

Queanbeyan Health Service: Emergency department (ED) overview

April to June 2017



All presentations:¹ 4,691 patients
Emergency presentations:² 4,550 patients

Same period last year	Change since one year ago
4,254	10.3%
4,133	10.1%



Queanbeyan Health Service: Time patients waited to start treatment³

April to June 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 312 patients

Median time to start treatment⁴  9 minutes
90th percentile time to start treatment⁵  29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,155 patients

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,023 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,041 patients

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

Same period last year	NSW (this period)
274	
9 minutes	8 minutes
19 minutes	26 minutes
1,116	
21 minutes	20 minutes
65 minutes	67 minutes
2,114	
28 minutes	25 minutes
105 minutes	99 minutes
629	
25 minutes	23 minutes
100 minutes	101 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,691 patients

Percentage of patients who spent four hours or less in the ED  87.0%

Same period last year	Change since one year ago
4,254	10.3%
82.2%	

* 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.

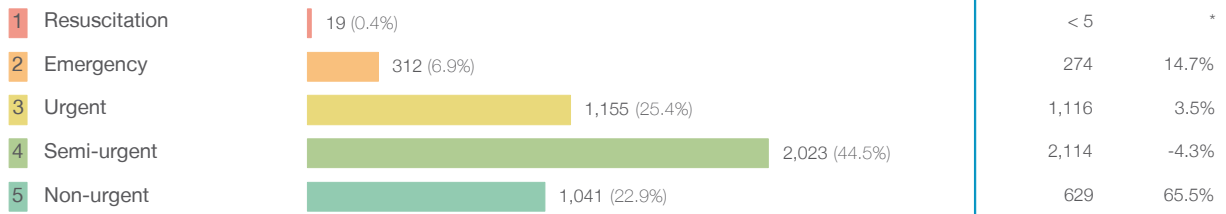
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Queanbeyan Health Service: Patients presenting to the emergency department

April to June 2017

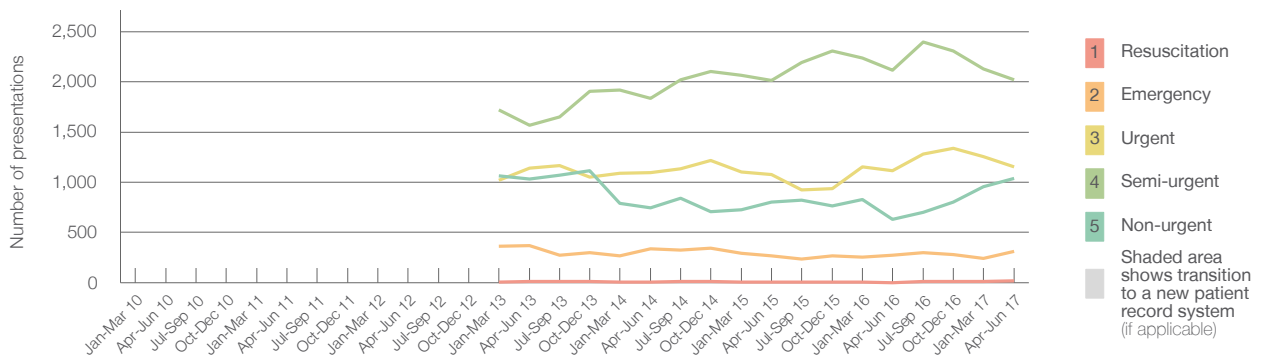
All presentations:¹ 4,691 patients

Emergency presentations² by triage category: 4,550 patients



	Same period last year	Change since one year ago
All presentations	4,254	10.3%
Emergency presentations	4,133	10.1%
1 Resuscitation	< 5	*
2 Emergency	274	14.7%
3 Urgent	1,116	3.5%
4 Semi-urgent	2,114	-4.3%
5 Non-urgent	629	65.5%

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				10	8	< 5	< 5	19
Emergency				367	336	267	274	312
Urgent				1,142	1,095	1,074	1,116	1,155
Semi-urgent				1,569	1,837	2,012	2,114	2,023
Non-urgent				1,033	748	803	629	1,041
All emergency presentations				4,121	4,024	4,156	4,133	4,550

Queanbeyan Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 402 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	368	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	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.

