

Cowra District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 1,689 patients
Emergency presentations:² 1,649 patients

Same period last year	Change since one year ago
1,770	-4.6%
1,729	-4.6%

Cowra District Hospital: Time patients waited to start treatment³

July to September 2017

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

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 468 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 697 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
179	
5 minutes	9 minutes
13 minutes	29 minutes
424	
7 minutes	23 minutes
30 minutes	83 minutes
821	
7 minutes	30 minutes
33 minutes	121 minutes
295	
7 minutes	26 minutes
60 minutes	118 minutes

Cowra District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 1,688 patients

Percentage of patients who spent four hours or less in the ED 87.0%

Same period last year	Change since one year ago
1,770	-4.6%
86.2%	

* 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.

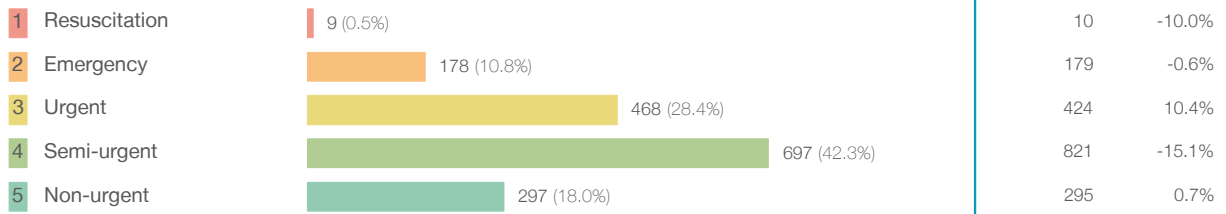
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

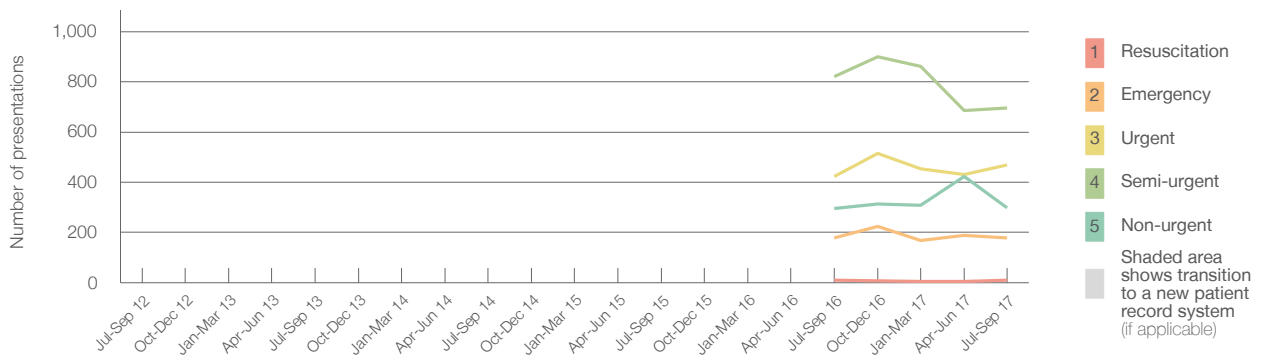
Cowra District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 1,689 patients

Emergency presentations² by triage category: 1,649 patients



Emergency presentations² 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					10	9
Emergency					179	178
Urgent					424	468
Semi-urgent					821	697
Non-urgent					295	297
All emergency presentations					1,729	1,649

Cowra District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 262 patients

ED Transfer of care time



- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) 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.

Cowra 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: 178

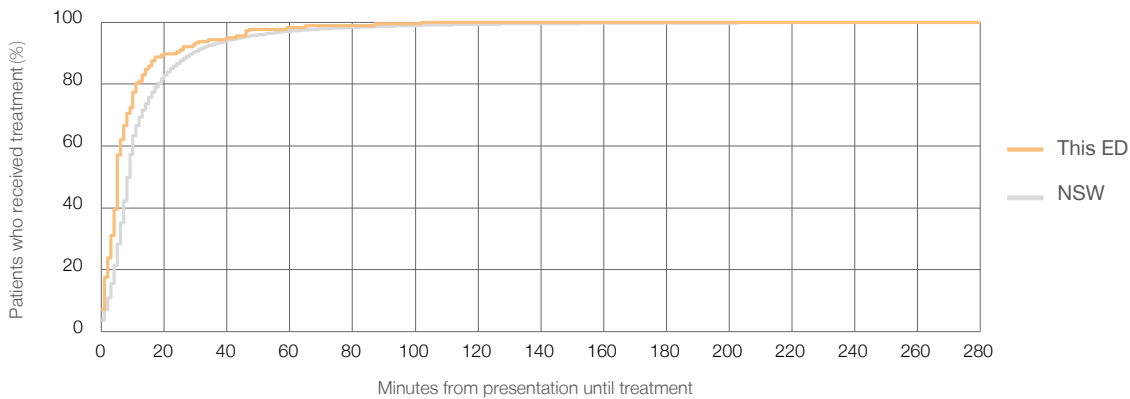
Number of triage 2 patients used to calculate waiting time:³ 177

