

Orange Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 7,298 patients
 Emergency presentations:² 7,238 patients

Same period last year	Change since one year ago
7,160	2%
7,088	2%

Orange Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,107 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,780 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,639 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,631 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,079	
5 minutes	8 minutes
10 minutes	24 minutes
1,545	
16 minutes	19 minutes
44 minutes	63 minutes
2,716	
21 minutes	24 minutes
71 minutes	95 minutes
1,690	
17 minutes	21 minutes
89 minutes	96 minutes

Orange Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 7,298 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
7,160	2%
76%	

* 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.

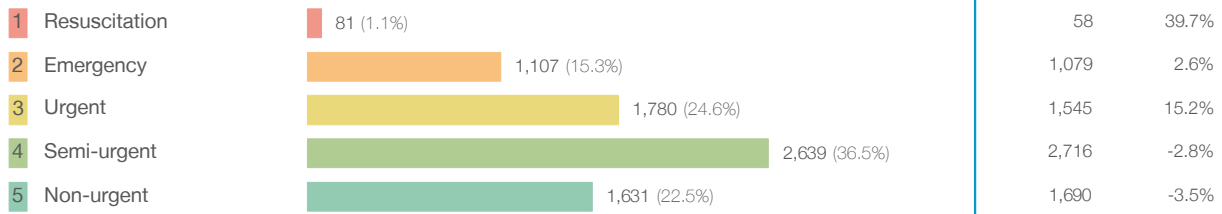
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Orange Health Service: Patients presenting to the emergency department

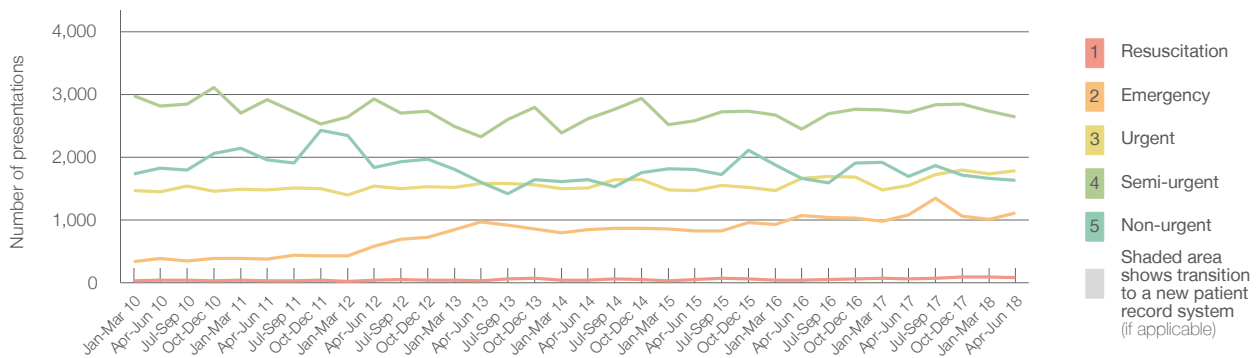
April to June 2018

All presentations:¹ 7,298 patients

Emergency presentations² by triage category: 7,238 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	36	32	39	31	43	53	44	58	81
Emergency	387	381	585	963	848	827	1,073	1,079	1,107
Urgent	1,446	1,474	1,541	1,578	1,513	1,471	1,665	1,545	1,780
Semi-urgent	2,819	2,916	2,929	2,329	2,613	2,580	2,450	2,716	2,639
Non-urgent	1,827	1,961	1,838	1,597	1,636	1,805	1,659	1,690	1,631
All emergency presentations	6,515	6,764	6,932	6,498	6,653	6,736	6,891	7,088	7,238

Orange Health Service: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,307 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.

Orange Health Service: 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: 1,107

