

Gunnedah Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,925 patients
Emergency presentations:² 1,867 patients

Same period last year	Change since one year ago
2,153	-11%
2,086	-10%

Gunnedah Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 522 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 965 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 264 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
139	
8 minutes	8 minutes
54 minutes	26 minutes
472	
26 minutes	20 minutes
95 minutes	72 minutes
1,086	
37 minutes	26 minutes
122 minutes	104 minutes
389	
33 minutes	23 minutes
100 minutes	104 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,925 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,153	-11%
90%	

* 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.

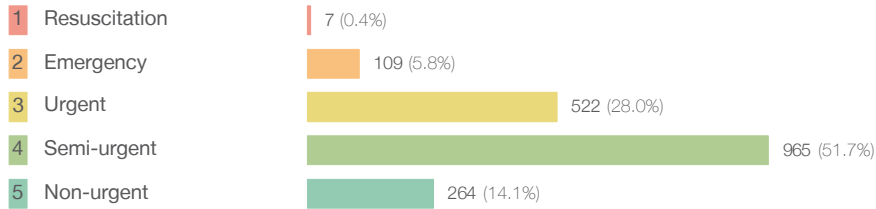
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Gunnedah Hospital: Patients presenting to the emergency department October to December 2018

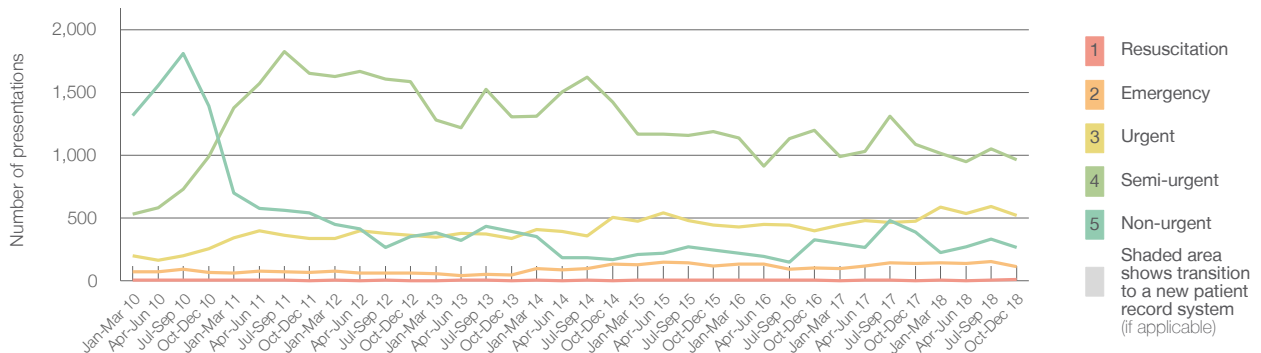
All presentations:¹ 1,925 patients

Emergency presentations² by triage category: 1,867 patients



	Same period last year	Change since one year ago
All presentations	2,153	-11%
Emergency presentations	2,086	-10%
1 Resuscitation	< 5	*
2 Emergency	139	-21.0%
3 Urgent	472	10.6%
4 Semi-urgent	1,086	-11.1%
5 Non-urgent	389	-32.1%

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	< 5	< 5	< 5	< 5	< 5	5	< 5	< 5	7
Emergency	70	69	62	44	131	115	102	139	109
Urgent	254	334	363	334	502	442	398	472	522
Semi-urgent	987	1,650	1,585	1,303	1,422	1,186	1,197	1,086	965
Non-urgent	1,391	542	351	392	166	244	328	389	264
All emergency presentations	2,702	2,595	2,361	2,073	2,221	1,992	2,025	2,086	1,867

Gunnedah Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 135 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	158	
Median time	7 minutes	0 minutes
90th percentile time	19 minutes	2 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.

