



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Mid North Coast Local Health District

April to June 2017

## Coffs Harbour Base Hospital: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 9,602 patients  
Emergency presentations:<sup>2</sup> 9,258 patients

Same period last year	Change since one year ago
9,155	4.9%
8,817	5.0%



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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,030 patients

Median time to start treatment<sup>4</sup>  6 minutes  
90th percentile time to start treatment<sup>5</sup>  10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,997 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,617 patients

Median time to start treatment<sup>4</sup>  23 minutes  
90th percentile time to start treatment<sup>5</sup>  101 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,550 patients

Median time to start treatment<sup>4</sup>  24 minutes  
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
972	
7 minutes	8 minutes
10 minutes	26 minutes
2,758	
15 minutes	20 minutes
41 minutes	67 minutes
3,488	
22 minutes	25 minutes
93 minutes	99 minutes
1,528	
25 minutes	23 minutes
102 minutes	101 minutes

## Coffs Harbour Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,602 patients

Percentage of patients who spent four hours or less in the ED  73.9%

Same period last year	Change since one year ago
9,154	4.9%
73.6%	

\* 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.

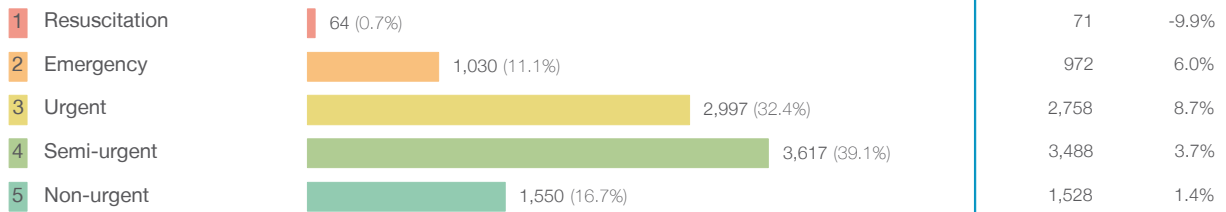
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Coffs Harbour Base Hospital: Patients presenting to the emergency department

April to June 2017

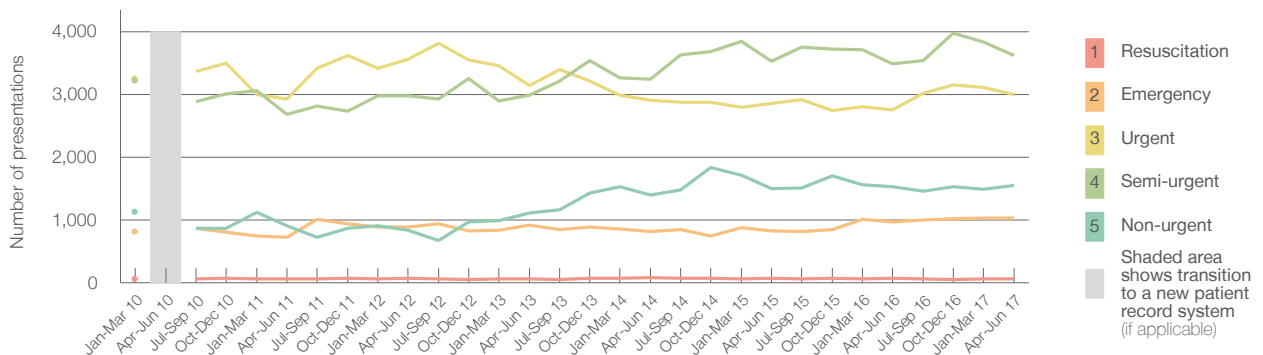
All presentations:<sup>1</sup> 9,602 patients

Emergency presentations<sup>2</sup> by triage category: 9,258 patients



	Same period last year	Change since one year ago
All presentations	9,155	4.9%
Emergency presentations <sup>2</sup>	8,817	5.0%
1 Resuscitation	71	-9.9%
2 Emergency	972	6.0%
3 Urgent	2,758	8.7%
4 Semi-urgent	3,488	3.7%
5 Non-urgent	1,528	1.4%

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



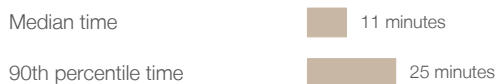
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		61	67	61	79	75	71	64
Emergency		724	891	916	817	828	972	1,030
Urgent		2,929	3,556	3,136	2,905	2,860	2,758	2,997
Semi-urgent		2,679	2,982	2,987	3,242	3,532	3,488	3,617
Non-urgent		902	839	1,110	1,398	1,497	1,528	1,550
All emergency presentations		7,295	8,335	8,210	8,441	8,792	8,817	9,258

## Coffs Harbour Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,258 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,052	
Median time	11 minutes	0 minutes
90th percentile time	24 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.

## Coffs Harbour Base 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: 1,030

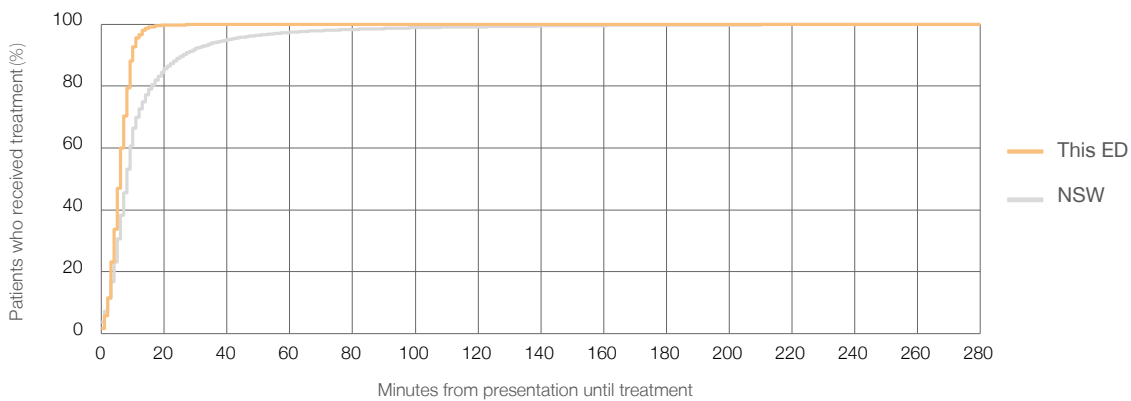
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,030

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

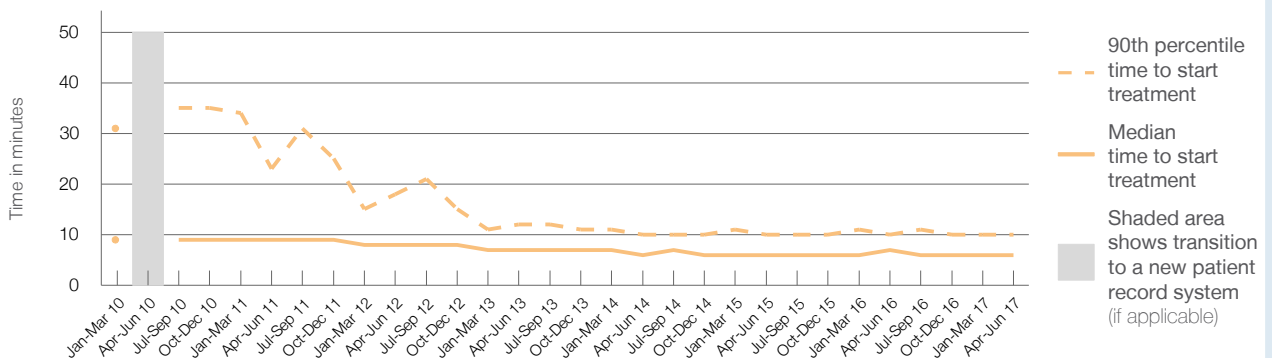
90th percentile time to start treatment<sup>5</sup>  10 minutes

Same period last year	NSW (this period)
972	970
7 minutes	8 minutes
10 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)		9	8	7	6	6	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)		23	18	12	10	10	10	10

(†) 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.

## Coffs Harbour Base 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: 2,997

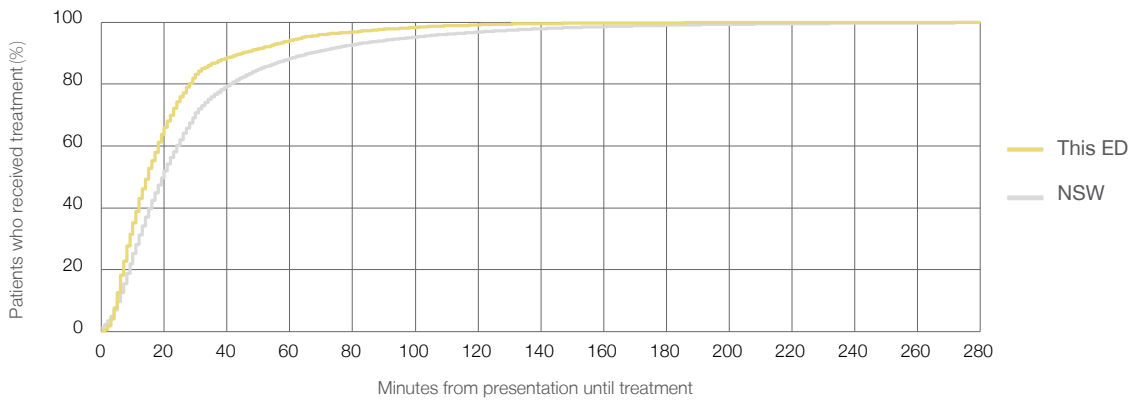
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,957

Median time to start treatment<sup>4</sup> 15 minutes

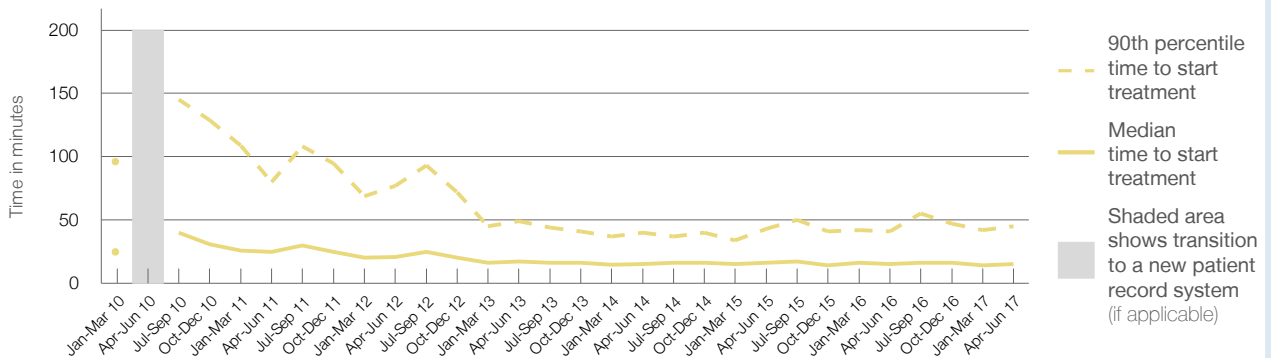
90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
2,758	2,728
15 minutes	20 minutes
41 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)		25	21	17	15	16	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)		80	77	49	40	43	41	45

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## Coffs Harbour Base 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: 3,617

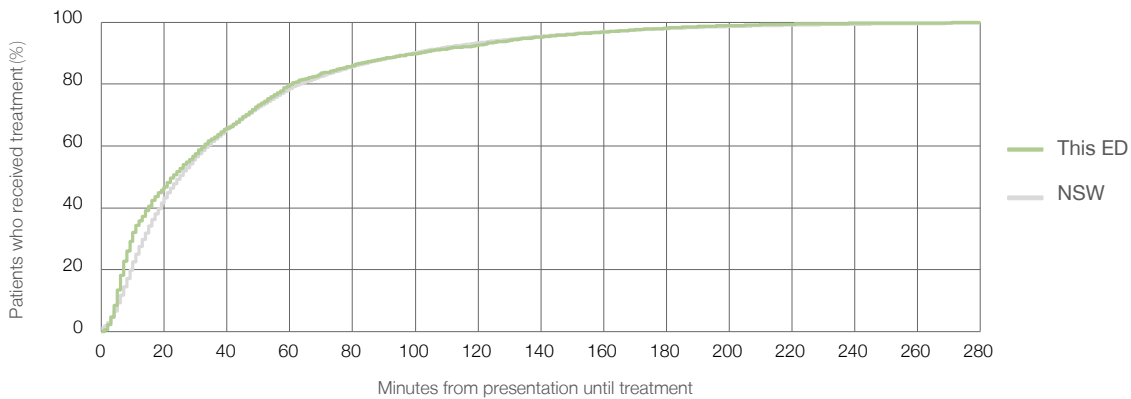
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,400

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

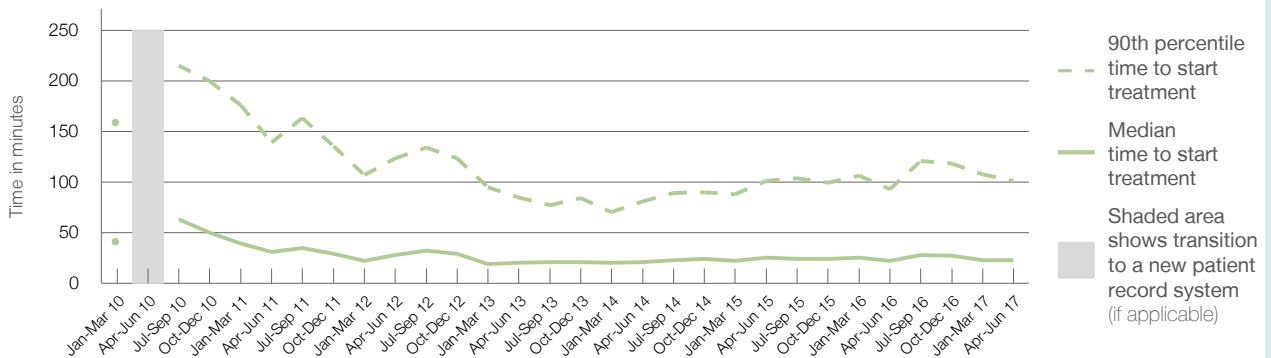
90th percentile time to start treatment<sup>5</sup>  101 minutes

Same period last year	NSW (this period)
3,488	3,300
22 minutes	25 minutes
93 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)		31	28	20	21	25	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)		139	123	85	81	101	93	101

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(‡) 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.

