

## Queanbeyan Hospital and Health Service: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 5,635 patients  
 Emergency presentations:<sup>2</sup> 5,495 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 5,307                 | 6%                        |
| 5,139                 | 7%                        |

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 412 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,481 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 43 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,613 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 953 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 115 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 336                   |                   |
| 9 minutes             | 8 minutes         |
| 25 minutes            | 26 minutes        |
| 1,414                 |                   |
| 22 minutes            | 20 minutes        |
| 60 minutes            | 72 minutes        |
| 2,304                 |                   |
| 26 minutes            | 26 minutes        |
| 92 minutes            | 104 minutes       |
| 1,071                 |                   |
| 25 minutes            | 23 minutes        |
| 100 minutes           | 104 minutes       |

## Queanbeyan Hospital and Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,635 patients

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

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 5,307                 | 6%                        |
| 88%                   |                           |

\* 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: October to December 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.

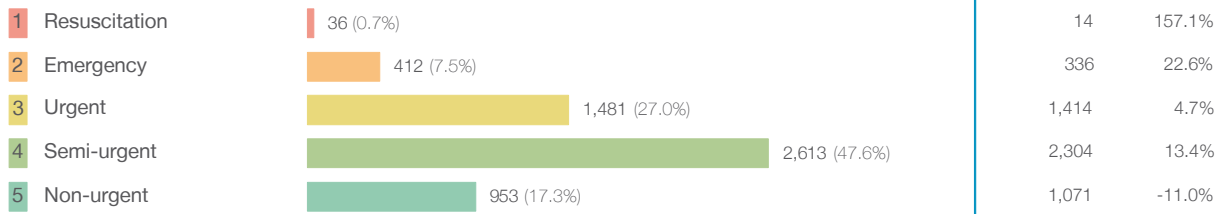
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Queanbeyan Hospital and Health Service: Patients presenting to the emergency department October to December 2018

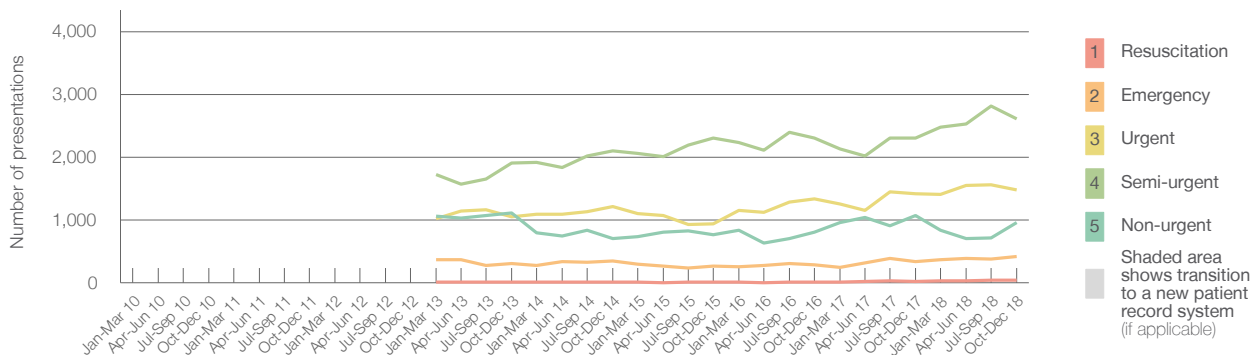
All presentations:<sup>1</sup> 5,635 patients

Emergency presentations<sup>2</sup> by triage category: 5,495 patients



|                         | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations       | 5,307                 | 6%                        |
| Emergency presentations | 5,139                 | 7%                        |
| 1 Resuscitation         | 14                    | 157.1%                    |
| 2 Emergency             | 336                   | 22.6%                     |
| 3 Urgent                | 1,414                 | 4.7%                      |
| 4 Semi-urgent           | 2,304                 | 13.4%                     |
| 5 Non-urgent            | 1,071                 | -11.0%                    |

