

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 10,017 patients
 Emergency presentations:² 9,736 patients

Same period last year	Change since one year ago
9,940	0.8%
9,595	1.5%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 750 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,285 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,889 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 780 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
770	
8 minutes	8 minutes
32 minutes	41 minutes
4,211	
20 minutes	21 minutes
99 minutes	103 minutes
4,022	
21 minutes	27 minutes
129 minutes	139 minutes
545	
13 minutes	24 minutes
137 minutes	138 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 10,017 patients

Percentage of patients who spent four hours or less in the ED 71.9%

Same period last year	Change since one year ago
9,940	0.8%
65.8%	

* 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

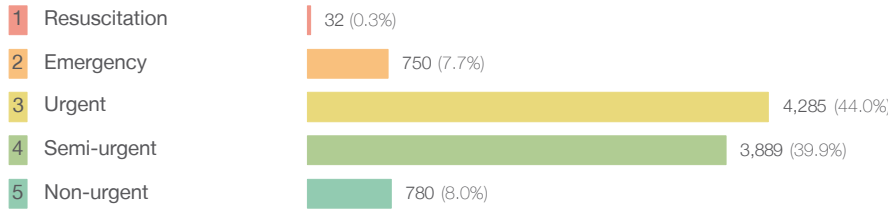
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department July to September 2016

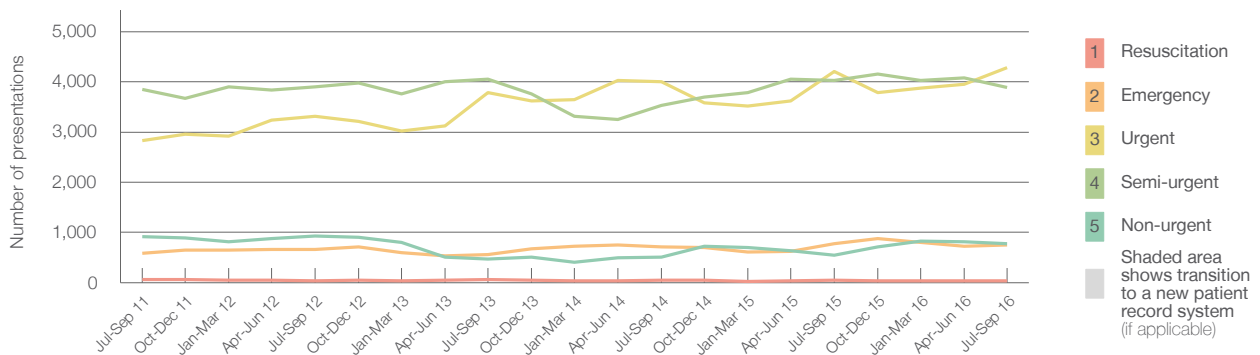
All presentations:¹ 10,017 patients

Emergency presentations² by triage category: 9,736 patients



Same period last year	Change since one year ago
9,940	0.8%
9,595	1.5%
47	-31.9%
770	-2.6%
4,211	1.8%
4,022	-3.3%
545	43.1%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	63	37	59	46	47	32
Emergency	587	660	560	712	770	750
Urgent	2,827	3,320	3,784	4,001	4,211	4,285
Semi-urgent	3,849	3,903	4,058	3,536	4,022	3,889
Non-urgent	918	928	476	508	545	780
All emergency presentations	8,244	8,848	8,937	8,803	9,595	9,736

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,976 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,800	
15 minutes	-4 minutes
87 minutes	-23 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 750

