

Deniliquin Hospital and Health Services: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,149 patients
Emergency presentations:² 1,735 patients

Same period last year	Change since one year ago
2,197	-2%
1,888	-8%

Deniliquin Hospital and Health Services: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 102 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 535 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 846 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 28 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 252 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
84	
5 minutes	8 minutes
*	24 minutes
619	
8 minutes	19 minutes
23 minutes	63 minutes
849	
7 minutes	24 minutes
22 minutes	95 minutes
336	
6 minutes	21 minutes
27 minutes	96 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,147 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,197	-2%
90%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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.

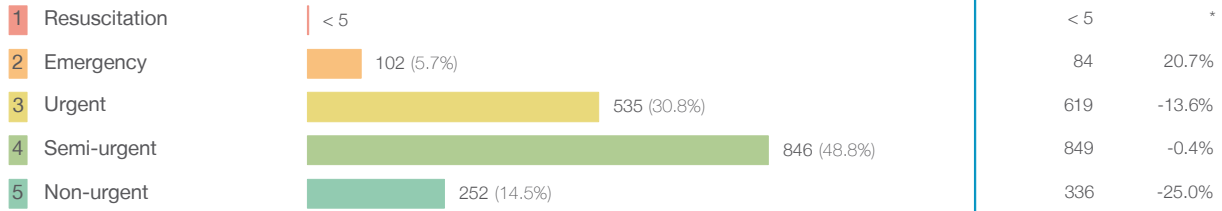
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

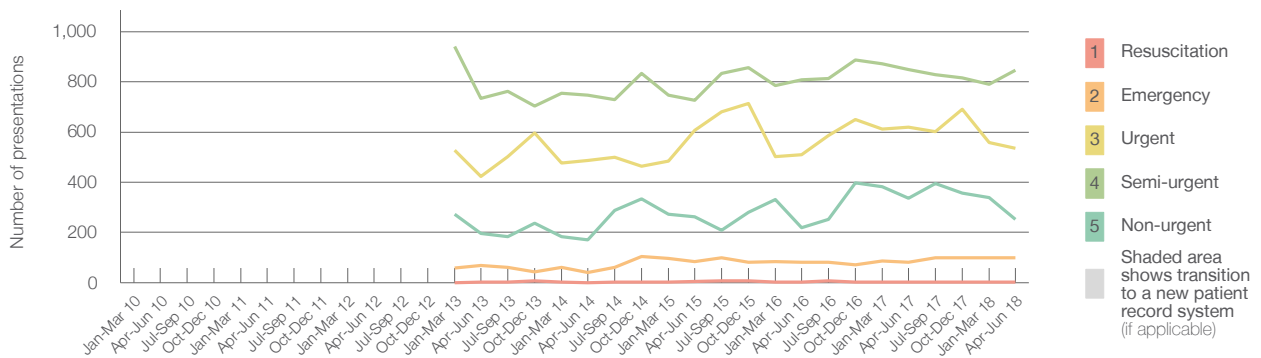
Deniliquin Hospital and Health Services: Patients presenting to the emergency department April to June 2018

All presentations:¹ 2,149 patients

Emergency presentations² by triage category: 1,735 patients



Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation				< 5	0	< 5	< 5	< 5	< 5
Emergency				72	40	89	84	84	102
Urgent				423	487	607	510	619	535
Semi-urgent				733	748	727	807	849	846
Non-urgent				196	170	263	219	336	252
All emergency presentations				1,424	1,445	1,686	1,620	1,888	1,735

Deniliquin Hospital and Health Services: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 92 patients **

ED Transfer of care time

Median time: 6 minutes

90th percentile time: *

Metric	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	142	
Median time	6 minutes	0 minutes
90th percentile time	22 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.

