

Narrabri Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,531 patients
Emergency presentations:² 1,314 patients

Same period last year	Change since one year ago
1,484	3%
1,312	2%

Narrabri Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 127 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 362 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 561 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 294 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
104	
4 minutes	8 minutes
10 minutes	26 minutes
313	
15 minutes	20 minutes
33 minutes	72 minutes
611	
21 minutes	26 minutes
54 minutes	104 minutes
284	
19 minutes	23 minutes
82 minutes	104 minutes

Narrabri Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,531 patients

Percentage of patients who spent four hours or less in the ED 90%

Same period last year	Change since one year ago
1,484	3%
91%	

* 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.

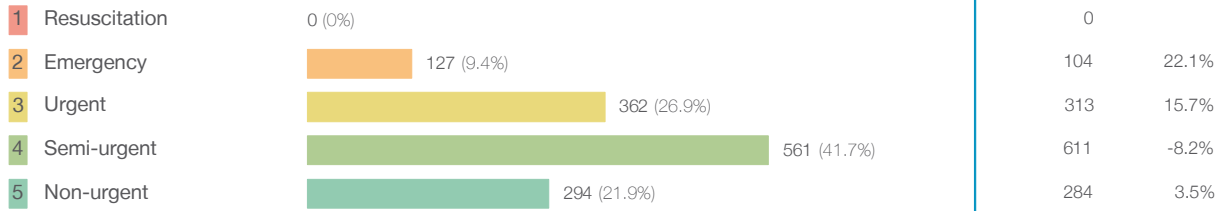
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Narrabri Hospital: Patients presenting to the emergency department October to December 2018

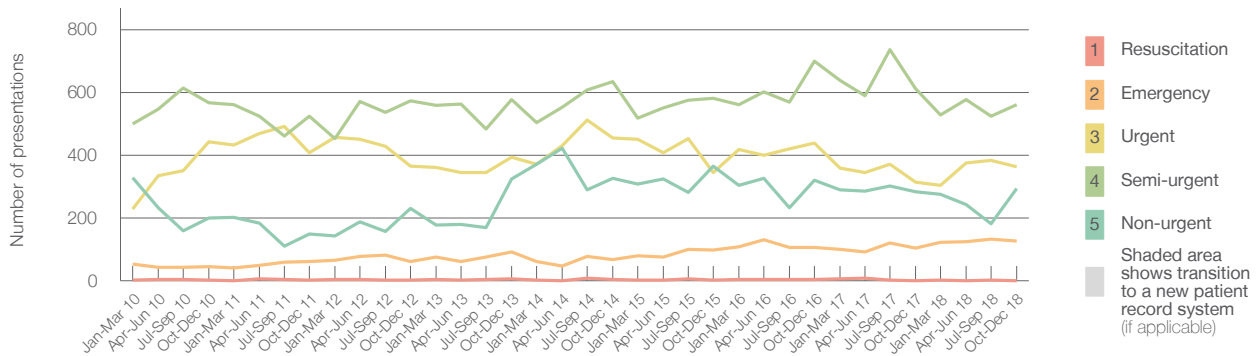
All presentations:¹ 1,531 patients

Emergency presentations² by triage category: 1,344 patients



Same period last year	Change since one year ago
1,484	3%
1,312	2%
0	
104	22.1%
313	15.7%
611	-8.2%
284	3.5%

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	< 5	< 5	< 5	5	< 5	< 5	< 5	0	0
Emergency	45	61	61	91	72	99	109	104	127
Urgent	442	407	365	394	454	345	439	313	362
Semi-urgent	566	524	574	577	634	582	699	611	561
Non-urgent	200	149	230	324	327	365	320	284	294
All emergency presentations	1,253	1,141	1,230	1,391	1,487	1,391	1,567	1,312	1,344

Narrabri Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 99 patients **

ED Transfer of care time

Median time: 1 minutes

90th percentile time: *

Same period last year	Change since one year ago
121	
3 minutes	-2 minutes
14 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Narrabri 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: 127

