

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

October to December 2017

All presentations:¹ 3,602 patients

Emergency presentations:² 3,376 patients

	Same period last year	Change since one year ago
All presentations	3,471	3.8%
Emergency presentations	3,266	3.4%

Casino and District Memorial Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 377 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,007 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,646 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 346 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 107 minutes

	Same period last year	NSW (this period)
Triage 2	216	
Triage 3	1,079	
Triage 4	1,612	
Triage 5	353	
Median time to start treatment	6 minutes	8 minutes
90th percentile time to start treatment	21 minutes	23 minutes
Median time to start treatment	22 minutes	20 minutes
90th percentile time to start treatment	73 minutes	65 minutes
Median time to start treatment	38 minutes	26 minutes
90th percentile time to start treatment	131 minutes	99 minutes
Median time to start treatment	27 minutes	23 minutes
90th percentile time to start treatment	129 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,599 patients

Percentage of patients who spent four hours or less in the ED 86.6%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	3,471	3.7%
Percentage of patients who spent four hours or less in the ED	86.6%	

* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

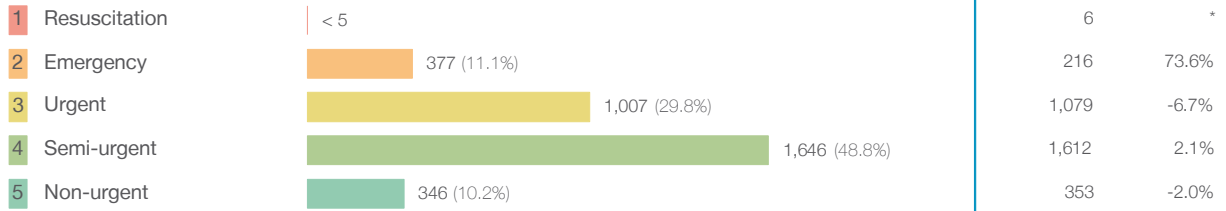
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

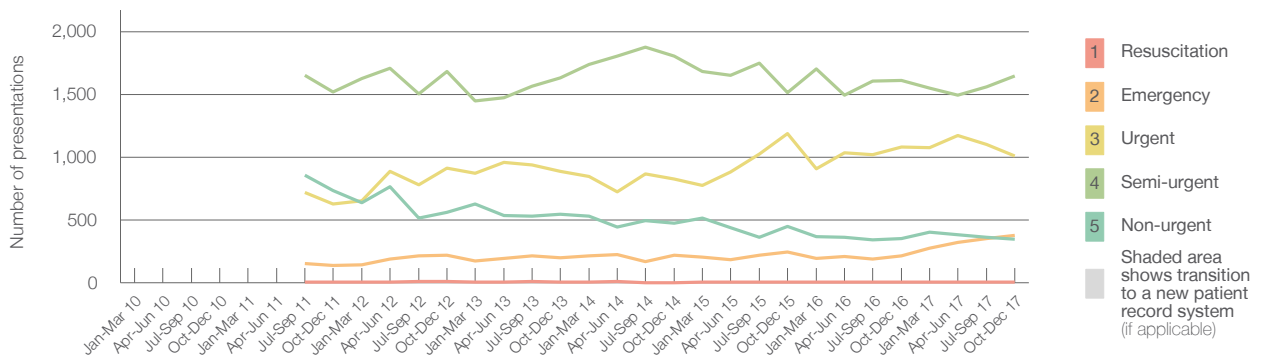
Casino and District Memorial Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 3,602 patients

Emergency presentations² by triage category: 3,376 patients



Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡] [§]

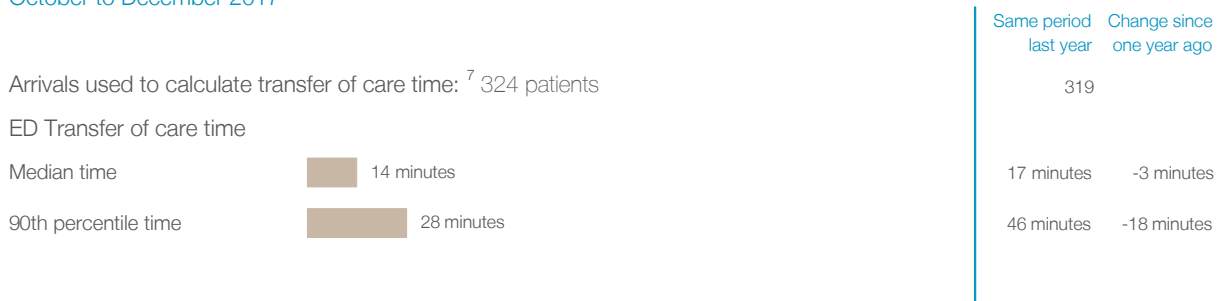


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		5	9	< 5	< 5	6	6	< 5
Emergency		139	217	200	220	243	216	377
Urgent		627	913	889	827	1,187	1,079	1,007
Semi-urgent		1,517	1,684	1,629	1,807	1,515	1,612	1,646
Non-urgent		736	561	543	473	450	353	346
All emergency presentations		3,024	3,384	3,261	3,327	3,401	3,266	3,376

Casino and District Memorial Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 324 patients

ED Transfer of care time



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

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

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 377

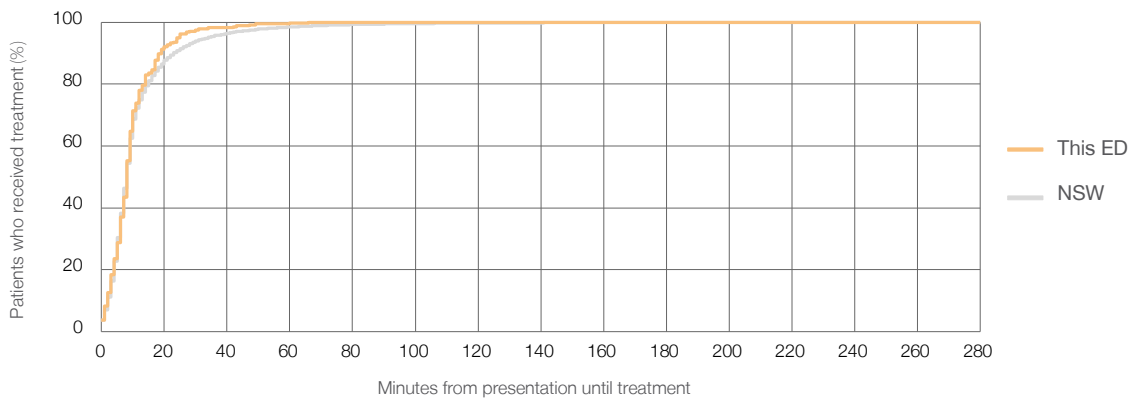
Number of triage 2 patients used to calculate waiting time:³ 340

Median time to start treatment⁴ 8 minutes

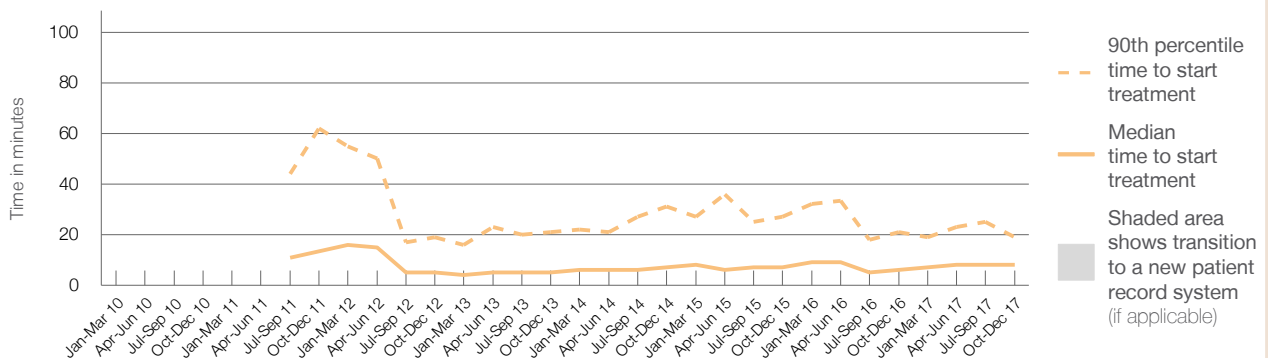
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
216	
206	
6 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		14	5	5	7	7	6	8
90th percentile time to start treatment ⁵ (minutes)		62	19	21	31	27	21	19

