

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

July to September 2017

All presentations:<sup>1</sup> 1,697 patients  
Emergency presentations:<sup>2</sup> 1,659 patients

Same period last year	Change since one year ago
1,339	26.7%
1,329	24.8%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 126 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 406 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 790 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 337 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
109	
5 minutes	9 minutes
9 minutes	29 minutes
420	
14 minutes	23 minutes
37 minutes	83 minutes
568	
20 minutes	30 minutes
60 minutes	121 minutes
232	
18 minutes	26 minutes
72 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,697 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
1,339	26.7%
88.2%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

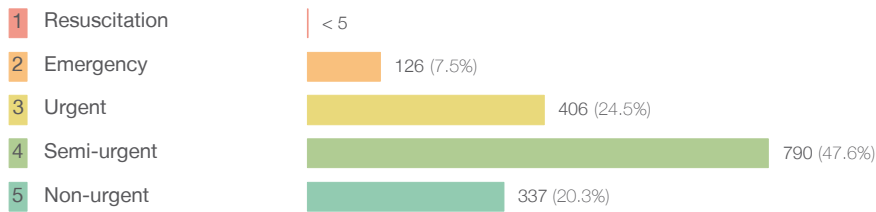
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Narrabri District Hospital: Patients presenting to the emergency department July to September 2017

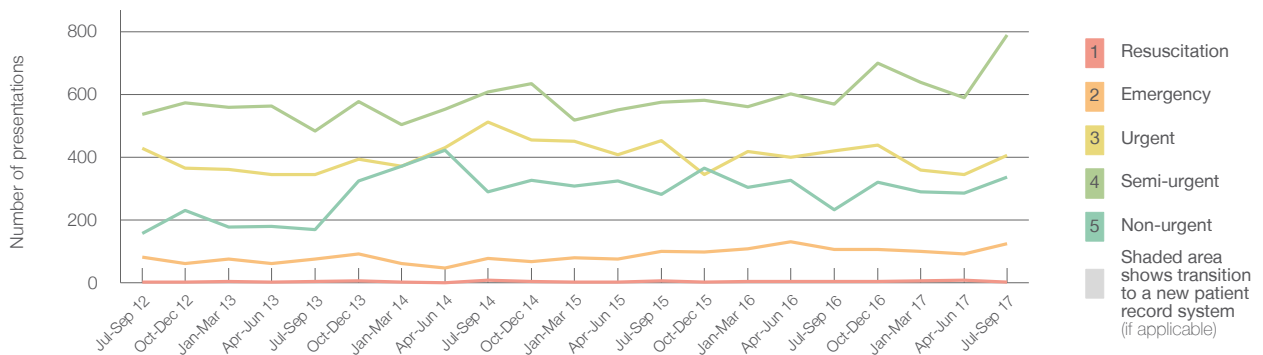
All presentations:<sup>1</sup> 1,697 patients

Emergency presentations<sup>2</sup> by triage category: 1,659 patients



	Same period last year	Change since one year ago
All presentations	1,339	26.7%
Emergency presentations <sup>2</sup>	1,329	24.8%
1 Resuscitation	< 5	*
2 Emergency	109	17.9%
3 Urgent	420	-3.3%
4 Semi-urgent	568	39.1%
5 Non-urgent	232	45.3%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †

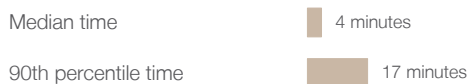


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	< 5	7	5	< 5	< 5
Emergency	82	79	78	99	109	126
Urgent	428	344	511	453	420	406
Semi-urgent	537	483	608	576	568	790
Non-urgent	157	170	289	282	232	337
All emergency presentations	1,204	1,076	1,493	1,415	1,329	1,659

## Narrabri District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 120 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	139	
ED Transfer of care time		
Median time	4 minutes	0 minutes
90th percentile time	18 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.

