

Orange Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,136 patients
 Emergency presentations:² 7,057 patients

Same period last year	Change since one year ago
6,996	2.0%
6,891	2.4%

Orange Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,035 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,692 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,688 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,592 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
828	
5 minutes	8 minutes
21 minutes	41 minutes
1,545	
16 minutes	21 minutes
65 minutes	103 minutes
2,724	
25 minutes	27 minutes
120 minutes	139 minutes
1,724	
21 minutes	24 minutes
149 minutes	138 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,133 patients

Percentage of patients who spent four hours or less in the ED 73.9%

Same period last year	Change since one year ago
6,996	2.0%
71.6%	

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

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

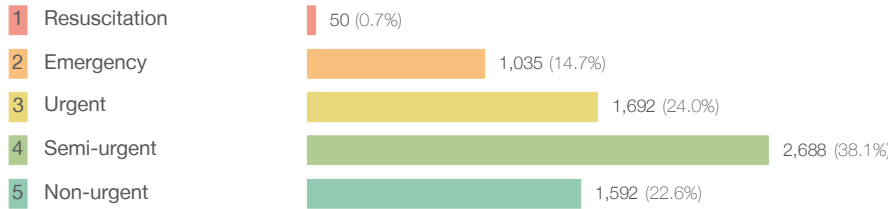
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Orange Health Service: Patients presenting to the emergency department July to September 2016

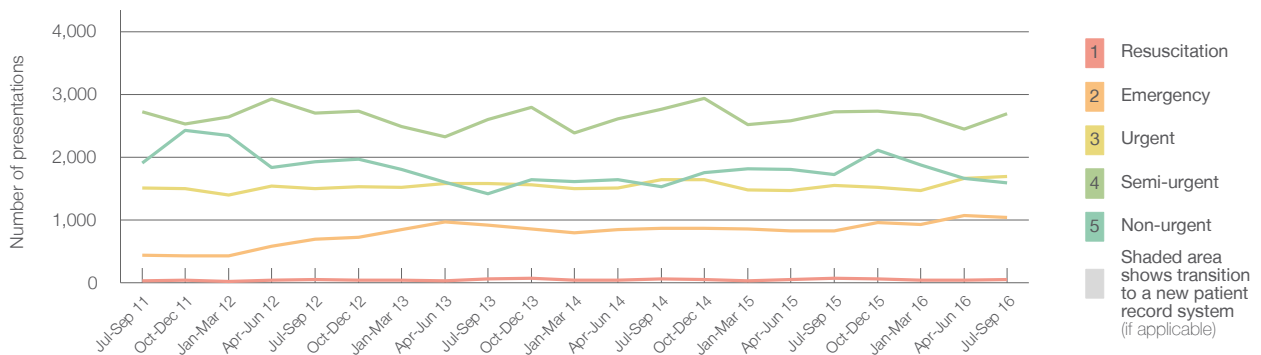
All presentations:¹ 7,136 patients

Emergency presentations² by triage category: 7,057 patients



Same period last year	Change since one year ago
6,996	2.0%
6,891	2.4%
70	-28.6%
828	25.0%
1,545	9.5%
2,724	-1.3%
1,724	-7.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	26	45	63	59	70	50
Emergency	434	694	913	863	828	1,035
Urgent	1,513	1,496	1,578	1,646	1,545	1,692
Semi-urgent	2,726	2,702	2,596	2,762	2,724	2,688
Non-urgent	1,904	1,928	1,415	1,527	1,724	1,592
All emergency presentations	6,603	6,865	6,565	6,857	6,891	7,057

Orange Health Service: Patients arriving by ambulance July to September 2016

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,397 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,230	
10 minutes	0 minutes
50 minutes	-21 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.

