



Hospital Quarterly

Performance Profiles

Emergency Department

Murrumbidgee Local Health District

July to September 2016

Deniliquin Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,072 patients
 Emergency presentations:² 1,737 patients

Same period last year	Change since one year ago
2,382	-13.0%
1,831	-5.1%

Deniliquin Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 81 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 586 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 28 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 813 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 33 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 251 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
99	
4 minutes	8 minutes
*	41 minutes
681	
8 minutes	21 minutes
30 minutes	103 minutes
833	
8 minutes	27 minutes
34 minutes	139 minutes
210	
8 minutes	24 minutes
63 minutes	138 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,072 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
2,382	-13.0%
88.4%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

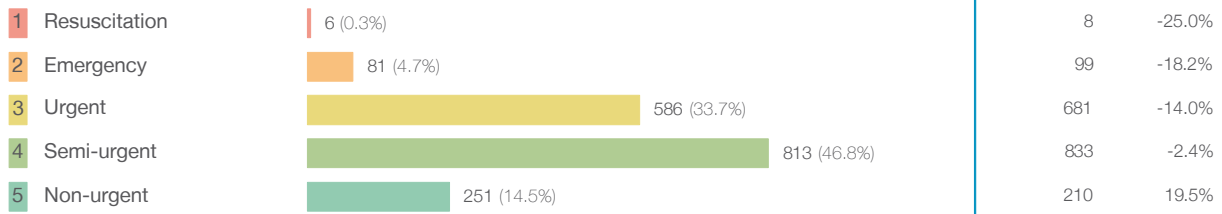
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

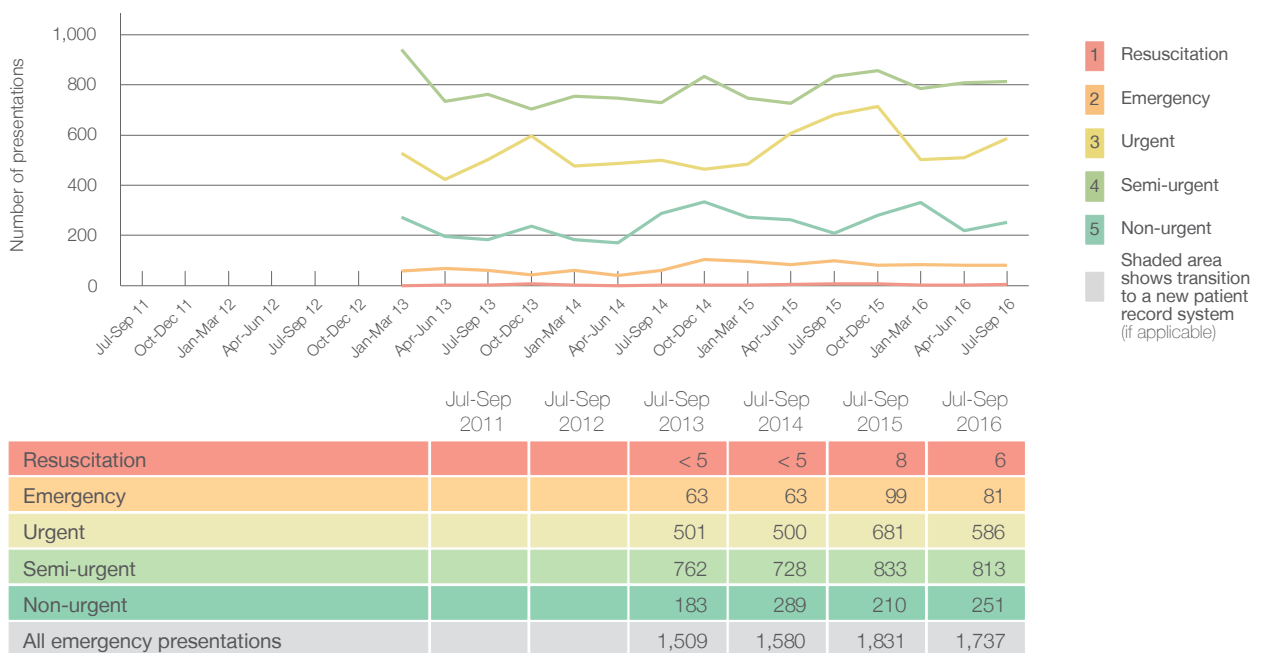
Deniliquin Health Service: Patients presenting to the emergency department July to September 2016

All presentations:¹ 2,072 patients

Emergency presentations² by triage category: 1,737 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Deniliquin Health Service: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 120 patients ^{**}

ED Transfer of care 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.

(§) 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Health Service: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 81

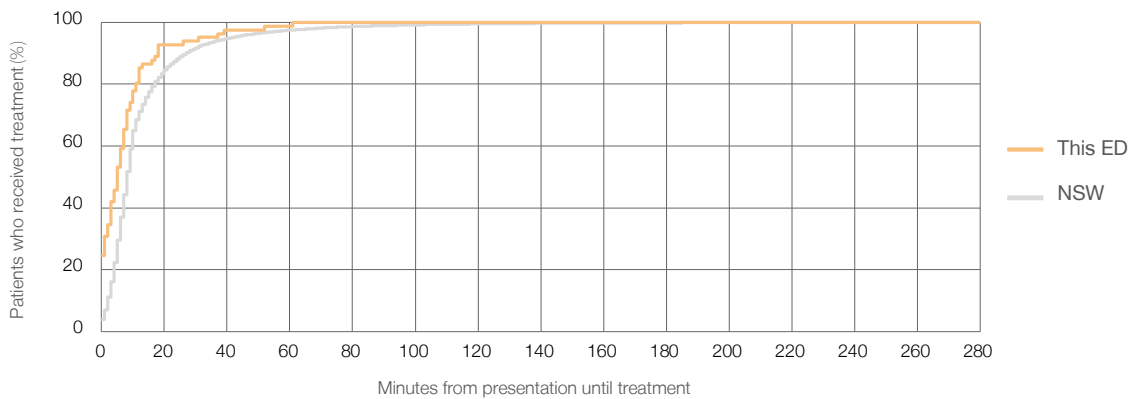
Number of triage 2 patients used to calculate waiting time:³ 81

Median time to start treatment⁴ 5 minutes

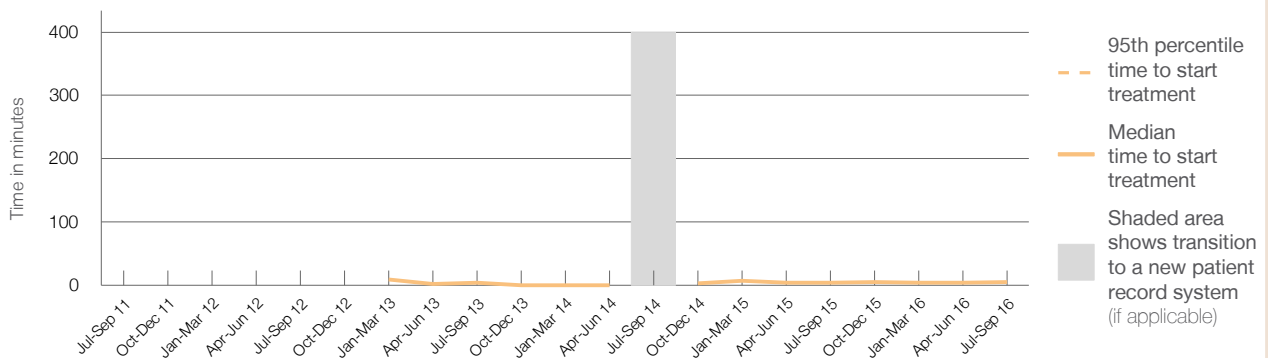
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
99	97
4 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			4		4	5
95th percentile time to start treatment ⁵ (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.

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Deniliquin Health Service: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 586

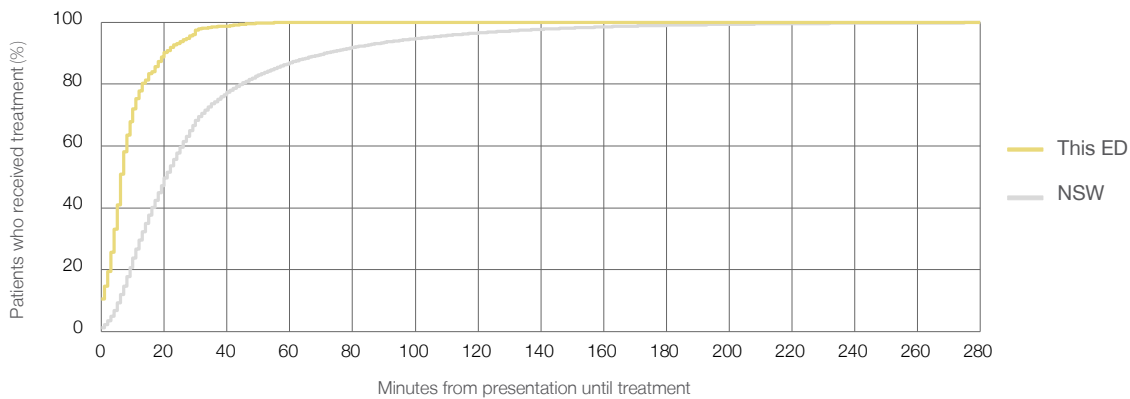
Number of triage 3 patients used to calculate waiting time:³ 573

Median time to start treatment⁴ 6 minutes

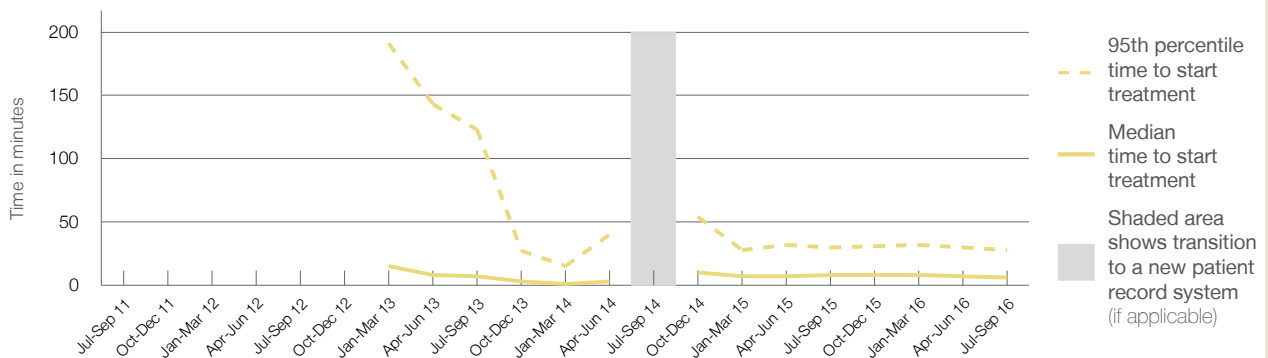
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
681	
668	
8 minutes	21 minutes
30 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			7		8	6
95th percentile time to start treatment ⁵ (minutes)			123		30	28

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

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(§) 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.

Deniliquin Health Service: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 813

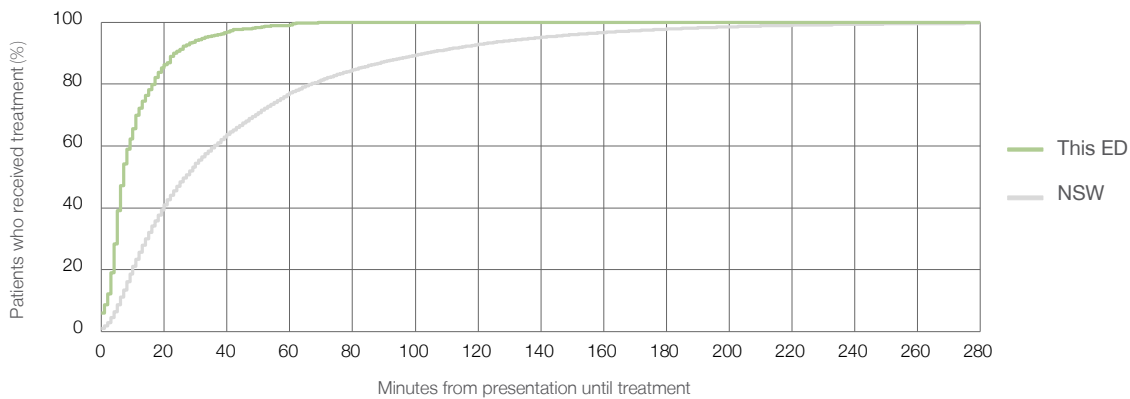
Number of triage 4 patients used to calculate waiting time:³ 781

Median time to start treatment⁴ 7 minutes

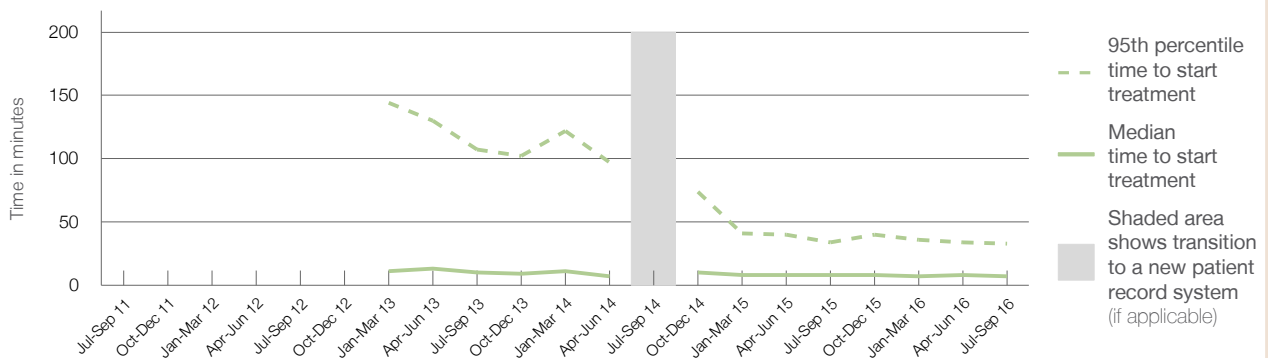
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
833	781
8 minutes	27 minutes
34 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10		8	7
95th percentile time to start treatment ⁵ (minutes)			107		34	33

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

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(§) 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.

