

## Casino and District Memorial Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 3,282 patients  
Emergency presentations:<sup>2</sup> 3,097 patients

Same period last year	Change since one year ago
3,380	-2.9%
3,158	-1.9%

## Casino and District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 210 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,034 patients

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 134 minutes

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

Median time to start treatment<sup>4</sup> 37 minutes  
95th percentile time to start treatment<sup>5</sup> 186 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 360 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 156 minutes

Same period last year	NSW (this period)
185	
6 minutes	8 minutes
42 minutes	36 minutes
880	
25 minutes	20 minutes
107 minutes	92 minutes
1,650	
37 minutes	25 minutes
158 minutes	128 minutes
438	
31 minutes	23 minutes
195 minutes	132 minutes

## Casino and District Memorial Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,282 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
3,378	-2.8%
89.7%	

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

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

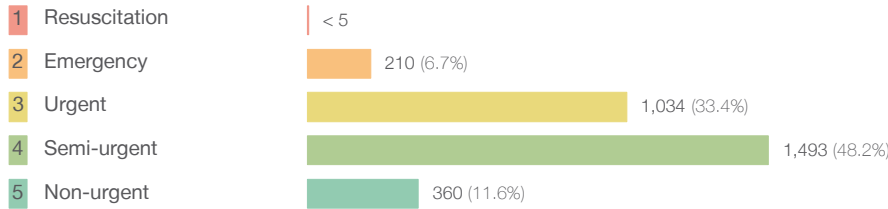
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Casino and District Memorial Hospital: Patients presenting to the emergency department

April to June 2016

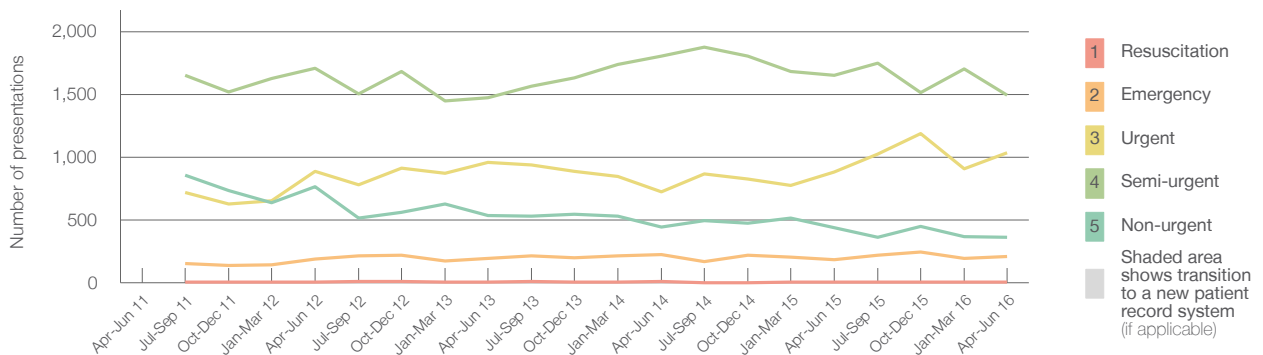
All presentations:<sup>1</sup> 3,282 patients

Emergency presentations<sup>2</sup> by triage category: 3,097 patients



Same period last year	Change since one year ago
3,380	-2.9%
3,158	-1.9%
5	*
185	11.4%
880	17.5%
1,650	-9.5%
438	-17.8%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 <sup>† §</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation		< 5	5	7	5	< 5
Emergency		193	194	224	185	210
Urgent		886	957	723	880	1,034
Semi-urgent		1,706	1,474	1,807	1,650	1,493
Non-urgent		763	536	445	438	360
All emergency presentations		3,548	3,166	3,206	3,158	3,097

## Casino and District Memorial Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 267 patients

ED Transfer of care time



Same period last year	Change since one year ago
268	
19 minutes	-2 minutes
65 minutes	-9 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.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2016

