

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

July to September 2016

All presentations:<sup>1</sup> 3,378 patients  
 Emergency presentations:<sup>2</sup> 3,146 patients

Same period last year	Change since one year ago
3,543	-4.7%
3,359	-6.3%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 189 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,017 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 95th percentile time to start treatment<sup>5</sup> 121 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,596 patients

Median time to start treatment<sup>4</sup> 39 minutes  
 95th percentile time to start treatment<sup>5</sup> 153 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 185 minutes

Same period last year	NSW (this period)
220	
7 minutes	8 minutes
34 minutes	41 minutes
1,022	
21 minutes	21 minutes
94 minutes	103 minutes
1,749	
43 minutes	27 minutes
193 minutes	139 minutes
362	
32 minutes	24 minutes
167 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,376 patients

Percentage of patients who spent four hours or less in the ED 88.9%

Same period last year	Change since one year ago
3,542	-4.7%
88.2%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

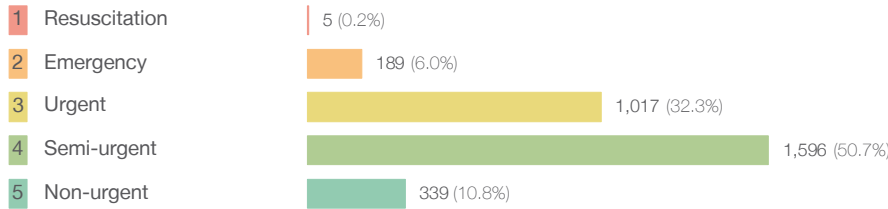
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Casino and District Memorial Hospital: Patients presenting to the emergency department July to September 2016

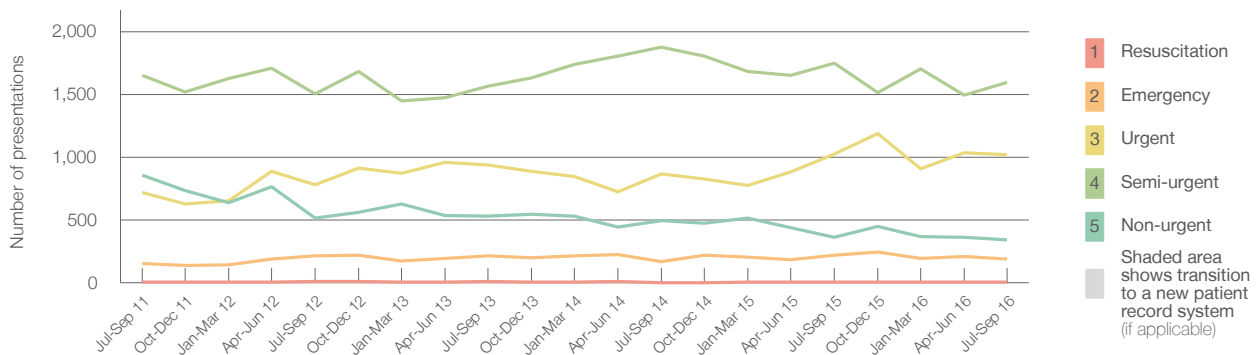
All presentations:<sup>1</sup> 3,378 patients

Emergency presentations<sup>2</sup> by triage category: 3,146 patients



Same period last year	Change since one year ago
3,543	-4.7%
3,359	-6.3%
6	-16.7%
220	-14.1%
1,022	-0.5%
1,749	-8.7%
362	-6.4%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	8	8	< 5	6	5
Emergency	153	215	214	167	220	189
Urgent	716	782	939	868	1,022	1,017
Semi-urgent	1,650	1,506	1,563	1,878	1,749	1,596
Non-urgent	855	514	532	494	362	339
All emergency presentations	3,374	3,025	3,256	3,407	3,359	3,146

## Casino and District Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 299 patients

ED Transfer of care time



Same period last year	Change since one year ago
308	
16 minutes	2 minutes
56 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.

