

Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,785 patients

Emergency presentations:² 8,701 patients

Same period last year	Change since one year ago
8,900	-1%
8,658	0%

Port Macquarie Base Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,168 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,181 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,845 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 465 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,181	
10 minutes	8 minutes
24 minutes	23 minutes
3,469	
22 minutes	20 minutes
60 minutes	65 minutes
3,527	
27 minutes	25 minutes
88 minutes	98 minutes
452	
25 minutes	22 minutes
97 minutes	97 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,784 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,899	-1%
76%	

* 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.

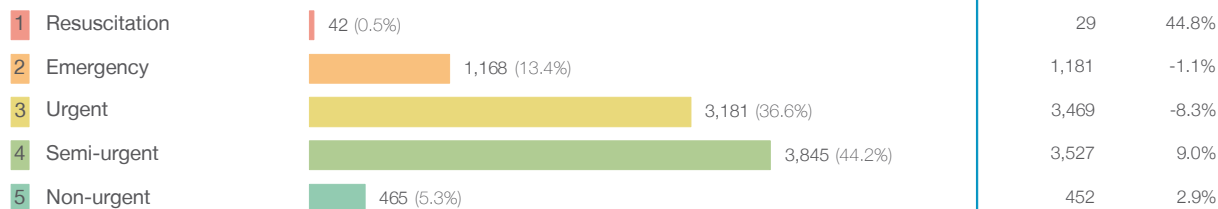
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department

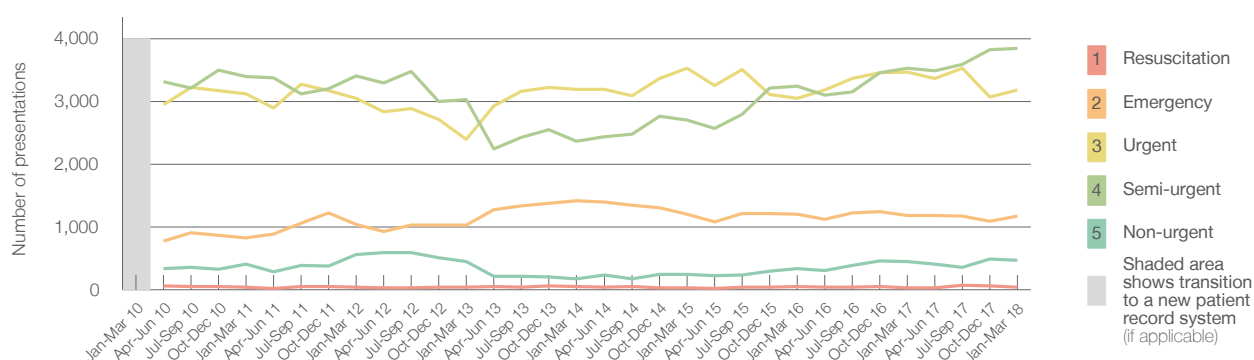
January to March 2018

All presentations:¹ 8,785 patients

Emergency presentations² by triage category: 8,701 patients



Emergency presentations² 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
Resuscitation		38	44	39	45	31	46	29	42
Emergency		828	1,035	1,032	1,413	1,207	1,206	1,181	1,168
Urgent		3,124	3,046	2,392	3,190	3,527	3,047	3,469	3,181
Semi-urgent		3,399	3,403	3,031	2,367	2,707	3,242	3,527	3,845
Non-urgent		411	559	449	174	245	336	452	465
All emergency presentations		7,800	8,087	6,943	7,189	7,717	7,877	8,658	8,701

Port Macquarie Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,984 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.

