

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

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

January to March 2017

All presentations:<sup>1</sup> 1,968 patients  
Emergency presentations:<sup>2</sup> 1,807 patients

Same period last year	Change since one year ago
1,999	-1.6%
1,785	1.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 172 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 612 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 897 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 126 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 37 minutes

Same period last year	NSW (this period)
167	
3 minutes	8 minutes
21 minutes	26 minutes
477	
7 minutes	20 minutes
36 minutes	69 minutes
1,049	
7 minutes	26 minutes
50 minutes	101 minutes
84	
9 minutes	23 minutes
*	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,968 patients

Percentage of patients who spent four hours or less in the ED 86.2%

Same period last year	Change since one year ago
1,999	-1.6%
88.2%	

\* 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.

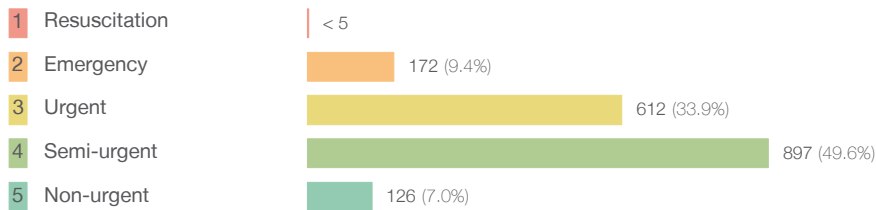
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## More District Hospital: Patients presenting to the emergency department January to March 2017

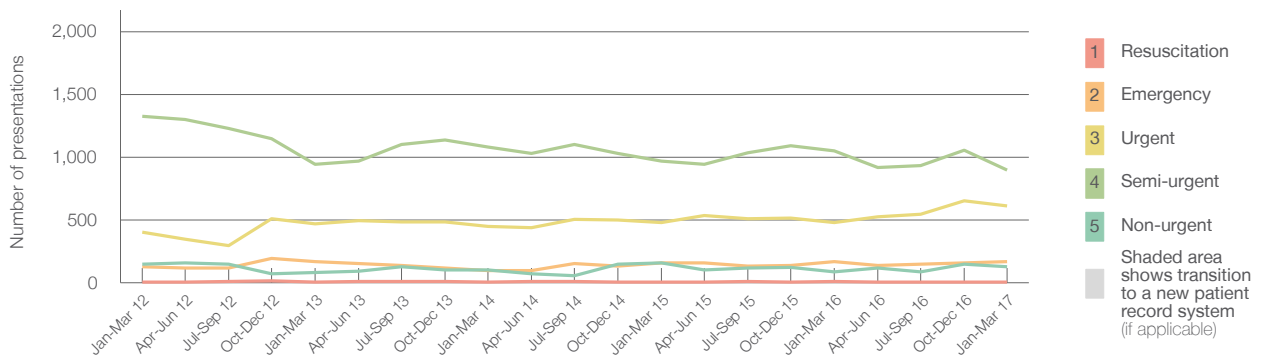
All presentations:<sup>1</sup> 1,968 patients

Emergency presentations<sup>2</sup> by triage category: 1,807 patients



Same period last year	Change since one year ago
1,999	-1.6%
1,785	1.2%
8	*
167	1.2%
477	28.3%
1,049	-14.5%
84	50.0%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	6	< 5	< 5	8	< 5
Emergency	131	166	100	159	167	172
Urgent	400	471	448	480	477	612
Semi-urgent	1,326	941	1,080	966	1,049	897
Non-urgent	147	83	100	155	84	126
All emergency presentations	2,004	1,667	1,728	1,760	1,785	1,807

## More District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 182 patients

ED Transfer of care time



Same period last year	Change since one year ago
222	
4 minutes	-2 minutes
17 minutes	-4 minutes

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

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

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## More District 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: 172

