

Healthcare Quarterly

Performance Profiles

Emergency Department

Western NSW Local Health District

October to December 2017

Bathurst Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,776 patients
Emergency presentations:² 6,690 patients

Same period last year	Change since one year ago
6,384	6.1%
6,324	5.8%

Bathurst Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 702 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,236 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,142 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 576 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
644	
6 minutes	8 minutes
9 minutes	23 minutes
1,949	
16 minutes	20 minutes
52 minutes	65 minutes
3,265	
19 minutes	26 minutes
87 minutes	99 minutes
444	
16 minutes	23 minutes
84 minutes	103 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,774 patients

Percentage of patients who spent four hours or less in the ED 80.6%

Same period last year	Change since one year ago
6,384	6.1%
74.1%	

* 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 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.

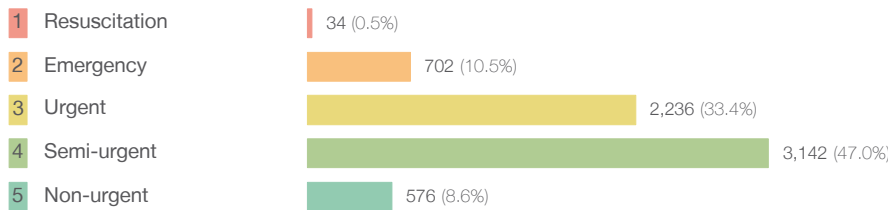
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Bathurst Base Hospital: Patients presenting to the emergency department October to December 2017

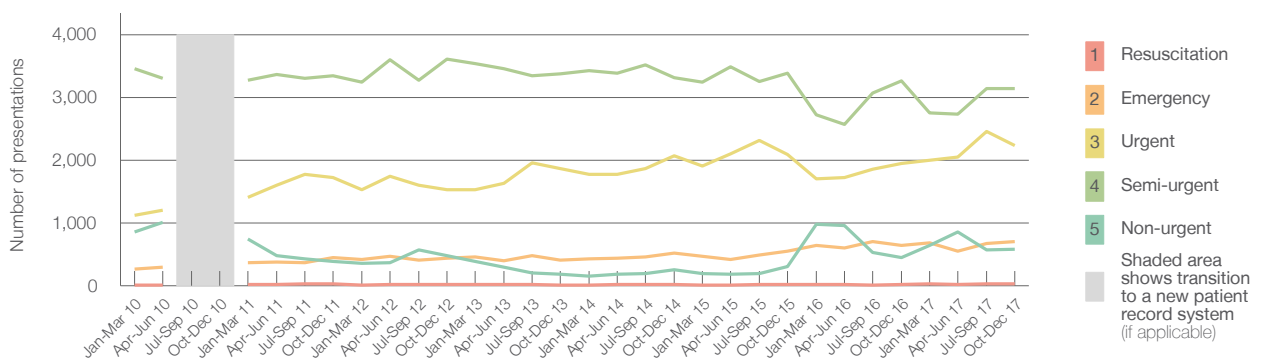
All presentations:¹ 6,776 patients

Emergency presentations² by triage category: 6,690 patients



Same period last year	Change since one year ago
6,384	6.1%
6,324	5.8%
22	54.5%
644	9.0%
1,949	14.7%
3,265	-3.8%
444	29.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		27	16	13	14	14	22	34
Emergency		447	436	402	521	547	644	702
Urgent		1,724	1,529	1,861	2,070	2,090	1,949	2,236
Semi-urgent		3,344	3,610	3,380	3,316	3,382	3,265	3,142
Non-urgent		384	474	182	251	303	444	576
All emergency presentations		5,926	6,065	5,838	6,172	6,336	6,324	6,690

Bathurst Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 988 patients

ED Transfer of care time



Same period last year	Change since one year ago
934	
13 minutes	-4 minutes
34 minutes	-7 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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 702

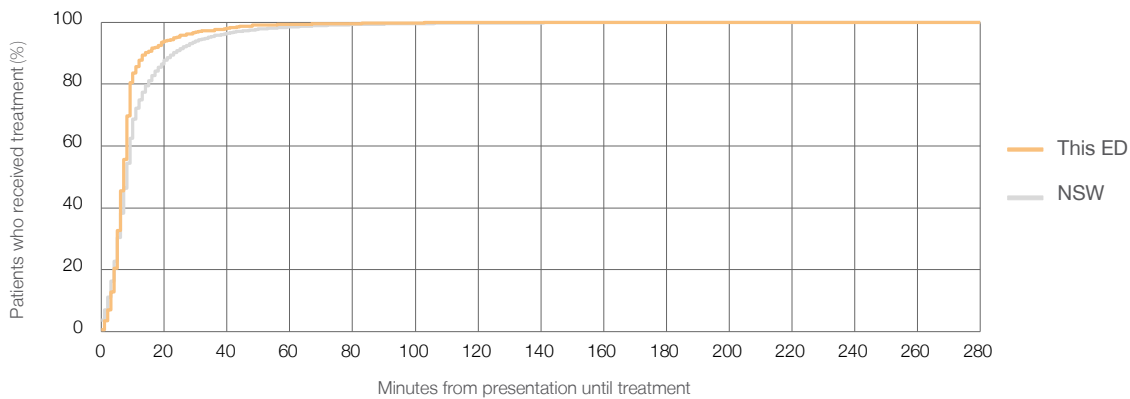
Number of triage 2 patients used to calculate waiting time:³ 699

Median time to start treatment⁴ 7 minutes

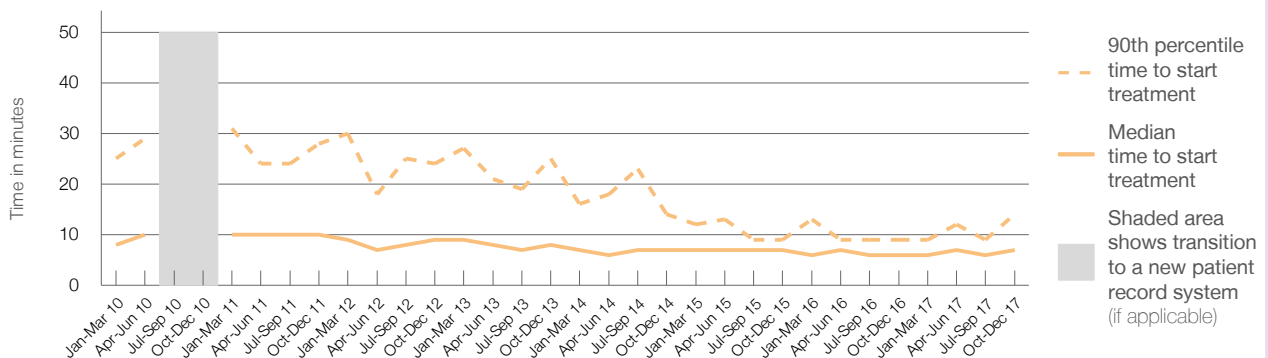
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
644	
641	
6 minutes	8 minutes
9 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		10	9	8	7	7	6	7
90th percentile time to start treatment ⁵ (minutes)		28	24	25	14	9	9	14

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Bathurst Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,236

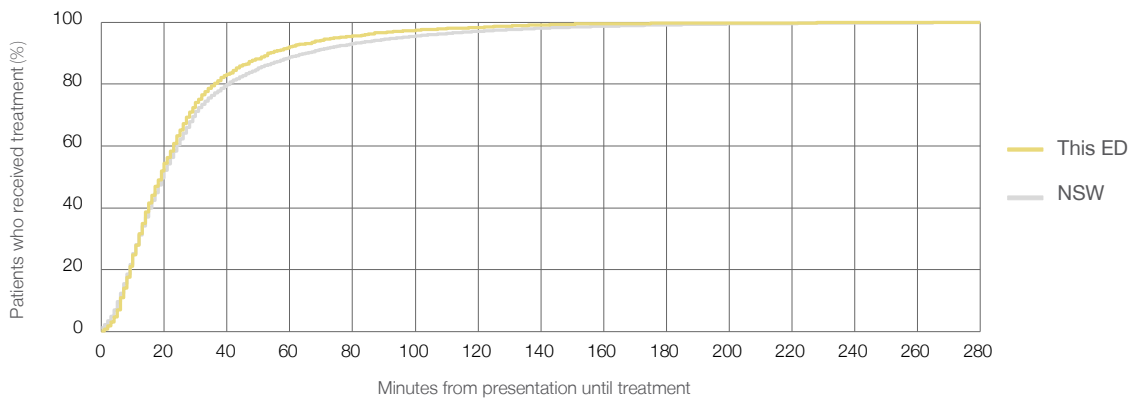
Number of triage 3 patients used to calculate waiting time:³ 2,216

Median time to start treatment⁴ 19 minutes

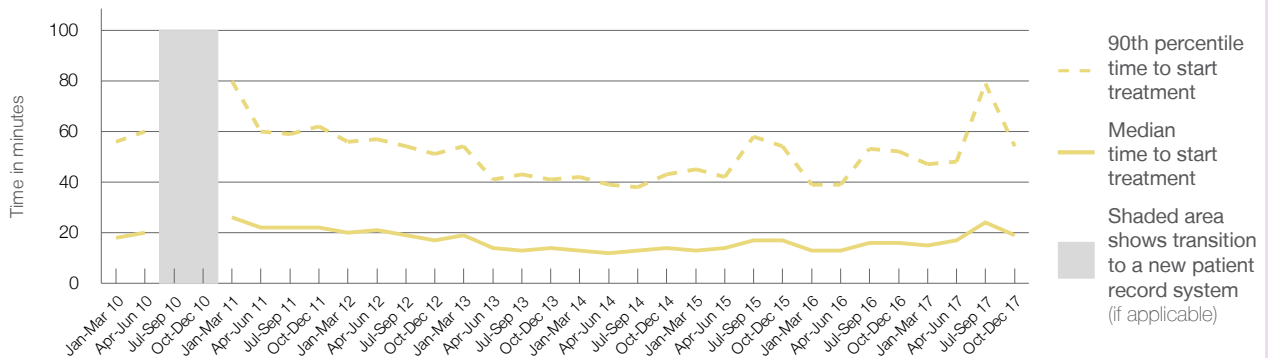
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
1,949	1,926
16 minutes	20 minutes
52 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		22	17	14	14	17	16	19
90th percentile time to start treatment ⁵ (minutes)		62	51	41	43	54	52	54

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Bathurst Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,142

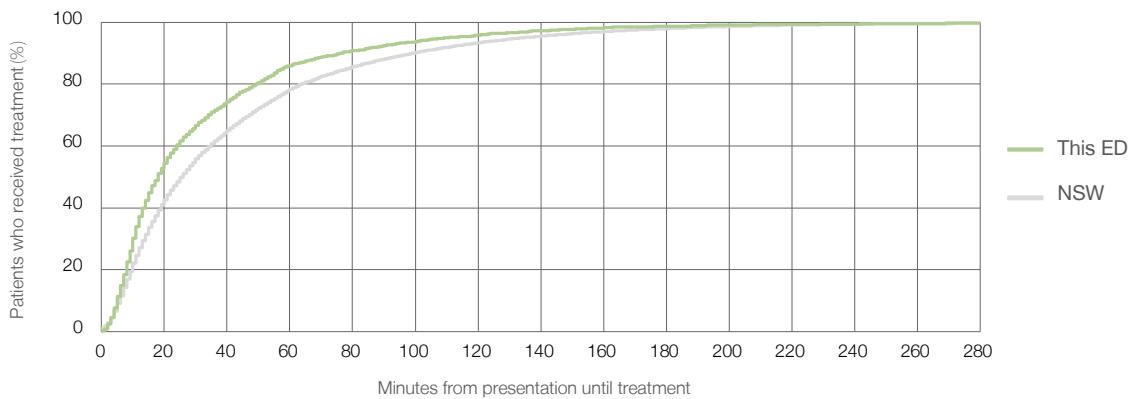
Number of triage 4 patients used to calculate waiting time:³ 3,062

Median time to start treatment⁴ 18 minutes

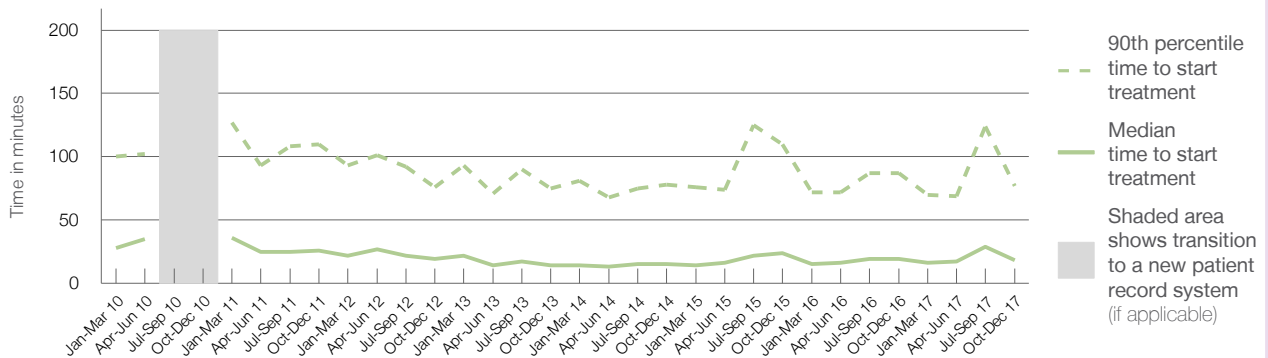
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
3,265	3,052
19 minutes	26 minutes
87 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		26	19	14	15	24	19	18
90th percentile time to start treatment ⁵ (minutes)		110	76	75	78	110	87	77

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Bathurst Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 576

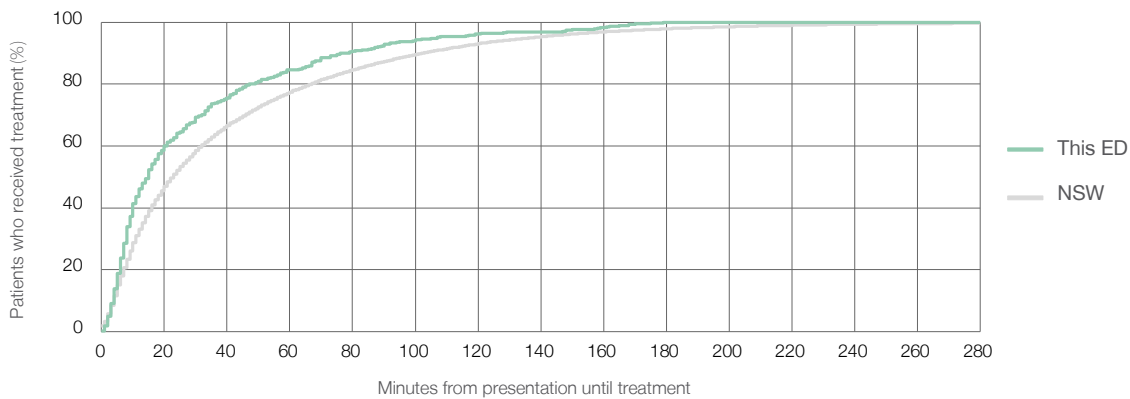
Number of triage 5 patients used to calculate waiting time:³ 549

Median time to start treatment⁴ 15 minutes

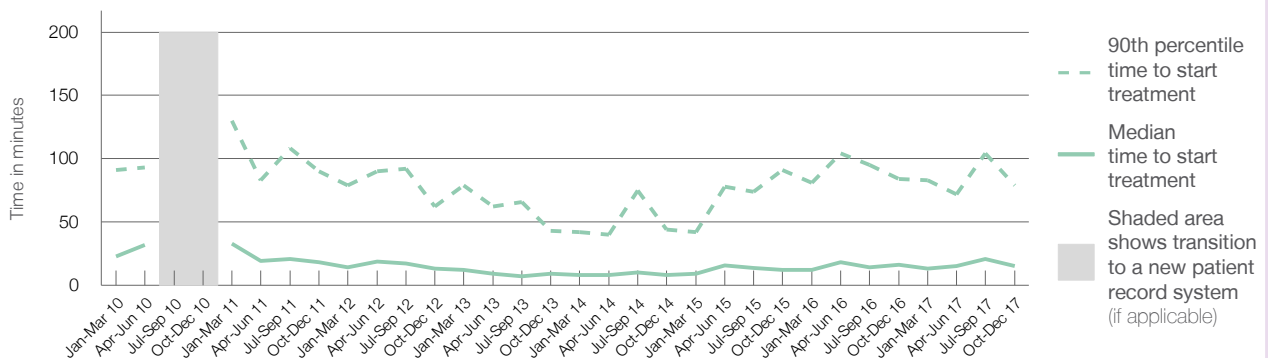
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
444	
388	
16 minutes	23 minutes
84 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		18	13	9	8	12	16	15
90th percentile time to start treatment ⁵ (minutes)		90	62	43	44	91	84	79

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Bathurst Base Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 6,776 patients

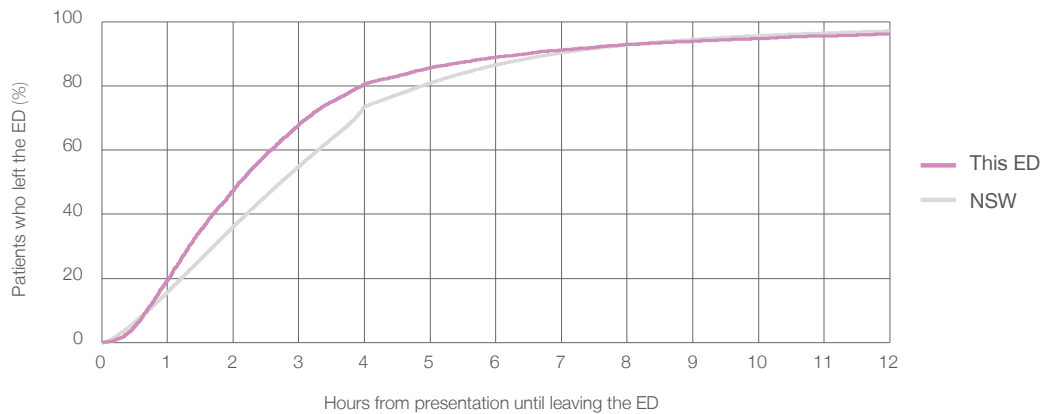
Presentations used to calculate time to leaving the ED:⁶ 6,774 patients

Median time spent in the ED⁸ 2 hours and 6 minutes

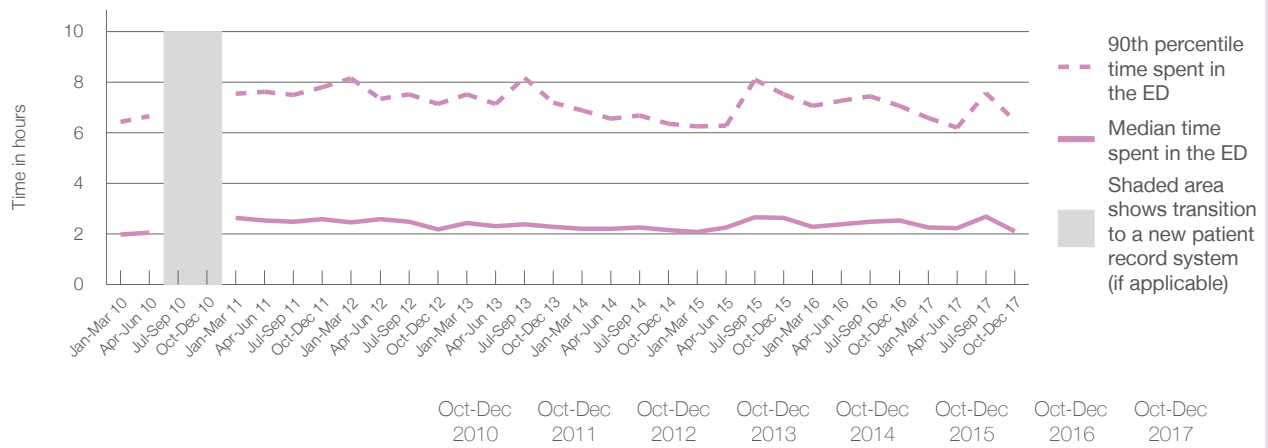
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
6,384	6,384
2 hours and 32 minutes	2 hours and 44 minutes
7 hours and 4 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m	2h 6m
90th percentile time to leaving the ED ⁹ (hours, minutes)		7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m	6h 29m

(†) 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.

