

Moree Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,281 patients

Emergency presentations:² 2,034 patients

Same period last year	Change since one year ago
1,968	16%
1,787	14%

Moree Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 181 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 605 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,084 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 156 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
172	
5 minutes	8 minutes
19 minutes	23 minutes
612	
8 minutes	20 minutes
36 minutes	65 minutes
891	
10 minutes	25 minutes
53 minutes	98 minutes
112	
6 minutes	22 minutes
*	97 minutes

Moree Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,281 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
1,968	16%
86%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

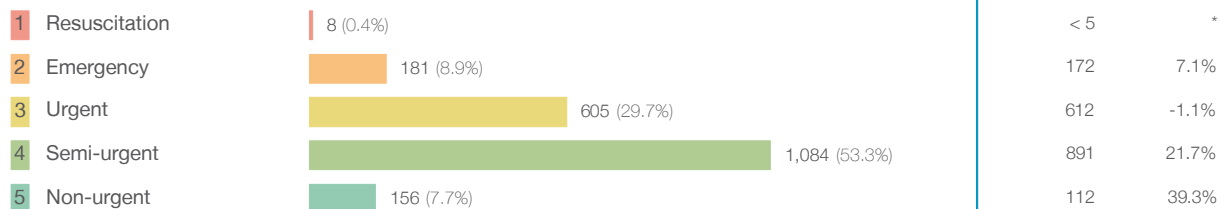
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Moree Hospital: Patients presenting to the emergency department

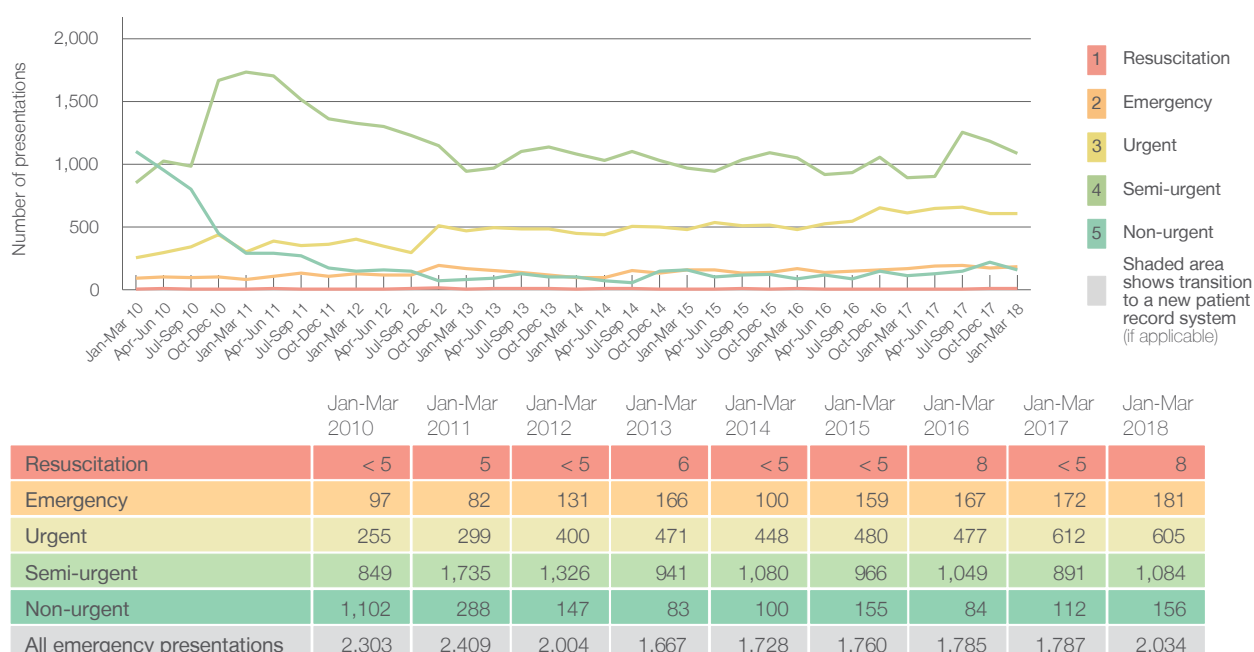
January to March 2018

All presentations:¹ 2,281 patients

Emergency presentations² by triage category: 2,034 patients



Emergency presentations² by quarter, January 2010 to March 2018 [†]



Moree Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 209 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Moree Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 181

