

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,626 patients
Emergency presentations:² 8,529 patients

Same period last year	Change since one year ago
8,903	-3.1%
8,661	-1.5%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,090 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,074 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,825 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 484 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,242	
11 minutes	8 minutes
27 minutes	23 minutes
3,457	
23 minutes	20 minutes
66 minutes	65 minutes
3,457	
31 minutes	26 minutes
104 minutes	99 minutes
459	
27 minutes	23 minutes
101 minutes	103 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,626 patients

Percentage of patients who spent four hours or less in the ED 72.2%

Same period last year	Change since one year ago
8,903	-3.1%
73.6%	

* 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, July to September 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 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.

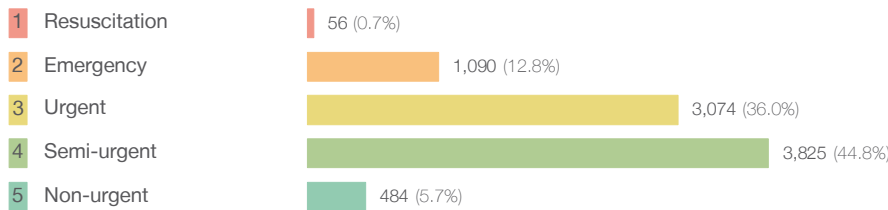
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department October to December 2017

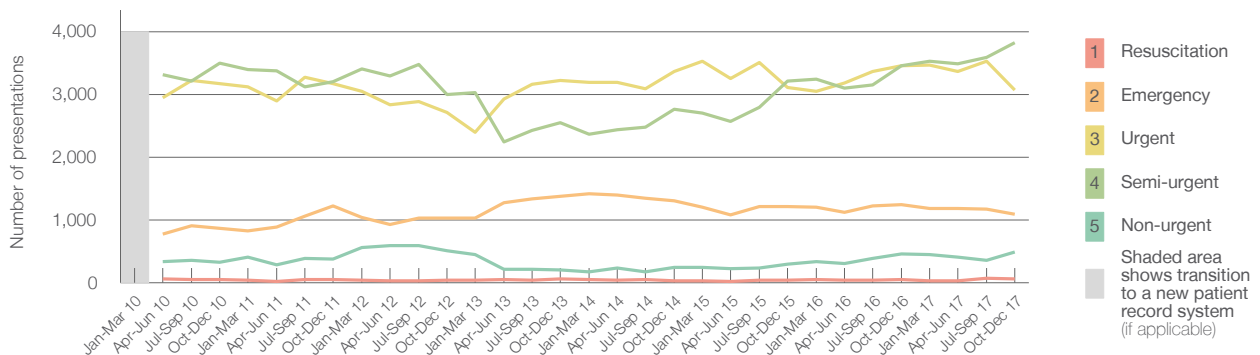
All presentations:¹ 8,626 patients

Emergency presentations² by triage category: 8,529 patients



	Same period last year	Change since one year ago
All presentations	8,903	-3.1%
Emergency presentations	8,661	-1.5%
1 Resuscitation	46	21.7%
2 Emergency	1,242	-12.2%
3 Urgent	3,457	-11.1%
4 Semi-urgent	3,457	10.6%
5 Non-urgent	459	5.4%

Emergency presentations² 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	49	54	43	59	32	44	46	56
Emergency	869	1,224	1,028	1,371	1,304	1,213	1,242	1,090
Urgent	3,171	3,167	2,710	3,223	3,360	3,111	3,457	3,074
Semi-urgent	3,497	3,203	2,993	2,548	2,761	3,207	3,457	3,825
Non-urgent	328	375	505	202	245	297	459	484
All emergency presentations	7,914	8,023	7,279	7,403	7,702	7,872	8,661	8,529

Port Macquarie Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,095 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,930	
ED Transfer of care time		
Median time	12 minutes	-2 minutes
90th percentile time	28 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

