



Hospital Quarterly

Performance Profiles

Emergency Department

Mid North Coast Local Health District

April to June 2016

Bellinger River District Hospital: Emergency department (ED) overview

April to June 2016


All presentations:¹ 1,271 patients
Emergency presentations:² 1,209 patients

Same period last year	Change since one year ago
1,269	0.2%
1,165	3.8%



Bellinger River District Hospital: Time patients waited to start treatment³

April to June 2016



Triage 2 Emergency (e.g. chest pain, severe burns): 61 patients

Median time to start treatment⁴  6 minutes
95th percentile time to start treatment⁵ *



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 329 patients

Median time to start treatment⁴  8 minutes
95th percentile time to start treatment⁵  30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 699 patients

Median time to start treatment⁴  8 minutes
95th percentile time to start treatment⁵  45 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 120 patients

Median time to start treatment⁴  6 minutes
95th percentile time to start treatment⁵  42 minutes

Same period last year	NSW (this period)
36	
7 minutes	8 minutes
*	36 minutes
248	
12 minutes	20 minutes
40 minutes	92 minutes
711	
14 minutes	25 minutes
59 minutes	128 minutes
170	
8 minutes	23 minutes
64 minutes	132 minutes

Bellinger River District Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 1,270 patients

Percentage of patients who spent four hours or less in the ED  96.6%

Same period last year	Change since one year ago
1,267	0.2%
95.5%	

* 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).

Bellinger River District Hospital: Patients presenting to the emergency department

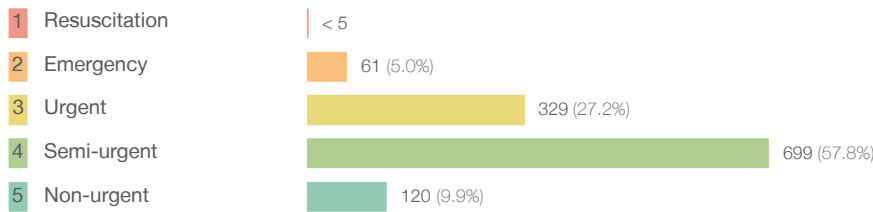
April to June 2016

All presentations:¹ 1,271 patients

Same period last year	Change since one year ago
1,269	0.2%

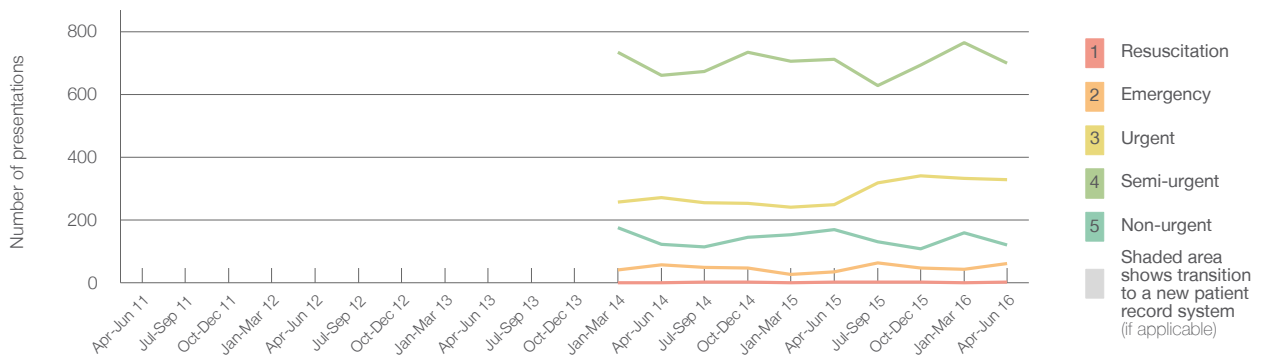
Emergency presentations² by triage category: 1,209 patients

Same period last year	Change since one year ago
1,165	3.8%



Same period last year	Change since one year ago
< 5	*
36	76.5%
248	32.7%
711	-1.7%
170	-29.4%

Emergency presentations² 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				0	< 5	< 5
Emergency				56	36	61
Urgent				272	248	329
Semi-urgent				661	711	699
Non-urgent				123	170	120
All emergency presentations				1,112	1,165	1,209

Bellinger River District Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ < 50 patients

Same period last year	Change since one year ago
63	

ED Transfer of care time

Median time *

19 minutes	*
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95th percentile time *

*	*
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(†) 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.

Bellinger River District 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: 61

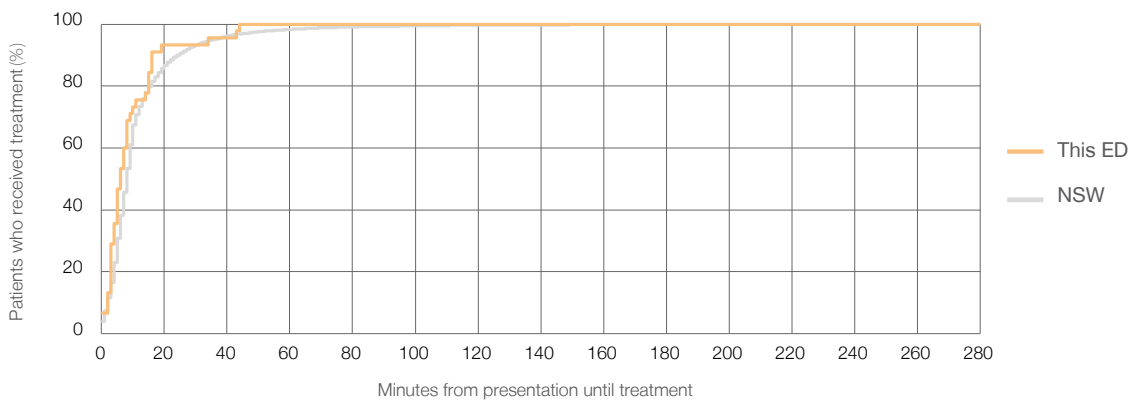
Number of triage 2 patients used to calculate waiting time:³ 45

Median time to start treatment⁴ 6 minutes

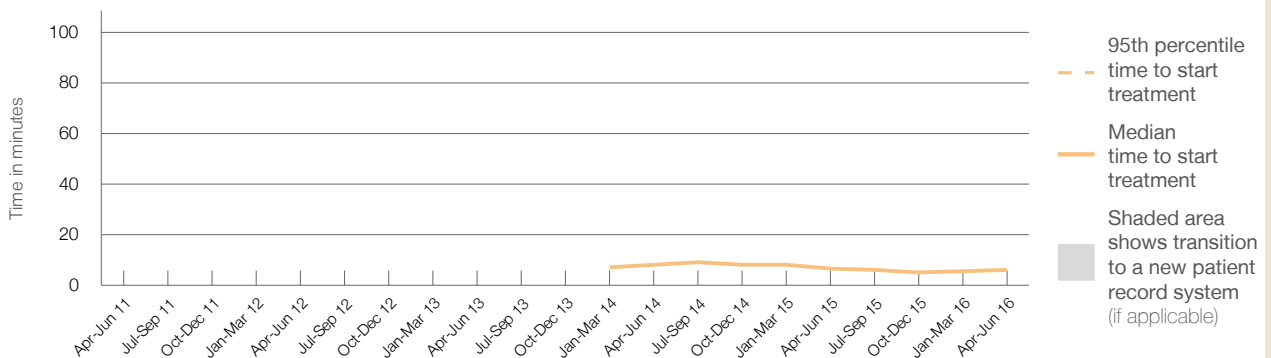
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
36	32
7 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)				8	7	6
95th percentile time to start treatment ⁵ (minutes)				*	*	*

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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.

Bellinger River District 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: 329

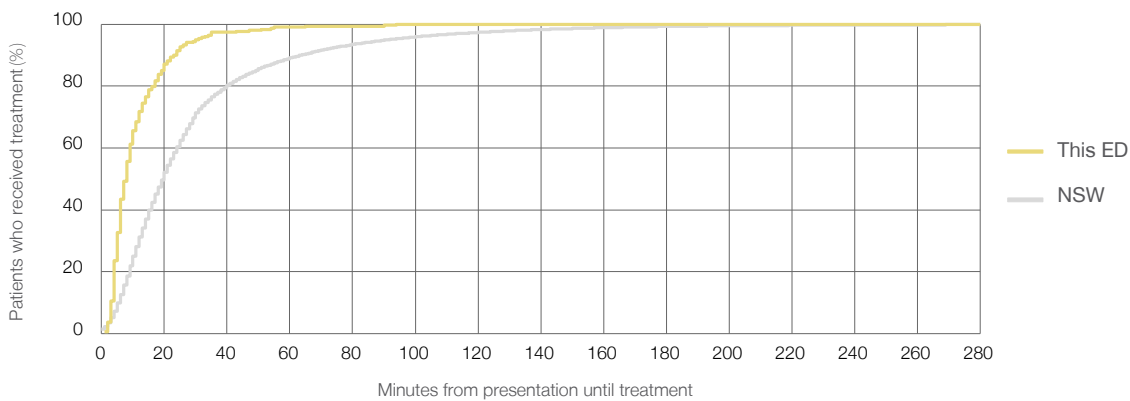
Number of triage 3 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 8 minutes

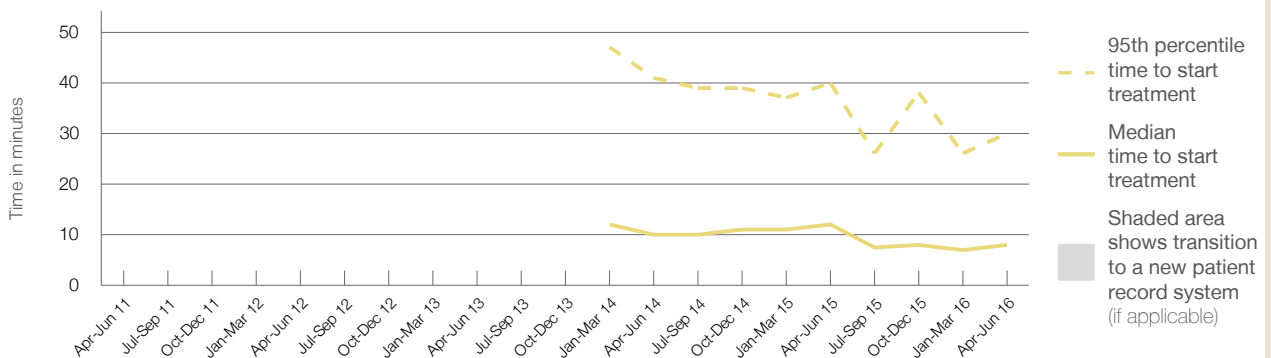
95th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
248	
241	
12 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)				10	12	8
95th percentile time to start treatment ⁵ (minutes)				41	40	30

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Bellinger River District 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: 699

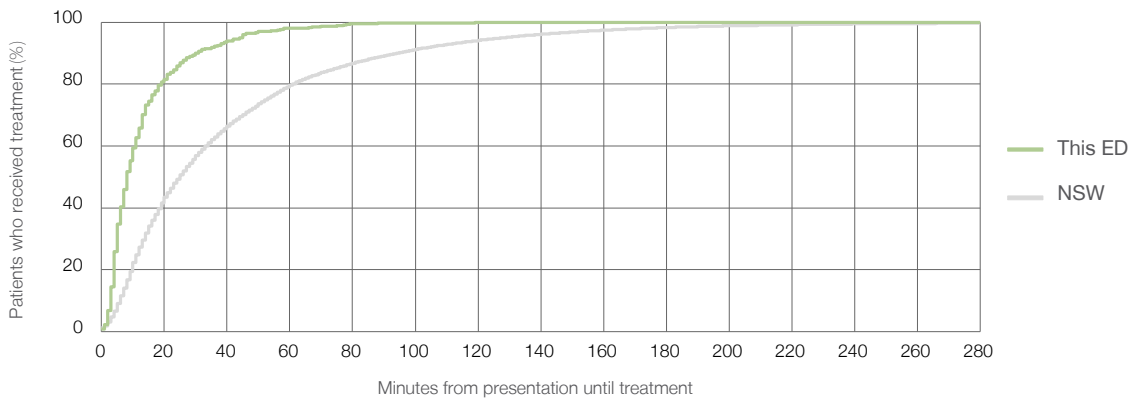
Number of triage 4 patients used to calculate waiting time:³ 685

Median time to start treatment⁴ 8 minutes

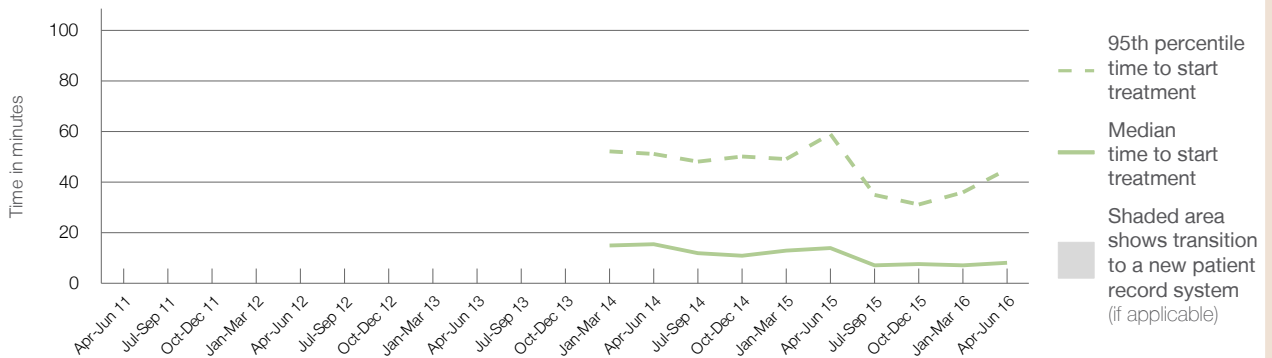
95th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
711	
696	
14 minutes	25 minutes
59 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)				16	14	8
95th percentile time to start treatment ⁵ (minutes)				51	59	45

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

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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.

Bellinger River District 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: 120

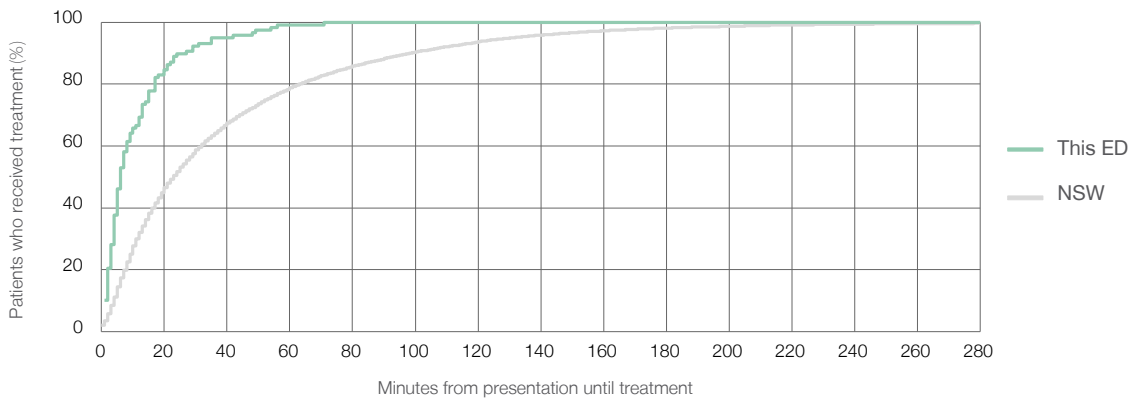
Number of triage 5 patients used to calculate waiting time:³ 117

Median time to start treatment⁴ 6 minutes

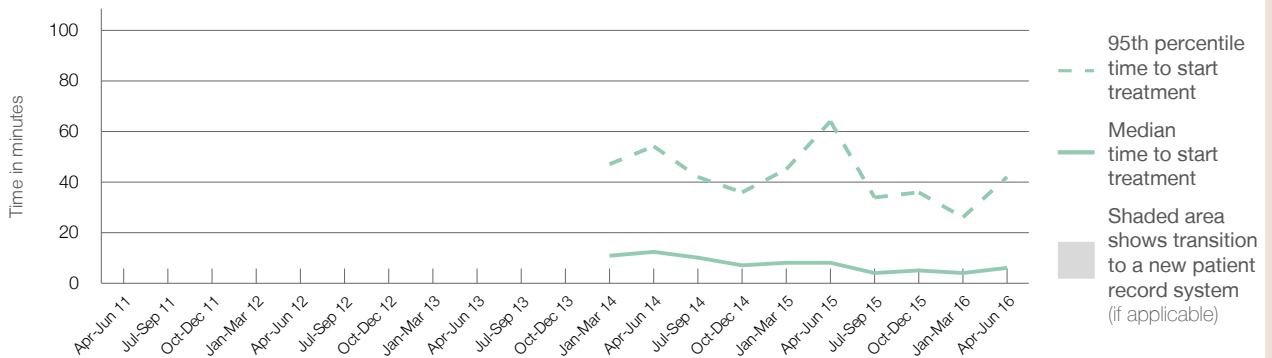
95th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
170	
167	
8 minutes	23 minutes
64 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)				13	8	6
95th percentile time to start treatment ⁵ (minutes)				54	64	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.

