Gunnedah District Hospital: Emergency department (ED) overview
October to December 2017

	Same period last year	Change since one year ago
All presentations:[1] 2,154 patients	2,226	-3.2%
Emergency presentations:[2] 2,087 patients	2,026	3.0%

Gunnedah District Hospital: Time patients waited to start treatment [3]
October to December 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 139 patients	102	
Median time to start treatment [4] — 8 minutes	5 minutes	8 minutes
90th percentile time to start treatment [5] — 54 minutes	*	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 472 patients	399	
Median time to start treatment [4] — 26 minutes	19 minutes	20 minutes
90th percentile time to start treatment [5] — 95 minutes	73 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,087 patients	1,197	
Median time to start treatment [4] — 37 minutes	32 minutes	26 minutes
90th percentile time to start treatment [5] — 122 minutes	102 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 389 patients	328	
Median time to start treatment [4] — 33 minutes	30 minutes	23 minutes
90th percentile time to start treatment [5] — 100 minutes	103 minutes	103 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED
October to December 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,154 patients	2,226	-3.2%
Percentage of patients who spent four hours or less in the ED — 90.2%	89.8%	

*   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.
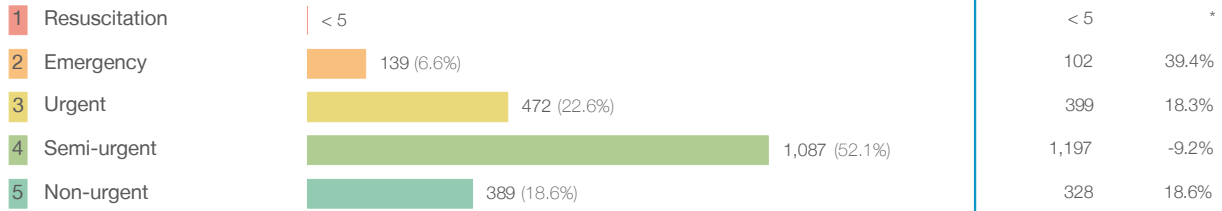6.   All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient<s presenting problems.
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

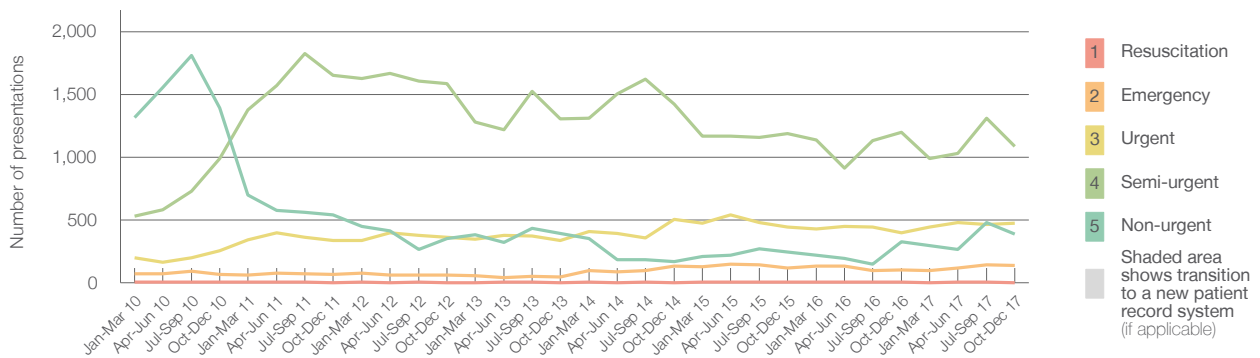Gunnedah District Hospital

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

Gunnedah District Hospital: Patients presenting to the emergency department
October to December 2017

			Same period last year	Change since one year ago
All presentations:[1] 2,154 patients			2,226	-3.2%
Emergency presentations[2] by triage category: 2,087 patients			2,026	3.0%
1 Resuscitation	< 5		< 5	*
2 Emergency	139 (6.6%)		102	39.4%
3 Urgent	472 (22.6%)		399	18.3%
4 Semi-urgent	1,087 (52.1%)		1,197	-9.2%
5 Non-urgent	389 (18.6%)		328	18.6%

