

## Orange Health Service: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 7,295 patients

Emergency presentations:<sup>2</sup> 7,228 patients

Same period last year	Change since one year ago
7,309	0%
7,197	0%

## Orange Health Service: Time patients waited to start treatment <sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,013 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): 1,729 patients

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

90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,731 patients

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

90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,661 patients

Median time to start treatment<sup>4</sup> 16 minutes

90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
976	
5 minutes	8 minutes
10 minutes	23 minutes
1,482	
17 minutes	20 minutes
41 minutes	65 minutes
2,757	
22 minutes	25 minutes
69 minutes	98 minutes
1,915	
20 minutes	22 minutes
90 minutes	97 minutes

## Orange Health Service: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,289 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
7,309	0%
74%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

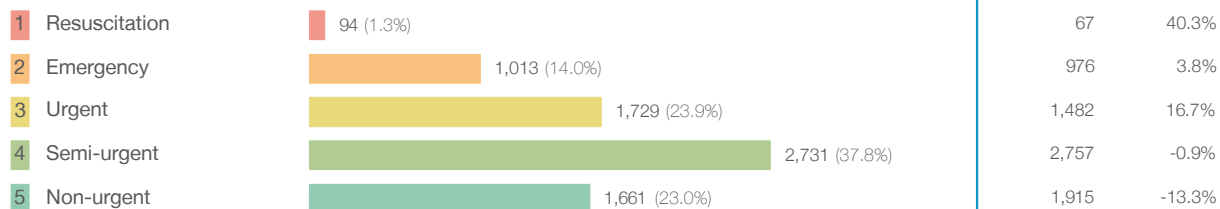
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Orange Health Service: Patients presenting to the emergency department

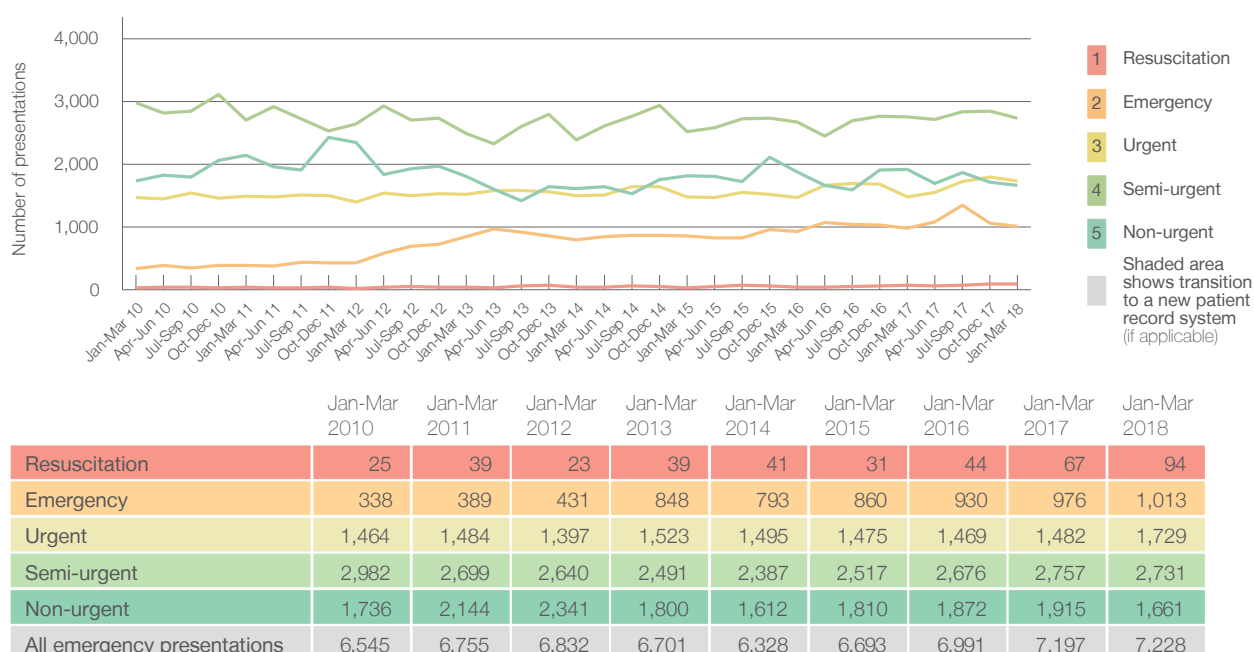
January to March 2018

All presentations:<sup>1</sup> 7,295 patients

Emergency presentations<sup>2</sup> by triage category: 7,228 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Orange Health Service: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,358 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.

