

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

Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,901 patients
Emergency presentations:² 8,658 patients

Same period last year	Change since one year ago
8,185	8.7%
7,876	9.9%

Port Macquarie Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,181 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): 3,469 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,527 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,206	
10 minutes	8 minutes
25 minutes	26 minutes
3,047	
18 minutes	20 minutes
48 minutes	69 minutes
3,241	
21 minutes	26 minutes
71 minutes	101 minutes
336	
19 minutes	23 minutes
86 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,901 patients

Percentage of patients who spent four hours or less in the ED 76.2%

Same period last year	Change since one year ago
8,183	8.8%
74.7%	

* 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.

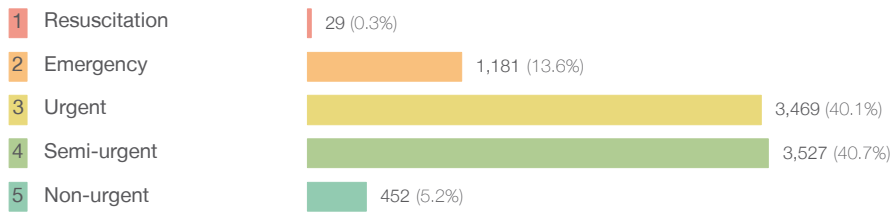
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Port Macquarie Base Hospital: Patients presenting to the emergency department January to March 2017

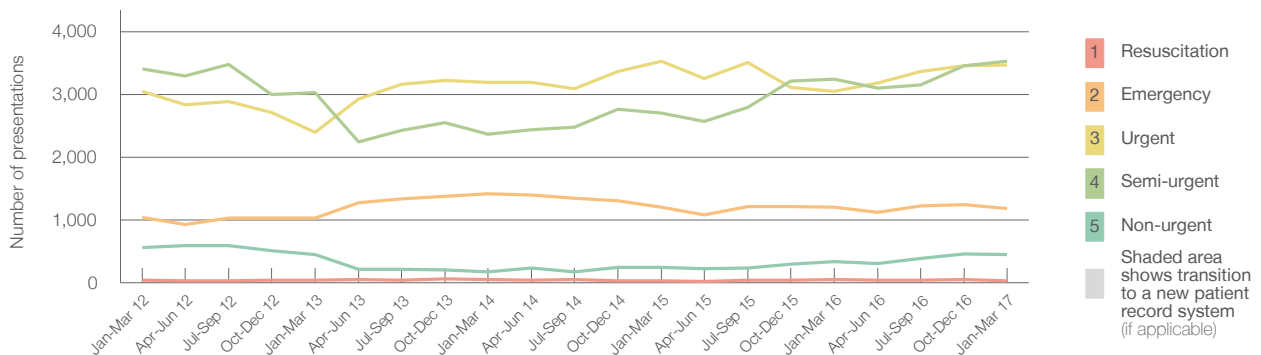
All presentations:¹ 8,901 patients

Emergency presentations² by triage category: 8,658 patients



	Same period last year	Change since one year ago
All presentations	8,185	8.7%
Emergency presentations	7,876	9.9%
Resuscitation	46	-37.0%
Emergency	1,206	-2.1%
Urgent	3,047	13.8%
Semi-urgent	3,241	8.8%
Non-urgent	336	34.5%

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	44	39	45	31	46	29
Emergency	1,035	1,032	1,413	1,207	1,206	1,181
Urgent	3,046	2,392	3,190	3,527	3,047	3,469
Semi-urgent	3,403	3,031	2,367	2,707	3,241	3,527
Non-urgent	559	449	174	245	336	452
All emergency presentations	8,087	6,943	7,189	7,717	7,876	8,658

Port Macquarie Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,084 patients

ED Transfer of care time

Median time

11 minutes

90th percentile time

25 minutes

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,834	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	31 minutes	-6 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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Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