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

Gunnedah Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

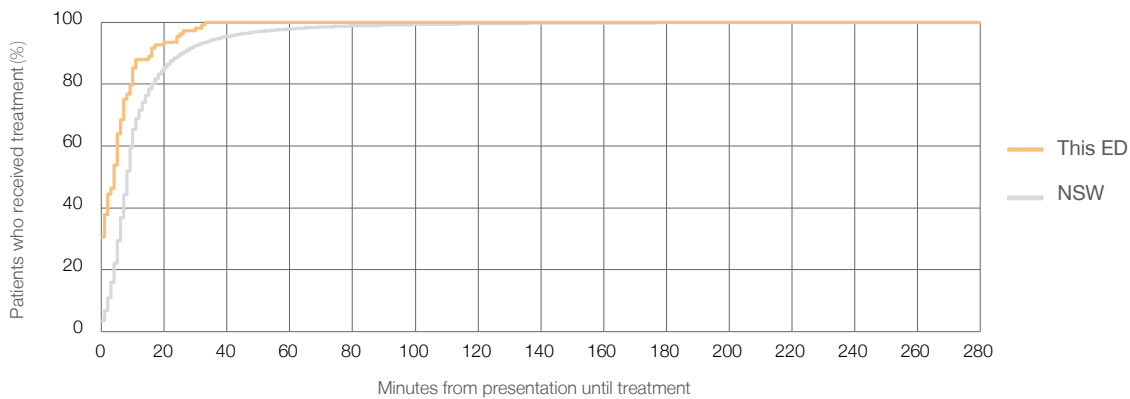
Number of triage 2 patients: 109

Number of triage 2 patients used to calculate waiting time:³ 108

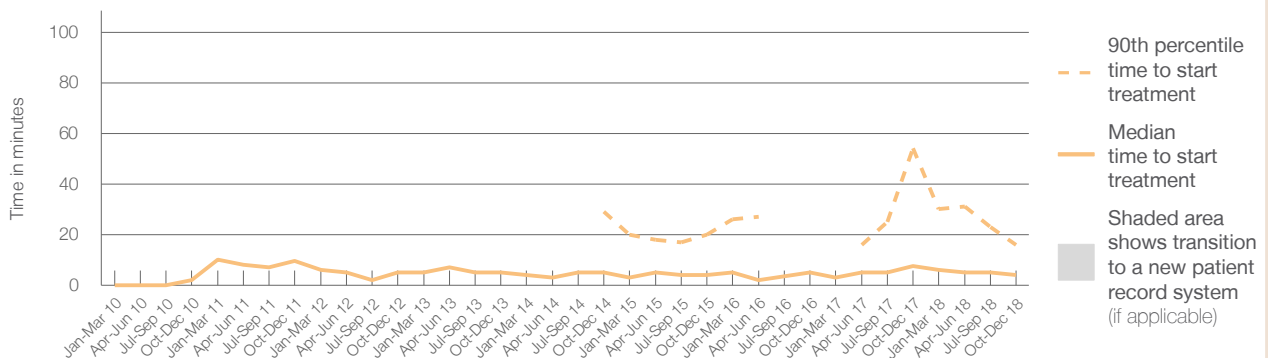
Median time to start treatment⁴ ■ 4 minutes
90th percentile time to start treatment⁵ ■ 16 minutes

Same period last year	NSW (this period)
139	
138	
8 minutes	8 minutes
54 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)	2	10	5	5	5	4	5	8	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	29	20	*	54	16

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Gunnedah Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 522

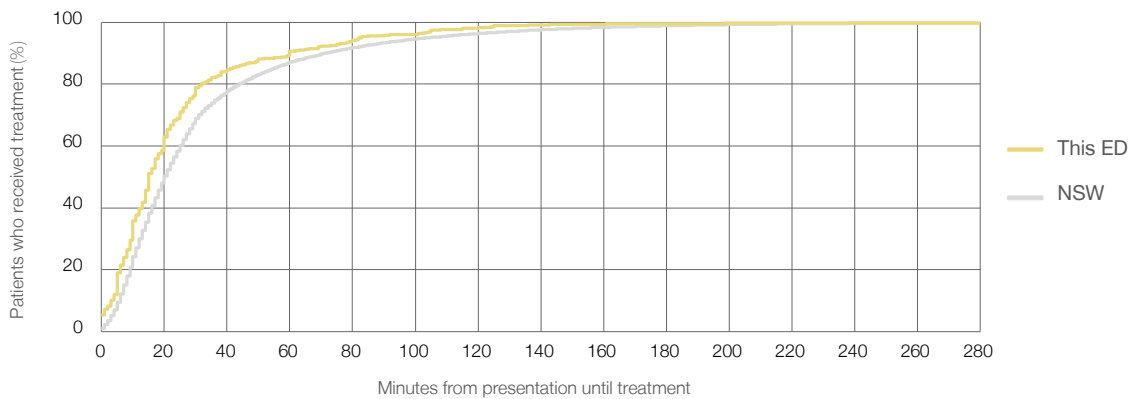
Number of triage 3 patients used to calculate waiting time:³ 507

