

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations:² 10,314 patients

Same period last year	Change since one year ago
10,891	-0.1%
10,426	-1.1%

Tamworth Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 862 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,715 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,901 patients

Median time to start treatment⁴ 38 minutes
 95th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,784 patients

Median time to start treatment⁴ 41 minutes
 95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
963	
10 minutes	8 minutes
73 minutes	41 minutes
2,740	
33 minutes	21 minutes
163 minutes	103 minutes
4,974	
51 minutes	27 minutes
184 minutes	139 minutes
1,671	
47 minutes	24 minutes
177 minutes	138 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 10,881 patients

Percentage of patients who spent four hours or less in the ED 76.6%

Same period last year	Change since one year ago
10,891	-0.1%
64.3%	

* 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.

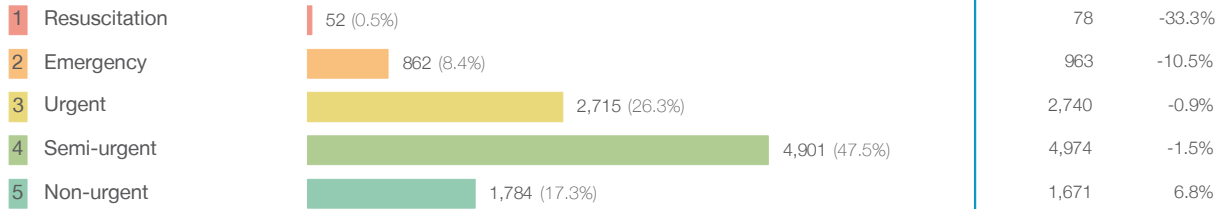
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Tamworth Base Hospital: Patients presenting to the emergency department

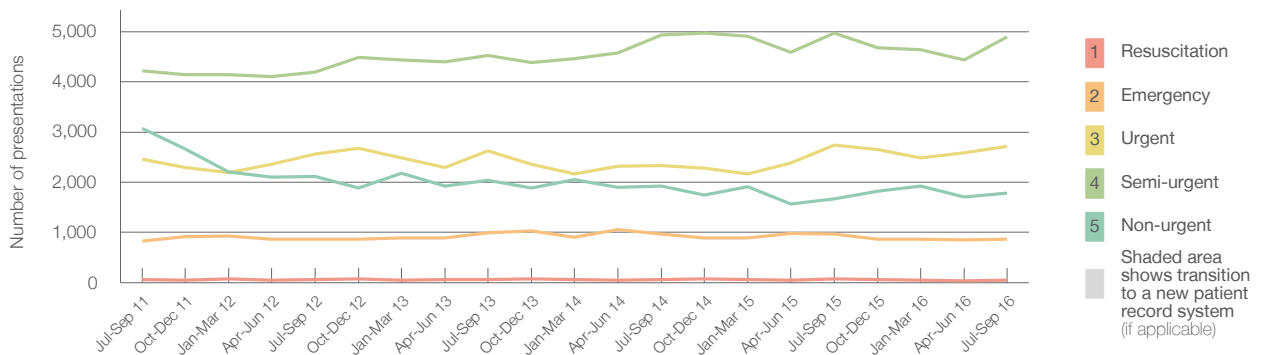
July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations² by triage category: 10,314 patients



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	61	68	66	67	78	52
Emergency	822	867	987	973	963	862
Urgent	2,457	2,564	2,626	2,331	2,740	2,715
Semi-urgent	4,225	4,194	4,531	4,929	4,974	4,901
Non-urgent	3,070	2,111	2,034	1,918	1,671	1,784
All emergency presentations	10,635	9,804	10,244	10,218	10,426	10,314

