

Healthcare Quarterly

Emergency department

Western NSW Local Health District
Performance Profiles

July to September 2018

Bathurst Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,472 patients
 Emergency presentations:² 6,400 patients

Same period last year	Change since one year ago
6,955	-7%
6,864	-7%

Bathurst Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 698 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,229 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,988 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
670	
6 minutes	8 minutes
9 minutes	28 minutes
2,453	
24 minutes	21 minutes
79 minutes	72 minutes
3,138	
29 minutes	26 minutes
124 minutes	105 minutes
573	
21 minutes	22 minutes
104 minutes	103 minutes

Bathurst Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,472 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
6,954	-7%
74%	

* 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, January to March 2018*.
- 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.

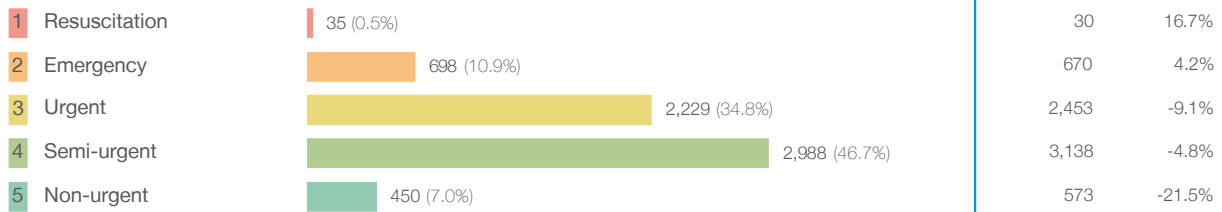
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

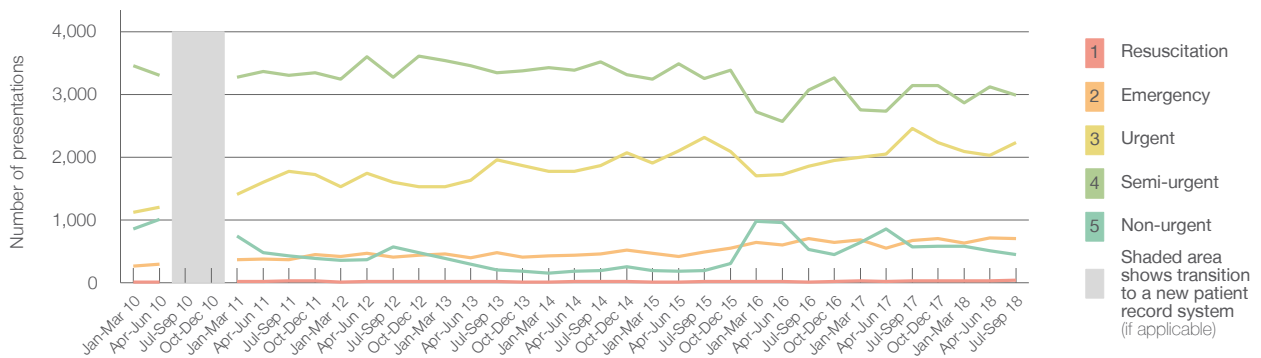
Bathurst Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 6,472 patients

Emergency presentations² by triage category: 6,400 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		25	22	16	15	16	12	30	35
Emergency		363	409	474	457	485	698	670	698
Urgent		1,769	1,600	1,959	1,861	2,316	1,854	2,453	2,229
Semi-urgent		3,306	3,269	3,347	3,521	3,256	3,065	3,138	2,988
Non-urgent		423	569	202	196	194	525	573	450
All emergency presentations		5,886	5,869	5,998	6,050	6,267	6,154	6,864	6,400

Bathurst Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,008 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.

Bathurst Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 698

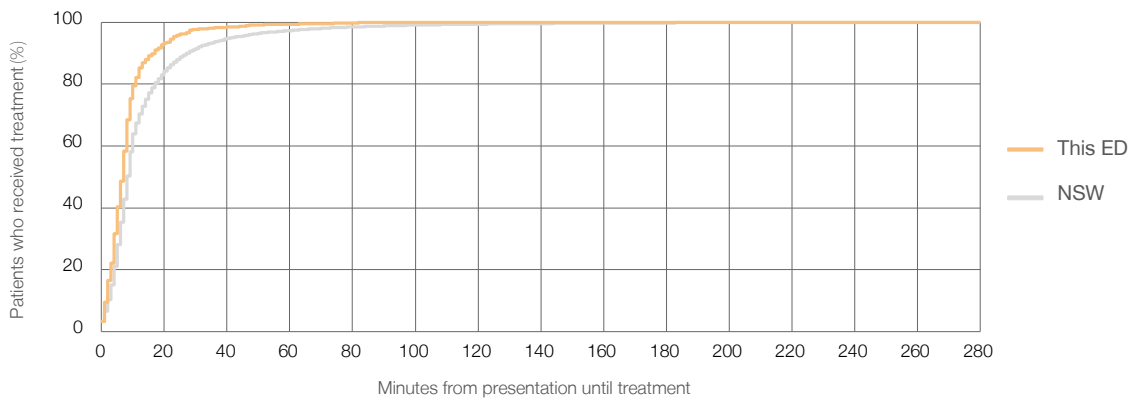
Number of triage 2 patients used to calculate waiting time:³ 698

Median time to start treatment⁴ 7 minutes

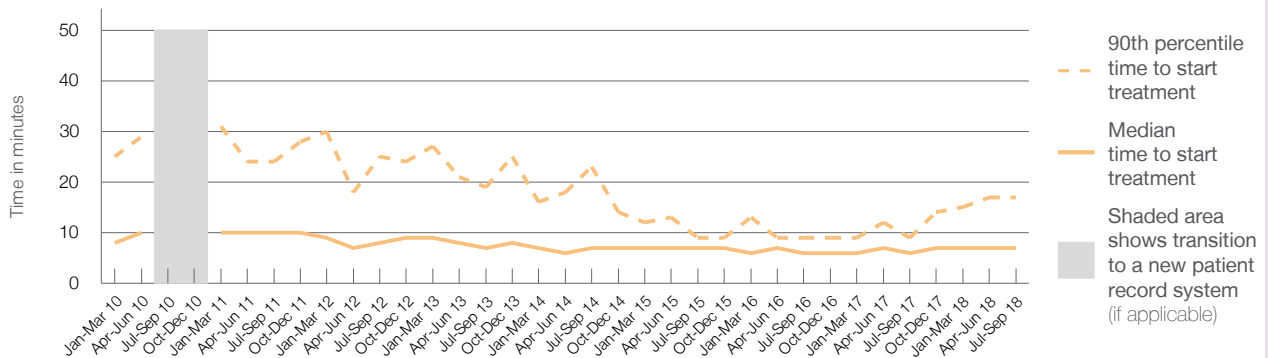
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
670	
668	
6 minutes	8 minutes
9 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		10	8	7	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)		24	25	19	23	9	9	9	17

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

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Bathurst Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,229

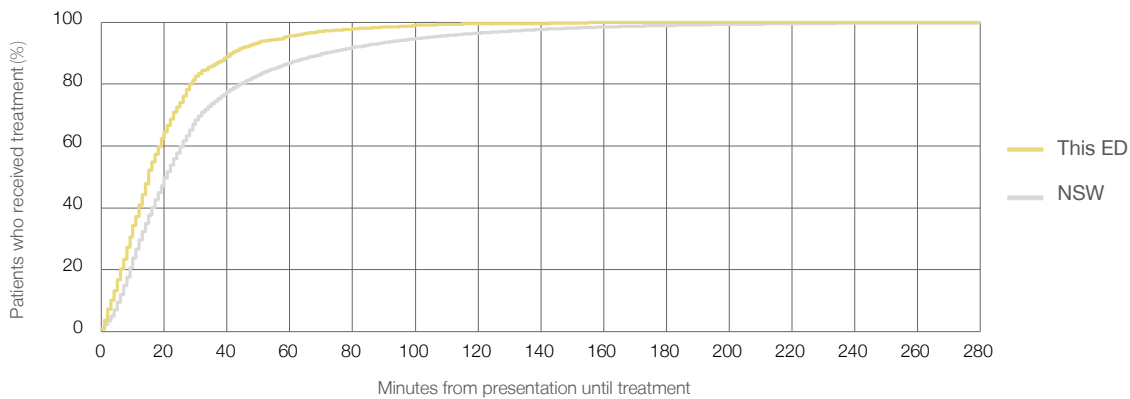
Number of triage 3 patients used to calculate waiting time:³ 2,217

Median time to start treatment⁴ 15 minutes

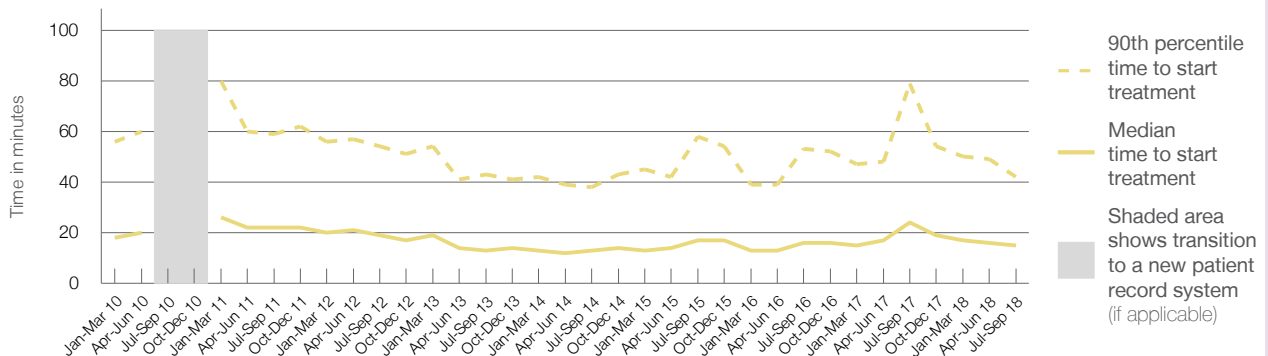
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
2,453	
2,423	
24 minutes	21 minutes
79 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		22	19	13	13	17	16	24	15
90th percentile time to start treatment ⁵ (minutes)		59	54	43	38	58	53	79	42

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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.

Bathurst Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,988

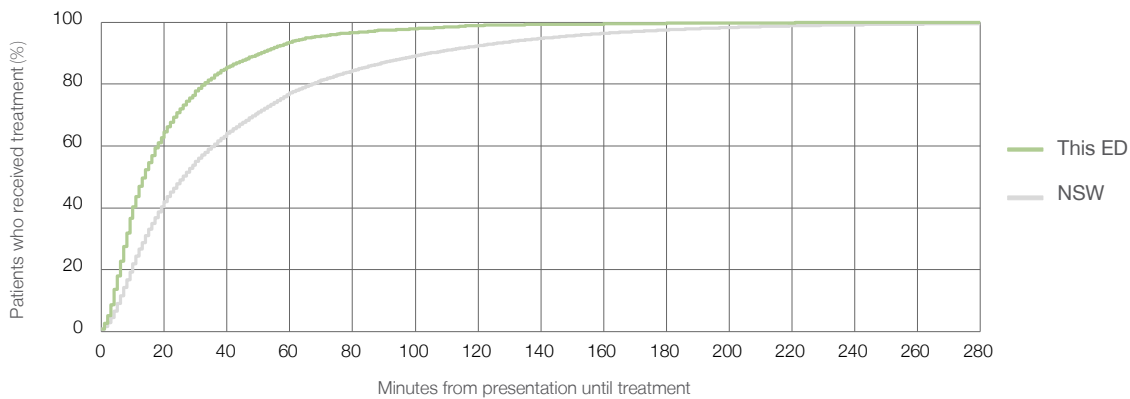
Number of triage 4 patients used to calculate waiting time:³ 2,962

Median time to start treatment⁴ 14 minutes

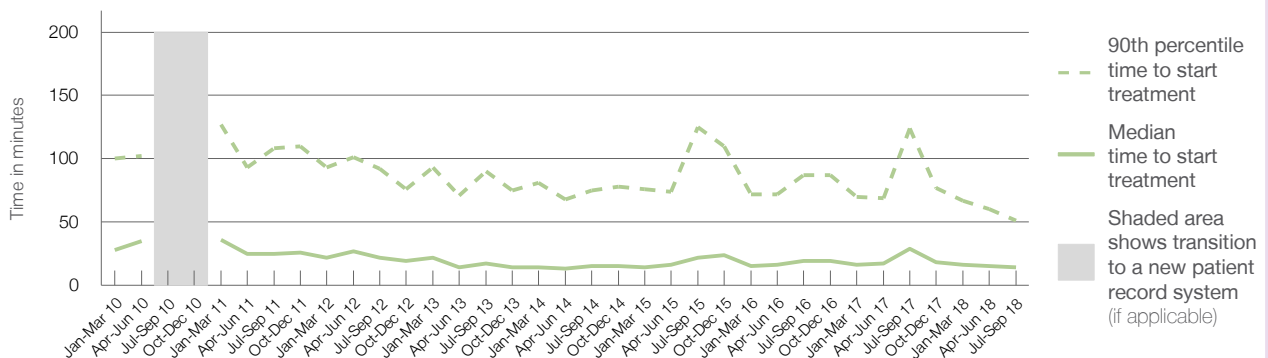
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
3,138	
2,974	
29 minutes	26 minutes
124 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		25	22	17	15	22	19	29	14
90th percentile time to start treatment ⁵ (minutes)		108	92	90	75	125	87	124	51

(†) 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.

Bathurst Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 450

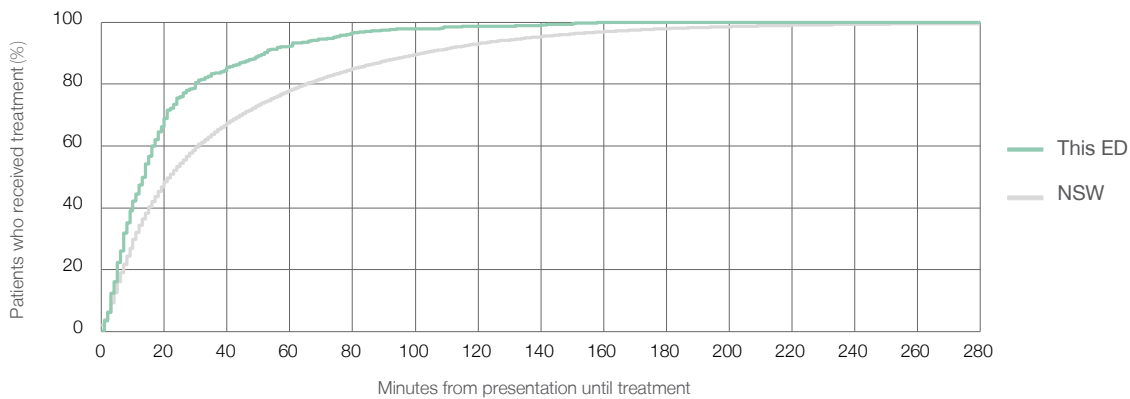
Number of triage 5 patients used to calculate waiting time:³ 432

Median time to start treatment⁴ 14 minutes

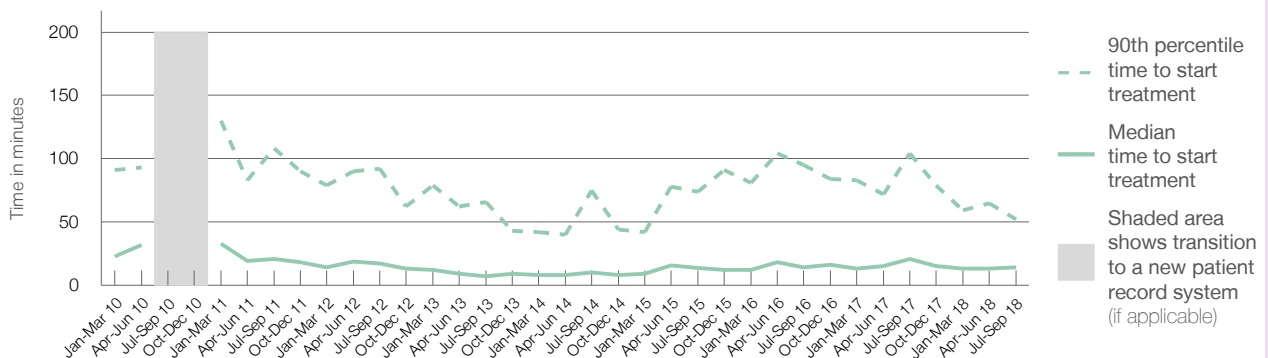
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
573	
534	
21 minutes	22 minutes
104 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		21	17	7	10	14	14	21	14
90th percentile time to start treatment ⁵ (minutes)		108	92	66	75	74	95	104	52

(†) 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.

Bathurst Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,472 patients

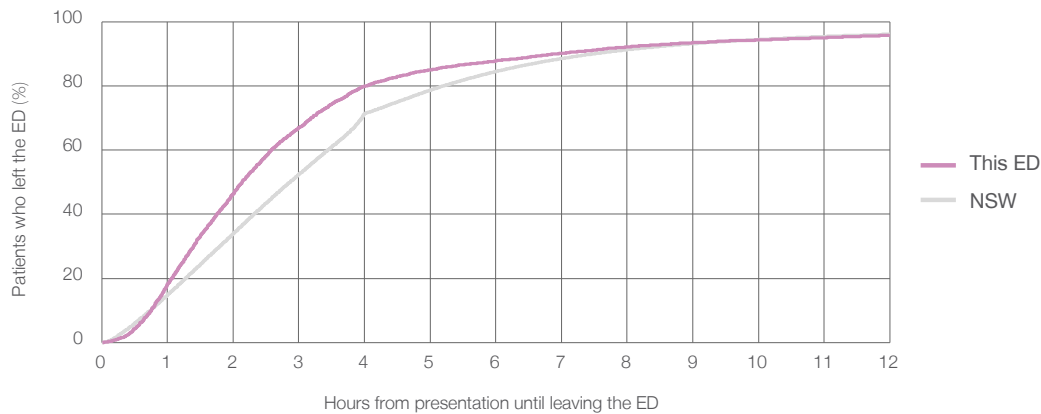
Presentations used to calculate time to leaving the ED:⁶ 6,472 patients

Median time spent in the ED⁸ 2 hours and 8 minutes

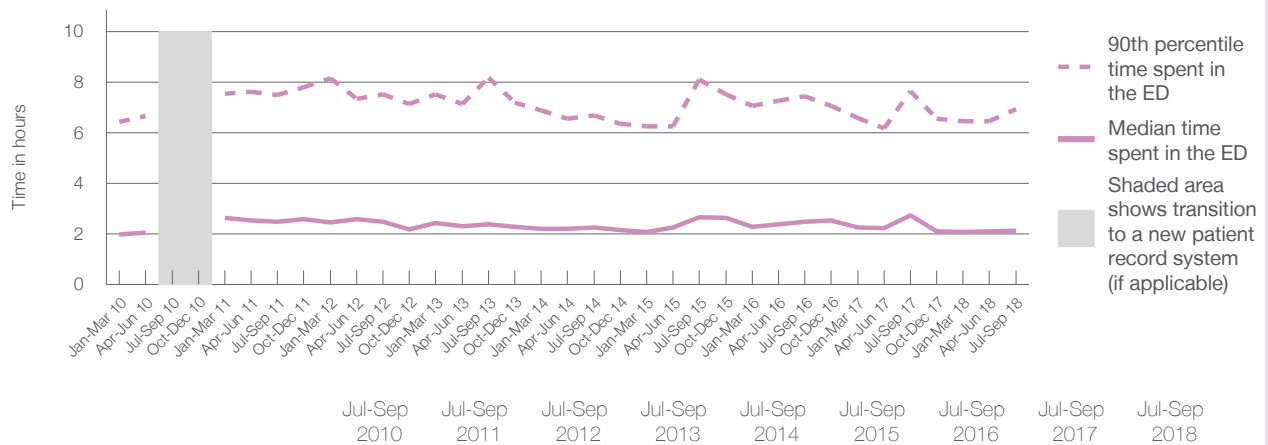
90th percentile time spent in the ED⁹ 6 hours and 56 minutes

Same period last year	NSW (this period)
6,955	
6,954	
2 hours and 44 minutes	2 hours and 52 minutes
7 hours and 39 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 29m	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m	2h 44m	2h 8m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 30m	7h 31m	8h 11m	6h 41m	8h 6m	7h 26m	7h 39m	6h 56m

(†) 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.

