

Hospital Quarterly

Performance Profiles

Emergency Department

District group 2 hospitals
(C2) peer group

October to December 2016

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,170 patients

Emergency presentations:² 3,948 patients

Same period last year	Change since one year ago
4,258	-2.1%
3,998	-1.3%

Ballina District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 332 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,163 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,094 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
268	
8 minutes	8 minutes
22 minutes	26 minutes
1,250	
20 minutes	20 minutes
53 minutes	67 minutes
2,125	
25 minutes	25 minutes
102 minutes	97 minutes
343	
22 minutes	24 minutes
123 minutes	103 minutes

Ballina District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,170 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
4,257	-2.0%
82.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

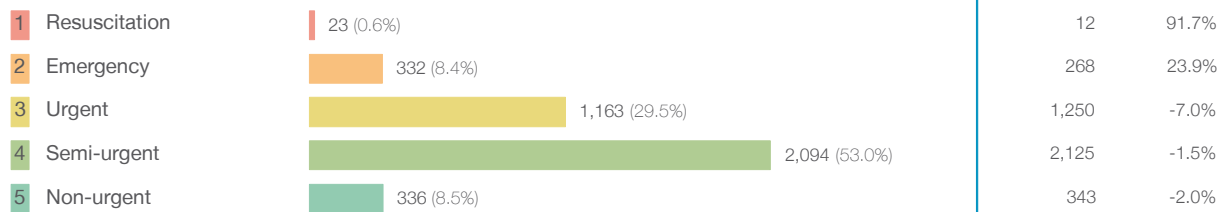
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Patients presenting to the emergency department

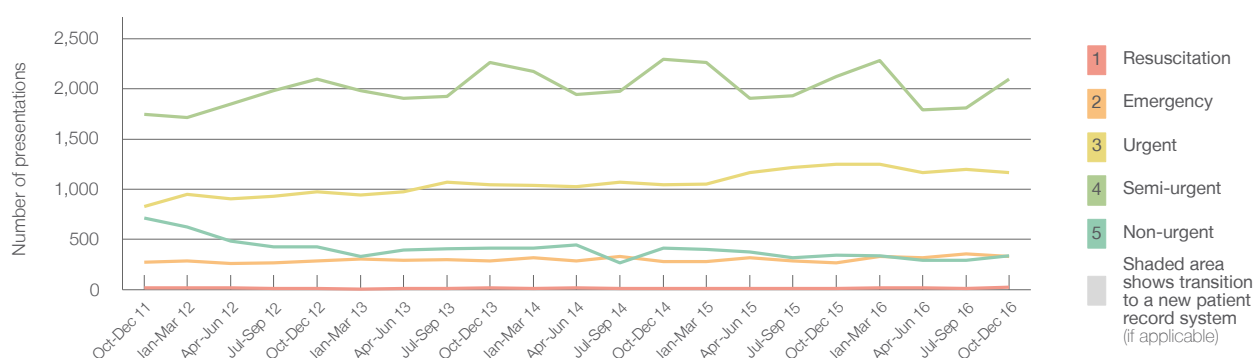
October to December 2016

All presentations:¹ 4,170 patients

Emergency presentations² by triage category: 3,948 patients



Emergency presentations² by quarter, October 2011 to December 2016 [†]



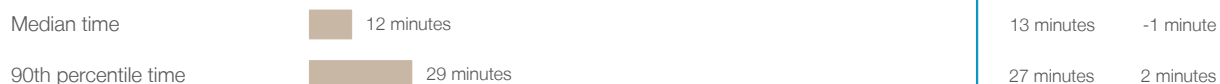
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	16	13	21	12	12	23
Emergency	275	286	285	281	268	332
Urgent	830	977	1,044	1,046	1,250	1,163
Semi-urgent	1,745	2,096	2,262	2,292	2,125	2,094
Non-urgent	712	425	415	415	343	336
All emergency presentations	3,578	3,797	4,027	4,046	3,998	3,948

Ballina District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 328 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 332

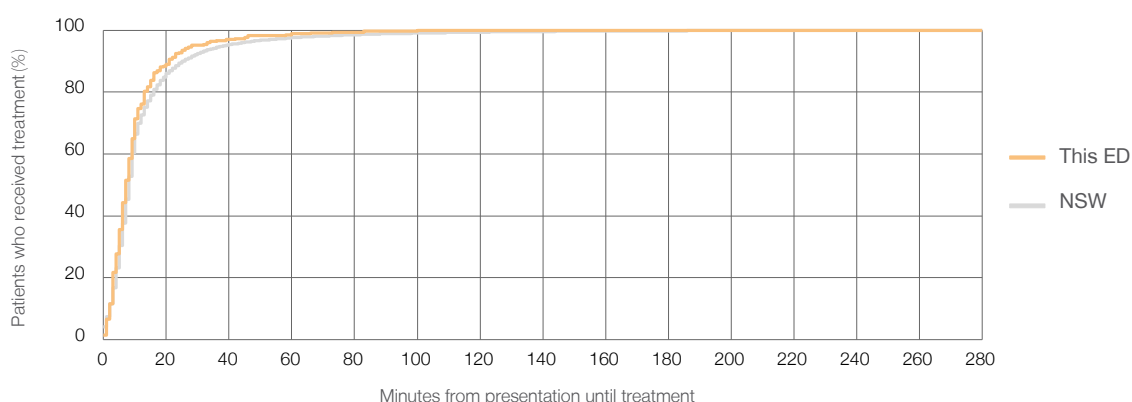
Number of triage 2 patients used to calculate waiting time:³ 328

Median time to start treatment⁴ 7 minutes

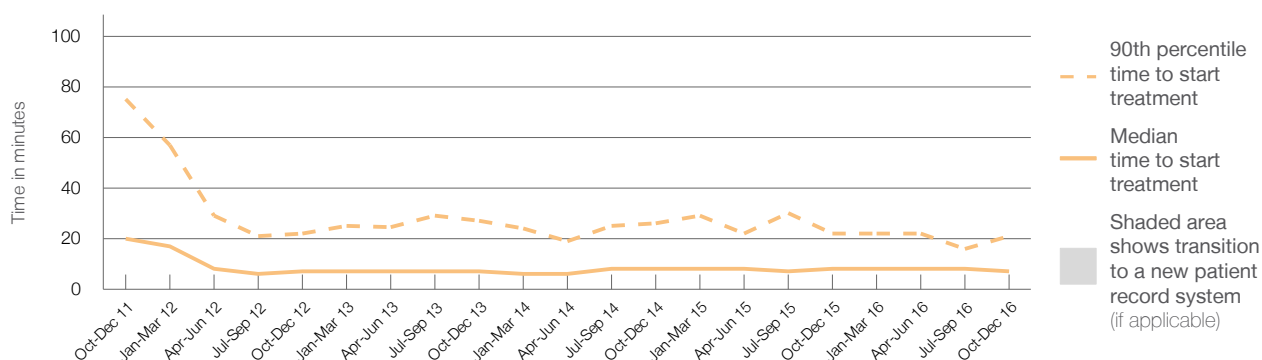
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
268	
267	
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	7	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)	75	22	27	26	22	21

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,163

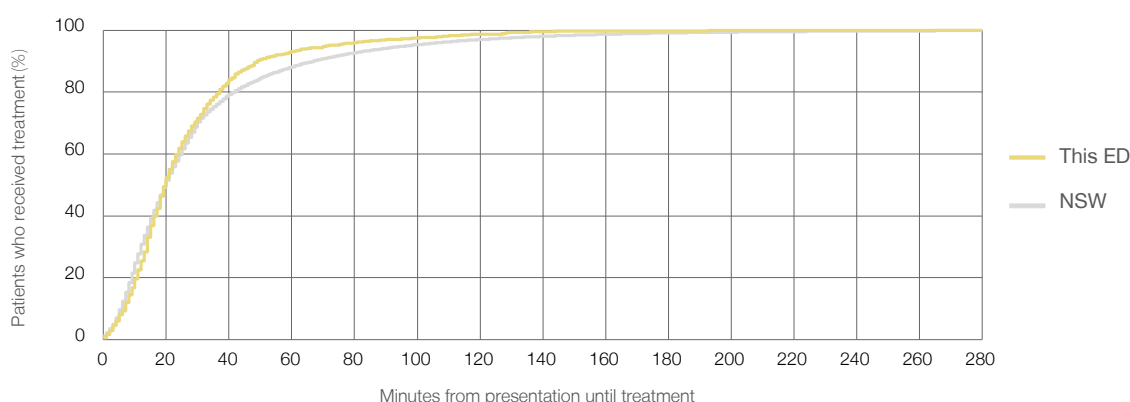
Number of triage 3 patients used to calculate waiting time:³ 1,139

Median time to start treatment⁴ 20 minutes

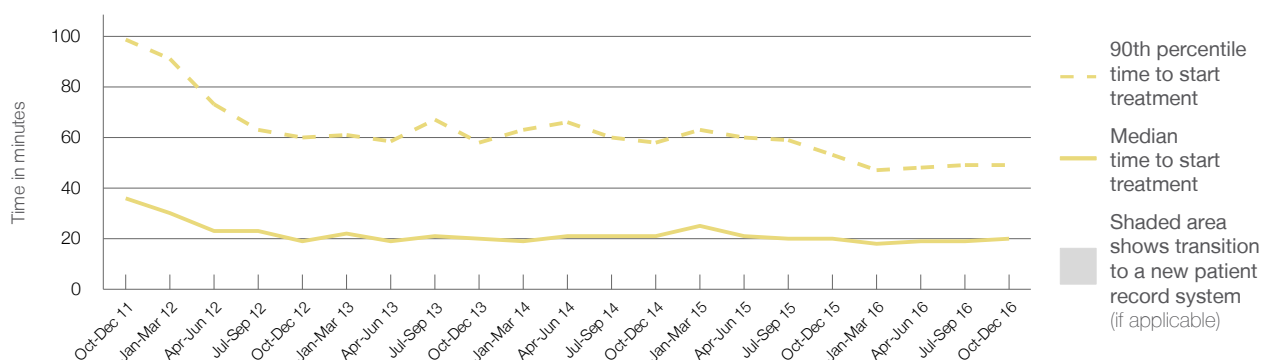
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,250	
1,225	
20 minutes	20 minutes
53 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	19	20	21	20	20
90th percentile time to start treatment ⁵ (minutes)	99	60	58	58	53	49

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 2,094

Number of triage 4 patients used to calculate waiting time:³ 1,918

Median time to start treatment⁴

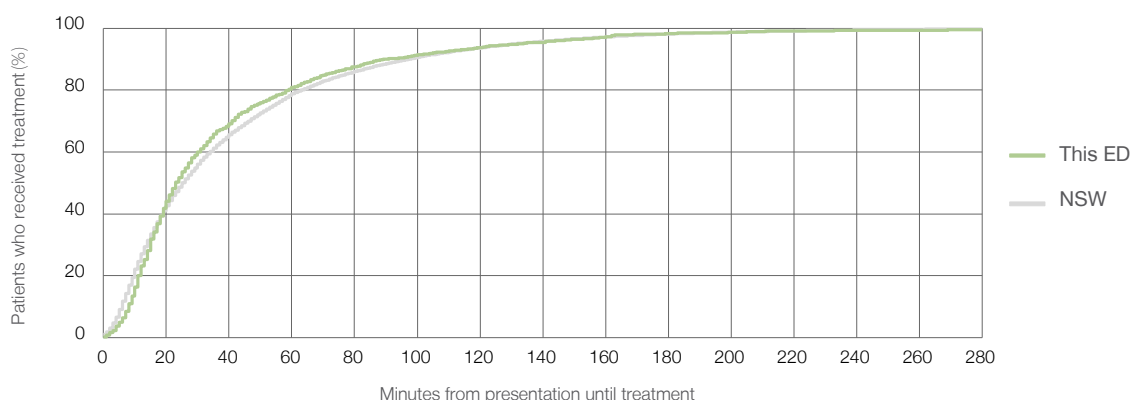
23 minutes

90th percentile time to start treatment⁵

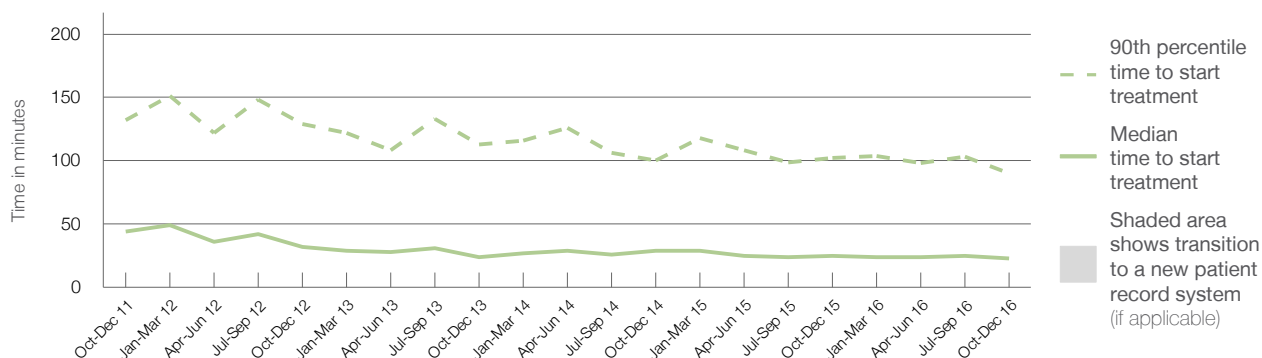
90 minutes

Same period last year	NSW (this period)
2,125	
1,943	
25 minutes	25 minutes
102 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	44	32	24	29	25	23
90th percentile time to start treatment ⁵ (minutes)	132	129	113	100	102	90

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 336

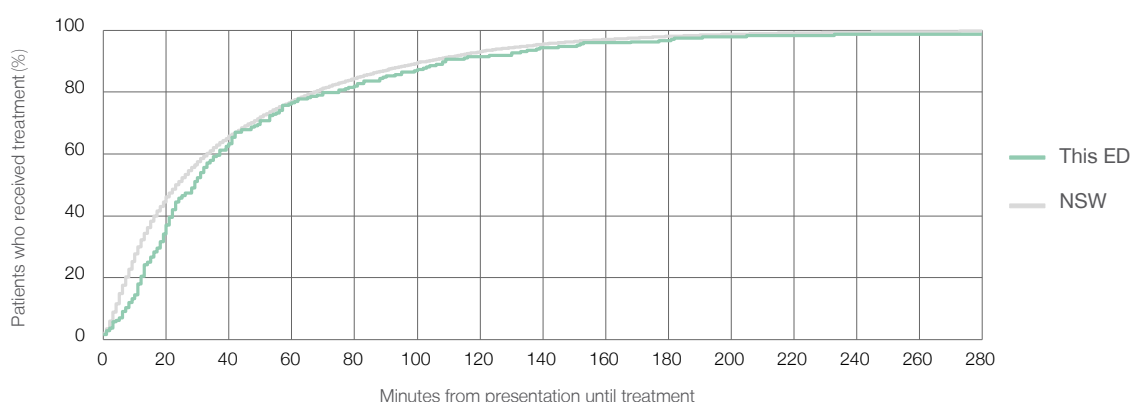
Number of triage 5 patients used to calculate waiting time:³ 243

Median time to start treatment⁴ 29 minutes

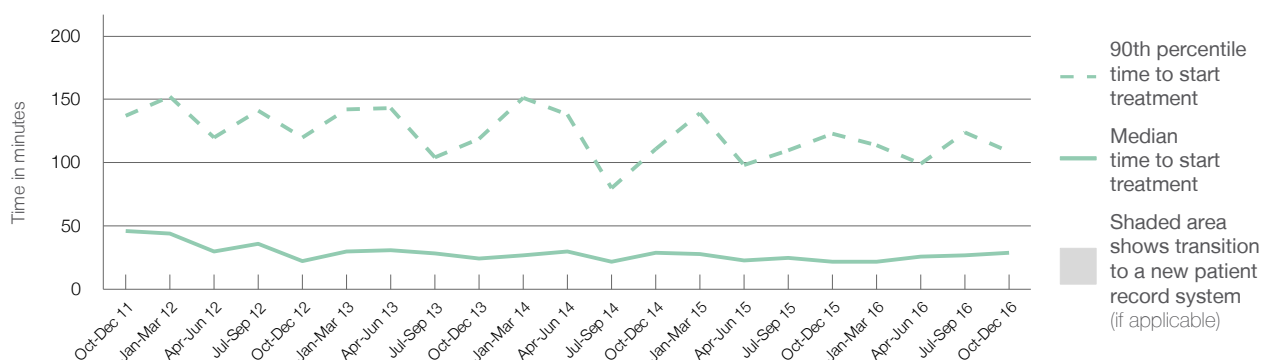
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
343	
240	
22 minutes	24 minutes
123 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	46	23	25	29	22	29
90th percentile time to start treatment ⁵ (minutes)	137	120	119	111	123	109

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,170 patients

Presentations used to calculate time to leaving the ED:⁶ 4,170 patients

Median time spent in the ED⁸

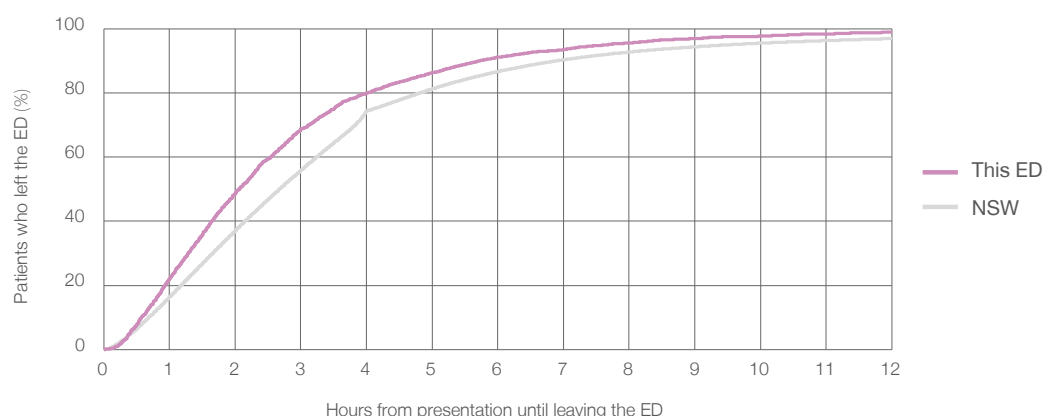
2 hours and 4 minutes

90th percentile time spent in the ED⁹

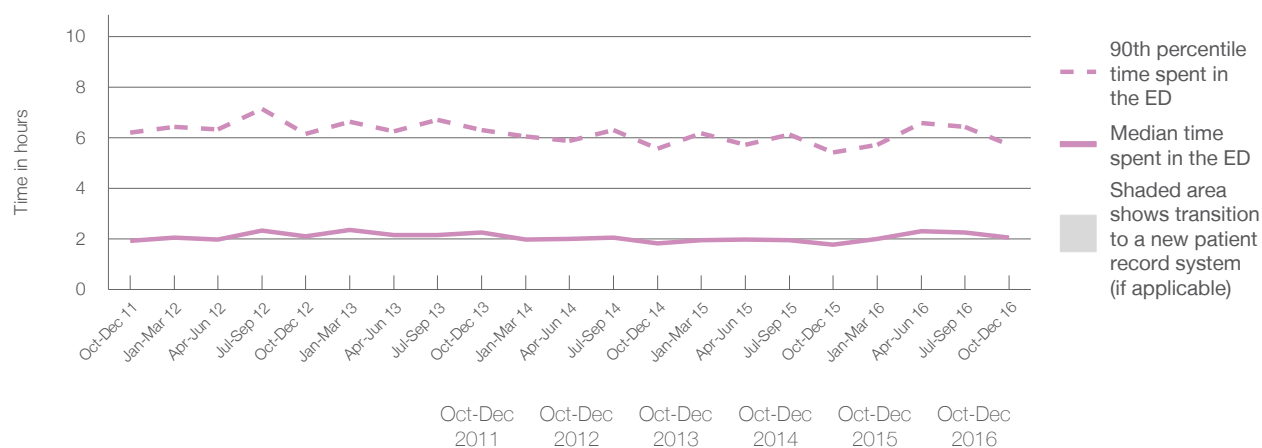
5 hours and 44 minutes

Same period last year	NSW (this period)
4,258	
4,257	
1 hours and 47 minutes	2 hours and 41 minutes
5 hours and 25 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

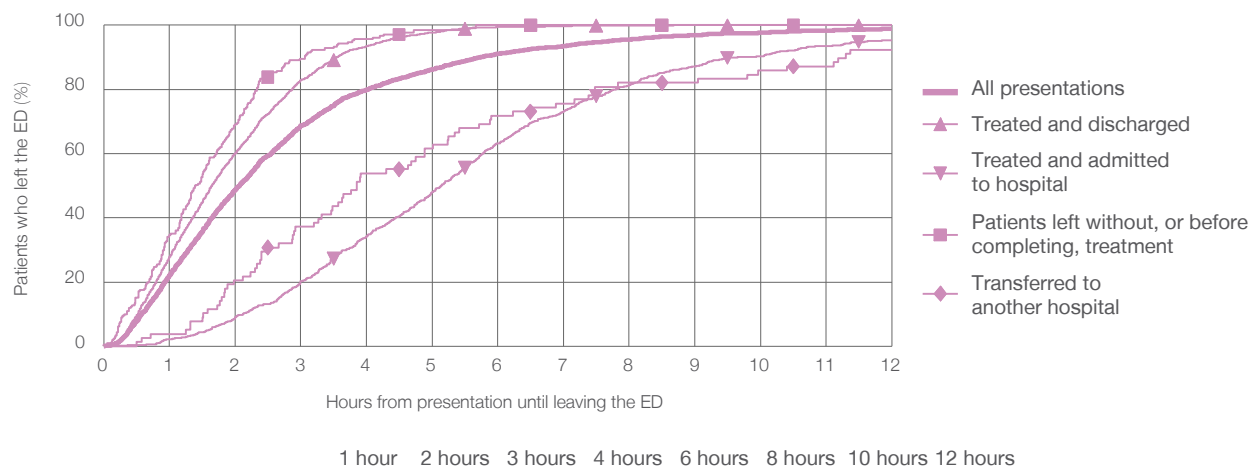
October to December 2016

All presentations:[†] 4,170 patients

Presentations used to calculate time to leaving the ED:[‡] 4,170 patients

		Same period last year	Change since one year ago
Treated and discharged	2,958 (70.9%)	4,257	-2.0%
Treated and admitted to hospital	905 (21.7%)	3,095	-4.4%
Patient left without, or before completing, treatment	211 (5.1%)	860	5.2%
Transferred to another hospital	78 (1.9%)	199	6.0%
Other	18 (0.4%)	88	-11.4%
		16	12.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.9%	60.2%	82.9%	93.4%	99.4%	99.9%	100%	100%
Treated and admitted to hospital	2.1%	9.2%	20.2%	34.3%	63.2%	81.4%	90.4%	95.2%
Patient left without, or before completing, treatment	34.6%	69.2%	89.6%	95.7%	100%	100%	100%	100%
Transferred to another hospital	3.8%	20.5%	37.2%	53.8%	71.8%	82.1%	85.9%	92.3%
All presentations	22.2%	48.8%	68.7%	79.9%	91.1%	95.6%	97.6%	98.8%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Ballina District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,170 patients

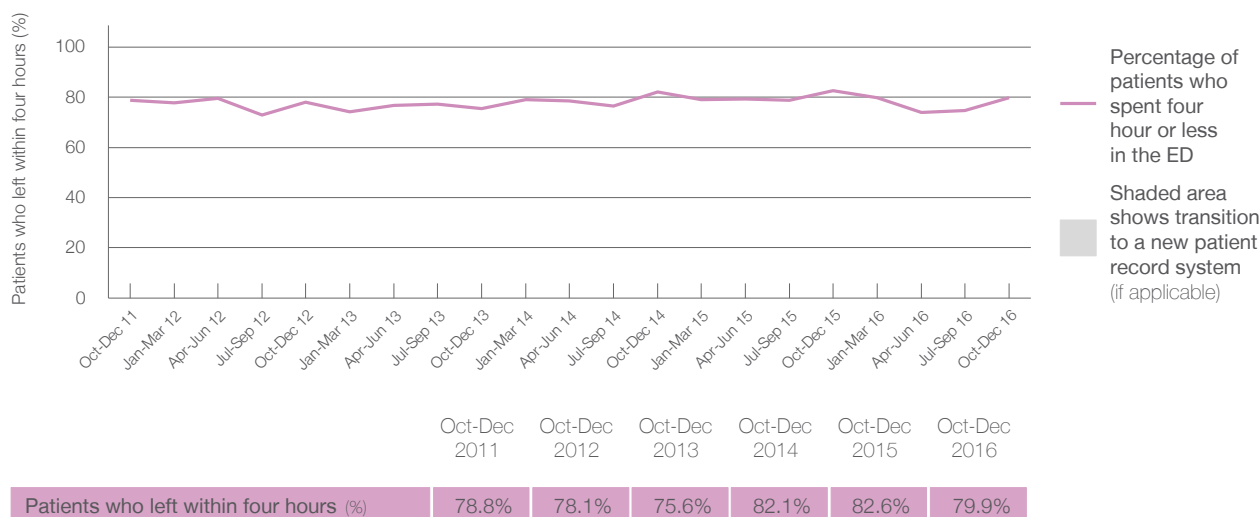
Presentations used to calculate time to leaving the ED:⁶ 4,170 patients

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



Same period last year	Change since one year ago
4,258	-2.1%
4,257	-2.0%
82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,132 patients

Emergency presentations:² 3,976 patients

Same period last year	Change since one year ago
3,649	13.2%
3,511	13.2%

Bateman's Bay District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,117 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,891 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 600 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
296	
6 minutes	8 minutes
19 minutes	26 minutes
1,134	
18 minutes	20 minutes
58 minutes	67 minutes
1,703	
30 minutes	25 minutes
131 minutes	97 minutes
370	
27 minutes	24 minutes
119 minutes	103 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,132 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
3,649	13.2%
83.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

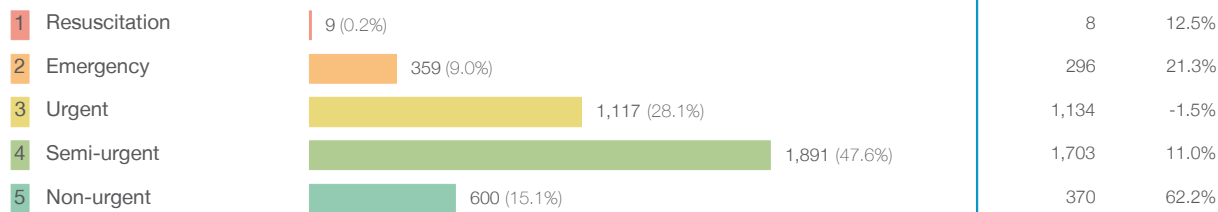
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Patients presenting to the emergency department

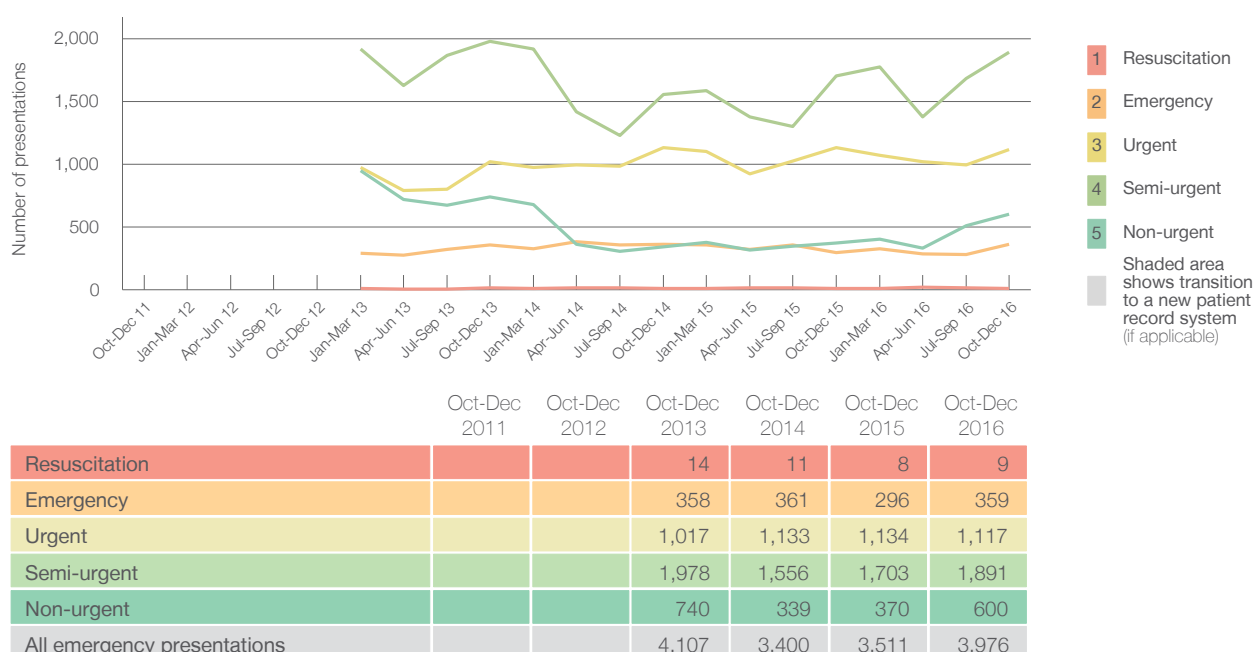
October to December 2016

All presentations:¹ 4,132 patients

Emergency presentations² by triage category: 3,976 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Bateman's Bay District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 492 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 359

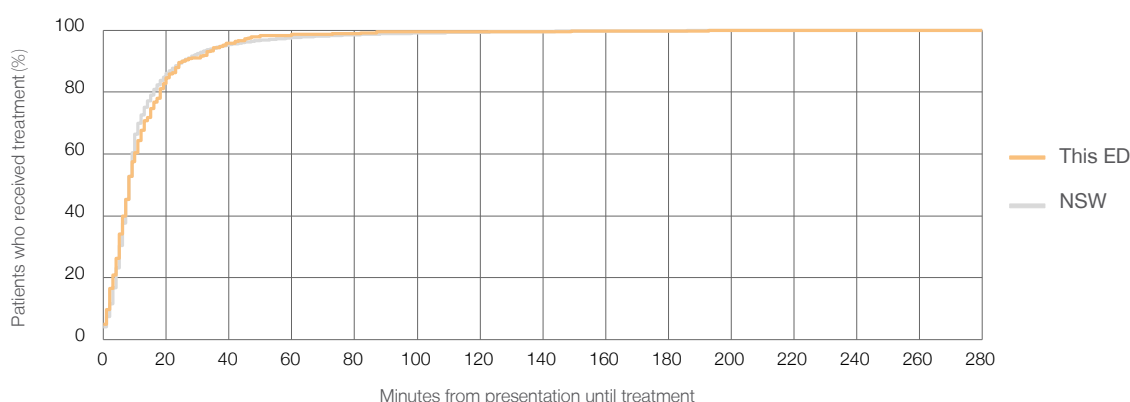
Number of triage 2 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 8 minutes

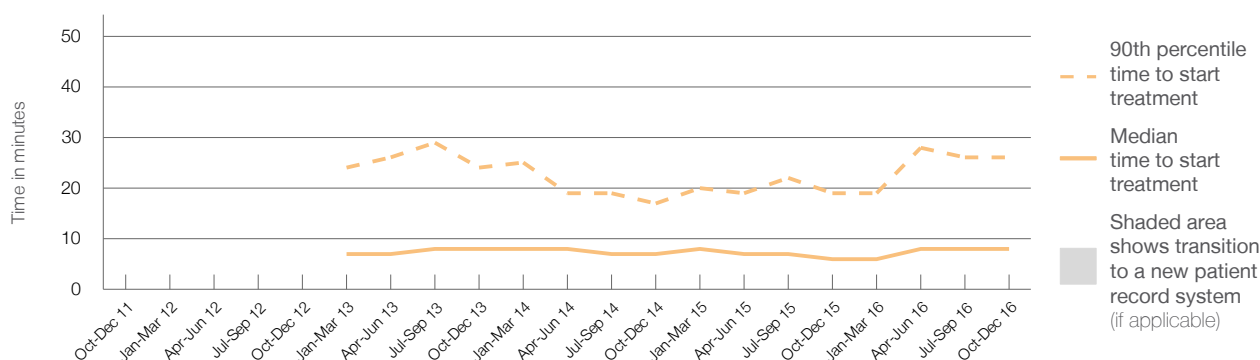
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
296	
295	
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			8	7	6	8
90th percentile time to start treatment ⁵ (minutes)			24	17	19	26

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,117

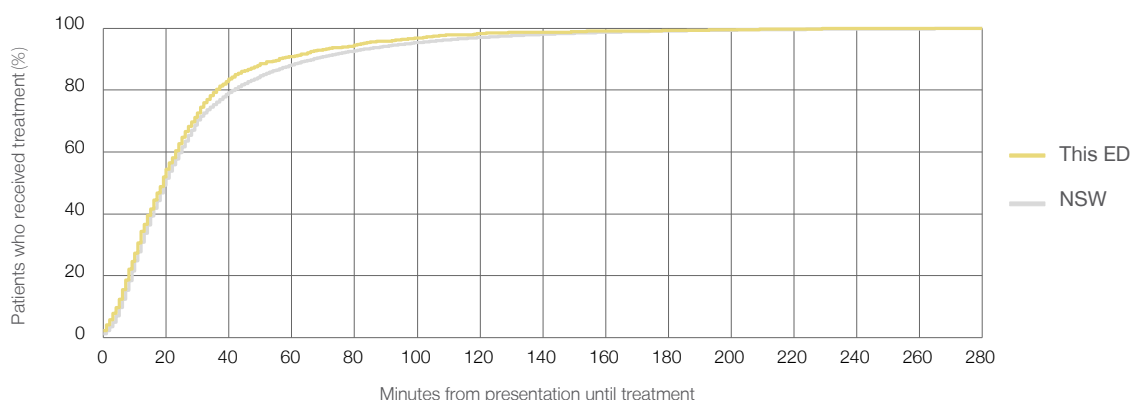
Number of triage 3 patients used to calculate waiting time:³ 1,065

Median time to start treatment⁴ 19 minutes

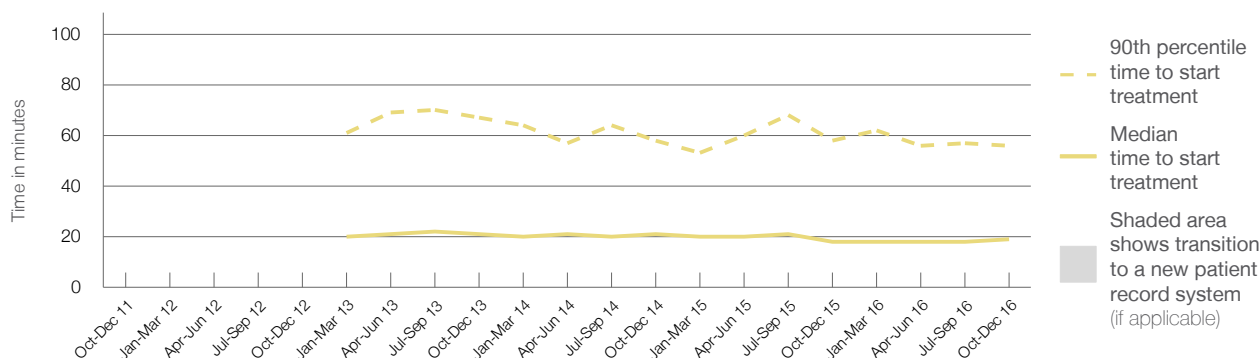
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
1,134	
1,102	
18 minutes	20 minutes
58 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			21	21	18	19
90th percentile time to start treatment ⁵ (minutes)			67	58	58	56

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,891

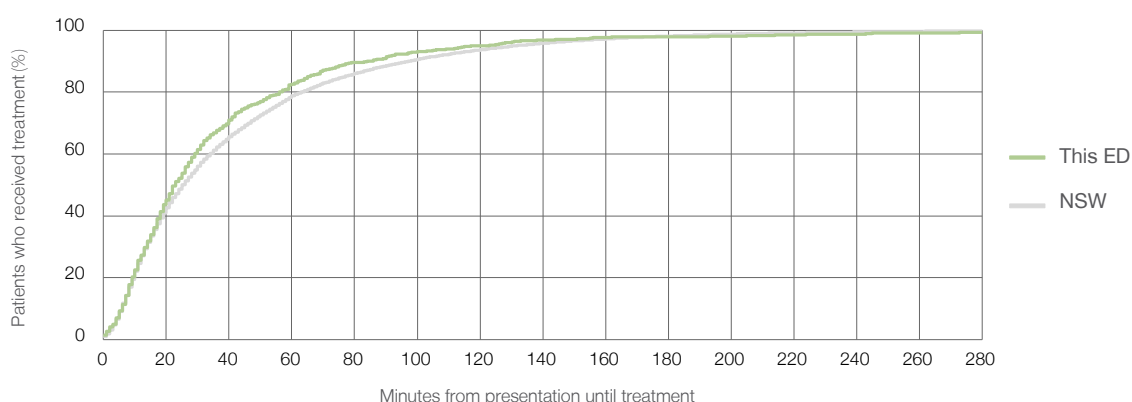
Number of triage 4 patients used to calculate waiting time:³ 924

Median time to start treatment⁴ 23 minutes

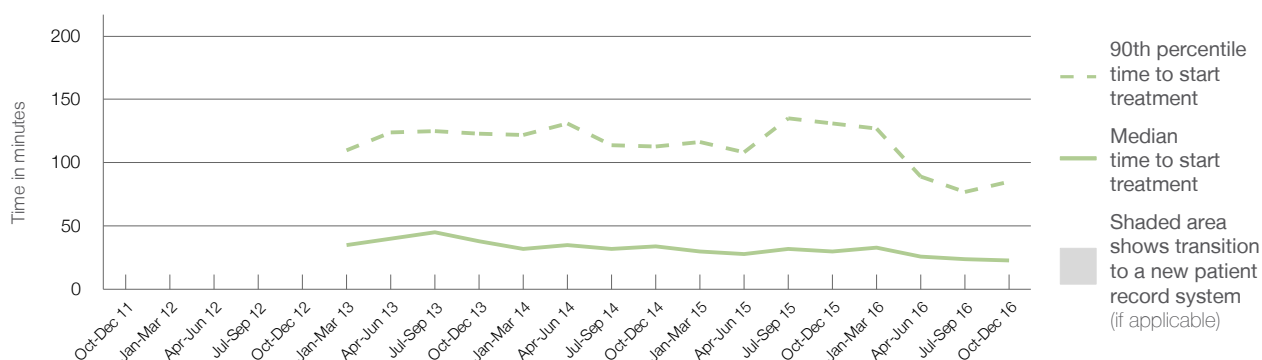
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,703	
1,534	
30 minutes	25 minutes
131 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			38	34	30	23
90th percentile time to start treatment ⁵ (minutes)			123	113	131	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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 600

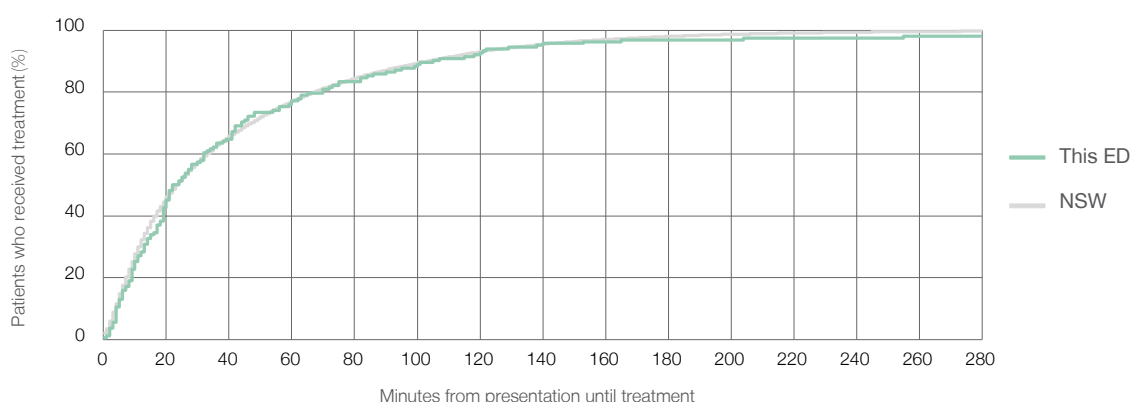
Number of triage 5 patients used to calculate waiting time:³ 162