Emergency presentations[2] 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	< 5	< 5	< 5	< 5	< 5	5	< 5	< 5
Emergency	70	69	62	44	131	115	102	139
Urgent	254	334	363	334	502	442	399	472
Semi-urgent	987	1,650	1,585	1,303	1,422	1,186	1,197	1,087
Non-urgent	1,391	542	351	392	166	244	328	389
All emergency presentations	2,702	2,595	2,361	2,073	2,221	1,992	2,026	2,087

Gunnedah District Hospital: Patients arriving by ambulance
October to December 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 168 patients		146	
ED Transfer of care time			
Median time	7 minutes	10 minutes	-3 minutes
90th percentile time	19 minutes	23 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.

Gunnedah District Hospital

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

Gunnedah District Hospital: Time patients waited to start treatment, triage 2
October to December 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 139			102	
Number of triage 2 patients used to calculate waiting time:[3] 138			99	
Median time to start treatment[4]		8 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]		54 minutes	*	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017
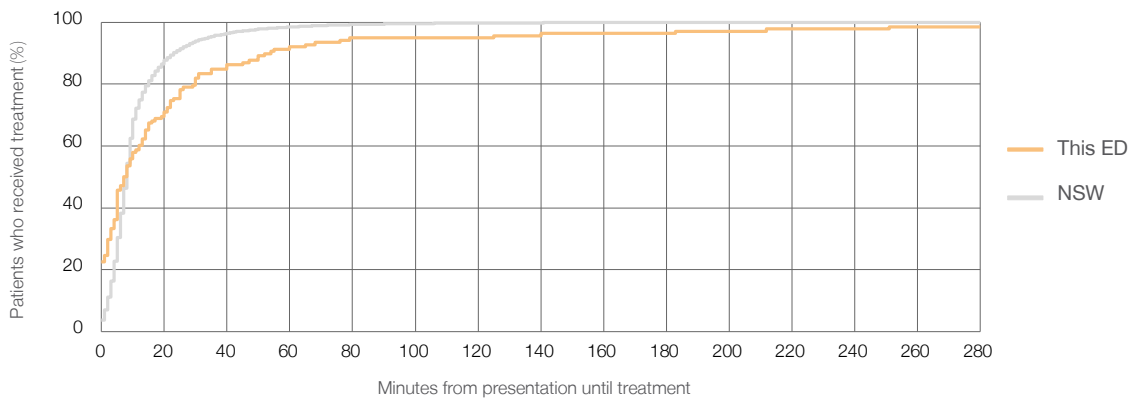
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 [†‡]
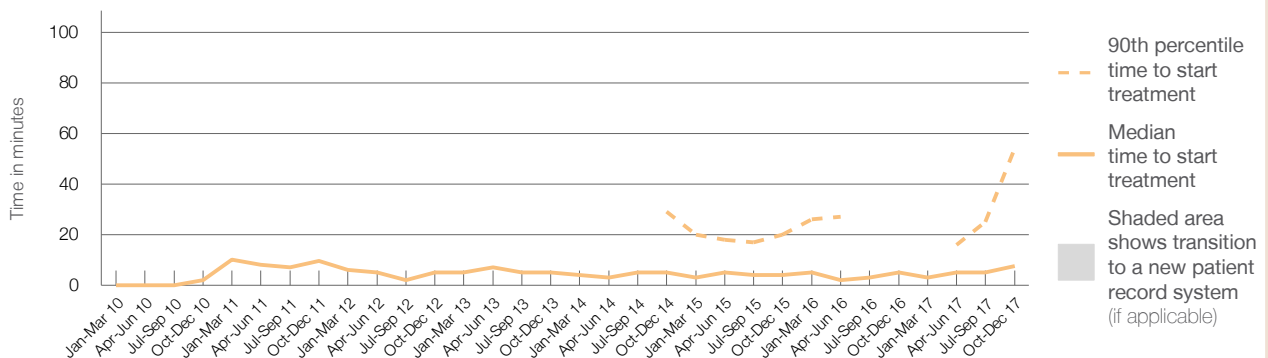
90th percentile time to start treatment