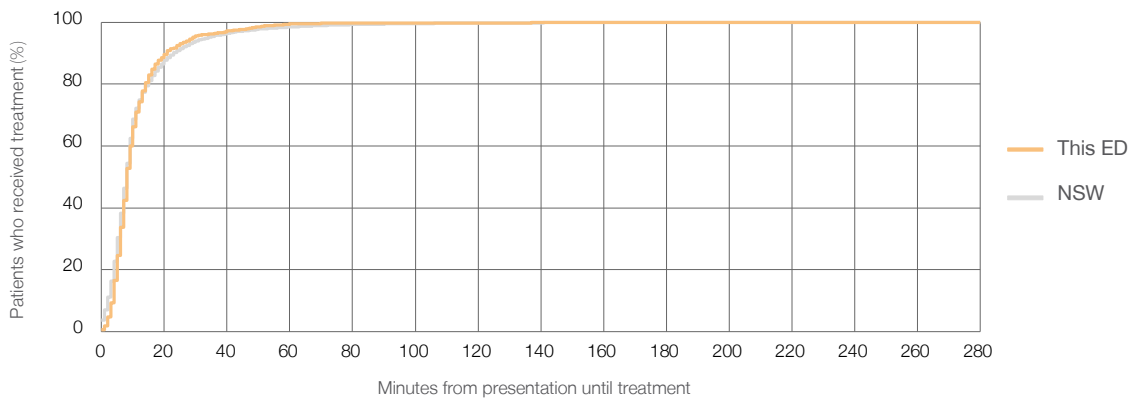
Number of triage 2 patients: 1,090

Number of triage 2 patients used to calculate waiting time:³ 1,086

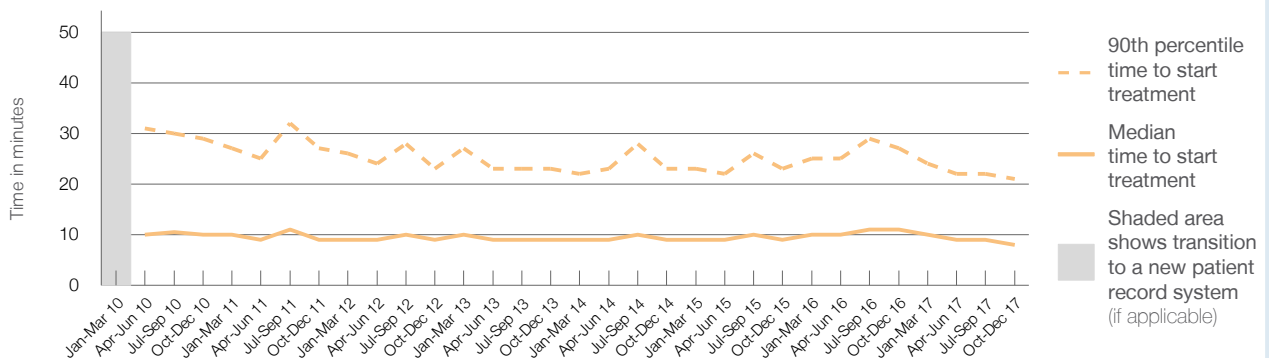
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 21 minutes

Same period last year	NSW (this period)
1,242	1,238
11 minutes	8 minutes
27 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^{†‡}



	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	9	9	9	9	9	11	8
90th percentile time to start treatment ⁵ (minutes)	29	27	23	23	23	23	27	21

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,074

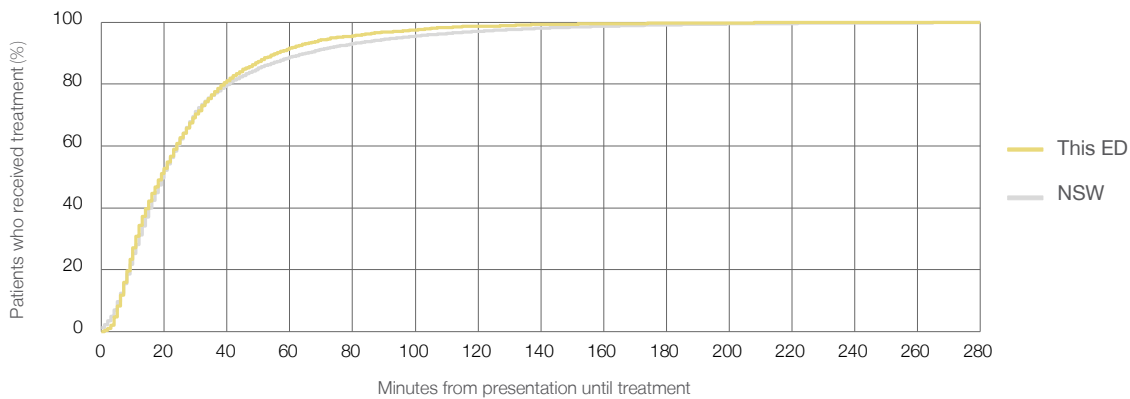
Number of triage 3 patients used to calculate waiting time:³ 3,021

