

Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Murrumbidgee Local Health District

**April to June 2016**

## Deniliquin Health Service: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 2,066 patients  
Emergency presentations:<sup>2</sup> 1,620 patients

Same period last year	Change since one year ago
2,336	-11.6%
1,686	-3.9%

## Deniliquin Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 84 patients

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

95th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 510 patients

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

95th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 807 patients

Median time to start treatment<sup>4</sup> 8 minutes

95th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 219 patients

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

95th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
89	
5 minutes	8 minutes
*	36 minutes
607	
7 minutes	20 minutes
32 minutes	92 minutes
727	
8 minutes	25 minutes
40 minutes	128 minutes
263	
9 minutes	23 minutes
52 minutes	132 minutes

## Deniliquin Health Service: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,066 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
2,334	-11.5%
90.6%	

\* 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.

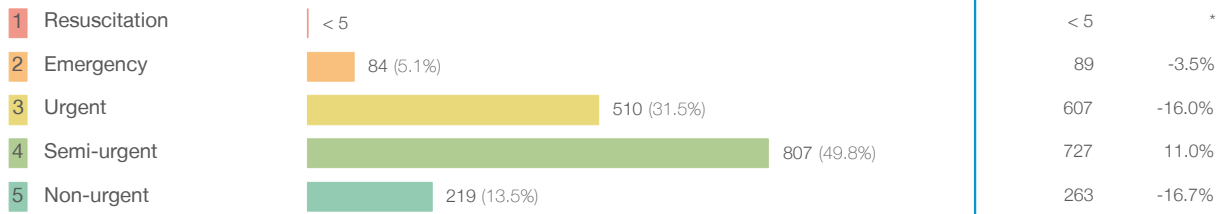
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Deniliquin Health Service: Patients presenting to the emergency department April to June 2016

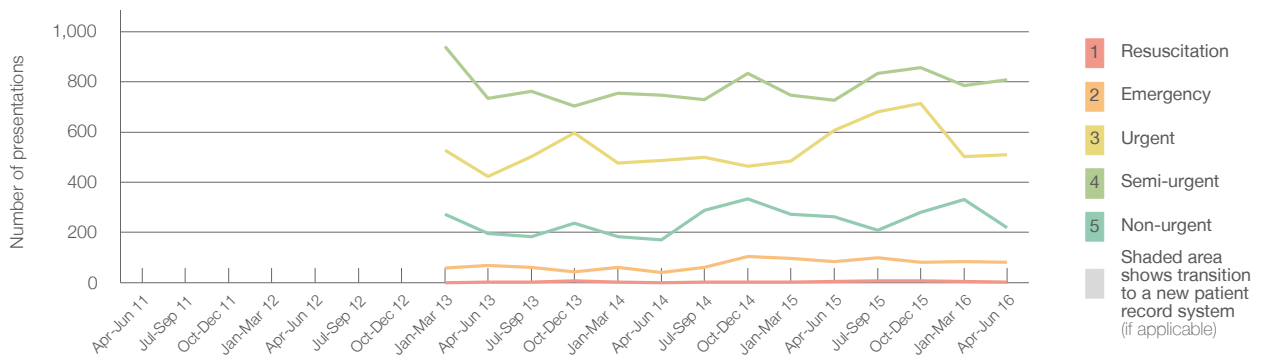
All presentations:<sup>1</sup> 2,066 patients

Emergency presentations<sup>2</sup> by triage category: 1,620 patients



	Same period last year	Change since one year ago
All presentations	2,336	-11.6%
Emergency presentations	1,686	-3.9%
1 Resuscitation	< 5	*
2 Emergency	89	-3.5%
3 Urgent	607	-16.0%
4 Semi-urgent	727	11.0%
5 Non-urgent	263	-16.7%

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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			< 5	0	< 5	< 5
Emergency			72	40	89	84
Urgent			423	487	607	510
Semi-urgent			733	748	727	807
Non-urgent			196	170	263	219
All emergency presentations			1,424	1,445	1,686	1,620

## Deniliquin Health Service: Patients arriving by ambulance April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 112 patients \*\*

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	147	
Median time	13 minutes	3 minutes
95th percentile time	81 minutes	-8 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Deniliquin Health Service: 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: 84

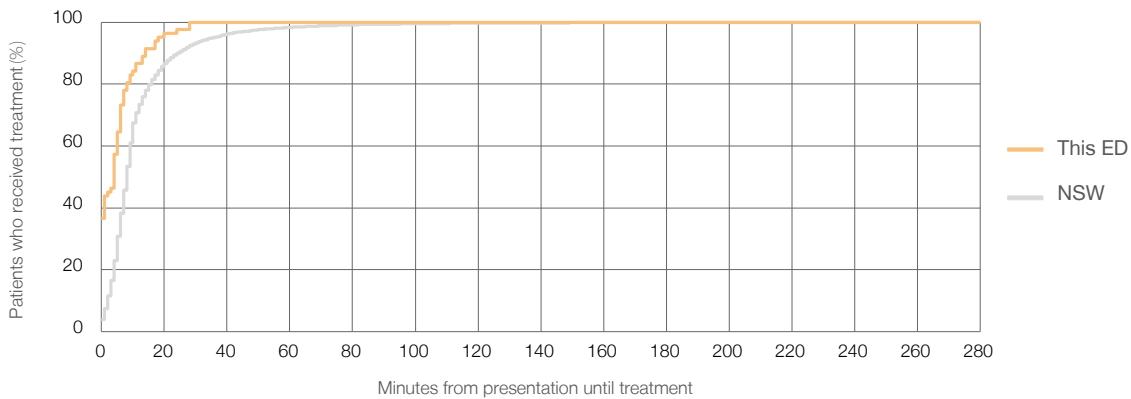
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 82

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

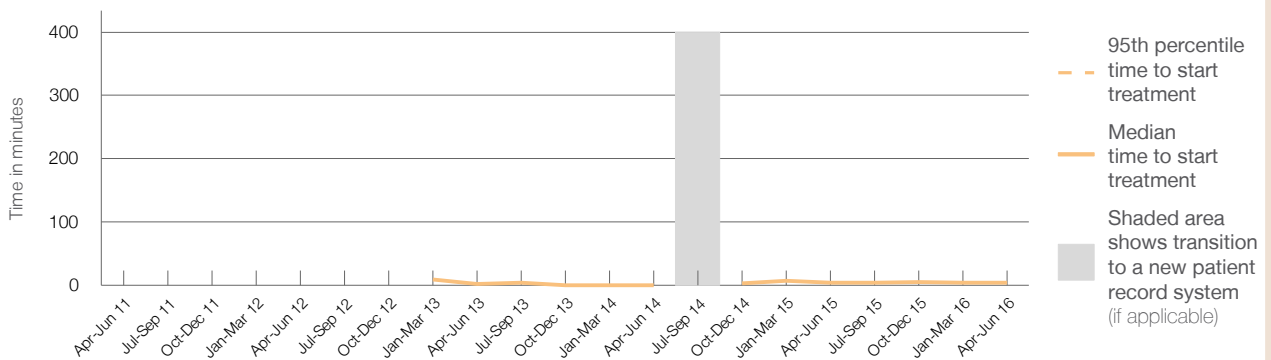
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
89	84
5 minutes	8 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)			3	0	5	4
95th percentile time to start treatment <sup>5</sup> (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.

## Deniliquin Health Service: 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: 510

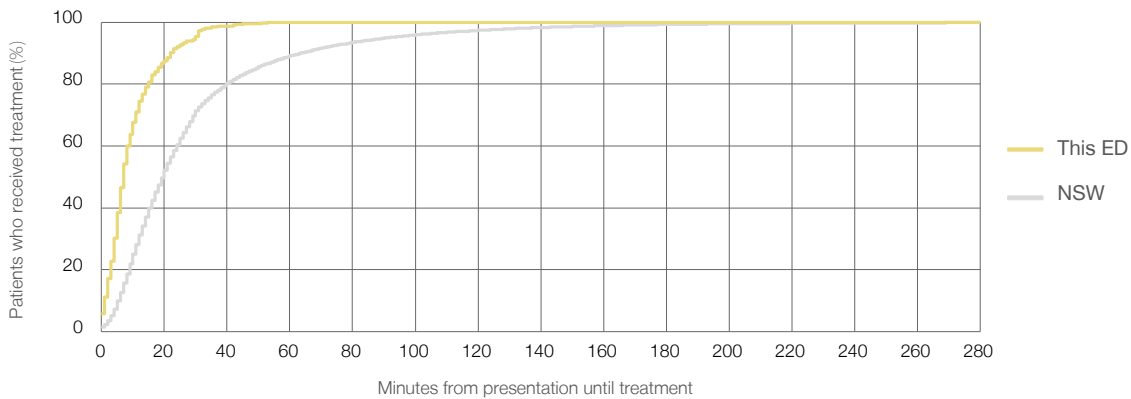
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 502

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

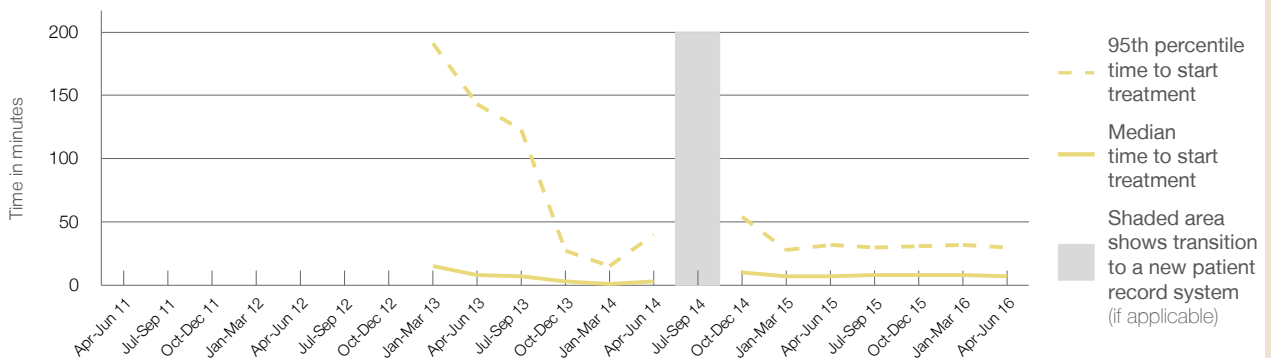
95th percentile time to start treatment<sup>5</sup>  30 minutes

Same period last year	NSW (this period)
607	
587	
7 minutes	20 minutes
32 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)			8	3	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)			143	40	32	30

(†) 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.

## Deniliquin Health Service: 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: 807

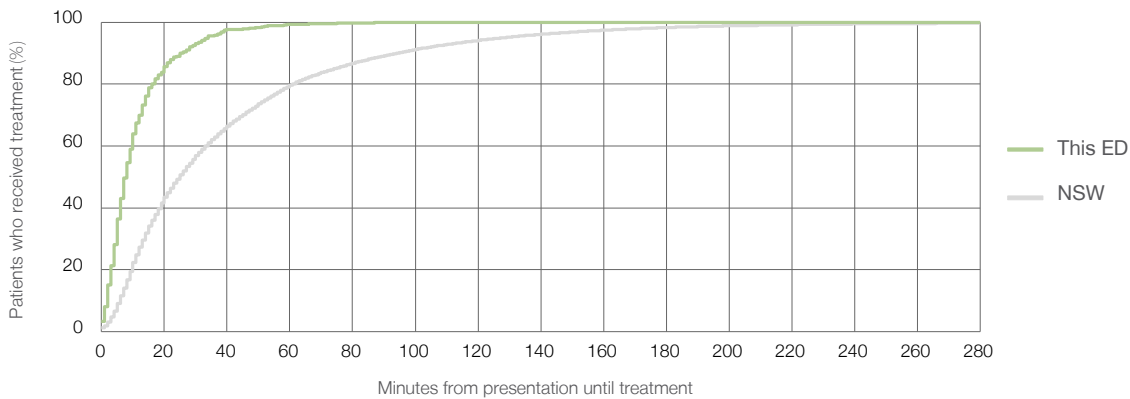
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 776

Median time to start treatment<sup>4</sup>  8 minutes

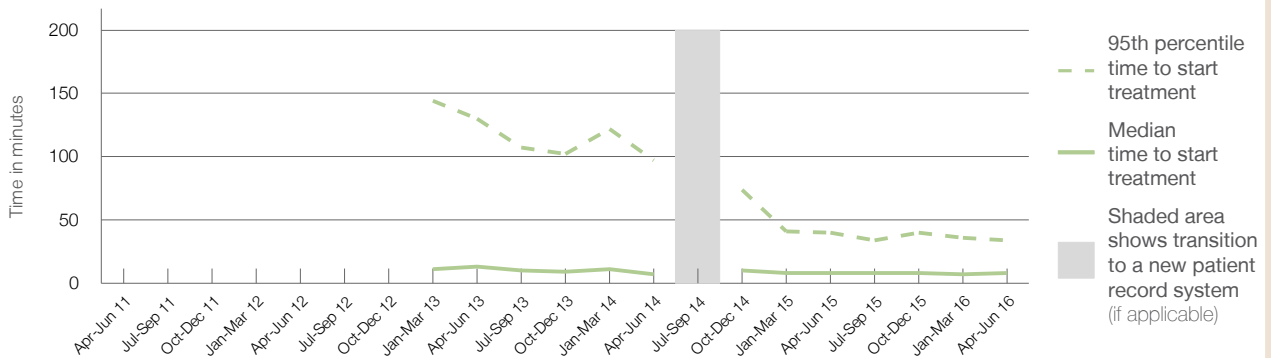
95th percentile time to start treatment<sup>5</sup>  34 minutes

Same period last year	NSW (this period)
727	695
8 minutes	25 minutes
40 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)			13	7	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)			130	97	40	34

(†) 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.

## Deniliquin Health Service: 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: 219

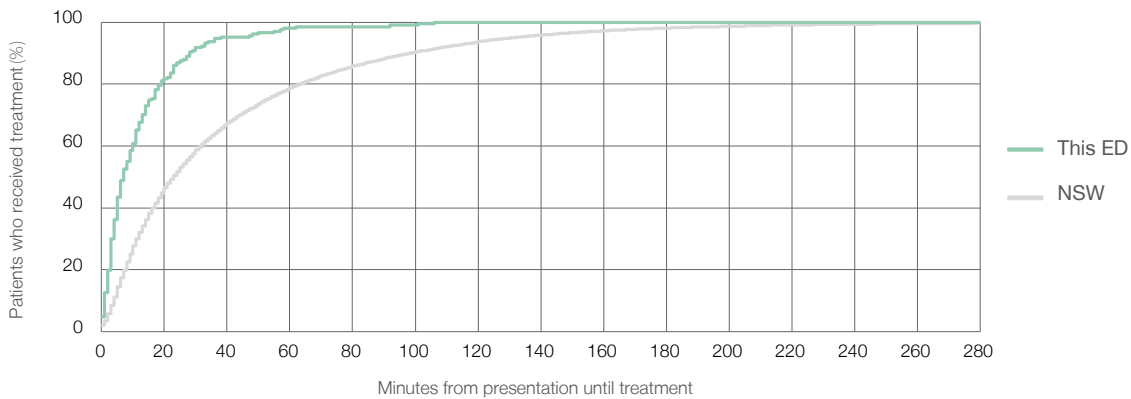
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 207

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

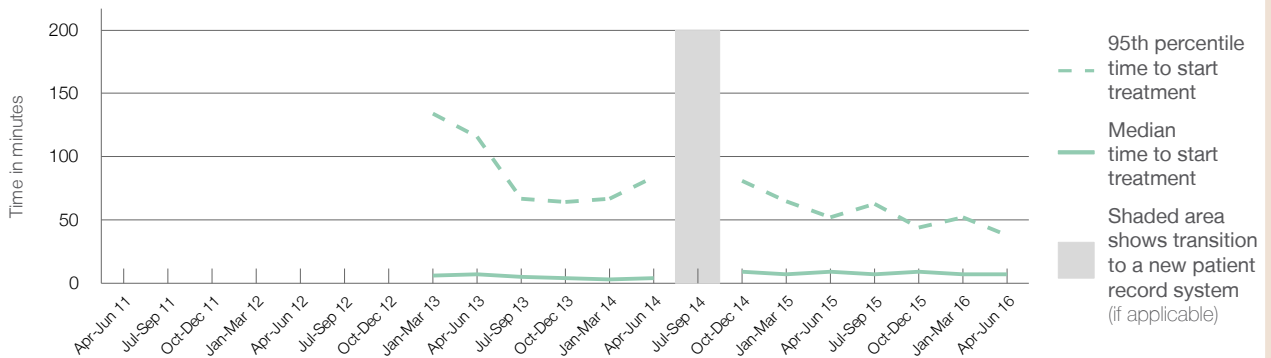
95th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
263	
255	
9 minutes	23 minutes
52 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)			7	4	9	7
95th percentile time to start treatment <sup>5</sup> (minutes)			116	84	52	38

(†) 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.

