

Healthcare Quarterly

Emergency department

Murrumbidgee Local Health District
Performance Profiles

July to September 2018

Deniliquin Hospital and Health Services: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,370 patients
Emergency presentations:² 1,865 patients

Same period last year	Change since one year ago
2,262	5%
1,925	-3%

Deniliquin Hospital and Health Services: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 120 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 554 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 834 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 35 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 357 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
99	
4 minutes	8 minutes
*	28 minutes
602	
10 minutes	21 minutes
39 minutes	72 minutes
828	
10 minutes	26 minutes
39 minutes	105 minutes
396	
13 minutes	22 minutes
45 minutes	103 minutes

Deniliquin Hospital and Health Services: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,370 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
2,262	5%
89%	

* 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, January to March 2018*.
- 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.

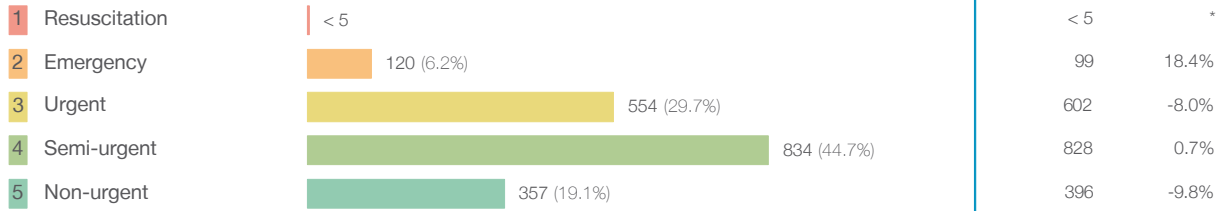
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

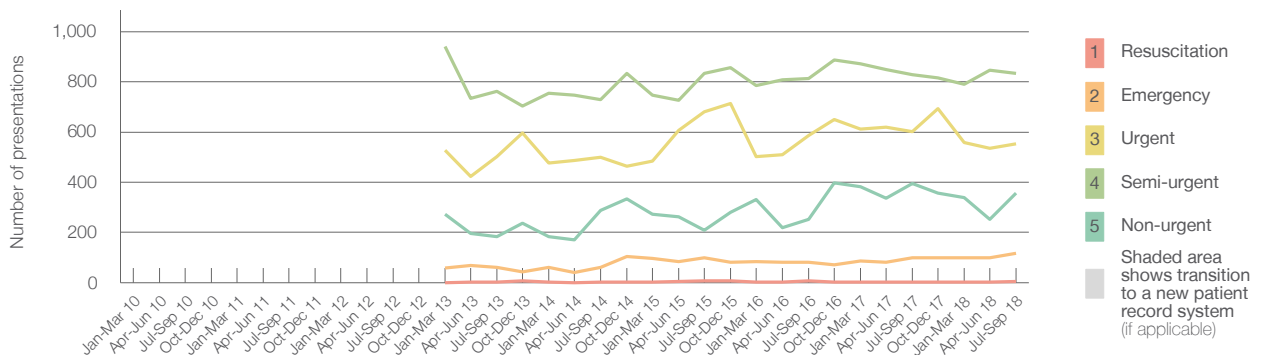
Deniliquin Hospital and Health Services: Patients presenting to the emergency department July to September 2018

All presentations:¹ 2,370 patients

Emergency presentations² by triage category: 1,865 patients



Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation				< 5	< 5	8	7	< 5	< 5
Emergency				63	63	99	81	99	120
Urgent				501	500	681	586	602	554
Semi-urgent				762	728	833	813	828	834
Non-urgent				183	289	210	251	396	357
All emergency presentations				1,509	1,580	1,831	1,738	1,925	1,865

Deniliquin Hospital and Health Services: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time: ⁷ 90 patients **

ED Transfer of care time

Median time: 9 minutes

90th percentile time: *

Same period last year: 93

8 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.

(§) 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 120

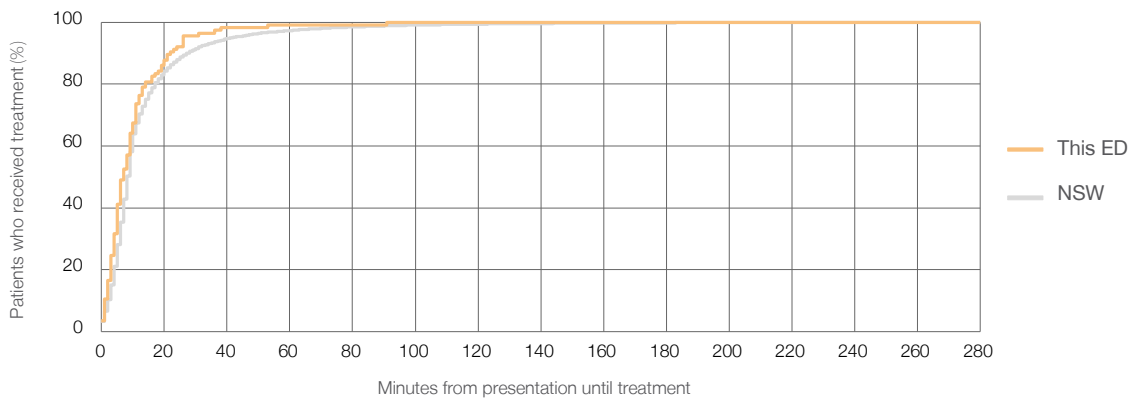
Number of triage 2 patients used to calculate waiting time:³ 114

Median time to start treatment⁴ 7 minutes

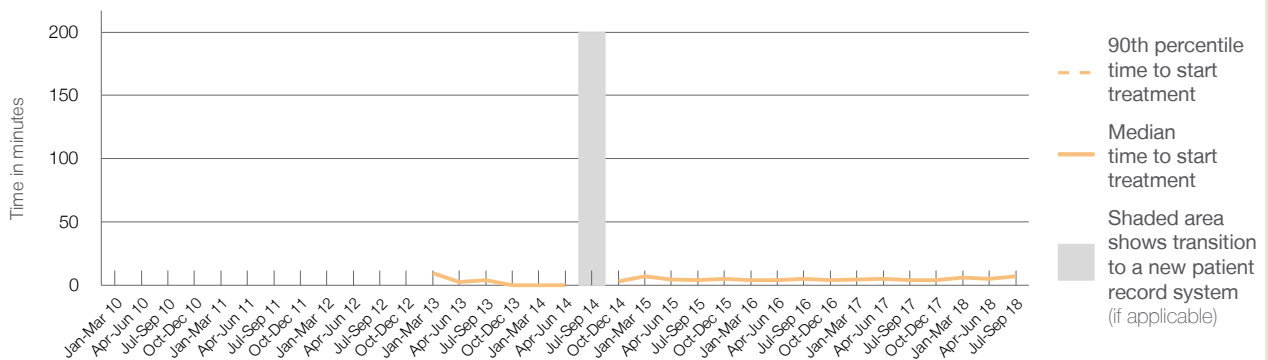
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
99	95
4 minutes	8 minutes
*	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				4		4	5	4	7
90th percentile time to start treatment ⁵ (minutes)				*		*	*	*	22

(†) 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.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 554

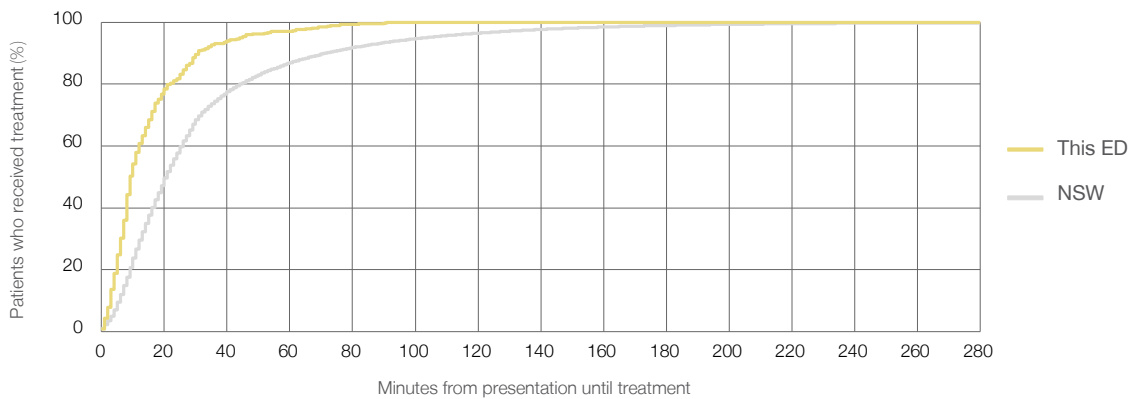
Number of triage 3 patients used to calculate waiting time:³ 540

Median time to start treatment⁴ 9 minutes

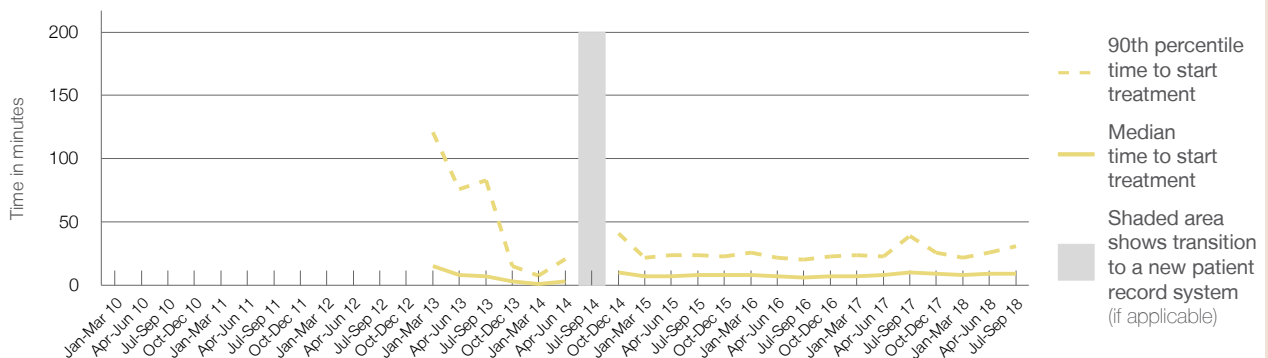
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
602	
586	
10 minutes	21 minutes
39 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				7		8	6	10	9
90th percentile time to start treatment ⁵ (minutes)				83		24	20	39	31

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(§) 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.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 834

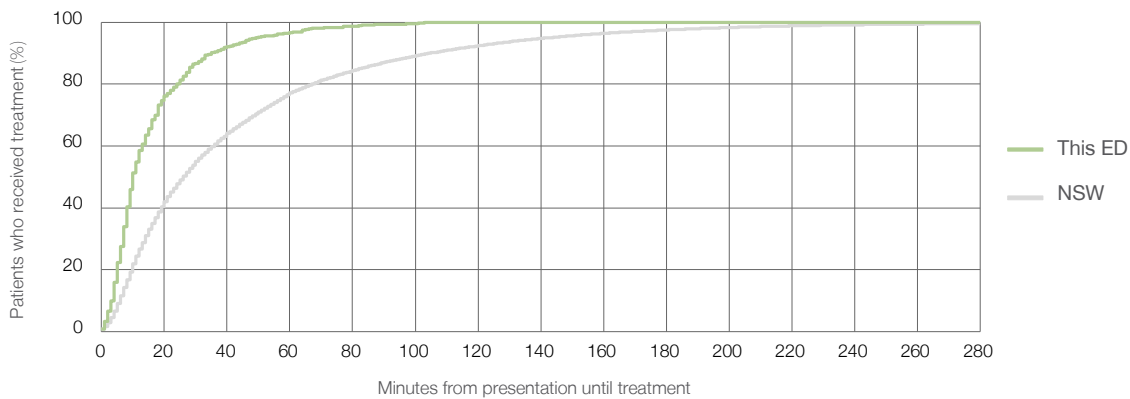
Number of triage 4 patients used to calculate waiting time:³ 794

Median time to start treatment⁴ 10 minutes

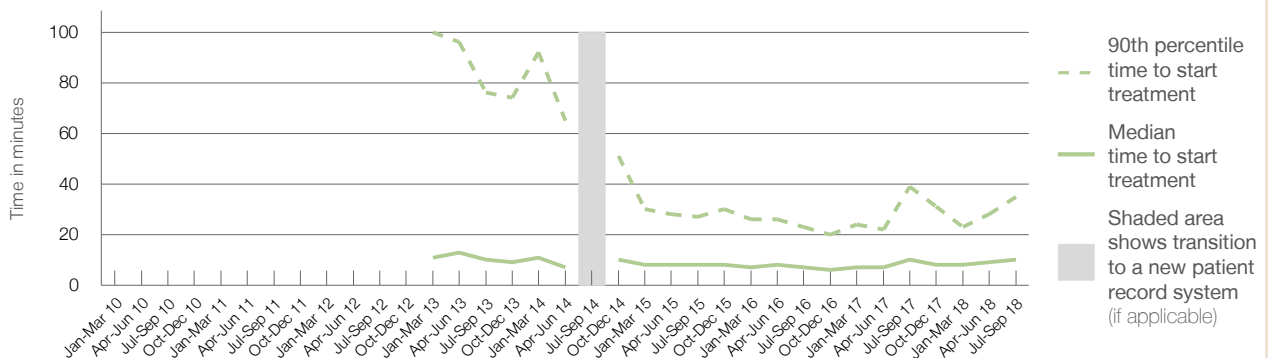
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
828	786
10 minutes	26 minutes
39 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				10		8	7	10	10
90th percentile time to start treatment ⁵ (minutes)				76		27	23	39	35

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(§) 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.

