Deniliquin Health Service: Emergency department (ED) overview
July to September 2016

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

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

<table>
<thead>
<tr>
<th>Triage Level</th>
<th>Triage Category</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td>Emergency (e.g. chest pain, severe burns)</td>
<td>5 minutes</td>
<td>*</td>
</tr>
<tr>
<td>Triage 3</td>
<td>Urgent (e.g. moderate blood loss, dehydration)</td>
<td>6 minutes</td>
<td>28 minutes</td>
</tr>
<tr>
<td>Triage 4</td>
<td>Semi-urgent (e.g. sprained ankle, earache)</td>
<td>7 minutes</td>
<td>33 minutes</td>
</tr>
<tr>
<td>Triage 5</td>
<td>Non-urgent (e.g. small cuts or abrasions)</td>
<td>7 minutes</td>
<td>50 minutes</td>
</tr>
</tbody>
</table>

Deniliquin Health Service: Time from presentation until leaving the ED
July to September 2016

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

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,382 patients</td>
<td>2,382</td>
<td>89.1%</td>
</tr>
<tr>
<td>1,831 patients</td>
<td>1,831</td>
<td>88.4%</td>
</tr>
</tbody>
</table>

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. All attendances 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: 2,072 patients

Emergency presentations by triage category: 1,737 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Presentations</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>6 (0.3%)</td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>81 (4.7%)</td>
<td></td>
</tr>
<tr>
<td>Urgent</td>
<td>586 (33.7%)</td>
<td></td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>813 (46.8%)</td>
<td></td>
</tr>
<tr>
<td>Non-urgent</td>
<td>251 (14.5%)</td>
<td></td>
</tr>
</tbody>
</table>

Emergency presentations 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: 120 patients **

ED Transfer of care time

- Median time: 9 minutes
- 95th percentile time: 50 minutes

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

** Interpreted 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: 7 81
Median time to start treatment 4 5 minutes
95th percentile time to start treatment 5

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4 (minutes)</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment 5 (minutes)</td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

DATA NOTES:
4 Data points are not shown in graphs for quarters when patient numbers are too small.
5 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.
6 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 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: 573
Median time to start treatment: 6 minutes
95th percentile time to start treatment: 28 minutes

Same period  last year  NSW (this period)

<table>
<thead>
<tr>
<th></th>
<th>NSW</th>
<th>This ED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>681</td>
<td>668</td>
</tr>
<tr>
<td></td>
<td>8 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td></td>
<td>30 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

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

Median time to start treatment: 7 minutes
95th percentile time to start treatment: 123 minutes

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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: 781
Median time to start treatment \(^4\) 7 minutes
95th percentile time to start treatment \(^5\) 33 minutes

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

![Graph showing time patients waited to start treatment](image)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (^4) (minutes)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 8 7</td>
</tr>
<tr>
<td>95th percentile time to start treatment (^5) (minutes)</td>
<td>107</td>
<td>34</td>
<td>33</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(\(^4\)) Data points are not shown in graphs for quarters when patient numbers are too small.

(\(^5\)) 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.

(\(^6\)) 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: 245

Median time to start treatment
7 minutes

95th percentile time to start treatment
50 minutes

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

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**Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016**

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

(10) 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.

(9) 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 spent in the ED
July to September 2016

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

Median time spent in the ED:
1 hours and 1 minutes

95th percentile time spent in the ED:
5 hours and 41 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

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Deniliquin Health Service: 

