

Deniliquin Hospital and Health Services: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,648 patients
Emergency presentations:² 2,081 patients

Same period last year	Change since one year ago
2,360	12%
1,968	6%

Deniliquin Hospital and Health Services: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 82 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 541 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 934 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 36 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 524 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
103	
4 minutes	8 minutes
16 minutes	26 minutes
693	
9 minutes	20 minutes
26 minutes	72 minutes
816	
8 minutes	26 minutes
31 minutes	104 minutes
356	
8 minutes	23 minutes
37 minutes	104 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,648 patients

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

Same period last year	Change since one year ago
2,359	12%
89%	

* 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).

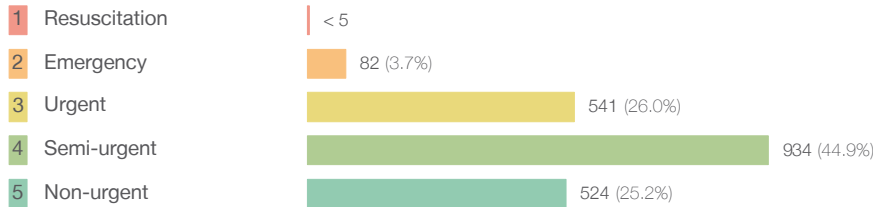
Deniliquin Hospital and Health Services: Patients presenting to the emergency department October to December 2018

All presentations:¹ 2,648 patients

Same period last year	Change since one year ago
2,360	12%

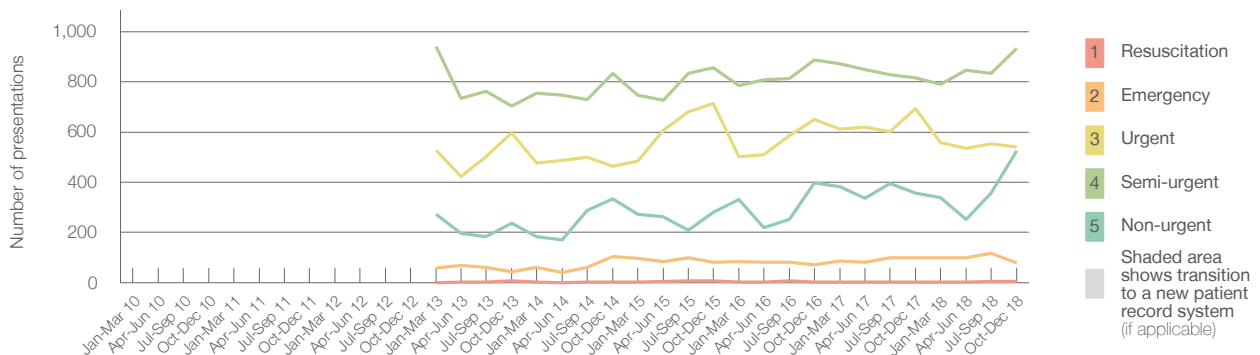
Emergency presentations² by triage category: 2,081 patients

1,968	6%
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< 5	*
103	-22.0%
693	-21.9%
816	14.5%
356	47.2%

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				7	< 5	8	< 5	< 5	< 5
Emergency				44	107	80	73	103	82
Urgent				596	465	715	650	693	541
Semi-urgent				703	834	856	888	816	934
Non-urgent				236	333	279	398	356	524
All emergency presentations				1,586	1,739	1,938	2,009	1,968	2,081

Deniliquin Hospital and Health Services: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 97 patients ^{**}

107	
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ED Transfer of care time

Median time 8 minutes

8 minutes	0 minutes
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90th percentile time *

22 minutes	*
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(†) 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.

(**) 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 October to December 2018

