

Tamworth Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 11,018 patients

Emergency presentations:² 10,531 patients

Same period last year	Change since one year ago
11,645	-5.4%
10,969	-4.0%

Tamworth Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 916 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,510 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,608 patients

Median time to start treatment⁴ 41 minutes
 90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,462 patients

Median time to start treatment⁴ 45 minutes
 90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
934	
8 minutes	8 minutes
29 minutes	23 minutes
2,700	
22 minutes	20 minutes
71 minutes	65 minutes
5,440	
37 minutes	26 minutes
114 minutes	99 minutes
1,836	
40 minutes	23 minutes
121 minutes	103 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 11,018 patients

Percentage of patients who spent four hours or less in the ED 73.7%

Same period last year	Change since one year ago
11,645	-5.4%
76.6%	

* 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.

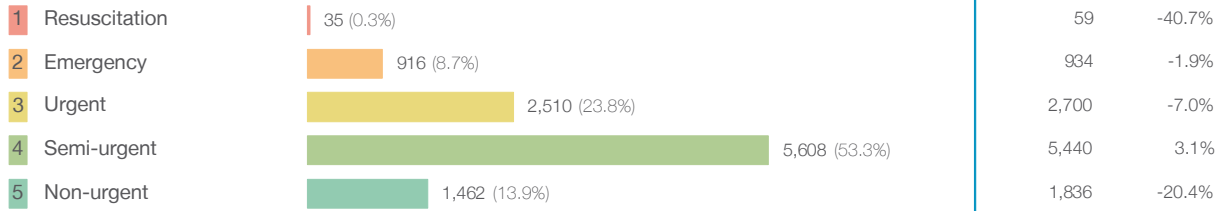
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

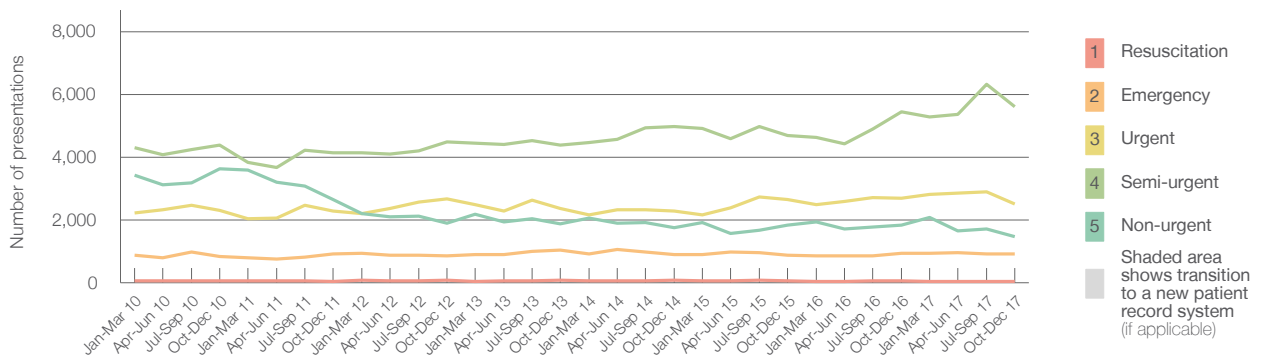
Tamworth Base Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 11,018 patients

Emergency presentations² by triage category: 10,531 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	63	48	69	74	76	65	59	35
Emergency	826	911	859	1,035	885	871	934	916
Urgent	2,299	2,291	2,673	2,360	2,280	2,645	2,700	2,510
Semi-urgent	4,387	4,140	4,487	4,383	4,970	4,684	5,440	5,608
Non-urgent	3,634	2,659	1,890	1,884	1,748	1,827	1,836	1,462
All emergency presentations	11,209	10,049	9,978	9,736	9,959	10,092	10,969	10,531

Tamworth Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,736 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 916