## Deniliquin Health Service: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 2,066 patients

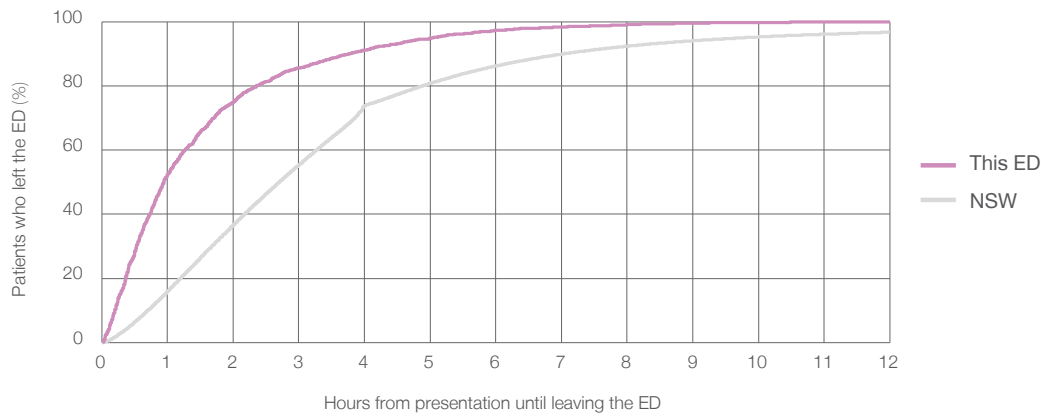
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,066 patients

Median time spent in the ED<sup>8</sup> ■ 0 hours and 57 minutes

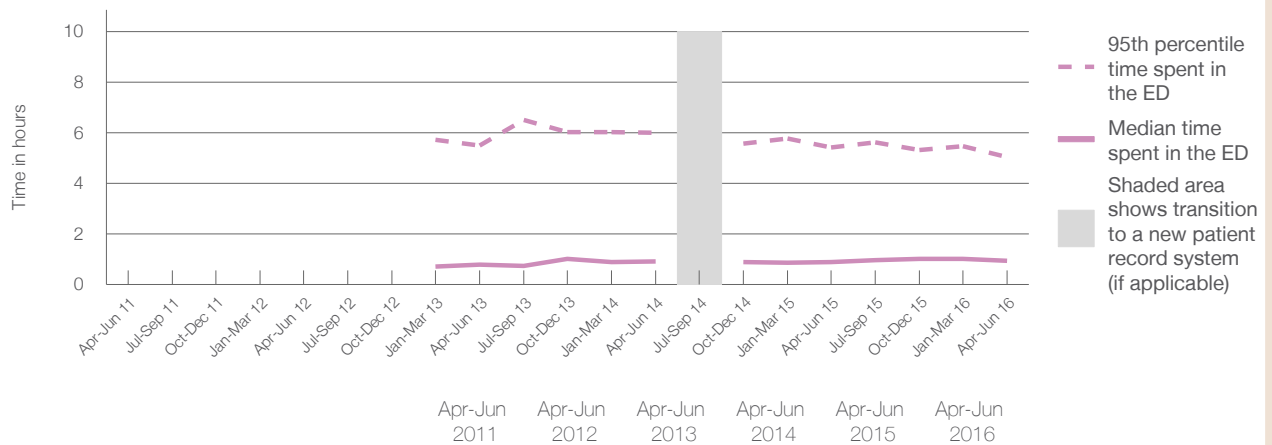
95th percentile time spent in the ED<sup>9</sup> ■ 5 hours and 2 minutes

Same period last year	NSW (this period)
2,336	2,334
0 hours and 54 minutes	2 hours and 42 minutes
5 hours and 25 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)			0h 48m	0h 55m	0h 54m	0h 57m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			5h 30m	6h 0m	5h 25m	5h 2m

(†) 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.



**Deniliquin Health Service: Time patients spent in the ED**  
 By mode of separation  
 April to June 2016

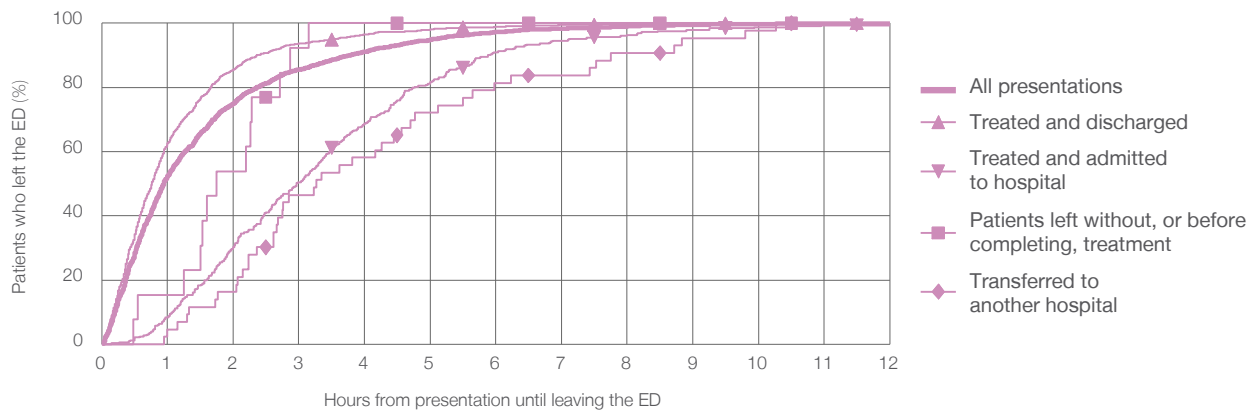
All presentations:<sup>1</sup> 2,066 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,066 patients

Treated and discharged	1,625 (78.7%)
Treated and admitted to hospital	333 (16.1%)
Patient left without, or before completing, treatment	13 (0.6%)
Transferred to another hospital	43 (2.1%)
Other	52 (2.5%)

Same period last year	Change since one year ago
2,334	-11.5%
1,881	-13.6%
317	5.0%
24	-45.8%
52	-17.3%
62	-16.1%

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	62.5%	85.5%	93.7%	96.4%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	8.4%	30.3%	50.5%	68.8%	91.0%	96.4%	98.8%	99.4%
Patient left without, or before completing, treatment	15.4%	53.8%	92.3%	100%	100%	100%	100%	100%
Transferred to another hospital	4.7%	16.3%	46.5%	58.1%	81.4%	90.7%	97.7%	100%
All presentations	52.4%	74.9%	85.6%	91.1%	97.3%	99.0%	99.8%	99.9%

(†) 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.

**Deniliquin Health Service: 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> 2,066 patients

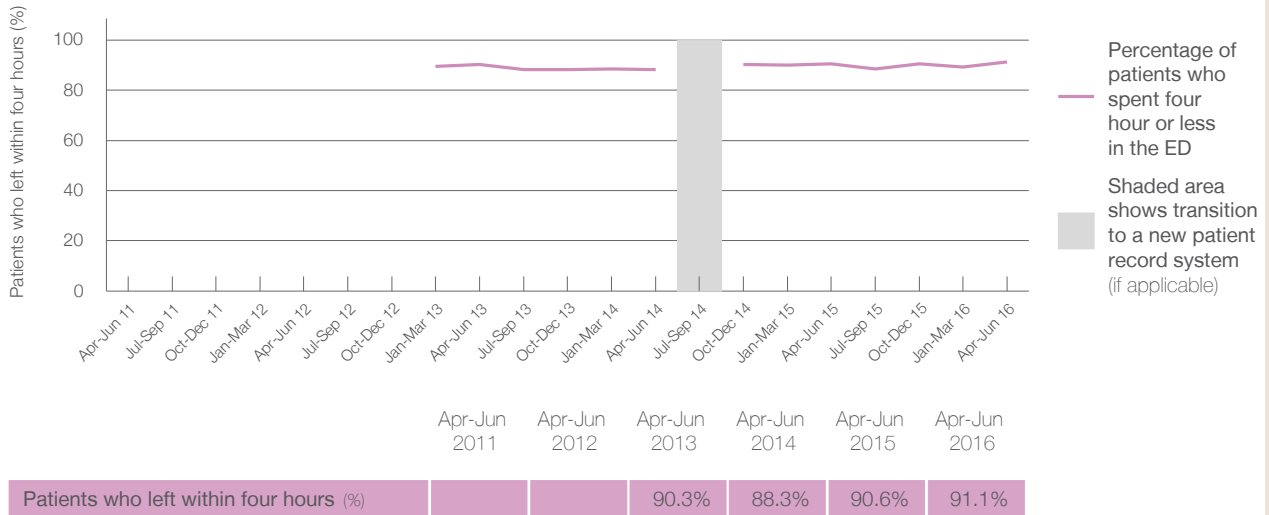
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,066 patients

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: <sup>1</sup>	2,336	-11.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,334	-11.5%
Percentage of patients who spent four hours or less in the ED	90.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<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 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).

## Griffith Base Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 4,722 patients  
Emergency presentations:<sup>2</sup> 4,541 patients

Same period last year	Change since one year ago
4,481	5.4%
4,328	4.9%

## Griffith Base Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 361 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,841 patients

Median time to start treatment<sup>4</sup> 17 minutes  
95th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,967 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 345 patients

Median time to start treatment<sup>4</sup> 17 minutes  
95th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
322	
6 minutes	8 minutes
26 minutes	36 minutes
1,723	
18 minutes	20 minutes
78 minutes	92 minutes
2,002	
26 minutes	25 minutes
123 minutes	128 minutes
262	
27 minutes	23 minutes
122 minutes	132 minutes

## Griffith Base Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,722 patients

Percentage of patients who spent four hours or less in the ED 84.1%

Same period last year	Change since one year ago
4,480	5.4%
83.5%	

\* 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.

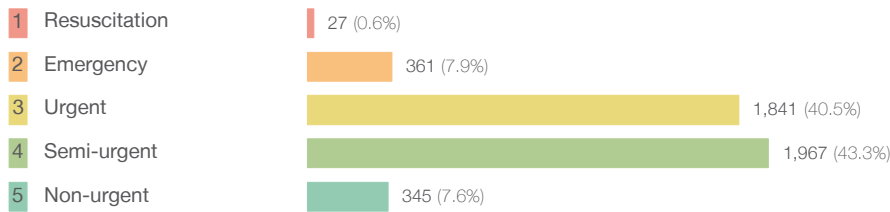
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Griffith Base Hospital: Patients presenting to the emergency department

April to June 2016

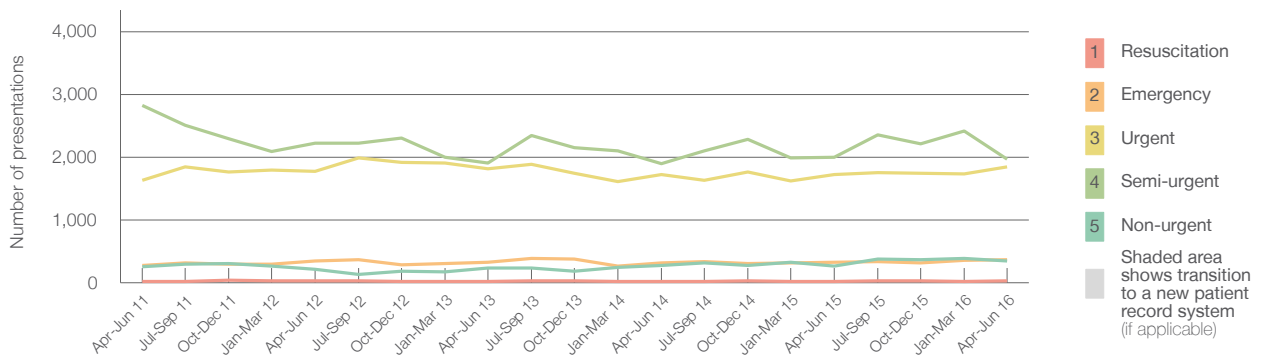
All presentations:<sup>1</sup> 4,722 patients

Emergency presentations<sup>2</sup> by triage category: 4,541 patients



Same period last year	Change since one year ago
4,481	5.4%
4,328	4.9%
19	42.1%
322	12.1%
1,723	6.8%
2,002	-1.7%
262	31.7%

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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	29	23	21	19	27
Emergency	269	345	322	311	322	361
Urgent	1,633	1,771	1,817	1,718	1,723	1,841
Semi-urgent	2,821	2,222	1,902	1,894	2,002	1,967
Non-urgent	253	214	231	273	262	345
All emergency presentations	4,997	4,581	4,295	4,217	4,328	4,541

## Griffith Base Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 796 patients

ED Transfer of care time



Same period last year	Change since one year ago
751	
12 minutes	0 minutes
30 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.

## Griffith Base 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: 361

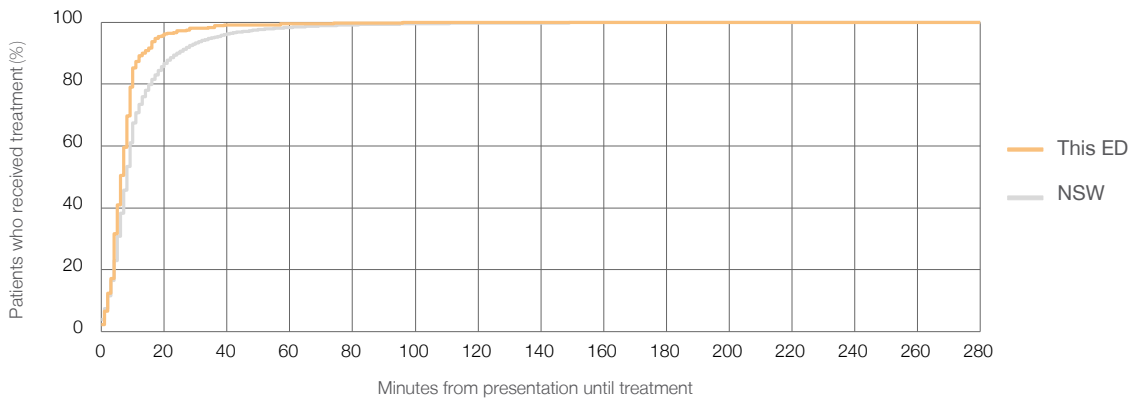
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 361

Median time to start treatment<sup>4</sup>  6 minutes

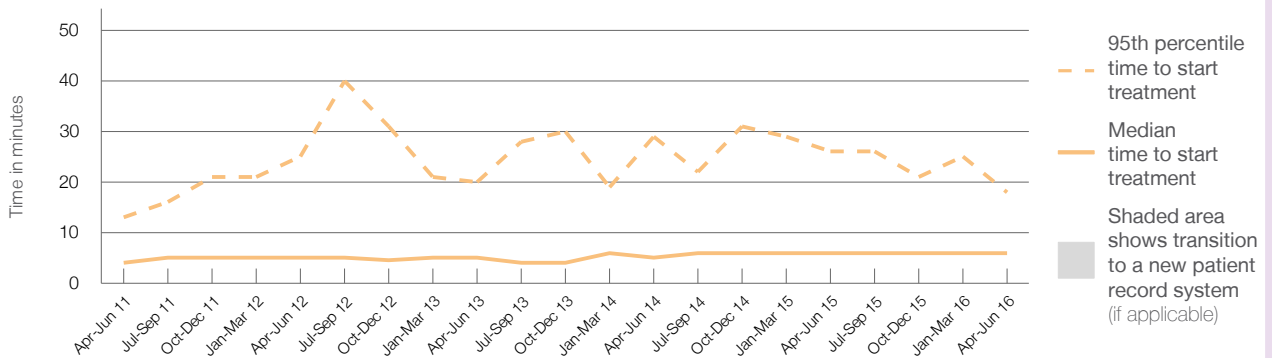
95th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
322	322
6 minutes	8 minutes
26 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)	4	5	5	5	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)	13	25	20	29	26	18

(†) 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.