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

Number of triage 2 patients: 210

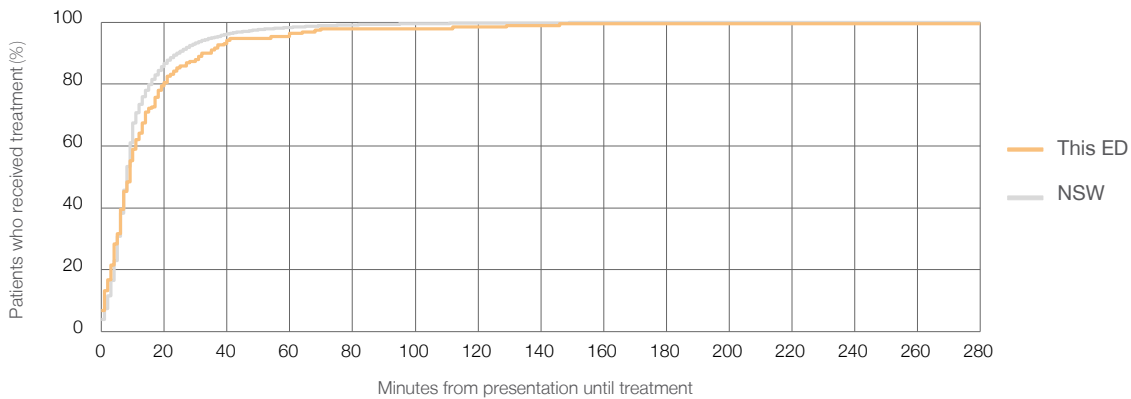
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 190

Median time to start treatment<sup>4</sup> 9 minutes

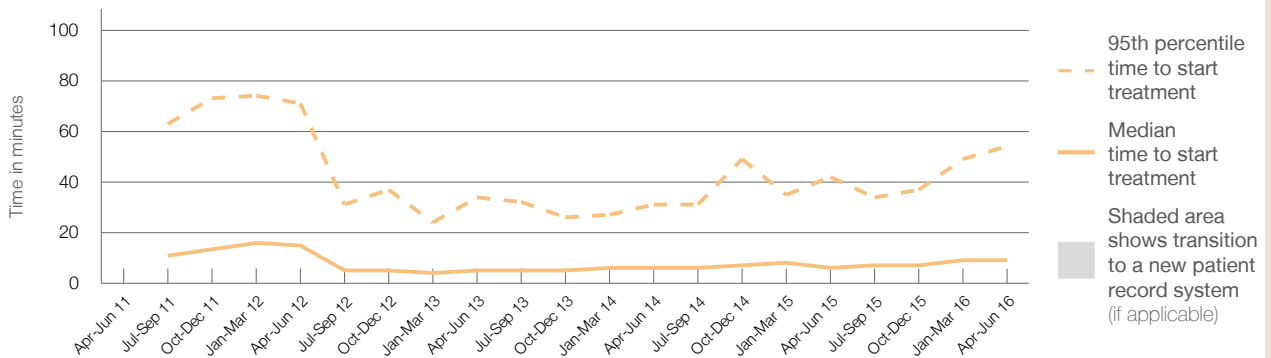
95th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
185	
177	
6 minutes	8 minutes
42 minutes	36 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		15	5	6	6	9
95th percentile time to start treatment <sup>5</sup> (minutes)		71	34	31	42	54

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## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3 April to June 2016

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

Number of triage 3 patients: 1,034

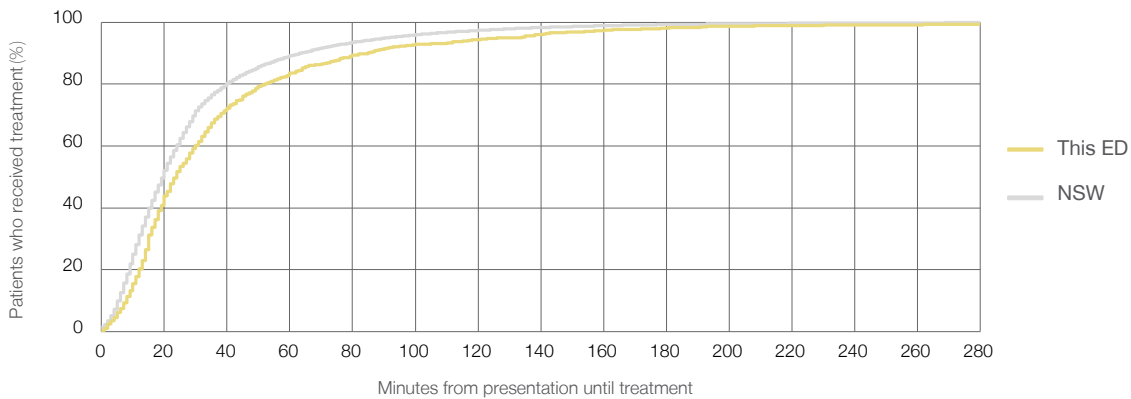
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 953