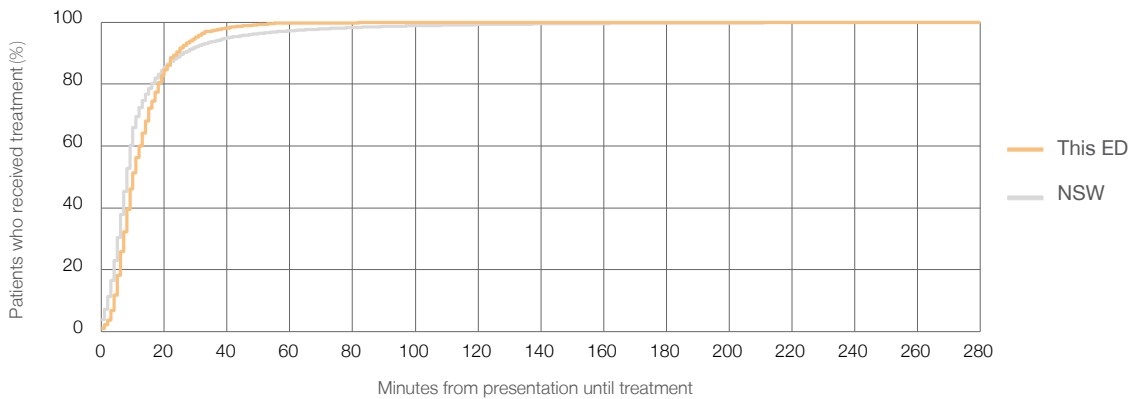
Number of triage 2 patients: 1,181

Number of triage 2 patients used to calculate waiting time:³ 1,177

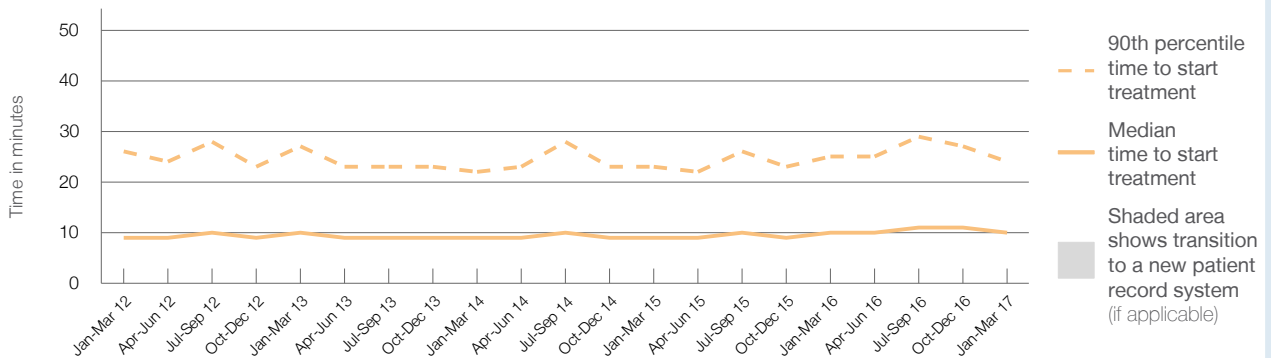
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 24 minutes

Same period last year	NSW (this period)
1,206	
1,202	
10 minutes	8 minutes
25 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)	9	10	9	9	10	10
90th percentile time to start treatment ⁵ (minutes)	26	27	22	23	25	24

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

Port Macquarie Base 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: 3,469

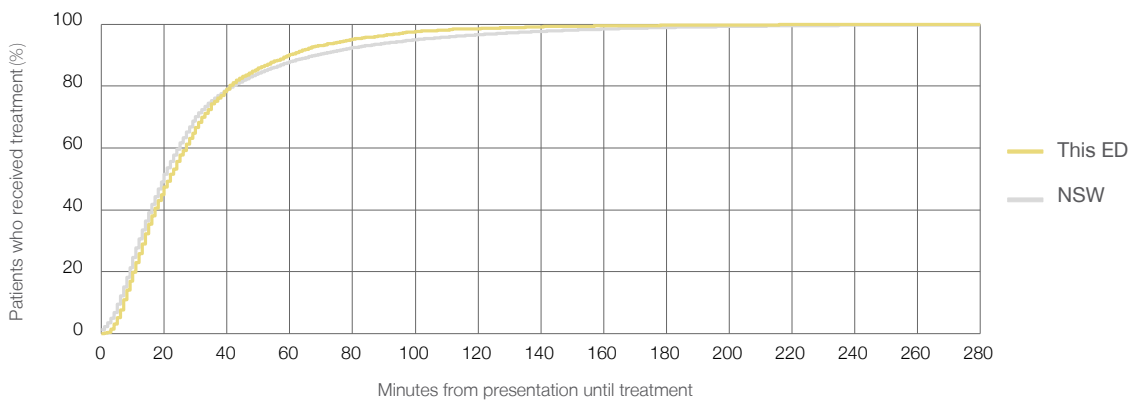
Number of triage 3 patients used to calculate waiting time:³ 3,400

