

Armidale and New England Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 4,016 patients
Emergency presentations:² 3,849 patients

	Same period last year	Change since one year ago
All presentations	4,161	-3.5%
Emergency presentations	4,040	-4.7%

Armidale and New England Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 249 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,187 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 102 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,156 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 184 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 249 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 167 minutes

	Same period last year	NSW (this period)
All patients	202	
Triage 2	8 minutes	8 minutes
Triage 2	39 minutes	36 minutes
Triage 3	946	
Triage 3	21 minutes	20 minutes
Triage 3	84 minutes	92 minutes
Triage 4	2,519	
Triage 4	31 minutes	25 minutes
Triage 4	132 minutes	128 minutes
Triage 5	366	
Triage 5	19 minutes	23 minutes
Triage 5	96 minutes	132 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 4,016 patients

Percentage of patients who spent four hours or less in the ED 83.6%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	4,161	-3.5%
Percentage of patients who spent four hours or less in the ED	86.4%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

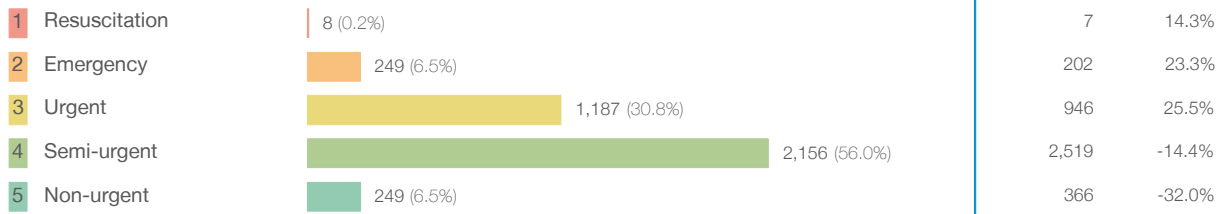
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Armidale and New England Hospital: Patients presenting to the emergency department

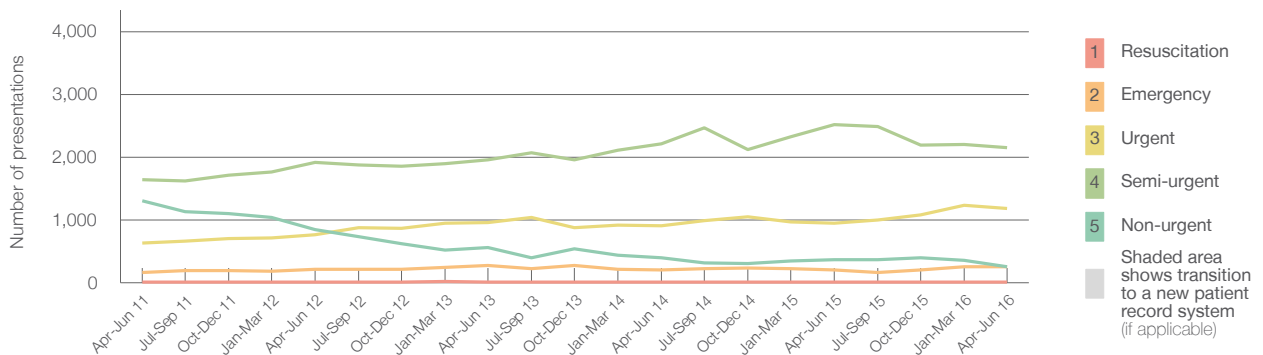
April to June 2016

All presentations:¹ 4,016 patients

Emergency presentations² by triage category: 3,849 patients



Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	10	6	10	7	7	8
Emergency	162	209	278	205	202	249
Urgent	630	764	955	902	946	1,187
Semi-urgent	1,640	1,915	1,957	2,214	2,519	2,156
Non-urgent	1,302	844	555	400	366	249
All emergency presentations	3,744	3,738	3,755	3,728	4,040	3,849

Armidale and New England Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 389 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.

