

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 11,728 patients

Emergency presentations:² 11,324 patients

Same period last year	Change since one year ago
10,494	12%
9,918	14%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,036 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): 4,513 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,438 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,290 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
793	
6 minutes	8 minutes
13 minutes	26 minutes
4,011	
15 minutes	20 minutes
43 minutes	72 minutes
3,878	
20 minutes	26 minutes
73 minutes	104 minutes
1,195	
17 minutes	23 minutes
86 minutes	104 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 11,725 patients

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

Same period last year	Change since one year ago
10,493	12%
70%	

* 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.

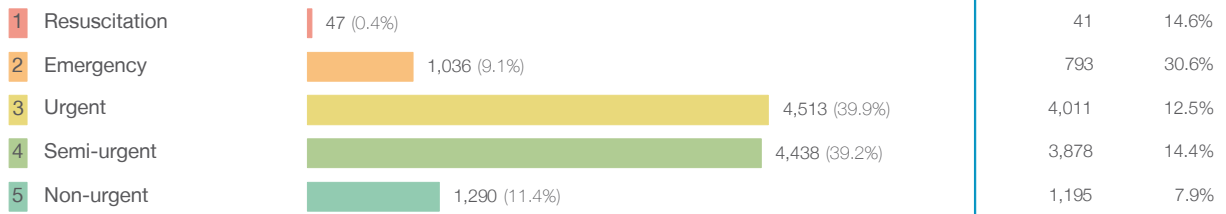
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

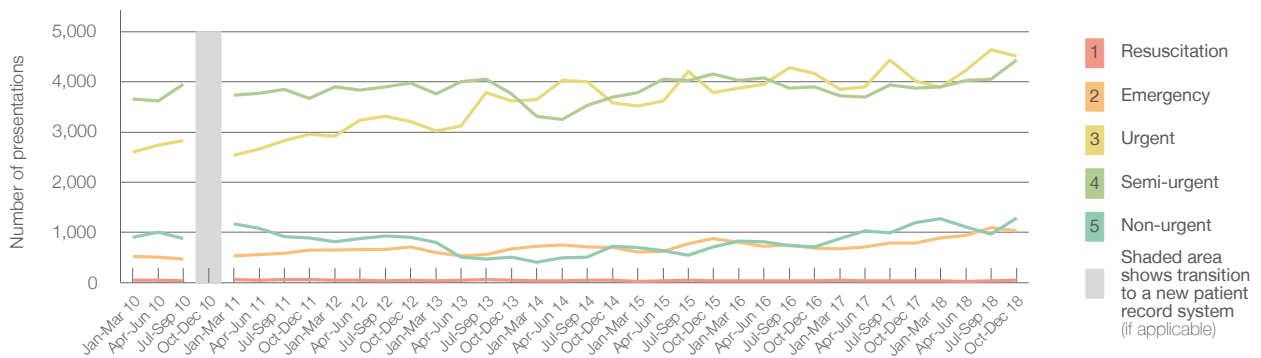
Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 11,728 patients

Emergency presentations² by triage category: 11,324 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	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		60	54	49	51	37	37	41	47
Emergency		653	713	675	695	884	688	793	1,036
Urgent		2,958	3,208	3,617	3,579	3,785	4,169	4,011	4,513
Semi-urgent		3,665	3,981	3,766	3,690	4,159	3,894	3,878	4,438
Non-urgent		896	899	508	730	716	712	1,195	1,290
All emergency presentations		8,232	8,855	8,615	8,745	9,581	9,500	9,918	11,324

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,668 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