Bathurst Health Service: Time patients spent in the ED
By mode of separation
July to September 2018

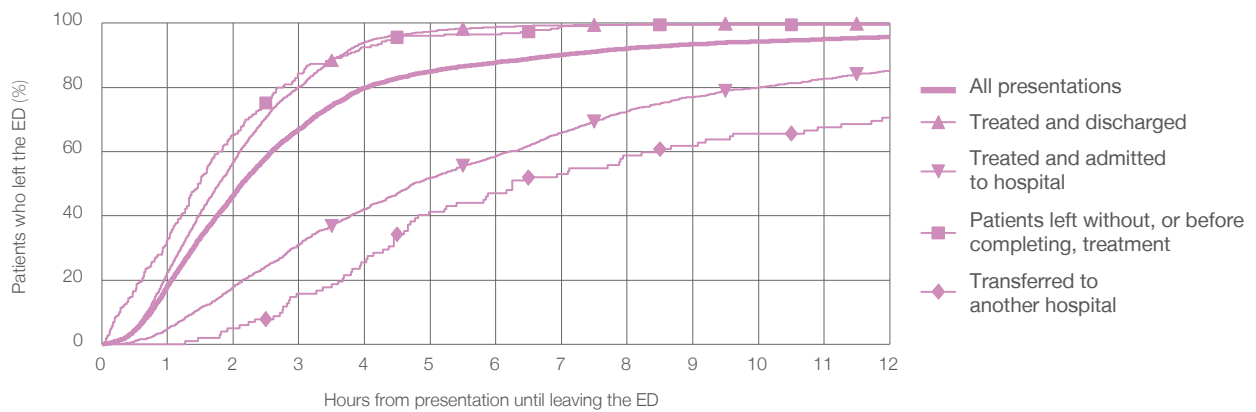
All presentations:¹ 6,472 patients

Presentations used to calculate time to leaving the ED:⁶ 6,472 patients

Treated and discharged	4,485 (69.3%)
Treated and admitted to hospital	1,630 (25.2%)
Patient left without, or before completing, treatment	230 (3.6%)
Transferred to another hospital	102 (1.6%)
Other	25 (0.4%)

Same period last year	Change since one year ago
6,954	-7%
4,947	-9.3%
1,378	18.3%
521	-55.9%
75	36.0%
34	-26.5%

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



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	22.5%	56.8%	80.2%	94.2%	98.8%	99.6%	99.9%	99.9%
Treated and admitted to hospital	4.9%	17.9%	31.0%	42.1%	58.7%	72.6%	80.0%	85.2%
Patient left without, or before completing, treatment	32.6%	65.2%	84.3%	92.6%	96.5%	99.6%	99.6%	99.6%
Transferred to another hospital	0%	4.9%	15.7%	25.5%	47.1%	58.8%	65.7%	70.6%
All presentations	18.2%	46.5%	66.9%	79.9%	87.8%	92.1%	94.3%	95.7%

(†) 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.

Bathurst Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 6,472 patients

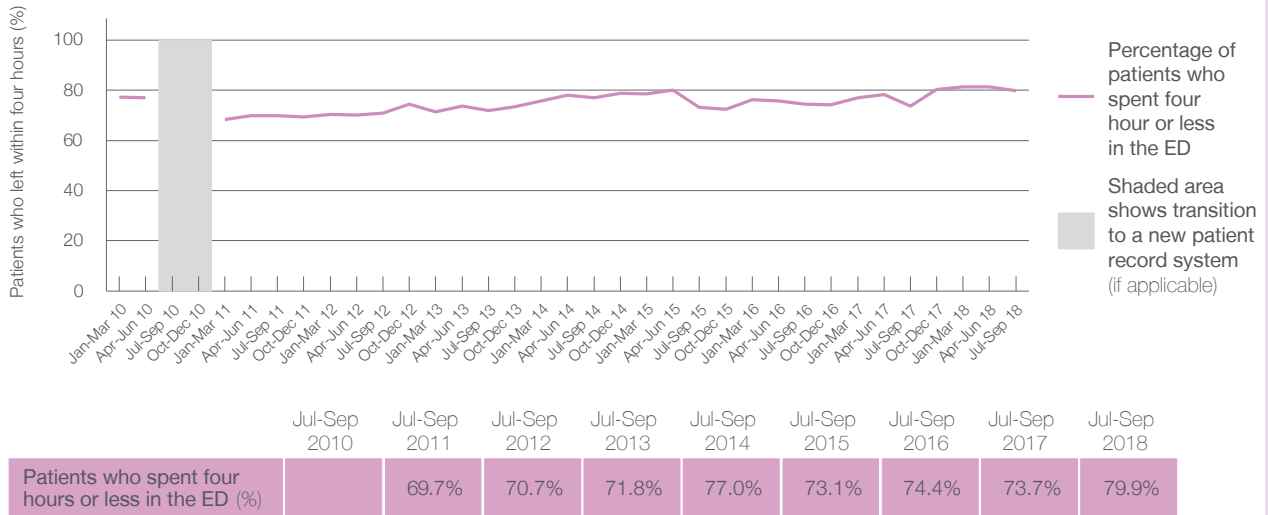
Presentations used to calculate time to leaving the ED: ⁶ 6,472 patients

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	6,955	-7%
Presentations used to calculate time to leaving the ED	6,954	-7%
Percentage of patients who spent four hours or less in the ED	73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Cowra Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 1,776 patients
 Emergency presentations:² 1,694 patients

Same period last year	Change since one year ago
1,691	5%
1,659	2%

Cowra Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 180 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 459 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 723 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 308 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
179	
5 minutes	8 minutes
24 minutes	28 minutes
470	
7 minutes	21 minutes
26 minutes	72 minutes
702	
7 minutes	26 minutes
30 minutes	105 minutes
299	
7 minutes	22 minutes
36 minutes	103 minutes

Cowra Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,776 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
1,691	5%
87%	

* 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, January to March 2018*.
- 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.

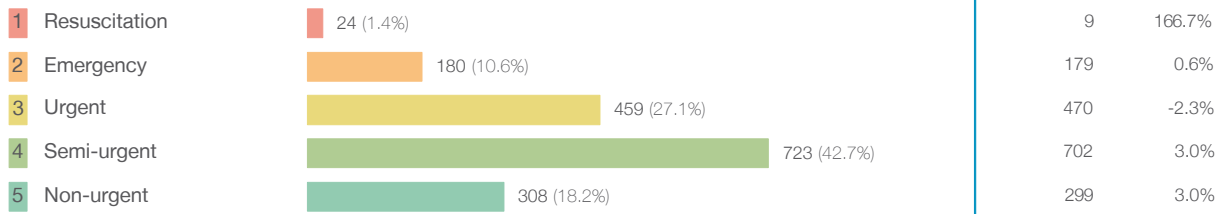
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

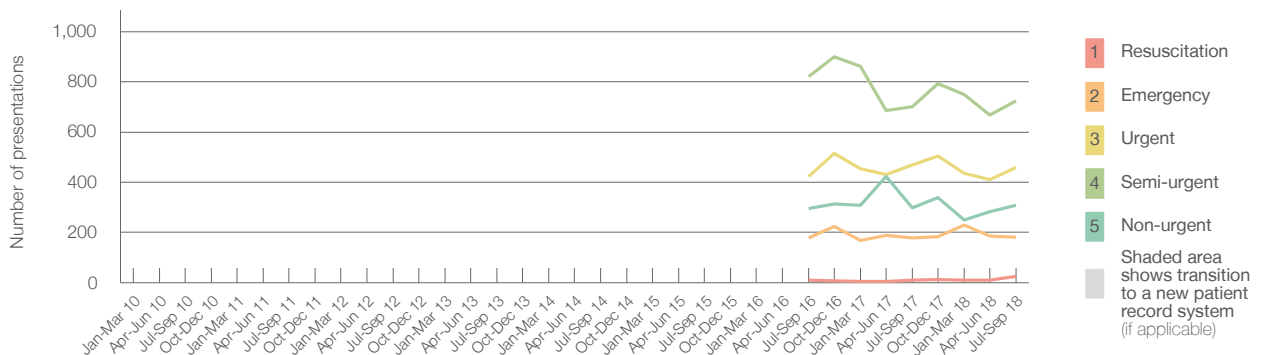
Cowra Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 1,776 patients

Emergency presentations² by triage category: 1,694 patients



Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation							10	9	24
Emergency							179	179	180
Urgent							424	470	459
Semi-urgent							821	702	723
Non-urgent							295	299	308
All emergency presentations							1,729	1,659	1,694

Cowra Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 326 patients

ED Transfer of care time



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

Cowra Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 180

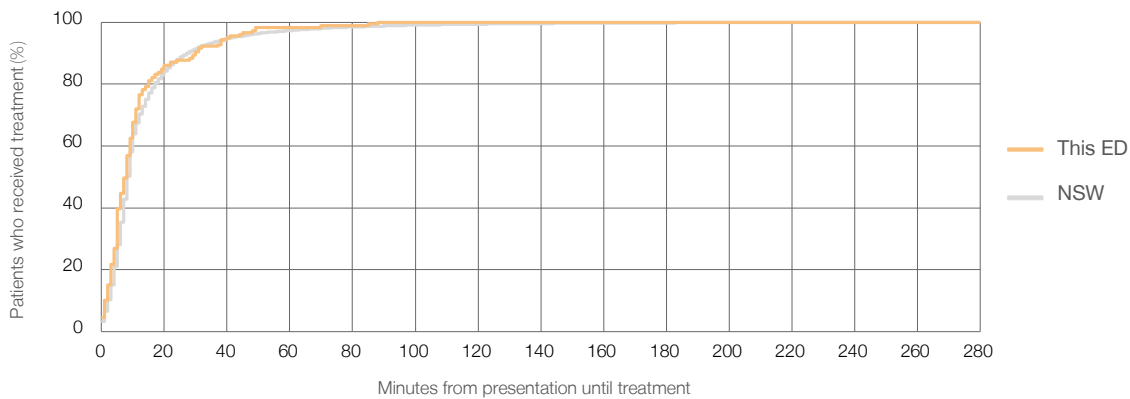
Number of triage 2 patients used to calculate waiting time:³ 179

Median time to start treatment⁴ 8 minutes

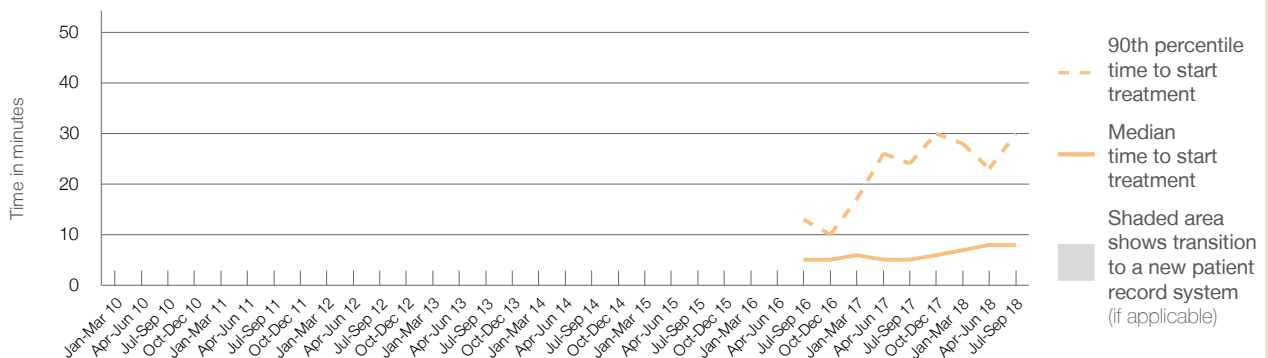
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
179	178
5 minutes	8 minutes
24 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							5	5	8
90th percentile time to start treatment ⁵ (minutes)							13	24	30

(†) 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.

Cowra Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 459

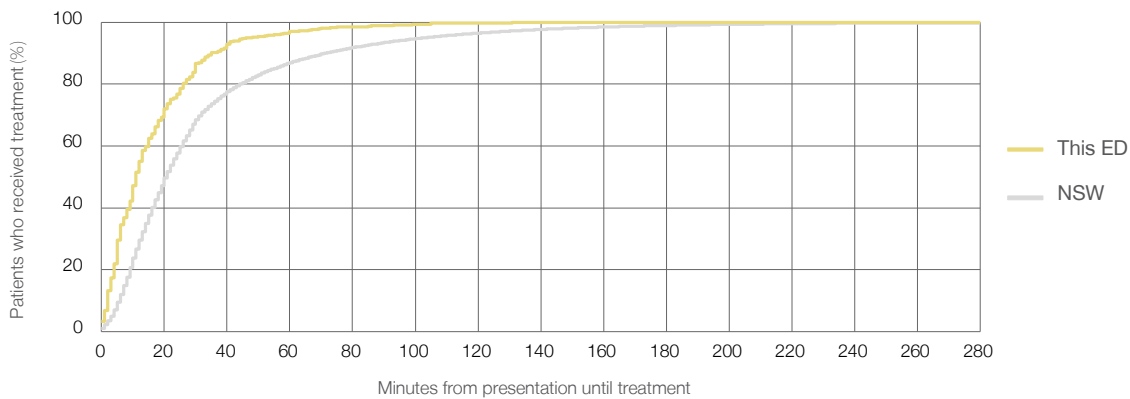
Number of triage 3 patients used to calculate waiting time:³ 455

Median time to start treatment⁴ 11 minutes

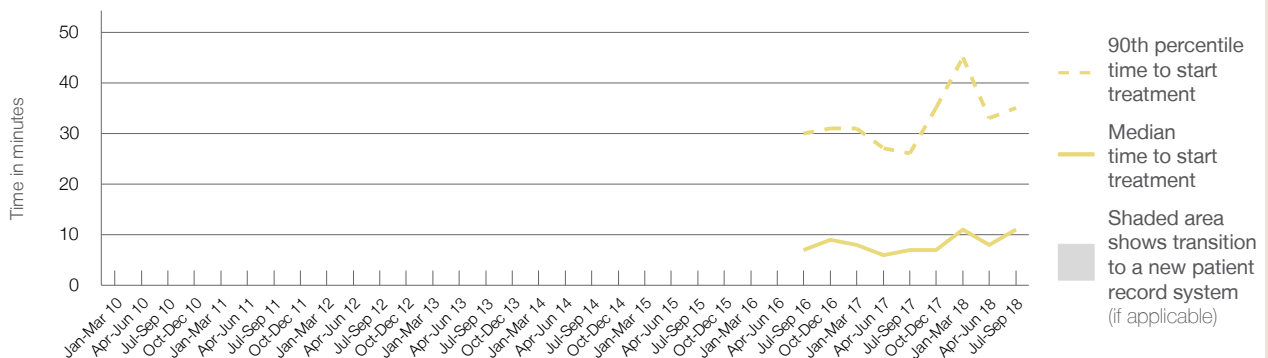
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
470	
466	
7 minutes	21 minutes
26 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							7	7	11
90th percentile time to start treatment ⁵ (minutes)							30	26	35

(†) 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.

Cowra Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 723

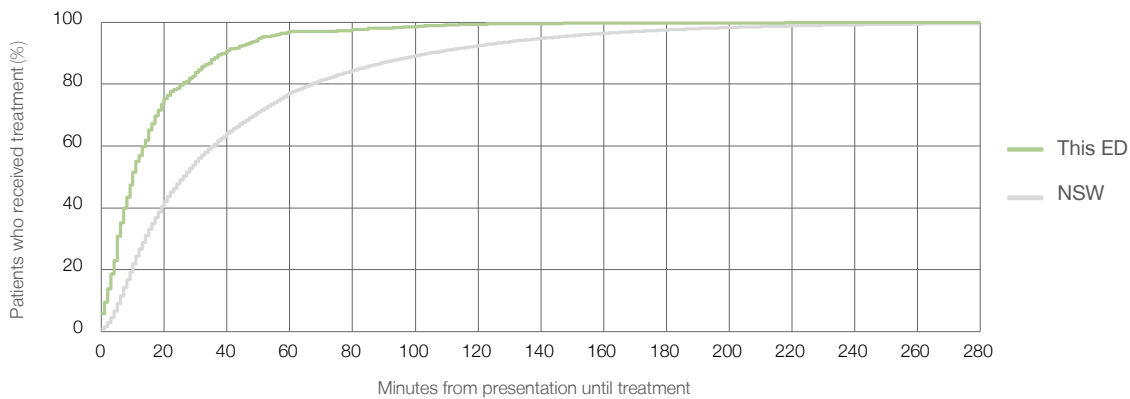
Number of triage 4 patients used to calculate waiting time:³ 695

Median time to start treatment⁴ 10 minutes

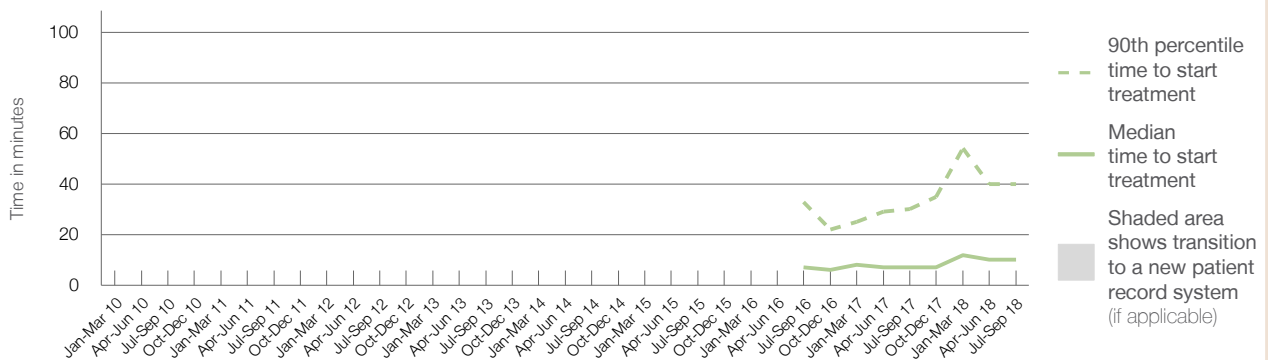
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
702	656
7 minutes	26 minutes
30 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							7	7	10
90th percentile time to start treatment ⁵ (minutes)							33	30	40

(†) 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.