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

Number of triage 2 patients: 82

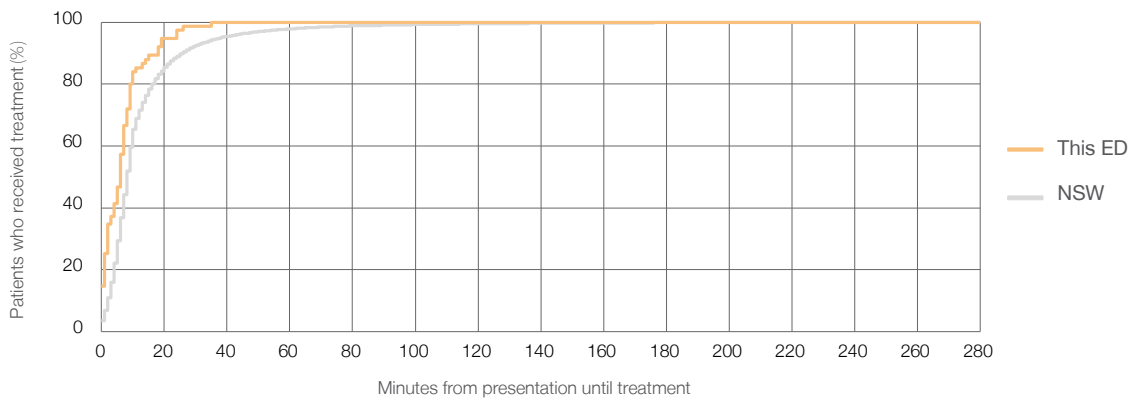
Number of triage 2 patients used to calculate waiting time:³ 75

Median time to start treatment⁴ 6 minutes

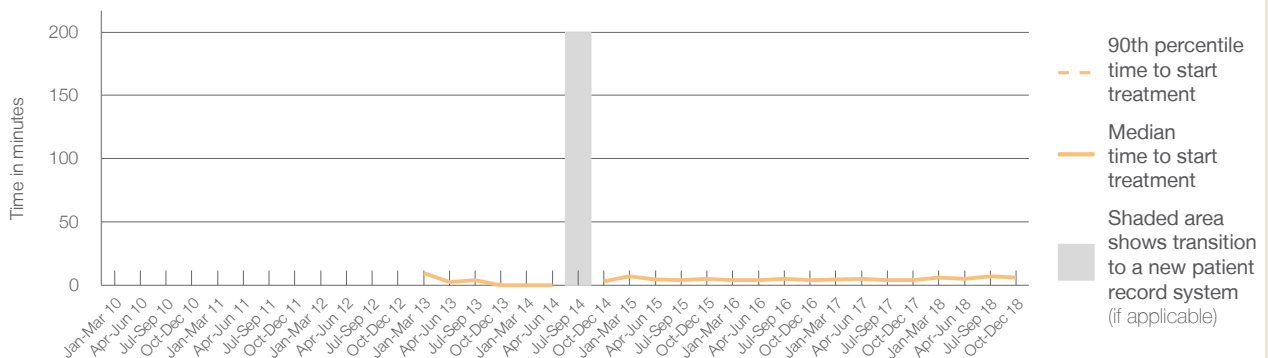
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
103	100
4 minutes	8 minutes
16 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)				0	3	5	4	4	6
90th percentile time to start treatment ⁵ (minutes)				*	10	*	*	16	*

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Deniliquin Hospital and Health Services: 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: 541

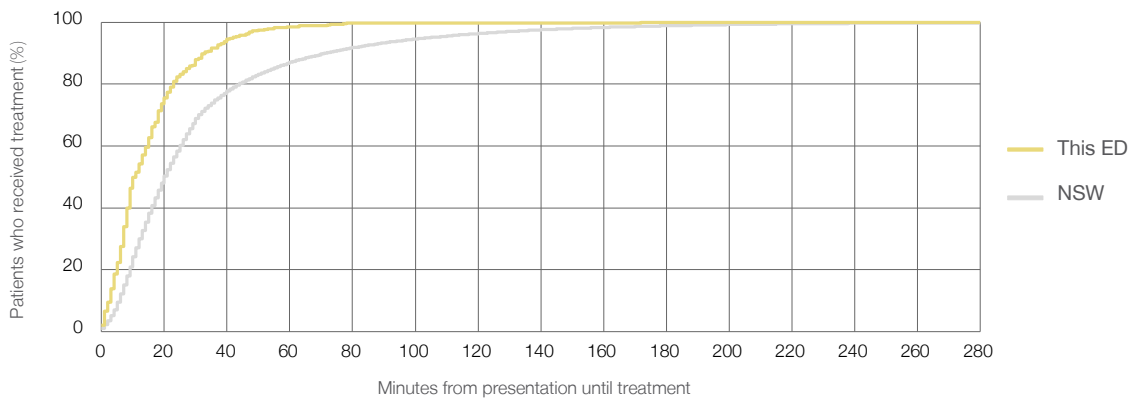
Number of triage 3 patients used to calculate waiting time:³ 527

