

Queanbeyan Health Service: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,621 patients
 Emergency attendances:² 4,476 patients

Same period last year	Change since one year ago
4,328	7%
4,189	7%

Queanbeyan Health Service: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 255 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,154 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,236 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 138 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 831 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
298	
9 minutes	8 minutes
42 minutes	35 minutes
1,100	
22 minutes	20 minutes
98 minutes	99 minutes
2,062	
29 minutes	26 minutes
165 minutes	137 minutes
729	
29 minutes	23 minutes
182 minutes	135 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,621 patients

Percentage of patients who left the ED within four hours 83%

Same period last year	Change since one year ago
4,328	7%
77%	

* 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.

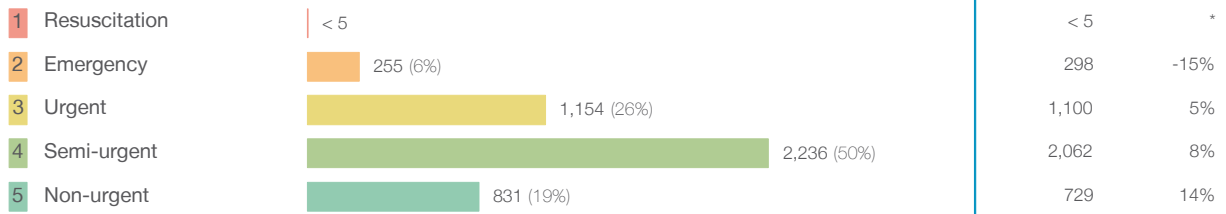
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Queanbeyan Health Service: Patients attending the emergency department January to March 2016

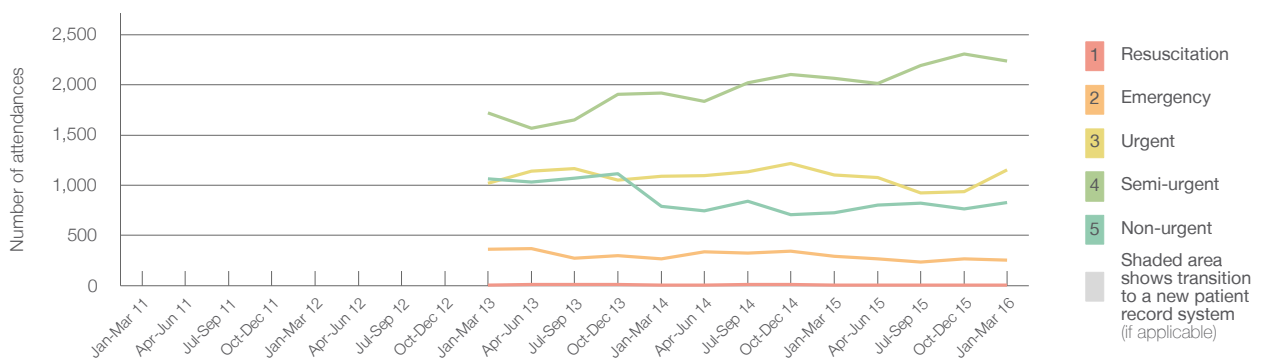
All attendances:¹ 4,621 patients

Emergency attendances² by triage category: 4,476 patients



Same period last year	Change since one year ago
4,328	7%
4,189	7%
< 5	*
298	-15%
1,100	5%
2,062	8%
729	14%

Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			5	7	< 5	< 5
Emergency			361	270	298	255
Urgent			1,019	1,090	1,100	1,154
Semi-urgent			1,722	1,919	2,062	2,236
Non-urgent			1,064	790	729	831
All emergency attendances			4,171	4,076	4,189	4,476

Queanbeyan Health Service: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 331 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
435	
12 minutes	0 minutes
33 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.

(§) 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.

