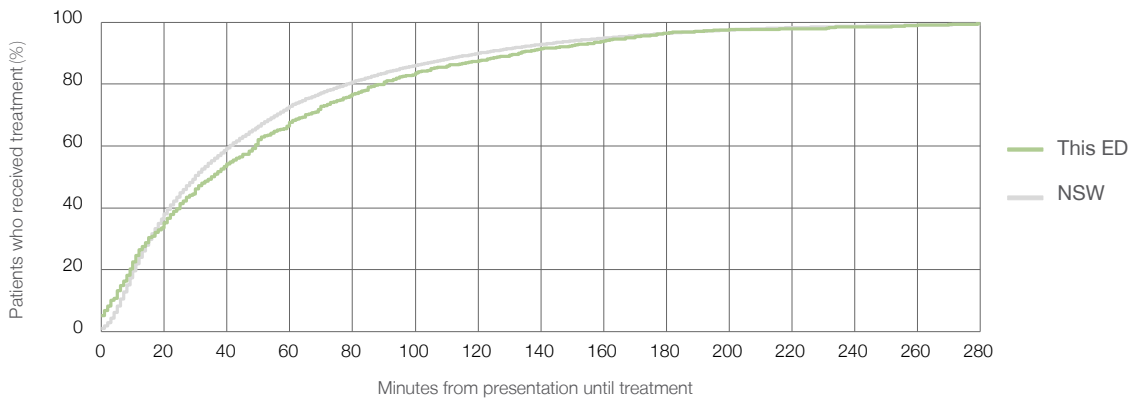
Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017 [†‡]
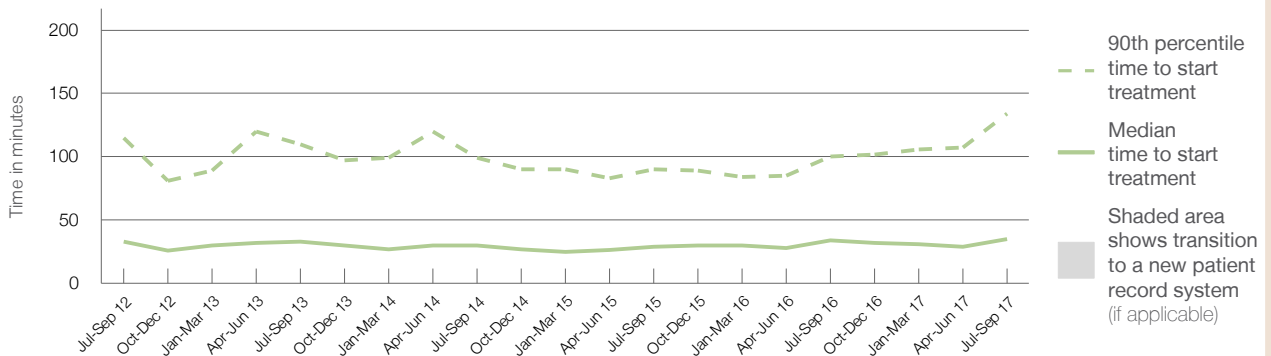
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	33	33	30	29	34	35
90th percentile time to start treatment[5] (minutes)	115	110	99	90	100	134