Median time to start treatment⁴ 11 minutes

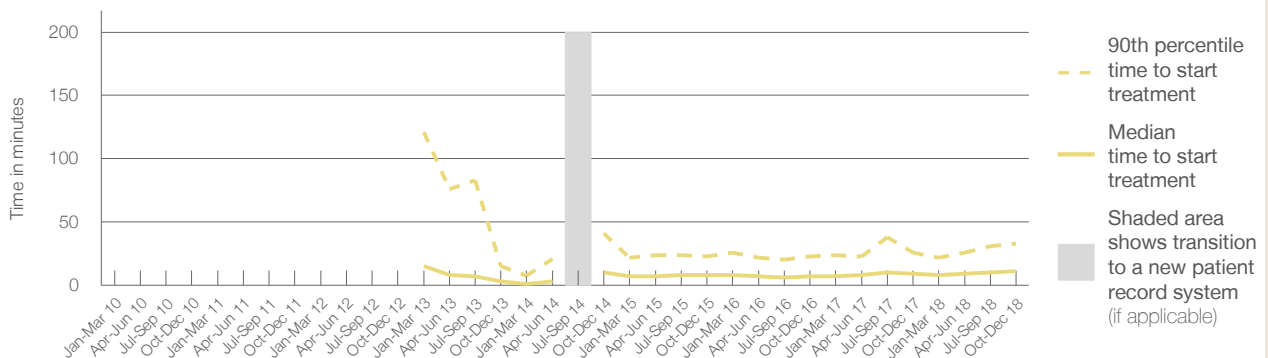
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
693	
684	
9 minutes	20 minutes
26 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)				3	10	8	7	9	11
90th percentile time to start treatment ⁵ (minutes)				15	41	23	23	26	33

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Deniliquin Hospital and Health Services: 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: 934

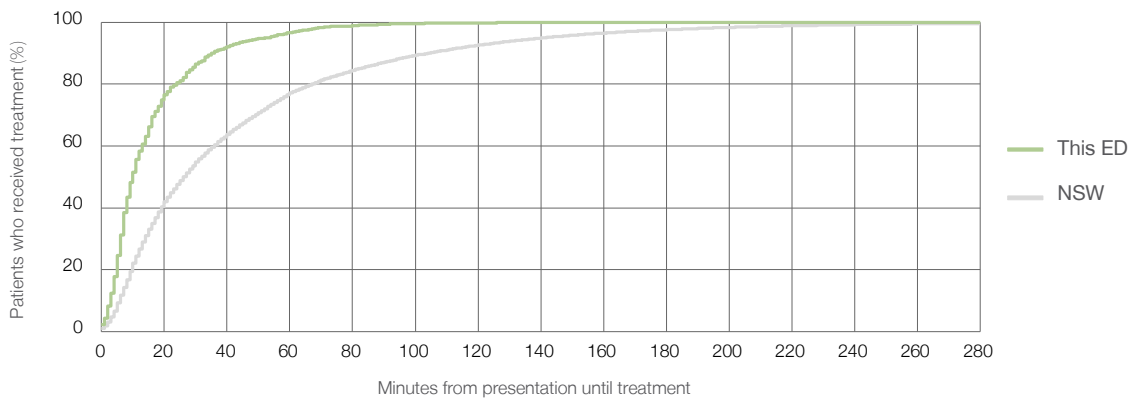
Number of triage 4 patients used to calculate waiting time:³ 890

Median time to start treatment⁴ 10 minutes

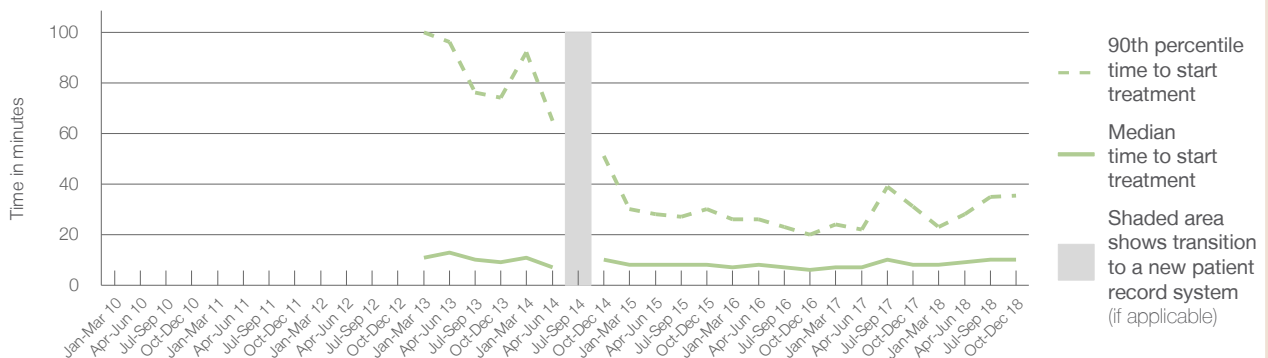
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
816	790
8 minutes	26 minutes
31 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)				9	10	8	6	8	10
90th percentile time to start treatment ⁵ (minutes)				74	51	30	20	31	36