Queanbeyan Health Service: 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: 255

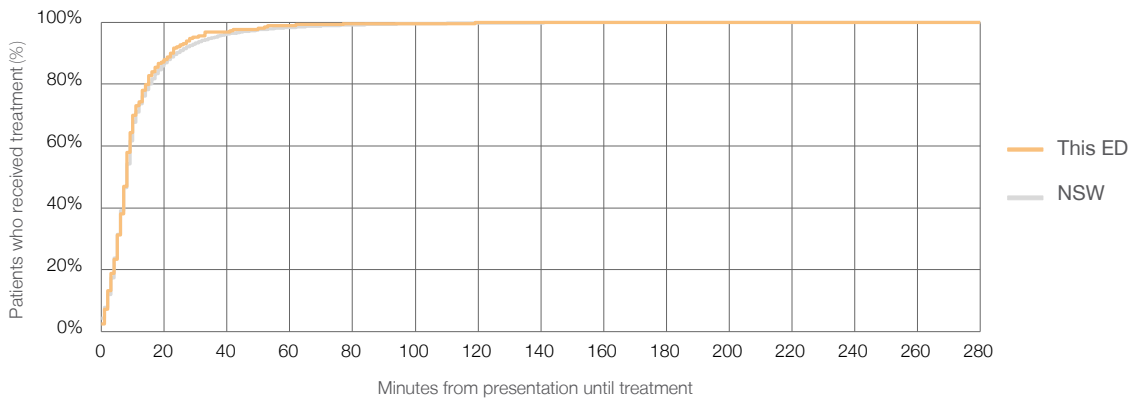
Number of triage 2 patients used to calculate waiting time:³ 249

Median time to start treatment⁴ 8 minutes

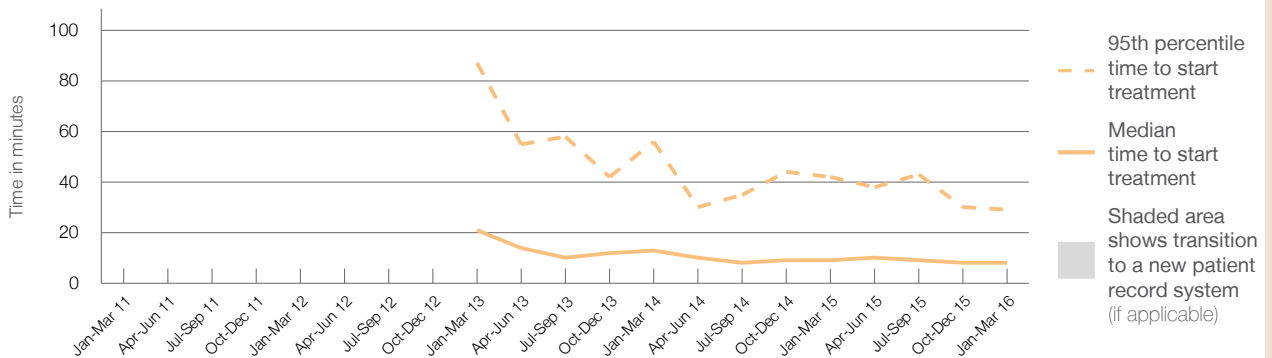
95th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
298	
294	
9 minutes	8 minutes
42 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			21	13	9	8
95th percentile time to start treatment ⁵ (minutes)			87	56	42	29

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Queanbeyan Health Service: 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: 1,154

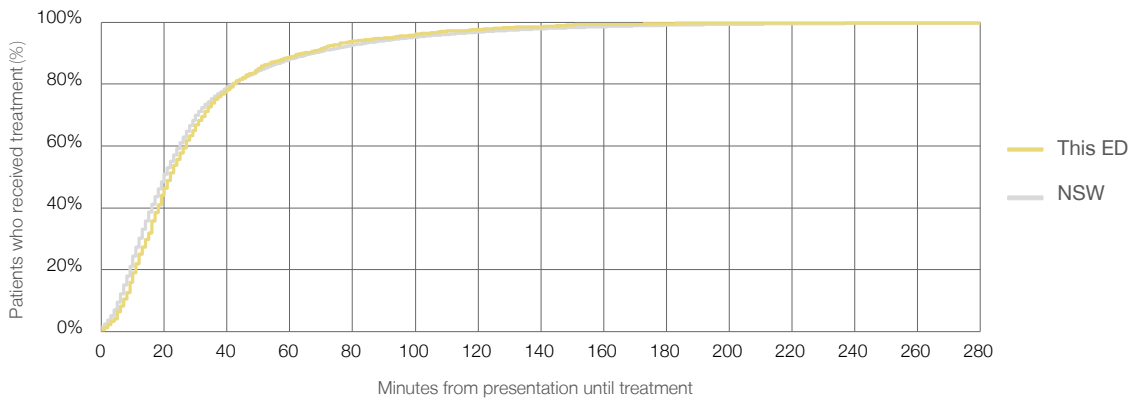
Number of triage 3 patients used to calculate waiting time:³ 1,107