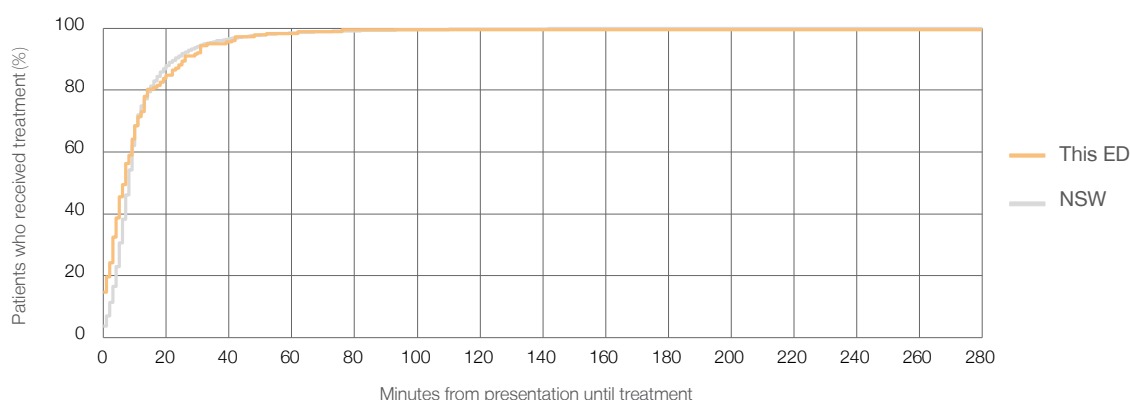
Number of triage 2 patients used to calculate waiting time: ³ 178

Median time to start treatment ⁴ 7 minutes

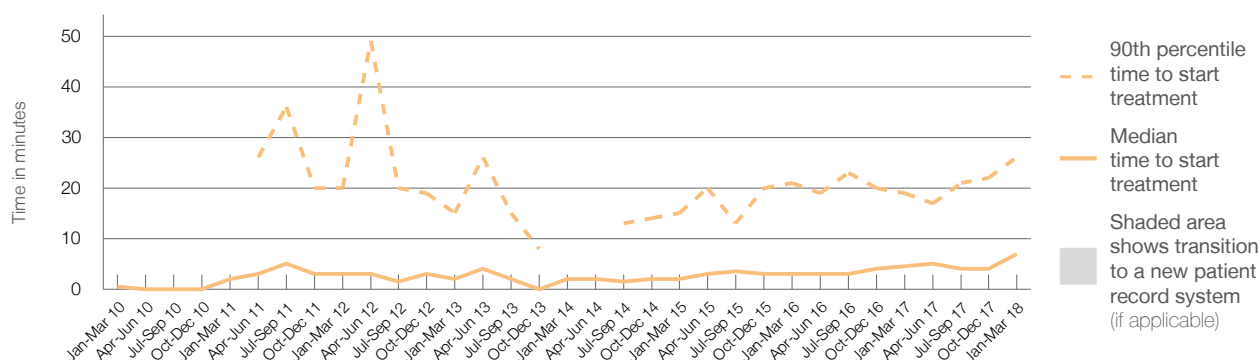
90th percentile time to start treatment ⁵ 26 minutes

Same period last year	NSW (this period)
172	
168	
5 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	1	2	3	2	2	2	3	5	7
90th percentile time to start treatment ⁵ (minutes)	*	*	20	15	*	15	21	19	26

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

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Moree Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 605