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Bellinger River District Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 1,271 patients

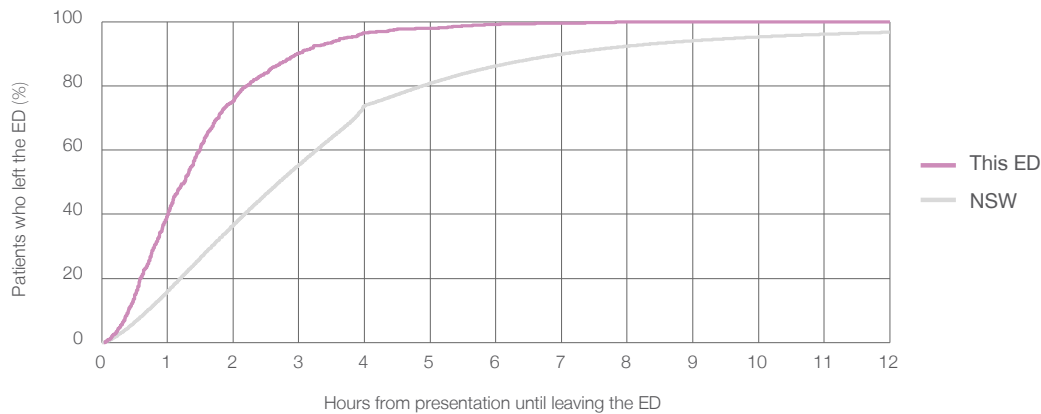
Presentations used to calculate time to leaving the ED:⁶ 1,270 patients

Median time spent in the ED⁸ 1 hours and 15 minutes

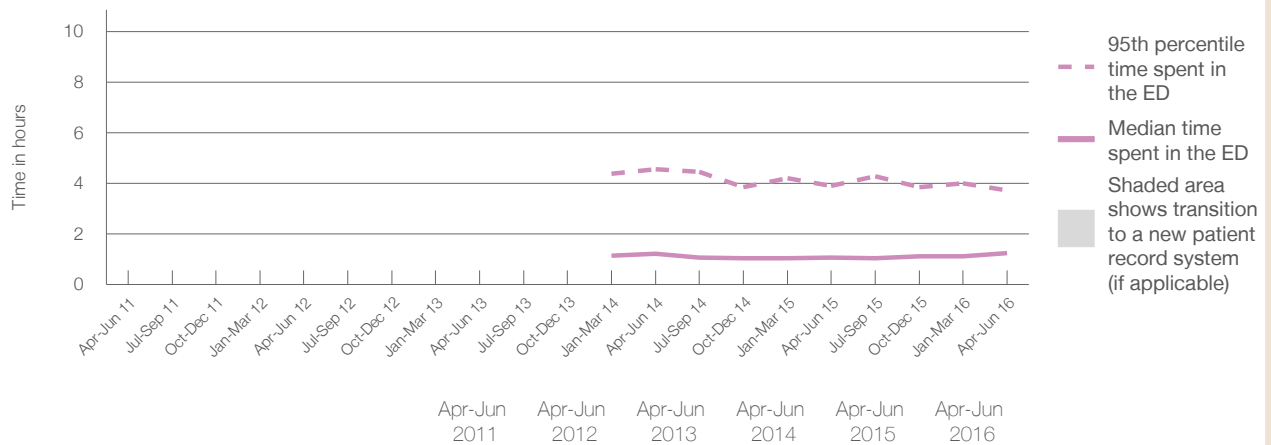
95th percentile time spent in the ED⁹ 3 hours and 44 minutes

Same period last year	NSW (this period)
1,269	
1,267	
1 hours and 5 minutes	2 hours and 42 minutes
3 hours and 55 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^{††§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 13m	1h 5m	1h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 34m	3h 55m	3h 44m

(†) 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.

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Bellinger River District Hospital: Time patients spent in the ED

By mode of separation

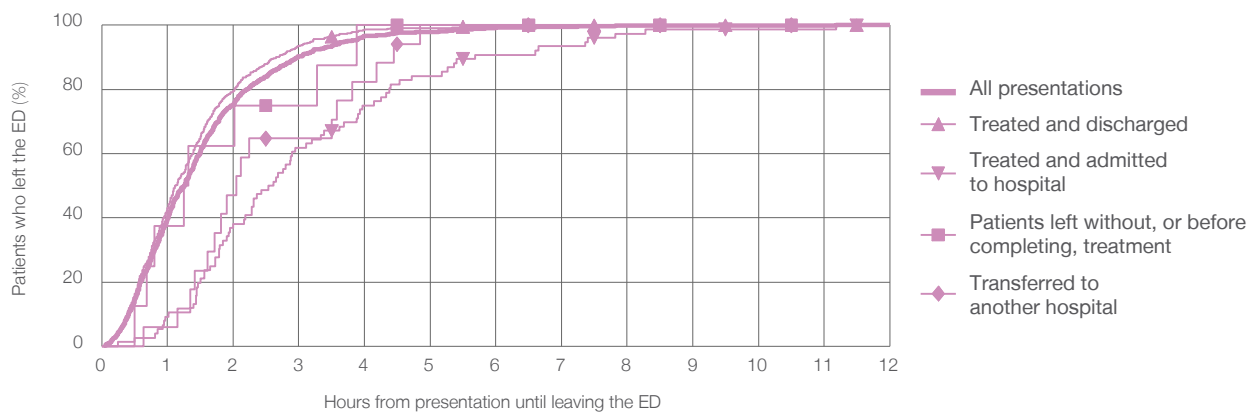
April to June 2016

All presentations:[†] 1,271 patients

Presentations used to calculate time to leaving the ED:[§] 1,270 patients

		Same period last year	Change since one year ago
Treated and discharged	1,113 (87.6%)	1,118	-0.4%
Treated and admitted to hospital	76 (6.0%)	81	-6.2%
Patient left without, or before completing, treatment	8 (0.6%)	11	-27.3%
Transferred to another hospital	17 (1.3%)	38	-55.3%
Other	57 (4.5%)	21	171.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016^{††§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	43.0%	79.6%	93.5%	98.7%	99.8%	100%	100%	100%
Treated and admitted to hospital	9.2%	38.2%	61.8%	75.0%	90.8%	97.4%	98.7%	100%
Patient left without, or before completing, treatment	*	*	*	*	*	*	*	*
Transferred to another hospital	5.9%	47.1%	64.7%	82.4%	100%	100%	100%	100%
All presentations	39.9%	75.4%	90.2%	96.6%	99.2%	99.8%	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.

Bellinger River District 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:¹ 1,271 patients

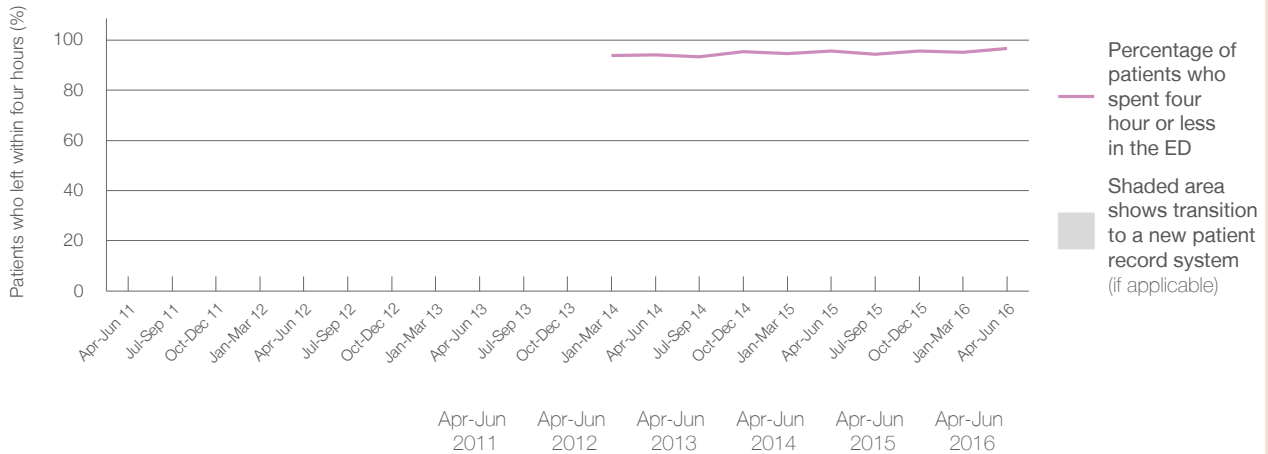
Presentations used to calculate time to leaving the ED:⁶ 1,270 patients

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 1,271 patients	1,269	0.2%
Presentations used to calculate time to leaving the ED: ⁶ 1,270 patients	1,267	0.2%
Percentage of patients who spent four hours or less in the ED	95.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡§}



Patients who left within four hours (%)	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
	94.0%	95.0%	95.0%	95.5%	95.5%	96.6%

* 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).

Coffs Harbour Base Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 9,155 patients
Emergency presentations:² 8,817 patients

Same period last year	Change since one year ago
9,051	1.1%
8,792	0.3%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 972 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,758 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,488 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,528 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
828	
6 minutes	8 minutes
12 minutes	36 minutes
2,860	
16 minutes	20 minutes
61 minutes	92 minutes
3,532	
25 minutes	25 minutes
134 minutes	128 minutes
1,497	
22 minutes	23 minutes
126 minutes	132 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 9,154 patients

Percentage of patients who spent four hours or less in the ED 73.5%

Same period last year	Change since one year ago
9,051	1.1%
75.7%	

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

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

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

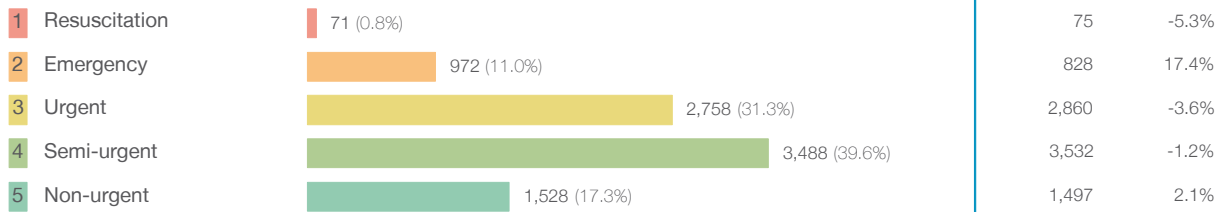
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

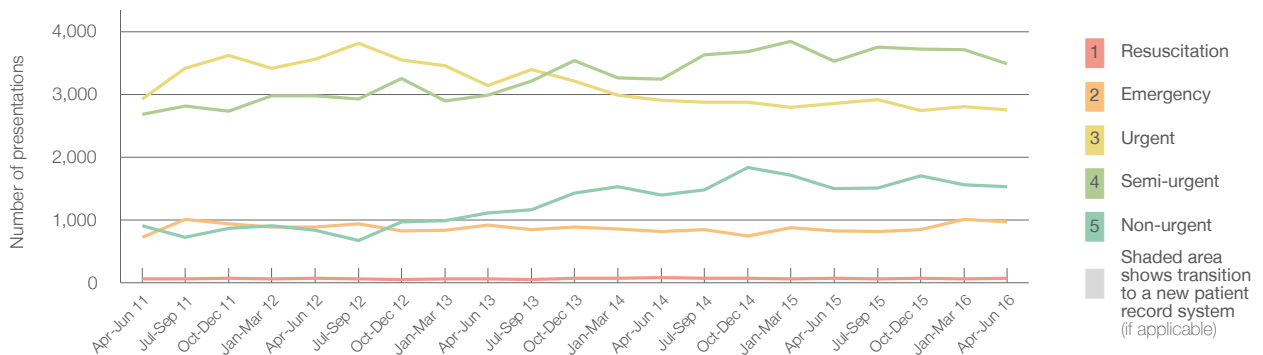
April to June 2016

All presentations:¹ 9,155 patients

Emergency presentations² by triage category: 8,817 patients



Emergency presentations² 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	61	67	61	79	75	71
Emergency	724	891	916	817	828	972
Urgent	2,929	3,556	3,136	2,905	2,860	2,758
Semi-urgent	2,679	2,982	2,987	3,242	3,532	3,488
Non-urgent	902	839	1,110	1,398	1,497	1,528
All emergency presentations	7,295	8,335	8,210	8,441	8,792	8,817

Coffs Harbour Base Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 2,052 patients

ED Transfer of care time



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(‡) 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.

Coffs Harbour 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: 972

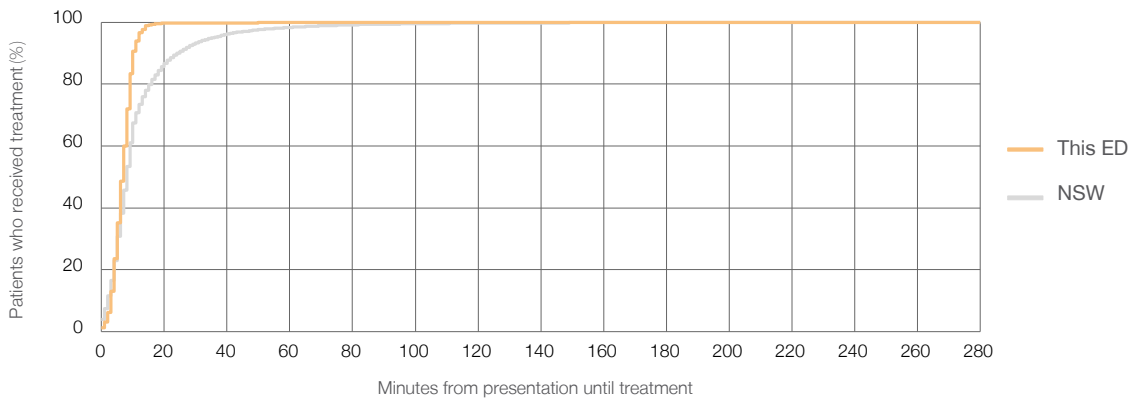
Number of triage 2 patients used to calculate waiting time:³ 970

Median time to start treatment⁴ ■ 7 minutes

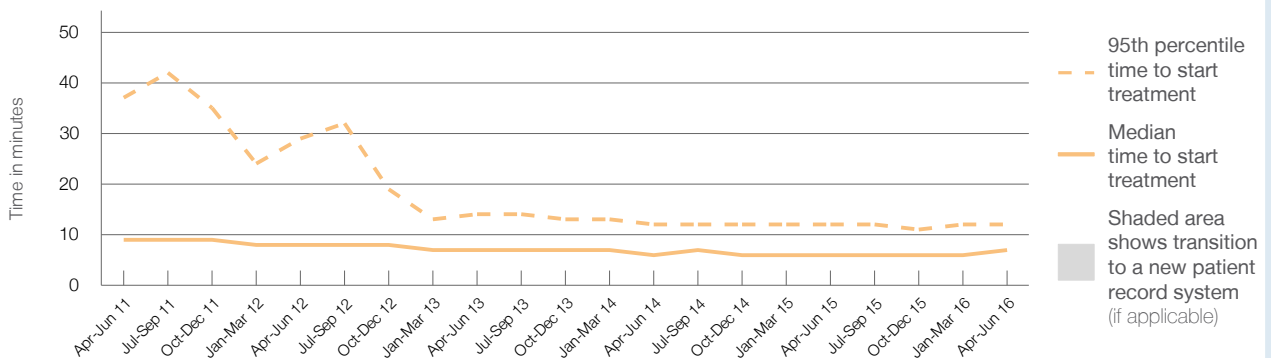
95th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
828	
824	
6 minutes	8 minutes
12 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	7
95th percentile time to start treatment ⁵ (minutes)	37	29	14	12	12	12

