

Healthcare Quarterly

Emergency department

Hunter New England Local Health District
Performance Profiles

April to June 2018

Armidaire Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 4,072 patients
 Emergency presentations:² 4,036 patients

Same period last year	Change since one year ago
3,923	4%
3,764	7%

Armidaire Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 45 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,002 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,419 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
251	
9 minutes	8 minutes
40 minutes	24 minutes
1,065	
27 minutes	19 minutes
90 minutes	63 minutes
2,137	
38 minutes	24 minutes
147 minutes	95 minutes
298	
25 minutes	21 minutes
112 minutes	96 minutes

Armidaire Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,072 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
3,923	4%
78%	

* 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.

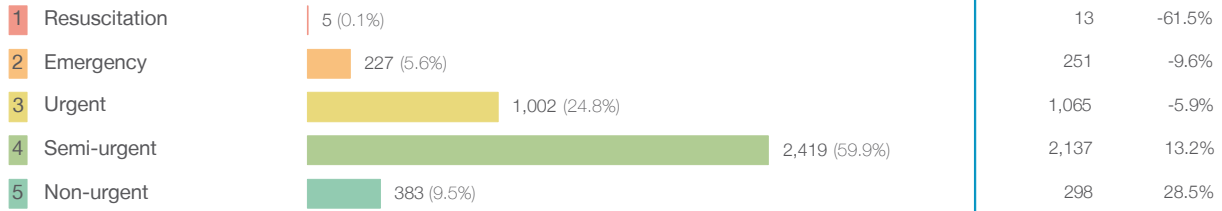
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Armidales Hospital: Patients presenting to the emergency department

April to June 2018

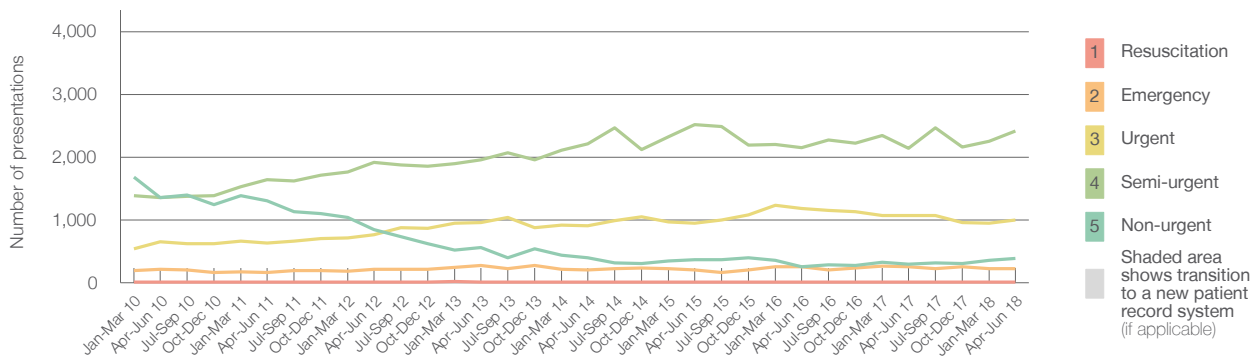
All presentations:¹ 4,072 patients

Emergency presentations² by triage category: 4,036 patients



Same period last year	Change since one year ago
3,923	4%
3,764	7%
13	-61.5%
251	-9.6%
1,065	-5.9%
2,137	13.2%
298	28.5%

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	9	10	6	10	7	7	8	13	5
Emergency	213	162	209	278	205	202	249	251	227
Urgent	656	630	764	955	902	946	1,187	1,065	1,002
Semi-urgent	1,360	1,640	1,915	1,957	2,214	2,519	2,156	2,137	2,419
Non-urgent	1,357	1,302	844	555	400	366	249	298	383
All emergency presentations	3,595	3,744	3,738	3,755	3,728	4,040	3,849	3,764	4,036

Armidales Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 369 patients **

ED Transfer of care time



Same period last year	Change since one year ago
410	
4 minutes	5 minutes
27 minutes	43 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.

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

Armidaire Hospital: 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: 227

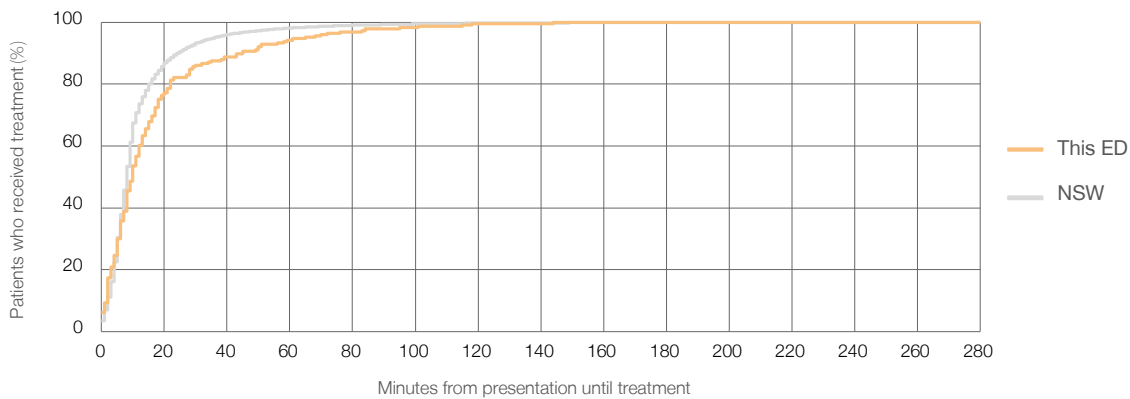
Number of triage 2 patients used to calculate waiting time:³ 224

Median time to start treatment⁴ 10 minutes

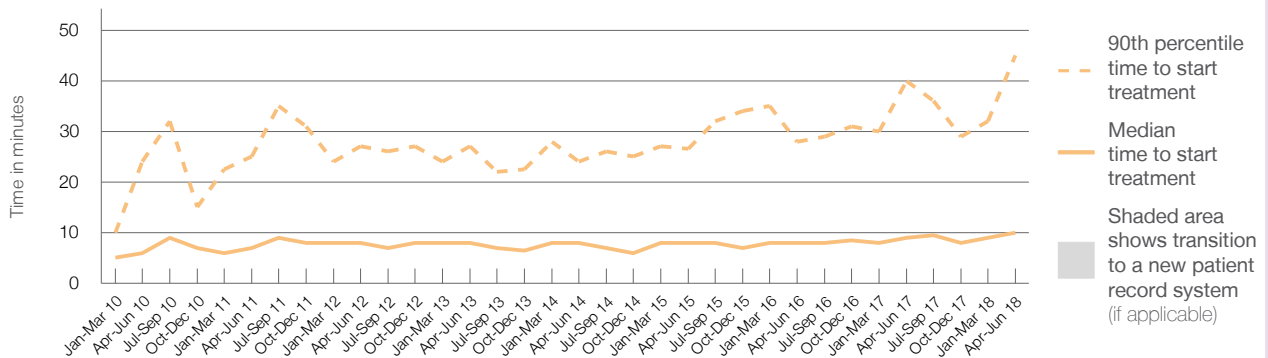
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
251	248
9 minutes	8 minutes
40 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)	6	7	8	8	8	8	8	9	10
90th percentile time to start treatment ⁵ (minutes)	24	25	27	27	24	27	28	40	45

(†) 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.

Armidale Hospital: 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: 1,002

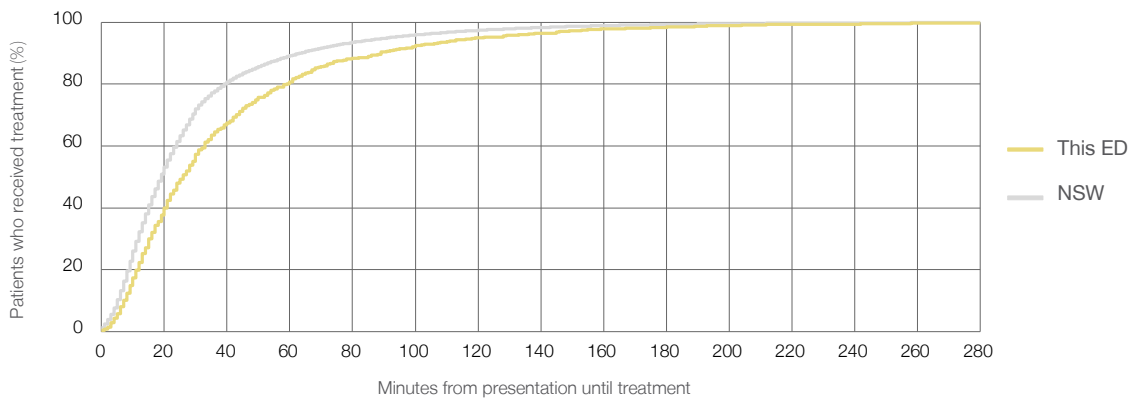
Number of triage 3 patients used to calculate waiting time:³ 959

Median time to start treatment⁴ 26 minutes

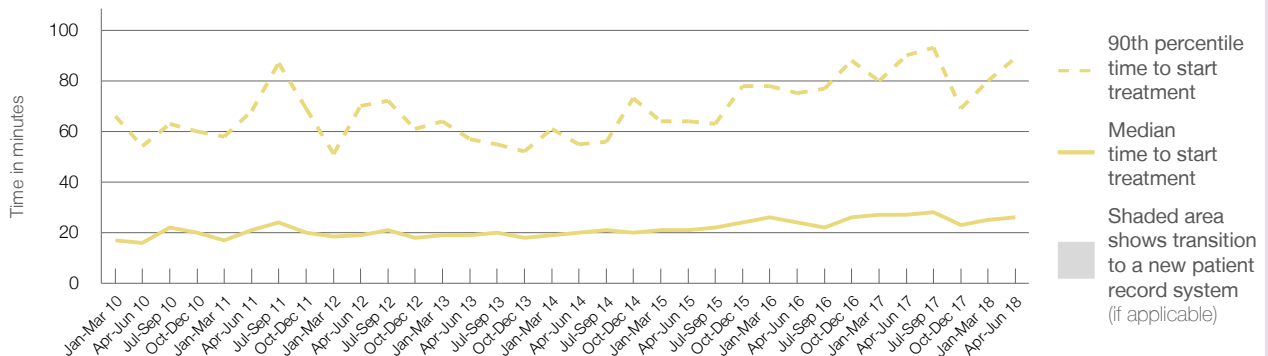
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,065	1,032
27 minutes	19 minutes
90 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)	16	21	19	19	20	21	24	27	26
90th percentile time to start treatment ⁵ (minutes)	54	68	70	57	55	64	75	90	89

(†) 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.

Armidale Hospital: 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: 2,419

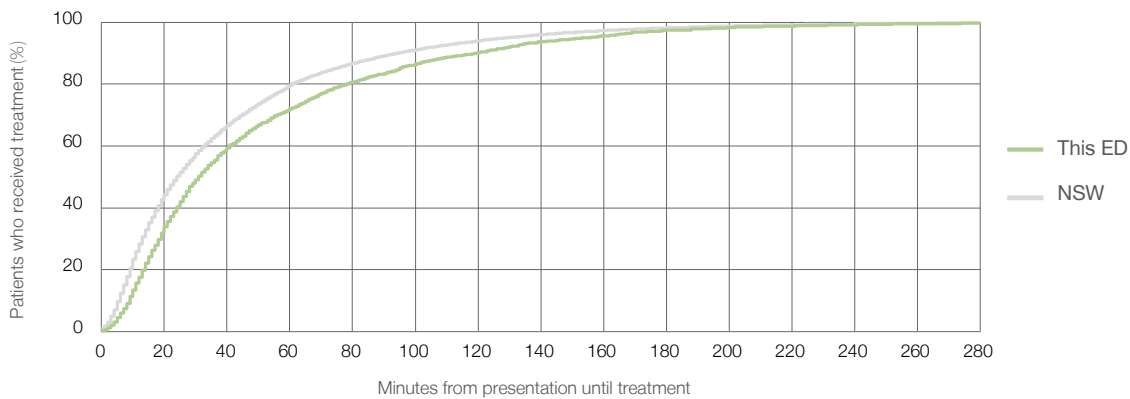
Number of triage 4 patients used to calculate waiting time:³ 2,222

Median time to start treatment⁴ 31 minutes

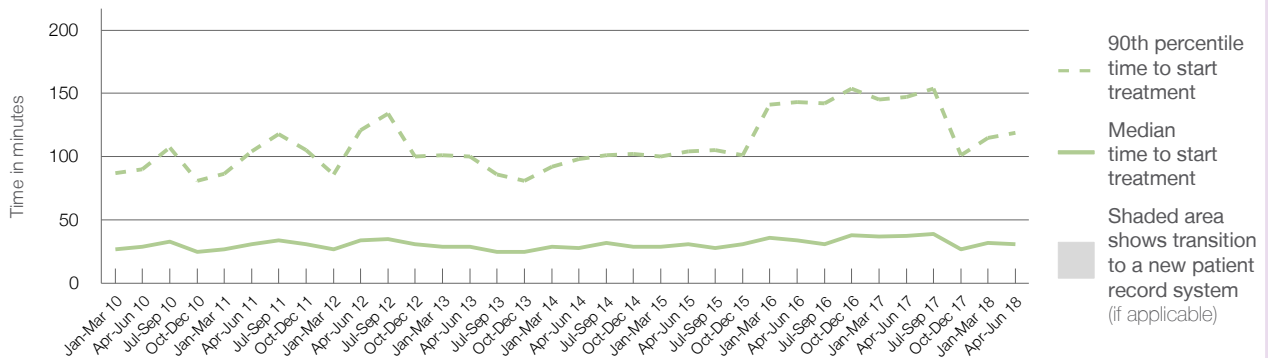
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
2,137	
1,952	
38 minutes	24 minutes
147 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)	29	31	34	29	28	31	34	38	31
90th percentile time to start treatment ⁵ (minutes)	90	104	121	100	98	104	143	147	119

(†) 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.

Armidale Hospital: 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: 383

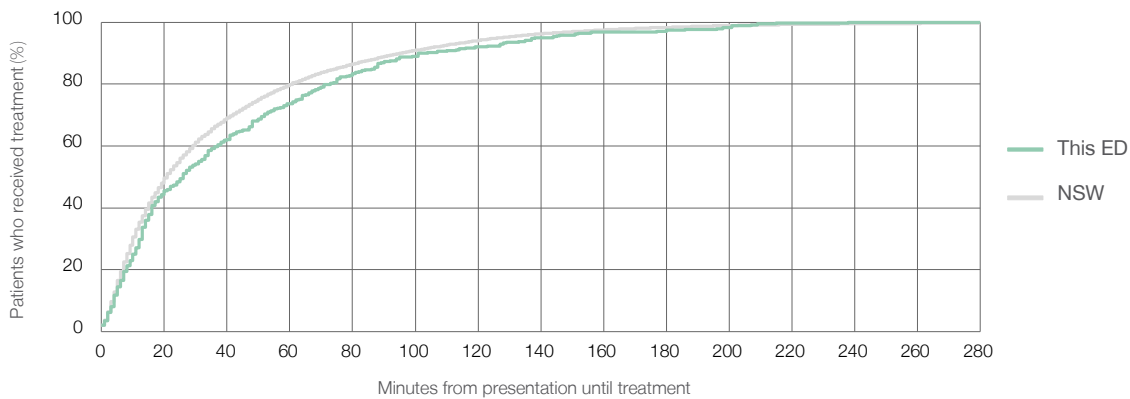
Number of triage 5 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 26 minutes

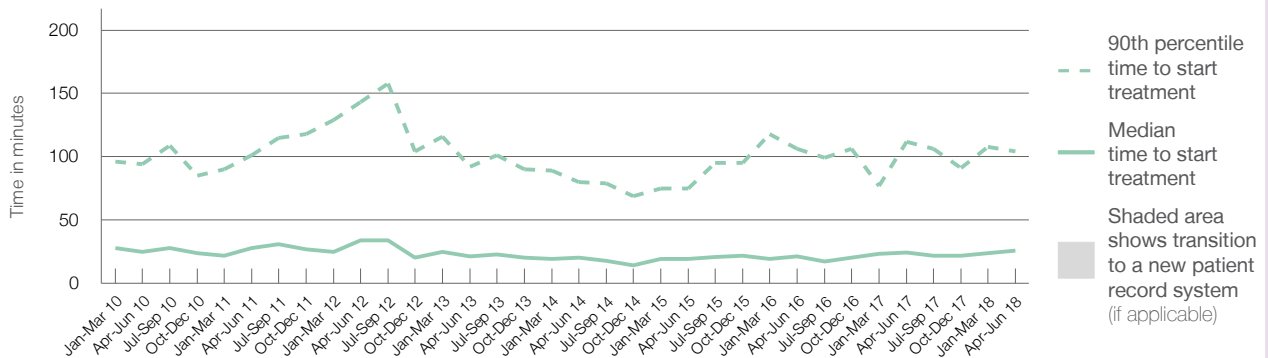
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
298	248
25 minutes	21 minutes
112 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)	25	28	34	22	20	19	22	25	26
90th percentile time to start treatment ⁵ (minutes)	94	101	143	92	80	75	106	112	104

(†) 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.

Armidales Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,072 patients

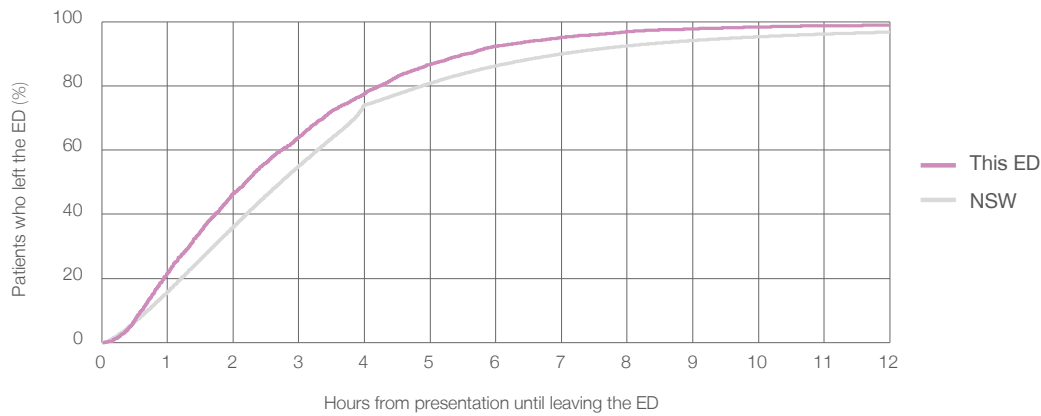
Presentations used to calculate time to leaving the ED:⁶ 4,072 patients

Median time spent in the ED⁸ 2 hours and 12 minutes

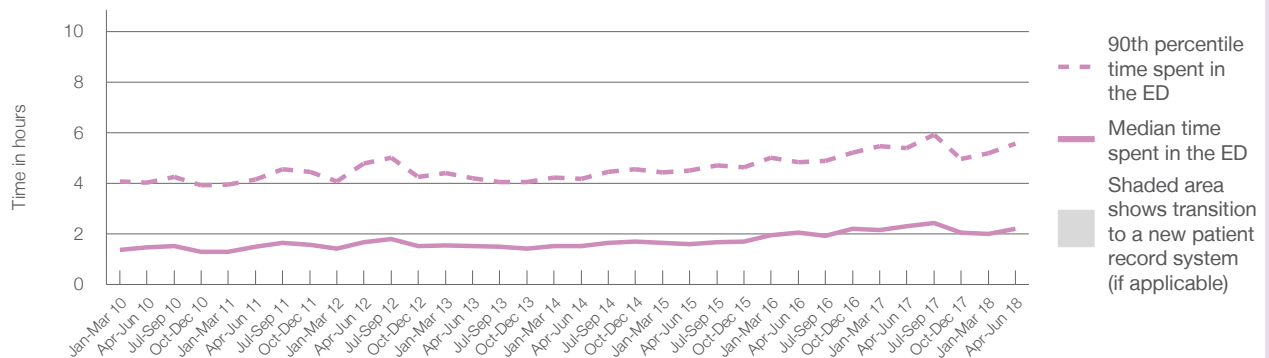
90th percentile time spent in the ED⁹ 5 hours and 35 minutes

Same period last year	NSW (this period)
3,923	3,923
2 hours and 18 minutes	2 hours and 44 minutes
5 hours and 24 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)	1h 29m	1h 30m	1h 41m	1h 31m	1h 32m	1h 37m	2h 4m	2h 18m	2h 12m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 2m	4h 9m	4h 47m	4h 12m	4h 11m	4h 31m	4h 51m	5h 24m	5h 35m

(†) 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.

Armidale Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

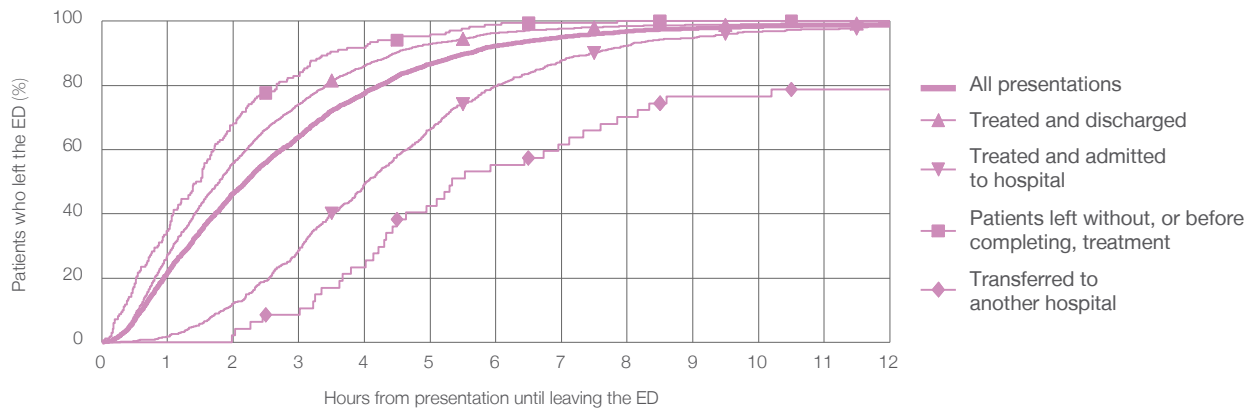
All presentations:¹ 4,072 patients

Presentations used to calculate time to leaving the ED:⁶ 4,072 patients

Treated and discharged	2,959 (72.7%)
Treated and admitted to hospital	866 (21.3%)
Patient left without, or before completing, treatment	170 (4.2%)
Transferred to another hospital	47 (1.2%)
Other	30 (0.7%)

Same period last year	Change since one year ago
3,923	4%
2,752	7.5%
869	-0.3%
231	-26.4%
53	-11.3%
18	66.7%

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

Treated and discharged	27.2%	55.9%	74.1%	86.1%	96.3%	98.5%	99.1%	99.4%
Treated and admitted to hospital	1.7%	12.1%	28.6%	49.4%	79.7%	92.4%	96.8%	98.4%
Patient left without, or before completing, treatment	34.7%	68.2%	82.9%	91.8%	98.8%	100%	100%	100%
Transferred to another hospital	0%	2.1%	8.5%	23.4%	55.3%	70.2%	76.6%	78.7%
All presentations	21.8%	46.4%	64.0%	77.7%	92.3%	96.8%	98.4%	99.0%

(†) 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.

Armidale Hospital: 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 4,072 patients

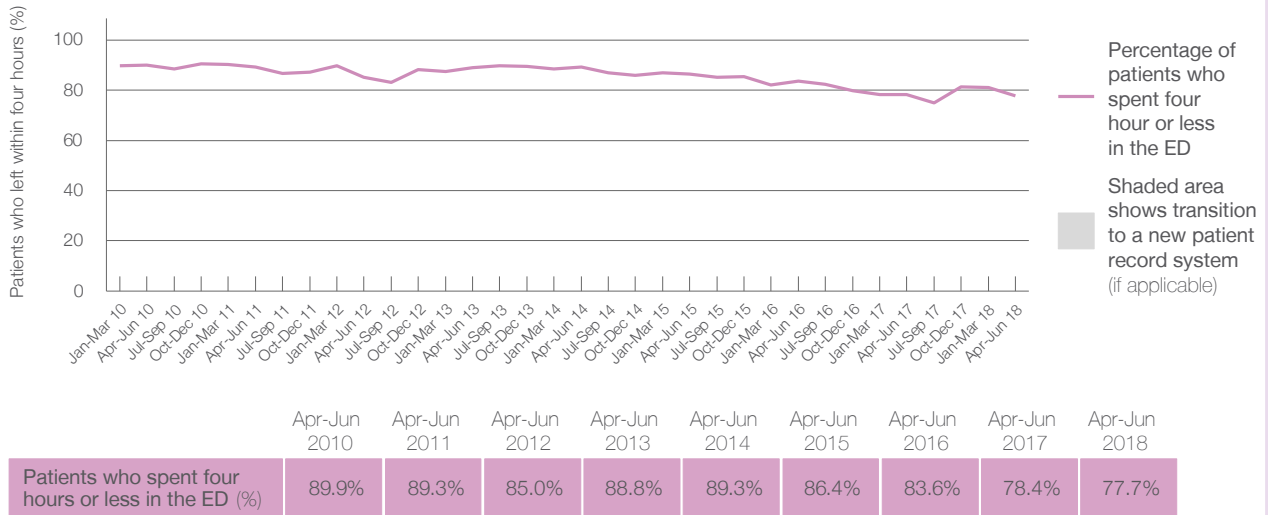
Presentations used to calculate time to leaving the ED: ⁶ 4,072 patients

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 4,072 patients	3,923	4%
Presentations used to calculate time to leaving the ED: ⁶ 4,072 patients	3,923	4%
Percentage of patients who spent four hours or less in the ED	78.4%	

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*.

- 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).

Belmont Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 5,967 patients
 Emergency presentations:² 5,947 patients

Same period last year	Change since one year ago
5,920	1%
5,884	1%



Belmont Hospital: Time patients waited to start treatment ³

April to June 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 510 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,193 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,154 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,080 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  106 minutes

Same period last year	NSW (this period)
493	
8 minutes	8 minutes
17 minutes	24 minutes
1,269	
16 minutes	19 minutes
37 minutes	63 minutes
3,000	
20 minutes	24 minutes
69 minutes	95 minutes
1,112	
19 minutes	21 minutes
81 minutes	96 minutes

Belmont Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 5,967 patients

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

Same period last year	Change since one year ago
5,920	1%
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).

Belmont Hospital: Patients presenting to the emergency department April to June 2018

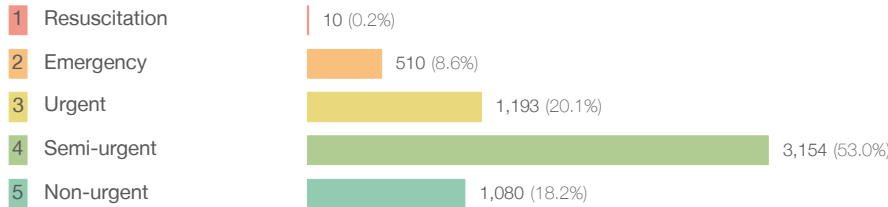
All presentations:¹ 5,967 patients

Same period last year
Change since one year ago

5,920 1%

Emergency presentations² by triage category: 5,947 patients

5,884 1%



10 0.0%

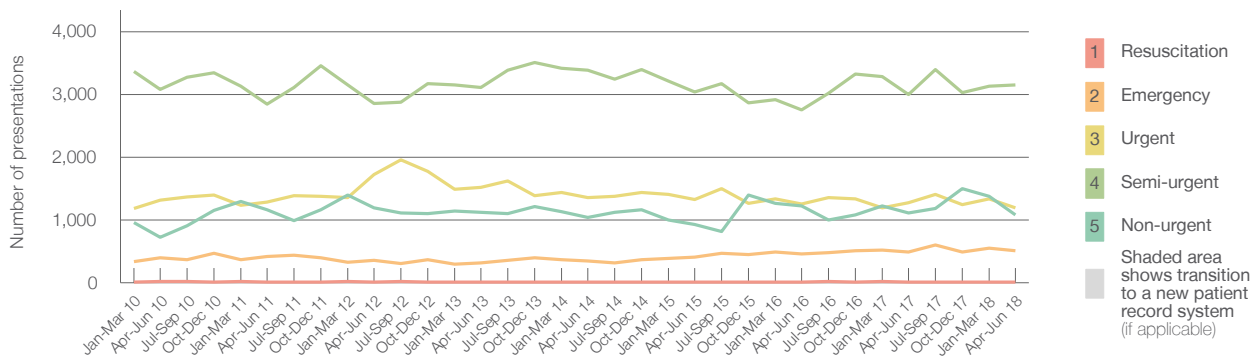
493 3.4%

1,269 -6.0%

3,000 5.1%

1,112 -2.9%

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	18	7	10	7	< 5	9	8	10	10
Emergency	399	414	354	317	354	407	459	493	510
Urgent	1,312	1,288	1,724	1,520	1,352	1,324	1,257	1,269	1,193
Semi-urgent	3,084	2,846	2,854	3,107	3,383	3,043	2,752	3,000	3,154
Non-urgent	726	1,162	1,189	1,123	1,038	922	1,227	1,112	1,080
All emergency presentations	5,539	5,717	6,131	6,074	6,127	5,705	5,703	5,884	5,947

Belmont Hospital: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,199 patients

Same period last year
Change since one year ago

1,222

ED Transfer of care time

Median time 11 minutes

10 minutes 1 minute

90th percentile time 19 minutes

19 minutes 0 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.

Belmont Hospital: 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: 510

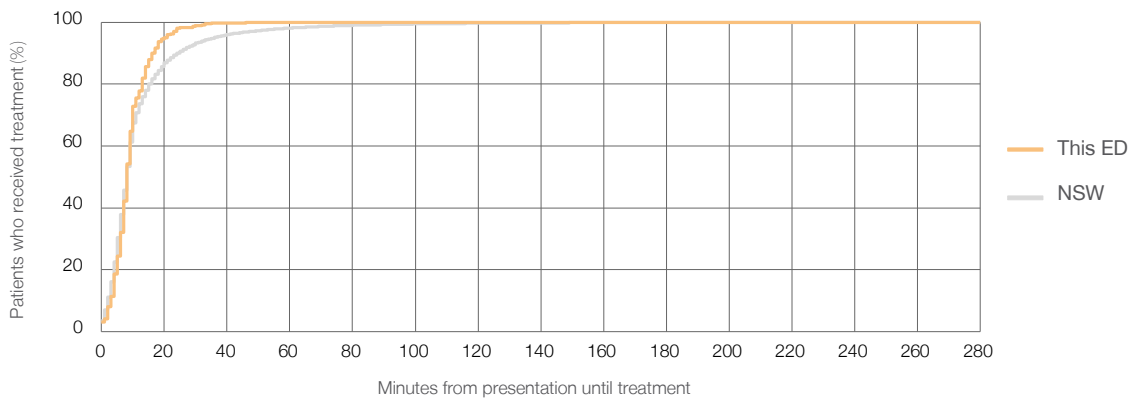
Number of triage 2 patients used to calculate waiting time:³ 505

Median time to start treatment⁴ 8 minutes

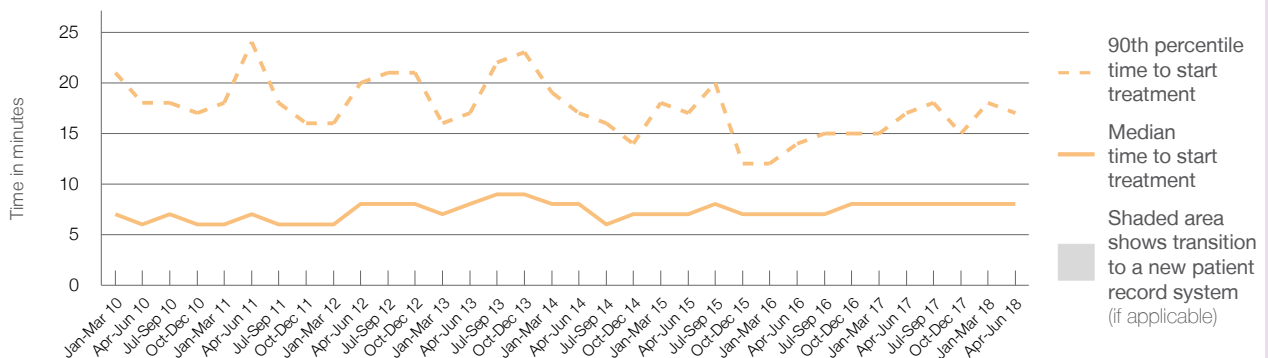
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
493	488
8 minutes	8 minutes
17 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)	6	7	8	8	8	7	7	8	8
90th percentile time to start treatment ⁵ (minutes)	18	24	20	17	17	17	14	17	17

(†) 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.

Belmont Hospital: 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: 1,193

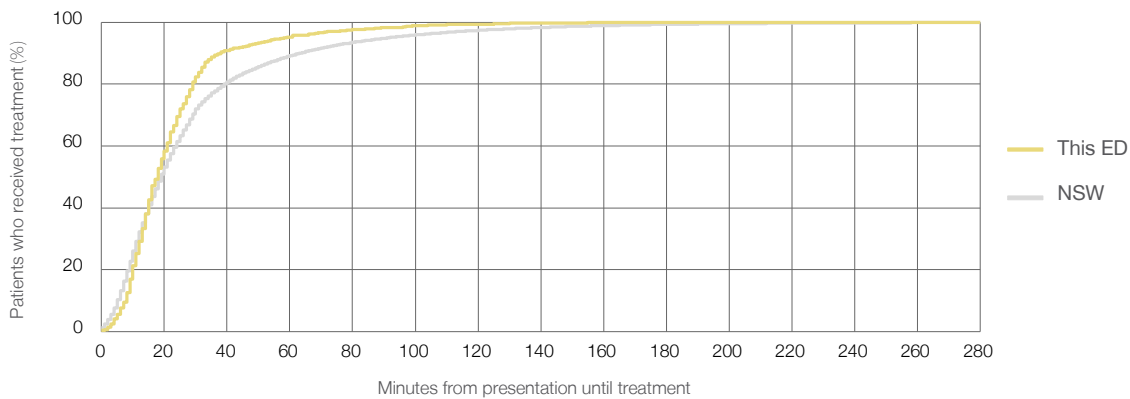
Number of triage 3 patients used to calculate waiting time:³ 1,160

Median time to start treatment⁴ 18 minutes

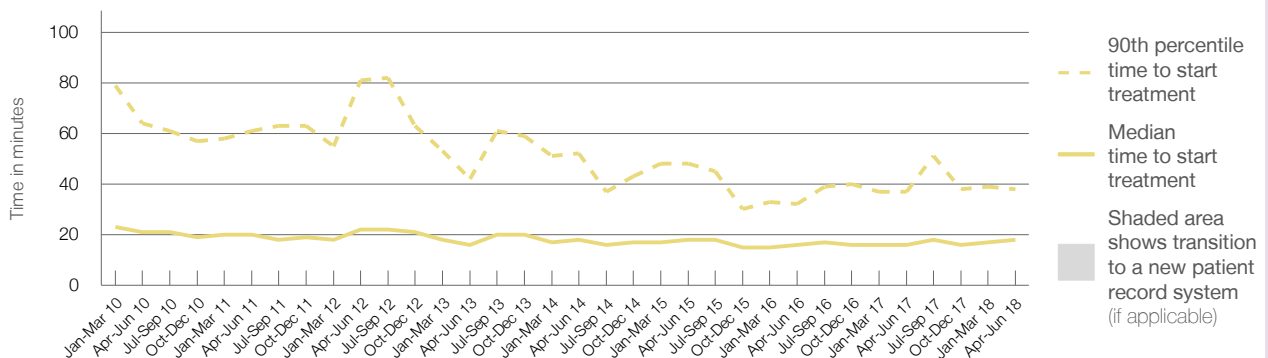
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
1,269	1,239
16 minutes	19 minutes
37 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)	21	20	22	16	18	18	16	16	18
90th percentile time to start treatment ⁵ (minutes)	64	61	81	42	52	48	32	37	38

(†) 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.

Belmont Hospital: 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: 3,154

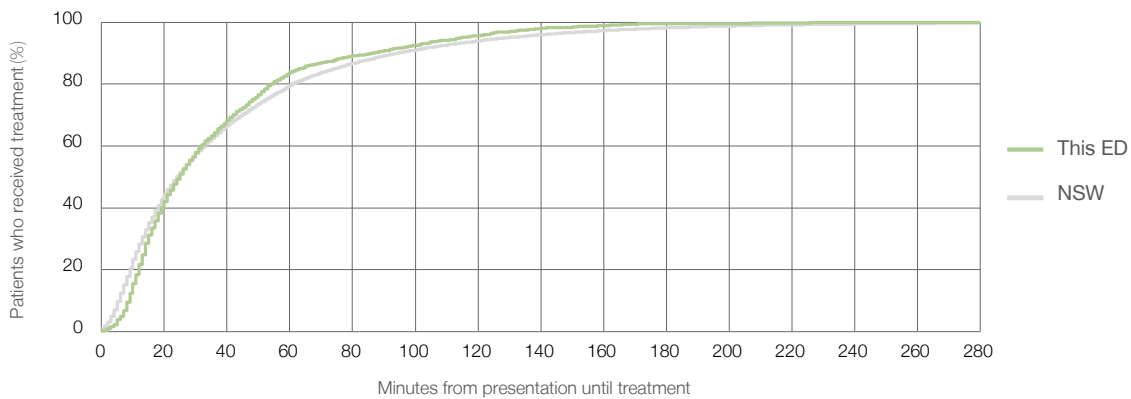
Number of triage 4 patients used to calculate waiting time:³ 2,708

Median time to start treatment⁴ 25 minutes

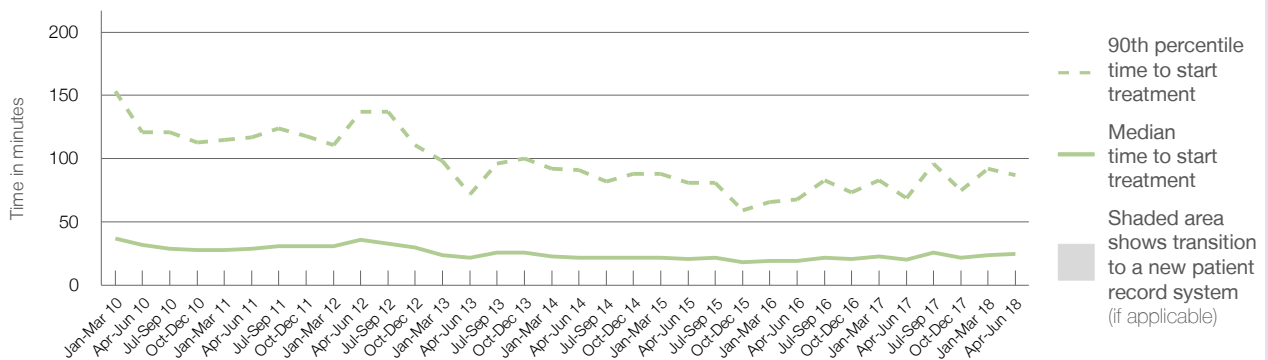
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,000	2,600
20 minutes	24 minutes
69 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)	32	29	36	22	22	21	19	20	25
90th percentile time to start treatment ⁵ (minutes)	121	117	137	72	91	81	68	69	87

(†) 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.

Belmont Hospital: 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: 1,080

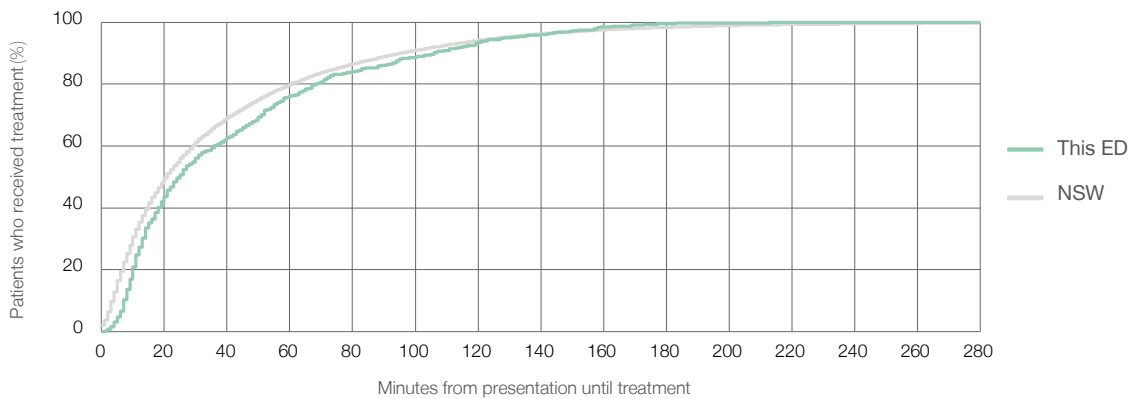
Number of triage 5 patients used to calculate waiting time:³ 803

Median time to start treatment⁴ 25 minutes

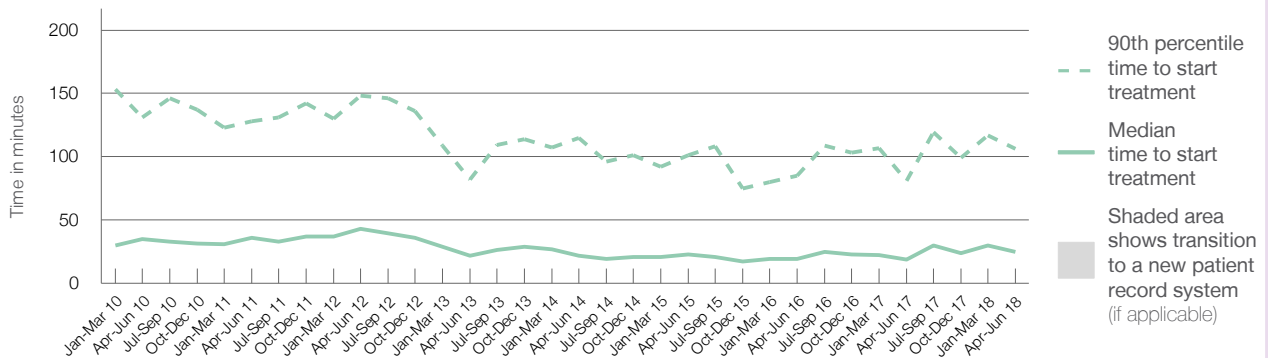
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,112	
868	
19 minutes	21 minutes
81 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)	35	36	43	22	22	23	19	19	25
90th percentile time to start treatment ⁵ (minutes)	131	128	148	82	115	101	85	81	106

(†) 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.

Belmont Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 5,967 patients

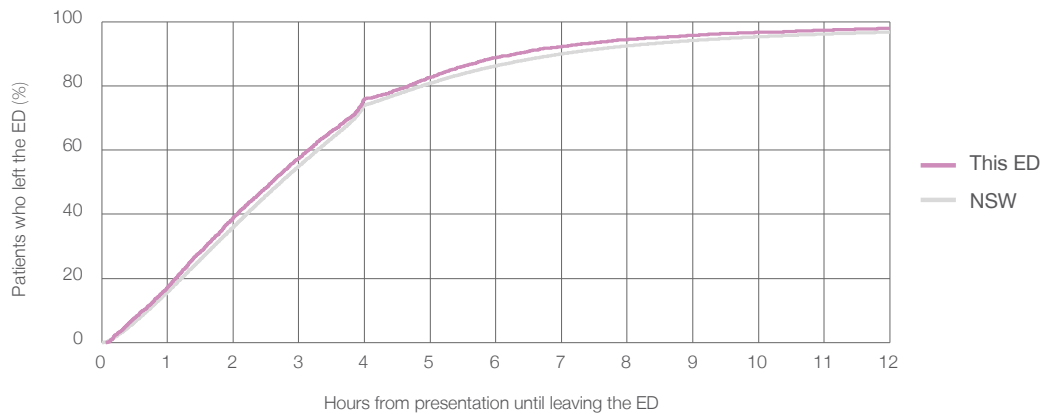
Presentations used to calculate time to leaving the ED:⁶ 5,967 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

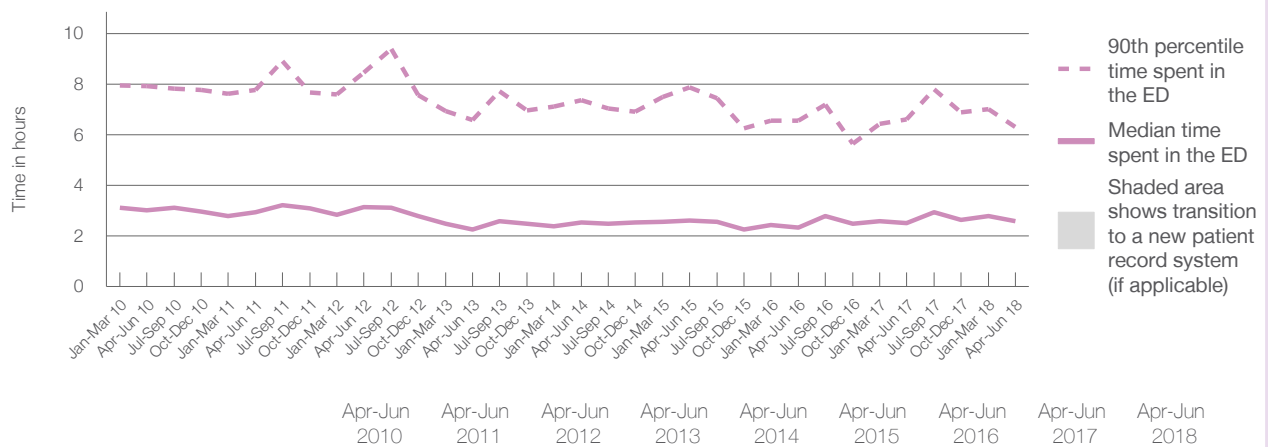
90th percentile time spent in the ED⁹ 6 hours and 19 minutes

Same period last year	NSW (this period)
5,920	5,920
2 hours and 31 minutes	2 hours and 44 minutes
6 hours and 37 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)	3h 1m	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m	2h 31m	2h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 56m	7h 46m	8h 28m	6h 35m	7h 22m	7h 53m	6h 34m	6h 37m	6h 19m

(†) 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.

Belmont Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

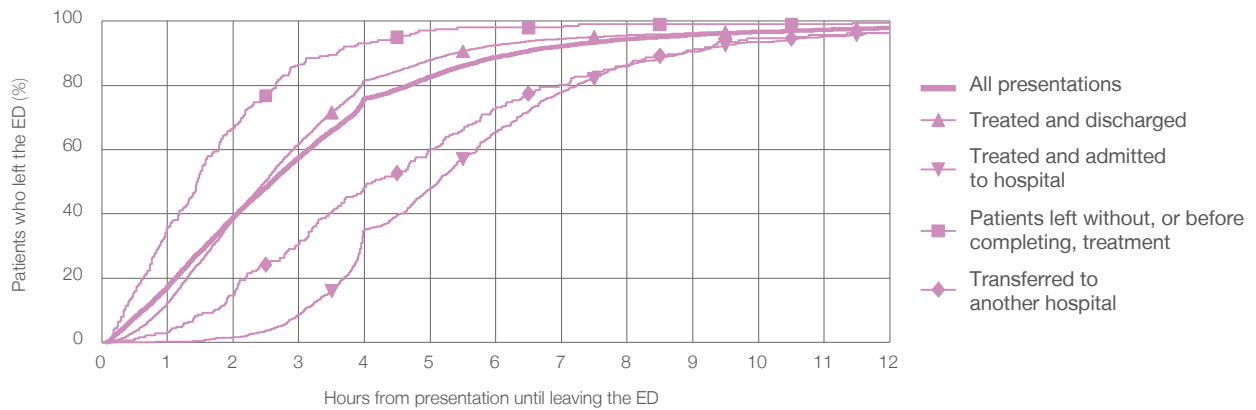
All presentations:¹ 5,967 patients

Presentations used to calculate time to leaving the ED:⁶ 5,967 patients

Treated and discharged	4,126 (69.1%)
Treated and admitted to hospital	860 (14.4%)
Patient left without, or before completing, treatment	202 (3.4%)
Transferred to another hospital	186 (3.1%)
Other	593 (9.9%)

Same period last year	Change since one year ago
5,920	1%
4,033	2.3%
875	-1.7%
165	22.4%
294	-36.7%
553	7.2%

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	12.2%	38.7%	61.8%	81.5%	92.5%	95.6%	96.8%	97.9%
Treated and admitted to hospital	0.1%	1.5%	8.6%	35.1%	65.5%	86.3%	93.5%	96.3%
Patient left without, or before completing, treatment	35.6%	66.8%	86.6%	93.1%	98.0%	99.0%	99.0%	99.5%
Transferred to another hospital	3.2%	14.5%	30.6%	48.4%	73.1%	86.0%	94.6%	96.2%
All presentations	17.3%	39.0%	57.5%	75.9%	88.8%	94.4%	96.6%	97.9%

(†) 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.

