



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Mid North Coast Local Health District

July to September 2016

## Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 9,420 patients  
Emergency presentations:<sup>2</sup> 9,027 patients

Same period last year	Change since one year ago
9,283	1.5%
9,043	-0.2%

## Coffs Harbour Base Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 998 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,008 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,517 patients

Median time to start treatment<sup>4</sup> 28 minutes  
95th percentile time to start treatment<sup>5</sup> 159 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,442 patients

Median time to start treatment<sup>4</sup> 35 minutes  
95th percentile time to start treatment<sup>5</sup> 151 minutes

Same period last year	NSW (this period)
813	
6 minutes	8 minutes
12 minutes	41 minutes
2,915	
17 minutes	21 minutes
76 minutes	103 minutes
3,753	
24 minutes	27 minutes
141 minutes	139 minutes
1,505	
22 minutes	24 minutes
142 minutes	138 minutes

## Coffs Harbour Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,413 patients

Percentage of patients who spent four hours or less in the ED 70.3%

Same period last year	Change since one year ago
9,279	1.4%
73.5%	

\* 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, July to September 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.

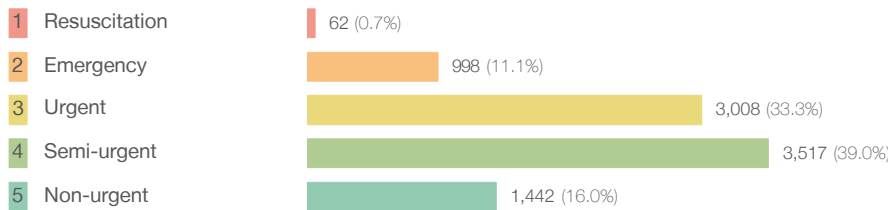
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Coffs Harbour Base Hospital: Patients presenting to the emergency department

July to September 2016

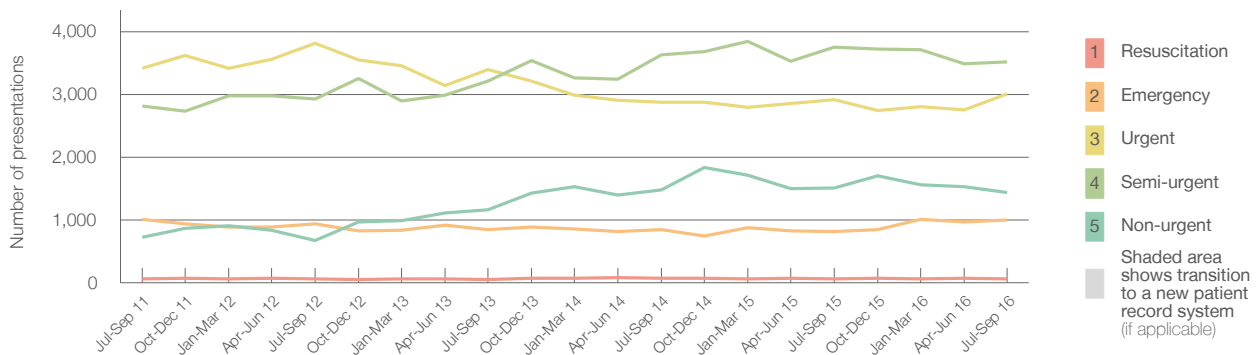
All presentations:<sup>1</sup> 9,420 patients

Emergency presentations<sup>2</sup> by triage category: 9,027 patients



	Same period last year	Change since one year ago
All presentations	9,283	1.5%
Emergency presentations	9,043	-0.2%
Resuscitation	57	8.8%
Emergency	813	22.8%
Urgent	2,915	3.2%
Semi-urgent	3,753	-6.3%
Non-urgent	1,505	-4.2%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	63	61	51	69	57	62
Emergency	1,010	935	850	843	813	998
Urgent	3,419	3,810	3,398	2,879	2,915	3,008
Semi-urgent	2,818	2,928	3,211	3,629	3,753	3,517
Non-urgent	726	675	1,164	1,473	1,505	1,442
All emergency presentations	8,036	8,409	8,674	8,893	9,043	9,027

## Coffs Harbour Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,288 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,190	
ED Transfer of care time	11 minutes	1 minute
95th percentile time	36 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.

## Coffs Harbour Base 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: 998

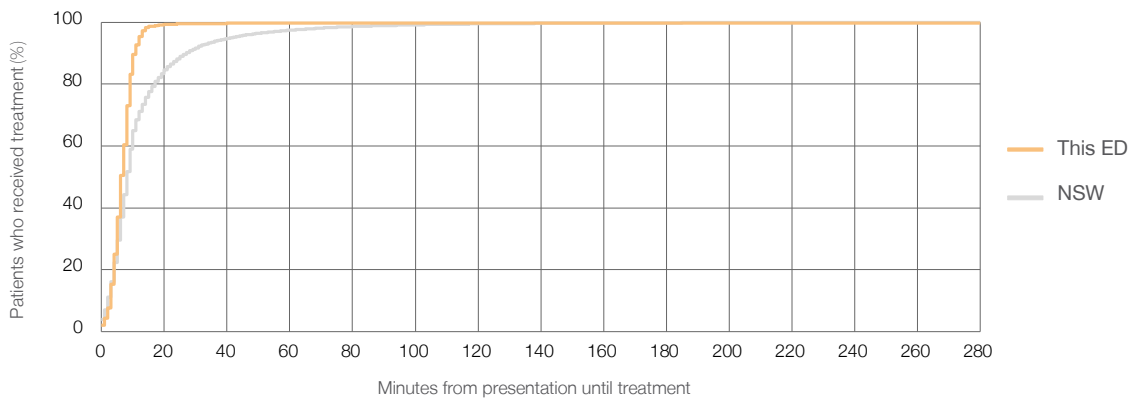
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 997

Median time to start treatment<sup>4</sup> ■ 6 minutes

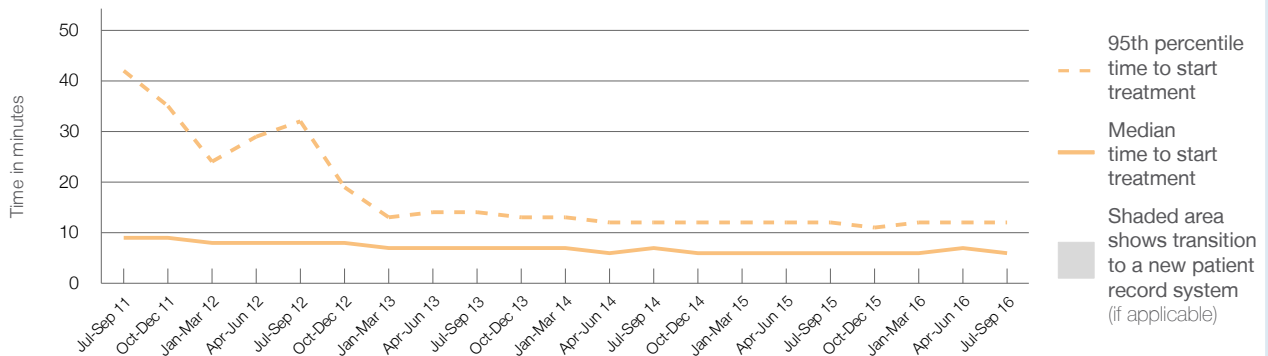
95th percentile time to start treatment<sup>5</sup> ■ 12 minutes

Same period last year	NSW (this period)
813	
812	
6 minutes	8 minutes
12 minutes	41 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	9	8	7	7	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)	42	32	14	12	12	12

(†) 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.

## Coffs Harbour Base 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: 3,008

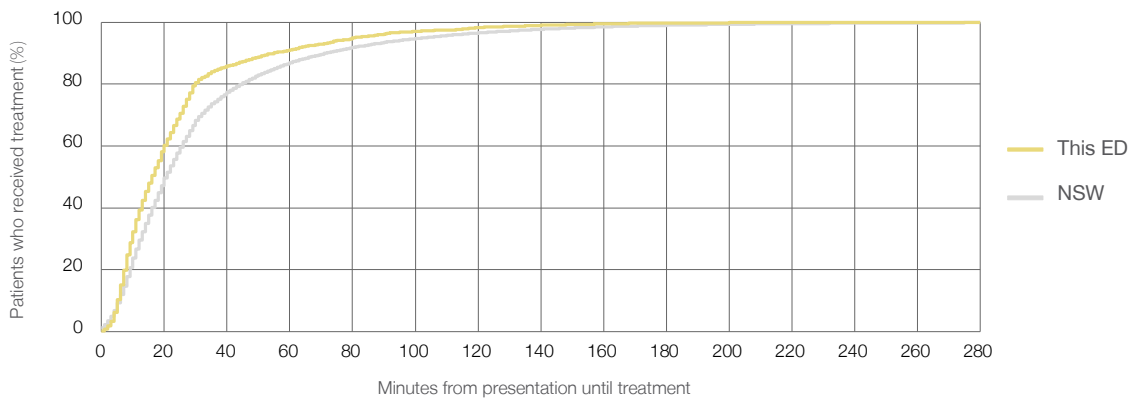
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,947

Median time to start treatment<sup>4</sup> 16 minutes

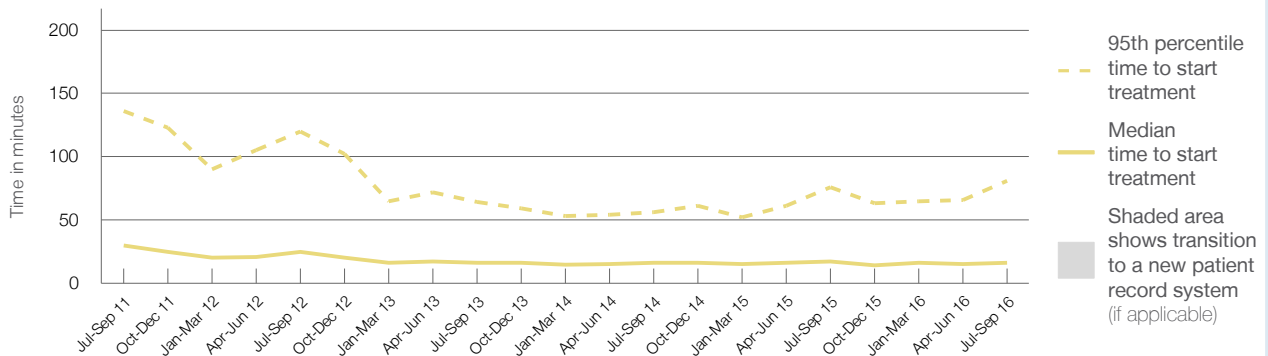
95th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
2,915	
2,867	
17 minutes	21 minutes
76 minutes	103 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	30	25	16	16	17	16
95th percentile time to start treatment <sup>5</sup> (minutes)	136	120	64	56	76	81

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## Coffs Harbour Base Hospital: 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: 3,517

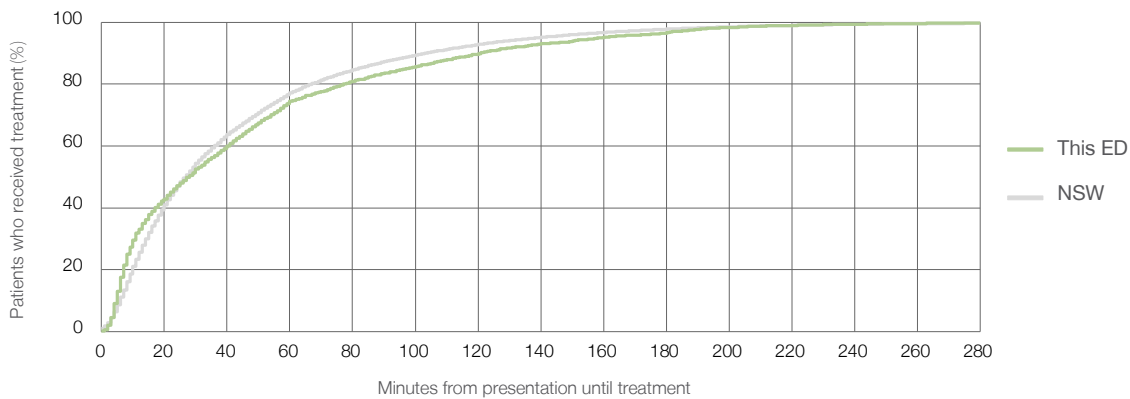
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,234

