

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.



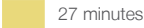





Armidales and New England Hospital: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: ¹ 4,165 patients	4,265	-2.3%
Emergency presentations: ² 4,016 patients	4,049	-0.8%

Armidales and New England Hospital: Time patients waited to start treatment³

January to March 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 262 patients	255	
Median time to start treatment ⁴  8 minutes	8 minutes	8 minutes
90th percentile time to start treatment ⁵  30 minutes	35 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,070 patients	1,232	
Median time to start treatment ⁴  27 minutes	26 minutes	20 minutes
90th percentile time to start treatment ⁵  80 minutes	78 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,346 patients	2,201	
Median time to start treatment ⁴  37 minutes	36 minutes	26 minutes
90th percentile time to start treatment ⁵  145 minutes	141 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 328 patients	354	
Median time to start treatment ⁴  24 minutes	19 minutes	23 minutes
90th percentile time to start treatment ⁵  77 minutes	118 minutes	104 minutes

Armidales and New England Hospital: Time from presentation until leaving the ED

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,165 patients	4,265	-2.3%
Percentage of patients who spent four hours or less in the ED  78.2%	82.1%	

* 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.

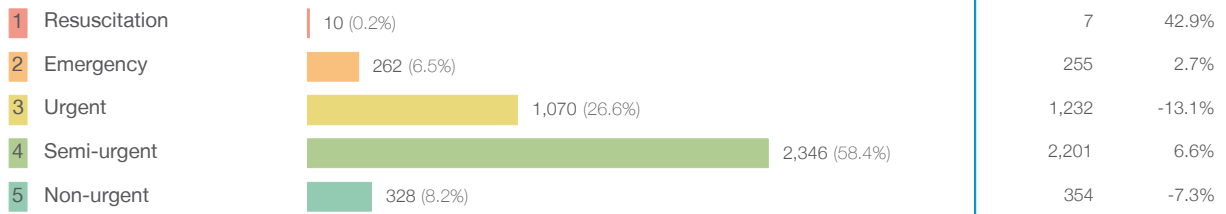
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidales and New England Hospital: Patients presenting to the emergency department January to March 2017

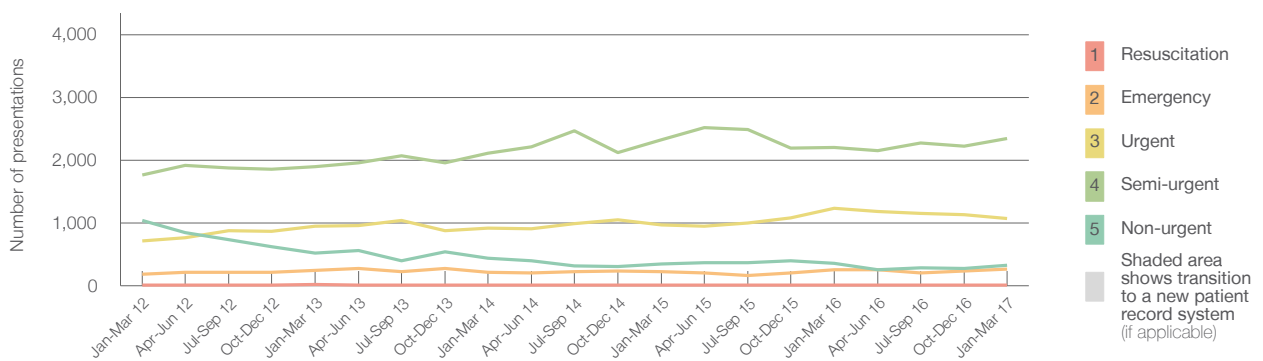
All presentations:¹ 4,165 patients

Emergency presentations² by triage category: 4,016 patients



	Same period last year	Change since one year ago
All presentations	4,265	-2.3%
Emergency presentations	4,049	-0.8%
Resuscitation	7	42.9%
Emergency	255	2.7%
Urgent	1,232	-13.1%
Semi-urgent	2,201	6.6%
Non-urgent	354	-7.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	17	5	7	7	10
Emergency	189	241	208	223	255	262
Urgent	712	946	914	972	1,232	1,070
Semi-urgent	1,762	1,899	2,106	2,321	2,201	2,346
Non-urgent	1,035	523	440	348	354	328
All emergency presentations	3,698	3,626	3,673	3,871	4,049	4,016

Armidales and New England Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 570 patients^{**}

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	392	
Median time	6 minutes	-2 minutes
90th percentile time	31 minutes	1 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 262

