

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.

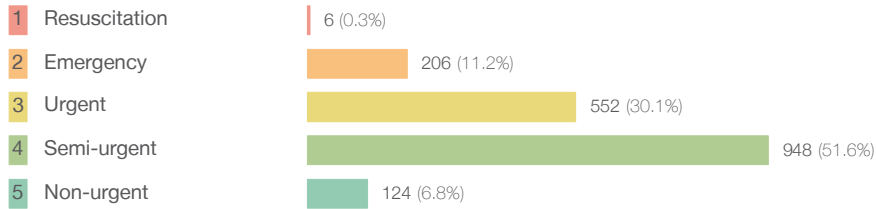
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Moree Hospital: Patients presenting to the emergency department

April to June 2018

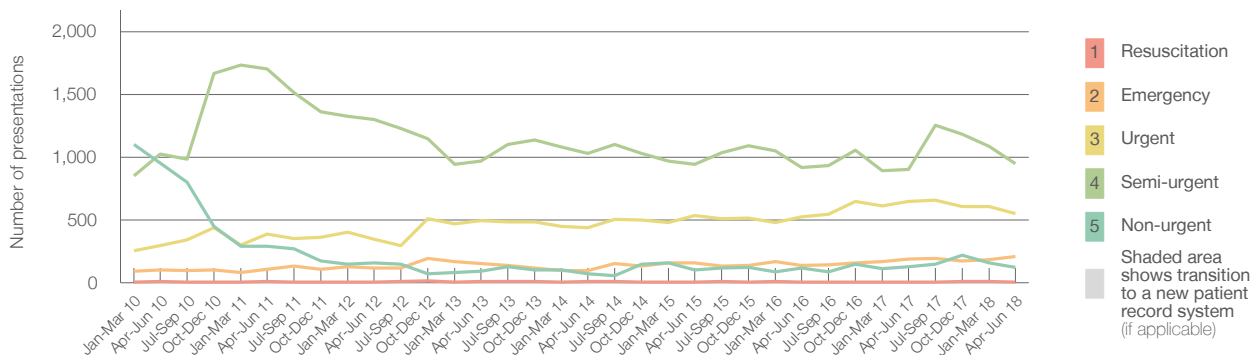
All presentations:¹ 2,103 patients

Emergency presentations² by triage category: 1,836 patients



	Same period last year	Change since one year ago
All presentations	2,188	-4%
Emergency presentations	1,863	-1%
1 Resuscitation	< 5	*
2 Emergency	189	10.8%
3 Urgent	646	-14.6%
4 Semi-urgent	901	5.2%
5 Non-urgent	127	-2.4%

Emergency presentations² by quarter, January 2010 to June 2018 †



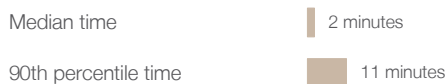
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	7	8	6	8	7	6	< 5	< 5	6
Emergency	100	107	117	154	98	156	143	189	206
Urgent	293	387	347	492	436	533	523	646	552
Semi-urgent	1,026	1,703	1,299	970	1,030	943	916	901	948
Non-urgent	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

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	205	
Median time	3 minutes	-1 minute
90th percentile time	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

