

Healthcare Quarterly

Emergency department

Mid North Coast Local Health District
Performance Profiles

April to June 2018

Coffs Harbour Health Campus: Emergency department (ED) overview

April to June 2018

All presentations:¹ 9,727 patients
Emergency presentations:² 9,280 patients

Same period last year	Change since one year ago
9,602	1%
9,259	0%

Coffs Harbour Health Campus: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,100 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,130 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,783 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,191 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,030	
6 minutes	8 minutes
10 minutes	24 minutes
2,997	
15 minutes	19 minutes
45 minutes	63 minutes
3,617	
23 minutes	24 minutes
101 minutes	95 minutes
1,550	
24 minutes	21 minutes
107 minutes	96 minutes

Coffs Harbour Health Campus: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 9,727 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
9,602	1%
74%	

* 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).

Coffs Harbour Health Campus: Patients presenting to the emergency department

April to June 2018

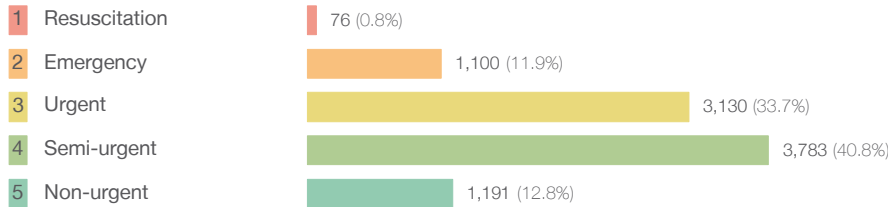
All presentations:¹ 9,727 patients

Same period last year
Change since one year ago

9,602 1%

Emergency presentations² by triage category: 9,280 patients

9,259 0%



65 16.9%

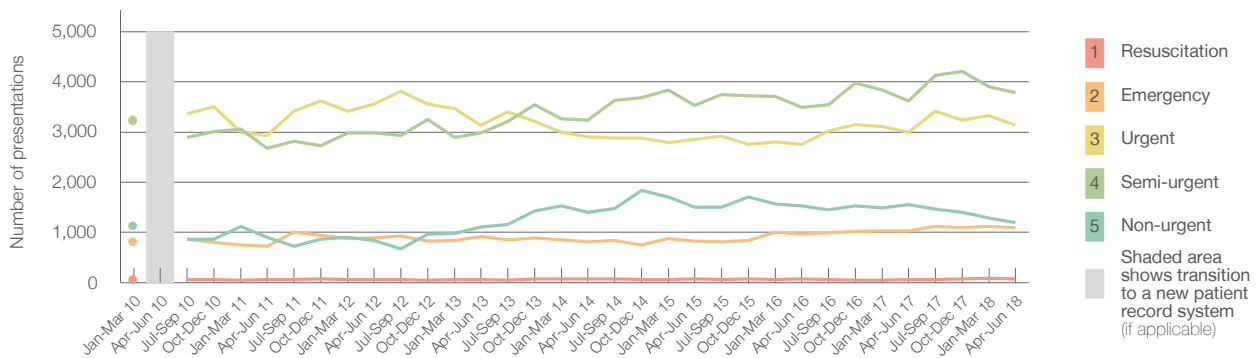
1,030 6.8%

2,997 4.4%

3,617 4.6%

1,550 -23.2%

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		61	67	61	79	75	71	65	76
Emergency		724	891	916	817	828	972	1,030	1,100
Urgent		2,929	3,556	3,136	2,905	2,860	2,758	2,997	3,130
Semi-urgent		2,679	2,982	2,987	3,242	3,532	3,488	3,617	3,783
Non-urgent		902	839	1,110	1,398	1,497	1,528	1,550	1,191
All emergency presentations		7,295	8,335	8,210	8,441	8,792	8,817	9,259	9,280

Coffs Harbour Health Campus: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,266 patients

Same period last year
Change since one year ago

2,197

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 30 minutes

25 minutes 5 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.

Coffs Harbour Health Campus: 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: 1,100

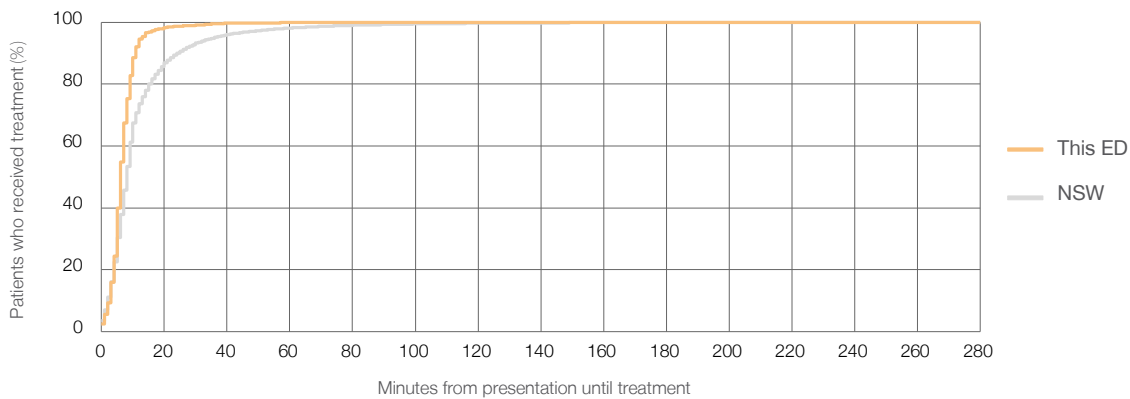
Number of triage 2 patients used to calculate waiting time:³ 1,097

Median time to start treatment⁴ 6 minutes

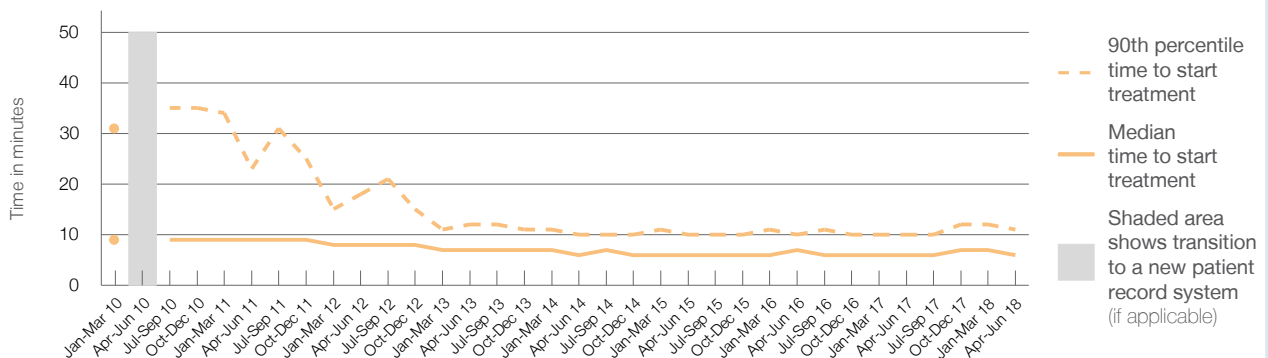
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,030	1,030
6 minutes	8 minutes
10 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)		9	8	7	6	6	7	6	6
90th percentile time to start treatment ⁵ (minutes)		23	18	12	10	10	10	10	11

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

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Coffs Harbour Health Campus: 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: 3,130

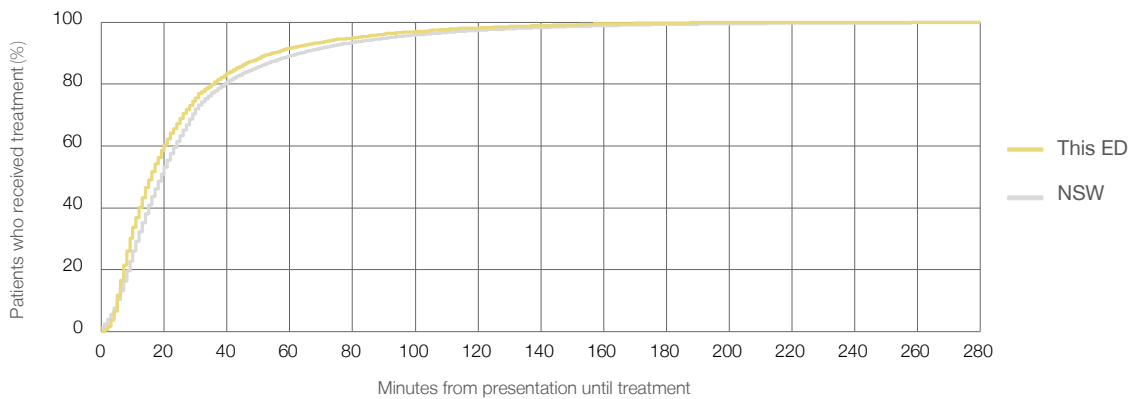
Number of triage 3 patients used to calculate waiting time:³ 3,086

Median time to start treatment⁴ 16 minutes

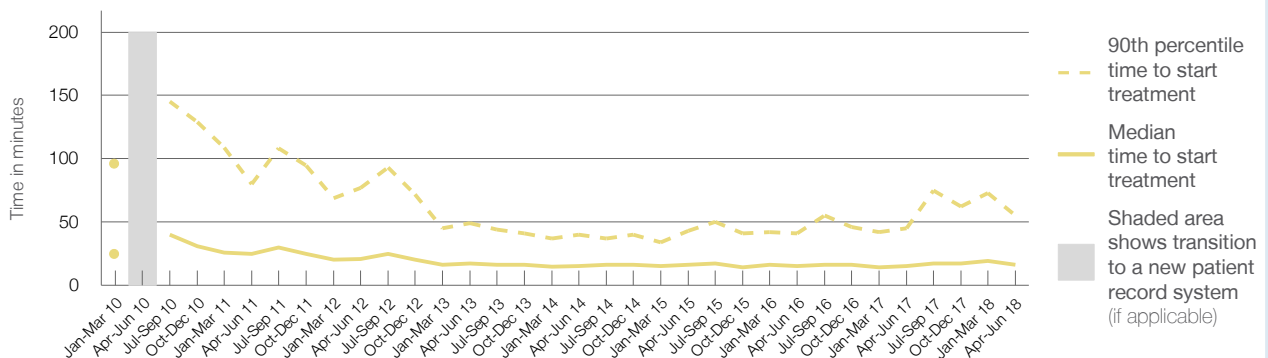
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,997	
2,956	
15 minutes	19 minutes
45 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)		25	21	17	15	16	15	15	16
90th percentile time to start treatment ⁵ (minutes)		80	77	49	40	43	41	45	55

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Coffs Harbour Health Campus: 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: 3,783

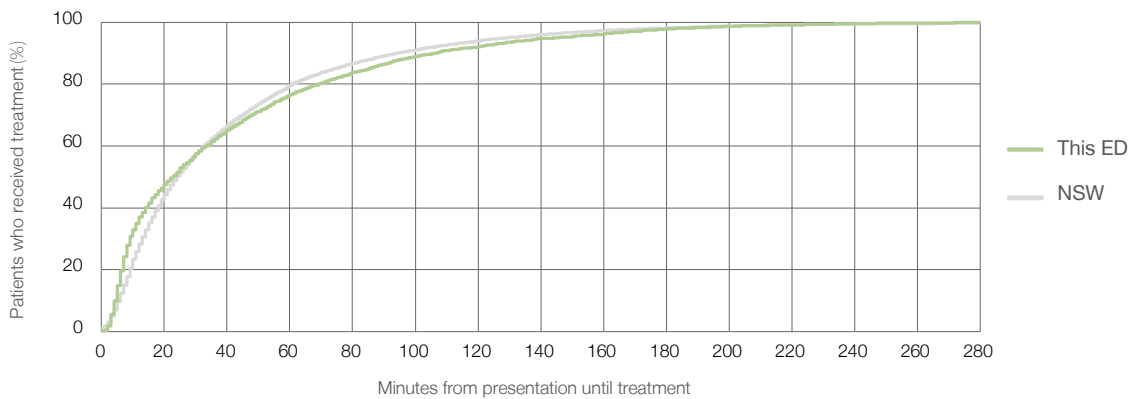
Number of triage 4 patients used to calculate waiting time:³ 3,543