Queanbeyan 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: 312

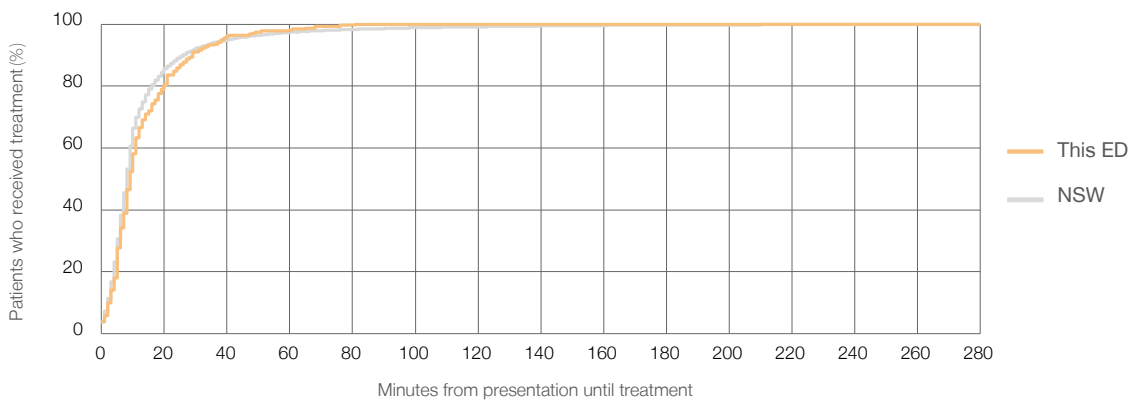
Number of triage 2 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ 9 minutes

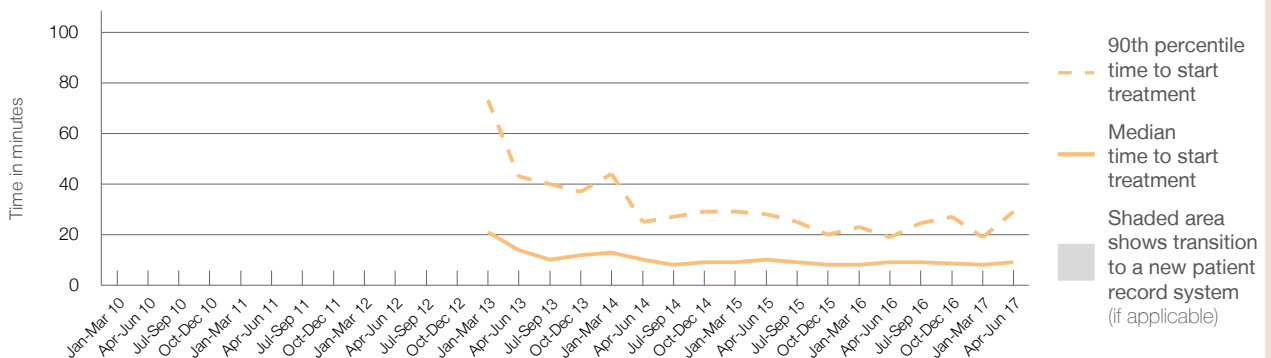
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
274	
271	
9 minutes	8 minutes
19 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)				14	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)				43	25	28	19	29

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Queanbeyan 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: 1,155

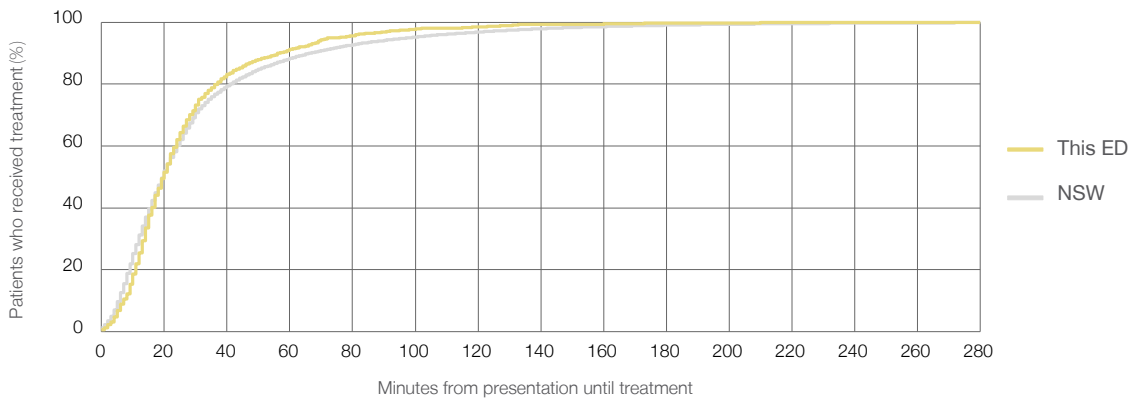
Number of triage 3 patients used to calculate waiting time:³ 1,132

