

Tamworth Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 10,544 patients



Emergency presentations:² 10,105 patients

Same period last year	Change since one year ago
11,474	-8%
10,871	-7%


Tamworth Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 835 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,630 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,020 patients

Median time to start treatment⁴  43 minutes
 90th percentile time to start treatment⁵  128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,579 patients

Median time to start treatment⁴  51 minutes
 90th percentile time to start treatment⁵  132 minutes

Same period last year	NSW (this period)
960	
8 minutes	8 minutes
25 minutes	24 minutes
2,857	
22 minutes	19 minutes
76 minutes	63 minutes
5,368	
45 minutes	24 minutes
137 minutes	95 minutes
1,650	
53 minutes	21 minutes
146 minutes	96 minutes

Tamworth Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 10,544 patients

Percentage of patients who spent four hours or less in the ED  72%

Same period last year	Change since one year ago
11,474	-8%
72%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

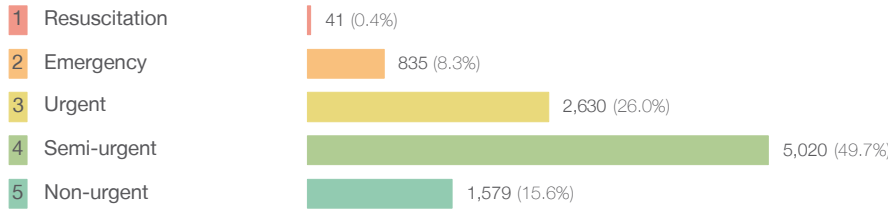
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Tamworth Hospital: Patients presenting to the emergency department

April to June 2018

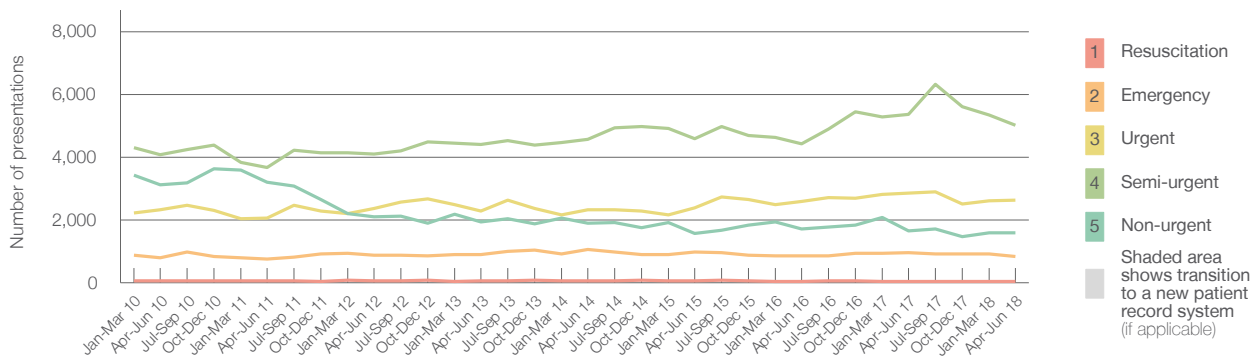
All presentations:¹ 10,544 patients

Emergency presentations² by triage category: 10,105 patients



	Same period last year	Change since one year ago
All presentations	11,474	-8%
Emergency presentations	10,871	-7%
1 Resuscitation	36	13.9%
2 Emergency	960	-13.0%
3 Urgent	2,857	-7.9%
4 Semi-urgent	5,368	-6.5%
5 Non-urgent	1,650	-4.3%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	53	63	55	68	50	53	35	36	41
Emergency	799	751	871	887	1,052	984	847	960	835
Urgent	2,314	2,052	2,358	2,292	2,320	2,389	2,582	2,857	2,630
Semi-urgent	4,075	3,676	4,100	4,395	4,577	4,593	4,431	5,368	5,020
Non-urgent	3,127	3,205	2,103	1,929	1,901	1,572	1,708	1,650	1,579
All emergency presentations	10,368	9,747	9,487	9,571	9,900	9,591	9,603	10,871	10,105

Tamworth Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,621 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,656	
Median time	9 minutes	-1 minute
90th percentile time	25 minutes	-2 minutes

