

Narrabri Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,430 patients
Emergency presentations:² 1,379 patients

Same period last year	Change since one year ago
1,355	6%
1,318	5%

Narrabri Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 125 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 395 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 598 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 261 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
91	
5 minutes	8 minutes
*	24 minutes
344	
15 minutes	19 minutes
33 minutes	63 minutes
590	
22 minutes	24 minutes
57 minutes	95 minutes
286	
23 minutes	21 minutes
75 minutes	96 minutes

Narrabri Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,430 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
1,355	6%
92%	

* 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.

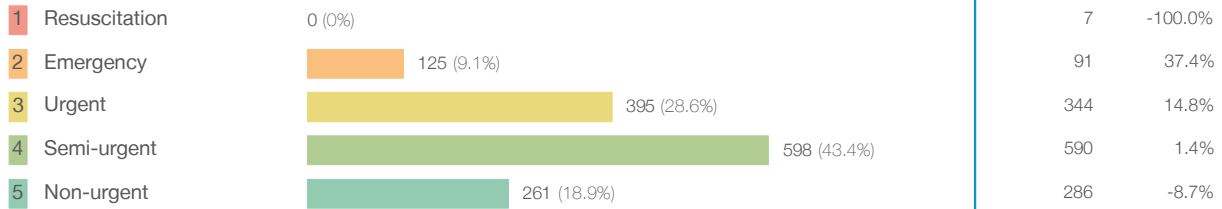
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Narrabri Hospital: Patients presenting to the emergency department

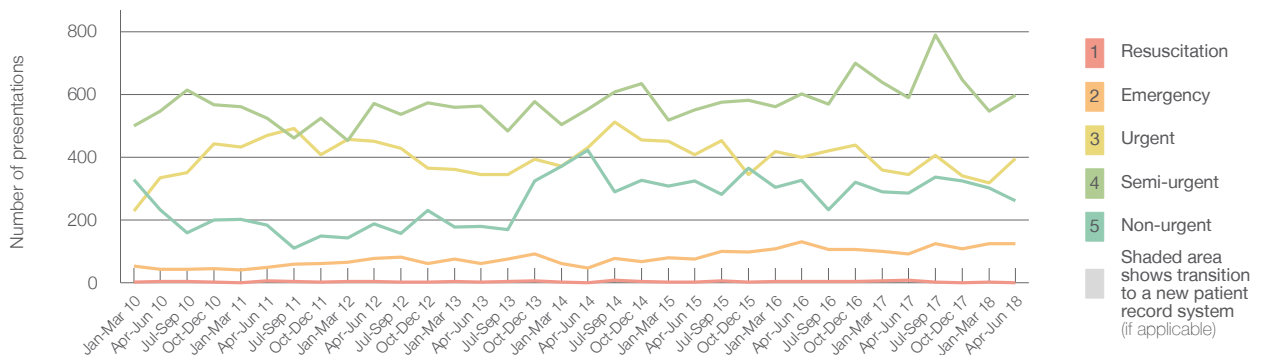
April to June 2018

All presentations:¹ 1,430 patients

Emergency presentations² by triage category: 1,379 patients



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	< 5	5	< 5	< 5	0	< 5	< 5	7	0
Emergency	46	49	82	61	46	78	133	91	125
Urgent	334	469	451	345	431	407	400	344	395
Semi-urgent	547	524	572	563	553	550	602	590	598
Non-urgent	233	183	187	179	423	324	327	286	261
All emergency presentations	1,160	1,230	1,292	1,148	1,453	1,359	1,462	1,318	1,379

Narrabri Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 113 patients **

ED Transfer of care time



Same period last year

Change since one year ago

89

5 minutes

-2 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.

