

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,646 patients

Emergency presentations:² 10,978 patients

Same period last year	Change since one year ago
10,861	7.2%
10,092	8.8%

Tamworth Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 934 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,700 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,440 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,846 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
871	
9 minutes	8 minutes
40 minutes	26 minutes
2,645	
30 minutes	20 minutes
106 minutes	67 minutes
4,684	
47 minutes	25 minutes
135 minutes	97 minutes
1,827	
52 minutes	24 minutes
131 minutes	103 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,646 patients

Percentage of patients who spent four hours or less in the ED 76.5%

Same period last year	Change since one year ago
10,861	7.2%
69.6%	

* 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 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.

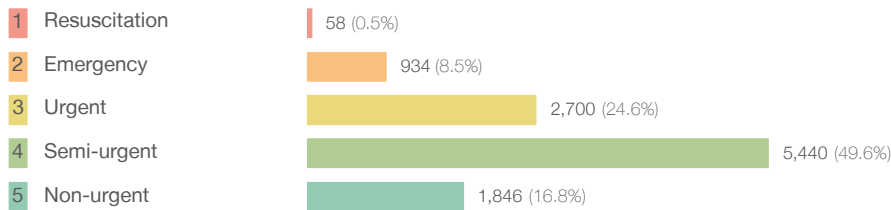
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Patients presenting to the emergency department October to December 2016

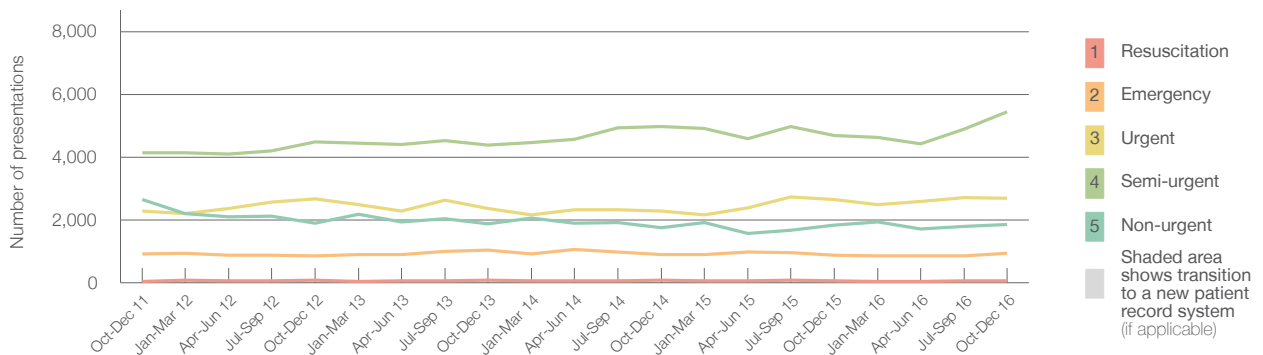
All presentations:¹ 11,646 patients

Emergency presentations² by triage category: 10,978 patients



Same period last year	Change since one year ago
10,861	7.2%
10,092	8.8%
65	-10.8%
871	7.2%
2,645	2.1%
4,684	16.1%
1,827	1.0%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	48	69	74	76	65	58
Emergency	911	859	1,035	885	871	934
Urgent	2,291	2,673	2,360	2,280	2,645	2,700
Semi-urgent	4,140	4,487	4,383	4,970	4,684	5,440
Non-urgent	2,659	1,890	1,884	1,748	1,827	1,846
All emergency presentations	10,049	9,978	9,736	9,959	10,092	10,978

Tamworth Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,743 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,664	
13 minutes	-4 minutes
41 minutes	-17 minutes