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 249

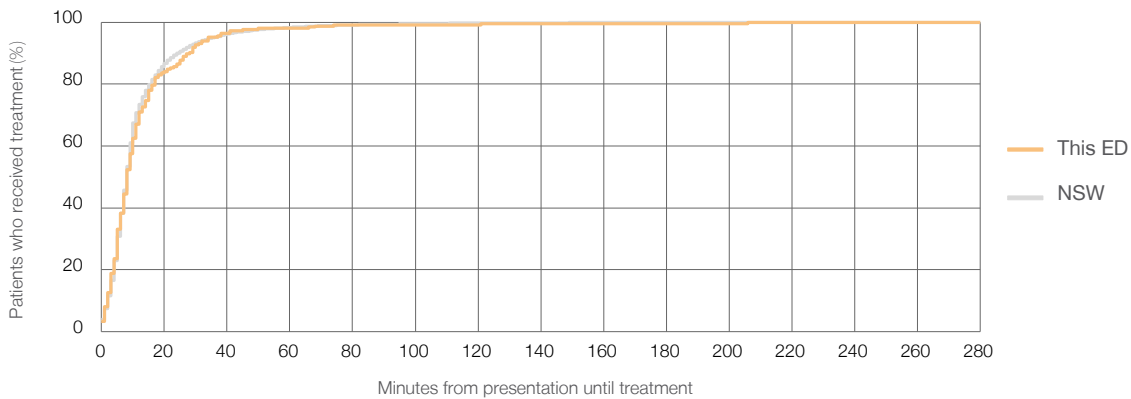
Number of triage 2 patients used to calculate waiting time:³ 245

Median time to start treatment⁴ 8 minutes

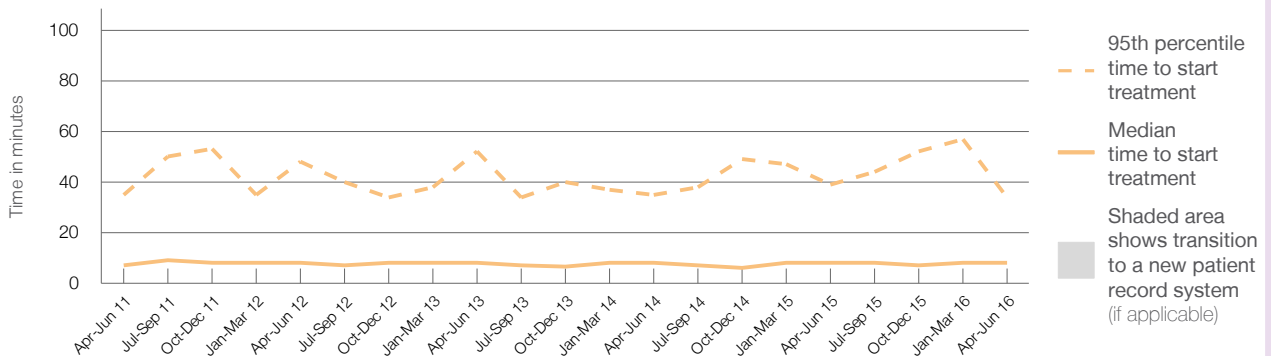
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
202	200
8 minutes	8 minutes
39 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	7	8	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	35	48	52	35	39	34

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 1,187

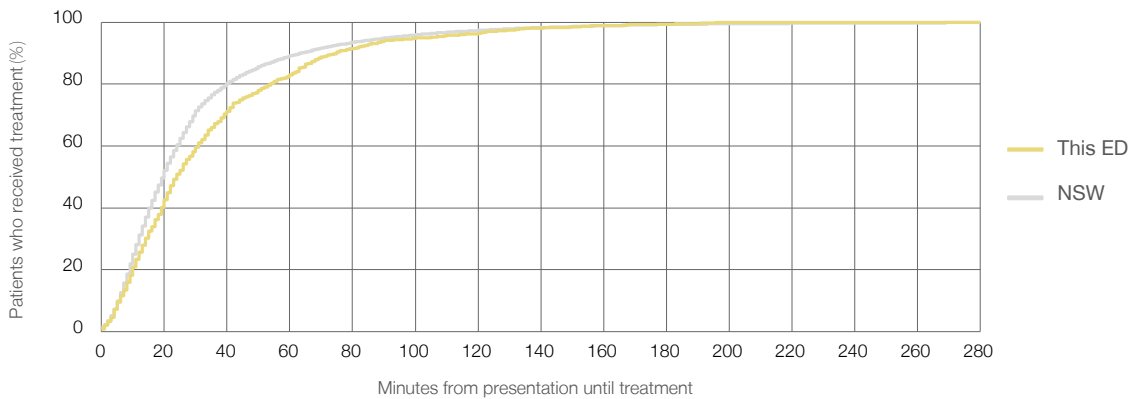
Number of triage 3 patients used to calculate waiting time:³ 1,131