Port Macquarie Base 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: 1,168

Number of triage 2 patients used to calculate waiting time: ³ 1,166

Median time to start treatment ⁴

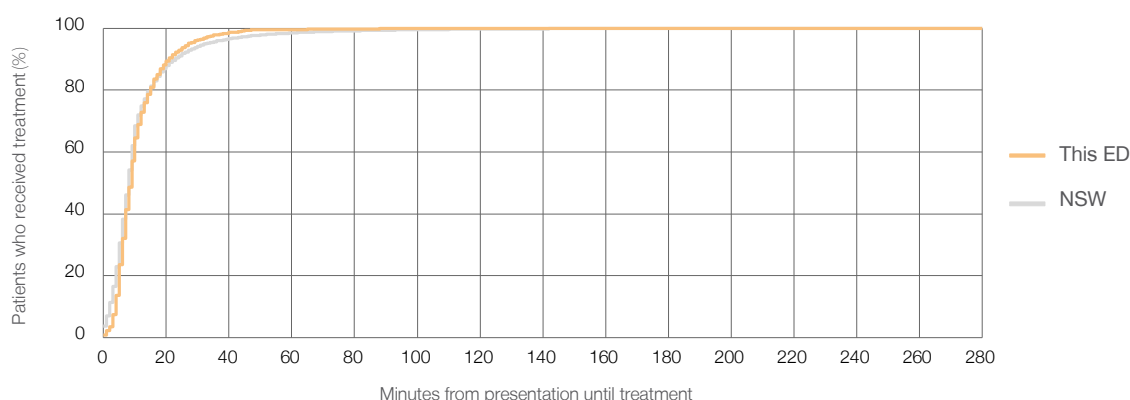
9 minutes

90th percentile time to start treatment ⁵

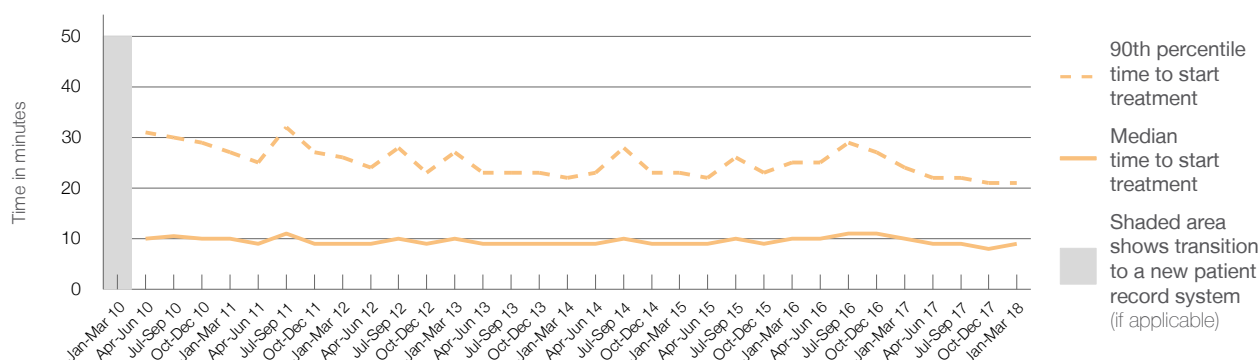
21 minutes

Same period last year	NSW (this period)
1,181	
1,176	
10 minutes	8 minutes
24 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)		10	9	10	9	9	10	10	9
90th percentile time to start treatment ⁵ (minutes)		27	26	27	22	23	25	24	21

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Port Macquarie Base 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: 3,181

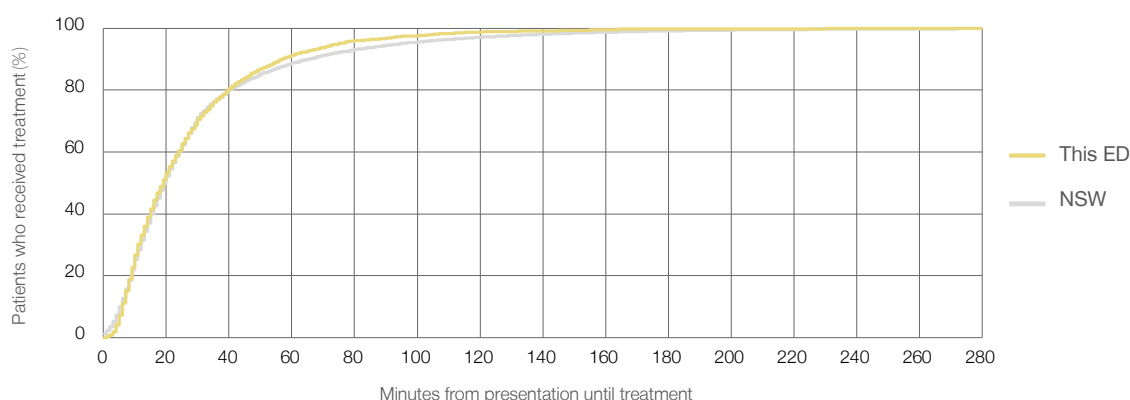
Number of triage 3 patients used to calculate waiting time:³ 3,118

