

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 1,405 patients
Emergency presentations:² 1,391 patients

Same period last year	Change since one year ago
1,411	-0.4%
1,390	0.1%

Narrabri District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 99 patients

Median time to start treatment⁴ 3 minutes
90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 359 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 638 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 290 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
110	
4 minutes	8 minutes
9 minutes	26 minutes
417	
14 minutes	20 minutes
40 minutes	69 minutes
560	
20 minutes	26 minutes
57 minutes	101 minutes
303	
12 minutes	23 minutes
57 minutes	104 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 1,405 patients

Percentage of patients who spent four hours or less in the ED 90.9%

Same period last year	Change since one year ago
1,411	-0.4%
91.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

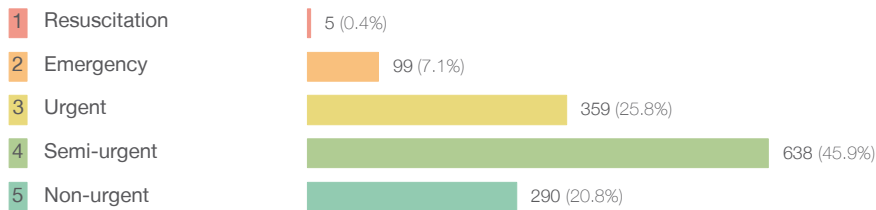
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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Narrabri District Hospital: Patients presenting to the emergency department January to March 2017

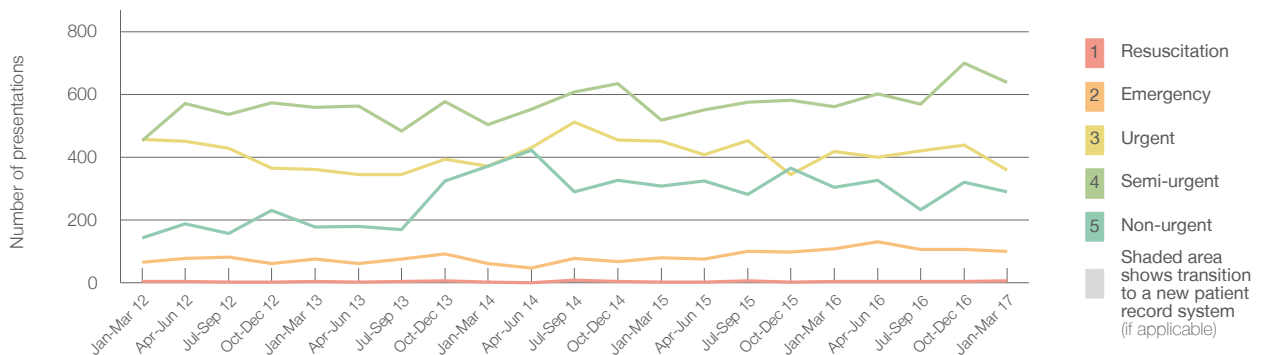
All presentations:¹ 1,405 patients

Emergency presentations² by triage category: 1,391 patients



	Same period last year	Change since one year ago
All presentations	1,411	-0.4%
Emergency presentations	1,390	0.1%
1 Resuscitation	< 5	*
2 Emergency	110	-7.5%
3 Urgent	417	-13.9%
4 Semi-urgent	560	13.9%
5 Non-urgent	303	-4.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	< 5	< 5	< 5	< 5	5
Emergency	69	80	62	82	110	99
Urgent	457	360	371	451	417	359
Semi-urgent	452	558	503	518	560	638
Non-urgent	142	178	371	307	303	290
All emergency presentations	1,120	1,176	1,307	1,358	1,390	1,391

Narrabri District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 112 patients

ED Transfer of care time

Median time

4 minutes

90th percentile time

19 minutes

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	72	
Median time	7 minutes	-3 minutes
90th percentile 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 99

