

## Forbes District Hospital: Emergency department (ED) overview

October to December 2017

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

Emergency presentations:<sup>2</sup> 1,664 patients

Same period last year	Change since one year ago
2,047	-10.5%
1,793	-7.2%

## Forbes District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 91 patients

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

90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 292 patients

Median time to start treatment<sup>4</sup> 14 minutes

90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 664 patients

Median time to start treatment<sup>4</sup> 26 minutes

90th percentile time to start treatment<sup>5</sup> 101 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 612 patients

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

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

Same period last year	NSW (this period)
72	
5 minutes	8 minutes
*	23 minutes
251	
13 minutes	20 minutes
52 minutes	65 minutes
560	
25 minutes	26 minutes
81 minutes	99 minutes
903	
26 minutes	23 minutes
117 minutes	103 minutes

## Forbes District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,832 patients

Percentage of patients who spent four hours or less in the ED 91.5%

Same period last year	Change since one year ago
2,047	-10.5%
87.1%	

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

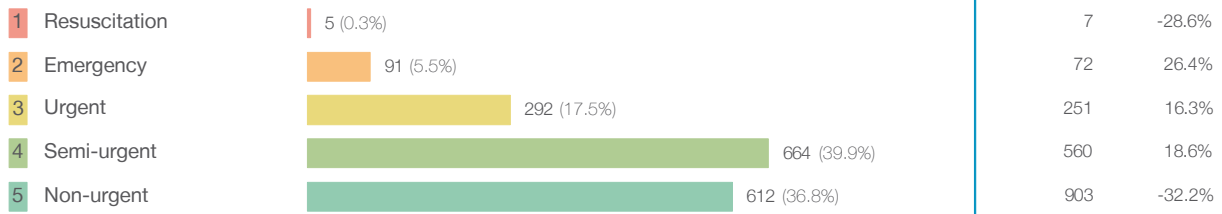
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Forbes District Hospital: Patients presenting to the emergency department October to December 2017

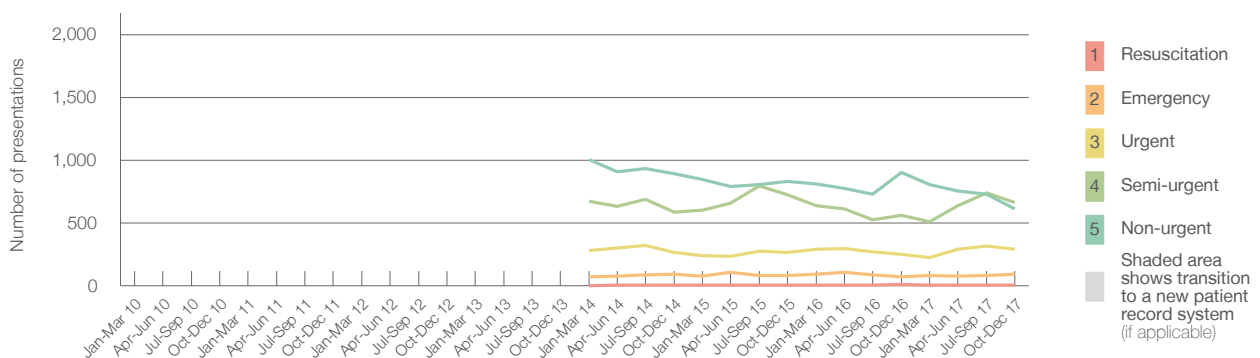
All presentations:<sup>1</sup> 1,832 patients

Emergency presentations<sup>2</sup> by triage category: 1,664 patients



Same period last year	Change since one year ago
2,047	-10.5%
1,793	-7.2%
7	-28.6%
72	26.4%
251	16.3%
560	18.6%
903	-32.2%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>† §</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation					< 5	< 5	7	5
Emergency					96	83	72	91
Urgent					267	265	251	292
Semi-urgent					585	724	560	664
Non-urgent					893	833	903	612
All emergency presentations					1,841	1,905	1,793	1,664

## Forbes District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 177 patients

ED Transfer of care time



Same period last year	Change since one year ago
159	
9 minutes	1 minute
25 minutes	4 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.