Median time to start treatment⁴ 22 minutes

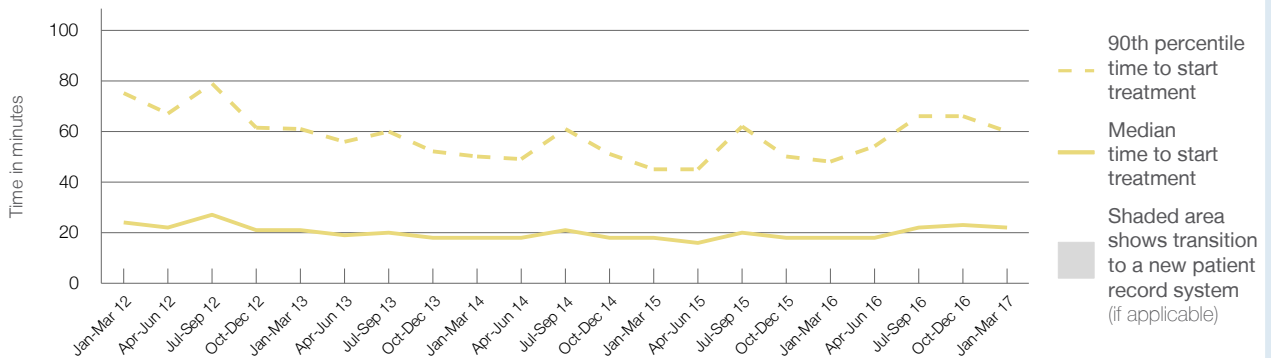
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
3,047	
2,980	
18 minutes	20 minutes
48 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)	24	21	18	18	18	22
90th percentile time to start treatment ⁵ (minutes)	75	61	50	45	48	60

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Port Macquarie Base 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: 3,527

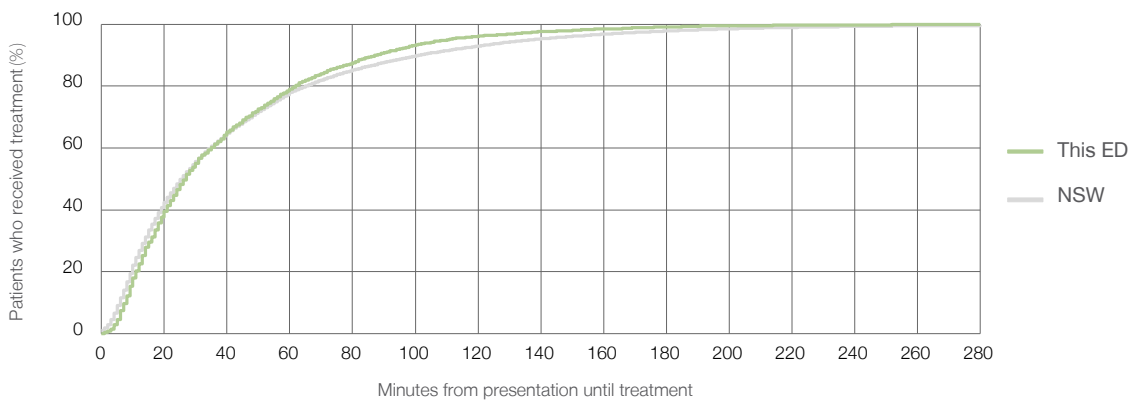
Number of triage 4 patients used to calculate waiting time:³ 2,938