Tamworth Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,730 patients

ED Transfer of care time



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

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

Tamworth 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: 862

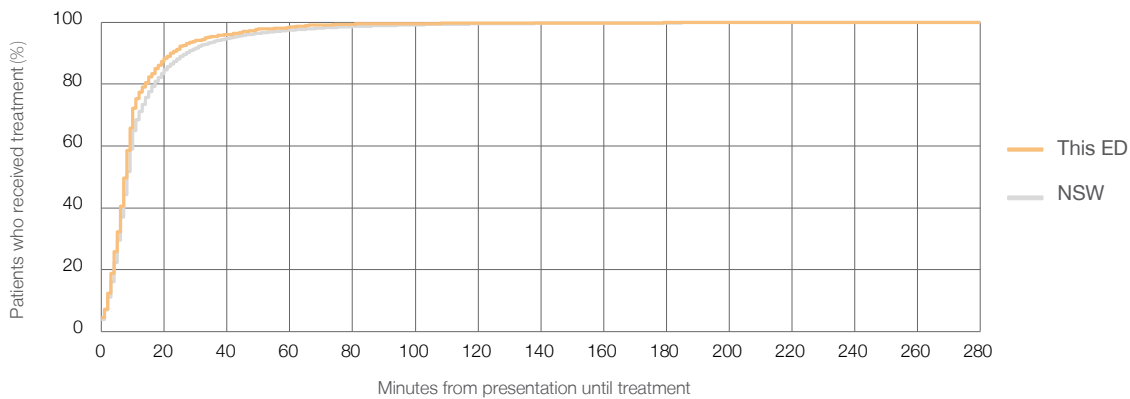
Number of triage 2 patients used to calculate waiting time:³ 859

Median time to start treatment⁴ 8 minutes

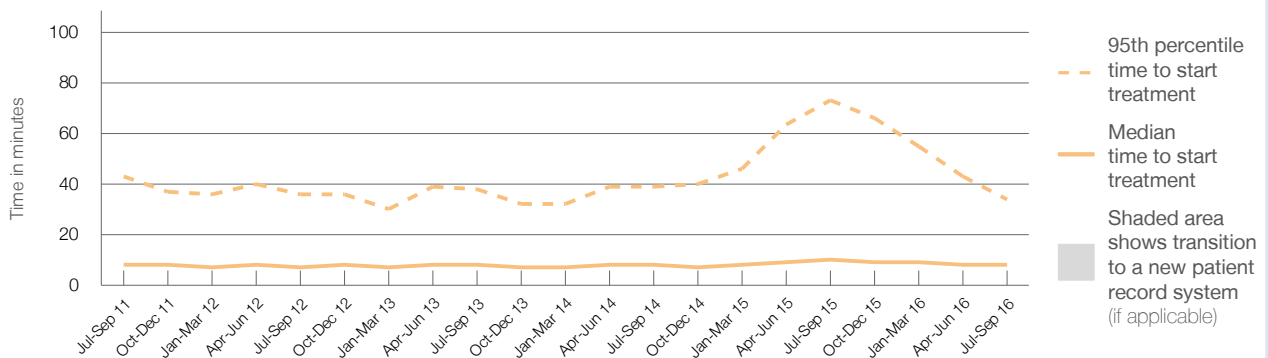
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
963	
957	
10 minutes	8 minutes
73 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)	8	7	8	8	10	8
95th percentile time to start treatment ⁵ (minutes)	43	36	38	39	73	34

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Tamworth 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: 2,715

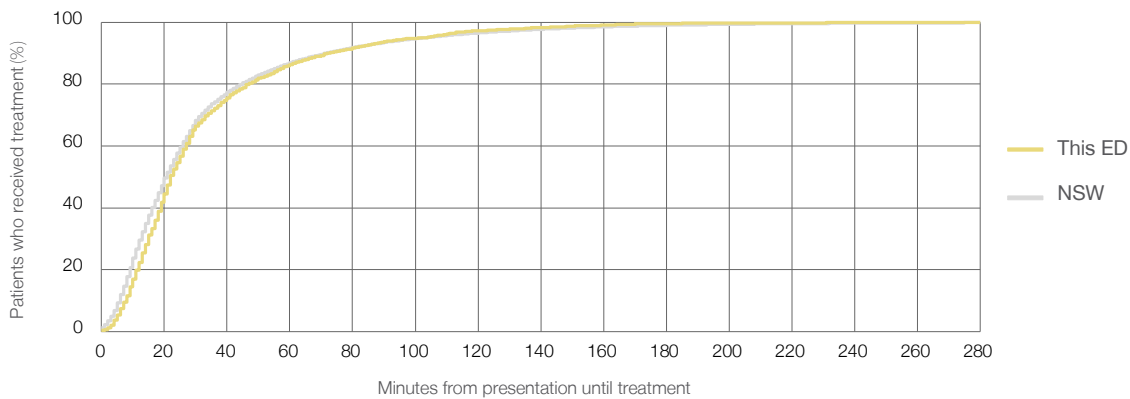
Number of triage 3 patients used to calculate waiting time:³ 2,677