Median time to start treatment⁴ 19 minutes

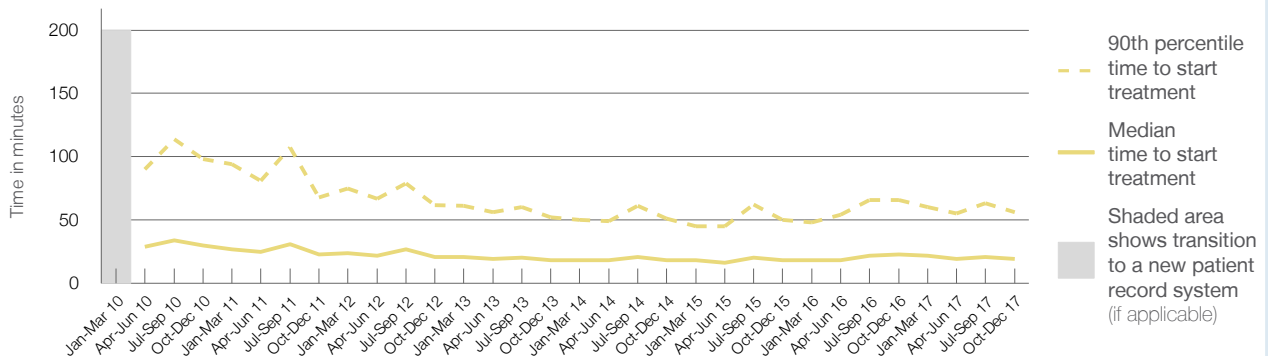
90th percentile time to start treatment⁵ 56 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	3,457	3,359
Median time to start treatment ⁴	23 minutes	20 minutes
90th percentile time to start treatment ⁵	66 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^{†‡}



	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)	30	23	21	18	18	18	23	19
90th percentile time to start treatment ⁵ (minutes)	98	68	62	52	51	50	66	56

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,825

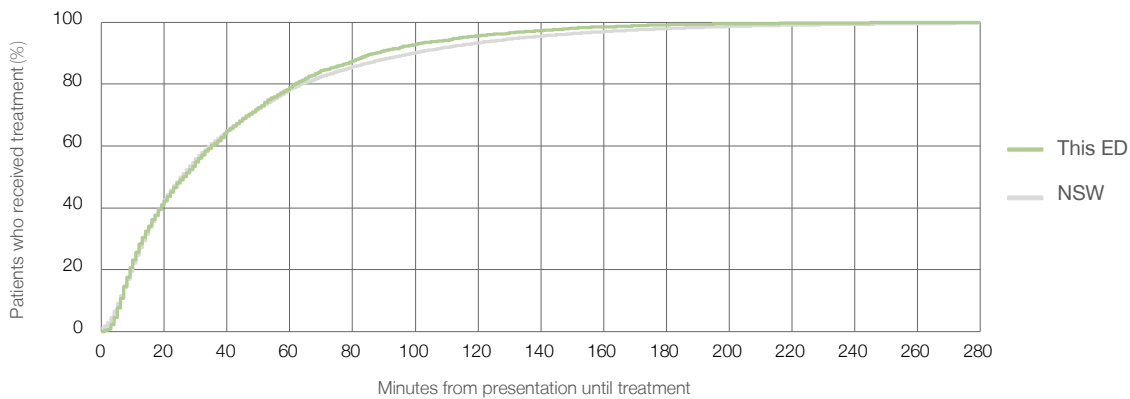
Number of triage 4 patients used to calculate waiting time:³ 3,289

