

Healthcare Quarterly

Emergency department

Mid North Coast Local Health District
Performance Profiles

October to December 2018

Coffs Harbour Health Campus: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,775 patients

Emergency presentations:² 10,047 patients

Same period last year	Change since one year ago
10,261	5%
10,031	0%

Coffs Harbour Health Campus: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,105 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,247 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,280 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,345 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,092	
7 minutes	8 minutes
12 minutes	26 minutes
3,243	
17 minutes	20 minutes
62 minutes	72 minutes
4,210	
28 minutes	26 minutes
123 minutes	104 minutes
1,407	
29 minutes	23 minutes
129 minutes	104 minutes

Coffs Harbour Health Campus: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,775 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
10,261	5%
72%	

* 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.

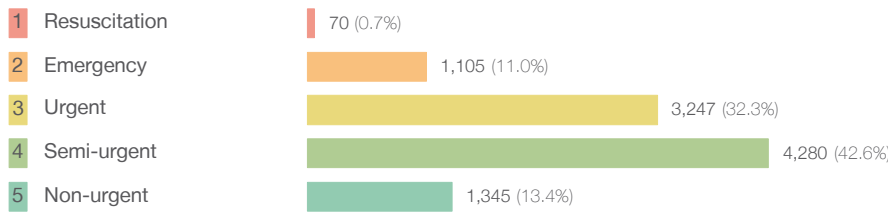
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Coffs Harbour Health Campus: Patients presenting to the emergency department October to December 2018

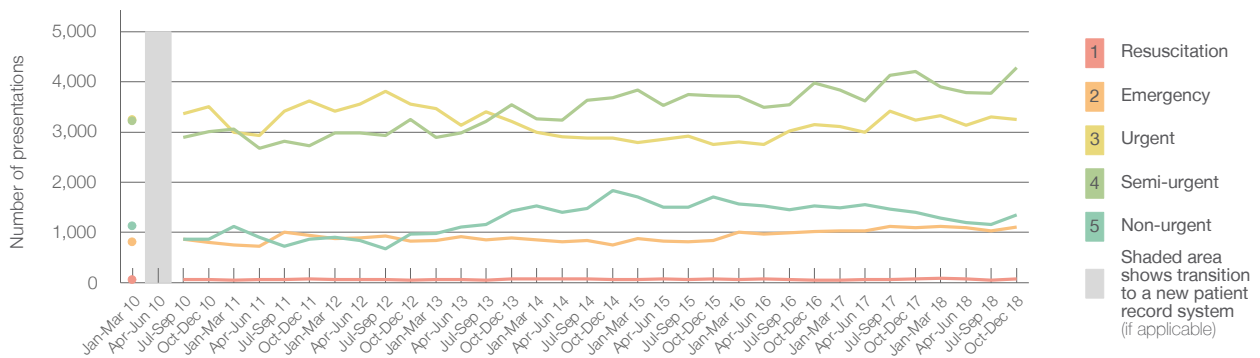
All presentations:¹ 10,775 patients

Emergency presentations² by triage category: 10,047 patients



	Same period last year	Change since one year ago
All presentations	10,261	5%
Emergency presentations	10,031	0%
1 Resuscitation	79	-11.4%
2 Emergency	1,092	1.2%
3 Urgent	3,243	0.1%
4 Semi-urgent	4,210	1.7%
5 Non-urgent	1,407	-4.4%

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	65	69	51	72	66	70	54	79	70
Emergency	805	937	825	886	748	845	1,019	1,092	1,105
Urgent	3,502	3,623	3,551	3,214	2,878	2,747	3,154	3,243	3,247
Semi-urgent	3,005	2,733	3,250	3,542	3,683	3,727	3,973	4,210	4,280
Non-urgent	863	863	970	1,424	1,839	1,703	1,527	1,407	1,345
All emergency presentations	8,240	8,225	8,647	9,138	9,214	9,092	9,727	10,031	10,047

Coffs Harbour Health Campus: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,419 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,290	
Median time	11 minutes	0 minutes
90th percentile time	25 minutes	4 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.

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 2 October to December 2018

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

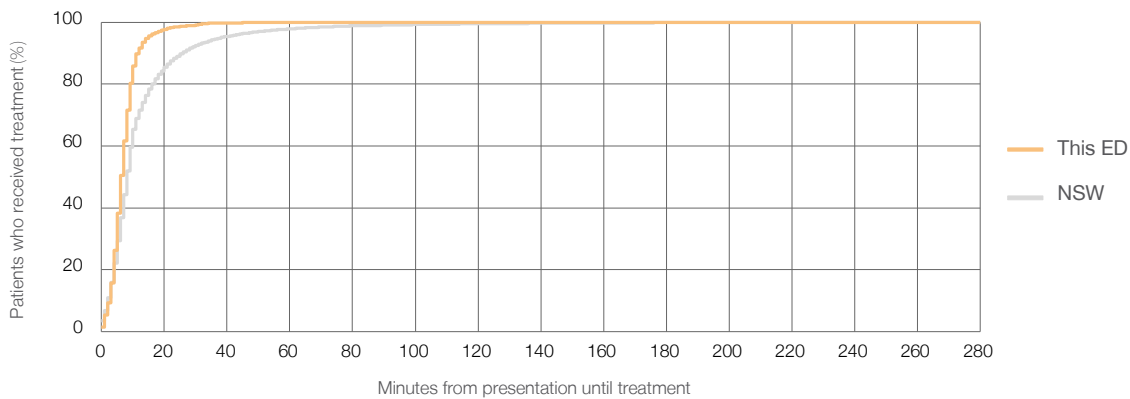
Number of triage 2 patients: 1,105

Number of triage 2 patients used to calculate waiting time:³ 1,105

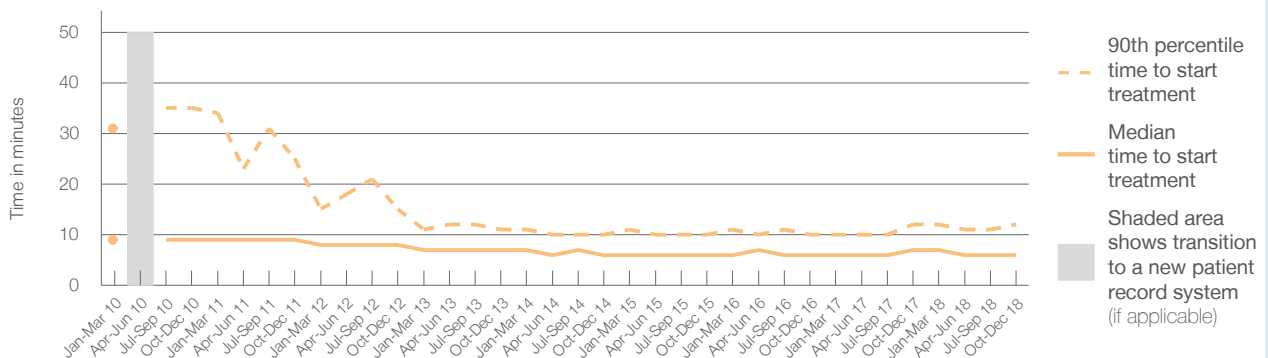
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
1,092	
1,091	
7 minutes	8 minutes
12 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)	9	9	8	7	6	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)	35	25	15	11	10	10	10	12	12

(†) 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.

Coffs Harbour Health Campus: 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: 3,247

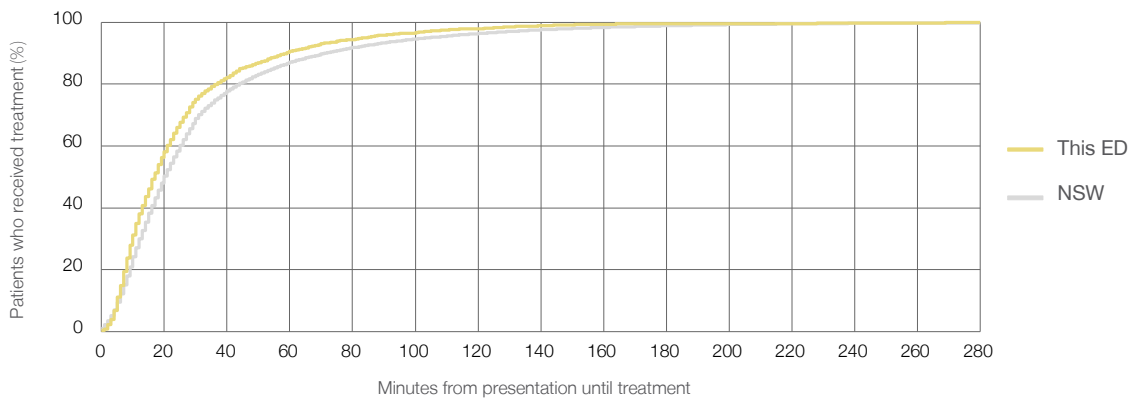
Number of triage 3 patients used to calculate waiting time:³ 3,196

Median time to start treatment⁴ 17 minutes

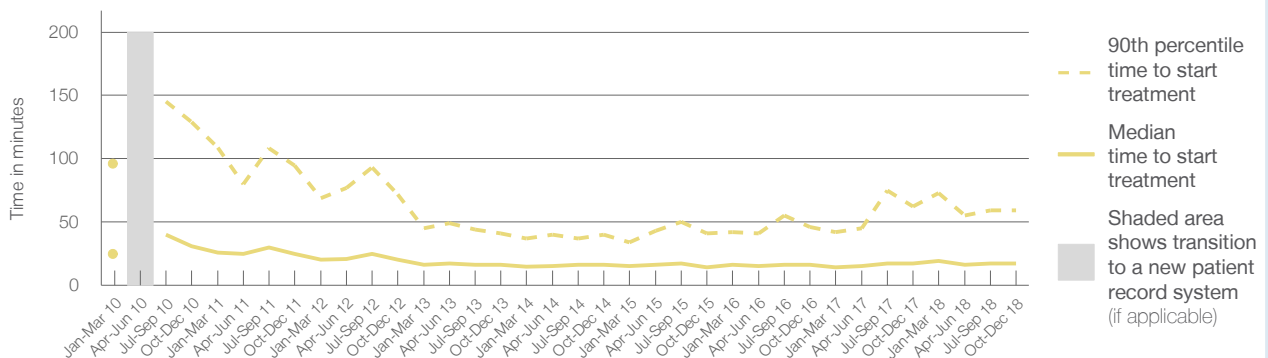
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,243	3,167
17 minutes	20 minutes
62 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)	31	25	20	16	16	14	16	17	17
90th percentile time to start treatment ⁵ (minutes)	129	95	72	41	40	41	46	62	59

(†) 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.

Coffs Harbour Health Campus: 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: 4,280

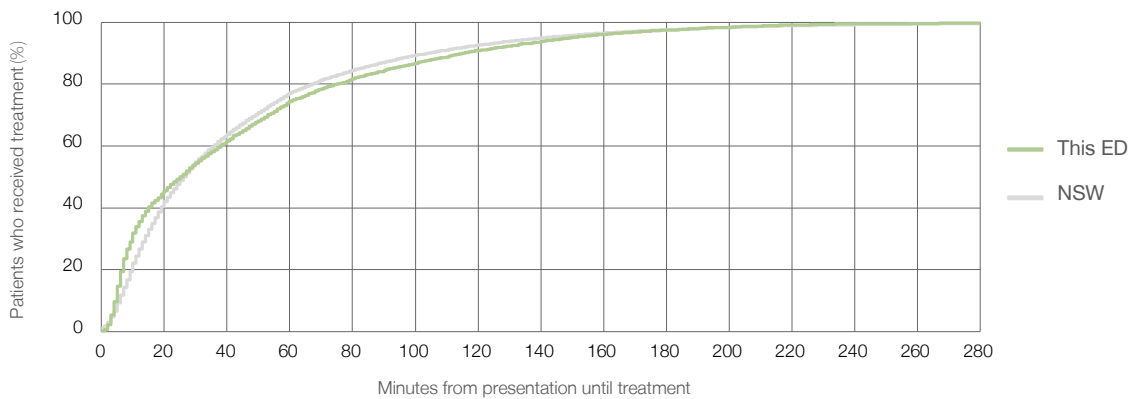
Number of triage 4 patients used to calculate waiting time:³ 3,918

Median time to start treatment⁴ 25 minutes

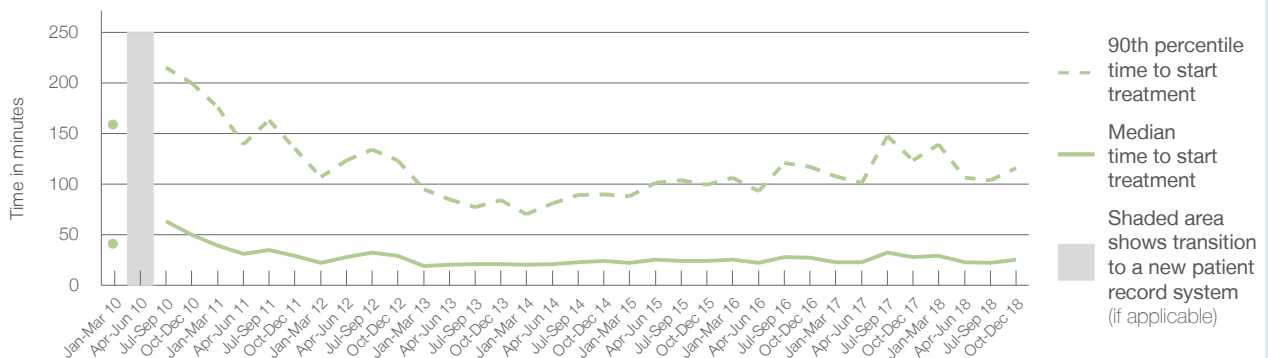
90th percentile time to start treatment⁵ 116 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,210	3,831
Median time to start treatment ⁴	28 minutes	26 minutes
90th percentile time to start treatment ⁵	123 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)	50	29	29	21	24	24	27	28	25
90th percentile time to start treatment ⁵ (minutes)	200	135	123	84	90	99	117	123	116

(†) 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.