Median time to start treatment⁴ 23 minutes

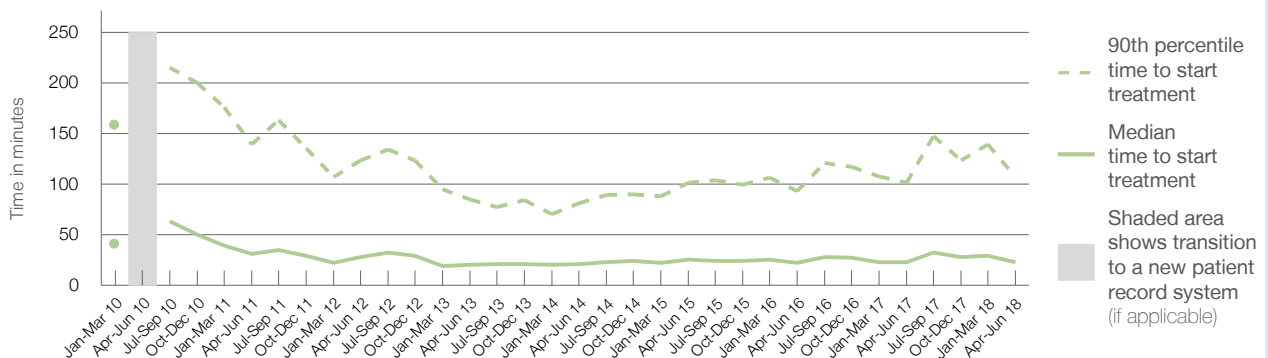
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
3,617	3,400
23 minutes	24 minutes
101 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)		31	28	20	21	25	22	23	23
90th percentile time to start treatment ⁵ (minutes)		139	123	85	81	101	93	101	107

(†) 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 Health Campus: 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: 1,191

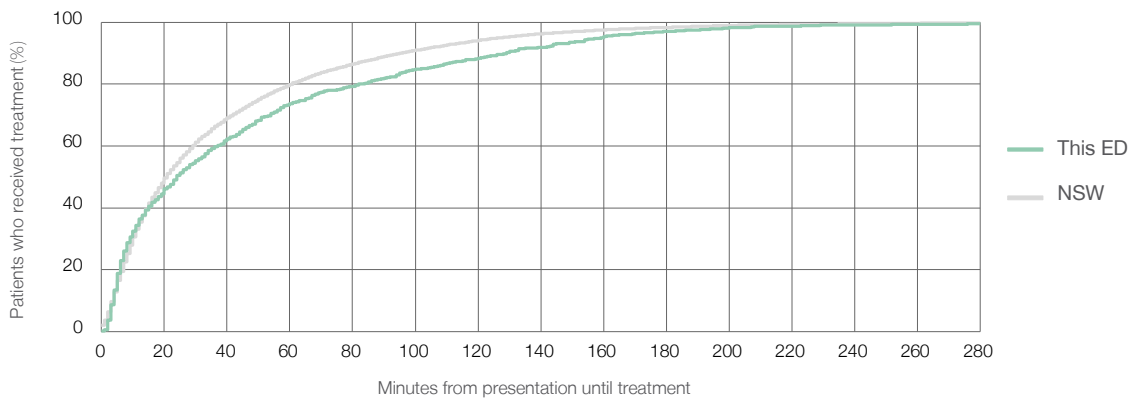
Number of triage 5 patients used to calculate waiting time:³ 1,097

Median time to start treatment⁴ 24 minutes

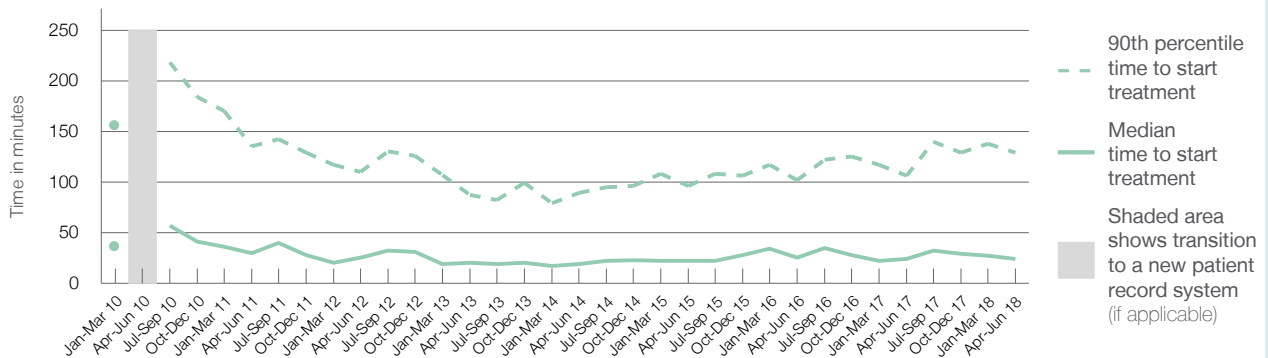
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,550	1,420
24 minutes	21 minutes
107 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)		30	25	20	19	22	25	24	24
90th percentile time to start treatment ⁵ (minutes)		135	110	87	89	96	102	107	129

(†) 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 Health Campus: Time patients spent in the ED

April to June 2018

All presentations:¹ 9,727 patients

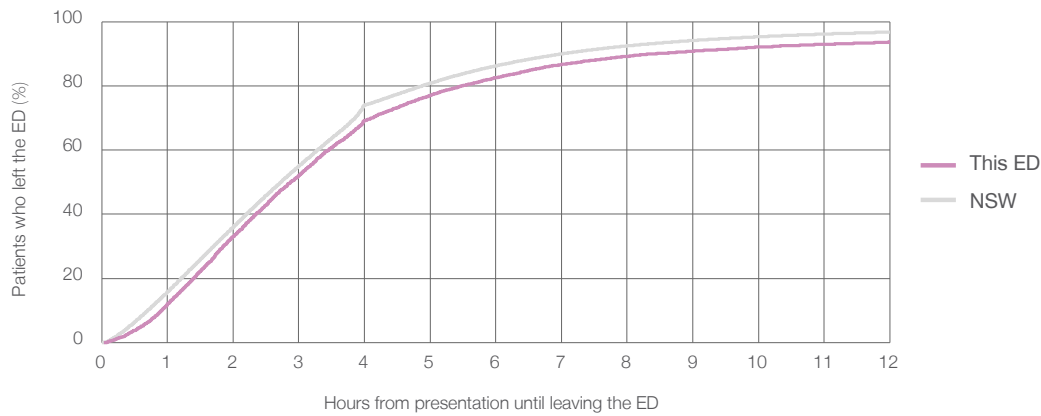
Presentations used to calculate time to leaving the ED:⁶ 9,727 patients

Median time spent in the ED⁸ 2 hours and 53 minutes

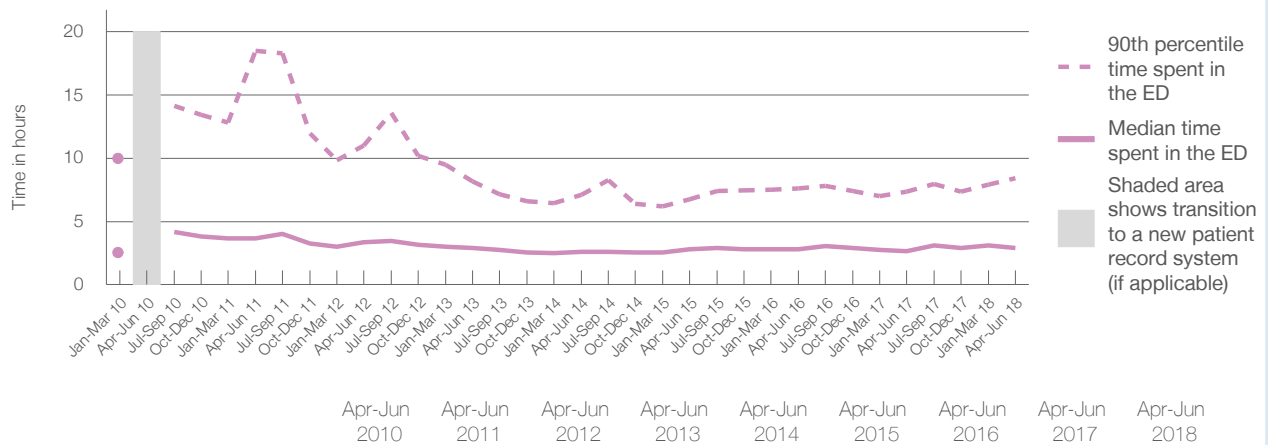
90th percentile time spent in the ED⁹ 8 hours and 25 minutes

Same period last year	NSW (this period)
9,602	9,602
2 hours and 40 minutes	2 hours and 44 minutes
7 hours and 21 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^{†‡}



(†) 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 Health Campus: Time patients spent in the ED By mode of separation April to June 2018

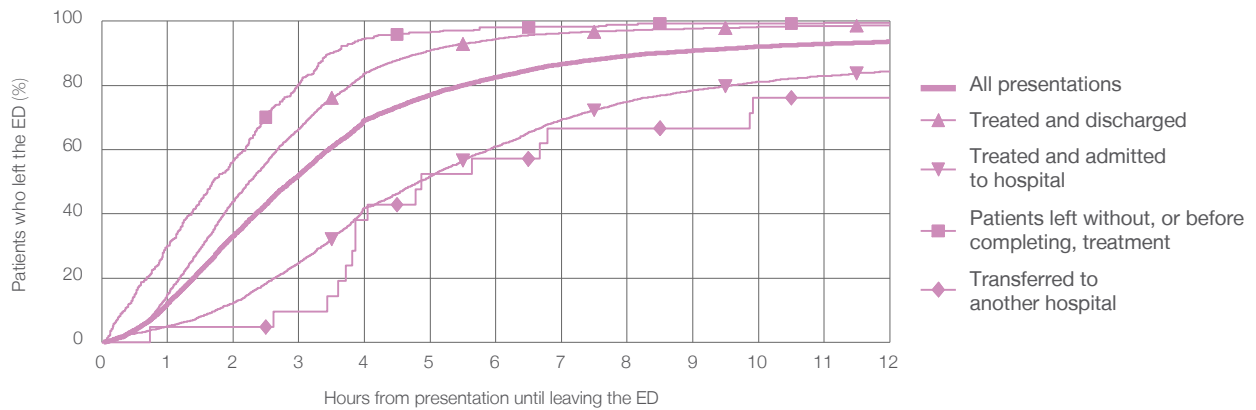
All presentations:¹ 9,727 patients

Presentations used to calculate time to leaving the ED:⁶ 9,727 patients

Treated and discharged	5,796 (59.6%)
Treated and admitted to hospital	3,479 (35.8%)
Patient left without, or before completing, treatment	418 (4.3%)
Transferred to another hospital	21 (0.2%)
Other	13 (0.1%)

Same period last year	Change since one year ago
9,602	1%
5,871	-1.3%
3,279	6.1%
398	5.0%
27	-22.2%
27	-51.9%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.9%	43.9%	66.5%	83.7%	94.4%	97.2%	98.2%	98.8%
Treated and admitted to hospital	5.0%	12.2%	24.7%	41.8%	61.0%	74.9%	81.1%	84.4%
Patient left without, or before completing, treatment	30.1%	56.7%	80.4%	94.5%	98.1%	98.8%	99.3%	99.5%
Transferred to another hospital	4.8%	4.8%	9.5%	38.1%	57.1%	66.7%	76.2%	76.2%
All presentations	12.1%	33.1%	52.1%	69.1%	82.6%	89.2%	92.1%	93.6%

(†) 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 Health Campus: 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 9,727 patients

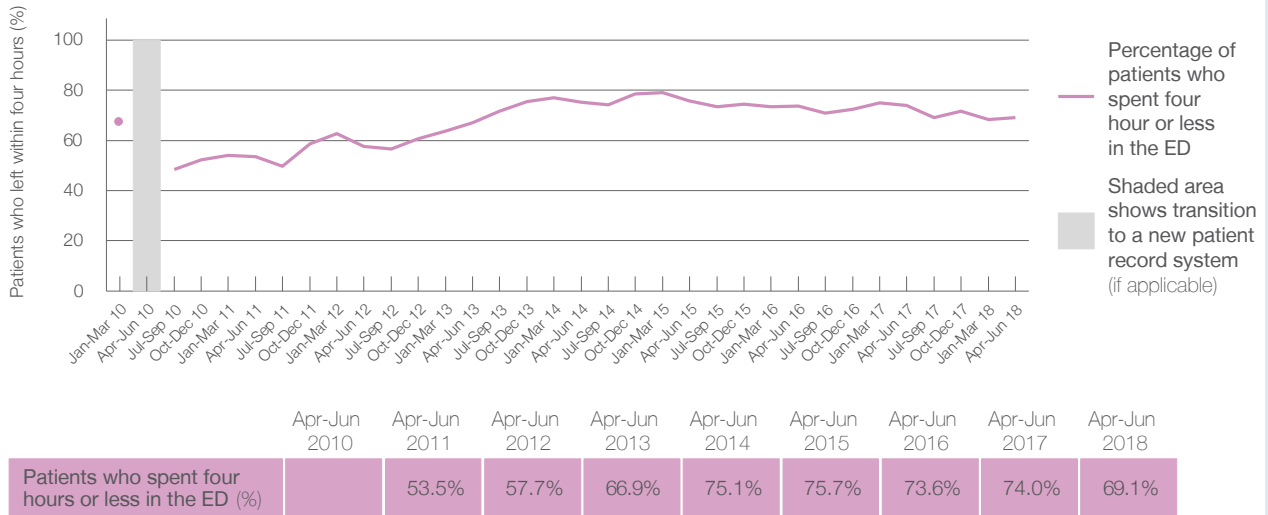
Presentations used to calculate time to leaving the ED: ⁶ 9,727 patients

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	9,602	1%
Presentations used to calculate time to leaving the ED	9,602	1%
Percentage of patients who spent four hours or less in the ED	74.0%	

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*.