Median time to start treatment<sup>4</sup> 24 minutes

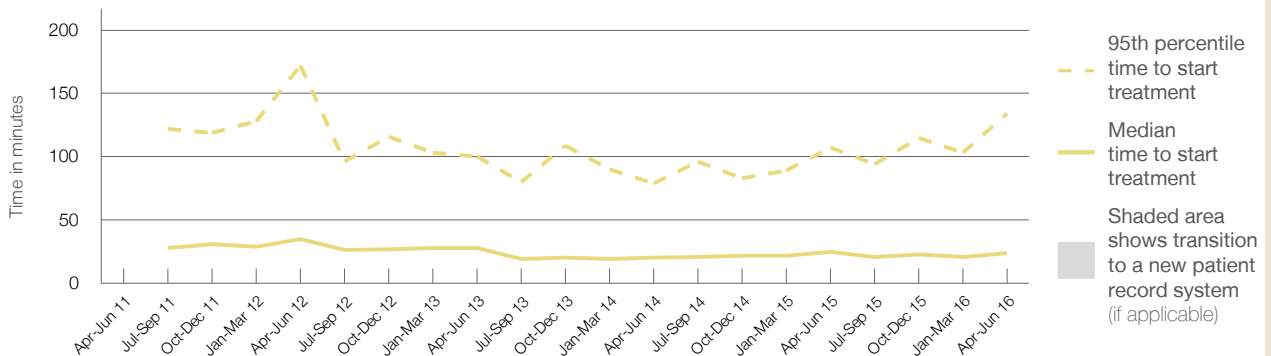
95th percentile time to start treatment<sup>5</sup> 134 minutes

Same period last year	NSW (this period)
880	
840	
25 minutes	20 minutes
107 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		35	28	20	25	24
95th percentile time to start treatment <sup>5</sup> (minutes)		172	100	79	107	134

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## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 1,493

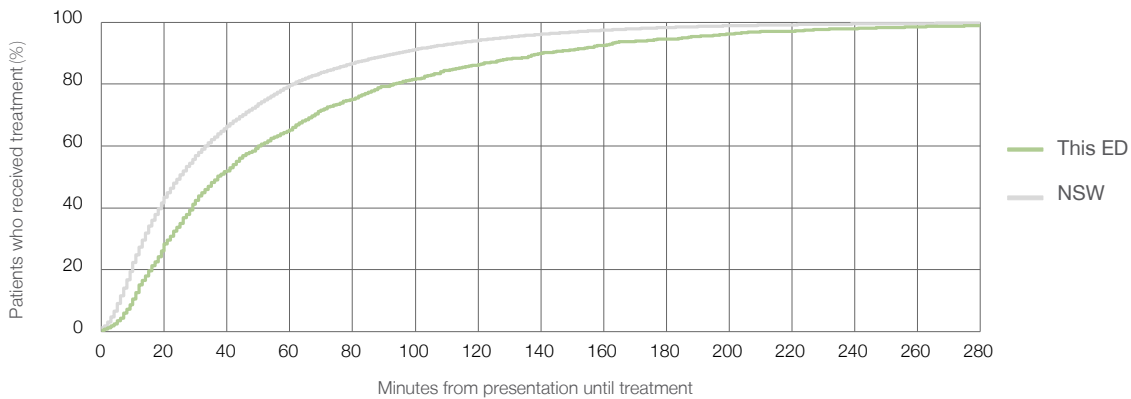
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,333

Median time to start treatment<sup>4</sup> 37 minutes

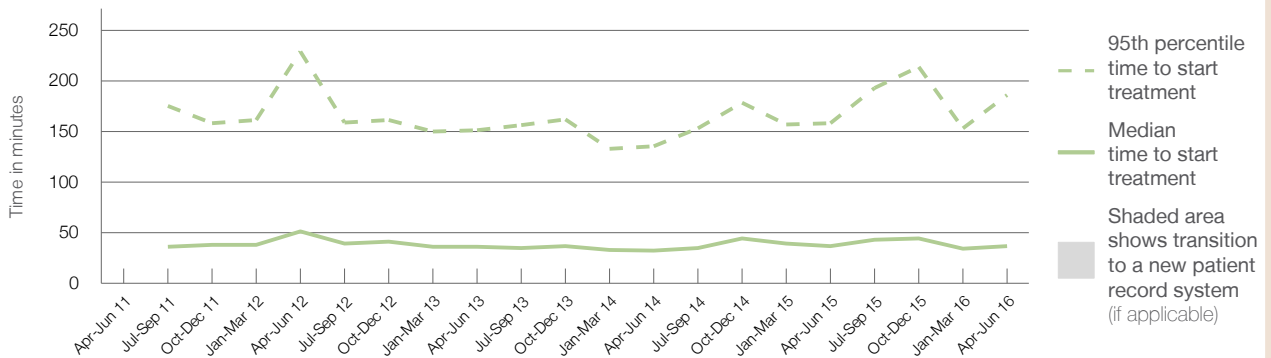
95th percentile time to start treatment<sup>5</sup> 186 minutes