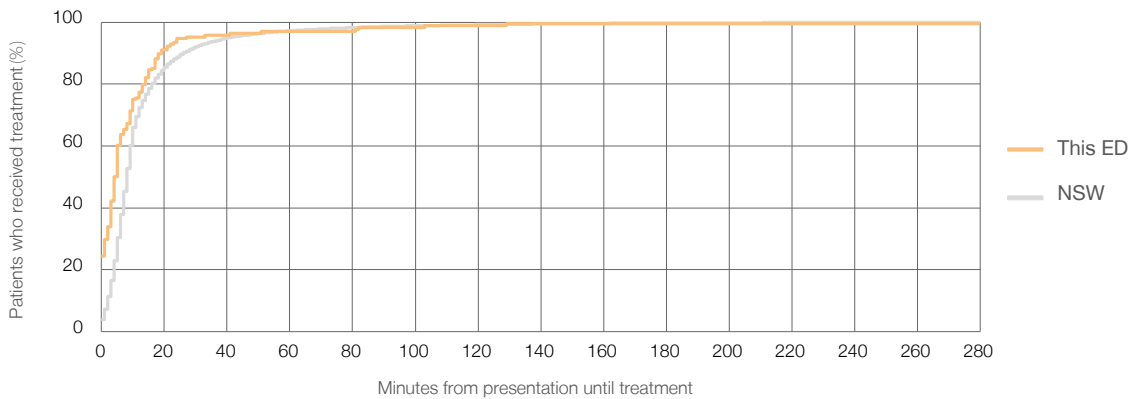
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 168

Median time to start treatment<sup>4</sup> 5 minutes

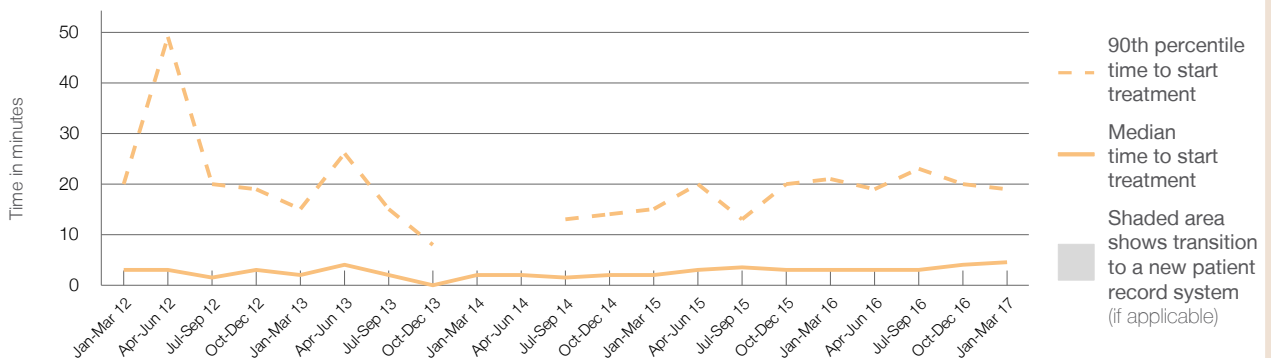
90th percentile time to start treatment<sup>5</sup> 19 minutes

Same period last year	NSW (this period)
167	
165	
3 minutes	8 minutes
21 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	3	2	2	2	3	5
90th percentile time to start treatment <sup>5</sup> (minutes)	20	15	*	15	21	19

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## More District 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: 612

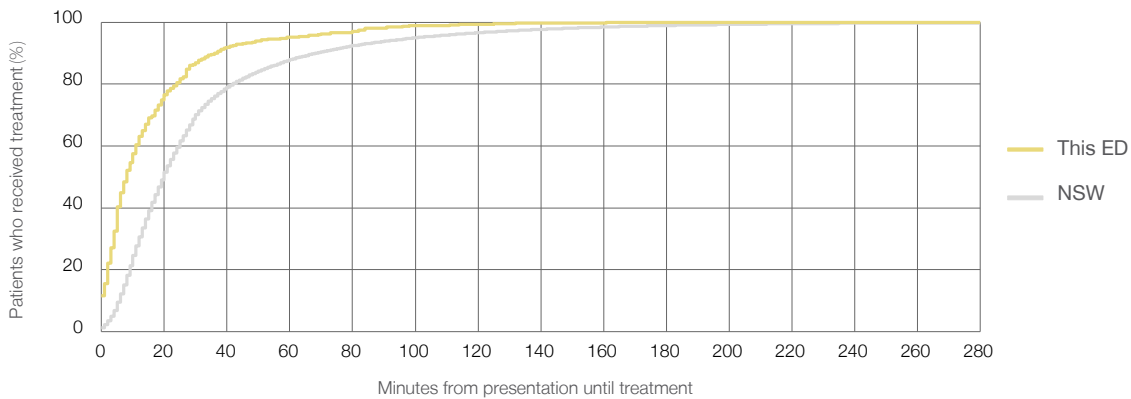
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 591

