

Narrabri District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,339 patients
Emergency presentations:² 1,329 patients

Same period last year	Change since one year ago
1,419	-5.6%
1,415	-6.1%

Narrabri District Hospital: Time patients waited to start treatment³

July to September 2016

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

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 420 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 568 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	41 minutes
453	
17 minutes	21 minutes
71 minutes	103 minutes
576	
26 minutes	27 minutes
98 minutes	139 minutes
282	
16 minutes	24 minutes
111 minutes	138 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,339 patients

Percentage of patients who spent four hours or less in the ED 88.2%

Same period last year	Change since one year ago
1,419	-5.6%
90.5%	

* 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.

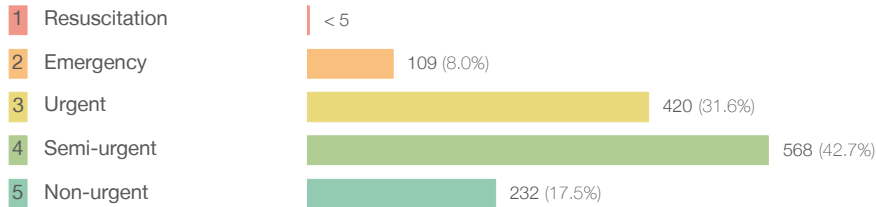
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

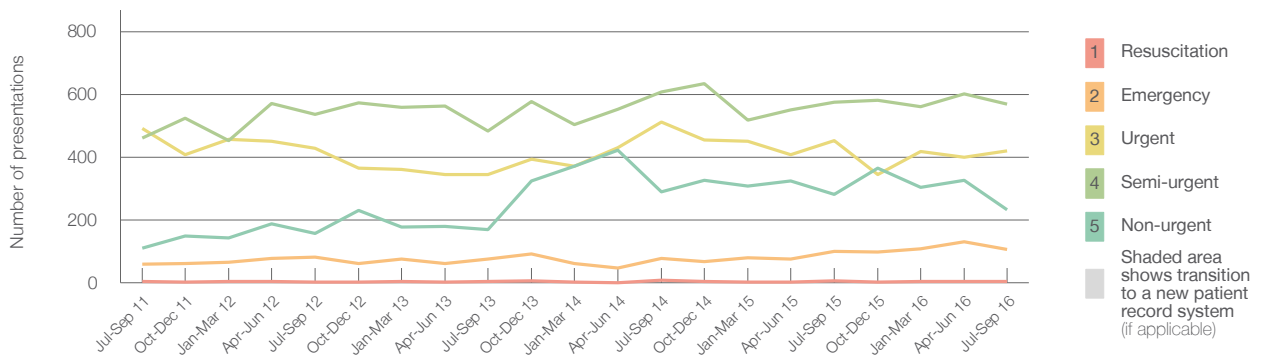
All presentations:¹ 1,339 patients

Emergency presentations² by triage category: 1,329 patients



Same period last year	Change since one year ago
1,419	-5.6%
1,415	-6.1%
5	*
99	7.1%
453	-7.3%
576	-1.4%
282	-17.7%

Emergency presentations² 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	< 5	< 5	< 5	7	5	< 5
Emergency	63	82	79	78	99	109
Urgent	491	428	344	511	453	420
Semi-urgent	461	537	483	608	576	568
Non-urgent	109	157	170	289	282	232
All emergency presentations	1,124	1,204	1,076	1,493	1,415	1,329

Narrabri District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 139 patients