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 <sup>† §</sup>



|                             | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 | Oct-Dec 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               |              |              |              | 11           | 12           | < 5          | 9            | 14           | 36           |
| Emergency                   |              |              |              | 301          | 344          | 271          | 282          | 336          | 412          |
| Urgent                      |              |              |              | 1,051        | 1,215        | 937          | 1,335        | 1,414        | 1,481        |
| Semi-urgent                 |              |              |              | 1,904        | 2,100        | 2,308        | 2,305        | 2,304        | 2,613        |
| Non-urgent                  |              |              |              | 1,114        | 705          | 764          | 805          | 1,071        | 953          |
| All emergency presentations |              |              |              | 4,381        | 4,376        | 4,280        | 4,736        | 5,139        | 5,495        |

## Queanbeyan Hospital and Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 595 patients

ED Transfer of care time



|  | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 493                   |                           |
| Median time                                      | 10 minutes            | -1 minute                 |
| 90th percentile time                             | 18 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 412

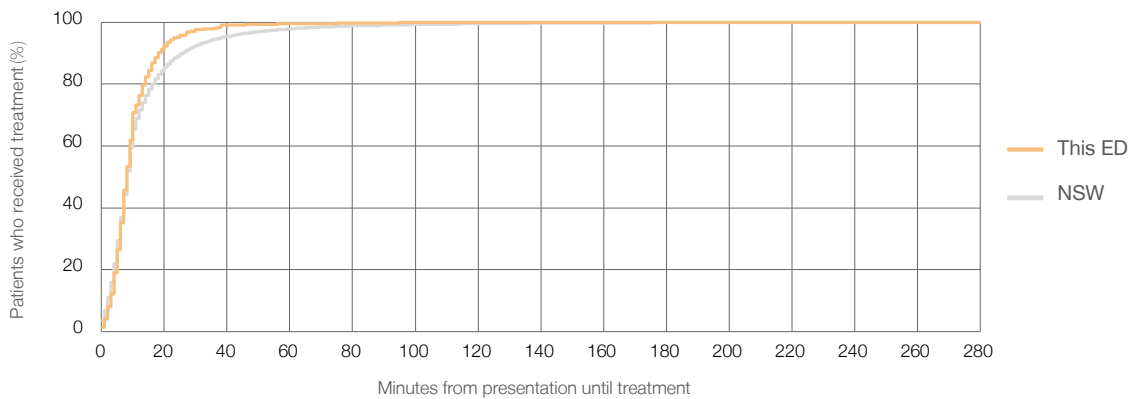
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 411

Median time to start treatment<sup>4</sup>  8 minutes

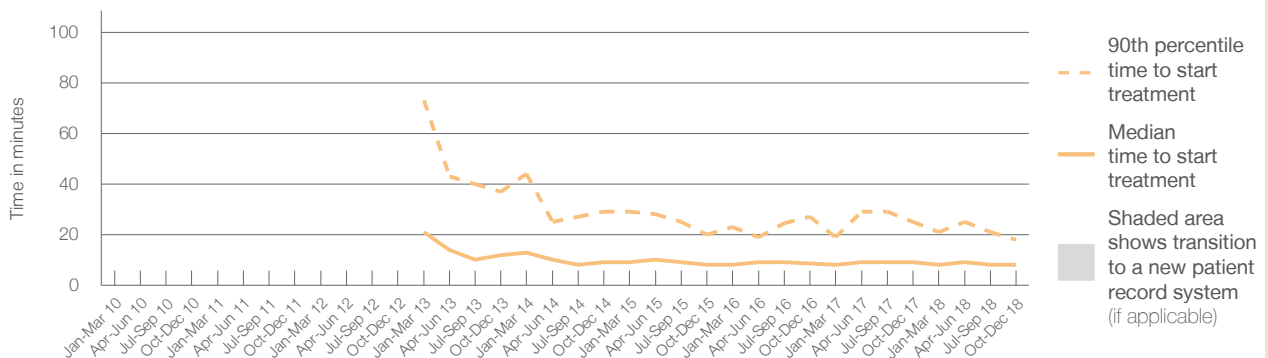
90th percentile time to start treatment<sup>5</sup>  18 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 336                   | 336               |
| 9 minutes             | 8 minutes         |
| 25 minutes            | 26 minutes        |

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 | Oct-Dec 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 12           | 9            | 8            | 9            | 9            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 37           | 29           | 20           | 27           | 25           | 18           |