## Griffith Base 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: 1,841

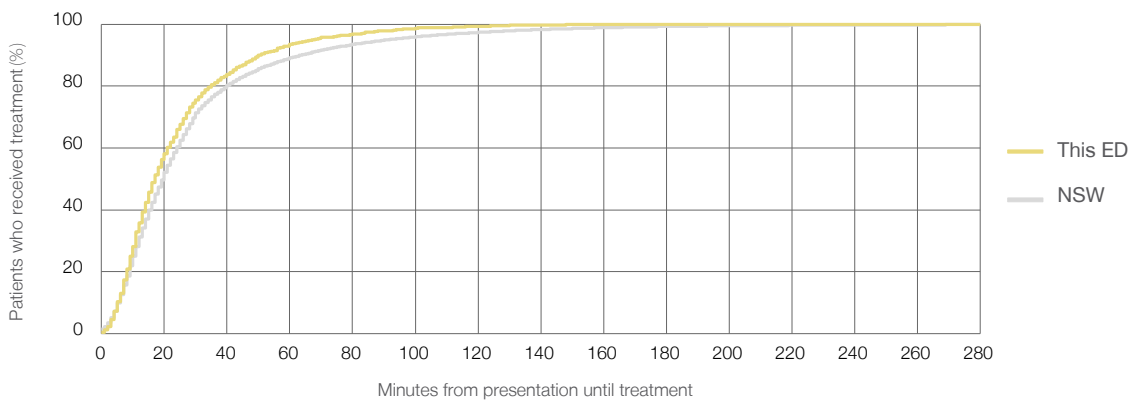
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,820

Median time to start treatment<sup>4</sup> 17 minutes

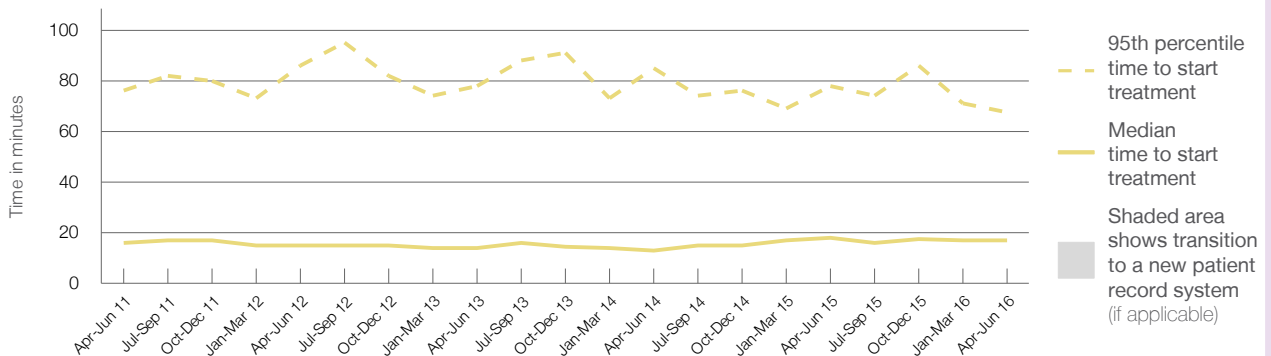
95th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,723	
1,683	
18 minutes	20 minutes
78 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)	16	15	14	13	18	17
95th percentile time to start treatment <sup>5</sup> (minutes)	76	86	78	85	78	68

(†) 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.

## Griffith Base 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: 1,967

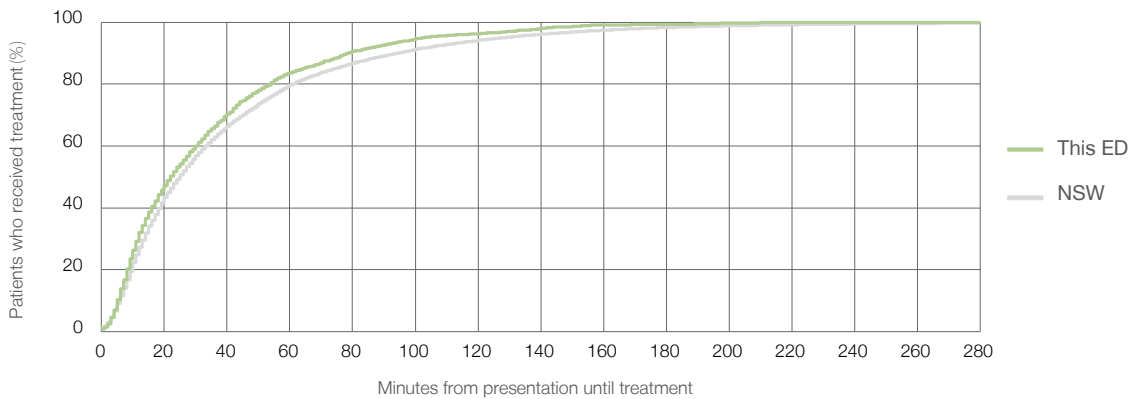
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,890

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

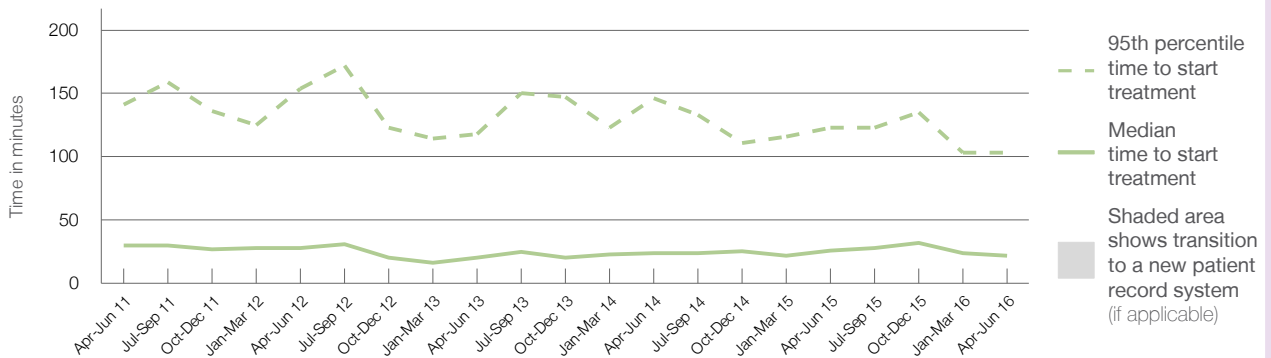
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
2,002	1,919
26 minutes	25 minutes
123 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)	30	28	20	24	26	22
95th percentile time to start treatment <sup>5</sup> (minutes)	141	154	118	146	123	103

(†) 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.

## Griffith Base 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: 345

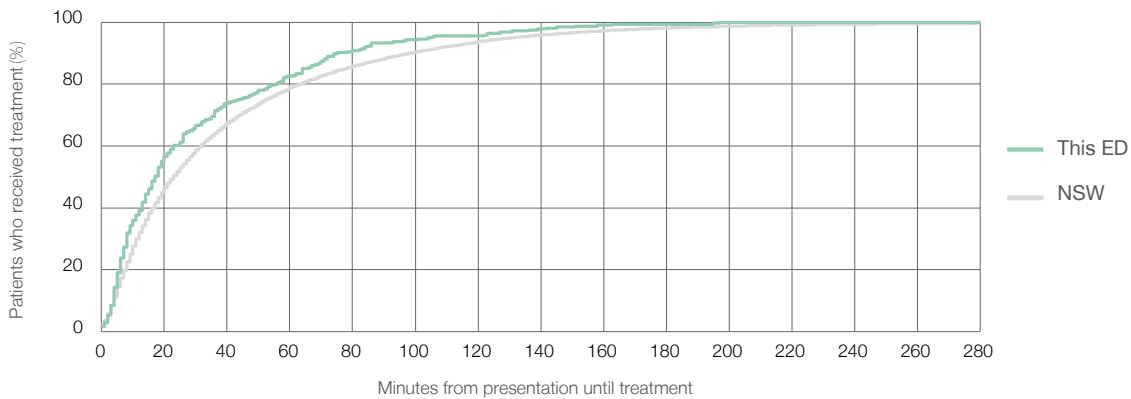
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 314

Median time to start treatment<sup>4</sup>  17 minutes

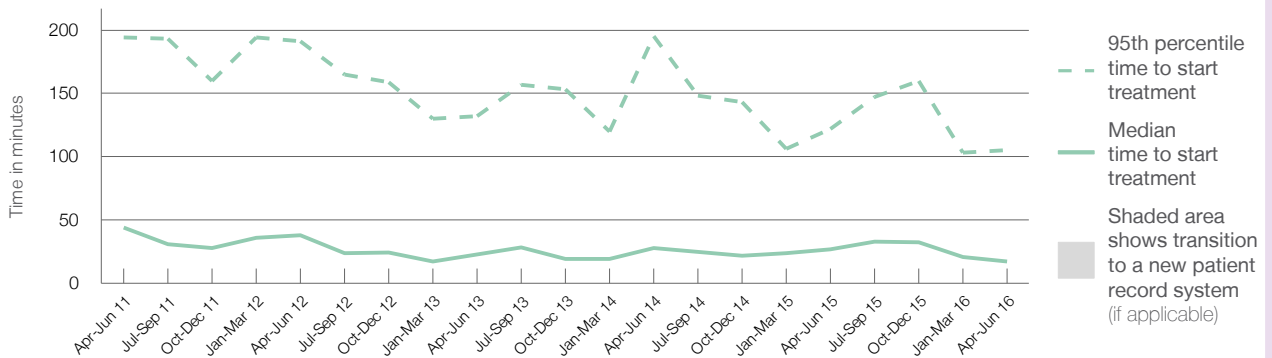
95th percentile time to start treatment<sup>5</sup>  105 minutes

Same period last year	NSW (this period)
262	
236	
27 minutes	23 minutes
122 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)	44	38	23	28	27	17
95th percentile time to start treatment <sup>5</sup> (minutes)	194	191	132	195	122	105

(†) 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.



## Griffith Base Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 4,722 patients

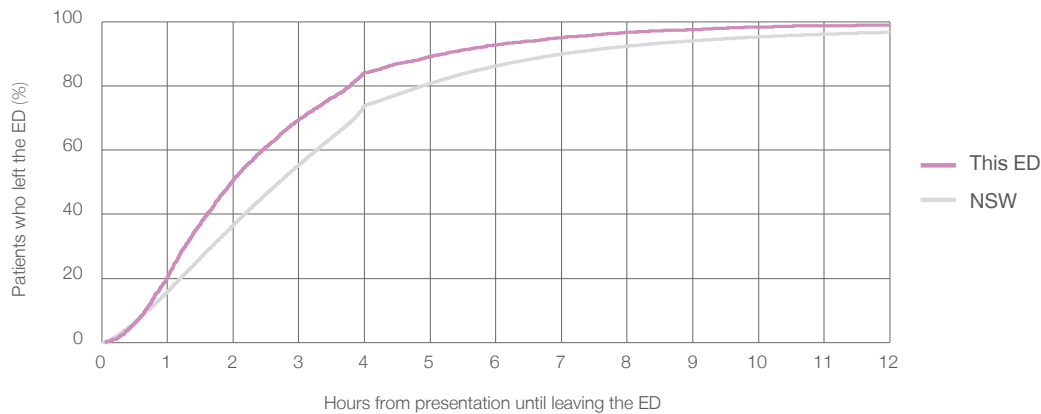
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,722 patients

Median time spent in the ED<sup>8</sup> 1 hours and 59 minutes

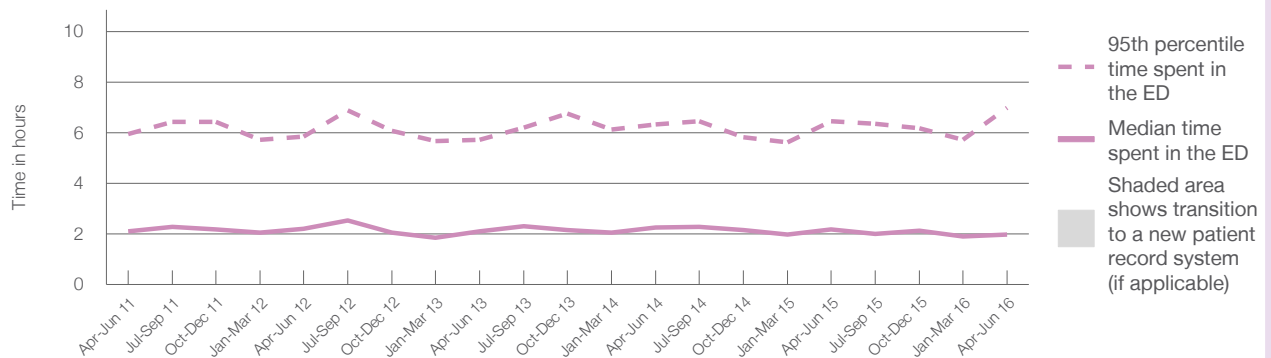
95th percentile time spent in the ED<sup>9</sup> 7 hours and 0 minutes

Same period last year	NSW (this period)
4,481	
4,480	
2 hours and 11 minutes	2 hours and 42 minutes
6 hours and 27 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)	2h 6m	2h 13m	2h 6m	2h 15m	2h 11m	1h 59m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 57m	5h 51m	5h 44m	6h 20m	6h 27m	7h 0m

(†) 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.

**Griffith Base Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

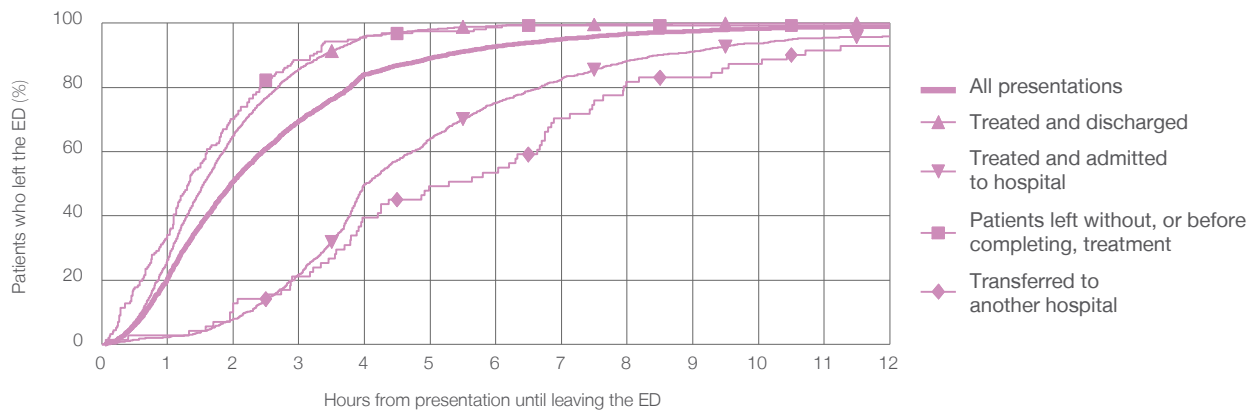
All presentations:<sup>1</sup> 4,722 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,722 patients

Treated and discharged	3,358 (71.1%)
Treated and admitted to hospital	1,131 (24.0%)
Patient left without, or before completing, treatment	158 (3.3%)
Transferred to another hospital	71 (1.5%)
Other	4 (0.1%)

Same period last year	Change since one year ago
4,480	5.4%
3,023	11.1%
1,238	-8.6%
152	3.9%
55	29.1%
13	-69.2%

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	26.3%	65.1%	85.8%	96.0%	99.2%	99.7%	100%	100%
Treated and admitted to hospital	2.2%	8.0%	21.7%	49.9%	75.2%	88.2%	93.7%	95.8%
Patient left without, or before completing, treatment	34.2%	70.3%	88.6%	95.6%	98.7%	99.4%	99.4%	99.4%
Transferred to another hospital	2.8%	12.7%	21.1%	39.4%	53.5%	81.7%	87.3%	93.0%
All presentations	20.5%	50.8%	69.6%	84.1%	92.7%	96.7%	98.3%	98.9%

(†) 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.