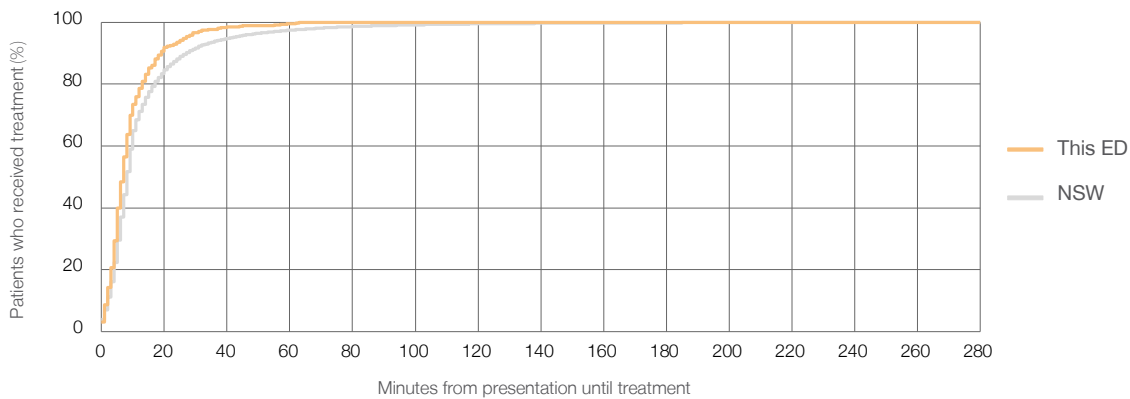
Number of triage 2 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 7 minutes

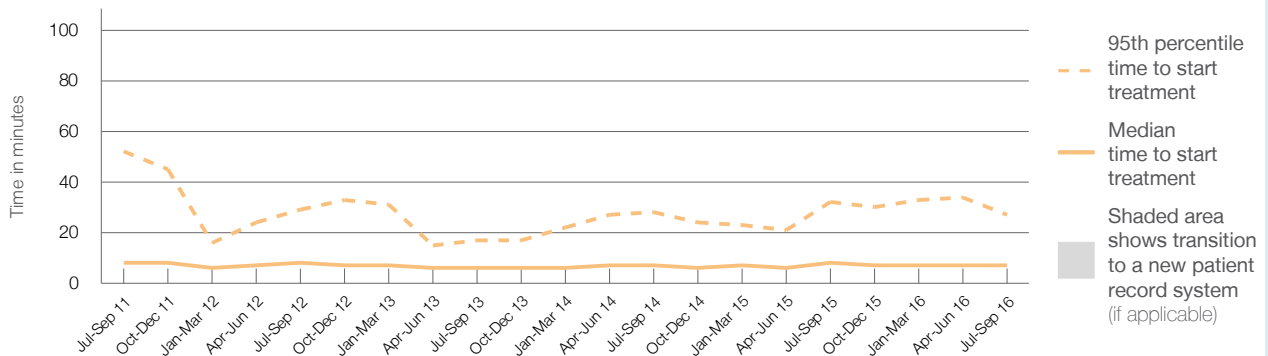
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
770	766
8 minutes	8 minutes
32 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	52	29	17	28	32	27

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 4,285

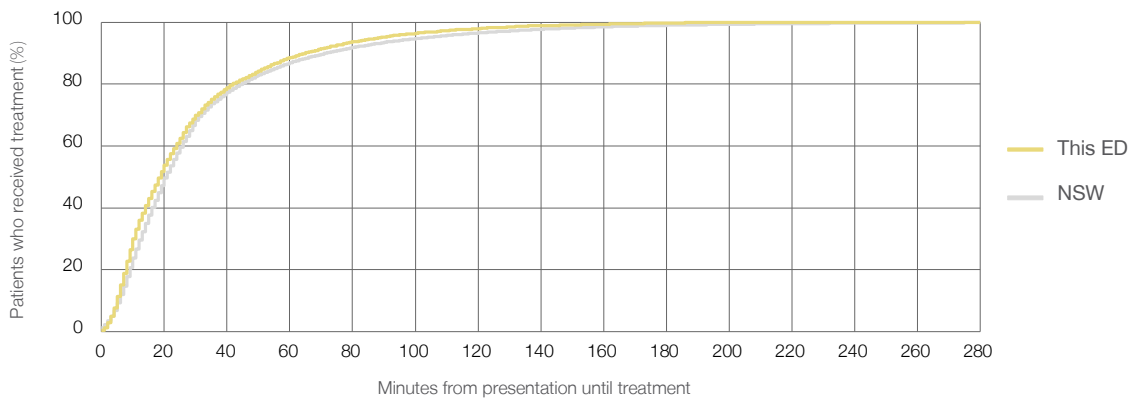
Number of triage 3 patients used to calculate waiting time:³ 4,217