Same period last year	NSW (this period)
1,650	1,516
37 minutes	25 minutes
158 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		51	36	32	37	37
95th percentile time to start treatment <sup>5</sup> (minutes)		229	151	135	158	186

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## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2016

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

Number of triage 5 patients: 360

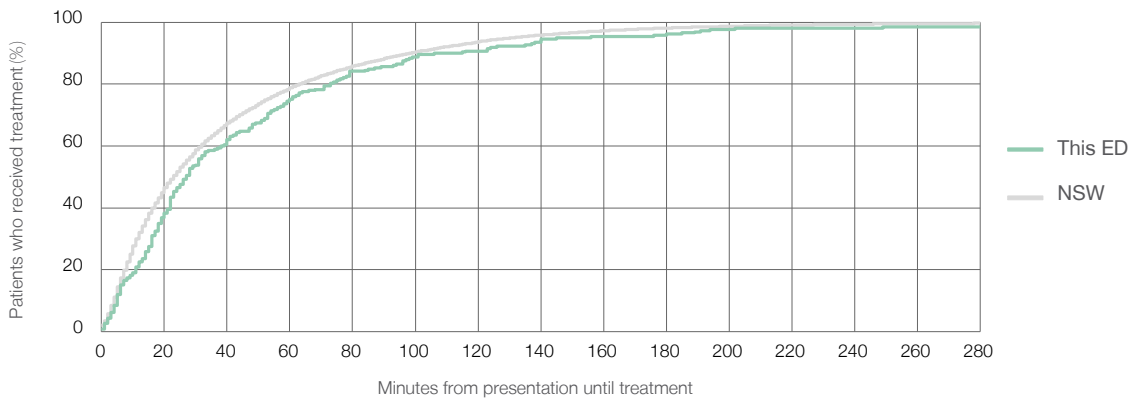
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 258

Median time to start treatment<sup>4</sup> 27 minutes

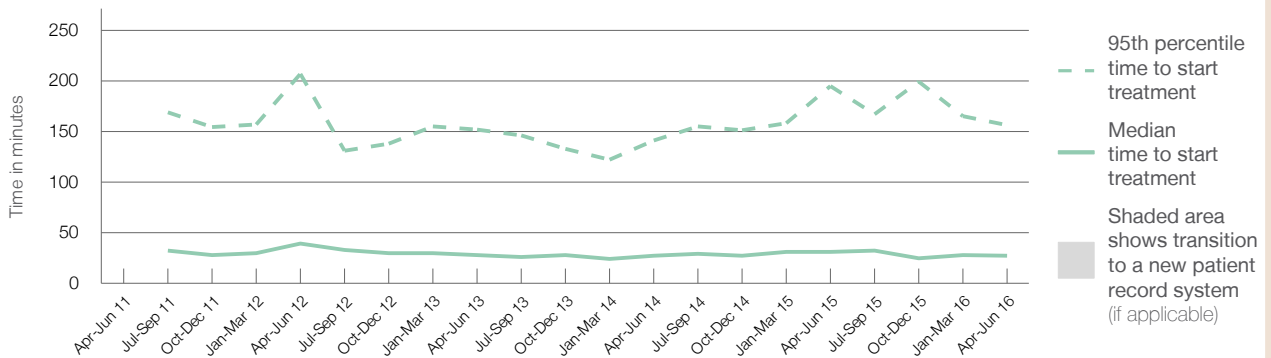
95th percentile time to start treatment<sup>5</sup> 156 minutes

Same period last year	NSW (this period)
438	
385	
31 minutes	23 minutes
195 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		39	28	27	31	27
95th percentile time to start treatment <sup>5</sup> (minutes)		207	152	141	195	156

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## Casino and District Memorial Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 3,282 patients

