

## Casino & District Memorial Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 3,019 patients  
 Emergency presentations:<sup>2</sup> 2,905 patients

Same period last year	Change since one year ago
3,564	-15%
3,377	-14%

## Casino & District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 959 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,291 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 97 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
353	
8 minutes	8 minutes
25 minutes	28 minutes
1,102	
21 minutes	21 minutes
66 minutes	72 minutes
1,561	
32 minutes	26 minutes
112 minutes	105 minutes
361	
29 minutes	22 minutes
123 minutes	103 minutes

## Casino & District Memorial Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,018 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
3,564	-15%
85%	

\* 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.

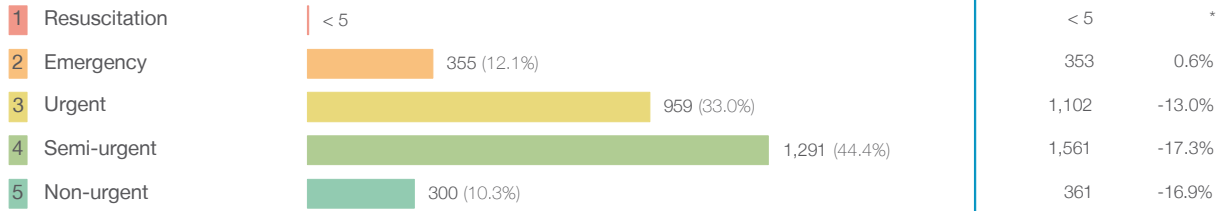
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Casino & District Memorial Hospital: Patients presenting to the emergency department July to September 2018

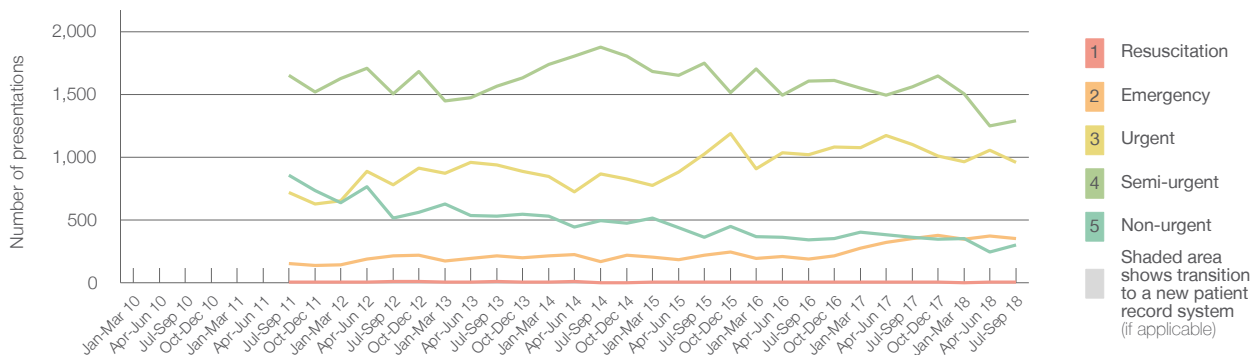
All presentations:<sup>1</sup> 3,019 patients

Emergency presentations<sup>2</sup> by triage category: 2,905 patients



	Same period last year	Change since one year ago
All presentations	3,564	-15%
Emergency presentations	3,377	-14%
1 Resuscitation	< 5	*
2 Emergency	353	0.6%
3 Urgent	1,102	-13.0%
4 Semi-urgent	1,561	-17.3%
5 Non-urgent	361	-16.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 † §

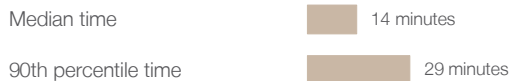


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		< 5	8	8	< 5	6	5	< 5	< 5
Emergency		153	215	214	167	220	190	353	355
Urgent		716	782	939	868	1,022	1,020	1,102	959
Semi-urgent		1,650	1,506	1,563	1,878	1,749	1,604	1,561	1,291
Non-urgent		855	514	532	494	362	341	361	300
All emergency presentations		3,374	3,025	3,256	3,407	3,359	3,160	3,377	2,905

## Casino & District Memorial Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 312 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	366	
Median time	16 minutes	-2 minutes
90th percentile time	34 minutes	-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.

