

Tamworth Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 10,898 patients

Emergency presentations:² 10,476 patients

Same period last year	Change since one year ago
11,787	-8%
11,167	-6%

Tamworth Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 907 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,608 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,337 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,580 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
944	
8 minutes	8 minutes
26 minutes	23 minutes
2,818	
23 minutes	20 minutes
77 minutes	65 minutes
5,285	
40 minutes	25 minutes
125 minutes	98 minutes
2,081	
49 minutes	22 minutes
135 minutes	97 minutes

Tamworth Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 10,898 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
11,787	-8%
75%	

* 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.

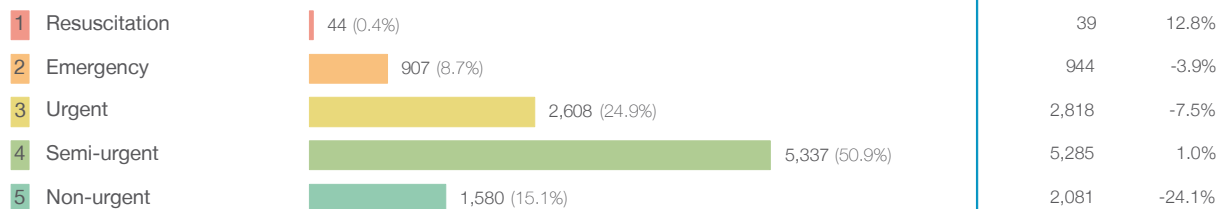
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Tamworth Hospital: Patients presenting to the emergency department

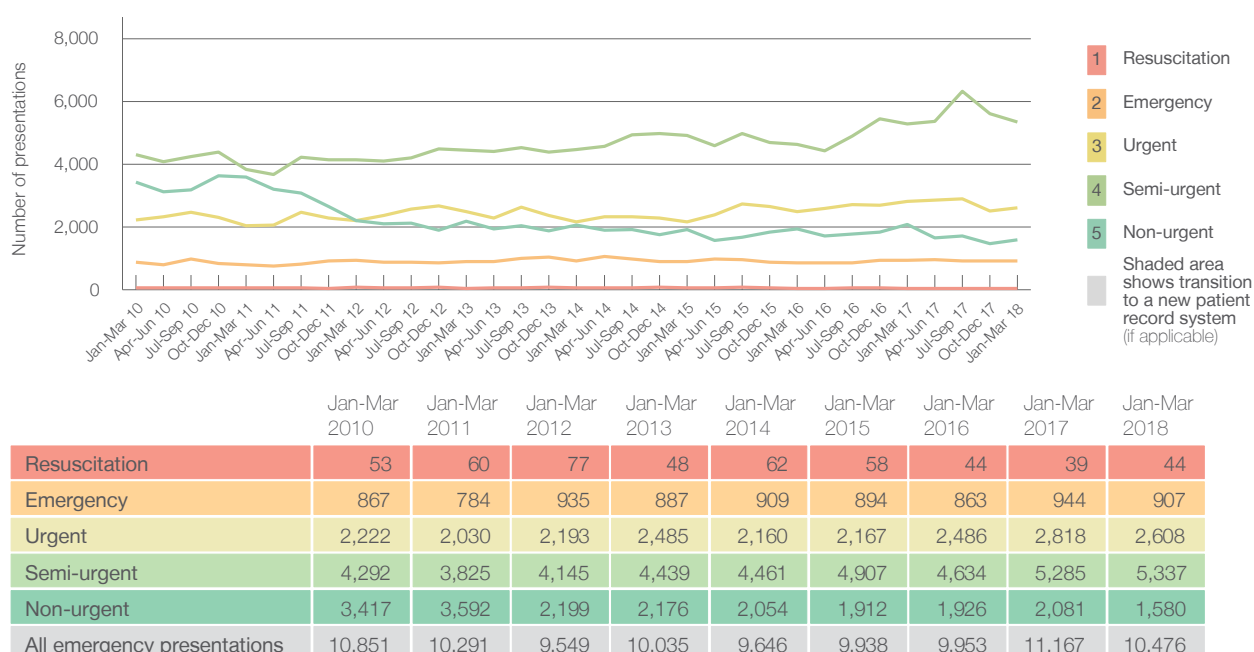
January to March 2018

All presentations:¹ 10,898 patients

Emergency presentations² by triage category: 10,476 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Tamworth Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,690 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 Hospital: 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: 907