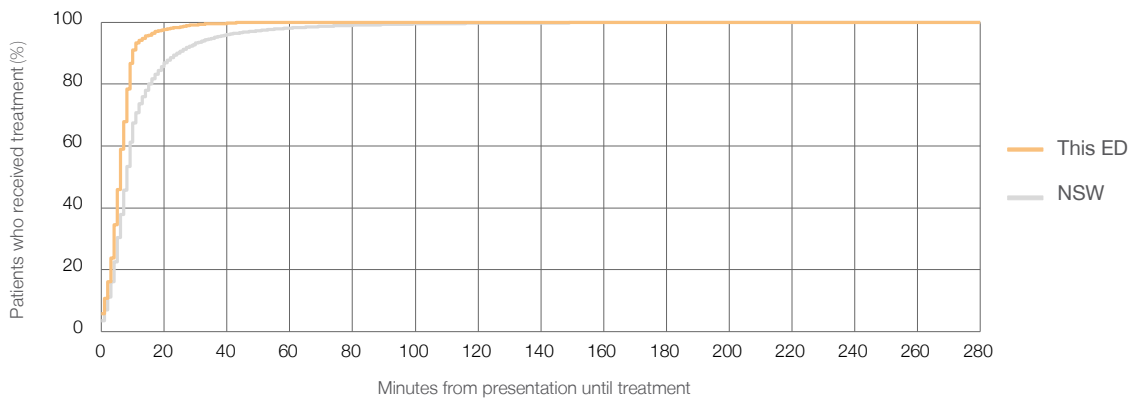
Number of triage 2 patients used to calculate waiting time:³ 1,102

Median time to start treatment⁴ 6 minutes

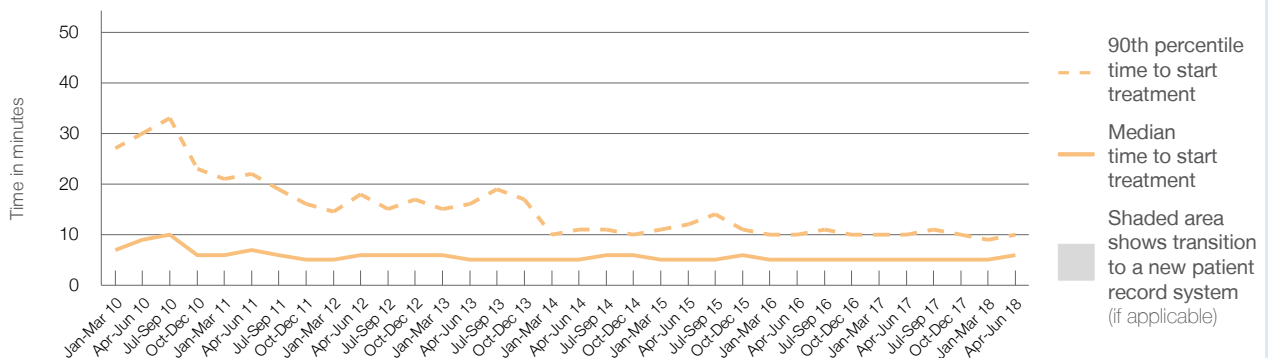
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,079	1,078
5 minutes	8 minutes
10 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)	9	7	6	5	5	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	30	22	18	16	11	12	10	10	10

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Orange Health Service: 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: 1,780

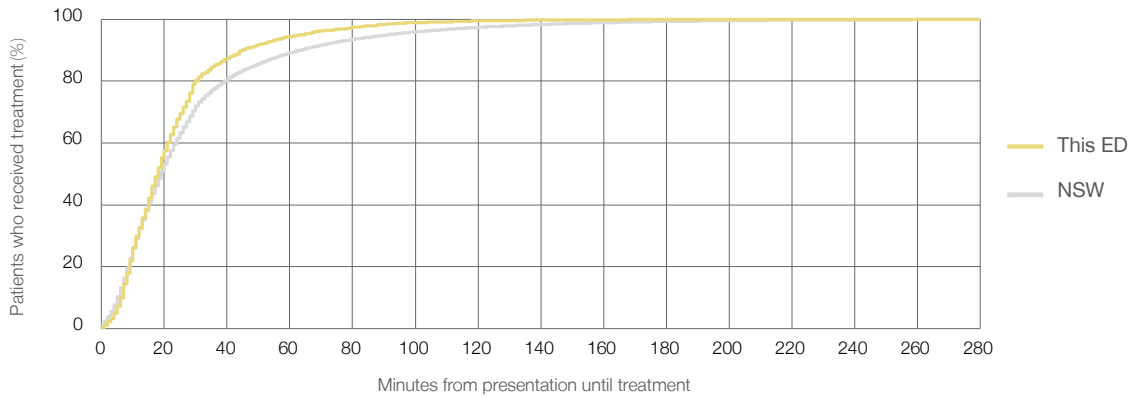
Number of triage 3 patients used to calculate waiting time:³ 1,757

