

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

April to June 2018

All presentations:¹ 3,113 patients

Emergency presentations:² 2,926 patients

Same period last year	Change since one year ago
3,577	-13%
3,372	-13%

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

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 373 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,055 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,250 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 243 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
324	
8 minutes	8 minutes
23 minutes	24 minutes
1,172	
22 minutes	19 minutes
69 minutes	63 minutes
1,494	
37 minutes	24 minutes
135 minutes	95 minutes
382	
30 minutes	21 minutes
131 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 3,111 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,576	-13%
87%	

* 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 2018*.
- 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.

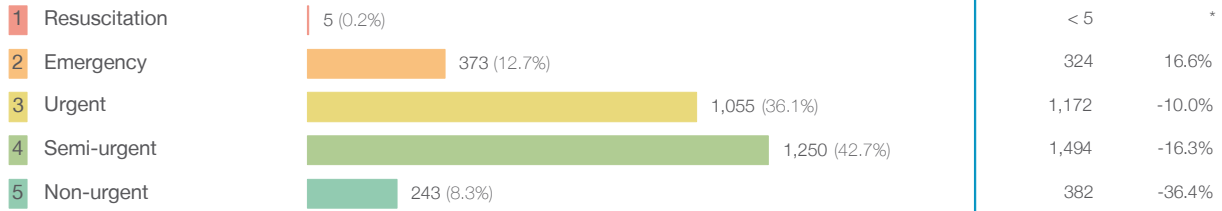
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Casino & District Memorial Hospital: Patients presenting to the emergency department

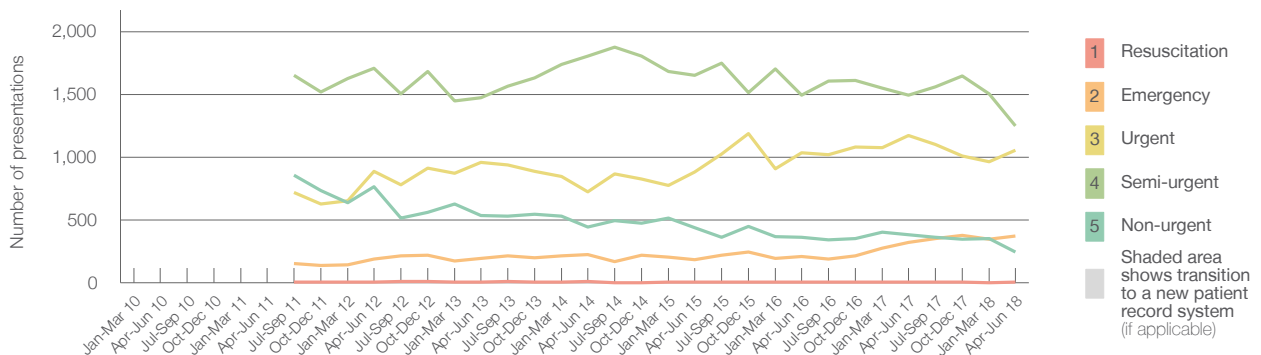
April to June 2018

All presentations:¹ 3,113 patients

Emergency presentations² by triage category: 2,926 patients



Emergency presentations² by quarter, January 2010 to June 2018 † §



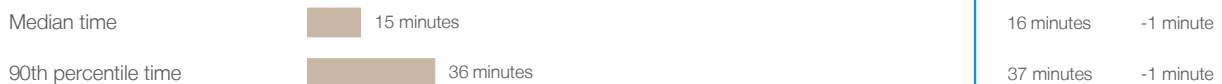
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation			< 5	5	7	5	< 5	< 5	5
Emergency			193	194	224	185	210	324	373
Urgent			886	957	723	880	1,034	1,172	1,055
Semi-urgent			1,706	1,474	1,807	1,650	1,493	1,494	1,250
Non-urgent			763	536	445	438	360	382	243
All emergency presentations			3,548	3,166	3,206	3,158	3,097	3,372	2,926

Casino & District Memorial Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 315 patients

