

## Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 10,666 patients

Emergency presentations:<sup>2</sup> 10,349 patients

Same period last year	Change since one year ago
10,016	6%
9,365	11%

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 941 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,230 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,031 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,119 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
709	
6 minutes	8 minutes
13 minutes	24 minutes
3,899	
15 minutes	19 minutes
41 minutes	63 minutes
3,698	
18 minutes	24 minutes
72 minutes	95 minutes
1,025	
18 minutes	21 minutes
88 minutes	96 minutes

## Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,666 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
10,016	6%
71%	

\* 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.

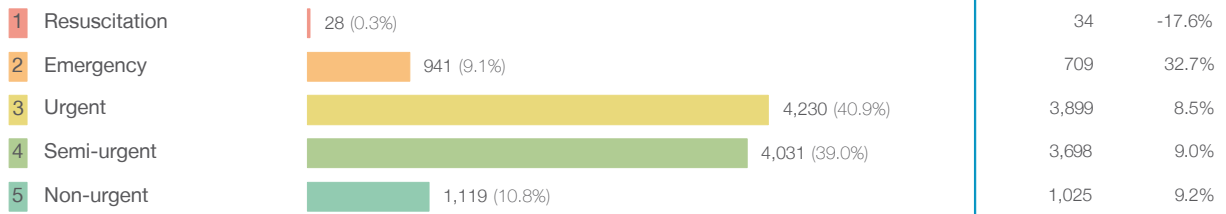
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

April to June 2018

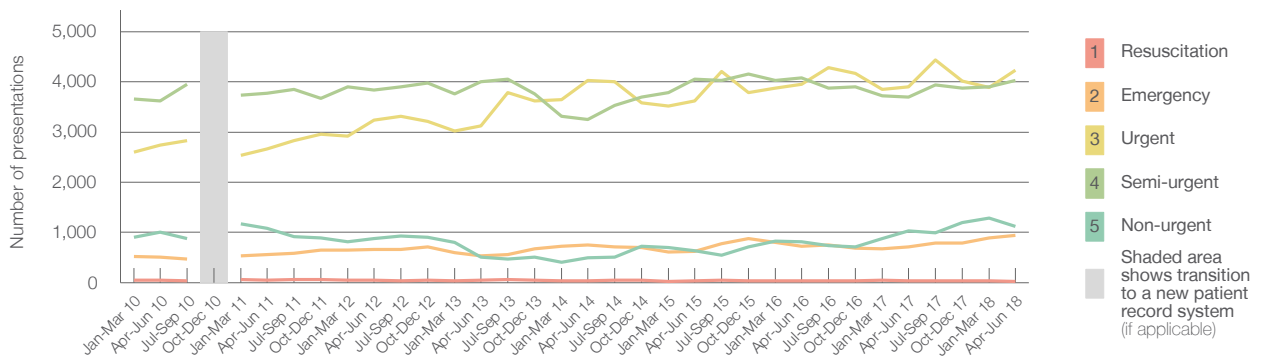
All presentations:<sup>1</sup> 10,666 patients

Emergency presentations<sup>2</sup> by triage category: 10,349 patients



	Same period last year	Change since one year ago
All presentations	10,016	6%
Emergency presentations	9,365	11%
1 Resuscitation	34	-17.6%
2 Emergency	709	32.7%
3 Urgent	3,899	8.5%
4 Semi-urgent	3,698	9.0%
5 Non-urgent	1,025	9.2%

Emergency presentations<sup>2</sup> 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	45	49	44	51	42	35	34	34	28
Emergency	505	556	657	529	746	623	728	709	941
Urgent	2,743	2,664	3,239	3,125	4,023	3,614	3,954	3,899	4,230
Semi-urgent	3,615	3,767	3,839	3,997	3,247	4,052	4,078	3,698	4,031
Non-urgent	1,011	1,083	882	505	494	642	809	1,025	1,119
All emergency presentations	7,919	8,119	8,661	8,207	8,552	8,966	9,603	9,365	10,349

## Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,249 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,025	
Median time	9 minutes	0 minutes
90th percentile time	22 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.