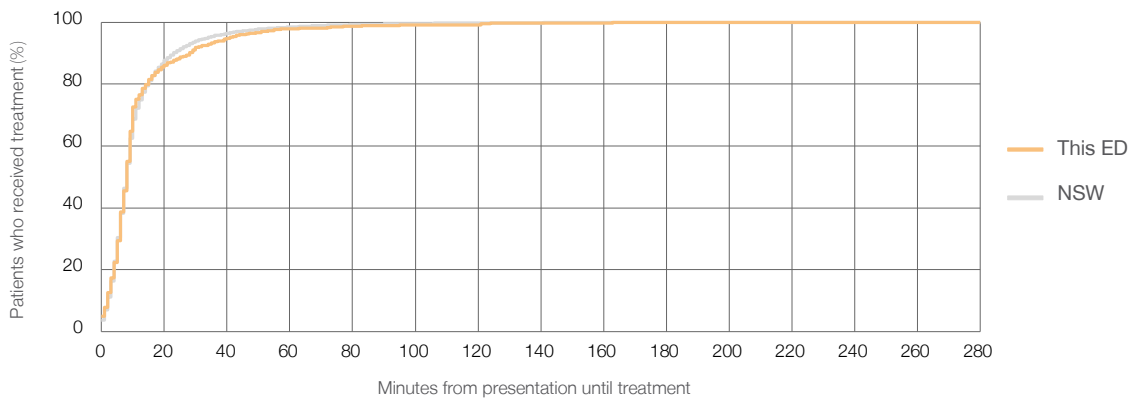
Number of triage 2 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 8 minutes

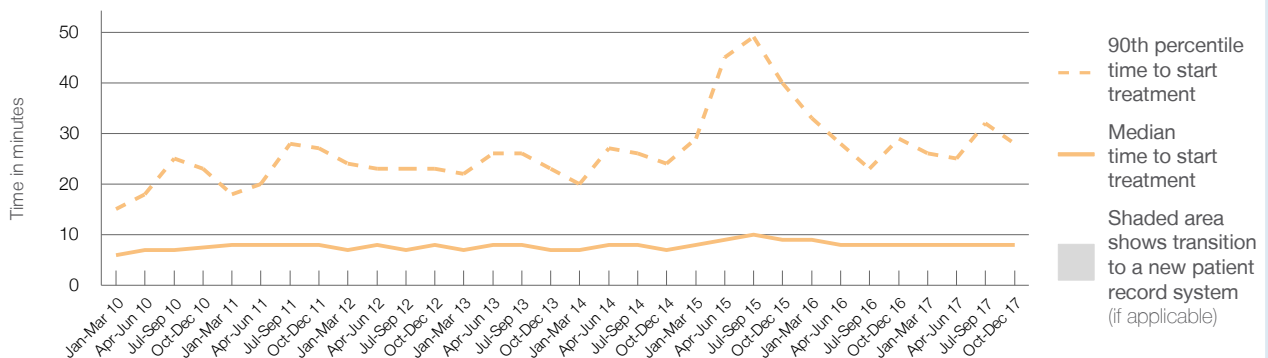
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
934	932
8 minutes	8 minutes
29 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	8	8	7	7	9	8	8
90th percentile time to start treatment ⁵ (minutes)	23	27	23	23	24	40	29	28

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,510

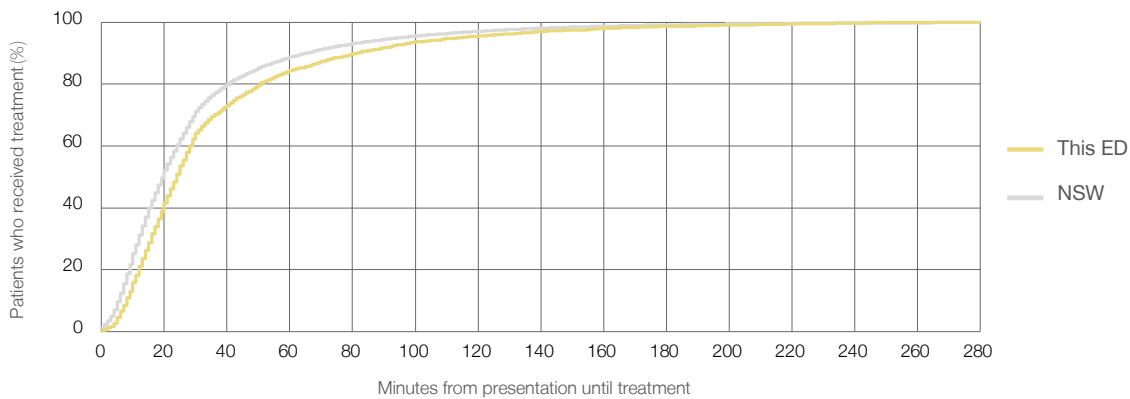
Number of triage 3 patients used to calculate waiting time:³ 2,453