## Orange Health Service: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,013

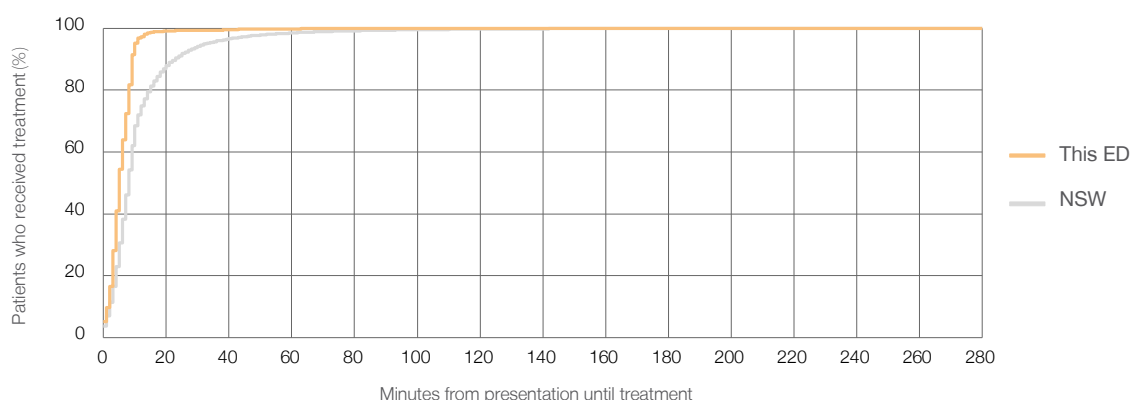
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,009

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

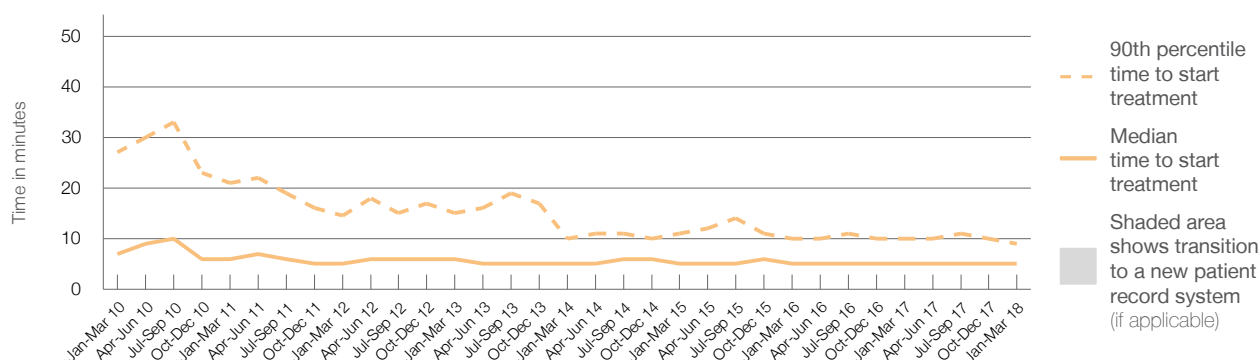
90th percentile time to start treatment <sup>5</sup> 9 minutes

Same period last year	NSW (this period)
976	
974	
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	7	6	5	6	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	27	21	15	15	10	11	10	10	9

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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.

## Orange Health Service: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,729

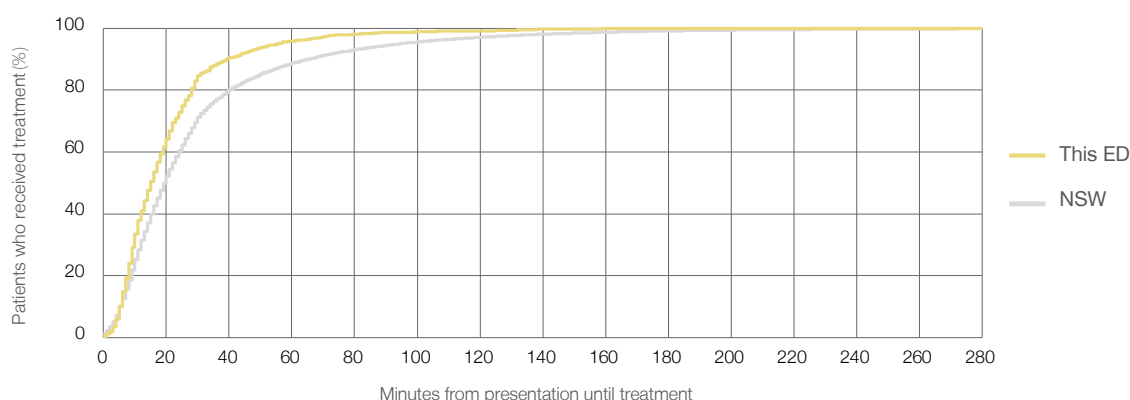
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 1,707