## Wagga Wagga Rural Referral 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: 941

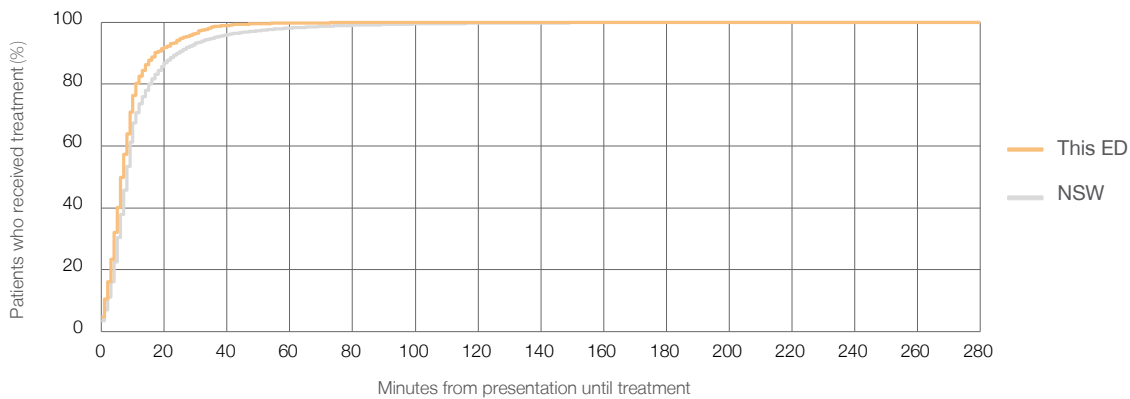
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 939

Median time to start treatment<sup>4</sup>  7 minutes

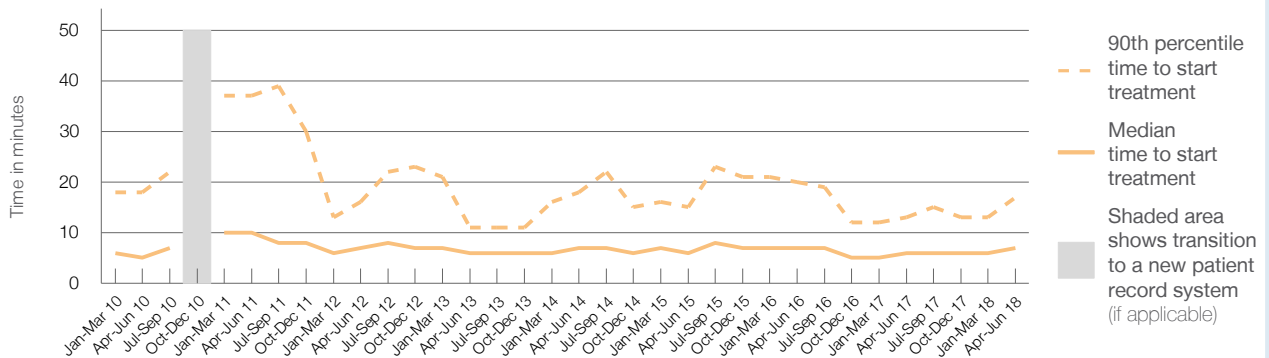
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
709	707
6 minutes	8 minutes
13 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	5	10	7	6	7	6	7	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	18	37	16	11	18	15	20	13	17

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## Wagga Wagga Rural Referral 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: 4,230

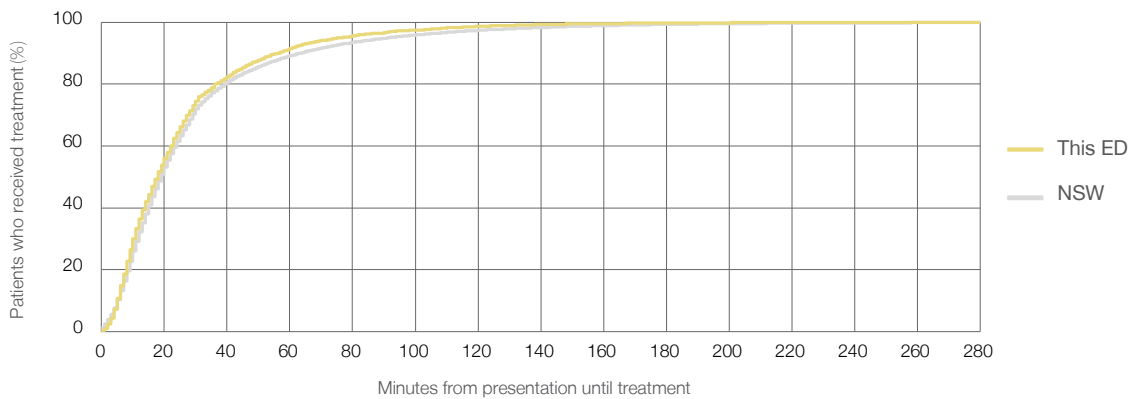
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,167

