

Cooma Hospital and Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,585 patients
Emergency presentations:² 2,387 patients

Same period last year	Change since one year ago
2,615	-1%
2,358	1%

Cooma Hospital and Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 331 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 620 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): 949 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
298	
7 minutes	8 minutes
21 minutes	26 minutes
669	
18 minutes	20 minutes
59 minutes	72 minutes
1,022	
27 minutes	26 minutes
100 minutes	104 minutes
364	
25 minutes	23 minutes
112 minutes	104 minutes

Cooma Hospital and Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,585 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
2,614	-1%
89%	

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

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

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

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

Cooma Hospital and Health Service: Patients presenting to the emergency department October to December 2018

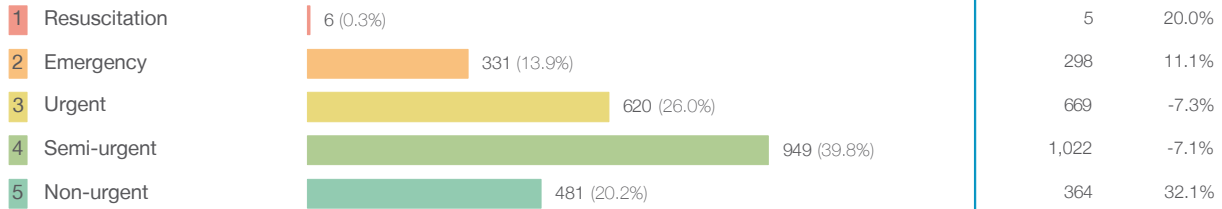
All presentations:¹ 2,585 patients

Same period last year
Change since one year ago

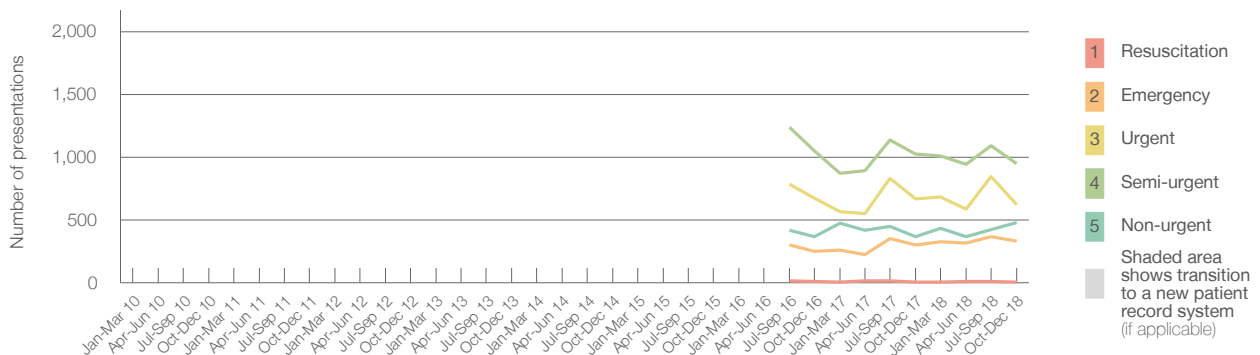
2,615 -1%

Emergency presentations² by triage category: 2,387 patients

2,358 1%



Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation							12	5	6
Emergency							249	298	331
Urgent							674	669	620
Semi-urgent							1,051	1,022	949
Non-urgent							365	364	481
All emergency presentations							2,351	2,358	2,387

Cooma Hospital and Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 359 patients

Same period last year
Change since one year ago

312

ED Transfer of care time



7 minutes 0 minutes
16 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.
- (§) 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.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 331