Cowra Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 308

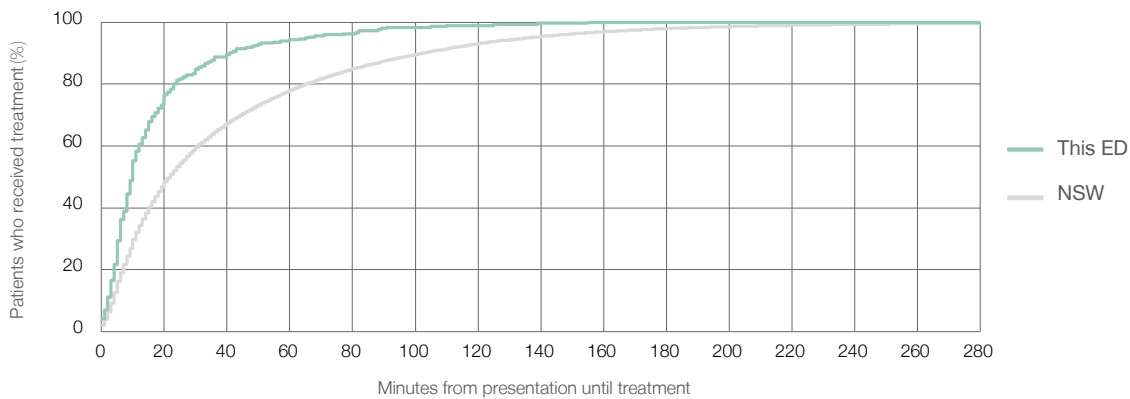
Number of triage 5 patients used to calculate waiting time:³ 295

Median time to start treatment⁴ 10 minutes

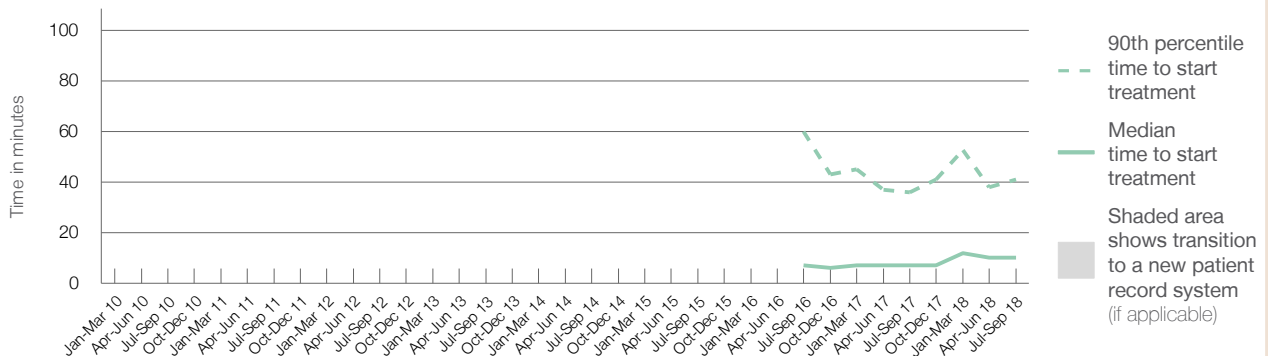
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
299	
260	
7 minutes	22 minutes
36 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							7	7	10
90th percentile time to start treatment ⁵ (minutes)							60	36	41

(†) 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.

Cowra Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,776 patients

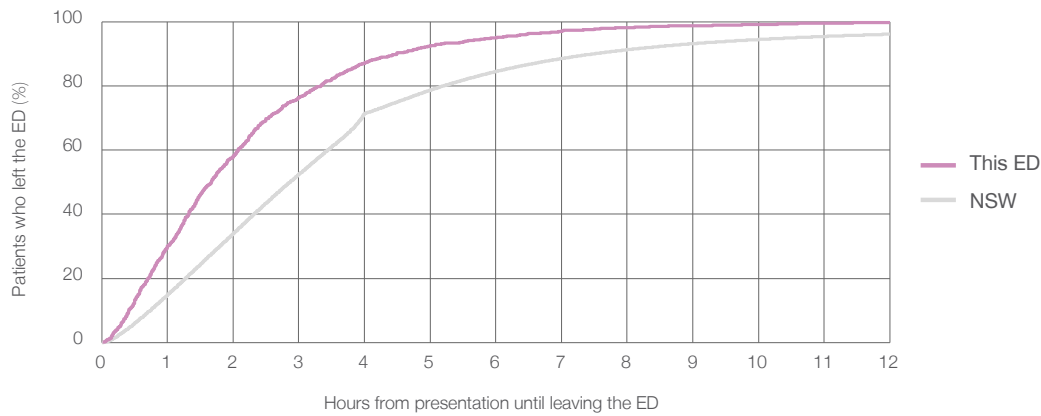
Presentations used to calculate time to leaving the ED:⁶ 1,776 patients

Median time spent in the ED⁸ 1 hours and 40 minutes

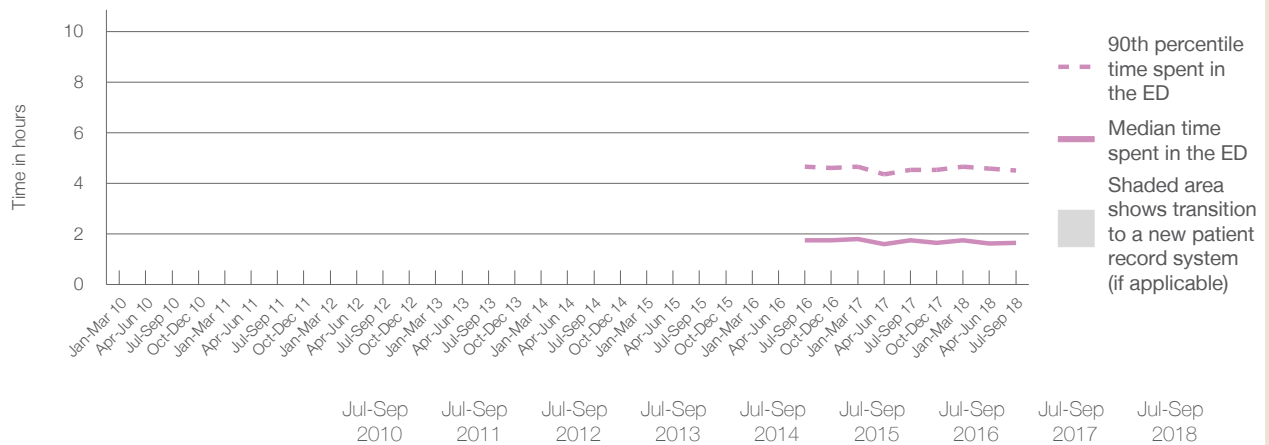
90th percentile time spent in the ED⁹ 4 hours and 30 minutes

Same period last year	NSW (this period)
1,691	1,691
1 hours and 45 minutes	2 hours and 52 minutes
4 hours and 32 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)							1h 45m	1h 45m	1h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 40m	4h 32m	4h 30m

(†) 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.

Cowra Health Service: Time patients spent in the ED
By mode of separation
July to September 2018

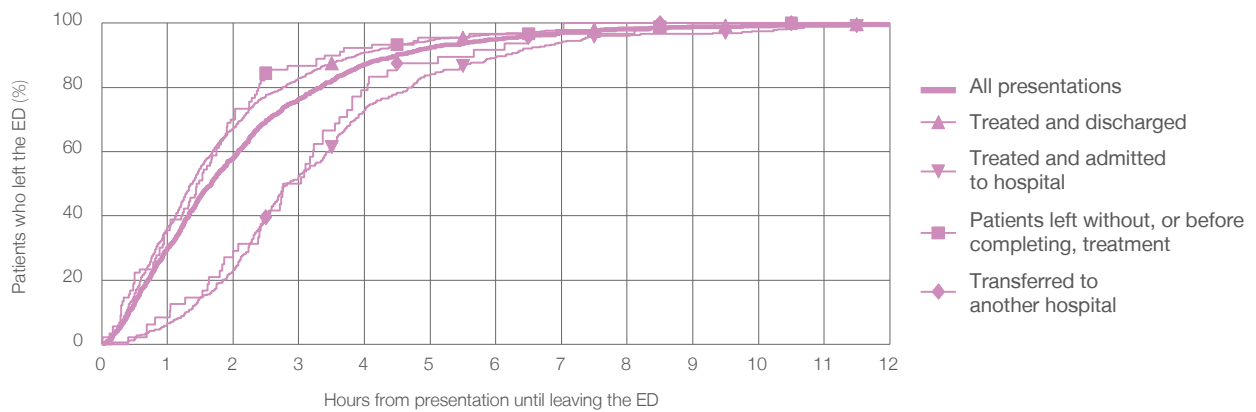
All presentations:¹ 1,776 patients

Presentations used to calculate time to leaving the ED:⁶ 1,776 patients

Treated and discharged	1,295 (72.9%)
Treated and admitted to hospital	334 (18.8%)
Patient left without, or before completing, treatment	90 (5.1%)
Transferred to another hospital	48 (2.7%)
Other	9 (0.5%)

Same period last year	Change since one year ago
1,691	5%
1,211	6.9%
356	-6.2%
70	28.6%
48	0.0%
6	50.0%

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



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	36.4%	67.3%	82.9%	90.9%	96.4%	98.7%	99.4%	99.8%
Treated and admitted to hospital	6.6%	23.1%	52.4%	73.1%	89.5%	96.1%	97.6%	99.1%
Patient left without, or before completing, treatment	35.6%	70.0%	86.7%	92.2%	96.7%	96.7%	100%	100%
Transferred to another hospital	8.3%	29.2%	50.0%	79.2%	91.7%	100%	100%	100%
All presentations	30.1%	58.2%	76.4%	87.2%	95.0%	98.1%	99.1%	99.7%

(†) 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.

Cowra Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 1,776 patients

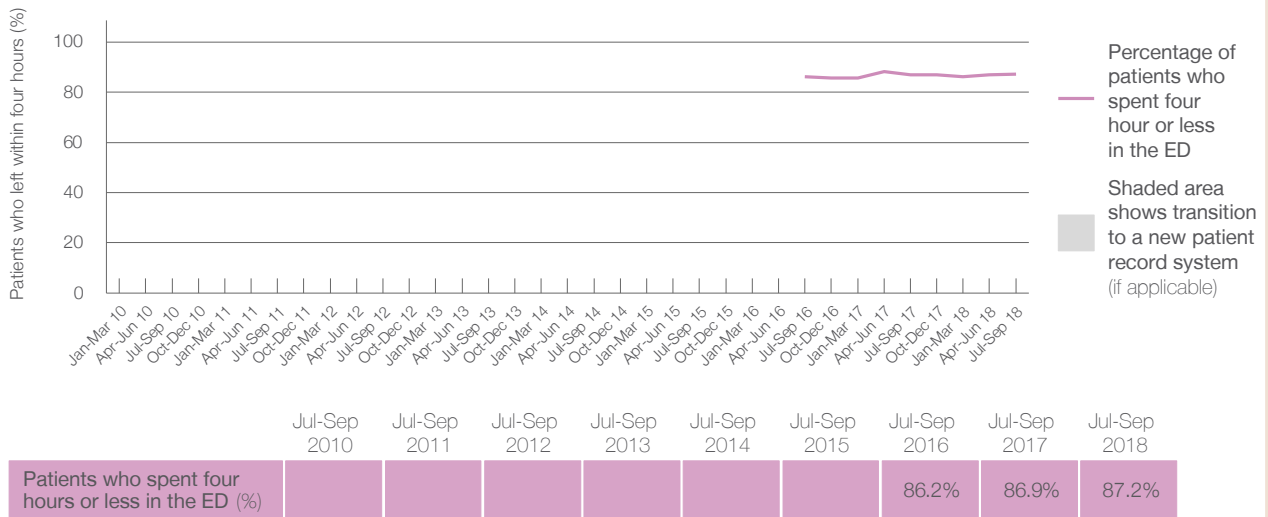
Presentations used to calculate time to leaving the ED: ⁶ 1,776 patients

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 1,776 patients	1,691	5%
Presentations used to calculate time to leaving the ED: ⁶ 1,776 patients	1,691	5%
Percentage of patients who spent four hours or less in the ED	86.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.
 § 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 8,480 patients
 Emergency presentations:² 8,032 patients

Same period last year	Change since one year ago
9,026	-6%
8,668	-7%



Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 934 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,754 patients

Median time to start treatment⁴  24 minutes
 90th percentile time to start treatment⁵  75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,515 patients

Median time to start treatment⁴  32 minutes
 90th percentile time to start treatment⁵  120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 806 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  131 minutes

Same period last year	NSW (this period)
1,169	
8 minutes	8 minutes
18 minutes	28 minutes
3,163	
21 minutes	21 minutes
58 minutes	72 minutes
3,658	
22 minutes	26 minutes
86 minutes	105 minutes
643	
22 minutes	22 minutes
109 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 8,479 patients

Percentage of patients who spent four hours or less in the ED  69%

Same period last year	Change since one year ago
9,024	-6%
72%	

* 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, January to March 2018*.
- 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.

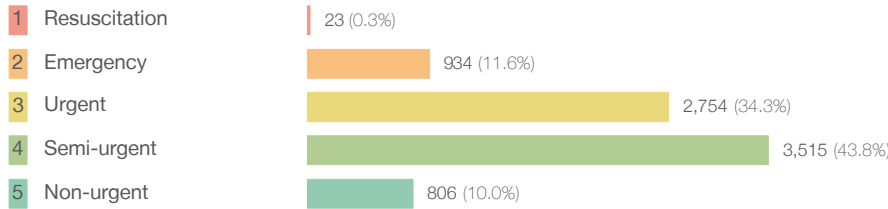
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Dubbo Base Hospital: Patients presenting to the emergency department July to September 2018

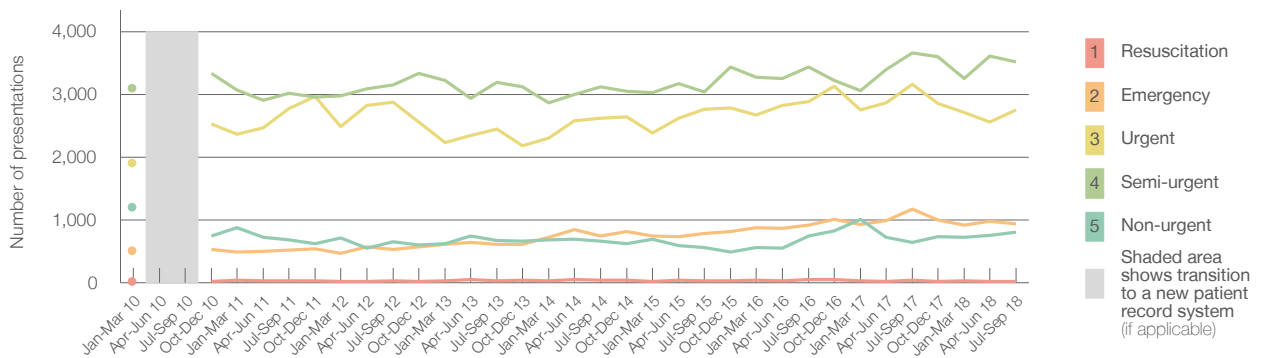
All presentations:¹ 8,480 patients

Emergency presentations² by triage category: 8,032 patients



Same period last year	Change since one year ago
9,026	-6%
8,668	-7%
35	-34.3%
1,169	-20.1%
3,163	-12.9%
3,658	-3.9%
643	25.3%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		32	29	30	39	34	49	35	23
Emergency		522	532	612	745	785	913	1,169	934
Urgent		2,777	2,880	2,451	2,619	2,767	2,885	3,163	2,754
Semi-urgent		3,023	3,155	3,191	3,121	3,035	3,440	3,658	3,515
Non-urgent		680	650	668	661	562	739	643	806
All emergency presentations		7,034	7,246	6,952	7,185	7,183	8,026	8,668	8,032

Dubbo Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,754 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,791	
13 minutes	0 minutes
32 minutes	-2 minutes

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 934

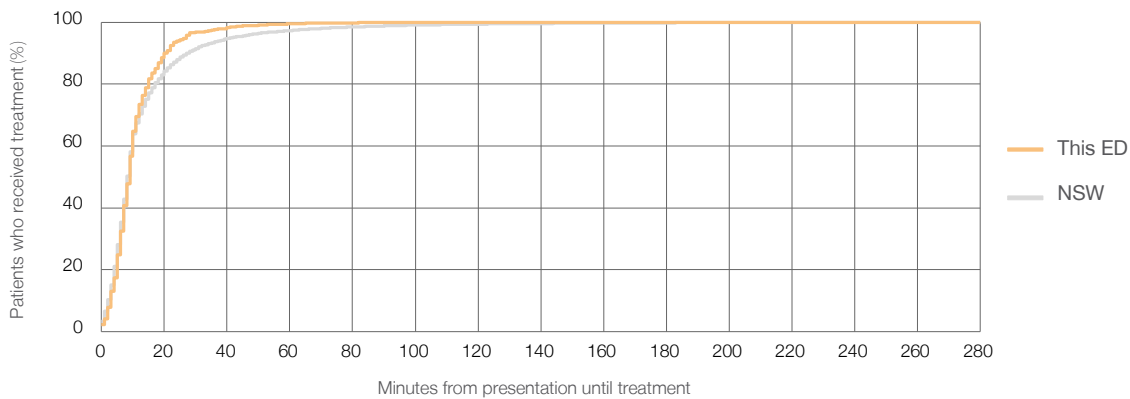
Number of triage 2 patients used to calculate waiting time:³ 924

Median time to start treatment⁴ 9 minutes

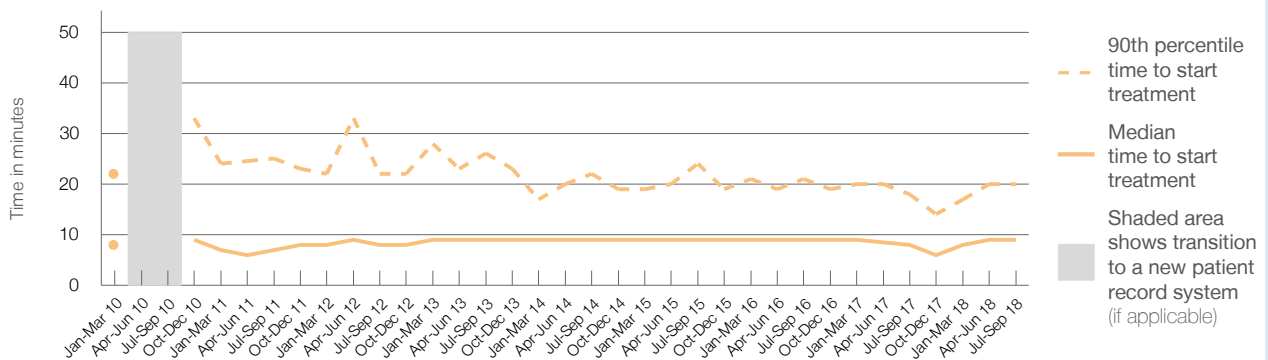
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,169	
1,164	
8 minutes	8 minutes
18 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		7	8	9	9	9	9	8	9
90th percentile time to start treatment ⁵ (minutes)		25	22	26	22	24	21	18	20

