

Cowra Health Service: Emergency department (ED) overview

April to June 2018



All presentations:¹ 1,619 patients
Emergency presentations:² 1,555 patients

Same period last year	Change since one year ago
1,806	-10%
1,733	-10%



Cowra Health Service: Time patients waited to start treatment³

April to June 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 187 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  23 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 410 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 667 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 282 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  38 minutes

Same period last year	NSW (this period)
188	
5 minutes	8 minutes
26 minutes	24 minutes
430	
6 minutes	19 minutes
27 minutes	63 minutes
685	
7 minutes	24 minutes
29 minutes	95 minutes
424	
7 minutes	21 minutes
37 minutes	96 minutes

Cowra Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,619 patients

Percentage of patients who spent four hours or less in the ED  87%

Same period last year	Change since one year ago
1,806	-10%
88%	

* 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 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.

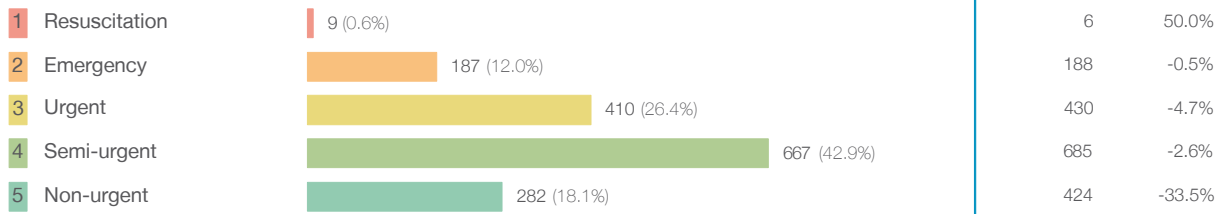
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Cowra Health Service: Patients presenting to the emergency department

April to June 2018

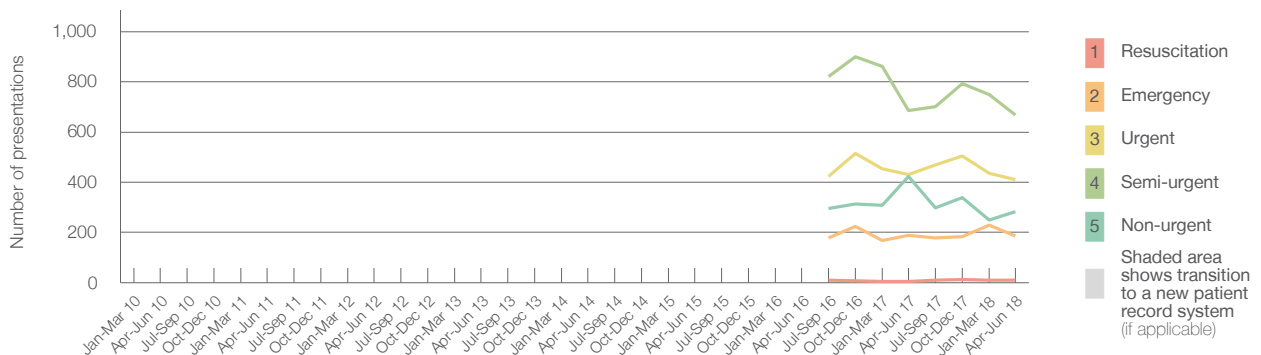
All presentations:¹ 1,619 patients

Emergency presentations² by triage category: 1,555 patients



	Same period last year	Change since one year ago
All presentations	1,806	-10%
Emergency presentations	1,733	-10%
1 Resuscitation	6	50.0%
2 Emergency	188	-0.5%
3 Urgent	430	-4.7%
4 Semi-urgent	685	-2.6%
5 Non-urgent	424	-33.5%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation								6	9
Emergency								188	187
Urgent								430	410
Semi-urgent								685	667
Non-urgent								424	282
All emergency presentations								1,733	1,555

Cowra Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 230 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	268	
Median time	14 minutes	-3 minutes
90th percentile time	45 minutes	-19 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.