Number of triage 3 patients used to calculate waiting time:³ 592

Median time to start treatment⁴

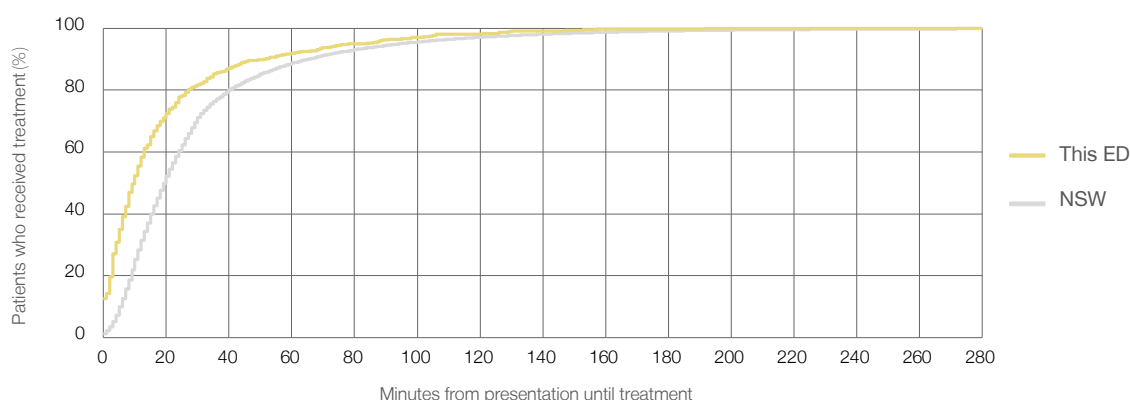
10 minutes

90th percentile time to start treatment⁵

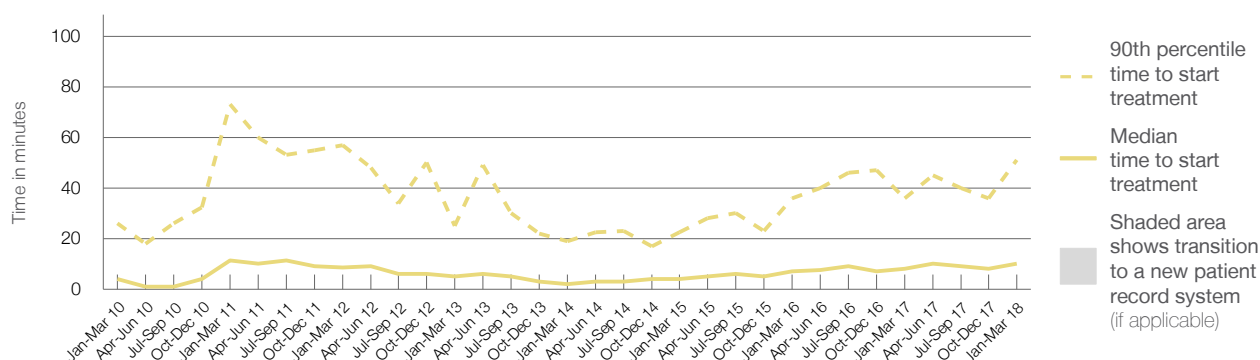
51 minutes

Same period last year	NSW (this period)
612	
591	
8 minutes	20 minutes
36 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	12	9	5	2	4	7	8	10
90th percentile time to start treatment ⁵ (minutes)	26	73	57	25	19	23	36	36	51

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Moree Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,084

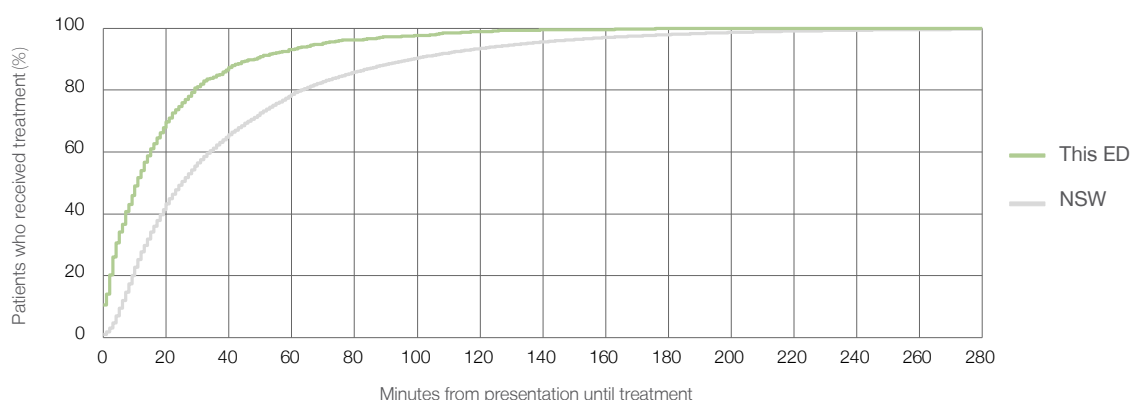
Number of triage 4 patients used to calculate waiting time:³ 999

