



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Hunter New England Local Health District

January to March 2017

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



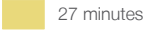





## Armidale and New England Hospital: Emergency department (ED) overview

January to March 2017

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

## Armidale and New England Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

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

## Armidale 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: <sup>6</sup> 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.

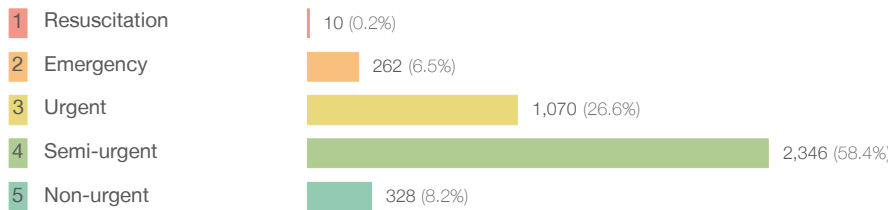
## Armidales and New England Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 4,165 patients

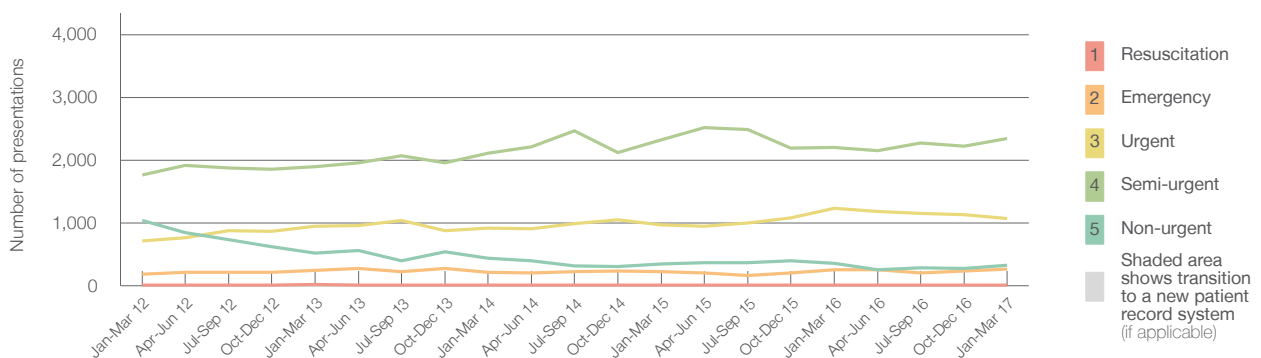
Same period last year	Change since one year ago
4,265	-2.3%

Emergency presentations<sup>2</sup> by triage category: 4,016 patients

4,049	-0.8%
7	42.9%
255	2.7%
1,232	-13.1%
2,201	6.6%
354	-7.3%



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	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:<sup>7</sup> 570 patients \*\*

392	
-----	--

ED Transfer of care time



6 minutes	-2 minutes
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

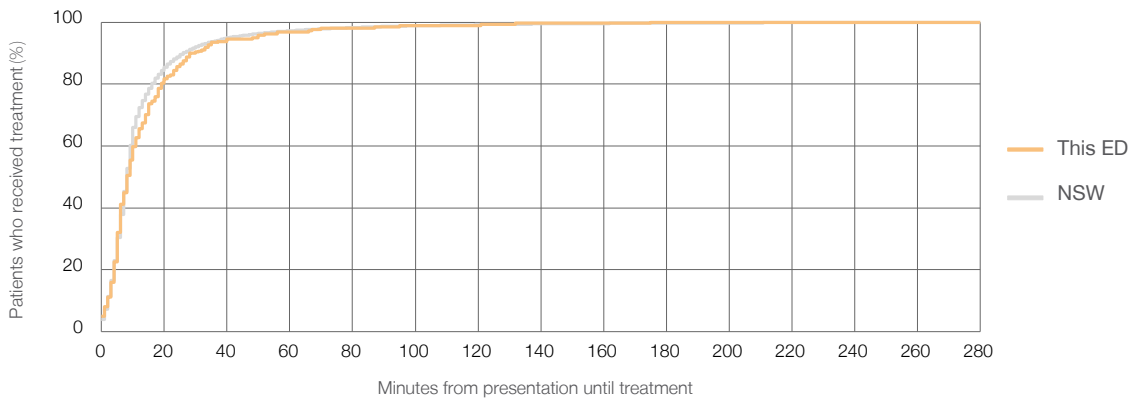
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 258

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

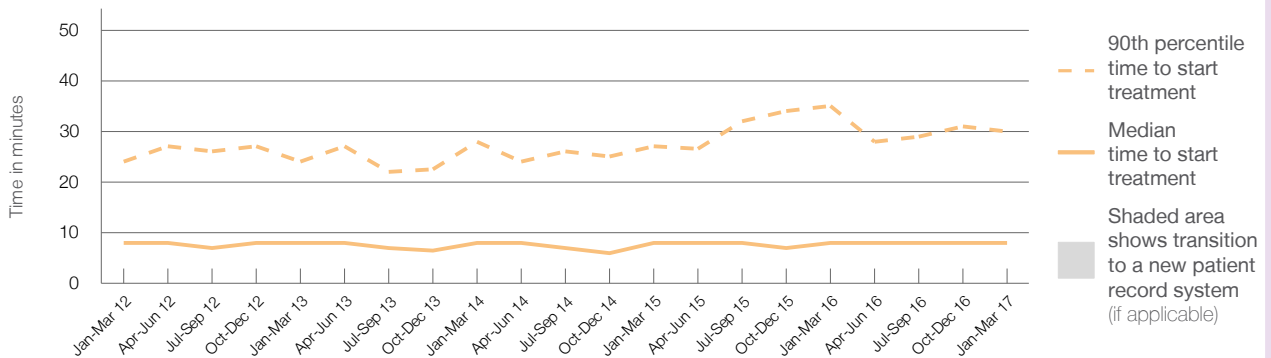
90th percentile time to start treatment<sup>5</sup>  30 minutes

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<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)	8	8	8	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	24	24	28	27	35	30

(†) 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.

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 3 January to March 2017

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

Number of triage 3 patients: 1,070

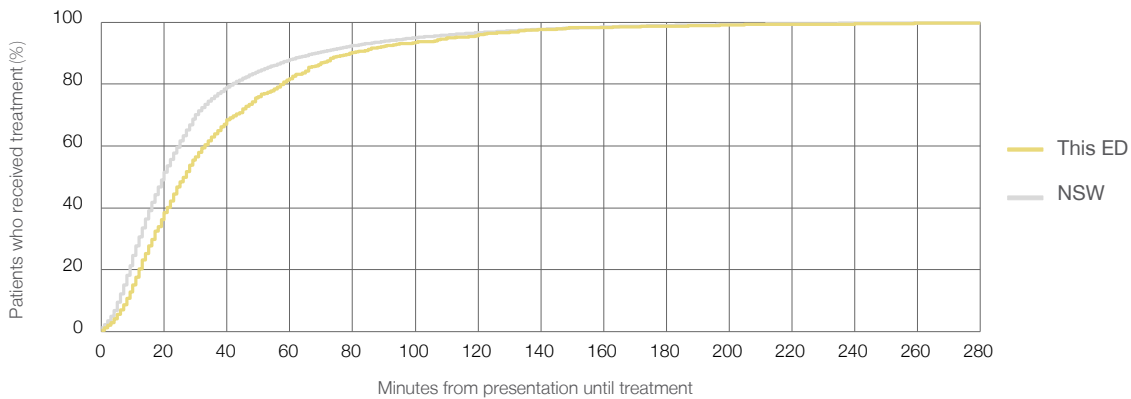
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,034

Median time to start treatment<sup>4</sup>  27 minutes

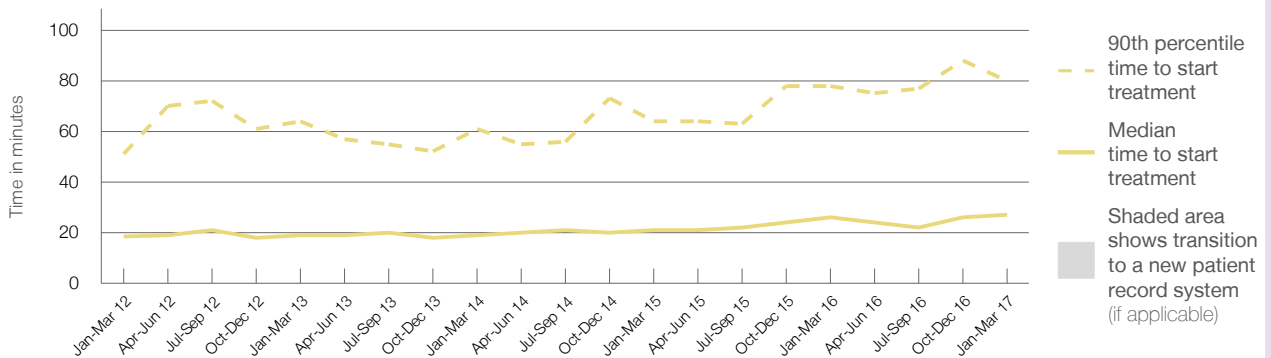
90th percentile time to start treatment<sup>5</sup>  80 minutes

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<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)	19	19	19	21	26	27
90th percentile time to start treatment <sup>5</sup> (minutes)	51	64	61	64	78	80

(†) 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.

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 4 January to March 2017

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

Number of triage 4 patients: 2,346

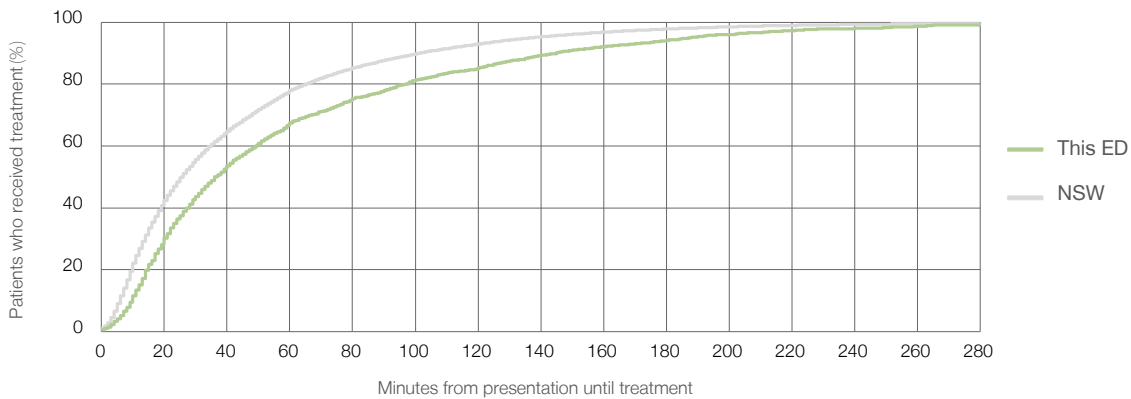
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,094

Median time to start treatment<sup>4</sup> 37 minutes

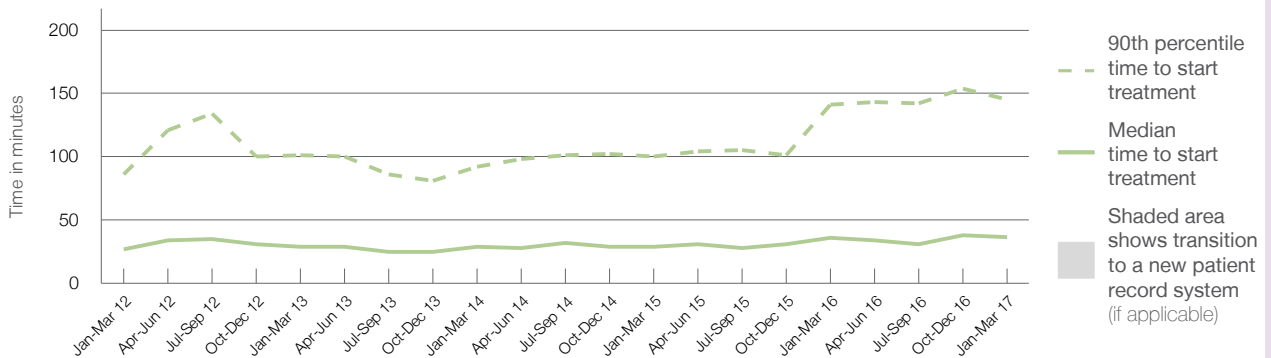
90th percentile time to start treatment<sup>5</sup> 145 minutes

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<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)	27	29	29	29	36	37
90th percentile time to start treatment <sup>5</sup> (minutes)	86	101	92	100	141	145

(†) 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.

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 5 January to March 2017

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

Number of triage 5 patients: 328

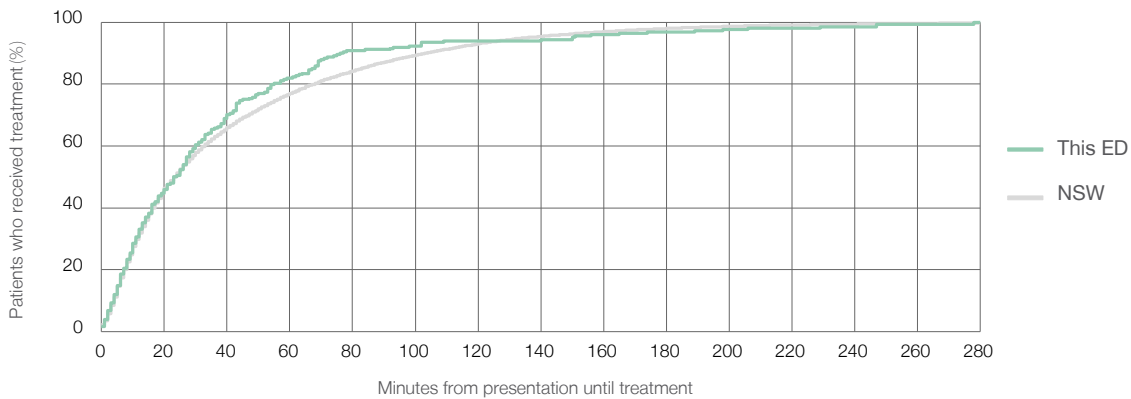
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 248

Median time to start treatment<sup>4</sup>  24 minutes

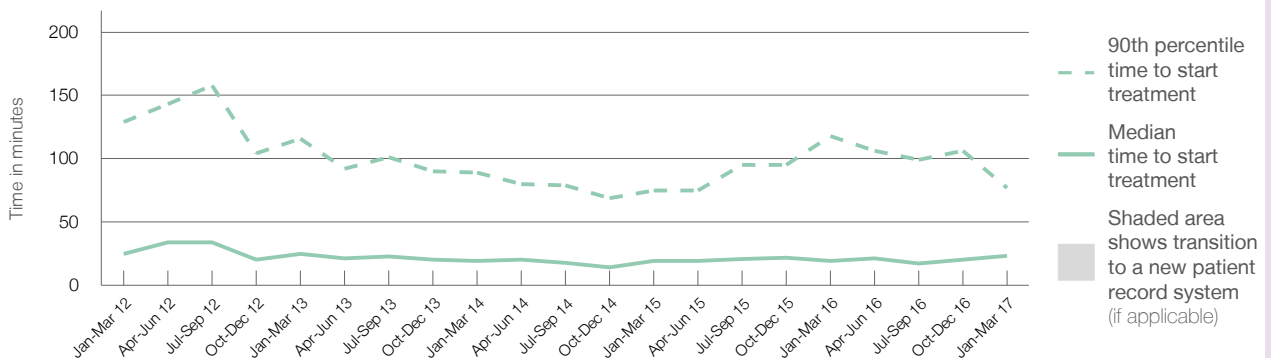
90th percentile time to start treatment<sup>5</sup>  77 minutes

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<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)	25	25	19	19	19	24
90th percentile time to start treatment <sup>5</sup> (minutes)	129	116	89	75	118	77

(†) 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.

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 spent in the ED

January to March 2017

All presentations:<sup>1</sup> 4,165 patients

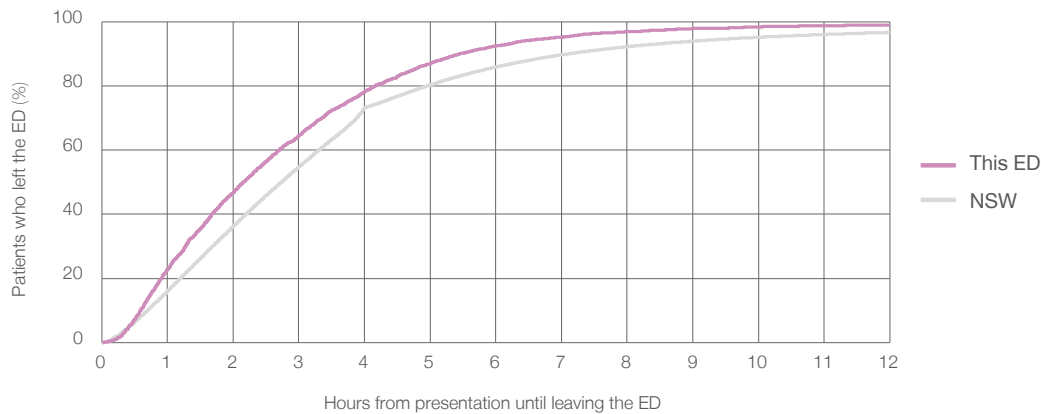
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,165 patients

Median time spent in the ED<sup>8</sup>  2 hours and 10 minutes

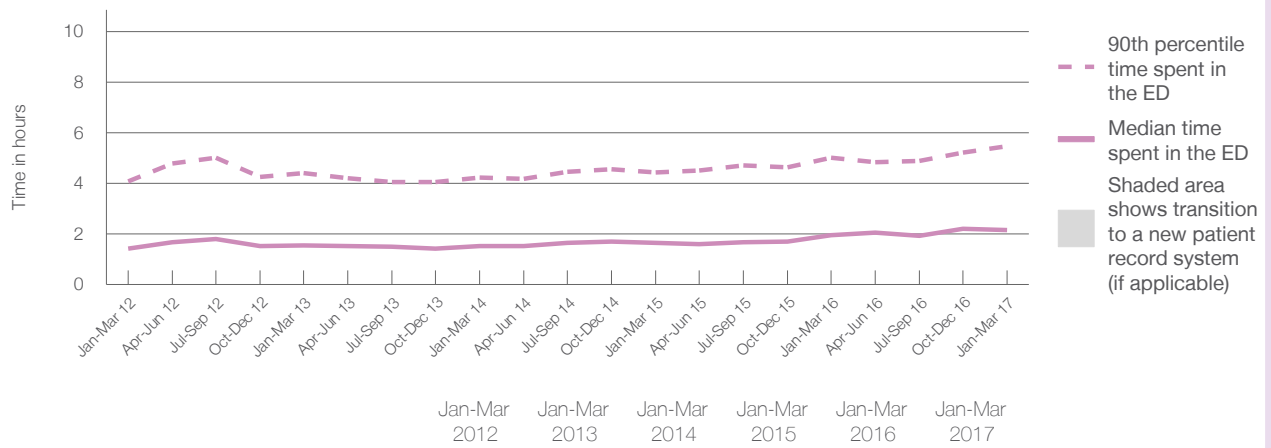
90th percentile time spent in the ED<sup>9</sup>  5 hours and 28 minutes

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<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)	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m	2h 10m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 5m	4h 25m	4h 14m	4h 26m	5h 1m	5h 28m

(†) 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.



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 spent in the ED

By mode of separation

January to March 2017

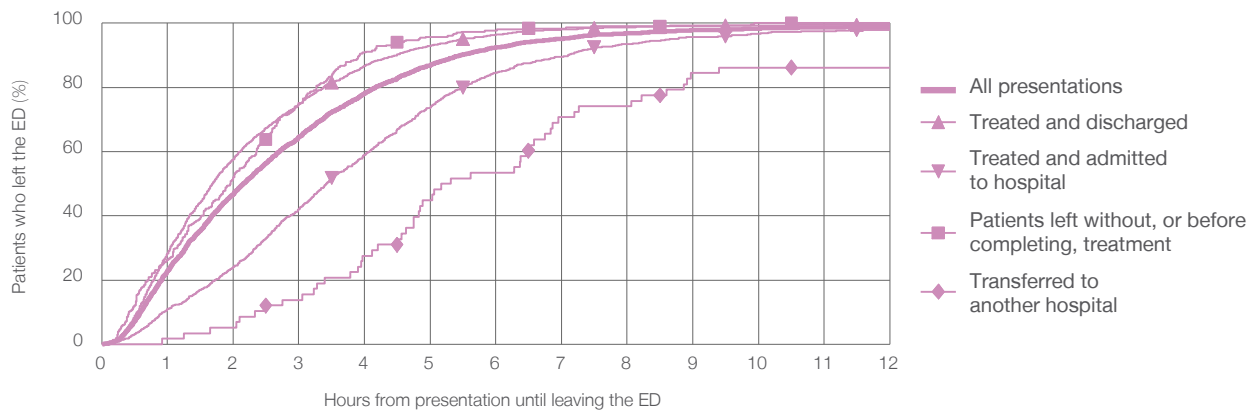
All presentations:<sup>1</sup> 4,165 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††</sup>



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	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%

(†) 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.

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: 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> 4,165 patients

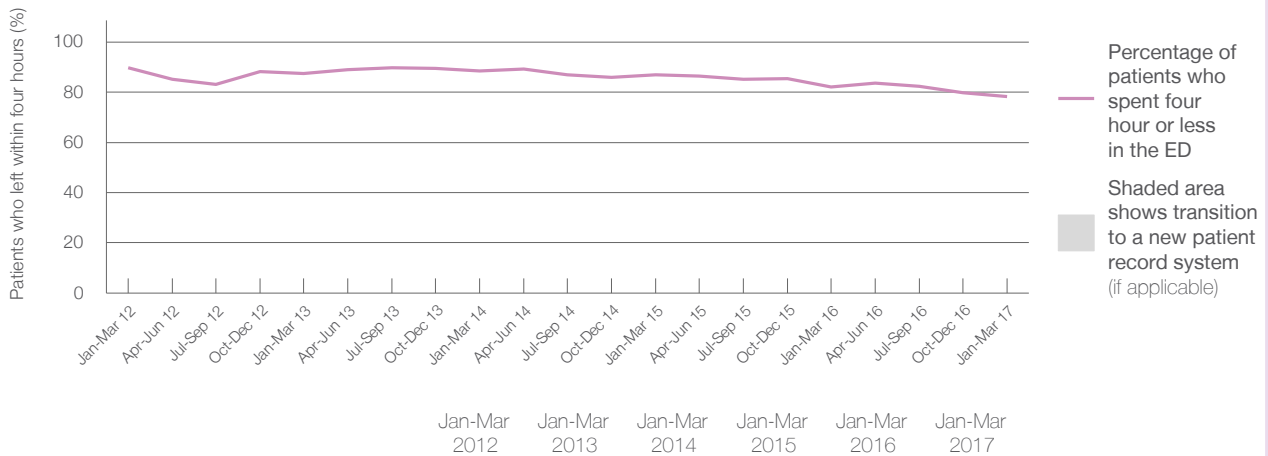
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,165 patients

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: <sup>1</sup> 4,165 patients	4,265	-2.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 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<sup>†‡</sup>



Patients who left within four hours (%)	89.6%	87.4%	88.6%	86.8%	82.1%	78.2%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

## Belmont Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 6,263 patients  
Emergency presentations:<sup>2</sup> 6,237 patients

Same period last year	Change since one year ago
6,091	2.8%
6,007	3.8%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 519 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,193 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,288 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,222 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
489	
7 minutes	8 minutes
12 minutes	26 minutes
1,334	
15 minutes	20 minutes
33 minutes	69 minutes
2,915	
19 minutes	26 minutes
66 minutes	101 minutes
1,264	
19 minutes	23 minutes
80 minutes	104 minutes

## Belmont Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,263 patients

Percentage of patients who spent four hours or less in the ED 77.7%

Same period last year	Change since one year ago
6,091	2.8%
76.3%	

\* 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.

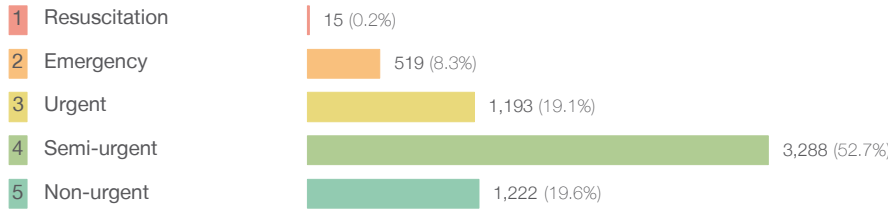
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

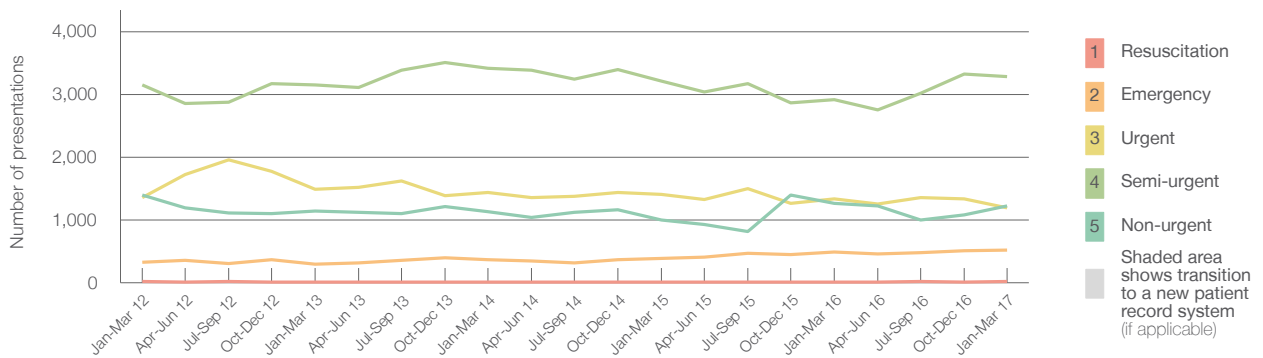
All presentations:<sup>1</sup> 6,263 patients

Emergency presentations<sup>2</sup> by triage category: 6,237 patients



	Same period last year	Change since one year ago
All presentations	6,091	2.8%
Emergency presentations	6,007	3.8%
Resuscitation	5	200.0%
Emergency	489	6.1%
Urgent	1,334	-10.6%
Semi-urgent	2,915	12.8%
Non-urgent	1,264	-3.3%

Emergency presentations<sup>2</sup> 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	21	13	6	9	5	15
Emergency	324	294	370	384	489	519
Urgent	1,352	1,484	1,432	1,402	1,334	1,193
Semi-urgent	3,149	3,152	3,421	3,213	2,915	3,288
Non-urgent	1,401	1,142	1,126	998	1,264	1,222
All emergency presentations	6,247	6,085	6,355	6,006	6,007	6,237

## Belmont Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,276 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,259	
ED Transfer of care time	10 minutes	0 minutes
90th percentile time	19 minutes	0 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.

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

## Belmont 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: 519

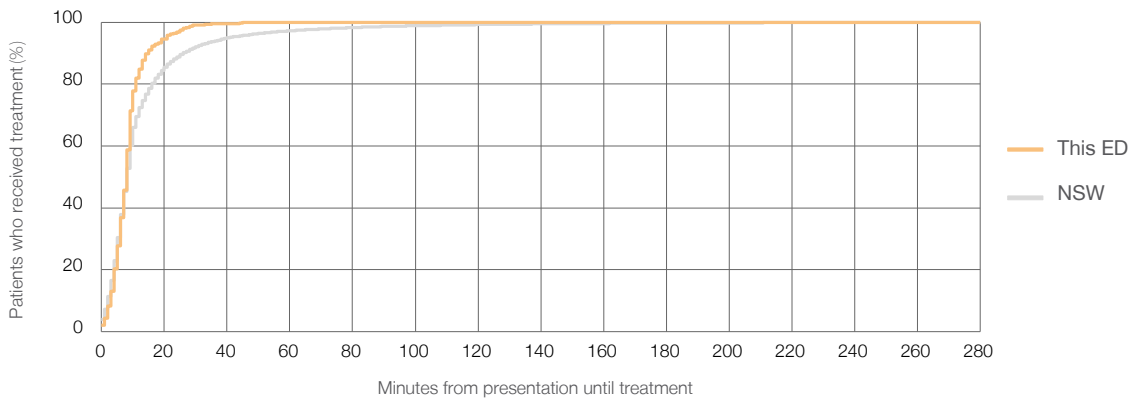
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 509

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

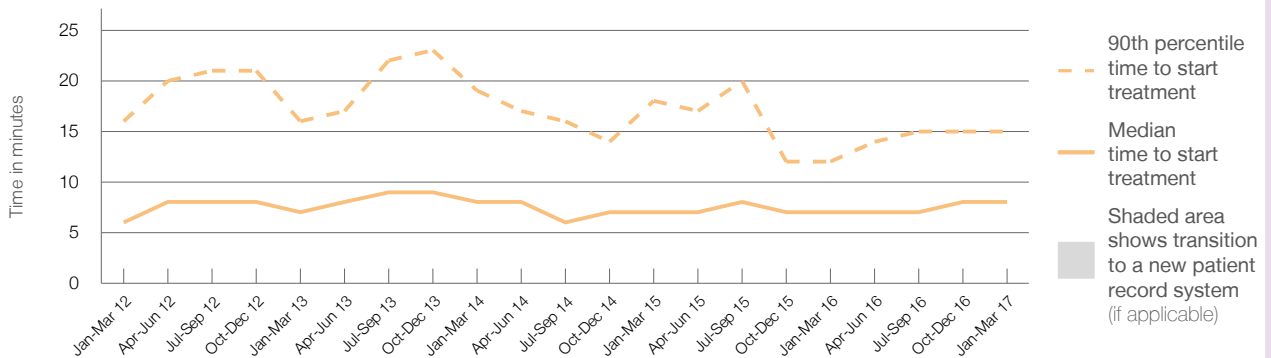
90th percentile time to start treatment<sup>5</sup> ■ 15 minutes

Same period last year	NSW (this period)
489	
486	
7 minutes	8 minutes
12 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)	6	7	8	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	16	16	19	18	12	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.

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

## Belmont 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: 1,193

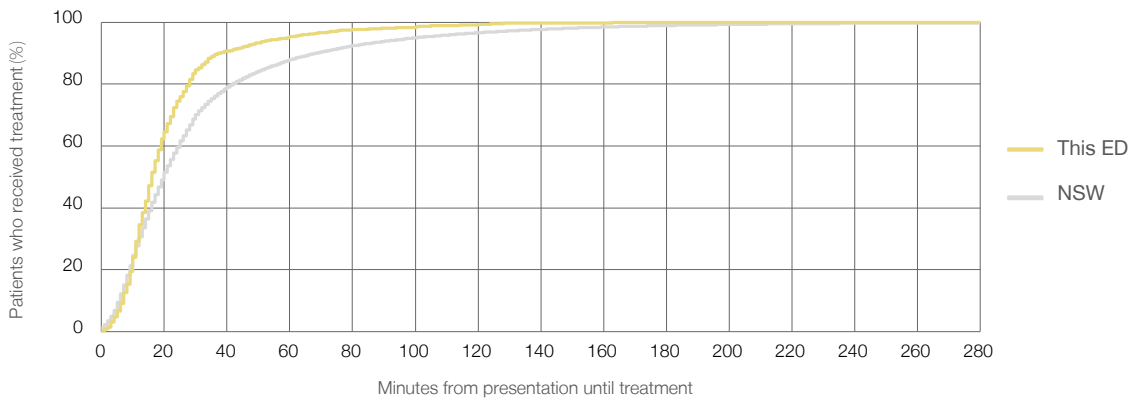
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,148

Median time to start treatment<sup>4</sup> 16 minutes

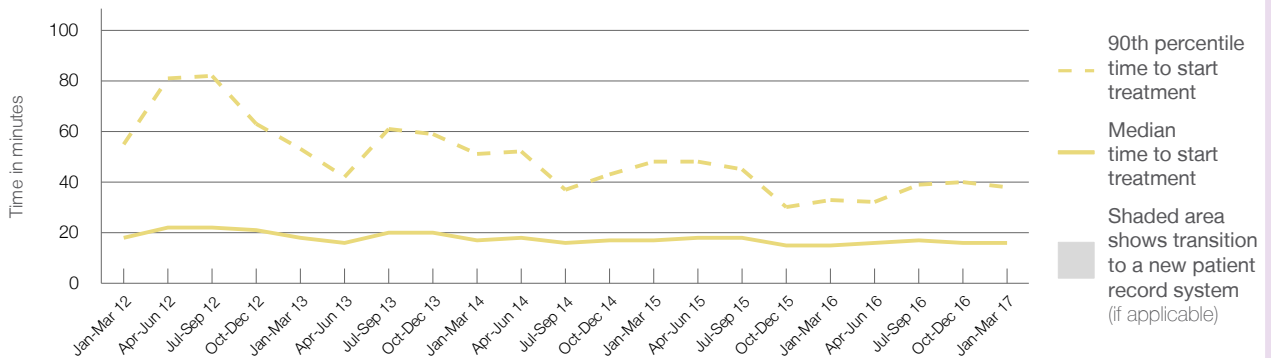
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
1,334	
1,309	
15 minutes	20 minutes
33 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)	18	18	17	17	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	55	53	51	48	33	38

(†) 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.

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

## Belmont 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: 3,288

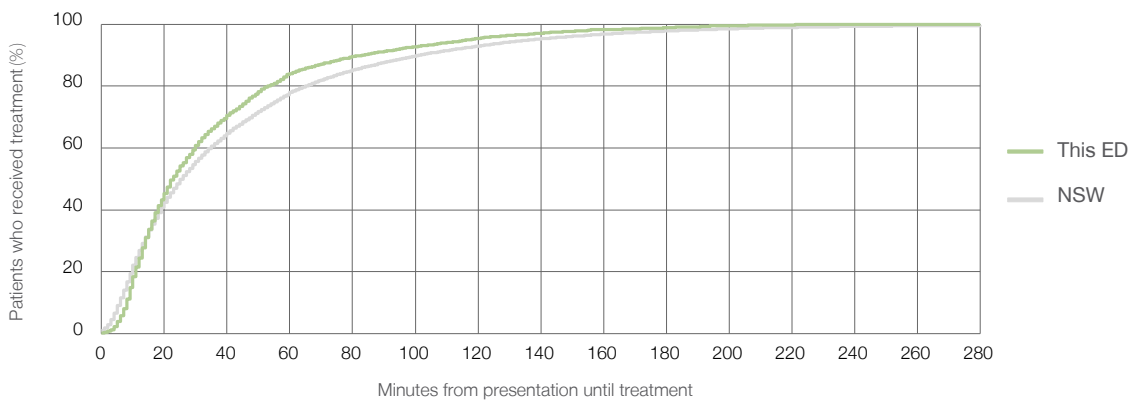
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,816

Median time to start treatment<sup>4</sup>  23 minutes

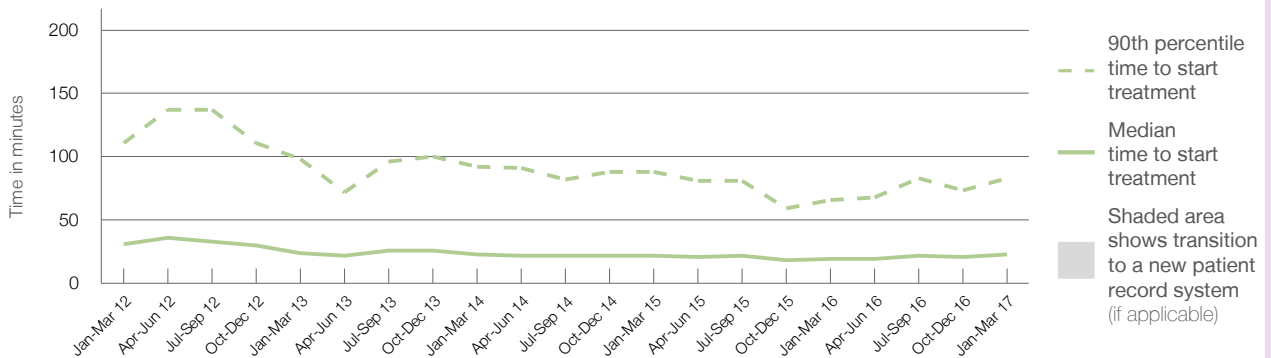
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
2,915	
2,516	
19 minutes	26 minutes
66 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)	31	24	23	22	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	111	98	92	88	66	83

(†) 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.

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

## Belmont 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: 1,222

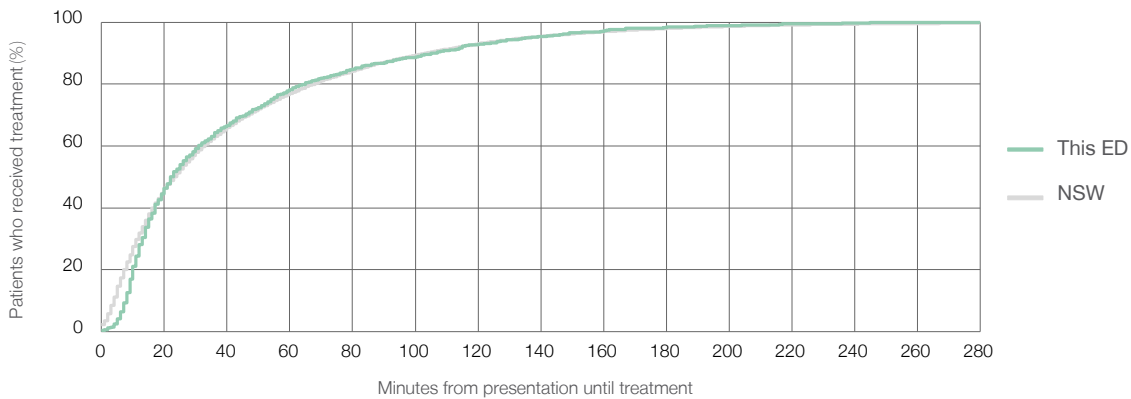
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 920

Median time to start treatment<sup>4</sup> 23 minutes

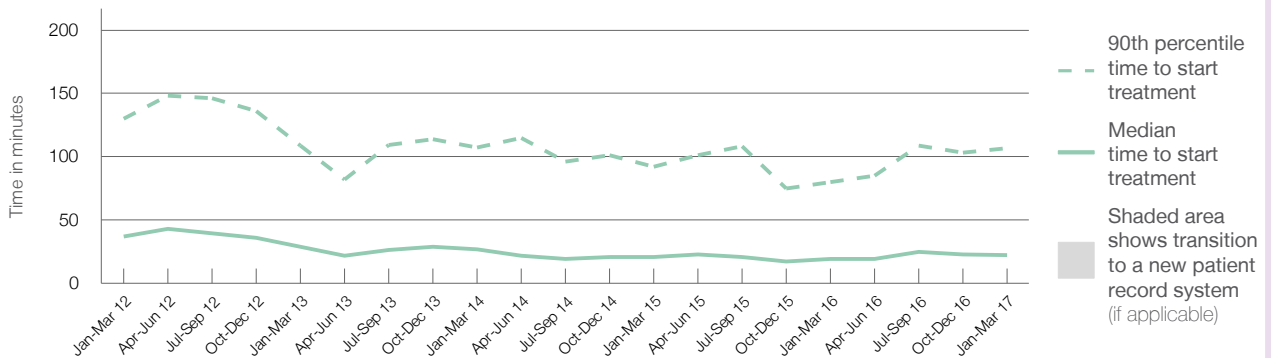
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
1,264	976
19 minutes	23 minutes
80 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)	37	29	27	21	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	130	109	107	92	80	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.



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

## Belmont Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 6,263 patients

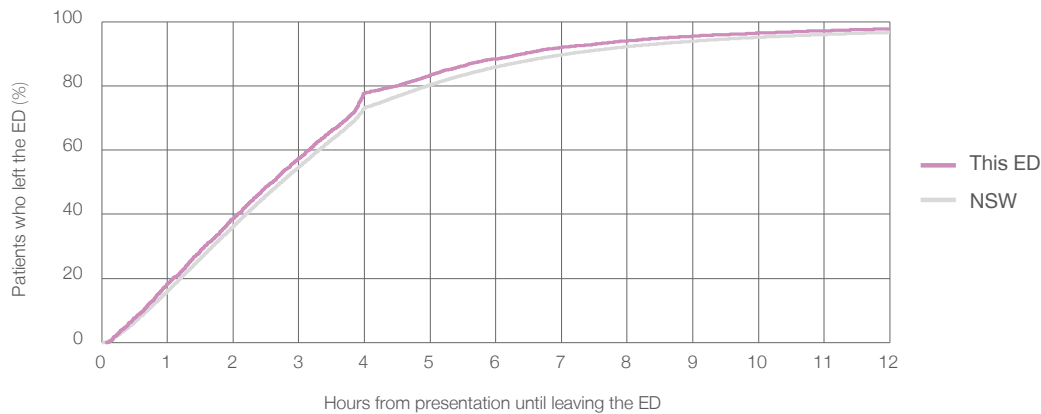
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,263 patients

Median time spent in the ED<sup>8</sup> 2 hours and 36 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 26 minutes

Same period last year	NSW (this period)
6,091	6,091
2 hours and 26 minutes	2 hours and 44 minutes
6 hours and 33 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)	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m	2h 36m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 36m	6h 56m	7h 7m	7h 29m	6h 33m	6h 26m

(†) 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.

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

## Belmont Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

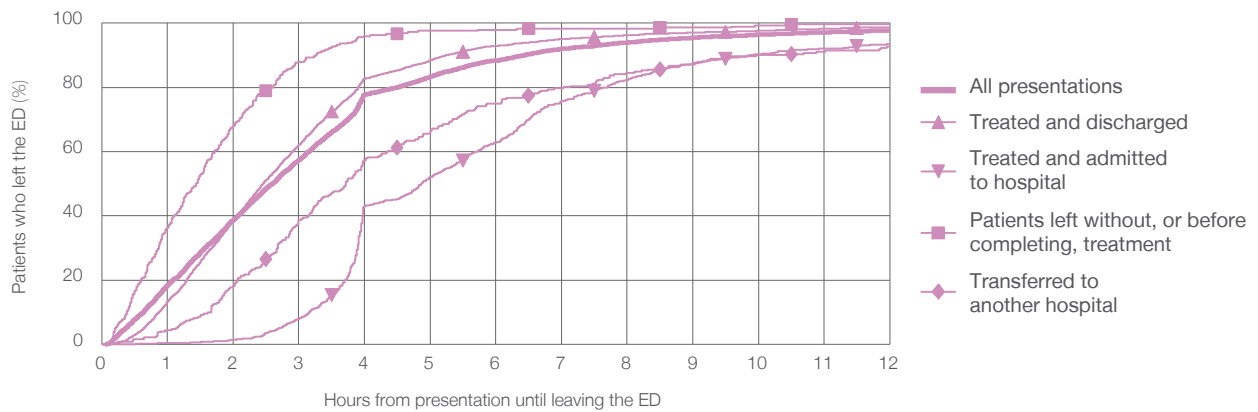
All presentations:<sup>1</sup> 6,263 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,263 patients

Treated and discharged	4,156 (66.4%)
Treated and admitted to hospital	944 (15.1%)
Patient left without, or before completing, treatment	300 (4.8%)
Transferred to another hospital	271 (4.3%)
Other	592 (9.5%)

Same period last year	Change since one year ago
6,091	2.8%
4,129	0.7%
919	2.7%
200	50.0%
233	16.3%
610	-3.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.3%	38.5%	62.1%	82.7%	92.9%	96.3%	97.7%	98.7%
Treated and admitted to hospital	0.3%	1.4%	7.9%	43.0%	62.8%	82.3%	90.4%	93.6%
Patient left without, or before completing, treatment	36.3%	68.0%	88.0%	96.0%	98.0%	98.3%	99.3%	99.7%
Transferred to another hospital	4.4%	18.1%	38.7%	57.2%	74.9%	84.5%	90.0%	92.6%
All presentations	18.3%	38.7%	57.4%	77.7%	88.4%	94.0%	96.5%	97.8%

(†) 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.