Deniliquin Hospital and Health Services: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 357

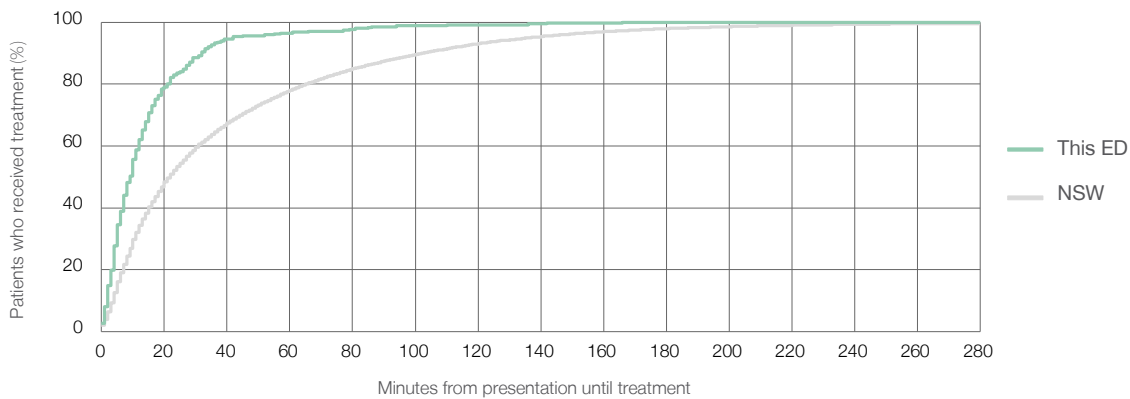
Number of triage 5 patients used to calculate waiting time:³ 342

Median time to start treatment⁴ 9 minutes

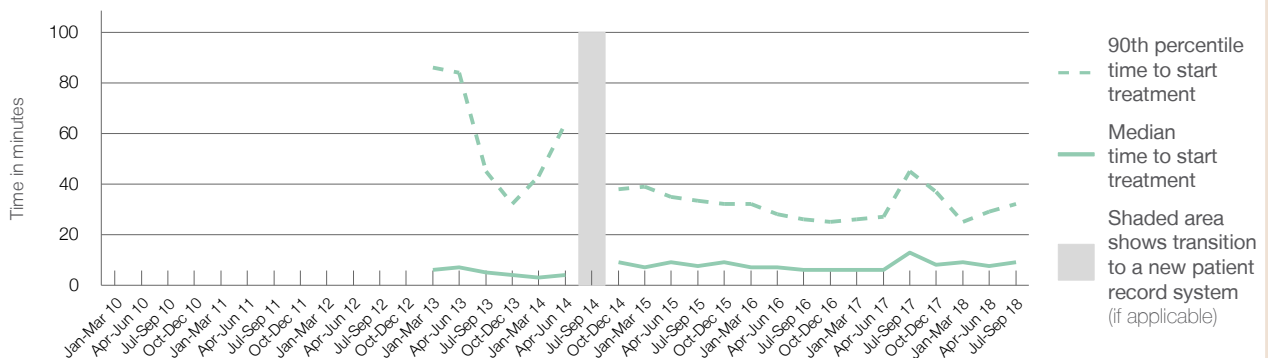
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
396	
380	
13 minutes	22 minutes
45 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				5		8	6	13	9
90th percentile time to start treatment ⁵ (minutes)				45		34	26	45	32

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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.

(§) 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.

Deniliquin Hospital and Health Services: Time patients spent in the ED July to September 2018

All presentations:¹ 2,370 patients

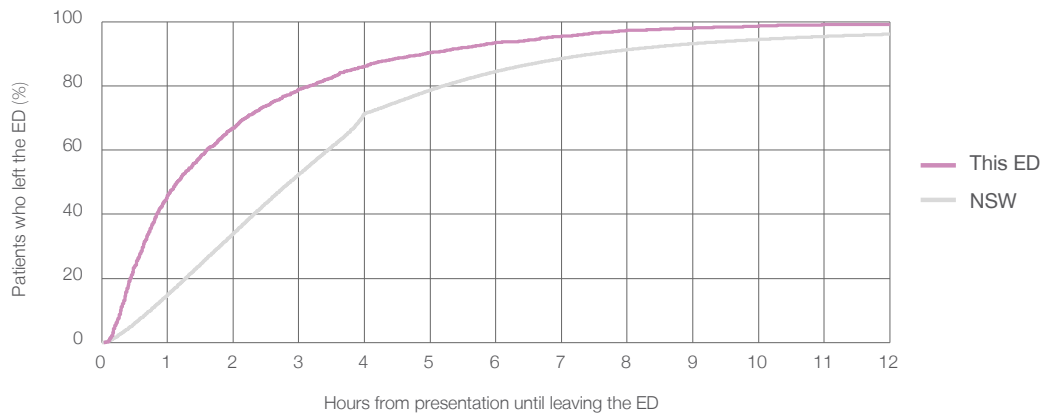
Presentations used to calculate time to leaving the ED:⁶ 2,370 patients

Median time spent in the ED⁸ 1 hours and 9 minutes

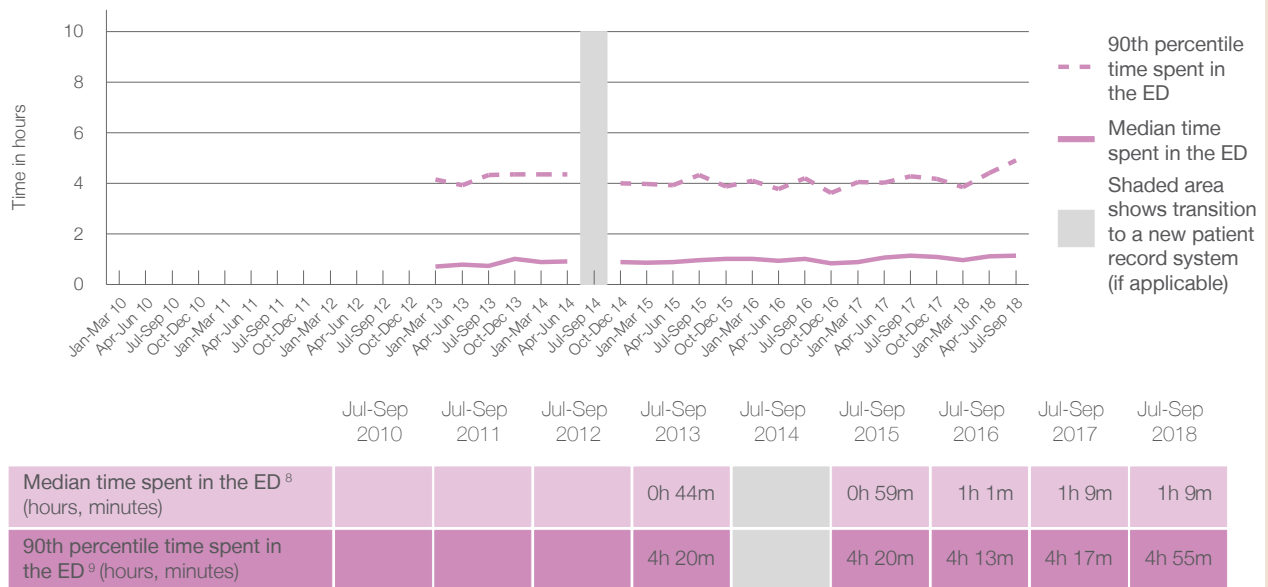
90th percentile time spent in the ED⁹ 4 hours and 55 minutes

Same period last year	NSW (this period)
2,262	2,262
1 hours and 9 minutes	2 hours and 52 minutes
4 hours and 17 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡§}



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Deniliquin Hospital and Health Services: Time patients spent in the ED By mode of separation July to September 2018

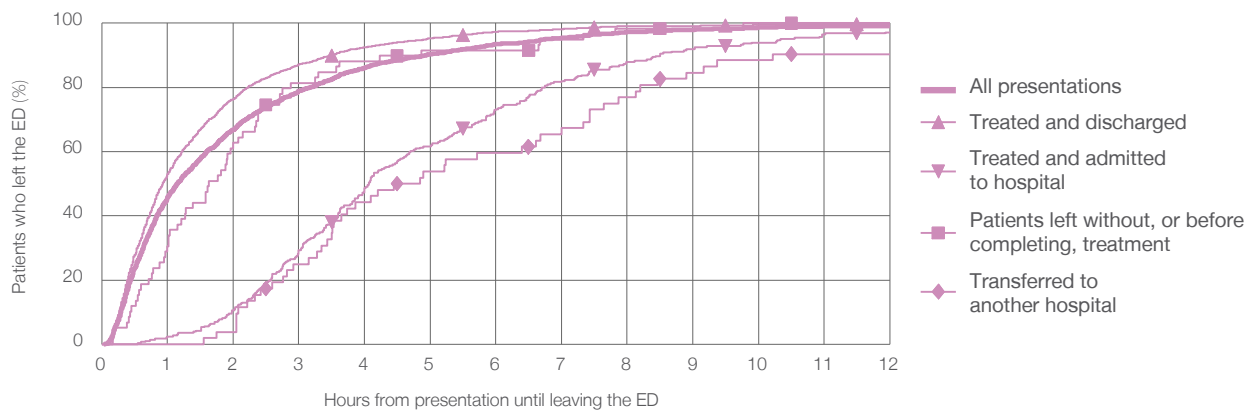
All presentations:¹ 2,370 patients

Presentations used to calculate time to leaving the ED:⁶ 2,370 patients

Mode of separation	Count	Percentage
Treated and discharged	1,920	(81.0%)
Treated and admitted to hospital	284	(12.0%)
Patient left without, or before completing, treatment	59	(2.5%)
Transferred to another hospital	52	(2.2%)
Other	55	(2.3%)

Mode of separation	Same period last year	Change since one year ago
All presentations	2,262	5%
Treated and discharged	1,816	5.7%
Treated and admitted to hospital	283	0.4%
Patient left without, or before completing, treatment	31	90.3%
Transferred to another hospital	53	-1.9%
Other	79	-30.4%

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



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	53.1%	76.4%	87.2%	92.6%	97.4%	99.1%	99.5%	99.7%
Treated and admitted to hospital	2.5%	10.6%	29.2%	48.6%	73.2%	88.0%	94.0%	97.2%
Patient left without, or before completing, treatment	30.5%	62.7%	81.4%	88.1%	91.5%	98.3%	100%	100%
Transferred to another hospital	0%	3.8%	25.0%	44.2%	59.6%	76.9%	88.5%	90.4%
All presentations	45.8%	66.9%	78.9%	86.2%	93.5%	97.3%	98.6%	99.2%

(†) 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.