Median time to start treatment⁴ 24 minutes

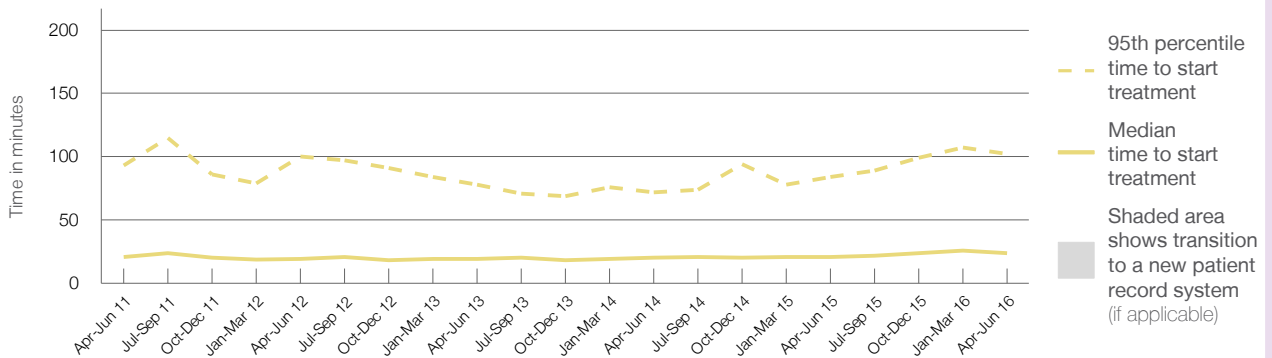
95th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
946	
916	
21 minutes	20 minutes
84 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	21	19	19	20	21	24
95th percentile time to start treatment ⁵ (minutes)	93	100	78	72	84	102

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 2,156

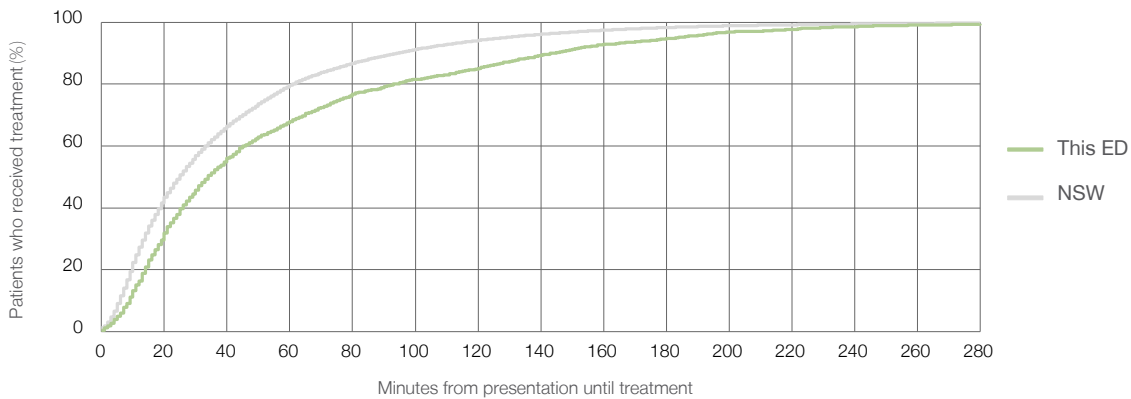
Number of triage 4 patients used to calculate waiting time:³ 1,937

Median time to start treatment⁴ 34 minutes

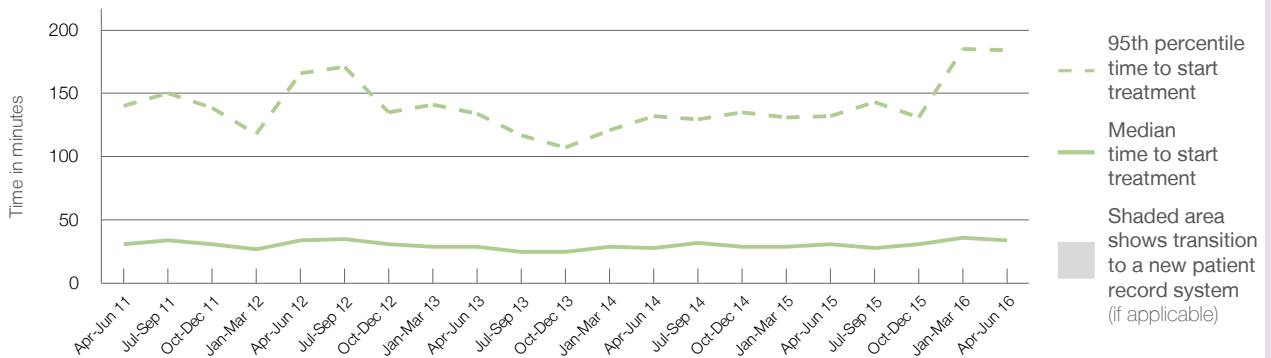
95th percentile time to start treatment⁵ 184 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,519	2,371
Median time to start treatment ⁴	31 minutes	25 minutes
95th percentile time to start treatment ⁵	132 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	31	34	29	28	31	34
95th percentile time to start treatment ⁵ (minutes)	140	166	134	132	132	184