Median time to start treatment⁴ 15 minutes

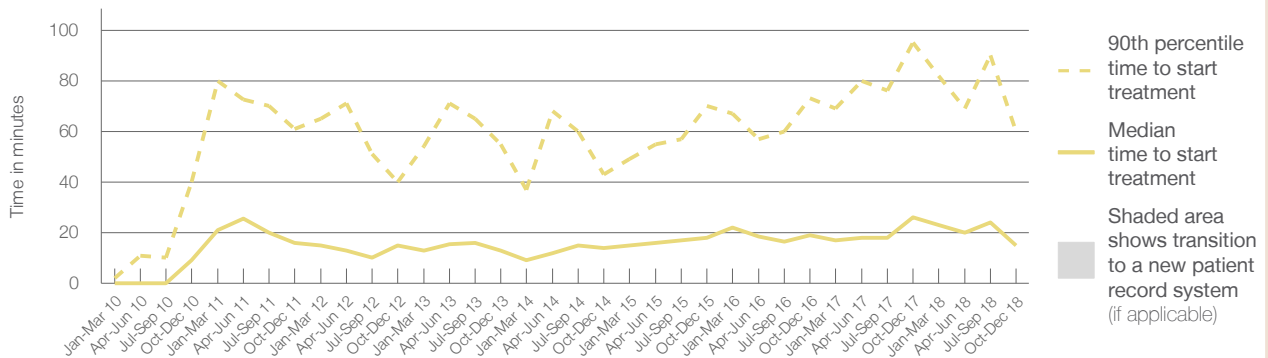
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
472	
458	
26 minutes	20 minutes
95 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)	9	16	15	13	14	18	19	26	15
90th percentile time to start treatment ⁵ (minutes)	40	61	40	55	43	70	73	95	60

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Gunnedah Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 965

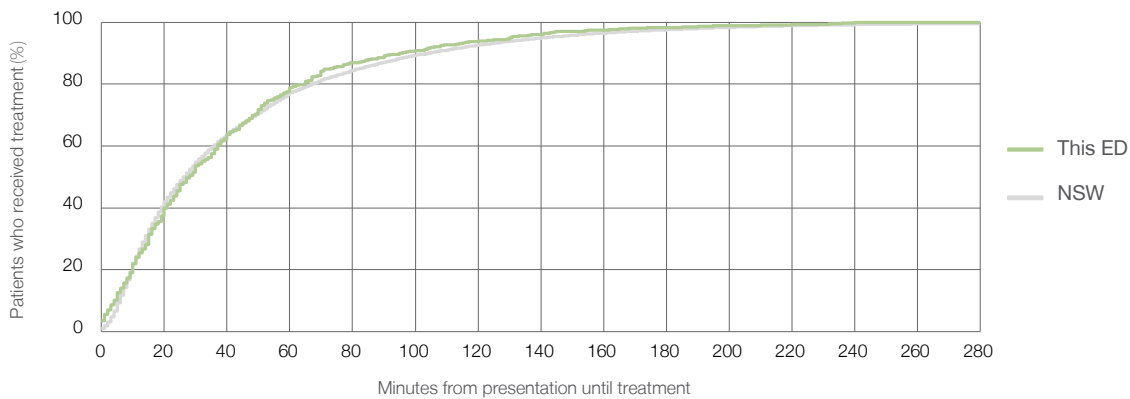
Number of triage 4 patients used to calculate waiting time:³ 917

Median time to start treatment⁴ 28 minutes

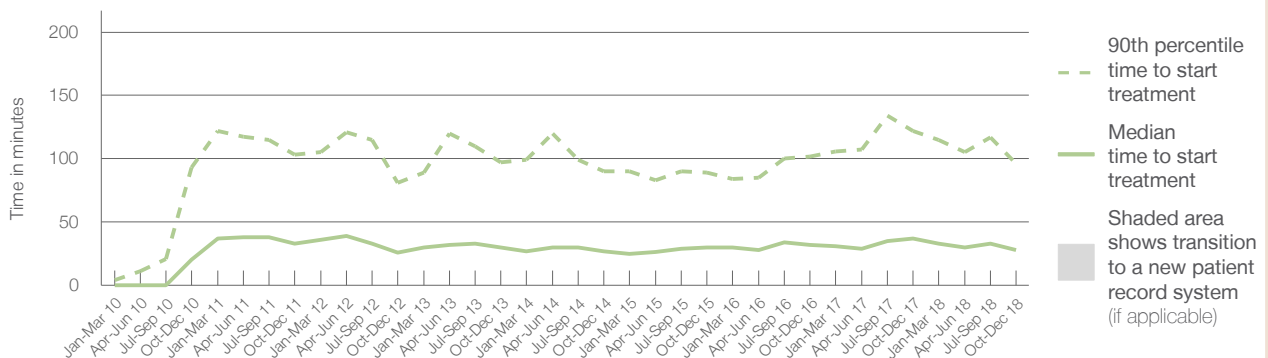
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,086	996
37 minutes	26 minutes
122 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)	20	33	26	30	27	30	32	37	28
90th percentile time to start treatment ⁵ (minutes)	93	103	81	97	90	89	102	122	96