## Griffith Base 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> 4,722 patients

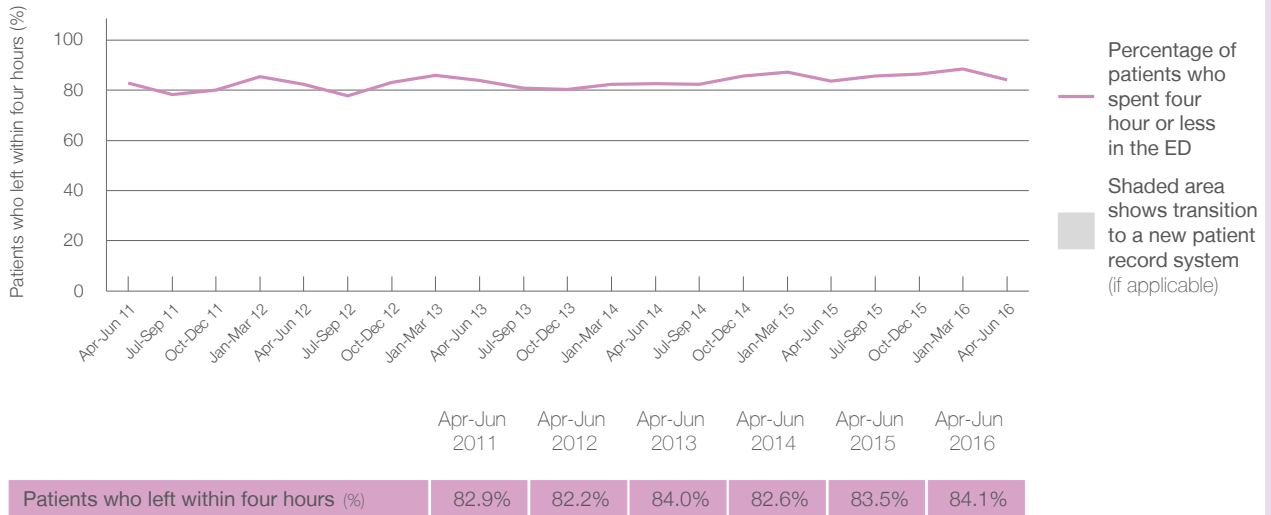
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,722 patients

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: <sup>1</sup>	4,481	5.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	4,480	5.4%
Percentage of patients who spent four hours or less in the ED	83.5%	

### 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
	82.9%	82.2%	84.0%	82.6%	83.5%	84.1%

\* 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 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).

## Tumut Health Service: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 1,533 patients

Emergency presentations:<sup>2</sup> 991 patients

Same period last year	Change since one year ago
1,568	-2.2%
923	7.4%

## Tumut Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 49 patients

Median time to start treatment<sup>4</sup>  6 minutes

95th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 309 patients

Median time to start treatment<sup>4</sup>  6 minutes

95th percentile time to start treatment<sup>5</sup>  47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 534 patients

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

95th percentile time to start treatment<sup>5</sup>  49 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 94 patients

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

95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
70	
2 minutes	8 minutes
*	36 minutes
258	
2 minutes	20 minutes
23 minutes	92 minutes
478	
2 minutes	25 minutes
34 minutes	128 minutes
117	
3 minutes	23 minutes
42 minutes	132 minutes

## Tumut Health Service: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,533 patients

Percentage of patients who spent four hours or less in the ED  97.8%

Same period last year	Change since one year ago
1,568	-2.2%
99.0%	

\* 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, 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.

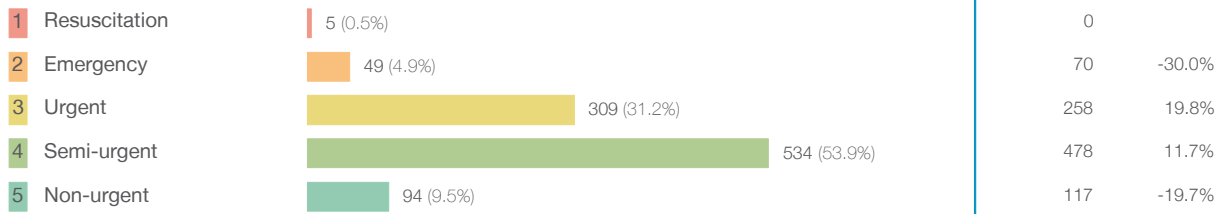
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

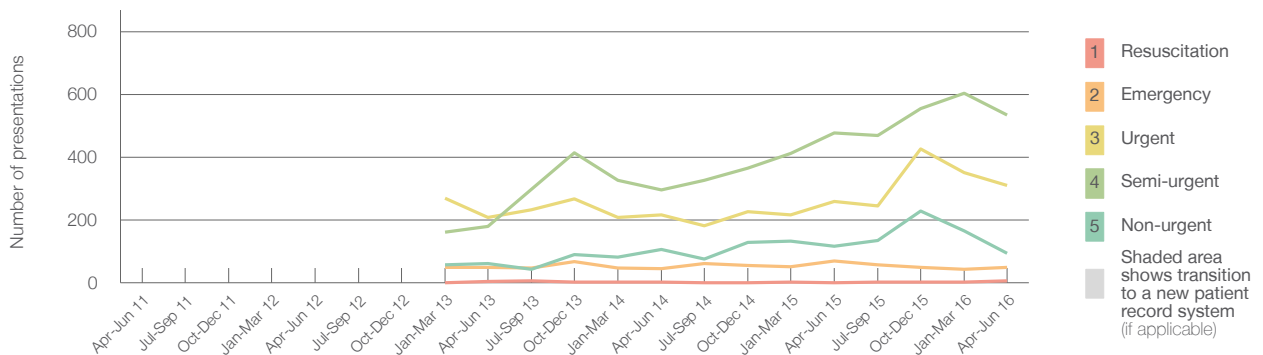
## Tumut Health Service: Patients presenting to the emergency department April to June 2016

All presentations:<sup>1</sup> 1,533 patients

Emergency presentations<sup>2</sup> by triage category: 991 patients



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	0	5
Emergency			53	46	70	49
Urgent			208	215	258	309
Semi-urgent			179	295	478	534
Non-urgent			61	105	117	94
All emergency presentations			501	661	923	991

## Tumut Health Service: Patients arriving by ambulance April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 107 patients

ED Transfer of care time



Same period last year

Change since one year ago

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.

(§) 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.

## Tumut Health Service: 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: 49

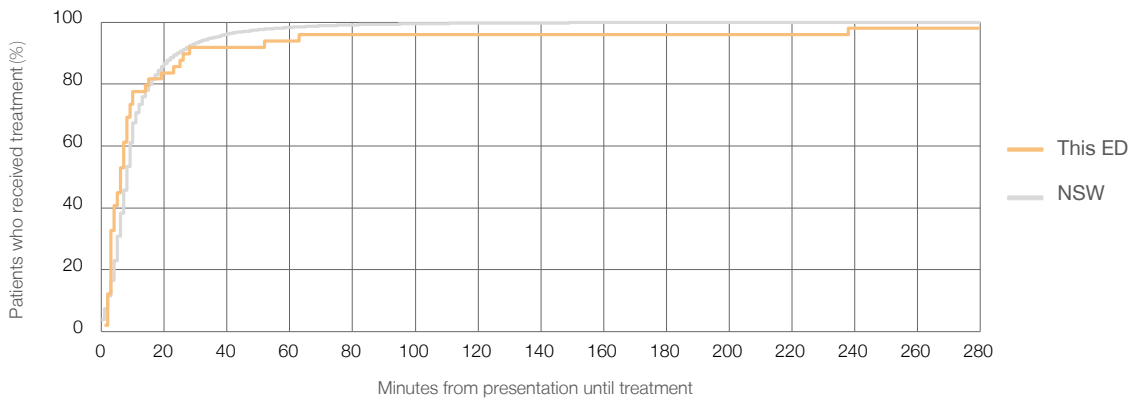
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 49

Median time to start treatment<sup>4</sup> 6 minutes

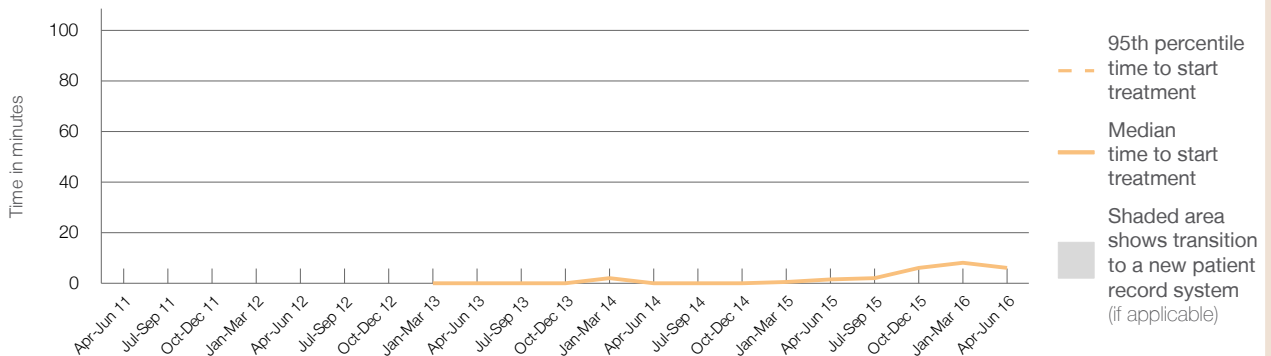
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
70	70
2 minutes	8 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)			0	0	2	6
95th percentile time to start treatment <sup>5</sup> (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.

## Tumut Health Service: 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: 309

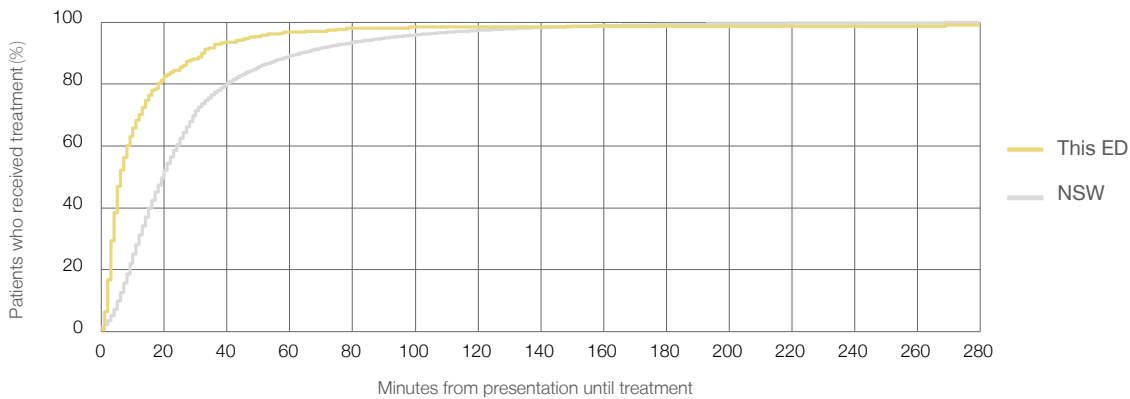
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 309

Median time to start treatment<sup>4</sup> 6 minutes

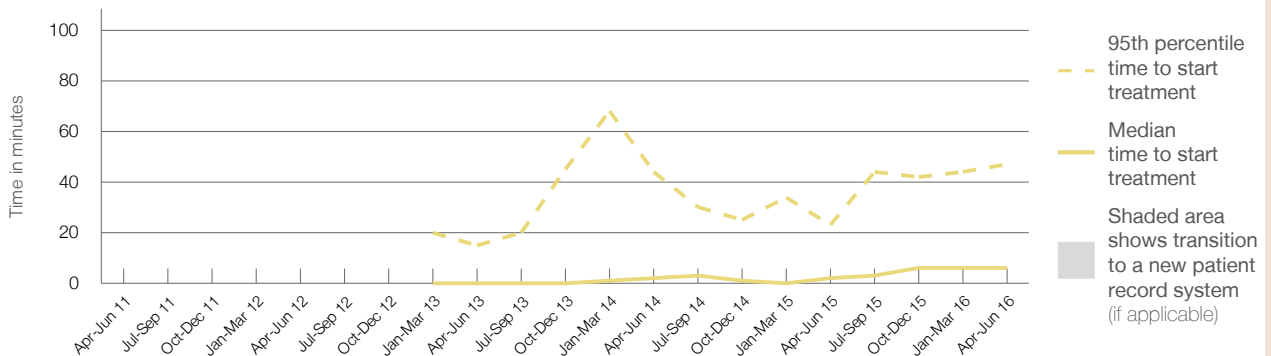
95th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
258	
255	
2 minutes	20 minutes
23 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)			0	2	2	6
95th percentile time to start treatment <sup>5</sup> (minutes)			15	44	23	47

(†) 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.

## Tumut Health Service: 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: 534

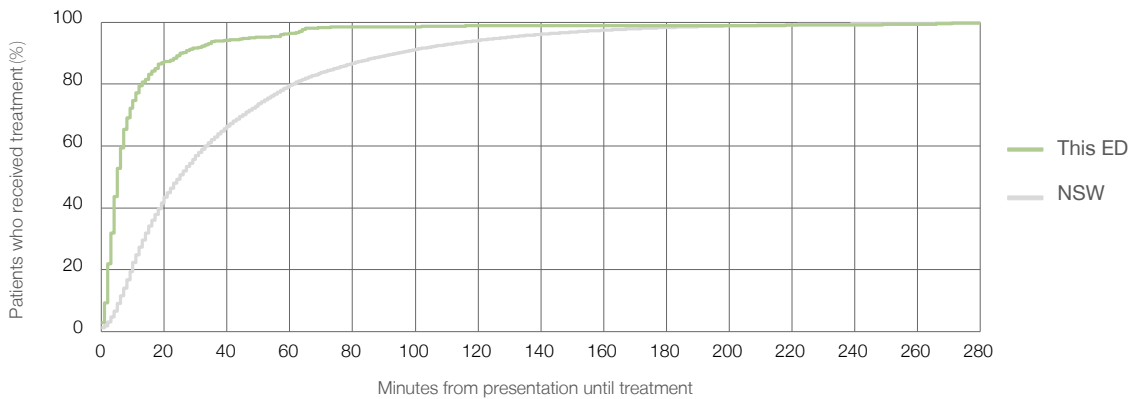
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 528

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

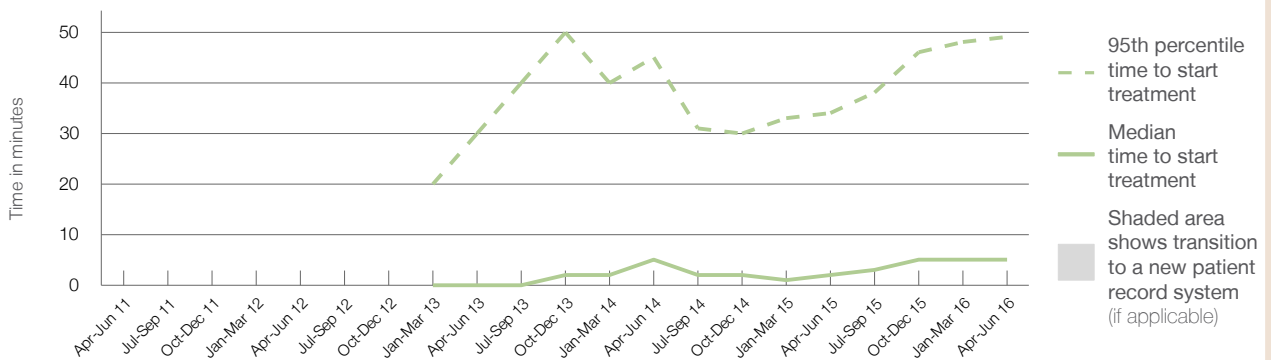
95th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
478	
475	
2 minutes	25 minutes
34 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)			0	5	2	5
95th percentile time to start treatment <sup>5</sup> (minutes)			30	45	34	49

(†) 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.



