

## Forbes District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 2,358 patients  
Emergency attendances:<sup>2</sup> 1,831 patients

Same period last year	Change since one year ago
2,230	6%
1,773	3%

## Forbes District Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 93 patients

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

95th percentile time to start treatment<sup>5</sup> \*

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 291 patients

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

95th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 636 patients

Median time to start treatment<sup>4</sup> 25 minutes

95th percentile time to start treatment<sup>5</sup> 117 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 811 patients

Median time to start treatment<sup>4</sup> 22 minutes

95th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
77	
5 minutes	8 minutes
*	35 minutes
240	
15 minutes	20 minutes
54 minutes	99 minutes
603	
25 minutes	26 minutes
93 minutes	137 minutes
847	
21 minutes	23 minutes
118 minutes	135 minutes

## Forbes District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,357 patients

Percentage of patients who left the ED within four hours 94%

Same period last year	Change since one year ago
2,230	6%
96%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

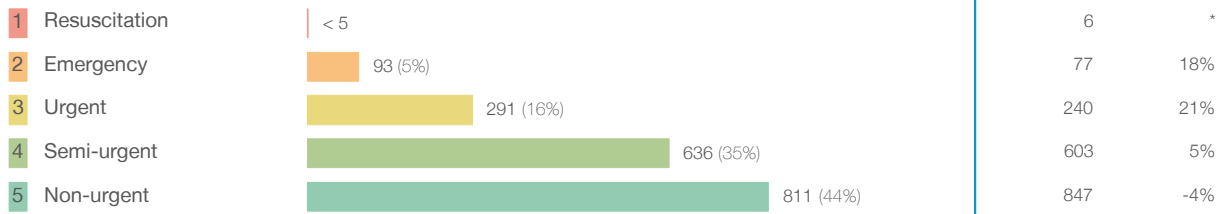
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Forbes District Hospital: Patients attending the emergency department January to March 2016

All attendances:<sup>1</sup> 2,358 patients

Emergency attendances<sup>2</sup> by triage category: 1,831 patients



Same period last year

2,230

6%

1,773

3%

6

\*

77

18%

240

21%

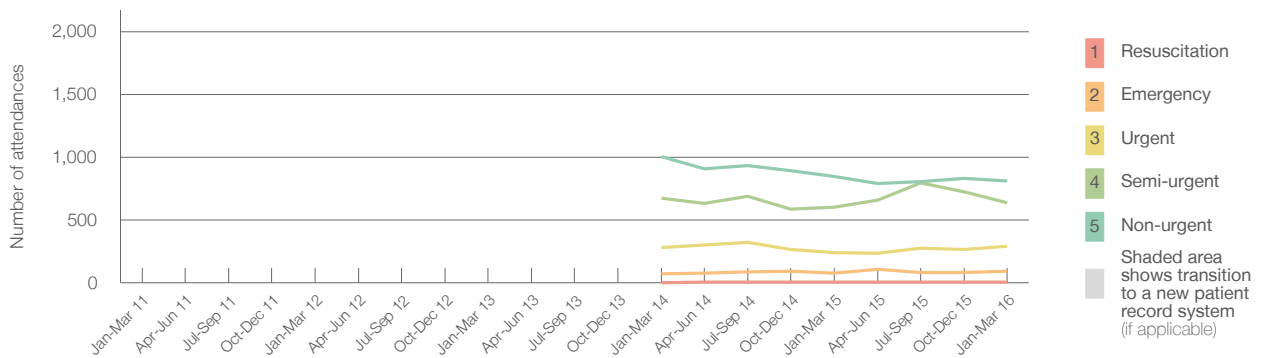
603

5%

847

-4%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡ §</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation				0	6	< 5
Emergency				70	77	93
Urgent				279	240	291
Semi-urgent				671	603	636
Non-urgent				1,003	847	811
All emergency attendances				2,023	1,773	1,831

## Forbes District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 180 patients

ED Transfer of care time<sup>§</sup>

Median time 20 minutes

95th percentile time 105 minutes

Same period last year

86 \*\*

21 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Forbes District Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 93