- 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).

Kempsey District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 7,014 patients
 Emergency presentations:² 6,732 patients

Same period last year	Change since one year ago
6,553	7%
6,310	7%

Kempsey District Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 854 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,331 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,998 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 521 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
750	
10 minutes	8 minutes
26 minutes	24 minutes
2,097	
19 minutes	19 minutes
46 minutes	63 minutes
2,938	
23 minutes	24 minutes
75 minutes	95 minutes
510	
21 minutes	21 minutes
83 minutes	96 minutes

Kempsey District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 7,014 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
6,553	7%
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.

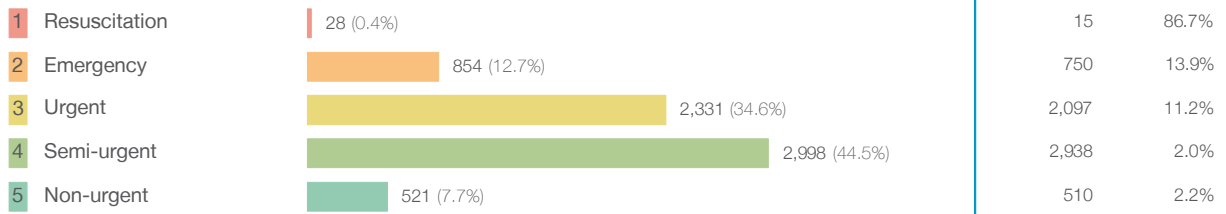
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Kempsey District Hospital: Patients presenting to the emergency department

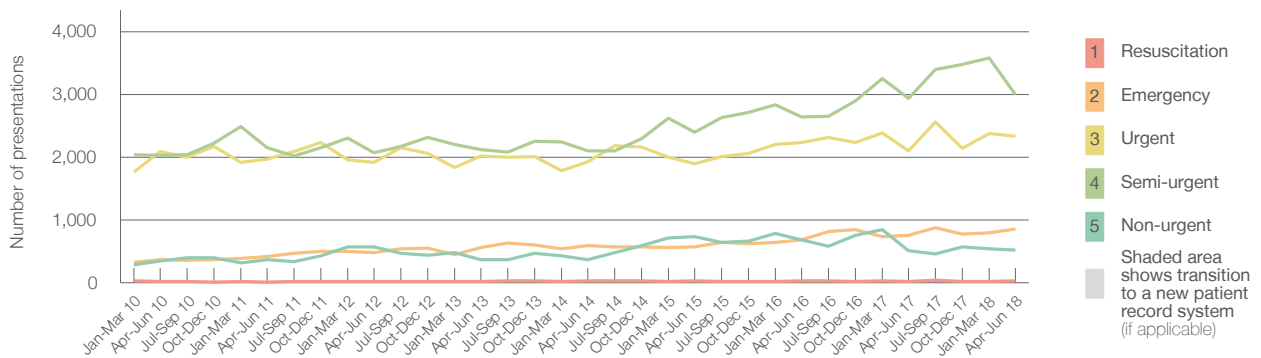
April to June 2018

All presentations:¹ 7,014 patients

Emergency presentations² by triage category: 6,732 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	20	10	17	22	31	25	29	15	28
Emergency	365	414	479	563	587	566	677	750	854
Urgent	2,085	1,964	1,912	2,014	1,924	1,897	2,235	2,097	2,331
Semi-urgent	2,029	2,155	2,069	2,119	2,095	2,395	2,643	2,938	2,998
Non-urgent	344	365	574	370	361	730	682	510	521
All emergency presentations	4,843	4,908	5,051	5,088	4,998	5,613	6,266	6,310	6,732

Kempsey District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 809 patients

ED Transfer of care time



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Kempsey District 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: 854

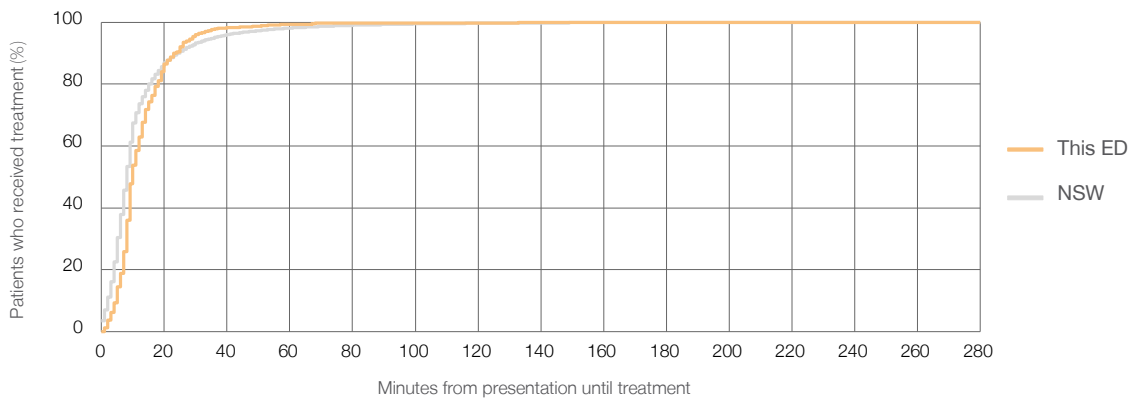
Number of triage 2 patients used to calculate waiting time:³ 853

Median time to start treatment⁴ 10 minutes

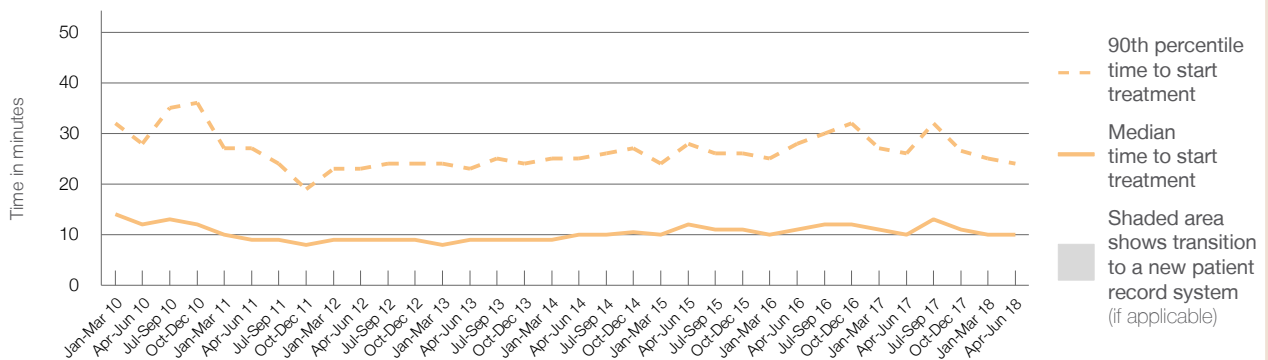
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
750	748
10 minutes	8 minutes
26 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)	12	9	9	9	10	12	11	10	10
90th percentile time to start treatment ⁵ (minutes)	28	27	23	23	25	28	28	26	24

(†) 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 District 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: 2,331

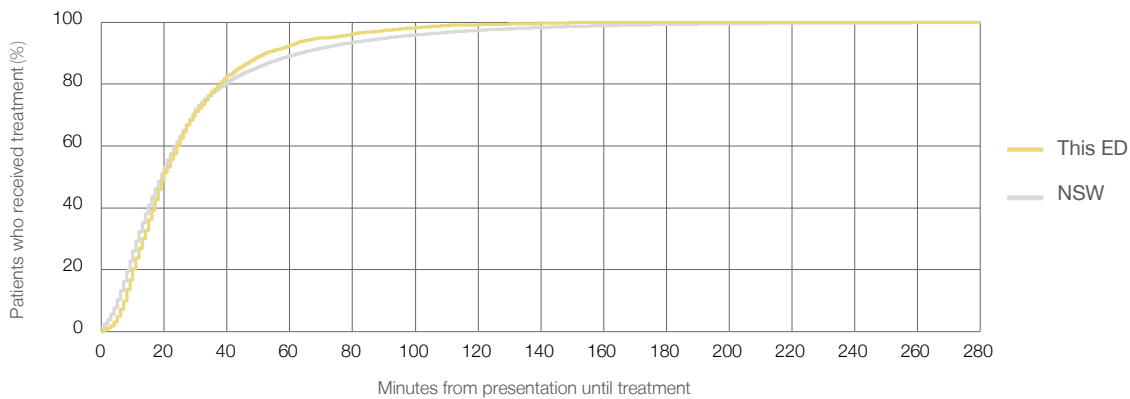
Number of triage 3 patients used to calculate waiting time:³ 2,314

Median time to start treatment⁴ 20 minutes

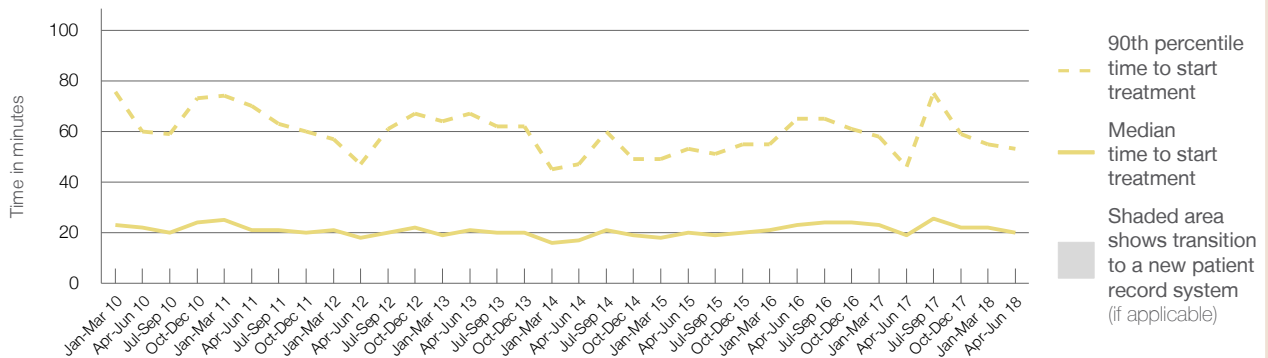
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
2,097	2,084
19 minutes	19 minutes
46 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)	22	21	18	21	17	20	23	19	20
90th percentile time to start treatment ⁵ (minutes)	60	70	47	67	47	53	65	46	53

(†) 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 District 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: 2,998

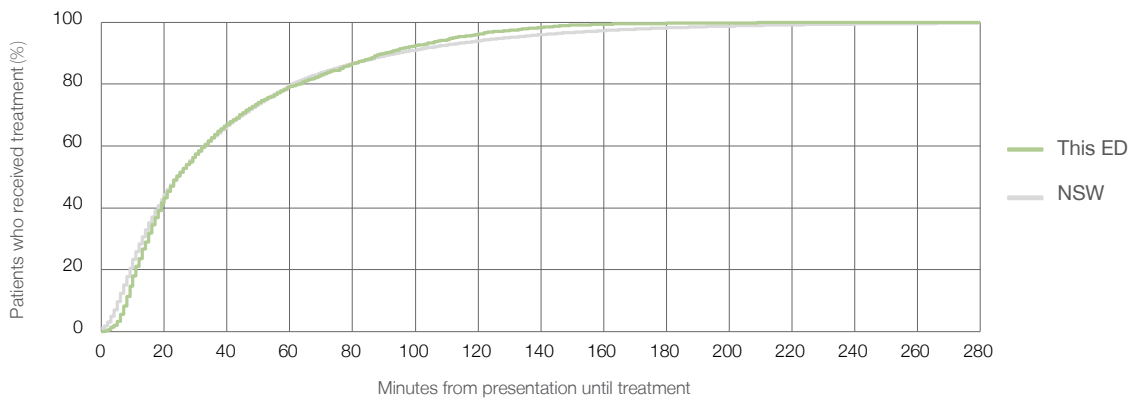
Number of triage 4 patients used to calculate waiting time:³ 2,924