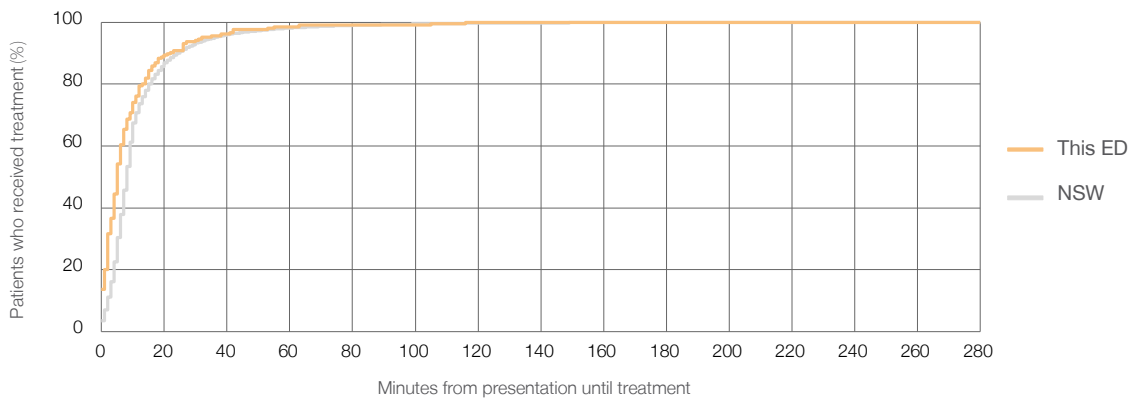
Number of triage 2 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 5 minutes

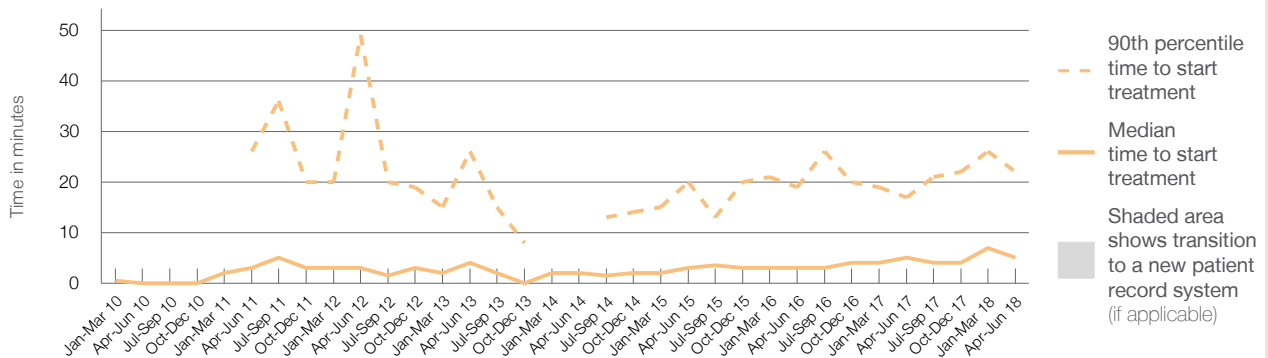
90th percentile time to start treatment⁵ 22 minutes

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

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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

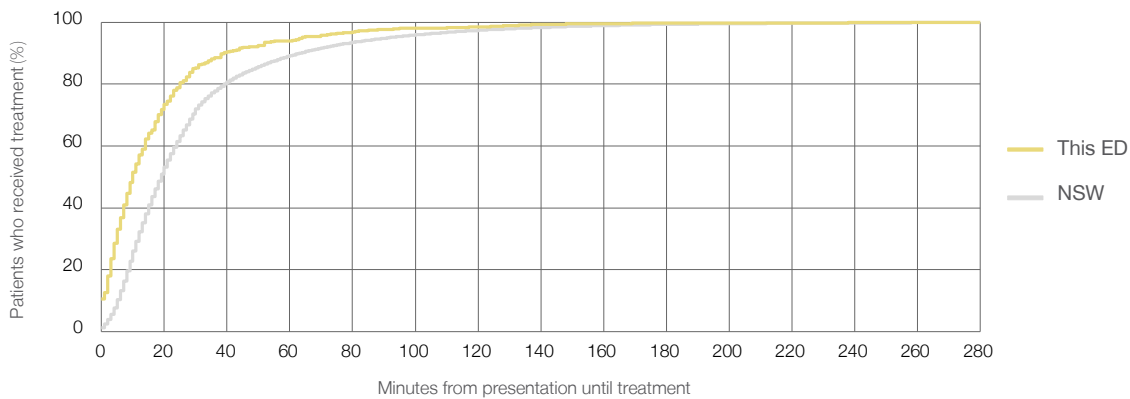
Number of triage 3 patients used to calculate waiting time:³ 535