Deniliquin Health Service: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 251

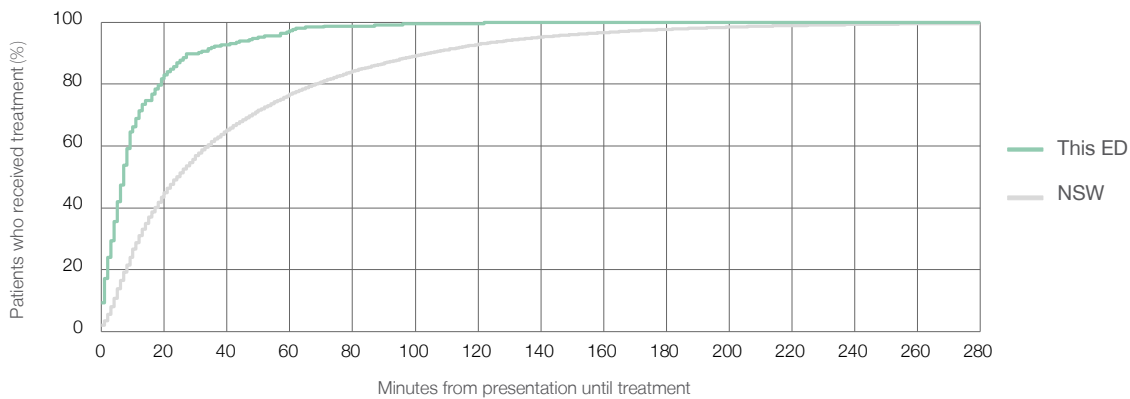
Number of triage 5 patients used to calculate waiting time:³ 245

Median time to start treatment⁴ 7 minutes

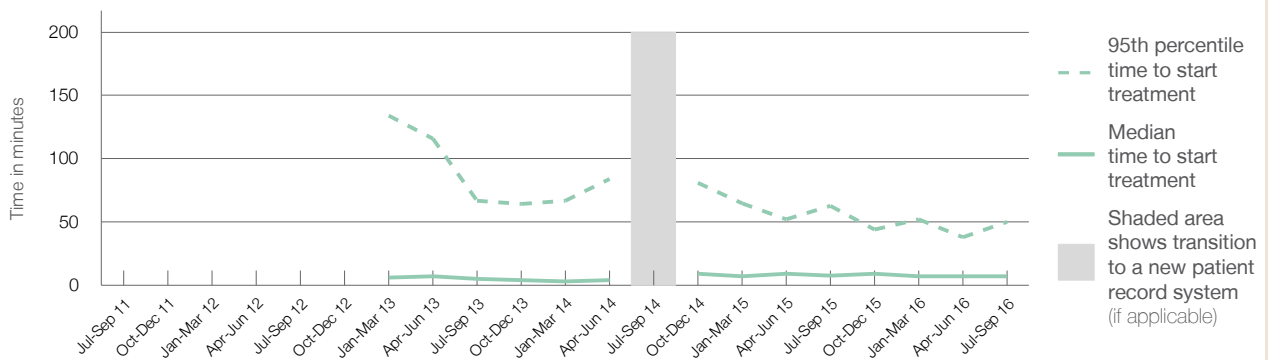
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
210	
200	
8 minutes	24 minutes
63 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			5		8	7
95th percentile time to start treatment ⁵ (minutes)			67		63	50

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Deniliquin Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,072 patients

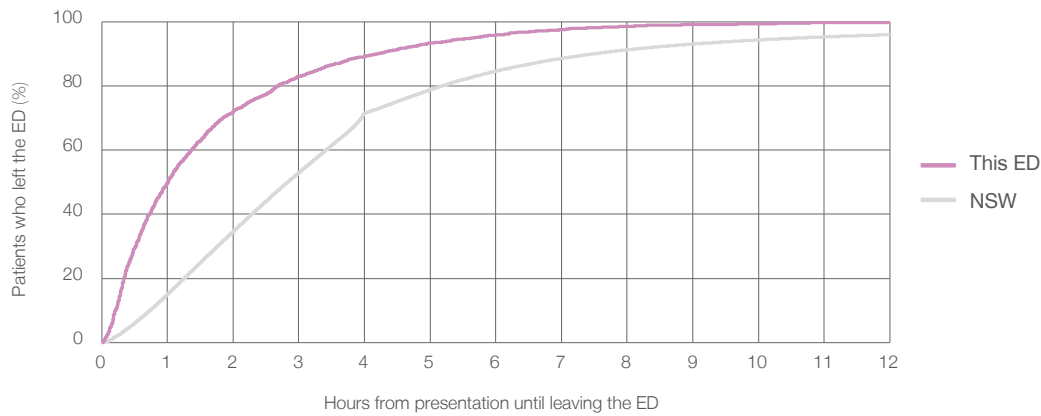
Presentations used to calculate time to leaving the ED:⁶ 2,072 patients

Median time spent in the ED⁸ 1 hours and 1 minutes

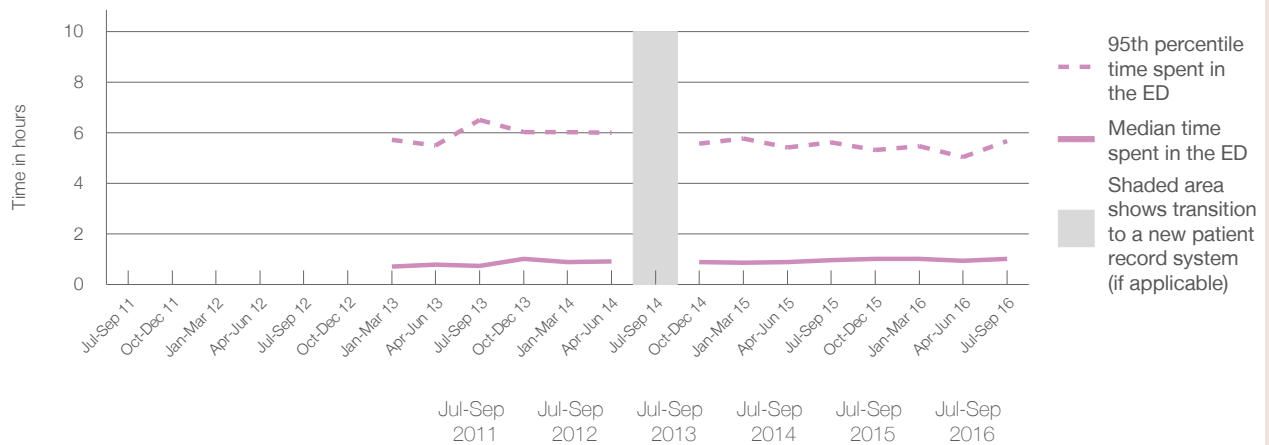
95th percentile time spent in the ED⁹ 5 hours and 41 minutes

Same period last year	NSW (this period)
2,382	2,382
0 hours and 59 minutes	2 hours and 50 minutes
5 hours and 38 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			0h 44m		0h 59m	1h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 31m		5h 38m	5h 41m

(†) 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.

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Deniliquin Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

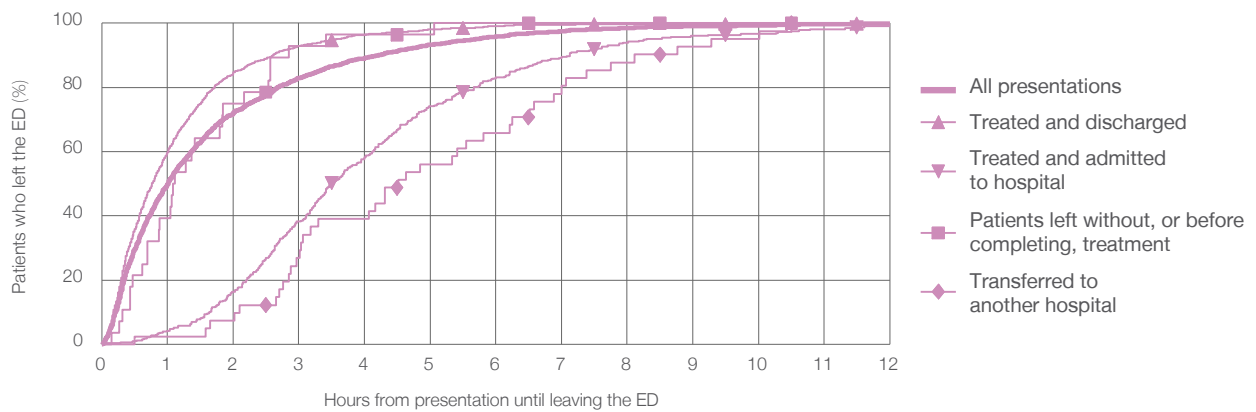
All presentations:¹ 2,072 patients

Presentations used to calculate time to leaving the ED:⁶ 2,072 patients

Treated and discharged	1,615 (77.9%)
Treated and admitted to hospital	332 (16.0%)
Patient left without, or before completing, treatment	28 (1.4%)
Transferred to another hospital	41 (2.0%)
Other	56 (2.7%)

Same period last year	Change since one year ago
2,382	-13.0%
1,881	-14.1%
350	-5.1%
21	33.3%
49	-16.3%
81	-30.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡§}



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	59.8%	84.7%	92.9%	96.3%	99.0%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.2%	16.3%	38.3%	58.1%	83.1%	94.0%	96.7%	99.1%
Patient left without, or before completing, treatment	39.3%	75.0%	92.9%	96.4%	100%	100%	100%	100%
Transferred to another hospital	2.4%	7.3%	26.8%	39.0%	65.9%	87.8%	95.1%	100%
All presentations	49.9%	72.2%	82.9%	89.1%	95.8%	98.6%	99.3%	99.8%

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Deniliquin Health Service: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 2,072 patients

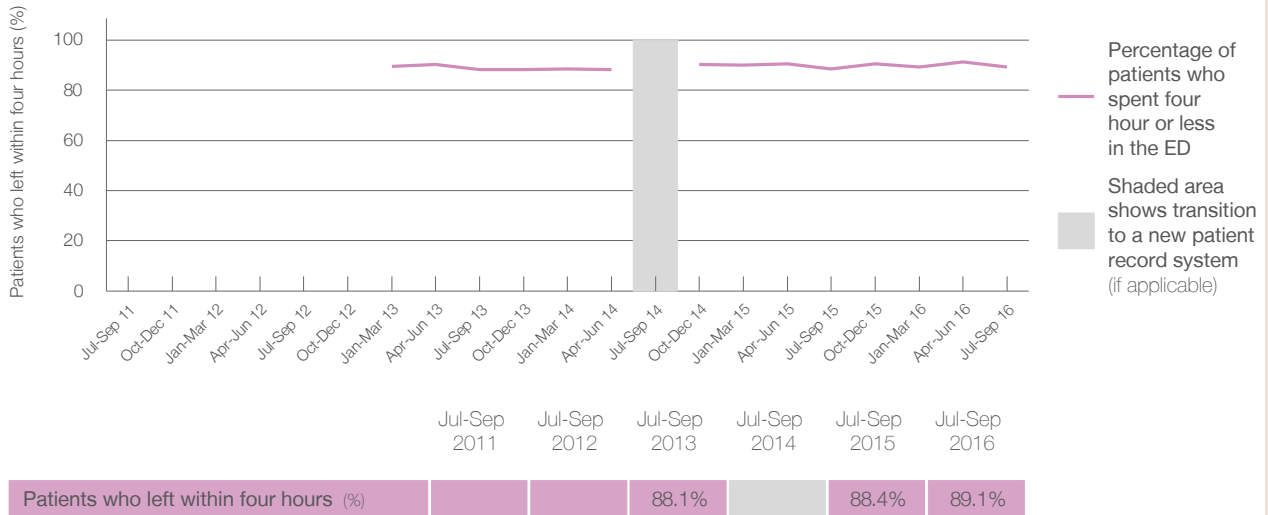
Presentations used to calculate time to leaving the ED: ⁶ 2,072 patients

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



Same period last year	Change since one year ago
2,382	-13.0%
2,382	-13.0%
88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.