Narrabri Hospital: 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: 125

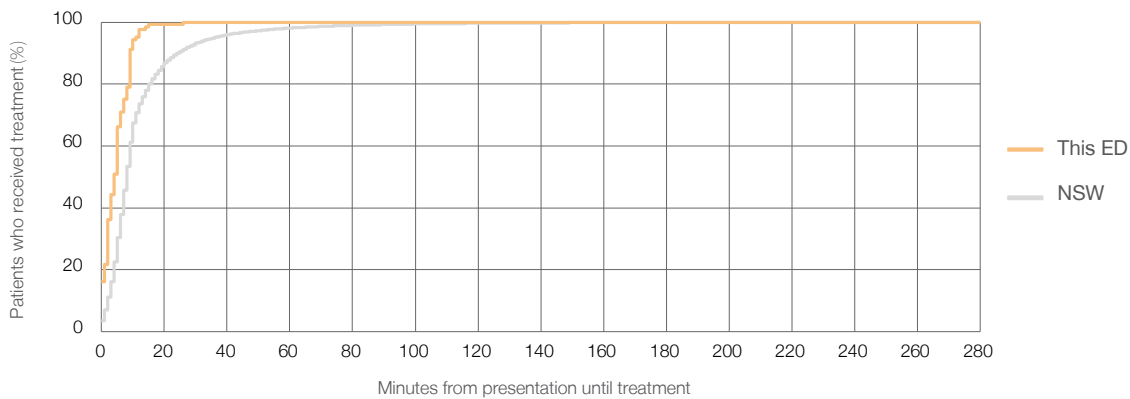
Number of triage 2 patients used to calculate waiting time:³ 124

Median time to start treatment⁴ 4 minutes

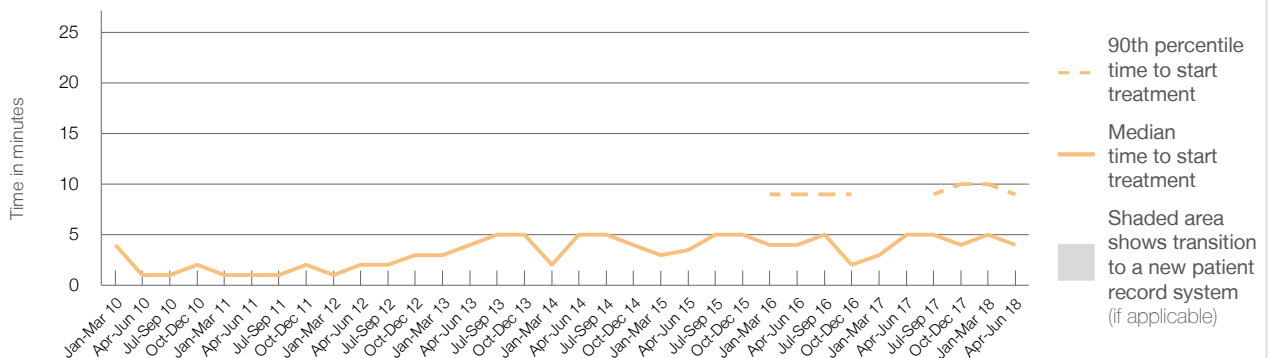
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
91	88
5 minutes	8 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)	1	1	2	4	5	4	4	5	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	*	9

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

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Narrabri Hospital: 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: 395

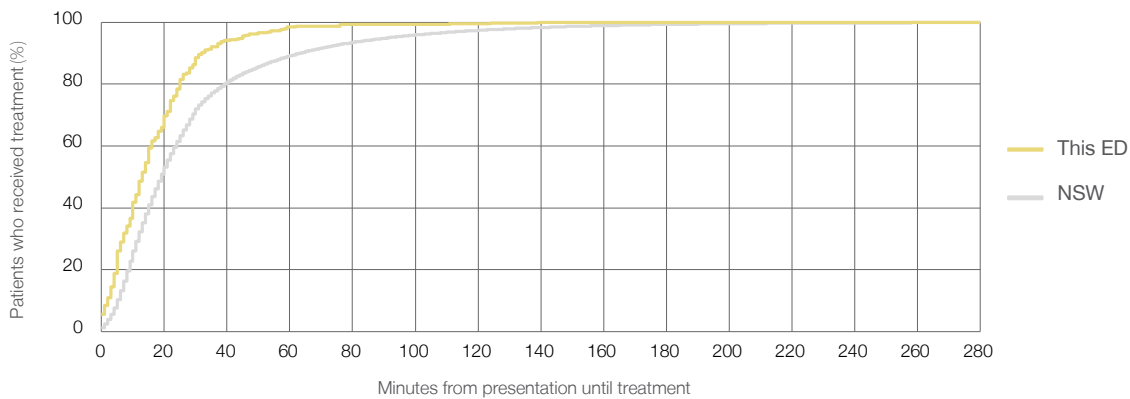
Number of triage 3 patients used to calculate waiting time:³ 386

