

Gunnedah Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 1,958 patients
 Emergency presentations:² 1,892 patients

Same period last year	Change since one year ago
1,973	-1%
1,891	0%

Gunnedah Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 138 patients

Median time to start treatment⁴  5 minutes
 90th percentile time to start treatment⁵  31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 536 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 947 patients

Median time to start treatment⁴  30 minutes
 90th percentile time to start treatment⁵  105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 271 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  95 minutes

Same period last year	NSW (this period)
121	
5 minutes	8 minutes
16 minutes	24 minutes
478	
18 minutes	19 minutes
80 minutes	63 minutes
1,029	
29 minutes	24 minutes
107 minutes	95 minutes
263	
28 minutes	21 minutes
96 minutes	96 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,958 patients

Percentage of patients who spent four hours or less in the ED  86%

Same period last year	Change since one year ago
1,973	-1%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

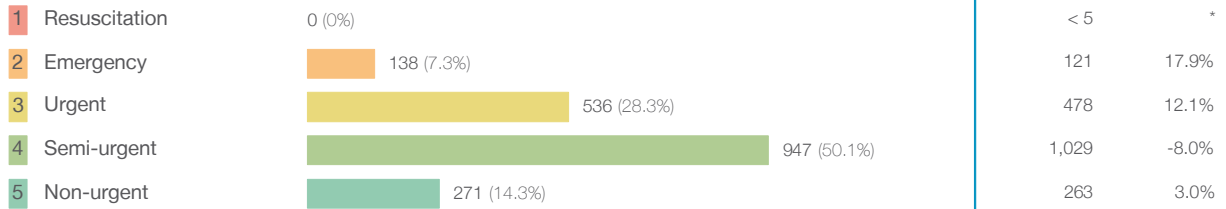
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Gunnedah Hospital: Patients presenting to the emergency department

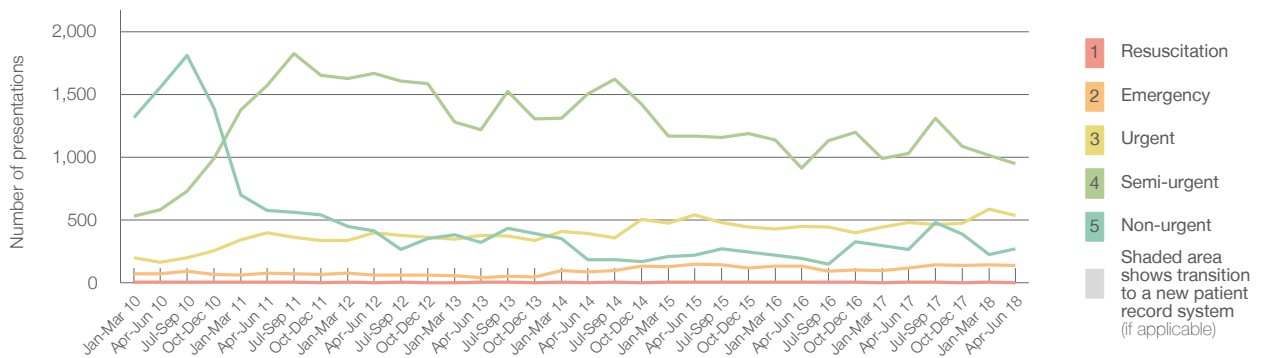
April to June 2018

All presentations:¹ 1,958 patients

Emergency presentations² by triage category: 1,892 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	< 5	< 5	< 5	< 5	< 5	< 5	< 5	0
Emergency	73	77	63	46	87	151	136	121	138
Urgent	165	397	397	376	394	538	449	478	536
Semi-urgent	582	1,568	1,667	1,217	1,504	1,168	911	1,029	947
Non-urgent	1,553	577	410	321	182	217	195	263	271
All emergency presentations	2,373	2,619	2,537	1,960	2,167	2,074	1,691	1,891	1,892

Gunnedah Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 145 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.