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

April to June 2018

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

Number of triage 2 patients: 187

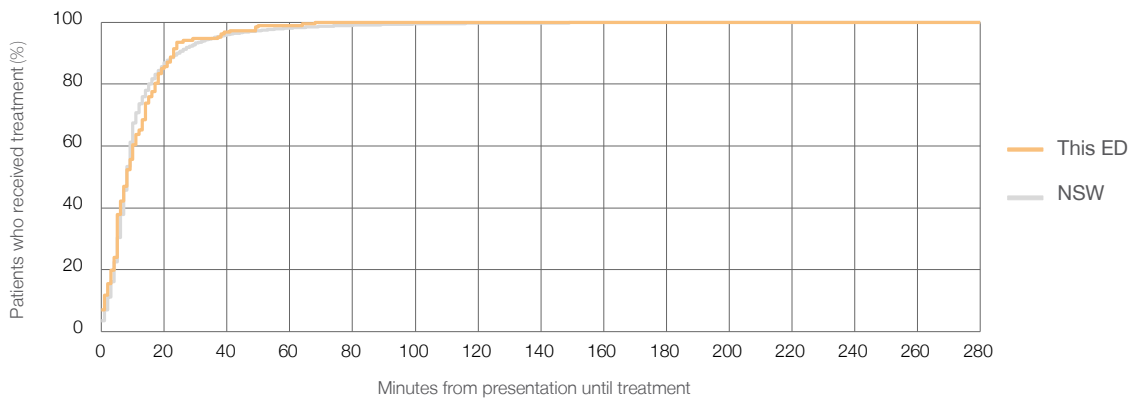
Number of triage 2 patients used to calculate waiting time:³ 187

Median time to start treatment⁴ 8 minutes

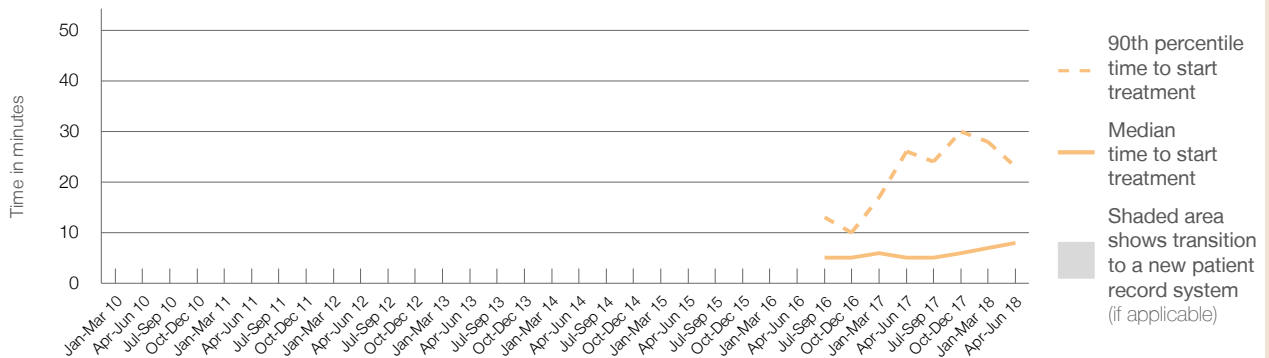
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
188	185
5 minutes	8 minutes
26 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								5	8
90th percentile time to start treatment ⁵ (minutes)								26	23