Median time to start treatment⁴ 5 minutes

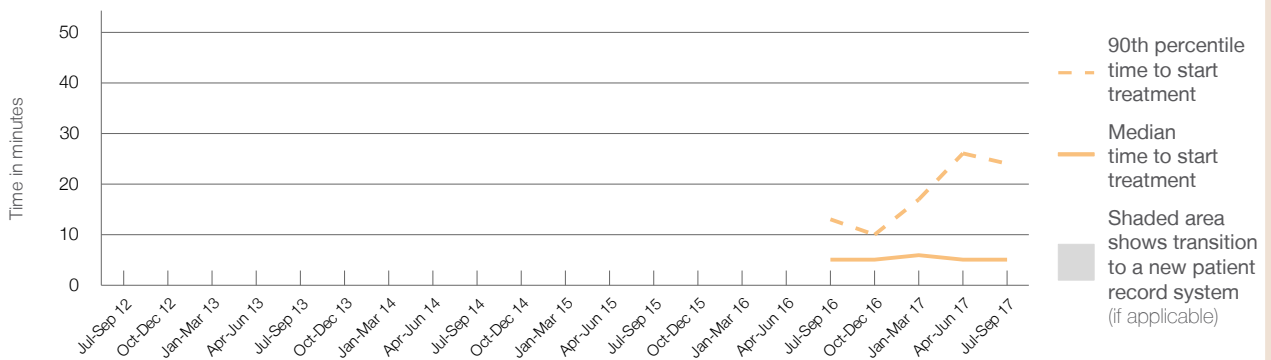
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
179	178
5 minutes	9 minutes
13 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					5	5
90th percentile time to start treatment ⁵ (minutes)					13	24

(†) 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.

Cowra 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: 468

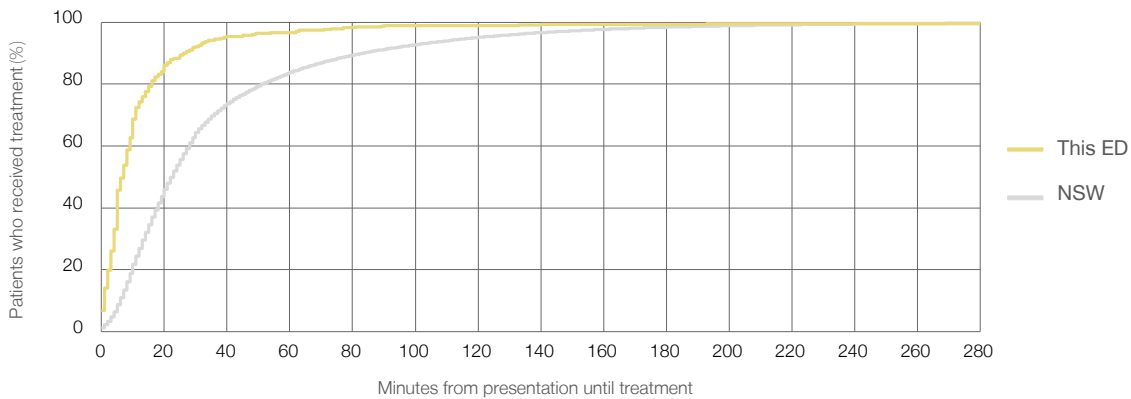
Number of triage 3 patients used to calculate waiting time:³ 463