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

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

Tamworth Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 835

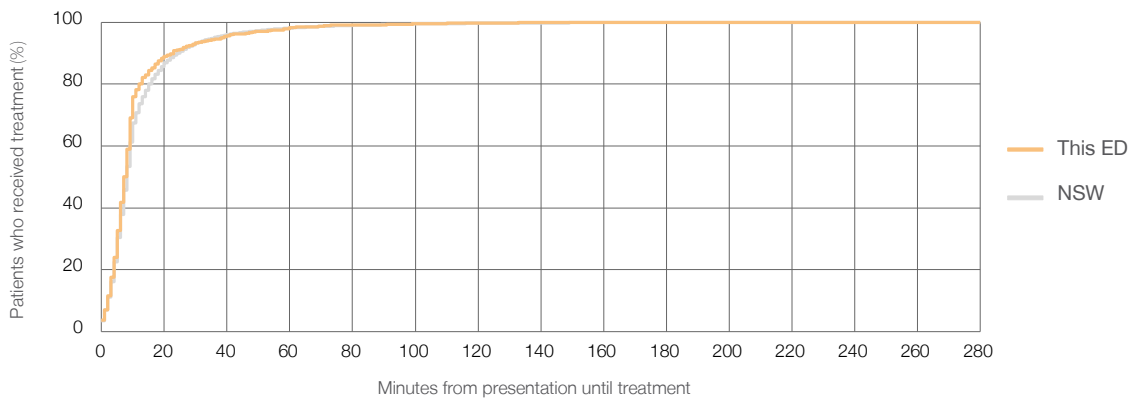
Number of triage 2 patients used to calculate waiting time:³ 830

Median time to start treatment⁴ 7 minutes

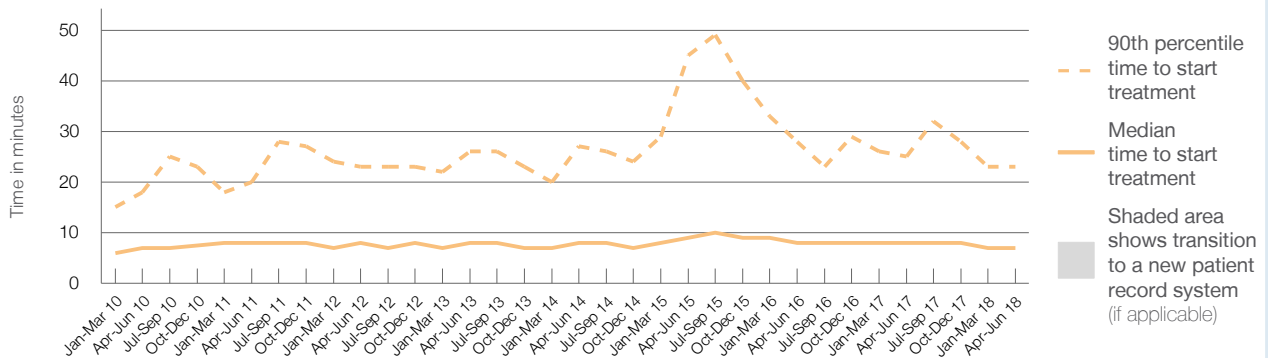
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
960	955
8 minutes	8 minutes
25 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7	8	8	8	8	9	8	8	7
90th percentile time to start treatment ⁵ (minutes)	18	20	23	26	27	45	28	25	23

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Tamworth Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,630