Median time to start treatment⁴ 20 minutes

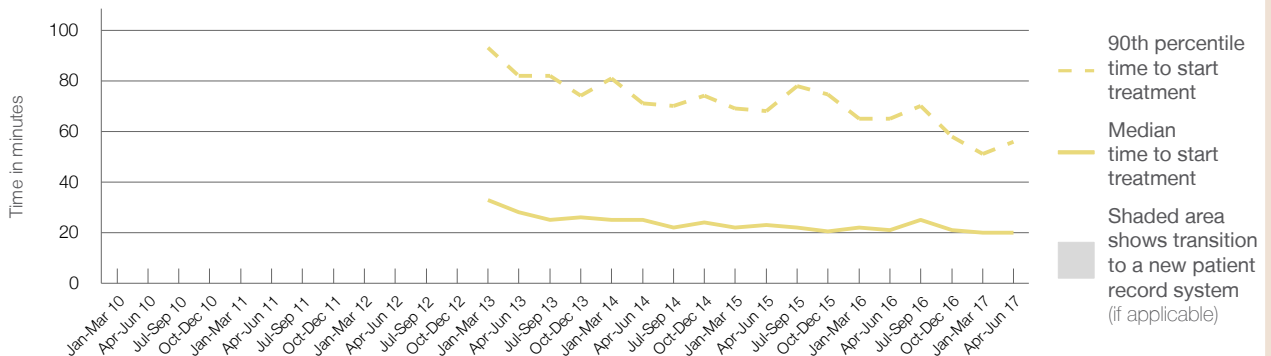
90th percentile time to start treatment⁵ 56 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,116	1,095
Median time to start treatment ⁴	21 minutes	20 minutes
90th percentile time to start treatment ⁵	65 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)				28	25	23	21	20
90th percentile time to start treatment ⁵ (minutes)				82	71	68	65	56

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Queanbeyan 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: 2,023

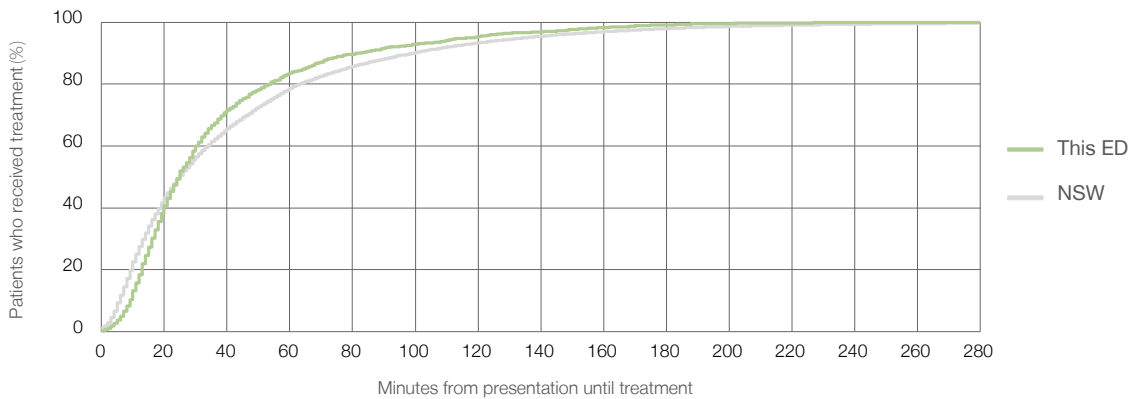
Number of triage 4 patients used to calculate waiting time:³ 1,891