Gunnedah Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 138

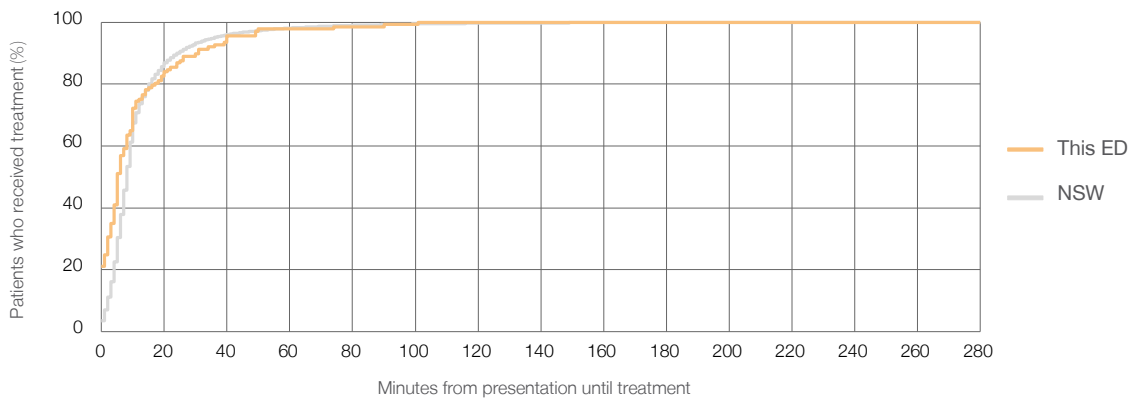
Number of triage 2 patients used to calculate waiting time:³ 137

Median time to start treatment⁴ 5 minutes

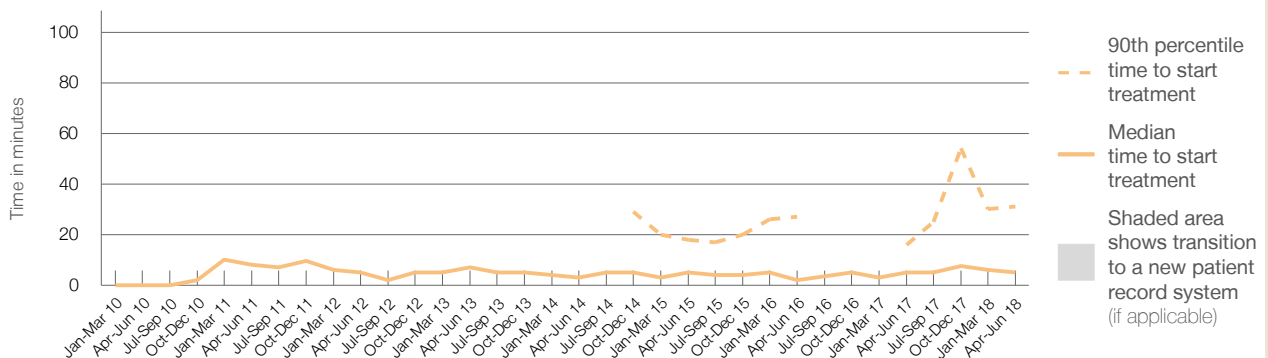
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
121	
115	
5 minutes	8 minutes
16 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	0	8	5	7	3	5	2	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	18	27	16	31

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Gunnedah Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 536

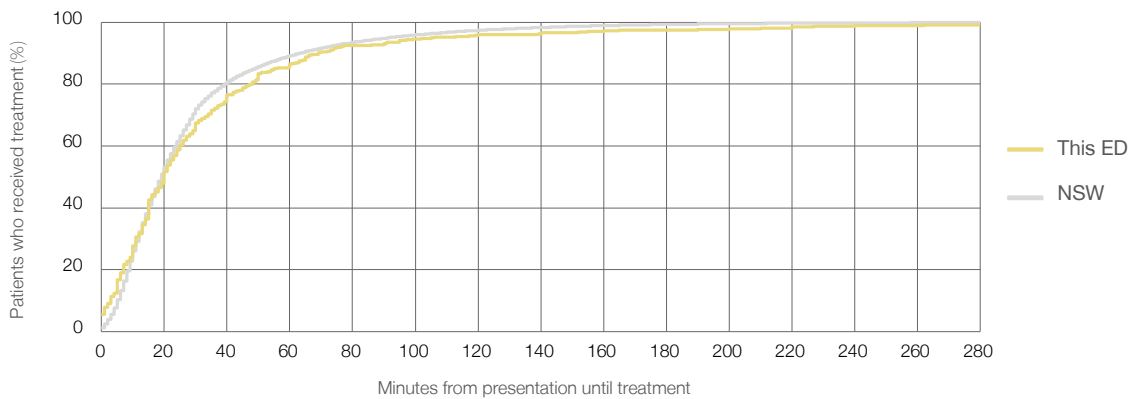
Number of triage 3 patients used to calculate waiting time:³ 525