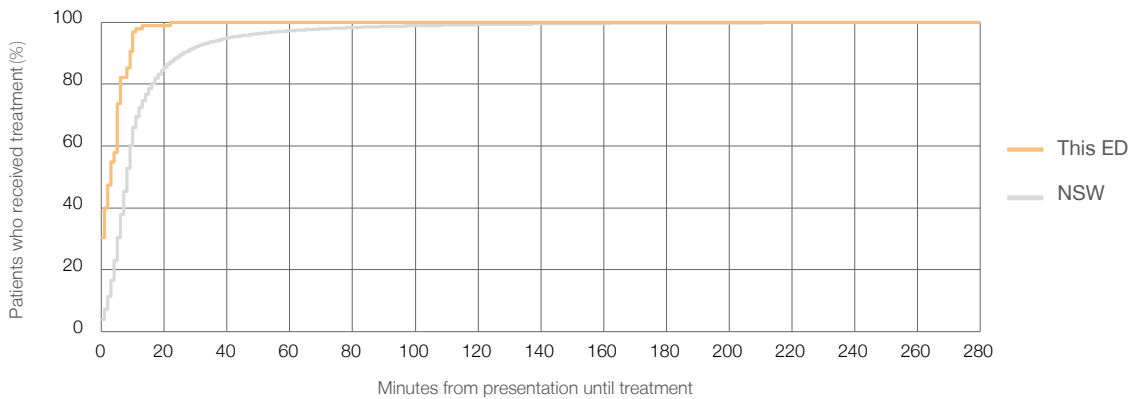
Number of triage 2 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 3 minutes

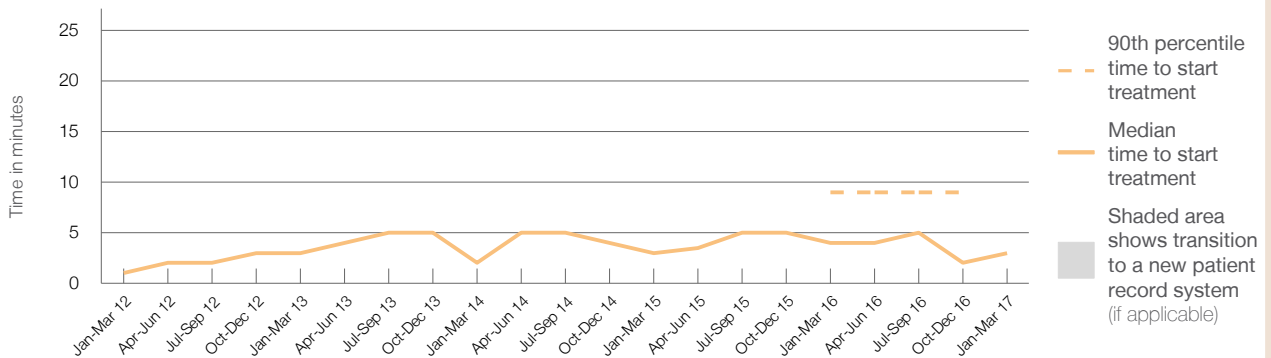
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
110	
107	
4 minutes	8 minutes
9 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	1	3	2	3	4	3
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	9	*

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 359

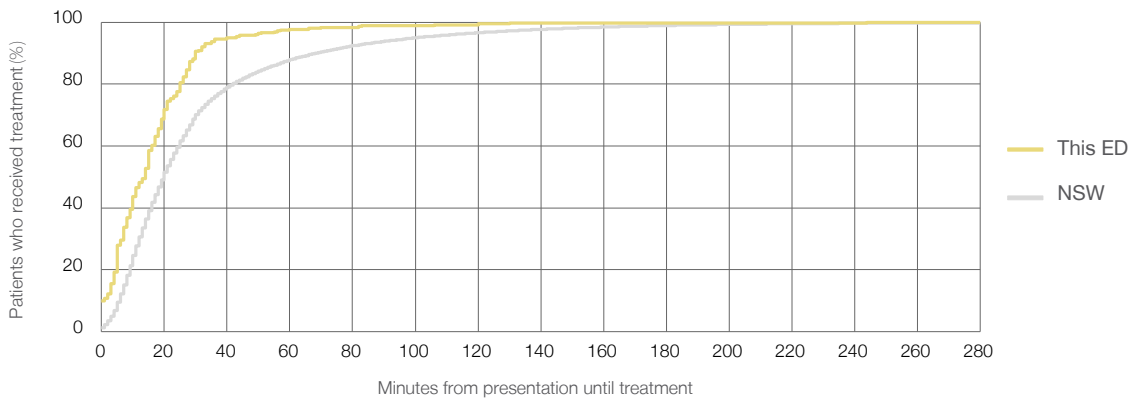
Number of triage 3 patients used to calculate waiting time:³ 352