Median time to start treatment⁴ 7 minutes

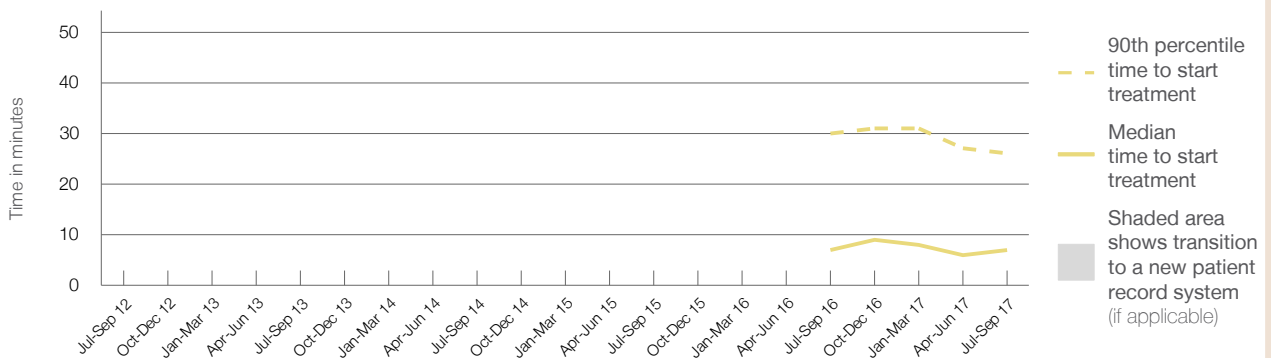
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
424	
414	
7 minutes	23 minutes
30 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					7	7
90th percentile time to start treatment ⁵ (minutes)					30	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.

(§) 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.

Cowra 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: 697

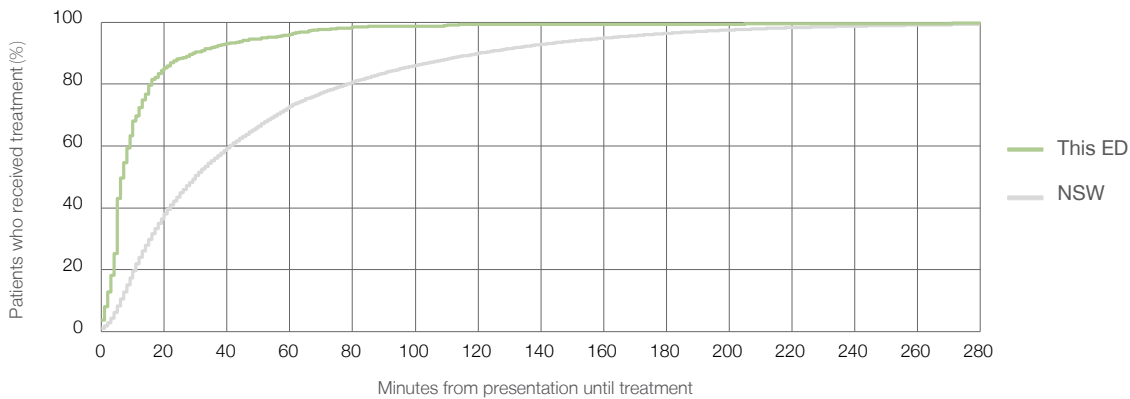
Number of triage 4 patients used to calculate waiting time:³ 647

Median time to start treatment⁴ 7 minutes

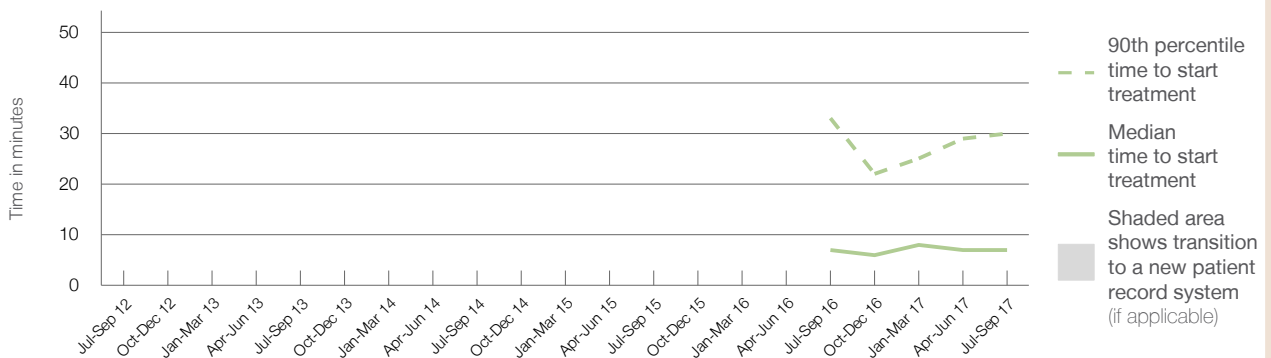
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
821	780
7 minutes	30 minutes
33 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					7	7
90th percentile time to start treatment ⁵ (minutes)					33	30

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

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

(§) 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.