Median time to start treatment⁴ 24 minutes

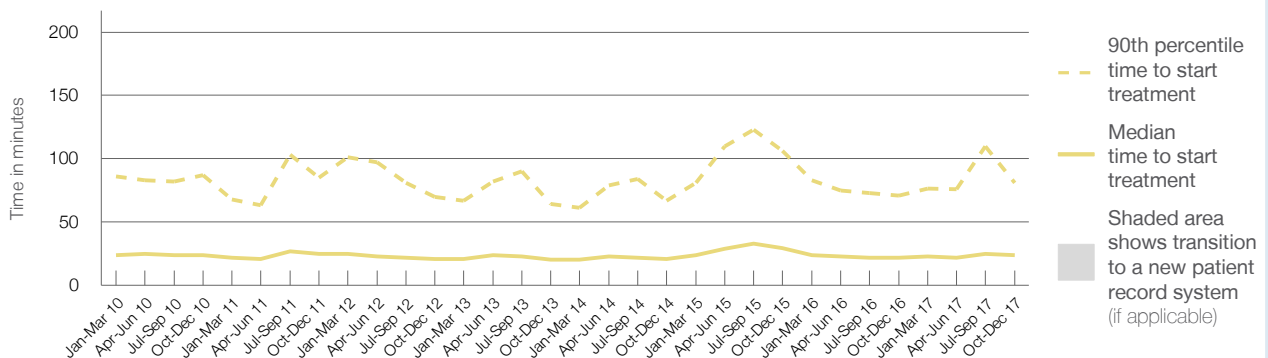
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
2,700	2,645
22 minutes	20 minutes
71 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	25	21	20	21	30	22	24
90th percentile time to start treatment ⁵ (minutes)	87	85	70	64	67	106	71	81

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,608

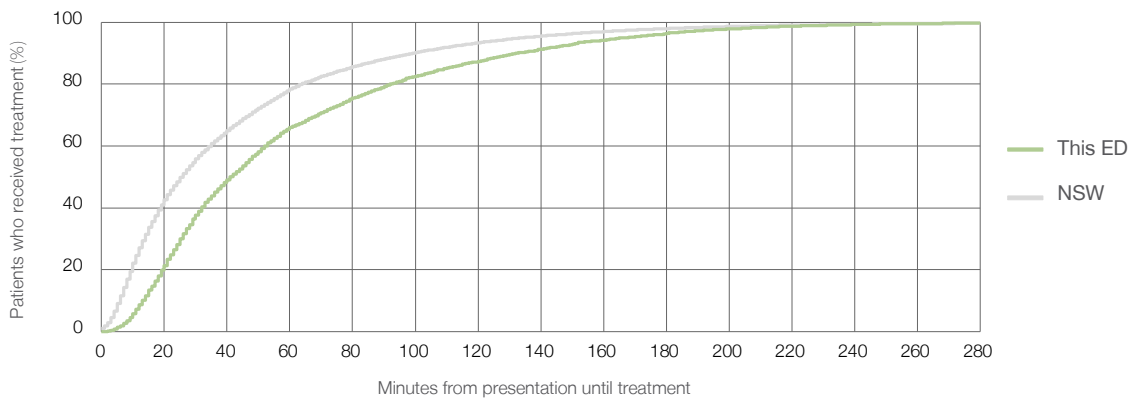
Number of triage 4 patients used to calculate waiting time:³ 5,336

Median time to start treatment⁴ 41 minutes

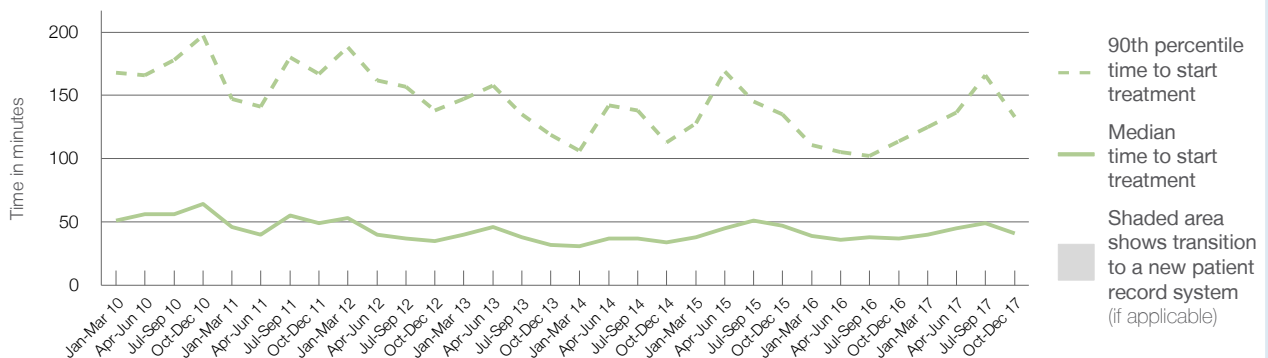
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
5,440	
5,215	
37 minutes	26 minutes
114 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	64	49	35	32	34	47	37	41
90th percentile time to start treatment ⁵ (minutes)	197	167	138	119	113	135	114	133