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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,186 patients
Emergency presentations:² 4,962 patients

Same period last year	Change since one year ago
4,971	4.3%
4,854	2.2%

Griffith Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 434 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,102 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,036 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 363 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
333	
6 minutes	8 minutes
26 minutes	41 minutes
1,759	
16 minutes	21 minutes
74 minutes	103 minutes
2,356	
28 minutes	27 minutes
123 minutes	139 minutes
376	
33 minutes	24 minutes
147 minutes	138 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,184 patients

Percentage of patients who spent four hours or less in the ED 84.2%

Same period last year	Change since one year ago
4,971	4.3%
85.5%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

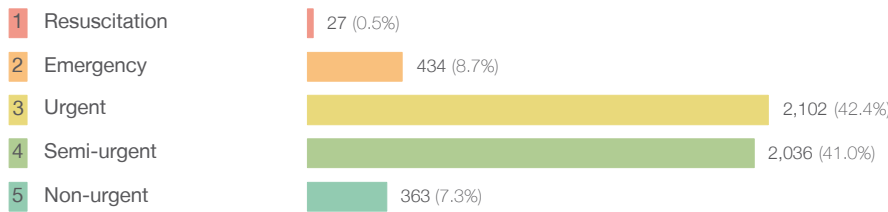
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Griffith Base Hospital: Patients presenting to the emergency department July to September 2016

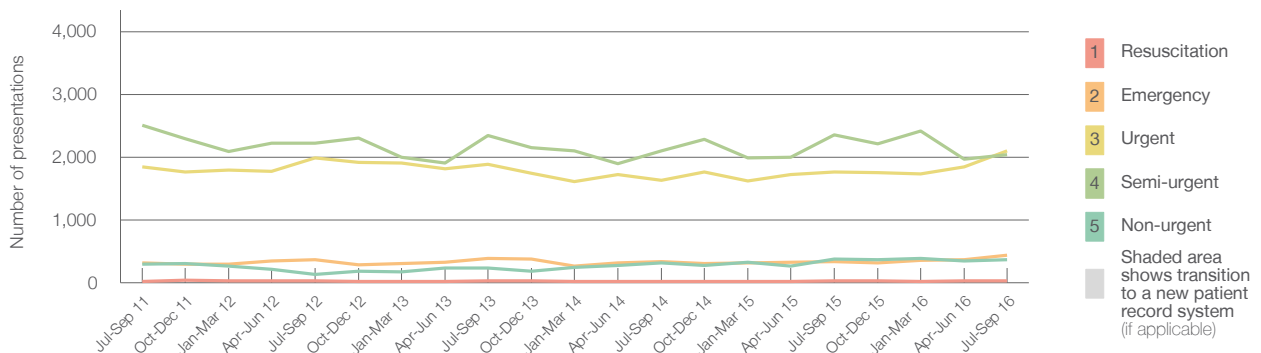
All presentations:¹ 5,186 patients

Emergency presentations² by triage category: 4,962 patients



Same period last year	Change since one year ago
4,971	4.3%
4,854	2.2%
30	-10.0%
333	30.3%
1,759	19.5%
2,356	-13.6%
376	-3.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	20	30	28	15	30	27
Emergency	312	365	387	339	333	434
Urgent	1,850	1,990	1,881	1,635	1,759	2,102
Semi-urgent	2,504	2,222	2,341	2,101	2,356	2,036
Non-urgent	297	136	238	319	376	363
All emergency presentations	4,983	4,743	4,875	4,409	4,854	4,962

Griffith Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 761 patients

ED Transfer of care time



Same period last year	Change since one year ago
740	
11 minutes	1 minute
29 minutes	0 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 434

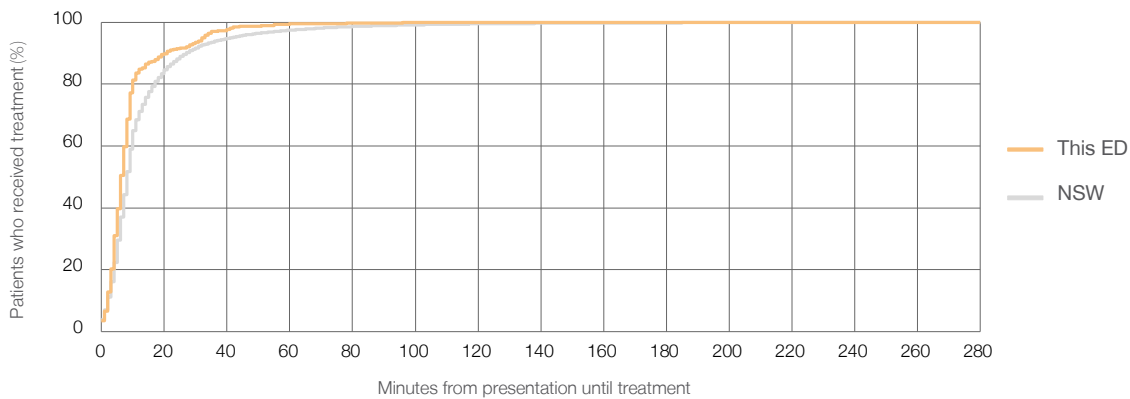
Number of triage 2 patients used to calculate waiting time:³ 433

Median time to start treatment⁴ 6 minutes

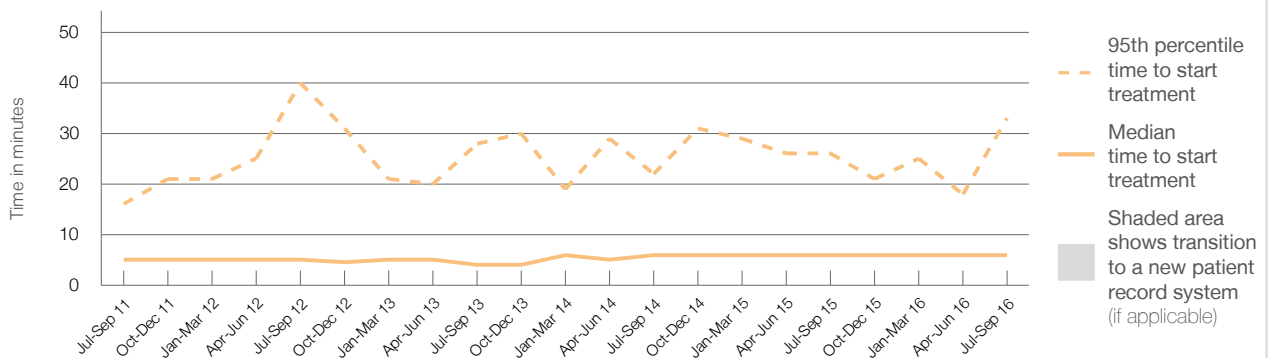
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
333	332
6 minutes	8 minutes
26 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	5	4	6	6	6
95th percentile time to start treatment ⁵ (minutes)	16	40	28	22	26	33

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,102

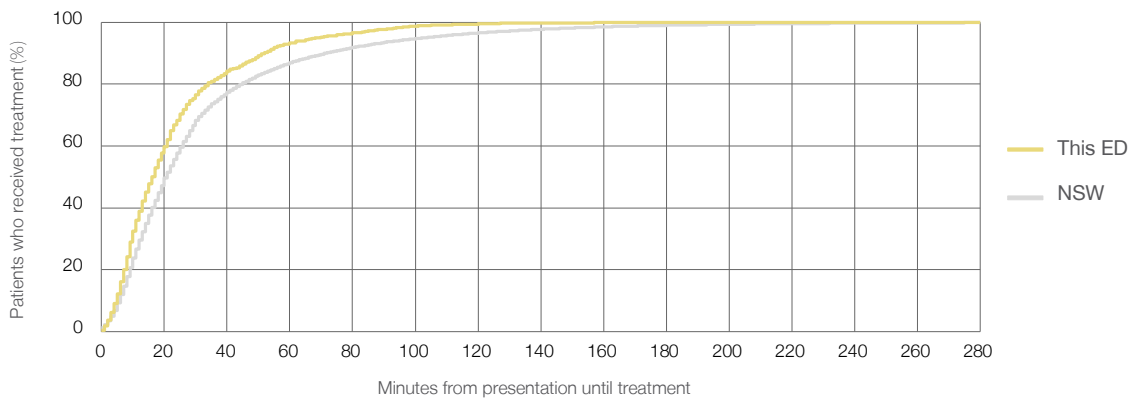
Number of triage 3 patients used to calculate waiting time:³ 2,074

Median time to start treatment⁴ 16 minutes

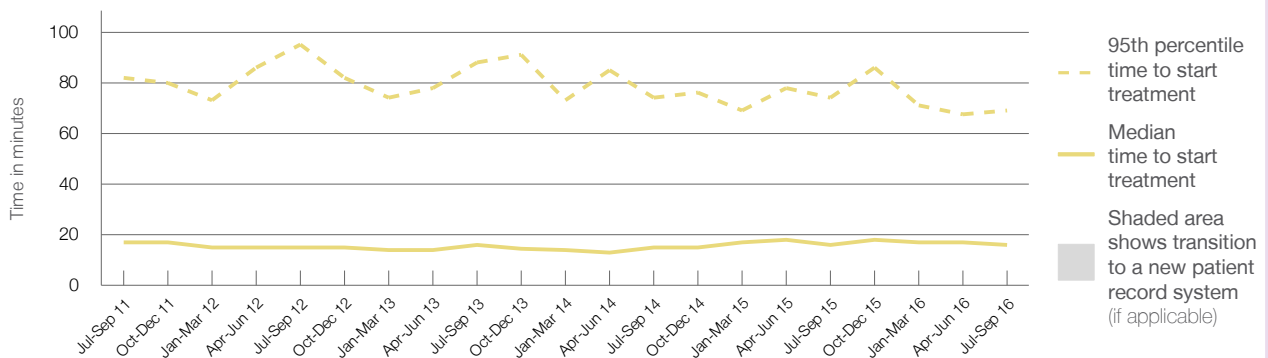
95th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
1,759	1,733
16 minutes	21 minutes
74 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	15	16	15	16	16
95th percentile time to start treatment ⁵ (minutes)	82	95	88	74	74	69

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,036

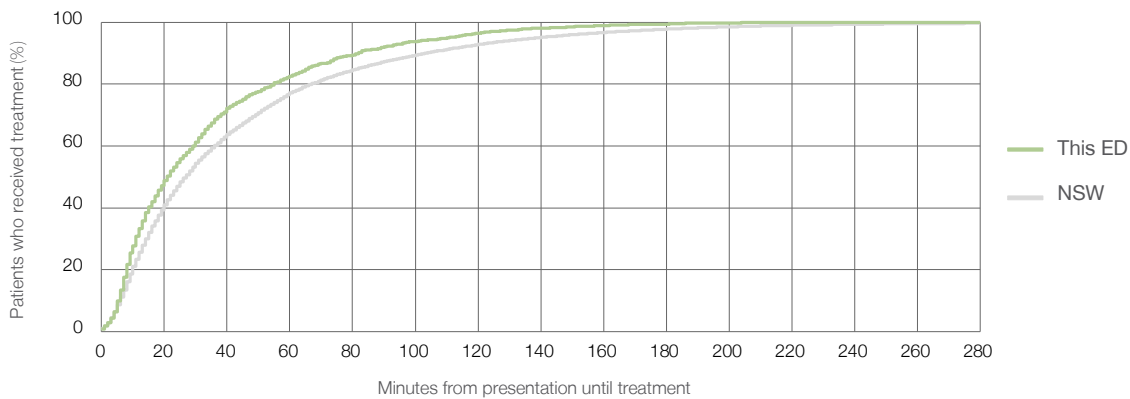
Number of triage 4 patients used to calculate waiting time:³ 1,967