Cowra 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: 297

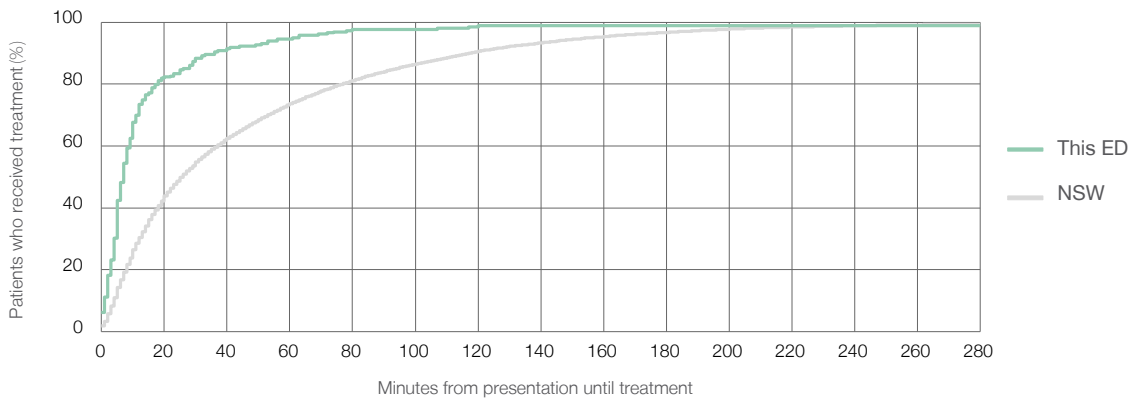
Number of triage 5 patients used to calculate waiting time:³ 259

Median time to start treatment⁴ 7 minutes

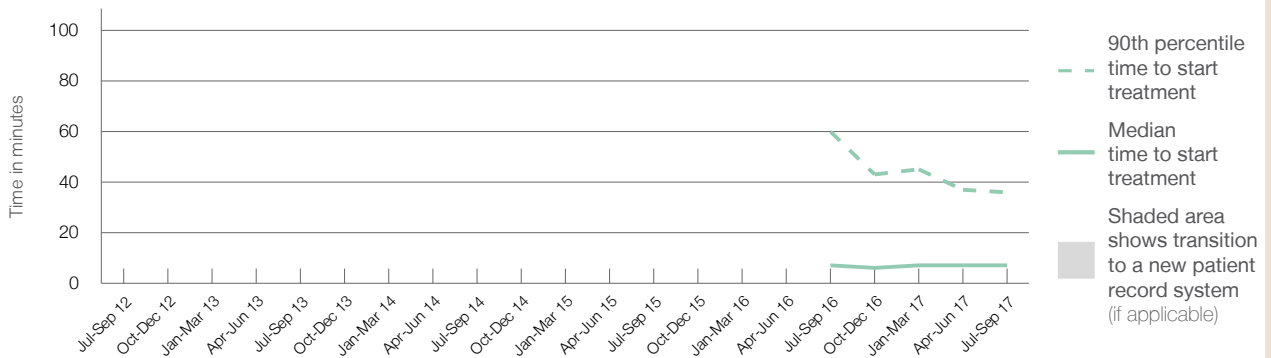
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
295	
267	
7 minutes	26 minutes
60 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)					7	7
90th percentile time to start treatment ⁵ (minutes)					60	36

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

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

(§) 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.

