

Deniliquin Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,196 patients
Emergency presentations:² 1,887 patients

Same period last year	Change since one year ago
2,066	6.3%
1,620	16.5%

Deniliquin Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 84 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 619 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 848 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
84	
4 minutes	8 minutes
*	26 minutes
510	
7 minutes	20 minutes
22 minutes	67 minutes
807	
8 minutes	25 minutes
26 minutes	99 minutes
219	
7 minutes	23 minutes
28 minutes	101 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,195 patients

Percentage of patients who spent four hours or less in the ED 90.0%

Same period last year	Change since one year ago
2,066	6.2%
91.1%	

* 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, July to September 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.

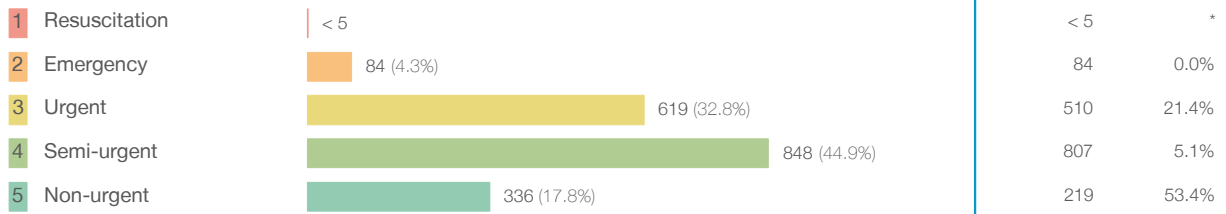
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

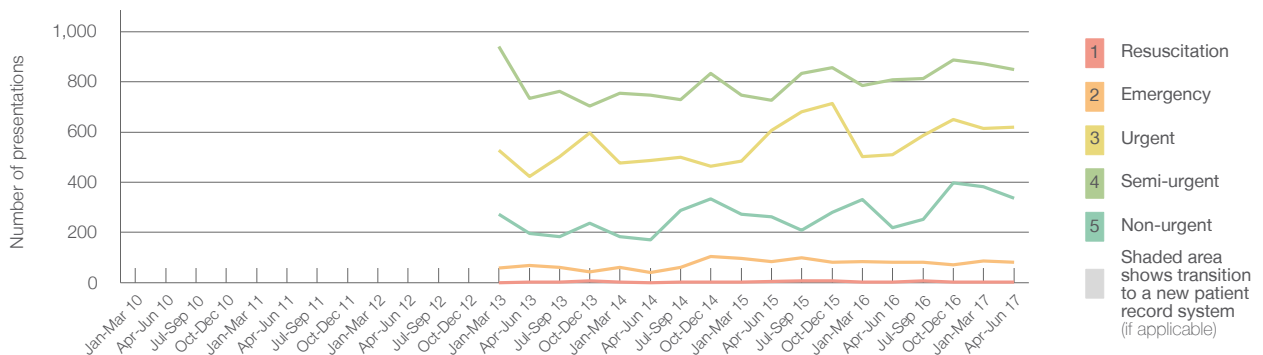
Deniliquin Health Service: Patients presenting to the emergency department April to June 2017

All presentations:¹ 2,196 patients

Emergency presentations² by triage category: 1,887 patients



Emergency presentations² by quarter, April 2012 to June 2017 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation				< 5	0	< 5	< 5	< 5
Emergency				72	40	89	84	84
Urgent				423	487	607	510	619
Semi-urgent				733	748	727	807	848
Non-urgent				196	170	263	219	336
All emergency presentations				1,424	1,445	1,686	1,620	1,887

Deniliquin Health Service: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 145 patients **

ED Transfer of care time



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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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 Health Service: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 84