Median time to start treatment<sup>4</sup>  28 minutes

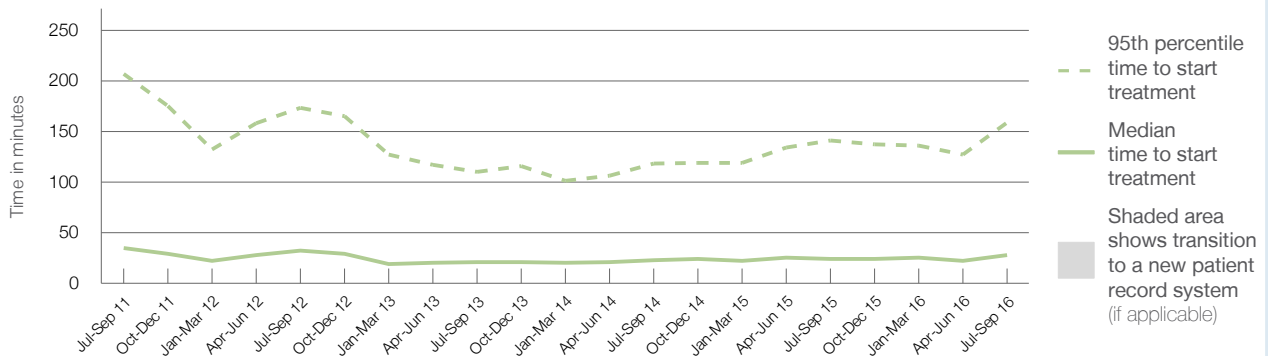
95th percentile time to start treatment<sup>5</sup>  159 minutes

Same period last year	NSW (this period)
3,753	3,445
24 minutes	27 minutes
141 minutes	139 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	35	32	21	23	24	28
95th percentile time to start treatment <sup>5</sup> (minutes)	207	173	110	118	141	159

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

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## Coffs Harbour 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: 1,442

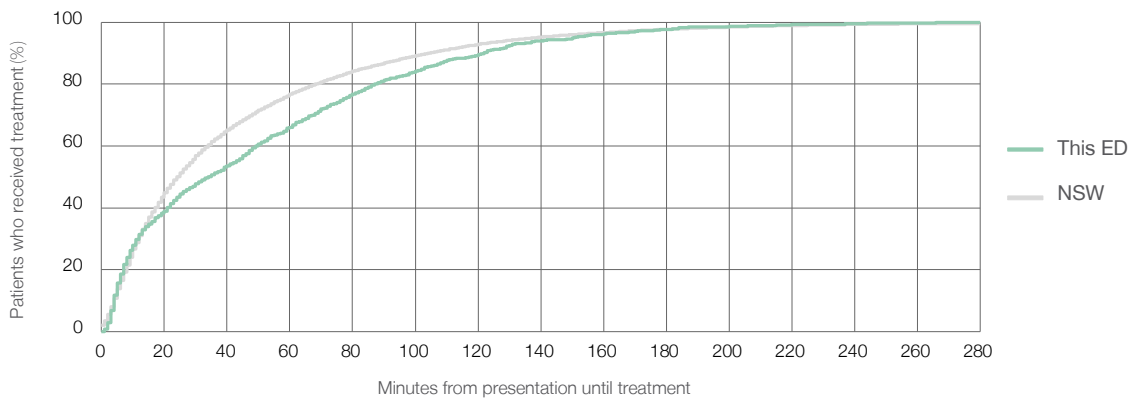
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,328

Median time to start treatment<sup>4</sup> 35 minutes

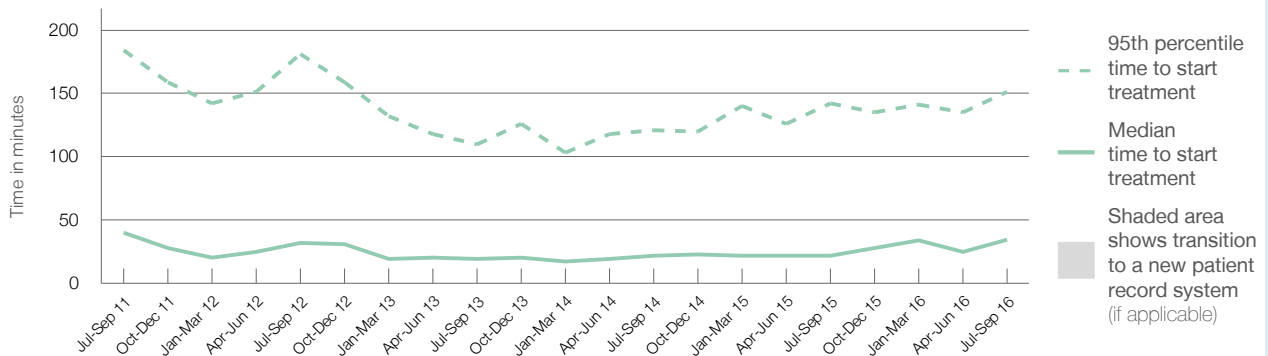
95th percentile time to start treatment<sup>5</sup> 151 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,505	1,370
Median time to start treatment <sup>4</sup>	22 minutes	24 minutes
95th percentile time to start treatment <sup>5</sup>	142 minutes	138 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	40	32	19	22	22	35
95th percentile time to start treatment <sup>5</sup> (minutes)	184	181	110	121	142	151

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

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## Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 9,420 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,413 patients

Median time spent in the ED<sup>8</sup>

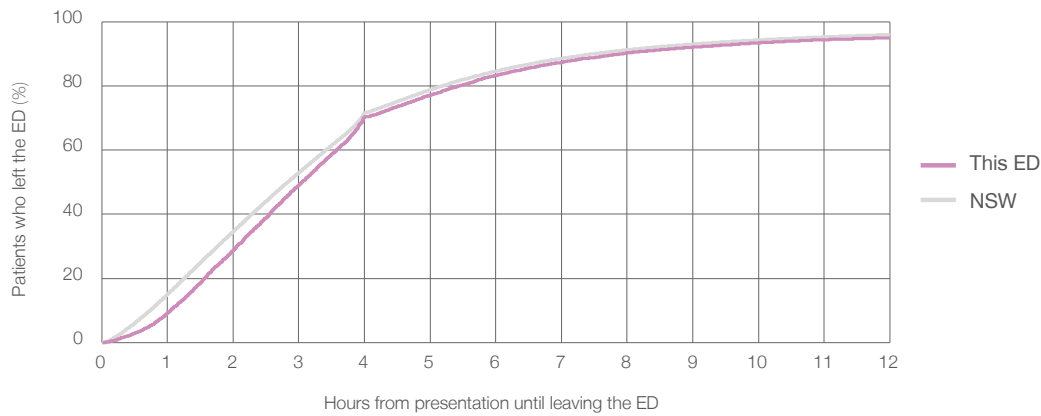
3 hours and 3 minutes

95th percentile time spent in the ED<sup>9</sup>

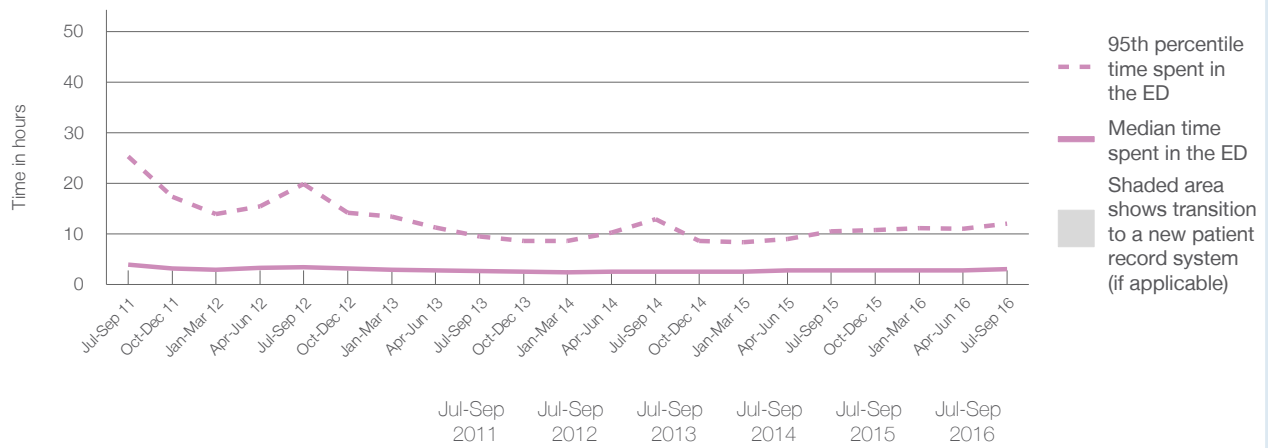
12 hours and 3 minutes

Same period last year	NSW (this period)
9,283	
9,279	
2 hours and 53 minutes	2 hours and 50 minutes
10 hours and 30 minutes	10 hours and 43 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 28m	2h 44m	2h 37m	2h 53m	3h 3m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	25h 17m	19h 51m	9h 33m	12h 55m	10h 30m	12h 3m

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

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## Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

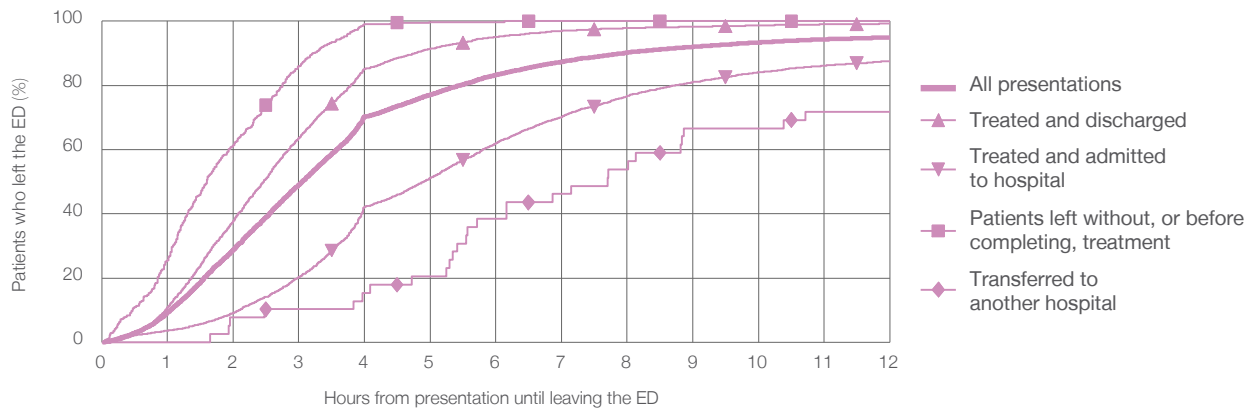
All presentations:<sup>1</sup> 9,420 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,413 patients

Treated and discharged	5,493 (58.3%)
Treated and admitted to hospital	3,374 (35.8%)
Patient left without, or before completing, treatment	479 (5.1%)
Transferred to another hospital	39 (0.4%)
Other	35 (0.4%)

Same period last year	Change since one year ago
9,279	1.4%
5,521	-0.5%
3,219	4.8%
497	-3.6%
23	69.6%
23	52.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



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	11.0%	37.8%	63.7%	85.2%	95.1%	97.9%	98.7%	99.3%
Treated and admitted to hospital	3.6%	9.2%	20.2%	42.3%	62.0%	76.7%	84.1%	87.5%
Patient left without, or before completing, treatment	25.5%	61.4%	86.0%	99.2%	99.8%	100%	100%	100%
Transferred to another hospital	0%	7.7%	10.3%	15.4%	38.5%	53.8%	66.7%	71.8%
All presentations	9.3%	28.8%	49.1%	70.3%	83.2%	90.2%	93.4%	95.0%

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## Coffs Harbour 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: <sup>1</sup> 9,420 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,413 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	9,283	1.5%
Presentations used to calculate time to leaving the ED	9,279	1.4%
Percentage of patients who spent four hours or less in the ED	73.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	49.7%	56.5%	71.7%	74.2%	73.5%	70.3%

\* 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.

- 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, July to September 2016.
- 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 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.
- 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 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).

## Kempsey Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 6,451 patients  
Emergency presentations:<sup>2</sup> 6,349 patients

Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%

## Kempsey Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 811 patients

Median time to start treatment<sup>4</sup> 12 minutes  
95th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,304 patients

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,628 patients

Median time to start treatment<sup>4</sup> 29 minutes  
95th percentile time to start treatment<sup>5</sup> 137 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 581 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
646	
11 minutes	8 minutes
34 minutes	41 minutes
2,011	
19 minutes	21 minutes
70 minutes	103 minutes
2,631	
21 minutes	27 minutes
89 minutes	139 minutes
642	
19 minutes	24 minutes
89 minutes	138 minutes

## Kempsey Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,448 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
6,225	3.6%
86.0%	

\* 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, July to September 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.