Orange Health Service: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,035

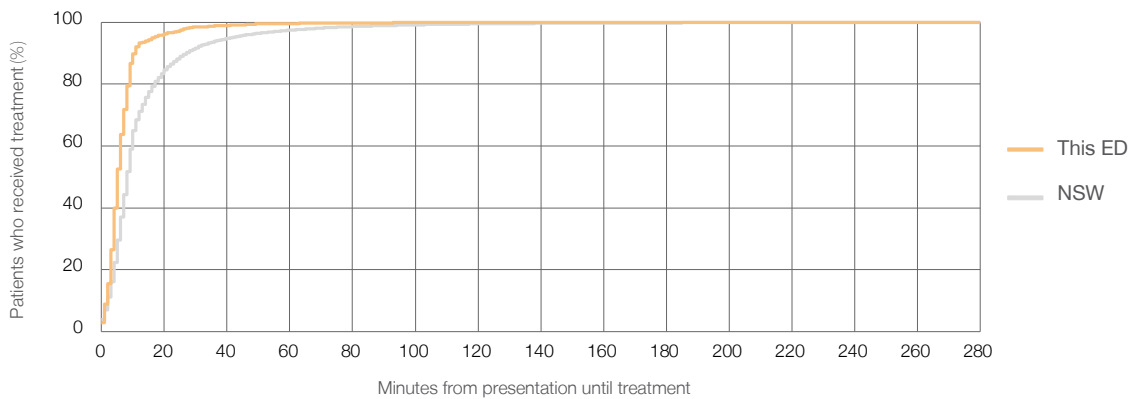
Number of triage 2 patients used to calculate waiting time:³ 1,031

Median time to start treatment⁴ ■ 5 minutes

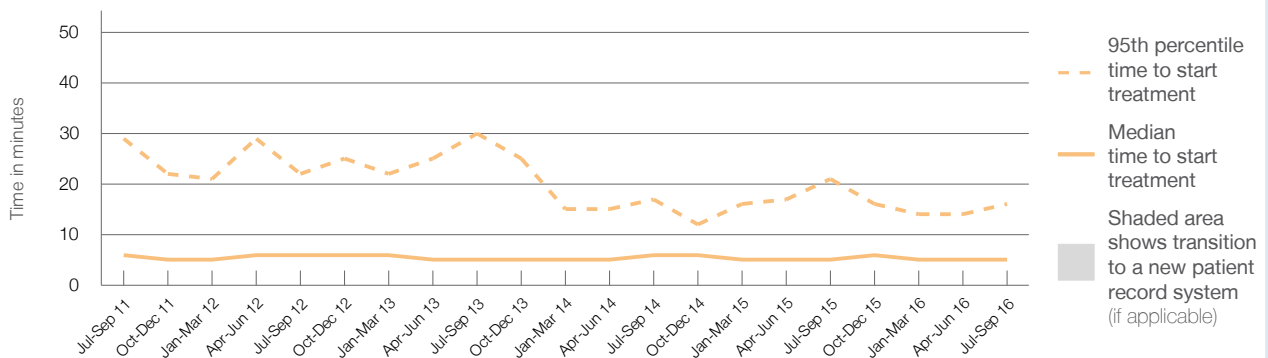
95th percentile time to start treatment⁵ ■ 16 minutes

Same period last year	NSW (this period)
828	827
5 minutes	8 minutes
21 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	5	6	5	5
95th percentile time to start treatment ⁵ (minutes)	29	22	30	17	21	16

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Orange Health Service: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,692

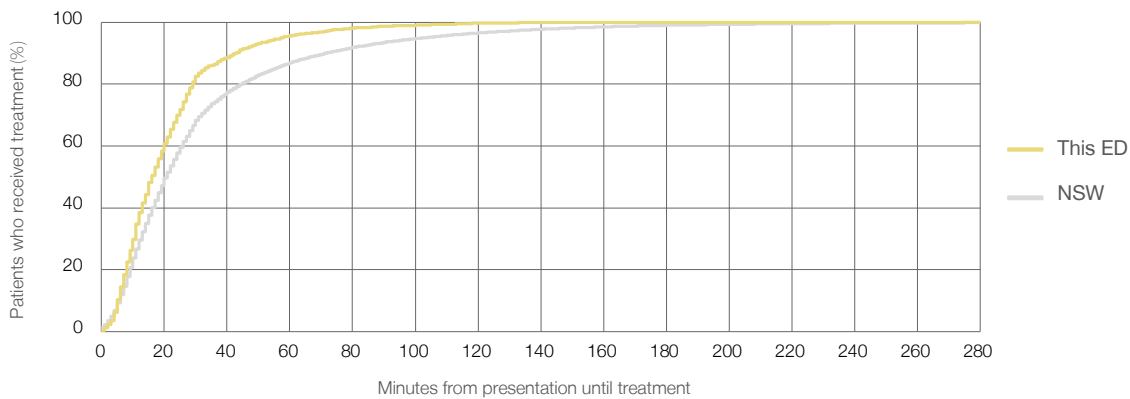
Number of triage 3 patients used to calculate waiting time:³ 1,674

