

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

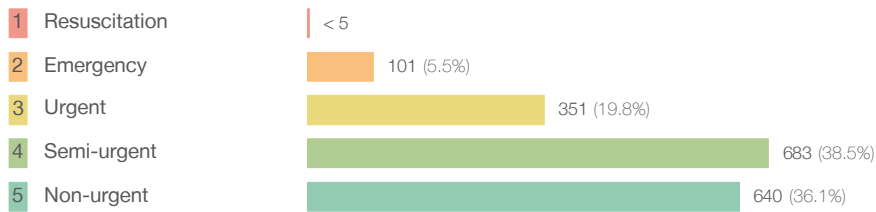
July to September 2018

All presentations:¹ 1,886 patients

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

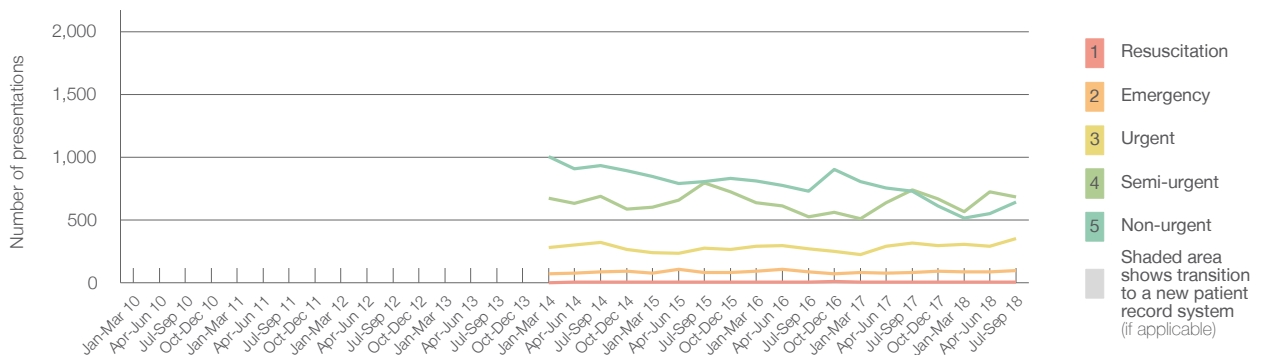
Emergency presentations² by triage category: 1,775 patients

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

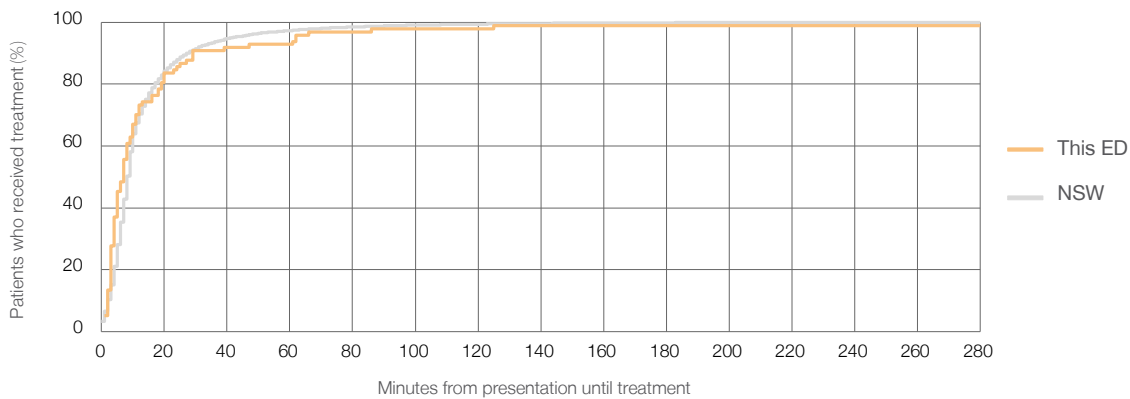
Number of triage 2 patients used to calculate waiting time:³ 97