## Forbes District Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 91

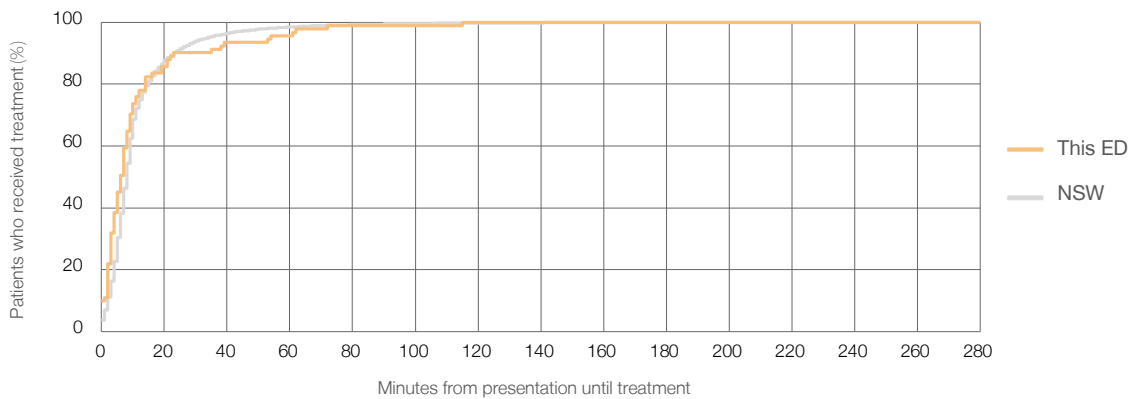
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 91

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

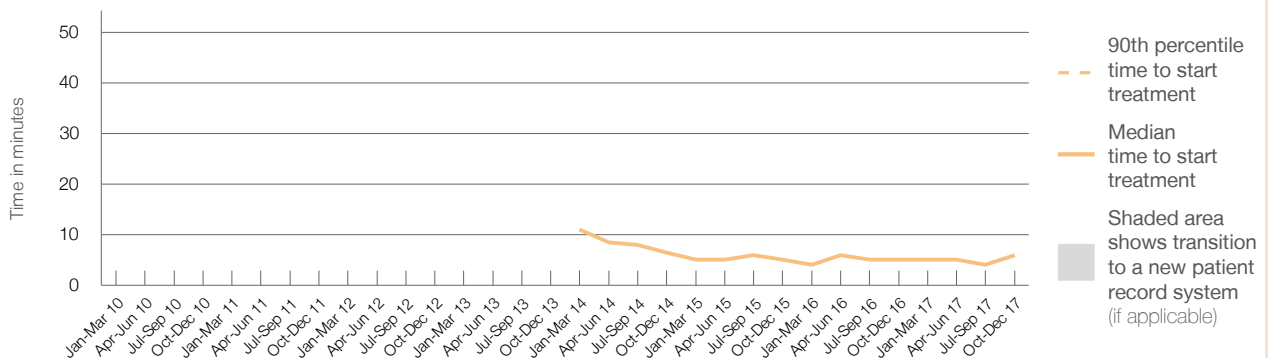
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
72	72
5 minutes	8 minutes
*	23 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)					7	5	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)					*	*	*	*

(†) 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.

## Forbes District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 292

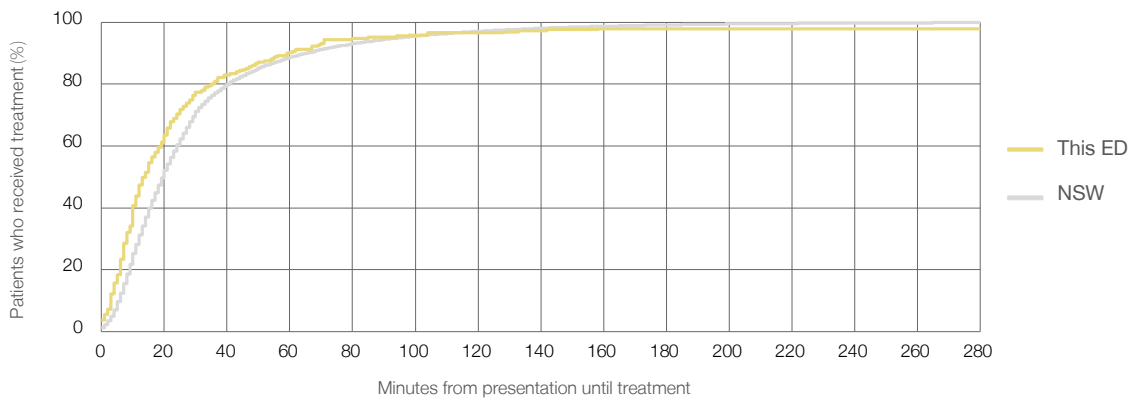
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 287