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Deniliquin Hospital and Health Services: Time spent in the ED Percentage of patients who spent four hours or less in the ED

July to September 2018

All presentations at the emergency department: ¹ 2,370 patients

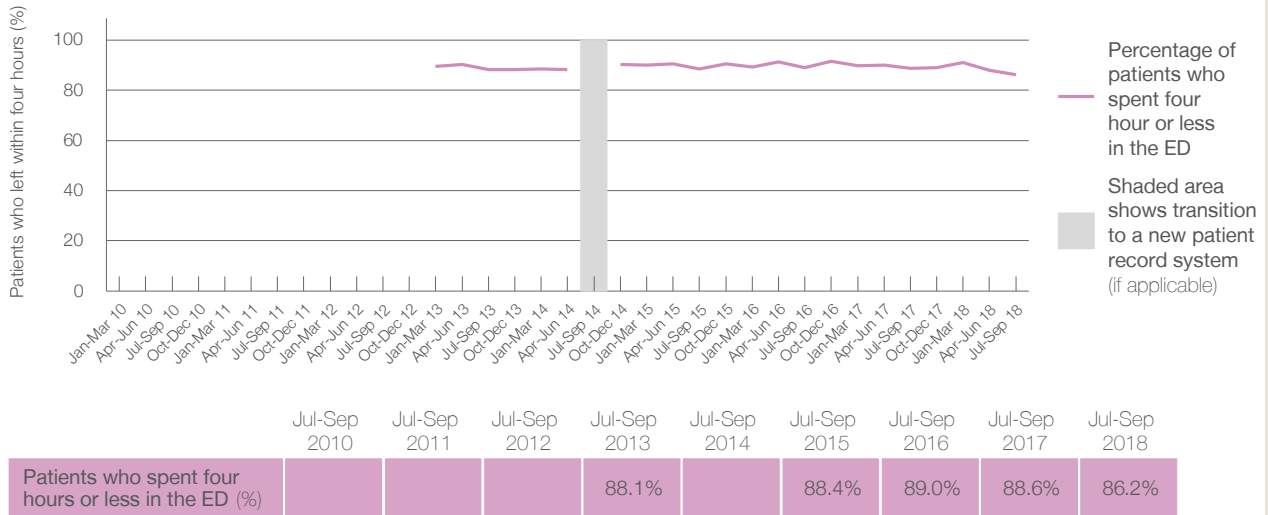
Presentations used to calculate time to leaving the ED: ⁶ 2,370 patients

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	2,262	5%
Presentations used to calculate time to leaving the ED	2,262	5%
Percentage of patients who spent four hours or less in the ED	88.6%	

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



* 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*.

§ 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*.

- 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, January to March 2018*.
- 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 5,621 patients
Emergency presentations:² 5,388 patients

Same period last year	Change since one year ago
5,406	4%
5,116	5%

Griffith Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 708 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,202 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,928 patients

Median time to start treatment⁴  27 minutes
90th percentile time to start treatment⁵  122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 509 patients

Median time to start treatment⁴  45 minutes
90th percentile time to start treatment⁵  146 minutes

Same period last year	NSW (this period)
586	
6 minutes	8 minutes
18 minutes	28 minutes
2,181	
16 minutes	21 minutes
62 minutes	72 minutes
1,813	
24 minutes	26 minutes
113 minutes	105 minutes
500	
26 minutes	22 minutes
121 minutes	103 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 5,619 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
5,401	4%
76%	

* 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, January to March 2018*.
- 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.

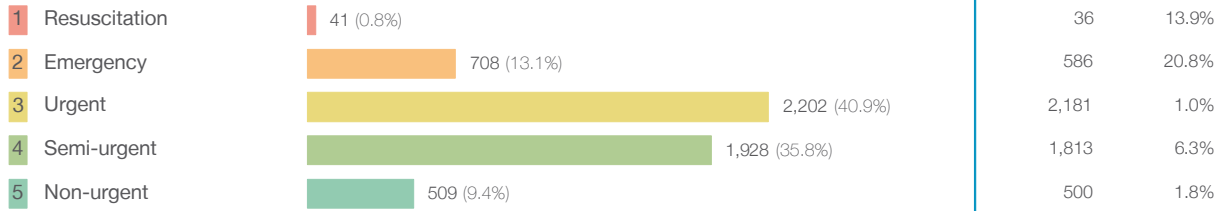
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

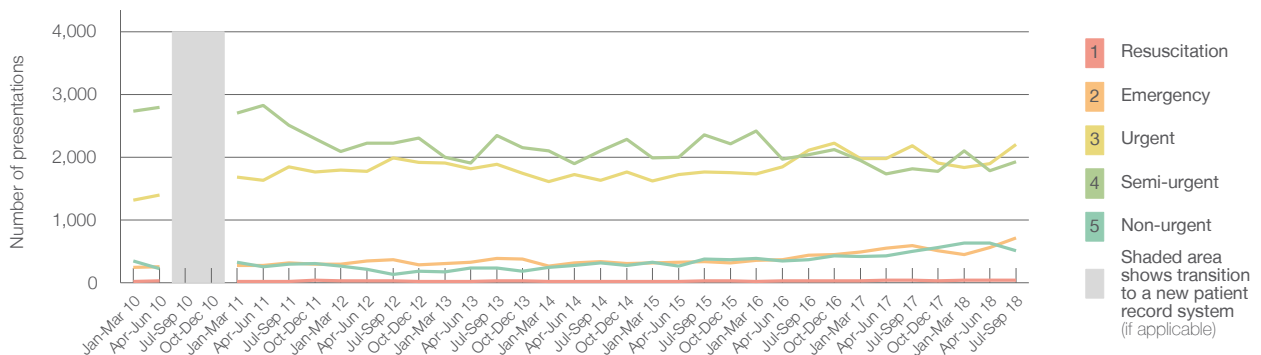
Griffith Base Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 5,621 patients

Emergency presentations² by triage category: 5,388 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		20	30	28	15	30	27	36	41
Emergency		312	365	387	339	333	434	586	708
Urgent		1,850	1,990	1,881	1,635	1,759	2,107	2,181	2,202
Semi-urgent		2,504	2,222	2,341	2,101	2,356	2,040	1,813	1,928
Non-urgent		297	136	238	319	376	363	500	509
All emergency presentations		4,983	4,743	4,875	4,409	4,854	4,971	5,116	5,388

Griffith Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 800 patients

ED Transfer of care time



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Griffith Base Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 708

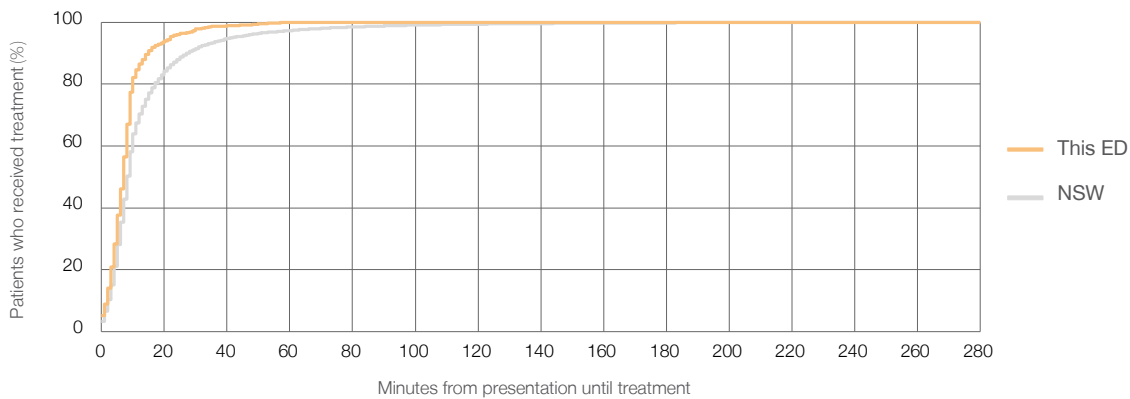
Number of triage 2 patients used to calculate waiting time:³ 705

Median time to start treatment⁴ 7 minutes

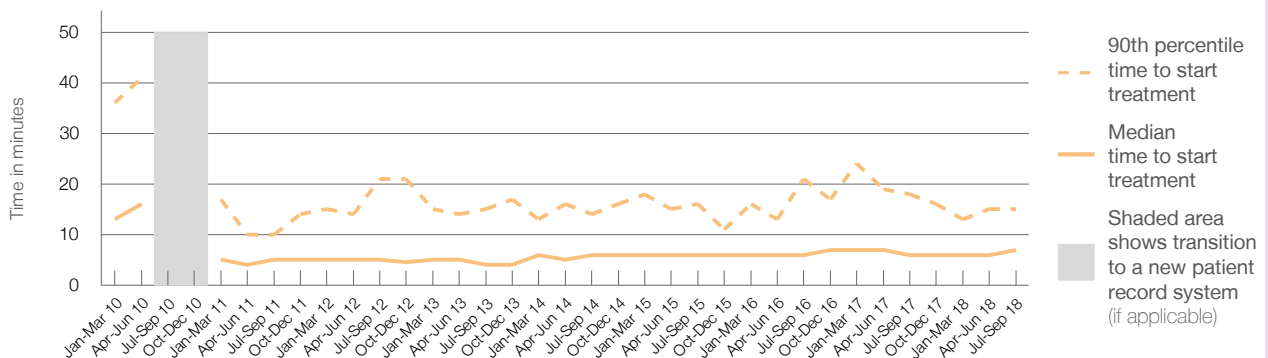
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
586	
581	
6 minutes	8 minutes
18 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		5	5	4	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)		10	21	15	14	16	21	18	15

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,202

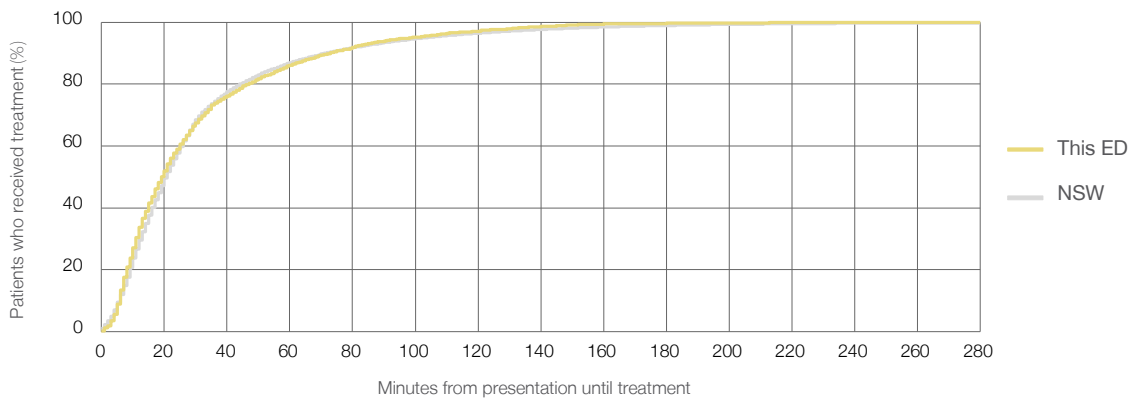
Number of triage 3 patients used to calculate waiting time:³ 2,154

Median time to start treatment⁴ 19 minutes

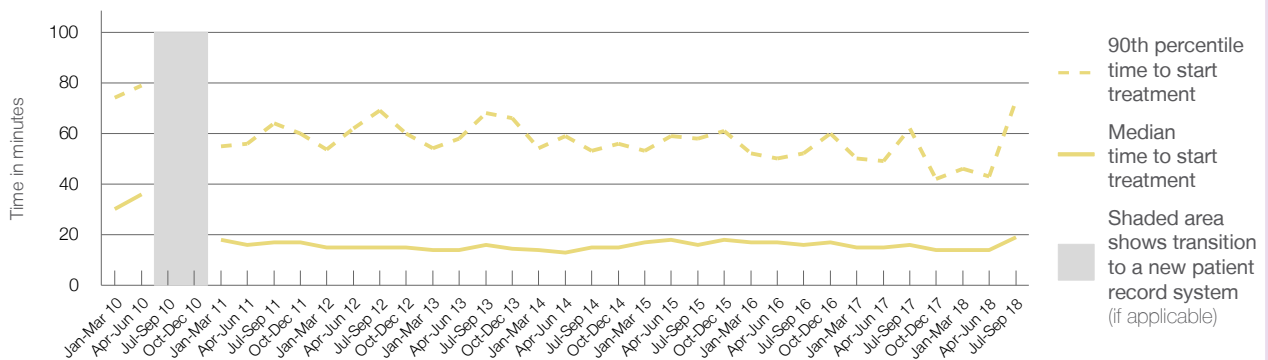
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,181	
2,133	
16 minutes	21 minutes
62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		17	15	16	15	16	16	16	19
90th percentile time to start treatment ⁵ (minutes)		64	69	68	53	58	52	62	73