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

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 102

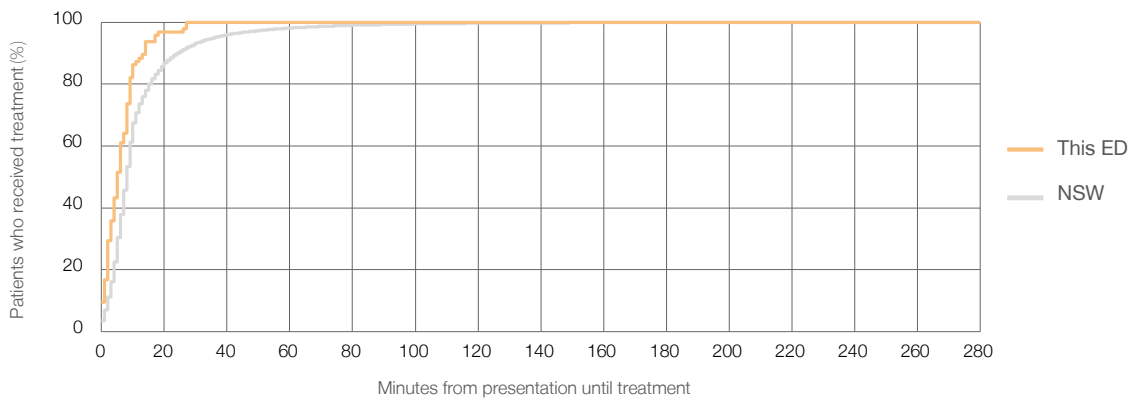
Number of triage 2 patients used to calculate waiting time:³ 95

Median time to start treatment⁴ 5 minutes

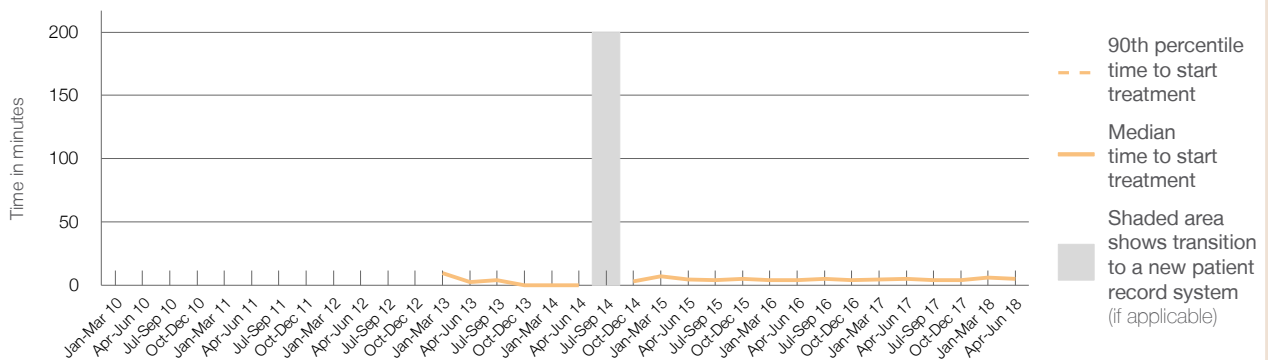
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
84	
82	
5 minutes	8 minutes
*	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				3	0	5	4	5	5
90th percentile time to start treatment ⁵ (minutes)				*	*	*	*	*	*

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 535

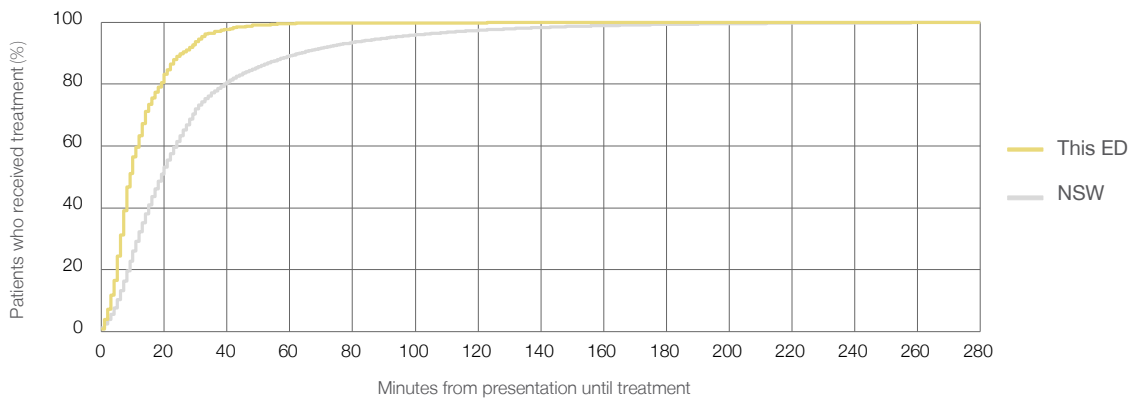
Number of triage 3 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 9 minutes