Median time to start treatment⁴ 23 minutes

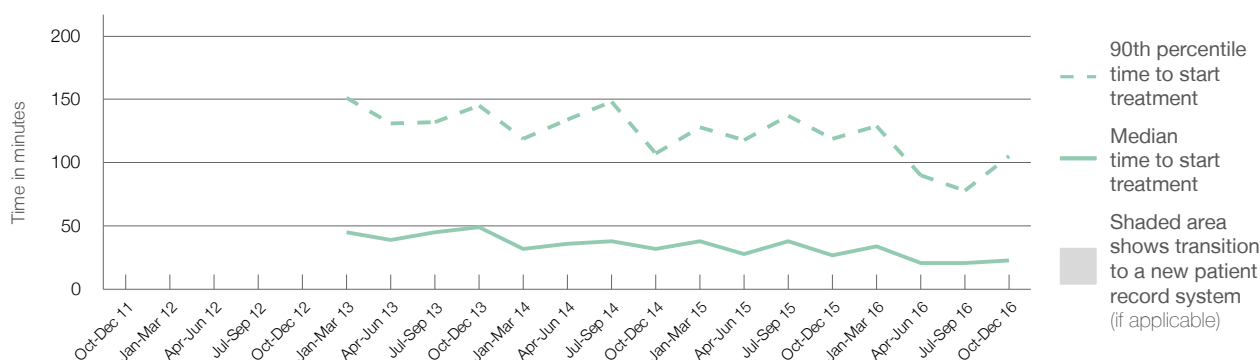
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
370	
291	
27 minutes	24 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			49	32	27	23
90th percentile time to start treatment ⁵ (minutes)			145	107	119	105

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,132 patients

Presentations used to calculate time to leaving the ED:⁶ 4,132 patients

Median time spent in the ED⁸

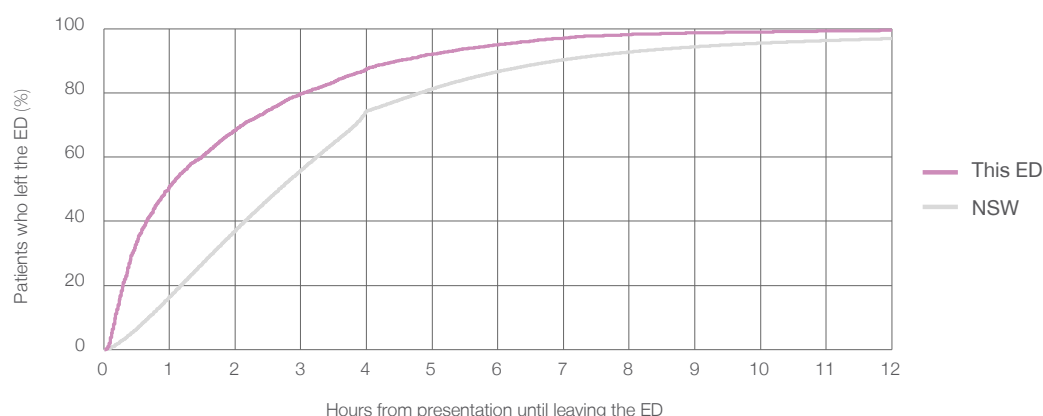
0 hours and 59 minutes

90th percentile time spent in the ED⁹

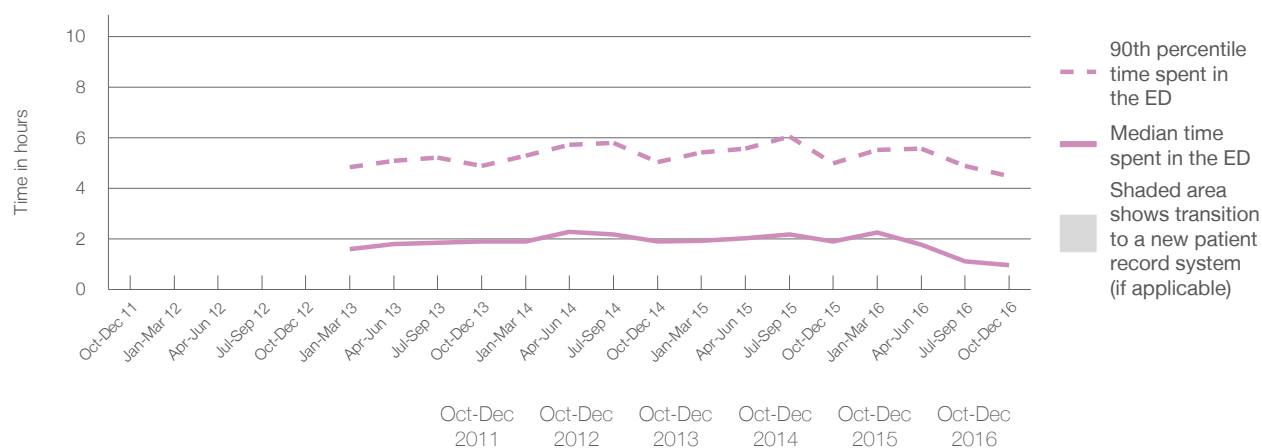
4 hours and 29 minutes

Same period last year	NSW (this period)
3,649	
3,649	
1 hours and 54 minutes	2 hours and 41 minutes
4 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 55m	1h 54m	1h 54m	0h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 53m	5h 3m	4h 59m	4h 29m

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

All presentations:[†] 4,132 patients

Presentations used to calculate time to leaving the ED:[‡] 4,132 patients

Treated and discharged 1,717 (41.6%)

Treated and admitted to hospital 812 (19.7%)

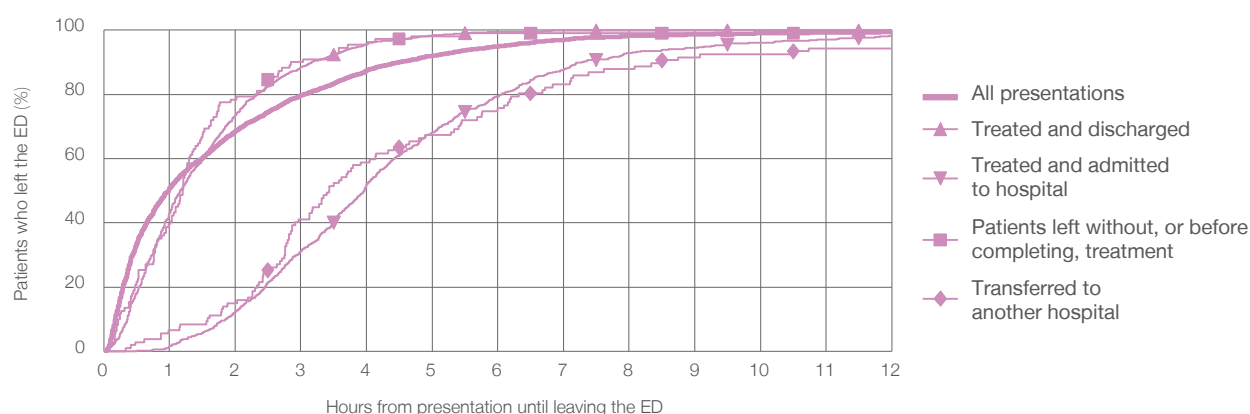
Patient left without, or before completing, treatment 111 (2.7%)

Transferred to another hospital 107 (2.6%)

Other 1,385 (33.5%)

Same period last year	Change since one year ago
3,649	13.2%
2,540	-32.4%
725	12.0%
291	-61.9%
86	24.4%
7	9685.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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

Treated and discharged	43.1%	73.6%	88.5%	95.7%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	1.5%	12.3%	31.2%	52.1%	79.4%	93.0%	96.2%	98.3%
Patient left without, or before completing, treatment	39.6%	78.4%	90.1%	95.5%	99.1%	99.1%	99.1%	99.1%
Transferred to another hospital	6.5%	15.0%	41.1%	58.9%	75.7%	87.9%	92.5%	94.4%
All presentations	50.8%	68.5%	79.7%	87.5%	95.0%	98.2%	99.0%	99.5%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

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Bateman's Bay District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,132 patients

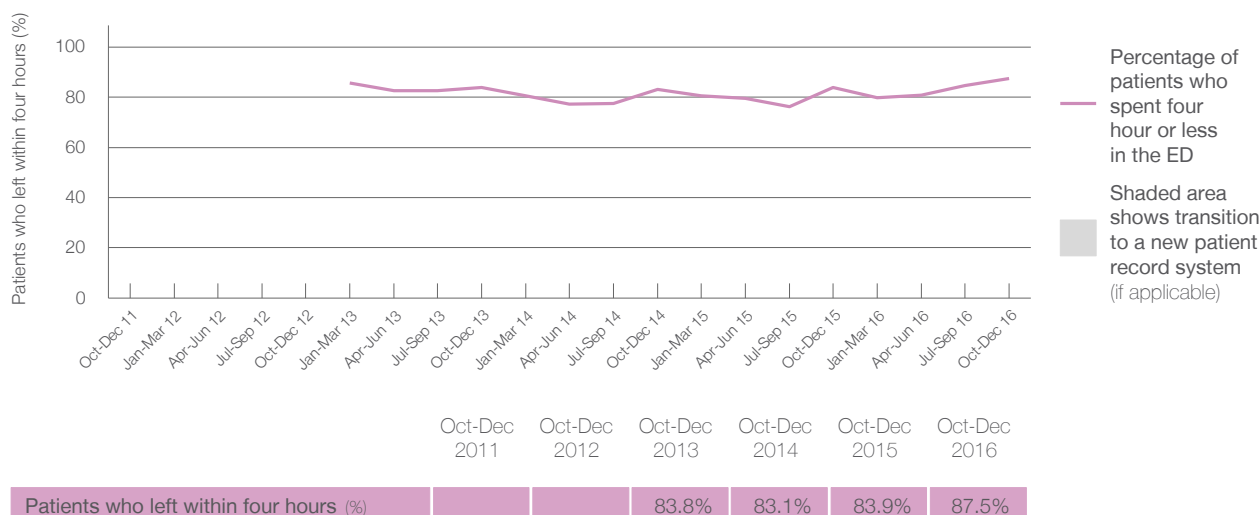
Presentations used to calculate time to leaving the ED:⁶ 4,132 patients

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



Same period last year	Change since one year ago
3,649	13.2%
3,649	13.2%
83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



- * 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 2016*.
 - 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,255 patients

Emergency presentations:² 4,203 patients

Same period last year	Change since one year ago
4,348	-2.1%
4,279	-1.8%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 622 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 948 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,075 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 536 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
595	
7 minutes	8 minutes
21 minutes	26 minutes
1,001	
20 minutes	20 minutes
88 minutes	67 minutes
1,961	
27 minutes	25 minutes
126 minutes	97 minutes
705	
26 minutes	24 minutes
128 minutes	103 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,252 patients

Percentage of patients who spent four hours or less in the ED 78.2%

Same period last year	Change since one year ago
4,347	-2.2%
79.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

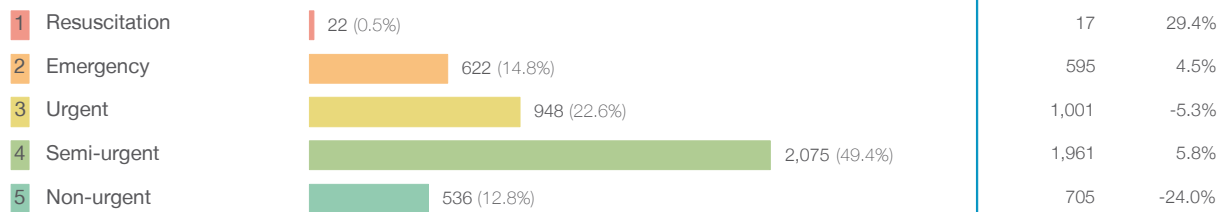
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

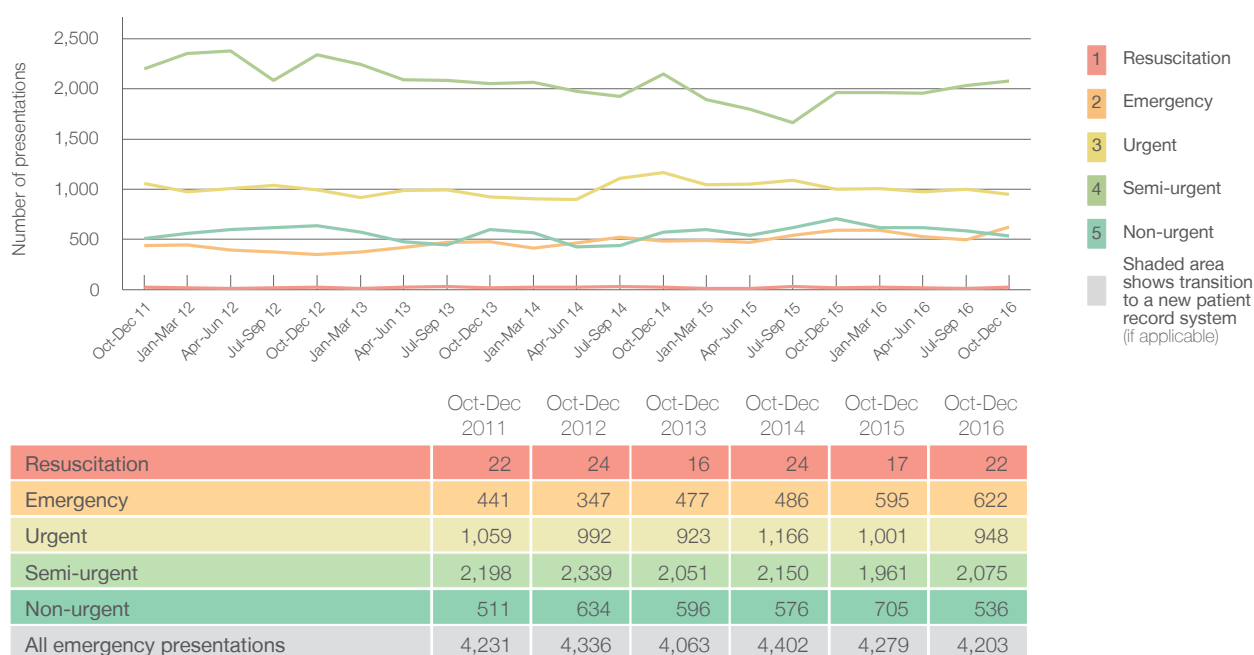
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 4,255 patients

Emergency presentations² by triage category: 4,203 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 737 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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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 622

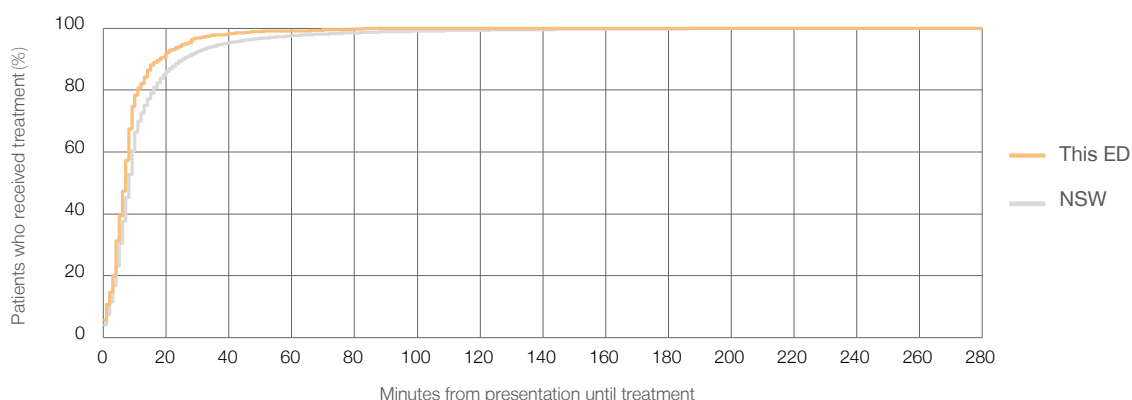
Number of triage 2 patients used to calculate waiting time:³ 579

Median time to start treatment⁴ 7 minutes

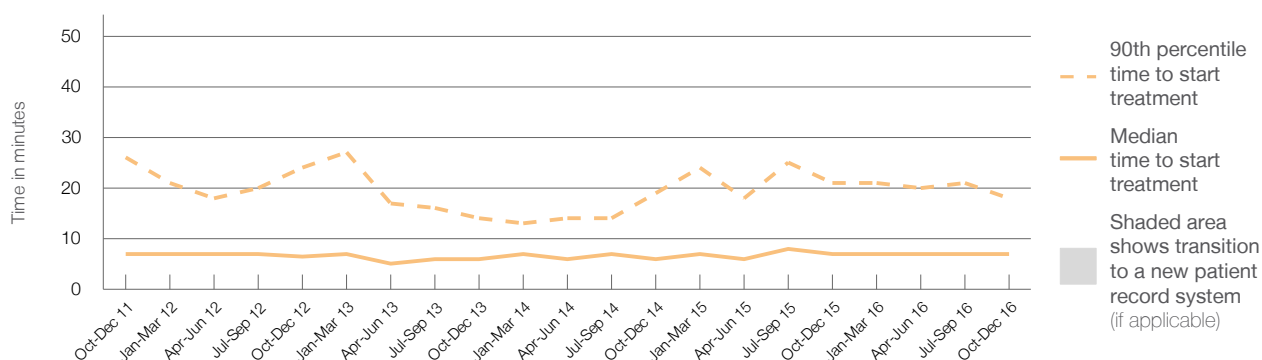
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
595	
585	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	26	24	14	19	21	18

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 948

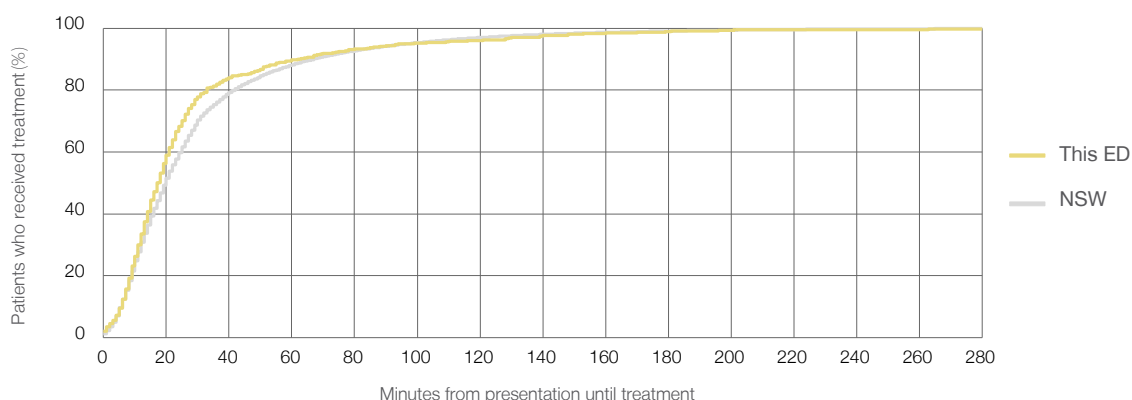
Number of triage 3 patients used to calculate waiting time:³ 886

Median time to start treatment⁴ 17 minutes

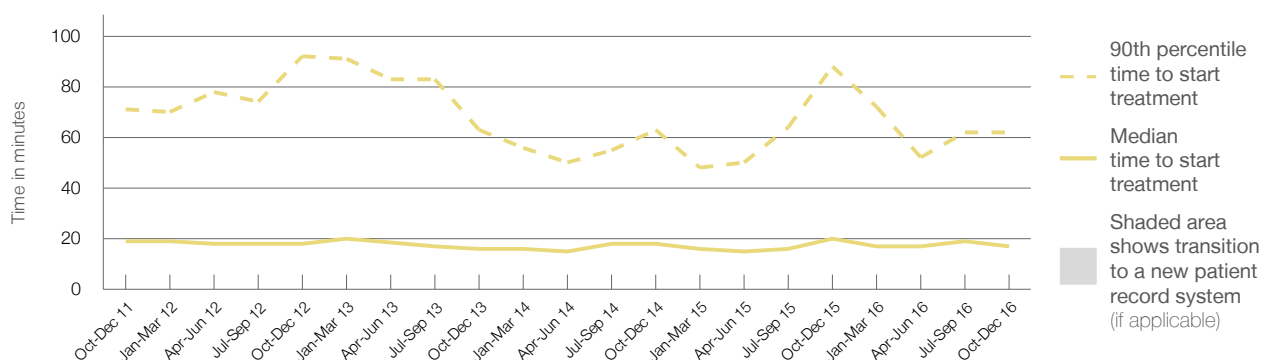
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,001	
964	
20 minutes	20 minutes
88 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	18	16	18	20	17
90th percentile time to start treatment ⁵ (minutes)	71	92	63	63	88	62

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,075

Number of triage 4 patients used to calculate waiting time:³ 1,887

Median time to start treatment⁴

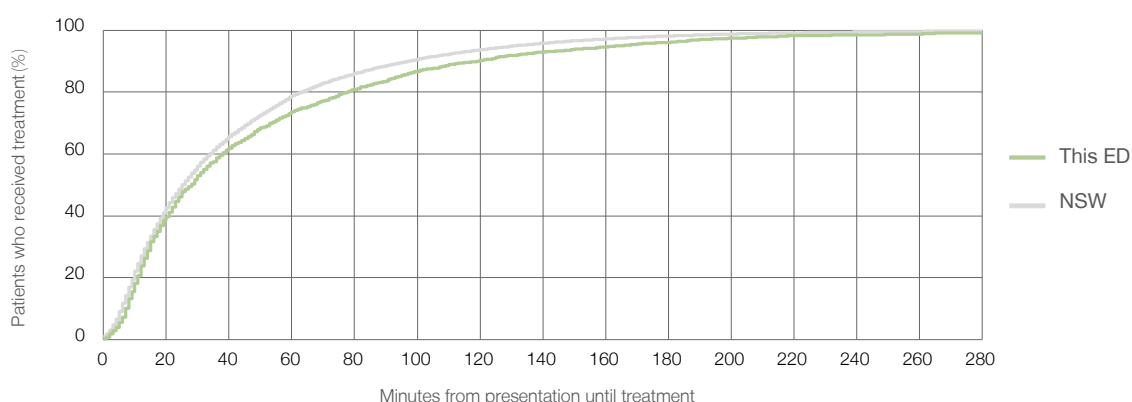
28 minutes

90th percentile time to start treatment⁵

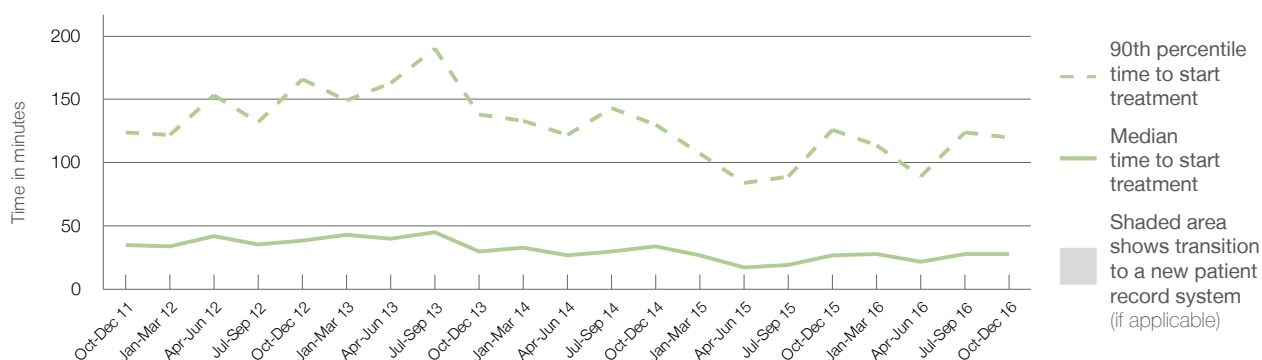
120 minutes

Same period last year	NSW (this period)
1,961	
1,809	
27 minutes	25 minutes
126 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	35	39	30	34	27	28
90th percentile time to start treatment ⁵ (minutes)	124	166	138	130	126	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 536

Number of triage 5 patients used to calculate waiting time:³ 451

Median time to start treatment⁴

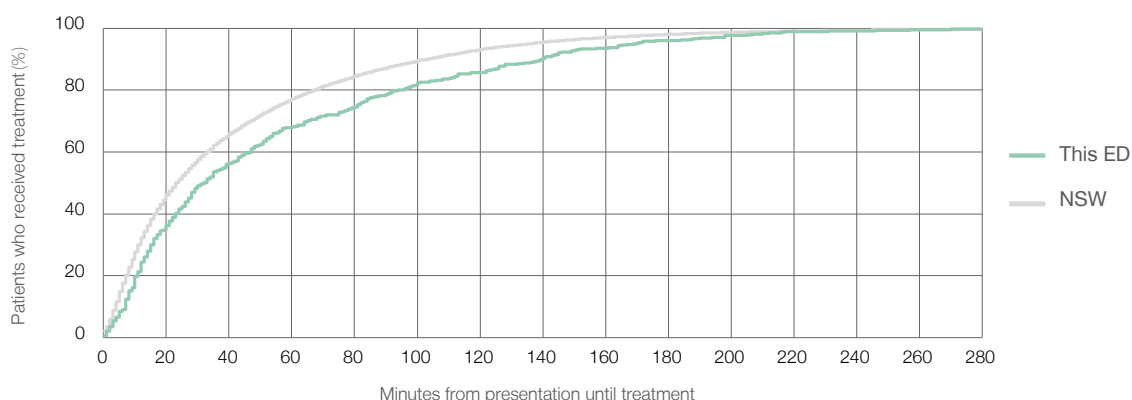
32 minutes

90th percentile time to start treatment⁵

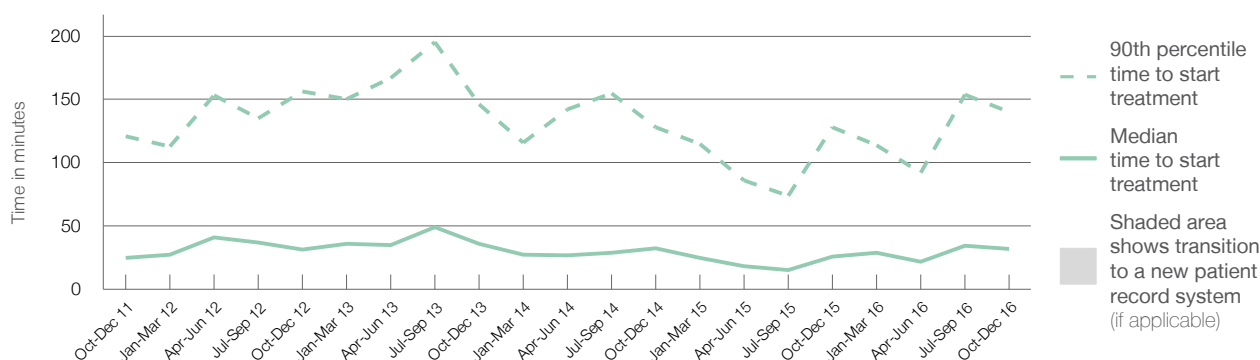
140 minutes

Same period last year	NSW (this period)
705	
621	
26 minutes	24 minutes
128 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	32	36	33	26	32
90th percentile time to start treatment ⁵ (minutes)	121	157	146	128	128	140

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,255 patients

Presentations used to calculate time to leaving the ED:⁶ 4,252 patients

Median time spent in the ED⁸

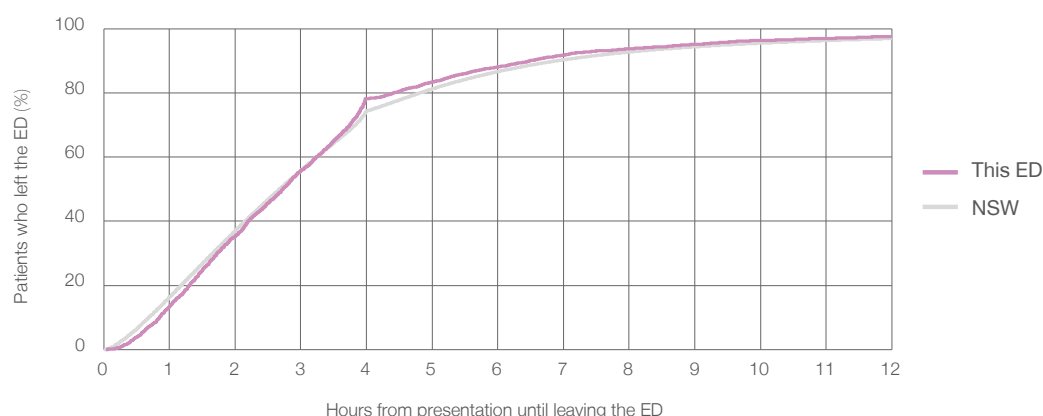
2 hours and 44 minutes

90th percentile time spent in the ED⁹

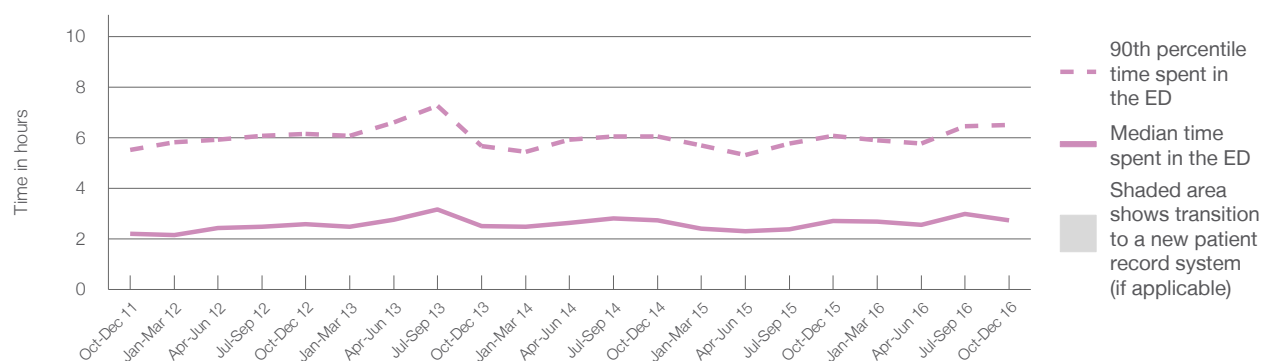
6 hours and 30 minutes

Same period last year	NSW (this period)
4,348	
4,347	
2 hours and 43 minutes	2 hours and 41 minutes
6 hours and 5 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

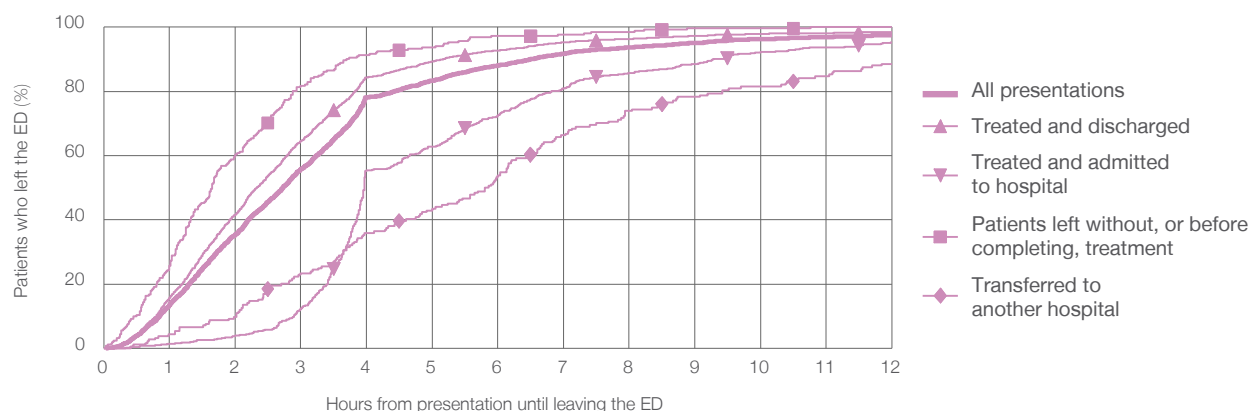
October to December 2016

All presentations:[†] 4,255 patients

Presentations used to calculate time to leaving the ED:[‡] 4,252 patients

		Same period last year	Change since one year ago
Treated and discharged	3,084 (72.5%)	4,347	-2.2%
Treated and admitted to hospital	583 (13.7%)	3,237	-4.7%
Patient left without, or before completing, treatment	253 (5.9%)	692	-15.8%
Transferred to another hospital	185 (4.3%)	243	4.1%
Other	150 (3.5%)	174	6.3%
		2	7400.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	15.7%	41.7%	64.6%	84.4%	92.8%	96.4%	98.0%	98.6%
Treated and admitted to hospital	1.4%	4.0%	12.4%	55.3%	72.5%	85.7%	92.3%	95.4%
Patient left without, or before completing, treatment	25.8%	60.3%	81.7%	91.3%	97.2%	98.4%	99.6%	100%
Transferred to another hospital	4.3%	9.8%	23.4%	35.9%	53.8%	73.9%	81.5%	88.6%
All presentations	13.5%	35.4%	55.8%	78.2%	88.1%	93.7%	96.4%	97.6%

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,255 patients

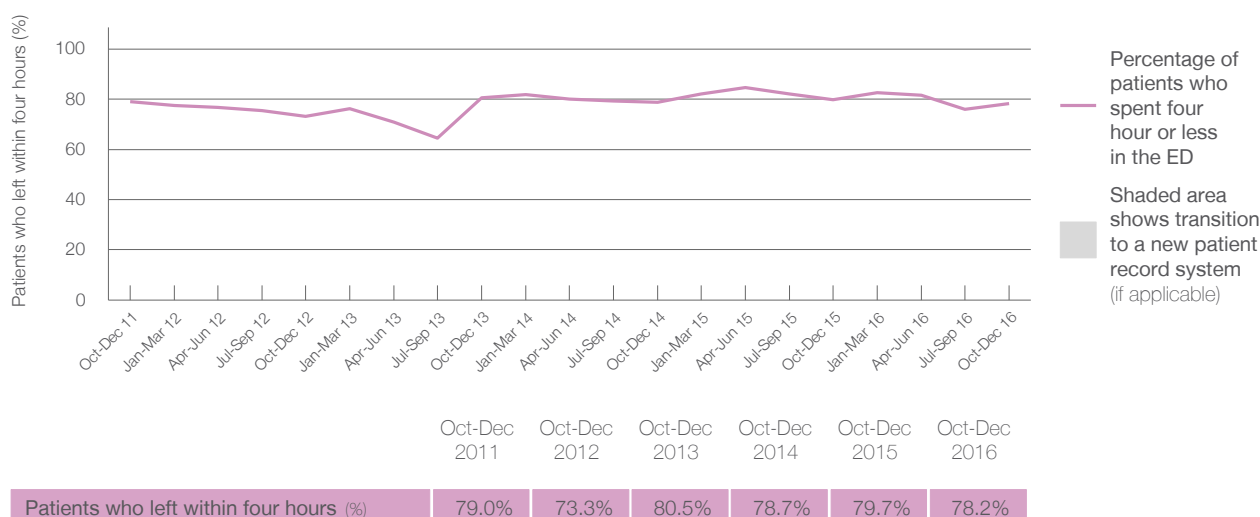
Presentations used to calculate time to leaving the ED:⁶ 4,252 patients

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



Same period last year	Change since one year ago
4,348	-2.1%
4,347	-2.2%
79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
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 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*.
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- 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,471 patients

Emergency presentations:² 3,266 patients

Same period last year	Change since one year ago
3,571	-2.8%
3,401	-4.0%

Casino and District Memorial Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 216 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,079 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,612 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 353 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
243	
7 minutes	8 minutes
27 minutes	26 minutes
1,187	
23 minutes	20 minutes
78 minutes	67 minutes
1,515	
44 minutes	25 minutes
164 minutes	97 minutes
450	
25 minutes	24 minutes
145 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,471 patients

Percentage of patients who spent four hours or less in the ED 86.6%

Same period last year	Change since one year ago
3,571	-2.8%
85.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

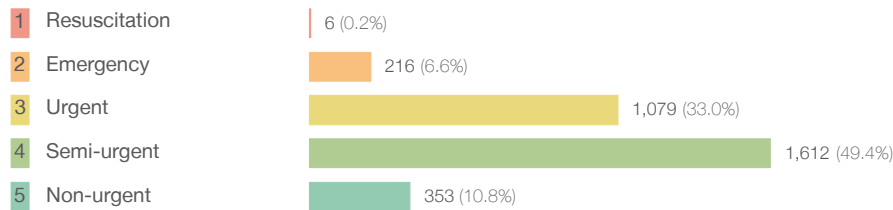
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Patients presenting to the emergency department

October to December 2016

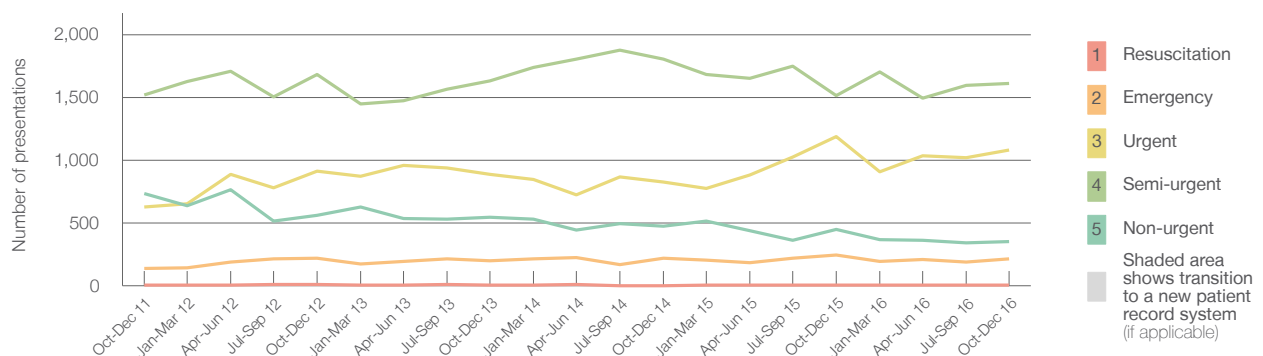
All presentations:¹ 3,471 patients

Emergency presentations² by triage category: 3,266 patients



Same period last year	Change since one year ago
3,571	-2.8%
3,401	-4.0%
6	0.0%
243	-11.1%
1,187	-9.1%
1,515	6.4%
450	-21.6%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	5	9	< 5	< 5	6	6
Emergency	139	217	200	220	243	216
Urgent	626	913	889	827	1,187	1,079
Semi-urgent	1,517	1,684	1,629	1,807	1,515	1,612
Non-urgent	736	561	543	473	450	353
All emergency presentations	3,023	3,384	3,261	3,327	3,401	3,266

Casino and District Memorial Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 319 patients

ED Transfer of care time



Same period last year	Change since one year ago
305	
17 minutes	0 minutes
50 minutes	-4 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 216

Number of triage 2 patients used to calculate waiting time:³ 206

Median time to start treatment⁴

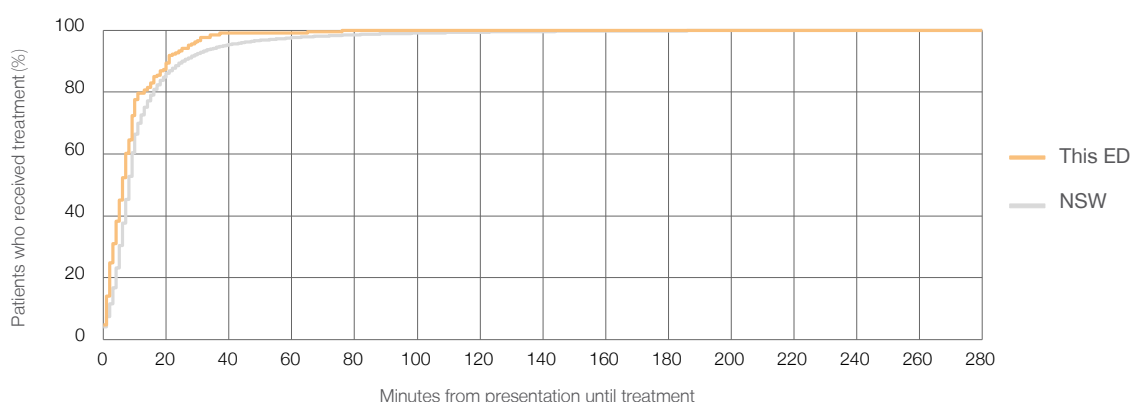
6 minutes

90th percentile time to start treatment⁵

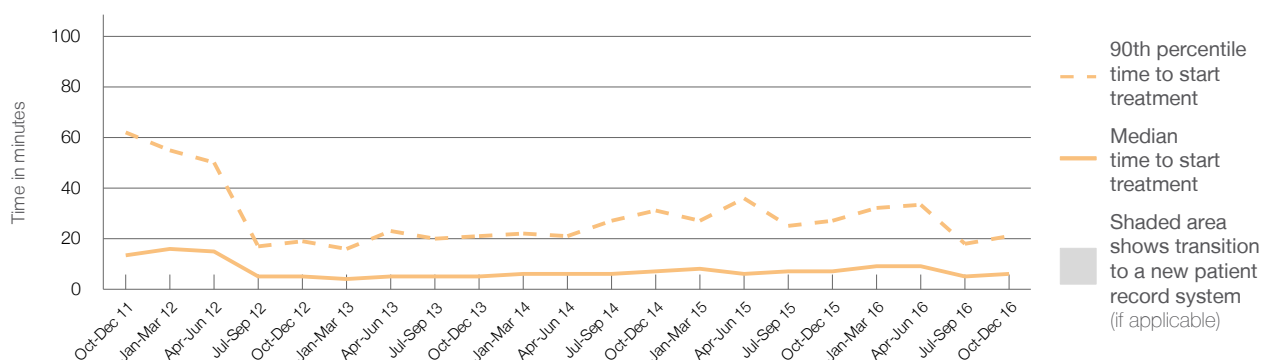
21 minutes

Same period last year	NSW (this period)
243	
237	
7 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	5	5	7	7	6
90th percentile time to start treatment ⁵ (minutes)	62	19	21	31	27	21