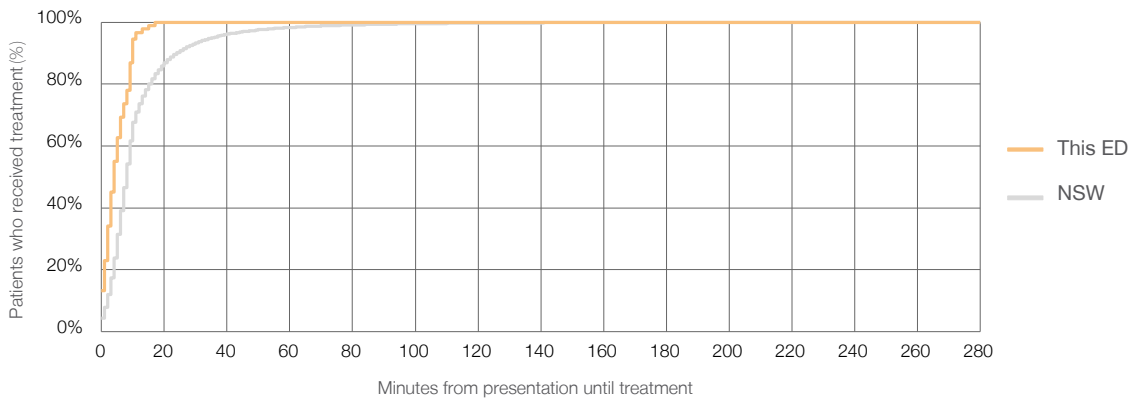
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 91

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

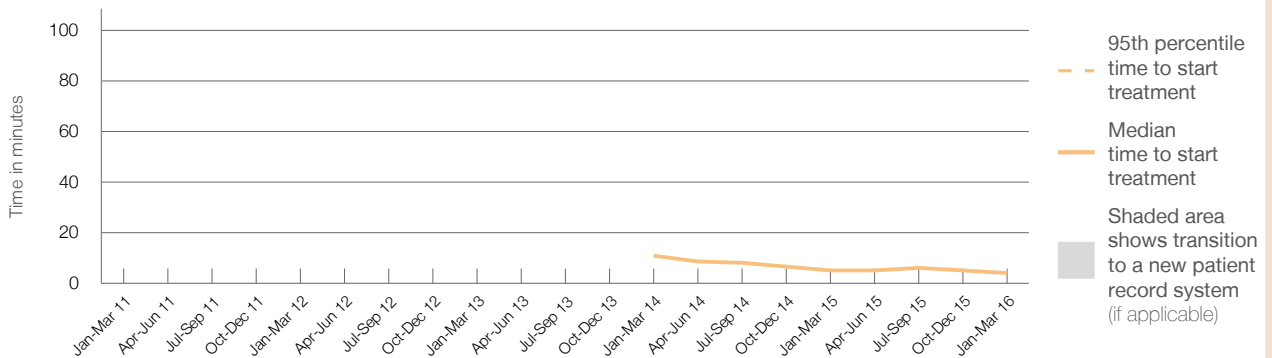
95th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
77	
76	
5 minutes	8 minutes
*	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)				11	5	4
95th percentile time to start treatment <sup>5</sup> (minutes)				*	*	*

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

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## Forbes District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 291

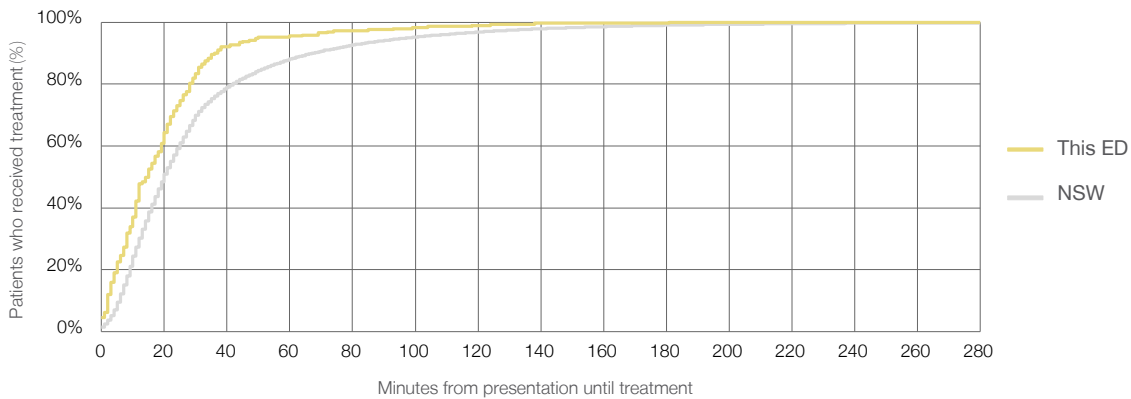
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 289