Median time to start treatment⁴ 21 minutes

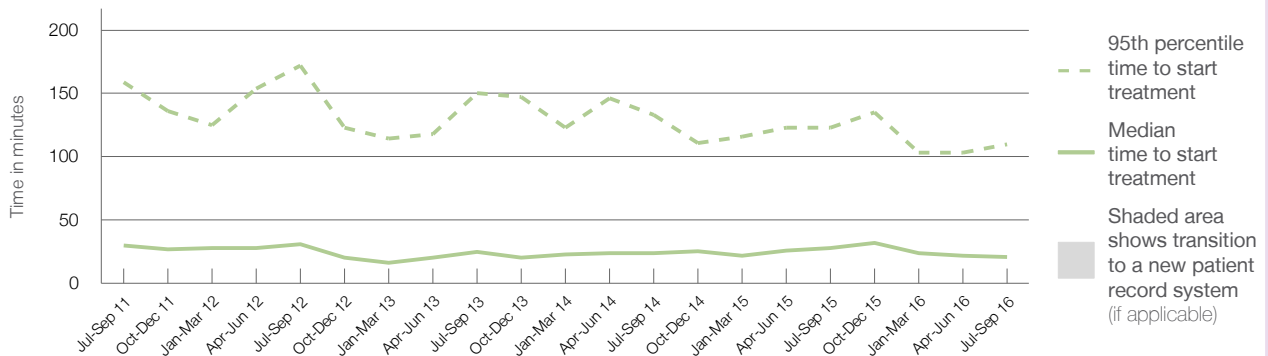
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,356	2,228
28 minutes	27 minutes
123 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	31	25	24	28	21
95th percentile time to start treatment ⁵ (minutes)	159	172	150	133	123	110

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 363

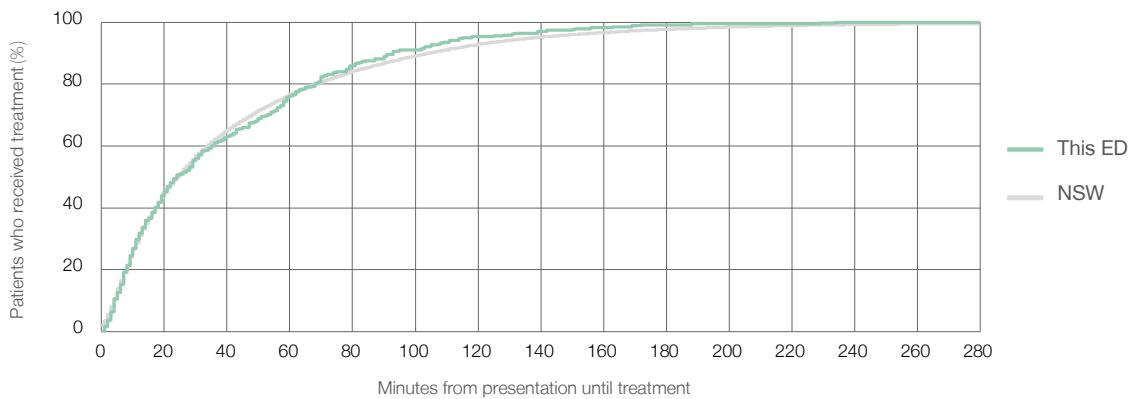
Number of triage 5 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 24 minutes

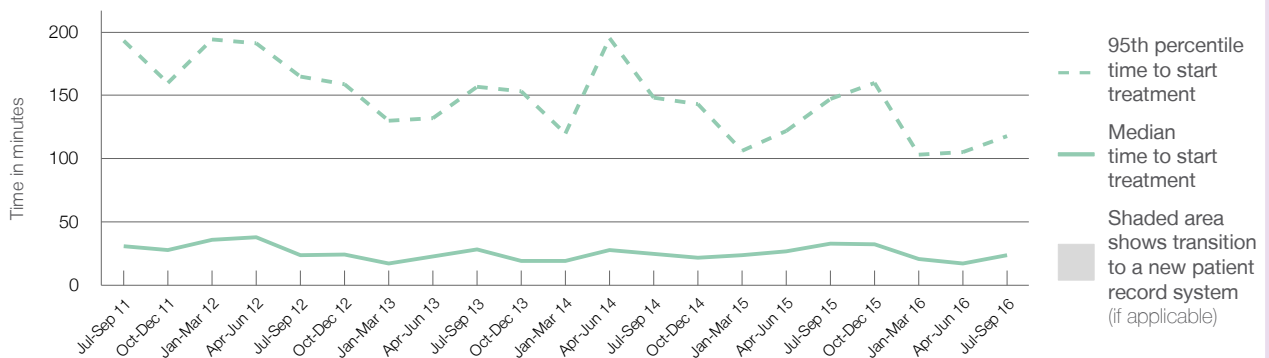
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
376	
331	
33 minutes	24 minutes
147 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	24	29	25	33	24
95th percentile time to start treatment ⁵ (minutes)	193	165	157	148	147	118

(†) 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.

Griffith Base Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 5,186 patients

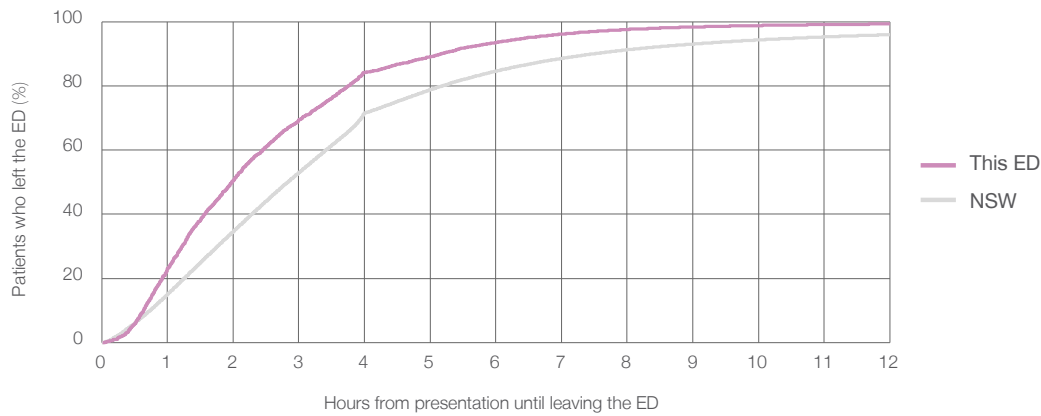
Presentations used to calculate time to leaving the ED:⁶ 5,184 patients

Median time spent in the ED⁸ 1 hours and 59 minutes

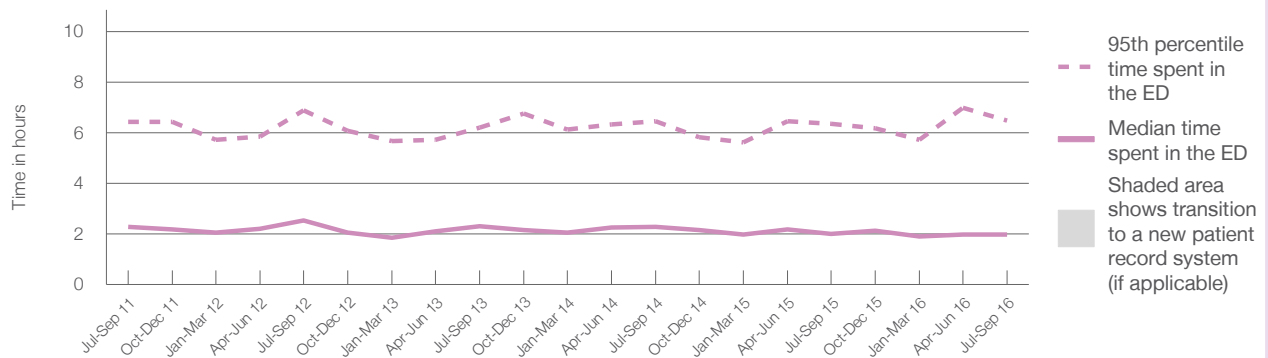
95th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
4,971	4,971
2 hours and 0 minutes	2 hours and 50 minutes
6 hours and 22 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 17m	2h 32m	2h 18m	2h 17m	2h 0m	1h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 26m	6h 54m	6h 12m	6h 27m	6h 22m	6h 29m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED By mode of separation July to September 2016

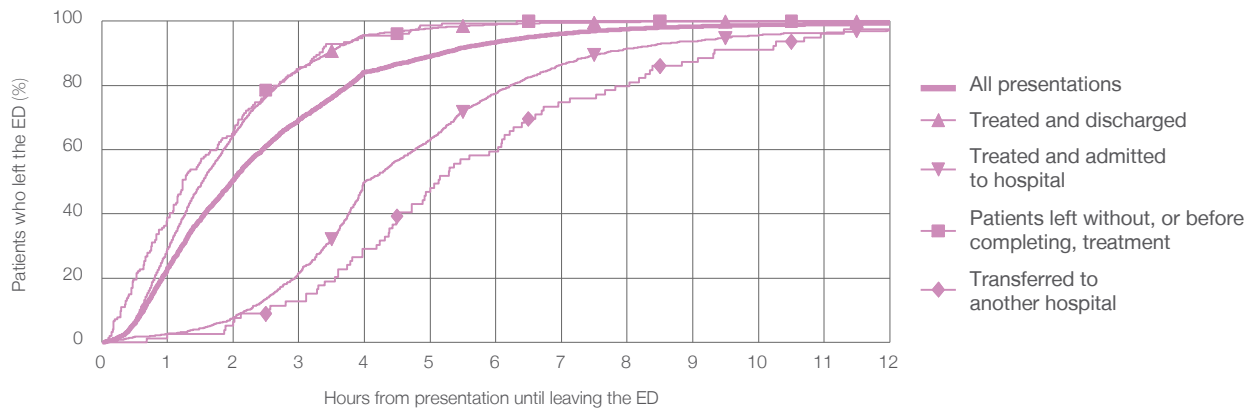
All presentations:¹ 5,186 patients

Presentations used to calculate time to leaving the ED:⁶ 5,184 patients

Treated and discharged	3,750 (72.3%)
Treated and admitted to hospital	1,191 (23.0%)
Patient left without, or before completing, treatment	154 (3.0%)
Transferred to another hospital	79 (1.5%)
Other	12 (0.2%)

Same period last year	Change since one year ago
4,971	4.3%
3,600	4.2%
1,109	7.4%
196	-21.4%
58	36.2%
8	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	29.2%	64.5%	85.0%	95.7%	99.0%	99.8%	99.9%	100%
Treated and admitted to hospital	2.6%	7.7%	21.5%	50.1%	77.6%	91.5%	95.6%	97.1%
Patient left without, or before completing, treatment	39.0%	65.6%	85.1%	95.5%	99.4%	100%	100%	100%
Transferred to another hospital	2.5%	6.3%	12.7%	29.1%	59.5%	79.7%	91.1%	97.5%
All presentations	23.0%	50.7%	69.3%	84.2%	93.5%	97.6%	98.8%	99.3%

(†) 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.

Griffith Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 5,186 patients

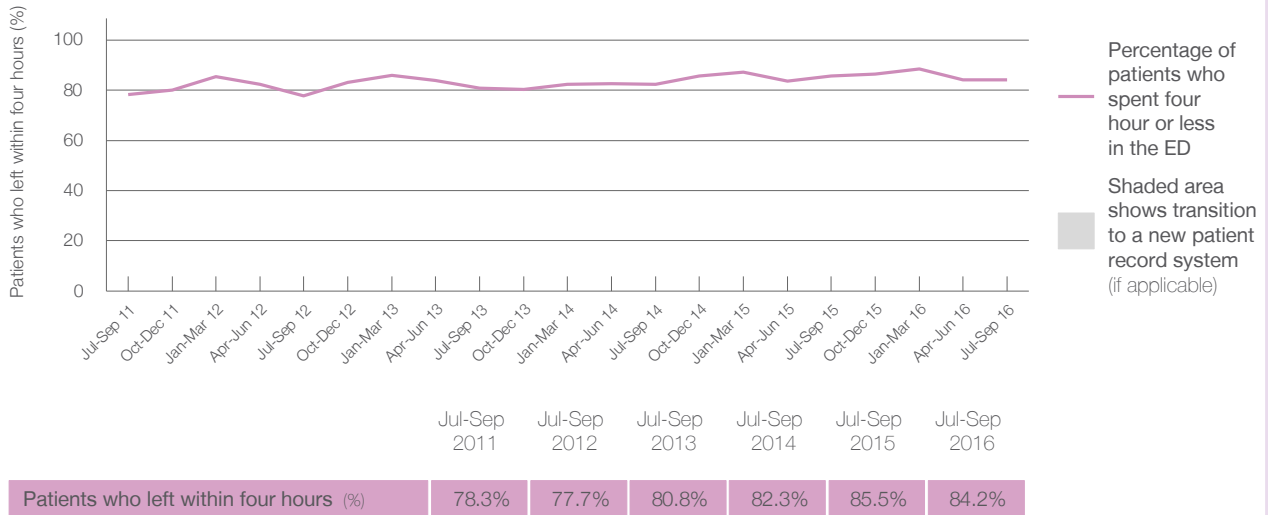
Presentations used to calculate time to leaving the ED: ⁶ 5,184 patients