Median time to start treatment⁴ 18 minutes

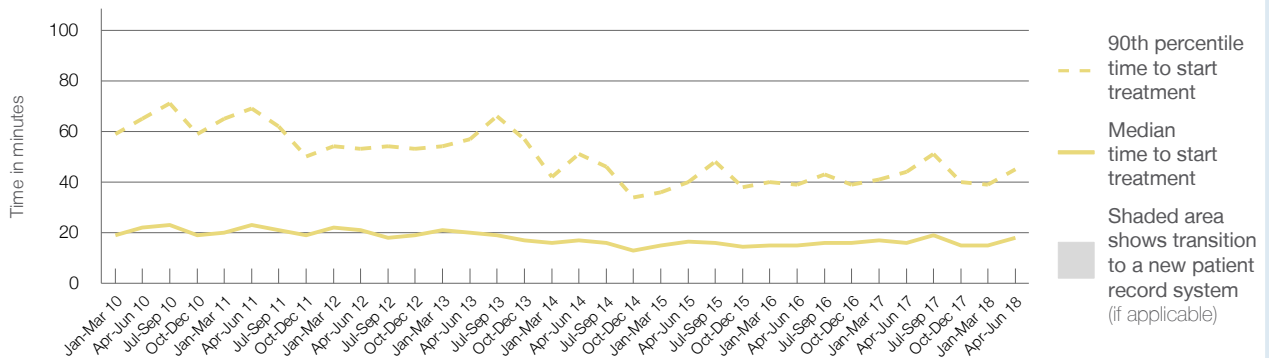
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,545	1,527
16 minutes	19 minutes
44 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)	22	23	21	20	17	17	15	16	18
90th percentile time to start treatment ⁵ (minutes)	65	69	53	57	51	40	39	44	45

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Orange Health Service: 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: 2,639

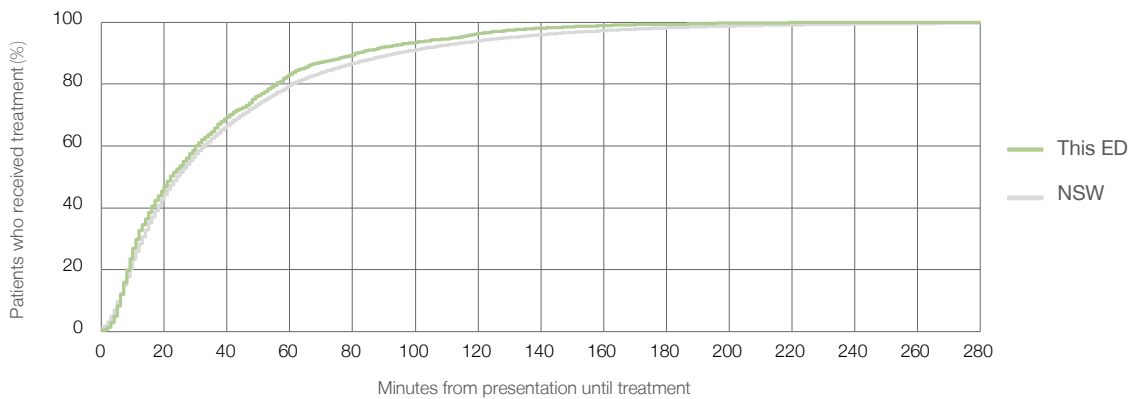
Number of triage 4 patients used to calculate waiting time:³ 2,548

Median time to start treatment⁴ 22 minutes

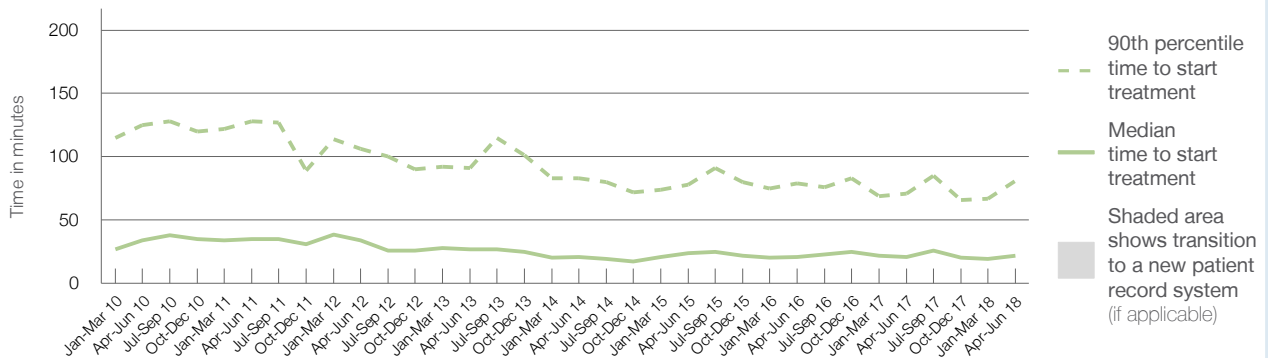
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
2,716	2,642
21 minutes	24 minutes
71 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)	34	35	34	27	21	24	21	21	22
90th percentile time to start treatment ⁵ (minutes)	125	128	106	91	83	78	79	71	81