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

April to June 2018

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

Number of triage 3 patients: 410

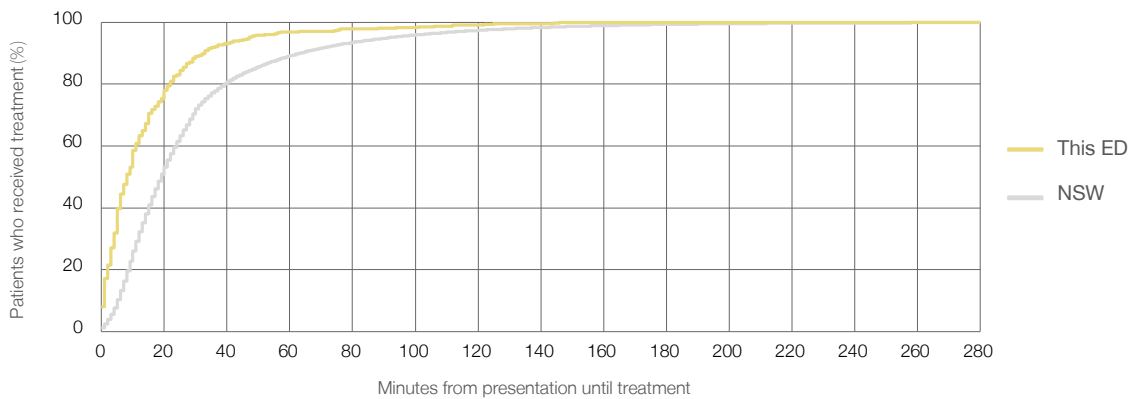
Number of triage 3 patients used to calculate waiting time:³ 405

Median time to start treatment⁴ 8 minutes

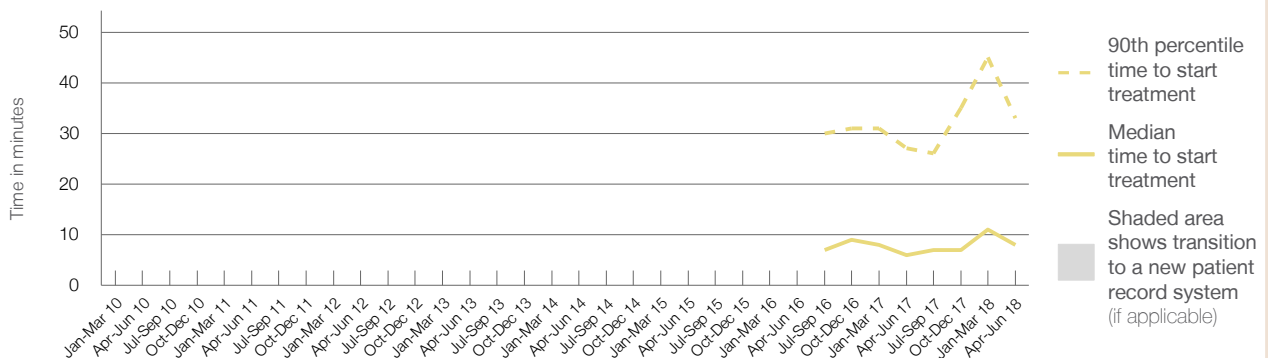
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
430	
421	
6 minutes	19 minutes
27 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								6	8
90th percentile time to start treatment ⁵ (minutes)								27	33

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

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Cowra Health Service: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 667

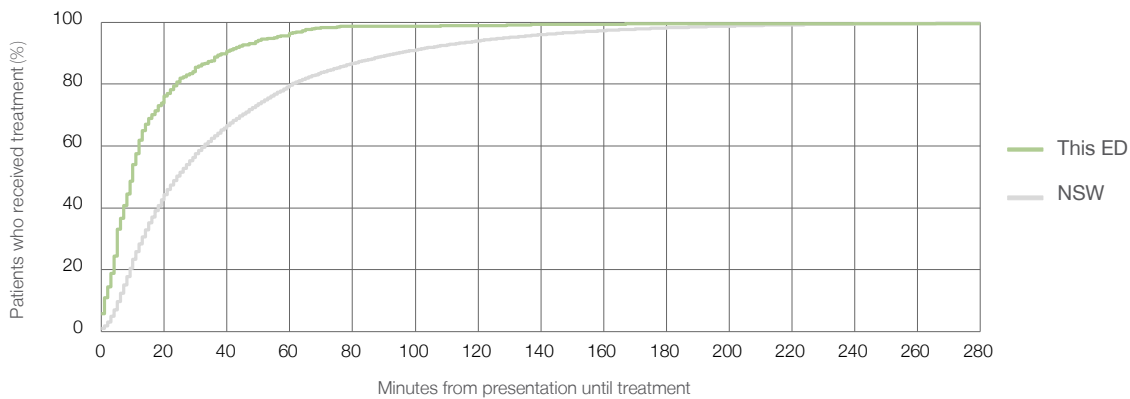
Number of triage 4 patients used to calculate waiting time:³ 645