Median time to start treatment⁴ 22 minutes

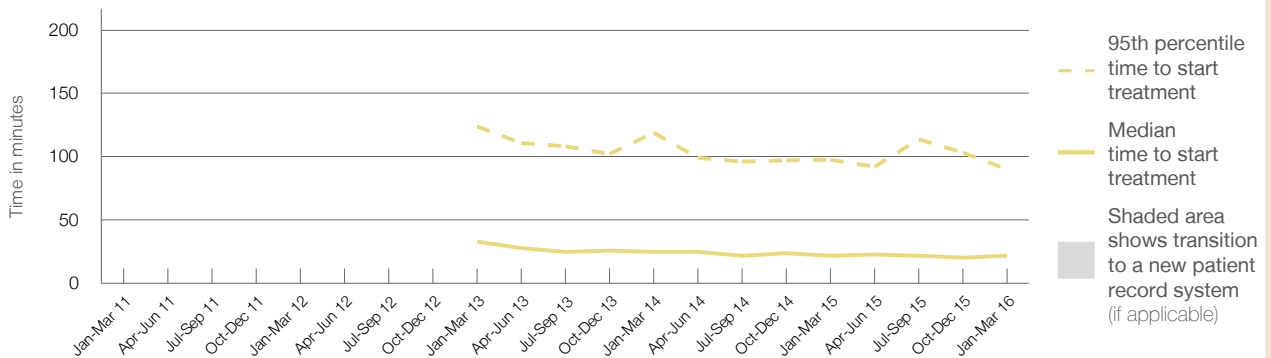
95th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,100	1,080
22 minutes	20 minutes
98 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			33	25	22	22
95th percentile time to start treatment ⁵ (minutes)			124	119	98	90

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Queanbeyan Health Service: 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: 2,236

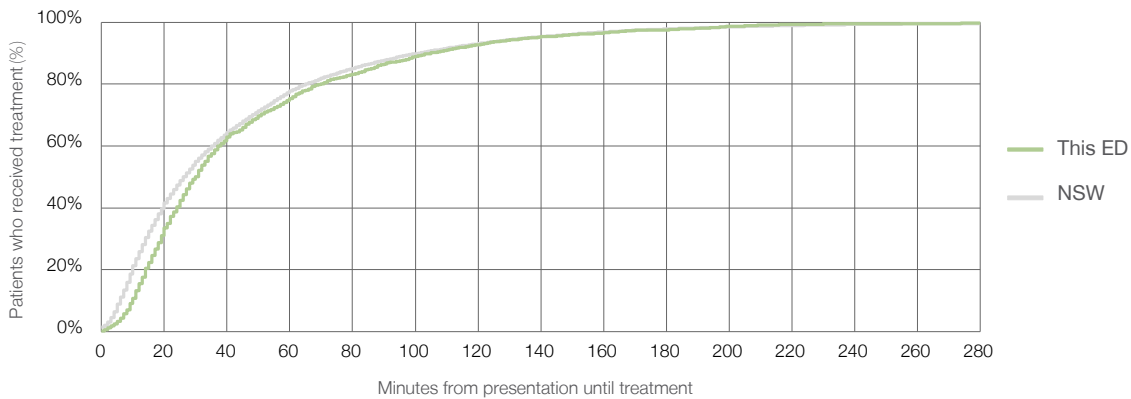
Number of triage 4 patients used to calculate waiting time:³ 2,022

Median time to start treatment⁴ 30 minutes

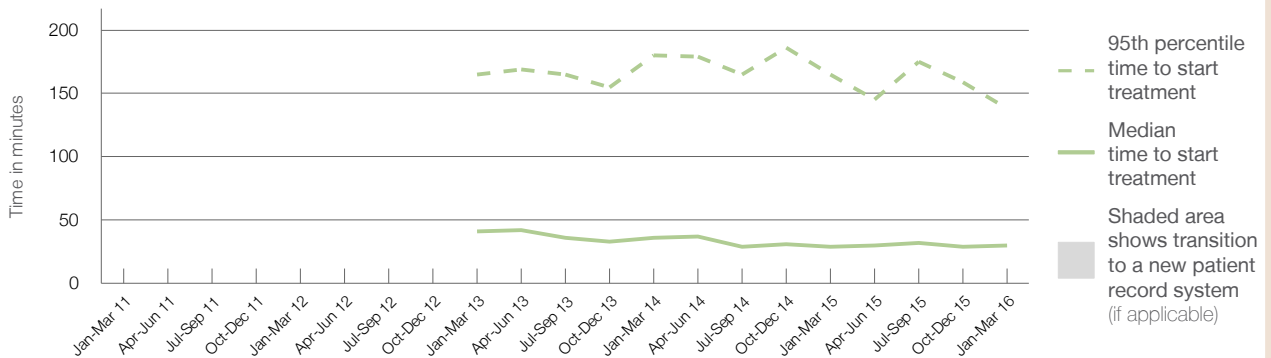
95th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
2,062	1,888
29 minutes	26 minutes
165 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			41	36	29	30
95th percentile time to start treatment ⁵ (minutes)			165	180	165	138