ED Transfer of care time



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

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 373

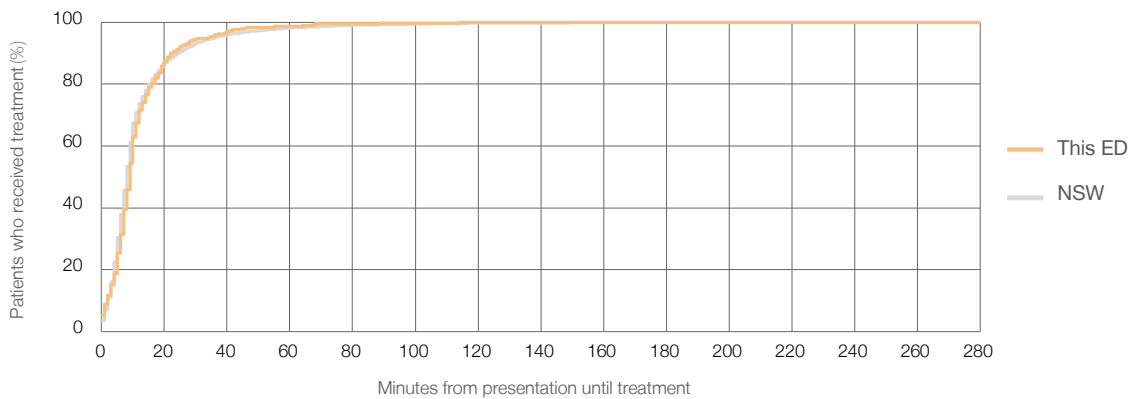
Number of triage 2 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 9 minutes

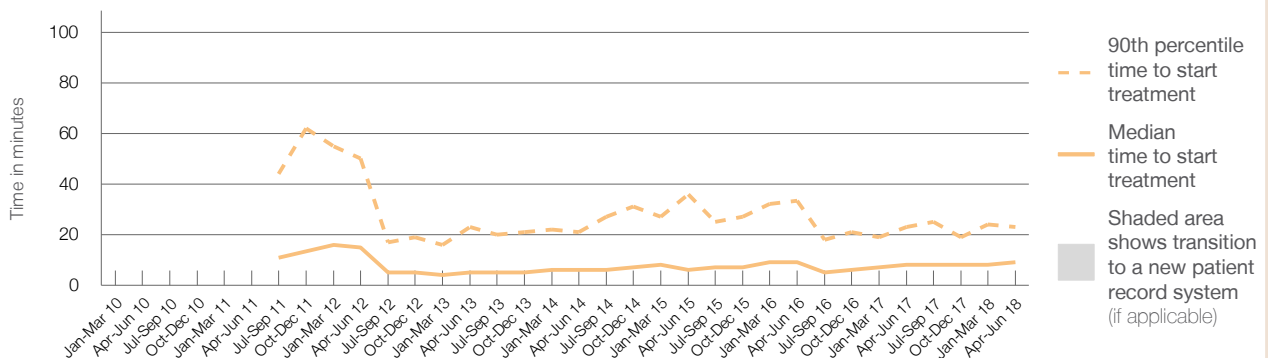
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
324	
304	
8 minutes	8 minutes
23 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)			15	5	6	6	9	8	9
90th percentile time to start treatment ⁵ (minutes)			50	23	21	36	34	23	23

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Casino & District Memorial Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,055

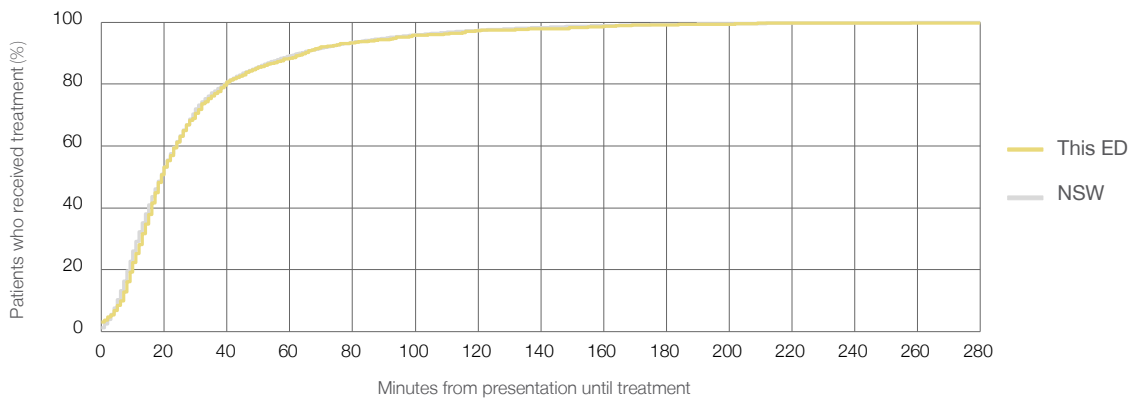
Number of triage 3 patients used to calculate waiting time:³ 1,020