## Narrabri District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 126

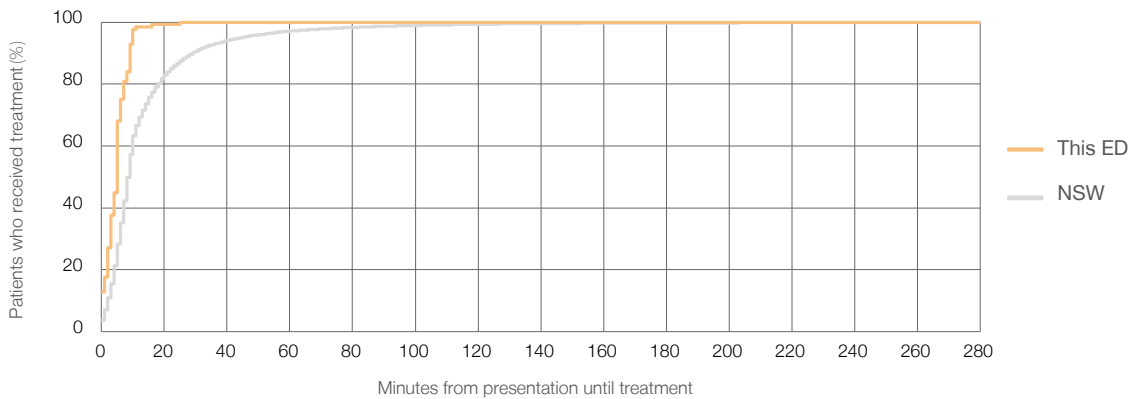
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 125

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

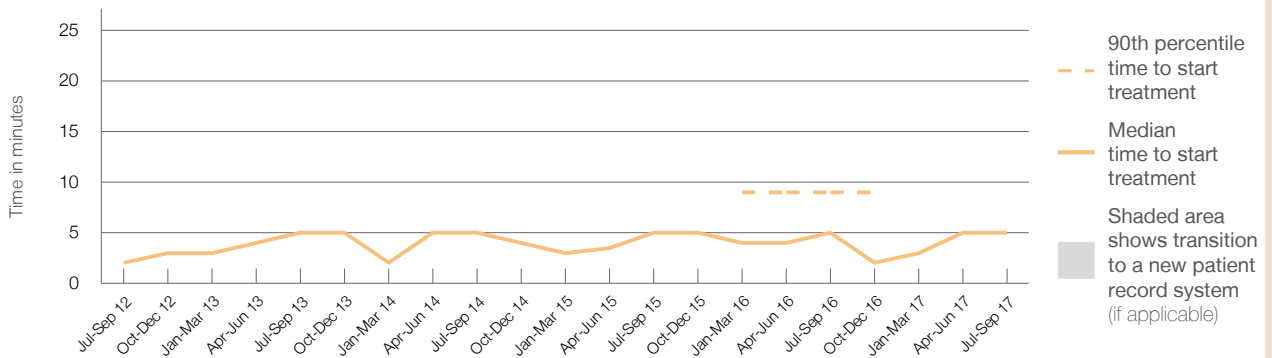
90th percentile time to start treatment<sup>5</sup> 9 minutes

Same period last year	NSW (this period)
109	
106	
5 minutes	9 minutes
9 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	2	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	9	9

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

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## Narrabri District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 406

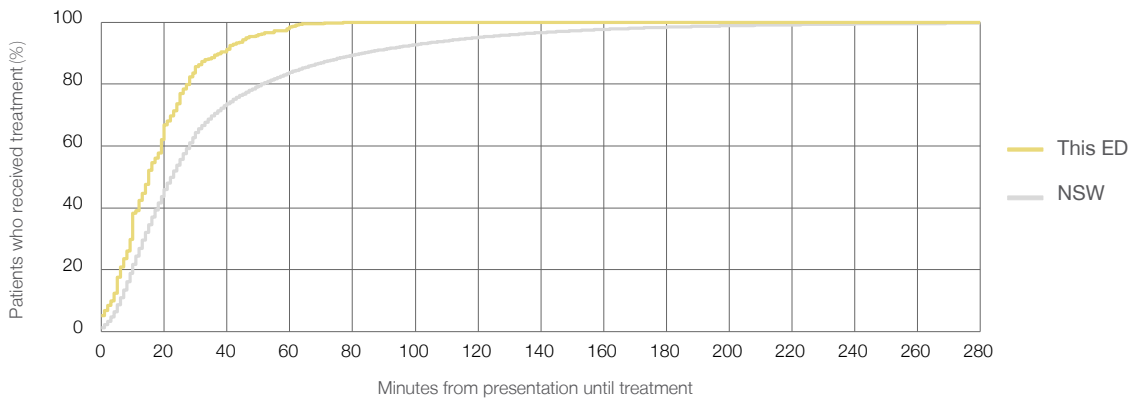
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 403