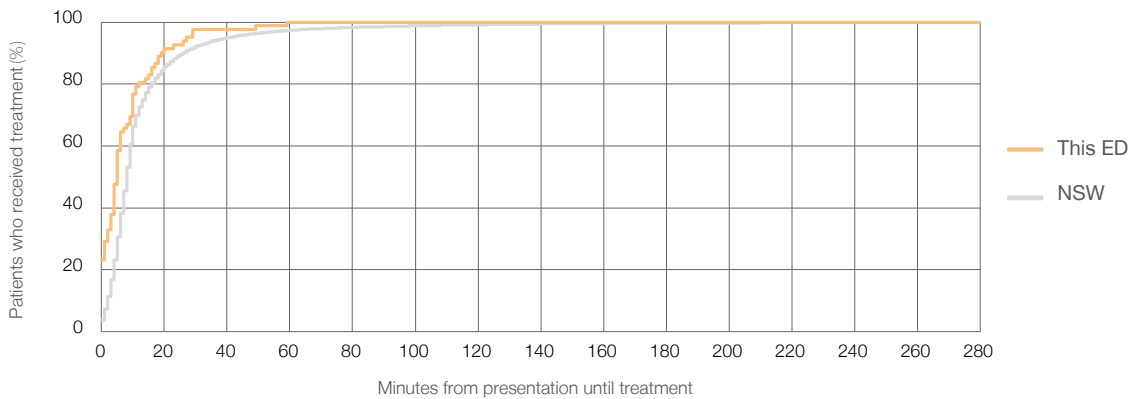
Number of triage 2 patients used to calculate waiting time:³ 82

Median time to start treatment⁴ 5 minutes

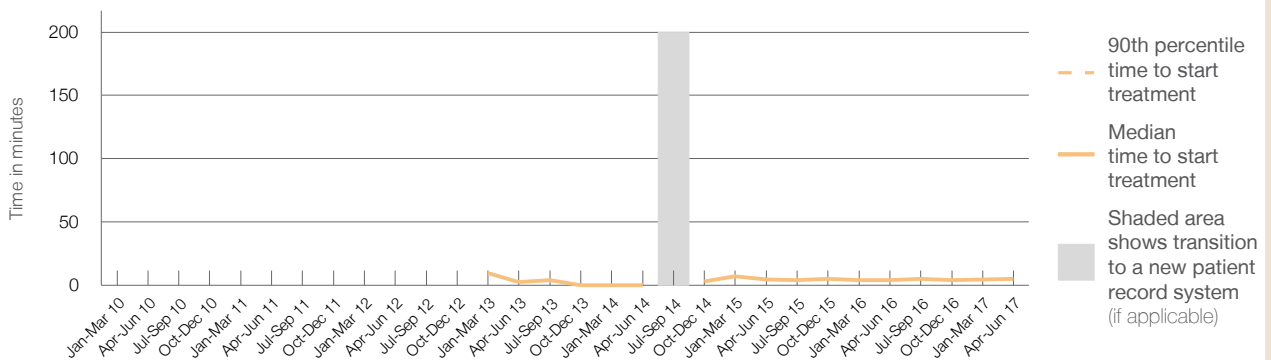
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
84	84
82	82
4 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				3	0	5	4	5
90th percentile time to start treatment ⁵ (minutes)				*	*	*	*	*

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Deniliquin Health Service: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 619

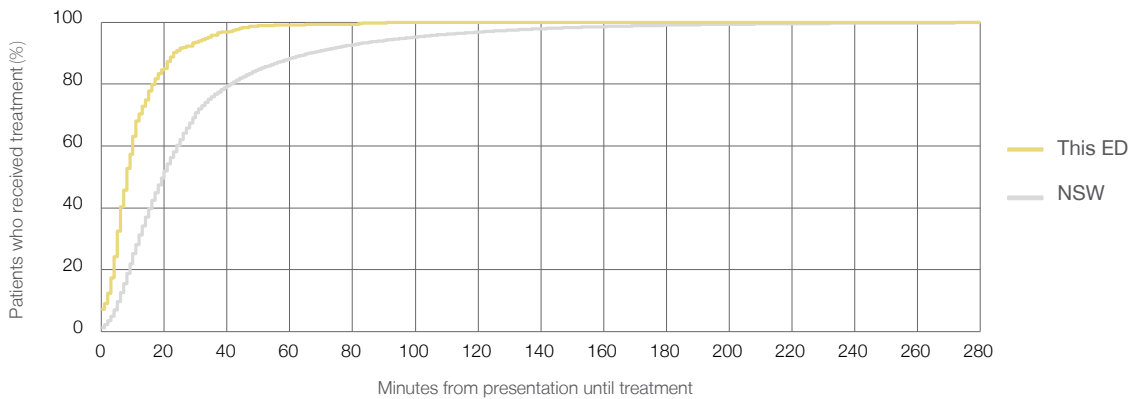
Number of triage 3 patients used to calculate waiting time:³ 603