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Orange Health Service: 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: 1,631

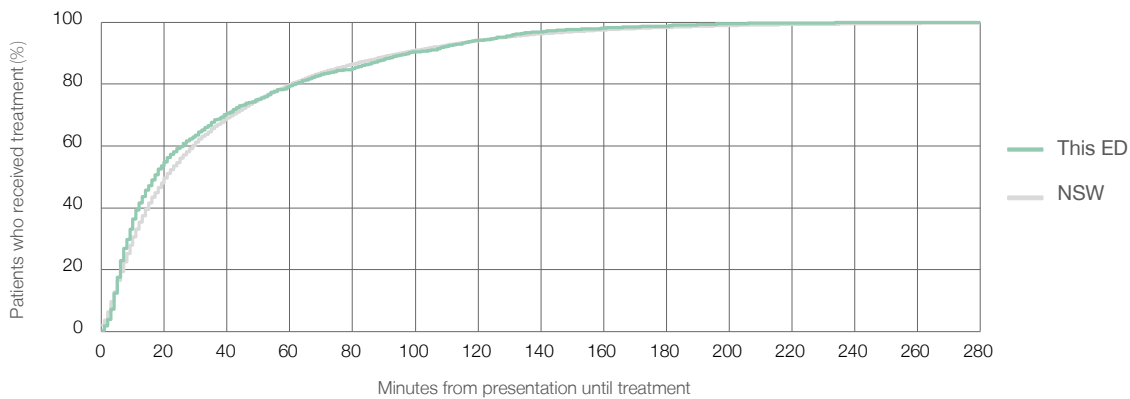
Number of triage 5 patients used to calculate waiting time:³ 1,497

Median time to start treatment⁴ 17 minutes

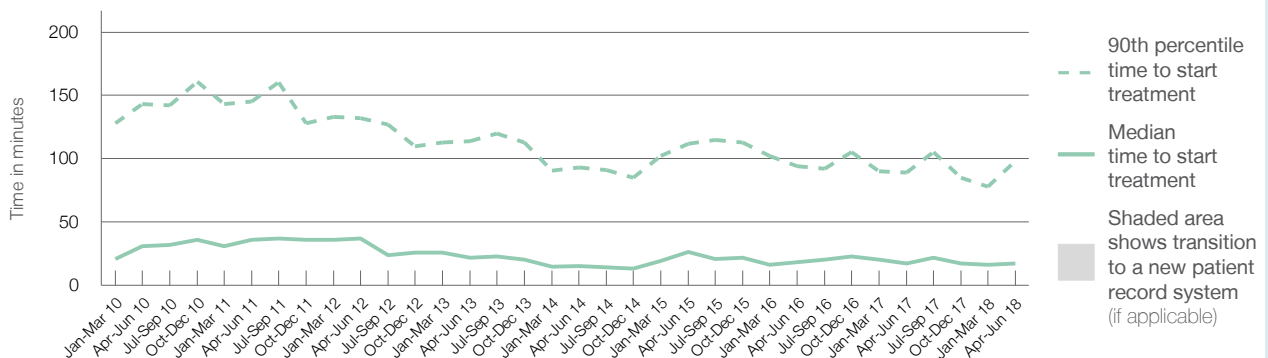
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,690	1,575
17 minutes	21 minutes
89 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)	31	36	37	22	15	27	18	17	17
90th percentile time to start treatment ⁵ (minutes)	143	145	132	114	93	112	94	89	98

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Orange Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 7,298 patients