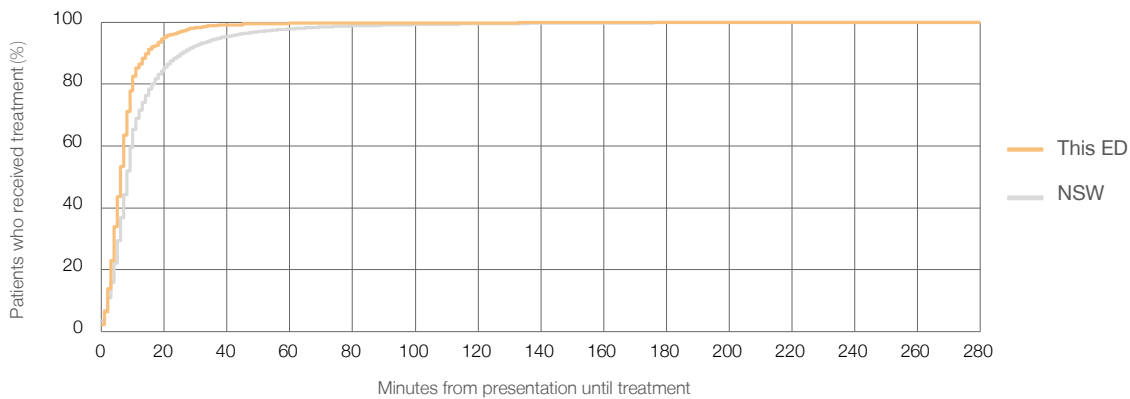
Number of triage 2 patients: 1,036

Number of triage 2 patients used to calculate waiting time:³ 1,032

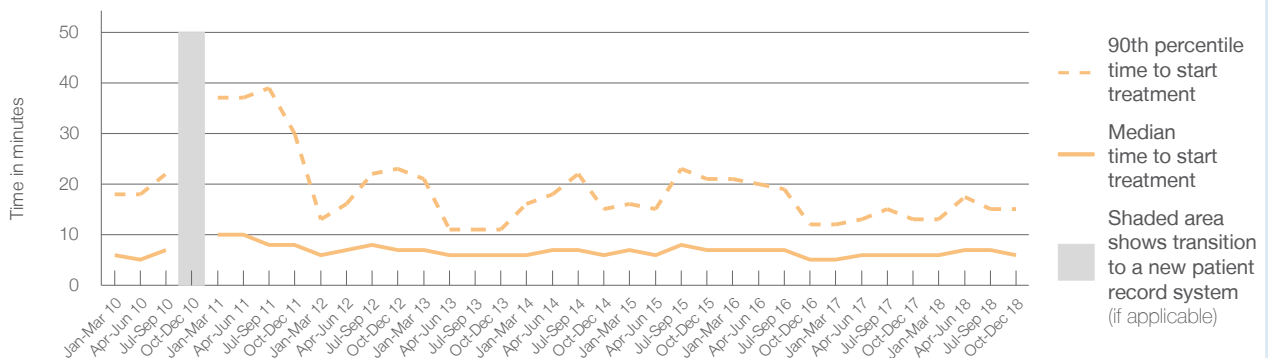
Median time to start treatment⁴ ■ 6 minutes
 90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
793	792
6 minutes	8 minutes
13 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^{†‡}



	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 ⁴ (minutes)		8	7	6	6	7	5	6	6
90th percentile time to start treatment ⁵ (minutes)		30	23	11	15	21	12	13	15

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Wagga Wagga Rural Referral Hospital: 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: 4,513

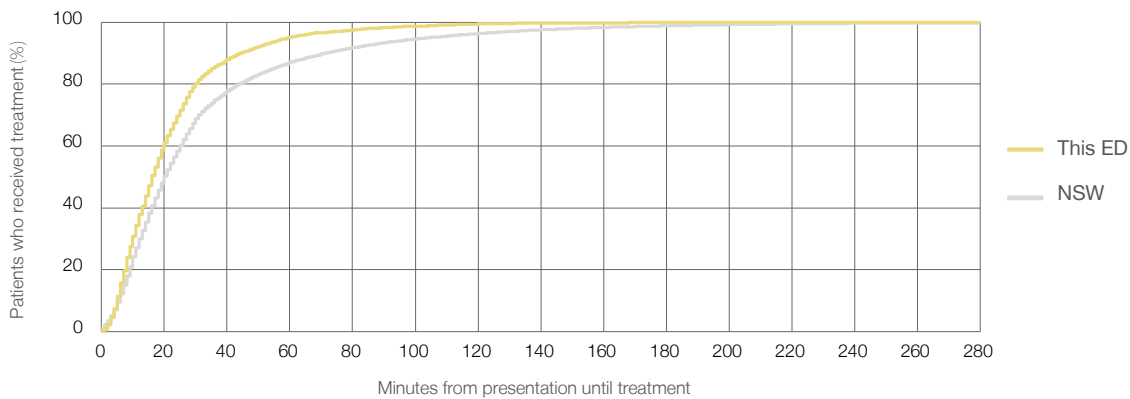
Number of triage 3 patients used to calculate waiting time:³ 4,462