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,481

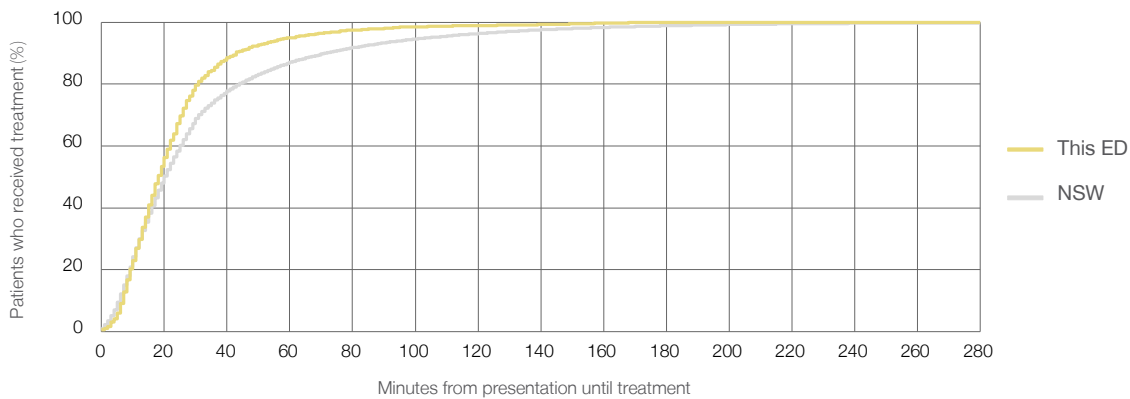
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,461

Median time to start treatment<sup>4</sup> 18 minutes

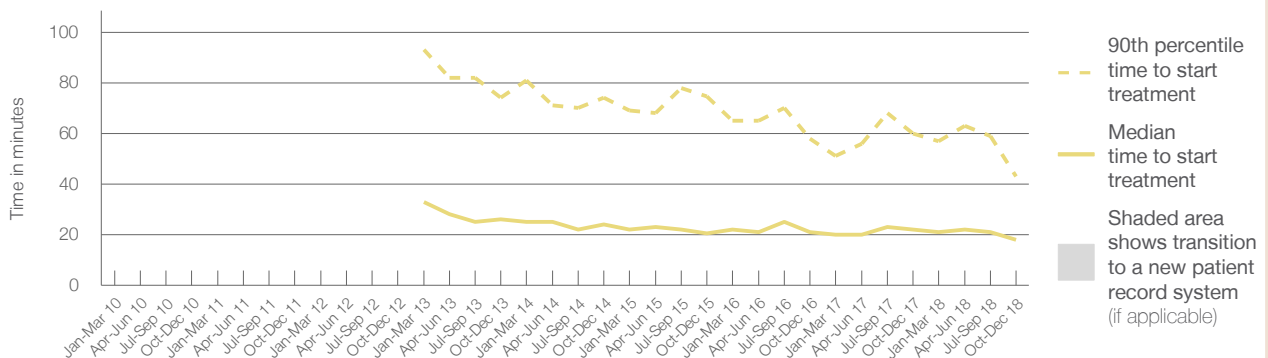
90th percentile time to start treatment<sup>5</sup> 43 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,414                 |                   |
| 1,381                 |                   |
| 22 minutes            | 20 minutes        |
| 60 minutes            | 72 minutes        |

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 | Oct-Dec 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 26           | 24           | 21           | 21           | 22           | 18           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 74           | 74           | 75           | 58           | 60           | 43           |