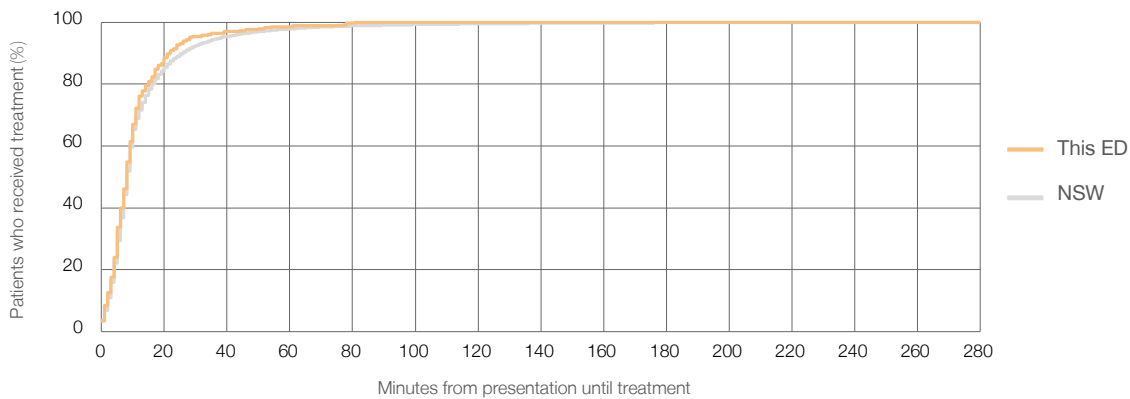
Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 8 minutes

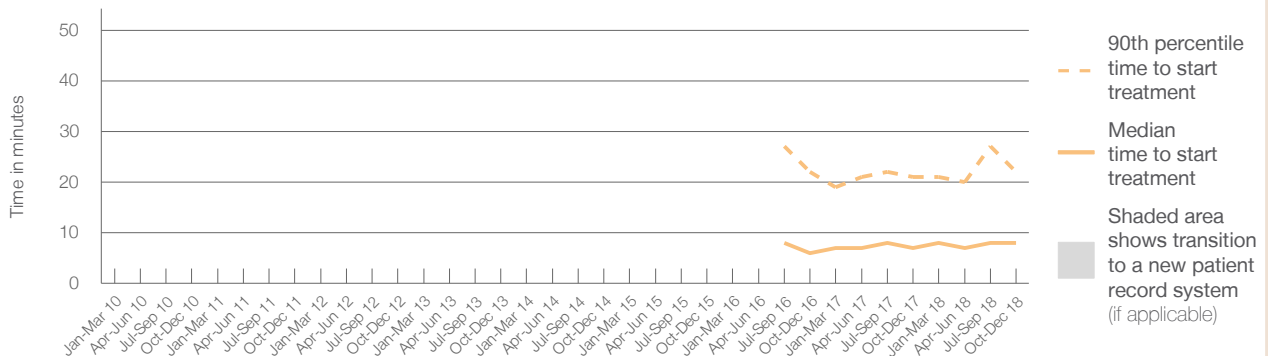
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
298	
297	
7 minutes	8 minutes
21 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							6	7	8
90th percentile time to start treatment ⁵ (minutes)							22	21	22

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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.

Cooma Hospital and Health Service: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 620

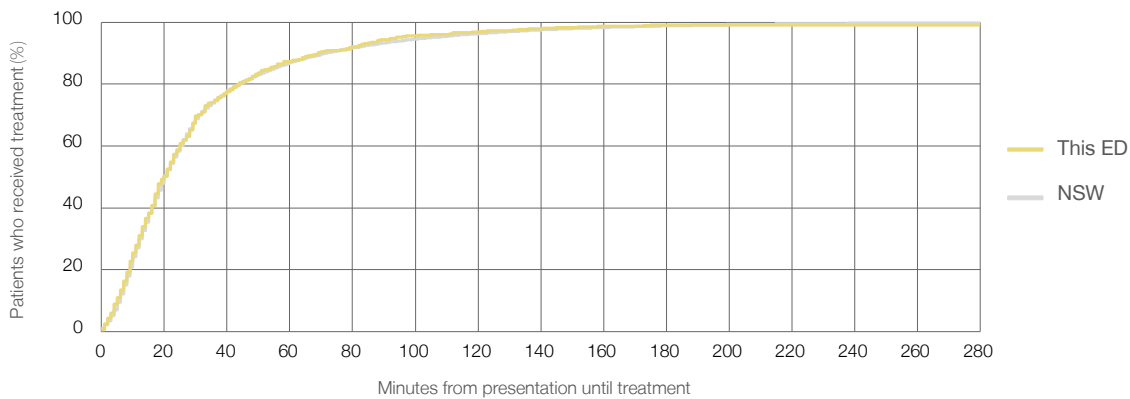
Number of triage 3 patients used to calculate waiting time:³ 610