Median time to start treatment⁴ 16 minutes

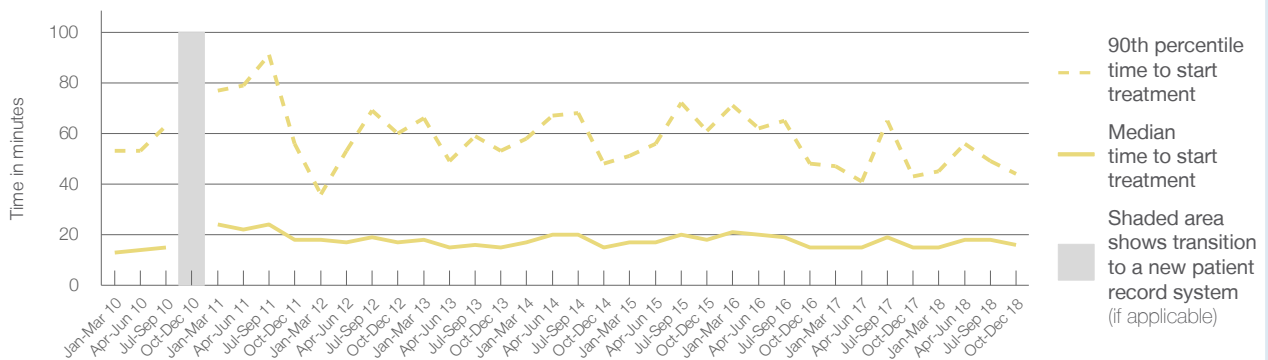
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
4,011	
3,968	
15 minutes	20 minutes
43 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^{†‡}



	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 ⁴ (minutes)		18	17	15	15	18	15	15	16
90th percentile time to start treatment ⁵ (minutes)		56	60	53	48	61	48	43	44

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Wagga Wagga Rural Referral Hospital: 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: 4,438

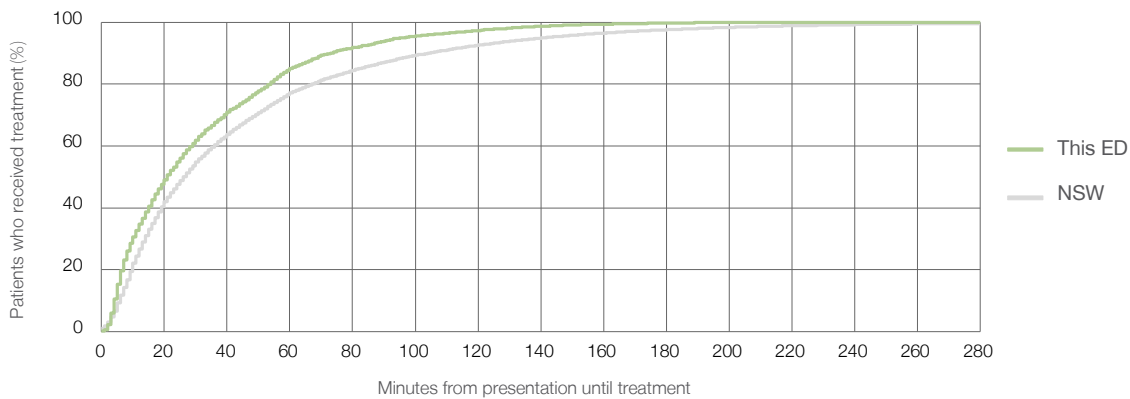
Number of triage 4 patients used to calculate waiting time:³ 4,261

Median time to start treatment⁴ 21 minutes

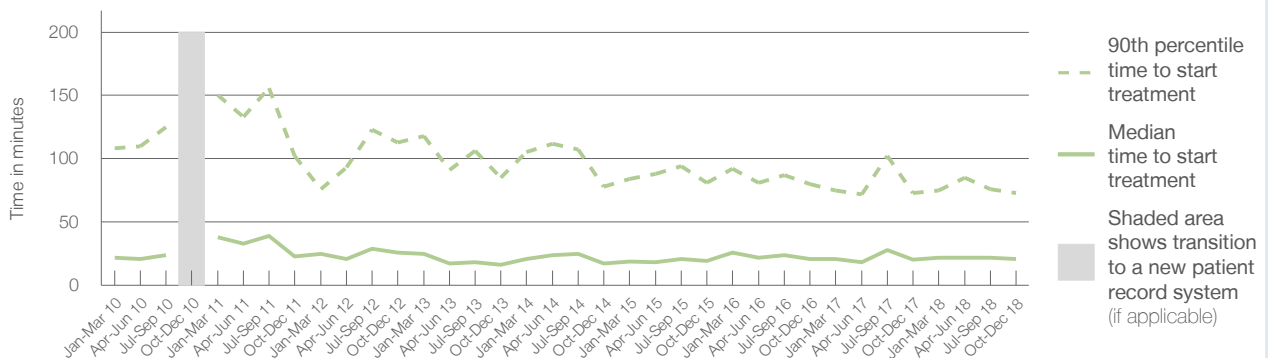
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
3,878	3,759
20 minutes	26 minutes
73 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^{†‡}