Number of triage 2 patients used to calculate waiting time:³ 897

Median time to start treatment⁴

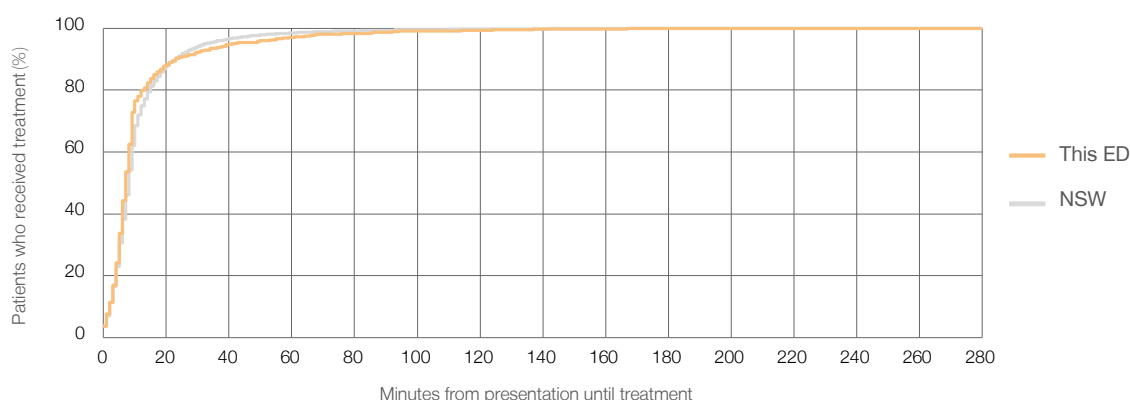
7 minutes

90th percentile time to start treatment⁵

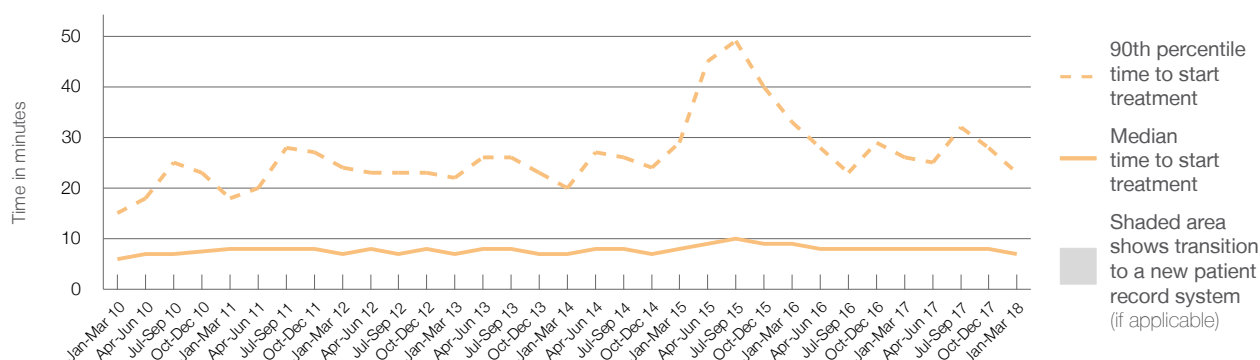
23 minutes

Same period last year	NSW (this period)
944	
939	
8 minutes	8 minutes
26 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^{†‡}