ED Transfer of care time



Same period last year	Change since one year ago
71	
6 minutes	-2 minutes
*	*

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

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

Narrabri 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: 109

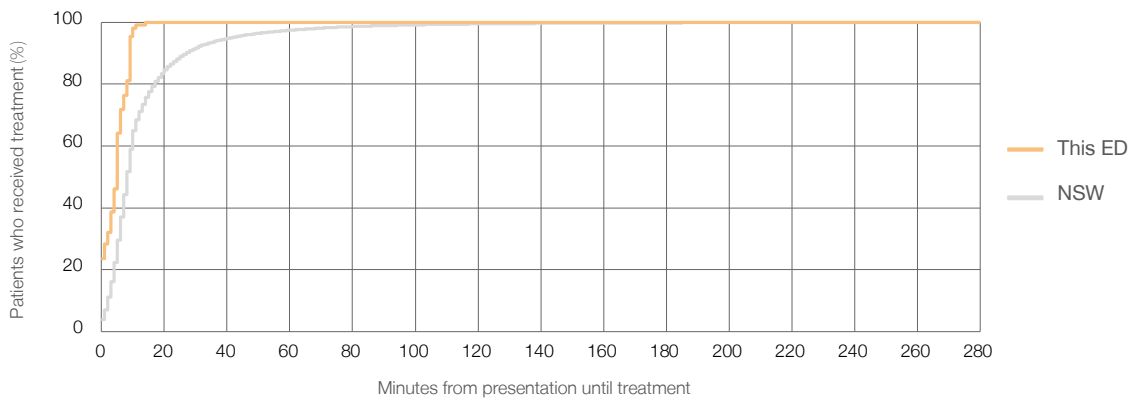
Number of triage 2 patients used to calculate waiting time:³ 106

Median time to start treatment⁴ 5 minutes

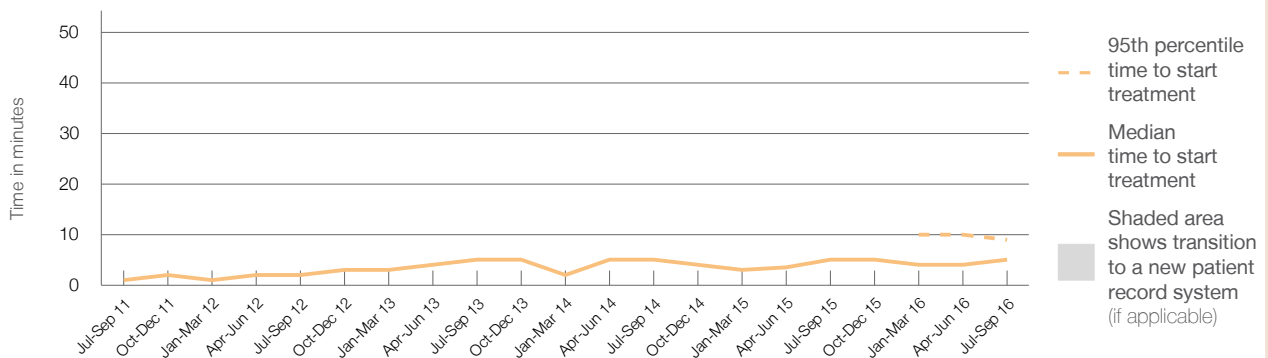
95th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	99
5 minutes	8 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	1	2	5	5	5	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	9

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Narrabri 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: 420

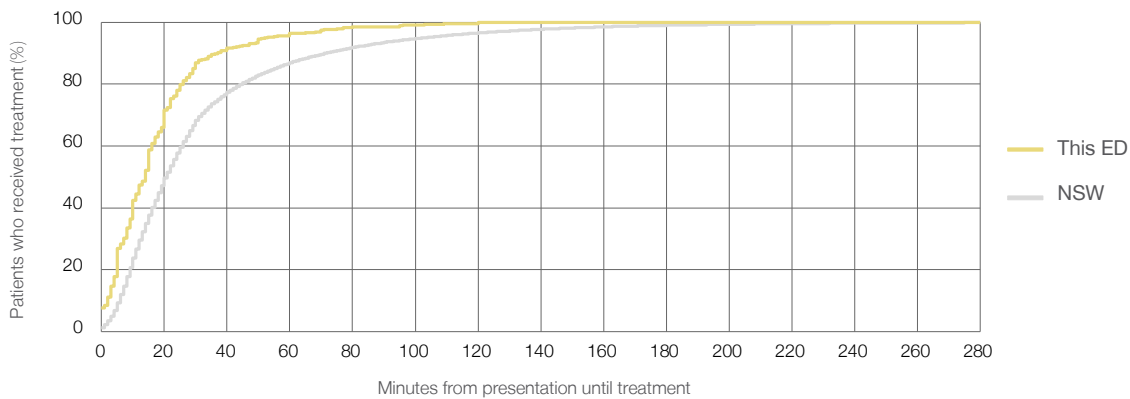
Number of triage 3 patients used to calculate waiting time:³ 414