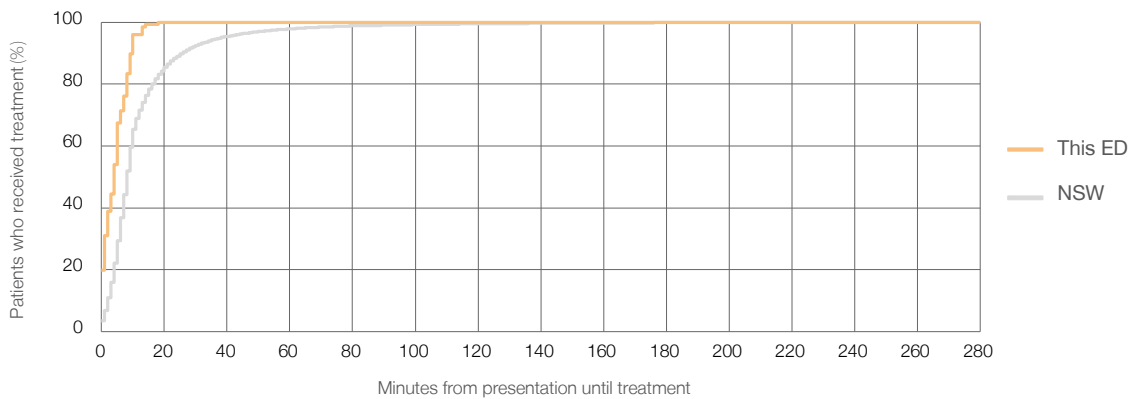
Number of triage 2 patients used to calculate waiting time:³ 126

Median time to start treatment⁴ 4 minutes

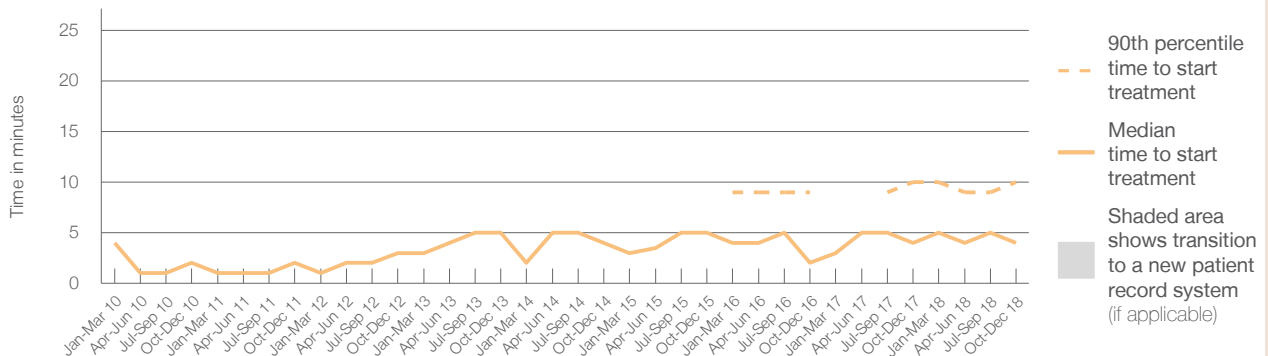
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
104	103
4 minutes	8 minutes
10 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)	2	2	3	5	4	5	2	4	4
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	10	10

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Narrabri 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: 362

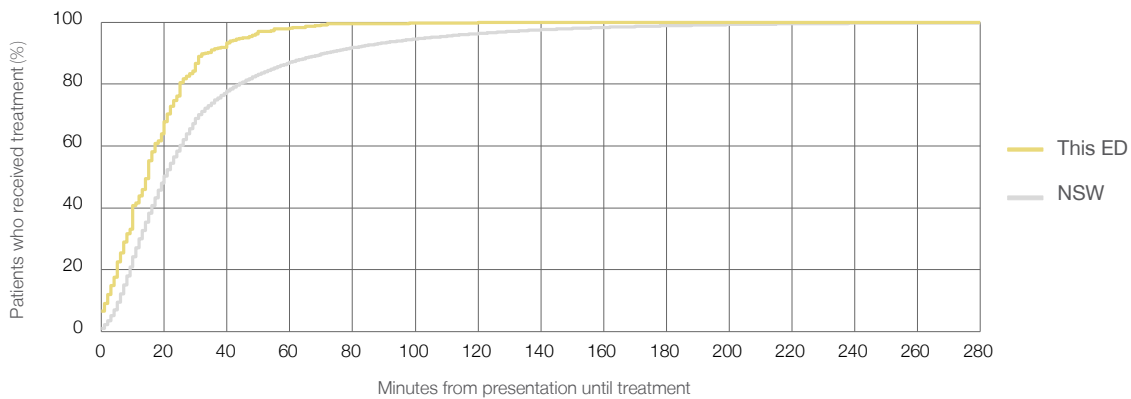
Number of triage 3 patients used to calculate waiting time:³ 360