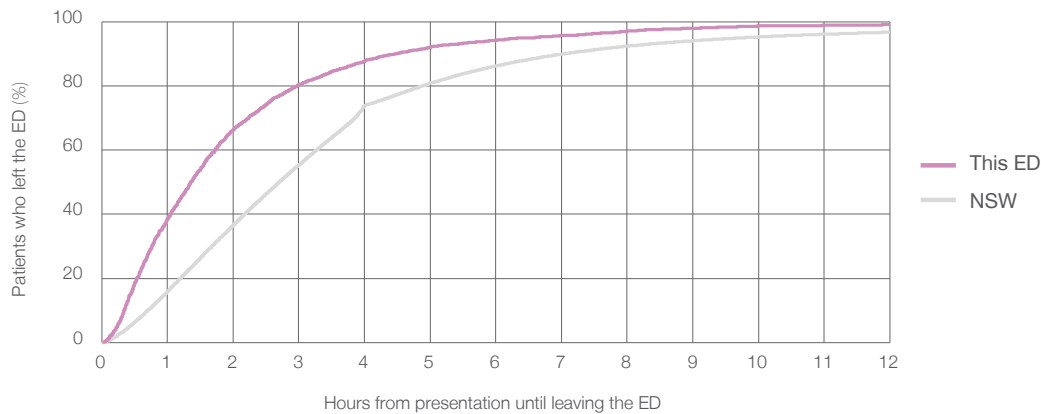
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,282 patients

Median time spent in the ED<sup>8</sup> 1 hours and 22 minutes

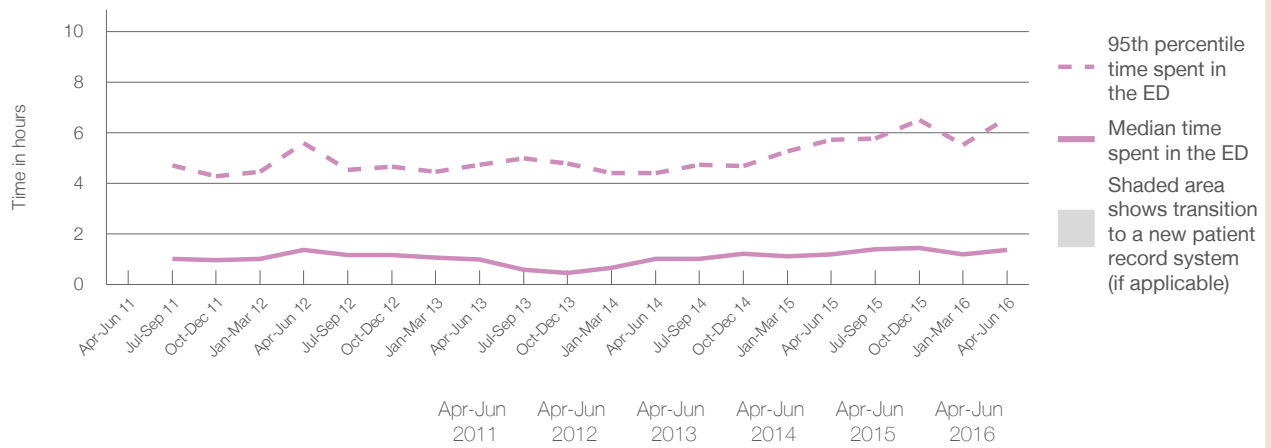
95th percentile time spent in the ED<sup>9</sup> 6 hours and 35 minutes

Same period last year	NSW (this period)
3,380	
3,378	
1 hours and 12 minutes	2 hours and 42 minutes
5 hours and 43 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



### Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡§</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		1h 23m	1h 0m	1h 2m	1h 12m	1h 22m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		5h 36m	4h 44m	4h 24m	5h 43m	6h 35m

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**Casino and District Memorial Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2016