Belmont Hospital: 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 5,967 patients

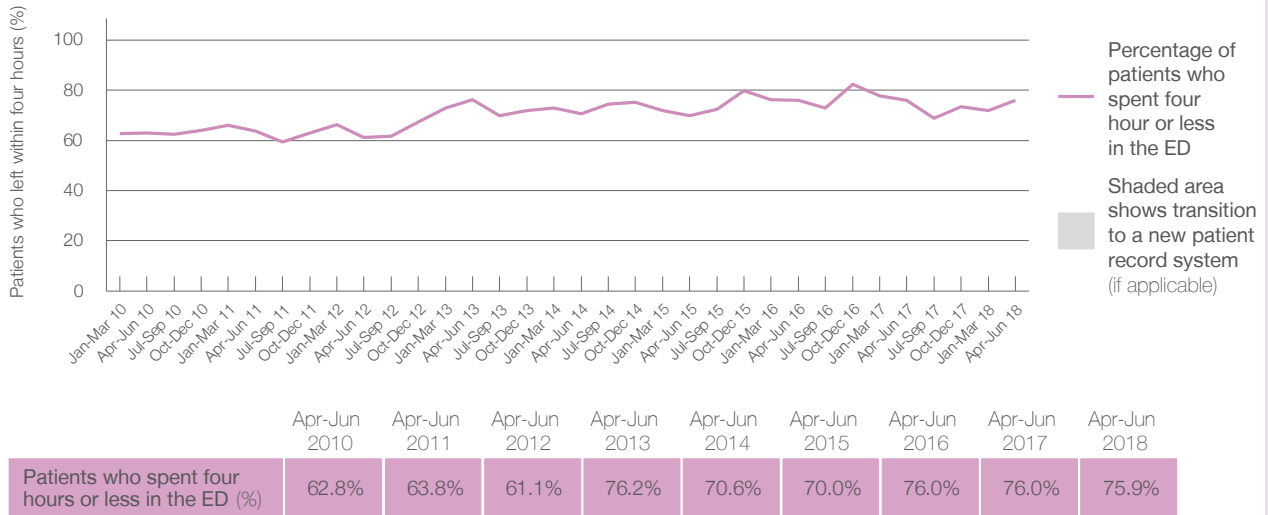
Presentations used to calculate time to leaving the ED: ⁶ 5,967 patients

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	5,920	1%
Presentations used to calculate time to leaving the ED	5,920	1%
Percentage of patients who spent four hours or less in the ED	76.0%	

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*.

- 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).

Calvary Mater Newcastle: Emergency department (ED) overview

April to June 2018

All presentations:¹ 9,253 patients
 Emergency presentations:² 9,237 patients

Same period last year	Change since one year ago
9,033	2%
9,021	2%

Calvary Mater Newcastle: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,456 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,309 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 37 minutes

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

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 854 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,310	
6 minutes	8 minutes
14 minutes	24 minutes
2,224	
15 minutes	19 minutes
40 minutes	63 minutes
4,263	
21 minutes	24 minutes
85 minutes	95 minutes
1,181	
23 minutes	21 minutes
105 minutes	96 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 9,253 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
9,033	2%
73%	

* 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.

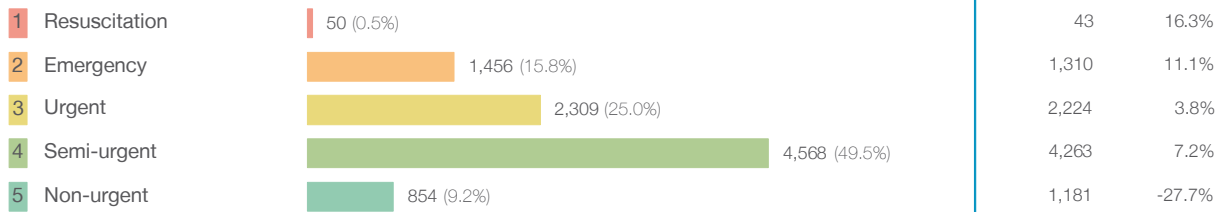
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Calvary Mater Newcastle: Patients presenting to the emergency department

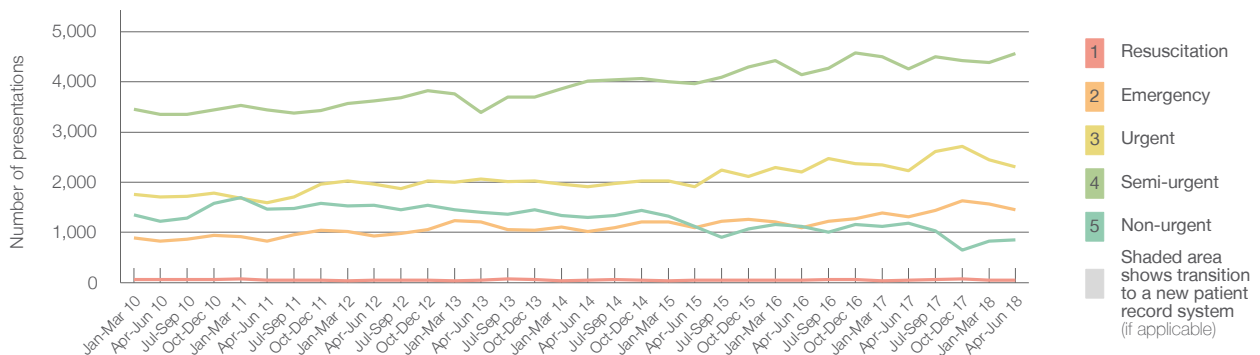
April to June 2018

All presentations:¹ 9,253 patients

Emergency presentations² by triage category: 9,237 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



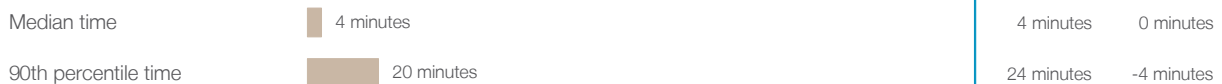
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	65	46	45	54	45	45	51	43	50
Emergency	825	823	924	1,210	1,023	1,095	1,099	1,310	1,456
Urgent	1,709	1,597	1,967	2,066	1,909	1,911	2,201	2,224	2,309
Semi-urgent	3,347	3,446	3,616	3,392	4,010	3,962	4,145	4,263	4,568
Non-urgent	1,224	1,465	1,541	1,402	1,303	1,117	1,121	1,181	854
All emergency presentations	7,170	7,377	8,093	8,124	8,290	8,130	8,617	9,021	9,237

Calvary Mater Newcastle: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,797 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.

Calvary Mater Newcastle: 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: 1,456

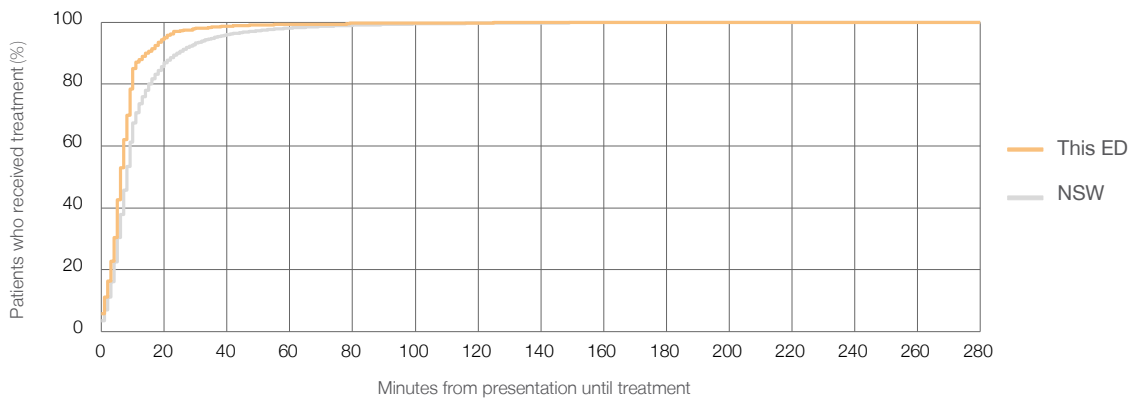
Number of triage 2 patients used to calculate waiting time:³ 1,137

Median time to start treatment⁴ 6 minutes

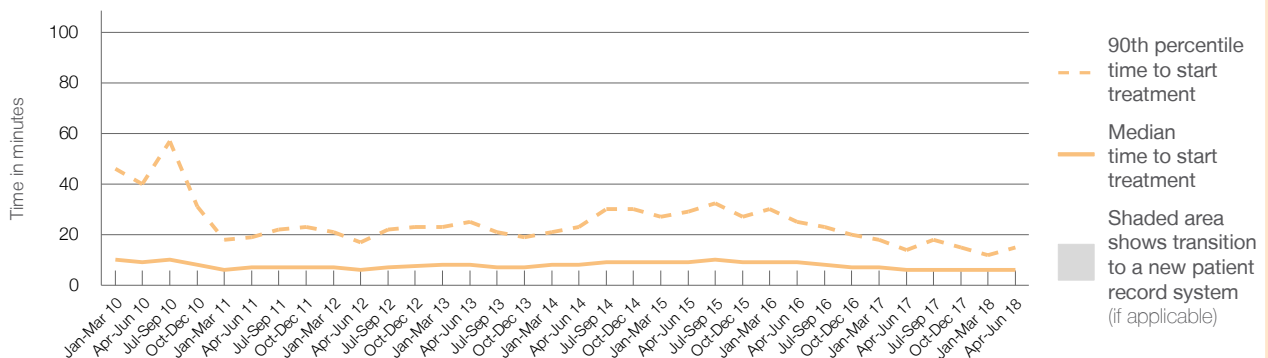
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,310	989
6 minutes	8 minutes
14 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	8	8	9	9	6	6
90th percentile time to start treatment ⁵ (minutes)	40	19	17	25	23	29	25	14	15

(†) 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.

Calvary Mater Newcastle: 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: 2,309

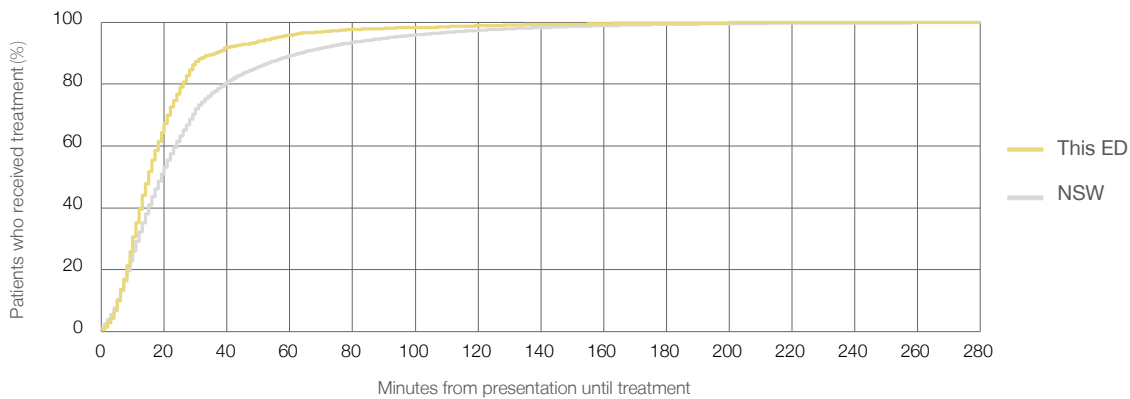
Number of triage 3 patients used to calculate waiting time:³ 2,090

Median time to start treatment⁴ 15 minutes

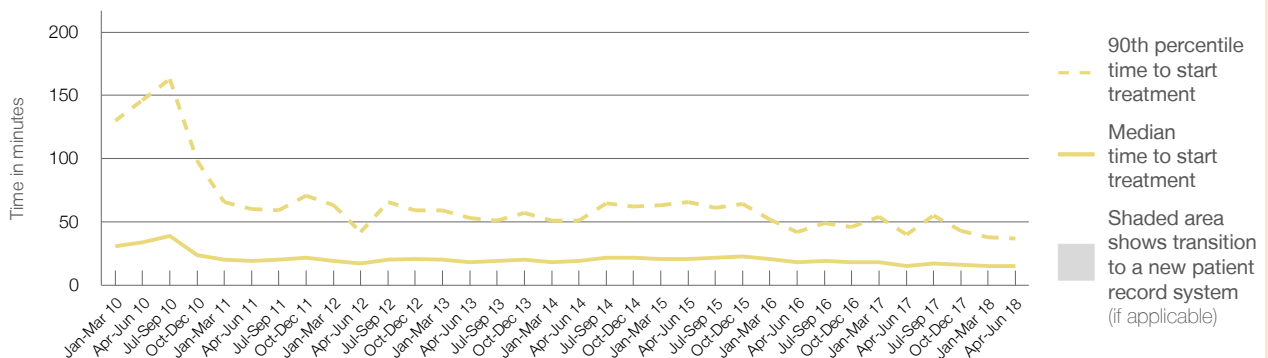
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
2,224	1,973
15 minutes	19 minutes
40 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)	34	19	17	18	19	21	18	15	15
90th percentile time to start treatment ⁵ (minutes)	146	60	42	53	51	66	42	40	37

(†) 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.

Calvary Mater Newcastle: 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: 4,568

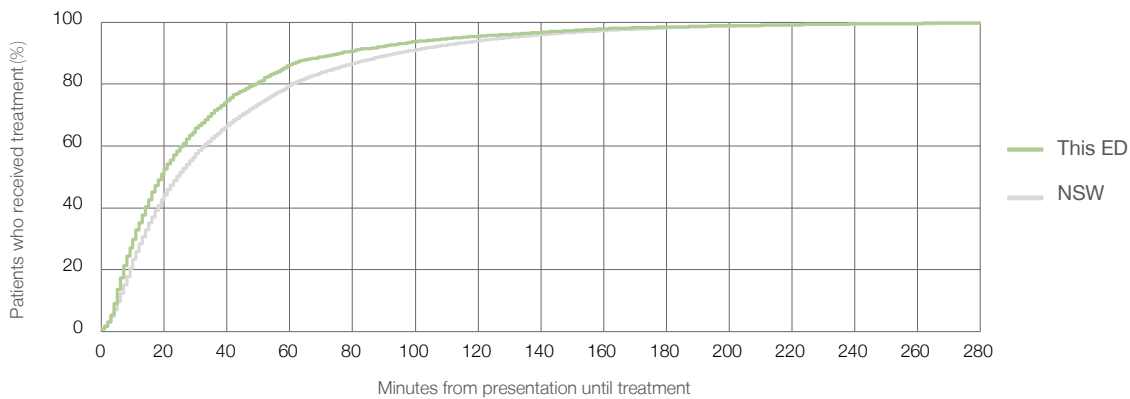
Number of triage 4 patients used to calculate waiting time:³ 4,123

Median time to start treatment⁴ 19 minutes

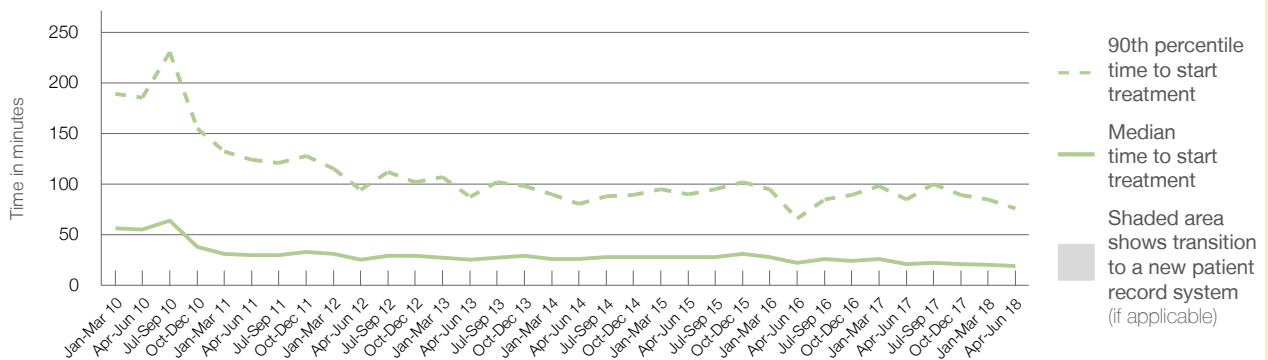
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
4,263	3,890
21 minutes	24 minutes
85 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)	55	30	25	25	26	28	22	21	19
90th percentile time to start treatment ⁵ (minutes)	185	124	94	87	80	90	66	85	76

(†) 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.

Calvary Mater Newcastle: 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: 854

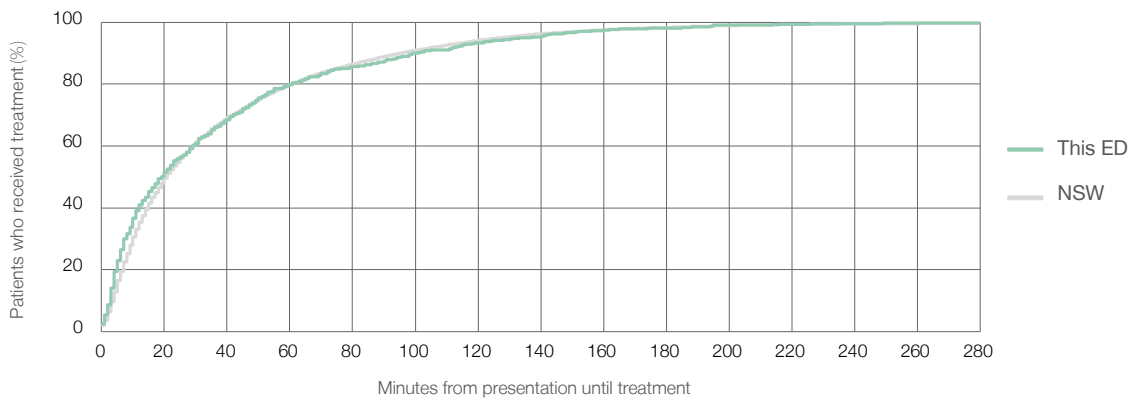
Number of triage 5 patients used to calculate waiting time:³ 694

Median time to start treatment⁴ 19 minutes

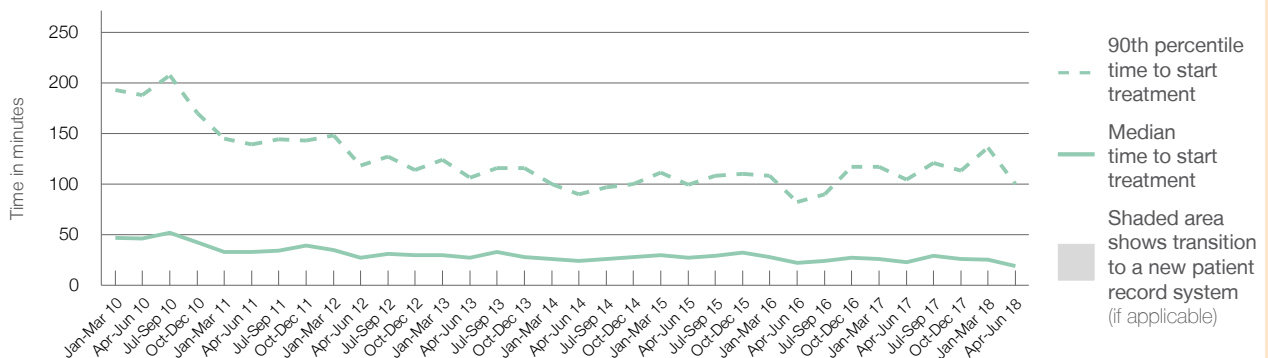
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,181	970
23 minutes	21 minutes
105 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)	46	33	27	27	24	27	22	23	19
90th percentile time to start treatment ⁵ (minutes)	188	139	118	106	90	99	82	105	100

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED

April to June 2018

All presentations:¹ 9,253 patients

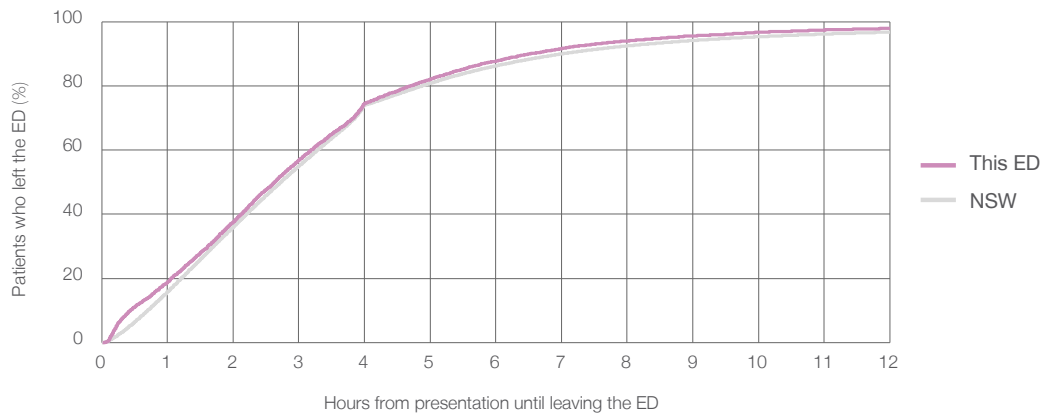
Presentations used to calculate time to leaving the ED:⁶ 9,253 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

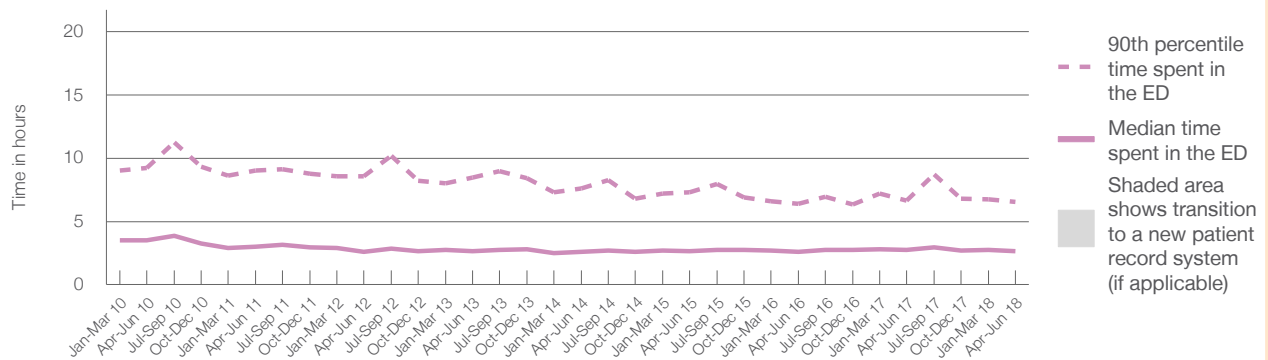
90th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
9,033	9,033
2 hours and 44 minutes	2 hours and 44 minutes
6 hours and 39 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)	3h 31m	2h 59m	2h 37m	2h 40m	2h 35m	2h 38m	2h 37m	2h 44m	2h 38m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 15m	9h 0m	8h 34m	8h 29m	7h 35m	7h 18m	6h 23m	6h 39m	6h 32m

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

April to June 2018

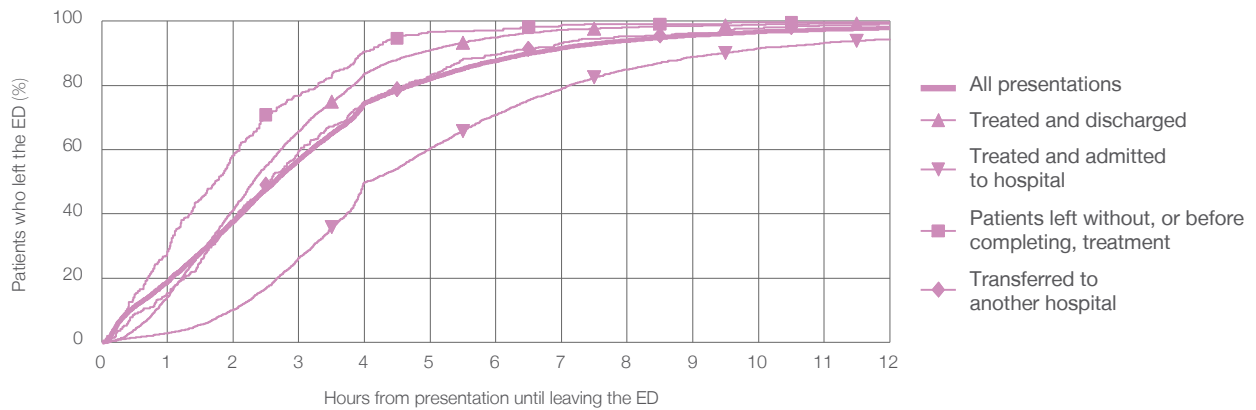
All presentations:¹ 9,253 patients

Presentations used to calculate time to leaving the ED:⁶ 9,253 patients

Treated and discharged	4,630 (50.0%)
Treated and admitted to hospital	2,912 (31.5%)
Patient left without, or before completing, treatment	357 (3.9%)
Transferred to another hospital	383 (4.1%)
Other	971 (10.5%)

Same period last year	Change since one year ago
9,033	2%
4,334	6.8%
2,993	-2.7%
317	12.6%
407	-5.9%
982	-1.1%

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	14.1%	41.3%	65.7%	83.7%	94.9%	98.0%	98.9%	99.4%
Treated and admitted to hospital	2.9%	10.1%	26.2%	49.9%	70.8%	85.0%	91.6%	94.4%
Patient left without, or before completing, treatment	28.3%	58.3%	76.8%	90.5%	97.2%	99.2%	99.7%	99.7%
Transferred to another hospital	15.4%	38.1%	59.5%	74.2%	89.6%	95.3%	97.7%	99.2%
All presentations	18.9%	37.6%	56.8%	74.5%	87.7%	94.0%	96.7%	97.9%

(†) 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.

Calvary Mater Newcastle: 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 9,253 patients

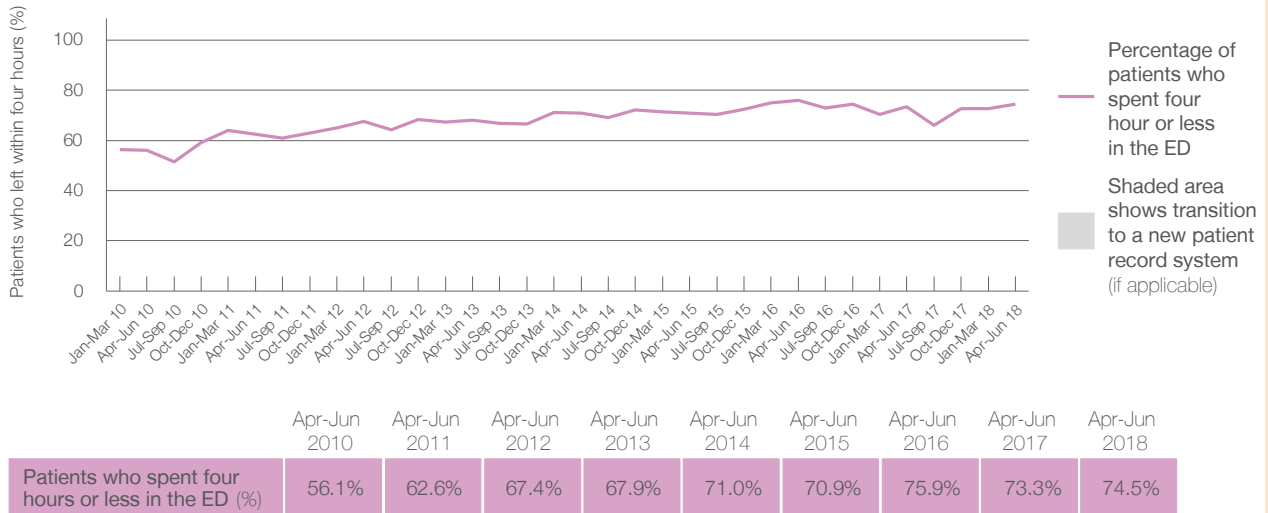
Presentations used to calculate time to leaving the ED: ⁶ 9,253 patients

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 9,253 patients	9,033	2%
Presentations used to calculate time to leaving the ED: ⁶ 9,253 patients	9,033	2%
Percentage of patients who spent four hours or less in the ED	73.3%	

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*.

- 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).

Cessnock Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 4,340 patients
Emergency presentations:² 4,267 patients

Same period last year	Change since one year ago
4,374	-1%
4,277	0%

Cessnock Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 283 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,293 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,230 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 461 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
293	
7 minutes	8 minutes
21 minutes	24 minutes
1,018	
22 minutes	19 minutes
57 minutes	63 minutes
2,308	
34 minutes	24 minutes
98 minutes	95 minutes
653	
37 minutes	21 minutes
115 minutes	96 minutes

Cessnock Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,340 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
4,374	-1%
88%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

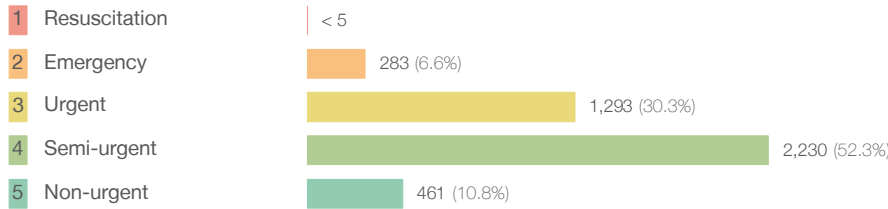
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Cessnock Hospital: Patients presenting to the emergency department

April to June 2018

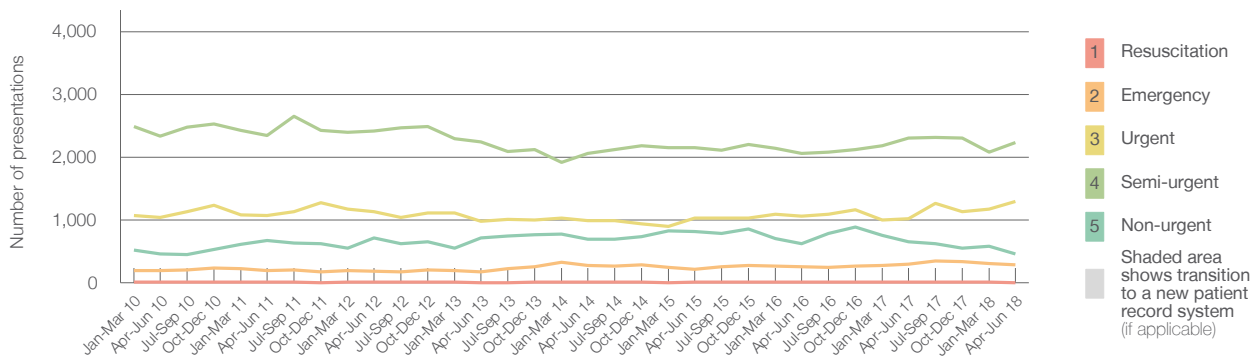
All presentations:¹ 4,340 patients

Emergency presentations² by triage category: 4,267 patients



	Same period last year	Change since one year ago
All presentations	4,374	-1%
Emergency presentations	4,277	0%
Resuscitation	5	*
Emergency	293	-4.1%
Urgent	1,018	27.0%
Semi-urgent	2,308	-3.4%
Non-urgent	653	-29.4%

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	6	5	7	< 5	9	9	7	5	< 5
Emergency	194	192	187	176	274	216	255	293	283
Urgent	1,044	1,069	1,135	982	989	1,034	1,056	1,018	1,293
Semi-urgent	2,339	2,350	2,415	2,243	2,064	2,147	2,055	2,308	2,230
Non-urgent	460	667	708	709	695	814	620	653	461
All emergency presentations	4,043	4,283	4,452	4,110	4,031	4,220	3,993	4,277	4,267

Cessnock Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 449 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	397	
Median time	9 minutes	0 minutes
90th percentile time	20 minutes	1 minute

(†) 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.

Cessnock Hospital: 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: 283

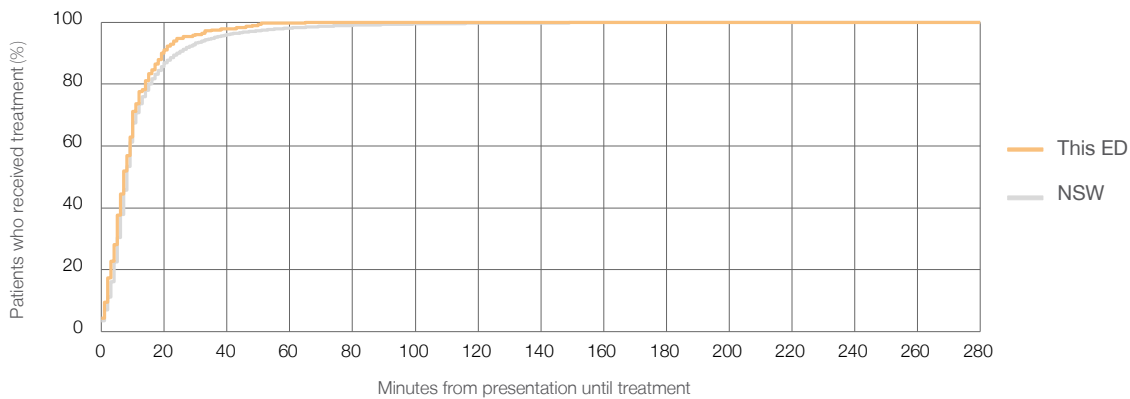
Number of triage 2 patients used to calculate waiting time:³ 281

Median time to start treatment⁴ 7 minutes

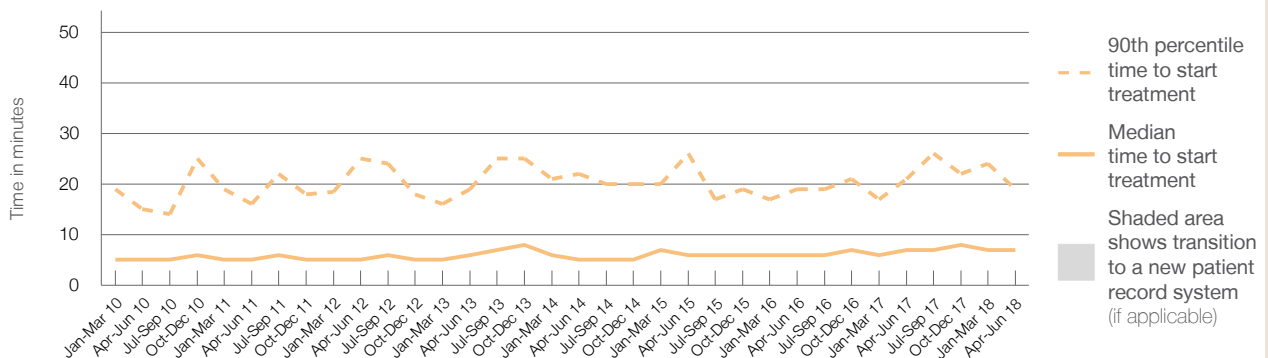
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
293	291
7 minutes	8 minutes
21 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)	5	5	5	6	5	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	15	16	25	19	22	26	19	21	19

(†) 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.

Cessnock Hospital: 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: 1,293

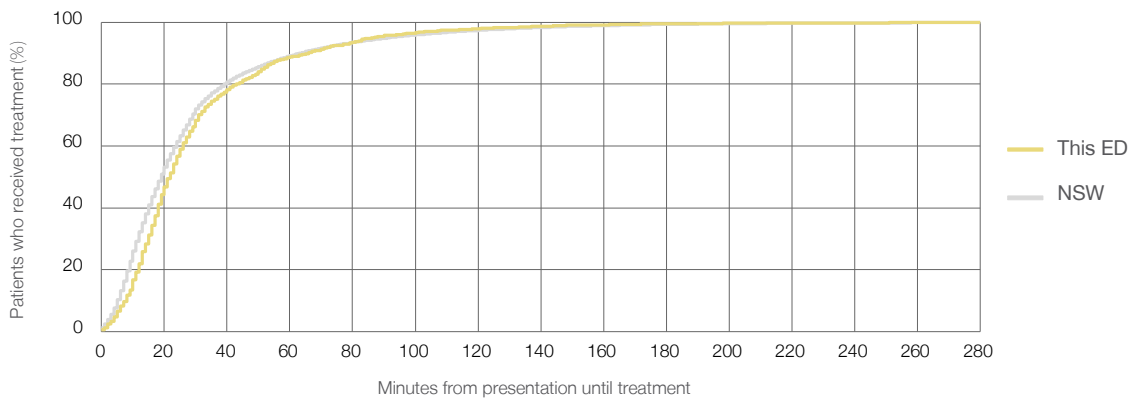
Number of triage 3 patients used to calculate waiting time:³ 1,277

Median time to start treatment⁴ 22 minutes

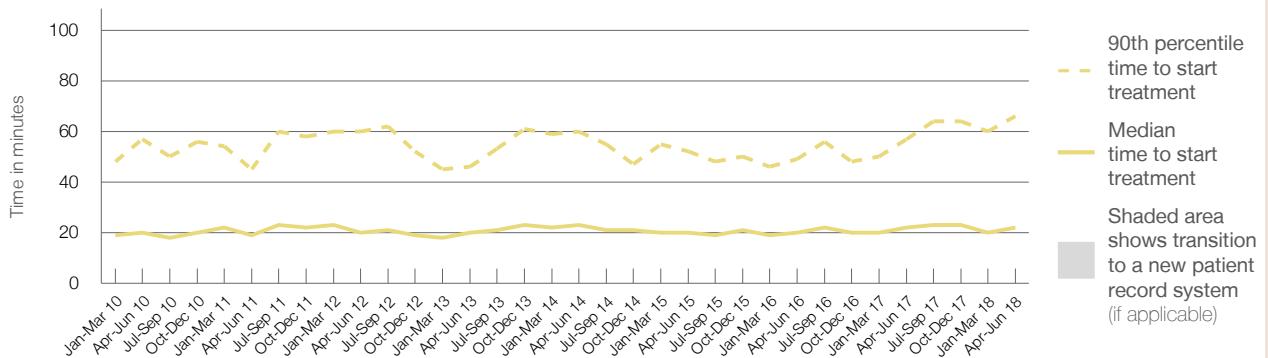
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,018	996
22 minutes	19 minutes
57 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)	20	19	20	20	23	20	20	22	22
90th percentile time to start treatment ⁵ (minutes)	57	45	60	46	60	52	49	57	66

(†) 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.

Cessnock Hospital: 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: 2,230

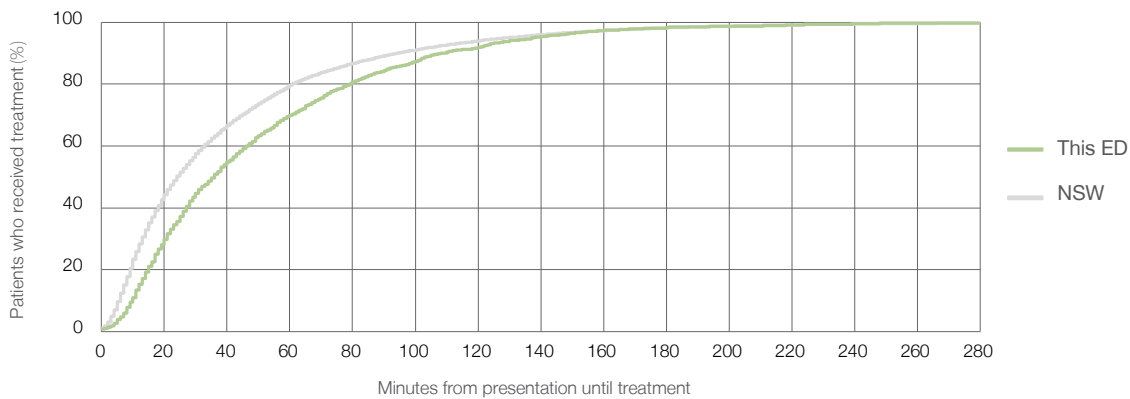
Number of triage 4 patients used to calculate waiting time:³ 2,109

Median time to start treatment⁴ 36 minutes

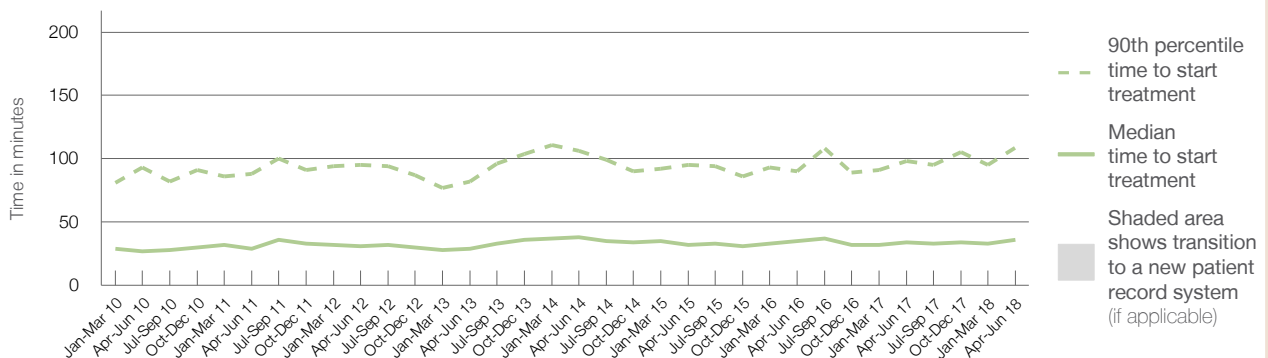
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,308	2,156
34 minutes	24 minutes
98 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)	27	29	31	29	38	32	35	34	36
90th percentile time to start treatment ⁵ (minutes)	93	88	95	82	106	95	90	98	109

(†) 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.

Cessnock Hospital: 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: 461

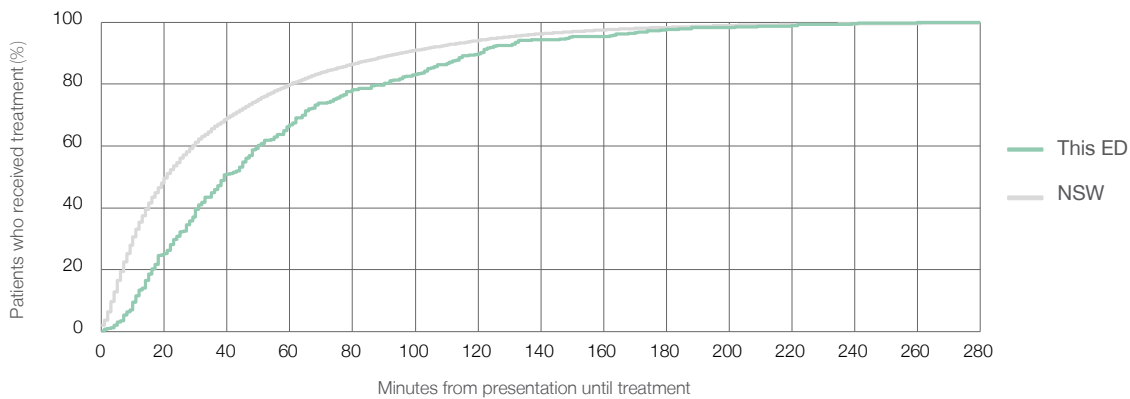
Number of triage 5 patients used to calculate waiting time:³ 385

Median time to start treatment⁴ 39 minutes

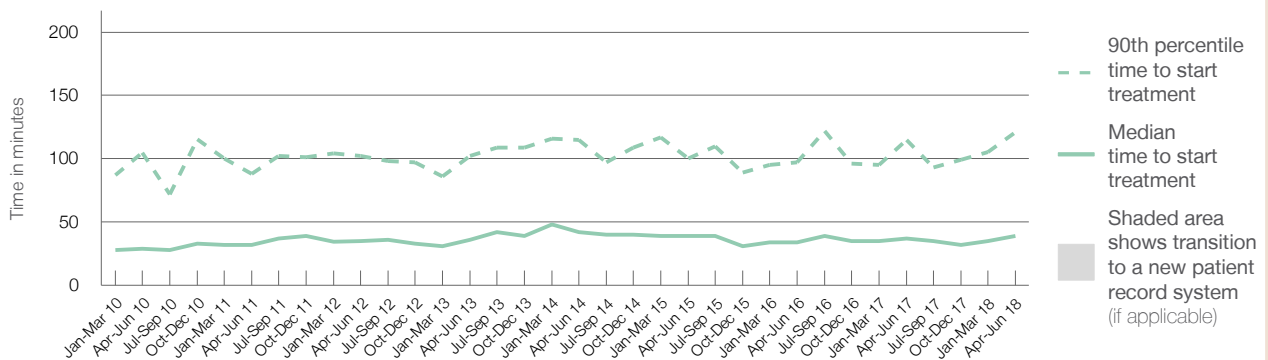
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
653	563
37 minutes	21 minutes
115 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)	29	32	35	36	42	39	34	37	39
90th percentile time to start treatment ⁵ (minutes)	105	88	102	102	115	100	97	115	121

(†) 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.