## Coffs Harbour Base 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: 1,550

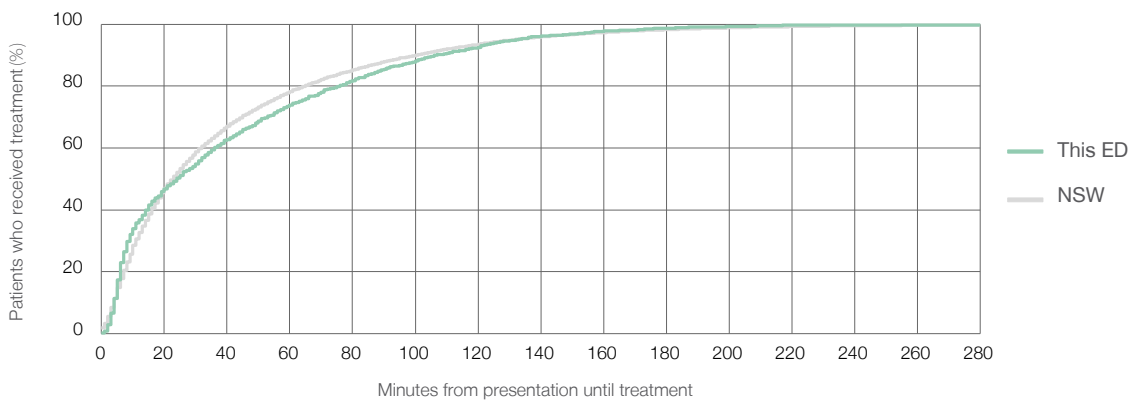
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,420

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

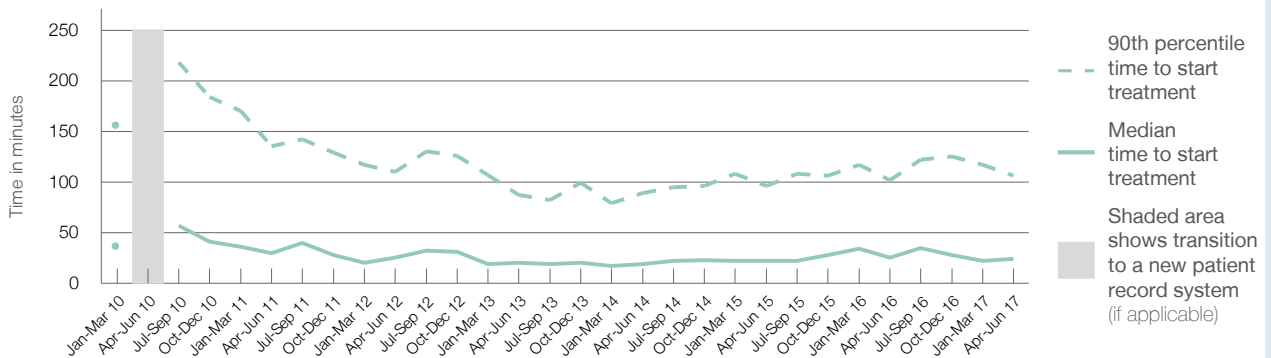
90th percentile time to start treatment<sup>5</sup> 107 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,528	1,433
Median time to start treatment <sup>4</sup>	25 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>	102 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)		30	25	20	19	22	25	24
90th percentile time to start treatment <sup>5</sup> (minutes)		135	110	87	89	96	102	107

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## Coffs Harbour Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 9,602 patients

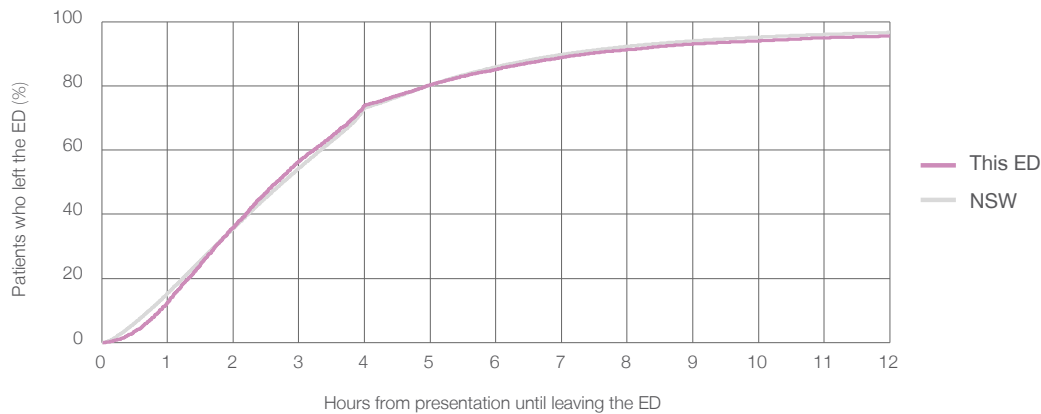
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,602 patients

Median time spent in the ED<sup>8</sup> 2 hours and 40 minutes

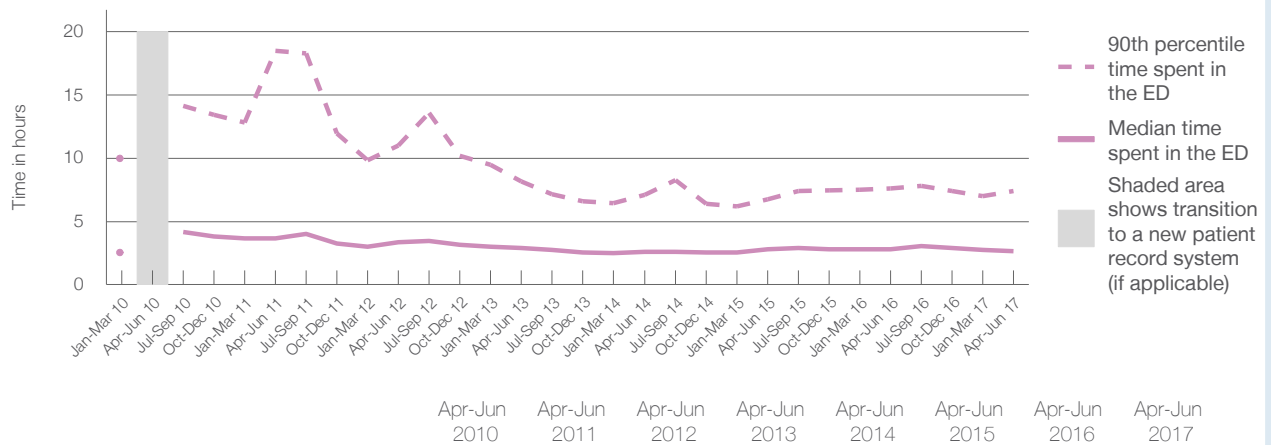
90th percentile time spent in the ED<sup>9</sup> 7 hours and 23 minutes

Same period last year	NSW (this period)
9,155	
9,154	
2 hours and 49 minutes	2 hours and 46 minutes
7 hours and 37 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)		3h 39m	3h 21m	2h 53m	2h 37m	2h 47m	2h 49m	2h 40m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		18h 28m	10h 59m	8h 9m	7h 7m	6h 45m	7h 37m	7h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.  
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## Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

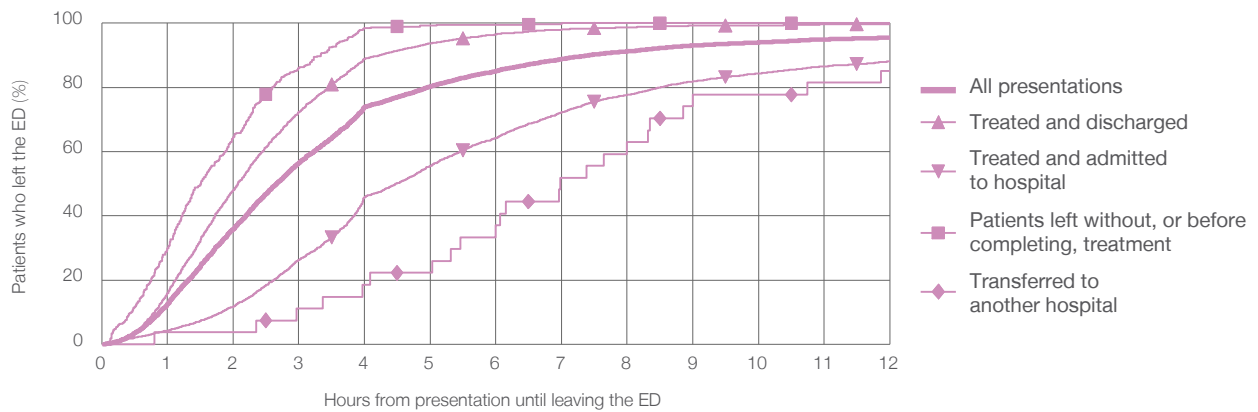
All presentations:<sup>1</sup> 9,602 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,602 patients

Treated and discharged	5,755 (59.9%)
Treated and admitted to hospital	3,396 (35.4%)
Patient left without, or before completing, treatment	398 (4.1%)
Transferred to another hospital	27 (0.3%)
Other	26 (0.3%)

Same period last year	Change since one year ago
9,154	4.9%
5,471	5.2%
3,288	3.3%
329	21.0%
34	-20.6%
33	-21.2%

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	16.0%	48.1%	72.3%	88.9%	96.5%	98.7%	99.3%	99.7%
Treated and admitted to hospital	4.2%	11.8%	26.3%	45.9%	64.3%	77.7%	84.4%	88.1%
Patient left without, or before completing, treatment	29.9%	64.6%	86.2%	98.5%	99.5%	100%	100%	100%
Transferred to another hospital	3.7%	3.7%	11.1%	18.5%	37.0%	63.0%	77.8%	85.2%
All presentations	12.5%	35.9%	56.5%	73.9%	85.1%	91.2%	94.0%	95.6%

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## Coffs Harbour Base 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> 9,602 patients

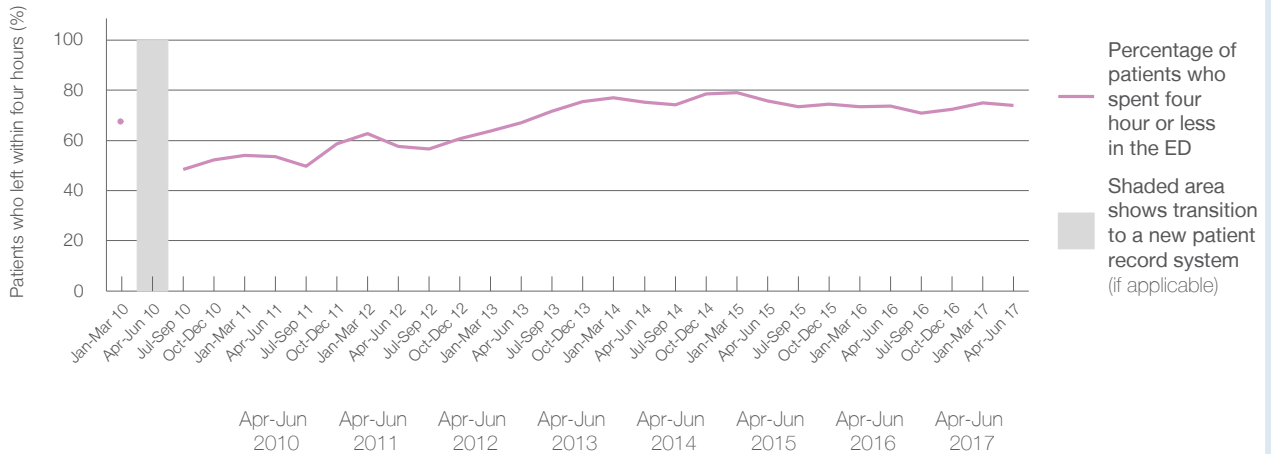
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,602 patients

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



Same period last year	Change since one year ago
9,155	4.9%
9,154	4.9%
73.6%	

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



Patients who left within four hours	53.5%	57.7%	66.9%	75.1%	75.7%	73.6%	73.9%
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\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Kempsey Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 6,554 patients  
 Emergency presentations:<sup>2</sup> 6,311 patients

Same period last year	Change since one year ago
6,412	2.2%
6,266	0.7%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 750 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,097 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 46 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,939 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
677	
11 minutes	8 minutes
28 minutes	26 minutes
2,235	
23 minutes	20 minutes
65 minutes	67 minutes
2,643	
27 minutes	25 minutes
92 minutes	99 minutes
682	
27 minutes	23 minutes
98 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
6,411	2.2%
81.4%	

\* 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.