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 5 April to June 2016

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

Number of triage 5 patients: 249

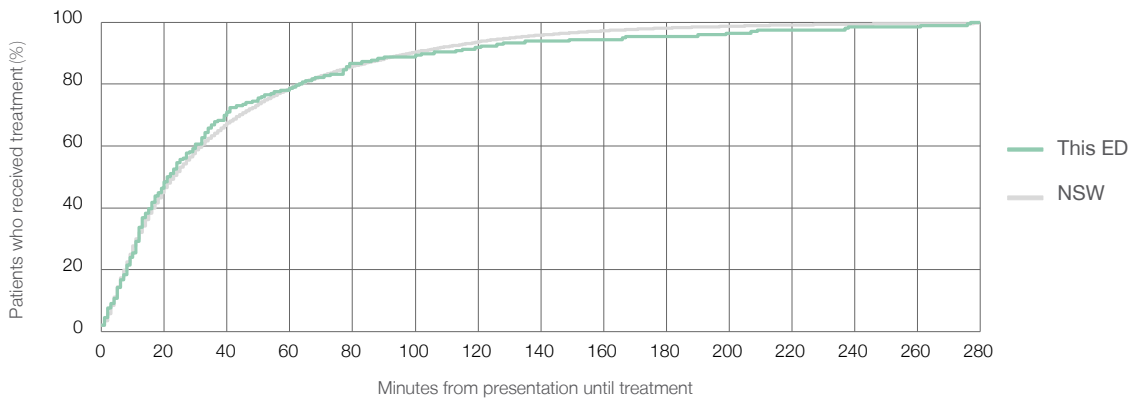
Number of triage 5 patients used to calculate waiting time:³ 196

Median time to start treatment⁴ 22 minutes

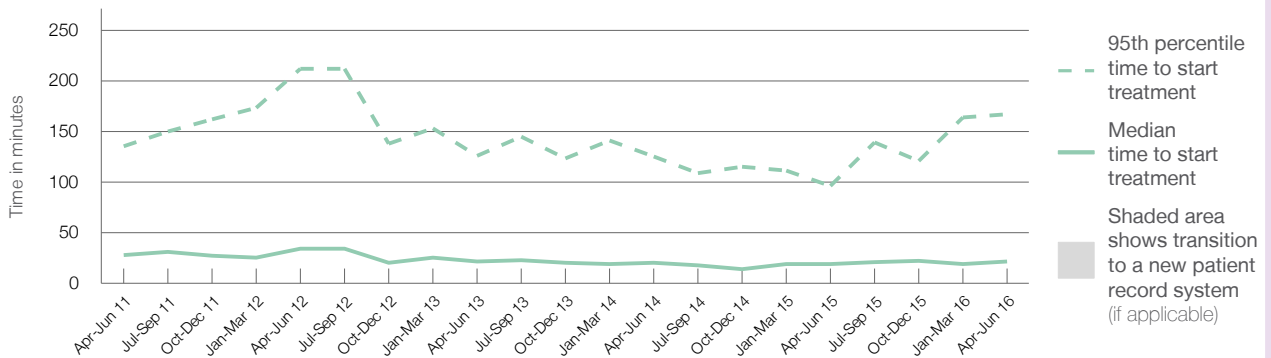
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
366	323
19 minutes	23 minutes
96 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	28	34	22	20	19	22
95th percentile time to start treatment ⁵ (minutes)	135	212	126	125	96	167

(†) 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.