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

## Belmont 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> 6,263 patients

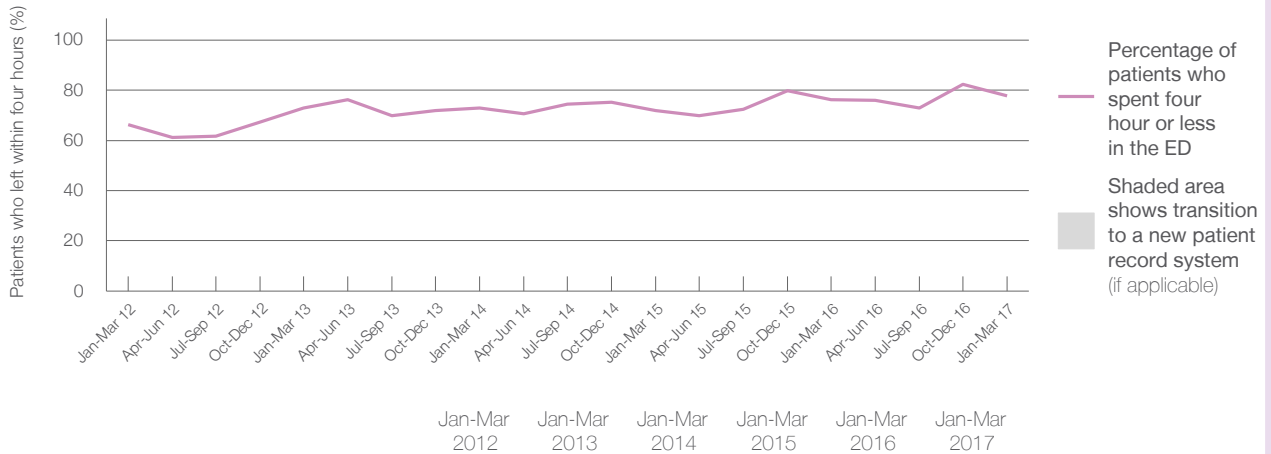
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,263 patients

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> 6,263 patients	6,091	2.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,263 patients	6,091	2.8%
Percentage of patients who spent four hours or less in the ED	76.3%	

### 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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	66.3%	73.0%	72.8%	71.8%	76.3%	77.7%

\* 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).

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

## Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 9,400 patients  
Emergency presentations:<sup>2</sup> 9,399 patients

Same period last year	Change since one year ago
9,180	2.4%
9,133	2.9%

## Calvary Mater Newcastle: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,390 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,345 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,500 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,123 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,214	
9 minutes	8 minutes
30 minutes	26 minutes
2,294	
21 minutes	20 minutes
52 minutes	69 minutes
4,423	
28 minutes	26 minutes
95 minutes	101 minutes
1,157	
28 minutes	23 minutes
108 minutes	104 minutes

## Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

Percentage of patients who spent four hours or less in the ED 70.3%

Same period last year	Change since one year ago
9,180	2.4%
74.9%	

\* 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.

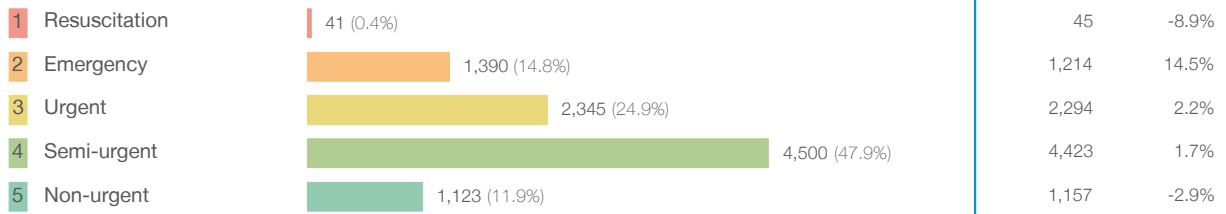
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

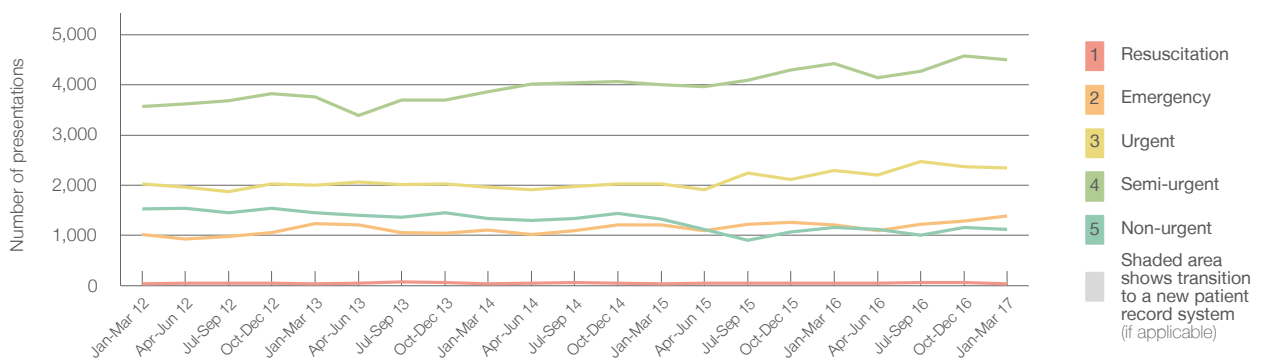
## Calvary Mater Newcastle: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 9,400 patients

Emergency presentations<sup>2</sup> by triage category: 9,399 patients



Emergency presentations<sup>2</sup> 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	41	39	40	35	45	41
Emergency	1,014	1,231	1,112	1,213	1,214	1,390
Urgent	2,020	1,999	1,964	2,027	2,294	2,345
Semi-urgent	3,566	3,759	3,864	3,999	4,423	4,500
Non-urgent	1,531	1,453	1,343	1,329	1,157	1,123
All emergency presentations	8,172	8,481	8,323	8,603	9,133	9,399

## Calvary Mater Newcastle: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,794 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.

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

## Calvary Mater Newcastle: 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: 1,390

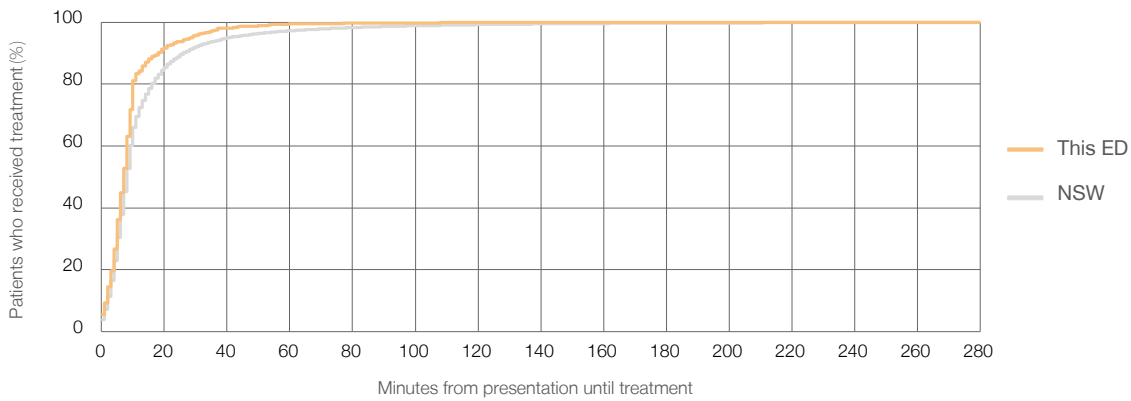
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,019

Median time to start treatment<sup>4</sup> ■ 7 minutes

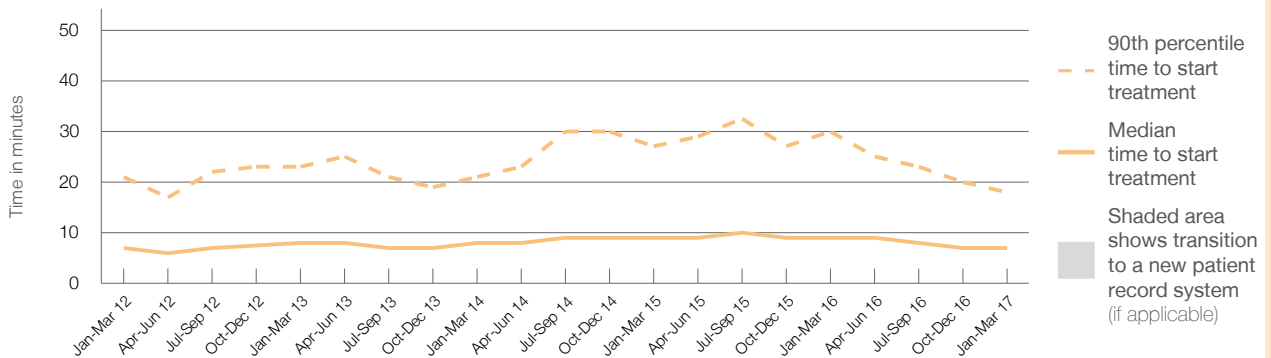
90th percentile time to start treatment<sup>5</sup> ■ 18 minutes

Same period last year	NSW (this period)
1,214	
950	
9 minutes	8 minutes
30 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)	7	8	8	9	9	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	23	21	27	30	18

(†) 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.

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

### Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 January to March 2017

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

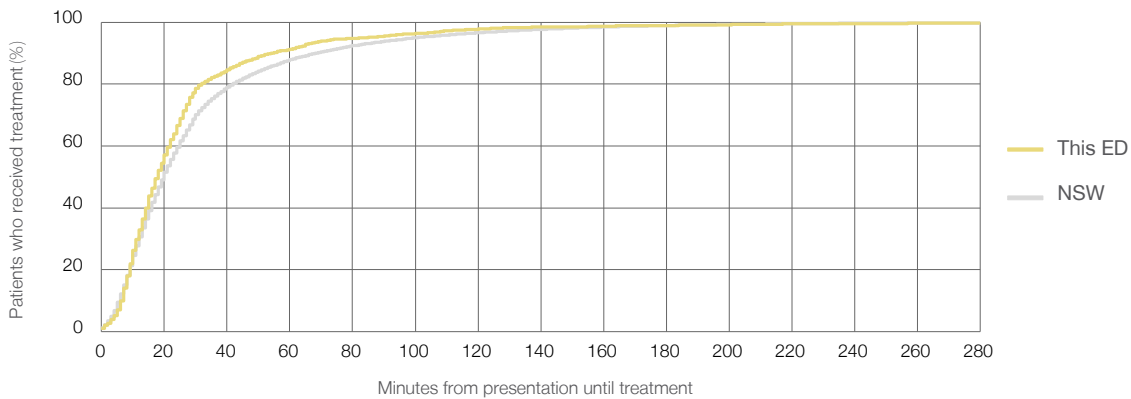
Number of triage 3 patients: 2,345

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,026

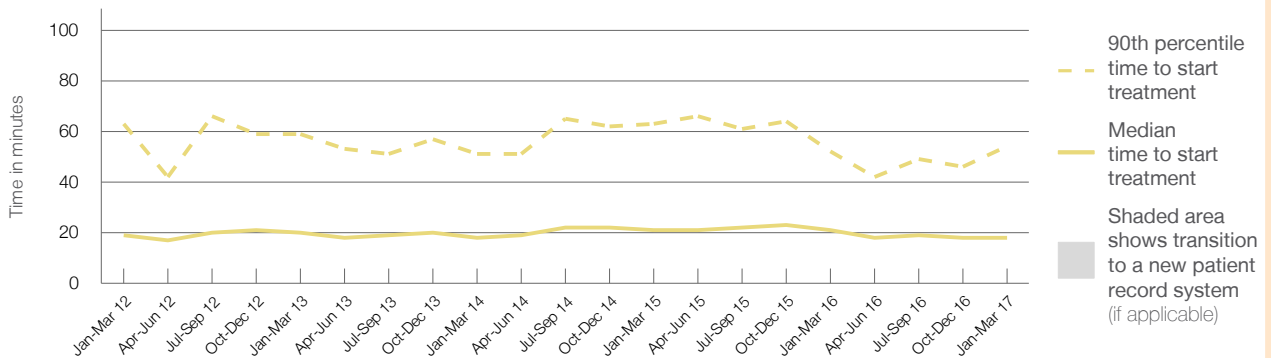
Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
2,294	
1,934	
21 minutes	20 minutes
52 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)	19	20	18	21	21	18
90th percentile time to start treatment <sup>5</sup> (minutes)	63	59	51	63	52	54

(†) 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.

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

## Calvary Mater Newcastle: 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: 4,500

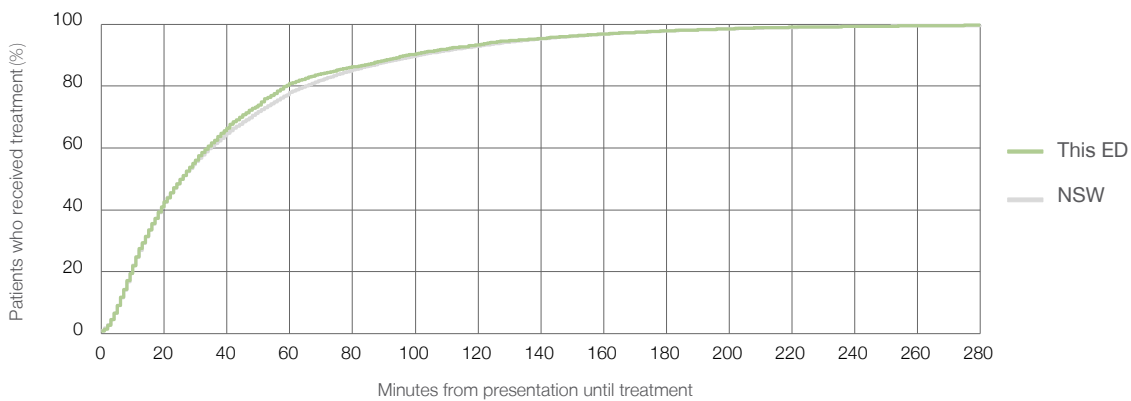
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,070

Median time to start treatment<sup>4</sup> 26 minutes

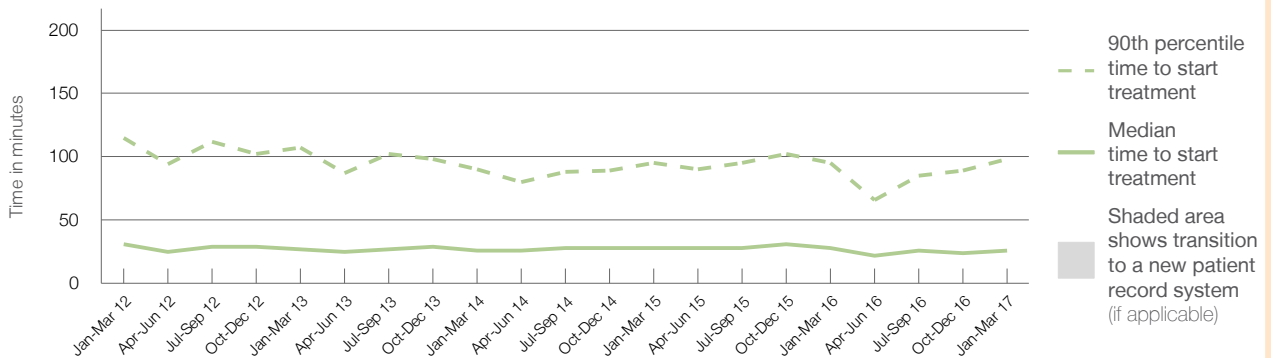
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
4,423	
3,982	
28 minutes	26 minutes
95 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)	31	27	26	28	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	115	107	90	95	95	98

(†) 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.



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

## Calvary Mater Newcastle: 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: 1,123

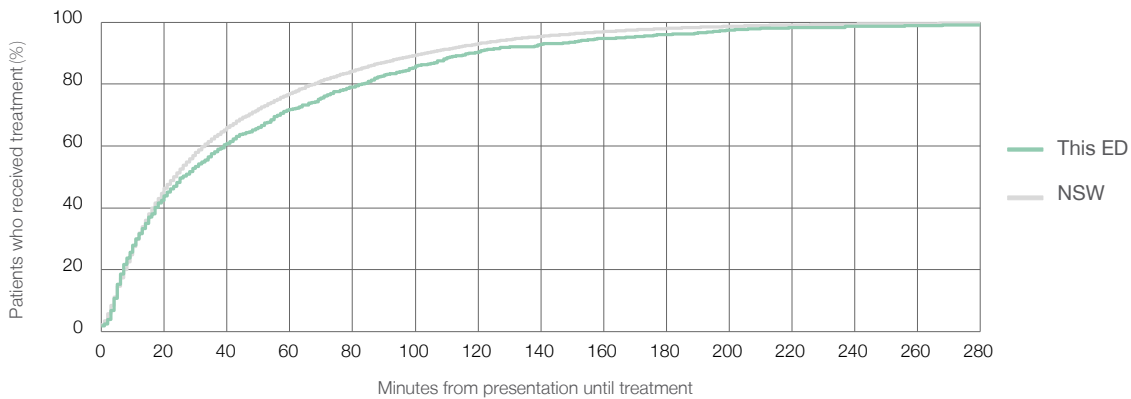
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 916

Median time to start treatment<sup>4</sup> 26 minutes

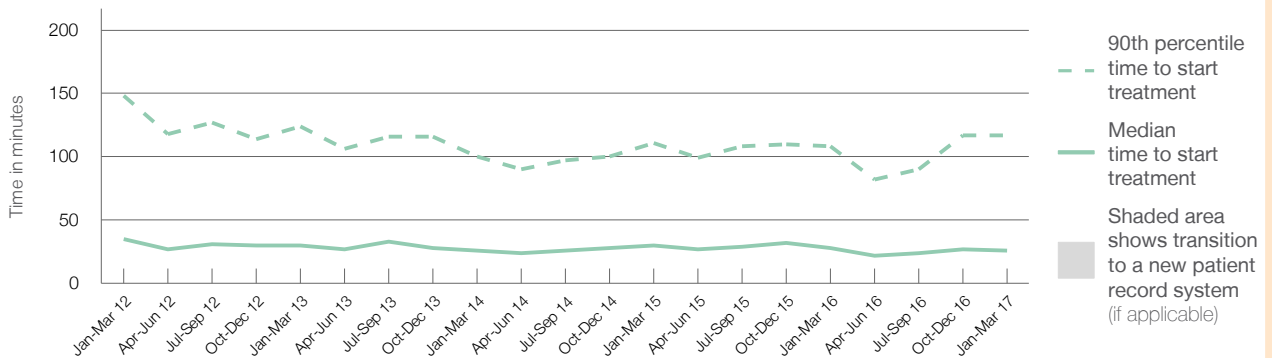
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,157	
955	
28 minutes	23 minutes
108 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)	35	30	26	30	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	148	124	100	111	108	117

(†) 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.

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

## Calvary Mater Newcastle: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 9,400 patients

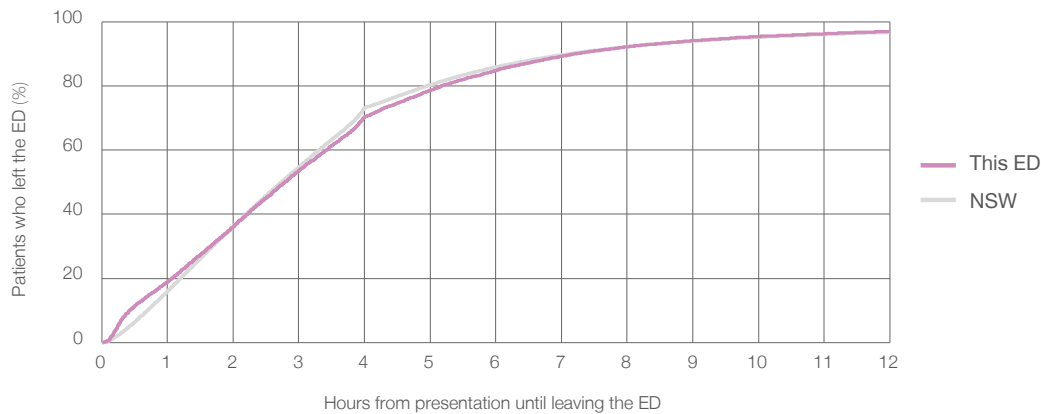
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

Median time spent in the ED<sup>8</sup>  2 hours and 47 minutes

90th percentile time spent in the ED<sup>9</sup>  7 hours and 14 minutes

Same period last year	NSW (this period)
9,180	9,180
2 hours and 42 minutes	2 hours and 44 minutes
6 hours and 37 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)	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m	2h 47m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 35m	8h 1m	7h 19m	7h 11m	6h 37m	7h 14m

(†) 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.

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

## Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

January to March 2017

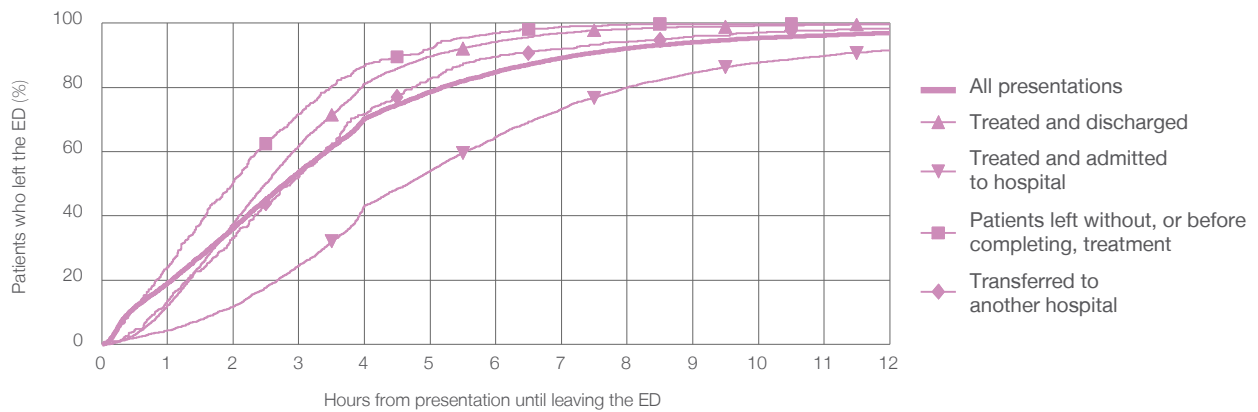
All presentations:<sup>1</sup> 9,400 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

Treated and discharged	4,269 (45.4%)
Treated and admitted to hospital	3,162 (33.6%)
Patient left without, or before completing, treatment	467 (5.0%)
Transferred to another hospital	422 (4.5%)
Other	1,080 (11.5%)

Same period last year	Change since one year ago
9,180	2.4%
4,319	-1.2%
2,996	5.5%
387	20.7%
432	-2.3%
1,046	3.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.0%	37.5%	61.8%	81.1%	94.2%	98.2%	99.2%	99.6%
Treated and admitted to hospital	4.3%	11.8%	24.6%	43.2%	64.6%	80.0%	87.7%	91.6%
Patient left without, or before completing, treatment	24.0%	50.5%	71.7%	86.7%	97.0%	99.6%	99.8%	99.8%
Transferred to another hospital	13.5%	33.2%	52.1%	71.8%	89.6%	94.1%	97.2%	98.3%
All presentations	19.0%	36.2%	53.6%	70.3%	84.8%	92.2%	95.4%	96.9%

(†) 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.

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

## Calvary Mater Newcastle: 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> 9,400 patients

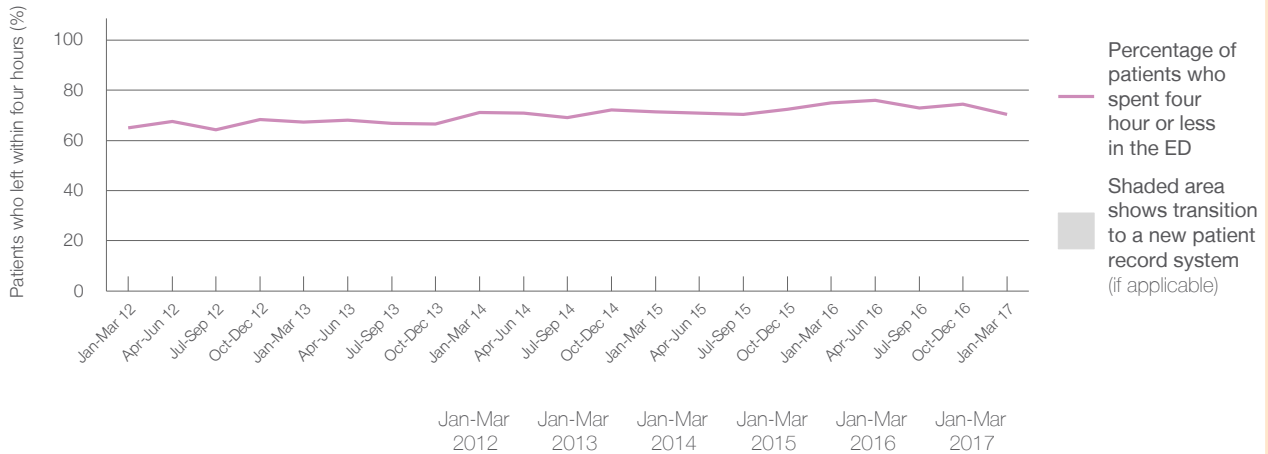
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,400 patients

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	9,180	2.4%
Presentations used to calculate time to leaving the ED	9,180	2.4%
Percentage of patients who spent four hours or less in the ED	74.9%	

### 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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	64.9%	67.4%	71.2%	71.3%	74.9%	70.3%

\* 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).

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

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

January to March 2017

All presentations:<sup>1</sup> 4,268 patients  
Emergency presentations:<sup>2</sup> 4,221 patients

Same period last year	Change since one year ago
4,283	-0.4%
4,209	0.3%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 279 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 997 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,183 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 91 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 757 patients

Median time to start treatment<sup>4</sup> 35 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
267	
6 minutes	8 minutes
17 minutes	26 minutes
1,094	
19 minutes	20 minutes
46 minutes	69 minutes
2,138	
33 minutes	26 minutes
93 minutes	101 minutes
703	
34 minutes	23 minutes
95 minutes	104 minutes

## Cessnock 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> 4,268 patients

Percentage of patients who spent four hours or less in the ED 88.8%

Same period last year	Change since one year ago
4,283	-0.4%
89.4%	

\* 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.

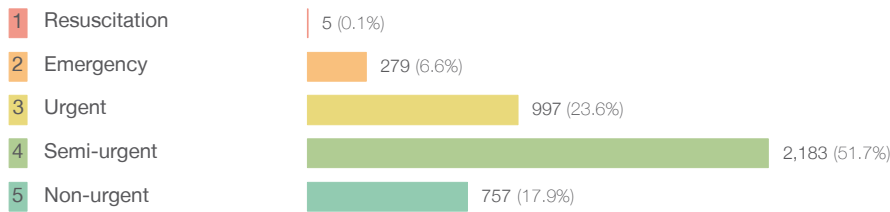
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

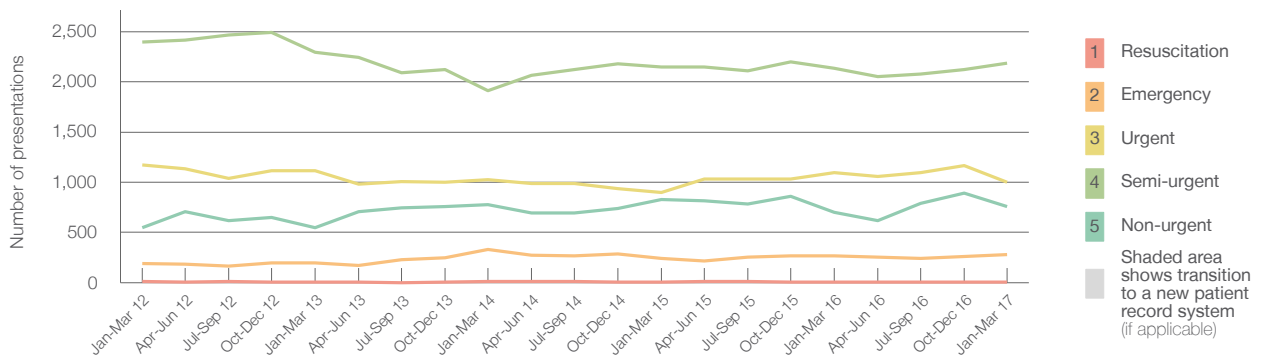
All presentations:<sup>1</sup> 4,268 patients

Emergency presentations<sup>2</sup> by triage category: 4,221 patients



	Same period last year	Change since one year ago
All presentations	4,283	-0.4%
Emergency presentations	4,209	0.3%
Resuscitation	7	-28.6%
Emergency	267	4.5%
Urgent	1,094	-8.9%
Semi-urgent	2,138	2.1%
Non-urgent	703	7.7%

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

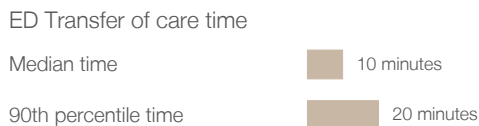


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	9	6	9	< 5	7	5
Emergency	193	197	329	243	267	279
Urgent	1,174	1,114	1,025	900	1,094	997
Semi-urgent	2,395	2,293	1,912	2,150	2,138	2,183
Non-urgent	548	550	778	829	703	757
All emergency presentations	4,319	4,160	4,053	4,122	4,209	4,221

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 408 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	380	
ED Transfer of care time		
Median time	10 minutes	0 minutes
90th percentile time	22 minutes	-2 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.

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

## Cessnock District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

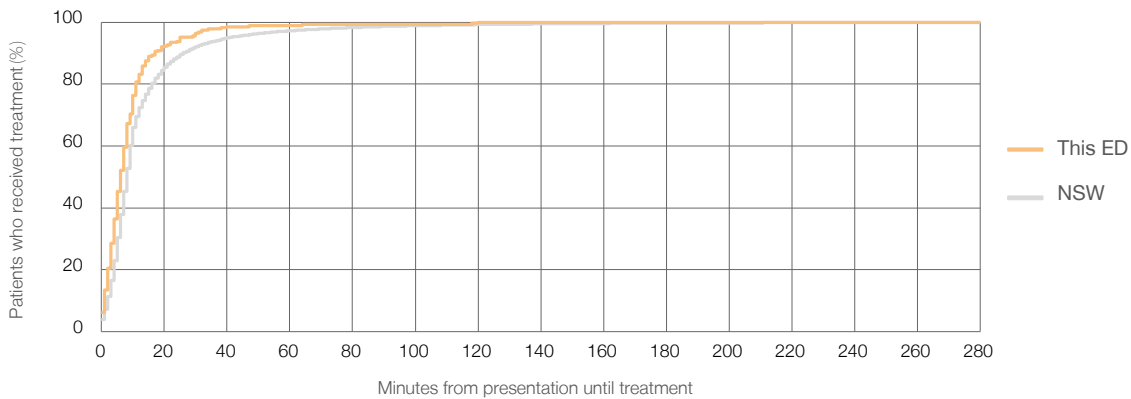
Number of triage 2 patients: 279

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 274

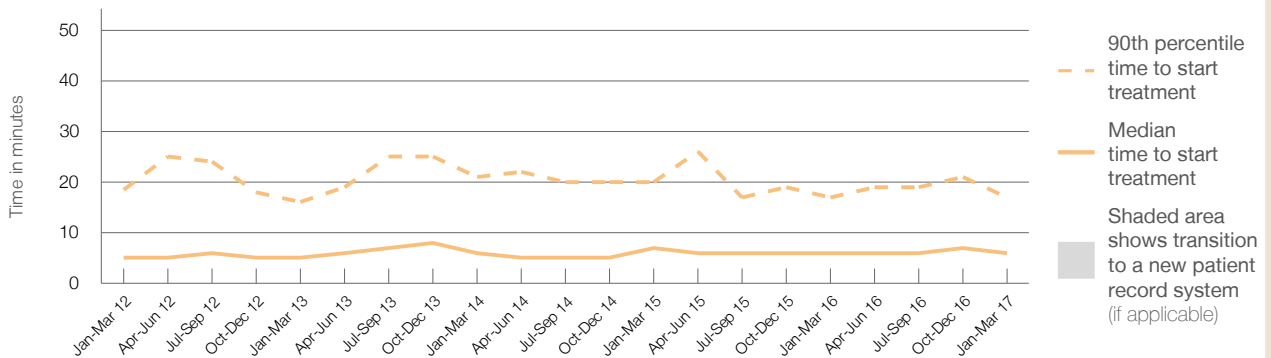
Median time to start treatment<sup>4</sup> ■ 6 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 17 minutes

Same period last year	NSW (this period)
267	
266	
6 minutes	8 minutes
17 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)	5	5	6	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	19	16	21	20	17	17

(†) 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.

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

### Cessnock 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: 997

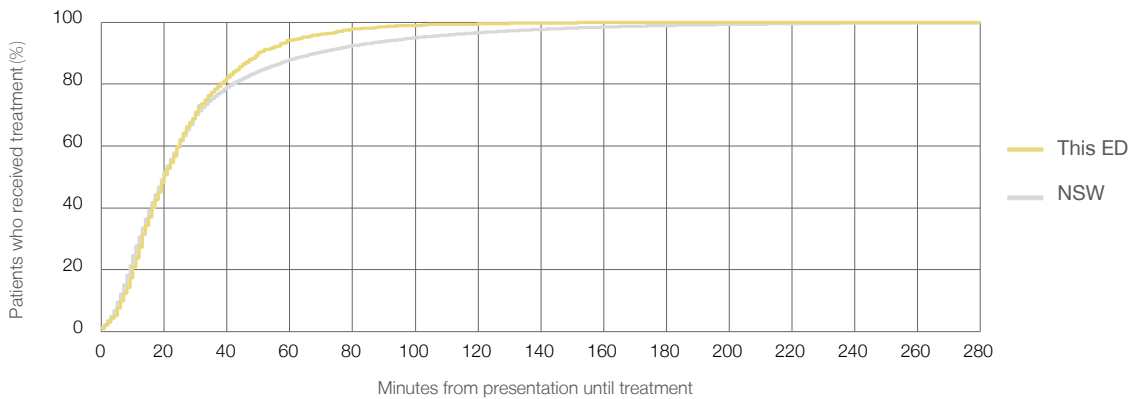
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 965

Median time to start treatment<sup>4</sup>  20 minutes

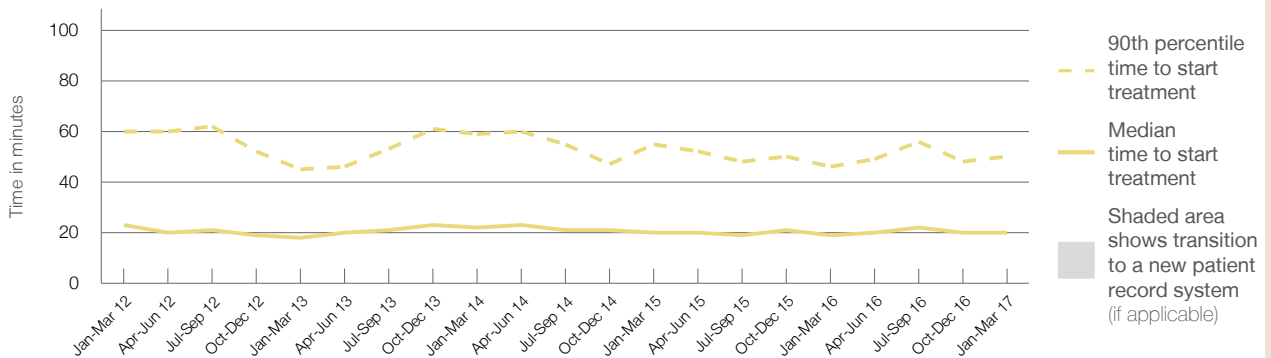
90th percentile time to start treatment<sup>5</sup>  50 minutes

Same period last year	NSW (this period)
1,094	
1,062	
19 minutes	20 minutes
46 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)	23	18	22	20	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	60	45	59	55	46	50

(†) 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.



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

## Cessnock 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: 2,183

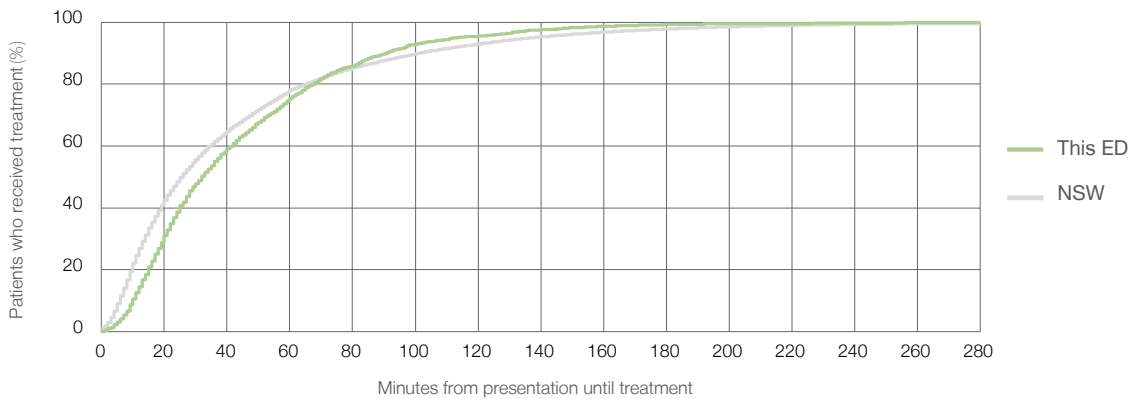
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,008

Median time to start treatment<sup>4</sup>  32 minutes

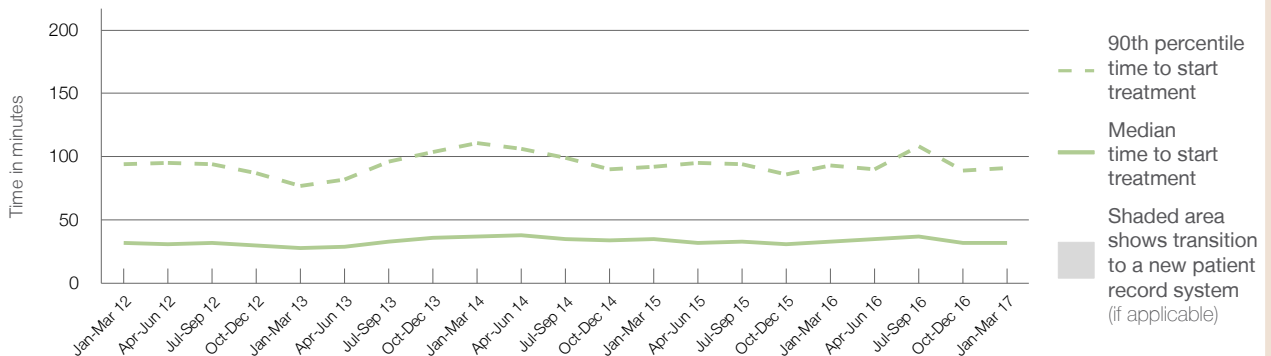
90th percentile time to start treatment<sup>5</sup>  91 minutes

Same period last year	NSW (this period)
2,138	1,961
33 minutes	26 minutes
93 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)	32	28	37	35	33	32
90th percentile time to start treatment <sup>5</sup> (minutes)	94	77	111	92	93	91

(†) 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.

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

## Cessnock 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: 757

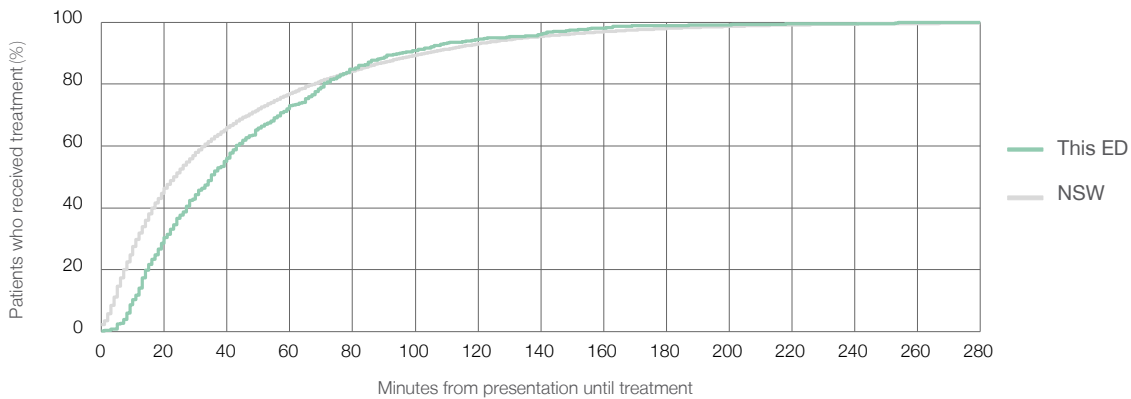
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 642

Median time to start treatment<sup>4</sup> 35 minutes

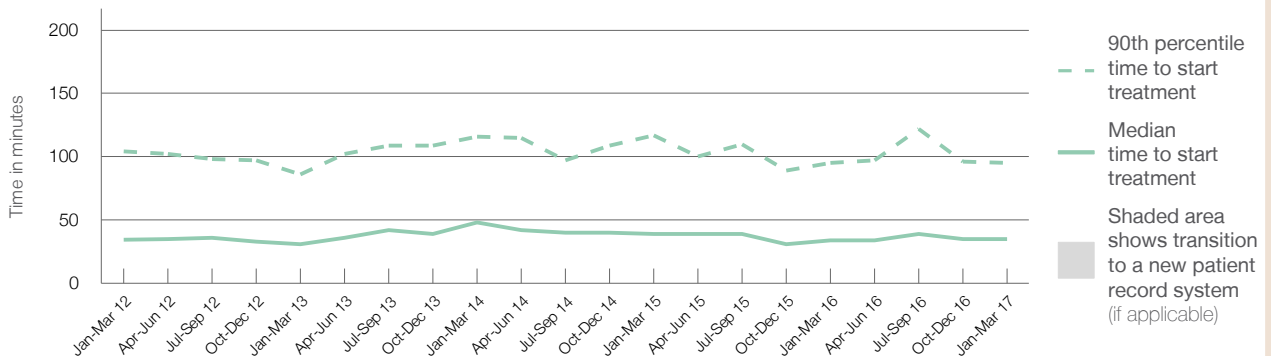
90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
703	
604	
34 minutes	23 minutes
95 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)	35	31	48	39	34	35
90th percentile time to start treatment <sup>5</sup> (minutes)	104	86	116	117	95	95

(†) 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.

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

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

All presentations:<sup>1</sup> 4,268 patients

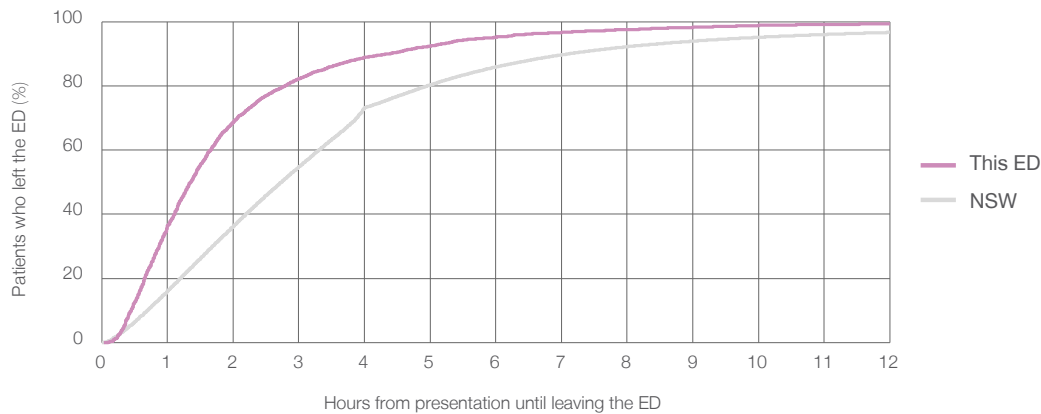
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,268 patients

Median time spent in the ED<sup>8</sup> 1 hours and 21 minutes

90th percentile time spent in the ED<sup>9</sup> 4 hours and 23 minutes

Same period last year	NSW (this period)
4,283	4,283
1 hours and 18 minutes	2 hours and 44 minutes
4 hours and 10 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)	1h 8m	1h 9m	1h 27m	1h 24m	1h 18m	1h 21m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 42m	3h 58m	4h 40m	4h 47m	4h 10m	4h 23m

(†) 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.