Median time to start treatment⁴ 19 minutes

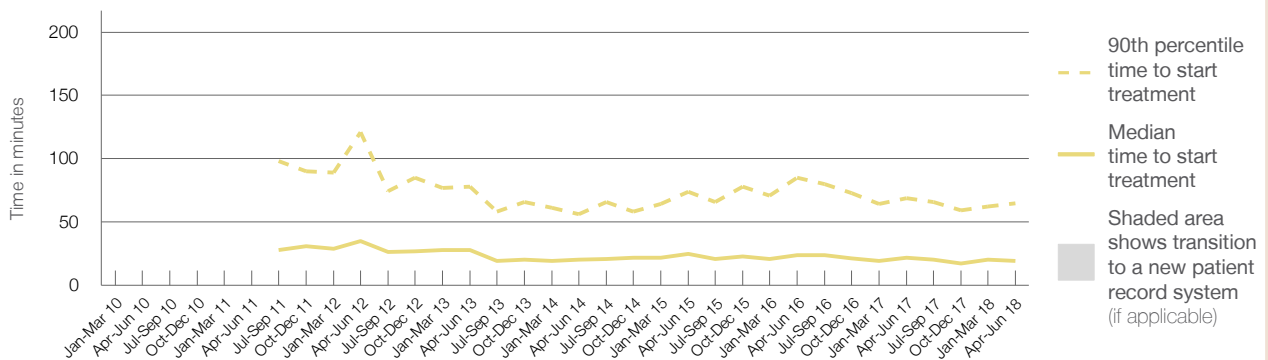
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,172	1,100
22 minutes	19 minutes
69 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)			35	28	20	25	24	22	19
90th percentile time to start treatment ⁵ (minutes)			121	78	56	74	85	69	65

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Casino & District Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,250

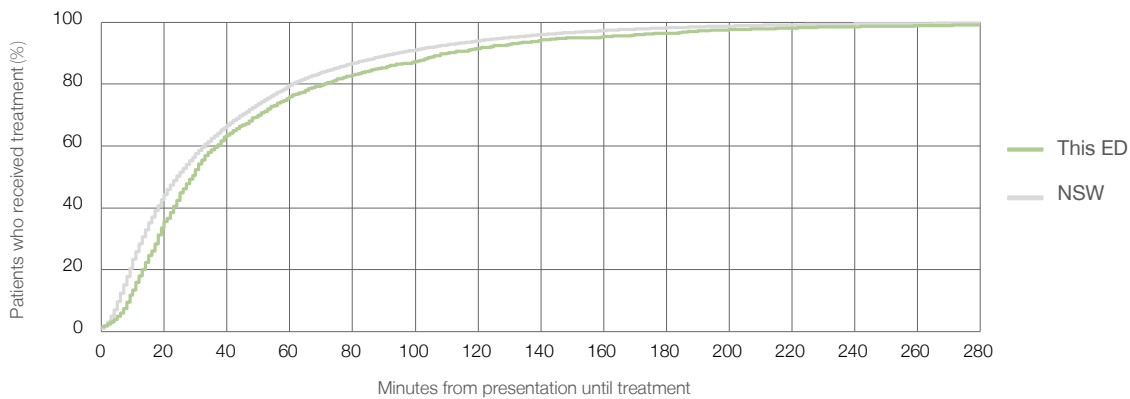
Number of triage 4 patients used to calculate waiting time:³ 1,127

Median time to start treatment⁴ 29 minutes

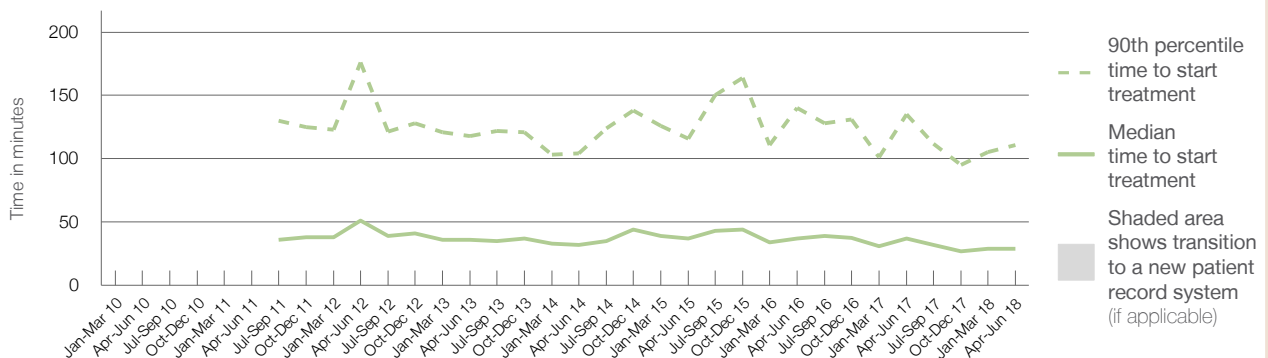
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,494	
1,324	
37 minutes	24 minutes
135 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)			51	36	32	37	37	37	29
90th percentile time to start treatment ⁵ (minutes)			176	118	104	116	140	135	111