Median time to start treatment⁴ 24 minutes

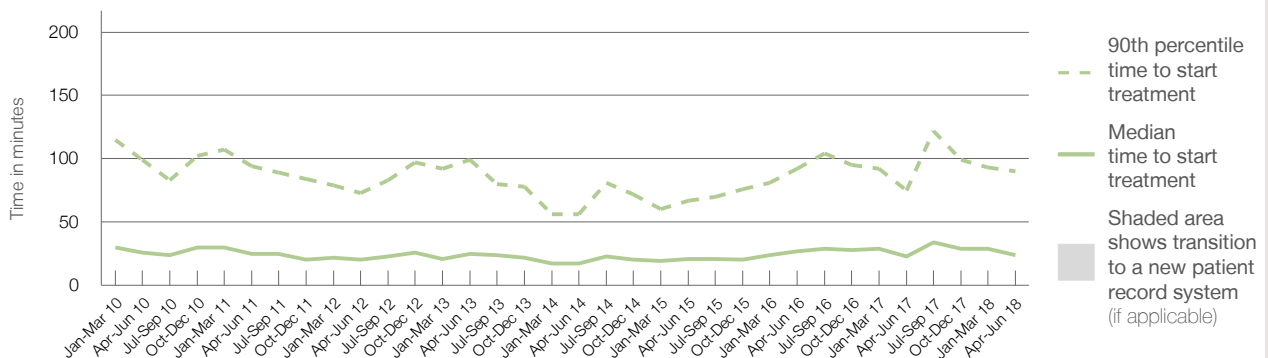
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,938	2,870
23 minutes	24 minutes
75 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)	26	25	20	25	17	21	27	23	24
90th percentile time to start treatment ⁵ (minutes)	99	94	73	99	56	67	92	75	90

(†) 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 District 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: 521

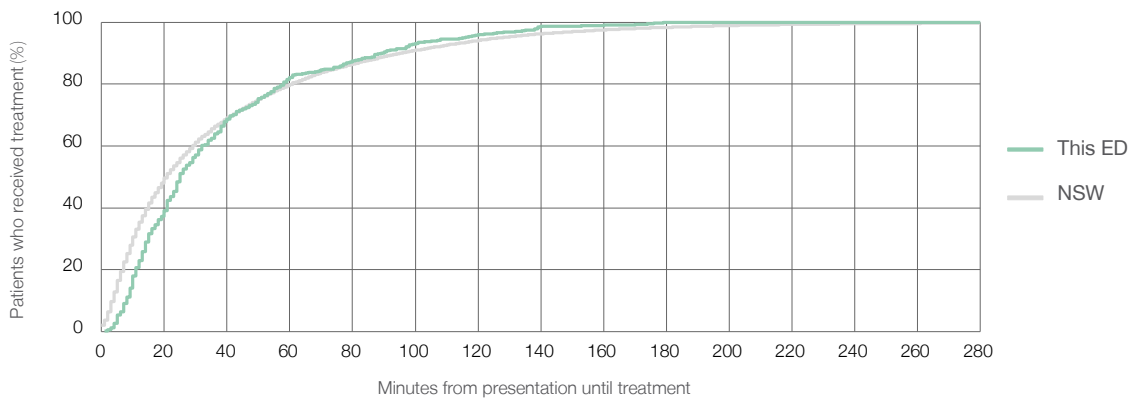
Number of triage 5 patients used to calculate waiting time:³ 491

Median time to start treatment⁴ 25 minutes

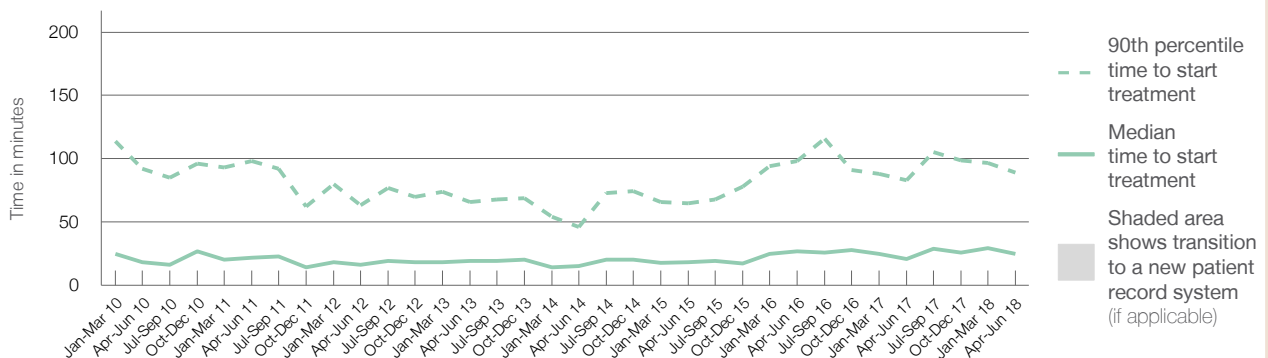
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
510	
465	
21 minutes	21 minutes
83 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)	18	22	16	19	15	18	27	21	25
90th percentile time to start treatment ⁵ (minutes)	92	98	63	66	46	65	98	83	89

(†) 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 District Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 7,014 patients

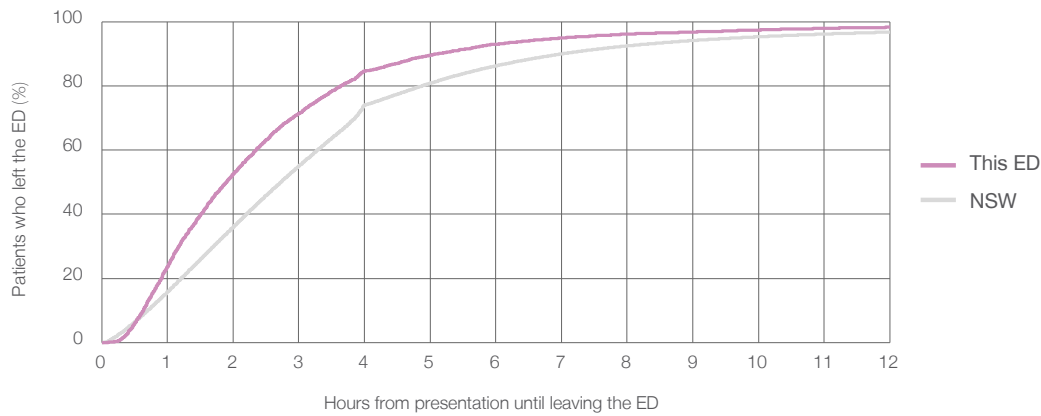
Presentations used to calculate time to leaving the ED:⁶ 7,014 patients

Median time spent in the ED⁸ 1 hours and 54 minutes

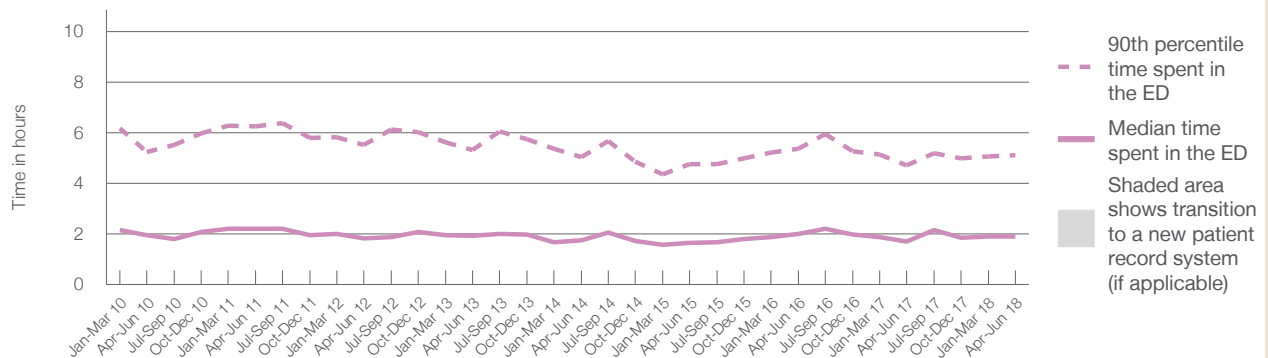
90th percentile time spent in the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
6,553	6,553
1 hours and 42 minutes	2 hours and 44 minutes
4 hours and 43 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 58m	2h 12m	1h 50m	1h 56m	1h 45m	1h 39m	2h 1m	1h 42m	1h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 14m	6h 15m	5h 32m	5h 20m	5h 3m	4h 46m	5h 23m	4h 43m	5h 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.

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

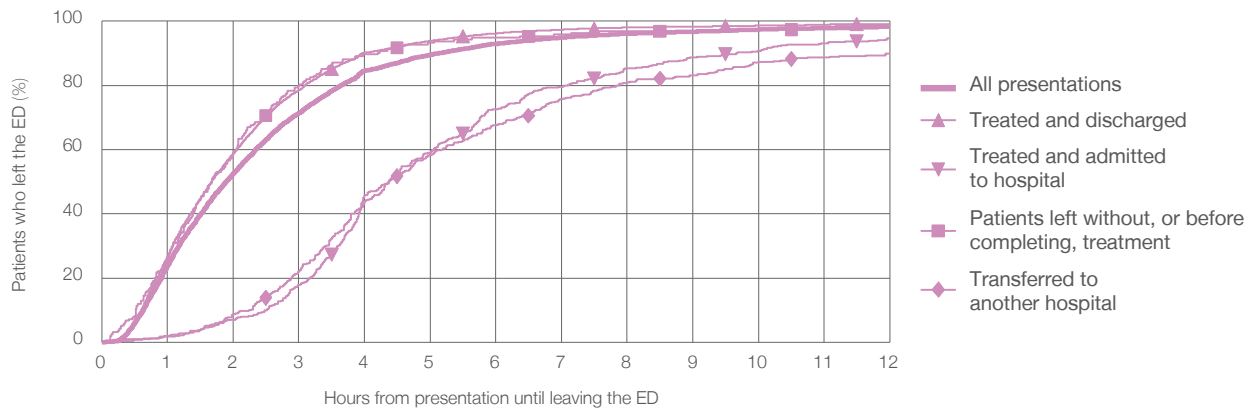
All presentations:¹ 7,014 patients

Presentations used to calculate time to leaving the ED:⁶ 7,014 patients

Treated and discharged	5,948 (84.8%)
Treated and admitted to hospital	442 (6.3%)
Patient left without, or before completing, treatment	194 (2.8%)
Transferred to another hospital	425 (6.1%)
Other	5 (0.1%)

Same period last year	Change since one year ago
6,553	7%
5,569	6.8%
469	-5.8%
143	35.7%
362	17.4%
10	-50.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.9%	58.8%	78.5%	90.2%	96.2%	98.0%	98.6%	99.1%
Treated and admitted to hospital	1.8%	7.0%	17.9%	45.9%	72.6%	85.3%	90.7%	94.8%
Patient left without, or before completing, treatment	25.8%	59.3%	79.9%	89.7%	94.8%	96.9%	97.4%	98.5%
Transferred to another hospital	1.9%	8.7%	22.1%	43.8%	67.5%	80.9%	87.3%	89.9%
All presentations	23.8%	52.6%	71.3%	84.6%	92.9%	96.2%	97.4%	98.3%

(†) 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 District 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 7,014 patients

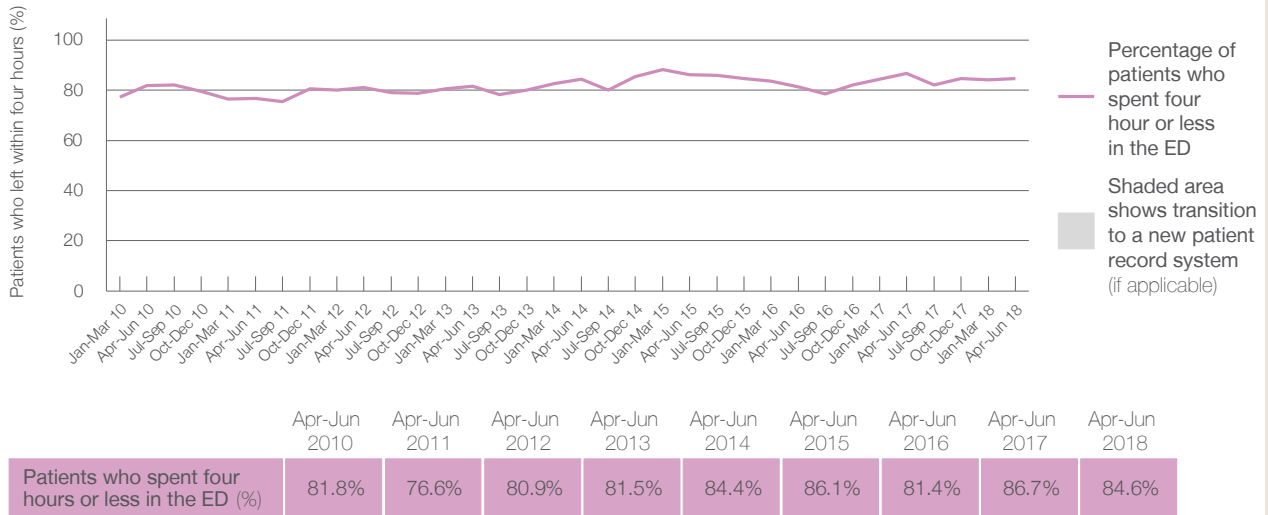
Presentations used to calculate time to leaving the ED: ⁶ 7,014 patients

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 7,014 patients	6,553	7%
Presentations used to calculate time to leaving the ED: ⁶ 7,014 patients	6,553	7%
Percentage of patients who spent four hours or less in the ED	86.7%	

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*.