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,754

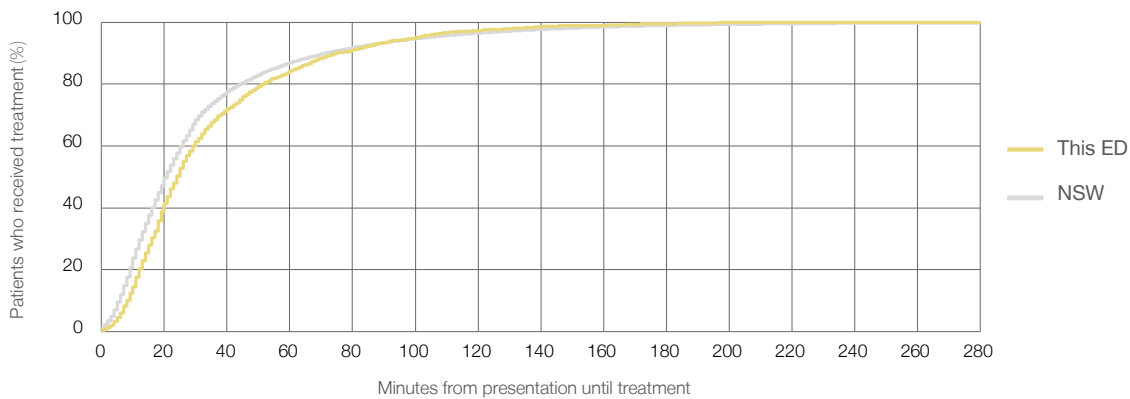
Number of triage 3 patients used to calculate waiting time:³ 2,685

Median time to start treatment⁴ 24 minutes

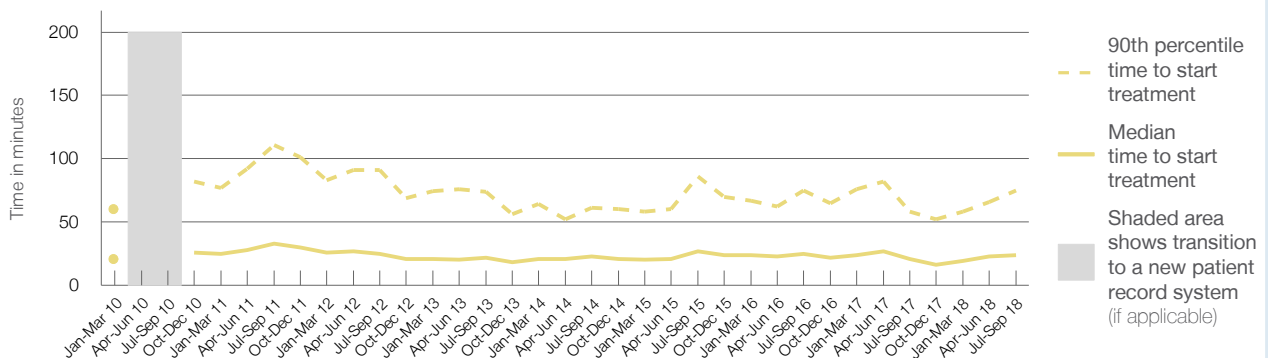
90th percentile time to start treatment⁵ 75 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	3,163	3,107
Median time to start treatment ⁴	21 minutes	21 minutes
90th percentile time to start treatment ⁵	58 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		33	25	22	23	27	25	21	24
90th percentile time to start treatment ⁵ (minutes)		111	91	74	61	86	75	58	75

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,515

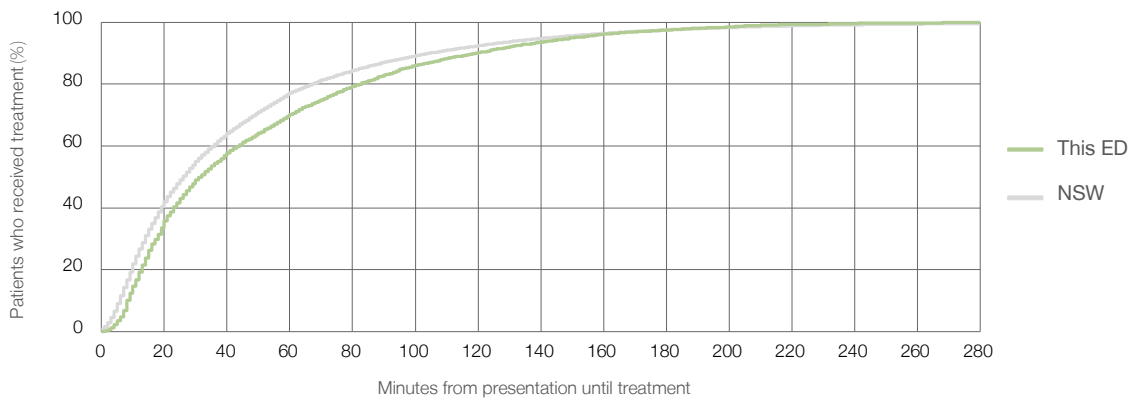
Number of triage 4 patients used to calculate waiting time:³ 3,283

Median time to start treatment⁴ 32 minutes

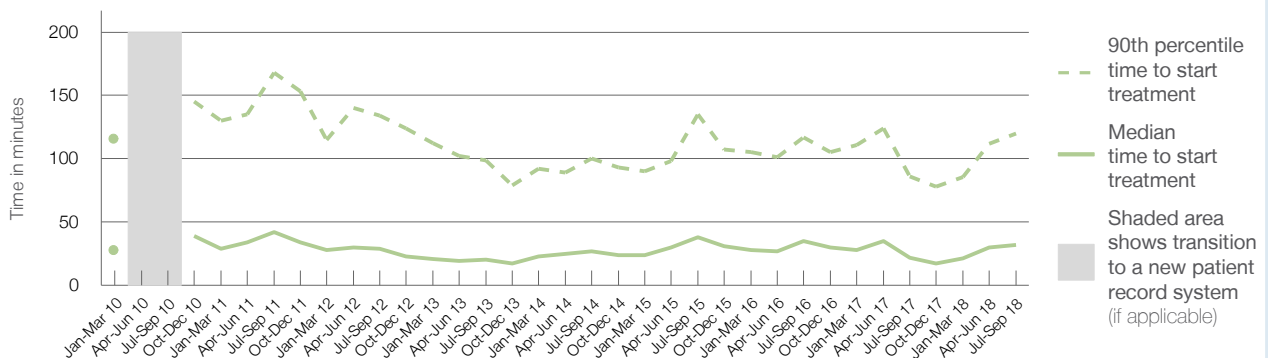
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,658	3,456
22 minutes	26 minutes
86 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		42	29	20	27	38	35	22	32
90th percentile time to start treatment ⁵ (minutes)		168	134	99	100	135	117	86	120

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 806

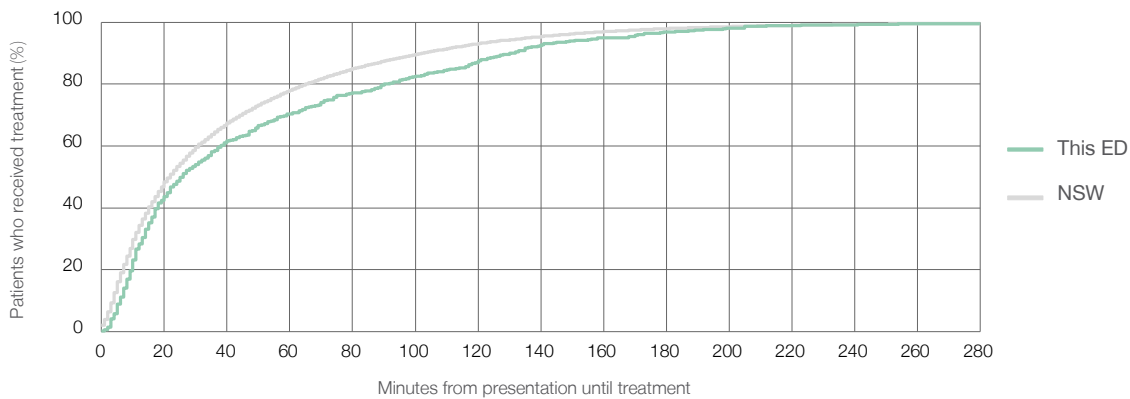
Number of triage 5 patients used to calculate waiting time:³ 703

Median time to start treatment⁴ 26 minutes

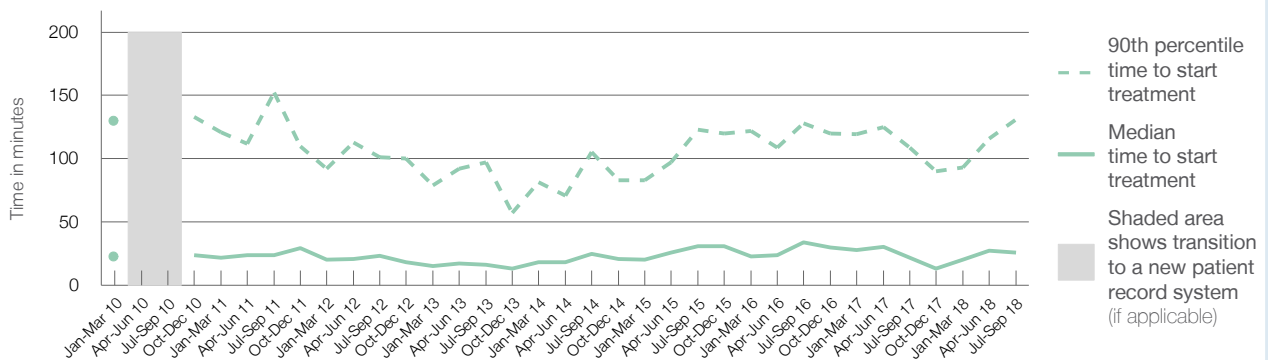
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
643	
569	
22 minutes	22 minutes
109 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		24	24	16	25	31	34	22	26
90th percentile time to start treatment ⁵ (minutes)		152	101	97	105	123	128	109	131

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 8,480 patients

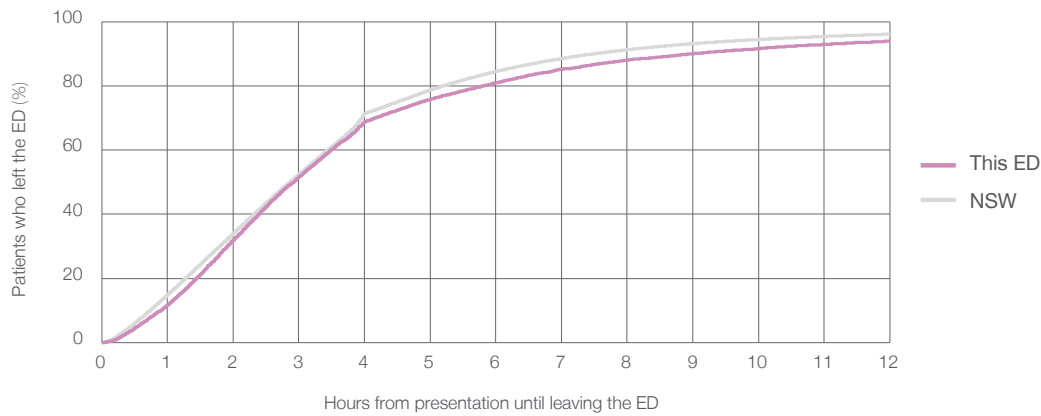
Presentations used to calculate time to leaving the ED:⁶ 8,479 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

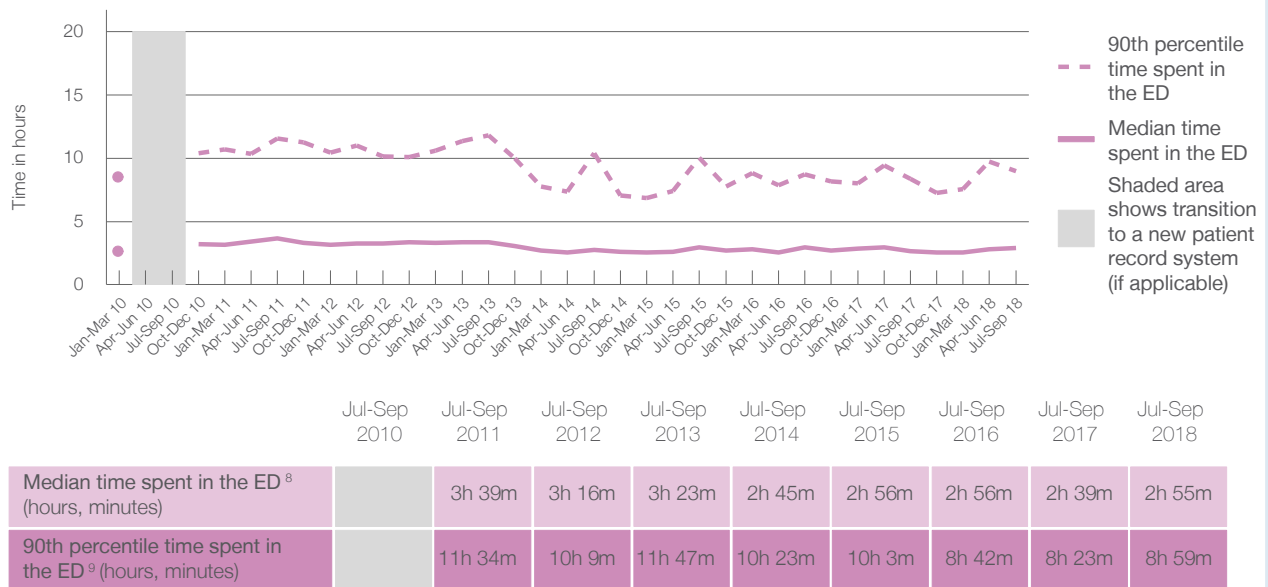
90th percentile time spent in the ED⁹ 8 hours and 59 minutes

Same period last year	NSW (this period)
9,026	
9,024	
2 hours and 39 minutes	2 hours and 52 minutes
8 hours and 23 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

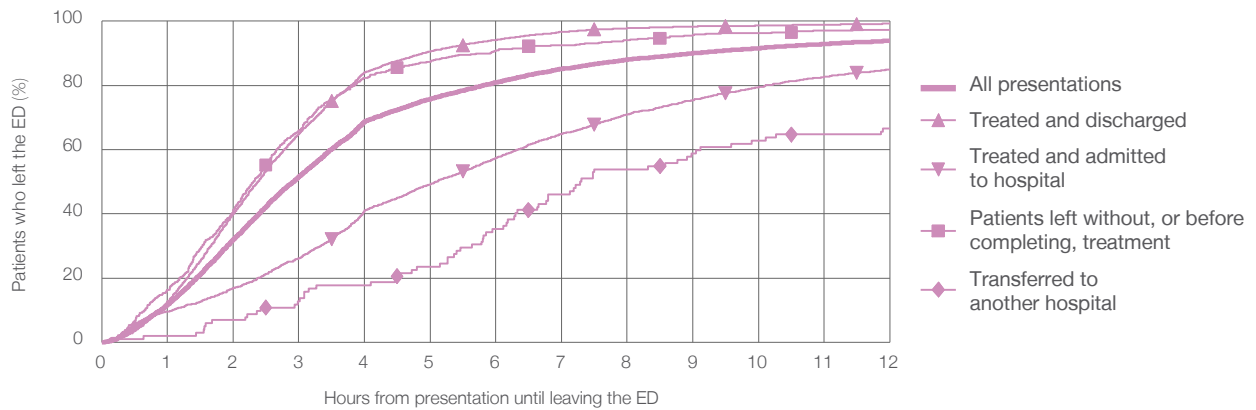
All presentations:¹ 8,480 patients

Presentations used to calculate time to leaving the ED:⁶ 8,479 patients

Treated and discharged	4,927 (58.1%)
Treated and admitted to hospital	2,790 (32.9%)
Patient left without, or before completing, treatment	628 (7.4%)
Transferred to another hospital	102 (1.2%)
Other	33 (0.4%)

Same period last year	Change since one year ago
9,024	-6%
6,034	-18.3%
2,340	19.2%
491	27.9%
136	-25.0%
25	32.0%

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



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	12.7%	40.0%	65.1%	84.0%	94.2%	97.8%	98.6%	99.2%
Treated and admitted to hospital	9.6%	16.9%	26.2%	41.0%	57.4%	71.0%	79.5%	84.9%
Patient left without, or before completing, treatment	16.4%	41.2%	66.1%	82.3%	90.9%	94.1%	96.3%	97.3%
Transferred to another hospital	2.0%	6.9%	12.7%	17.6%	35.3%	53.9%	62.7%	66.7%
All presentations	11.8%	32.0%	51.6%	68.8%	81.0%	88.0%	91.6%	93.9%

(†) 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.

Dubbo Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 8,480 patients

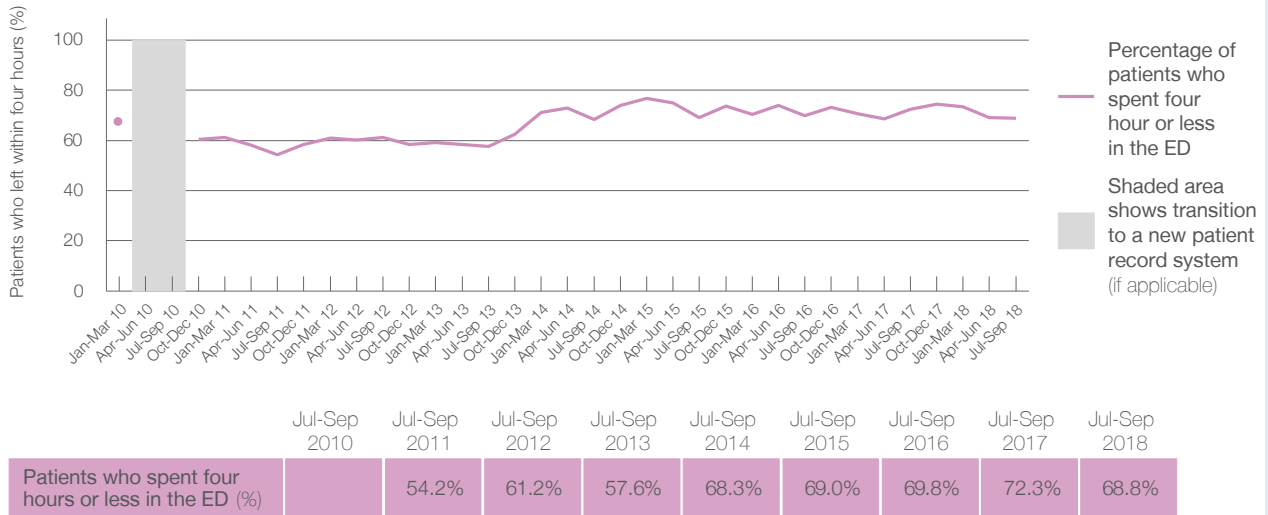
Presentations used to calculate time to leaving the ED: ⁶ 8,479 patients

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	9,026	-6%
Presentations used to calculate time to leaving the ED	9,024	-6%
Percentage of patients who spent four hours or less in the ED	72.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Lachlan Health Service - Forbes: Emergency department (ED) overview

July to September 2018


All presentations:¹ 1,886 patients
 Emergency presentations:² 1,775 patients

Same period last year	Change since one year ago
2,031	-7%
1,865	-5%

Lachlan Health Service - Forbes: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 101 patients

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



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 351 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 683 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 640 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  80 minutes

Same period last year	NSW (this period)
84	
4 minutes	8 minutes
*	28 minutes
317	
11 minutes	21 minutes
39 minutes	72 minutes
737	
20 minutes	26 minutes
96 minutes	105 minutes
727	
19 minutes	22 minutes
106 minutes	103 minutes

Lachlan Health Service - Forbes: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,885 patients

Percentage of patients who spent four hours or less in the ED  90%

Same period last year	Change since one year ago
2,030	-7%
86%	

* 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, January to March 2018*.
- 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 16 October 2018).