Median time to start treatment⁴ 13 minutes

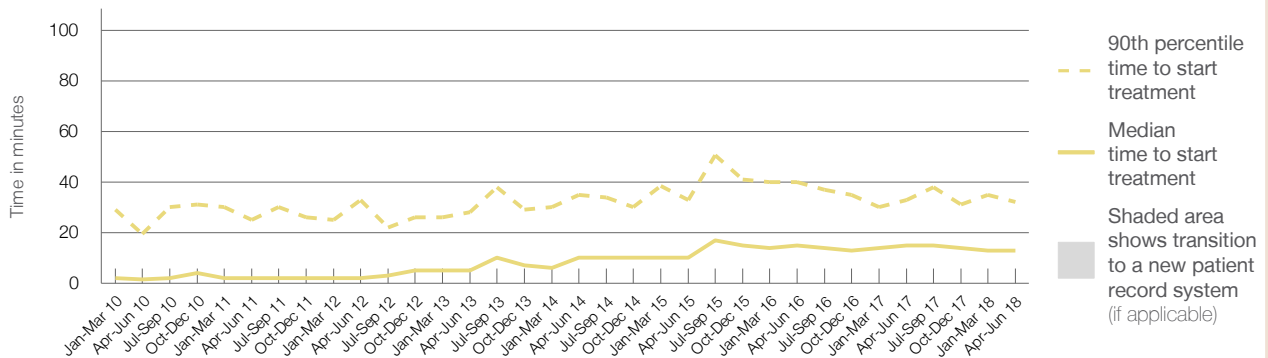
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
344	
340	
15 minutes	19 minutes
33 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)	2	2	2	5	10	10	15	15	13
90th percentile time to start treatment ⁵ (minutes)	20	25	33	28	35	33	40	33	32

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Narrabri Hospital: 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: 598

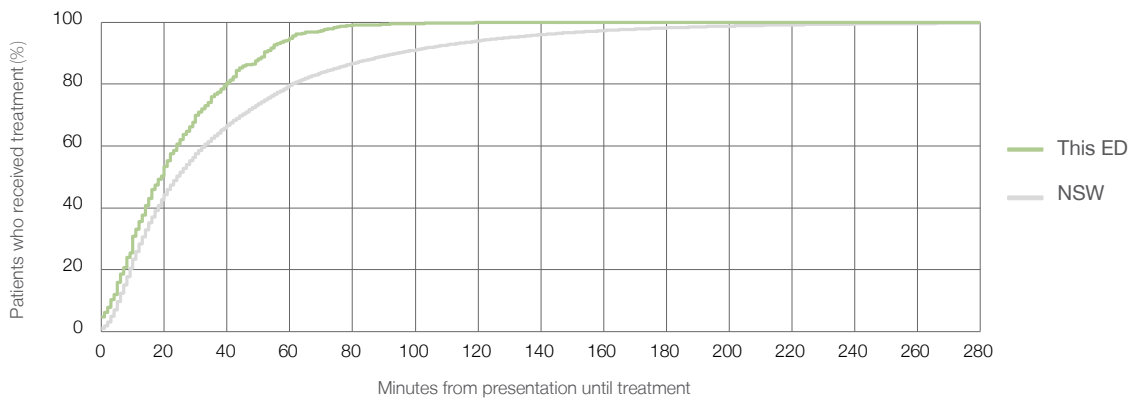
Number of triage 4 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 19 minutes

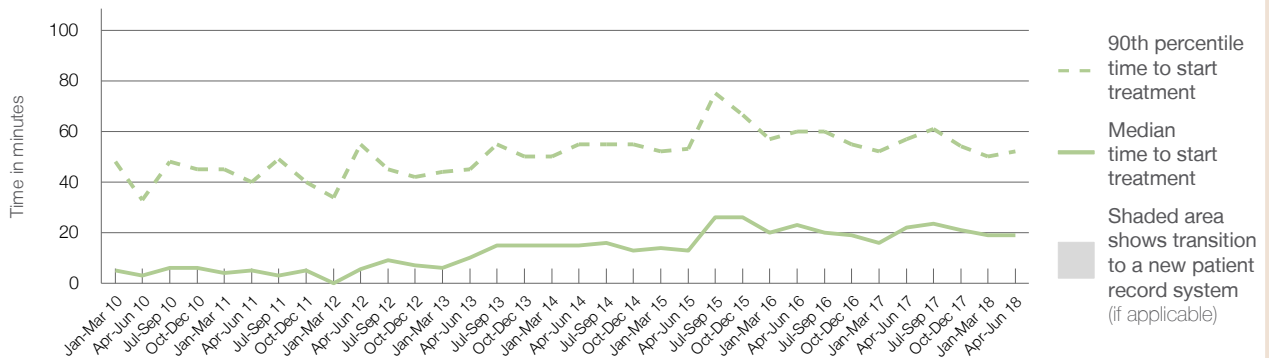
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
590	
578	
22 minutes	24 minutes
57 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)	3	5	6	10	15	13	23	22	19
90th percentile time to start treatment ⁵ (minutes)	33	40	55	45	55	53	60	57	52