Median time to start treatment⁴ 22 minutes

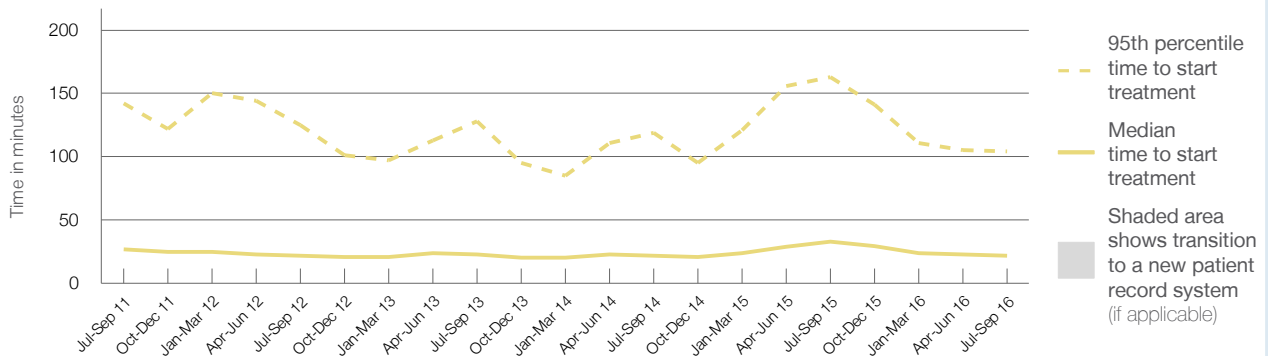
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
2,740	2,680
33 minutes	21 minutes
163 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)	27	22	23	22	33	22
95th percentile time to start treatment ⁵ (minutes)	142	125	128	119	163	104

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Tamworth 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: 4,901

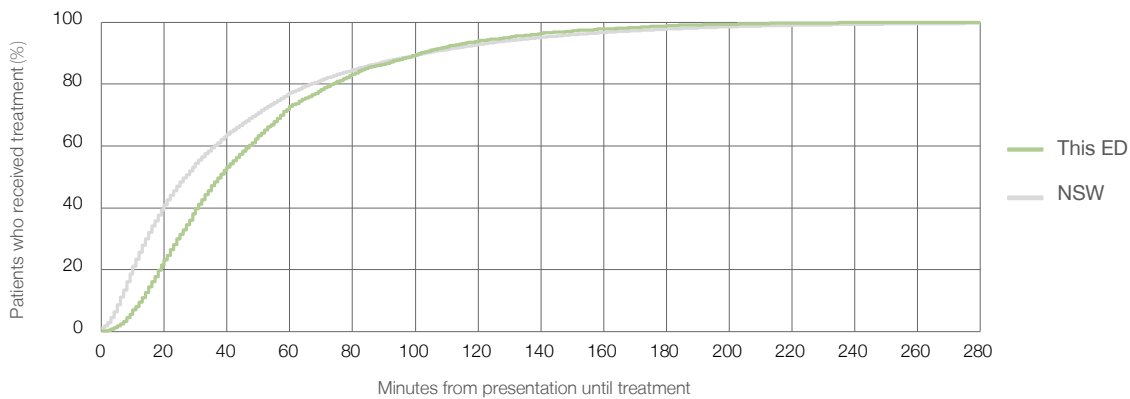
Number of triage 4 patients used to calculate waiting time:³ 4,727