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Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,007

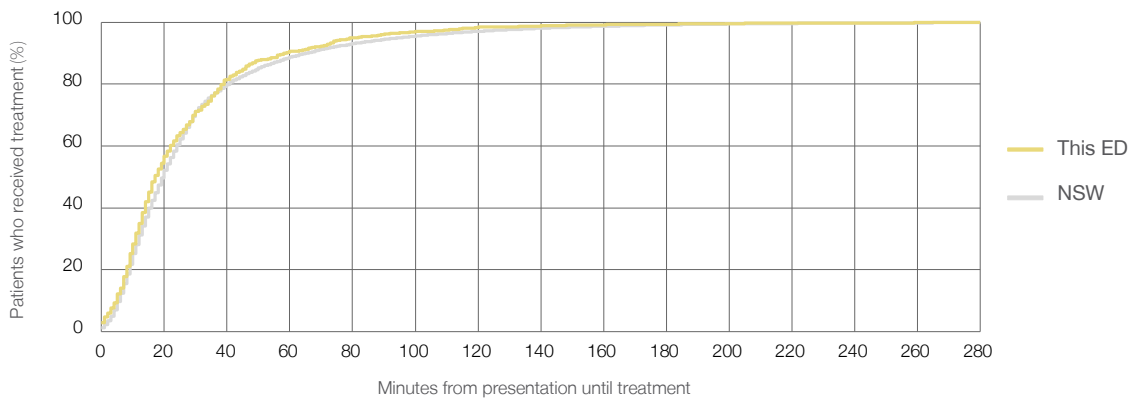
Number of triage 3 patients used to calculate waiting time:³ 923

Median time to start treatment⁴ 17 minutes

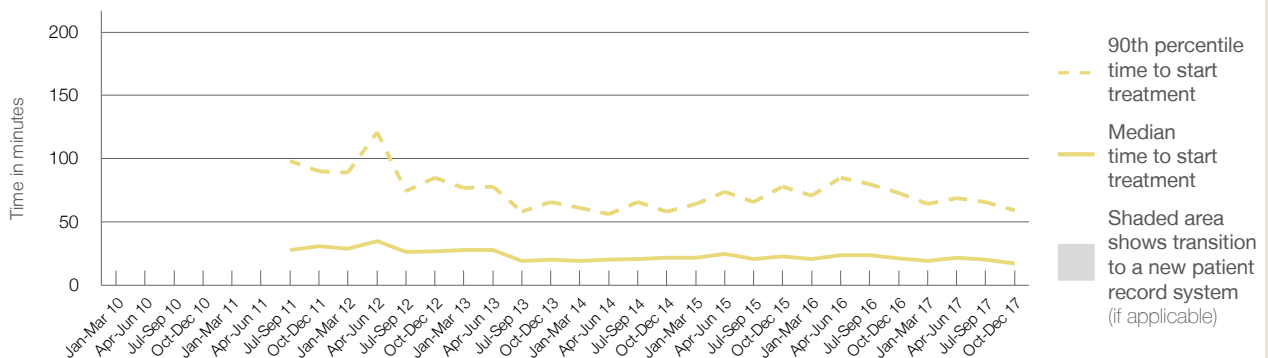
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,079	1,012
22 minutes	20 minutes
73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		31	27	20	22	23	22	17
90th percentile time to start treatment ⁵ (minutes)		90	85	66	58	78	73	59

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Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,646