Median time to start treatment⁴ 10 minutes

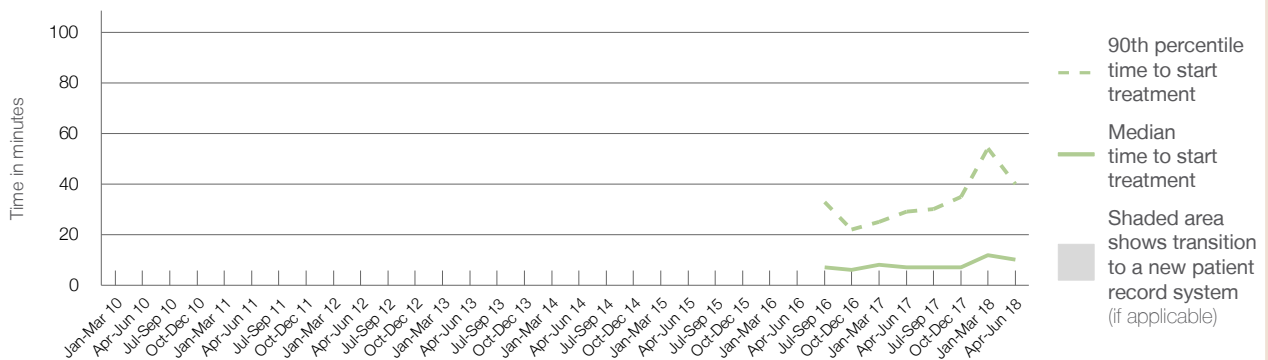
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
685	651
7 minutes	24 minutes
29 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								7	10
90th percentile time to start treatment ⁵ (minutes)								29	40

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Cowra Health Service: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 282

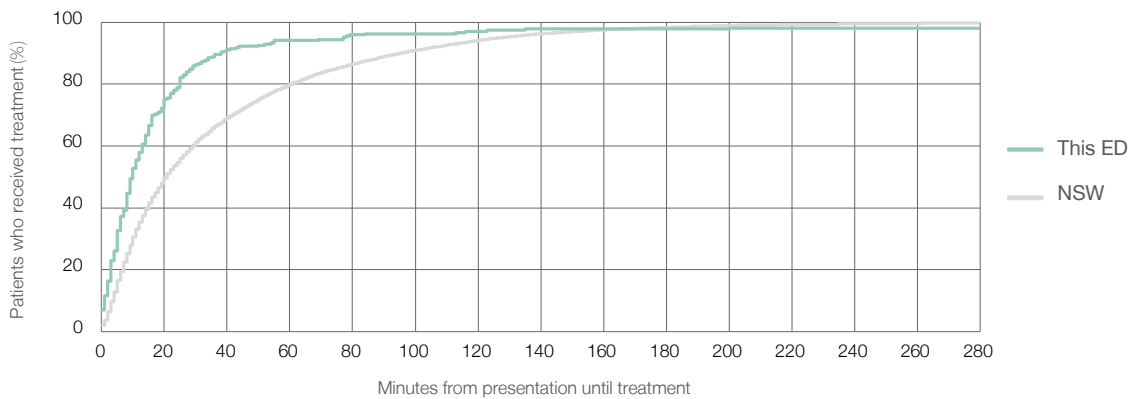
Number of triage 5 patients used to calculate waiting time:³ 269