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

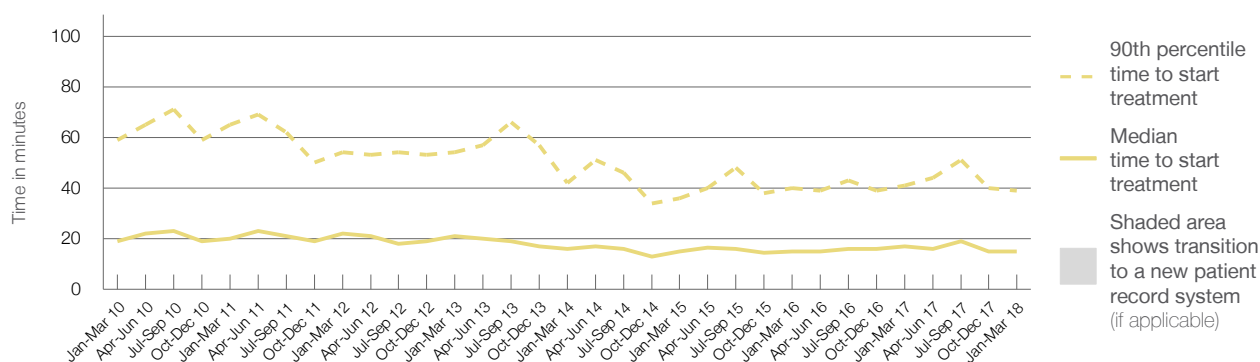
90th percentile time to start treatment <sup>5</sup> 39 minutes

Same period last year	NSW (this period)
1,482	
1,465	
17 minutes	20 minutes
41 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	19	20	22	21	16	15	15	17	15
90th percentile time to start treatment <sup>5</sup> (minutes)	59	65	54	54	42	36	40	41	39

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## Orange Health Service: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 2,731

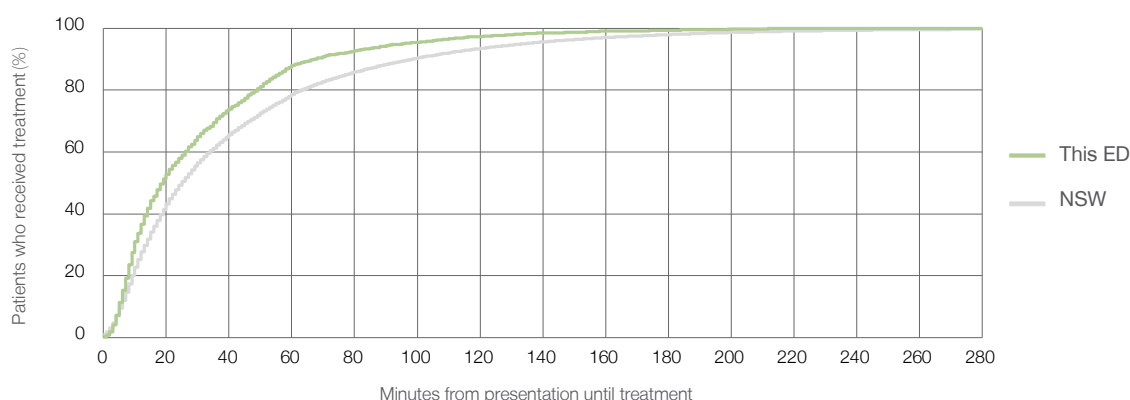
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,640