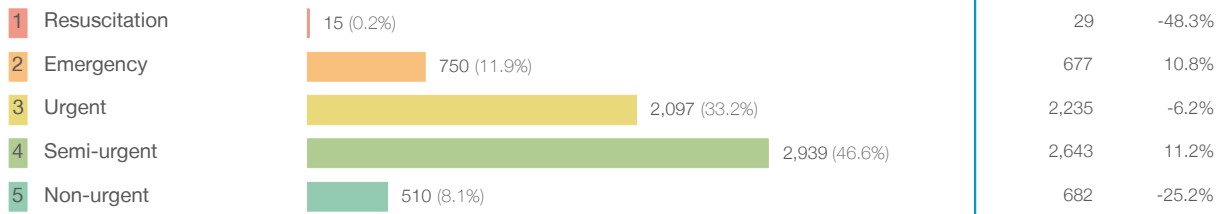
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Kempsey Hospital: Patients presenting to the emergency department

April to June 2017

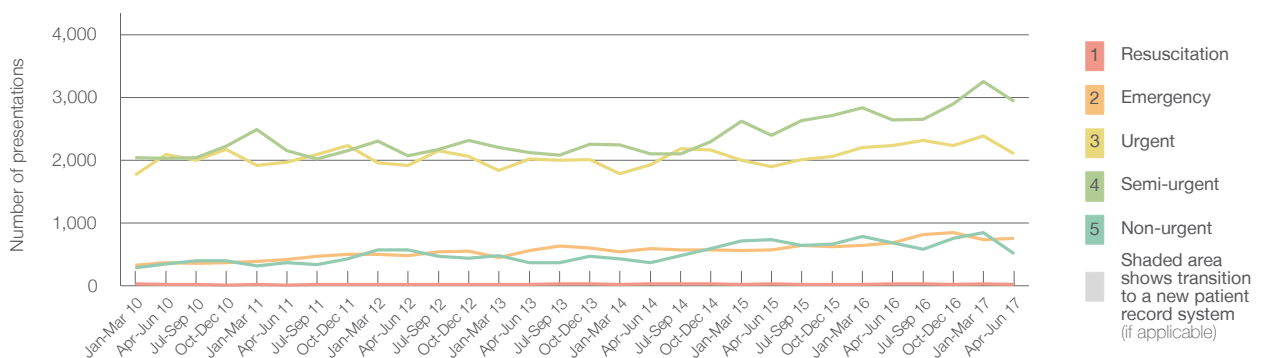
All presentations:<sup>1</sup> 6,554 patients

Emergency presentations<sup>2</sup> by triage category: 6,311 patients



Same period last year	Change since one year ago
6,412	2.2%
6,266	0.7%
29	-48.3%
677	10.8%
2,235	-6.2%
2,643	11.2%
682	-25.2%

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



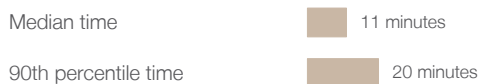
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	20	10	17	22	31	25	29	15
Emergency	365	414	479	563	587	566	677	750
Urgent	2,085	1,964	1,912	2,014	1,924	1,897	2,235	2,097
Semi-urgent	2,029	2,155	2,069	2,119	2,095	2,395	2,643	2,939
Non-urgent	344	365	574	370	361	730	682	510
All emergency presentations	4,843	4,908	5,051	5,088	4,998	5,613	6,266	6,311

## Kempsey Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 822 patients

ED Transfer of care time



Same period last year	Change since one year ago
777	
15 minutes	-4 minutes
41 minutes	-21 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.

## Kempsey 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: 750

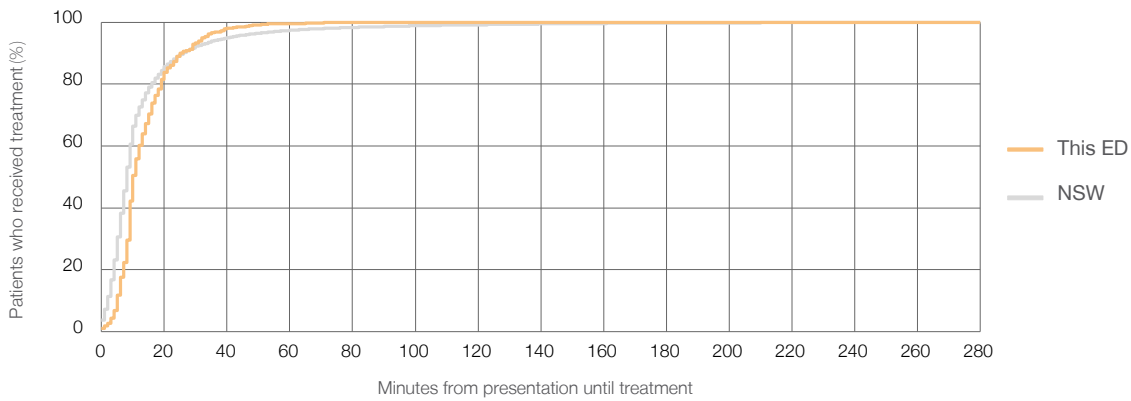
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 748

Median time to start treatment<sup>4</sup>  10 minutes

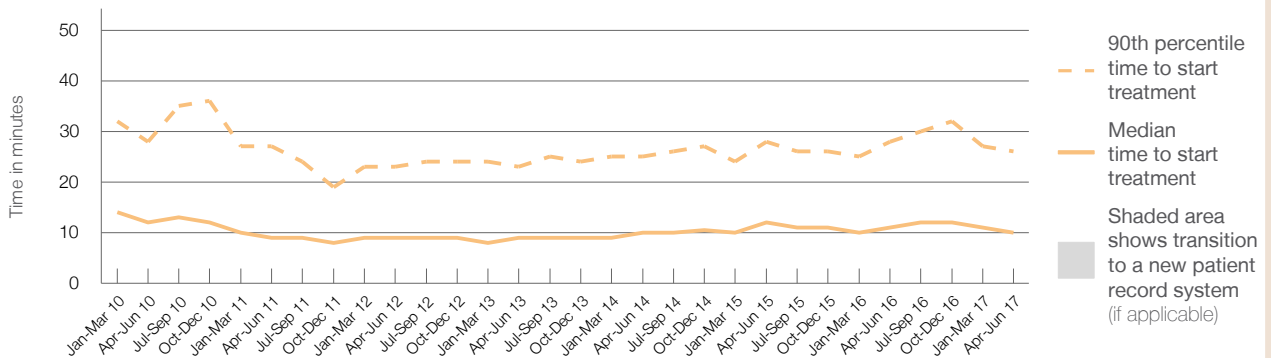
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
677	
674	
11 minutes	8 minutes
28 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)	12	9	9	9	10	12	11	10
90th percentile time to start treatment <sup>5</sup> (minutes)	28	27	23	23	25	28	28	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.

## Kempsey 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: 2,097

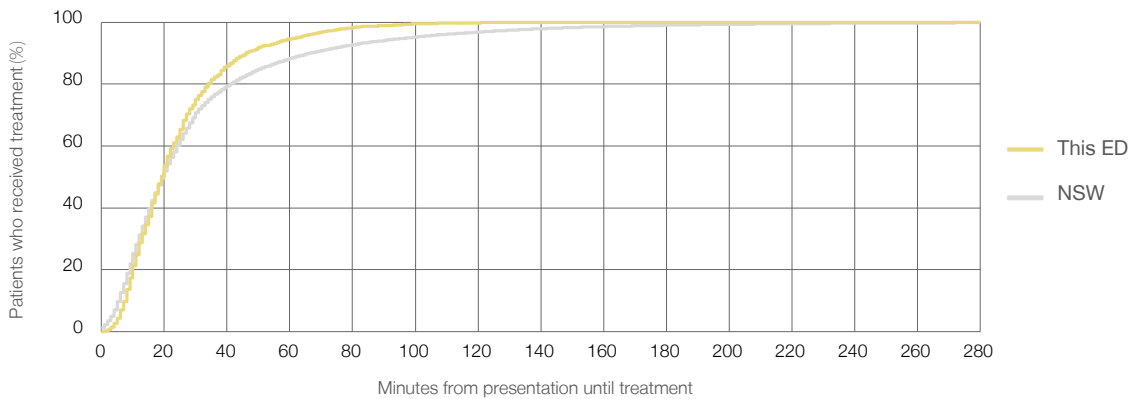
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,085

Median time to start treatment<sup>4</sup> 19 minutes

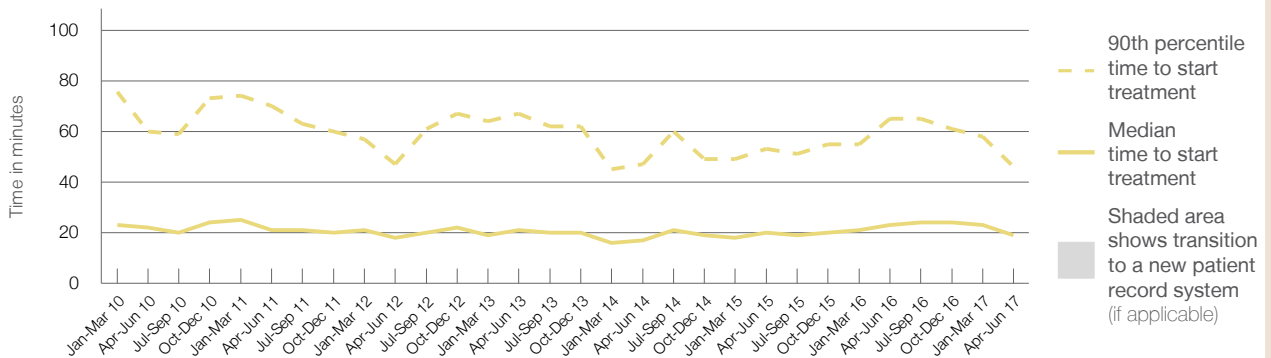
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
2,235	2,213
23 minutes	20 minutes
65 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)	22	21	18	21	17	20	23	19
90th percentile time to start treatment <sup>5</sup> (minutes)	60	70	47	67	47	53	65	46

(†) 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.