- 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).

Macksville District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 3,532 patients

Emergency presentations:² 3,379 patients

Same period last year	Change since one year ago
3,414	3%
3,228	5%

Macksville District Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,023 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,459 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 530 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
367	
9 minutes	8 minutes
19 minutes	24 minutes
990	
20 minutes	19 minutes
48 minutes	63 minutes
1,372	
25 minutes	24 minutes
94 minutes	95 minutes
488	
25 minutes	21 minutes
104 minutes	96 minutes

Macksville District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 3,532 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
3,414	3%
90%	

* 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).

Macksville District Hospital: Patients presenting to the emergency department

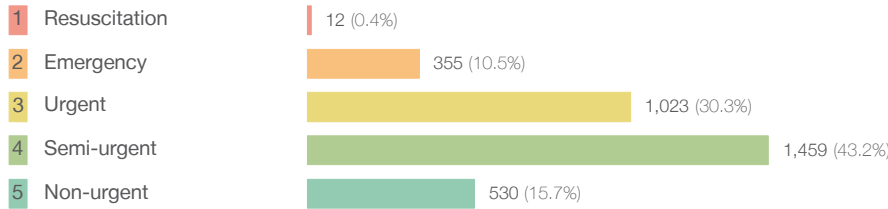
April to June 2018

All presentations:¹ 3,532 patients

Same period last year	Change since one year ago
3,414	3%

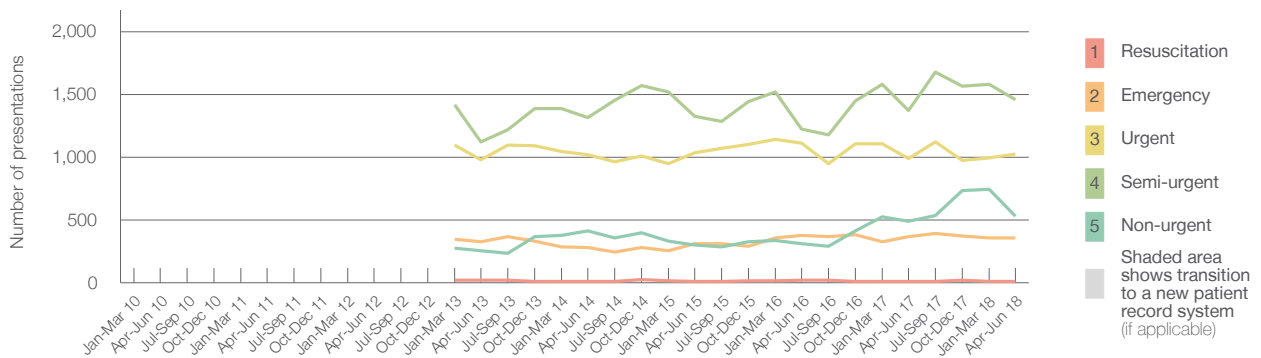
Emergency presentations² by triage category: 3,379 patients

Same period last year	Change since one year ago
3,228	5%



Same period last year	Change since one year ago
11	9.1%
367	-3.3%
990	3.3%
1,372	6.3%
488	8.6%

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				20	12	10	22	11	12
Emergency				324	279	311	376	367	355
Urgent				978	1,019	1,036	1,109	990	1,023
Semi-urgent				1,121	1,313	1,326	1,221	1,372	1,459
Non-urgent				255	415	302	310	488	530
All emergency presentations				2,698	3,038	2,985	3,038	3,228	3,379

Macksville District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 461 patients

Same period last year	Change since one year ago
465	

ED Transfer of care time



Same period last year	Change since one year ago
11 minutes	0 minutes
23 minutes	3 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 2018

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

Number of triage 2 patients: 355

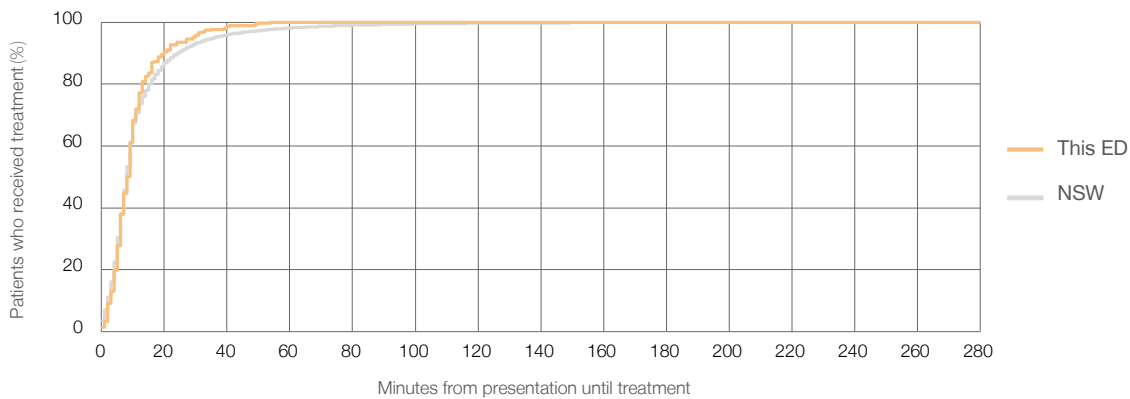
Number of triage 2 patients used to calculate waiting time:³ 354

Median time to start treatment⁴ 9 minutes

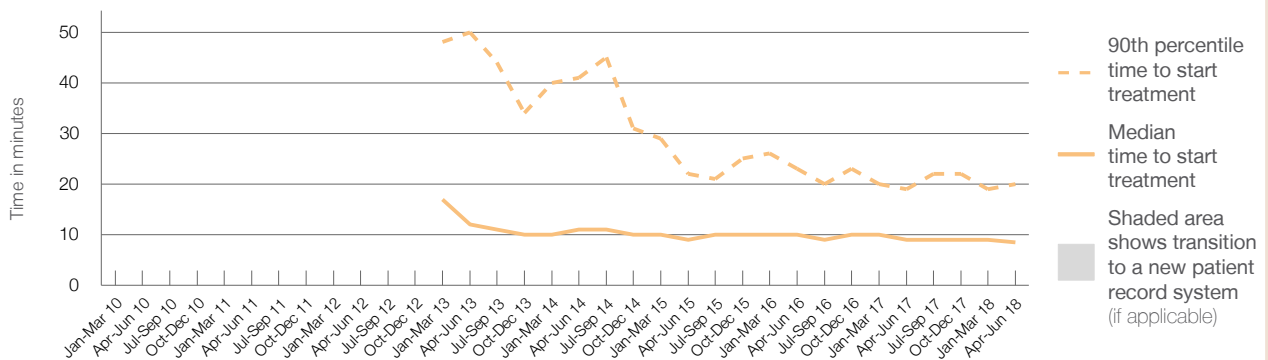
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
367	355
9 minutes	8 minutes
19 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)				12	11	9	10	9	9
90th percentile time to start treatment ⁵ (minutes)				50	41	22	23	19	20

(†) 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 2018

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

Number of triage 3 patients: 1,023

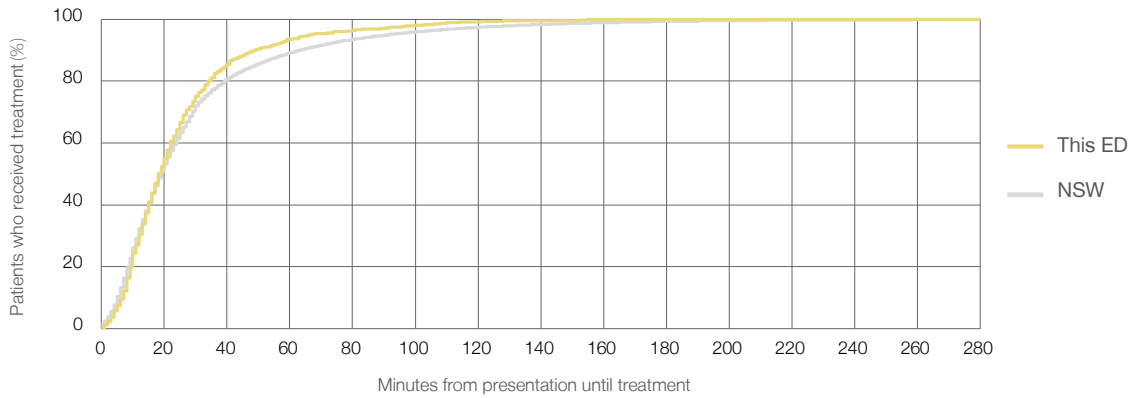
Number of triage 3 patients used to calculate waiting time:³ 1,015

Median time to start treatment⁴ 18 minutes

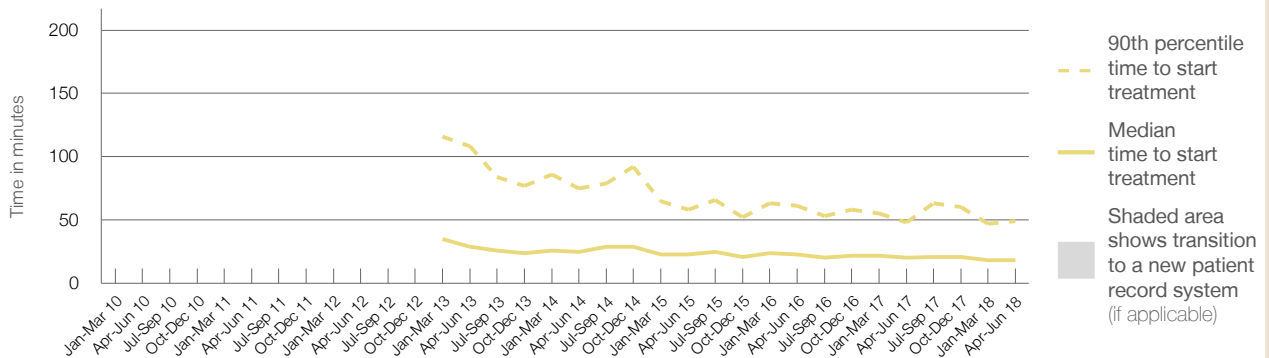
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
990	971
20 minutes	19 minutes
48 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)				29	25	23	23	20	18
90th percentile time to start treatment ⁵ (minutes)				108	75	58	61	48	49

(†) 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 2018

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

Number of triage 4 patients: 1,459

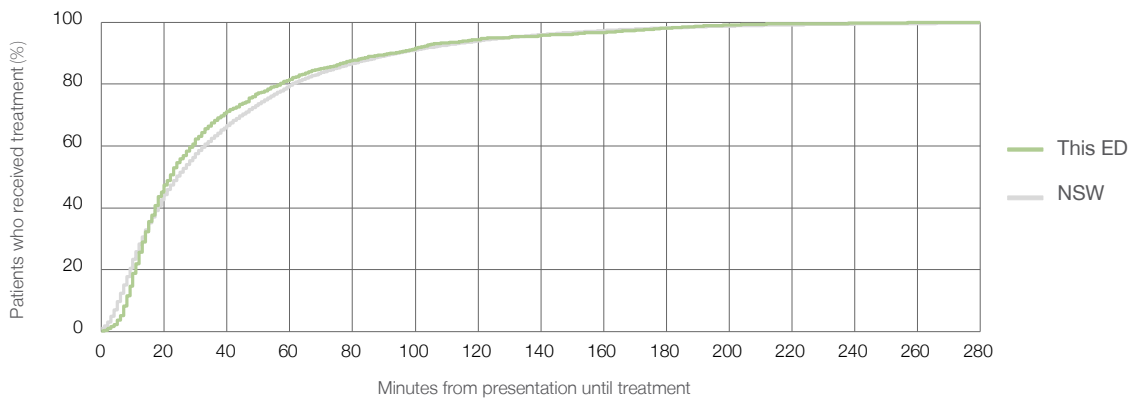
Number of triage 4 patients used to calculate waiting time:³ 1,388

