

Port Macquarie Base Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 8,598 patients
 Emergency presentations:² 8,498 patients

Same period last year	Change since one year ago
8,683	-1%
8,479	0%



Port Macquarie Base Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,081 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,192 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,706 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 480 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  66 minutes

Same period last year	NSW (this period)
1,178	
9 minutes	8 minutes
22 minutes	24 minutes
3,369	
19 minutes	19 minutes
55 minutes	63 minutes
3,490	
27 minutes	24 minutes
90 minutes	95 minutes
408	
27 minutes	21 minutes
90 minutes	96 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 8,598 patients

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

Same period last year	Change since one year ago
8,683	-1%
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.

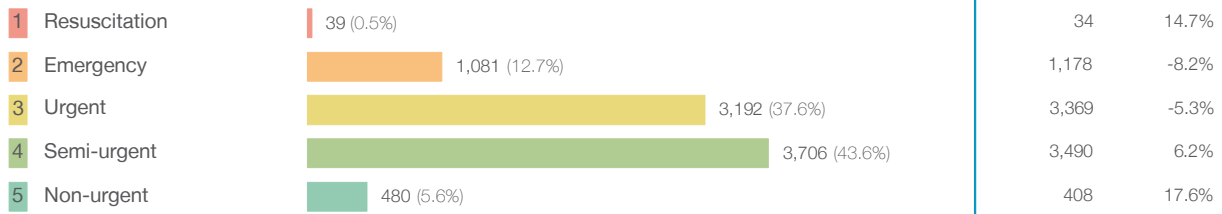
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department

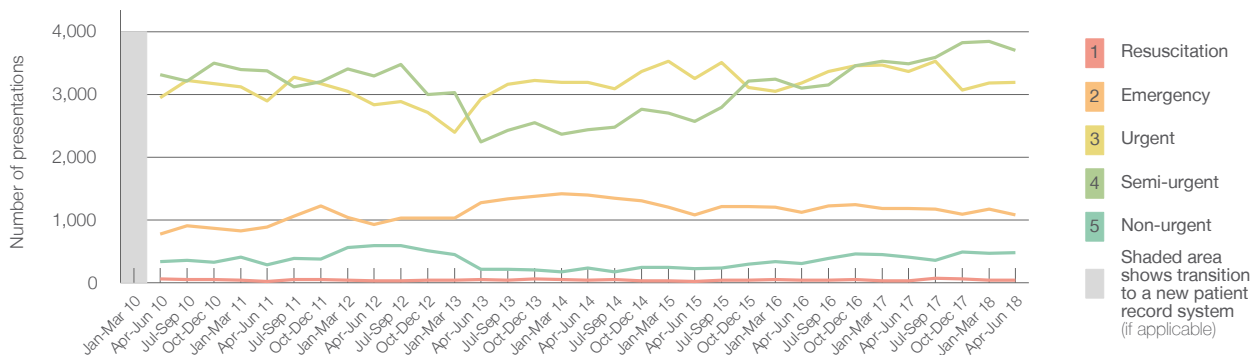
April to June 2018

All presentations:¹ 8,598 patients

Emergency presentations² by triage category: 8,498 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	56	22	28	46	42	22	40	34	39
Emergency	771	887	931	1,273	1,396	1,081	1,122	1,178	1,081
Urgent	2,942	2,897	2,836	2,923	3,189	3,248	3,179	3,369	3,192
Semi-urgent	3,310	3,377	3,295	2,240	2,440	2,571	3,095	3,490	3,706
Non-urgent	334	284	595	214	234	222	301	408	480
All emergency presentations	7,413	7,467	7,685	6,696	7,301	7,144	7,737	8,479	8,498

Port Macquarie Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,085 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