## Tumut Health Service: 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: 94

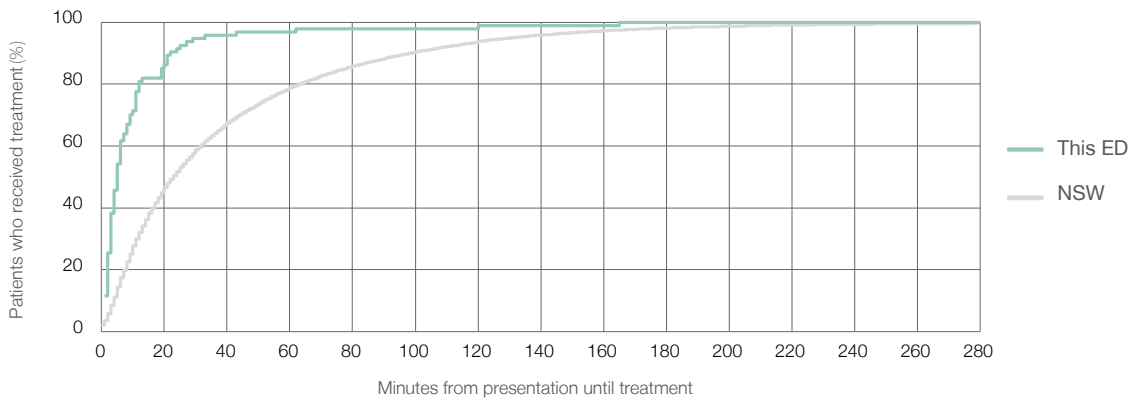
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 94

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

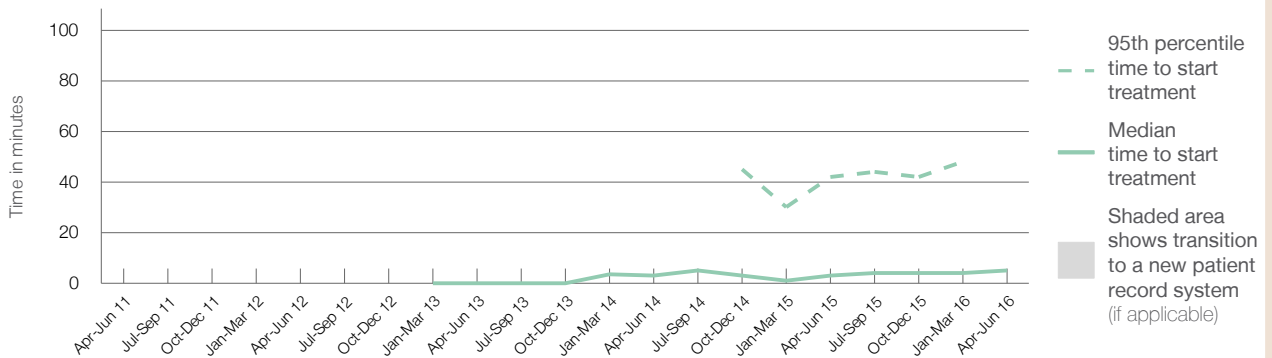
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
117	
117	
3 minutes	23 minutes
42 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)			0	3	3	5
95th percentile time to start treatment <sup>5</sup> (minutes)			*	35	42	*

(†) 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.

## Tumut Health Service: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 1,533 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,533 patients

Median time spent in the ED<sup>8</sup>

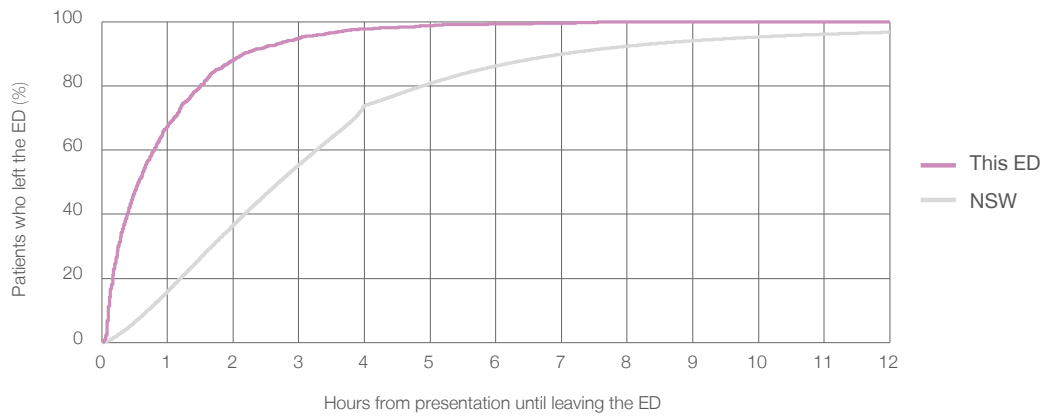
0 hours and 34 minutes

95th percentile time spent in the ED<sup>9</sup>

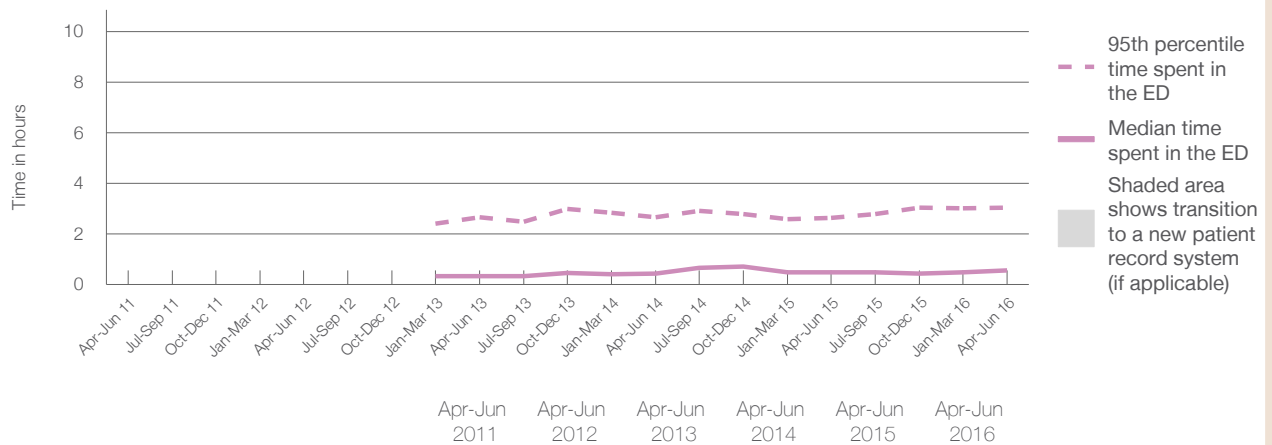
3 hours and 2 minutes

Same period last year	NSW (this period)
1,568	
1,568	
0 hours and 30 minutes	2 hours and 42 minutes
2 hours and 38 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)			0h 20m	0h 27m	0h 30m	0h 34m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			2h 40m	2h 40m	2h 38m	3h 2m

(†) 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.

**Tumut Health Service: Time patients spent in the ED**  
By mode of separation  
April to June 2016

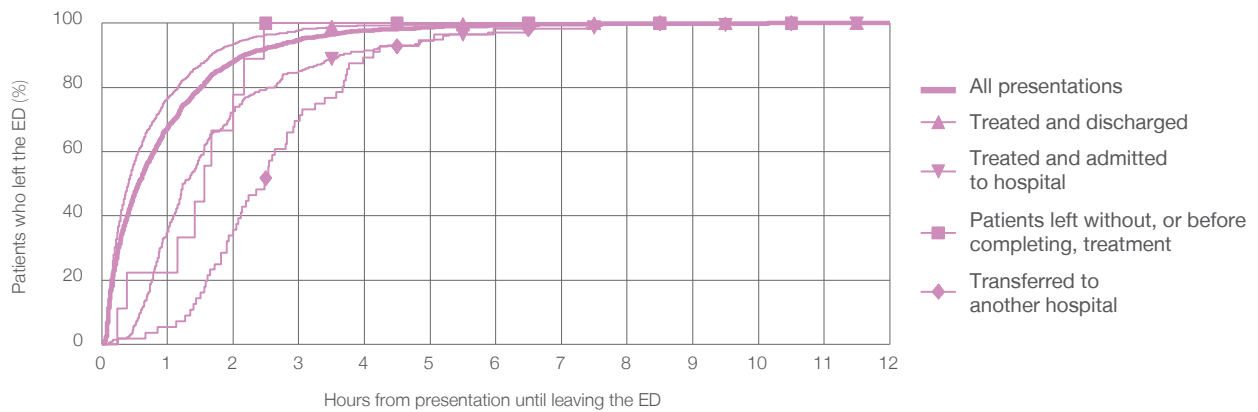
All presentations:<sup>†</sup> 1,533 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,533 patients

Treated and discharged	1,226 (80.0%)
Treated and admitted to hospital	234 (15.3%)
Patient left without, or before completing, treatment	9 (0.6%)
Transferred to another hospital	56 (3.7%)
Other	8 (0.5%)

Same period last year	Change since one year ago
1,568	-2.2%
1,249	-1.8%
247	-5.3%
11	-18.2%
57	-1.8%
4	100.0%

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	76.6%	93.5%	97.7%	99.3%	99.8%	100%	100%	100%
Treated and admitted to hospital	35.0%	72.6%	85.0%	91.5%	97.0%	99.6%	99.6%	100%
Patient left without, or before completing, treatment	*	*	*	*	*	*	*	*
Transferred to another hospital	5.4%	35.7%	69.6%	89.3%	98.2%	100%	100%	100%
All presentations	67.4%	88.1%	94.8%	97.8%	99.3%	99.9%	99.9%	100%

(†) 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.

**Tumut Health Service: 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> 1,533 patients

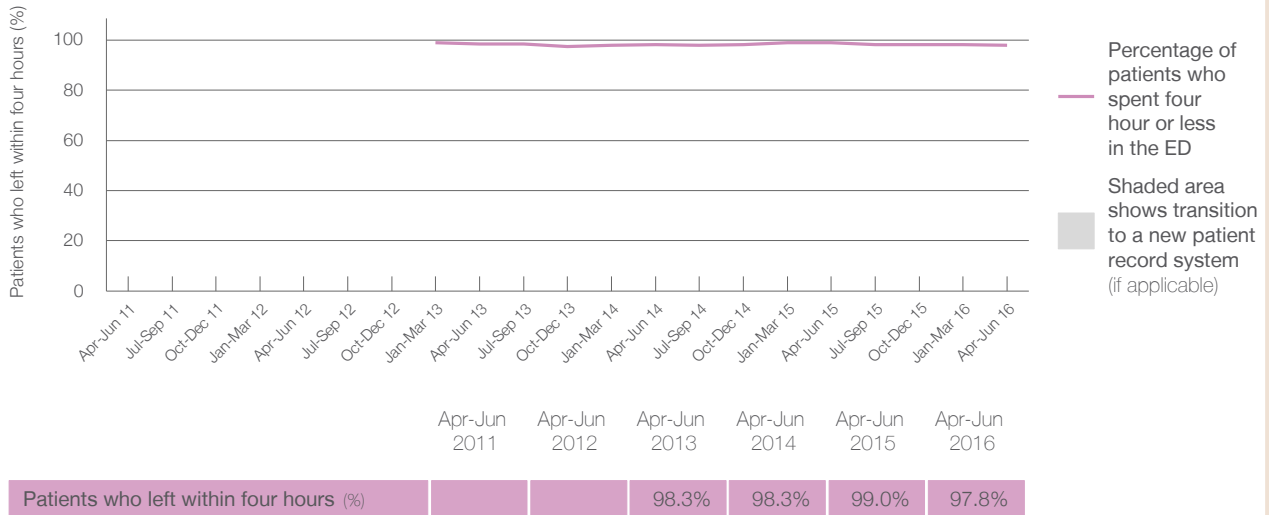
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,533 patients

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: <sup>1</sup> 1,533 patients	1,568	-2.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,533 patients	1,568	-2.2%
Percentage of patients who spent four hours or less in the ED	99.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<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*.  
 § 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).

## Wagga Wagga Base Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 9,832 patients  
Emergency presentations:<sup>2</sup> 9,600 patients

Same period last year	Change since one year ago
9,337	5.3%
8,966	7.1%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 727 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,954 patients

Median time to start treatment<sup>4</sup> 20 minutes  
95th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,076 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 809 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
623	
6 minutes	8 minutes
21 minutes	36 minutes
3,614	
17 minutes	20 minutes
77 minutes	92 minutes
4,052	
18 minutes	25 minutes
115 minutes	128 minutes
642	
12 minutes	23 minutes
122 minutes	132 minutes

## Wagga Wagga Base Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,832 patients

Percentage of patients who spent four hours or less in the ED 72.9%

Same period last year	Change since one year ago
9,337	5.3%
67.1%	

\* 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, 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.