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

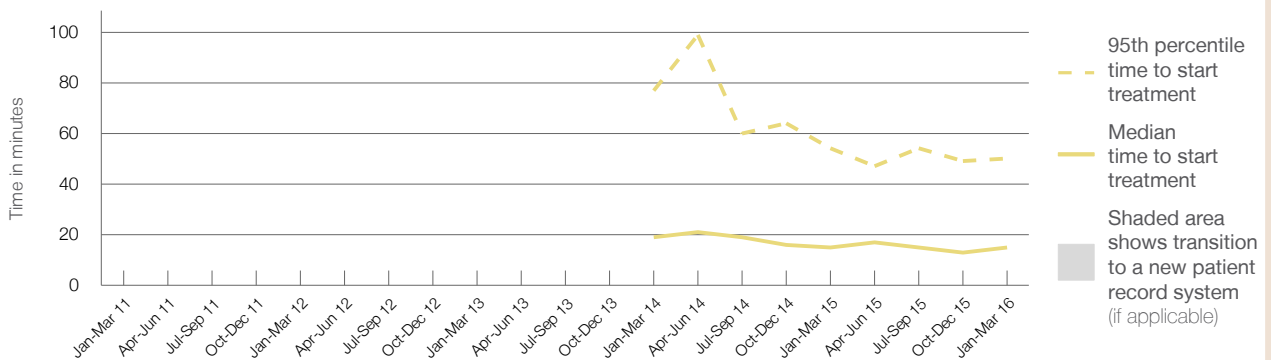
95th percentile time to start treatment<sup>5</sup> 50 minutes

	Same period last year	NSW (this period)
	240	
	236	
	15 minutes	20 minutes
	54 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)				19	15	15
95th percentile time to start treatment <sup>5</sup> (minutes)				77	54	50

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## Forbes District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 636

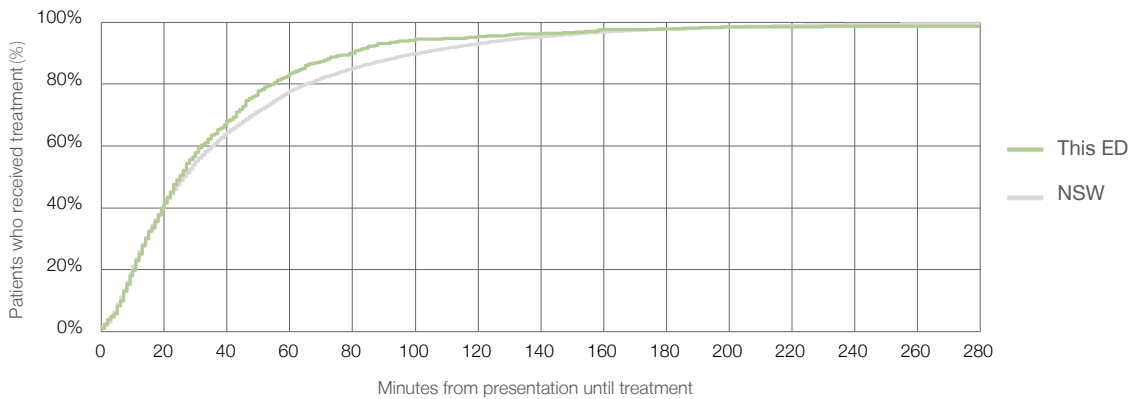
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 617