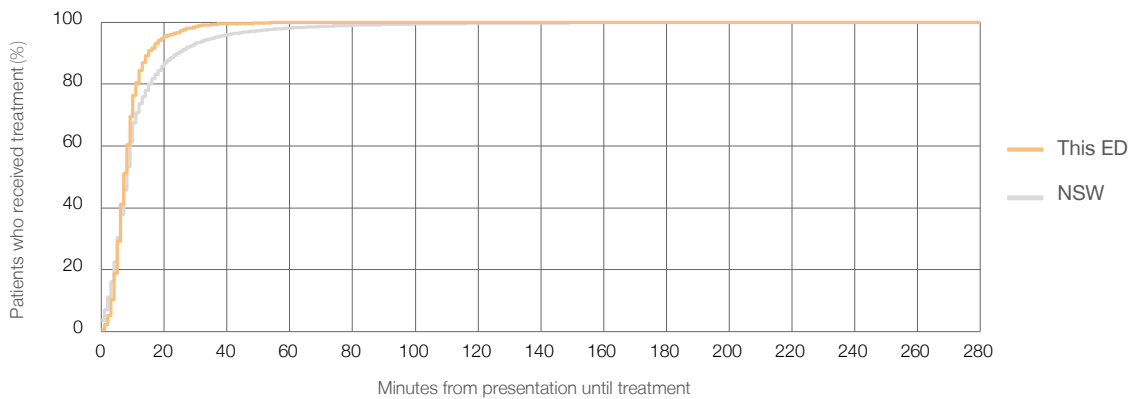
Number of triage 2 patients: 1,081

Number of triage 2 patients used to calculate waiting time:³ 1,078

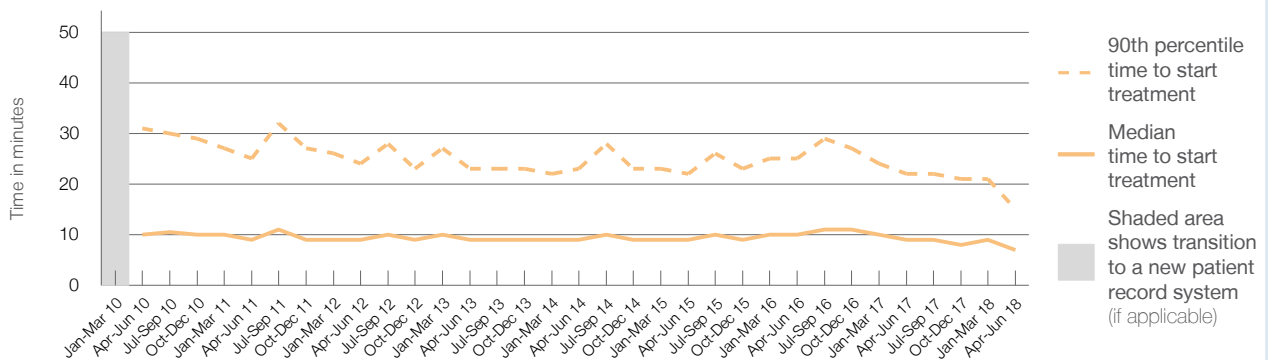
Median time to start treatment⁴ ■ 7 minutes
 90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
1,178	1,175
9 minutes	8 minutes
22 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)	10	9	9	9	9	9	10	9	7
90th percentile time to start treatment ⁵ (minutes)	31	25	24	23	23	22	25	22	15

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Port Macquarie Base 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: 3,192

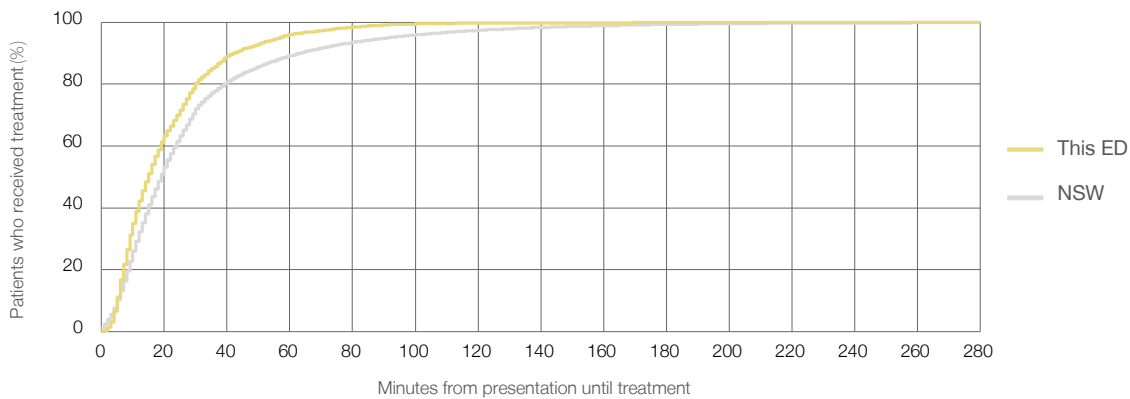
Number of triage 3 patients used to calculate waiting time:³ 3,145