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

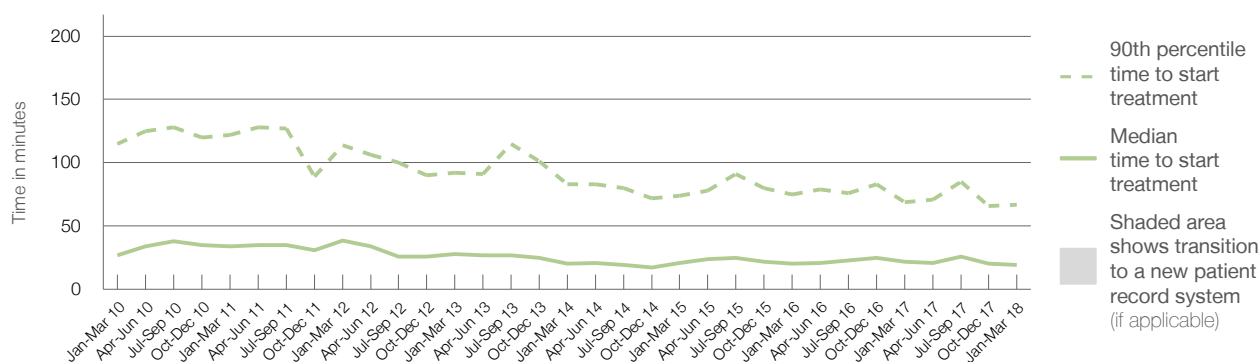
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
2,757	
2,653	
22 minutes	25 minutes
69 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	34	39	28	20	21	20	22	19
90th percentile time to start treatment <sup>5</sup> (minutes)	115	122	114	92	83	74	75	69	67

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## Orange Health Service: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,661

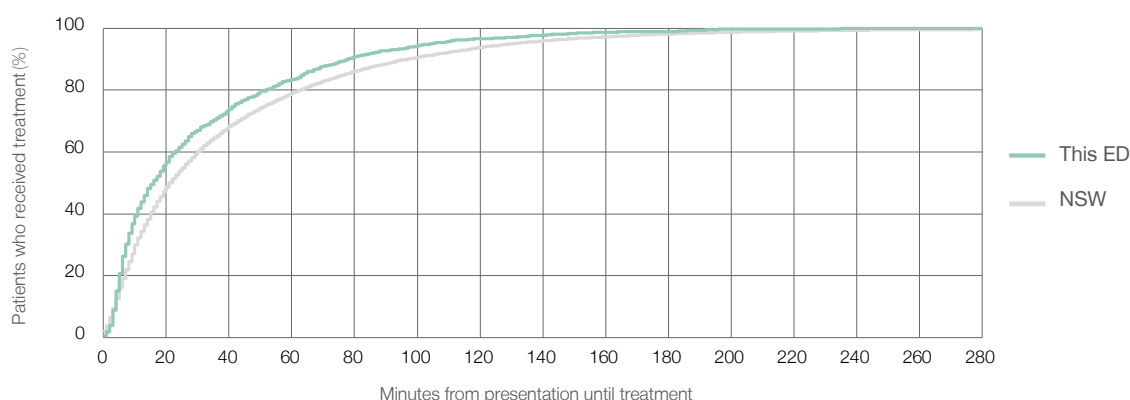
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,563

Median time to start treatment <sup>4</sup> 16 minutes

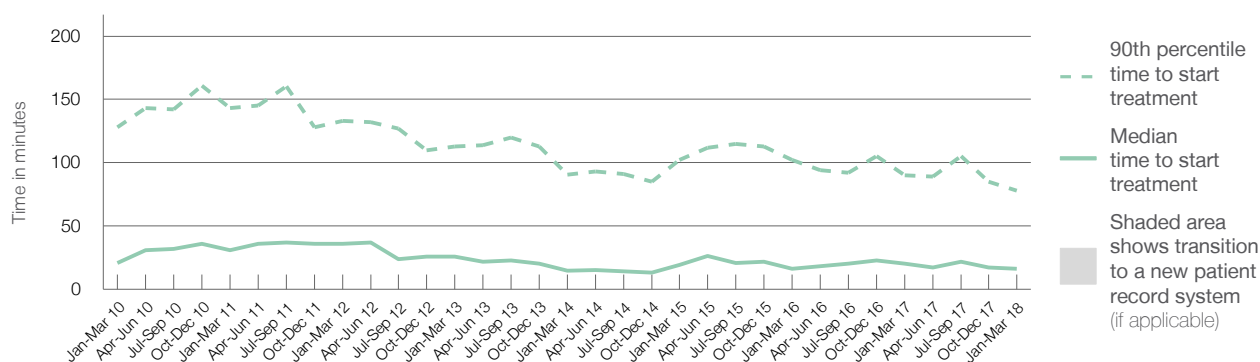
90th percentile time to start treatment <sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,915	
1,790	
20 minutes	22 minutes
90 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	21	31	36	26	15	19	16	20	16
90th percentile time to start treatment <sup>5</sup> (minutes)	128	143	133	113	91	102	102	90	78