Median time to start treatment⁴ 7 minutes

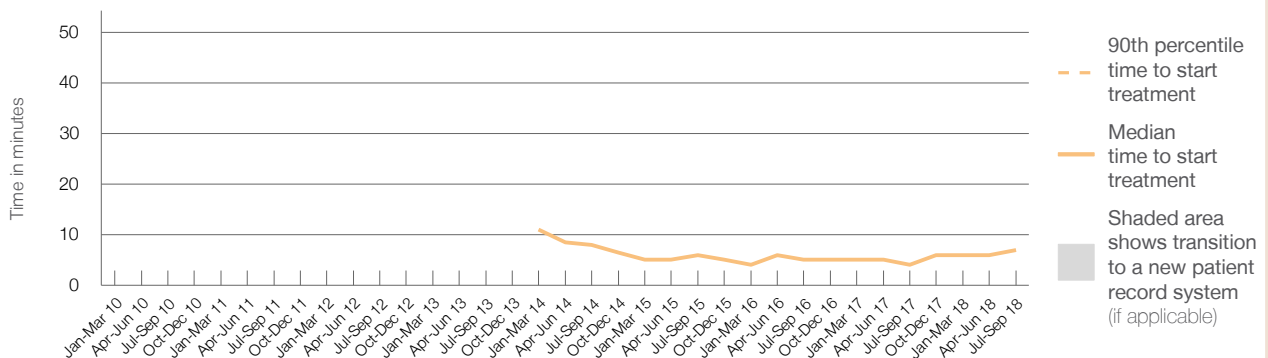
90th percentile time to start treatment⁵ *

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)					*	*	*	*	*

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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

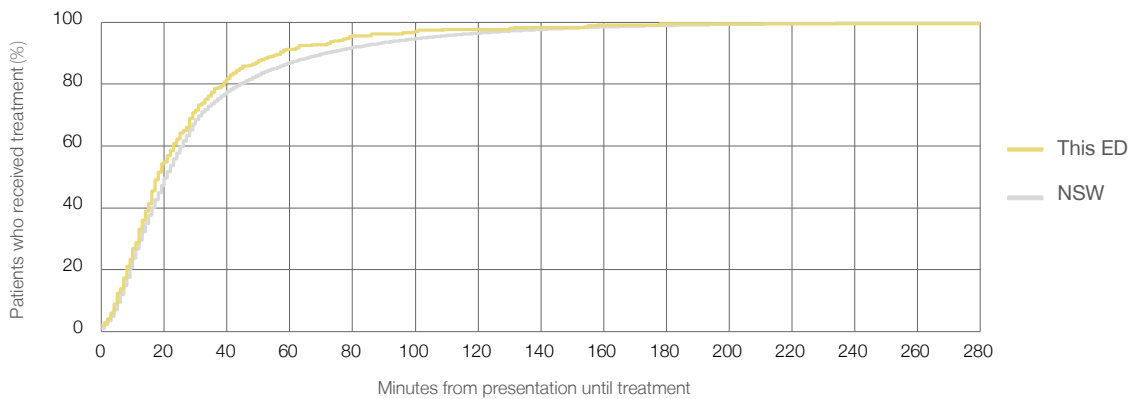
Number of triage 3 patients used to calculate waiting time:³ 345

Median time to start treatment⁴ 18 minutes

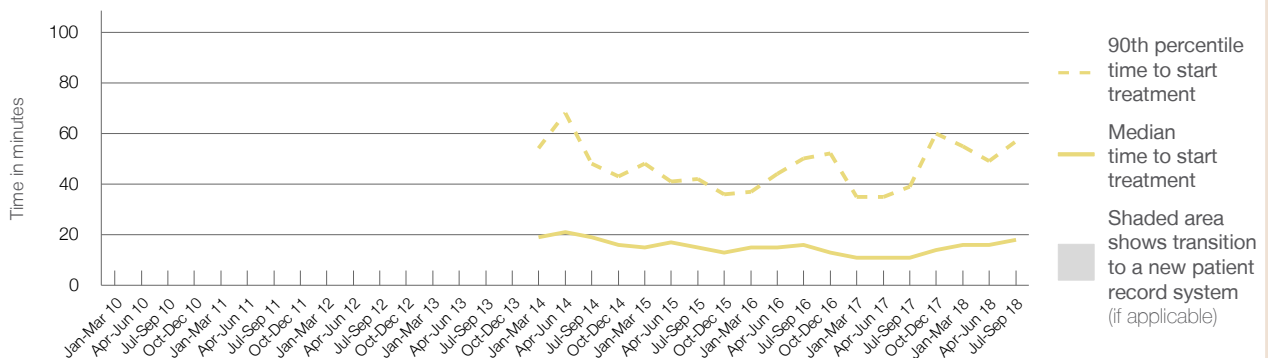
90th percentile time to start treatment⁵ 57 minutes