Median time to start treatment⁴ 20 minutes

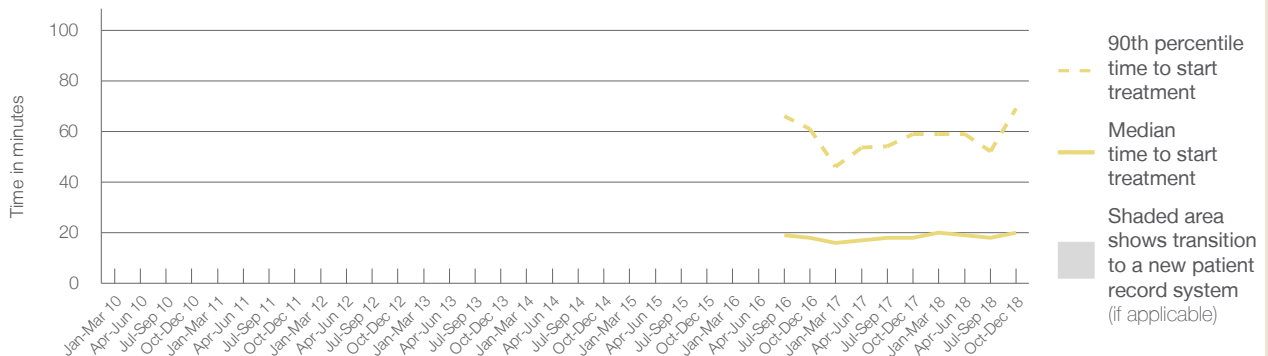
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
669	
661	
18 minutes	20 minutes
59 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							18	18	20
90th percentile time to start treatment ⁵ (minutes)							61	59	69

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Cooma Hospital and Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 949

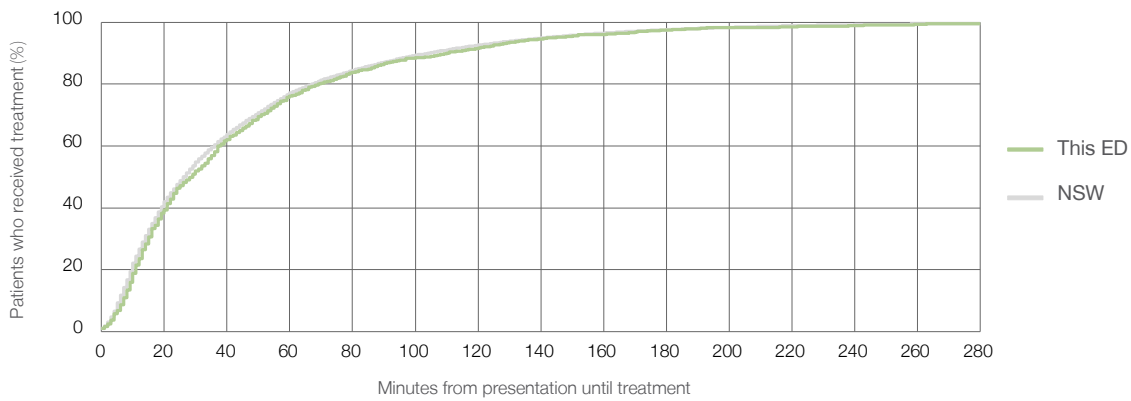
Number of triage 4 patients used to calculate waiting time:³ 927

Median time to start treatment⁴ 29 minutes

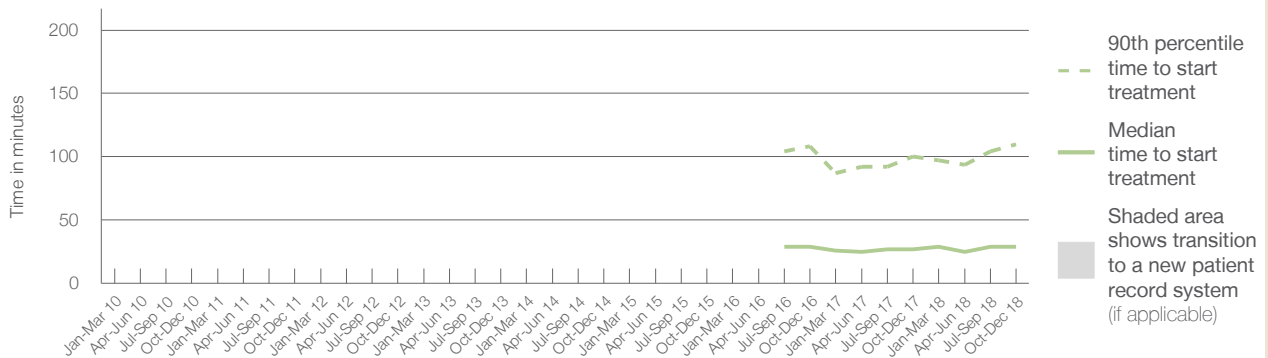
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,022	972
27 minutes	26 minutes
100 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							29	27	29
90th percentile time to start treatment ⁵ (minutes)							108	100	110