Coffs Harbour Health Campus: 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: 1,345

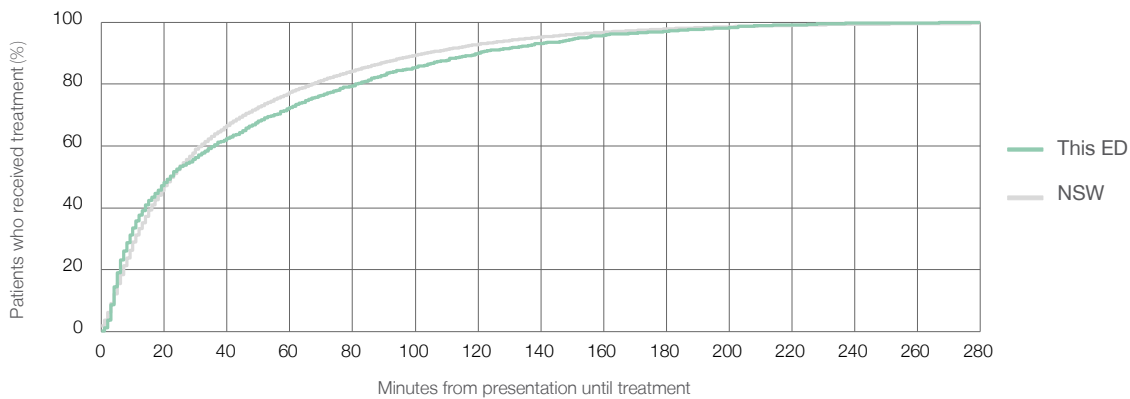
Number of triage 5 patients used to calculate waiting time:³ 1,217

Median time to start treatment⁴ 22 minutes

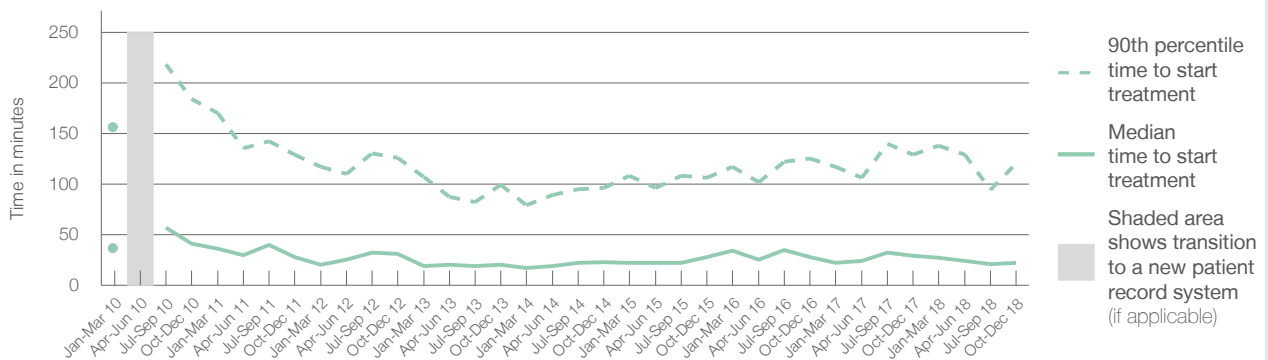
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,407	1,275
29 minutes	23 minutes
129 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)	41	28	31	20	23	28	28	29	22
90th percentile time to start treatment ⁵ (minutes)	184	129	126	99	96	106	125	129	120

(†) 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.

Coffs Harbour Health Campus: Time patients spent in the ED October to December 2018

All presentations:¹ 10,775 patients

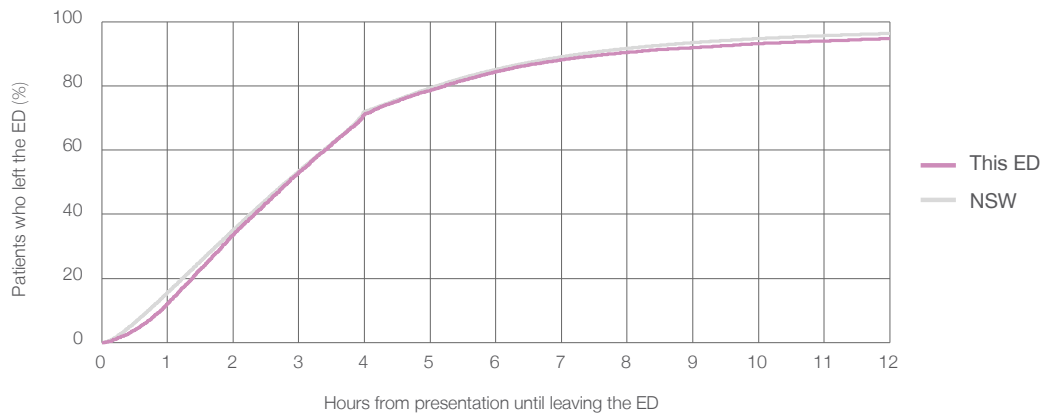
Presentations used to calculate time to leaving the ED:⁶ 10,775 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

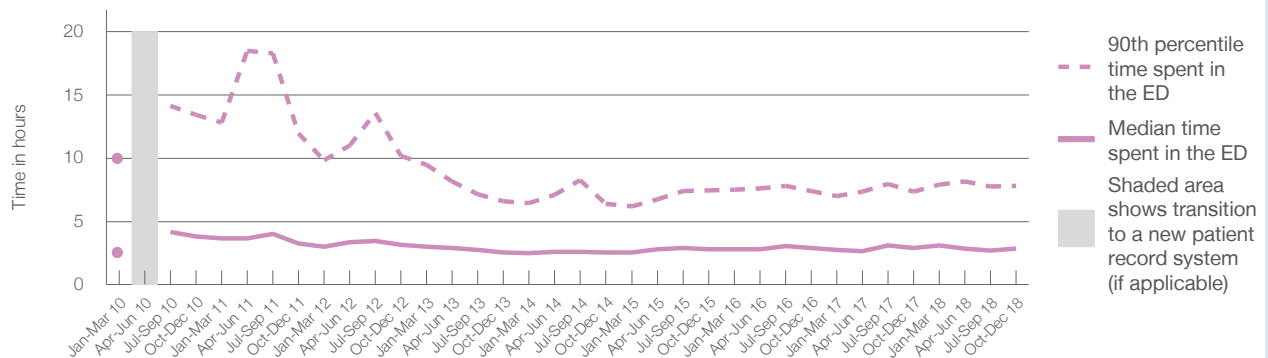
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
10,261	10,261
2 hours and 54 minutes	2 hours and 49 minutes
7 hours and 21 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)	3h 49m	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m	2h 54m	2h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 26m	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 23m	7h 21m	7h 48m

(†) 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.

Coffs Harbour Health Campus: Time patients spent in the ED

By mode of separation

October to December 2018

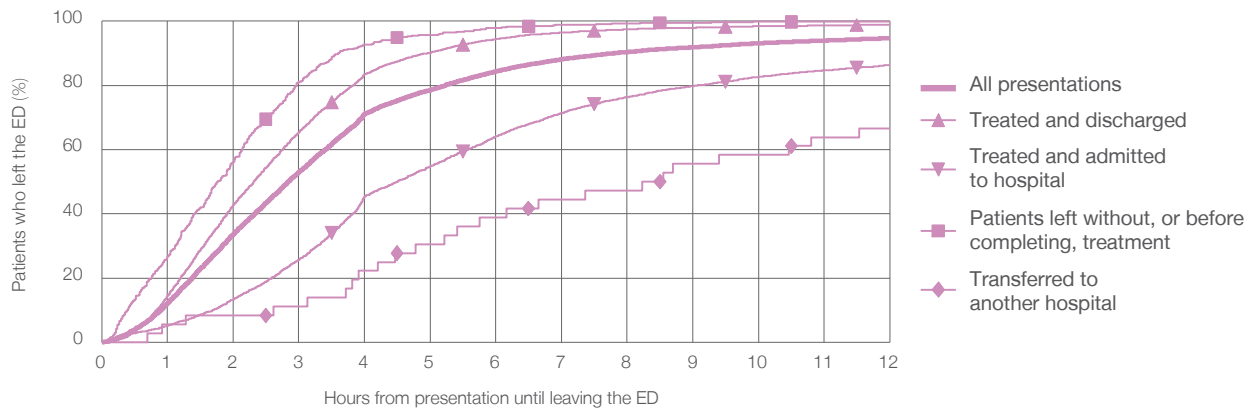
All presentations:¹ 10,775 patients

Presentations used to calculate time to leaving the ED:⁶ 10,775 patients

Treated and discharged	6,560 (60.9%)
Treated and admitted to hospital	3,576 (33.2%)
Patient left without, or before completing, treatment	570 (5.3%)
Transferred to another hospital	36 (0.3%)
Other	33 (0.3%)

Same period last year	Change since one year ago
10,261	5%
6,241	5.1%
3,348	6.8%
606	-5.9%
36	0.0%
30	10.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.5%	42.8%	65.5%	83.4%	94.5%	97.5%	98.4%	99.0%
Treated and admitted to hospital	5.1%	13.4%	25.8%	45.4%	64.1%	76.4%	82.7%	86.4%
Patient left without, or before completing, treatment	26.7%	56.3%	81.1%	92.8%	97.9%	99.3%	99.8%	99.8%
Transferred to another hospital	5.6%	8.3%	11.1%	22.2%	38.9%	47.2%	58.3%	66.7%
All presentations	12.2%	33.8%	53.0%	71.2%	84.4%	90.4%	93.2%	94.7%

(†) 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.

Coffs Harbour Health Campus: 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 10,775 patients

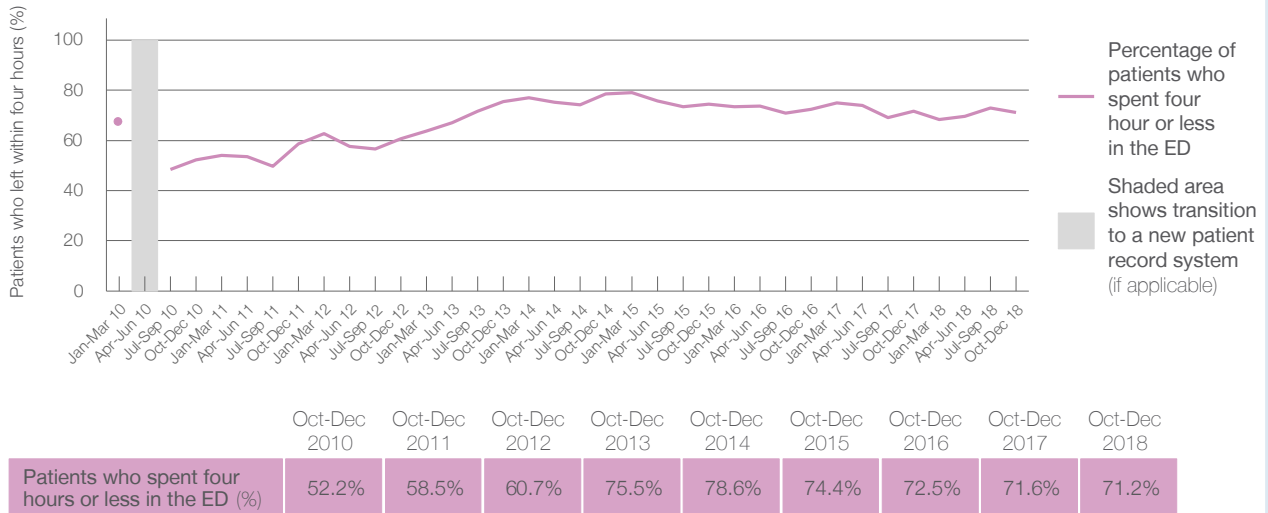
Presentations used to calculate time to leaving the ED: ⁶ 10,775 patients

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	10,261	5%
Presentations used to calculate time to leaving the ED	10,261	5%
Percentage of patients who spent four hours or less in the ED	71.6%	

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).