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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 October to December 2018

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

Number of triage 5 patients: 524

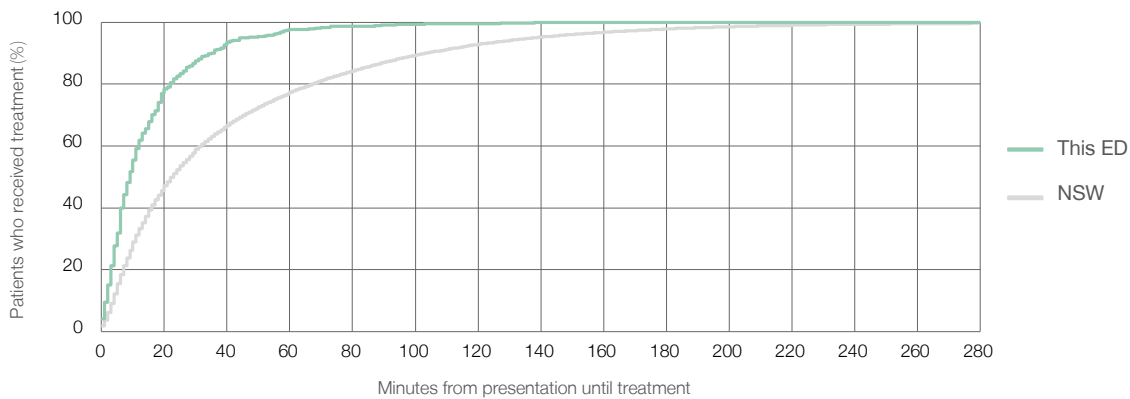
Number of triage 5 patients used to calculate waiting time:³ 507

Median time to start treatment⁴ 9 minutes

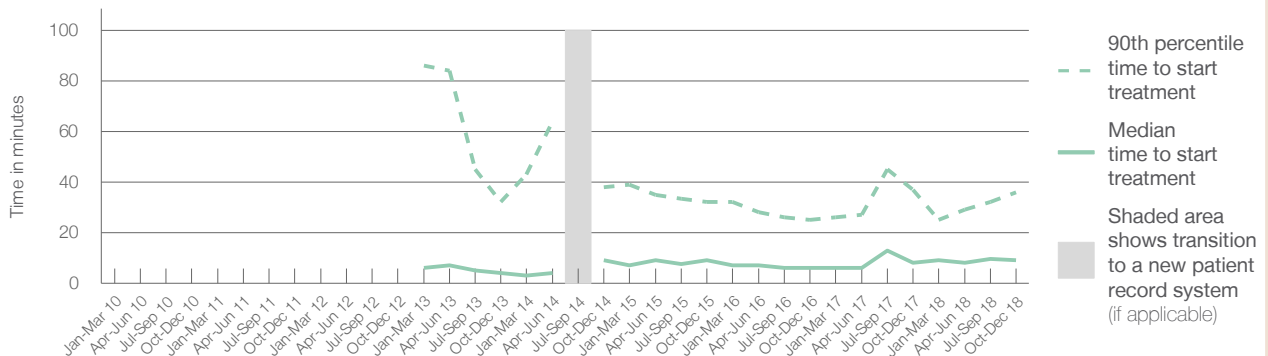
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
356	
349	
8 minutes	23 minutes
37 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)				4	9	9	6	8	9
90th percentile time to start treatment ⁵ (minutes)				32	38	32	25	37	36

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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 spent in the ED