Median time to start treatment⁴ 27 minutes

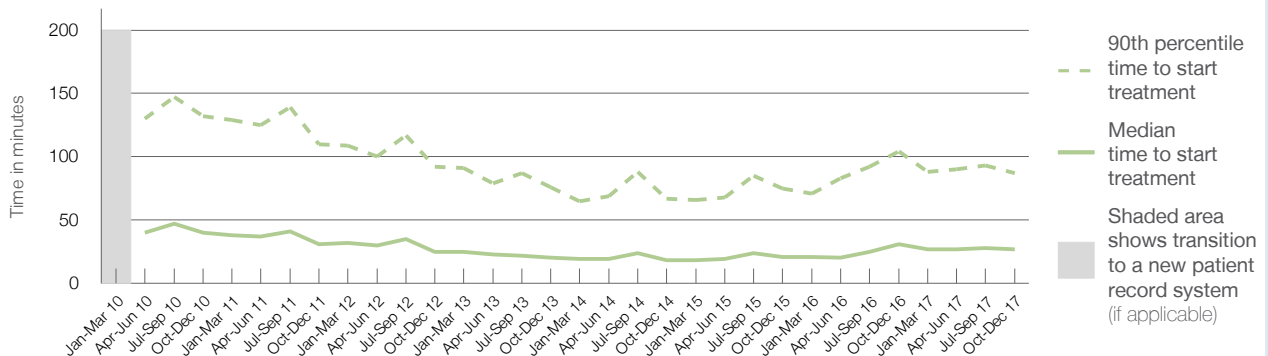
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,457	2,831
31 minutes	26 minutes
104 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^{†‡}



	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)	40	31	25	20	18	21	31	27
90th percentile time to start treatment ⁵ (minutes)	132	110	92	76	67	75	104	87

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 484

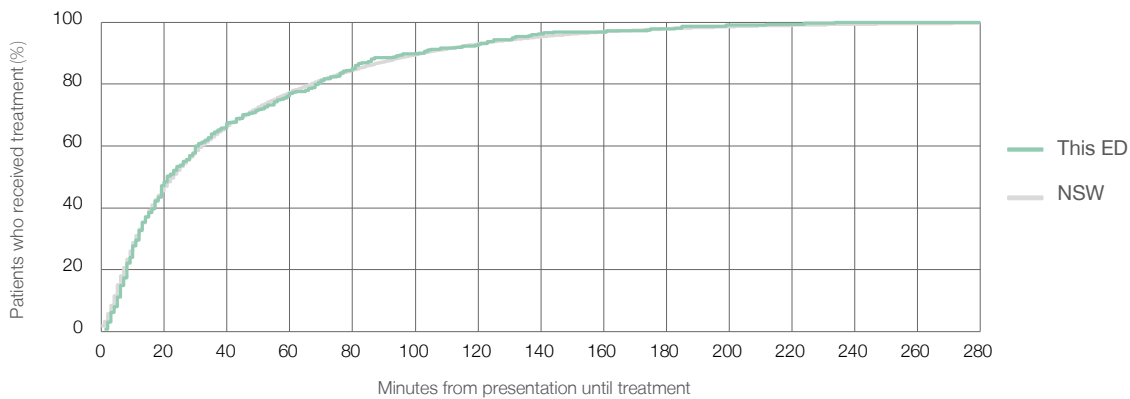
Number of triage 5 patients used to calculate waiting time:³ 322