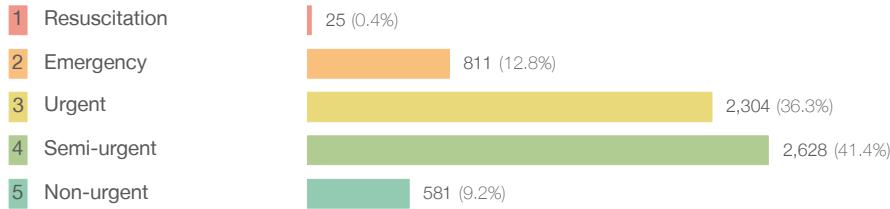
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Kempsey Hospital: Patients presenting to the emergency department

July to September 2016

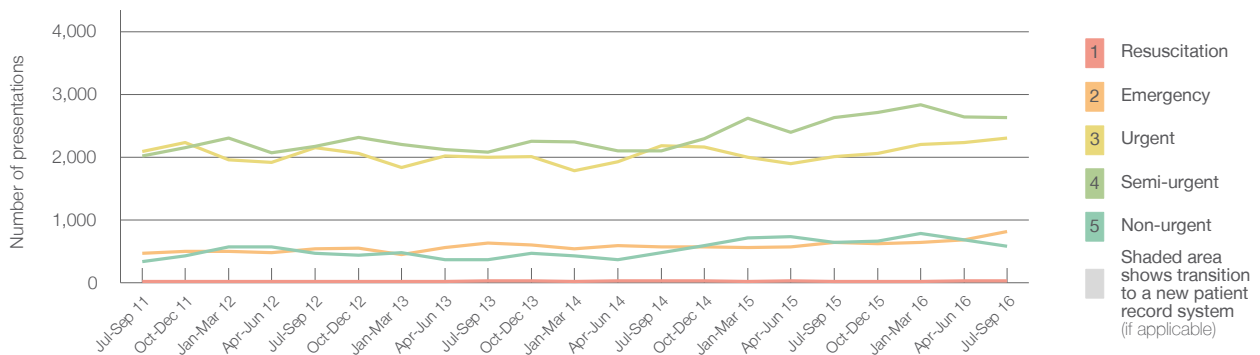
All presentations:<sup>1</sup> 6,451 patients

Emergency presentations<sup>2</sup> by triage category: 6,349 patients



Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%
22	13.6%
646	25.5%
2,011	14.6%
2,631	-0.1%
642	-9.5%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	21	22	32	34	22	25
Emergency	469	540	631	566	646	811
Urgent	2,092	2,153	1,999	2,180	2,011	2,304
Semi-urgent	2,022	2,169	2,076	2,098	2,631	2,628
Non-urgent	337	471	363	474	642	581
All emergency presentations	4,941	5,355	5,101	5,352	5,952	6,349

## Kempsey Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 816 patients

ED Transfer of care time



Same period last year	Change since one year ago
752	
14 minutes	1 minutes
46 minutes	5 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.

## Kempsey 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: 811

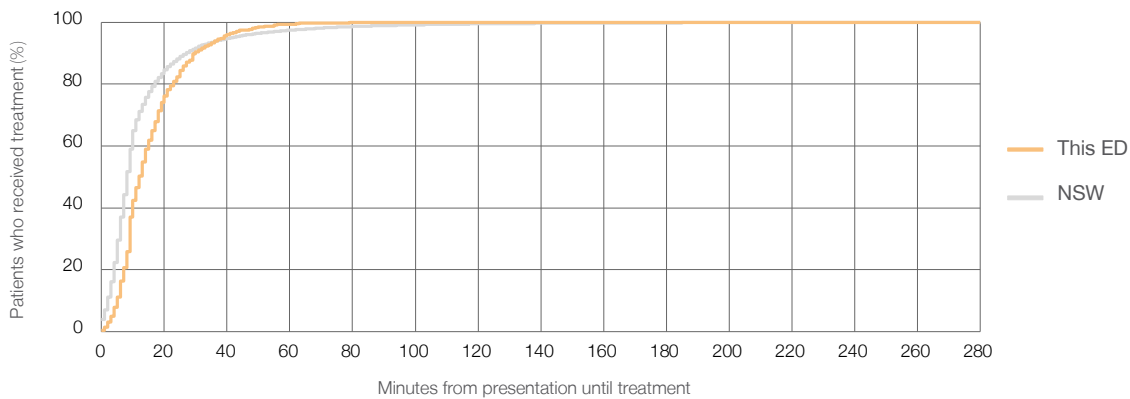
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 809

Median time to start treatment<sup>4</sup>  12 minutes

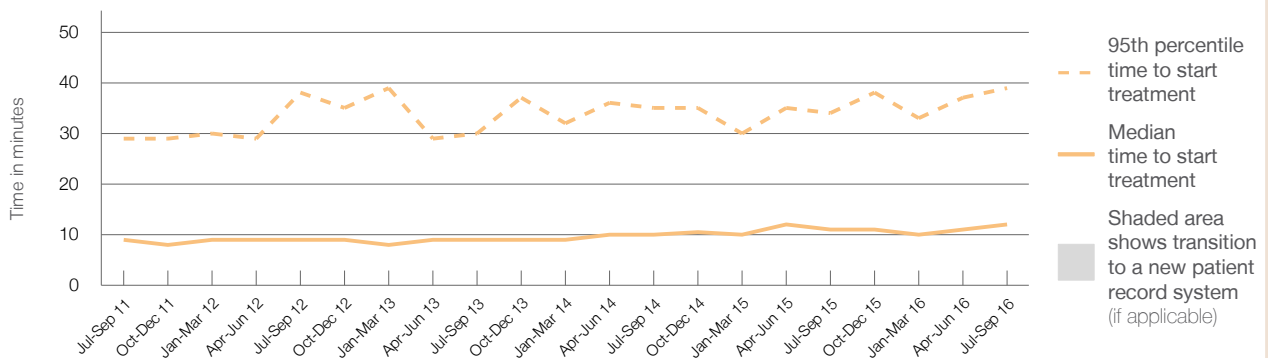
95th percentile time to start treatment<sup>5</sup>  39 minutes

Same period last year	NSW (this period)
646	
644	
11 minutes	8 minutes
34 minutes	41 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	9	9	9	10	11	12
95th percentile time to start treatment <sup>5</sup> (minutes)	29	38	30	35	34	39

(†) 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.

## Kempsey 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: 2,304

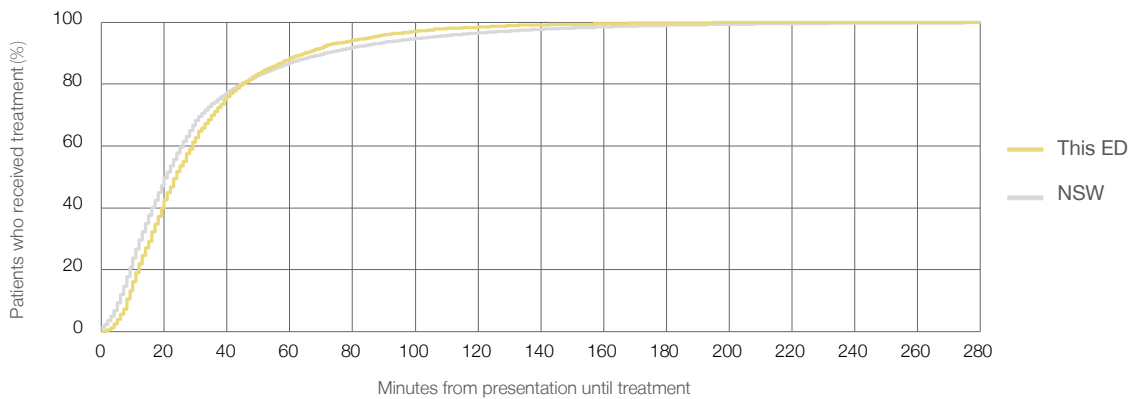
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,269

Median time to start treatment<sup>4</sup>  24 minutes

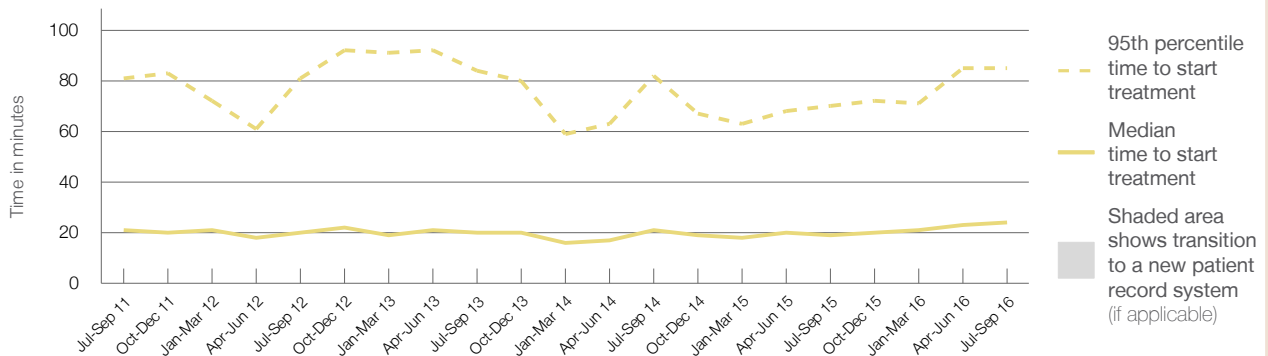
95th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
2,011	1,993
19 minutes	21 minutes
70 minutes	103 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	21	20	20	21	19	24
95th percentile time to start treatment <sup>5</sup> (minutes)	81	81	84	82	70	85

(†) 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.

## Kempsey Hospital: 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: 2,628

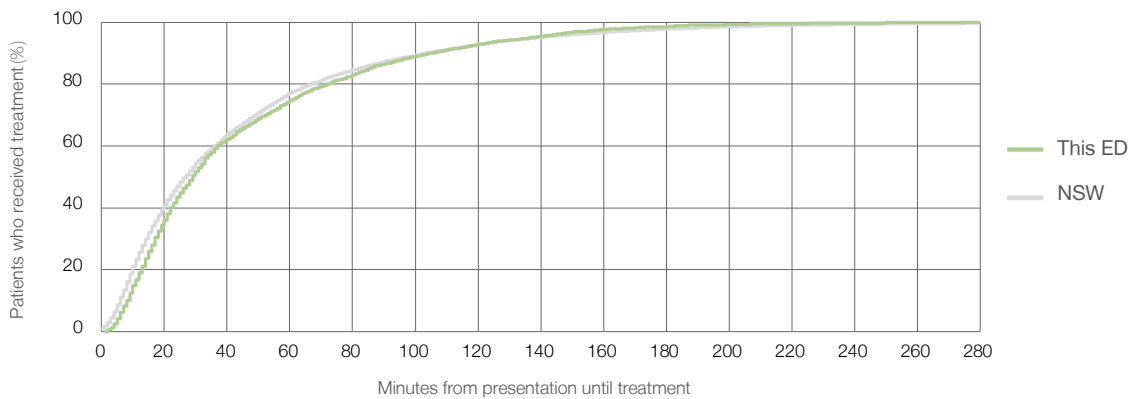
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,517

Median time to start treatment<sup>4</sup>  29 minutes

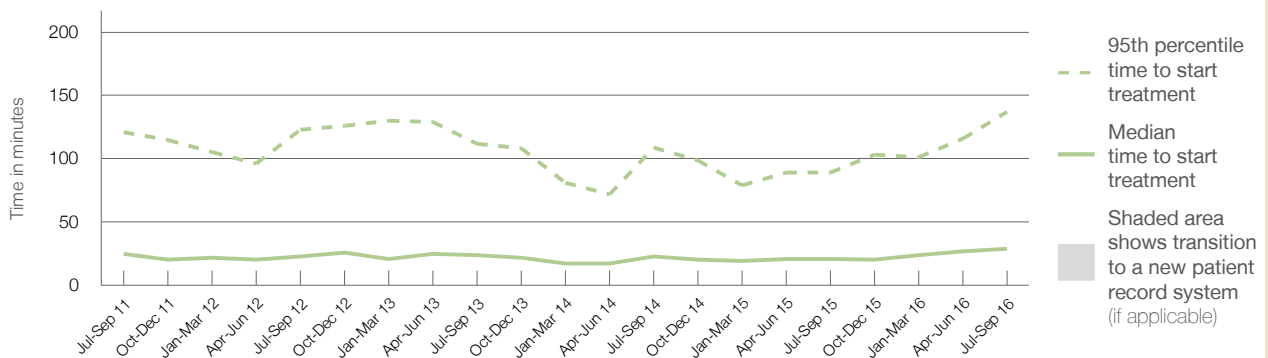
95th percentile time to start treatment<sup>5</sup>  137 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,631	2,569
Median time to start treatment <sup>4</sup>	21 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	89 minutes	139 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	25	23	24	23	21	29
95th percentile time to start treatment <sup>5</sup> (minutes)	121	123	112	109	89	137

(†) 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.