Median time to start treatment⁴ 38 minutes

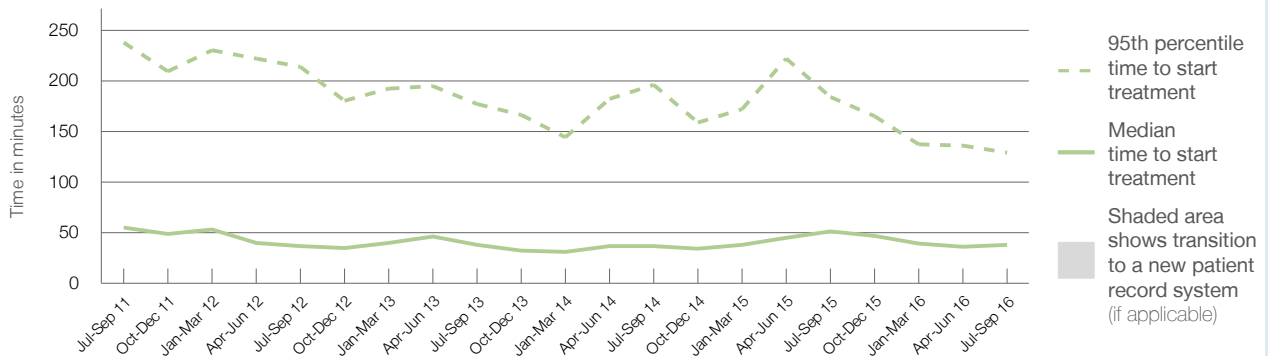
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
4,974	4,730
51 minutes	27 minutes
184 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)	55	37	38	37	51	38
95th percentile time to start treatment ⁵ (minutes)	238	214	177	196	184	129

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Tamworth 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: 1,784

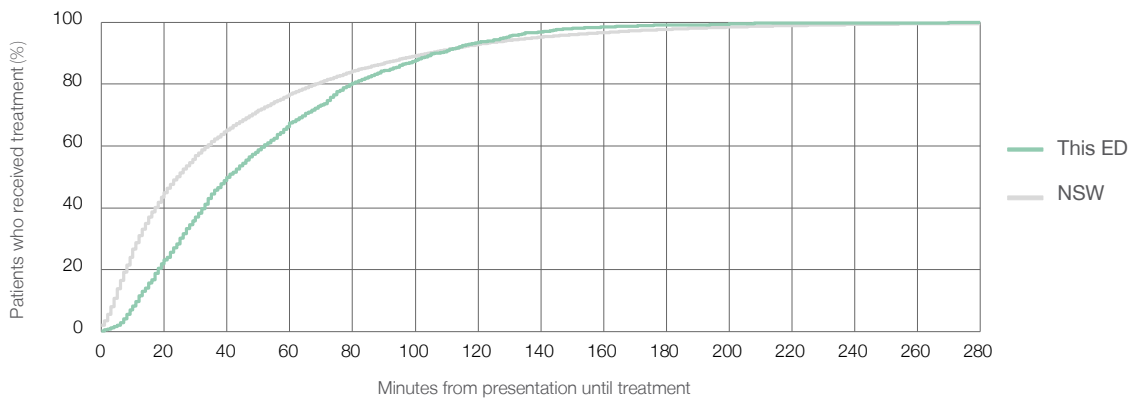
Number of triage 5 patients used to calculate waiting time:³ 1,683