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	4,971	4.3%
Presentations used to calculate time to leaving the ED	4,971	4.3%
Percentage of patients who spent four hours or less in the ED	85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2016

	Same period last year	Change since one year ago
All presentations: ¹ 10,017 patients	9,940	0.8%
Emergency presentations: ² 9,736 patients	9,595	1.5%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 750 patients	770	
Median time to start treatment ⁴ 7 minutes	8 minutes	8 minutes
95th percentile time to start treatment ⁵ 27 minutes	32 minutes	41 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,285 patients	4,211	
Median time to start treatment ⁴ 19 minutes	20 minutes	21 minutes
95th percentile time to start treatment ⁵ 89 minutes	99 minutes	103 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,889 patients	4,022	
Median time to start treatment ⁴ 24 minutes	21 minutes	27 minutes
95th percentile time to start treatment ⁵ 115 minutes	129 minutes	139 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 780 patients	545	
Median time to start treatment ⁴ 19 minutes	13 minutes	24 minutes
95th percentile time to start treatment ⁵ 119 minutes	137 minutes	138 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 10,017 patients	9,940	0.8%
Percentage of patients who spent four hours or less in the ED 71.9%	65.8%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

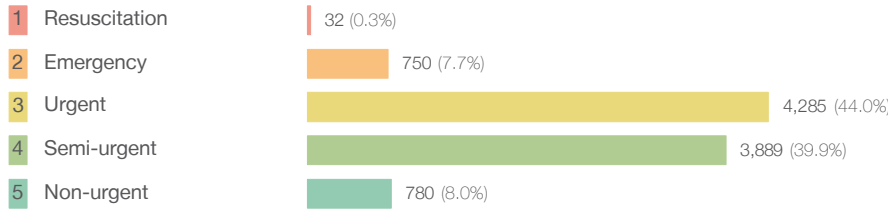
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department July to September 2016

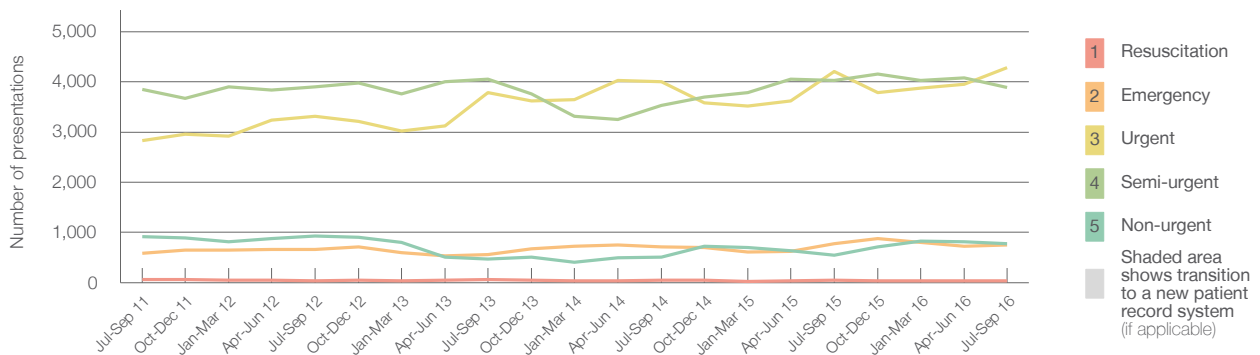
All presentations:¹ 10,017 patients

Emergency presentations² by triage category: 9,736 patients



Same period last year	Change since one year ago
9,940	0.8%
9,595	1.5%
47	-31.9%
770	-2.6%
4,211	1.8%
4,022	-3.3%
545	43.1%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	63	37	59	46	47	32
Emergency	587	660	560	712	770	750
Urgent	2,827	3,320	3,784	4,001	4,211	4,285
Semi-urgent	3,849	3,903	4,058	3,536	4,022	3,889
Non-urgent	918	928	476	508	545	780
All emergency presentations	8,244	8,848	8,937	8,803	9,595	9,736

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,976 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,800	
15 minutes	-4 minutes
87 minutes	-23 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 750

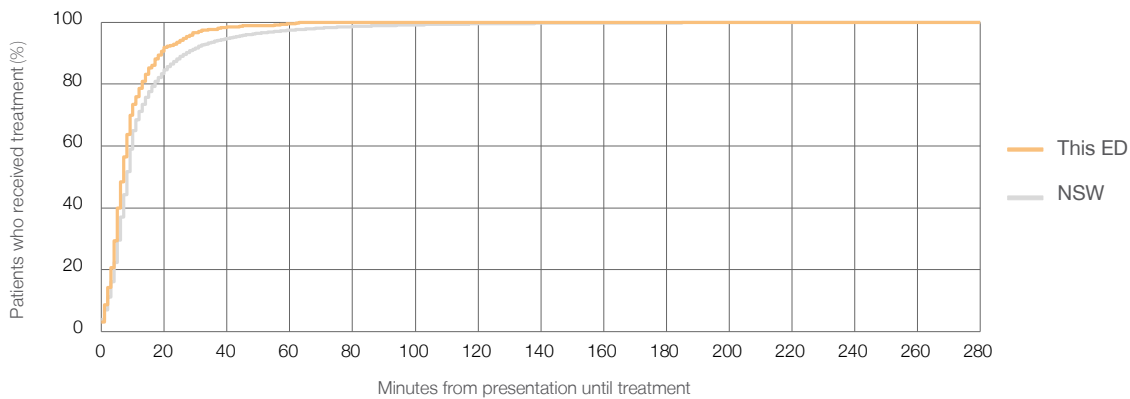
Number of triage 2 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 7 minutes

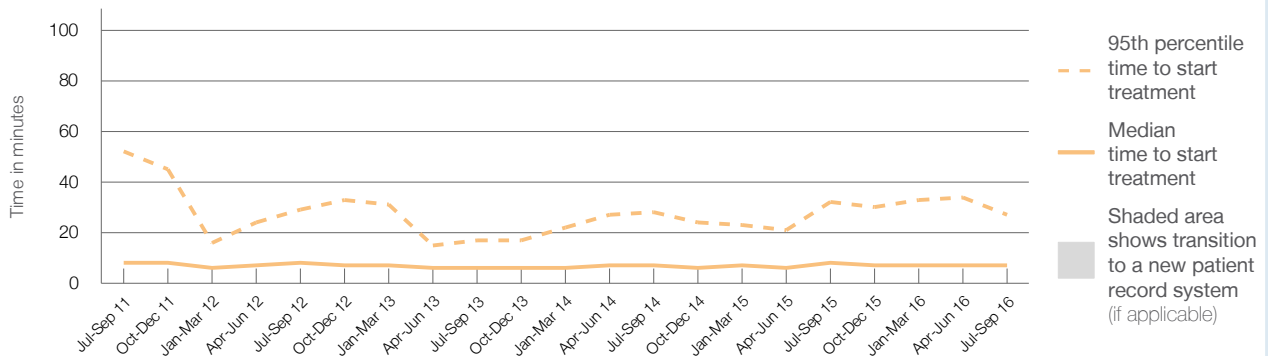
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
770	
766	
8 minutes	8 minutes
32 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	52	29	17	28	32	27

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 4,285

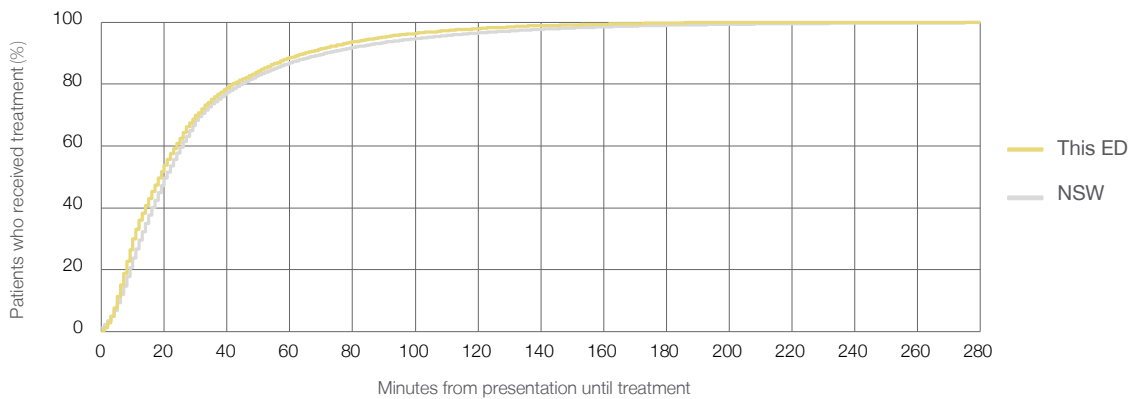
Number of triage 3 patients used to calculate waiting time:³ 4,217

Median time to start treatment⁴ 19 minutes

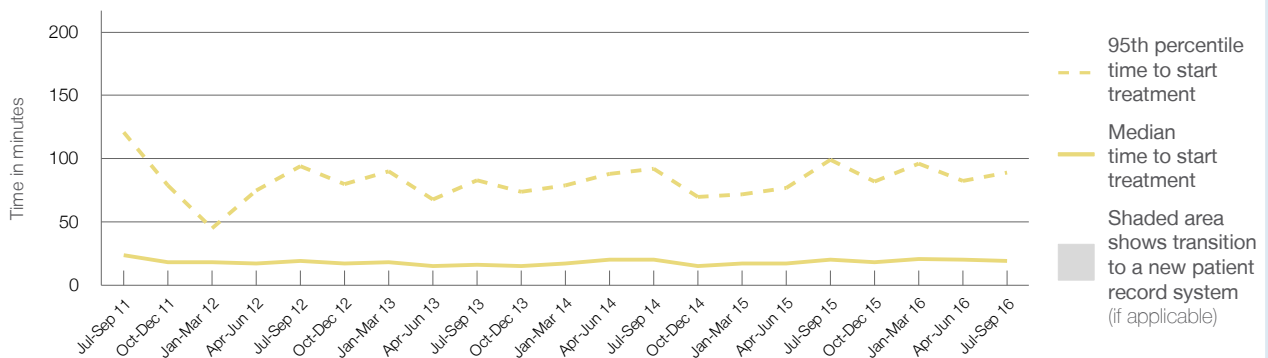
95th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,211	4,097
20 minutes	21 minutes
99 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	19	16	20	20	19
95th percentile time to start treatment ⁵ (minutes)	121	94	83	92	99	89

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,889

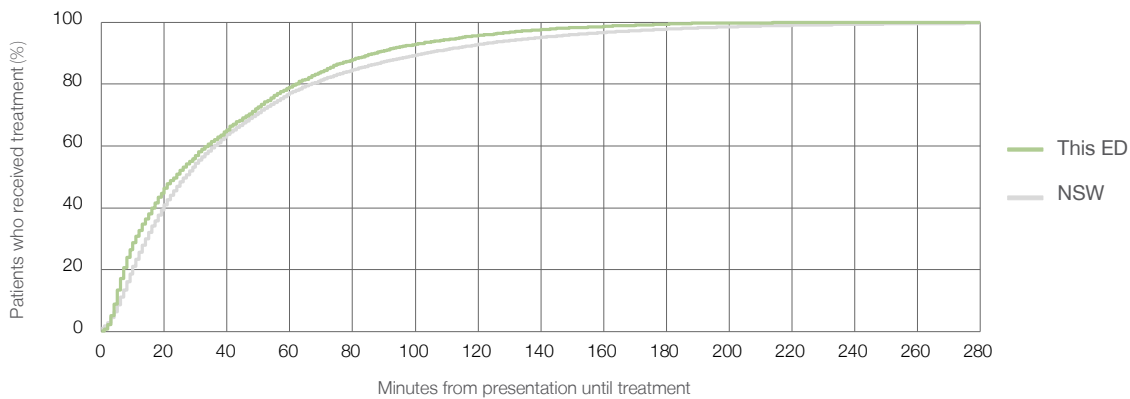
Number of triage 4 patients used to calculate waiting time:³ 3,730

Median time to start treatment⁴ 24 minutes

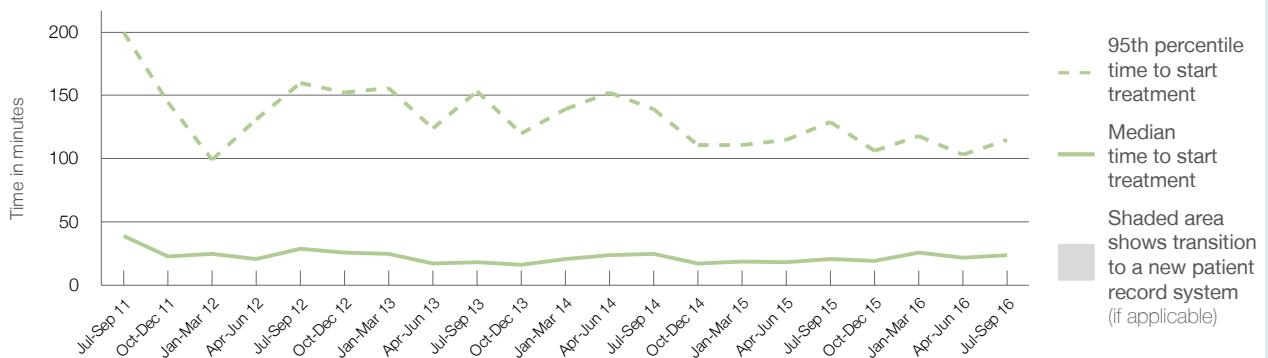
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,022	3,735
21 minutes	27 minutes
129 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	29	18	25	21	24
95th percentile time to start treatment ⁵ (minutes)	200	160	153	139	129	115