	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 ⁴ (minutes)		23	26	16	17	19	21	20	21
90th percentile time to start treatment ⁵ (minutes)		102	113	85	78	81	80	73	73

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Wagga Wagga Rural Referral Hospital: 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: 1,290

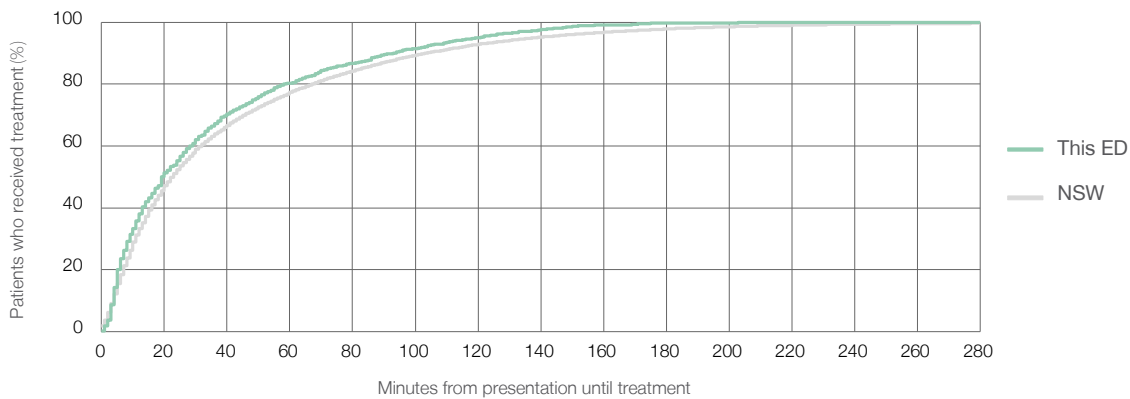
Number of triage 5 patients used to calculate waiting time:³ 1,195

Median time to start treatment⁴ 19 minutes

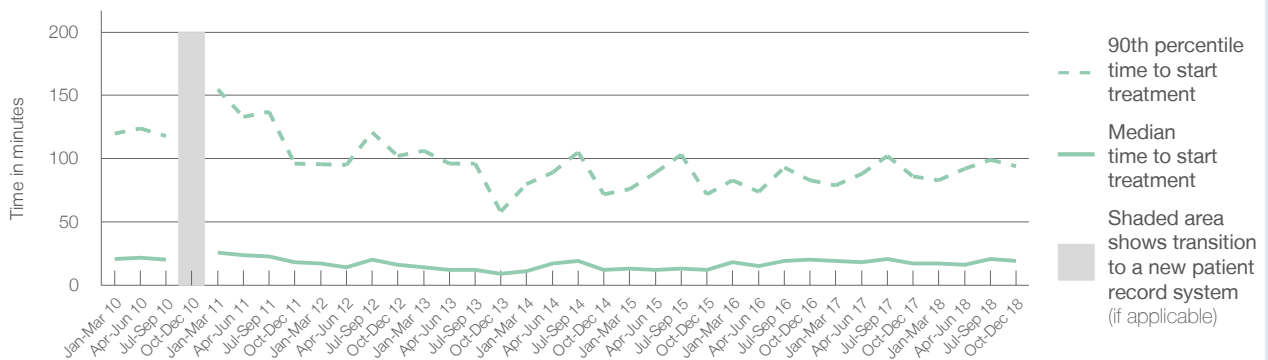
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,195	1,129
17 minutes	23 minutes
86 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^{†‡}



	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 ⁴ (minutes)		18	16	9	12	12	20	17	19
90th percentile time to start treatment ⁵ (minutes)		96	102	58	72	72	83	86	94