Median time to start treatment⁴ 20 minutes

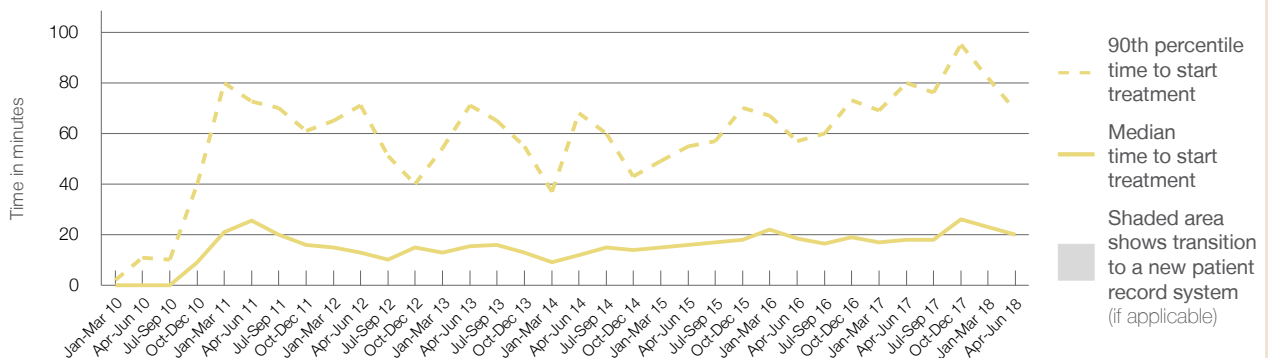
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
478	
468	
18 minutes	19 minutes
80 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	0	26	13	16	12	16	19	18	20
90th percentile time to start treatment ⁵ (minutes)	11	73	71	71	68	55	57	80	69

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Gunnedah Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 947

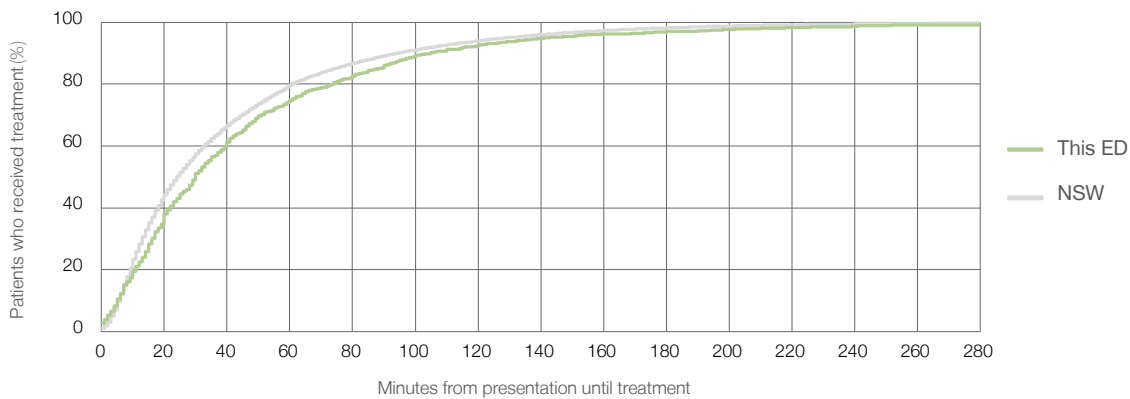
Number of triage 4 patients used to calculate waiting time:³ 904