Median time to start treatment⁴ 10 minutes

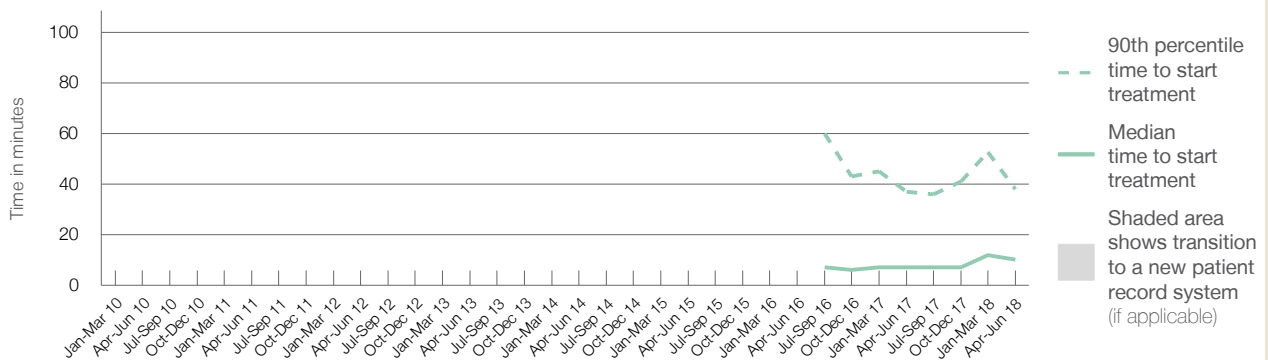
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
424	
386	
7 minutes	21 minutes
37 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)								7	10
90th percentile time to start treatment ⁵ (minutes)								37	38

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

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Cowra Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,619 patients

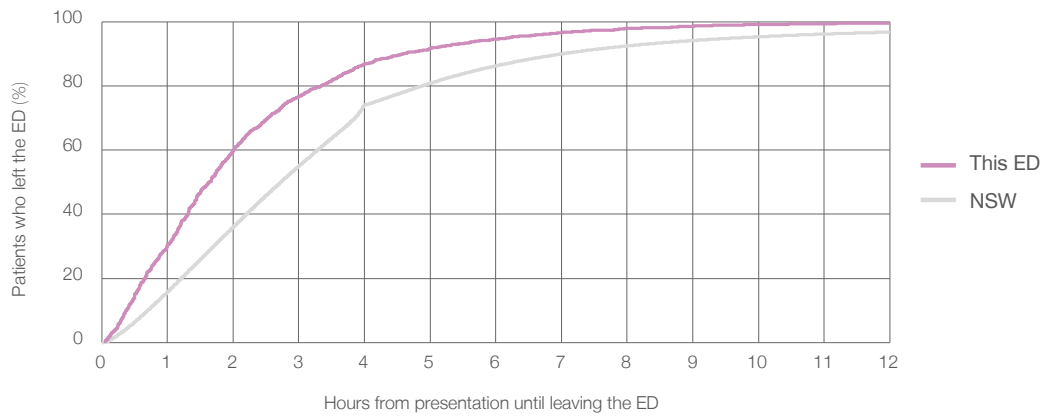
Presentations used to calculate time to leaving the ED:⁶ 1,619 patients