Kempsey District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,387 patients
Emergency presentations:² 7,121 patients

Same period last year	Change since one year ago
7,254	2%
6,974	2%

Kempsey District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 918 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,386 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,290 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 508 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
771	
11 minutes	8 minutes
27 minutes	26 minutes
2,137	
22 minutes	20 minutes
59 minutes	72 minutes
3,473	
29 minutes	26 minutes
99 minutes	104 minutes
574	
26 minutes	23 minutes
99 minutes	104 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,387 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
7,254	2%
85%	

* 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).

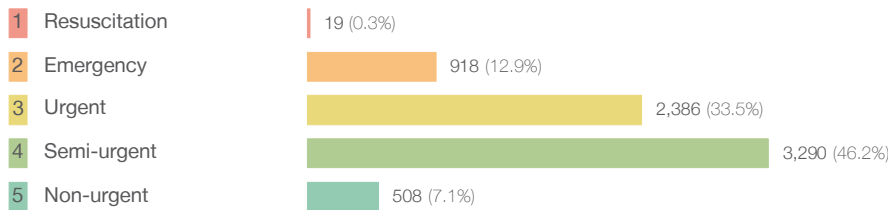
Kempsey District Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 7,387 patients

Same period last year	Change since one year ago
7,254	2%

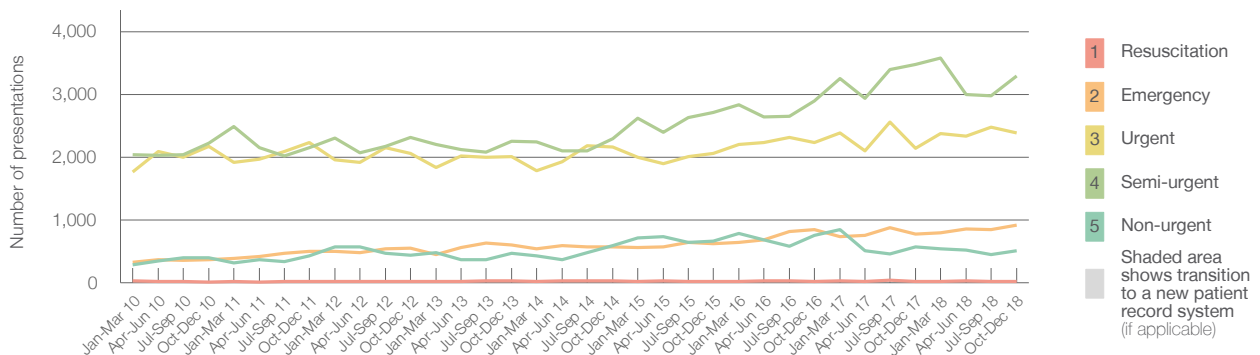
Emergency presentations² by triage category: 7,121 patients

Same period last year	Change since one year ago
6,974	2%



Same period last year	Change since one year ago
19	0.0%
771	19.1%
2,137	11.7%
3,473	-5.3%
574	-11.5%

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	13	20	21	29	34	24	24	19	19
Emergency	361	501	554	597	567	619	843	771	918
Urgent	2,171	2,230	2,055	2,010	2,164	2,057	2,236	2,137	2,386
Semi-urgent	2,224	2,151	2,311	2,254	2,295	2,717	2,894	3,473	3,290
Non-urgent	392	431	433	463	590	666	751	574	508
All emergency presentations	5,161	5,333	5,374	5,353	5,650	6,083	6,748	6,974	7,121

Kempsey District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 844 patients

Same period last year	Change since one year ago
811	

ED Transfer of care time



Same period last year	Change since one year ago
11 minutes	1 minute
24 minutes	-2 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.

Kempsey District Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

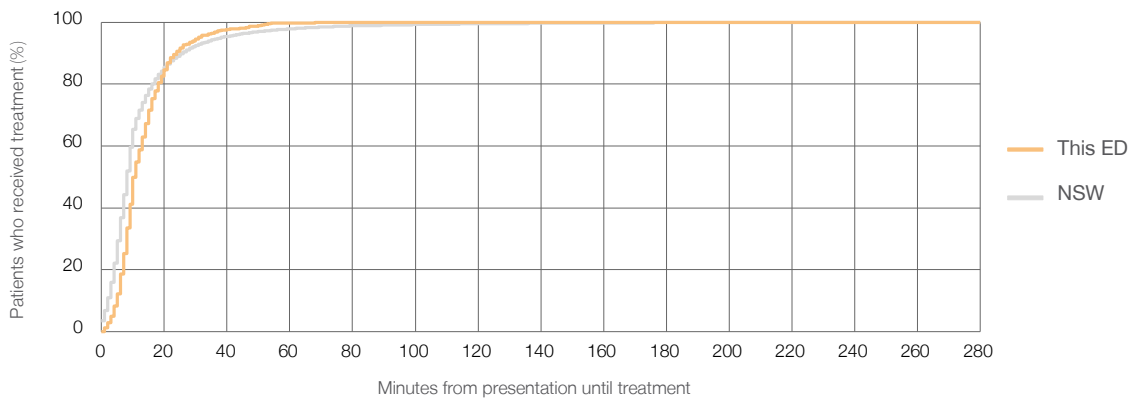
Number of triage 2 patients: 918

Number of triage 2 patients used to calculate waiting time:³ 917

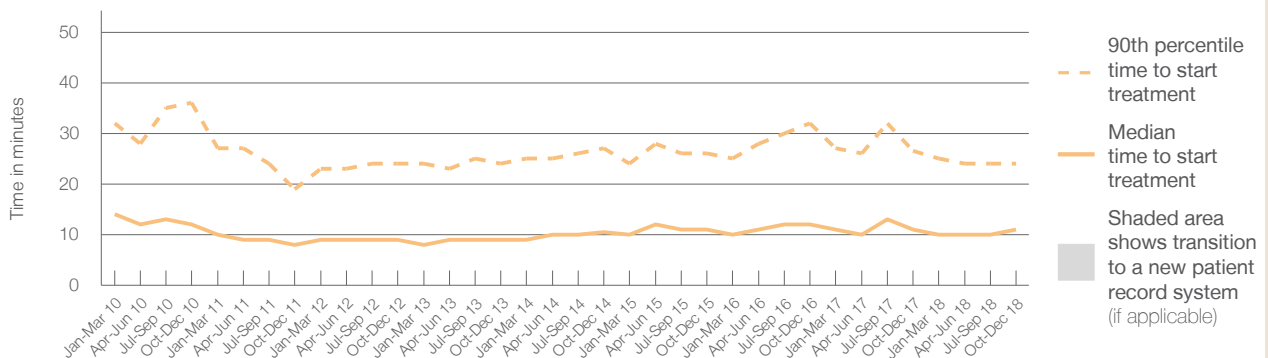
Median time to start treatment⁴ ■ 11 minutes
90th percentile time to start treatment⁵ ■ 24 minutes

Same period last year	NSW (this period)
771	770
11 minutes	8 minutes
27 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)	12	8	9	9	11	11	12	11	11
90th percentile time to start treatment ⁵ (minutes)	36	19	24	24	27	26	32	27	24

(†) 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.

Kempsey District 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: 2,386

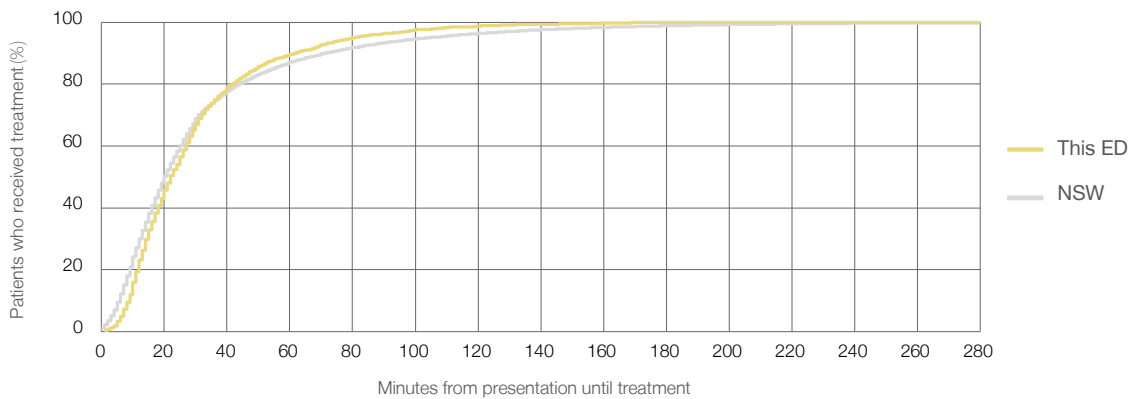
Number of triage 3 patients used to calculate waiting time:³ 2,361

Median time to start treatment⁴ 22 minutes

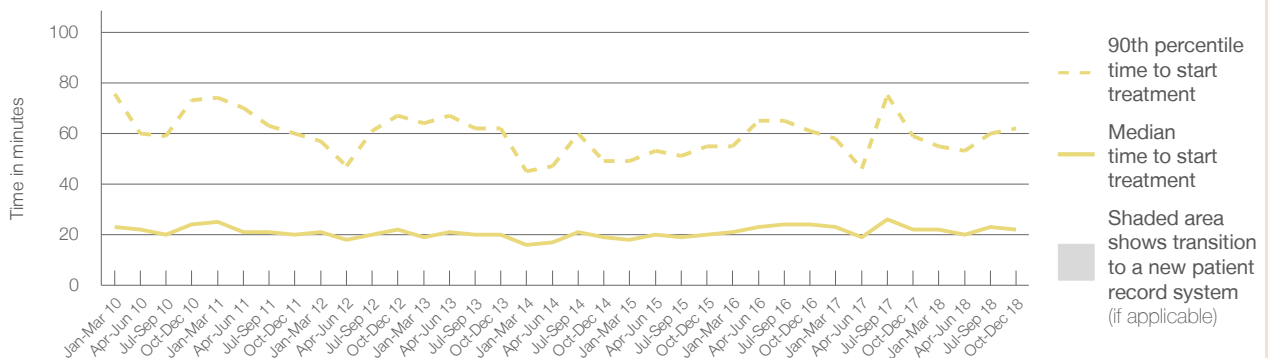
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,137	2,117
22 minutes	20 minutes
59 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)	24	20	22	20	19	20	24	22	22
90th percentile time to start treatment ⁵ (minutes)	73	60	67	62	49	55	61	59	62

(†) 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.

Kempsey District 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: 3,290

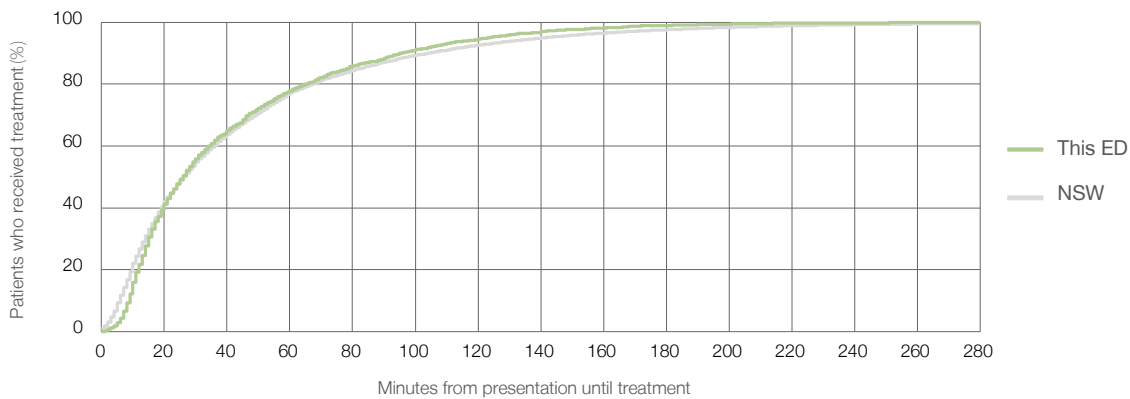
Number of triage 4 patients used to calculate waiting time:³ 3,161

Median time to start treatment⁴ 26 minutes

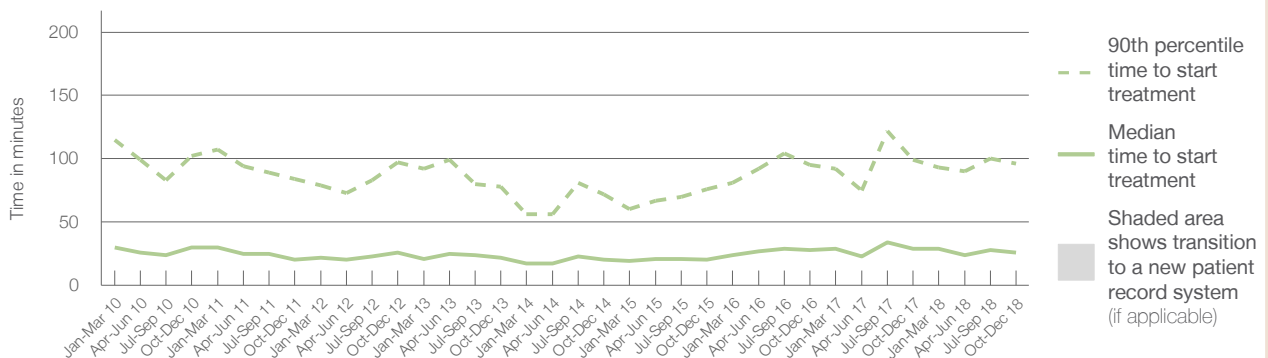
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
3,473	
3,354	
29 minutes	26 minutes
99 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)	30	20	26	22	20	20	28	29	26
90th percentile time to start treatment ⁵ (minutes)	102	84	97	78	72	76	95	99	96

(†) 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.