Median time to start treatment⁴ 8 minutes

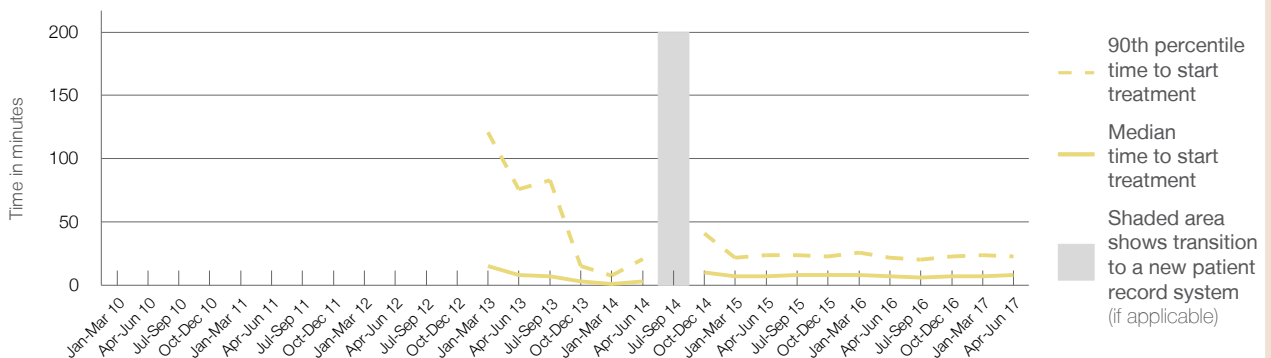
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
510	
502	
7 minutes	20 minutes
22 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				8	3	7	7	8
90th percentile time to start treatment ⁵ (minutes)				76	21	24	22	23

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Deniliquin Health Service: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 848

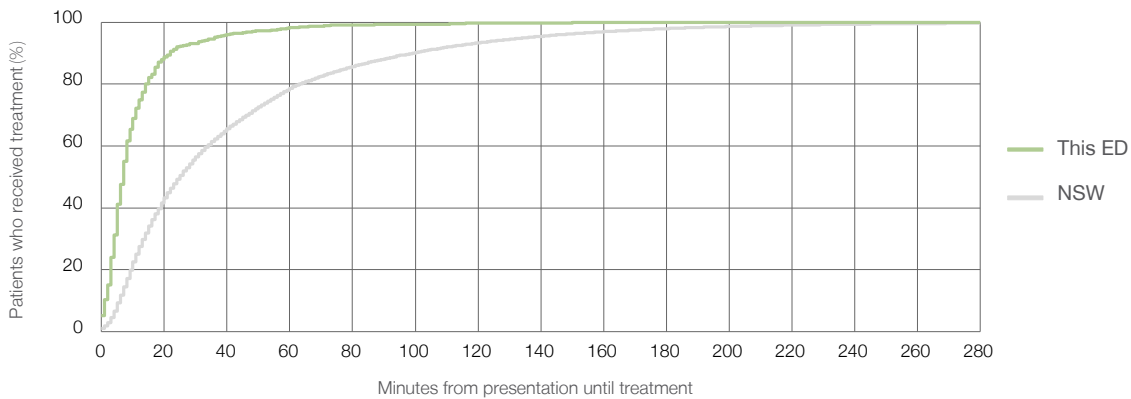
Number of triage 4 patients used to calculate waiting time:³ 815

Median time to start treatment⁴ ■ 7 minutes

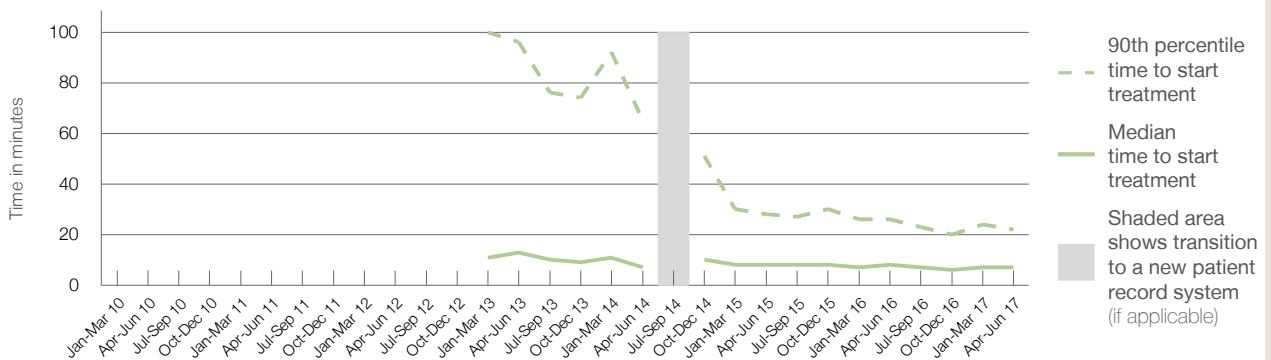
90th percentile time to start treatment⁵ ■ 22 minutes