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 780

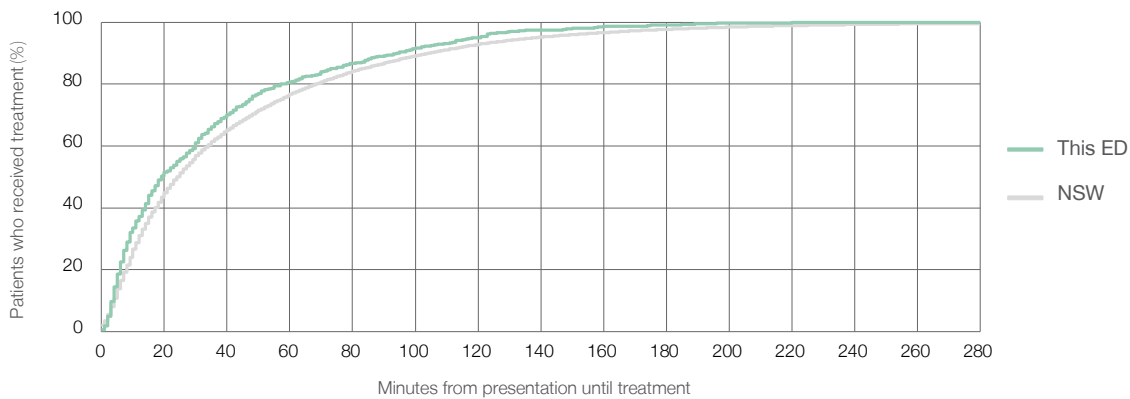
Number of triage 5 patients used to calculate waiting time:³ 724

Median time to start treatment⁴ 19 minutes

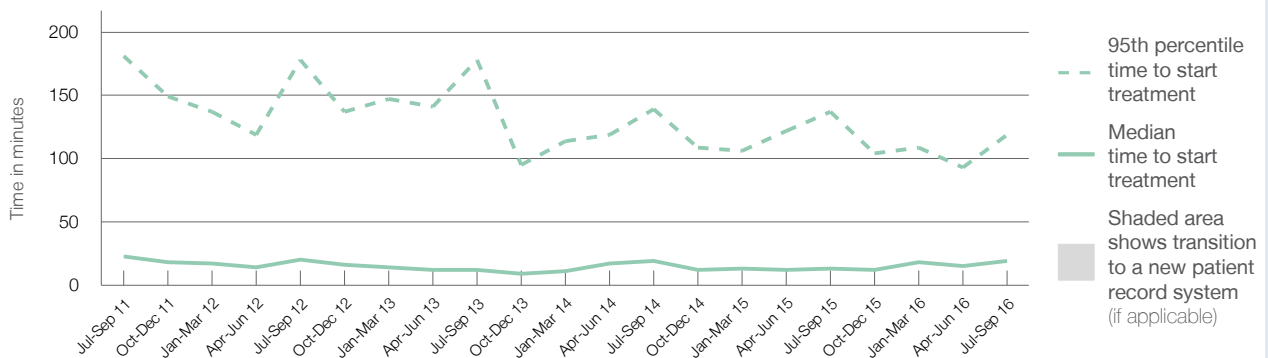
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
545	479
13 minutes	24 minutes
137 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	20	12	19	13	19
95th percentile time to start treatment ⁵ (minutes)	181	178	178	139	137	119

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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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 10,017 patients

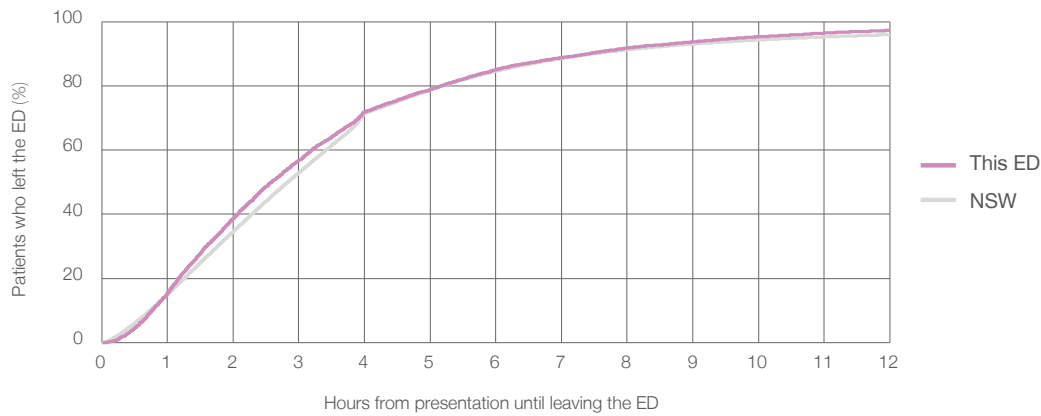
Presentations used to calculate time to leaving the ED:⁶ 10,017 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

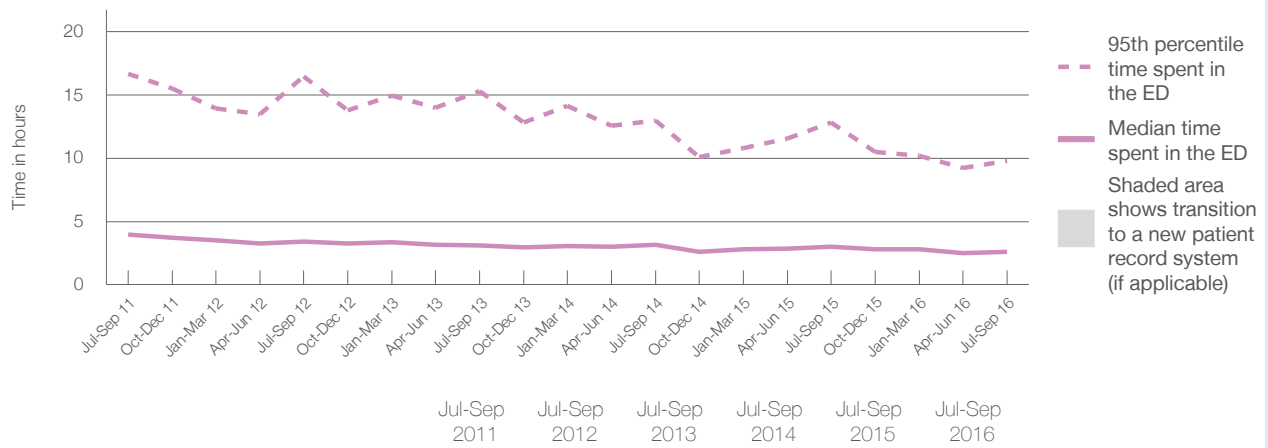
95th percentile time spent in the ED⁹ 9 hours and 48 minutes

Same period last year	NSW (this period)
9,940	9,940
2 hours and 59 minutes	2 hours and 50 minutes
12 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 59m	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 39m	16h 27m	15h 19m	12h 59m	12h 48m	9h 48m

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED
 By mode of separation
 July to September 2016

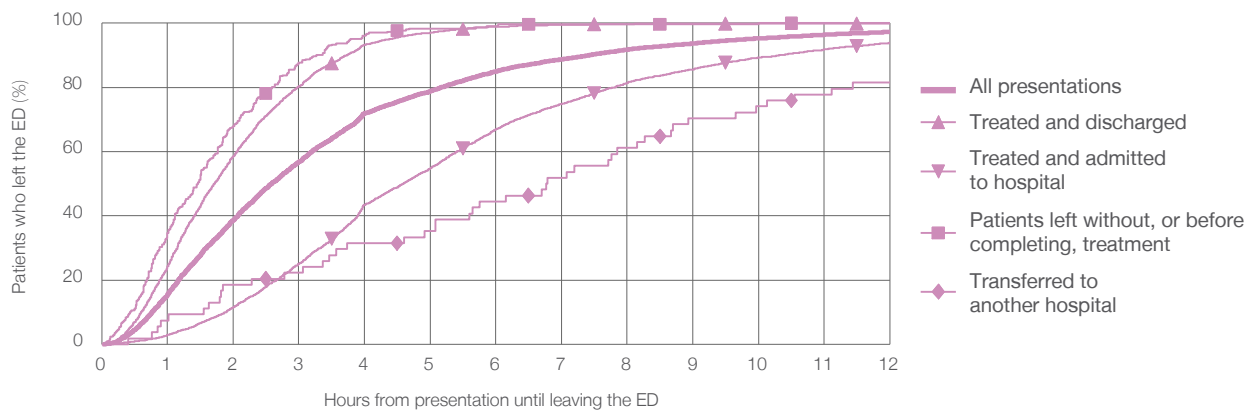
All presentations:¹ 10,017 patients

Presentations used to calculate time to leaving the ED:⁶ 10,017 patients

Treated and discharged	5,389 (53.8%)
Treated and admitted to hospital	4,253 (42.5%)
Patient left without, or before completing, treatment	303 (3.0%)
Transferred to another hospital	54 (0.5%)
Other	18 (0.2%)

Same period last year	Change since one year ago
9,940	0.8%
5,895	-8.6%
3,392	25.4%
489	-38.0%
138	-60.9%
26	-30.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	24.3%	58.6%	80.4%	93.3%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	2.9%	11.6%	25.0%	43.4%	66.9%	81.4%	89.3%	93.8%
Patient left without, or before completing, treatment	34.7%	68.0%	87.8%	96.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	7.4%	18.5%	22.2%	31.5%	44.4%	61.1%	74.1%	81.5%
All presentations	15.6%	38.8%	56.9%	71.9%	85.0%	91.8%	95.3%	97.3%

(†) 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.

Wagga Wagga Rural Referral Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2016

All presentations at the emergency department: ¹ 10,017 patients

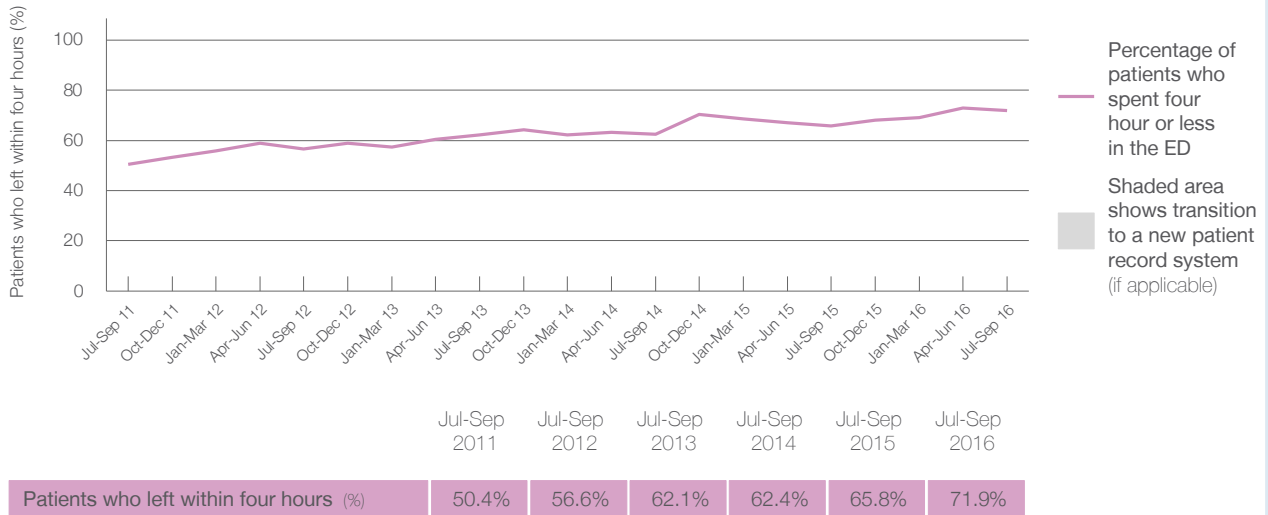
Presentations used to calculate time to leaving the ED: ⁶ 10,017 patients

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	9,940	0.8%
Presentations used to calculate time to leaving the ED	9,940	0.8%
Percentage of patients who spent four hours or less in the ED	65.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Young Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,698 patients
 Emergency presentations:² 2,422 patients