Median time to start treatment<sup>4</sup>  8 minutes

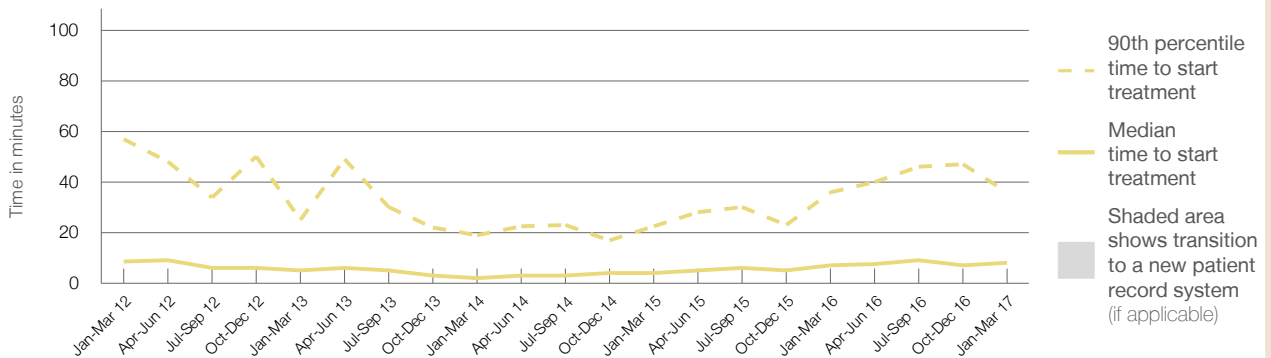
90th percentile time to start treatment<sup>5</sup>  36 minutes

Same period last year	NSW (this period)
477	
458	
7 minutes	20 minutes
36 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	5	2	4	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	57	25	19	23	36	36

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## More District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