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,928

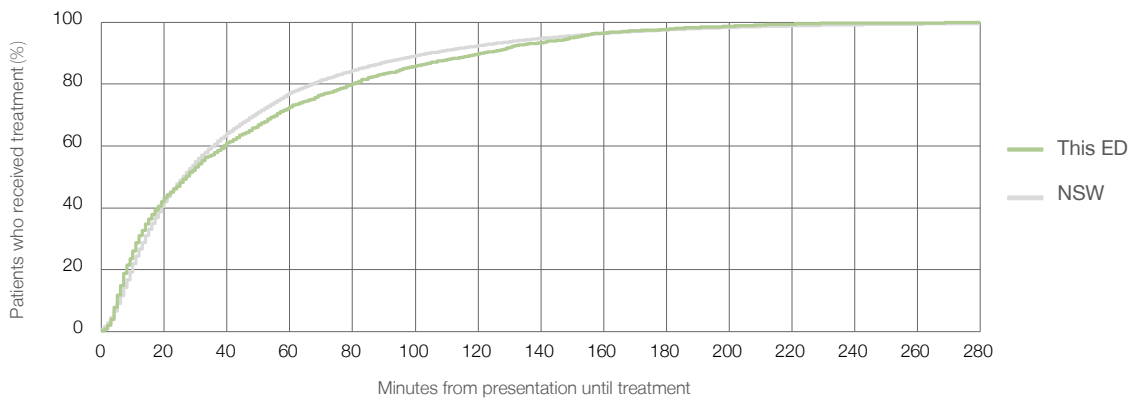
Number of triage 4 patients used to calculate waiting time:³ 1,787

Median time to start treatment⁴ 27 minutes

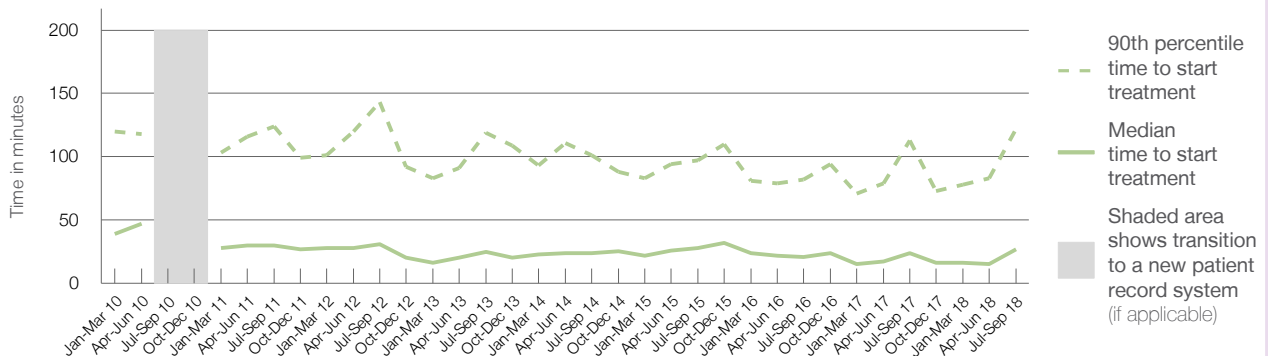
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,813	1,703
24 minutes	26 minutes
113 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		30	31	25	24	28	21	24	27
90th percentile time to start treatment ⁵ (minutes)		124	143	119	101	97	82	113	122

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 509

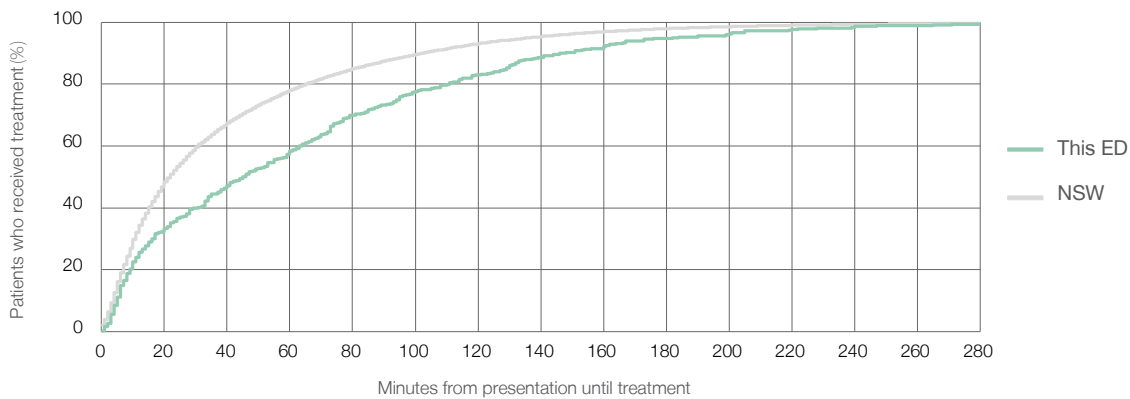
Number of triage 5 patients used to calculate waiting time:³ 421

Median time to start treatment⁴ 45 minutes

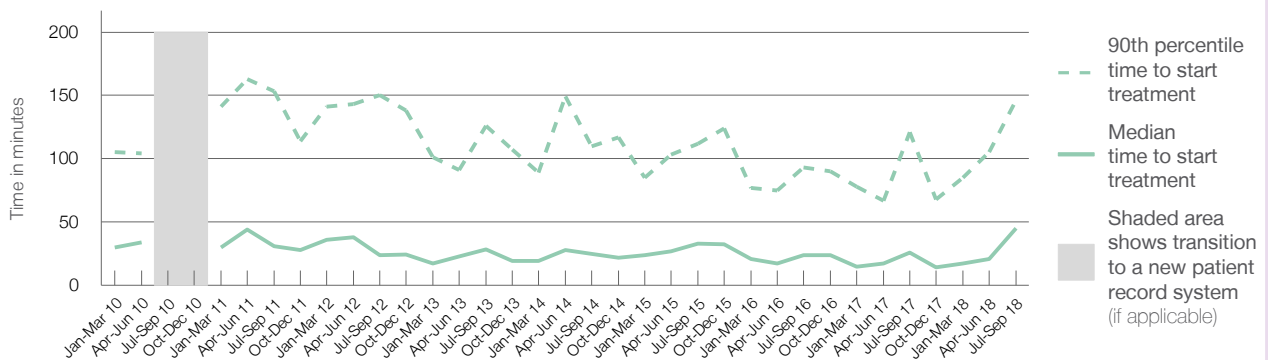
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
500	437
26 minutes	22 minutes
121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		31	24	29	25	33	24	26	45
90th percentile time to start treatment ⁵ (minutes)		153	150	126	110	112	93	121	146

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 5,621 patients

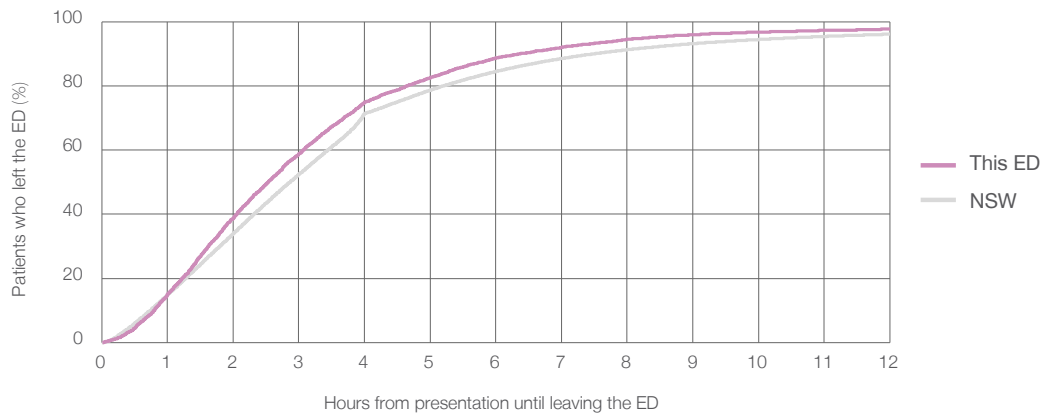
Presentations used to calculate time to leaving the ED:⁶ 5,619 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

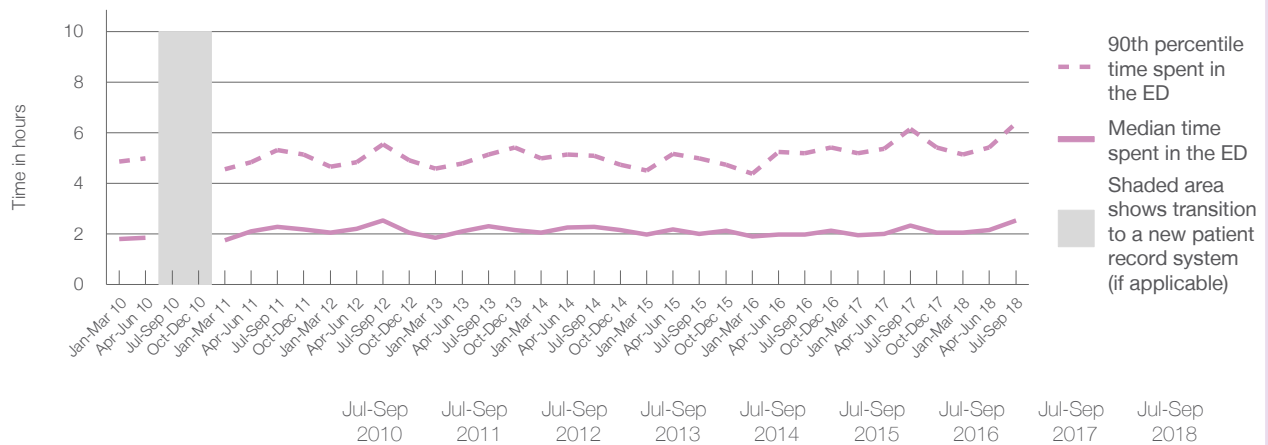
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
5,406	
5,401	
2 hours and 21 minutes	2 hours and 52 minutes
6 hours and 9 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 17m	2h 32m	2h 18m	2h 17m	2h 0m	1h 59m	2h 21m	2h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 20m	5h 33m	5h 8m	5h 6m	4h 59m	5h 11m	6h 9m	6h 23m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

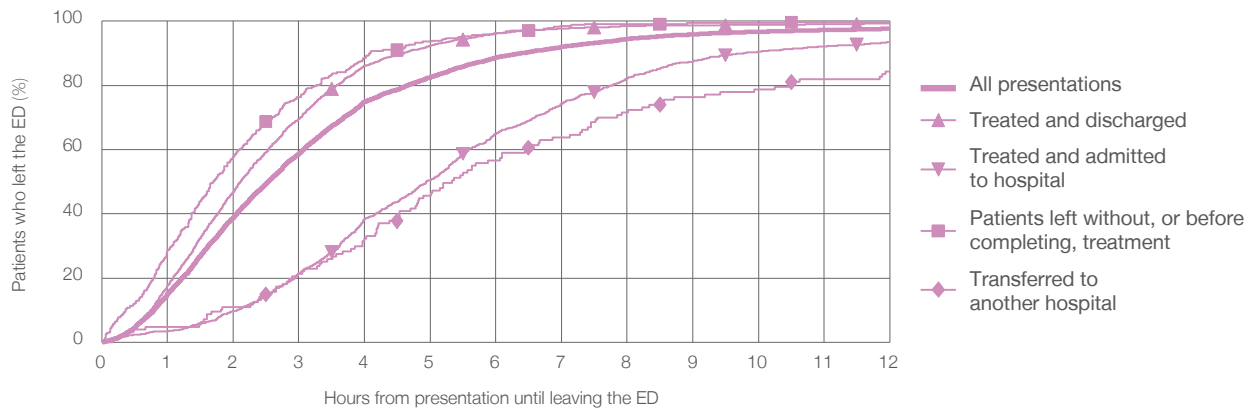
All presentations:¹ 5,621 patients

Presentations used to calculate time to leaving the ED:⁶ 5,619 patients

Treated and discharged	3,944 (70.2%)
Treated and admitted to hospital	1,192 (21.2%)
Patient left without, or before completing, treatment	346 (6.2%)
Transferred to another hospital	127 (2.3%)
Other	12 (0.2%)

Same period last year	Change since one year ago
5,401	4%
3,876	1.8%
1,164	2.4%
248	39.5%
99	28.3%
19	-36.8%

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



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	17.8%	46.8%	69.6%	86.0%	96.1%	98.5%	98.9%	99.2%
Treated and admitted to hospital	3.4%	9.7%	21.6%	38.5%	64.9%	82.2%	90.5%	93.5%
Patient left without, or before completing, treatment	28.6%	57.8%	76.3%	88.4%	96.2%	99.1%	99.4%	99.7%
Transferred to another hospital	4.7%	11.0%	21.3%	32.3%	56.7%	71.7%	78.7%	84.3%
All presentations	15.1%	38.9%	58.7%	74.9%	88.6%	94.5%	96.7%	97.7%

(†) 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.

