Deniliquin Hospital and Health Services: Emergency department (ED) overview
July to September 2018

All presentations: 2,370 patients
Emergency presentations: 1,865 patients

Deniliquin Hospital and Health Services: Time patients waited to start treatment
July to September 2018

Triage 2  Emergency (e.g. chest pain, severe burns): 120 patients
Median time to start treatment: 7 minutes
90th percentile time to start treatment: 22 minutes

Triage 3  Urgent (e.g. moderate blood loss, dehydration): 554 patients
Median time to start treatment: 9 minutes
90th percentile time to start treatment: 31 minutes

Triage 4  Semi-urgent (e.g. sprained ankle, earache): 834 patients
Median time to start treatment: 10 minutes
90th percentile time to start treatment: 35 minutes

Triage 5  Non-urgent (e.g. small cuts or abrasions): 357 patients
Median time to start treatment: 9 minutes
90th percentile time to start treatment: 32 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED
July to September 2018

Attendances used to calculate time to leaving the ED: 2,370 patients

Perfection profiles: Emergency department care
July to September 2018
www.bhi.nsw.gov.au

* 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 16 October 2018).
Deniliquin Hospital and Health Services: Patients presenting to the emergency department
July to September 2018

All presentations: 1,237 patients

Emergency presentations by triage category: 1,865 patients

Resuscitation: < 5
Emergency: 120 (6.2%)
Urgent: 554 (29.7%)
Semi-urgent: 834 (44.7%)
Non-urgent: 357 (19.1%)

Emergency presentations by quarter, January 2010 to September 2018

Deniliquin Hospital and Health Services: Patients arriving by ambulance
July to September 2018

Arrivals used to calculate transfer of care time: 90 patients

ED Transfer of care time
Median time: 9 minutes
90th percentile time: 8 minutes, 1 minute

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

Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.
Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2
July to September 2018

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients: 120</td>
<td></td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time: 3</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment: 7 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment: 22 minutes</td>
<td></td>
</tr>
</tbody>
</table>

Same period last year NSW (this period)
99 95
4 minutes 8 minutes
* 28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3
July to September 2018

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

- Number of triage 3 patients: 554
- Number of triage 3 patients used to calculate waiting time: 540
- Median time to start treatment: 9 minutes
- 90th percentile time to start treatment: 31 minutes

**Same period last year** NSW (this period)

<table>
<thead>
<tr>
<th></th>
<th>last year</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>10 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>90th percentile</td>
<td>39 minutes</td>
<td>72 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 3 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018

- Median time to start treatment: 9 minutes
- 90th percentile time to start treatment: 31 minutes

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Notes:

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Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4
July to September 2018

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

Number of triage 4 patients: 834
Number of triage 4 patients used to calculate waiting time: 704

Median time to start treatment 4
10 minutes

90th percentile time to start treatment 5
35 minutes

**Same period**  
**last year**  
**NSW**  
**(this period)**

<table>
<thead>
<tr>
<th></th>
<th>Last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time</td>
<td>828</td>
<td>786</td>
</tr>
<tr>
<td>90th percentile</td>
<td>10 minutes</td>
<td>26 minutes</td>
</tr>
<tr>
<td></td>
<td>39 minutes</td>
<td>105 minutes</td>
</tr>
</tbody>
</table>

**Percentage of triage 4 patients who received treatment by time, July to September 2018**

**Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018**

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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.
Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5
July to September 2018

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 5 patients: 357</td>
<td></td>
</tr>
<tr>
<td>Number of triage 5 patients used to calculate waiting time: 342</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment ( ^4 )</td>
<td>9 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment ( ^5 )</td>
<td>32 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 minutes</td>
<td>22 minutes</td>
</tr>
<tr>
<td>45 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 5 patients who received treatment by time, July to September 2018

![Graph showing percentage of patients who received treatment by time]

Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018 \( ^{**} \)

![Graph showing time to start treatment]

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment ( ^4 ) (minutes)</td>
<td>5</td>
<td>8</td>
<td>6</td>
<td>13</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment ( ^5 ) (minutes)</td>
<td>45</td>
<td>34</td>
<td>26</td>
<td>45</td>
<td>32</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Deniliquin Hospital and Health Services: Time patients spent in the ED
July to September 2018

All presentations: 2,370 patients
Presentations used to calculate time to leaving the ED: 2,370 patients

Median time spent in the ED: 1 hours and 9 minutes
90th percentile time spent in the ED: 4 hours and 55 minutes

Percentage of patients who left the ED by time, July to September 2018

Time patients spent in the ED, by quarter, January 2010 to September 2018

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2 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.
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Deniliquin Hospital and Health Services: Time patients spent in the ED
By mode of separation
July to September 2018

All presentations: $^1$ 2,370 patients
Presentations used to calculate time to leaving the ED: $^2$ 2,370 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>1,920 (81.0%)</td>
<td></td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>284 (12.0%)</td>
<td></td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>59 (2.5%)</td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>55 (2.3%)</td>
<td></td>
</tr>
</tbody>
</table>

Percentage of patients who left the ED by time and mode of separation, July to September 2018 $^{**}$

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Deniliquin Hospital and Health Services: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2018

All presentations at the emergency department: 1 2,370 patients
Presentations used to calculate time to leaving the ED: 4 2,370 patients

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

<table>
<thead>
<tr>
<th>Patients who spent four hours or less in the ED (%)</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>88.1%</td>
<td>88.4%</td>
<td>89.0%</td>
<td>88.6%</td>
<td>86.2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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5. 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.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).