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Queanbeyan Health Service: 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: 831

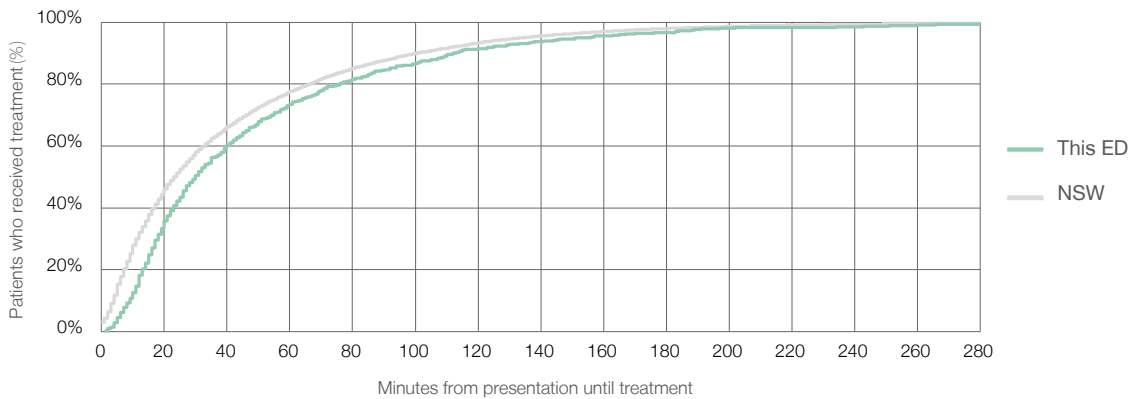
Number of triage 5 patients used to calculate waiting time:³ 667

Median time to start treatment⁴ 30 minutes

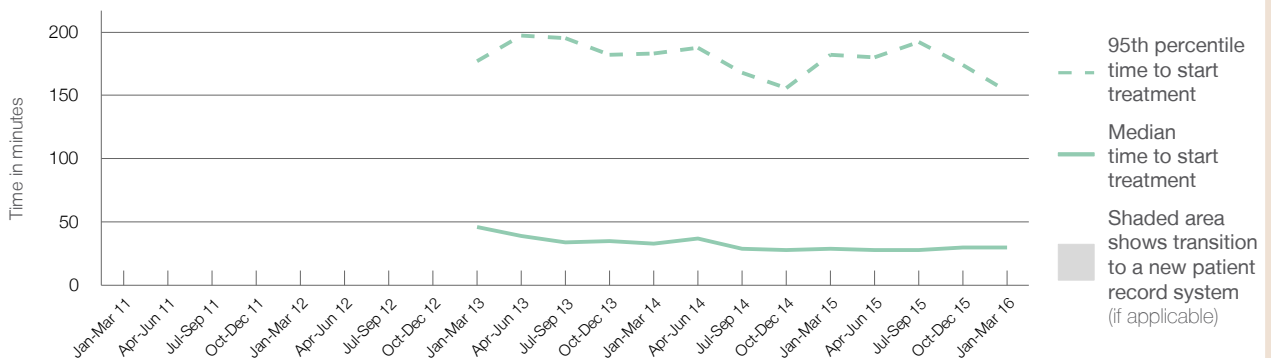
95th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
729	557
29 minutes	23 minutes
182 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)			46	33	29	30
95th percentile time to start treatment ⁵ (minutes)			177	183	182	153

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Queanbeyan Health Service: Time from presentation until leaving the ED January to March 2016