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

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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

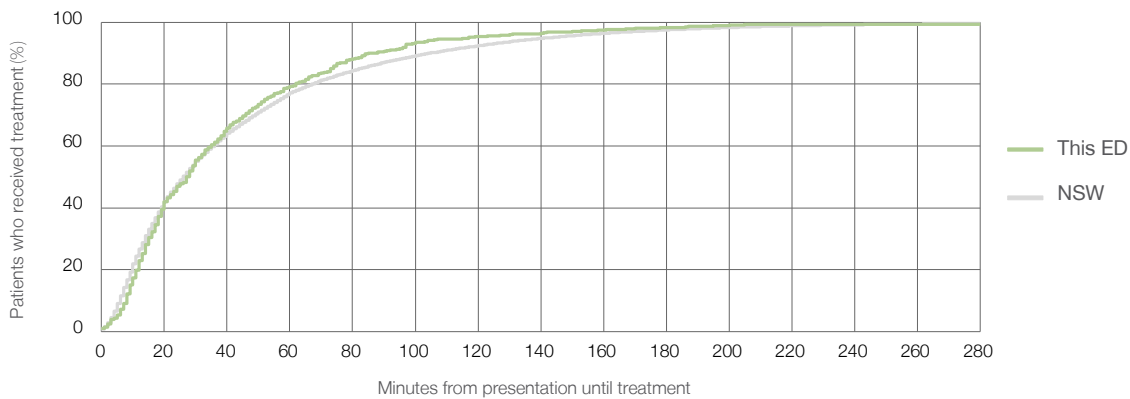
Number of triage 4 patients used to calculate waiting time:³ 652

Median time to start treatment⁴ 28 minutes

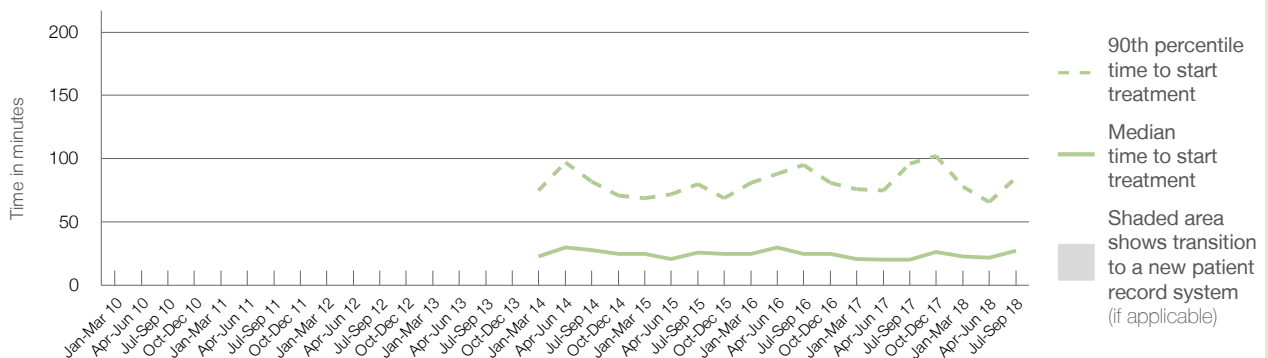
90th percentile time to start treatment⁵ 85 minutes

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

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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