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 934

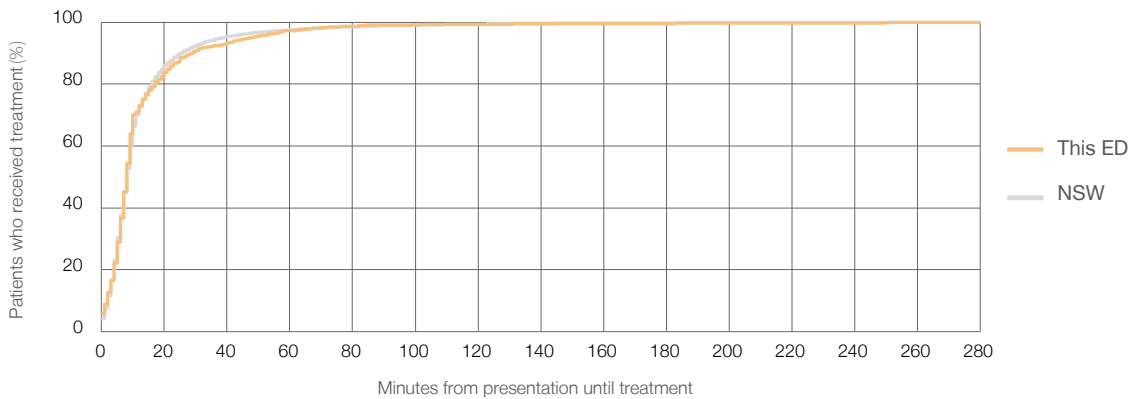
Number of triage 2 patients used to calculate waiting time:³ 932

Median time to start treatment⁴ 8 minutes

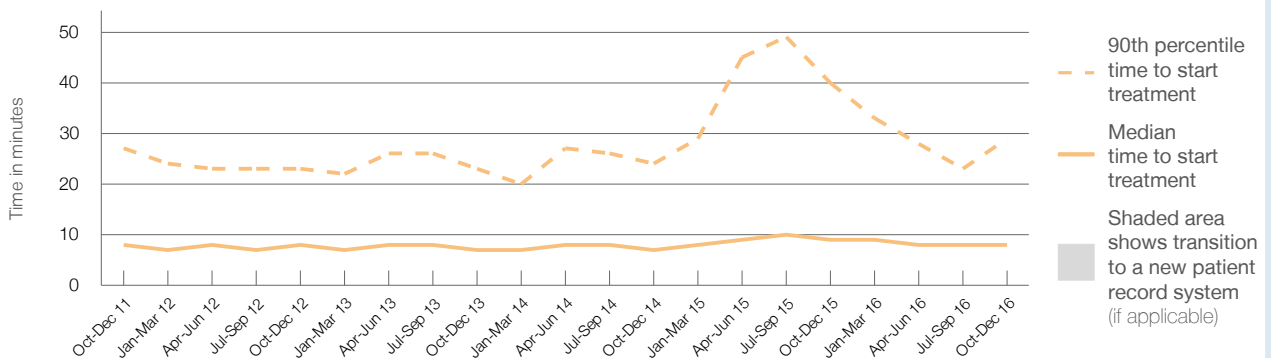
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
871	
864	
9 minutes	8 minutes
40 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	7	9	8
90th percentile time to start treatment ⁵ (minutes)	27	23	23	24	40	29

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,700

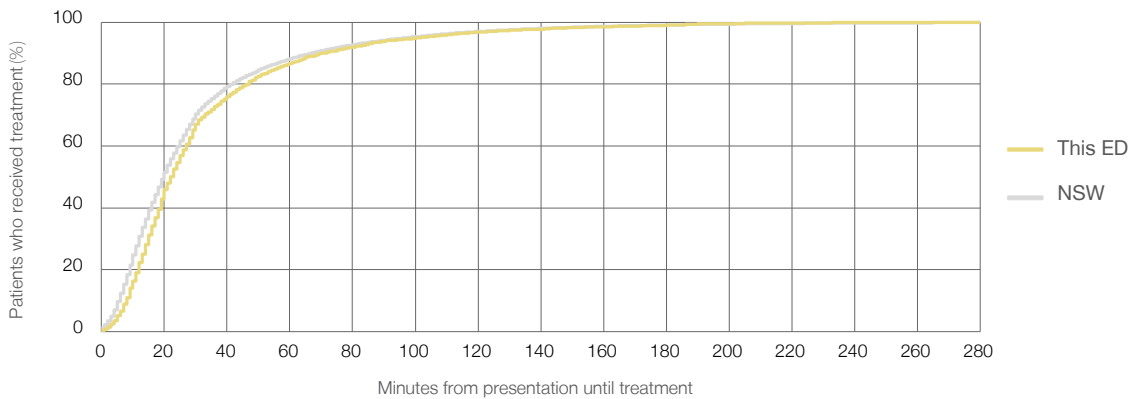
Number of triage 3 patients used to calculate waiting time:³ 2,645

