

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations:² 10,188 patients

	Same period last year	Change since one year ago
All presentations: ¹	10,022	6.1%
Emergency presentations: ²	9,676	5.3%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 788 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,438 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,933 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 992 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 100 minutes

	Same period last year	NSW (this period)
Triage 2	750	
Median time to start treatment ⁴	7 minutes	9 minutes
90th percentile time to start treatment ⁵	19 minutes	29 minutes
Triage 3	4,285	
Median time to start treatment ⁴	19 minutes	23 minutes
90th percentile time to start treatment ⁵	65 minutes	83 minutes
Triage 4	3,873	
Median time to start treatment ⁴	24 minutes	30 minutes
90th percentile time to start treatment ⁵	87 minutes	121 minutes
Triage 5	736	
Median time to start treatment ⁴	19 minutes	26 minutes
90th percentile time to start treatment ⁵	93 minutes	118 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,634 patients

Percentage of patients who spent four hours or less in the ED 64.5%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	10,022	6.1%
Percentage of patients who spent four hours or less in the ED	71.9%	

* 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 17 October 2017).

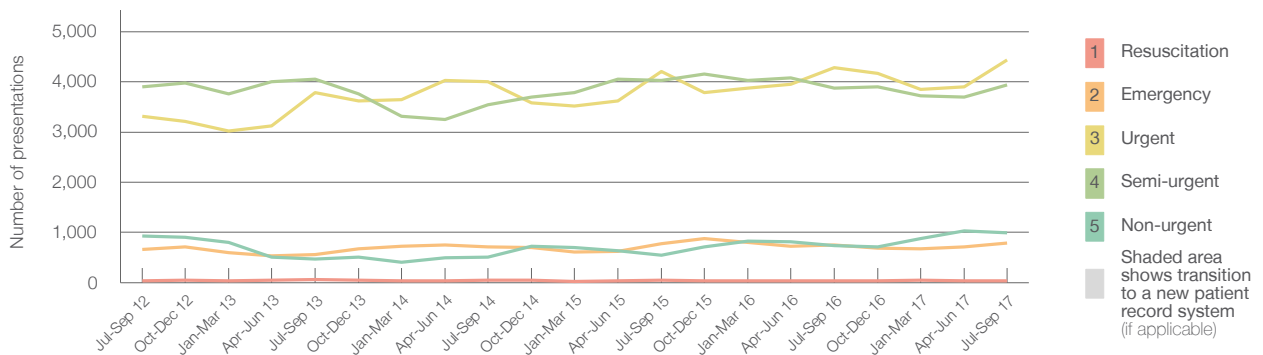
Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations² by triage category: 10,188 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	37	59	46	47	32	37
Emergency	660	560	712	770	750	788
Urgent	3,320	3,784	4,001	4,211	4,285	4,438
Semi-urgent	3,903	4,058	3,537	4,022	3,873	3,933
Non-urgent	928	476	508	545	736	992
All emergency presentations	8,848	8,937	8,804	9,595	9,676	10,188

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,303 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