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,079

Number of triage 3 patients used to calculate waiting time:³ 1,012

Median time to start treatment⁴

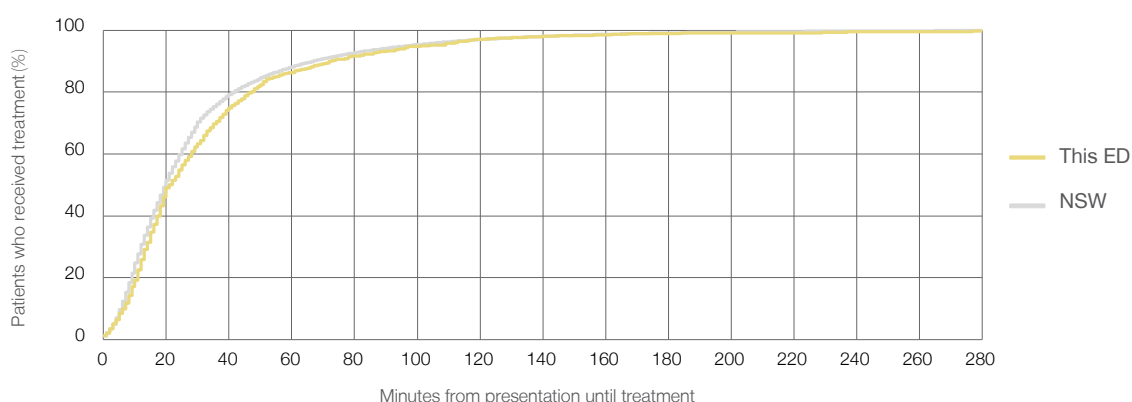
22 minutes

90th percentile time to start treatment⁵

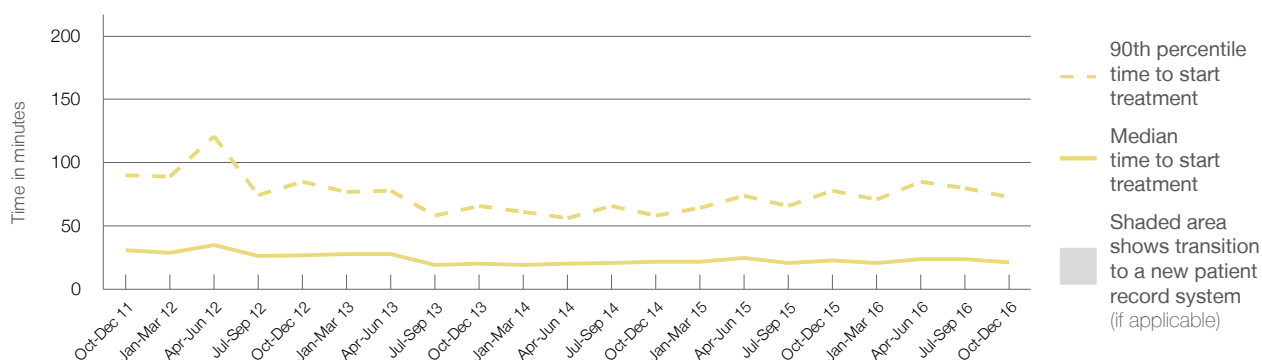
73 minutes

Same period last year	NSW (this period)
1,187	
1,093	
23 minutes	20 minutes
78 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	27	20	22	23	22
90th percentile time to start treatment ⁵ (minutes)	90	85	66	58	78	73

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,612

Number of triage 4 patients used to calculate waiting time:³ 1,446

Median time to start treatment⁴

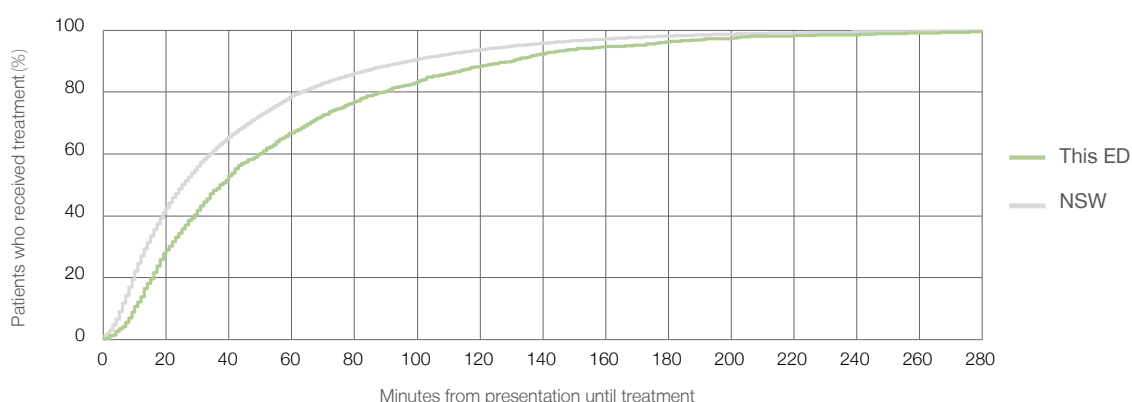
38 minutes

90th percentile time to start treatment⁵

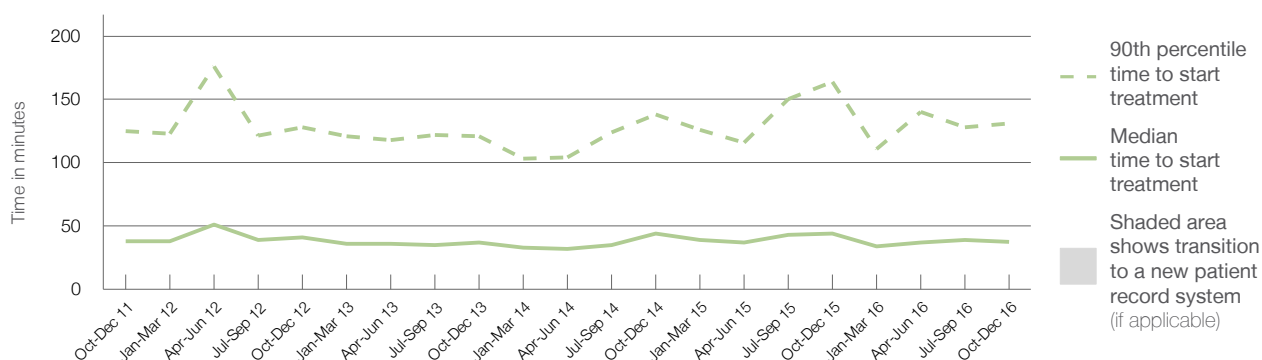
131 minutes

Same period last year	NSW (this period)
1,515	
1,283	
44 minutes	25 minutes
164 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	41	37	44	44	38
90th percentile time to start treatment ⁵ (minutes)	125	128	121	138	164	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 353

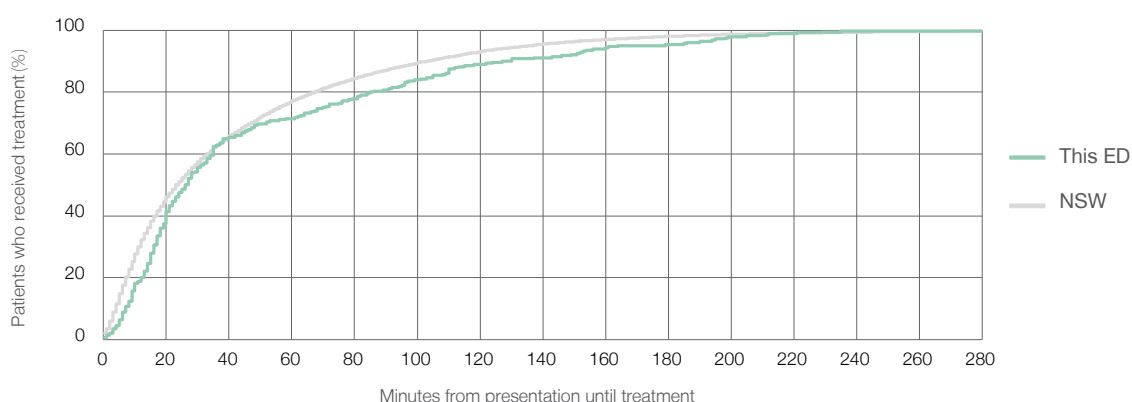
Number of triage 5 patients used to calculate waiting time:³ 280

Median time to start treatment⁴ 27 minutes

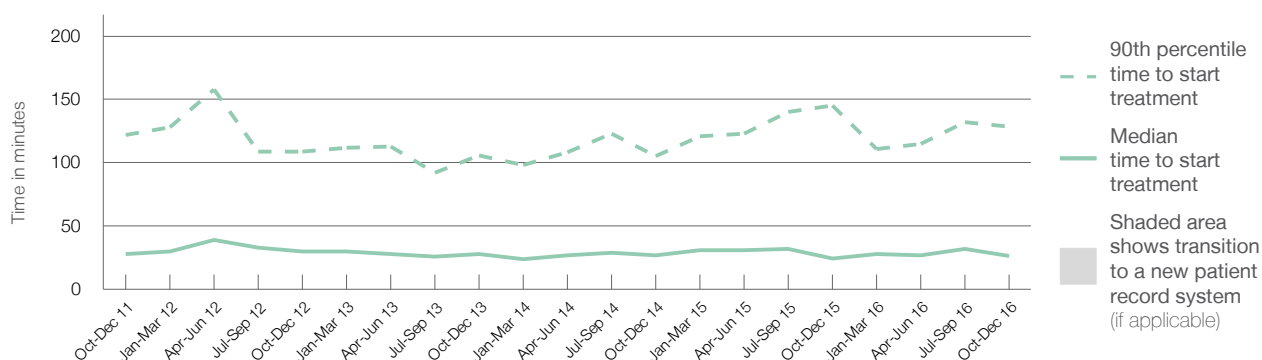
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
450	
386	
25 minutes	24 minutes
145 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	30	28	27	25	27
90th percentile time to start treatment ⁵ (minutes)	122	109	106	105	145	129

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,471 patients

Presentations used to calculate time to leaving the ED:⁶ 3,471 patients

Median time spent in the ED⁸

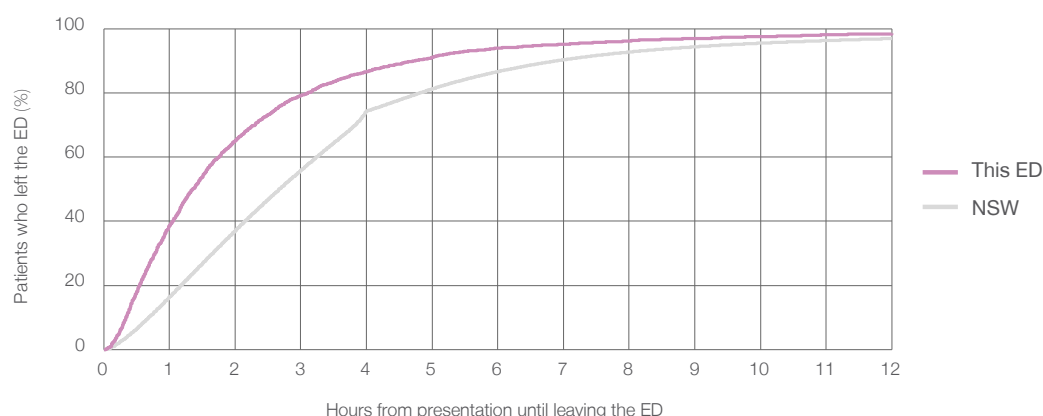
1 hours and 22 minutes

90th percentile time spent in the ED⁹

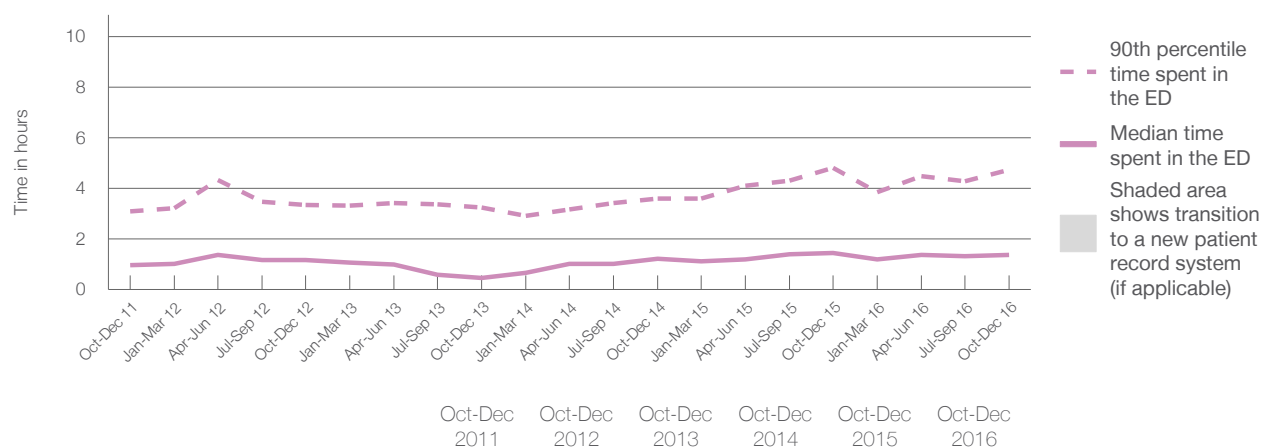
4 hours and 44 minutes

Same period last year	NSW (this period)
3,571	3,571
1 hours and 27 minutes	2 hours and 41 minutes
4 hours and 49 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	0h 59m	1h 10m	0h 28m	1h 14m	1h 27m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 5m	3h 21m	3h 15m	3h 36m	4h 49m	4h 44m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

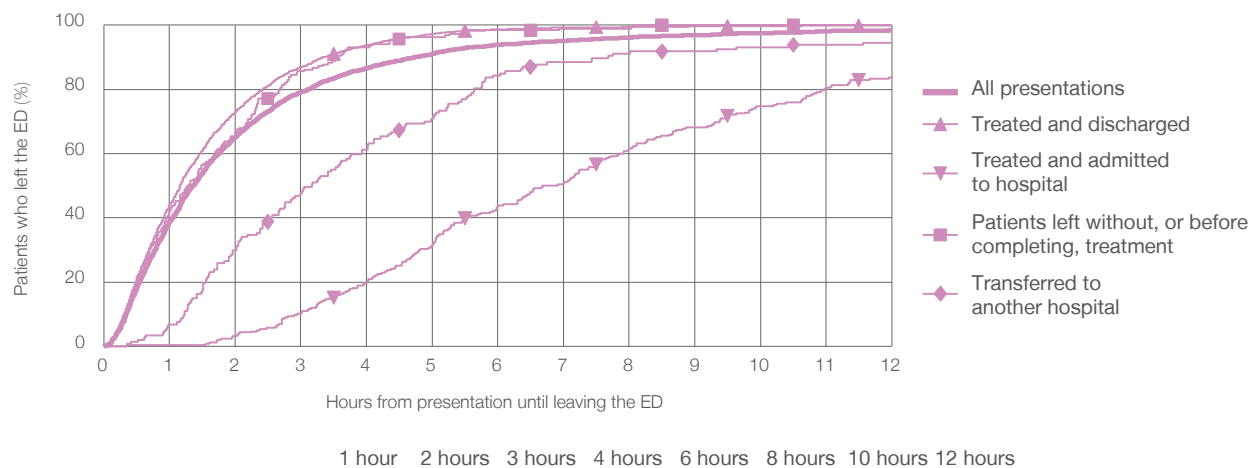
October to December 2016

All presentations:[†] 3,471 patients

Presentations used to calculate time to leaving the ED:[‡] 3,471 patients

		Same period last year	Change since one year ago
Treated and discharged	2,822 (81.3%)	2,708	4.2%
Treated and admitted to hospital	258 (7.4%)	261	-1.1%
Patient left without, or before completing, treatment	188 (5.4%)	354	-46.9%
Transferred to another hospital	147 (4.2%)	203	-27.6%
Other	56 (1.6%)	45	24.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	44.0%	73.0%	86.9%	93.8%	98.7%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.4%	3.1%	10.1%	19.8%	43.8%	61.6%	74.8%	84.1%
Patient left without, or before completing, treatment	42.0%	66.5%	85.6%	93.1%	98.4%	98.9%	100%	100%
Transferred to another hospital	6.8%	29.9%	47.6%	61.2%	84.4%	91.2%	93.2%	94.6%
All presentations	38.8%	65.1%	79.1%	86.6%	93.9%	96.2%	97.6%	98.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Casino and District Memorial Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,471 patients

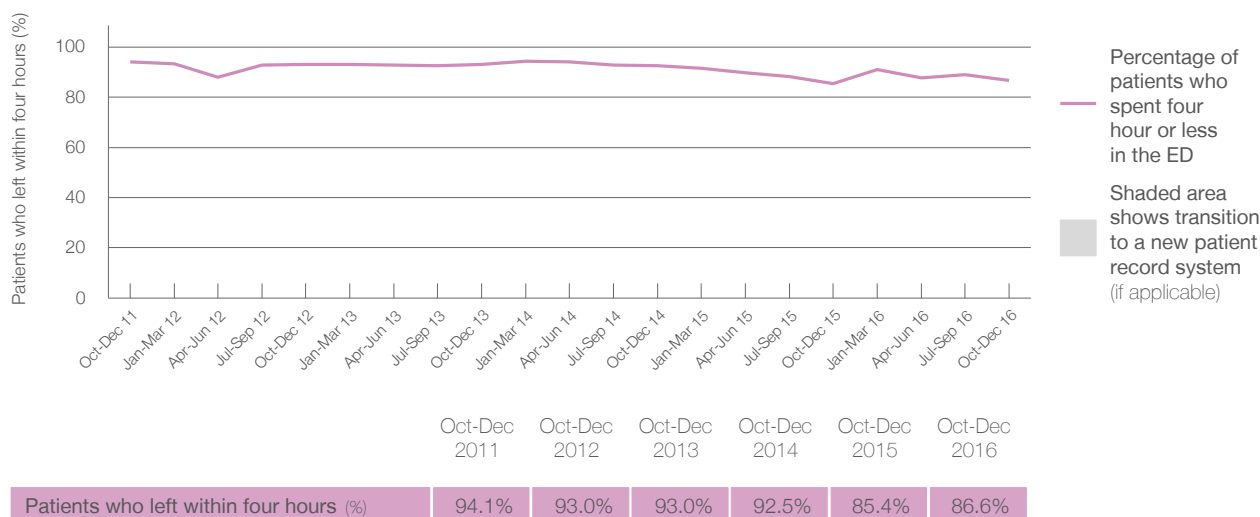
Presentations used to calculate time to leaving the ED:⁶ 3,471 patients

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 3,471 patients	3,571	-2.8%
Presentations used to calculate time to leaving the ED: ⁶ 3,471 patients	3,571	-2.8%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,487 patients

Emergency presentations:² 4,443 patients

Same period last year	Change since one year ago
4,421	1.5%
4,366	1.8%

Cessnock District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 265 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,166 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,123 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 889 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
270	
6 minutes	8 minutes
19 minutes	26 minutes
1,033	
21 minutes	20 minutes
50 minutes	67 minutes
2,199	
31 minutes	25 minutes
86 minutes	97 minutes
859	
31 minutes	24 minutes
89 minutes	103 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,487 patients

Percentage of patients who spent four hours or less in the ED 90.8%

Same period last year	Change since one year ago
4,421	1.5%
89.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

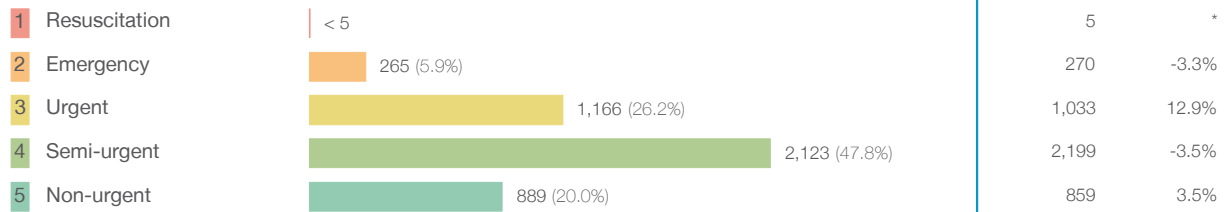
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Patients presenting to the emergency department

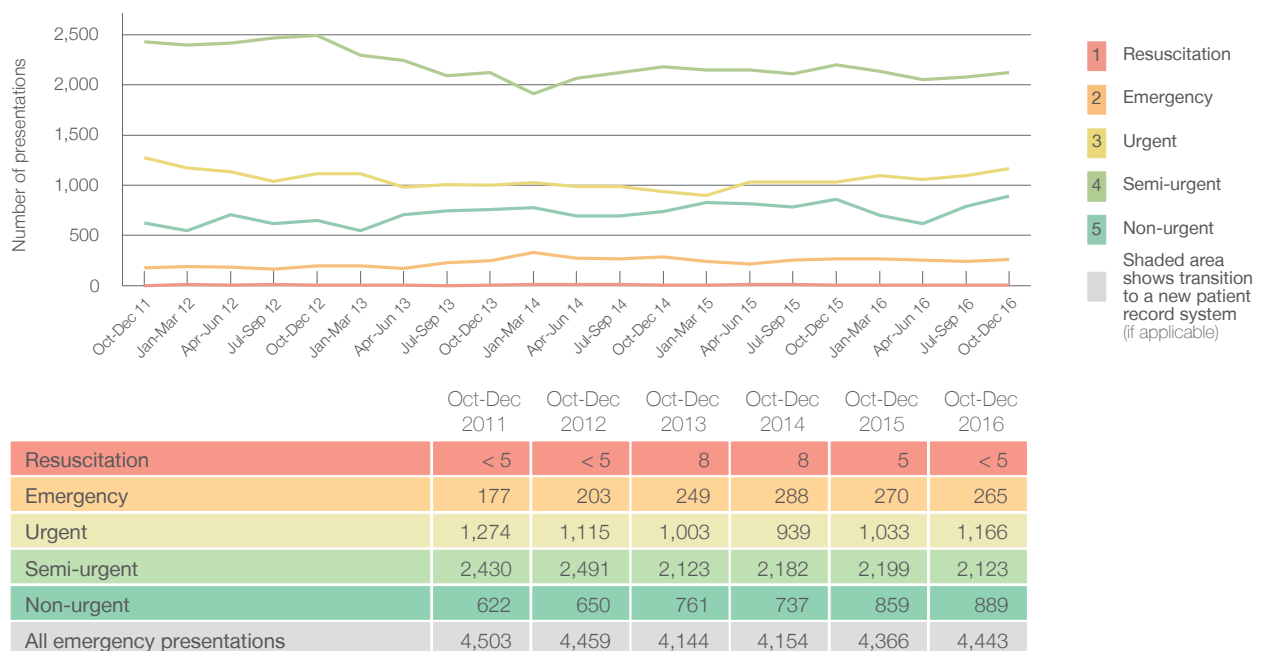
October to December 2016

All presentations:¹ 4,487 patients

Emergency presentations² by triage category: 4,443 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Cessnock District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 365 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 265

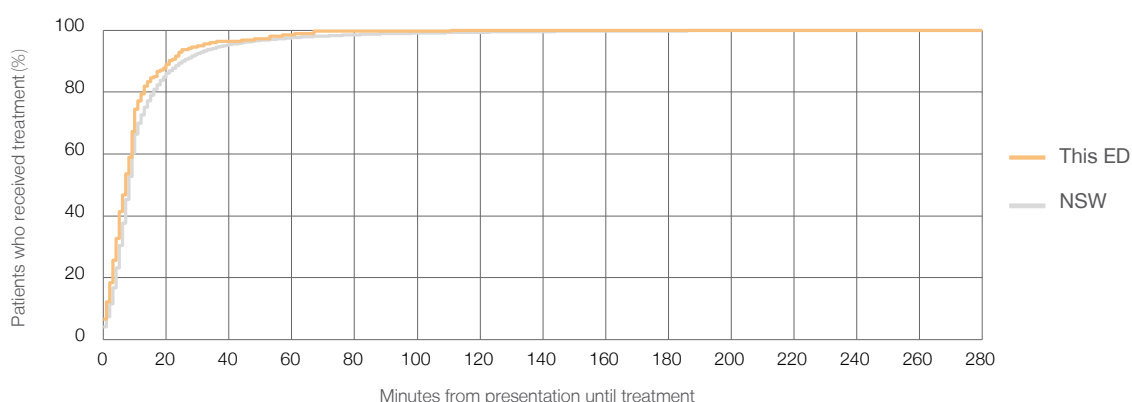
Number of triage 2 patients used to calculate waiting time:³ 254

Median time to start treatment⁴ 7 minutes

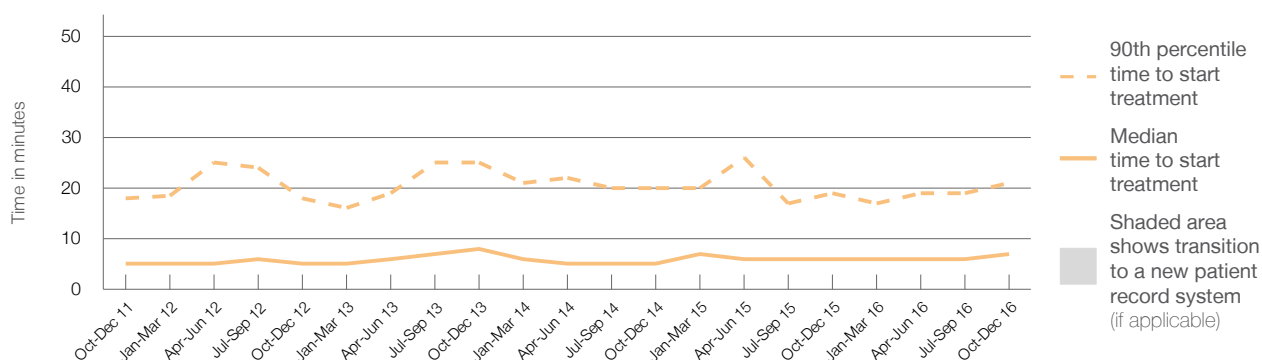
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
270	
261	
6 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	5	8	5	6	7
90th percentile time to start treatment ⁵ (minutes)	18	18	25	20	19	21

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,166

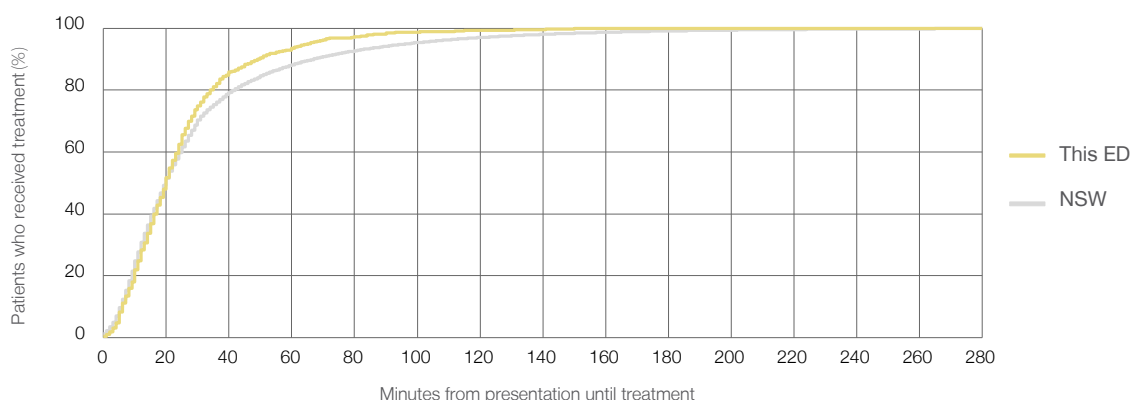
Number of triage 3 patients used to calculate waiting time:³ 1,123

Median time to start treatment⁴ 20 minutes

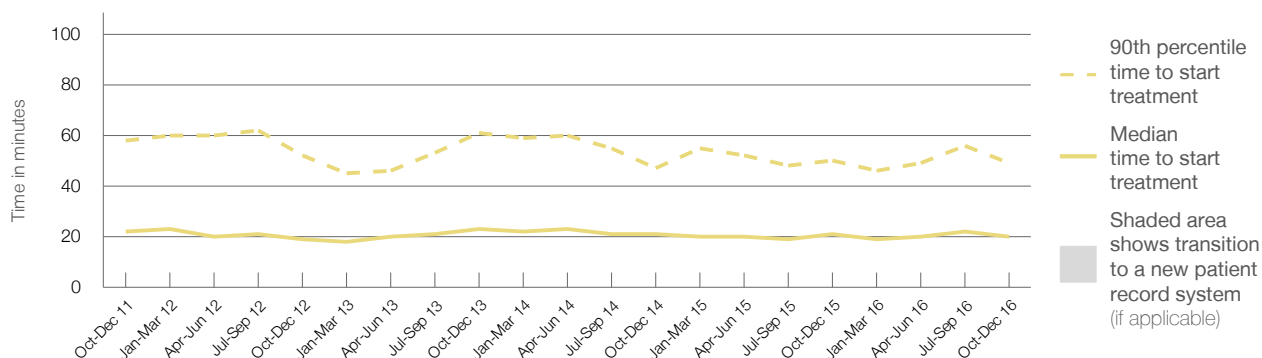
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,033	
999	
21 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	19	23	21	21	20
90th percentile time to start treatment ⁵ (minutes)	58	52	61	47	50	49

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 2,123

Number of triage 4 patients used to calculate waiting time:³ 1,964

Median time to start treatment⁴

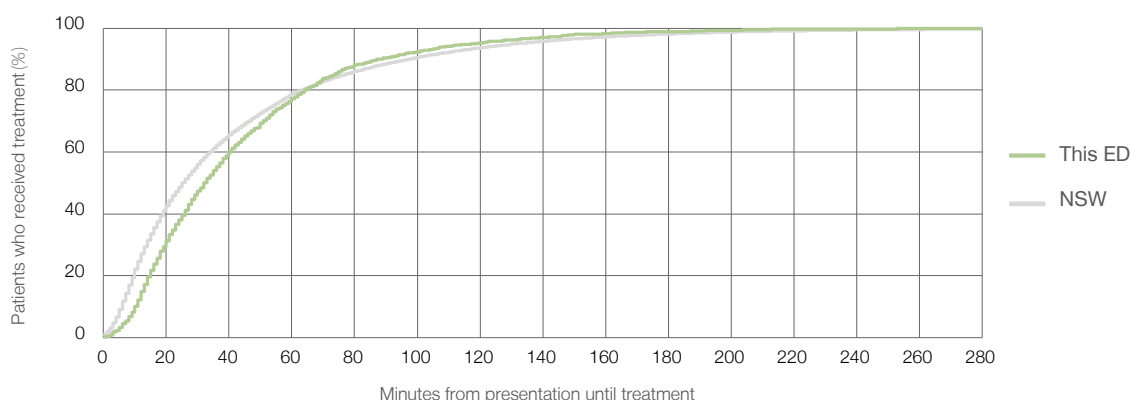
32 minutes

90th percentile time to start treatment⁵

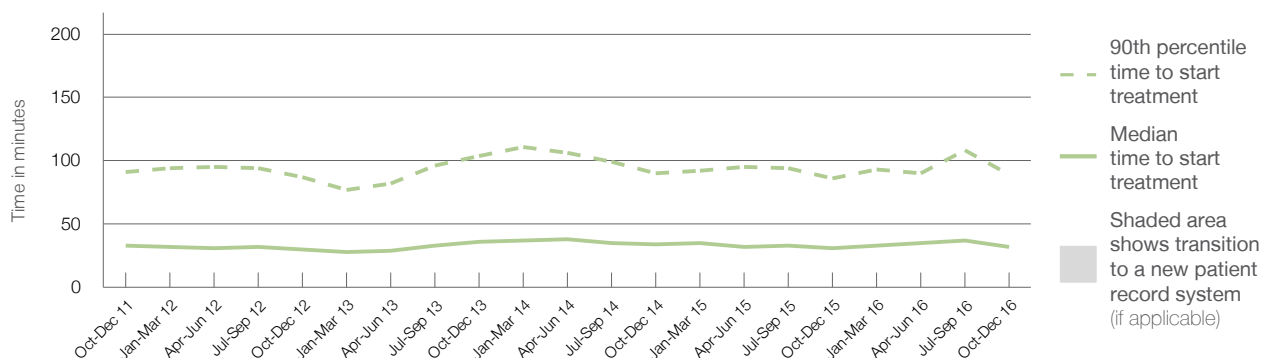
89 minutes

Same period last year	NSW (this period)
2,199	
2,022	
31 minutes	25 minutes
86 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	30	36	34	31	32
90th percentile time to start treatment ⁵ (minutes)	91	87	104	90	86	89

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 889

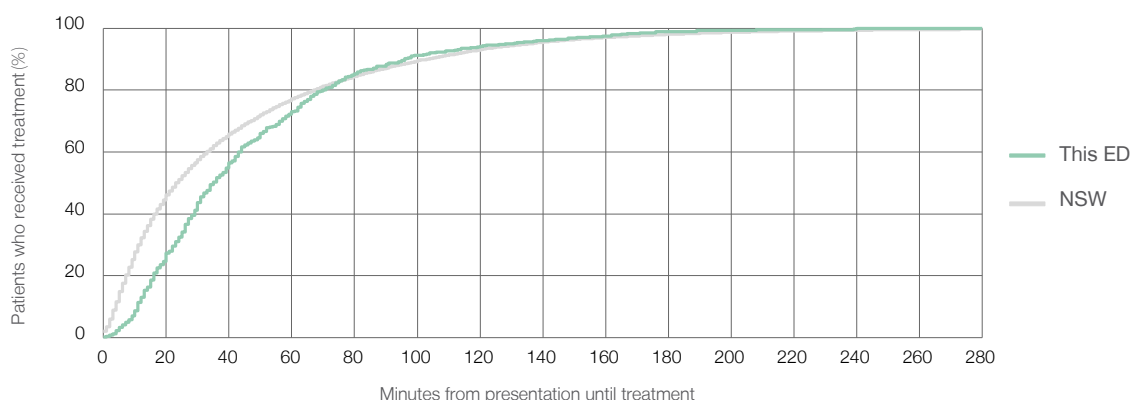
Number of triage 5 patients used to calculate waiting time:³ 761

Median time to start treatment⁴ 35 minutes

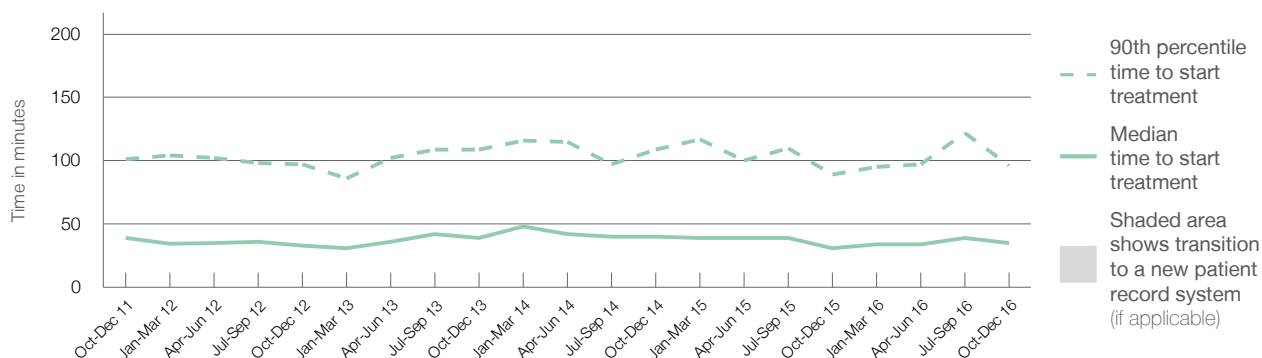
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
859	
751	
31 minutes	24 minutes
89 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	33	39	40	31	35
90th percentile time to start treatment ⁵ (minutes)	101	97	109	109	89	96

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,487 patients

Presentations used to calculate time to leaving the ED:⁶ 4,487 patients

Median time spent in the ED⁸

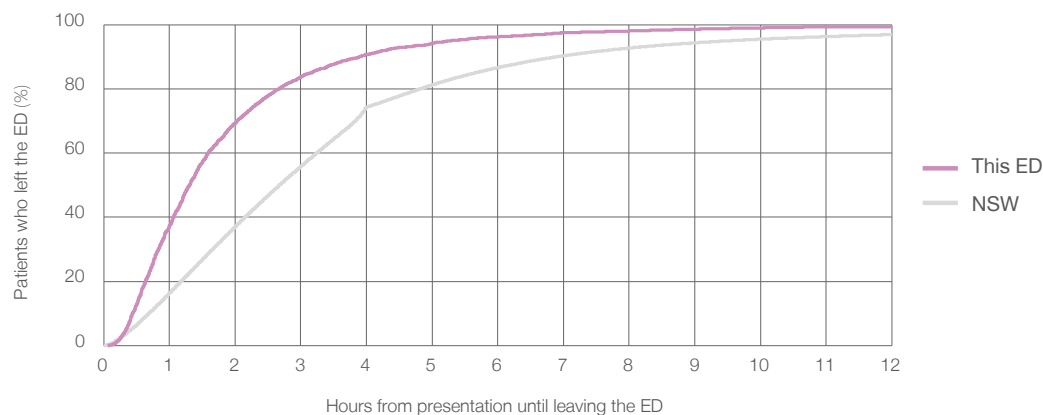
1 hours and 18 minutes

90th percentile time spent in the ED⁹

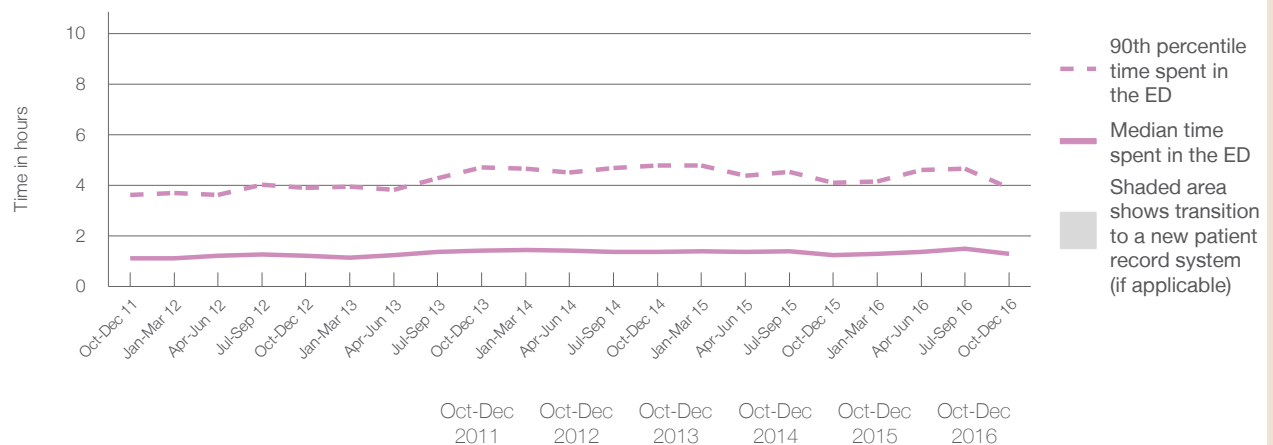
3 hours and 54 minutes

Same period last year	NSW (this period)
4,421	4,421
1 hours and 15 minutes	2 hours and 41 minutes
4 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 7m	1h 13m	1h 25m	1h 22m	1h 15m	1h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 38m	3h 54m	4h 43m	4h 48m	4h 6m	3h 54m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