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

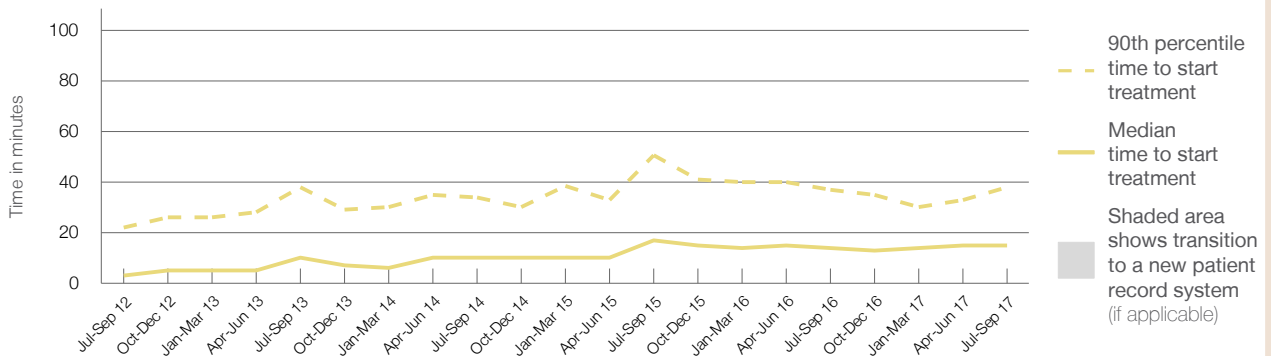
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
420	
414	
14 minutes	23 minutes
37 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	3	10	10	17	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	22	38	34	51	37	38

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## Narrabri District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 790

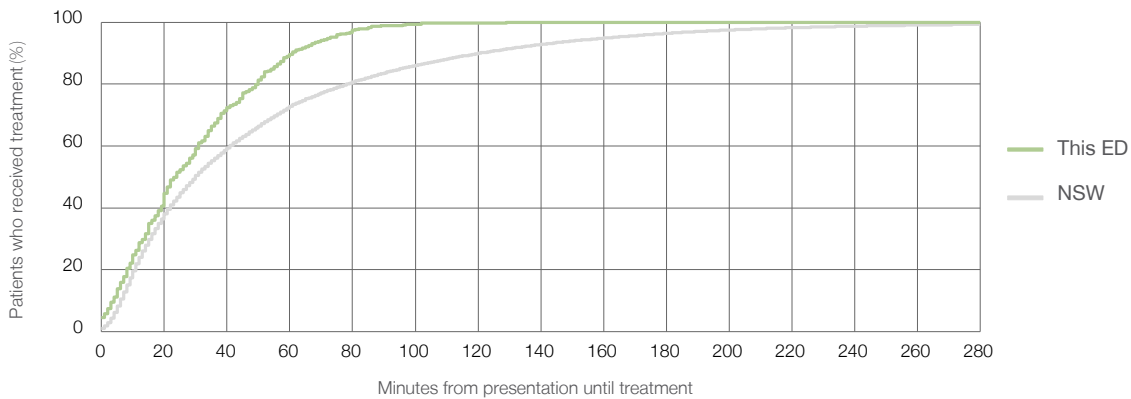
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 773

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

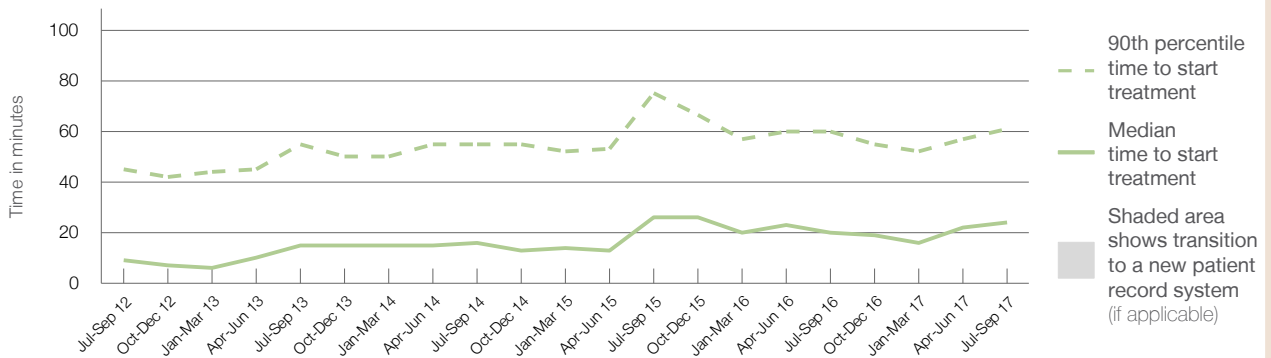
90th percentile time to start treatment<sup>5</sup>  61 minutes