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

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Coffs Harbour 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: 2,758

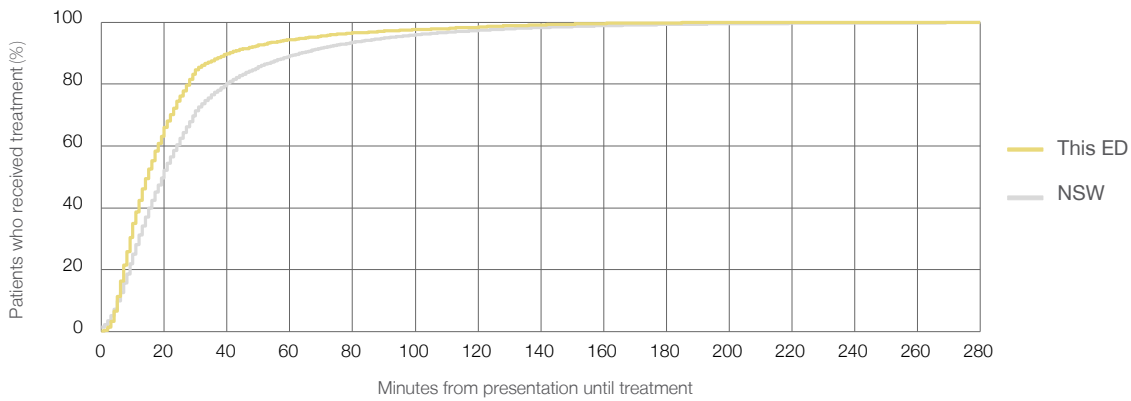
Number of triage 3 patients used to calculate waiting time:³ 2,728

Median time to start treatment⁴ 15 minutes

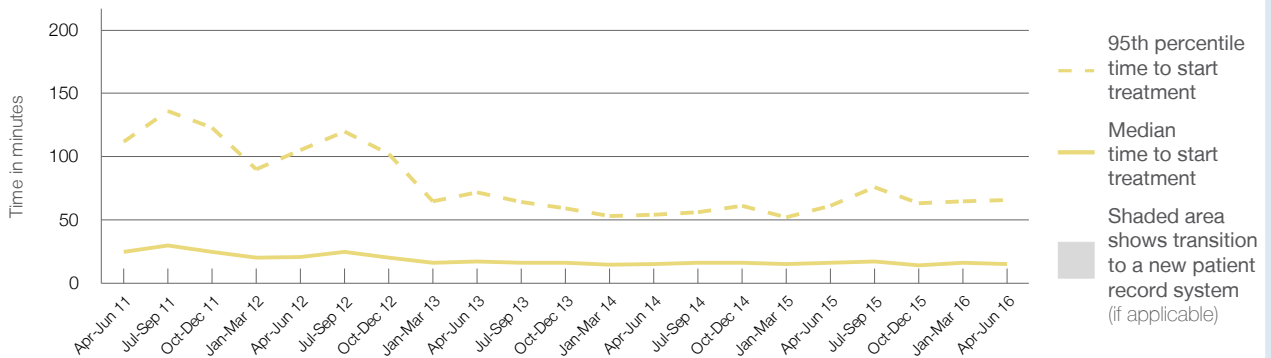
95th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,860	2,821
16 minutes	20 minutes
61 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	25	21	17	15	16	15
95th percentile time to start treatment ⁵ (minutes)	112	105	72	54	61	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.

Coffs Harbour 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: 3,488

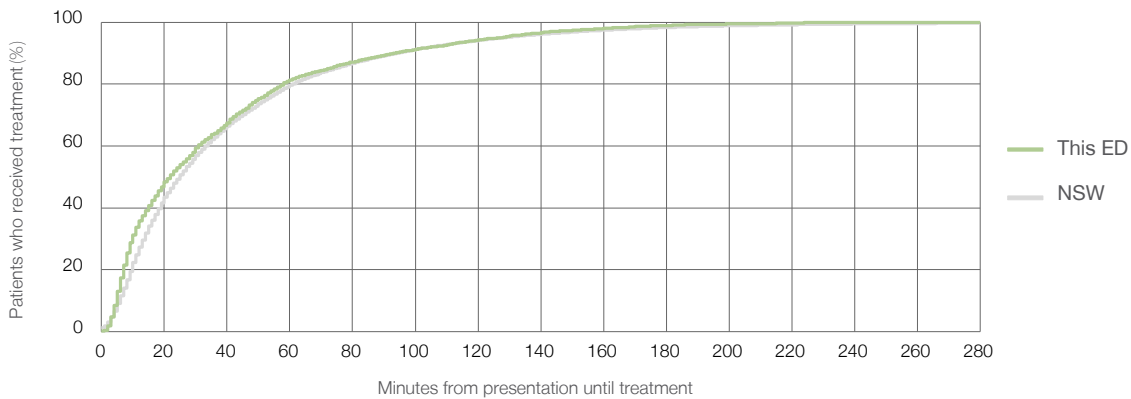
Number of triage 4 patients used to calculate waiting time:³ 3,300

Median time to start treatment⁴ 22 minutes

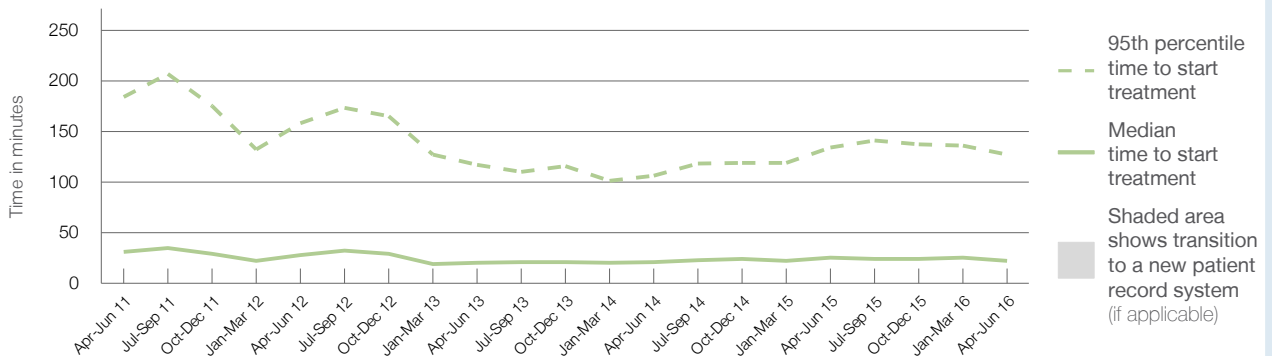
95th percentile time to start treatment⁵ 127 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,532	3,331
Median time to start treatment ⁴	25 minutes	25 minutes
95th percentile time to start treatment ⁵	134 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	31	28	20	21	25	22
95th percentile time to start treatment ⁵ (minutes)	184	158	117	106	134	127

(†) 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.

Coffs Harbour 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: 1,528

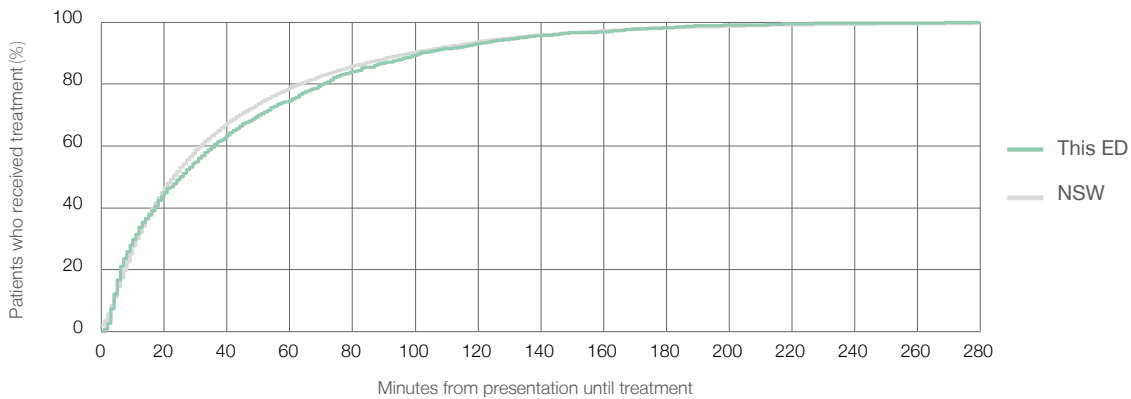
Number of triage 5 patients used to calculate waiting time:³ 1,433

Median time to start treatment⁴ 25 minutes

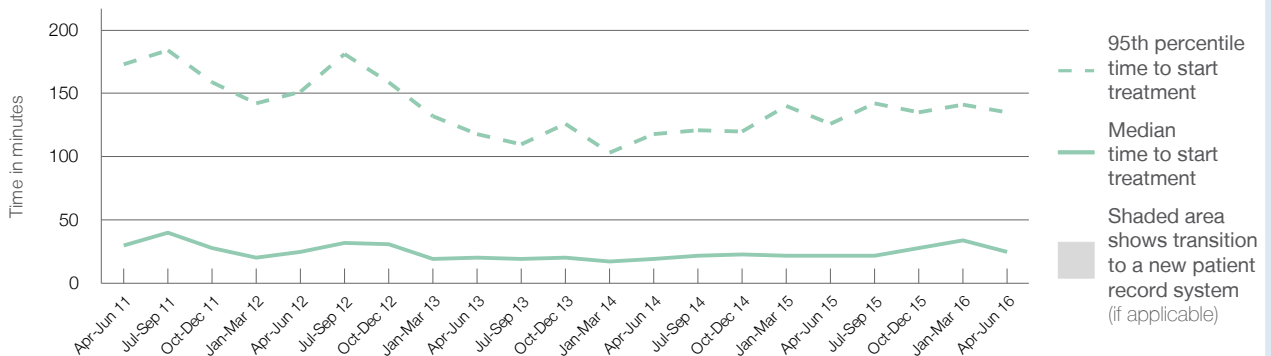
95th percentile time to start treatment⁵ 135 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,497	1,409
Median time to start treatment ⁴	22 minutes	23 minutes
95th percentile time to start treatment ⁵	126 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	30	25	20	19	22	25
95th percentile time to start treatment ⁵ (minutes)	173	151	118	118	126	135

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 9,155 patients

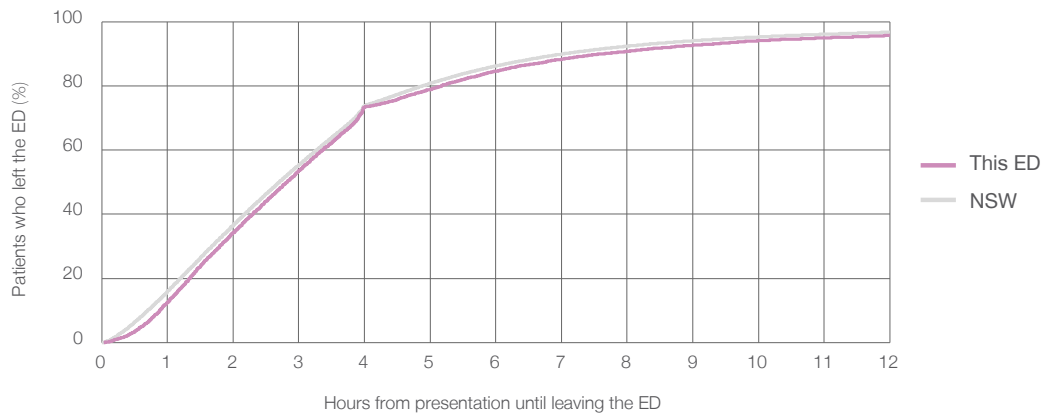
Presentations used to calculate time to leaving the ED:⁶ 9,154 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

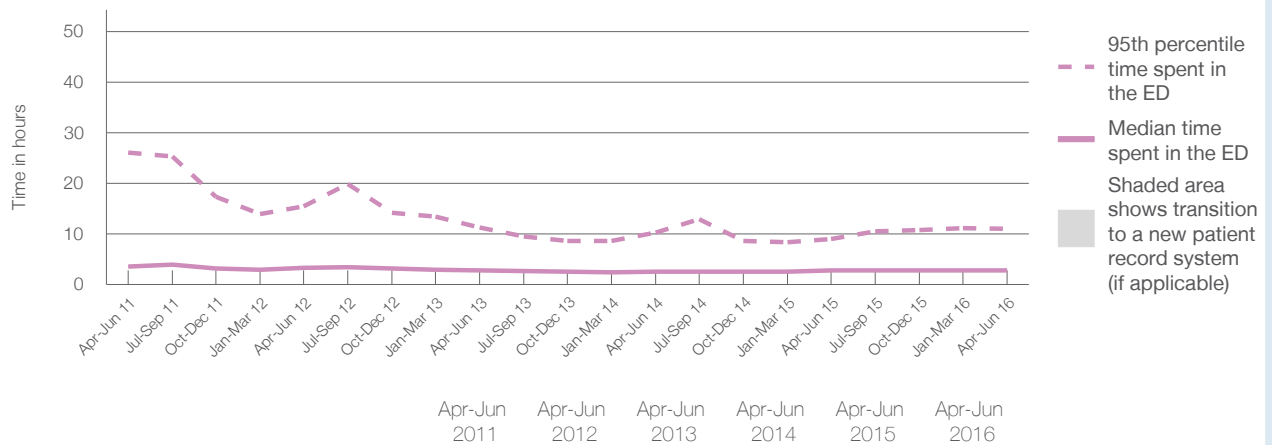
95th percentile time spent in the ED⁹ 11 hours and 7 minutes

Same period last year	NSW (this period)
9,051	9,051
2 hours and 47 minutes	2 hours and 42 minutes
9 hours and 4 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 39m	3h 21m	2h 53m	2h 37m	2h 47m	2h 49m
95th percentile time to leaving the ED ⁹ (hours, minutes)	26h 3m	15h 31m	11h 21m	10h 17m	9h 4m	11h 7m

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

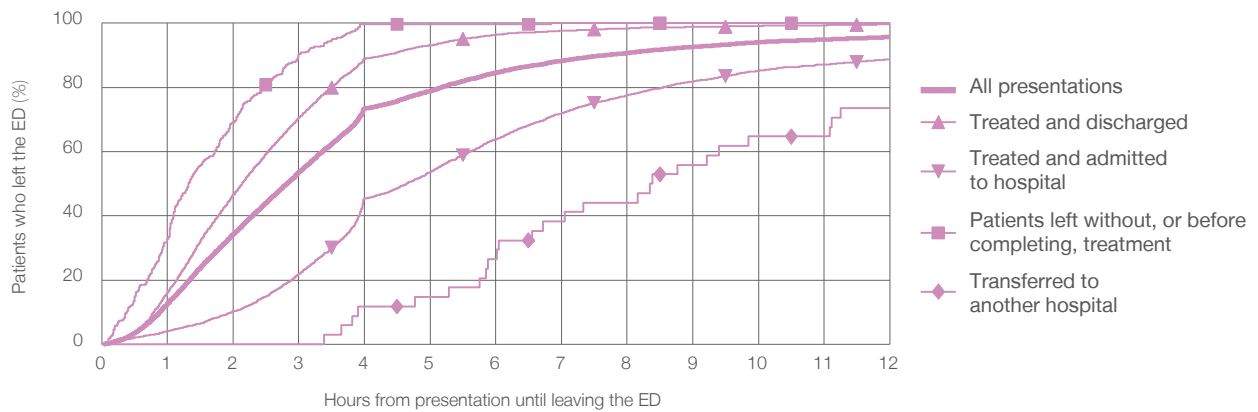
All presentations:¹ 9,155 patients

Presentations used to calculate time to leaving the ED:⁶ 9,154 patients

Treated and discharged	5,471 (59.8%)
Treated and admitted to hospital	3,288 (35.9%)
Patient left without, or before completing, treatment	329 (3.6%)
Transferred to another hospital	34 (0.4%)
Other	33 (0.4%)

Same period last year	Change since one year ago
9,051	1.1%
5,455	0.3%
3,210	2.4%
343	-4.1%
19	78.9%
24	37.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016^{†‡}



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	16.2%	46.6%	70.5%	89.0%	96.4%	98.4%	99.2%	99.7%
Treated and admitted to hospital	4.1%	10.2%	21.9%	45.4%	63.9%	77.6%	85.2%	88.7%
Patient left without, or before completing, treatment	32.8%	69.0%	90.3%	99.7%	99.7%	100%	100%	100%
Transferred to another hospital	0%	0%	0%	11.8%	26.5%	44.1%	64.7%	73.5%
All presentations	12.7%	34.3%	53.6%	73.5%	84.6%	90.8%	94.1%	95.7%

(†) 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.