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5
July to September 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 481			149	
Number of triage 5 patients used to calculate waiting time:[3] 428			138	
Median time to start treatment[4]		27 minutes	25 minutes	26 minutes
90th percentile time to start treatment[5]		125 minutes	99 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017
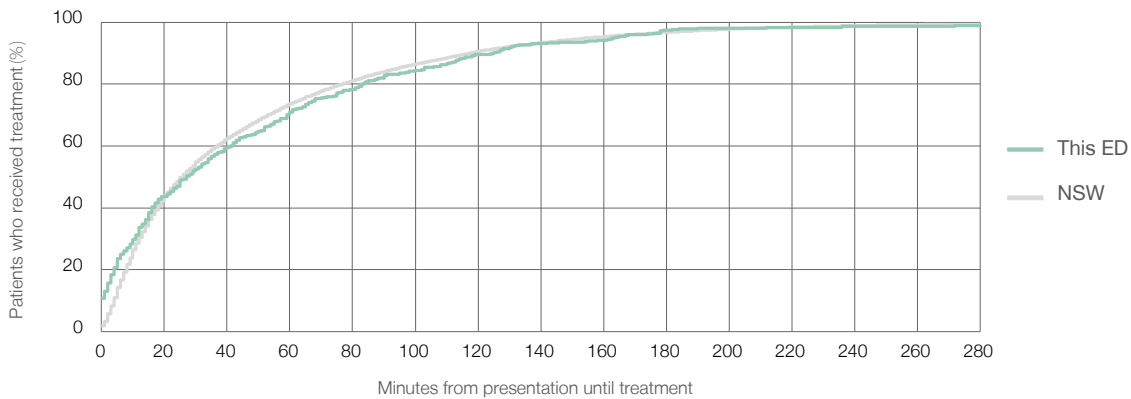
Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017[†‡]
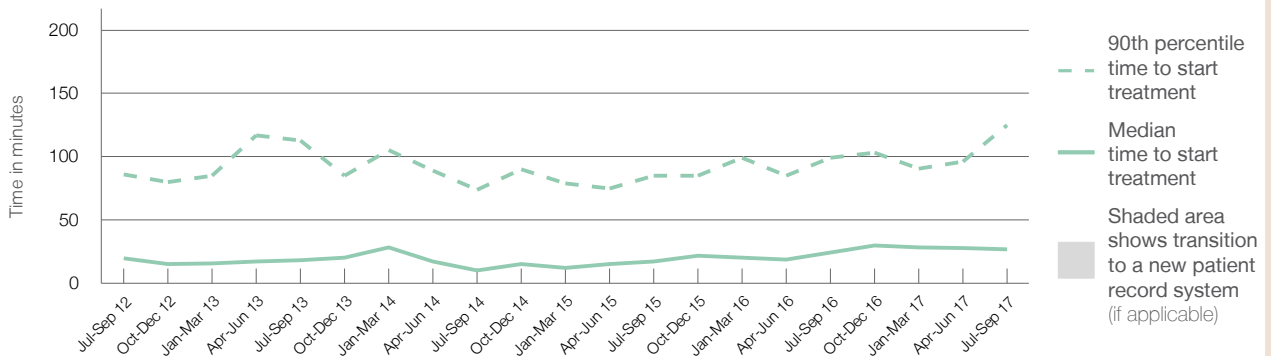
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment[4] (minutes)	20	18	10	17	25	27
90th percentile time to start treatment[5] (minutes)	86	113	74	85	99	125

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(‡) 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.

Gunnedah District Hospital: Time patients spent in the ED
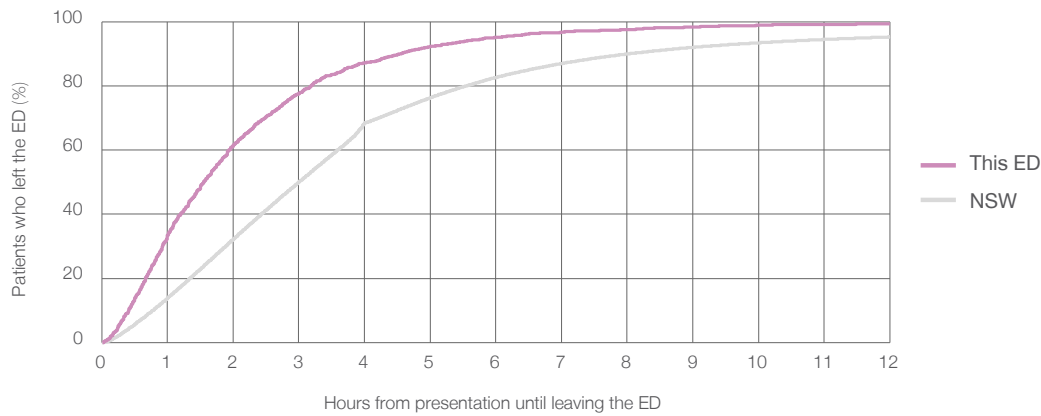July to September 2017