Median time spent in the ED⁸ 1 hours and 38 minutes

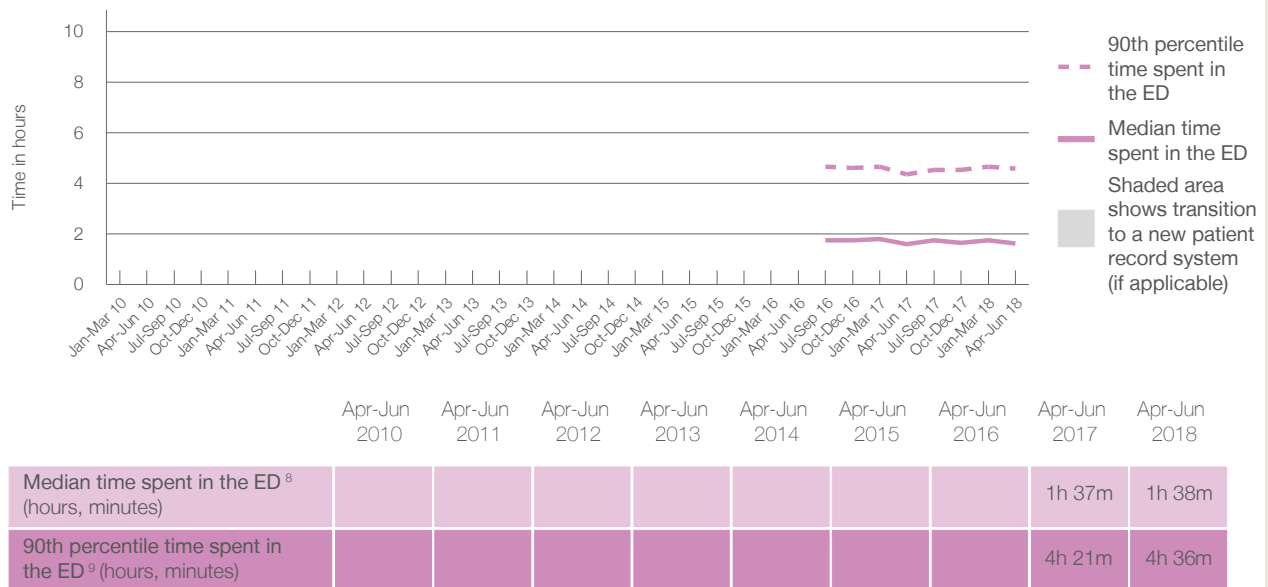
90th percentile time spent in the ED⁹ 4 hours and 36 minutes

Same period last year	NSW (this period)
1,806	1,806
1 hours and 37 minutes	2 hours and 44 minutes
4 hours and 21 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



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Cowra Health Service: Time patients spent in the ED
By mode of separation
April to June 2018

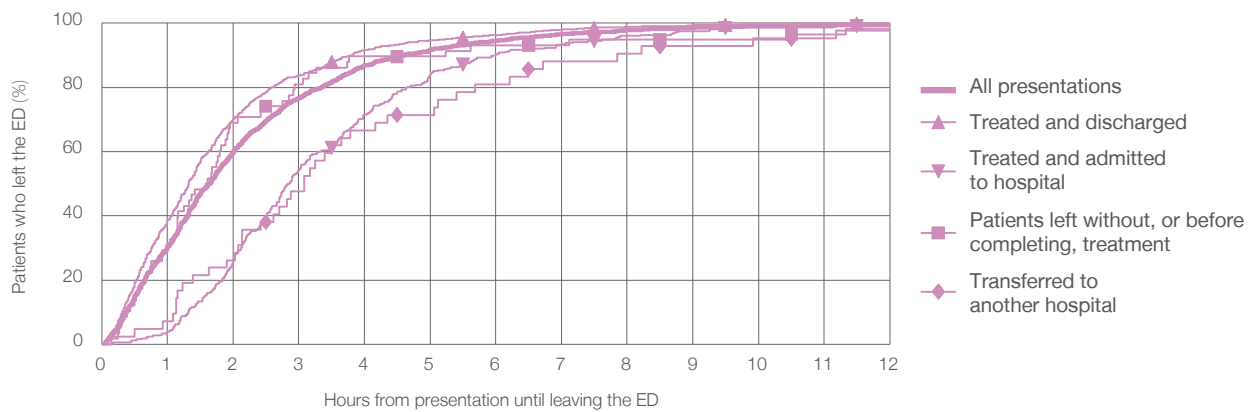
All presentations:¹ 1,619 patients

Presentations used to calculate time to leaving the ED:⁶ 1,619 patients

Treated and discharged	1,190 (73.5%)
Treated and admitted to hospital	328 (20.3%)
Patient left without, or before completing, treatment	58 (3.6%)
Transferred to another hospital	42 (2.6%)
Other	1 (0.1%)