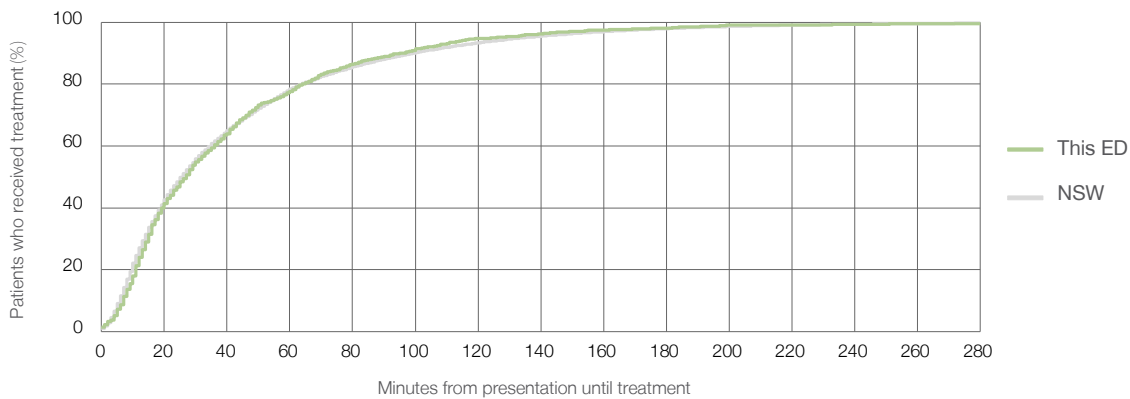
Number of triage 4 patients used to calculate waiting time:³ 1,463

Median time to start treatment⁴ 27 minutes

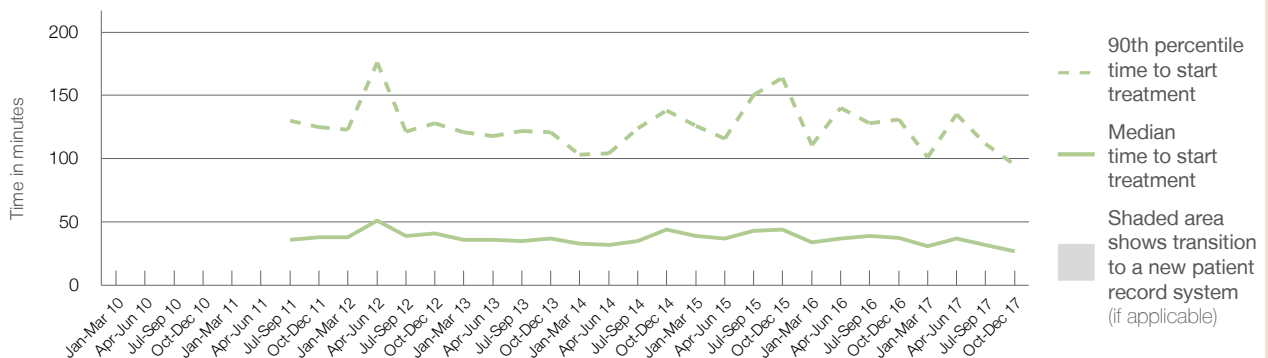
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
1,612	
1,446	
38 minutes	26 minutes
131 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		38	41	37	44	44	38	27
90th percentile time to start treatment ⁵ (minutes)		125	128	121	138	164	131	95