Median time to start treatment⁴ 15 minutes

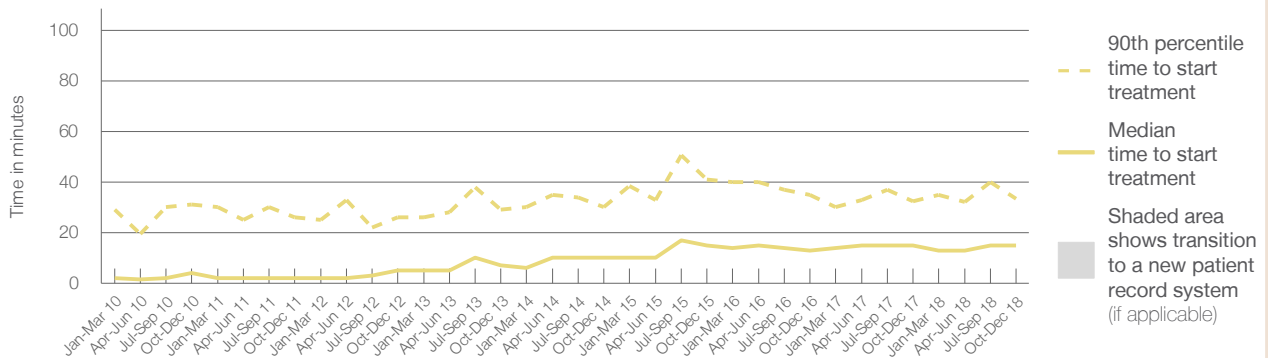
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
313	
310	
15 minutes	20 minutes
33 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)	4	2	5	7	10	15	13	15	15
90th percentile time to start treatment ⁵ (minutes)	31	26	26	29	30	41	35	33	34

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Narrabri 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: 561

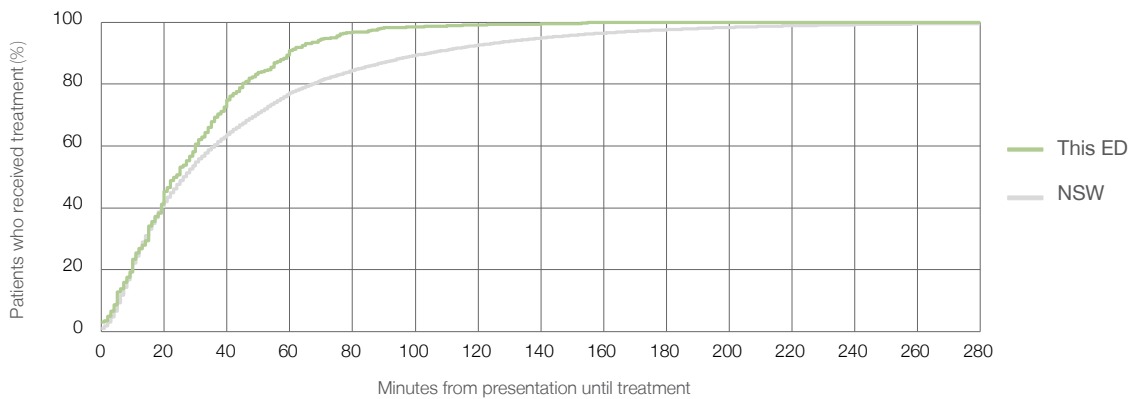
Number of triage 4 patients used to calculate waiting time:³ 546