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Cooma Hospital and Health Service: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 481

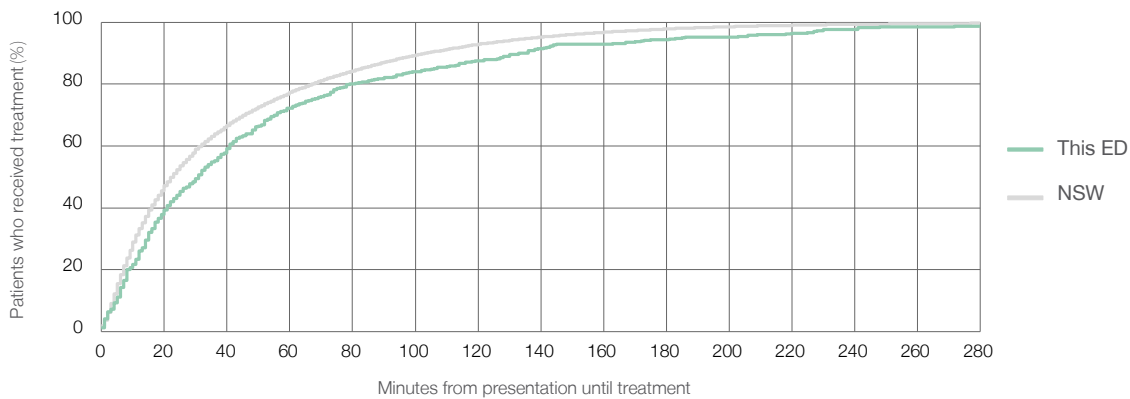
Number of triage 5 patients used to calculate waiting time:³ 440

Median time to start treatment⁴ 31 minutes

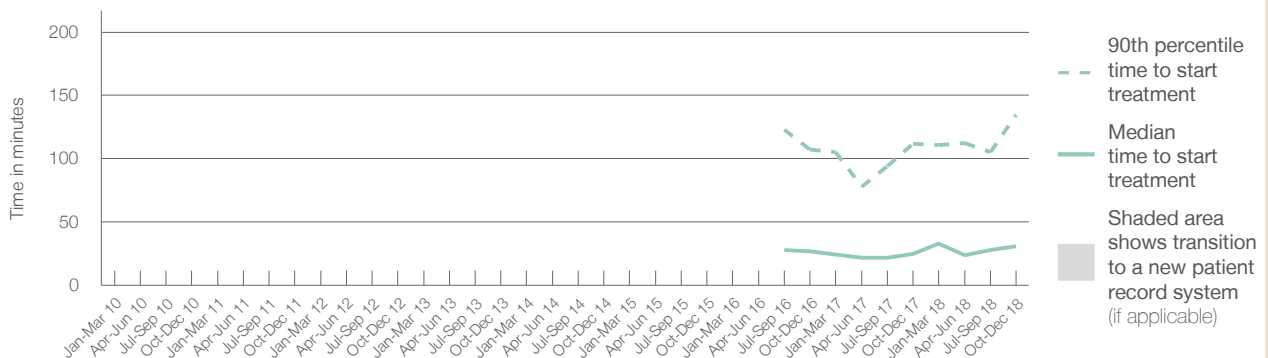
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
364	323
25 minutes	23 minutes
112 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							27	25	31
90th percentile time to start treatment ⁵ (minutes)							107	112	135

(†) 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.

