

## Armidale and New England Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 4,266 patients  
Emergency attendances:<sup>2</sup> 4,050 patients

Same period last year	Change since one year ago
4,026	6%
3,871	5%

## Armidale and New England Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 255 patients

Median time to start treatment<sup>4</sup> 8 minutes  
95th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,232 patients

Median time to start treatment<sup>4</sup> 26 minutes  
95th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,201 patients

Median time to start treatment<sup>4</sup> 36 minutes  
95th percentile time to start treatment<sup>5</sup> 185 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 355 patients

Median time to start treatment<sup>4</sup> 19 minutes  
95th percentile time to start treatment<sup>5</sup> 166 minutes

Same period last year	NSW (this period)
223	
8 minutes	8 minutes
47 minutes	35 minutes
972	
21 minutes	20 minutes
78 minutes	99 minutes
2,321	
29 minutes	26 minutes
131 minutes	137 minutes
348	
19 minutes	23 minutes
111 minutes	135 minutes

## Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,266 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since one year ago
4,026	6%
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 2016*.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 22 April 2016).

## Armidale and New England Hospital: Patients attending the emergency department January to March 2016

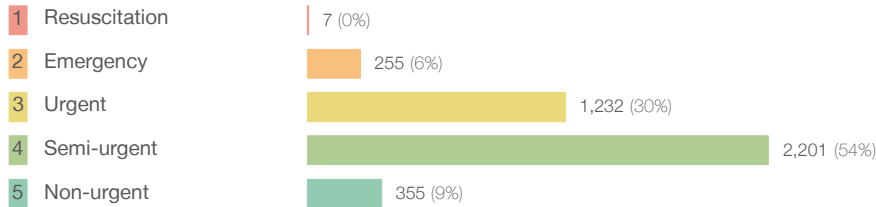
All attendances:<sup>1</sup> 4,266 patients

Same period last year  
Change since one year ago

4,026 6%

Emergency attendances<sup>2</sup> by triage category: 4,050 patients

3,871 5%



7 0%

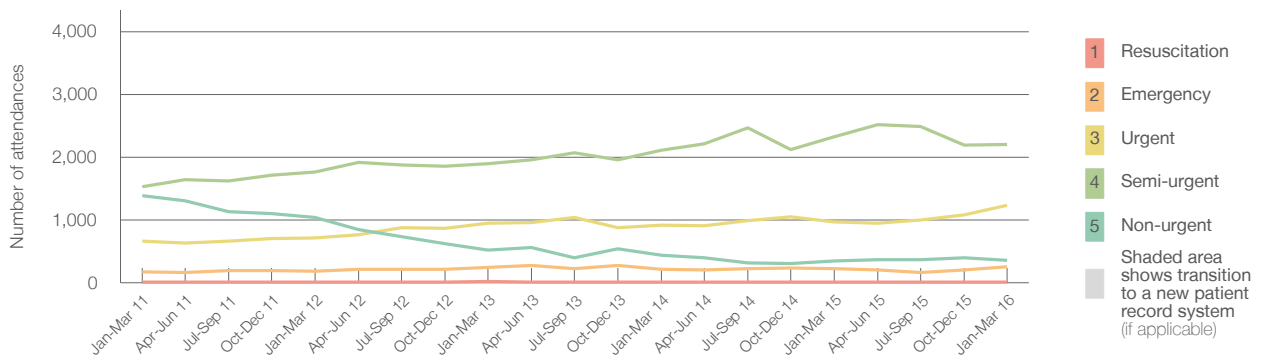
223 14%

972 27%

2,321 -5%

348 2%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	5	< 5	17	5	7	7
Emergency	171	189	241	208	223	255
Urgent	658	712	946	914	972	1,232
Semi-urgent	1,533	1,762	1,899	2,106	2,321	2,201
Non-urgent	1,382	1,035	523	440	348	355
All emergency attendances	3,749	3,698	3,626	3,673	3,871	4,050

## Armidale and New England Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 392 patients<sup>\*\*</sup>

Same period last year  
Change since one year ago

366<sup>\*\*</sup>

ED Transfer of care time<sup>§</sup>

Median time 6 minutes

7 minutes -1 minute

95th percentile time 69 minutes

43 minutes 26 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.