Median time to start treatment⁴ 27 minutes

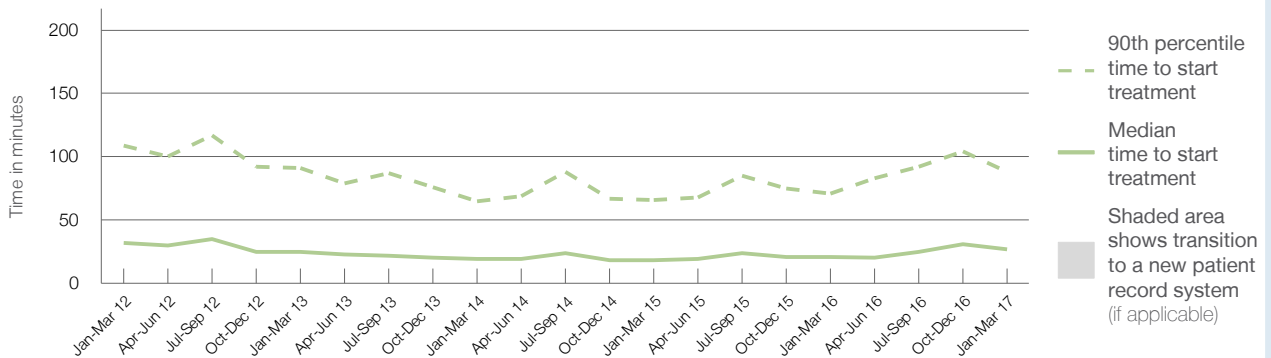
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
3,241	
2,766	
21 minutes	26 minutes
71 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)	32	25	19	18	21	27
90th percentile time to start treatment ⁵ (minutes)	109	91	65	66	71	88

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

Port Macquarie Base 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: 452

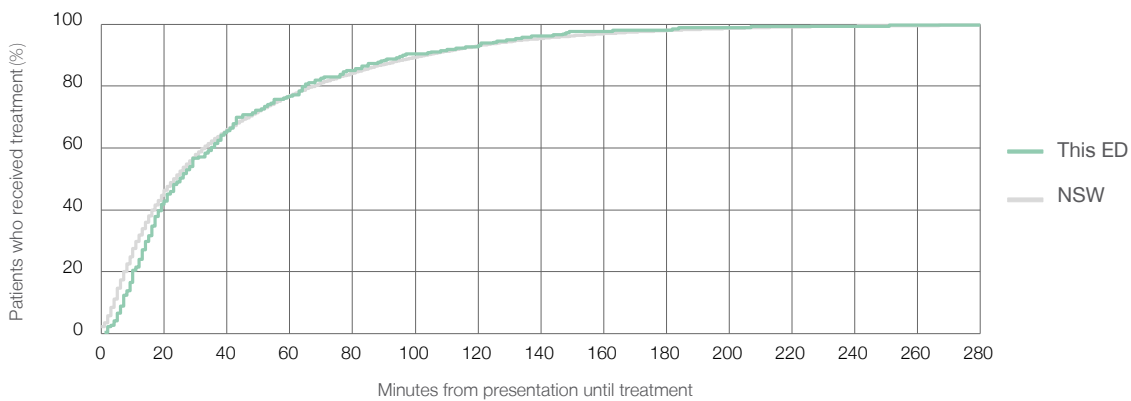
Number of triage 5 patients used to calculate waiting time:³ 259