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

## Cessnock District Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

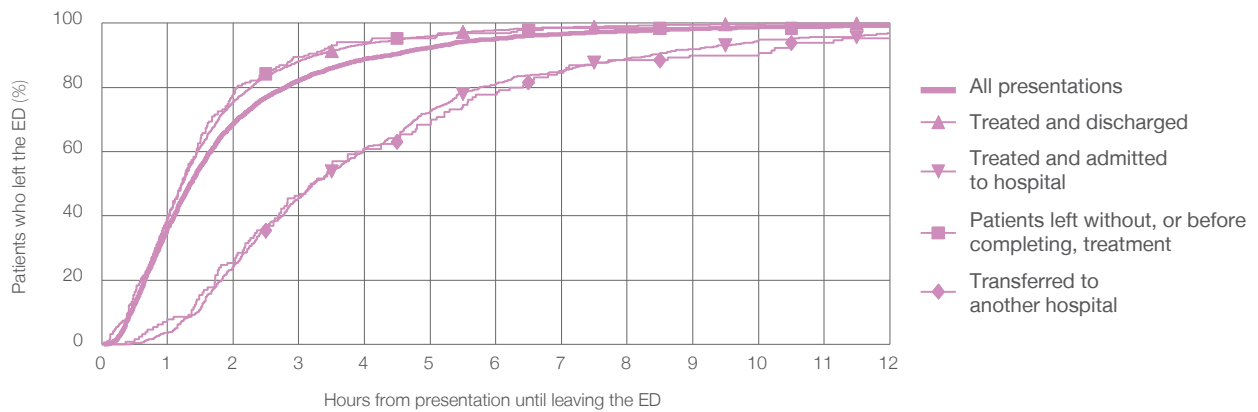
All presentations:<sup>1</sup> 4,268 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,268 patients

Treated and discharged	3,223 (75.5%)
Treated and admitted to hospital	504 (11.8%)
Patient left without, or before completing, treatment	190 (4.5%)
Transferred to another hospital	130 (3.0%)
Other	221 (5.2%)

Same period last year	Change since one year ago
4,283	-0.4%
3,282	-1.8%
466	8.2%
185	2.7%
127	2.4%
223	-0.9%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.1%	75.5%	88.2%	93.5%	97.9%	99.2%	99.8%	99.9%
Treated and admitted to hospital	3.6%	24.2%	45.6%	60.9%	81.2%	89.1%	94.8%	96.8%
Patient left without, or before completing, treatment	38.9%	77.9%	89.5%	94.2%	96.8%	98.4%	98.4%	98.9%
Transferred to another hospital	7.7%	25.4%	46.2%	60.8%	77.7%	88.5%	90.8%	95.4%
All presentations	36.4%	68.8%	82.2%	88.8%	95.2%	97.5%	98.8%	99.3%

(†) 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.

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

## Cessnock 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> 4,268 patients

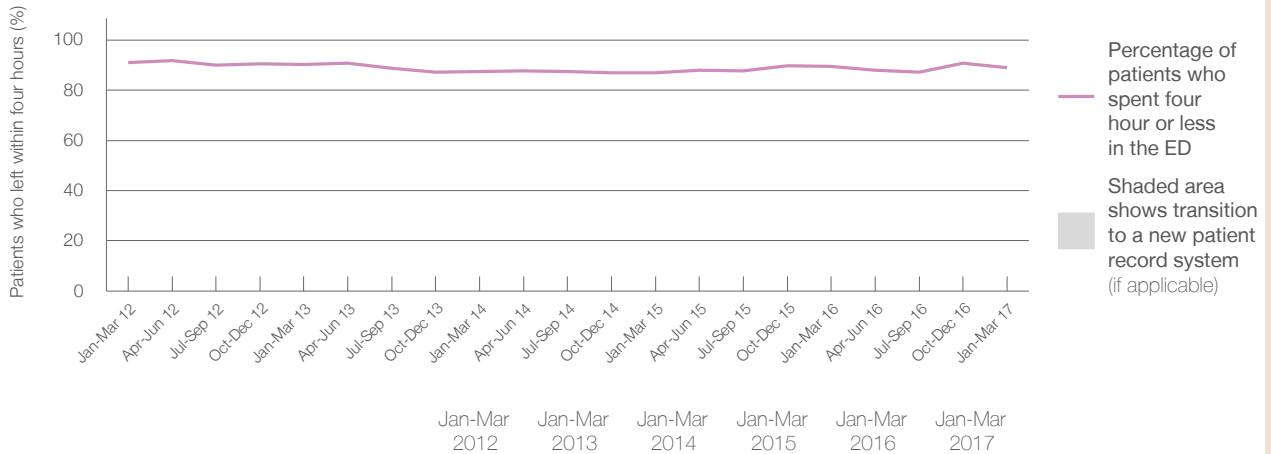
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,268 patients

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> 4,268 patients	4,283	-0.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,268 patients	4,283	-0.4%
Percentage of patients who spent four hours or less in the ED	89.4%	

#### 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 (%)	90.9%	90.2%	87.3%	87.0%	89.4%	88.8%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

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

January to March 2017

All presentations:<sup>1</sup> 1,906 patients  
Emergency presentations:<sup>2</sup> 1,823 patients

Same period last year	Change since one year ago
2,094	-9.0%
1,922	-5.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 99 patients

Median time to start treatment<sup>4</sup> 3 minutes  
90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 441 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 990 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 293 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
134	
5 minutes	8 minutes
26 minutes	26 minutes
430	
22 minutes	20 minutes
67 minutes	69 minutes
1,138	
30 minutes	26 minutes
84 minutes	101 minutes
220	
21 minutes	23 minutes
99 minutes	104 minutes

## Gunnedah 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> 1,906 patients

Percentage of patients who spent four hours or less in the ED 89.0%

Same period last year	Change since one year ago
2,094	-9.0%
90.9%	

\* 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.

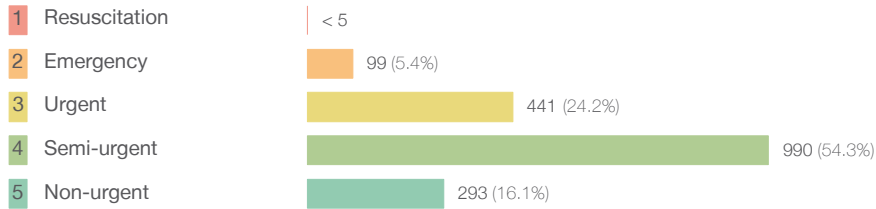
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

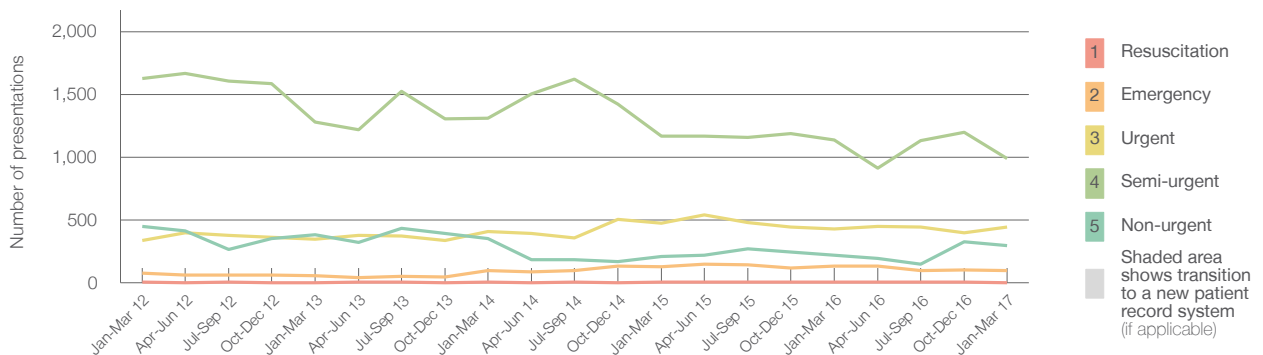
All presentations:<sup>1</sup> 1,906 patients

Emergency presentations<sup>2</sup> by triage category: 1,823 patients



Same period last year	Change since one year ago
2,094	-9.0%
1,922	-5.2%
< 5	*
134	-24.6%
430	2.6%
1,138	-13.0%
220	33.2%

Emergency presentations<sup>2</sup> 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	6	0	6	< 5	< 5	< 5
Emergency	78	57	95	130	134	99
Urgent	338	347	407	476	430	441
Semi-urgent	1,624	1,282	1,308	1,168	1,138	990
Non-urgent	449	380	352	209	220	293
All emergency presentations	2,495	2,066	2,168	1,983	1,922	1,823

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

January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 143 patients

ED Transfer of care time



Same period last year	Change since one year ago
83	
9 minutes	-1 minute
*	*

(†) 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.

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

## Gunnedah 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: 99

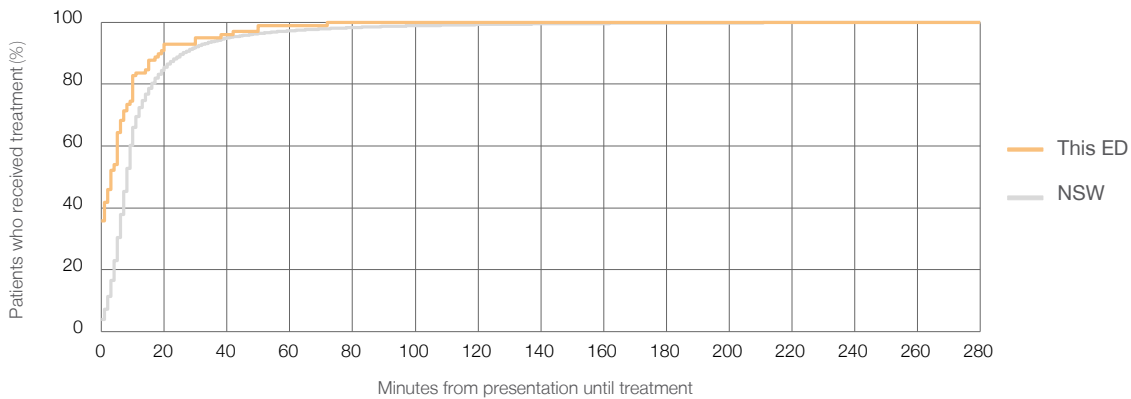
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 98

Median time to start treatment<sup>4</sup> 3 minutes

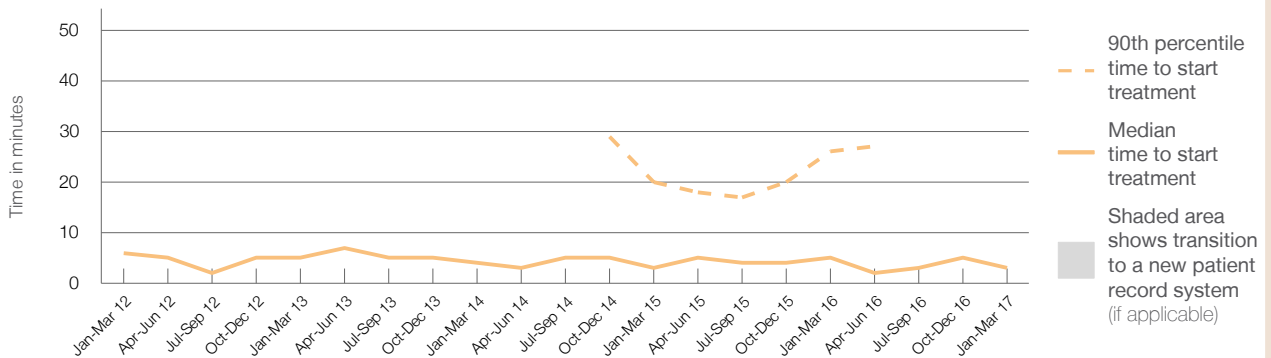
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
134	
128	
5 minutes	8 minutes
26 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)	6	5	4	3	5	3
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	20	26	*

(†) 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.



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

## Gunnedah 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: 441

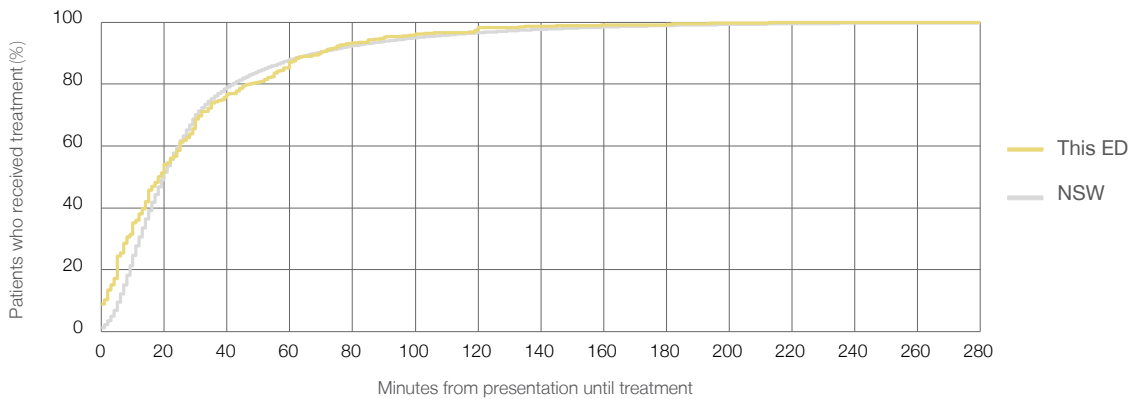
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 435

Median time to start treatment<sup>4</sup> 18 minutes

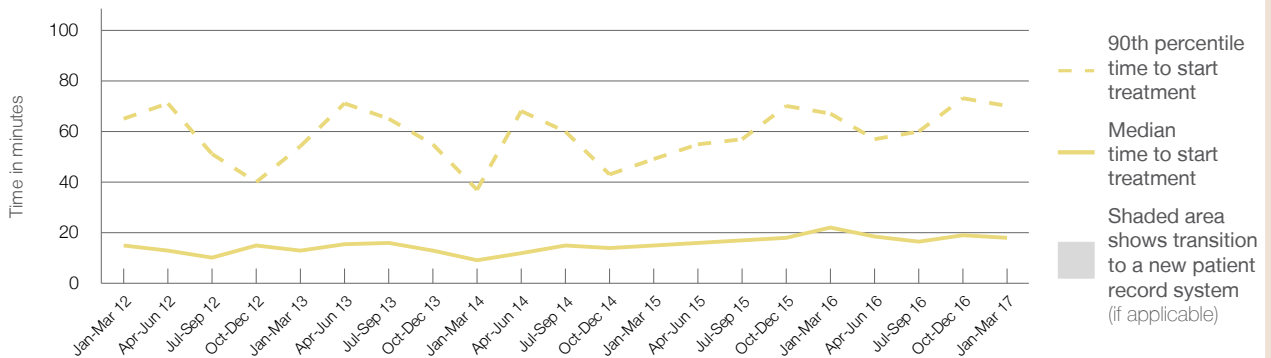
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
430	
419	
22 minutes	20 minutes
67 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)	15	13	9	15	22	18
90th percentile time to start treatment <sup>5</sup> (minutes)	65	54	37	49	67	70

(†) 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.

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

## Gunnedah 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: 990

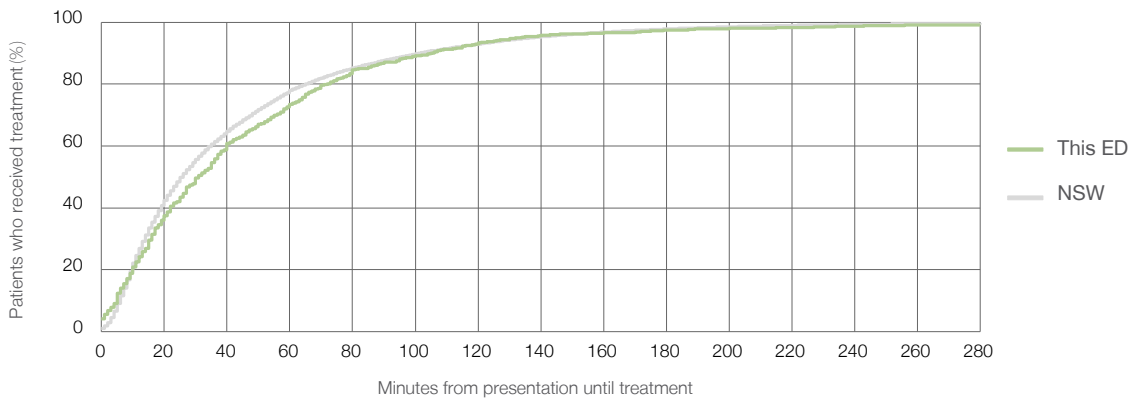
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 940

Median time to start treatment<sup>4</sup>  31 minutes

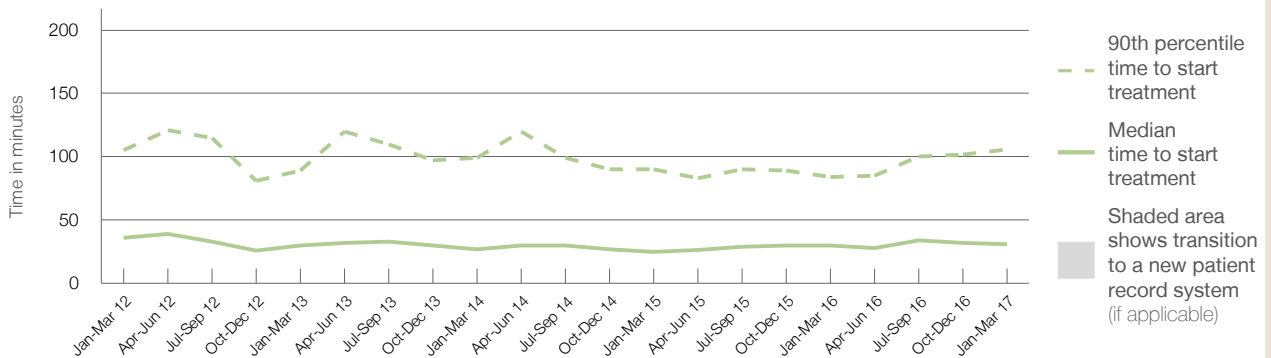
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
1,138	
1,068	
30 minutes	26 minutes
84 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)	36	30	27	25	30	31
90th percentile time to start treatment <sup>5</sup> (minutes)	105	89	99	90	84	106

(†) 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.

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

## Gunnedah 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: 293

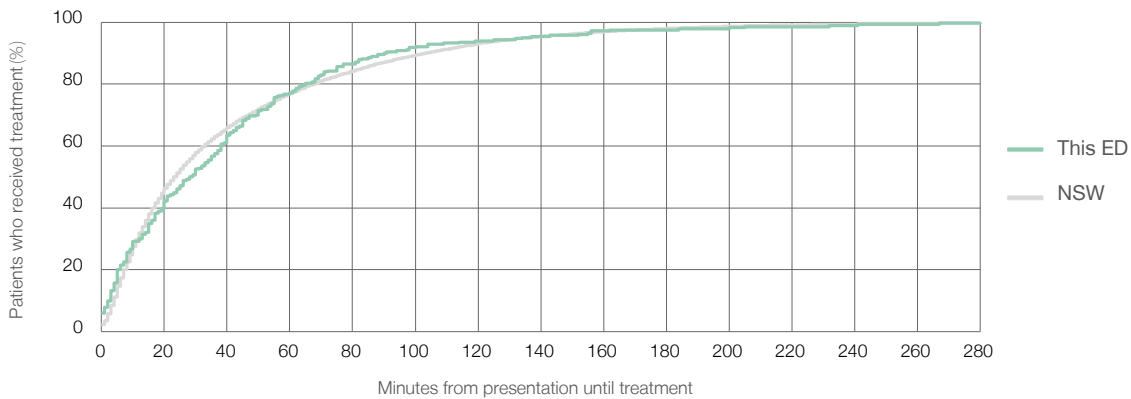
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 280

Median time to start treatment<sup>4</sup> 29 minutes

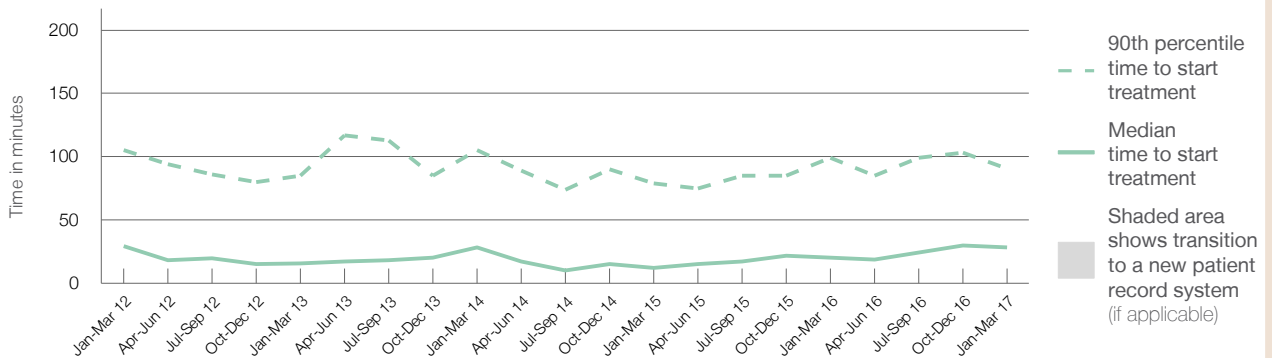
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
220	
200	
21 minutes	23 minutes
99 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)	30	16	29	12	21	29
90th percentile time to start treatment <sup>5</sup> (minutes)	105	85	105	79	99	91

(†) 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.

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

## Gunnedah District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 1,906 patients

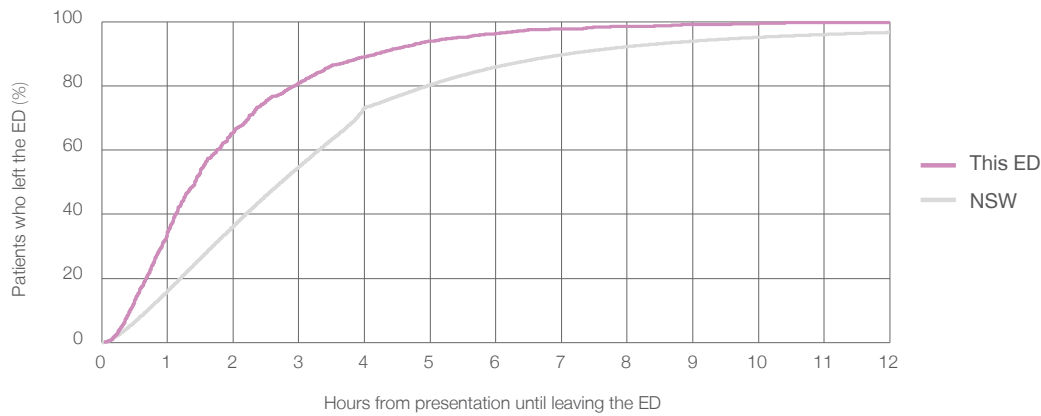
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,906 patients

Median time spent in the ED<sup>8</sup> 1 hours and 25 minutes

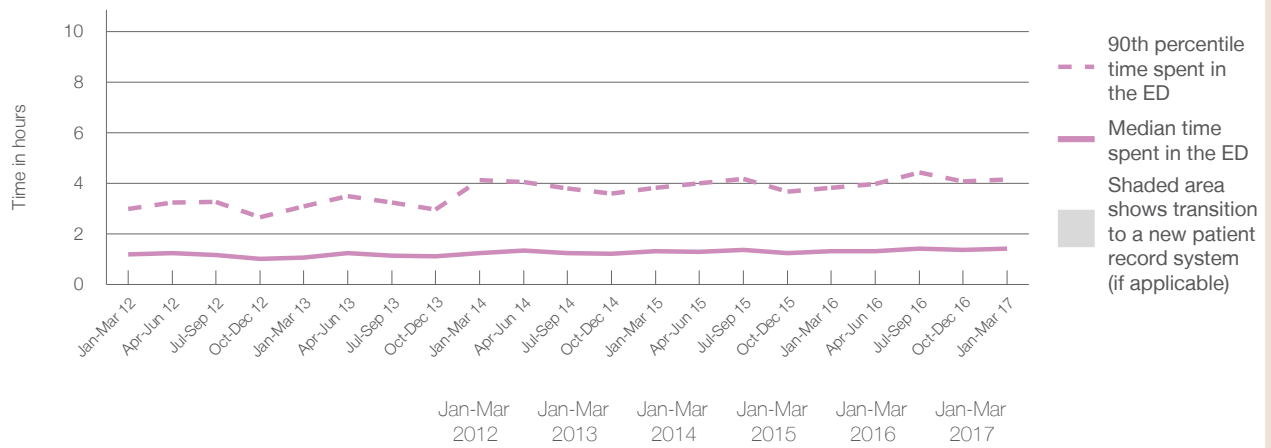
90th percentile time spent in the ED<sup>9</sup> 4 hours and 10 minutes

Same period last year	NSW (this period)
2,094	2,094
1 hours and 19 minutes	2 hours and 44 minutes
3 hours and 50 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)	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m	1h 25m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 0m	3h 5m	4h 8m	3h 50m	3h 50m	4h 10m

(†) 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.

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

## Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

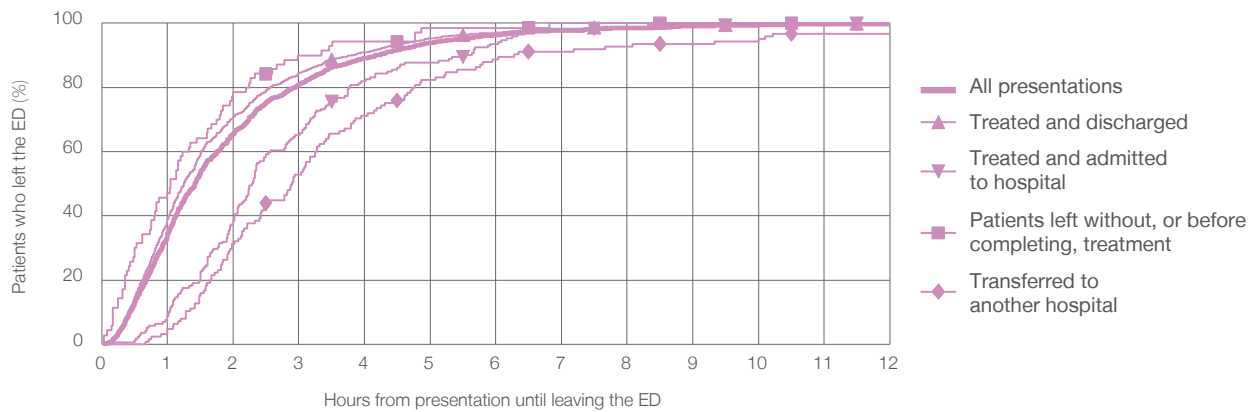
All presentations:<sup>1</sup> 1,906 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,906 patients

Treated and discharged	1,525 (80.0%)
Treated and admitted to hospital	172 (9.0%)
Patient left without, or before completing, treatment	70 (3.7%)
Transferred to another hospital	125 (6.6%)
Other	14 (0.7%)

Same period last year	Change since one year ago
2,094	-9.0%
1,673	-8.8%
186	-7.5%
85	-17.6%
121	3.3%
29	-51.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	39.1%	70.7%	84.5%	91.0%	97.0%	98.8%	99.8%	99.9%
Treated and admitted to hospital	8.7%	38.4%	65.1%	82.0%	93.6%	98.8%	99.4%	100%
Patient left without, or before completing, treatment	47.1%	78.6%	90.0%	94.3%	98.6%	100%	100%	100%
Transferred to another hospital	4.8%	31.2%	52.8%	71.2%	88.8%	92.8%	95.2%	96.8%
All presentations	34.4%	65.7%	81.0%	89.0%	96.3%	98.4%	99.5%	99.7%

(†) 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.

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

## Gunnedah 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> 1,906 patients

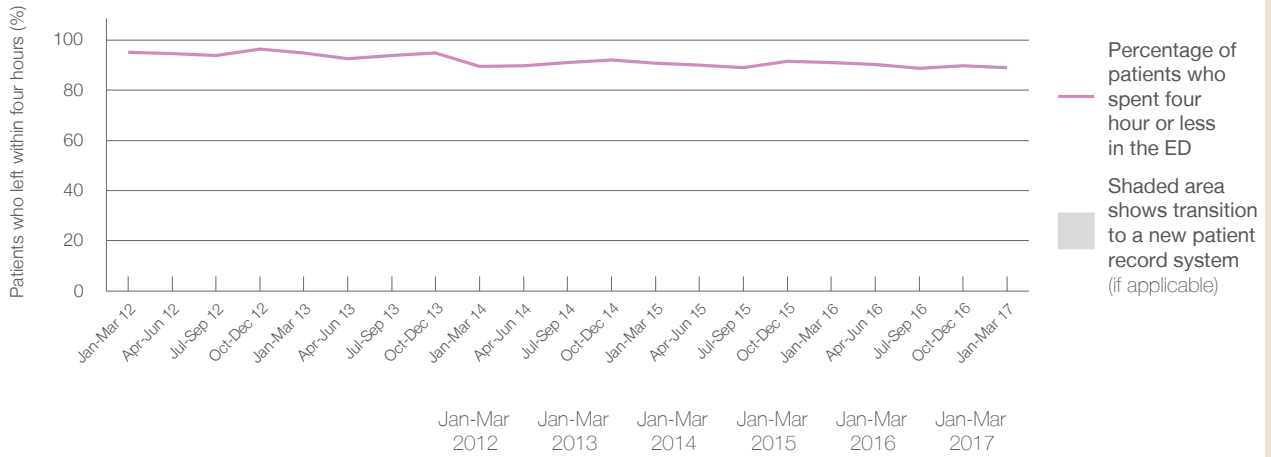
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,906 patients

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> 1,906 patients	2,094	-9.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,906 patients	2,094	-9.0%
Percentage of patients who spent four hours or less in the ED	90.9%	

#### 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 (%)	95.2%	94.8%	89.4%	90.8%	90.9%	89.0%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

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

January to March 2017

All presentations:<sup>1</sup> 2,131 patients  
Emergency presentations:<sup>2</sup> 2,057 patients

Same period last year	Change since one year ago
2,115	0.8%
1,994	3.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 263 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 607 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 908 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 279 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
253	
5 minutes	8 minutes
19 minutes	26 minutes
639	
10 minutes	20 minutes
50 minutes	69 minutes
895	
20 minutes	26 minutes
70 minutes	101 minutes
207	
15 minutes	23 minutes
69 minutes	104 minutes

## Inverell 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> 2,131 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
2,115	0.8%
89.8%	

\* 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.

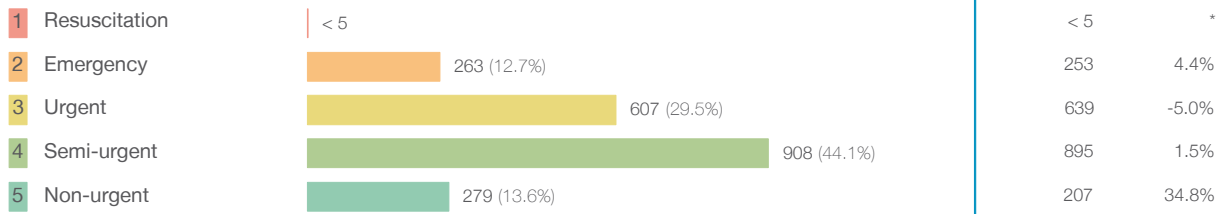
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

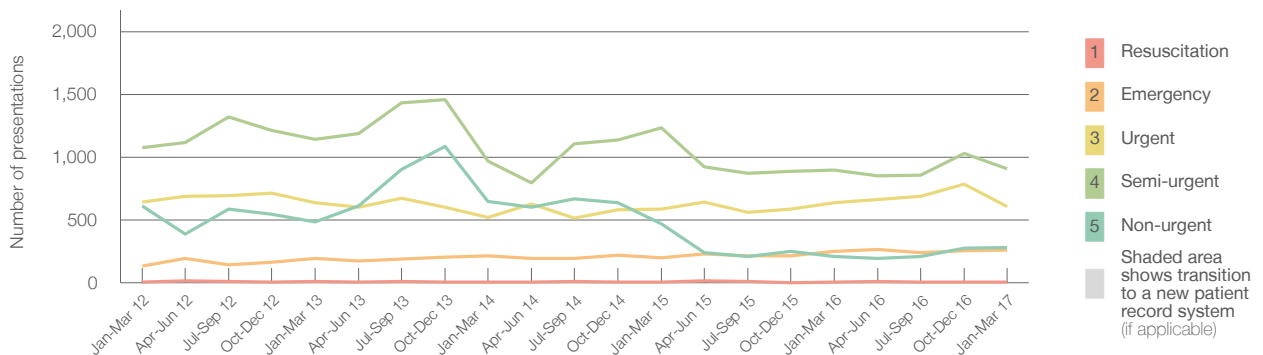
## Inverell District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 2,131 patients

Emergency presentations<sup>2</sup> by triage category: 2,057 patients



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	7	6	5	< 5	< 5
Emergency	138	193	212	196	253	263
Urgent	641	639	519	585	639	607
Semi-urgent	1,075	1,142	967	1,232	895	908
Non-urgent	613	485	648	467	207	279
All emergency presentations	2,467	2,466	2,352	2,485	1,994	2,057

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 274 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.

(\*\*) 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.

## Inverell 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: 263

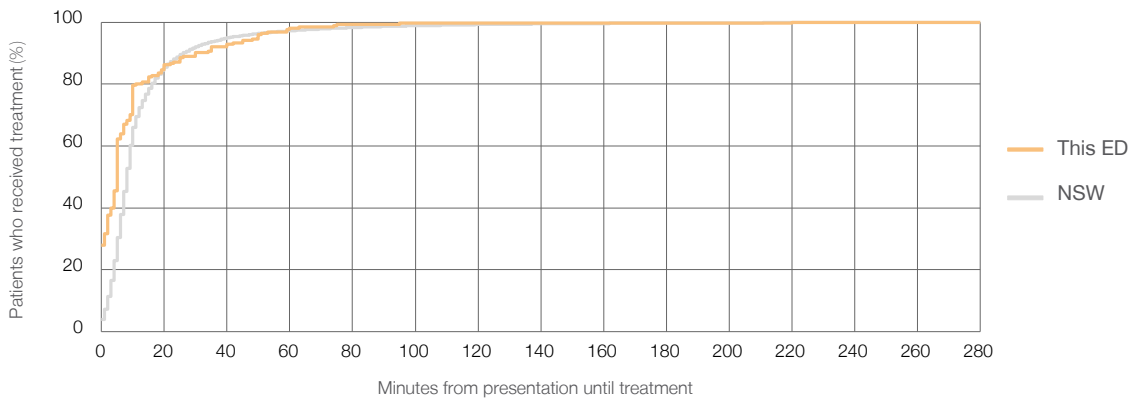
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 255

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

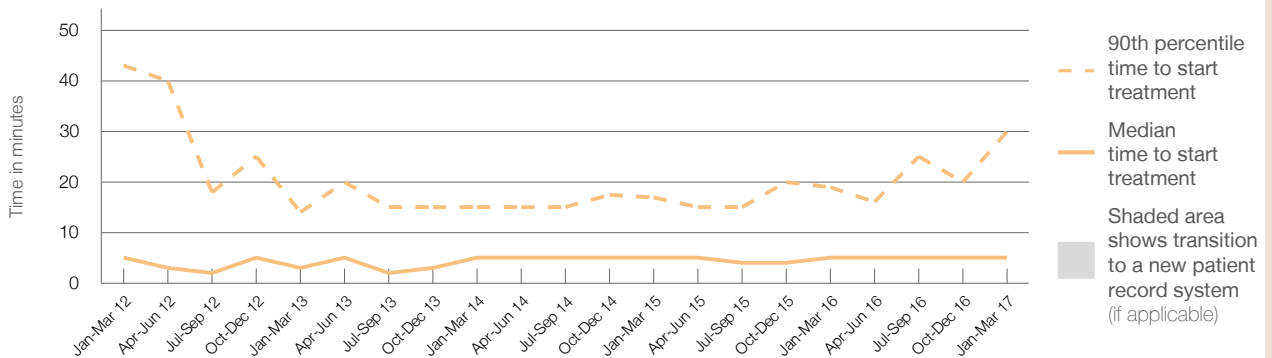
90th percentile time to start treatment<sup>5</sup>  30 minutes

Same period last year	NSW (this period)
253	
244	
5 minutes	8 minutes
19 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)	5	3	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	43	14	15	17	19	30

(†) 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.

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

## Inverell 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: 607

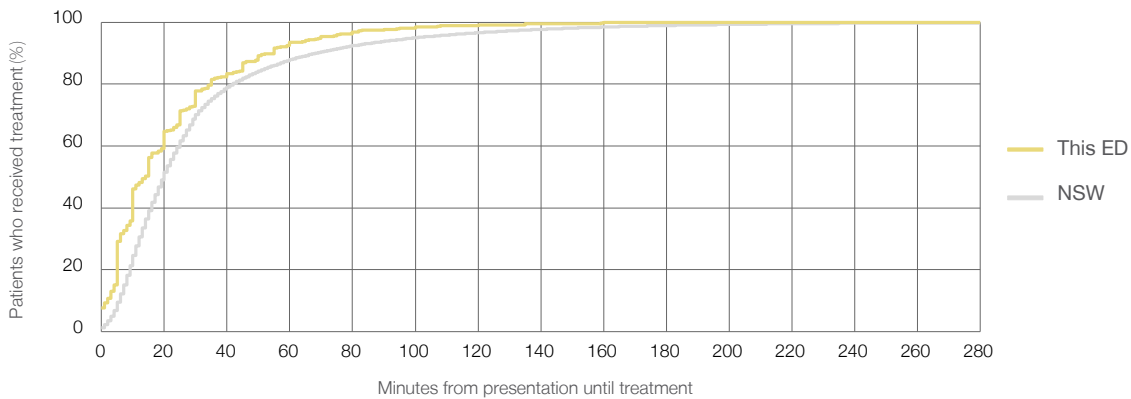
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 592

Median time to start treatment<sup>4</sup> 14 minutes

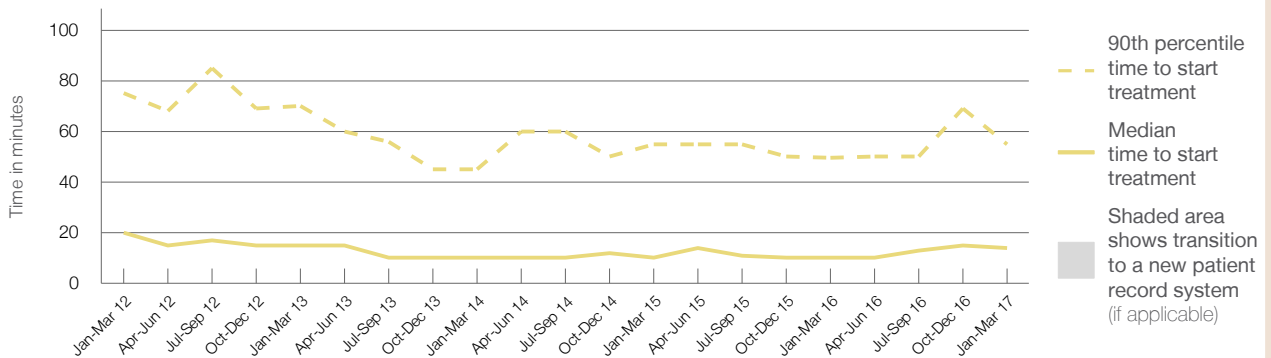
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
639	
620	
10 minutes	20 minutes
50 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)	20	15	10	10	10	14
90th percentile time to start treatment <sup>5</sup> (minutes)	75	70	45	55	50	55

(†) 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.

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

## Inverell 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: 908

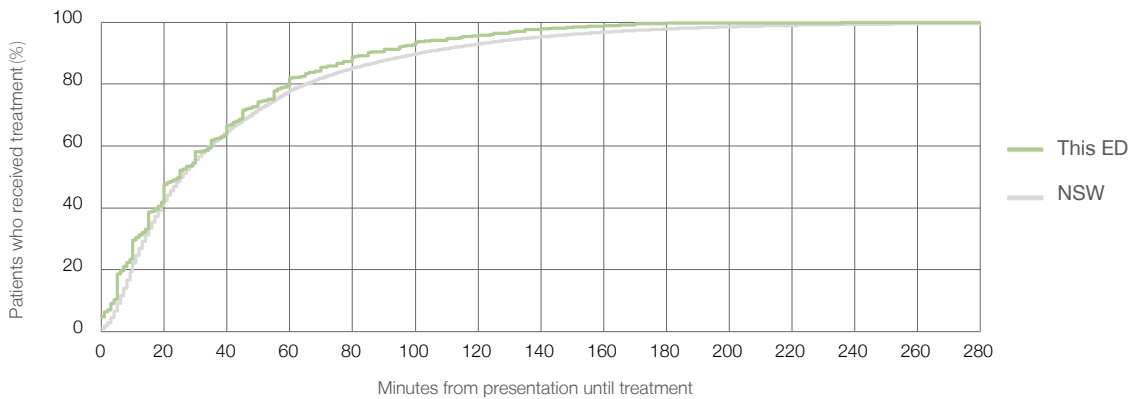
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 846

Median time to start treatment<sup>4</sup> 25 minutes

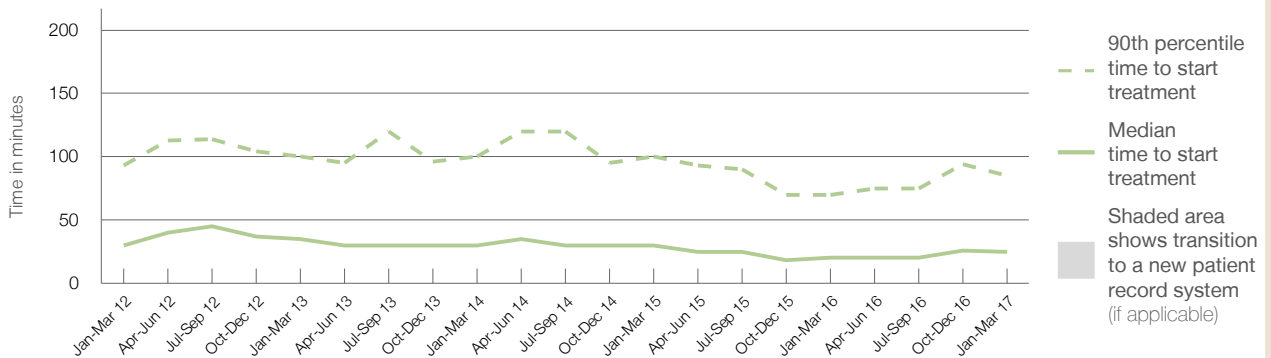
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
895	
816	
20 minutes	26 minutes
70 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)	30	35	30	30	20	25
90th percentile time to start treatment <sup>5</sup> (minutes)	93	100	100	100	70	85

(†) 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.

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

## Inverell 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: 279

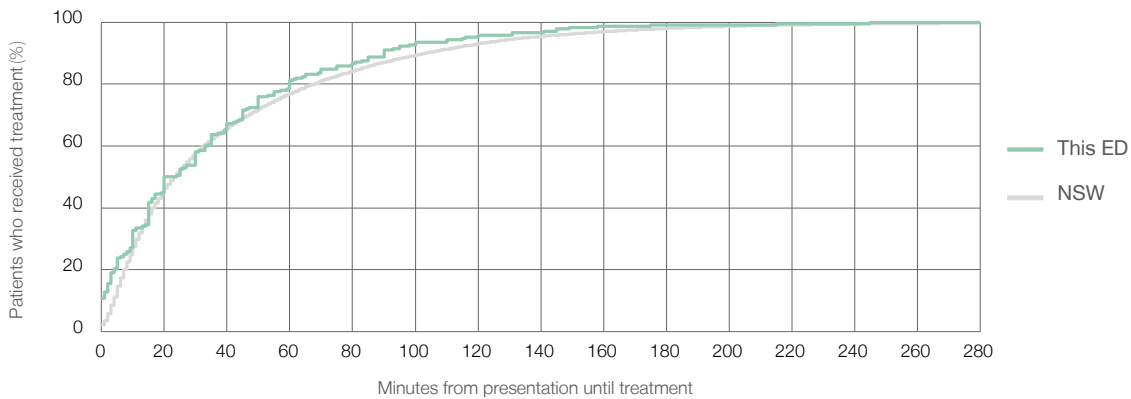
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 232

Median time to start treatment<sup>4</sup> 22 minutes

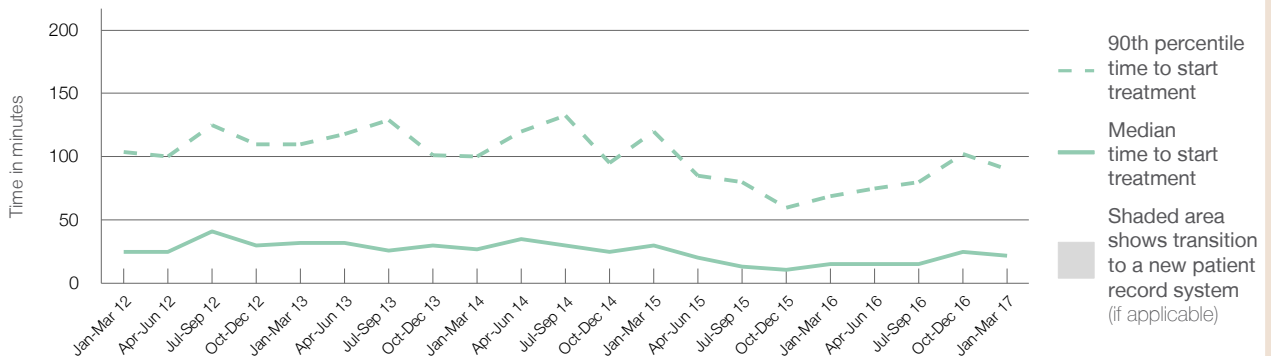
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
207	
190	
15 minutes	23 minutes
69 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)	25	32	27	30	15	22
90th percentile time to start treatment <sup>5</sup> (minutes)	104	110	100	120	69	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.