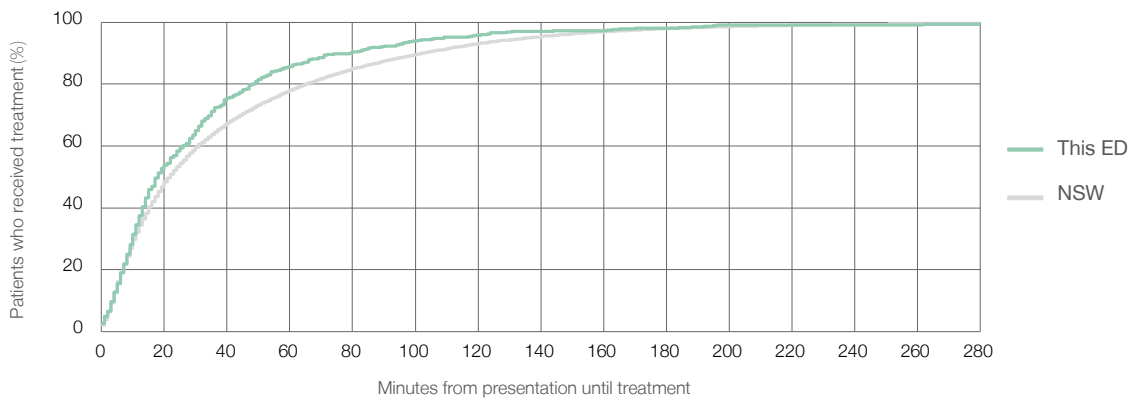
Number of triage 5 patients used to calculate waiting time:³ 609

Median time to start treatment⁴ 18 minutes

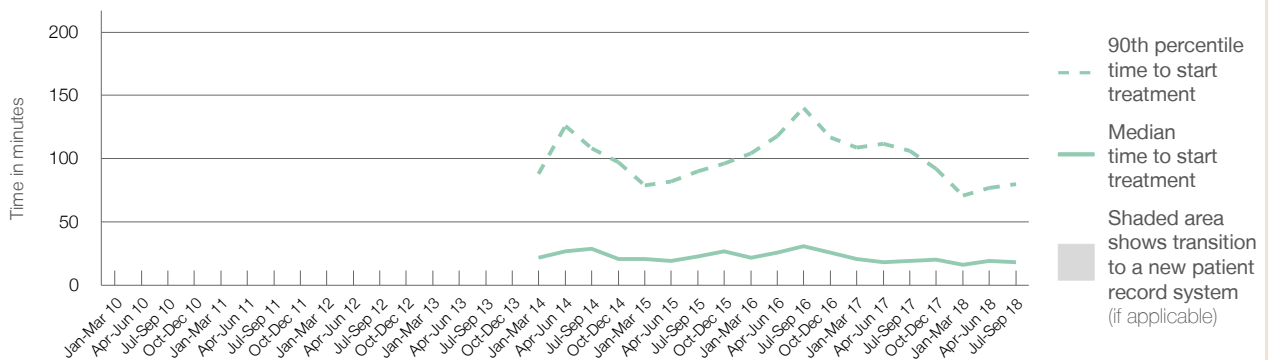
90th percentile time to start treatment⁵ 80 minutes

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

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

July to September 2018

All presentations:¹ 1,886 patients

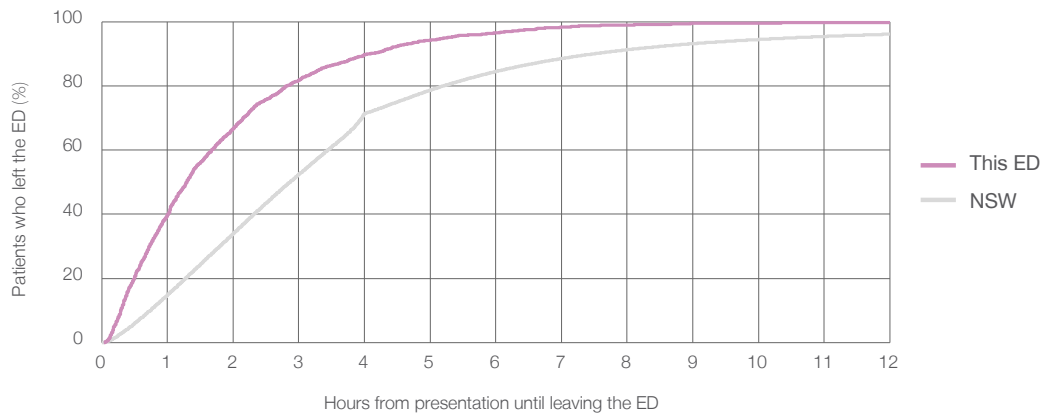
Presentations used to calculate time to leaving the ED:⁶ 1,885 patients