Median time to start treatment⁴ 15 minutes

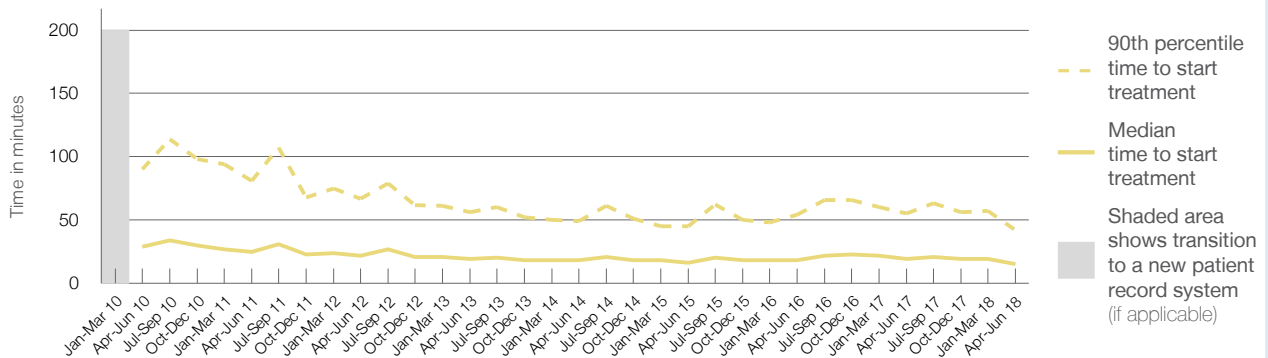
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
3,369	3,285
19 minutes	19 minutes
55 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)	29	25	22	19	18	16	18	19	15
90th percentile time to start treatment ⁵ (minutes)	90	81	67	56	49	45	54	55	42

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Port Macquarie Base 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: 3,706

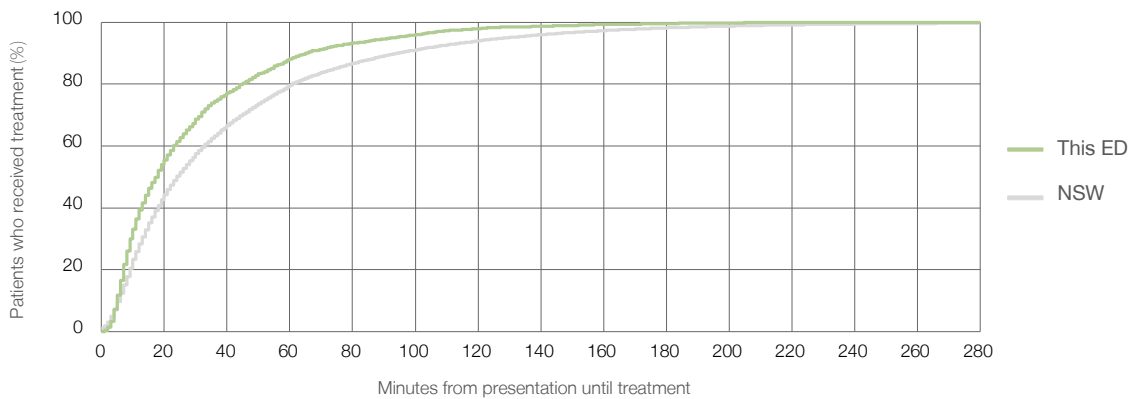
Number of triage 4 patients used to calculate waiting time:³ 3,279

Median time to start treatment⁴ 18 minutes

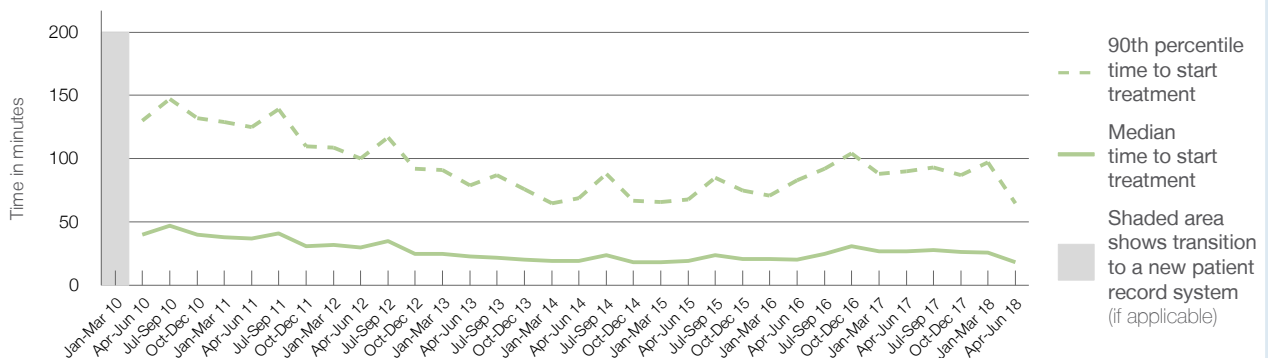
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
3,490	
2,889	
27 minutes	24 minutes
90 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)	40	37	30	23	19	19	20	27	18
90th percentile time to start treatment ⁵ (minutes)	130	125	100	79	69	68	83	90	65