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

## Inverell District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 2,131 patients

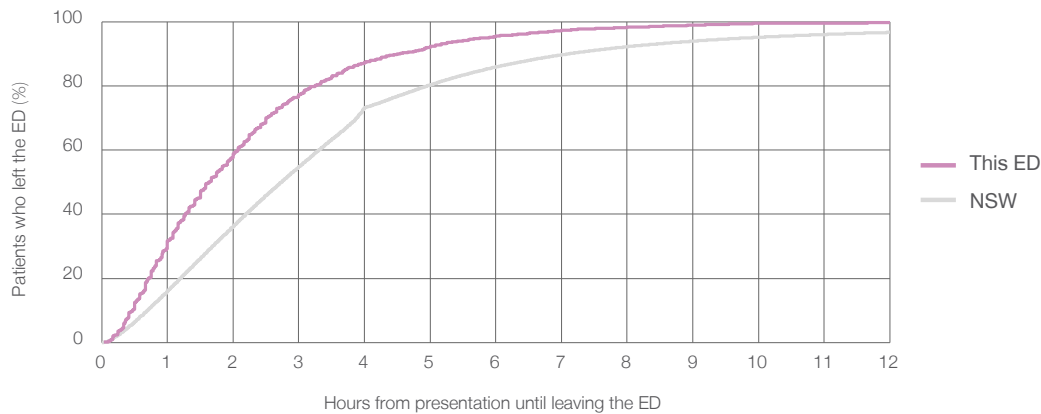
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,131 patients

Median time spent in the ED<sup>8</sup> ■ 1 hours and 39 minutes

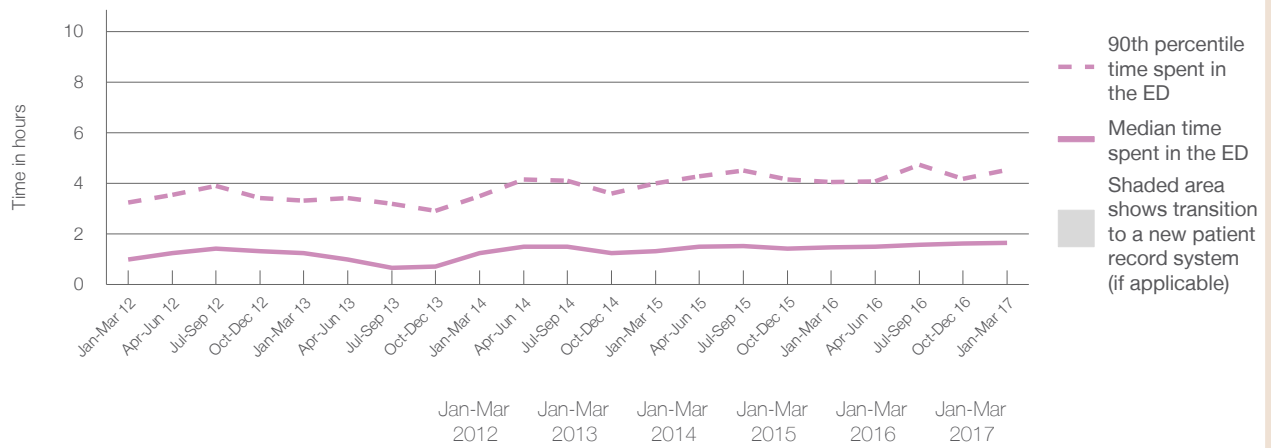
90th percentile time spent in the ED<sup>9</sup> ■ 4 hours and 32 minutes

Same period last year	NSW (this period)
2,115	2,115
1 hours and 29 minutes	2 hours and 44 minutes
4 hours and 3 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)	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m	1h 39m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 15m	3h 19m	3h 30m	4h 0m	4h 3m	4h 32m

(†) 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.

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

## Inverell District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

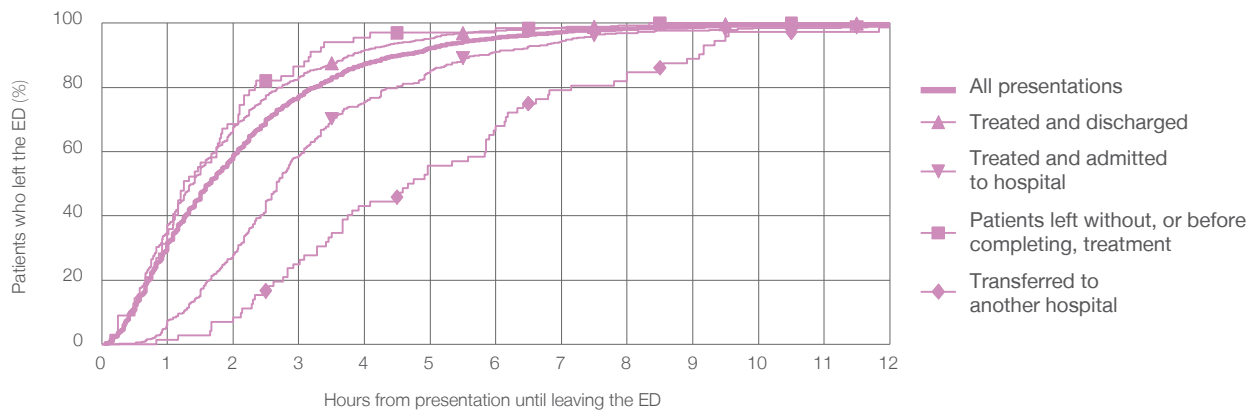
All presentations:<sup>1</sup> 2,131 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,131 patients

Treated and discharged	1,532 (71.9%)
Treated and admitted to hospital	397 (18.6%)
Patient left without, or before completing, treatment	67 (3.1%)
Transferred to another hospital	72 (3.4%)
Other	63 (3.0%)

Same period last year	Change since one year ago
2,115	0.8%
1,557	-1.6%
399	-0.5%
69	-2.9%
54	33.3%
36	75.0%

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	37.1%	67.6%	83.2%	91.8%	97.8%	99.3%	99.8%	99.9%
Treated and admitted to hospital	7.3%	28.0%	58.7%	75.6%	91.2%	97.0%	98.5%	99.0%
Patient left without, or before completing, treatment	34.3%	68.7%	86.6%	95.5%	98.5%	98.5%	100%	100%
Transferred to another hospital	1.4%	8.3%	25.0%	43.1%	68.1%	84.7%	97.2%	98.6%
All presentations	31.6%	58.9%	77.2%	87.4%	95.6%	98.3%	99.4%	99.7%

(†) 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.

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

## Inverell 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> 2,131 patients

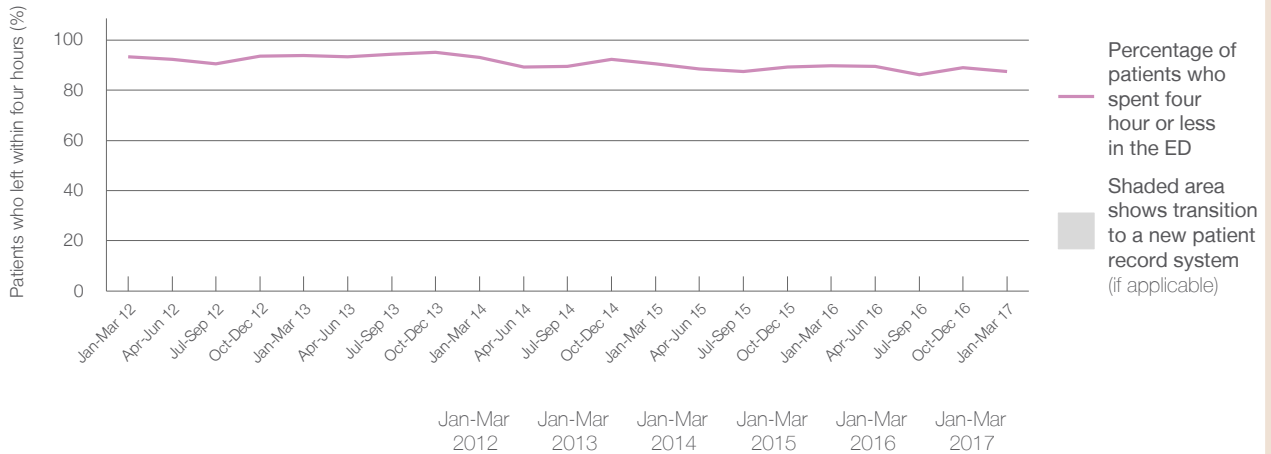
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,131 patients

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> 2,131 patients	2,115	0.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,131 patients	2,115	0.8%
Percentage of patients who spent four hours or less in the ED	89.8%	

#### 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 (%)	93.4%	93.9%	93.1%	90.6%	89.8%	87.4%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

## John Hunter Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 19,437 patients

Emergency presentations:<sup>2</sup> 19,304 patients

Same period last year	Change since one year ago
19,359	0.4%
19,350	-0.2%

## John Hunter Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,786 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,012 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,599 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 123 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,822 patients

Median time to start treatment<sup>4</sup> 41 minutes  
 90th percentile time to start treatment<sup>5</sup> 144 minutes

Same period last year	NSW (this period)
1,906	
7 minutes	8 minutes
23 minutes	26 minutes
4,978	
23 minutes	20 minutes
77 minutes	69 minutes
9,755	
32 minutes	26 minutes
112 minutes	101 minutes
2,597	
36 minutes	23 minutes
126 minutes	104 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

Percentage of patients who spent four hours or less in the ED 62.1%

Same period last year	Change since one year ago
19,359	0.4%
68.5%	

\* 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).

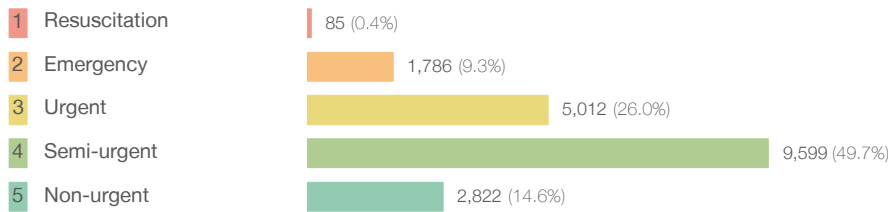


From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Patients presenting to the emergency department January to March 2017

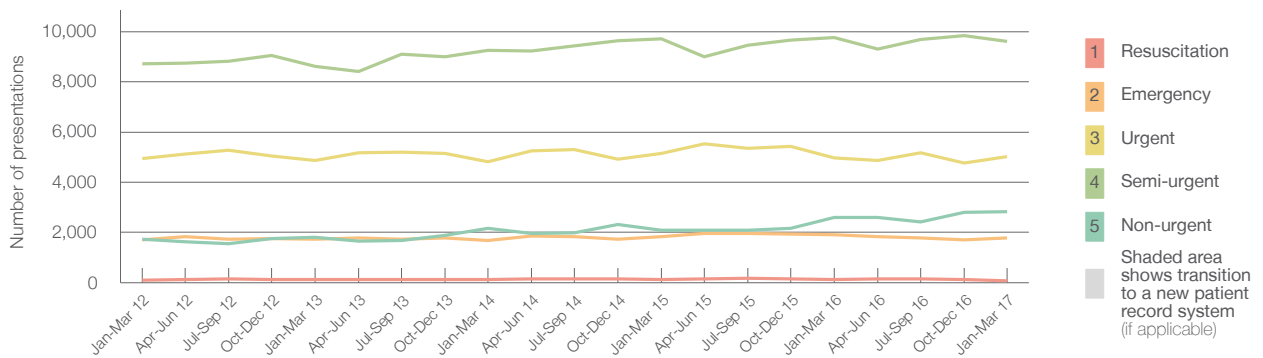
All presentations:<sup>1</sup> 19,437 patients

Emergency presentations<sup>2</sup> by triage category: 19,304 patients



	Same period last year	Change since one year ago
All presentations	19,359	0.4%
Emergency presentations	19,350	-0.2%
Resuscitation	114	-25.4%
Emergency	1,906	-6.3%
Urgent	4,978	0.7%
Semi-urgent	9,755	-1.6%
Non-urgent	2,597	8.7%

Emergency presentations<sup>2</sup> 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	96	122	114	132	114	85
Emergency	1,711	1,742	1,669	1,826	1,906	1,786
Urgent	4,952	4,880	4,813	5,137	4,978	5,012
Semi-urgent	8,728	8,614	9,255	9,709	9,755	9,599
Non-urgent	1,734	1,815	2,167	2,089	2,597	2,822
All emergency presentations	17,221	17,173	18,018	18,893	19,350	19,304

## John Hunter Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,803 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,940	
Median time	11 minutes	1 minute
90th percentile time	22 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.

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

## John Hunter 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: 1,786

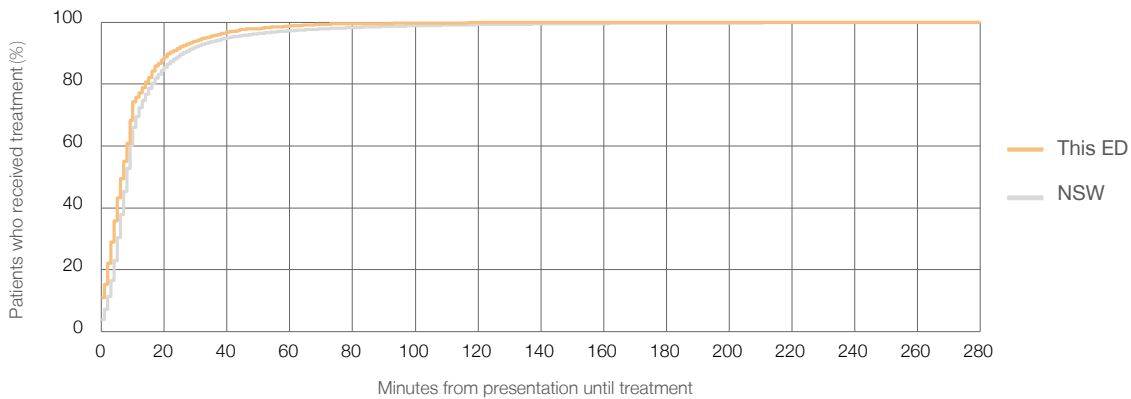
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,772

Median time to start treatment<sup>4</sup> 7 minutes

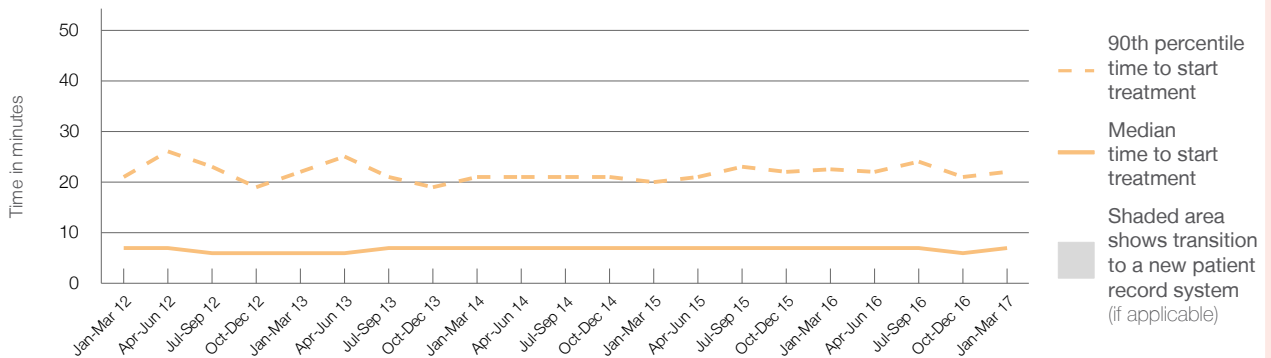
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
1,906	1,890
7 minutes	8 minutes
23 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)	7	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	22	21	20	23	22

(†) 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.

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

## John Hunter 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: 5,012

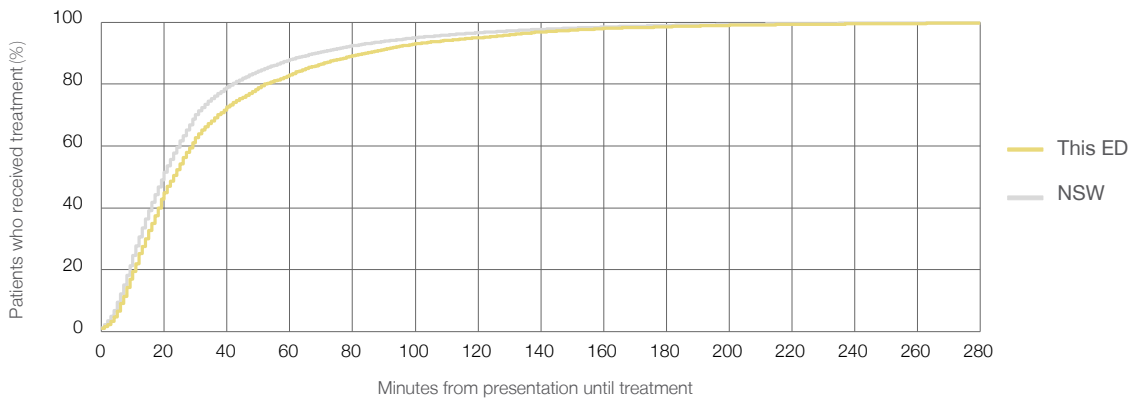
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,897

Median time to start treatment<sup>4</sup> 23 minutes

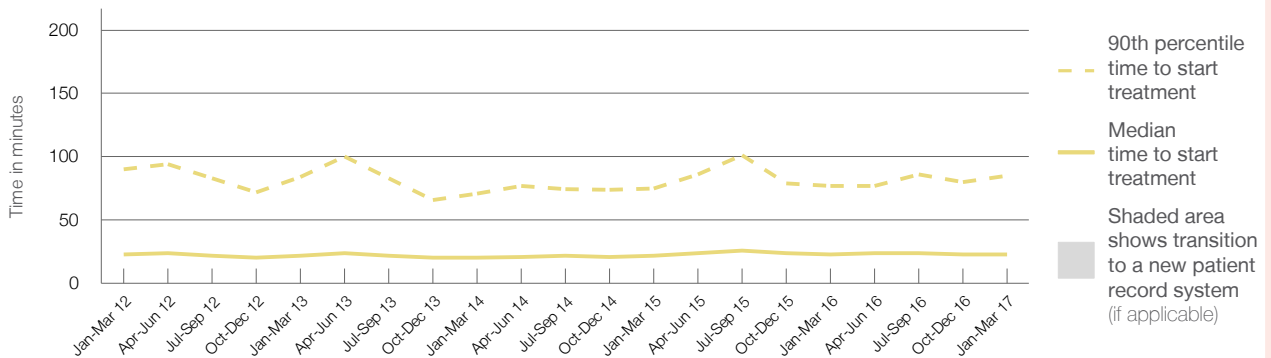
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
4,978	4,874
23 minutes	20 minutes
77 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)	23	22	20	22	23	23
90th percentile time to start treatment <sup>5</sup> (minutes)	90	84	71	75	77	85

(†) 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.

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

## John Hunter 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: 9,599

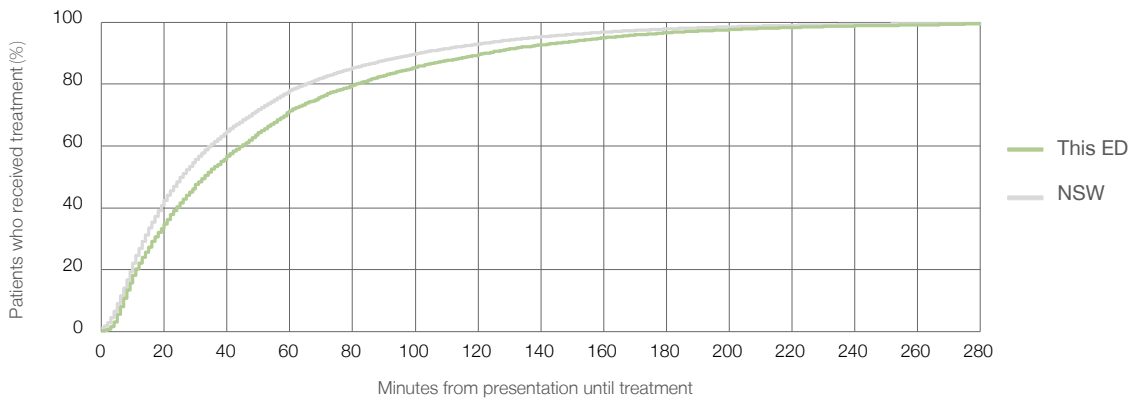
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,839

Median time to start treatment<sup>4</sup>  33 minutes

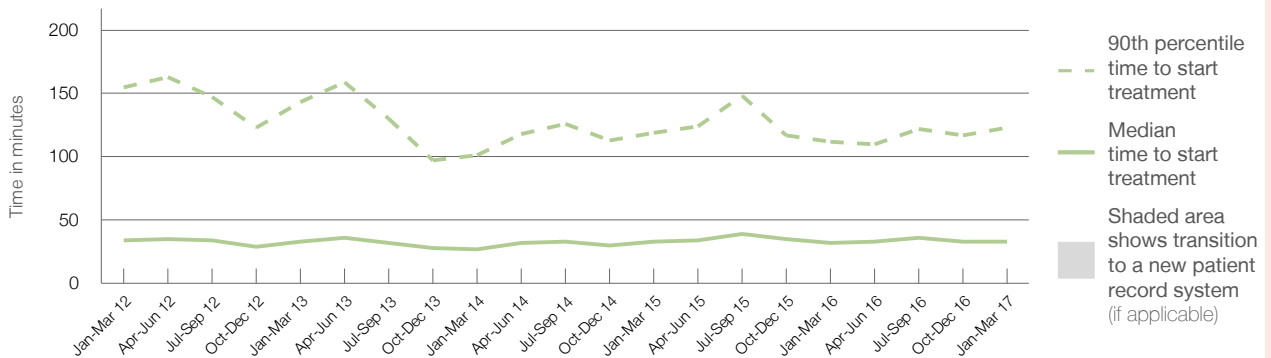
90th percentile time to start treatment<sup>5</sup>  123 minutes

Same period last year	NSW (this period)
9,755	9,094
32 minutes	26 minutes
112 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)	34	33	27	33	32	33
90th percentile time to start treatment <sup>5</sup> (minutes)	155	143	101	119	112	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.

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

## John Hunter 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: 2,822

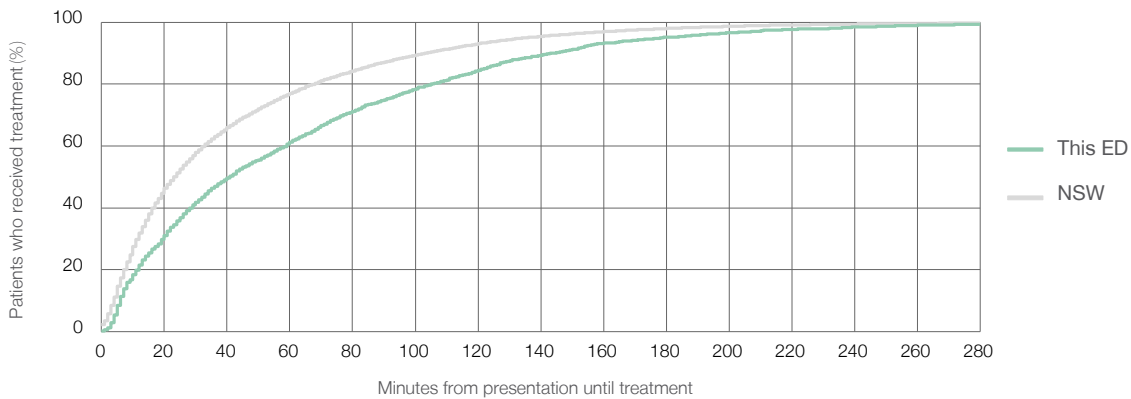
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,317

Median time to start treatment<sup>4</sup> 41 minutes

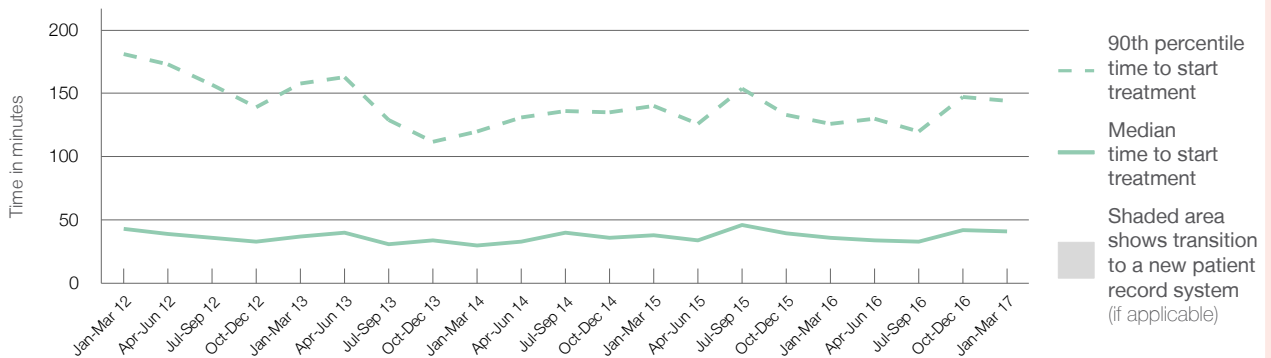
90th percentile time to start treatment<sup>5</sup> 144 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,597	2,163
Median time to start treatment <sup>4</sup>	36 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>	126 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)	43	37	30	38	36	41
90th percentile time to start treatment <sup>5</sup> (minutes)	181	158	120	140	126	144

(†) 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.

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

## John Hunter Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 19,437 patients

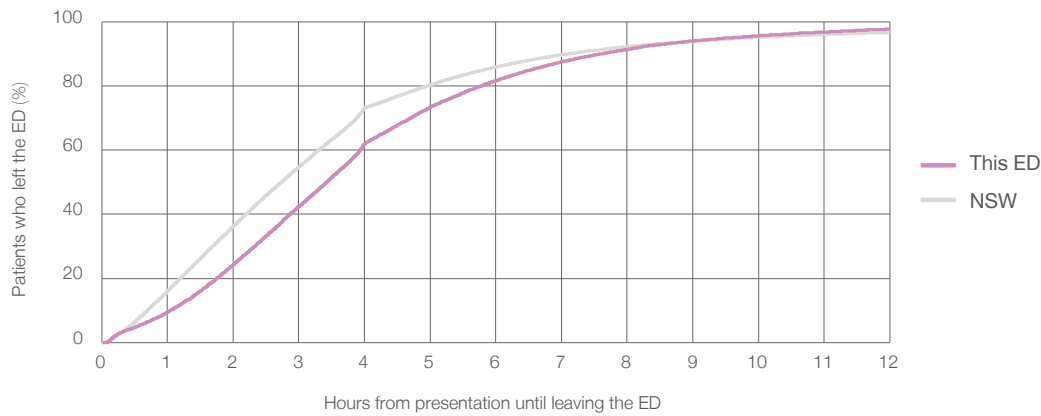
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

Median time spent in the ED<sup>8</sup> 3 hours and 26 minutes

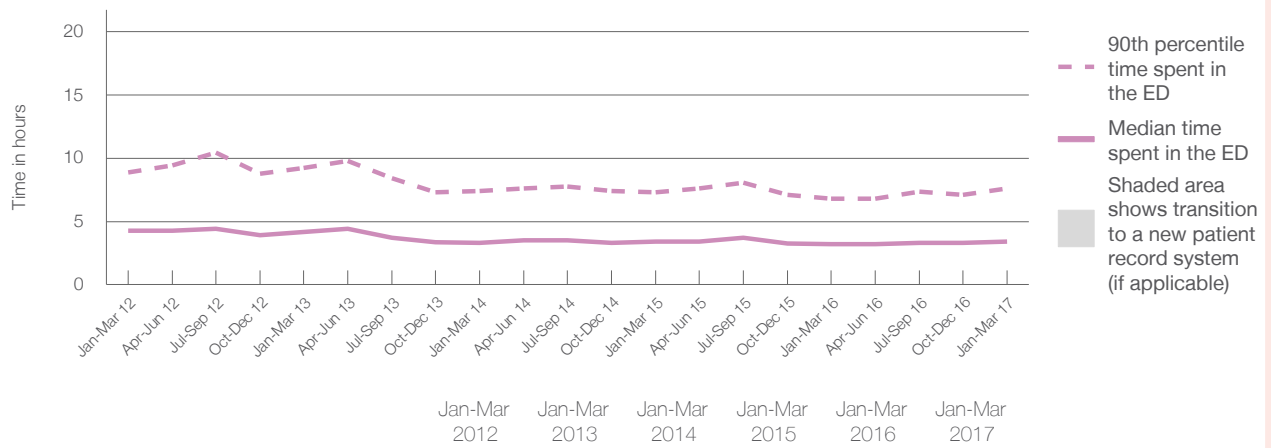
90th percentile time spent in the ED<sup>9</sup> 7 hours and 37 minutes

Same period last year	NSW (this period)
19,359	19,359
3 hours and 11 minutes	2 hours and 44 minutes
6 hours and 47 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)	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m	3h 26m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 53m	9h 13m	7h 24m	7h 17m	6h 47m	7h 37m

(†) 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.

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

## John Hunter Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

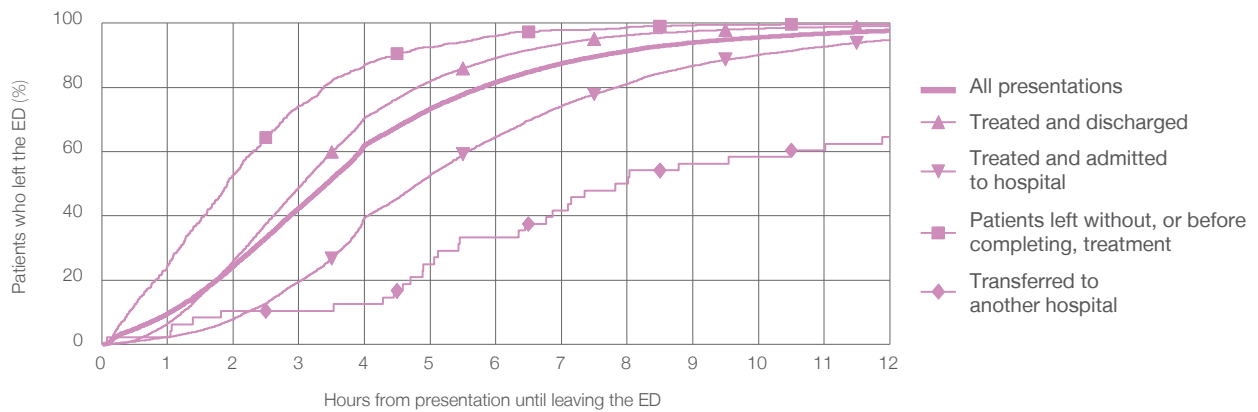
All presentations:<sup>1</sup> 19,437 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

Treated and discharged	11,068 (56.9%)
Treated and admitted to hospital	6,482 (33.3%)
Patient left without, or before completing, treatment	872 (4.5%)
Transferred to another hospital	48 (0.2%)
Other	967 (5.0%)

Same period last year	Change since one year ago
19,359	0.4%
11,203	-1.2%
6,595	-1.7%
597	46.1%
56	-14.3%
908	6.5%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.5%	26.0%	48.9%	70.5%	89.2%	96.2%	98.3%	99.2%
Treated and admitted to hospital	2.3%	7.8%	19.5%	39.4%	64.6%	81.1%	90.2%	94.8%
Patient left without, or before completing, treatment	24.5%	52.9%	74.2%	87.0%	96.1%	98.6%	99.5%	99.8%
Transferred to another hospital	2.1%	10.4%	10.4%	12.5%	33.3%	50.0%	58.3%	64.6%
All presentations	9.5%	24.4%	42.4%	62.1%	81.6%	91.3%	95.6%	97.7%

(†) 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.

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

## John Hunter 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> 19,437 patients

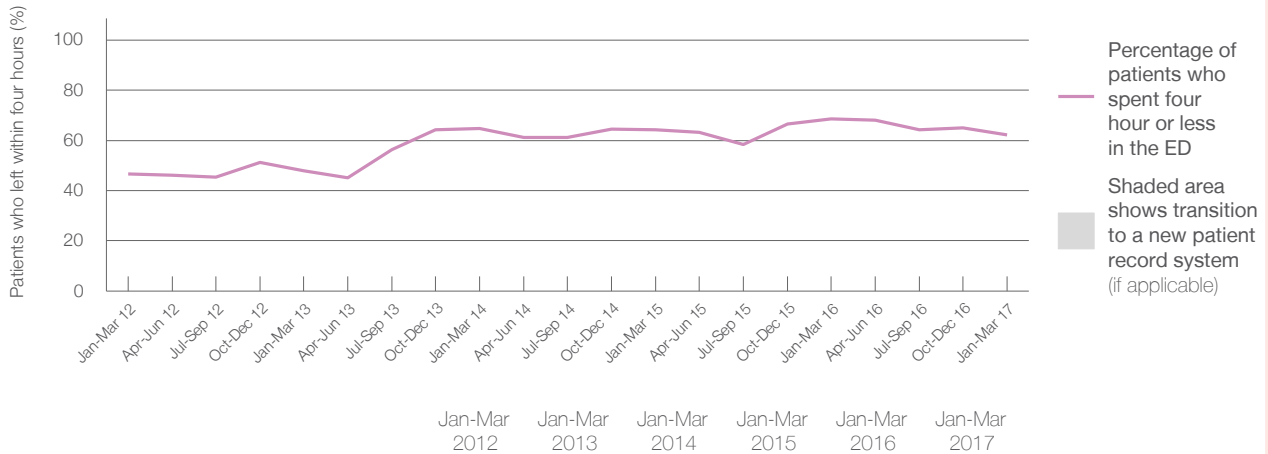
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

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



Same period last year	Change since one year ago
19,359	0.4%
19,359	0.4%
68.5%	

#### 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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	46.6%	48.0%	64.7%	64.2%	68.5%	62.1%

\* 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).



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

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

January to March 2017

All presentations:<sup>1</sup> 892 patients

Emergency presentations:<sup>2</sup> 829 patients

Same period last year	Change since one year ago
1,257	-29.0%
1,224	-32.3%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 76 patients

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

90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 239 patients

Median time to start treatment<sup>4</sup> 9 minutes

90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 410 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 104 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
83	
3 minutes	8 minutes
*	26 minutes
336	
10 minutes	20 minutes
27 minutes	69 minutes
583	
16 minutes	26 minutes
64 minutes	101 minutes
222	
15 minutes	23 minutes
82 minutes	104 minutes

## Kurri Kurri 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> 892 patients

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

95.0%

Same period last year	Change since one year ago
1,257	-29.0%
93.1%	

\* 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.

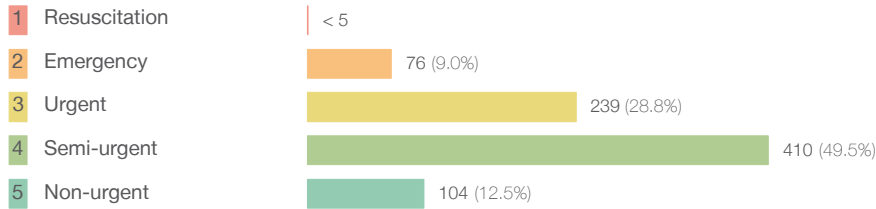
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

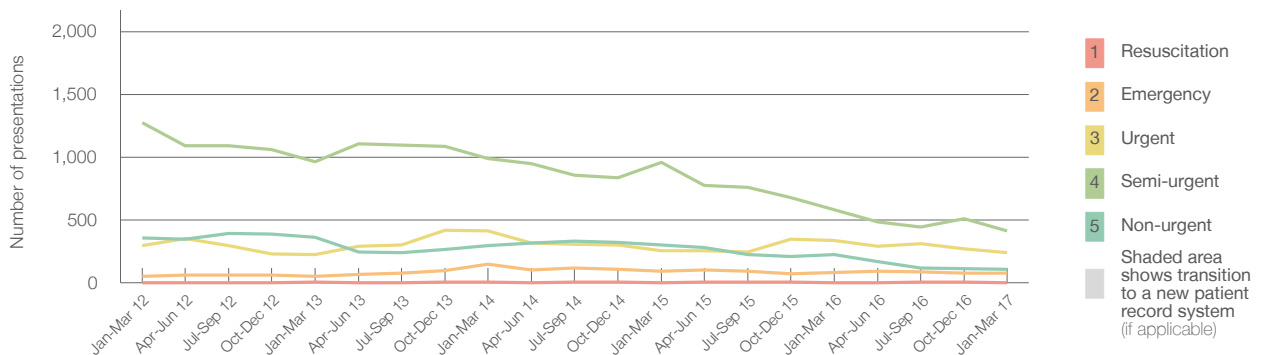
All presentations<sup>1</sup> 892 patients

Emergency presentations<sup>2</sup> by triage category: 829 patients



	Same period last year	Change since one year ago
All presentations <sup>1</sup>	1,257	-29.0%
Emergency presentations <sup>2</sup>	1,224	-32.3%
1 Resuscitation	< 5	*
2 Emergency	83	-8.5%
3 Urgent	336	-28.9%
4 Semi-urgent	583	-29.7%
5 Non-urgent	222	-53.2%

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	5	< 5	< 5	< 5	< 5
Emergency	50	49	152	90	83	76
Urgent	293	224	413	255	336	239
Semi-urgent	1,275	961	988	958	583	410
Non-urgent	357	360	294	301	222	104
All emergency presentations	1,975	1,599	1,847	1,604	1,224	829

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

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

(†) 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.

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

## Kurri Kurri 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: 76

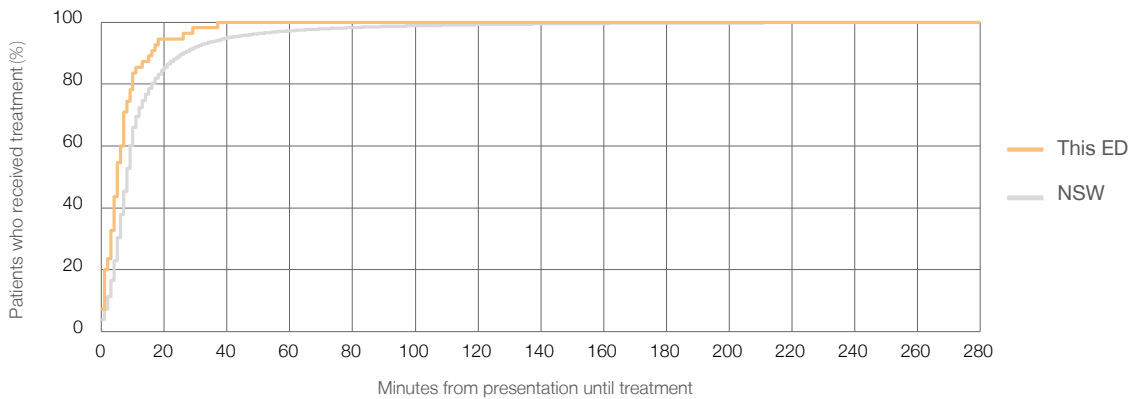
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 55

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

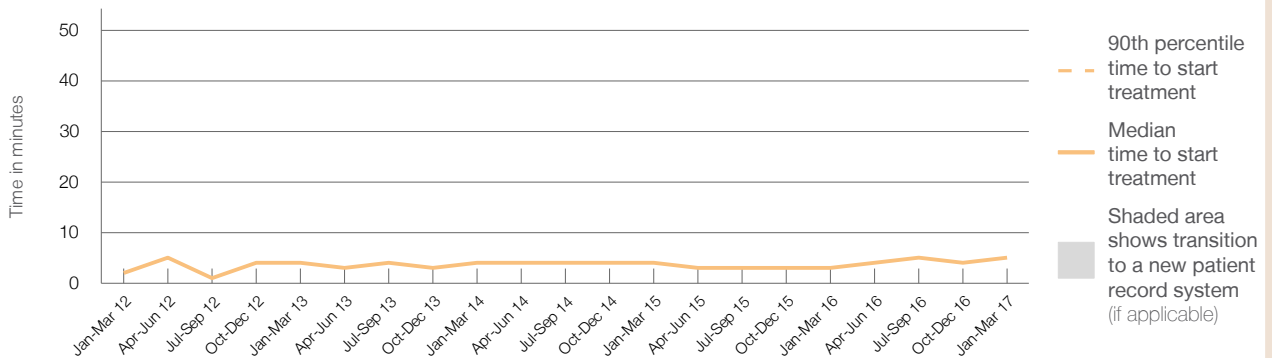
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
83	69
3 minutes	8 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)	2	4	4	4	3	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	37	*	*	*

(†) 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.

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

## Kurri Kurri 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: 239

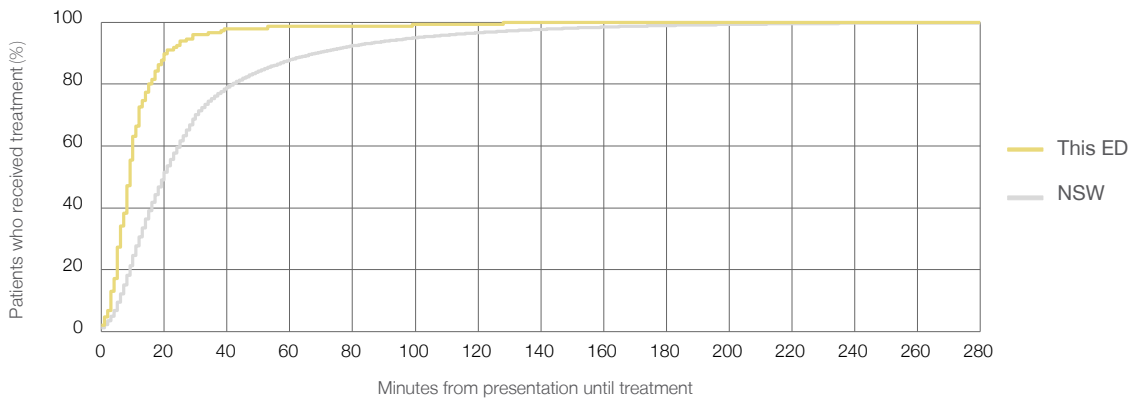
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 146

Median time to start treatment<sup>4</sup> 9 minutes

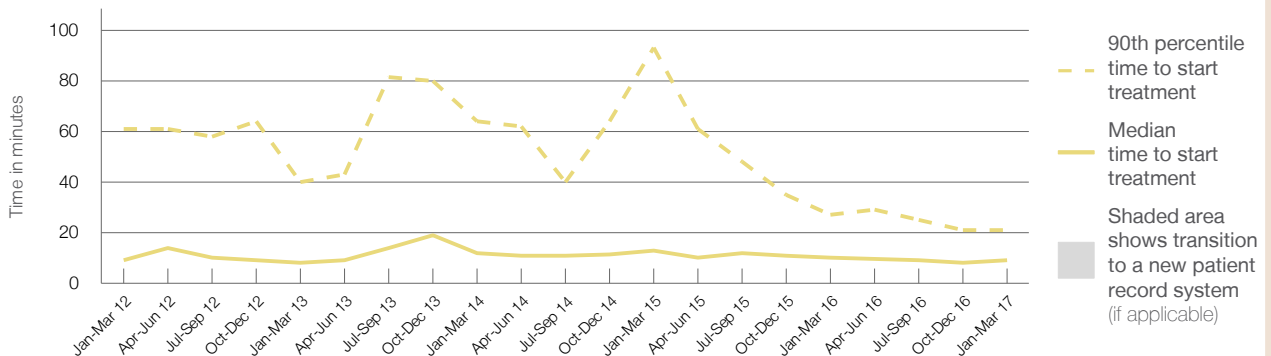
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
336	
253	
10 minutes	20 minutes
27 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	8	12	13	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	61	40	64	93	27	21

(†) 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.