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Casino & District Memorial Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 243

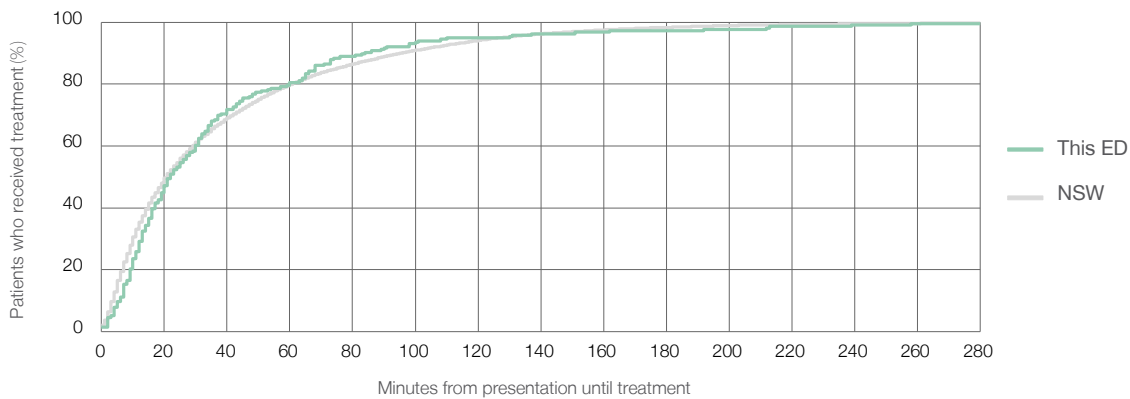
Number of triage 5 patients used to calculate waiting time:³ 216

Median time to start treatment⁴ 22 minutes

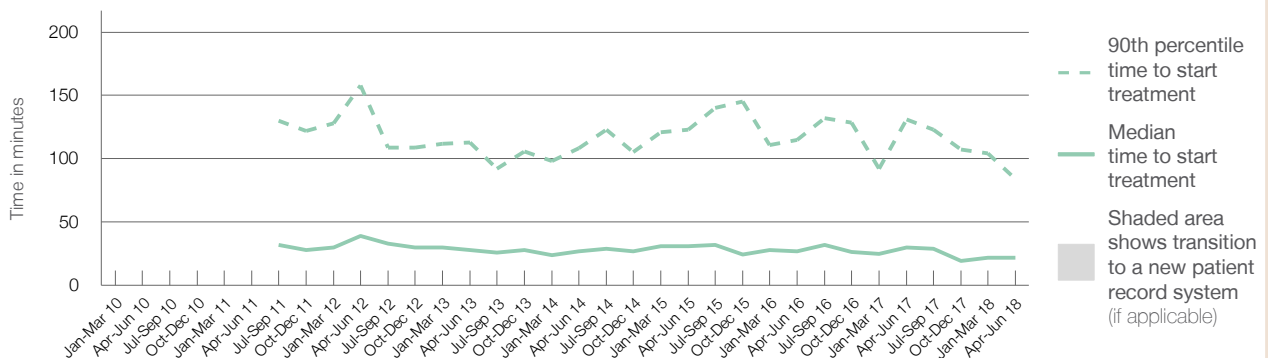
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
382	291
30 minutes	21 minutes
131 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)			39	28	27	31	27	30	22
90th percentile time to start treatment ⁵ (minutes)			158	113	108	123	115	131	84