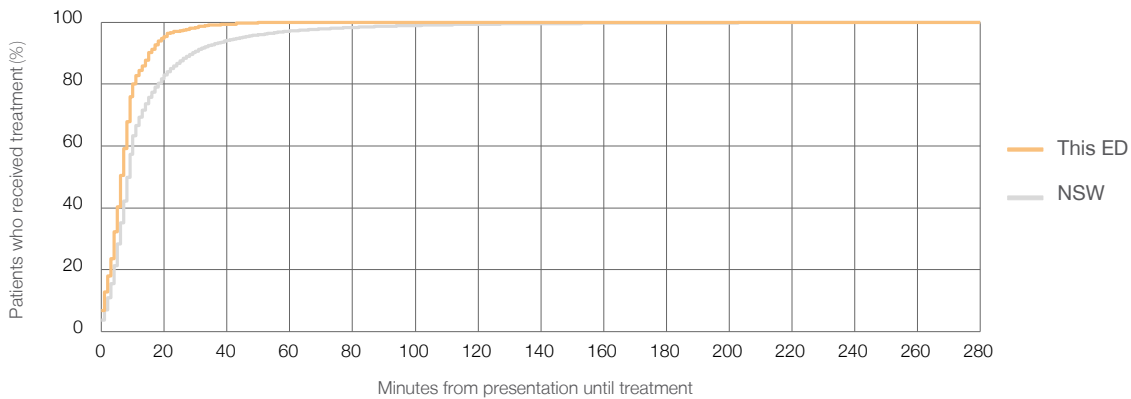
Number of triage 2 patients: 788

Number of triage 2 patients used to calculate waiting time:³ 785

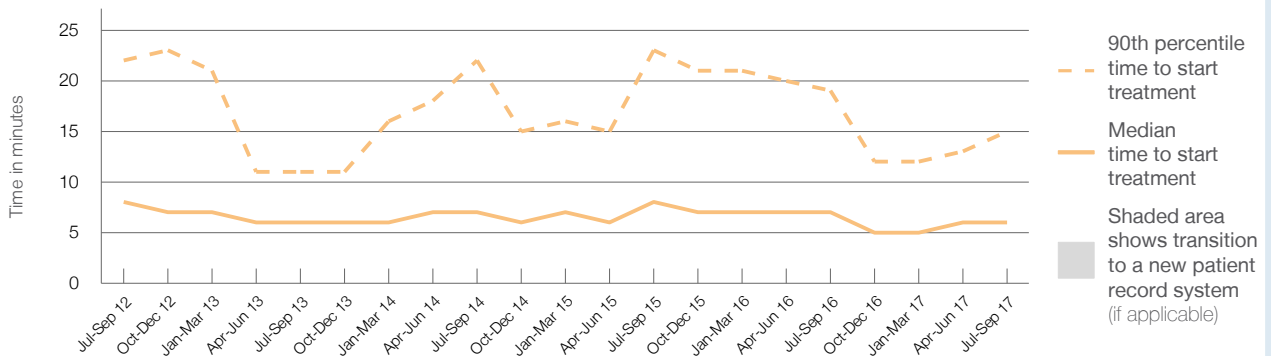
Median time to start treatment⁴ ■ 6 minutes
 90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
750	750
7 minutes	9 minutes
19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	6	7	8	7	6
90th percentile time to start treatment ⁵ (minutes)	22	11	22	23	19	15

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,438

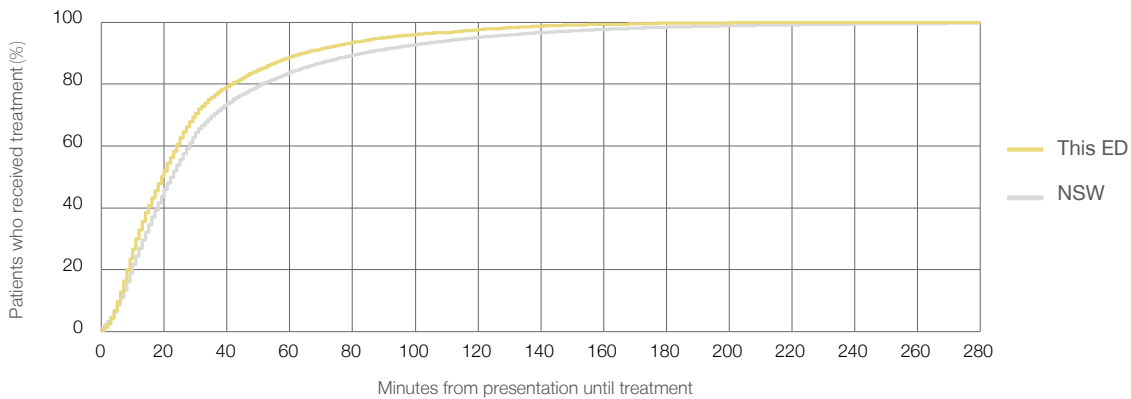
Number of triage 3 patients used to calculate waiting time:³ 4,353