Median time to start treatment<sup>4</sup>  18 minutes

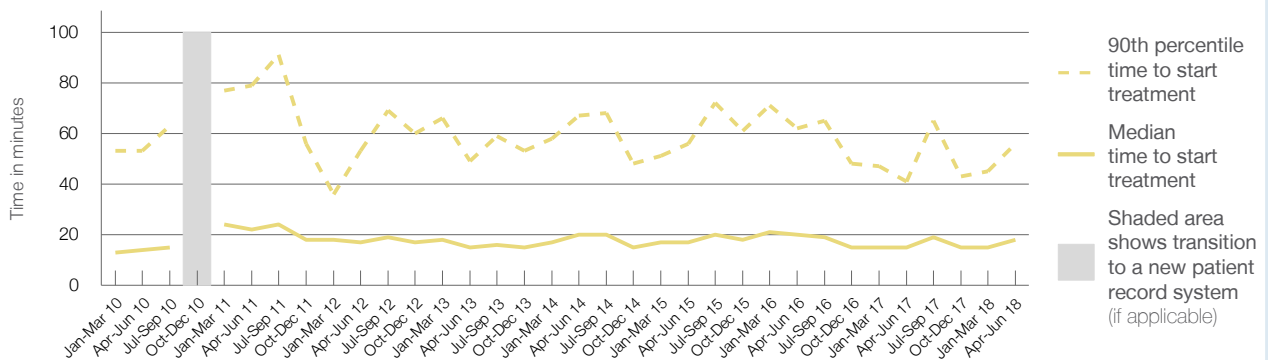
90th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
3,899	3,861
15 minutes	19 minutes
41 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	14	22	17	15	20	17	20	15	18
90th percentile time to start treatment <sup>5</sup> (minutes)	53	79	53	49	67	56	62	41	56

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## Wagga Wagga Rural Referral 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: 4,031

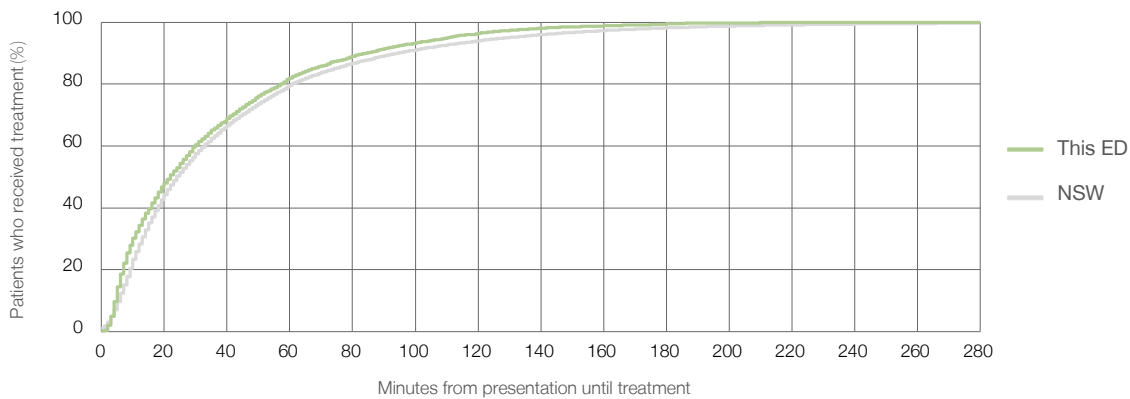
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,863