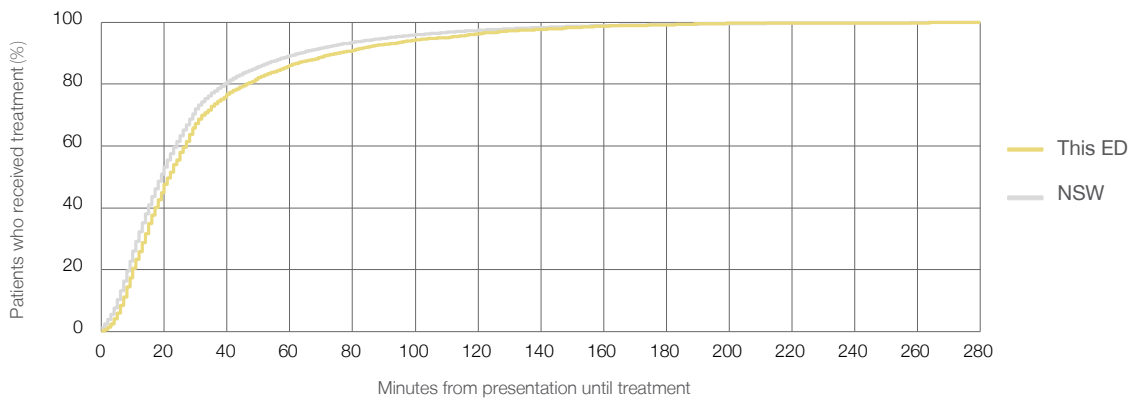
Number of triage 3 patients used to calculate waiting time:³ 2,583

Median time to start treatment⁴ 22 minutes

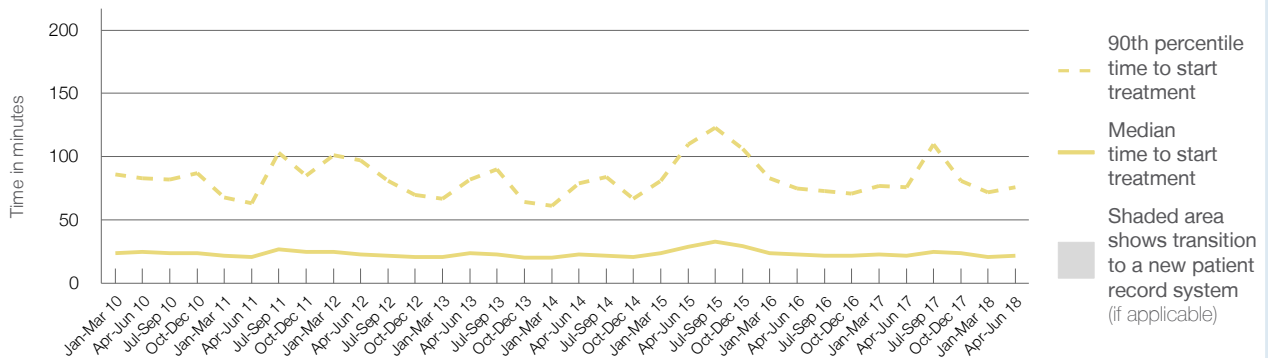
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,857	2,804
22 minutes	19 minutes
76 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	25	21	23	24	23	29	23	22	22
90th percentile time to start treatment ⁵ (minutes)	83	63	97	82	79	110	75	76	76

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Tamworth Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 5,020

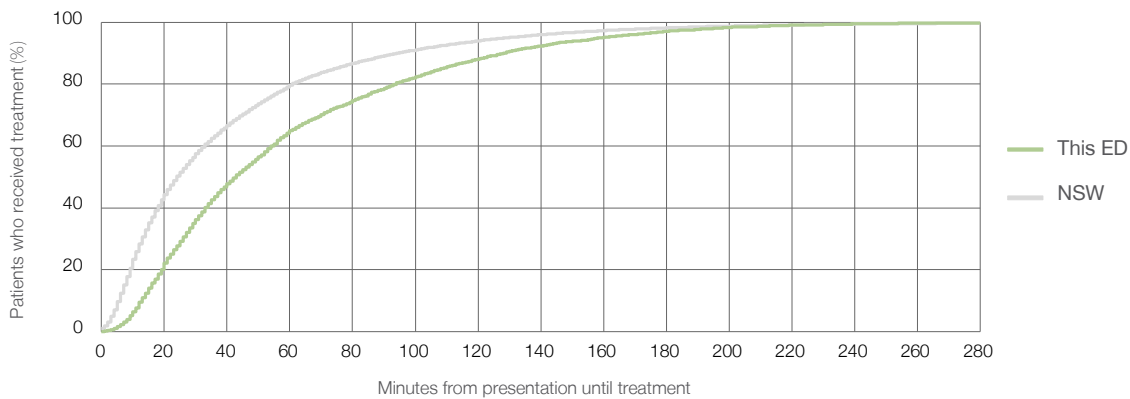
Number of triage 4 patients used to calculate waiting time:³ 4,788