Median time to start treatment

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

	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)	2	10	5	5	5	4	5	8
90th percentile time to start treatment[5] (minutes)	*	*	*	*	29	20	*	54

(†) 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 waited to start treatment, triage 3
October to December 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 472			399	
Number of triage 3 patients used to calculate waiting time:[3] 457			395	
Median time to start treatment[4]		26 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]		95 minutes	73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017
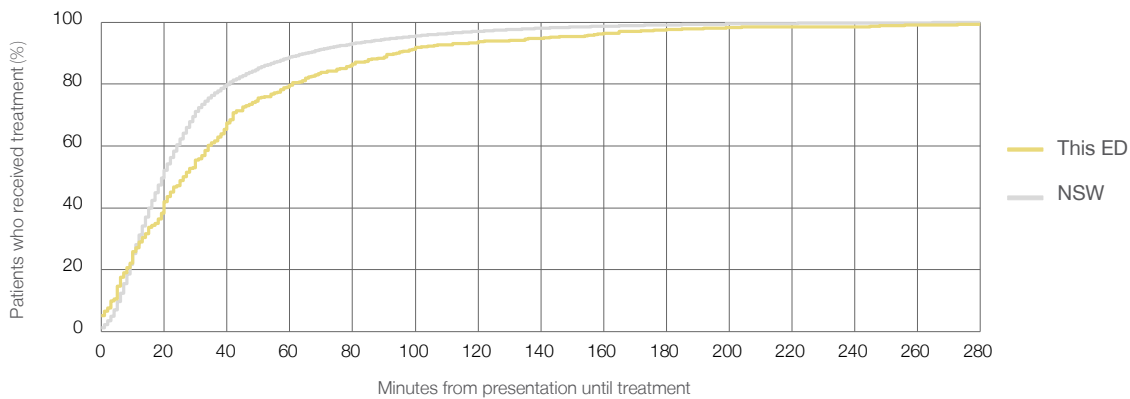
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 [†‡]
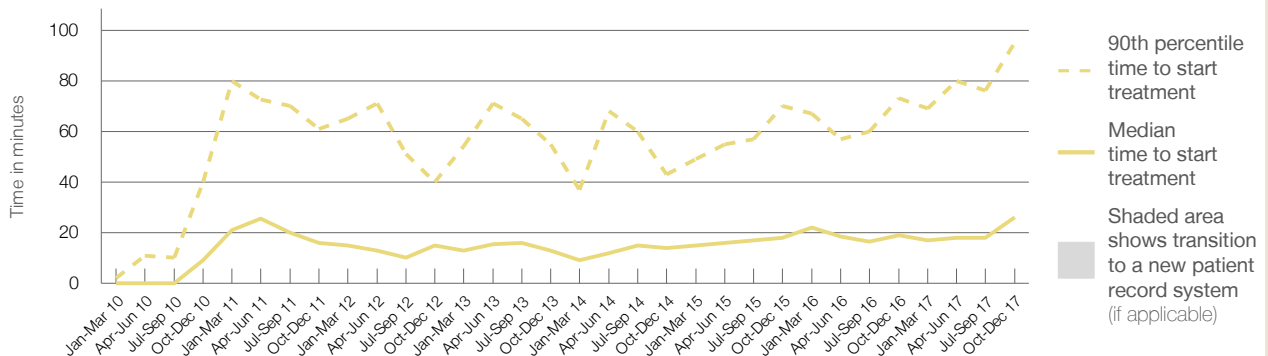
Legend:
- 90th percentile time to start treatment (dashed line)
- Median time to start treatment (solid line)
- Shaded area shows transition to a new patient record system (if applicable)

	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)	9	16	15	13	14	18	19	26
90th percentile time to start treatment[5] (minutes)	40	61	40	55	43	70	73	95

(†) 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 4
October to December 2017