Same period last year	NSW (this period)
807	
776	
8 minutes	25 minutes
26 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				13	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)				96	65	28	26	22

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Deniliquin Health Service: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 336

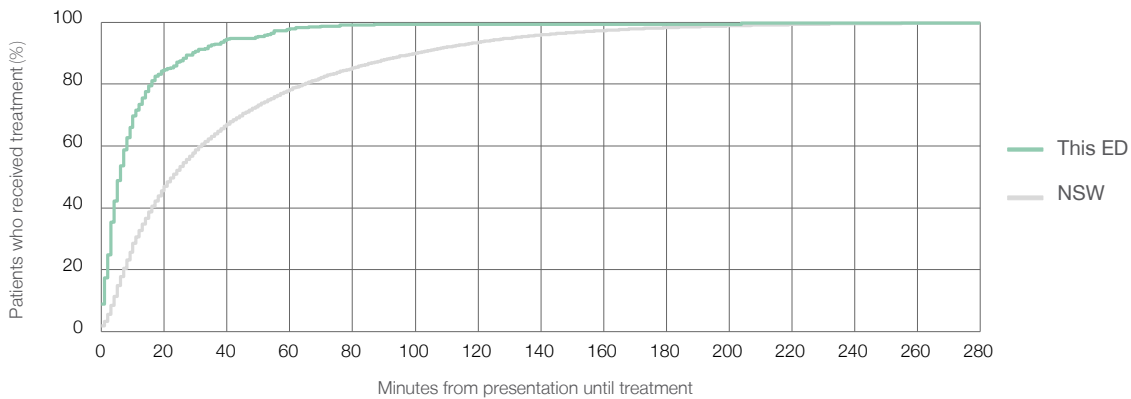
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ ■ 6 minutes

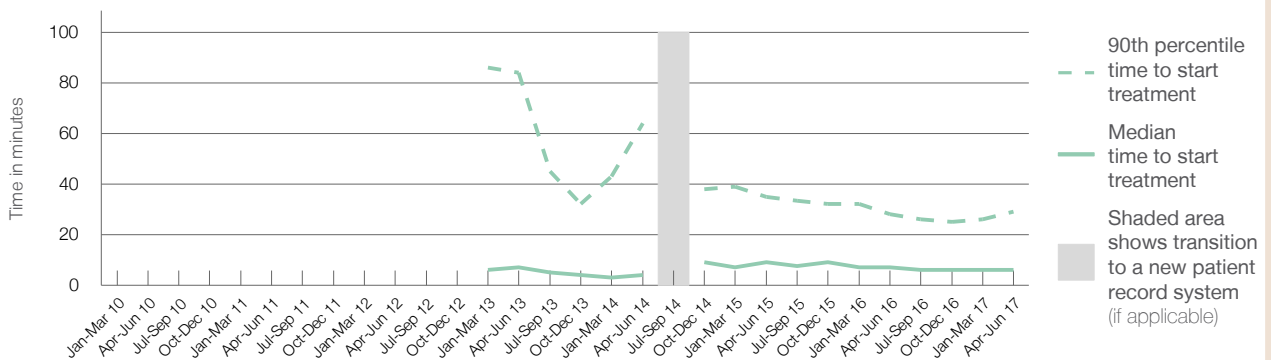
90th percentile time to start treatment⁵ ■ 29 minutes

Same period last year	NSW (this period)
219	
207	
7 minutes	23 minutes
28 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				7	4	9	7	6
90th percentile time to start treatment ⁵ (minutes)				84	64	35	28	29

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Deniliquin Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,196 patients