Median time to start treatment⁴ 19 minutes

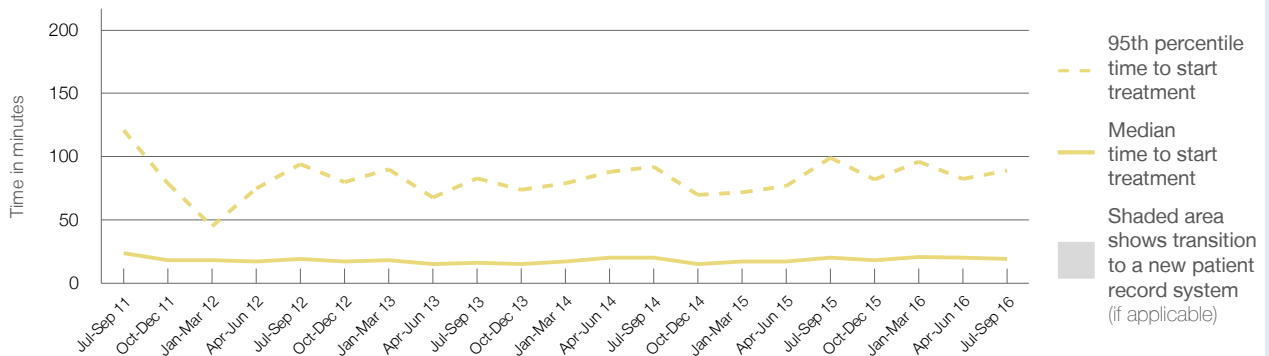
95th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,211	4,097
20 minutes	21 minutes
99 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	19	16	20	20	19
95th percentile time to start treatment ⁵ (minutes)	121	94	83	92	99	89

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,889

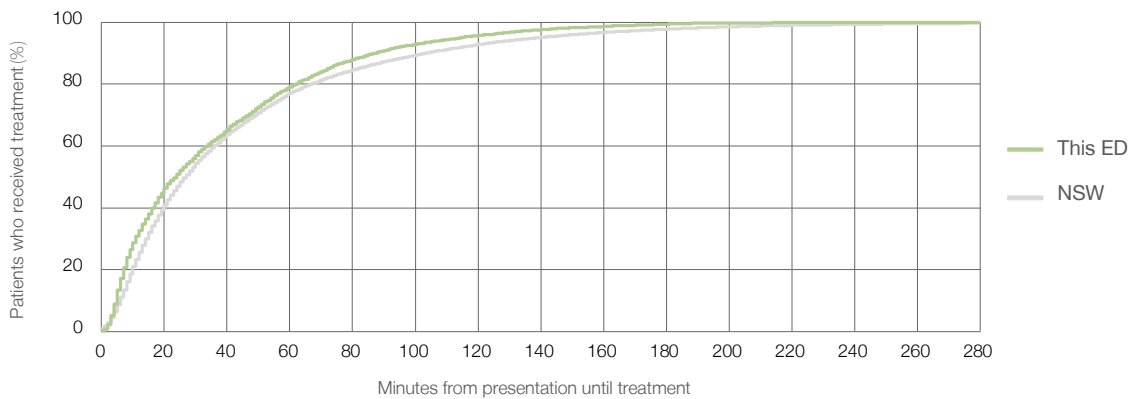
Number of triage 4 patients used to calculate waiting time:³ 3,730