Median time to start treatment⁴ 19 minutes

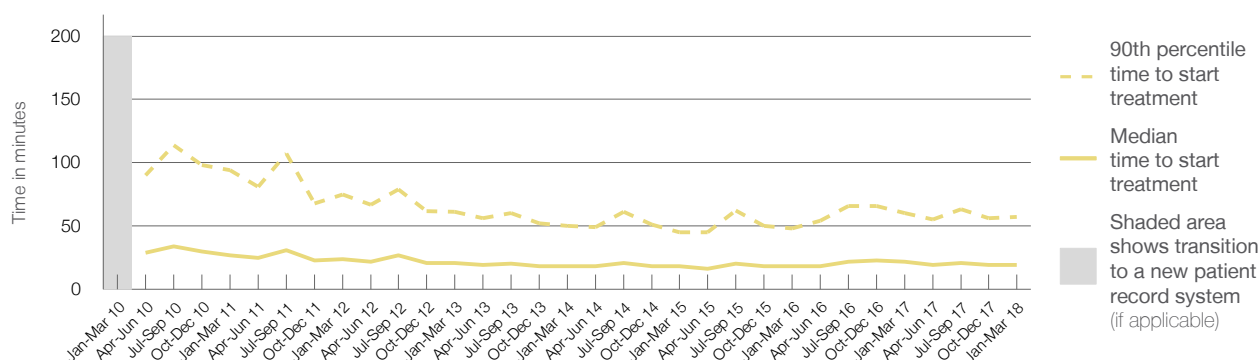
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
3,469	
3,388	
22 minutes	20 minutes
60 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)		27	24	21	18	18	18	22	19
90th percentile time to start treatment ⁵ (minutes)		94	75	61	50	45	48	60	57

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Port Macquarie Base 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: 3,845

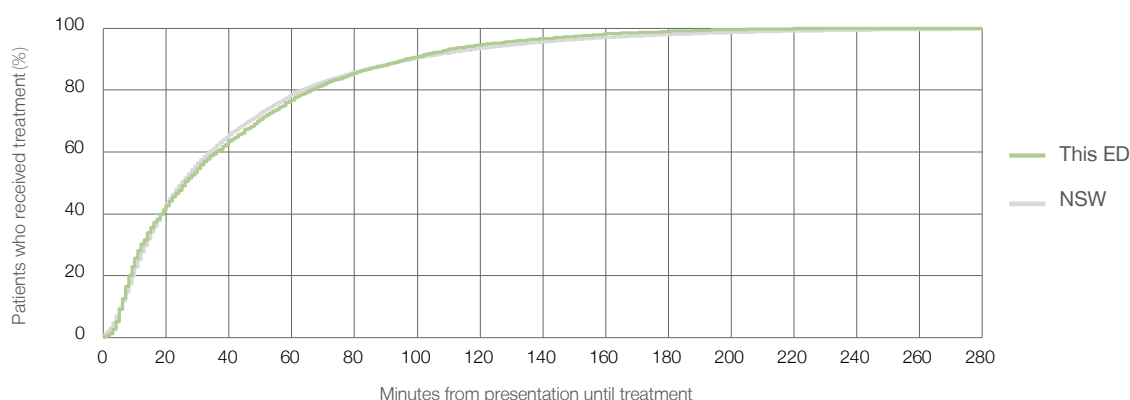
Number of triage 4 patients used to calculate waiting time:³ 3,244