		Same period last year	NSW (this period)
All presentations:[1] 2,457 patients		1,950	
Presentations used to calculate time to leaving the ED:[6] 2,457 patients		1,950	
Median time spent in the ED [8]	1 hours and 33 minutes	1 hours and 25 minutes	3 hours and 0 minutes
90th percentile time spent in the ED [9]	4 hours and 33 minutes	4 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017

Patients who left the ED (%) — Hours from presentation until leaving the ED

— This ED
— NSW

Time patients spent in the ED, by quarter, July 2012 to September 2017 [†‡]

Time in hours

- - - 90th percentile time spent in the ED
— Median time spent in the ED
Shaded area shows transition to a new patient record system (if applicable)
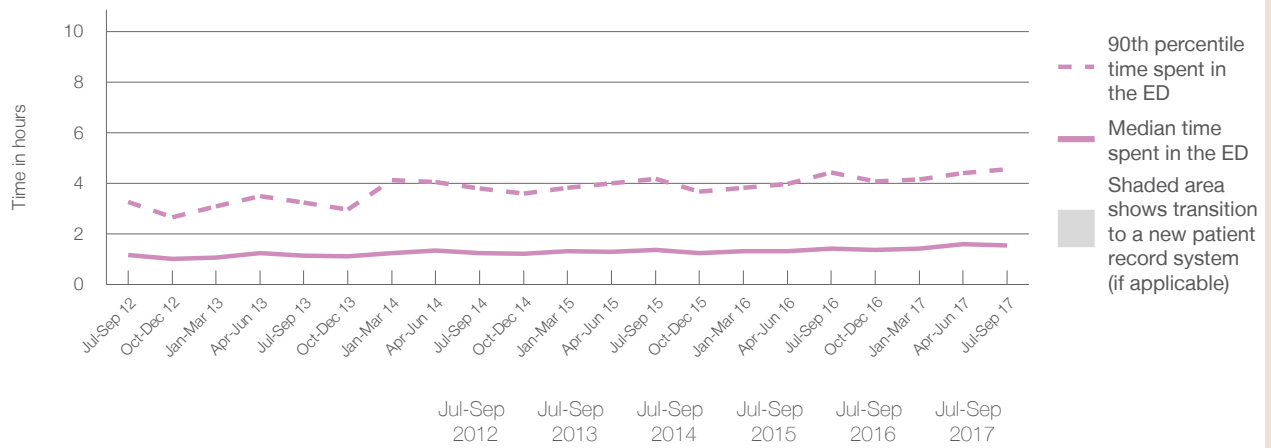
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED [8] (hours, minutes)	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 33m
90th percentile time to leaving the ED [9] (hours, minutes)	3h 16m	3h 15m	3h 48m	4h 11m	4h 26m	4h 33m

(†) 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.

Gunnedah District Hospital

District group 2 hospitals (C2)
Hunter New England Local Health District

Gunnedah District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

		Same period last year	Change since one year ago
All presentations:[1] 2,457 patients			
Presentations used to calculate time to leaving the ED:[6] 2,457 patients		1,950	26.0%
Treated and discharged	1,888 (76.8%)	1,518	24.4%
Treated and admitted to hospital	193 (7.9%)	221	-12.7%
Patient left without, or before completing, treatment	188 (7.7%)	70	168.6%
Transferred to another hospital	166 (6.8%)	122	36.1%
Other	22 (0.9%)	19	15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2017 [†‡]