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

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

Number of triage 2 patients: 189

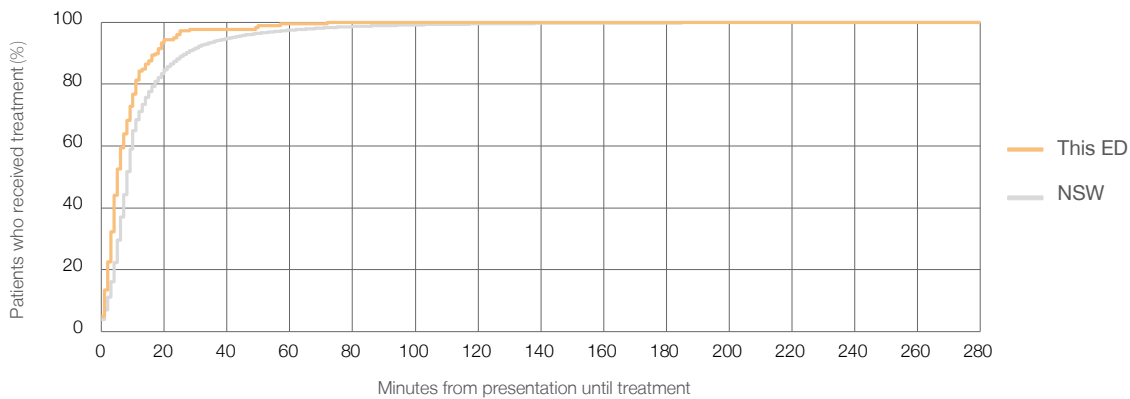
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 177

Median time to start treatment<sup>4</sup> 5 minutes

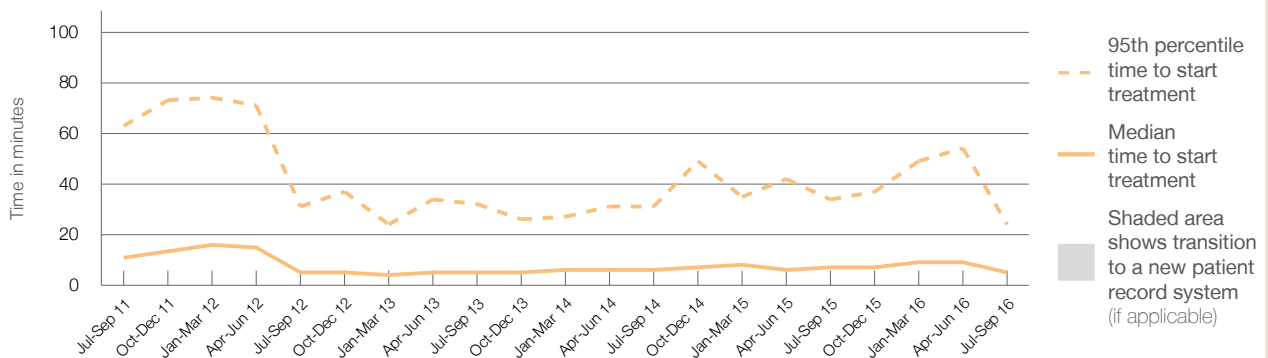
95th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
220	214
7 minutes	8 minutes
34 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	11	5	5	6	7	5
95th percentile time to start treatment <sup>5</sup> (minutes)	63	31	32	31	34	24

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

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

Number of triage 3 patients: 1,017

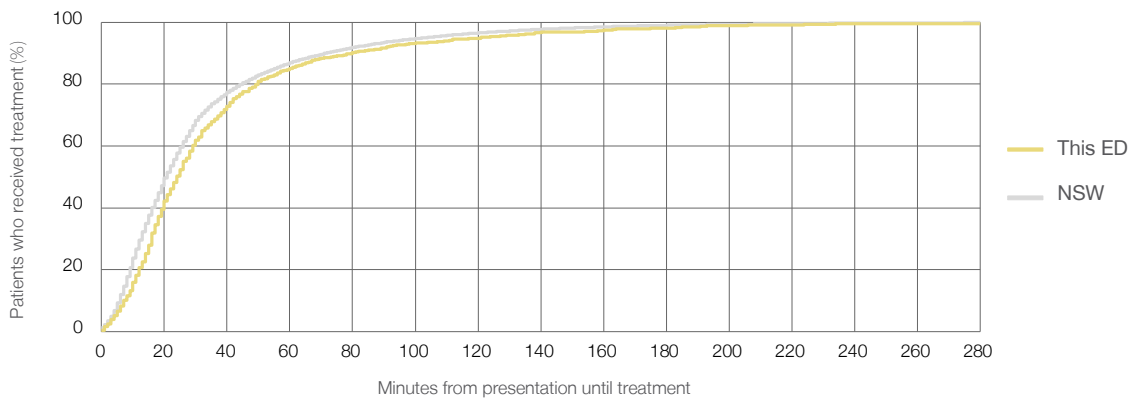
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 965