Median time to start treatment⁴ 10 minutes

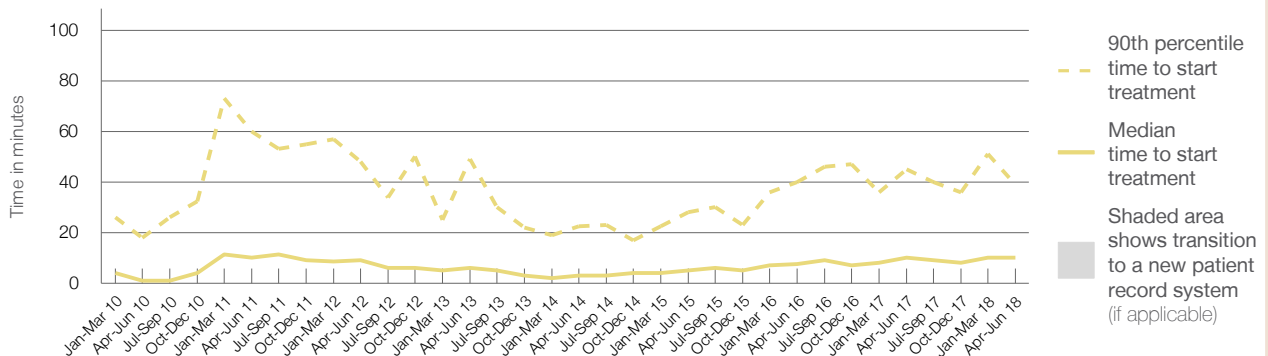
90th percentile time to start treatment⁵ 39 minutes

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

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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

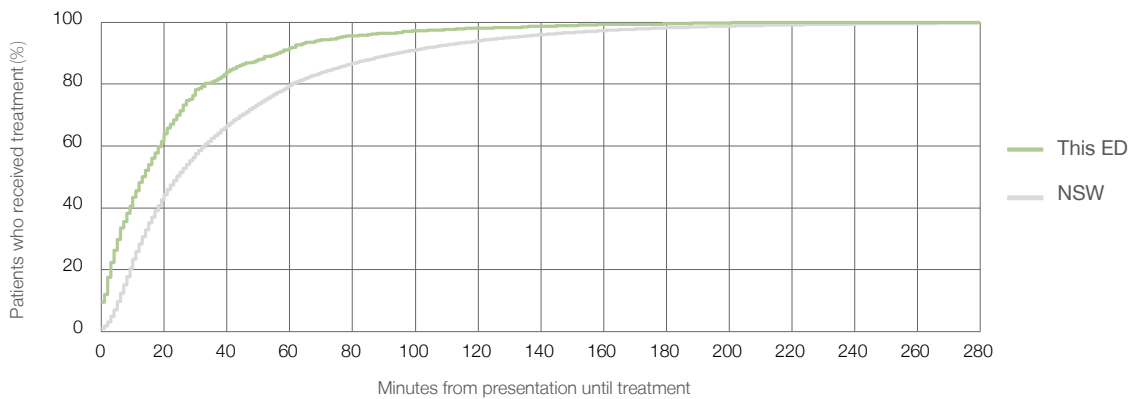
Number of triage 4 patients used to calculate waiting time:³ 855