Lachlan Health Service - Forbes: Patients presenting to the emergency department

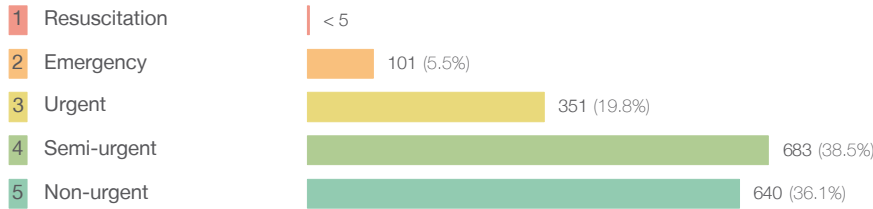
July to September 2018

All presentations:¹ 1,886 patients

Same period last year	Change since one year ago
2,031	-7%

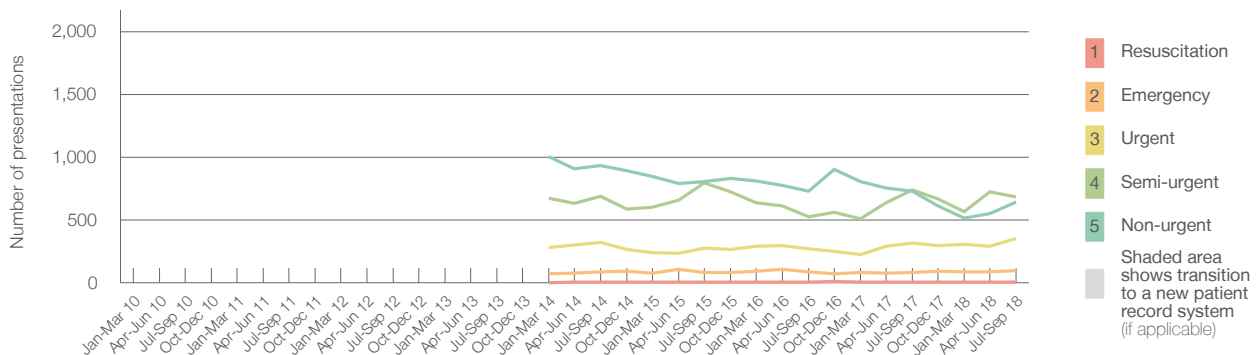
Emergency presentations² by triage category: 1,775 patients

Same period last year	Change since one year ago
1,865	-5%



Triage Category	Same period last year	Change since one year ago
1 Resuscitation	< 5	*
2 Emergency	84	19.5%
3 Urgent	317	10.7%
4 Semi-urgent	737	-7.3%
5 Non-urgent	727	-12.0%

Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation					6	5	5	< 5	< 5
Emergency					86	81	87	84	101
Urgent					322	275	270	317	351
Semi-urgent					687	797	526	737	683
Non-urgent					933	806	731	727	640
All emergency presentations					2,034	1,964	1,619	1,865	1,775

Lachlan Health Service - Forbes: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 198 patients

Same period last year	Change since one year ago
214	

ED Transfer of care time



Metric	Same period last year	Change since one year ago
Median time	9 minutes	1 minute
90th percentile time	23 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 2

July to September 2018

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

Number of triage 2 patients: 101

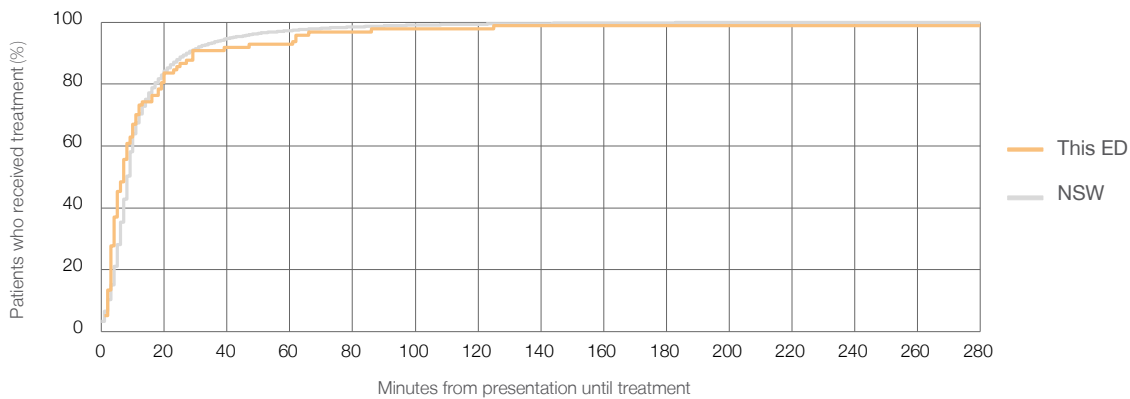
Number of triage 2 patients used to calculate waiting time:³ 97

Median time to start treatment⁴ 7 minutes

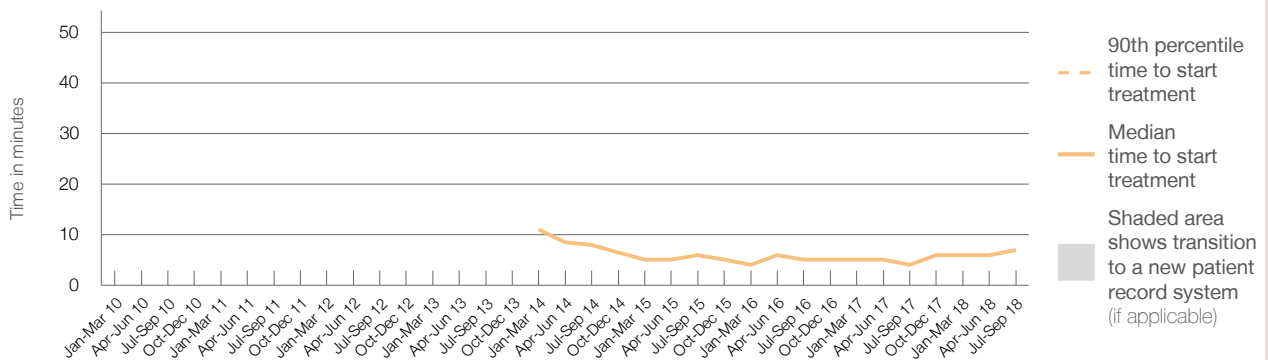
90th percentile time to start treatment⁵ *

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

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					8	6	5	4	7
90th percentile time to start treatment ⁵ (minutes)					*	*	*	*	*

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 3

July to September 2018

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

Number of triage 3 patients: 351

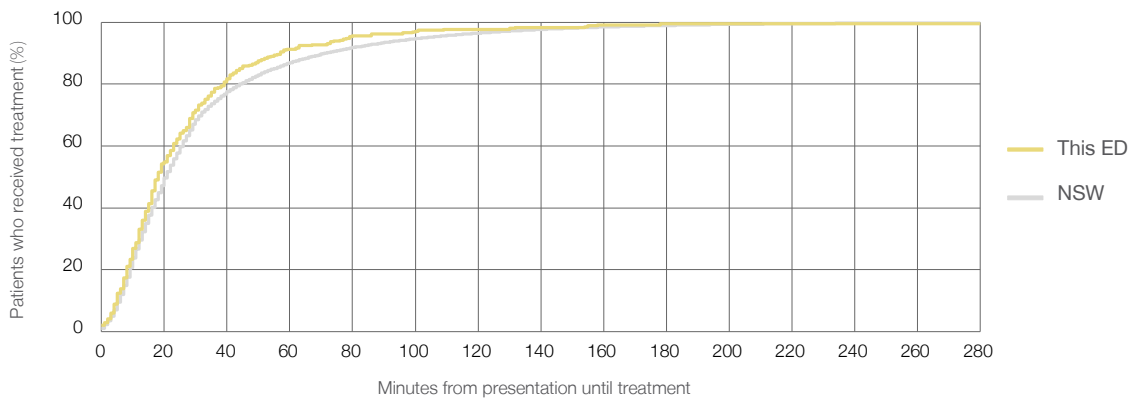
Number of triage 3 patients used to calculate waiting time:³ 345

Median time to start treatment⁴ 18 minutes

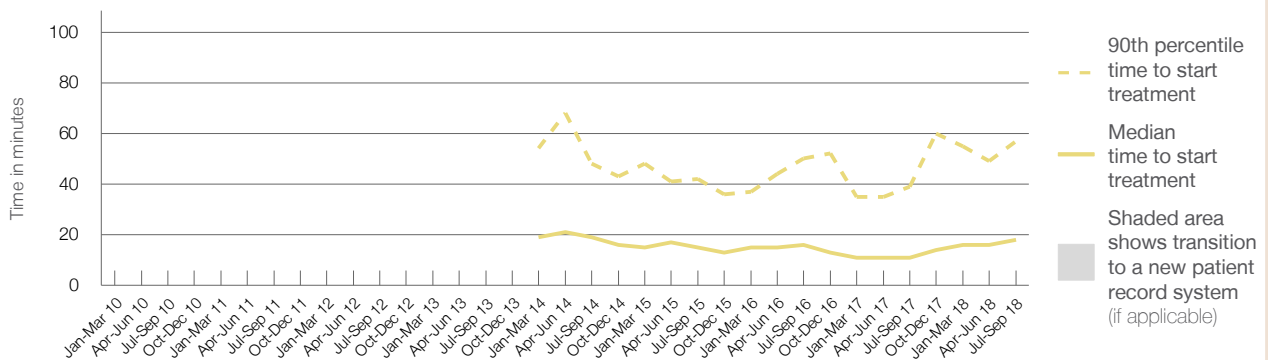
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
317	
312	
11 minutes	21 minutes
39 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					19	15	16	11	18
90th percentile time to start treatment ⁵ (minutes)					48	42	50	39	57

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 4

July to September 2018

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

Number of triage 4 patients: 683

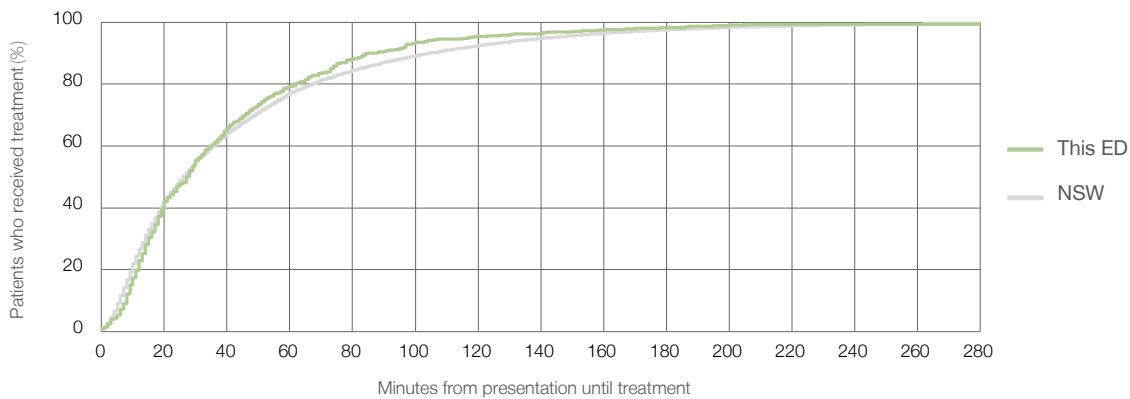
Number of triage 4 patients used to calculate waiting time:³ 652

Median time to start treatment⁴ 28 minutes

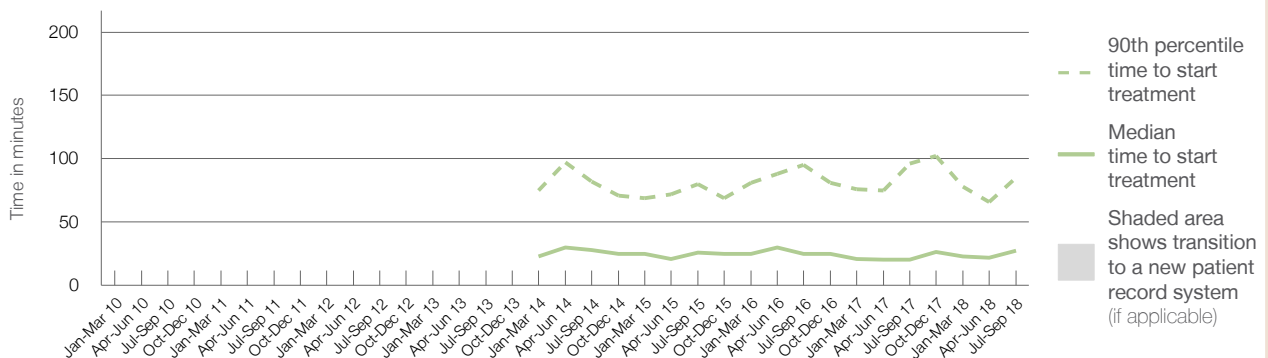
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
737	708
20 minutes	26 minutes
96 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					28	26	25	20	28
90th percentile time to start treatment ⁵ (minutes)					82	80	95	96	85

(†) 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.

Lachlan Health Service - Forbes: Time patients waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 640

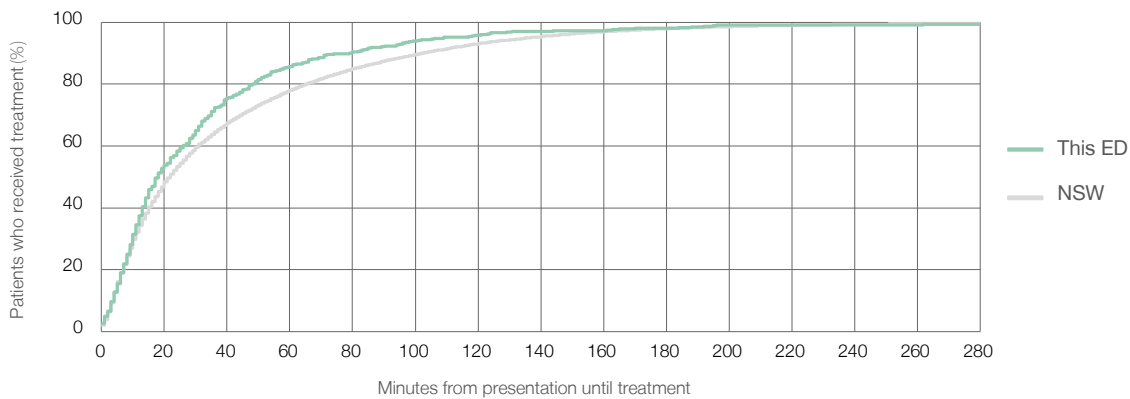
Number of triage 5 patients used to calculate waiting time:³ 609

Median time to start treatment⁴ 18 minutes

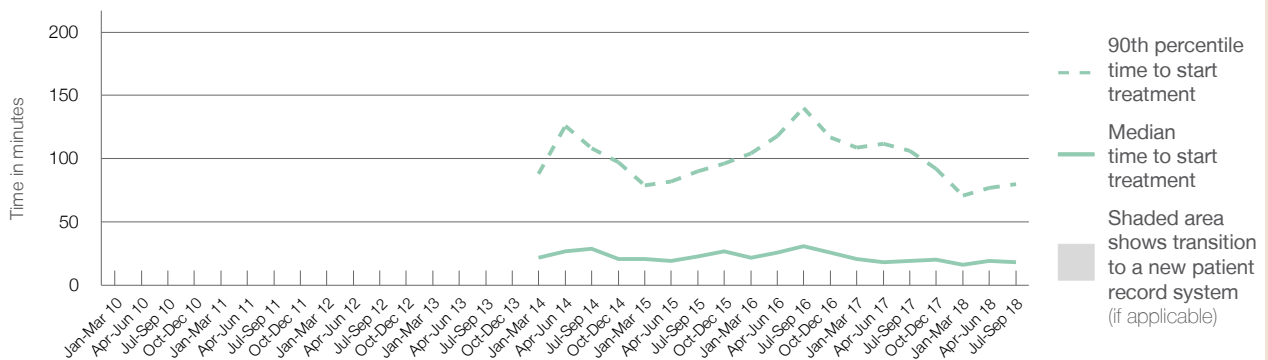
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
727	
674	
19 minutes	22 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					29	23	31	19	18
90th percentile time to start treatment ⁵ (minutes)					108	90	140	106	80

(†) 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.