Cessnock Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,340 patients

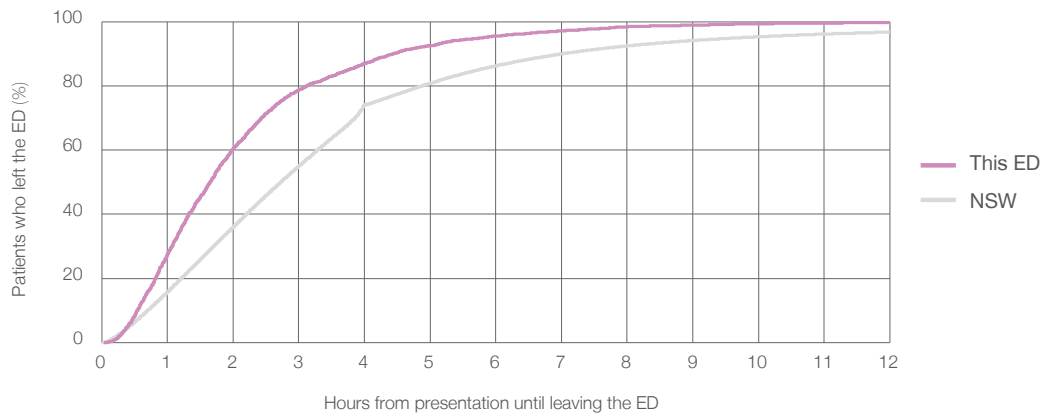
Presentations used to calculate time to leaving the ED:⁶ 4,340 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

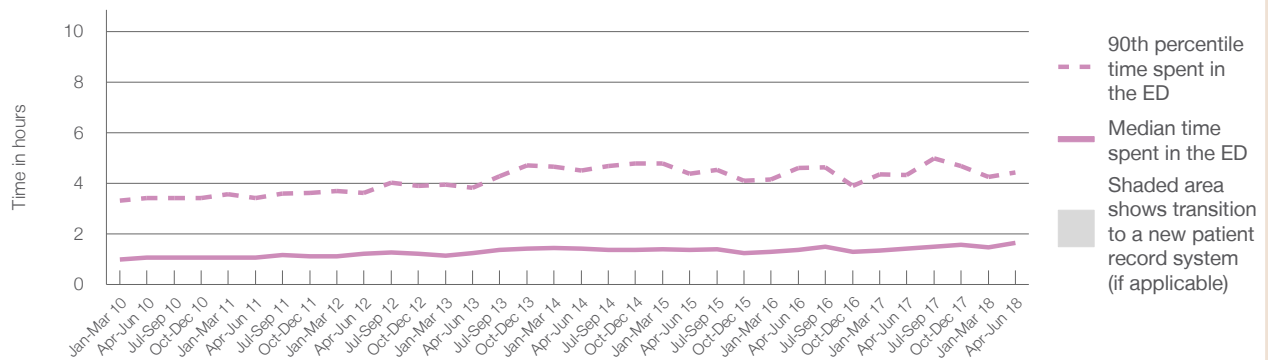
90th percentile time spent in the ED⁹ 4 hours and 26 minutes

Same period last year	NSW (this period)
4,374	4,374
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 20 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)	1h 5m	1h 4m	1h 13m	1h 15m	1h 25m	1h 23m	1h 22m	1h 25m	1h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 25m	3h 25m	3h 37m	3h 50m	4h 30m	4h 23m	4h 37m	4h 20m	4h 26m

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Cessnock Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

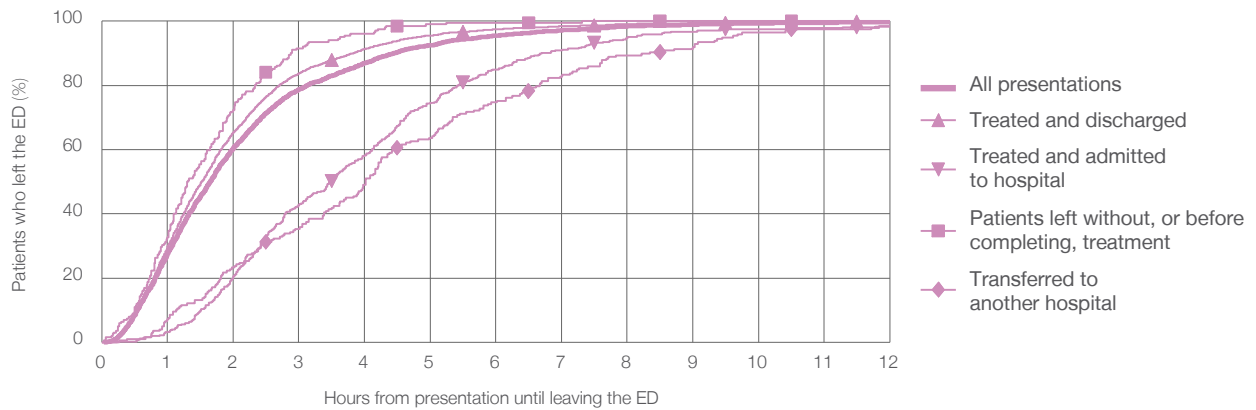
All presentations:¹ 4,340 patients

Presentations used to calculate time to leaving the ED:⁶ 4,340 patients

Treated and discharged	3,476 (80.1%)
Treated and admitted to hospital	374 (8.6%)
Patient left without, or before completing, treatment	202 (4.7%)
Transferred to another hospital	198 (4.6%)
Other	90 (2.1%)

Same period last year	Change since one year ago
4,374	-1%
3,415	1.8%
477	-21.6%
184	9.8%
133	48.9%
165	-45.5%

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	29.8%	65.4%	83.7%	91.4%	97.5%	99.2%	99.7%	99.9%
Treated and admitted to hospital	3.2%	20.6%	42.8%	58.3%	85.0%	94.9%	97.6%	98.4%
Patient left without, or before completing, treatment	32.7%	72.3%	91.6%	96.0%	99.5%	100%	100%	100%
Transferred to another hospital	7.1%	23.2%	35.4%	49.0%	74.7%	89.4%	96.5%	98.5%
All presentations	27.7%	60.5%	78.7%	87.0%	95.5%	98.4%	99.4%	99.7%

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Cessnock Hospital: 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 4,340 patients

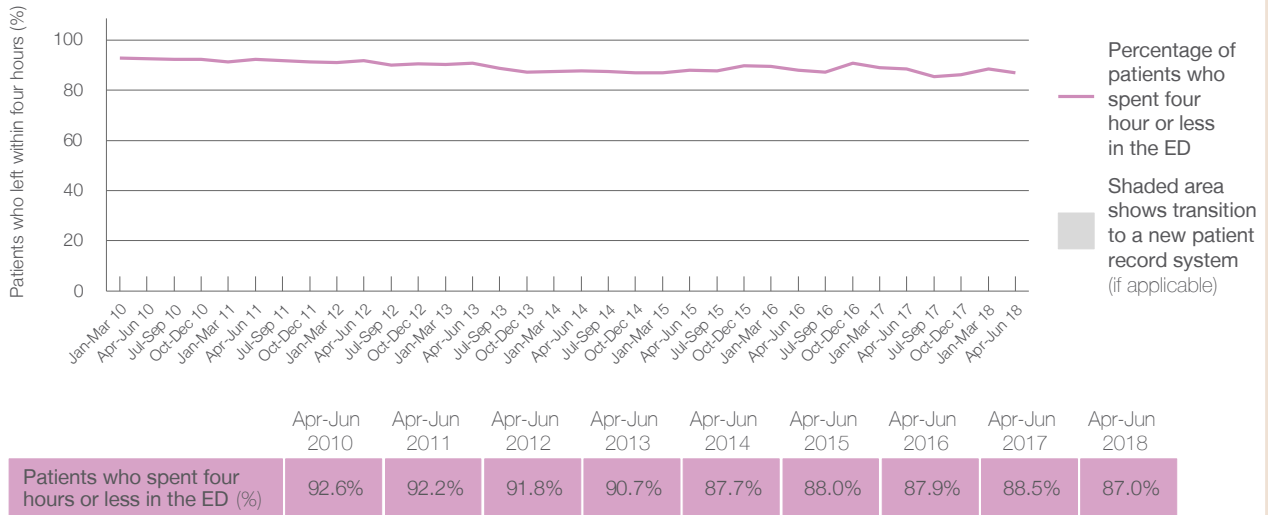
Presentations used to calculate time to leaving the ED: ⁶ 4,340 patients

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 4,340 patients	4,374	-1%
Presentations used to calculate time to leaving the ED: ⁶ 4,340 patients	4,374	-1%
Percentage of patients who spent four hours or less in the ED	88.5%	

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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- 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 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).

Gunnedah Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,958 patients
Emergency presentations:² 1,892 patients

Same period last year	Change since one year ago
1,973	-1%
1,891	0%

Gunnedah Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 138 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 536 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 947 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 271 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
121	
5 minutes	8 minutes
16 minutes	24 minutes
478	
18 minutes	19 minutes
80 minutes	63 minutes
1,029	
29 minutes	24 minutes
107 minutes	95 minutes
263	
28 minutes	21 minutes
96 minutes	96 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,958 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
1,973	-1%
87%	

* 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.

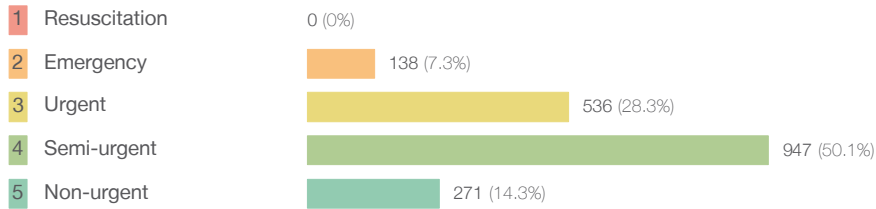
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Gunnedah Hospital: Patients presenting to the emergency department

April to June 2018

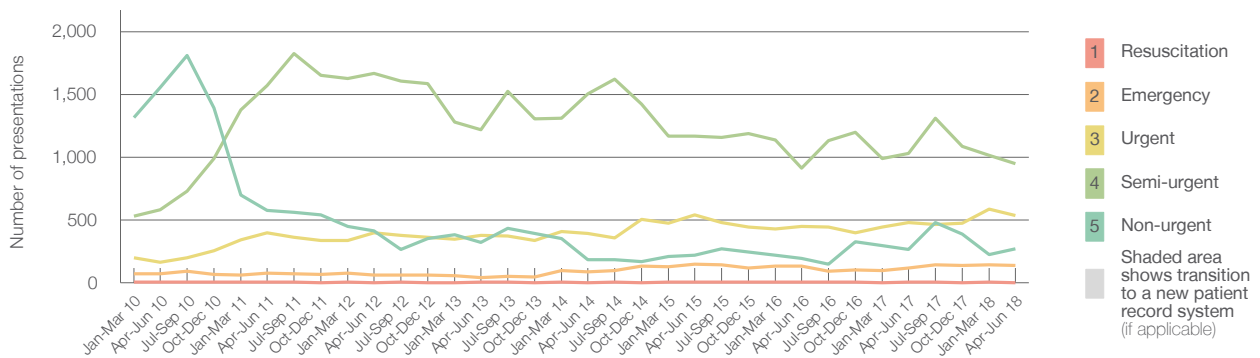
All presentations:¹ 1,958 patients

Emergency presentations² by triage category: 1,892 patients



	Same period last year	Change since one year ago
All presentations	1,973	-1%
Emergency presentations	1,891	0%
1 Resuscitation	< 5	*
2 Emergency	121	17.9%
3 Urgent	478	12.1%
4 Semi-urgent	1,029	-8.0%
5 Non-urgent	263	3.0%

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	< 5	< 5	< 5	< 5	< 5	< 5	< 5	0
Emergency	73	77	63	46	87	151	136	121	138
Urgent	165	397	397	376	394	538	449	478	536
Semi-urgent	582	1,568	1,667	1,217	1,504	1,168	911	1,029	947
Non-urgent	1,553	577	410	321	182	217	195	263	271
All emergency presentations	2,373	2,619	2,537	1,960	2,167	2,074	1,691	1,891	1,892

Gunnedah Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 145 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	139	
Median time	11 minutes	-1 minute
90th percentile time	23 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.

Gunnedah Hospital: 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: 138

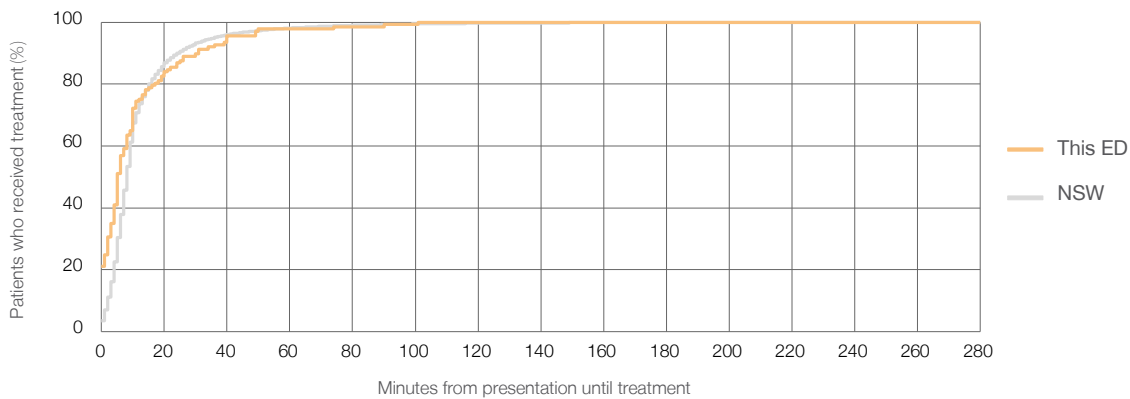
Number of triage 2 patients used to calculate waiting time:³ 137

Median time to start treatment⁴ 5 minutes

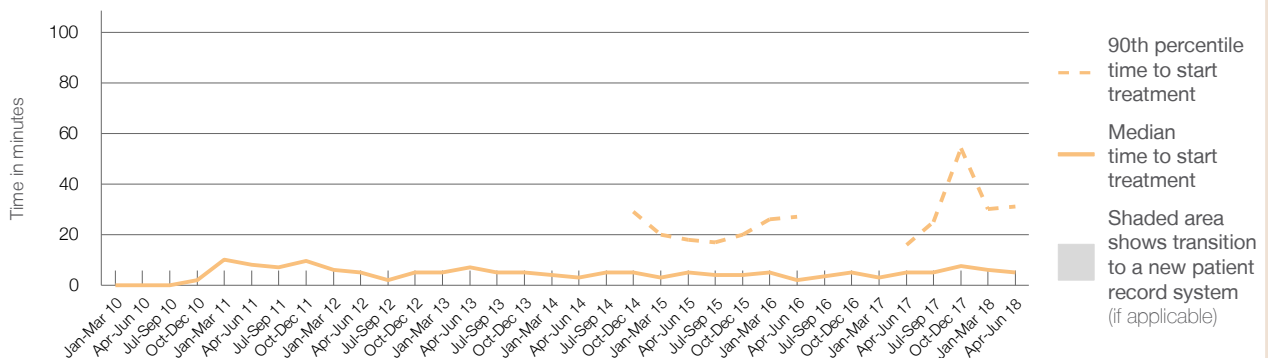
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
121	
115	
5 minutes	8 minutes
16 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)	0	8	5	7	3	5	2	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	18	27	16	31

(†) 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.

Gunnedah Hospital: 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: 536

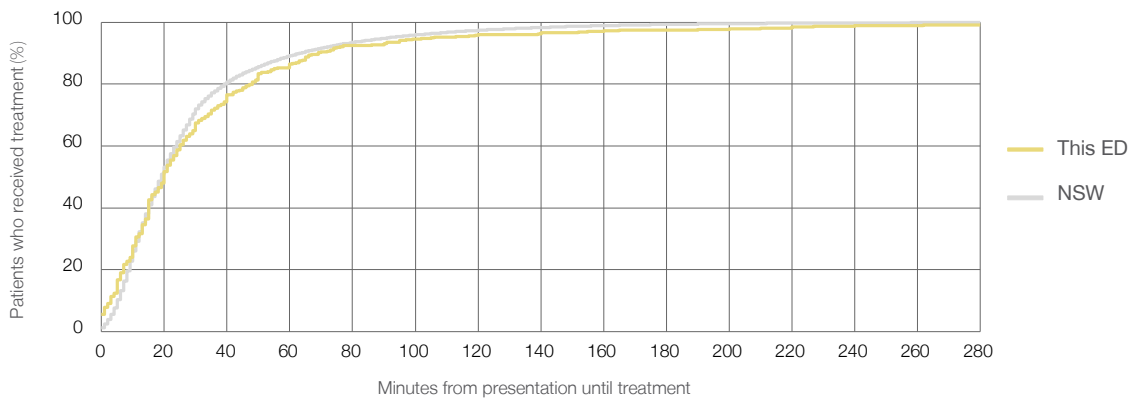
Number of triage 3 patients used to calculate waiting time:³ 525

Median time to start treatment⁴ 20 minutes

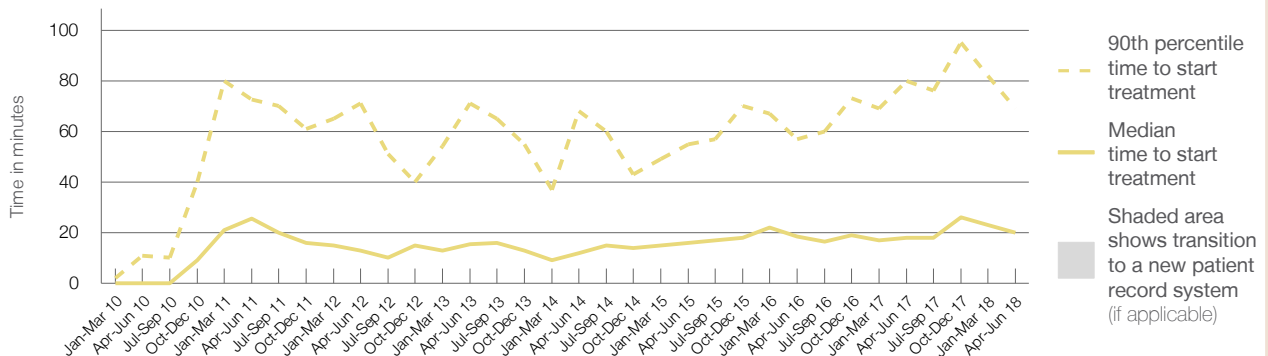
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
478	
468	
18 minutes	19 minutes
80 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)	0	26	13	16	12	16	19	18	20
90th percentile time to start treatment ⁵ (minutes)	11	73	71	71	68	55	57	80	69

(†) 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.

Gunnedah Hospital: 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: 947

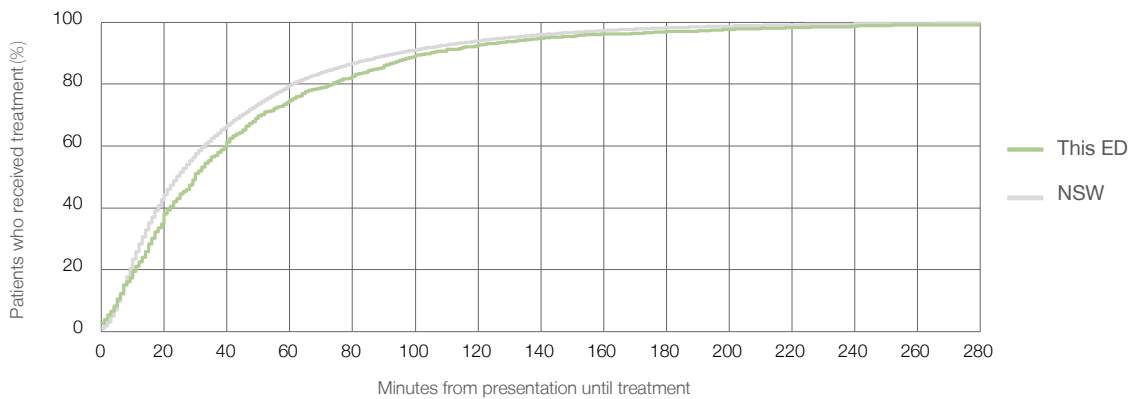
Number of triage 4 patients used to calculate waiting time:³ 904

Median time to start treatment⁴ 30 minutes

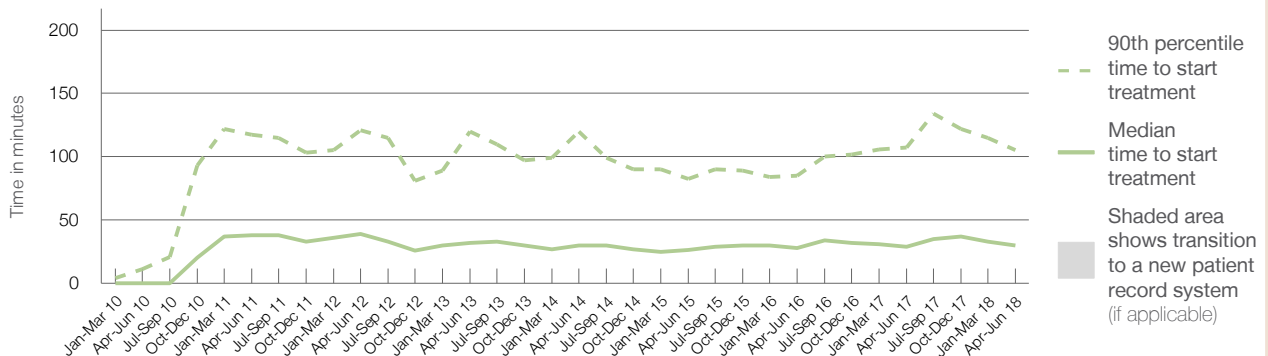
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,029	962
29 minutes	24 minutes
107 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)	0	38	39	32	30	27	28	29	30
90th percentile time to start treatment ⁵ (minutes)	11	118	121	120	120	83	85	107	105

(†) 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.

Gunnedah Hospital: 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: 271

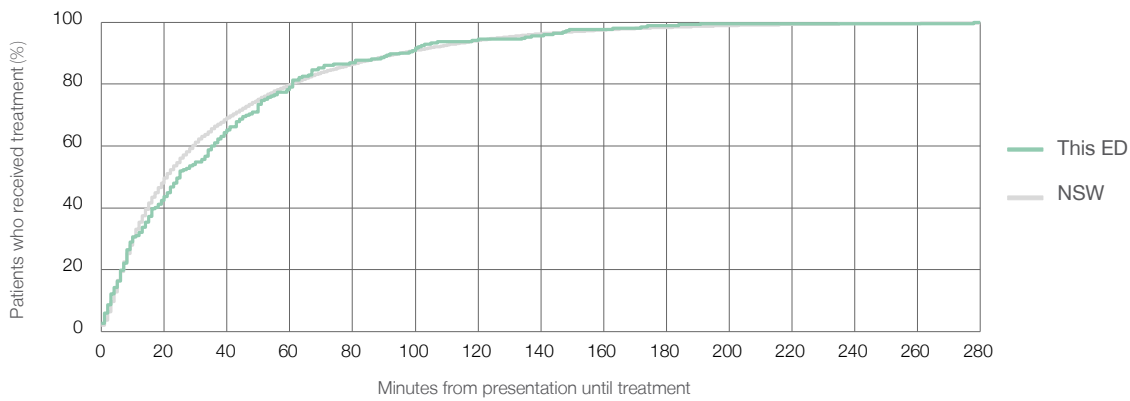
Number of triage 5 patients used to calculate waiting time:³ 252

Median time to start treatment⁴ 25 minutes

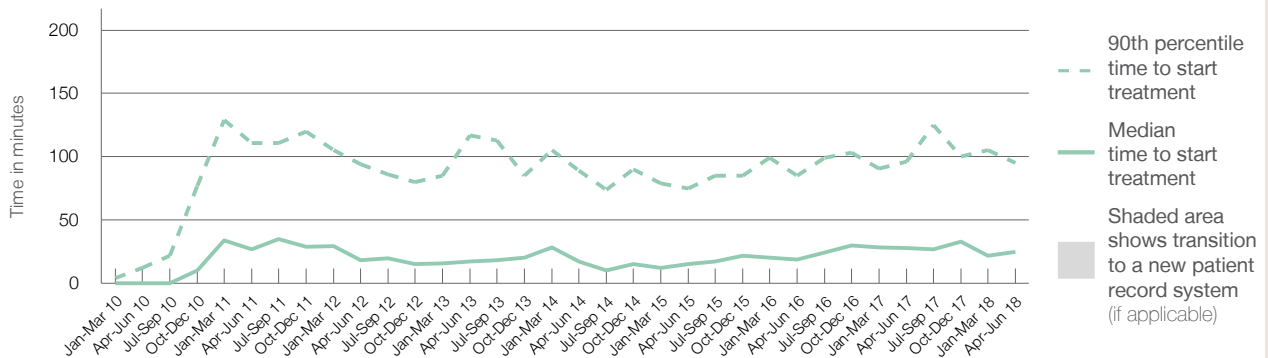
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
263	
246	
28 minutes	21 minutes
96 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)	0	27	18	17	17	15	19	28	25
90th percentile time to start treatment ⁵ (minutes)	12	111	94	117	89	75	85	96	95

(†) 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.

Gunnedah Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,958 patients

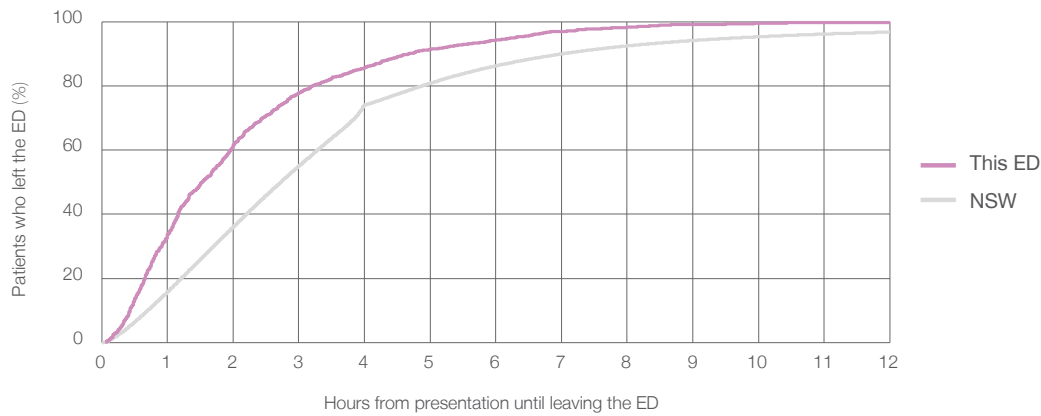
Presentations used to calculate time to leaving the ED:⁶ 1,958 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

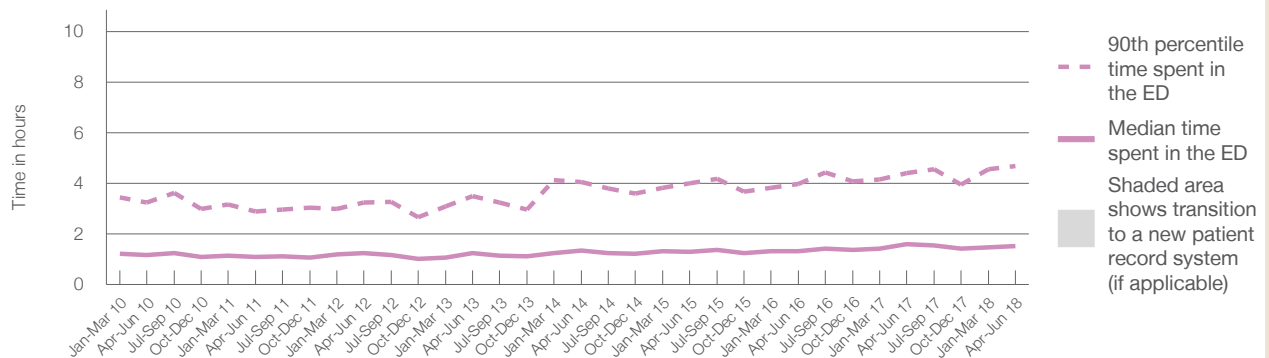
90th percentile time spent in the ED⁹ 4 hours and 41 minutes

Same period last year	NSW (this period)
1,973	1,973
1 hours and 36 minutes	2 hours and 44 minutes
4 hours and 25 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)	1h 10m	1h 6m	1h 15m	1h 15m	1h 21m	1h 18m	1h 20m	1h 36m	1h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 15m	2h 53m	3h 15m	3h 30m	4h 3m	4h 1m	3h 59m	4h 25m	4h 41m

(†) 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.

Gunnedah Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

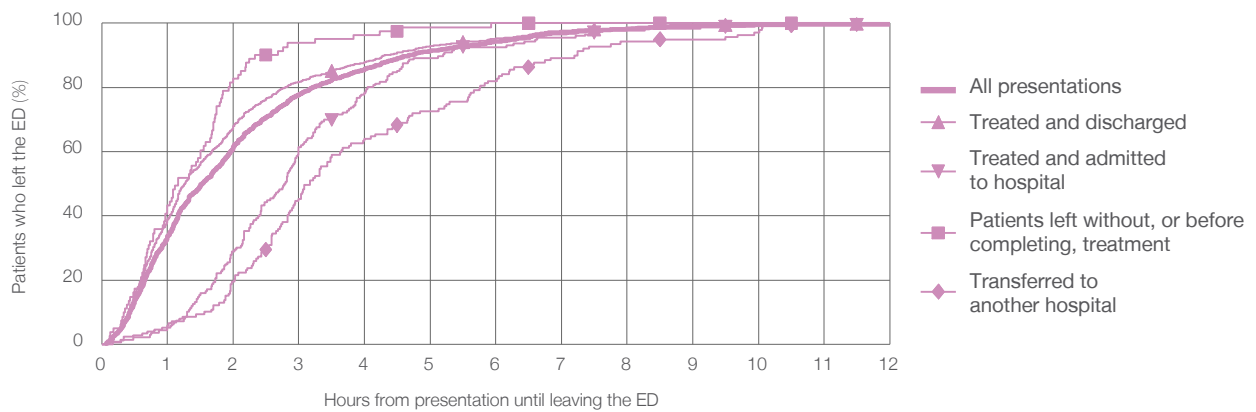
All presentations:¹ 1,958 patients

Presentations used to calculate time to leaving the ED:⁶ 1,958 patients

Treated and discharged	1,556 (79.5%)
Treated and admitted to hospital	176 (9.0%)
Patient left without, or before completing, treatment	81 (4.1%)
Transferred to another hospital	139 (7.1%)
Other	6 (0.3%)

Same period last year	Change since one year ago
1,973	-1%
1,492	4.3%
216	-18.5%
108	-25.0%
149	-6.7%
8	-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

Treated and discharged	38.9%	68.1%	81.7%	87.9%	95.2%	98.6%	99.6%	99.8%
Treated and admitted to hospital	5.1%	29.0%	61.4%	78.4%	92.6%	97.7%	99.4%	100%
Patient left without, or before completing, treatment	43.2%	82.7%	93.8%	96.3%	100%	100%	100%	100%
Transferred to another hospital	5.8%	19.4%	45.3%	64.0%	82.0%	94.2%	97.1%	99.3%
All presentations	33.7%	61.6%	77.8%	85.8%	94.3%	98.3%	99.4%	99.8%

(†) 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.

Gunnedah Hospital: 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 1,958 patients

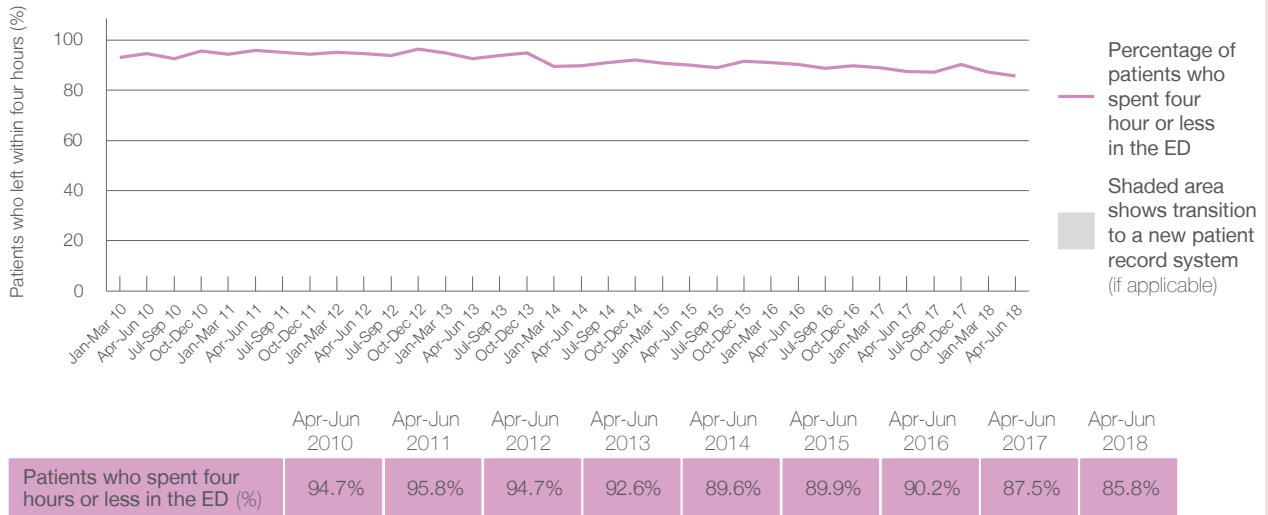
Presentations used to calculate time to leaving the ED: ⁶ 1,958 patients

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 1,958 patients	1,973	-1%
Presentations used to calculate time to leaving the ED: ⁶ 1,958 patients	1,973	-1%
Percentage of patients who spent four hours or less in the ED	87.5%	

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.

† 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*.

- 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).

Inverell Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,055 patients
Emergency presentations:² 1,937 patients

Same period last year	Change since one year ago
2,230	-8%
2,168	-11%

Inverell Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 180 patients

Median time to start treatment⁴ 3 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 574 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 968 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 215 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
233	
3 minutes	8 minutes
19 minutes	24 minutes
650	
10 minutes	19 minutes
45 minutes	63 minutes
1,076	
20 minutes	24 minutes
75 minutes	95 minutes
209	
15 minutes	21 minutes
82 minutes	96 minutes

Inverell Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,055 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
2,230	-8%
89%	

* 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.

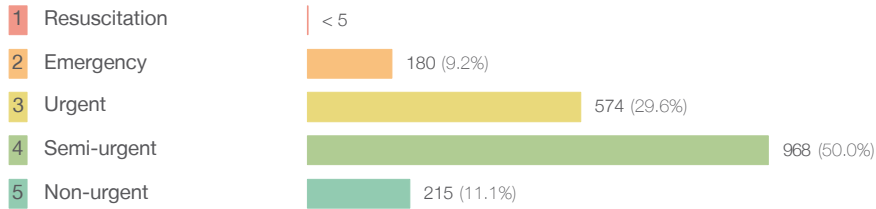
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Inverell Hospital: Patients presenting to the emergency department

April to June 2018

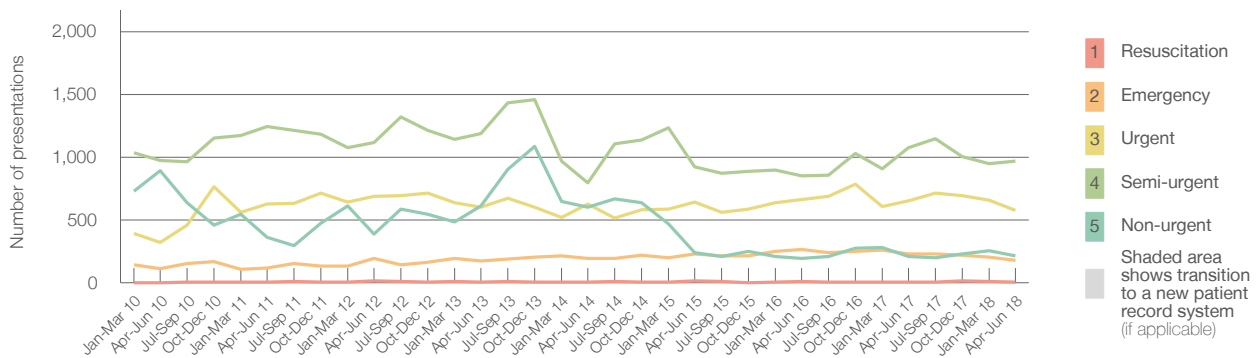
All presentations:¹ 2,055 patients

Emergency presentations² by triage category: 1,937 patients



	Same period last year	Change since one year ago
All presentations	2,230	-8%
Emergency presentations	2,168	-11%
1 Resuscitation	< 5	*
2 Emergency	233	-22.9%
3 Urgent	650	-11.7%
4 Semi-urgent	1,076	-10.0%
5 Non-urgent	209	2.9%

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	5	15	< 5	< 5	13	7	< 5	< 5
Emergency	111	118	192	173	198	229	267	233	180
Urgent	323	625	687	599	629	644	663	650	574
Semi-urgent	973	1,244	1,114	1,186	795	922	851	1,076	968
Non-urgent	891	360	386	609	600	241	192	209	215
All emergency presentations	2,298	2,352	2,394	2,567	2,222	2,049	1,980	2,168	1,937

Inverell Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 237 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	239	
Median time	5 minutes	-1 minute
90th percentile time	17 minutes	0 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.

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

Inverell Hospital: 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: 180

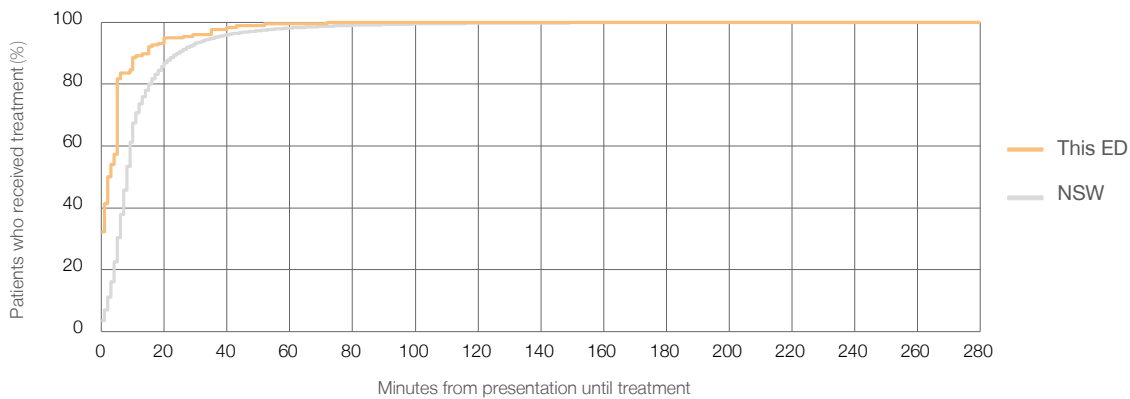
Number of triage 2 patients used to calculate waiting time:³ 176

Median time to start treatment⁴ 3 minutes

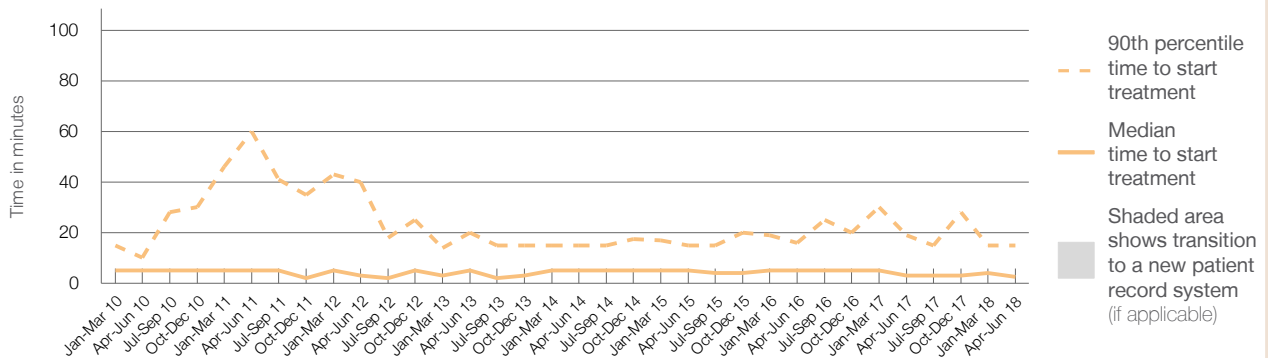
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
233	
229	
3 minutes	8 minutes
19 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)	5	5	3	5	5	5	5	3	3
90th percentile time to start treatment ⁵ (minutes)	10	60	40	20	15	15	16	19	15

(†) 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.

Inverell Hospital: 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: 574

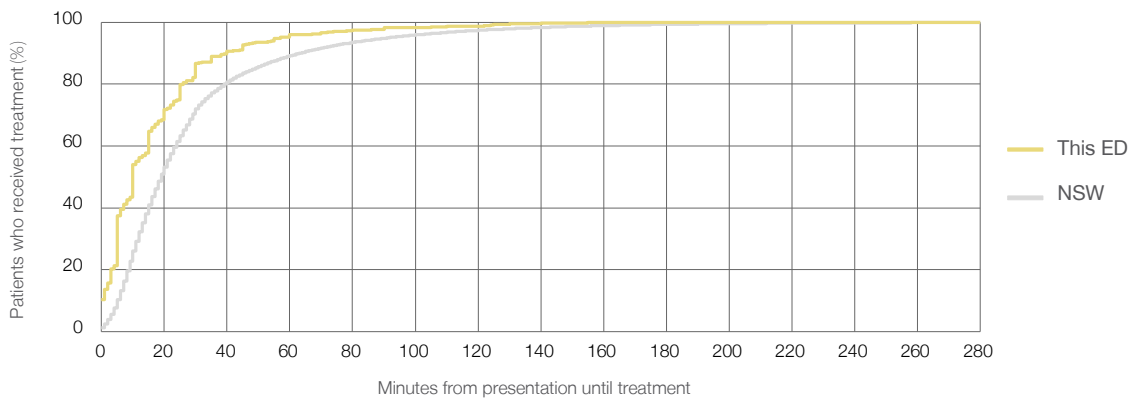
Number of triage 3 patients used to calculate waiting time:³ 562

Median time to start treatment⁴ 10 minutes

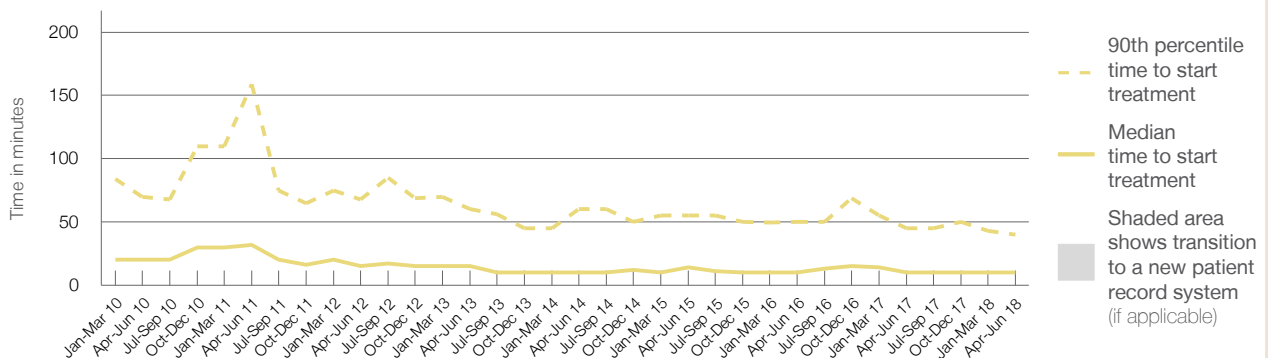
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
650	634
10 minutes	19 minutes
45 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)	20	32	15	15	10	14	10	10	10
90th percentile time to start treatment ⁵ (minutes)	70	159	68	60	60	55	50	45	40

(†) 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.

Inverell Hospital: 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: 968

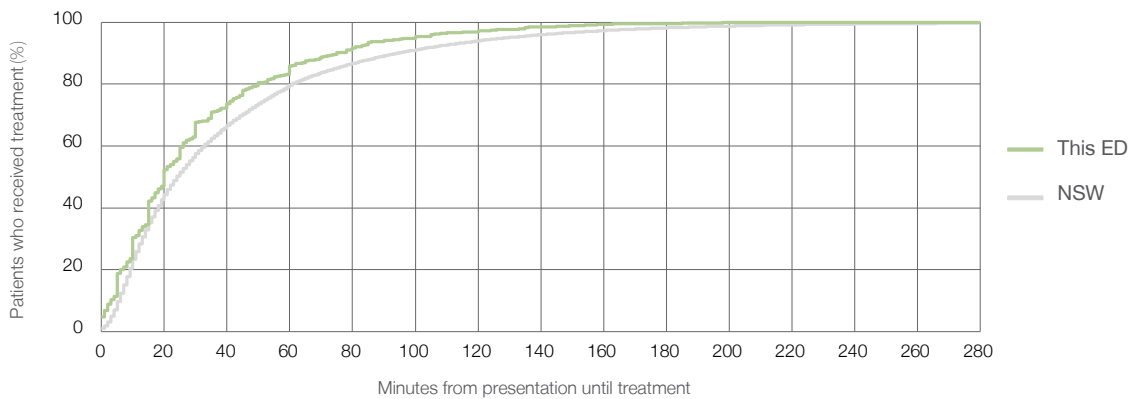
Number of triage 4 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 20 minutes

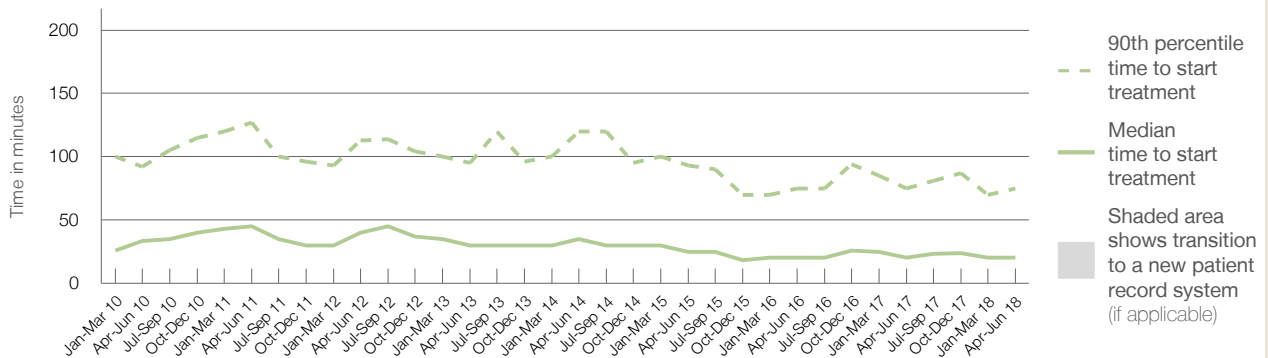
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
1,076	980
20 minutes	24 minutes
75 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	45	40	30	35	25	20	20	20
90th percentile time to start treatment ⁵ (minutes)	92	127	113	95	120	93	75	75	75

(†) 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.

Inverell Hospital: 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: 215

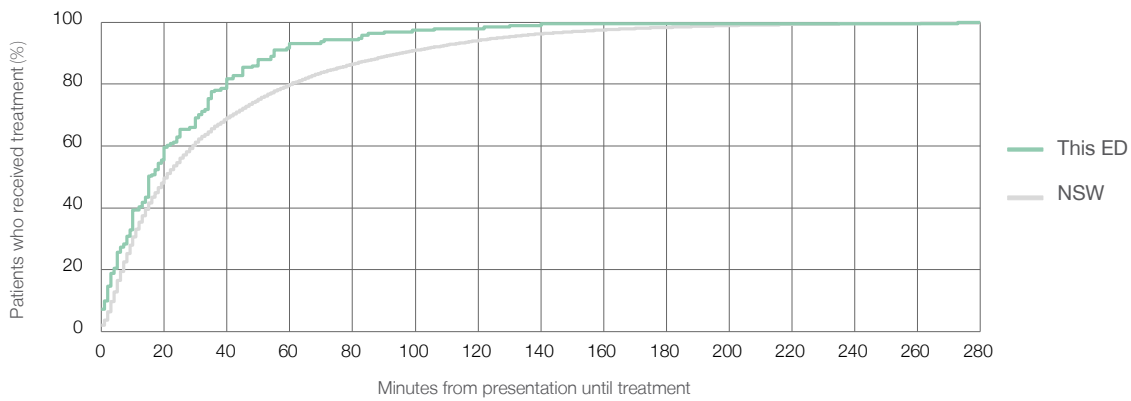
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 15 minutes

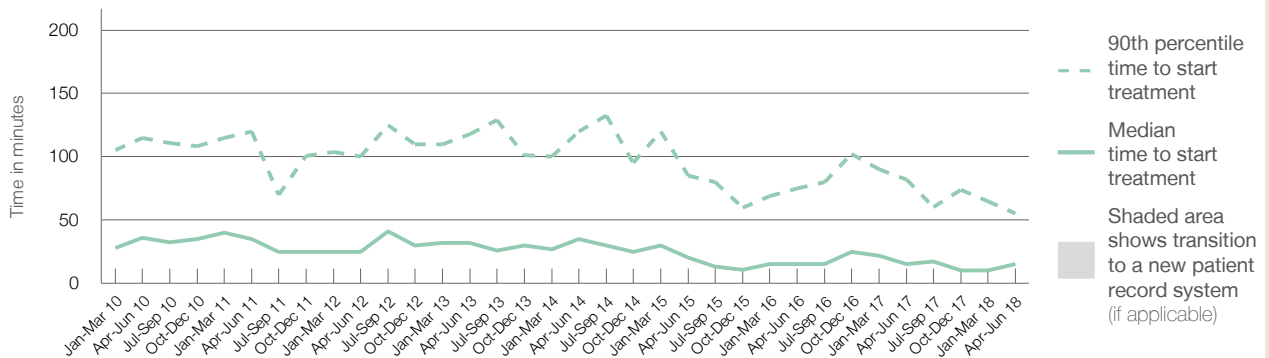
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
209	
176	
15 minutes	21 minutes
82 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)	36	35	25	32	35	20	15	15	15
90th percentile time to start treatment ⁵ (minutes)	115	120	100	118	120	85	75	82	55

(†) 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.