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

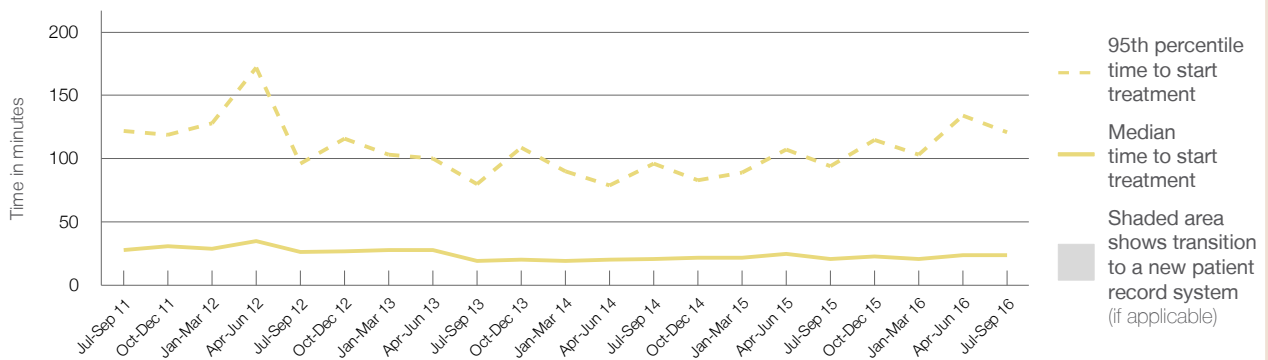
95th percentile time to start treatment<sup>5</sup>  121 minutes

Same period last year	NSW (this period)
1,022	982
21 minutes	21 minutes
94 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	28	27	19	21	21	24
95th percentile time to start treatment <sup>5</sup> (minutes)	122	96	80	96	94	121

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

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

Number of triage 4 patients: 1,596

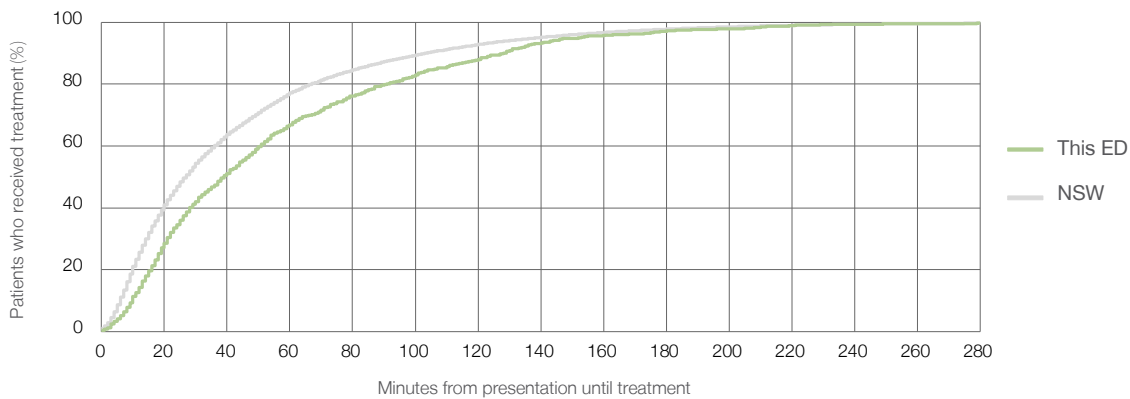
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,416

Median time to start treatment<sup>4</sup>  39 minutes

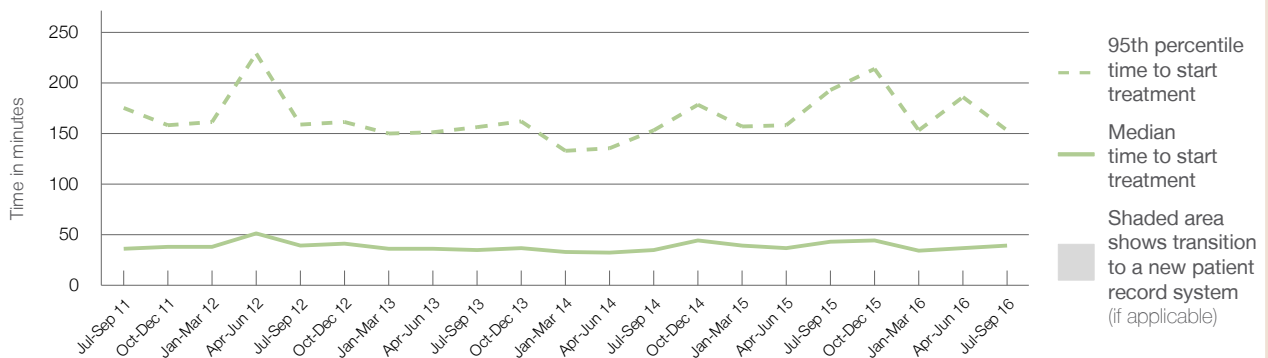
95th percentile time to start treatment<sup>5</sup>  153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,749	1,596
Median time to start treatment <sup>4</sup>	43 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	193 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	36	39	35	35	43	39
95th percentile time to start treatment <sup>5</sup> (minutes)	175	159	156	153	193	153