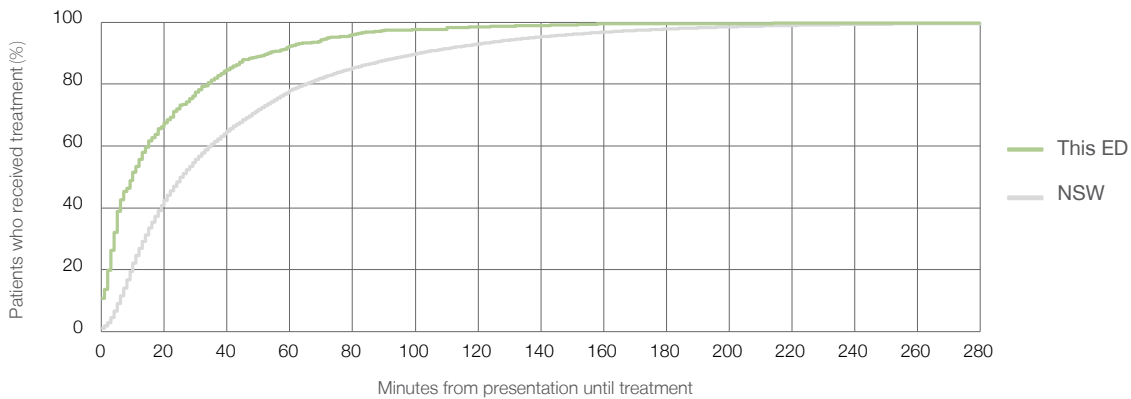
Number of triage 4 patients: 897

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 838

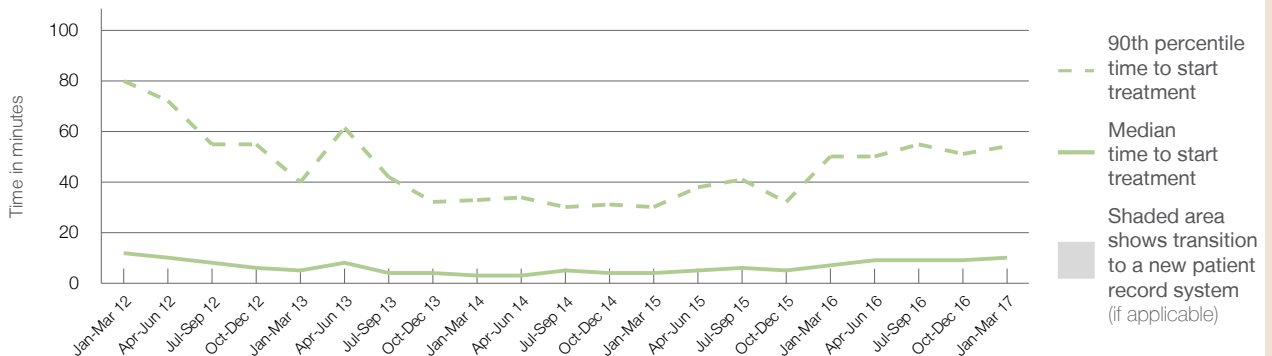
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  54 minutes

Same period last year	NSW (this period)
1,049	
944	
7 minutes	26 minutes
50 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	12	5	3	4	7	10
90th percentile time to start treatment <sup>5</sup> (minutes)	80	40	33	30	50	54

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

## More District 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: 126

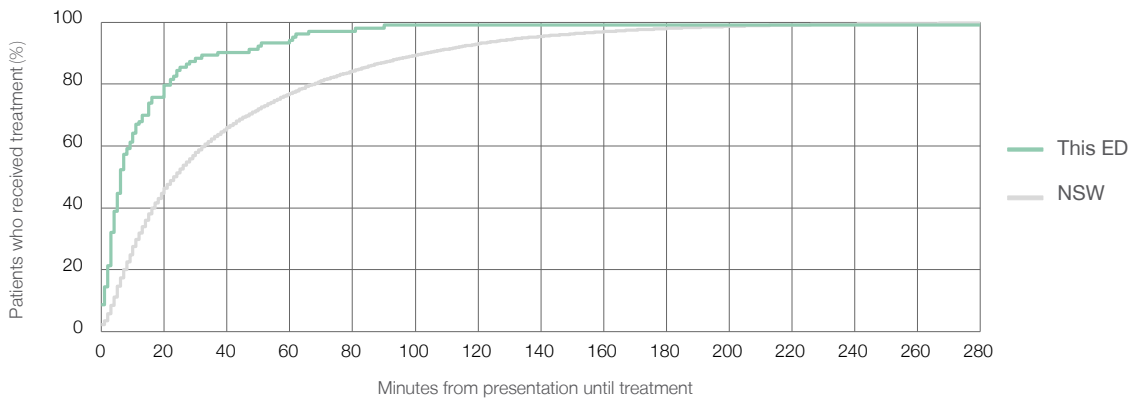
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 103