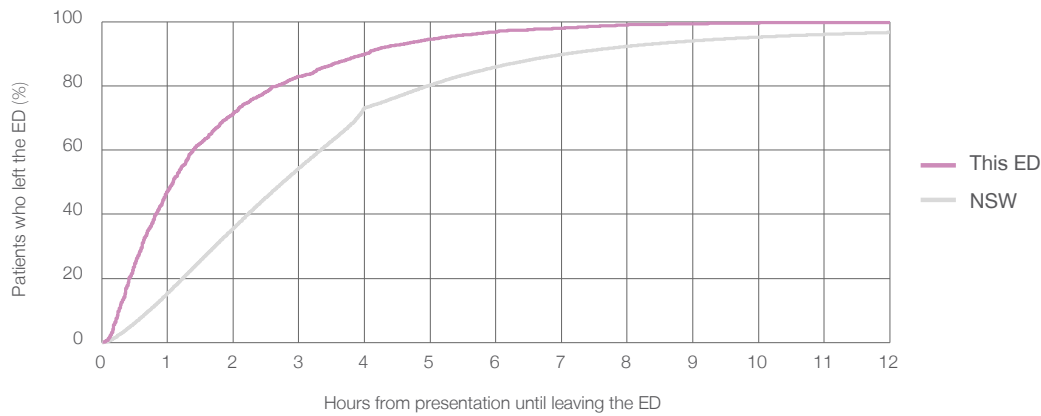
Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

Median time spent in the ED⁸ 1 hours and 5 minutes

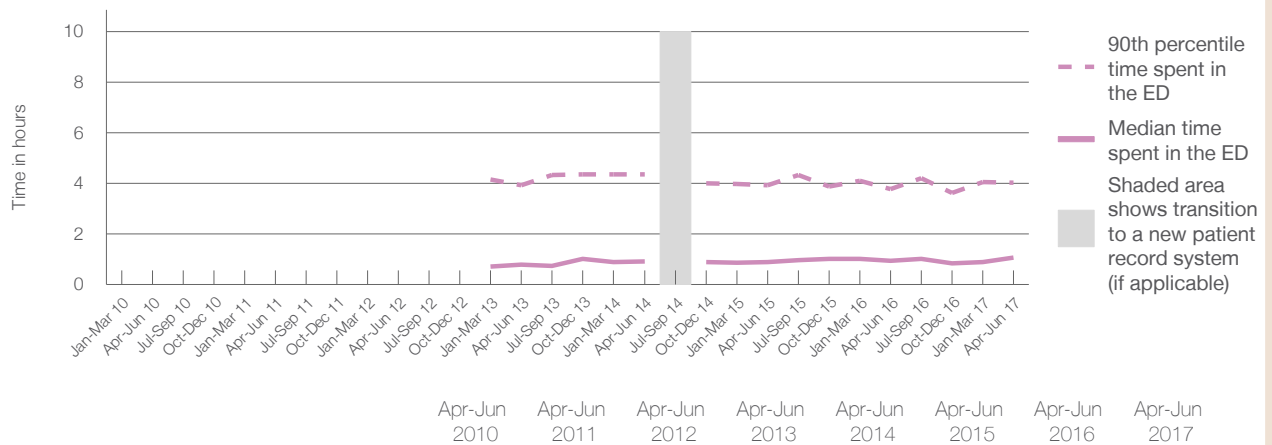
90th percentile time spent in the ED⁹ 4 hours and 2 minutes

Same period last year	NSW (this period)
2,066	2,066
0 hours and 57 minutes	2 hours and 46 minutes
3 hours and 47 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)				0h 48m	0h 55m	0h 54m	0h 57m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 56m	4h 21m	3h 56m	3h 47m	4h 2m

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Deniliquin Health Service: Time patients spent in the ED
By mode of separation
April to June 2017