Median time to start treatment⁴ 30 minutes

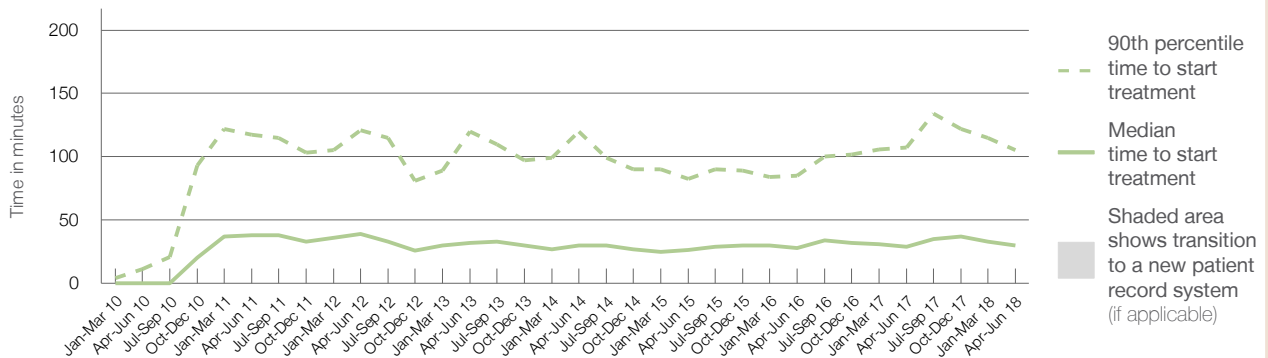
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,029	962
29 minutes	24 minutes
107 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	0	38	39	32	30	27	28	29	30
90th percentile time to start treatment ⁵ (minutes)	11	118	121	120	120	83	85	107	105

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Gunnedah Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 271

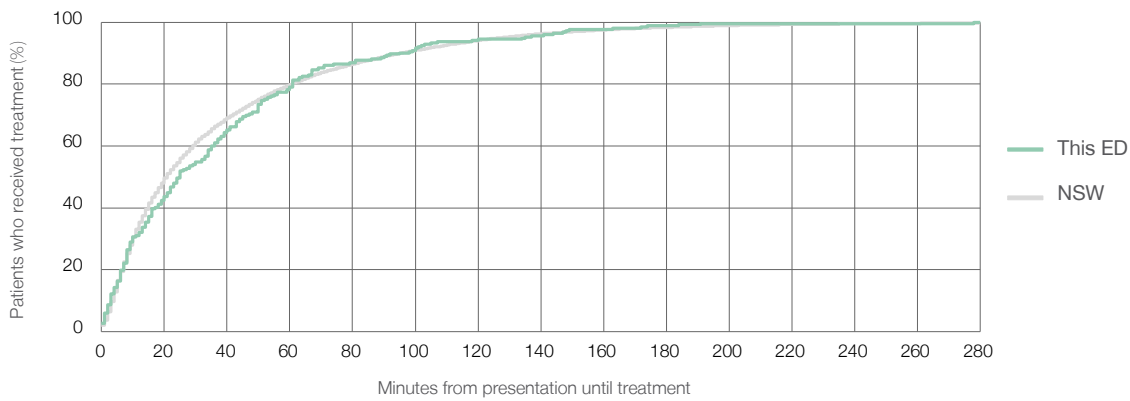
Number of triage 5 patients used to calculate waiting time:³ 252

Median time to start treatment⁴ 25 minutes

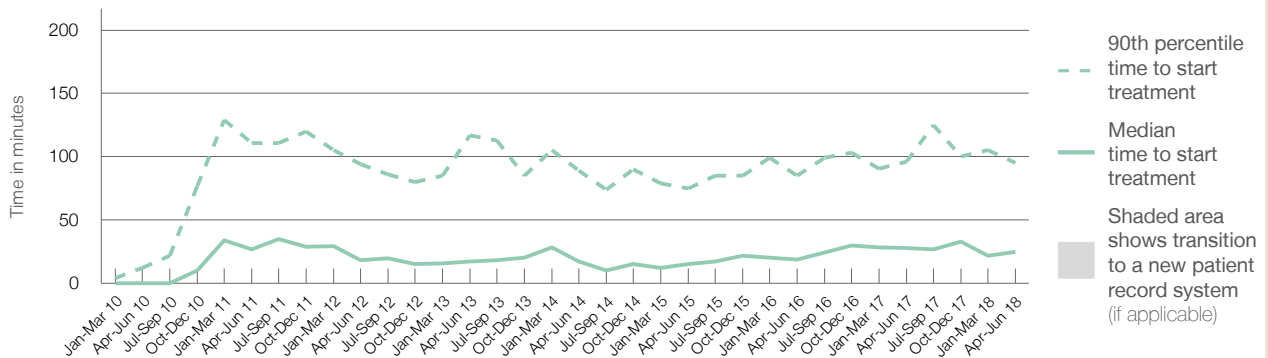
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
263	
246	
28 minutes	21 minutes
96 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	0	27	18	17	17	15	19	28	25
90th percentile time to start treatment ⁵ (minutes)	12	111	94	117	89	75	85	96	95

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Gunnedah Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,958 patients

