

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

April to June 2017

All presentations:<sup>1</sup> 1,973 patients  
 Emergency presentations:<sup>2</sup> 1,891 patients

Same period last year	Change since one year ago
1,820	8.4%
1,691	11.8%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 121 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 478 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,029 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 263 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
136	
2 minutes	8 minutes
27 minutes	26 minutes
449	
19 minutes	20 minutes
57 minutes	67 minutes
911	
28 minutes	25 minutes
85 minutes	99 minutes
195	
19 minutes	23 minutes
85 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,973 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
1,820	8.4%
90.2%	

\* 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.

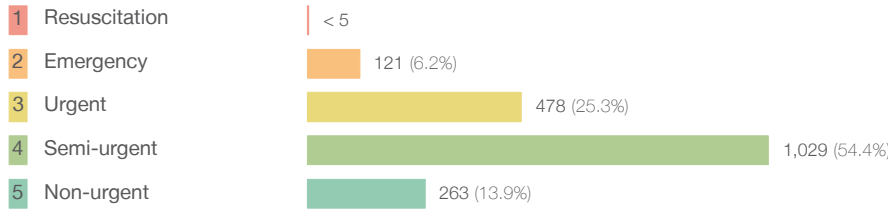
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Gunnedah District Hospital: Patients presenting to the emergency department

April to June 2017

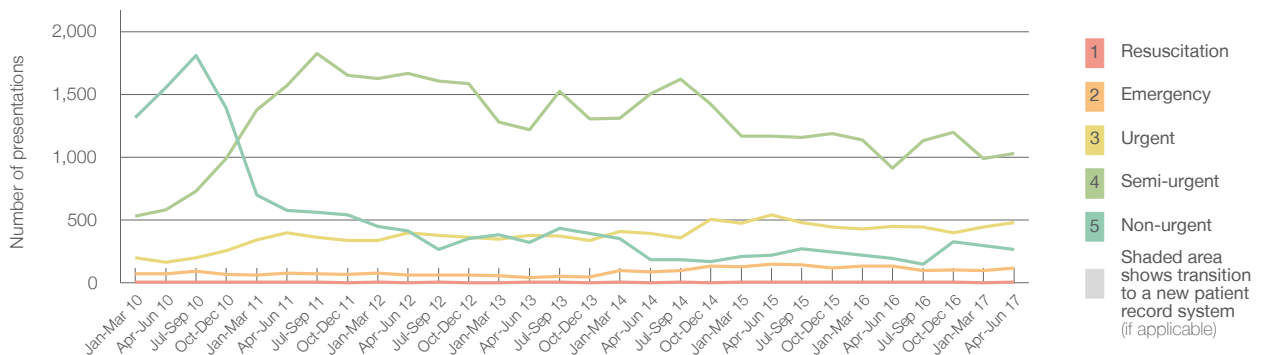
All presentations:<sup>1</sup> 1,973 patients

Emergency presentations<sup>2</sup> by triage category: 1,891 patients



	Same period last year	Change since one year ago
All presentations	1,820	8.4%
Emergency presentations	1,691	11.8%
1 Resuscitation	< 5	*
2 Emergency	136	-12.0%
3 Urgent	449	6.5%
4 Semi-urgent	911	13.0%
5 Non-urgent	195	34.9%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 5	< 5	< 5	< 5	< 5	< 5	< 5	< 5
Emergency	73	77	63	46	87	151	136	121
Urgent	165	397	397	376	394	538	449	478
Semi-urgent	582	1,568	1,667	1,217	1,504	1,168	911	1,029
Non-urgent	1,553	577	410	321	182	217	195	263
All emergency presentations	2,373	2,619	2,537	1,960	2,167	2,074	1,691	1,891

## Gunnedah District Hospital: Patients arriving by ambulance

April to June 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
Arrivals used to calculate transfer of care time	108	
ED Transfer of care time	8 minutes	2 minutes
90th percentile time	29 minutes	-6 minutes