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Lachlan Health Service - Forbes: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,886 patients

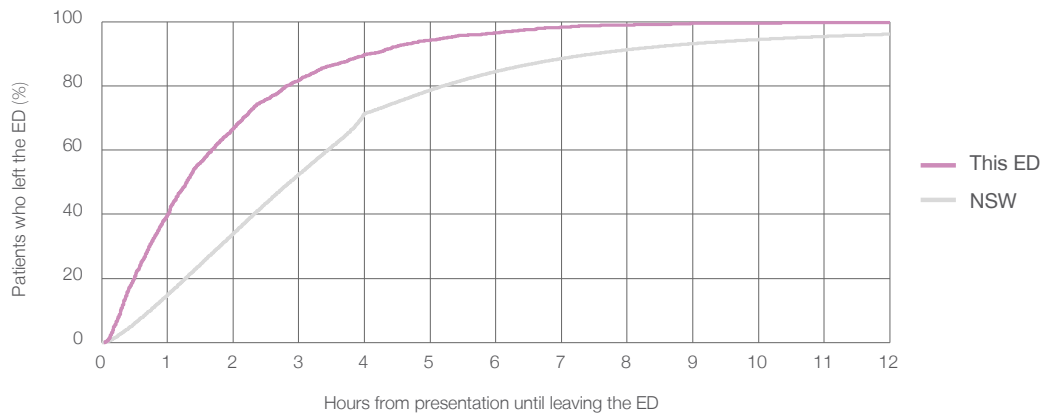
Presentations used to calculate time to leaving the ED:⁶ 1,885 patients

Median time spent in the ED⁸ 1 hours and 18 minutes

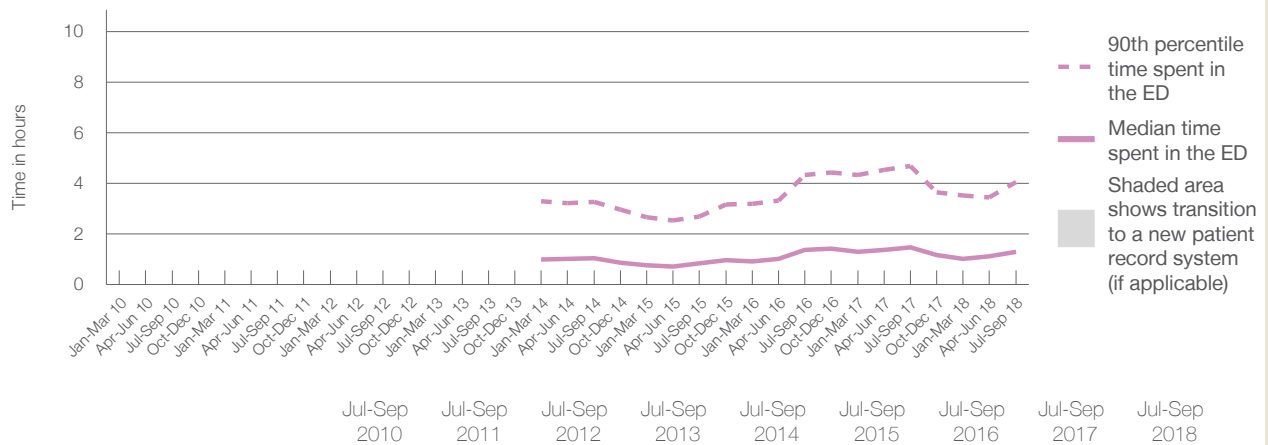
90th percentile time spent in the ED⁹ 4 hours and 4 minutes

Same period last year	NSW (this period)
2,031	
2,030	
1 hours and 28 minutes	2 hours and 52 minutes
4 hours and 41 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)					1h 3m	0h 51m	1h 22m	1h 28m	1h 18m
90th percentile time spent in the ED ⁹ (hours, minutes)					3h 16m	2h 42m	4h 20m	4h 41m	4h 4m

(†) 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.

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Lachlan Health Service - Forbes: Time patients spent in the ED

By mode of separation

July to September 2018

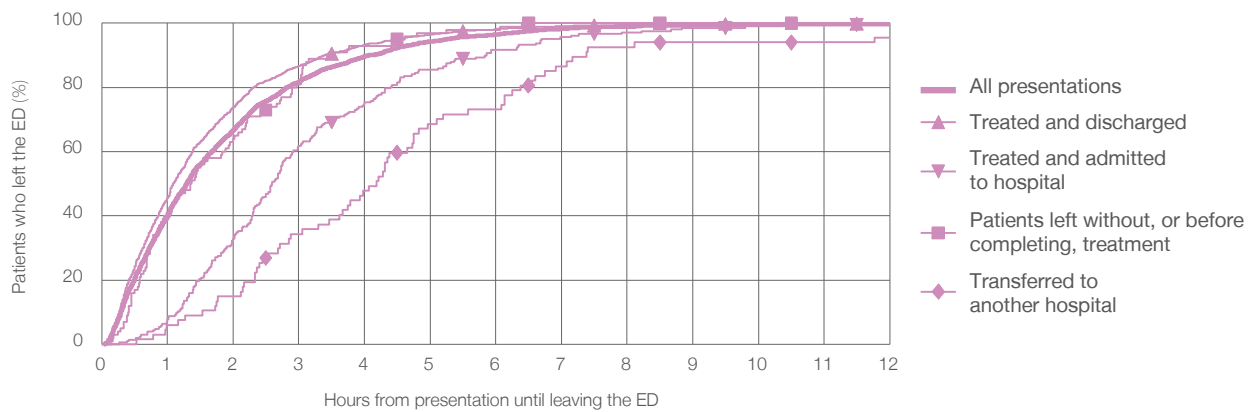
All presentations:¹ 1,886 patients

Presentations used to calculate time to leaving the ED:⁶ 1,885 patients

Treated and discharged	1,507 (79.9%)
Treated and admitted to hospital	207 (11.0%)
Patient left without, or before completing, treatment	100 (5.3%)
Transferred to another hospital	67 (3.6%)
Other	5 (0.3%)

	Same period last year	Change since one year ago
	2,030	-7%
Treated and discharged	1,619	-6.9%
Treated and admitted to hospital	233	-11.2%
Patient left without, or before completing, treatment	112	-10.7%
Transferred to another hospital	52	28.8%
Other	15	-66.7%

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



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	45.7%	73.9%	86.7%	93.3%	98.1%	99.5%	99.9%	99.9%
Treated and admitted to hospital	7.7%	32.9%	61.8%	75.4%	91.8%	97.1%	99.0%	99.5%
Patient left without, or before completing, treatment	41.0%	64.0%	81.0%	93.0%	98.0%	100%	100%	100%
Transferred to another hospital	6.0%	14.9%	34.3%	47.8%	73.1%	92.5%	94.0%	95.5%
All presentations	39.9%	66.8%	81.8%	89.7%	96.6%	99.0%	99.6%	99.7%

(†) 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.

Lachlan Health Service - Forbes: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 1,886 patients

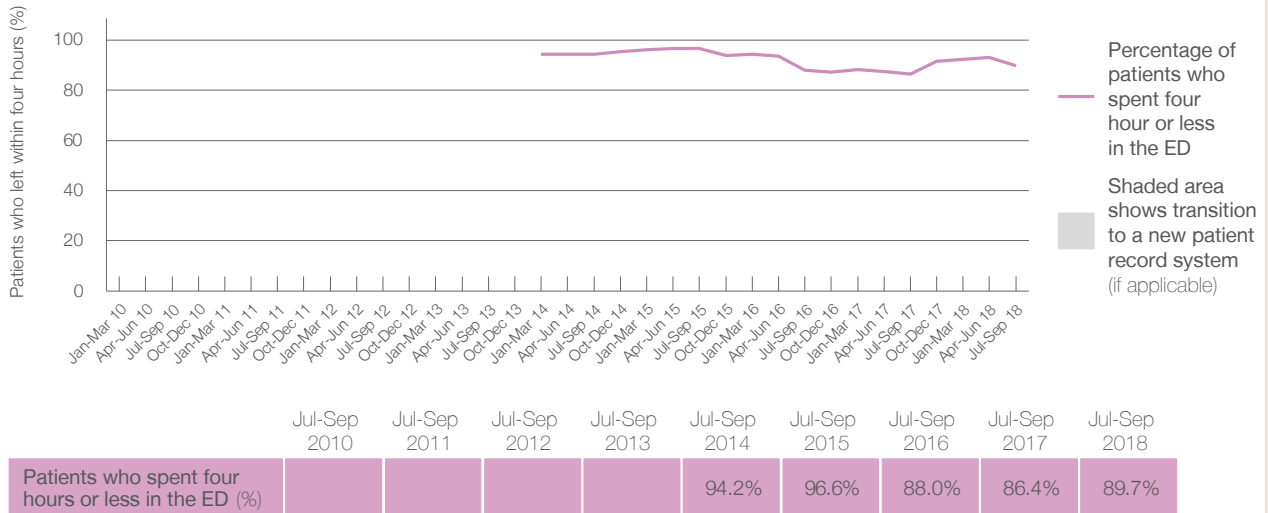
Presentations used to calculate time to leaving the ED: ⁶ 1,885 patients

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	2,031	-7%
Presentations used to calculate time to leaving the ED	2,030	-7%
Percentage of patients who spent four hours or less in the ED	86.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

§ 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, January to March 2018*.
- 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Mudgee Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 2,972 patients
Emergency presentations:² 2,865 patients

Same period last year	Change since one year ago
3,314	-10%
3,198	-10%

Mudgee Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 688 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,551 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 425 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
270	
10 minutes	8 minutes
31 minutes	28 minutes
822	
28 minutes	21 minutes
82 minutes	72 minutes
1,650	
36 minutes	26 minutes
125 minutes	105 minutes
444	
40 minutes	22 minutes
146 minutes	103 minutes

Mudgee Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 2,972 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
3,314	-10%
86%	

* 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, January to March 2018*.
- 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.

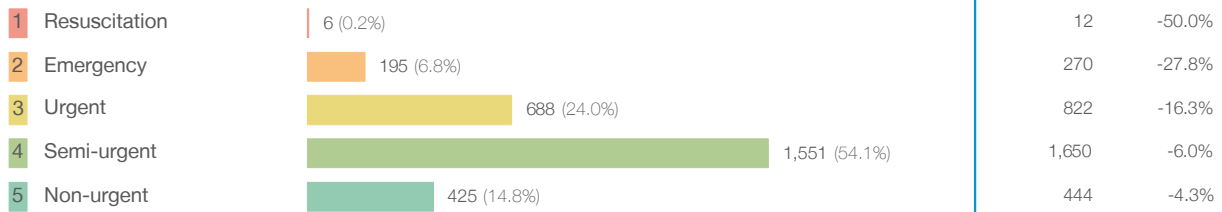
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Mudgee Health Service: Patients presenting to the emergency department

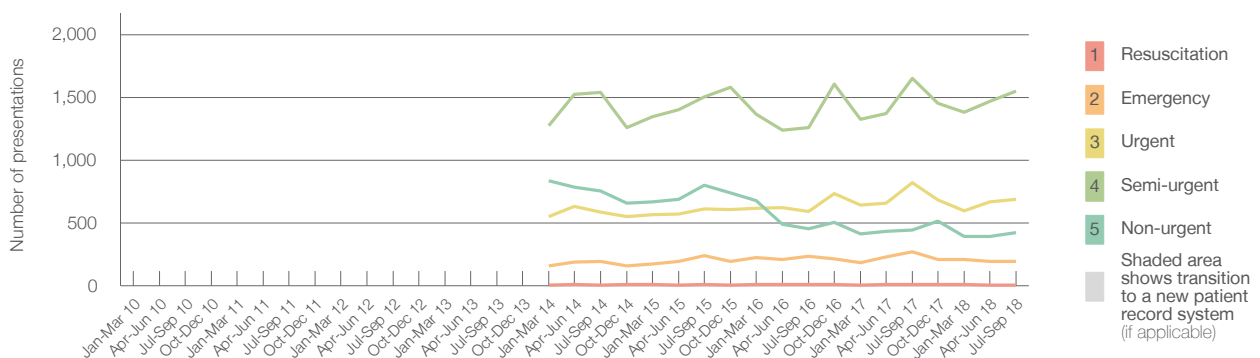
July to September 2018

All presentations:¹ 2,972 patients

Emergency presentations² by triage category: 2,865 patients



Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation					< 5	8	8	12	6
Emergency					196	240	234	270	195
Urgent					584	612	593	822	688
Semi-urgent					1,539	1,502	1,261	1,650	1,551
Non-urgent					754	802	451	444	425
All emergency presentations					3,073	3,164	2,547	3,198	2,865

Mudgee Health Service: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 292 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.

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Mudgee Health Service: Time patients waited to start treatment, triage 2

July to September 2018

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

Number of triage 2 patients: 195

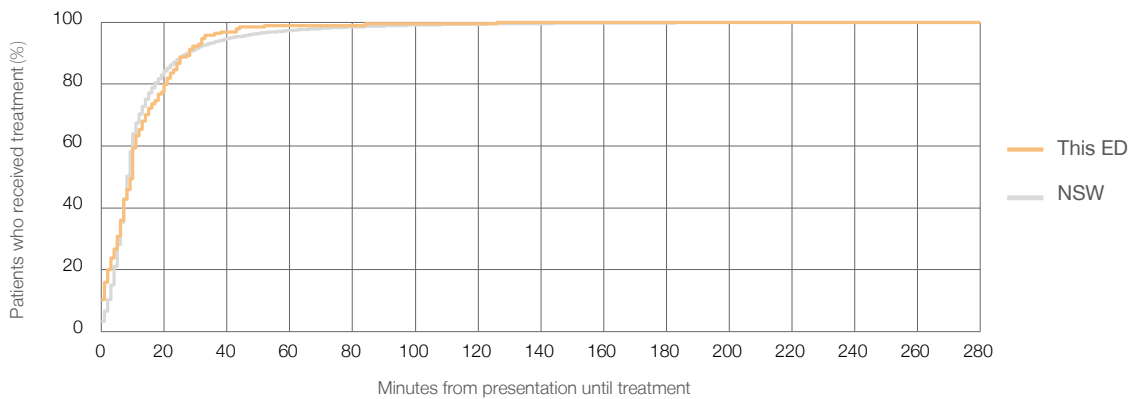
Number of triage 2 patients used to calculate waiting time:³ 194

Median time to start treatment⁴ 10 minutes

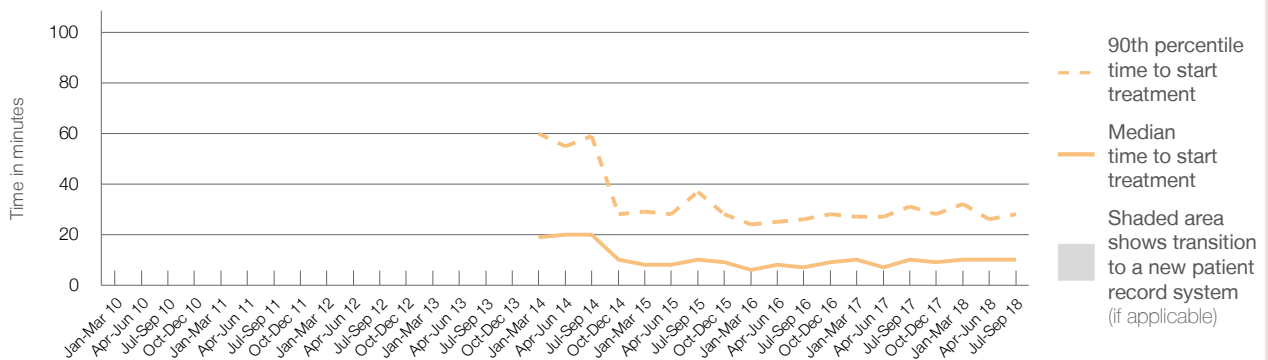
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
270	269
10 minutes	8 minutes
31 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					20	10	7	10	10
90th percentile time to start treatment ⁵ (minutes)					59	37	26	31	28

(†) 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.

Mudgee Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 688

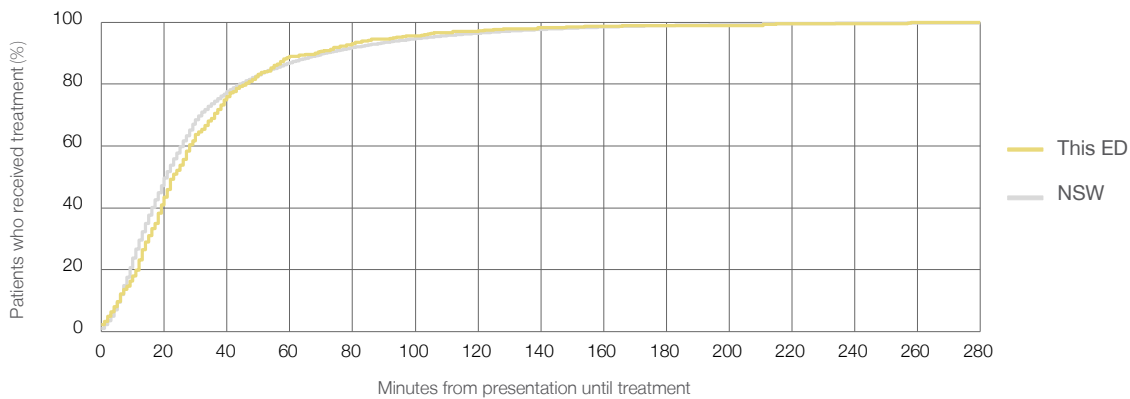
Number of triage 3 patients used to calculate waiting time:³ 668

Median time to start treatment⁴ 23 minutes

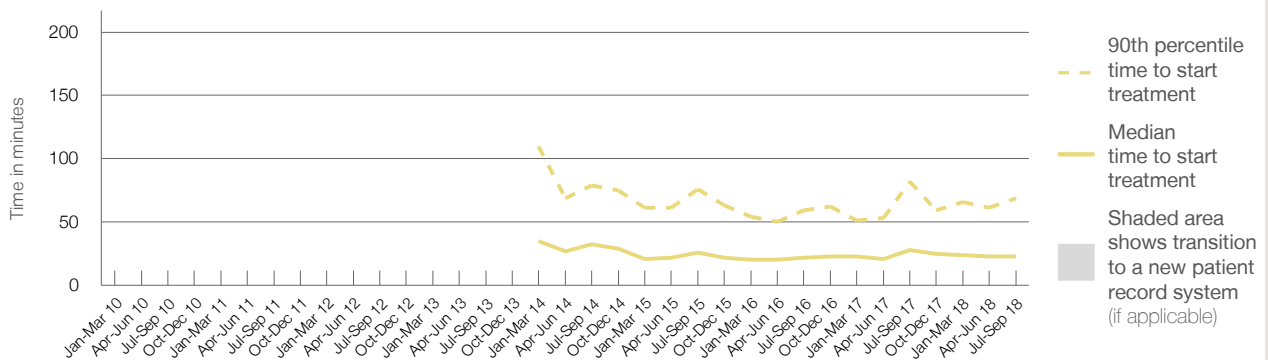
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
822	
794	
28 minutes	21 minutes
82 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					33	26	22	28	23
90th percentile time to start treatment ⁵ (minutes)					79	76	59	82	69

(†) 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.