Median time to start treatment⁴ 14 minutes

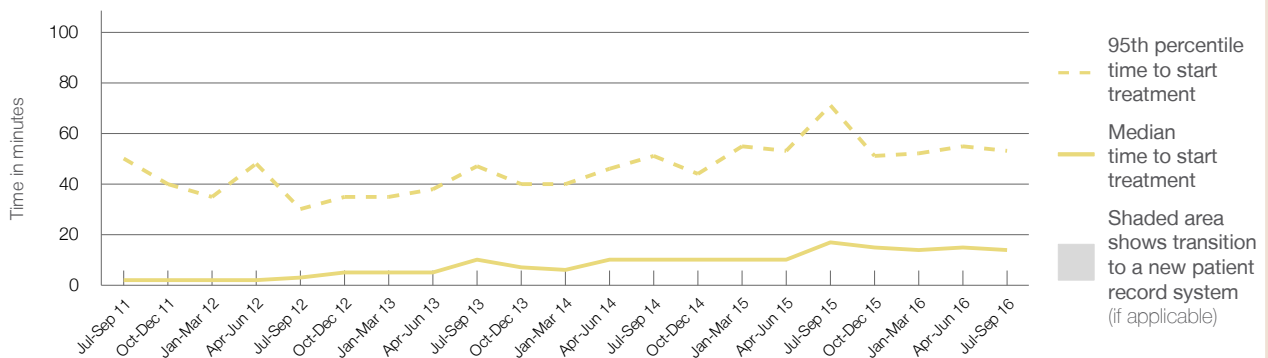
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
453	
450	
17 minutes	21 minutes
71 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	3	10	10	17	14
95th percentile time to start treatment ⁵ (minutes)	50	30	47	51	71	53

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Narrabri 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: 568

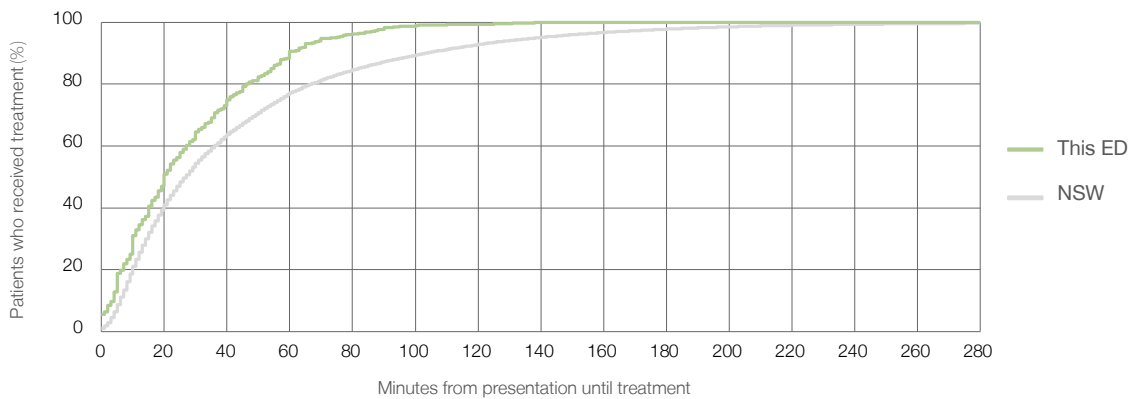
Number of triage 4 patients used to calculate waiting time:³ 551

Median time to start treatment⁴ 20 minutes

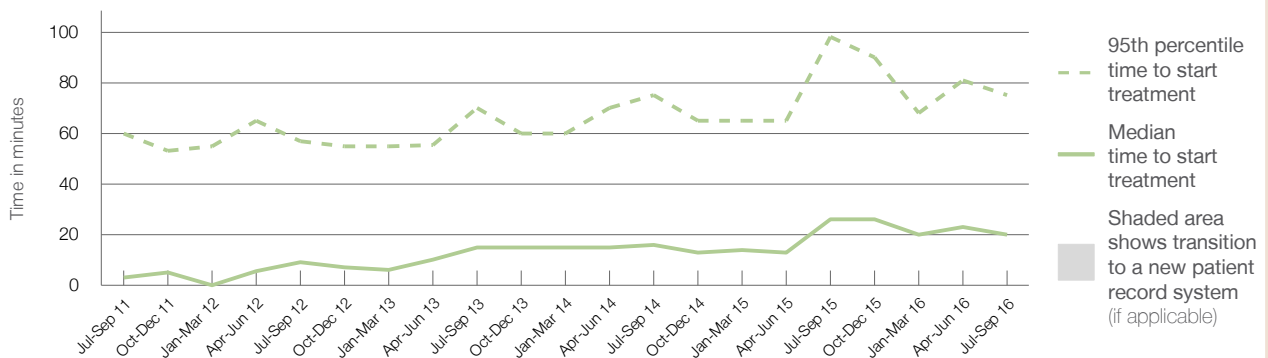
95th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
576	567
26 minutes	27 minutes
98 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	9	15	16	26	20
95th percentile time to start treatment ⁵ (minutes)	60	57	70	75	98	75