Median time to start treatment⁴ 22 minutes

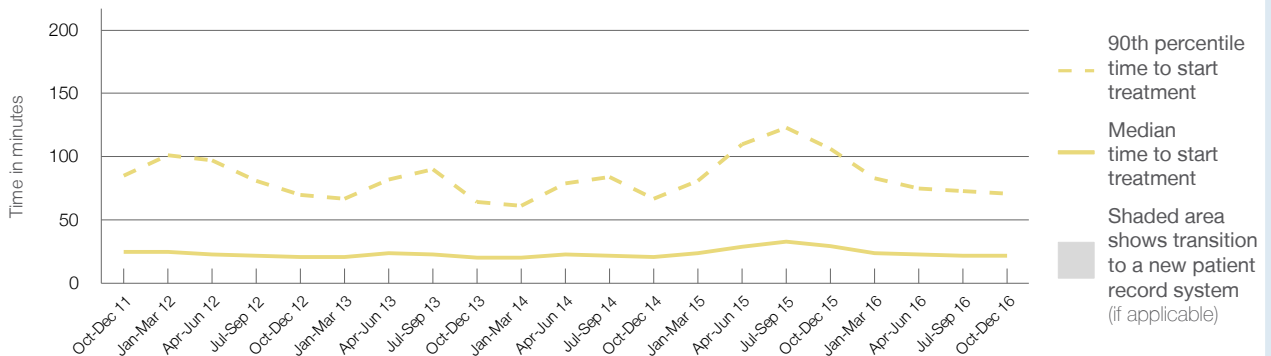
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,645	2,544
30 minutes	20 minutes
106 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	21	20	21	30	22
90th percentile time to start treatment ⁵ (minutes)	85	70	64	67	106	71

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 5,440

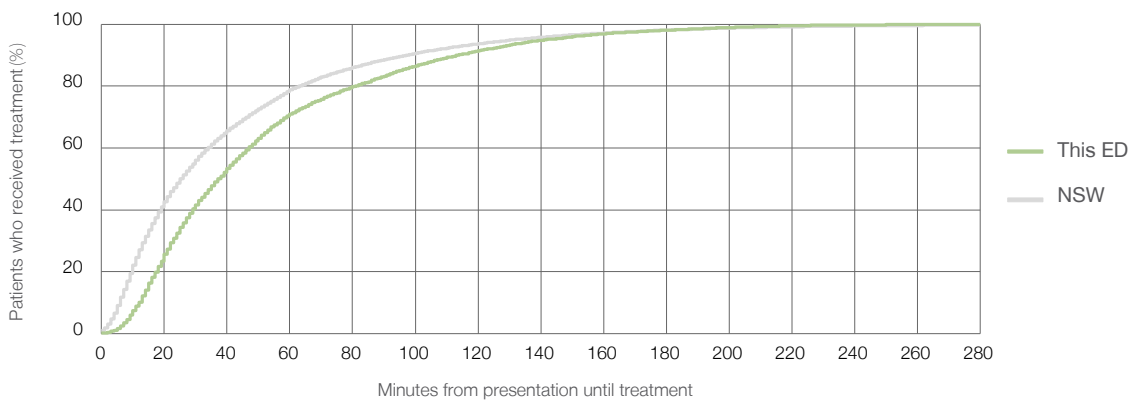
Number of triage 4 patients used to calculate waiting time:³ 5,214