	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 ⁴ (minutes)	6	8	7	7	7	8	9	8	7
90th percentile time to start treatment ⁵ (minutes)	15	18	24	22	20	29	33	26	23

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Tamworth Hospital: 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: 2,608

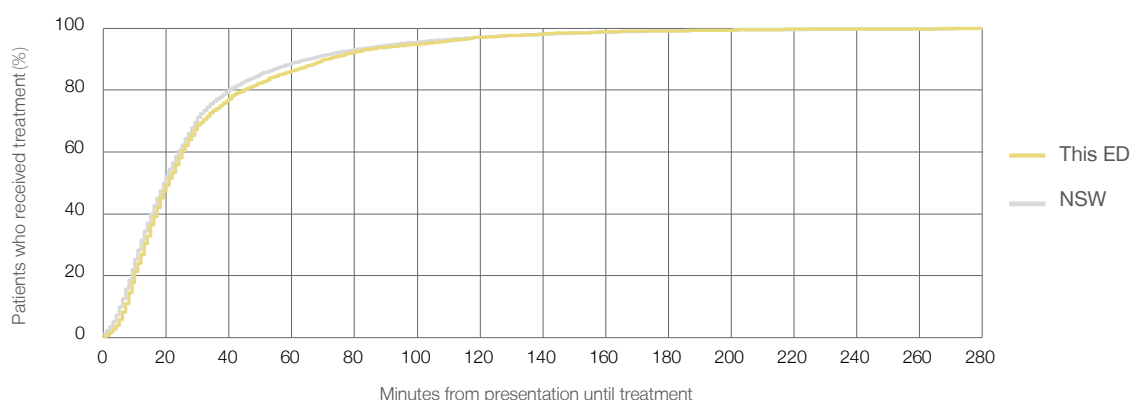
Number of triage 3 patients used to calculate waiting time:³ 2,560

Median time to start treatment⁴ 21 minutes

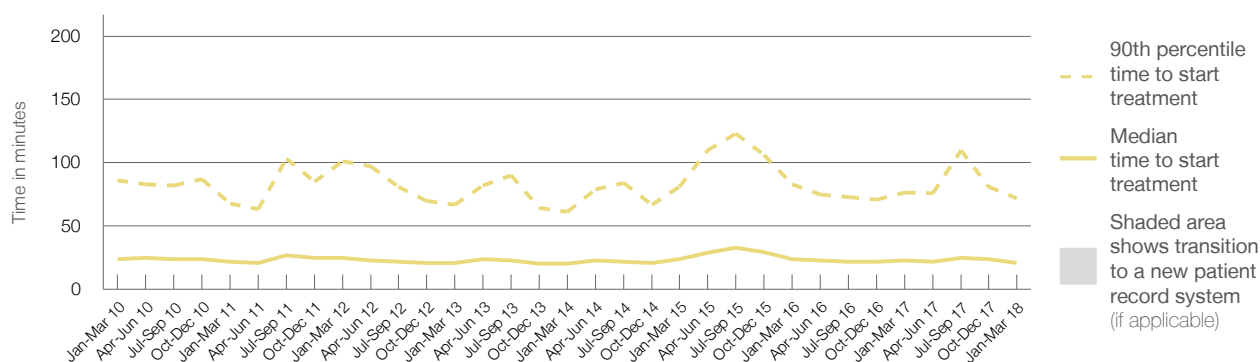
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
2,818	
2,760	
23 minutes	20 minutes
77 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^{†‡}



	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 ⁴ (minutes)	24	22	25	21	20	24	24	23	21
90th percentile time to start treatment ⁵ (minutes)	86	68	101	67	61	81	83	77	72

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Tamworth Hospital: 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: 5,337