## Kempsey 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: 2,939

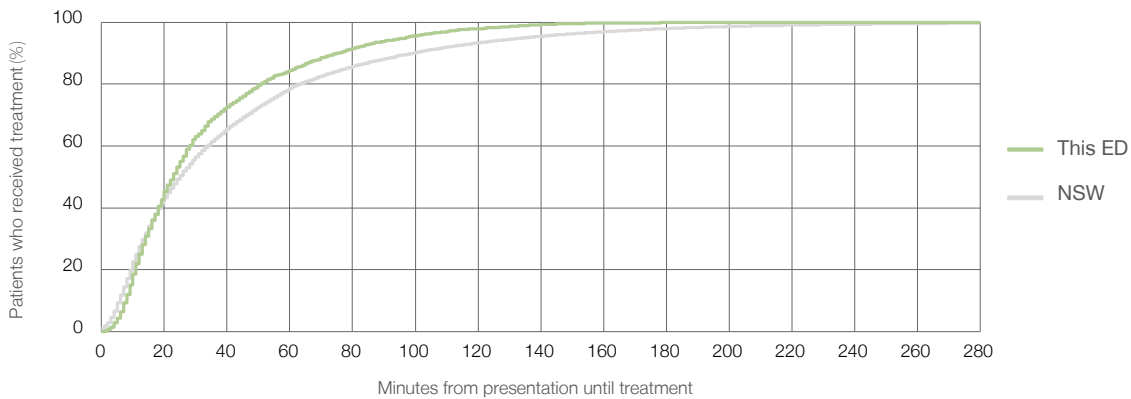
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,870

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

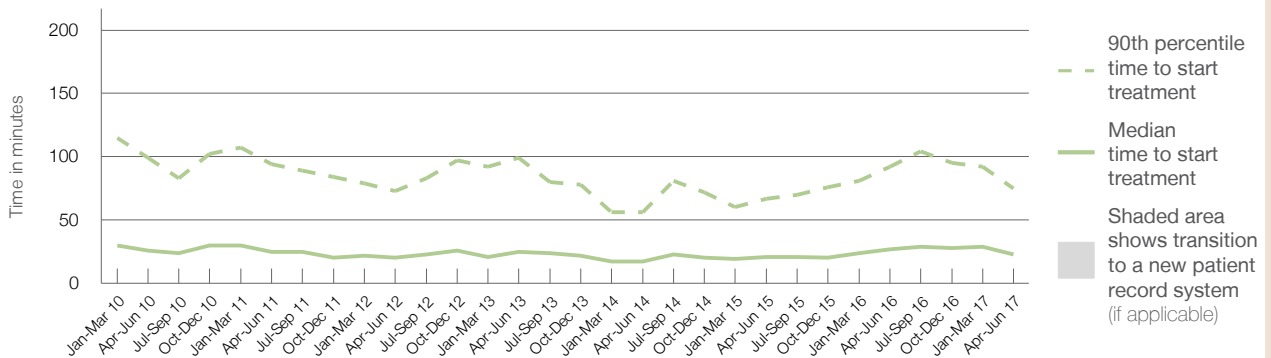
90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
2,643	2,562
27 minutes	25 minutes
92 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)	26	25	20	25	17	21	27	23
90th percentile time to start treatment <sup>5</sup> (minutes)	99	94	73	99	56	67	92	75

(†) 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.

## Kempsey 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: 510

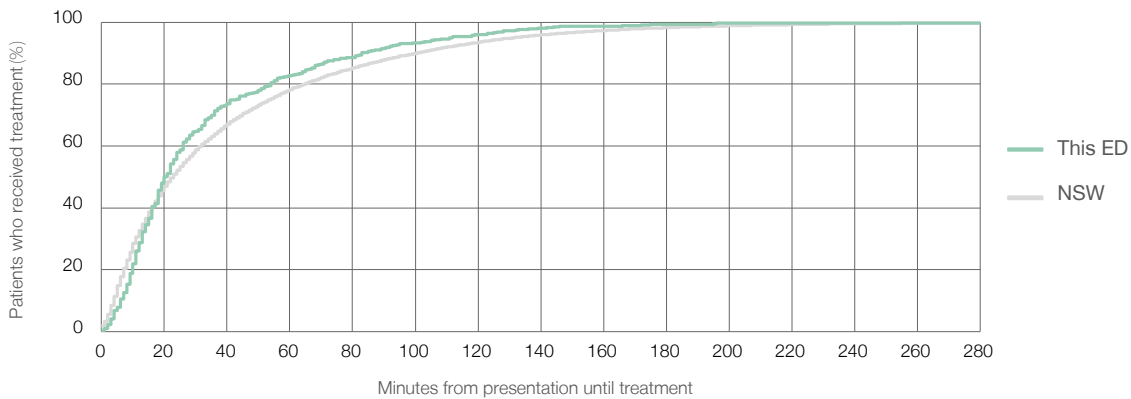
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 465

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

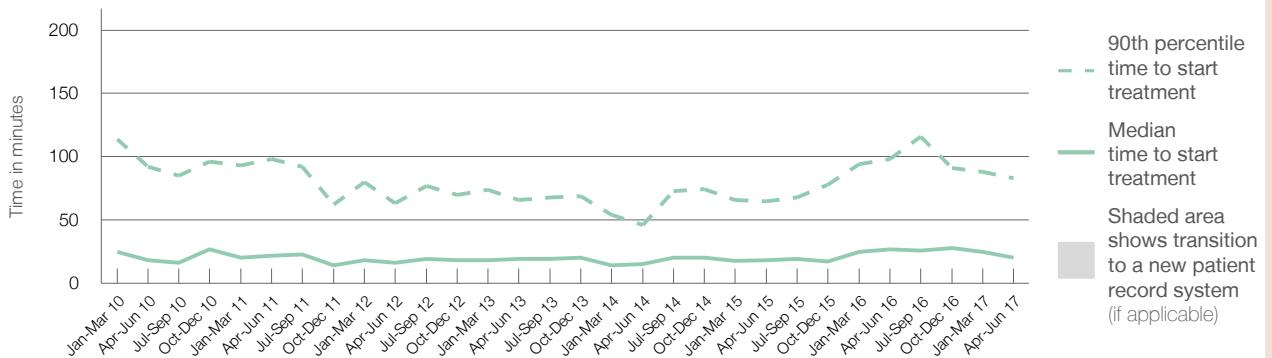
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
682	601
27 minutes	23 minutes
98 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)	18	22	16	19	15	18	27	20
90th percentile time to start treatment <sup>5</sup> (minutes)	92	98	63	66	46	65	98	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.



## Kempsey Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 6,554 patients

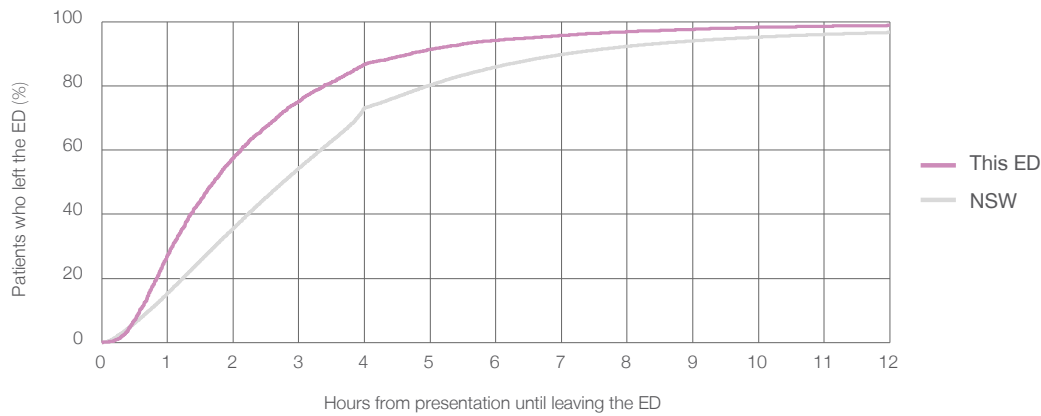
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Median time spent in the ED<sup>8</sup> 1 hours and 42 minutes

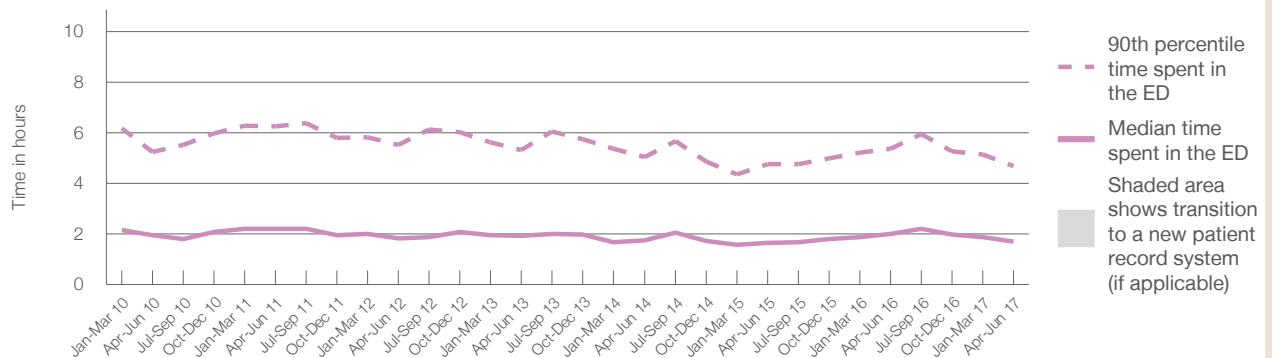
90th percentile time spent in the ED<sup>9</sup> 4 hours and 42 minutes

Same period last year	NSW (this period)
6,412	
6,411	
2 hours and 1 minutes	2 hours and 46 minutes
5 hours and 23 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 58m	2h 12m	1h 50m	1h 56m	1h 45m	1h 39m	2h 1m	1h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 14m	6h 15m	5h 32m	5h 20m	5h 3m	4h 46m	5h 23m	4h 42m

(†) 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.

## Kempsey Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

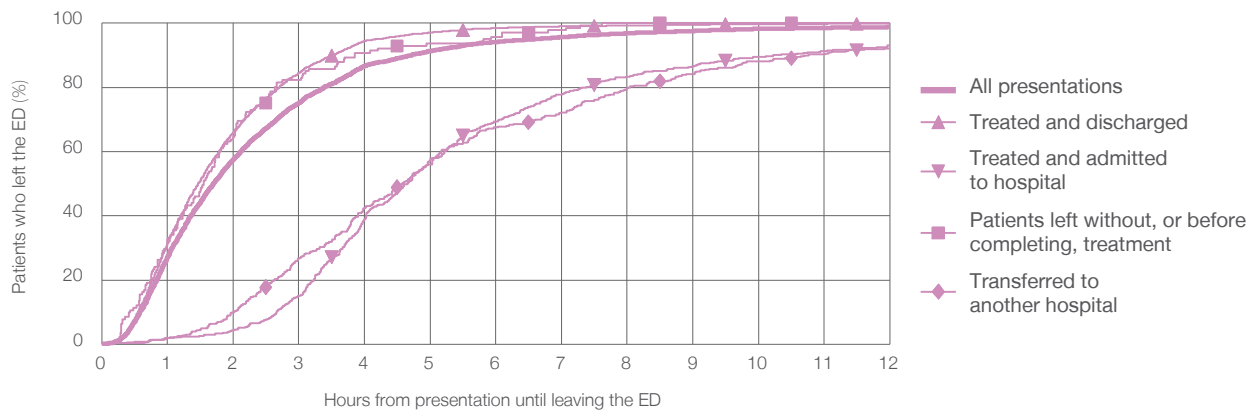
All presentations:<sup>1</sup> 6,554 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Mode of separation	Count	Percentage
Treated and discharged	5,472	83.5%
Treated and admitted to hospital	573	8.7%
Patient left without, or before completing, treatment	141	2.2%
Transferred to another hospital	360	5.5%
Other	8	0.1%

Same period last year	Change since one year ago
6,411	2.2%
5,264	4.0%
635	-9.8%
195	-27.7%
306	17.6%
12	-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	31.5%	66.1%	84.5%	94.5%	98.4%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.9%	4.4%	15.2%	39.1%	69.5%	83.2%	89.5%	92.1%
Patient left without, or before completing, treatment	32.6%	64.5%	82.3%	90.8%	95.7%	100%	100%	100%
Transferred to another hospital	1.9%	10.0%	26.7%	42.5%	67.5%	79.7%	88.1%	93.1%
All presentations	27.4%	57.6%	75.2%	86.7%	94.2%	96.8%	98.2%	98.8%

(†) 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.

**Kempsey 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> 6,554 patients

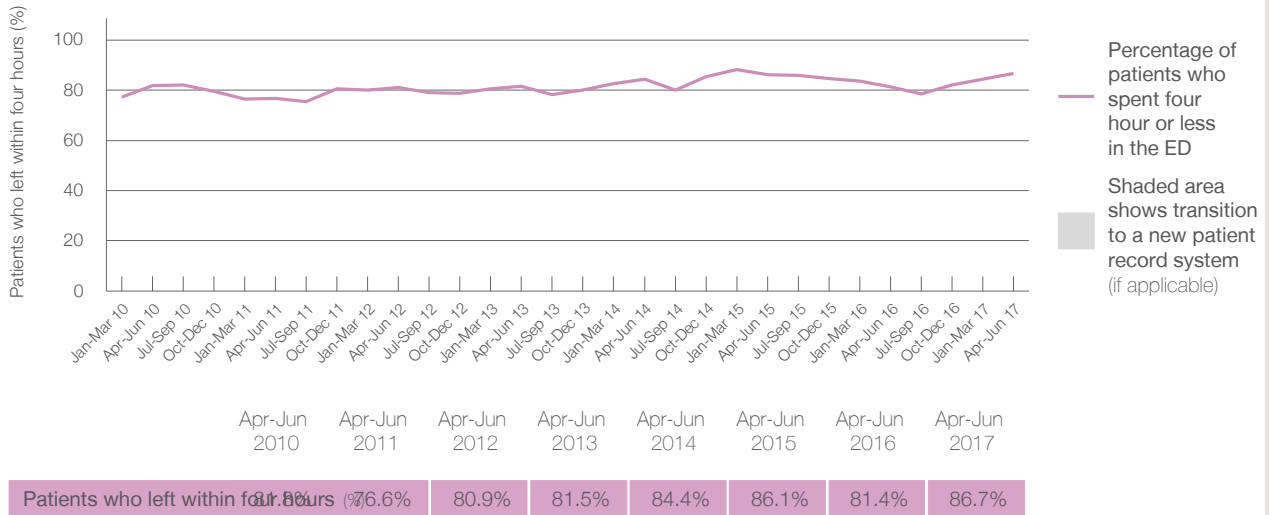
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

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	6,412	2.2%
Presentations used to calculate time to leaving the ED	6,411	2.2%
Percentage of patients who spent four hours or less in the ED	81.4%	

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).