## Casino & District Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

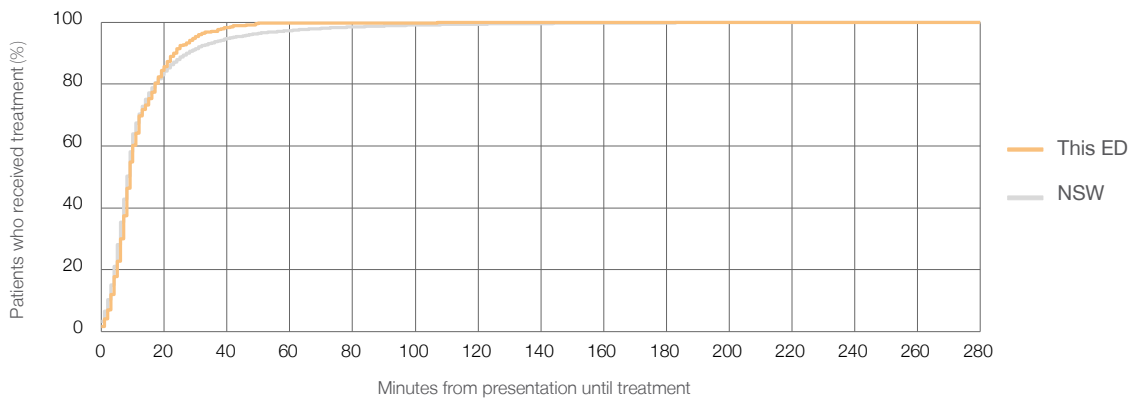
Number of triage 2 patients: 355

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 341

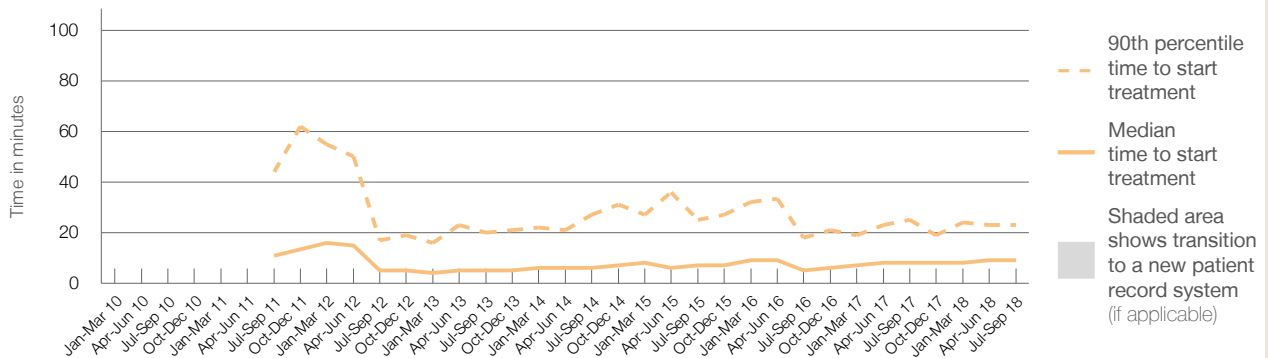
Median time to start treatment<sup>4</sup> ■ 9 minutes  
 90th percentile time to start treatment<sup>5</sup> ■ 23 minutes

Same period last year	NSW (this period)
353	
330	
8 minutes	8 minutes
25 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		11	5	5	6	7	5	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)		44	17	20	27	25	18	25	23

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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.