Median time to start treatment⁴ 19 minutes

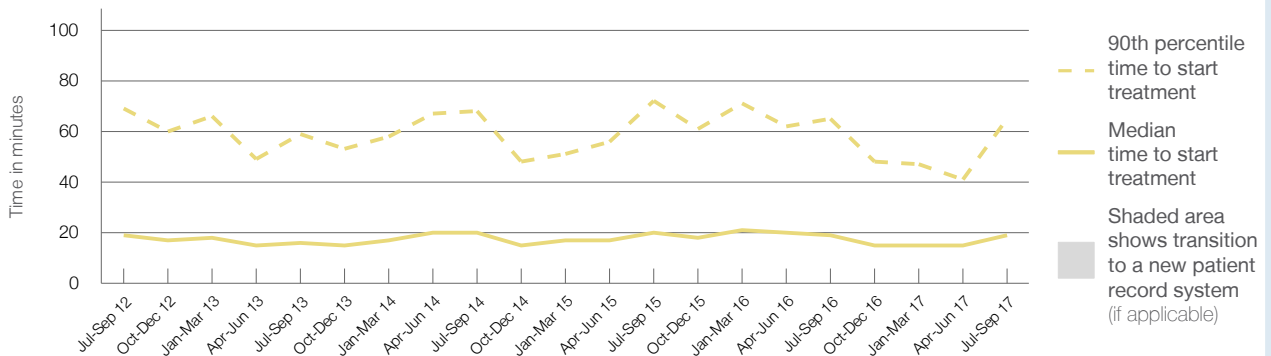
90th percentile time to start treatment⁵ 65 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	4,285	4,224
Median time to start treatment ⁴	19 minutes	23 minutes
90th percentile time to start treatment ⁵	65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	16	20	20	19	19
90th percentile time to start treatment ⁵ (minutes)	69	59	68	72	65	65

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,933

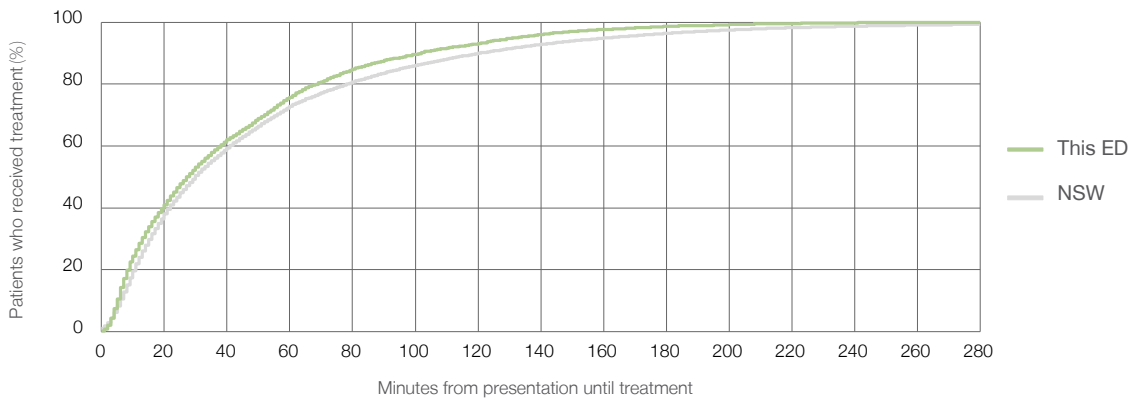
Number of triage 4 patients used to calculate waiting time:³ 3,742

Median time to start treatment⁴ 27 minutes

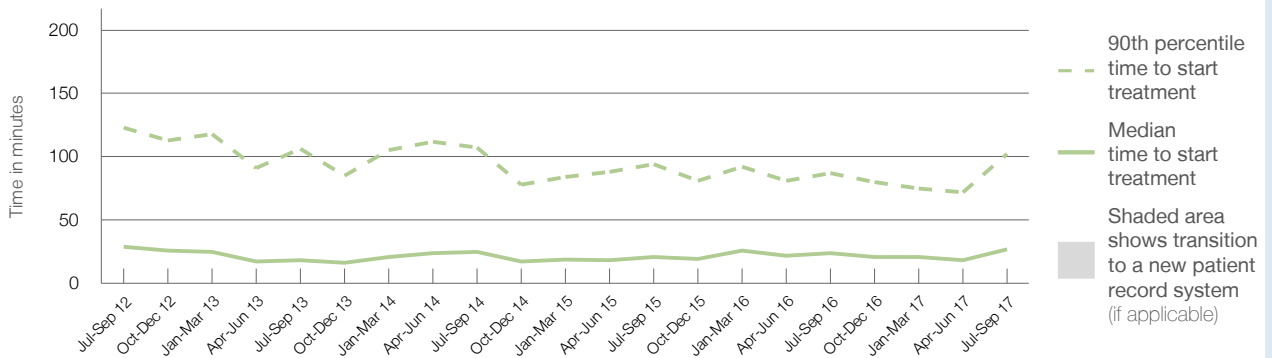
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
3,873	3,727
24 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	18	25	21	24	27
90th percentile time to start treatment ⁵ (minutes)	123	106	107	94	87	102