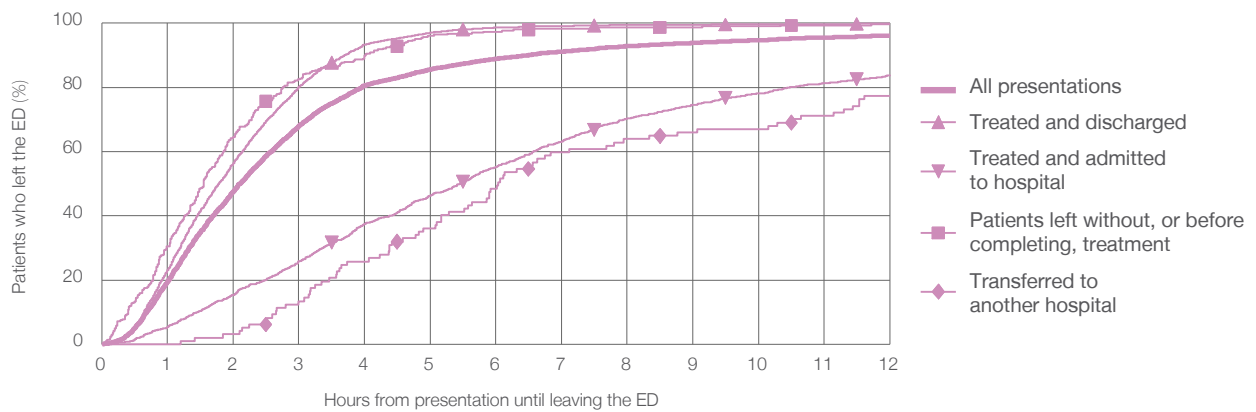
Bathurst Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations:¹ 6,776 patients

Presentations used to calculate time to leaving the ED:⁶ 6,774 patients

		Same period last year	Change since one year ago
Treated and discharged	4,948 (73.0%)	4,615	7.2%
Treated and admitted to hospital	1,395 (20.6%)	1,236	12.9%
Patient left without, or before completing, treatment	308 (4.5%)	425	-27.5%
Transferred to another hospital	97 (1.4%)	82	18.3%
Other	28 (0.4%)	26	7.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	23.2%	56.4%	80.1%	93.4%	98.7%	99.4%	99.7%	99.8%
Treated and admitted to hospital	5.3%	15.3%	25.8%	37.4%	55.2%	70.3%	78.1%	83.9%
Patient left without, or before completing, treatment	30.5%	64.6%	82.5%	89.9%	97.4%	98.7%	99.0%	99.7%
Transferred to another hospital	0%	3.1%	13.4%	25.8%	48.5%	63.9%	67.0%	77.3%
All presentations	19.6%	47.5%	68.0%	80.6%	88.9%	92.9%	94.7%	96.2%

(†) 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.

Bathurst Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 6,776 patients

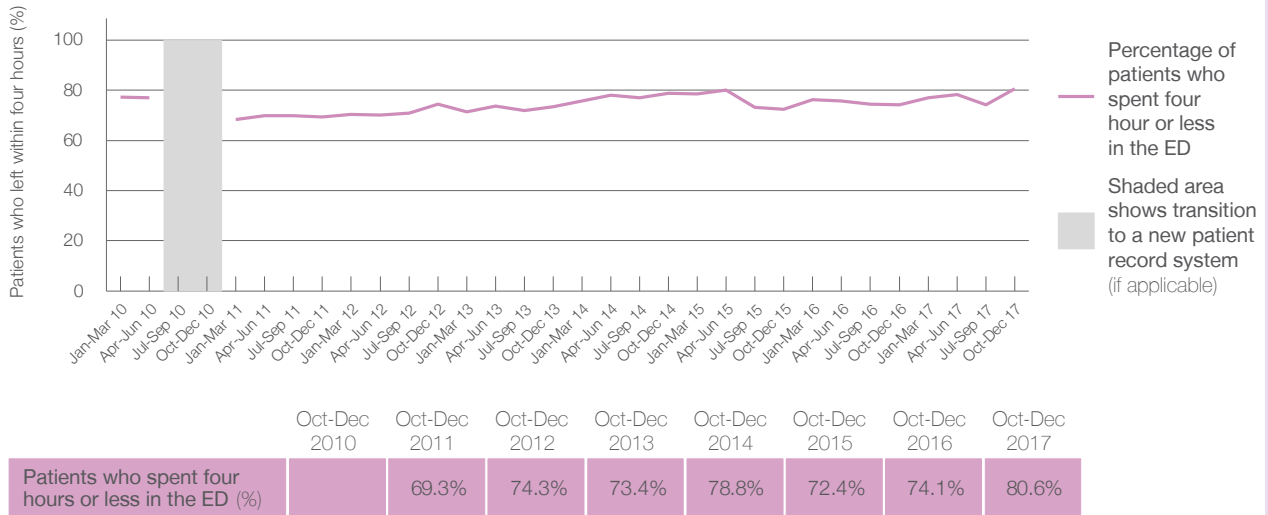
Presentations used to calculate time to leaving the ED: ⁶ 6,774 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 6,776 patients	6,384	6.1%
Presentations used to calculate time to leaving the ED: ⁶ 6,774 patients	6,384	6.1%
Percentage of patients who spent four hours or less in the ED	74.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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: 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 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Cowra District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 1,867 patients
Emergency presentations:² 1,831 patients

Same period last year	Change since one year ago
2,024	-7.8%
1,961	-6.6%

Cowra District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 182 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 504 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 793 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 340 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
224	
5 minutes	8 minutes
10 minutes	23 minutes
515	
9 minutes	20 minutes
31 minutes	65 minutes
901	
6 minutes	26 minutes
22 minutes	99 minutes
313	
6 minutes	23 minutes
43 minutes	103 minutes

Cowra District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 1,867 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
2,024	-7.8%
85.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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.

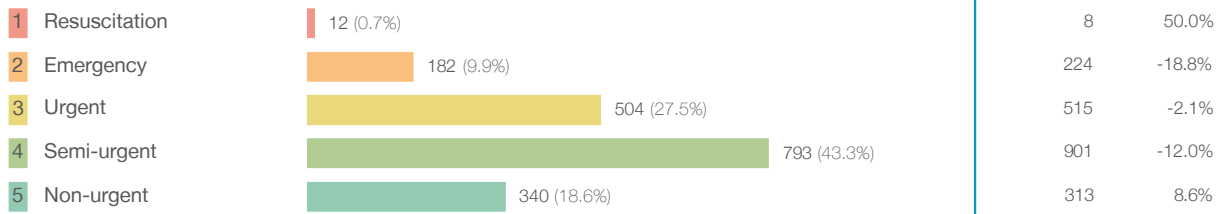
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

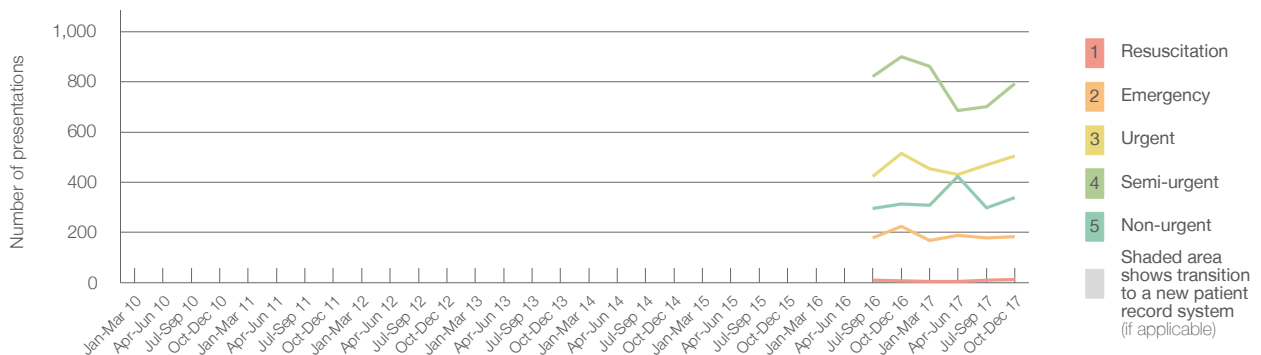
Cowra District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 1,867 patients

Emergency presentations² by triage category: 1,831 patients



Emergency presentations² by quarter, January 2010 to December 2017 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation							8	12
Emergency							224	182
Urgent							515	504
Semi-urgent							901	793
Non-urgent							313	340
All emergency presentations							1,961	1,831

Cowra District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 247 patients

ED Transfer of care time



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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cowra District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 182

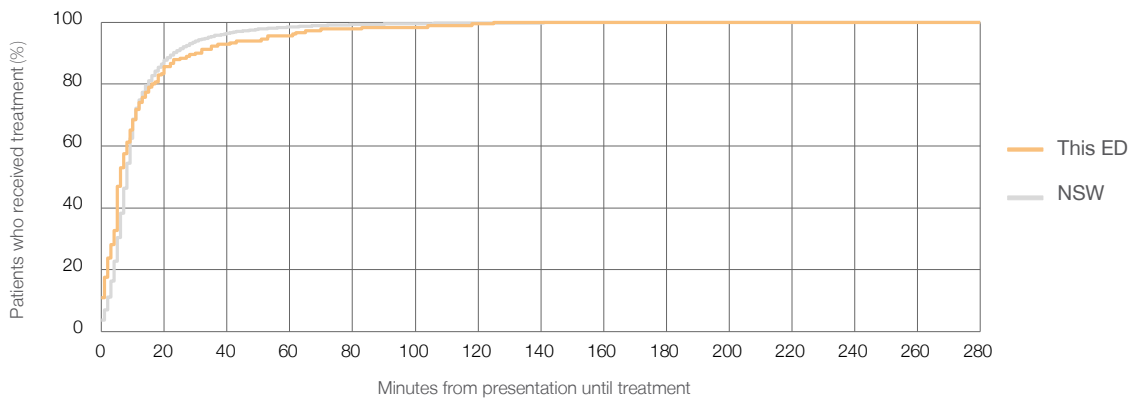
Number of triage 2 patients used to calculate waiting time:³ 181

Median time to start treatment⁴ 6 minutes

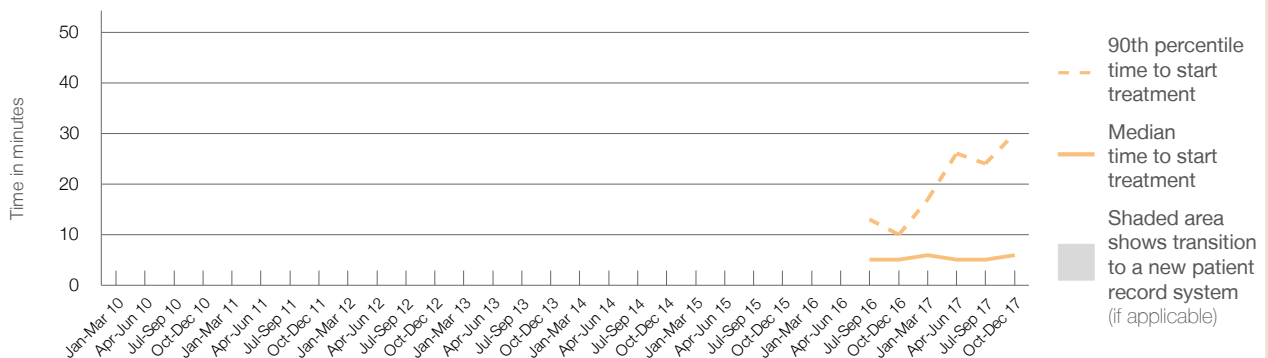
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
224	222
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							5	6
90th percentile time to start treatment ⁵ (minutes)							10	30

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cowra District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 504

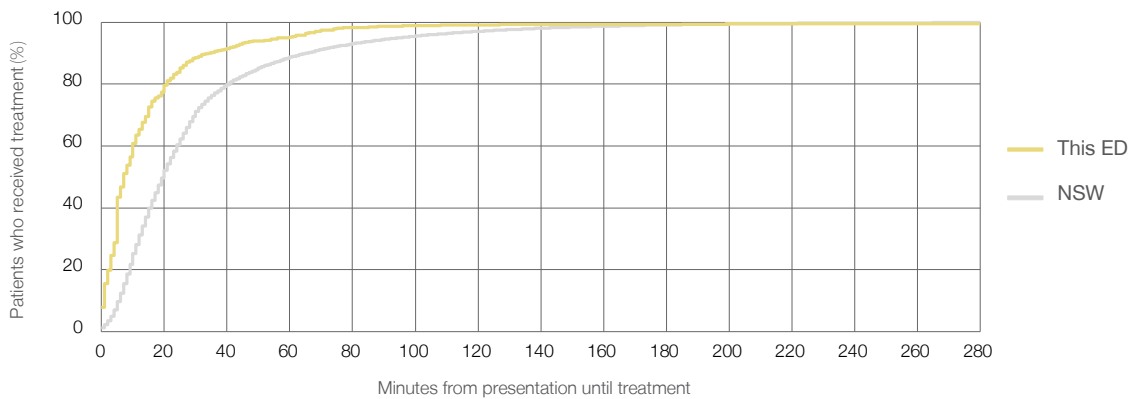
Number of triage 3 patients used to calculate waiting time:³ 496

Median time to start treatment⁴ 7 minutes

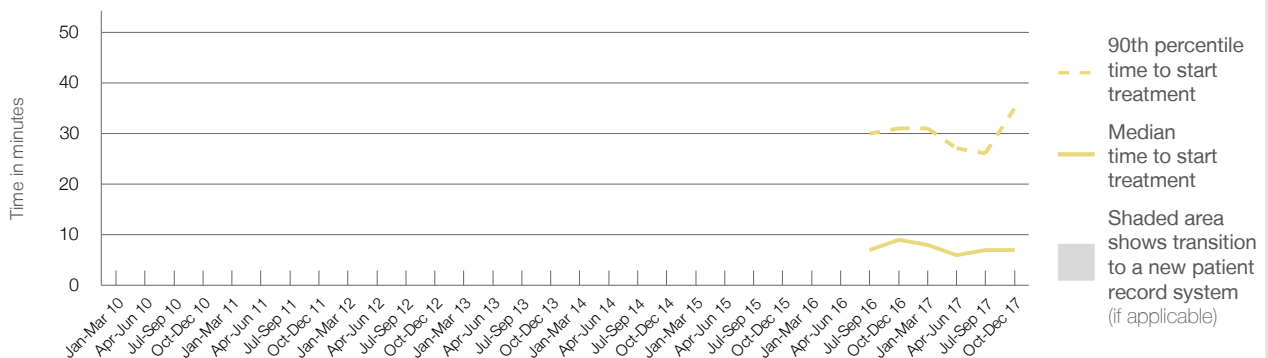
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
515	
498	
9 minutes	20 minutes
31 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							9	7
90th percentile time to start treatment ⁵ (minutes)							31	35

(†) 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.

Cowra District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 793

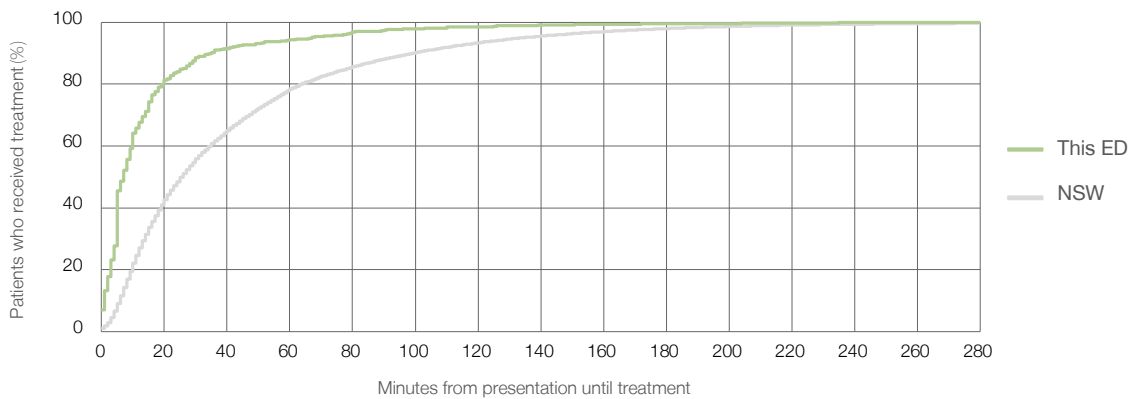
Number of triage 4 patients used to calculate waiting time:³ 756

Median time to start treatment⁴ 7 minutes

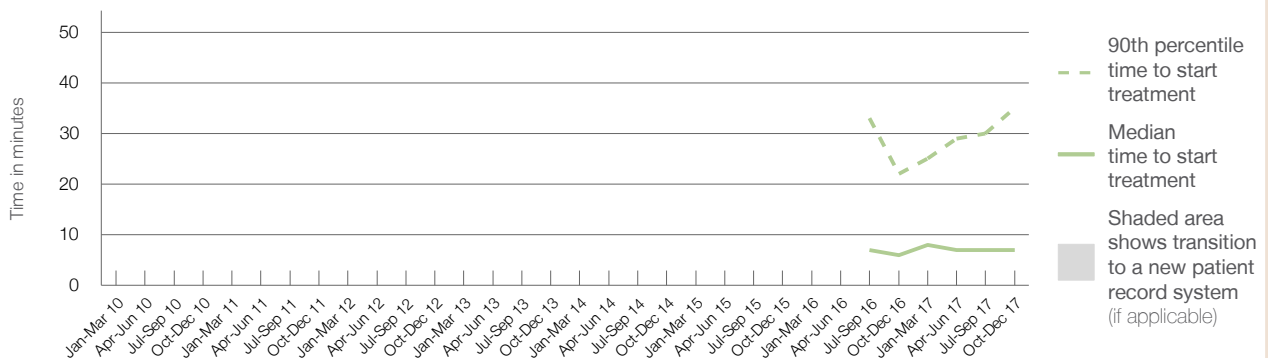
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
901	840
6 minutes	26 minutes
22 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							6	7
90th percentile time to start treatment ⁵ (minutes)							22	35

(†) 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.