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

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

## Gunnedah District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 121

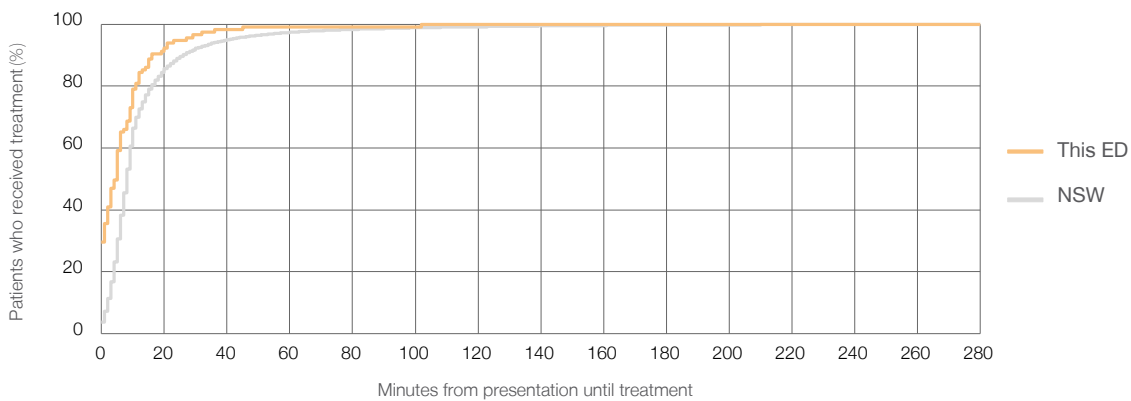
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 115

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

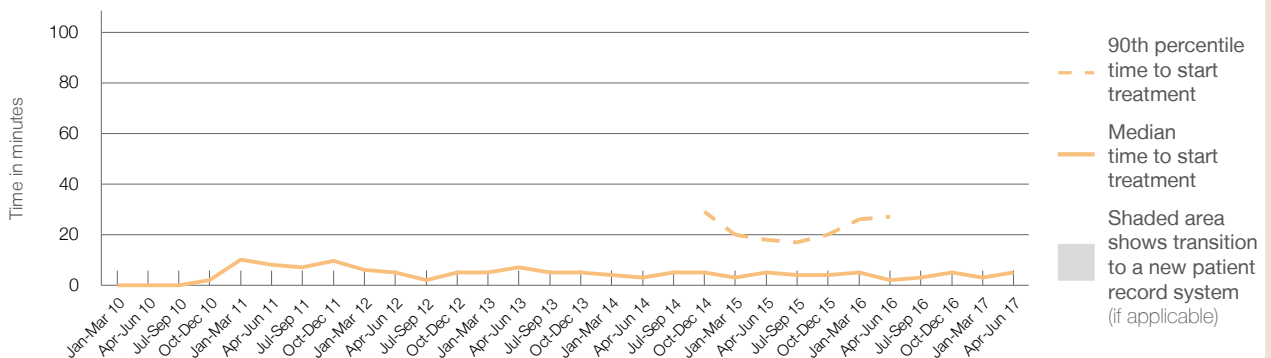
90th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
136	132
2 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	8	5	7	3	5	2	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	*	18	27	16

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## Gunnedah District Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 478

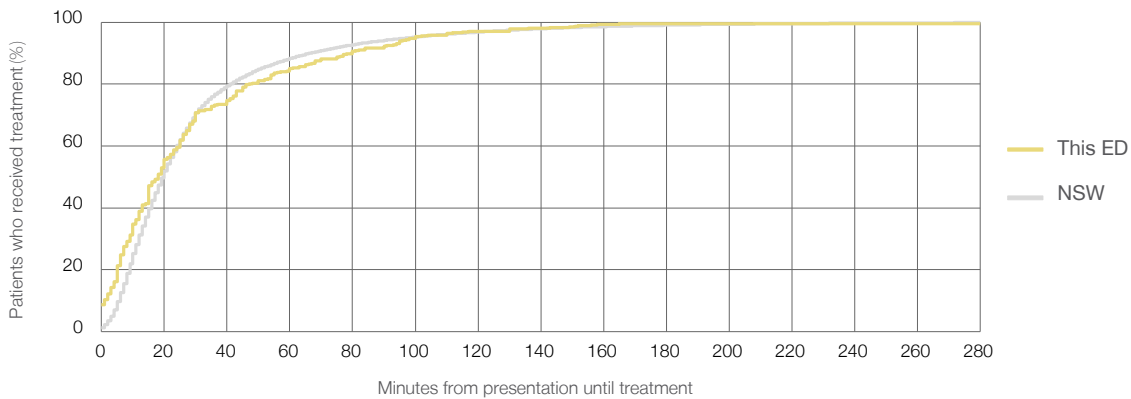
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 467

