

## Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 9,729 patients  
 Emergency presentations:<sup>2</sup> 9,634 patients

Same period last year	Change since one year ago
8,620	13%
8,527	13%

## Port Macquarie Base Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,277 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,714 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,051 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 540 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
1,089	
8 minutes	8 minutes
21 minutes	26 minutes
3,074	
19 minutes	20 minutes
56 minutes	72 minutes
3,826	
27 minutes	26 minutes
87 minutes	104 minutes
483	
21 minutes	23 minutes
101 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,729 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,620	13%
72%	

\* 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: October to December 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.

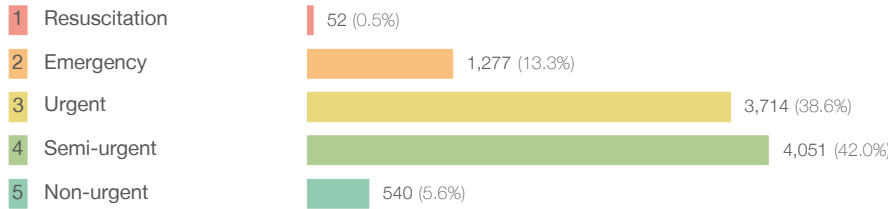
**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Port Macquarie Base Hospital: Patients presenting to the emergency department

October to December 2018

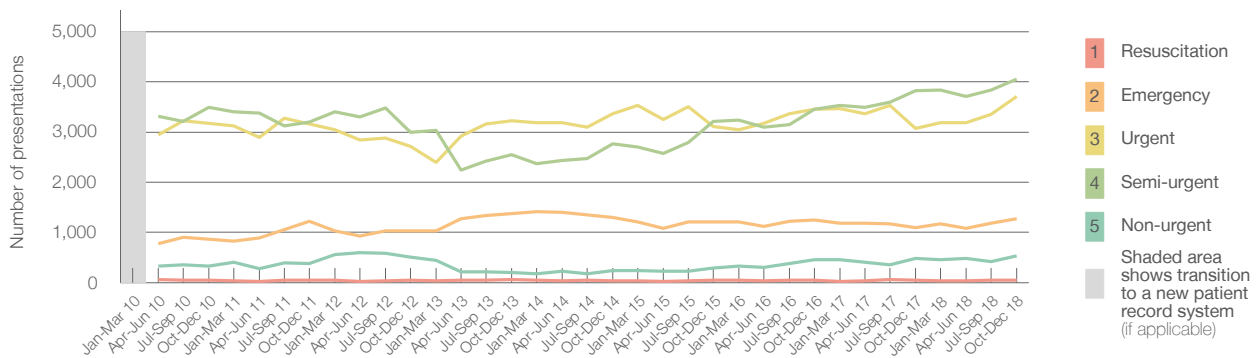
All presentations:<sup>1</sup> 9,729 patients

Emergency presentations<sup>2</sup> by triage category: 9,634 patients



	Same period last year	Change since one year ago
All presentations	8,620	13%
Emergency presentations <sup>2</sup>	8,527	13%
1 Resuscitation	55	-5.5%
2 Emergency	1,089	17.3%
3 Urgent	3,074	20.8%
4 Semi-urgent	3,826	5.9%
5 Non-urgent	483	11.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	49	54	43	59	32	44	46	55	52
Emergency	869	1,224	1,028	1,371	1,304	1,213	1,242	1,089	1,277
Urgent	3,171	3,167	2,710	3,223	3,360	3,111	3,457	3,074	3,714
Semi-urgent	3,497	3,203	2,993	2,548	2,761	3,207	3,457	3,826	4,051
Non-urgent	328	375	505	202	245	297	459	483	540
All emergency presentations	7,914	8,023	7,279	7,403	7,702	7,872	8,661	8,527	9,634

## Port Macquarie Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,214 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,033	
Median time	11 minutes	3 minutes
90th percentile time	31 minutes	14 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 2018