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Narrabri Hospital: 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: 261

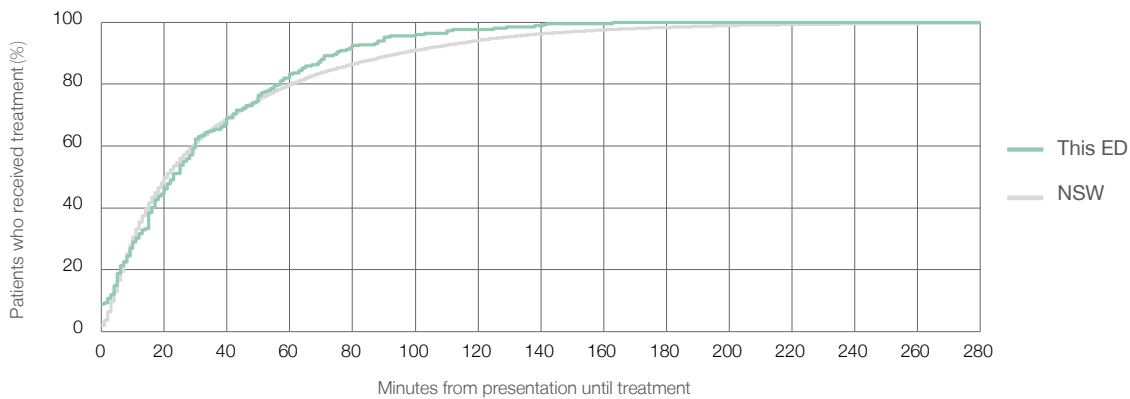
Number of triage 5 patients used to calculate waiting time:³ 249

Median time to start treatment⁴ 23 minutes

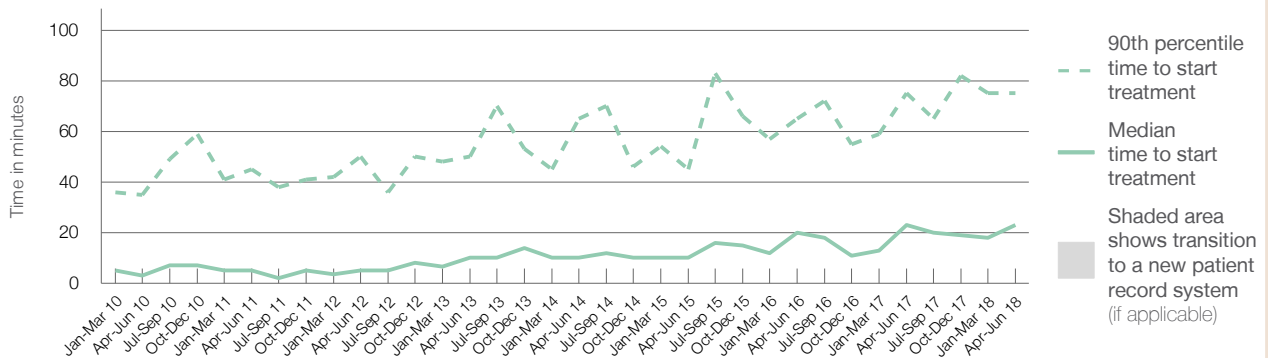
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
286	275
23 minutes	21 minutes
75 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)	3	5	5	10	10	10	20	23	23
90th percentile time to start treatment ⁵ (minutes)	35	45	50	50	65	45	65	75	75

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Narrabri Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,430 patients