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Armidale and New England Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 255

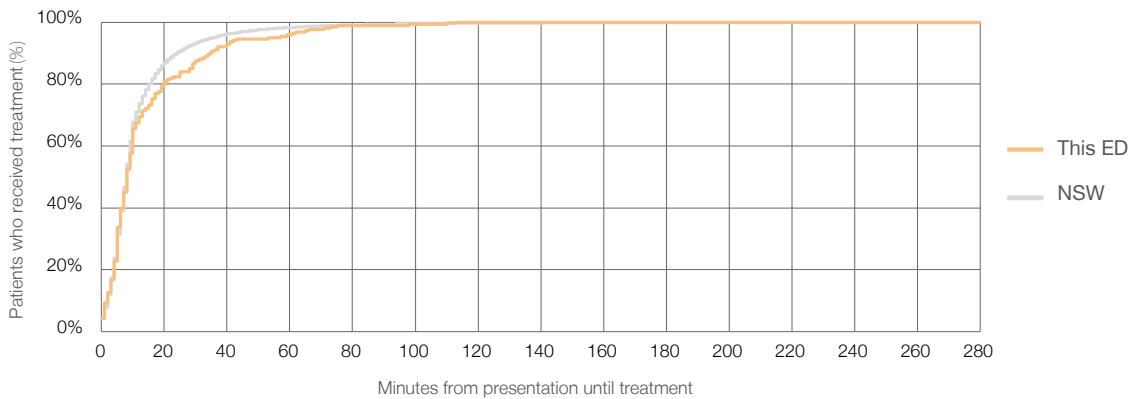
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 255

Median time to start treatment<sup>4</sup> 8 minutes

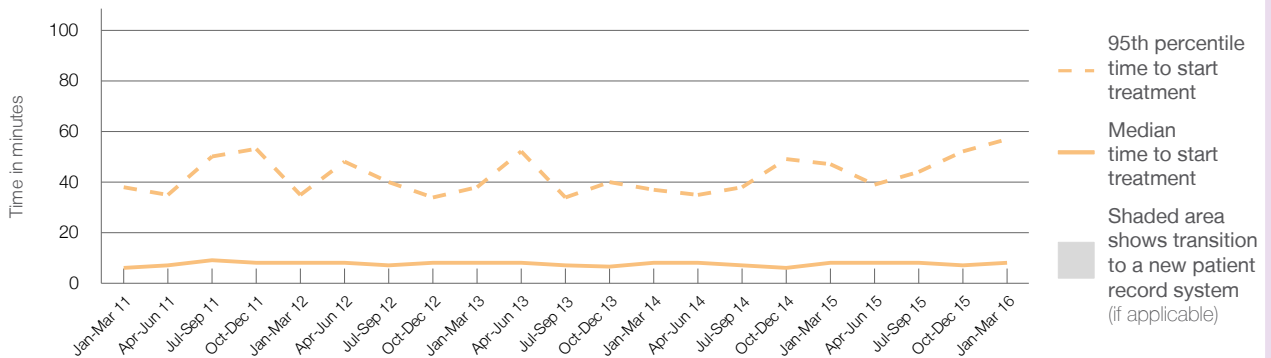
95th percentile time to start treatment<sup>5</sup> 57 minutes

Same period last year	NSW (this period)
223	219
8 minutes	8 minutes
47 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	6	8	8	8	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)	38	35	38	37	47	57

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## Armidale and New England Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 1,232

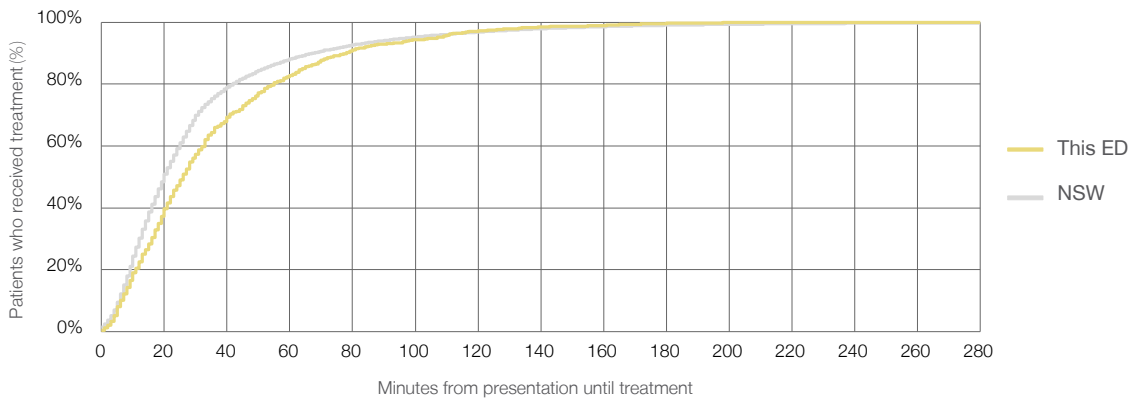
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,195