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,462

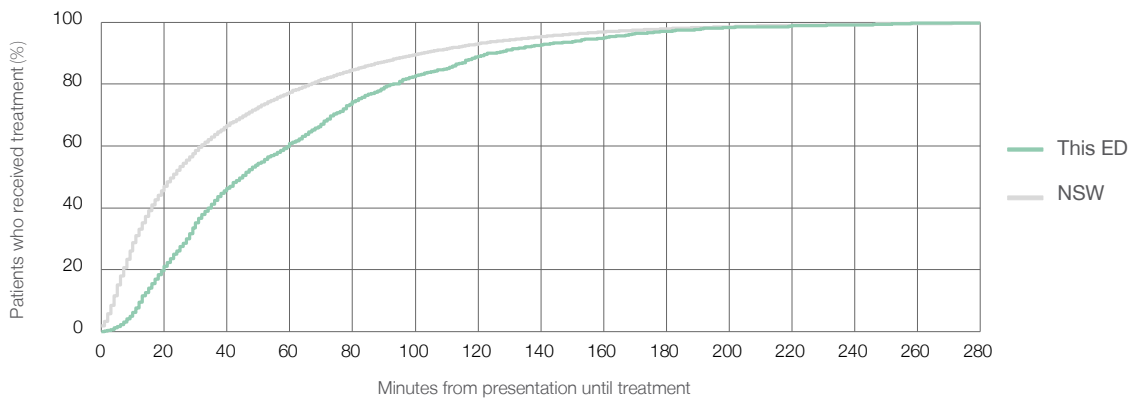
Number of triage 5 patients used to calculate waiting time:³ 1,351

Median time to start treatment⁴ 45 minutes

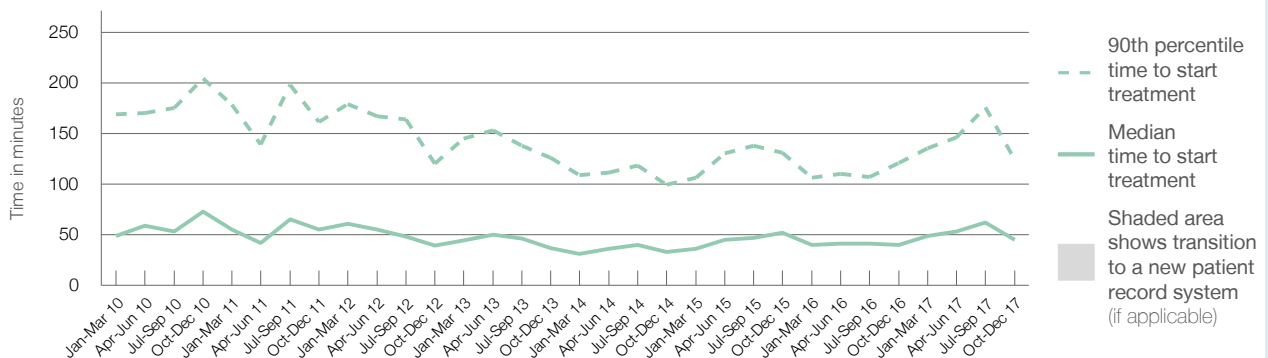
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
1,836	1,722
40 minutes	23 minutes
121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	73	55	39	37	33	52	40	45
90th percentile time to start treatment ⁵ (minutes)	204	161	120	126	99	131	121	124

(†) 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.