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

April to June 2018

All presentations:¹ 3,113 patients

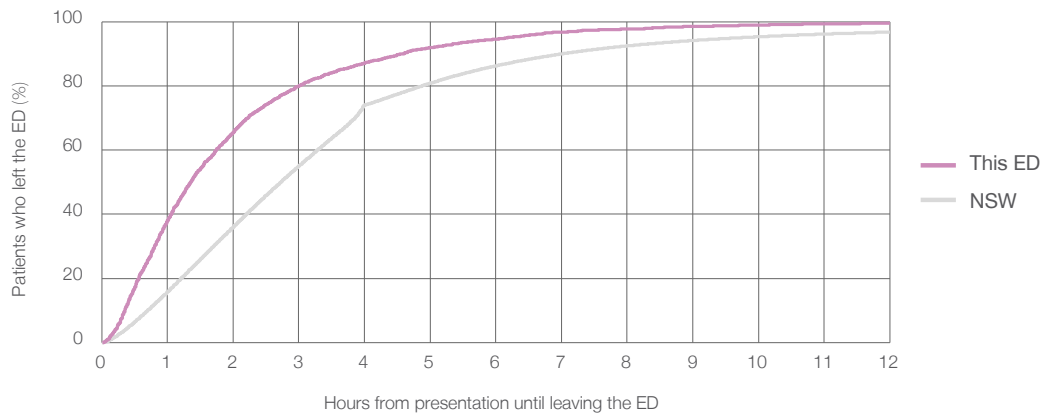
Presentations used to calculate time to leaving the ED:⁶ 3,111 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

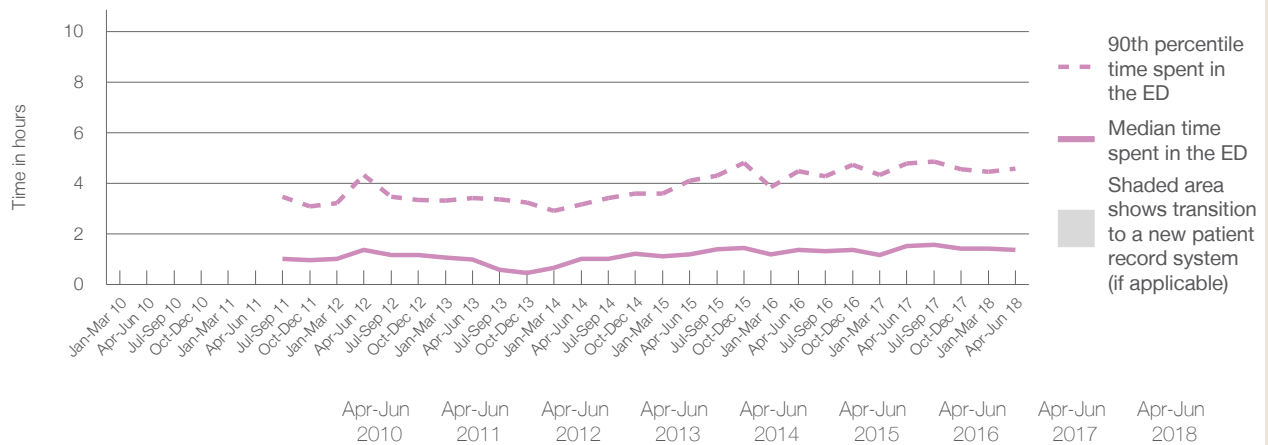
90th percentile time spent in the ED⁹ 4 hours and 35 minutes

Same period last year	NSW (this period)
3,577	
3,576	
1 hours and 31 minutes	2 hours and 44 minutes
4 hours and 48 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)			1h 23m	1h 0m	1h 2m	1h 12m	1h 22m	1h 31m	1h 22m
90th percentile time spent in the ED ⁹ (hours, minutes)			4h 20m	3h 26m	3h 11m	4h 6m	4h 29m	4h 48m	4h 35m

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Casino & District Memorial Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