Median time to start treatment⁴ 16 minutes

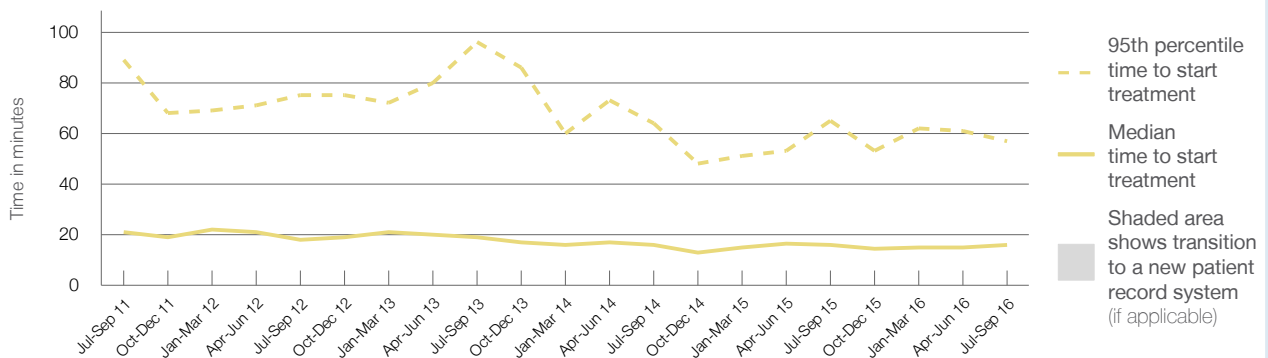
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,545	1,536
16 minutes	21 minutes
65 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	18	19	16	16	16
95th percentile time to start treatment ⁵ (minutes)	89	75	96	64	65	57

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Orange Health Service: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,688

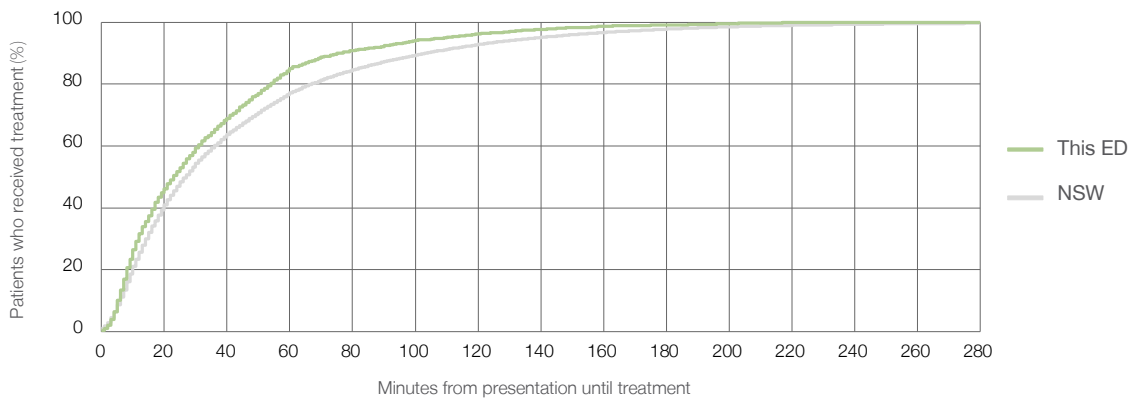
Number of triage 4 patients used to calculate waiting time:³ 2,595