Time patients spent in the ED
By mode of separation
July to September 2016

All presentations: 1,072 patients
Presentations used to calculate time to leaving the ED: 6,172 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>July to September 2016</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>1,615 (77.9%)</td>
<td>1,881</td>
<td>-14.1%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>332 (16.0%)</td>
<td>350</td>
<td>-5.1%</td>
</tr>
<tr>
<td>Patient left without, or before</td>
<td>28 (1.4%)</td>
<td>21</td>
<td>33.3%</td>
</tr>
<tr>
<td>completing treatment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>41 (2.0%)</td>
<td>49</td>
<td>-16.3%</td>
</tr>
<tr>
<td>Other</td>
<td>56 (2.7%)</td>
<td>81</td>
<td>-30.9%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Hours from presentation until leaving the ED</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing, treatment</th>
<th>Transferred to another hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>59.8%</td>
<td>4.2%</td>
<td>39.3%</td>
<td>2.4%</td>
</tr>
<tr>
<td>2 hours</td>
<td>84.7%</td>
<td>16.3%</td>
<td>75.0%</td>
<td>7.3%</td>
</tr>
<tr>
<td>3 hours</td>
<td>92.9%</td>
<td>38.3%</td>
<td>92.9%</td>
<td>26.8%</td>
</tr>
<tr>
<td>4 hours</td>
<td>96.3%</td>
<td>58.1%</td>
<td>96.4%</td>
<td>39.0%</td>
</tr>
<tr>
<td>6 hours</td>
<td>99.0%</td>
<td>83.1%</td>
<td>100%</td>
<td>39.0%</td>
</tr>
<tr>
<td>8 hours</td>
<td>99.7%</td>
<td>94.0%</td>
<td>100%</td>
<td>65.9%</td>
</tr>
<tr>
<td>10 hours</td>
<td>99.9%</td>
<td>96.7%</td>
<td>100%</td>
<td>87.8%</td>
</tr>
<tr>
<td>12 hours</td>
<td>99.9%</td>
<td>99.1%</td>
<td>100%</td>
<td>96.1%</td>
</tr>
</tbody>
</table>

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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.
More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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: ² 2,072 patients
Presentations used to calculate time to leaving the ED: ³ 2,072 patients

Percentage of patients who spent four hours or less in the ED: ³ 2,072 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>89.1%</td>
</tr>
</tbody>
</table>

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ⁴

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Percentage of patients who left within four hours (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>88.1%</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>88.4%</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>89.1%</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>88.4%</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td>88.4%</td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td>89.1%</td>
</tr>
</tbody>
</table>

¹ Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
² Data points are not shown in graphs for quarters when patient numbers were too small.
³ 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.
⁴ For more information see the Technical Supplement: Emergency department measures, July to September 2016.
¹¹ Patients who left within four hours (%)

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.

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

<table>
<thead>
<tr>
<th>All presentations:</th>
<th>5,186 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency presentations:</td>
<td>4,962 patients</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns):</th>
<th>434 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>6 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>33 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration):</th>
<th>2,102 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>16 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>69 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache):</th>
<th>2,036 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>21 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>110 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions):</th>
<th>363 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>24 minutes</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>118 minutes</td>
<td></td>
</tr>
</tbody>
</table>

Griffith Base Hospital: Time from presentation until leaving the ED
July to September 2016

<table>
<thead>
<tr>
<th>Attendances used to calculate time to leaving the ED:</th>
<th>5,184 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of patients who spent four hours or less in the ED</td>
<td>84.2%</td>
</tr>
</tbody>
</table>

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1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
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5. 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.
6. 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: 5,186 patients

Emergency presentations by triage category: 4,962 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Number</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>27 (0.5%)</td>
<td>-10.0%</td>
</tr>
<tr>
<td>Emergency</td>
<td>434 (8.7%)</td>
<td>30.3%</td>
</tr>
<tr>
<td>Urgent</td>
<td>2,102 (42.4%)</td>
<td>19.5%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>2,036 (41.0%)</td>
<td>-13.6%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>363 (7.3%)</td>
<td>-3.5%</td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, July 2011 to September 2016:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
<th>All emergency presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>20</td>
<td>312</td>
<td>1,850</td>
<td>2,504</td>
<td>297</td>
<td>4,983</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>30</td>
<td>365</td>
<td>1,990</td>
<td>2,222</td>
<td>136</td>
<td>4,763</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>28</td>
<td>367</td>
<td>1,881</td>
<td>2,341</td>
<td>238</td>
<td>4,875</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>15</td>
<td>339</td>
<td>1,635</td>
<td>2,101</td>
<td>319</td>
<td>4,409</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td>30</td>
<td>333</td>
<td>1,759</td>
<td>2,356</td>
<td>376</td>
<td>4,854</td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td>27</td>
<td>434</td>
<td>2,102</td>
<td>2,036</td>
<td>363</td>
<td>4,962</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Time Category</th>
<th>Median</th>
<th>95th percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12</td>
<td>29</td>
</tr>
</tbody>
</table>