Inverell Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,055 patients

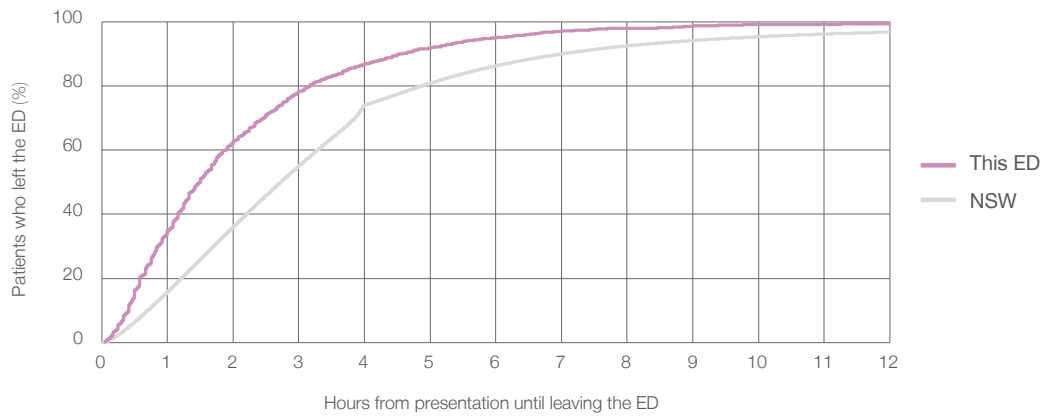
Presentations used to calculate time to leaving the ED:⁶ 2,055 patients

Median time spent in the ED⁸ 1 hours and 30 minutes

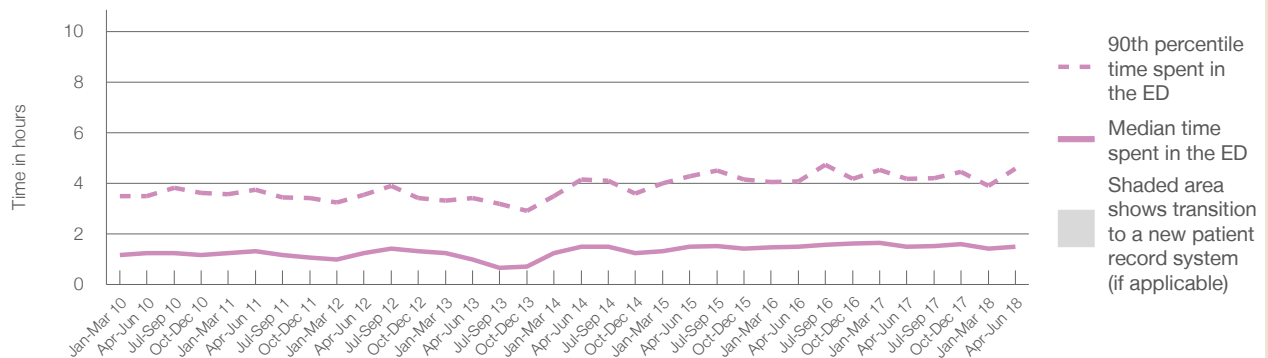
90th percentile time spent in the ED⁹ 4 hours and 35 minutes

Same period last year	NSW (this period)
2,230	2,230
1 hours and 30 minutes	2 hours and 44 minutes
4 hours and 12 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)	1h 15m	1h 20m	1h 15m	1h 0m	1h 30m	1h 30m	1h 30m	1h 30m	1h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 30m	3h 46m	3h 33m	3h 26m	4h 10m	4h 17m	4h 5m	4h 12m	4h 35m

(†) 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.

Inverell Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

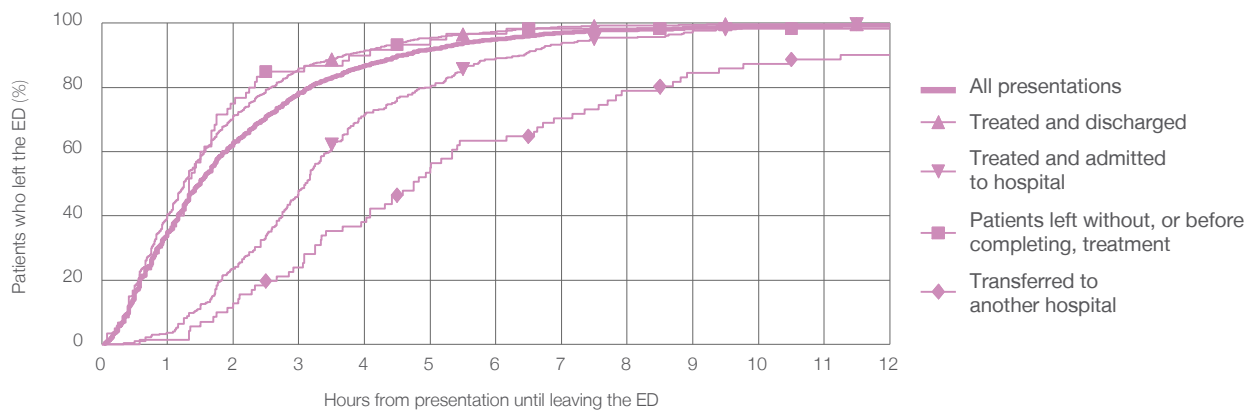
All presentations:¹ 2,055 patients

Presentations used to calculate time to leaving the ED:⁶ 2,055 patients

Treated and discharged	1,536 (74.7%)
Treated and admitted to hospital	310 (15.1%)
Patient left without, or before completing, treatment	60 (2.9%)
Transferred to another hospital	71 (3.5%)
Other	78 (3.8%)

Same period last year	Change since one year ago
2,230	-8%
1,695	-9.4%
337	-8.0%
46	30.4%
59	20.3%
93	-16.1%

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

Treated and discharged	40.5%	71.2%	85.9%	91.5%	97.4%	99.3%	99.7%	99.7%
Treated and admitted to hospital	3.5%	23.5%	47.7%	71.6%	89.0%	95.5%	98.7%	99.7%
Patient left without, or before completing, treatment	35.0%	75.0%	85.0%	90.0%	96.7%	98.3%	98.3%	98.3%
Transferred to another hospital	1.4%	12.7%	23.9%	38.0%	63.4%	78.9%	87.3%	90.1%
All presentations	34.9%	62.9%	78.3%	86.8%	95.0%	98.0%	99.0%	99.3%

(†) 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.

Inverell Hospital: 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 2,055 patients

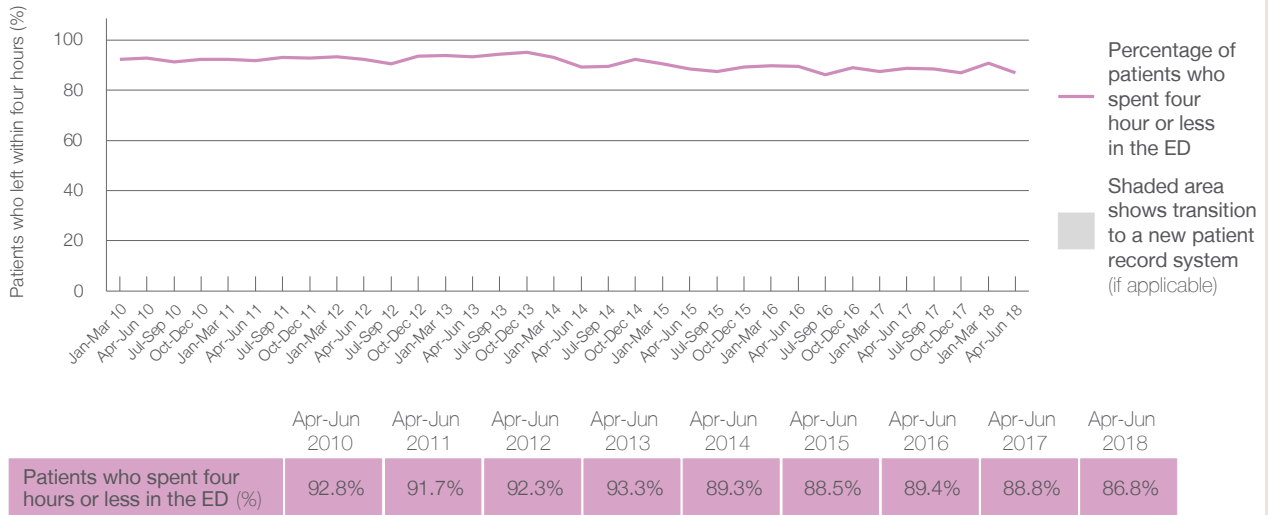
Presentations used to calculate time to leaving the ED: ⁶ 2,055 patients

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 2,055 patients	2,230	-8%
Presentations used to calculate time to leaving the ED: ⁶ 2,055 patients	2,230	-8%
Percentage of patients who spent four hours or less in the ED	88.8%	

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*.

- 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).

John Hunter Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 19,898 patients

Emergency presentations:² 19,645 patients

Same period last year	Change since one year ago
19,734	1%
19,582	0%

John Hunter Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,933 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,666 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,973 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,939 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,806	
7 minutes	8 minutes
20 minutes	24 minutes
4,946	
23 minutes	19 minutes
79 minutes	63 minutes
9,941	
34 minutes	24 minutes
122 minutes	95 minutes
2,794	
38 minutes	21 minutes
137 minutes	96 minutes

John Hunter Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 19,898 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
19,734	1%
63%	

* 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).

John Hunter Hospital: Patients presenting to the emergency department

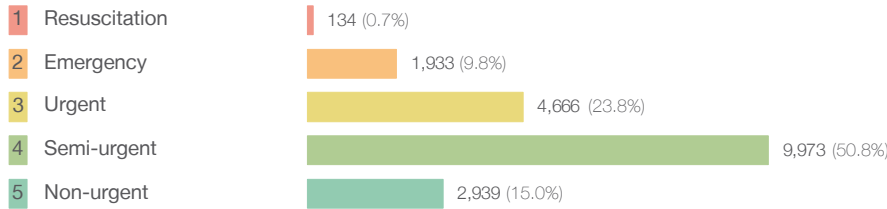
April to June 2018

All presentations:¹ 19,898 patients

Same period last year: 19,734
Change since one year ago: 1%

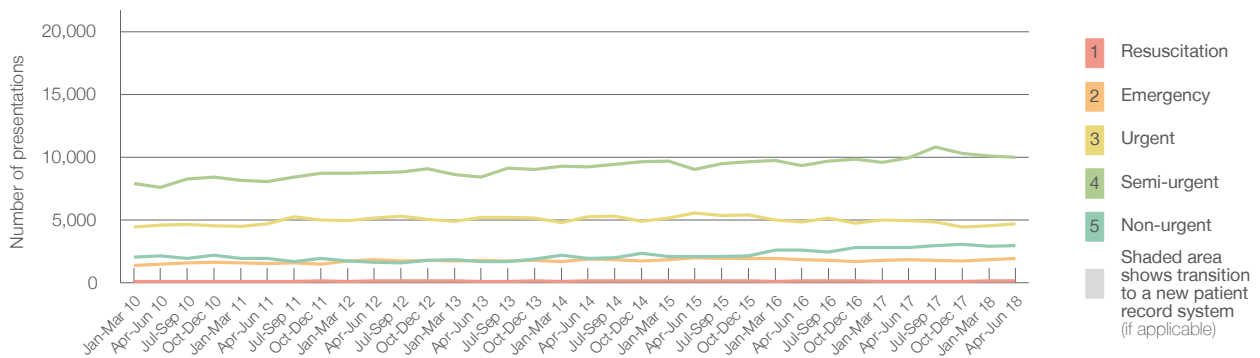
Emergency presentations² by triage category: 19,645 patients

19,582 0%



95 41.1%
1,806 7.0%
4,946 -5.7%
9,941 0.3%
2,794 5.2%

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	117	113	136	117	147	140	148	95	134
Emergency	1,488	1,521	1,841	1,786	1,863	1,957	1,823	1,806	1,933
Urgent	4,580	4,664	5,123	5,179	5,250	5,537	4,855	4,946	4,666
Semi-urgent	7,593	8,065	8,753	8,416	9,233	9,005	9,311	9,941	9,973
Non-urgent	2,112	1,925	1,635	1,660	1,955	2,085	2,604	2,794	2,939
All emergency presentations	15,890	16,288	17,488	17,158	18,448	18,724	18,741	19,582	19,645

John Hunter Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,871 patients

Same period last year: 4,611
Change since one year ago:

ED Transfer of care time



11 minutes 1 minute
23 minutes 1 minute

(†) 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.

John Hunter Hospital: 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: 1,933

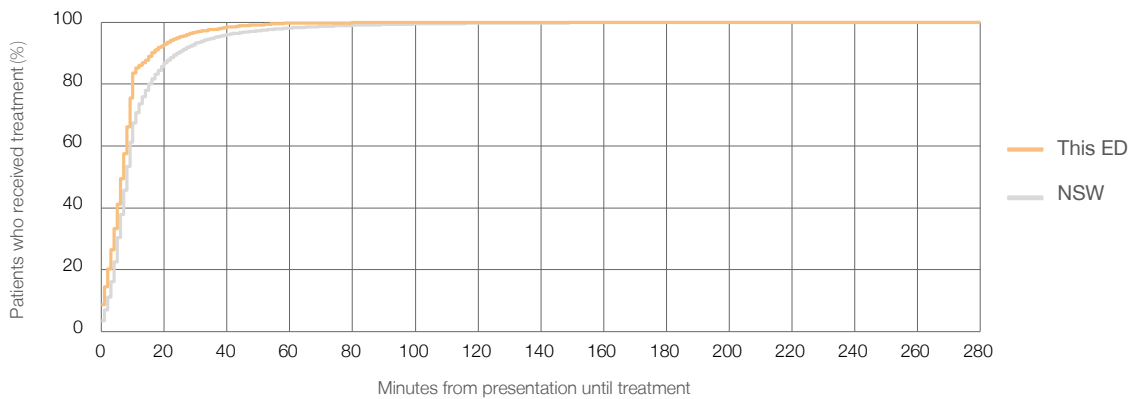
Number of triage 2 patients used to calculate waiting time:³ 1,915

Median time to start treatment⁴ 7 minutes

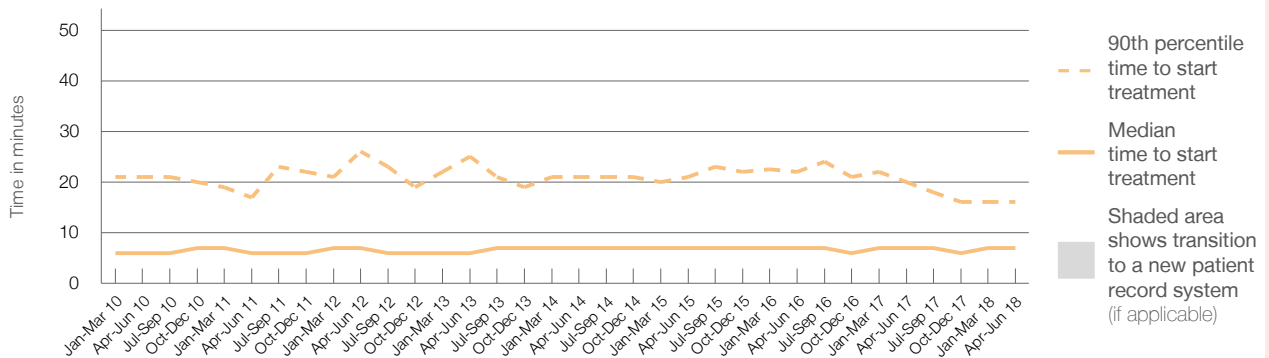
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,806	1,799
7 minutes	8 minutes
20 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)	6	6	7	6	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	17	26	25	21	21	22	20	16

(†) 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.

John Hunter Hospital: 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: 4,666

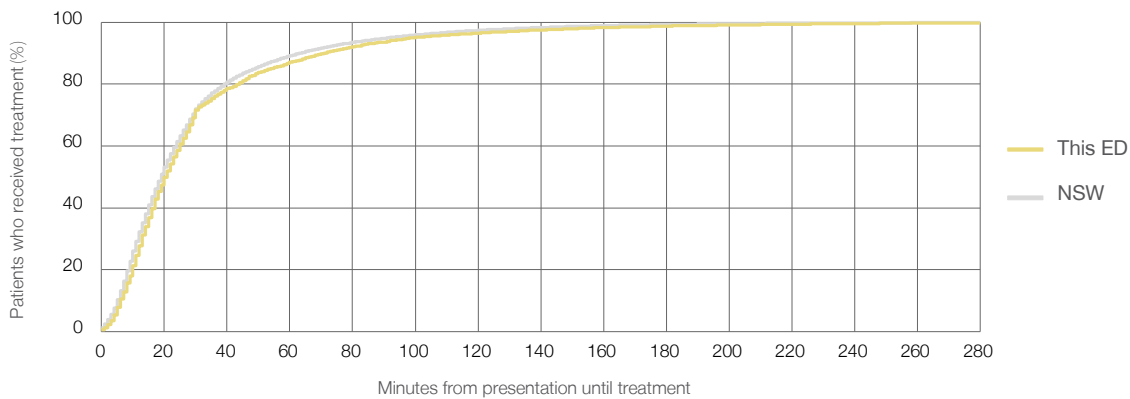
Number of triage 3 patients used to calculate waiting time:³ 4,552

Median time to start treatment⁴ 21 minutes

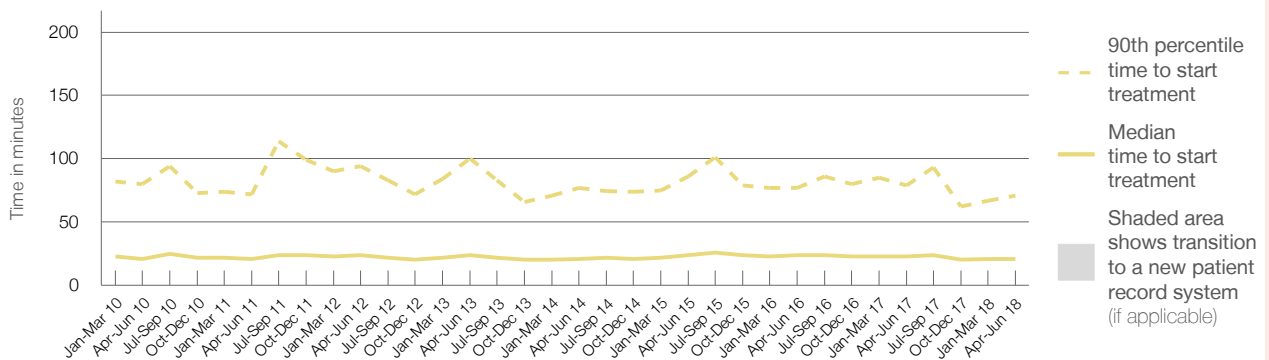
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
4,946	4,818
23 minutes	19 minutes
79 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)	21	21	24	24	21	24	24	23	21
90th percentile time to start treatment ⁵ (minutes)	80	72	94	100	77	86	77	79	71

(†) 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.

John Hunter Hospital: 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: 9,973

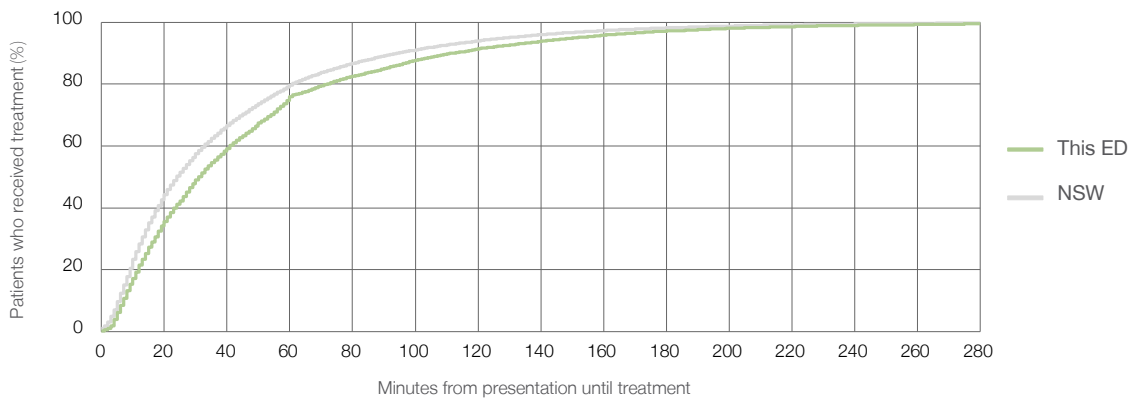
Number of triage 4 patients used to calculate waiting time:³ 8,900

Median time to start treatment⁴ 31 minutes

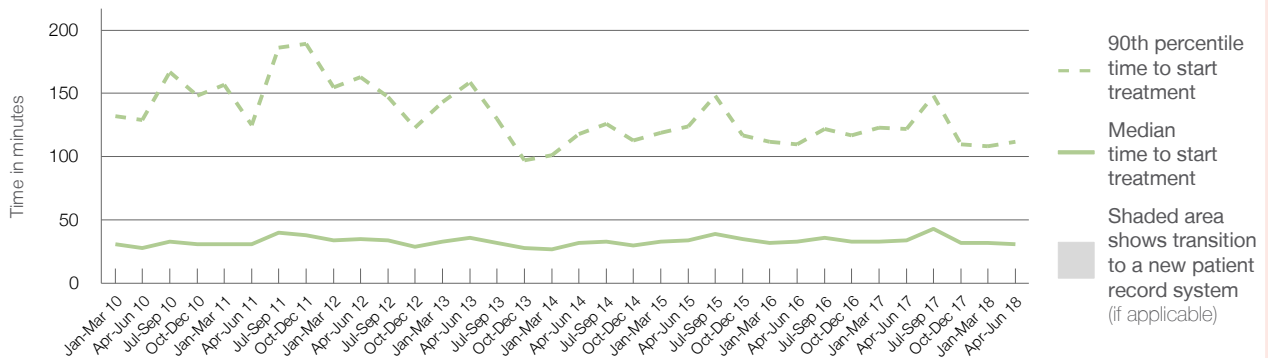
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
9,941	9,037
34 minutes	24 minutes
122 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)	28	31	35	36	32	34	33	34	31
90th percentile time to start treatment ⁵ (minutes)	129	125	163	159	118	124	110	122	112

(†) 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.

John Hunter Hospital: 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: 2,939

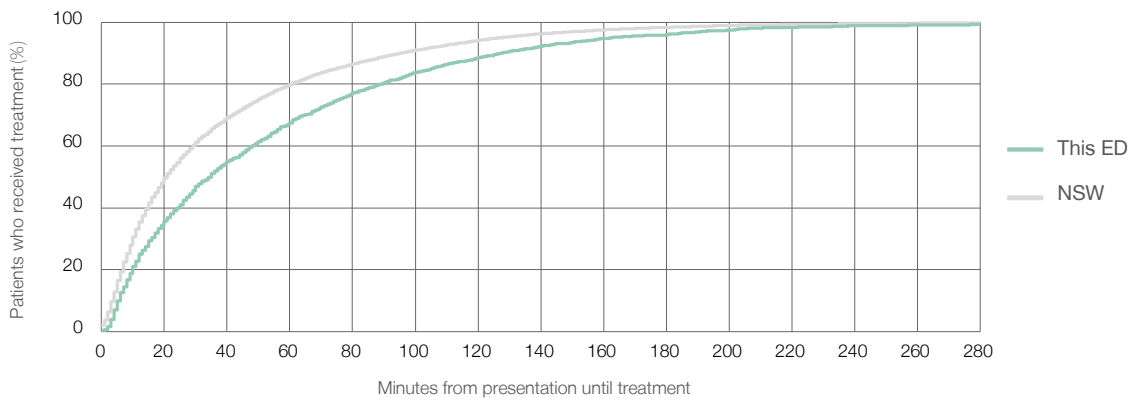
Number of triage 5 patients used to calculate waiting time:³ 2,300

Median time to start treatment⁴ 35 minutes

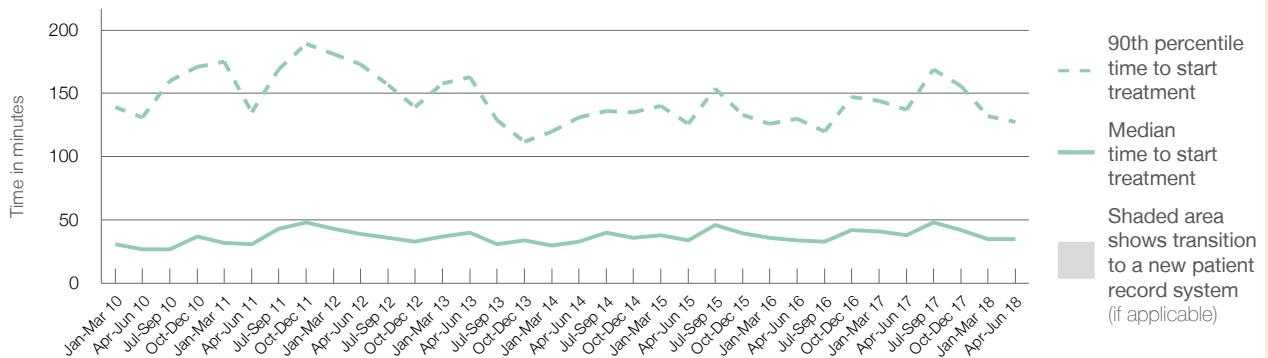
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,794	2,337
38 minutes	21 minutes
137 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)	27	31	39	40	33	34	34	38	35
90th percentile time to start treatment ⁵ (minutes)	131	135	173	163	131	126	130	137	128

(†) 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.

John Hunter Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 19,898 patients

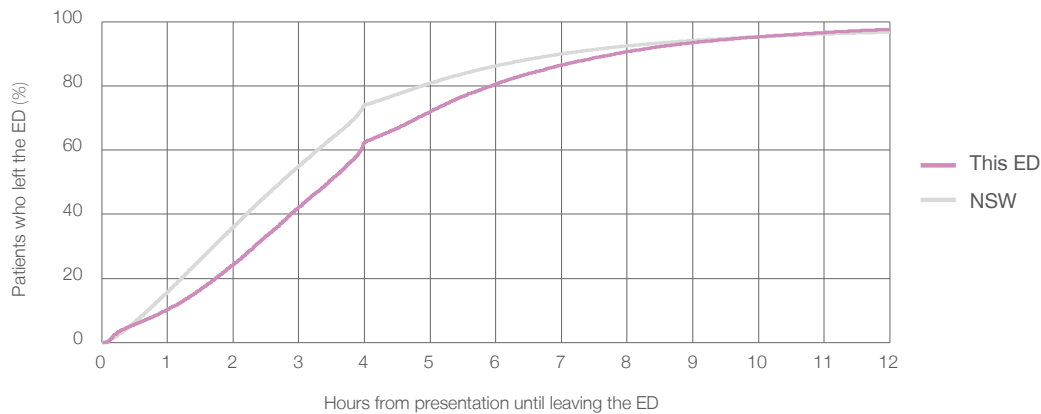
Presentations used to calculate time to leaving the ED:⁶ 19,898 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

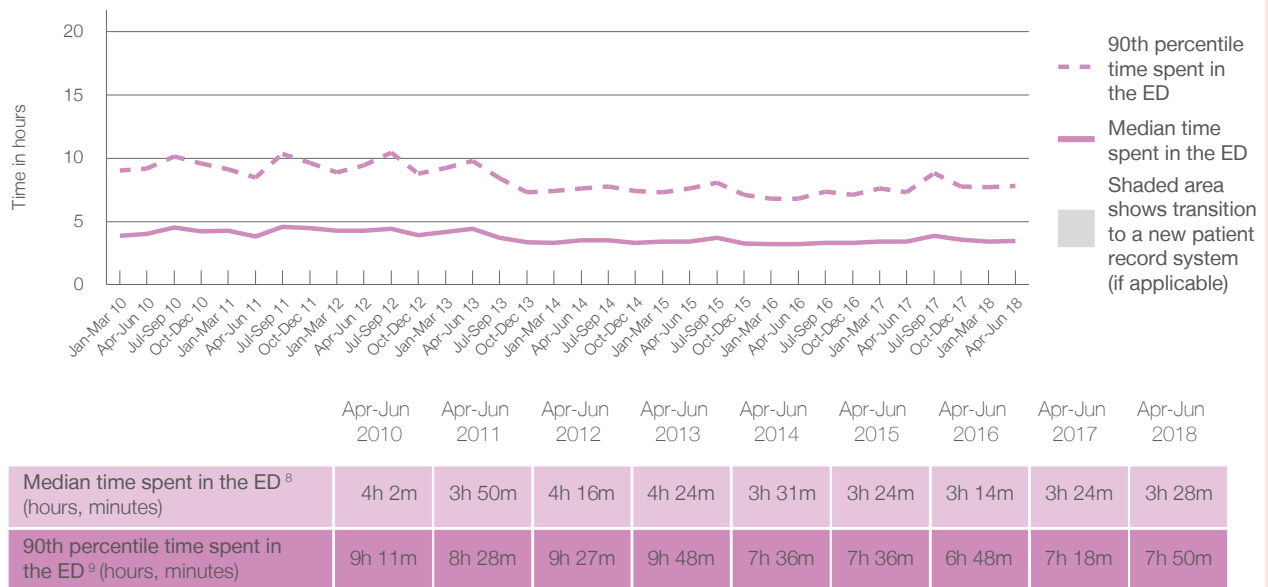
90th percentile time spent in the ED⁹ 7 hours and 50 minutes

Same period last year	NSW (this period)
19,734	19,734
3 hours and 24 minutes	2 hours and 44 minutes
7 hours and 18 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^{†‡}



(†) 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.

John Hunter Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

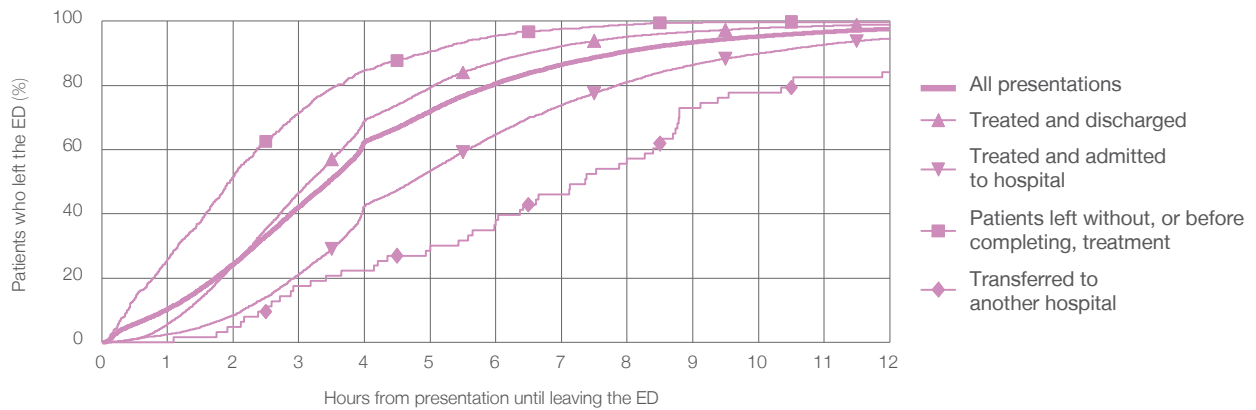
All presentations:¹ 19,898 patients

Presentations used to calculate time to leaving the ED:⁶ 19,898 patients

Treated and discharged	10,636 (53.5%)
Treated and admitted to hospital	6,869 (34.5%)
Patient left without, or before completing, treatment	975 (4.9%)
Transferred to another hospital	63 (0.3%)
Other	1,355 (6.8%)

Same period last year	Change since one year ago
19,734	1%
11,295	-5.8%
6,566	4.6%
733	33.0%
53	18.9%
1,087	24.7%

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

Treated and discharged	5.7%	24.0%	46.6%	69.0%	87.4%	95.2%	97.9%	99.0%
Treated and admitted to hospital	2.5%	8.4%	21.2%	42.5%	64.9%	81.1%	89.9%	94.6%
Patient left without, or before completing, treatment	25.9%	51.6%	71.4%	84.7%	95.6%	99.0%	99.8%	99.8%
Transferred to another hospital	0%	4.8%	17.5%	22.2%	38.1%	57.1%	77.8%	84.1%
All presentations	10.4%	24.4%	42.2%	62.3%	80.6%	90.7%	95.3%	97.5%

(†) 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.

John Hunter Hospital: 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 19,898 patients

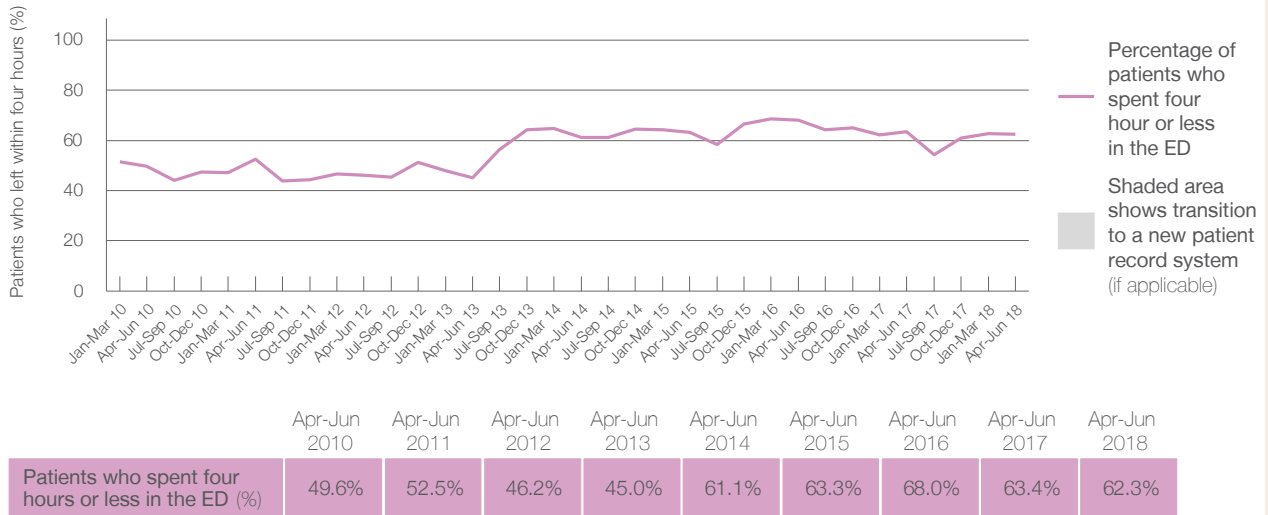
Presentations used to calculate time to leaving the ED: ⁶ 19,898 patients

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 19,898 patients	19,734	1%
Presentations used to calculate time to leaving the ED: ⁶ 19,898 patients	19,734	1%
Percentage of patients who spent four hours or less in the ED	63.4%	

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



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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).

Kurri Kurri Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,009 patients

Emergency presentations:² 913 patients

Same period last year	Change since one year ago
944	7%
888	3%

Kurri Kurri Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 57 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 157 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 480 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 64 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 219 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
89	
5 minutes	8 minutes
*	24 minutes
206	
11 minutes	19 minutes
35 minutes	63 minutes
462	
15 minutes	24 minutes
58 minutes	95 minutes
131	
14 minutes	21 minutes
*	96 minutes

Kurri Kurri Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,009 patients

Percentage of patients who spent four hours or less in the ED 95%

Same period last year	Change since one year ago
944	7%
95%	

* 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.

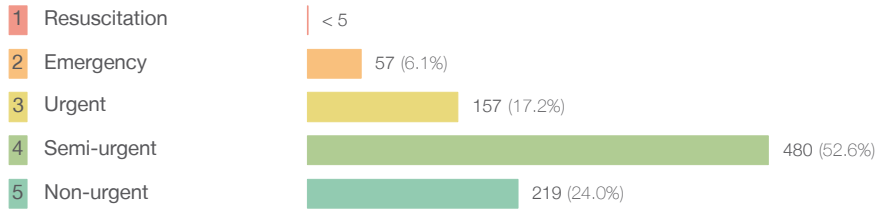
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Kurri Kurri Hospital: Patients presenting to the emergency department

April to June 2018

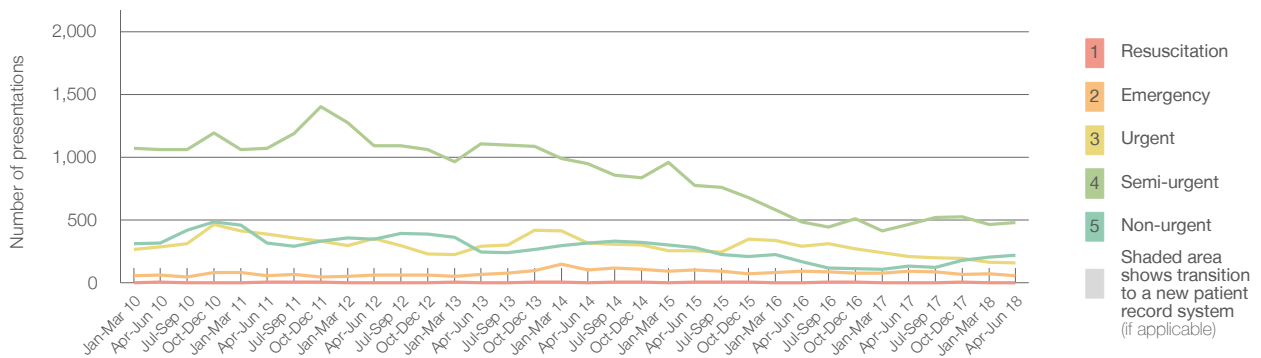
All presentations:¹ 1,009 patients

Emergency presentations² by triage category: 913 patients



	Same period last year	Change since one year ago
All presentations	944	7%
Emergency presentations	888	3%
1 Resuscitation	0	*
2 Emergency	89	-37.1%
3 Urgent	206	-23.8%
4 Semi-urgent	462	3.9%
5 Non-urgent	131	67.2%

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	< 5	< 5	0	< 5	5	< 5	0	< 5
Emergency	65	57	60	68	102	99	91	89	57
Urgent	284	387	349	290	317	253	292	206	157
Semi-urgent	1,061	1,070	1,091	1,104	949	775	484	462	480
Non-urgent	316	313	348	246	316	282	169	131	219
All emergency presentations	1,726	1,827	1,848	1,708	1,684	1,414	1,036	888	913

Kurri Kurri Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ < 50 patients

ED Transfer of care time

Median time

90th percentile time

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	< 50 patients	
Median time	*	*
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.

Kurri Kurri Hospital: 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: 57

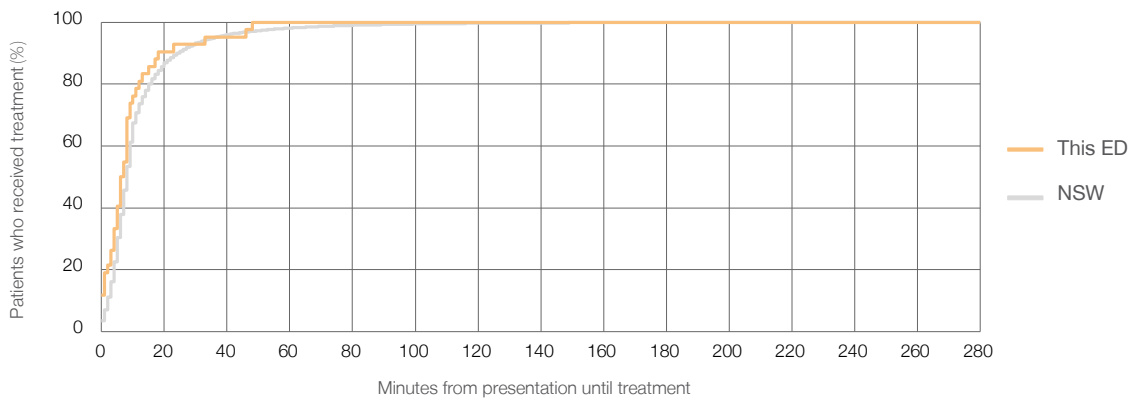
Number of triage 2 patients used to calculate waiting time:³ 42

Median time to start treatment⁴ 7 minutes

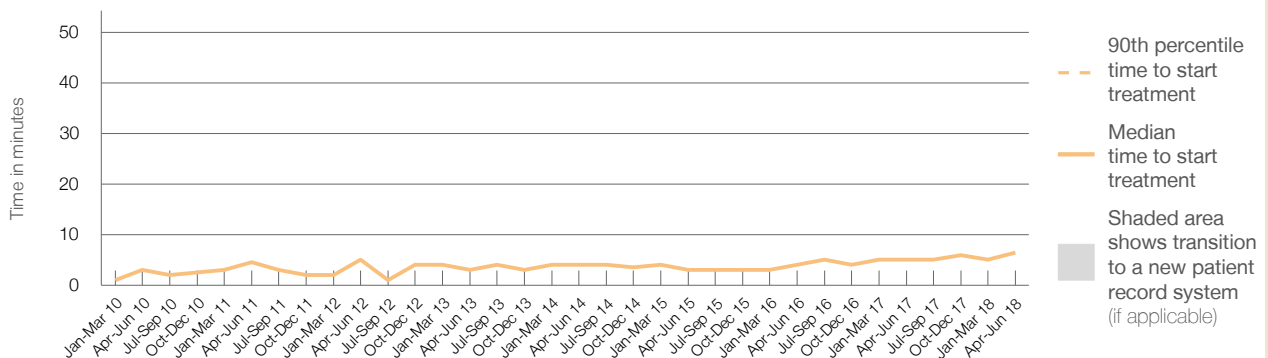
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
89	72
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	5	5	3	4	3	4	5	7
90th percentile time to start treatment ⁵ (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.

Kurri Kurri Hospital: 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: 157

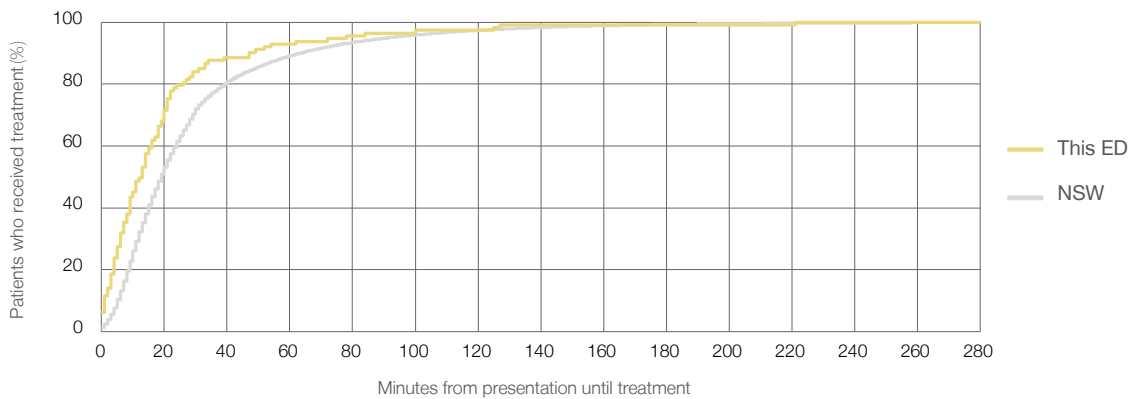
Number of triage 3 patients used to calculate waiting time:³ 113

Median time to start treatment⁴ 13 minutes

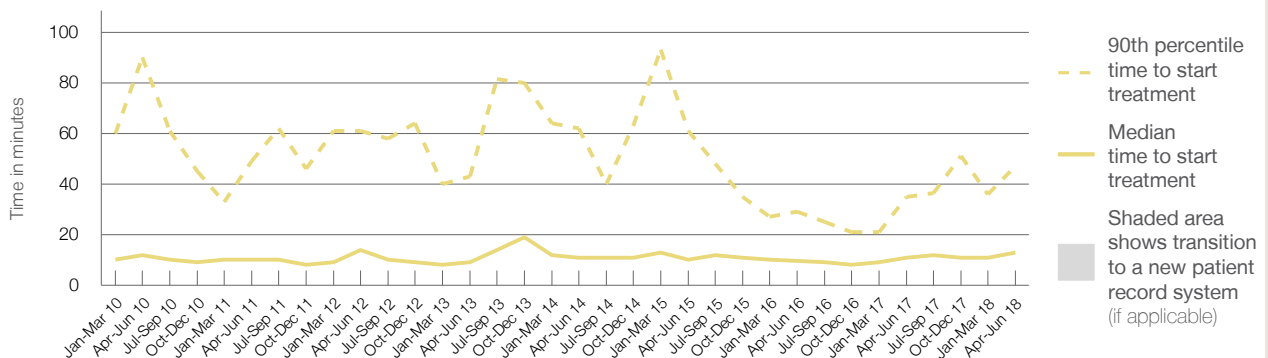
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
206	132
11 minutes	19 minutes
35 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)	12	10	14	9	11	10	10	11	13
90th percentile time to start treatment ⁵ (minutes)	90	49	61	43	62	61	29	35	47

(†) 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.

Kurri Kurri Hospital: 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: 480

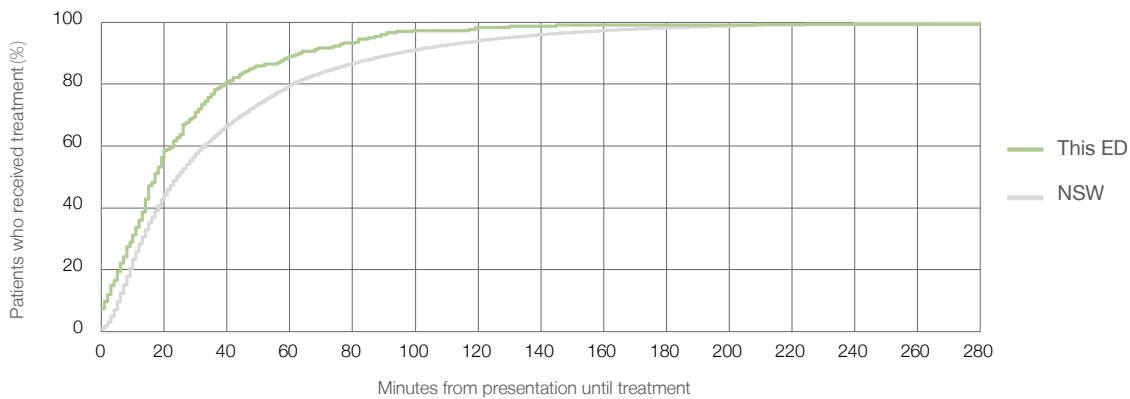
Number of triage 4 patients used to calculate waiting time:³ 297

Median time to start treatment⁴ 17 minutes

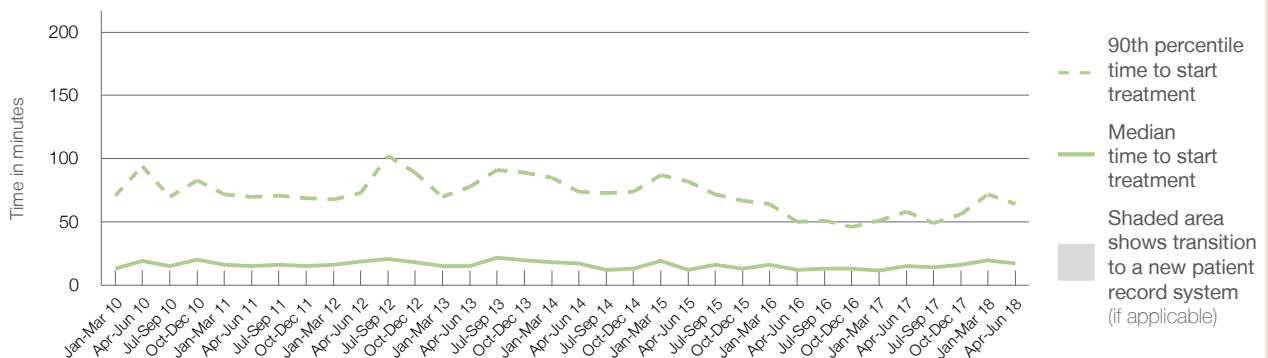
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
462	259
15 minutes	24 minutes
58 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)	19	15	19	15	17	12	12	15	17
90th percentile time to start treatment ⁵ (minutes)	94	70	73	78	74	82	50	58	64

(†) 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.