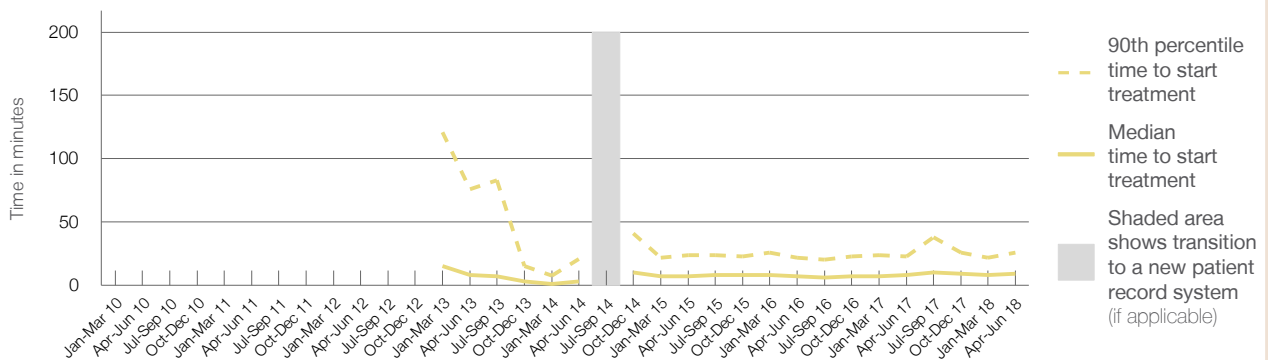
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
619	
604	
8 minutes	19 minutes
23 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				8	3	7	7	8	9
90th percentile time to start treatment ⁵ (minutes)				76	21	24	22	23	26

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 846

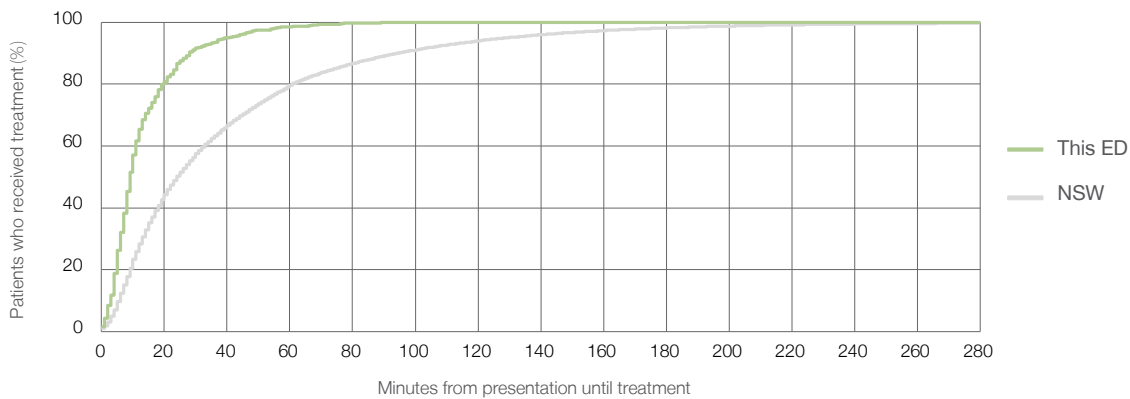
Number of triage 4 patients used to calculate waiting time:³ 805

Median time to start treatment⁴ 9 minutes

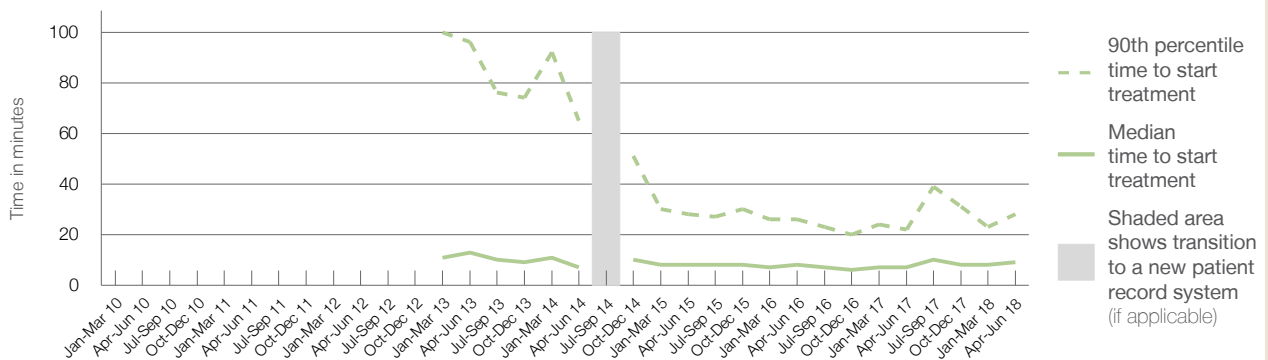
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
849	817
7 minutes	24 minutes
22 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				13	7	8	8	7	9
90th percentile time to start treatment ⁵ (minutes)				96	65	28	26	22	28