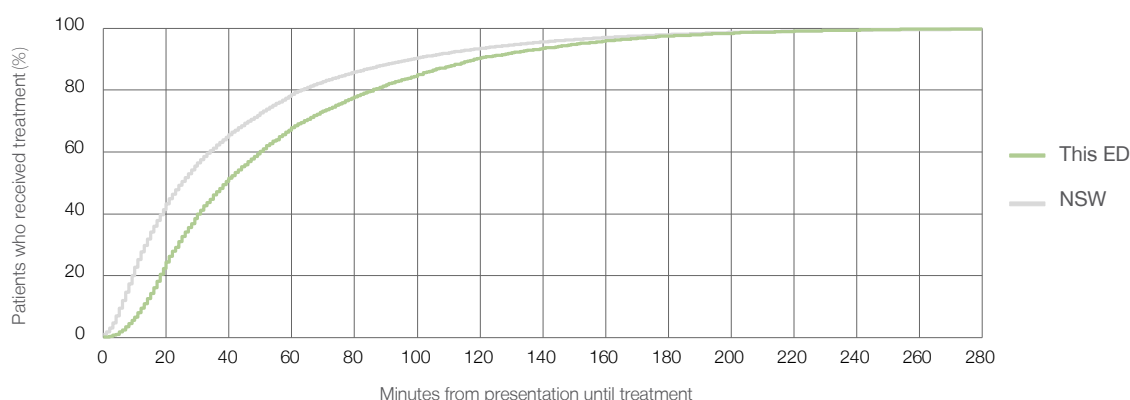
Number of triage 4 patients used to calculate waiting time:³ 5,043

Median time to start treatment⁴ 39 minutes

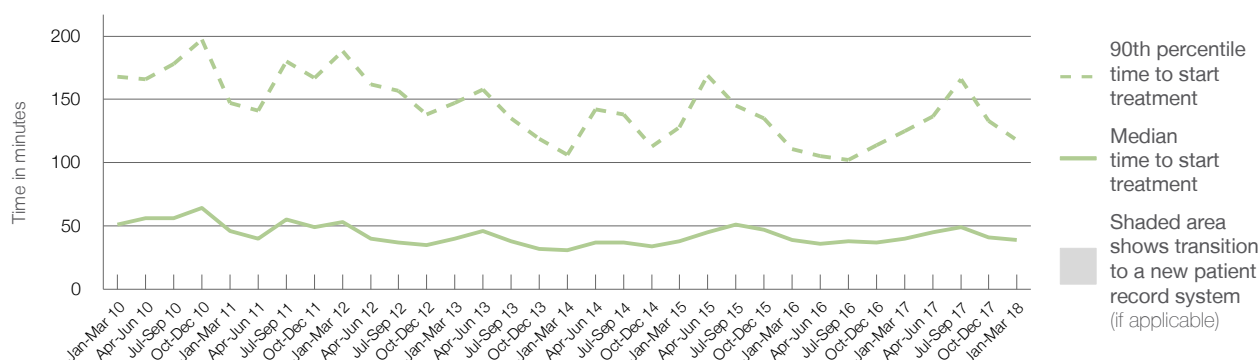
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
5,285	
5,057	
40 minutes	25 minutes
125 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^{†‡}



	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 ⁴ (minutes)	51	46	53	40	31	38	39	40	39
90th percentile time to start treatment ⁵ (minutes)	168	147	188	147	106	128	111	125	118

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Tamworth Hospital: 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: 1,580