Median time to start treatment⁴ 25 minutes

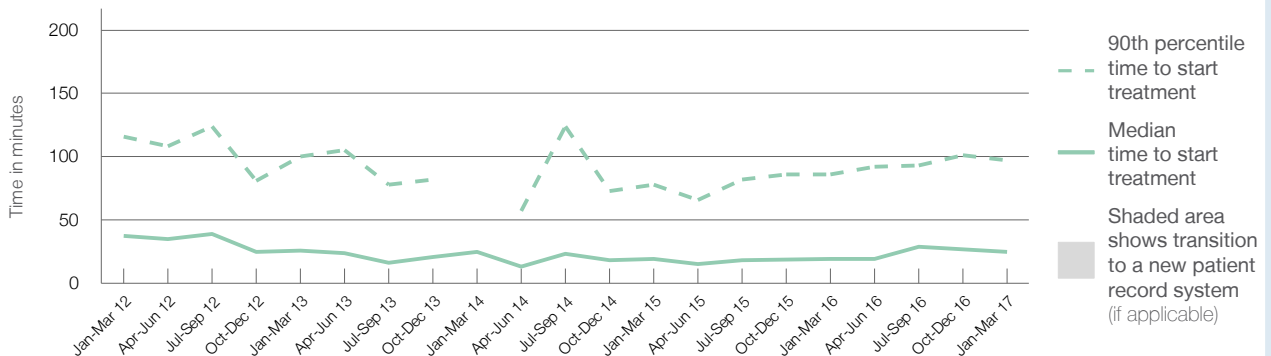
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
336	
220	
19 minutes	23 minutes
86 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)	38	26	25	19	19	25
90th percentile time to start treatment ⁵ (minutes)	116	100	*	78	86	97

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Port Macquarie Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,901 patients

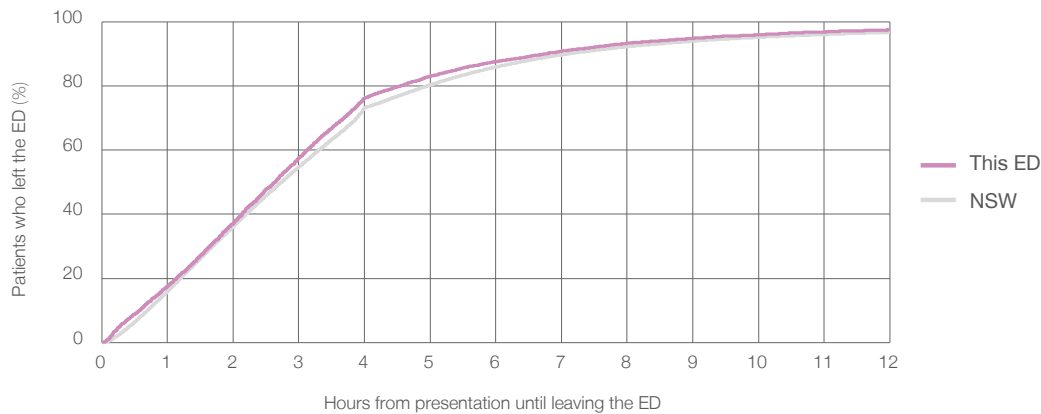
Presentations used to calculate time to leaving the ED:⁶ 8,901 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
8,185	
8,183	
2 hours and 42 minutes	2 hours and 44 minutes
6 hours and 48 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)	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 40m	10h 23m	7h 40m	6h 55m	6h 48m	6h 45m

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Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