Kurri Kurri Hospital: 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: 219

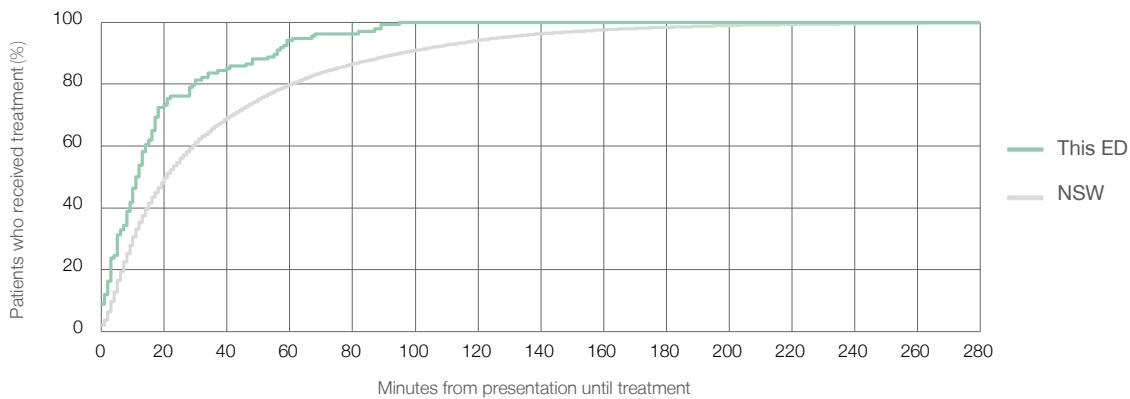
Number of triage 5 patients used to calculate waiting time:³ 134

Median time to start treatment⁴ 12 minutes

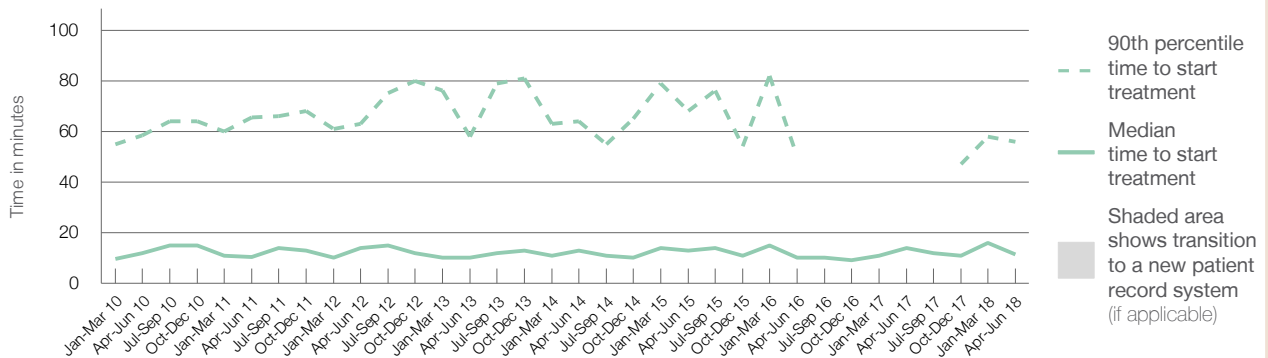
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
131	
83	
14 minutes	21 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)	12	11	14	10	13	13	10	14	12
90th percentile time to start treatment ⁵ (minutes)	59	66	63	58	64	68	50	*	56

(†) 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.

Kurri Kurri Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,009 patients

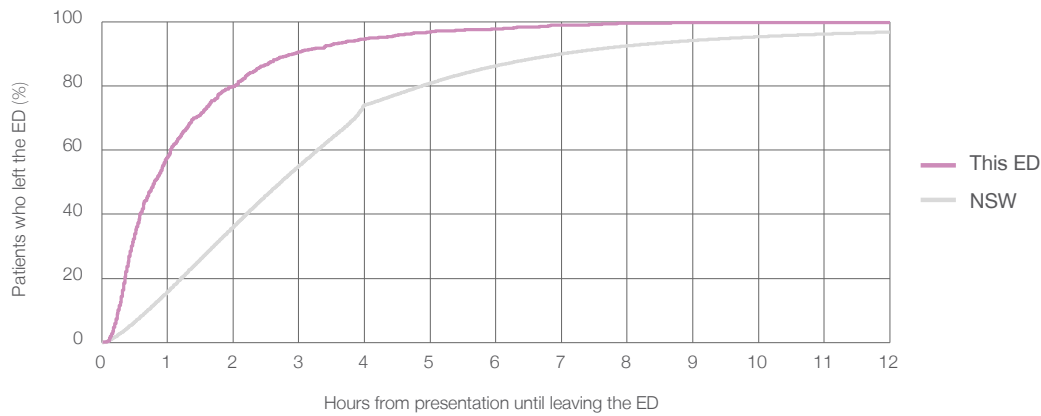
Presentations used to calculate time to leaving the ED:⁶ 1,009 patients

Median time spent in the ED⁸ 0 hours and 48 minutes

90th percentile time spent in the ED⁹ 2 hours and 56 minutes

Same period last year	NSW (this period)
944	944
0 hours and 42 minutes	2 hours and 44 minutes
2 hours and 28 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 56m	0h 47m	0h 53m	1h 0m	0h 57m	0h 54m	0h 50m	0h 42m	0h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 45m	2h 59m	3h 28m	3h 55m	3h 18m	3h 40m	3h 38m	2h 28m	2h 56m

(†) 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.

Kurri Kurri Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

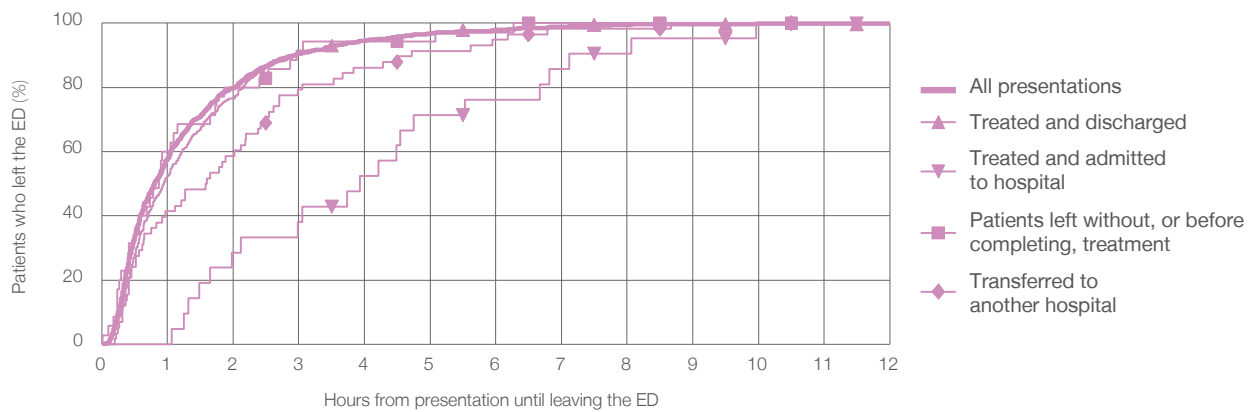
All presentations:¹ 1,009 patients

Presentations used to calculate time to leaving the ED:⁶ 1,009 patients

Treated and discharged	574 (56.9%)
Treated and admitted to hospital	21 (2.1%)
Patient left without, or before completing, treatment	35 (3.5%)
Transferred to another hospital	58 (5.7%)
Other	321 (31.8%)

Same period last year	Change since one year ago
944	7%
520	10.4%
19	10.5%
37	-5.4%
44	31.8%
324	-0.9%

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

Treated and discharged	52.4%	76.7%	90.1%	94.6%	98.3%	99.7%	99.7%	99.7%
Treated and admitted to hospital	0%	28.6%	38.1%	52.4%	76.2%	90.5%	100%	100%
Patient left without, or before completing, treatment	60.0%	80.0%	91.4%	94.3%	97.1%	100%	100%	100%
Transferred to another hospital	41.4%	58.6%	79.3%	86.2%	94.8%	98.3%	100%	100%
All presentations	57.8%	79.7%	90.6%	94.5%	97.8%	99.5%	99.8%	99.8%

(†) 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.

Kurri Kurri Hospital: 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 1,009 patients

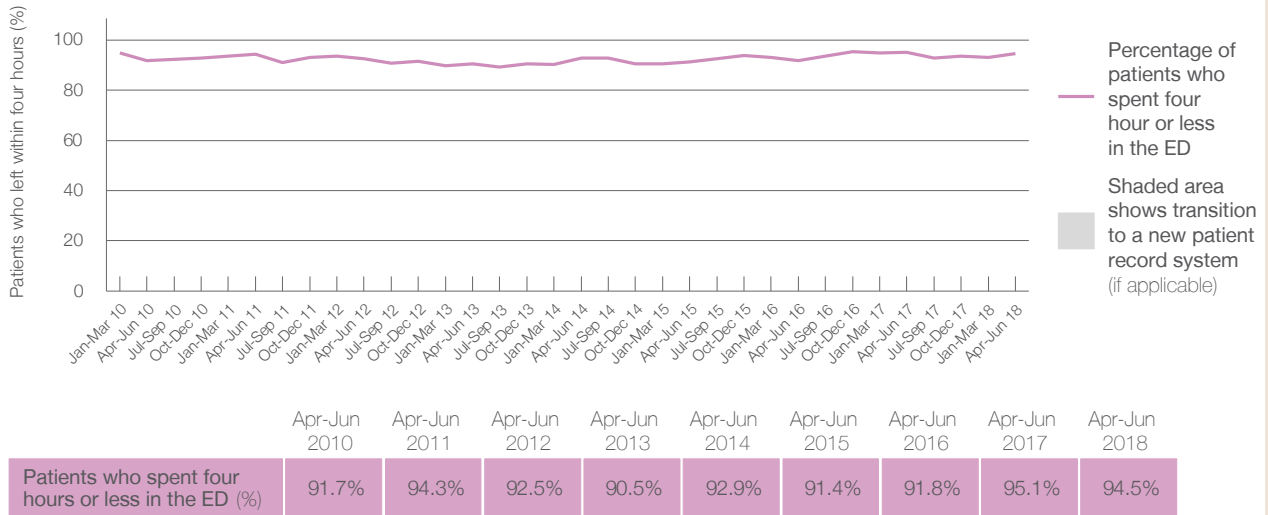
Presentations used to calculate time to leaving the ED: ⁶ 1,009 patients

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 1,009 patients	944	7%
Presentations used to calculate time to leaving the ED: ⁶ 1,009 patients	944	7%
Percentage of patients who spent four hours or less in the ED	95.1%	

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*.

- 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).

Maitland Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 12,164 patients



Emergency presentations:² 12,065 patients

Same period last year	Change since one year ago
11,850	3%
11,760	3%


Maitland Hospital: Time patients waited to start treatment³

April to June 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 2,266 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  24 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,502 patients

Median time to start treatment⁴  24 minutes
90th percentile time to start treatment⁵  83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,007 patients

Median time to start treatment⁴  46 minutes
90th percentile time to start treatment⁵  153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,258 patients

Median time to start treatment⁴  54 minutes
90th percentile time to start treatment⁵  166 minutes

Same period last year	NSW (this period)
1,927	
8 minutes	8 minutes
31 minutes	24 minutes
3,142	
24 minutes	19 minutes
91 minutes	63 minutes
5,393	
43 minutes	24 minutes
147 minutes	95 minutes
1,278	
42 minutes	21 minutes
146 minutes	96 minutes

Maitland Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 12,164 patients

Percentage of patients who spent four hours or less in the ED  64%

Same period last year	Change since one year ago
11,850	3%
68%	

* 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).

Maitland Hospital: Patients presenting to the emergency department

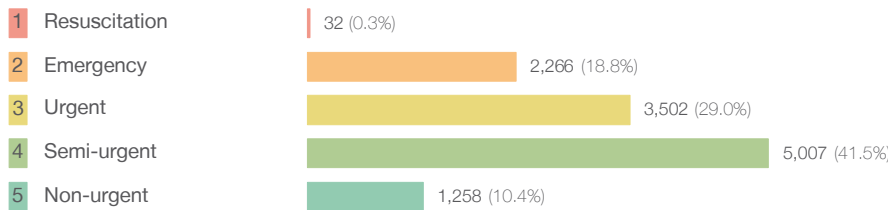
April to June 2018

All presentations:¹ 12,164 patients

Same period last year	Change since one year ago
11,850	3%

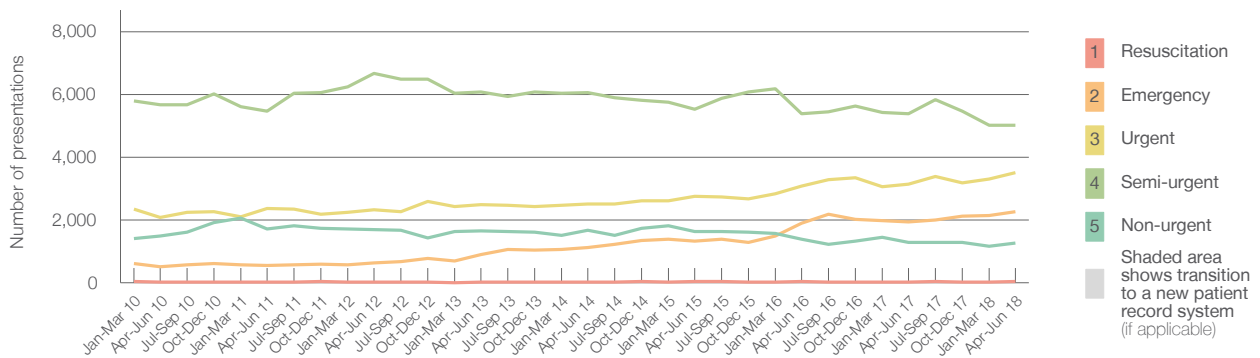
Emergency presentations² by triage category: 12,065 patients

Same period last year	Change since one year ago
11,760	3%



Same period last year	Change since one year ago
20	60.0%
1,927	17.6%
3,142	11.5%
5,393	-7.2%
1,278	-1.6%

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	24	21	18	23	22	28	40	20	32
Emergency	504	539	621	900	1,115	1,330	1,892	1,927	2,266
Urgent	2,087	2,354	2,314	2,492	2,505	2,743	3,084	3,142	3,502
Semi-urgent	5,662	5,475	6,676	6,073	6,064	5,528	5,378	5,393	5,007
Non-urgent	1,490	1,704	1,700	1,656	1,679	1,631	1,378	1,278	1,258
All emergency presentations	9,767	10,093	11,329	11,144	11,385	11,260	11,772	11,760	12,065

Maitland Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,208 patients

Same period last year	Change since one year ago
2,002	

ED Transfer of care time



Same period last year	Change since one year ago
8 minutes	2 minutes
18 minutes	4 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.

Maitland Hospital: 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: 2,266

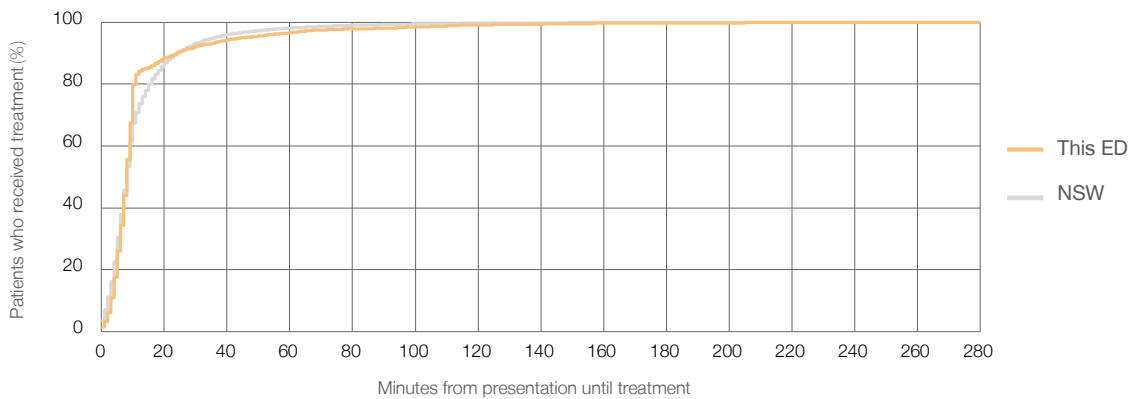
Number of triage 2 patients used to calculate waiting time:³ 2,220

Median time to start treatment⁴ 8 minutes

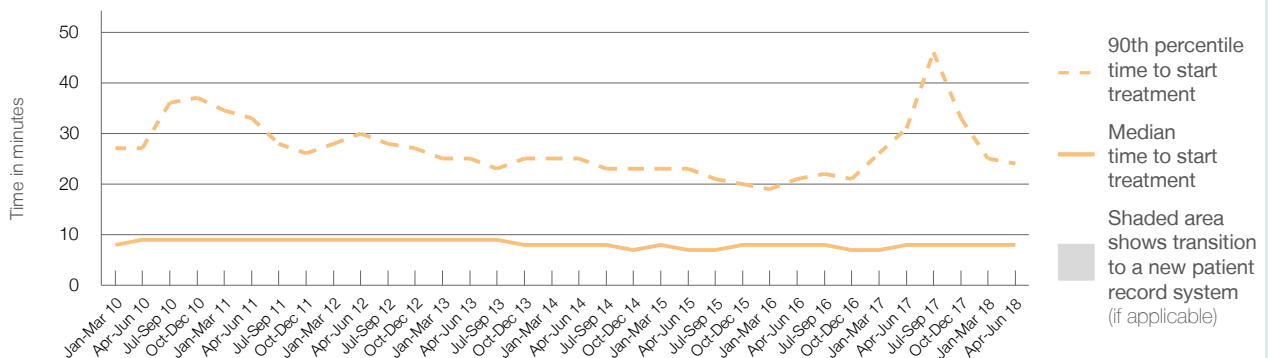
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,927	
1,898	
8 minutes	8 minutes
31 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	9	9	9	8	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	27	33	30	25	25	23	21	31	24

(†) 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.

Maitland Hospital: 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: 3,502

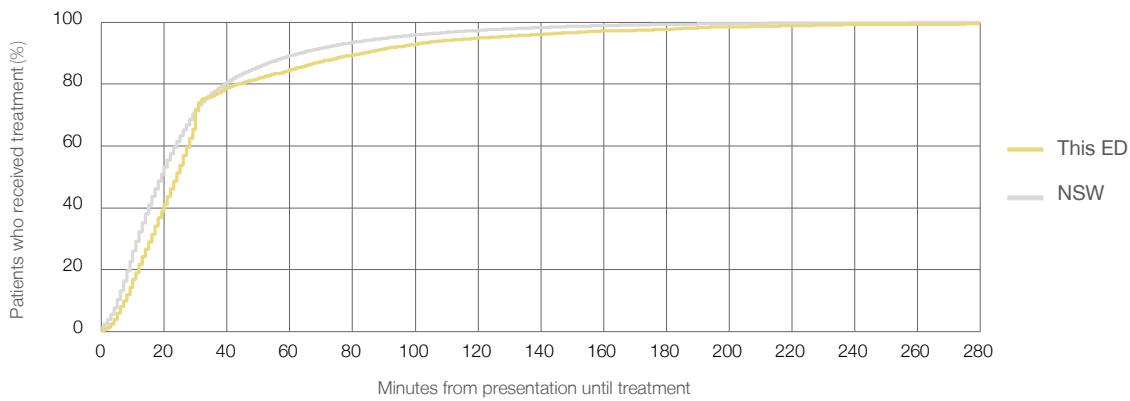
Number of triage 3 patients used to calculate waiting time:³ 3,292

Median time to start treatment⁴ 24 minutes

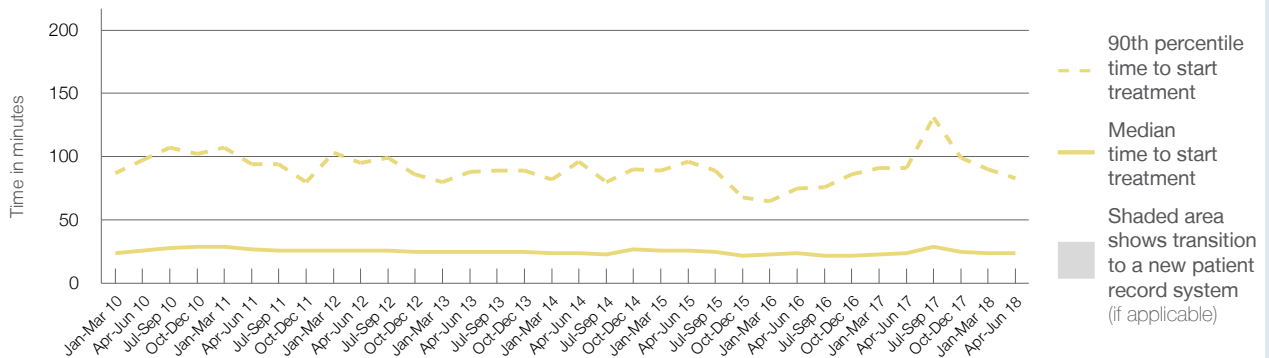
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
3,142	3,021
24 minutes	19 minutes
91 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)	26	27	26	25	24	26	24	24	24
90th percentile time to start treatment ⁵ (minutes)	97	94	95	88	96	96	75	91	83

(†) 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.

Maitland Hospital: 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: 5,007

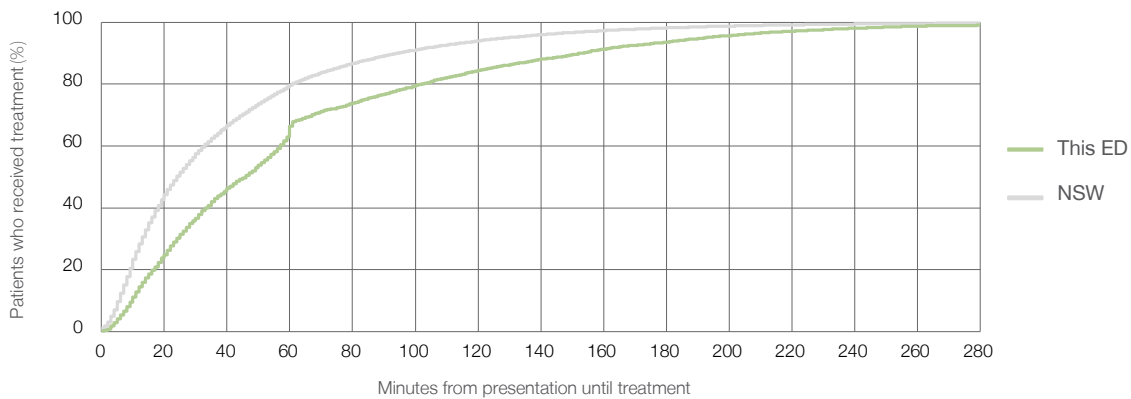
Number of triage 4 patients used to calculate waiting time:³ 3,978

Median time to start treatment⁴ 46 minutes

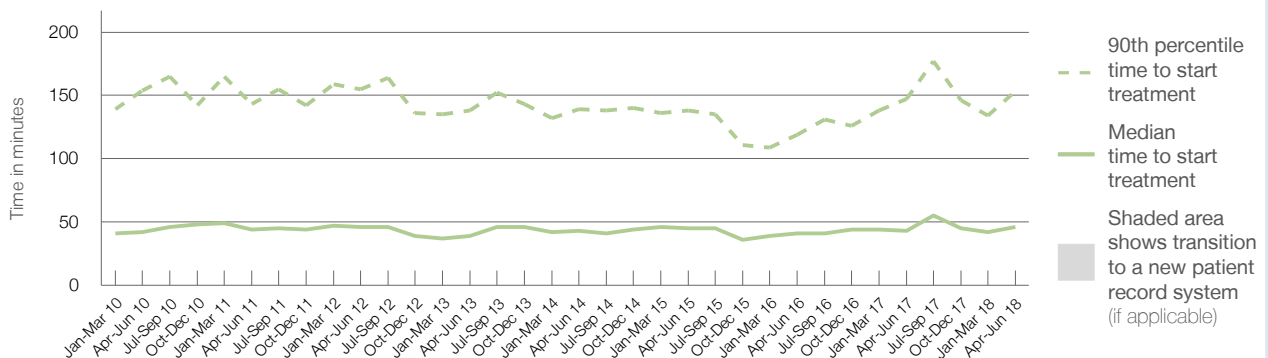
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
5,393	
4,414	
43 minutes	24 minutes
147 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)	42	44	46	39	43	45	41	43	46
90th percentile time to start treatment ⁵ (minutes)	154	143	155	138	139	138	119	147	153

(†) 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.

Maitland Hospital: 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: 1,258

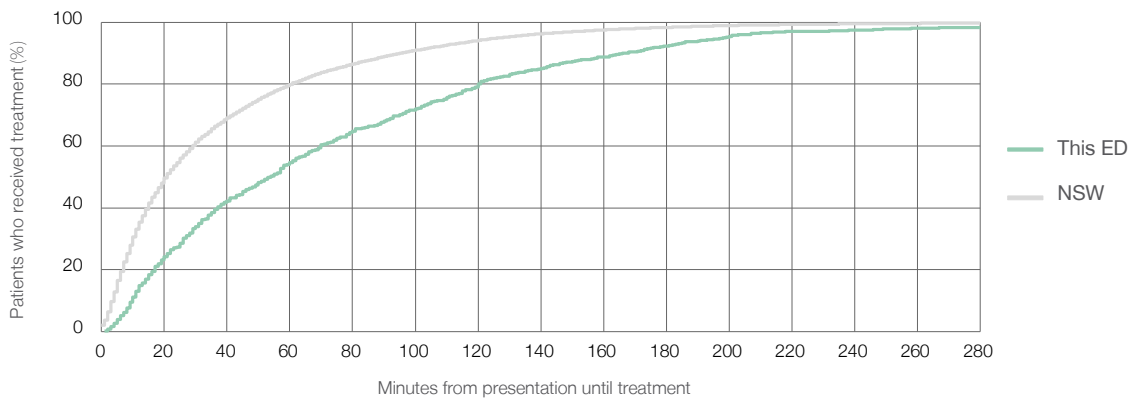
Number of triage 5 patients used to calculate waiting time:³ 856

Median time to start treatment⁴ 54 minutes

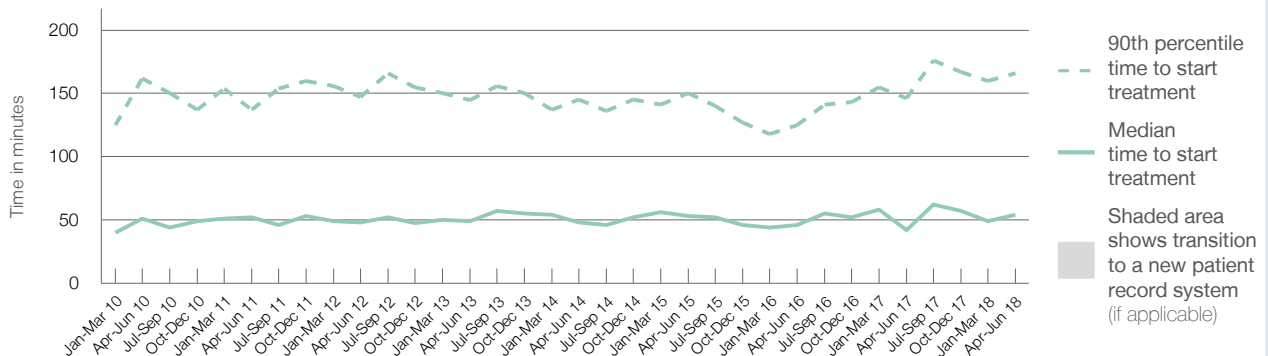
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
1,278	903
42 minutes	21 minutes
146 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)	51	52	48	49	48	53	46	42	54
90th percentile time to start treatment ⁵ (minutes)	162	137	147	145	145	150	125	146	166

(†) 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.

Maitland Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 12,164 patients

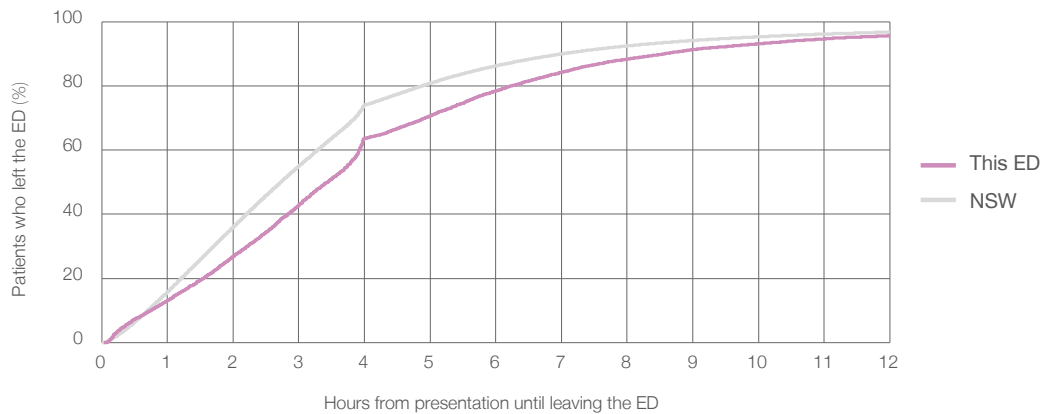
Presentations used to calculate time to leaving the ED:⁶ 12,164 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

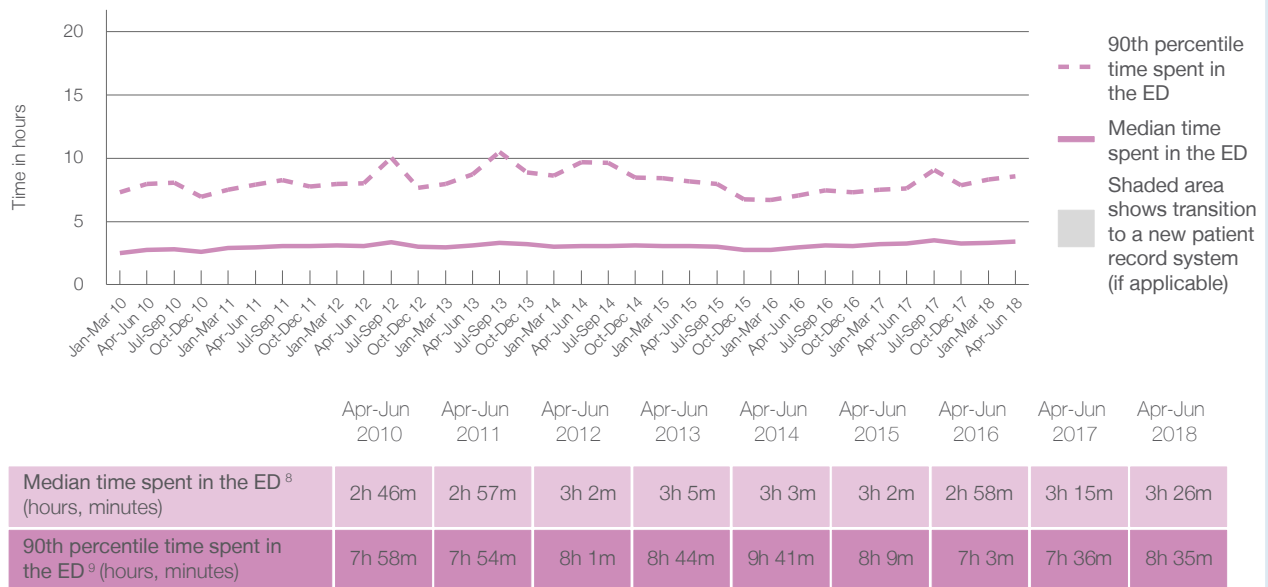
90th percentile time spent in the ED⁹ 8 hours and 35 minutes

Same period last year	NSW (this period)
11,850	11,850
3 hours and 15 minutes	2 hours and 44 minutes
7 hours and 36 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^{†‡}



(†) 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.

Maitland Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

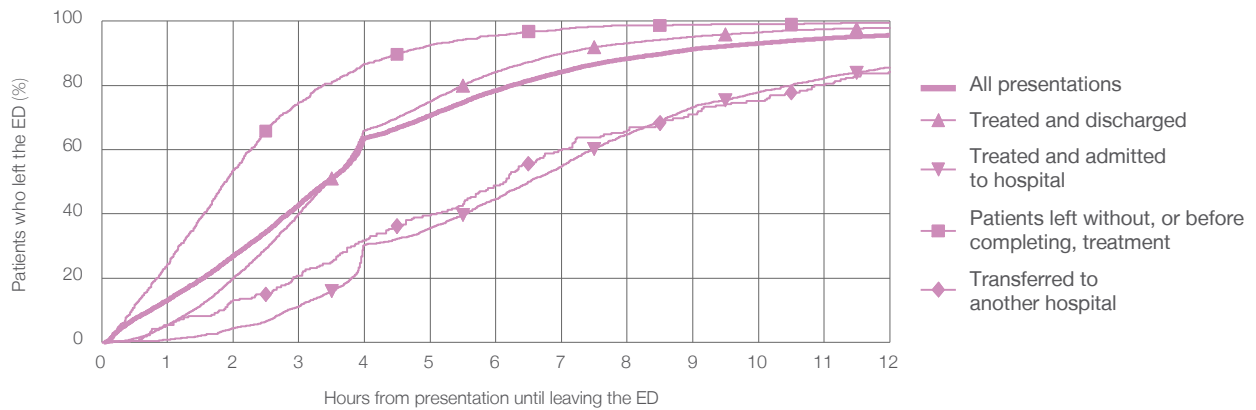
All presentations:¹ 12,164 patients

Presentations used to calculate time to leaving the ED:⁶ 12,164 patients

Treated and discharged	7,357 (60.5%)
Treated and admitted to hospital	2,344 (19.3%)
Patient left without, or before completing, treatment	1,025 (8.4%)
Transferred to another hospital	221 (1.8%)
Other	1,217 (10.0%)

Same period last year	Change since one year ago
11,850	3%
7,361	-0.1%
2,430	-3.5%
624	64.3%
267	-17.2%
1,168	4.2%

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

Treated and discharged	5.4%	19.9%	40.1%	66.0%	84.2%	93.2%	96.6%	98.0%
Treated and admitted to hospital	0.8%	4.4%	11.1%	30.3%	44.6%	64.8%	77.9%	85.7%
Patient left without, or before completing, treatment	24.3%	53.6%	74.7%	86.7%	95.6%	98.6%	99.1%	99.4%
Transferred to another hospital	5.4%	13.1%	20.8%	31.7%	48.9%	66.1%	75.1%	84.6%
All presentations	13.2%	26.9%	42.9%	63.6%	78.4%	88.3%	93.1%	95.7%

(†) 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.

Maitland Hospital: 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 12,164 patients

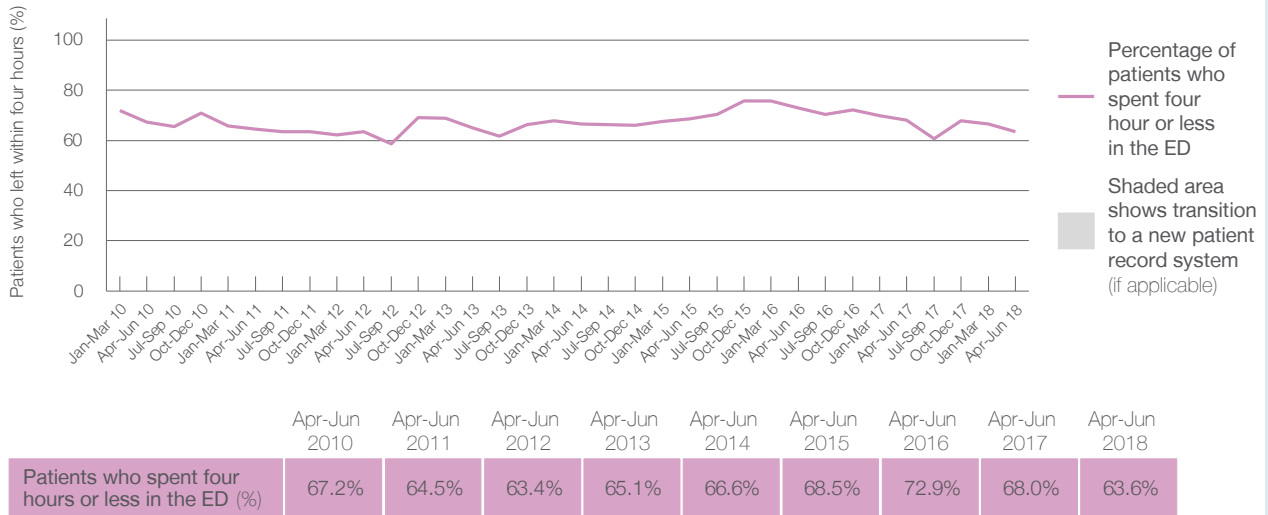
Presentations used to calculate time to leaving the ED: ⁶ 12,164 patients

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	11,850	3%
Presentations used to calculate time to leaving the ED	11,850	3%
Percentage of patients who spent four hours or less in the ED	68.0%	

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*.

- 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).

Manning Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 7,877 patients
Emergency presentations:² 7,711 patients

Same period last year	Change since one year ago
7,616	3%
7,394	4%

Manning Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,311 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,360 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,793 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,221 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
1,267	
7 minutes	8 minutes
18 minutes	24 minutes
2,057	
20 minutes	19 minutes
88 minutes	63 minutes
2,523	
34 minutes	24 minutes
131 minutes	95 minutes
1,504	
37 minutes	21 minutes
132 minutes	96 minutes

Manning Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 7,877 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
7,616	3%
80%	

* 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).

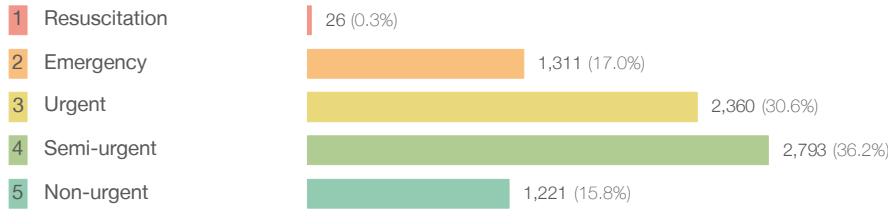
Manning Hospital: Patients presenting to the emergency department

April to June 2018

All presentations:¹ 7,877 patients

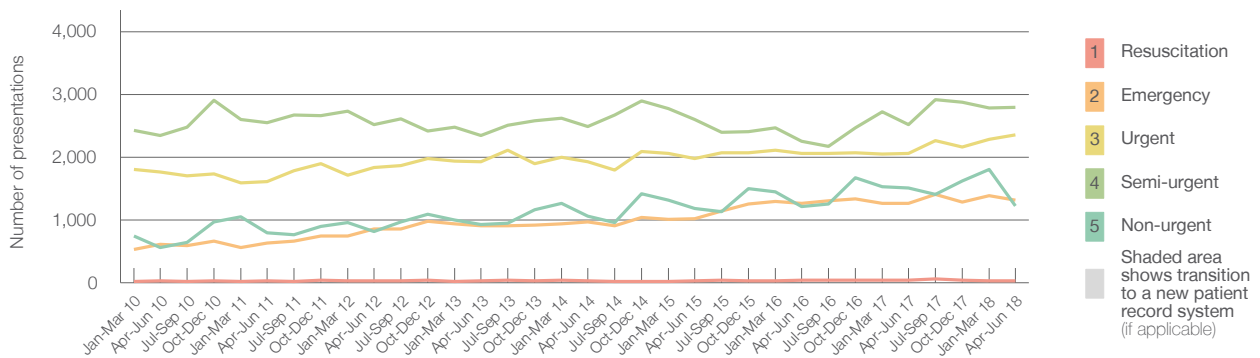
Same period last year	Change since one year ago
7,616	3%

Emergency presentations² by triage category: 7,711 patients



Same period last year	Change since one year ago
7,394	4%
43	-39.5%
1,267	3.5%
2,057	14.7%
2,523	10.7%
1,504	-18.8%

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	28	31	33	29	25	30	36	43	26
Emergency	613	633	858	904	963	1,015	1,263	1,267	1,311
Urgent	1,765	1,609	1,835	1,930	1,924	1,981	2,063	2,057	2,360
Semi-urgent	2,343	2,550	2,517	2,346	2,490	2,597	2,252	2,523	2,793
Non-urgent	560	799	816	932	1,064	1,186	1,213	1,504	1,221
All emergency presentations	5,309	5,622	6,059	6,141	6,466	6,809	6,827	7,394	7,711

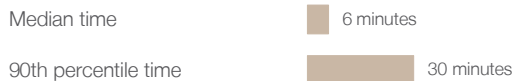
Manning Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,021 patients

Same period last year	Change since one year ago
1,864	

ED Transfer of care time



Same period last year	Change since one year ago
4 minutes	2 minutes
17 minutes	13 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.

Manning Hospital: 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: 1,311

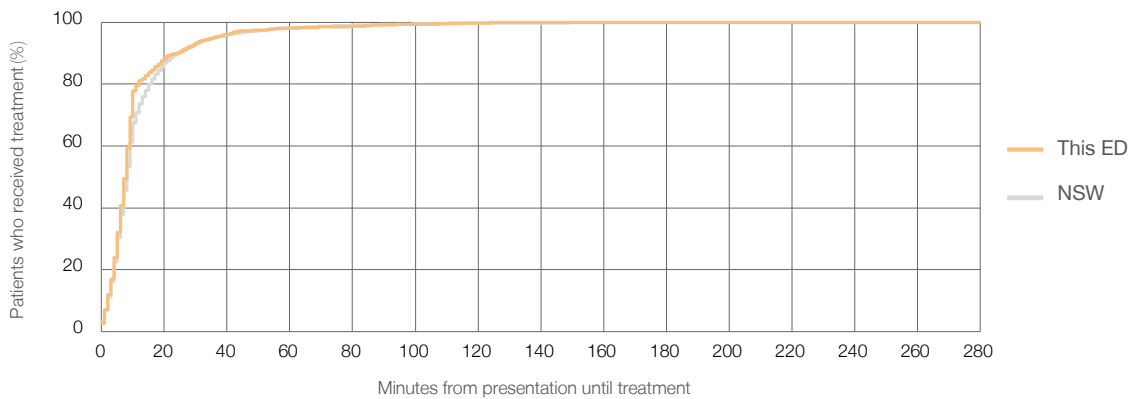
Number of triage 2 patients used to calculate waiting time:³ 1,306

Median time to start treatment⁴ 8 minutes

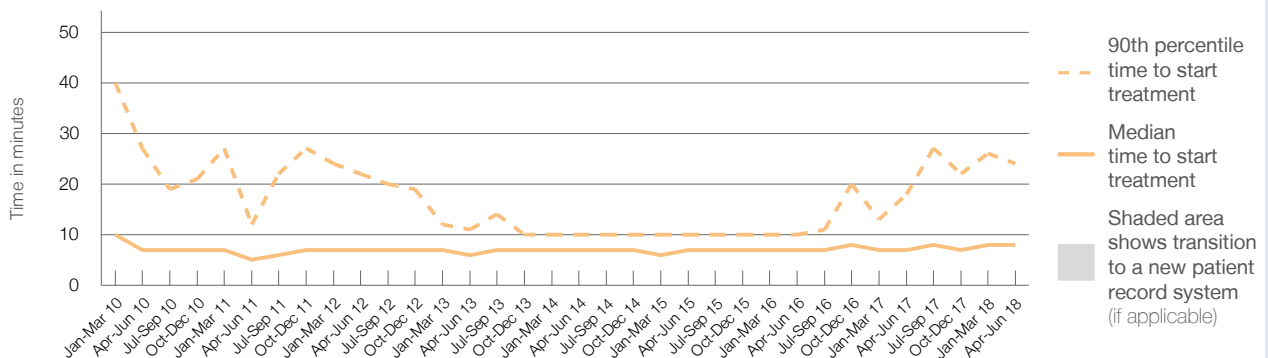
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,267	1,264
7 minutes	8 minutes
18 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)	7	5	7	6	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	27	12	22	11	10	10	10	18	24

(†) 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.

Manning Hospital: 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: 2,360

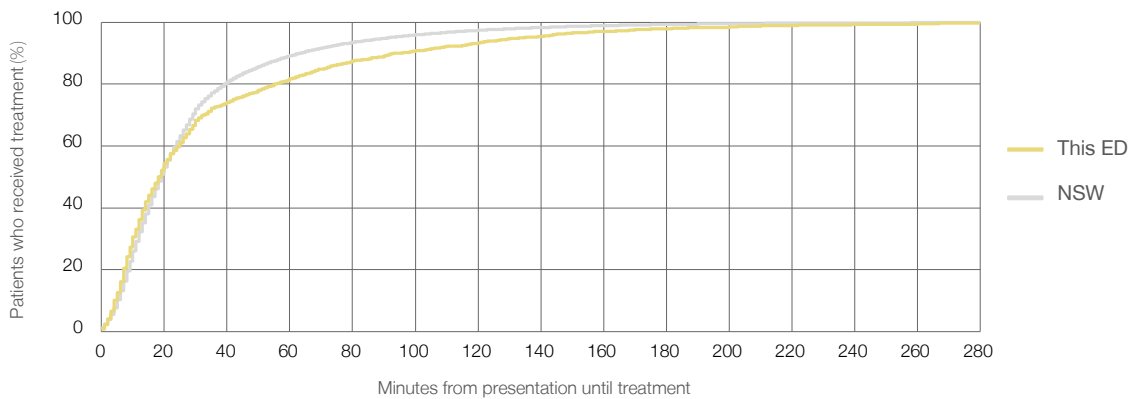
Number of triage 3 patients used to calculate waiting time:³ 2,317

Median time to start treatment⁴ 19 minutes

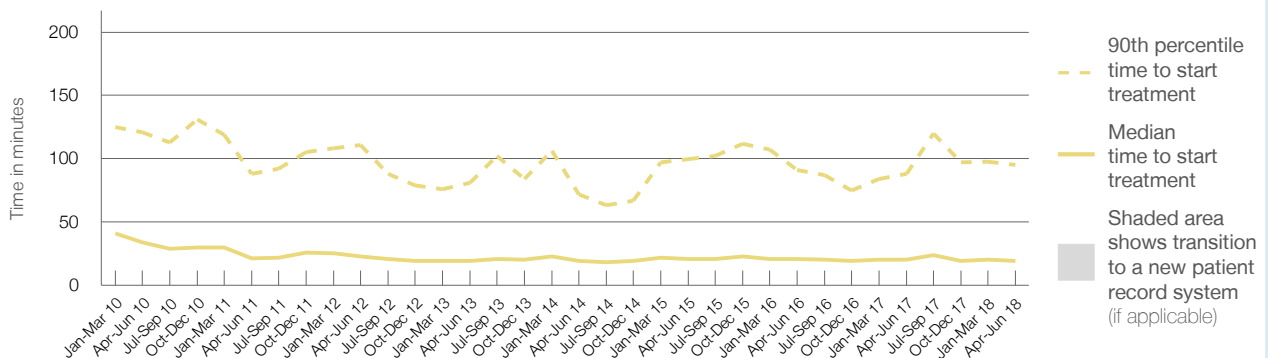
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
2,057	2,023
20 minutes	19 minutes
88 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)	34	22	23	19	19	21	21	20	19
90th percentile time to start treatment ⁵ (minutes)	121	88	111	81	72	100	91	88	95

(†) 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.