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 992

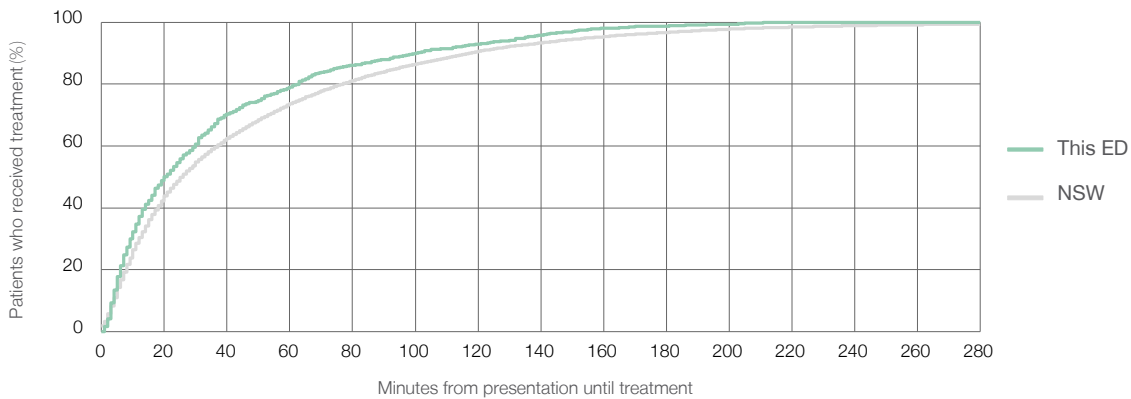
Number of triage 5 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 20 minutes

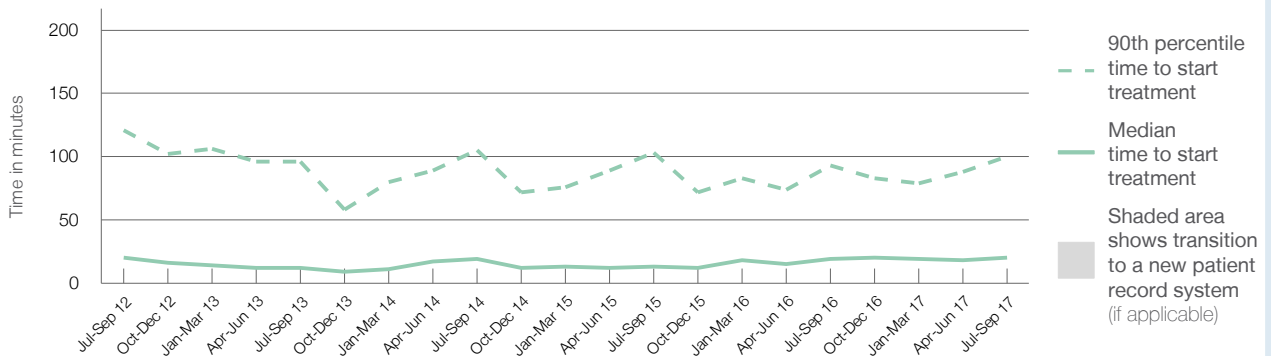
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
736	691
19 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	12	19	13	19	20
90th percentile time to start treatment ⁵ (minutes)	121	96	105	103	93	100