## Casino & District Memorial 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: 959

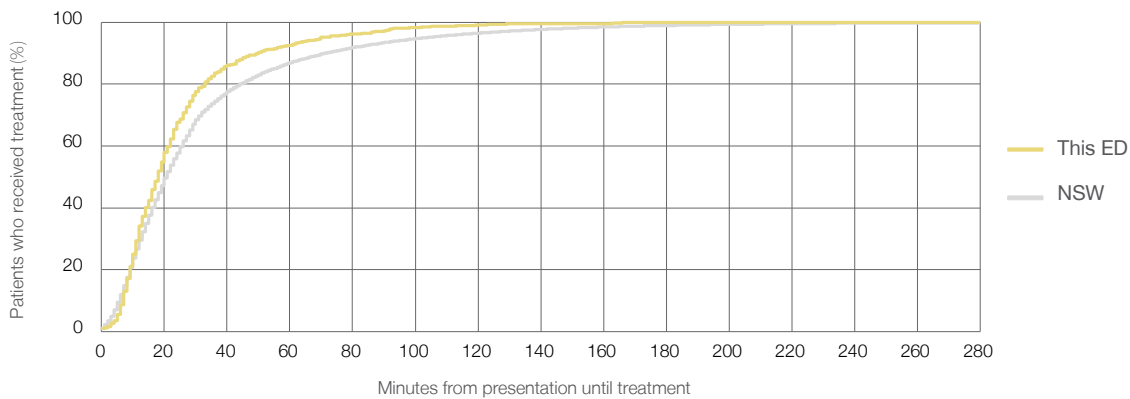
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 915

Median time to start treatment<sup>4</sup>  18 minutes

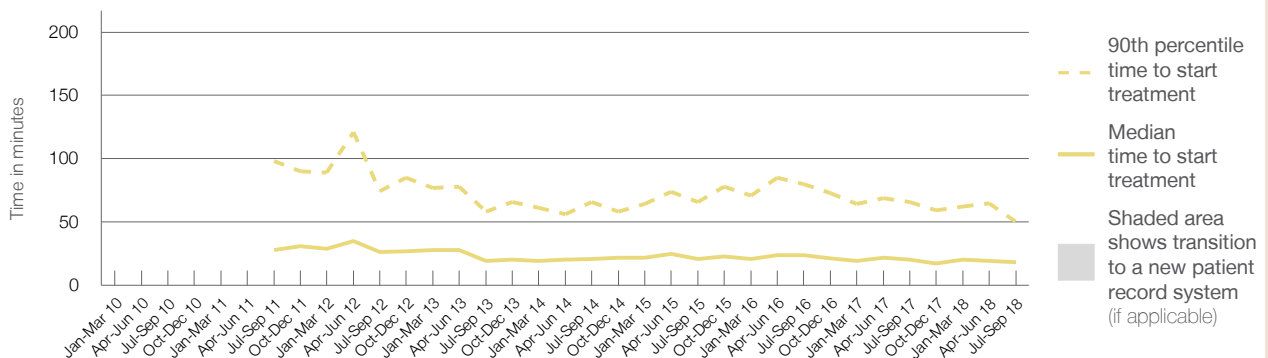
90th percentile time to start treatment<sup>5</sup>  50 minutes

Same period last year	NSW (this period)
1,102	
1,034	
21 minutes	21 minutes
66 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		28	27	19	21	21	24	21	18
90th percentile time to start treatment <sup>5</sup> (minutes)		98	75	58	66	66	80	66	50

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## Casino & District Memorial 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: 1,291