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

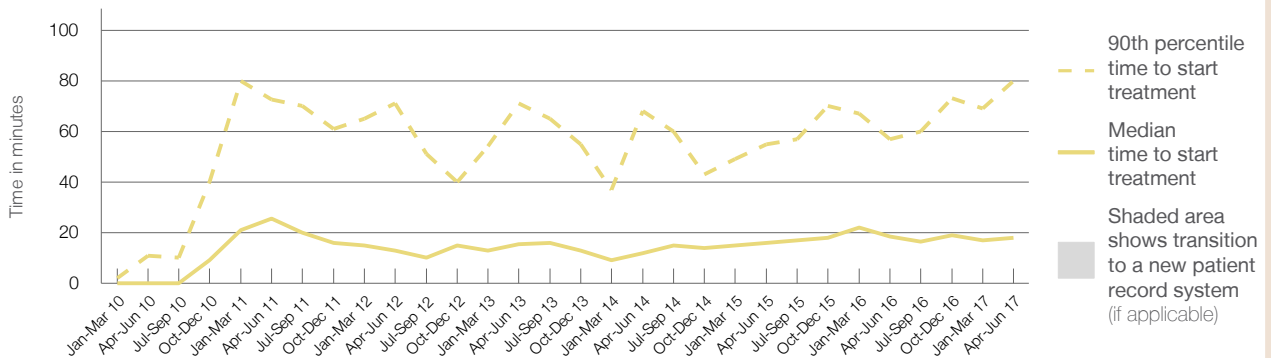
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
449	
444	
19 minutes	20 minutes
57 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	26	13	16	12	16	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)	11	73	71	71	68	55	57	80

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## Gunnedah District Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 1,029

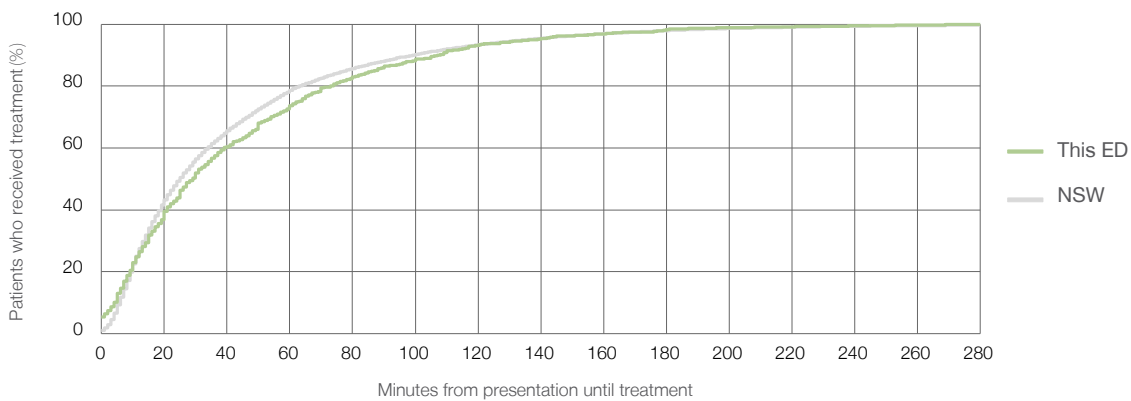
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 962

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

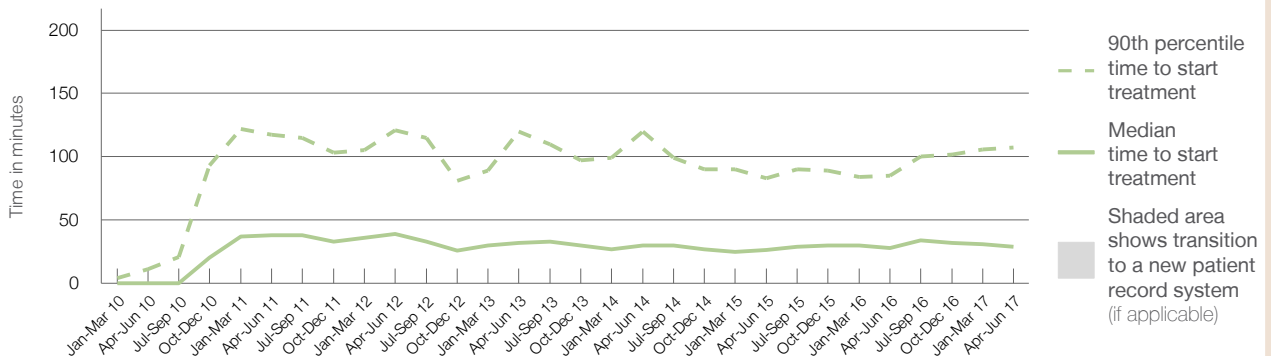
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
911	
875	
28 minutes	25 minutes
85 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	38	39	32	30	27	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	11	118	121	120	120	83	85	107