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

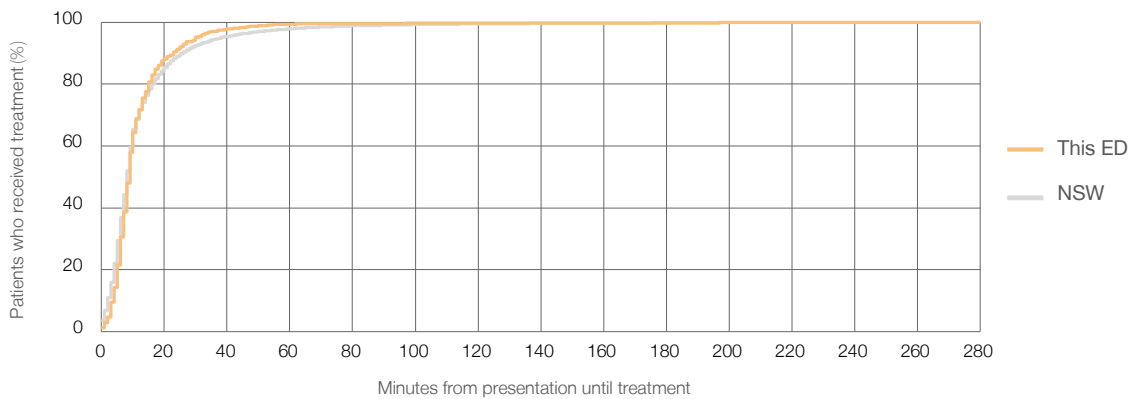
Number of triage 2 patients: 1,277

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,271

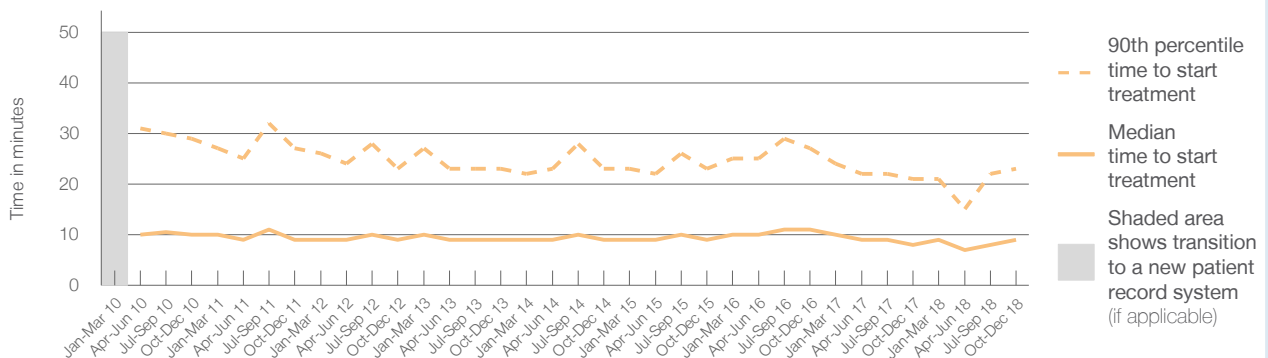
Median time to start treatment<sup>4</sup> ■ 9 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 23 minutes

Same period last year	NSW (this period)
1,089	
1,086	
8 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	10	9	9	9	9	9	11	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	29	27	23	23	23	23	27	21	23

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## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 3,714

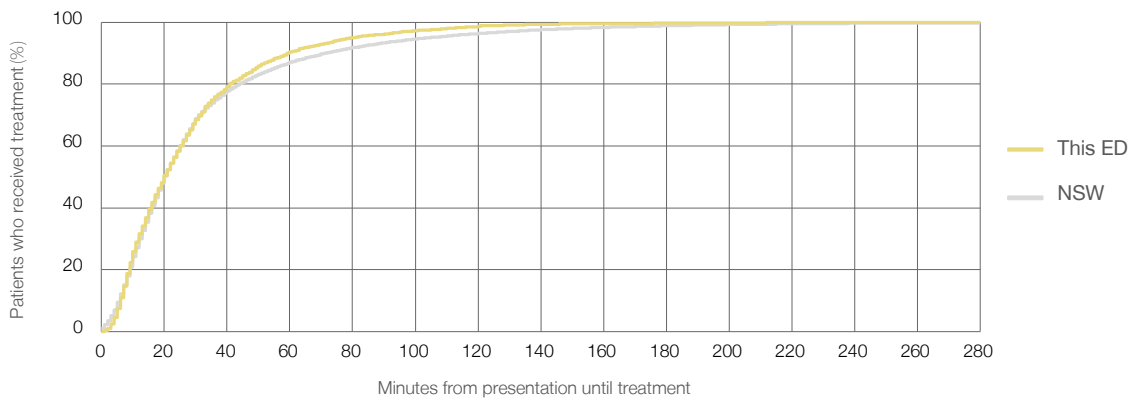
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,635