Median time to start treatment⁴ 43 minutes

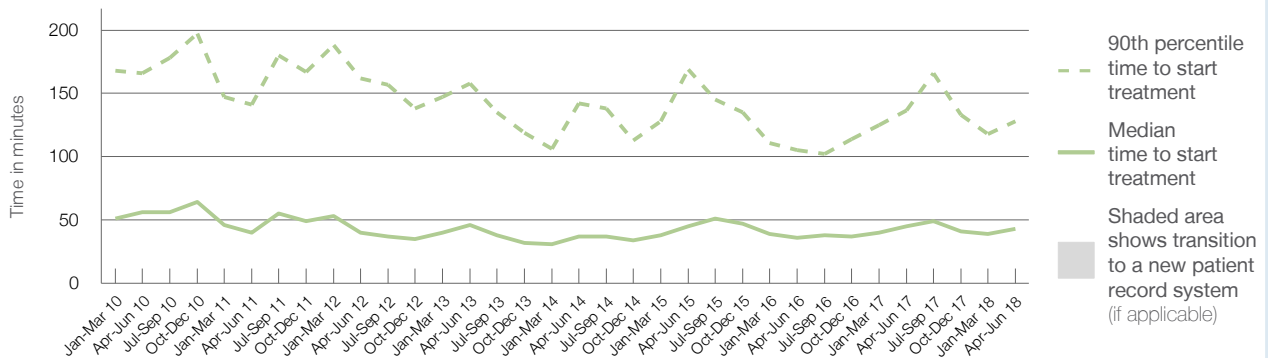
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
5,368	5,110
45 minutes	24 minutes
137 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	56	40	40	46	37	45	36	45	43
90th percentile time to start treatment ⁵ (minutes)	166	141	162	158	142	169	105	137	128

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Tamworth Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,579

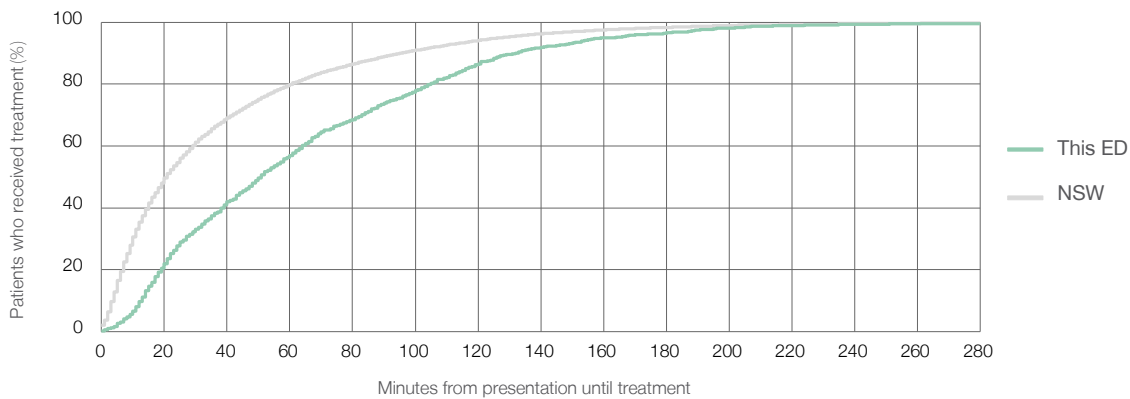
Number of triage 5 patients used to calculate waiting time:³ 1,441