Median time to start treatment<sup>4</sup>  22 minutes

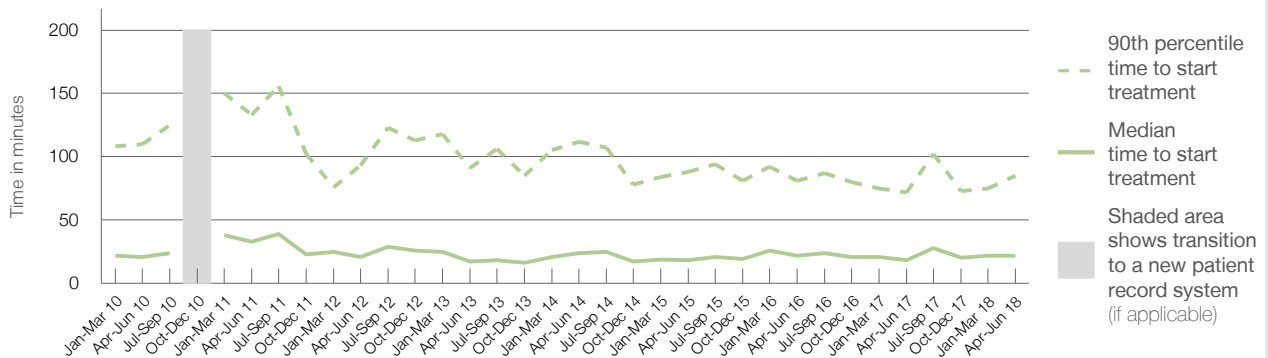
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
3,698	3,614
18 minutes	24 minutes
72 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	21	33	21	17	24	18	22	18	22
90th percentile time to start treatment <sup>5</sup> (minutes)	110	133	93	91	112	88	81	72	85

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## Wagga Wagga Rural Referral 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: 1,119

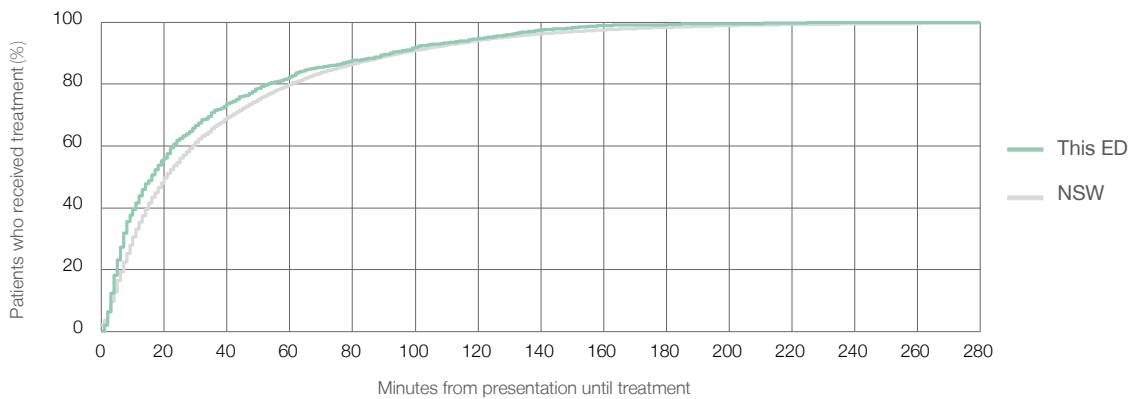
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,026

Median time to start treatment<sup>4</sup>  16 minutes

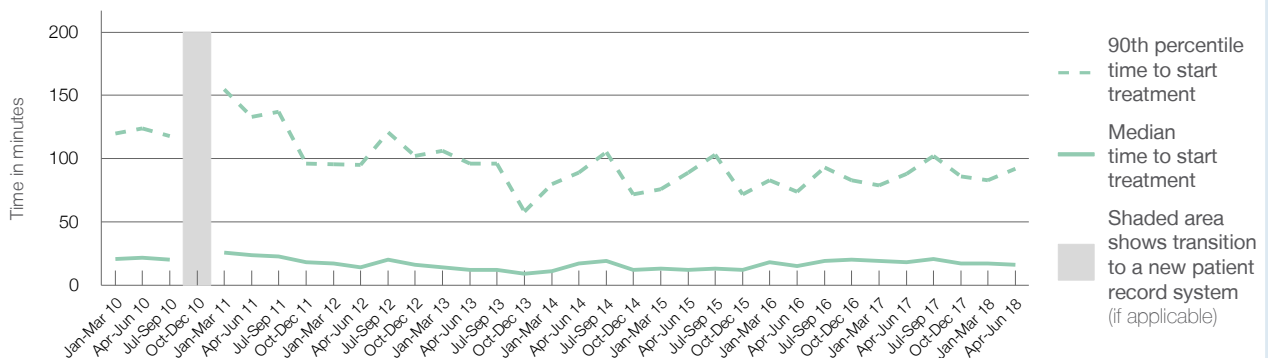
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
1,025	987
18 minutes	21 minutes
88 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	22	24	14	12	17	12	15	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)	124	133	95	96	89	89	74	88	92

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## Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 10,666 patients