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,087		1,197	
Number of triage 4 patients used to calculate waiting time:[3] 995		1,130	
Median time to start treatment[4]	37 minutes	32 minutes	26 minutes
90th percentile time to start treatment[5]	122 minutes	102 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017
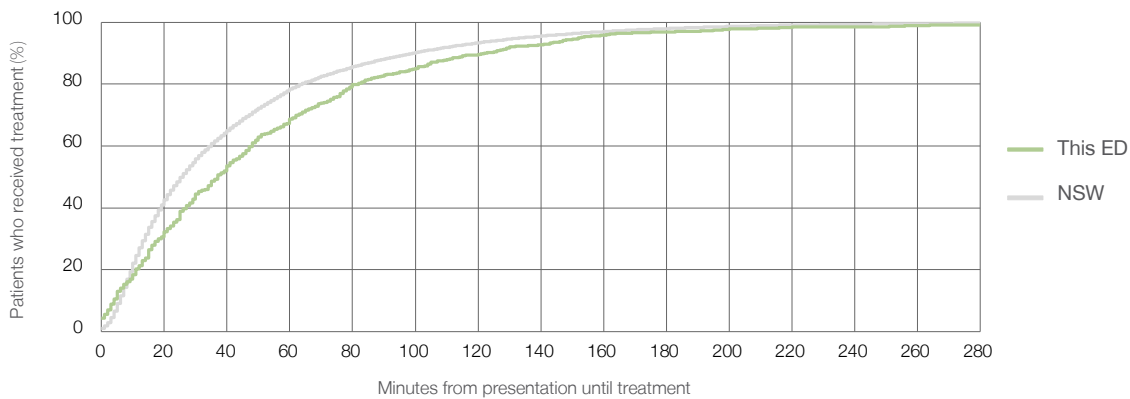
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017 [†‡]
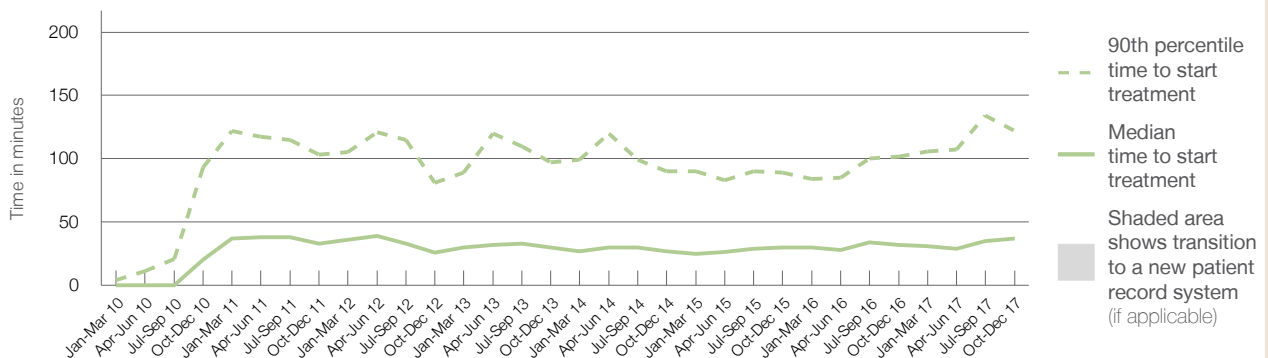
90th percentile time to start treatment

Median time to start treatment

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

	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)	20	33	26	30	27	30	32	37
90th percentile time to start treatment[5] (minutes)	93	103	81	97	90	89	102	122

(†) 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 waited to start treatment, triage 5
October to December 2017