Median time to start treatment⁴ 14 minutes

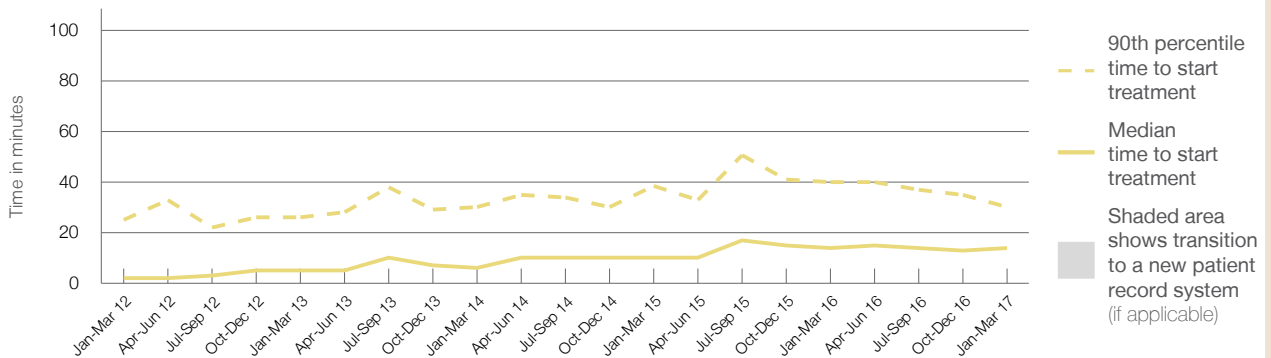
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
417	417
14 minutes	20 minutes
40 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	2	5	6	10	14	14
90th percentile time to start treatment ⁵ (minutes)	25	26	30	39	40	30

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 638

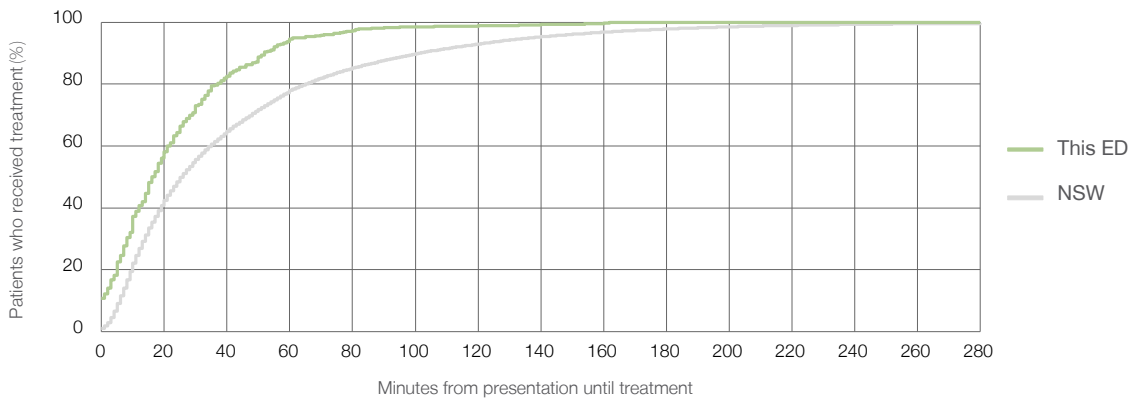
Number of triage 4 patients used to calculate waiting time:³ 622

Median time to start treatment⁴ 16 minutes

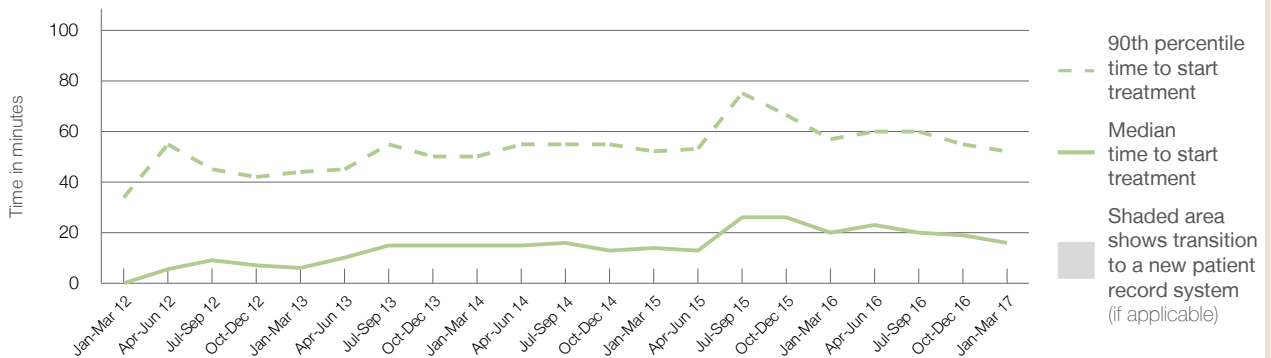
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
560	
551	
20 minutes	26 minutes
57 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	0	6	15	14	20	16
90th percentile time to start treatment ⁵ (minutes)	34	44	50	52	57	52