Coffs Harbour 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:¹ 9,155 patients

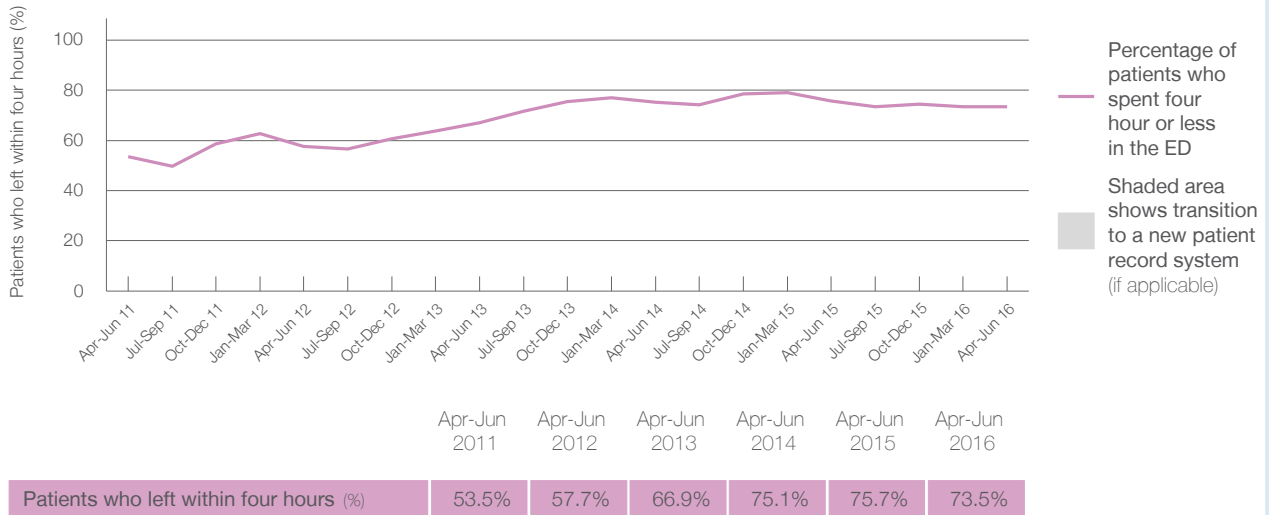
Presentations used to calculate time to leaving the ED:⁶ 9,154 patients

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	9,051	1.1%
Presentations used to calculate time to leaving the ED	9,051	1.1%
Percentage of patients who spent four hours or less in the ED	75.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡}



* 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).

Kempsey Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 6,412 patients
 Emergency presentations:² 6,268 patients

Same period last year	Change since one year ago
5,808	10.4%
5,613	11.7%

Kempsey Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 677 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,235 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,643 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 684 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
566	
12 minutes	8 minutes
35 minutes	36 minutes
1,897	
20 minutes	20 minutes
68 minutes	92 minutes
2,395	
21 minutes	25 minutes
89 minutes	128 minutes
730	
18 minutes	23 minutes
93 minutes	132 minutes

Kempsey Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 6,411 patients

Percentage of patients who spent four hours or less in the ED 81.4%

Same period last year	Change since one year ago
5,807	10.4%
86.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

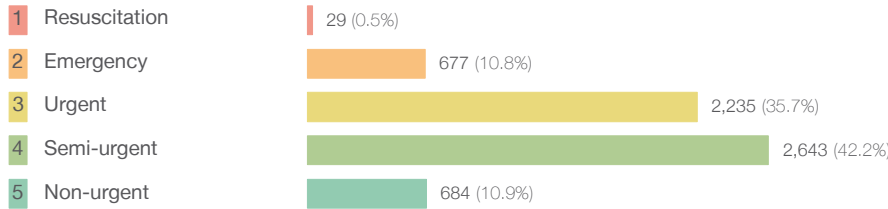
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Kempsey Hospital: Patients presenting to the emergency department

April to June 2016

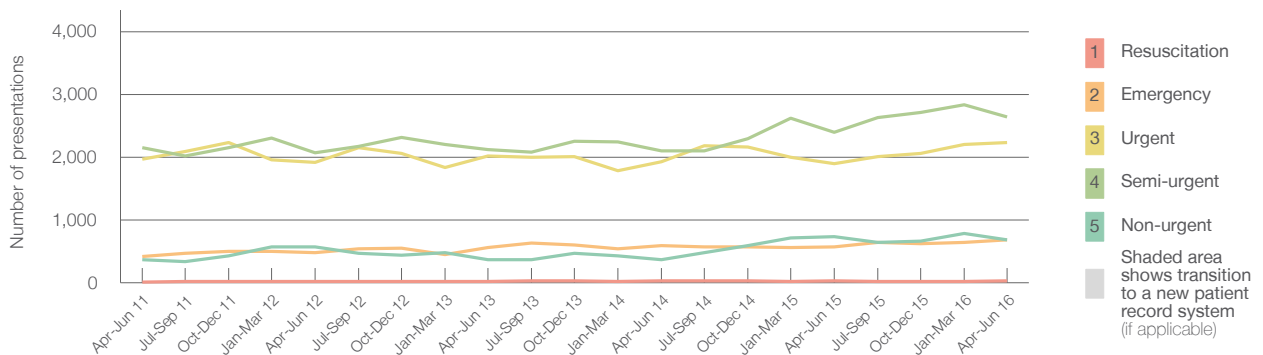
All presentations:¹ 6,412 patients

Emergency presentations² by triage category: 6,268 patients



Same period last year	Change since one year ago
5,808	10.4%
5,613	11.7%
25	16.0%
566	19.6%
1,897	17.8%
2,395	10.4%
730	-6.3%

Emergency presentations² 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	10	17	22	31	25	29
Emergency	414	479	563	587	566	677
Urgent	1,964	1,912	2,014	1,924	1,897	2,235
Semi-urgent	2,155	2,069	2,119	2,095	2,395	2,643
Non-urgent	365	574	370	361	730	684
All emergency presentations	4,908	5,051	5,088	4,998	5,613	6,268

Kempsey Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 777 patients

ED Transfer of care time



Same period last year	Change since one year ago
738	
13 minutes	2 minutes
52 minutes	11 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.

Kempsey 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: 677

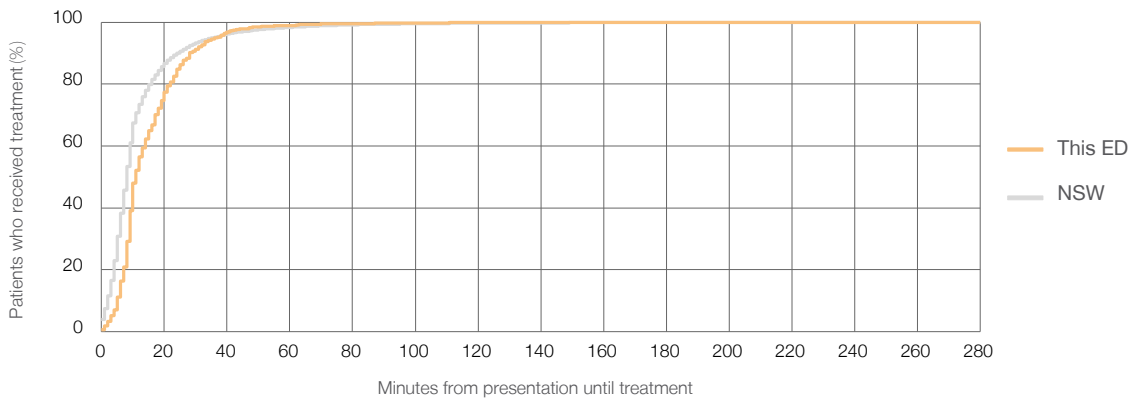
Number of triage 2 patients used to calculate waiting time:³ 674

Median time to start treatment⁴ 11 minutes

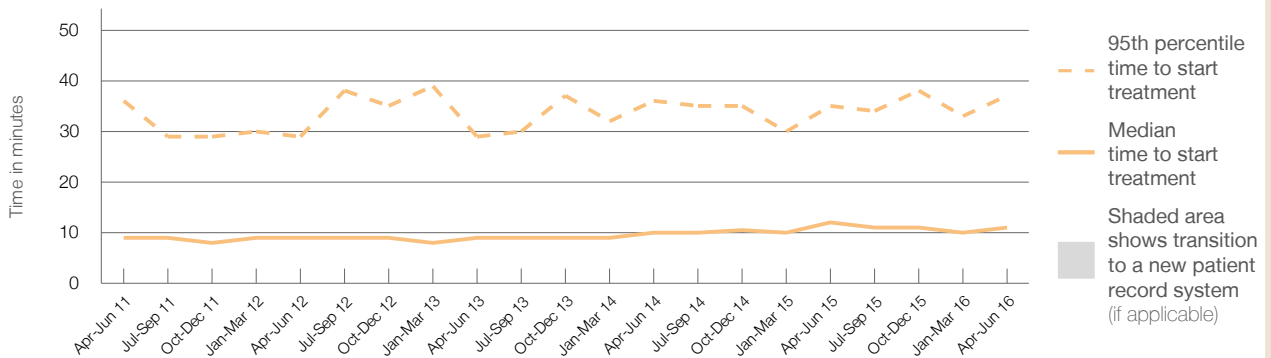
95th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
566	
565	
12 minutes	8 minutes
35 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	9	9	9	10	12	11
95th percentile time to start treatment ⁵ (minutes)	36	29	29	36	35	37

(†) 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.

Kempsey 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: 2,235

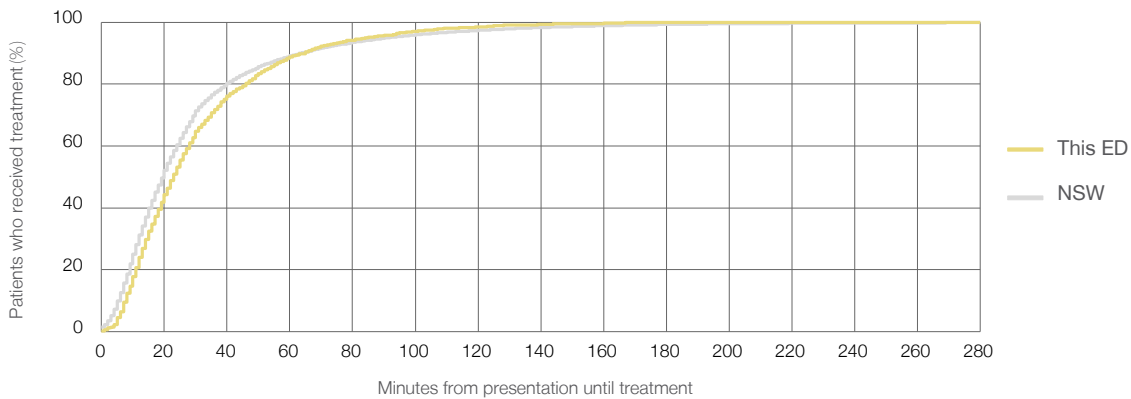
Number of triage 3 patients used to calculate waiting time:³ 2,212

Median time to start treatment⁴ 23 minutes

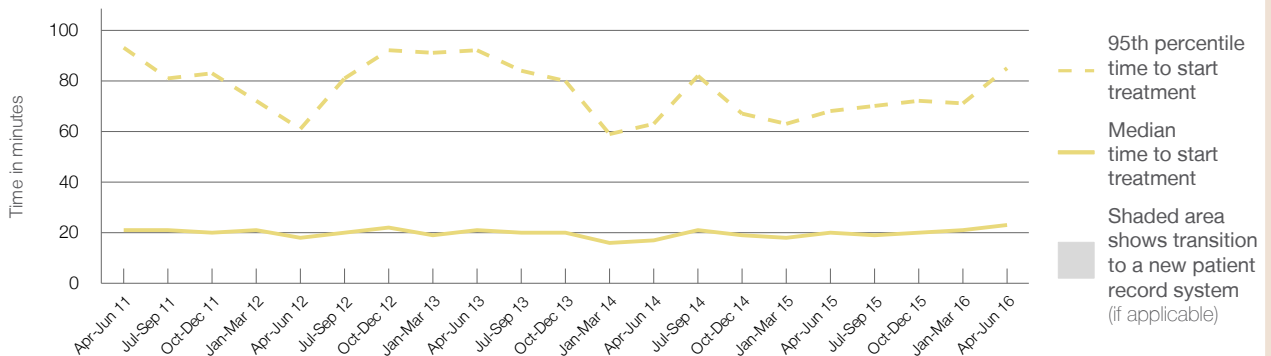
95th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,897	1,876
20 minutes	20 minutes
68 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	21	18	21	17	20	23
95th percentile time to start treatment ⁵ (minutes)	93	61	92	63	68	85

(†) 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.

Kempsey 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: 2,643

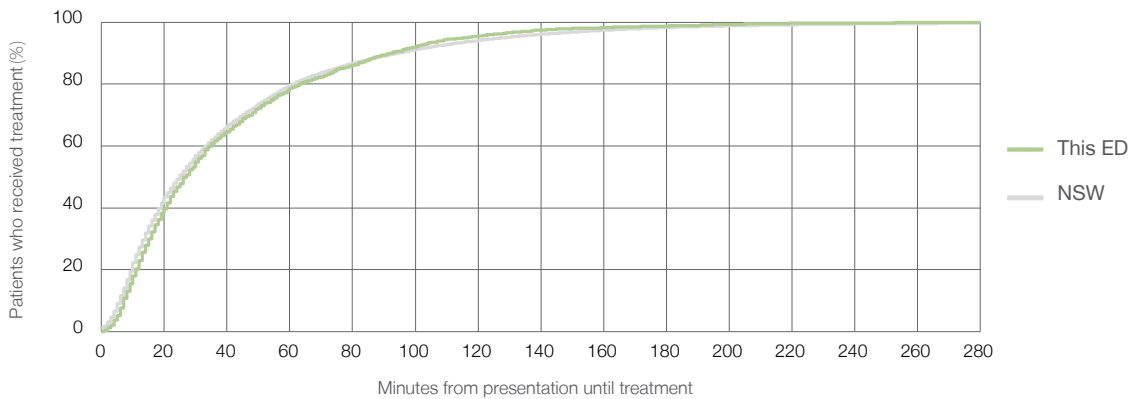
Number of triage 4 patients used to calculate waiting time:³ 2,562

Median time to start treatment⁴ 27 minutes

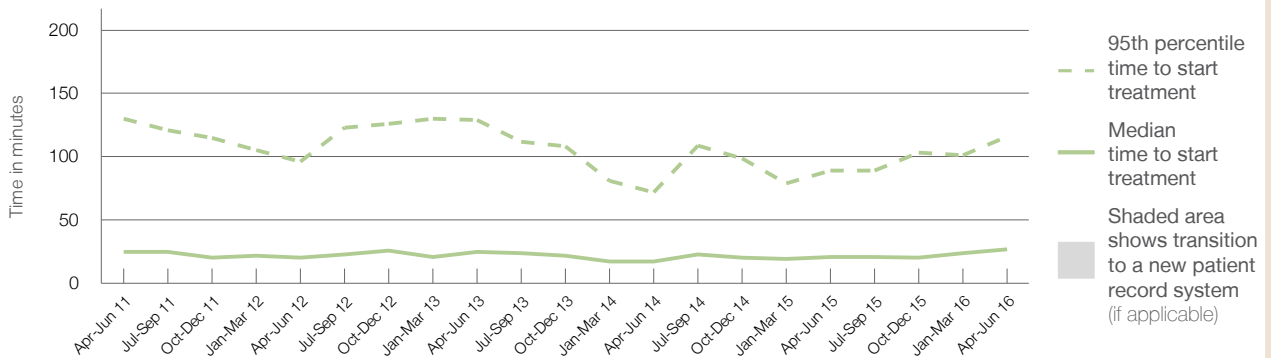
95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
2,395	2,320
21 minutes	25 minutes
89 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	25	20	25	17	21	27
95th percentile time to start treatment ⁵ (minutes)	130	96	129	72	89	116

(†) 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.