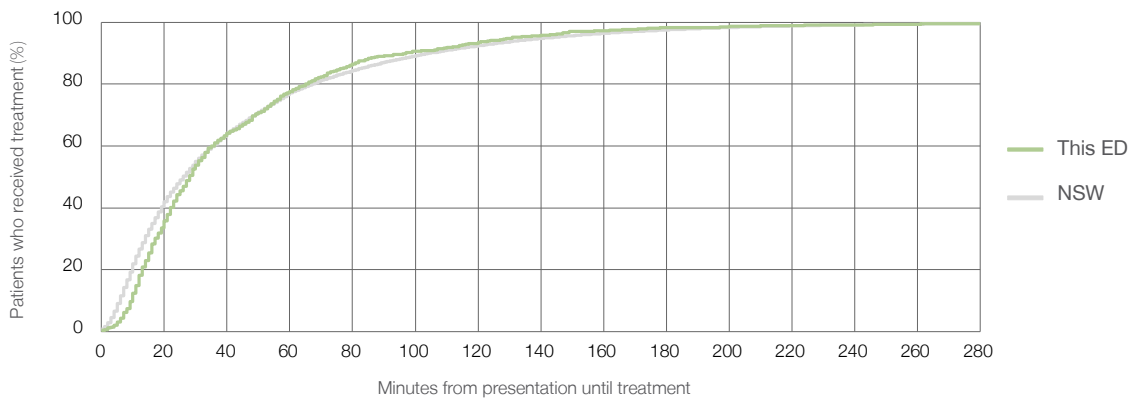
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,143

Median time to start treatment<sup>4</sup>  28 minutes

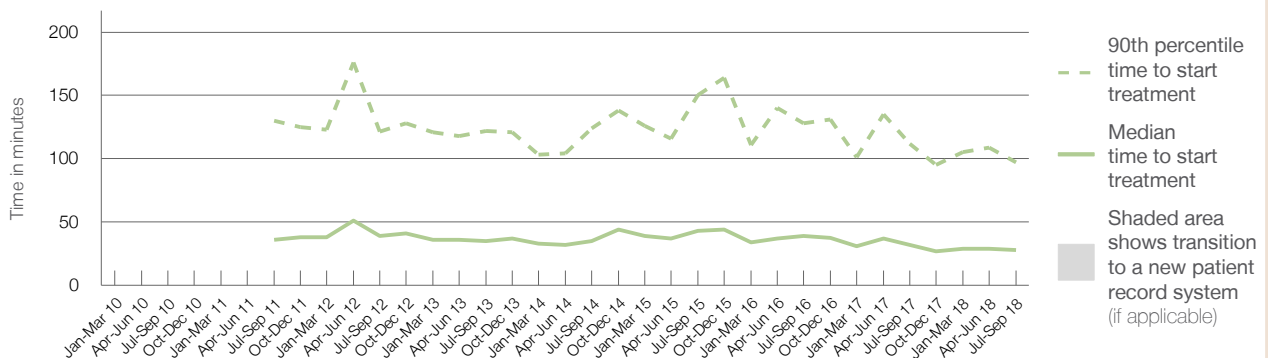
90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
1,561	1,406
32 minutes	26 minutes
112 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		36	39	35	35	43	39	32	28
90th percentile time to start treatment <sup>5</sup> (minutes)		130	122	122	124	150	128	112	97

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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.

## Casino & District Memorial 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: 300

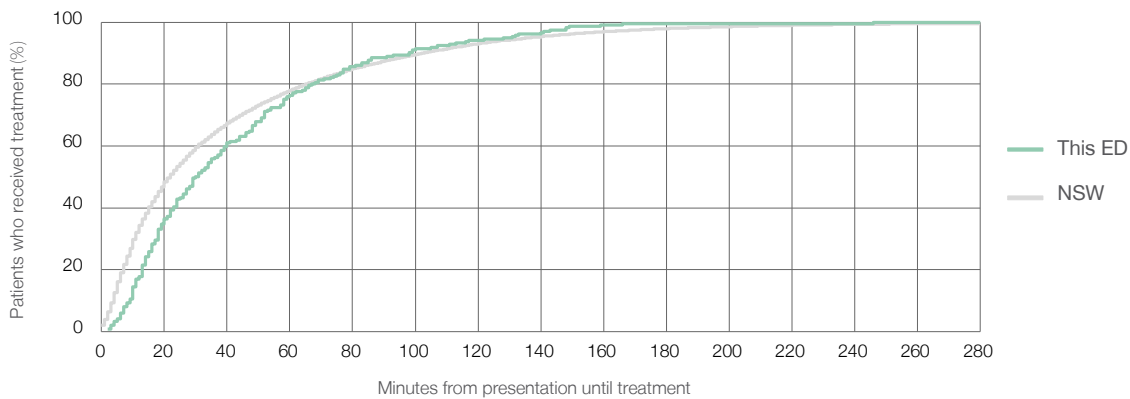
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 236