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Gunnedah Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 264

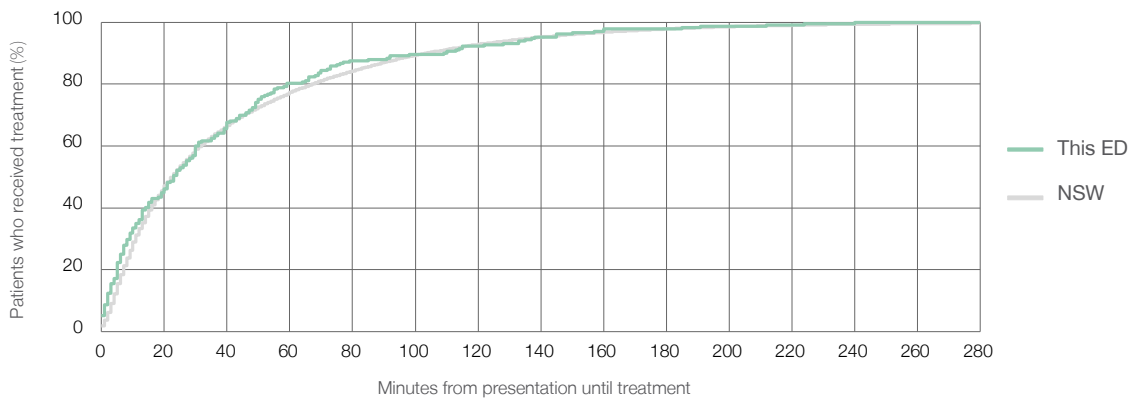
Number of triage 5 patients used to calculate waiting time:³ 232

Median time to start treatment⁴ 23 minutes

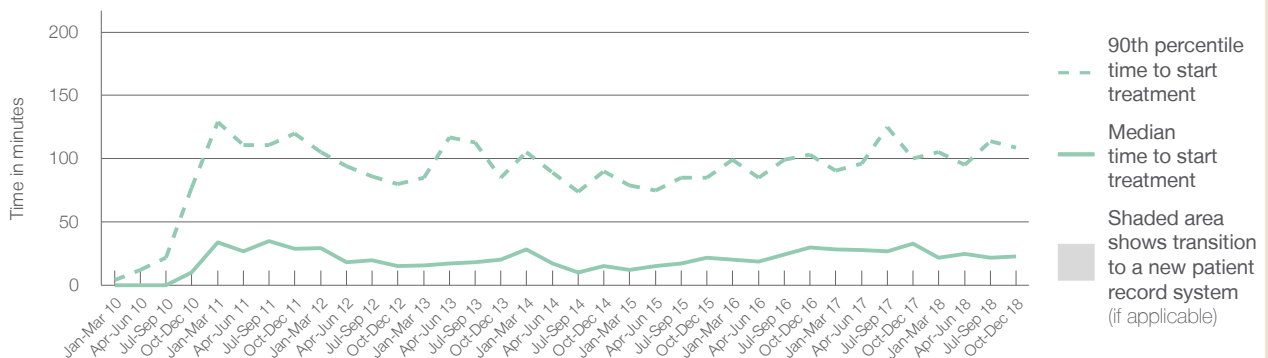
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
389	351
33 minutes	23 minutes
100 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)	10	29	15	20	15	22	30	33	23
90th percentile time to start treatment ⁵ (minutes)	77	120	80	85	90	85	103	100	109

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Gunnedah Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,925 patients