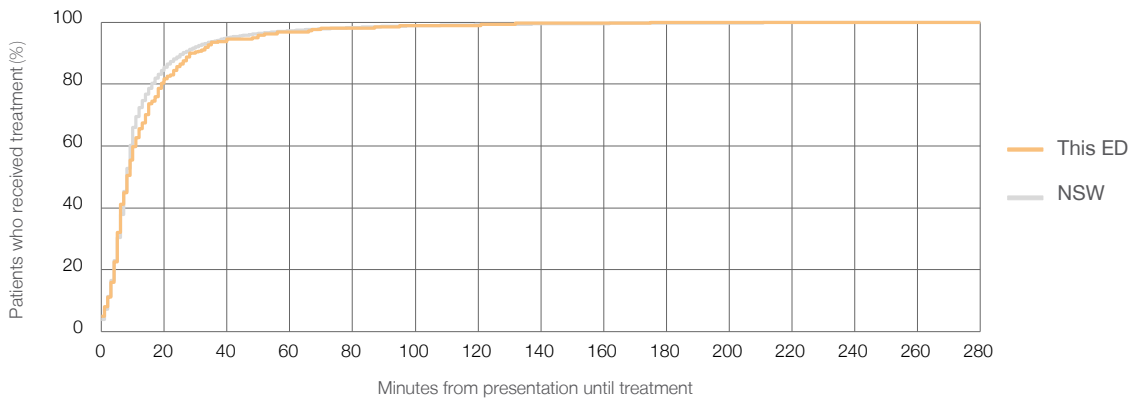
Number of triage 2 patients used to calculate waiting time:³ 258

Median time to start treatment⁴ 8 minutes

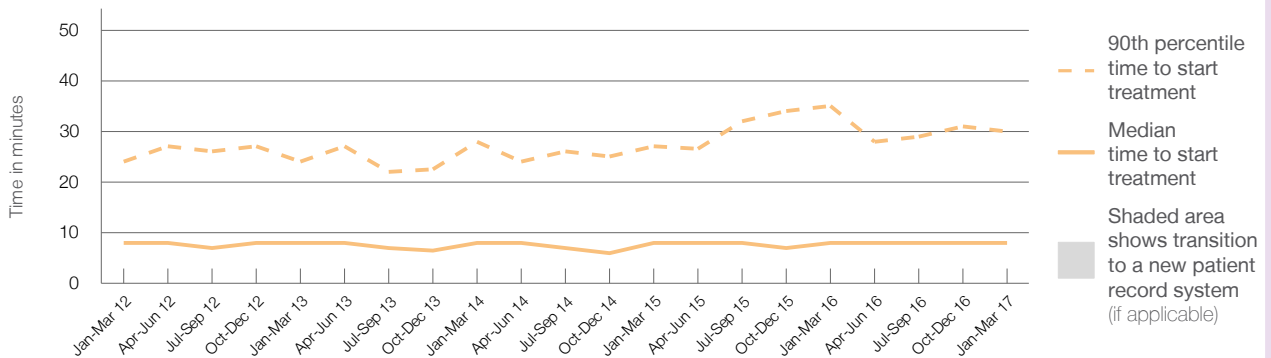
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
255	255
8 minutes	8 minutes
35 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	24	24	28	27	35	30

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Armidale and New England Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,070

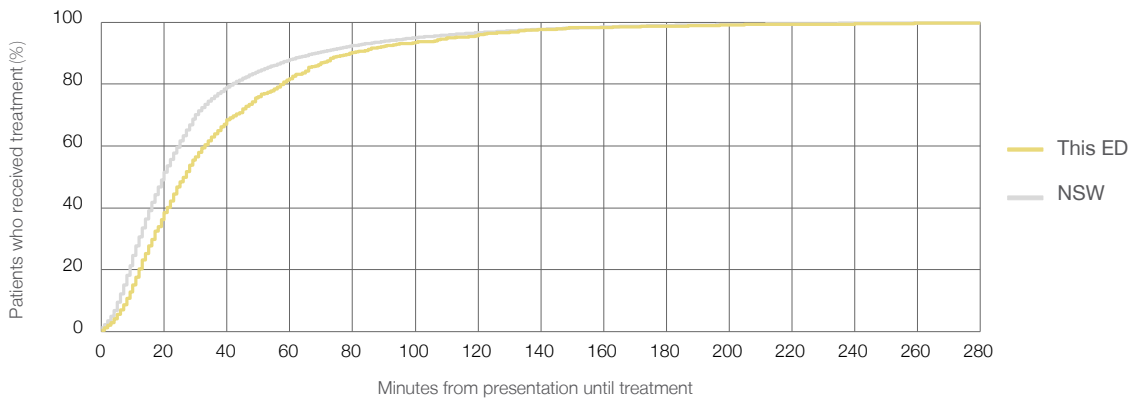
Number of triage 3 patients used to calculate waiting time:³ 1,034