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

April to June 2017

All presentations:<sup>1</sup> 3,415 patients  
Emergency presentations:<sup>2</sup> 3,229 patients

Same period last year	Change since one year ago
3,293	3.7%
3,038	6.3%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 990 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,372 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 94 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 489 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
376	
10 minutes	8 minutes
23 minutes	26 minutes
1,109	
23 minutes	20 minutes
61 minutes	67 minutes
1,221	
31 minutes	25 minutes
114 minutes	99 minutes
310	
25 minutes	23 minutes
110 minutes	101 minutes

## Macksville 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> 3,415 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
3,293	3.7%
85.5%	

\* 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 21 July 2017).

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

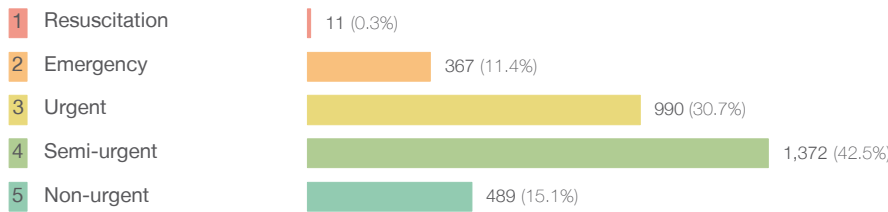
April to June 2017

All presentations:<sup>1</sup> 3,415 patients

Same period last year	Change since one year ago
3,293	3.7%

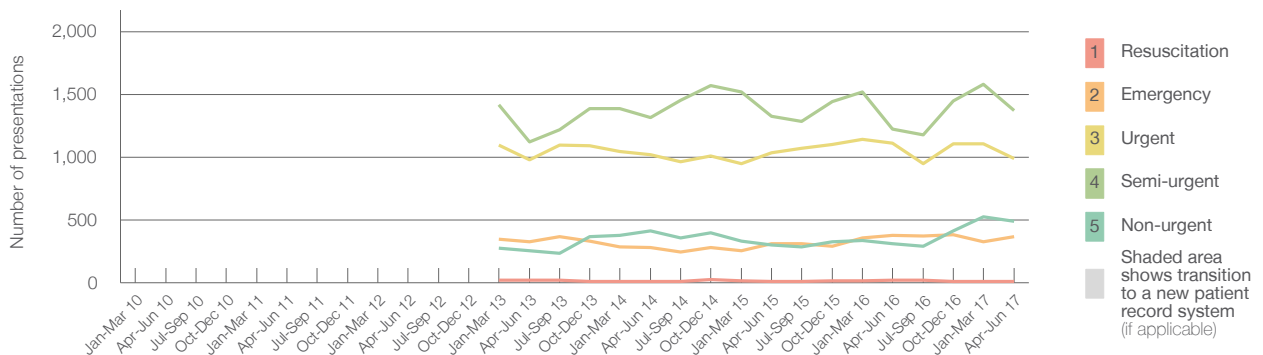
Emergency presentations<sup>2</sup> by triage category: 3,229 patients

3,038	6.3%
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22	-50.0%
376	-2.4%
1,109	-10.7%
1,221	12.4%
310	57.7%

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				20	12	10	22	11
Emergency				324	279	311	376	367
Urgent				978	1,019	1,036	1,109	990
Semi-urgent				1,121	1,313	1,326	1,221	1,372
Non-urgent				255	415	302	310	489
All emergency presentations				2,698	3,038	2,985	3,038	3,229

## Macksville District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 479 patients

539	
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ED Transfer of care time



14 minutes	-3 minutes
37 minutes	-14 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Macksville 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: 367

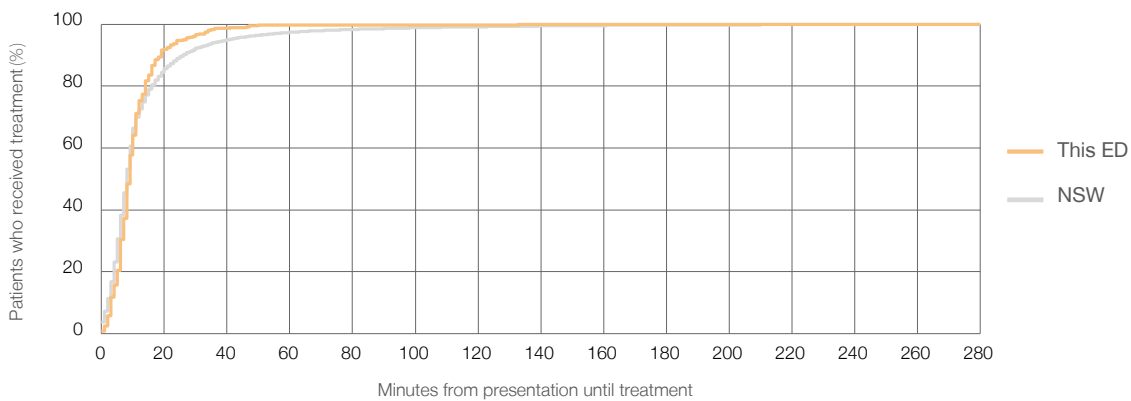
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 355

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

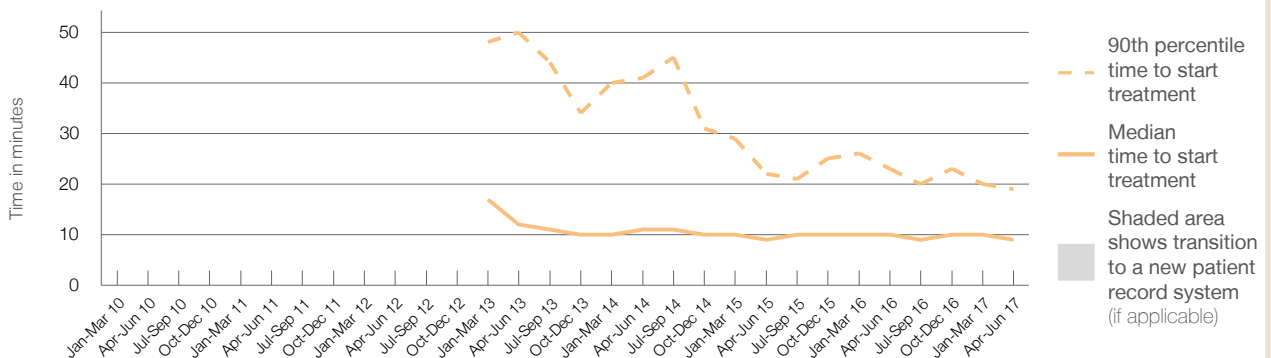
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
376	369
10 minutes	8 minutes
23 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)				12	11	9	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)				50	41	22	23	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Macksville 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: 990

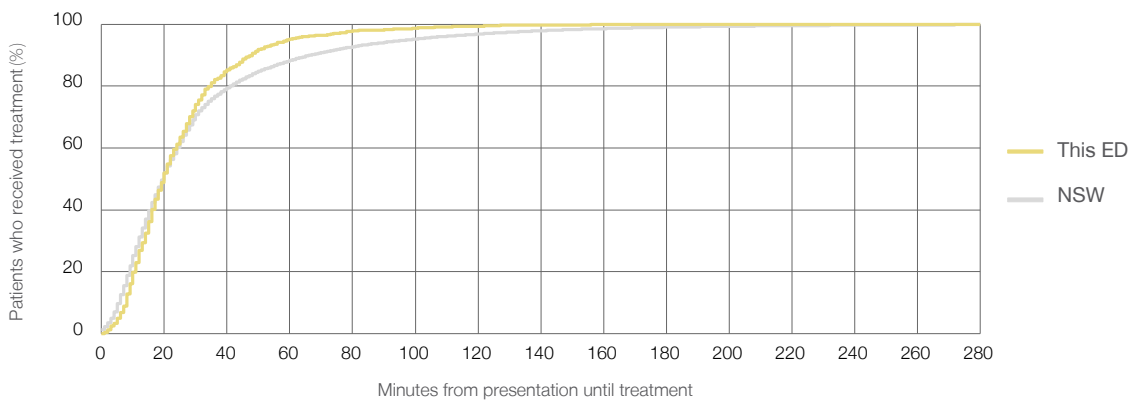
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 971

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

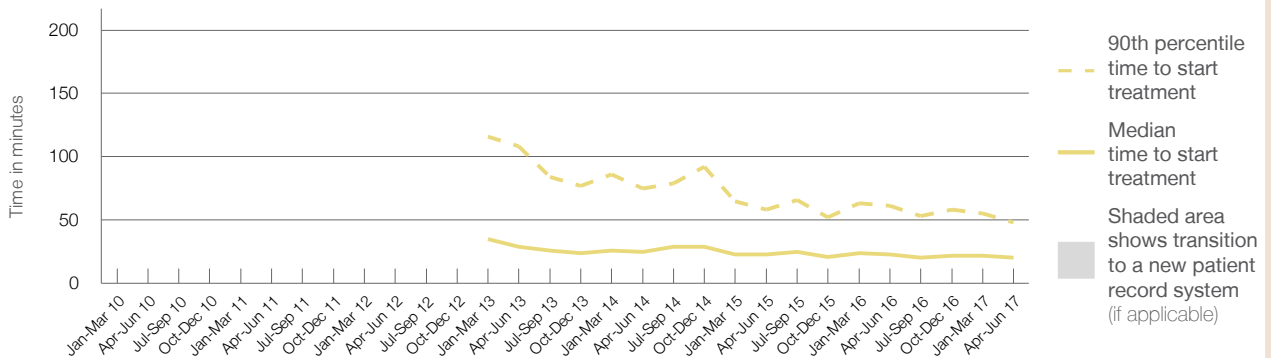
90th percentile time to start treatment<sup>5</sup>  48 minutes

Same period last year	NSW (this period)
1,109	
1,067	
23 minutes	20 minutes
61 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)				29	25	23	23	20
90th percentile time to start treatment <sup>5</sup> (minutes)				108	75	58	61	48

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Macksville 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: 1,372

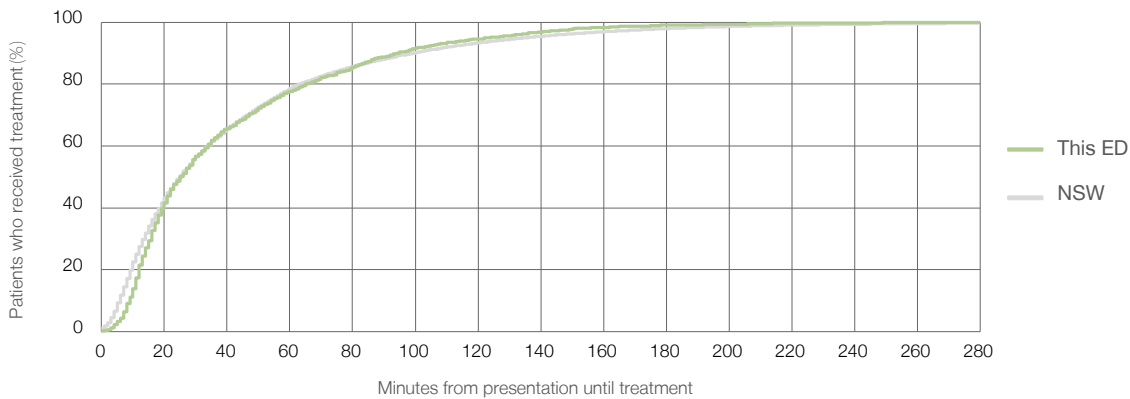
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,316