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Griffith Base Hospital: Time patients waited to start treatment, triage 2
July to September 2016

Griffith Base Hospital:

Time patients waited to start treatment, triage 2
July to September 2016

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients:</td>
<td>434</td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time:</td>
<td>333</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>6 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>33 minutes</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g., moderate blood loss, dehydration)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 3 patients:</td>
<td>2,102</td>
</tr>
<tr>
<td>Number of triage 3 patients used to calculate waiting time:</td>
<td>2,074</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>16 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>69 minutes</td>
</tr>
</tbody>
</table>

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

![Percentage of triage 3 patients who received treatment by time, July to September 2016](image)

Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Median time to start treatment</th>
<th>17</th>
<th>15</th>
<th>16</th>
<th>15</th>
<th>16</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>95th percentile time to start treatment</td>
<td>82</td>
<td>95</td>
<td>88</td>
<td>74</td>
<td>74</td>
<td>69</td>
</tr>
</tbody>
</table>

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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

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 4 patients:</td>
<td>2,036</td>
</tr>
<tr>
<td>Number of triage 4 patients used to calculate waiting time:</td>
<td>1,967</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>21 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>110 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Same period</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last year</td>
<td>This period</td>
</tr>
<tr>
<td>2,356</td>
<td>2,228</td>
</tr>
</tbody>
</table>

Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016

- Median time to start treatment
- 95th percentile time to start treatment

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>30</td>
<td>31</td>
<td>25</td>
<td>24</td>
<td>28</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>159</td>
<td>172</td>
<td>150</td>
<td>133</td>
<td>123</td>
</tr>
</tbody>
</table>

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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: 383

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

Median time to start treatment **4**

- 24 minutes

95th percentile time to start treatment **5**

- 118 minutes

**Same period last year**

- NSW (this period)
  - Median time to start treatment: 376 minutes
  - 95th percentile time to start treatment: 331 minutes

**Performance Profiles:**

Emergency department care July to September 2016

---

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 **3**

- Median time to start treatment
- 95th percentile time to start treatment

**Performance Profiles:**

Emergency department care July to September 2016

---

- Median time to start treatment: 31, 24, 29, 25, 33, 24 minutes
- 95th percentile time to start treatment: 193, 165, 157, 148, 147, 118 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 spent in the ED
July to September 2016

All presentations: 5,186 patients
Presentations used to calculate time to leaving the ED: 5,184 patients

Median time spent in the ED
95th percentile time spent in the ED

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

---

[Notes and cautions]

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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: 5,186 patients
Presentations used to calculate time to leaving the ED: 5,184 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Hours from presentation until leaving the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>29.2% 64.5% 85.0% 95.7% 99.0% 99.8% 99.9% 100%</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>2.6% 7.7% 21.5% 50.1% 77.6% 91.5% 96.6% 97.1%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>39.0% 65.6% 85.1% 95.5% 99.4% 100% 100% 100%</td>
</tr>
<tr>
<td>All presentations</td>
<td>23.0% 60.7% 69.3% 84.2% 93.5% 97.6% 98.8% 99.3%</td>
</tr>
</tbody>
</table>

Same period last year vs Change since one year ago

- Treated and discharged: 4,971 vs 3,600 (4.3%)
- Treated and admitted to hospital: 1,109 vs 196 (-21.4%)
- Patient left without, or before completing treatment: 154 vs 58 (36.2%)
- Transferred to another hospital: 79 vs 8 (50.0%)

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: 5,186 patients
Presentations used to calculate time to leaving the ED: 5,184 patients

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

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.
† 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).
Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview
July to September 2016

<table>
<thead>
<tr>
<th></th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>All presentations</td>
<td>9,940</td>
<td>0.8%</td>
</tr>
<tr>
<td>Emergency</td>
<td>9,966</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns): 750 patients</th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>7 minutes</td>
<td>770</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>27 minutes</td>
<td>8 minutes</td>
<td>8 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration): 4,285 patients</th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>19 minutes</td>
<td>20 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>89 minutes</td>
<td>99 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache): 3,889 patients</th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>24 minutes</td>
<td>4,022</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>115 minutes</td>
<td>129 minutes</td>
<td>139 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions): 780 patients</th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>19 minutes</td>
<td>545</td>
<td></td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>119 minutes</td>
<td>137 minutes</td>
<td>138 minutes</td>
</tr>
</tbody>
</table>