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital

Hours from presentation until leaving the ED
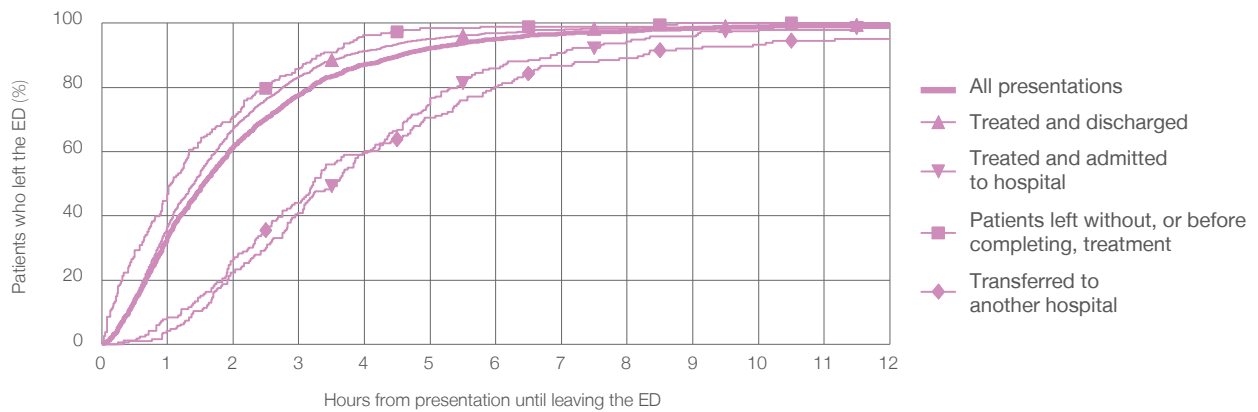
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.8%	67.4%	83.3%	91.3%	96.8%	98.4%	99.3%	99.7%
Treated and admitted to hospital	4.1%	22.3%	40.9%	59.6%	86.0%	94.3%	97.9%	98.4%
Patient left without, or before completing, treatment	46.8%	70.7%	85.6%	96.3%	98.9%	98.9%	100%	100%
Transferred to another hospital	8.4%	26.5%	44.0%	60.2%	80.1%	89.2%	93.4%	95.2%
All presentations	33.5%	61.6%	77.6%	87.2%	95.0%	97.5%	98.9%	99.3%

(†) 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.

Gunnedah District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 2,457 patients		1,950	26.0%
Presentations used to calculate time to leaving the ED:[6] 2,457 patients		1,950	26.0%
Percentage of patients who spent four hours or less in the ED	87.2%	88.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017 [†‡]
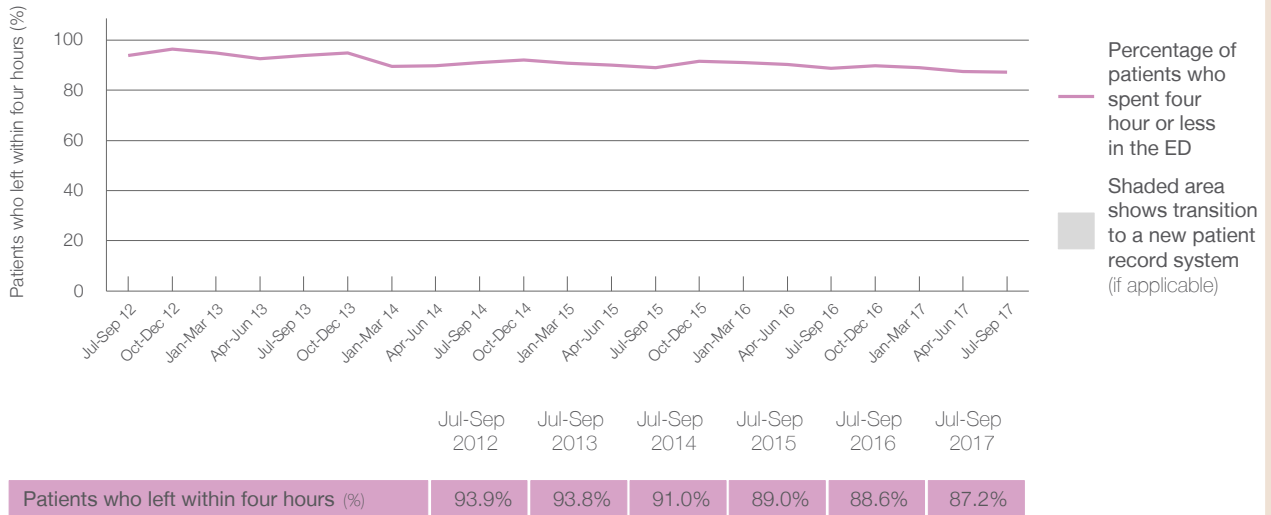
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Patients who left within four hours (%)	93.9%	93.8%	91.0%	89.0%	88.6%	87.2%

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* 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations 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 took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).