Cooma Hospital and Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,585 patients

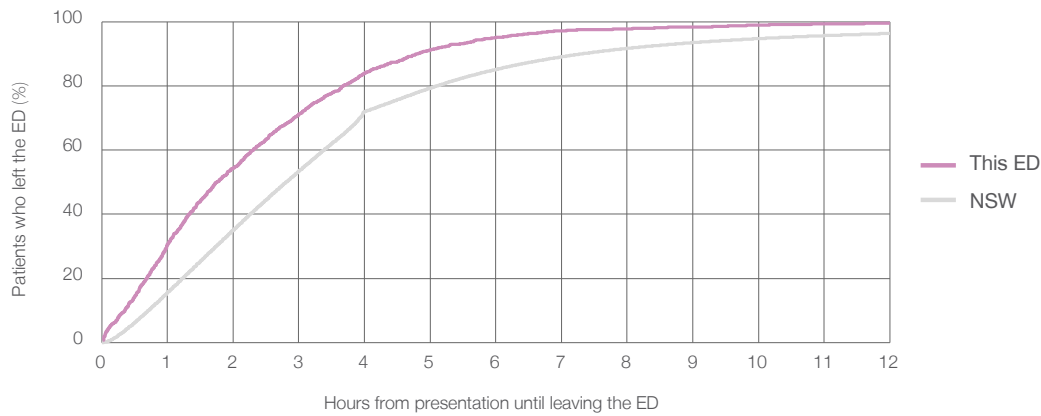
Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

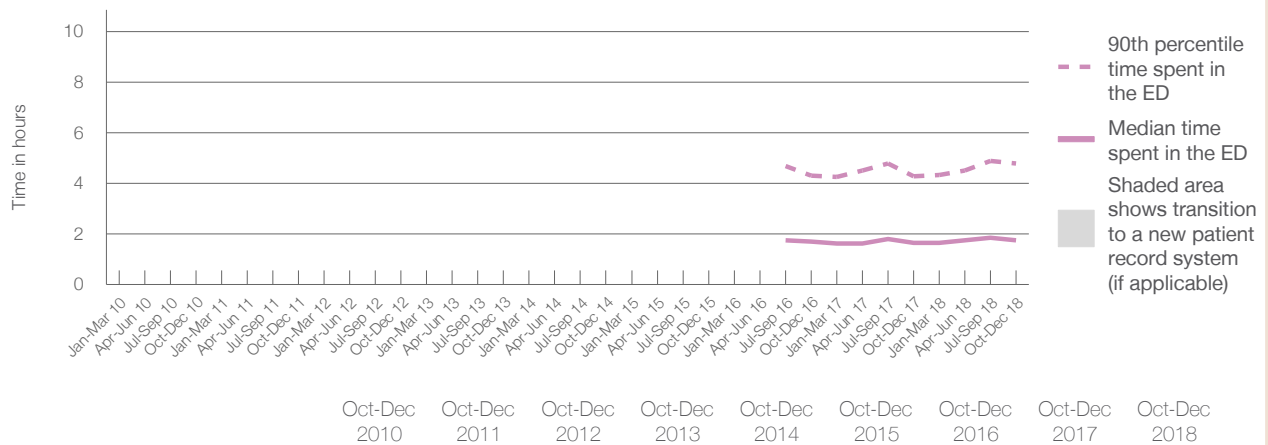
90th percentile time spent in the ED⁹ 4 hours and 48 minutes

Same period last year	NSW (this period)
2,615	
2,614	
1 hours and 39 minutes	2 hours and 49 minutes
4 hours and 17 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)							1h 42m	1h 39m	1h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 18m	4h 17m	4h 48m

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

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Cooma Hospital and Health Service: Time patients spent in the ED