Median time to start treatment⁴ 13 minutes

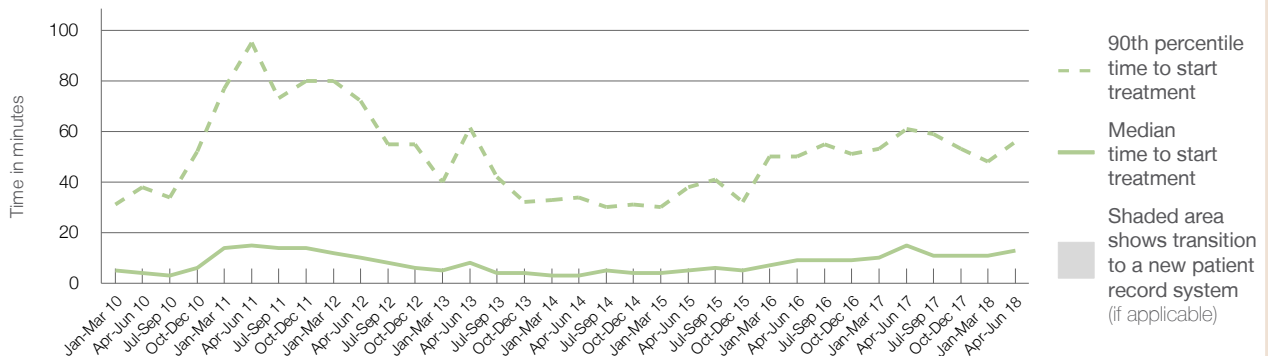
90th percentile time to start treatment⁵ 56 minutes

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

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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

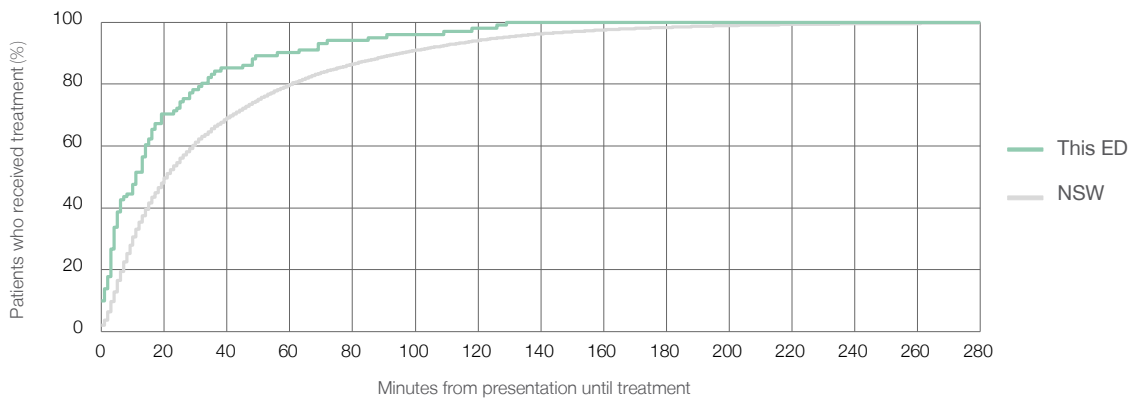
Number of triage 5 patients used to calculate waiting time:³ 101

Median time to start treatment⁴ 11 minutes

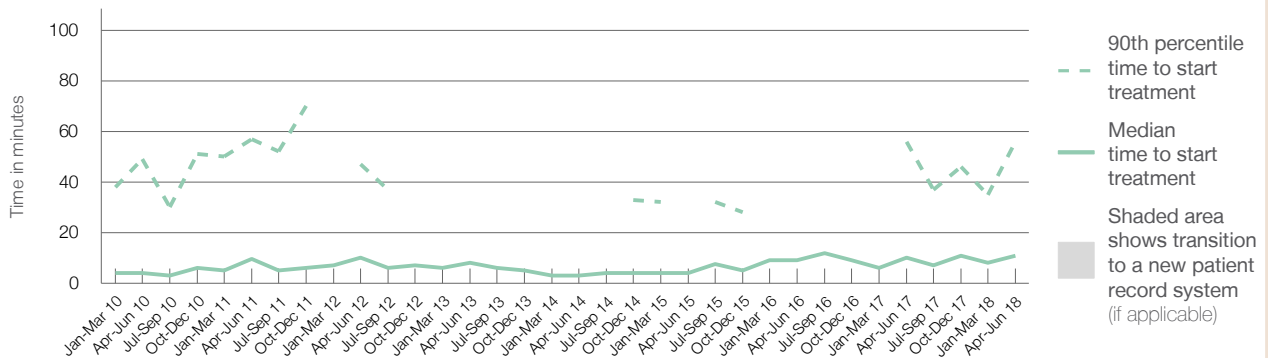
90th percentile time to start treatment⁵ 56 minutes