Median time to start treatment⁴ 24 minutes

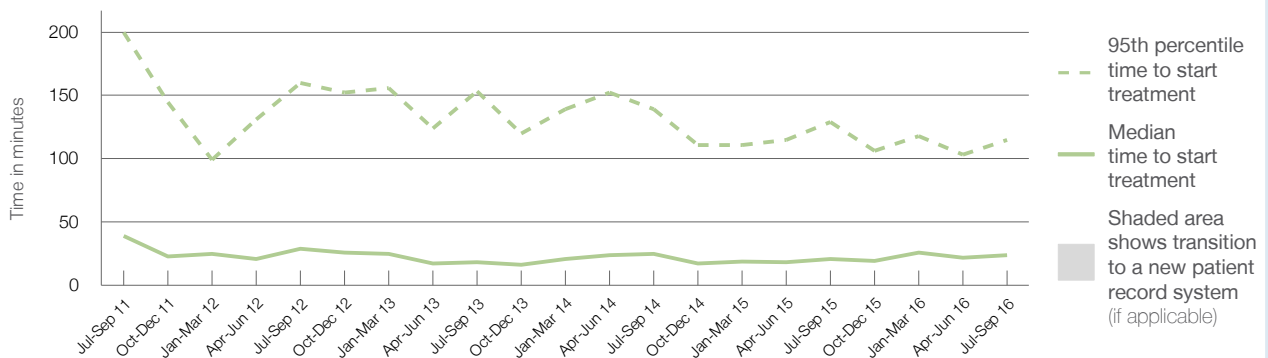
95th percentile time to start treatment⁵ 115 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,022	3,735
Median time to start treatment ⁴	21 minutes	27 minutes
95th percentile time to start treatment ⁵	129 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	29	18	25	21	24
95th percentile time to start treatment ⁵ (minutes)	200	160	153	139	129	115