Kempsey 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: 684

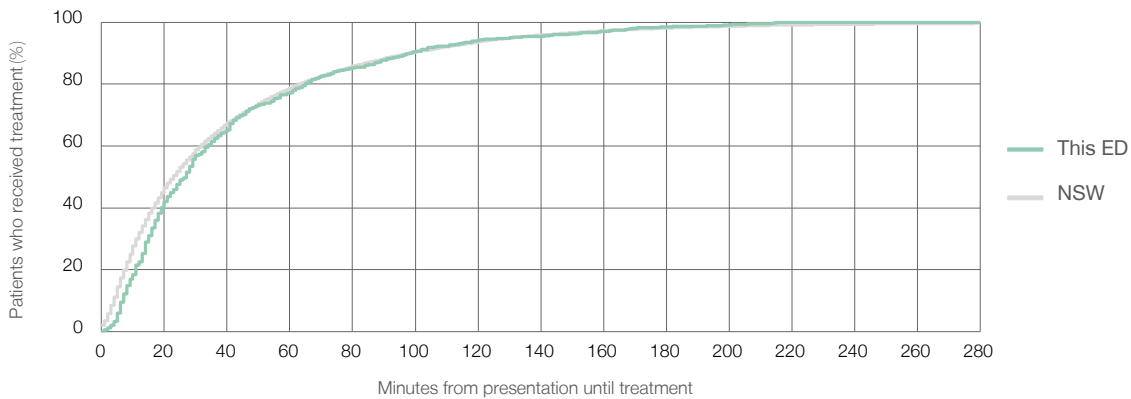
Number of triage 5 patients used to calculate waiting time:³ 601

Median time to start treatment⁴ 27 minutes

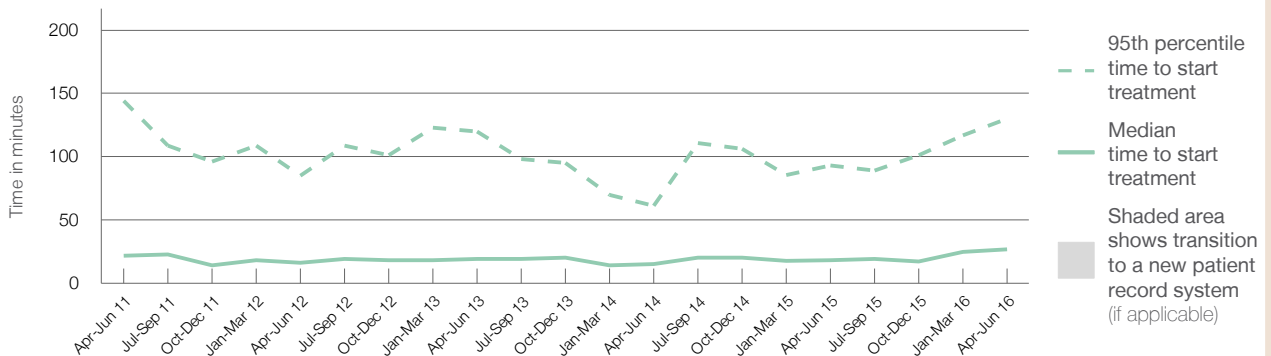
95th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
730	
675	
18 minutes	23 minutes
93 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	22	16	19	15	18	27
95th percentile time to start treatment ⁵ (minutes)	144	85	120	61	93	130

(†) 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.

Kempsey Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 6,412 patients

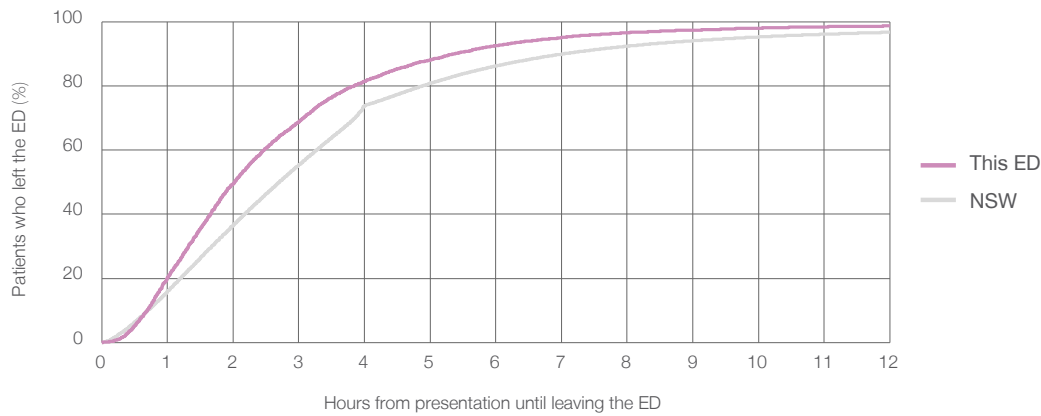
Presentations used to calculate time to leaving the ED:⁶ 6,411 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

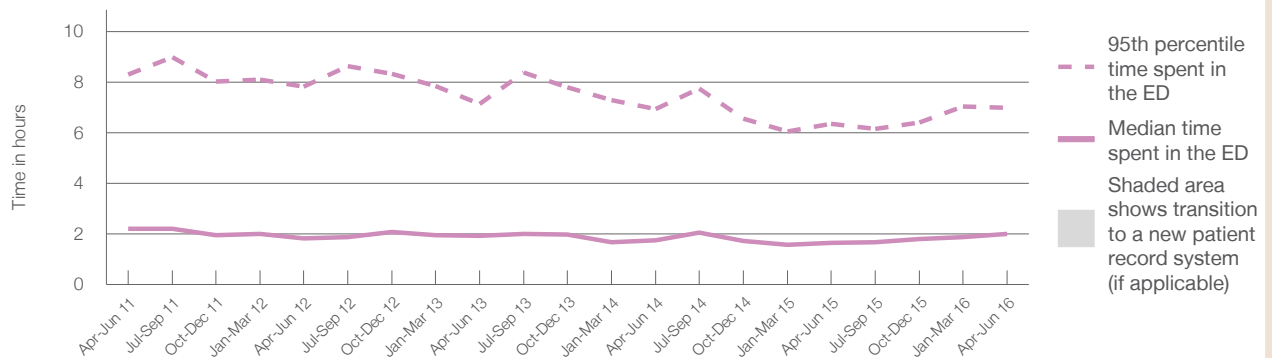
95th percentile time spent in the ED⁹ 6 hours and 59 minutes

Same period last year	NSW (this period)
5,808	
5,807	
1 hours and 39 minutes	2 hours and 42 minutes
6 hours and 21 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	1h 50m	1h 56m	1h 45m	1h 39m	2h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 19m	7h 50m	7h 8m	6h 56m	6h 21m	6h 59m

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(‡) 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.

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

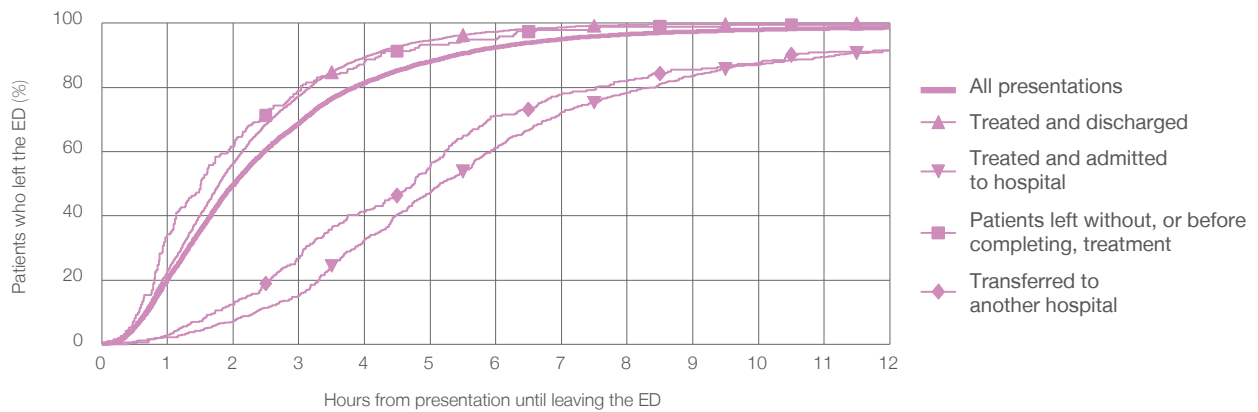
All presentations:¹ 6,412 patients

Presentations used to calculate time to leaving the ED:⁶ 6,411 patients

Treated and discharged	5,264 (82.1%)
Treated and admitted to hospital	635 (9.9%)
Patient left without, or before completing, treatment	195 (3.0%)
Transferred to another hospital	306 (4.8%)
Other	12 (0.2%)

Same period last year	Change since one year ago
5,807	10.4%
4,683	12.4%
646	-1.7%
156	25.0%
315	-2.9%
8	50.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016^{†‡}



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	22.9%	56.4%	77.4%	89.4%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.2%	7.2%	15.1%	32.6%	61.3%	78.3%	87.1%	91.5%
Patient left without, or before completing, treatment	34.4%	61.5%	79.0%	88.2%	94.9%	99.0%	99.5%	99.5%
Transferred to another hospital	2.9%	12.4%	26.8%	41.2%	71.2%	82.0%	87.6%	91.5%
All presentations	20.4%	49.6%	68.9%	81.4%	92.5%	96.5%	98.0%	98.7%

(†) 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.

Kempsey 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:¹ 6,412 patients

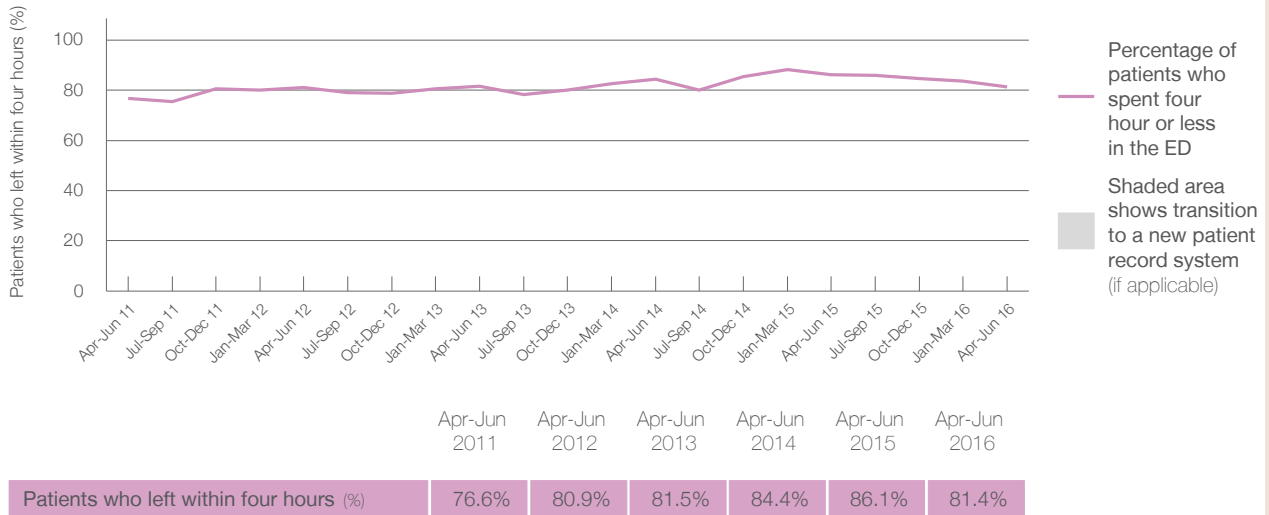
Presentations used to calculate time to leaving the ED:⁶ 6,411 patients

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	5,808	10.4%
Presentations used to calculate time to leaving the ED	5,807	10.4%
Percentage of patients who spent four hours or less in the ED	86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡}



* 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*.

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- 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*.
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- 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).

Macksville District Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 3,293 patients
 Emergency presentations:² 3,039 patients

Same period last year	Change since one year ago
3,117	5.6%
2,985	1.8%

Macksville District Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 376 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,109 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,221 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 155 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 311 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
311	
9 minutes	8 minutes
28 minutes	36 minutes
1,036	
23 minutes	20 minutes
81 minutes	92 minutes
1,326	
28 minutes	25 minutes
133 minutes	128 minutes
302	
24 minutes	23 minutes
110 minutes	132 minutes

Macksville District Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 3,292 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
3,115	5.7%
86.7%	

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

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

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

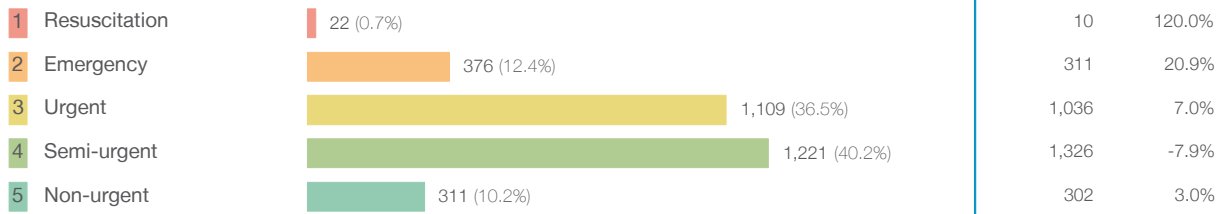
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Macksville District Hospital: Patients presenting to the emergency department

April to June 2016

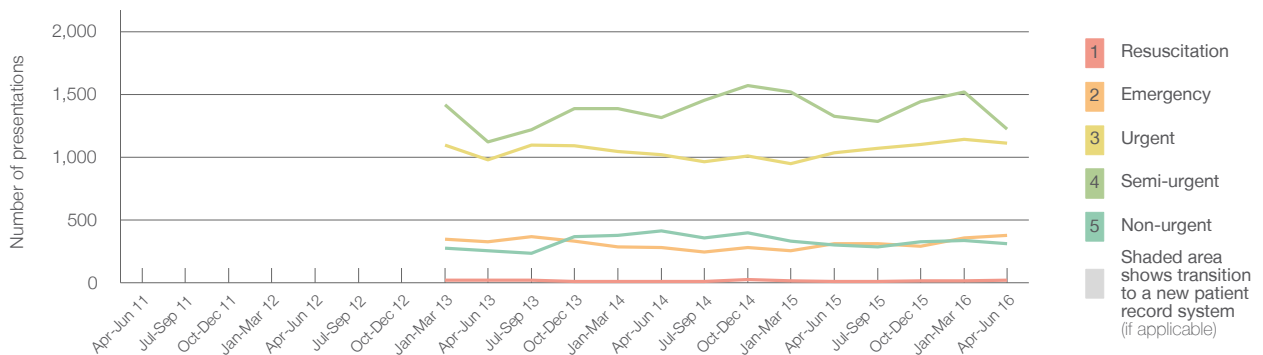
All presentations:¹ 3,293 patients

Emergency presentations² by triage category: 3,039 patients



Same period last year	Change since one year ago
3,117	5.6%
2,985	1.8%
10	120.0%
311	20.9%
1,036	7.0%
1,326	-7.9%
302	3.0%

Emergency presentations² 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			20	12	10	22
Emergency			324	279	311	376
Urgent			978	1,019	1,036	1,109
Semi-urgent			1,121	1,313	1,326	1,221
Non-urgent			255	415	302	311
All emergency presentations			2,698	3,038	2,985	3,039

Macksville District Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 539 patients

ED Transfer of care time



Same period last year	Change since one year ago
492	
14 minutes	0 minutes
43 minutes	7 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.