Same period last year	Change since one year ago
2,279	18.4%
2,022	19.8%

Young Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 124 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 898 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,209 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 57 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
133	
6 minutes	8 minutes
68 minutes	41 minutes
853	
11 minutes	21 minutes
81 minutes	103 minutes
907	
14 minutes	27 minutes
90 minutes	139 minutes
123	
10 minutes	24 minutes
162 minutes	138 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,698 patients

Percentage of patients who spent four hours or less in the ED 97.6%

Same period last year	Change since one year ago
2,277	18.5%
94.6%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

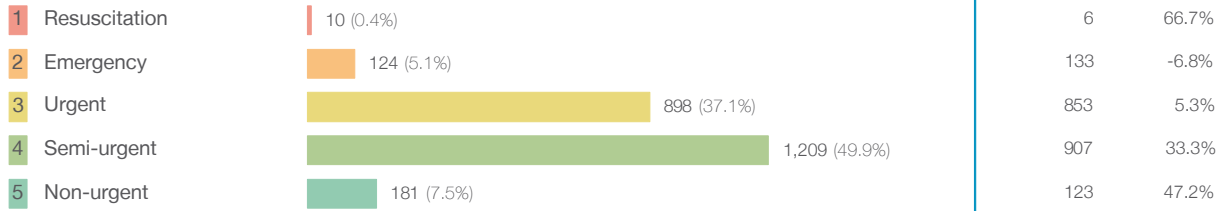
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Young Health Service: Patients presenting to the emergency department July to September 2016

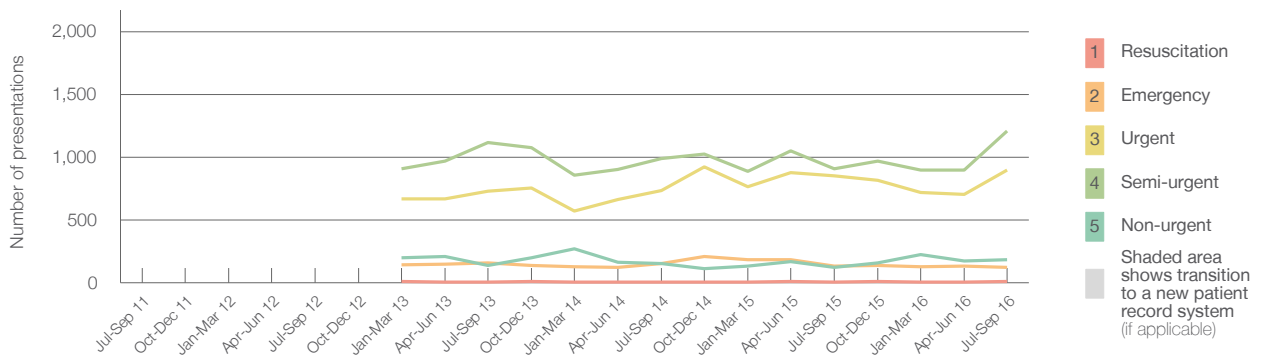
All presentations:¹ 2,698 patients

Emergency presentations² by triage category: 2,422 patients



Same period last year	Change since one year ago
2,279	18.4%
2,022	19.8%
6	66.7%
133	-6.8%
853	5.3%
907	33.3%
123	47.2%

Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation			< 5	< 5	6	10
Emergency			163	154	133	124
Urgent			727	732	853	898
Semi-urgent			1,118	991	907	1,209
Non-urgent			138	151	123	181
All emergency presentations			2,146	2,028	2,022	2,422

Young Health Service: Patients arriving by ambulance July to September 2016

ED Transfer of care time is not currently available for this hospital. ⁷

(†) 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.

Young Health Service: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 124

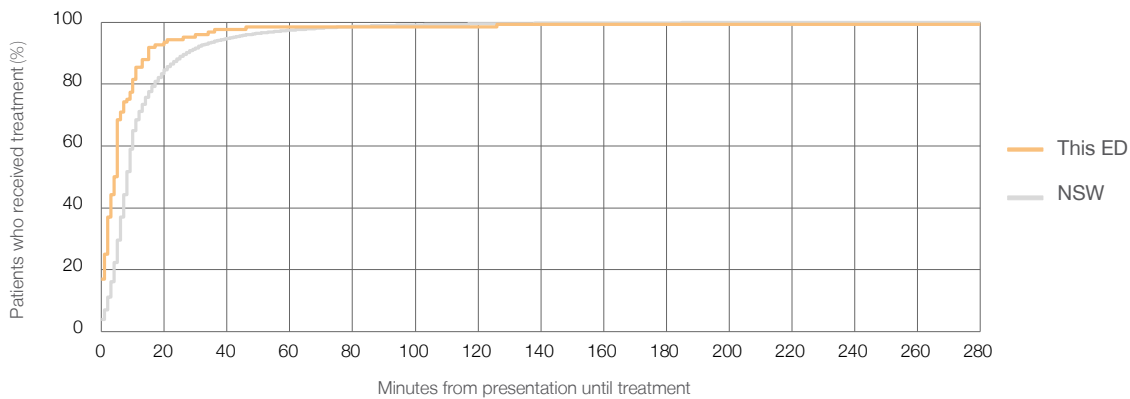
Number of triage 2 patients used to calculate waiting time:³ 124

Median time to start treatment⁴ 5 minutes

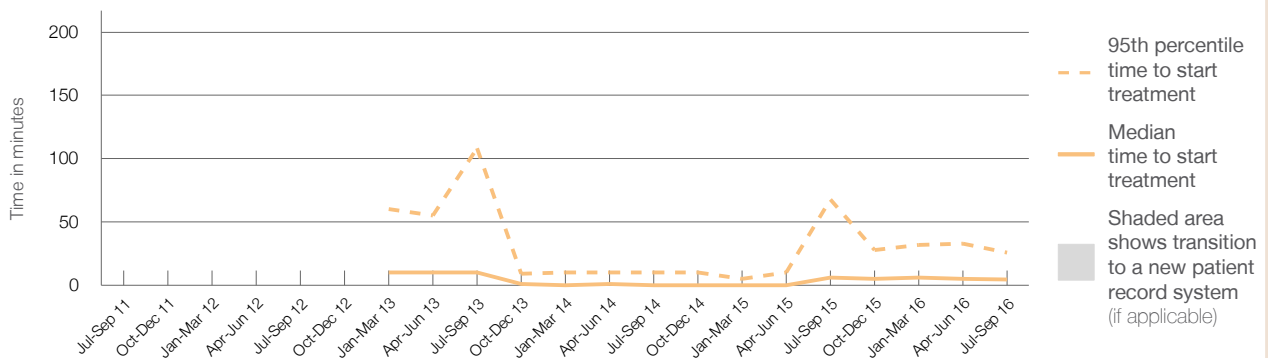
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
133	
129	
6 minutes	8 minutes
68 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10	0	6	5
95th percentile time to start treatment ⁵ (minutes)			108	10	68	26

(†) 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.

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Young Health Service: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 898

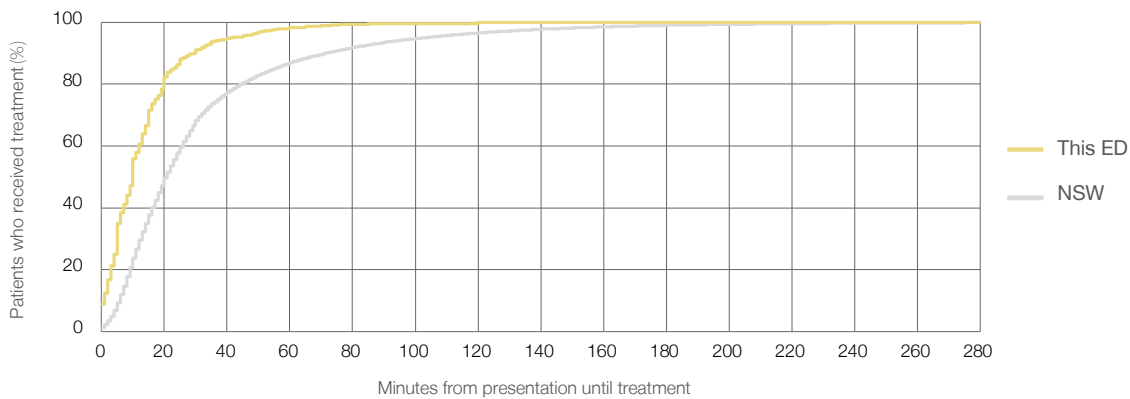
Number of triage 3 patients used to calculate waiting time:³ 893

Median time to start treatment⁴ 10 minutes

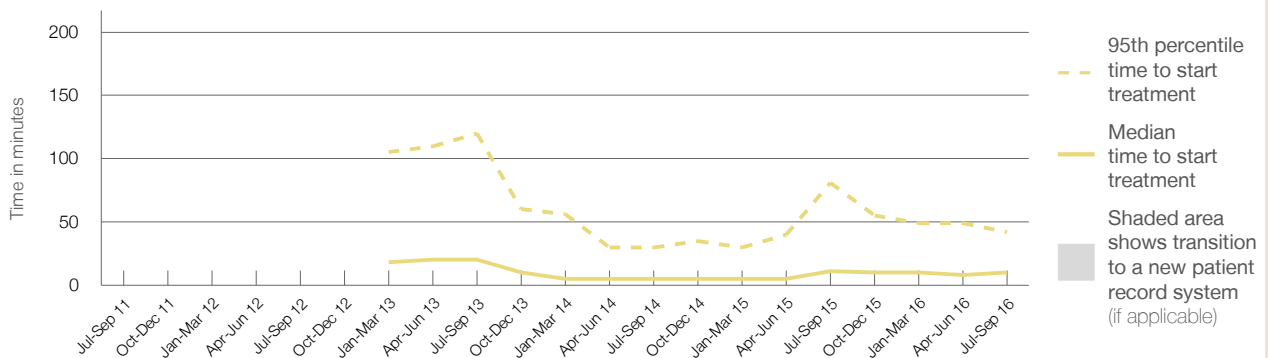
95th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
853	
833	
11 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			20	5	11	10
95th percentile time to start treatment ⁵ (minutes)			120	30	81	42

(†) 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.

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Young Health Service: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 1,209

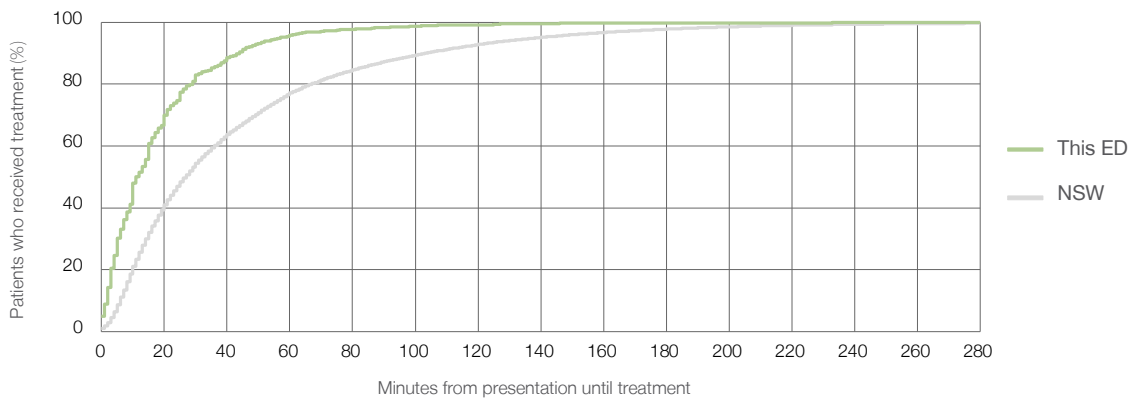
Number of triage 4 patients used to calculate waiting time:³ 1,198

Median time to start treatment⁴ 11 minutes

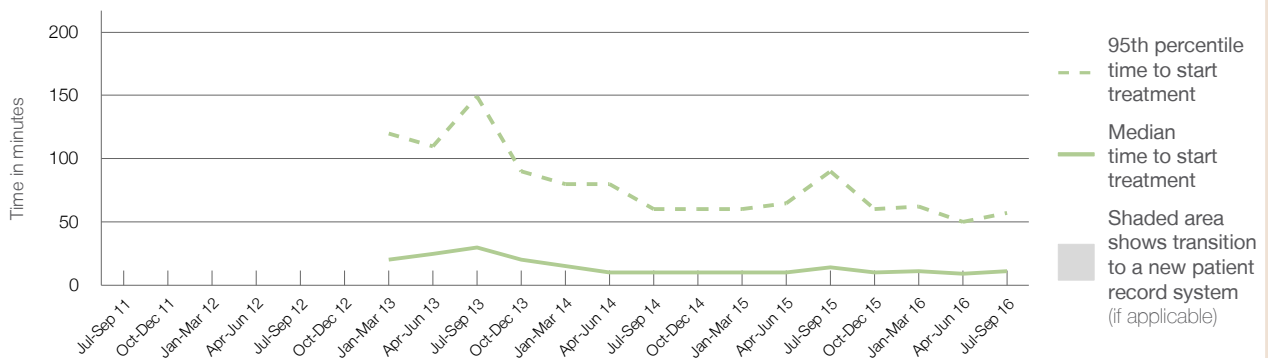
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
907	
852	
14 minutes	27 minutes
90 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			30	10	14	11
95th percentile time to start treatment ⁵ (minutes)			149	60	90	57

(†) 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.