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Port Macquarie Base 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: 480

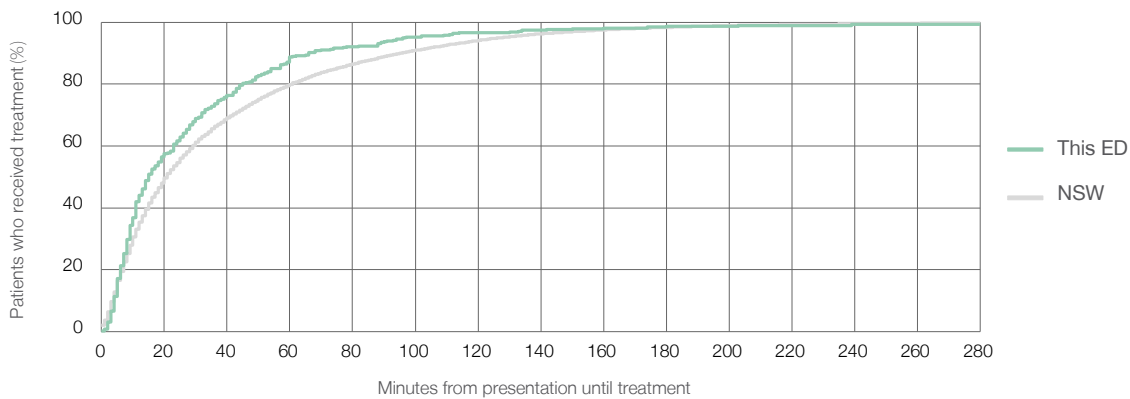
Number of triage 5 patients used to calculate waiting time:³ 379

Median time to start treatment⁴ 15 minutes

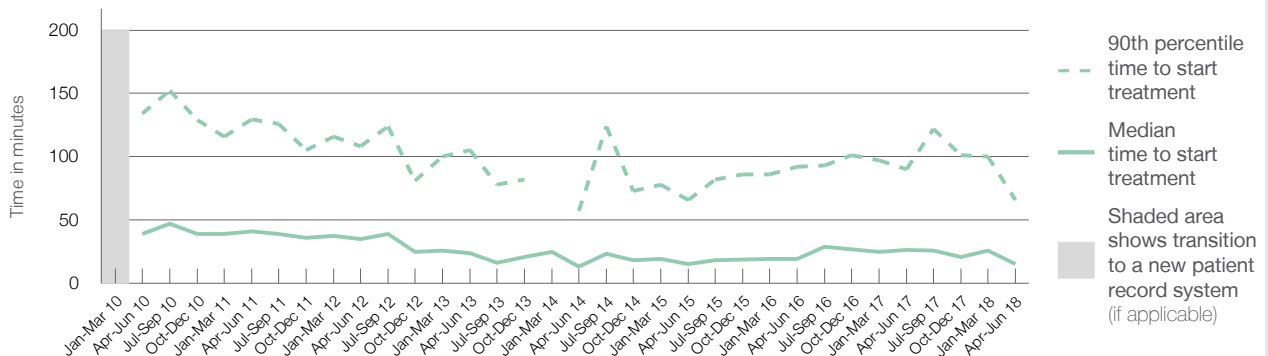
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
408	
264	
27 minutes	21 minutes
90 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)	39	41	35	24	13	15	19	27	15
90th percentile time to start treatment ⁵ (minutes)	134	130	108	105	57	66	92	90	66

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Port Macquarie Base Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 8,598 patients