Median time to start treatment⁴ 21 minutes

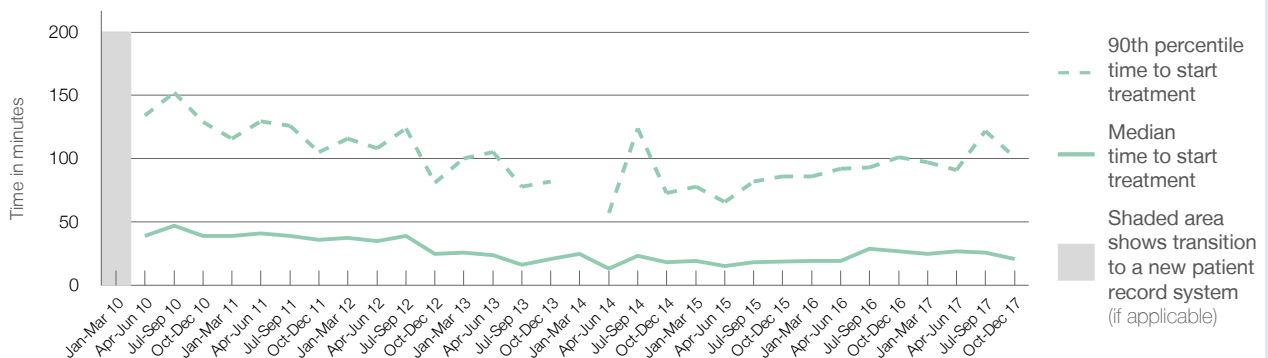
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
459	
253	
27 minutes	23 minutes
101 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^{†‡}



	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)	39	36	25	21	18	19	27	21
90th percentile time to start treatment ⁵ (minutes)	129	105	81	82	73	86	101	101

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 8,626 patients

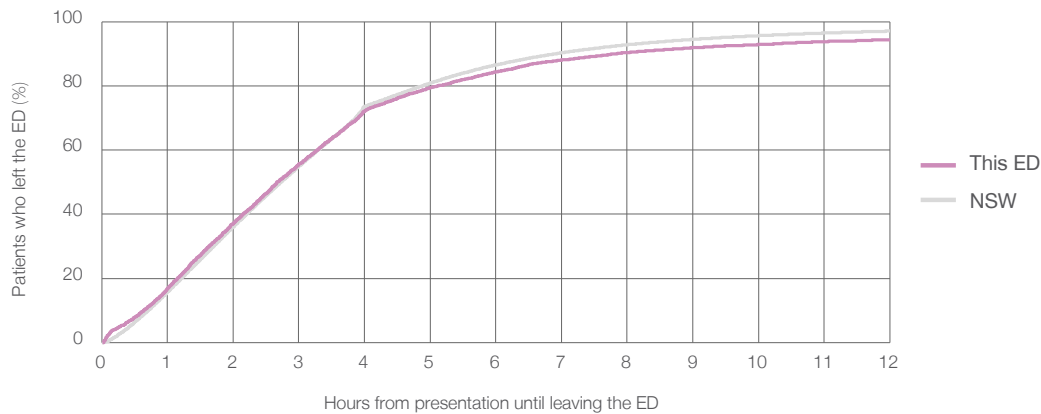
Presentations used to calculate time to leaving the ED:⁶ 8,626 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

90th percentile time spent in the ED⁹ 7 hours and 50 minutes

Same period last year	NSW (this period)
8,903	8,903
2 hours and 46 minutes	2 hours and 44 minutes
6 hours and 44 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)	3h 3m	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 0m	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m	7h 50m