Median time to start treatment<sup>4</sup> 26 minutes

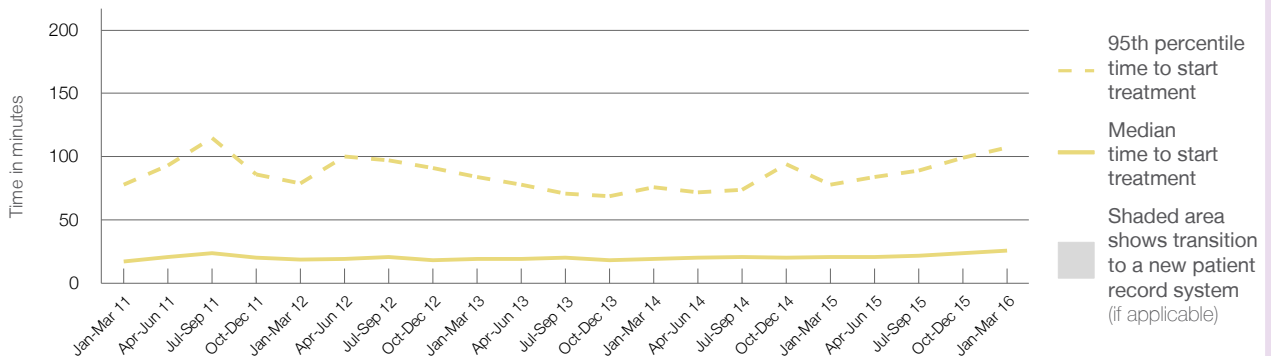
95th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
972	937
21 minutes	20 minutes
78 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	17	19	19	19	21	26
95th percentile time to start treatment <sup>5</sup> (minutes)	78	79	84	76	78	107

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## Armidale and New England Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,201

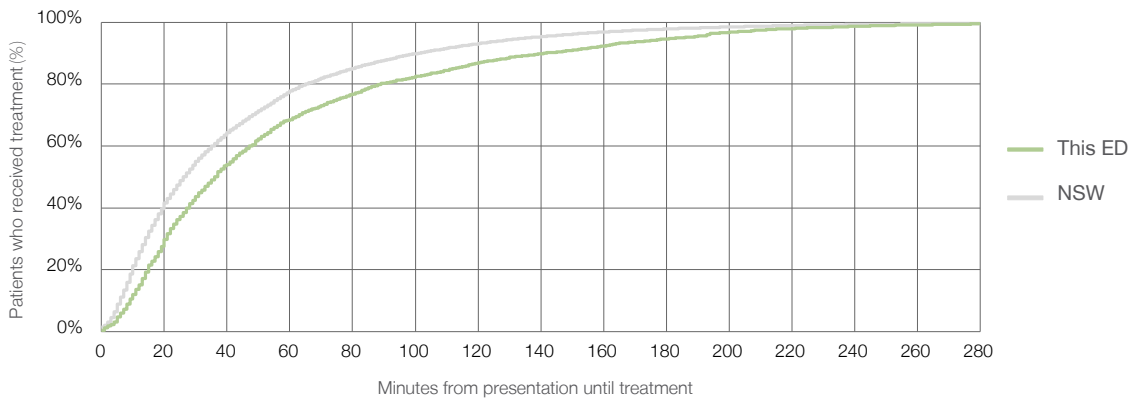
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,004