Median time to start treatment<sup>4</sup>  14 minutes

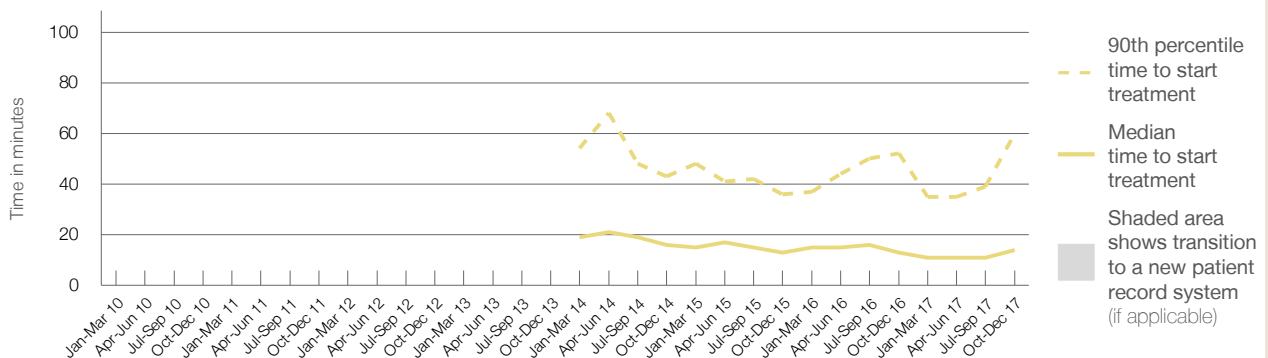
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
251	
249	
13 minutes	20 minutes
52 minutes	65 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)					16	13	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)					43	36	52	60

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## Forbes District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 664

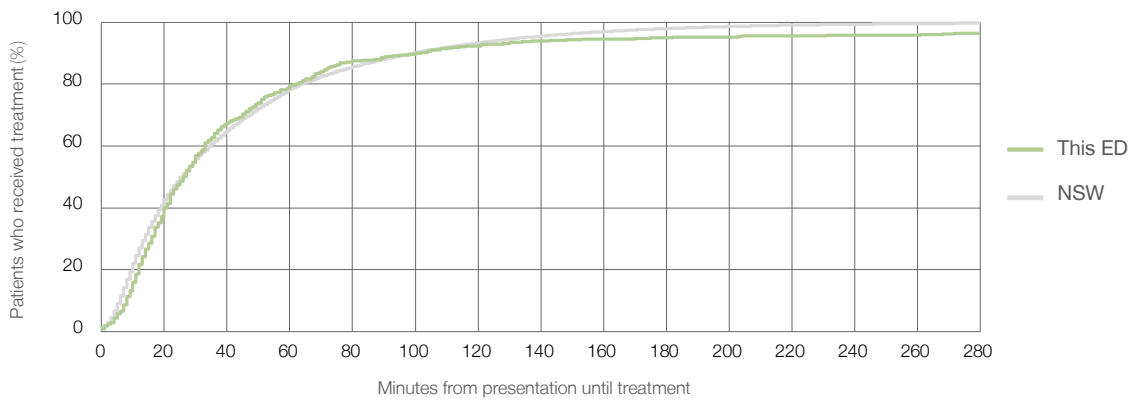
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 653

Median time to start treatment<sup>4</sup> 26 minutes

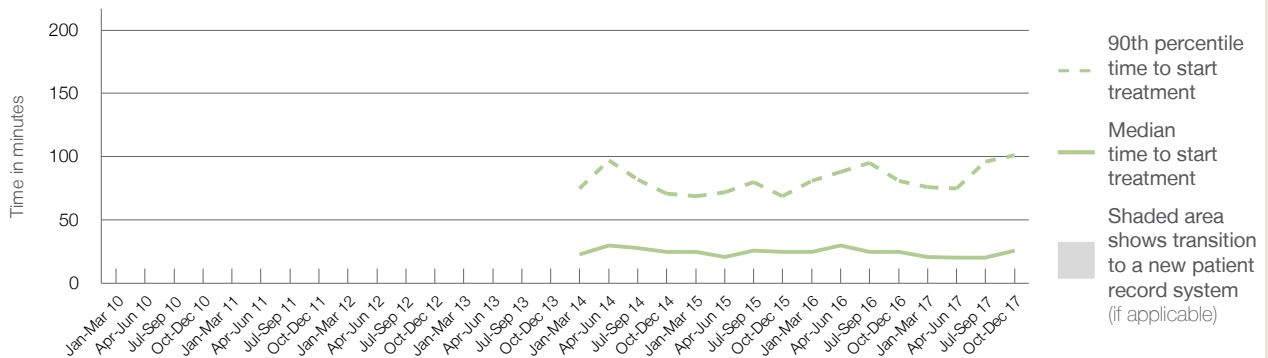
90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
560	538
25 minutes	26 minutes
81 minutes	99 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)					25	25	25	26
90th percentile time to start treatment <sup>5</sup> (minutes)					71	69	81	101