Median time to start treatment⁴ 41 minutes

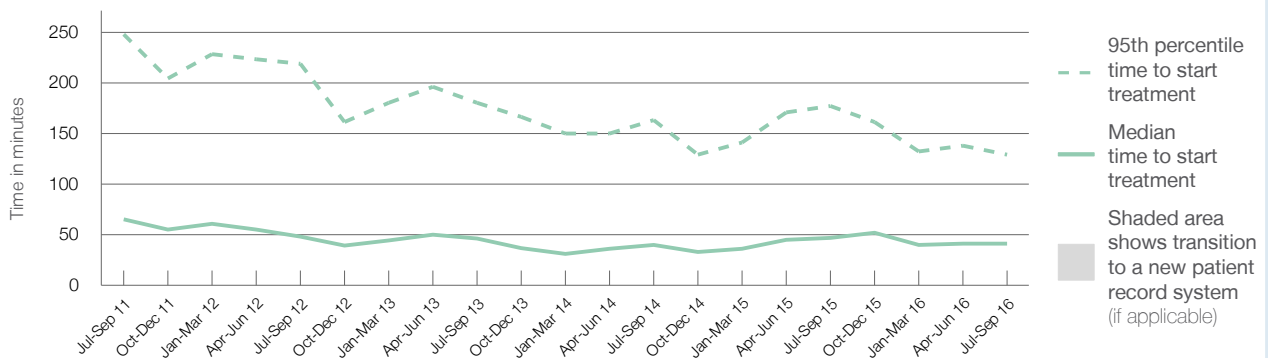
95th percentile time to start treatment⁵ 129 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,671	1,572
Median time to start treatment ⁴	47 minutes	24 minutes
95th percentile time to start treatment ⁵	177 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)	65	48	46	40	47	41
95th percentile time to start treatment ⁵ (minutes)	248	219	180	163	177	129

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Tamworth Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 10,881 patients

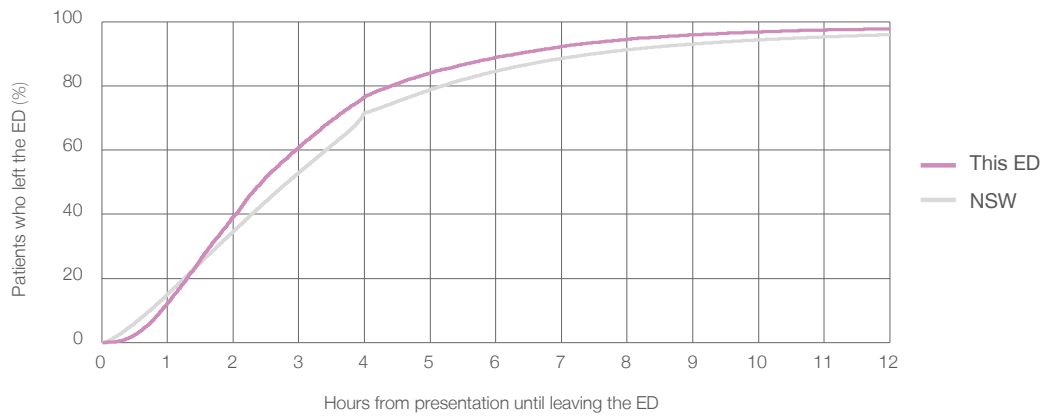
Presentations used to calculate time to leaving the ED:⁶ 10,881 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

95th percentile time spent in the ED⁹ 8 hours and 20 minutes

Same period last year	NSW (this period)
10,891	10,891
3 hours and 1 minutes	2 hours and 50 minutes
10 hours and 34 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)	3h 11m	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 24m	11h 48m	9h 36m	9h 3m	10h 34m	8h 20m