Median time to start treatment<sup>4</sup> 31 minutes

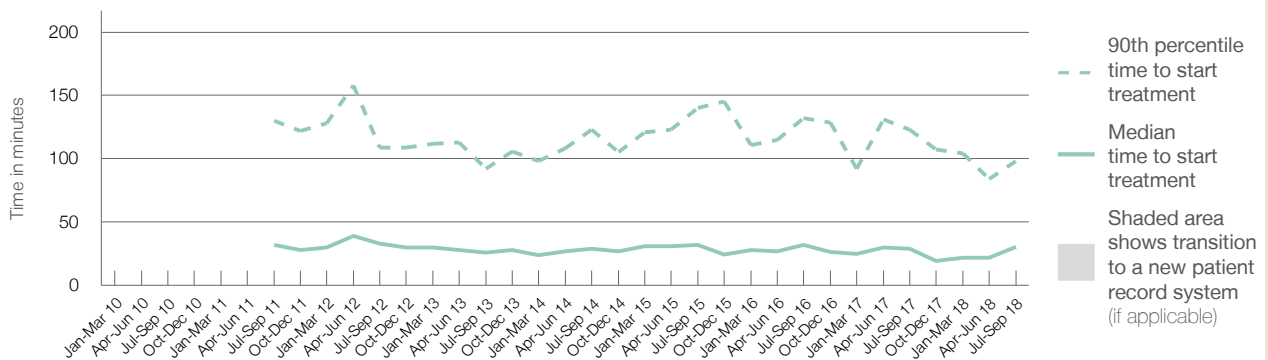
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
361	
283	
29 minutes	22 minutes
123 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)		32	33	26	29	32	32	29	31
90th percentile time to start treatment <sup>5</sup> (minutes)		130	109	92	123	140	132	123	98

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## Casino & District Memorial Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 3,019 patients

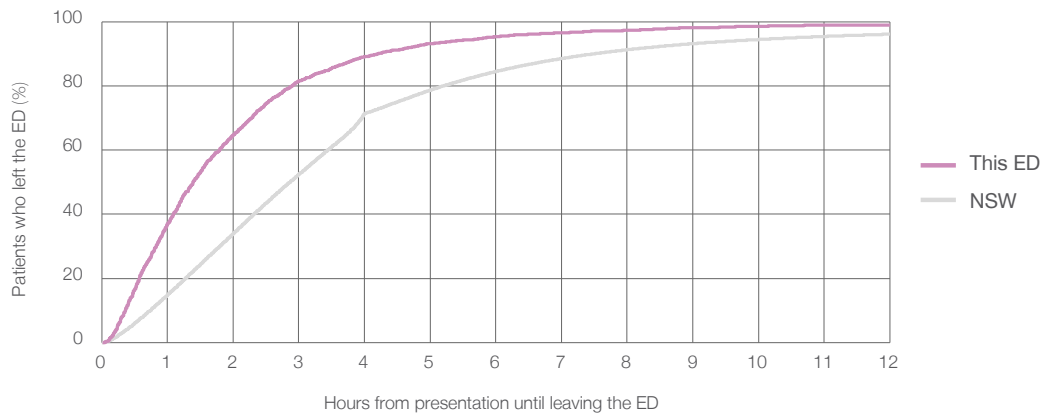
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,018 patients