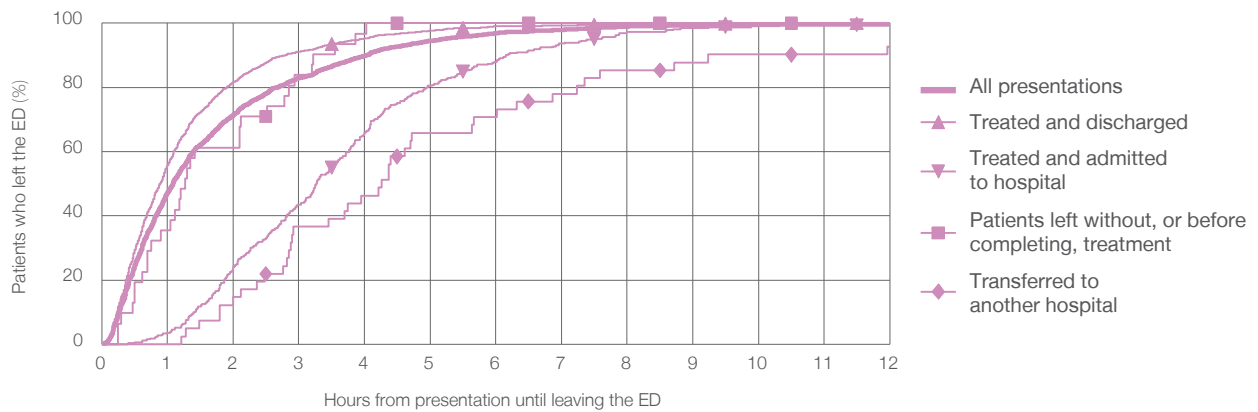
All presentations:¹ 2,196 patients

Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

Treated and discharged	1,734 (79.0%)
Treated and admitted to hospital	333 (15.2%)
Patient left without, or before completing, treatment	31 (1.4%)
Transferred to another hospital	41 (1.9%)
Other	57 (2.6%)

Same period last year	Change since one year ago
2,066	6.2%
1,625	6.7%
333	0.0%
13	138.5%
43	-4.7%
52	9.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††§}



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	55.8%	81.7%	91.1%	95.3%	99.0%	99.7%	99.9%	100%
Treated and admitted to hospital	3.6%	24.0%	43.5%	66.1%	88.0%	97.3%	99.1%	99.4%
Patient left without, or before completing, treatment	35.5%	61.3%	83.9%	96.8%	100%	100%	100%	100%
Transferred to another hospital	0%	14.6%	36.6%	46.3%	70.7%	85.4%	90.2%	92.7%
All presentations	47.2%	71.7%	82.9%	90.0%	96.8%	99.0%	99.6%	99.8%

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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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Deniliquin Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 2,196 patients

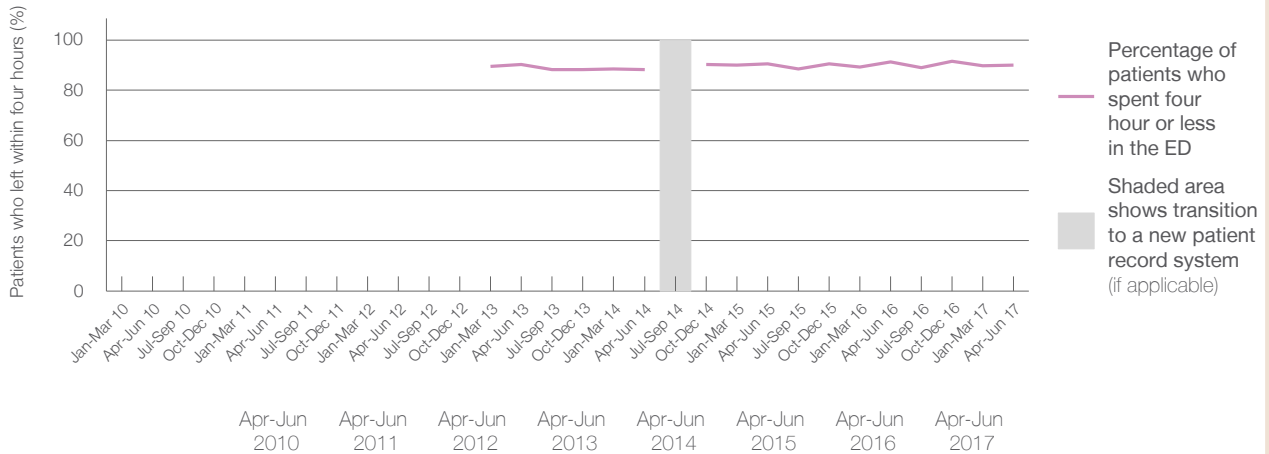
Presentations used to calculate time to leaving the ED:⁶ 2,195 patients

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	2,066	6.3%
Presentations used to calculate time to leaving the ED: ⁶	2,066	6.2%
Percentage of patients who spent four hours or less in the ED	91.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



Patients who left within four hours (%)	90.3%	88.3%	90.6%	91.1%	90.0%
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* 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, July to September 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).