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5 April to June 2018

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

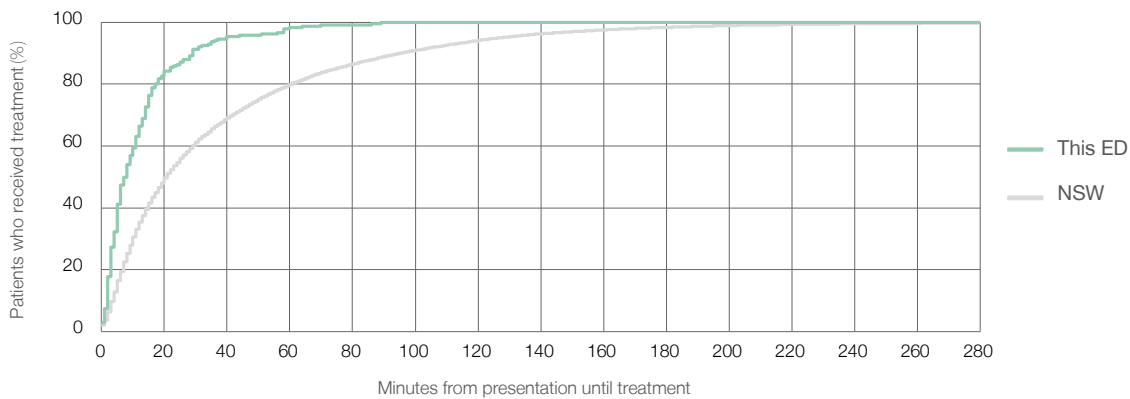
Number of triage 5 patients: 252

Number of triage 5 patients used to calculate waiting time:³ 241

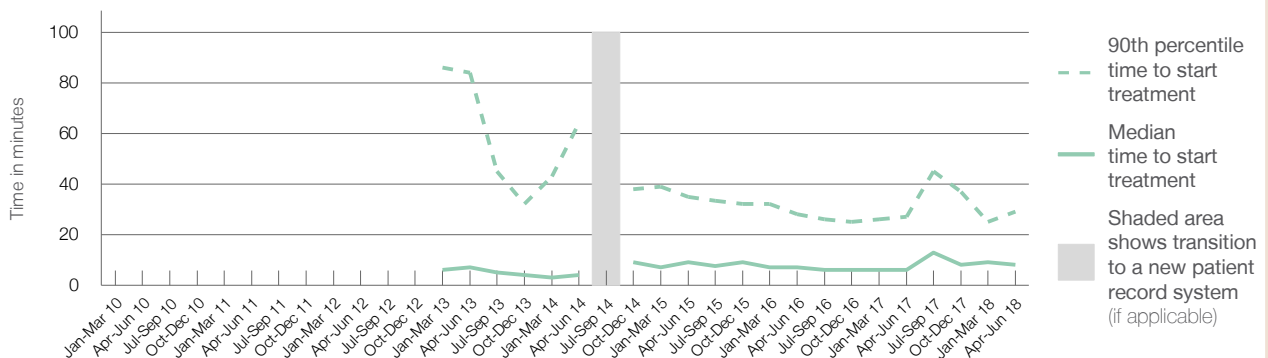
Median time to start treatment⁴ ■ 8 minutes
90th percentile time to start treatment⁵ ■ 29 minutes

Same period last year	NSW (this period)
336	327
6 minutes	21 minutes
27 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)				7	4	9	7	6	8
90th percentile time to start treatment ⁵ (minutes)				84	64	35	28	27	29

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 (§) 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.