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

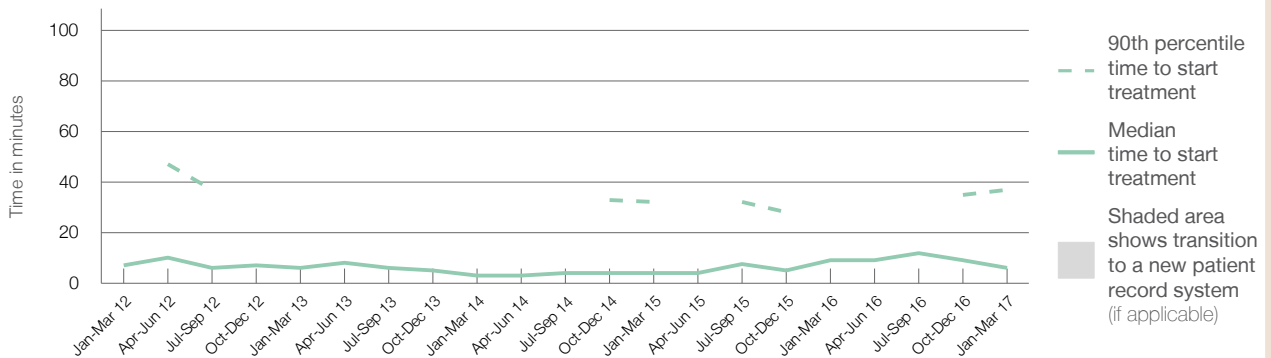
90th percentile time to start treatment<sup>5</sup>  37 minutes

Same period last year	NSW (this period)
84	
71	
9 minutes	23 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	6	3	4	9	6
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	32	*	37

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## More District Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 1,968 patients

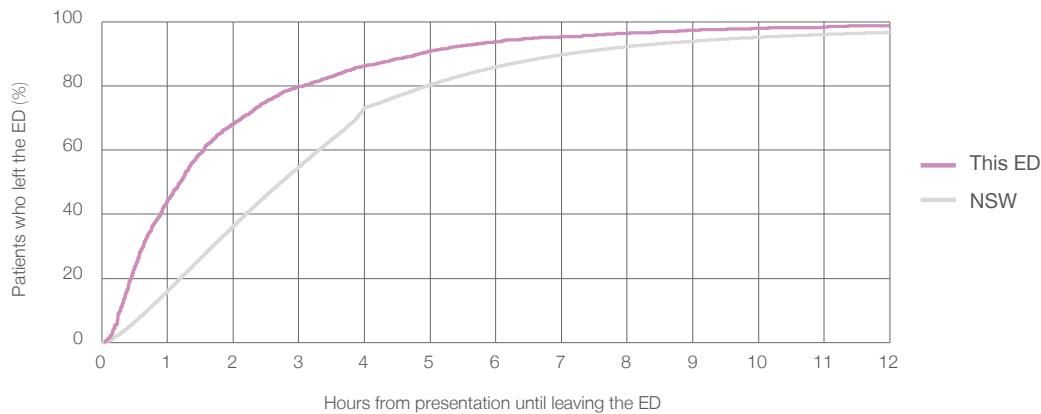
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,968 patients

Median time spent in the ED<sup>8</sup> 1 hours and 12 minutes

90th percentile time spent in the ED<sup>9</sup> 4 hours and 51 minutes

Same period last year	NSW (this period)
1,999	1,999
1 hours and 9 minutes	2 hours and 44 minutes
4 hours and 24 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<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m	1h 12m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 26m	3h 24m	3h 29m	3h 32m	4h 24m	4h 51m

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

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## Moree District Hospital: Time patients spent in the ED By mode of separation January to March 2017

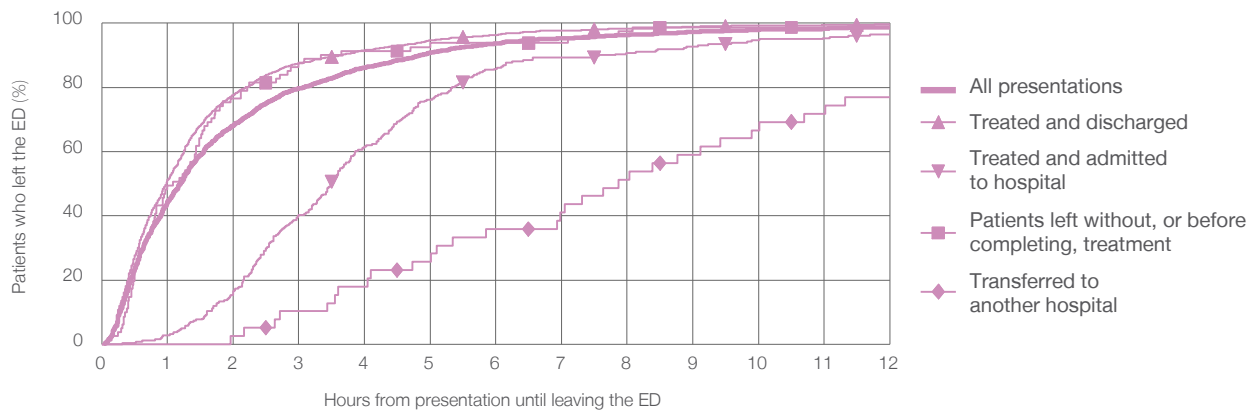
All presentations:<sup>†</sup> 1,968 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,968 patients