| Triage 5	Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 389			328	
Number of triage 5 patients used to calculate waiting time:[3] 351			304	
Median time to start treatment [4]	33 minutes		30 minutes	23 minutes
90th percentile time to start treatment [5]	100 minutes		103 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017
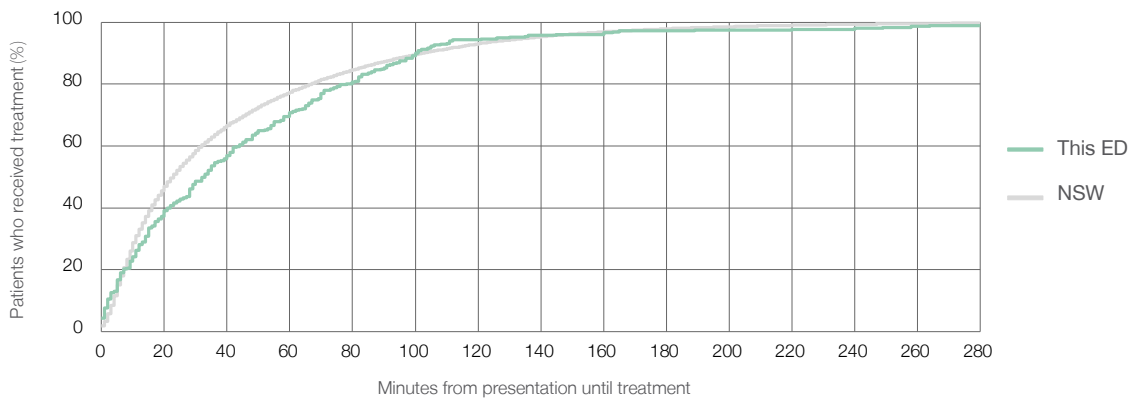
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017 [†‡]
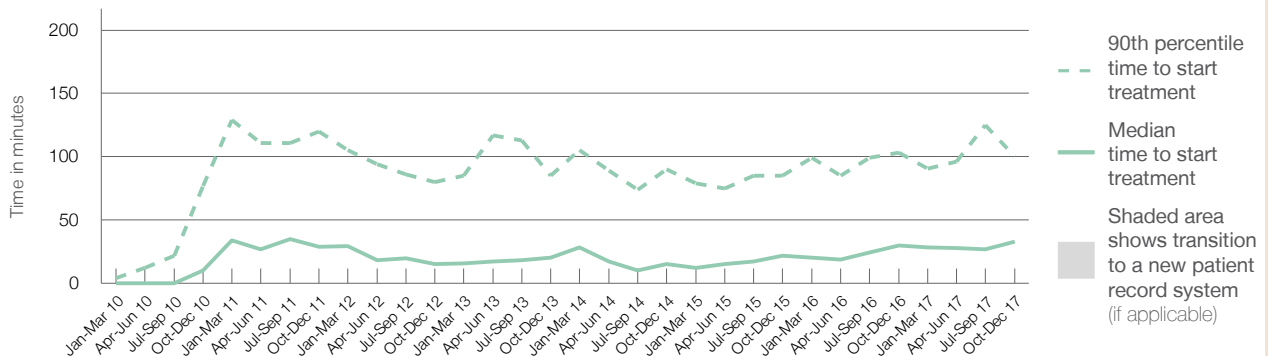
Legend:
- 90th percentile time to start treatment (dashed line)
- Median time to start treatment (solid line)
- Shaded area shows transition to a new patient record system (if applicable)

	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)	10	29	15	20	15	22	30	33
90th percentile time to start treatment [5] (minutes)	77	120	80	85	90	85	103	100

(†) 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 spent in the ED
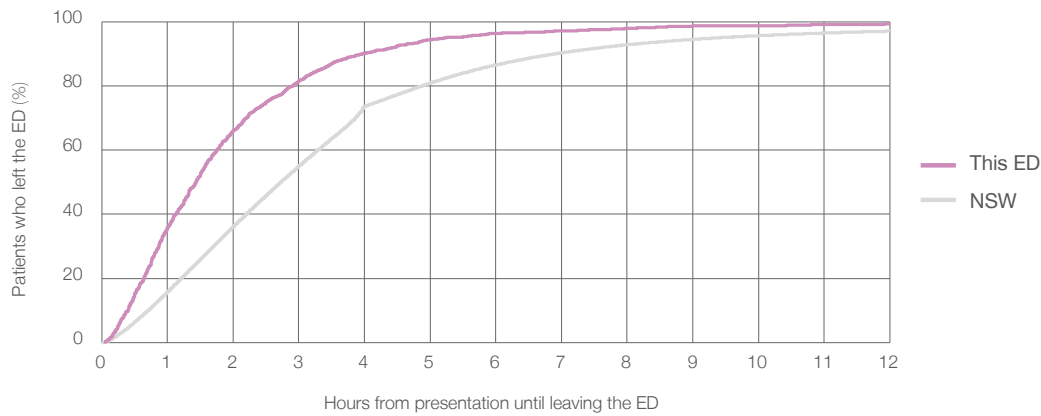October to December 2017