Median time to start treatment<sup>4</sup> 36 minutes

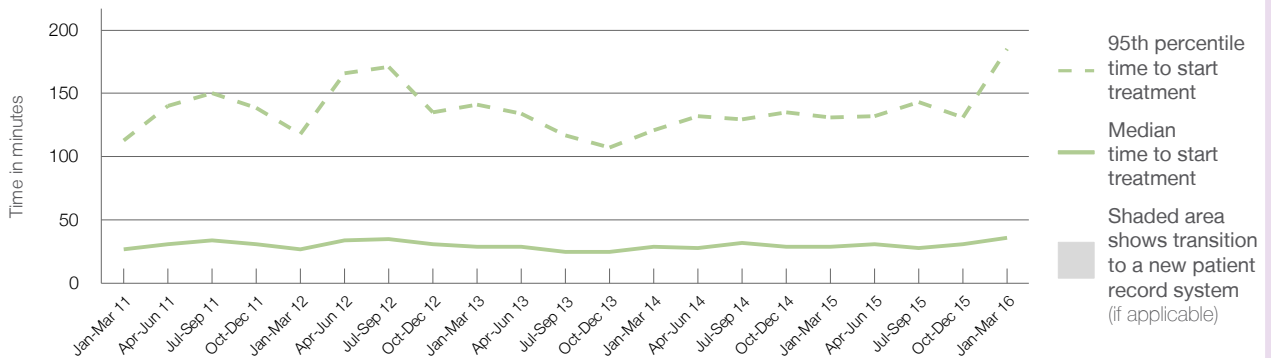
95th percentile time to start treatment<sup>5</sup> 185 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,321	2,163
Median time to start treatment <sup>4</sup>	29 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	131 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	27	27	29	29	29	36
95th percentile time to start treatment <sup>5</sup> (minutes)	113	118	141	121	131	185

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## Armidale and New England Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 355

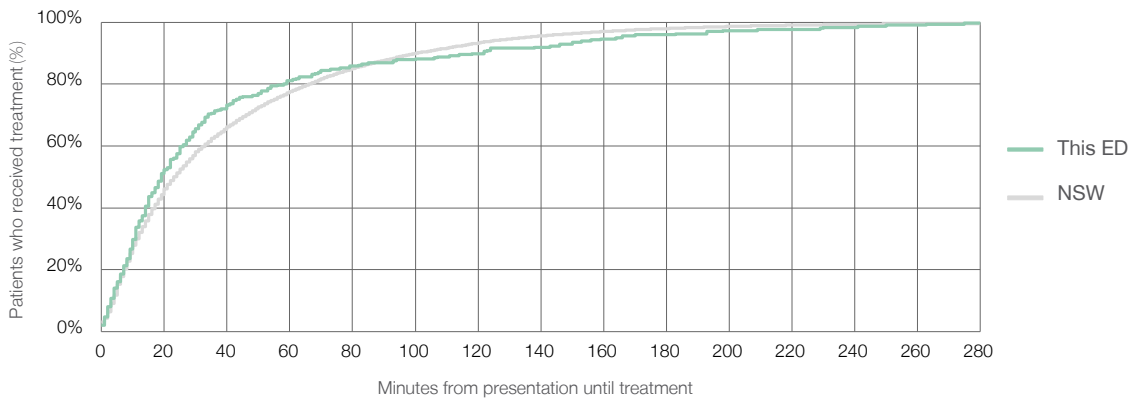
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 296

Median time to start treatment<sup>4</sup> 19 minutes

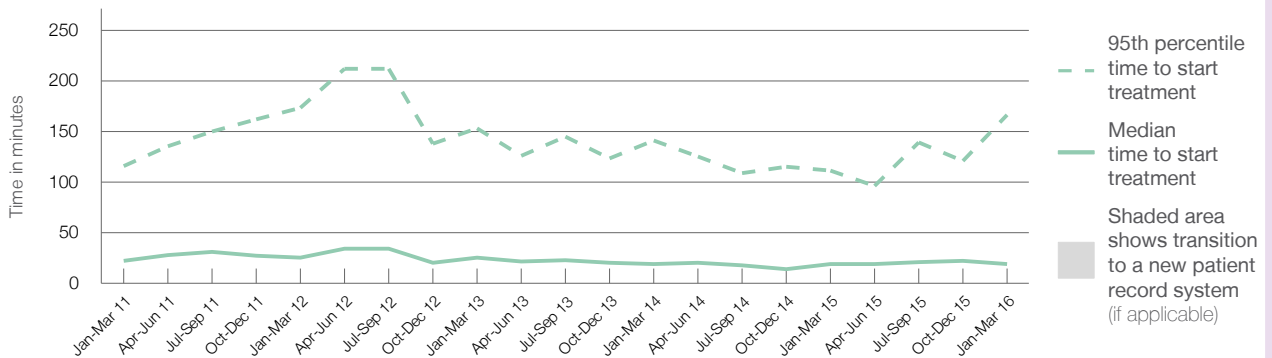
95th percentile time to start treatment<sup>5</sup> 166 minutes