Median time to start treatment⁴ 26 minutes

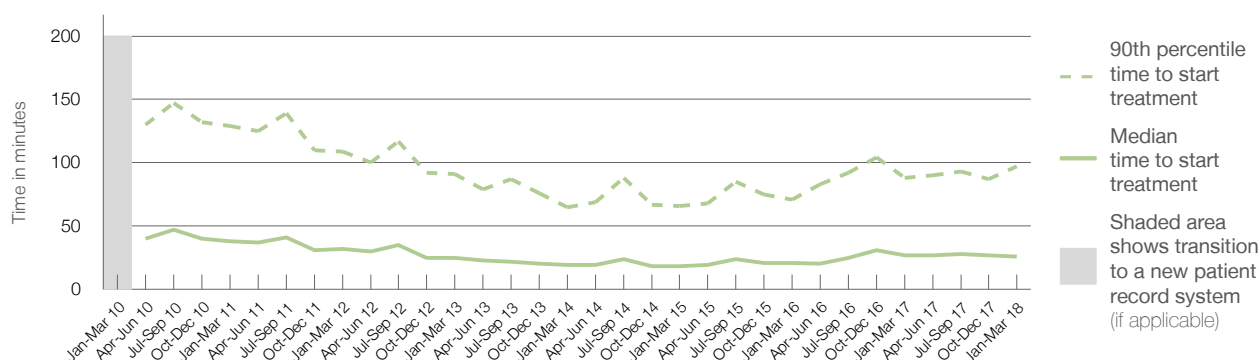
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
3,527	
2,935	
27 minutes	25 minutes
88 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)		38	32	25	19	18	21	27	26
90th percentile time to start treatment ⁵ (minutes)		129	109	91	65	66	71	88	97

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Port Macquarie Base 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: 465

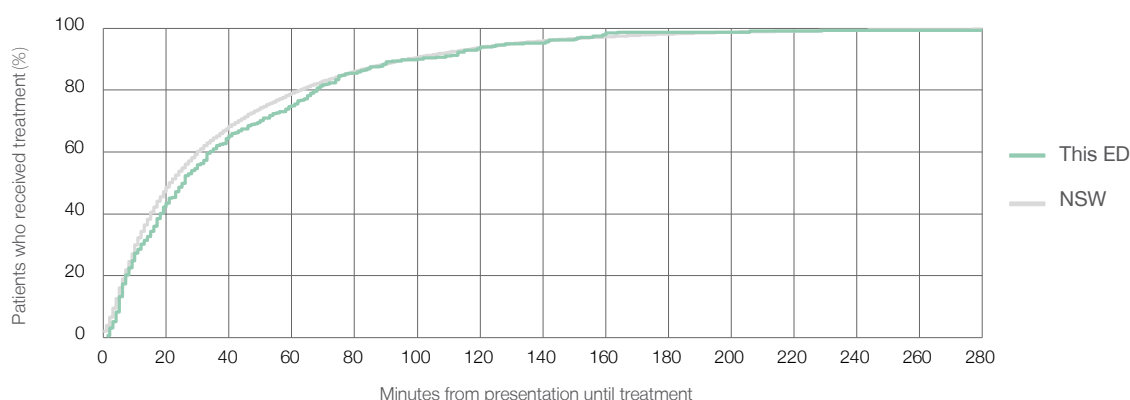
Number of triage 5 patients used to calculate waiting time:³ 311

Median time to start treatment⁴ 26 minutes

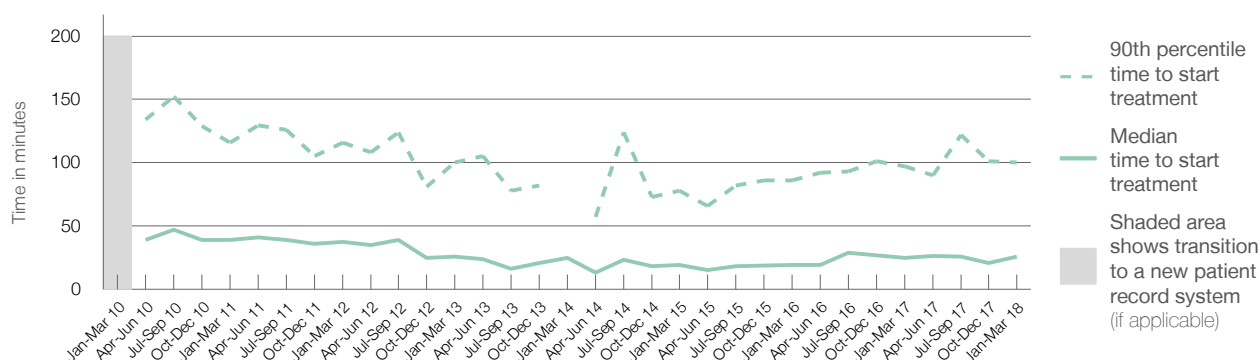
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
452	
259	
25 minutes	22 minutes
97 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)		39	38	26	25	19	19	25	26
90th percentile time to start treatment ⁵ (minutes)		116	116	100	*	78	86	97	100

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Port Macquarie Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,785 patients