Kempsey District 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: 508

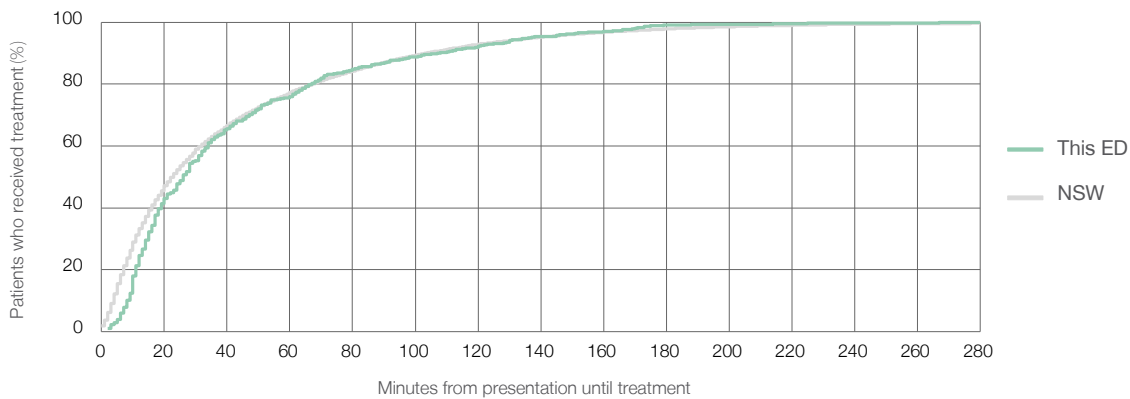
Number of triage 5 patients used to calculate waiting time:³ 467

Median time to start treatment⁴ 26 minutes

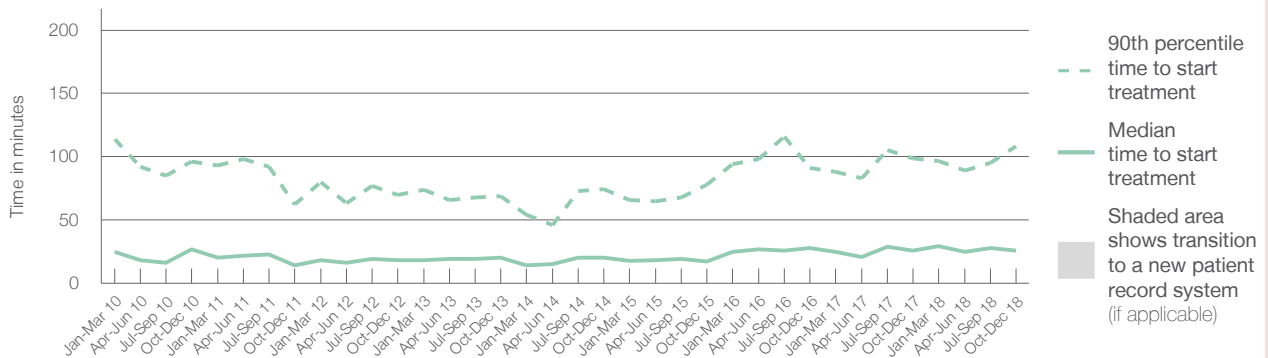
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
574	520
26 minutes	23 minutes
99 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)	27	14	18	20	20	17	28	26	26
90th percentile time to start treatment ⁵ (minutes)	96	62	70	69	75	78	91	99	108

(†) 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.

Kempsey District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,387 patients

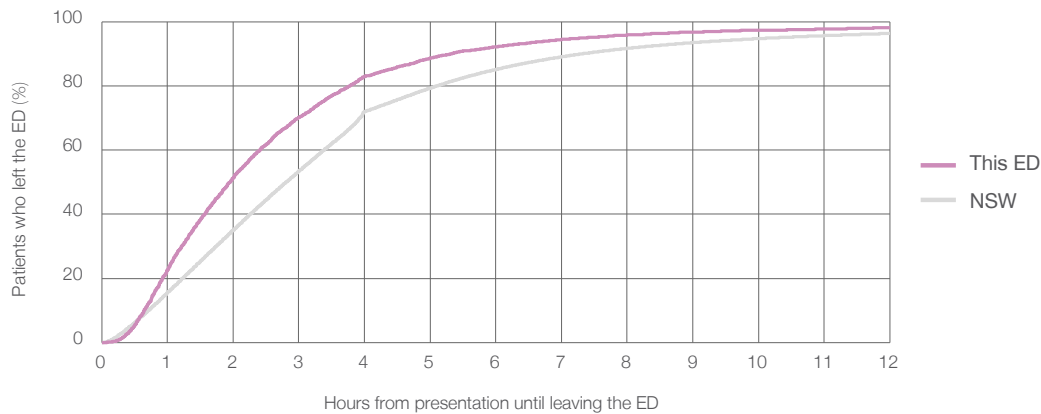
Presentations used to calculate time to leaving the ED:⁶ 7,387 patients

Median time spent in the ED⁸ 1 hours and 57 minutes

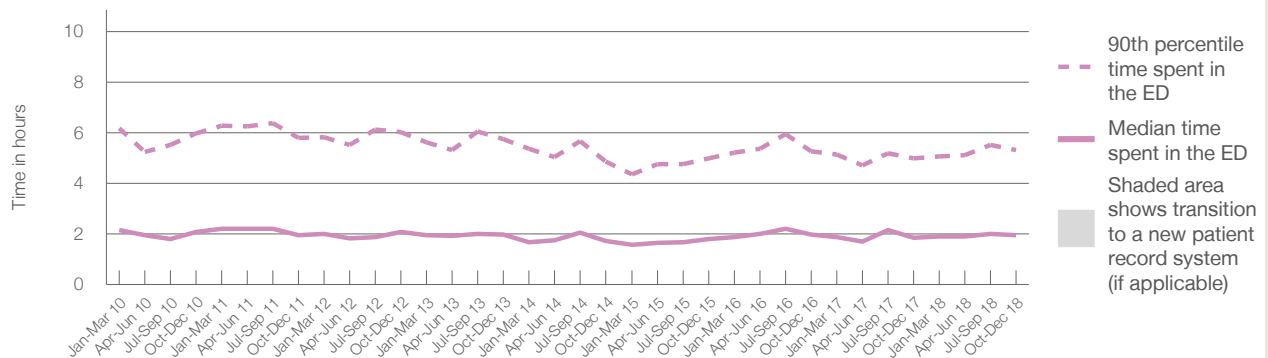
90th percentile time spent in the ED⁹ 5 hours and 20 minutes

Same period last year	NSW (this period)
7,254	7,254
1 hours and 52 minutes	2 hours and 49 minutes
4 hours and 59 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)	2h 5m	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m	1h 52m	1h 57m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 59m	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m	4h 59m	5h 20m

(†) 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.

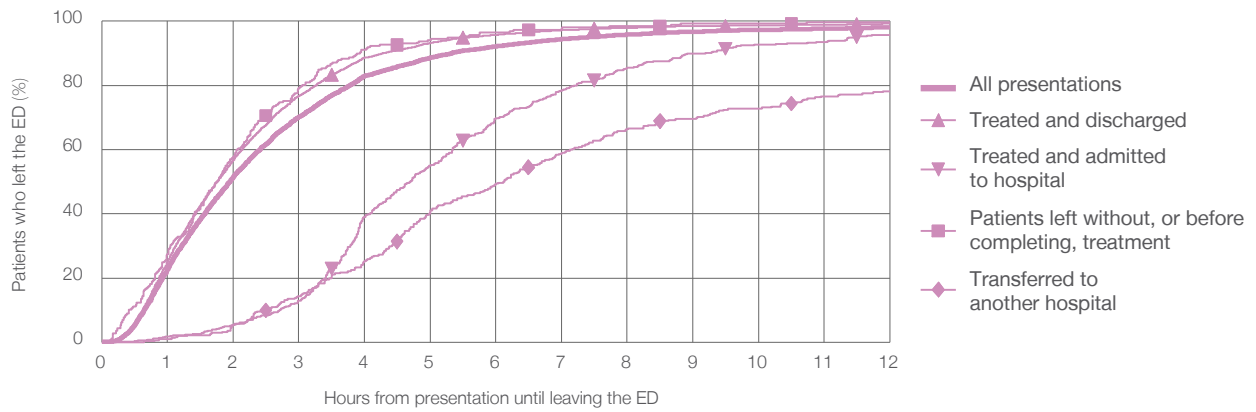
Kempsey District Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:¹ 7,387 patients

Presentations used to calculate time to leaving the ED:⁶ 7,387 patients

		Same period last year	Change since one year ago
Treated and discharged	6,343 (85.9%)	6,191	2.5%
Treated and admitted to hospital	466 (6.3%)	469	-0.6%
Patient left without, or before completing, treatment	258 (3.5%)	236	9.3%
Transferred to another hospital	312 (4.2%)	352	-11.4%
Other	8 (0.1%)	6	33.3%

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	25.1%	56.9%	76.7%	88.6%	95.8%	98.0%	98.7%	99.2%
Treated and admitted to hospital	1.7%	5.4%	12.9%	39.1%	69.7%	85.6%	92.7%	95.7%
Patient left without, or before completing, treatment	27.5%	57.8%	79.1%	91.1%	96.5%	98.4%	99.2%	99.6%
Transferred to another hospital	1.0%	5.4%	14.4%	25.3%	49.4%	66.3%	72.8%	78.2%
All presentations	22.8%	51.5%	70.1%	82.9%	92.2%	95.9%	97.3%	98.1%

(†) 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.

Kempsey District 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 7,387 patients

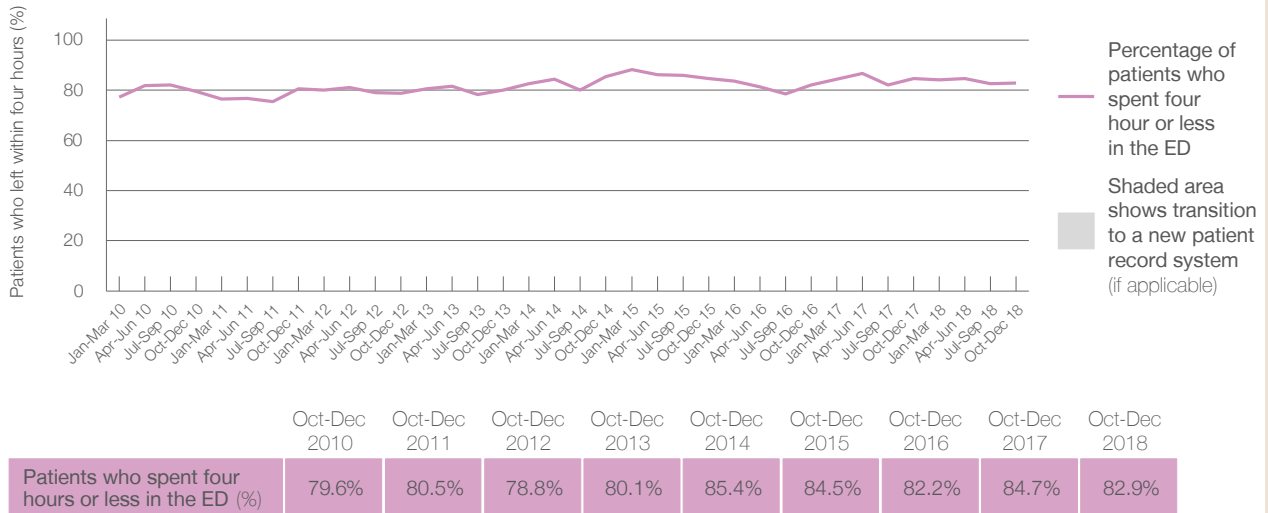
Presentations used to calculate time to leaving the ED: ⁶ 7,387 patients

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	7,254	2%
Presentations used to calculate time to leaving the ED	7,254	2%
Percentage of patients who spent four hours or less in the ED	84.7%	

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).