Same period last year	NSW (this period)
348	291
19 minutes	23 minutes
111 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	22	25	25	19	19	19
95th percentile time to start treatment <sup>5</sup> (minutes)	116	173	153	141	111	166

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## Armidale and New England Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 4,266 patients

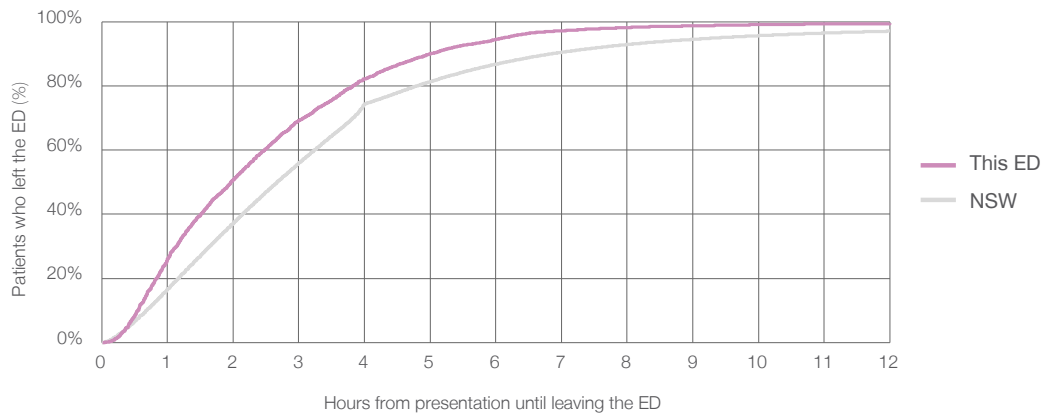
Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,266 patients

Median time to leaving the ED<sup>8</sup> 1 hours and 58 minutes

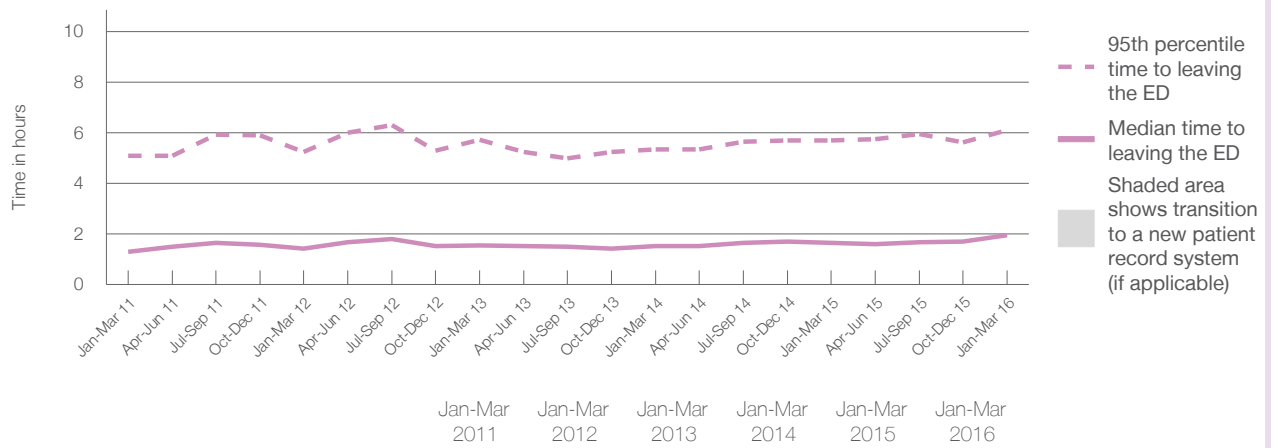
95th percentile time to leaving the ED<sup>9</sup> 6 hours and 7 minutes

Same period last year	NSW (this period)
4,026	4,026
1 hours and 39 minutes	2 hours and 40 minutes
5 hours and 42 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 18m	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 5m	5h 15m	5h 43m	5h 21m	5h 42m	6h 7m

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## Armidale and New England Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