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

All presentations:¹ 1,689 patients

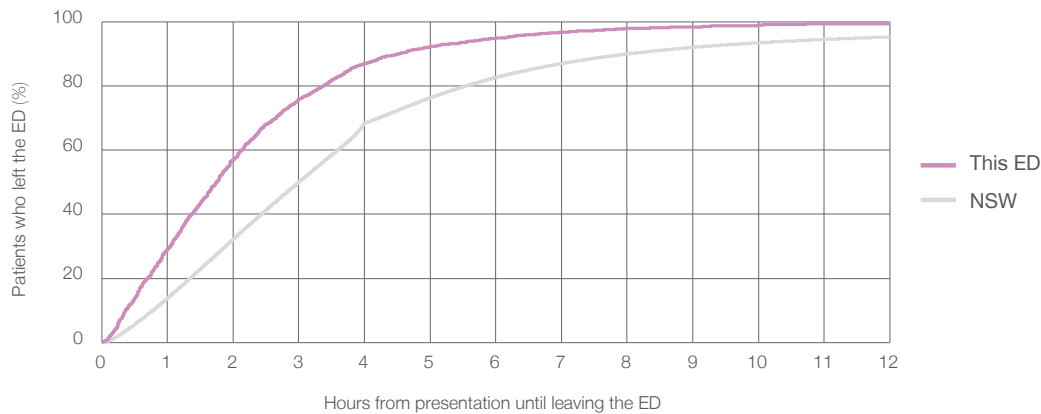
Presentations used to calculate time to leaving the ED:⁶ 1,688 patients

Median time spent in the ED⁸ 1 hours and 45 minutes

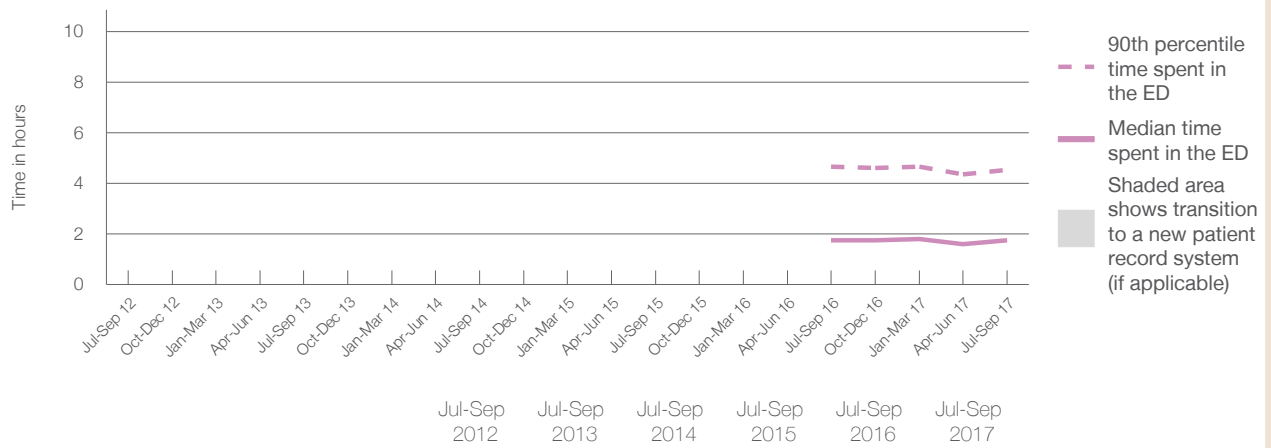
90th percentile time spent in the ED⁹ 4 hours and 32 minutes

Same period last year	NSW (this period)
1,770	1,770
1 hours and 45 minutes	3 hours and 0 minutes
4 hours and 40 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^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)					1h 45m	1h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)					4h 40m	4h 32m

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

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

(§) 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.