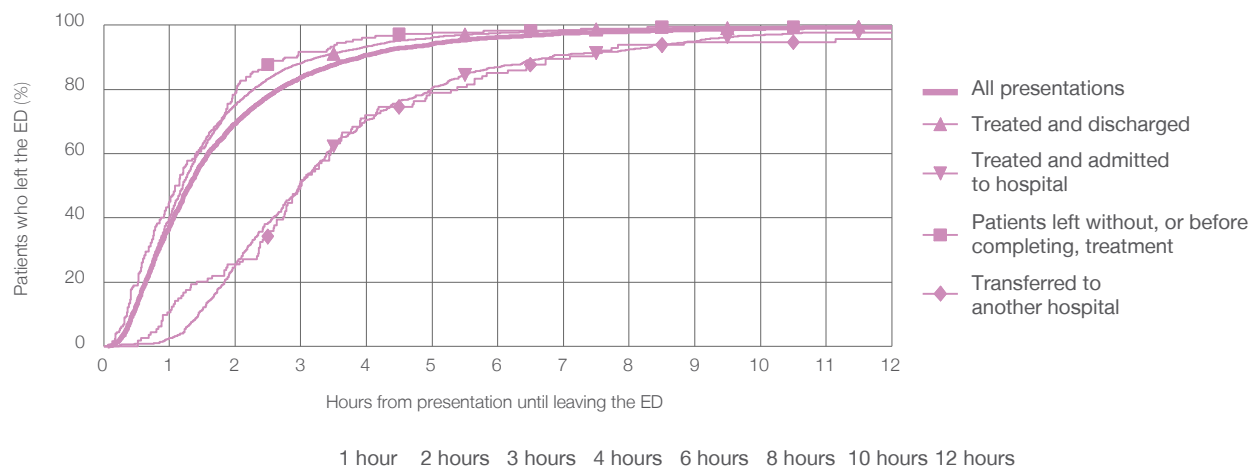
October to December 2016

All presentations:[†] 4,487 patients

Presentations used to calculate time to leaving the ED:[‡] 4,487 patients

		Same period last year	Change since one year ago
Treated and discharged	3,474 (77.4%)	4,421	1.5%
Treated and admitted to hospital	499 (11.1%)	3,408	1.9%
Patient left without, or before completing, treatment	180 (4.0%)	447	11.6%
Transferred to another hospital	114 (2.5%)	165	9.1%
Other	220 (4.9%)	152	-25.0%
		249	-11.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.3%	75.2%	88.2%	93.4%	97.6%	98.8%	99.3%	99.7%
Treated and admitted to hospital	2.6%	25.5%	51.5%	70.5%	87.0%	92.6%	97.0%	97.8%
Patient left without, or before completing, treatment	45.0%	78.9%	91.7%	96.1%	98.3%	98.9%	99.4%	99.4%
Transferred to another hospital	10.5%	25.4%	50.0%	71.9%	85.1%	93.9%	94.7%	95.6%
All presentations	37.5%	69.5%	83.8%	90.8%	96.2%	98.1%	99.0%	99.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Cessnock District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,487 patients

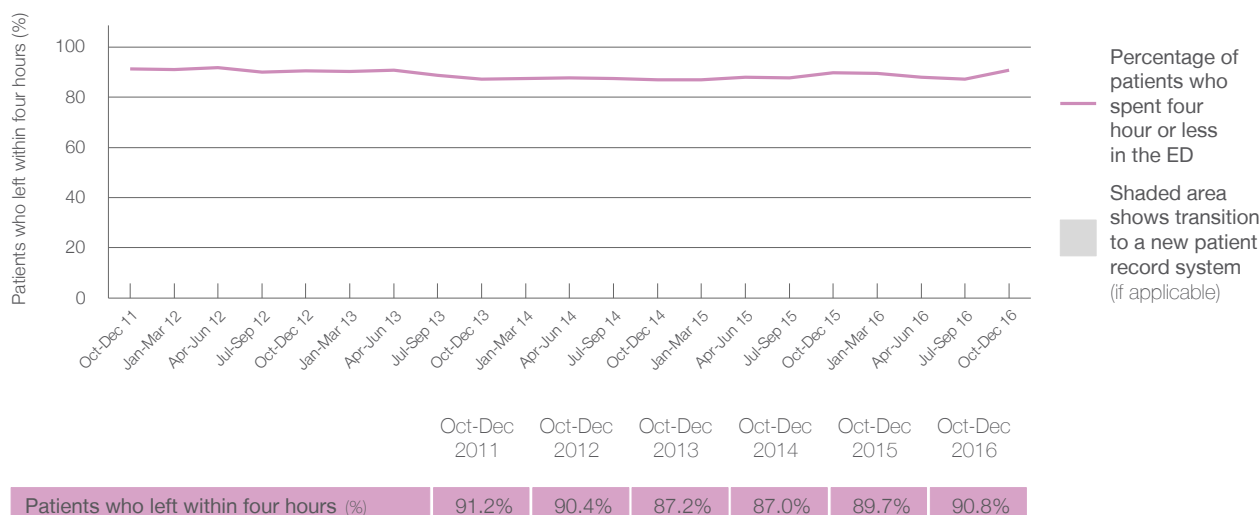
Presentations used to calculate time to leaving the ED:⁶ 4,487 patients

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



Same period last year	Change since one year ago
4,421	1.5%
4,421	1.5%
89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,699 patients
Emergency presentations:² 2,009 patients

Same period last year	Change since one year ago
2,428	11.2%
1,938	3.7%

Deniliquin Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 73 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 652 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 886 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 398 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
80	
5 minutes	8 minutes
*	26 minutes
715	
8 minutes	20 minutes
23 minutes	67 minutes
856	
8 minutes	25 minutes
30 minutes	97 minutes
279	
9 minutes	24 minutes
32 minutes	103 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,699 patients

Percentage of patients who spent four hours or less in the ED 91.6%

Same period last year	Change since one year ago
2,428	11.2%
90.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

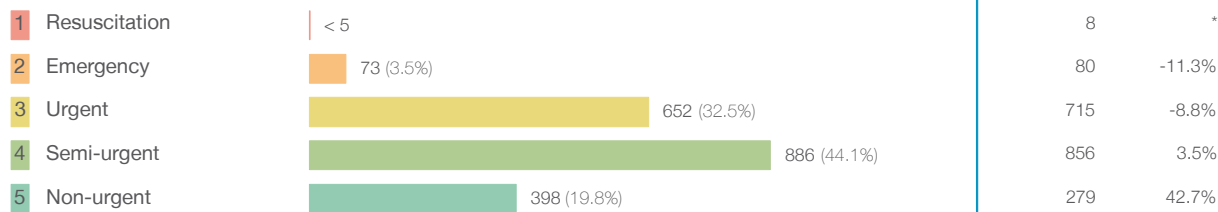
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Patients presenting to the emergency department

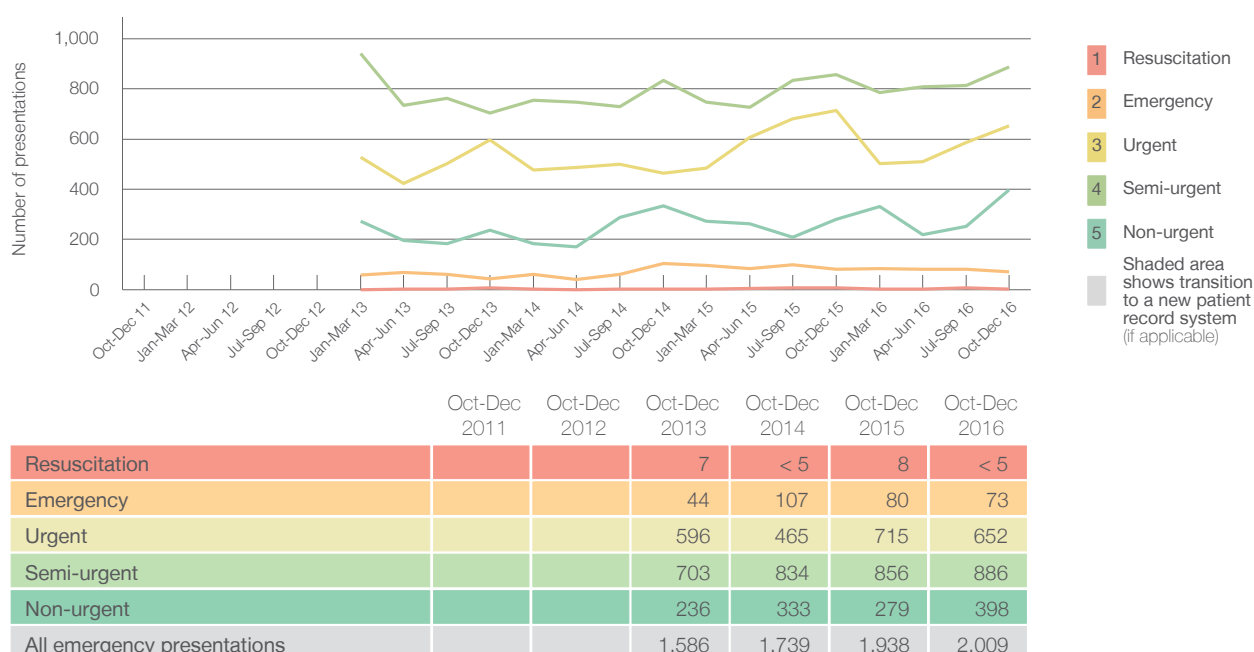
October to December 2016

All presentations:¹ 2,699 patients

Emergency presentations² by triage category: 2,009 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Deniliquin Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 136 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.

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

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

Number of triage 2 patients: 73

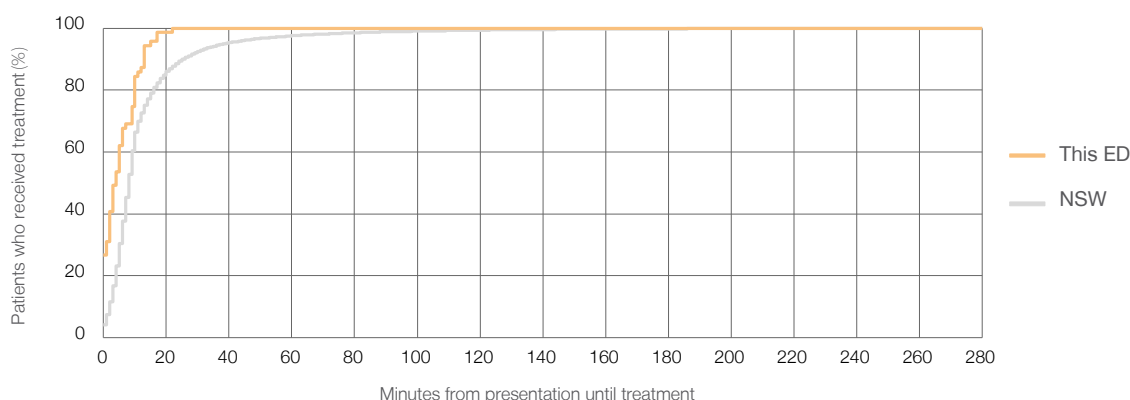
Number of triage 2 patients used to calculate waiting time:³ 71

Median time to start treatment⁴ 4 minutes

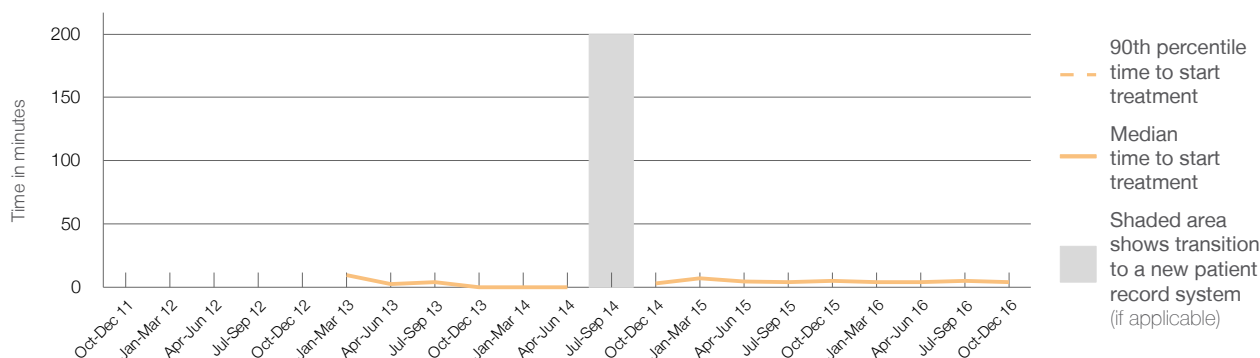
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
80	
77	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			0	3	5	4
90th percentile time to start treatment ⁵ (minutes)			*	10	*	*

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 652

Number of triage 3 patients used to calculate waiting time:³ 643

Median time to start treatment⁴

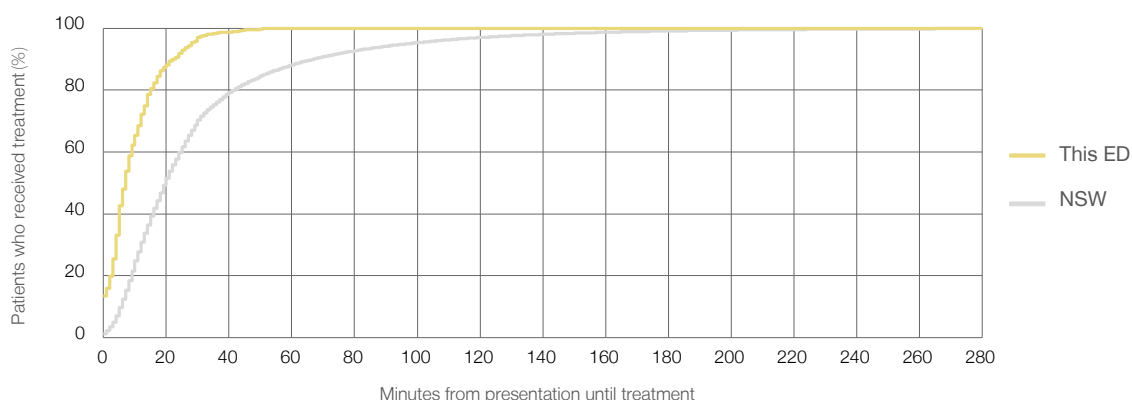
7 minutes

90th percentile time to start treatment⁵

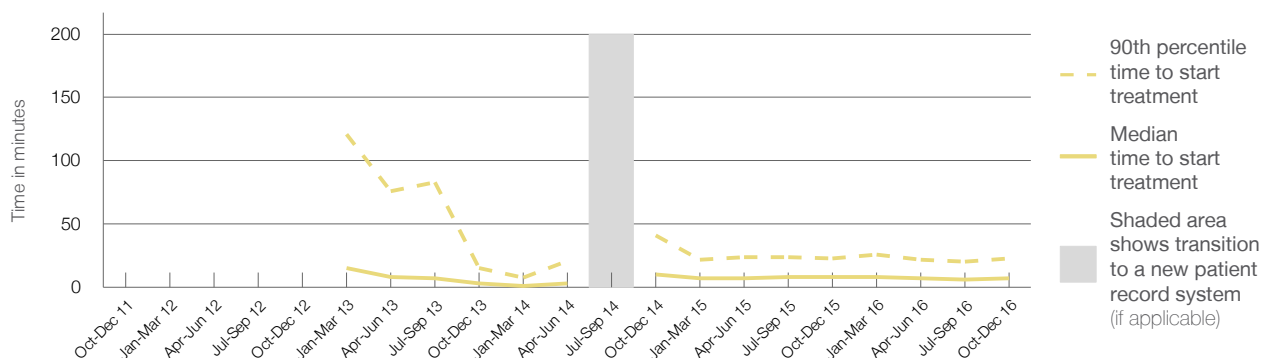
23 minutes

Same period last year	NSW (this period)
715	
705	
8 minutes	20 minutes
23 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			3	10	8	7
90th percentile time to start treatment ⁵ (minutes)			15	41	23	23

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 886

Number of triage 4 patients used to calculate waiting time:³ 841

Median time to start treatment⁴

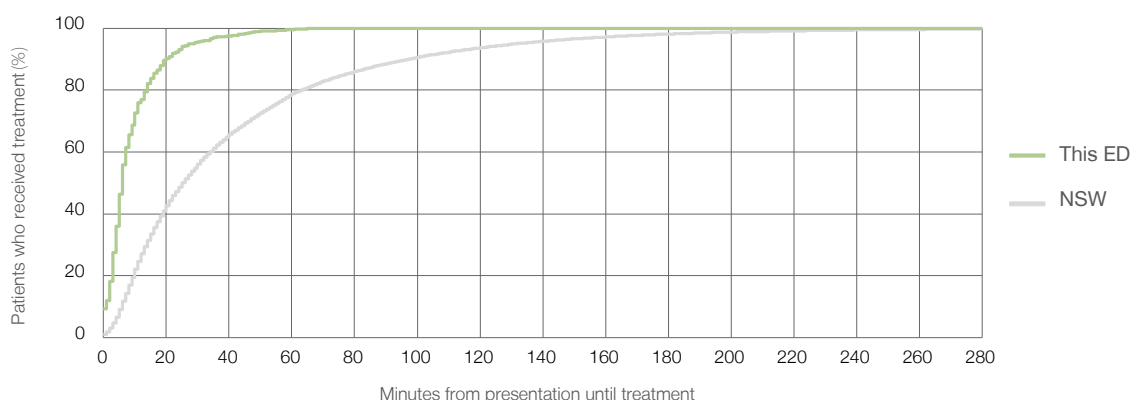
6 minutes

90th percentile time to start treatment⁵

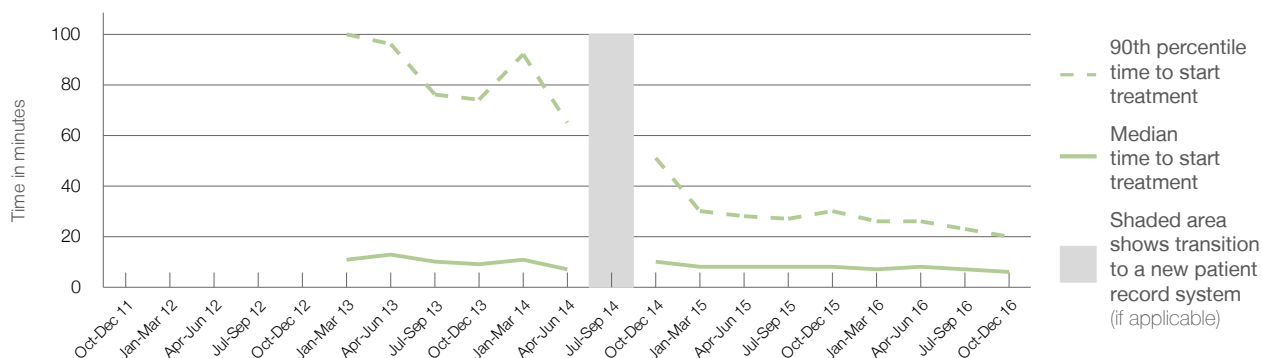
20 minutes

Same period last year	NSW (this period)
856	
824	
8 minutes	25 minutes
30 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			9	10	8	6
90th percentile time to start treatment ⁵ (minutes)			74	51	30	20

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Deniliquin Health Service: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 398

Number of triage 5 patients used to calculate waiting time:³ 384

Median time to start treatment⁴

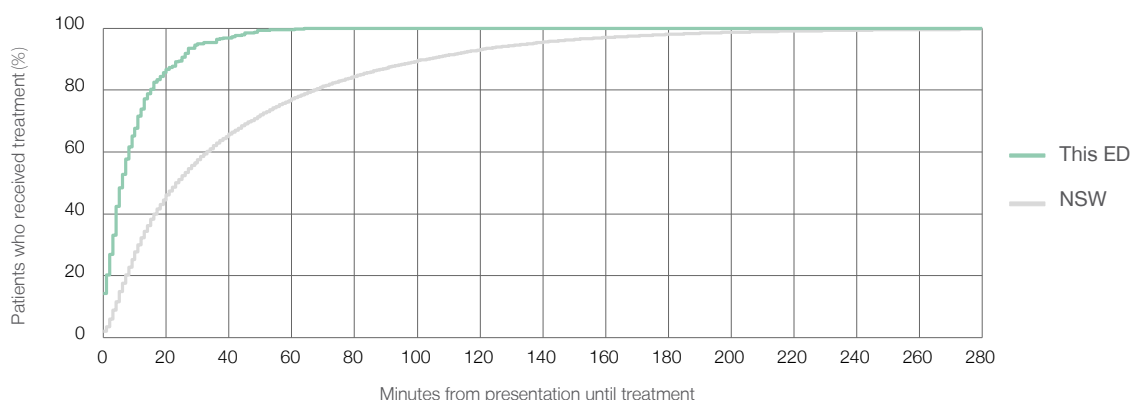
6 minutes

90th percentile time to start treatment⁵

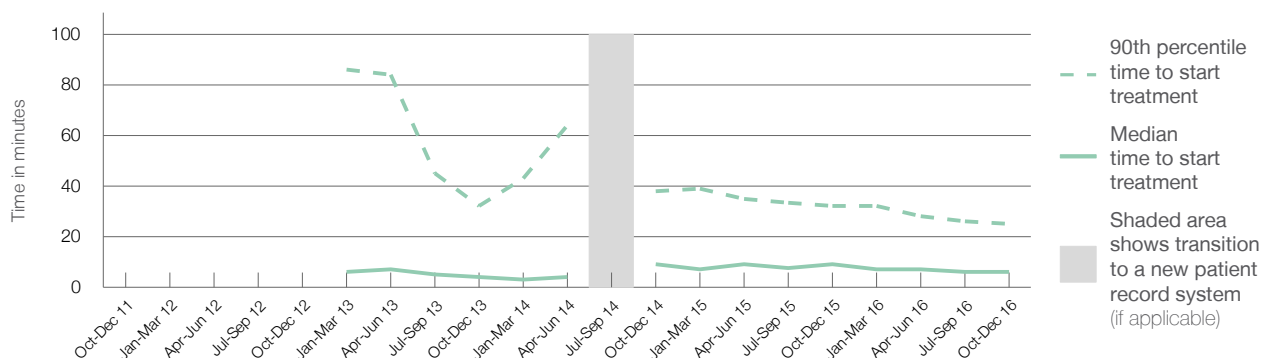
25 minutes

Same period last year	NSW (this period)
279	
266	
9 minutes	24 minutes
32 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			4	9	9	6
90th percentile time to start treatment ⁵ (minutes)			32	38	32	25

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Deniliquin Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,699 patients

Presentations used to calculate time to leaving the ED:⁶ 2,699 patients

Median time spent in the ED⁸

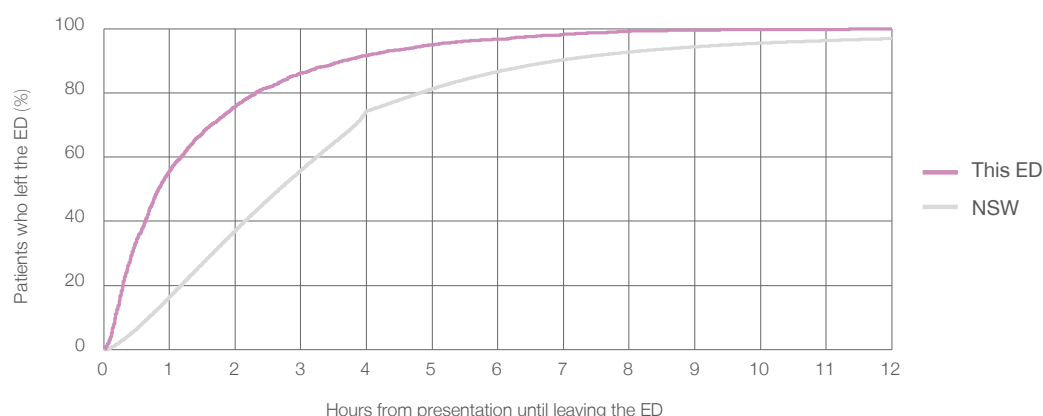
0 hours and 50 minutes

90th percentile time spent in the ED⁹

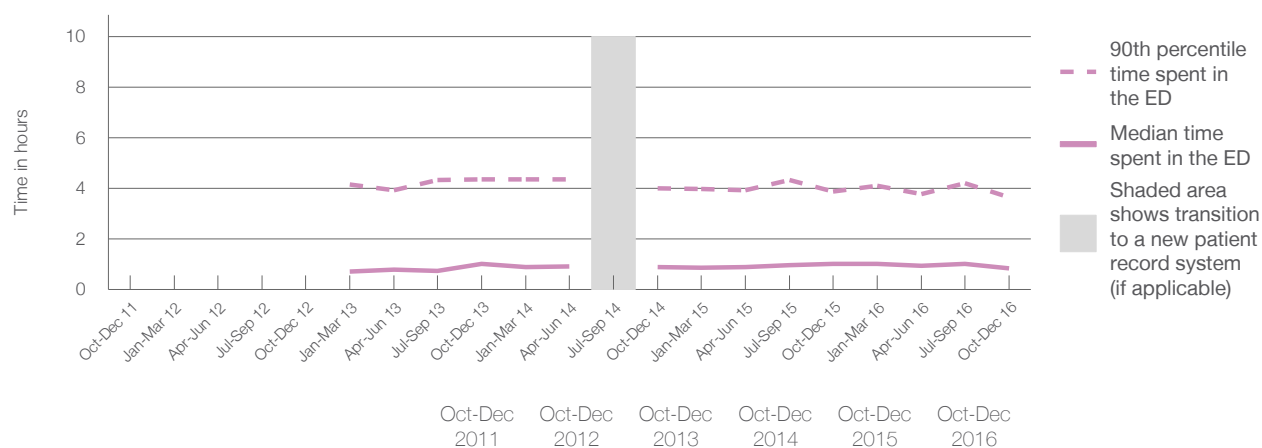
3 hours and 39 minutes

Same period last year	NSW (this period)
2,428	2,428
1 hours and 2 minutes	2 hours and 41 minutes
3 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 1m	0h 54m	1h 2m	0h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 21m	4h 0m	3h 53m	3h 39m

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Deniliquin Health Service: Time patients spent in the ED

By mode of separation

October to December 2016

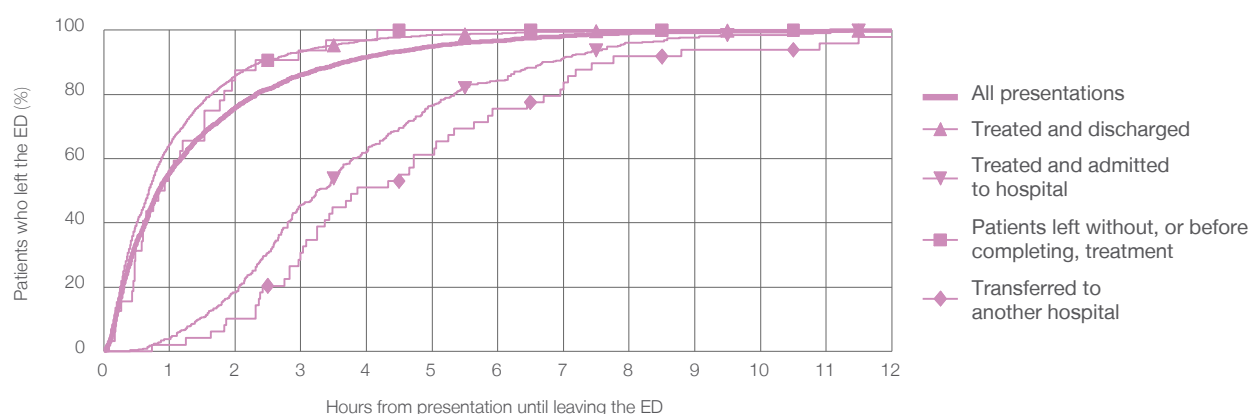
All presentations:[†] 2,699 patients

Presentations used to calculate time to leaving the ED:[‡] 2,699 patients

Treated and discharged	2,198 (81.4%)
Treated and admitted to hospital	351 (13.0%)
Patient left without, or before completing, treatment	32 (1.2%)
Transferred to another hospital	49 (1.8%)
Other	69 (2.6%)

Same period last year	Change since one year ago
2,428	11.2%
1,954	12.5%
333	5.4%
29	10.3%
51	-3.9%
61	13.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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

Treated and discharged	64.5%	85.9%	93.4%	96.8%	99.0%	99.8%	100%	100%
Treated and admitted to hospital	3.7%	18.2%	45.6%	62.1%	84.3%	96.0%	98.6%	100%
Patient left without, or before completing, treatment	56.3%	87.5%	93.8%	96.9%	100%	100%	100%	100%
Transferred to another hospital	2.0%	10.2%	30.6%	51.0%	75.5%	91.8%	93.9%	98.0%
All presentations	55.6%	75.9%	86.1%	91.6%	96.7%	99.2%	99.7%	99.9%

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Deniliquin Health Service: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,699 patients

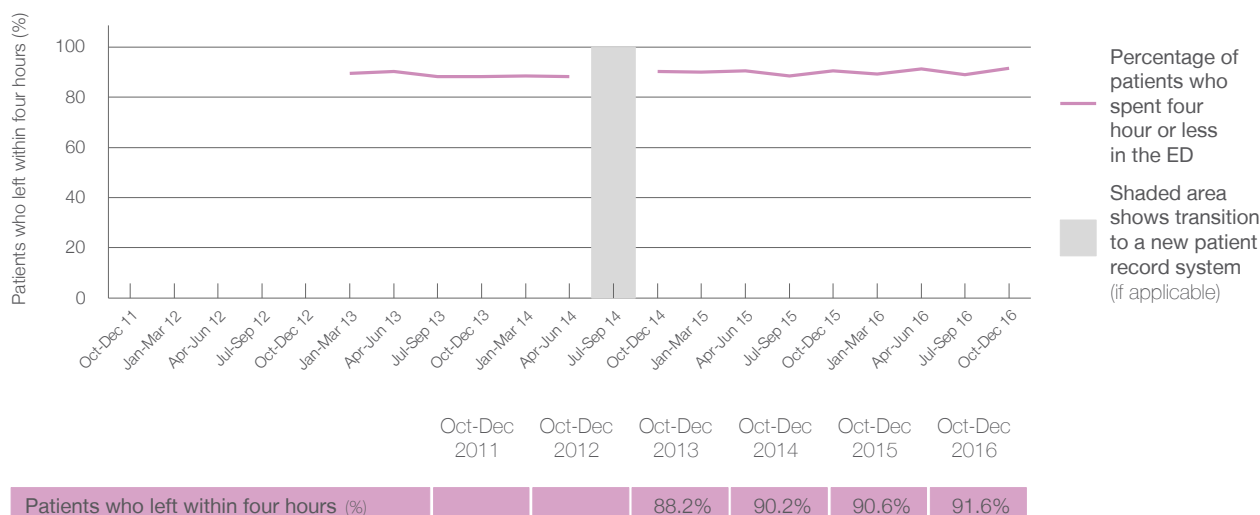
Presentations used to calculate time to leaving the ED:⁶ 2,699 patients

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



Same period last year	Change since one year ago
2,428	11.2%
2,428	11.2%
90.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,048 patients

Emergency presentations:² 1,793 patients

Same period last year	Change since one year ago
2,492	-17.8%
1,905	-5.9%

Forbes District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 72 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 251 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 560 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 903 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
83	
5 minutes	8 minutes
*	26 minutes
265	
13 minutes	20 minutes
36 minutes	67 minutes
724	
25 minutes	25 minutes
69 minutes	97 minutes
833	
27 minutes	24 minutes
96 minutes	103 minutes

Forbes District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,048 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
2,491	-17.8%
93.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

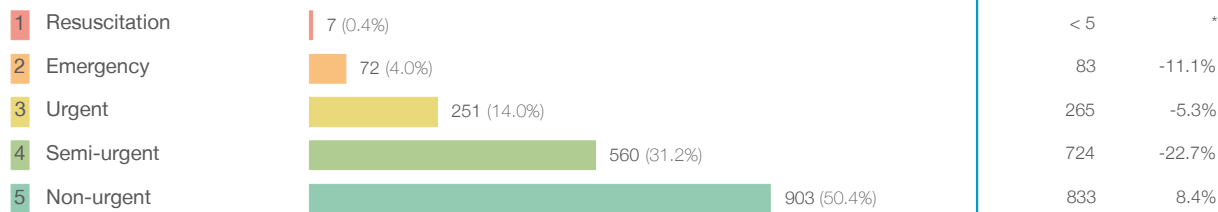
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Patients presenting to the emergency department

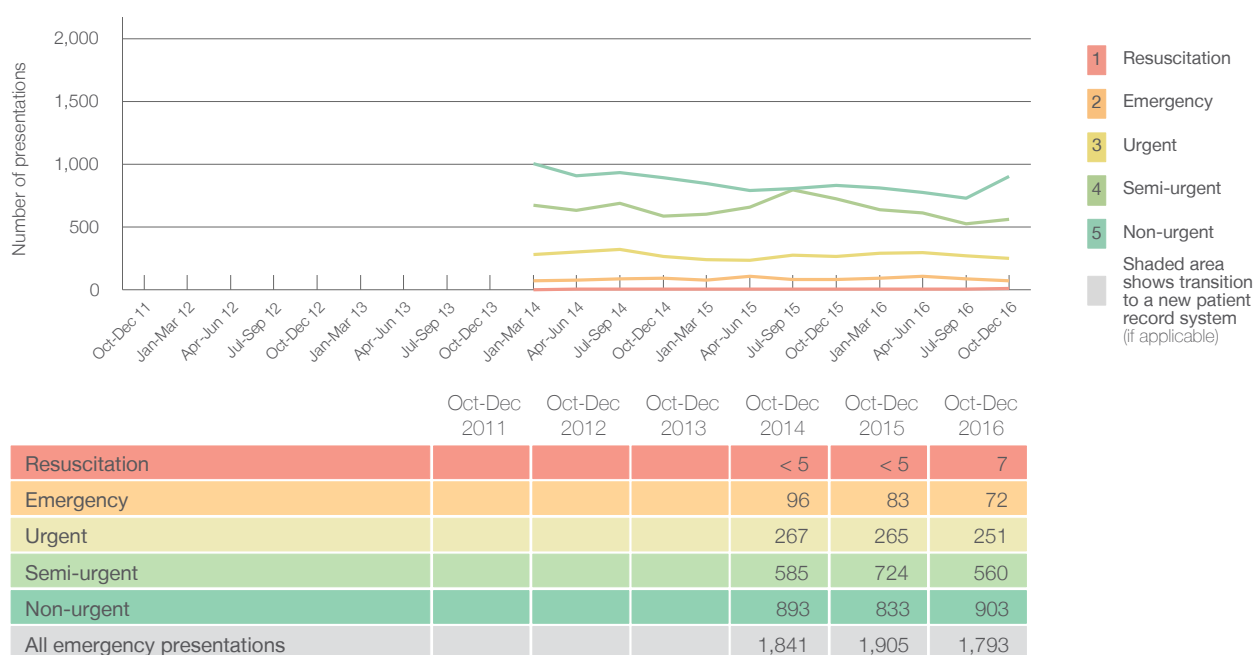
October to December 2016

All presentations:¹ 2,048 patients

Emergency presentations² by triage category: 1,793 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Forbes District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 159 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 72

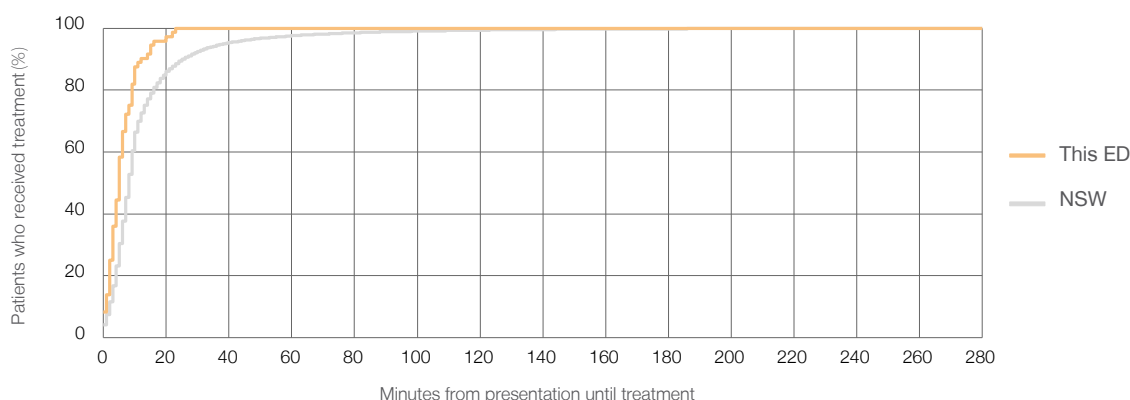
Number of triage 2 patients used to calculate waiting time:³ 72

Median time to start treatment⁴ 5 minutes

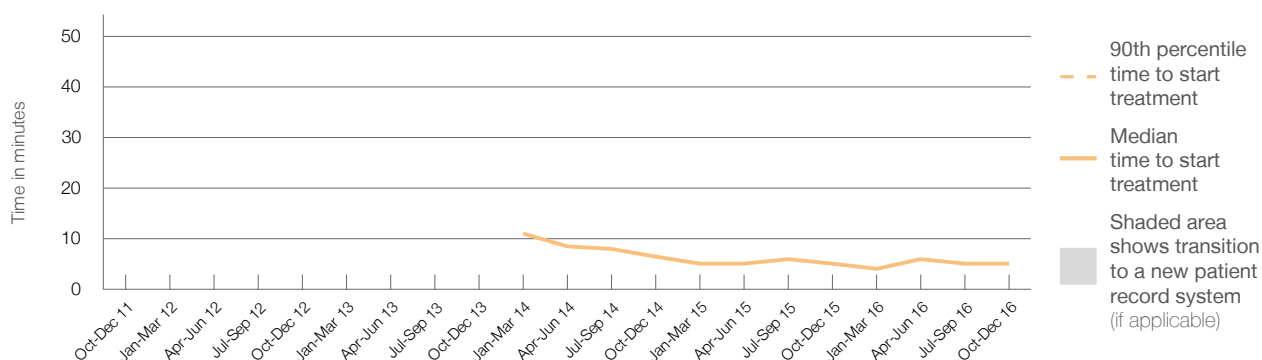
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
83	
81	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				7	5	5
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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 251

Number of triage 3 patients used to calculate waiting time:³ 249

Median time to start treatment⁴

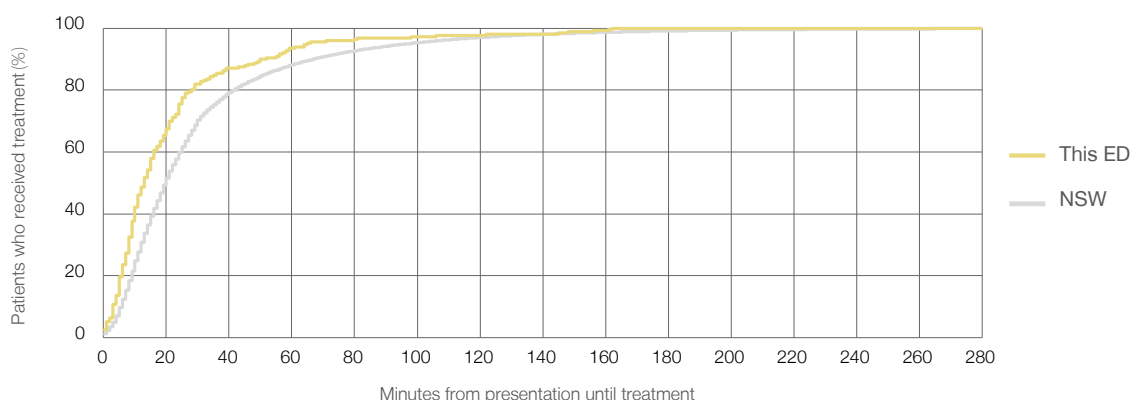
13 minutes

90th percentile time to start treatment⁵

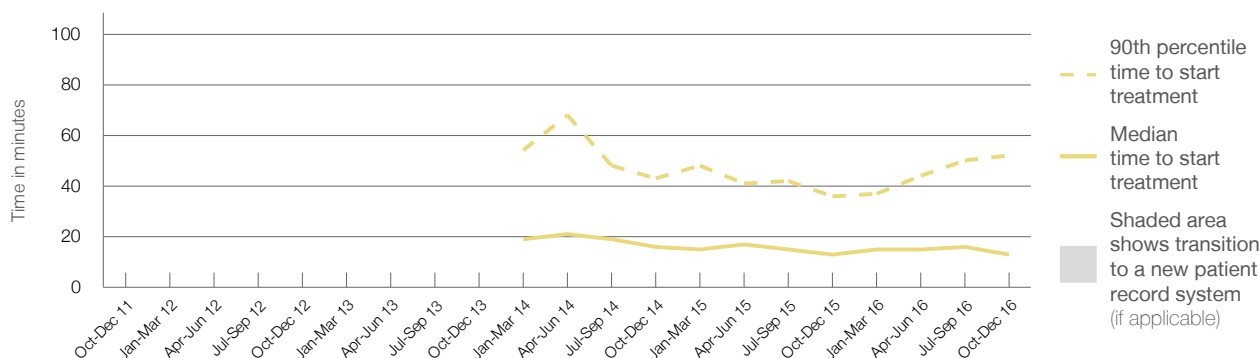
52 minutes

Same period last year	NSW (this period)
265	
259	
13 minutes	20 minutes
36 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				16	13	13
90th percentile time to start treatment ⁵ (minutes)				43	36	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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 560

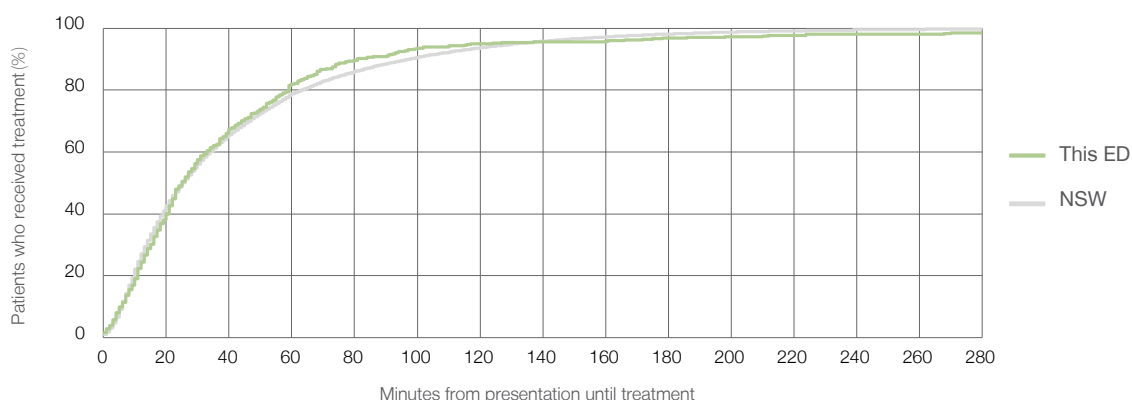
Number of triage 4 patients used to calculate waiting time:³ 538