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## Gunnedah District Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 263

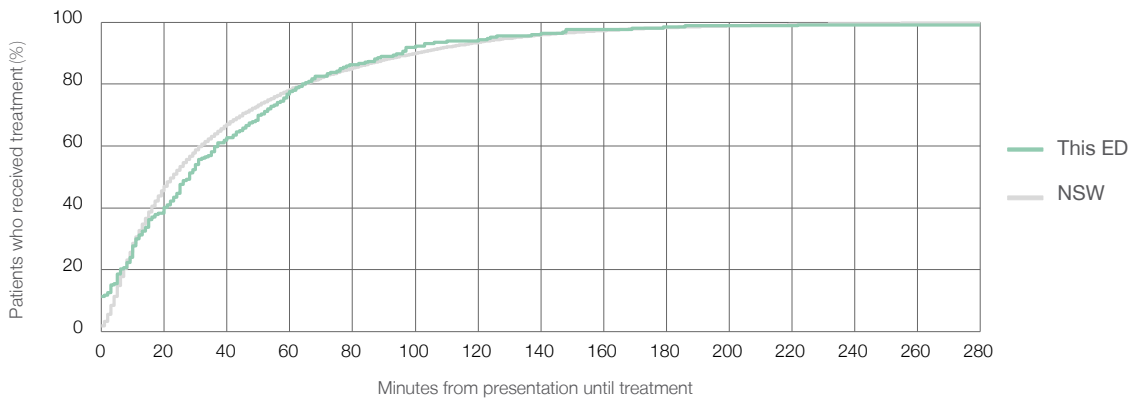
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 246

Median time to start treatment<sup>4</sup> 28 minutes

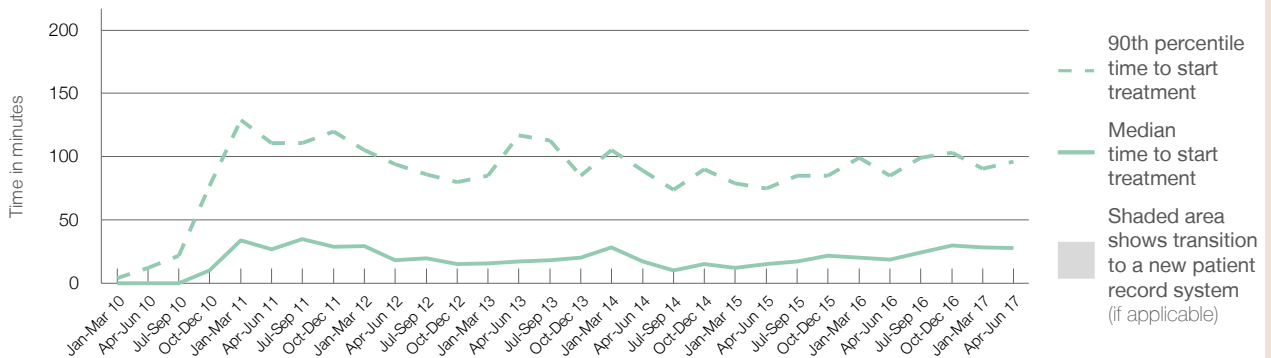
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
195	
176	
19 minutes	23 minutes
85 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	0	27	18	17	17	15	19	28
90th percentile time to start treatment <sup>5</sup> (minutes)	12	111	94	117	89	75	85	96