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,636 patients

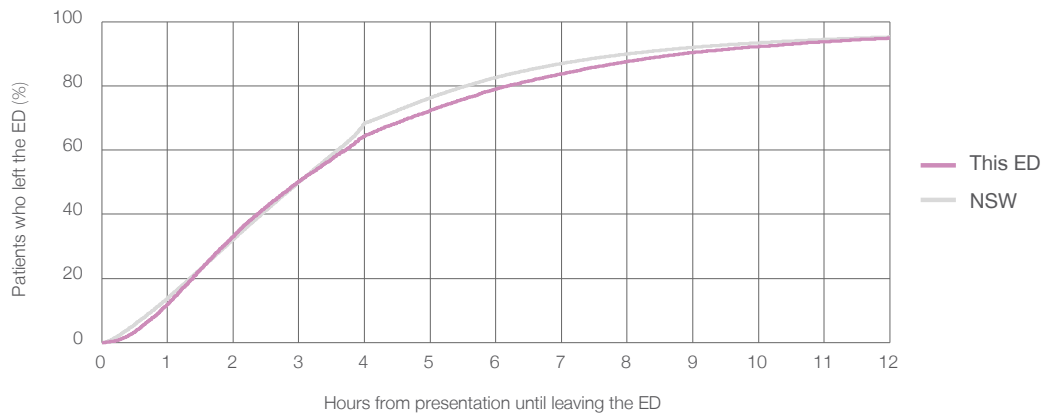
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

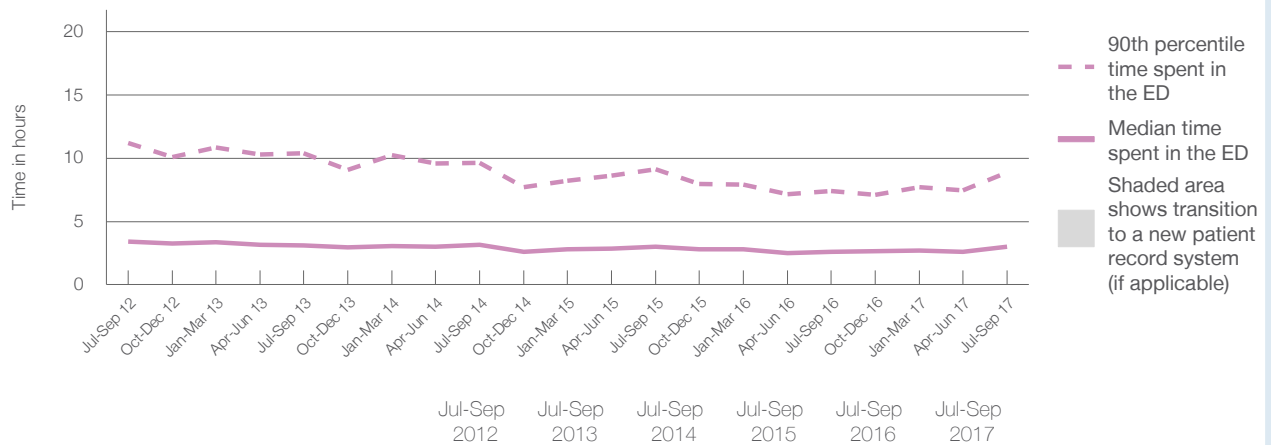
90th percentile time spent in the ED⁹ 8 hours and 51 minutes

Same period last year	NSW (this period)
10,022	10,022
2 hours and 35 minutes	3 hours and 0 minutes
7 hours and 25 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 11m	10h 22m	9h 37m	9h 9m	7h 25m	8h 51m