Median time spent in the ED<sup>8</sup> 1 hours and 23 minutes

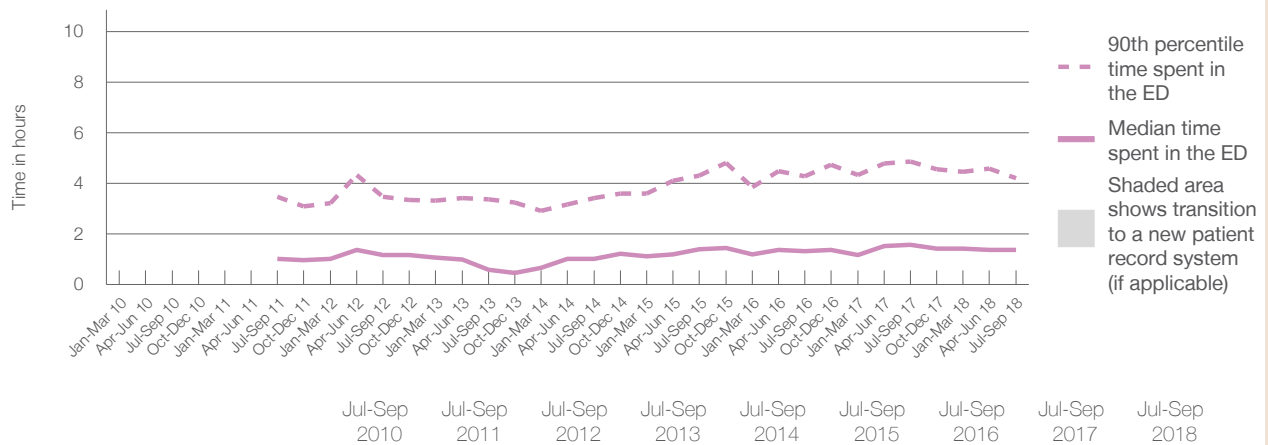
90th percentile time spent in the ED<sup>9</sup> 4 hours and 13 minutes

Same period last year	NSW (this period)
3,564	3,564
1 hours and 35 minutes	2 hours and 52 minutes
4 hours and 52 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<sup>†‡§</sup>



Median time spent in the ED <sup>8</sup> (hours, minutes)		1h 2m	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m	1h 35m	1h 23m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		3h 28m	3h 29m	3h 22m	3h 26m	4h 18m	4h 17m	4h 52m	4h 13m

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

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## Casino & District Memorial Hospital: Time patients spent in the ED

### By mode of separation

July to September 2018

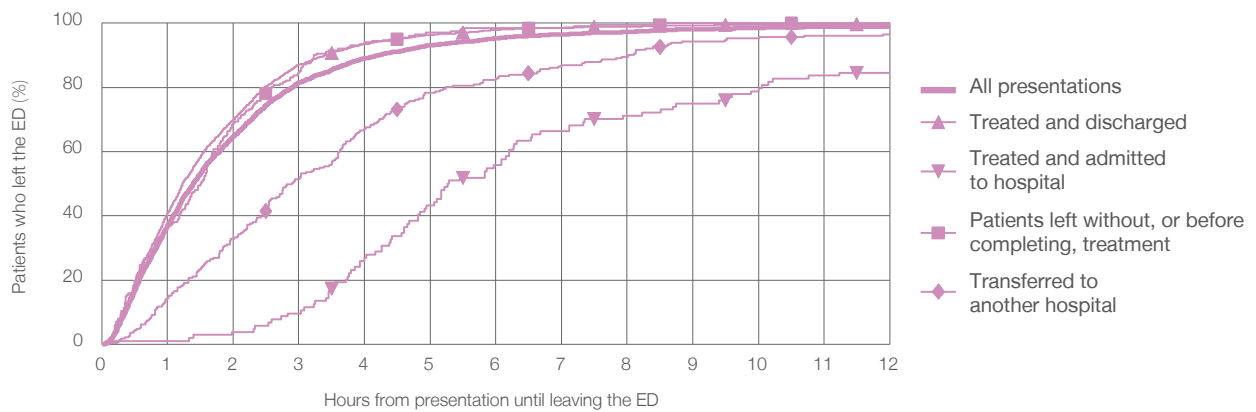
All presentations:<sup>1</sup> 3,019 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,018 patients