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

## Kurri Kurri 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: 410

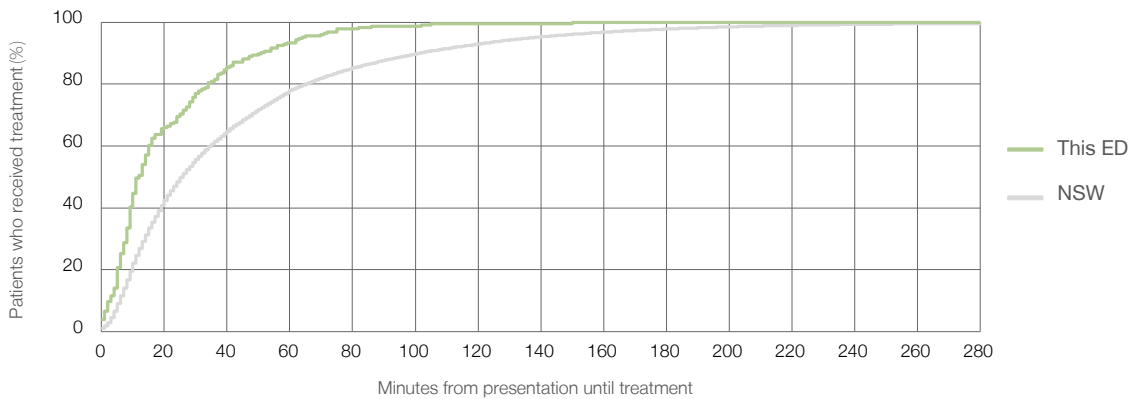
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 226

Median time to start treatment<sup>4</sup>  12 minutes

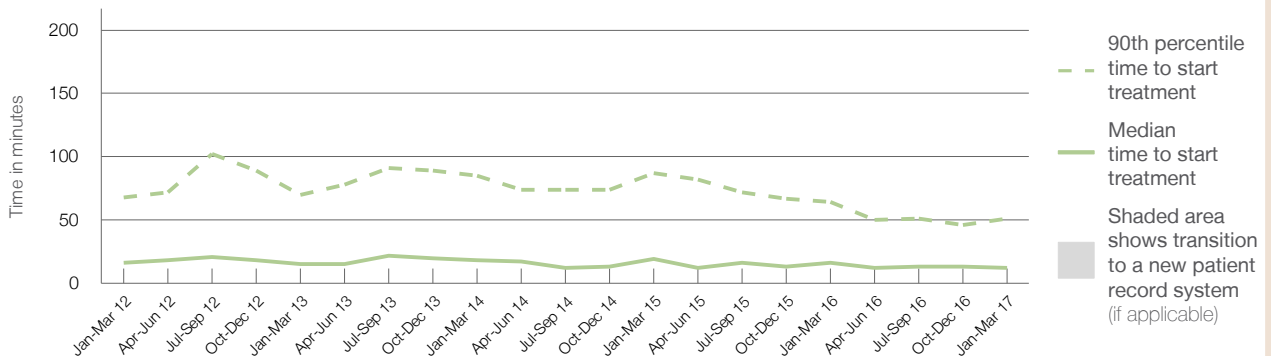
90th percentile time to start treatment<sup>5</sup>  51 minutes

Same period last year	NSW (this period)
583	399
16 minutes	26 minutes
64 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)	16	15	18	19	16	12
90th percentile time to start treatment <sup>5</sup> (minutes)	68	70	85	87	64	51

(†) 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.

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

## Kurri Kurri 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: 104

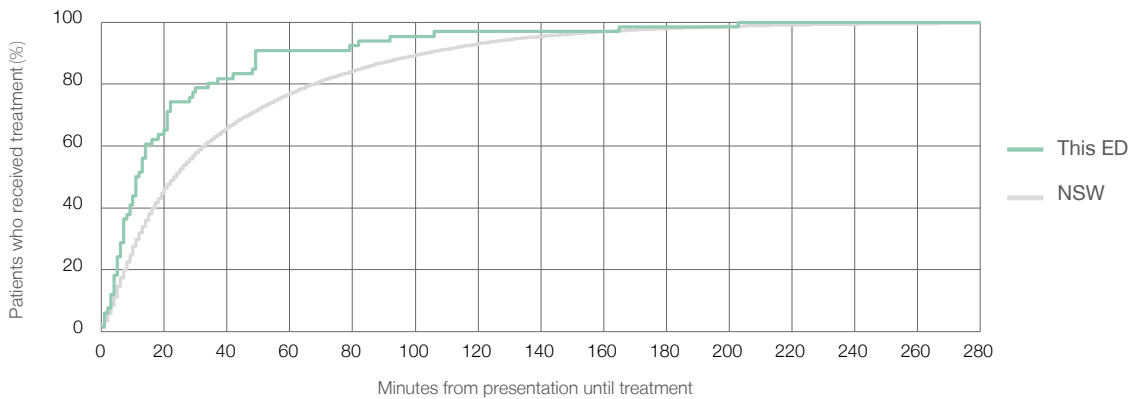
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 66

Median time to start treatment<sup>4</sup> 12 minutes

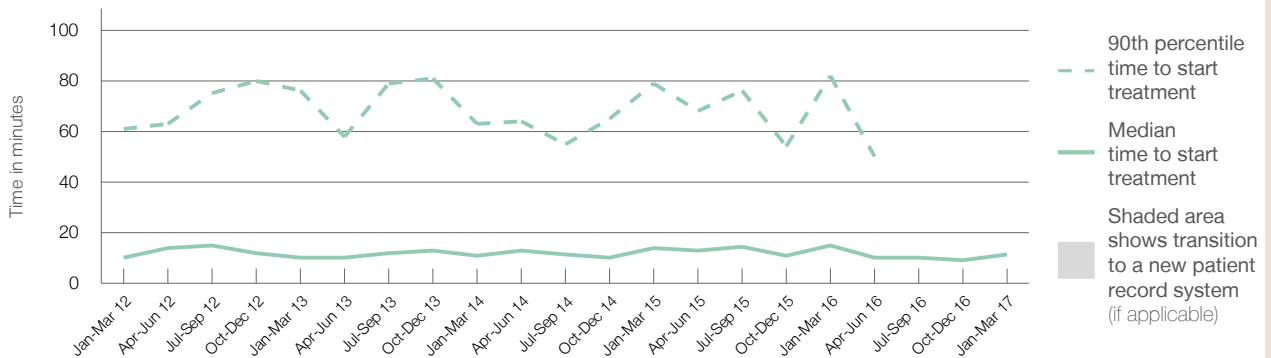
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
222	
183	
15 minutes	23 minutes
82 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)	10	10	11	14	15	12
90th percentile time to start treatment <sup>5</sup> (minutes)	61	76	63	79	82	*

(†) 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.

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

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

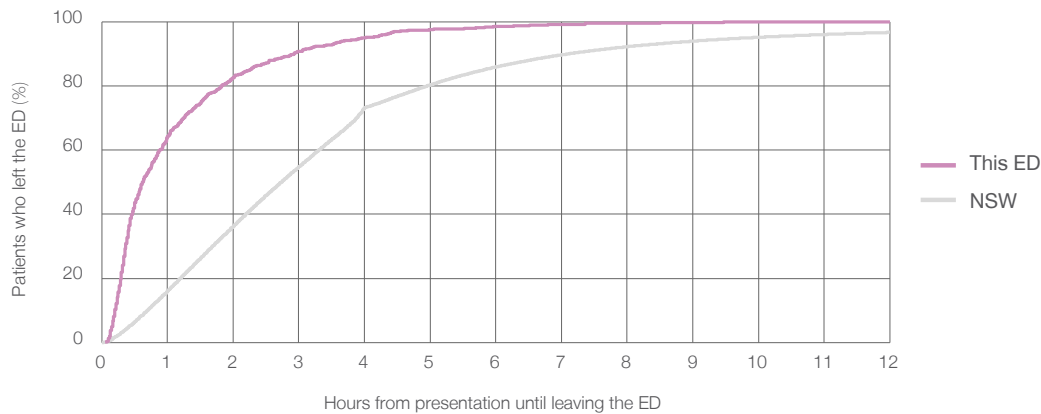
All presentations:<sup>1</sup> 892 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 892 patients

Median time spent in the ED<sup>8</sup> 0 hours and 37 minutes  
90th percentile time spent in the ED<sup>9</sup> 2 hours and 55 minutes

Same period last year	NSW (this period)
1,257	1,257
0 hours and 53 minutes	2 hours and 44 minutes
3 hours and 17 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 49m	0h 55m	1h 6m	1h 0m	0h 53m	0h 37m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 9m	4h 5m	3h 59m	3h 55m	3h 17m	2h 55m

(†) 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.

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

## Kurri Kurri District Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

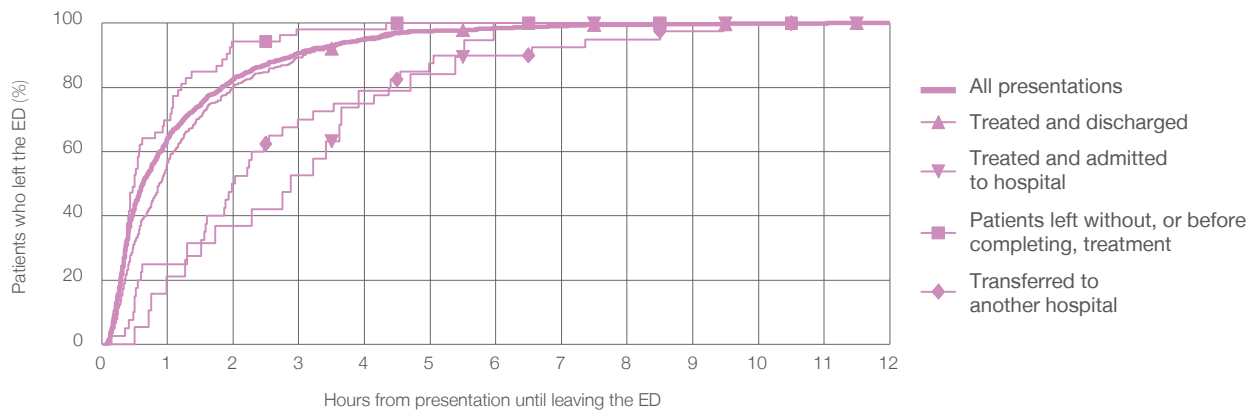
All presentations:<sup>1</sup> 892 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 892 patients

Treated and discharged	459 (51.5%)
Treated and admitted to hospital	19 (2.1%)
Patient left without, or before completing, treatment	53 (5.9%)
Transferred to another hospital	40 (4.5%)
Other	321 (36.0%)

Same period last year	Change since one year ago
1,257	-29.0%
815	-43.7%
29	-34.5%
63	-15.9%
61	-34.4%
289	11.1%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	56.6%	80.2%	89.3%	95.4%	98.7%	99.6%	99.8%	100%
Treated and admitted to hospital	21.1%	36.8%	52.6%	78.9%	100%	100%	100%	100%
Patient left without, or before completing, treatment	69.8%	94.3%	98.1%	98.1%	100%	100%	100%	100%
Transferred to another hospital	25.0%	50.0%	70.0%	75.0%	90.0%	95.0%	100%	100%
All presentations	64.1%	82.6%	90.7%	95.0%	98.5%	99.4%	99.9%	100%

(†) 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.



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

## Kurri Kurri District Hospital: Time spent in the ED

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

#### January to March 2017

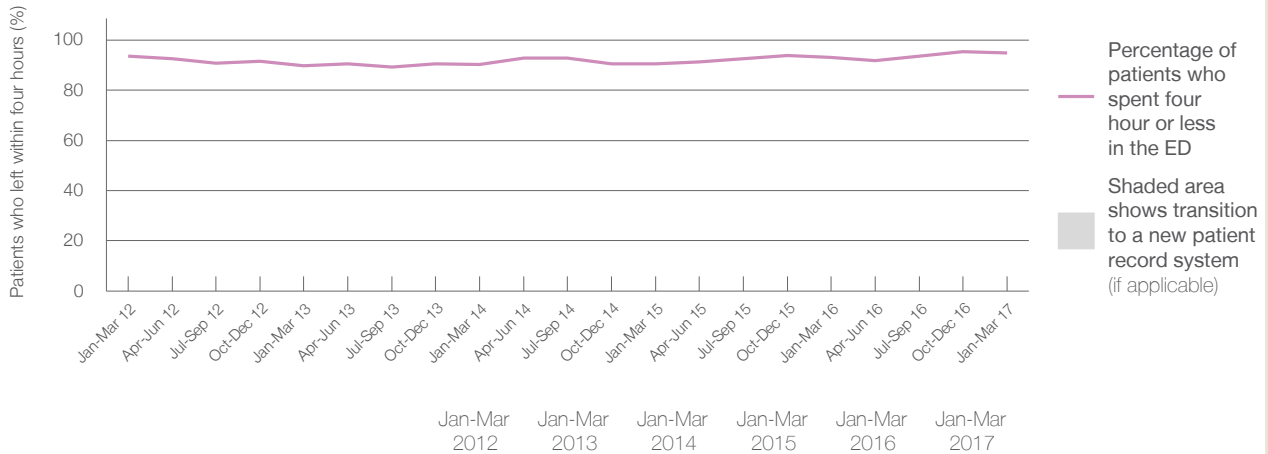
All presentations at the emergency department:<sup>1</sup> 892 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 892 patients

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> 892 patients	1,257	-29.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 892 patients	1,257	-29.0%
Percentage of patients who spent four hours or less in the ED	93.1%	

#### 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 (%)	93.6%	89.6%	90.2%	90.5%	93.1%	95.0%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

## Maitland Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 12,006 patients

Emergency presentations:<sup>2</sup> 11,920 patients

Same period last year	Change since one year ago
12,242	-1.9%
12,091	-1.4%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,969 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,062 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 91 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,425 patients

Median time to start treatment<sup>4</sup> 44 minutes  
 90th percentile time to start treatment<sup>5</sup> 138 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,445 patients

Median time to start treatment<sup>4</sup> 58 minutes  
 90th percentile time to start treatment<sup>5</sup> 155 minutes

Same period last year	NSW (this period)
1,491	
8 minutes	8 minutes
19 minutes	26 minutes
2,830	
23 minutes	20 minutes
65 minutes	69 minutes
6,177	
39 minutes	26 minutes
109 minutes	101 minutes
1,575	
44 minutes	23 minutes
118 minutes	104 minutes

## Maitland Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,006 patients

Percentage of patients who spent four hours or less in the ED 69.8%

Same period last year	Change since one year ago
12,242	-1.9%
75.8%	

\* 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.

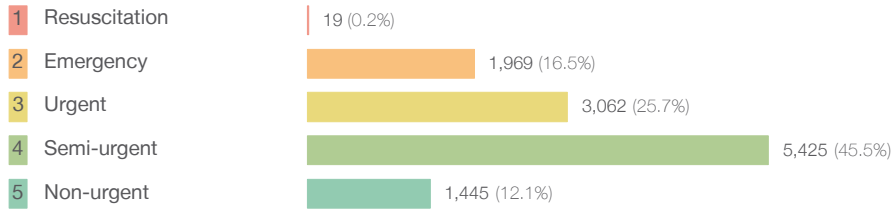
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

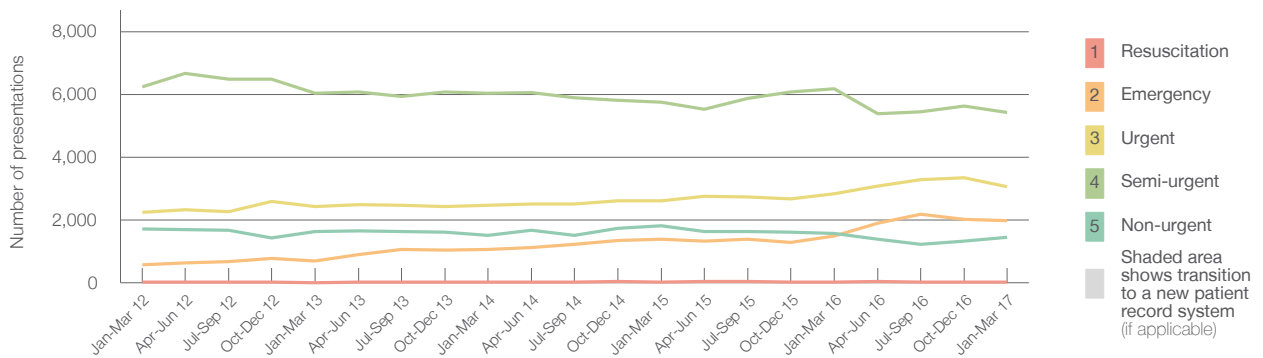
All presentations:<sup>1</sup> 12,006 patients

Emergency presentations<sup>2</sup> by triage category: 11,920 patients



	Same period last year	Change since one year ago
All presentations	12,242	-1.9%
Emergency presentations	12,091	-1.4%
1 Resuscitation	18	5.6%
2 Emergency	1,491	32.1%
3 Urgent	2,830	8.2%
4 Semi-urgent	6,177	-12.2%
5 Non-urgent	1,575	-8.3%

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	15	7	22	24	18	19
Emergency	565	686	1,049	1,377	1,491	1,969
Urgent	2,251	2,418	2,463	2,617	2,830	3,062
Semi-urgent	6,239	6,035	6,045	5,759	6,177	5,425
Non-urgent	1,716	1,636	1,510	1,816	1,575	1,445
All emergency presentations	10,786	10,782	11,089	11,593	12,091	11,920

## Maitland Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,104 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,968	
ED Transfer of care time		
Median time	9 minutes	-2 minutes
90th percentile time	21 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.

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

## Maitland Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

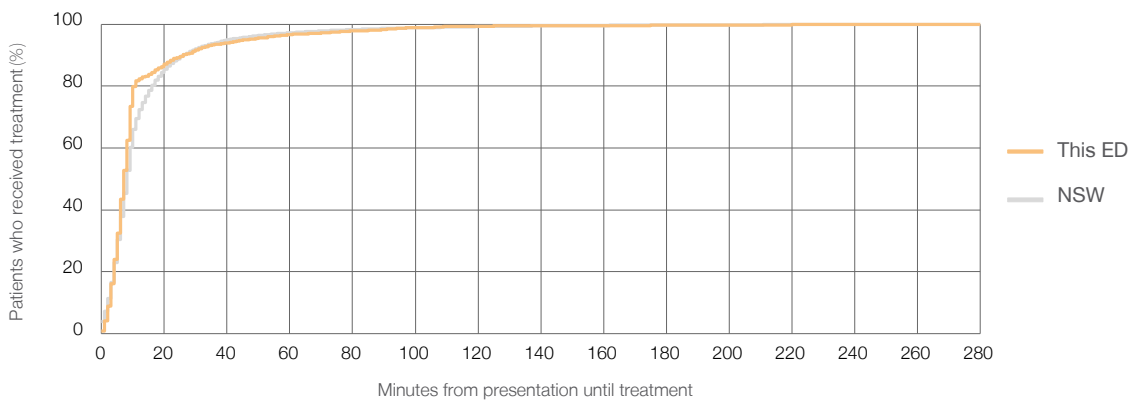
Number of triage 2 patients: 1,969

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,926

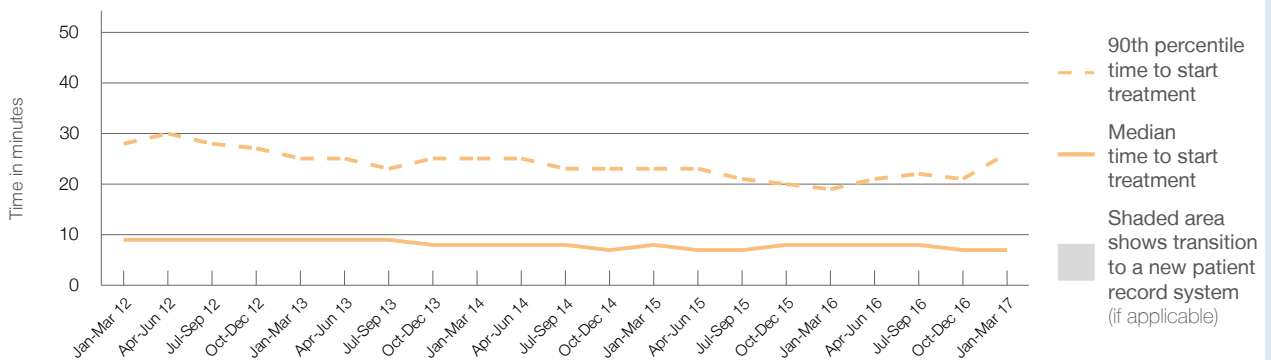
Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
1,491	
1,475	
8 minutes	8 minutes
19 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)	9	9	8	8	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	28	25	25	23	19	26

(†) 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.

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

## Maitland 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: 3,062

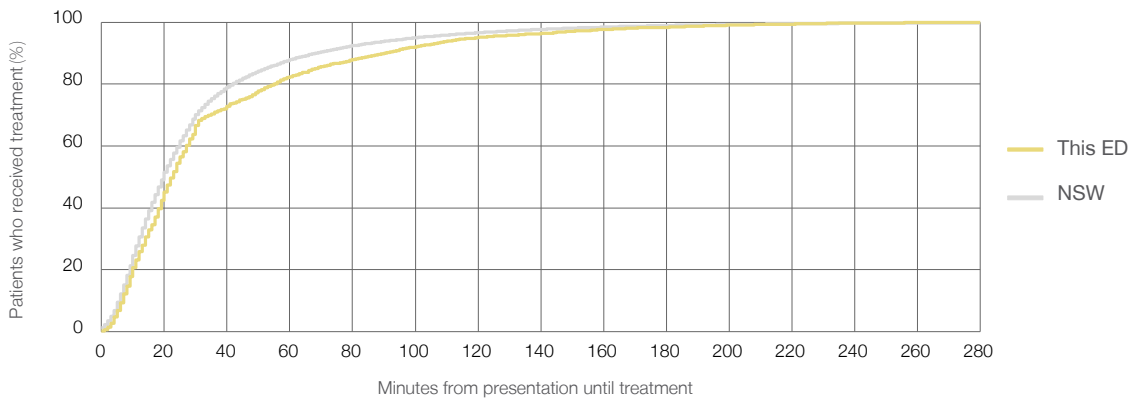
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,912

Median time to start treatment<sup>4</sup> 23 minutes

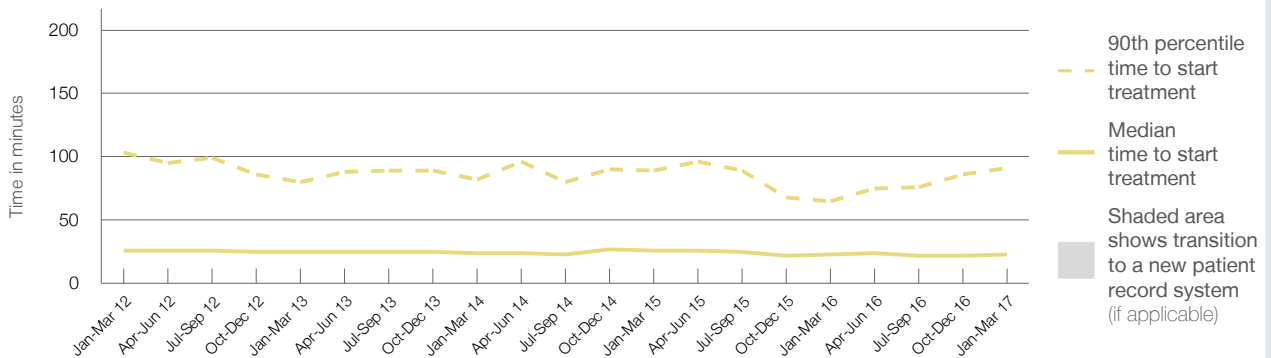
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
2,830	
2,751	
23 minutes	20 minutes
65 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)	26	25	24	26	23	23
90th percentile time to start treatment <sup>5</sup> (minutes)	103	80	82	89	65	91

(†) 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.

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

## Maitland 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: 5,425

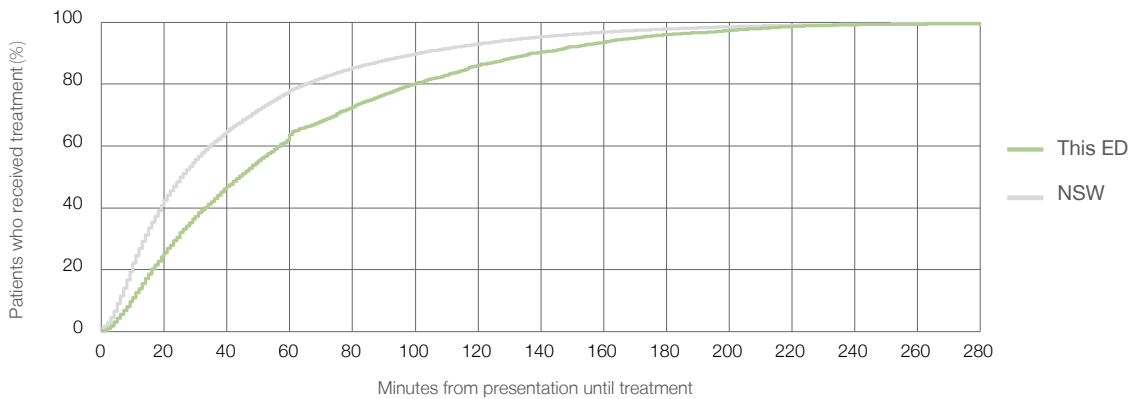
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,529

Median time to start treatment<sup>4</sup> 44 minutes

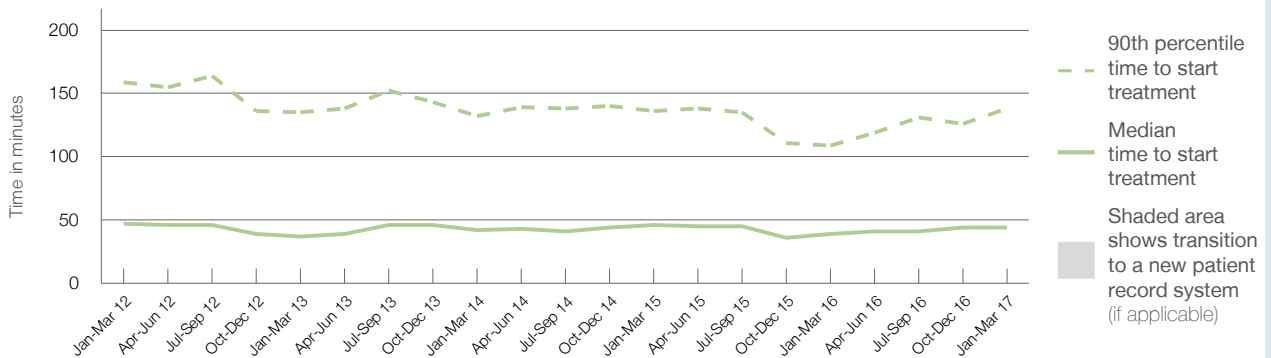
90th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
6,177	
5,357	
39 minutes	26 minutes
109 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)	47	37	42	46	39	44
90th percentile time to start treatment <sup>5</sup> (minutes)	159	135	132	136	109	138

(†) 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.

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

## Maitland 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: 1,445

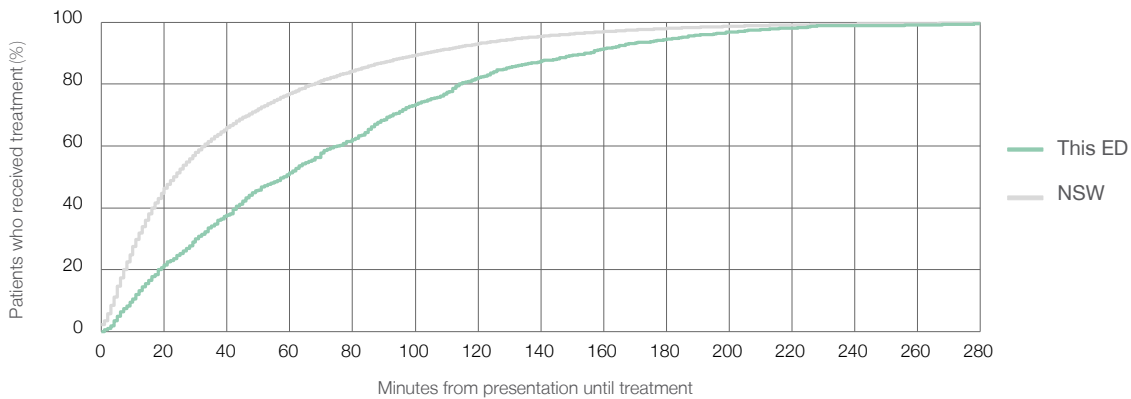
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,017

Median time to start treatment<sup>4</sup> 58 minutes

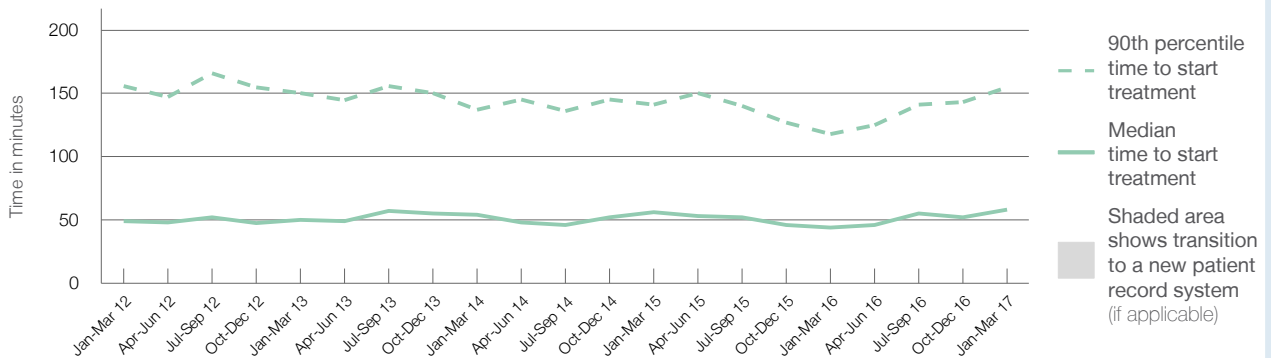
90th percentile time to start treatment<sup>5</sup> 155 minutes

Same period last year	NSW (this period)
1,575	1,179
44 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<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)	49	50	54	56	44	58
90th percentile time to start treatment <sup>5</sup> (minutes)	156	150	137	141	118	155

(†) 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.

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

## Maitland Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 12,006 patients

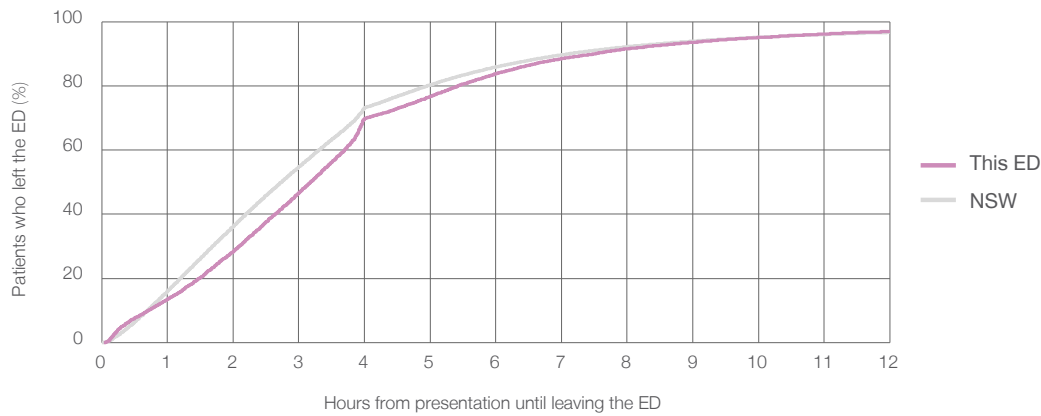
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,006 patients

Median time spent in the ED<sup>8</sup> 3 hours and 11 minutes

90th percentile time spent in the ED<sup>9</sup> 7 hours and 31 minutes

Same period last year	NSW (this period)
12,242	12,242
2 hours and 45 minutes	2 hours and 44 minutes
6 hours and 42 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)	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m	3h 11m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 57m	7h 58m	8h 37m	8h 26m	6h 42m	7h 31m

(†) 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.



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

## Maitland Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

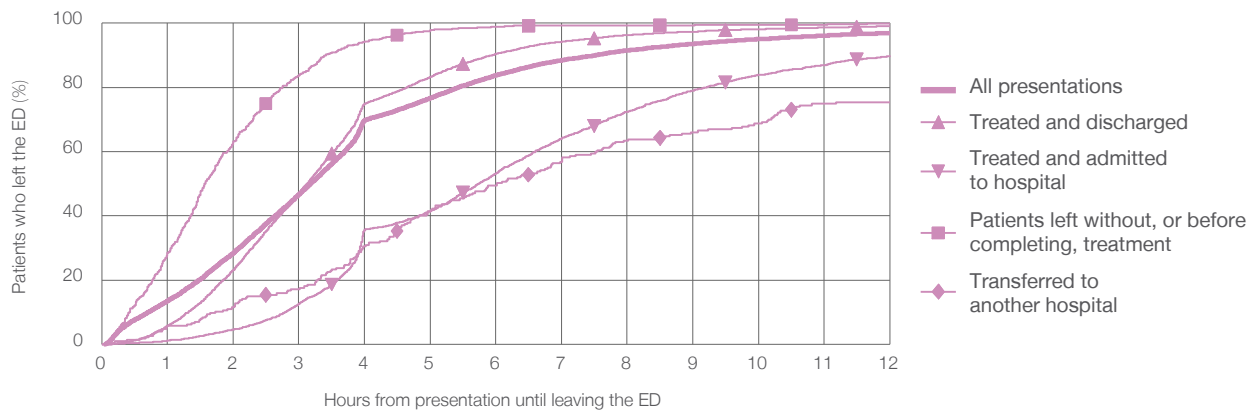
All presentations:<sup>1</sup> 12,006 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,006 patients

Treated and discharged	7,641 (63.6%)
Treated and admitted to hospital	2,334 (19.4%)
Patient left without, or before completing, treatment	660 (5.5%)
Transferred to another hospital	227 (1.9%)
Other	1,144 (9.5%)

Same period last year	Change since one year ago
12,242	-1.9%
8,146	-6.2%
2,383	-2.1%
409	61.4%
209	8.6%
1,095	4.5%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	23.2%	47.1%	74.9%	90.5%	96.3%	98.1%	99.1%
Treated and admitted to hospital	1.2%	4.5%	12.6%	35.6%	53.2%	72.3%	83.9%	89.8%
Patient left without, or before completing, treatment	28.5%	63.2%	83.8%	94.2%	98.9%	99.2%	99.5%	99.8%
Transferred to another hospital	5.7%	11.5%	17.2%	30.4%	49.3%	63.4%	68.7%	75.3%
All presentations	13.6%	28.5%	46.7%	69.8%	83.8%	91.5%	95.1%	96.9%

(†) 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.

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

## Maitland 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> 12,006 patients

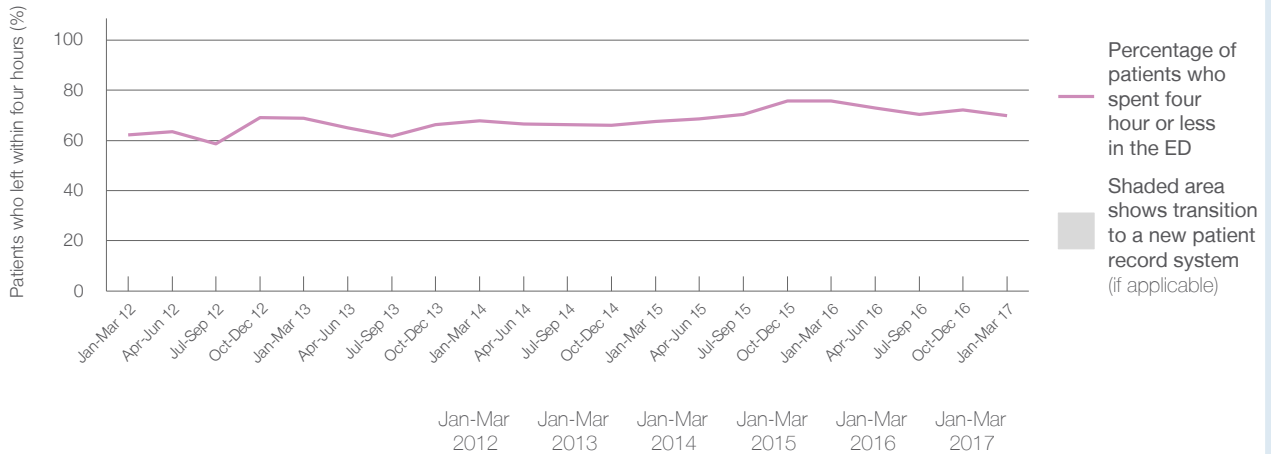
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,006 patients

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	12,242	-1.9%
Presentations used to calculate time to leaving the ED	12,242	-1.9%
Percentage of patients who spent four hours or less in the ED	75.8%	

#### 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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	62.3%	68.8%	67.9%	67.6%	75.8%	69.8%

\* 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).

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

## Manning Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 7,791 patients  
Emergency presentations:<sup>2</sup> 7,599 patients

Same period last year	Change since one year ago
7,445	4.6%
7,343	3.5%

## Manning Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,265 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,049 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,721 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 126 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,529 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
1,293	
7 minutes	8 minutes
10 minutes	26 minutes
2,106	
21 minutes	20 minutes
107 minutes	69 minutes
2,469	
30 minutes	26 minutes
150 minutes	101 minutes
1,444	
26 minutes	23 minutes
114 minutes	104 minutes

## Manning Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
7,444	4.7%
71.1%	

\* 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.

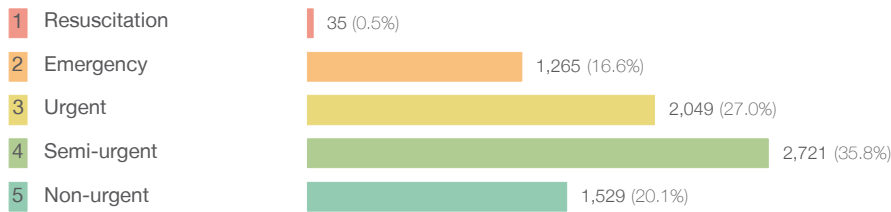
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Manning Base Hospital: Patients presenting to the emergency department January to March 2017

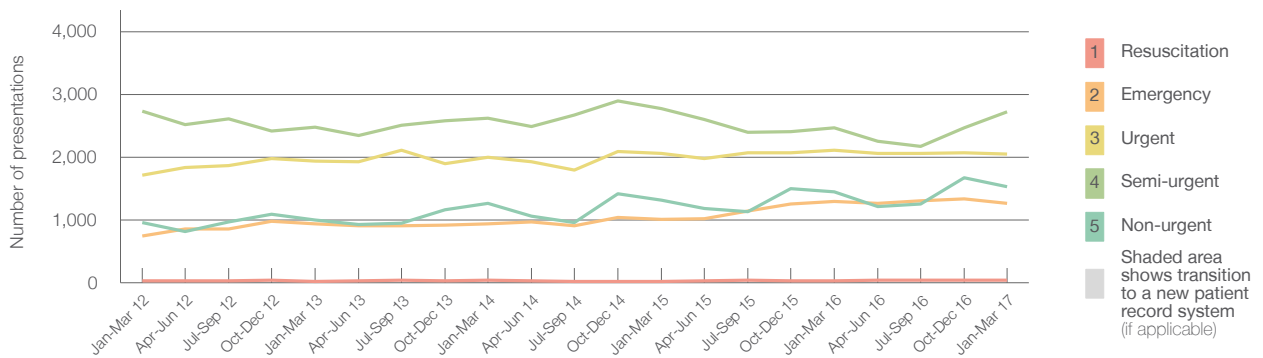
All presentations:<sup>1</sup> 7,791 patients

Emergency presentations<sup>2</sup> by triage category: 7,599 patients



	Same period last year	Change since one year ago
All presentations	7,445	4.6%
Emergency presentations	7,343	3.5%
Resuscitation	31	12.9%
Emergency	1,293	-2.2%
Urgent	2,106	-2.7%
Semi-urgent	2,469	10.2%
Non-urgent	1,444	5.9%

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	28	23	36	20	31	35
Emergency	745	935	934	1,013	1,293	1,265
Urgent	1,715	1,940	2,003	2,059	2,106	2,049
Semi-urgent	2,731	2,474	2,619	2,772	2,469	2,721
Non-urgent	954	994	1,260	1,310	1,444	1,529
All emergency presentations	6,173	6,366	6,852	7,174	7,343	7,599

## Manning Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,990 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,872	
ED Transfer of care time	6 minutes	-2 minutes
ED Transfer of care time	39 minutes	-24 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.

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

## Manning 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: 1,265

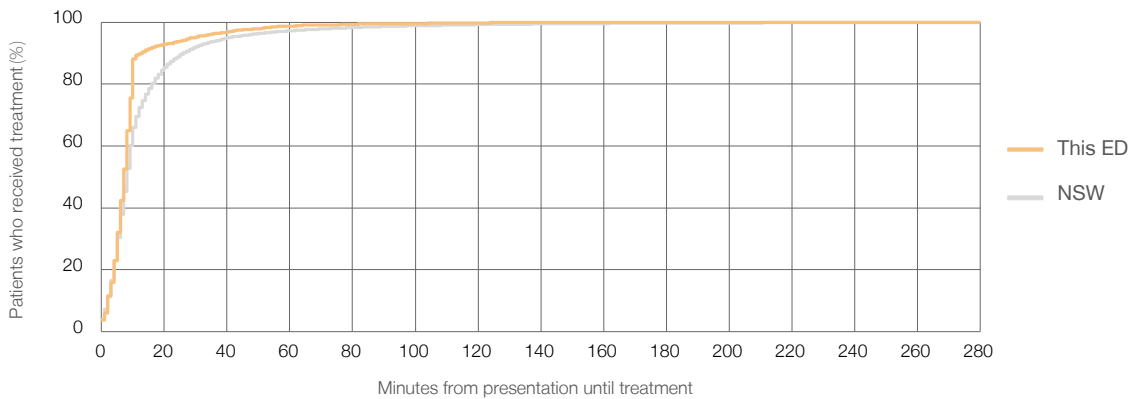
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,263

Median time to start treatment<sup>4</sup> 7 minutes

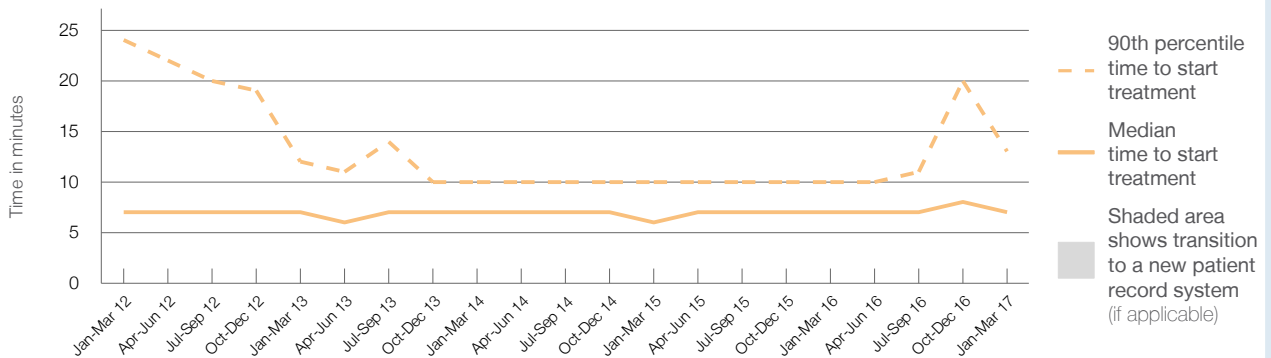
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
1,293	
1,286	
7 minutes	8 minutes
10 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)	7	7	7	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	24	12	10	10	10	13

(†) 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.