Macksville District Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 3,652 patients
 Emergency presentations:² 3,496 patients

Same period last year	Change since one year ago
3,804	-4%
3,666	-5%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 363 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,013 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,493 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 610 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
374	
9 minutes	8 minutes
22 minutes	26 minutes
975	
21 minutes	20 minutes
60 minutes	72 minutes
1,564	
25 minutes	26 minutes
114 minutes	104 minutes
733	
26 minutes	23 minutes
125 minutes	104 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 3,652 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,804	-4%
87%	

* 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.

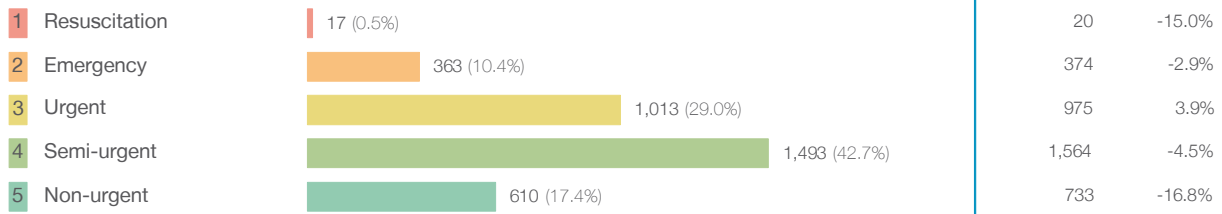
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Macksville District Hospital: Patients presenting to the emergency department October to December 2018

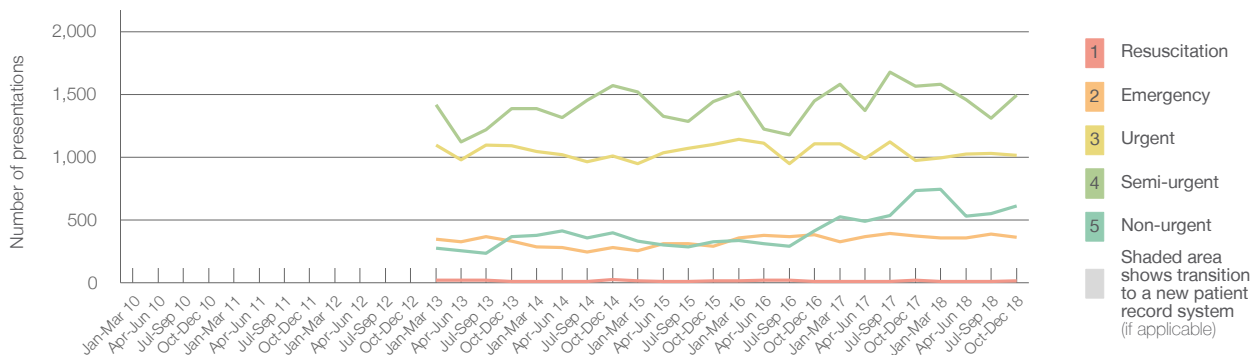
All presentations:¹ 3,652 patients

Emergency presentations² by triage category: 3,496 patients



	Same period last year	Change since one year ago
All presentations	3,804	-4%
Emergency presentations	3,666	-5%
1 Resuscitation	20	-15.0%
2 Emergency	374	-2.9%
3 Urgent	975	3.9%
4 Semi-urgent	1,564	-4.5%
5 Non-urgent	733	-16.8%

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				11	24	17	11	20	17
Emergency				329	281	290	383	374	363
Urgent				1,089	1,011	1,102	1,104	975	1,013
Semi-urgent				1,386	1,569	1,444	1,448	1,564	1,493
Non-urgent				366	399	325	415	733	610
All emergency presentations				3,181	3,284	3,178	3,361	3,666	3,496

Macksville District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 463 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	439	
ED Transfer of care time		
Median time	11 minutes	1 minute
90th percentile time	26 minutes	0 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.
- (§) 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.

Macksville District 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: 363

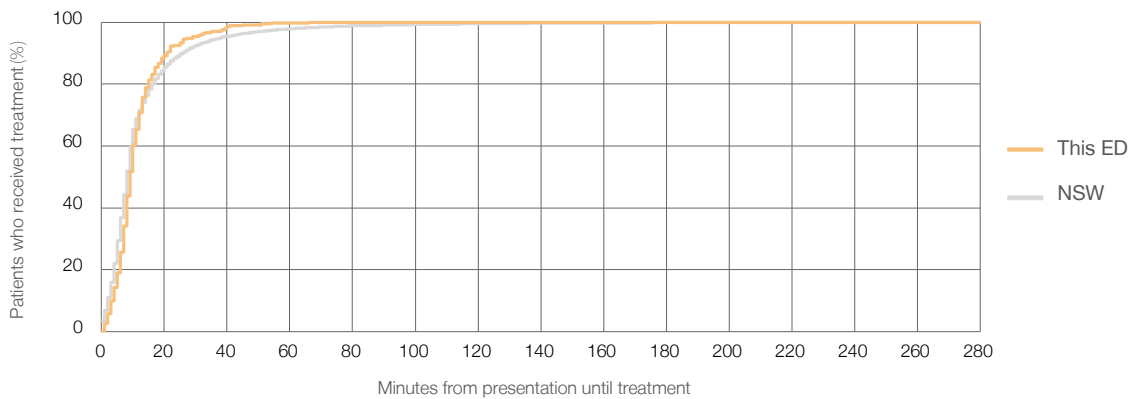
Number of triage 2 patients used to calculate waiting time:³ 363

Median time to start treatment⁴ 9 minutes

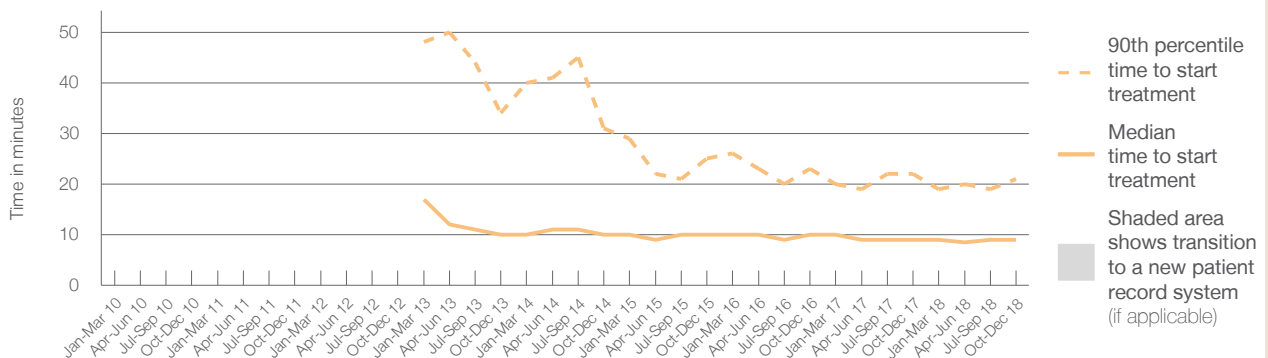
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
374	364
9 minutes	8 minutes
22 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)				10	10	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)				34	31	25	23	22	21

(†) 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.

Macksville District 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: 1,013

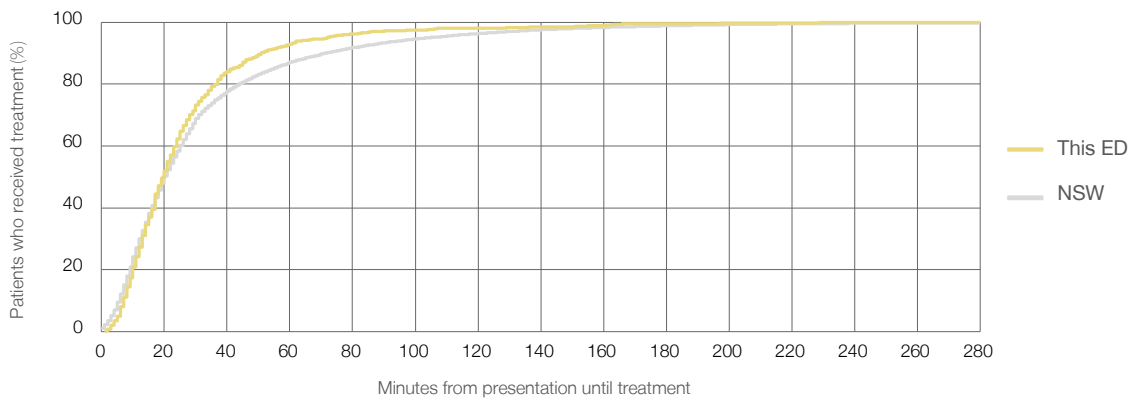
Number of triage 3 patients used to calculate waiting time:³ 1,007

Median time to start treatment⁴ 20 minutes

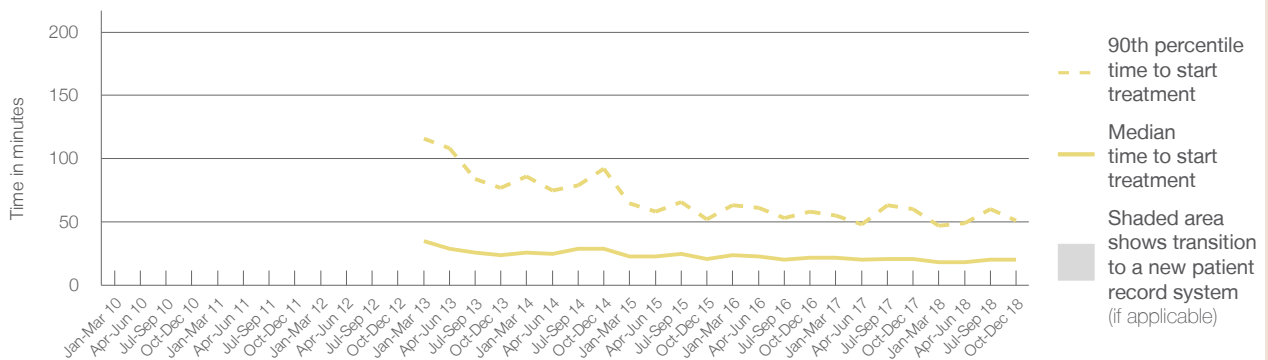
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
975	940
21 minutes	20 minutes
60 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)				24	29	21	22	21	20
90th percentile time to start treatment ⁵ (minutes)				77	92	52	58	60	51

(†) 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.

Macksville District 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: 1,493

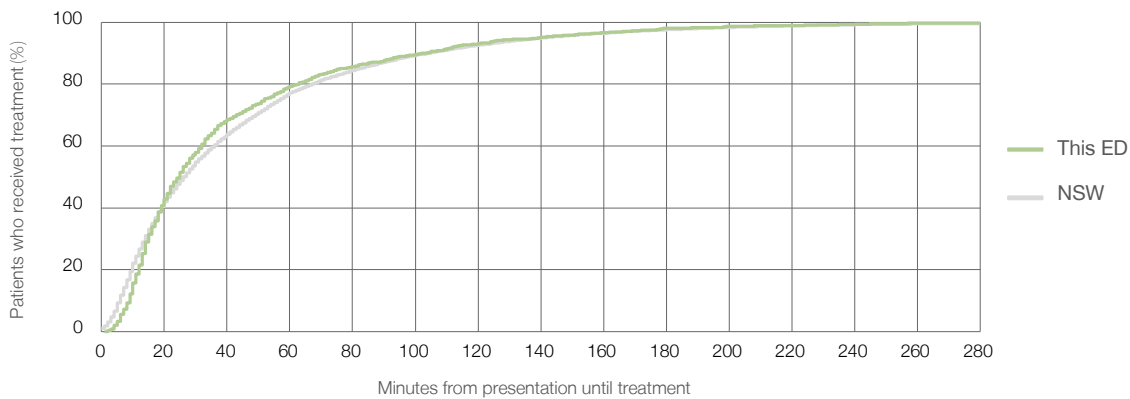
Number of triage 4 patients used to calculate waiting time:³ 1,417

Median time to start treatment⁴ 25 minutes

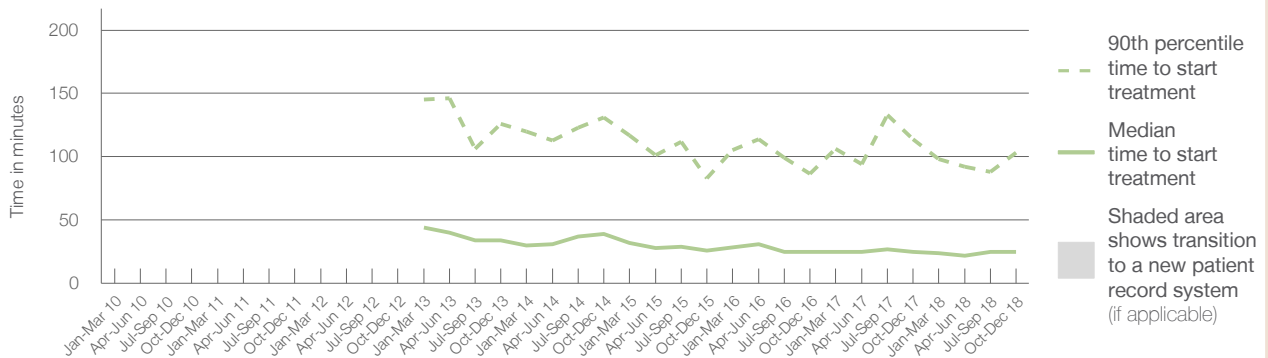
90th percentile time to start treatment⁵ 103 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,564	1,471
Median time to start treatment ⁴	25 minutes	26 minutes
90th percentile time to start treatment ⁵	114 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)				34	39	26	25	25	25
90th percentile time to start treatment ⁵ (minutes)				126	131	83	87	114	103

(†) 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.