Median time to start treatment⁴ 51 minutes

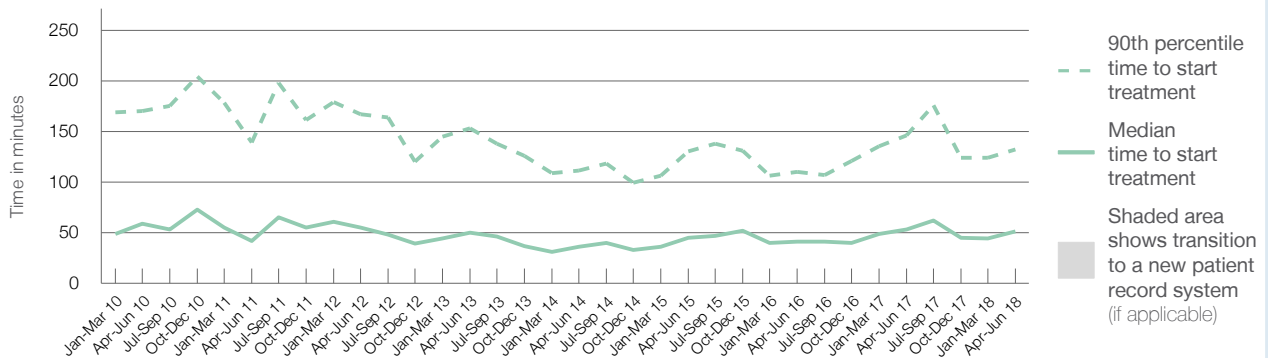
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,650	1,516
53 minutes	21 minutes
146 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	59	42	55	50	36	45	41	53	51
90th percentile time to start treatment ⁵ (minutes)	170	139	167	153	111	130	110	146	132

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Tamworth Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 10,544 patients

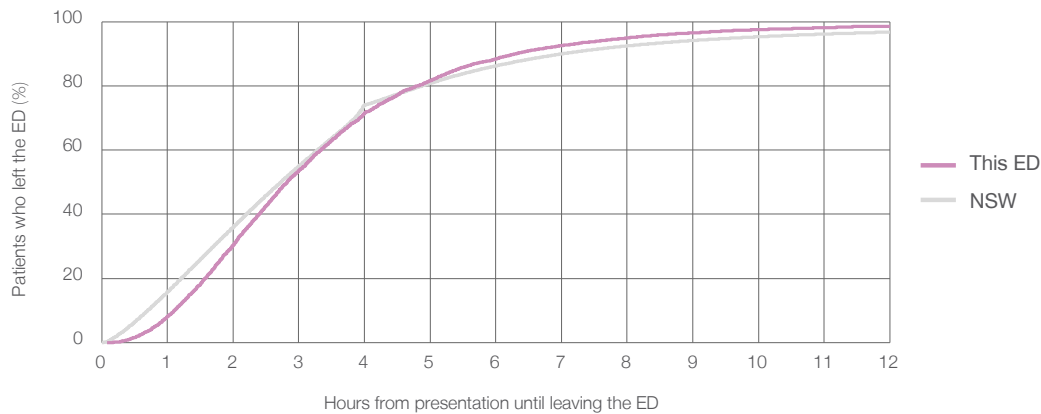
Presentations used to calculate time to leaving the ED:⁶ 10,544 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

90th percentile time spent in the ED⁹ 6 hours and 18 minutes

Same period last year	NSW (this period)
11,474	11,474
2 hours and 55 minutes	2 hours and 44 minutes
6 hours and 8 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 49m	2h 41m	3h 24m	2h 52m	2h 46m	3h 11m	2h 35m	2h 55m	2h 49m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 3m	7h 6m	8h 31m	7h 17m	6h 58m	8h 11m	6h 57m	6h 8m	6h 18m

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Tamworth Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