Same period last year	Change since one year ago
1,806	-10%
1,342	-11.3%
320	2.5%
77	-24.7%
65	-35.4%
2	-50.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{††§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	38.6%	70.2%	83.8%	91.7%	96.4%	98.8%	99.7%	99.8%
Treated and admitted to hospital	4.0%	26.5%	54.3%	71.6%	90.2%	96.0%	98.8%	99.4%
Patient left without, or before completing, treatment	31.0%	69.0%	81.0%	89.7%	93.1%	94.8%	94.8%	98.3%
Transferred to another hospital	7.1%	26.2%	47.6%	66.7%	81.0%	90.5%	95.2%	97.6%
All presentations	30.5%	60.1%	76.7%	86.8%	94.6%	97.8%	99.1%	99.6%

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Cowra Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 1,619 patients

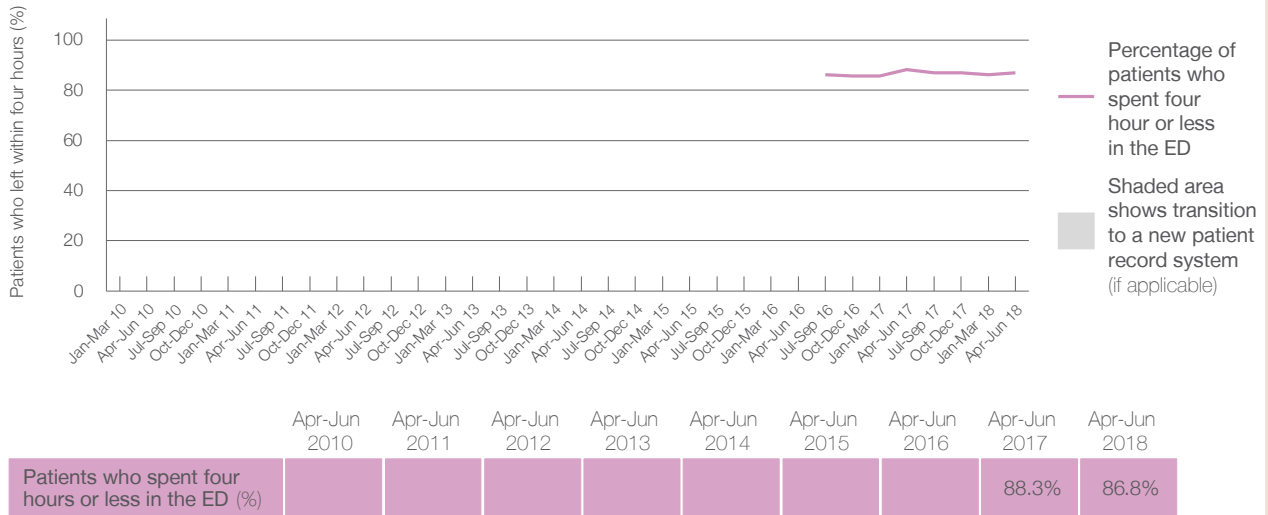
Presentations used to calculate time to leaving the ED: ⁶ 1,619 patients

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 1,619 patients	1,806	-10%
Presentations used to calculate time to leaving the ED: ⁶ 1,619 patients	1,806	-10%
Percentage of patients who spent four hours or less in the ED	88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 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*.
 § 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 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).