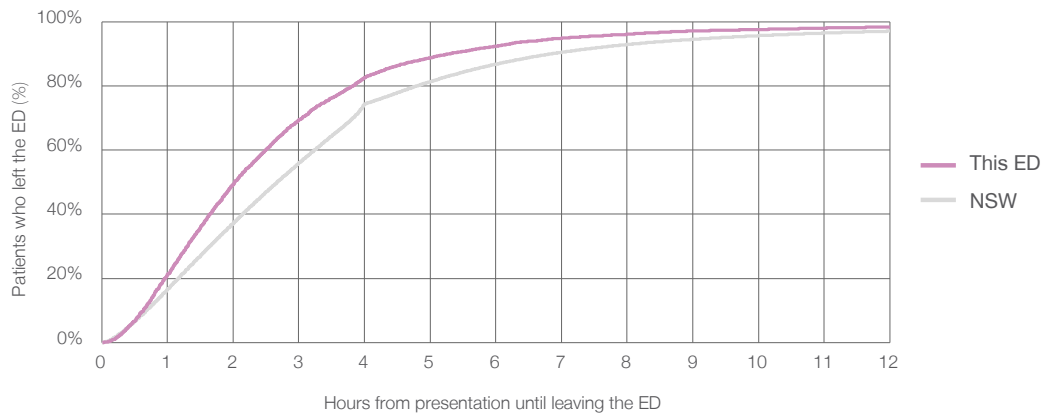
All attendances:¹ 4,621 patients

Attendances used to calculate time to leaving the ED:⁶ 4,621 patients

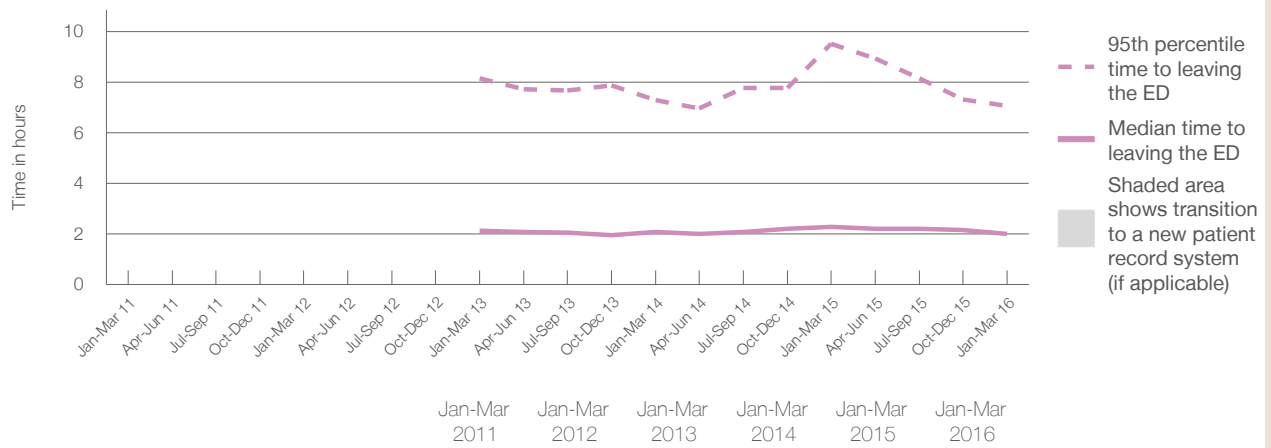
Median time to leaving the ED⁸ 2 hours and 1 minutes
 95th percentile time to leaving the ED⁹ 7 hours and 4 minutes

Same period last year	NSW (this period)
4,328	4,328
2 hours and 17 minutes	2 hours and 40 minutes
9 hours and 31 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)			2h 8m	2h 6m	2h 17m	2h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)			8h 9m	7h 18m	9h 31m	7h 4m

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Queanbeyan Health Service: Time from presentation until leaving the ED