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED
July to September 2016

<table>
<thead>
<tr>
<th></th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendances used to calculate time to leaving the ED: 10,017 patients</td>
<td>9,940</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

| Percentage of patients who spent four hours or less in the ED | 71.9% |

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: 10,017 patients

Emergency presentations by triage category: 9,736 patients

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>63</td>
<td>37</td>
<td>59</td>
<td>46</td>
<td>47</td>
<td>32</td>
</tr>
<tr>
<td>Emergency</td>
<td>587</td>
<td>660</td>
<td>560</td>
<td>712</td>
<td>770</td>
<td>750</td>
</tr>
<tr>
<td>Urgent</td>
<td>2,827</td>
<td>3,320</td>
<td>3,784</td>
<td>4,001</td>
<td>4,211</td>
<td>4,285</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>3,849</td>
<td>3,903</td>
<td>4,058</td>
<td>3,536</td>
<td>4,022</td>
<td>3,889</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>918</td>
<td>928</td>
<td>476</td>
<td>508</td>
<td>545</td>
<td>780</td>
</tr>
<tr>
<td>All emergency presentations</td>
<td>8,244</td>
<td>8,848</td>
<td>8,937</td>
<td>8,803</td>
<td>9,595</td>
<td>9,736</td>
</tr>
</tbody>
</table>

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

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

ED Transfer of care time

<table>
<thead>
<tr>
<th>Time Measure</th>
<th>Median</th>
<th>95th Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>11 min</td>
<td>64 min</td>
</tr>
</tbody>
</table>

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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: 750
Median time to start treatment: 7 minutes
95th percentile time to start treatment: 27 minutes

<table>
<thead>
<tr>
<th>Same period</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>770</td>
<td>766</td>
</tr>
<tr>
<td>8 minutes</td>
<td>8 minutes</td>
</tr>
<tr>
<td>32 minutes</td>
<td>41 minutes</td>
</tr>
</tbody>
</table>

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

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: 4,217
- Median time to start treatment: 19 minutes
- 95th percentile time to start treatment: 89 minutes