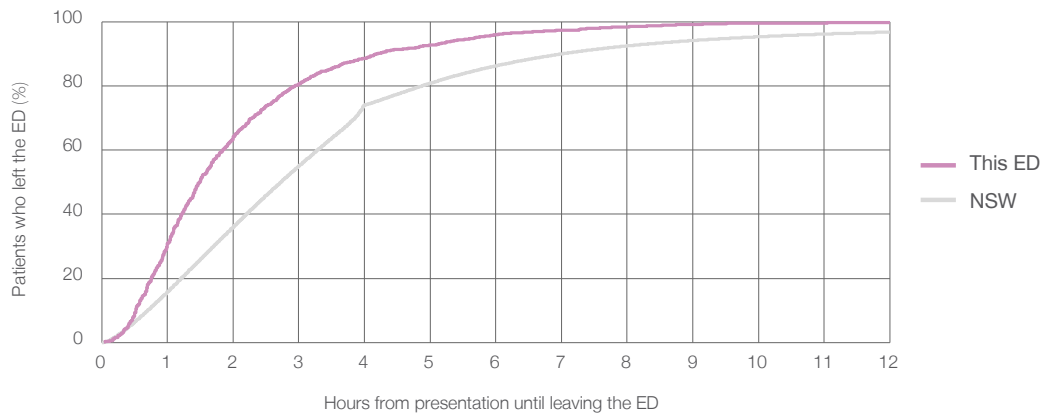
Presentations used to calculate time to leaving the ED:⁶ 1,430 patients

Median time spent in the ED⁸ ■ 1 hours and 29 minutes

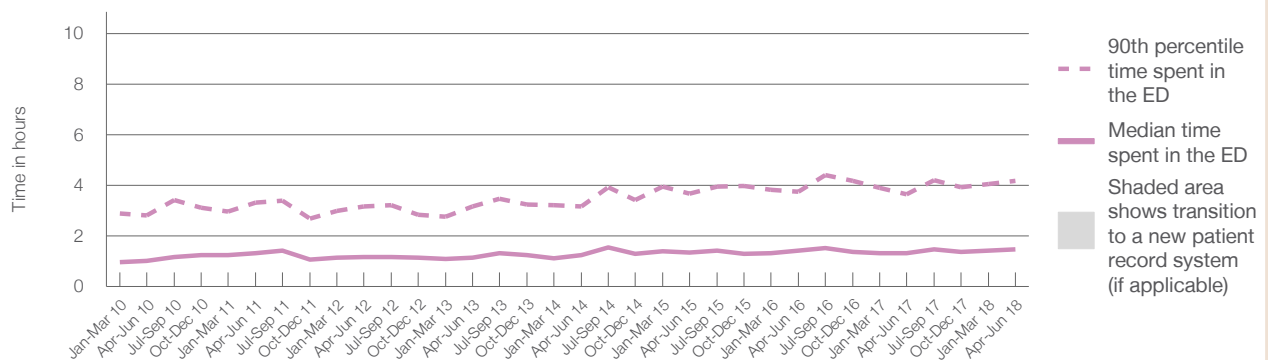
90th percentile time spent in the ED⁹ ■ 4 hours and 12 minutes

Same period last year	NSW (this period)
1,355	1,355
1 hours and 20 minutes	2 hours and 44 minutes
3 hours and 39 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^{†‡}



	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 spent in the ED ⁸ (hours, minutes)	1h 2m	1h 20m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 20m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 49m	3h 20m	3h 10m	3h 10m	3h 10m	3h 40m	3h 45m	3h 39m	4h 12m

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

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Narrabri Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