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,613

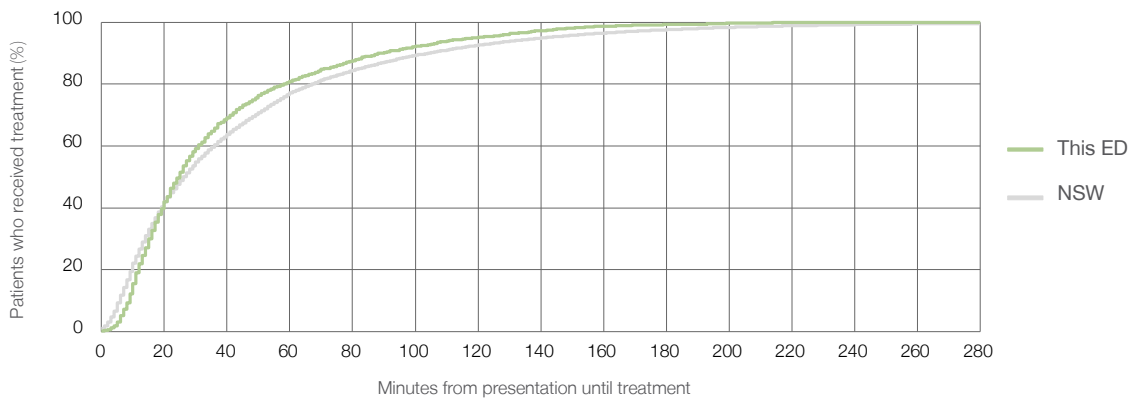
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,458

Median time to start treatment<sup>4</sup>  25 minutes

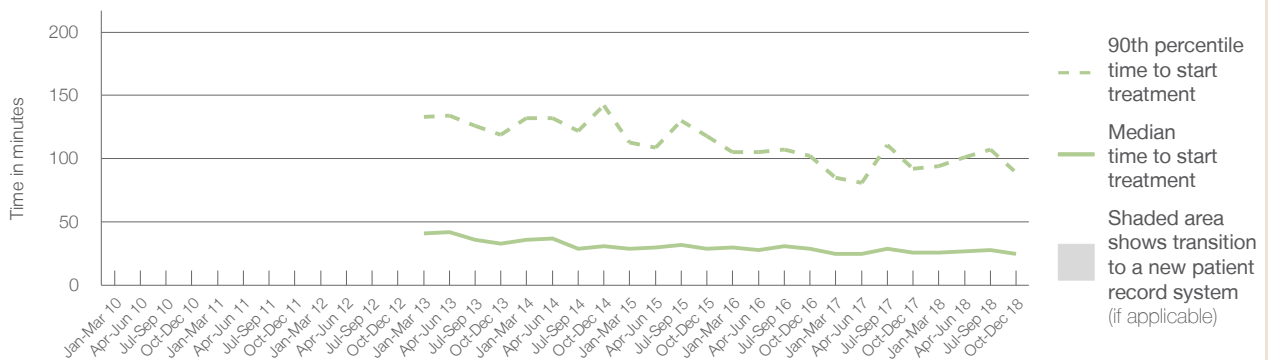
90th percentile time to start treatment<sup>5</sup>  89 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,304                 |                   |
| 2,114                 |                   |
| 26 minutes            | 26 minutes        |
| 92 minutes            | 104 minutes       |

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 | Oct-Dec 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 33           | 31           | 29           | 29           | 26           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 119          | 142          | 118          | 102          | 92           | 89           |

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## Queanbeyan Hospital and Health Service: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 953

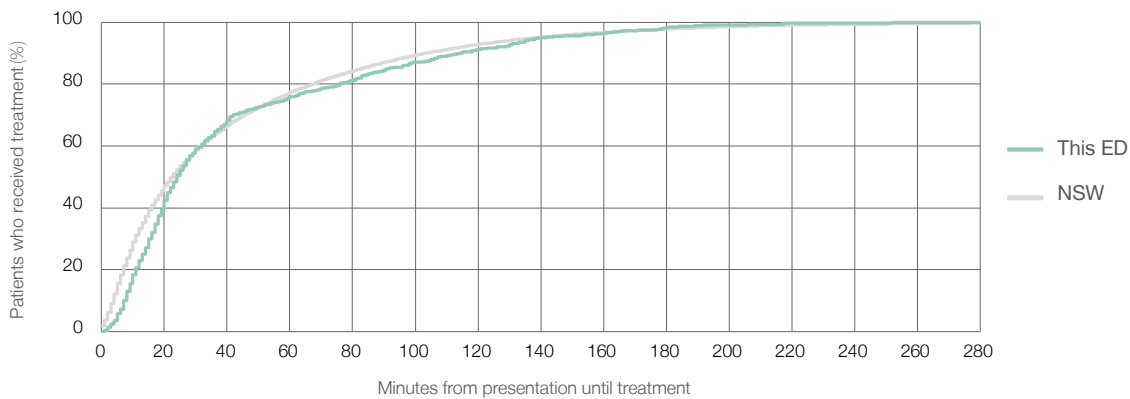
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 808