Median time to start treatment<sup>4</sup> 25 minutes

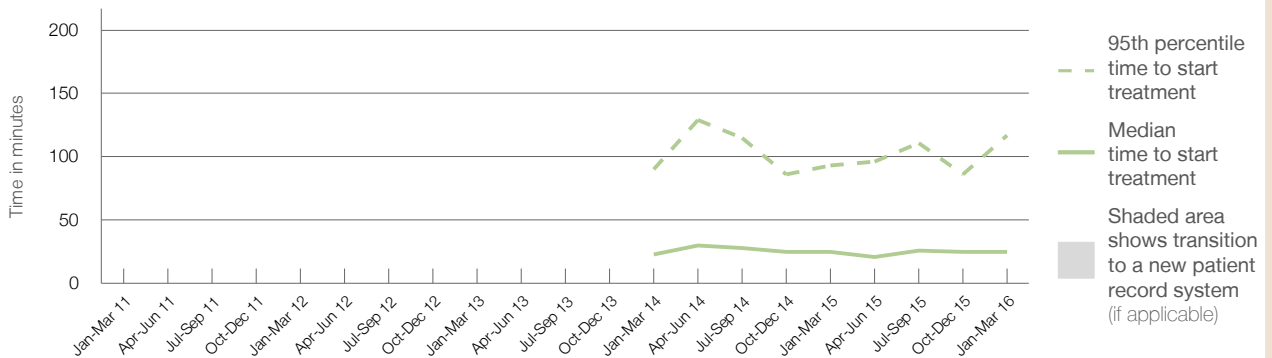
95th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
603	583
25 minutes	26 minutes
93 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)				23	25	25
95th percentile time to start treatment <sup>5</sup> (minutes)				90	93	117

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## Forbes District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 811

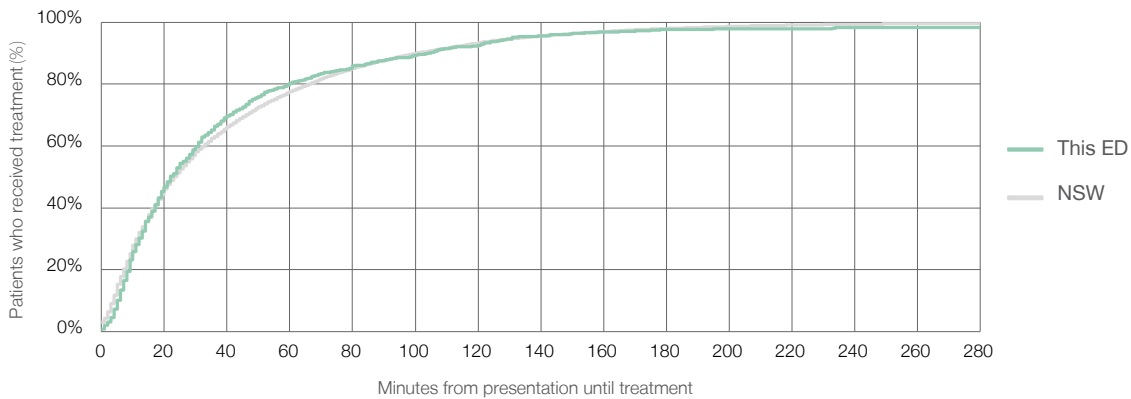
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 762

Median time to start treatment<sup>4</sup> 22 minutes

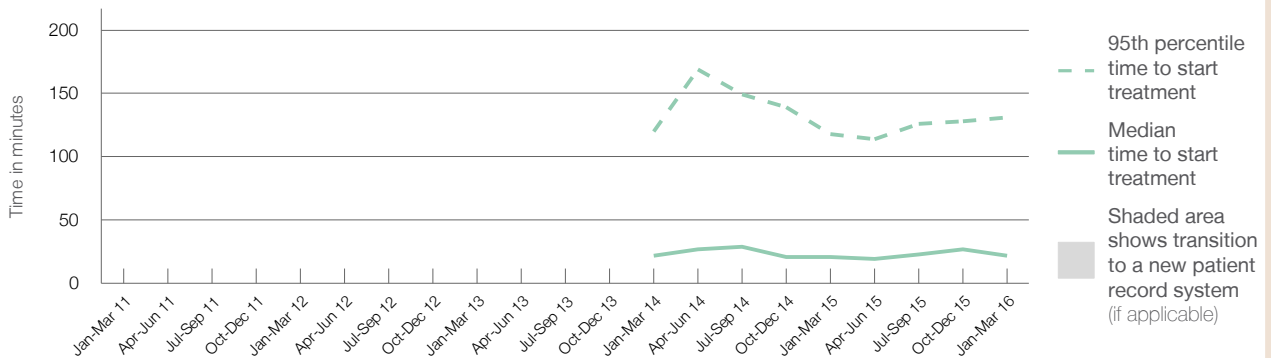
95th percentile time to start treatment<sup>5</sup> 131 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	847	786
Median time to start treatment <sup>4</sup>	21 minutes	23 minutes
95th percentile time to start treatment <sup>5</sup>	118 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)				22	21	22
95th percentile time to start treatment <sup>5</sup> (minutes)				120	118	131

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## Forbes District Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 2,358 patients