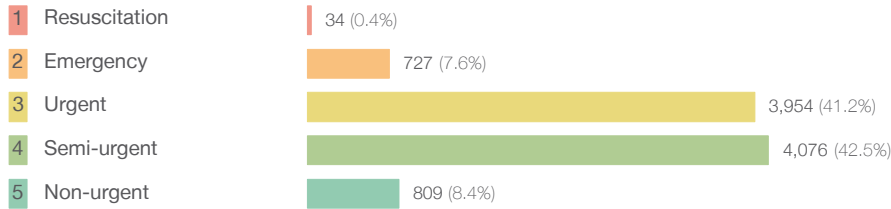
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Wagga Wagga Base Hospital: Patients presenting to the emergency department

April to June 2016

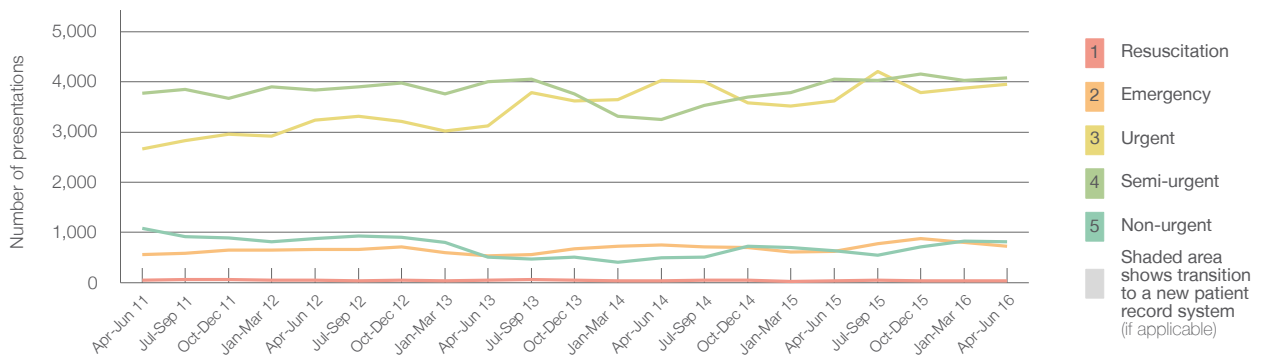
All presentations:<sup>1</sup> 9,832 patients

Emergency presentations<sup>2</sup> by triage category: 9,600 patients



Same period last year	Change since one year ago
9,337	5.3%
8,966	7.1%
35	-2.9%
623	16.7%
3,614	9.4%
4,052	0.6%
642	26.0%

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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	49	44	51	42	35	34
Emergency	556	657	529	746	623	727
Urgent	2,664	3,239	3,125	4,023	3,614	3,954
Semi-urgent	3,767	3,839	3,997	3,247	4,052	4,076
Non-urgent	1,083	882	505	494	642	809
All emergency presentations	8,119	8,661	8,207	8,552	8,966	9,600

## Wagga Wagga Base Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,950 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,410	
13 minutes	0 minutes
72 minutes	1 minute

(†) 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 Base 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: 727

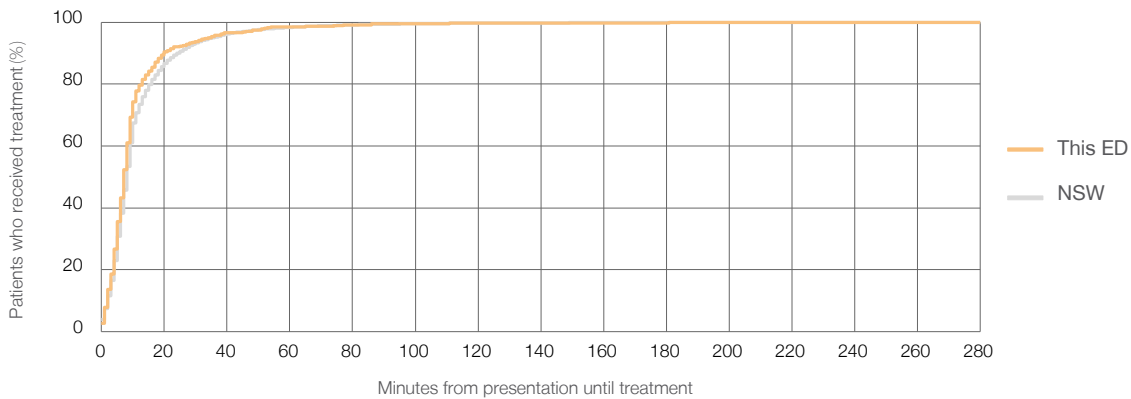
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 725

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

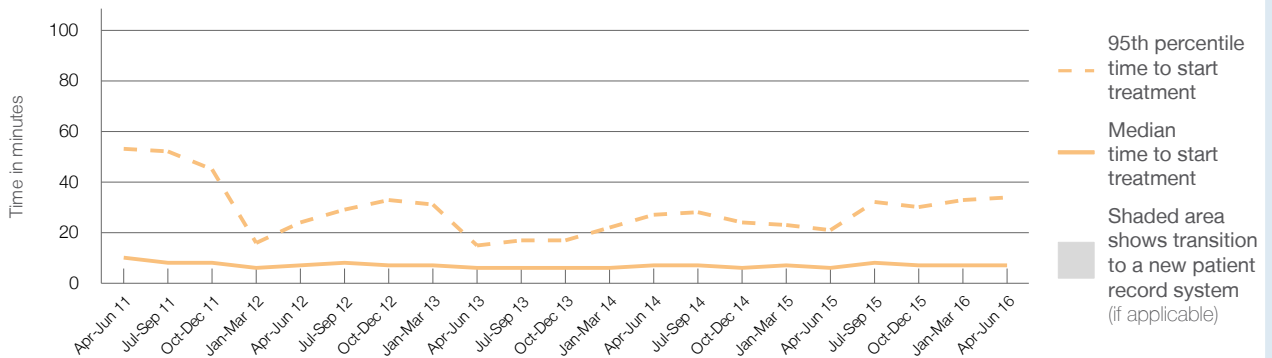
95th percentile time to start treatment<sup>5</sup>  34 minutes

Same period last year	NSW (this period)
623	623
6 minutes	8 minutes
21 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)	10	7	6	7	6	7
95th percentile time to start treatment <sup>5</sup> (minutes)	53	24	15	27	21	34

(†) 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 Base 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: 3,954

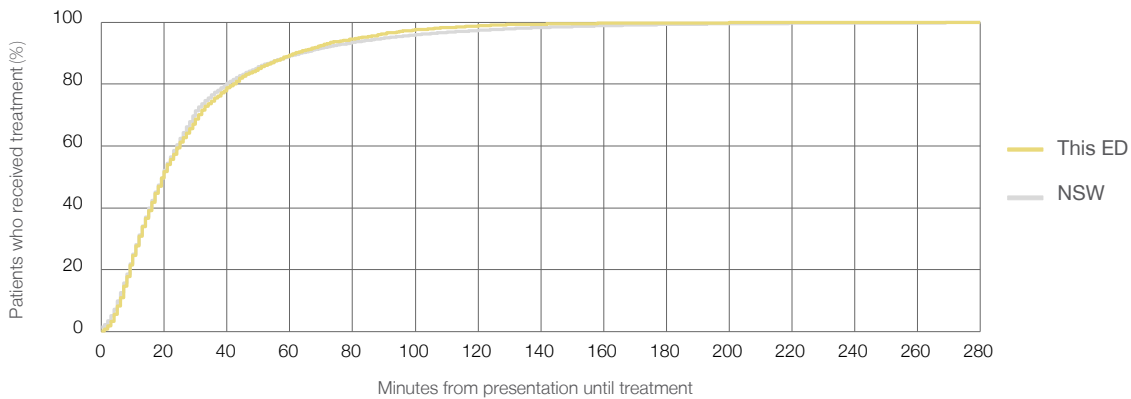
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,900

Median time to start treatment<sup>4</sup>  20 minutes

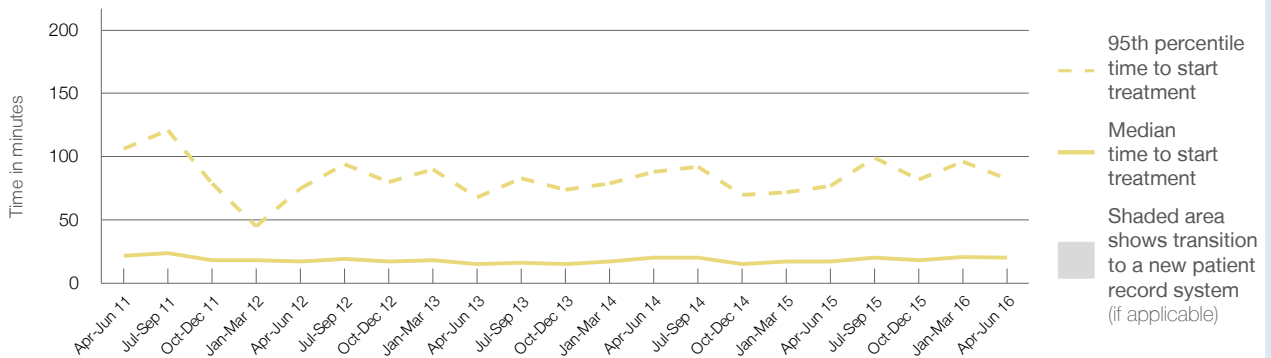
95th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
3,614	
3,544	
17 minutes	20 minutes
77 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)	22	17	15	20	17	20
95th percentile time to start treatment <sup>5</sup> (minutes)	106	75	68	88	77	83

(†) 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 Base 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: 4,076

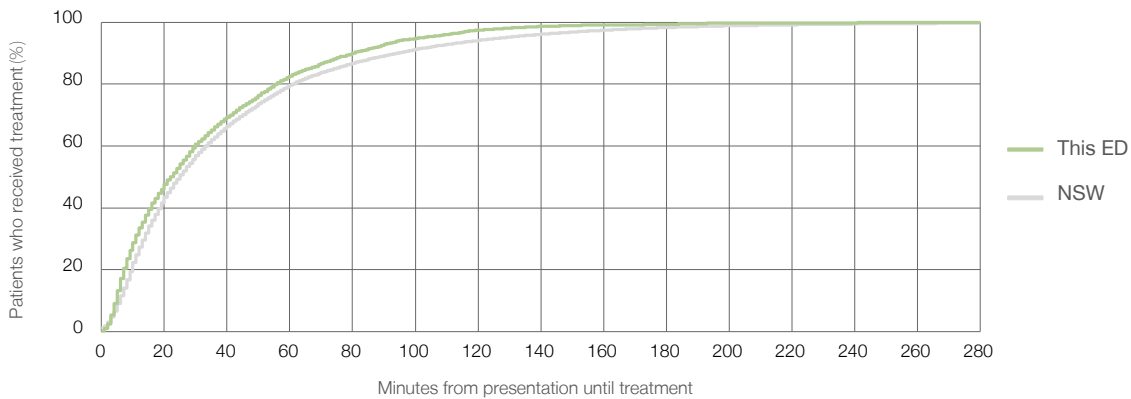
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,924

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

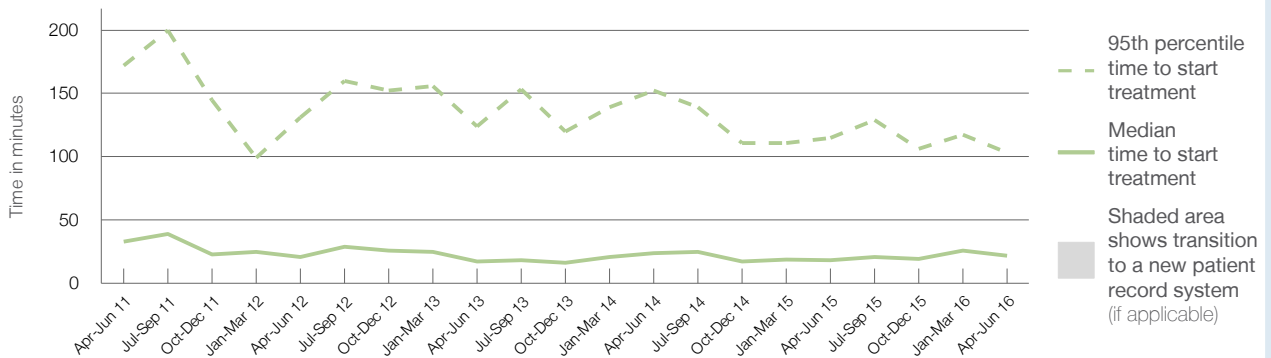
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
4,052	3,850
18 minutes	25 minutes
115 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)	33	21	17	24	18	22
95th percentile time to start treatment <sup>5</sup> (minutes)	172	131	124	152	115	103

(†) 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 Base 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: 809

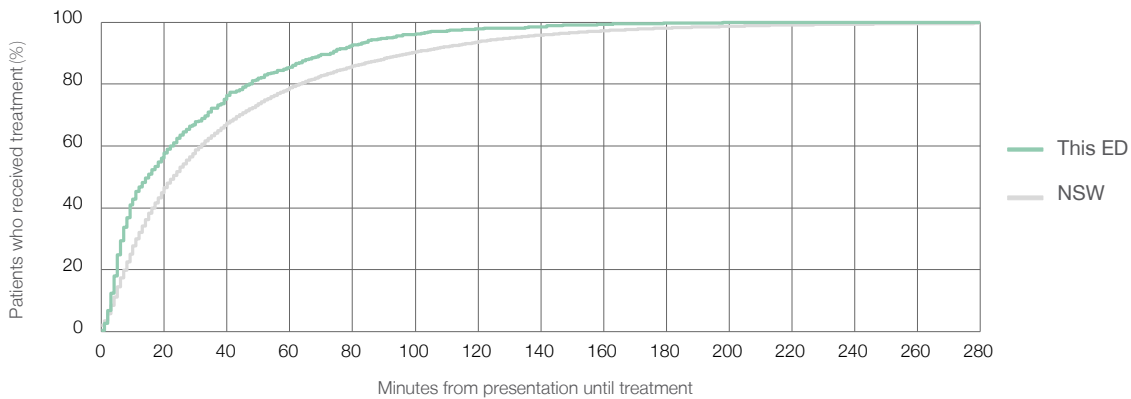
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 754

Median time to start treatment<sup>4</sup> 15 minutes

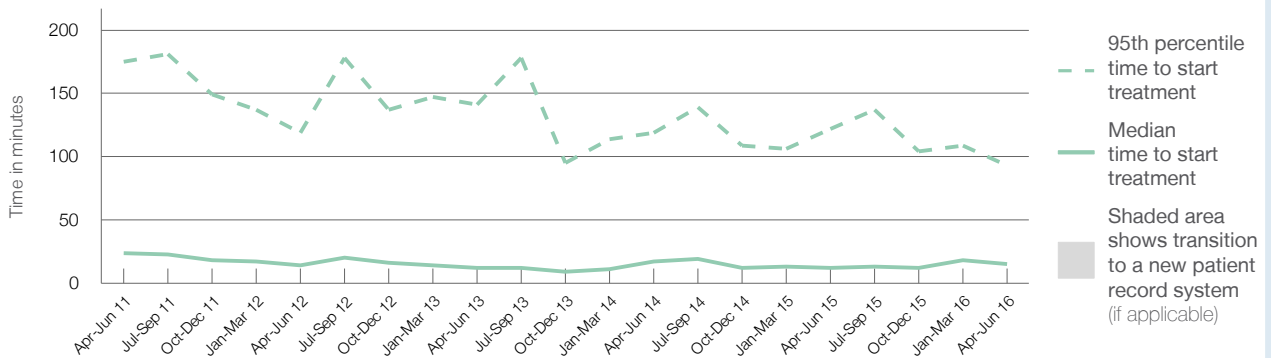
95th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
642	
581	
12 minutes	23 minutes
122 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)	24	14	12	17	12	15
95th percentile time to start treatment <sup>5</sup> (minutes)	175	119	141	119	122	93

(†) 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 Base Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 9,832 patients

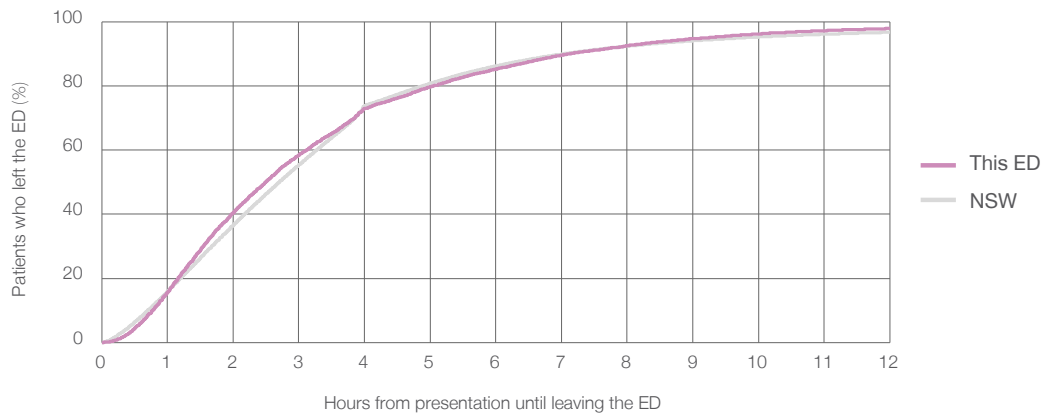
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,832 patients