Macksville District 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: 610

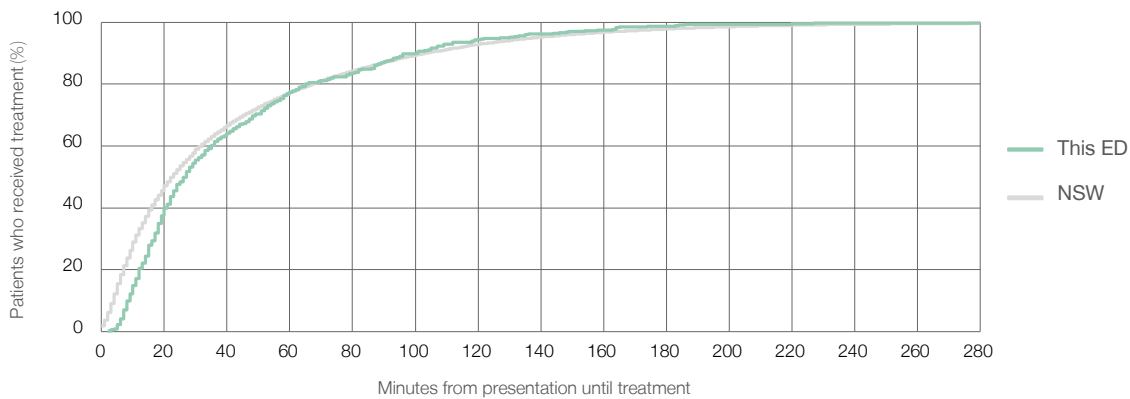
Number of triage 5 patients used to calculate waiting time:³ 563

Median time to start treatment⁴ 27 minutes

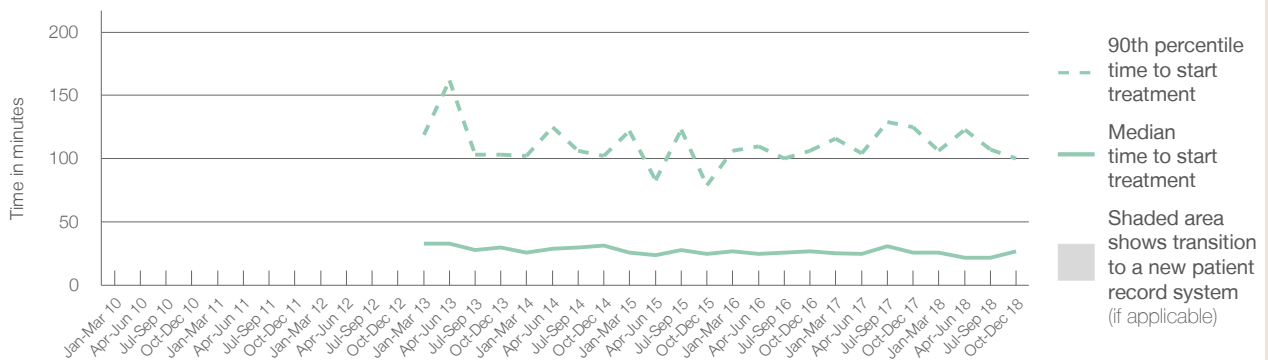
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
733	
665	
26 minutes	23 minutes
125 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)				30	32	25	27	26	27
90th percentile time to start treatment ⁵ (minutes)				103	102	79	106	125	100

(†) 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.

Macksville District Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 3,652 patients

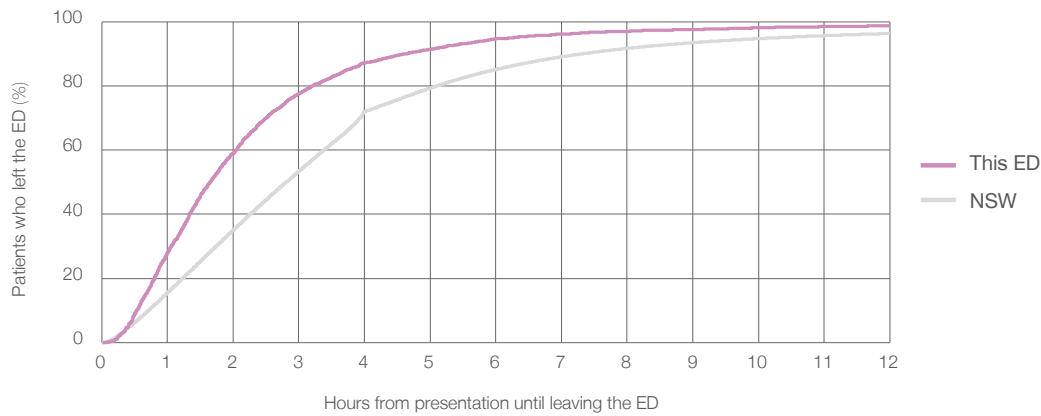
Presentations used to calculate time to leaving the ED:⁶ 3,652 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

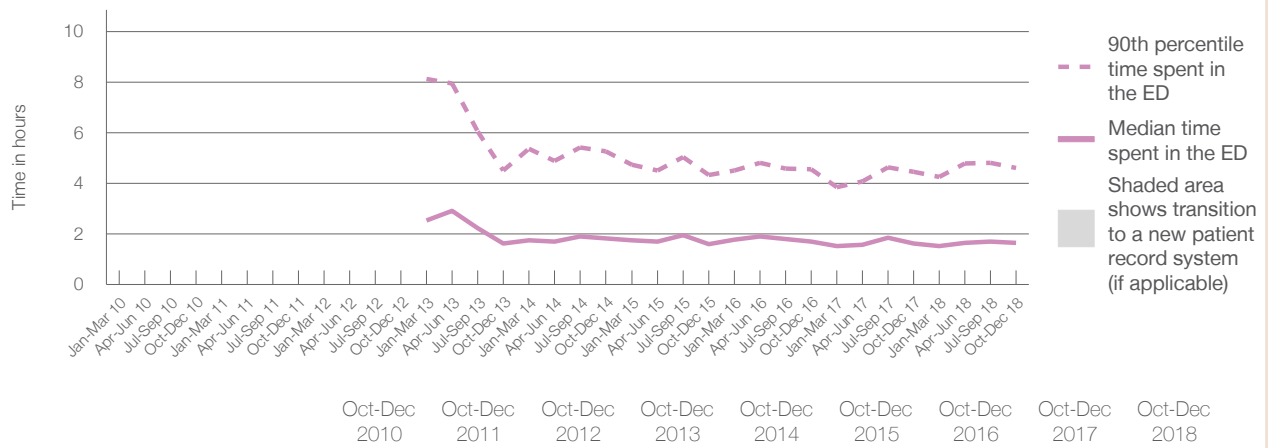
90th percentile time spent in the ED⁹ 4 hours and 37 minutes

Same period last year	NSW (this period)
3,804	3,804
1 hours and 38 minutes	2 hours and 49 minutes
4 hours and 28 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 38m	1h 50m	1h 37m	1h 43m	1h 38m	1h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)				4h 31m	5h 16m	4h 20m	4h 33m	4h 28m	4h 37m

(†) 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.

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

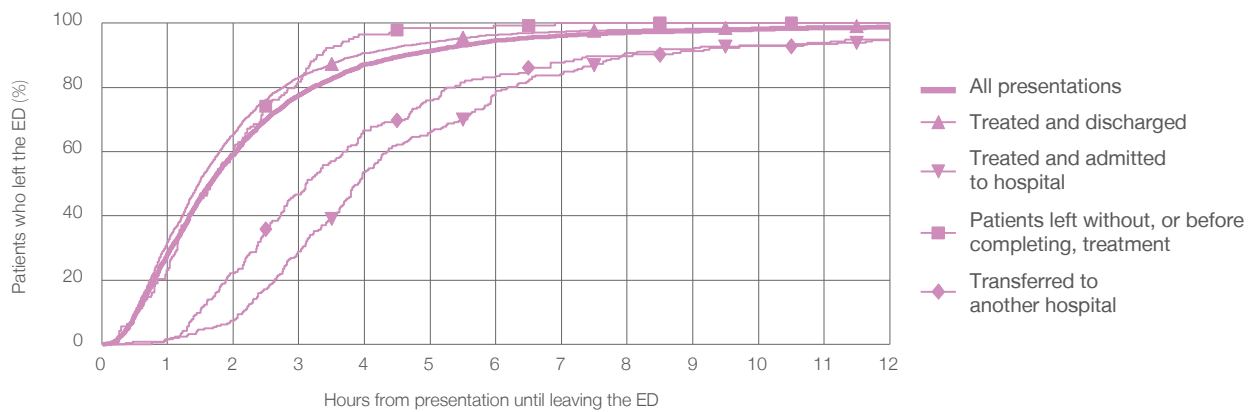
All presentations:¹ 3,652 patients

Presentations used to calculate time to leaving the ED:⁶ 3,652 patients

Treated and discharged	3,056 (83.7%)
Treated and admitted to hospital	246 (6.7%)
Patient left without, or before completing, treatment	143 (3.9%)
Transferred to another hospital	195 (5.3%)
Other	12 (0.3%)

Same period last year	Change since one year ago
3,804	-4%
3,147	-2.9%
209	17.7%
194	-26.3%
198	-1.5%
56	-78.6%

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

Treated and discharged	31.9%	65.4%	83.2%	90.7%	96.4%	97.8%	98.8%	99.3%
Treated and admitted to hospital	1.6%	7.3%	28.9%	53.7%	78.9%	90.7%	93.1%	94.7%
Patient left without, or before completing, treatment	23.1%	59.4%	81.8%	96.5%	99.3%	100%	100%	100%
Transferred to another hospital	1.5%	22.1%	46.7%	66.7%	83.6%	89.7%	92.8%	94.9%
All presentations	28.0%	59.1%	77.6%	87.2%	94.7%	97.0%	98.1%	98.8%

(†) 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.

Macksville District 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 3,652 patients

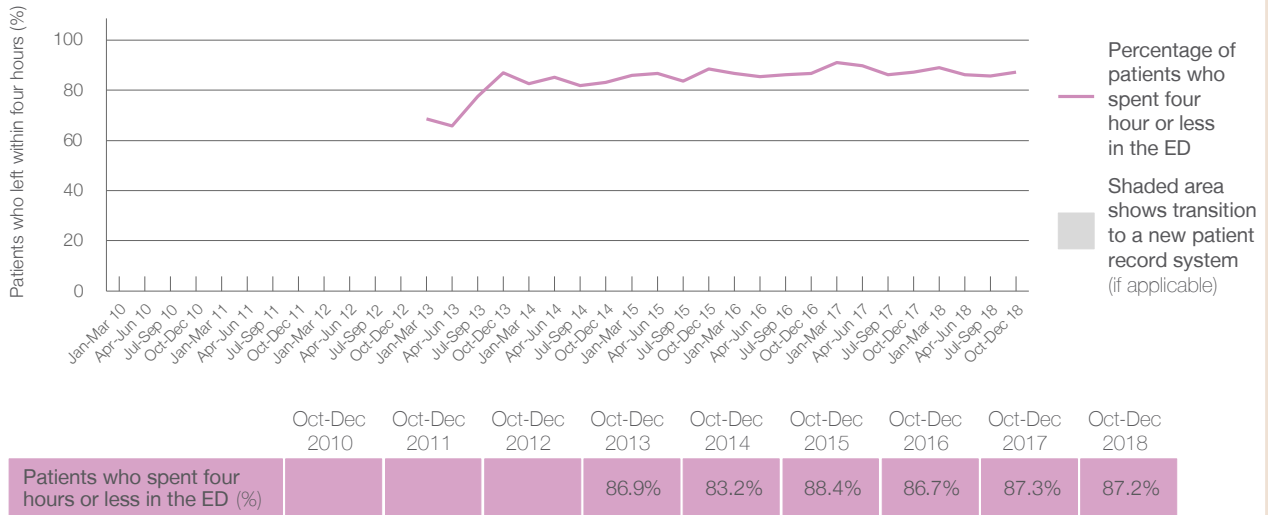
Presentations used to calculate time to leaving the ED: ⁶ 3,652 patients

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



Same period last year	Change since one year ago
3,804	-4%
3,804	-4%
87.3%	

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).