Median time to start treatment⁴ 25 minutes

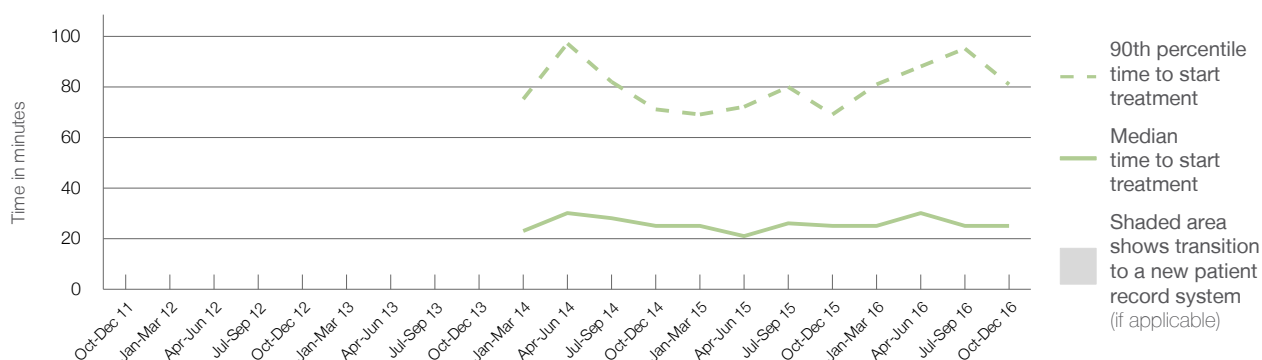
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
724	
703	
25 minutes	25 minutes
69 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				25	25	25
90th percentile time to start treatment ⁵ (minutes)				71	69	81

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 903

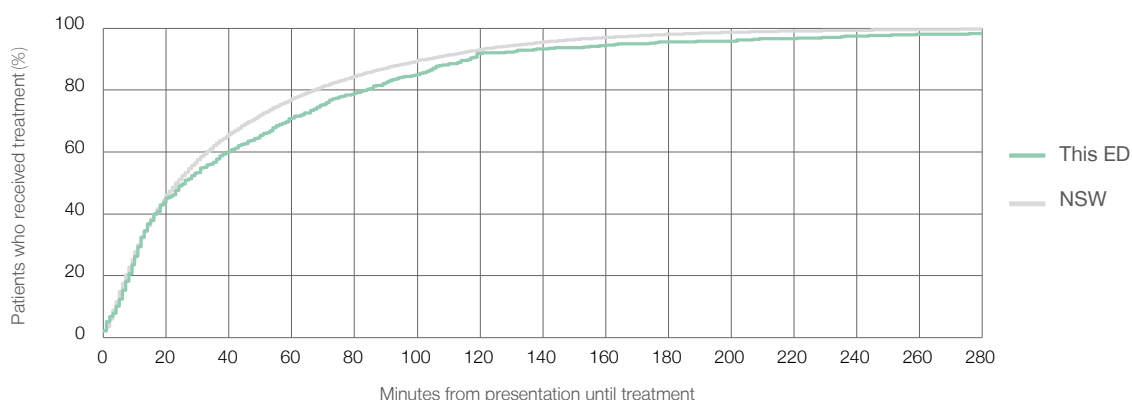
Number of triage 5 patients used to calculate waiting time:³ 798

Median time to start treatment⁴ 26 minutes

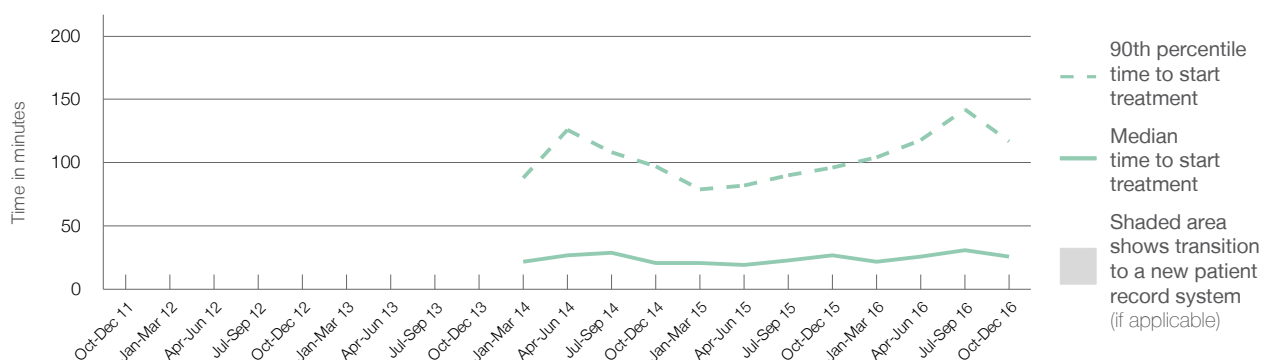
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
833	
798	
27 minutes	24 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				21	27	26
90th percentile time to start treatment ⁵ (minutes)				97	96	117

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,048 patients

Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Median time spent in the ED⁸

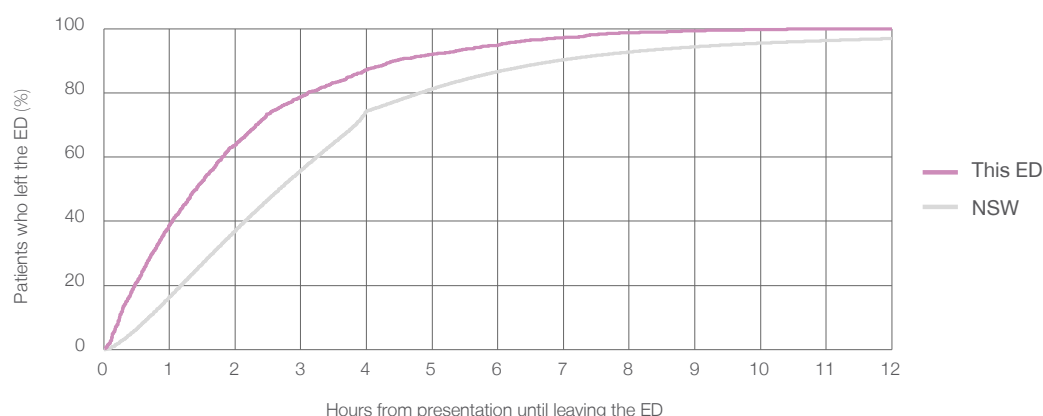
1 hours and 25 minutes

90th percentile time spent in the ED⁹

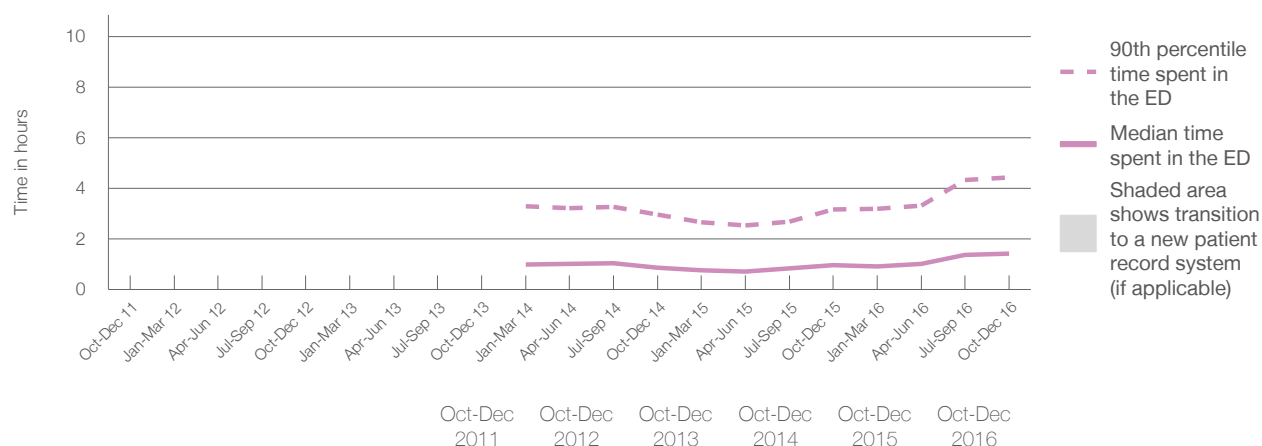
4 hours and 26 minutes

Same period last year	NSW (this period)
2,492	
2,491	
0 hours and 59 minutes	2 hours and 41 minutes
3 hours and 11 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)				0h 53m	0h 59m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)				2h 58m	3h 11m	4h 26m

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

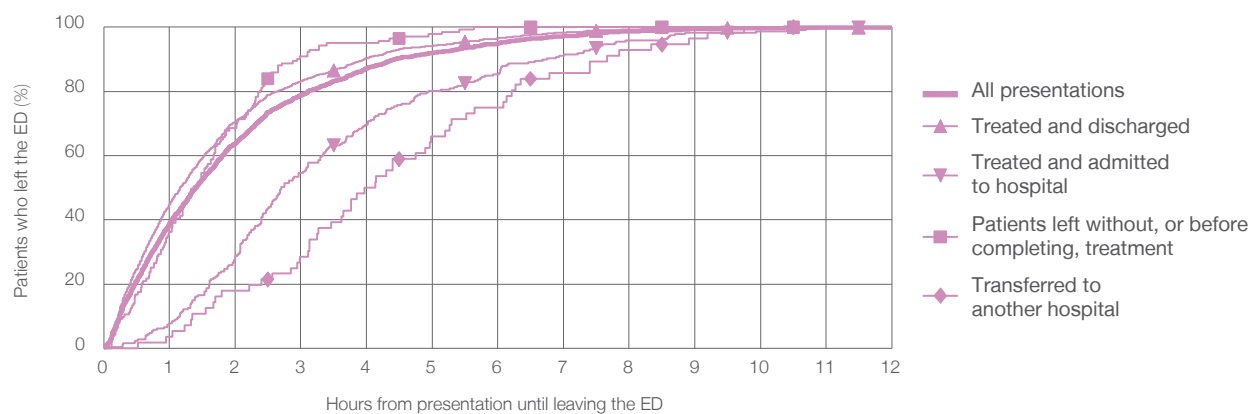
All presentations:[†] 2,048 patients

Presentations used to calculate time to leaving the ED:[‡] 2,048 patients

Treated and discharged	1,585 (77.4%)
Treated and admitted to hospital	247 (12.1%)
Patient left without, or before completing, treatment	143 (7.0%)
Transferred to another hospital	56 (2.7%)
Other	17 (0.8%)

Same period last year	Change since one year ago
2,491	-17.8%
2,125	-25.4%
230	7.4%
71	101.4%
60	-6.7%
6	183.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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

Treated and discharged	44.9%	70.5%	83.2%	90.3%	96.5%	99.2%	99.8%	99.9%
Treated and admitted to hospital	7.7%	28.7%	54.7%	69.6%	85.4%	96.0%	98.8%	100%
Patient left without, or before completing, treatment	36.4%	68.5%	90.9%	95.1%	100%	100%	100%	100%
Transferred to another hospital	3.6%	17.9%	28.6%	50.0%	75.0%	92.9%	100%	100%
All presentations	38.9%	63.9%	78.8%	87.1%	94.9%	98.7%	99.7%	100%

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Forbes District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,048 patients

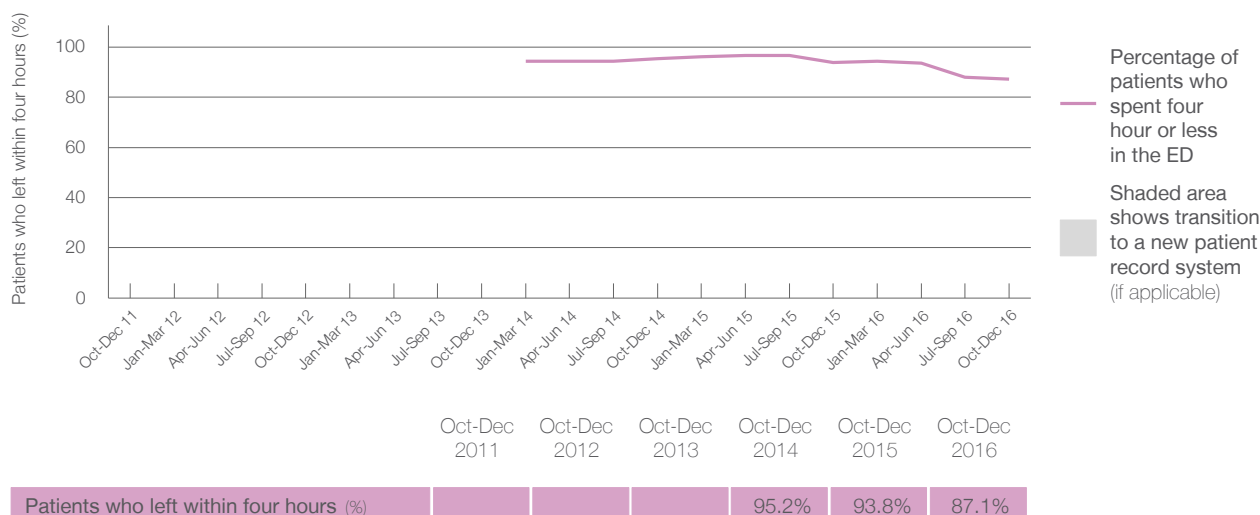
Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

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



Same period last year	Change since one year ago
2,492	-17.8%
2,491	-17.8%
93.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



- * 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 2016*.
 - 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,225 patients

Emergency presentations:² 2,027 patients

Same period last year	Change since one year ago
2,144	3.8%
1,992	1.8%

Gunnedah District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 102 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 399 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,197 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 329 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
115	
4 minutes	8 minutes
20 minutes	26 minutes
442	
18 minutes	20 minutes
70 minutes	67 minutes
1,186	
30 minutes	25 minutes
89 minutes	97 minutes
244	
22 minutes	24 minutes
85 minutes	103 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,225 patients

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

89.8%

Same period last year	Change since one year ago
2,144	3.8%
91.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

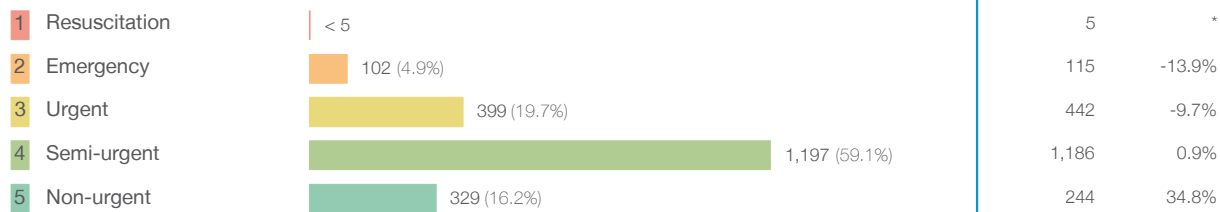
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Patients presenting to the emergency department

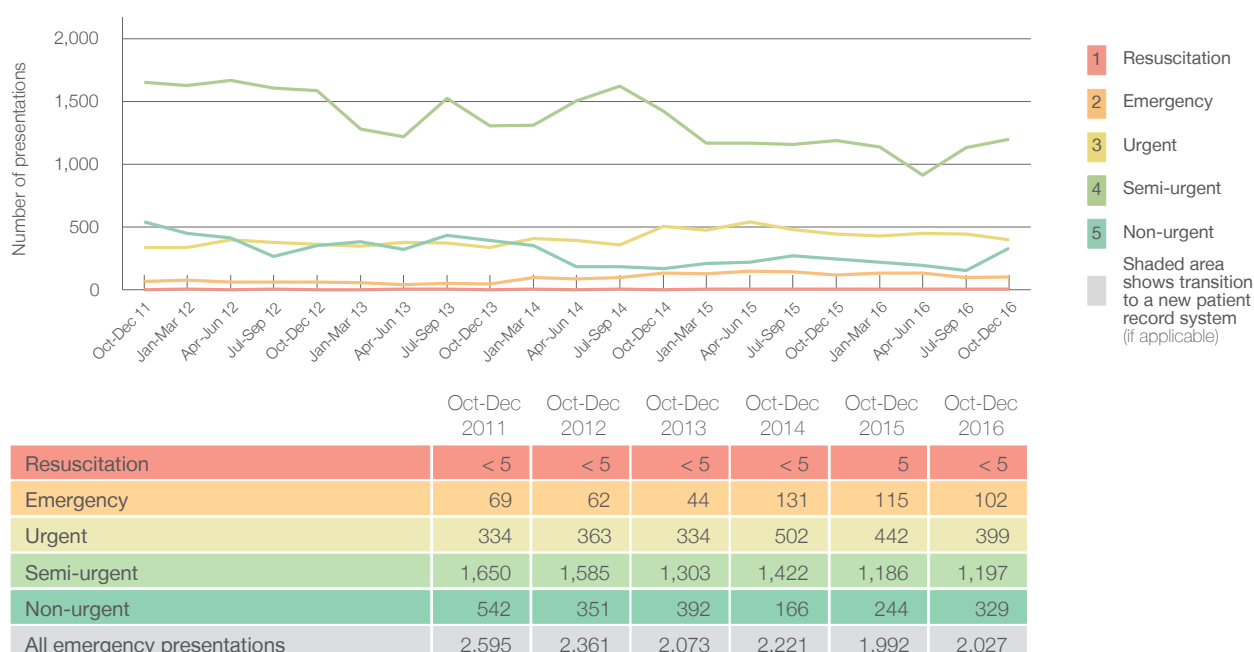
October to December 2016

All presentations:¹ 2,225 patients

Emergency presentations² by triage category: 2,027 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Gunnedah District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 146 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 102

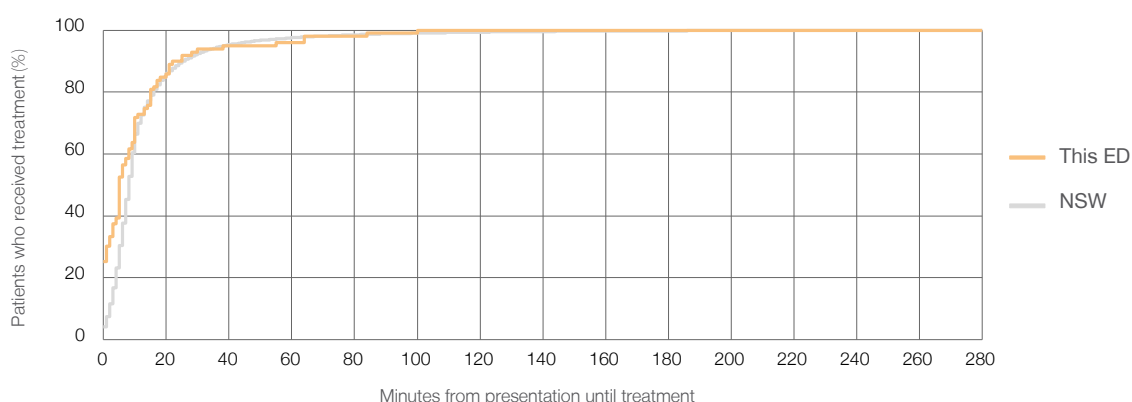
Number of triage 2 patients used to calculate waiting time:³ 99

Median time to start treatment⁴ 5 minutes

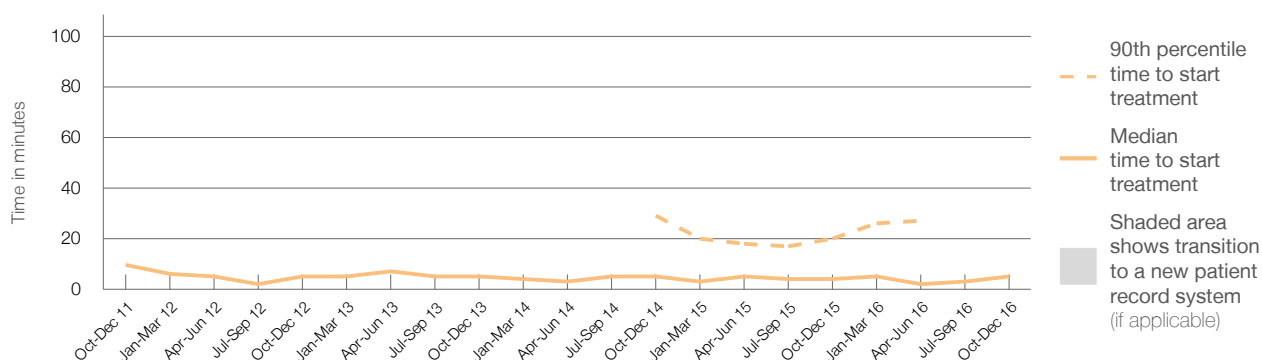
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
115	
113	
4 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	5	5	5	4	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	29	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 399

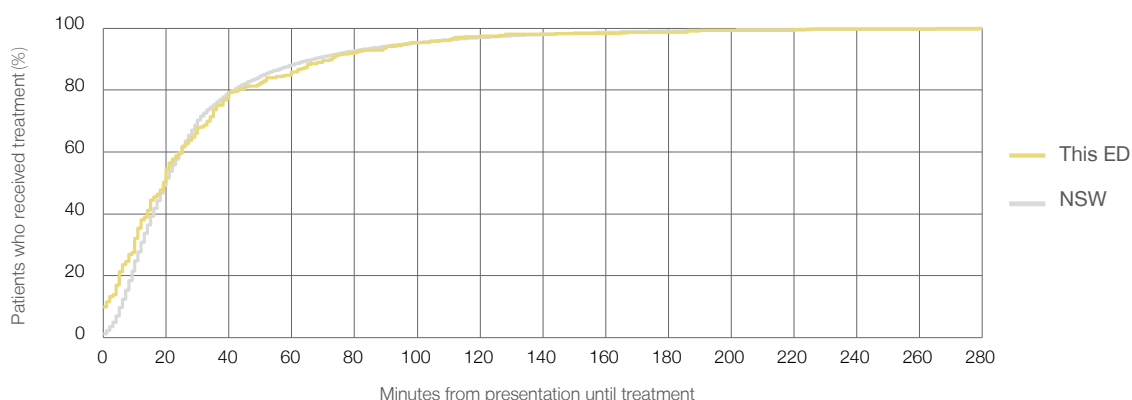
Number of triage 3 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 19 minutes

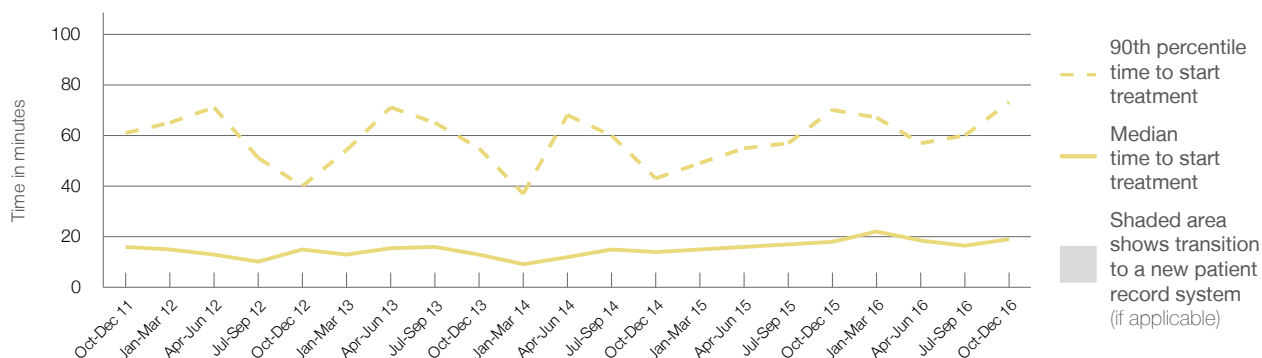
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
442	
432	
18 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	15	13	14	18	19
90th percentile time to start treatment ⁵ (minutes)	61	40	55	43	70	73

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,197

Number of triage 4 patients used to calculate waiting time:³ 1,130

Median time to start treatment⁴

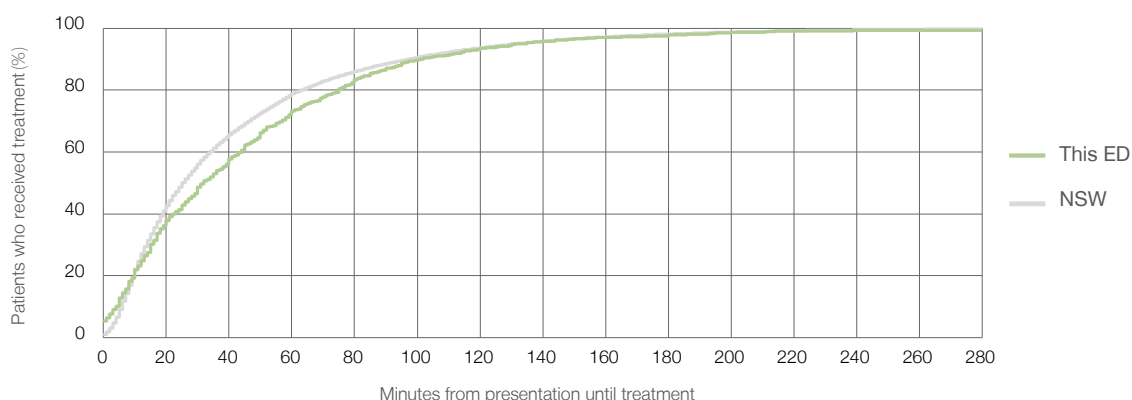
32 minutes

90th percentile time to start treatment⁵

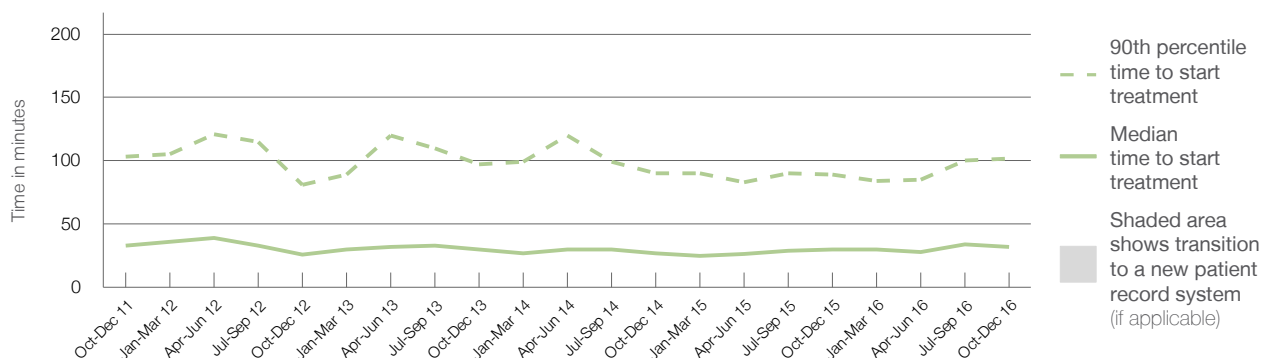
102 minutes

Same period last year	NSW (this period)
1,186	
1,135	
30 minutes	25 minutes
89 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	26	30	27	30	32
90th percentile time to start treatment ⁵ (minutes)	103	81	97	90	89	102

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 329

Number of triage 5 patients used to calculate waiting time:³ 304

Median time to start treatment⁴

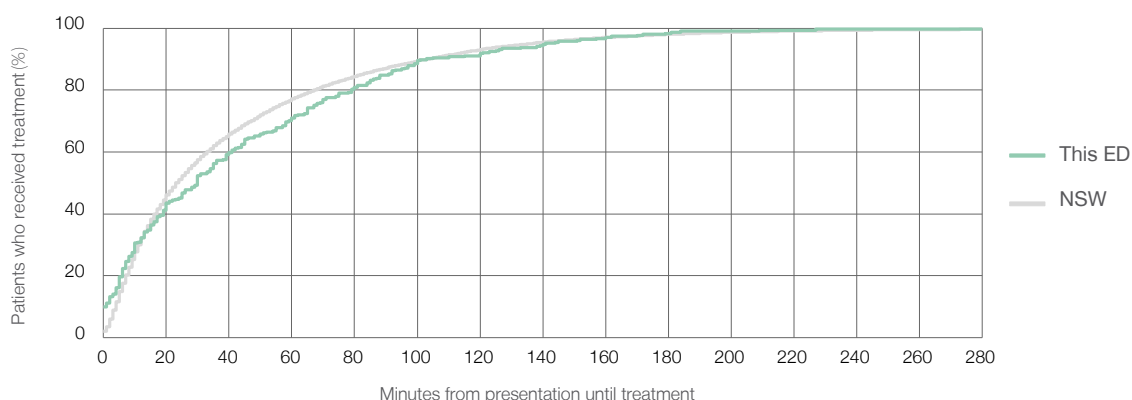
30 minutes

90th percentile time to start treatment⁵

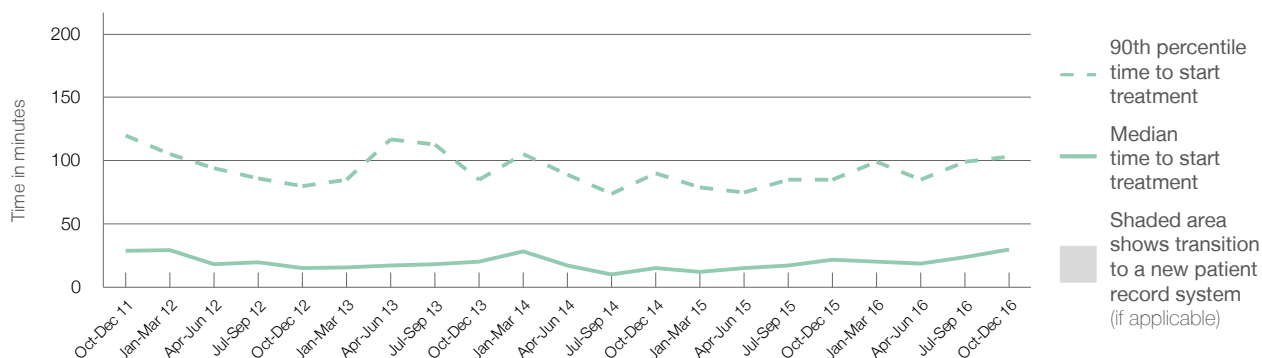
103 minutes

Same period last year	NSW (this period)
244	
235	
22 minutes	24 minutes
85 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	15	20	15	22	30
90th percentile time to start treatment ⁵ (minutes)	120	80	85	90	85	103

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,225 patients

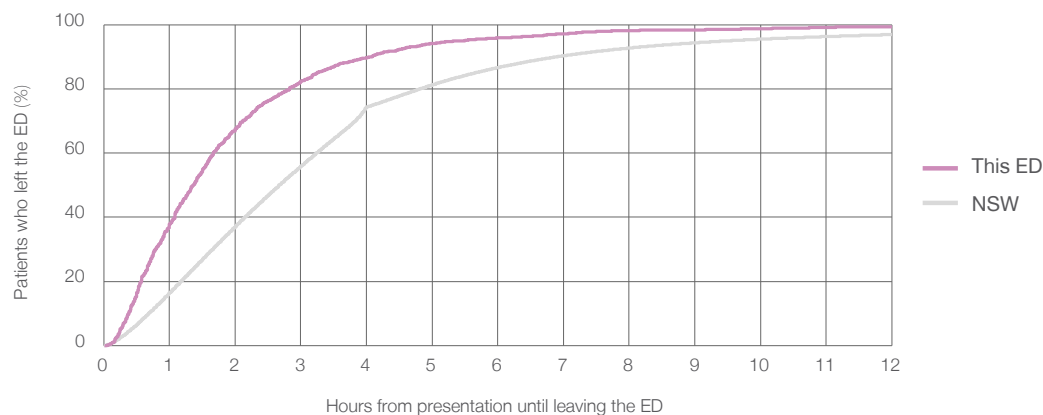
Presentations used to calculate time to leaving the ED:⁶ 2,225 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

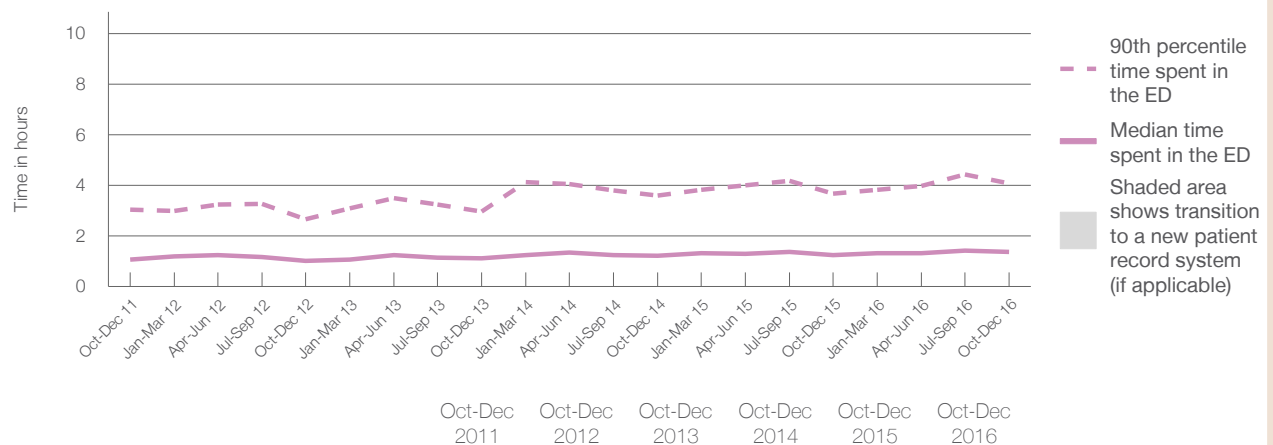
90th percentile time spent in the ED⁹ 4 hours and 5 minutes

Same period last year	NSW (this period)
2,144	2,144
1 hours and 15 minutes	2 hours and 41 minutes
3 hours and 41 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 1m	1h 7m	1h 14m	1h 15m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 2m	2h 40m	2h 58m	3h 36m	3h 41m	4h 5m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

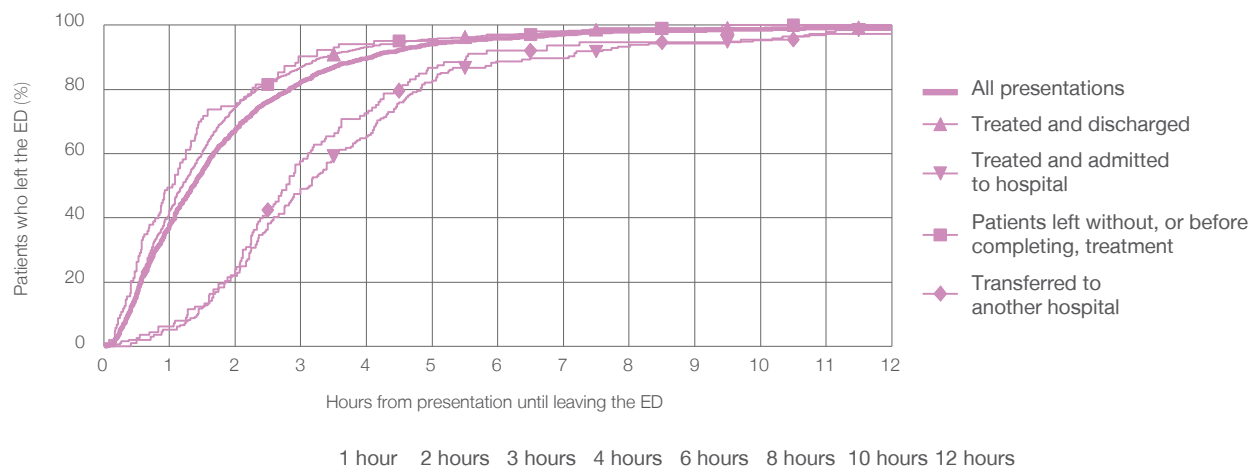
October to December 2016

All presentations:[†] 2,225 patients

Presentations used to calculate time to leaving the ED:[‡] 2,225 patients

		Same period last year	Change since one year ago
Treated and discharged	1,792 (80.5%)	1,718	4.3%
Treated and admitted to hospital	196 (8.8%)	208	-5.8%
Patient left without, or before completing, treatment	103 (4.6%)	91	13.2%
Transferred to another hospital	113 (5.1%)	120	-5.8%
Other	21 (0.9%)	7	200.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	42.2%	74.6%	87.0%	93.2%	96.8%	98.8%	99.2%	99.5%
Treated and admitted to hospital	5.1%	21.9%	49.0%	65.3%	88.8%	93.4%	95.4%	98.5%
Patient left without, or before completing, treatment	49.5%	74.8%	90.3%	94.2%	97.1%	99.0%	100%	100%
Transferred to another hospital	6.2%	23.9%	57.5%	72.6%	92.0%	94.7%	95.6%	97.3%
All presentations	37.9%	67.5%	82.3%	89.8%	95.9%	98.2%	98.7%	99.3%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Gunnedah District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,225 patients

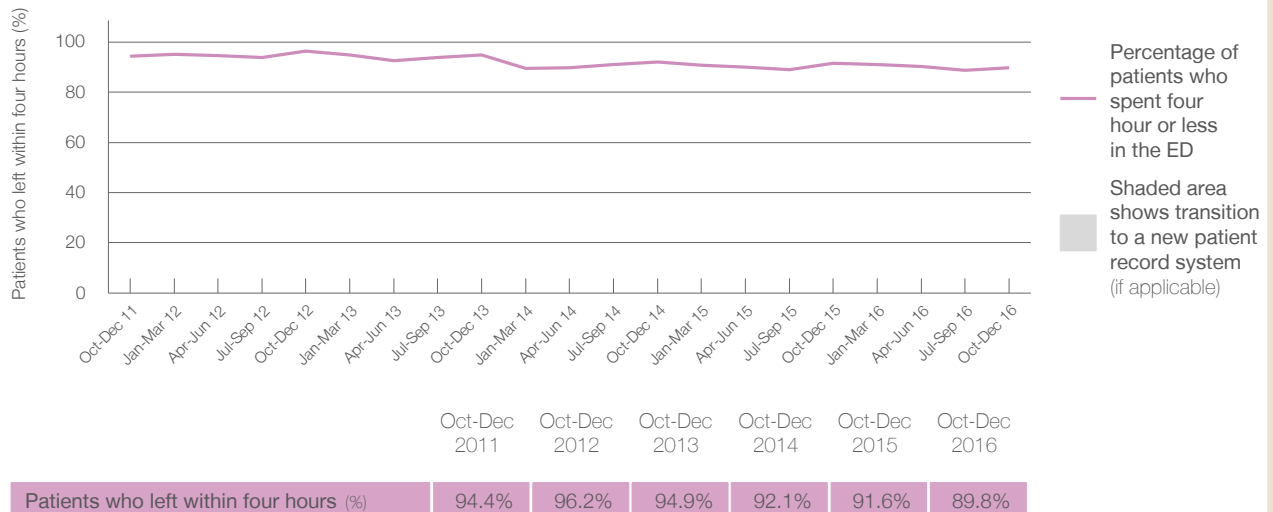
Presentations used to calculate time to leaving the ED:⁶ 2,225 patients

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



Same period last year	Change since one year ago
2,144	3.8%
2,144	3.8%
91.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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*.