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## Orange Health Service: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 7,295 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,289 patients

Median time spent in the ED<sup>8</sup>

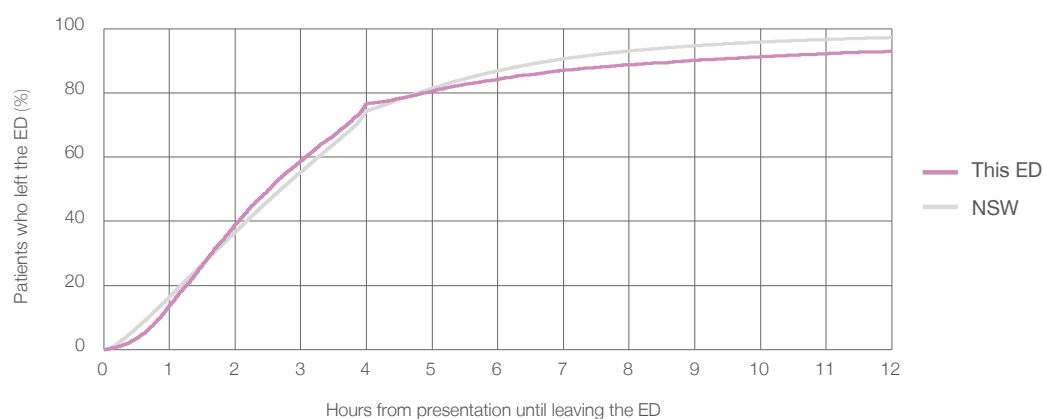
2 hours and 31 minutes

90th percentile time spent in the ED<sup>9</sup>

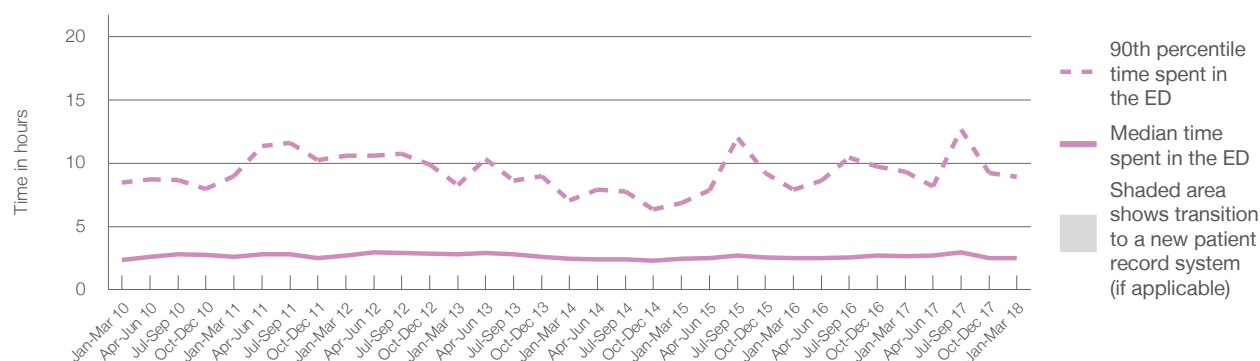
8 hours and 56 minutes

Same period last year	NSW (this period)
7,309	7,309
2 hours and 38 minutes	2 hours and 42 minutes
9 hours and 20 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 21m	2h 37m	2h 43m	2h 47m	2h 28m	2h 27m	2h 31m	2h 38m	2h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 28m	8h 58m	10h 37m	8h 15m	7h 3m	6h 50m	7h 55m	9h 20m	8h 56m

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

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## Orange Health Service: Time patients spent in the ED