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

April to June 2017

All presentations:<sup>1</sup> 1,973 patients

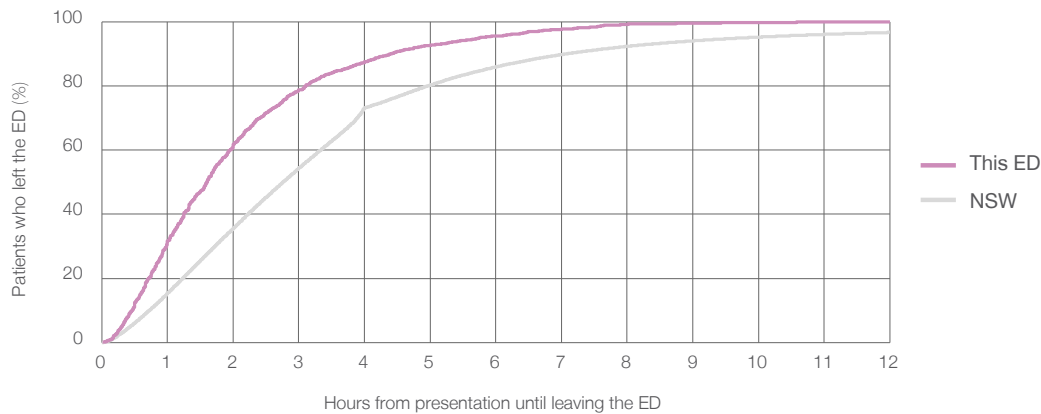
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,973 patients

Median time spent in the ED<sup>8</sup> 1 hours and 36 minutes

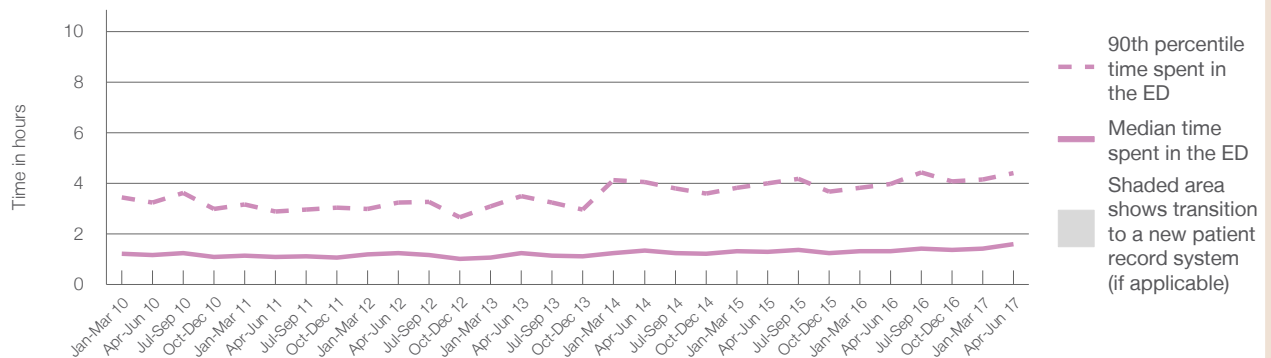
90th percentile time spent in the ED<sup>9</sup> 4 hours and 25 minutes

Same period last year	NSW (this period)
1,820	1,820
1 hours and 20 minutes	2 hours and 46 minutes
3 hours and 59 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 10m	1h 6m	1h 15m	1h 15m	1h 21m	1h 18m	1h 20m	1h 36m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 15m	2h 53m	3h 15m	3h 30m	4h 3m	4h 1m	3h 59m	4h 25m

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

By mode of separation

April to June 2017

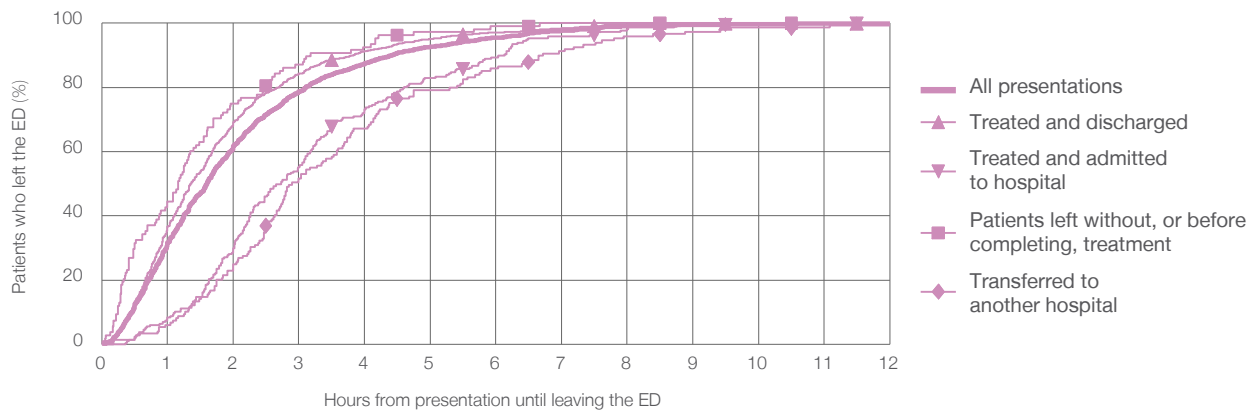
All presentations:<sup>1</sup> 1,973 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,973 patients