Median time spent in the ED<sup>8</sup> 2 hours and 30 minutes

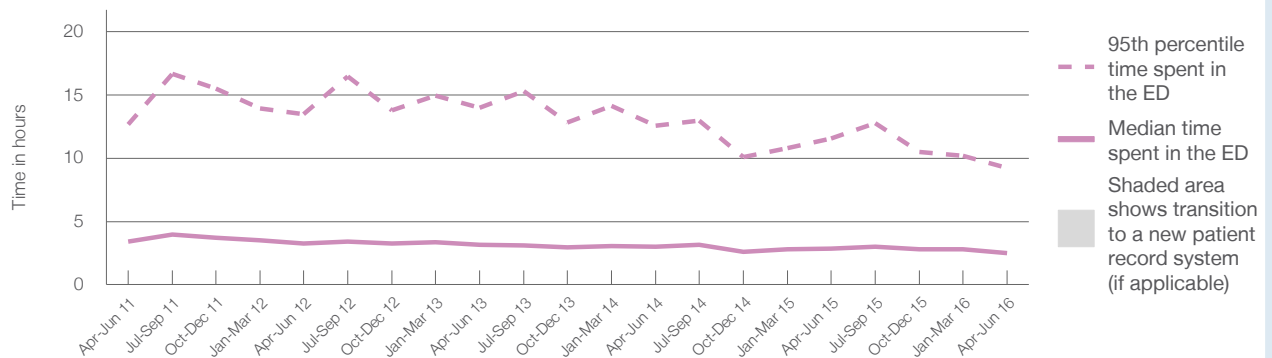
95th percentile time spent in the ED<sup>9</sup> 9 hours and 13 minutes

Same period last year	NSW (this period)
9,337	9,337
2 hours and 52 minutes	2 hours and 42 minutes
11 hours and 33 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)	3h 24m	3h 15m	3h 9m	3h 1m	2h 52m	2h 30m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 39m	13h 29m	14h 0m	12h 35m	11h 33m	9h 13m

(†) 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 Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

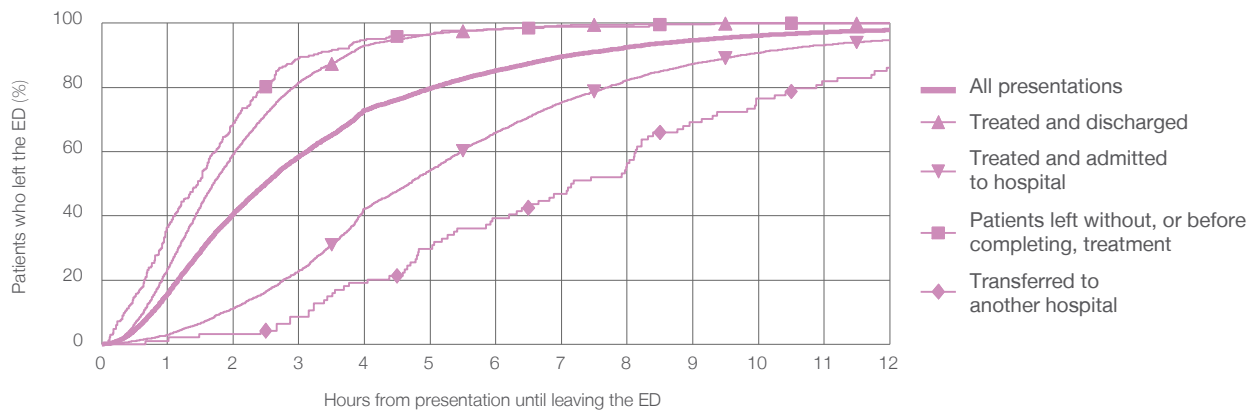
All presentations:<sup>1</sup> 9,832 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,832 patients

Treated and discharged	5,680 (57.8%)
Treated and admitted to hospital	3,773 (38.4%)
Patient left without, or before completing, treatment	268 (2.7%)
Transferred to another hospital	94 (1.0%)
Other	17 (0.2%)

Same period last year	Change since one year ago
9,337	5.3%
5,590	1.6%
3,193	18.2%
364	-26.4%
149	-36.9%
41	-58.5%

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	23.4%	59.2%	81.5%	93.1%	98.2%	99.6%	99.9%	100%
Treated and admitted to hospital	2.9%	11.2%	22.8%	42.2%	66.0%	82.3%	90.7%	94.8%
Patient left without, or before completing, treatment	36.6%	69.0%	89.2%	94.8%	98.1%	98.9%	100%	100%
Transferred to another hospital	1.1%	3.2%	8.5%	19.1%	39.4%	56.4%	76.6%	86.2%
All presentations	15.8%	40.6%	58.5%	72.9%	85.2%	92.5%	96.1%	97.9%

(†) 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 Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

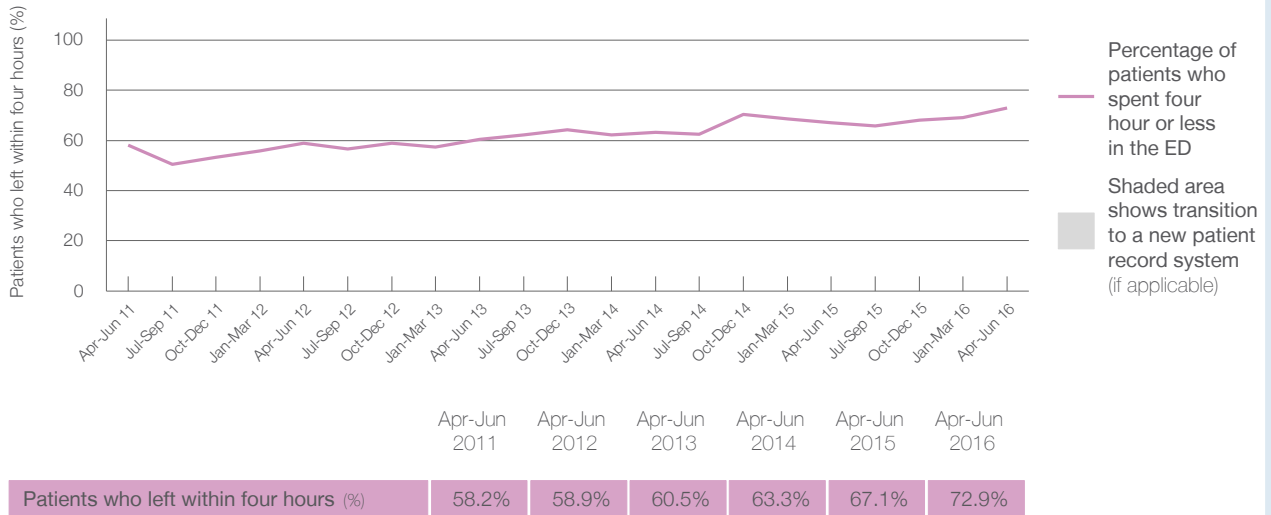
All presentations at the emergency department:<sup>1</sup> 9,832 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,832 patients

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



Same period last year	Change since one year ago
9,337	5.3%
9,337	5.3%
67.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016<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 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).

## Young Health Service: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 2,264 patients  
 Emergency presentations:<sup>2</sup> 1,908 patients

Same period last year	Change since one year ago
2,511	-9.8%
2,283	-16.4%

## Young Health Service: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 132 patients

Median time to start treatment<sup>4</sup> 5 minutes  
 95th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 701 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 95th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 897 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 173 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 95th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
181	
0 minutes	8 minutes
10 minutes	36 minutes
877	
5 minutes	20 minutes
40 minutes	92 minutes
1,052	
10 minutes	25 minutes
65 minutes	128 minutes
166	
5 minutes	23 minutes
60 minutes	132 minutes

## Young Health Service: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,264 patients

Percentage of patients who spent four hours or less in the ED 96.7%

Same period last year	Change since one year ago
2,511	-9.8%
93.8%	

\* 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.

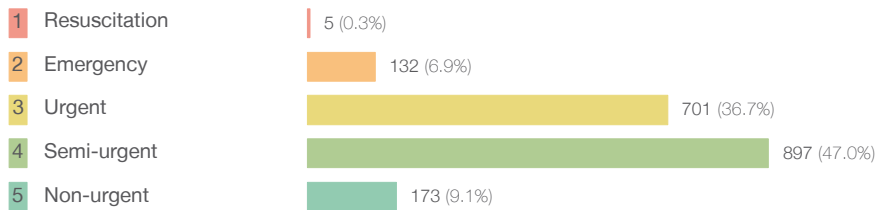
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Young Health Service: Patients presenting to the emergency department April to June 2016

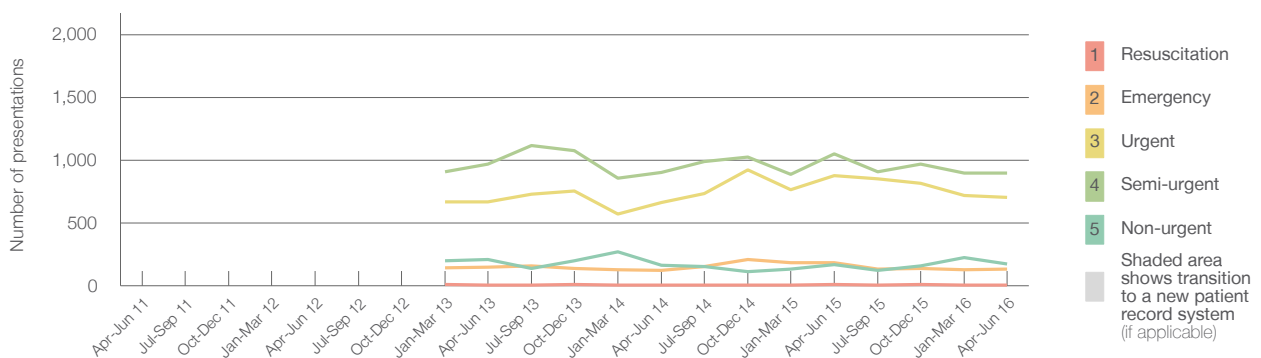
All presentations:<sup>1</sup> 2,264 patients

Emergency presentations<sup>2</sup> by triage category: 1,908 patients



Same period last year	Change since one year ago
2,511	-9.8%
2,283	-16.4%
7	-28.6%
181	-27.1%
877	-20.1%
1,052	-14.7%
166	4.2%

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			6	5	7	5
Emergency			147	122	181	132
Urgent			666	664	877	701
Semi-urgent			970	903	1,052	897
Non-urgent			206	160	166	173
All emergency presentations			1,995	1,854	2,283	1,908

## Young Health Service: Patients arriving by ambulance April to June 2016

ED Transfer of care time is not currently available for this hospital. <sup>7</sup>

(†) 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.

## Young Health Service: 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: 132

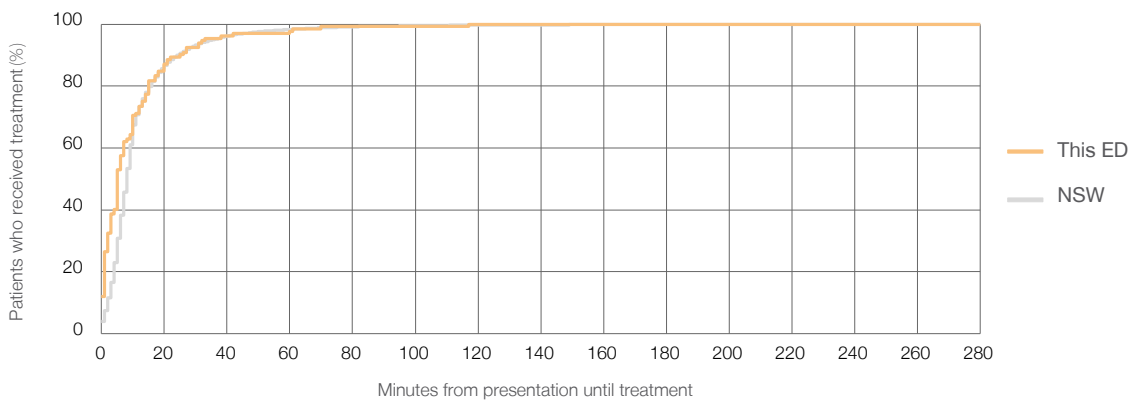
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 132

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

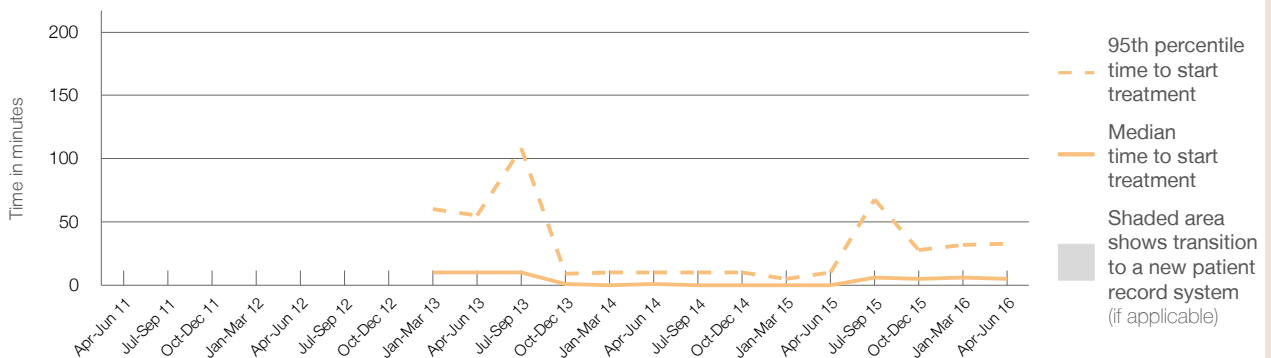
95th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
181	
180	
0 minutes	8 minutes
10 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)			10	1	0	5
95th percentile time to start treatment <sup>5</sup> (minutes)			55	10	10	33

(†) 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.



## Young Health Service: 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: 701

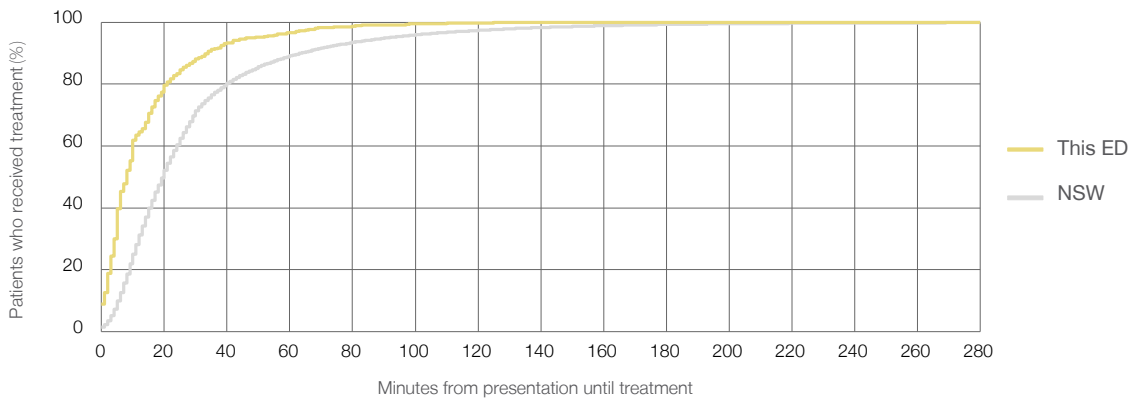
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 691

Median time to start treatment<sup>4</sup> 8 minutes

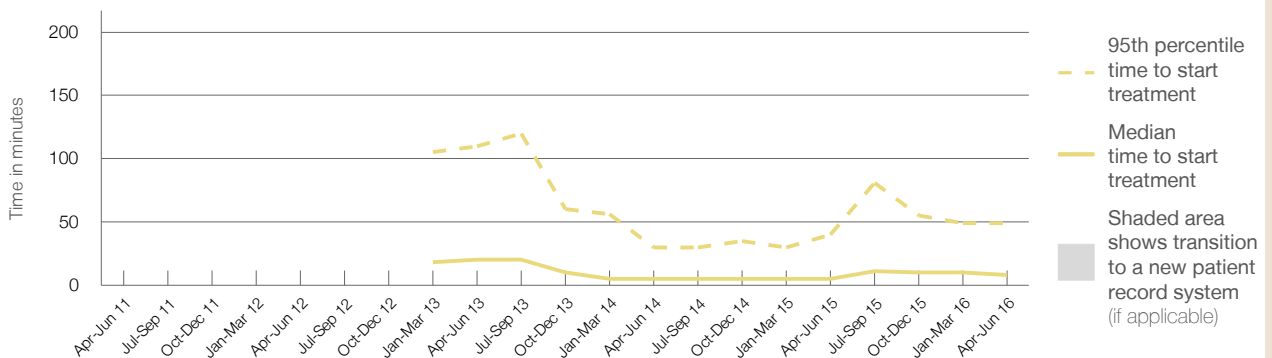
95th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
877	
866	
5 minutes	20 minutes
40 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)			20	5	5	8
95th percentile time to start treatment <sup>5</sup> (minutes)			110	30	40	49

(†) 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.