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

## Manning 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: 2,049

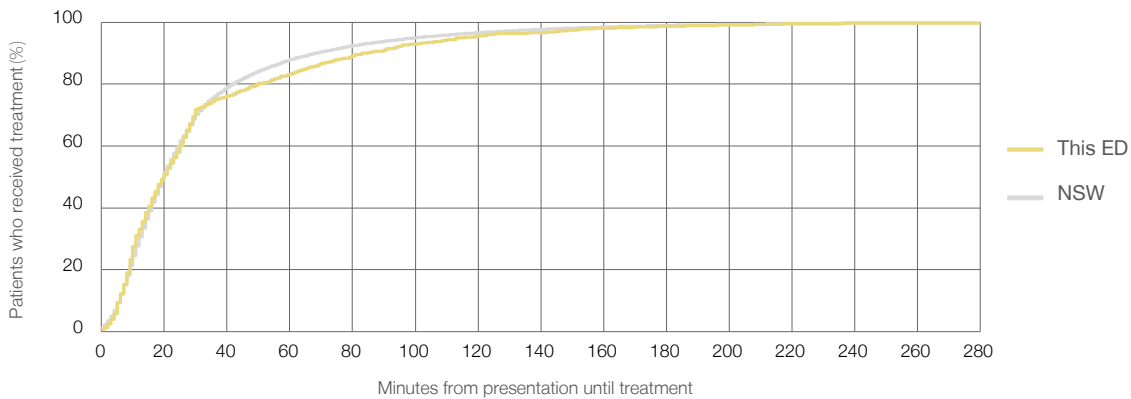
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,008

Median time to start treatment<sup>4</sup> 20 minutes

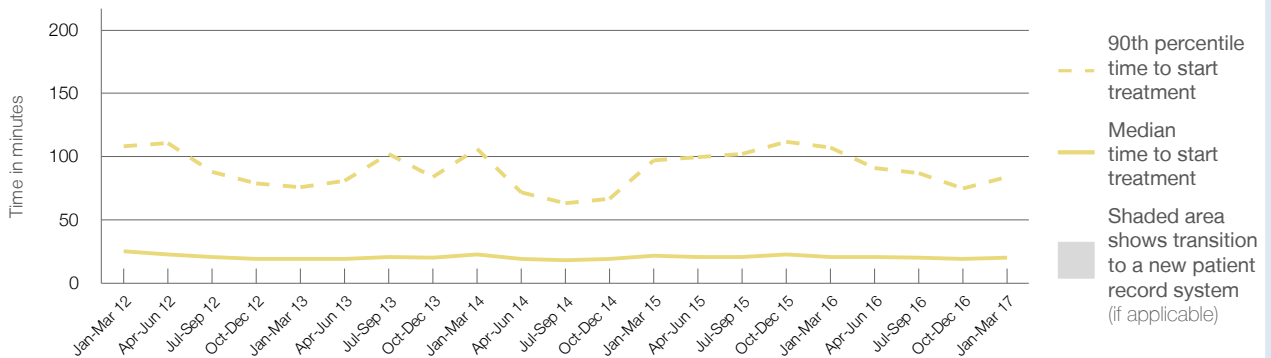
90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
2,106	
2,030	
21 minutes	20 minutes
107 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)	26	19	23	22	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	108	76	106	97	107	84

(†) 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.

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

## Manning 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: 2,721

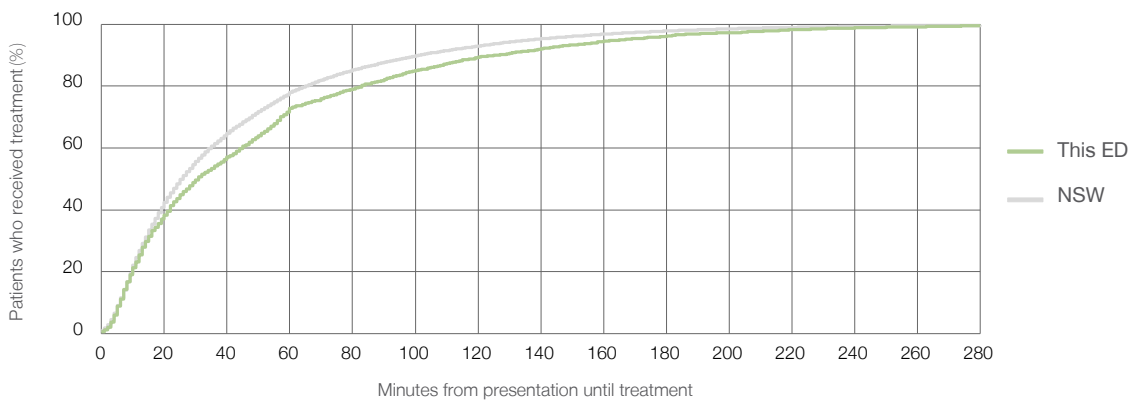
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,572

Median time to start treatment<sup>4</sup> 31 minutes

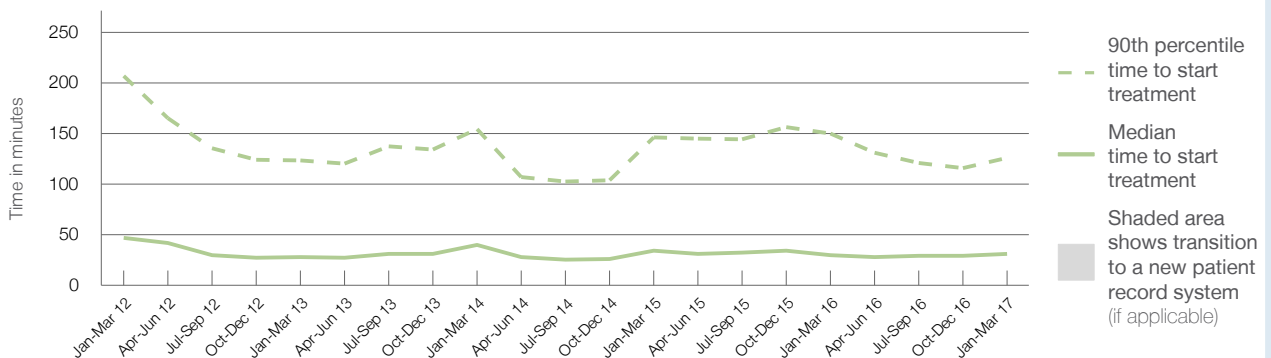
90th percentile time to start treatment<sup>5</sup> 126 minutes

Same period last year	NSW (this period)
2,469	
2,270	
30 minutes	26 minutes
150 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)	47	28	40	34	30	31
90th percentile time to start treatment <sup>5</sup> (minutes)	207	123	154	146	150	126

(†) 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.

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

## Manning 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: 1,529

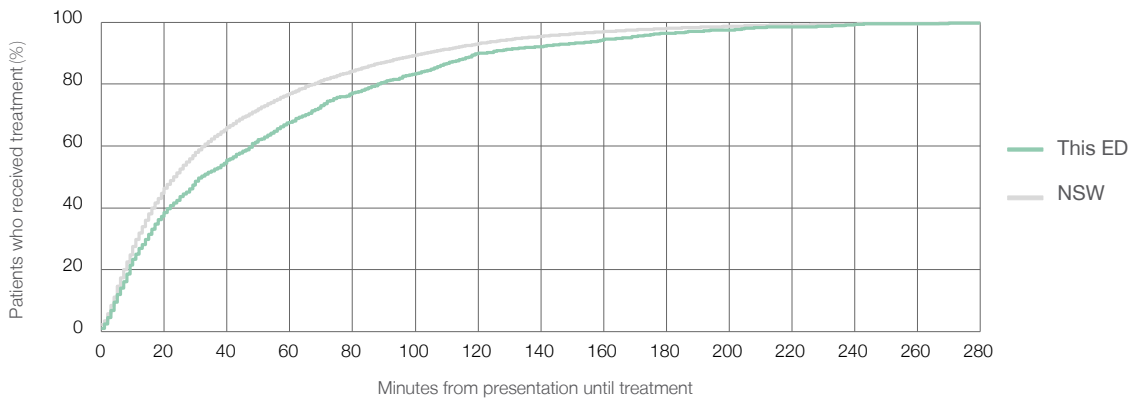
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,389

Median time to start treatment<sup>4</sup>  32 minutes

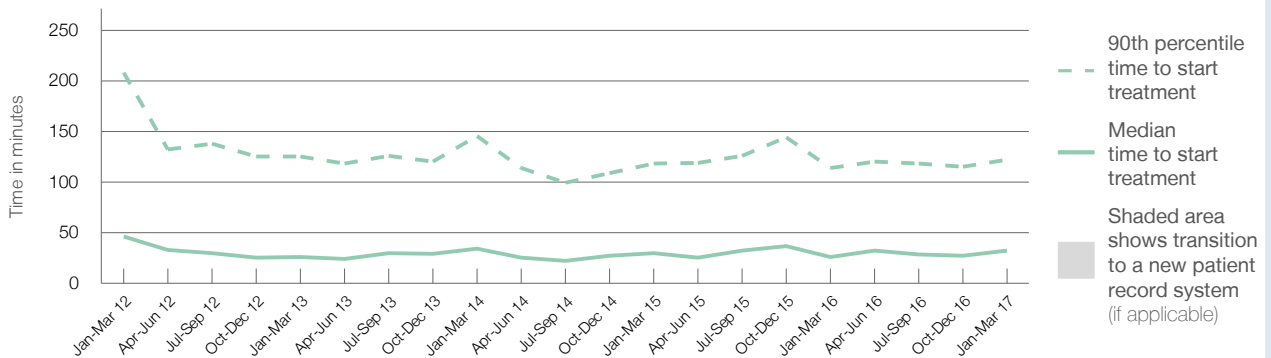
90th percentile time to start treatment<sup>5</sup>  122 minutes

Same period last year	NSW (this period)
1,444	
1,272	
26 minutes	23 minutes
114 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)	46	26	34	30	26	32
90th percentile time to start treatment <sup>5</sup> (minutes)	208	125	146	119	114	122

(†) 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.



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

## Manning Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 7,791 patients

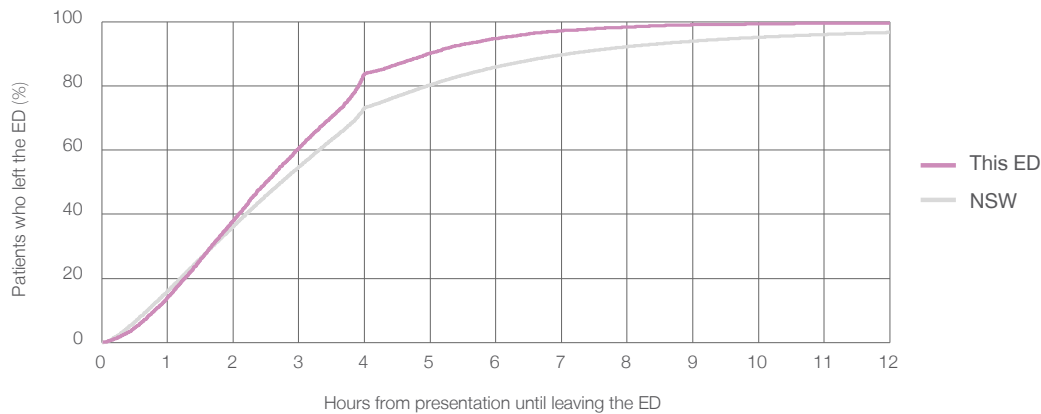
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

Median time spent in the ED<sup>8</sup>  2 hours and 31 minutes

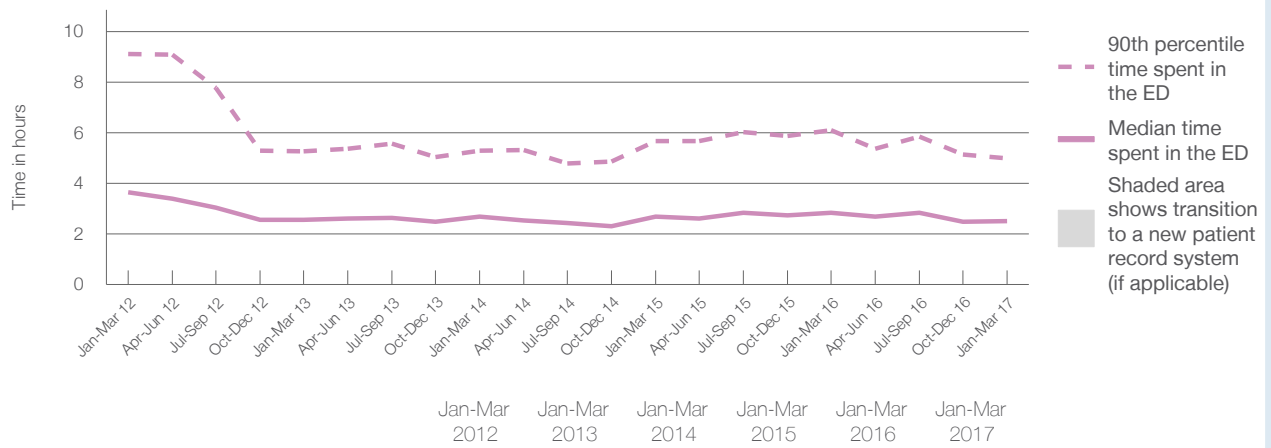
90th percentile time spent in the ED<sup>9</sup>  4 hours and 59 minutes

Same period last year	NSW (this period)
7,445	7,444
2 hours and 50 minutes	2 hours and 44 minutes
6 hours and 6 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)	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m	2h 31m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 7m	5h 16m	5h 17m	5h 41m	6h 6m	4h 59m

(†) 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.

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

## Manning Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

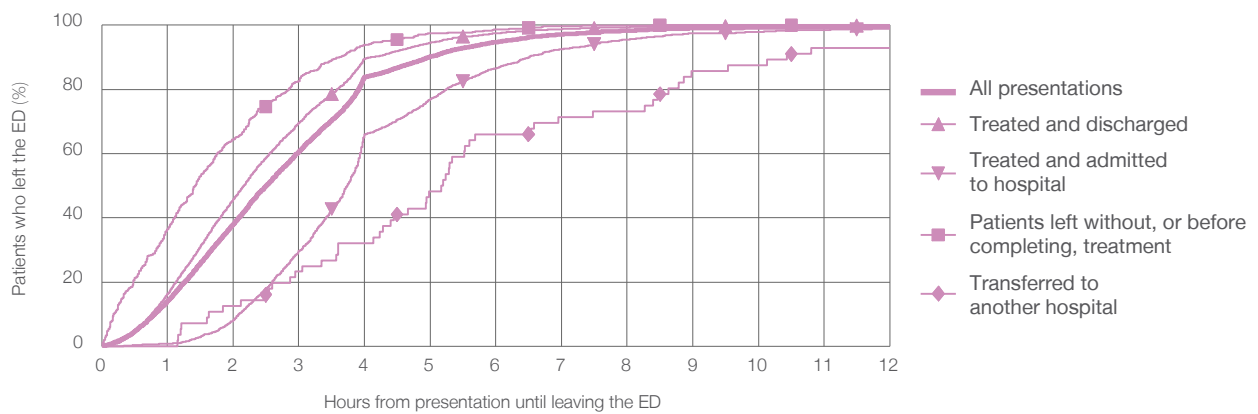
All presentations:<sup>1</sup> 7,791 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

Treated and discharged	5,329 (68.4%)
Treated and admitted to hospital	1,852 (23.8%)
Patient left without, or before completing, treatment	514 (6.6%)
Transferred to another hospital	56 (0.7%)
Other	40 (0.5%)

Same period last year	Change since one year ago
7,444	4.7%
4,766	11.8%
1,898	-2.4%
677	-24.1%
65	-13.8%
39	2.6%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.3%	45.8%	69.6%	89.6%	97.5%	99.4%	99.7%	99.8%
Treated and admitted to hospital	0.9%	8.2%	29.6%	65.9%	86.6%	95.5%	97.9%	98.9%
Patient left without, or before completing, treatment	36.4%	64.4%	82.5%	94.0%	98.6%	99.8%	100%	100%
Transferred to another hospital	0%	12.5%	23.2%	32.1%	66.1%	73.2%	87.5%	92.9%
All presentations	14.1%	38.0%	60.7%	83.9%	94.7%	98.3%	99.2%	99.6%

(†) 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.

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

## Manning 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:<sup>1</sup> 7,791 patients

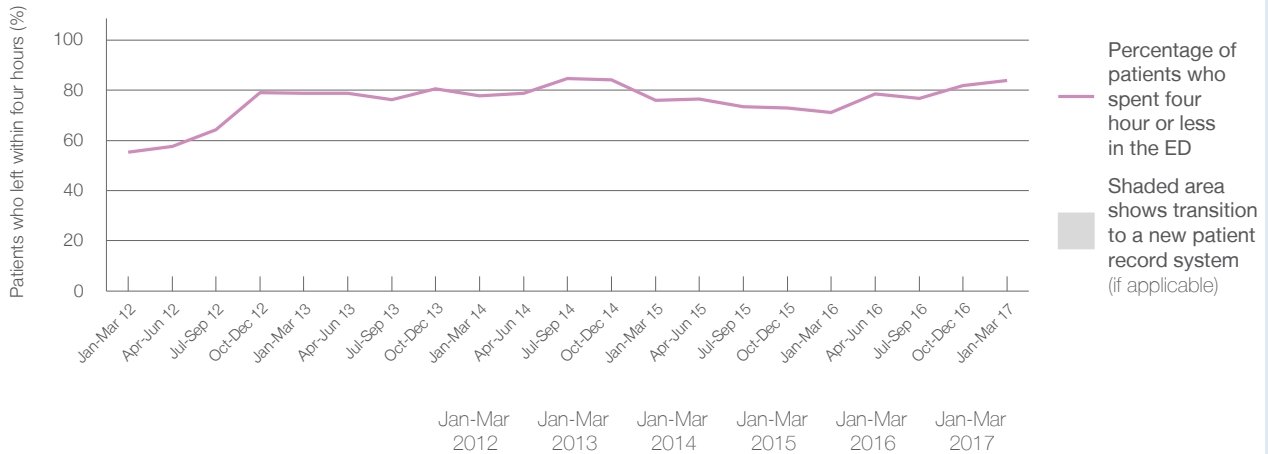
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,791 patients

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	7,445	4.6%
Presentations used to calculate time to leaving the ED	7,444	4.7%
Percentage of patients who spent four hours or less in the ED	71.1%	

### 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 (%)	55.3%	78.7%	77.8%	75.9%	71.1%	83.9%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

## Moree 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%

## Moree 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

## Moree 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.

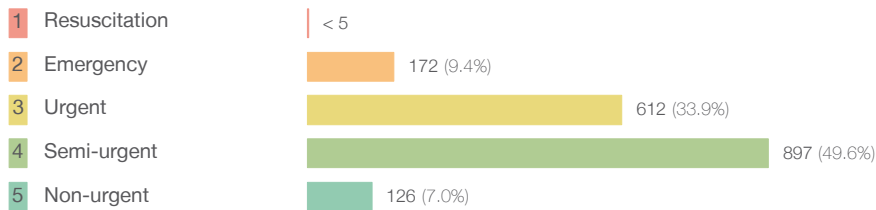
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

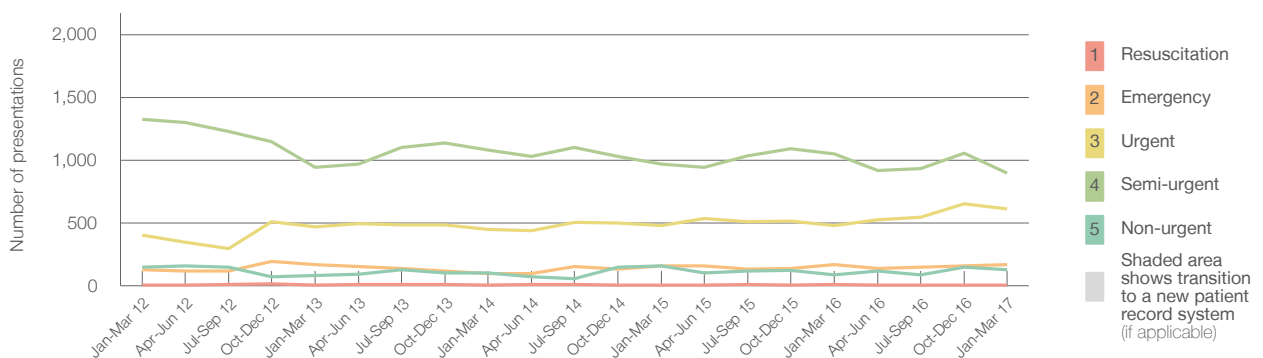
All presentations:<sup>1</sup> 1,968 patients

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



	Same period last year	Change since one year ago
All presentations	1,999	-1.6%
Emergency presentations	1,785	1.2%
Resuscitation	8	*
Emergency	167	1.2%
Urgent	477	28.3%
Semi-urgent	1,049	-14.5%
Non-urgent	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

## Moree 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
Arrivals used to calculate transfer of care time	222	
ED Transfer of care time	4 minutes	-2 minutes
90th percentile time	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.

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 2 January to March 2017

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

Number of triage 2 patients: 172

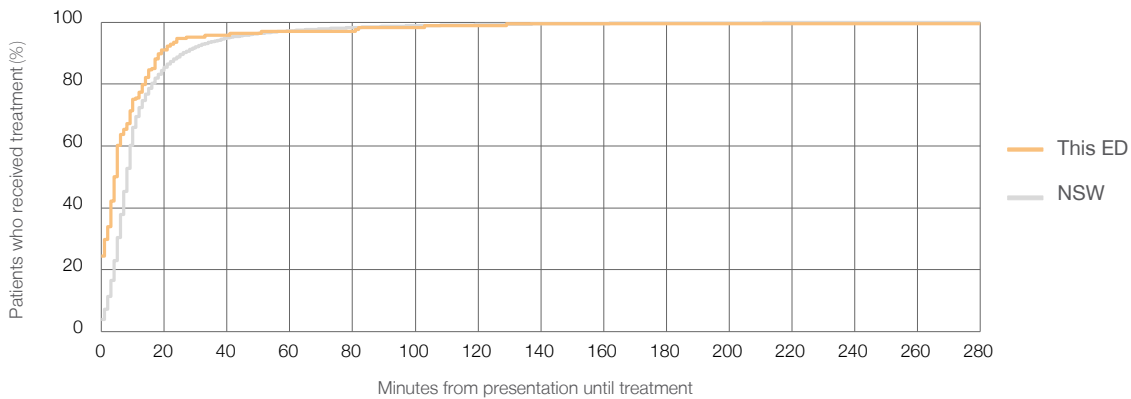
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 168

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

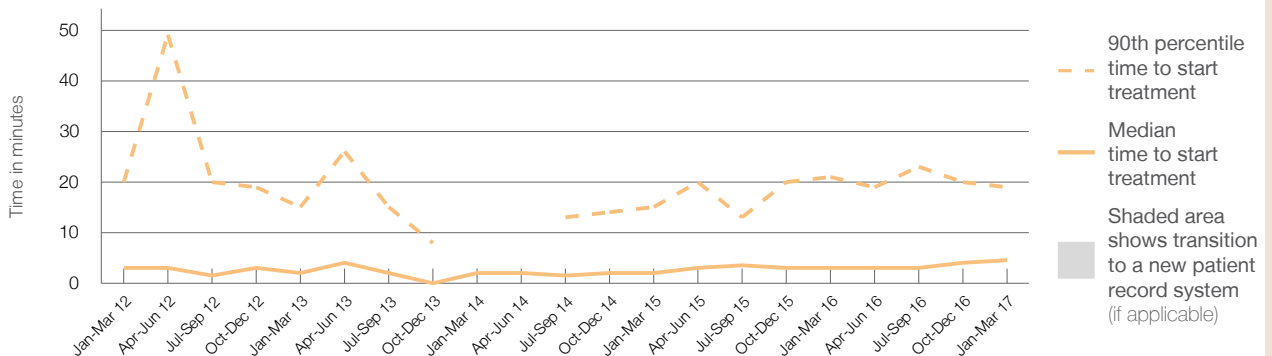
90th percentile time to start treatment<sup>5</sup> 19 minutes

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

(†) 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.

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 3 January to March 2017

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

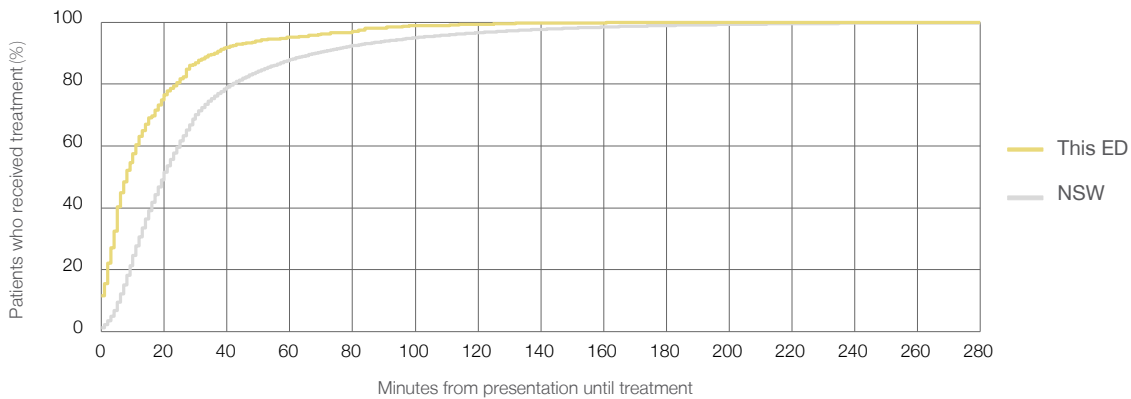
Number of triage 3 patients: 612

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

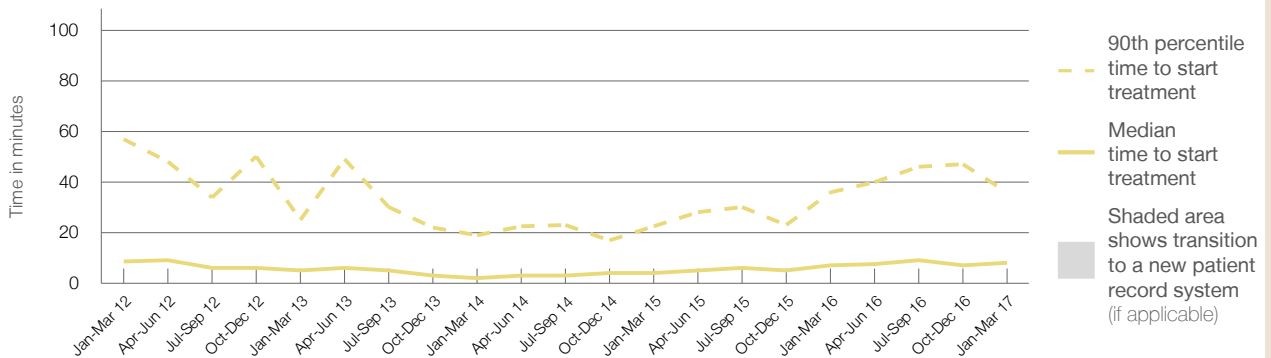
Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  36 minutes

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

(†) 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.

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 4 January to March 2017

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

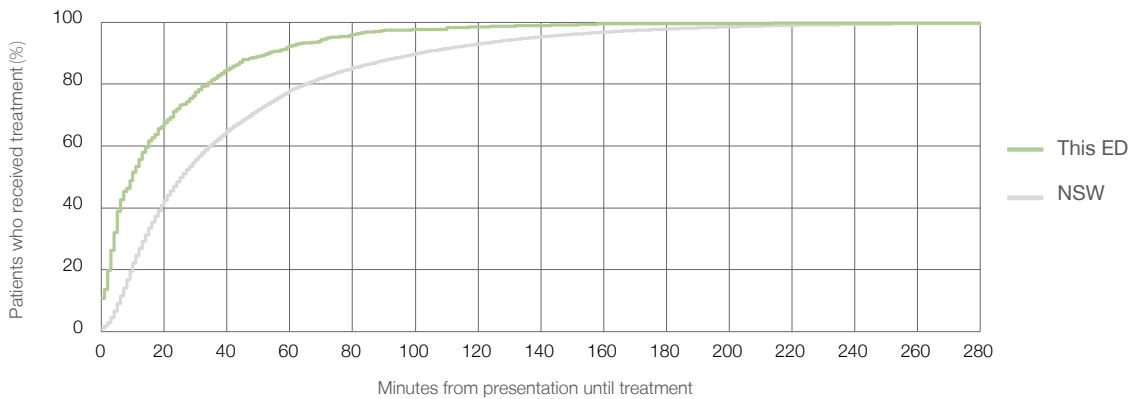
Number of triage 4 patients: 897

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

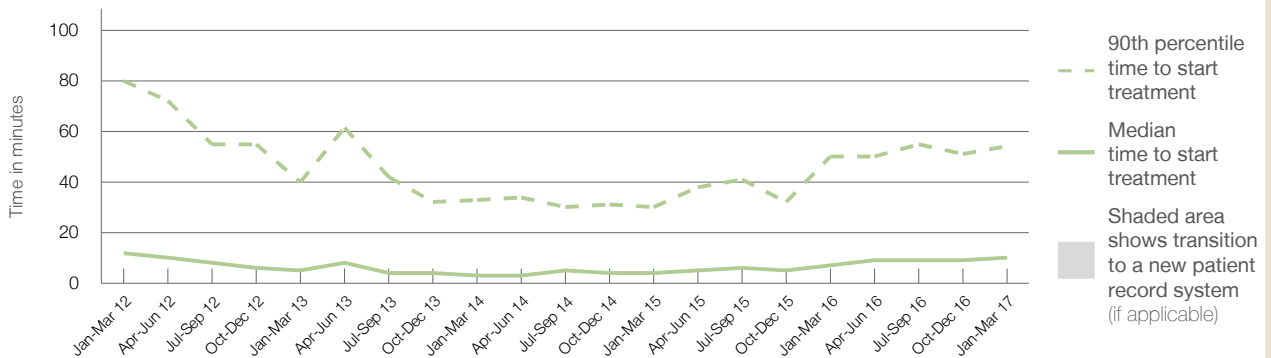
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  54 minutes

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

(†) 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.



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

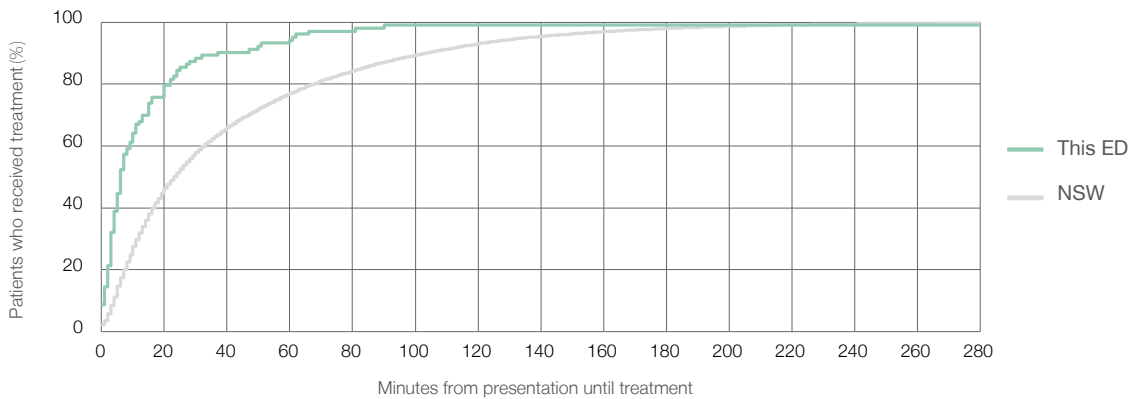
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 103

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

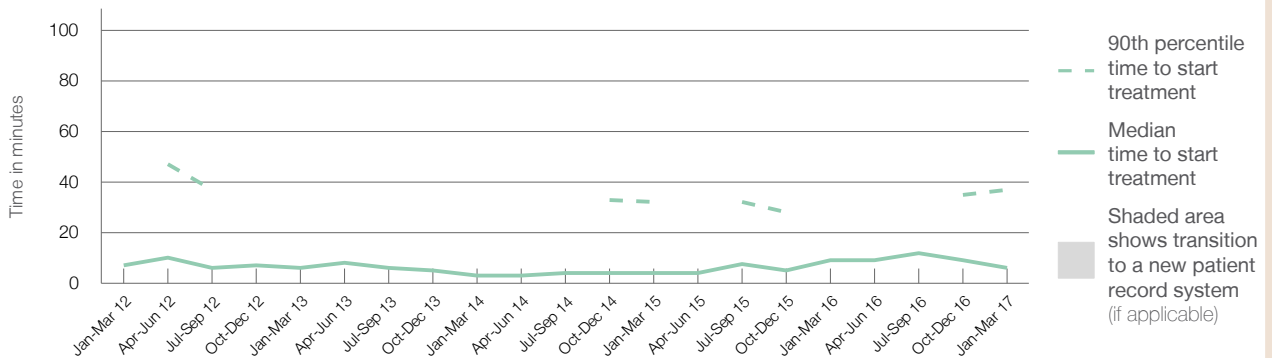
90th percentile time to start treatment<sup>5</sup>  37 minutes

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

(†) 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.

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

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

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

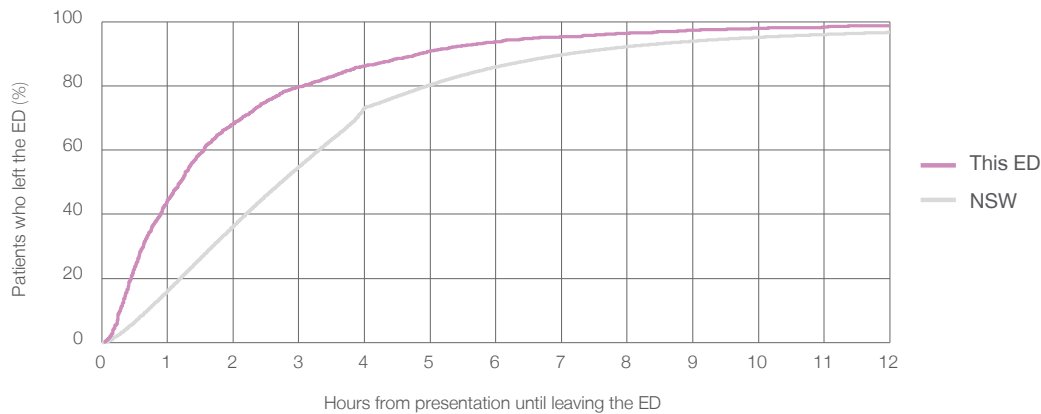
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,968 patients

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

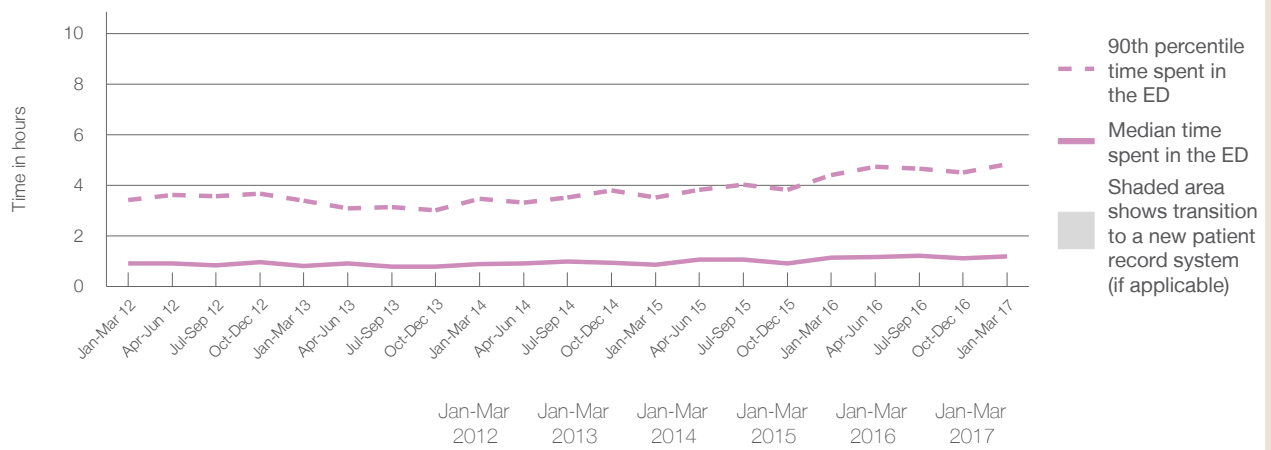
90th percentile time spent in the ED<sup>9</sup> 4 hours and 51 minutes

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.

(‡) 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.

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 spent in the ED

By mode of separation

January to March 2017

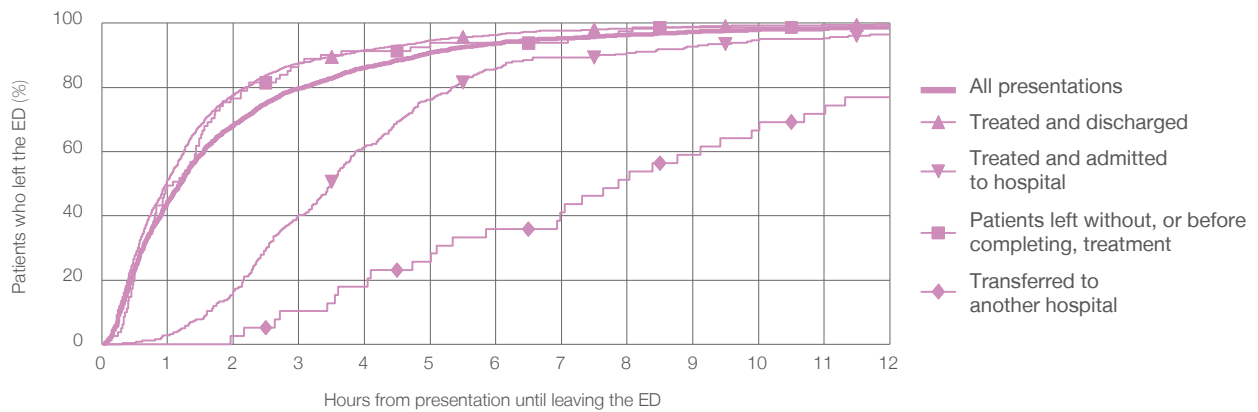
All presentations:<sup>†</sup> 1,968 patients

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

	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%

(†) 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.

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

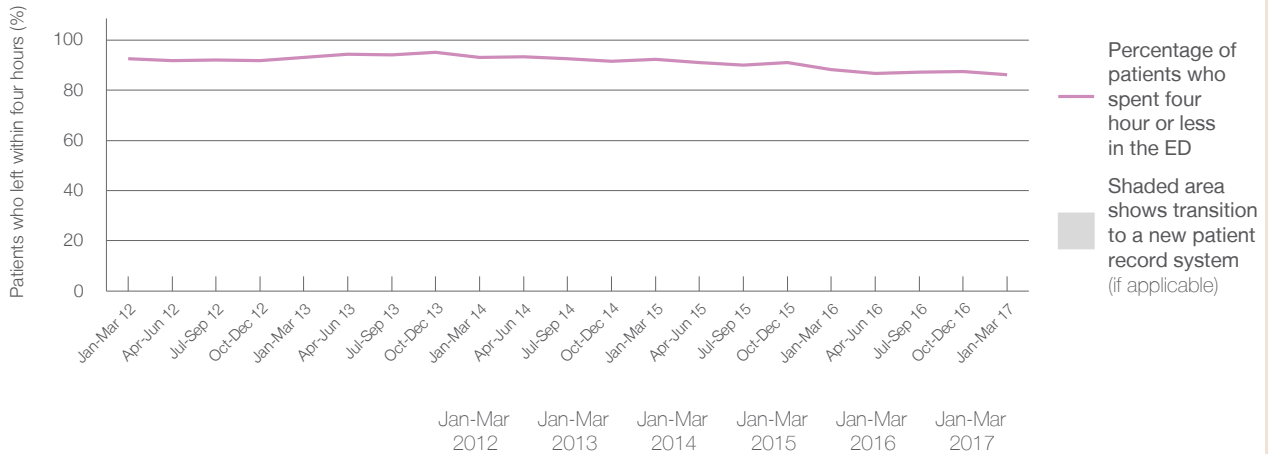
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,968 patients

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%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

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

January to March 2017

All presentations:<sup>1</sup> 2,519 patients  
Emergency presentations:<sup>2</sup> 2,364 patients

Same period last year	Change since one year ago
2,465	2.2%
2,329	1.5%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 139 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 540 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,187 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 498 patients

Median time to start treatment<sup>4</sup> 37 minutes  
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
130	
6 minutes	8 minutes
24 minutes	26 minutes
527	
18 minutes	20 minutes
63 minutes	69 minutes
1,255	
34 minutes	26 minutes
94 minutes	101 minutes
417	
32 minutes	23 minutes
112 minutes	104 minutes

## Muswellbrook 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> 2,519 patients

Percentage of patients who spent four hours or less in the ED 90.5%

Same period last year	Change since one year ago
2,465	2.2%
89.1%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

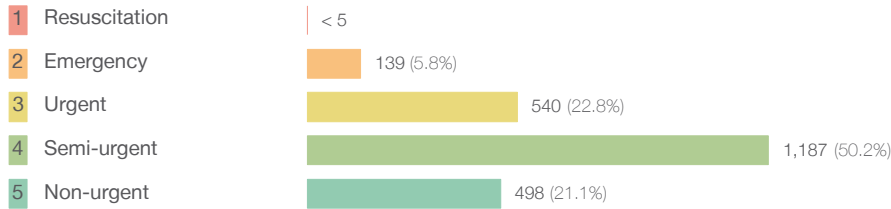
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

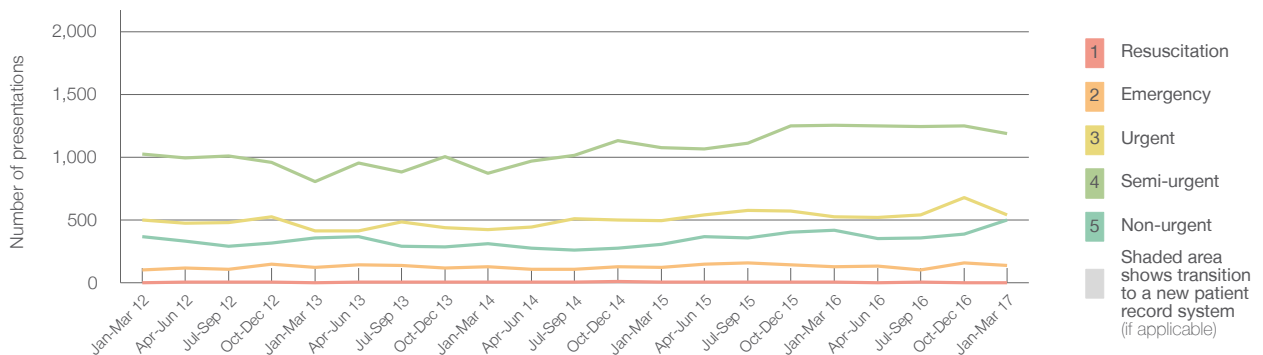
All presentations:<sup>1</sup> 2,519 patients

Emergency presentations<sup>2</sup> by triage category: 2,364 patients



	Same period last year	Change since one year ago
All presentations	2,465	2.2%
Emergency presentations	2,329	1.5%
1 Resuscitation	< 5	*
2 Emergency	130	9.5%
3 Urgent	527	2.5%
4 Semi-urgent	1,255	-5.4%
5 Non-urgent	417	19.4%

Emergency presentations<sup>2</sup> 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	< 5	< 5	< 5	< 5	< 5
Emergency	101	121	129	126	130	139
Urgent	501	415	423	493	527	540
Semi-urgent	1,025	807	871	1,073	1,255	1,187
Non-urgent	367	358	308	307	417	498
All emergency presentations	1,994	1,701	1,731	1,999	2,329	2,364

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 378 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	409	
Median time	8 minutes	-1 minute
90th percentile time	21 minutes	-2 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.