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

<table>
<thead>
<tr>
<th>Minutes from presentation until treatment</th>
<th>This ED</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 20 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 - 40 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40 - 60 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 - 80 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>80 - 100 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 - 120 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>120 - 140 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>140 - 160 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>160 - 180 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>180 - 200 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>200 - 220 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>220 - 240 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>240 - 260 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>260 - 280 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>280 - 300 minutes</td>
<td></td>
<td></td>
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<tr>
<td>300 - 320 minutes</td>
<td></td>
<td></td>
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<tr>
<td>320 - 340 minutes</td>
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<td></td>
</tr>
<tr>
<td>340 - 360 minutes</td>
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<td></td>
</tr>
<tr>
<td>360 - 380 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>380 - 400 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>400 - 420 minutes</td>
<td></td>
<td></td>
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<tr>
<td>420 - 440 minutes</td>
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<tr>
<td>440 - 460 minutes</td>
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<tr>
<td>460 - 480 minutes</td>
<td></td>
<td></td>
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<tr>
<td>480 - 500 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>500 - 520 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>520 - 540 minutes</td>
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<td></td>
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<tr>
<td>540 - 560 minutes</td>
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<tr>
<td>560 - 580 minutes</td>
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<tr>
<td>580 - 600 minutes</td>
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<td></td>
</tr>
<tr>
<td>600 - 620 minutes</td>
<td></td>
<td></td>
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<tr>
<td>620 - 640 minutes</td>
<td></td>
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<tr>
<td>640 - 660 minutes</td>
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<td>660 - 680 minutes</td>
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<td>680 - 700 minutes</td>
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<tr>
<td>700 - 720 minutes</td>
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<tr>
<td>720 - 740 minutes</td>
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<td></td>
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<tr>
<td>740 - 760 minutes</td>
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<td></td>
</tr>
<tr>
<td>760 - 780 minutes</td>
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<td></td>
</tr>
<tr>
<td>780 - 800 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>800 - 820 minutes</td>
<td></td>
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<tr>
<td>820 - 840 minutes</td>
<td></td>
<td></td>
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<tr>
<td>840 - 860 minutes</td>
<td></td>
<td></td>
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<tr>
<td>860 - 880 minutes</td>
<td></td>
<td></td>
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<tr>
<td>880 - 900 minutes</td>
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<td></td>
</tr>
<tr>
<td>900 - 920 minutes</td>
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<td></td>
</tr>
<tr>
<td>920 - 940 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>940 - 960 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>960 - 980 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>980 - 1000 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 20 minutes</td>
<td>24</td>
<td>19</td>
<td>16</td>
<td>20</td>
<td>20</td>
<td>19</td>
</tr>
<tr>
<td>20 - 40 minutes</td>
<td>121</td>
<td>94</td>
<td>83</td>
<td>92</td>
<td>99</td>
<td>89</td>
</tr>
<tr>
<td>40 - 60 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 - 80 minutes</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>80 - 100 minutes</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>100 - 120 minutes</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>120 - 140 minutes</td>
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<td>200 - 220 minutes</td>
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<td>720 - 740 minutes</td>
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<td>760 - 780 minutes</td>
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<td>780 - 800 minutes</td>
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<td>800 - 820 minutes</td>
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<td>820 - 840 minutes</td>
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<td>840 - 860 minutes</td>
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<tr>
<td>860 - 880 minutes</td>
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<tr>
<td>880 - 900 minutes</td>
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<tr>
<td>900 - 920 minutes</td>
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<td>920 - 940 minutes</td>
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<tr>
<td>940 - 960 minutes</td>
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<tr>
<td>960 - 980 minutes</td>
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<tr>
<td>980 - 1000 minutes</td>
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</tr>
</tbody>
</table>

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4
July to September 2016

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 4 patients:</td>
<td>3,889</td>
</tr>
<tr>
<td>Number of triage 4 patients used to calculate waiting time:</td>
<td>3,730</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>24 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>115 minutes</td>
</tr>
</tbody>
</table>

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

![Graph showing percentage of triage 4 patients who received treatment by time.]

Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Jul-Sep</th>
<th>Jul-Sep</th>
<th>Jul-Sep</th>
<th>Jul-Sep</th>
<th>Jul-Sep</th>
<th>Jul-Sep</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>39</td>
<td>29</td>
<td>18</td>
<td>25</td>
<td>21</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>200</td>
<td>160</td>
<td>153</td>
<td>139</td>
<td>129</td>
</tr>
</tbody>
</table>

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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: 724
Median time to start treatment 4  19 minutes
95th percentile time to start treatment 5  119 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

- Median time to start treatment
- 95th percentile time to start treatment
- Shaded area shows transition to a new patient record system

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
July to September 2016

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

Median time spent in the ED
95th percentile time spent in the ED

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Median time to leaving the ED (hours, minutes)</th>
<th>95th percentile time to leaving the ED (hours, minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 11</td>
<td>3h 59m</td>
<td>16h 39m</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>3h 25m</td>
<td>16h 27m</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>3h 7m</td>
<td>15h 19m</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>3h 8m</td>
<td>12h 59m</td>
</tr>
<tr>
<td>Jul-Sep 15</td>
<td>2h 59m</td>
<td>12h 48m</td>
</tr>
<tr>
<td>Jul-Sep 16</td>
<td>2h 35m</td>
<td>9h 48m</td>
</tr>
</tbody>
</table>