Griffith Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 5,621 patients

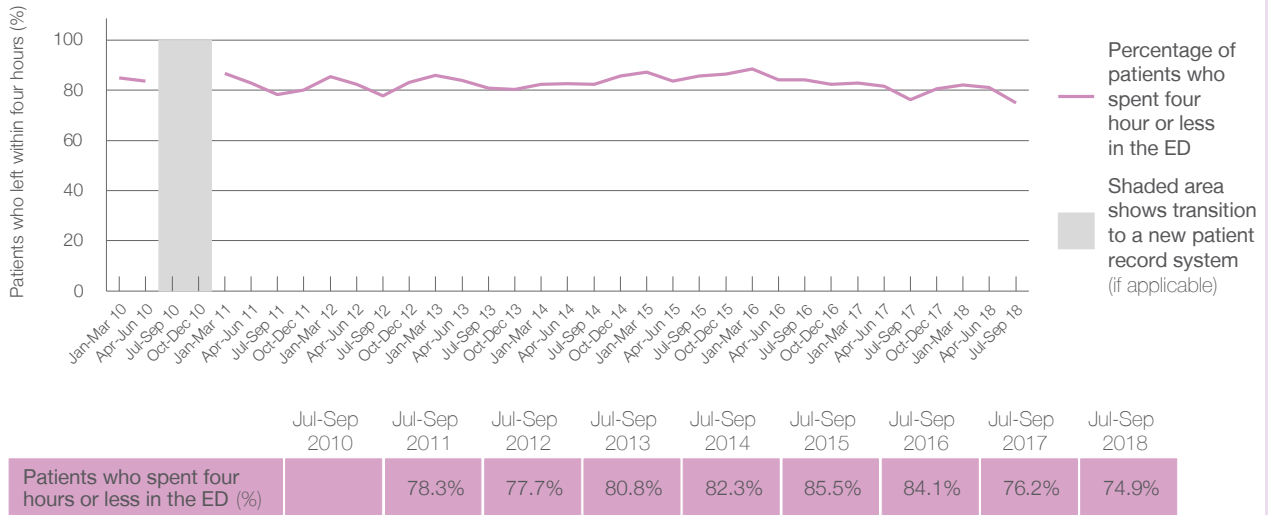
Presentations used to calculate time to leaving the ED: ⁶ 5,619 patients

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	5,406	4%
Presentations used to calculate time to leaving the ED	5,401	4%
Percentage of patients who spent four hours or less in the ED	76.2%	

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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Patients who spent four hours or less in the ED (%)		78.3%	77.7%	80.8%	82.3%	85.5%	84.1%	76.2%	74.9%

* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 11,103 patients



Emergency presentations:² 10,785 patients

Same period last year	Change since one year ago
10,631	4%
10,182	6%



Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 1,088 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,645 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,048 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 970 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  99 minutes

Same period last year	NSW (this period)
787	
6 minutes	8 minutes
15 minutes	28 minutes
4,437	
19 minutes	21 minutes
65 minutes	72 minutes
3,930	
28 minutes	26 minutes
102 minutes	105 minutes
991	
21 minutes	22 minutes
102 minutes	103 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 11,100 patients

Percentage of patients who spent four hours or less in the ED  67%

Same period last year	Change since one year ago
10,630	4%
64%	

* 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, January to March 2018*.
- 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 16 October 2018).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department July to September 2018

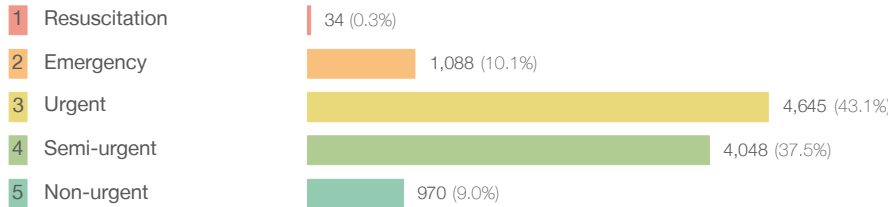
All presentations:¹ 11,103 patients

Same period last year
Change since one year ago

10,631 4%

Emergency presentations² by triage category: 10,785 patients

10,182 6%



37 -8.1%

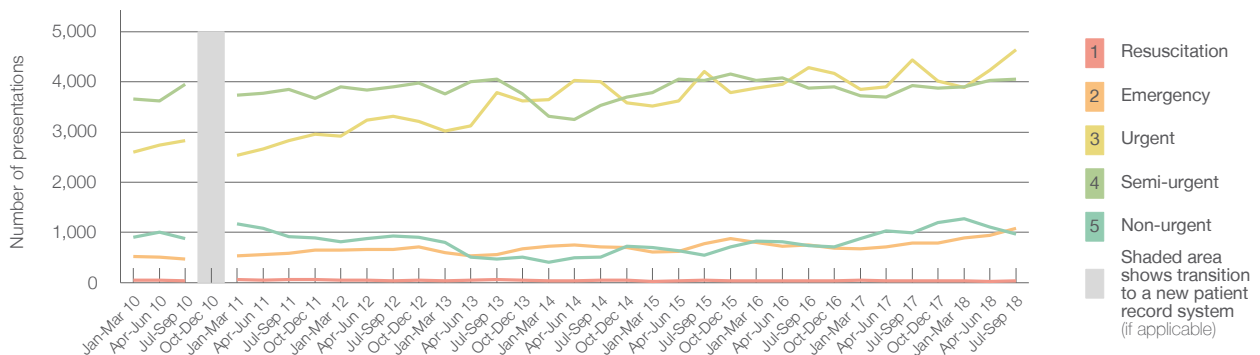
787 38.2%

4,437 4.7%

3,930 3.0%

991 -2.1%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	36	63	37	59	46	47	32	37	34
Emergency	473	587	660	560	712	770	750	787	1,088
Urgent	2,834	2,827	3,320	3,784	4,001	4,211	4,285	4,437	4,645
Semi-urgent	3,957	3,849	3,903	4,058	3,536	4,022	3,873	3,930	4,048
Non-urgent	872	918	928	476	508	545	736	991	970
All emergency presentations	8,172	8,244	8,848	8,937	8,803	9,595	9,676	10,182	10,785

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,506 patients

Same period last year
Change since one year ago

2,247

ED Transfer of care time

Median time 10 minutes

10 minutes 0 minutes

90th percentile time 24 minutes

23 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

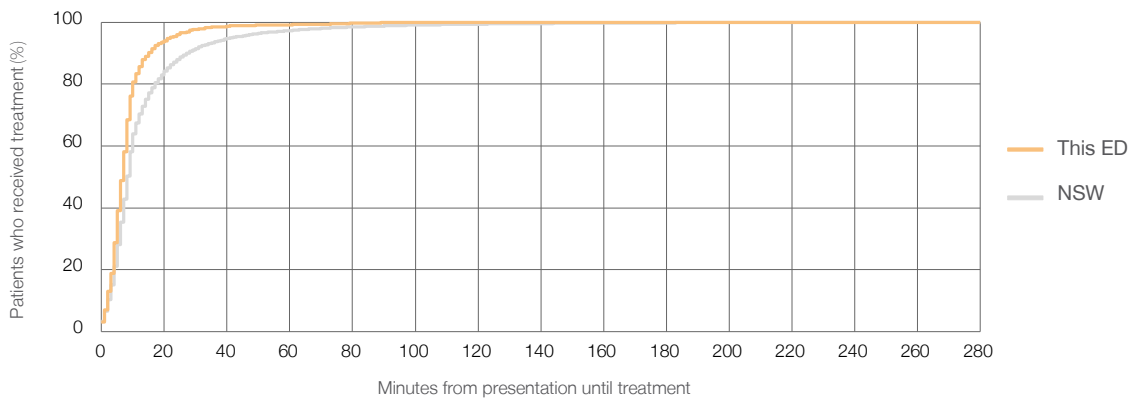
Number of triage 2 patients: 1,088

Number of triage 2 patients used to calculate waiting time:³ 1,087

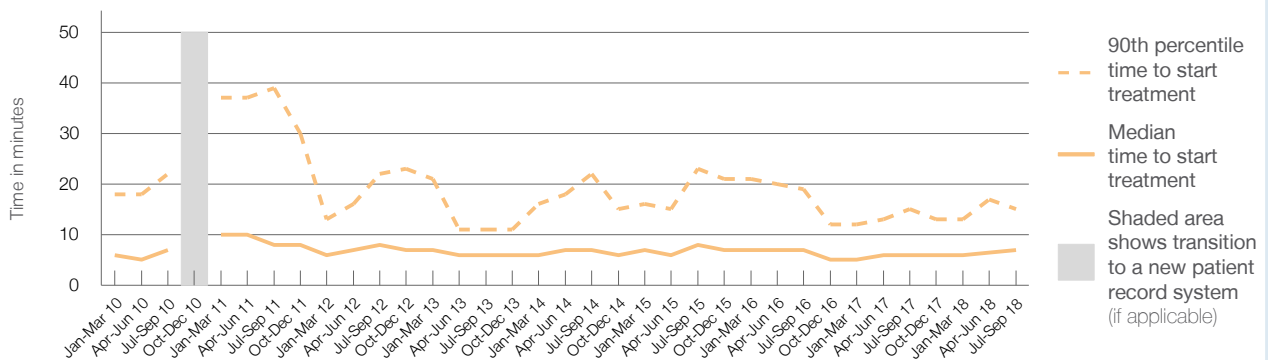
Median time to start treatment⁴ ■ 7 minutes
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
787	787
6 minutes	8 minutes
15 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	8	8	6	7	8	7	6	7
90th percentile time to start treatment ⁵ (minutes)	22	39	22	11	22	23	19	15	15

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 4,645

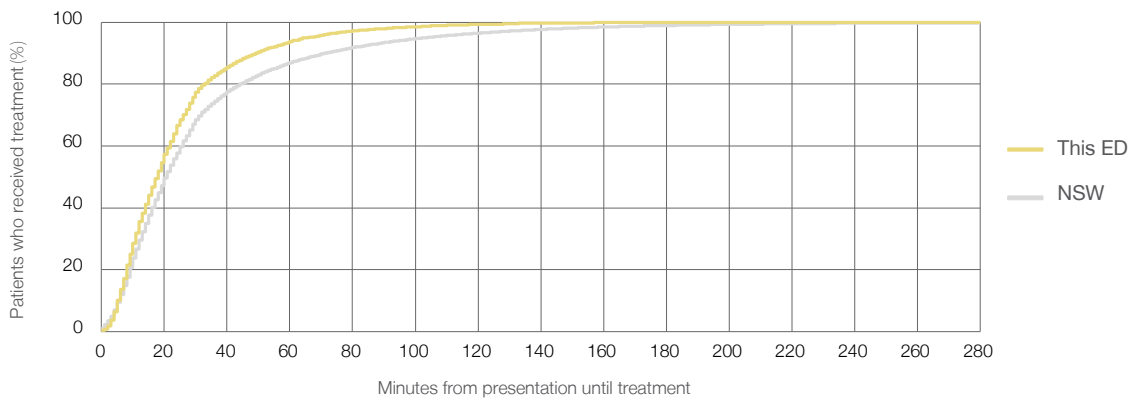
Number of triage 3 patients used to calculate waiting time:³ 4,570

Median time to start treatment⁴ 18 minutes

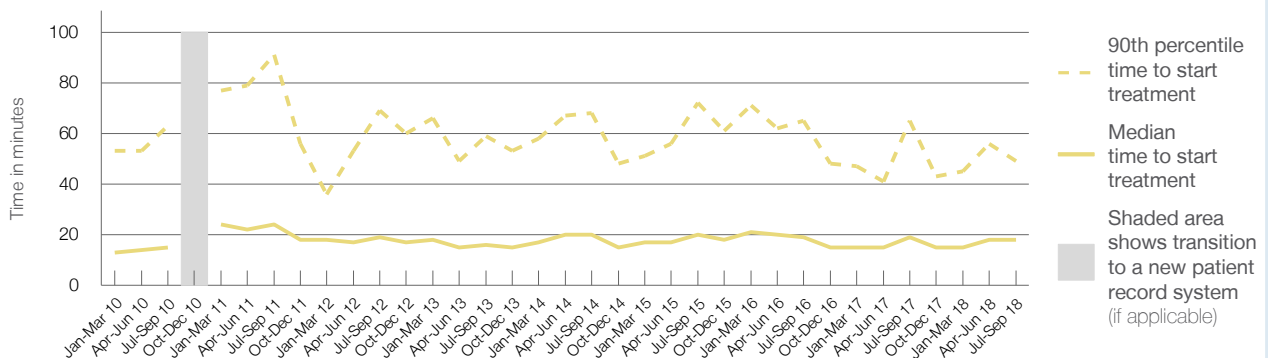
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
4,437	
4,364	
19 minutes	21 minutes
65 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	15	24	19	16	20	20	19	19	18
90th percentile time to start treatment ⁵ (minutes)	63	91	69	59	68	72	65	65	49