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

## Muswellbrook 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: 139

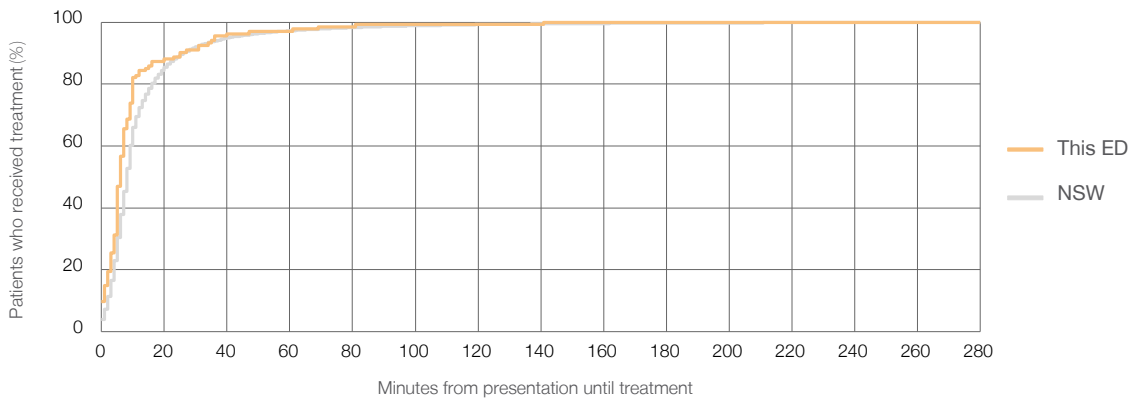
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 134

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

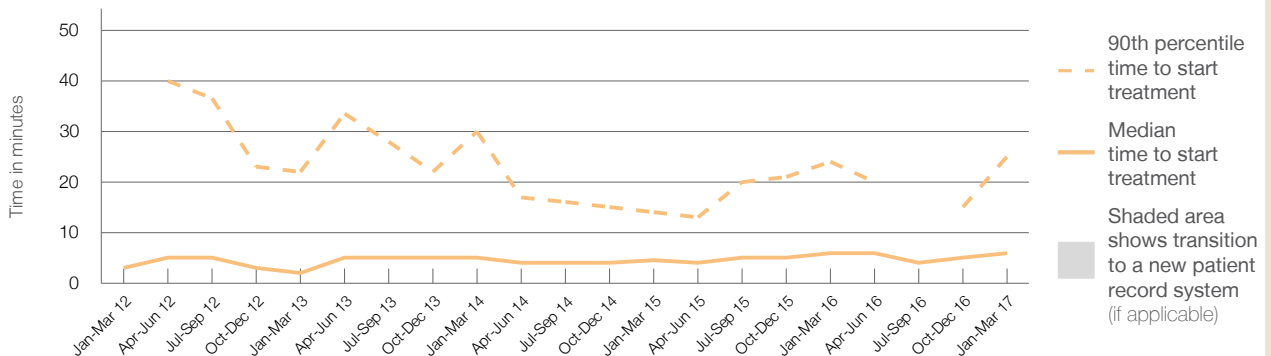
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
130	
123	
6 minutes	8 minutes
24 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	5	5	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	*	22	30	14	24	25

(†) 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.

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

## Muswellbrook 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: 540

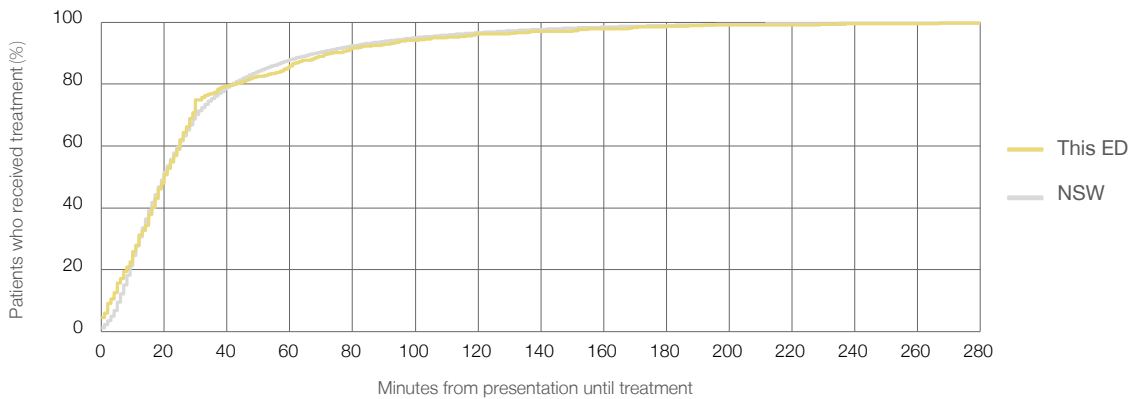
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 500

Median time to start treatment<sup>4</sup>  20 minutes

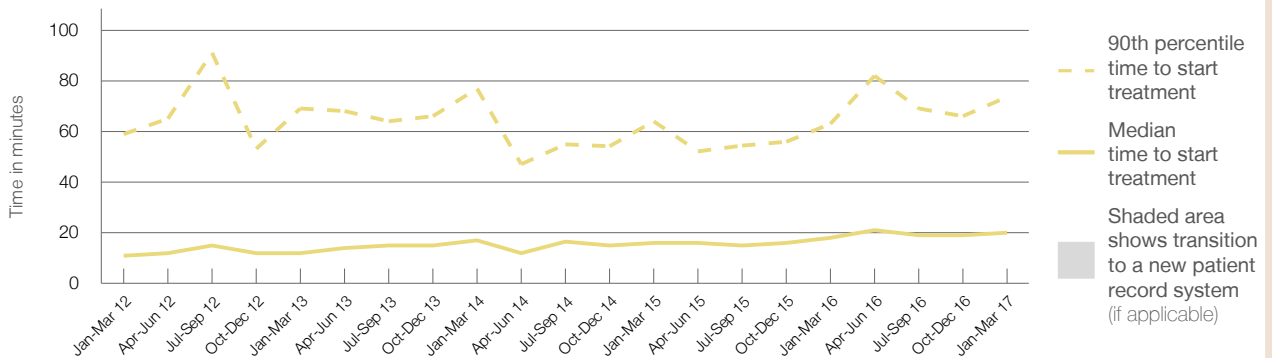
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
527	
493	
18 minutes	20 minutes
63 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)	11	12	17	16	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	59	69	77	64	63	74

(†) 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.



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

## Muswellbrook 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: 1,187

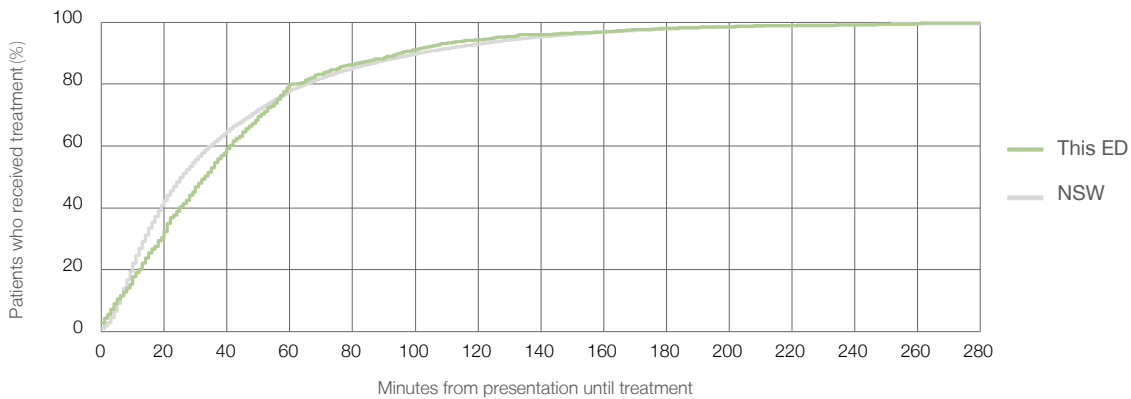
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,078

Median time to start treatment<sup>4</sup> 33 minutes

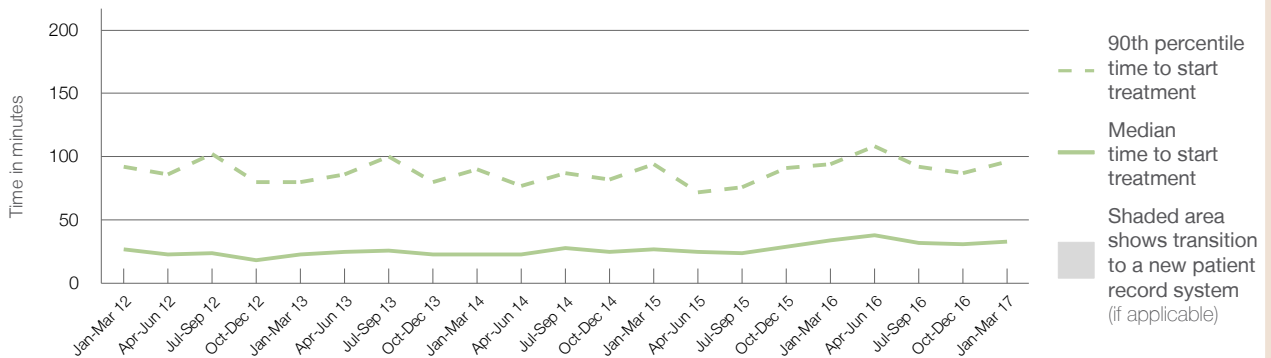
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
1,255	1,149
34 minutes	26 minutes
94 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)	27	23	23	27	34	33
90th percentile time to start treatment <sup>5</sup> (minutes)	92	80	90	94	94	96

(†) 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.

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

## Muswellbrook 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: 498

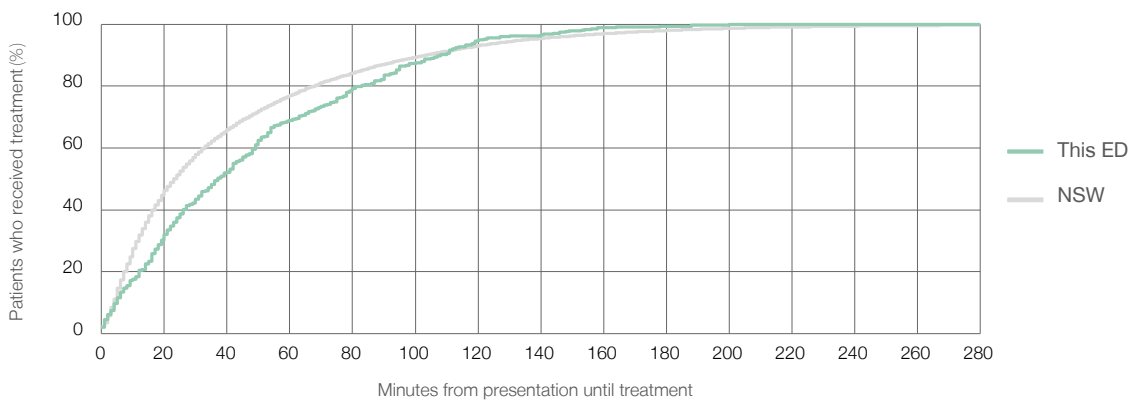
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 414

Median time to start treatment<sup>4</sup>  37 minutes

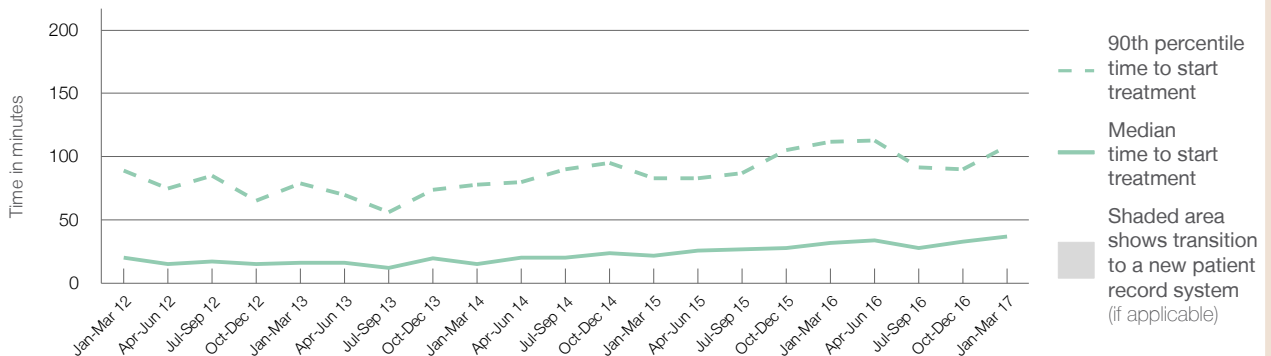
90th percentile time to start treatment<sup>5</sup>  108 minutes

Same period last year	NSW (this period)
417	
364	
32 minutes	23 minutes
112 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)	20	16	15	22	32	37
90th percentile time to start treatment <sup>5</sup> (minutes)	89	79	78	83	112	108

(†) 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.

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

## Muswellbrook District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 2,519 patients

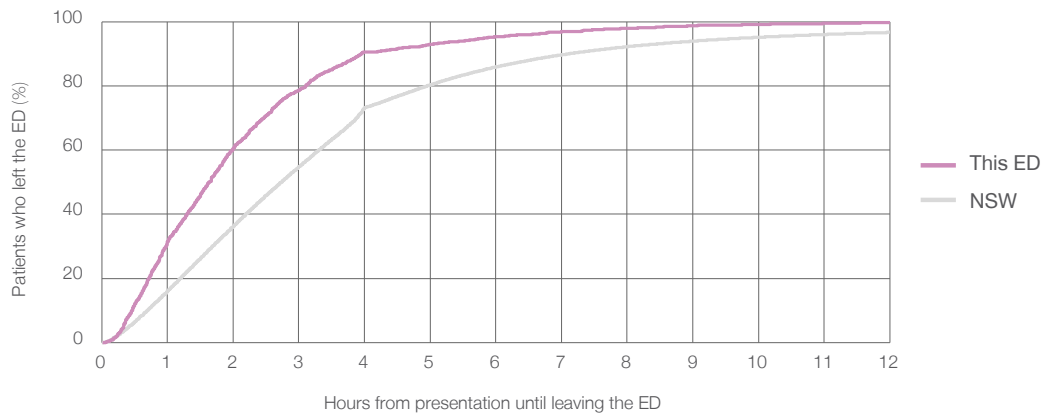
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,519 patients

Median time spent in the ED<sup>8</sup> 1 hours and 39 minutes

90th percentile time spent in the ED<sup>9</sup> 3 hours and 57 minutes

Same period last year	NSW (this period)
2,465	2,465
1 hours and 31 minutes	2 hours and 44 minutes
4 hours and 18 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)	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m	1h 39m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 20m	4h 29m	3h 55m	4h 50m	4h 18m	3h 57m

(†) 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.

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

## Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

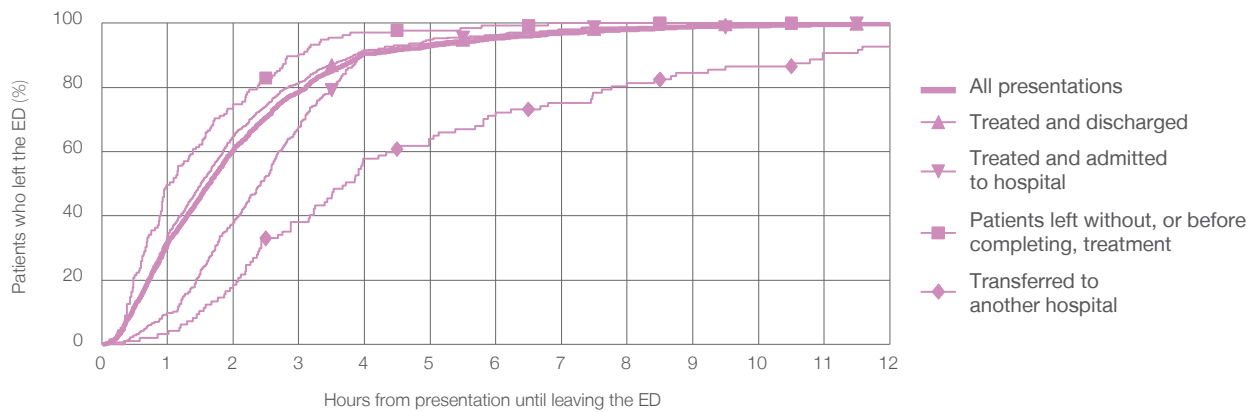
All presentations:<sup>1</sup> 2,519 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,519 patients

Treated and discharged	1,864 (74.0%)
Treated and admitted to hospital	317 (12.6%)
Patient left without, or before completing, treatment	135 (5.4%)
Transferred to another hospital	97 (3.9%)
Other	106 (4.2%)

Same period last year	Change since one year ago
2,465	2.2%
1,880	-0.9%
286	10.8%
87	55.2%
91	6.6%
121	-12.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	33.7%	64.9%	81.4%	91.5%	96.2%	98.7%	99.8%	100%
Treated and admitted to hospital	9.8%	37.9%	67.8%	91.5%	96.2%	98.7%	99.1%	100%
Patient left without, or before completing, treatment	49.6%	74.8%	90.4%	97.0%	99.3%	100%	100%	100%
Transferred to another hospital	3.1%	18.6%	38.1%	57.7%	72.2%	81.4%	86.6%	92.8%
All presentations	31.5%	60.7%	78.6%	90.5%	95.3%	98.0%	99.2%	99.7%

(†) 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.

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

## Muswellbrook 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> 2,519 patients

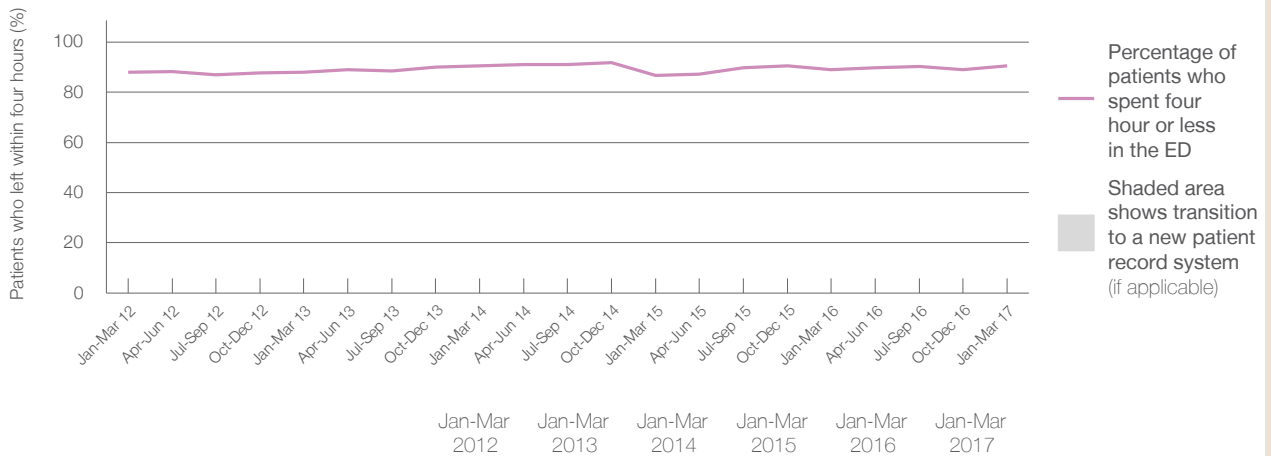
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,519 patients

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> 2,519 patients	2,465	2.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,519 patients	2,465	2.2%
Percentage of patients who spent four hours or less in the ED	89.1%	

#### 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 (%)	88.0%	87.8%	90.4%	86.6%	89.1%	90.5%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

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

January to March 2017

All presentations:<sup>1</sup> 1,405 patients  
Emergency presentations:<sup>2</sup> 1,391 patients

Same period last year	Change since one year ago
1,411	-0.4%
1,390	0.1%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 99 patients

Median time to start treatment<sup>4</sup> 3 minutes  
90th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 359 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 638 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 52 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 290 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
110	
4 minutes	8 minutes
9 minutes	26 minutes
417	
14 minutes	20 minutes
40 minutes	69 minutes
560	
20 minutes	26 minutes
57 minutes	101 minutes
303	
12 minutes	23 minutes
57 minutes	104 minutes

## Narrabri 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> 1,405 patients

Percentage of patients who spent four hours or less in the ED 90.9%

Same period last year	Change since one year ago
1,411	-0.4%
91.6%	

\* 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.

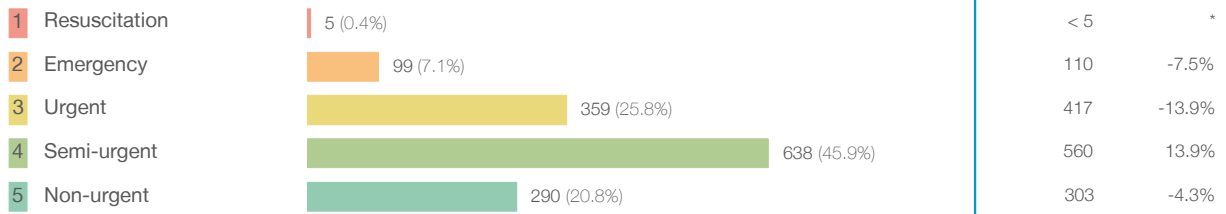
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

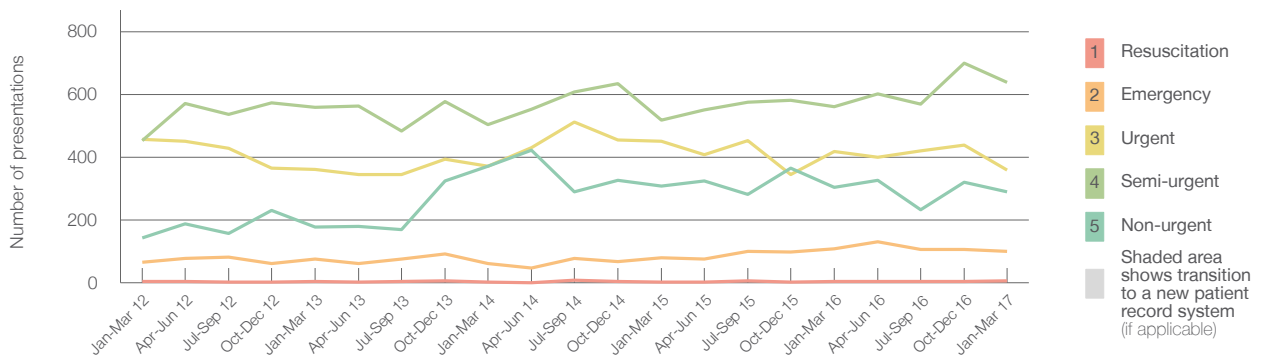
## Narrabri District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 1,405 patients

Emergency presentations<sup>2</sup> by triage category: 1,391 patients



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	< 5	< 5	< 5	< 5	5
Emergency	69	80	62	82	110	99
Urgent	457	360	371	451	417	359
Semi-urgent	452	558	503	518	560	638
Non-urgent	142	178	371	307	303	290
All emergency presentations	1,120	1,176	1,307	1,358	1,390	1,391

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 112 patients

ED Transfer of care time



Same period last year

72

7 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.

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

## Narrabri 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: 99

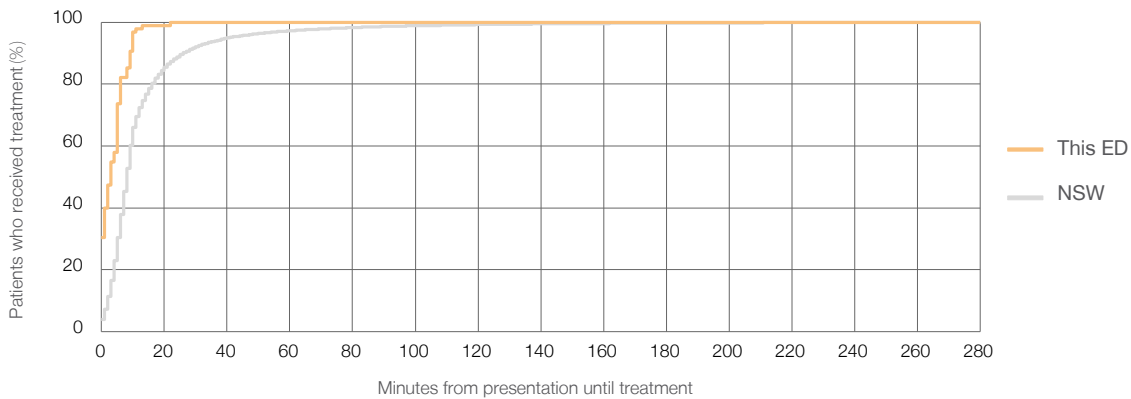
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 95

Median time to start treatment<sup>4</sup> 3 minutes

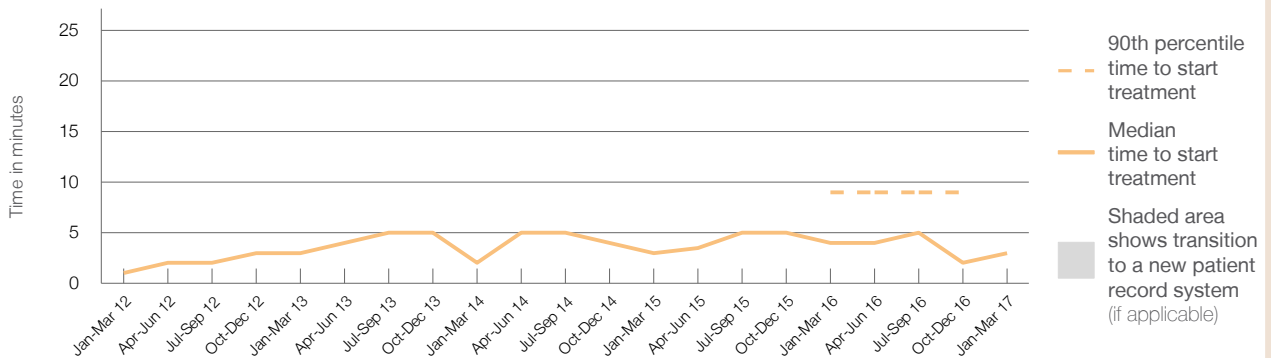
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
110	
107	
4 minutes	8 minutes
9 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)	1	3	2	3	4	3
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	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.



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

## Narrabri 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: 359

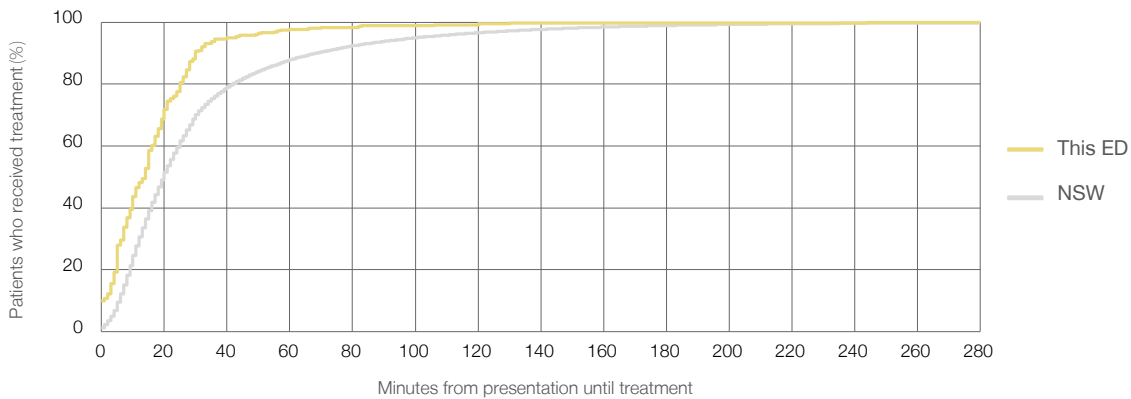
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 352

Median time to start treatment<sup>4</sup> 14 minutes

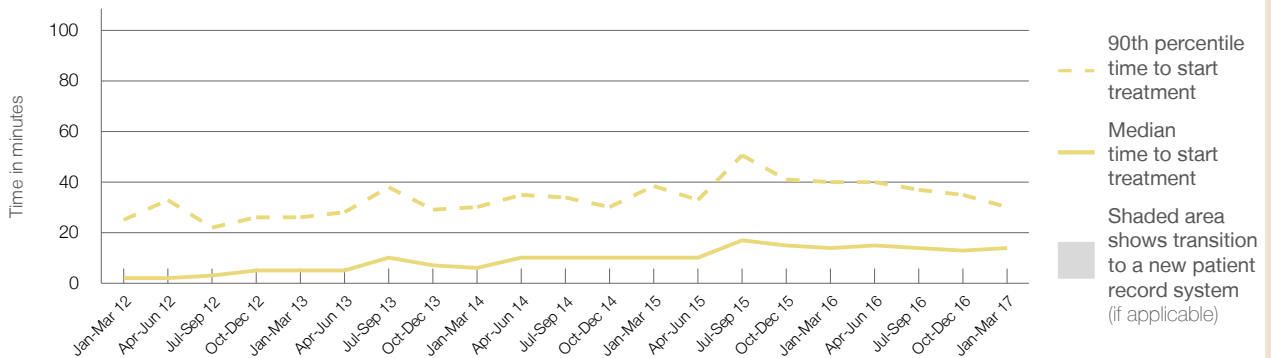
90th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
417	417
14 minutes	20 minutes
40 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)	2	5	6	10	14	14
90th percentile time to start treatment <sup>5</sup> (minutes)	25	26	30	39	40	30

(†) 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.

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

## Narrabri 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: 638

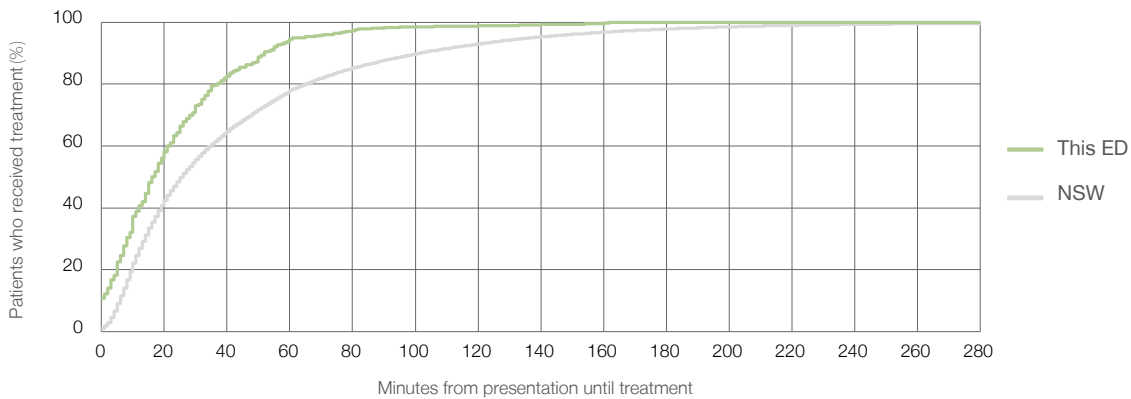
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 622

Median time to start treatment<sup>4</sup> 16 minutes

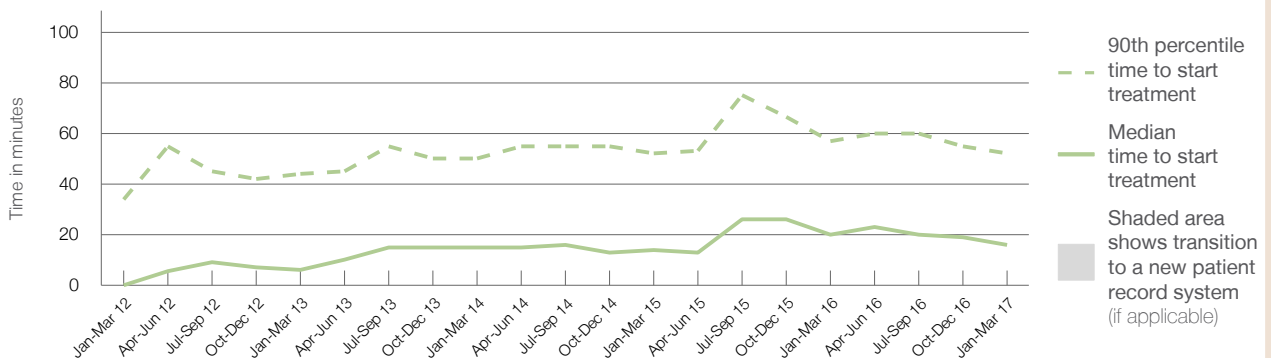
90th percentile time to start treatment<sup>5</sup> 52 minutes

Same period last year	NSW (this period)
560	
551	
20 minutes	26 minutes
57 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)	0	6	15	14	20	16
90th percentile time to start treatment <sup>5</sup> (minutes)	34	44	50	52	57	52

(†) 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.

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

## Narrabri 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: 290

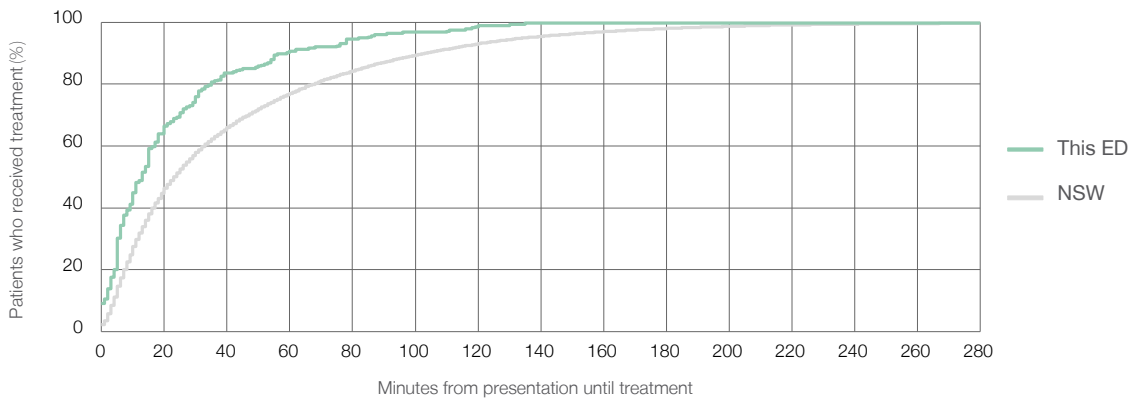
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 274

Median time to start treatment<sup>4</sup>  13 minutes

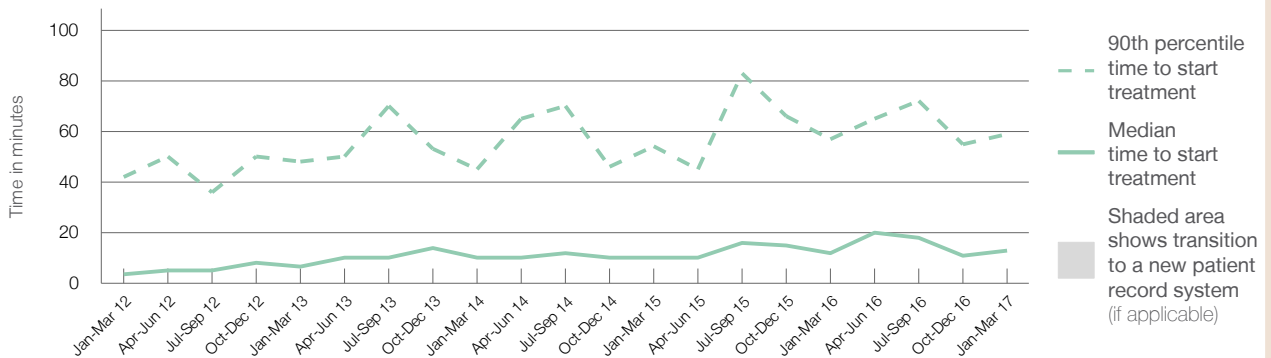
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
303	
298	
12 minutes	23 minutes
57 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)	4	7	10	10	12	13
90th percentile time to start treatment <sup>5</sup> (minutes)	42	48	45	54	57	59

(†) 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.

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

## Narrabri District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 1,405 patients

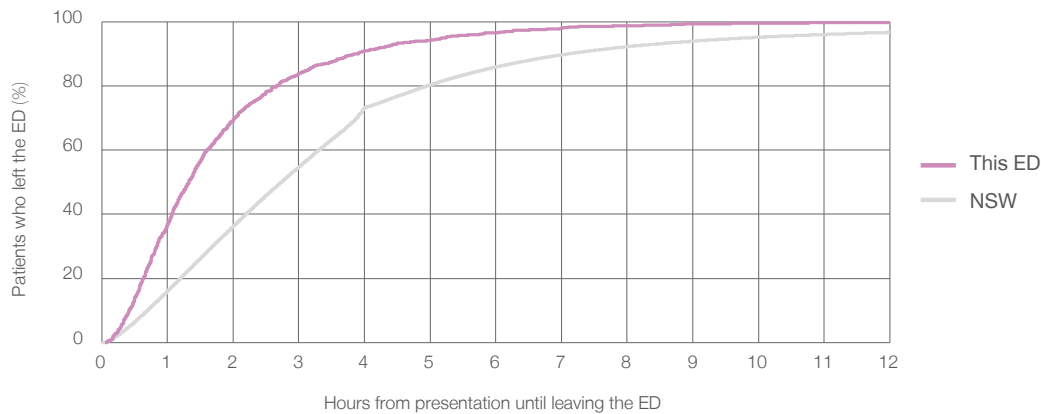
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,405 patients

Median time spent in the ED<sup>8</sup> 1 hours and 20 minutes

90th percentile time spent in the ED<sup>9</sup> 3 hours and 54 minutes

Same period last year	NSW (this period)
1,411	
1,411	
1 hours and 20 minutes	2 hours and 44 minutes
3 hours and 50 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)	1h 9m	1h 6m	1h 7m	1h 24m	1h 20m	1h 20m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 0m	2h 46m	3h 14m	3h 57m	3h 50m	3h 54m

(†) 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.

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

## Narrabri District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

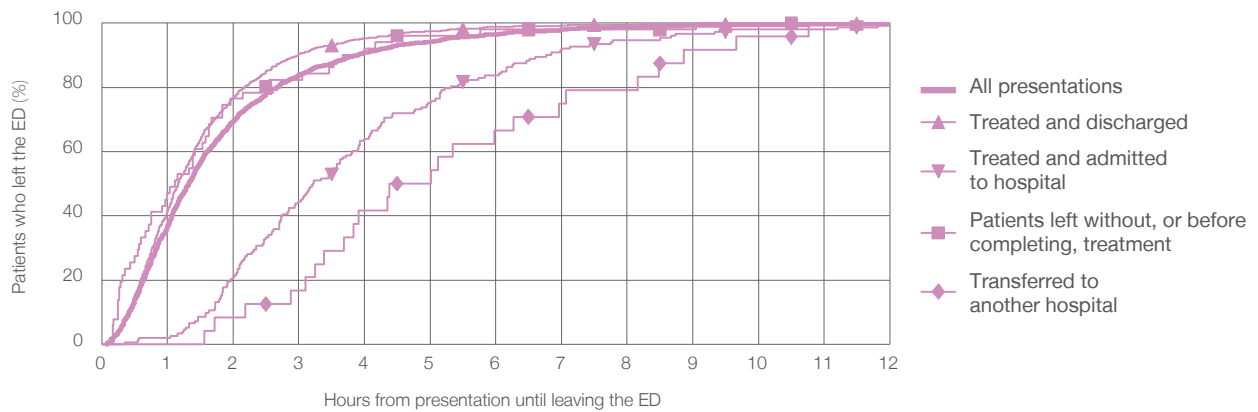
All presentations:<sup>†</sup> 1,405 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 1,405 patients

Treated and discharged	1,175 (83.6%)
Treated and admitted to hospital	153 (10.9%)
Patient left without, or before completing, treatment	51 (3.6%)
Transferred to another hospital	24 (1.7%)
Other	2 (0.1%)

Same period last year	Change since one year ago
1,411	-0.4%
1,148	2.4%
191	-19.9%
35	45.7%
37	-35.1%
0	

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.7%	76.9%	90.6%	95.3%	98.8%	99.6%	99.7%	99.8%
Treated and admitted to hospital	2.0%	20.9%	44.4%	64.1%	83.7%	94.8%	98.0%	99.3%
Patient left without, or before completing, treatment	47.1%	76.5%	82.4%	92.2%	98.0%	98.0%	100%	100%
Transferred to another hospital	0%	8.3%	16.7%	41.7%	66.7%	79.2%	95.8%	100%
All presentations	36.9%	69.6%	84.0%	90.9%	96.6%	98.6%	99.5%	99.8%

(†) 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.

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

## Narrabri 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> 1,405 patients

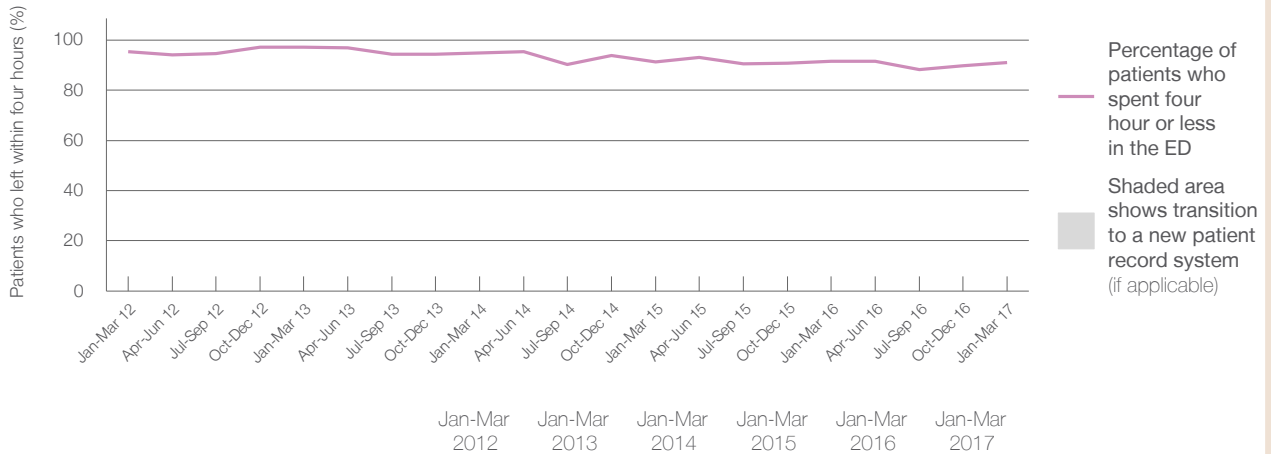
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,405 patients

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> 1,405 patients	1,411	-0.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,405 patients	1,411	-0.4%
Percentage of patients who spent four hours or less in the ED	91.6%	

### 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 (%)	95.4%	97.0%	94.8%	91.2%	91.6%	90.9%
---	-------	-------	-------	-------	-------	-------

\* 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).

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

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

January to March 2017

All presentations:<sup>1</sup> 2,894 patients  
Emergency presentations:<sup>2</sup> 2,814 patients

Same period last year	Change since one year ago
2,879	0.5%
2,811	0.1%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 190 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 682 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,749 patients

Median time to start treatment<sup>4</sup> 41 minutes  
90th percentile time to start treatment<sup>5</sup> 120 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 186 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
214	
8 minutes	8 minutes
31 minutes	26 minutes
758	
26 minutes	20 minutes
81 minutes	69 minutes
1,566	
41 minutes	26 minutes
113 minutes	101 minutes
273	
32 minutes	23 minutes
103 minutes	104 minutes

## Singleton 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> 2,894 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
2,879	0.5%
90.7%	

\* 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.