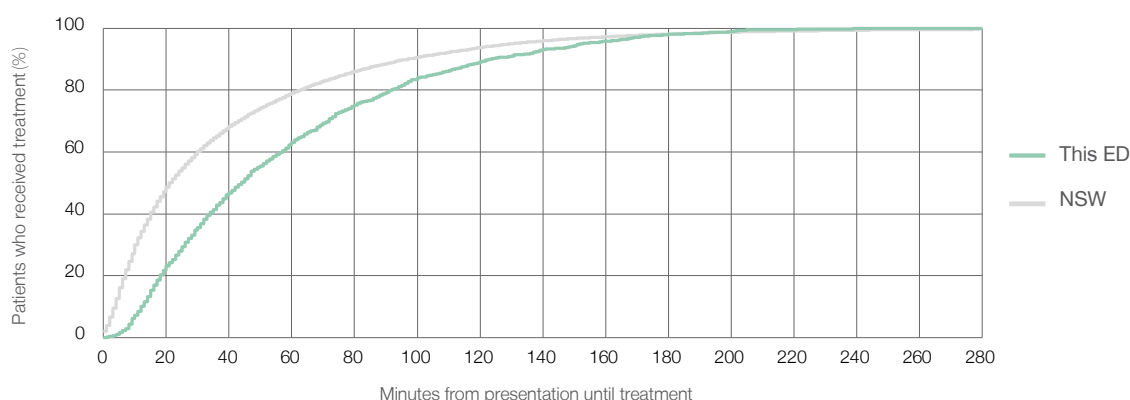
Number of triage 5 patients used to calculate waiting time: ³ 1,441

Median time to start treatment ⁴ 44 minutes

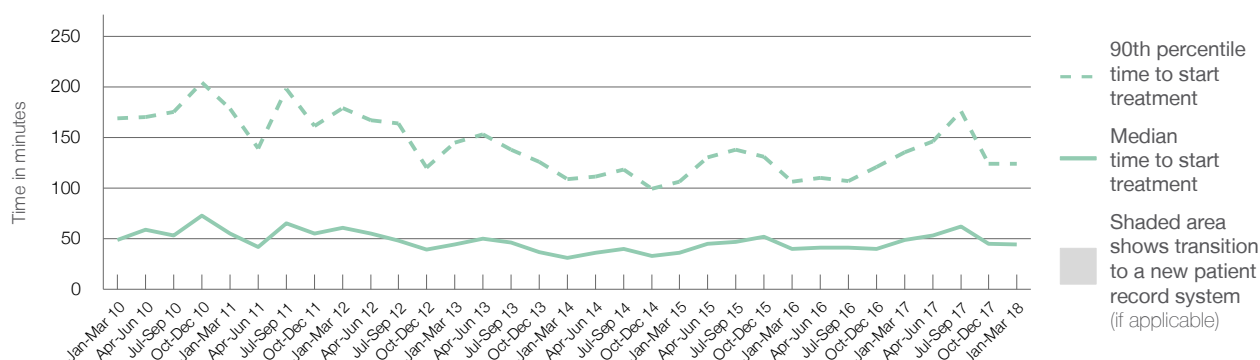
90th percentile time to start treatment ⁵ 124 minutes

Same period last year	NSW (this period)
2,081	1,942
49 minutes	22 minutes
135 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 ^{†‡}



	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 ⁴ (minutes)	49	55	61	44	31	36	40	49	44
90th percentile time to start treatment ⁵ (minutes)	169	178	179	145	109	106	107	135	124

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Tamworth Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 10,898 patients

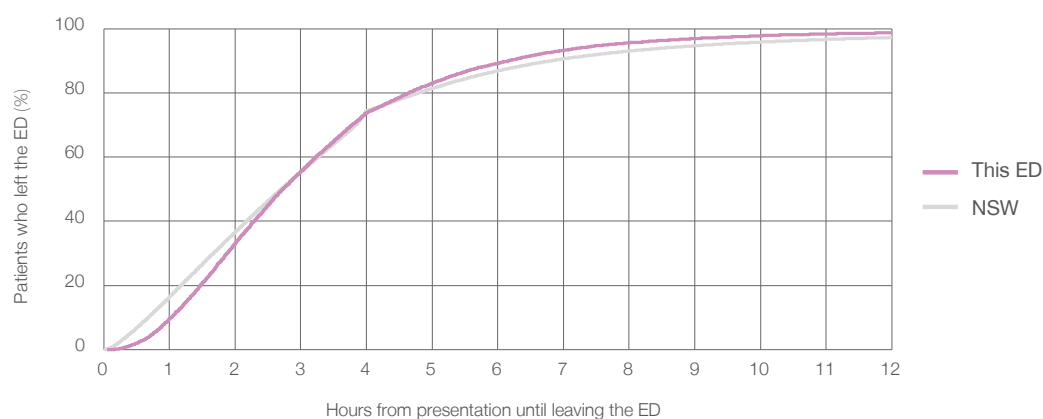
Presentations used to calculate time to leaving the ED:⁶ 10,898 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