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## Forbes District Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 612

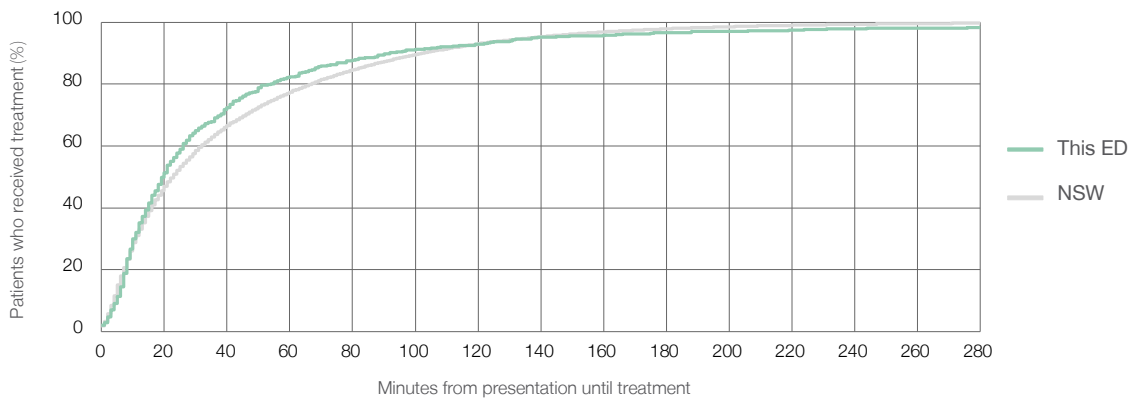
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 598

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

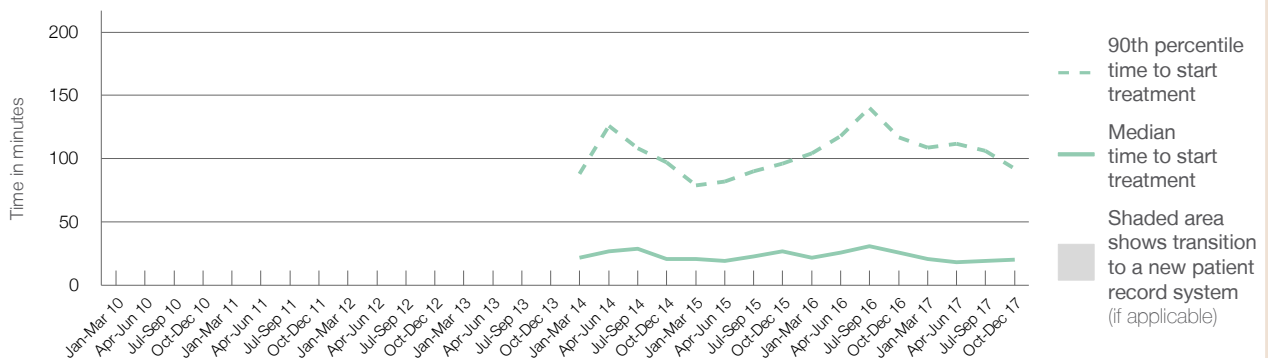
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
903	798
26 minutes	23 minutes
117 minutes	103 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)					21	27	26	20
90th percentile time to start treatment <sup>5</sup> (minutes)					97	96	117	92

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## Forbes District Hospital: Time patients spent in the ED