Cowra District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 340

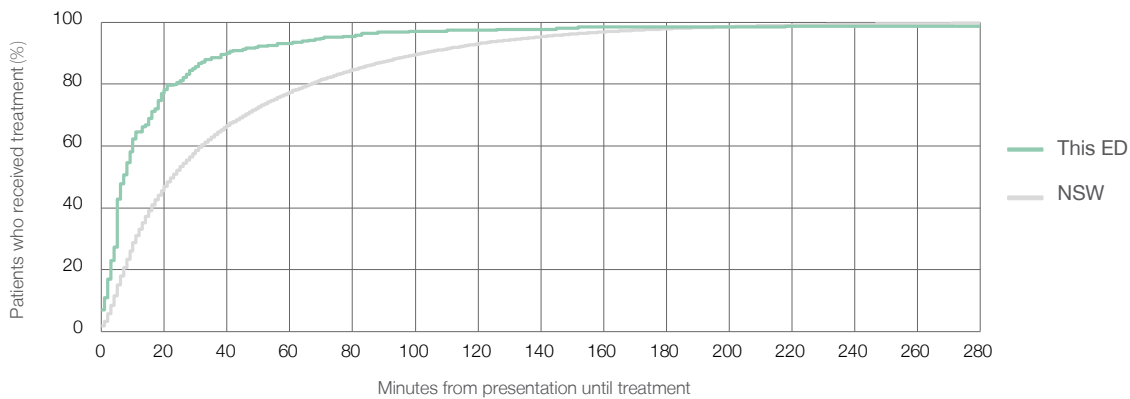
Number of triage 5 patients used to calculate waiting time:³ 308

Median time to start treatment⁴ 7 minutes

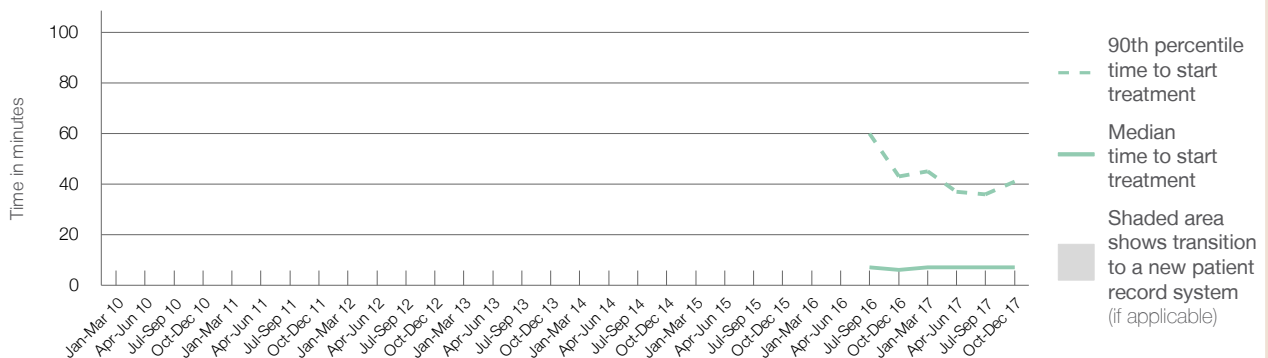
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
313	
288	
6 minutes	23 minutes
43 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							6	7
90th percentile time to start treatment ⁵ (minutes)							43	41

(†) 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.

Cowra District Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 1,867 patients

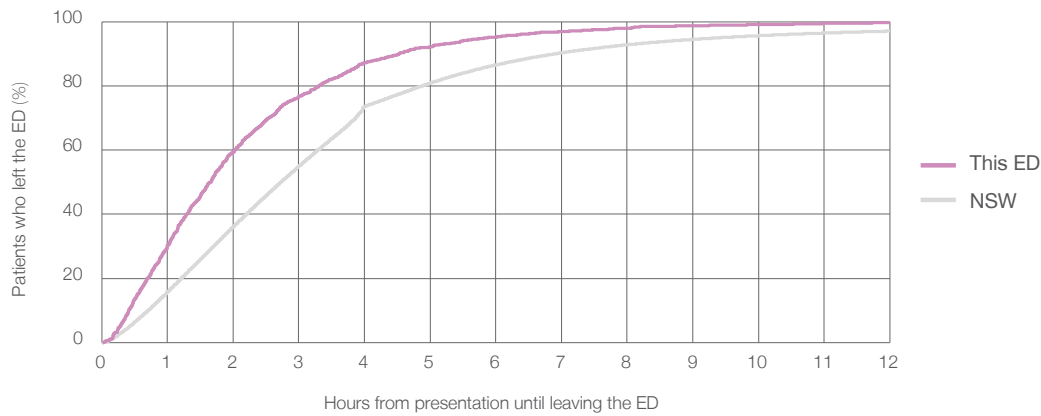
Presentations used to calculate time to leaving the ED:⁶ 1,867 patients

Median time spent in the ED⁸ 1 hours and 39 minutes

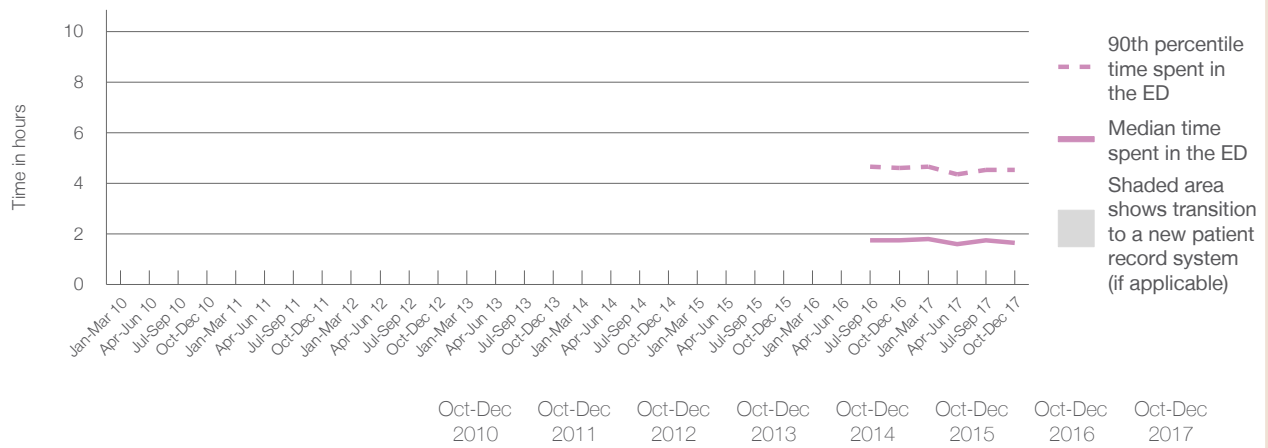
90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
2,024	
2,024	
1 hours and 45 minutes	2 hours and 44 minutes
4 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)							1h 45m	1h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)							4h 37m	4h 32m

(†) 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.

Cowra District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

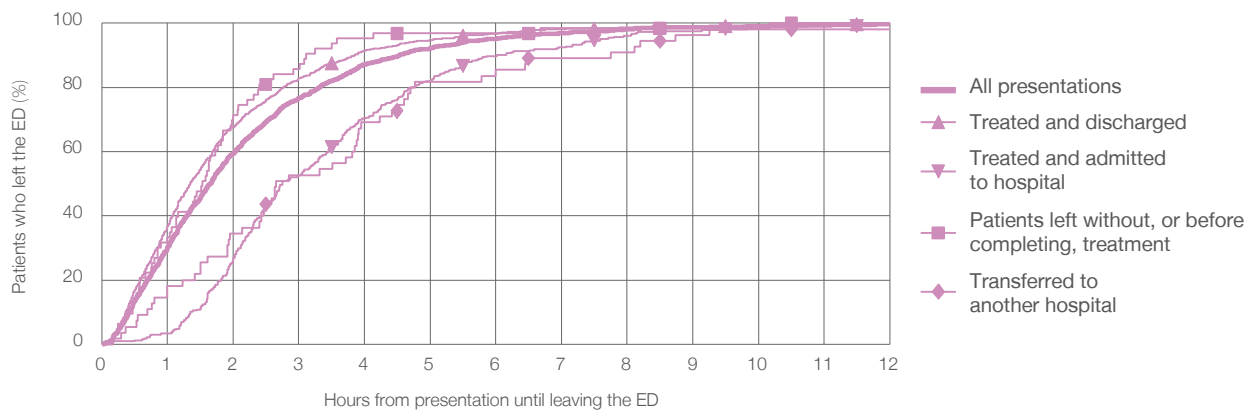
All presentations:¹ 1,867 patients

Presentations used to calculate time to leaving the ED:⁶ 1,867 patients

Treated and discharged	1,413 (75.7%)
Treated and admitted to hospital	334 (17.9%)
Patient left without, or before completing, treatment	63 (3.4%)
Transferred to another hospital	55 (2.9%)
Other	2 (0.1%)

Same period last year	Change since one year ago
2,024	-7.8%
1,471	-3.9%
358	-6.7%
102	-38.2%
89	-38.2%
4	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	36.9%	67.6%	82.9%	91.4%	96.7%	98.7%	99.2%	99.8%
Treated and admitted to hospital	3.3%	26.9%	52.7%	70.4%	89.8%	96.1%	98.5%	99.4%
Patient left without, or before completing, treatment	33.3%	71.4%	85.7%	95.2%	96.8%	98.4%	98.4%	100%
Transferred to another hospital	18.2%	34.5%	52.7%	69.1%	85.5%	90.9%	98.2%	98.2%
All presentations	30.2%	59.5%	76.8%	87.1%	95.2%	98.0%	99.0%	99.7%

(†) 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.

(§) 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.

Cowra District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 1,867 patients

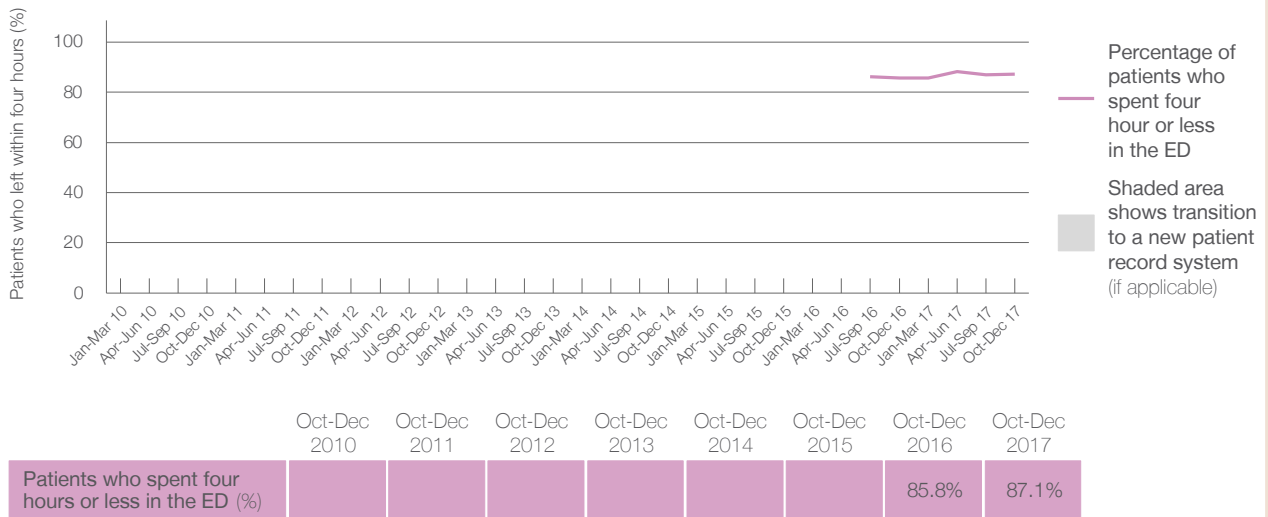
Presentations used to calculate time to leaving the ED: ⁶ 1,867 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	2,024	-7.8%
Presentations used to calculate time to leaving the ED	2,024	-7.8%
Percentage of patients who spent four hours or less in the ED	85.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* 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, 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,591 patients
 Emergency presentations:² 8,210 patients

Same period last year	Change since one year ago
8,656	-0.8%
8,234	-0.3%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 999 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,857 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,603 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 730 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,007	
9 minutes	8 minutes
19 minutes	23 minutes
3,132	
22 minutes	20 minutes
65 minutes	65 minutes
3,225	
30 minutes	26 minutes
105 minutes	99 minutes
823	
30 minutes	23 minutes
120 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,590 patients

Percentage of patients who spent four hours or less in the ED 74.6%

Same period last year	Change since one year ago
8,656	-0.8%
73.1%	

* 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 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.

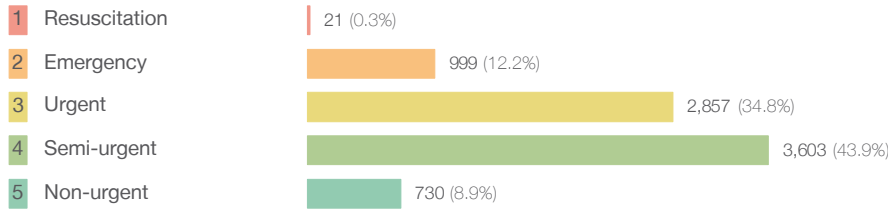
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Dubbo Base Hospital: Patients presenting to the emergency department October to December 2017

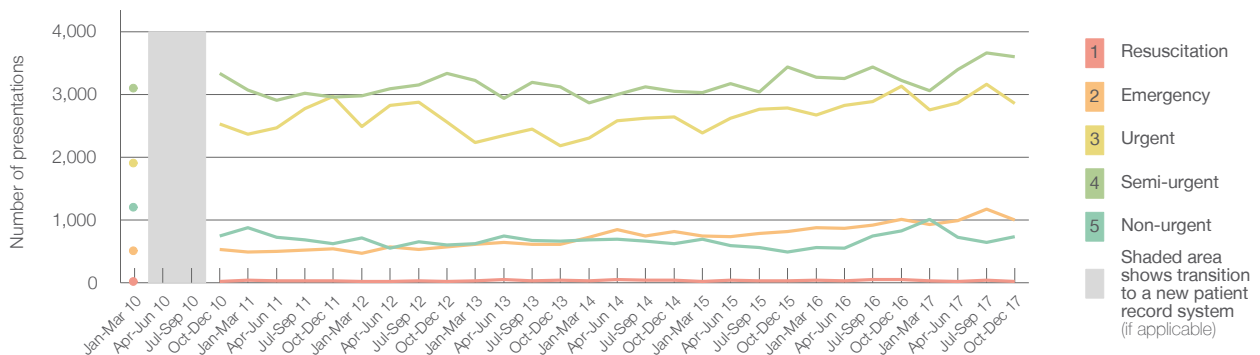
All presentations:¹ 8,591 patients

Emergency presentations² by triage category: 8,210 patients



	Same period last year	Change since one year ago
All presentations	8,656	-0.8%
Emergency presentations	8,234	-0.3%
1 Resuscitation	47	-55.3%
2 Emergency	1,007	-0.8%
3 Urgent	3,132	-8.8%
4 Semi-urgent	3,225	11.7%
5 Non-urgent	823	-11.3%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	16	32	22	37	35	32	47	21
Emergency	527	543	566	610	813	811	1,007	999
Urgent	2,526	2,965	2,559	2,179	2,637	2,779	3,132	2,857
Semi-urgent	3,331	2,957	3,333	3,124	3,048	3,438	3,225	3,603
Non-urgent	748	617	596	666	624	485	823	730
All emergency presentations	7,148	7,114	7,076	6,616	7,157	7,545	8,234	8,210

Dubbo Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,730 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,706	
ED Transfer of care time		
Median time	12 minutes	-1 minute
90th percentile time	28 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 999

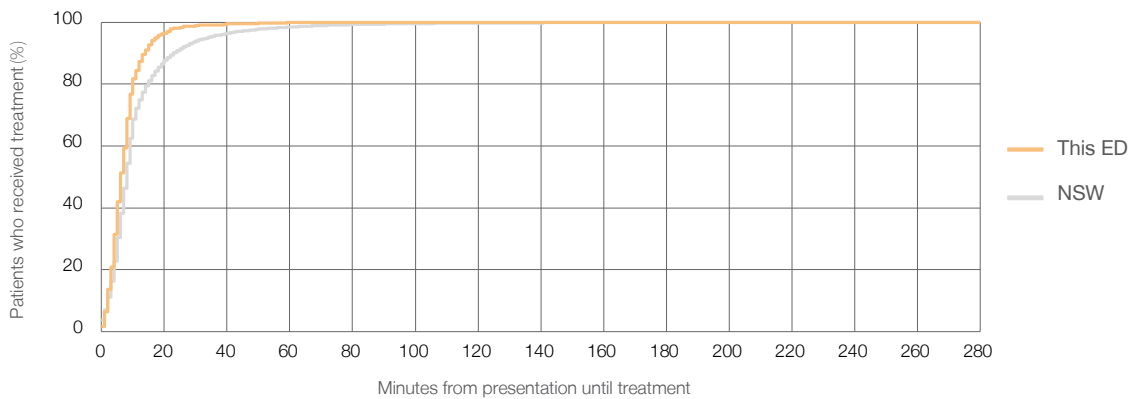
Number of triage 2 patients used to calculate waiting time:³ 990

Median time to start treatment⁴ 6 minutes

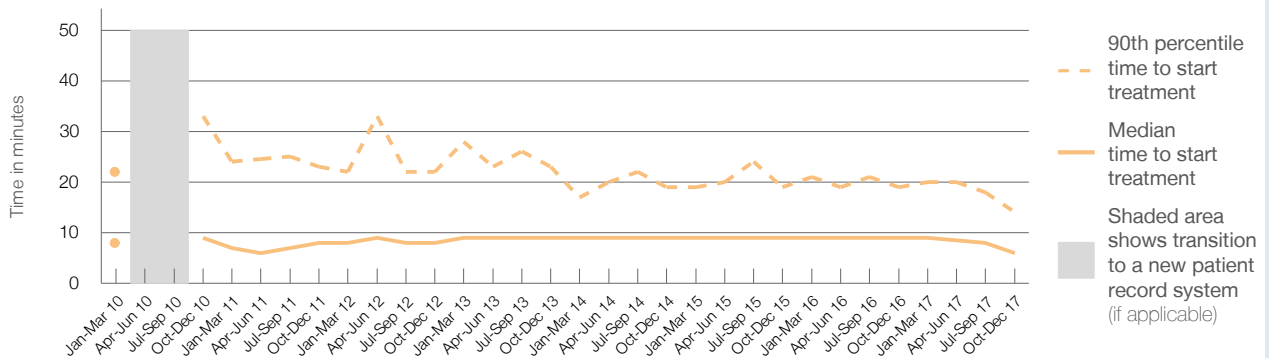
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,007	
1,004	
9 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	8	8	9	9	9	9	6
90th percentile time to start treatment ⁵ (minutes)	33	23	22	23	19	19	19	14