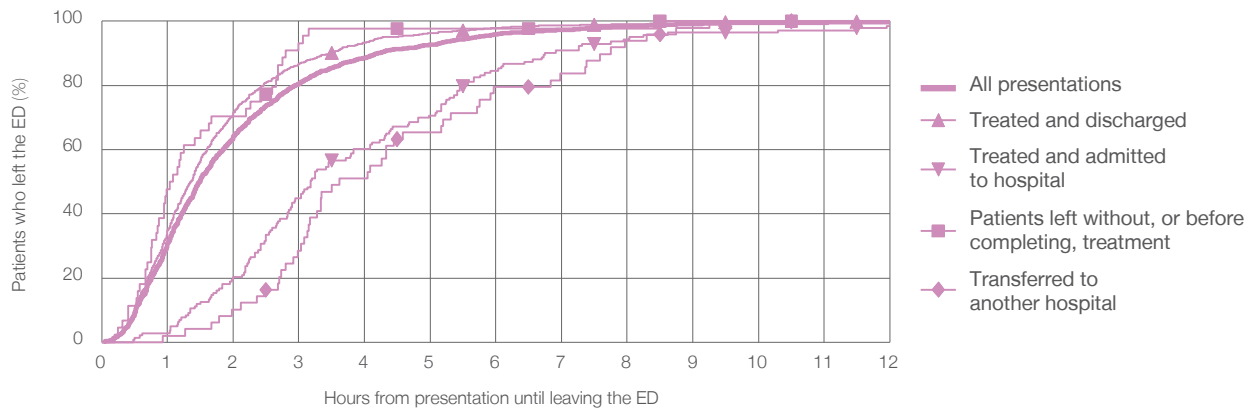
All presentations:¹ 1,430 patients

Presentations used to calculate time to leaving the ED:⁶ 1,430 patients

Treated and discharged	1,187 (83.0%)
Treated and admitted to hospital	143 (10.0%)
Patient left without, or before completing, treatment	44 (3.1%)
Transferred to another hospital	49 (3.4%)
Other	7 (0.5%)

Same period last year	Change since one year ago
1,355	6%
1,125	5.5%
158	-9.5%
42	4.8%
27	81.5%
3	133.3%

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	34.9%	71.5%	86.7%	93.3%	97.9%	99.1%	99.8%	99.9%
Treated and admitted to hospital	2.8%	20.3%	44.8%	60.1%	84.6%	94.4%	96.5%	98.6%
Patient left without, or before completing, treatment	47.7%	70.5%	93.2%	97.7%	97.7%	97.7%	100%	100%
Transferred to another hospital	2.0%	10.2%	28.6%	51.0%	79.6%	93.9%	100%	100%
All presentations	31.0%	64.2%	80.6%	88.6%	95.9%	98.4%	99.5%	99.8%

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Narrabri Hospital: 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 1,430 patients

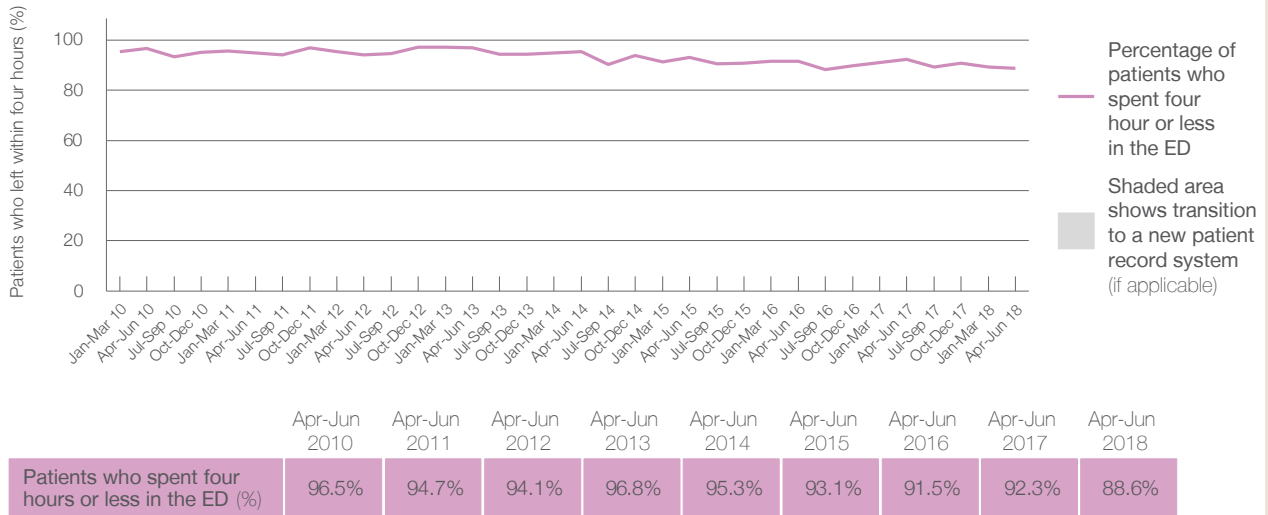
Presentations used to calculate time to leaving the ED: ⁶ 1,430 patients

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 1,430 patients	1,355	6%
Presentations used to calculate time to leaving the ED: ⁶ 1,430 patients	1,355	6%
Percentage of patients who spent four hours or less in the ED	92.3%	

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.

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- 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).