Armidale and New England Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 4,016 patients

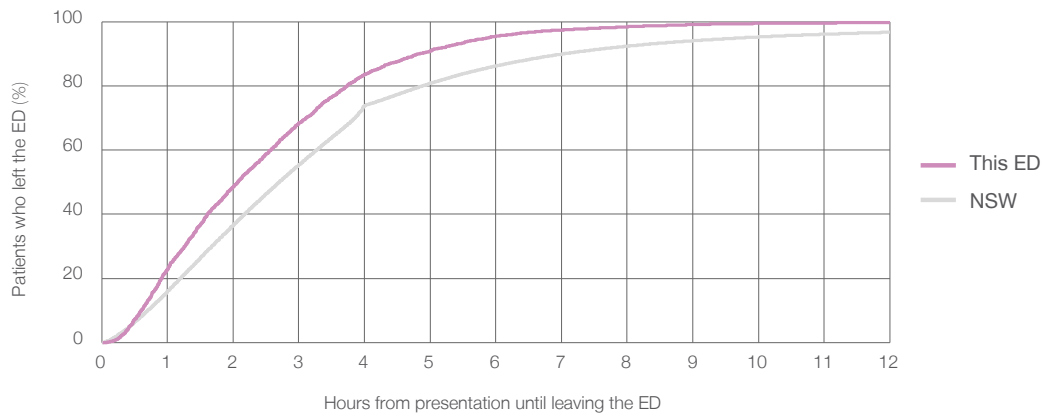
Presentations used to calculate time to leaving the ED:⁶ 4,016 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

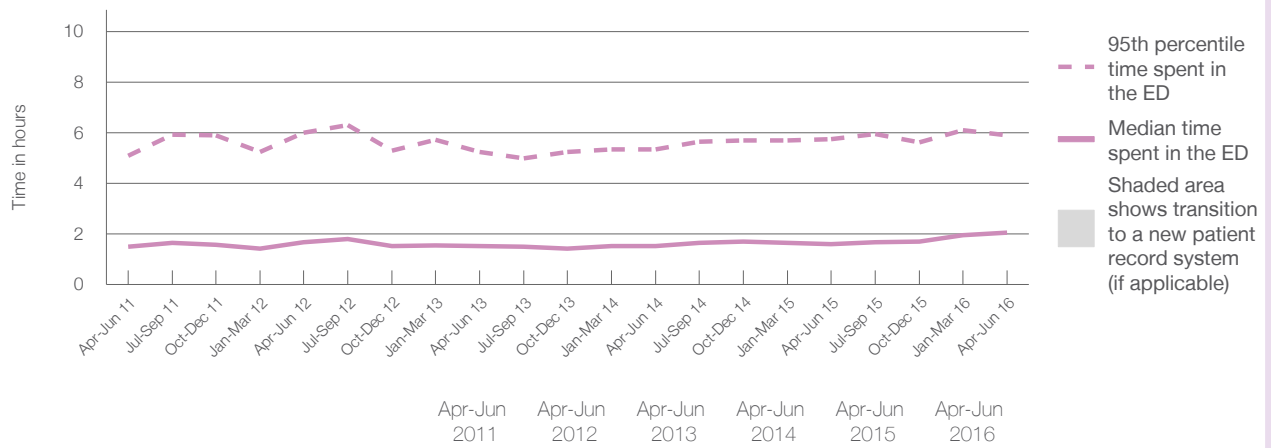
95th percentile time spent in the ED⁹ 5 hours and 54 minutes

Same period last year	NSW (this period)
4,161	4,161
1 hours and 37 minutes	2 hours and 42 minutes
5 hours and 45 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 30m	1h 41m	1h 31m	1h 32m	1h 37m	2h 4m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 6m	6h 0m	5h 14m	5h 21m	5h 45m	5h 54m

(†) 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.

Armidale and New England Hospital: Time patients spent in the ED By mode of separation April to June 2016