Treated and discharged	1,524 (77.4%)
Treated and admitted to hospital	261 (13.3%)
Patient left without, or before completing, treatment	81 (4.1%)
Transferred to another hospital	39 (2.0%)
Other	63 (3.2%)

Same period last year	Change since one year ago
1,999	-1.6%
1,551	-1.7%
256	2.0%
86	-5.8%
34	14.7%
72	-12.5%

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



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

Treated and discharged	51.3%	77.6%	87.5%	91.6%	96.4%	98.4%	99.2%	99.6%
Treated and admitted to hospital	2.7%	16.5%	40.2%	61.7%	85.8%	90.8%	94.6%	96.6%
Patient left without, or before completing, treatment	49.4%	76.5%	87.7%	91.4%	93.8%	97.5%	98.8%	98.8%
Transferred to another hospital	0%	2.6%	10.3%	17.9%	35.9%	51.3%	66.7%	76.9%
All presentations	44.5%	68.2%	79.8%	86.2%	93.6%	96.4%	97.9%	98.7%

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

## More District 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:<sup>1</sup> 1,968 patients

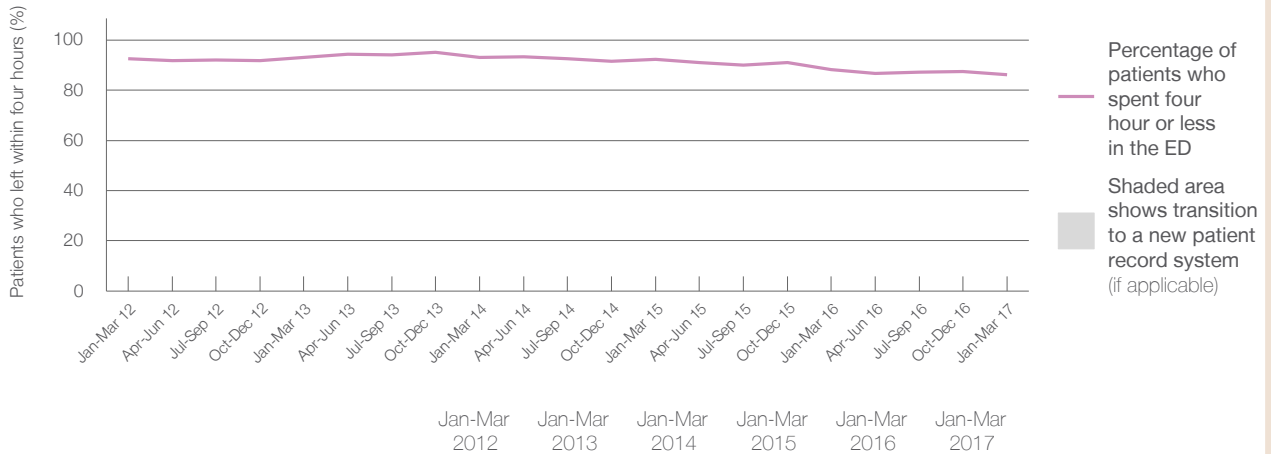
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,968 patients

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: <sup>1</sup> 1,968 patients	1,999	-1.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,968 patients	1,999	-1.6%
Percentage of patients who spent four hours or less in the ED	88.2%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	92.6%	93.0%	93.0%	92.4%	88.2%	86.2%
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\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

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