Median time to start treatment⁴ 27 minutes

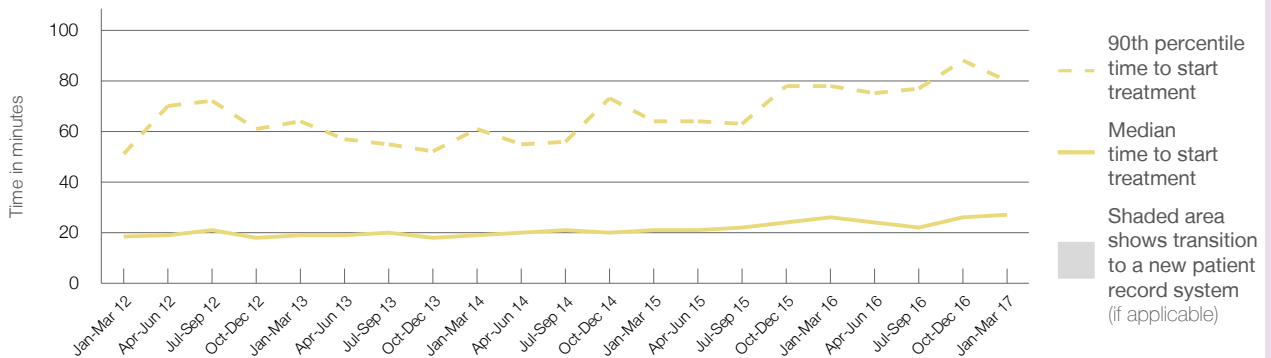
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,232	1,195
26 minutes	20 minutes
78 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	19	19	19	21	26	27
90th percentile time to start treatment ⁵ (minutes)	51	64	61	64	78	80

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Armidale and New England Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,346

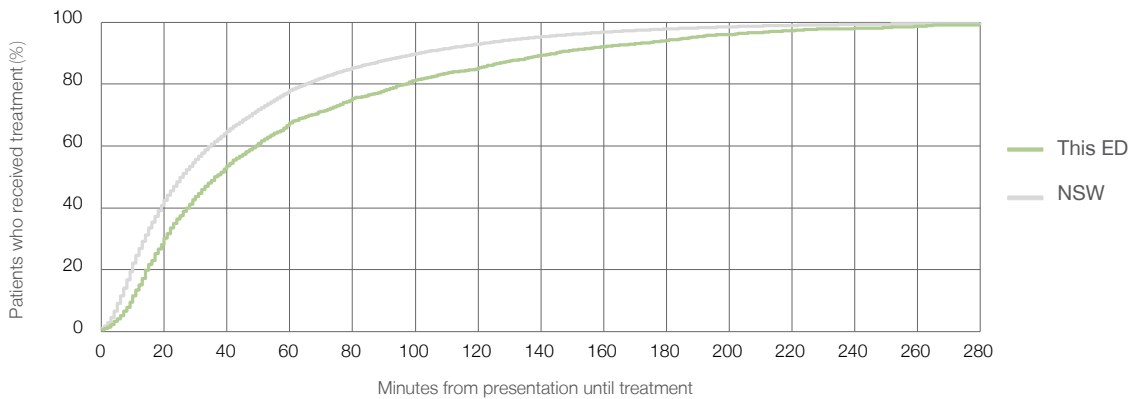
Number of triage 4 patients used to calculate waiting time:³ 2,094