|		Same period last year	NSW (this period)
All presentations:[1] 2,154 patients		2,226	
Presentations used to calculate time to leaving the ED: [6] 2,154 patients		2,226	
Median time spent in the ED [8]	1 hours and 26 minutes	1 hours and 22 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]	3 hours and 58 minutes	4 hours and 5 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 [†‡]
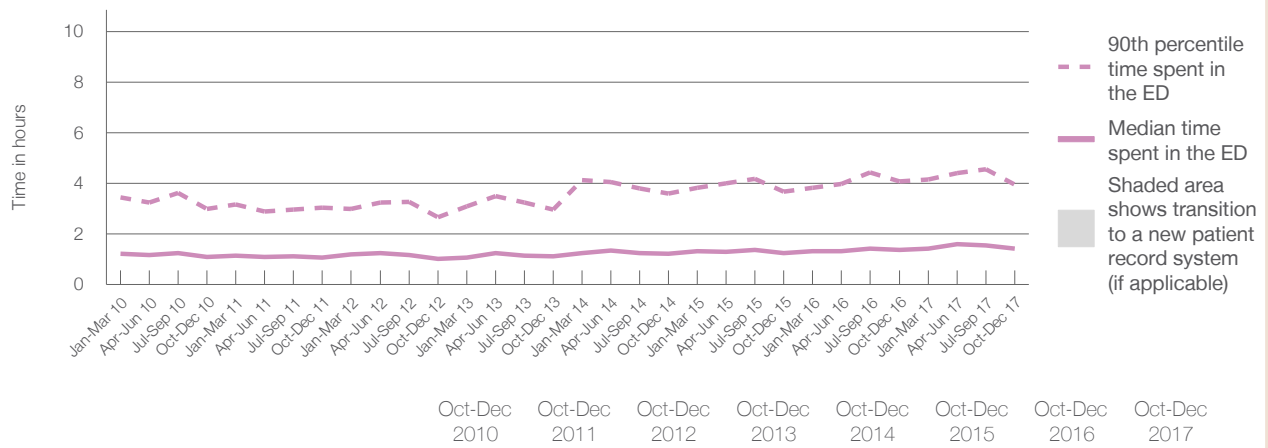
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED [8] (hours, minutes)	1h 6m	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m	1h 26m
90th percentile time to leaving the ED [9] (hours, minutes)	3h 0m	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m	3h 58m

(†) 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
October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 2,154 patients			
Presentations used to calculate time to leaving the ED:[6] 2,154 patients		2,226	-3.2%
Treated and discharged	1,707 (79.2%)	1,794	-4.8%
Treated and admitted to hospital	166 (7.7%)	195	-14.9%
Patient left without, or before completing, treatment	145 (6.7%)	103	40.8%
Transferred to another hospital	104 (4.8%)	113	-8.0%
Other	32 (1.5%)	21	52.4%