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

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

Number of triage 5 patients: 339

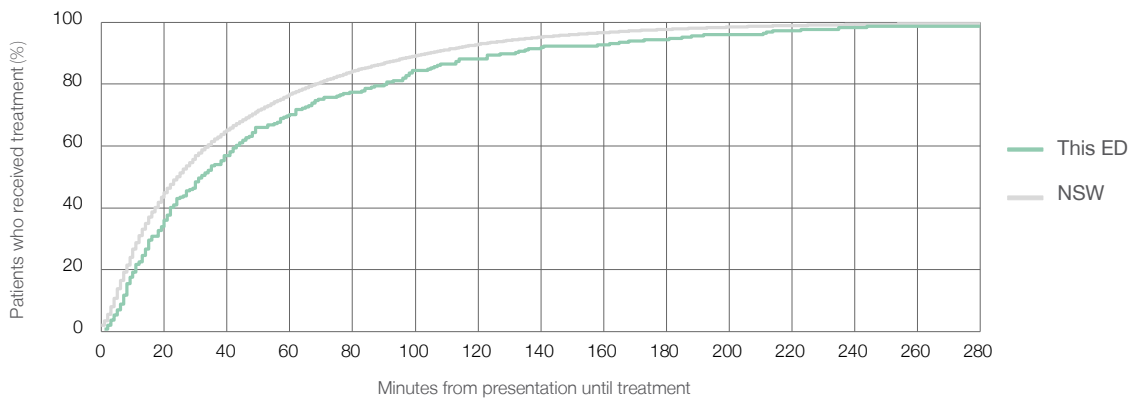
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 244

Median time to start treatment<sup>4</sup> 32 minutes

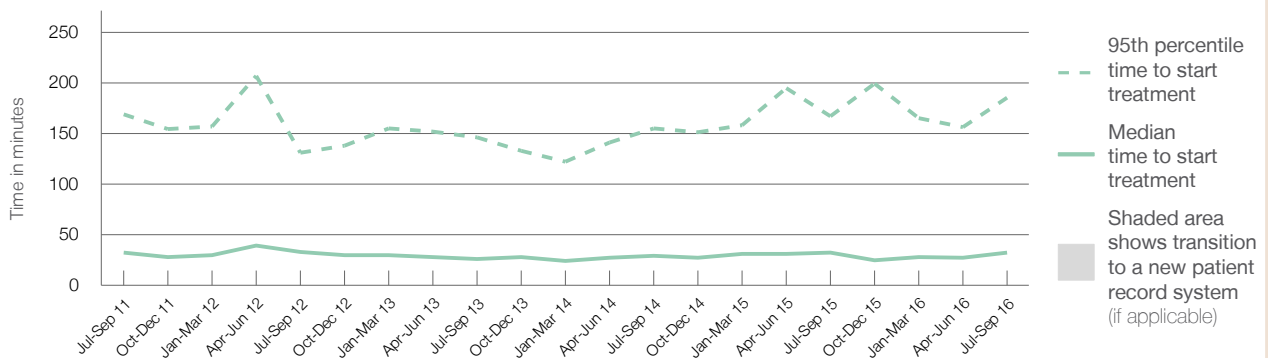
95th percentile time to start treatment<sup>5</sup> 185 minutes

Same period last year	NSW (this period)
362	314
32 minutes	24 minutes
167 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	32	33	26	29	32	32
95th percentile time to start treatment <sup>5</sup> (minutes)	169	131	146	155	167	185

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## Casino and District Memorial Hospital: Time patients spent in the ED July to September 2016