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,857

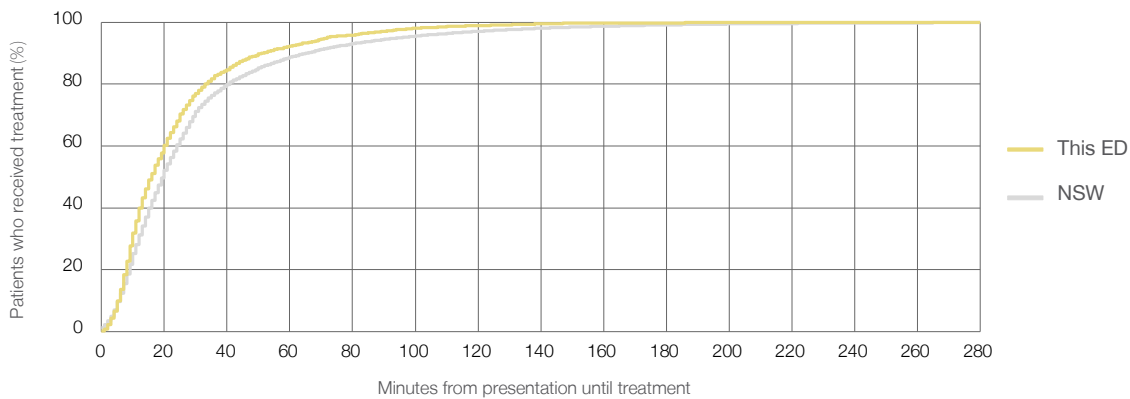
Number of triage 3 patients used to calculate waiting time:³ 2,814

Median time to start treatment⁴ 16 minutes

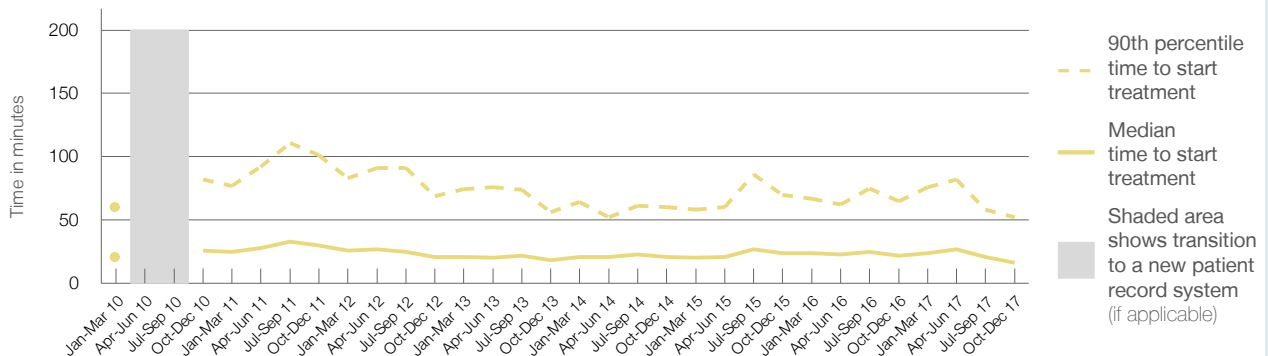
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
3,132	3,075
22 minutes	20 minutes
65 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	26	30	21	18	21	24	22	16
90th percentile time to start treatment ⁵ (minutes)	82	101	69	56	60	70	65	52

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,603

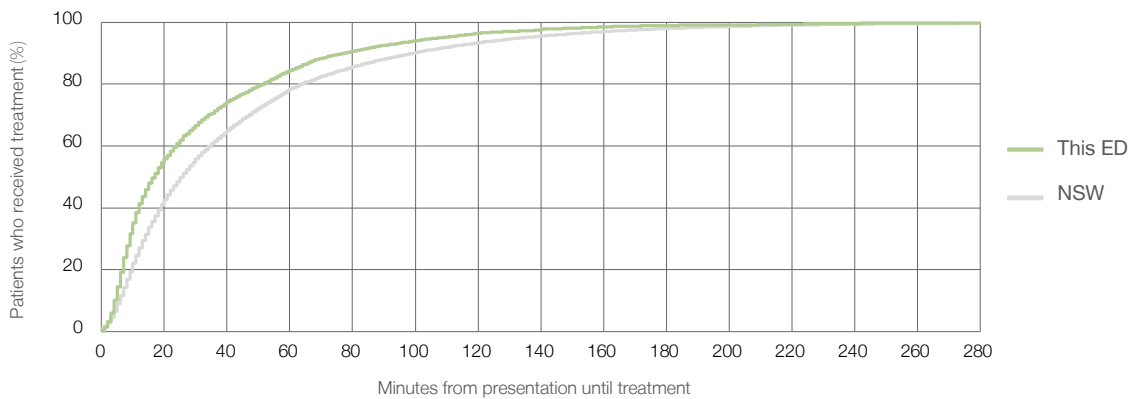
Number of triage 4 patients used to calculate waiting time:³ 3,450

Median time to start treatment⁴ 17 minutes

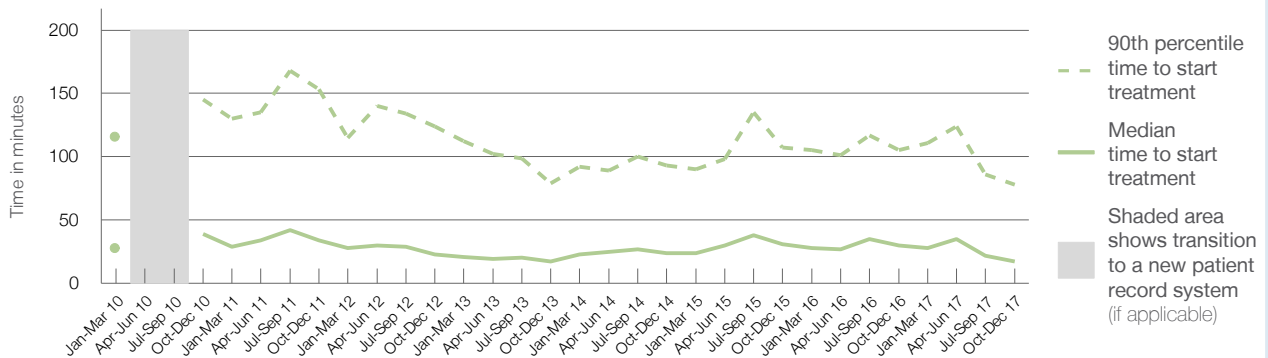
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
3,225	3,001
30 minutes	26 minutes
105 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	39	34	23	17	24	31	30	17
90th percentile time to start treatment ⁵ (minutes)	145	153	124	79	93	107	105	78

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 730

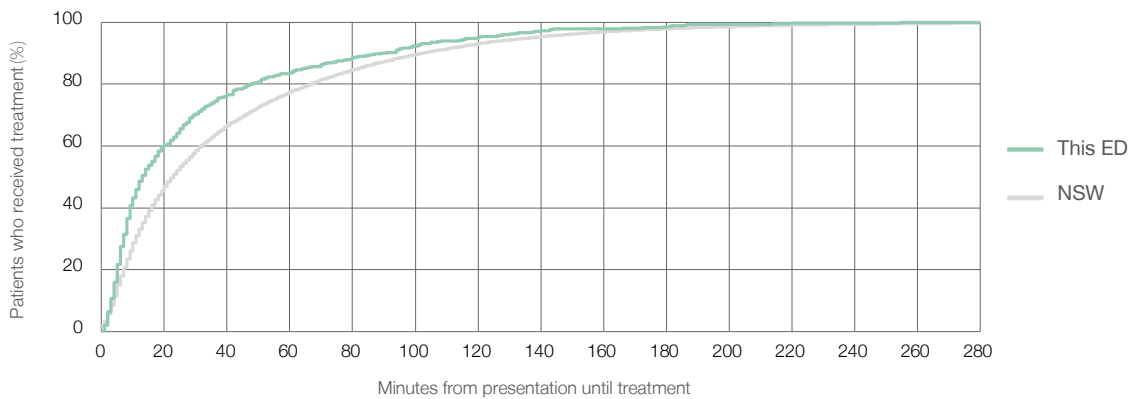
Number of triage 5 patients used to calculate waiting time:³ 659

Median time to start treatment⁴ 13 minutes

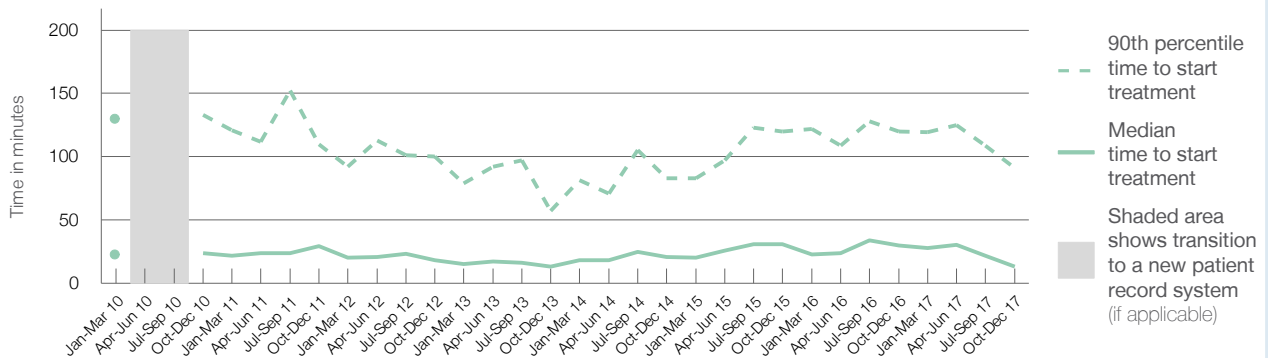
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
823	670
30 minutes	23 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	30	18	13	21	31	30	13
90th percentile time to start treatment ⁵ (minutes)	133	110	100	57	83	120	120	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.

Dubbo Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,591 patients

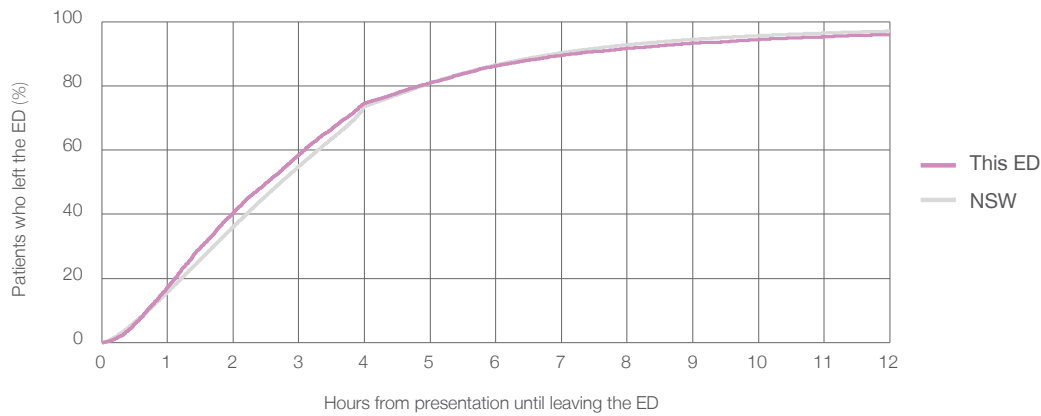
Presentations used to calculate time to leaving the ED:⁶ 8,590 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

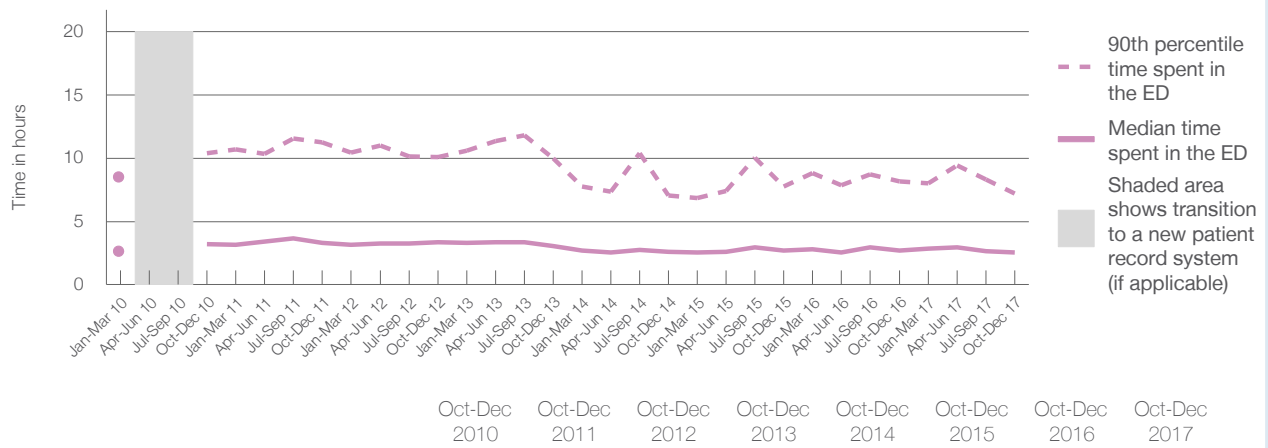
90th percentile time spent in the ED⁹ 7 hours and 12 minutes

Same period last year	NSW (this period)
8,656	8,656
2 hours and 43 minutes	2 hours and 44 minutes
8 hours and 10 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 14m	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m	2h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 22m	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m	7h 12m

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

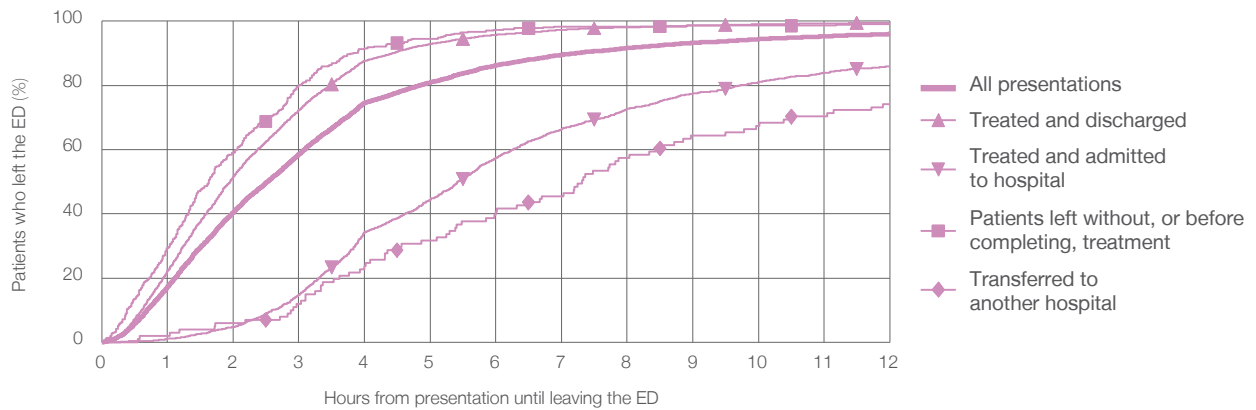
October to December 2017

All presentations:¹ 8,591 patients

Presentations used to calculate time to leaving the ED:⁶ 8,590 patients

		Same period last year	Change since one year ago
Treated and discharged	6,118 (71.2%)	5,978	2.3%
Treated and admitted to hospital	1,958 (22.8%)	2,011	-2.6%
Patient left without, or before completing, treatment	368 (4.3%)	526	-30.0%
Transferred to another hospital	101 (1.2%)	118	-14.4%
Other	46 (0.5%)	23	100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	22.2%	51.6%	72.3%	87.6%	95.8%	98.1%	99.1%	99.6%
Treated and admitted to hospital	1.1%	4.7%	14.8%	34.2%	57.5%	72.8%	81.1%	86.0%
Patient left without, or before completing, treatment	29.3%	59.0%	80.2%	91.6%	97.3%	98.4%	98.6%	99.2%
Transferred to another hospital	2.0%	5.9%	11.9%	23.8%	40.6%	57.4%	67.3%	74.3%
All presentations	17.4%	40.5%	58.6%	74.6%	86.3%	91.7%	94.4%	96.0%

(†) 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.

Dubbo Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,591 patients

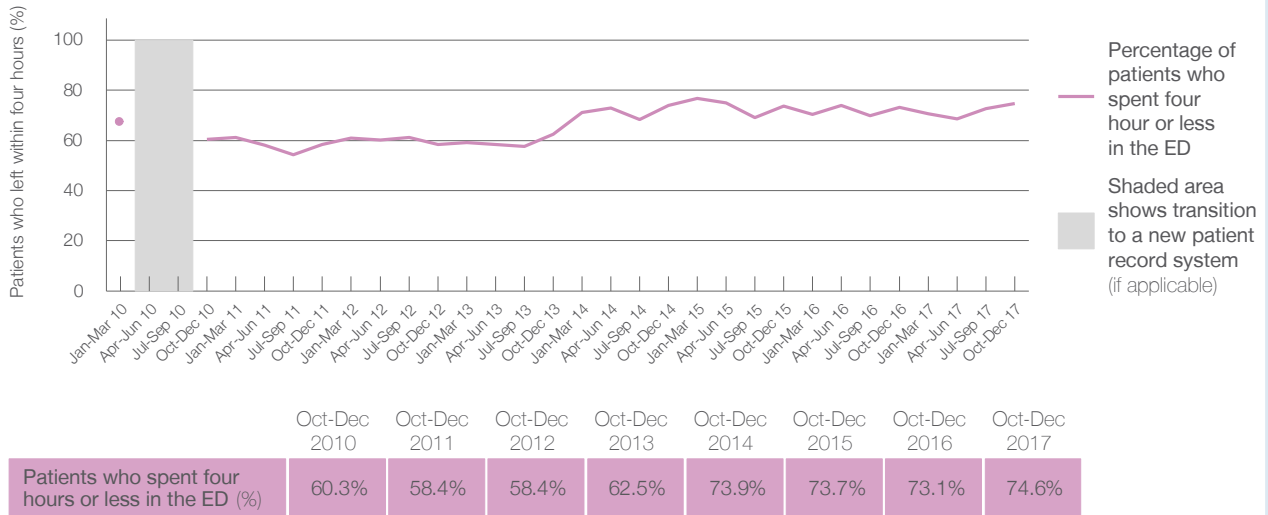
Presentations used to calculate time to leaving the ED: ⁶ 8,590 patients

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	8,656	-0.8%
Presentations used to calculate time to leaving the ED	8,656	-0.8%
Percentage of patients who spent four hours or less in the ED	73.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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: 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 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Forbes District Hospital: Emergency department (ED) overview

October to December 2017


All presentations:¹ 1,832 patients
 Emergency presentations:² 1,664 patients

Same period last year	Change since one year ago
2,047	-10.5%
1,793	-7.2%

Forbes District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 91 patients

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



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 292 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 664 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 612 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  92 minutes

Same period last year	NSW (this period)
72	
5 minutes	8 minutes
*	23 minutes
251	
13 minutes	20 minutes
52 minutes	65 minutes
560	
25 minutes	26 minutes
81 minutes	99 minutes
903	
26 minutes	23 minutes
117 minutes	103 minutes

Forbes District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 1,832 patients

Percentage of patients who spent four hours or less in the ED  91.5%

Same period last year	Change since one year ago
2,047	-10.5%
87.1%	

* 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 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.