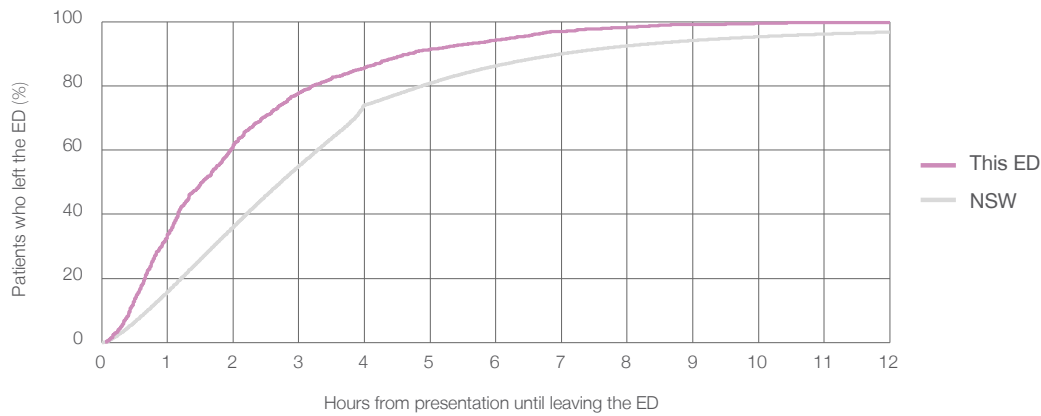
Presentations used to calculate time to leaving the ED:⁶ 1,958 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

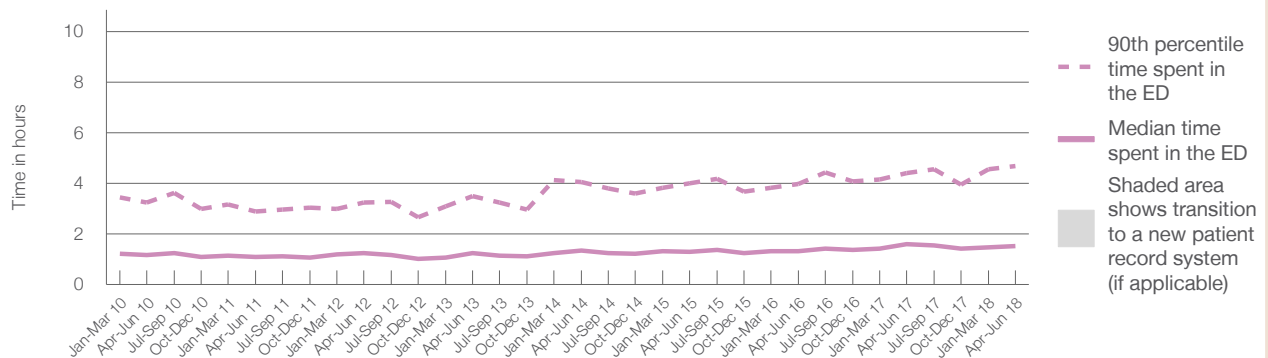
90th percentile time spent in the ED⁹ 4 hours and 41 minutes

Same period last year	NSW (this period)
1,973	1,973
1 hours and 36 minutes	2 hours and 44 minutes
4 hours and 25 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 10m	1h 6m	1h 15m	1h 15m	1h 21m	1h 18m	1h 20m	1h 36m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 15m	2h 53m	3h 15m	3h 30m	4h 3m	4h 1m	3h 59m	4h 25m	4h 41m