Same period last year	NSW (this period)
568	551
20 minutes	30 minutes
60 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	15	16	26	20	24
90th percentile time to start treatment <sup>5</sup> (minutes)	45	55	55	75	60	61

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## Narrabri District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 337

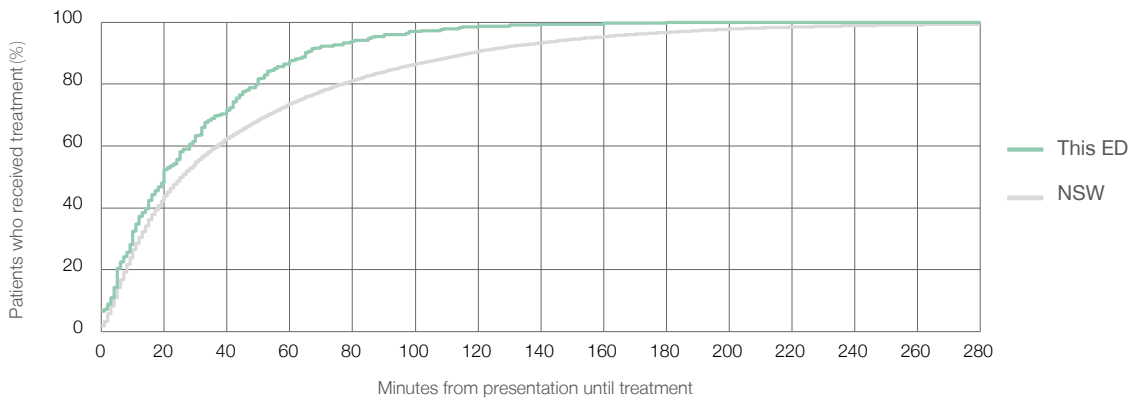
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 327

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

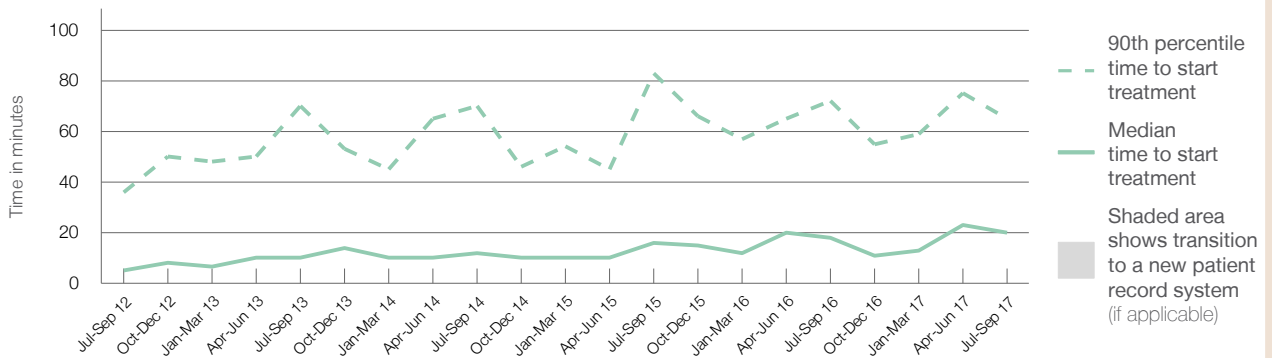
90th percentile time to start treatment<sup>5</sup>  65 minutes

Same period last year	NSW (this period)
232	
227	
18 minutes	26 minutes
72 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	10	12	16	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	36	70	70	83	72	65

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## Narrabri District Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 1,697 patients