October to December 2017

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

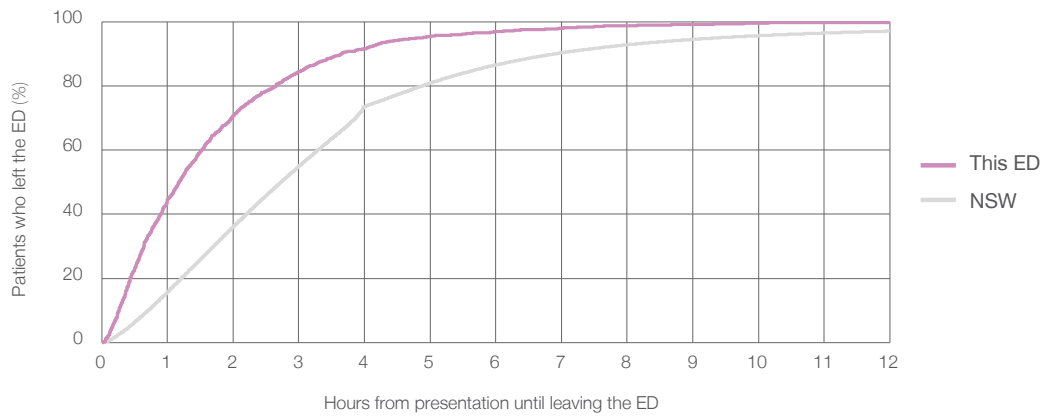
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,832 patients

Median time spent in the ED<sup>8</sup> ■ 1 hours and 11 minutes

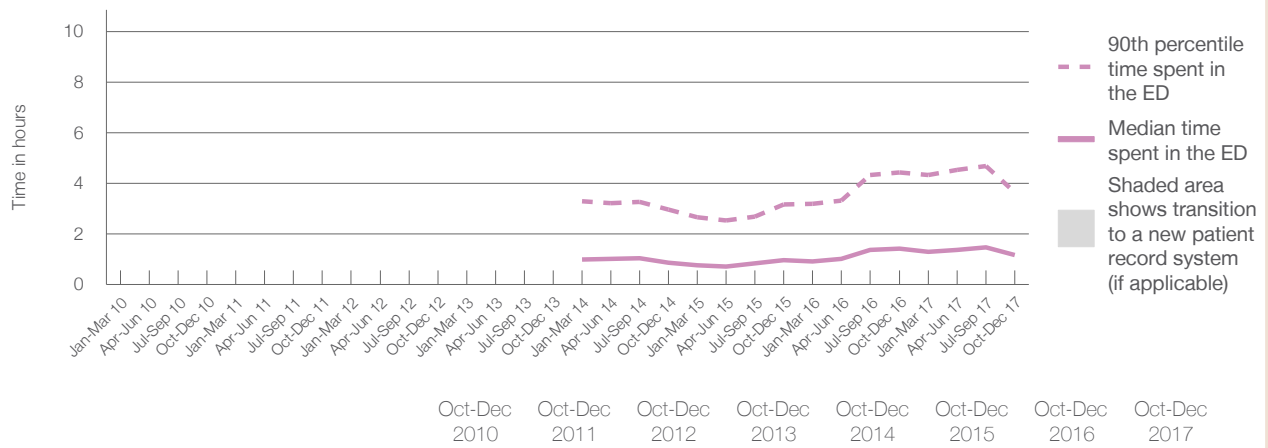
90th percentile time spent in the ED<sup>9</sup> ■ 3 hours and 39 minutes

Same period last year	NSW (this period)
2,047	2,047
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 26 minutes	6 hours and 55 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)					0h 53m	0h 59m	1h 25m	1h 11m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)					2h 58m	3h 11m	4h 26m	3h 39m

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**Forbes District Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2017