Median time to start treatment⁴ 22 minutes

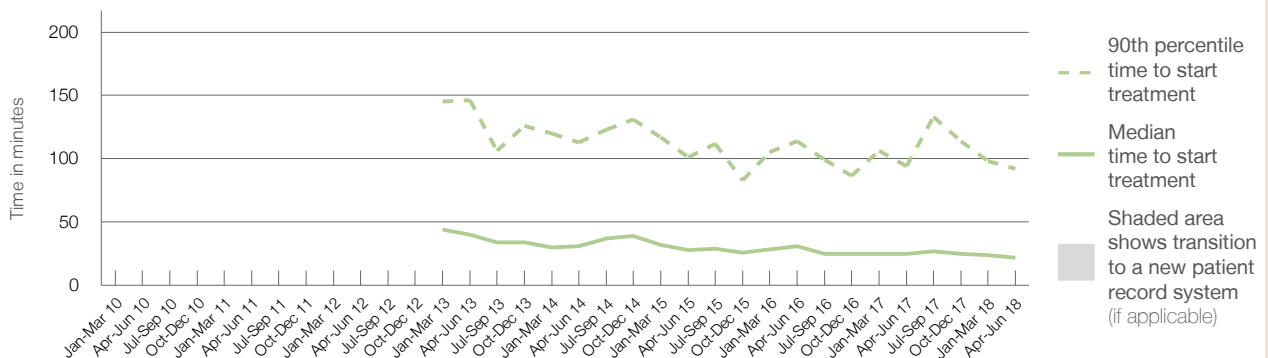
90th percentile time to start treatment⁵ 92 minutes

	Same period last year	NSW (this period)
	1,372	
	1,316	
	25 minutes	24 minutes
	94 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)				40	31	28	31	25	22
90th percentile time to start treatment ⁵ (minutes)				146	113	101	114	94	92

(†) 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 2018

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

Number of triage 5 patients: 530

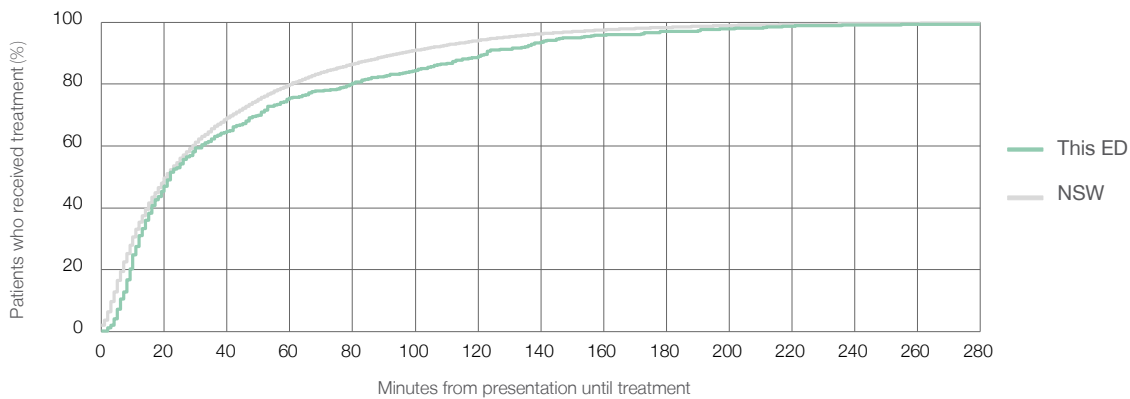
Number of triage 5 patients used to calculate waiting time:³ 485

Median time to start treatment⁴ 22 minutes

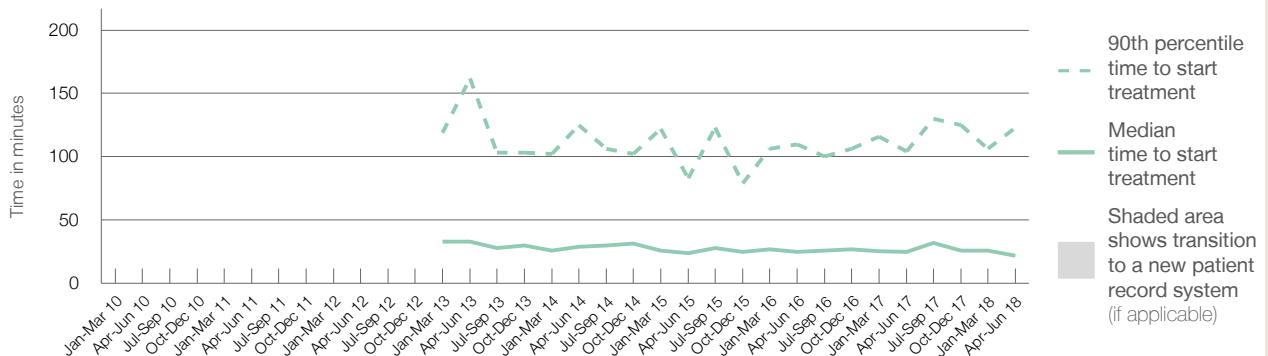
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
488	
460	
25 minutes	21 minutes
104 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)				33	29	24	25	25	22
90th percentile time to start treatment ⁵ (minutes)				162	125	83	110	104	123

(†) 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 2018

All presentations:¹ 3,532 patients

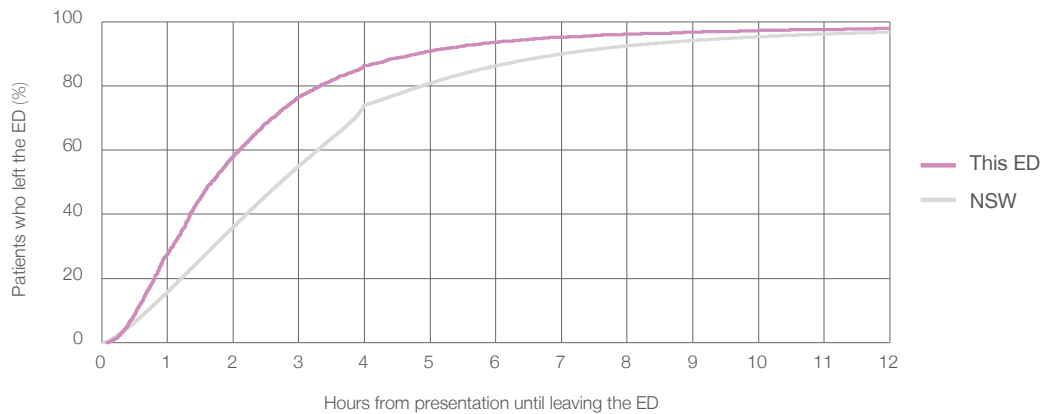
Presentations used to calculate time to leaving the ED:⁶ 3,532 patients

Median time spent in the ED⁸ ■ 1 hours and 40 minutes

90th percentile time spent in the ED⁹ ■ 4 hours and 48 minutes

Same period last year	NSW (this period)
3,414	3,414
1 hours and 34 minutes	2 hours and 44 minutes
4 hours and 5 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)				2h 55m	1h 42m	1h 42m	1h 54m	1h 34m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)				7h 57m	4h 54m	4h 31m	4h 49m	4h 5m	4h 48m

(†) 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 2018

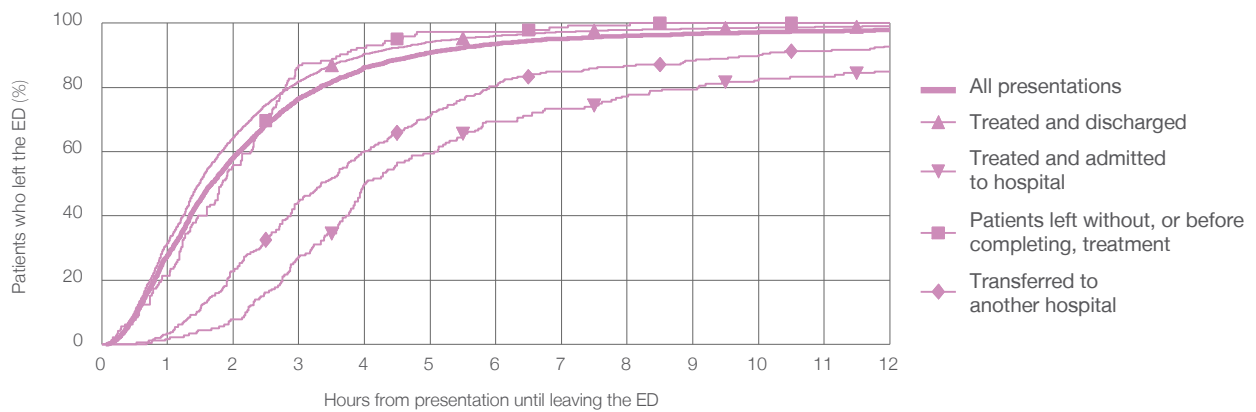
All presentations:¹ 3,532 patients

Presentations used to calculate time to leaving the ED:⁶ 3,532 patients

Treated and discharged	2,934 (83.1%)
Treated and admitted to hospital	180 (5.1%)
Patient left without, or before completing, treatment	145 (4.1%)
Transferred to another hospital	264 (7.5%)
Other	9 (0.3%)

Same period last year	Change since one year ago
3,414	3%
2,832	3.6%
207	-13.0%
110	31.8%
213	23.9%
52	-82.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	31.5%	64.5%	81.9%	90.5%	96.0%	97.9%	98.6%	99.0%
Treated and admitted to hospital	1.7%	7.8%	27.2%	50.0%	69.4%	77.2%	82.8%	85.0%
Patient left without, or before completing, treatment	21.4%	55.9%	86.9%	92.4%	97.2%	99.3%	100%	100%
Transferred to another hospital	3.4%	22.7%	44.7%	60.2%	80.3%	86.7%	90.2%	92.8%
All presentations	27.7%	58.2%	76.6%	86.3%	93.5%	96.1%	97.3%	97.9%

(†) 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 2018

All presentations at the emergency department: ¹ 3,532 patients

Presentations used to calculate time to leaving the ED: ⁶ 3,532 patients

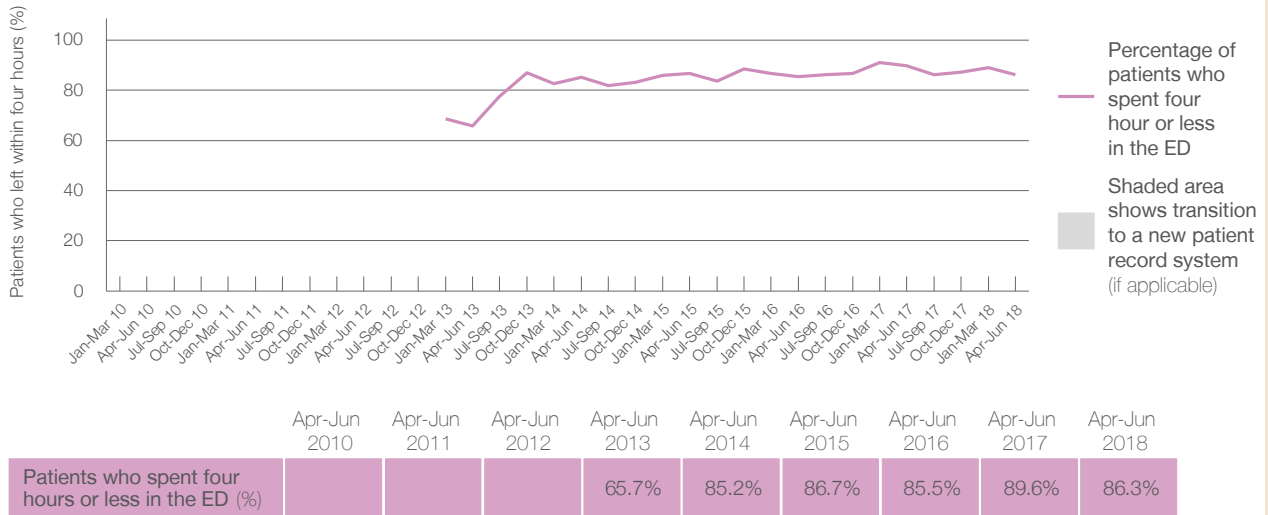
Percentage of patients who spent four hours or less in the ED



86.3%

	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 3,532 patients	3,414	3%
Presentations used to calculate time to leaving the ED: ⁶ 3,532 patients	3,414	3%
Percentage of patients who spent four hours or less in the ED	89.6%	

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).

Port Macquarie Base Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 8,598 patients
 Emergency presentations:² 8,498 patients

Same period last year	Change since one year ago
8,683	-1%
8,479	0%



Port Macquarie Base Hospital: Time patients waited to start treatment³

April to June 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 1,081 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,192 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,706 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 480 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  66 minutes

Same period last year	NSW (this period)
1,178	
9 minutes	8 minutes
22 minutes	24 minutes
3,369	
19 minutes	19 minutes
55 minutes	63 minutes
3,490	
27 minutes	24 minutes
90 minutes	95 minutes
408	
27 minutes	21 minutes
90 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 8,598 patients

Percentage of patients who spent four hours or less in the ED  74%

Same period last year	Change since one year ago
8,683	-1%
73%	

* 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.