## Kempsey 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: 581

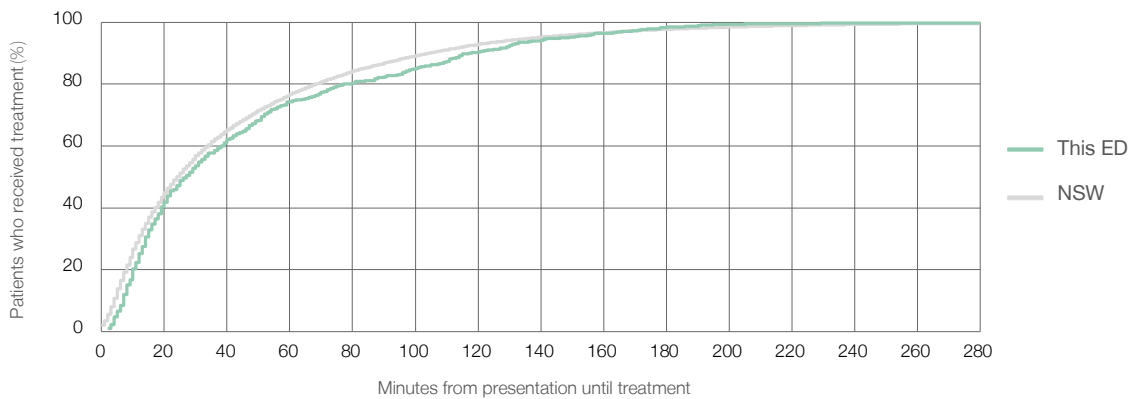
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 504

Median time to start treatment<sup>4</sup>  27 minutes

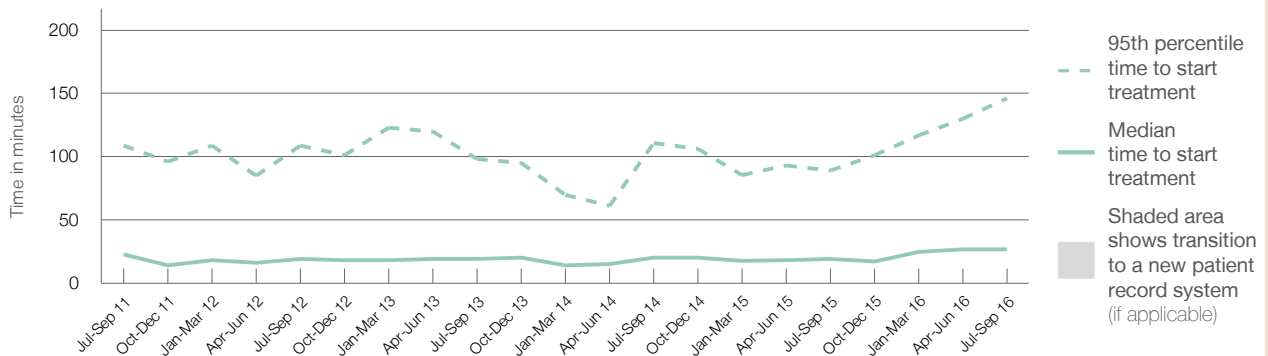
95th percentile time to start treatment<sup>5</sup>  146 minutes

Same period last year	NSW (this period)
642	597
19 minutes	24 minutes
89 minutes	138 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	23	19	19	20	19	27
95th percentile time to start treatment <sup>5</sup> (minutes)	109	109	98	111	89	146

(†) 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.



## Kempsey Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 6,451 patients

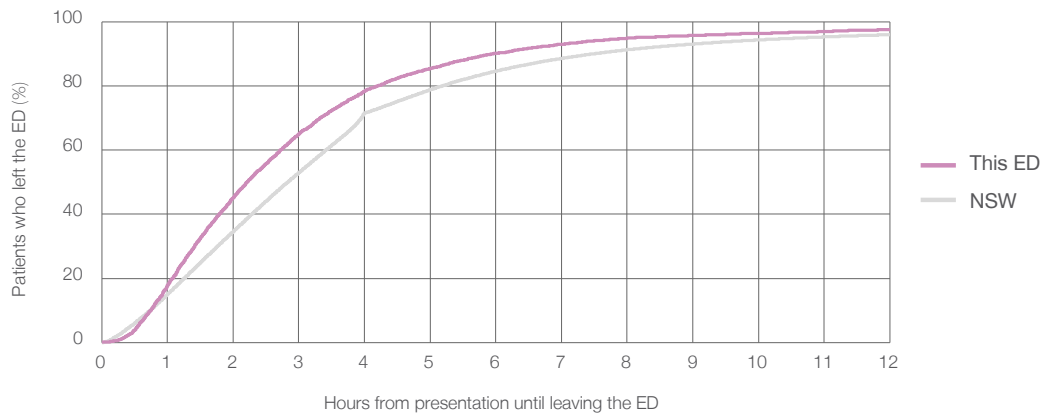
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,448 patients

Median time spent in the ED<sup>8</sup> 2 hours and 13 minutes

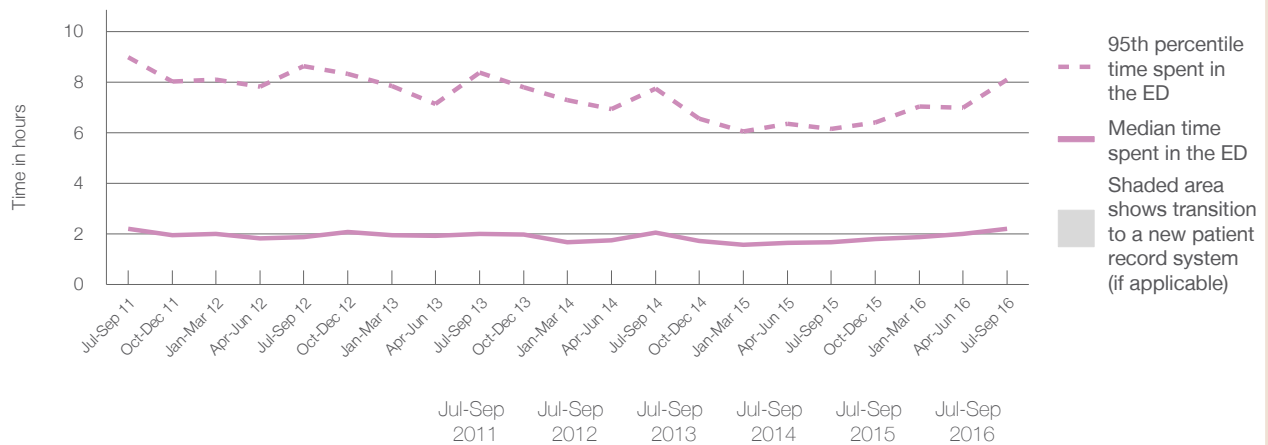
95th percentile time spent in the ED<sup>9</sup> 8 hours and 6 minutes

Same period last year	NSW (this period)
6,228	
6,225	
1 hours and 41 minutes	2 hours and 50 minutes
6 hours and 9 minutes	10 hours and 43 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 12m	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 59m	8h 38m	8h 23m	7h 45m	6h 9m	8h 6m

(†) 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.

**Kempsey Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

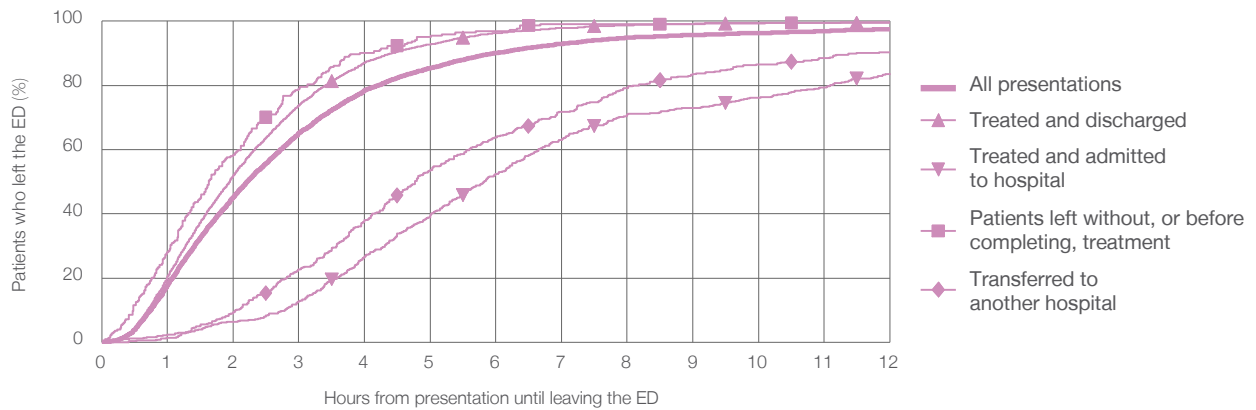
All presentations:<sup>1</sup> 6,451 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,448 patients

Treated and discharged	5,205 (80.7%)
Treated and admitted to hospital	642 (10.0%)
Patient left without, or before completing, treatment	224 (3.5%)
Transferred to another hospital	365 (5.7%)
Other	15 (0.2%)

Same period last year	Change since one year ago
6,225	3.6%
5,055	3.0%
697	-7.9%
152	47.4%
312	17.0%
12	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>††</sup>



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	20.5%	51.9%	73.9%	87.1%	96.3%	98.8%	99.4%	99.7%
Treated and admitted to hospital	2.3%	6.4%	12.8%	26.8%	52.3%	71.0%	76.2%	83.6%
Patient left without, or before completing, treatment	28.1%	58.5%	79.0%	90.2%	96.9%	99.1%	99.6%	99.6%
Transferred to another hospital	1.4%	9.3%	22.7%	38.1%	63.8%	79.2%	86.6%	90.4%
All presentations	17.9%	45.3%	65.1%	78.5%	90.1%	94.9%	96.4%	97.5%

(†) 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.

**Kempsey 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: <sup>1</sup> 6,451 patients

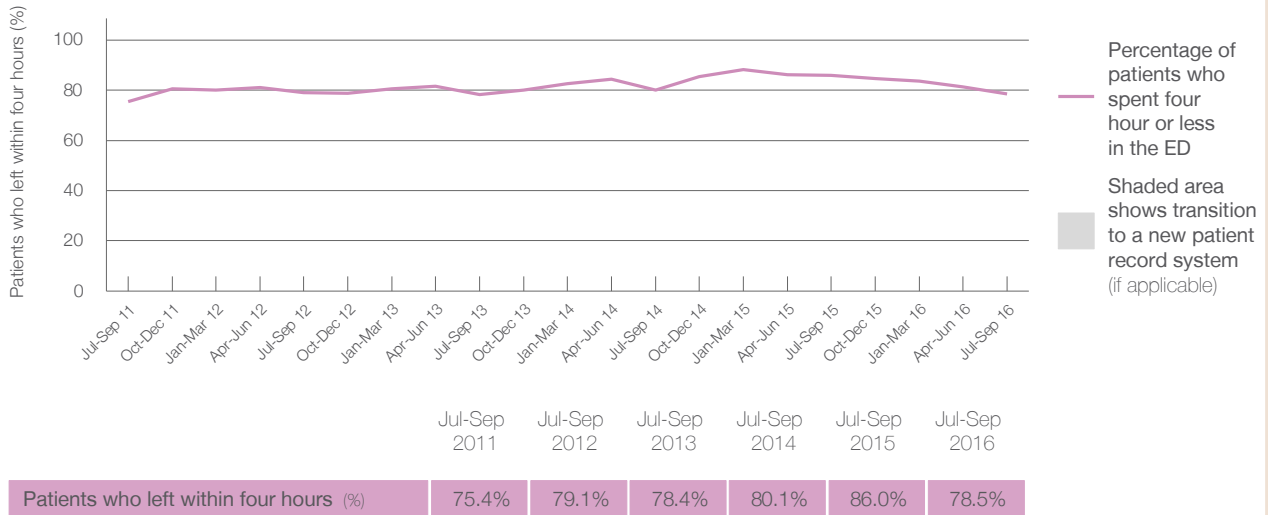
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,448 patients

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



Same period last year	Change since one year ago
6,228	3.6%
6,225	3.6%
86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* 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.

- 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, July to September 2016.
- 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 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.
- 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 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).

## Macksville District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 2,982 patients  
Emergency presentations:<sup>2</sup> 2,786 patients

Same period last year	Change since one year ago
3,179	-6.2%
2,966	-6.1%

## Macksville District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 944 patients

Median time to start treatment<sup>4</sup> 20 minutes  
95th percentile time to start treatment<sup>5</sup> 71 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,168 patients

Median time to start treatment<sup>4</sup> 26 minutes  
95th percentile time to start treatment<sup>5</sup> 123 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment<sup>4</sup> 26 minutes  
95th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
309	
10 minutes	8 minutes
27 minutes	41 minutes
1,072	
25 minutes	21 minutes
90 minutes	103 minutes
1,287	
29 minutes	27 minutes
149 minutes	139 minutes
287	
28 minutes	24 minutes
166 minutes	138 minutes

## Macksville District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,980 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
3,179	-6.3%
83.6%	

\* 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, July to September 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 20 October 2016).