Median time to start treatment⁴ 37 minutes

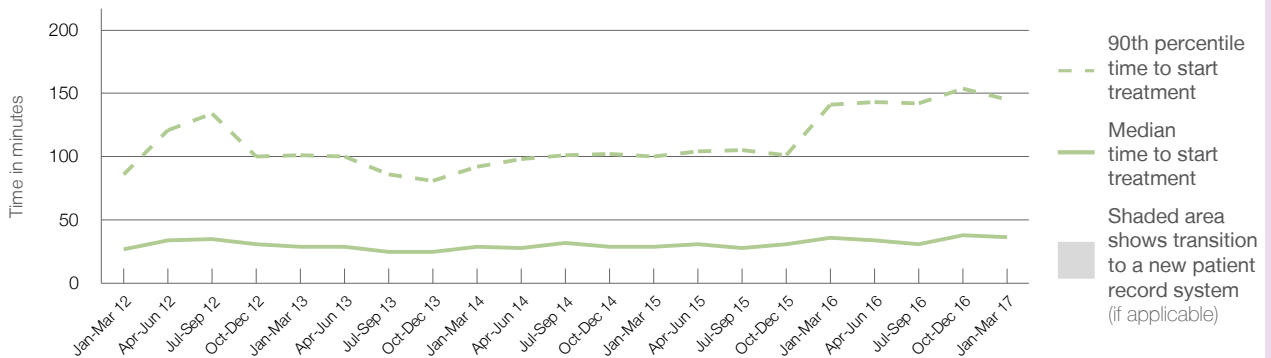
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
2,201	2,004
36 minutes	26 minutes
141 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	29	29	29	36	37
90th percentile time to start treatment ⁵ (minutes)	86	101	92	100	141	145

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Armidale and New England Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 328

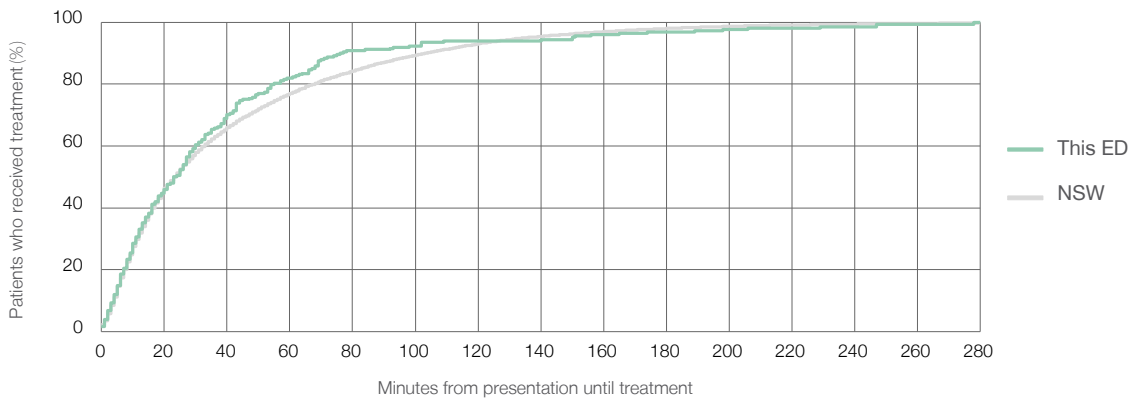
Number of triage 5 patients used to calculate waiting time:³ 248

Median time to start treatment⁴ 24 minutes

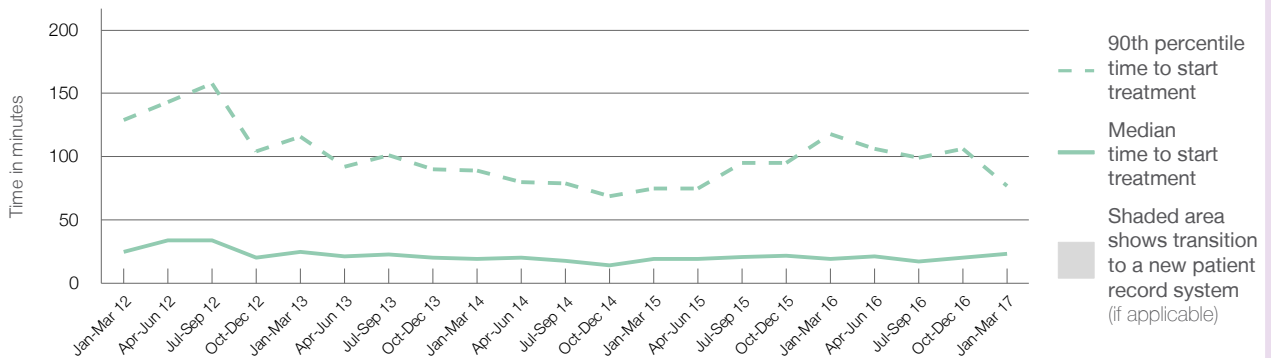
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
354	
295	
19 minutes	23 minutes
118 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	25	25	19	19	19	24
90th percentile time to start treatment ⁵ (minutes)	129	116	89	75	118	77