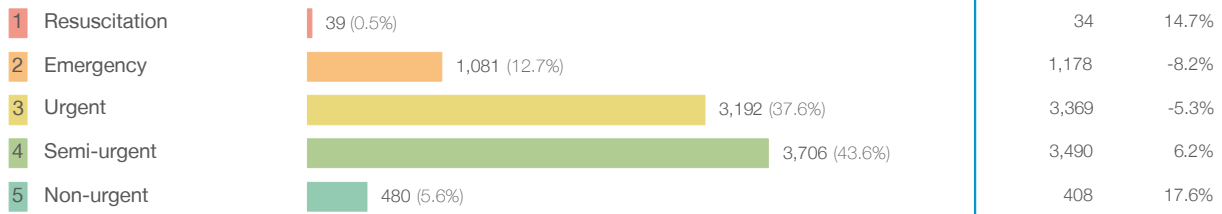
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department

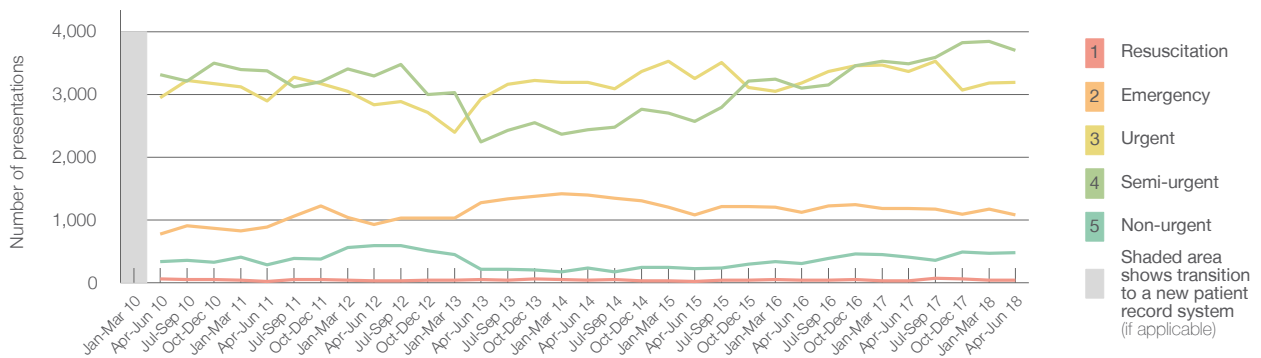
April to June 2018

All presentations:¹ 8,598 patients

Emergency presentations² by triage category: 8,498 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



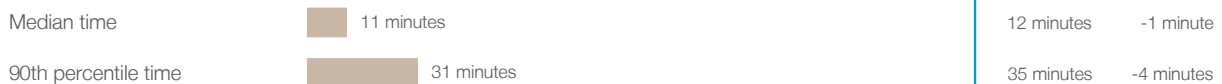
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	56	22	28	46	42	22	40	34	39
Emergency	771	887	931	1,273	1,396	1,081	1,122	1,178	1,081
Urgent	2,942	2,897	2,836	2,923	3,189	3,248	3,179	3,369	3,192
Semi-urgent	3,310	3,377	3,295	2,240	2,440	2,571	3,095	3,490	3,706
Non-urgent	334	284	595	214	234	222	301	408	480
All emergency presentations	7,413	7,467	7,685	6,696	7,301	7,144	7,737	8,479	8,498

Port Macquarie Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,085 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.

Port Macquarie Base 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: 1,081

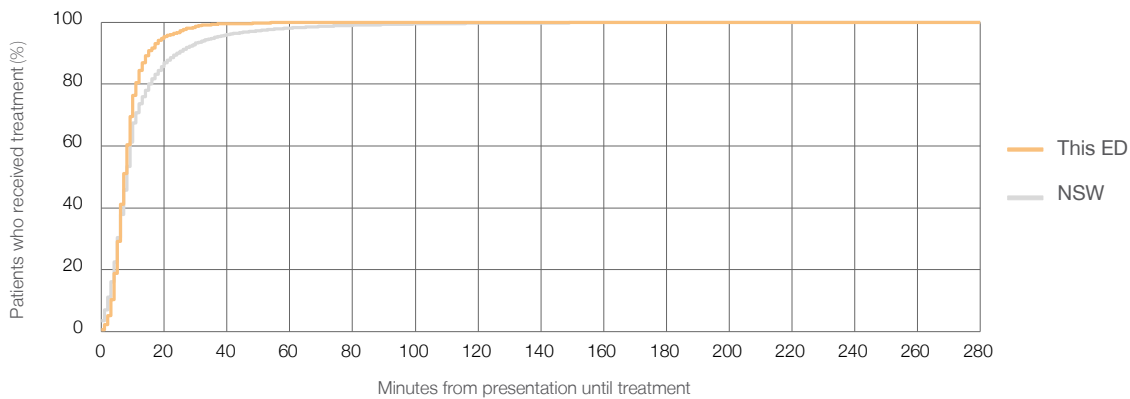
Number of triage 2 patients used to calculate waiting time:³ 1,078

Median time to start treatment⁴ ■ 7 minutes

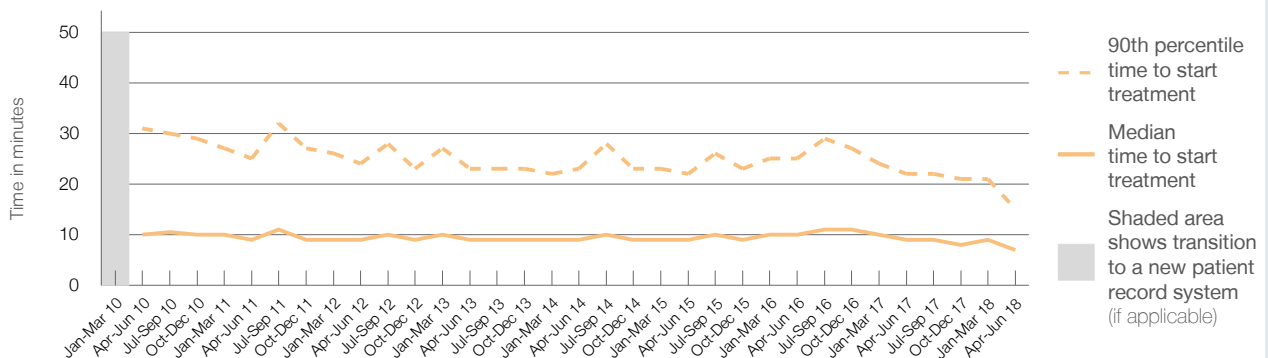
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
1,178	1,175
9 minutes	8 minutes
22 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)	10	9	9	9	9	9	10	9	7
90th percentile time to start treatment ⁵ (minutes)	31	25	24	23	23	22	25	22	15

(†) 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 2018

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

Number of triage 3 patients: 3,192

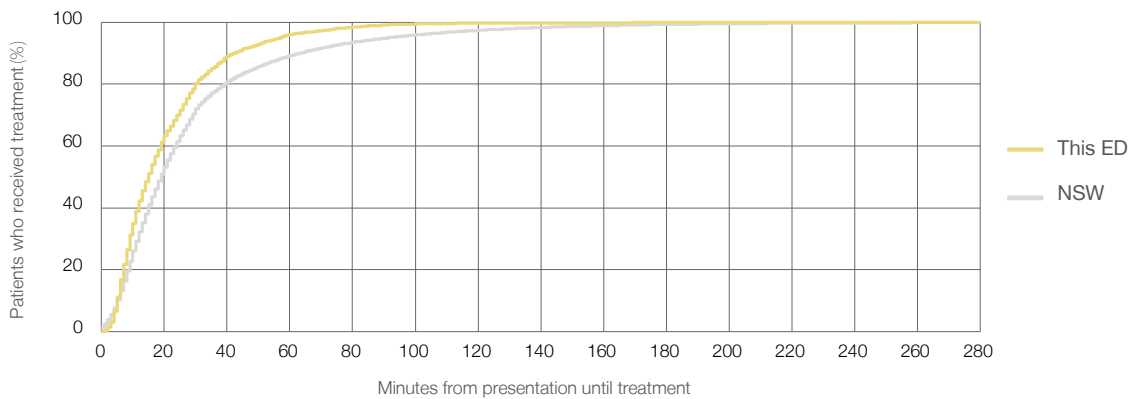
Number of triage 3 patients used to calculate waiting time:³ 3,145

Median time to start treatment⁴ 15 minutes

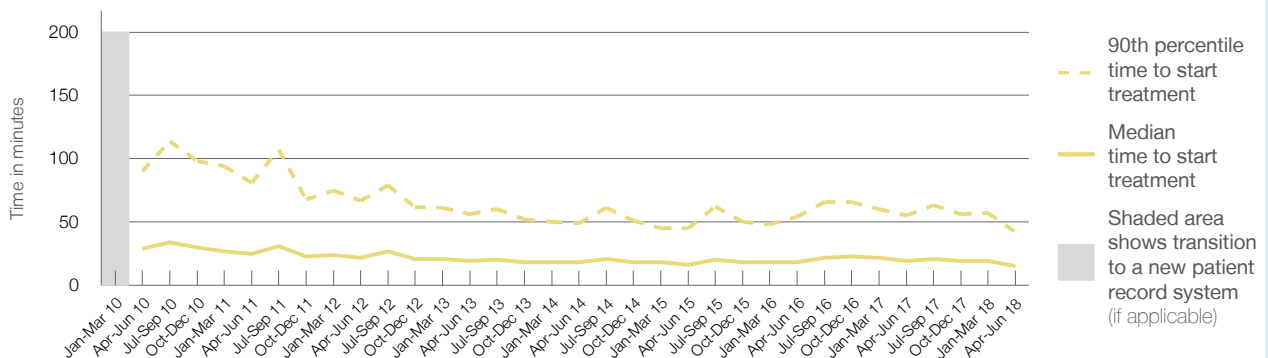
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
3,369	3,285
19 minutes	19 minutes
55 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)	29	25	22	19	18	16	18	19	15
90th percentile time to start treatment ⁵ (minutes)	90	81	67	56	49	45	54	55	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.

Port Macquarie Base 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: 3,706

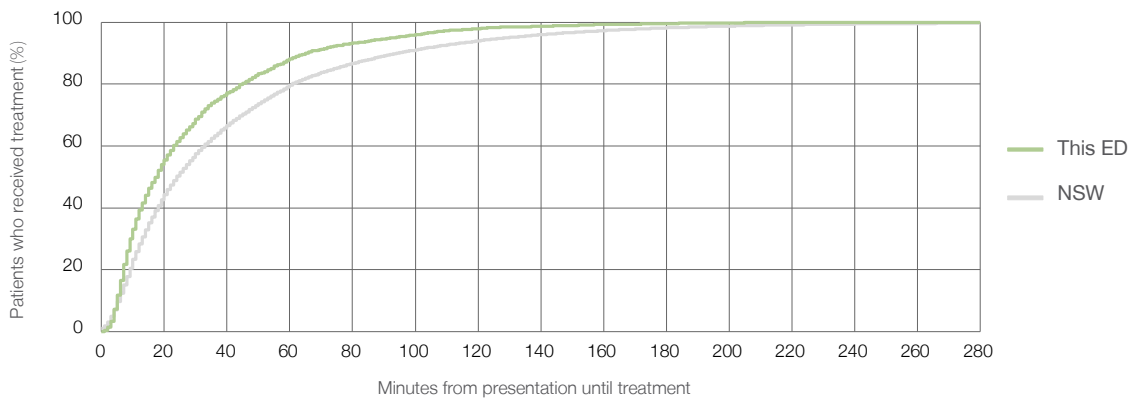
Number of triage 4 patients used to calculate waiting time:³ 3,279

Median time to start treatment⁴ 18 minutes

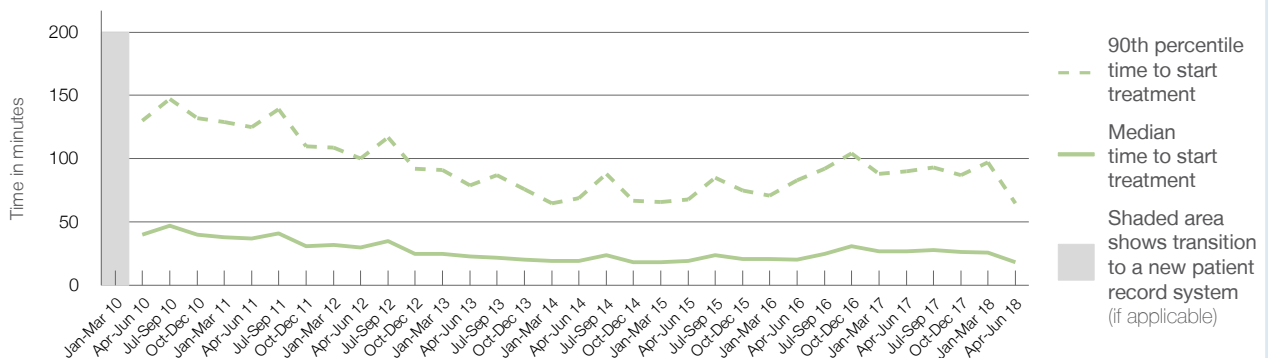
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
3,490	
2,889	
27 minutes	24 minutes
90 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)	40	37	30	23	19	19	20	27	18
90th percentile time to start treatment ⁵ (minutes)	130	125	100	79	69	68	83	90	65