October to December 2018

All presentations:¹ 2,648 patients

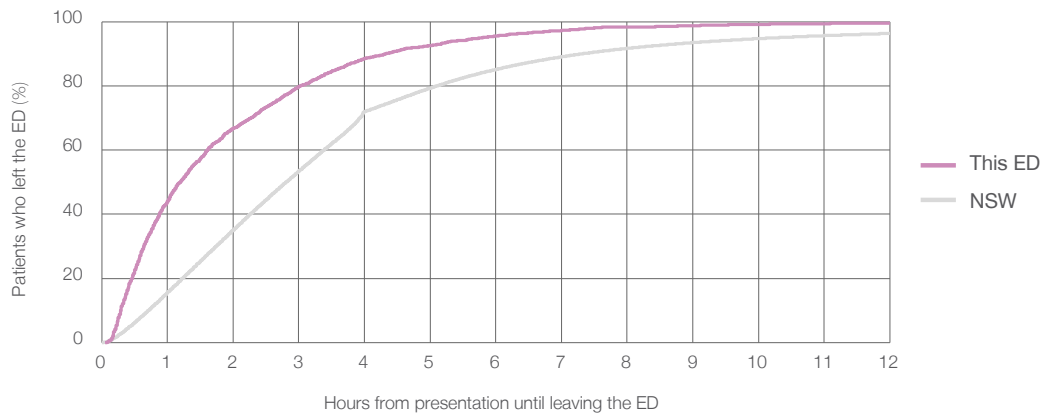
Presentations used to calculate time to leaving the ED:⁶ 2,648 patients

Median time spent in the ED⁸ 1 hours and 12 minutes

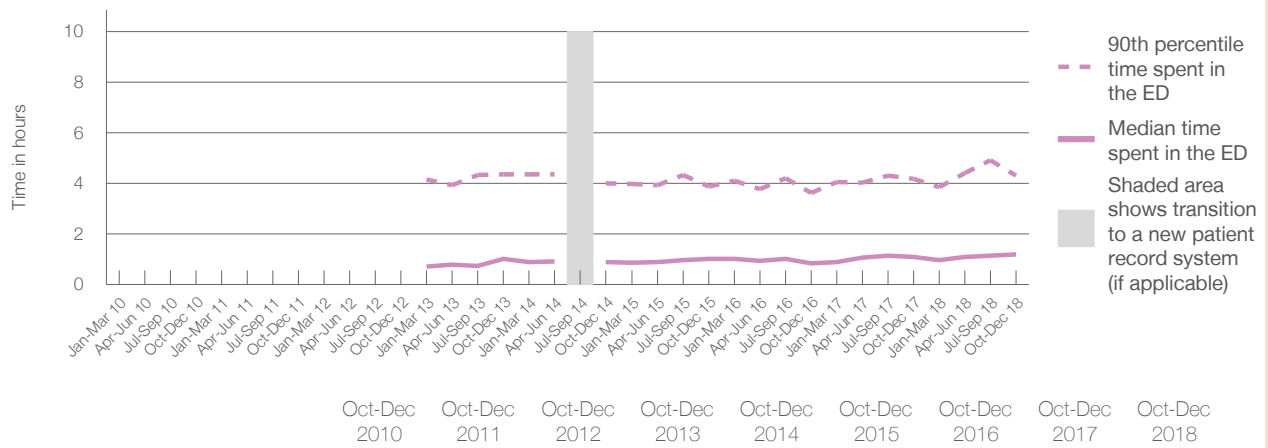
90th percentile time spent in the ED⁹ 4 hours and 19 minutes

Same period last year	NSW (this period)
2,360	
2,359	
1 hours and 6 minutes	2 hours and 49 minutes
4 hours and 11 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^{†‡§}



	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 ⁸ (hours, minutes)				1h 1m	0h 54m	1h 2m	0h 50m	1h 6m	1h 12m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 21m	4h 0m	3h 53m	3h 37m	4h 11m	4h 19m

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Deniliquin Hospital and Health Services: Time patients spent in the ED