Treated and discharged	2,461 (81.5%)
Treated and admitted to hospital	104 (3.4%)
Patient left without, or before completing, treatment	202 (6.7%)
Transferred to another hospital	231 (7.7%)
Other	21 (0.7%)

Same period last year	Change since one year ago
3,564	-15%
2,967	-17.1%
159	-34.6%
194	4.1%
177	30.5%
67	-68.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018 <sup>†‡§</sup>



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

Treated and discharged	40.9%	70.0%	87.2%	93.5%	97.9%	98.9%	99.5%	99.7%
Treated and admitted to hospital	1.0%	3.8%	9.6%	26.9%	55.8%	71.2%	79.8%	84.6%
Patient left without, or before completing, treatment	36.6%	68.8%	84.7%	94.1%	98.5%	99.5%	100%	100%
Transferred to another hospital	14.3%	32.9%	51.5%	67.1%	82.7%	89.6%	95.2%	96.5%
All presentations	37.1%	64.7%	81.5%	89.1%	95.3%	97.2%	98.5%	98.9%

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**Casino & District Memorial 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: <sup>1</sup> 3,019 patients

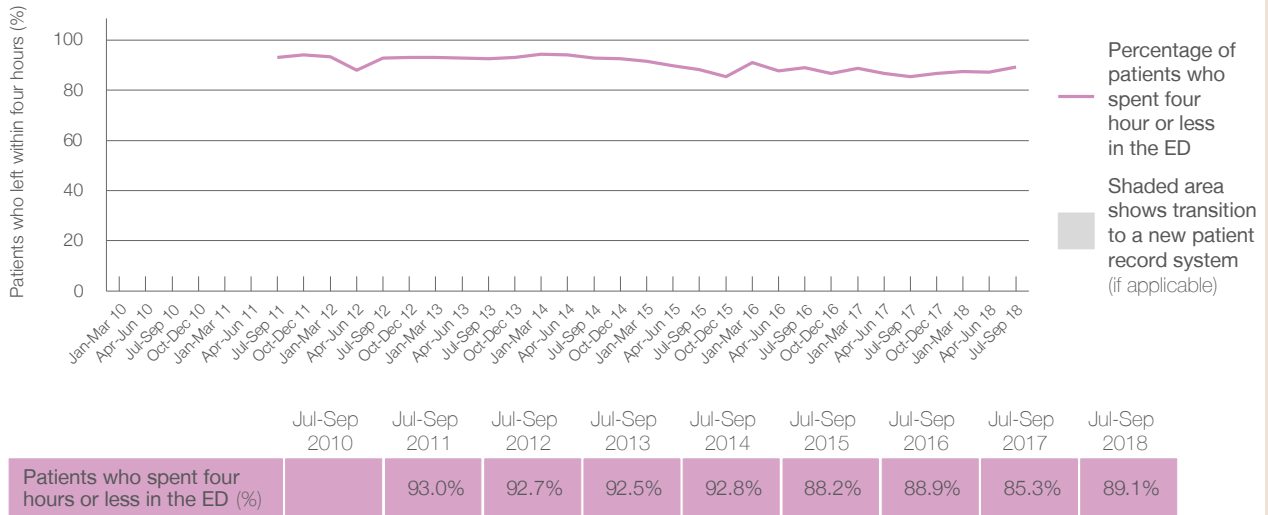
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,018 patients

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	3,564	-15%
Presentations used to calculate time to leaving the ED	3,564	-15%
Percentage of patients who spent four hours or less in the ED	85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡§</sup>



\* 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 16 October 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).