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 2016*.
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 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,427 patients

Emergency presentations:² 2,356 patients

Same period last year	Change since one year ago
2,023	20.0%
1,938	21.6%

Inverell District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 252 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 786 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,032 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 281 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
217	
4 minutes	8 minutes
20 minutes	26 minutes
585	
10 minutes	20 minutes
50 minutes	67 minutes
886	
18 minutes	25 minutes
70 minutes	97 minutes
250	
11 minutes	24 minutes
60 minutes	103 minutes

Inverell District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,427 patients

Percentage of patients who spent four hours or less in the ED 89.0%

Same period last year	Change since one year ago
2,023	20.0%
89.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

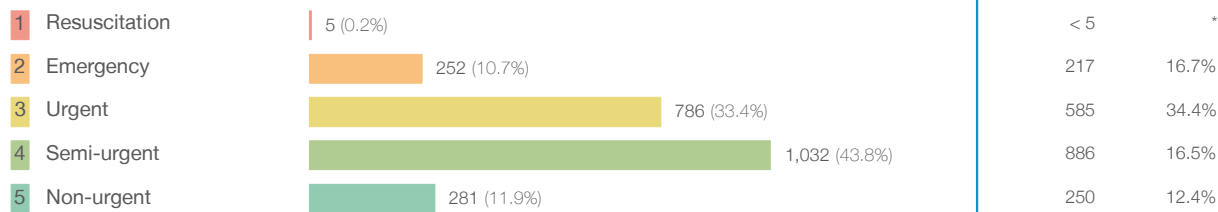
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Patients presenting to the emergency department

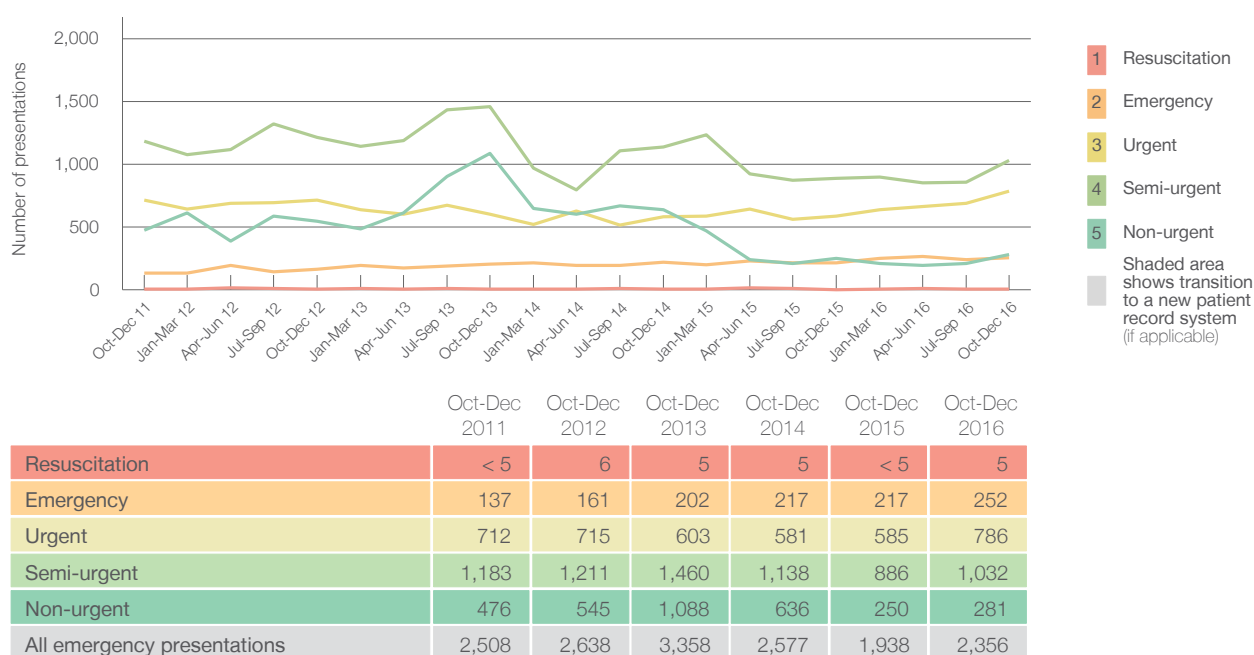
October to December 2016

All presentations:¹ 2,427 patients

Emergency presentations² by triage category: 2,356 patients



Emergency presentations² by quarter, October 2011 to December 2016 [†]



Inverell District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 257 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 252

Number of triage 2 patients used to calculate waiting time:³ 244

Median time to start treatment⁴

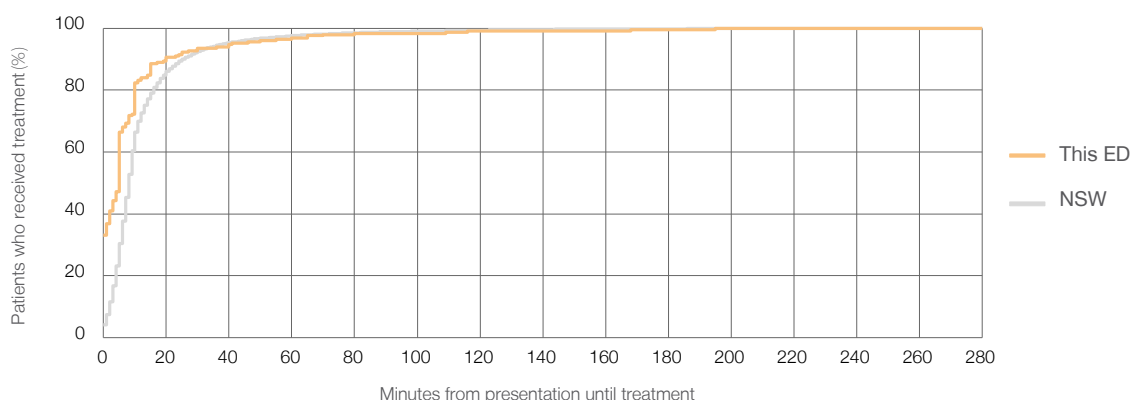
5 minutes

90th percentile time to start treatment⁵

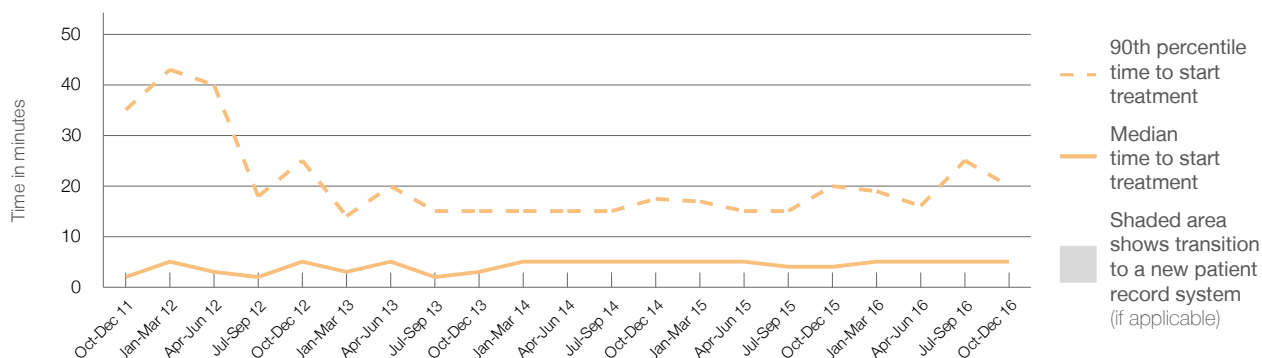
20 minutes

Same period last year	NSW (this period)
217	
213	
4 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	5	3	5	4	5
90th percentile time to start treatment ⁵ (minutes)	35	25	15	18	20	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 786

Number of triage 3 patients used to calculate waiting time:³ 750

Median time to start treatment⁴

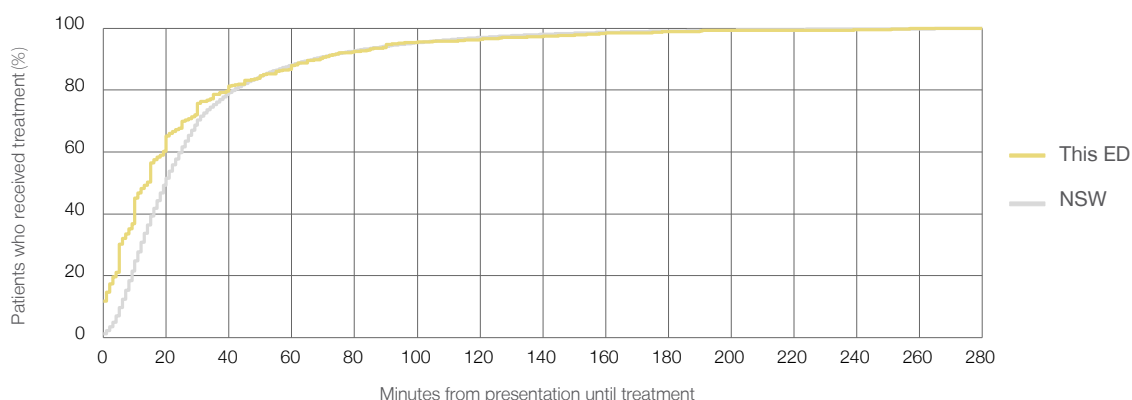
14 minutes

90th percentile time to start treatment⁵

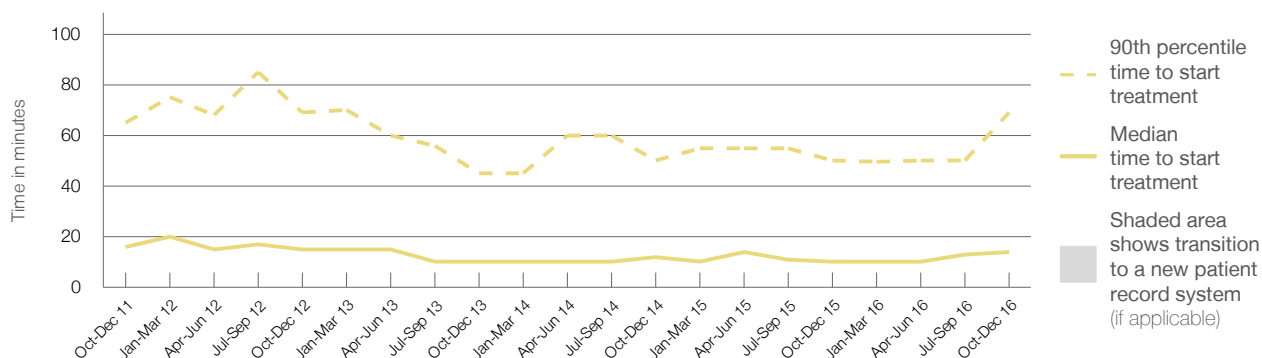
69 minutes

Same period last year	NSW (this period)
585	
568	
10 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	15	10	12	10	14
90th percentile time to start treatment ⁵ (minutes)	65	69	45	50	50	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,032

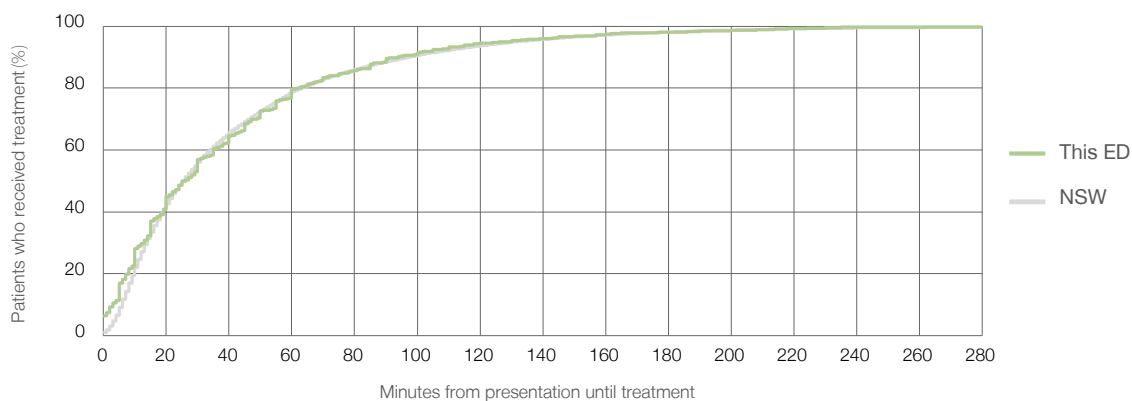
Number of triage 4 patients used to calculate waiting time:³ 919

Median time to start treatment⁴ 26 minutes

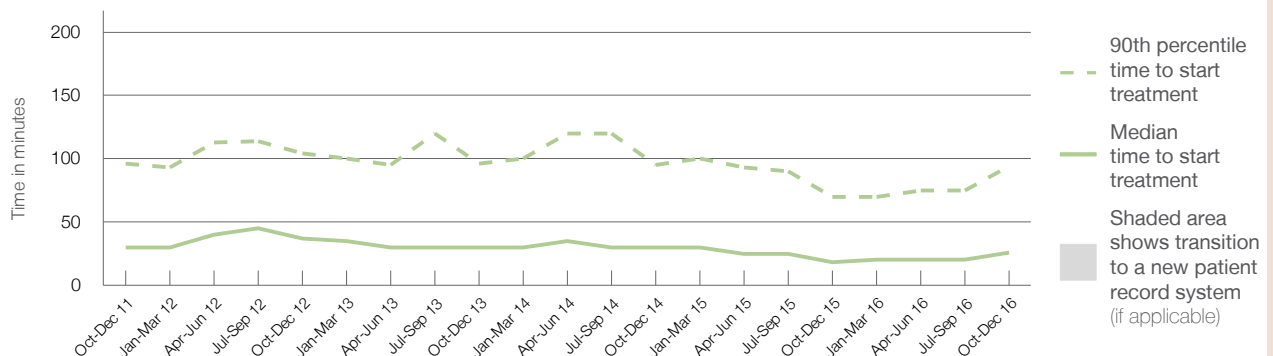
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
886	
839	
18 minutes	25 minutes
70 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	37	30	30	18	26
90th percentile time to start treatment ⁵ (minutes)	96	104	96	95	70	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 281

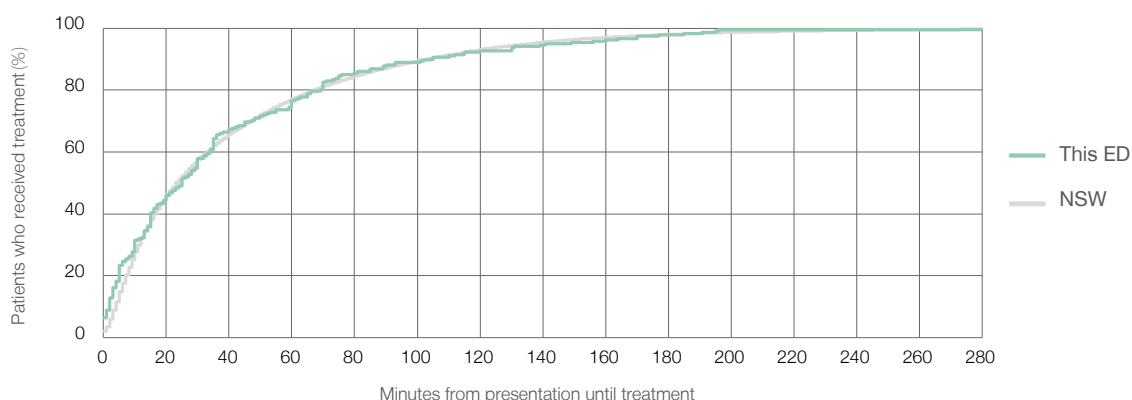
Number of triage 5 patients used to calculate waiting time:³ 235

Median time to start treatment⁴ 25 minutes

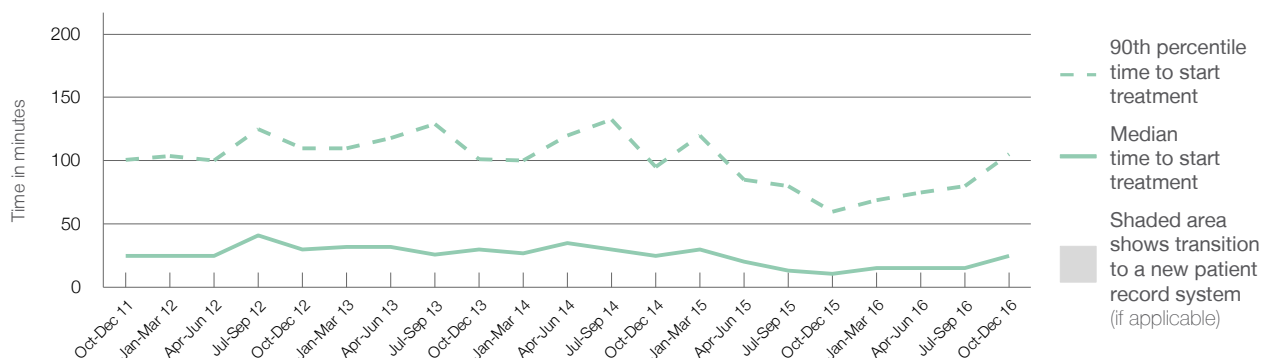
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
250	
230	
11 minutes	24 minutes
60 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	30	30	25	11	25
90th percentile time to start treatment ⁵ (minutes)	101	110	101	95	60	105

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,427 patients

Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

Median time spent in the ED⁸

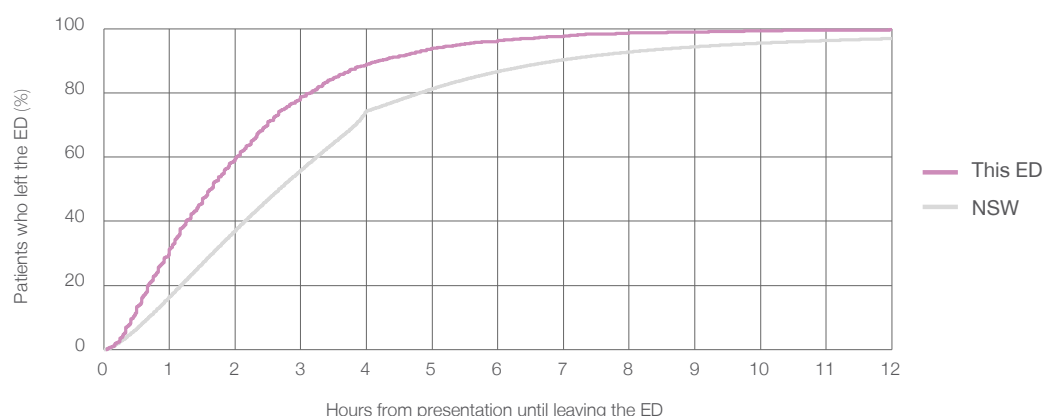
1 hours and 38 minutes

90th percentile time spent in the ED⁹

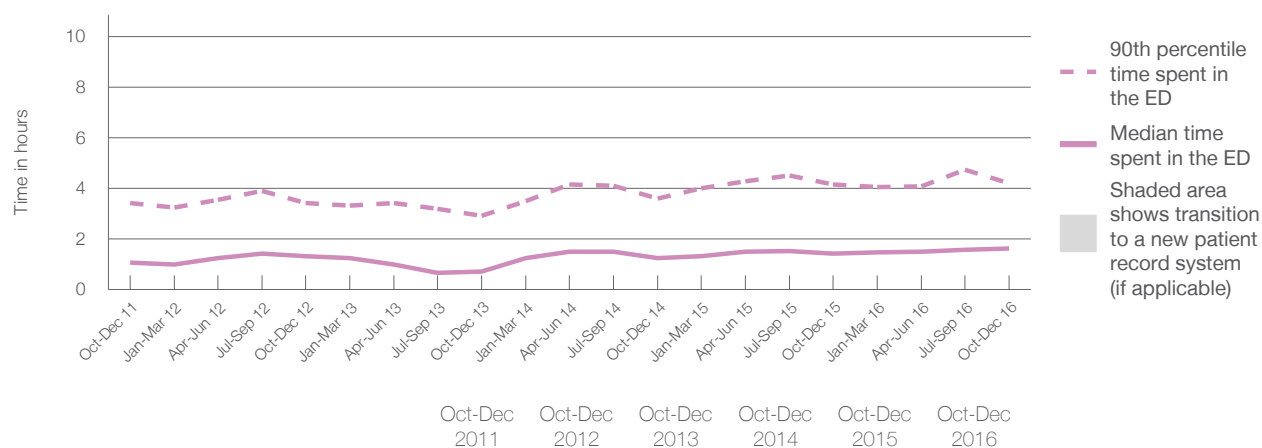
4 hours and 12 minutes

Same period last year	NSW (this period)
2,023	2,023
1 hours and 25 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 20m	0h 43m	1h 15m	1h 25m	1h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 25m	3h 25m	2h 55m	3h 36m	4h 10m	4h 12m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

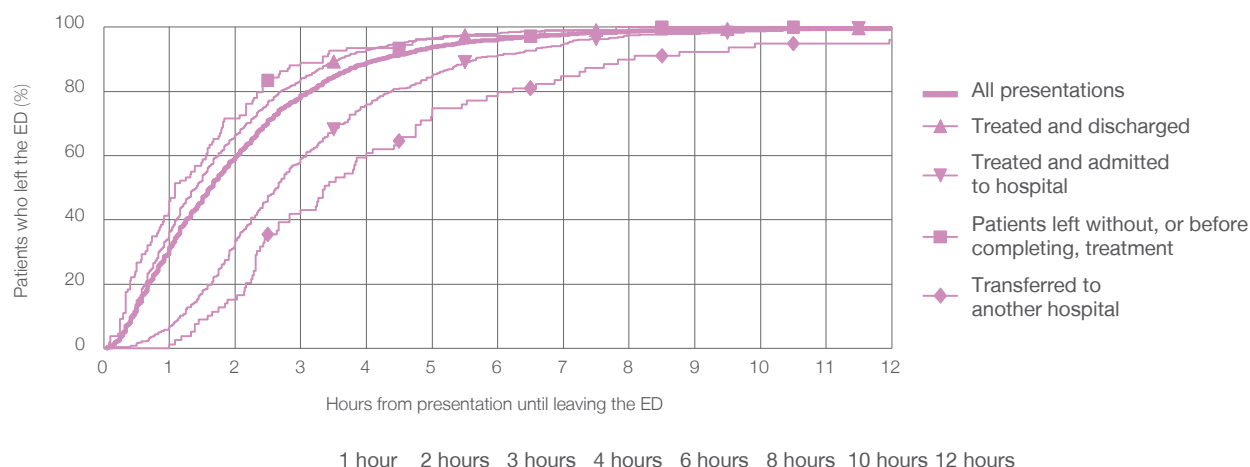
October to December 2016

All presentations:[†] 2,427 patients

Presentations used to calculate time to leaving the ED:[‡] 2,427 patients

		Same period last year	Change since one year ago
Treated and discharged	1,736 (71.5%)	1,469	18.2%
Treated and admitted to hospital	430 (17.7%)	399	7.8%
Patient left without, or before completing, treatment	109 (4.5%)	41	165.9%
Transferred to another hospital	79 (3.3%)	60	31.7%
Other	73 (3.0%)	54	35.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	36.3%	66.4%	83.9%	92.9%	98.2%	99.3%	99.7%	99.8%
Treated and admitted to hospital	6.7%	33.5%	59.1%	76.0%	91.4%	97.4%	98.6%	99.8%
Patient left without, or before completing, treatment	45.9%	71.6%	89.0%	93.6%	97.2%	100%	100%	100%
Transferred to another hospital	1.3%	15.2%	43.0%	60.8%	79.7%	89.9%	94.9%	96.2%
All presentations	31.4%	59.7%	78.7%	89.0%	96.3%	98.6%	99.3%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Inverell District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,427 patients

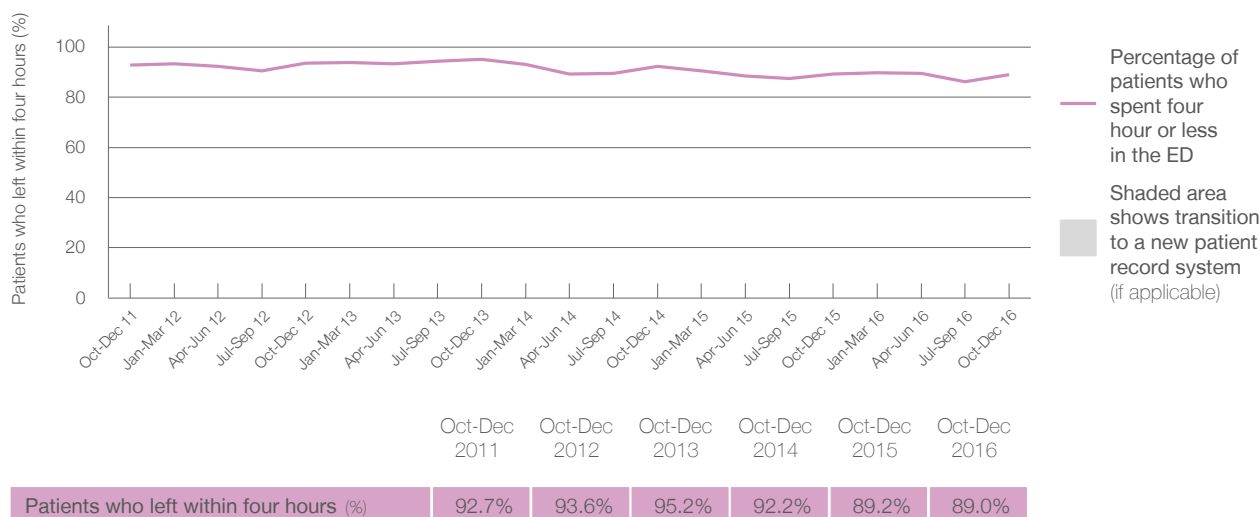
Presentations used to calculate time to leaving the ED:⁶ 2,427 patients

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



Same period last year	Change since one year ago
2,023	20.0%
2,023	20.0%
89.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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*.

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 2016*.
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 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,903 patients

Emergency presentations:² 6,746 patients

Same period last year	Change since one year ago
6,256	10.3%
6,083	10.9%

Kempsey Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 843 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,236 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,894 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 749 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
619	
11 minutes	8 minutes
26 minutes	26 minutes
2,057	
20 minutes	20 minutes
55 minutes	67 minutes
2,717	
20 minutes	25 minutes
76 minutes	97 minutes
666	
17 minutes	24 minutes
78 minutes	103 minutes

Kempsey Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,899 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
6,253	10.3%
84.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

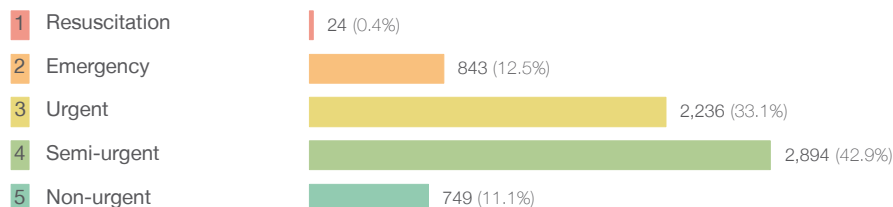
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Patients presenting to the emergency department

October to December 2016

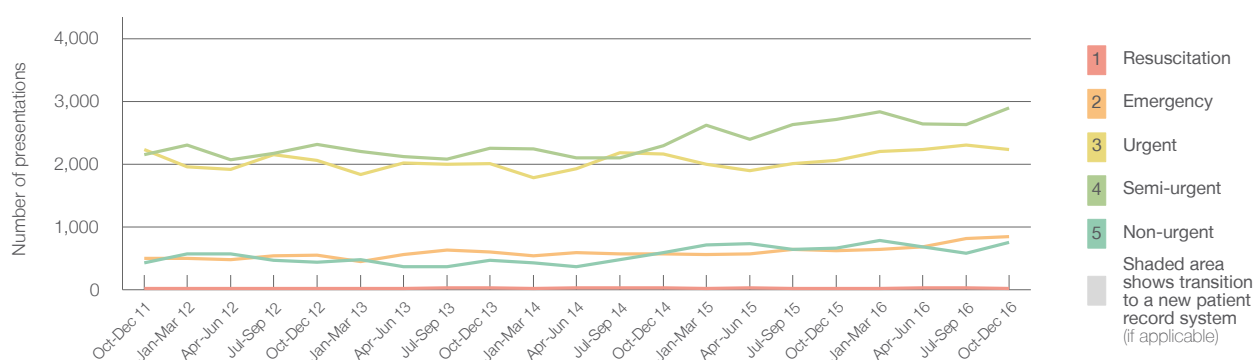
All presentations:¹ 6,903 patients

Emergency presentations² by triage category: 6,746 patients



Same period last year	Change since one year ago
6,256	10.3%
6,083	10.9%
24	0.0%
619	36.2%
2,057	8.7%
2,717	6.5%
666	12.5%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	20	21	29	34	24	24
Emergency	501	554	597	567	619	843
Urgent	2,230	2,055	2,010	2,164	2,057	2,236
Semi-urgent	2,151	2,311	2,254	2,295	2,717	2,894
Non-urgent	431	433	463	590	666	749
All emergency presentations	5,333	5,374	5,353	5,650	6,083	6,746

Kempsey Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 840 patients

ED Transfer of care time



Same period last year	Change since one year ago
775	
14 minutes	-2 minutes
37 minutes	-13 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 843

Number of triage 2 patients used to calculate waiting time:³ 839

Median time to start treatment⁴

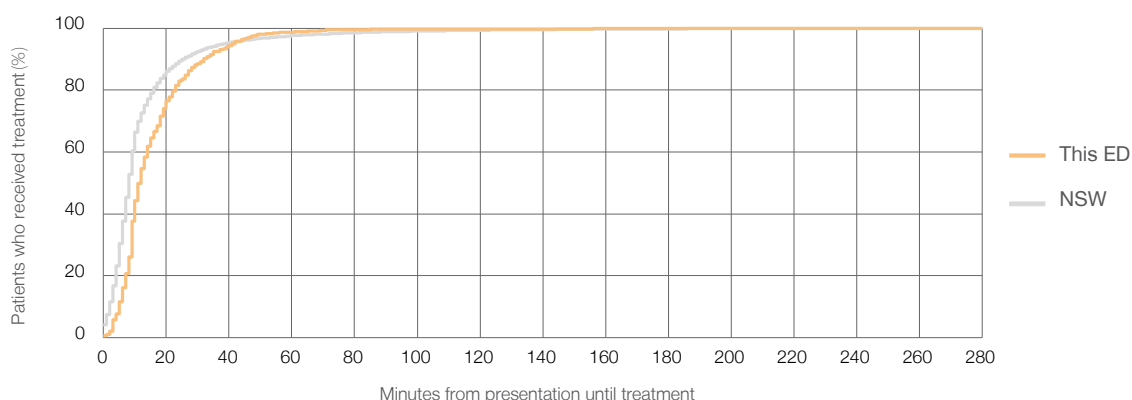
12 minutes

90th percentile time to start treatment⁵

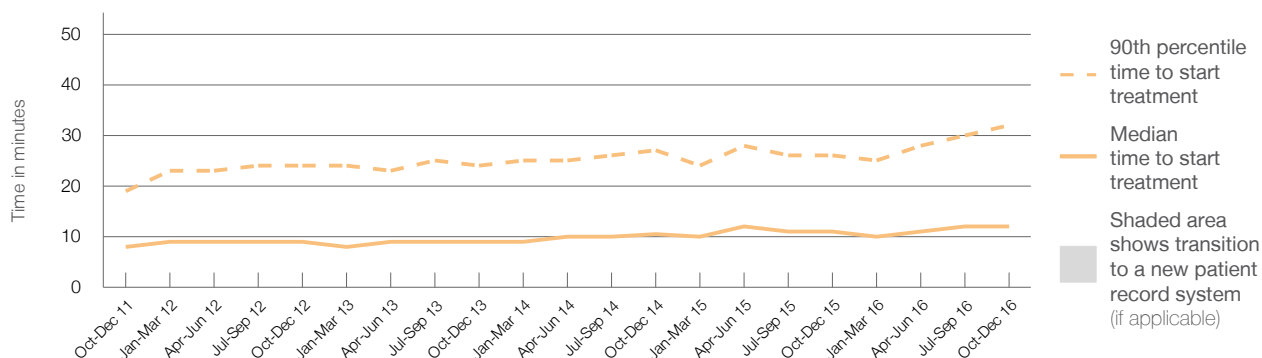
32 minutes

Same period last year	NSW (this period)
619	
619	
11 minutes	8 minutes
26 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	9	11	11	12
90th percentile time to start treatment ⁵ (minutes)	19	24	24	27	26	32

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 2,236

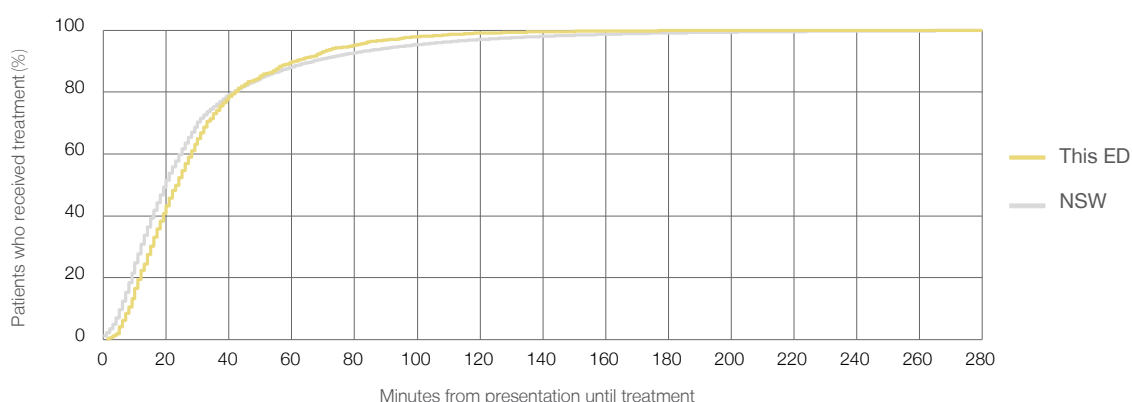
Number of triage 3 patients used to calculate waiting time:³ 2,198

Median time to start treatment⁴ 24 minutes

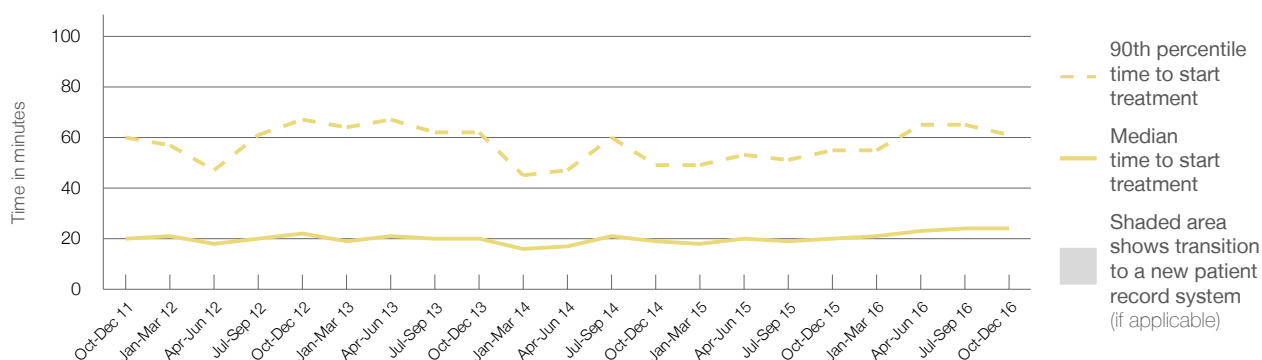
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,057	
2,018	
20 minutes	20 minutes
55 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	22	20	19	20	24
90th percentile time to start treatment ⁵ (minutes)	60	67	62	49	55	61

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 2,894

Number of triage 4 patients used to calculate waiting time:³ 2,780

Median time to start treatment⁴

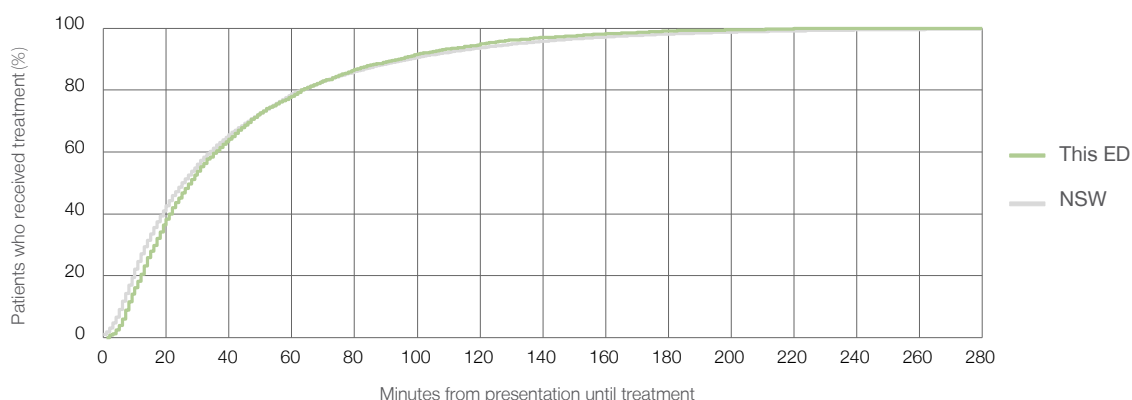
28 minutes

90th percentile time to start treatment⁵

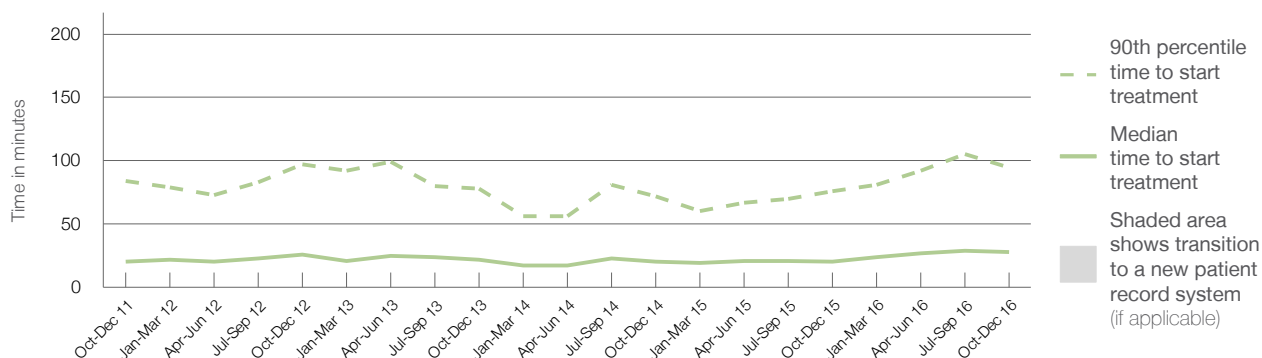
95 minutes

Same period last year	NSW (this period)
2,717	
2,615	
20 minutes	25 minutes
76 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	26	22	20	20	28
90th percentile time to start treatment ⁵ (minutes)	84	97	78	72	76	95

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 749

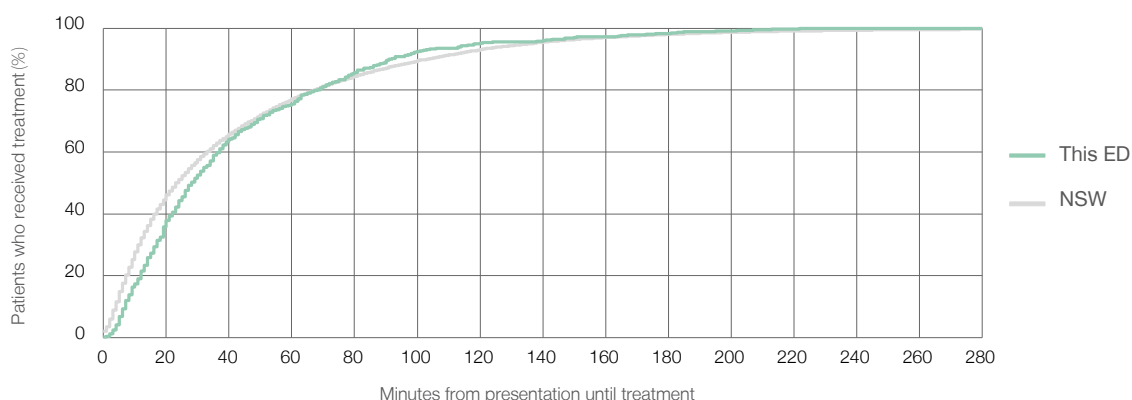
Number of triage 5 patients used to calculate waiting time:³ 669

Median time to start treatment⁴ 28 minutes

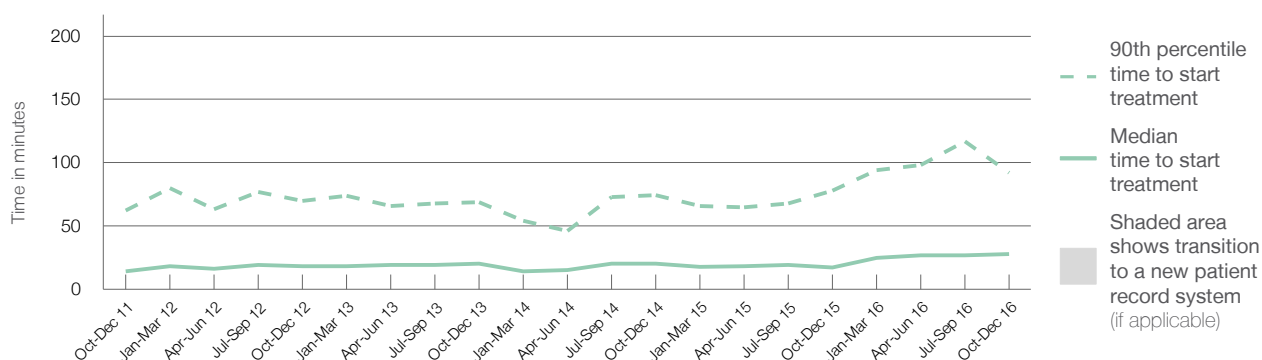
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
666	
603	
17 minutes	24 minutes
78 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	18	20	20	17	28
90th percentile time to start treatment ⁵ (minutes)	62	70	69	75	78	92