Median time to start treatment⁴ 23 minutes

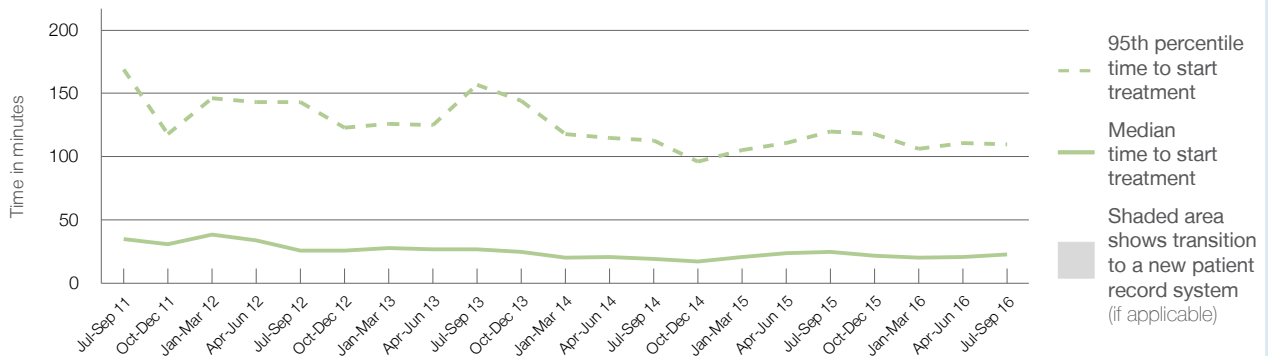
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,724	2,627
25 minutes	27 minutes
120 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	26	27	19	25	23
95th percentile time to start treatment ⁵ (minutes)	169	143	157	113	120	110

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Orange Health Service: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,592

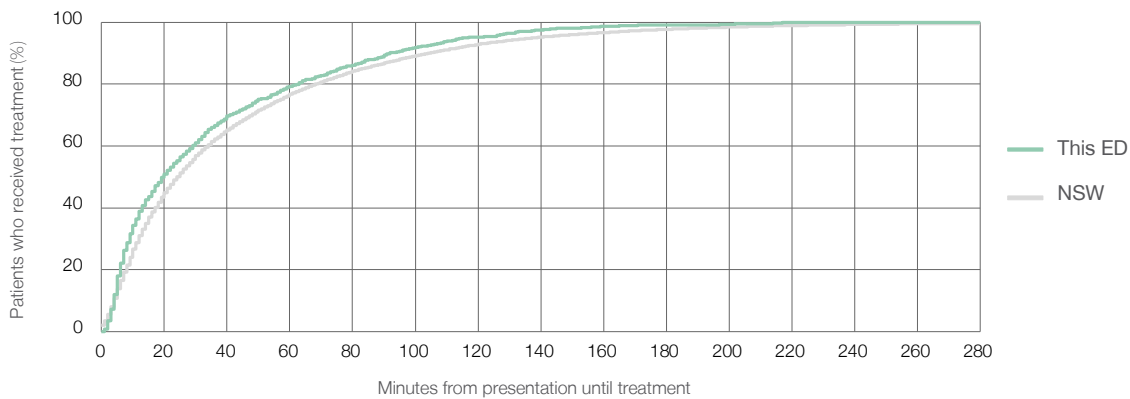
Number of triage 5 patients used to calculate waiting time:³ 1,505

Median time to start treatment⁴ 20 minutes

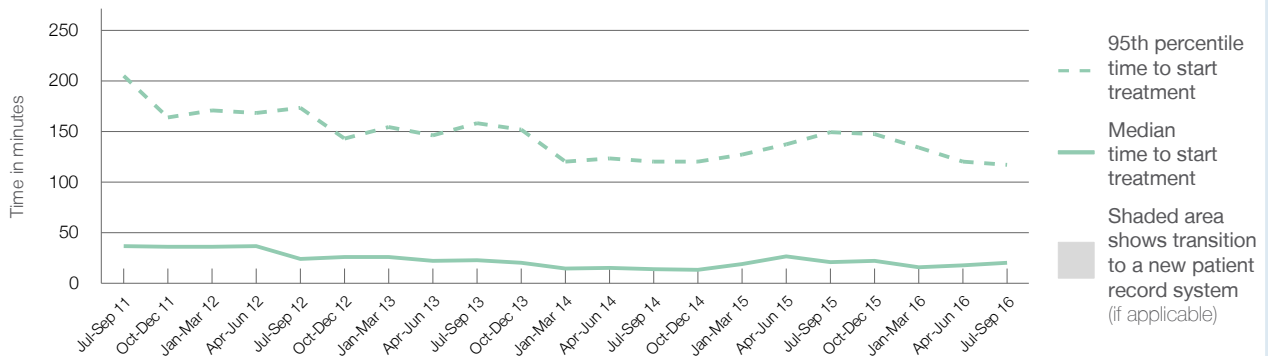
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,724	1,577
21 minutes	24 minutes
149 minutes	138 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	24	23	14	21	20
95th percentile time to start treatment ⁵ (minutes)	205	173	158	120	149	117