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 346

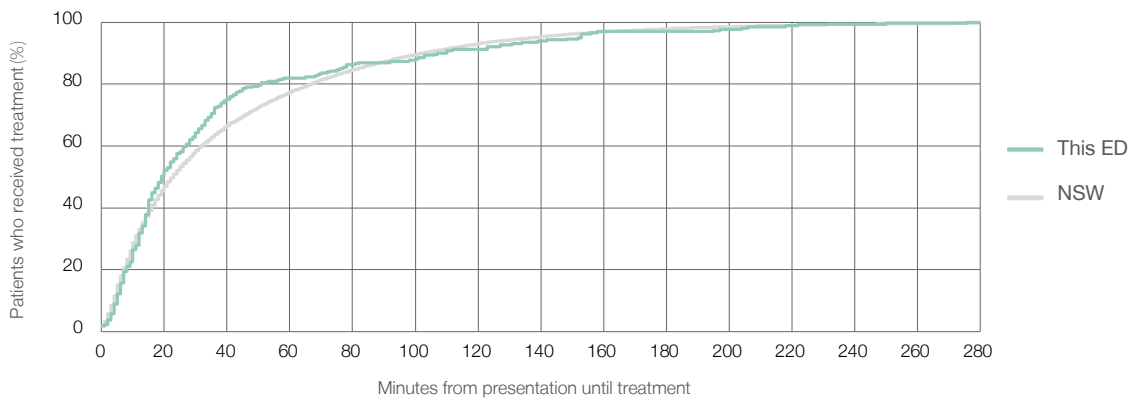
Number of triage 5 patients used to calculate waiting time:³ 261

Median time to start treatment⁴ 19 minutes

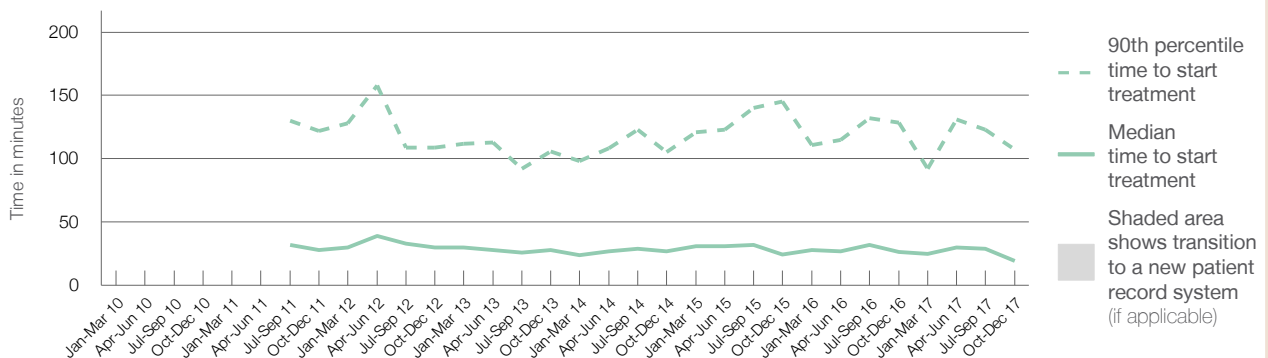
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
353	
280	
27 minutes	23 minutes
129 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		28	30	28	27	25	27	19
90th percentile time to start treatment ⁵ (minutes)		122	109	106	105	145	129	107

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

October to December 2017

All presentations:¹ 3,602 patients

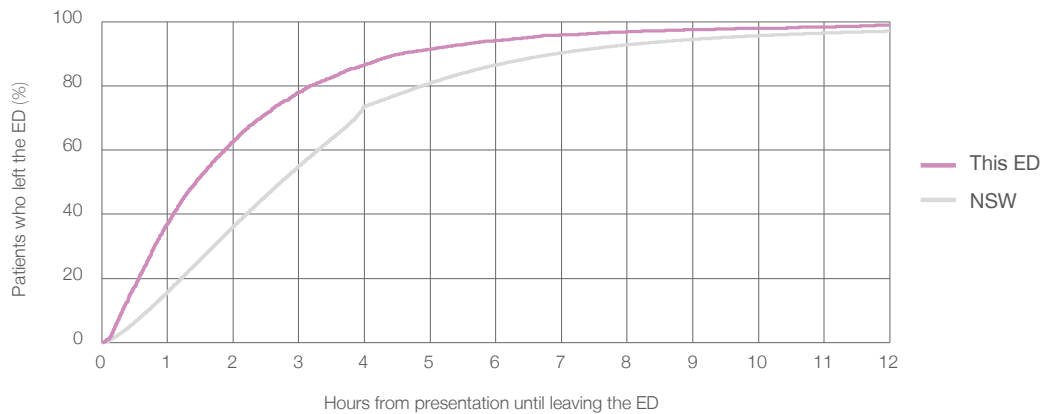
Presentations used to calculate time to leaving the ED:⁶ 3,599 patients