Median time to start treatment⁴ 11 minutes

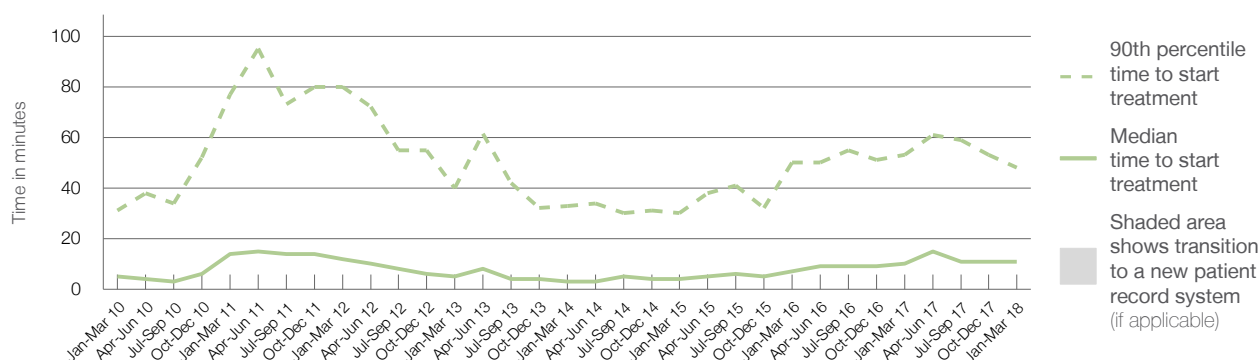
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
891	
832	
10 minutes	25 minutes
53 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	14	12	5	3	4	7	10	11
90th percentile time to start treatment ⁵ (minutes)	31	77	80	40	33	30	50	53	48

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Moree Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 156

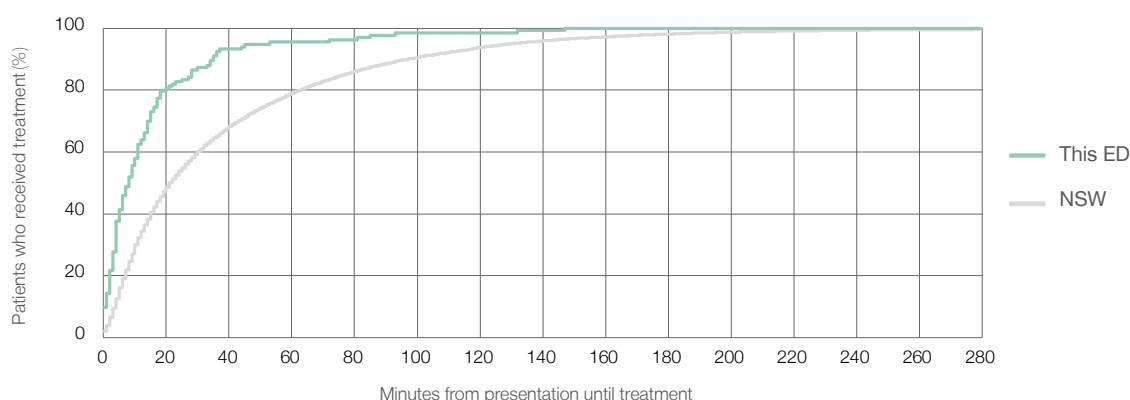
Number of triage 5 patients used to calculate waiting time:³ 133

Median time to start treatment⁴ 8 minutes

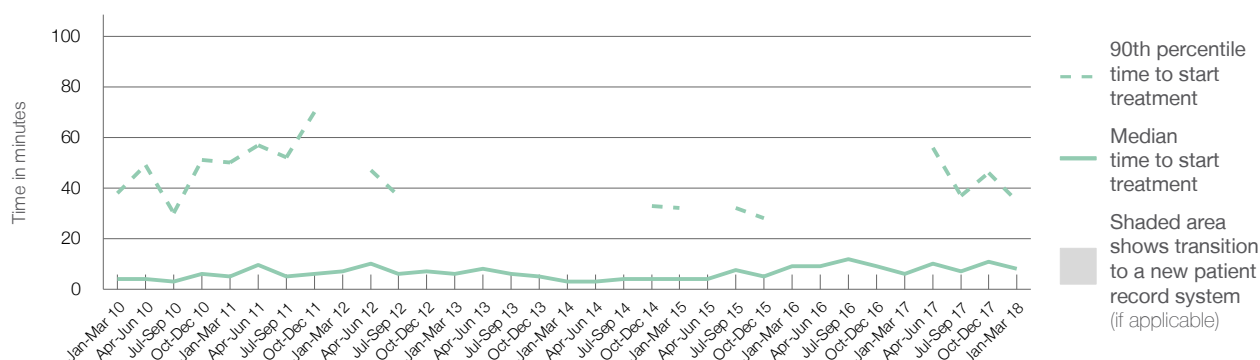
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
112	
91	
6 minutes	22 minutes
*	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	5	7	6	3	4	9	6	8
90th percentile time to start treatment ⁵ (minutes)	38	50	*	*	*	32	*	*	35