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 290

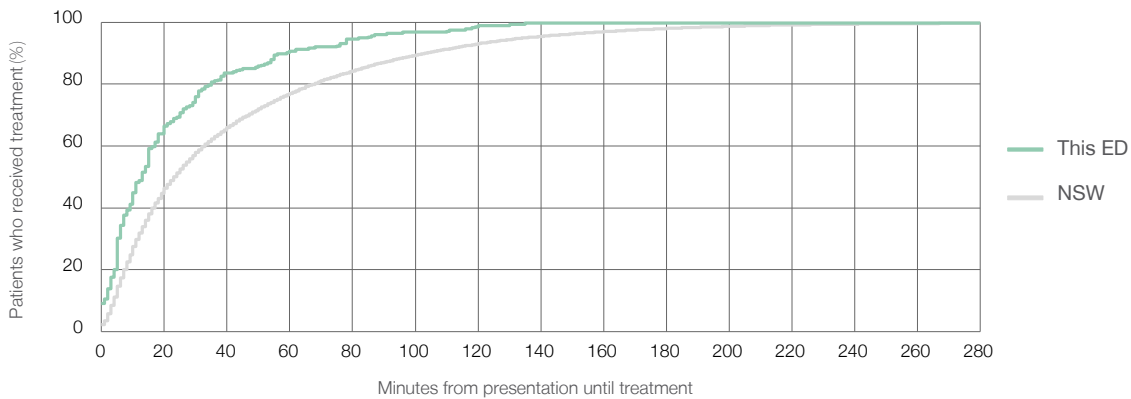
Number of triage 5 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 13 minutes

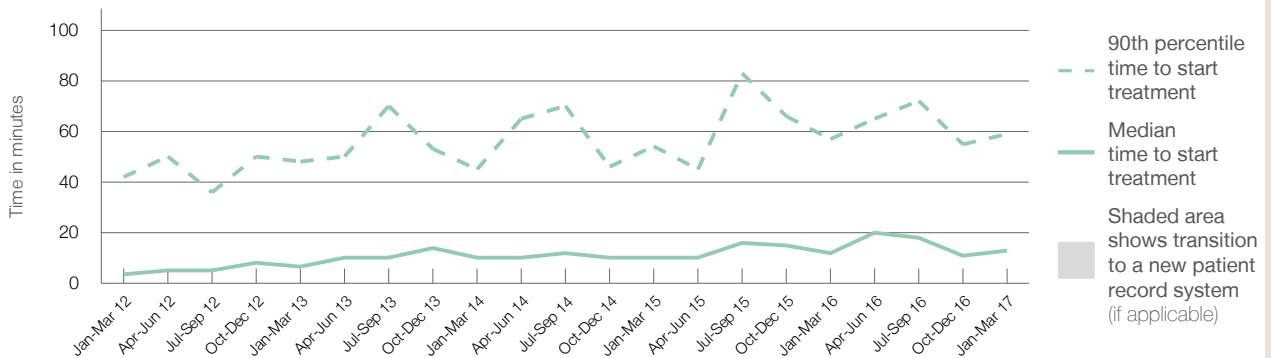
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
303	
298	
12 minutes	23 minutes
57 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	4	7	10	10	12	13
90th percentile time to start treatment ⁵ (minutes)	42	48	45	54	57	59