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,048

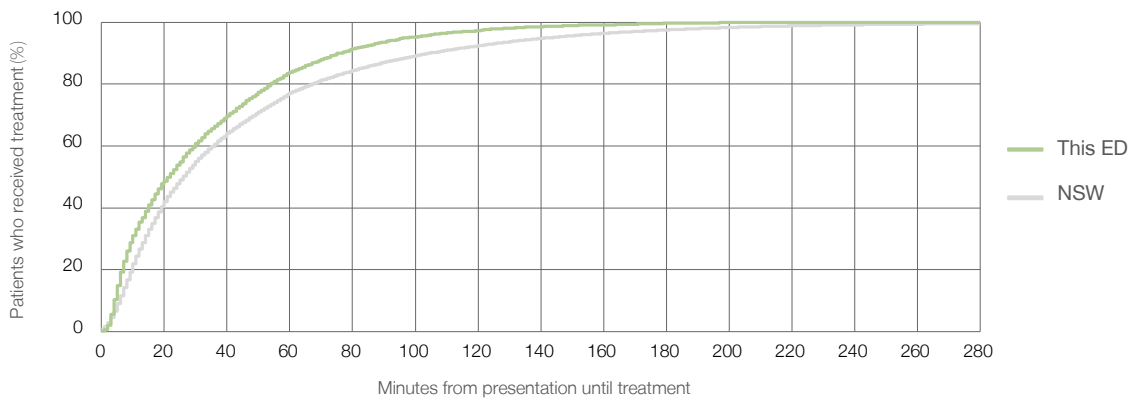
Number of triage 4 patients used to calculate waiting time:³ 3,878

Median time to start treatment⁴ 22 minutes

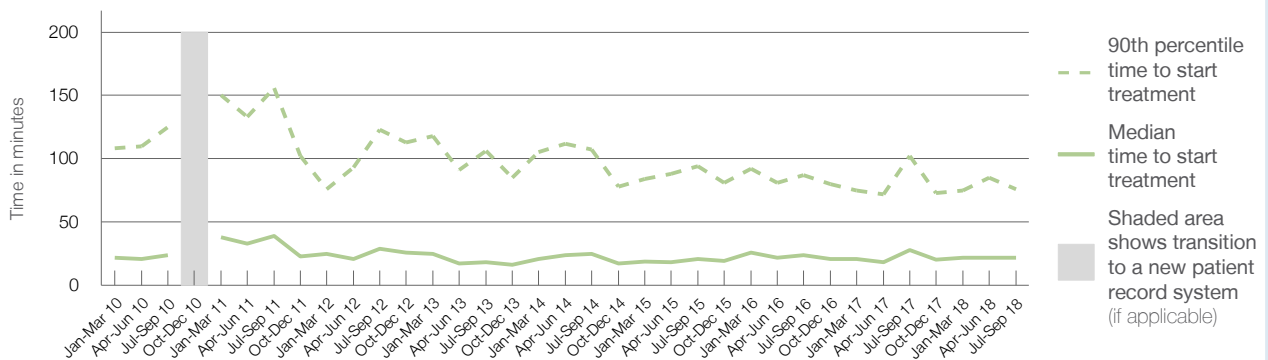
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
3,930	3,752
28 minutes	26 minutes
102 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	39	29	18	25	21	24	28	22
90th percentile time to start treatment ⁵ (minutes)	125	156	123	106	107	94	87	102	76

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 970

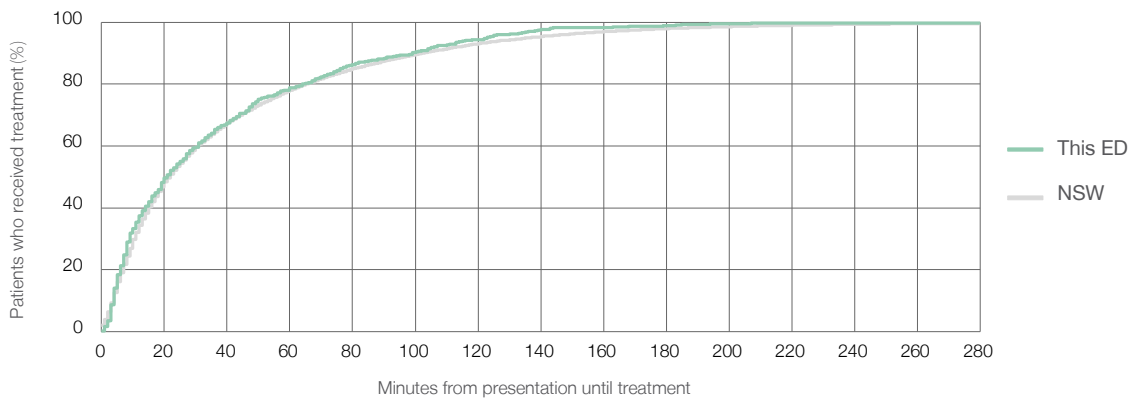
Number of triage 5 patients used to calculate waiting time:³ 879

Median time to start treatment⁴ 21 minutes

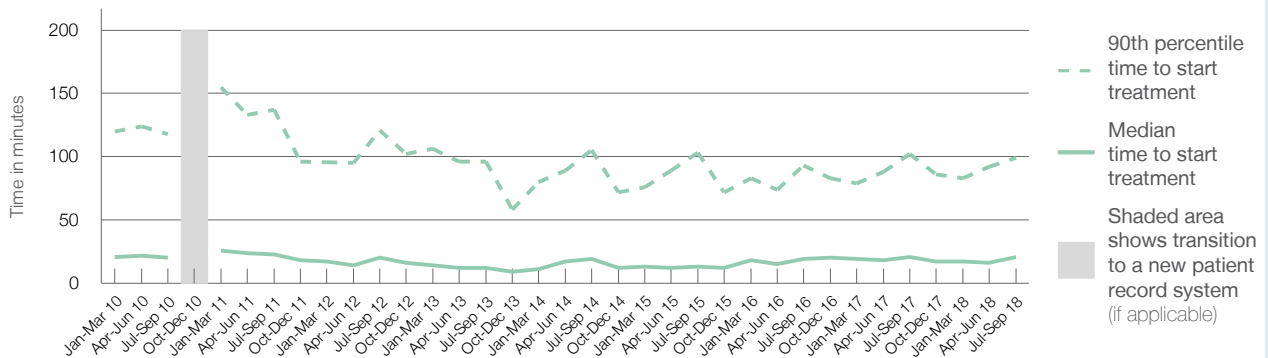
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
991	924
21 minutes	22 minutes
102 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	23	20	12	19	13	19	21	21
90th percentile time to start treatment ⁵ (minutes)	118	137	121	96	105	103	93	102	99

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 11,103 patients

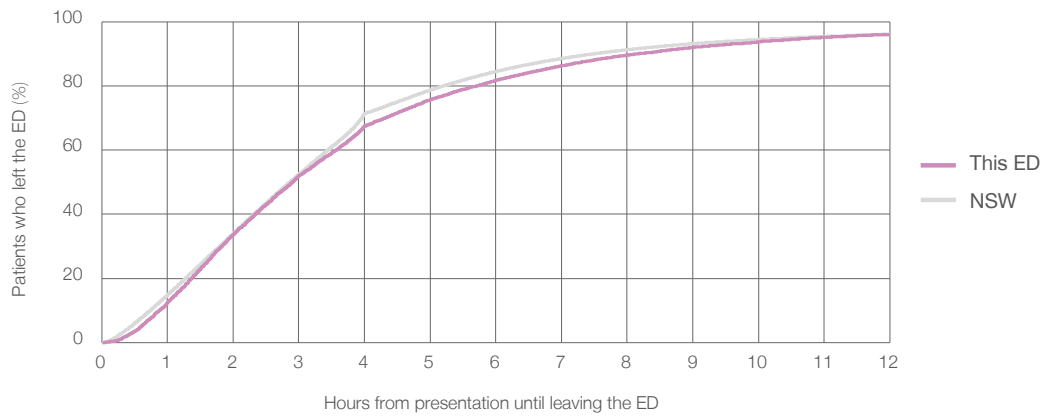
Presentations used to calculate time to leaving the ED:⁶ 11,100 patients

Median time spent in the ED⁸ 2 hours and 54 minutes

90th percentile time spent in the ED⁹ 8 hours and 10 minutes

Same period last year	NSW (this period)
10,631	
10,630	
2 hours and 59 minutes	2 hours and 52 minutes
8 hours and 51 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 17m	3h 59m	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m	2h 59m	2h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 53m	11h 58m	11h 11m	10h 22m	9h 37m	9h 9m	7h 25m	8h 51m	8h 10m

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED By mode of separation July to September 2018

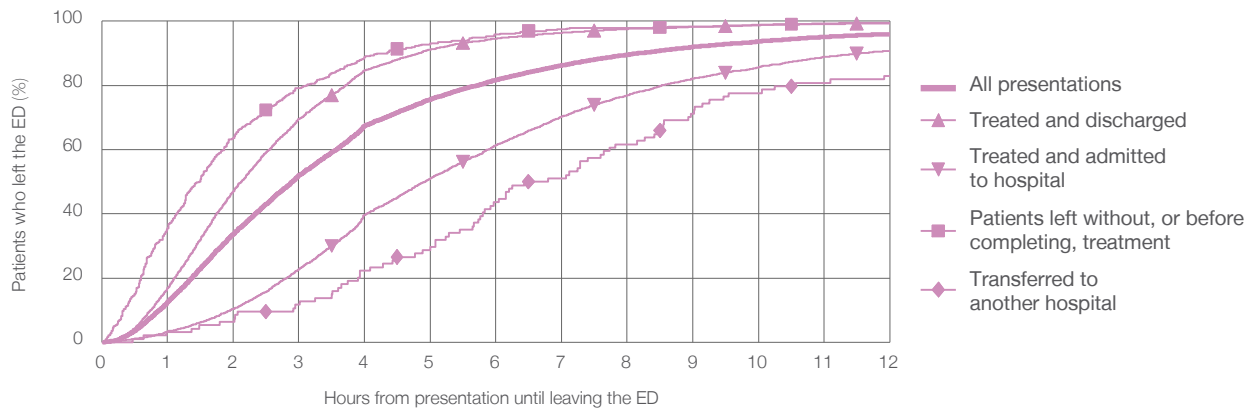
All presentations:¹ 11,103 patients

Presentations used to calculate time to leaving the ED:⁶ 11,100 patients

Treated and discharged	6,398 (57.6%)
Treated and admitted to hospital	4,156 (37.4%)
Patient left without, or before completing, treatment	431 (3.9%)
Transferred to another hospital	94 (0.8%)
Other	24 (0.2%)

Same period last year	Change since one year ago
10,630	4%
6,330	1.1%
3,808	9.1%
428	0.7%
49	91.8%
16	50.0%

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



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	17.0%	47.1%	69.6%	84.7%	94.6%	97.6%	98.8%	99.3%
Treated and admitted to hospital	3.3%	10.3%	22.8%	39.7%	61.3%	76.9%	85.7%	90.8%
Patient left without, or before completing, treatment	35.5%	63.6%	79.1%	88.9%	95.8%	97.9%	98.8%	99.5%
Transferred to another hospital	3.2%	6.4%	11.7%	22.3%	43.6%	61.7%	77.7%	83.0%
All presentations	12.6%	33.7%	52.0%	67.5%	81.7%	89.5%	93.7%	96.0%

(†) 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.