Data points are not shown in graphs for quarters when patient numbers are too small.
Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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: 5 10,017 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing, treatment</th>
<th>Transferred to another hospital</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,390 (53.8%)</td>
<td>4,263 (42.5%)</td>
<td>303 (3.0%)</td>
<td>54 (0.5%)</td>
<td>18 (0.2%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time (hours)</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing, treatment</th>
<th>Transferred to another hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>24.3%</td>
<td>2.9%</td>
<td>34.7%</td>
<td>7.4%</td>
</tr>
<tr>
<td>2 hours</td>
<td>68.6%</td>
<td>11.6%</td>
<td>68.0%</td>
<td>18.5%</td>
</tr>
<tr>
<td>3 hours</td>
<td>80.4%</td>
<td>25.0%</td>
<td>87.6%</td>
<td>22.2%</td>
</tr>
<tr>
<td>4 hours</td>
<td>93.3%</td>
<td>43.4%</td>
<td>97.6%</td>
<td>31.5%</td>
</tr>
<tr>
<td>5 hours</td>
<td>96.9%</td>
<td>66.9%</td>
<td>99.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>6 hours</td>
<td>99.8%</td>
<td>81.4%</td>
<td>99.7%</td>
<td>61.1%</td>
</tr>
<tr>
<td>8 hours</td>
<td>100%</td>
<td>89.1%</td>
<td>100%</td>
<td>74.1%</td>
</tr>
<tr>
<td>10 hours</td>
<td>100%</td>
<td>93.8%</td>
<td>100%</td>
<td>81.5%</td>
</tr>
<tr>
<td>12 hours</td>
<td>100%</td>
<td>90.0%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>July to September 2011</th>
<th>July to September 2012</th>
<th>July to September 2013</th>
<th>July to September 2014</th>
<th>July to September 2015</th>
<th>July to September 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients who left within four hours (%)</td>
<td>50.4%</td>
<td>56.6%</td>
<td>62.1%</td>
<td>62.4%</td>
<td>65.8%</td>
<td>71.9%</td>
</tr>
</tbody>
</table>

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

Note: All percentages are rounded and therefore percentages may not add to 100%.
More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Young Health Service: Emergency department (ED) overview
July to September 2016

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

<table>
<thead>
<tr>
<th>Young Health Service:</th>
<th>Time patients waited to start treatment</th>
<th>July to September 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2 Emergency</td>
<td>Median time to start treatment: 5 minutes, 95th percentile time to start treatment: 26 minutes</td>
<td></td>
</tr>
<tr>
<td>Triage 3 Urgent</td>
<td>Median time to start treatment: 10 minutes, 95th percentile time to start treatment: 42 minutes</td>
<td></td>
</tr>
<tr>
<td>Triage 4 Semi-urgent</td>
<td>Median time to start treatment: 11 minutes, 95th percentile time to start treatment: 57 minutes</td>
<td></td>
</tr>
<tr>
<td>Triage 5 Non-urgent</td>
<td>Median time to start treatment: 6 minutes, 95th percentile time to start treatment: 73 minutes</td>
<td></td>
</tr>
</tbody>
</table>

Young Health Service: Time from presentation until leaving the ED
July to September 2016

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

<table>
<thead>
<tr>
<th>Young Health Service:</th>
<th>Time from presentation until leaving the ED</th>
<th>July to September 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of patients who spent four hours or less in the ED: 97.6%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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 waited 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 waited equal to or longer than this time.
6. 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: 2,698 patients

Emergency presentations by triage category: 2,422 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Number of Presentations</th>
<th>Change from Last Year</th>
<th>Change from One Year Ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>10 (0.4%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>124 (5.1%)</td>
<td>2022</td>
<td>66.7%</td>
</tr>
<tr>
<td>Urgent</td>
<td>896 (37.1%)</td>
<td>907</td>
<td>33.3%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>1,209 (49.9%)</td>
<td>123</td>
<td>47.2%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>181 (7.5%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


Emergency presentations by quarter, July 2011 to September 2016

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

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

---

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

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients: 124</td>
<td></td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time: 3</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>5 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>26 minutes</td>
</tr>
</tbody>
</table>

### Performance Profiles: Emergency Department Care July to September 2016

**Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016**

- Median time to start treatment:
  - 2011: 10 minutes
  - 2012: 0 minutes
  - 2013: 6 minutes
  - 2014: 5 minutes
  - 2015: 5 minutes
  - 2016: 5 minutes

- 95th percentile time to start treatment:
  - 2011: 108 minutes
  - 2012: 10 minutes
  - 2013: 68 minutes
  - 2014: 26 minutes
  - 2015: 26 minutes
  - 2016: 26 minutes

---

1. Data points are not shown in graphs for quarters when patient numbers are too small.
2. 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.
3. 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 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

Median time to start treatment

- 10 minutes

95th percentile time to start treatment

- 42 minutes

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

![Graph showing percentage of triage 3 patients who received treatment by time]

Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Year</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 11</td>
<td>20</td>
<td>120</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>5</td>
<td>30</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>11</td>
<td>81</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>10</td>
<td>42</td>
</tr>
</tbody>
</table>

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

*(h) 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.