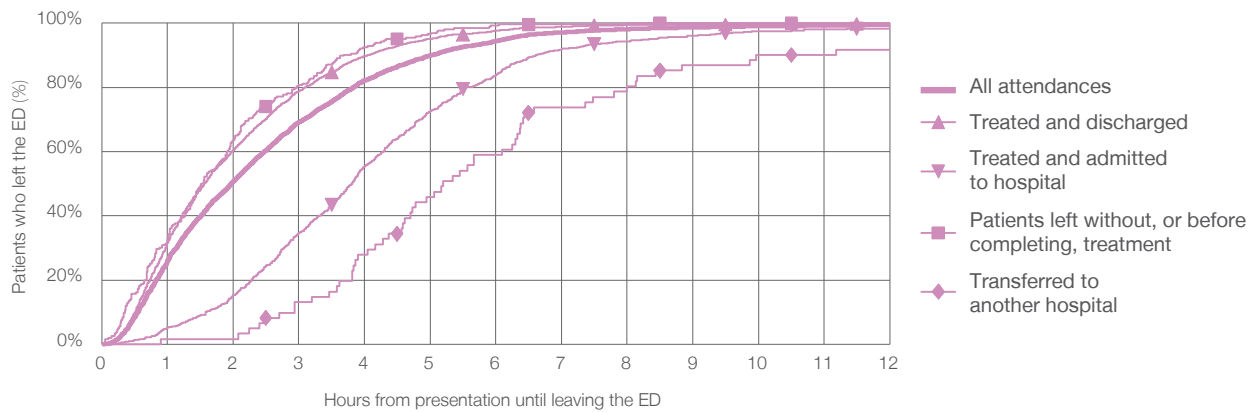
All attendances:<sup>1</sup> 4,266 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,266 patients

Treated and discharged	3,069 (72%)
Treated and admitted to hospital	855 (20%)
Patient left without, or before completing, treatment	266 (6%)
Transferred to another hospital	61 (1%)
Other	15 (0%)

Same period last year	Change since one year ago
4,026	6%
3,023	2%
751	14%
180	48%
52	17%
20	-25%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



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	32%	60%	79%	90%	98%	99%	100%	100%
Treated and admitted to hospital	5%	15%	35%	55%	84%	94%	97%	98%
Patient left without, or before completing, treatment	33%	64%	81%	92%	99%	100%	100%	100%
Transferred to another hospital	2%	2%	13%	28%	59%	80%	90%	92%
All attendances	26%	51%	69%	82%	94%	98%	99%	99%

(†) 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.



## Armidale and New England Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: <sup>1</sup> 4,266 patients

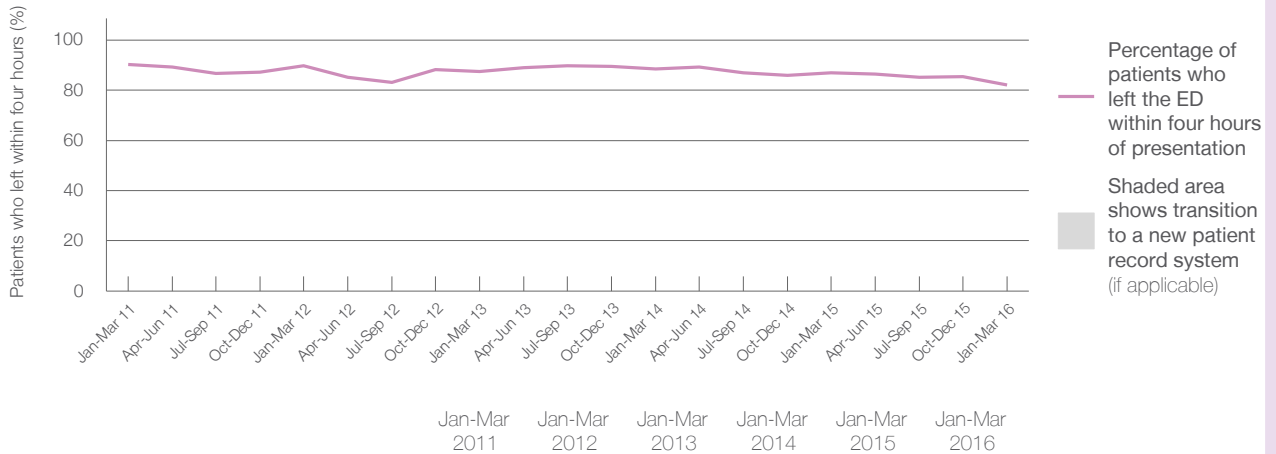
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,266 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances: <sup>1</sup> 4,266 patients	4,026	6%
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,266 patients	4,026	6%
Percentage of patients who left the ED within four hours	87%	

### Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	90%	90%	87%	89%	87%	82%
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\* 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 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 2016*.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).