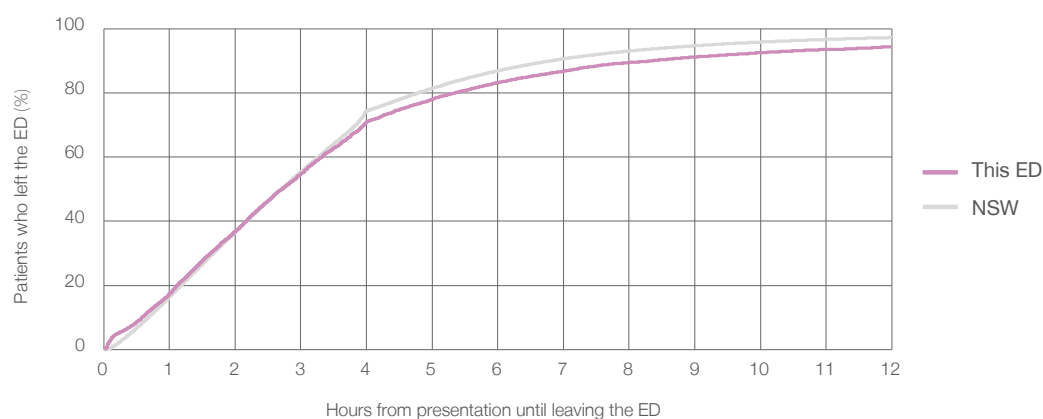
Presentations used to calculate time to leaving the ED:⁶ 8,784 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

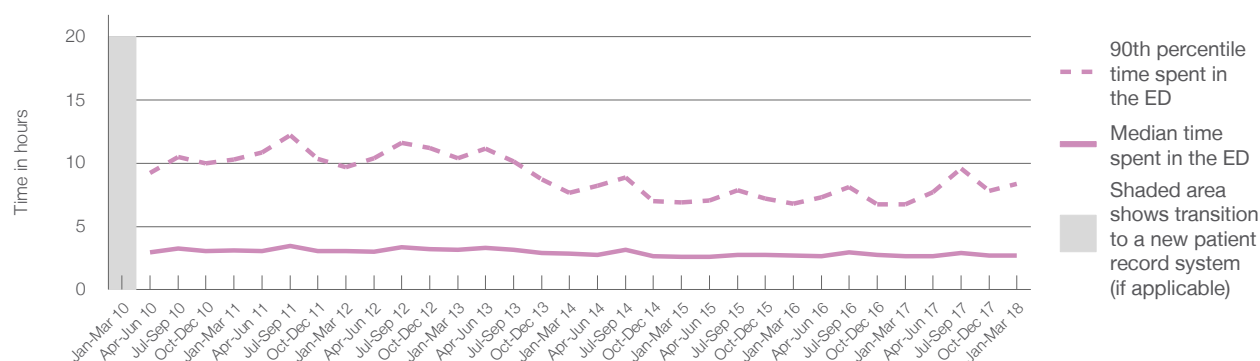
90th percentile time spent in the ED⁹ 8 hours and 21 minutes

Same period last year	NSW (this period)
8,900	
8,899	
2 hours and 38 minutes	2 hours and 42 minutes
6 hours and 46 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)		3h 6m	3h 3m	3h 9m	2h 50m	2h 35m	2h 42m	2h 38m	2h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)		10h 16m	9h 40m	10h 23m	7h 40m	6h 55m	6h 48m	6h 46m	8h 21m

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Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