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Moree Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,281 patients

Presentations used to calculate time to leaving the ED:⁶ 2,281 patients

Median time spent in the ED⁸

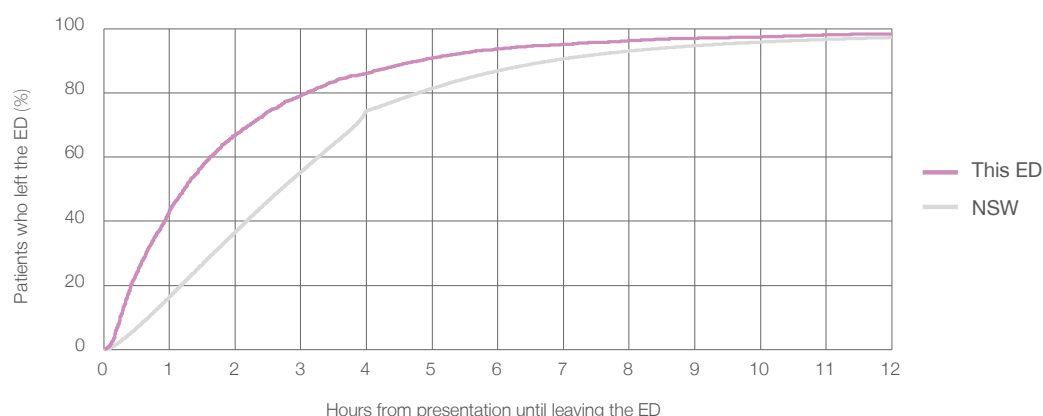
1 hours and 14 minutes

90th percentile time spent in the ED⁹

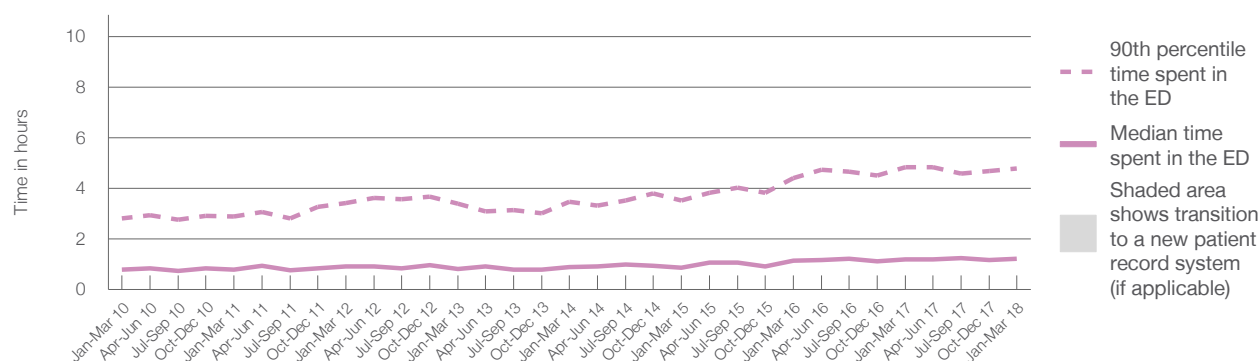
4 hours and 48 minutes

Same period last year	NSW (this period)
1,968	
1,968	
1 hours and 12 minutes	2 hours and 42 minutes
4 hours and 51 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	0h 47m	0h 47m	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m	1h 12m	1h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 49m	2h 54m	3h 26m	3h 24m	3h 29m	3h 32m	4h 24m	4h 51m	4h 48m

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

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Moree Hospital: Time patients spent in the ED