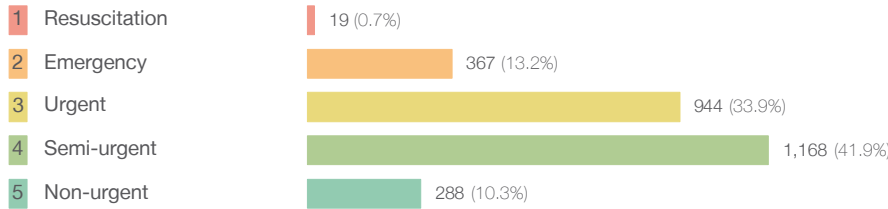
## Macksville District Hospital: Patients presenting to the emergency department July to September 2016

All presentations:<sup>1</sup> 2,982 patients

Same period last year	Change since one year ago
3,179	-6.2%

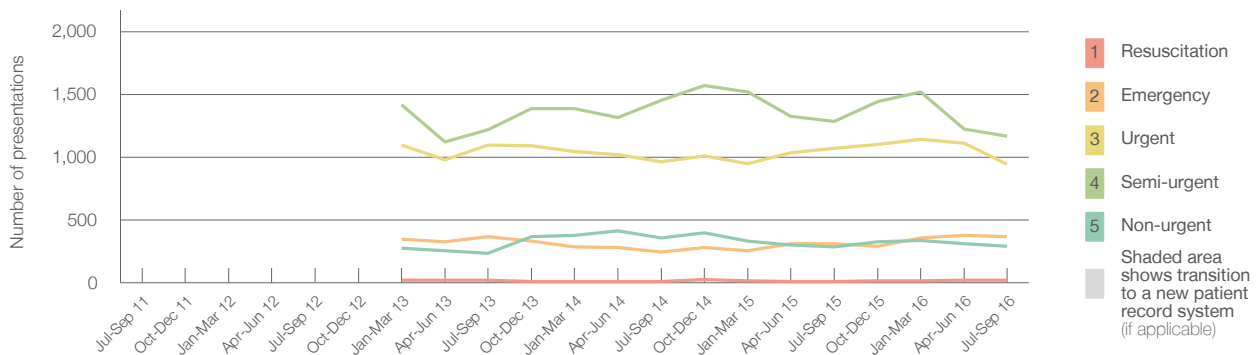
Emergency presentations<sup>2</sup> by triage category: 2,786 patients

2,966	-6.1%
-------	-------



11	72.7%
309	18.8%
1,072	-11.9%
1,287	-9.2%
287	0.3%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 <sup>† §</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation			21	7	11	19
Emergency			365	244	309	367
Urgent			1,094	965	1,072	944
Semi-urgent			1,218	1,454	1,287	1,168
Non-urgent			232	356	287	288
All emergency presentations			2,930	3,026	2,966	2,786

## Macksville District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 491 patients

466	
-----	--

ED Transfer of care time



14 minutes	-1 minute
41 minutes	4 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.

## Macksville District 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: 367

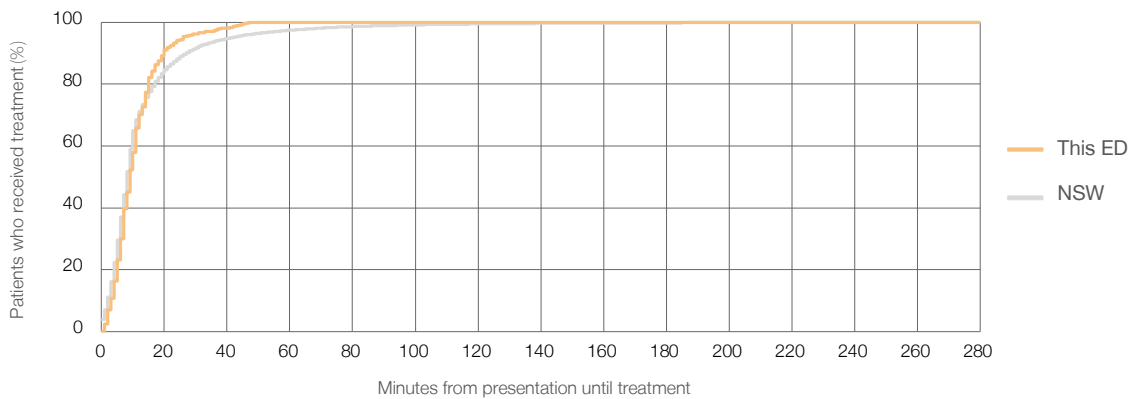
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 359

Median time to start treatment<sup>4</sup>  9 minutes

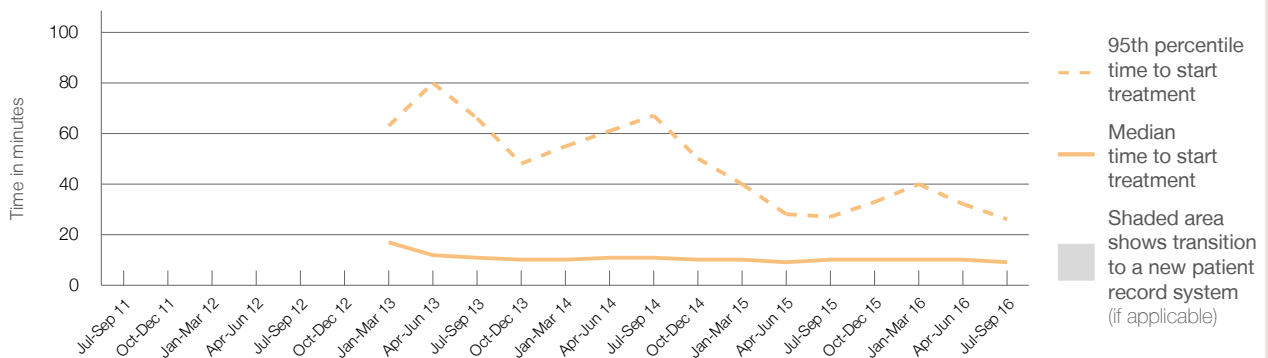
95th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
309	295
10 minutes	8 minutes
27 minutes	41 minutes

### 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			11	11	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)			66	67	27	26

(†) 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.

## Macksville District 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: 944

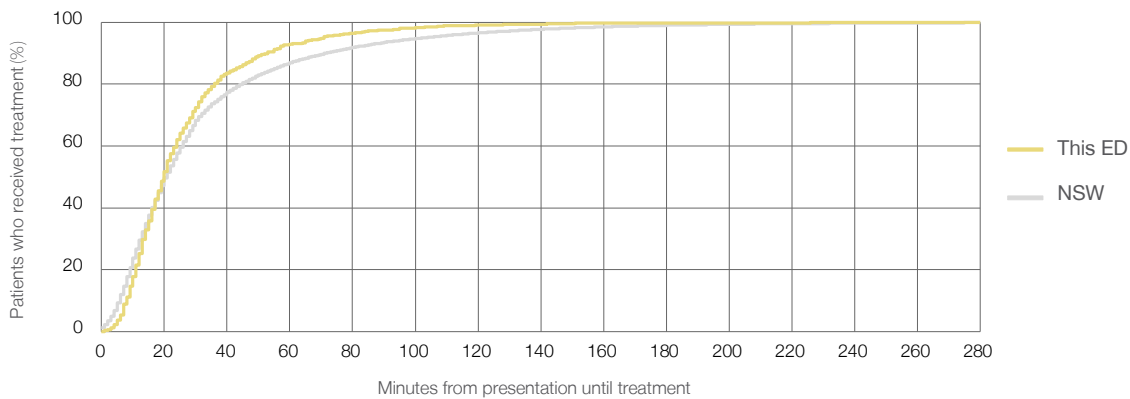
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 908

Median time to start treatment<sup>4</sup>  20 minutes

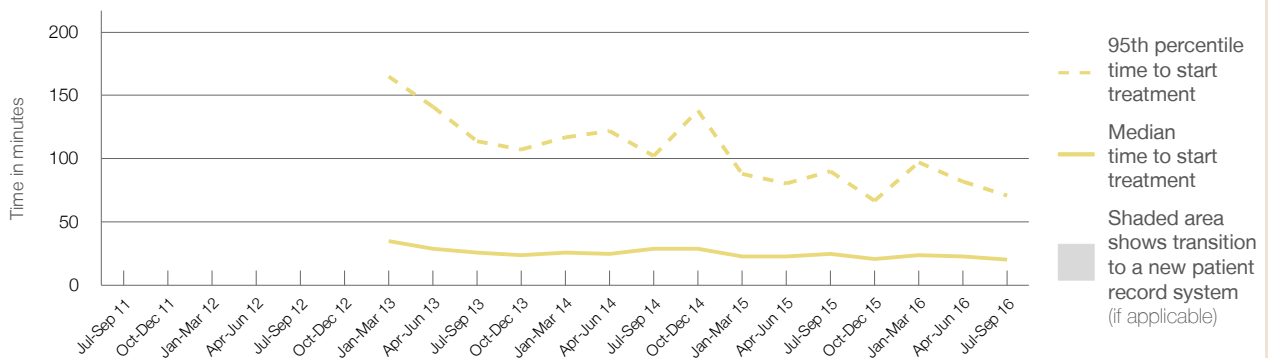
95th percentile time to start treatment<sup>5</sup>  71 minutes

Same period last year	NSW (this period)
1,072	1,018
25 minutes	21 minutes
90 minutes	103 minutes

### 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			26	29	25	20
95th percentile time to start treatment <sup>5</sup> (minutes)			114	102	90	71

(†) 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.

## Macksville District Hospital: 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: 1,168

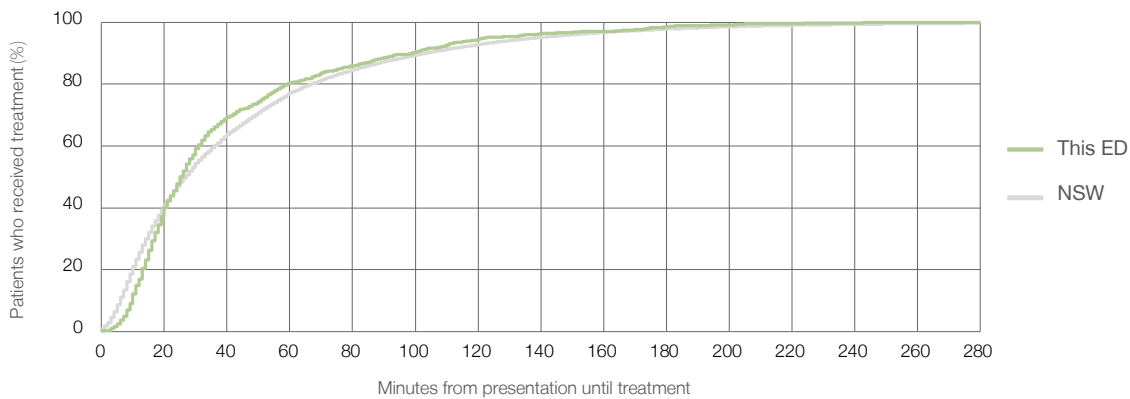
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,096

Median time to start treatment<sup>4</sup>  26 minutes

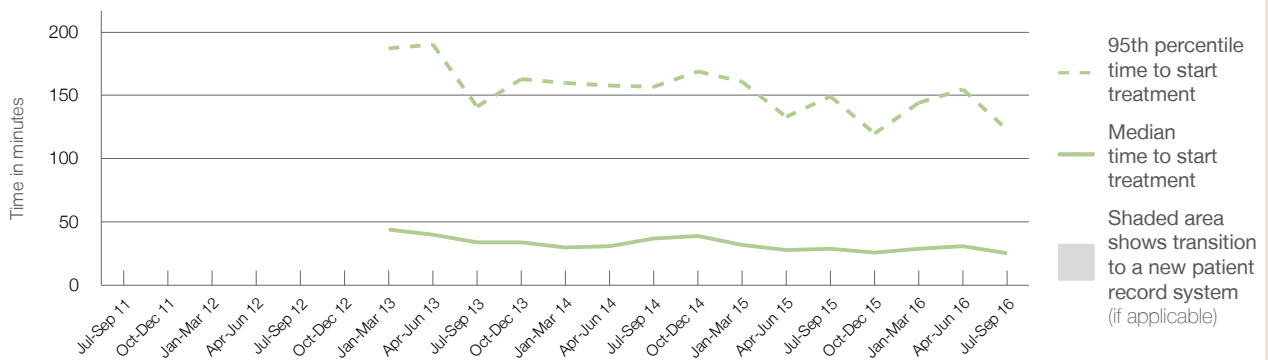
95th percentile time to start treatment<sup>5</sup>  123 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,287	1,189
Median time to start treatment <sup>4</sup>	29 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	149 minutes	139 minutes

### 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			34	37	29	26
95th percentile time to start treatment <sup>5</sup> (minutes)			141	157	149	123

(†) 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.