Median time to start treatment⁴ 25 minutes

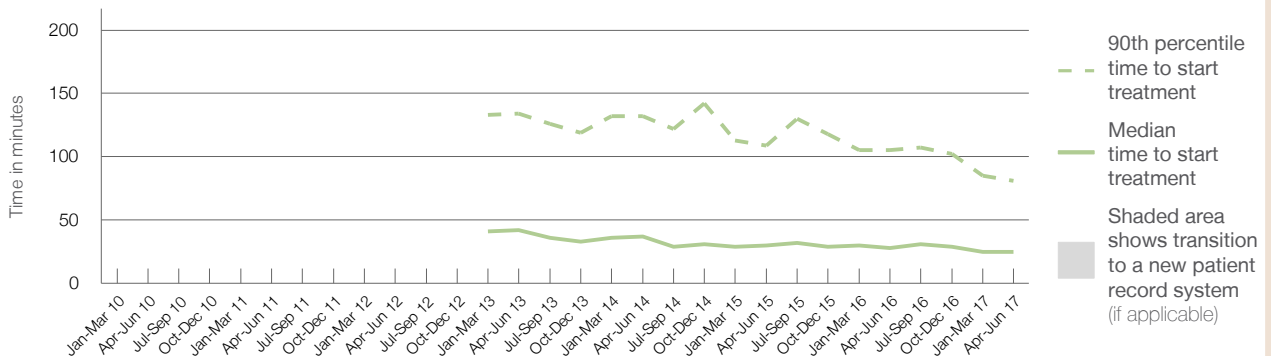
90th percentile time to start treatment⁵ 81 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,114	
Number of triage 4 patients used to calculate waiting time	1,952	
Median time to start treatment ⁴	28 minutes	25 minutes
90th percentile time to start treatment ⁵	105 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)				42	37	30	28	25
90th percentile time to start treatment ⁵ (minutes)				134	132	109	105	81

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Queanbeyan 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: 1,041

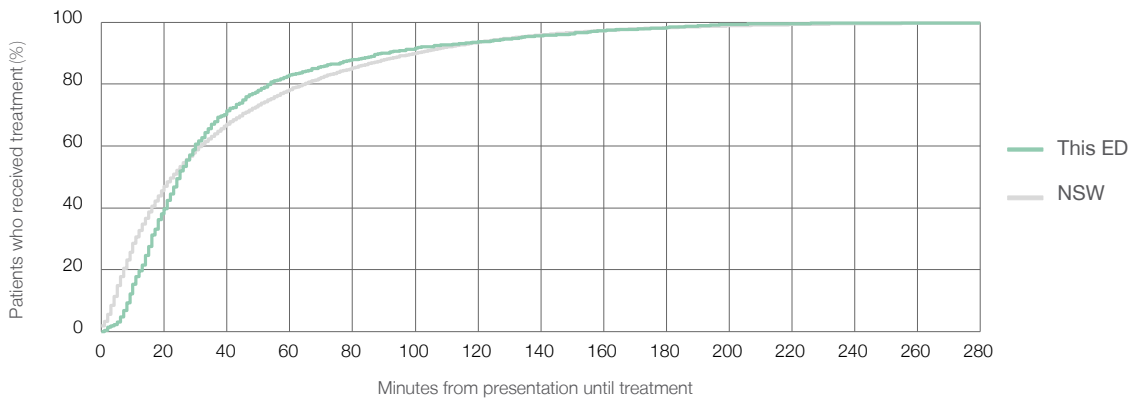
Number of triage 5 patients used to calculate waiting time:³ 923

Median time to start treatment⁴ 25 minutes

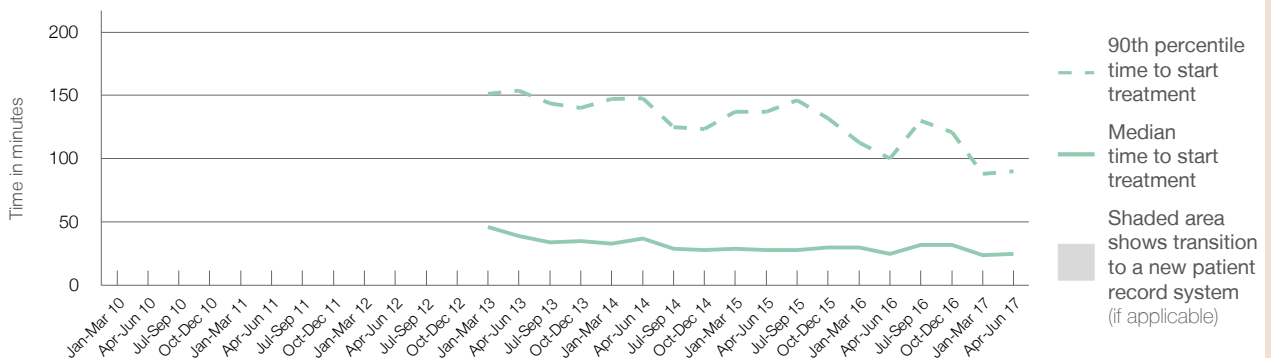
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
629	492
25 minutes	23 minutes
100 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)				39	37	28	25	25
90th percentile time to start treatment ⁵ (minutes)				154	148	137	100	90