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 780

Number of triage 5 patients used to calculate waiting time:³ 724

Median time to start treatment⁴

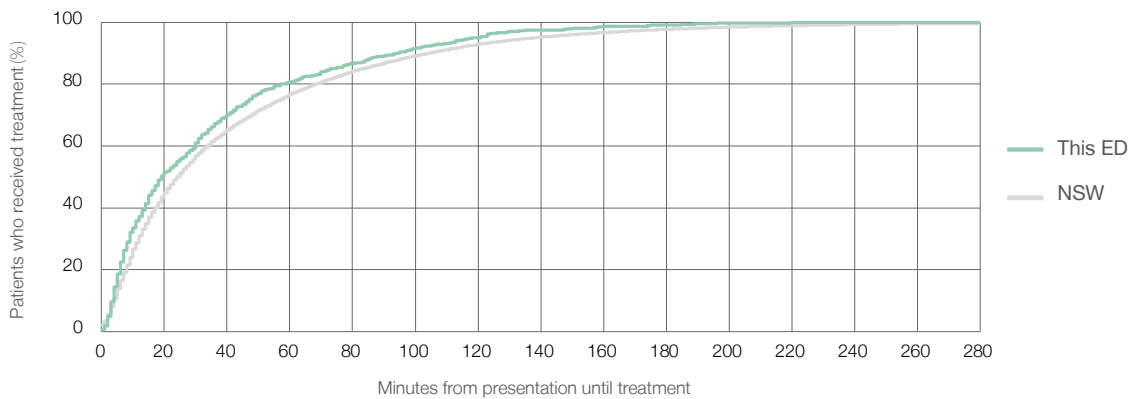
19 minutes

95th percentile time to start treatment⁵

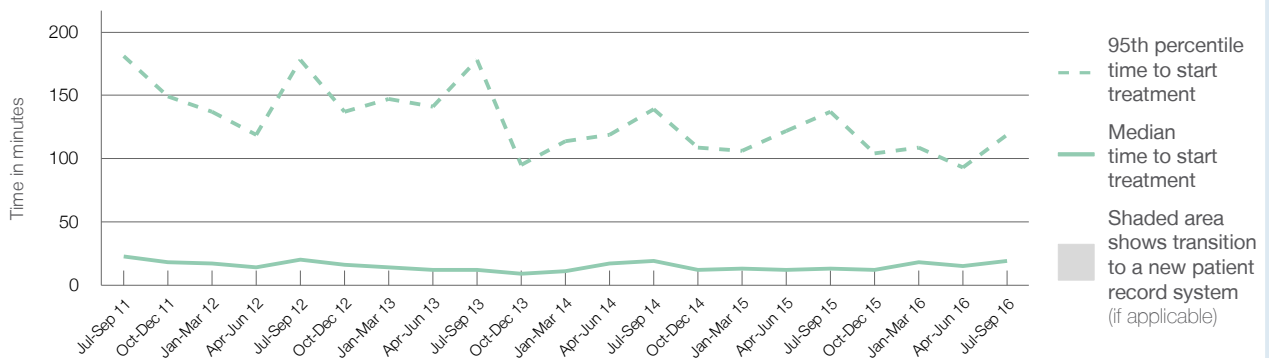
119 minutes

Same period last year	NSW (this period)
545	479
13 minutes	24 minutes
137 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	20	12	19	13	19
95th percentile time to start treatment ⁵ (minutes)	181	178	178	139	137	119

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 10,017 patients

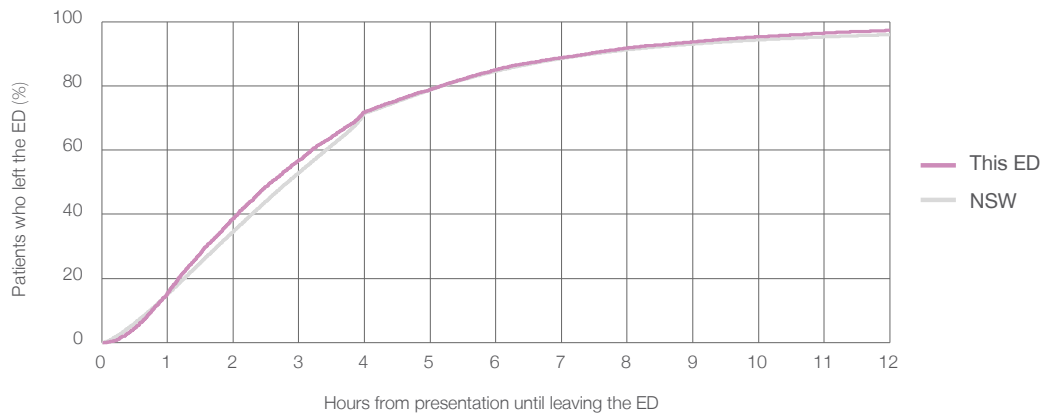
Presentations used to calculate time to leaving the ED:⁶ 10,017 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

95th percentile time spent in the ED⁹ 9 hours and 48 minutes

Same period last year	NSW (this period)
9,940	9,940
2 hours and 59 minutes	2 hours and 50 minutes
12 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 59m	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 39m	16h 27m	15h 19m	12h 59m	12h 48m	9h 48m