Tamworth Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 11,018 patients

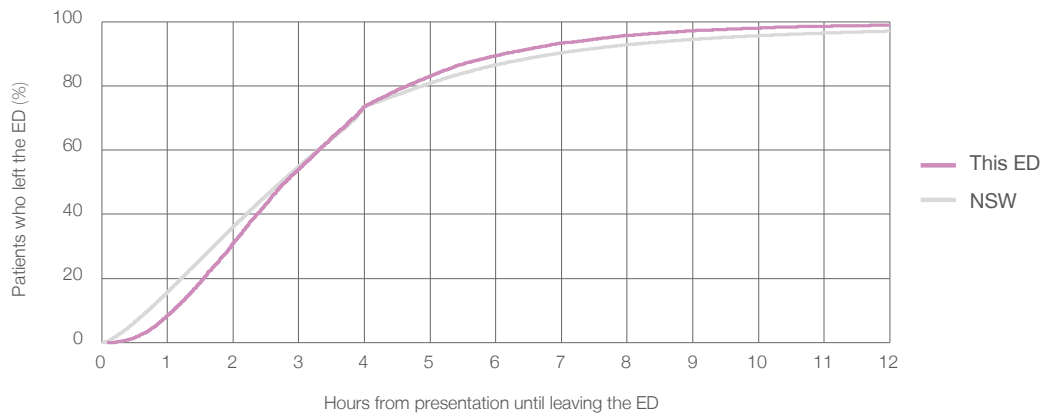
Presentations used to calculate time to leaving the ED:⁶ 11,018 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

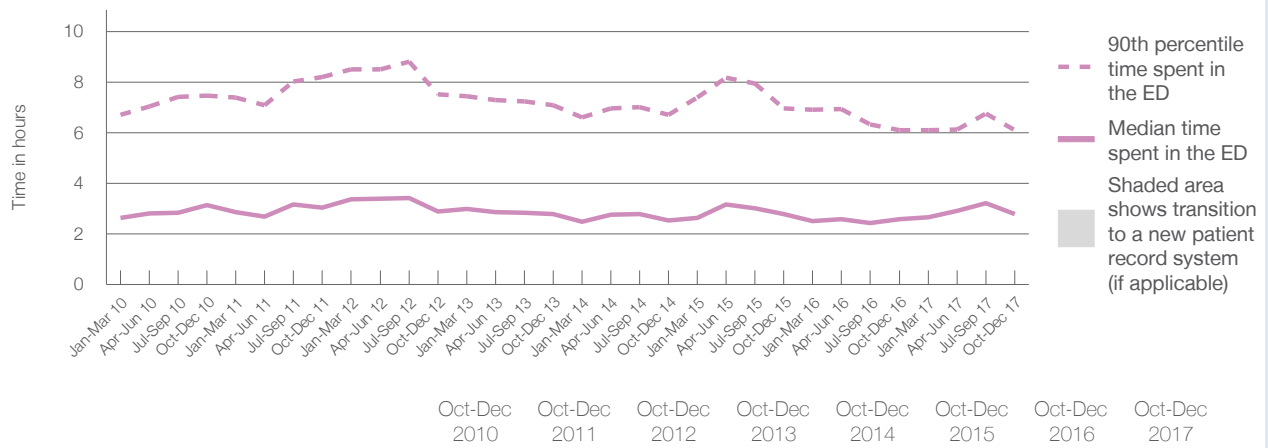
90th percentile time spent in the ED⁹ 6 hours and 7 minutes

Same period last year	NSW (this period)
11,645	11,645
2 hours and 35 minutes	2 hours and 44 minutes
6 hours and 6 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 9m	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 28m	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m	6h 7m