Median time to start treatment<sup>4</sup> 24 minutes

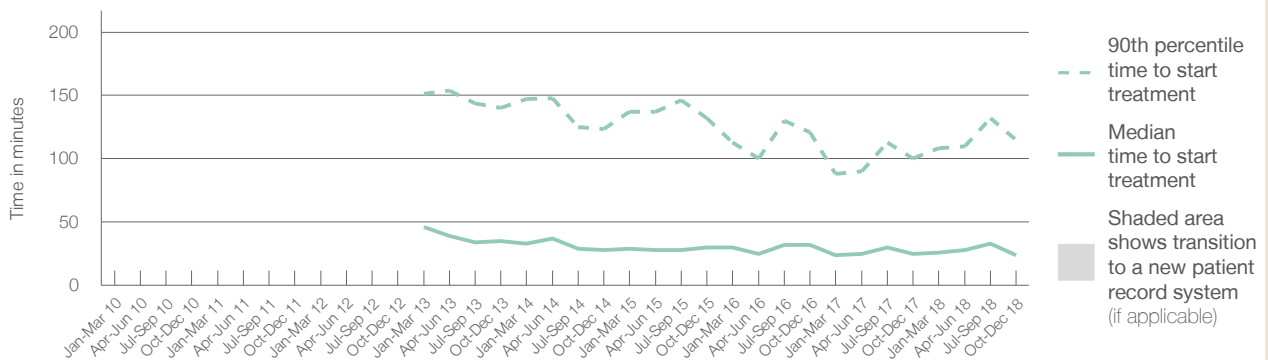
90th percentile time to start treatment<sup>5</sup> 115 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,071                 | 907               |
| 25 minutes            | 23 minutes        |
| 100 minutes           | 104 minutes       |

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 | Oct-Dec 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              |              |              | 35           | 28           | 30           | 32           | 25           | 24           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              |              |              | 140          | 124          | 132          | 121          | 100          | 115          |

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

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## Queanbeyan Hospital and Health Service: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 5,635 patients

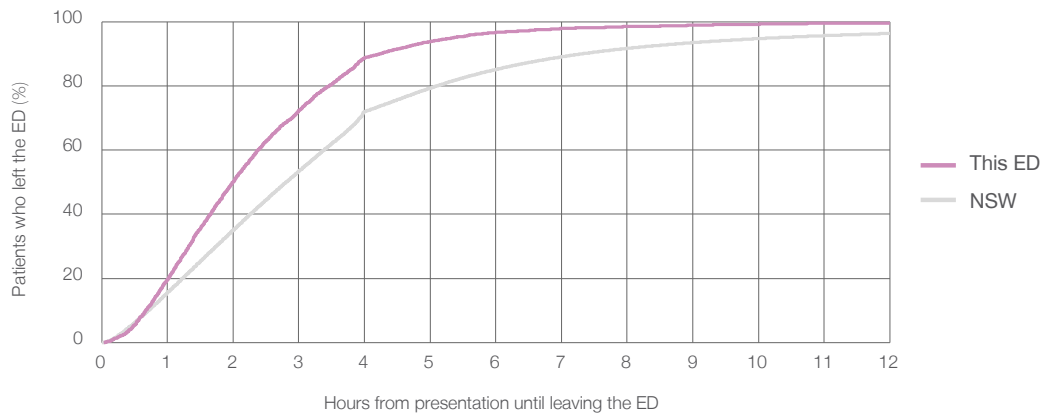
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,635 patients