## Macksville District 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: 288

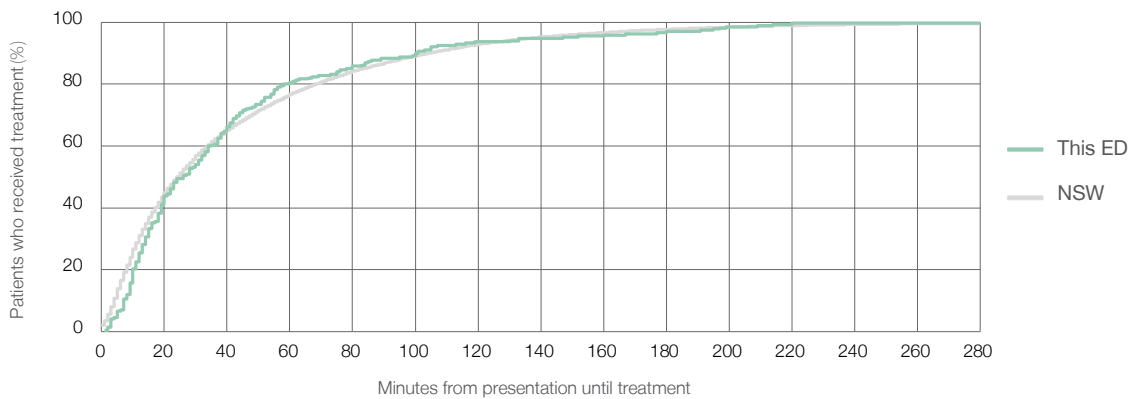
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 267

Median time to start treatment<sup>4</sup> 26 minutes

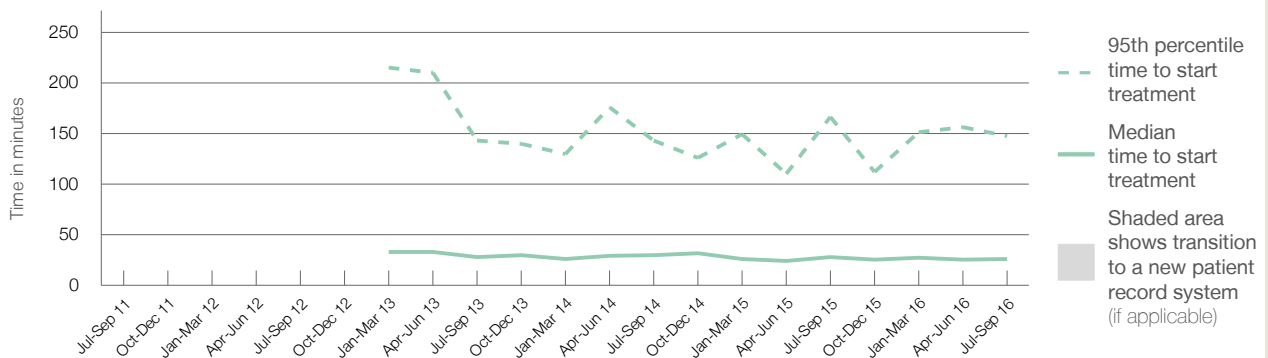
95th percentile time to start treatment<sup>5</sup> 147 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	287	258
Median time to start treatment <sup>4</sup>	28 minutes	24 minutes
95th percentile time to start treatment <sup>5</sup>	166 minutes	138 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)			28	30	28	26
95th percentile time to start treatment <sup>5</sup> (minutes)			143	143	166	147

(†) 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.

## Macksville District Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 2,982 patients

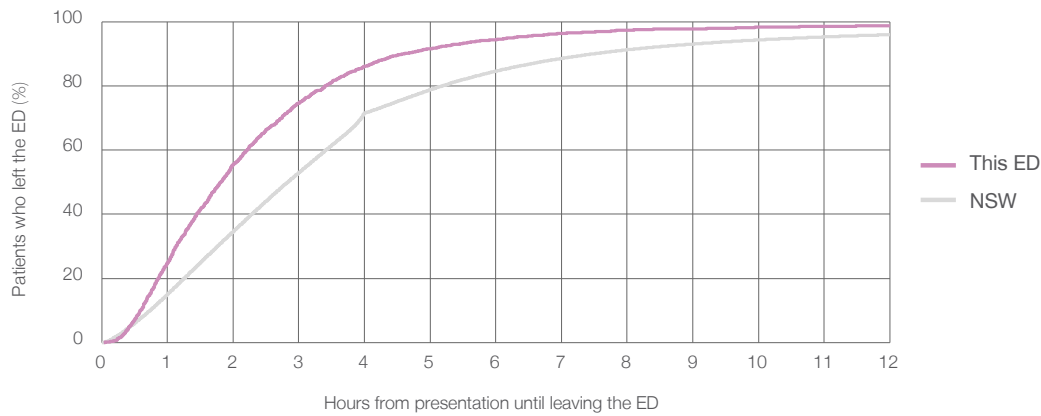
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,980 patients

Median time spent in the ED<sup>8</sup> 1 hours and 49 minutes

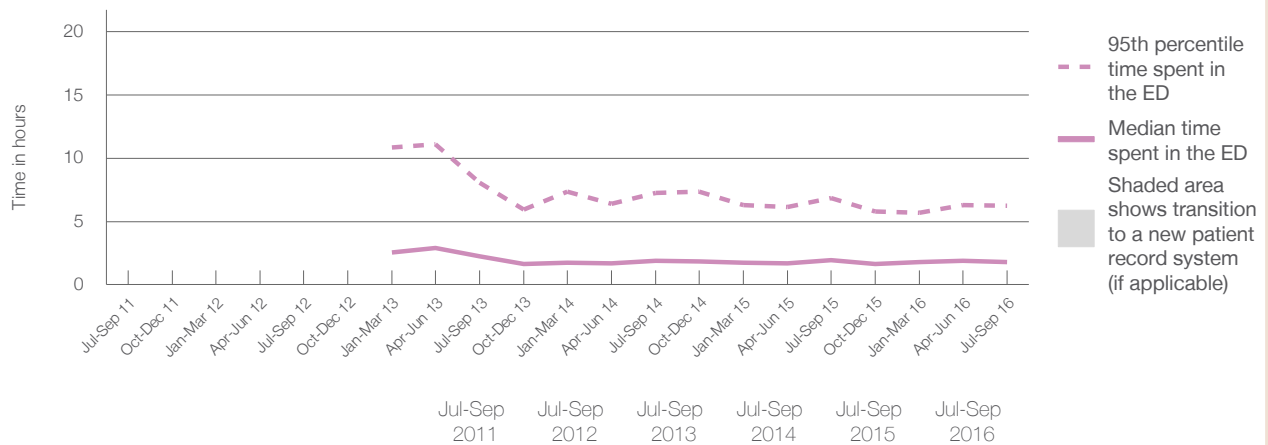
95th percentile time spent in the ED<sup>9</sup> 6 hours and 16 minutes

Same period last year	NSW (this period)
3,179	3,179
1 hours and 58 minutes	2 hours and 50 minutes
6 hours and 50 minutes	10 hours and 43 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<sup>†‡§</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)			2h 14m	1h 54m	1h 58m	1h 49m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			8h 4m	7h 14m	6h 50m	6h 16m

(†) 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.

**Macksville District Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

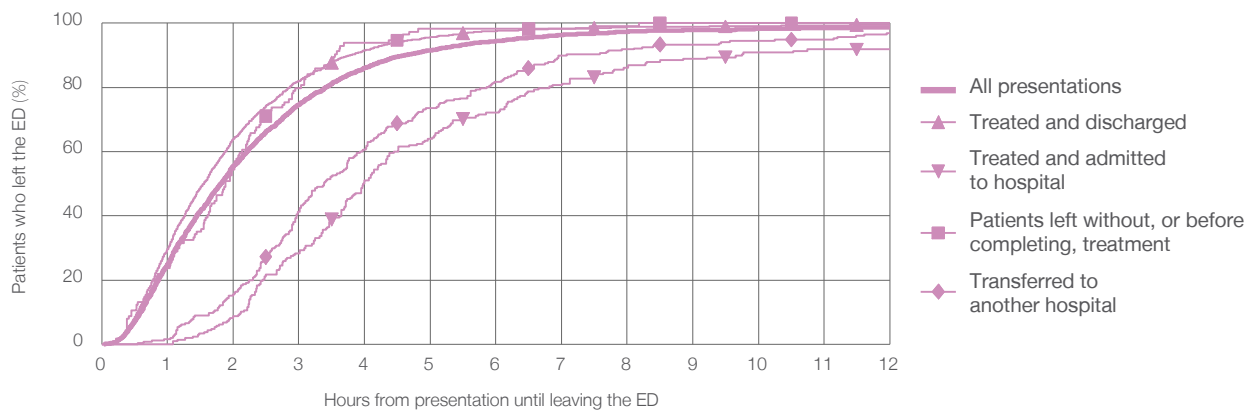
All presentations:<sup>1</sup> 2,982 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,980 patients

Treated and discharged	2,321 (77.8%)
Treated and admitted to hospital	208 (7.0%)
Patient left without, or before completing, treatment	114 (3.8%)
Transferred to another hospital	257 (8.6%)
Other	82 (2.7%)

Same period last year	Change since one year ago
3,179	-6.3%
2,502	-7.2%
233	-10.7%
190	-40.0%
169	52.1%
85	-3.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>††§</sup>



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	29.8%	64.0%	81.9%	91.6%	97.6%	98.8%	99.2%	99.5%
Treated and admitted to hospital	0%	8.7%	28.4%	51.0%	72.1%	86.1%	90.9%	91.8%
Patient left without, or before completing, treatment	23.7%	54.4%	79.8%	93.9%	98.2%	99.1%	100%	100%
Transferred to another hospital	1.6%	15.6%	41.2%	60.7%	81.7%	91.8%	94.6%	96.9%
All presentations	24.9%	55.5%	74.6%	86.1%	94.4%	97.3%	98.2%	98.8%

(†) 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.

**Macksville District 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: <sup>1</sup> 2,982 patients

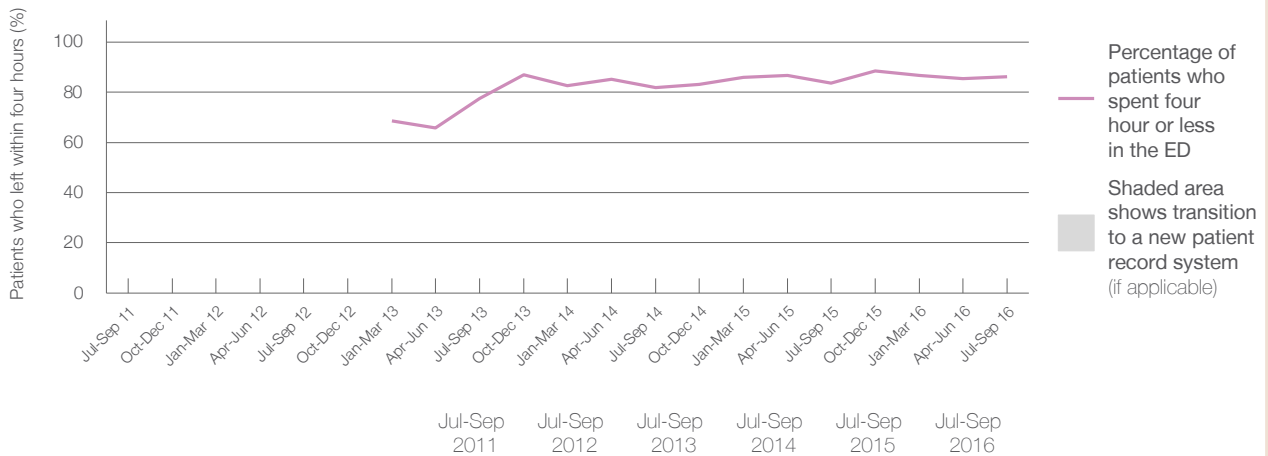
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,980 patients

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	3,179	-6.2%
Presentations used to calculate time to leaving the ED	3,179	-6.3%
Percentage of patients who spent four hours or less in the ED	83.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡§</sup>



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
			77.6%	81.7%	83.6%	86.1%

\* 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, July to September 2016.
- 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 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.
- 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 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).

## Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 8,358 patients  
 Emergency presentations:<sup>2</sup> 8,122 patients

Same period last year	Change since one year ago
8,020	4.2%
7,788	4.3%

## Port Macquarie Base Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,220 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 95th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,341 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 95th percentile time to start treatment<sup>5</sup> 90 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,135 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 95th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 382 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 95th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
1,216	
10 minutes	8 minutes
32 minutes	41 minutes
3,506	
20 minutes	21 minutes
81 minutes	103 minutes
2,796	
24 minutes	27 minutes
112 minutes	139 minutes
230	
18 minutes	24 minutes
110 minutes	138 minutes

## Port Macquarie Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,353 patients

Percentage of patients who spent four hours or less in the ED 68.8%

Same period last year	Change since one year ago
8,020	4.2%
71.0%	

\* 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, July to September 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.