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

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

Tamworth Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

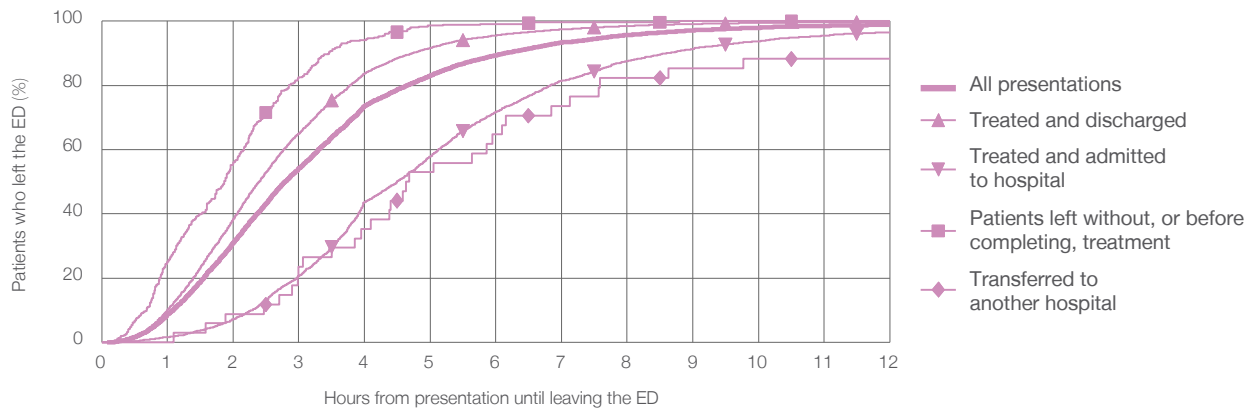
All presentations:¹ 11,018 patients

Presentations used to calculate time to leaving the ED:⁶ 11,018 patients

Treated and discharged	7,632 (69.3%)
Treated and admitted to hospital	2,859 (25.9%)
Patient left without, or before completing, treatment	359 (3.3%)
Transferred to another hospital	34 (0.3%)
Other	134 (1.2%)

Same period last year	Change since one year ago
11,645	-5.4%
8,270	-7.7%
2,834	0.9%
399	-10.0%
35	-2.9%
107	25.2%

Percentage of patients who left the ED by time and mode of separation, October to December 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	10.2%	38.4%	65.1%	83.8%	95.6%	98.5%	99.5%	99.7%
Treated and admitted to hospital	1.6%	7.2%	20.8%	43.7%	71.7%	87.6%	93.8%	96.6%
Patient left without, or before completing, treatment	25.1%	56.0%	82.5%	94.2%	99.2%	99.7%	100%	100%
Transferred to another hospital	0%	8.8%	23.5%	35.3%	64.7%	82.4%	88.2%	88.2%
All presentations	8.7%	31.0%	54.1%	73.7%	89.4%	95.7%	98.0%	98.9%

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

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

Tamworth Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 11,018 patients

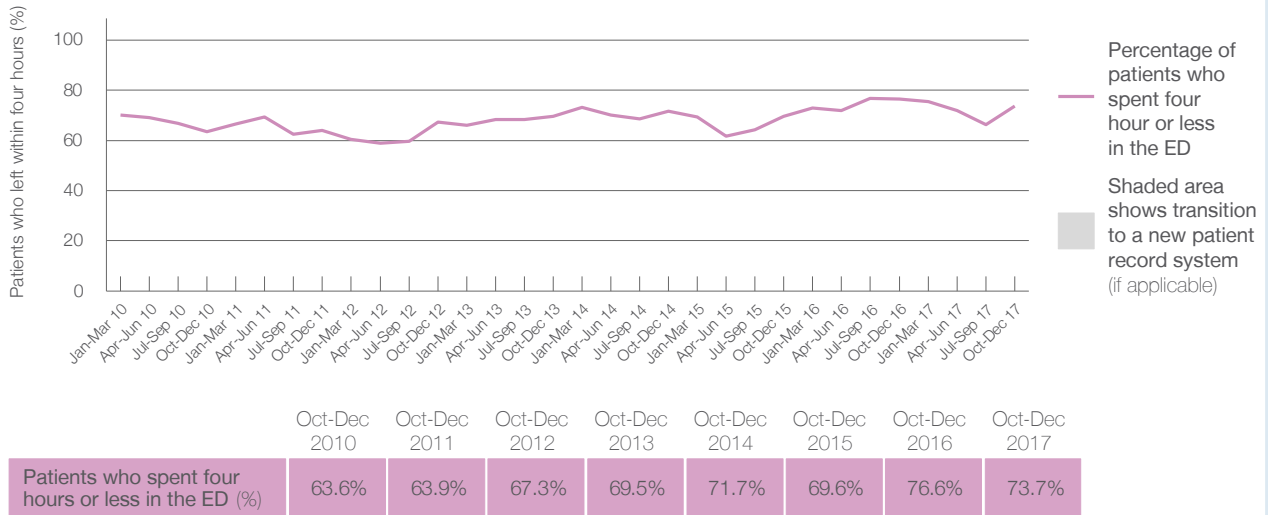
Presentations used to calculate time to leaving the ED: ⁶ 11,018 patients

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



Same period last year	Change since one year ago
11,645	-5.4%
11,645	-5.4%
76.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).