Manning Hospital: 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: 2,793

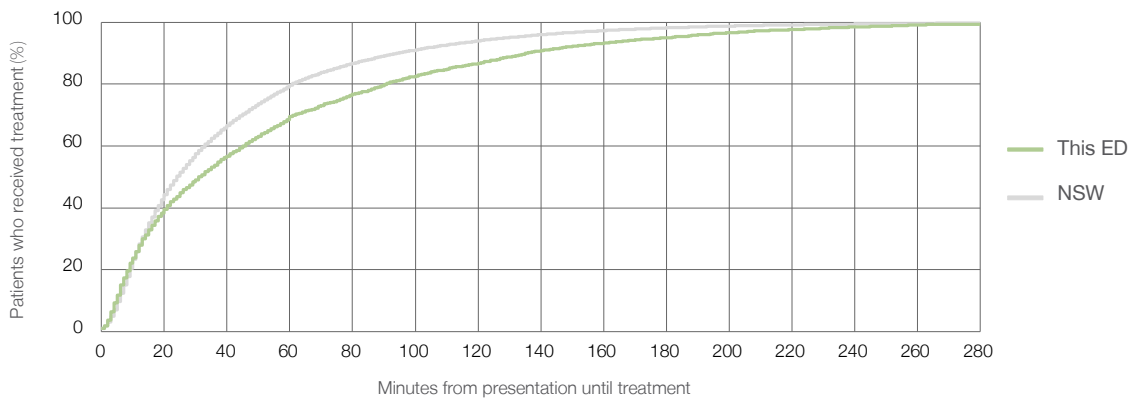
Number of triage 4 patients used to calculate waiting time:³ 2,624

Median time to start treatment⁴ 31 minutes

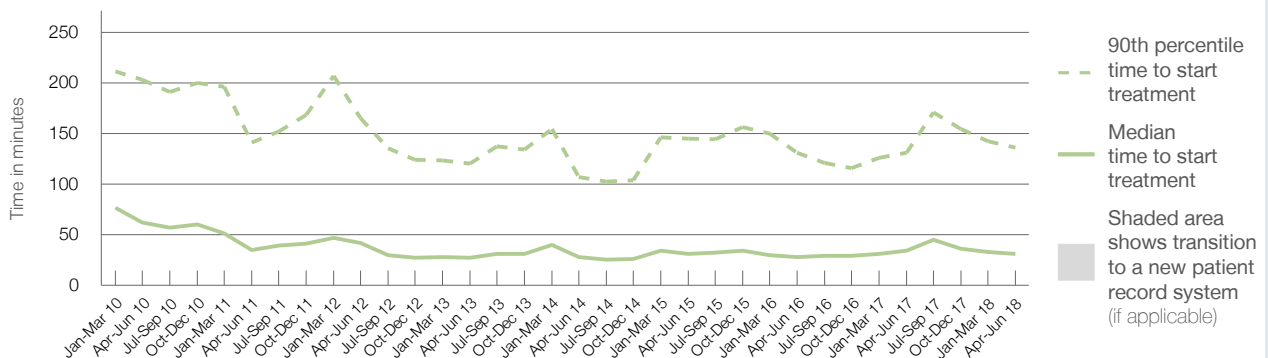
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
2,523	
2,398	
34 minutes	24 minutes
131 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)	62	35	42	27	28	31	28	34	31
90th percentile time to start treatment ⁵ (minutes)	203	141	165	120	107	145	131	131	136

(†) 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.

Manning Hospital: 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: 1,221

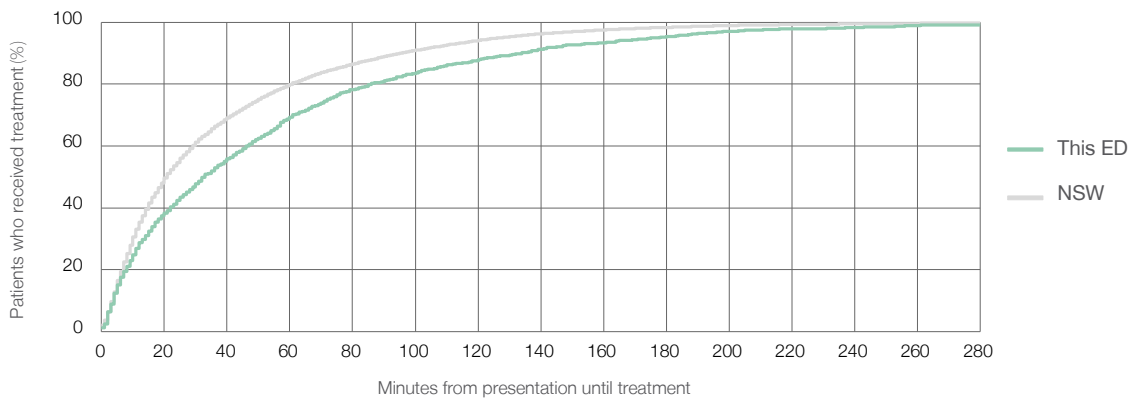
Number of triage 5 patients used to calculate waiting time:³ 1,105

Median time to start treatment⁴ 33 minutes

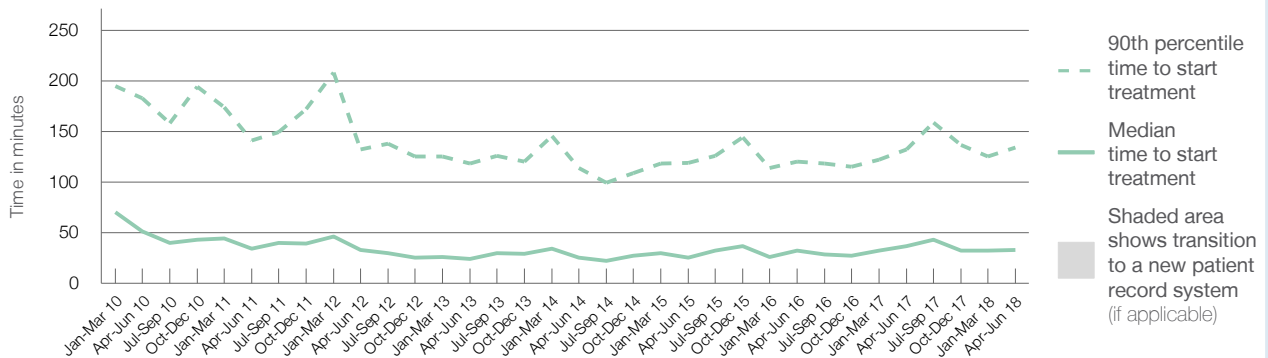
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
1,504	1,386
37 minutes	21 minutes
132 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)	51	34	33	24	25	25	32	37	33
90th percentile time to start treatment ⁵ (minutes)	183	141	132	118	114	119	120	132	134

(†) 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.

Manning Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 7,877 patients

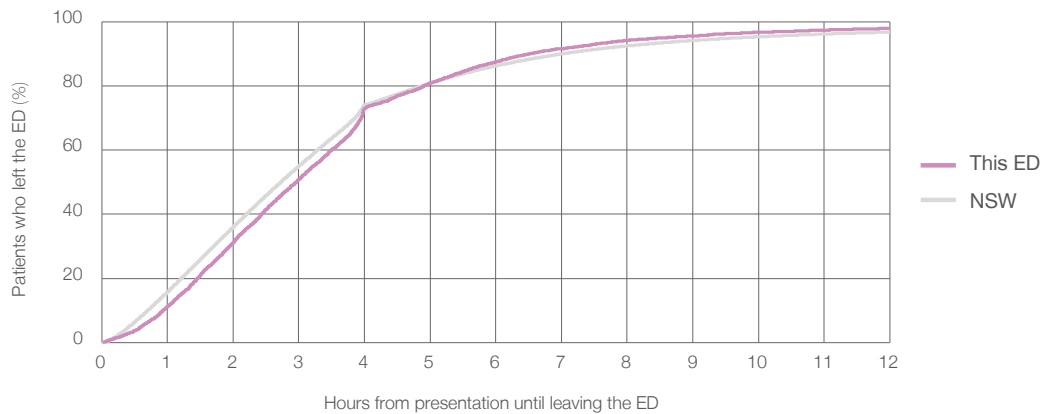
Presentations used to calculate time to leaving the ED:⁶ 7,877 patients

Median time spent in the ED⁸ 2 hours and 58 minutes

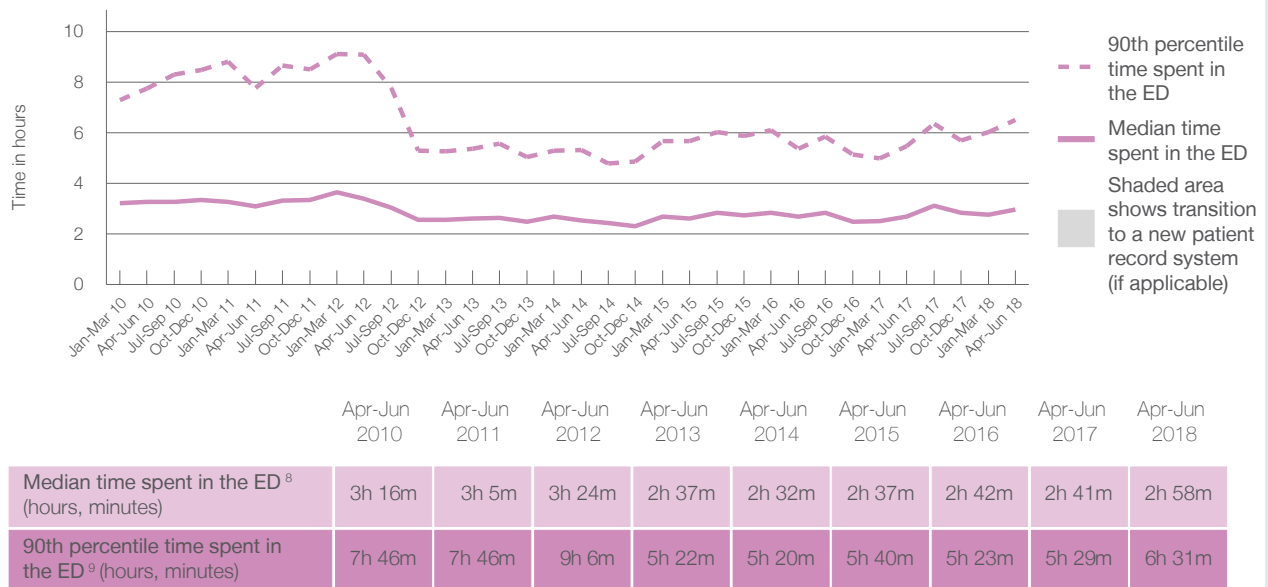
90th percentile time spent in the ED⁹ 6 hours and 31 minutes

Same period last year	NSW (this period)
7,616	7,616
2 hours and 41 minutes	2 hours and 44 minutes
5 hours and 29 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^{†‡}



(†) 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.

Manning Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

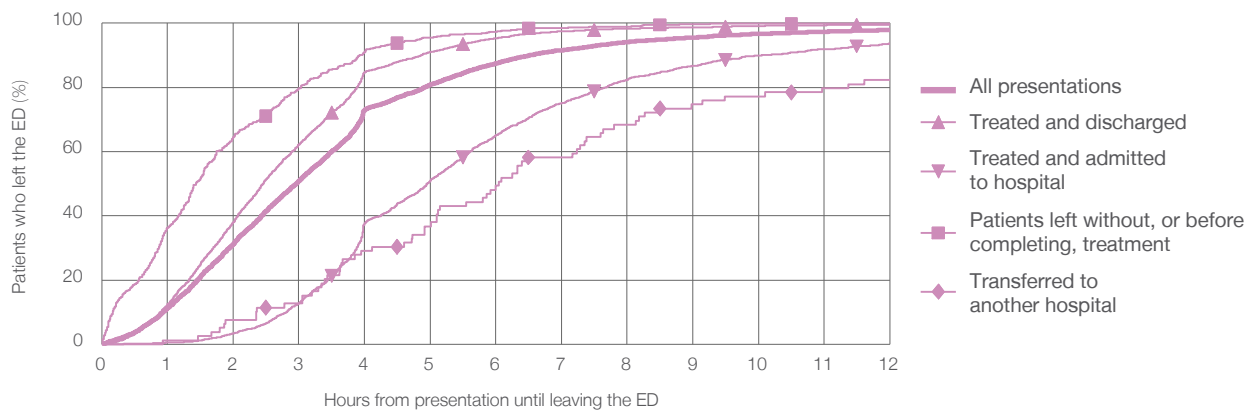
All presentations:¹ 7,877 patients

Presentations used to calculate time to leaving the ED:⁶ 7,877 patients

Treated and discharged	5,248 (66.6%)
Treated and admitted to hospital	1,942 (24.7%)
Patient left without, or before completing, treatment	553 (7.0%)
Transferred to another hospital	79 (1.0%)
Other	55 (0.7%)

Same period last year	Change since one year ago
7,616	3%
5,195	1.0%
1,843	5.4%
471	17.4%
65	21.5%
42	31.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.5%	38.0%	62.2%	84.7%	95.4%	98.4%	99.2%	99.5%
Treated and admitted to hospital	0.5%	3.4%	12.8%	37.7%	65.2%	82.4%	89.9%	93.8%
Patient left without, or before completing, treatment	36.3%	64.6%	79.7%	91.1%	97.3%	98.9%	99.8%	99.8%
Transferred to another hospital	1.3%	7.6%	12.7%	29.1%	49.4%	68.4%	77.2%	82.3%
All presentations	11.3%	31.3%	50.9%	73.0%	87.5%	94.1%	96.7%	98.0%

(†) 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.

Manning Hospital: 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 7,877 patients

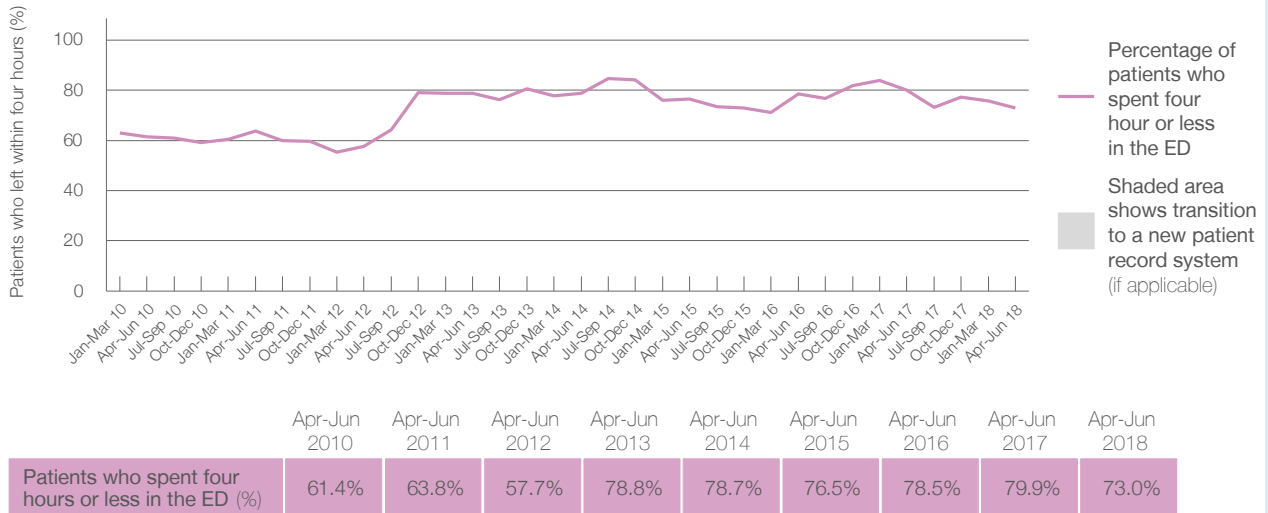
Presentations used to calculate time to leaving the ED: ⁶ 7,877 patients

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 7,877 patients	7,616	3%
Presentations used to calculate time to leaving the ED: ⁶ 7,877 patients	7,616	3%
Percentage of patients who spent four hours or less in the ED	79.9%	

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*.

- 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).

Moree Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,103 patients
Emergency presentations:² 1,836 patients

Same period last year	Change since one year ago
2,188	-4%
1,863	-1%

Moree Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 206 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 552 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 948 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 124 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
189	
5 minutes	8 minutes
17 minutes	24 minutes
646	
10 minutes	19 minutes
45 minutes	63 minutes
901	
15 minutes	24 minutes
61 minutes	95 minutes
127	
10 minutes	21 minutes
56 minutes	96 minutes

Moree Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,103 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
2,188	-4%
87%	

* 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).

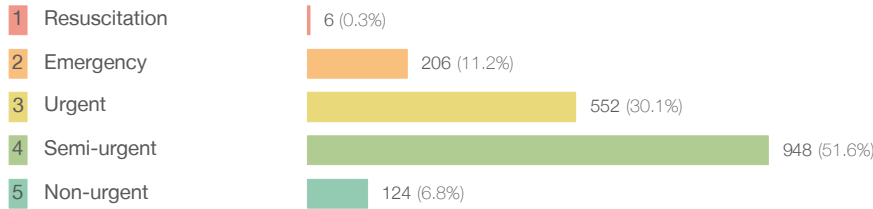
Moree Hospital: Patients presenting to the emergency department April to June 2018

All presentations:¹ 2,103 patients

Same period last year	Change since one year ago
2,188	-4%

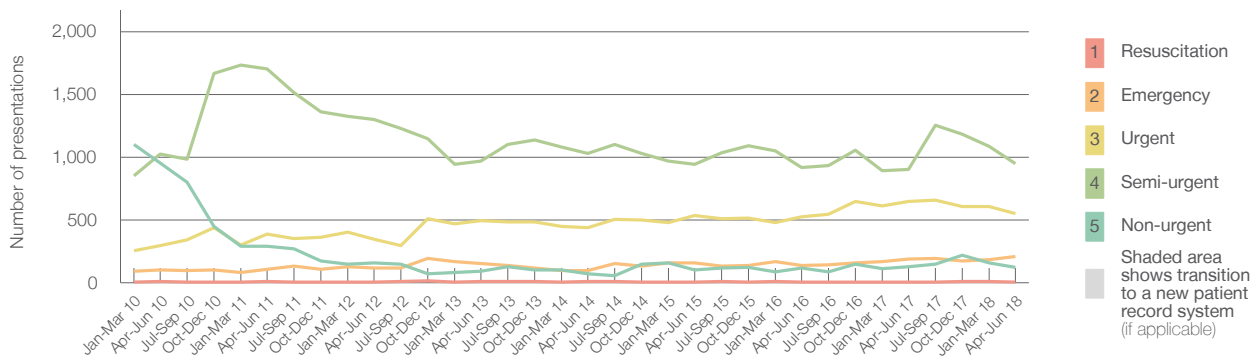
Emergency presentations² by triage category: 1,836 patients

1,863	-1%
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< 5	*
189	10.8%
646	-14.6%
901	5.2%
127	-2.4%

Emergency presentations² by quarter, January 2010 to June 2018 †



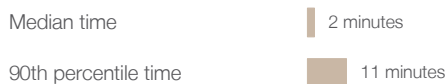
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	7	8	6	8	7	6	< 5	< 5	6
Emergency	100	107	117	154	98	156	143	189	206
Urgent	293	387	347	492	436	533	523	646	552
Semi-urgent	1,026	1,703	1,299	970	1,030	943	916	901	948
Non-urgent	955	291	158	90	69	100	118	127	124
All emergency presentations	2,381	2,496	1,927	1,714	1,640	1,738	1,700	1,863	1,836

Moree Hospital: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 208 patients

205	
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ED Transfer of care time



3 minutes	-1 minute
16 minutes	-5 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.

Moree Hospital: 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: 206

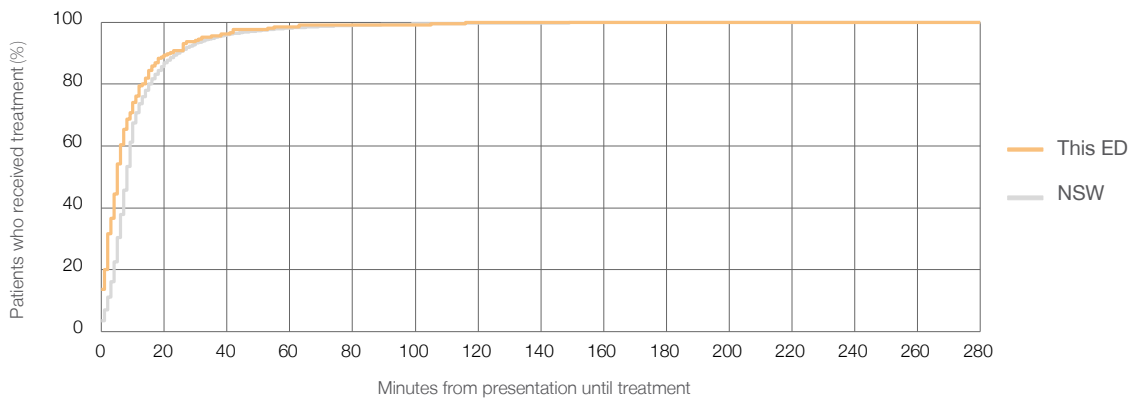
Number of triage 2 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 5 minutes

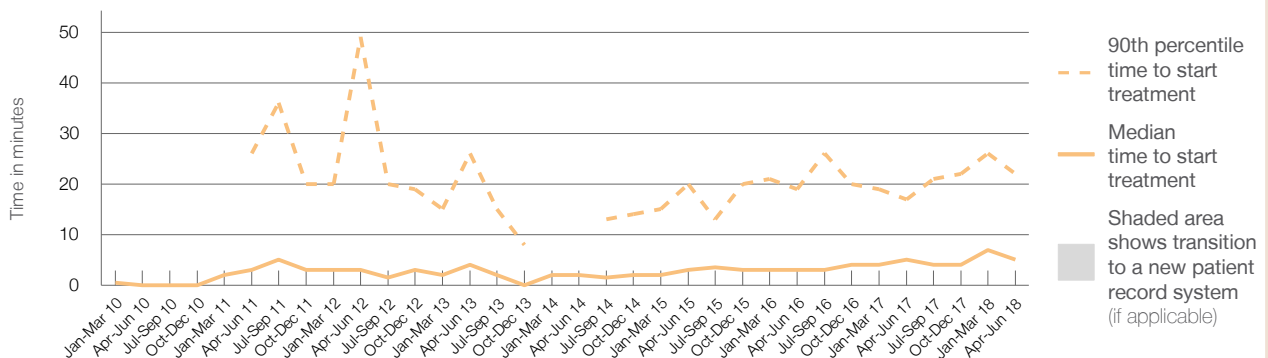
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
189	
183	
5 minutes	8 minutes
17 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)	0	3	3	4	2	3	3	5	5
90th percentile time to start treatment ⁵ (minutes)	11	26	49	26	*	20	19	17	22

(†) 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.

Moree Hospital: 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: 552

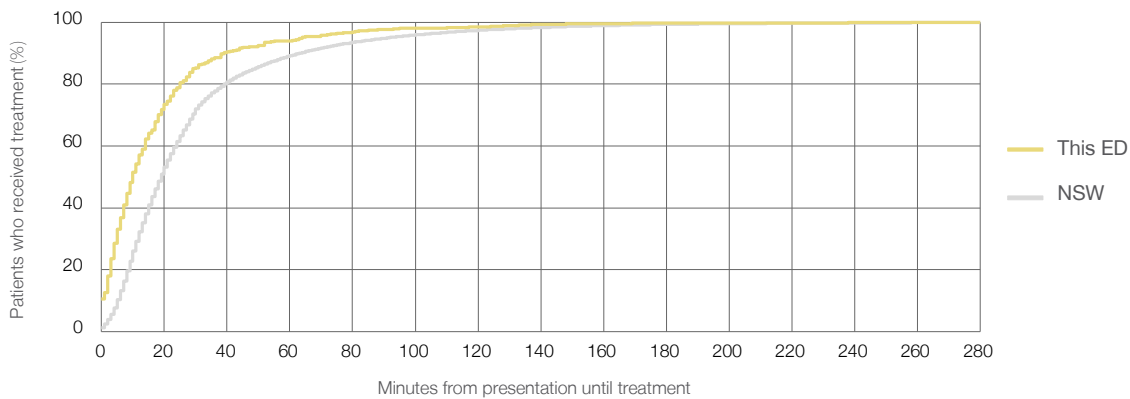
Number of triage 3 patients used to calculate waiting time:³ 535

Median time to start treatment⁴ 10 minutes

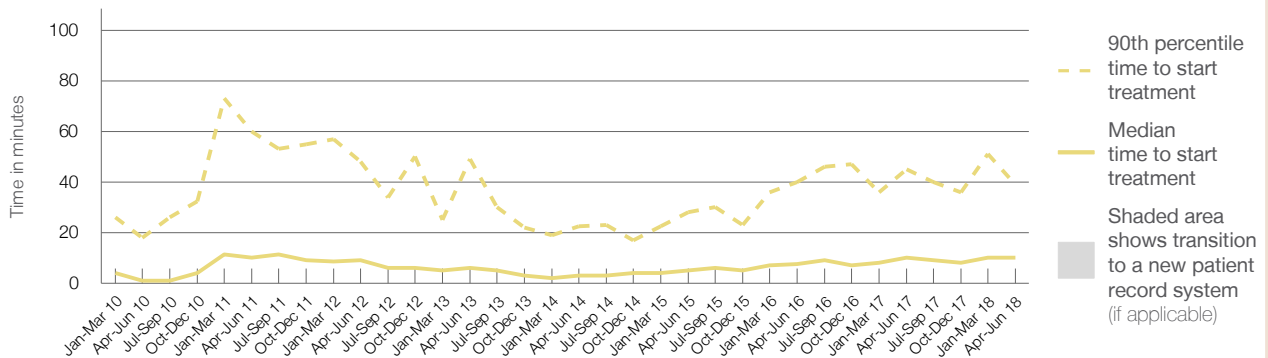
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
646	
632	
10 minutes	19 minutes
45 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)	1	10	9	6	3	5	8	10	10
90th percentile time to start treatment ⁵ (minutes)	18	60	48	49	23	28	40	45	39

(†) 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.

Moree Hospital: 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: 948

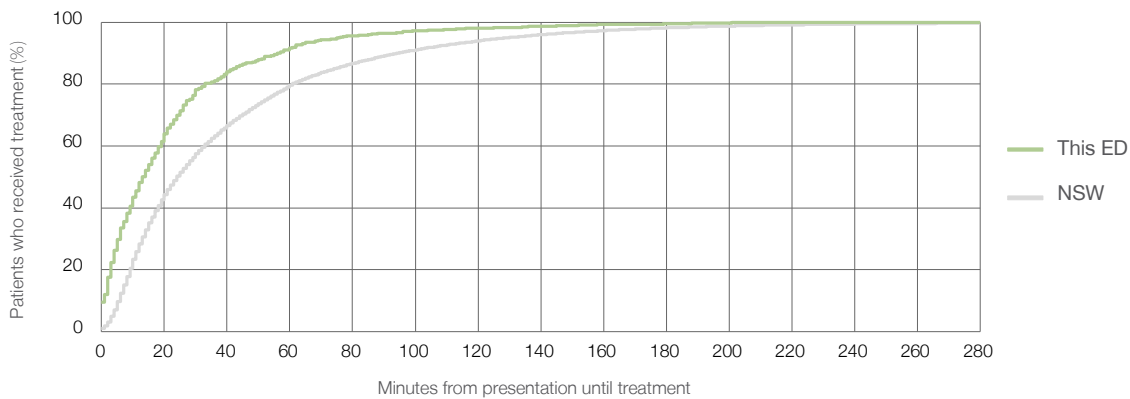
Number of triage 4 patients used to calculate waiting time:³ 855

Median time to start treatment⁴ 13 minutes

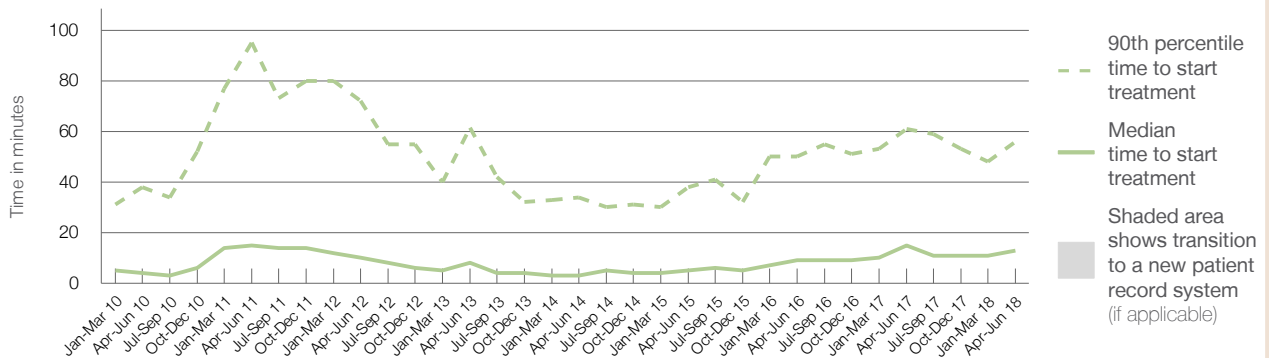
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
901	844
15 minutes	24 minutes
61 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)	4	15	10	8	3	5	9	15	13
90th percentile time to start treatment ⁵ (minutes)	38	95	72	62	34	38	50	61	56

(†) 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.

Moree Hospital: 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: 124

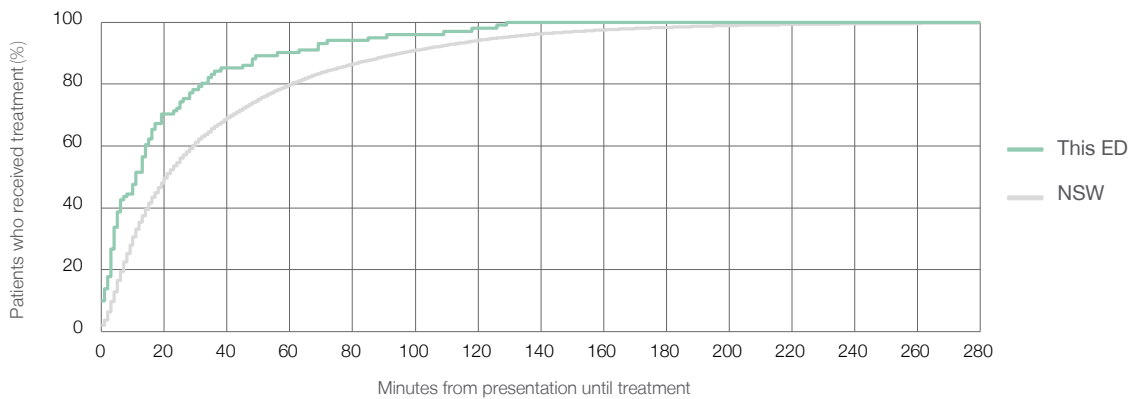
Number of triage 5 patients used to calculate waiting time:³ 101

Median time to start treatment⁴ 11 minutes

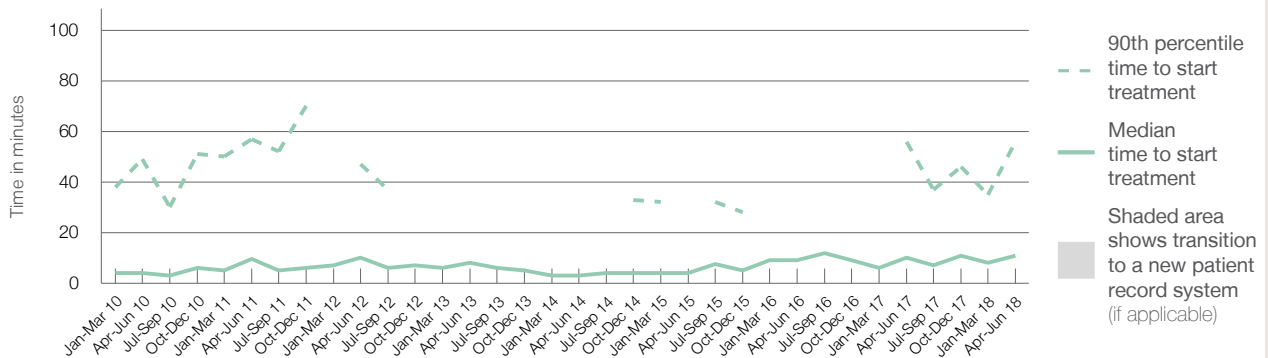
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
127	
104	
10 minutes	21 minutes
56 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)	4	10	10	8	3	4	9	10	11
90th percentile time to start treatment ⁵ (minutes)	49	57	47	*	*	*	*	56	56

(†) 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.

Moree Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,103 patients

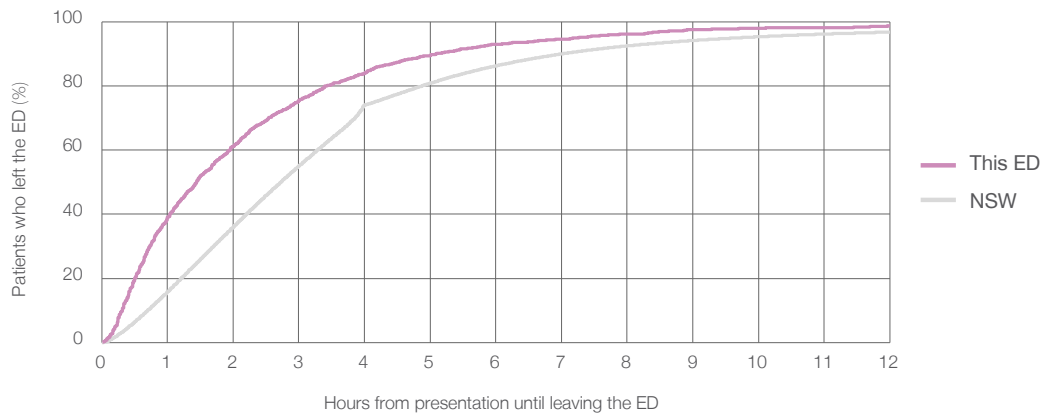
Presentations used to calculate time to leaving the ED:⁶ 2,103 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

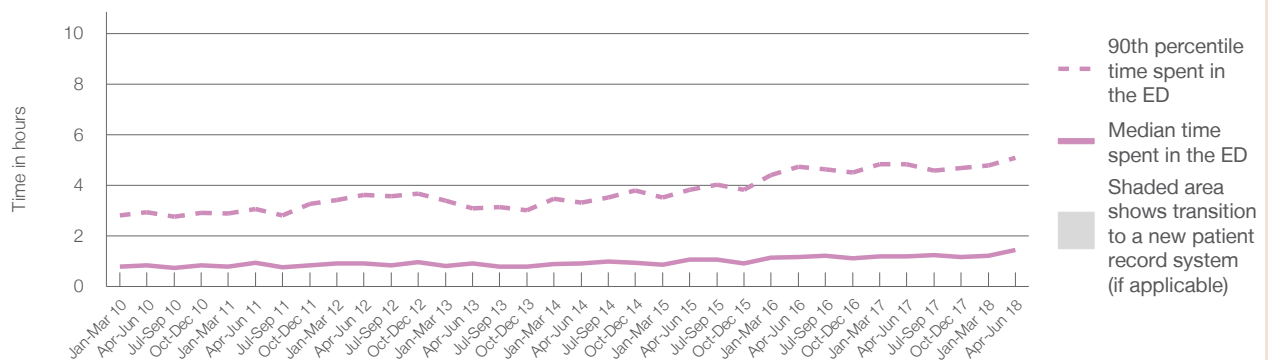
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

	Same period last year	NSW (this period)
All presentations	2,188	2,188
Median time spent in the ED ⁸	1 hours and 12 minutes	2 hours and 44 minutes
90th percentile time spent in the ED ⁹	4 hours and 51 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 51m	0h 57m	0h 55m	0h 56m	0h 56m	1h 4m	1h 11m	1h 12m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 56m	3h 4m	3h 37m	3h 5m	3h 19m	3h 50m	4h 45m	4h 51m	5h 6m

(†) 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.

Moree Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

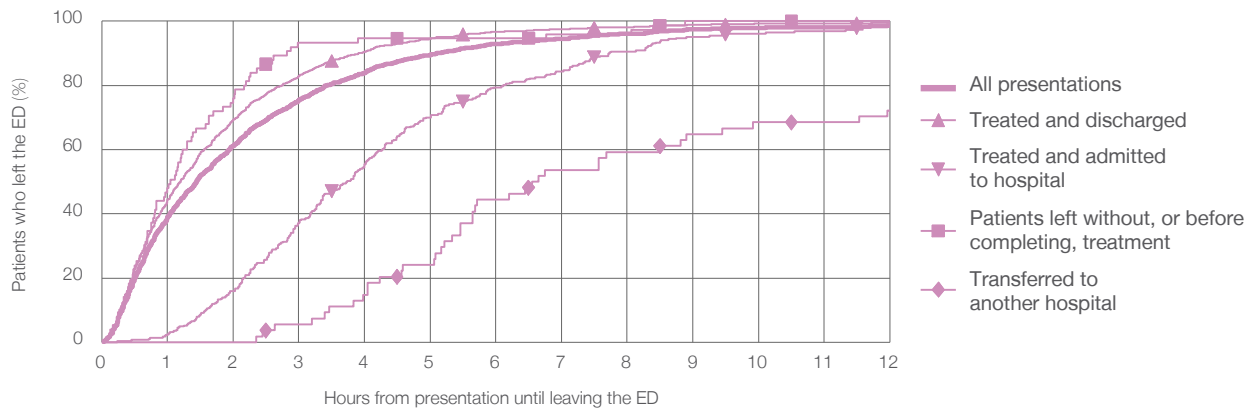
All presentations:¹ 2,103 patients

Presentations used to calculate time to leaving the ED:⁶ 2,103 patients

Treated and discharged	1,612 (76.7%)
Treated and admitted to hospital	287 (13.6%)
Patient left without, or before completing, treatment	75 (3.6%)
Transferred to another hospital	54 (2.6%)
Other	75 (3.6%)

Same period last year	Change since one year ago
2,188	-4%
1,733	-7.0%
257	11.7%
76	-1.3%
50	8.0%
72	4.2%

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

Treated and discharged	44.4%	69.3%	82.9%	90.4%	96.7%	98.2%	99.3%	99.6%
Treated and admitted to hospital	2.4%	16.0%	37.3%	55.4%	79.4%	90.6%	96.2%	98.3%
Patient left without, or before completing, treatment	48.0%	76.0%	93.3%	94.7%	94.7%	96.0%	100%	100%
Transferred to another hospital	0%	0%	5.6%	14.8%	44.4%	59.3%	68.5%	72.2%
All presentations	39.0%	61.3%	75.5%	84.0%	92.9%	96.1%	98.0%	98.6%

(†) 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.

Moree Hospital: 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 2,103 patients

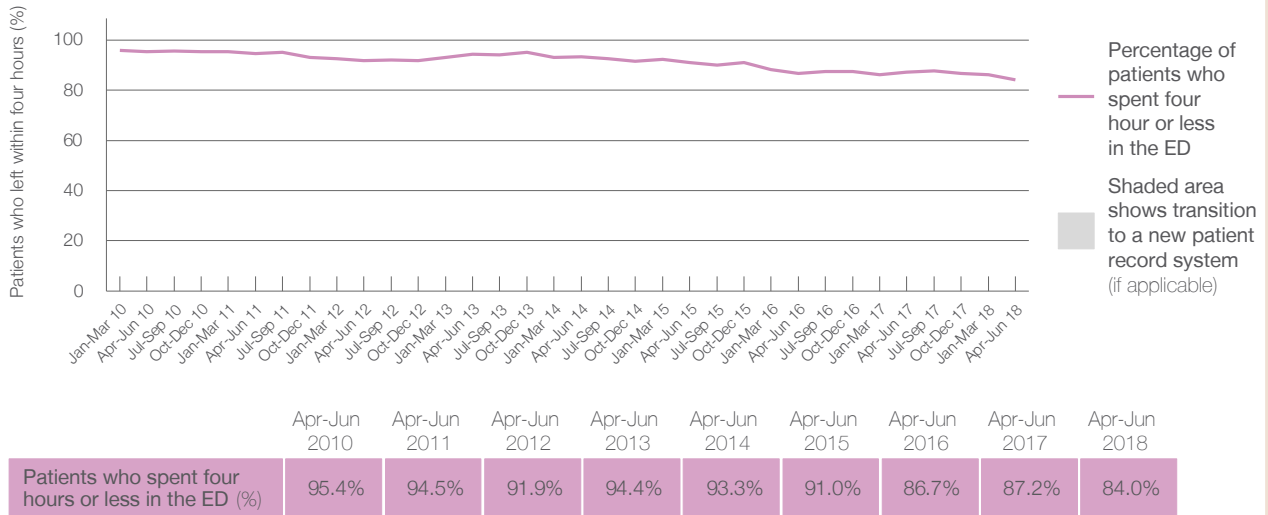
Presentations used to calculate time to leaving the ED: ⁶ 2,103 patients

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



Same period last year	Change since one year ago
2,188	-4%
2,188	-4%
87.2%	

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*.

- 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).

Muswellbrook Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,456 patients
Emergency presentations:² 2,344 patients

Same period last year	Change since one year ago
2,439	1%
2,294	2%

Muswellbrook Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 214 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 710 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,010 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 405 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
154	
5 minutes	8 minutes
14 minutes	24 minutes
561	
17 minutes	19 minutes
65 minutes	63 minutes
1,116	
31 minutes	24 minutes
89 minutes	95 minutes
463	
35 minutes	21 minutes
99 minutes	96 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,456 patients

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

Same period last year	Change since one year ago
2,439	1%
89%	

* 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.

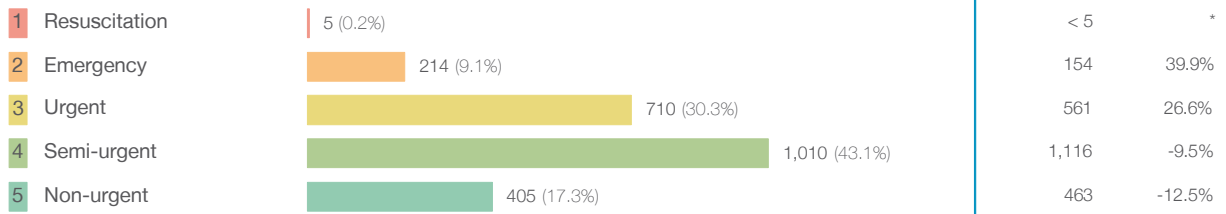
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Muswellbrook Hospital: Patients presenting to the emergency department

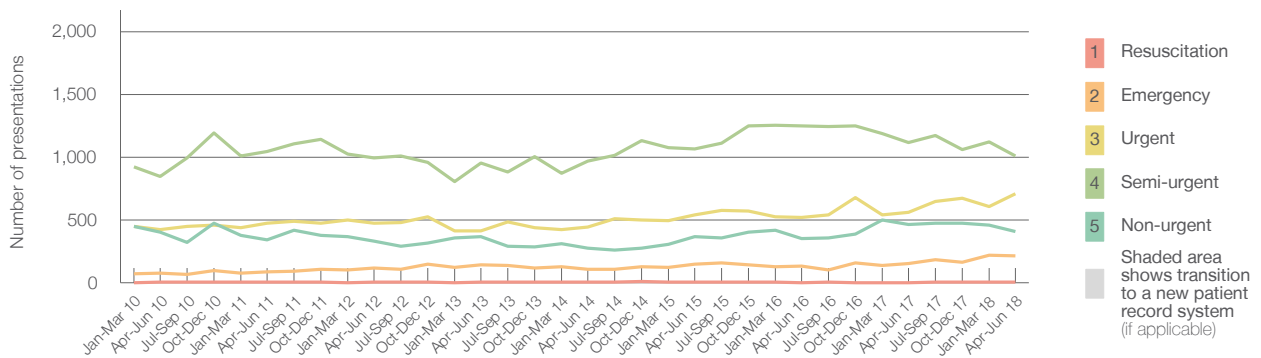
April to June 2018

All presentations:¹ 2,456 patients

Emergency presentations² by triage category: 2,344 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	< 5	6	< 5	5	< 5	< 5	< 5	5
Emergency	74	88	116	142	106	153	131	154	214
Urgent	425	473	472	411	443	538	522	561	710
Semi-urgent	847	1,043	992	952	968	1,064	1,251	1,116	1,010
Non-urgent	402	340	332	366	275	364	352	463	405
All emergency presentations	1,753	1,944	1,918	1,871	1,797	2,119	2,256	2,294	2,344

Muswellbrook Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 374 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.

Muswellbrook Hospital: 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: 214

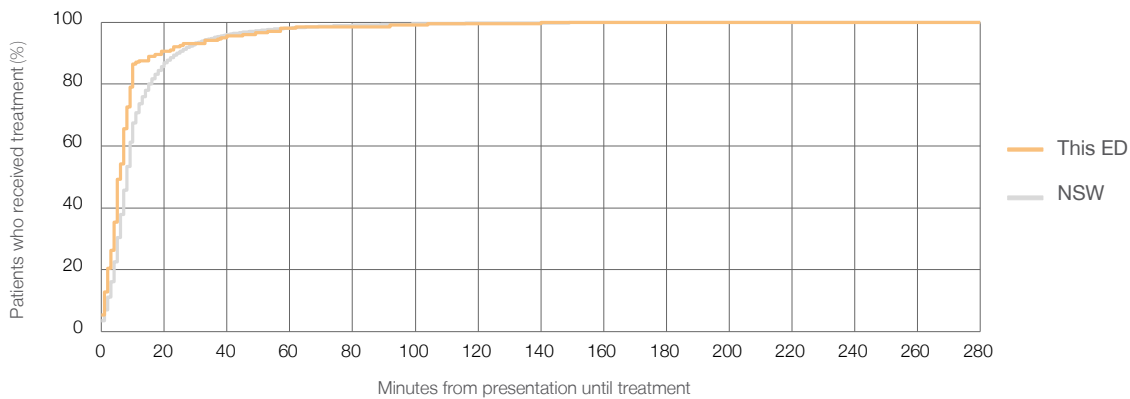
Number of triage 2 patients used to calculate waiting time:³ 201

Median time to start treatment⁴ 6 minutes

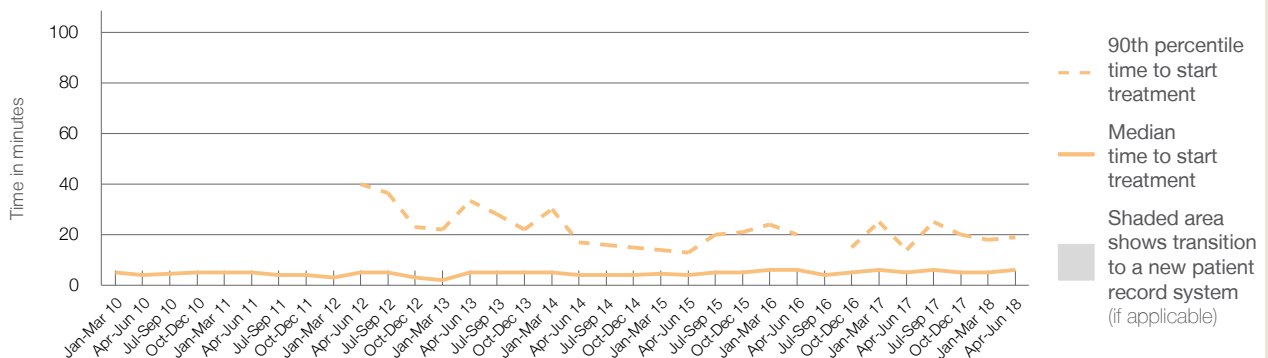
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
154	148
5 minutes	8 minutes
14 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)	4	5	5	5	4	4	6	5	6
90th percentile time to start treatment ⁵ (minutes)	*	*	40	34	17	13	20	14	19

(†) 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.

