Orange Health Service: Emergency department (ED) overview
July to September 2018

All presentations: 7,415 patients
Emergency presentations: 7,335 patients

Orange Health Service: Time patients waited to start treatment
July to September 2018

<table>
<thead>
<tr>
<th>Triage</th>
<th>Category</th>
<th>Median time to start treatment</th>
<th>90th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td>Emergency (e.g. chest pain, severe burns):</td>
<td>6 minutes</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Triage 3</td>
<td>Urgent (e.g. moderate blood loss, dehydration):</td>
<td>18 minutes</td>
<td>47 minutes</td>
</tr>
<tr>
<td>Triage 4</td>
<td>Semi-urgent (e.g. sprained ankle, earache):</td>
<td>22 minutes</td>
<td>80 minutes</td>
</tr>
<tr>
<td>Triage 5</td>
<td>Non-urgent (e.g. small cuts or abrasions):</td>
<td>17 minutes</td>
<td>94 minutes</td>
</tr>
</tbody>
</table>

Orange Health Service: Time from presentation until leaving the ED
July to September 2018

Attendances used to calculate time to leaving the ED: 7,412 patients

Percentage of patients who spent four hours or less in the ED: 75%
Orange Health Service: Patients presenting to the emergency department

July to September 2018

All presentations: 7,415 patients

Emergency presentations by triage category: 7,335 patients

1. Resuscitation
2. Emergency
3. Urgent
4. Semi-urgent
5. Non-urgent

Emergency presentations by quarter, January 2010 to September 2018

Orange Health Service: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time: 1,407 patients

ED Transfer of care time

Median time
90th percentile time

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.
Orange Health Service: Time patients waited to start treatment, triage 2
July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns)
Number of triage 2 patients: 1,110
Number of triage 2 patients used to calculate waiting time: 3,110
Median time to start treatment 4
6 minutes
90th percentile time to start treatment 5
10 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018

Median time to start treatment 4 (minutes)
10 6 6 5 6 5 5 5 6
90th percentile time to start treatment 5 (minutes)
33 19 15 19 11 14 11 11 10

Same period last year 1,345 1,309
NSW (this period) 5 minutes 8 minutes
11 minutes 28 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.
Orange Health Service: Time patients waited to start treatment, triage 3
July to September 2018

Triage 3 Urgent (e.g., moderate blood loss, dehydration)
Number of triage 3 patients: 1,787
Number of triage 3 patients used to calculate waiting time: 1,767
Median time to start treatment \(= \) 18 minutes
90th percentile time to start treatment \(= \) 47 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018

<table>
<thead>
<tr>
<th>Median time to start treatment</th>
<th>23</th>
<th>21</th>
<th>18</th>
<th>19</th>
<th>16</th>
<th>16</th>
<th>16</th>
<th>19</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>90th percentile time to start treatment</td>
<td>71</td>
<td>62</td>
<td>54</td>
<td>66</td>
<td>46</td>
<td>48</td>
<td>43</td>
<td>51</td>
<td>47</td>
</tr>
</tbody>
</table>

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

\(\ddagger\) 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.
Orange Health Service: Time patients waited to start treatment, triage 4
July to September 2018

Triage 4  Semi-urgent  (e.g. sprained ankle, earache)
Number of triage 4 patients: 2,817
Number of triage 4 patients used to calculate waiting time: 2,716
Median time to start treatment \(^4\) 22 minutes
90th percentile time to start treatment \(^5\) 80 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018 \(^6\) \(^7\)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>38</td>
<td>35</td>
<td>26</td>
<td>27</td>
<td>19</td>
<td>25</td>
<td>23</td>
<td>26</td>
<td>22</td>
</tr>
<tr>
<td>90th percentile</td>
<td>128</td>
<td>127</td>
<td>100</td>
<td>115</td>
<td>80</td>
<td>91</td>
<td>76</td>
<td>85</td>
<td>80</td>
</tr>
</tbody>
</table>

\(^4\) Same period last year (NSW this period)
\(^5\) Shaded area shows transition to a new patient record system (if applicable)
\(^6\) Data points are not shown in graphs for quarters when patient numbers are too small.
\(^7\) 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.
Orange Health Service: Time patients waited to start treatment, triage 5
July to September 2018

Triage 5: Non-urgent (e.g. small cuts or abrasions)
Number of triage 5 patients: 1,529
Number of triage 5 patients used to calculate waiting time: 1,417
Median time to start treatment 4  17 minutes
90th percentile time to start treatment 5  94 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018

Median time to start treatment 4
90th percentile time to start treatment 5

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.
Orange Health Service: Time patients spent in the ED
July to September 2018

All presentations: 7,415 patients
Presentations used to calculate time to leaving the ED: 7,412 patients

- Median time spent in the ED
- 90th percentile time spent in the ED

<table>
<thead>
<tr>
<th>Time patients spent in the ED, by quarter, January 2010 to September 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>2010</td>
</tr>
<tr>
<td>2011</td>
</tr>
<tr>
<td>2012</td>
</tr>
<tr>
<td>2013</td>
</tr>
<tr>
<td>2014</td>
</tr>
<tr>
<td>2015</td>
</tr>
<tr>
<td>2016</td>
</tr>
<tr>
<td>2017</td>
</tr>
<tr>
<td>2018</td>
</tr>
</tbody>
</table>

(%) 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.
Orange Health Service: Time patients spent in the ED
By mode of separation
July to September 2018

All presentations: 7,415 patients
Presentations used to calculate time to leaving the ED: 7,412 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Patients Who Left ED (%)</th>
<th>Time (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>5,222 (70.4%)</td>
<td></td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>1,720 (23.2%)</td>
<td></td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>421 (5.7%)</td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>20 (0.3%)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>32 (0.4%)</td>
<td></td>
</tr>
</tbody>
</table>

Percentage of patients who left the ED by time and mode of separation, July to September 2018

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.
Orange Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2018

All presentations at the emergency department: \(^1\) 7,415 patients

Presentations used to calculate time to leaving the ED: \(^2\) 7,412 patients

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

July to September 2018

![Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018](image)

### Sources:
- ED data from Health Information Exchange, NSW Health (extracted 16 October 2018).
- Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

---

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

\(^1\) 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, January to March 2018.

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 10% 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%.