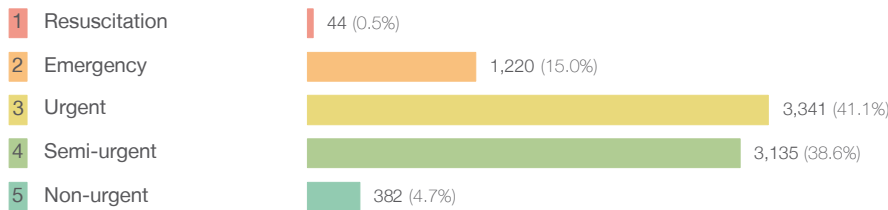
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Port Macquarie Base Hospital: Patients presenting to the emergency department

July to September 2016

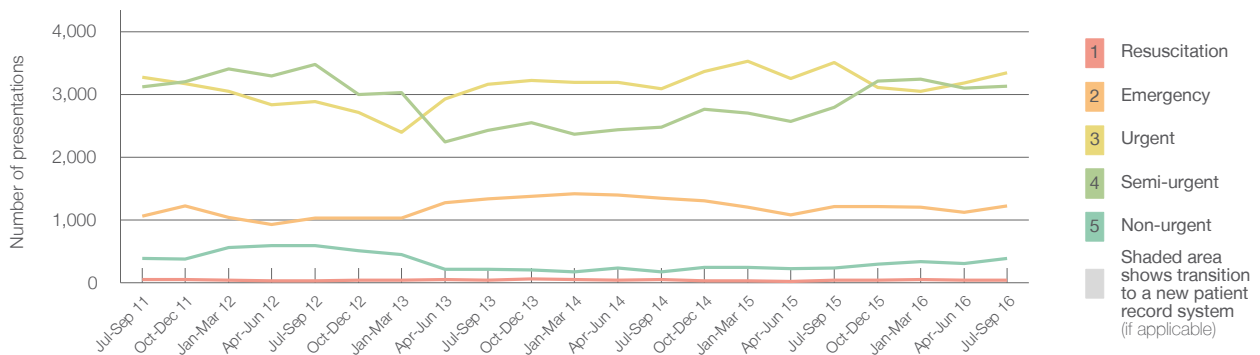
All presentations:<sup>1</sup> 8,358 patients

Emergency presentations<sup>2</sup> by triage category: 8,122 patients



Same period last year	Change since one year ago
8,020	4.2%
7,788	4.3%
40	10.0%
1,216	0.3%
3,506	-4.7%
2,796	12.1%
230	66.1%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	52	34	44	50	40	44
Emergency	1,063	1,030	1,336	1,349	1,216	1,220
Urgent	3,277	2,883	3,156	3,093	3,506	3,341
Semi-urgent	3,125	3,480	2,427	2,476	2,796	3,135
Non-urgent	391	590	211	176	230	382
All emergency presentations	7,908	8,017	7,174	7,144	7,788	8,122

## Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,982 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,898	
12 minutes	0 minutes
58 minutes	-1 minute

(†) 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.

## Port Macquarie Base 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: 1,220

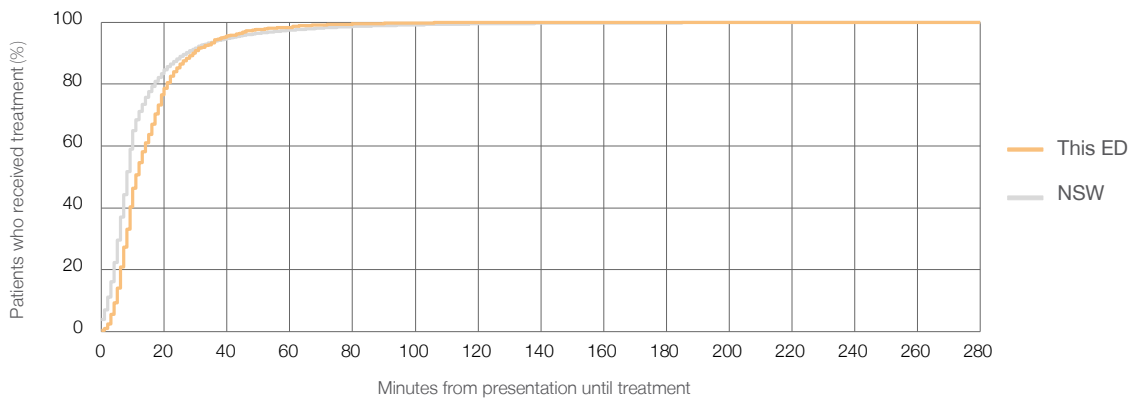
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,219

Median time to start treatment<sup>4</sup>  11 minutes

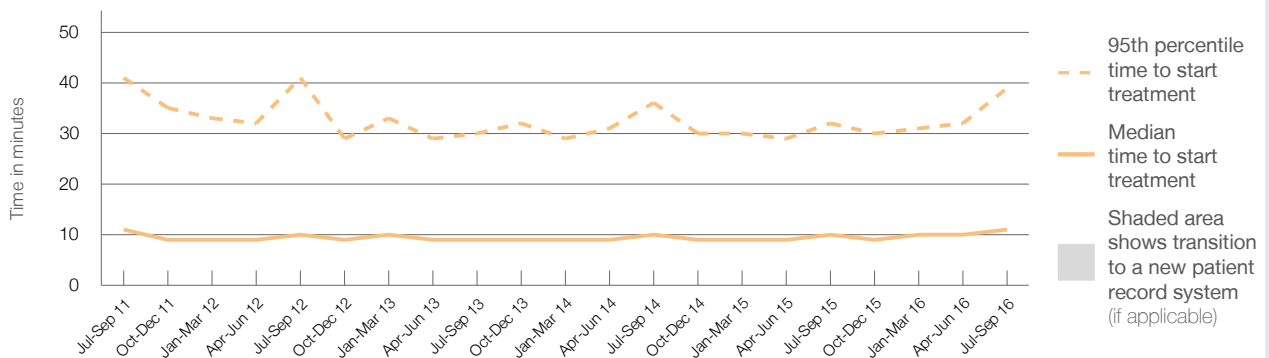
95th percentile time to start treatment<sup>5</sup>  39 minutes

Same period last year	NSW (this period)
1,216	1,211
10 minutes	8 minutes
32 minutes	41 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	11	10	9	10	10	11
95th percentile time to start treatment <sup>5</sup> (minutes)	41	41	30	36	32	39

(†) 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.

## Port Macquarie Base 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: 3,341

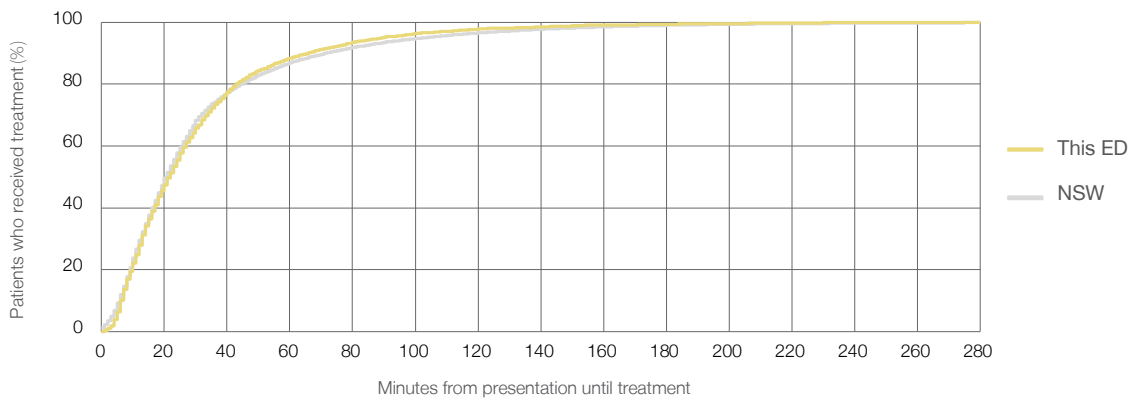
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,274

Median time to start treatment<sup>4</sup>  22 minutes

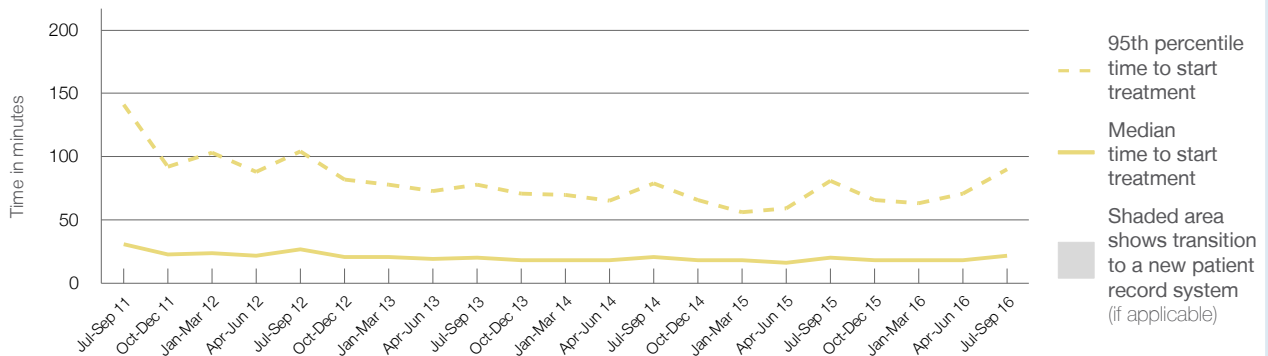
95th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
3,506	3,399
20 minutes	21 minutes
81 minutes	103 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	31	27	20	21	20	22
95th percentile time to start treatment <sup>5</sup> (minutes)	141	104	78	79	81	90

(†) 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.



## Port Macquarie Base Hospital: 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: 3,135

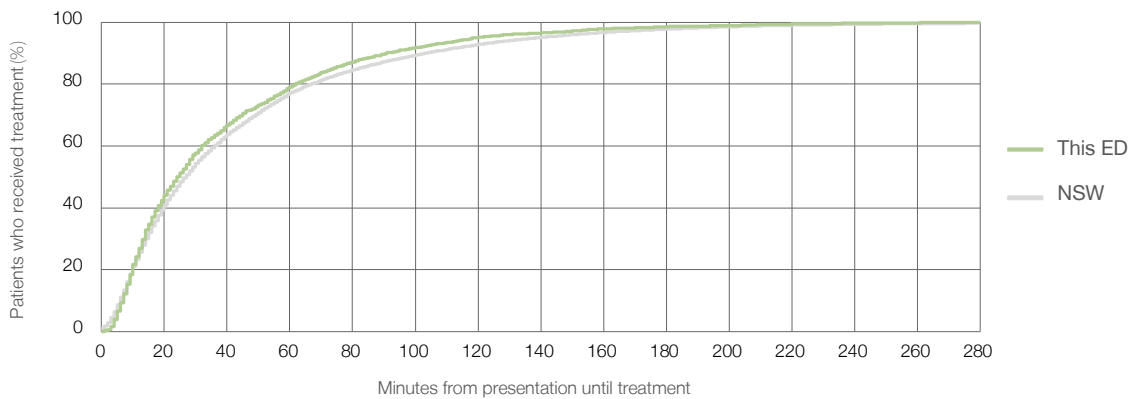
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,588

Median time to start treatment<sup>4</sup>  24 minutes

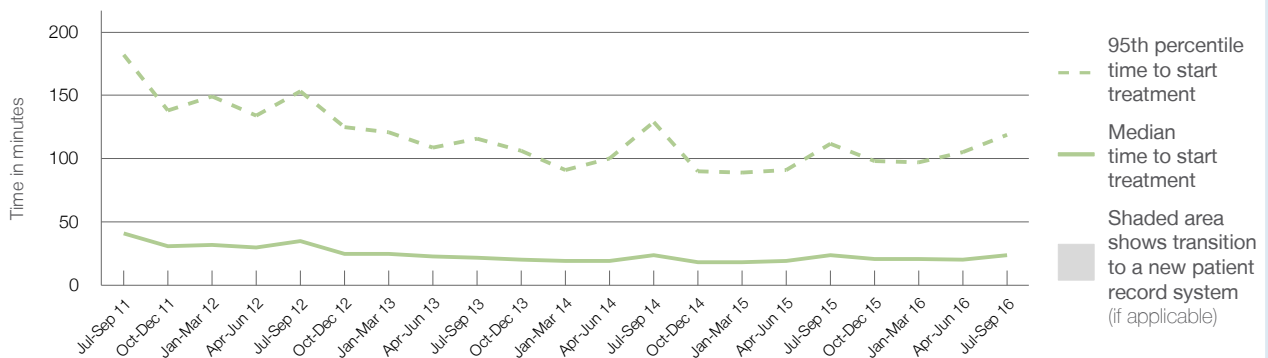
95th percentile time to start treatment<sup>5</sup>  119 minutes

Same period last year	NSW (this period)
2,796	2,276
24 minutes	27 minutes
112 minutes	139 minutes

### 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	41	35	22	24	24	24
95th percentile time to start treatment <sup>5</sup> (minutes)	182	153	116	129	112	119

(†) 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.