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,903 patients

Presentations used to calculate time to leaving the ED:⁶ 6,899 patients

Median time spent in the ED⁸

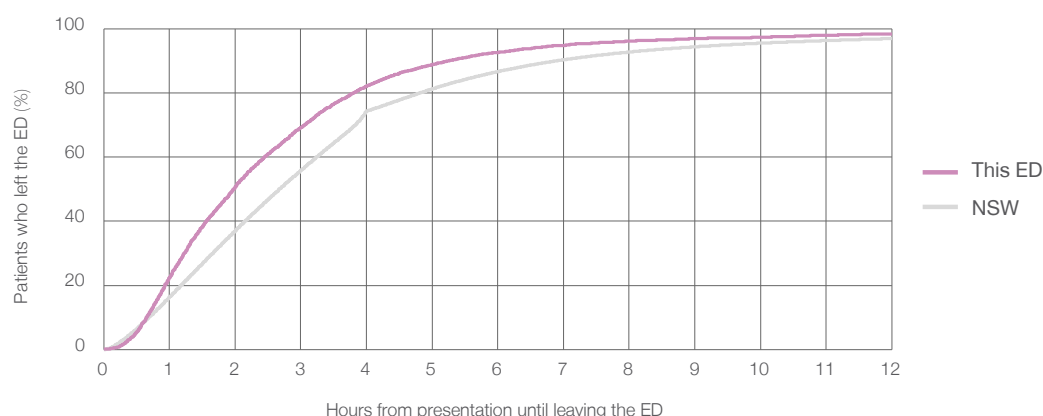
1 hours and 59 minutes

90th percentile time spent in the ED⁹

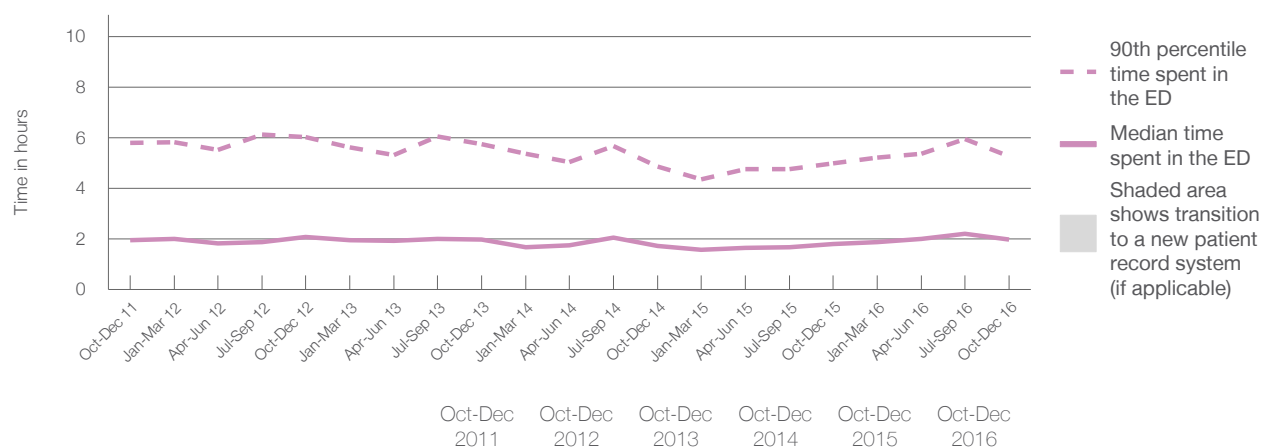
5 hours and 16 minutes

Same period last year	NSW (this period)
6,256	
6,253	
1 hours and 48 minutes	2 hours and 41 minutes
4 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time patients spent in the ED

By mode of separation

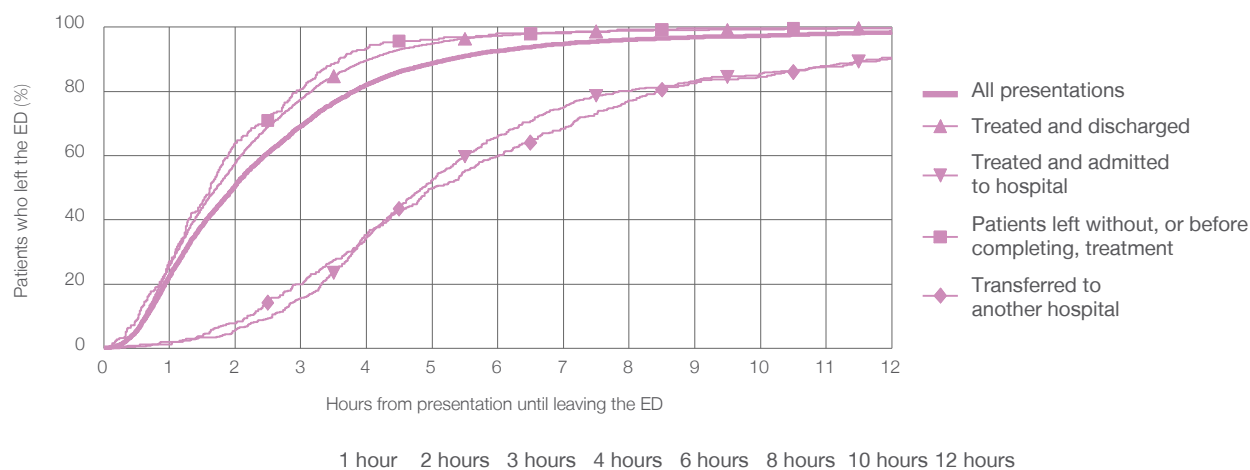
October to December 2016

All presentations:[†] 6,903 patients

Presentations used to calculate time to leaving the ED:[‡] 6,899 patients

		Same period last year	Change since one year ago
Treated and discharged	5,655 (81.9%)	6,253	10.3%
Treated and admitted to hospital	633 (9.2%)	5,011	12.9%
Patient left without, or before completing, treatment	255 (3.7%)	689	-8.1%
Transferred to another hospital	345 (5.0%)	244	4.5%
Other	15 (0.2%)	303	13.9%
		9	66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	25.9%	57.9%	77.6%	89.8%	97.3%	98.9%	99.3%	99.8%
Treated and admitted to hospital	2.1%	5.7%	15.6%	34.8%	66.2%	80.1%	85.5%	90.2%
Patient left without, or before completing, treatment	27.1%	63.9%	80.8%	93.3%	98.0%	99.2%	99.6%	99.6%
Transferred to another hospital	1.2%	7.8%	20.0%	35.4%	59.7%	77.1%	84.6%	90.4%
All presentations	22.6%	50.9%	69.2%	82.2%	92.6%	96.1%	97.3%	98.4%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kempsey Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,903 patients

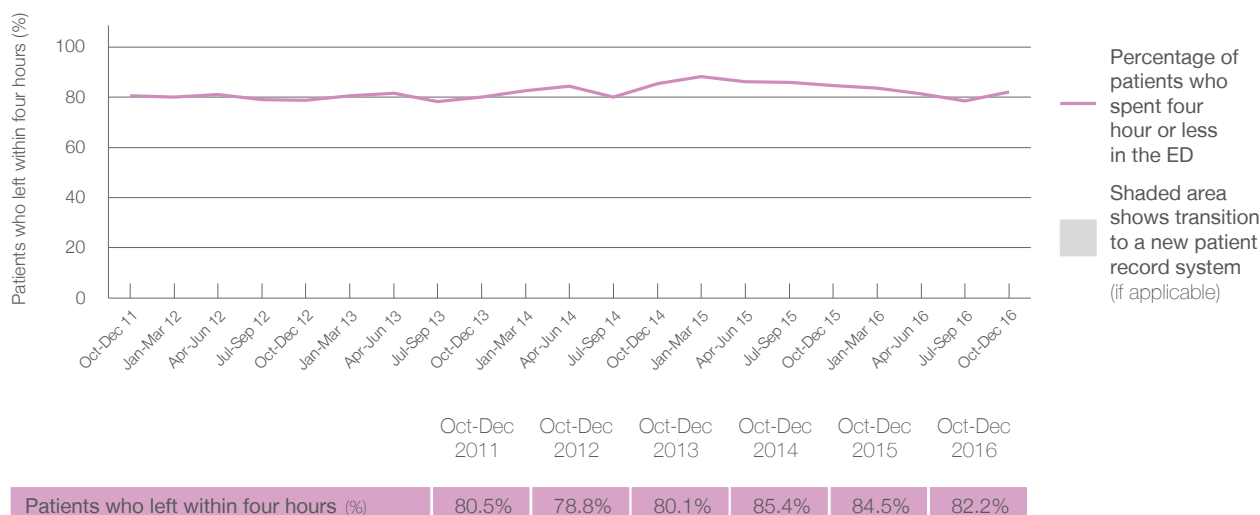
Presentations used to calculate time to leaving the ED:⁶ 6,899 patients

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

82.2%

Same period last year	Change since one year ago
6,256	10.3%
6,253	10.3%
84.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 1,035 patients

Emergency presentations:² 968 patients

Same period last year	Change since one year ago
1,321	-21.7%
1,303	-25.7%

Kurri Kurri District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 78 patients

Median time to start treatment⁴ 4 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 270 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 509 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 46 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 111 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
75	
3 minutes	8 minutes
*	26 minutes
344	
11 minutes	20 minutes
35 minutes	67 minutes
676	
13 minutes	25 minutes
68 minutes	97 minutes
208	
11 minutes	24 minutes
57 minutes	103 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 1,035 patients

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

95.5%

Same period last year	Change since one year ago
1,321	-21.7%
93.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

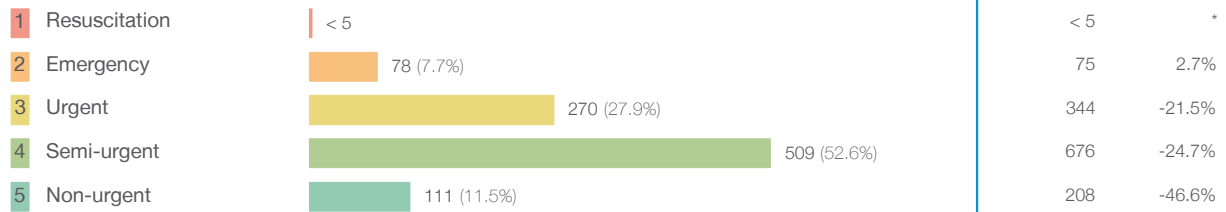
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Patients presenting to the emergency department

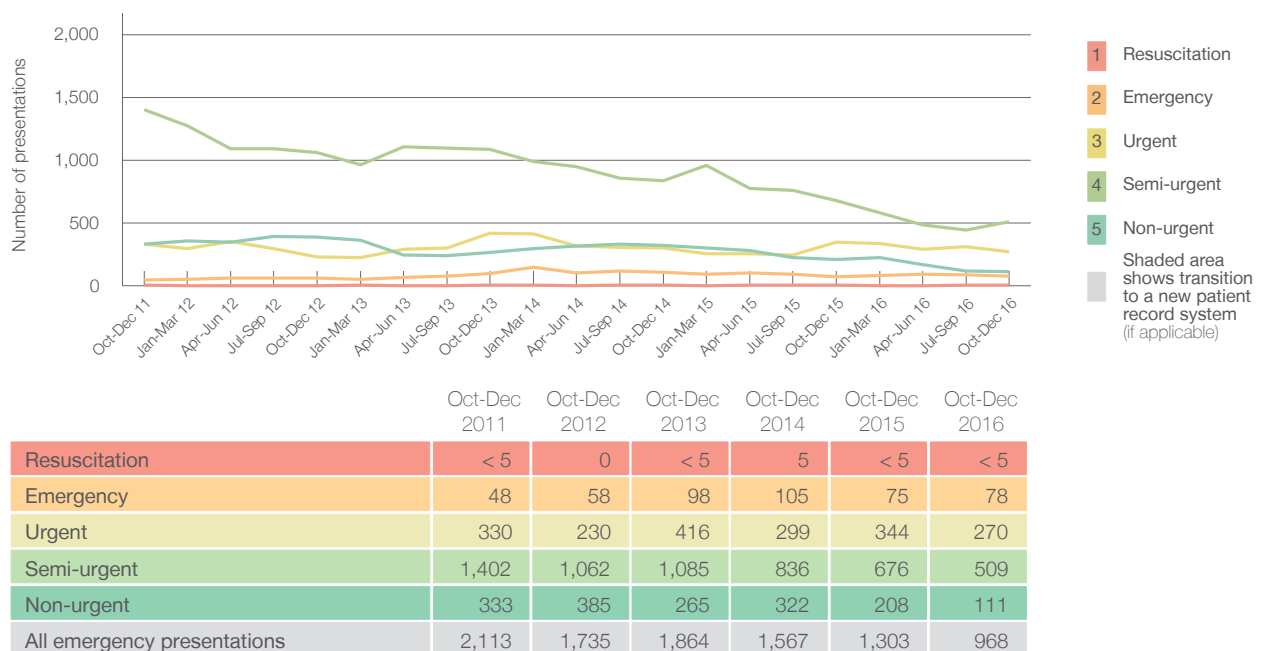
October to December 2016

All presentations¹ 1,035 patients

Emergency presentations² by triage category: 968 patients



Emergency presentations² by quarter, October 2011 to December 2016[‡]



Kurri Kurri District Hospital: Patients arriving by ambulance

October to December 2016

ED Transfer of care time is not currently available for this hospital.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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 78

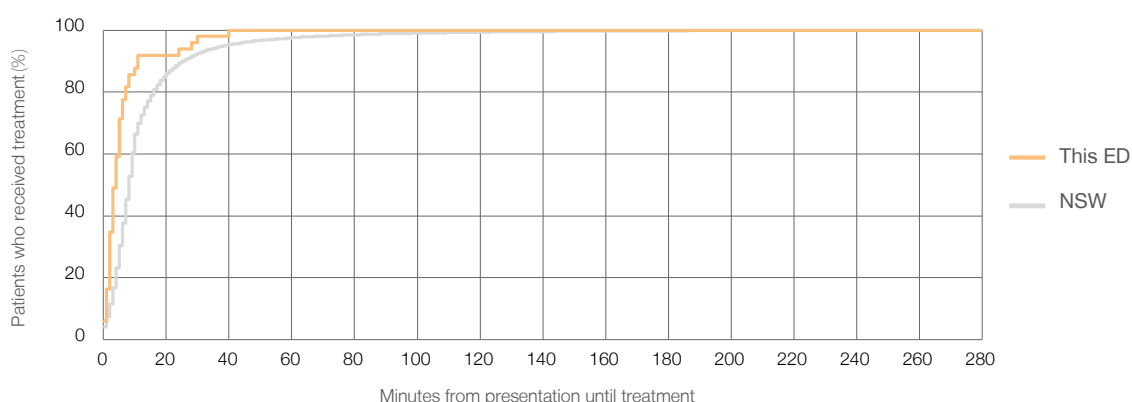
Number of triage 2 patients used to calculate waiting time:³ 49

Median time to start treatment⁴ 4 minutes

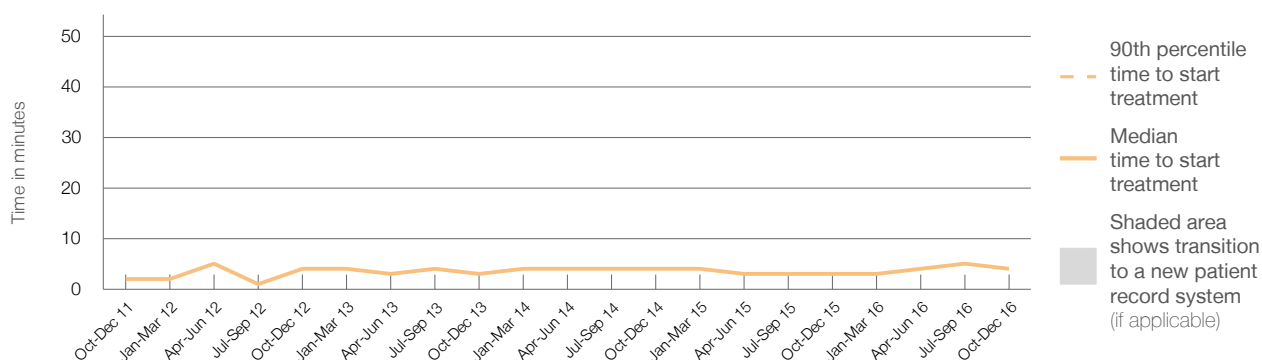
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
75	
57	
3 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment(minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	4	3	4	3	4
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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 270

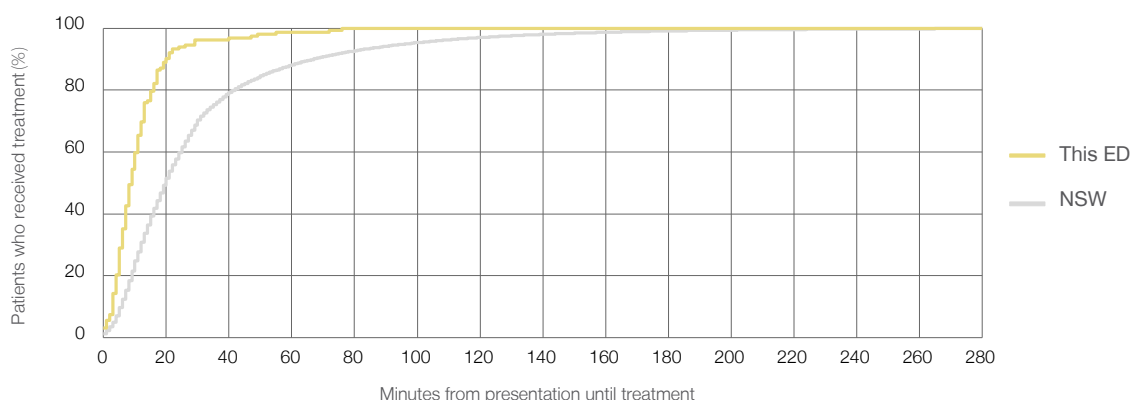
Number of triage 3 patients used to calculate waiting time:³ 162

Median time to start treatment⁴ 9 minutes

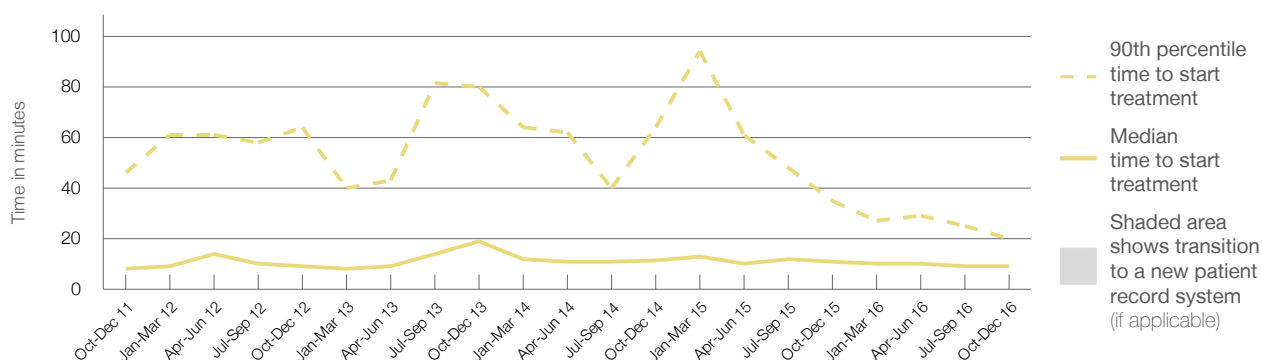
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
344	
253	
11 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	19	12	11	9
90th percentile time to start treatment ⁵ (minutes)	46	64	80	64	35	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 509

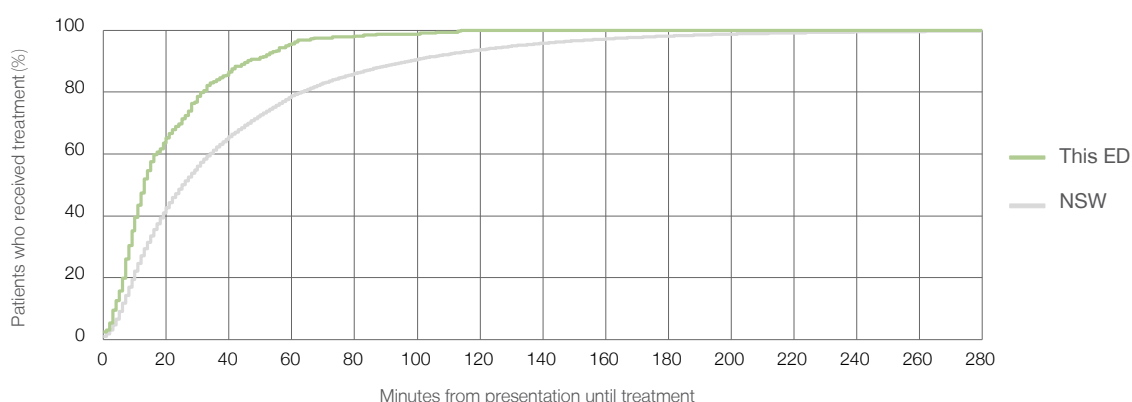
Number of triage 4 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 13 minutes

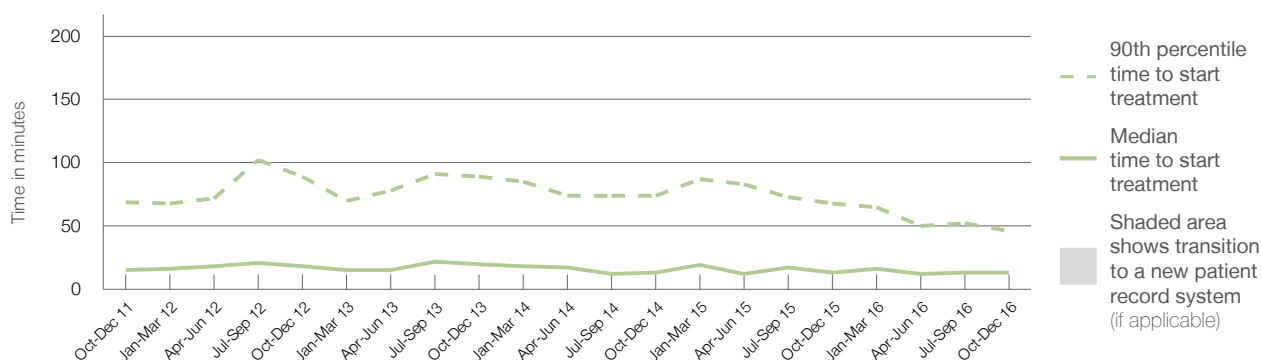
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
676	
457	
13 minutes	25 minutes
68 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	18	20	13	13	13
90th percentile time to start treatment ⁵ (minutes)	69	89	89	74	68	46

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 111

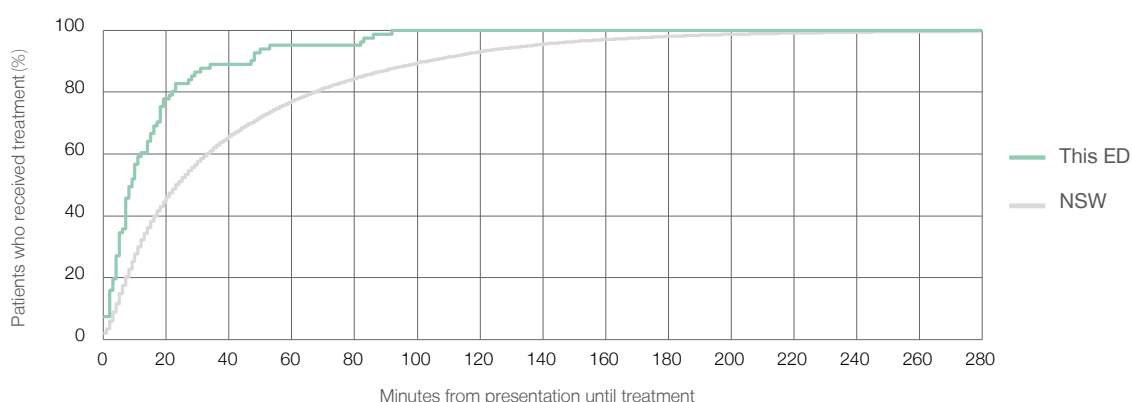
Number of triage 5 patients used to calculate waiting time:³ 81

Median time to start treatment⁴ 9 minutes

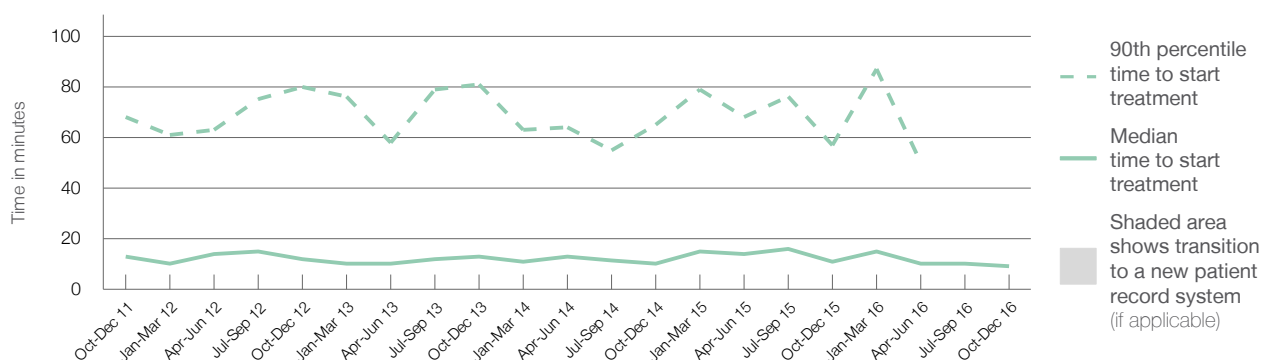
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
208	
150	
11 minutes	24 minutes
57 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	13	12	13	10	11	9
90th percentile time to start treatment ⁵ (minutes)	68	80	81	65	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 1,035 patients

Presentations used to calculate time to leaving the ED:⁶ 1,035 patients

Median time spent in the ED⁸

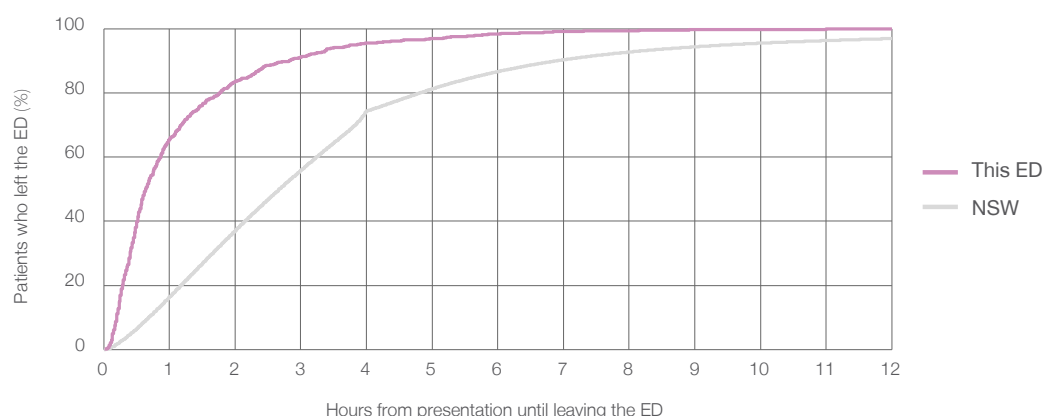
0 hours and 39 minutes

90th percentile time spent in the ED⁹

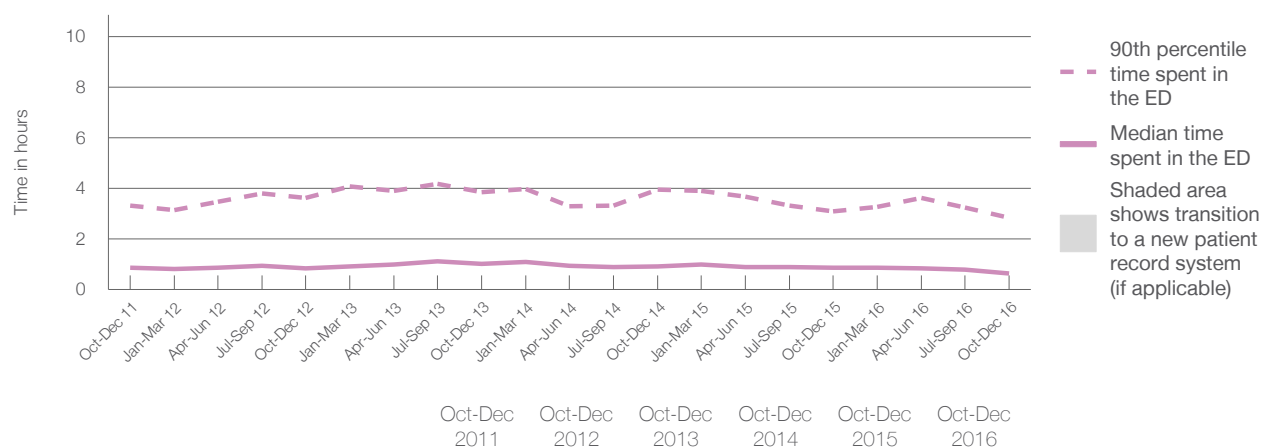
2 hours and 50 minutes

Same period last year	NSW (this period)
1,321	
1,321	
0 hours and 52 minutes	2 hours and 41 minutes
3 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 53m	0h 51m	1h 2m	0h 56m	0h 52m	0h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 20m	3h 38m	3h 51m	3h 57m	3h 6m	2h 50m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

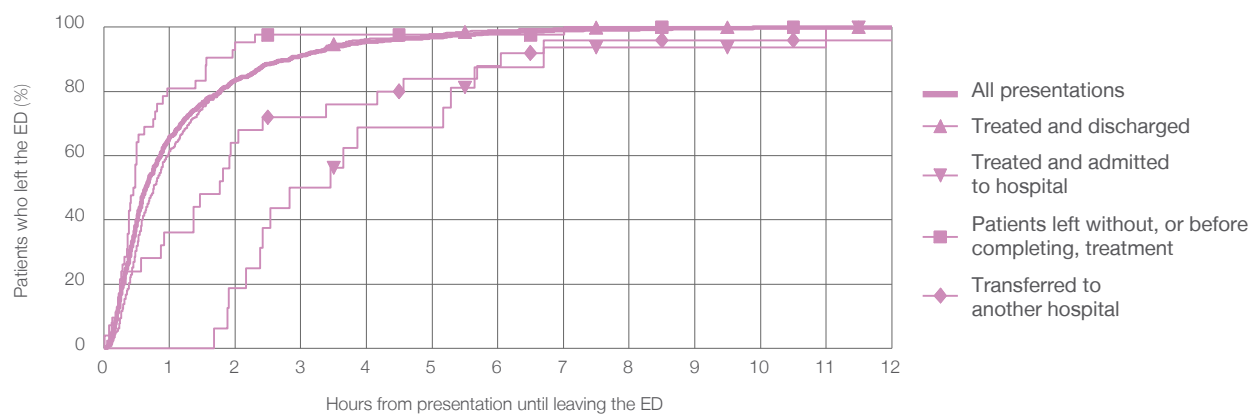
October to December 2016

All presentations:[†] 1,035 patients

Presentations used to calculate time to leaving the ED:[‡] 1,035 patients

		Same period last year	Change since one year ago
Treated and discharged	616 (59.5%)	1,321	-21.7%
Treated and admitted to hospital	16 (1.5%)	829	-25.7%
Patient left without, or before completing, treatment	42 (4.1%)	31	-48.4%
Transferred to another hospital	25 (2.4%)	104	-59.6%
Other	336 (32.5%)	52	-51.9%
		305	10.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	61.4%	83.6%	91.2%	96.3%	99.0%	100%	100%	100%
Treated and admitted to hospital	0%	18.8%	50.0%	68.8%	87.5%	93.8%	93.8%	100%
Patient left without, or before completing, treatment	81.0%	95.2%	97.6%	97.6%	97.6%	100%	100%	100%
Transferred to another hospital	36.0%	64.0%	72.0%	76.0%	88.0%	96.0%	96.0%	96.0%
All presentations	65.7%	83.6%	91.2%	95.5%	98.3%	99.3%	99.8%	99.9%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Kurri Kurri District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 1,035 patients

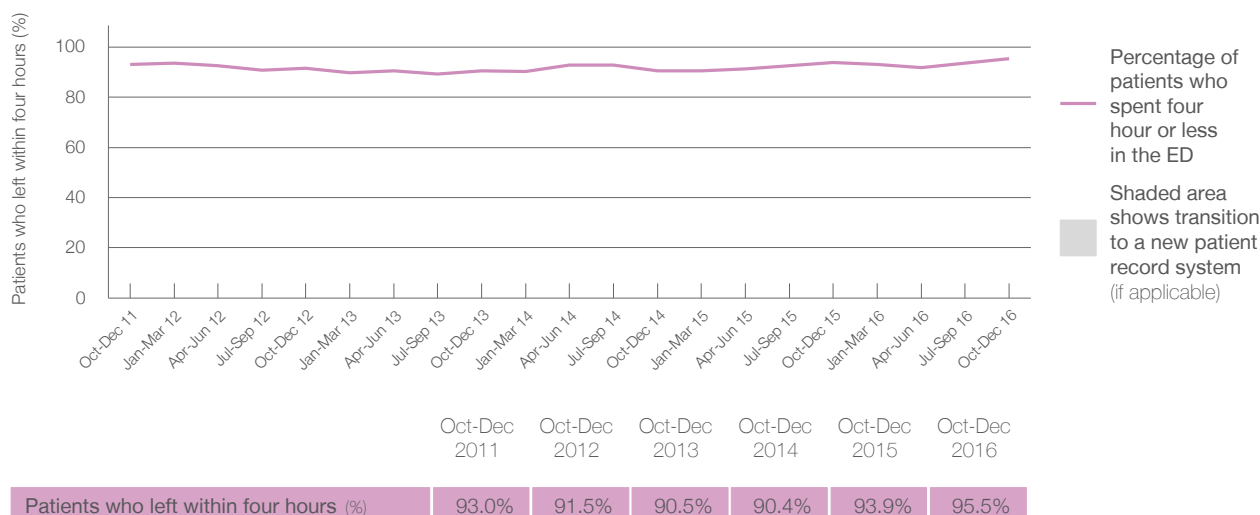
Presentations used to calculate time to leaving the ED:⁶ 1,035 patients

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



Same period last year	Change since one year ago
1,321	-21.7%
1,321	-21.7%
93.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,294 patients

Emergency presentations:² 3,173 patients

Same period last year	Change since one year ago
3,255	1.2%
3,134	1.2%

Lithgow Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,042 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,336 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
385	
4 minutes	8 minutes
12 minutes	26 minutes
964	
11 minutes	20 minutes
35 minutes	67 minutes
1,341	
11 minutes	25 minutes
50 minutes	97 minutes
434	
10 minutes	24 minutes
46 minutes	103 minutes

Lithgow Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,290 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
3,255	1.1%
86.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

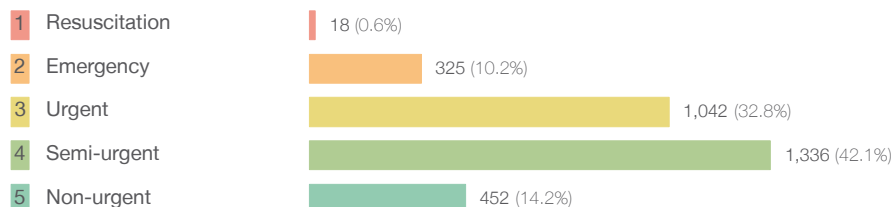
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Patients presenting to the emergency department

October to December 2016

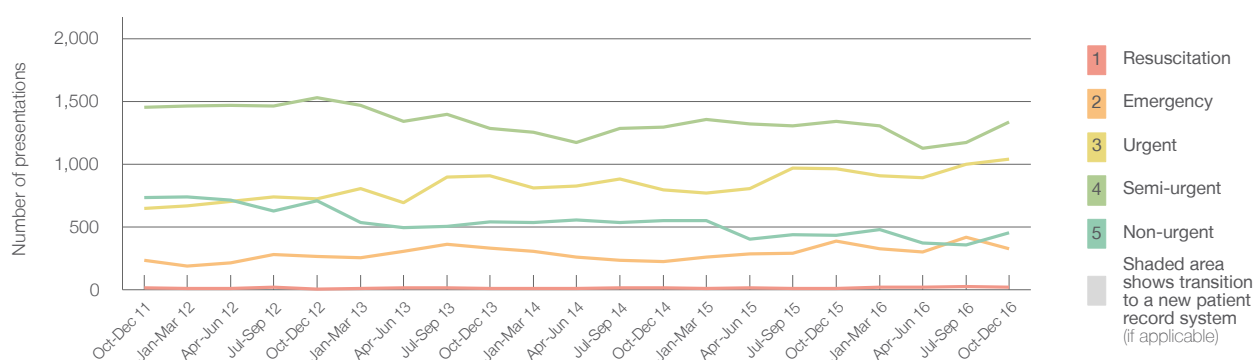
All presentations:¹ 3,294 patients

Emergency presentations² by triage category: 3,173 patients



Same period last year	Change since one year ago
3,255	1.2%
3,134	1.2%
10	80.0%
385	-15.6%
964	8.1%
1,341	-0.4%
434	4.1%

Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	16	6	8	16	10	18
Emergency	233	266	332	223	385	325
Urgent	649	725	906	795	964	1,042
Semi-urgent	1,451	1,528	1,287	1,295	1,341	1,336
Non-urgent	733	708	539	549	434	452
All emergency presentations	3,082	3,233	3,072	2,878	3,134	3,173

Lithgow Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 584 patients

ED Transfer of care time



Same period last year	Change since one year ago
599	
10 minutes	-1 minute
23 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

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

Number of triage 2 patients: 325

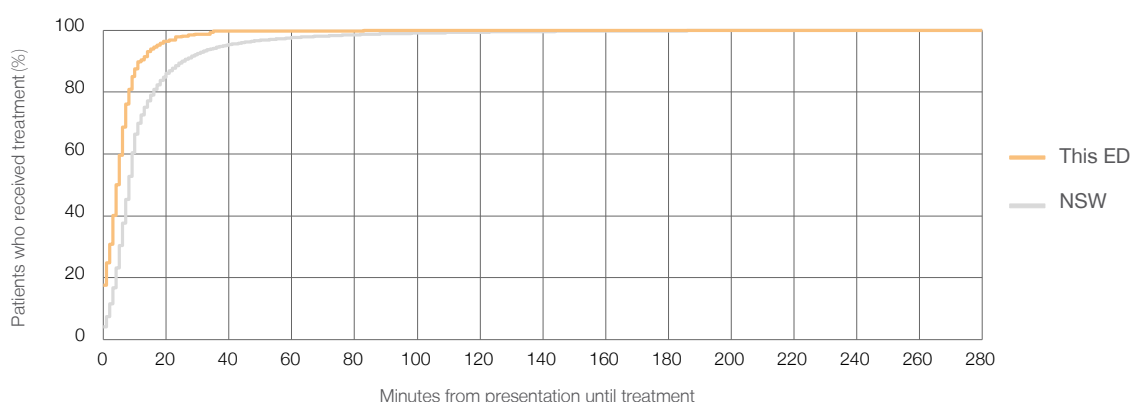
Number of triage 2 patients used to calculate waiting time:³ 314

Median time to start treatment⁴ 5 minutes

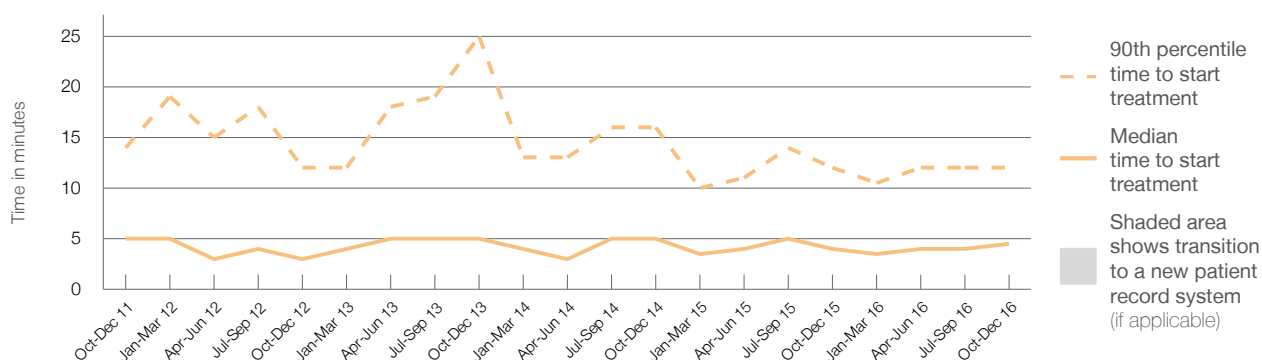
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
385	
383	
4 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	3	5	5	4	5
90th percentile time to start treatment ⁵ (minutes)	14	12	25	16	12	12