## Young Health Service: 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: 897

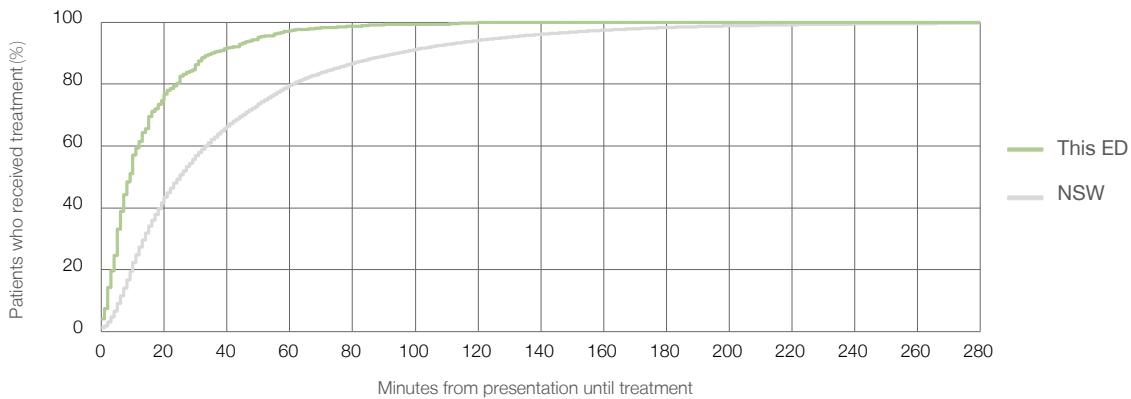
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 878

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

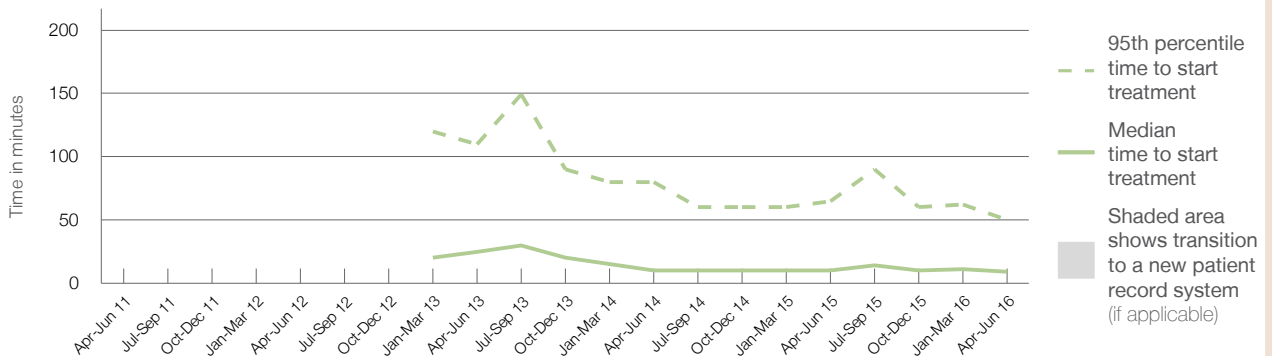
95th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
1,052	1,019
10 minutes	25 minutes
65 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)			25	10	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)			110	80	65	50

(†) 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.

## Young Health Service: 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: 173

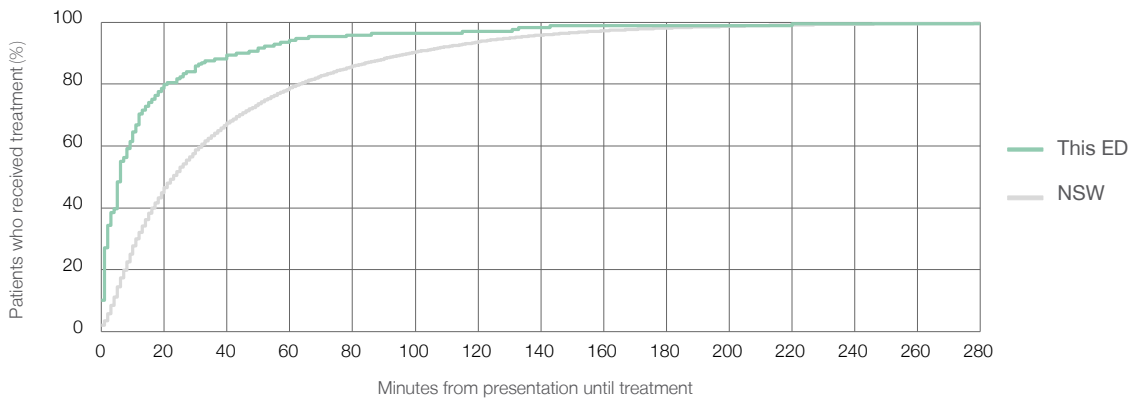
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 169

Median time to start treatment<sup>4</sup> 6 minutes

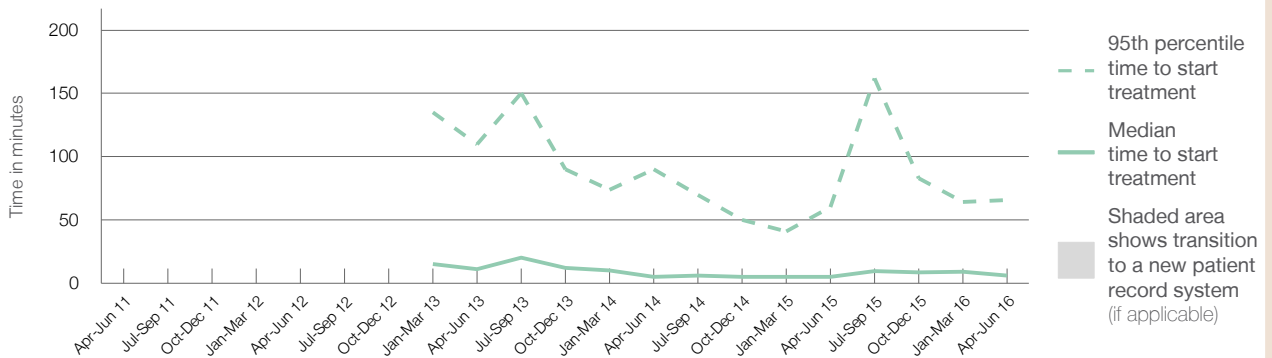
95th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
166	
157	
5 minutes	23 minutes
60 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)			11	5	5	6
95th percentile time to start treatment <sup>5</sup> (minutes)			110	90	60	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.

(§) 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.

## Young Health Service: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 2,264 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,264 patients

Median time spent in the ED<sup>8</sup>

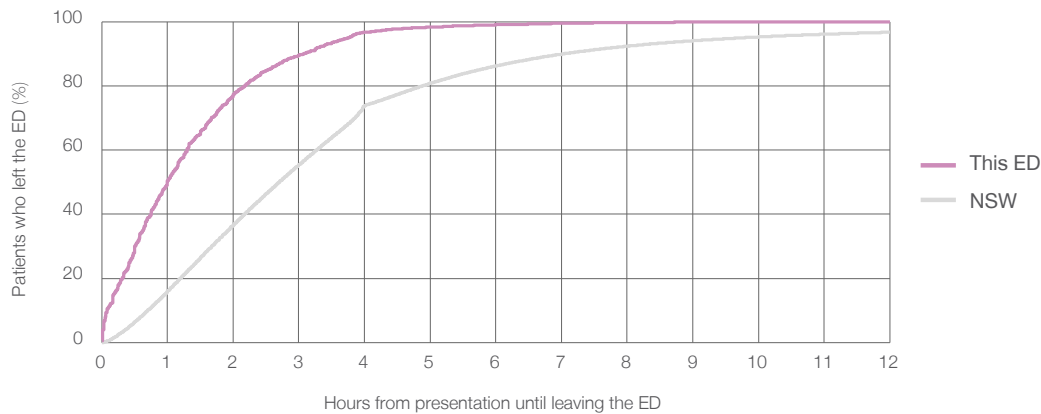
1 hours and 0 minutes

95th percentile time spent in the ED<sup>9</sup>

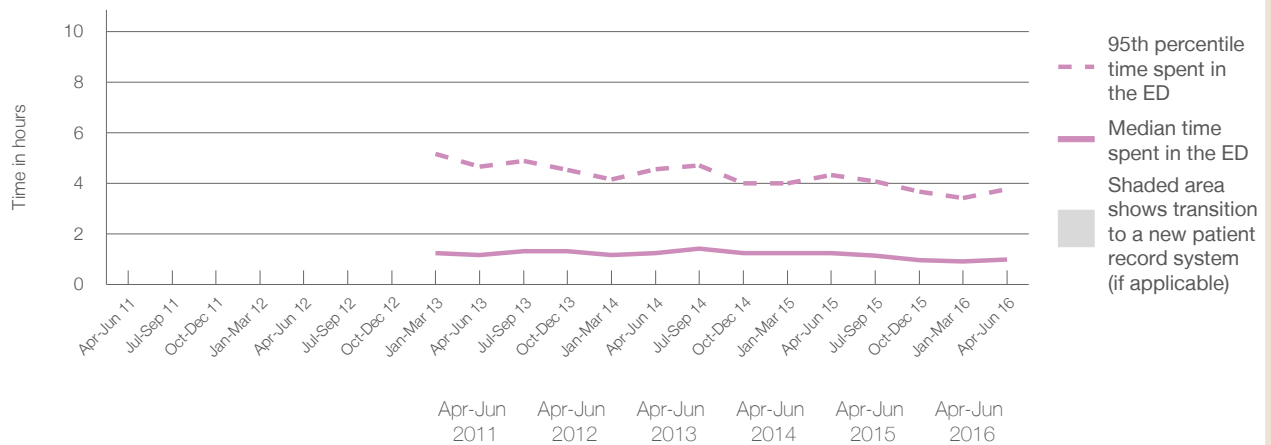
3 hours and 46 minutes

Same period last year	NSW (this period)
2,511	2,511
1 hours and 15 minutes	2 hours and 42 minutes
4 hours and 20 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 10m	1h 15m	1h 15m	1h 0m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			4h 40m	4h 34m	4h 20m	3h 46m

(†) 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.

## Young Health Service: Time patients spent in the ED

### By mode of separation

April to June 2016

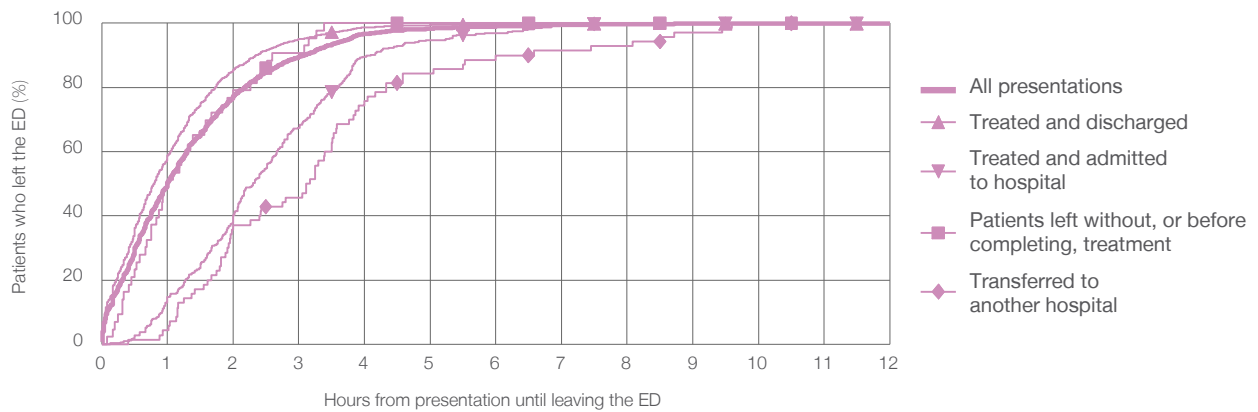
All presentations:<sup>1</sup> 2,264 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,264 patients

Mode of separation	Count	Percentage
Treated and discharged	1,825	80.6%
Treated and admitted to hospital	326	14.4%
Patient left without, or before completing, treatment	43	1.9%
Transferred to another hospital	70	3.1%
Other	0	0%

Mode of separation	Same period last year	Change since one year ago
All presentations	2,511	-9.8%
Treated and discharged	2,081	-12.3%
Treated and admitted to hospital	264	23.5%
Patient left without, or before completing, treatment	70	-38.6%
Transferred to another hospital	92	-23.9%
Other	4	-100.0%

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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	58.7%	85.5%	95.1%	98.7%	99.7%	99.9%	99.9%	99.9%
Treated and admitted to hospital	14.7%	40.2%	67.5%	89.6%	96.9%	99.7%	100%	100%
Patient left without, or before completing, treatment	48.8%	79.1%	90.7%	100%	100%	100%	100%	100%
Transferred to another hospital	4.3%	37.1%	45.7%	75.7%	90.0%	92.9%	100%	100%
All presentations	50.5%	77.3%	89.5%	96.7%	99.0%	99.6%	99.9%	99.9%

(†) 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.

**Young Health Service: 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> 2,264 patients

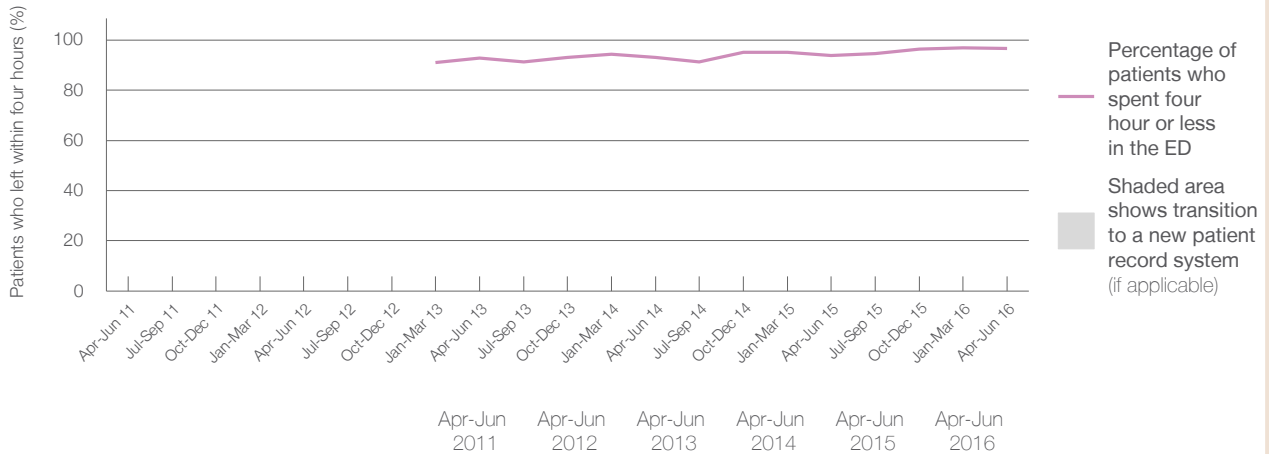
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,264 patients

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: <sup>1</sup>	2,511	-9.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,511	-9.8%
Percentage of patients who spent four hours or less in the ED	93.8%	

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 (%)						
			92.8%	93.1%	93.8%	96.7%

\* 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, 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).