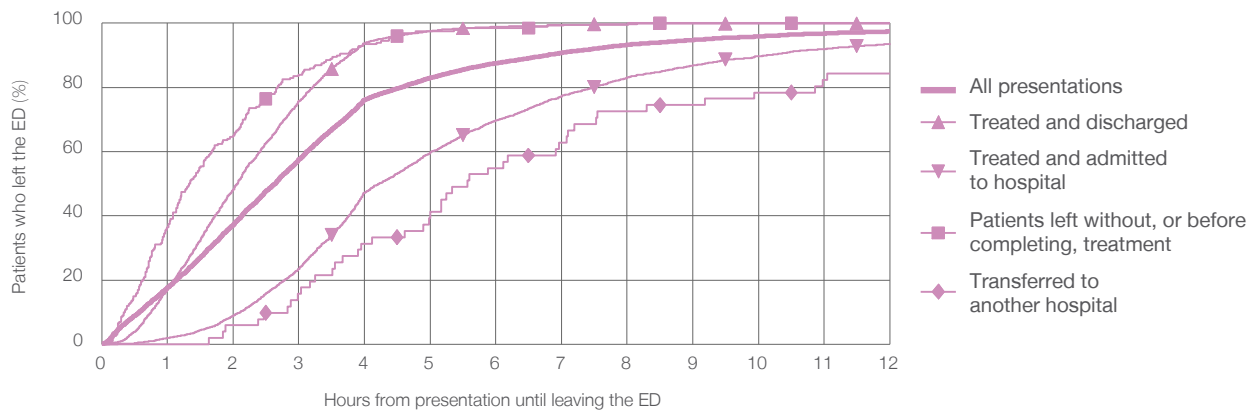
All presentations:¹ 8,901 patients

Presentations used to calculate time to leaving the ED:⁶ 8,901 patients

Treated and discharged	4,589 (51.6%)
Treated and admitted to hospital	3,386 (38.0%)
Patient left without, or before completing, treatment	200 (2.2%)
Transferred to another hospital	51 (0.6%)
Other	675 (7.6%)

Same period last year	Change since one year ago
8,183	8.8%
4,455	3.0%
2,961	14.4%
160	25.0%
48	6.3%
561	20.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.3%	48.3%	75.7%	93.8%	98.8%	99.8%	100%	100%
Treated and admitted to hospital	1.9%	8.9%	23.6%	47.2%	69.7%	83.1%	89.8%	93.7%
Patient left without, or before completing, treatment	36.5%	65.0%	84.0%	93.5%	98.5%	99.5%	100%	100%
Transferred to another hospital	0%	5.9%	15.7%	31.4%	54.9%	72.5%	78.4%	84.3%
All presentations	17.7%	37.2%	57.5%	76.2%	87.6%	93.3%	95.9%	97.5%

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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

January to March 2017

All presentations at the emergency department:¹ 8,901 patients

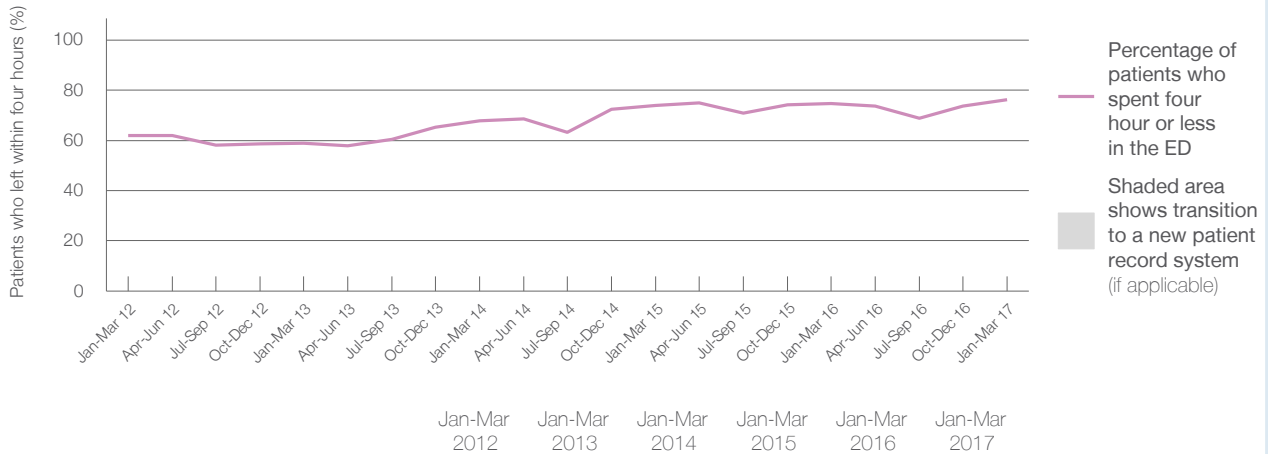
Presentations used to calculate time to leaving the ED:⁶ 8,901 patients

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	8,185	8.7%
Presentations used to calculate time to leaving the ED	8,183	8.8%
Percentage of patients who spent four hours or less in the ED	74.7%	

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 (%)	61.9%	58.8%	67.8%	73.8%	74.7%	76.2%
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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).