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

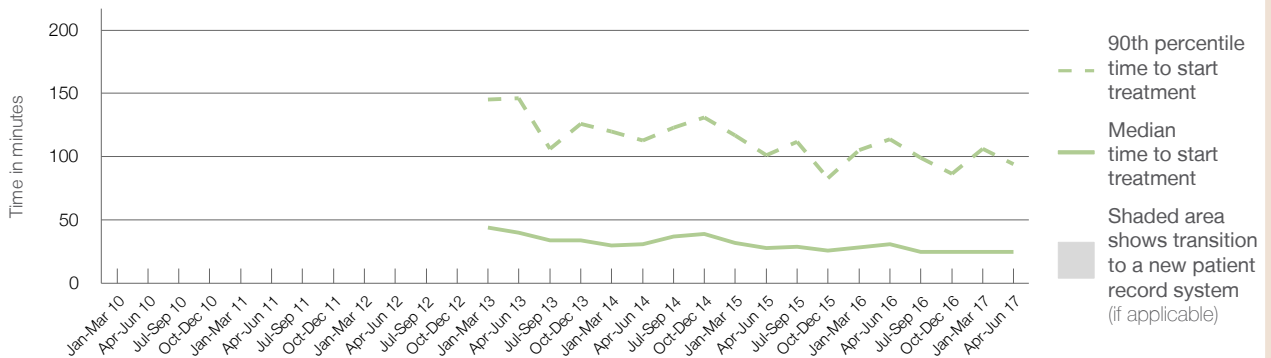
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
1,221	1,149
31 minutes	25 minutes
114 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)				40	31	28	31	25
90th percentile time to start treatment <sup>5</sup> (minutes)				146	113	101	114	94

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Macksville 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: 489

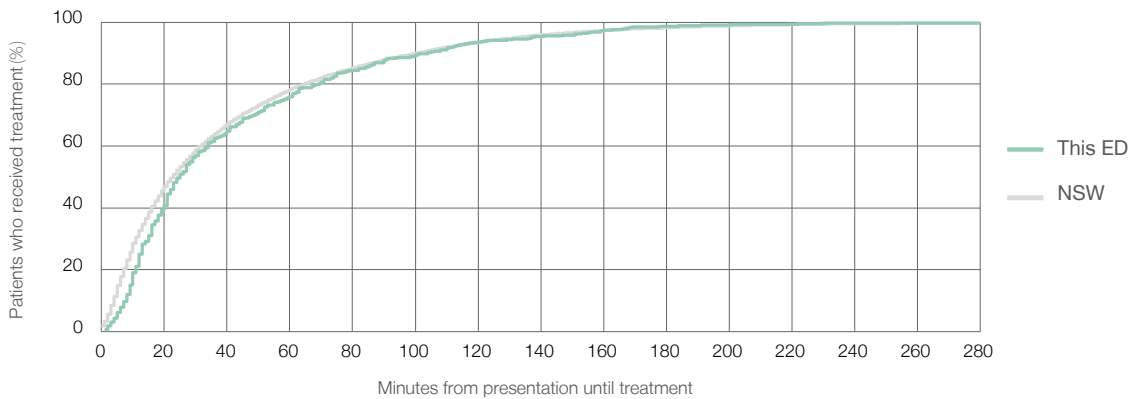
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 461

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

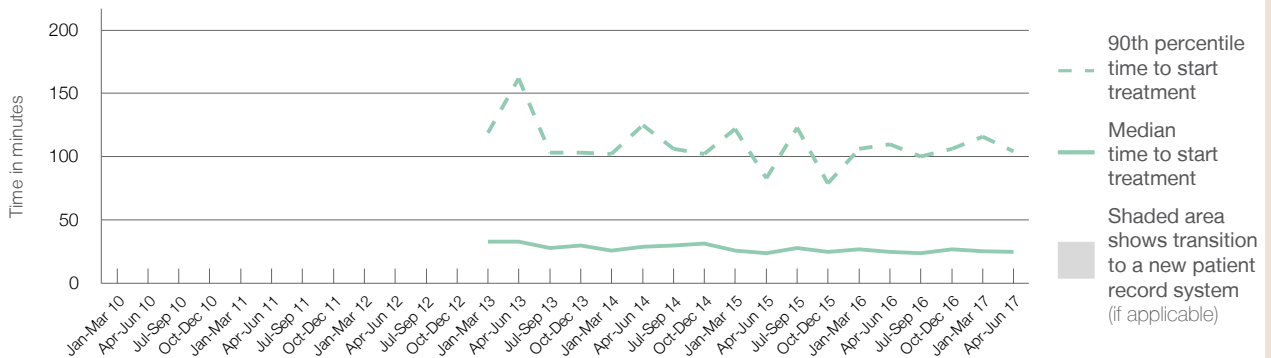
90th percentile time to start treatment<sup>5</sup>  104 minutes

Same period last year	NSW (this period)
310	
284	
25 minutes	23 minutes
110 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)				33	29	24	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)				162	125	83	110	104

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

April to June 2017

All presentations:<sup>1</sup> 3,415 patients

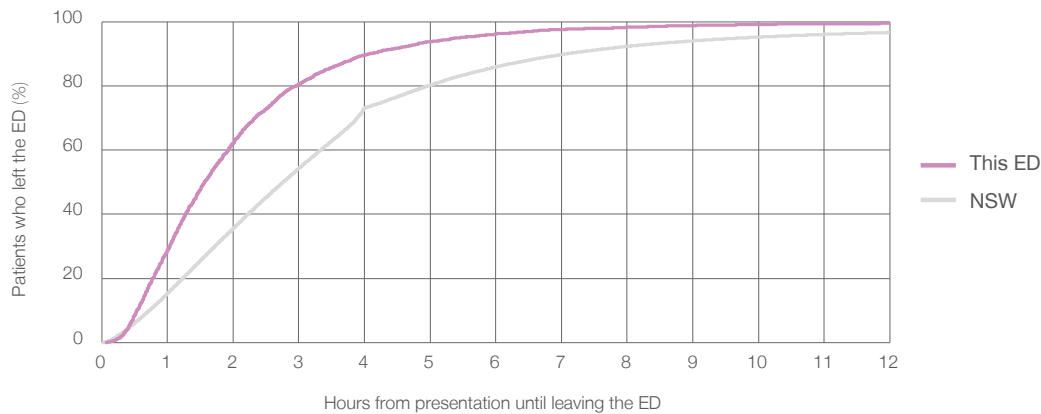
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,415 patients

Median time spent in the ED<sup>8</sup> 1 hours and 34 minutes

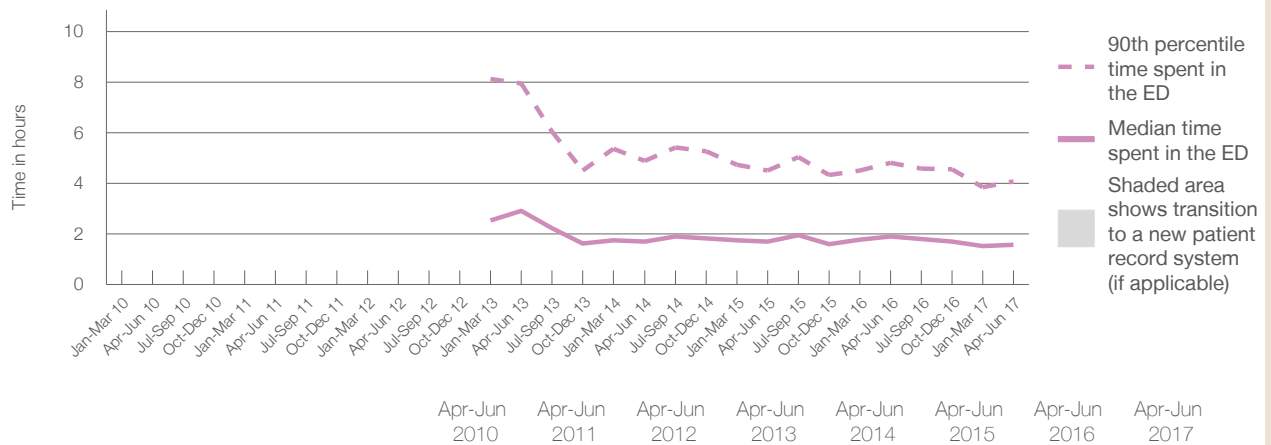
90th percentile time spent in the ED<sup>9</sup> 4 hours and 5 minutes

Same period last year	NSW (this period)
3,293	3,293
1 hours and 54 minutes	2 hours and 46 minutes
4 hours and 49 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)				2h 55m	1h 42m	1h 42m	1h 54m	1h 34m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				7h 57m	4h 54m	4h 31m	4h 49m	4h 5m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Macksville District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

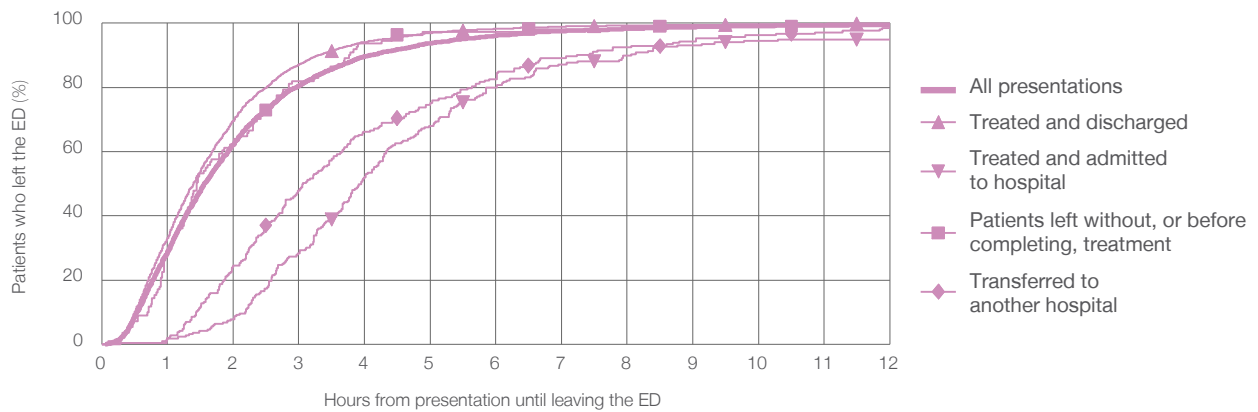
All presentations:<sup>1</sup> 3,415 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,415 patients

Treated and discharged	2,819 (82.5%)
Treated and admitted to hospital	219 (6.4%)
Patient left without, or before completing, treatment	111 (3.3%)
Transferred to another hospital	213 (6.2%)
Other	53 (1.6%)

Same period last year	Change since one year ago
3,293	3.7%
2,617	7.7%
224	-2.2%
151	-26.5%
233	-8.6%
68	-22.1%

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	33.1%	69.6%	87.1%	94.1%	98.3%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.8%	7.8%	28.3%	52.1%	79.9%	90.0%	94.5%	95.0%
Patient left without, or before completing, treatment	27.9%	62.2%	82.0%	93.7%	97.3%	99.1%	99.1%	99.1%
Transferred to another hospital	1.9%	24.4%	47.9%	66.2%	82.6%	92.5%	96.2%	98.6%
All presentations	28.8%	62.3%	80.6%	89.6%	96.1%	98.3%	99.1%	99.5%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Macksville 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> 3,415 patients

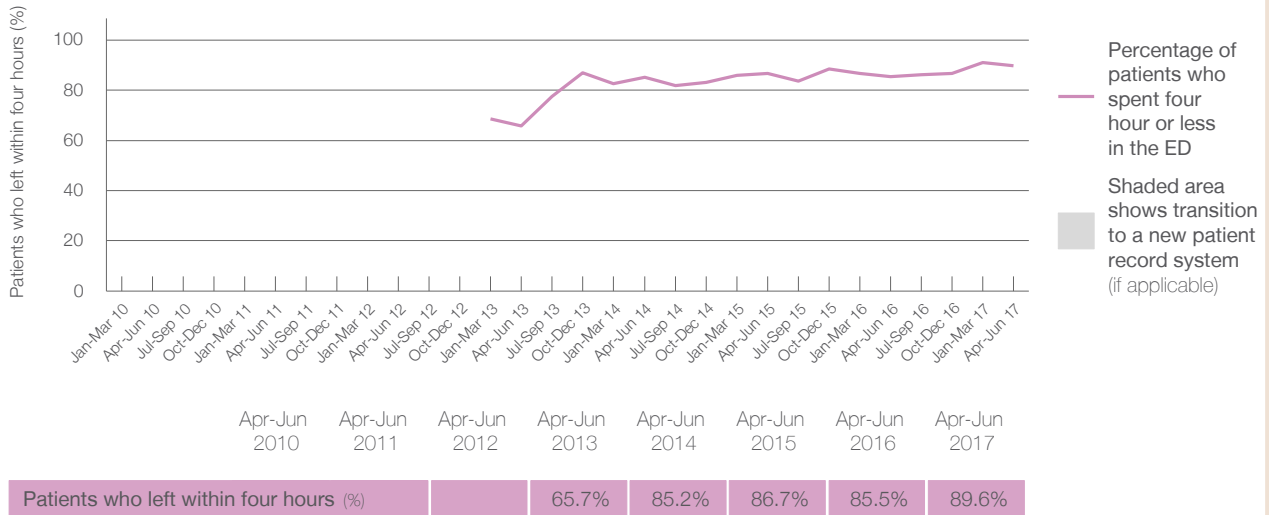
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,415 patients

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>	3,293	3.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	3,293	3.7%
Percentage of patients who spent four hours or less in the ED	85.5%	

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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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).