Median time to start treatment<sup>4</sup>  20 minutes

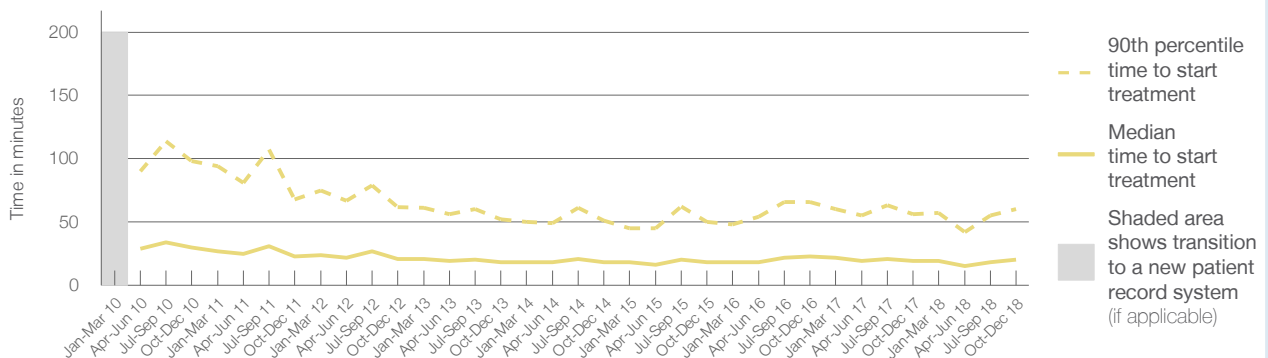
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
3,074	
3,023	
19 minutes	20 minutes
56 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	30	23	21	18	18	18	23	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	98	68	62	52	51	50	66	56	60

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## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,051

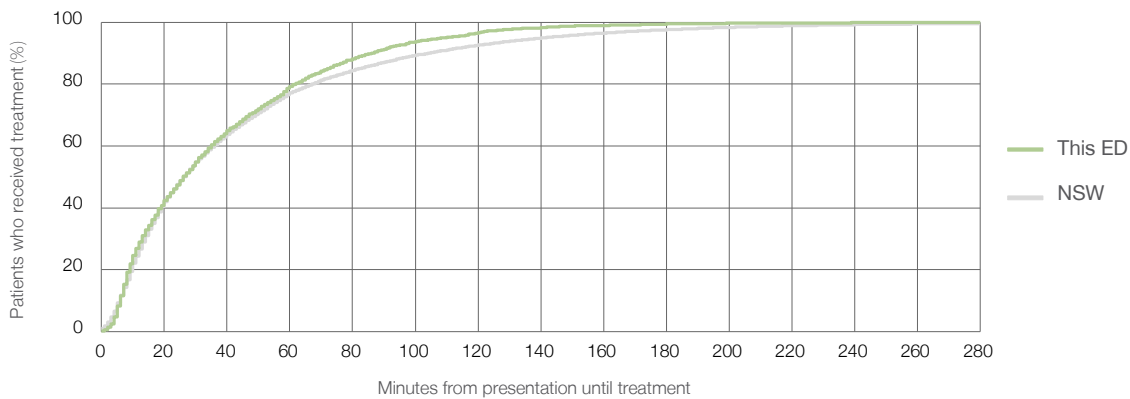
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,503

Median time to start treatment<sup>4</sup>  26 minutes

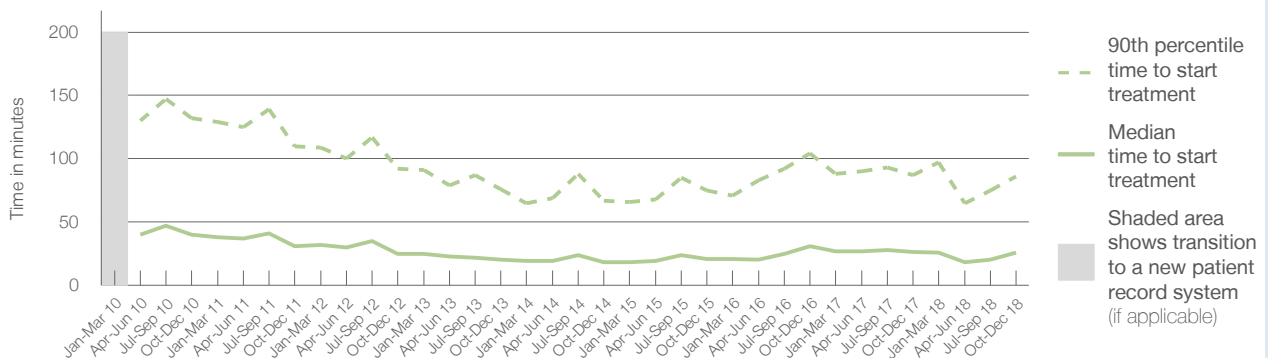
90th percentile time to start treatment<sup>5</sup>  86 minutes