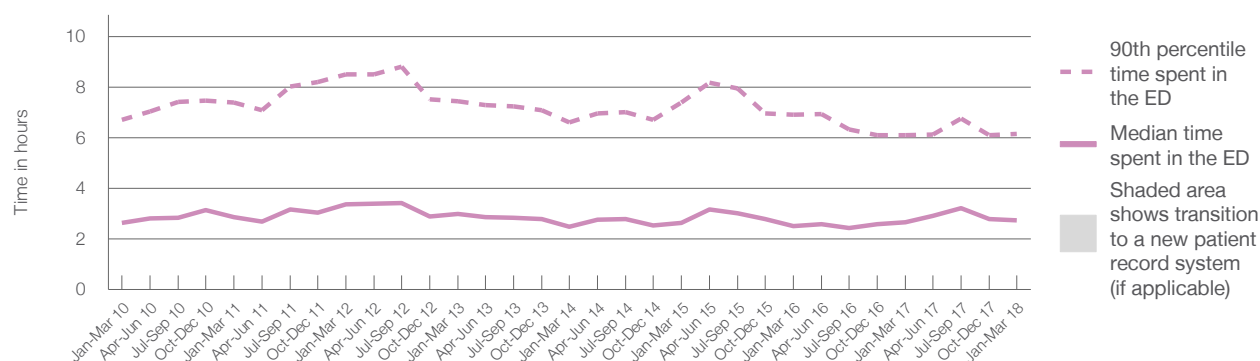
90th percentile time spent in the ED⁹ 6 hours and 10 minutes

Same period last year	NSW (this period)
11,787	11,787
2 hours and 40 minutes	2 hours and 42 minutes
6 hours and 7 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^{†‡}



	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 ⁸ (hours, minutes)	2h 39m	2h 52m	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m	2h 40m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 43m	7h 23m	8h 30m	7h 27m	6h 36m	7h 23m	6h 55m	6h 7m	6h 10m

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Tamworth Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