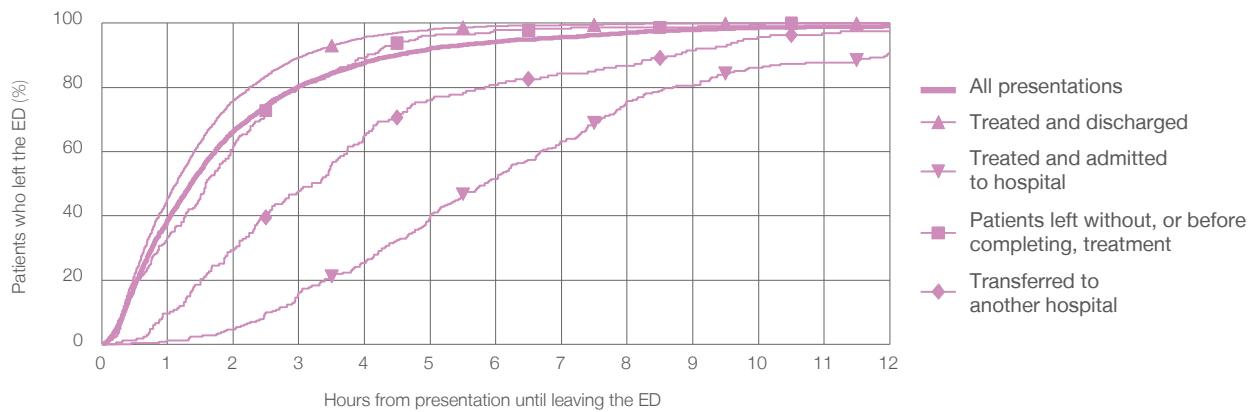
All presentations:<sup>1</sup> 3,282 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,282 patients

Treated and discharged	2,569 (78.3%)
Treated and admitted to hospital	261 (8.0%)
Patient left without, or before completing, treatment	228 (6.9%)
Transferred to another hospital	167 (5.1%)
Other	57 (1.7%)

	Same period last year	Change since one year ago
	3,378	-2.8%
	2,711	-5.2%
	256	2.0%
	211	8.1%
	166	0.6%
	36	58.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016<sup>†‡§</sup>



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	45.3%	75.9%	89.4%	95.6%	99.1%	99.7%	100%	100%
Treated and admitted to hospital	1.1%	4.6%	16.1%	25.3%	51.3%	75.9%	86.2%	90.8%
Patient left without, or before completing, treatment	33.3%	61.8%	80.3%	89.0%	97.8%	98.7%	99.6%	100%
Transferred to another hospital	9.6%	29.3%	47.9%	65.3%	80.8%	86.8%	95.8%	97.6%
All presentations	38.7%	66.4%	80.3%	87.8%	94.2%	97.0%	98.6%	99.1%

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## Casino and District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2016

All presentations at the emergency department:<sup>1</sup> 3,282 patients

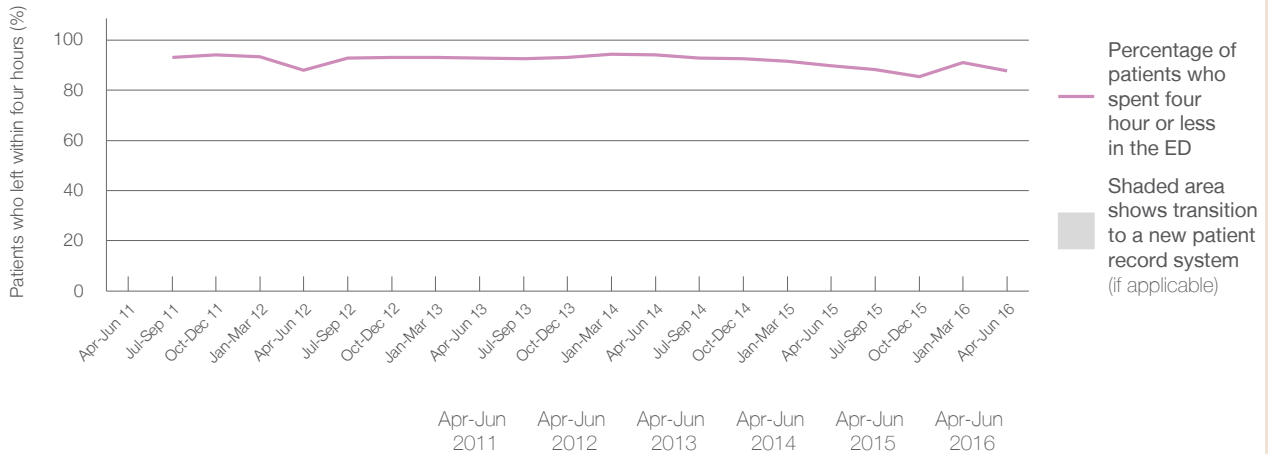
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,282 patients

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	3,380	-2.9%
Presentations used to calculate time to leaving the ED	3,378	-2.8%
Percentage of patients who spent four hours or less in the ED	89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<sup>†‡§</sup>



Patients who left within four hours (%)	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
	92.7%	88.0%	92.7%	94.0%	89.7%	87.8%

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

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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*.

- 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).