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Armidale and New England Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,165 patients

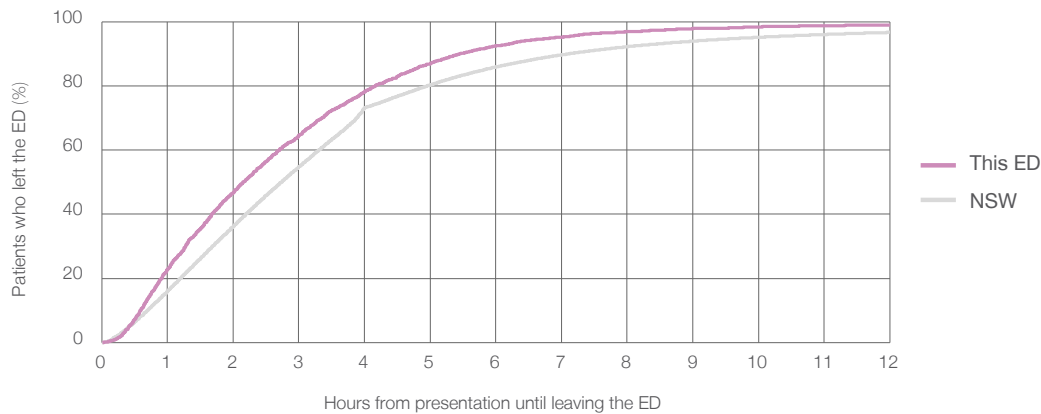
Presentations used to calculate time to leaving the ED:⁶ 4,165 patients

Median time spent in the ED⁸ 2 hours and 10 minutes

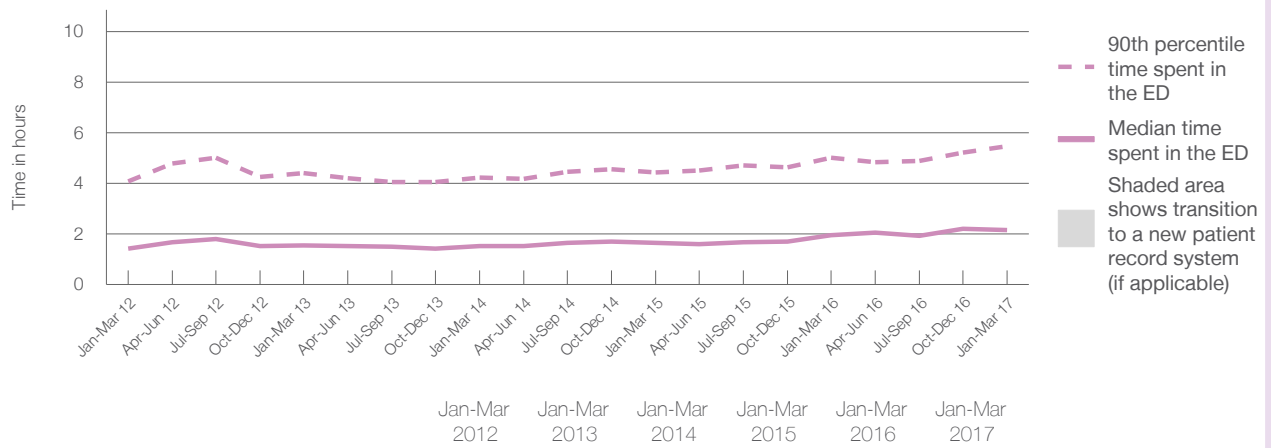
90th percentile time spent in the ED⁹ 5 hours and 28 minutes

Same period last year	NSW (this period)
4,265	4,265
1 hours and 58 minutes	2 hours and 44 minutes
5 hours and 1 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m	2h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 5m	4h 25m	4h 14m	4h 26m	5h 1m	5h 28m

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Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