Median time spent in the ED⁸ 1 hours and 26 minutes

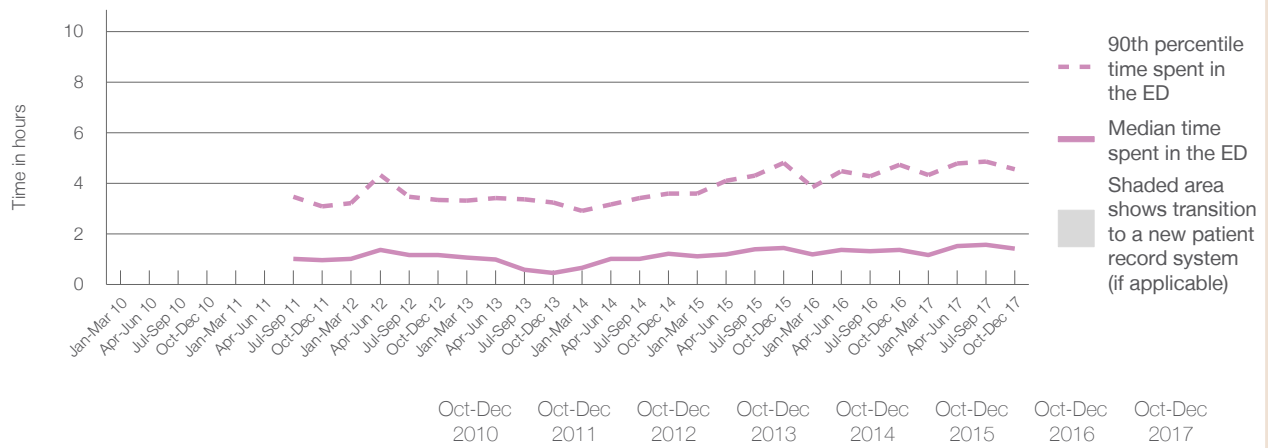
90th percentile time spent in the ED⁹ 4 hours and 34 minutes

Same period last year	NSW (this period)
3,471	3,471
1 hours and 22 minutes	2 hours and 44 minutes
4 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		0h 59m	1h 10m	0h 28m	1h 14m	1h 27m	1h 22m	1h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)		3h 5m	3h 21m	3h 15m	3h 36m	4h 49m	4h 44m	4h 34m

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

By mode of separation

October to December 2017

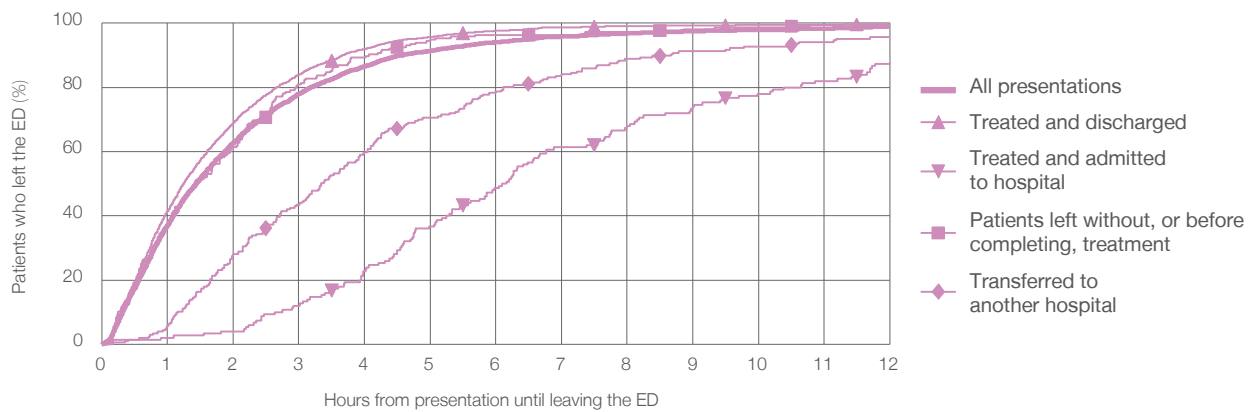
All presentations:¹ 3,602 patients

Presentations used to calculate time to leaving the ED:⁶ 3,599 patients

Mode of separation	Number of patients	Percentage
Treated and discharged	2,926	(81.2%)
Treated and admitted to hospital	150	(4.2%)
Patient left without, or before completing, treatment	215	(6.0%)
Transferred to another hospital	207	(5.7%)
Other	104	(2.9%)