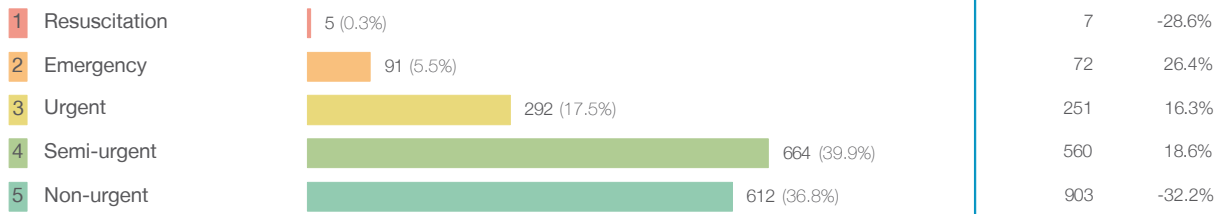
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Forbes District Hospital: Patients presenting to the emergency department October to December 2017

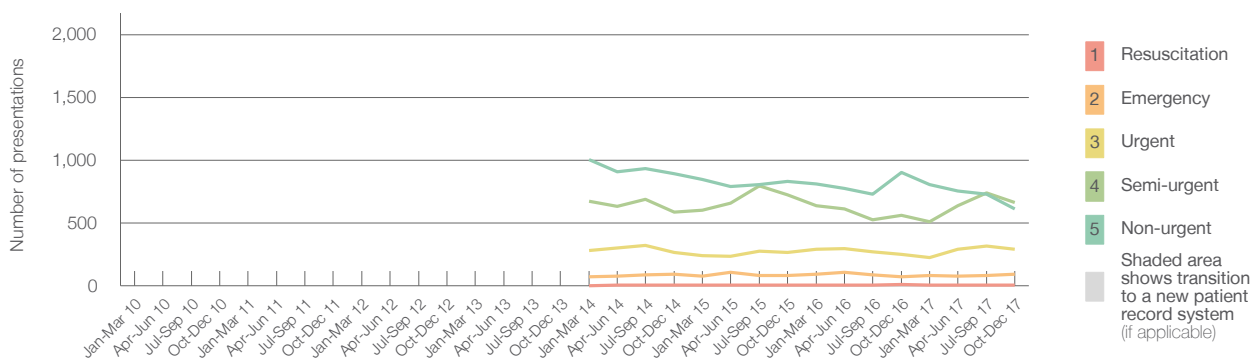
All presentations:¹ 1,832 patients

Emergency presentations² by triage category: 1,664 patients



Same period last year	Change since one year ago
2,047	-10.5%
1,793	-7.2%
7	-28.6%
72	26.4%
251	16.3%
560	18.6%
903	-32.2%

Emergency presentations² by quarter, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation					< 5	< 5	7	5
Emergency					96	83	72	91
Urgent					267	265	251	292
Semi-urgent					585	724	560	664
Non-urgent					893	833	903	612
All emergency presentations					1,841	1,905	1,793	1,664

Forbes District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 177 patients

ED Transfer of care time



Same period last year	Change since one year ago
159	
9 minutes	1 minute
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.
- (§) 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.

Forbes District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 91

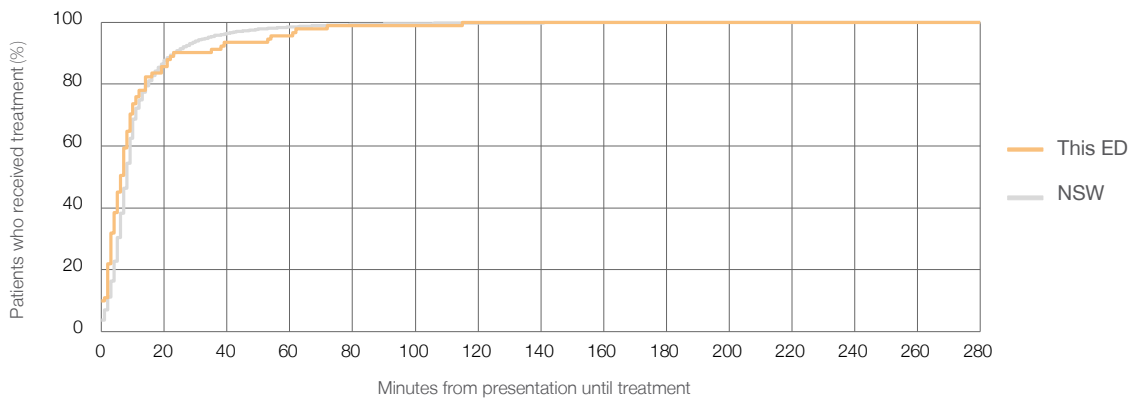
Number of triage 2 patients used to calculate waiting time:³ 91

Median time to start treatment⁴ 6 minutes

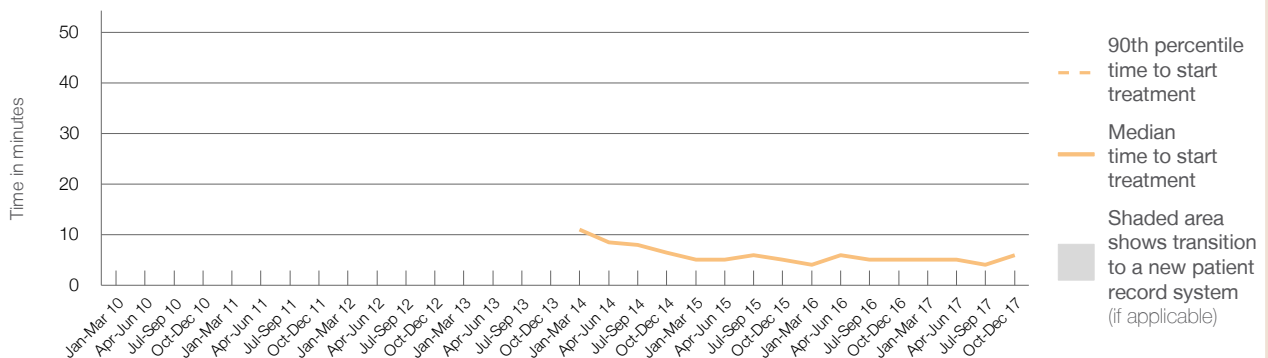
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
72	72
5 minutes	8 minutes
*	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					7	5	5	6
90th percentile time to start treatment ⁵ (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.

Forbes District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 292

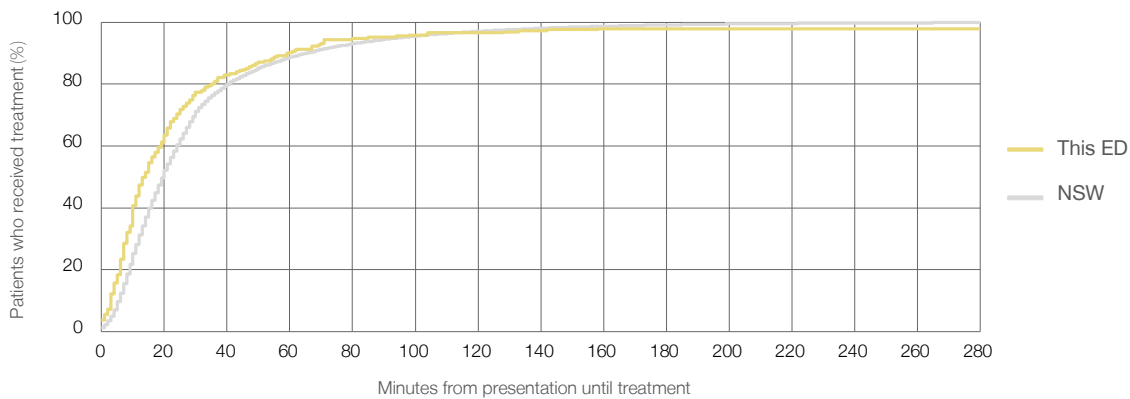
Number of triage 3 patients used to calculate waiting time:³ 287

Median time to start treatment⁴ 14 minutes

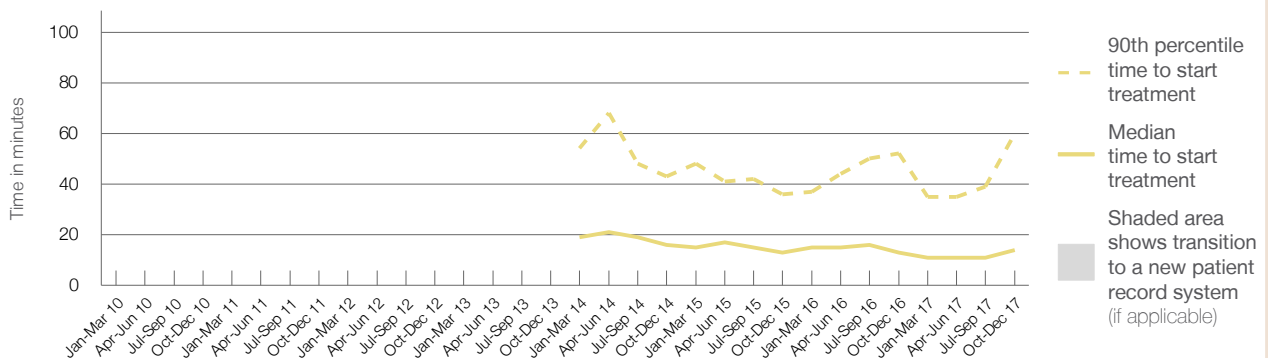
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
251	
249	
13 minutes	20 minutes
52 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					16	13	13	14
90th percentile time to start treatment ⁵ (minutes)					43	36	52	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.

(§) 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.

Forbes District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 664

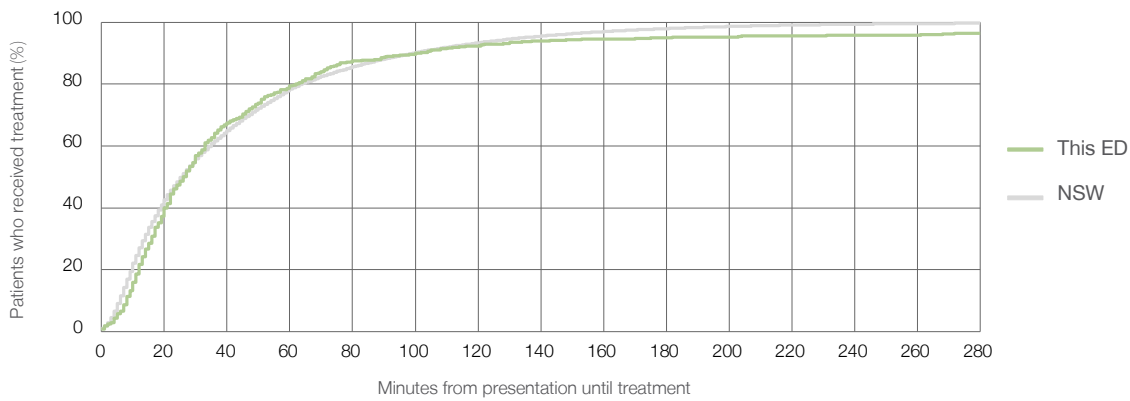
Number of triage 4 patients used to calculate waiting time:³ 653

Median time to start treatment⁴ 26 minutes

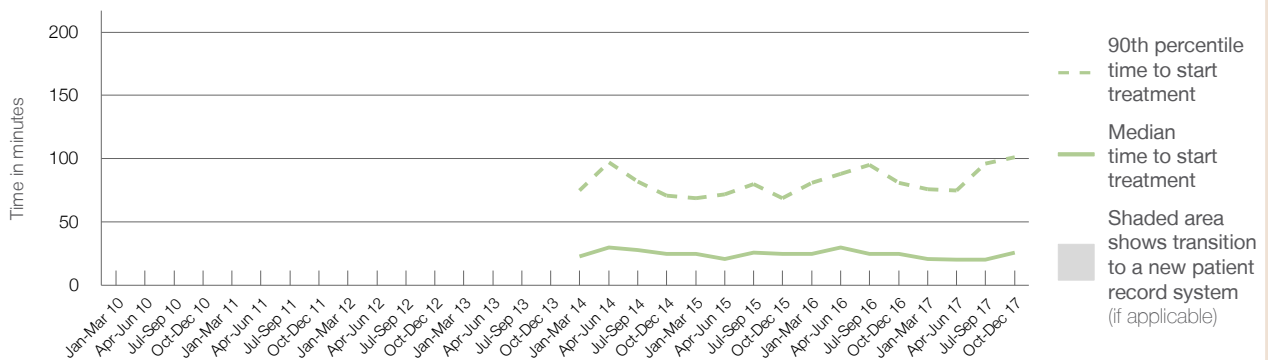
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
560	538
25 minutes	26 minutes
81 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					25	25	25	26
90th percentile time to start treatment ⁵ (minutes)					71	69	81	101

(†) 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.

Forbes District Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 612

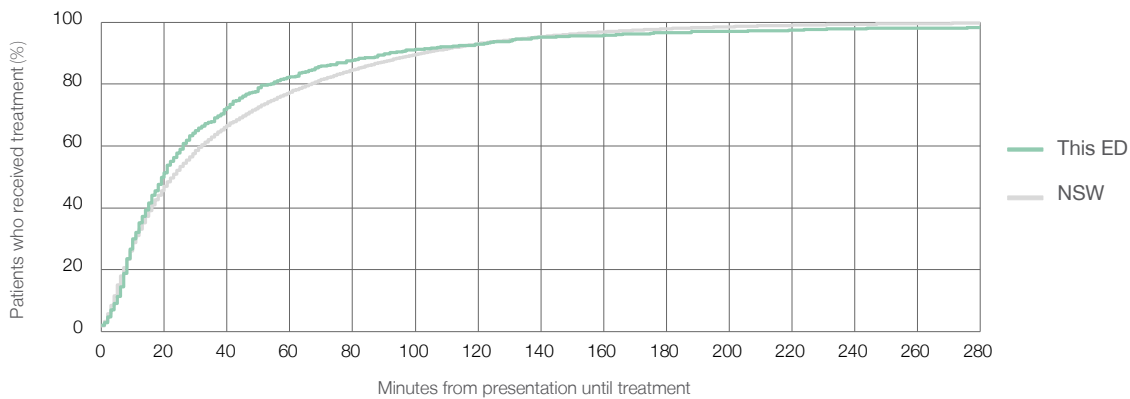
Number of triage 5 patients used to calculate waiting time:³ 598

Median time to start treatment⁴ 20 minutes

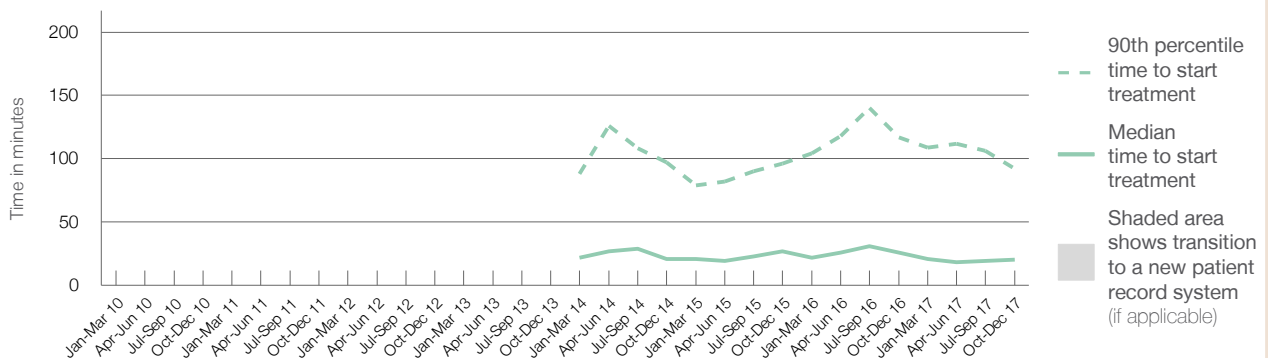
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
903	798
26 minutes	23 minutes
117 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					21	27	26	20
90th percentile time to start treatment ⁵ (minutes)					97	96	117	92

(†) 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.

Forbes District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 1,832 patients

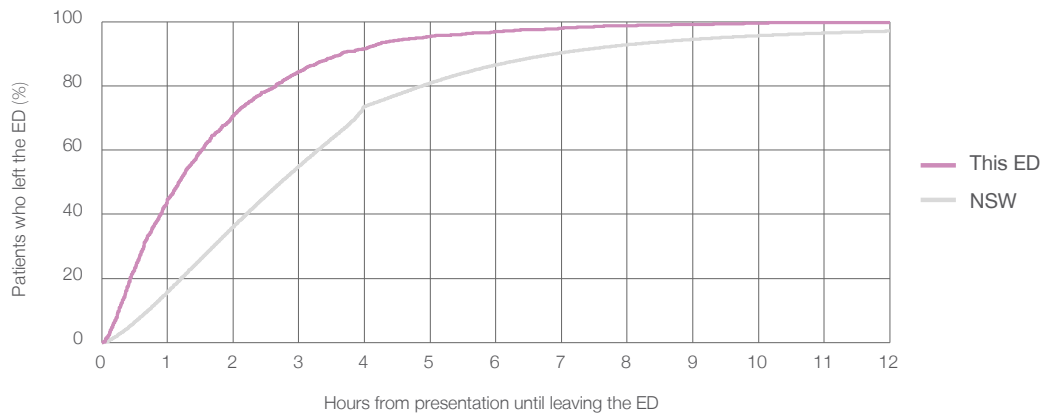
Presentations used to calculate time to leaving the ED:⁶ 1,832 patients

Median time spent in the ED⁸ ■ 1 hours and 11 minutes

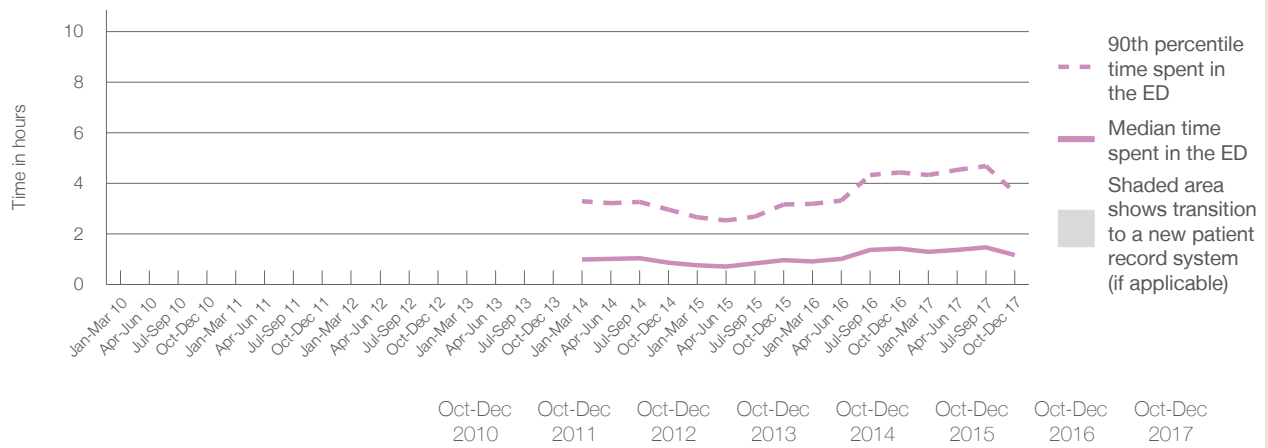
90th percentile time spent in the ED⁹ ■ 3 hours and 39 minutes

Same period last year	NSW (this period)
2,047	
2,047	
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 26 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)					0h 53m	0h 59m	1h 25m	1h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)					2h 58m	3h 11m	4h 26m	3h 39m

(†) 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.