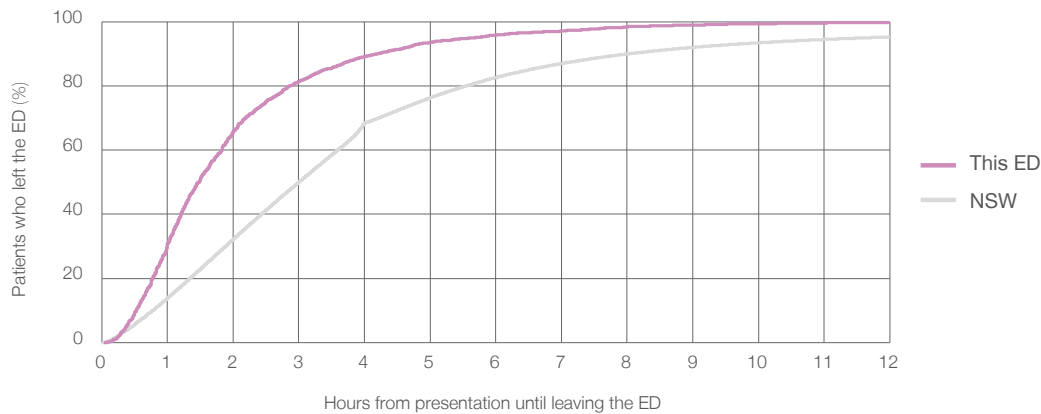
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,697 patients

Median time spent in the ED<sup>8</sup> 1 hours and 29 minutes

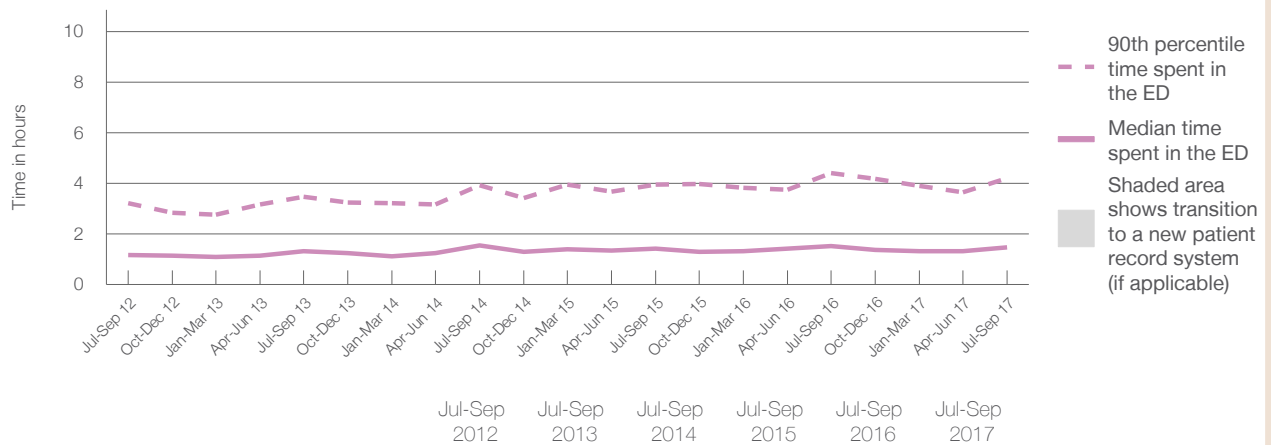
90th percentile time spent in the ED<sup>9</sup> 4 hours and 13 minutes

Same period last year	NSW (this period)
1,339	
1,339	
1 hours and 32 minutes	3 hours and 0 minutes
4 hours and 24 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m	1h 29m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 13m	3h 29m	3h 56m	3h 58m	4h 24m	4h 13m

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

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**Narrabri District Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