## Port Macquarie Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 8,690 patients  
 Emergency presentations:<sup>2</sup> 8,480 patients

Same period last year	Change since one year ago
7,953	9.3%
7,737	9.6%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,178 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,369 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,491 patients

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 408 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
1,122	
10 minutes	8 minutes
25 minutes	26 minutes
3,179	
18 minutes	20 minutes
54 minutes	67 minutes
3,095	
20 minutes	25 minutes
83 minutes	99 minutes
301	
19 minutes	23 minutes
92 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,690 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year	Change since one year ago
7,953	9.3%
73.6%	

\* 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.

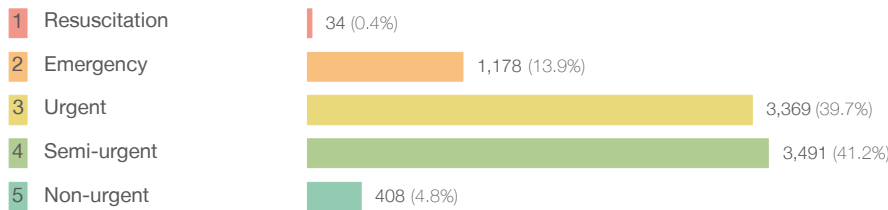
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Port Macquarie Base Hospital: Patients presenting to the emergency department

April to June 2017

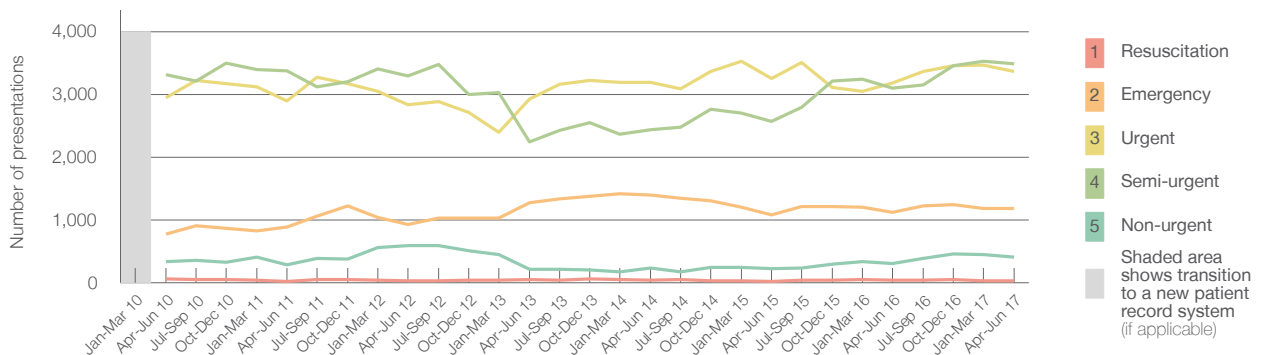
All presentations:<sup>1</sup> 8,690 patients

Emergency presentations<sup>2</sup> by triage category: 8,480 patients



Same period last year	Change since one year ago
7,953	9.3%
7,737	9.6%
40	-15.0%
1,122	5.0%
3,179	6.0%
3,095	12.8%
301	35.5%

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	56	22	28	46	42	22	40	34
Emergency	771	887	931	1,273	1,396	1,081	1,122	1,178
Urgent	2,942	2,897	2,836	2,923	3,189	3,248	3,179	3,369
Semi-urgent	3,310	3,377	3,295	2,240	2,440	2,571	3,095	3,491
Non-urgent	334	284	595	214	234	222	301	408
All emergency presentations	7,413	7,467	7,685	6,696	7,301	7,144	7,737	8,480

## Port Macquarie Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,238 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,721	
11 minutes	0 minutes
32 minutes	2 minutes

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

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## Port Macquarie Base 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: 1,178

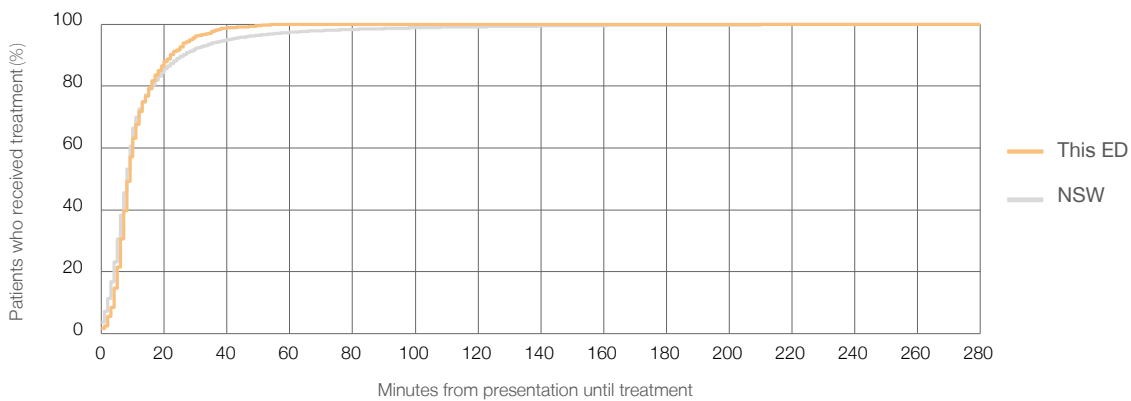
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,175

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

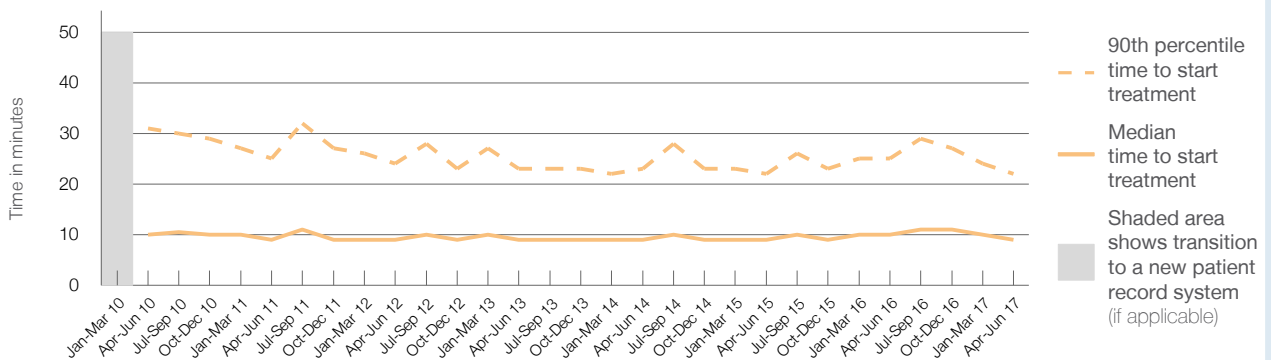
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
1,122	1,120
10 minutes	8 minutes
25 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)	10	9	9	9	9	9	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	31	25	24	23	23	22	25	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.

## Port Macquarie Base 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: 3,369

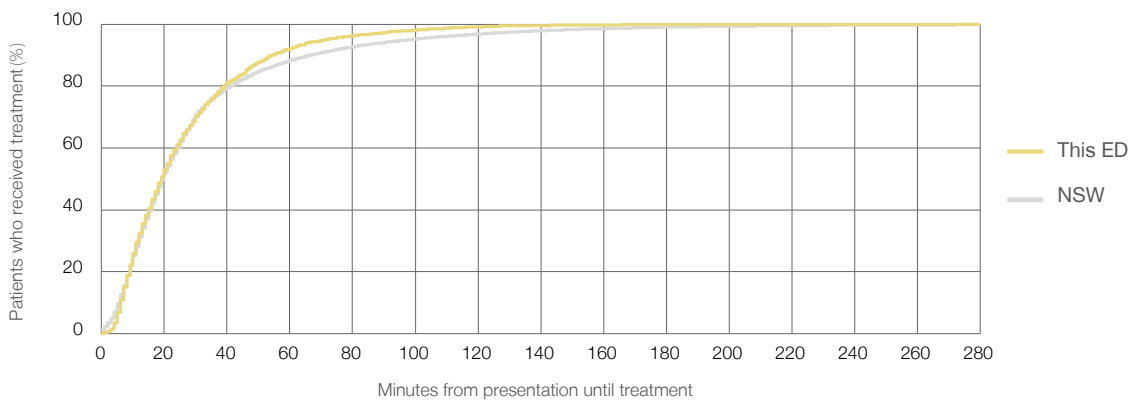
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,286

Median time to start treatment<sup>4</sup> 19 minutes

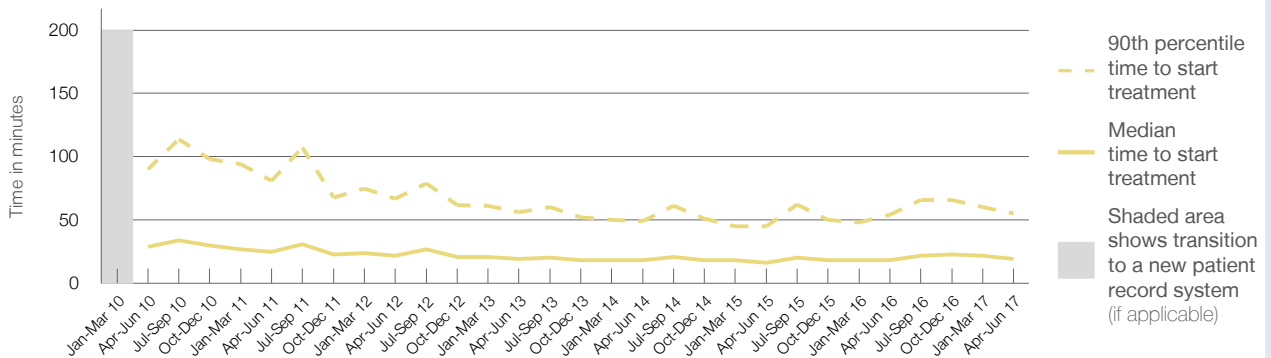
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
3,179	3,105
18 minutes	20 minutes
54 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)	29	25	22	19	18	16	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)	90	81	67	56	49	45	54	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.



## Port Macquarie Base 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: 3,491

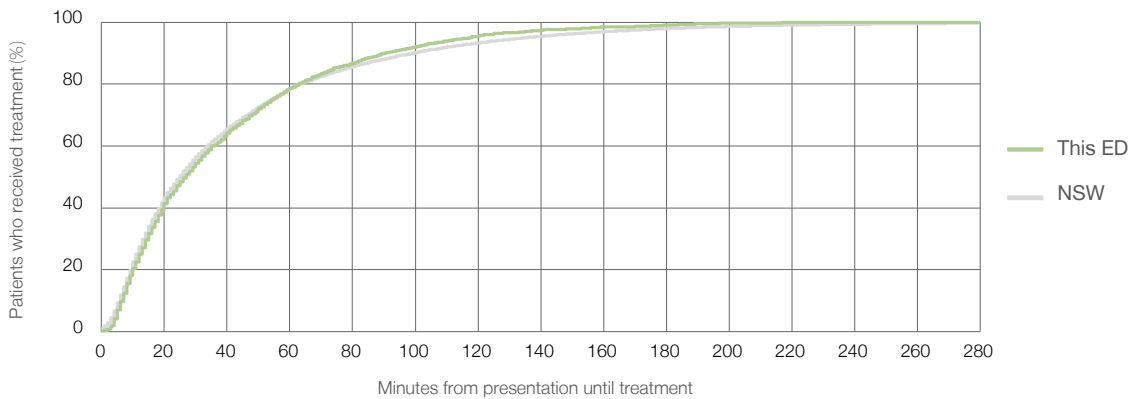
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,891

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

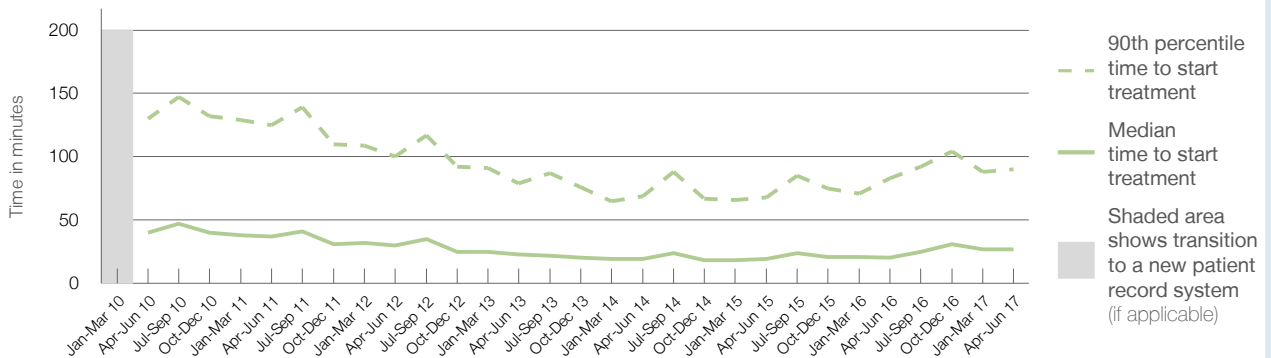
90th percentile time to start treatment<sup>5</sup>  90 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,095	2,592
Median time to start treatment <sup>4</sup>	20 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup>	83 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)	40	37	30	23	19	19	20	27
90th percentile time to start treatment <sup>5</sup> (minutes)	130	125	100	79	69	68	83	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.