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

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Moree Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 2,103 patients

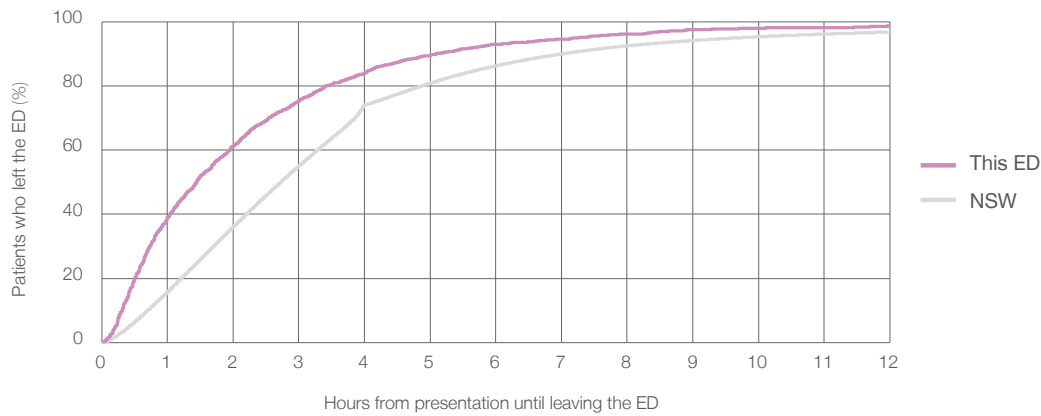
Presentations used to calculate time to leaving the ED:⁶ 2,103 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

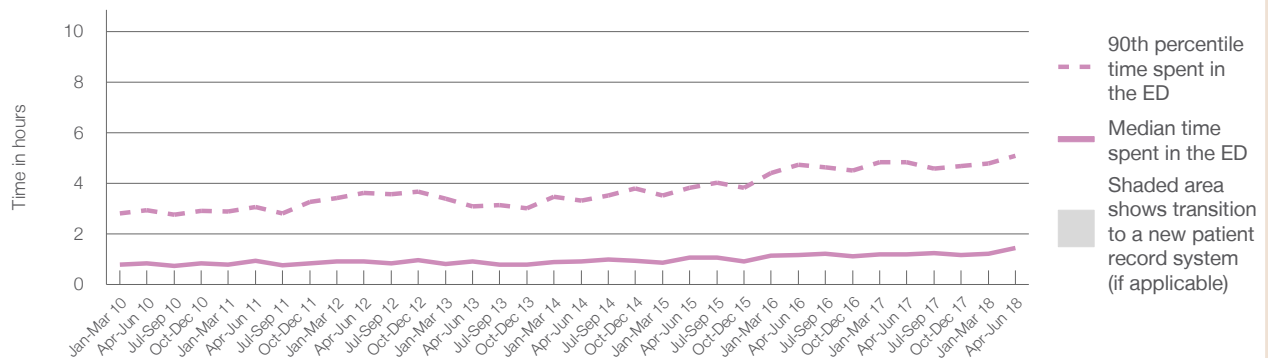
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