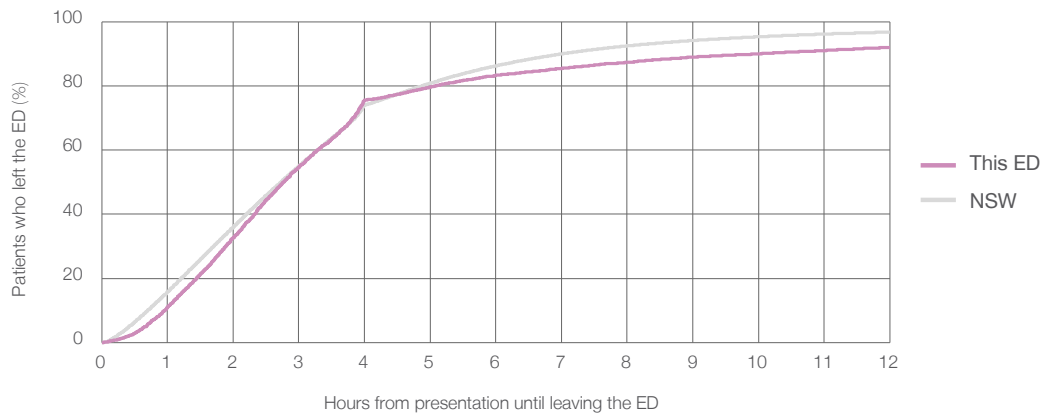
Presentations used to calculate time to leaving the ED:⁶ 7,298 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

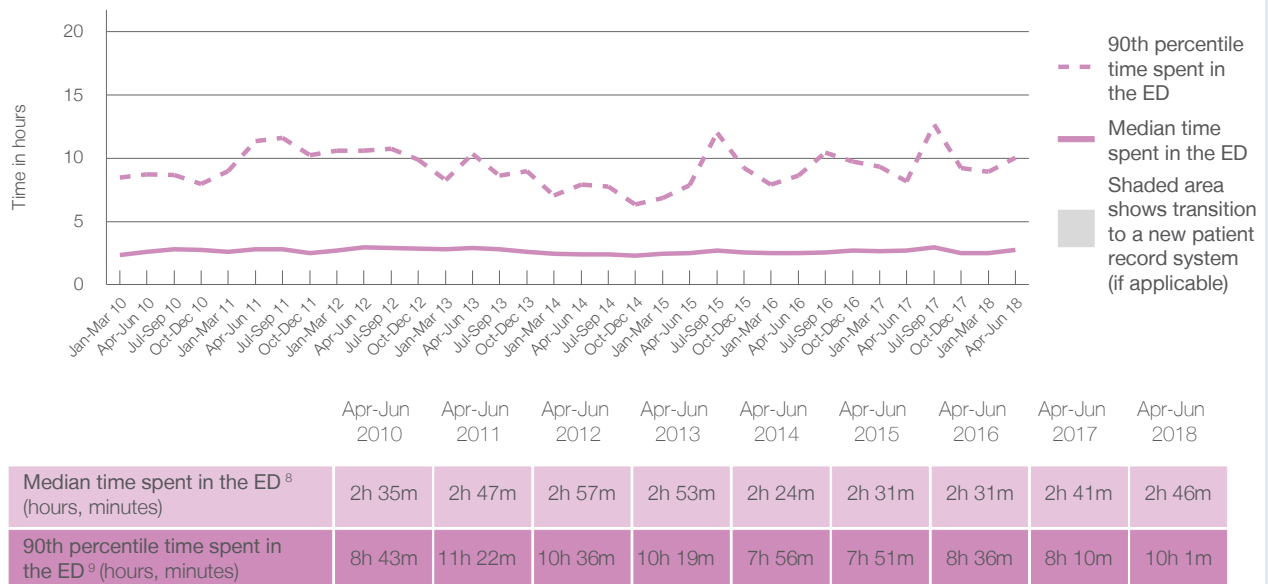
90th percentile time spent in the ED⁹ 10 hours and 1 minutes

Same period last year	NSW (this period)
7,160	7,160
2 hours and 41 minutes	2 hours and 44 minutes
8 hours and 10 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^{†‡}



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Orange Health Service: Time patients spent in the ED