## Port Macquarie Base 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: 408

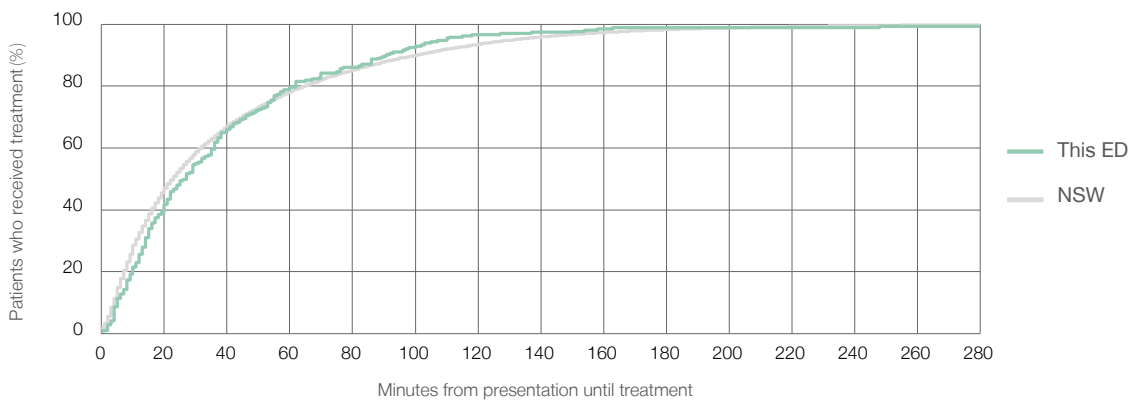
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 265

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

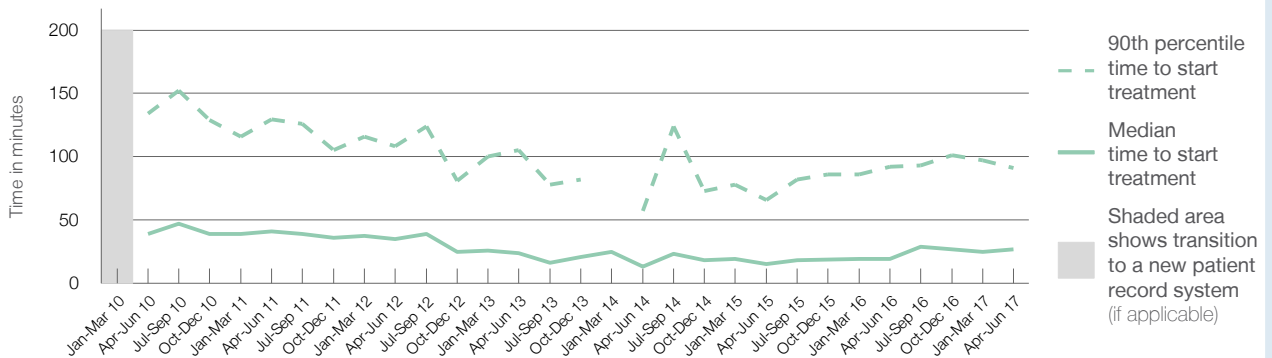
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
301	
175	
19 minutes	23 minutes
92 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)	39	41	35	24	13	15	19	27
90th percentile time to start treatment <sup>5</sup> (minutes)	134	130	108	105	57	66	92	91

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

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## Port Macquarie Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 8,690 patients

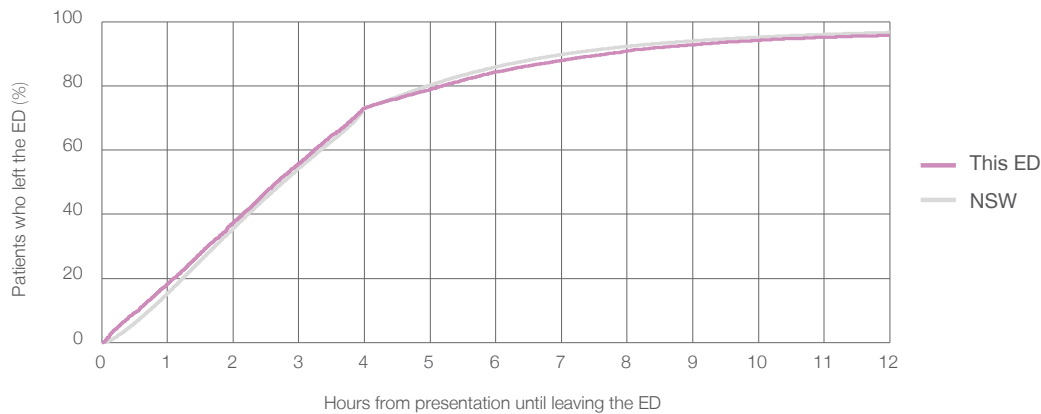
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,690 patients

Median time spent in the ED<sup>8</sup> 2 hours and 40 minutes

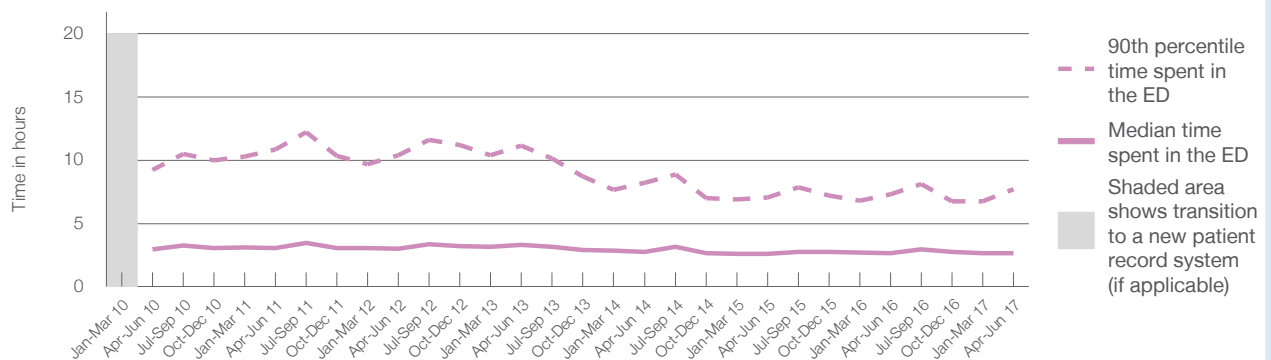
90th percentile time spent in the ED<sup>9</sup> 7 hours and 42 minutes

Same period last year	NSW (this period)
7,953	7,953
2 hours and 39 minutes	2 hours and 46 minutes
7 hours and 19 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)	2h 56m	3h 3m	3h 0m	3h 20m	2h 44m	2h 35m	2h 39m	2h 40m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 13m	10h 51m	10h 24m	11h 8m	8h 13m	7h 4m	7h 19m	7h 42m

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## Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

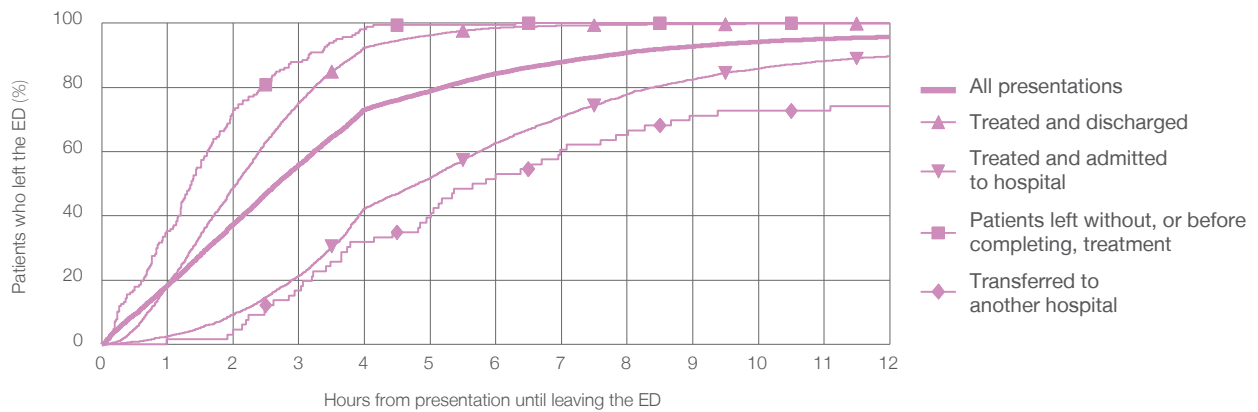
All presentations:<sup>1</sup> 8,690 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,690 patients

Treated and discharged	4,397 (50.6%)
Treated and admitted to hospital	3,380 (38.9%)
Patient left without, or before completing, treatment	167 (1.9%)
Transferred to another hospital	66 (0.8%)
Other	680 (7.8%)

Same period last year	Change since one year ago
7,953	9.3%
4,170	5.4%
2,985	13.2%
142	17.6%
54	22.2%
602	13.0%

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	18.5%	48.8%	75.2%	92.4%	98.5%	99.5%	99.8%	99.9%
Treated and admitted to hospital	2.5%	9.2%	21.3%	42.2%	62.7%	77.9%	85.9%	89.7%
Patient left without, or before completing, treatment	35.3%	73.1%	88.0%	98.2%	99.4%	100%	100%	100%
Transferred to another hospital	1.5%	4.5%	16.7%	31.8%	53.0%	65.2%	72.7%	74.2%
All presentations	18.4%	37.4%	55.9%	73.1%	84.4%	90.9%	94.2%	95.7%

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(‡) 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.

## Port Macquarie Base 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> 8,690 patients

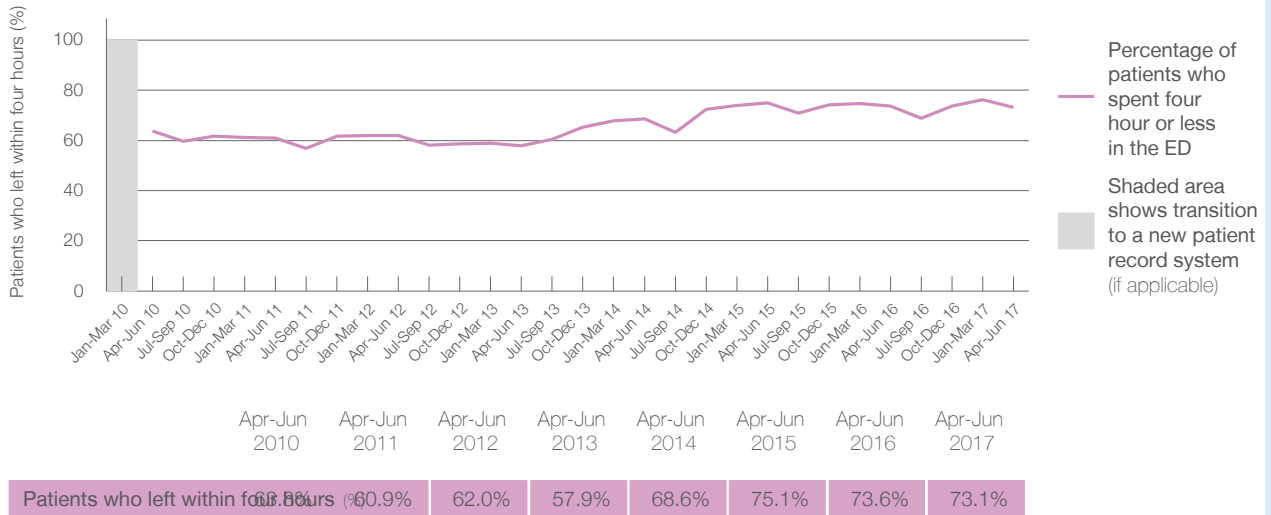
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,690 patients

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> 8,690 patients	7,953	9.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,690 patients	7,953	9.3%
Percentage of patients who spent four hours or less in the ED	73.6%	

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.

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- 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).