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

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

By mode of separation

July to September 2018

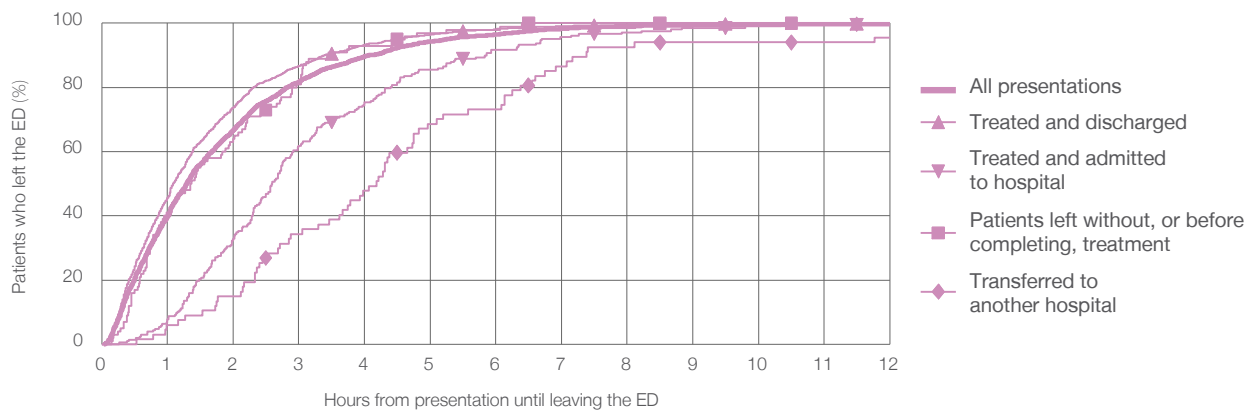
All presentations:¹ 1,886 patients

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%
1,619	-6.9%
233	-11.2%
112	-10.7%
52	28.8%
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%

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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

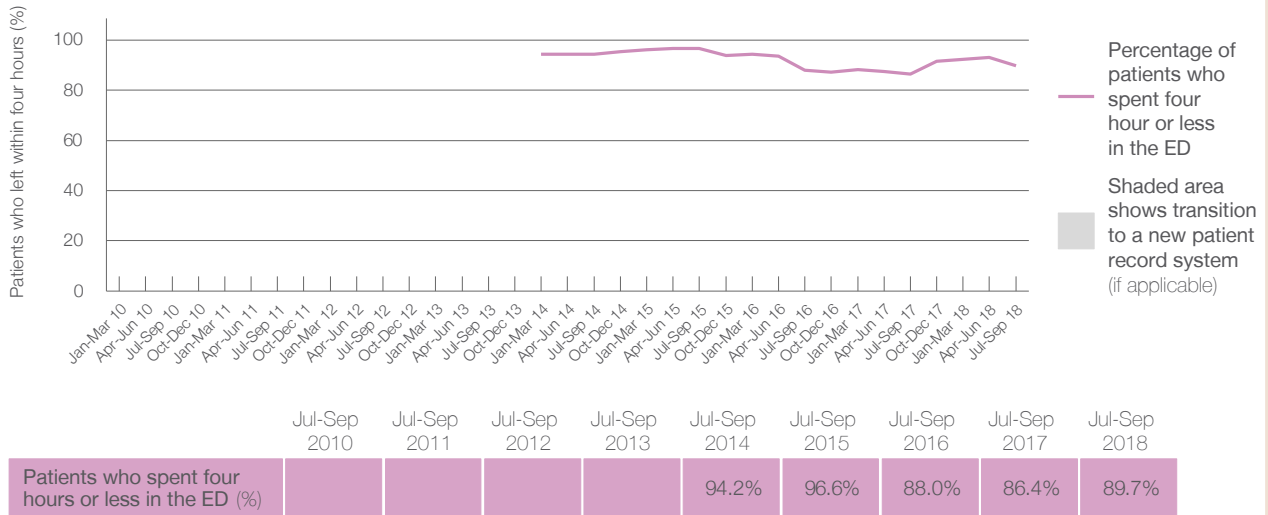
Presentations used to calculate time to leaving the ED: ⁶ 1,885 patients

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.

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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*.

§ 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).