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Queanbeyan Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,691 patients

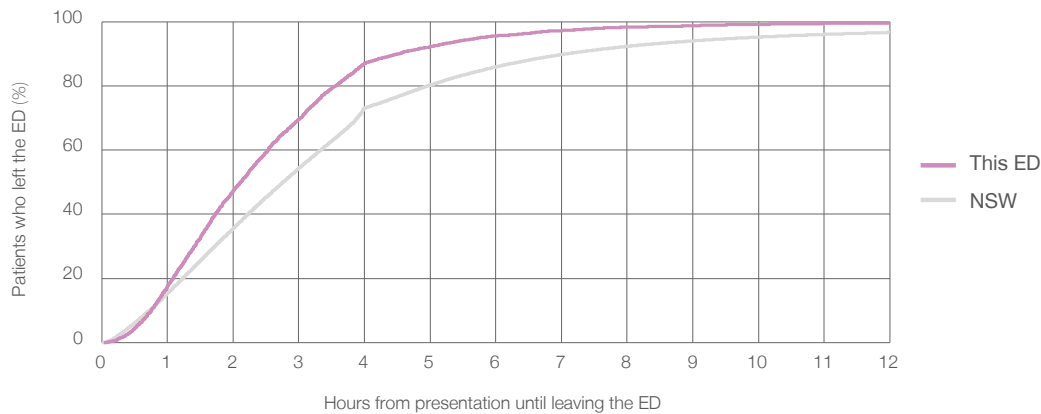
Presentations used to calculate time to leaving the ED:⁶ 4,691 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

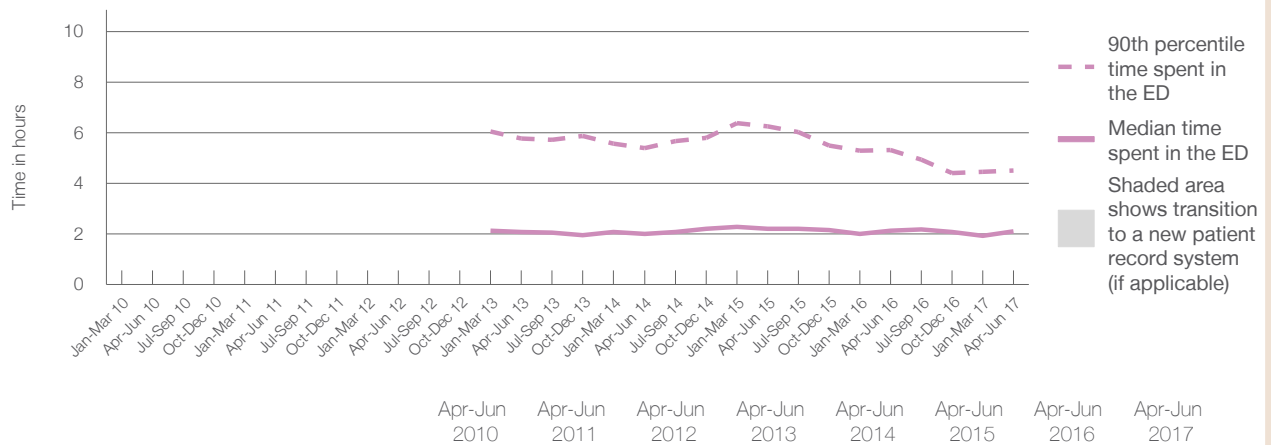
90th percentile time spent in the ED⁹ 4 hours and 31 minutes

Same period last year	NSW (this period)
4,254	4,254
2 hours and 8 minutes	2 hours and 46 minutes
5 hours and 20 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)				2h 5m	2h 1m	2h 13m	2h 8m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)				5h 46m	5h 24m	6h 16m	5h 20m	4h 31m