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 1,405 patients

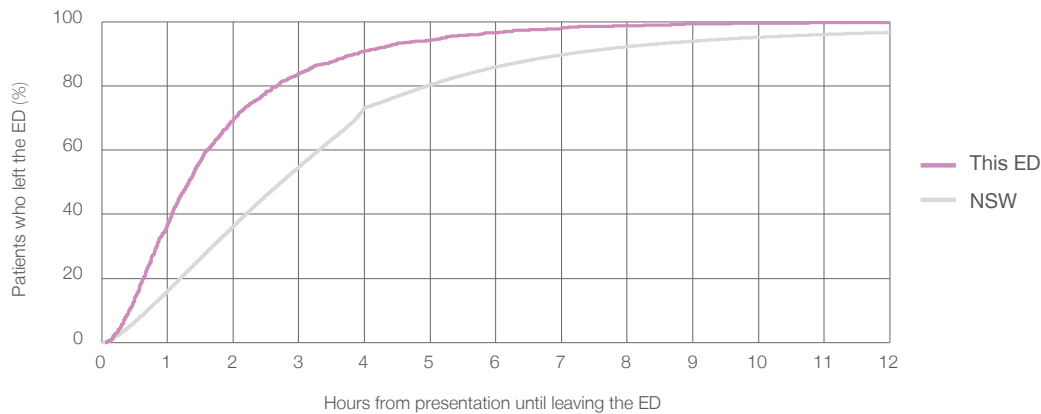
Presentations used to calculate time to leaving the ED:⁶ 1,405 patients

Median time spent in the ED⁸ 1 hours and 20 minutes

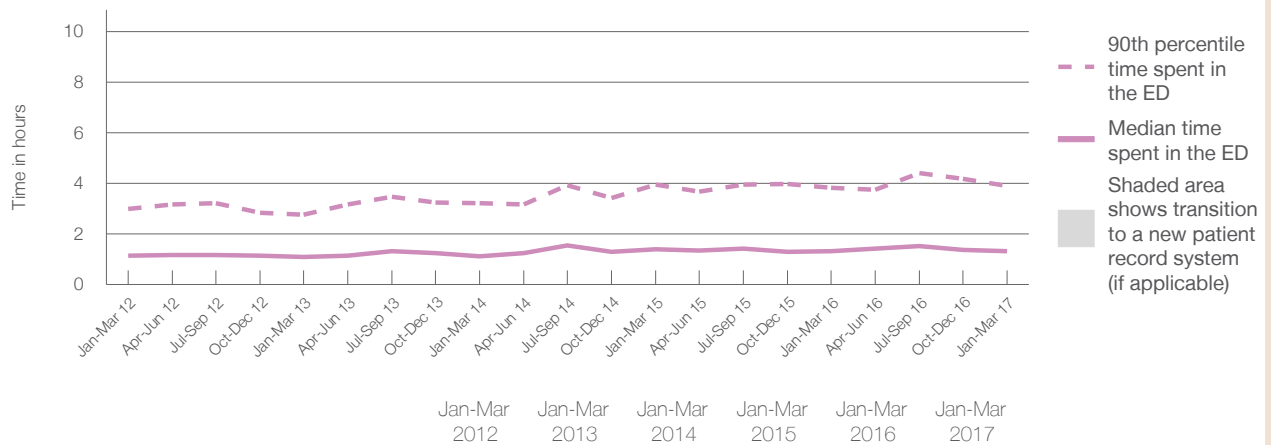
90th percentile time spent in the ED⁹ 3 hours and 54 minutes

Same period last year	NSW (this period)
1,411	
1,411	
1 hours and 20 minutes	2 hours and 44 minutes
3 hours and 50 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 9m	1h 6m	1h 7m	1h 24m	1h 20m	1h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 0m	2h 46m	3h 14m	3h 57m	3h 50m	3h 54m

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Narrabri District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