By mode of separation

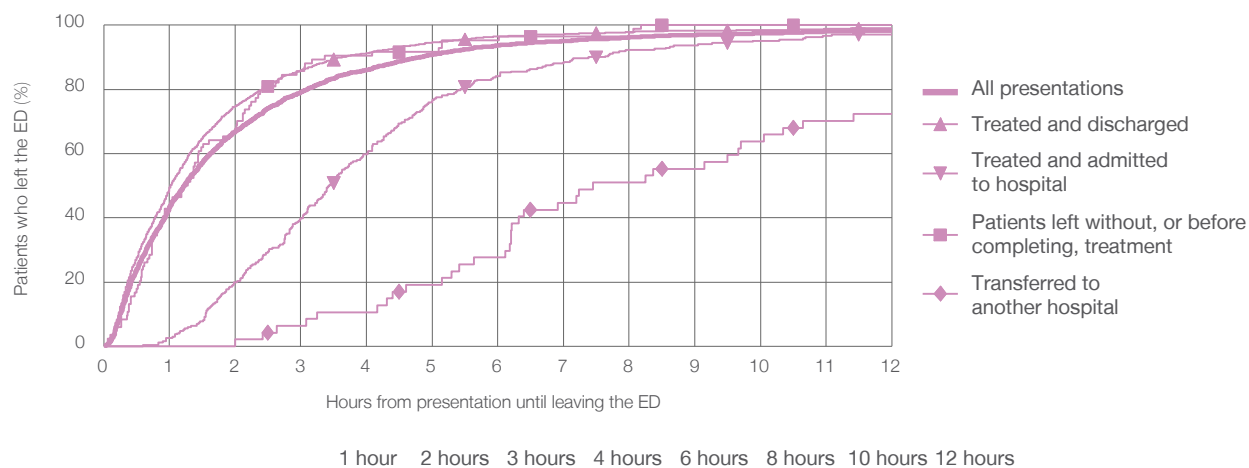
January to March 2018

All presentations:[†] 2,281 patients

Presentations used to calculate time to leaving the ED:[‡] 2,281 patients

		Same period last year	Change since one year ago
Treated and discharged	1,810 (79.4%)	1,968	16%
Treated and admitted to hospital	271 (11.9%)	1,529	18.4%
Patient left without, or before completing, treatment	84 (3.7%)	256	5.9%
Transferred to another hospital	47 (2.1%)	81	3.7%
Other	69 (3.0%)	39	20.5%
		63	9.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.5%	74.8%	85.9%	91.3%	96.5%	97.8%	98.5%	99.1%
Treated and admitted to hospital	2.6%	19.9%	39.9%	59.8%	84.1%	92.3%	95.2%	97.0%
Patient left without, or before completing, treatment	44.0%	67.9%	85.7%	90.5%	95.2%	97.6%	100%	100%
Transferred to another hospital	0%	2.1%	6.4%	10.6%	27.7%	51.1%	63.8%	72.3%
All presentations	43.5%	66.9%	79.1%	86.1%	93.6%	96.2%	97.4%	98.3%

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Moree Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 2,281 patients

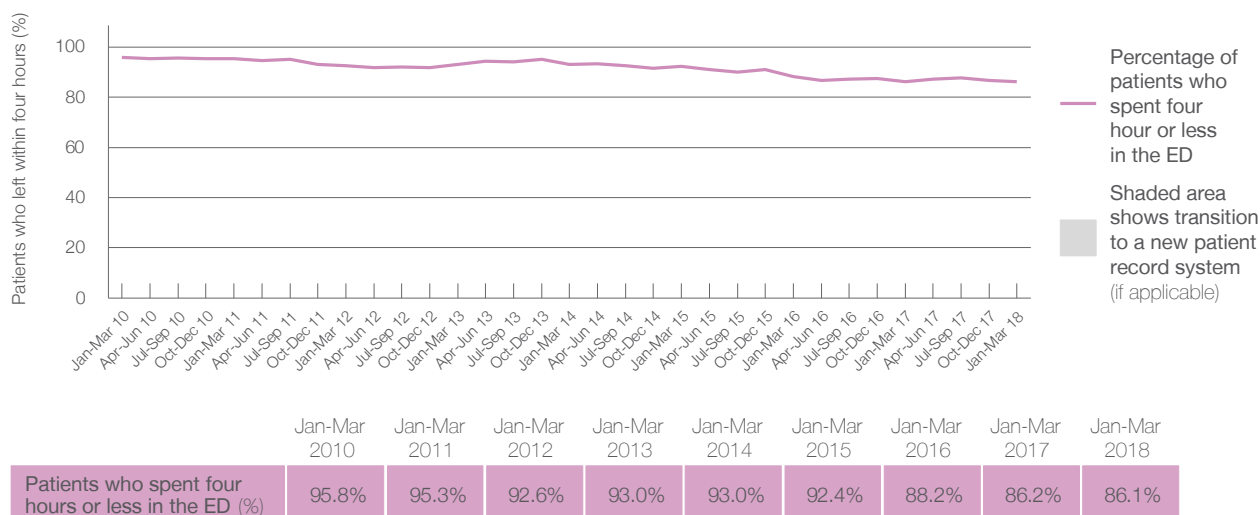
Presentations used to calculate time to leaving the ED: ⁶ 2,281 patients

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



Same period last year	Change since one year ago
1,968	16%
1,968	16%
86.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



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

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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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).