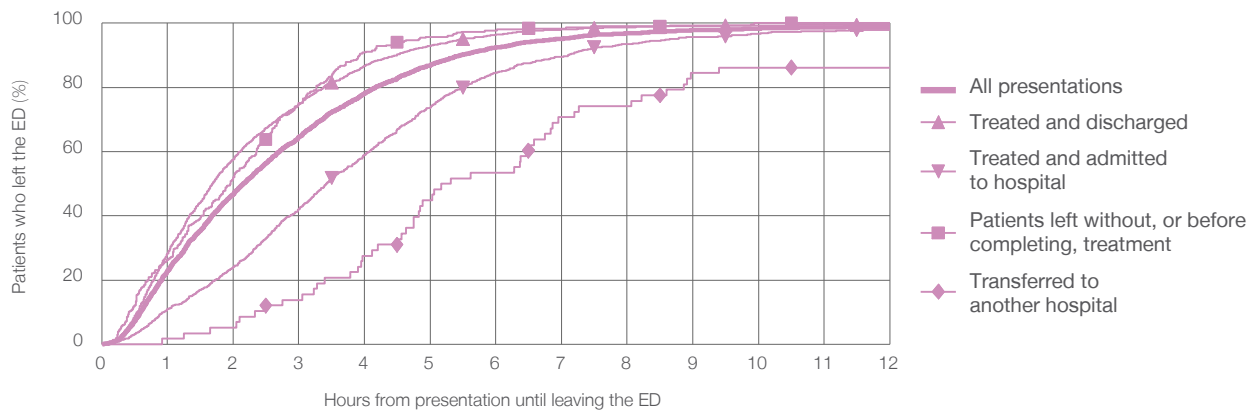
All presentations:¹ 4,165 patients

Presentations used to calculate time to leaving the ED:⁶ 4,165 patients

Treated and discharged	2,586 (62.1%)
Treated and admitted to hospital	1,188 (28.5%)
Patient left without, or before completing, treatment	307 (7.4%)
Transferred to another hospital	58 (1.4%)
Other	26 (0.6%)

Same period last year	Change since one year ago
4,265	-2.3%
3,069	-15.7%
855	38.9%
266	15.4%
61	-4.9%
14	85.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



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

Treated and discharged	28.3%	57.6%	74.8%	86.7%	96.4%	98.8%	99.3%	99.7%
Treated and admitted to hospital	10.9%	24.2%	42.1%	58.9%	84.6%	93.5%	96.7%	97.8%
Patient left without, or before completing, treatment	26.4%	52.1%	75.2%	90.9%	97.7%	99.0%	100%	100%
Transferred to another hospital	1.7%	5.2%	13.8%	27.6%	53.4%	74.1%	86.2%	86.2%
All presentations	22.9%	46.9%	64.5%	78.2%	92.5%	96.8%	98.4%	98.9%

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Armidale and New England Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 4,165 patients

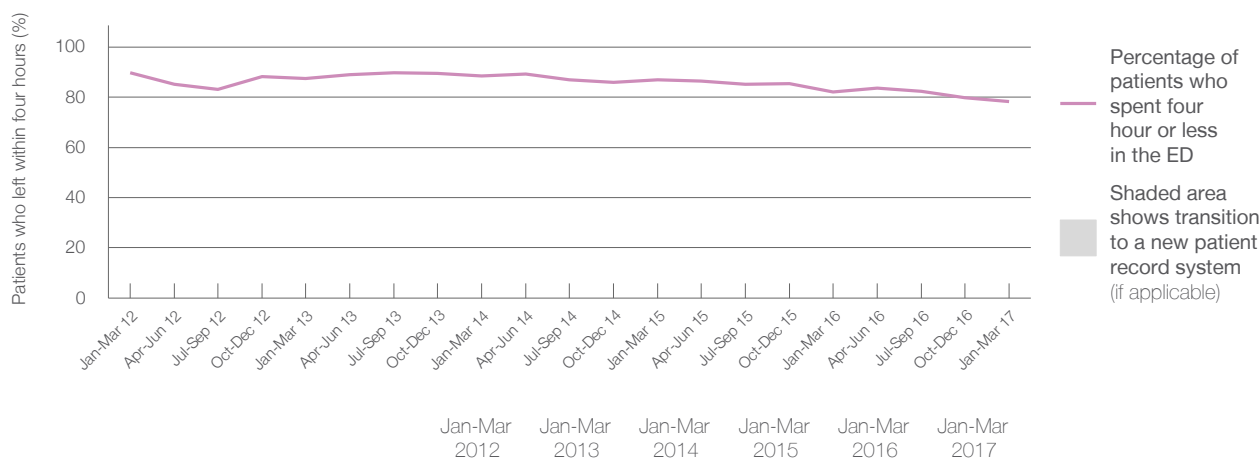
Presentations used to calculate time to leaving the ED:⁶ 4,165 patients

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 4,165 patients	4,265	-2.3%
Presentations used to calculate time to leaving the ED: ⁶ 4,165 patients	4,265	-2.3%
Percentage of patients who spent four hours or less in the ED	82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	89.6%	87.4%	88.6%	86.8%	82.1%	78.2%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).