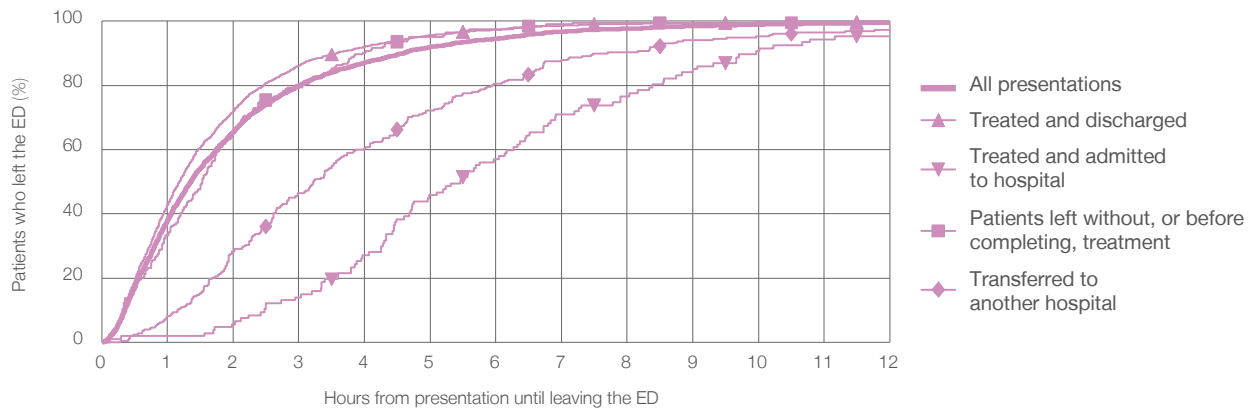
All presentations:¹ 3,113 patients

Presentations used to calculate time to leaving the ED:⁶ 3,111 patients

Treated and discharged	2,501 (80.3%)
Treated and admitted to hospital	107 (3.4%)
Patient left without, or before completing, treatment	204 (6.6%)
Transferred to another hospital	258 (8.3%)
Other	43 (1.4%)

Same period last year	Change since one year ago
3,576	-13%
2,943	-15.0%
129	-17.1%
259	-21.2%
186	38.7%
60	-28.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{†† §}



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

Treated and discharged	42.9%	72.0%	86.2%	92.1%	97.4%	99.2%	99.6%	99.8%
Treated and admitted to hospital	1.9%	5.6%	14.0%	27.1%	57.0%	76.6%	90.7%	95.3%
Patient left without, or before completing, treatment	33.3%	65.2%	79.4%	90.2%	97.5%	99.5%	99.5%	99.5%
Transferred to another hospital	8.1%	28.3%	46.5%	60.5%	80.6%	90.3%	95.3%	97.3%
All presentations	38.1%	65.6%	79.9%	87.1%	94.6%	97.7%	98.9%	99.5%

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Casino & District Memorial Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 3,113 patients

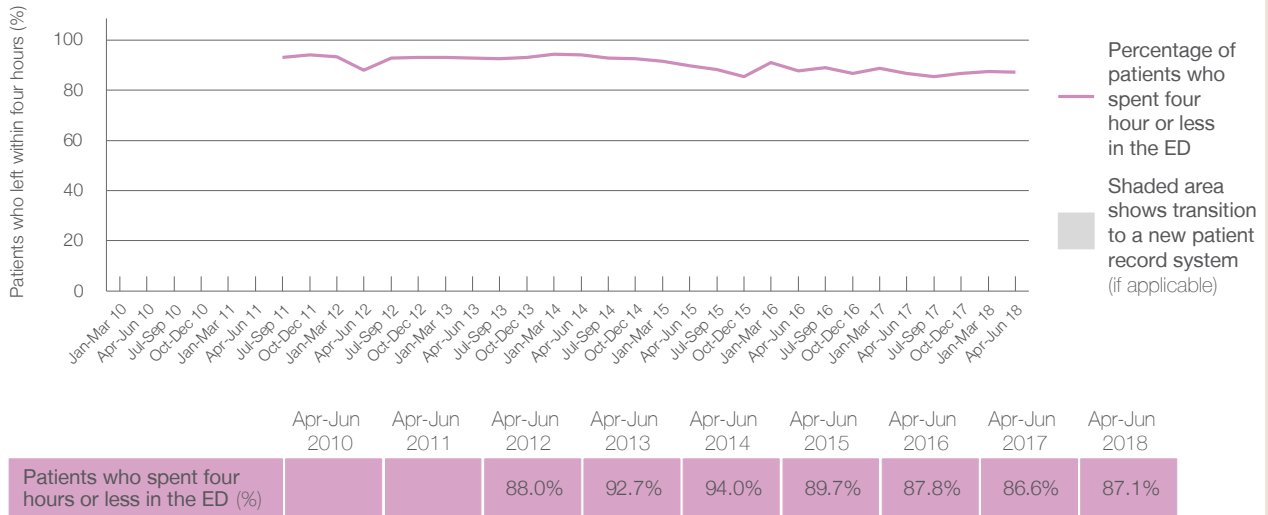
Presentations used to calculate time to leaving the ED: ⁶ 3,111 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 3,113 patients	3,577	-13%
Presentations used to calculate time to leaving the ED: ⁶ 3,111 patients	3,576	-13%
Percentage of patients who spent four hours or less in the ED	86.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡§}



* 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 2018*.
- 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).