Deniliquin Hospital and Health Services: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,149 patients

Presentations used to calculate time to leaving the ED:⁶ 2,147 patients

Median time spent in the ED⁸

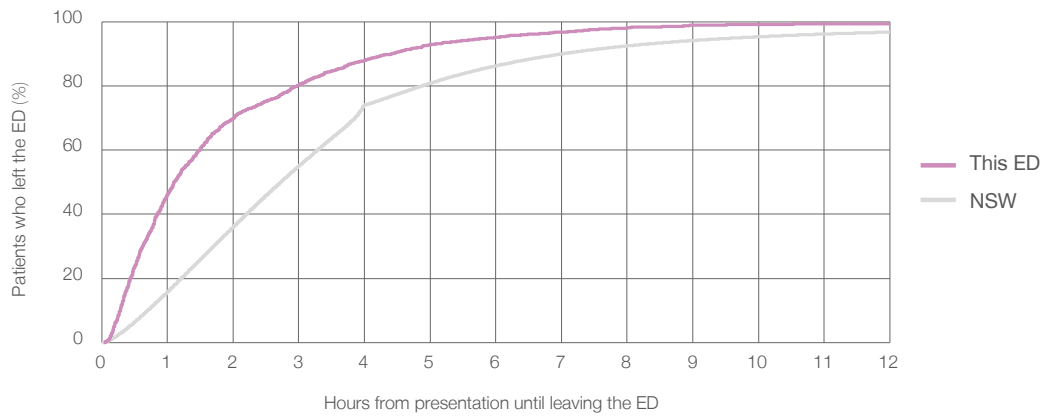
1 hours and 7 minutes

90th percentile time spent in the ED⁹

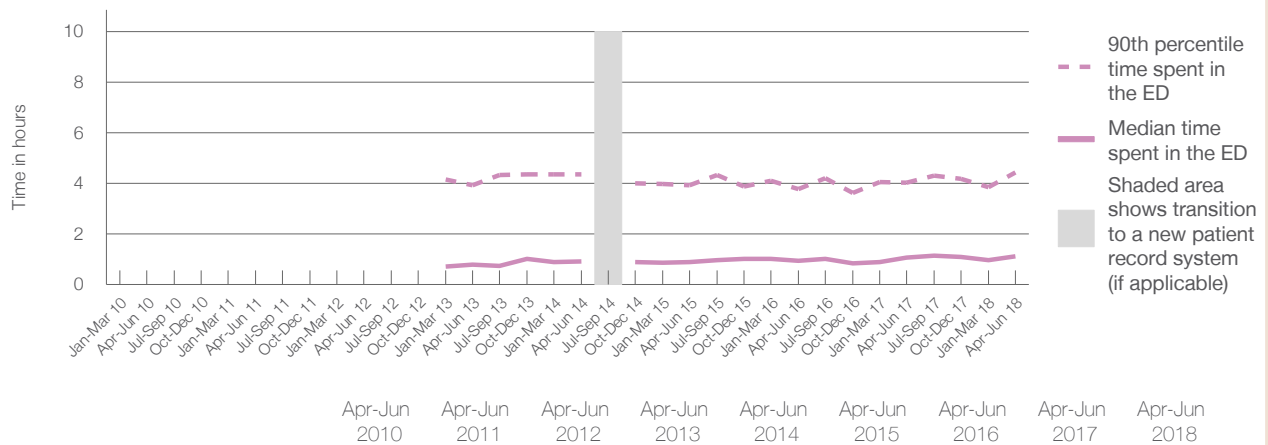
4 hours and 26 minutes

Same period last year	NSW (this period)
2,197	2,197
1 hours and 5 minutes	2 hours and 44 minutes
4 hours and 2 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)				0h 48m	0h 55m	0h 54m	0h 57m	1h 5m	1h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 56m	4h 21m	3h 56m	3h 47m	4h 2m	4h 26m

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Deniliquin Hospital and Health Services: Time patients spent in the ED