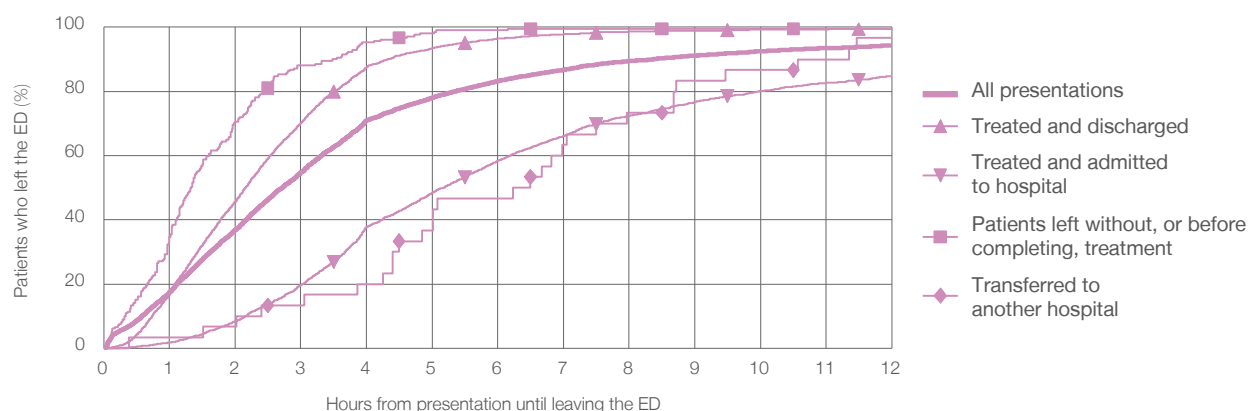
All presentations:[†] 8,785 patients

Presentations used to calculate time to leaving the ED:[‡] 8,784 patients

Treated and discharged	4,851 (55.2%)
Treated and admitted to hospital	3,078 (35.0%)
Patient left without, or before completing, treatment	211 (2.4%)
Transferred to another hospital	30 (0.3%)
Other	615 (7.0%)

Same period last year	Change since one year ago
8,899	-1%
4,689	3.5%
3,261	-5.6%
202	4.5%
51	-41.2%
697	-11.8%

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	17.0%	45.7%	70.2%	87.6%	96.5%	98.6%	99.3%	99.5%
Treated and admitted to hospital	1.8%	8.3%	19.7%	37.8%	58.4%	72.4%	80.1%	84.8%
Patient left without, or before completing, treatment	34.6%	70.6%	88.2%	95.3%	99.1%	99.5%	99.5%	99.5%
Transferred to another hospital	3.3%	6.7%	13.3%	20.0%	46.7%	73.3%	86.7%	96.7%
All presentations	17.5%	36.8%	54.8%	71.0%	83.2%	89.4%	92.6%	94.4%

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Port Macquarie Base 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 8,785 patients

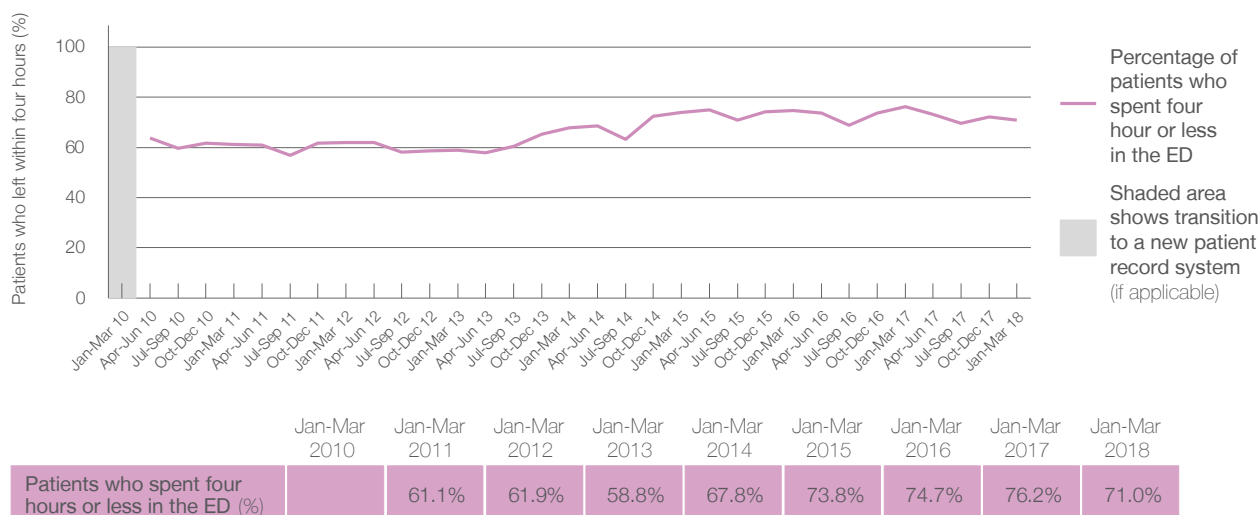
Presentations used to calculate time to leaving the ED: ⁶ 8,784 patients

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



Same period last year	Change since one year ago
8,900	-1%
8,899	-1%
76.2%	

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.
- † 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*.
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 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).