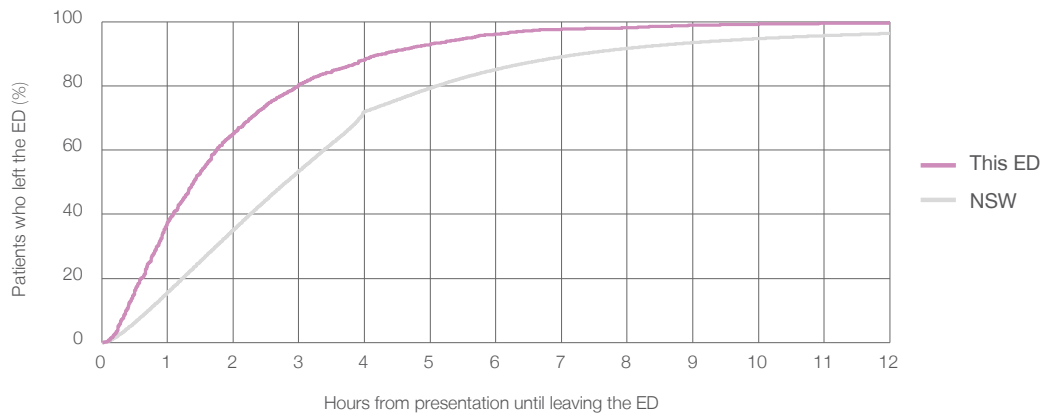
Presentations used to calculate time to leaving the ED:⁶ 1,925 patients

Median time spent in the ED⁸ ■ 1 hours and 24 minutes

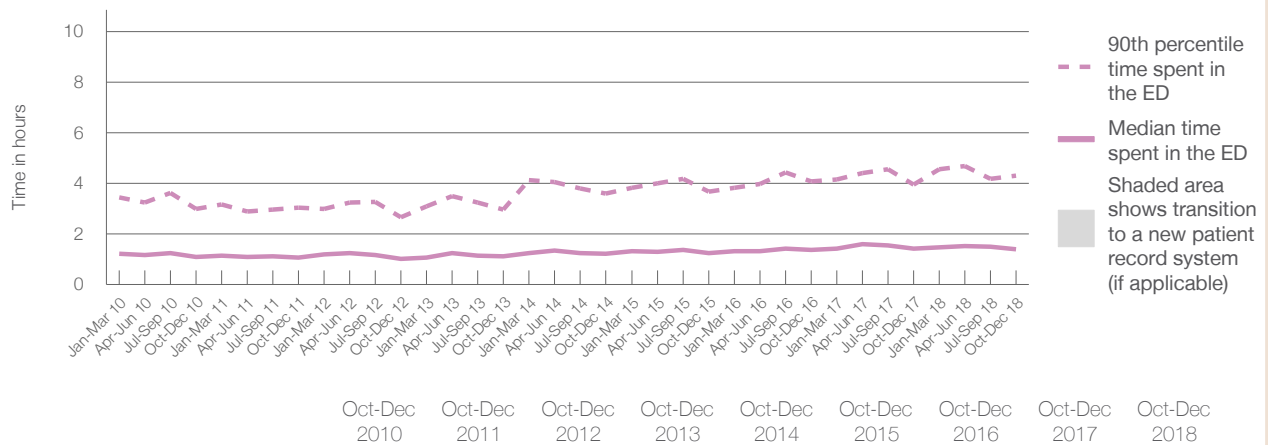
90th percentile time spent in the ED⁹ ■ 4 hours and 18 minutes

Same period last year	NSW (this period)
2,153	2,153
1 hours and 26 minutes	2 hours and 49 minutes
3 hours and 58 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 6m	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m	1h 26m	1h 24m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 0m	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m	3h 58m	4h 18m

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Gunnedah Hospital: Time patients spent in the ED