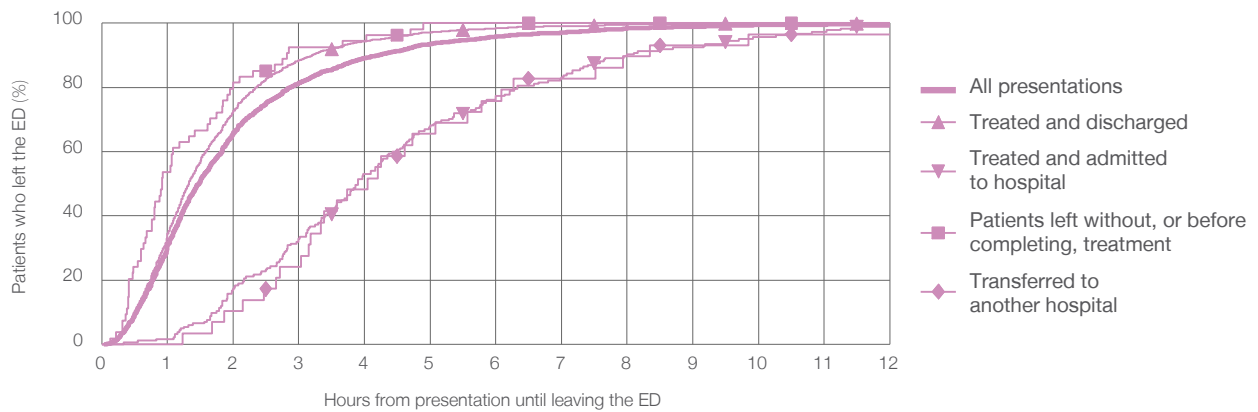
All presentations:<sup>1</sup> 1,697 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,697 patients

Treated and discharged	1,429 (84.2%)
Treated and admitted to hospital	185 (10.9%)
Patient left without, or before completing, treatment	54 (3.2%)
Transferred to another hospital	29 (1.7%)
Other	0 (0%)

Same period last year	Change since one year ago
1,339	26.7%
1,026	39.3%
206	-10.2%
42	28.6%
57	-49.1%
8	-100.0%

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



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

Treated and discharged	34.6%	72.8%	88.5%	94.4%	98.5%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.6%	17.3%	33.0%	53.0%	77.3%	90.3%	95.7%	98.9%
Patient left without, or before completing, treatment	53.7%	81.5%	92.6%	94.4%	100%	100%	100%	100%
Transferred to another hospital	0%	10.3%	24.1%	48.3%	75.9%	89.7%	96.6%	96.6%
All presentations	31.0%	65.9%	81.4%	89.1%	95.9%	98.4%	99.4%	99.8%

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

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**Narrabri District Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 1,697 patients

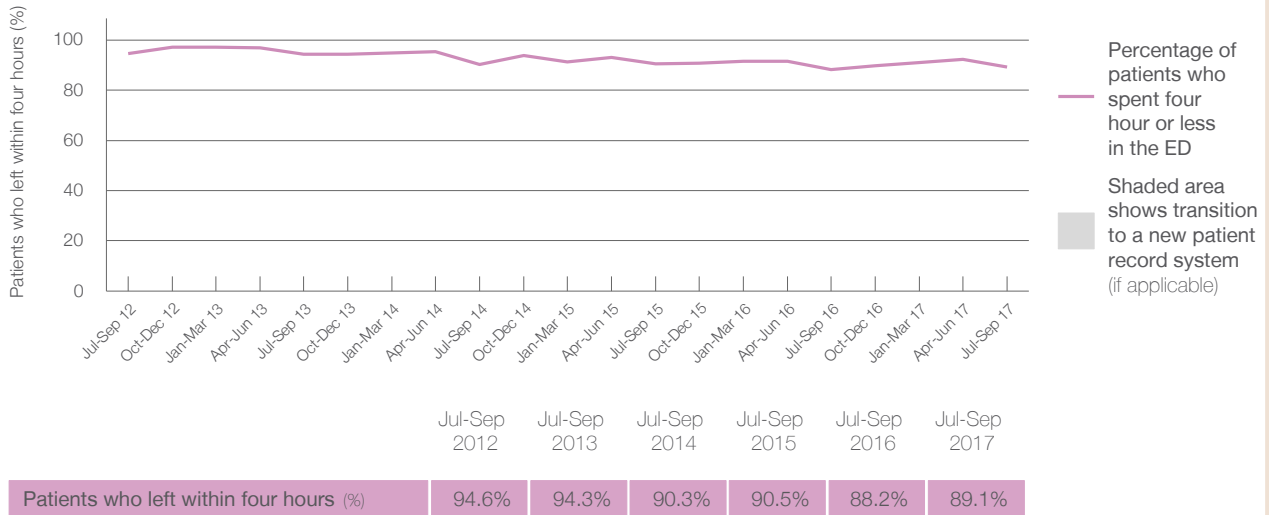
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,697 patients

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>	1,339	26.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	1,339	26.7%
Percentage of patients who spent four hours or less in the ED	88.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).