	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

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

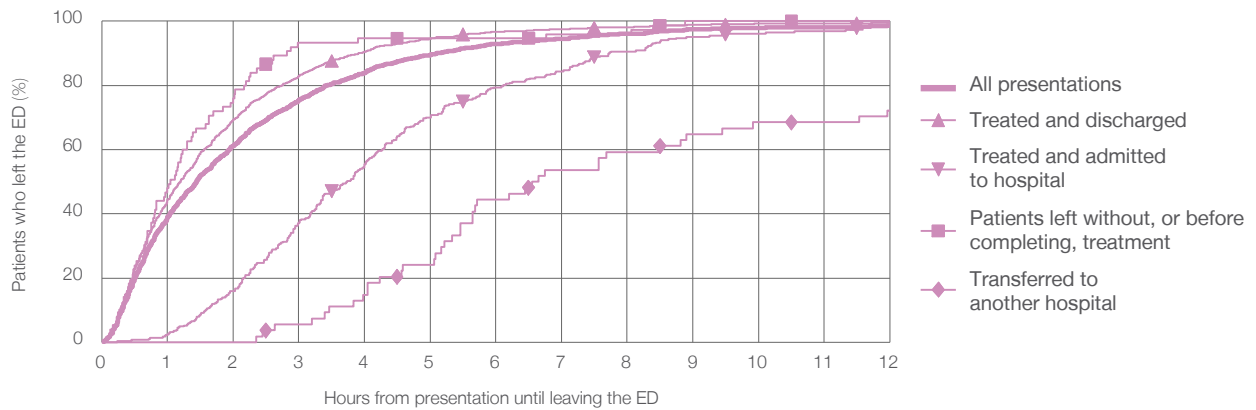
All presentations:¹ 2,103 patients

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%

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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

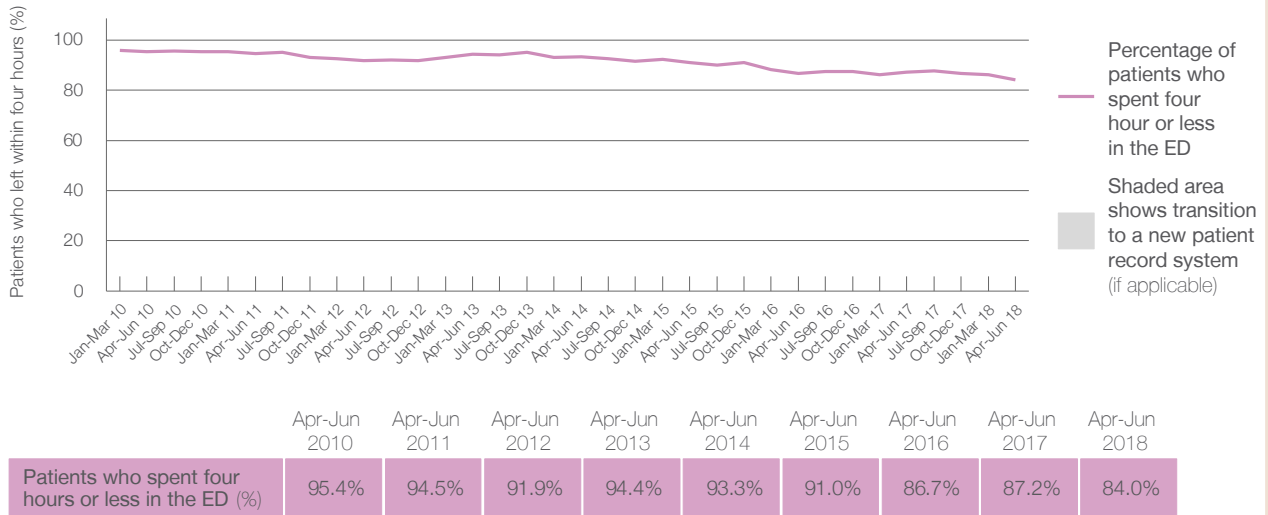
Presentations used to calculate time to leaving the ED: ⁶ 2,103 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	2,188	-4%
Presentations used to calculate time to leaving the ED	2,188	-4%
Percentage of patients who spent four hours or less in the ED	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.

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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).