Treated and discharged	1,491 (75.6%)
Treated and admitted to hospital	217 (11.0%)
Patient left without, or before completing, treatment	108 (5.5%)
Transferred to another hospital	149 (7.6%)
Other	8 (0.4%)

Same period last year	Change since one year ago
1,820	8.4%
1,435	3.9%
189	14.8%
61	77.0%
129	15.5%
6	33.3%

Percentage of patients who left the ED by time and mode of separation, April to June 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	36.6%	69.1%	84.3%	91.3%	97.1%	99.6%	99.8%	99.9%
Treated and admitted to hospital	8.3%	30.0%	55.3%	73.3%	89.4%	98.2%	99.5%	100%
Patient left without, or before completing, treatment	44.4%	75.0%	87.0%	92.6%	99.1%	100%	100%	100%
Transferred to another hospital	6.0%	24.8%	51.7%	67.1%	85.9%	96.0%	98.7%	99.3%
All presentations	31.7%	61.8%	78.7%	87.5%	95.5%	99.2%	99.7%	99.9%

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

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**Gunnedah District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 1,973 patients

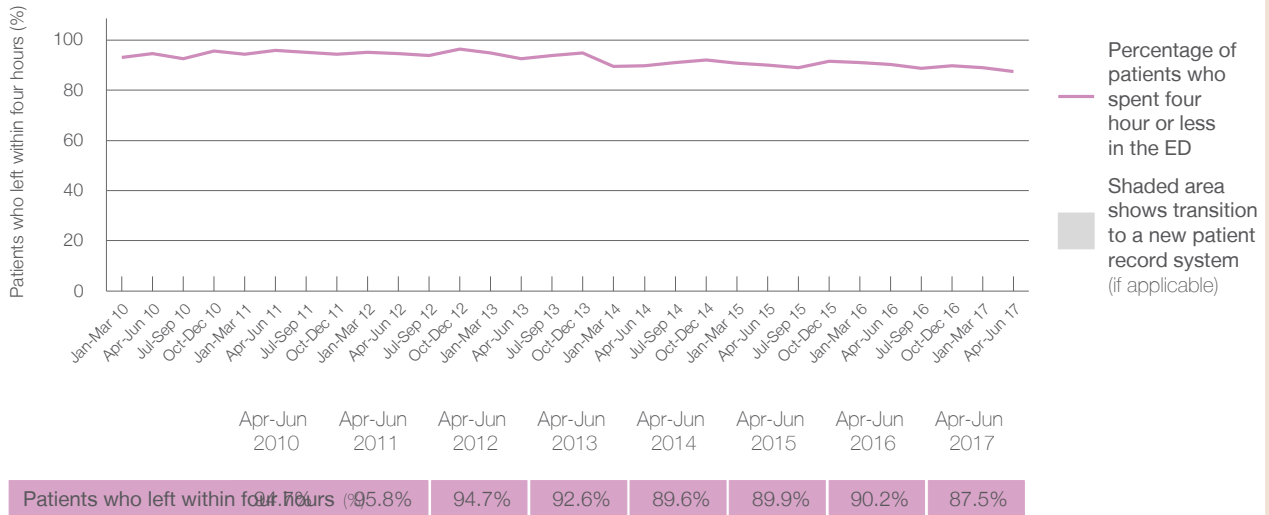
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,973 patients

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>	1,820	8.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,820	8.4%
Percentage of patients who spent four hours or less in the ED	90.2%	

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



\* 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).