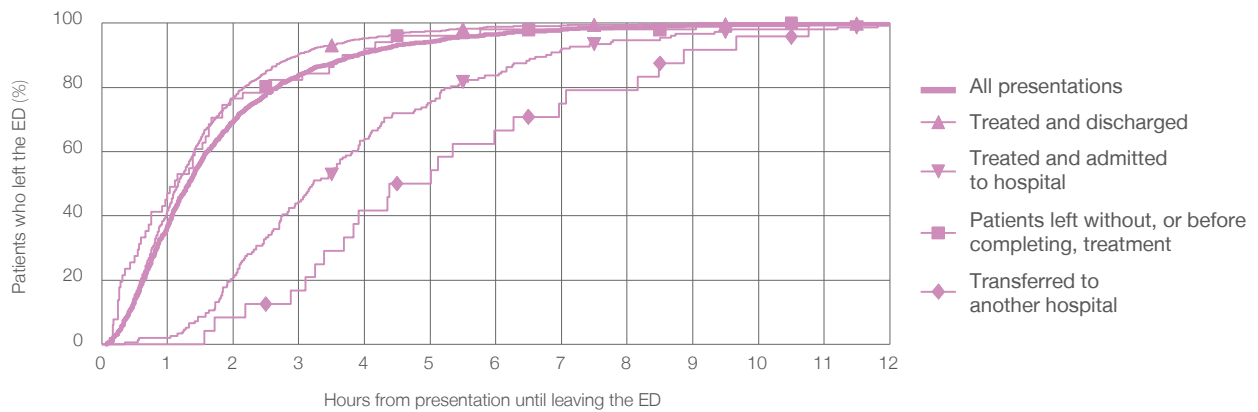
All presentations:¹ 1,405 patients

Presentations used to calculate time to leaving the ED:⁶ 1,405 patients

Treated and discharged	1,175 (83.6%)
Treated and admitted to hospital	153 (10.9%)
Patient left without, or before completing, treatment	51 (3.6%)
Transferred to another hospital	24 (1.7%)
Other	2 (0.1%)

Same period last year	Change since one year ago
1,411	-0.4%
1,148	2.4%
191	-19.9%
35	45.7%
37	-35.1%
0	

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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	41.7%	76.9%	90.6%	95.3%	98.8%	99.6%	99.7%	99.8%
Treated and admitted to hospital	2.0%	20.9%	44.4%	64.1%	83.7%	94.8%	98.0%	99.3%
Patient left without, or before completing, treatment	47.1%	76.5%	82.4%	92.2%	98.0%	98.0%	100%	100%
Transferred to another hospital	0%	8.3%	16.7%	41.7%	66.7%	79.2%	95.8%	100%
All presentations	36.9%	69.6%	84.0%	90.9%	96.6%	98.6%	99.5%	99.8%

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Narrabri District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 1,405 patients

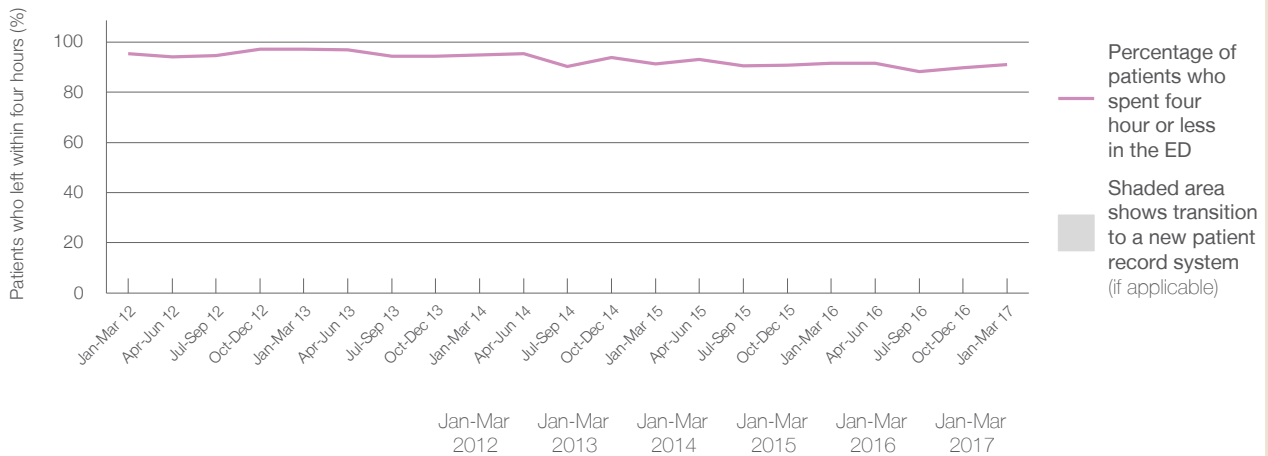
Presentations used to calculate time to leaving the ED:⁶ 1,405 patients

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 1,405 patients	1,411	-0.4%
Presentations used to calculate time to leaving the ED: ⁶ 1,405 patients	1,411	-0.4%
Percentage of patients who spent four hours or less in the ED	91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	95.4%	97.0%	94.8%	91.2%	91.6%	90.9%
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* 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.

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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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).