Wagga Wagga Rural Referral Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 11,103 patients

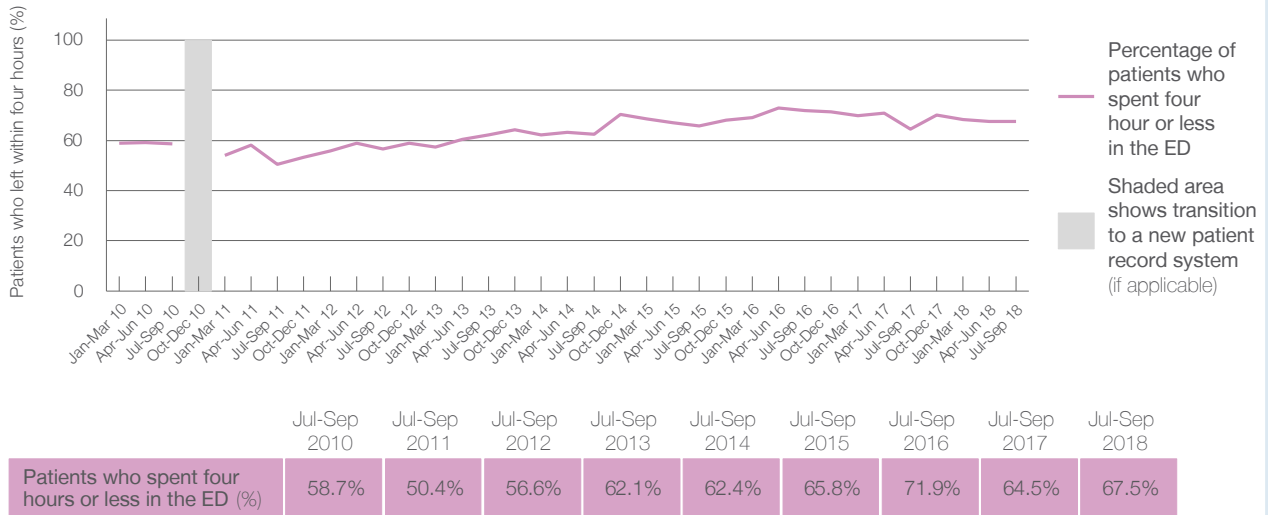
Presentations used to calculate time to leaving the ED: ⁶ 11,100 patients

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	10,631	4%
Presentations used to calculate time to leaving the ED	10,630	4%
Percentage of patients who spent four hours or less in the ED	64.5%	

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



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Young Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 1,957 patients
Emergency presentations:² 1,783 patients

Same period last year	Change since one year ago
2,270	-14%
2,108	-15%

Young Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 189 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 737 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 642 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 215 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
177	
6 minutes	8 minutes
15 minutes	28 minutes
886	
8 minutes	21 minutes
30 minutes	72 minutes
862	
8 minutes	26 minutes
35 minutes	105 minutes
178	
6 minutes	22 minutes
47 minutes	103 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,956 patients

Percentage of patients who spent four hours or less in the ED 94%

Same period last year	Change since one year ago
2,270	-14%
95%	

* 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, January to March 2018*.
- 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.

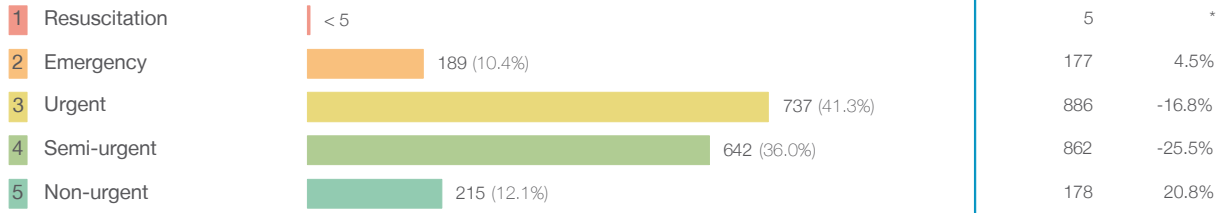
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

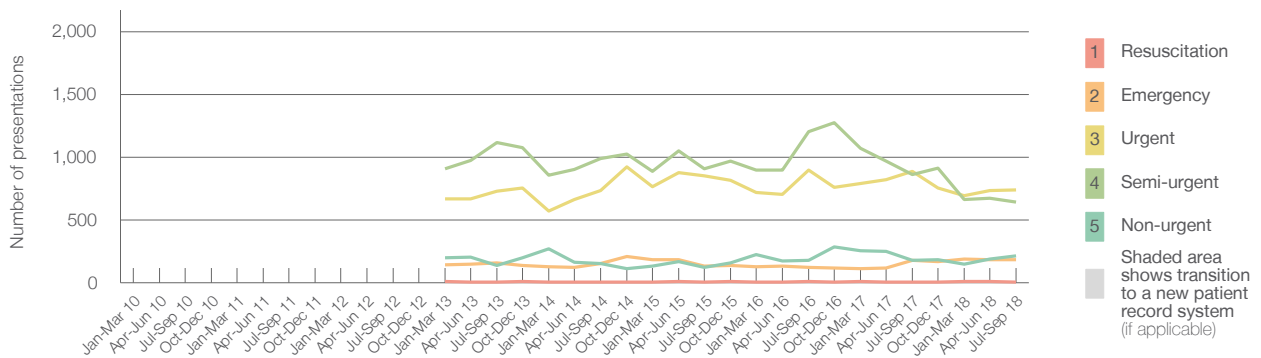
Young Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 1,957 patients

Emergency presentations² by triage category: 1,783 patients



Emergency presentations² by quarter, January 2010 to September 2018 ^{† §}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation				< 5	< 5	6	10	5	< 5
Emergency				163	154	133	123	177	189
Urgent				727	732	853	897	886	737
Semi-urgent				1,118	991	907	1,205	862	642
Non-urgent				138	151	123	179	178	215
All emergency presentations				2,146	2,028	2,022	2,414	2,108	1,783

Young Health Service: Patients arriving by ambulance July to September 2018

ED Transfer of care time is not currently available for this hospital. ⁷

(†) 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.

Young Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 189

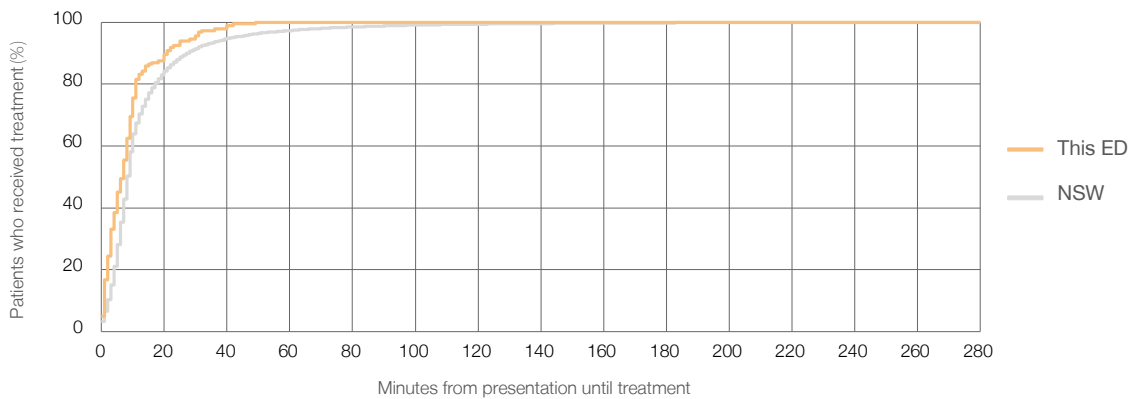
Number of triage 2 patients used to calculate waiting time:³ 184

Median time to start treatment⁴ 7 minutes

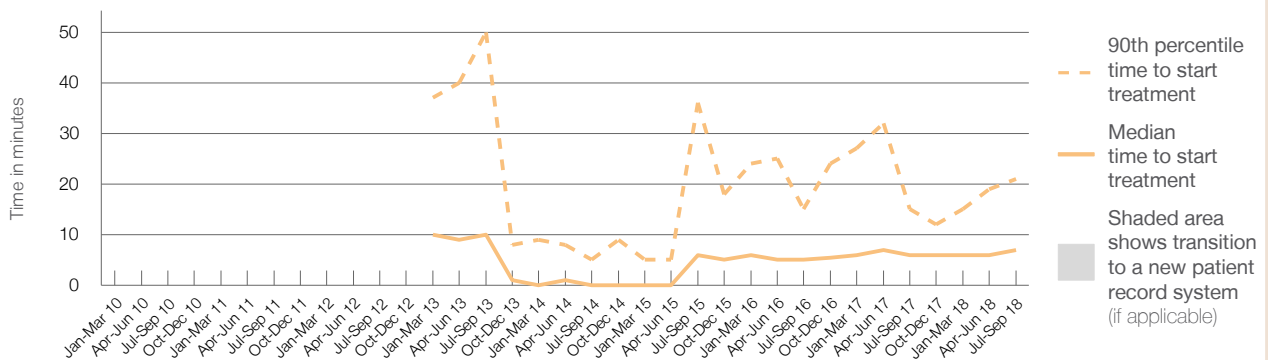
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
177	177
6 minutes	8 minutes
15 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				10	0	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)				50	5	36	15	15	21

(†) 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.

Young Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 737

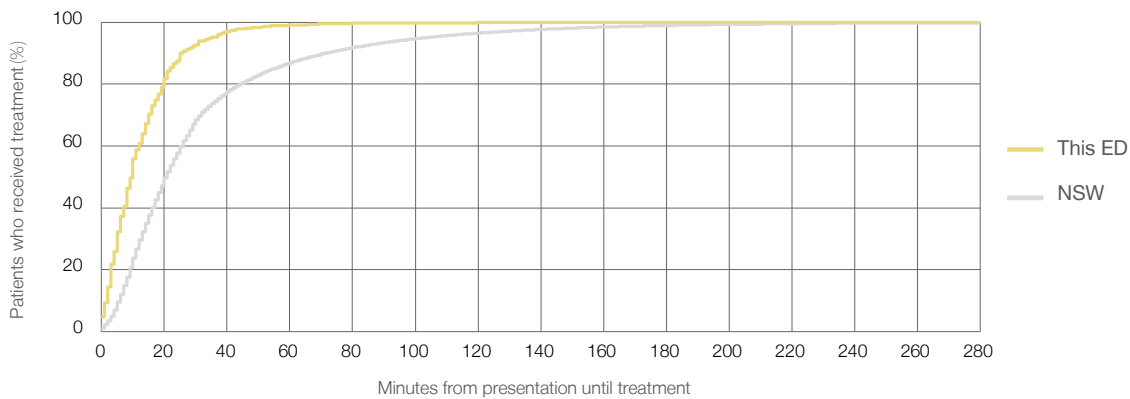
Number of triage 3 patients used to calculate waiting time:³ 731

Median time to start treatment⁴ 10 minutes

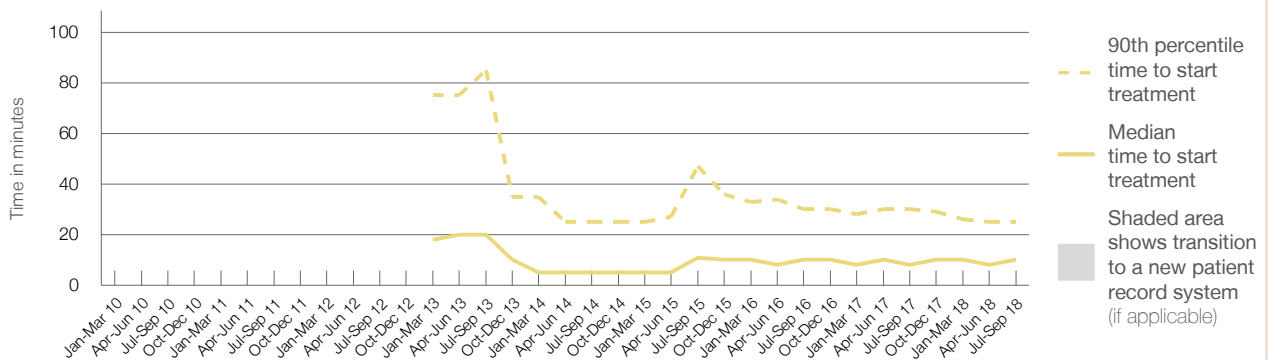
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
886	
885	
8 minutes	21 minutes
30 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				20	5	11	10	8	10
90th percentile time to start treatment ⁵ (minutes)				85	25	47	30	30	25

(†) 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.