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 9,729 patients
 Emergency presentations:² 9,634 patients

Same period last year	Change since one year ago
8,620	13%
8,527	13%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,277 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,714 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,051 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 540 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,089	
8 minutes	8 minutes
21 minutes	26 minutes
3,074	
19 minutes	20 minutes
56 minutes	72 minutes
3,826	
27 minutes	26 minutes
87 minutes	104 minutes
483	
21 minutes	23 minutes
101 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 9,729 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,620	13%
72%	

* 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: October to December 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.

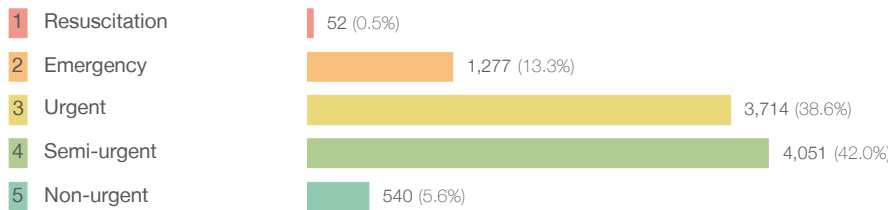
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Port Macquarie Base Hospital: Patients presenting to the emergency department October to December 2018

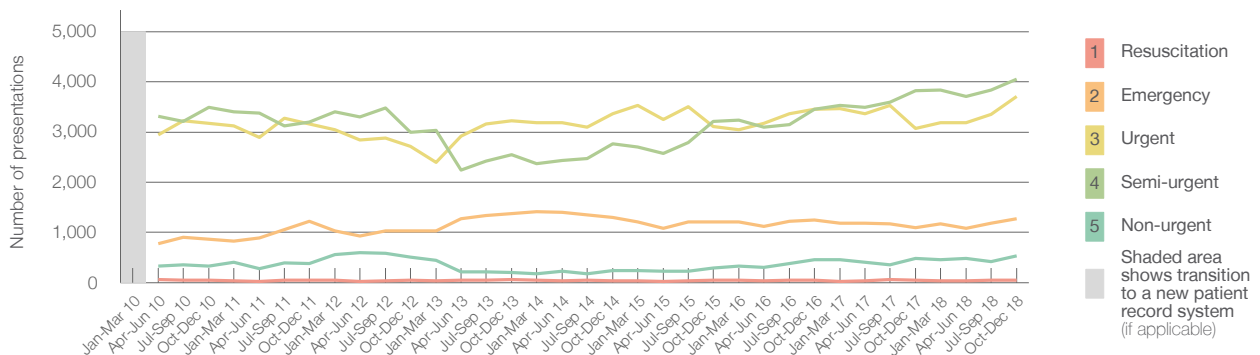
All presentations:¹ 9,729 patients

Emergency presentations² by triage category: 9,634 patients



	Same period last year	Change since one year ago
All presentations	8,620	13%
Emergency presentations	8,527	13%
1 Resuscitation	55	-5.5%
2 Emergency	1,089	17.3%
3 Urgent	3,074	20.8%
4 Semi-urgent	3,826	5.9%
5 Non-urgent	483	11.8%

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	49	54	43	59	32	44	46	55	52
Emergency	869	1,224	1,028	1,371	1,304	1,213	1,242	1,089	1,277
Urgent	3,171	3,167	2,710	3,223	3,360	3,111	3,457	3,074	3,714
Semi-urgent	3,497	3,203	2,993	2,548	2,761	3,207	3,457	3,826	4,051
Non-urgent	328	375	505	202	245	297	459	483	540
All emergency presentations	7,914	8,023	7,279	7,403	7,702	7,872	8,661	8,527	9,634

Port Macquarie Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,214 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,033	
Median time	11 minutes	3 minutes
90th percentile time	31 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

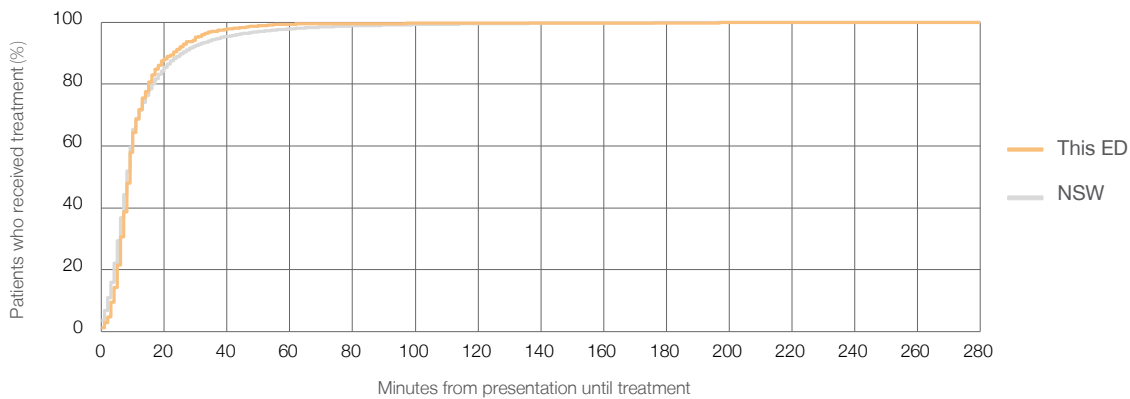
Number of triage 2 patients: 1,277

Number of triage 2 patients used to calculate waiting time:³ 1,271

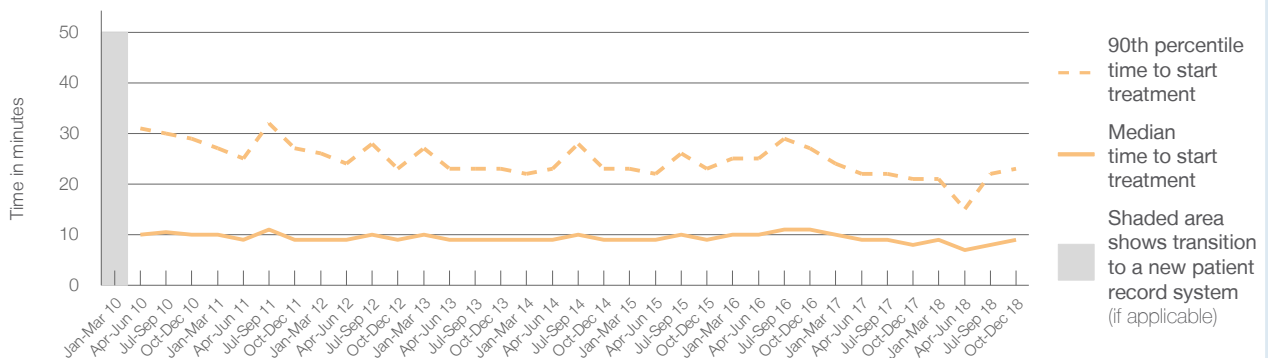
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
1,089	
1,086	
8 minutes	8 minutes
21 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)	10	9	9	9	9	9	11	8	9
90th percentile time to start treatment ⁵ (minutes)	29	27	23	23	23	23	27	21	23

(†) 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 3 October to December 2018

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

Number of triage 3 patients: 3,714

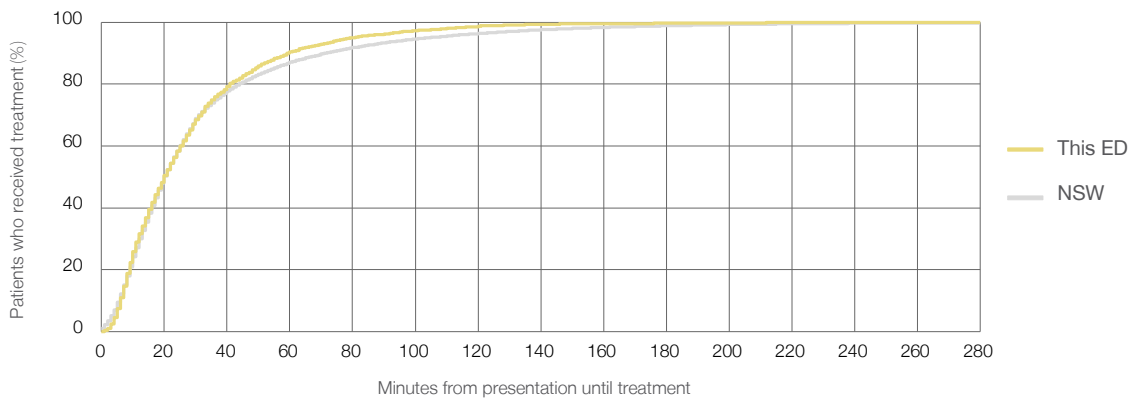
Number of triage 3 patients used to calculate waiting time:³ 3,635

Median time to start treatment⁴ 20 minutes

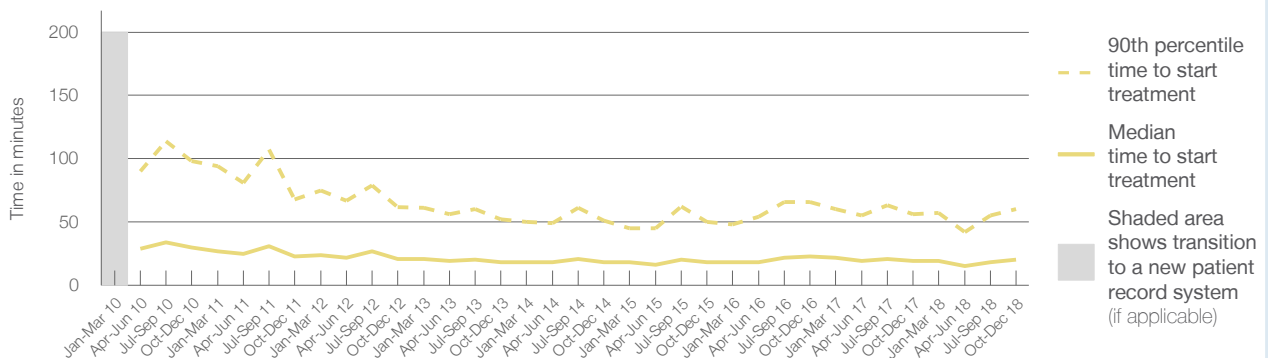
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
3,074	
3,023	
19 minutes	20 minutes
56 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)	30	23	21	18	18	18	23	19	20
90th percentile time to start treatment ⁵ (minutes)	98	68	62	52	51	50	66	56	60

(†) 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 4 October to December 2018

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

Number of triage 4 patients: 4,051

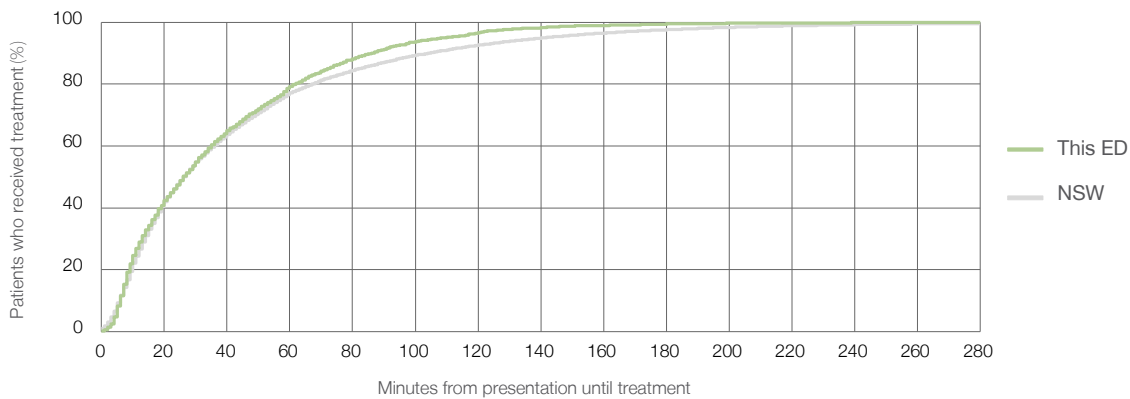
Number of triage 4 patients used to calculate waiting time:³ 3,503