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

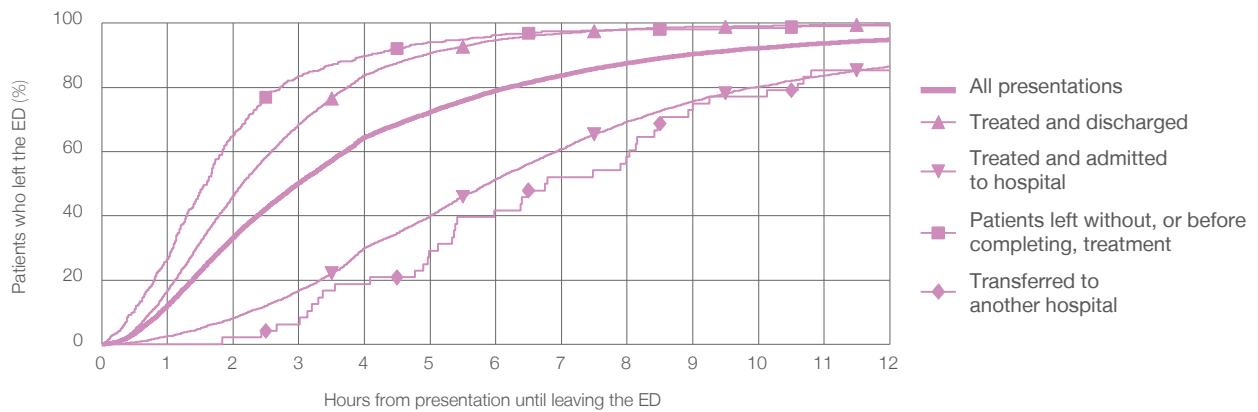
All presentations:¹ 10,636 patients

Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

Treated and discharged	6,332 (59.5%)
Treated and admitted to hospital	3,810 (35.8%)
Patient left without, or before completing, treatment	429 (4.0%)
Transferred to another hospital	48 (0.5%)
Other	17 (0.2%)

Same period last year	Change since one year ago
10,022	6.1%
5,389	17.5%
4,258	-10.5%
303	41.6%
54	-11.1%
18	-5.6%

Percentage of patients who left the ED by time and mode of separation, July to September 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	16.8%	46.3%	68.5%	83.8%	94.7%	98.1%	99.1%	99.6%
Treated and admitted to hospital	2.5%	8.1%	16.8%	30.0%	51.5%	69.4%	80.2%	86.6%
Patient left without, or before completing, treatment	26.6%	65.0%	83.4%	89.7%	96.3%	98.1%	98.6%	99.3%
Transferred to another hospital	0%	2.1%	6.3%	18.8%	41.7%	58.3%	77.1%	85.4%
All presentations	12.0%	33.2%	50.3%	64.5%	79.0%	87.6%	92.2%	94.9%

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Wagga Wagga Rural Referral Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2017

All presentations at the emergency department:¹ 10,636 patients

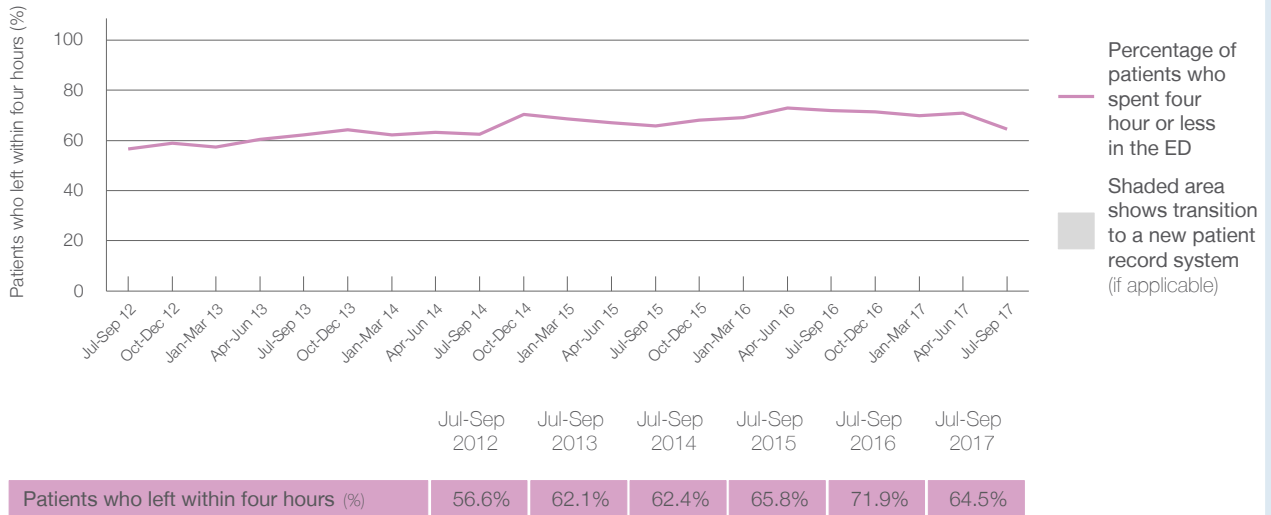
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

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	10,022	6.1%
Presentations used to calculate time to leaving the ED: ⁶	10,022	6.1%
Percentage of patients who spent four hours or less in the ED	71.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency presentations at the emergency department (ED).
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- 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).