Median time to start treatment⁴ 24 minutes

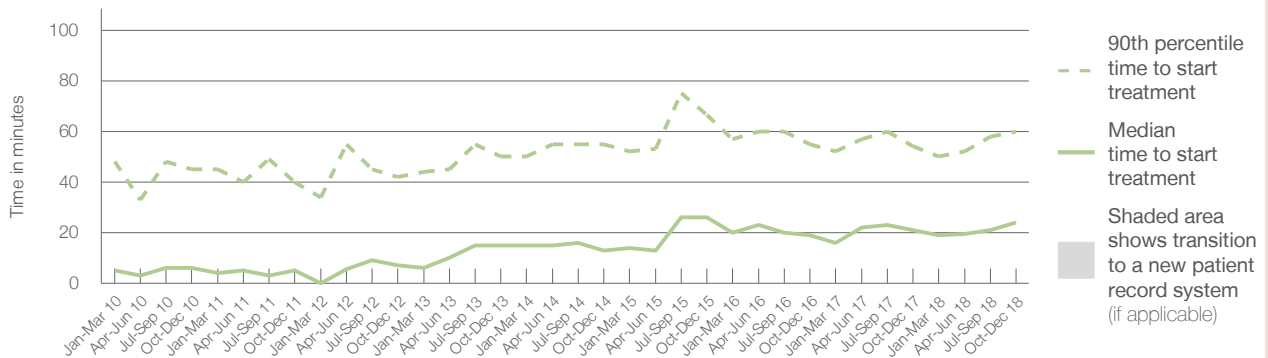
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
611	595
21 minutes	26 minutes
54 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)	6	5	7	15	13	26	19	21	24
90th percentile time to start treatment ⁵ (minutes)	45	40	42	50	55	67	55	54	60

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Narrabri 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: 294

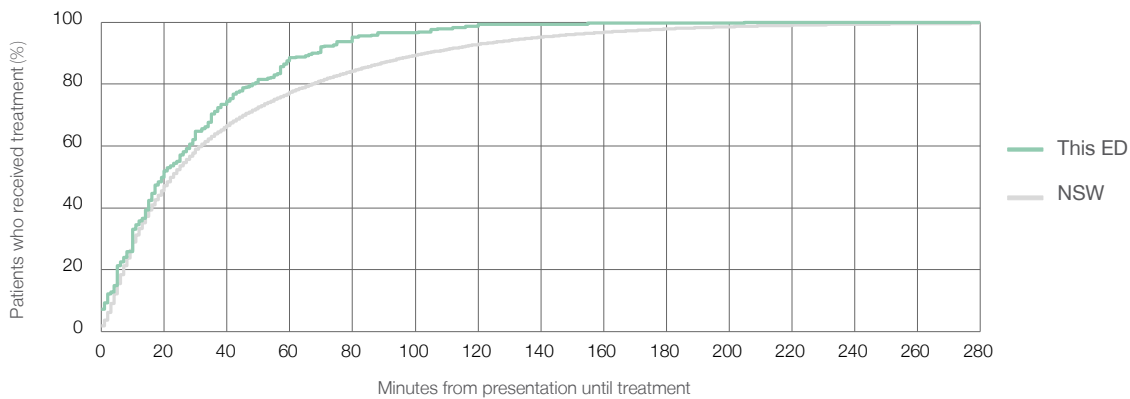
Number of triage 5 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 20 minutes