Median time to start treatment⁴ 37 minutes

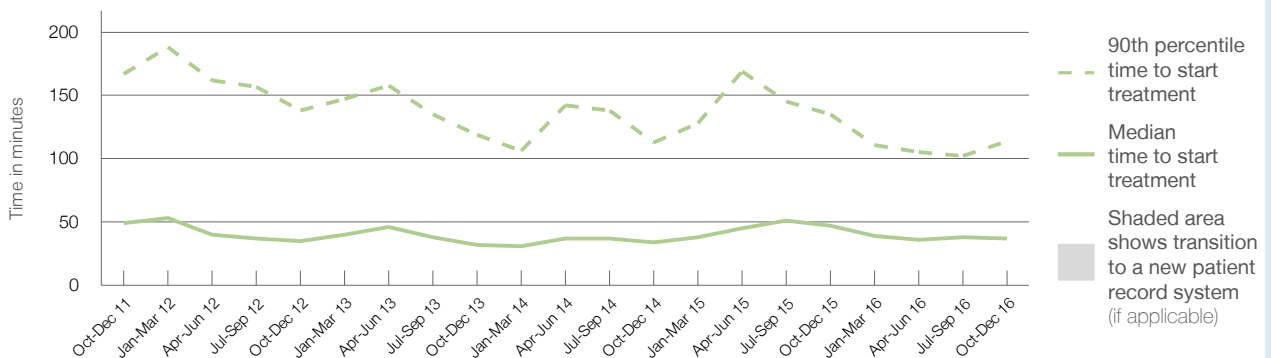
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
4,684	
4,403	
47 minutes	25 minutes
135 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	49	35	32	34	47	37
90th percentile time to start treatment ⁵ (minutes)	167	138	119	113	135	114

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,846

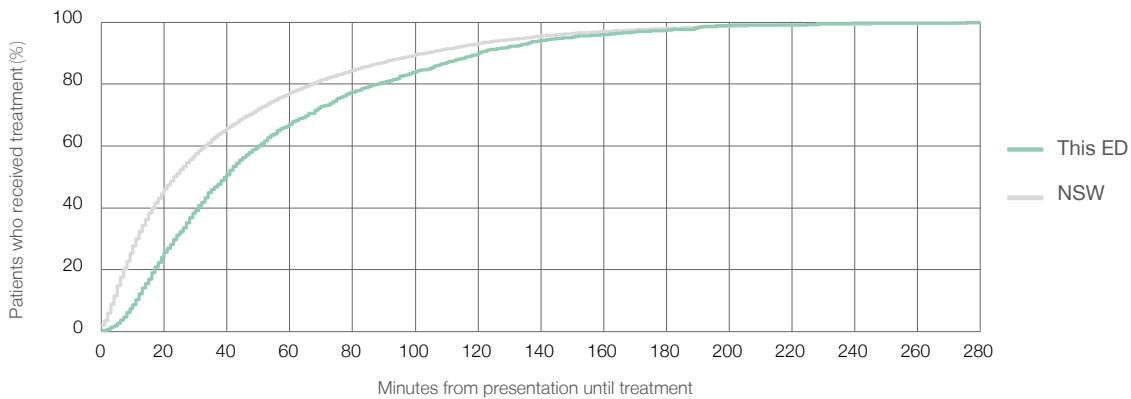
Number of triage 5 patients used to calculate waiting time:³ 1,722

Median time to start treatment⁴ 40 minutes

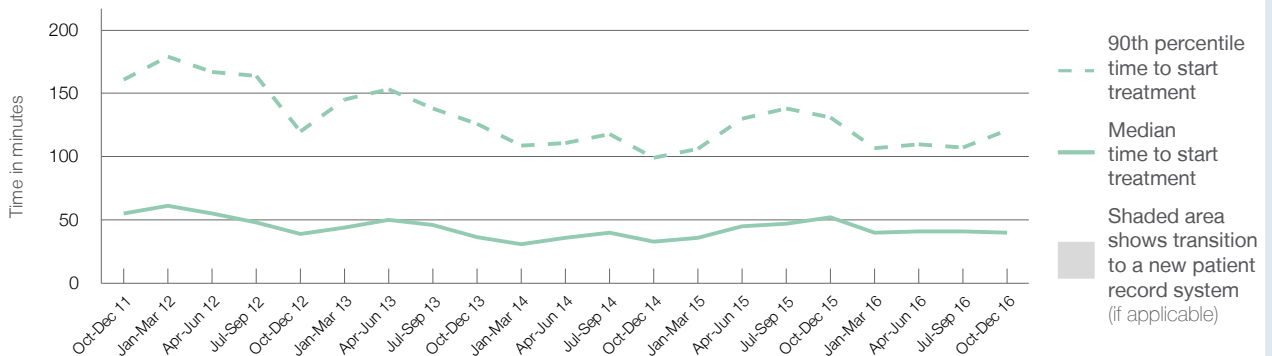
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,827	
1,687	
52 minutes	24 minutes
131 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	55	39	37	33	52	40
90th percentile time to start treatment ⁵ (minutes)	161	120	126	99	131	121