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

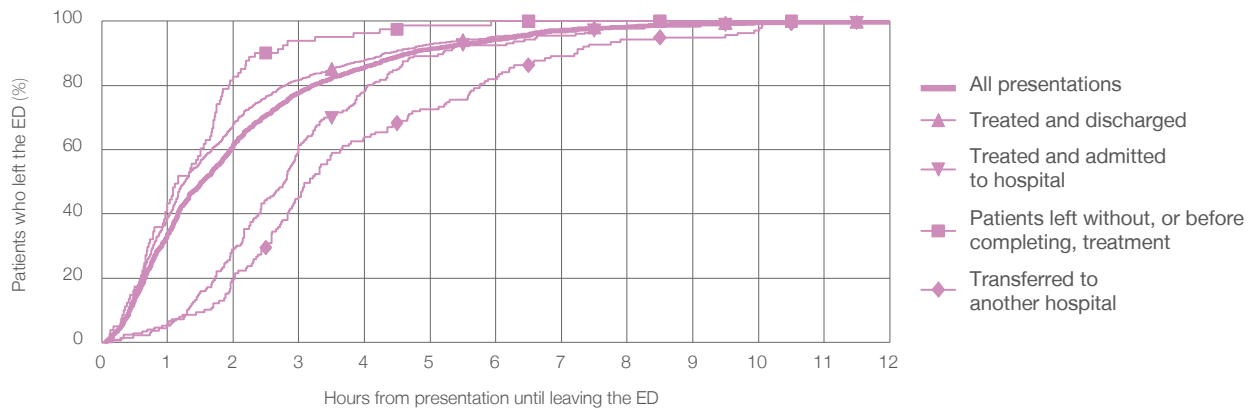
All presentations:¹ 1,958 patients

Presentations used to calculate time to leaving the ED:⁶ 1,958 patients

Treated and discharged	1,556 (79.5%)
Treated and admitted to hospital	176 (9.0%)
Patient left without, or before completing, treatment	81 (4.1%)
Transferred to another hospital	139 (7.1%)
Other	6 (0.3%)

Same period last year	Change since one year ago
1,973	-1%
1,492	4.3%
216	-18.5%
108	-25.0%
149	-6.7%
8	-25.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

Treated and discharged	38.9%	68.1%	81.7%	87.9%	95.2%	98.6%	99.6%	99.8%
Treated and admitted to hospital	5.1%	29.0%	61.4%	78.4%	92.6%	97.7%	99.4%	100%
Patient left without, or before completing, treatment	43.2%	82.7%	93.8%	96.3%	100%	100%	100%	100%
Transferred to another hospital	5.8%	19.4%	45.3%	64.0%	82.0%	94.2%	97.1%	99.3%
All presentations	33.7%	61.6%	77.8%	85.8%	94.3%	98.3%	99.4%	99.8%

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Gunnedah Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

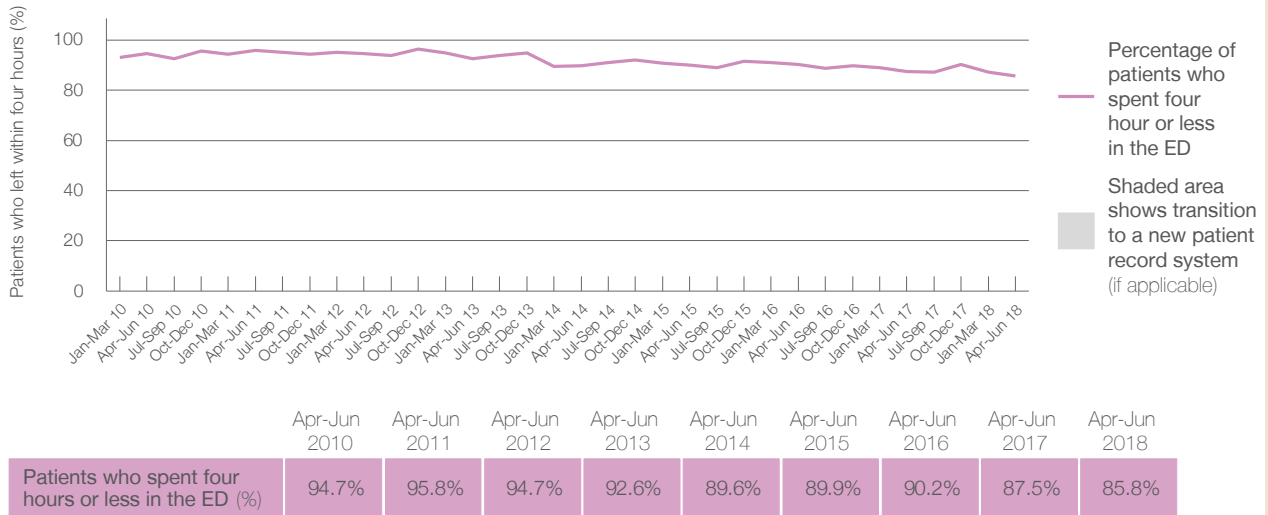
All presentations at the emergency department: ¹ 1,958 patients
 Presentations used to calculate time to leaving the ED: ⁶ 1,958 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 1,958 patients	1,973	-1%
Presentations used to calculate time to leaving the ED: ⁶ 1,958 patients	1,973	-1%
Percentage of patients who spent four hours or less in the ED	87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).