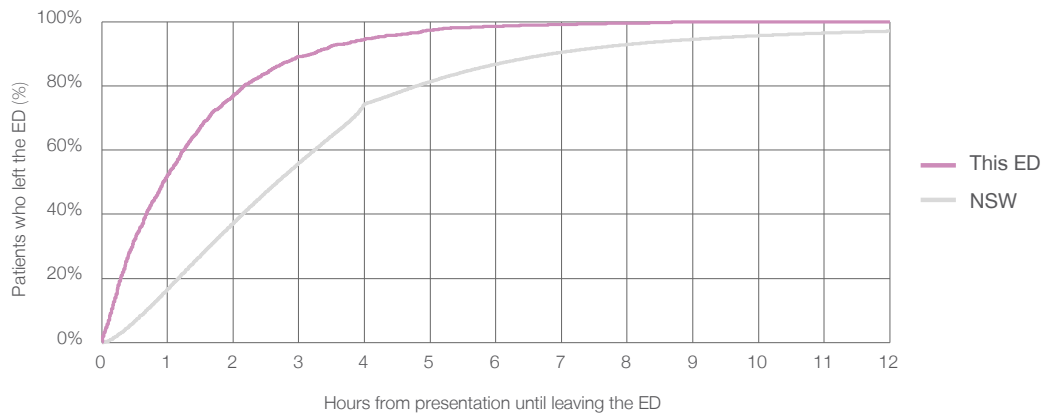
Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,357 patients

Median time to leaving the ED<sup>8</sup> 0 hours and 56 minutes

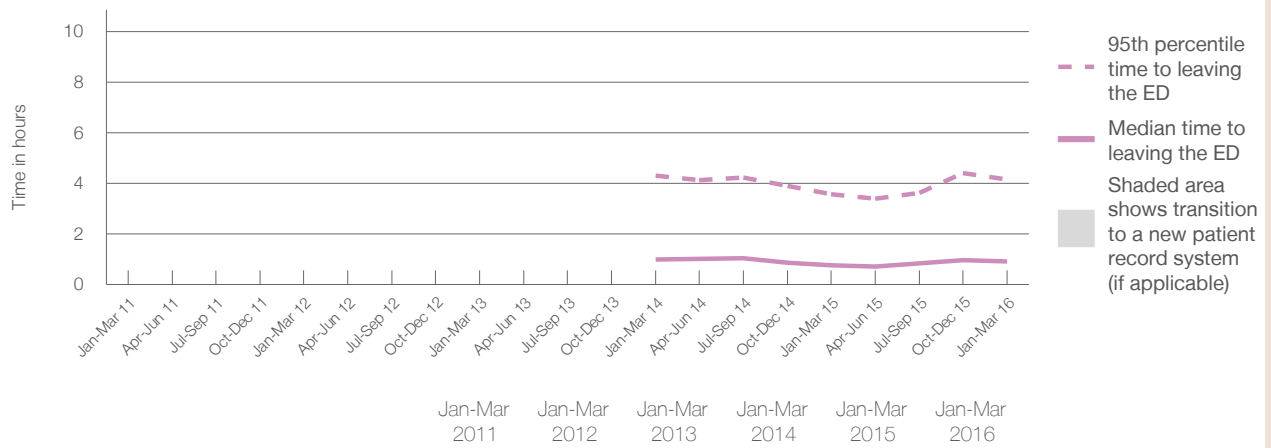
95th percentile time to leaving the ED<sup>9</sup> 4 hours and 10 minutes

Same period last year	NSW (this period)
2,230	2,230
0 hours and 46 minutes	2 hours and 40 minutes
3 hours and 35 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)				1h 0m	0h 46m	0h 56m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)				4h 18m	3h 35m	4h 10m

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

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**Forbes District Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