By mode of separation

January to March 2016

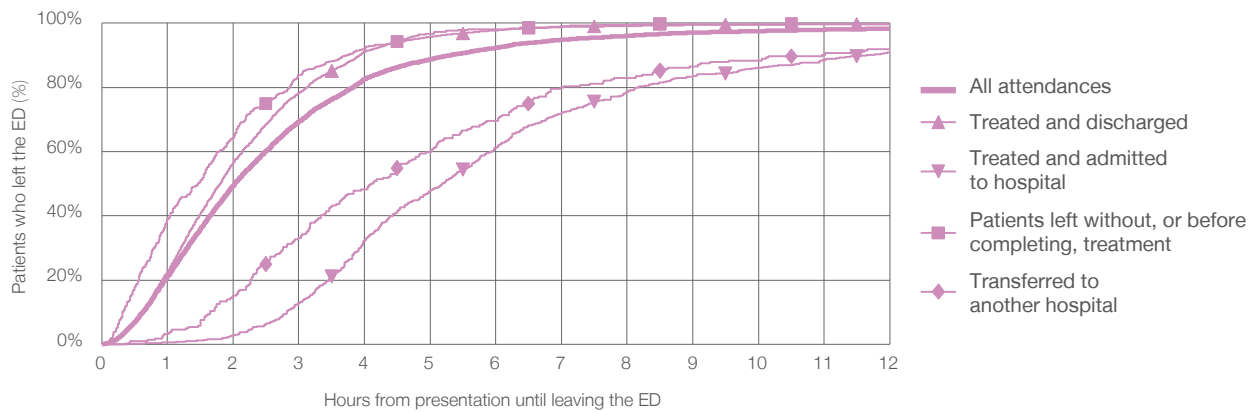
All attendances:¹ 4,621 patients

Attendances used to calculate time to leaving the ED:⁶ 4,621 patients

Treated and discharged	3,405 (74%)
Treated and admitted to hospital	513 (11%)
Patient left without, or before completing, treatment	436 (9%)
Transferred to another hospital	224 (5%)
Other	43 (1%)

Same period last year	Change since one year ago
4,328	7%
3,152	8%
449	14%
530	-18%
195	15%
2	2,050%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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	23%	57%	78%	91%	98%	99%	100%	100%
Treated and admitted to hospital	1%	3%	13%	32%	61%	79%	86%	91%
Patient left without, or before completing, treatment	39%	64%	84%	92%	98%	100%	100%	100%
Transferred to another hospital	3%	15%	33%	48%	70%	83%	88%	92%
All attendances	21%	49%	69%	83%	92%	96%	98%	98%

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Queanbeyan Health Service: 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:¹ 4,621 patients

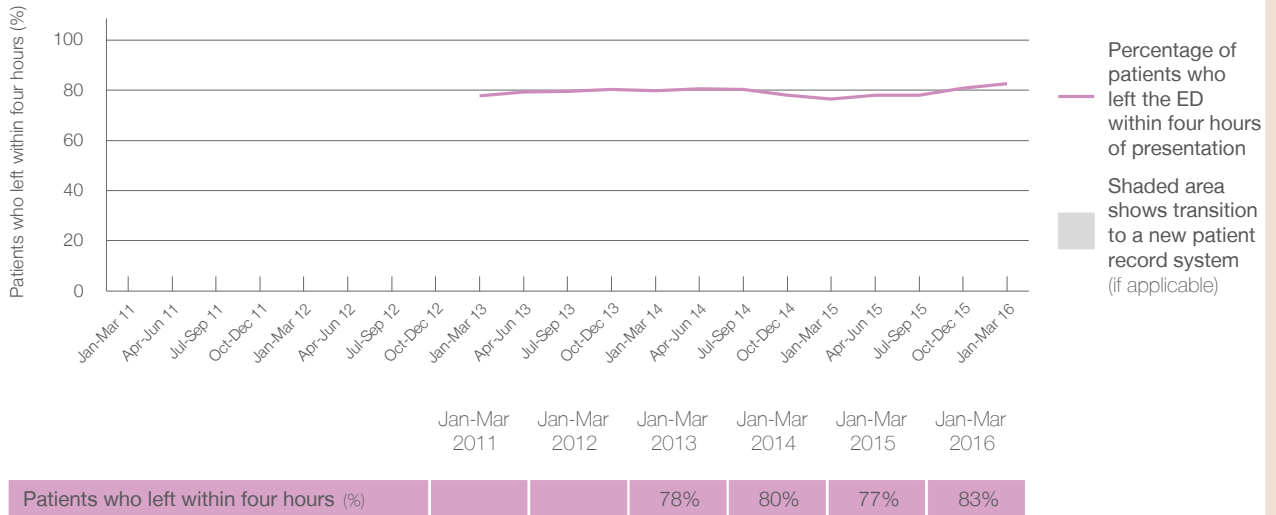
Attendances used to calculate time to leaving the ED:⁶ 4,621 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	4,328	7%
Attendances used to calculate time to leaving the ED	4,328	7%
Percentage of patients who left the ED within four hours	77%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡§}



* 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*.

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- 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).