Median time spent in the ED<sup>8</sup> 2 hours and 0 minutes

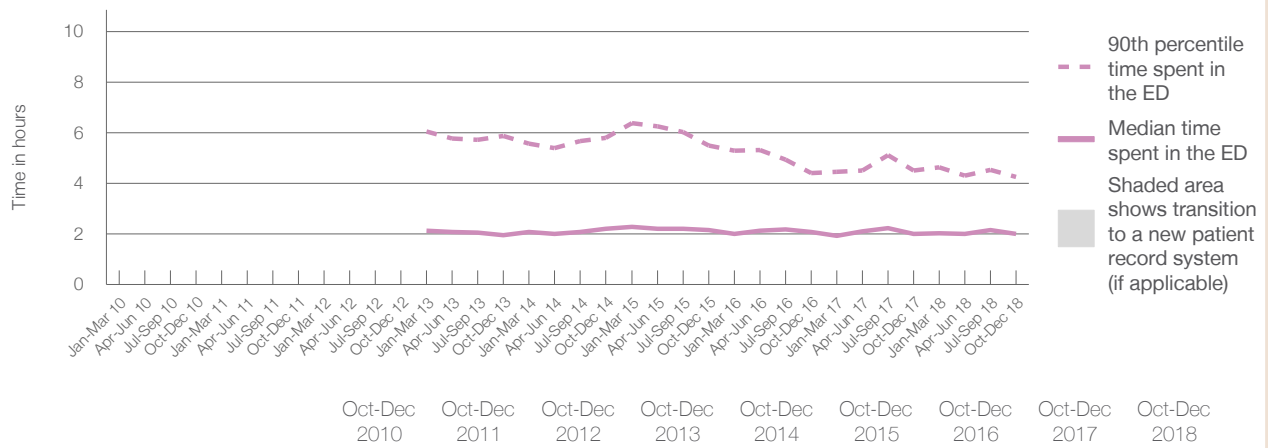
90th percentile time spent in the ED<sup>9</sup> 4 hours and 15 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 5,307                  | 5,307                  |
| 2 hours and 1 minutes  | 2 hours and 49 minutes |
| 4 hours and 30 minutes | 7 hours and 19 minutes |

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡§</sup>



|  | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 | Oct-Dec 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED <sup>8</sup> (hours, minutes)          |              |              |              | 1h 57m       | 2h 12m       | 2h 10m       | 2h 5m        | 2h 1m        | 2h 0m        |
| 90th percentile time spent in the ED <sup>9</sup> (hours, minutes) |              |              |              | 5h 52m       | 5h 48m       | 5h 30m       | 4h 24m       | 4h 30m       | 4h 15m       |

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

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## Queanbeyan Hospital and Health Service: Time patients spent in the ED

### By mode of separation

October to December 2018

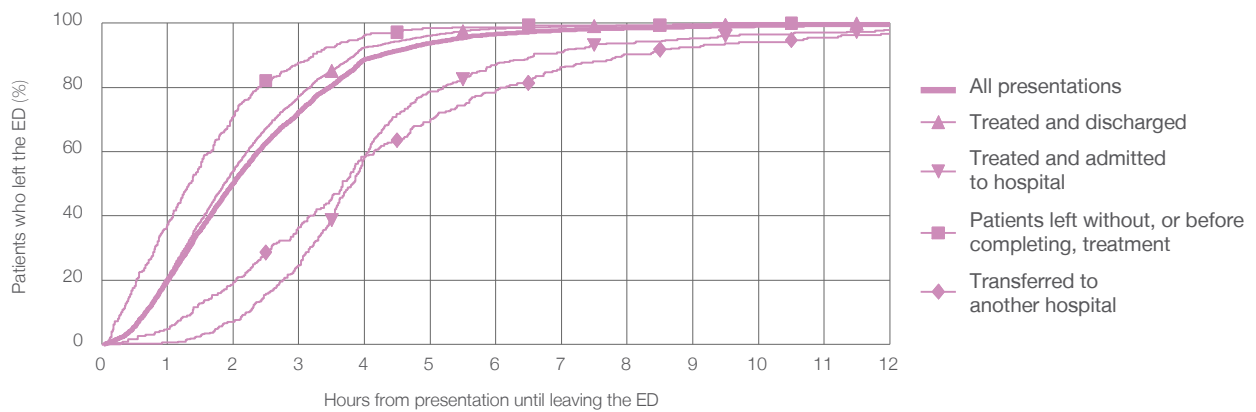
All presentations:<sup>1</sup> 5,635 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,635 patients