Same period last year	NSW (this period)
3,826	3,290
27 minutes	26 minutes
87 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	40	31	25	20	18	21	31	27	26
90th percentile time to start treatment <sup>5</sup> (minutes)	132	110	92	76	67	75	104	87	86

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## Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 540

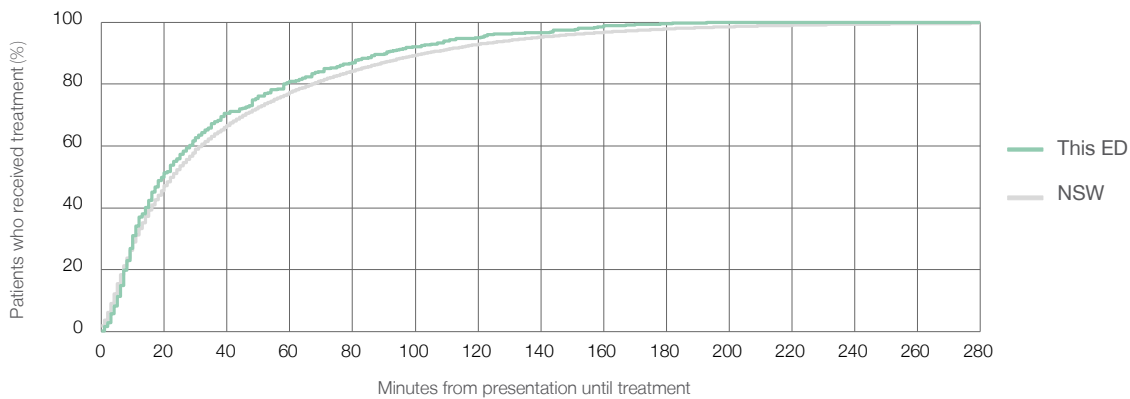
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 413

Median time to start treatment<sup>4</sup>  20 minutes

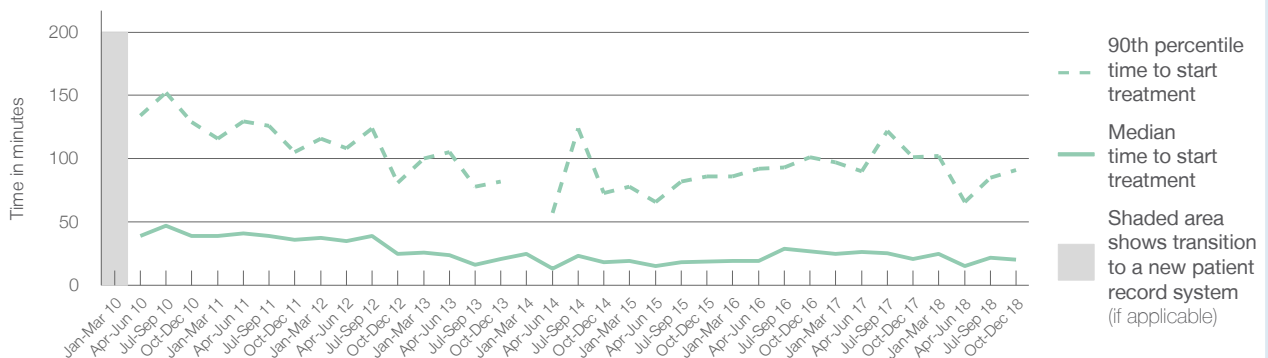
90th percentile time to start treatment<sup>5</sup>  91 minutes

Same period last year	NSW (this period)
483	
321	
21 minutes	23 minutes
101 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	39	36	25	21	18	19	27	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	129	105	81	82	73	86	101	101	91

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## Port Macquarie Base Hospital: Time patients spent in the ED October to December 2018