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Orange Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,136 patients

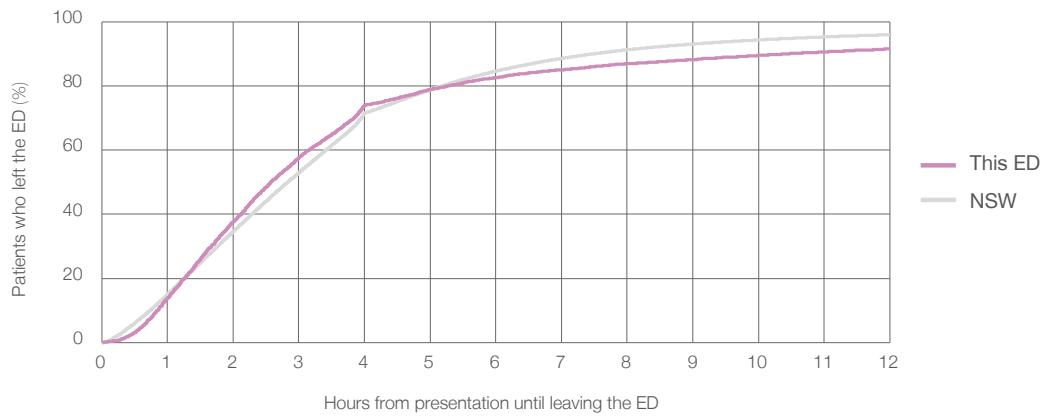
Presentations used to calculate time to leaving the ED:⁶ 7,133 patients

Median time spent in the ED⁸ 2 hours and 34 minutes

95th percentile time spent in the ED⁹ 16 hours and 43 minutes

Same period last year	NSW (this period)
6,996	6,996
2 hours and 41 minutes	2 hours and 50 minutes
21 hours and 45 minutes	10 hours and 43 minutes

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



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 48m	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 28m	17h 53m	15h 2m	15h 13m	21h 45m	16h 43m

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Orange Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