By mode of separation

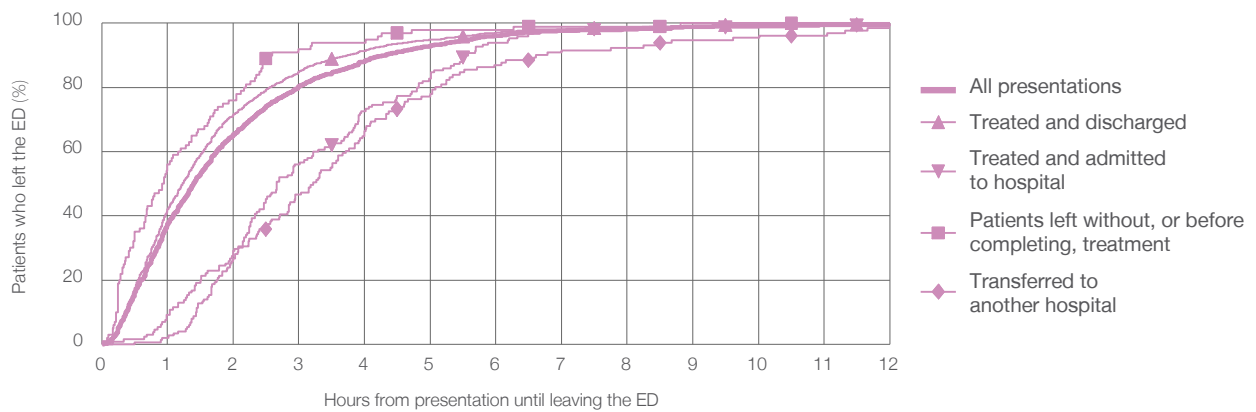
October to December 2018

All presentations:¹ 1,925 patients

Presentations used to calculate time to leaving the ED:⁶ 1,925 patients

		Same period last year	Change since one year ago
Treated and discharged	1,529 (79.4%)	1,707	-10.4%
Treated and admitted to hospital	150 (7.8%)	166	-9.6%
Patient left without, or before completing, treatment	100 (5.2%)	145	-31.0%
Transferred to another hospital	131 (6.8%)	103	27.2%
Other	15 (0.8%)	32	-53.1%

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

Treated and discharged	42.0%	71.6%	85.0%	91.4%	97.1%	98.6%	99.5%	99.8%
Treated and admitted to hospital	2.0%	26.7%	56.0%	72.7%	94.0%	98.0%	98.7%	99.3%
Patient left without, or before completing, treatment	56.0%	76.0%	92.0%	94.0%	98.0%	99.0%	100%	100%
Transferred to another hospital	9.2%	29.0%	46.6%	66.4%	87.0%	92.4%	95.4%	98.5%
All presentations	37.5%	65.3%	80.4%	88.2%	96.1%	98.1%	99.2%	99.7%

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

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

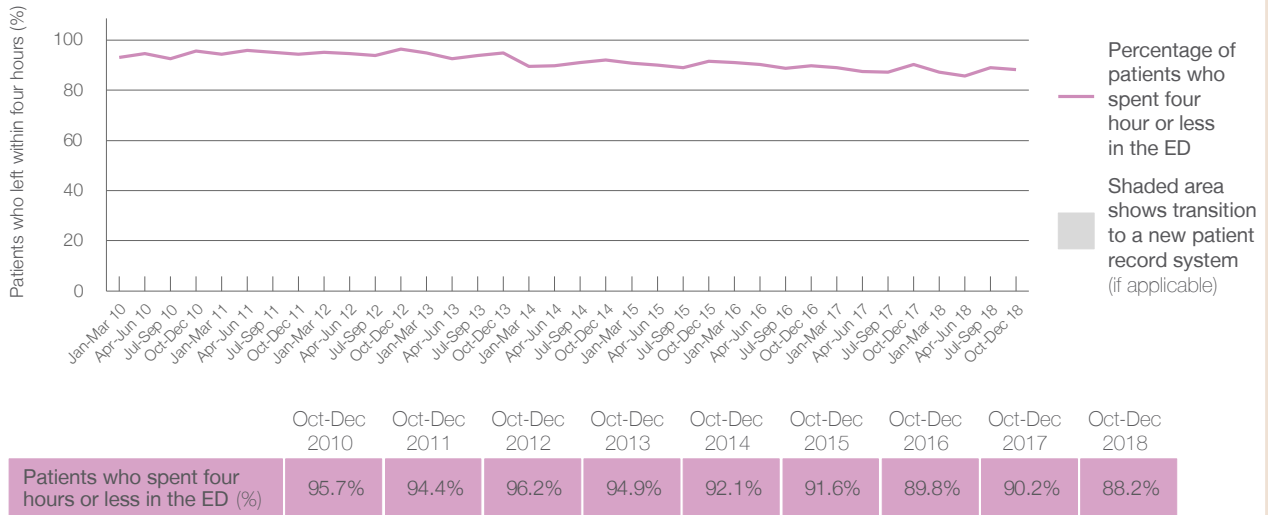
All presentations at the emergency department: ¹ 1,925 patients
 Presentations used to calculate time to leaving the ED: ⁶ 1,925 patients

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	2,153	-11%
Presentations used to calculate time to leaving the ED	2,153	-11%
Percentage of patients who spent four hours or less in the ED	90.2%	

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

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

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

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

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