By mode of separation

October to December 2018

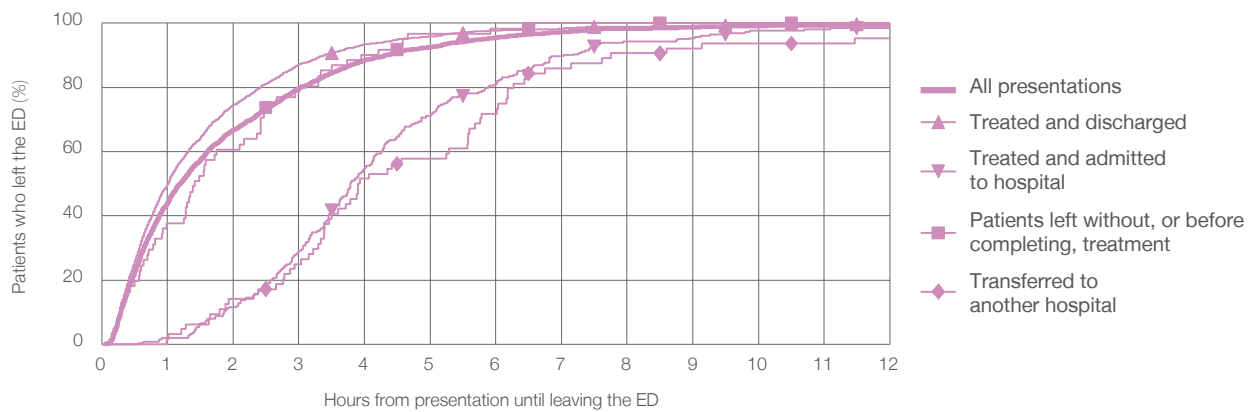
All presentations:¹ 2,648 patients

Presentations used to calculate time to leaving the ED:⁶ 2,648 patients

Mode of separation	Number of patients	Percentage
Treated and discharged	2,200	(83.1%)
Treated and admitted to hospital	261	(9.9%)
Patient left without, or before completing, treatment	61	(2.3%)
Transferred to another hospital	64	(2.4%)
Other	62	(2.3%)

Mode of separation	Same period last year	Change since one year ago
All presentations	2,359	12%
Treated and discharged	1,992	10.4%
Treated and admitted to hospital	242	7.9%
Patient left without, or before completing, treatment	32	90.6%
Transferred to another hospital	52	23.1%
Other	42	47.6%

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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.9%	74.5%	87.1%	93.5%	97.7%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.9%	11.5%	29.1%	54.8%	81.2%	94.3%	97.7%	98.5%
Patient left without, or before completing, treatment	37.7%	60.7%	78.7%	90.2%	98.4%	100%	100%	100%
Transferred to another hospital	1.6%	14.1%	25.0%	51.6%	71.9%	90.6%	93.8%	95.3%
All presentations	44.0%	66.8%	79.8%	88.6%	95.5%	98.4%	99.2%	99.5%

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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

October to December 2018

All presentations at the emergency department: ¹ 2,648 patients

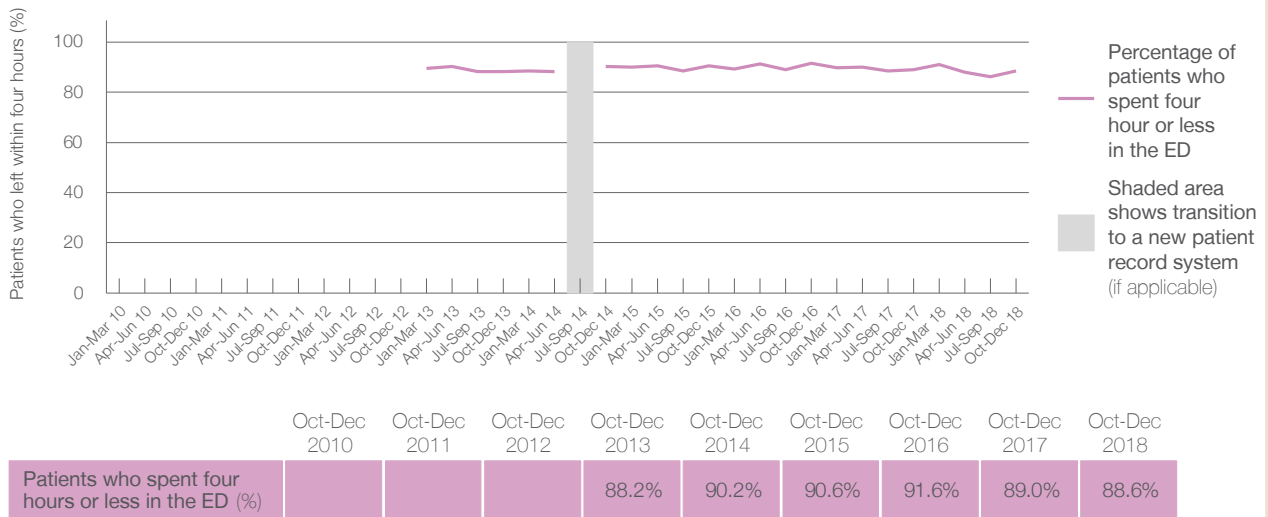
Presentations used to calculate time to leaving the ED: ⁶ 2,648 patients

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	2,360	12%
Presentations used to calculate time to leaving the ED	2,359	12%
Percentage of patients who spent four hours or less in the ED	89.0%	

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*.

§ 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).