Young Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 642

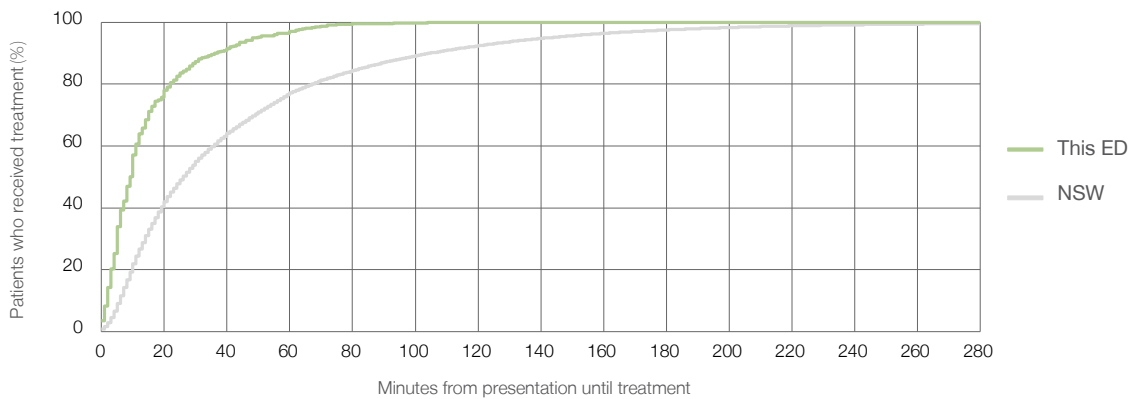
Number of triage 4 patients used to calculate waiting time:³ 623

Median time to start treatment⁴ 9 minutes

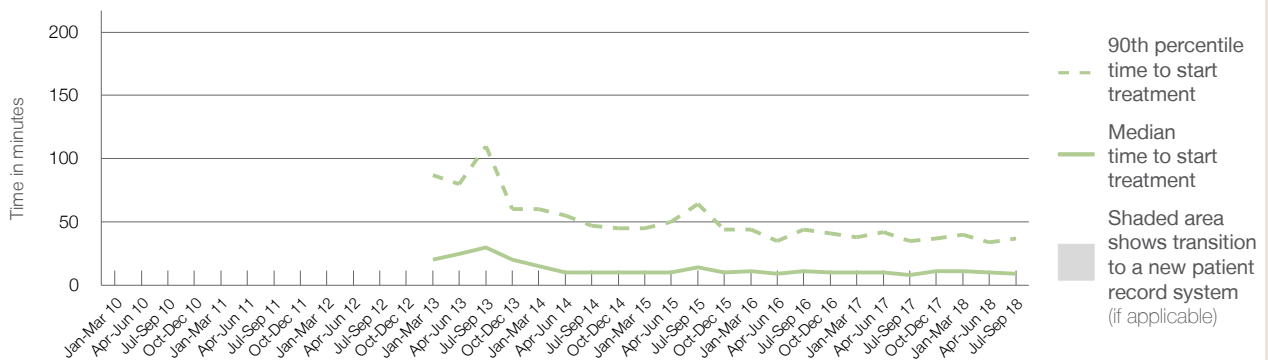
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
862	861
8 minutes	26 minutes
35 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				30	10	14	11	8	9
90th percentile time to start treatment ⁵ (minutes)				110	47	64	44	35	37

(†) 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.

Young Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 215

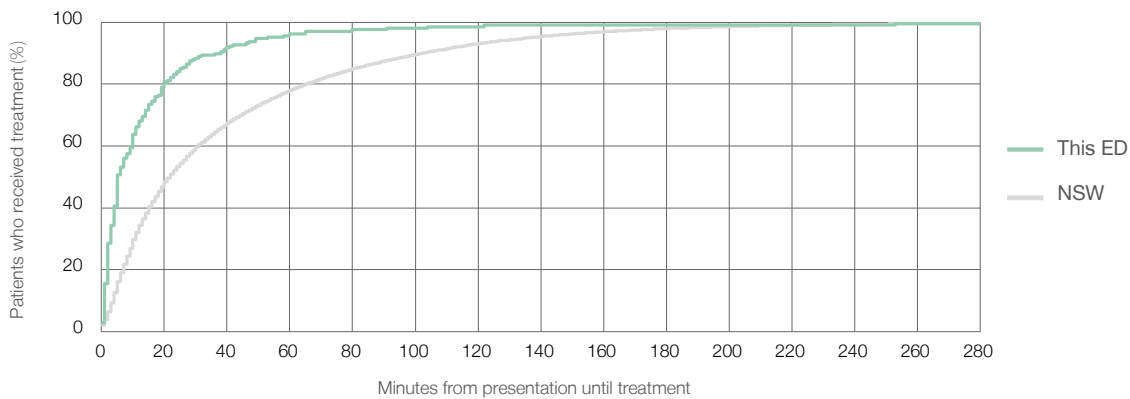
Number of triage 5 patients used to calculate waiting time:³ 207

Median time to start treatment⁴ 5 minutes

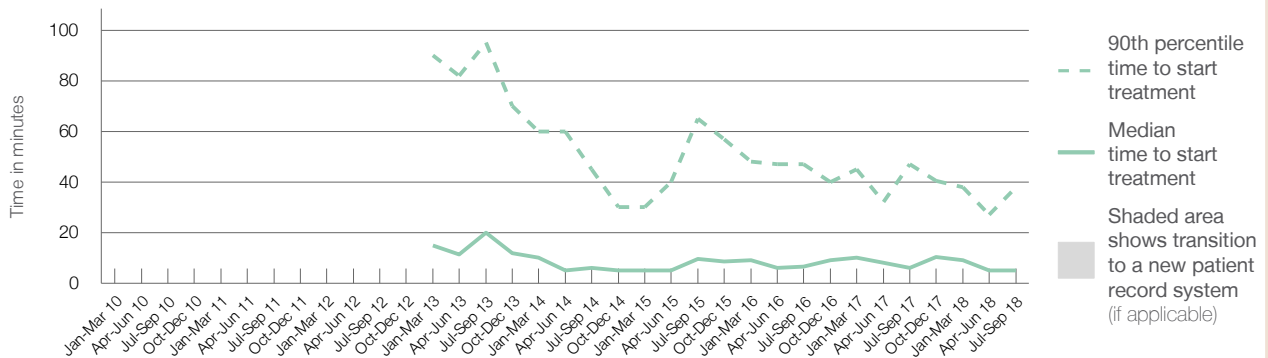
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
178	178
6 minutes	22 minutes
47 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)				20	6	10	7	6	5
90th percentile time to start treatment ⁵ (minutes)				95	45	65	47	47	38

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

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(§) 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.

Young Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,957 patients

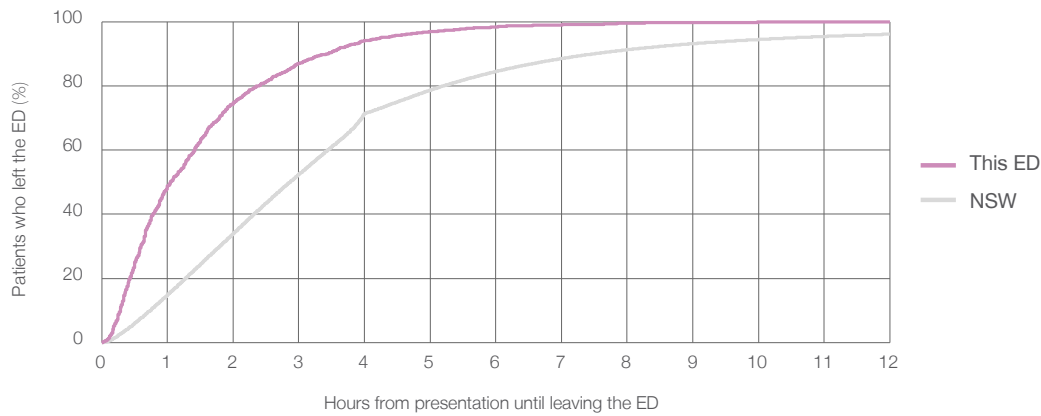
Presentations used to calculate time to leaving the ED:⁶ 1,956 patients

Median time spent in the ED⁸ 1 hours and 3 minutes

90th percentile time spent in the ED⁹ 3 hours and 26 minutes

Same period last year	NSW (this period)
2,270	2,270
1 hours and 6 minutes	2 hours and 52 minutes
3 hours and 4 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{††§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)				1h 20m	1h 25m	1h 9m	1h 6m	1h 6m	1h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 51m	3h 50m	3h 15m	2h 54m	3h 4m	3h 26m

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

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Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

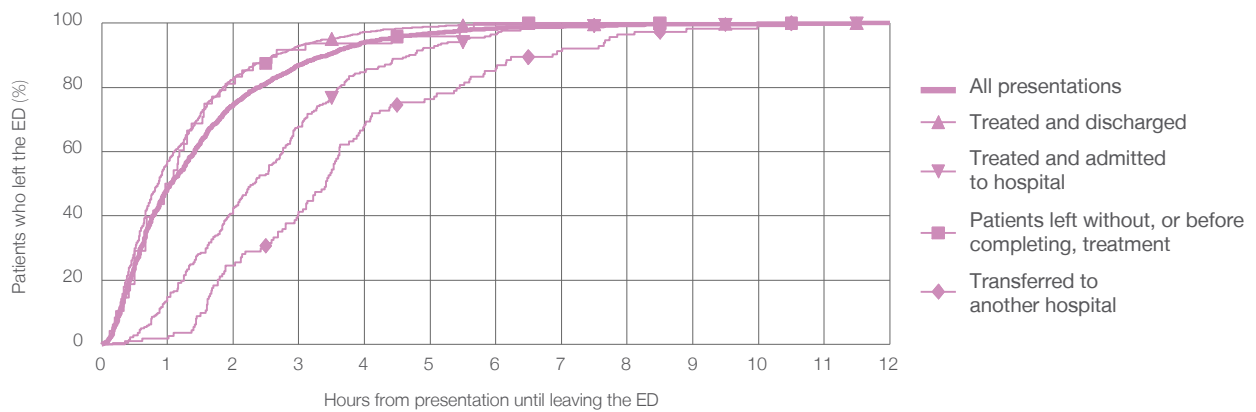
All presentations:¹ 1,957 patients

Presentations used to calculate time to leaving the ED:⁶ 1,956 patients

Treated and discharged	1,566 (80.0%)
Treated and admitted to hospital	224 (11.4%)
Patient left without, or before completing, treatment	48 (2.5%)
Transferred to another hospital	114 (5.8%)
Other	5 (0.3%)

	Same period last year	Change since one year ago
	2,270	-14%
Treated and discharged	1,810	-13.5%
Treated and admitted to hospital	310	-27.7%
Patient left without, or before completing, treatment	54	-11.1%
Transferred to another hospital	93	22.6%
Other	3	66.7%

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



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	56.9%	82.9%	93.0%	97.3%	99.4%	99.7%	99.9%	100%
Treated and admitted to hospital	14.7%	42.4%	67.9%	84.8%	96.4%	99.1%	99.6%	100%
Patient left without, or before completing, treatment	50.0%	81.3%	91.7%	93.8%	100%	100%	100%	100%
Transferred to another hospital	1.8%	24.6%	41.2%	68.4%	86.0%	96.5%	99.1%	100%
All presentations	48.8%	74.8%	87.0%	94.1%	98.3%	99.5%	99.8%	100%

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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.

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Young Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 1,957 patients

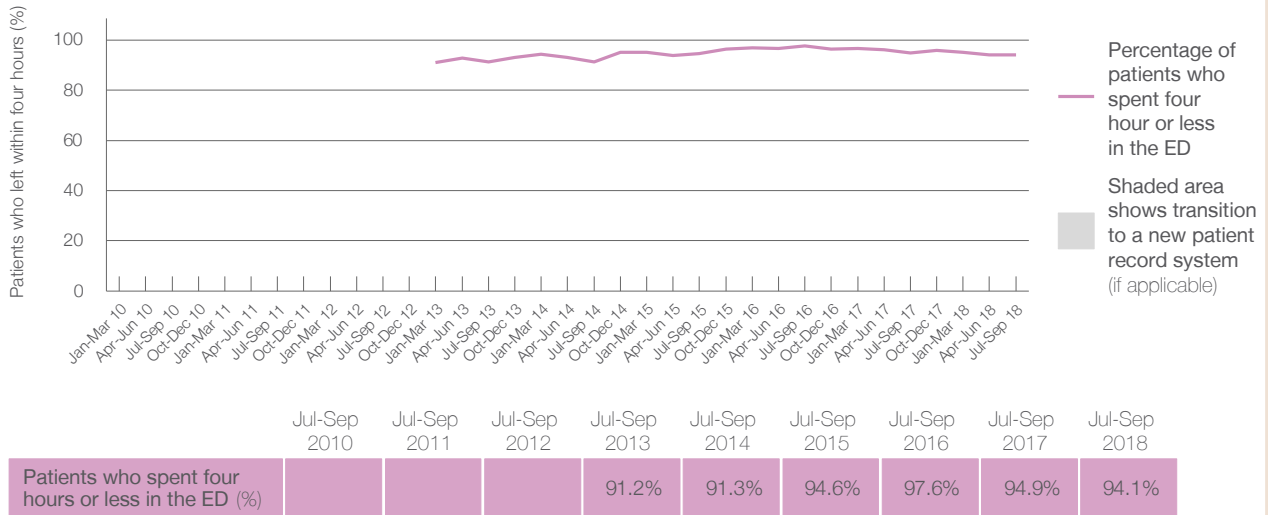
Presentations used to calculate time to leaving the ED: ⁶ 1,956 patients

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 1,957 patients	2,270	-14%
Presentations used to calculate time to leaving the ED: ⁶ 1,956 patients	2,270	-14%
Percentage of patients who spent four hours or less in the ED	94.9%	

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



* 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*.
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- 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.
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- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).