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

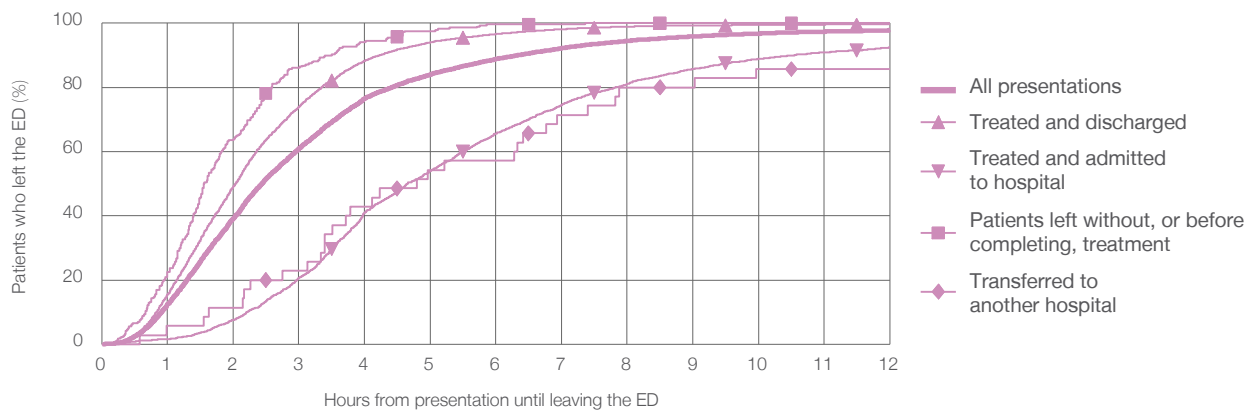
All presentations:¹ 10,881 patients

Presentations used to calculate time to leaving the ED:⁶ 10,881 patients

Treated and discharged	7,791 (71.6%)
Treated and admitted to hospital	2,707 (24.9%)
Patient left without, or before completing, treatment	288 (2.6%)
Transferred to another hospital	35 (0.3%)
Other	60 (0.6%)

Same period last year	Change since one year ago
10,891	-0.1%
7,824	-0.4%
2,463	9.9%
489	-41.1%
57	-38.6%
58	3.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.6%	49.2%	74.0%	88.4%	96.6%	99.0%	99.5%	99.6%
Treated and admitted to hospital	1.6%	7.6%	20.7%	41.1%	65.7%	81.1%	88.8%	92.5%
Patient left without, or before completing, treatment	22.6%	63.9%	86.1%	94.1%	99.7%	100%	100%	100%
Transferred to another hospital	5.7%	11.4%	22.9%	42.9%	57.1%	80.0%	85.7%	85.7%
All presentations	12.4%	39.3%	60.9%	76.6%	88.9%	94.5%	96.8%	97.8%

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Tamworth 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: ¹ 10,881 patients

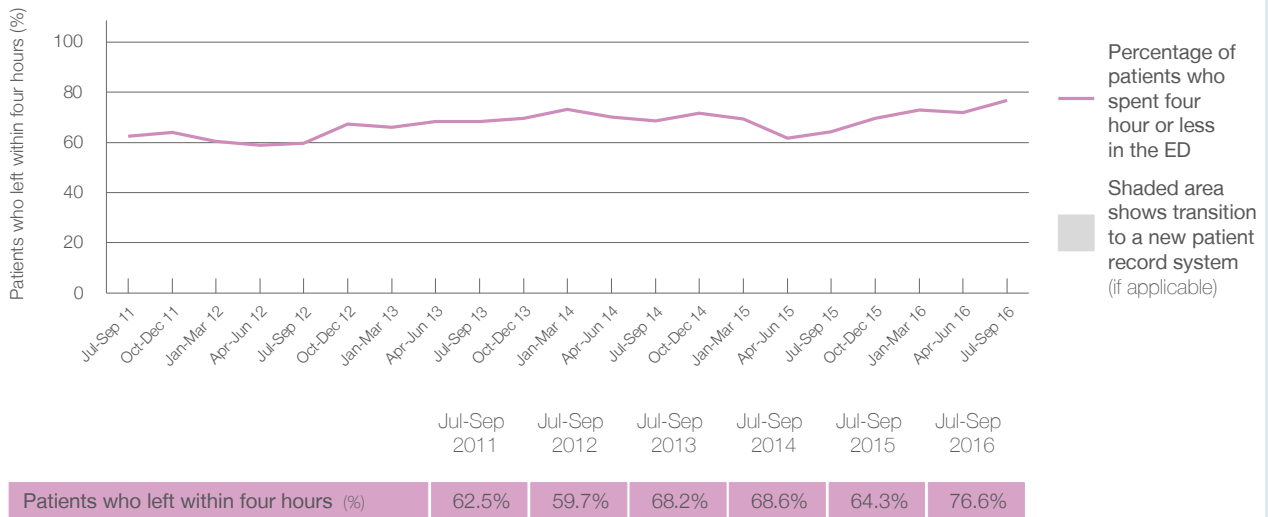
Presentations used to calculate time to leaving the ED: ⁶ 10,881 patients

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	10,891	-0.1%
Presentations used to calculate time to leaving the ED	10,891	-0.1%
Percentage of patients who spent four hours or less in the ED	64.3%	

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



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

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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.
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- 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).