Median time to start treatment⁴ 26 minutes

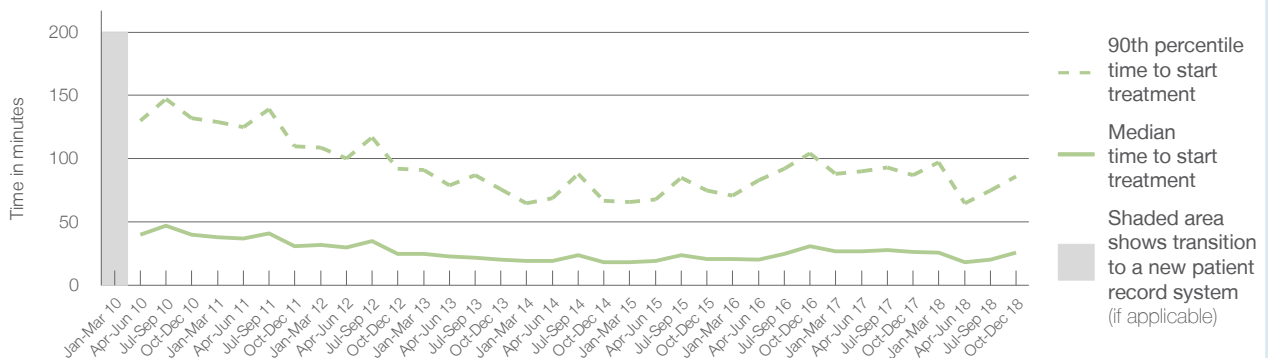
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
3,826	3,290
27 minutes	26 minutes
87 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)	40	31	25	20	18	21	31	27	26
90th percentile time to start treatment ⁵ (minutes)	132	110	92	76	67	75	104	87	86

(†) 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 5 October to December 2018

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

Number of triage 5 patients: 540

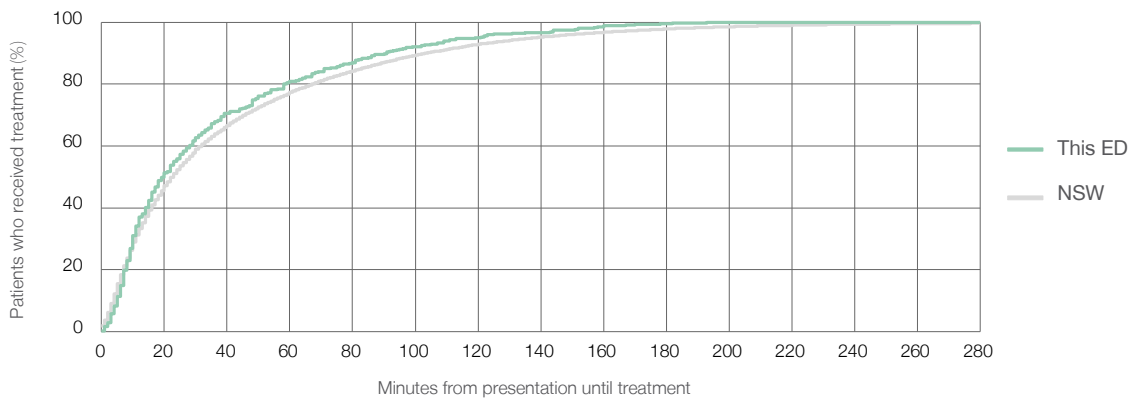
Number of triage 5 patients used to calculate waiting time:³ 413

Median time to start treatment⁴ 20 minutes

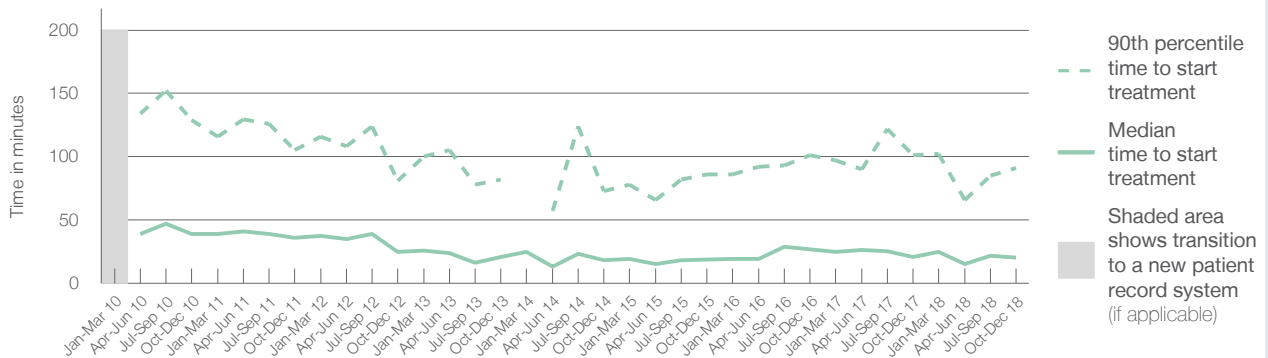
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
483	321
21 minutes	23 minutes
101 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)	39	36	25	21	18	19	27	21	20
90th percentile time to start treatment ⁵ (minutes)	129	105	81	82	73	86	101	101	91

(†) 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 spent in the ED October to December 2018

All presentations:¹ 9,729 patients

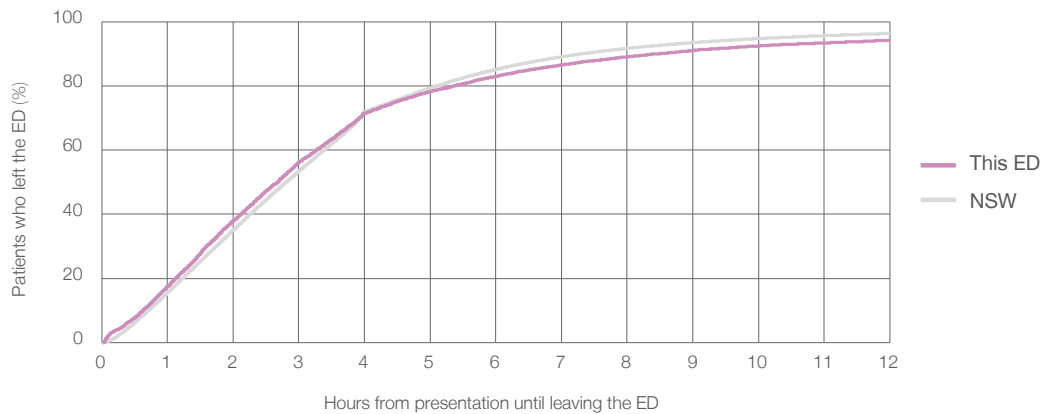
Presentations used to calculate time to leaving the ED:⁶ 9,729 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

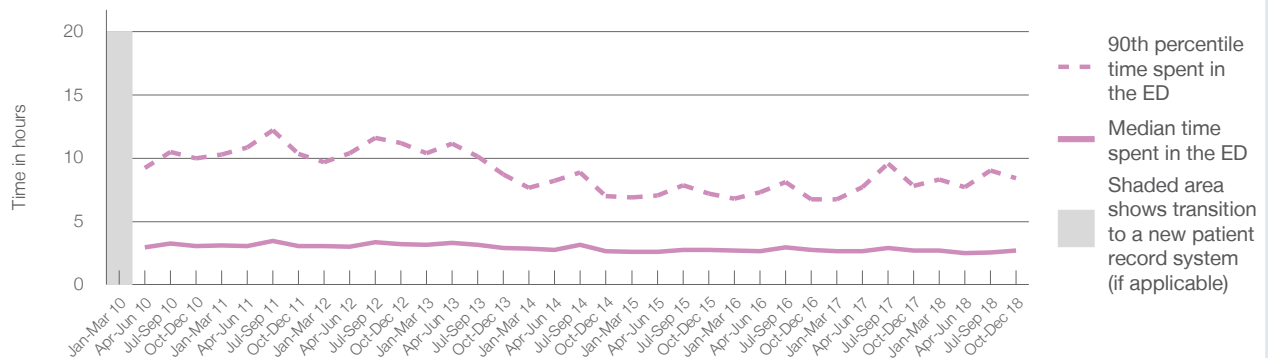
90th percentile time spent in the ED⁹ 8 hours and 26 minutes

Same period last year	NSW (this period)
8,620	8,620
2 hours and 41 minutes	2 hours and 49 minutes
7 hours and 50 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)	3h 3m	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m	2h 41m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 0m	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m	7h 50m	8h 26m

(†) 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 spent in the ED

By mode of separation

October to December 2018

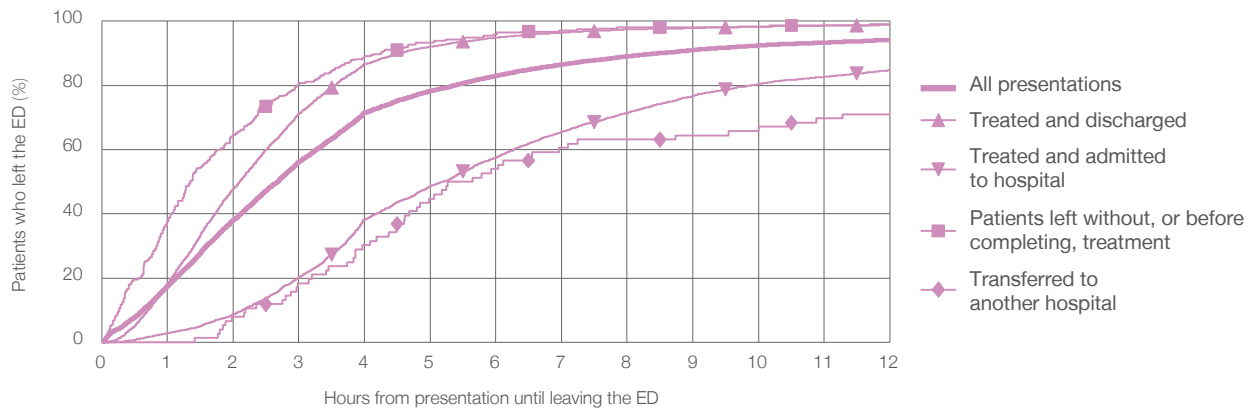
All presentations:¹ 9,729 patients

Presentations used to calculate time to leaving the ED:⁶ 9,729 patients

Treated and discharged	5,763 (59.2%)
Treated and admitted to hospital	3,102 (31.9%)
Patient left without, or before completing, treatment	313 (3.2%)
Transferred to another hospital	76 (0.8%)
Other	475 (4.9%)

Same period last year	Change since one year ago
8,620	13%
4,939	16.7%
2,860	8.5%
248	26.2%
79	-3.8%
494	-3.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.3%	47.8%	71.2%	86.7%	94.8%	97.4%	98.3%	98.8%
Treated and admitted to hospital	2.8%	8.7%	20.2%	38.2%	57.5%	71.5%	80.4%	84.8%
Patient left without, or before completing, treatment	37.7%	64.5%	80.5%	89.1%	95.8%	98.1%	98.4%	99.0%
Transferred to another hospital	0%	7.9%	18.4%	30.3%	53.9%	63.2%	67.1%	71.1%
All presentations	17.5%	38.0%	56.2%	71.5%	82.9%	89.0%	92.4%	94.2%

(†) 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 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 9,729 patients

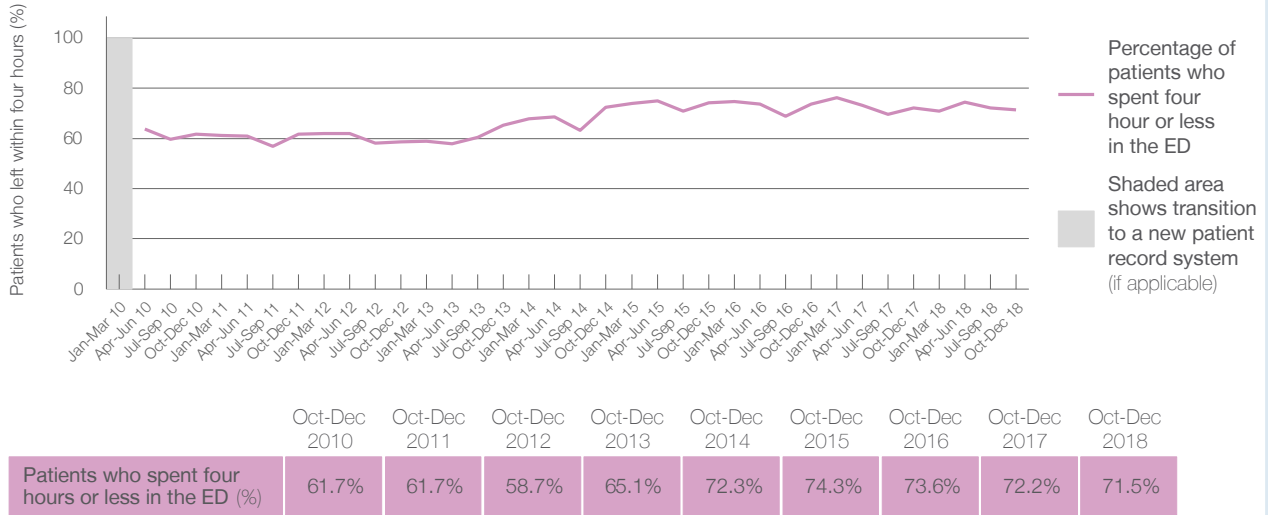
Presentations used to calculate time to leaving the ED: ⁶ 9,729 patients

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	8,620	13%
Presentations used to calculate time to leaving the ED	8,620	13%
Percentage of patients who spent four hours or less in the ED	72.2%	

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).