All presentations:<sup>1</sup> 9,729 patients

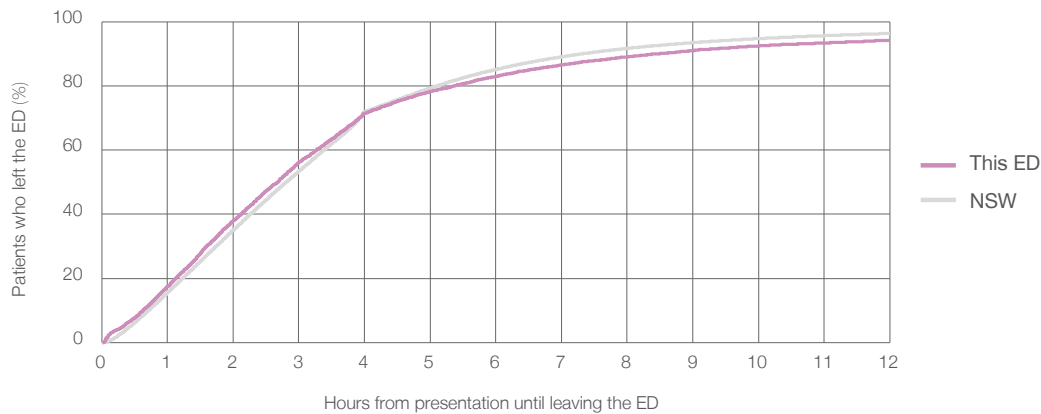
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,729 patients

Median time spent in the ED<sup>8</sup> 2 hours and 41 minutes

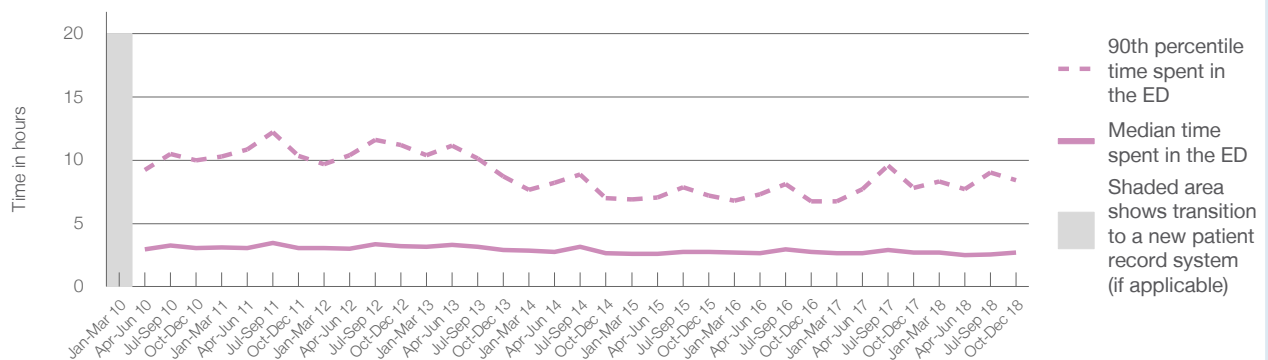
90th percentile time spent in the ED<sup>9</sup> 8 hours and 26 minutes

Same period last year	NSW (this period)
8,620	8,620
2 hours and 41 minutes	2 hours and 49 minutes
7 hours and 50 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 3m	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m	2h 41m	2h 41m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 0m	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m	7h 50m	8h 26m

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## Port Macquarie Base Hospital: Time patients spent in the ED By mode of separation October to December 2018

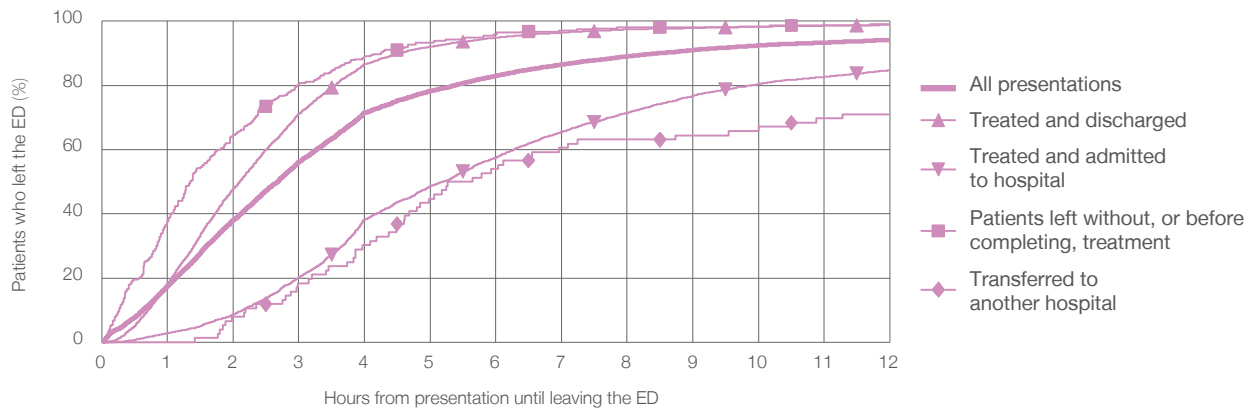
All presentations:<sup>1</sup> 9,729 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,729 patients