Mode of separation	Same period last year	Change since one year ago
All presentations	3,471	3.7%
Treated and discharged	2,822	3.7%
Treated and admitted to hospital	258	-41.9%
Patient left without, or before completing, treatment	188	14.4%
Transferred to another hospital	147	40.8%
Other	56	85.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



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	41.5%	68.9%	84.0%	92.0%	97.6%	99.0%	99.4%	99.7%
Treated and admitted to hospital	2.0%	4.0%	12.0%	22.7%	48.7%	68.0%	78.0%	88.0%
Patient left without, or before completing, treatment	37.7%	61.4%	80.9%	89.3%	96.3%	97.2%	98.6%	99.5%
Transferred to another hospital	5.8%	28.0%	43.5%	59.9%	78.7%	88.9%	92.8%	95.7%
All presentations	37.1%	62.8%	78.0%	86.6%	94.1%	96.8%	97.9%	98.9%

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Casino and District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2017

All presentations at the emergency department: ¹ 3,602 patients

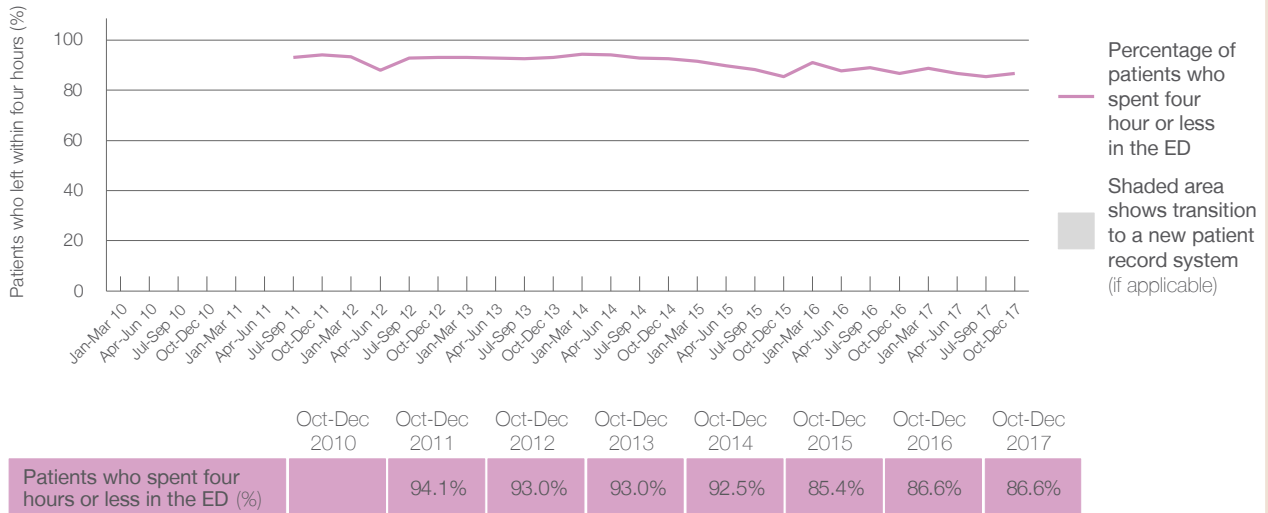
Presentations used to calculate time to leaving the ED: ⁶ 3,599 patients

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: ¹ 3,602 patients	3,471	3.8%
Presentations used to calculate time to leaving the ED: ⁶ 3,599 patients	3,471	3.7%
Percentage of patients who spent four hours or less in the ED	86.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).