*(i) 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 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

Median time to start treatment: 11 minutes
95th percentile time to start treatment: 57 minutes

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>907</td>
<td>852</td>
</tr>
<tr>
<td>14 minutes</td>
<td>27 minutes</td>
</tr>
<tr>
<td>90 minutes</td>
<td>139 minutes</td>
</tr>
</tbody>
</table>

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

*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: 180 |
| Median time to start treatment: 4 minutes |
| 95th percentile time to start treatment: 5 minutes |

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

![Graph showing percentage of triage 5 patients who received treatment by time.]

**Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 11</td>
<td>20</td>
<td>150</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>6</td>
<td>70</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>10</td>
<td>162</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>6</td>
<td>138</td>
</tr>
<tr>
<td>Jul-Sep 15</td>
<td>20</td>
<td>150</td>
</tr>
<tr>
<td>Jul-Sep 16</td>
<td>6</td>
<td>70</td>
</tr>
</tbody>
</table>

---

*Data points are not shown in graphs for quarters when patient numbers are too small.*

*Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

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

Median time spent in the ED

95th percentile time spent in the ED

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

Median time to leaving the ED

95th percentile time to leaving the ED

---

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

(2) 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.

(3) 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: 2,698 patients  
Presentations used to calculate time to leaving the ED: 2,698 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>2,181 (80.8%)</td>
<td></td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>376 (13.9%)</td>
<td></td>
</tr>
<tr>
<td>Patient left without, or before completing treatment</td>
<td>68 (2.5%)</td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>72 (2.7%)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>1 (0%)</td>
<td></td>
</tr>
</tbody>
</table>

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

- **All presentations**: 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%)

<table>
<thead>
<tr>
<th>Hours from presentation until leaving the ED</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing treatment</th>
<th>Transferred to another hospital</th>
<th>All presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 hour</td>
<td>53.4%</td>
<td>42.3%</td>
<td>86.1%</td>
<td>96.8%</td>
<td>46.7%</td>
</tr>
<tr>
<td>2 hours</td>
<td>83.0%</td>
<td>72.1%</td>
<td>85.3%</td>
<td>95.8%</td>
<td>75.9%</td>
</tr>
<tr>
<td>3 hours</td>
<td>95.4%</td>
<td>91.2%</td>
<td>86.1%</td>
<td>95.8%</td>
<td>91.4%</td>
</tr>
<tr>
<td>4 hours</td>
<td>98.9%</td>
<td>99.2%</td>
<td>86.1%</td>
<td>95.8%</td>
<td>97.6%</td>
</tr>
<tr>
<td>6 hours</td>
<td>100%</td>
<td>99.7%</td>
<td>95.8%</td>
<td>95.8%</td>
<td>99.9%</td>
</tr>
<tr>
<td>8 hours</td>
<td>100%</td>
<td>99.7%</td>
<td>95.8%</td>
<td>95.8%</td>
<td>99.9%</td>
</tr>
<tr>
<td>10 hours</td>
<td>100%</td>
<td>100%</td>
<td>95.8%</td>
<td>95.8%</td>
<td>100%</td>
</tr>
<tr>
<td>12 hours</td>
<td>100%</td>
<td>100%</td>
<td>95.8%</td>
<td>95.8%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Notes:

- 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 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: 1,698 patients
Presentations used to calculate time to leaving the ED: 6,698 patients

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Patients who left within four hours (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 11</td>
<td>91.2%</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>91.3%</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>94.6%</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>97.6%</td>
</tr>
</tbody>
</table>

Note:
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† 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.
§ 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.
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).