All presentations:<sup>1</sup> 3,378 patients

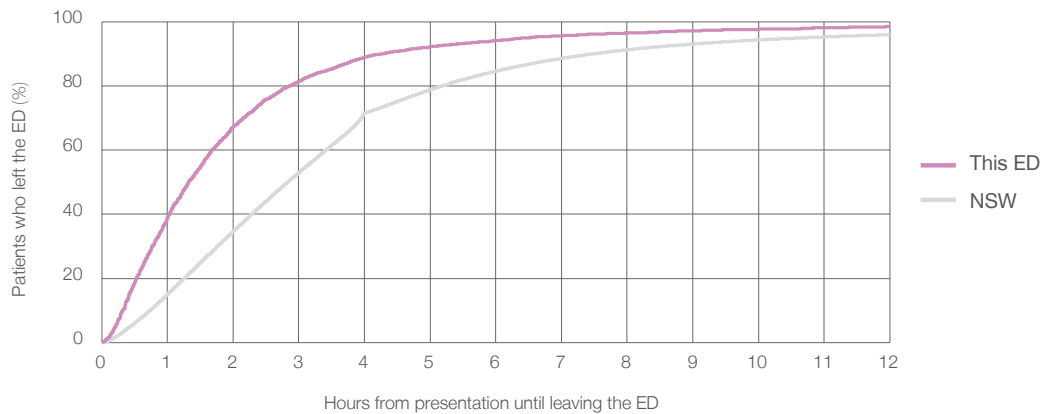
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,376 patients

Median time spent in the ED<sup>8</sup>  1 hours and 19 minutes

95th percentile time spent in the ED<sup>9</sup>  6 hours and 32 minutes

Same period last year	NSW (this period)
3,543	3,542
1 hours and 24 minutes	2 hours and 50 minutes
5 hours and 47 minutes	10 hours and 43 minutes

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



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 2m	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 43m	4h 32m	5h 0m	4h 44m	5h 47m	6h 32m

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

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## Casino and District Memorial Hospital: Time patients spent in the ED By mode of separation July to September 2016

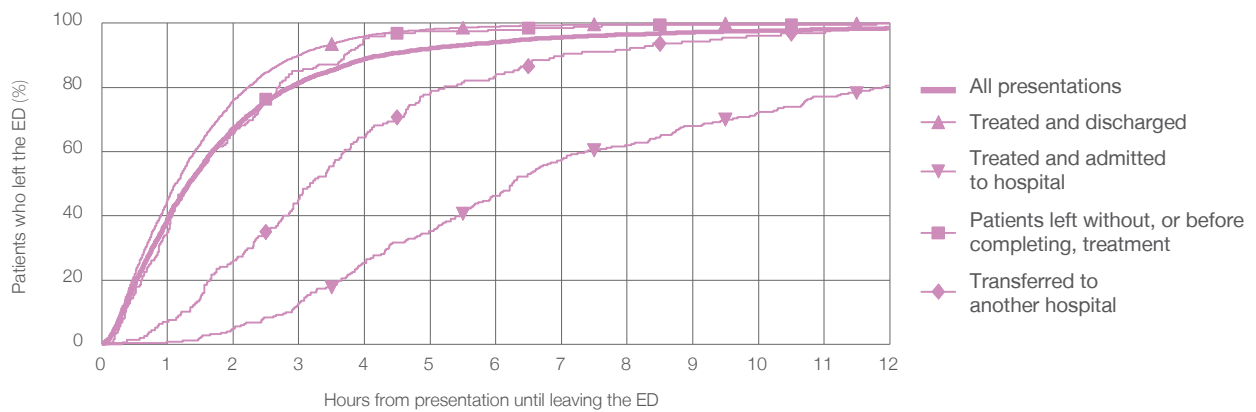
All presentations:<sup>1</sup> 3,378 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,376 patients

Treated and discharged	2,722 (80.6%)
Treated and admitted to hospital	253 (7.5%)
Patient left without, or before completing, treatment	195 (5.8%)
Transferred to another hospital	157 (4.6%)
Other	51 (1.5%)

Same period last year	Change since one year ago
3,542	-4.7%
2,893	-5.9%
247	2.4%
210	-7.1%
155	1.3%
38	34.2%

Percentage of patients who left the ED by time and mode of separation, July to September 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	45.1%	76.1%	90.1%	96.0%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.8%	4.7%	12.6%	25.3%	46.2%	62.1%	72.3%	80.6%
Patient left without, or before completing, treatment	34.9%	65.6%	85.1%	95.4%	97.9%	99.5%	99.5%	100%
Transferred to another hospital	7.0%	26.1%	45.2%	64.3%	84.1%	91.7%	96.2%	98.1%
All presentations	39.0%	67.4%	81.5%	88.9%	94.1%	96.4%	97.6%	98.4%

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

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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 July to September 2016

All presentations at the emergency department: <sup>1</sup> 3,378 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,376 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	3,543	-4.7%
Presentations used to calculate time to leaving the ED	3,542	-4.7%
Percentage of patients who spent four hours or less in the ED	88.2%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	93.0%	92.7%	92.5%	92.8%	88.2%	88.9%

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).