Macksville District 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: 376

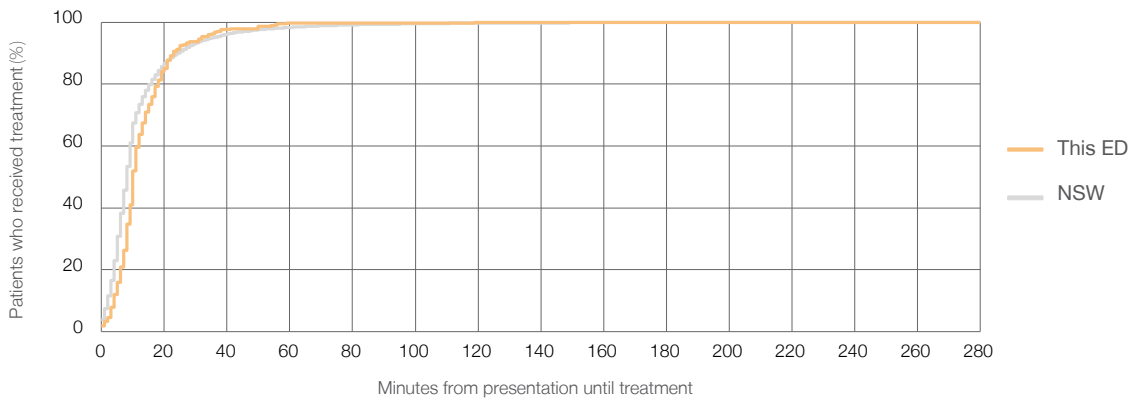
Number of triage 2 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 10 minutes

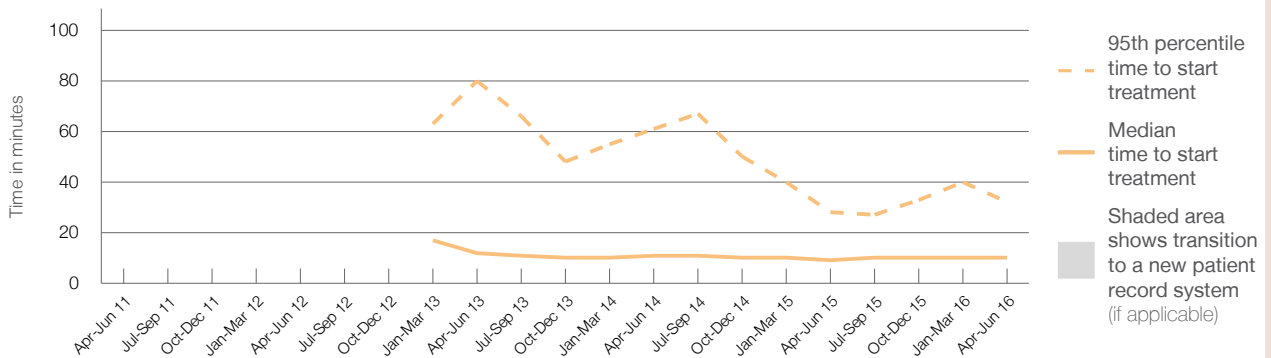
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
311	
302	
9 minutes	8 minutes
28 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			12	11	9	10
95th percentile time to start treatment ⁵ (minutes)			80	61	28	32

(†) 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.

Macksville District 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: 1,109

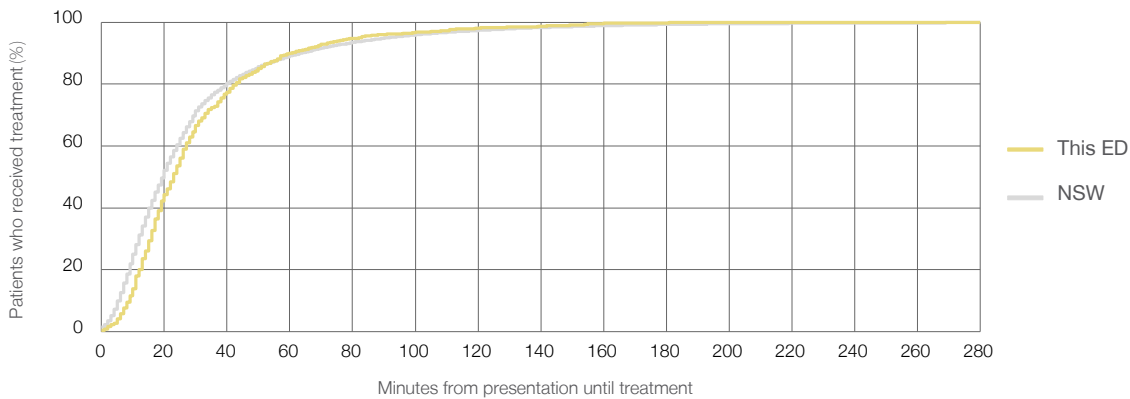
Number of triage 3 patients used to calculate waiting time:³ 1,067

Median time to start treatment⁴ 23 minutes

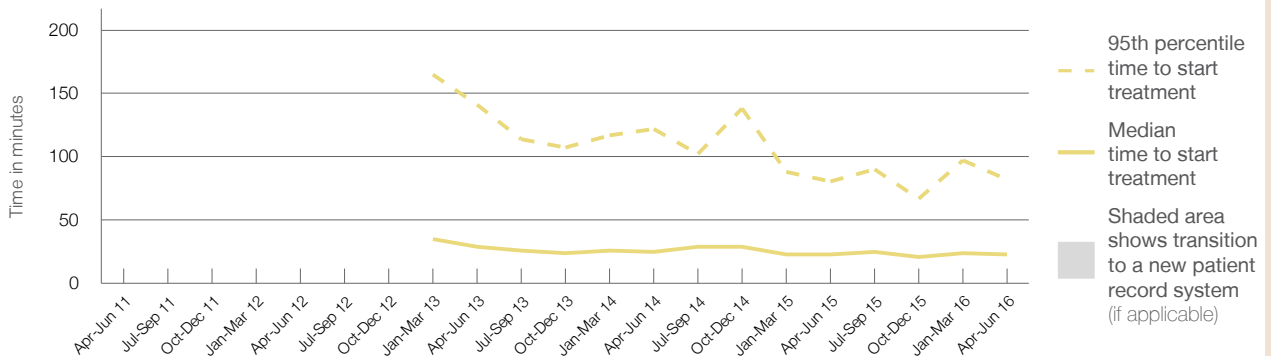
95th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
1,036	1,000
23 minutes	20 minutes
81 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			29	25	23	23
95th percentile time to start treatment ⁵ (minutes)			141	122	81	82

(†) 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.

Macksville District 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: 1,221

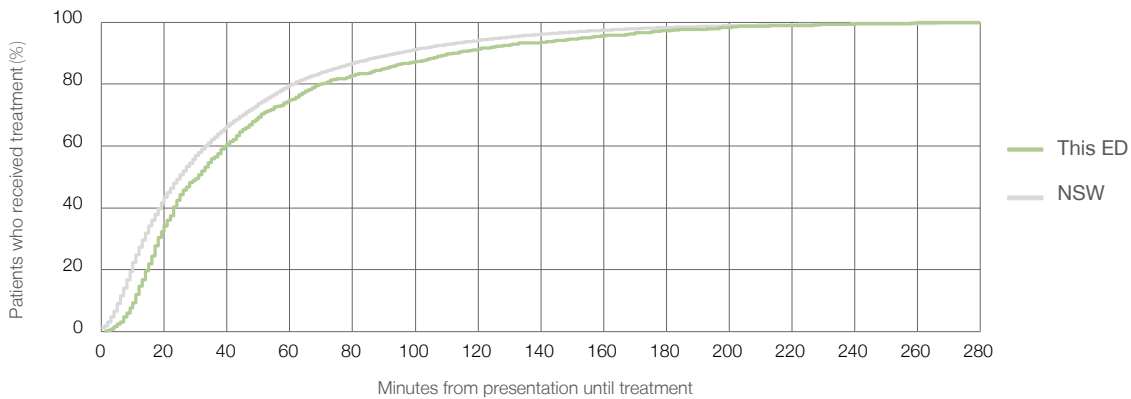
Number of triage 4 patients used to calculate waiting time:³ 1,149

Median time to start treatment⁴ 31 minutes

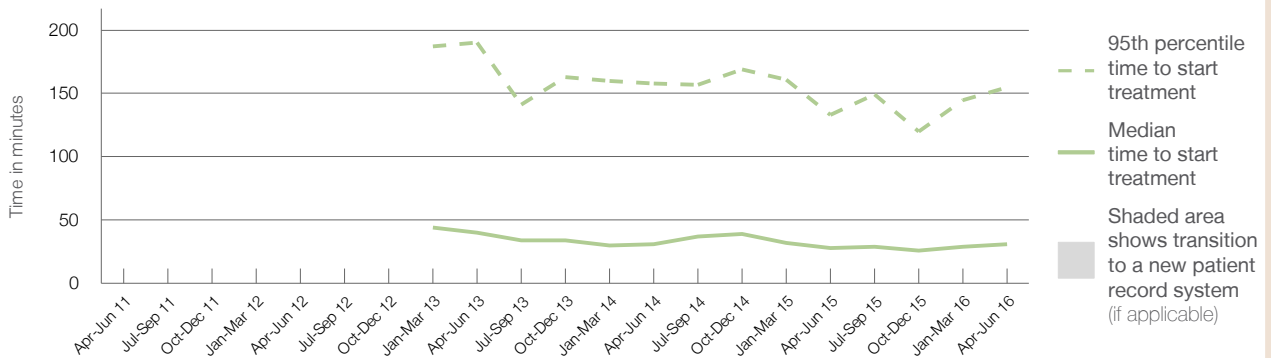
95th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
1,326	1,273
28 minutes	25 minutes
133 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			40	31	28	31
95th percentile time to start treatment ⁵ (minutes)			190	158	133	155

(†) 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.

Macksville District 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: 311

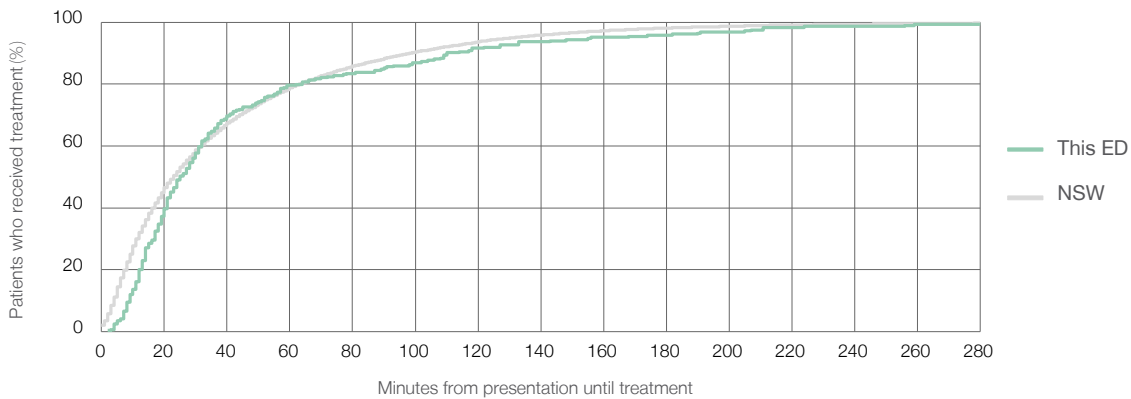
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 25 minutes

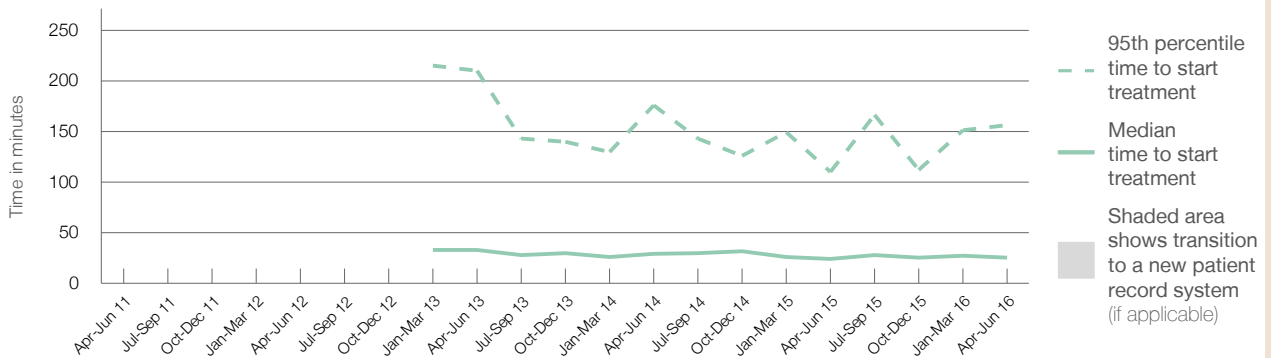
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
302	
267	
24 minutes	23 minutes
110 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)			33	29	24	25
95th percentile time to start treatment ⁵ (minutes)			210	176	110	156

(†) 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.

Macksville District Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 3,293 patients

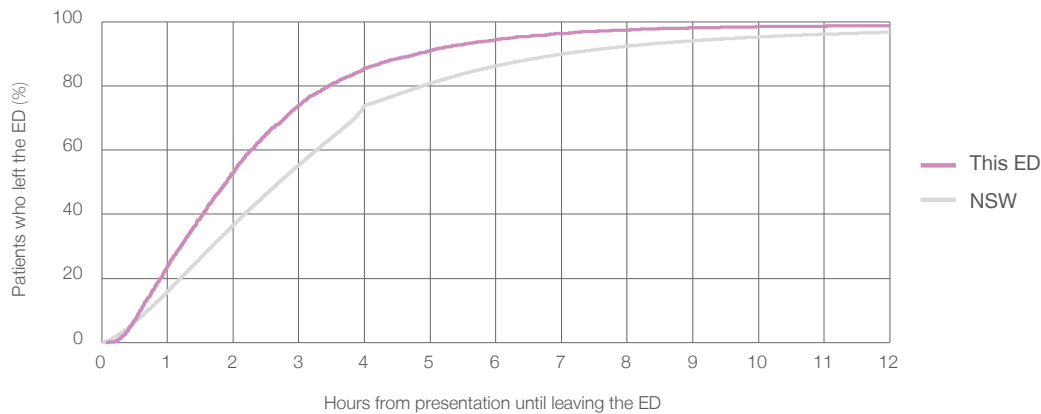
Presentations used to calculate time to leaving the ED:⁶ 3,292 patients

Median time spent in the ED⁸ 1 hours and 54 minutes

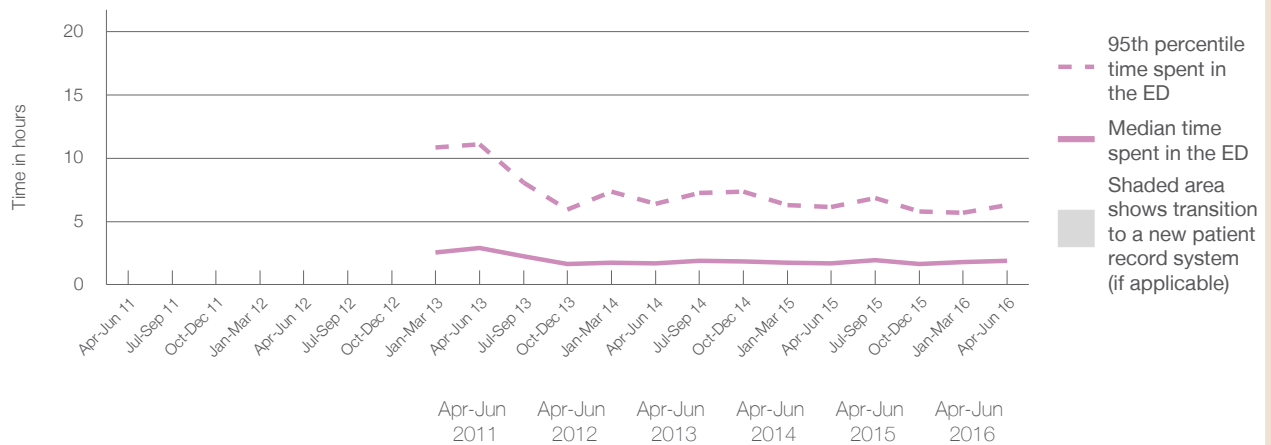
95th percentile time spent in the ED⁹ 6 hours and 17 minutes

Same period last year	NSW (this period)
3,117	
3,115	
1 hours and 42 minutes	2 hours and 42 minutes
6 hours and 7 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^{†‡§}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)			2h 55m	1h 42m	1h 42m	1h 54m
95th percentile time to leaving the ED ⁹ (hours, minutes)			11h 7m	6h 24m	6h 7m	6h 17m

(†) 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.