Muswellbrook Hospital: 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: 710

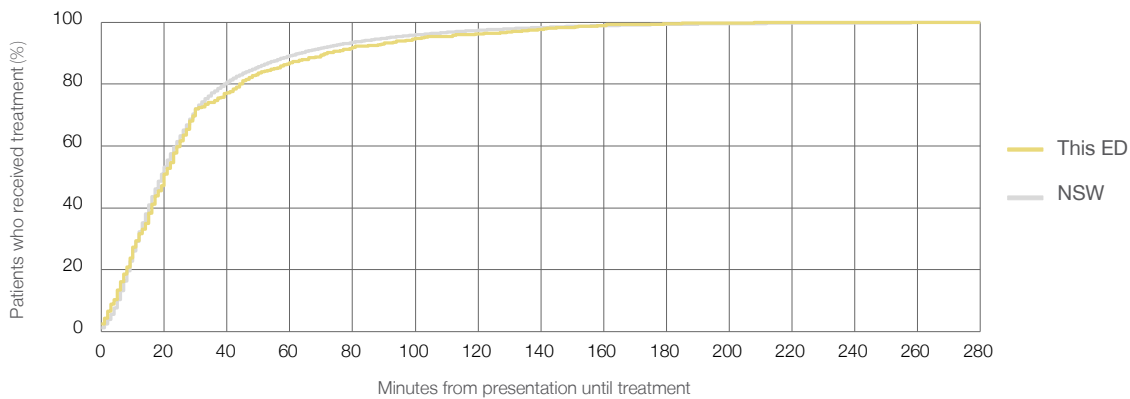
Number of triage 3 patients used to calculate waiting time:³ 658

Median time to start treatment⁴ 20 minutes

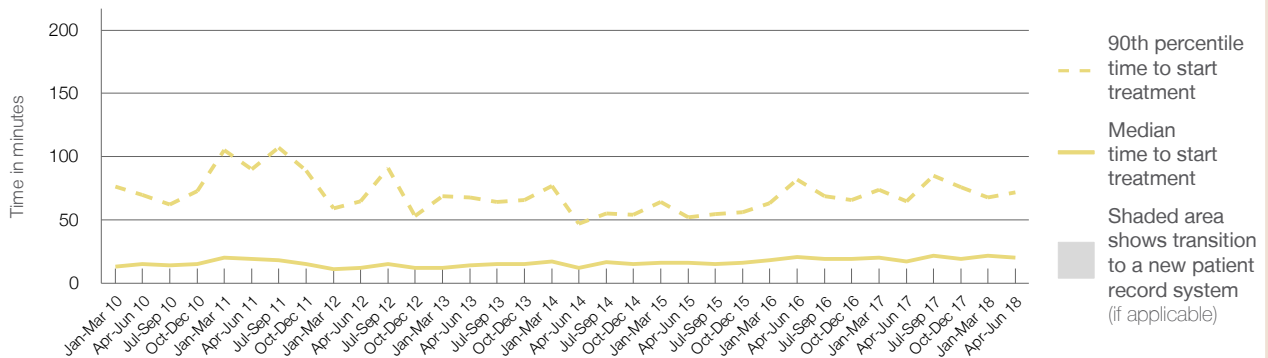
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
561	520
17 minutes	19 minutes
65 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)	15	19	12	14	12	16	21	17	20
90th percentile time to start treatment ⁵ (minutes)	70	90	65	68	47	52	82	65	72

(†) 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.

Muswellbrook Hospital: 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: 1,010

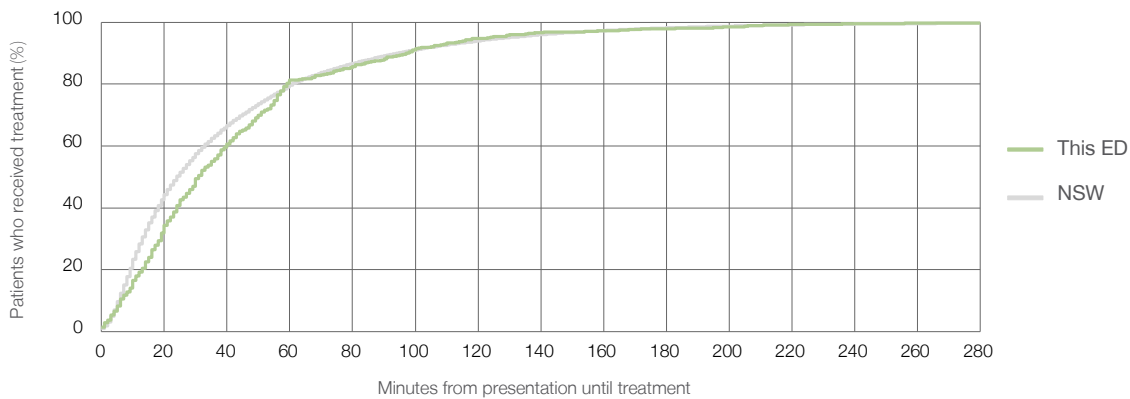
Number of triage 4 patients used to calculate waiting time:³ 905

Median time to start treatment⁴ 31 minutes

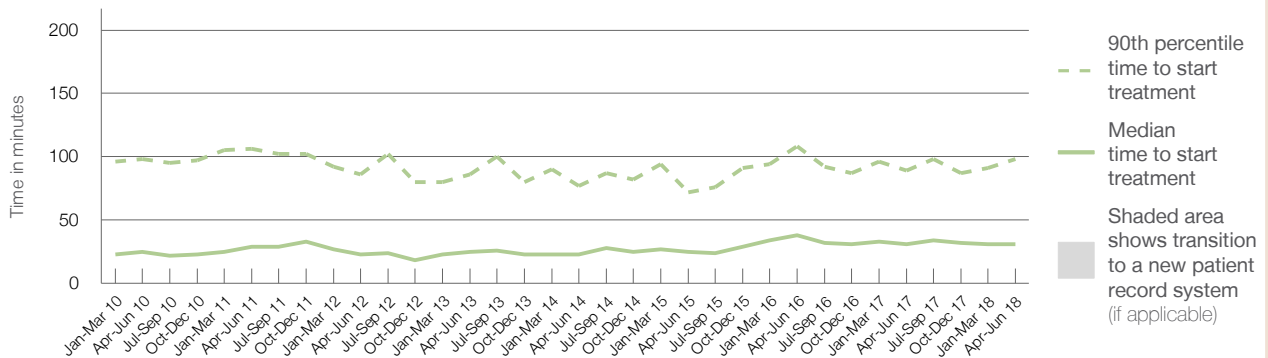
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,116	1,018
31 minutes	24 minutes
89 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)	25	29	23	25	23	25	38	31	31
90th percentile time to start treatment ⁵ (minutes)	98	106	86	86	77	72	108	89	98

(†) 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.

Muswellbrook Hospital: 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: 405

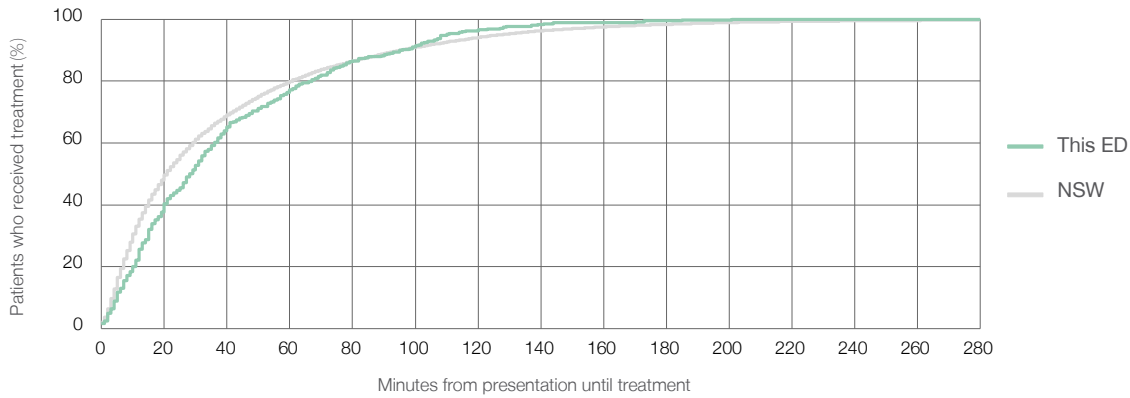
Number of triage 5 patients used to calculate waiting time:³ 347

Median time to start treatment⁴ 28 minutes

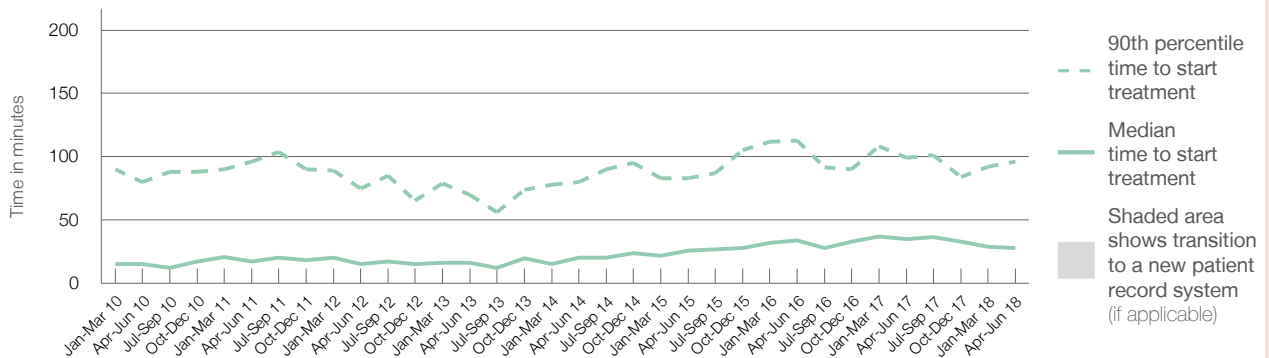
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
463	
405	
35 minutes	21 minutes
99 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)	15	17	15	16	20	26	34	35	28
90th percentile time to start treatment ⁵ (minutes)	80	96	75	70	80	83	113	99	96

(†) 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.

Muswellbrook Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,456 patients

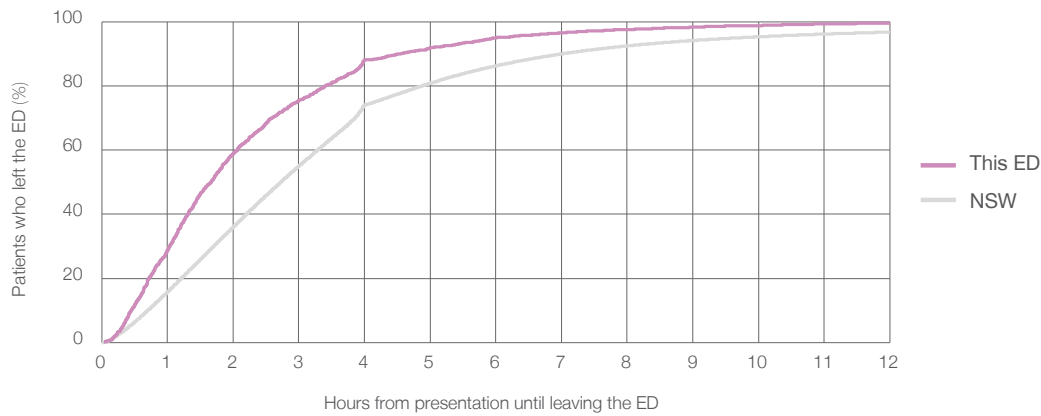
Presentations used to calculate time to leaving the ED:⁶ 2,456 patients

Median time spent in the ED⁸ 1 hours and 40 minutes

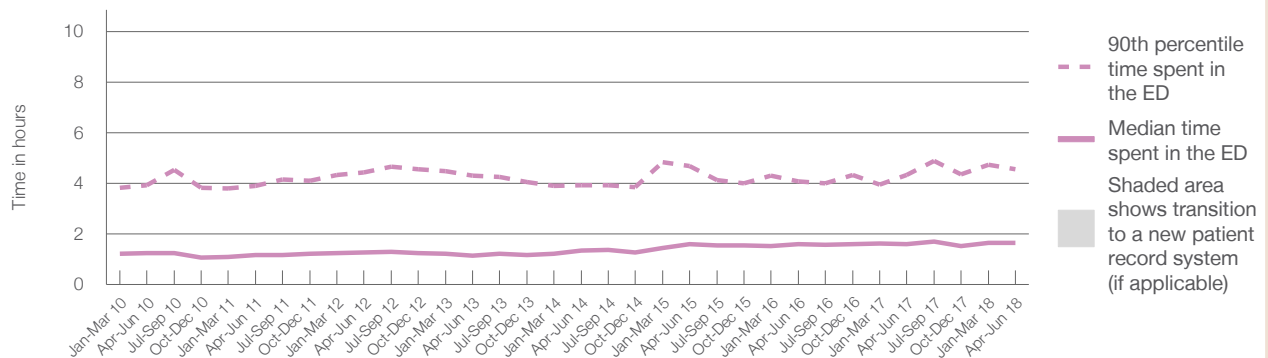
90th percentile time spent in the ED⁹ 4 hours and 34 minutes

Same period last year	NSW (this period)
2,439	2,439
1 hours and 37 minutes	2 hours and 44 minutes
4 hours and 20 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)	1h 15m	1h 11m	1h 16m	1h 9m	1h 21m	1h 37m	1h 37m	1h 37m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 56m	3h 55m	4h 26m	4h 18m	3h 56m	4h 42m	4h 6m	4h 20m	4h 34m

(†) 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.

Muswellbrook Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

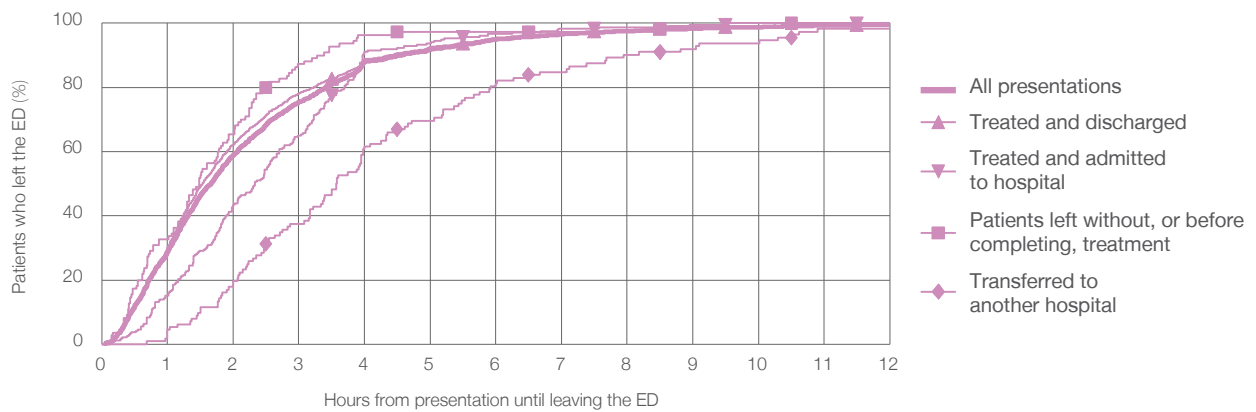
All presentations:¹ 2,456 patients

Presentations used to calculate time to leaving the ED:⁶ 2,456 patients

Treated and discharged	1,880 (76.5%)
Treated and admitted to hospital	237 (9.6%)
Patient left without, or before completing, treatment	110 (4.5%)
Transferred to another hospital	112 (4.6%)
Other	117 (4.8%)

Same period last year	Change since one year ago
2,439	1%
1,844	2.0%
302	-21.5%
102	7.8%
92	21.7%
99	18.2%

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

Treated and discharged	30.2%	62.2%	78.2%	88.9%	95.4%	97.9%	98.9%	99.6%
Treated and admitted to hospital	15.2%	43.5%	65.0%	91.1%	96.6%	98.7%	100%	100%
Patient left without, or before completing, treatment	32.7%	65.5%	87.3%	96.4%	97.3%	97.3%	99.1%	100%
Transferred to another hospital	4.5%	19.6%	37.5%	61.6%	81.3%	90.2%	93.8%	98.2%
All presentations	29.0%	59.0%	75.5%	88.1%	95.0%	97.6%	98.7%	99.6%

(†) 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.

Muswellbrook Hospital: 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 2,456 patients

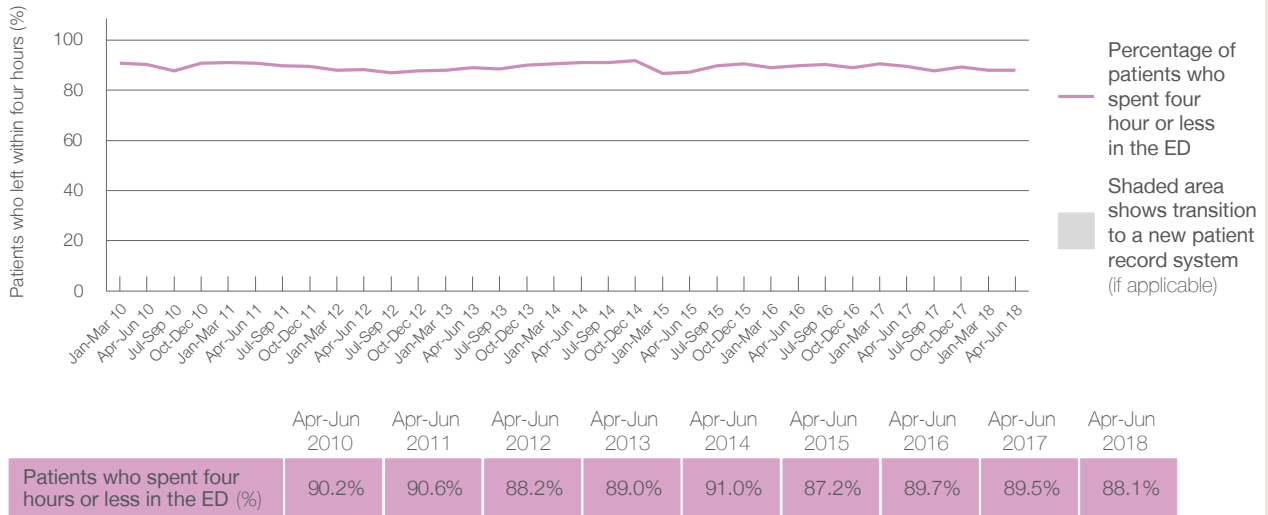
Presentations used to calculate time to leaving the ED: ⁶ 2,456 patients

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 2,456 patients	2,439	1%
Presentations used to calculate time to leaving the ED: ⁶ 2,456 patients	2,439	1%
Percentage of patients who spent four hours or less in the ED	89.5%	

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.

† 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*.

- 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).

Narrabri Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,430 patients
Emergency presentations:² 1,379 patients

Same period last year	Change since one year ago
1,355	6%
1,318	5%

Narrabri Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 125 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 395 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 598 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 261 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
91	
5 minutes	8 minutes
*	24 minutes
344	
15 minutes	19 minutes
33 minutes	63 minutes
590	
22 minutes	24 minutes
57 minutes	95 minutes
286	
23 minutes	21 minutes
75 minutes	96 minutes

Narrabri Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,430 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
1,355	6%
92%	

* 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.

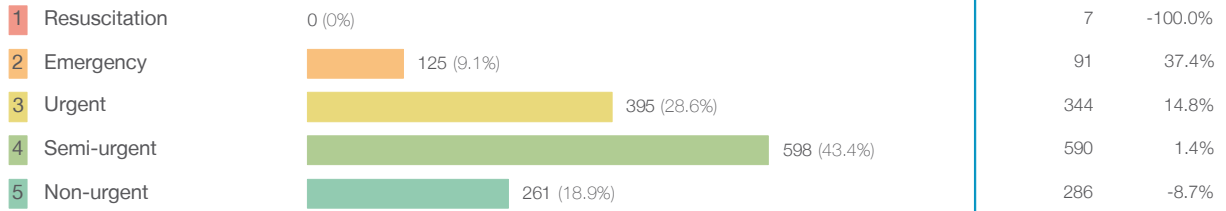
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Narrabri Hospital: Patients presenting to the emergency department

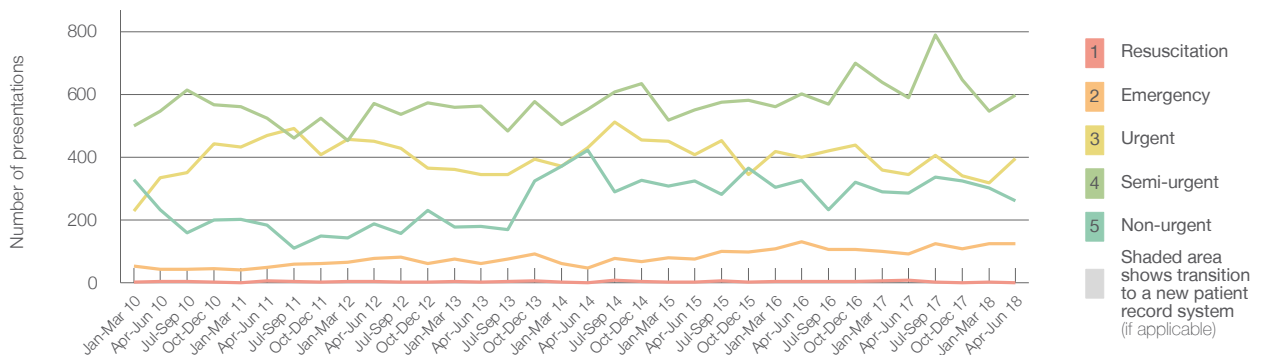
April to June 2018

All presentations:¹ 1,430 patients

Emergency presentations² by triage category: 1,379 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	5	< 5	< 5	0	< 5	< 5	7	0
Emergency	46	49	82	61	46	78	133	91	125
Urgent	334	469	451	345	431	407	400	344	395
Semi-urgent	547	524	572	563	553	550	602	590	598
Non-urgent	233	183	187	179	423	324	327	286	261
All emergency presentations	1,160	1,230	1,292	1,148	1,453	1,359	1,462	1,318	1,379

Narrabri Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 113 patients **

ED Transfer of care time



Same period last year

Change since one year ago

89

5 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.

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

Narrabri Hospital: 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: 125

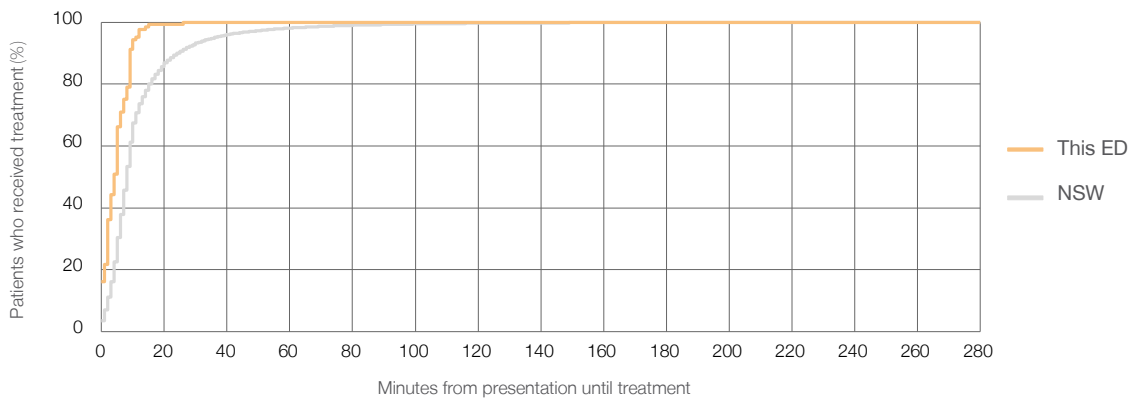
Number of triage 2 patients used to calculate waiting time:³ 124

Median time to start treatment⁴ 4 minutes

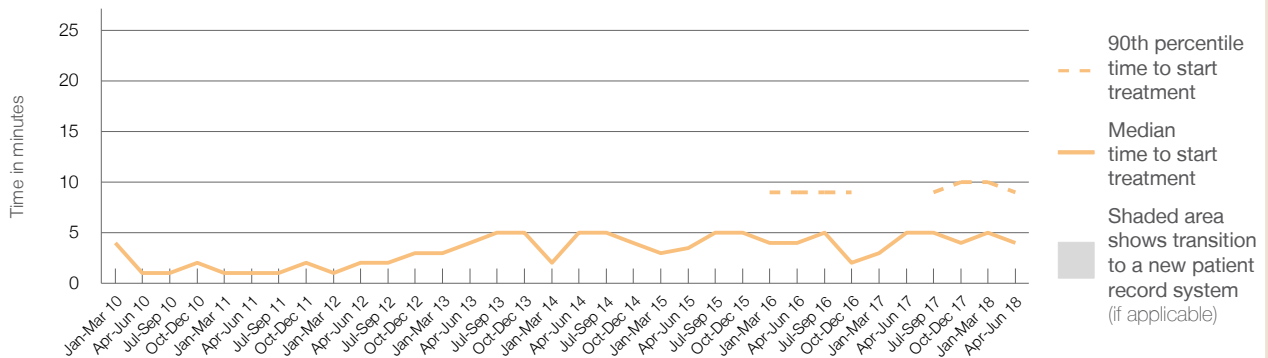
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
91	88
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)	1	1	2	4	5	4	4	5	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	*	9

(†) 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 Hospital: 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: 395

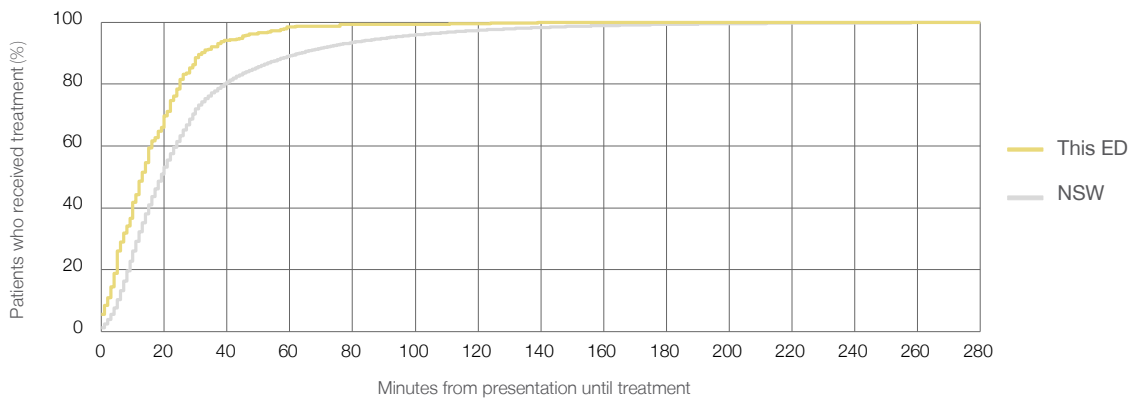
Number of triage 3 patients used to calculate waiting time:³ 386

Median time to start treatment⁴ 13 minutes

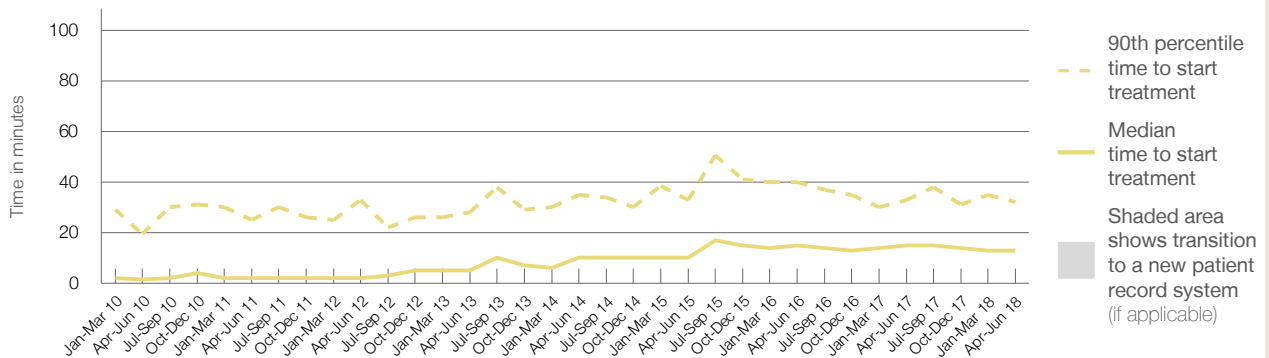
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
344	
340	
15 minutes	19 minutes
33 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)	2	2	2	5	10	10	15	15	13
90th percentile time to start treatment ⁵ (minutes)	20	25	33	28	35	33	40	33	32

(†) 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 Hospital: 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: 598

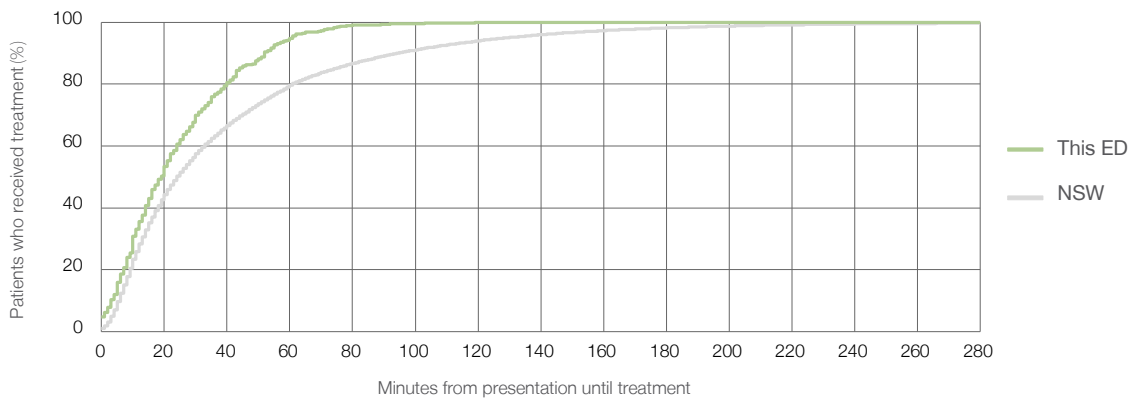
Number of triage 4 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 19 minutes

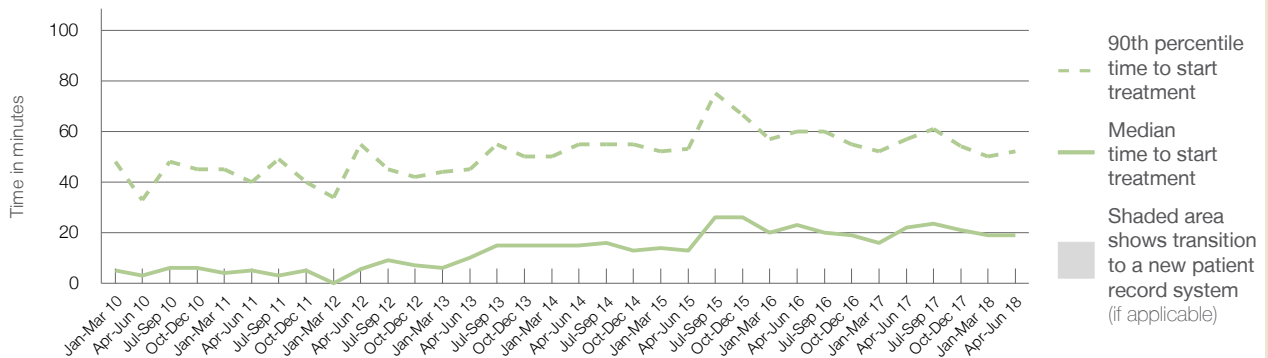
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
590	578
22 minutes	24 minutes
57 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)	3	5	6	10	15	13	23	22	19
90th percentile time to start treatment ⁵ (minutes)	33	40	55	45	55	53	60	57	52

(†) 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 Hospital: 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: 261

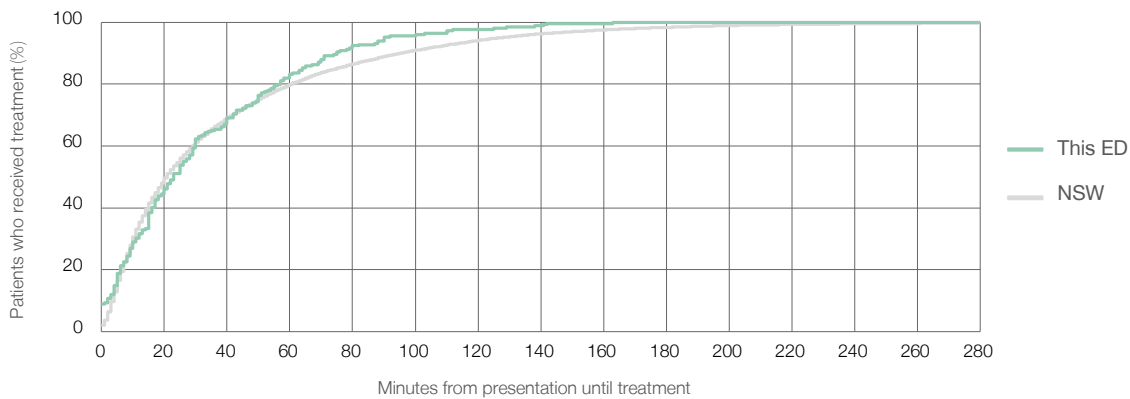
Number of triage 5 patients used to calculate waiting time:³ 249

Median time to start treatment⁴ 23 minutes

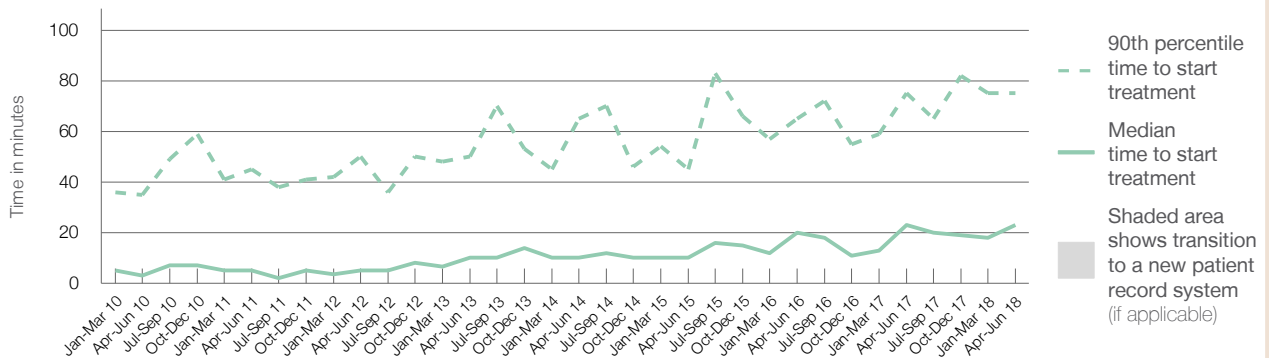
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
286	275
23 minutes	21 minutes
75 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)	3	5	5	10	10	10	20	23	23
90th percentile time to start treatment ⁵ (minutes)	35	45	50	50	65	45	65	75	75

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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.

Narrabri Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,430 patients

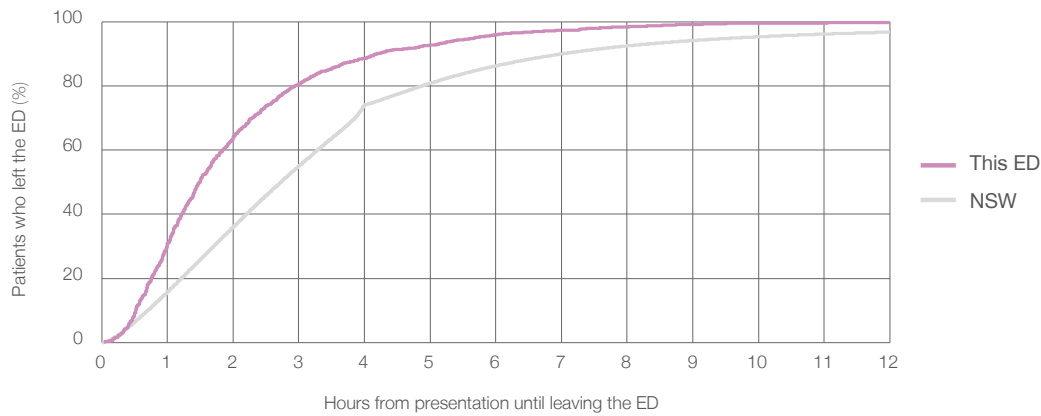
Presentations used to calculate time to leaving the ED:⁶ 1,430 patients

Median time spent in the ED⁸ ■ 1 hours and 29 minutes

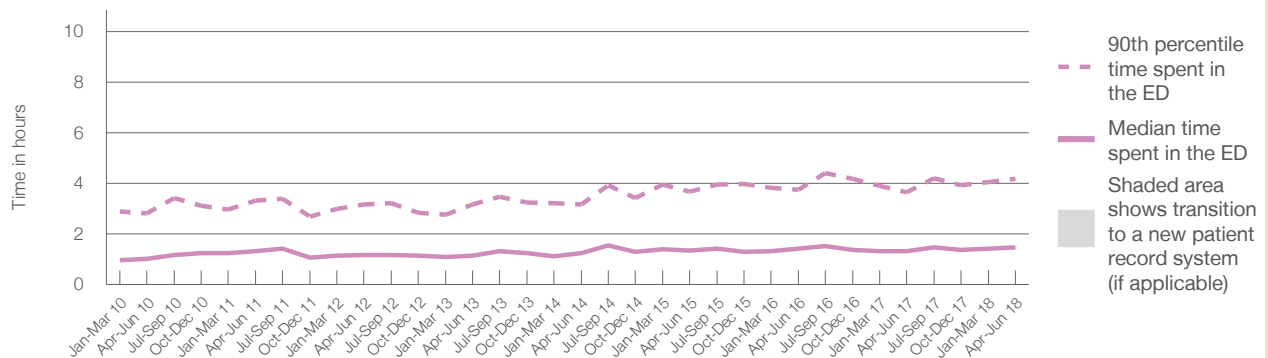
90th percentile time spent in the ED⁹ ■ 4 hours and 12 minutes

Same period last year	NSW (this period)
1,355	1,355
1 hours and 20 minutes	2 hours and 44 minutes
3 hours and 39 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)	1h 2m	1h 20m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 20m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 49m	3h 20m	3h 10m	3h 10m	3h 10m	3h 40m	3h 45m	3h 39m	4h 12m

(†) 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 Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

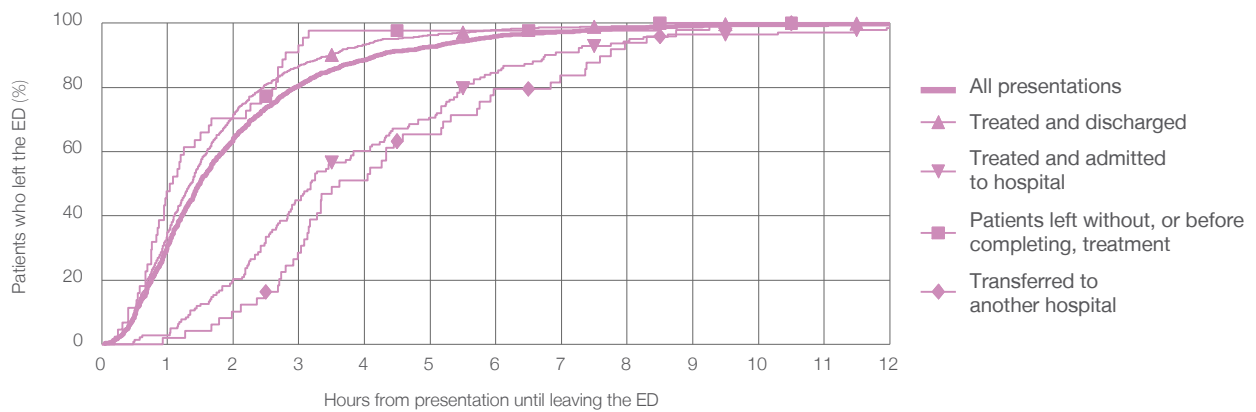
All presentations:¹ 1,430 patients

Presentations used to calculate time to leaving the ED:⁶ 1,430 patients

Treated and discharged	1,187 (83.0%)
Treated and admitted to hospital	143 (10.0%)
Patient left without, or before completing, treatment	44 (3.1%)
Transferred to another hospital	49 (3.4%)
Other	7 (0.5%)

Same period last year	Change since one year ago
1,355	6%
1,125	5.5%
158	-9.5%
42	4.8%
27	81.5%
3	133.3%

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

Treated and discharged	34.9%	71.5%	86.7%	93.3%	97.9%	99.1%	99.8%	99.9%
Treated and admitted to hospital	2.8%	20.3%	44.8%	60.1%	84.6%	94.4%	96.5%	98.6%
Patient left without, or before completing, treatment	47.7%	70.5%	93.2%	97.7%	97.7%	97.7%	100%	100%
Transferred to another hospital	2.0%	10.2%	28.6%	51.0%	79.6%	93.9%	100%	100%
All presentations	31.0%	64.2%	80.6%	88.6%	95.9%	98.4%	99.5%	99.8%

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

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Narrabri Hospital: 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 1,430 patients

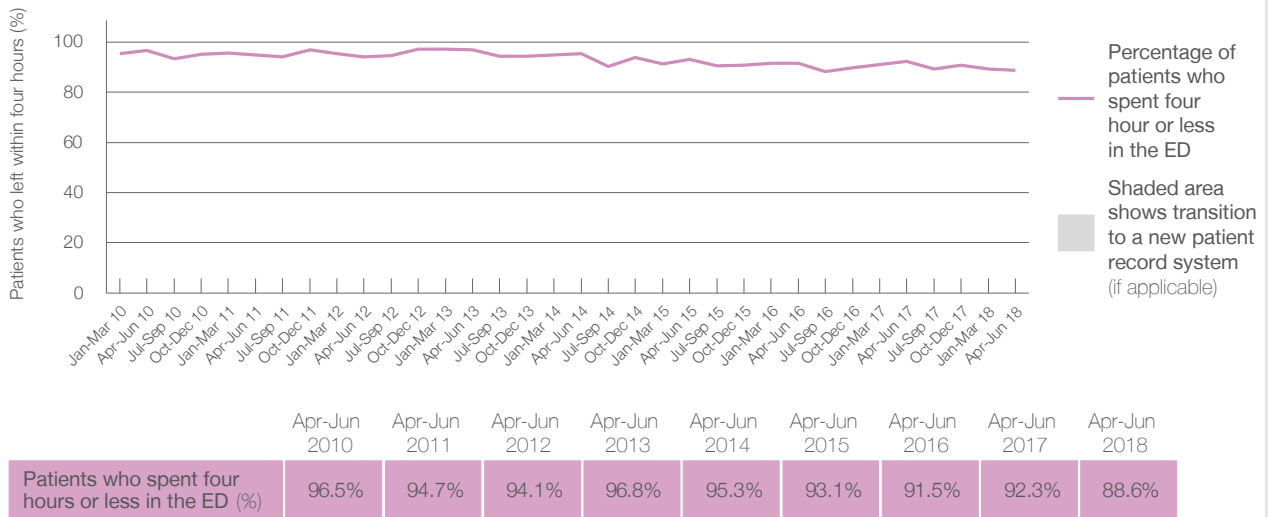
Presentations used to calculate time to leaving the ED: ⁶ 1,430 patients

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 1,430 patients	1,355	6%
Presentations used to calculate time to leaving the ED: ⁶ 1,430 patients	1,355	6%
Percentage of patients who spent four hours or less in the ED	92.3%	

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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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).

Singleton Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 2,962 patients
Emergency presentations:² 2,903 patients

Same period last year	Change since one year ago
2,808	5%
2,730	6%

Singleton Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 196 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 777 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,700 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 222 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
171	
8 minutes	8 minutes
29 minutes	24 minutes
739	
25 minutes	19 minutes
72 minutes	63 minutes
1,672	
37 minutes	24 minutes
100 minutes	95 minutes
148	
27 minutes	21 minutes
89 minutes	96 minutes

Singleton Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 2,962 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
2,808	5%
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.

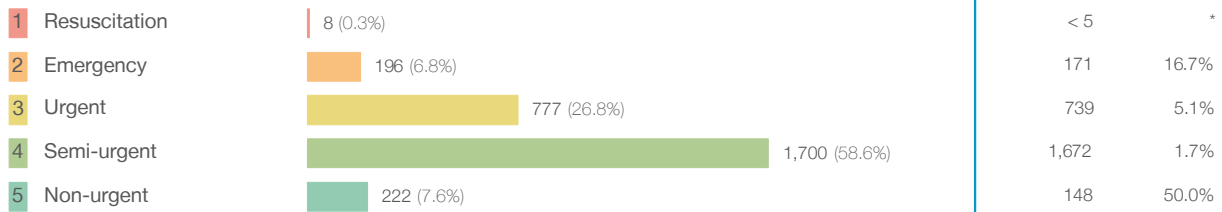
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Singleton Hospital: Patients presenting to the emergency department

April to June 2018

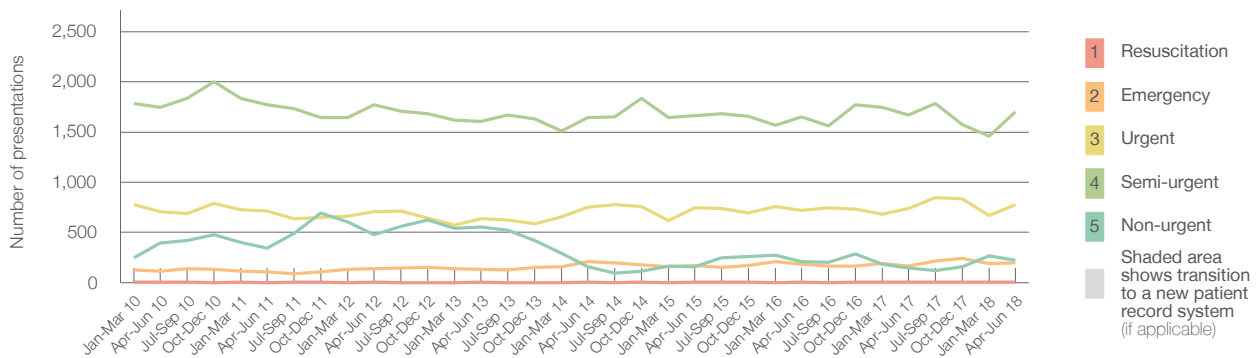
All presentations:¹ 2,962 patients

Emergency presentations² by triage category: 2,903 patients



Same period last year	Change since one year ago
2,808	5%
2,730	6%
< 5	*
171	16.7%
739	5.1%
1,672	1.7%
148	50.0%

Emergency presentations² by quarter, January 2010 to June 2018 †



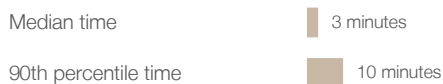
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	< 5	6	< 5	8	6	5	< 5	8
Emergency	119	112	137	139	208	174	187	171	196
Urgent	707	712	707	638	751	742	722	739	777
Semi-urgent	1,743	1,771	1,772	1,605	1,644	1,663	1,650	1,672	1,700
Non-urgent	393	341	476	552	161	159	212	148	222
All emergency presentations	2,962	2,936	3,098	2,934	2,772	2,744	2,776	2,730	2,903

Singleton Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 293 patients

ED Transfer of care time



Same period last year	Change since one year ago
257	
5 minutes	-2 minutes
119 minutes	-109 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.