| Mode of separation                                    | Number of patients | Percentage |
|---|--------------------|------------|
| Treated and discharged                                | 4,645              | 82.4%      |
| Treated and admitted to hospital                      | 383                | 6.8%       |
| Patient left without, or before completing, treatment | 324                | 5.7%       |
| Transferred to another hospital                       | 269                | 4.8%       |
| Other   | 14                 | 0.2%       |

| Mode of separation                                    | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations                                     | 5,307                 | 6%                        |
| Treated and discharged                                | 4,329                 | 7.3%                      |
| Treated and admitted to hospital                      | 359                   | 6.7%                      |
| Patient left without, or before completing, treatment | 395                   | -18.0%                    |
| Transferred to another hospital                       | 216                   | 24.5%                     |
| Other   | 8                     | 75.0%                     |

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡§</sup>



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

| Mode of separation                                    | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 20.9%  | 54.0%   | 77.3%   | 92.5%   | 98.3%   | 99.3%   | 99.7%    | 99.9%    |
| Treated and admitted to hospital                      | 0.5%   | 7.0%    | 24.5%   | 58.5%   | 87.2%   | 93.7%   | 96.6%    | 97.9%    |
| Patient left without, or before completing, treatment | 37.3%  | 71.0%   | 87.7%   | 96.3%   | 98.8%   | 99.4%   | 100%     | 100%     |
| Transferred to another hospital                       | 4.8%   | 19.3%   | 36.4%   | 58.4%   | 79.2%   | 90.3%   | 94.1%    | 96.7%    |
| All presentations                                     | 19.8%  | 50.2%   | 72.4%   | 88.7%   | 96.6%   | 98.5%   | 99.2%    | 99.6%    |

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**Queanbeyan Hospital and Health Service: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2018

All presentations at the emergency department: <sup>1</sup> 5,635 patients

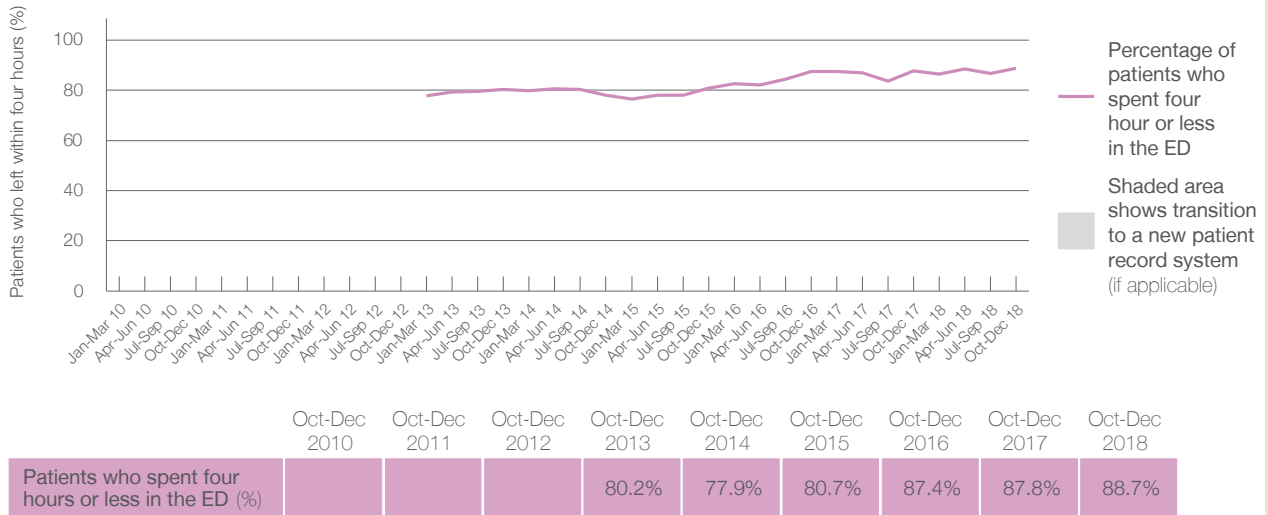
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,635 patients

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                 | 5,307                 | 6%                        |
| Presentations used to calculate time to leaving the ED        | 5,307                 | 6%                        |
| Percentage of patients who spent four hours or less in the ED | 87.8%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†‡§</sup>



\* 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*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- 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, October to December 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 22 January 2019).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).