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 11,728 patients

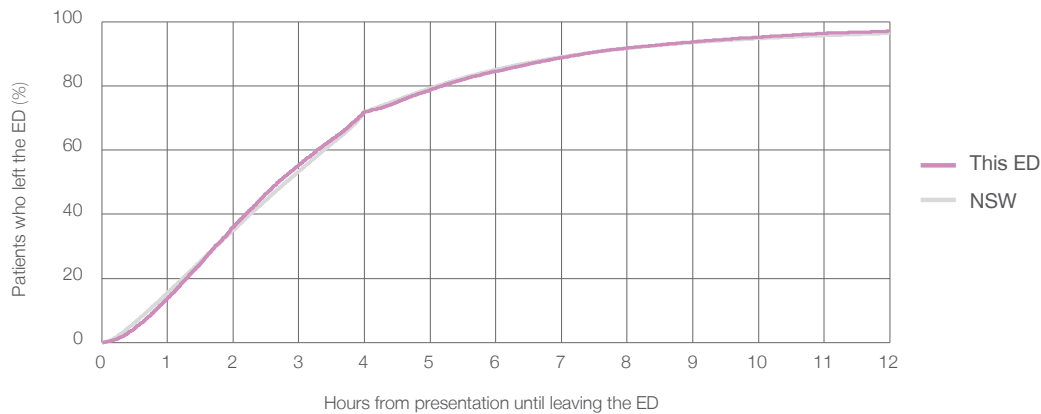
Presentations used to calculate time to leaving the ED:⁶ 11,725 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

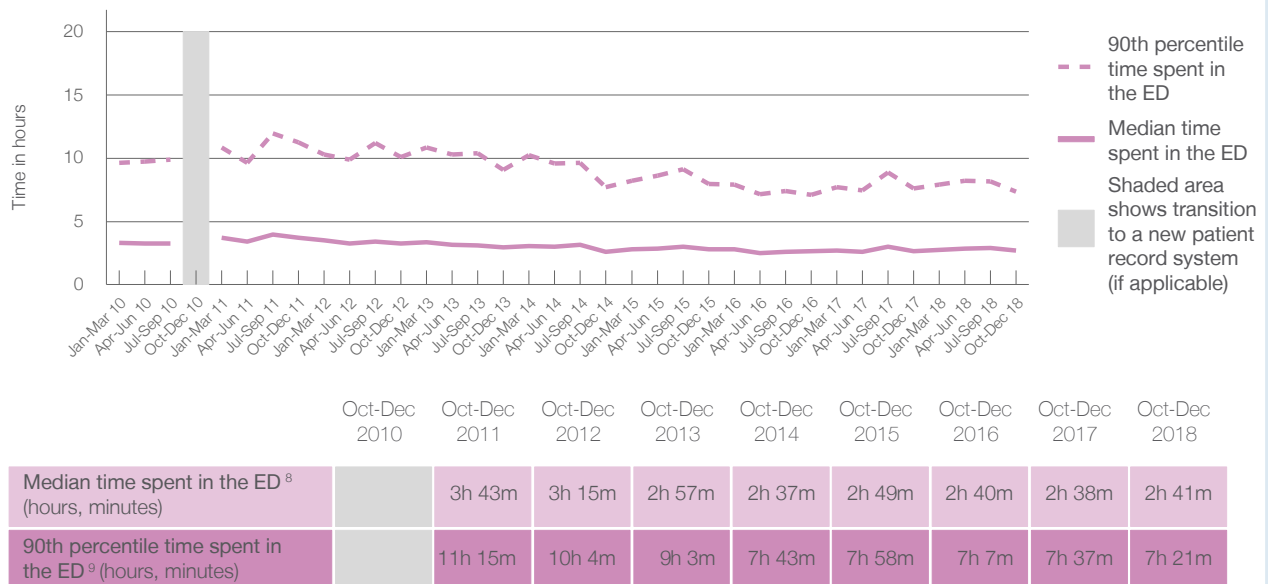
90th percentile time spent in the ED⁹ 7 hours and 21 minutes

Same period last year	NSW (this period)
10,494	10,493
2 hours and 38 minutes	2 hours and 49 minutes
7 hours and 37 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^{†‡}