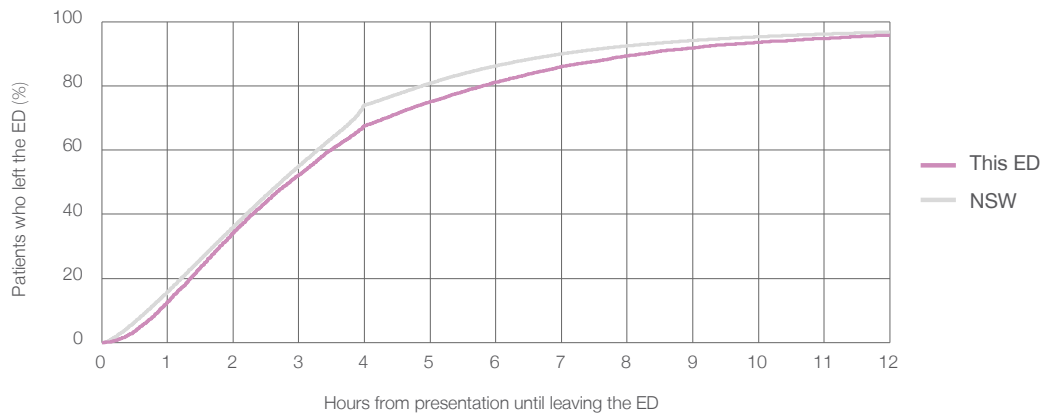
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,666 patients

Median time spent in the ED<sup>8</sup> 2 hours and 52 minutes

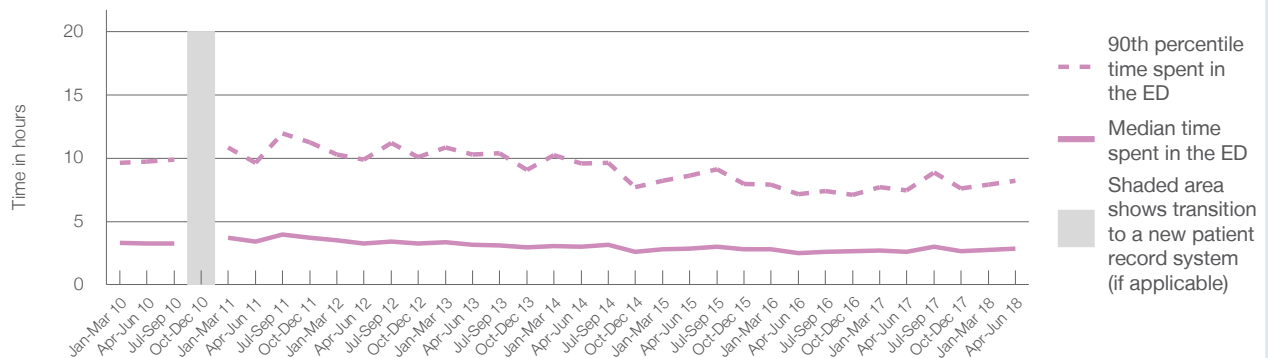
90th percentile time spent in the ED<sup>9</sup> 8 hours and 14 minutes

Same period last year	NSW (this period)
10,016	10,016
2 hours and 36 minutes	2 hours and 44 minutes
7 hours and 26 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 17m	3h 24m	3h 15m	3h 9m	3h 1m	2h 52m	2h 30m	2h 36m	2h 52m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 43m	9h 38m	9h 52m	10h 16m	9h 34m	8h 38m	7h 8m	7h 26m	8h 14m

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## Wagga Wagga Rural Referral Hospital: Time patients spent in the ED By mode of separation April to June 2018