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Narrabri 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: 232

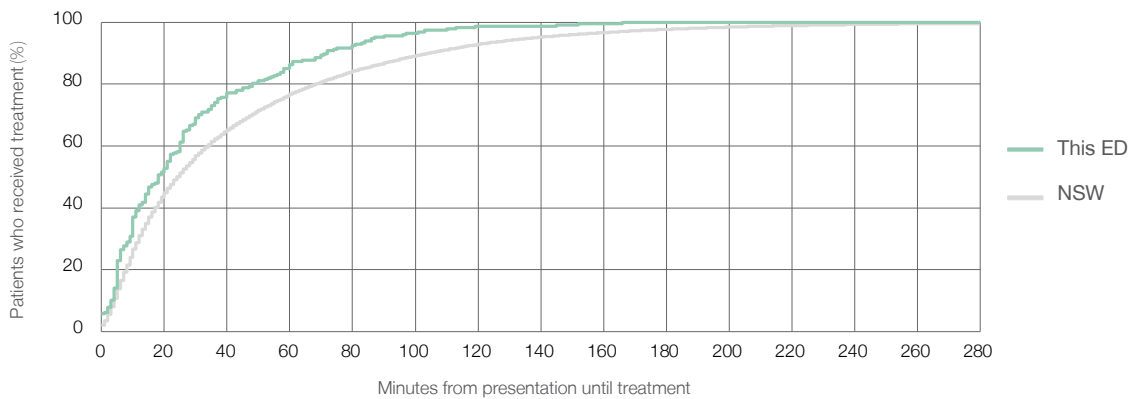
Number of triage 5 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 18 minutes

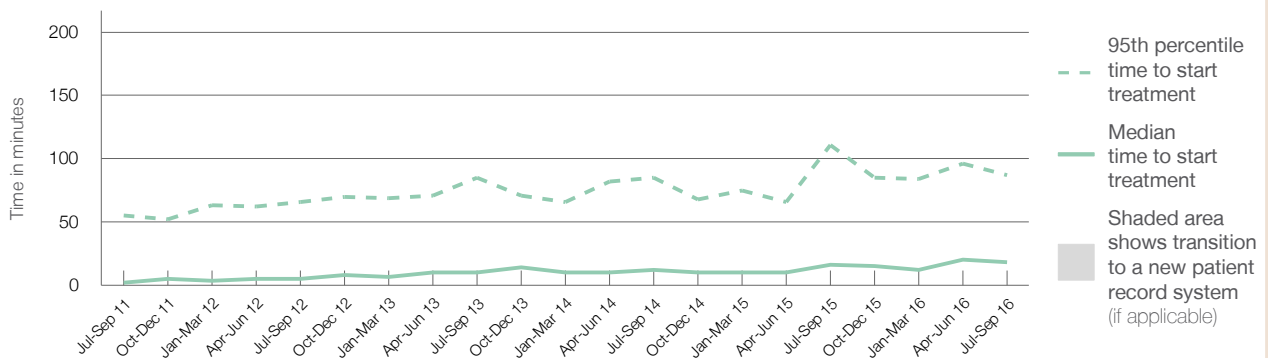
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
282	
275	
16 minutes	24 minutes
111 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	5	10	12	16	18
95th percentile time to start treatment ⁵ (minutes)	55	66	85	85	111	87

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Narrabri District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,339 patients