Macksville District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

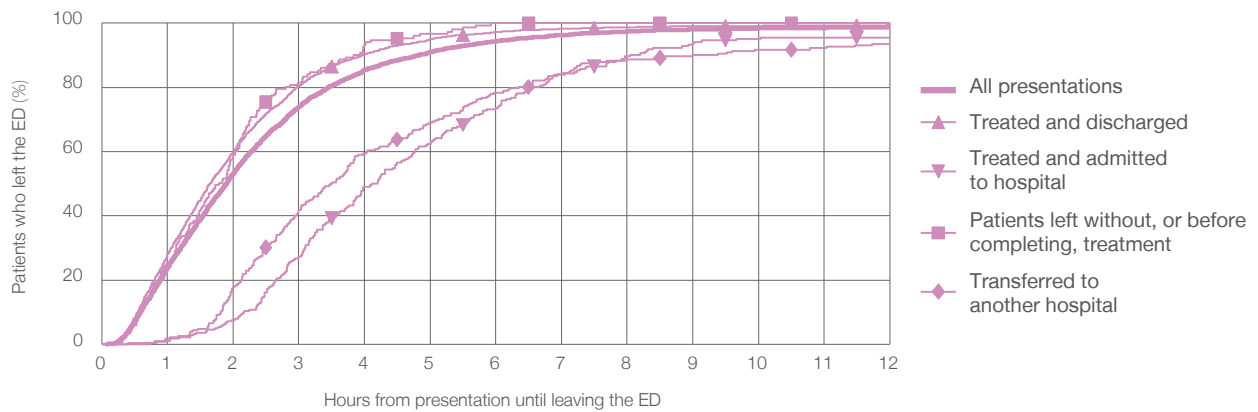
All presentations:¹ 3,293 patients

Presentations used to calculate time to leaving the ED:⁶ 3,292 patients

Treated and discharged	2,617 (79.5%)
Treated and admitted to hospital	224 (6.8%)
Patient left without, or before completing, treatment	151 (4.6%)
Transferred to another hospital	233 (7.1%)
Other	68 (2.1%)

Same period last year	Change since one year ago
3,115	5.7%
2,484	5.4%
285	-21.4%
101	49.5%
195	19.5%
52	30.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 ^{††§}



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	28.0%	59.8%	80.5%	90.4%	97.2%	98.7%	99.2%	99.4%
Treated and admitted to hospital	0.9%	7.6%	27.2%	49.1%	73.7%	89.7%	95.1%	95.5%
Patient left without, or before completing, treatment	25.2%	58.9%	81.5%	93.4%	100%	100%	100%	100%
Transferred to another hospital	1.7%	17.7%	41.8%	59.5%	78.4%	88.8%	91.8%	93.5%
All presentations	24.0%	53.1%	73.9%	85.4%	94.4%	97.4%	98.4%	98.8%

(†) 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.

Macksville District 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:¹ 3,293 patients

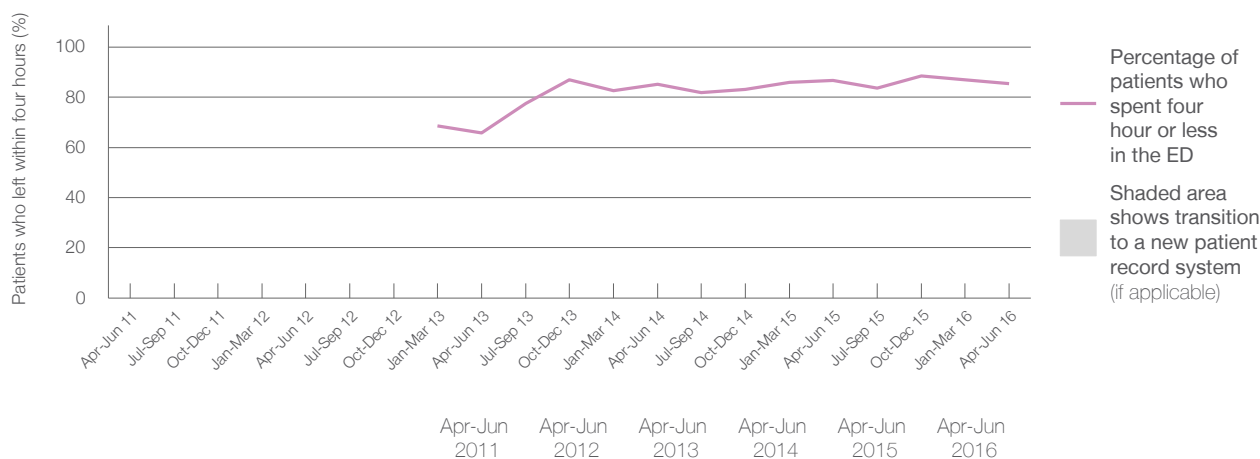
Presentations used to calculate time to leaving the ED:⁶ 3,292 patients

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



Same period last year	Change since one year ago
3,117	5.6%
3,115	5.7%
86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡§}



Patients who left within four hours (%)						
			65.7%	85.2%	86.7%	85.4%

* 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).

Port Macquarie Base Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 7,953 patients
Emergency presentations:² 7,738 patients

Same period last year	Change since one year ago
7,328	8.5%
7,144	8.3%

Port Macquarie Base Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,122 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,179 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,095 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 302 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,081	
9 minutes	8 minutes
29 minutes	36 minutes
3,248	
16 minutes	20 minutes
59 minutes	92 minutes
2,571	
19 minutes	25 minutes
91 minutes	128 minutes
222	
15 minutes	23 minutes
98 minutes	132 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 7,953 patients

Percentage of patients who spent four hours or less in the ED 73.6%

Same period last year	Change since one year ago
7,327	8.5%
75.1%	

* 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.

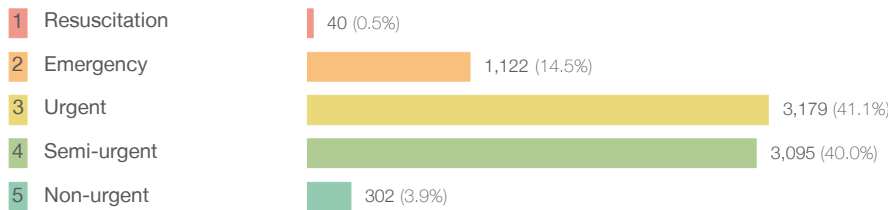
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Port Macquarie Base Hospital: Patients presenting to the emergency department

April to June 2016

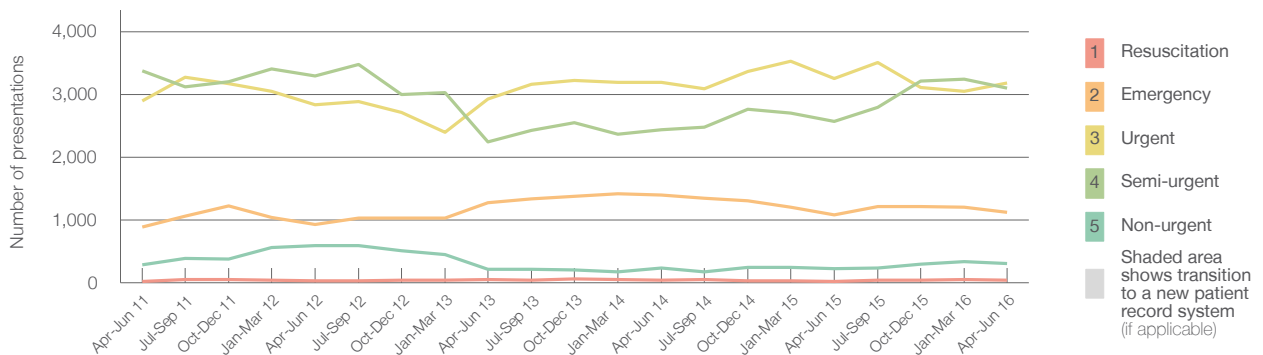
All presentations:¹ 7,953 patients

Emergency presentations² by triage category: 7,738 patients



Same period last year	Change since one year ago
7,328	8.5%
7,144	8.3%
22	81.8%
1,081	3.8%
3,248	-2.1%
2,571	20.4%
222	36.0%

Emergency presentations² 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	22	28	46	42	22	40
Emergency	887	931	1,273	1,396	1,081	1,122
Urgent	2,897	2,836	2,923	3,189	3,248	3,179
Semi-urgent	3,377	3,295	2,240	2,440	2,571	3,095
Non-urgent	284	595	214	234	222	302
All emergency presentations	7,467	7,685	6,696	7,301	7,144	7,738

Port Macquarie Base Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 1,721 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,765	
11 minutes	0 minutes
41 minutes	11 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.

Port Macquarie 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: 1,122

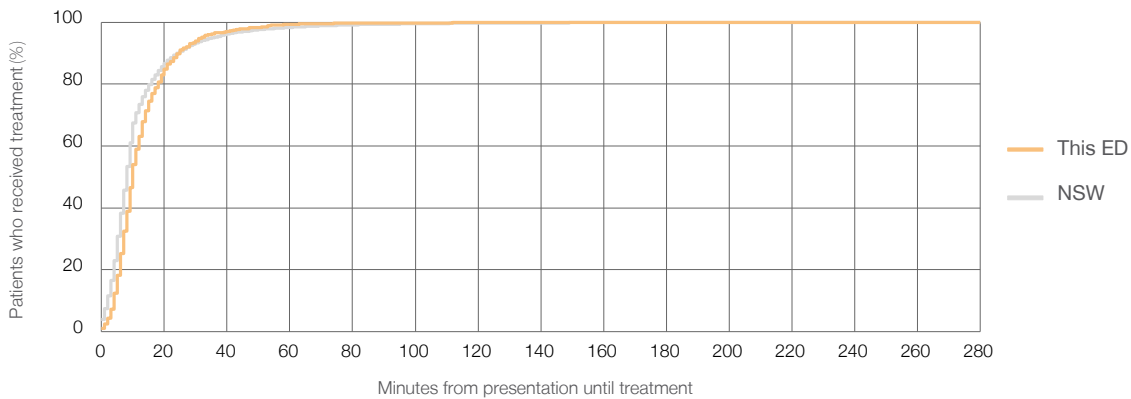
Number of triage 2 patients used to calculate waiting time:³ 1,120

Median time to start treatment⁴ 10 minutes

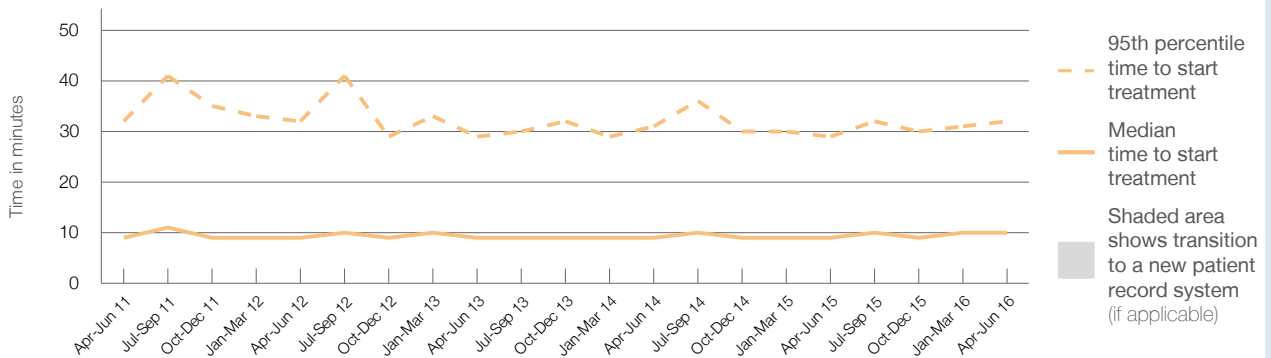
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,081	1,075
9 minutes	8 minutes
29 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	9	9	9	9	9	10
95th percentile time to start treatment ⁵ (minutes)	32	32	29	31	29	32

(†) 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.

Port Macquarie 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: 3,179

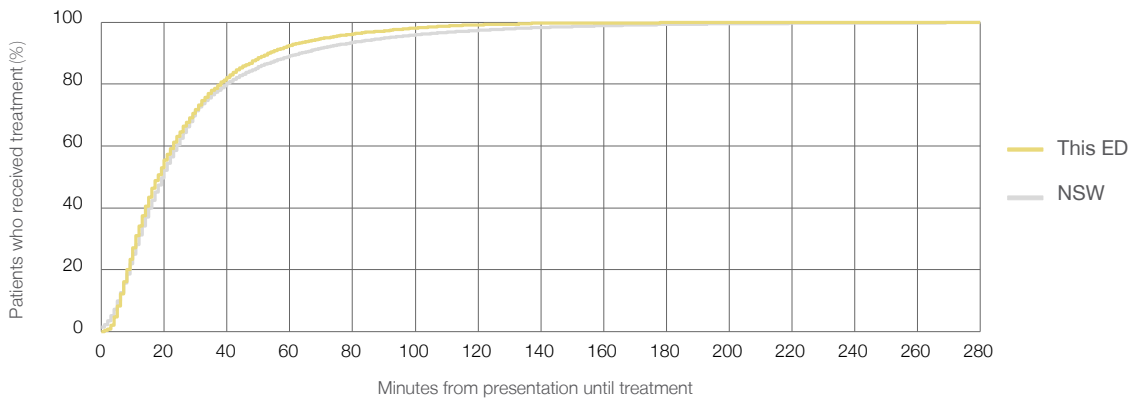
Number of triage 3 patients used to calculate waiting time:³ 3,105

Median time to start treatment⁴ 18 minutes

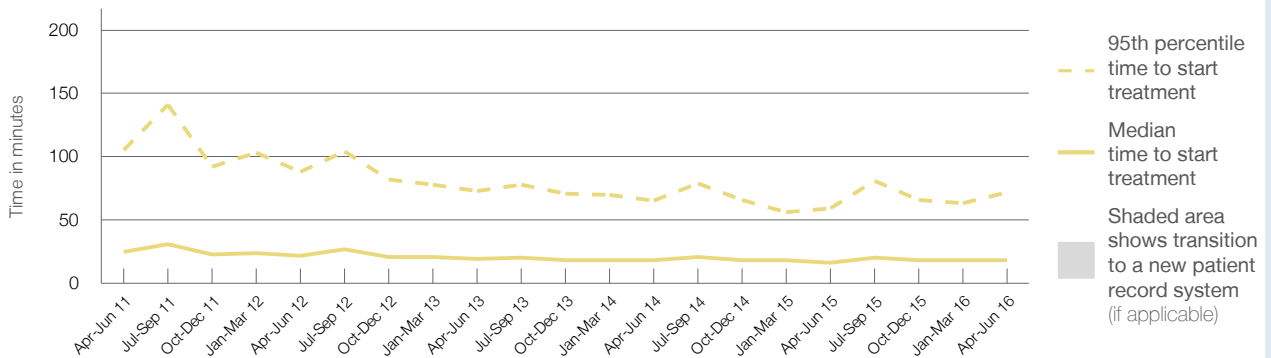
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,248	
3,167	
16 minutes	20 minutes
59 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	25	22	19	18	16	18
95th percentile time to start treatment ⁵ (minutes)	105	88	73	66	59	72

(†) 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.