Mudgee Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,551

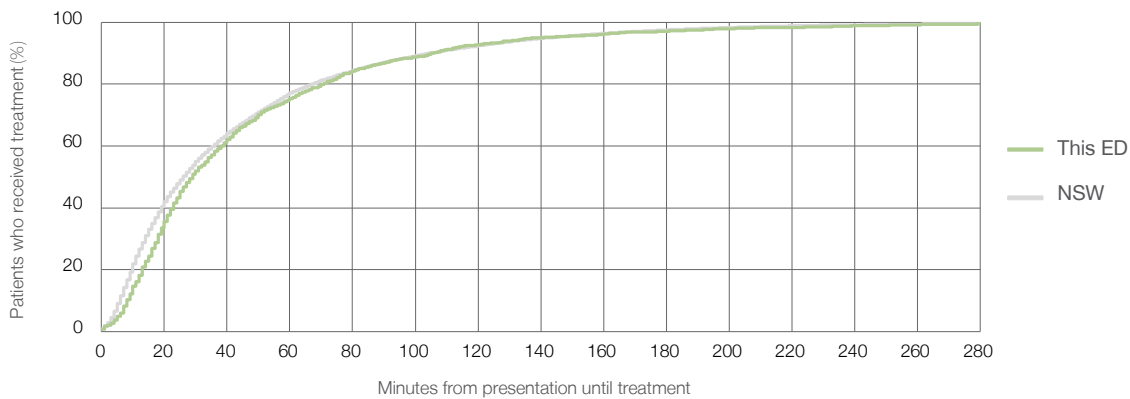
Number of triage 4 patients used to calculate waiting time:³ 1,424

Median time to start treatment⁴ 29 minutes

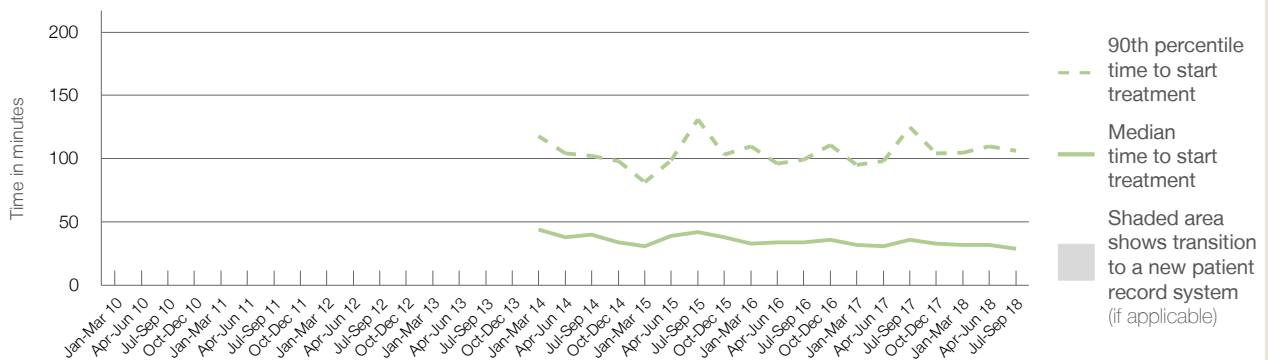
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,650	1,479
36 minutes	26 minutes
125 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					40	42	34	36	29
90th percentile time to start treatment ⁵ (minutes)					102	131	99	125	106

(†) 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.

Mudgee Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 425

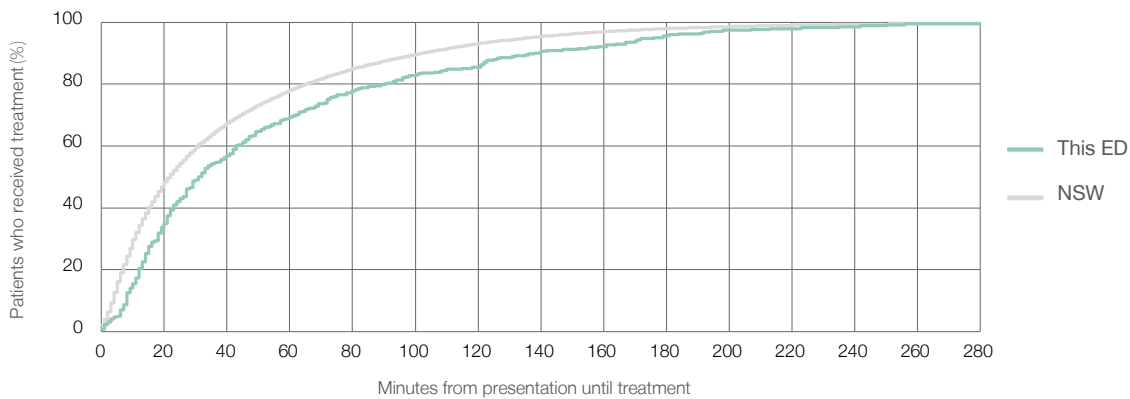
Number of triage 5 patients used to calculate waiting time:³ 341

Median time to start treatment⁴ 31 minutes

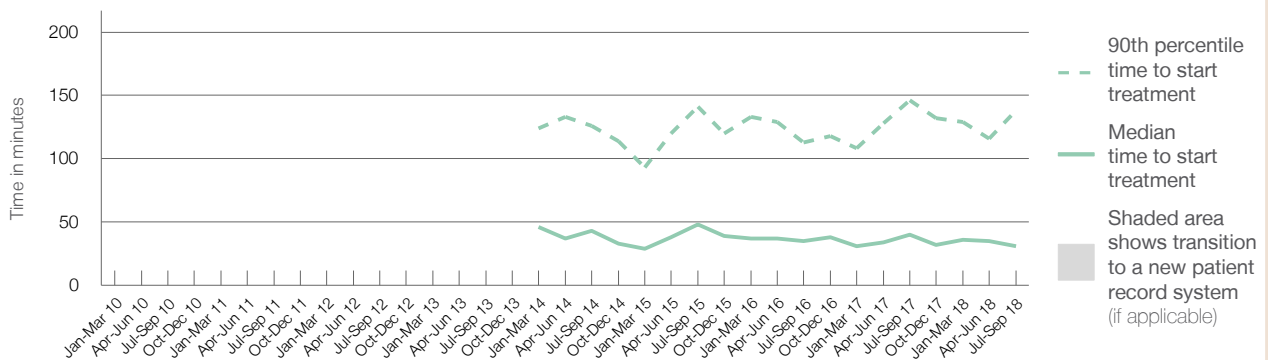
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
444	
349	
40 minutes	22 minutes
146 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)					43	48	35	40	31
90th percentile time to start treatment ⁵ (minutes)					126	141	113	146	138

(†) 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.

Mudgee Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 2,972 patients

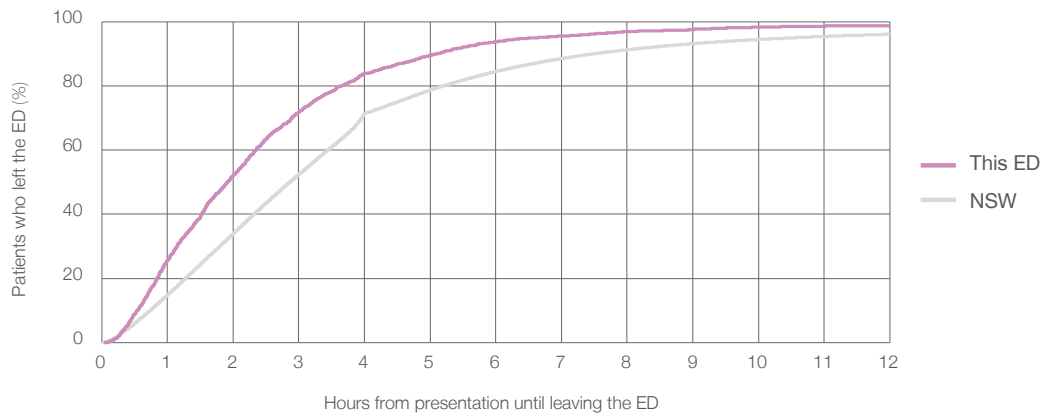
Presentations used to calculate time to leaving the ED:⁶ 2,972 patients

Median time spent in the ED⁸ 1 hours and 55 minutes

90th percentile time spent in the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
3,314	3,314
1 hours and 53 minutes	2 hours and 52 minutes
4 hours and 37 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)					1h 18m	1h 31m	1h 46m	1h 53m	1h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)					3h 43m	4h 10m	4h 35m	4h 37m	5h 7m

(†) 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.

Mudgee Health Service: Time patients spent in the ED By mode of separation July to September 2018

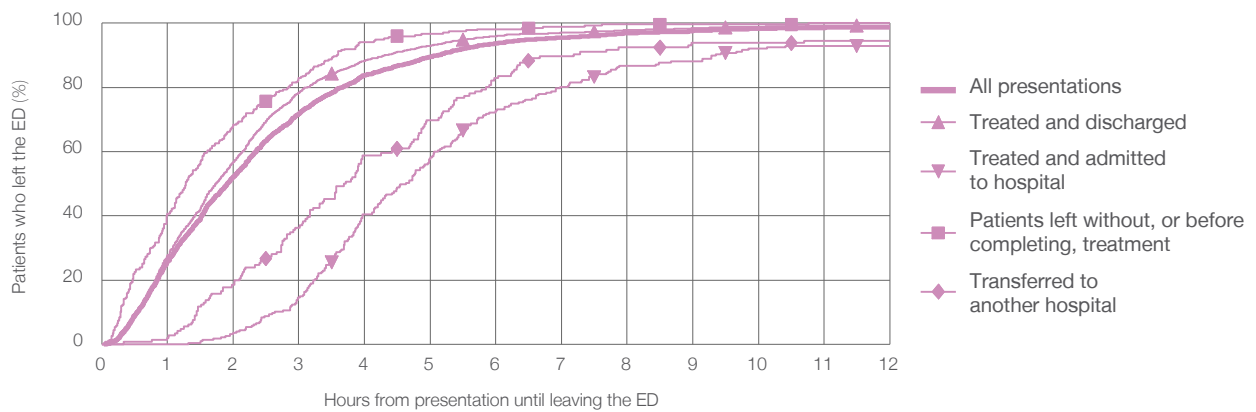
All presentations:¹ 2,972 patients

Presentations used to calculate time to leaving the ED:⁶ 2,972 patients

Treated and discharged	2,290 (77.1%)
Treated and admitted to hospital	227 (7.6%)
Patient left without, or before completing, treatment	275 (9.3%)
Transferred to another hospital	146 (4.9%)
Other	34 (1.1%)

Same period last year	Change since one year ago
3,314	-10%
2,563	-10.7%
283	-19.8%
323	-14.9%
133	9.8%
12	183.3%

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



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	27.6%	56.9%	78.3%	88.3%	96.0%	97.8%	99.0%	99.4%
Treated and admitted to hospital	0%	3.5%	14.5%	40.5%	72.7%	86.8%	92.1%	93.0%
Patient left without, or before completing, treatment	40.7%	68.4%	82.9%	94.2%	98.2%	99.6%	99.6%	100%
Transferred to another hospital	2.1%	18.5%	36.3%	58.9%	82.9%	92.5%	93.8%	94.5%
All presentations	25.8%	52.3%	71.9%	83.8%	93.7%	96.9%	98.3%	98.7%

(†) 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.

Mudgee Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 2,972 patients

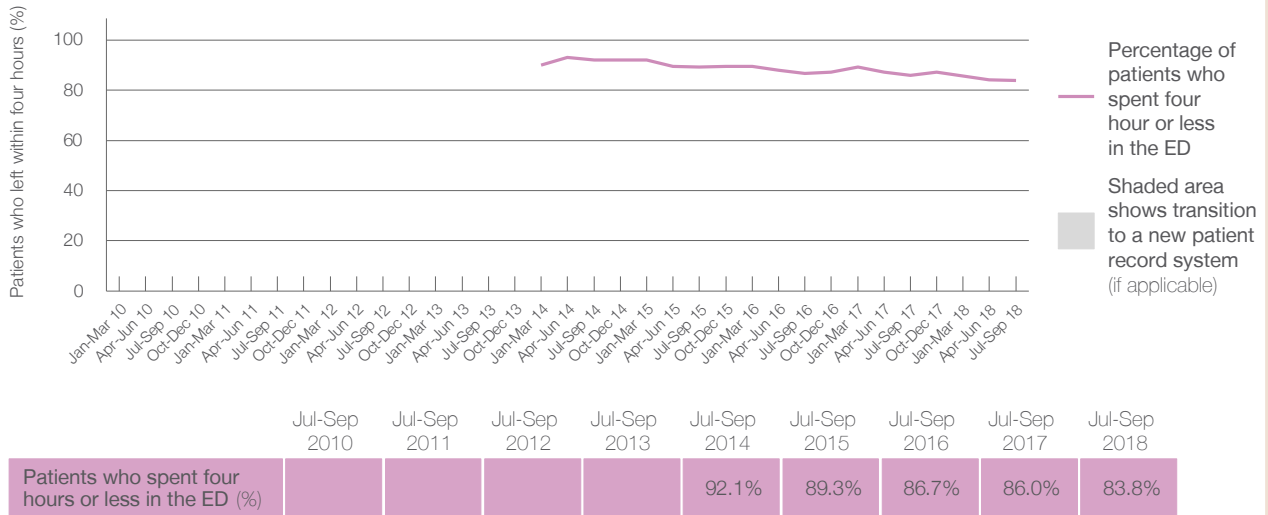
Presentations used to calculate time to leaving the ED: ⁶ 2,972 patients

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	3,314	-10%
Presentations used to calculate time to leaving the ED	3,314	-10%
Percentage of patients who spent four hours or less in the ED	86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.
 § 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Orange Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 7,415 patients


Emergency presentations:² 7,335 patients

Same period last year	Change since one year ago
7,911	-6%
7,827	-6%



Orange Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,110 patients

Median time to start treatment⁴  6 minutes
90th percentile time to start treatment⁵  10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,787 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,817 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,529 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  94 minutes

Same period last year	NSW (this period)
1,345	
5 minutes	8 minutes
11 minutes	28 minutes
1,724	
19 minutes	21 minutes
51 minutes	72 minutes
2,830	
26 minutes	26 minutes
85 minutes	105 minutes
1,861	
22 minutes	22 minutes
105 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,412 patients

Percentage of patients who spent four hours or less in the ED  75%

Same period last year	Change since one year ago
7,907	-6%
71%	

* 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, January to March 2018*.
- 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.

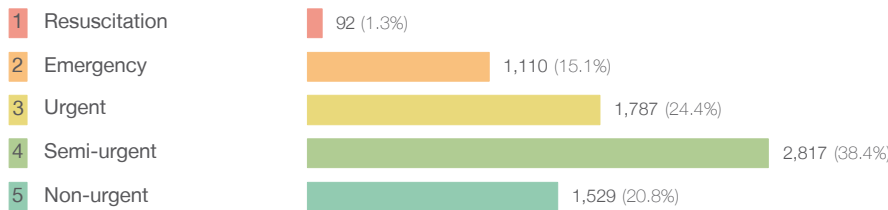
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Orange Health Service: Patients presenting to the emergency department July to September 2018

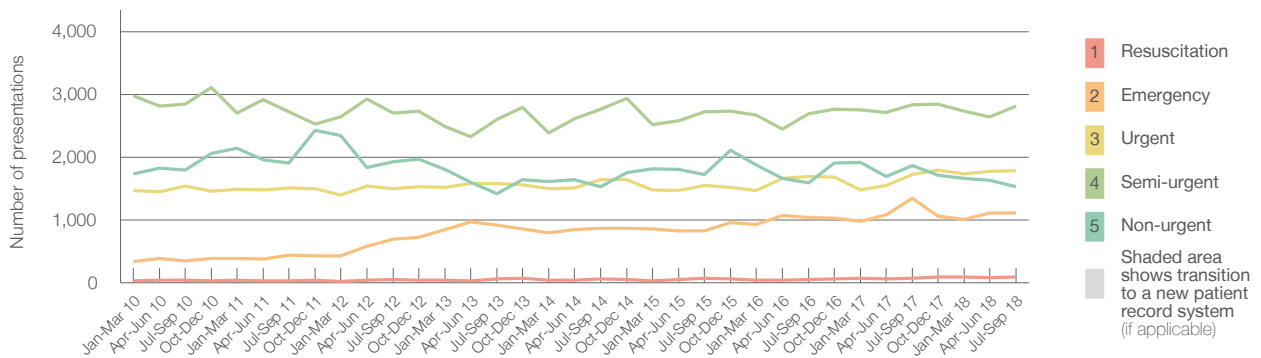
All presentations:¹ 7,415 patients

Emergency presentations² by triage category: 7,335 patients



Same period last year	Change since one year ago
7,911	-6%
7,827	-6%
67	37.3%
1,345	-17.5%
1,724	3.7%
2,830	-0.5%
1,861	-17.8%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	44	26	45	63	59	70	50	67	92
Emergency	346	434	694	913	863	828	1,035	1,345	1,110
Urgent	1,541	1,513	1,496	1,578	1,646	1,545	1,692	1,724	1,787
Semi-urgent	2,846	2,726	2,702	2,596	2,762	2,724	2,688	2,830	2,817
Non-urgent	1,799	1,904	1,928	1,415	1,527	1,724	1,592	1,861	1,529
All emergency presentations	6,576	6,603	6,865	6,565	6,857	6,891	7,057	7,827	7,335

Orange Health Service: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,407 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,491	
10 minutes	1 minute
25 minutes	-3 minutes

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,110

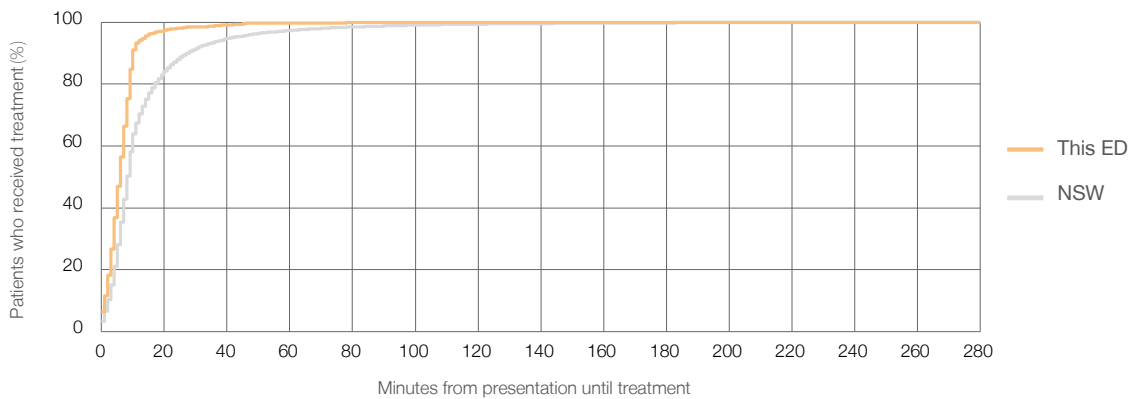
Number of triage 2 patients used to calculate waiting time:³ 1,105

Median time to start treatment⁴ 6 minutes

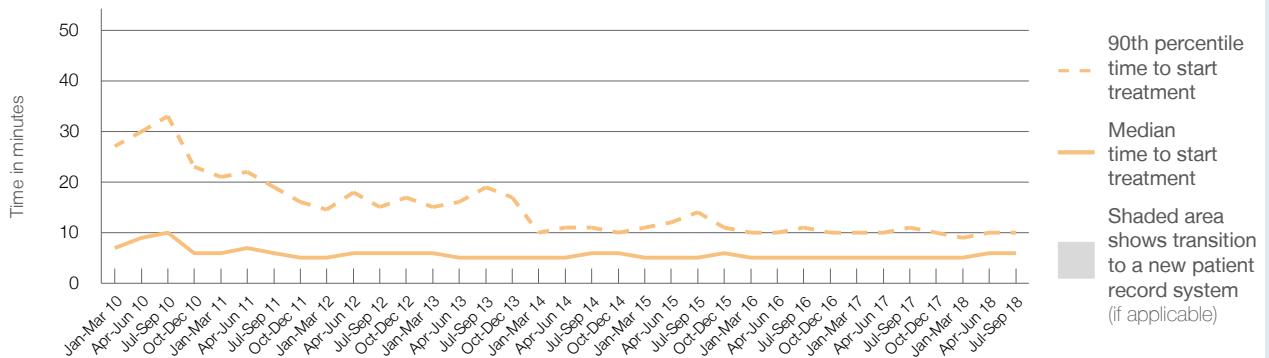
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,345	1,339
5 minutes	8 minutes
11 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	10	6	6	5	6	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	33	19	15	19	11	14	11	11	10