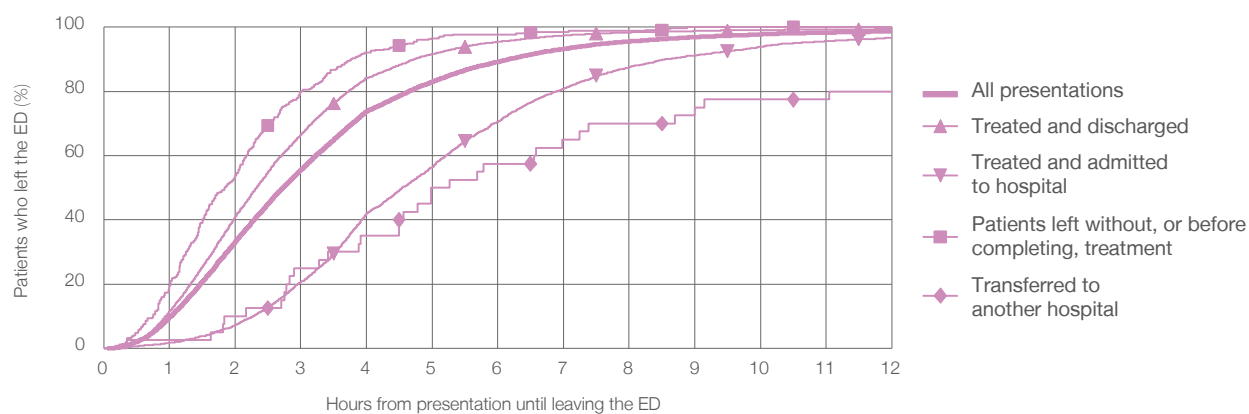
All presentations:[†] 10,898 patients

Presentations used to calculate time to leaving the ED:[‡] 10,898 patients

Treated and discharged	7,589 (69.6%)
Treated and admitted to hospital	2,721 (25.0%)
Patient left without, or before completing, treatment	353 (3.2%)
Transferred to another hospital	40 (0.4%)
Other	195 (1.8%)

Same period last year	Change since one year ago
11,787	-8%
8,393	-9.6%
2,802	-2.9%
474	-25.5%
34	17.6%
84	132.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	11.5%	41.0%	66.6%	84.2%	95.5%	98.4%	99.1%	99.4%
Treated and admitted to hospital	1.7%	7.4%	20.6%	42.0%	70.5%	87.5%	93.9%	96.7%
Patient left without, or before completing, treatment	19.5%	53.8%	79.9%	92.1%	97.7%	98.9%	100%	100%
Transferred to another hospital	2.5%	10.0%	25.0%	35.0%	57.5%	70.0%	77.5%	80.0%
All presentations	9.7%	33.2%	55.6%	73.8%	89.2%	95.6%	97.8%	98.7%

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Tamworth Hospital: 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: ¹ 10,898 patients

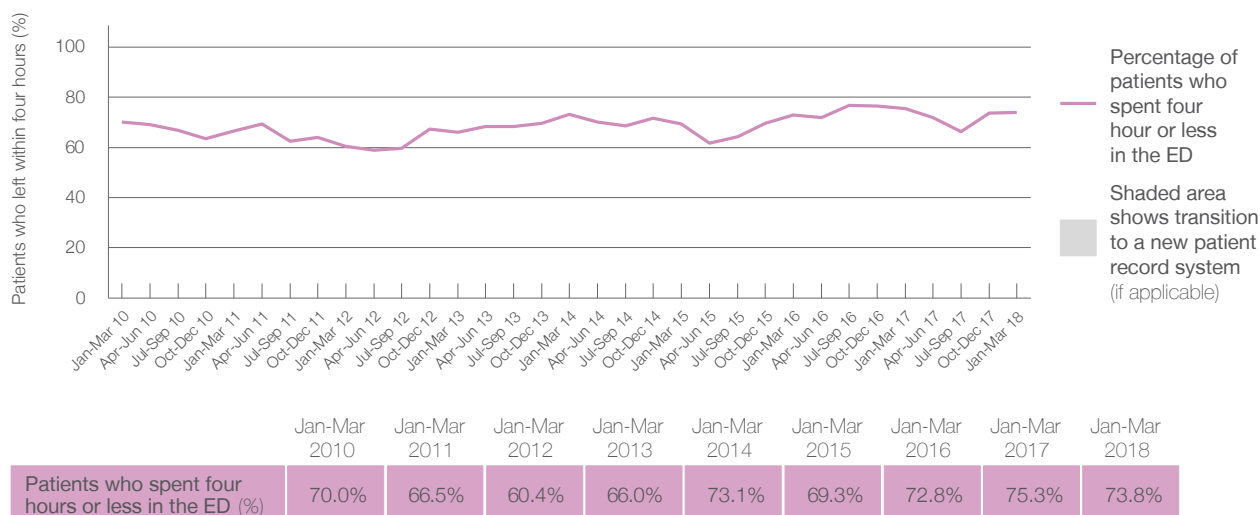
Presentations used to calculate time to leaving the ED: ⁶ 10,898 patients

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



Same period last year	Change since one year ago
11,787	-8%
11,787	-8%
75.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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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).