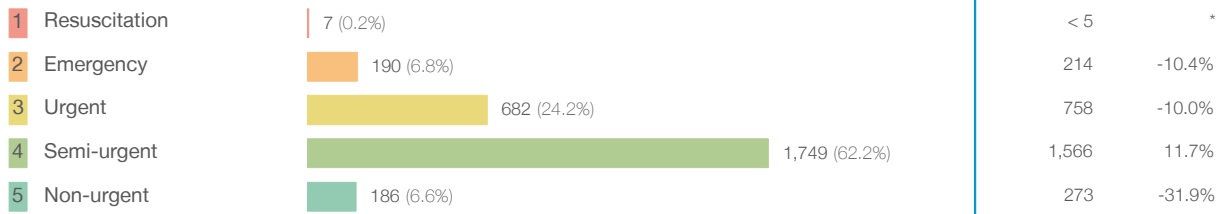
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

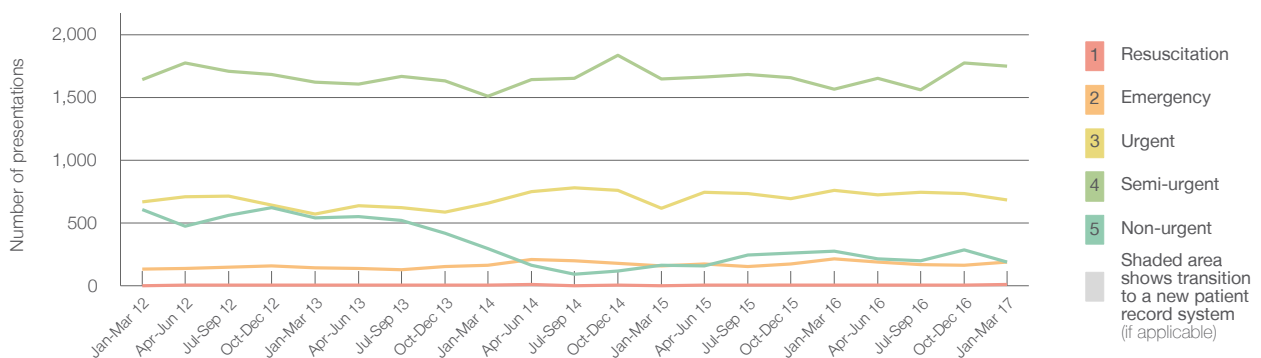
## Singleton District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 2,894 patients

Emergency presentations<sup>2</sup> by triage category: 2,814 patients



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	0	< 5	< 5	< 5	< 5	7
Emergency	130	144	162	160	214	190
Urgent	665	572	659	619	758	682
Semi-urgent	1,643	1,621	1,511	1,646	1,566	1,749
Non-urgent	606	541	293	164	273	186
All emergency presentations	3,044	2,878	2,625	2,589	2,811	2,814

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 272 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.



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

## Singleton 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: 190

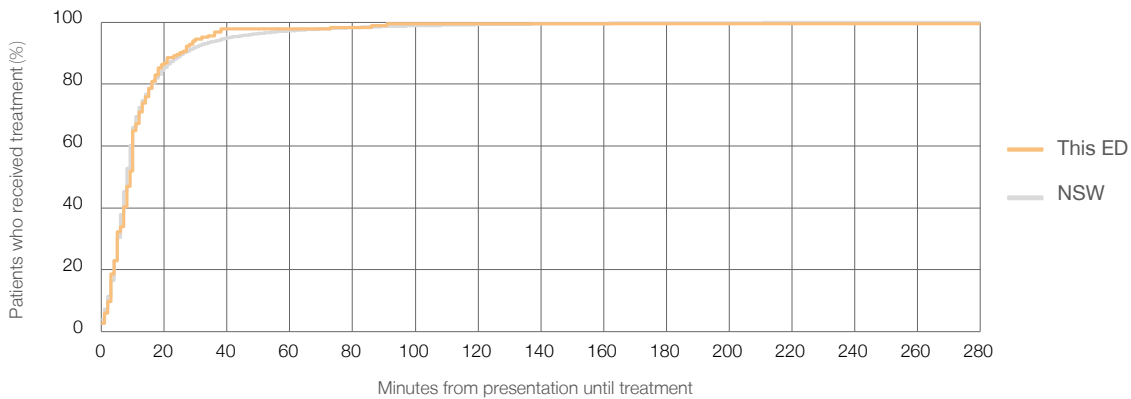
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 183

Median time to start treatment<sup>4</sup> 9 minutes

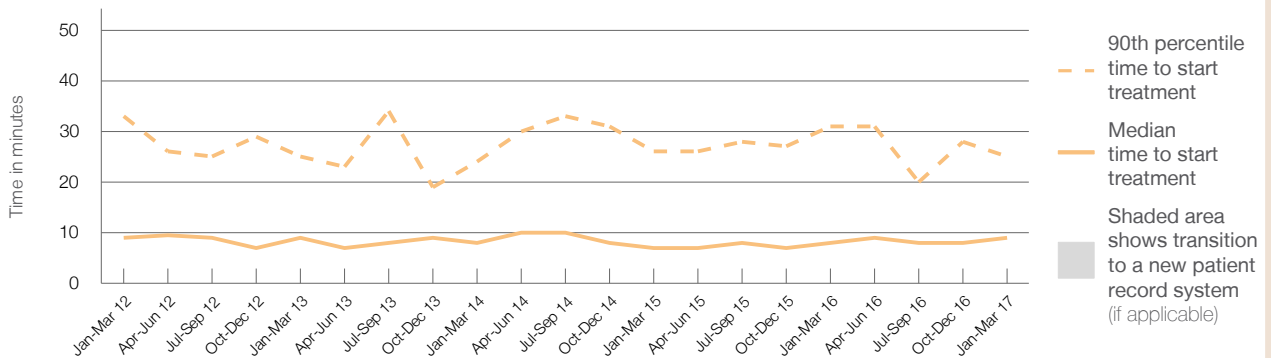
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
214	
202	
8 minutes	8 minutes
31 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)	9	9	8	7	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	33	25	24	26	31	25

(†) 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.

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

## Singleton 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: 682

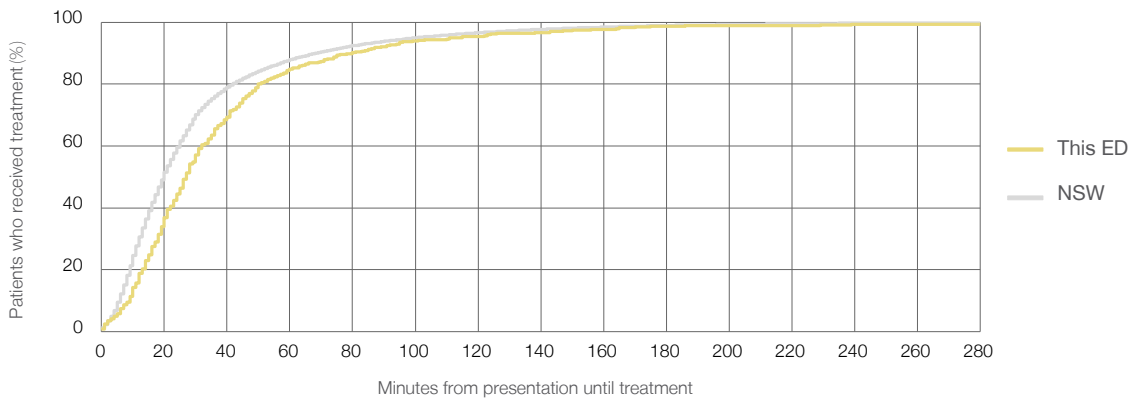
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 661

Median time to start treatment<sup>4</sup> 27 minutes

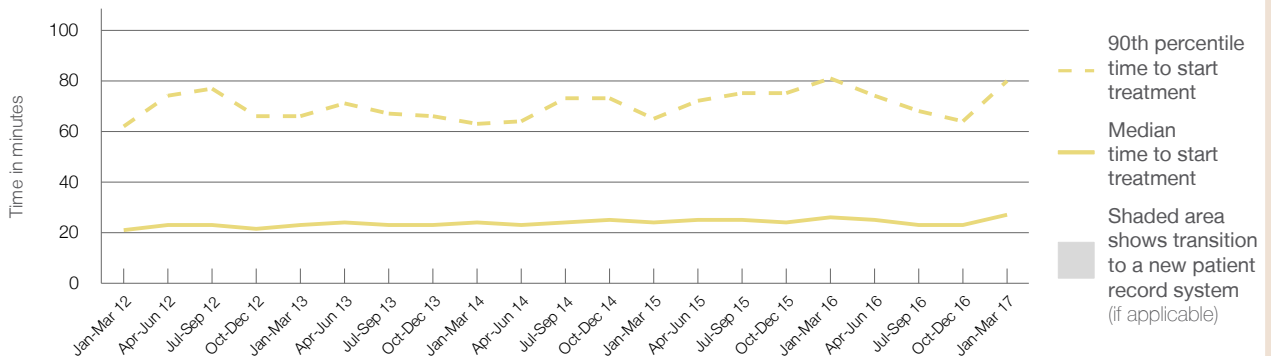
90th percentile time to start treatment<sup>5</sup> 80 minutes

Same period last year	NSW (this period)
758	
724	
26 minutes	20 minutes
81 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)	21	23	24	24	26	27
90th percentile time to start treatment <sup>5</sup> (minutes)	62	66	63	65	81	80

(†) 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.

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

## Singleton 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: 1,749

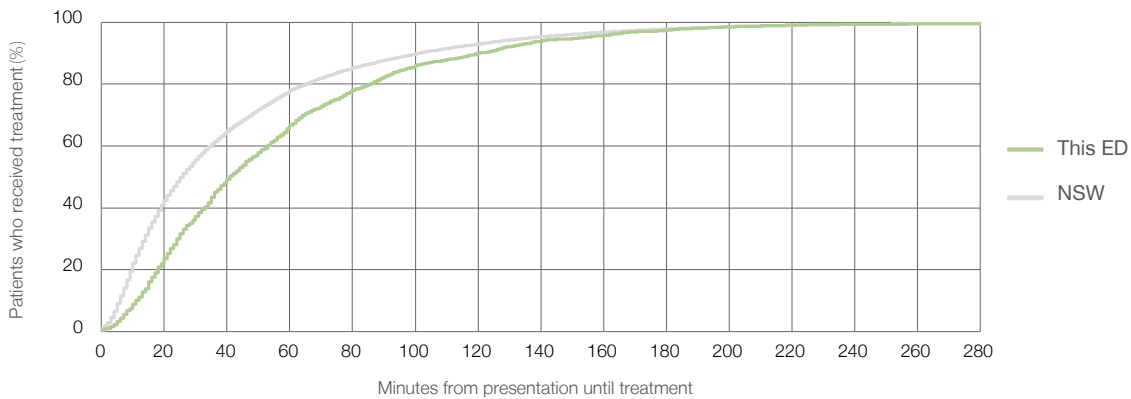
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,662

Median time to start treatment<sup>4</sup> 41 minutes

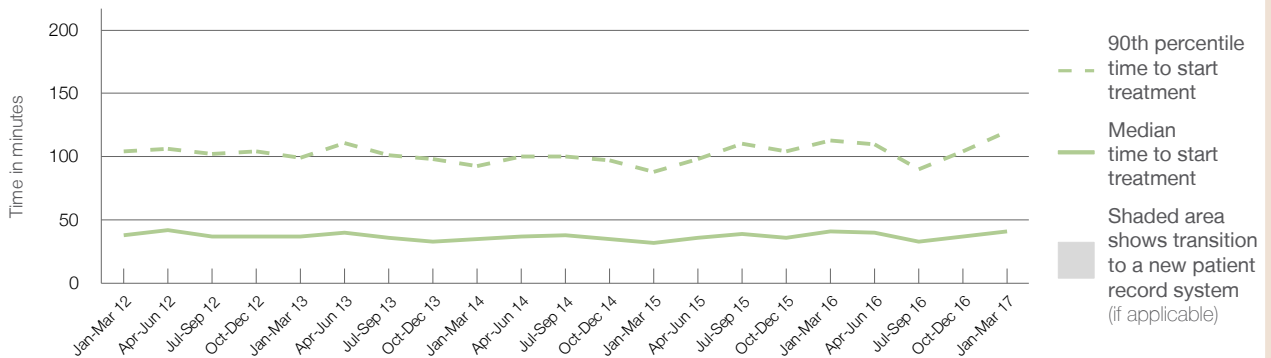
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
1,566	1,485
41 minutes	26 minutes
113 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)	38	37	35	32	41	41
90th percentile time to start treatment <sup>5</sup> (minutes)	104	99	93	88	113	120

(†) 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.

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

## Singleton 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: 186

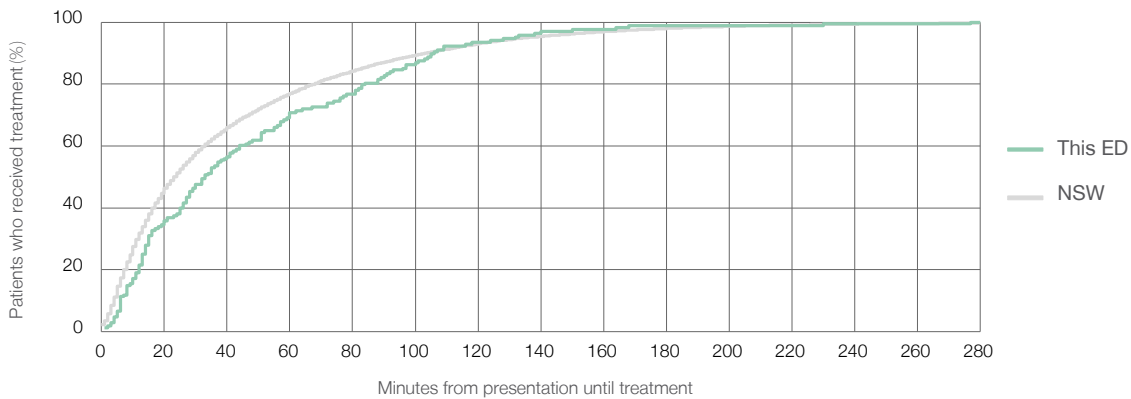
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 168

Median time to start treatment<sup>4</sup> 33 minutes

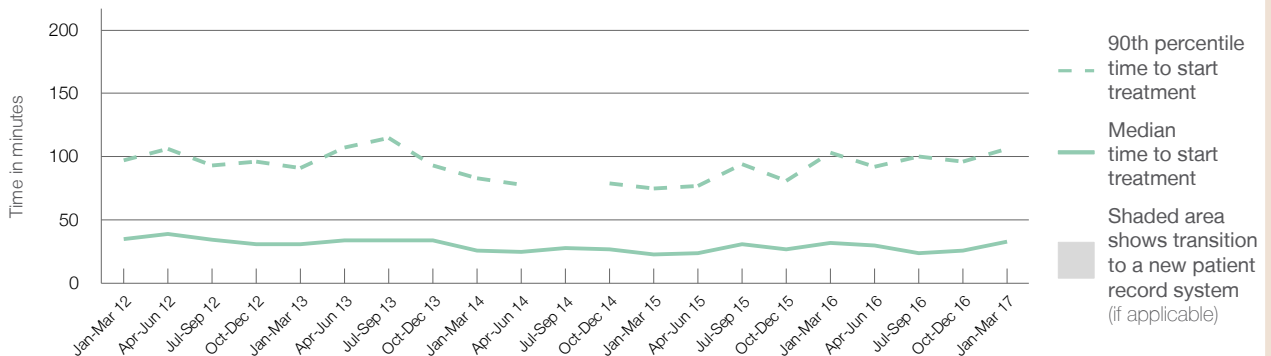
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
273	
235	
32 minutes	23 minutes
103 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)	35	31	26	23	32	33
90th percentile time to start treatment <sup>5</sup> (minutes)	97	91	83	75	103	106

(†) 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.

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

## Singleton District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 2,894 patients

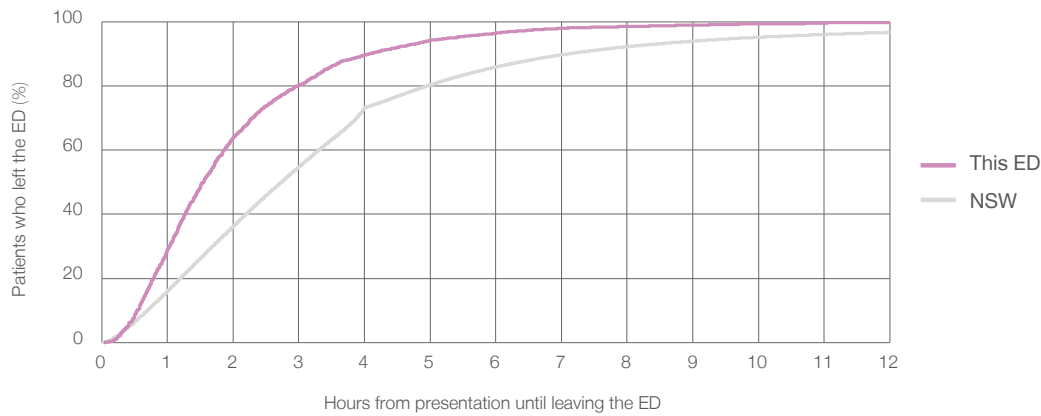
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,894 patients

Median time spent in the ED<sup>8</sup> 1 hours and 33 minutes

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

Same period last year	NSW (this period)
2,879	2,879
1 hours and 27 minutes	2 hours and 44 minutes
3 hours and 51 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)	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m	1h 33m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	2h 50m	2h 50m	3h 24m	3h 30m	3h 51m	4h 4m

(†) 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.

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

## Singleton District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

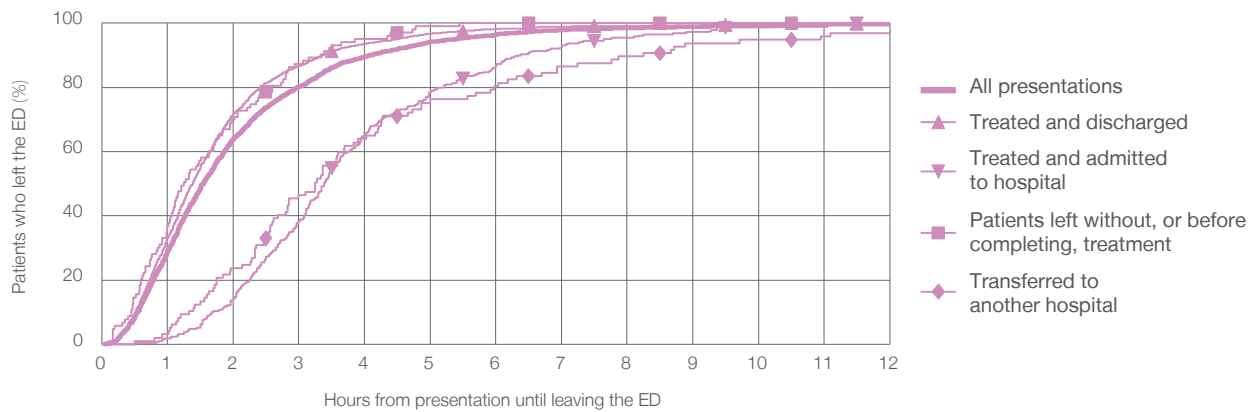
All presentations:<sup>1</sup> 2,894 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,894 patients

Treated and discharged	2,365 (81.7%)
Treated and admitted to hospital	290 (10.0%)
Patient left without, or before completing, treatment	103 (3.6%)
Transferred to another hospital	97 (3.4%)
Other	39 (1.3%)

Same period last year	Change since one year ago
2,879	0.5%
2,343	0.9%
310	-6.5%
95	8.4%
69	40.6%
62	-37.1%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	33.1%	71.8%	86.6%	93.6%	98.2%	99.2%	99.6%	99.9%
Treated and admitted to hospital	1.7%	14.1%	38.3%	65.2%	86.9%	95.5%	98.6%	100%
Patient left without, or before completing, treatment	36.9%	69.9%	87.4%	95.1%	100%	100%	100%	100%
Transferred to another hospital	3.1%	23.7%	46.4%	63.9%	80.4%	89.7%	94.8%	97.9%
All presentations	29.0%	64.0%	80.2%	89.6%	96.5%	98.4%	99.3%	99.8%

(†) 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.

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

## Singleton 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> 2,894 patients

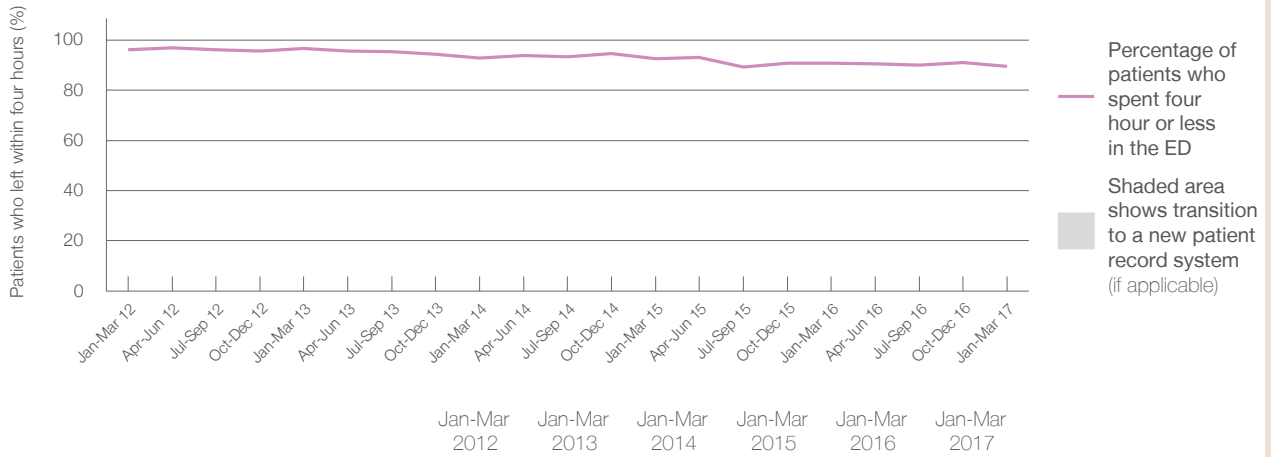
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,894 patients

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> 2,894 patients	2,879	0.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,894 patients	2,879	0.5%
Percentage of patients who spent four hours or less in the ED	90.7%	

#### 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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	96.1%	96.5%	92.9%	92.6%	90.7%	89.6%

\* 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).

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

## Tamworth Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 11,787 patients

Emergency presentations:<sup>2</sup> 11,172 patients

Same period last year	Change since one year ago
10,756	9.6%
9,953	12.2%

## Tamworth Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 944 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,818 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,284 patients

Median time to start treatment<sup>4</sup> 40 minutes  
 90th percentile time to start treatment<sup>5</sup> 125 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,087 patients

Median time to start treatment<sup>4</sup> 49 minutes  
 90th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
863	
9 minutes	8 minutes
33 minutes	26 minutes
2,486	
24 minutes	20 minutes
83 minutes	69 minutes
4,634	
39 minutes	26 minutes
111 minutes	101 minutes
1,926	
40 minutes	23 minutes
107 minutes	104 minutes

## Tamworth Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

Percentage of patients who spent four hours or less in the ED 75.3%

Same period last year	Change since one year ago
10,756	9.6%
72.8%	

\* 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).

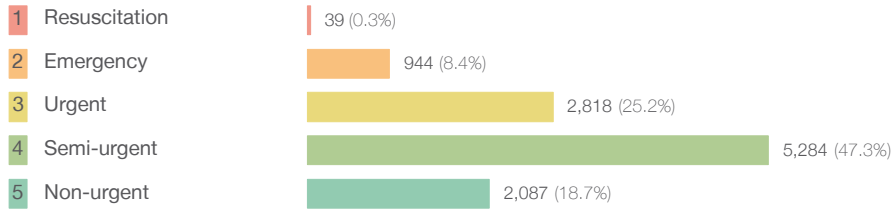


From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Tamworth Base Hospital: Patients presenting to the emergency department January to March 2017

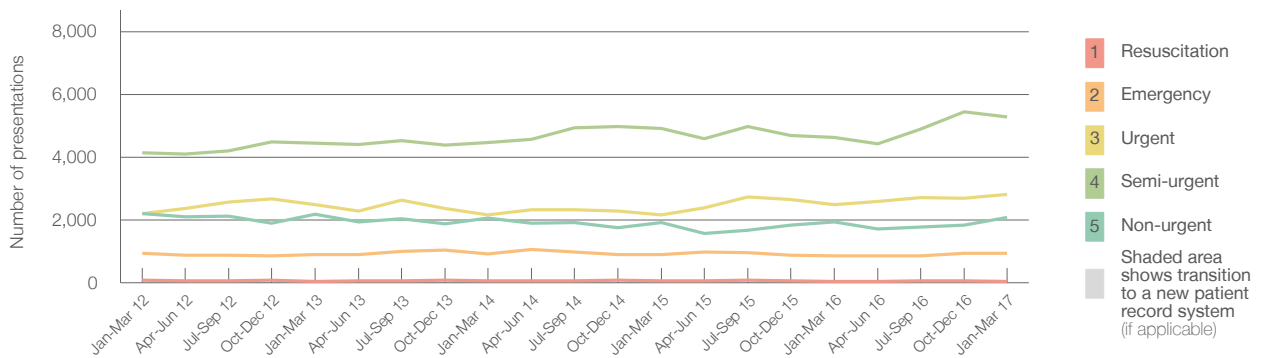
All presentations:<sup>1</sup> 11,787 patients

Emergency presentations<sup>2</sup> by triage category: 11,172 patients



Same period last year	Change since one year ago
10,756	9.6%
9,953	12.2%
44	-11.4%
863	9.4%
2,486	13.4%
4,634	14.0%
1,926	8.4%

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	77	48	62	58	44	39
Emergency	935	887	909	894	863	944
Urgent	2,193	2,485	2,160	2,167	2,486	2,818
Semi-urgent	4,145	4,439	4,461	4,907	4,634	5,284
Non-urgent	2,199	2,176	2,054	1,912	1,926	2,087
All emergency presentations	9,549	10,035	9,646	9,938	9,953	11,172

## Tamworth Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,726 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,586	
10 minutes	-1 minute
28 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.

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

## Tamworth 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: 944

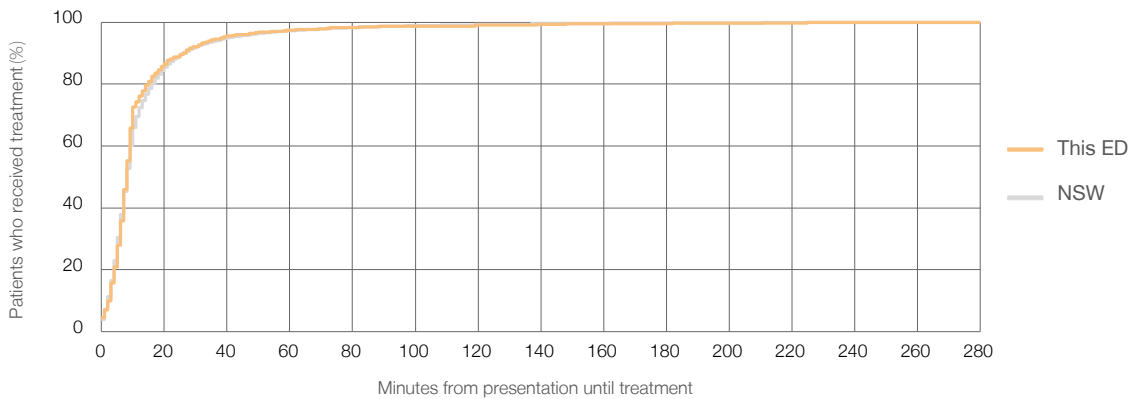
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 938

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

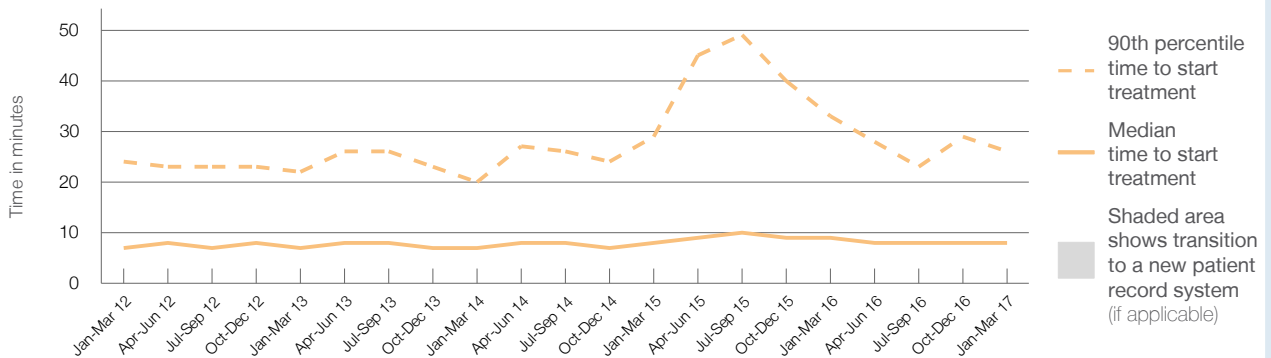
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
863	
854	
9 minutes	8 minutes
33 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)	7	7	7	8	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	24	22	20	29	33	26

(†) 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.

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

### Tamworth 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: 2,818

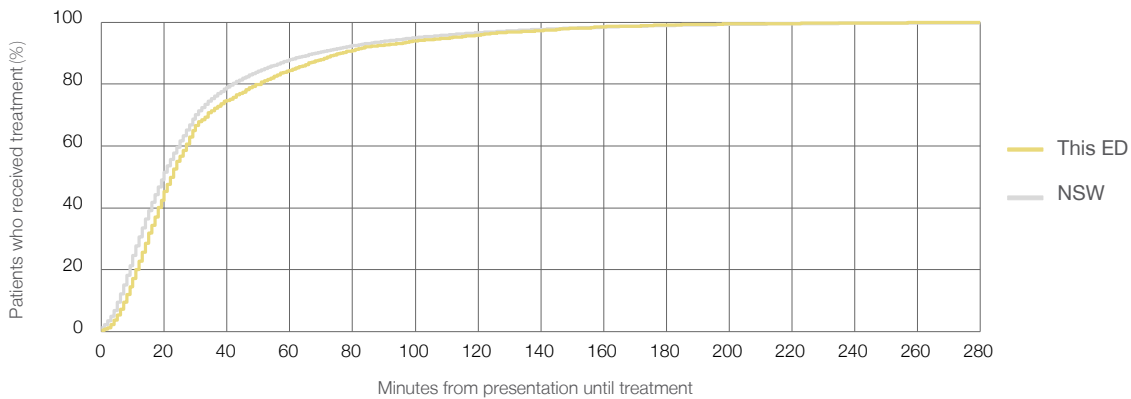
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,761

Median time to start treatment<sup>4</sup>  23 minutes

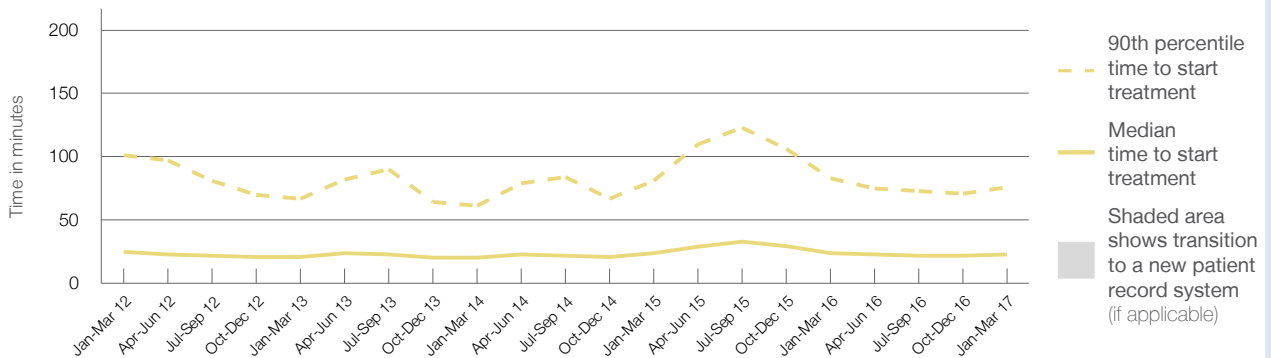
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
2,486	
2,437	
24 minutes	20 minutes
83 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)	25	21	20	24	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	101	67	61	81	83	76

(†) 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.

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

## Tamworth 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: 5,284

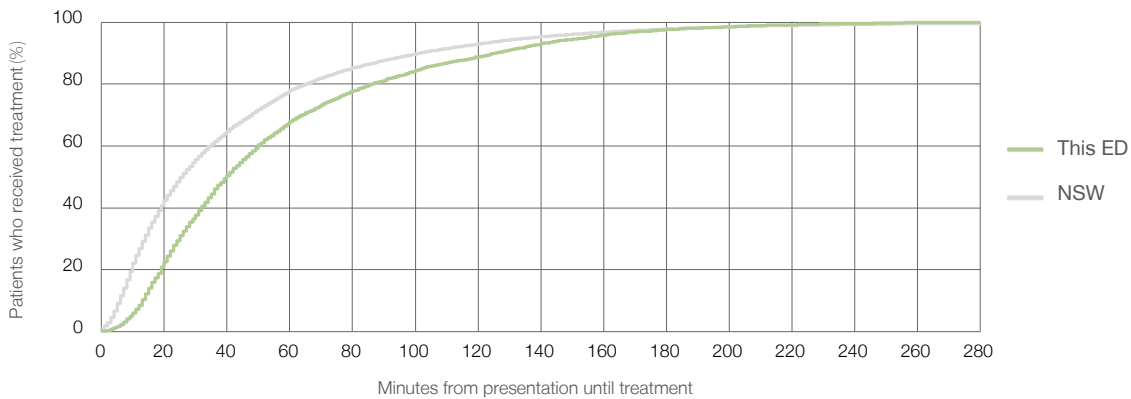
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,056

Median time to start treatment<sup>4</sup> 40 minutes

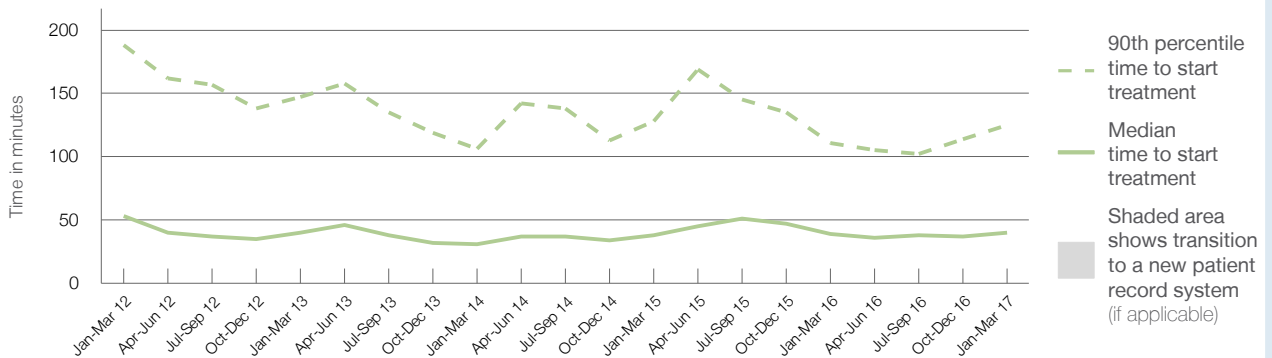
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
4,634	
4,444	
39 minutes	26 minutes
111 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)	53	40	31	38	39	40
90th percentile time to start treatment <sup>5</sup> (minutes)	188	147	106	128	111	125

(†) 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.

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

## Tamworth 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: 2,087

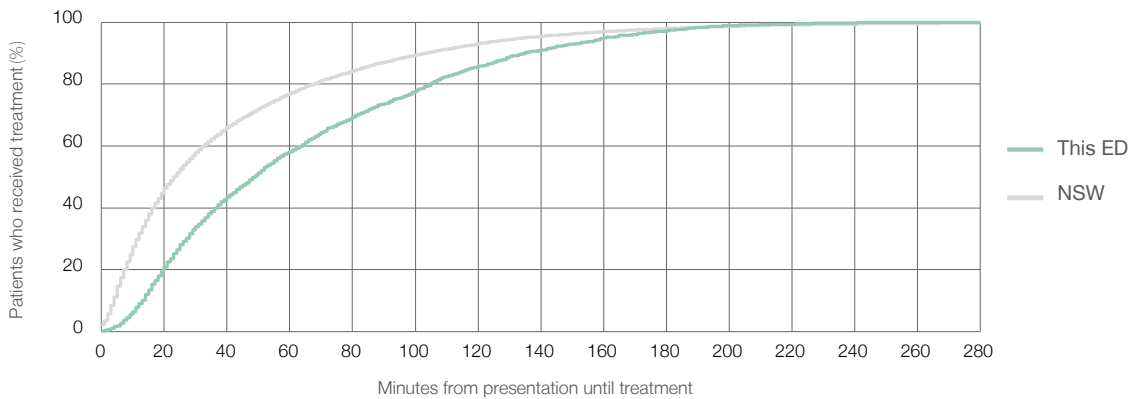
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,942

Median time to start treatment<sup>4</sup> 49 minutes

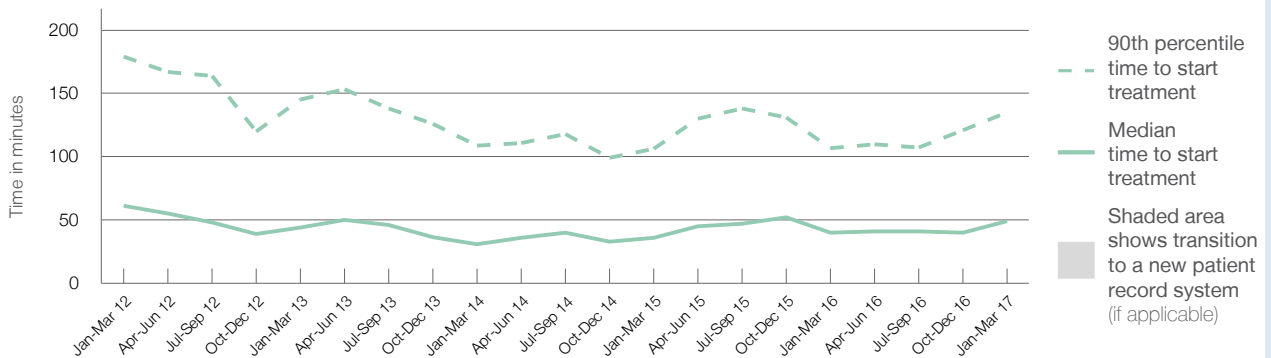
90th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
1,926	
1,820	
40 minutes	23 minutes
107 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)	61	44	31	36	40	49
90th percentile time to start treatment <sup>5</sup> (minutes)	179	145	109	106	107	135

(†) 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.

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

## Tamworth Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 11,787 patients

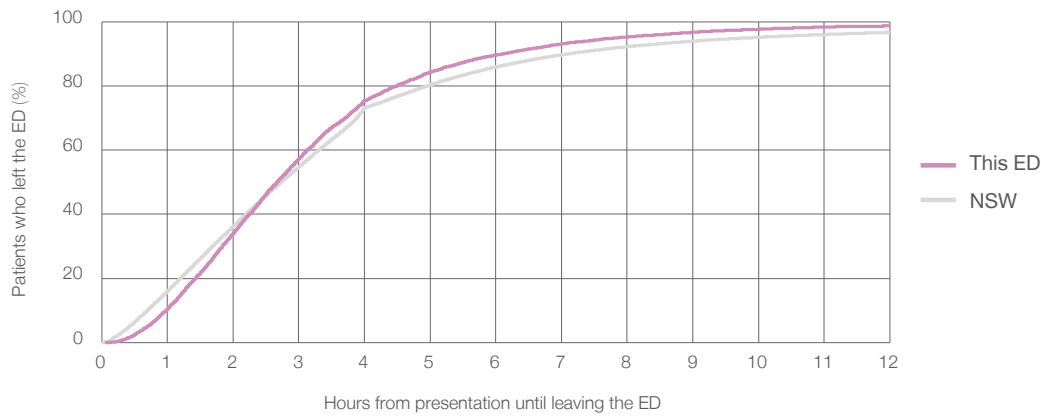
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

Median time spent in the ED<sup>8</sup>  2 hours and 40 minutes

90th percentile time spent in the ED<sup>9</sup>  6 hours and 7 minutes

Same period last year	NSW (this period)
10,756	10,756
2 hours and 31 minutes	2 hours and 44 minutes
6 hours and 55 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)	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m	2h 40m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 30m	7h 27m	6h 36m	7h 23m	6h 55m	6h 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.

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

## Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

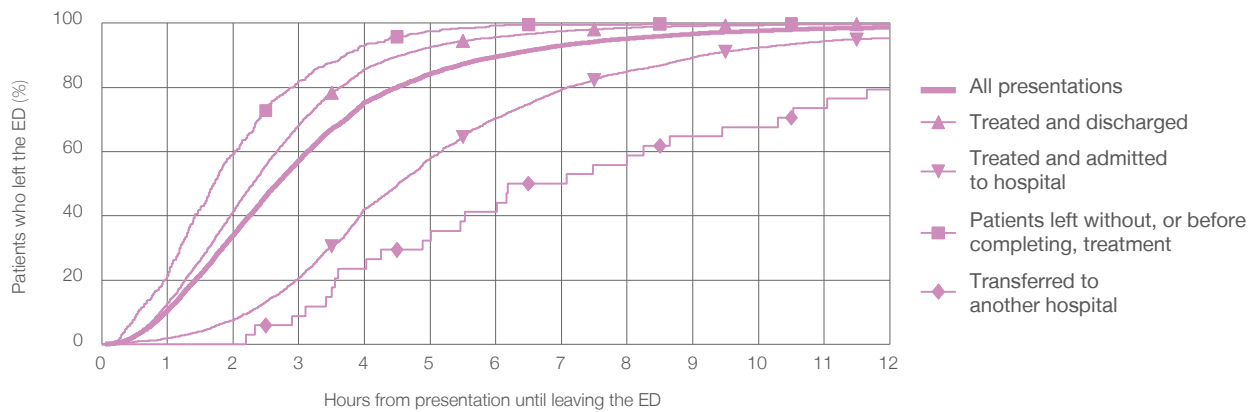
All presentations:<sup>1</sup> 11,787 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

Treated and discharged	8,352 (70.9%)
Treated and admitted to hospital	2,842 (24.1%)
Patient left without, or before completing, treatment	474 (4.0%)
Transferred to another hospital	34 (0.3%)
Other	85 (0.7%)

Same period last year	Change since one year ago
10,756	9.6%
7,874	6.1%
2,464	15.3%
277	71.1%
49	-30.6%
92	-7.6%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	41.4%	68.3%	85.7%	95.7%	98.6%	99.4%	99.7%
Treated and admitted to hospital	1.9%	7.5%	20.7%	42.2%	70.3%	84.9%	92.4%	95.4%
Patient left without, or before completing, treatment	21.3%	59.3%	82.1%	93.0%	99.4%	99.6%	99.8%	99.8%
Transferred to another hospital	0%	0%	8.8%	23.5%	41.2%	58.8%	67.6%	79.4%
All presentations	10.6%	34.0%	57.3%	75.3%	89.6%	95.2%	97.6%	98.6%

(†) 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.

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

## Tamworth 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:<sup>1</sup> 11,787 patients

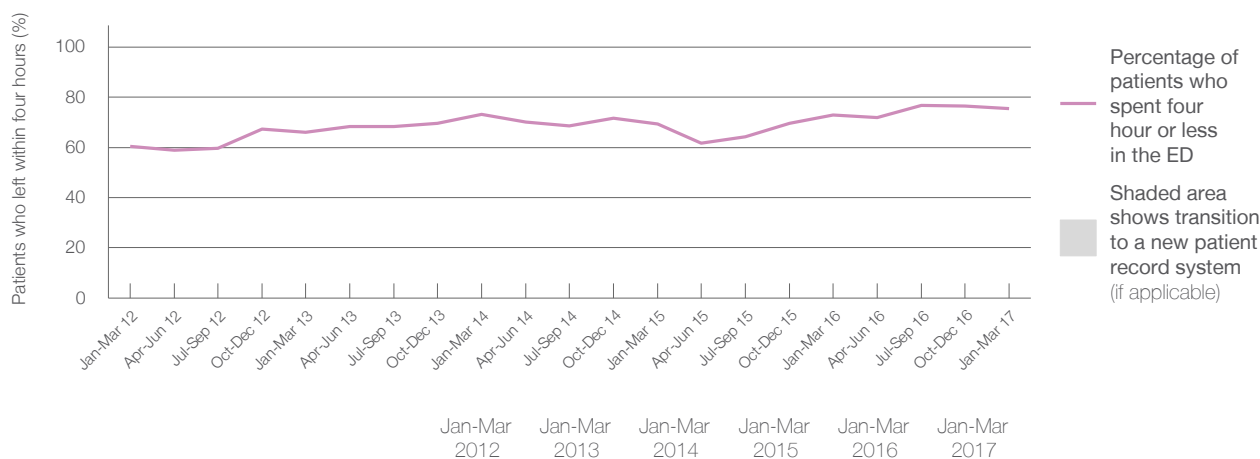
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,787 patients

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> 11,787 patients	10,756	9.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,787 patients	10,756	9.6%
Percentage of patients who spent four hours or less in the ED	72.8%	

#### 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 (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	60.4%	66.0%	73.1%	69.3%	72.8%	75.3%

\* 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).