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,646 patients

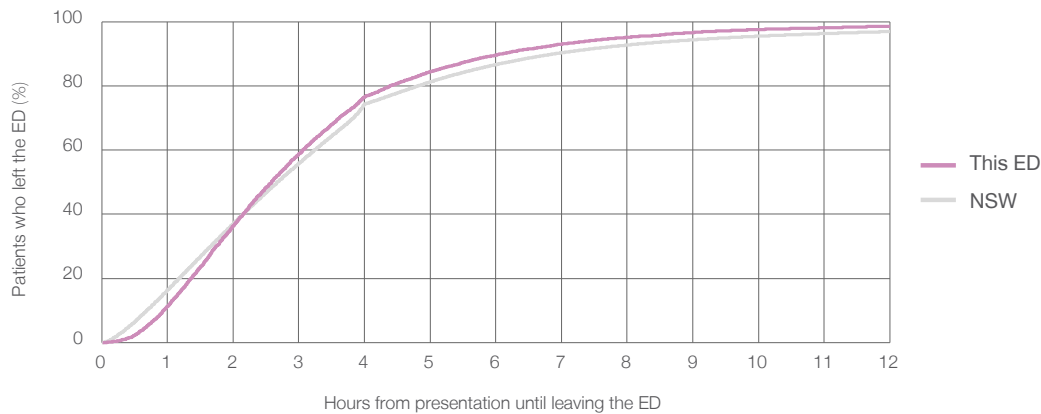
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

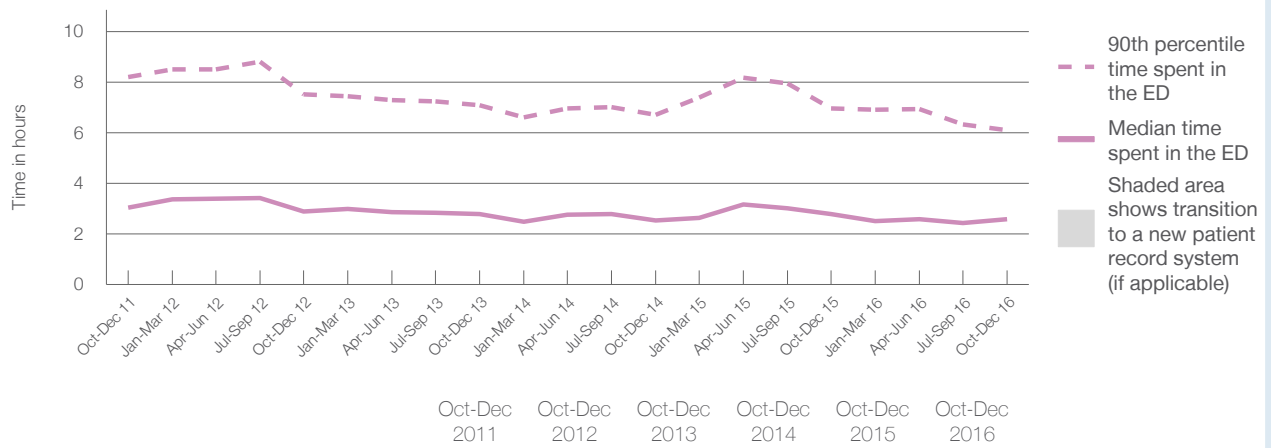
90th percentile time spent in the ED⁹ 6 hours and 6 minutes

Same period last year	NSW (this period)
10,861	10,861
2 hours and 47 minutes	2 hours and 41 minutes
6 hours and 58 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