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

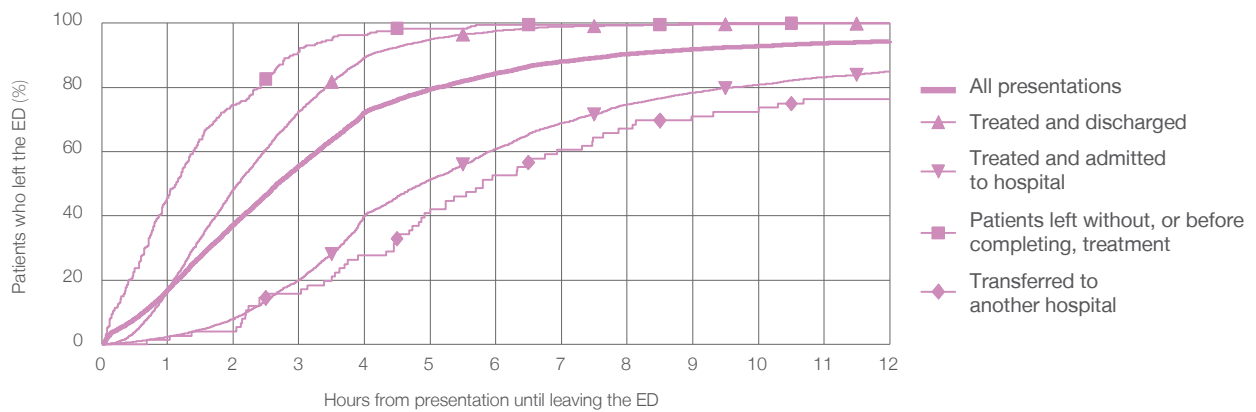
All presentations:¹ 8,626 patients

Presentations used to calculate time to leaving the ED:⁶ 8,626 patients

Treated and discharged	4,756 (55.1%)
Treated and admitted to hospital	3,051 (35.4%)
Patient left without, or before completing, treatment	248 (2.9%)
Transferred to another hospital	76 (0.9%)
Other	495 (5.7%)

Same period last year	Change since one year ago
8,903	-3.1%
4,674	1.8%
3,257	-6.3%
253	-2.0%
57	33.3%
662	-25.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	16.9%	48.2%	72.5%	89.3%	97.6%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.3%	7.8%	20.0%	40.2%	60.8%	74.7%	80.9%	85.0%
Patient left without, or before completing, treatment	45.6%	74.6%	91.1%	96.4%	99.6%	99.6%	100%	100%
Transferred to another hospital	1.3%	3.9%	15.8%	27.6%	52.6%	67.1%	73.7%	76.3%
All presentations	16.9%	37.2%	55.5%	72.2%	84.4%	90.4%	92.9%	94.4%

(†) 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.

Port Macquarie Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 October to December 2017

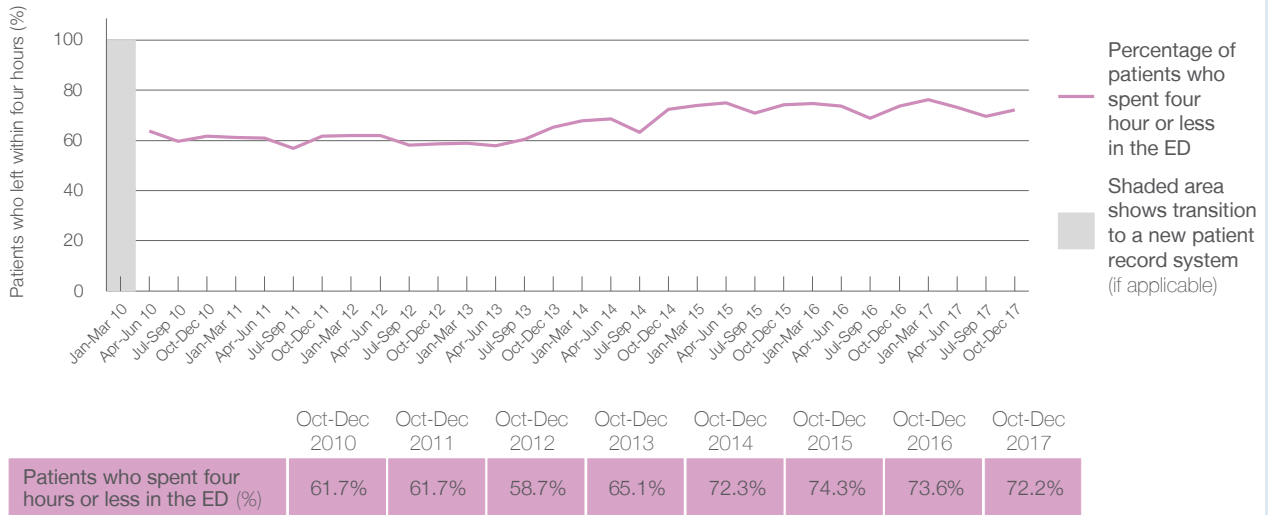
All presentations at the emergency department: ¹ 8,626 patients
 Presentations used to calculate time to leaving the ED: ⁶ 8,626 patients

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	8,903	-3.1%
Presentations used to calculate time to leaving the ED	8,903	-3.1%
Percentage of patients who spent four hours or less in the ED	73.6%	

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



* 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: Emergency department measures, July to September 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).