By mode of separation

April to June 2018

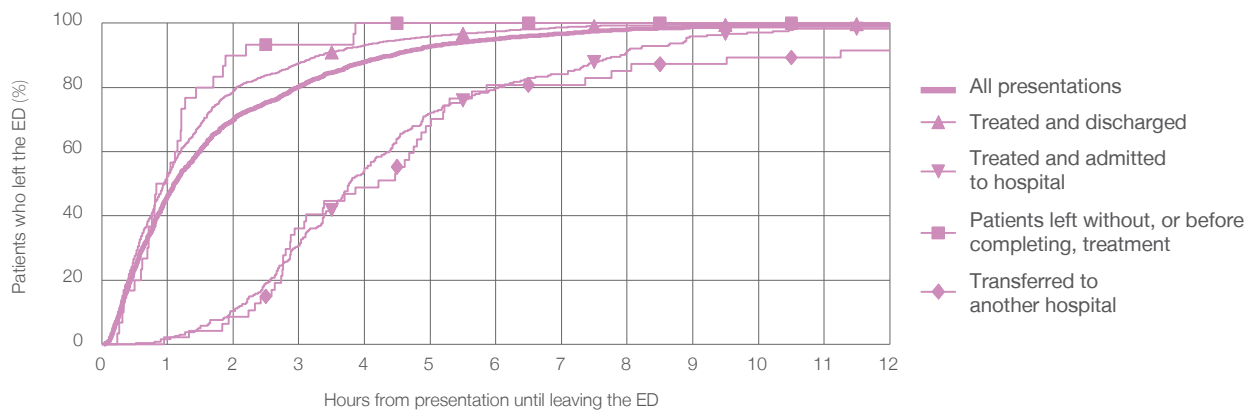
All presentations:¹ 2,149 patients

Presentations used to calculate time to leaving the ED:⁶ 2,147 patients

Mode of separation	Count	Percentage
Treated and discharged	1,761	(81.9%)
Treated and admitted to hospital	241	(11.2%)
Patient left without, or before completing, treatment	30	(1.4%)
Transferred to another hospital	47	(2.2%)
Other	70	(3.3%)

Mode of separation	Same period last year	Change since one year ago
All presentations	2,197	-2%
Treated and discharged	1,787	-1.5%
Treated and admitted to hospital	283	-14.8%
Patient left without, or before completing, treatment	31	-3.2%
Transferred to another hospital	40	17.5%
Other	56	25.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{††§}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	52.5%	78.9%	87.6%	93.1%	97.4%	99.2%	99.6%	99.7%
Treated and admitted to hospital	1.7%	10.4%	30.7%	54.8%	79.7%	91.3%	97.1%	98.3%
Patient left without, or before completing, treatment	53.3%	90.0%	93.3%	100%	100%	100%	100%	100%
Transferred to another hospital	2.1%	8.5%	36.2%	48.9%	80.9%	85.1%	89.4%	91.5%
All presentations	46.2%	70.1%	80.3%	88.0%	95.2%	98.0%	99.1%	99.4%

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Deniliquin Hospital and Health Services: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 2,149 patients

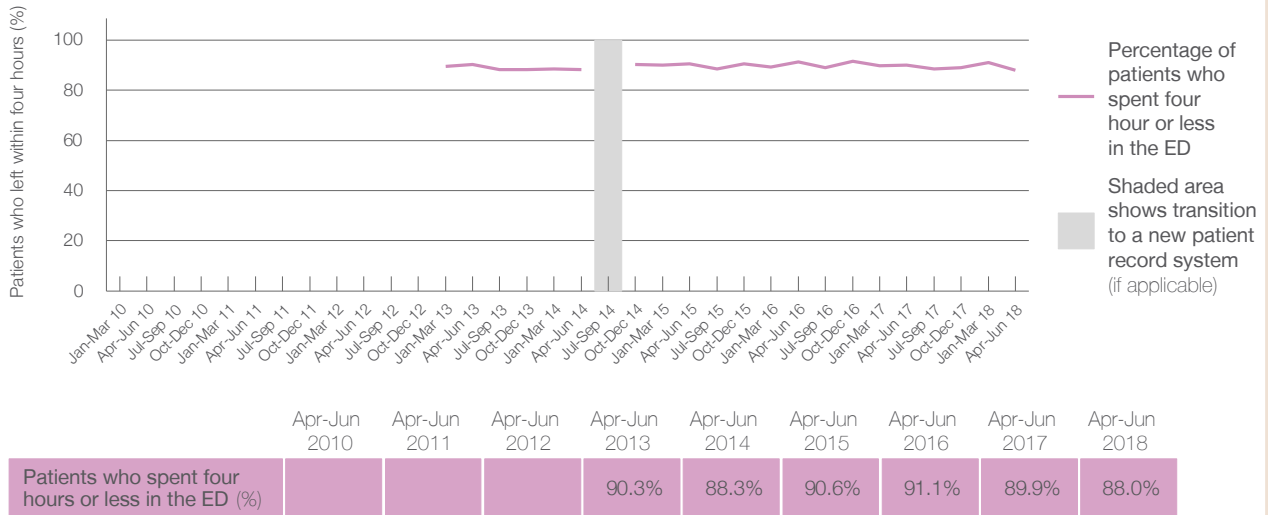
Presentations used to calculate time to leaving the ED: ⁶ 2,147 patients

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 2,149 patients	2,197	-2%
Presentations used to calculate time to leaving the ED: ⁶ 2,147 patients	2,197	-2%
Percentage of patients who spent four hours or less in the ED	89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* 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*.

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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, January to March 2018*.
- 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 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).