Cowra District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

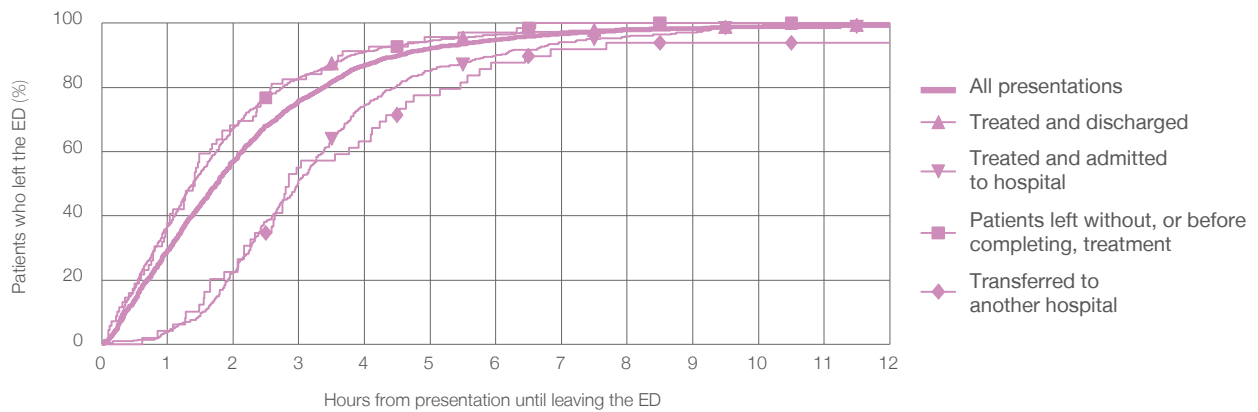
All presentations:¹ 1,689 patients

Presentations used to calculate time to leaving the ED:⁶ 1,688 patients

Treated and discharged	1,222 (72.4%)
Treated and admitted to hospital	342 (20.2%)
Patient left without, or before completing, treatment	69 (4.1%)
Transferred to another hospital	49 (2.9%)
Other	7 (0.4%)

Same period last year	Change since one year ago
1,770	-4.6%
1,267	-3.6%
321	6.5%
94	-26.6%
87	-43.7%
1	600.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡§}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.8%	67.3%	83.1%	91.1%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	3.8%	22.2%	51.2%	74.6%	90.1%	95.9%	98.5%	98.8%
Patient left without, or before completing, treatment	37.7%	68.1%	82.6%	91.3%	97.1%	100%	100%	100%
Transferred to another hospital	4.1%	22.4%	55.1%	63.3%	87.8%	93.9%	93.9%	93.9%
All presentations	29.3%	57.0%	75.9%	87.0%	95.0%	97.9%	98.9%	99.3%

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

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

(§) 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.

Cowra 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:¹ 1,689 patients

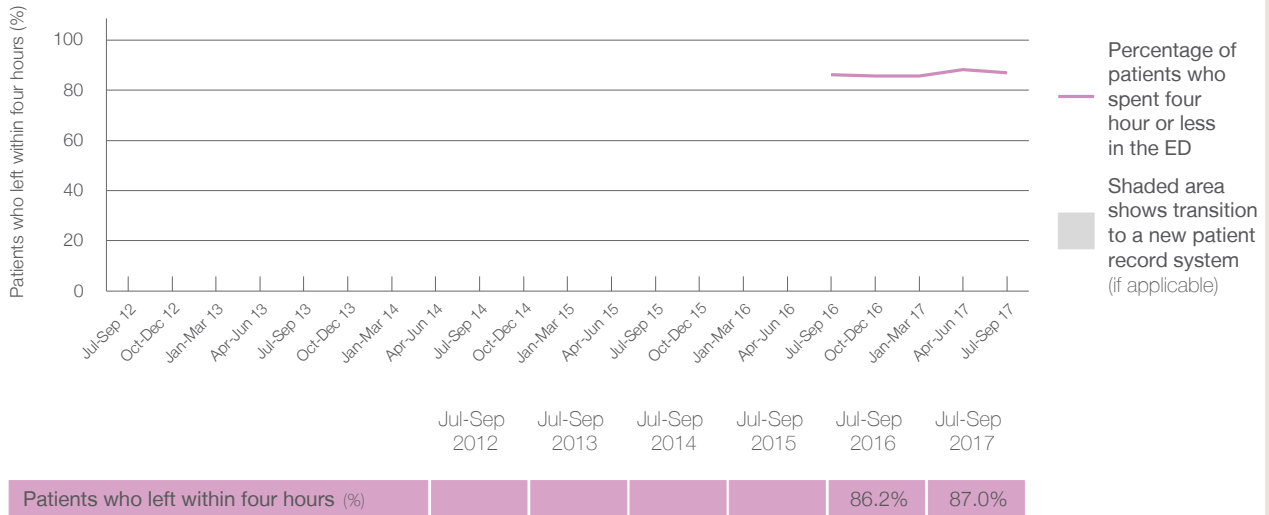
Presentations used to calculate time to leaving the ED:⁶ 1,688 patients

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: ¹	1,770	-4.6%
Presentations used to calculate time to leaving the ED: ⁶	1,770	-4.6%
Percentage of patients who spent four hours or less in the ED	86.2%	

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).