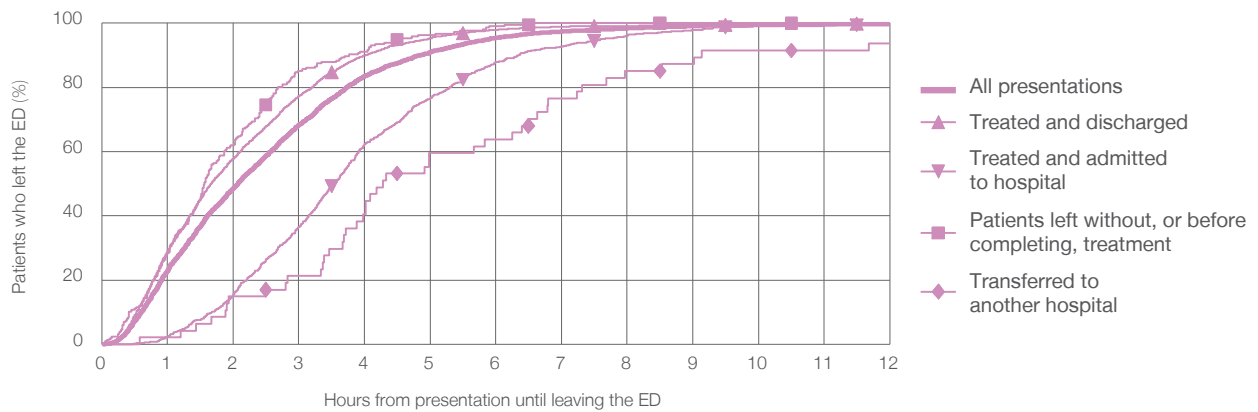
All presentations:¹ 4,016 patients

Presentations used to calculate time to leaving the ED:⁶ 4,016 patients

Treated and discharged	2,872 (71.5%)
Treated and admitted to hospital	866 (21.6%)
Patient left without, or before completing, treatment	216 (5.4%)
Transferred to another hospital	47 (1.2%)
Other	15 (0.4%)

Same period last year	Change since one year ago
4,161	-3.5%
3,156	-9.0%
756	14.6%
162	33.3%
61	-23.0%
26	-42.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.0%	57.9%	77.3%	90.0%	97.9%	99.2%	99.6%	99.8%
Treated and admitted to hospital	2.3%	15.6%	36.5%	62.5%	87.9%	96.2%	99.1%	99.5%
Patient left without, or before completing, treatment	28.2%	62.0%	85.2%	91.2%	99.1%	100%	100%	100%
Transferred to another hospital	2.1%	14.9%	21.3%	40.4%	63.8%	85.1%	91.5%	93.6%
All presentations	23.0%	48.6%	68.3%	83.6%	95.4%	98.4%	99.4%	99.7%

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

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

Armidale and New England Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2016

All presentations at the emergency department:¹ 4,016 patients

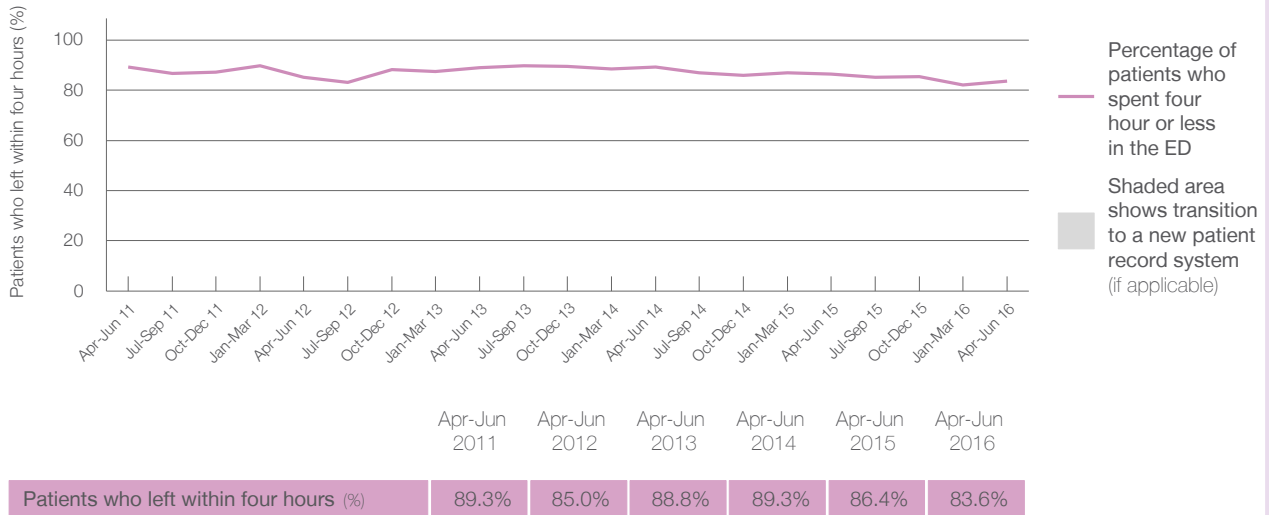
Presentations used to calculate time to leaving the ED:⁶ 4,016 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	4,161	-3.5%
Presentations used to calculate time to leaving the ED	4,161	-3.5%
Percentage of patients who spent four hours or less in the ED	86.4%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 19 July 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).