By mode of separation

April to June 2018

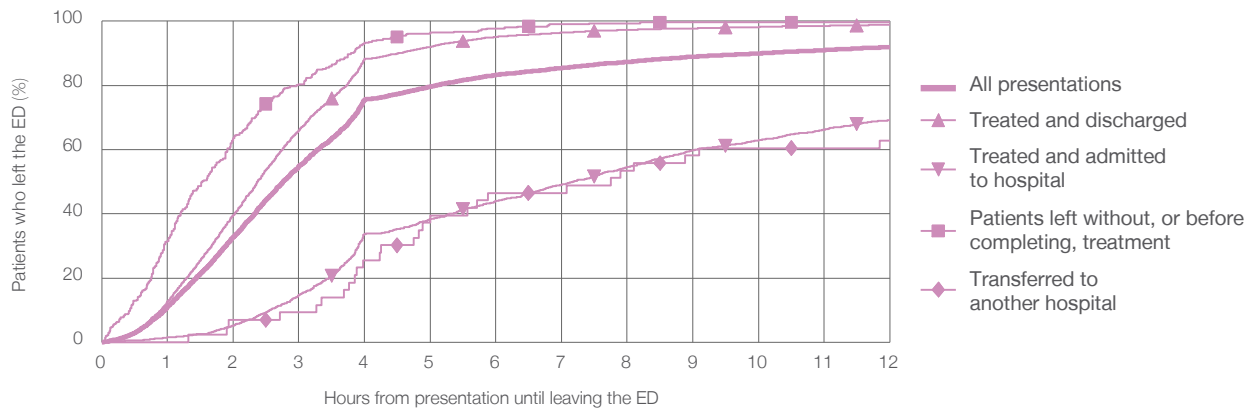
All presentations:¹ 7,298 patients

Presentations used to calculate time to leaving the ED:⁶ 7,298 patients

Treated and discharged	5,217 (71.5%)
Treated and admitted to hospital	1,671 (22.9%)
Patient left without, or before completing, treatment	311 (4.3%)
Transferred to another hospital	43 (0.6%)
Other	56 (0.8%)

Same period last year	Change since one year ago
7,160	2%
5,115	2.0%
1,674	-0.2%
299	4.0%
27	59.3%
45	24.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.7%	39.6%	66.1%	88.2%	95.2%	97.2%	98.2%	98.8%
Treated and admitted to hospital	1.5%	5.2%	14.7%	33.8%	44.0%	54.6%	63.0%	69.2%
Patient left without, or before completing, treatment	31.5%	63.7%	80.4%	93.2%	97.7%	99.4%	99.7%	99.7%
Transferred to another hospital	0%	7.0%	9.3%	25.6%	46.5%	53.5%	60.5%	62.8%
All presentations	11.1%	32.8%	54.7%	75.7%	83.3%	87.3%	90.0%	91.9%

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Orange Health Service: 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 7,298 patients

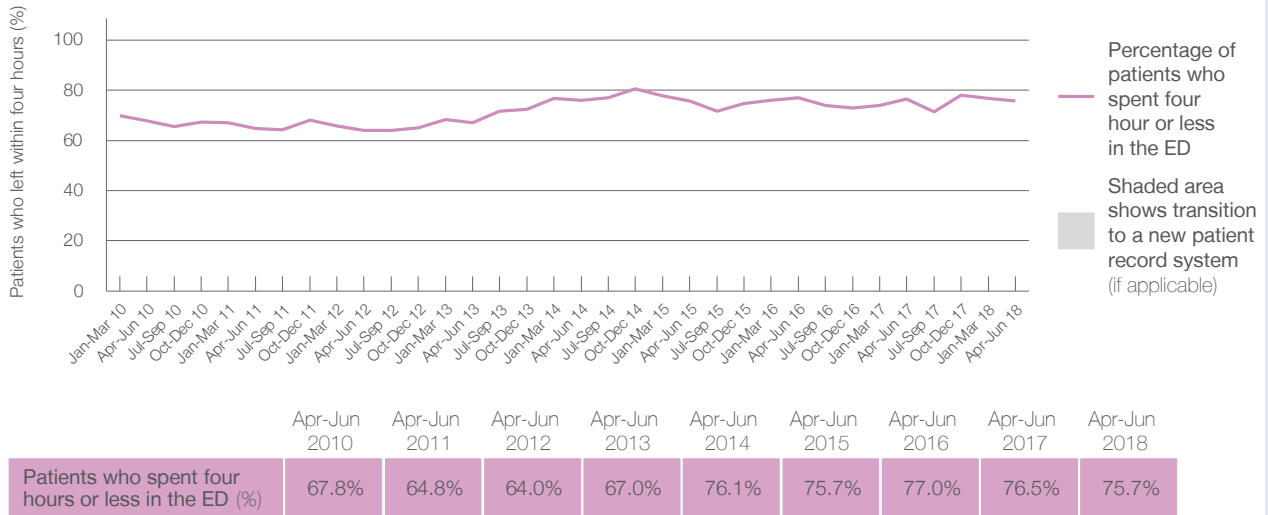
Presentations used to calculate time to leaving the ED: ⁶ 7,298 patients

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	7,160	2%
Presentations used to calculate time to leaving the ED	7,160	2%
Percentage of patients who spent four hours or less in the ED	76.5%	

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.

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‡ 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, 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).