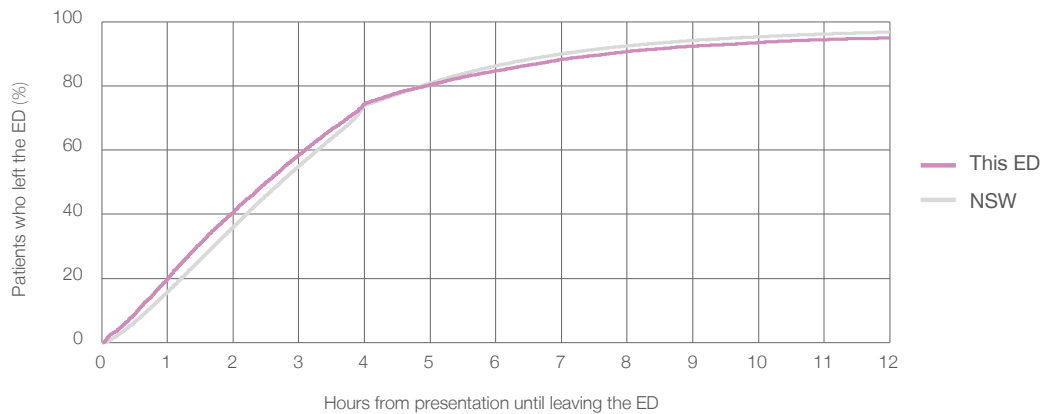
Presentations used to calculate time to leaving the ED:⁶ 8,598 patients

Median time spent in the ED⁸ 2 hours and 31 minutes

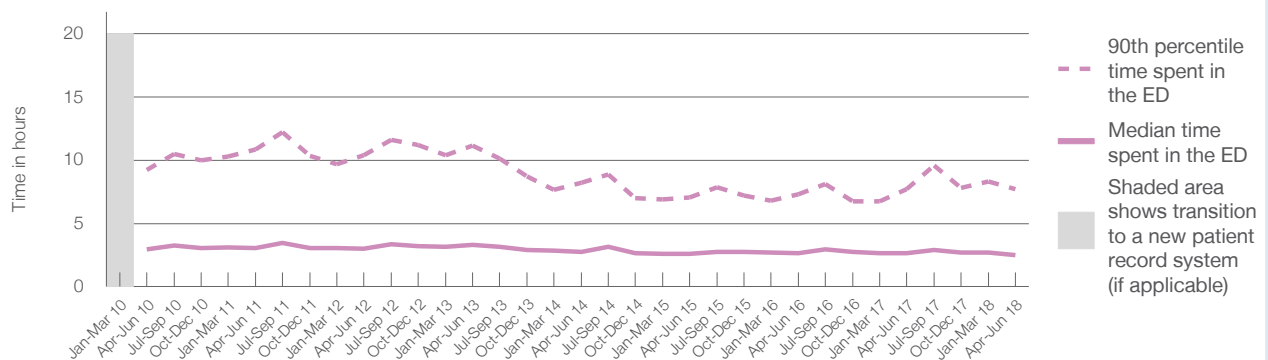
90th percentile time spent in the ED⁹ 7 hours and 43 minutes

Same period last year	NSW (this period)
8,683	8,683
2 hours and 40 minutes	2 hours and 44 minutes
7 hours and 42 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 56m	3h 3m	3h 0m	3h 20m	2h 44m	2h 35m	2h 39m	2h 40m	2h 31m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 13m	10h 51m	10h 24m	11h 8m	8h 13m	7h 4m	7h 19m	7h 42m	7h 43m