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

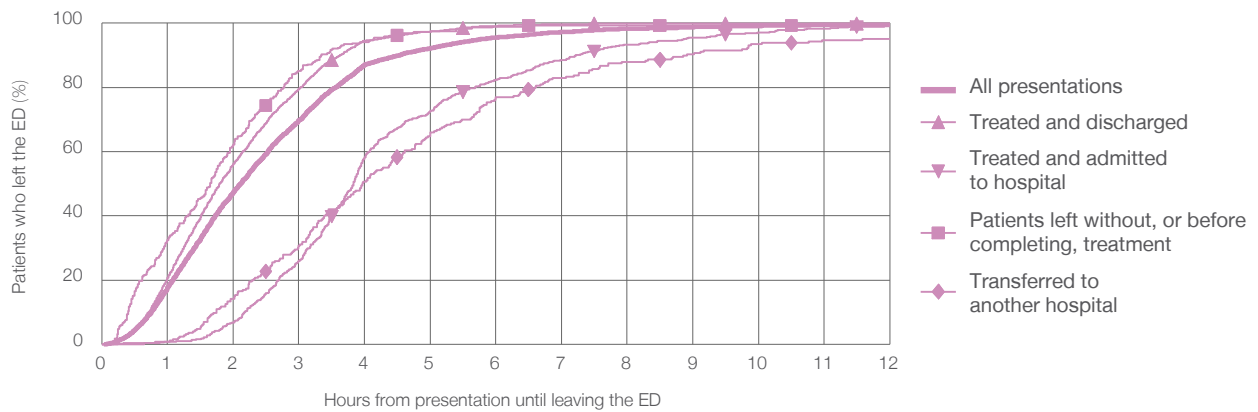
All presentations:¹ 4,691 patients

Presentations used to calculate time to leaving the ED:⁶ 4,691 patients

Treated and discharged	3,465 (73.9%)
Treated and admitted to hospital	674 (14.4%)
Patient left without, or before completing, treatment	289 (6.2%)
Transferred to another hospital	247 (5.3%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,254	10.3%
3,070	12.9%
574	17.4%
353	-18.1%
227	8.8%
30	-46.7%

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	20.7%	56.3%	79.5%	94.6%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	0.7%	6.8%	26.0%	58.3%	82.3%	93.3%	97.0%	99.1%
Patient left without, or before completing, treatment	32.5%	62.3%	85.1%	94.1%	99.0%	99.3%	99.3%	99.3%
Transferred to another hospital	0.8%	14.2%	30.8%	50.6%	76.9%	87.9%	93.5%	95.1%
All presentations	17.7%	47.5%	69.7%	87.0%	95.6%	98.3%	99.2%	99.6%

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Queanbeyan 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 4,691 patients

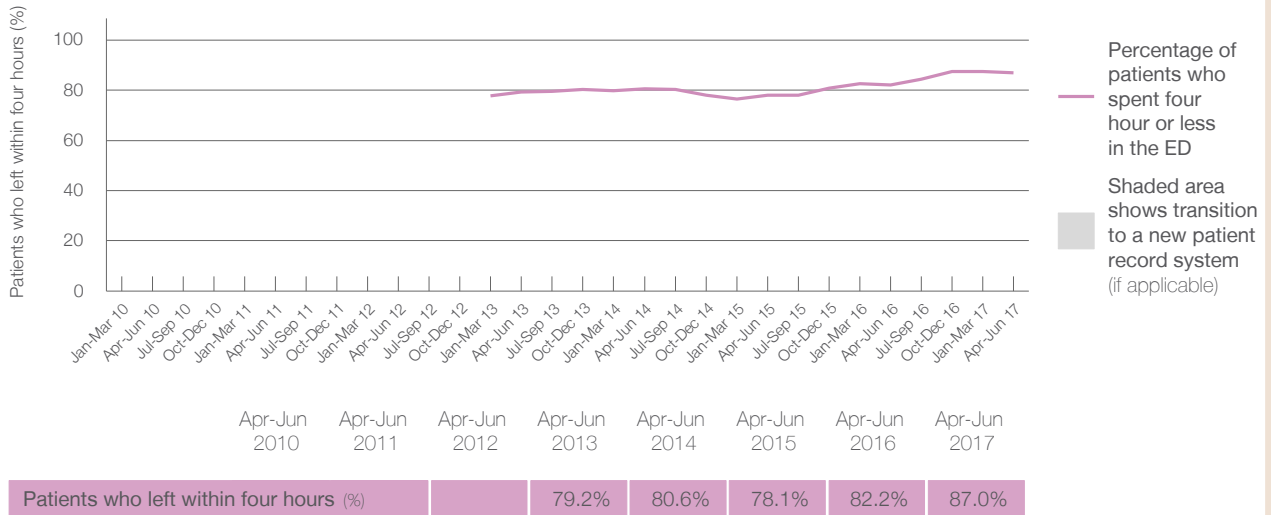
Presentations used to calculate time to leaving the ED:⁶ 4,691 patients

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	4,254	10.3%
Presentations used to calculate time to leaving the ED: ⁶	4,254	10.3%
Percentage of patients who spent four hours or less in the ED	82.2%	

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



* 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).