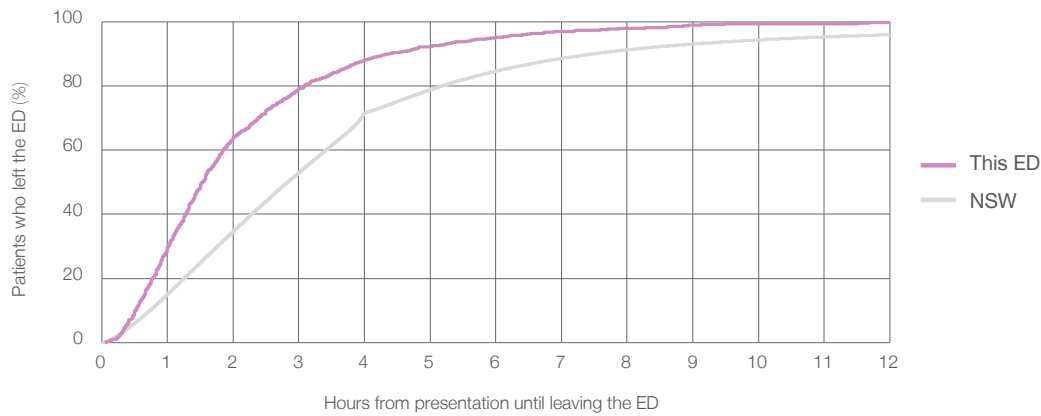
Presentations used to calculate time to leaving the ED:⁶ 1,339 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

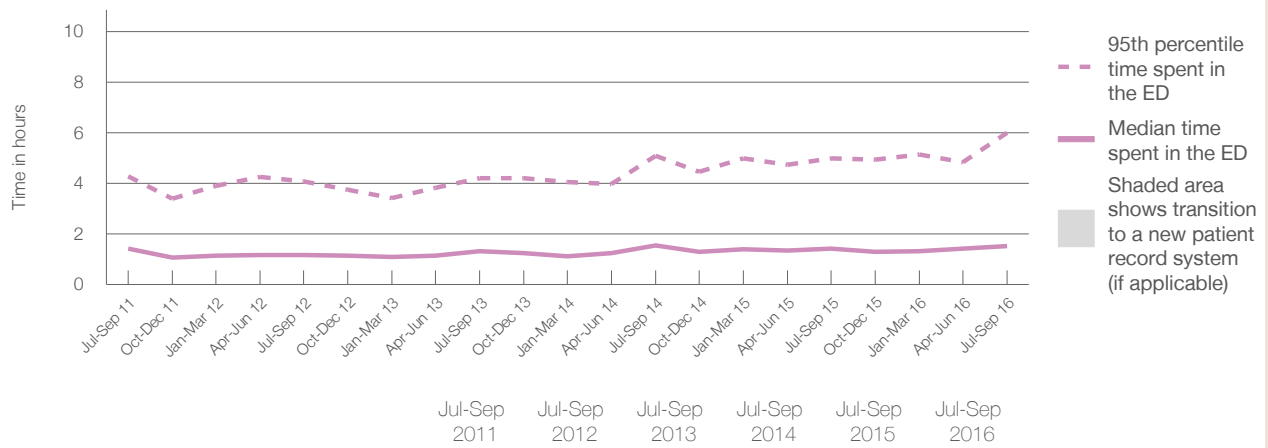
95th percentile time spent in the ED⁹ 6 hours and 0 minutes

Same period last year	NSW (this period)
1,419	1,419
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 0 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 17m	4h 5m	4h 13m	5h 5m	5h 0m	6h 0m