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

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

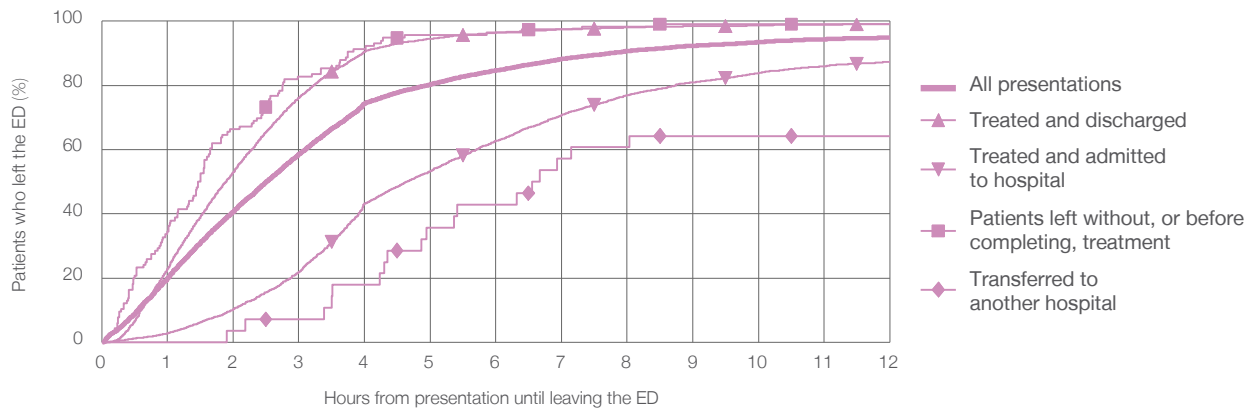
All presentations:¹ 8,598 patients

Presentations used to calculate time to leaving the ED:⁶ 8,598 patients

Treated and discharged	4,986 (58.0%)
Treated and admitted to hospital	2,983 (34.7%)
Patient left without, or before completing, treatment	116 (1.3%)
Transferred to another hospital	28 (0.3%)
Other	485 (5.6%)

Same period last year	Change since one year ago
8,683	-1%
4,557	9.4%
3,206	-7.0%
169	-31.4%
66	-57.6%
685	-29.2%

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	23.0%	52.9%	76.3%	90.6%	96.4%	98.1%	98.6%	99.1%
Treated and admitted to hospital	2.8%	10.3%	21.9%	43.2%	62.8%	77.0%	83.9%	87.4%
Patient left without, or before completing, treatment	34.5%	66.4%	82.8%	91.4%	96.6%	98.3%	99.1%	99.1%
Transferred to another hospital	0%	3.6%	7.1%	17.9%	42.9%	60.7%	64.3%	64.3%
All presentations	20.0%	40.7%	58.5%	74.4%	84.7%	90.7%	93.5%	95.0%

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Port Macquarie Base 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 8,598 patients

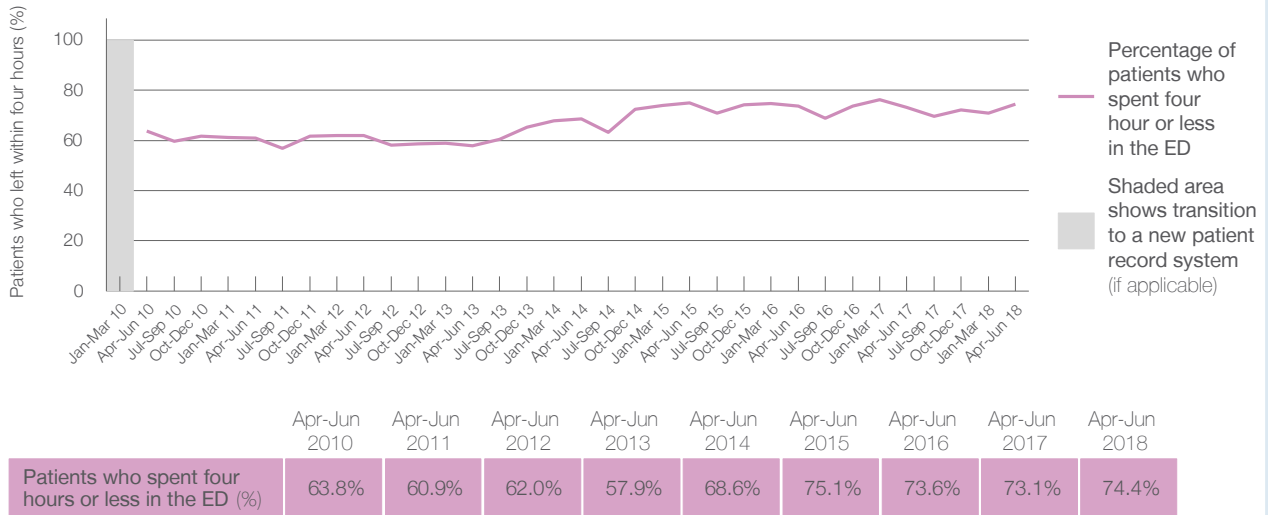
Presentations used to calculate time to leaving the ED: ⁶ 8,598 patients

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 8,598 patients	8,683	-1%
Presentations used to calculate time to leaving the ED: ⁶ 8,598 patients	8,683	-1%
Percentage of patients who spent four hours or less in the ED	73.1%	

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.

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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).