## Port Macquarie 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: 382

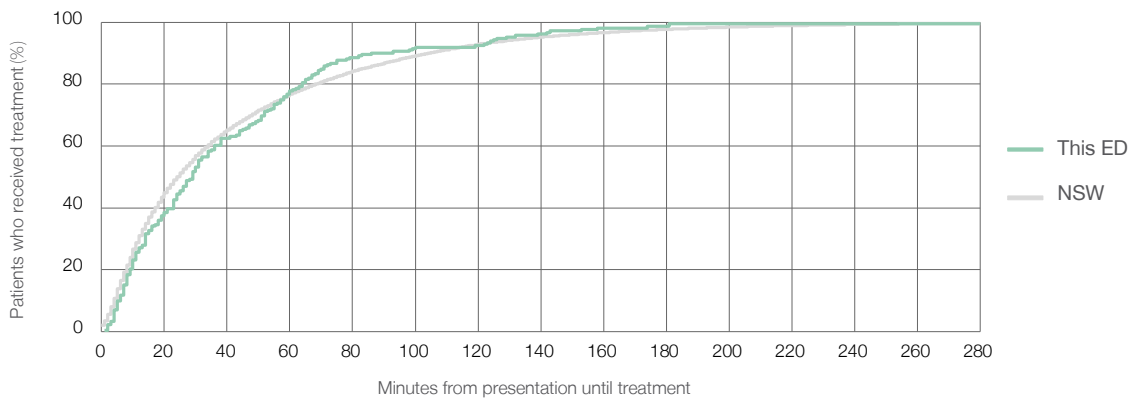
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 211

Median time to start treatment<sup>4</sup>  29 minutes

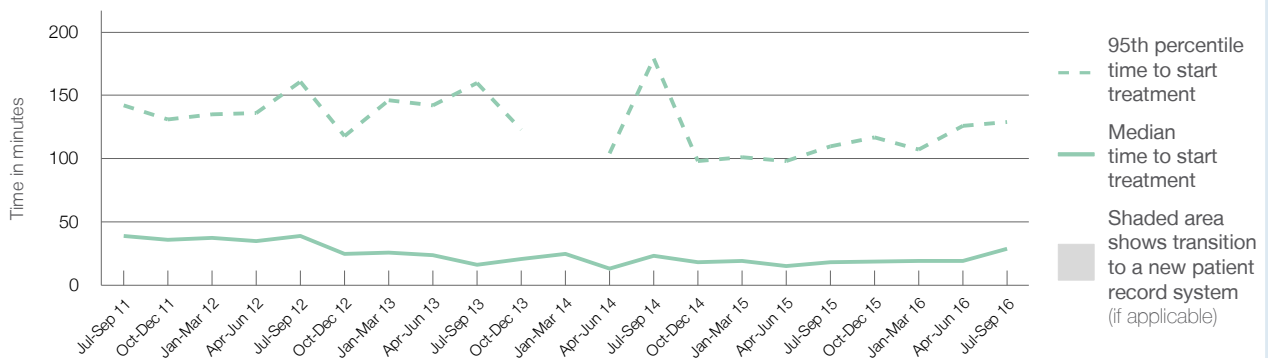
95th percentile time to start treatment<sup>5</sup>  129 minutes

	Same period last year	NSW (this period)
	230	
	136	
	18 minutes	24 minutes
	110 minutes	138 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	39	39	16	24	18	29
95th percentile time to start treatment <sup>5</sup> (minutes)	142	161	160	179	110	129

(†) 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.

## Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 8,358 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,353 patients

Median time spent in the ED<sup>8</sup>

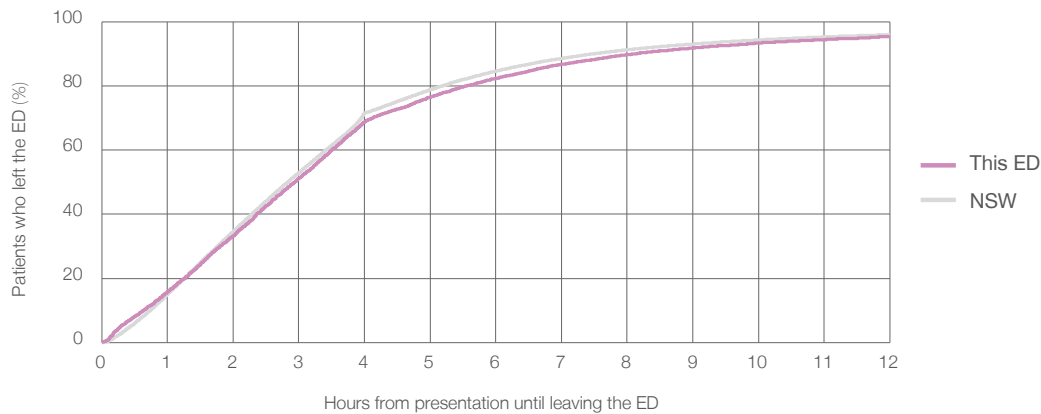
2 hours and 57 minutes

95th percentile time spent in the ED<sup>9</sup>

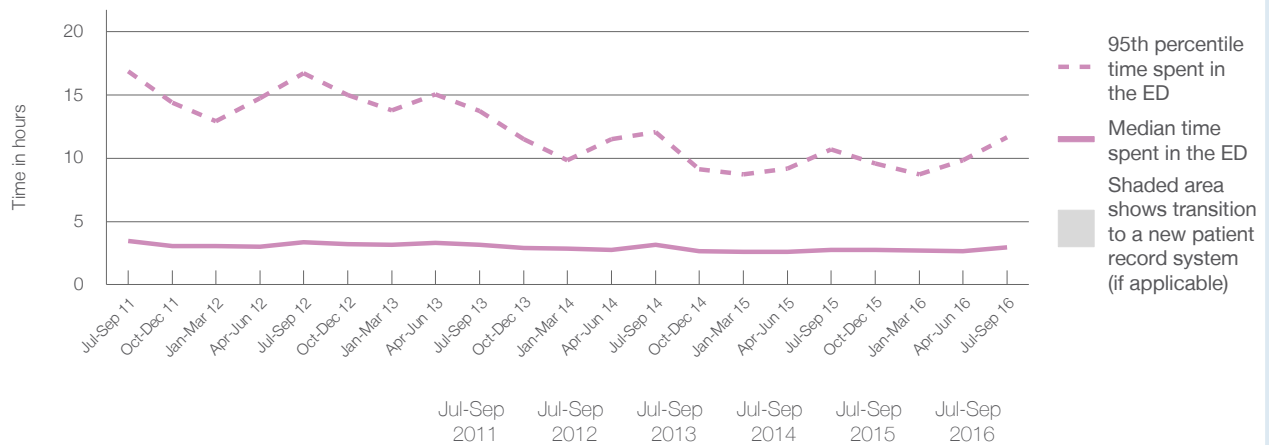
11 hours and 40 minutes

Same period last year	NSW (this period)
8,020	8,020
2 hours and 46 minutes	2 hours and 50 minutes
10 hours and 41 minutes	10 hours and 43 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 27m	3h 21m	3h 10m	3h 8m	2h 46m	2h 57m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	16h 53m	16h 42m	13h 43m	12h 2m	10h 41m	11h 40m

(†) 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.

## Port Macquarie Base Hospital: Time patients spent in the ED By mode of separation July to September 2016

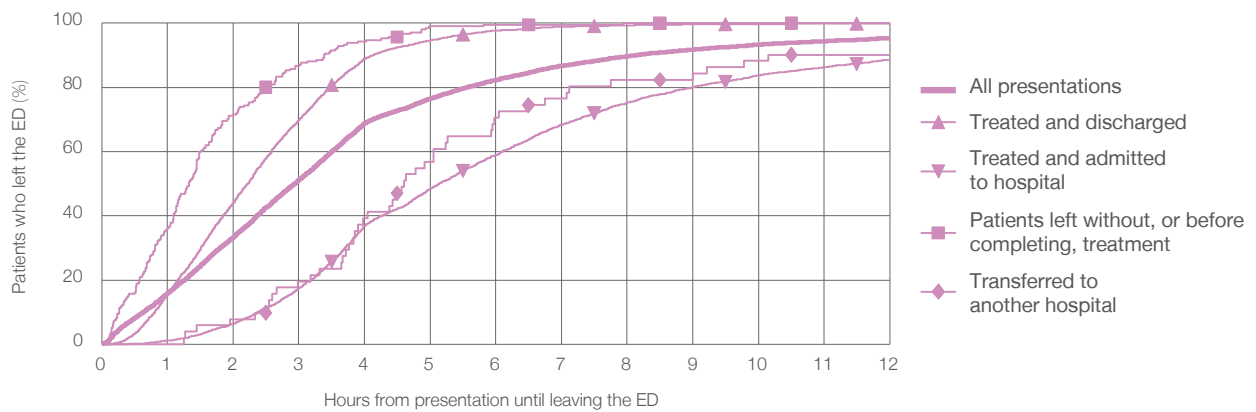
All presentations:<sup>1</sup> 8,358 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,353 patients

Treated and discharged	4,179 (50.0%)
Treated and admitted to hospital	3,324 (39.8%)
Patient left without, or before completing, treatment	211 (2.5%)
Transferred to another hospital	51 (0.6%)
Other	593 (7.1%)

Same period last year	Change since one year ago
8,020	4.2%
4,169	0.2%
3,021	10.0%
204	3.4%
61	-16.4%
565	5.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



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	15.7%	44.0%	69.9%	89.0%	97.7%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.1%	6.4%	17.5%	36.9%	58.9%	75.3%	83.7%	88.6%
Patient left without, or before completing, treatment	36.0%	71.6%	86.7%	94.3%	99.5%	100%	100%	100%
Transferred to another hospital	0%	7.8%	19.6%	39.2%	70.6%	82.4%	88.2%	90.2%
All presentations	15.9%	33.3%	51.2%	68.8%	82.3%	89.7%	93.3%	95.4%

(†) 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.

**Port Macquarie 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: <sup>1</sup> 8,358 patients

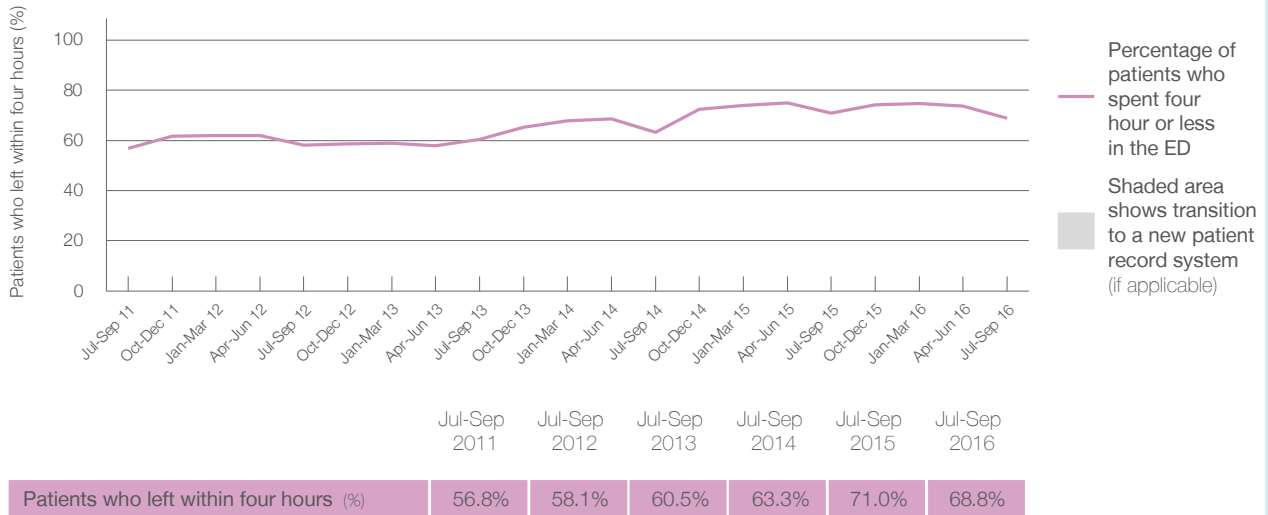
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,353 patients

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	8,020	4.2%
Presentations used to calculate time to leaving the ED	8,020	4.2%
Percentage of patients who spent four hours or less in the ED	71.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* 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.

- 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.
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- 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).