By mode of separation

October to December 2018

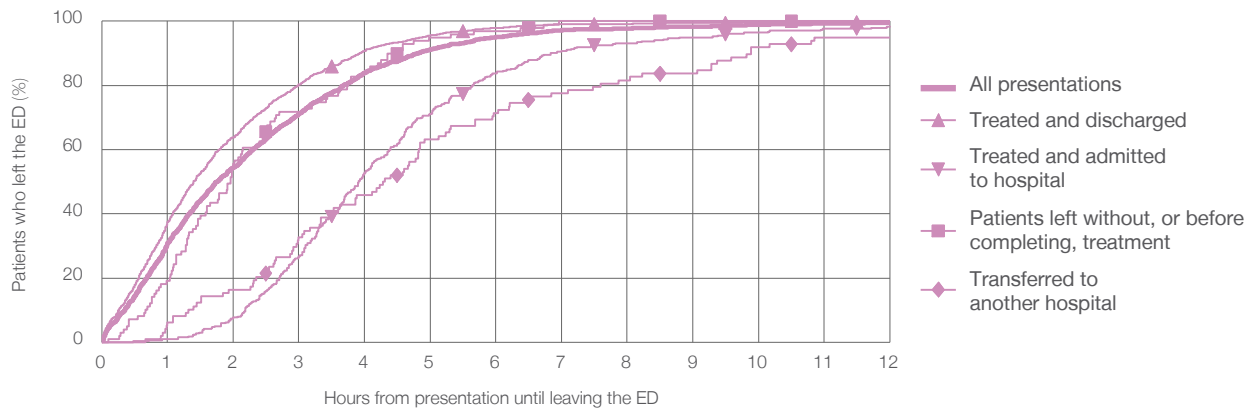
All presentations:¹ 2,585 patients

Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

Treated and discharged	2,046 (79.1%)
Treated and admitted to hospital	337 (13.0%)
Patient left without, or before completing, treatment	99 (3.8%)
Transferred to another hospital	98 (3.8%)
Other	5 (0.2%)

	Same period last year	Change since one year ago
	2,614	-1%
Treated and discharged	2,138	-4.3%
Treated and admitted to hospital	337	0.0%
Patient left without, or before completing, treatment	54	83.3%
Transferred to another hospital	78	25.6%
Other	8	-37.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



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	37.4%	63.9%	80.3%	90.8%	97.9%	99.2%	99.7%	99.9%
Treated and admitted to hospital	0.9%	7.7%	26.7%	52.8%	83.7%	93.2%	96.4%	98.5%
Patient left without, or before completing, treatment	19.2%	55.6%	71.7%	83.8%	97.0%	100%	100%	100%
Transferred to another hospital	6.1%	16.3%	32.7%	45.9%	71.4%	81.6%	91.8%	94.9%
All presentations	30.8%	54.5%	71.1%	83.9%	95.0%	97.8%	99.0%	99.5%

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Cooma Hospital and Health Service: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2018

All presentations at the emergency department: ¹ 2,585 patients

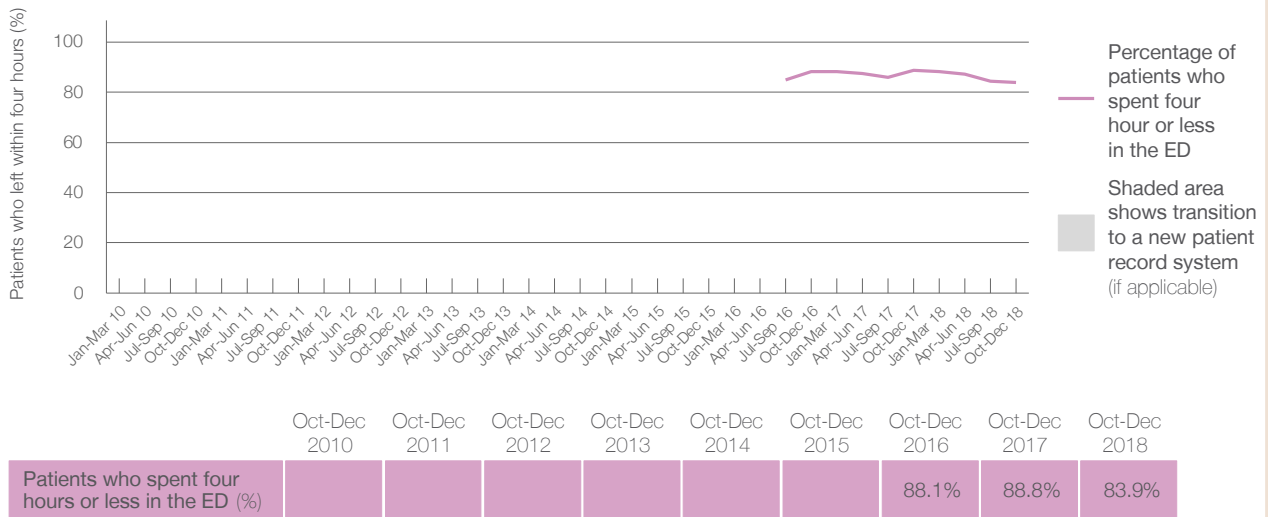
Presentations used to calculate time to leaving the ED: ⁶ 2,585 patients

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	2,615	-1%
Presentations used to calculate time to leaving the ED	2,614	-1%
Percentage of patients who spent four hours or less in the ED	88.8%	

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



* 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, October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).