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

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

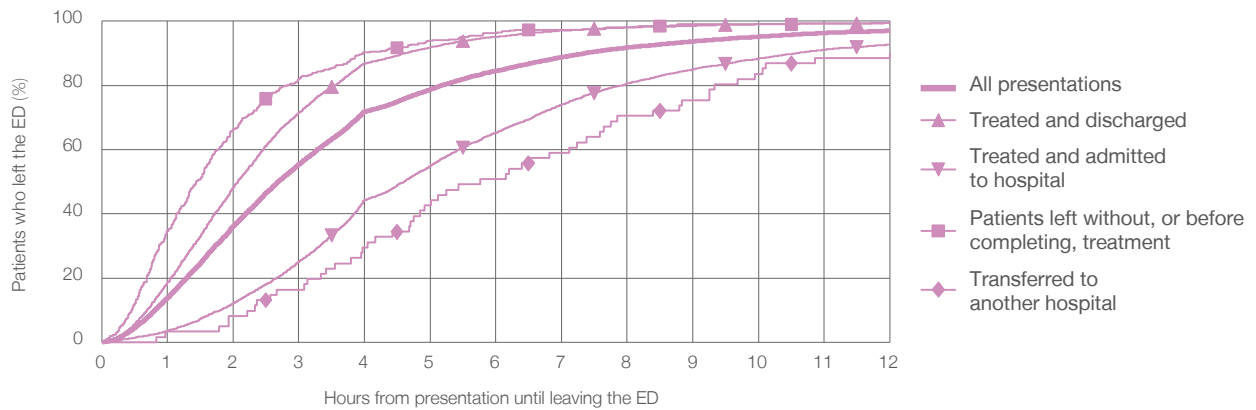
All presentations:¹ 11,728 patients

Presentations used to calculate time to leaving the ED:⁶ 11,725 patients

Treated and discharged	7,133 (60.8%)
Treated and admitted to hospital	4,090 (34.9%)
Patient left without, or before completing, treatment	410 (3.5%)
Transferred to another hospital	61 (0.5%)
Other	34 (0.3%)

Same period last year	Change since one year ago
10,493	12%
6,304	13.2%
3,822	7.0%
291	40.9%
52	17.3%
25	36.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

Treated and discharged	18.6%	48.3%	71.5%	86.8%	95.1%	98.1%	99.0%	99.5%
Treated and admitted to hospital	3.5%	12.1%	25.2%	44.3%	65.3%	80.7%	88.4%	92.8%
Patient left without, or before completing, treatment	34.6%	66.3%	82.0%	90.2%	96.3%	98.0%	99.0%	99.5%
Transferred to another hospital	3.3%	8.2%	16.4%	29.5%	50.8%	70.5%	83.6%	90.2%
All presentations	14.0%	36.2%	55.4%	71.8%	84.5%	91.8%	95.2%	97.1%

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Wagga Wagga Rural Referral Hospital: 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: ¹ 11,728 patients

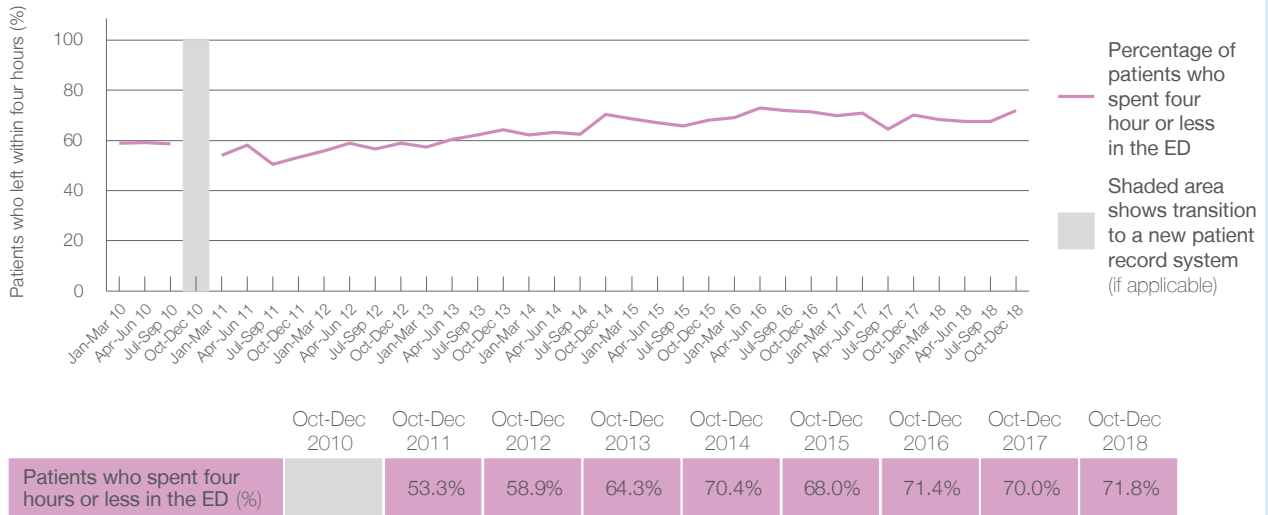
Presentations used to calculate time to leaving the ED: ⁶ 11,725 patients

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



Same period last year	Change since one year ago
10,494	12%
10,493	12%
70.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: 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).