Forbes District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

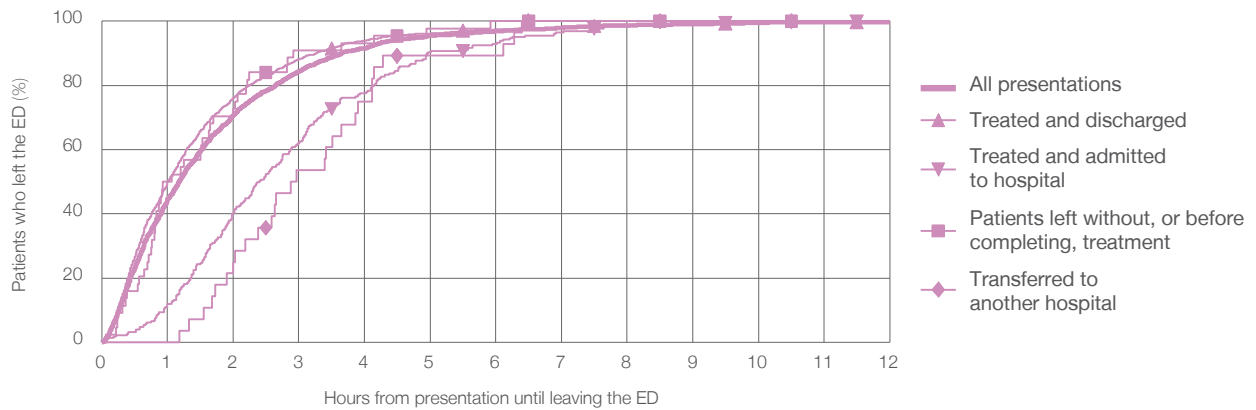
All presentations:¹ 1,832 patients

Presentations used to calculate time to leaving the ED:⁶ 1,832 patients

Treated and discharged	1,521 (83.0%)
Treated and admitted to hospital	227 (12.4%)
Patient left without, or before completing, treatment	44 (2.4%)
Transferred to another hospital	28 (1.5%)
Other	12 (0.7%)

Same period last year	Change since one year ago
2,047	-10.5%
1,585	-4.0%
247	-8.1%
143	-69.2%
56	-50.0%
16	-25.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	50.1%	76.2%	88.2%	93.9%	97.4%	98.7%	99.5%	99.7%
Treated and admitted to hospital	11.9%	40.1%	62.1%	77.5%	93.0%	98.2%	100%	100%
Patient left without, or before completing, treatment	50.0%	72.7%	90.9%	93.2%	100%	100%	100%	100%
Transferred to another hospital	0%	25.0%	53.6%	75.0%	89.3%	100%	100%	100%
All presentations	44.7%	70.8%	84.4%	91.5%	96.8%	98.7%	99.6%	99.8%

(†) 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.

Forbes District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 1,832 patients

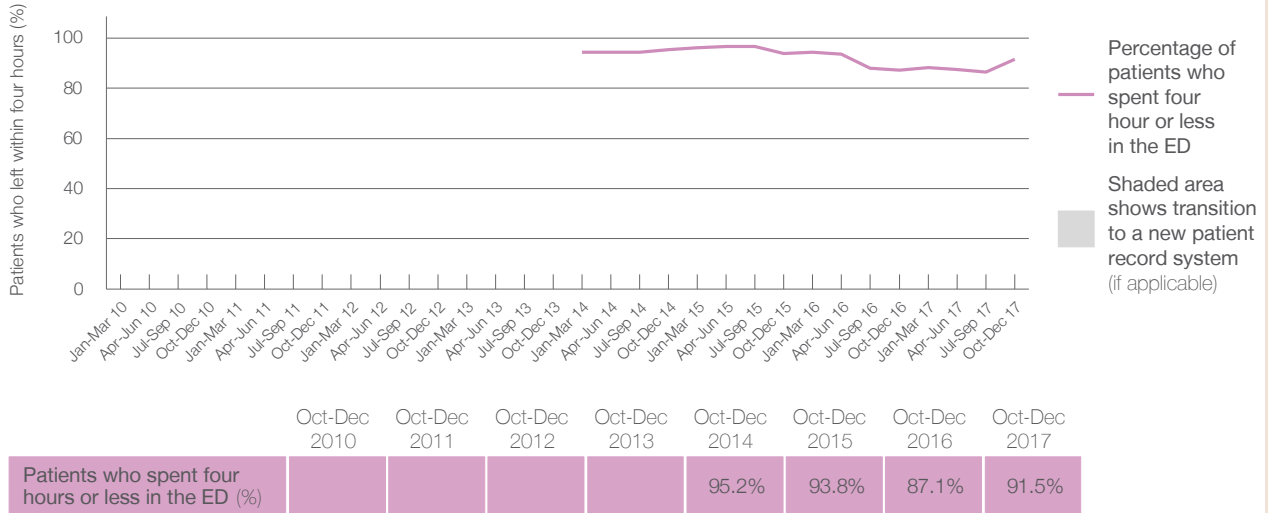
Presentations used to calculate time to leaving the ED: ⁶ 1,832 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	2,047	-10.5%
Presentations used to calculate time to leaving the ED	2,047	-10.5%
Percentage of patients who spent four hours or less in the ED	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* 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, 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Mudgee District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 2,944 patients
Emergency presentations:² 2,863 patients

Same period last year	Change since one year ago
3,235	-9.0%
3,067	-6.7%

Mudgee District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 207 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,453 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 513 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
213	
9 minutes	8 minutes
28 minutes	23 minutes
732	
23 minutes	20 minutes
62 minutes	65 minutes
1,607	
36 minutes	26 minutes
111 minutes	99 minutes
504	
38 minutes	23 minutes
118 minutes	103 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 2,943 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
3,233	-9.0%
87.1%	

* 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 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 23 January 2018).

Mudgee District Hospital: Patients presenting to the emergency department October to December 2017

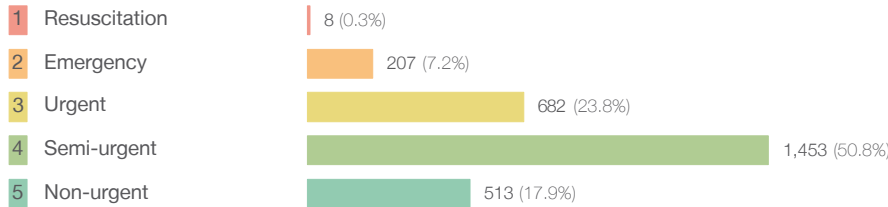
All presentations:¹ 2,944 patients

Same period last year
Change since one year ago

3,235 -9.0%

Emergency presentations² by triage category: 2,863 patients

3,067 -6.7%



11 -27.3%

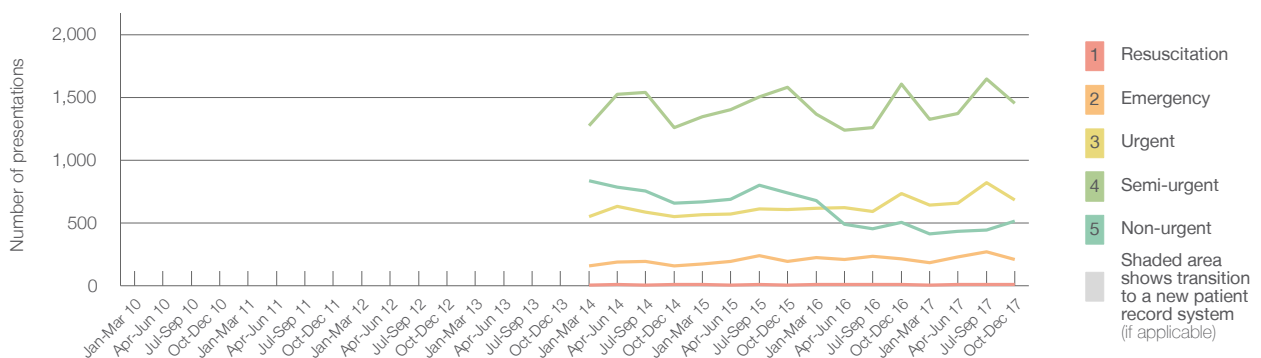
213 -2.8%

732 -6.8%

1,607 -9.6%

504 1.8%

Emergency presentations² by quarter, January 2010 to December 2017 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation					8	5	11	8
Emergency					156	192	213	207
Urgent					548	606	732	682
Semi-urgent					1,261	1,582	1,607	1,453
Non-urgent					655	739	504	513
All emergency presentations					2,628	3,124	3,067	2,863

Mudgee District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 250 patients

Same period last year
Change since one year ago

276

ED Transfer of care time

Median time 7 minutes

12 minutes -5 minutes

90th percentile time 20 minutes

36 minutes -17 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 207

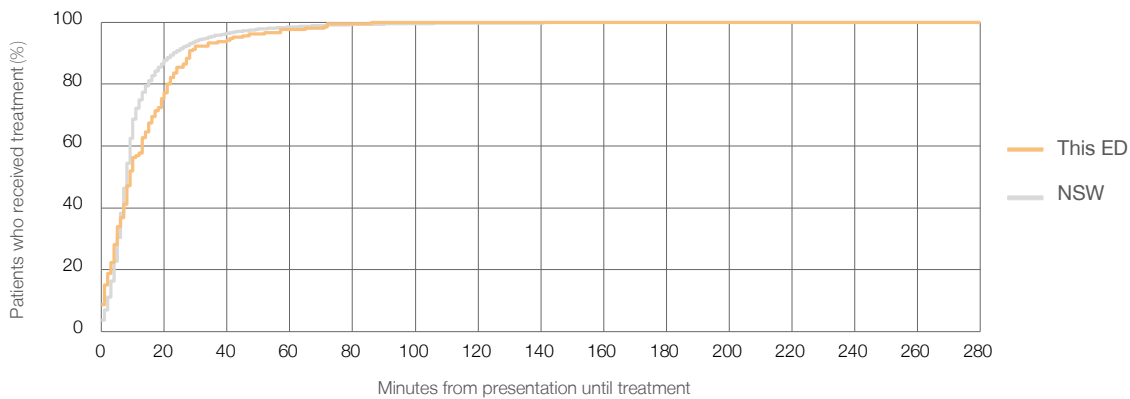
Number of triage 2 patients used to calculate waiting time:³ 206

Median time to start treatment⁴ 9 minutes

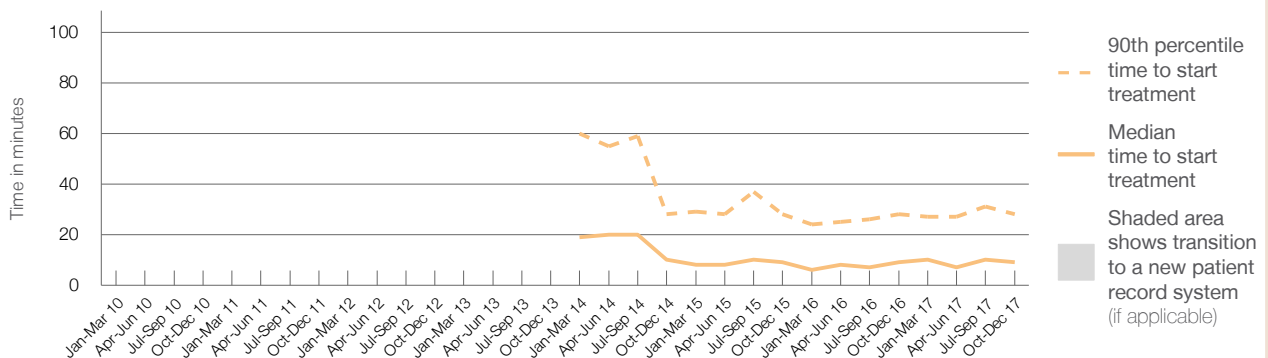
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
213	
212	
9 minutes	8 minutes
28 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					10	9	9	9
90th percentile time to start treatment ⁵ (minutes)					28	28	28	28

(†) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 682

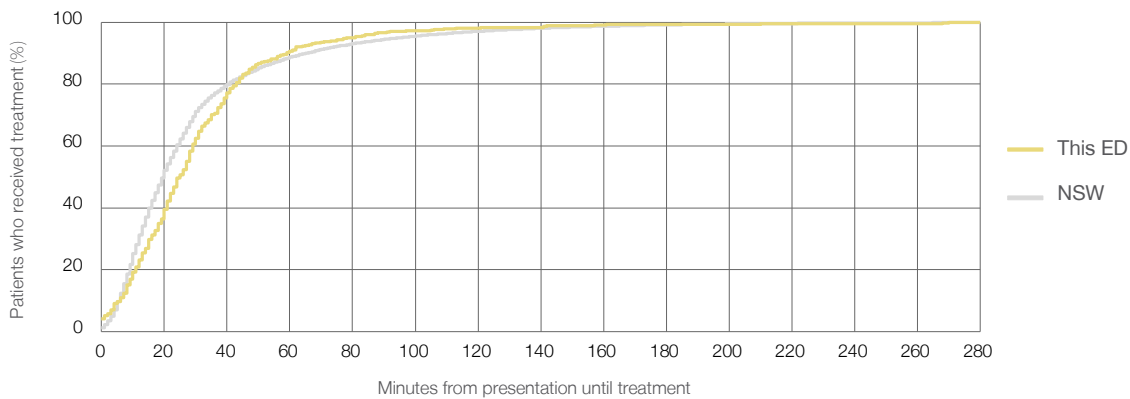
Number of triage 3 patients used to calculate waiting time:³ 662

Median time to start treatment⁴ 25 minutes

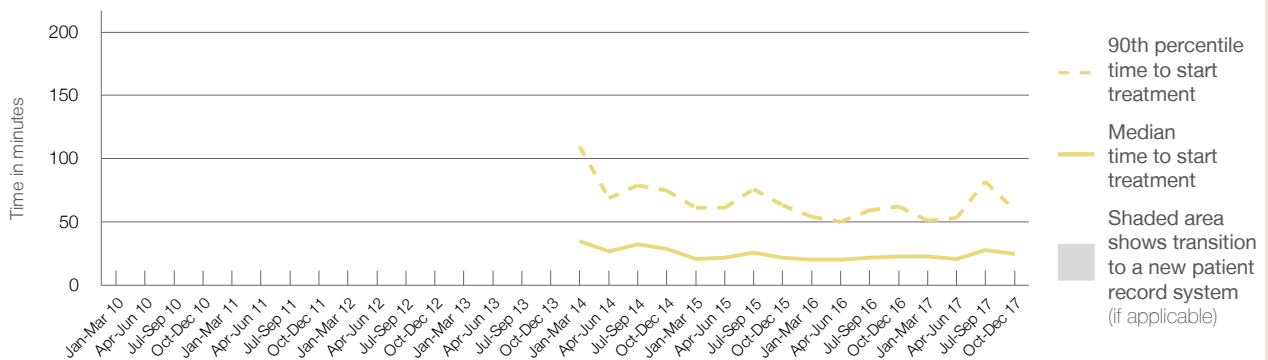
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
732	725
23 minutes	20 minutes
62 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					29	22	23	25
90th percentile time to start treatment ⁵ (minutes)					75	63	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.

(§) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,453

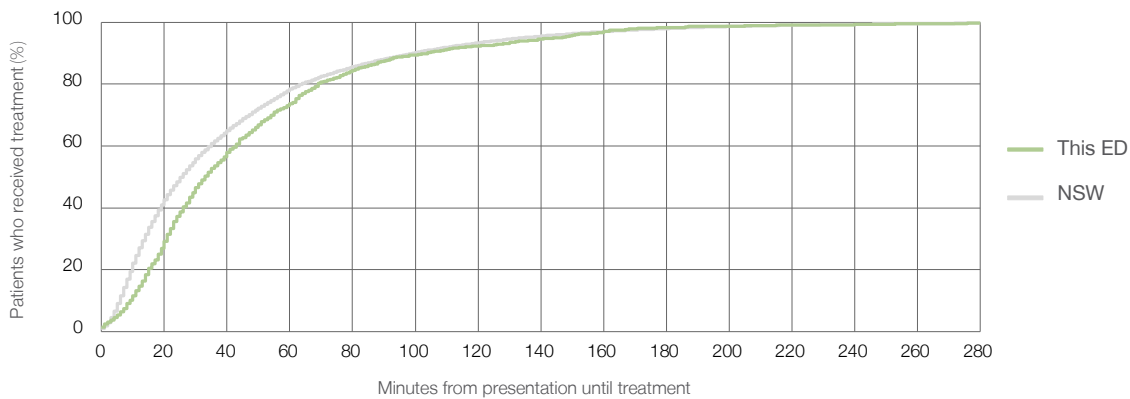
Number of triage 4 patients used to calculate waiting time:³ 1,333

Median time to start treatment⁴ 33 minutes

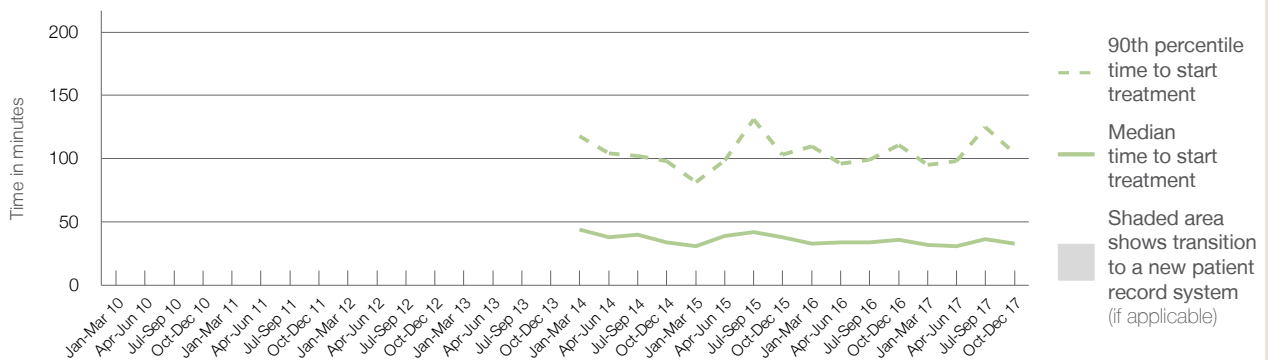
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,607	1,501
36 minutes	26 minutes
111 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					34	38	36	33
90th percentile time to start treatment ⁵ (minutes)					98	103	111	104

(†) 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.