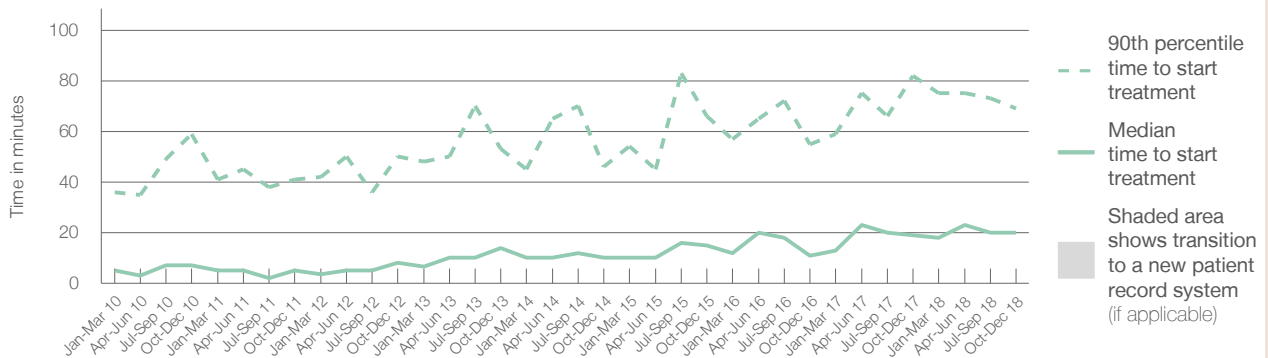
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
284	266
19 minutes	23 minutes
82 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)	7	5	8	14	10	15	11	19	20
90th percentile time to start treatment ⁵ (minutes)	59	41	50	53	46	66	55	82	69

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Narrabri Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,531 patients

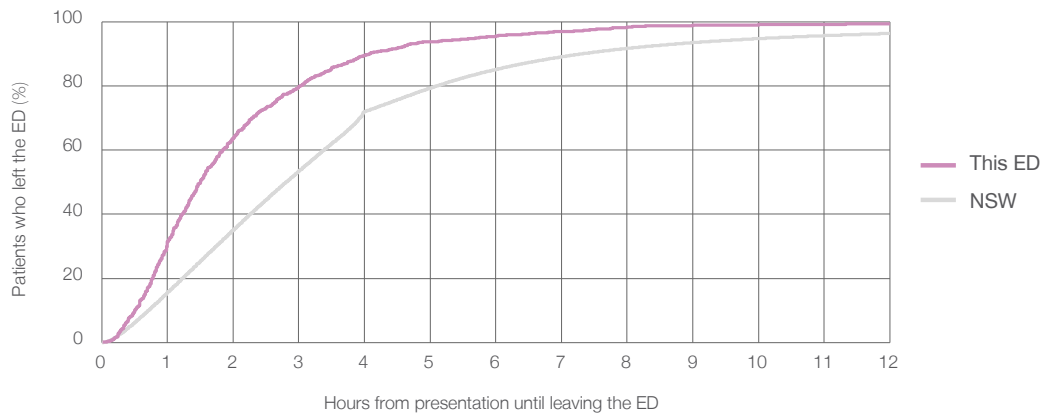
Presentations used to calculate time to leaving the ED:⁶ 1,531 patients

Median time spent in the ED⁸ ■ 1 hours and 30 minutes

90th percentile time spent in the ED⁹ ■ 4 hours and 5 minutes

Same period last year	NSW (this period)
1,484	1,484
1 hours and 22 minutes	2 hours and 49 minutes
3 hours and 56 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 15m	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m	1h 22m	1h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 8m	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m	3h 56m	4h 5m

(†) 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.