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

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

X-axis: Hours from presentation until leaving the ED
Y-axis: Patients who left the ED (%)
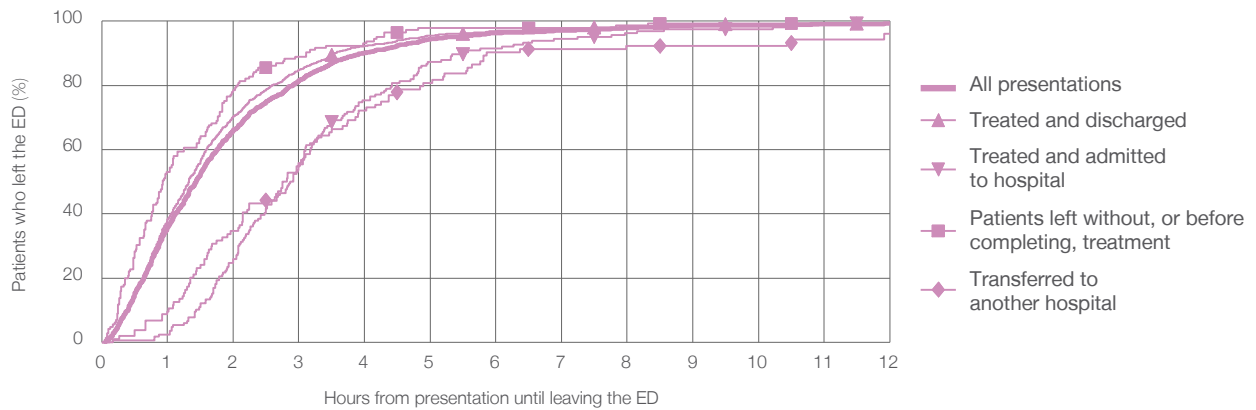
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.3%	70.4%	84.9%	92.3%	97.0%	98.3%	99.2%	99.4%
Treated and admitted to hospital	2.4%	25.9%	54.8%	75.3%	91.6%	96.4%	97.6%	99.4%
Patient left without, or before completing, treatment	53.1%	78.6%	89.0%	93.1%	97.9%	98.6%	99.3%	99.3%
Transferred to another hospital	9.6%	34.6%	55.8%	72.1%	90.4%	92.3%	92.3%	96.2%
All presentations	35.9%	66.2%	81.6%	90.2%	96.3%	97.9%	98.7%	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

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

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

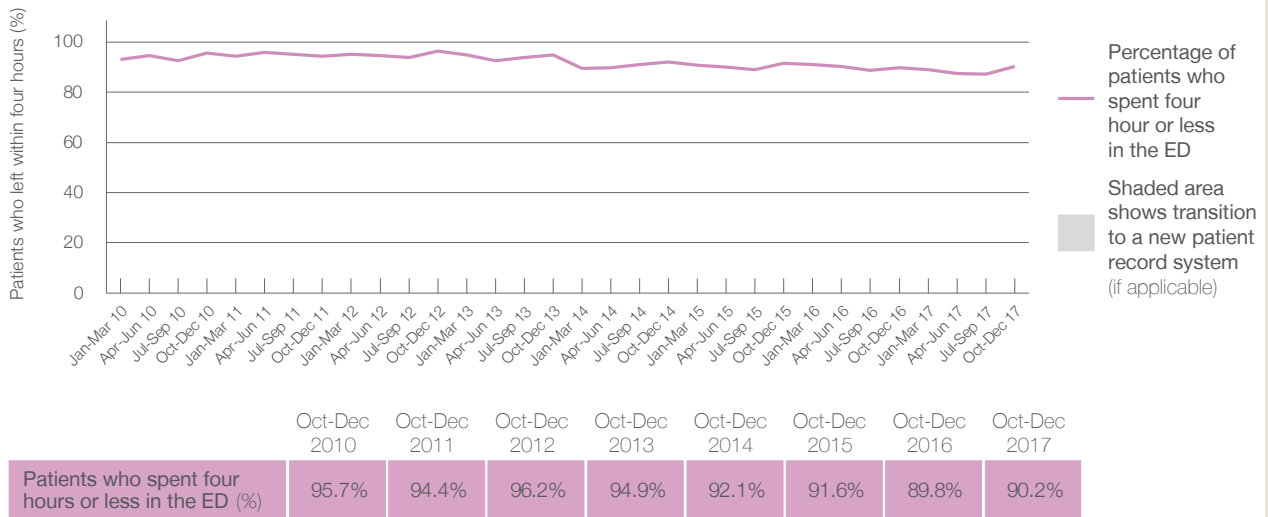|	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 2,154 patients	2,226	-3.2%
Presentations used to calculate time to leaving the ED: [6] 2,154 patients	2,226	-3.2%
Percentage of patients who spent four hours or less in the ED 90.2%	89.8%	

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

Percentage of patients who spent four hour or less in the ED

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

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Patients who spent four hours or less in the ED (%)	95.7%	94.4%	96.2%	94.9%	92.1%	91.6%	89.8%	90.2%

* 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.*
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 final105% 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Gunnedah District Hospital

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