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

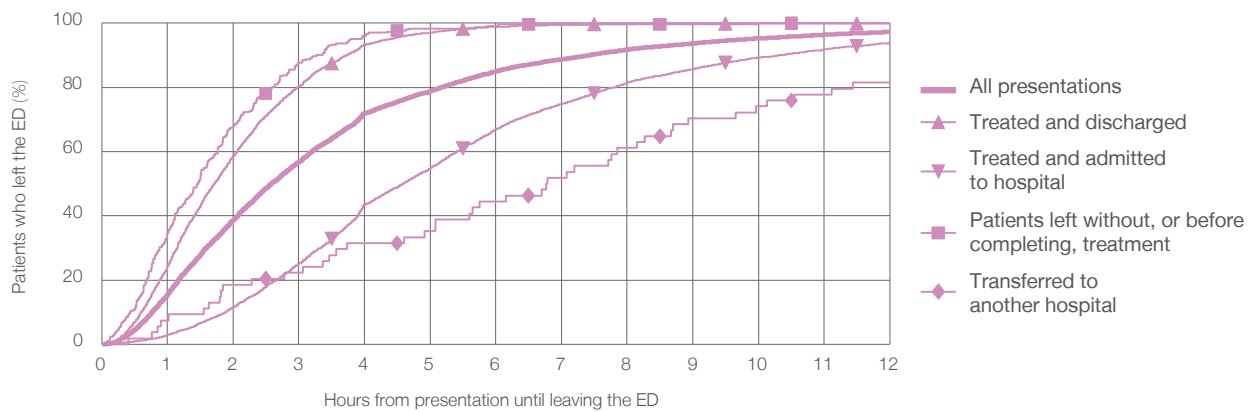
All presentations:¹ 10,017 patients

Presentations used to calculate time to leaving the ED:⁶ 10,017 patients

Treated and discharged	5,389 (53.8%)
Treated and admitted to hospital	4,253 (42.5%)
Patient left without, or before completing, treatment	303 (3.0%)
Transferred to another hospital	54 (0.5%)
Other	18 (0.2%)

Same period last year	Change since one year ago
9,940	0.8%
5,895	-8.6%
3,392	25.4%
489	-38.0%
138	-60.9%
26	-30.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	24.3%	58.6%	80.4%	93.3%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	2.9%	11.6%	25.0%	43.4%	66.9%	81.4%	89.3%	93.8%
Patient left without, or before completing, treatment	34.7%	68.0%	87.8%	96.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	7.4%	18.5%	22.2%	31.5%	44.4%	61.1%	74.1%	81.5%
All presentations	15.6%	38.8%	56.9%	71.9%	85.0%	91.8%	95.3%	97.3%

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Wagga Wagga Rural Referral Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2016

All presentations at the emergency department: ¹ 10,017 patients

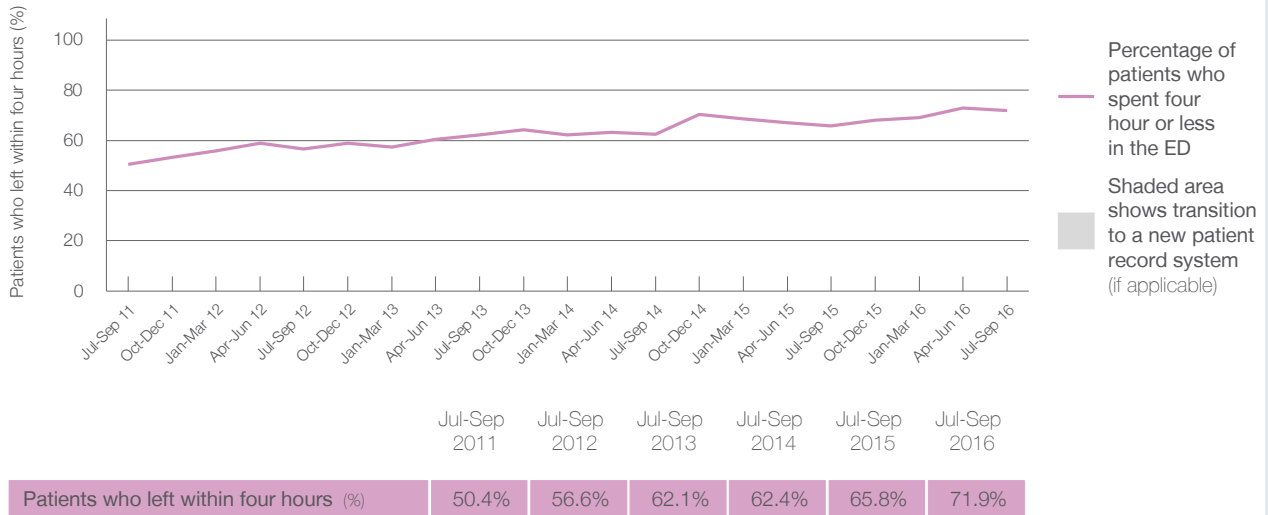
Presentations used to calculate time to leaving the ED: ⁶ 10,017 patients

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	9,940	0.8%
Presentations used to calculate time to leaving the ED	9,940	0.8%
Percentage of patients who spent four hours or less in the ED	65.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).