Young Health Service: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 181

Number of triage 5 patients used to calculate waiting time:³ 180

Median time to start treatment⁴

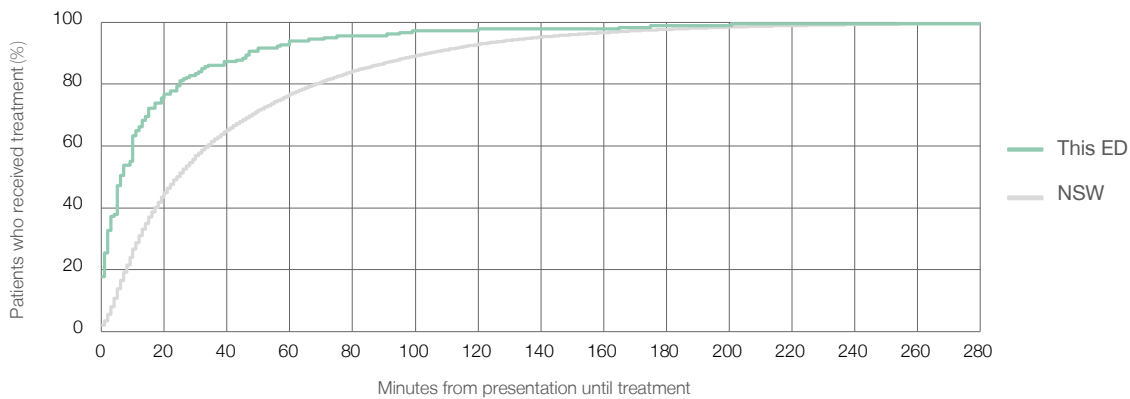
6 minutes

95th percentile time to start treatment⁵

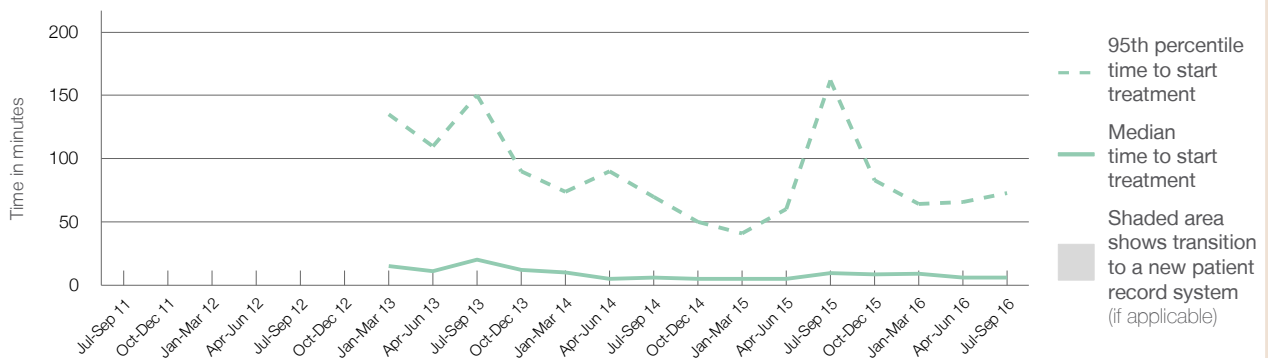
73 minutes

Same period last year	NSW (this period)
123	118
10 minutes	24 minutes
162 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			20	6	10	6
95th percentile time to start treatment ⁵ (minutes)			150	70	162	73

(†) 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.

Young Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,698 patients

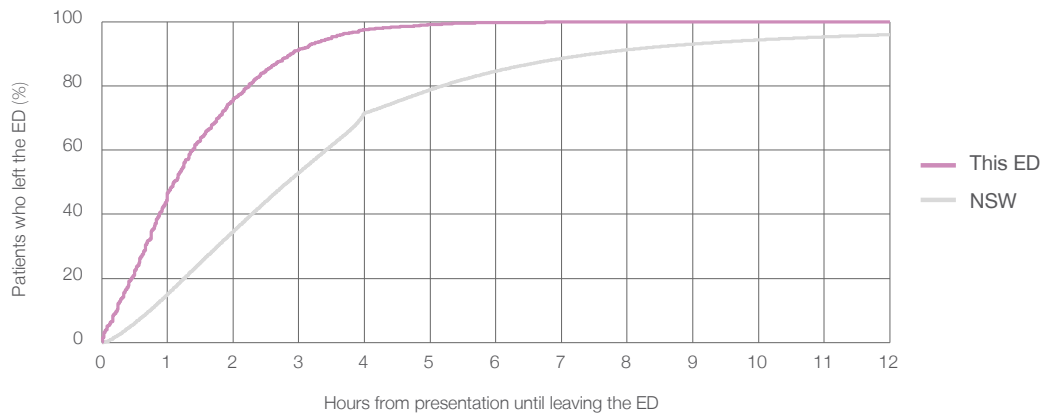
Presentations used to calculate time to leaving the ED:⁶ 2,698 patients

Median time spent in the ED⁸ 1 hours and 6 minutes

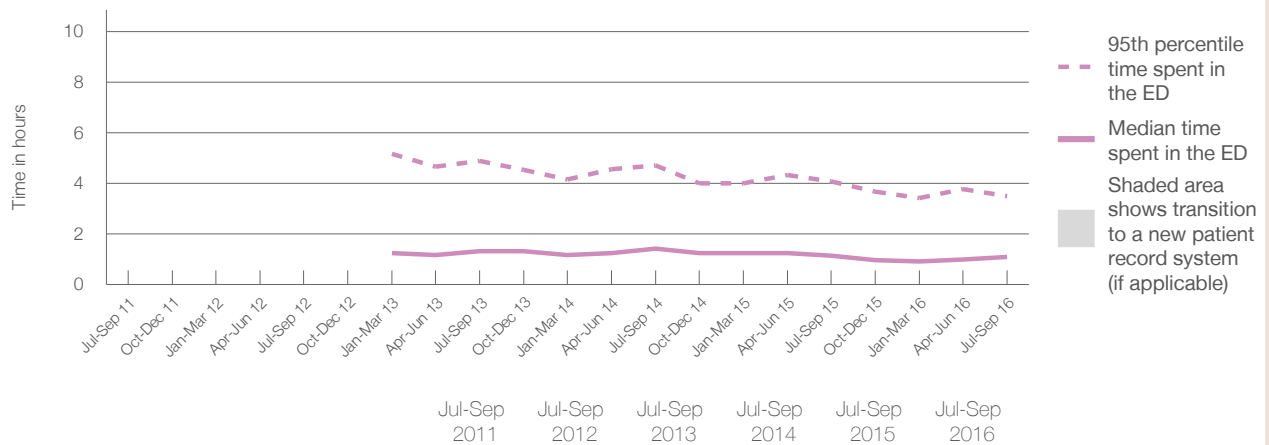
95th percentile time spent in the ED⁹ 3 hours and 30 minutes

Same period last year	NSW (this period)
2,279	2,277
1 hours and 9 minutes	2 hours and 50 minutes
4 hours and 5 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 20m	1h 25m	1h 9m	1h 6m
95th percentile time to leaving the ED ⁹ (hours, minutes)			4h 54m	4h 43m	4h 5m	3h 30m

(†) 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.

Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

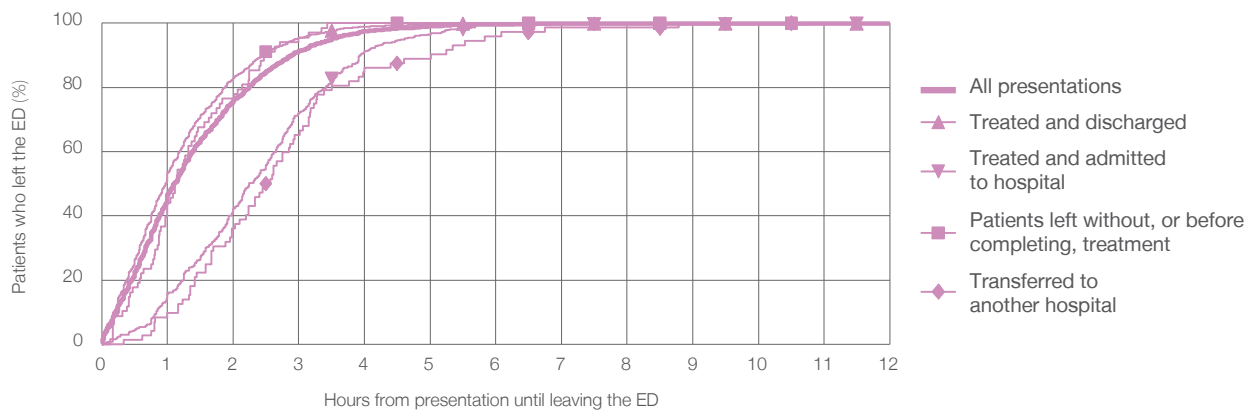
All presentations:¹ 2,698 patients

Presentations used to calculate time to leaving the ED:⁶ 2,698 patients

Treated and discharged	2,181 (80.8%)
Treated and admitted to hospital	376 (13.9%)
Patient left without, or before completing, treatment	68 (2.5%)
Transferred to another hospital	72 (2.7%)
Other	1 (0%)

Same period last year	Change since one year ago
2,277	18.5%
1,896	15.0%
232	62.1%
65	4.6%
77	-6.5%
9	-88.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††§}



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	53.4%	83.0%	95.4%	98.9%	99.9%	100%	100%	100%
Treated and admitted to hospital	15.7%	42.3%	72.1%	91.2%	99.2%	99.7%	99.7%	100%
Patient left without, or before completing, treatment	44.1%	76.5%	95.6%	100%	100%	100%	100%	100%
Transferred to another hospital	9.7%	36.1%	65.3%	86.1%	95.8%	98.6%	100%	100%
All presentations	46.7%	75.9%	91.4%	97.6%	99.7%	99.9%	99.9%	100%

(†) 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.

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Young Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 2,698 patients

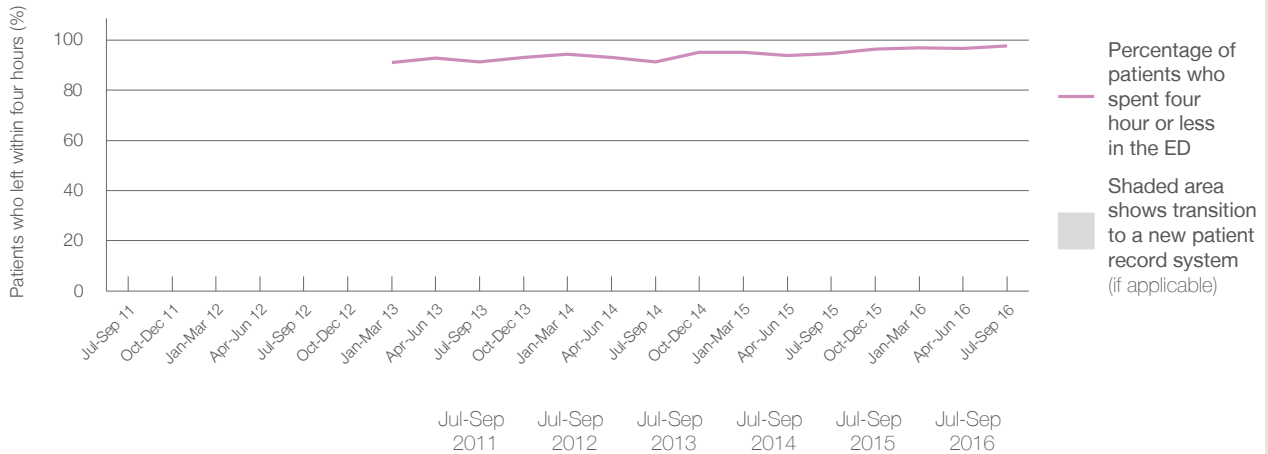
Presentations used to calculate time to leaving the ED: ⁶ 2,698 patients

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	2,279	18.4%
Presentations used to calculate time to leaving the ED	2,277	18.5%
Percentage of patients who spent four hours or less in the ED	94.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)						
			91.2%	91.3%	94.6%	97.6%

* 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, 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).