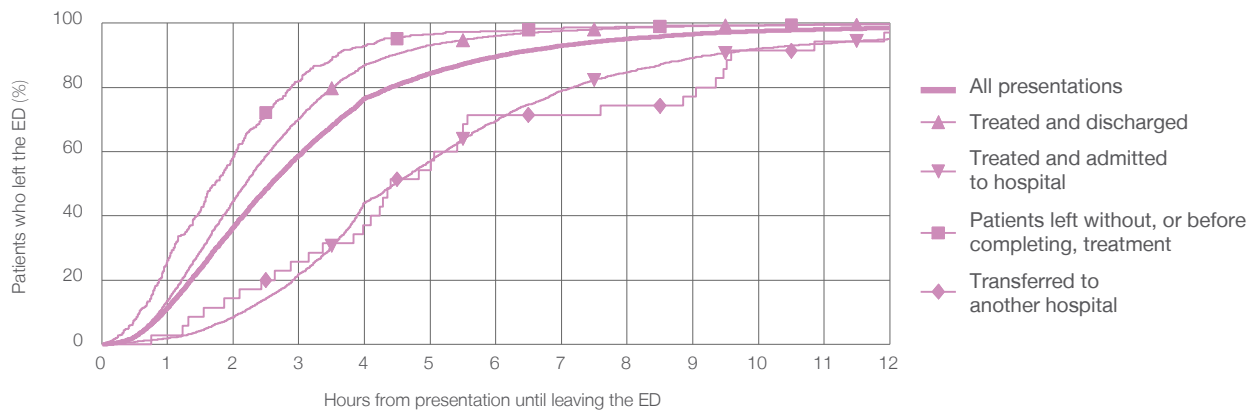
All presentations:¹ 11,646 patients

Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Treated and discharged	8,271 (71.0%)
Treated and admitted to hospital	2,833 (24.3%)
Patient left without, or before completing, treatment	399 (3.4%)
Transferred to another hospital	35 (0.3%)
Other	108 (0.9%)

Same period last year	Change since one year ago
10,861	7.2%
7,848	5.4%
2,413	17.4%
384	3.9%
28	25.0%
188	-42.6%

Percentage of patients who left the ED by time and mode of separation, October to December 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	13.6%	44.6%	70.2%	86.9%	96.1%	98.5%	99.3%	99.6%
Treated and admitted to hospital	1.8%	8.4%	21.9%	44.1%	69.5%	84.8%	92.1%	95.0%
Patient left without, or before completing, treatment	26.1%	58.4%	82.0%	93.0%	97.5%	99.0%	99.2%	99.7%
Transferred to another hospital	2.9%	14.3%	25.7%	37.1%	71.4%	74.3%	91.4%	97.1%
All presentations	11.4%	36.4%	58.8%	76.5%	89.6%	95.1%	97.6%	98.5%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 11,646 patients

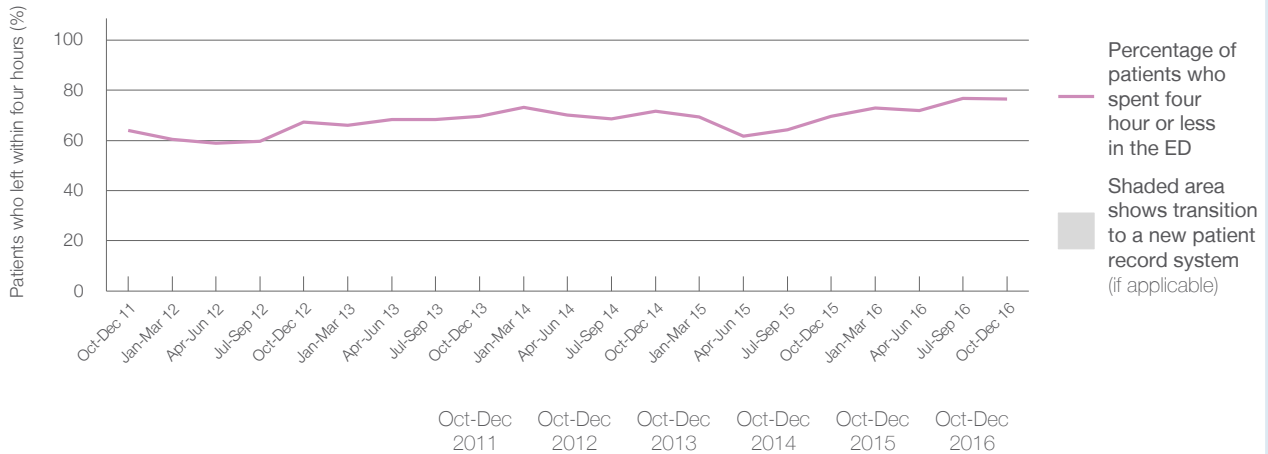
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

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	10,861	7.2%
Presentations used to calculate time to leaving the ED: ⁶	10,861	7.2%
Percentage of patients who spent four hours or less in the ED	69.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	63.9%	67.3%	69.5%	71.7%	69.6%	76.5%

* 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 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).