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

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Port Macquarie Base 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: 480

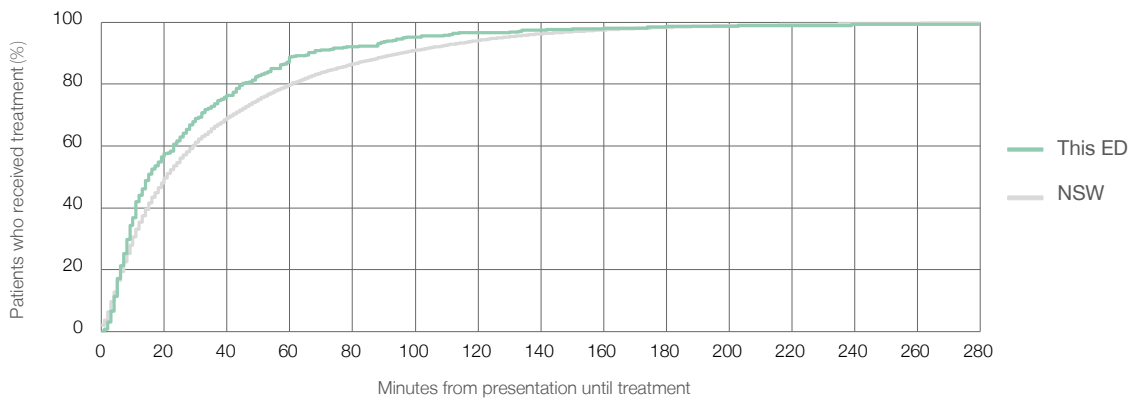
Number of triage 5 patients used to calculate waiting time:³ 379

Median time to start treatment⁴ 15 minutes

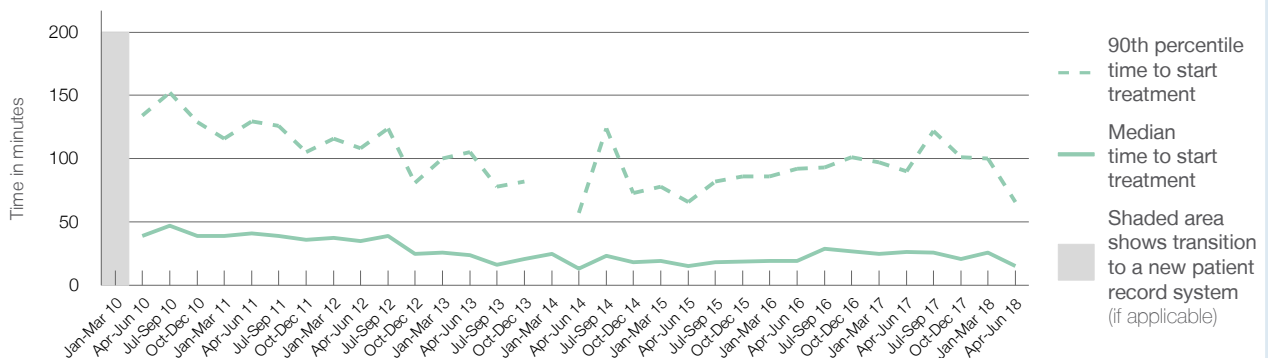
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
408	
264	
27 minutes	21 minutes
90 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	41	35	24	13	15	19	27	15
90th percentile time to start treatment ⁵ (minutes)	134	130	108	105	57	66	92	90	66

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Port Macquarie Base Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 8,598 patients

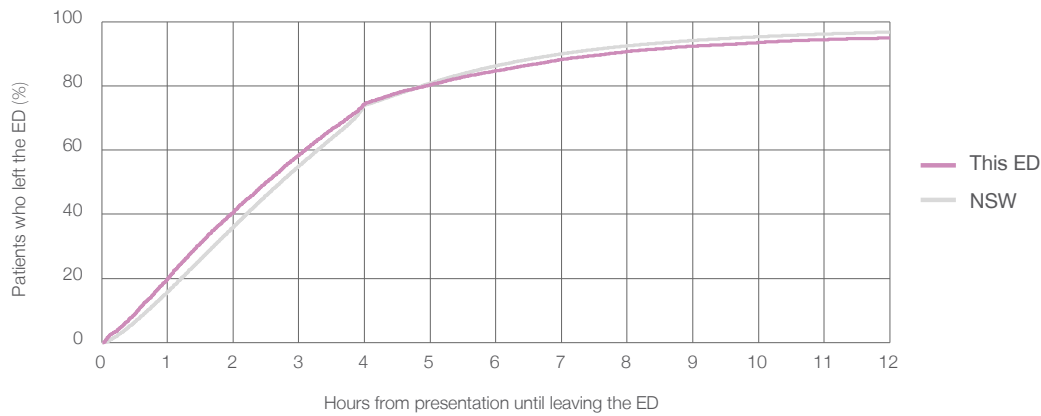
Presentations used to calculate time to leaving the ED:⁶ 8,598 patients

Median time spent in the ED⁸ 2 hours and 31 minutes

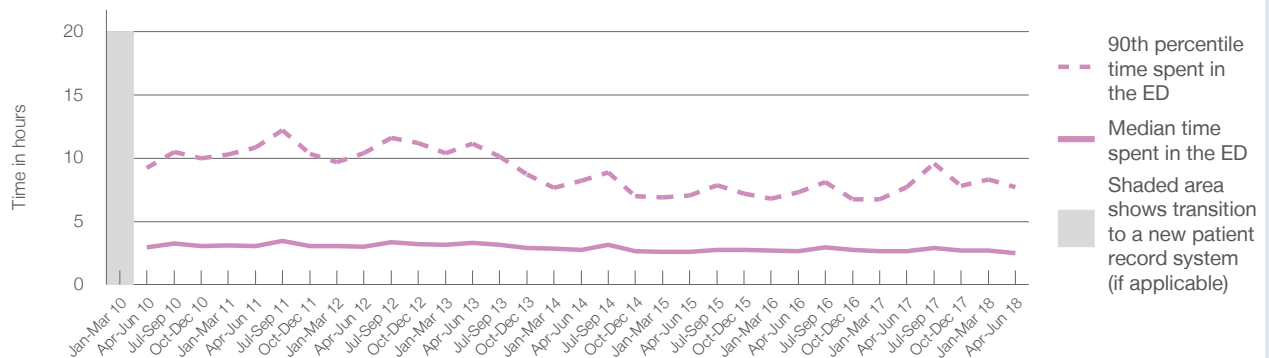
90th percentile time spent in the ED⁹ 7 hours and 43 minutes

Same period last year	NSW (this period)
8,683	8,683
2 hours and 40 minutes	2 hours and 44 minutes
7 hours and 42 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)	2h 56m	3h 3m	3h 0m	3h 20m	2h 44m	2h 35m	2h 39m	2h 40m	2h 31m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 13m	10h 51m	10h 24m	11h 8m	8h 13m	7h 4m	7h 19m	7h 42m	7h 43m

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Port Macquarie Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

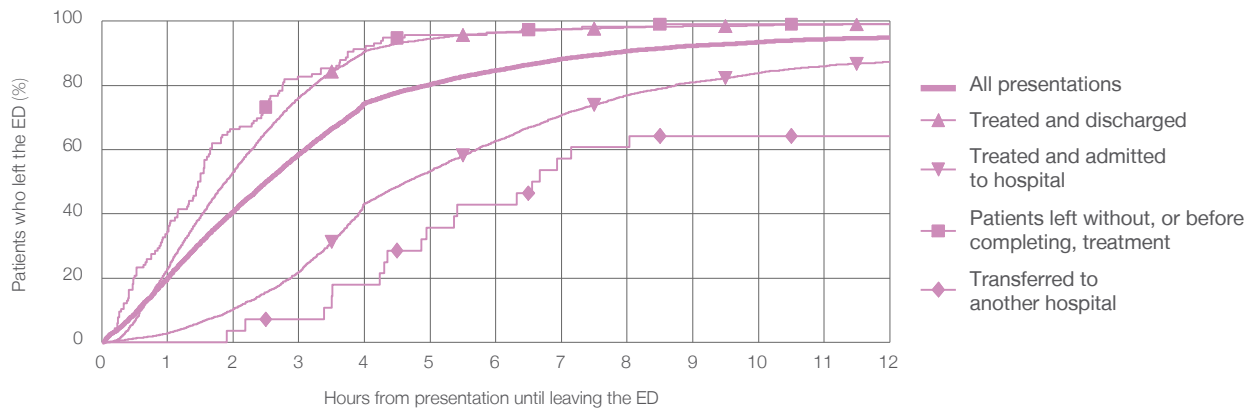
All presentations:¹ 8,598 patients

Presentations used to calculate time to leaving the ED:⁶ 8,598 patients

Treated and discharged	4,986 (58.0%)
Treated and admitted to hospital	2,983 (34.7%)
Patient left without, or before completing, treatment	116 (1.3%)
Transferred to another hospital	28 (0.3%)
Other	485 (5.6%)

Same period last year	Change since one year ago
8,683	-1%
4,557	9.4%
3,206	-7.0%
169	-31.4%
66	-57.6%
685	-29.2%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	23.0%	52.9%	76.3%	90.6%	96.4%	98.1%	98.6%	99.1%
Treated and admitted to hospital	2.8%	10.3%	21.9%	43.2%	62.8%	77.0%	83.9%	87.4%
Patient left without, or before completing, treatment	34.5%	66.4%	82.8%	91.4%	96.6%	98.3%	99.1%	99.1%
Transferred to another hospital	0%	3.6%	7.1%	17.9%	42.9%	60.7%	64.3%	64.3%
All presentations	20.0%	40.7%	58.5%	74.4%	84.7%	90.7%	93.5%	95.0%

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Port Macquarie Base 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 8,598 patients

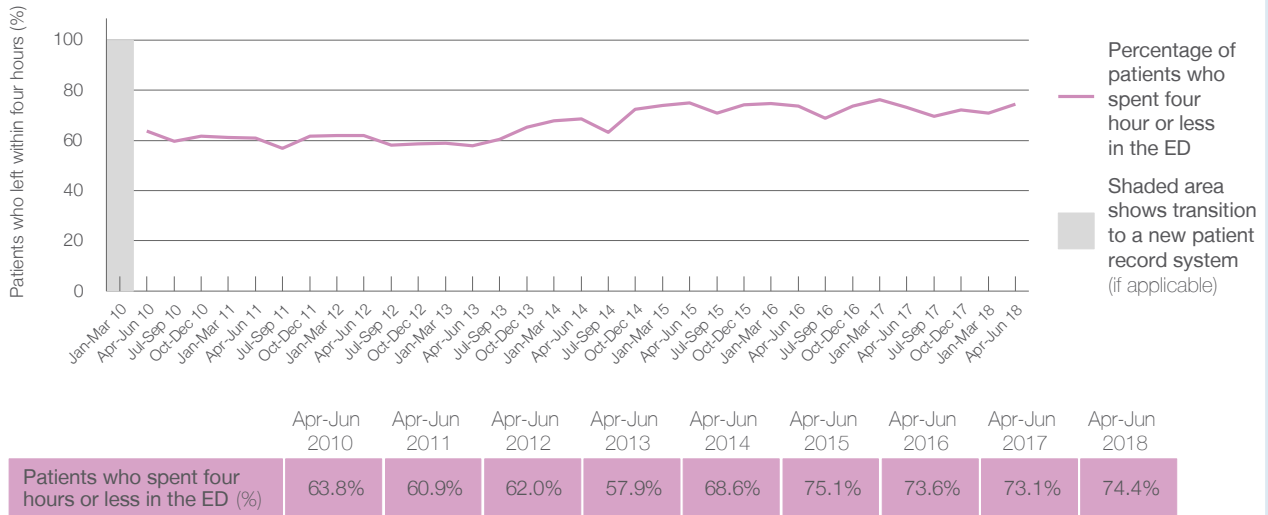
Presentations used to calculate time to leaving the ED: ⁶ 8,598 patients

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 8,598 patients	8,683	-1%
Presentations used to calculate time to leaving the ED: ⁶ 8,598 patients	8,683	-1%
Percentage of patients who spent four hours or less in the ED	73.1%	

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.

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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).