By mode of separation

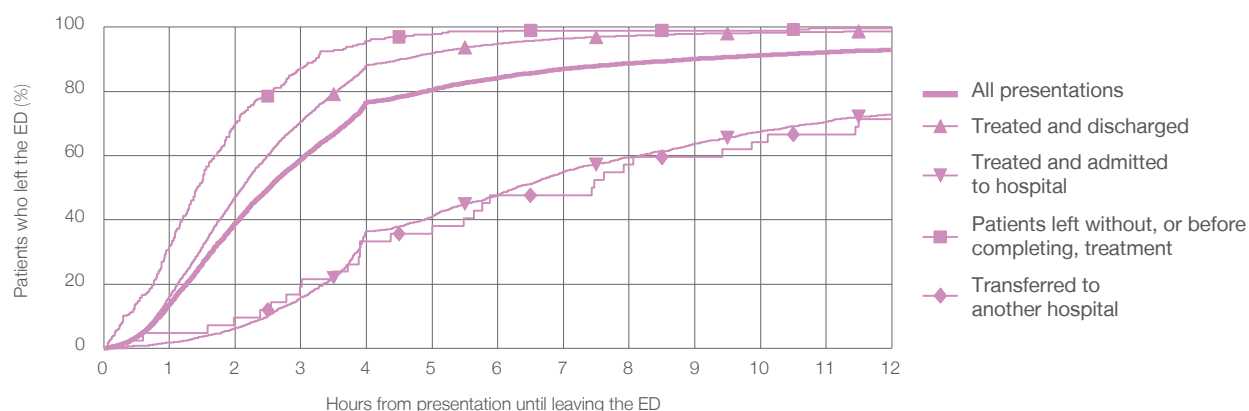
January to March 2018

All presentations:<sup>†</sup> 7,295 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 7,289 patients

		Same period last year	Change since one year ago
		7,309	0%
Treated and discharged	5,284 (72.4%)	5,205	1.5%
Treated and admitted to hospital	1,613 (22.1%)	1,655	-2.5%
Patient left without, or before completing, treatment	298 (4.1%)	354	-15.8%
Transferred to another hospital	42 (0.6%)	44	-4.5%
Other	58 (0.8%)	51	13.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	47.3%	70.5%	88.2%	94.8%	97.4%	98.3%	98.8%
Treated and admitted to hospital	1.7%	6.3%	15.9%	36.5%	47.7%	59.5%	67.5%	72.8%
Patient left without, or before completing, treatment	31.9%	70.1%	87.2%	95.6%	98.7%	99.0%	99.0%	99.7%
Transferred to another hospital	4.8%	9.5%	19.0%	33.3%	47.6%	57.1%	64.3%	71.4%
All presentations	13.8%	39.1%	58.8%	76.6%	84.2%	88.7%	91.2%	92.9%

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## Orange Health Service: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 7,295 patients

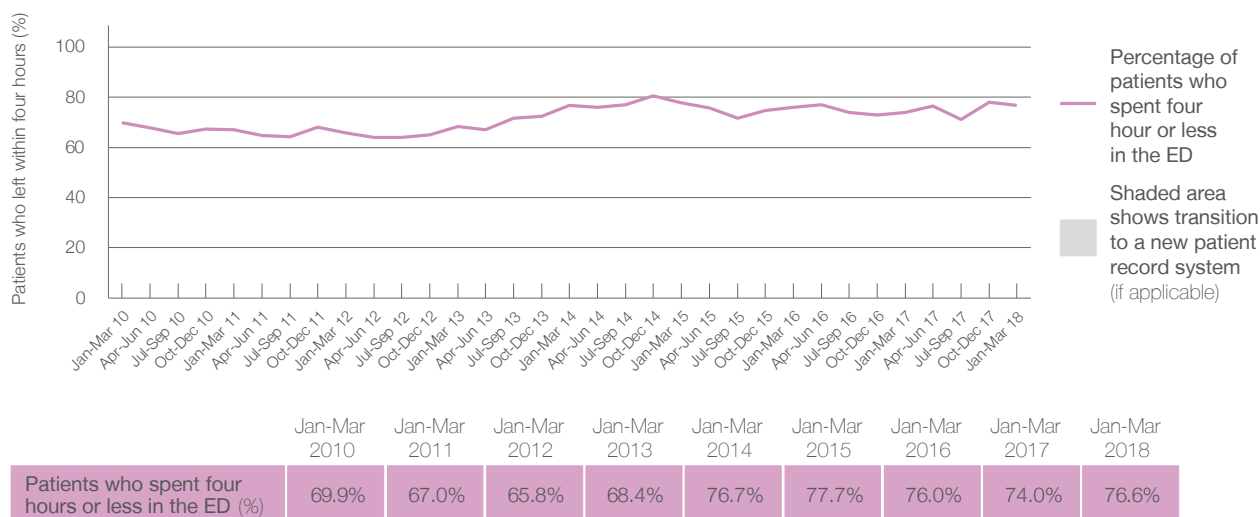
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,289 patients

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



Same period last year	Change since one year ago
7,309	0%
7,309	0%
74.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).