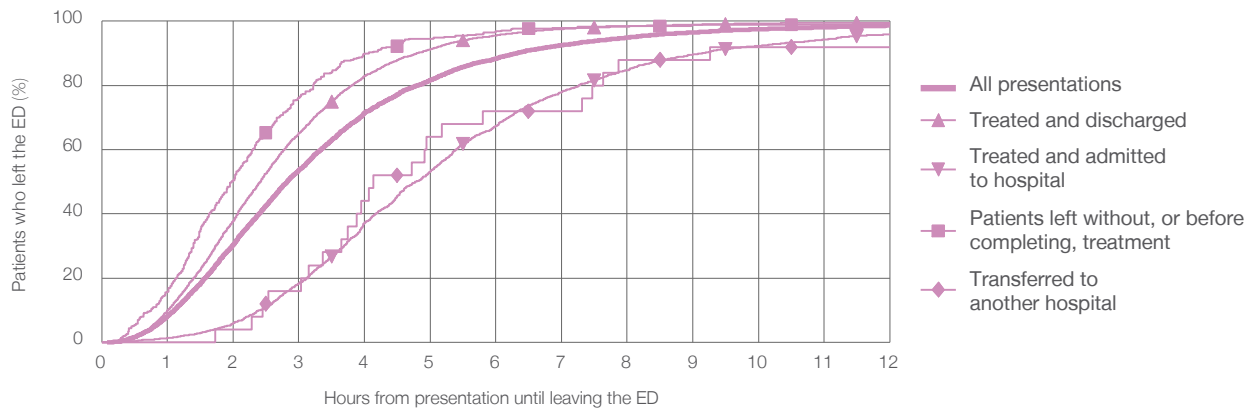
All presentations:¹ 10,544 patients

Presentations used to calculate time to leaving the ED:⁶ 10,544 patients

Treated and discharged	7,377 (70.0%)
Treated and admitted to hospital	2,687 (25.5%)
Patient left without, or before completing, treatment	349 (3.3%)
Transferred to another hospital	25 (0.2%)
Other	106 (1.0%)

Same period last year	Change since one year ago
11,474	-8%
8,025	-8.1%
2,909	-7.6%
403	-13.4%
27	-7.4%
110	-3.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.9%	37.9%	65.1%	83.0%	95.6%	98.4%	99.3%	99.6%
Treated and admitted to hospital	1.3%	6.0%	18.3%	37.3%	67.4%	84.7%	92.4%	95.9%
Patient left without, or before completing, treatment	15.8%	50.4%	76.2%	90.0%	96.8%	98.6%	98.9%	99.1%
Transferred to another hospital	0%	4.0%	16.0%	44.0%	72.0%	88.0%	92.0%	92.0%
All presentations	8.1%	30.4%	53.6%	71.5%	88.4%	94.9%	97.5%	98.6%

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Tamworth Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 10,544 patients

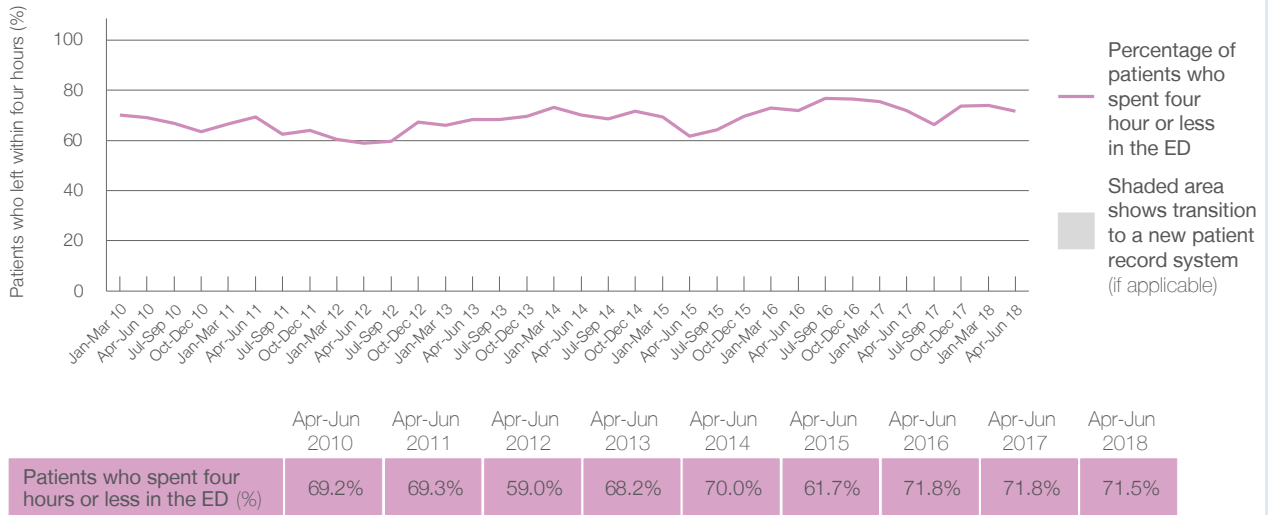
Presentations used to calculate time to leaving the ED: ⁶ 10,544 patients

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	11,474	-8%
Presentations used to calculate time to leaving the ED	11,474	-8%
Percentage of patients who spent four hours or less in the ED	71.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



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

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‡ 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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).