Singleton Hospital: 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: 196

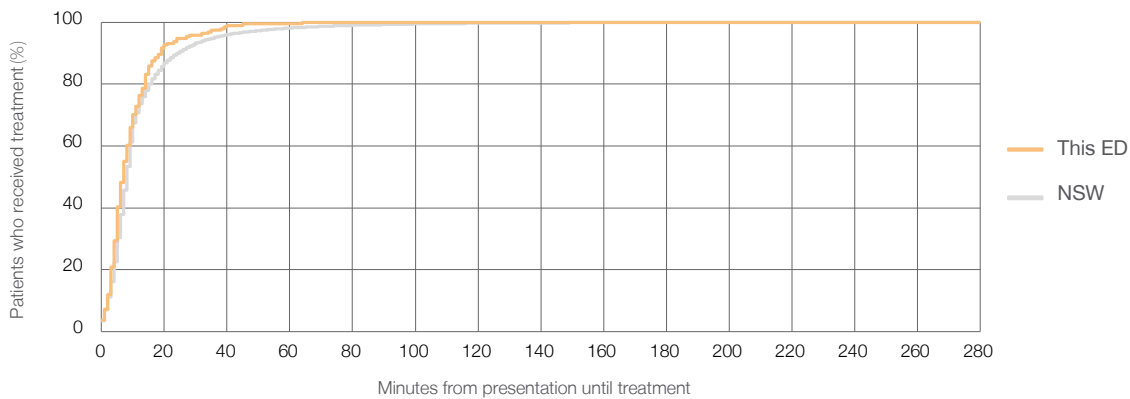
Number of triage 2 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 7 minutes

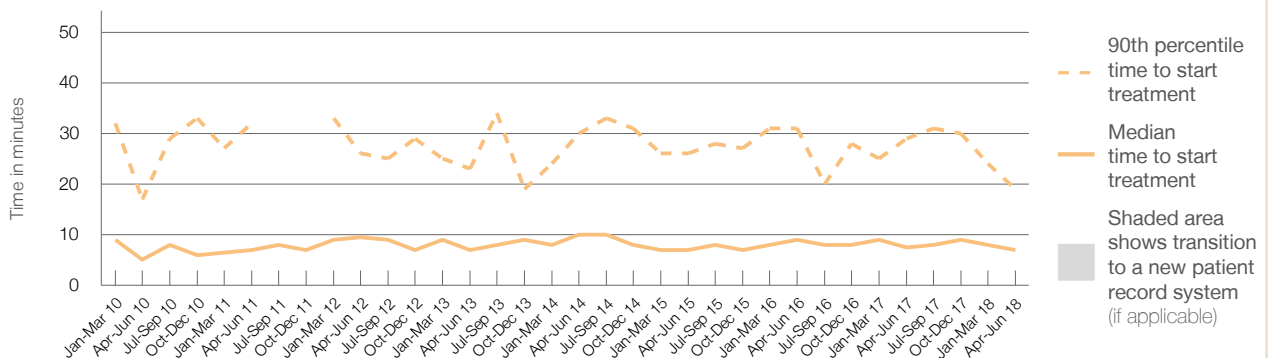
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
171	
164	
8 minutes	8 minutes
29 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)	5	7	10	7	10	7	9	8	7
90th percentile time to start treatment ⁵ (minutes)	17	32	26	23	30	26	31	29	19

(†) 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.

Singleton Hospital: 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: 777

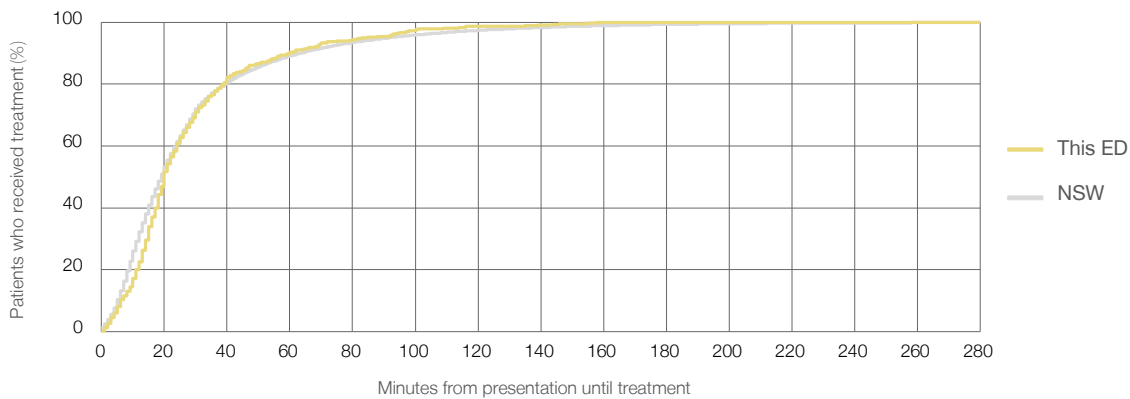
Number of triage 3 patients used to calculate waiting time:³ 755

Median time to start treatment⁴ 20 minutes

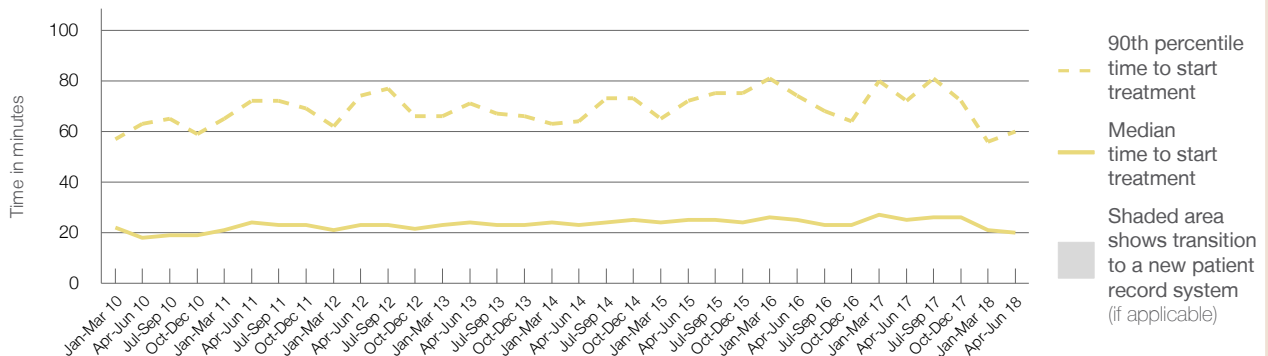
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
739	
708	
25 minutes	19 minutes
72 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)	18	24	23	24	23	25	25	25	20
90th percentile time to start treatment ⁵ (minutes)	63	72	74	71	64	72	74	72	60

(†) 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.

Singleton Hospital: 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: 1,700

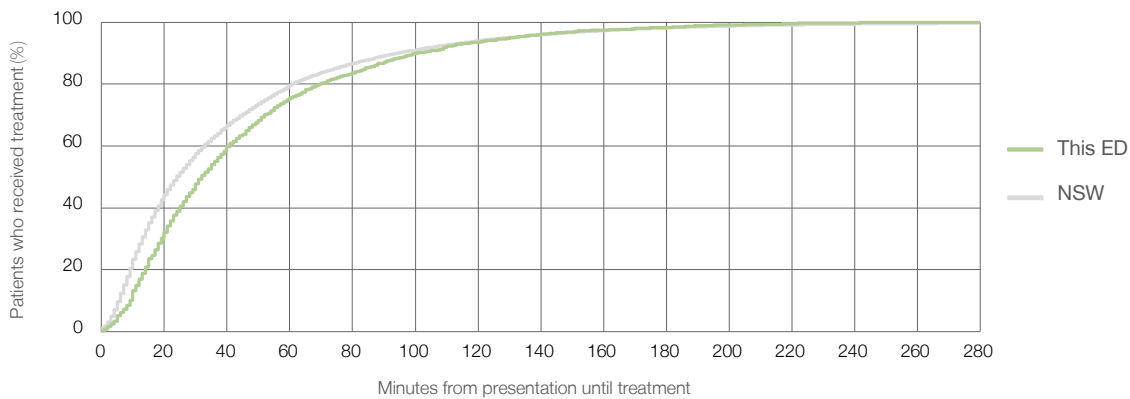
Number of triage 4 patients used to calculate waiting time:³ 1,637

Median time to start treatment⁴ 32 minutes

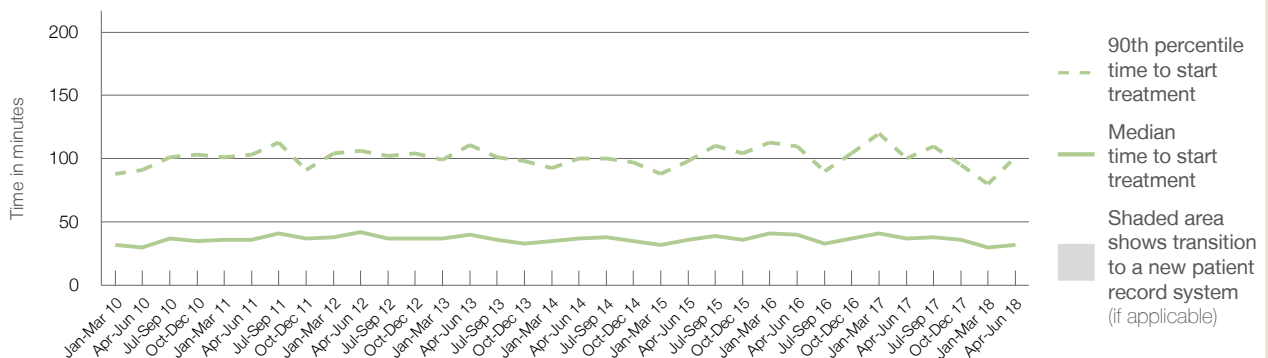
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,672	1,602
37 minutes	24 minutes
100 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)	30	36	42	40	37	36	40	37	32
90th percentile time to start treatment ⁵ (minutes)	91	103	106	111	100	98	110	100	101

(†) 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.

Singleton Hospital: 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: 222

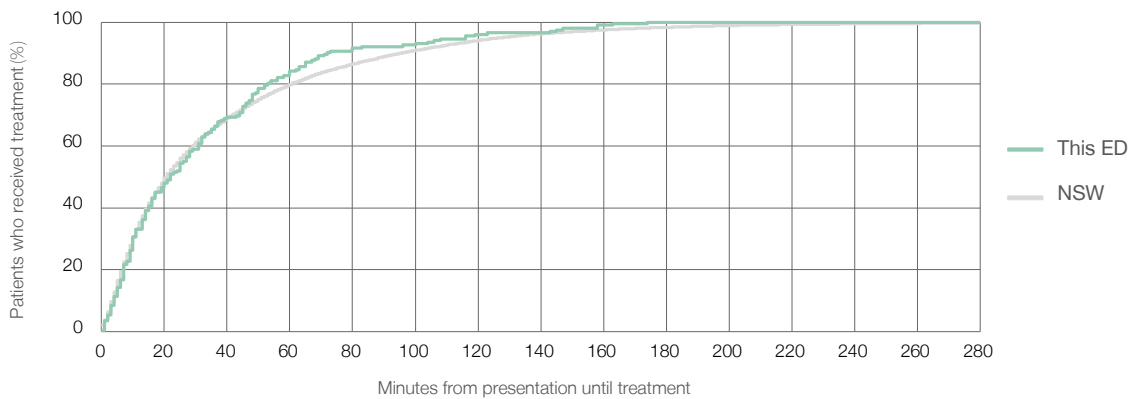
Number of triage 5 patients used to calculate waiting time:³ 202

Median time to start treatment⁴ 22 minutes

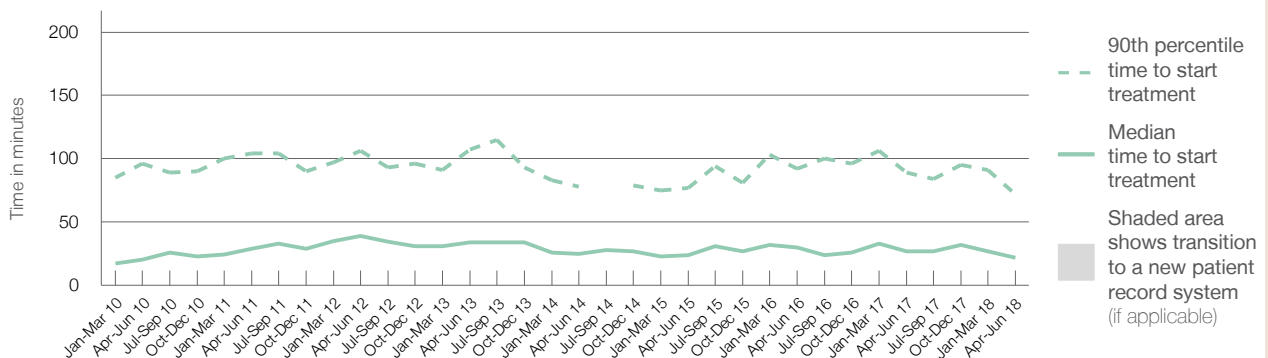
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
148	
128	
27 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)	20	29	39	34	25	24	30	27	22
90th percentile time to start treatment ⁵ (minutes)	96	104	106	107	78	77	92	89	72

(†) 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.

Singleton Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,962 patients

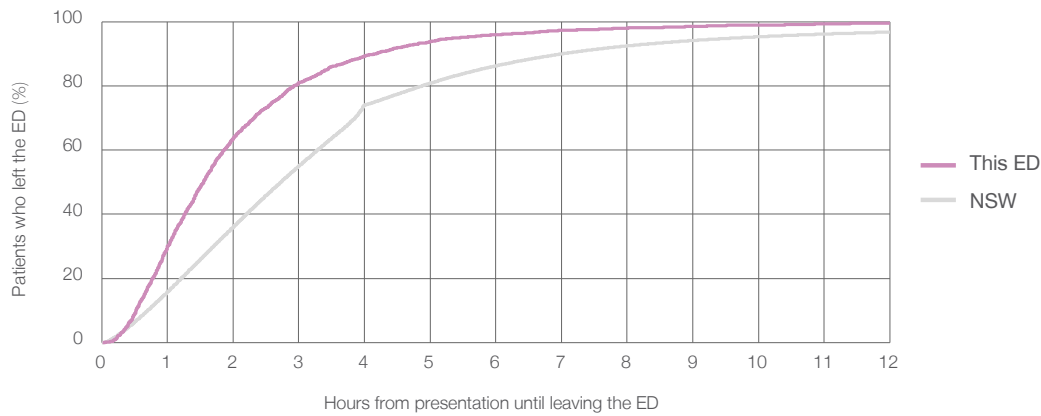
Presentations used to calculate time to leaving the ED:⁶ 2,962 patients

Median time spent in the ED⁸ 1 hours and 33 minutes

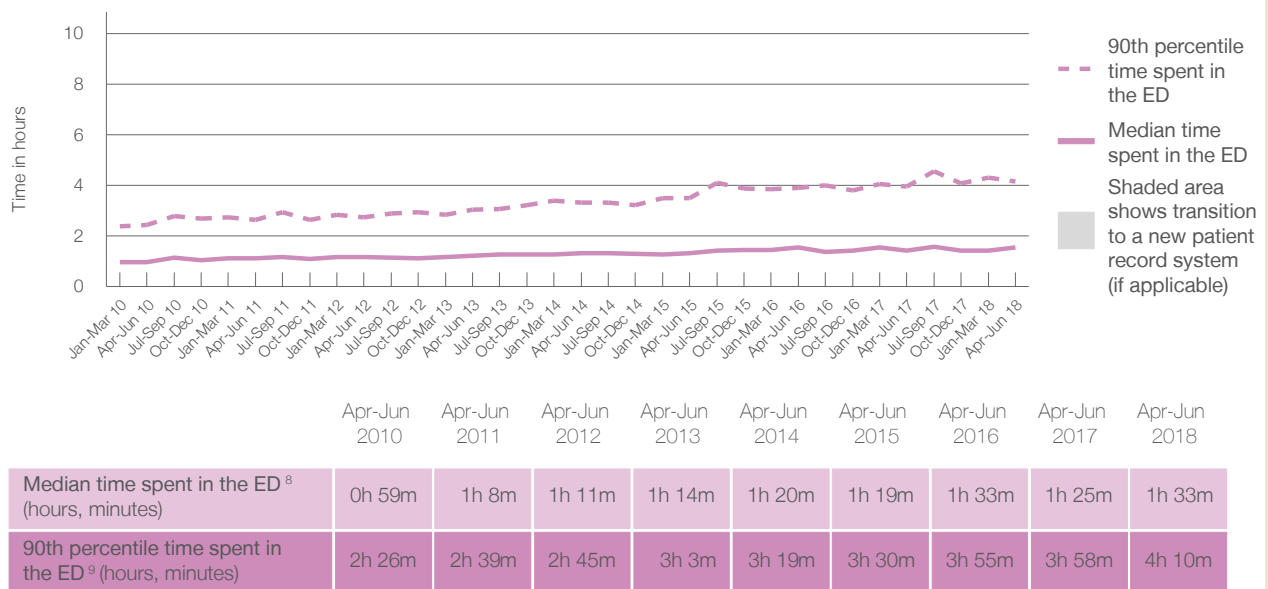
90th percentile time spent in the ED⁹ 4 hours and 10 minutes

Same period last year	NSW (this period)
2,808	2,808
1 hours and 25 minutes	2 hours and 44 minutes
3 hours and 58 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^{†‡}



(†) 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.

Singleton Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

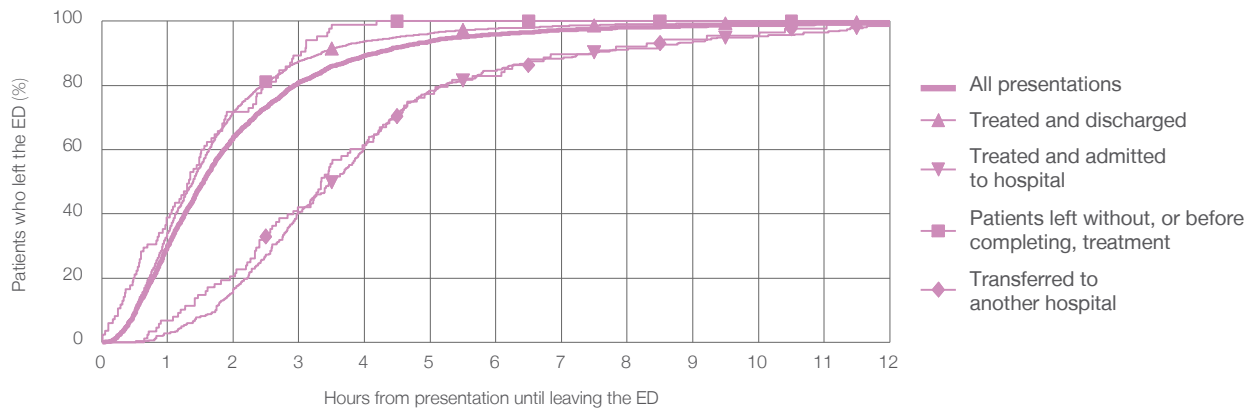
All presentations:¹ 2,962 patients

Presentations used to calculate time to leaving the ED:⁶ 2,962 patients

Treated and discharged	2,424 (81.8%)
Treated and admitted to hospital	319 (10.8%)
Patient left without, or before completing, treatment	85 (2.9%)
Transferred to another hospital	88 (3.0%)
Other	46 (1.6%)

Same period last year	Change since one year ago
2,808	5%
2,323	4.3%
266	19.9%
87	-2.3%
78	12.8%
54	-14.8%

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

Treated and discharged	34.0%	71.7%	87.5%	93.8%	97.8%	99.1%	99.5%	99.7%
Treated and admitted to hospital	2.8%	16.6%	40.4%	61.4%	84.6%	91.2%	95.3%	98.4%
Patient left without, or before completing, treatment	38.8%	71.8%	89.4%	98.8%	100%	100%	100%	100%
Transferred to another hospital	6.8%	20.5%	42.0%	61.4%	83.0%	92.0%	95.5%	98.9%
All presentations	30.0%	63.9%	80.9%	89.3%	95.9%	98.0%	98.9%	99.5%

(†) 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.

Singleton Hospital: 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 2,962 patients

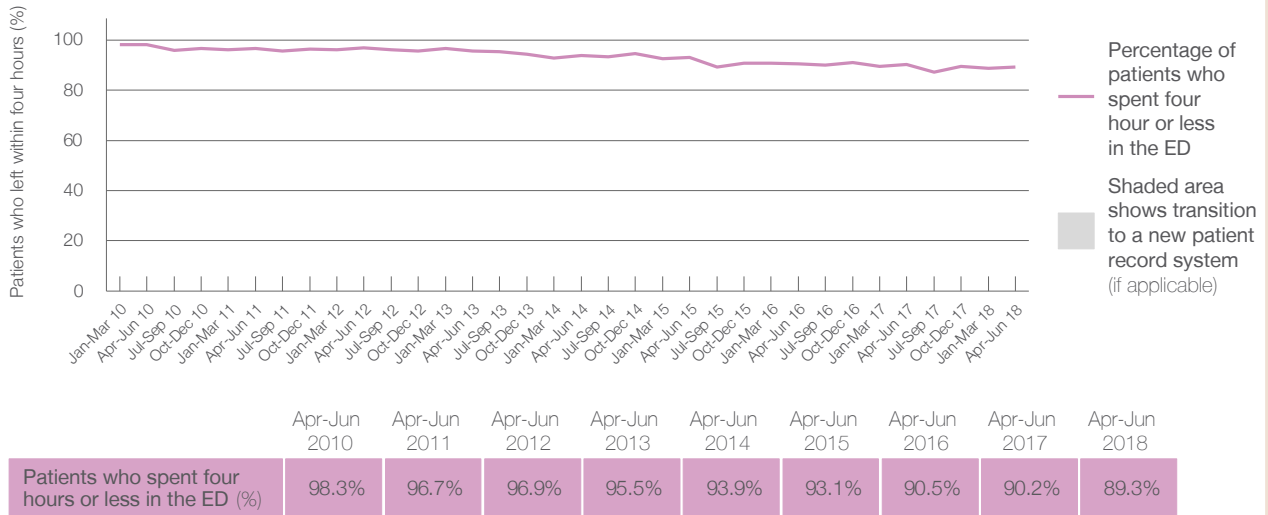
Presentations used to calculate time to leaving the ED: ⁶ 2,962 patients

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 2,962 patients	2,808	5%
Presentations used to calculate time to leaving the ED: ⁶ 2,962 patients	2,808	5%
Percentage of patients who spent four hours or less in the ED	90.2%	

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*.

- 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).

Tamworth Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 10,544 patients



Emergency presentations:² 10,105 patients

Same period last year	Change since one year ago
11,474	-8%
10,871	-7%



Tamworth Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 835 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,630 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,020 patients

Median time to start treatment⁴  43 minutes
 90th percentile time to start treatment⁵  128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,579 patients

Median time to start treatment⁴  51 minutes
 90th percentile time to start treatment⁵  132 minutes

Same period last year	NSW (this period)
960	
8 minutes	8 minutes
25 minutes	24 minutes
2,857	
22 minutes	19 minutes
76 minutes	63 minutes
5,368	
45 minutes	24 minutes
137 minutes	95 minutes
1,650	
53 minutes	21 minutes
146 minutes	96 minutes

Tamworth Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 10,544 patients

Percentage of patients who spent four hours or less in the ED  72%

Same period last year	Change since one year ago
11,474	-8%
72%	

* 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.

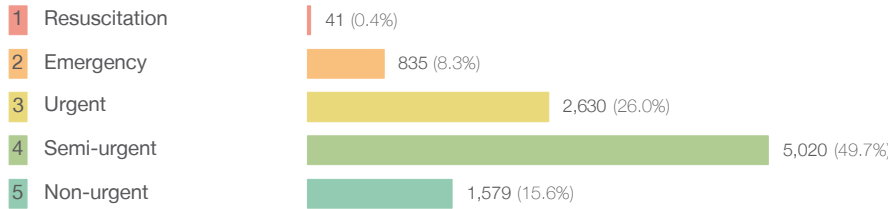
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Tamworth Hospital: Patients presenting to the emergency department

April to June 2018

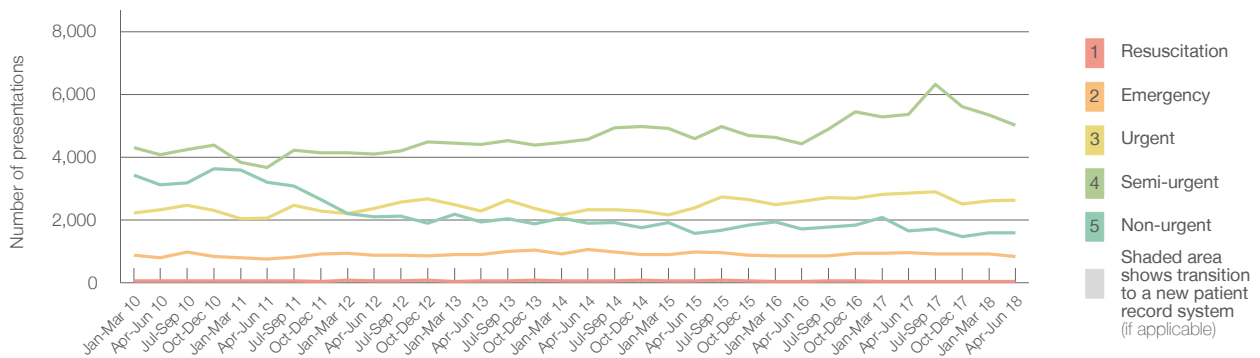
All presentations:¹ 10,544 patients

Emergency presentations² by triage category: 10,105 patients



	Same period last year	Change since one year ago
All presentations	11,474	-8%
Emergency presentations	10,871	-7%
1 Resuscitation	36	13.9%
2 Emergency	960	-13.0%
3 Urgent	2,857	-7.9%
4 Semi-urgent	5,368	-6.5%
5 Non-urgent	1,650	-4.3%

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	53	63	55	68	50	53	35	36	41
Emergency	799	751	871	887	1,052	984	847	960	835
Urgent	2,314	2,052	2,358	2,292	2,320	2,389	2,582	2,857	2,630
Semi-urgent	4,075	3,676	4,100	4,395	4,577	4,593	4,431	5,368	5,020
Non-urgent	3,127	3,205	2,103	1,929	1,901	1,572	1,708	1,650	1,579
All emergency presentations	10,368	9,747	9,487	9,571	9,900	9,591	9,603	10,871	10,105

Tamworth Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,621 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,656	
Median time	9 minutes	-1 minute
90th percentile time	25 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.

Tamworth Hospital: 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: 835

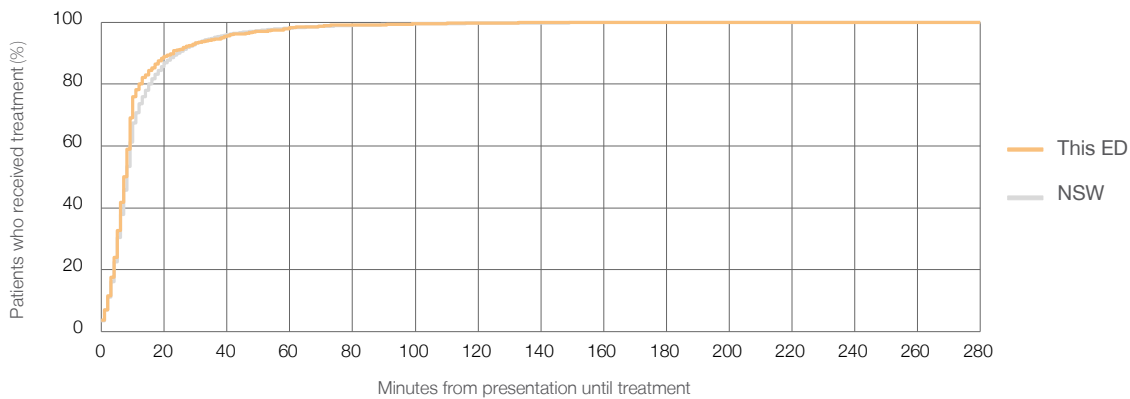
Number of triage 2 patients used to calculate waiting time:³ 830

Median time to start treatment⁴ 7 minutes

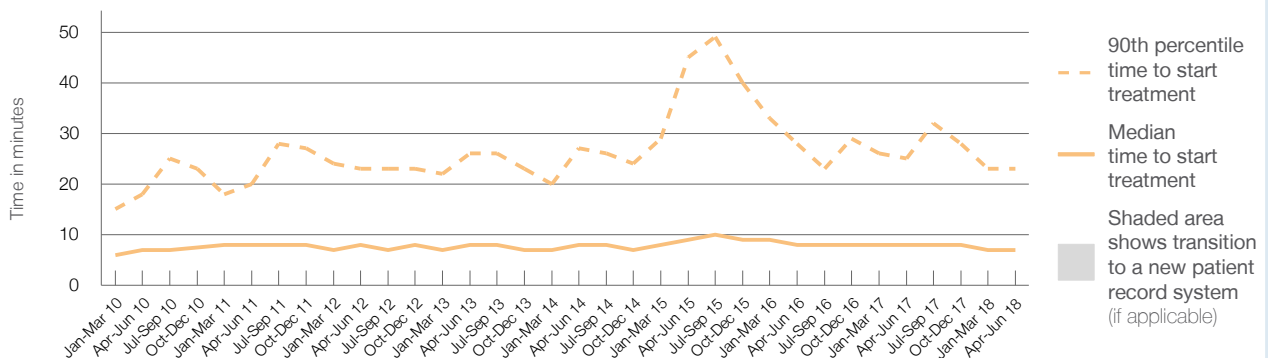
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
960	955
8 minutes	8 minutes
25 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)	7	8	8	8	8	9	8	8	7
90th percentile time to start treatment ⁵ (minutes)	18	20	23	26	27	45	28	25	23

(†) 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 Hospital: 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: 2,630

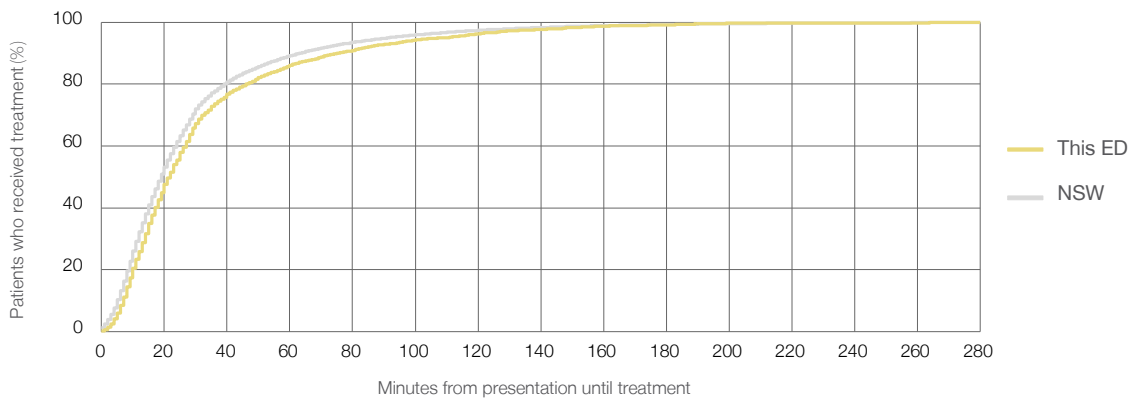
Number of triage 3 patients used to calculate waiting time:³ 2,583

Median time to start treatment⁴ 22 minutes

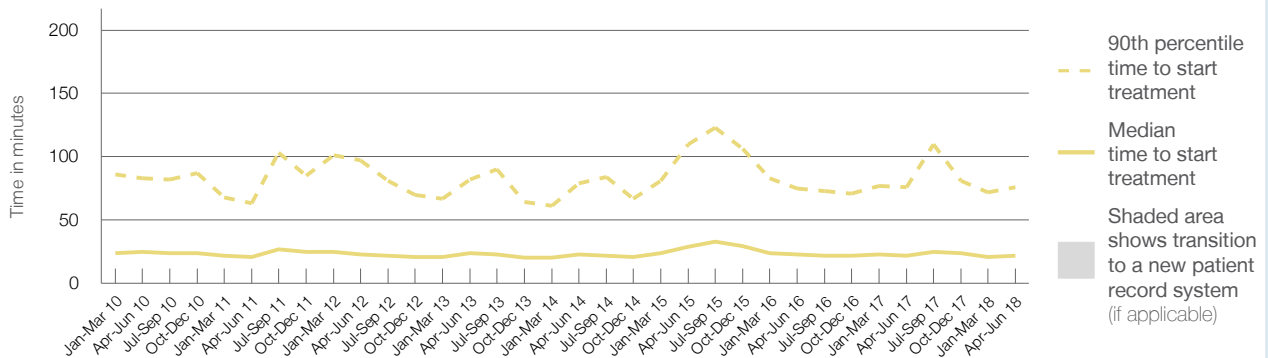
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,857	2,804
22 minutes	19 minutes
76 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)	25	21	23	24	23	29	23	22	22
90th percentile time to start treatment ⁵ (minutes)	83	63	97	82	79	110	75	76	76

(†) 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 Hospital: 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: 5,020

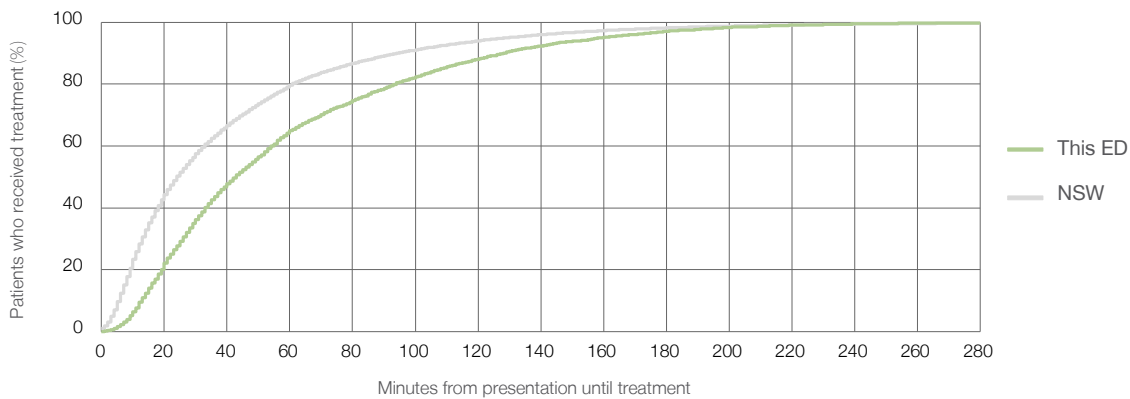
Number of triage 4 patients used to calculate waiting time:³ 4,788

Median time to start treatment⁴ 43 minutes

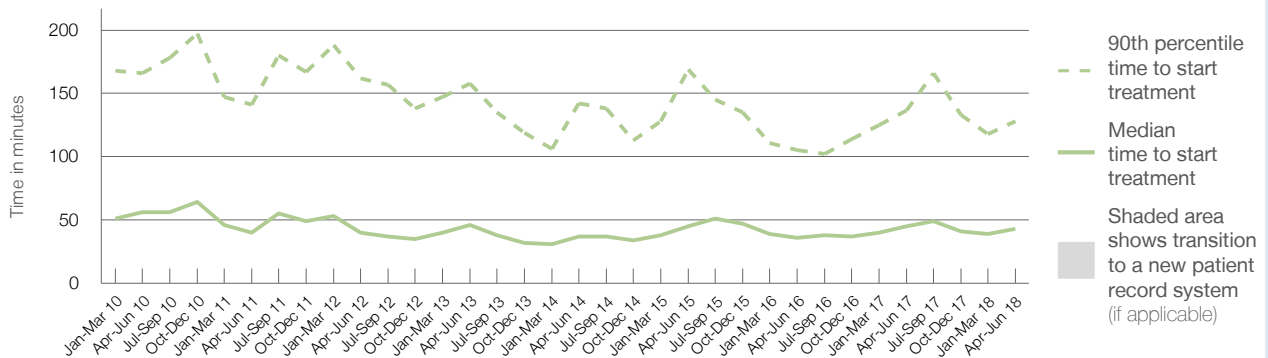
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
5,368	5,110
45 minutes	24 minutes
137 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)	56	40	40	46	37	45	36	45	43
90th percentile time to start treatment ⁵ (minutes)	166	141	162	158	142	169	105	137	128

(†) 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 Hospital: 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: 1,579

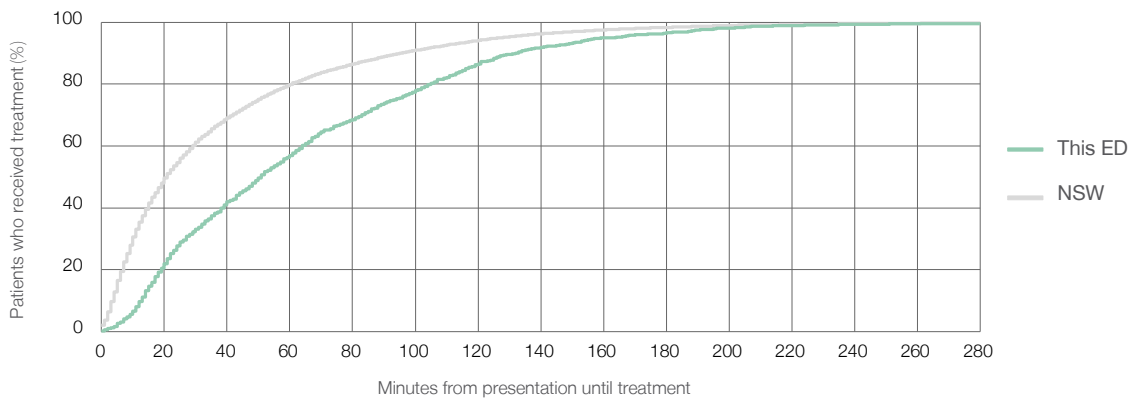
Number of triage 5 patients used to calculate waiting time:³ 1,441

Median time to start treatment⁴ 51 minutes

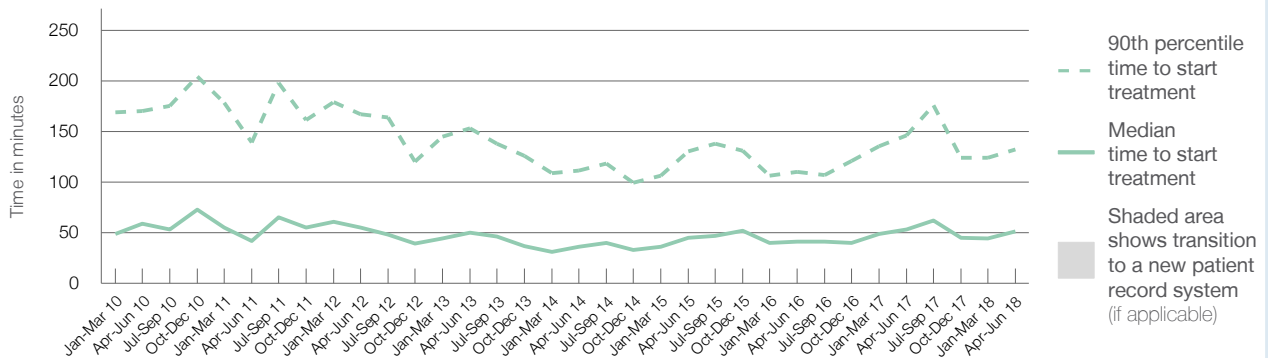
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,650	1,516
53 minutes	21 minutes
146 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)	59	42	55	50	36	45	41	53	51
90th percentile time to start treatment ⁵ (minutes)	170	139	167	153	111	130	110	146	132

(†) 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 Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 10,544 patients

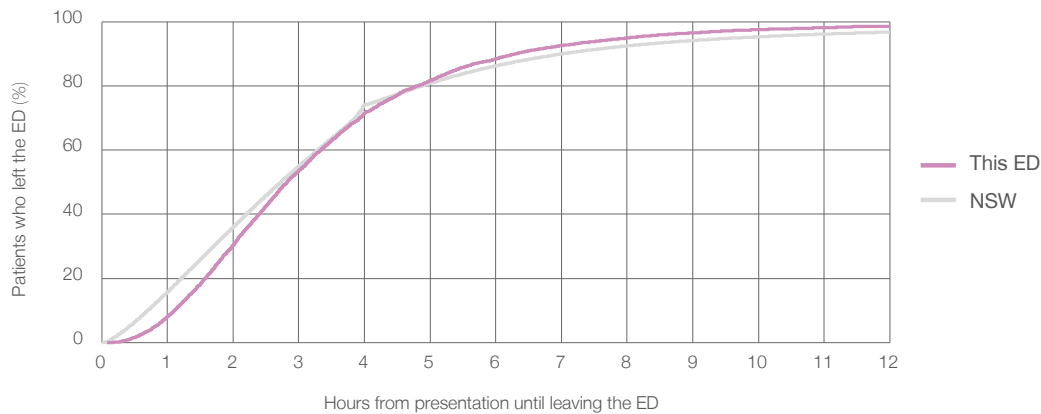
Presentations used to calculate time to leaving the ED:⁶ 10,544 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

90th percentile time spent in the ED⁹ 6 hours and 18 minutes

Same period last year	NSW (this period)
11,474	11,474
2 hours and 55 minutes	2 hours and 44 minutes
6 hours and 8 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)	2h 49m	2h 41m	3h 24m	2h 52m	2h 46m	3h 11m	2h 35m	2h 55m	2h 49m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 3m	7h 6m	8h 31m	7h 17m	6h 58m	8h 11m	6h 57m	6h 8m	6h 18m

(†) 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 Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

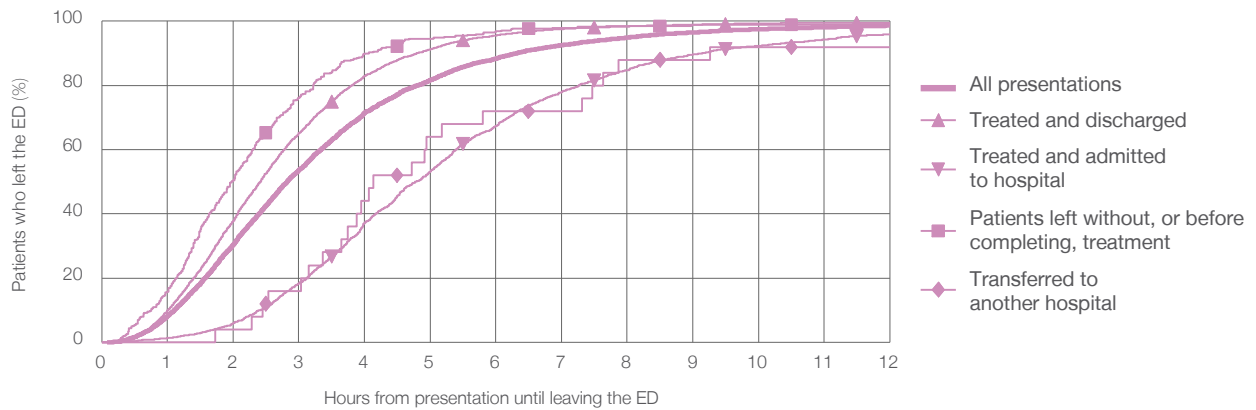
All presentations:¹ 10,544 patients

Presentations used to calculate time to leaving the ED:⁶ 10,544 patients

Treated and discharged	7,377 (70.0%)
Treated and admitted to hospital	2,687 (25.5%)
Patient left without, or before completing, treatment	349 (3.3%)
Transferred to another hospital	25 (0.2%)
Other	106 (1.0%)

Same period last year	Change since one year ago
11,474	-8%
8,025	-8.1%
2,909	-7.6%
403	-13.4%
27	-7.4%
110	-3.6%

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	9.9%	37.9%	65.1%	83.0%	95.6%	98.4%	99.3%	99.6%
Treated and admitted to hospital	1.3%	6.0%	18.3%	37.3%	67.4%	84.7%	92.4%	95.9%
Patient left without, or before completing, treatment	15.8%	50.4%	76.2%	90.0%	96.8%	98.6%	98.9%	99.1%
Transferred to another hospital	0%	4.0%	16.0%	44.0%	72.0%	88.0%	92.0%	92.0%
All presentations	8.1%	30.4%	53.6%	71.5%	88.4%	94.9%	97.5%	98.6%

(†) 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 Hospital: 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 10,544 patients

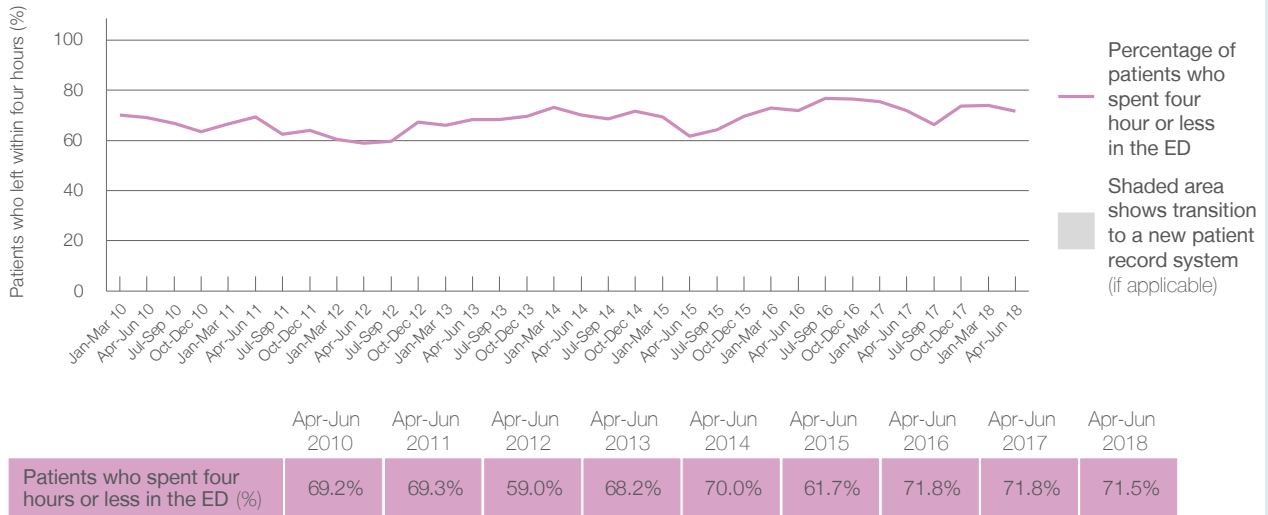
Presentations used to calculate time to leaving the ED: ⁶ 10,544 patients

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	11,474	-8%
Presentations used to calculate time to leaving the ED	11,474	-8%
Percentage of patients who spent four hours or less in the ED	71.8%	

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*.

- 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).