Treated and discharged	5,763 (59.2%)
Treated and admitted to hospital	3,102 (31.9%)
Patient left without, or before completing, treatment	313 (3.2%)
Transferred to another hospital	76 (0.8%)
Other	475 (4.9%)

Same period last year	Change since one year ago
8,620	13%
4,939	16.7%
2,860	8.5%
248	26.2%
79	-3.8%
494	-3.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



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	18.3%	47.8%	71.2%	86.7%	94.8%	97.4%	98.3%	98.8%
Treated and admitted to hospital	2.8%	8.7%	20.2%	38.2%	57.5%	71.5%	80.4%	84.8%
Patient left without, or before completing, treatment	37.7%	64.5%	80.5%	89.1%	95.8%	98.1%	98.4%	99.0%
Transferred to another hospital	0%	7.9%	18.4%	30.3%	53.9%	63.2%	67.1%	71.1%
All presentations	17.5%	38.0%	56.2%	71.5%	82.9%	89.0%	92.4%	94.2%

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(‡) 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 2018

All presentations at the emergency department: <sup>1</sup> 9,729 patients

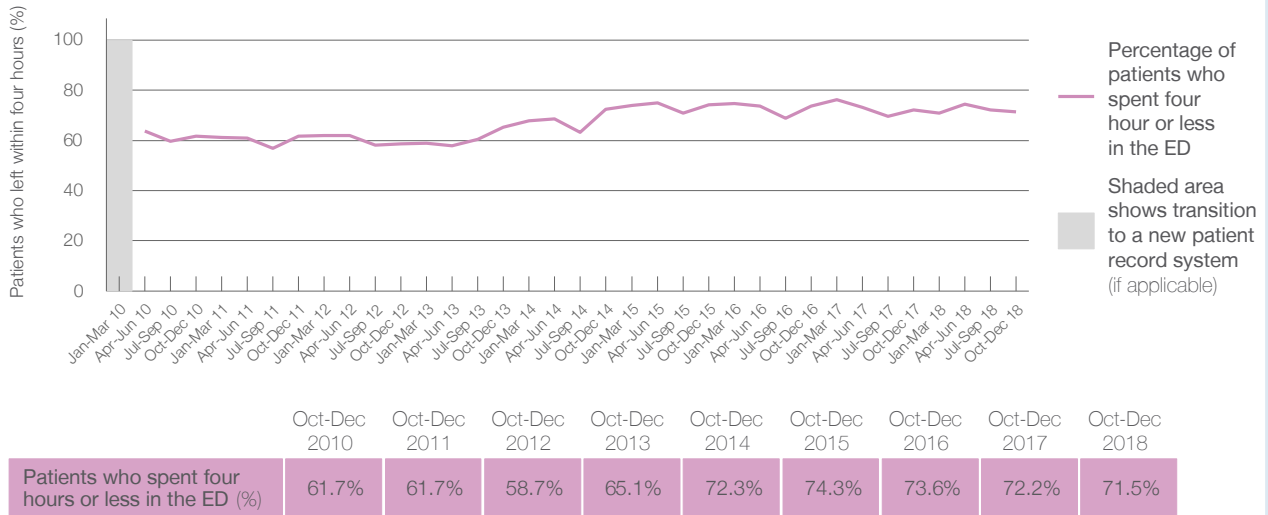
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,729 patients

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: <sup>1</sup> 9,729 patients	8,620	13%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,729 patients	8,620	13%
Percentage of patients who spent four hours or less in the ED	72.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†‡</sup>



\* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).