Mudgee District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 513

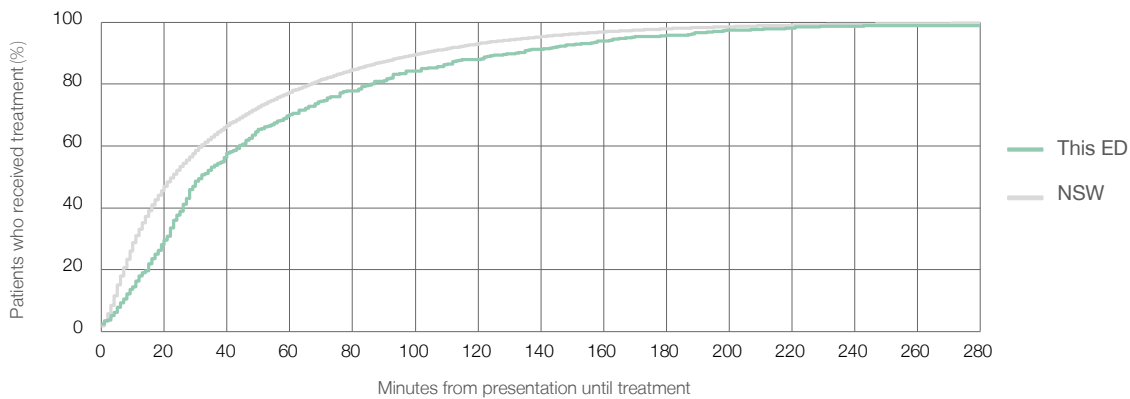
Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 32 minutes

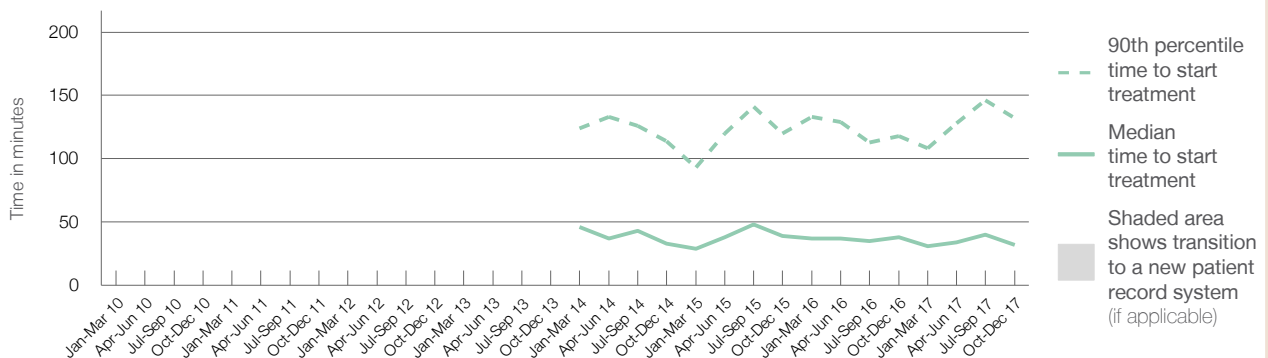
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
504	432
38 minutes	23 minutes
118 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)					33	39	38	32
90th percentile time to start treatment ⁵ (minutes)					114	120	118	132

(†) 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.

Mudgee District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 2,944 patients

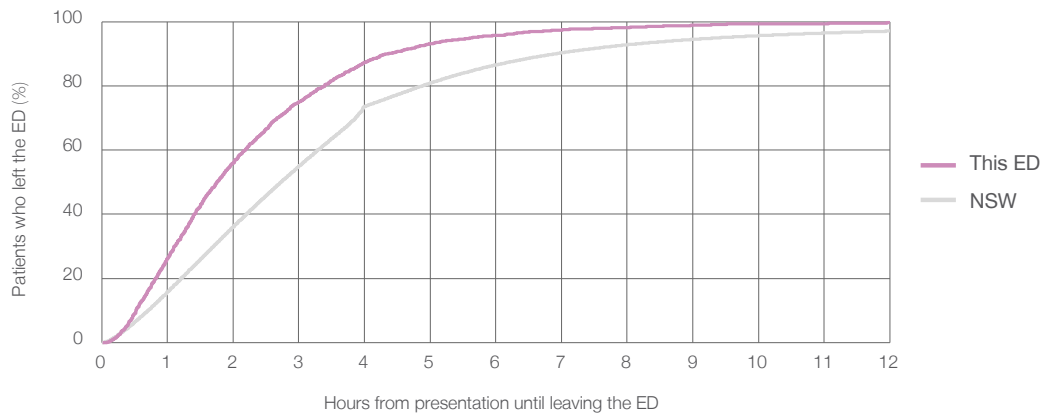
Presentations used to calculate time to leaving the ED:⁶ 2,943 patients

Median time spent in the ED⁸ 1 hours and 46 minutes

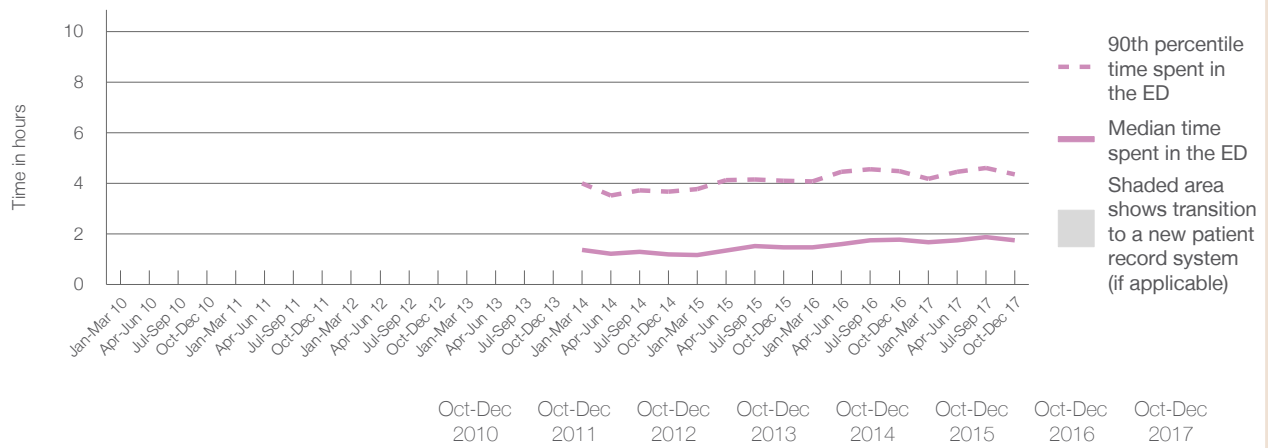
90th percentile time spent in the ED⁹ 4 hours and 22 minutes

Same period last year	NSW (this period)
3,235	
3,233	
1 hours and 47 minutes	2 hours and 44 minutes
4 hours and 29 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)					1h 12m	1h 28m	1h 47m	1h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)					3h 41m	4h 6m	4h 29m	4h 22m

(†) 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.

Mudgee District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

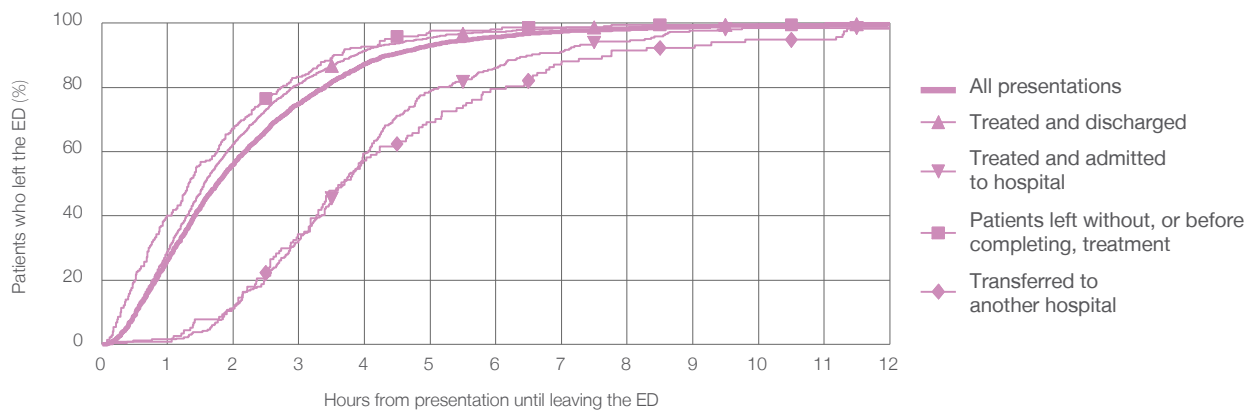
All presentations:¹ 2,944 patients

Presentations used to calculate time to leaving the ED:⁶ 2,943 patients

Treated and discharged	2,317 (78.7%)
Treated and admitted to hospital	268 (9.1%)
Patient left without, or before completing, treatment	222 (7.5%)
Transferred to another hospital	117 (4.0%)
Other	20 (0.7%)

Same period last year	Change since one year ago
3,233	-9.0%
2,578	-10.1%
254	5.5%
238	-6.7%
143	-18.2%
22	-9.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	29.0%	62.3%	81.1%	91.4%	97.4%	98.7%	99.6%	99.8%
Treated and admitted to hospital	1.5%	11.2%	32.5%	59.3%	86.2%	94.4%	98.5%	98.5%
Patient left without, or before completing, treatment	40.1%	67.1%	83.3%	92.8%	98.2%	99.5%	99.5%	100%
Transferred to another hospital	0.9%	11.1%	34.2%	57.3%	79.5%	91.5%	94.9%	98.3%
All presentations	26.3%	56.1%	75.0%	87.3%	95.7%	98.1%	99.3%	99.6%

(†) 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.

Mudgee District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 2,944 patients

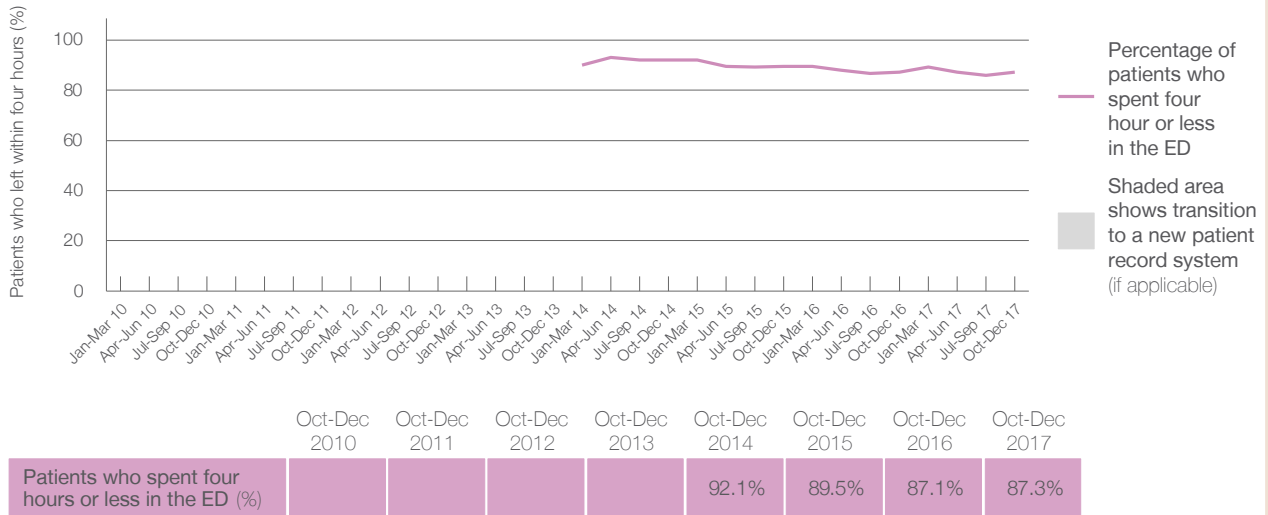
Presentations used to calculate time to leaving the ED: ⁶ 2,943 patients

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	3,235	-9.0%
Presentations used to calculate time to leaving the ED	3,233	-9.0%
Percentage of patients who spent four hours or less in the ED	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* 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, 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Orange Health Service: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,568 patients
Emergency presentations:² 7,485 patients

Same period last year	Change since one year ago
7,542	0.3%
7,443	0.6%

Orange Health Service: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,057 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,789 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,843 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,711 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,033	
5 minutes	8 minutes
10 minutes	23 minutes
1,680	
16 minutes	20 minutes
39 minutes	65 minutes
2,766	
25 minutes	26 minutes
83 minutes	99 minutes
1,907	
23 minutes	23 minutes
105 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,565 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
7,542	0.3%
73.0%	

* 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 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.

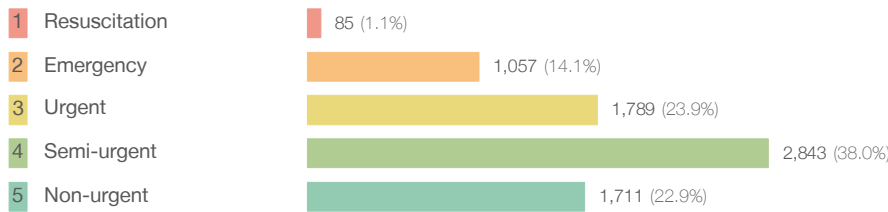
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Orange Health Service: Patients presenting to the emergency department October to December 2017

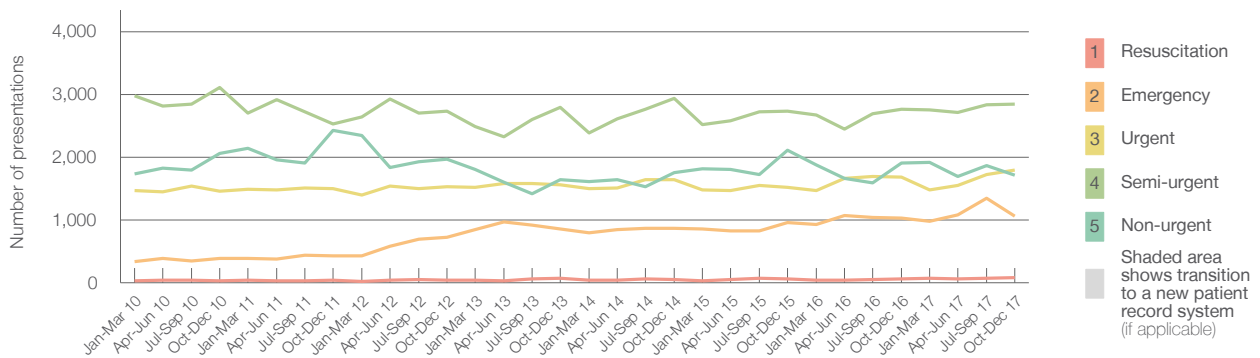
All presentations:¹ 7,568 patients

Emergency presentations² by triage category: 7,485 patients



Same period last year	Change since one year ago
7,542	0.3%
7,443	0.6%
57	49.1%
1,033	2.3%
1,680	6.5%
2,766	2.8%
1,907	-10.3%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	33	38	35	70	50	61	57	85
Emergency	389	422	722	857	869	953	1,033	1,057
Urgent	1,459	1,503	1,527	1,562	1,641	1,523	1,680	1,789
Semi-urgent	3,110	2,525	2,733	2,789	2,940	2,729	2,766	2,843
Non-urgent	2,064	2,427	1,969	1,637	1,755	2,115	1,907	1,711
All emergency presentations	7,055	6,915	6,986	6,915	7,255	7,381	7,443	7,485

Orange Health Service: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,392 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,355	
11 minutes	-1 minute
22 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.