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

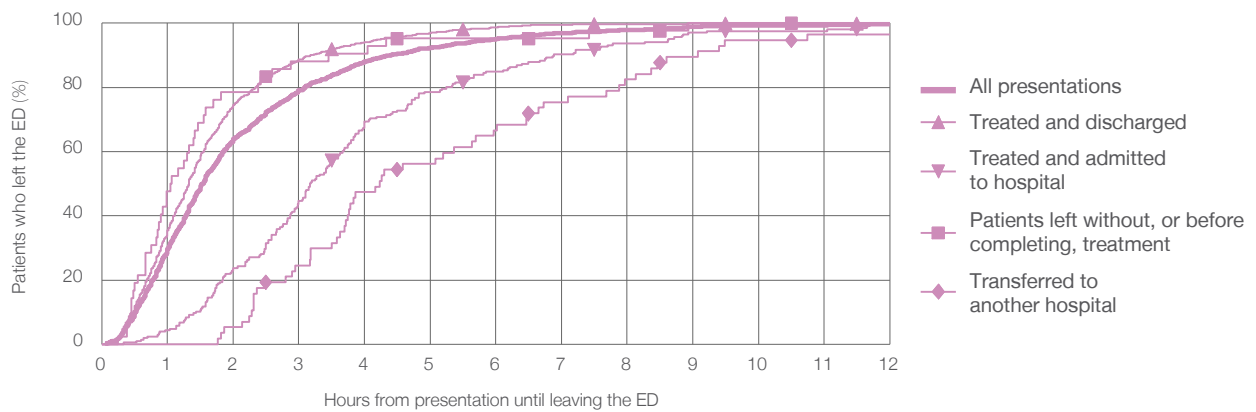
All presentations:¹ 1,339 patients

Presentations used to calculate time to leaving the ED:⁶ 1,339 patients

Treated and discharged	1,026 (76.6%)
Treated and admitted to hospital	206 (15.4%)
Patient left without, or before completing, treatment	42 (3.1%)
Transferred to another hospital	57 (4.3%)
Other	8 (0.6%)

	Same period last year	Change since one year ago
	1,419	-5.6%
	1,149	-10.7%
	209	-1.4%
	26	61.5%
	32	78.1%
	3	166.7%

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



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

Treated and discharged	35.5%	74.7%	88.7%	94.2%	98.7%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.4%	23.8%	44.7%	69.4%	85.0%	93.7%	97.6%	99.5%
Patient left without, or before completing, treatment	47.6%	78.6%	88.1%	90.5%	95.2%	97.6%	100%	100%
Transferred to another hospital	0%	5.3%	24.6%	47.4%	66.7%	82.5%	94.7%	96.5%
All presentations	29.6%	63.9%	79.2%	88.2%	95.1%	97.9%	99.3%	99.6%

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Narrabri 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: ¹ 1,339 patients

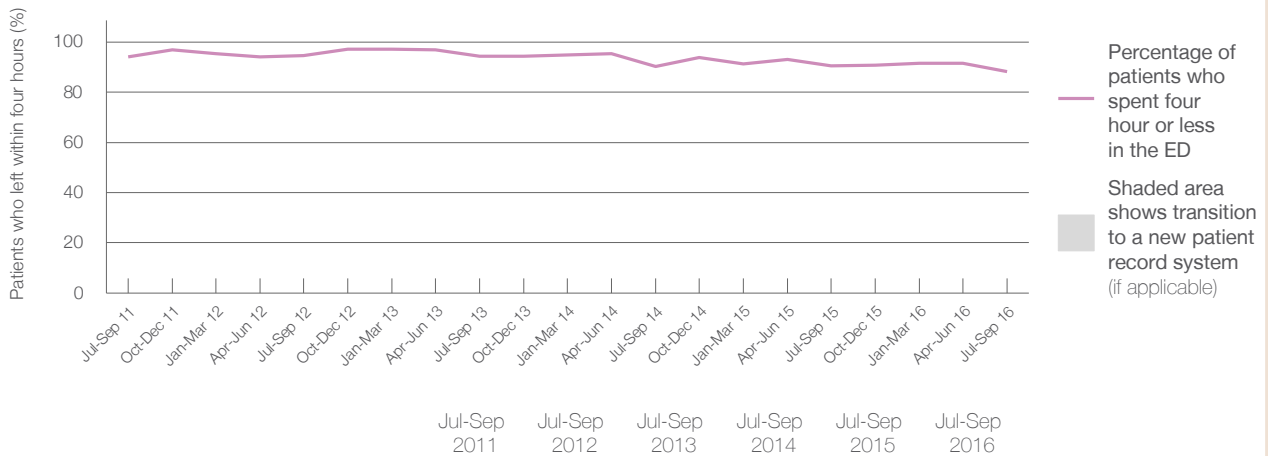
Presentations used to calculate time to leaving the ED: ⁶ 1,339 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	1,419	-5.6%
Presentations used to calculate time to leaving the ED	1,419	-5.6%
Percentage of patients who spent four hours or less in the ED	90.5%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	94.1%	94.6%	94.3%	90.3%	90.5%	88.2%

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, 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).