Port Macquarie 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: 3,095

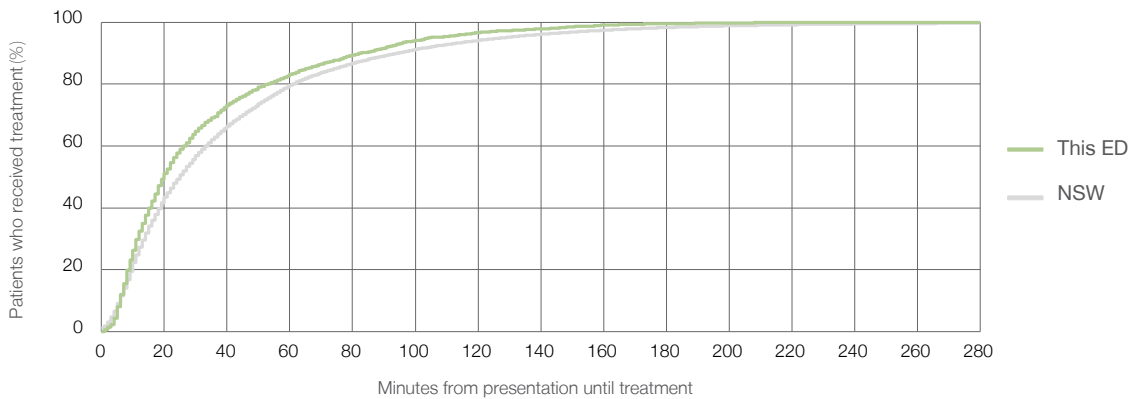
Number of triage 4 patients used to calculate waiting time:³ 2,592

Median time to start treatment⁴ 20 minutes

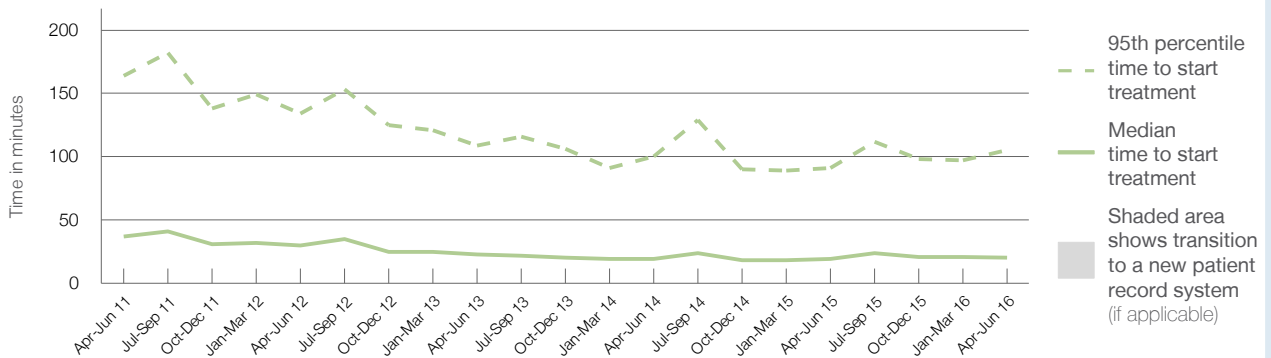
95th percentile time to start treatment⁵ 105 minutes

	Same period last year	NSW (this period)
	2,571	2,151
	19 minutes	25 minutes
	91 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	37	30	23	19	19	20
95th percentile time to start treatment ⁵ (minutes)	164	134	109	100	91	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.

Port Macquarie 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: 302

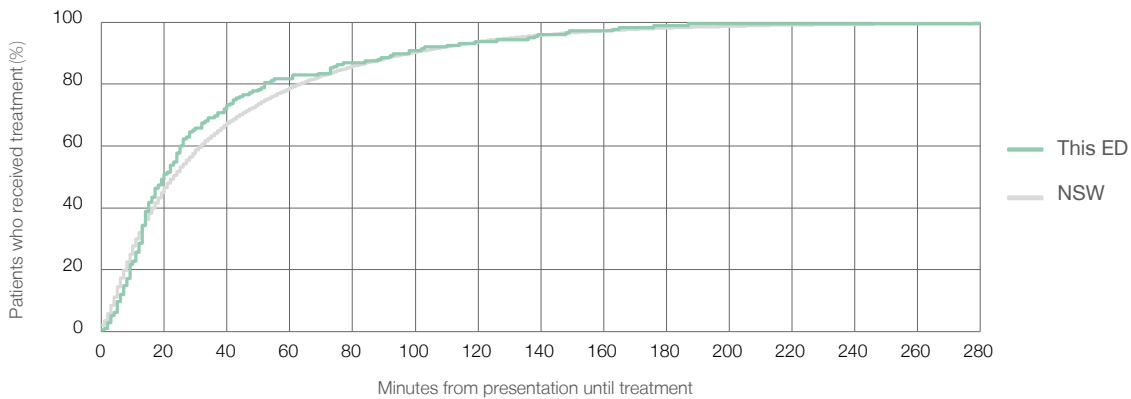
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 20 minutes

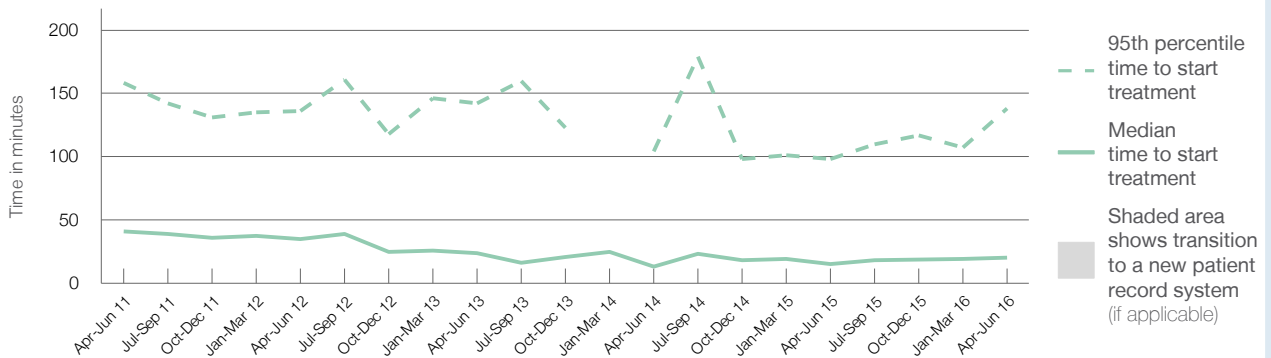
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
222	139
15 minutes	23 minutes
98 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	41	35	24	13	15	20
95th percentile time to start treatment ⁵ (minutes)	159	136	142	104	98	138

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 7,953 patients

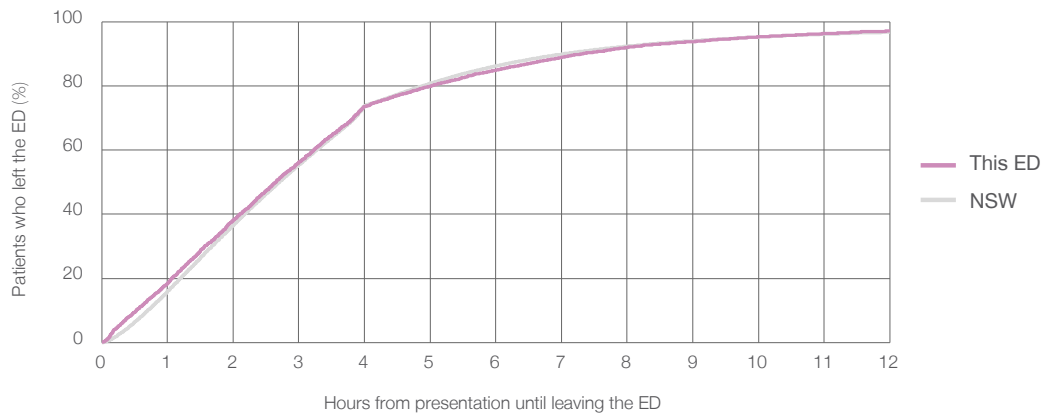
Presentations used to calculate time to leaving the ED:⁶ 7,953 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

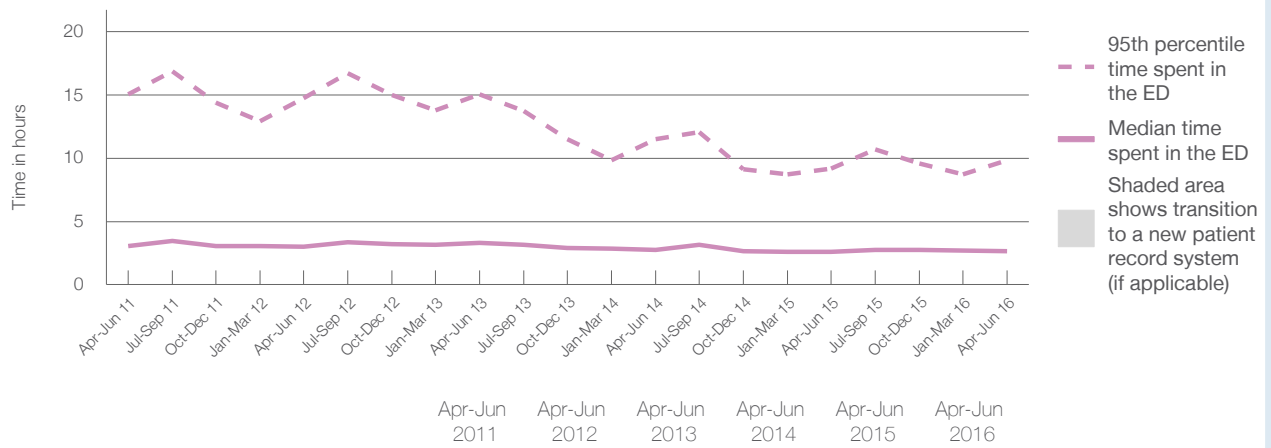
95th percentile time spent in the ED⁹ 9 hours and 49 minutes

Same period last year	NSW (this period)
7,328	
7,327	
2 hours and 35 minutes	2 hours and 42 minutes
9 hours and 11 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^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	3h 0m	3h 20m	2h 44m	2h 35m	2h 39m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 4m	14h 43m	15h 4m	11h 31m	9h 11m	9h 49m

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

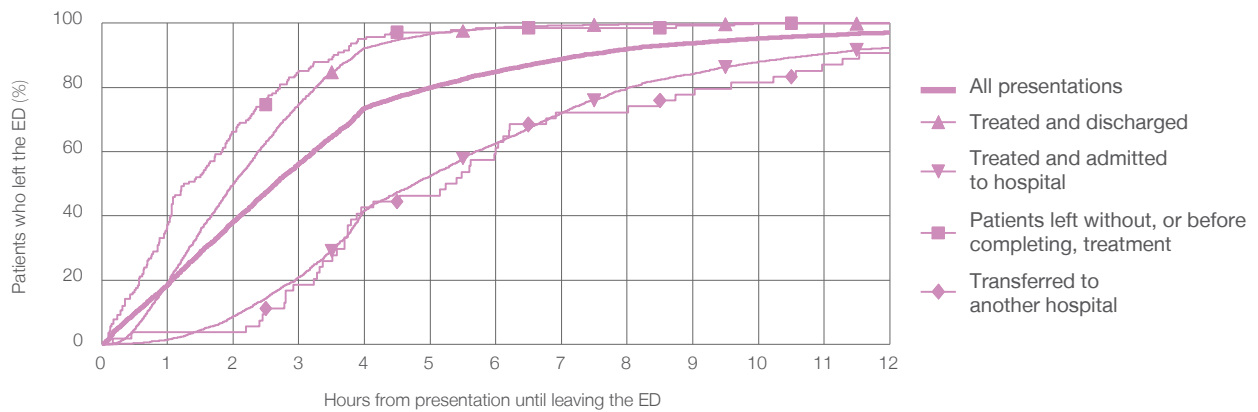
All presentations:¹ 7,953 patients

Presentations used to calculate time to leaving the ED:⁶ 7,953 patients

Treated and discharged	4,170 (52.4%)
Treated and admitted to hospital	2,985 (37.5%)
Patient left without, or before completing, treatment	142 (1.8%)
Transferred to another hospital	54 (0.7%)
Other	602 (7.6%)

Same period last year	Change since one year ago
7,327	8.5%
3,847	8.4%
2,834	5.3%
165	-13.9%
35	54.3%
447	34.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2016^{†‡}



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	19.2%	50.0%	74.8%	92.4%	98.6%	99.6%	99.8%	100%
Treated and admitted to hospital	1.4%	8.7%	20.8%	41.7%	62.6%	79.8%	88.1%	92.4%
Patient left without, or before completing, treatment	37.3%	66.2%	85.2%	95.1%	98.6%	98.6%	100%	100%
Transferred to another hospital	3.7%	3.7%	18.5%	42.6%	61.1%	72.2%	81.5%	90.7%
All presentations	18.6%	38.2%	56.2%	73.6%	84.9%	92.0%	95.3%	97.0%

(†) 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.

Port Macquarie 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:¹ 7,953 patients

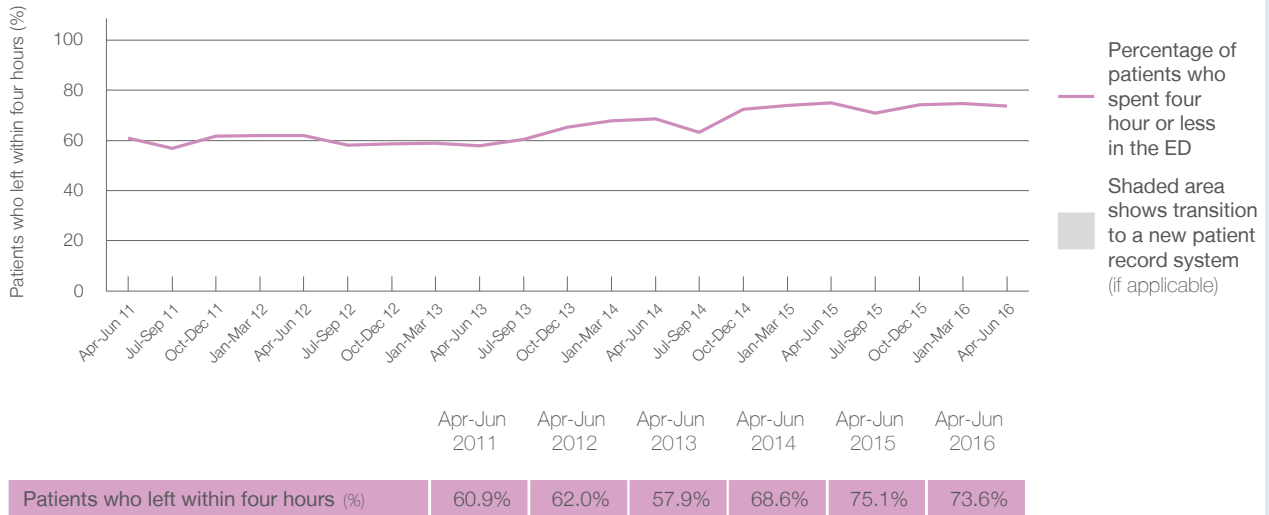
Presentations used to calculate time to leaving the ED:⁶ 7,953 patients

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	7,328	8.5%
Presentations used to calculate time to leaving the ED	7,327	8.5%
Percentage of patients who spent four hours or less in the ED	75.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡}



* 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).