Orange Health Service: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,057

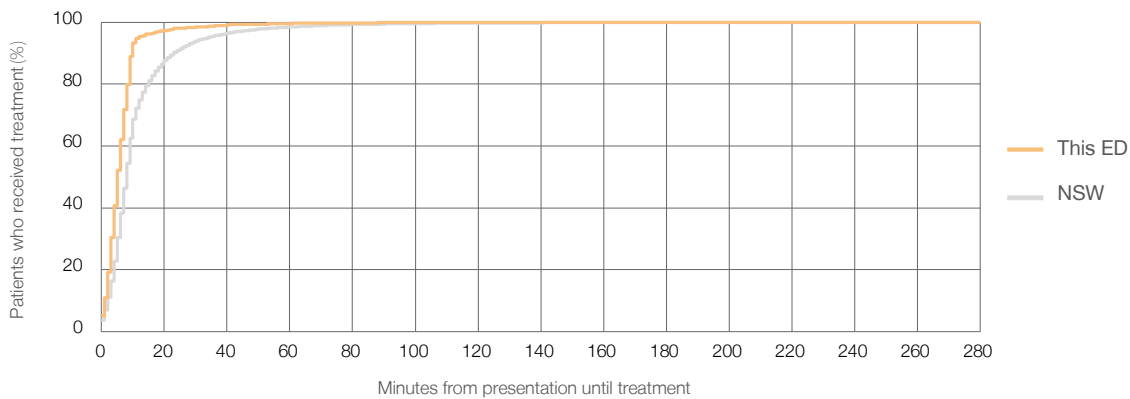
Number of triage 2 patients used to calculate waiting time:³ 1,052

Median time to start treatment⁴ 5 minutes

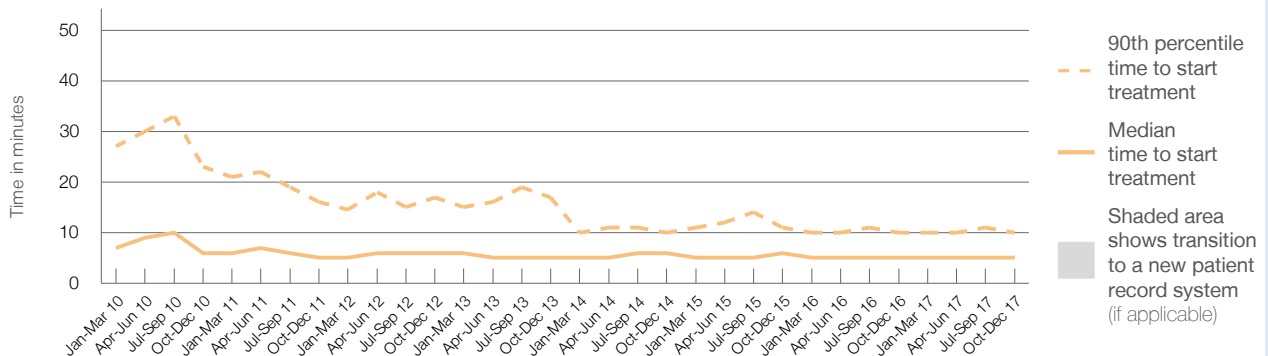
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,033	1,032
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	6	5	5
90th percentile time to start treatment ⁵ (minutes)	23	16	17	17	10	11	10	10

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,789

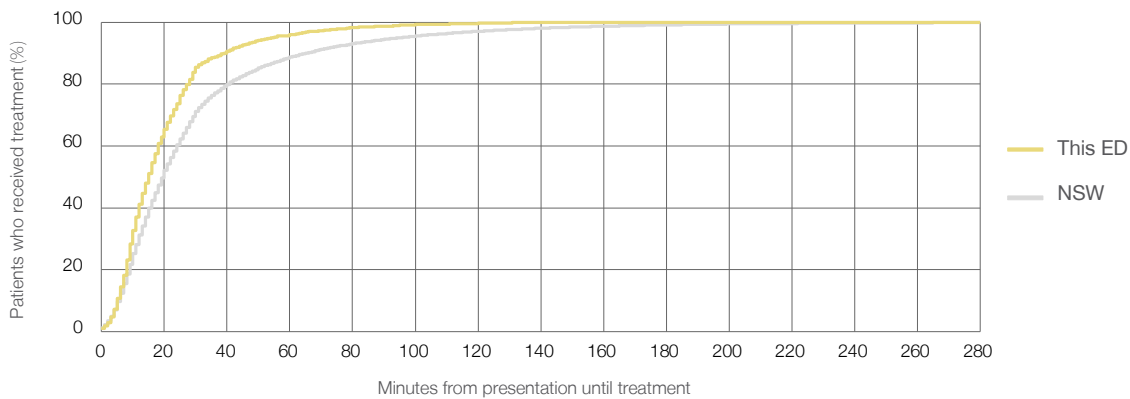
Number of triage 3 patients used to calculate waiting time:³ 1,776

Median time to start treatment⁴ 15 minutes

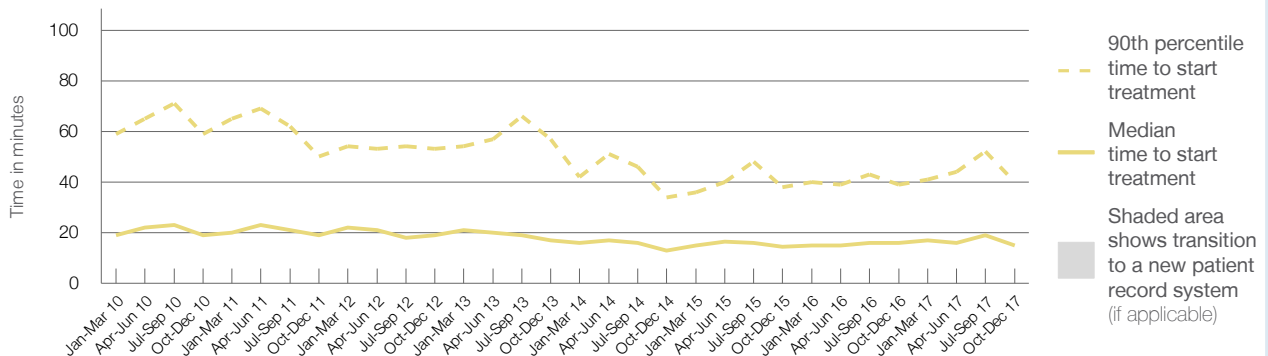
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,680	1,661
16 minutes	20 minutes
39 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19	19	19	17	13	15	16	15
90th percentile time to start treatment ⁵ (minutes)	59	50	53	57	34	38	39	40

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,843

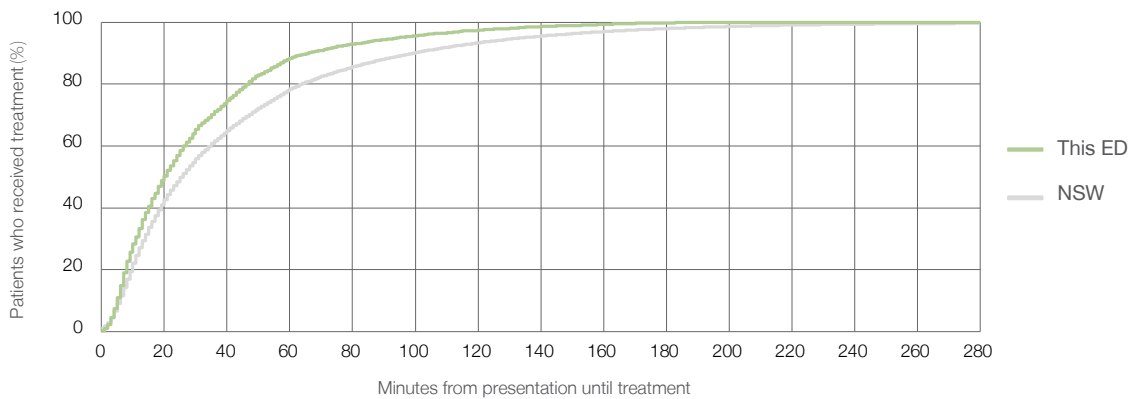
Number of triage 4 patients used to calculate waiting time:³ 2,750

Median time to start treatment⁴ 20 minutes

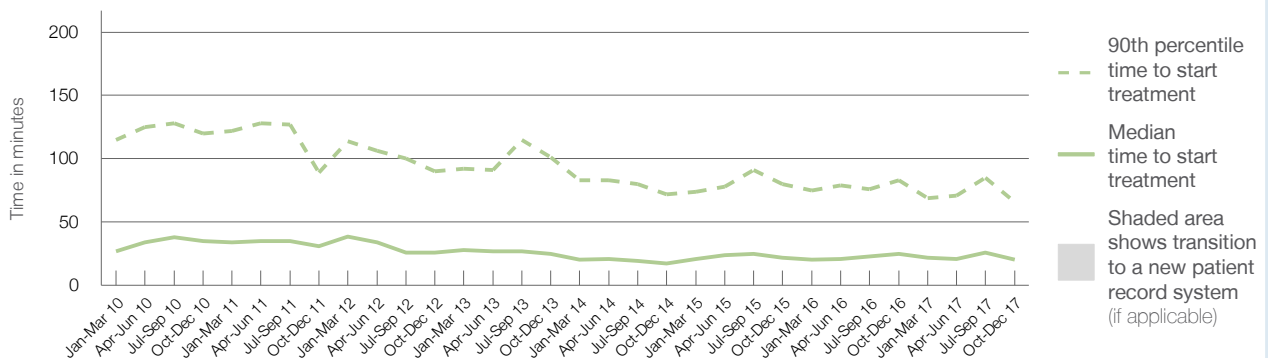
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,766	2,677
25 minutes	26 minutes
83 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	35	31	26	25	17	22	25	20
90th percentile time to start treatment ⁵ (minutes)	120	89	90	101	72	80	83	66

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,711

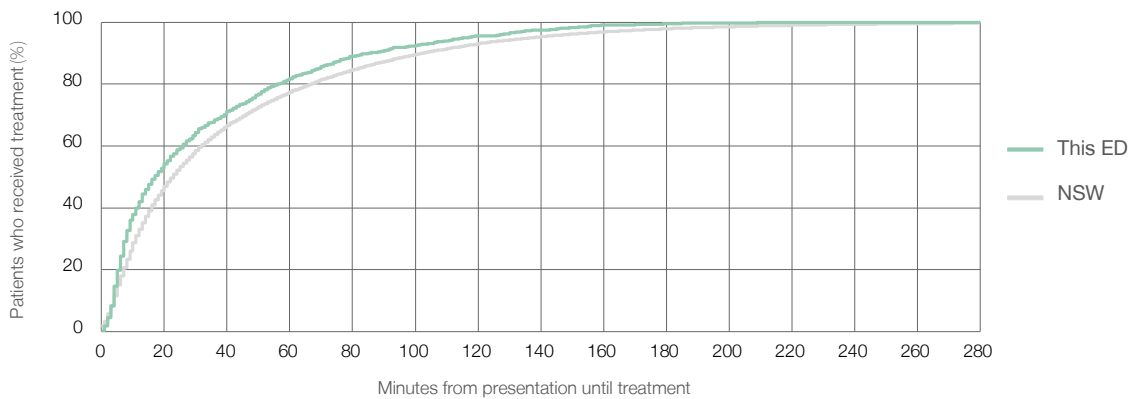
Number of triage 5 patients used to calculate waiting time:³ 1,614

Median time to start treatment⁴ 17 minutes

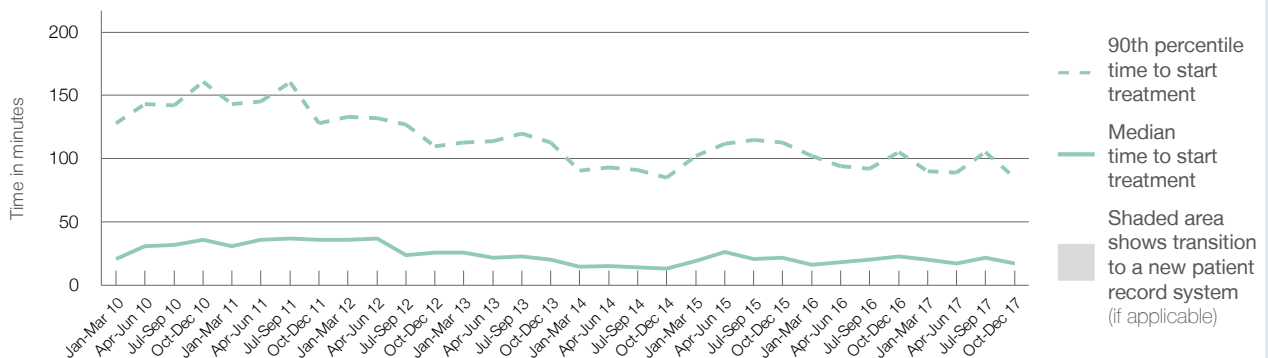
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,907	1,785
23 minutes	23 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	36	36	26	20	13	22	23	17
90th percentile time to start treatment ⁵ (minutes)	161	128	110	113	85	113	105	85

(†) 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.

Orange Health Service: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,568 patients

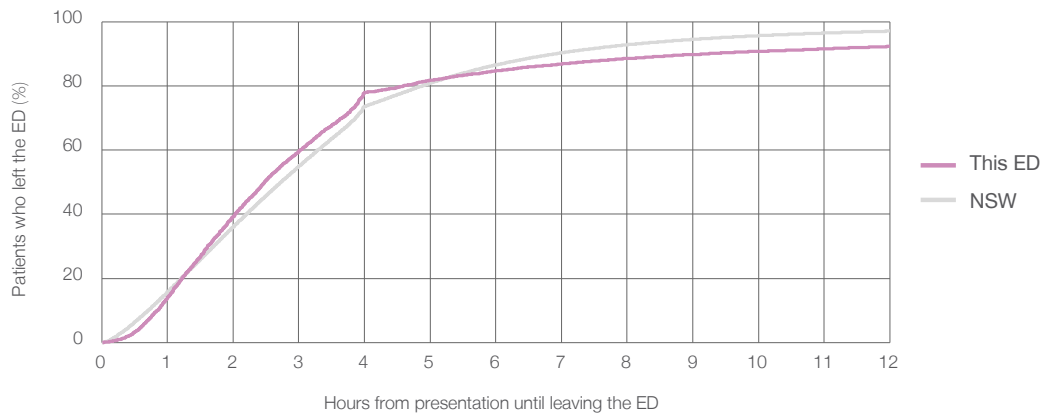
Presentations used to calculate time to leaving the ED:⁶ 7,565 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

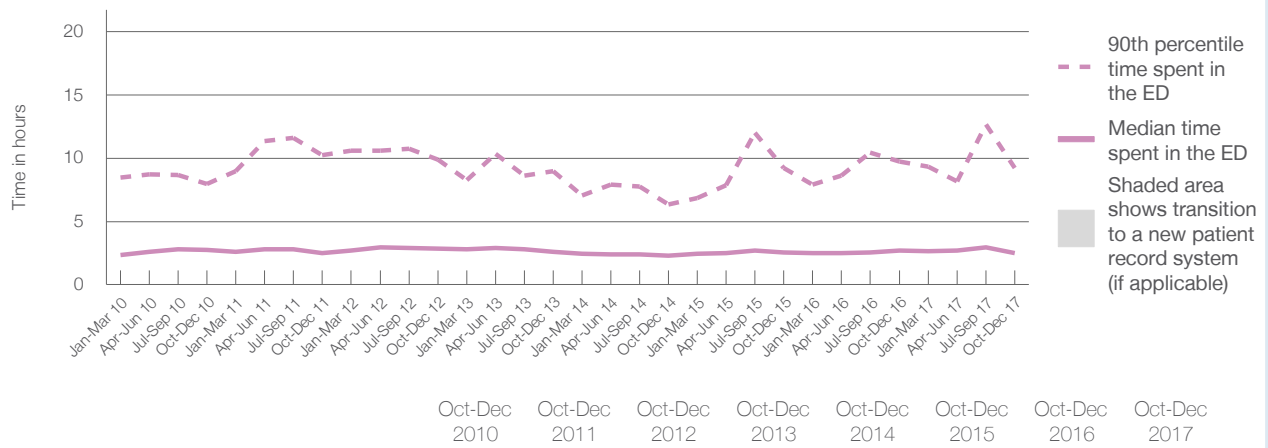
90th percentile time spent in the ED⁹ 9 hours and 15 minutes

Same period last year	NSW (this period)
7,542	7,542
2 hours and 42 minutes	2 hours and 44 minutes
9 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 46m	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 58m	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m	9h 15m

(†) 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.

Orange Health Service: Time patients spent in the ED
By mode of separation
October to December 2017

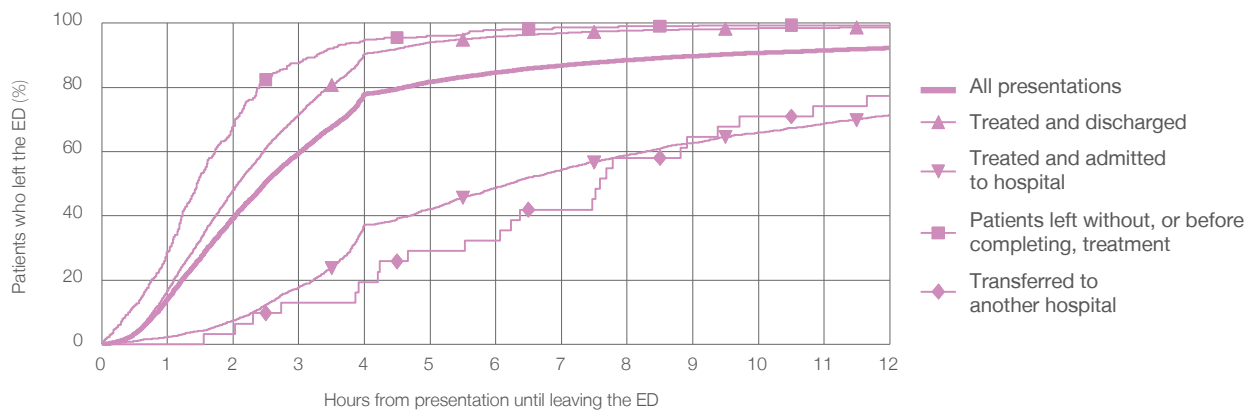
All presentations:¹ 7,568 patients

Presentations used to calculate time to leaving the ED:⁶ 7,565 patients

Treated and discharged	5,399 (71.3%)
Treated and admitted to hospital	1,769 (23.4%)
Patient left without, or before completing, treatment	331 (4.4%)
Transferred to another hospital	31 (0.4%)
Other	38 (0.5%)

Same period last year	Change since one year ago
7,542	0.3%
5,221	3.4%
1,866	-5.2%
377	-12.2%
38	-18.4%
40	-5.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	16.8%	48.0%	71.6%	90.5%	95.9%	97.7%	98.4%	98.7%
Treated and admitted to hospital	2.3%	7.4%	17.8%	37.3%	48.7%	58.9%	65.9%	71.4%
Patient left without, or before completing, treatment	28.7%	68.0%	87.6%	94.9%	97.9%	99.1%	99.4%	99.4%
Transferred to another hospital	0%	3.2%	12.9%	19.4%	32.3%	58.1%	71.0%	77.4%
All presentations	14.1%	39.3%	59.6%	78.0%	84.7%	88.5%	90.8%	92.3%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Orange Health Service: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 7,568 patients

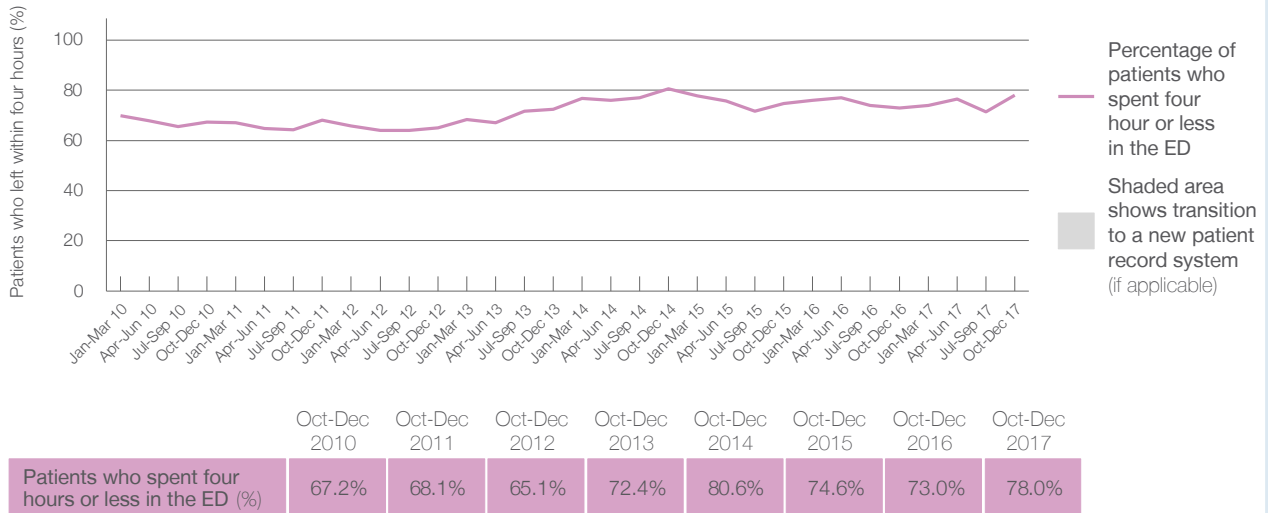
Presentations used to calculate time to leaving the ED: ⁶ 7,565 patients

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	7,542	0.3%
Presentations used to calculate time to leaving the ED	7,542	0.3%
Percentage of patients who spent four hours or less in the ED	73.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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: 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 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).