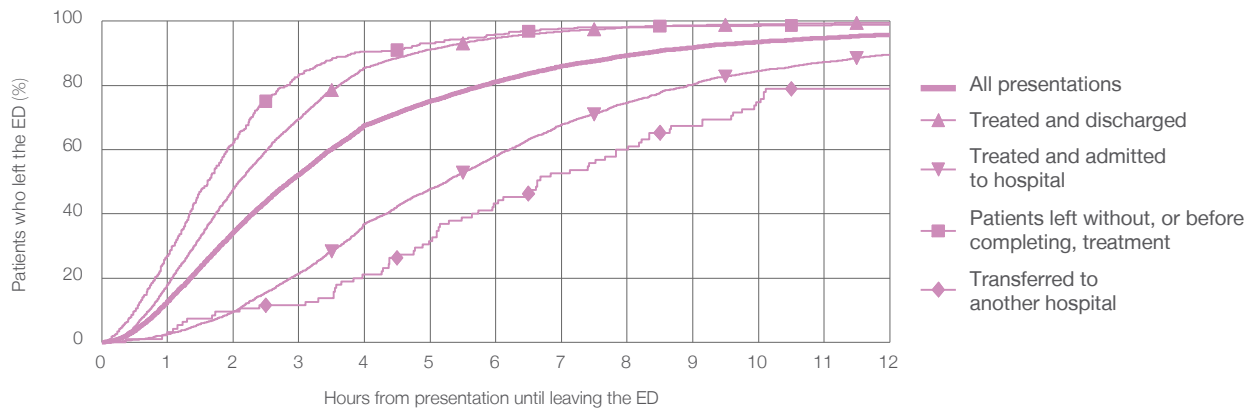
All presentations:<sup>1</sup> 10,666 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,666 patients

Treated and discharged	6,318 (59.2%)
Treated and admitted to hospital	3,840 (36.0%)
Patient left without, or before completing, treatment	389 (3.6%)
Transferred to another hospital	95 (0.9%)
Other	24 (0.2%)

Same period last year	Change since one year ago
10,016	6%
6,103	3.5%
3,629	5.8%
217	79.3%
56	69.6%
11	118.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	18.0%	47.8%	69.6%	85.5%	94.8%	98.1%	99.0%	99.6%
Treated and admitted to hospital	2.5%	9.5%	21.4%	36.9%	58.1%	74.6%	84.5%	89.5%
Patient left without, or before completing, treatment	27.0%	62.2%	83.3%	90.5%	95.9%	98.2%	98.5%	99.0%
Transferred to another hospital	3.2%	9.5%	11.6%	21.1%	43.2%	60.0%	74.7%	78.9%
All presentations	12.7%	34.2%	52.2%	67.6%	81.1%	89.3%	93.5%	95.7%

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## Wagga Wagga Rural Referral 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: <sup>1</sup> 10,666 patients

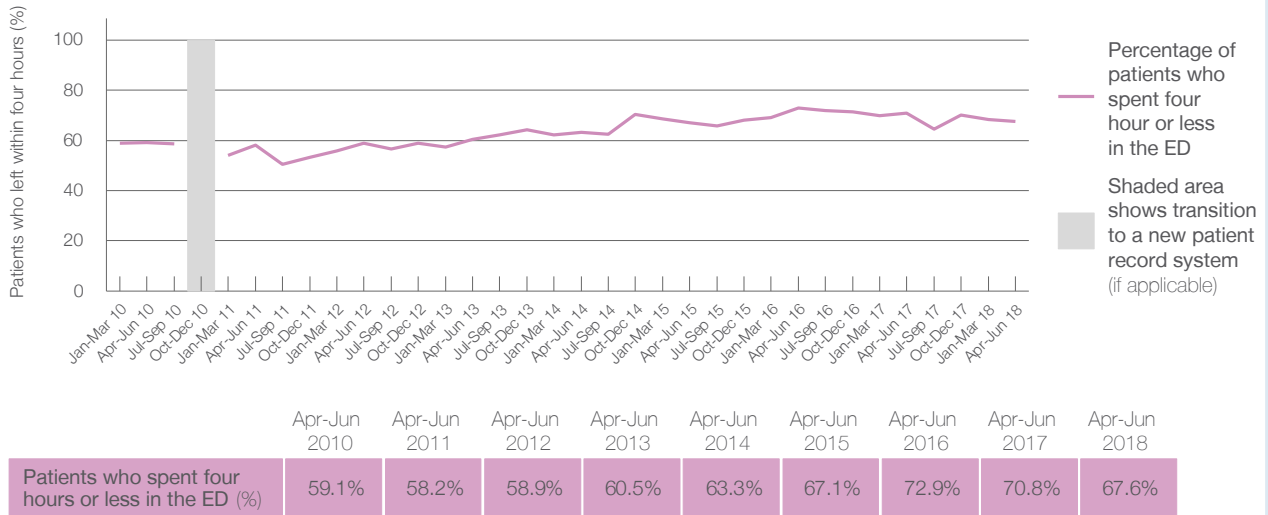
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,666 patients

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



Same period last year	Change since one year ago
10,016	6%
10,016	6%
70.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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, 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).