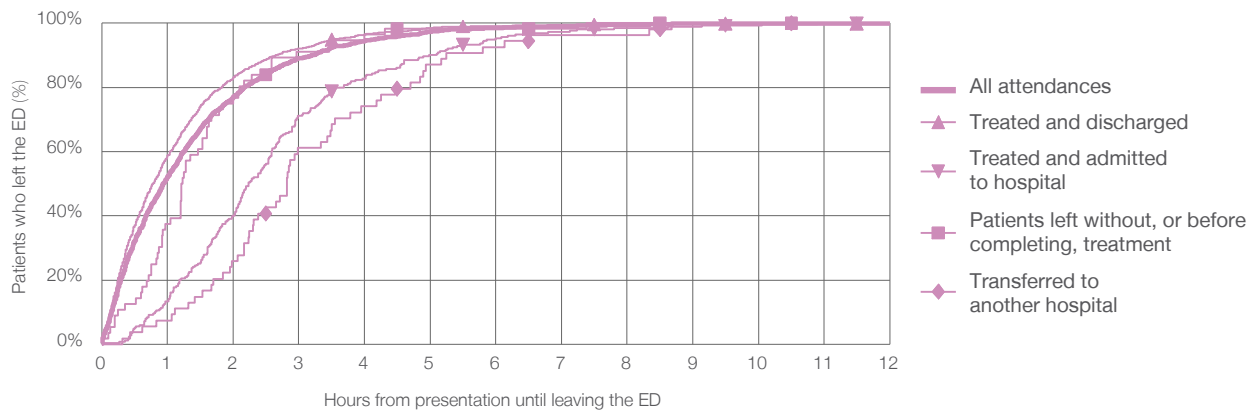
All attendances:<sup>1</sup> 2,358 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,357 patients

Treated and discharged	1,990 (84%)
Treated and admitted to hospital	254 (11%)
Patient left without, or before completing, treatment	56 (2%)
Transferred to another hospital	54 (2%)
Other	4 (0%)

	Same period last year	Change since one year ago
	2,230	6%
Treated and discharged	1,922	4%
Treated and admitted to hospital	200	27%
Patient left without, or before completing, treatment	57	-2%
Transferred to another hospital	47	15%
Other	4	0%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††§</sup>



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	59%	83%	92%	96%	99%	100%	100%	100%
Treated and admitted to hospital	13%	40%	71%	83%	95%	98%	99%	100%
Patient left without, or before completing, treatment	38%	77%	91%	96%	98%	100%	100%	100%
Transferred to another hospital	7%	26%	61%	74%	93%	96%	100%	100%
All attendances	52%	77%	89%	94%	99%	100%	100%	100%

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## Forbes District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: <sup>1</sup> 2,358 patients

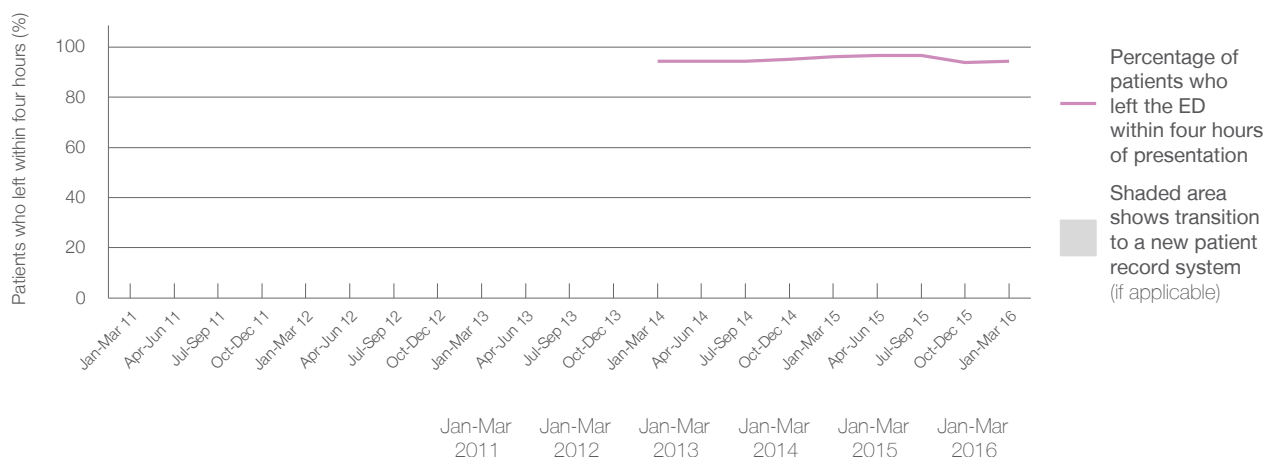
Attendances used to calculate time to leaving the ED: <sup>6</sup> 2,357 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	2,230	6%
Attendances used to calculate time to leaving the ED	2,230	6%
Percentage of patients who left the ED within four hours	96%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 <sup>†‡§</sup>



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	94%	96%	94%	96%	94%	94%

\* 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 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).