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

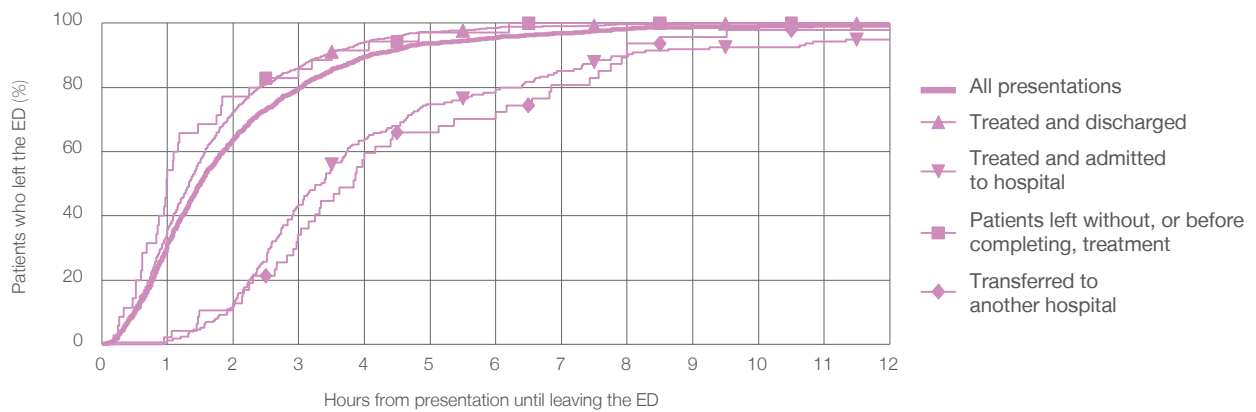
All presentations:¹ 1,531 patients

Presentations used to calculate time to leaving the ED:⁶ 1,531 patients

Treated and discharged	1,269 (82.9%)
Treated and admitted to hospital	175 (11.4%)
Patient left without, or before completing, treatment	35 (2.3%)
Transferred to another hospital	47 (3.1%)
Other	5 (0.3%)

Same period last year	Change since one year ago
1,484	3%
1,221	3.9%
153	14.4%
58	-39.7%
48	-2.1%
4	25.0%

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	35.9%	72.4%	86.2%	94.1%	98.6%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.1%	12.0%	43.4%	64.0%	79.4%	89.7%	92.6%	94.9%
Patient left without, or before completing, treatment	54.3%	77.1%	85.7%	91.4%	97.1%	100%	100%	100%
Transferred to another hospital	2.1%	12.8%	34.0%	59.6%	72.3%	93.6%	97.9%	97.9%
All presentations	31.4%	63.8%	79.8%	89.5%	95.6%	98.3%	99.0%	99.3%

(†) 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.

Narrabri 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 1,531 patients

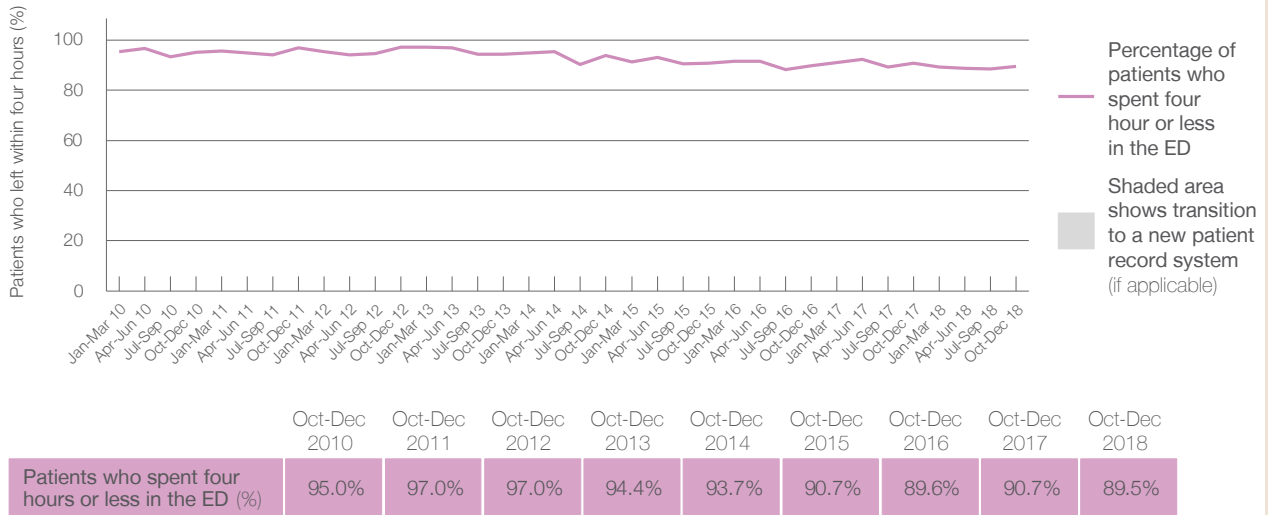
Presentations used to calculate time to leaving the ED: ⁶ 1,531 patients

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	1,484	3%
Presentations used to calculate time to leaving the ED	1,484	3%
Percentage of patients who spent four hours or less in the ED	90.7%	

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).