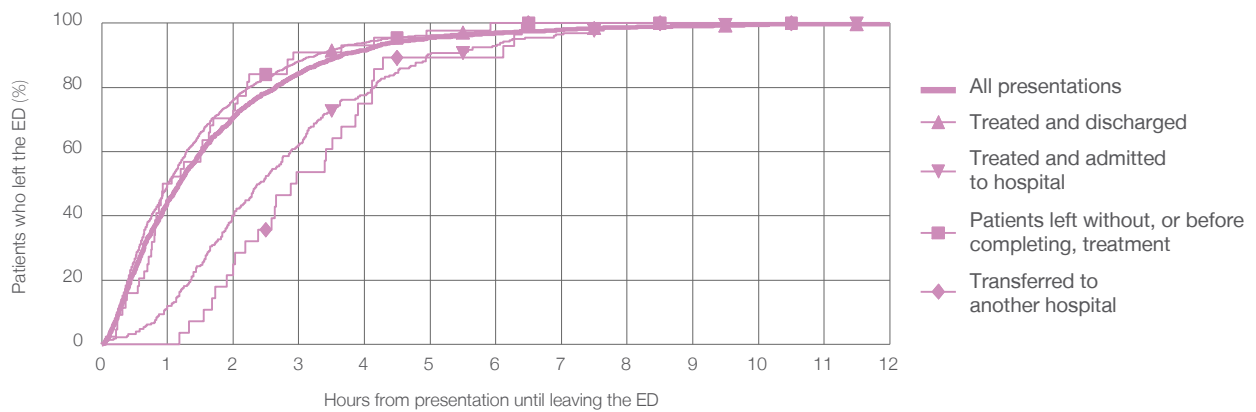
All presentations:<sup>1</sup> 1,832 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,832 patients

Treated and discharged	1,521 (83.0%)
Treated and admitted to hospital	227 (12.4%)
Patient left without, or before completing, treatment	44 (2.4%)
Transferred to another hospital	28 (1.5%)
Other	12 (0.7%)

Same period last year	Change since one year ago
2,047	-10.5%
1,585	-4.0%
247	-8.1%
143	-69.2%
56	-50.0%
16	-25.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡§</sup>



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

Treated and discharged	50.1%	76.2%	88.2%	93.9%	97.4%	98.7%	99.5%	99.7%
Treated and admitted to hospital	11.9%	40.1%	62.1%	77.5%	93.0%	98.2%	100%	100%
Patient left without, or before completing, treatment	50.0%	72.7%	90.9%	93.2%	100%	100%	100%	100%
Transferred to another hospital	0%	25.0%	53.6%	75.0%	89.3%	100%	100%	100%
All presentations	44.7%	70.8%	84.4%	91.5%	96.8%	98.7%	99.6%	99.8%

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

All presentations at the emergency department: <sup>1</sup> 1,832 patients

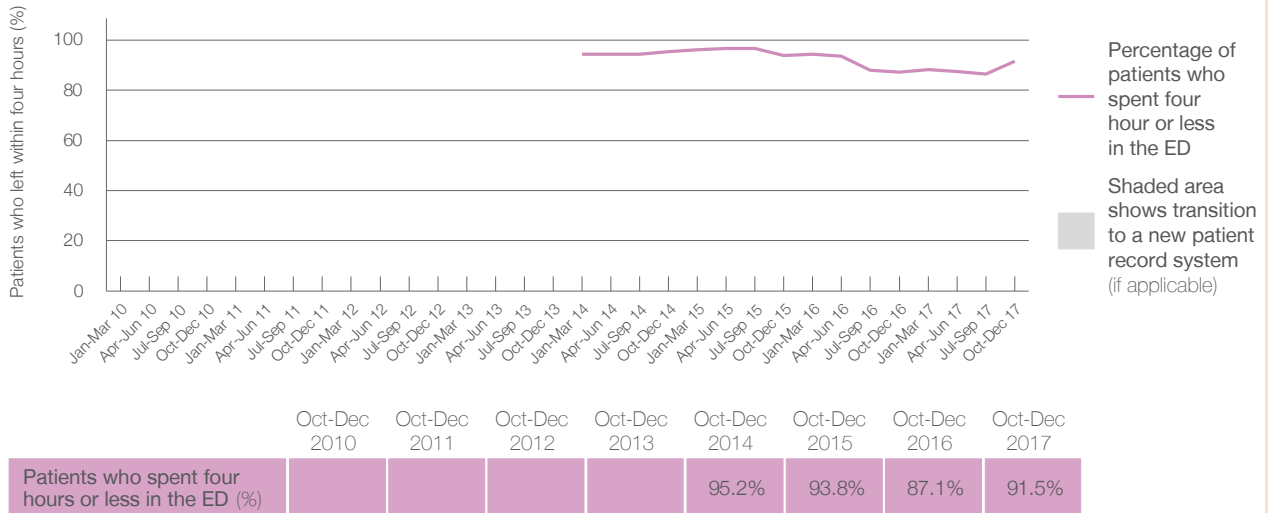
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,832 patients

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	2,047	-10.5%
Presentations used to calculate time to leaving the ED	2,047	-10.5%
Percentage of patients who spent four hours or less in the ED	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡§</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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