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,787

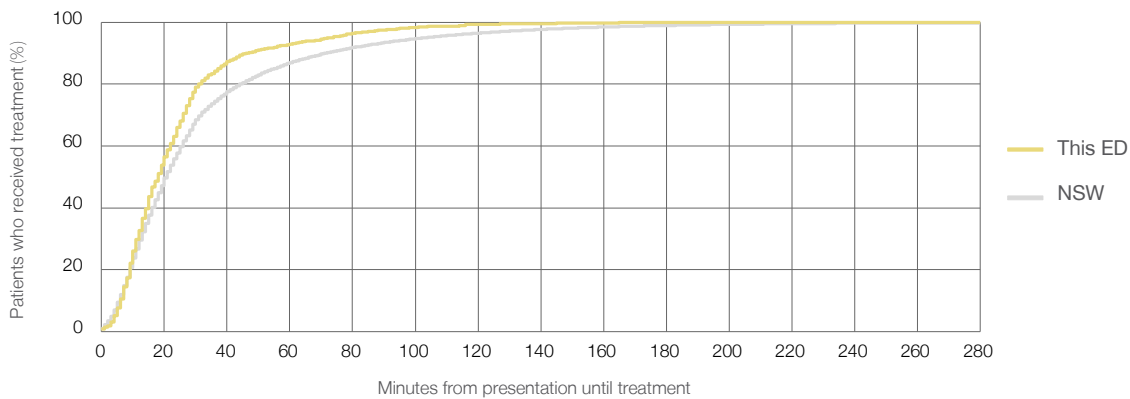
Number of triage 3 patients used to calculate waiting time:³ 1,767

Median time to start treatment⁴ 18 minutes

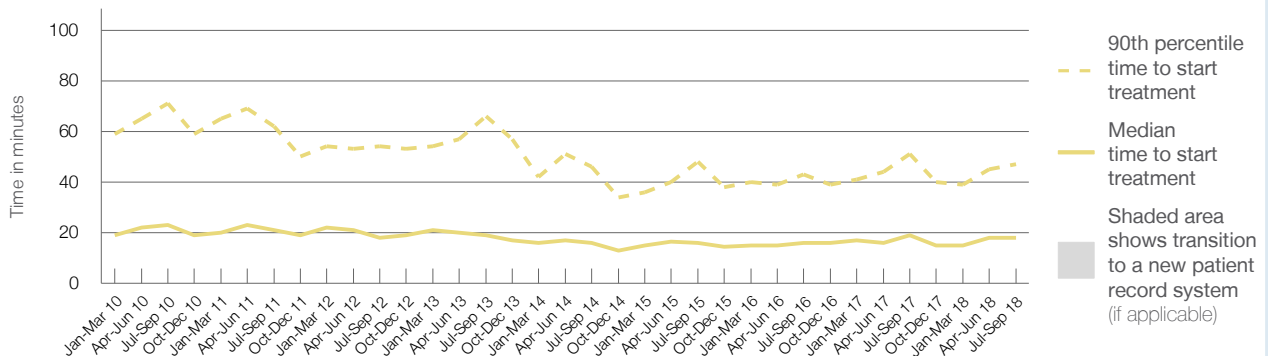
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,724	1,701
19 minutes	21 minutes
51 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	23	21	18	19	16	16	16	19	18
90th percentile time to start treatment ⁵ (minutes)	71	62	54	66	46	48	43	51	47

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,817

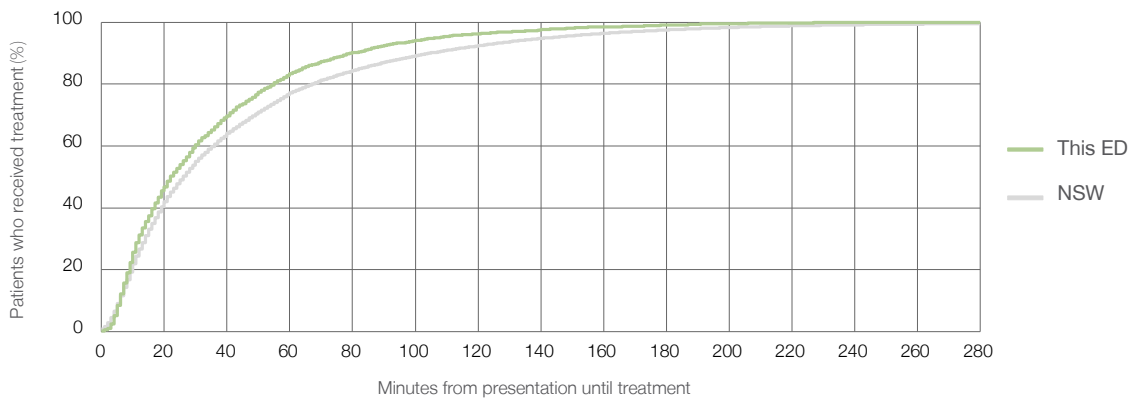
Number of triage 4 patients used to calculate waiting time:³ 2,716

Median time to start treatment⁴ 22 minutes

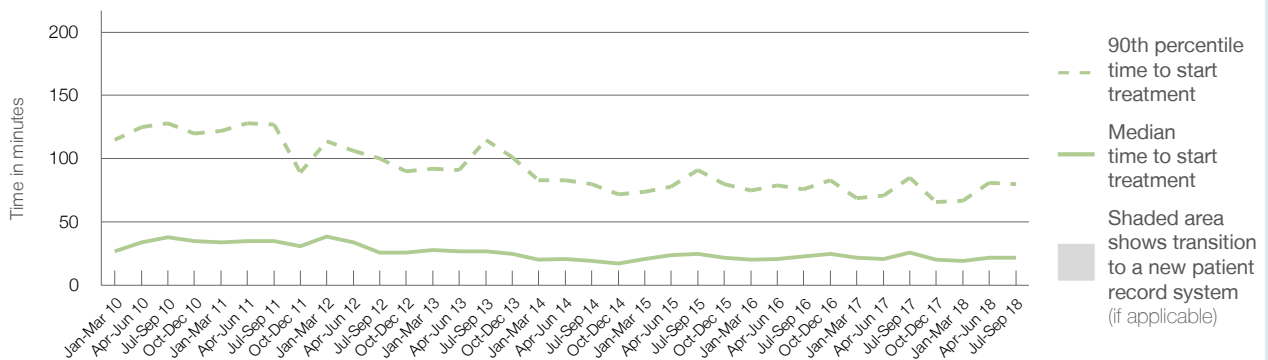
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
2,830	2,708
26 minutes	26 minutes
85 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	38	35	26	27	19	25	23	26	22
90th percentile time to start treatment ⁵ (minutes)	128	127	100	115	80	91	76	85	80

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,529

Number of triage 5 patients used to calculate waiting time:³ 1,417

Median time to start treatment⁴

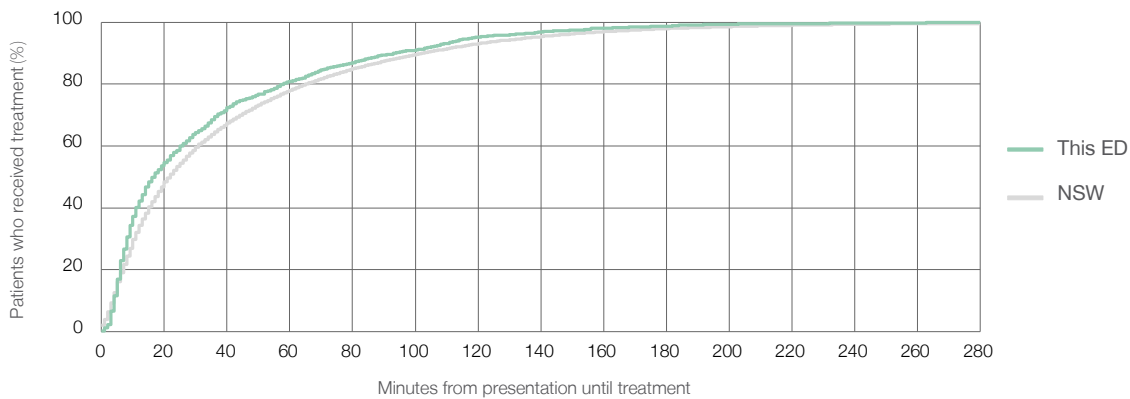
17 minutes

90th percentile time to start treatment⁵

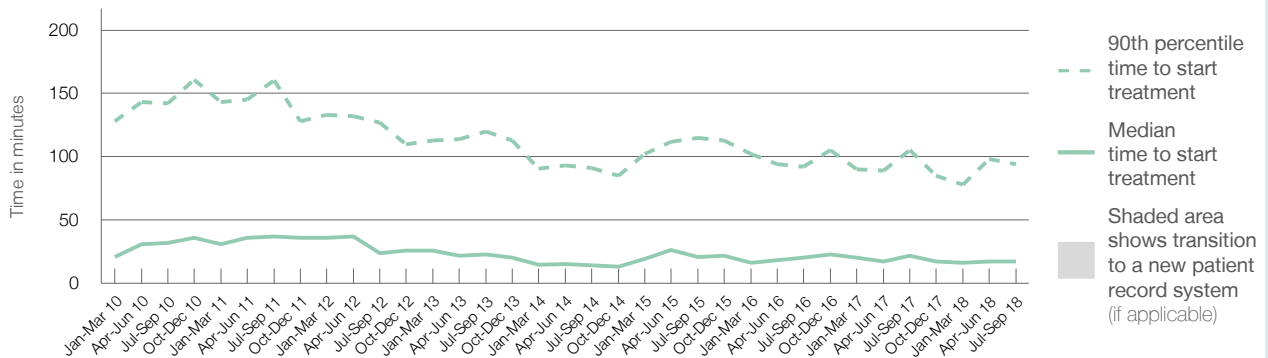
94 minutes

Same period last year	NSW (this period)
1,861	1,694
22 minutes	22 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	32	37	24	23	14	21	20	22	17
90th percentile time to start treatment ⁵ (minutes)	142	161	127	120	91	115	92	105	94

(†) 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.

Orange Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,415 patients

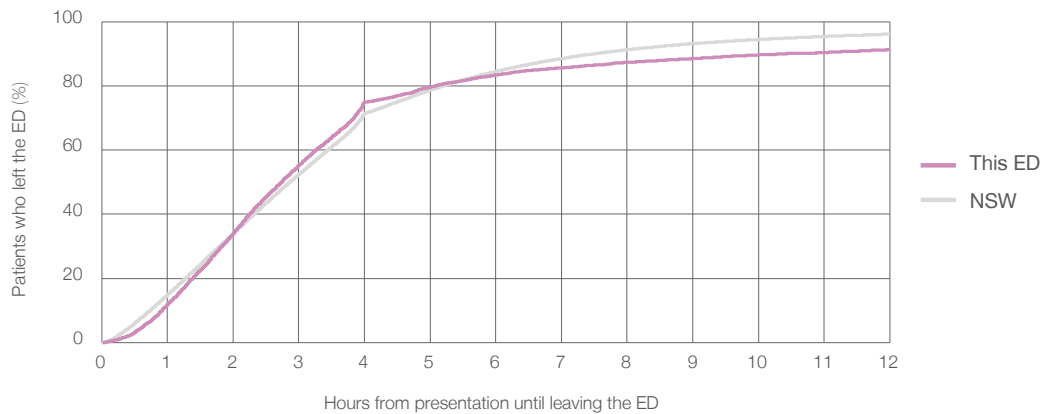
Presentations used to calculate time to leaving the ED:⁶ 7,412 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

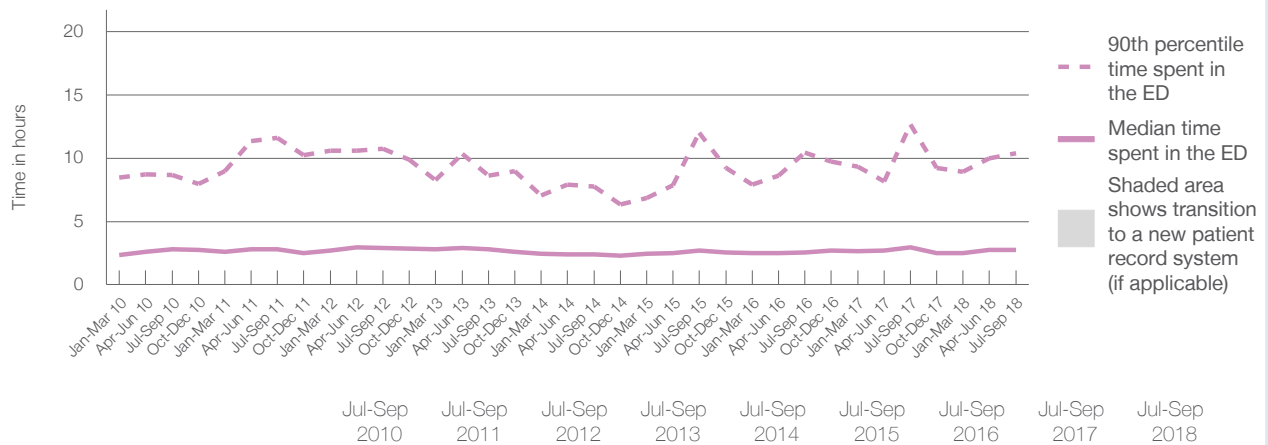
90th percentile time spent in the ED⁹ 10 hours and 22 minutes

Same period last year	NSW (this period)
7,911	
7,907	
2 hours and 56 minutes	2 hours and 52 minutes
12 hours and 40 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 48m	2h 48m	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m	2h 56m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 41m	11h 36m	10h 44m	8h 38m	7h 47m	12h 1m	10h 26m	12h 40m	10h 22m

(†) 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.

Orange Health Service: Time patients spent in the ED By mode of separation July to September 2018

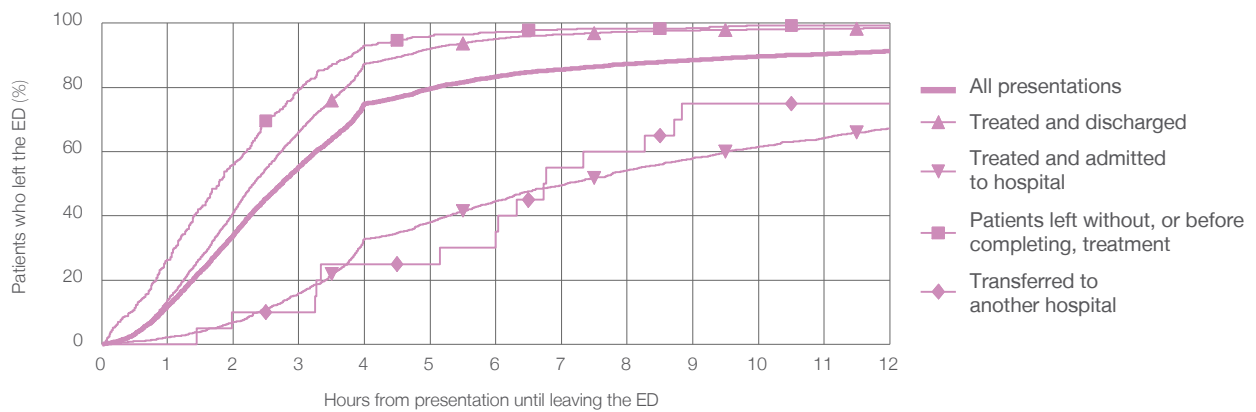
All presentations:¹ 7,415 patients

Presentations used to calculate time to leaving the ED:⁶ 7,412 patients

Treated and discharged	5,222 (70.4%)
Treated and admitted to hospital	1,720 (23.2%)
Patient left without, or before completing, treatment	421 (5.7%)
Transferred to another hospital	20 (0.3%)
Other	32 (0.4%)

Same period last year	Change since one year ago
7,907	-6%
5,485	-4.8%
1,867	-7.9%
468	-10.0%
44	-54.5%
47	-31.9%

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



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	13.7%	41.1%	66.2%	87.4%	95.1%	97.4%	98.1%	98.5%
Treated and admitted to hospital	2.2%	6.9%	15.8%	32.8%	44.6%	54.3%	61.7%	67.2%
Patient left without, or before completing, treatment	26.4%	56.1%	79.3%	93.1%	97.4%	98.3%	99.3%	99.3%
Transferred to another hospital	0%	10.0%	10.0%	25.0%	35.0%	60.0%	75.0%	75.0%
All presentations	11.9%	34.1%	55.2%	74.9%	83.4%	87.3%	89.7%	91.3%

(†) 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.

Orange Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 7,415 patients

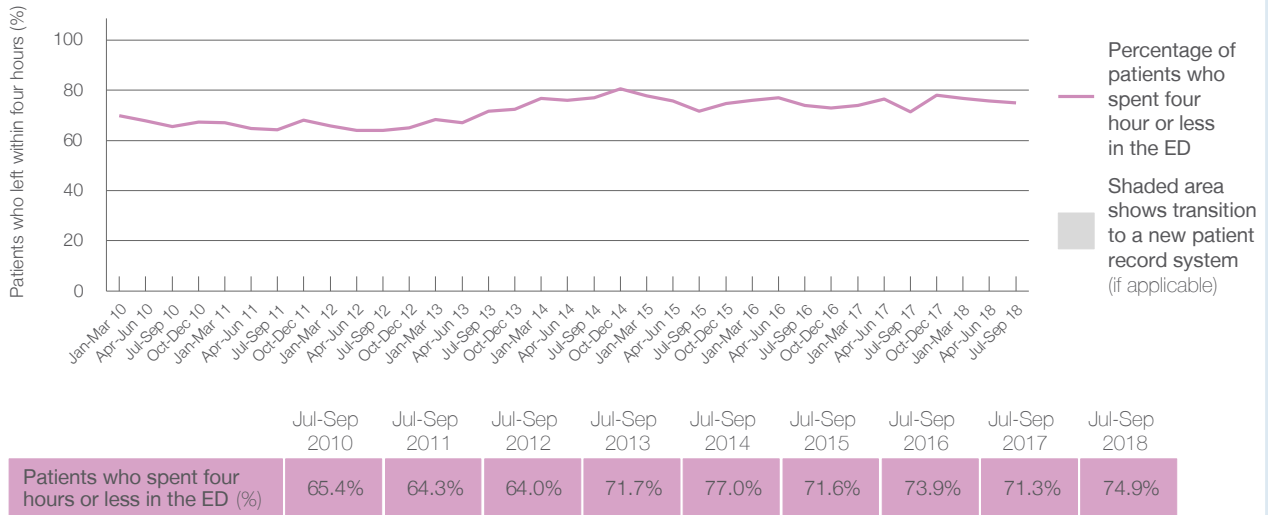
Presentations used to calculate time to leaving the ED: ⁶ 7,412 patients

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	7,911	-6%
Presentations used to calculate time to leaving the ED	7,907	-6%
Percentage of patients who spent four hours or less in the ED	71.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).