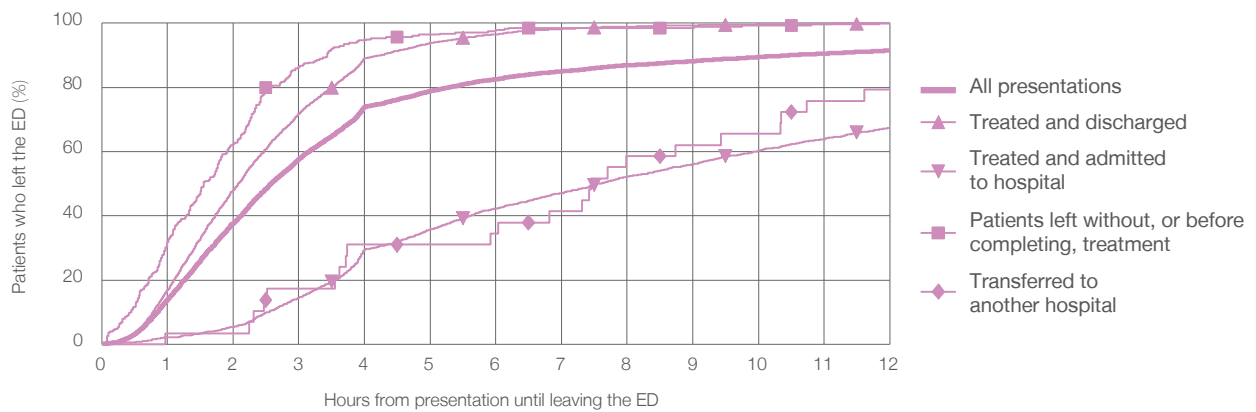
All presentations:¹ 7,136 patients

Presentations used to calculate time to leaving the ED:⁶ 7,133 patients

Treated and discharged	4,973 (69.7%)
Treated and admitted to hospital	1,814 (25.4%)
Patient left without, or before completing, treatment	279 (3.9%)
Transferred to another hospital	29 (0.4%)
Other	41 (0.6%)

Same period last year	Change since one year ago
6,996	2.0%
4,870	2.1%
1,734	4.6%
311	-10.3%
53	-45.3%
28	46.4%

Percentage of patients who left the ED by time and mode of separation, July to September 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	17.0%	48.1%	71.7%	89.0%	96.5%	99.0%	99.6%	99.8%
Treated and admitted to hospital	2.1%	5.4%	14.4%	29.5%	42.3%	52.2%	60.3%	67.4%
Patient left without, or before completing, treatment	31.9%	62.4%	86.4%	94.6%	97.8%	98.6%	99.3%	100%
Transferred to another hospital	3.4%	3.4%	17.2%	31.0%	34.5%	58.6%	65.5%	79.3%
All presentations	13.9%	37.7%	57.6%	73.9%	82.5%	86.9%	89.5%	91.5%

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Orange Health Service: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,136 patients

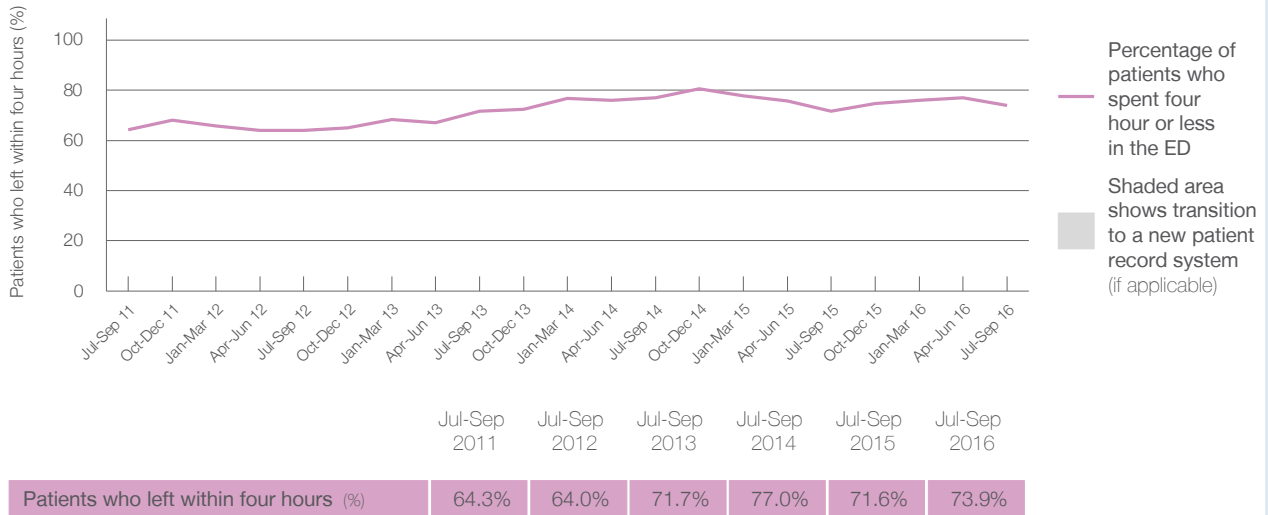
Presentations used to calculate time to leaving the ED: ⁶ 7,133 patients

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	6,996	2.0%
Presentations used to calculate time to leaving the ED	6,996	2.0%
Percentage of patients who spent four hours or less in the ED	71.6%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	64.3%	64.0%	71.7%	77.0%	71.6%	73.9%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

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