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,042

Number of triage 3 patients used to calculate waiting time:³ 1,015

Median time to start treatment⁴

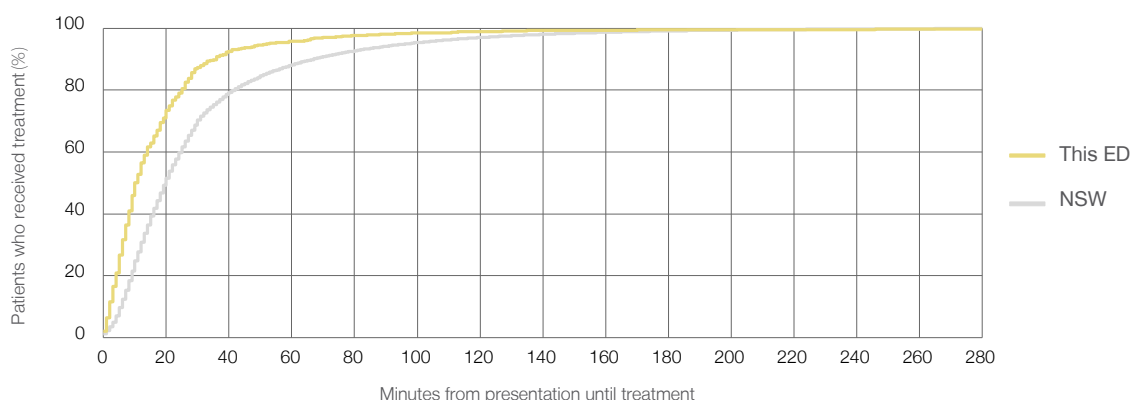
10 minutes

90th percentile time to start treatment⁵

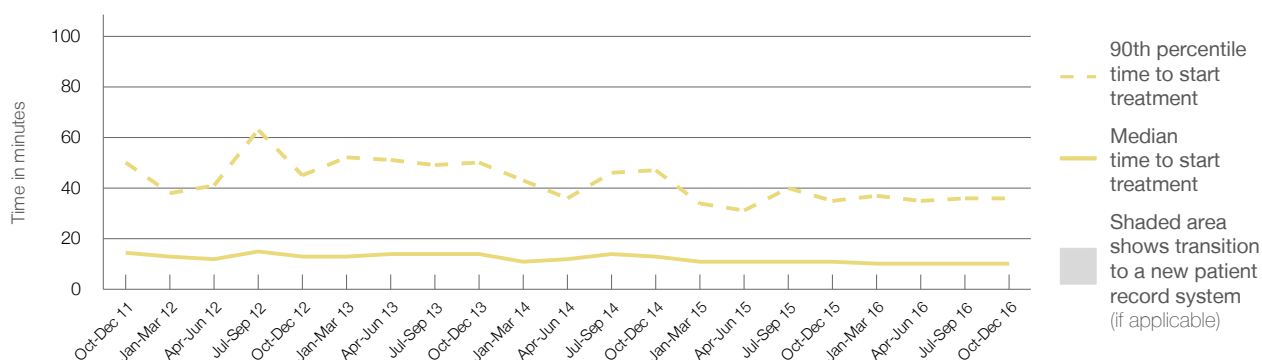
36 minutes

Same period last year	NSW (this period)
964	
941	
11 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	13	14	13	11	10
90th percentile time to start treatment ⁵ (minutes)	50	45	50	47	35	36

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,336

Number of triage 4 patients used to calculate waiting time:³ 1,271

Median time to start treatment⁴

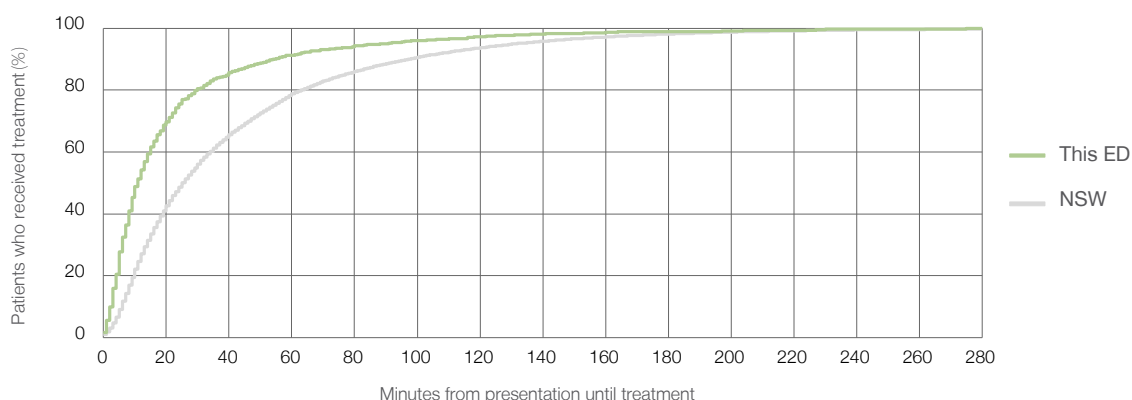
11 minutes

90th percentile time to start treatment⁵

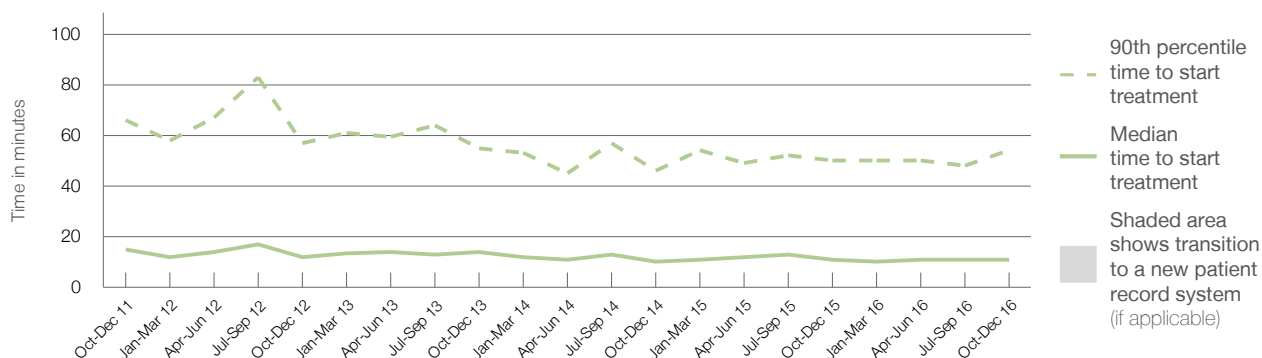
54 minutes

Same period last year	NSW (this period)
1,341	
1,275	
11 minutes	25 minutes
50 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	12	14	10	11	11
90th percentile time to start treatment ⁵ (minutes)	66	57	55	46	50	54

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 452

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

Median time to start treatment⁴

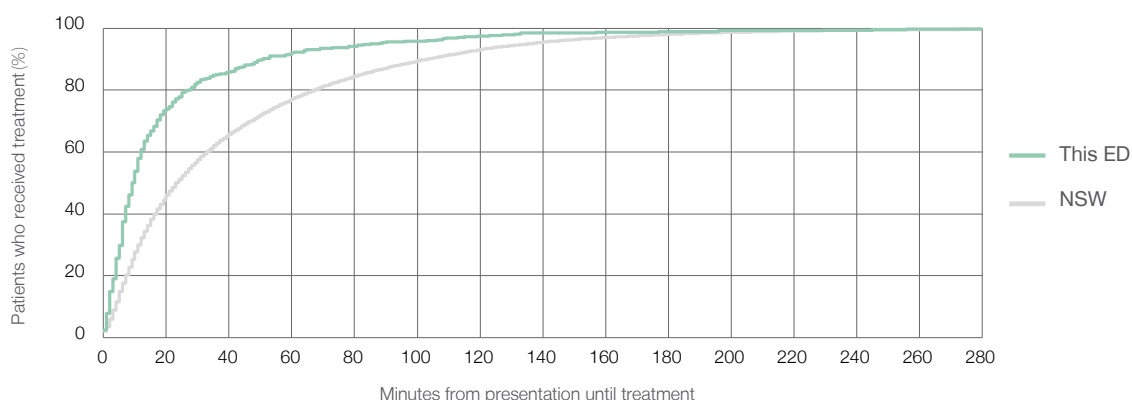
10 minutes

90th percentile time to start treatment⁵

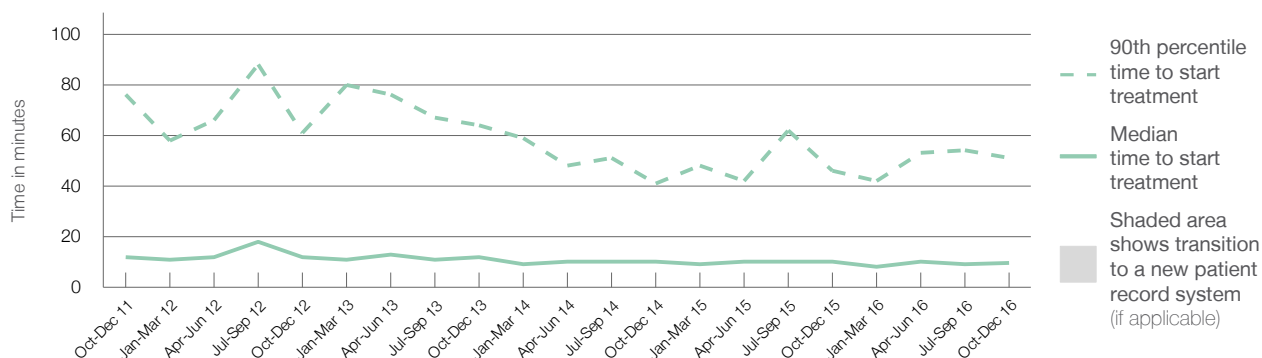
51 minutes

Same period last year	NSW (this period)
434	
396	
10 minutes	24 minutes
46 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	12	12	12	10	10	10
90th percentile time to start treatment ⁵ (minutes)	76	61	64	41	46	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,294 patients

Presentations used to calculate time to leaving the ED:⁶ 3,290 patients

Median time spent in the ED⁸

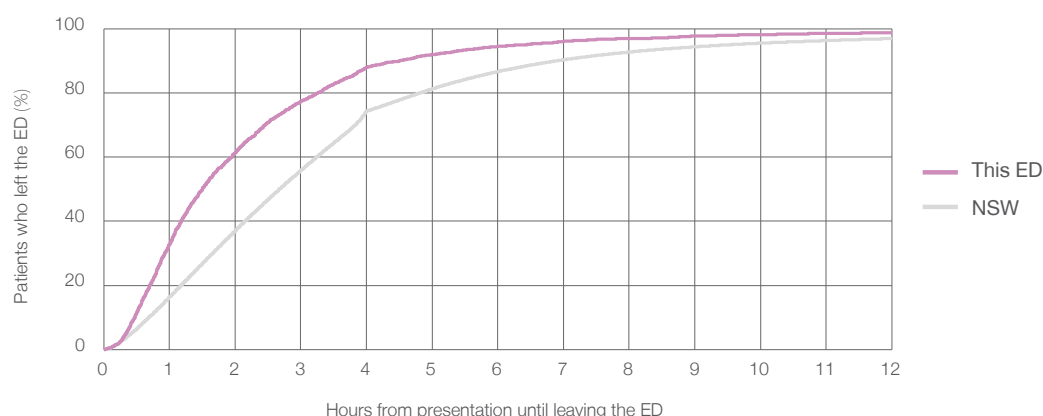
1 hours and 30 minutes

90th percentile time spent in the ED⁹

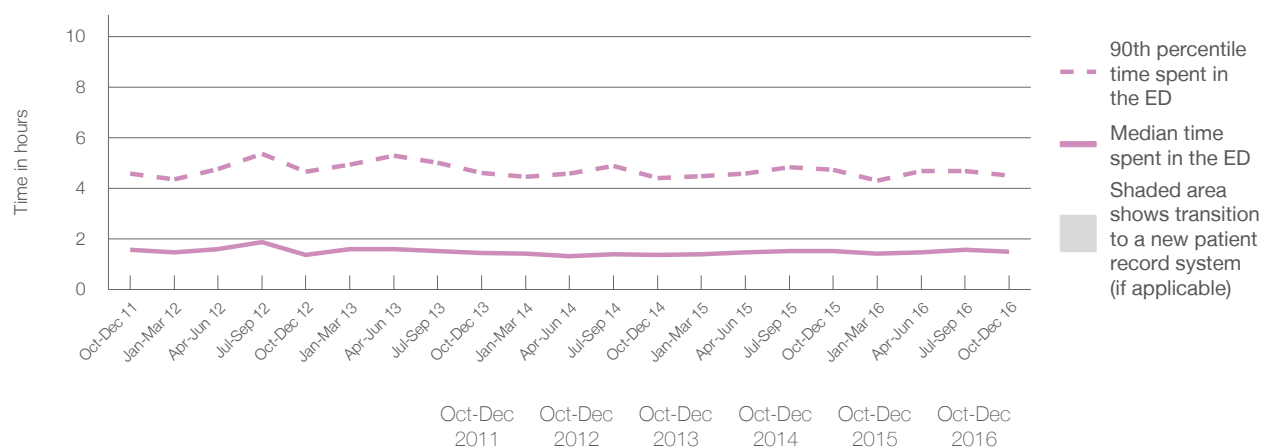
4 hours and 31 minutes

Same period last year	NSW (this period)
3,255	
3,255	
1 hours and 32 minutes	2 hours and 41 minutes
4 hours and 45 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 34m	1h 23m	1h 27m	1h 23m	1h 32m	1h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 35m	4h 40m	4h 37m	4h 24m	4h 45m	4h 31m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

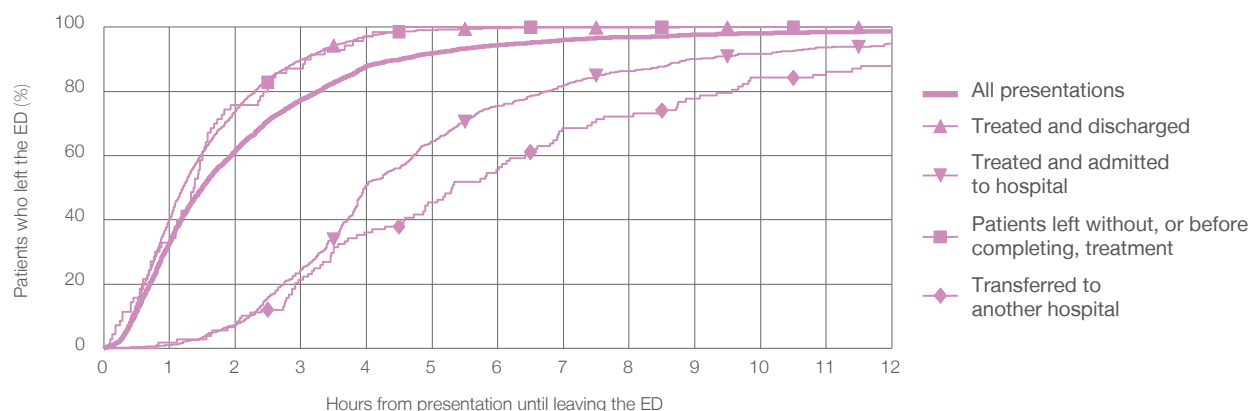
October to December 2016

All presentations:[†] 3,294 patients

Presentations used to calculate time to leaving the ED:[‡] 3,290 patients

		Same period last year	Change since one year ago
Treated and discharged	2,574 (78.1%)	2,634	-2.3%
Treated and admitted to hospital	483 (14.7%)	444	8.8%
Patient left without, or before completing, treatment	71 (2.2%)	66	7.6%
Transferred to another hospital	108 (3.3%)	97	11.3%
Other	58 (1.8%)	14	314.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	40.3%	74.0%	89.9%	97.2%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.0%	7.2%	24.2%	50.9%	75.6%	86.3%	91.7%	94.8%
Patient left without, or before completing, treatment	32.9%	75.7%	87.1%	97.1%	100%	100%	100%	100%
Transferred to another hospital	1.9%	7.4%	21.3%	36.1%	55.6%	72.2%	84.3%	88.0%
All presentations	32.9%	61.5%	77.3%	88.0%	94.4%	96.9%	98.1%	98.8%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lithgow Health Service: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,294 patients

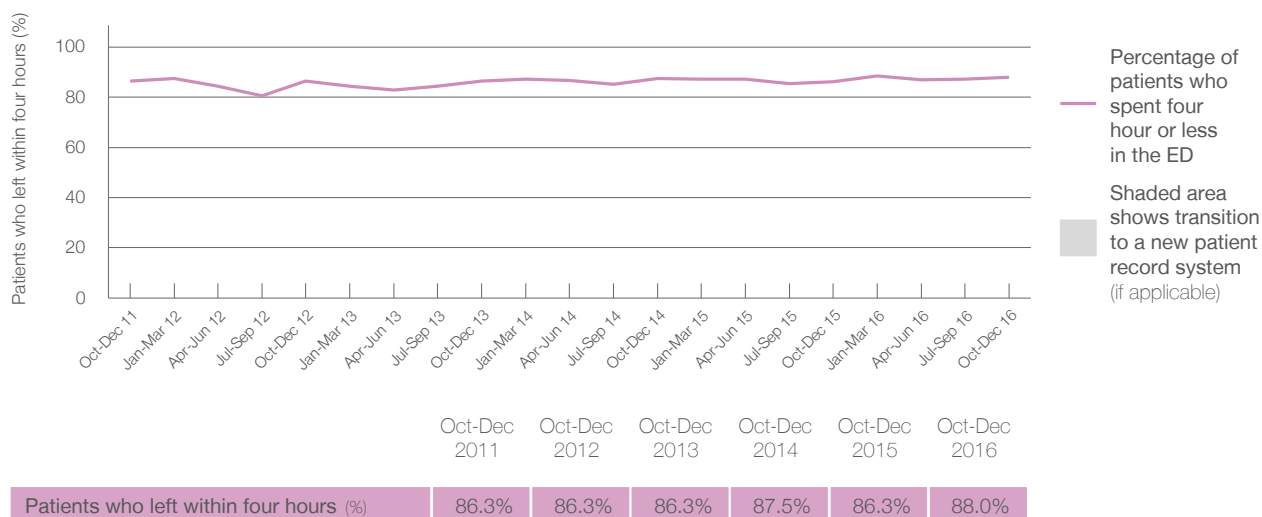
Presentations used to calculate time to leaving the ED:⁶ 3,290 patients

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

88.0%

Same period last year	Change since one year ago
3,255	1.2%
3,255	1.1%
86.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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*.

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 2016*.
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 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,587 patients

Emergency presentations:² 3,361 patients

Same period last year	Change since one year ago
3,440	4.3%
3,178	5.8%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 384 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,104 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,447 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 415 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
290	
10 minutes	8 minutes
25 minutes	26 minutes
1,102	
21 minutes	20 minutes
52 minutes	67 minutes
1,444	
26 minutes	25 minutes
83 minutes	97 minutes
325	
25 minutes	24 minutes
79 minutes	103 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,586 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
3,440	4.2%
88.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

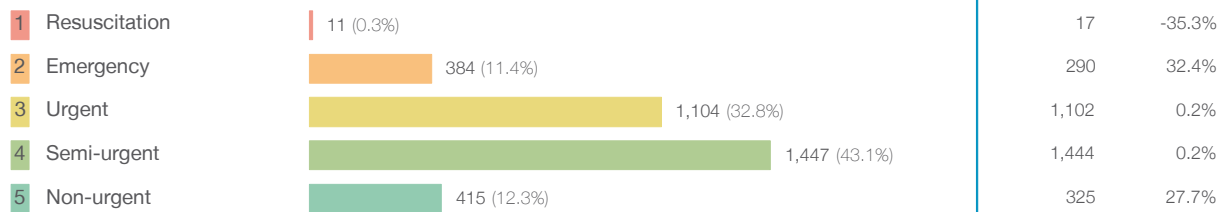
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Patients presenting to the emergency department

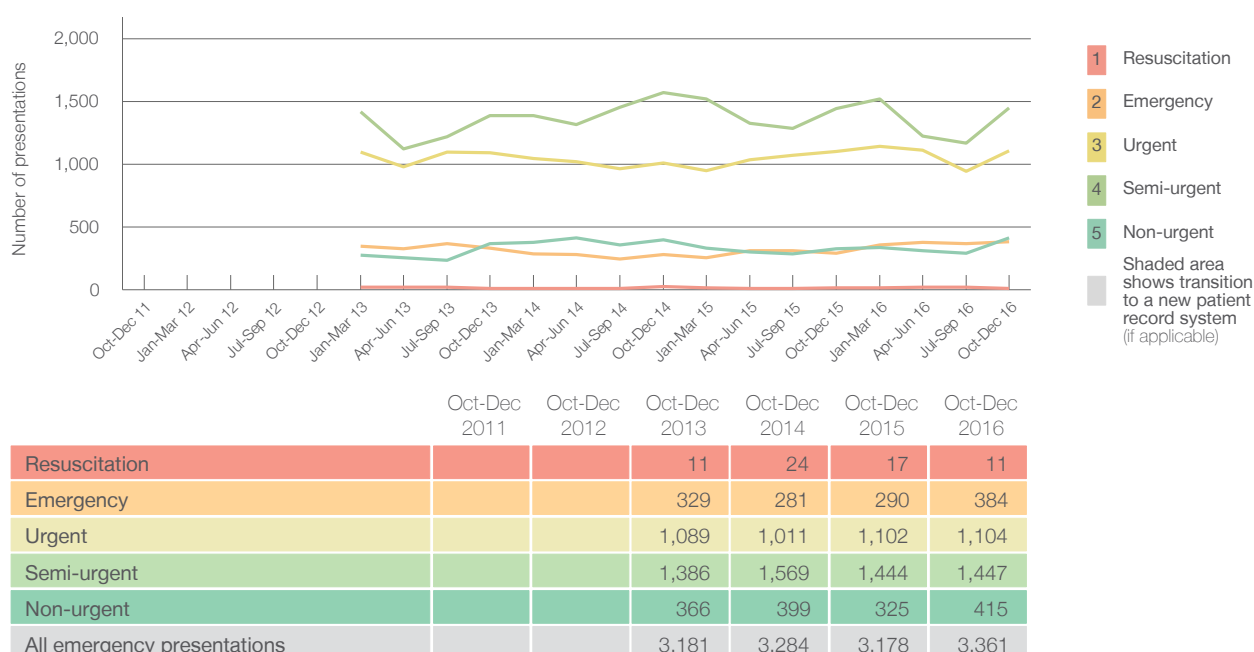
October to December 2016

All presentations:¹ 3,587 patients

Emergency presentations² by triage category: 3,361 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Macksville District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 515 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 384

Number of triage 2 patients used to calculate waiting time:³ 370

Median time to start treatment⁴

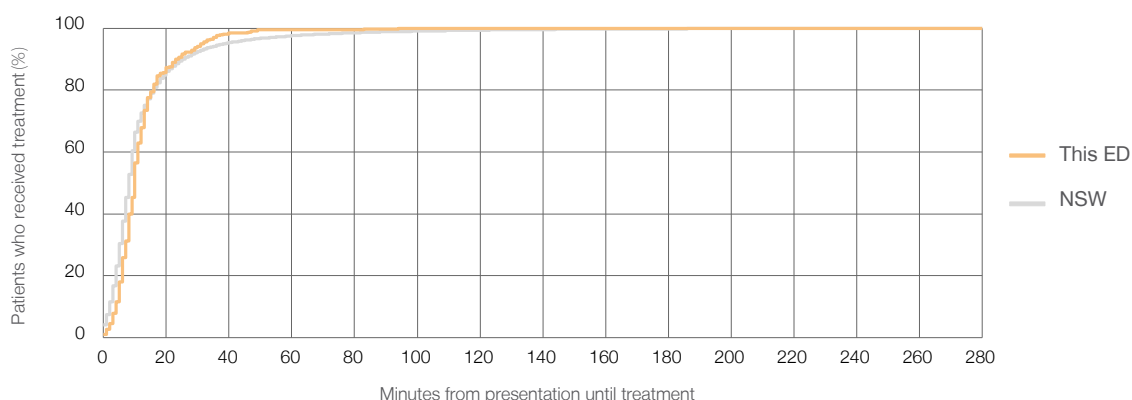
10 minutes

90th percentile time to start treatment⁵

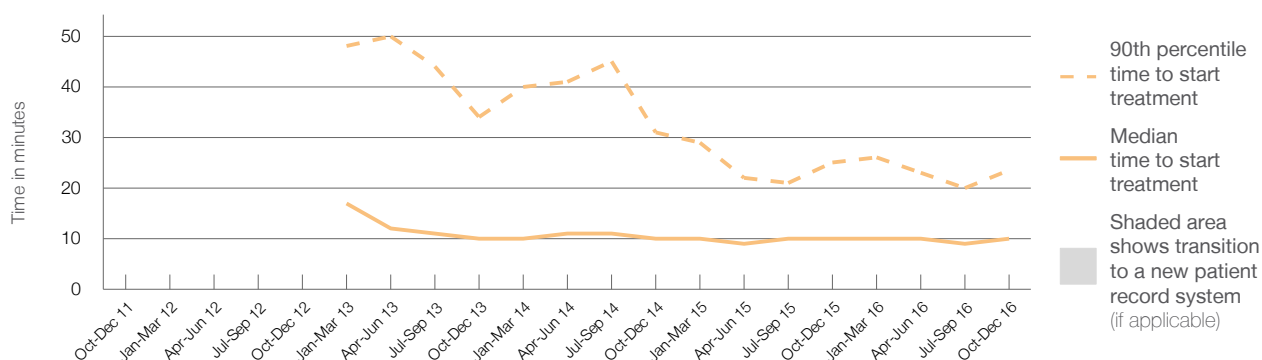
24 minutes

Same period last year	NSW (this period)
290	
283	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			10	10	10	10
90th percentile time to start treatment ⁵ (minutes)			34	31	25	24

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,104

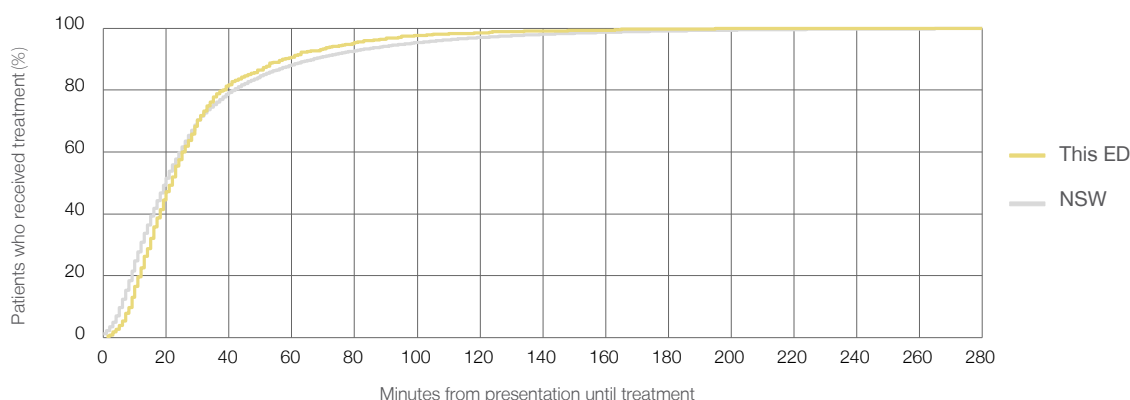
Number of triage 3 patients used to calculate waiting time:³ 1,050

Median time to start treatment⁴ 22 minutes

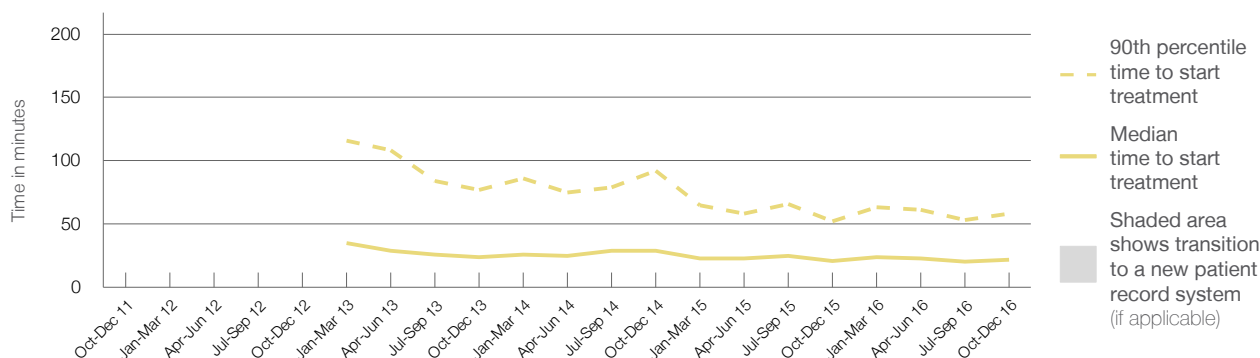
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,102	
1,071	
21 minutes	20 minutes
52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			24	29	21	22
90th percentile time to start treatment ⁵ (minutes)			77	92	52	58

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,447

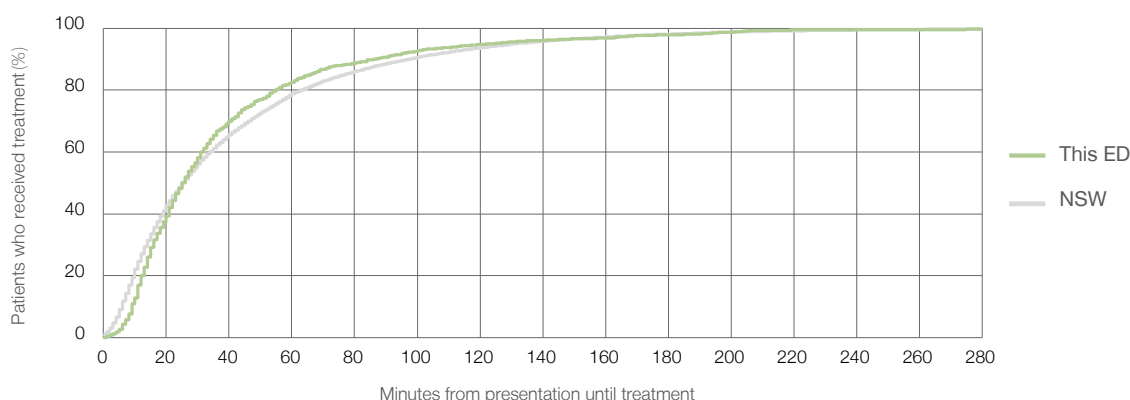
Number of triage 4 patients used to calculate waiting time:³ 1,369

Median time to start treatment⁴ 25 minutes

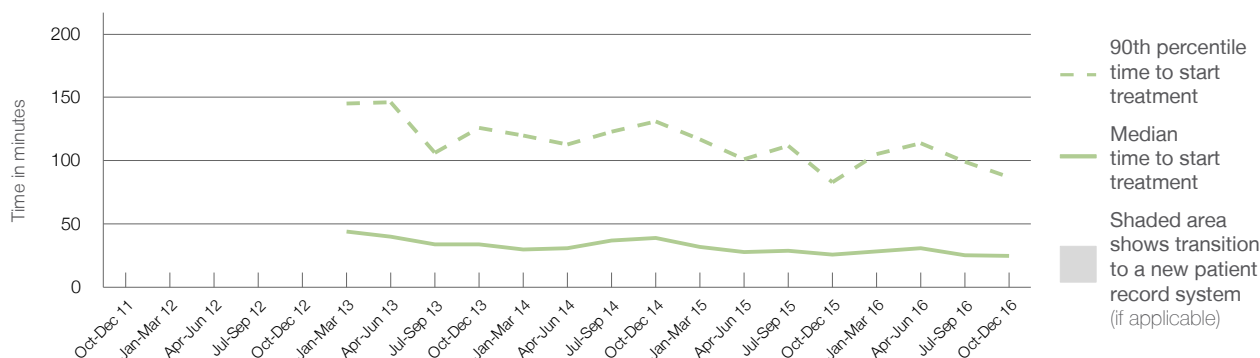
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,444	
1,393	
26 minutes	25 minutes
83 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			34	39	26	25
90th percentile time to start treatment ⁵ (minutes)			126	131	83	87

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 415

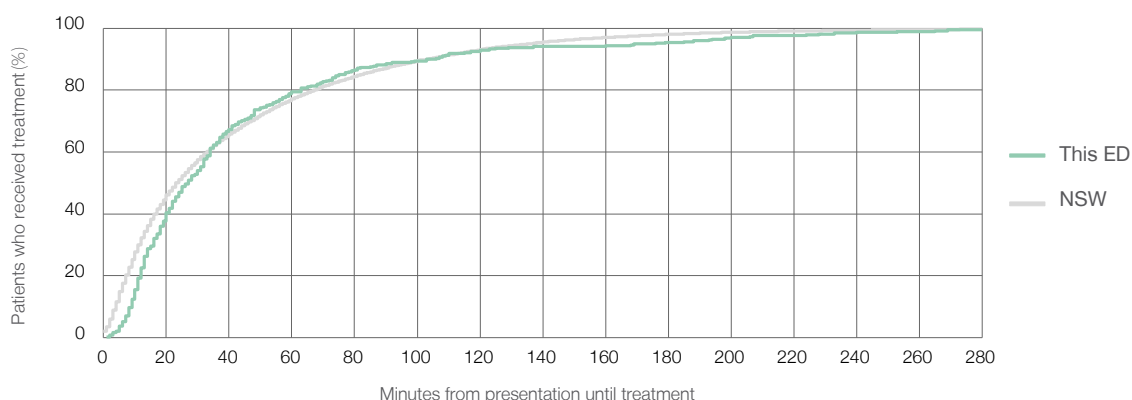
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 27 minutes

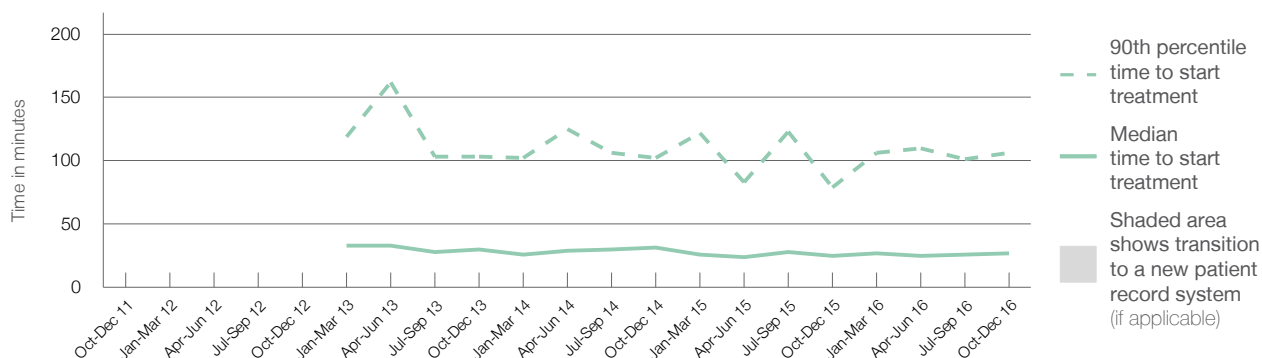
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
325	
309	
25 minutes	24 minutes
79 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			30	32	25	27
90th percentile time to start treatment ⁵ (minutes)			103	102	79	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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,587 patients

Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

Median time spent in the ED⁸

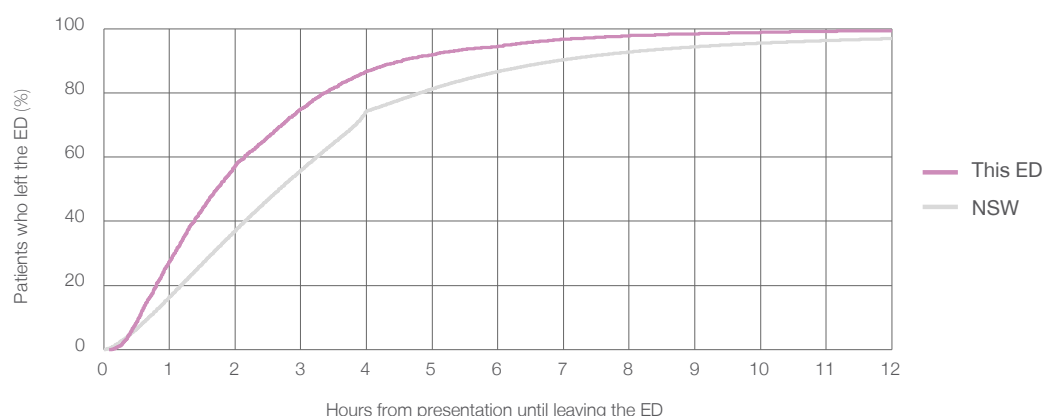
1 hours and 43 minutes

90th percentile time spent in the ED⁹

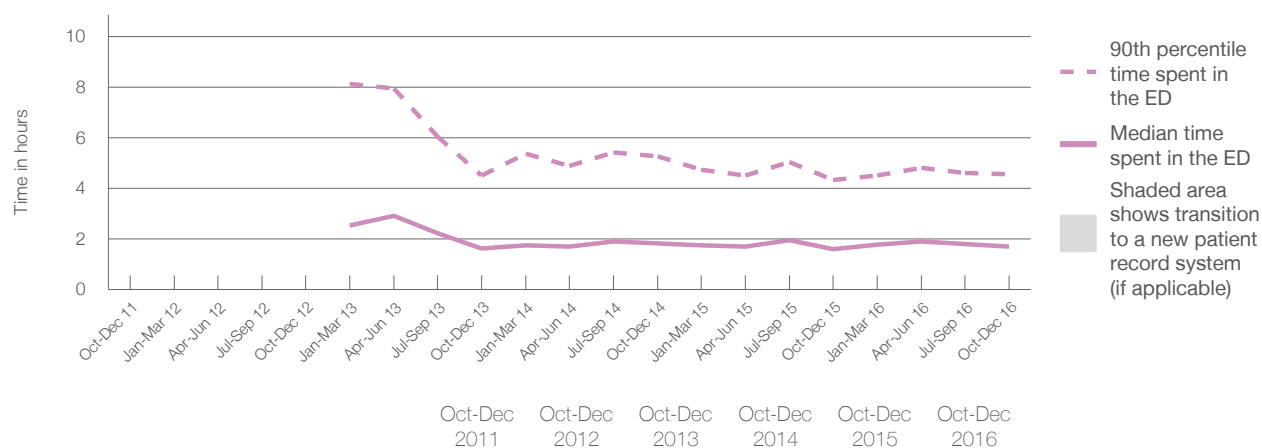
4 hours and 33 minutes

Same period last year	NSW (this period)
3,440	
3,440	
1 hours and 37 minutes	2 hours and 41 minutes
4 hours and 20 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 38m	1h 50m	1h 37m	1h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 31m	5h 16m	4h 20m	4h 33m

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time patients spent in the ED

By mode of separation

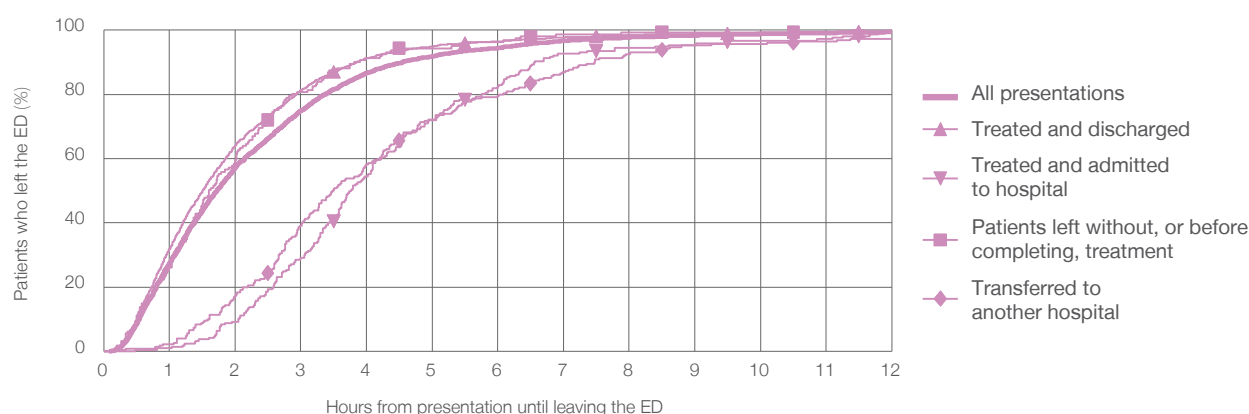
October to December 2016

All presentations:[†] 3,587 patients

Presentations used to calculate time to leaving the ED:[‡] 3,586 patients

		Same period last year	Change since one year ago
Treated and discharged	2,887 (80.5%)	2,876	0.4%
Treated and admitted to hospital	217 (6.0%)	245	-11.4%
Patient left without, or before completing, treatment	161 (4.5%)	108	49.1%
Transferred to another hospital	230 (6.4%)	153	50.3%
Other	92 (2.6%)	58	58.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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

Treated and discharged	31.9%	64.2%	81.3%	91.2%	96.5%	98.5%	99.2%	99.7%
Treated and admitted to hospital	0.9%	9.2%	29.0%	54.4%	82.5%	94.5%	96.8%	99.1%
Patient left without, or before completing, treatment	26.1%	59.6%	80.7%	91.3%	96.3%	99.4%	99.4%	99.4%
Transferred to another hospital	2.2%	17.4%	39.1%	58.3%	79.6%	92.6%	95.7%	97.4%
All presentations	27.5%	57.3%	75.0%	86.7%	94.5%	97.8%	98.8%	99.4%

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Macksville District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,587 patients

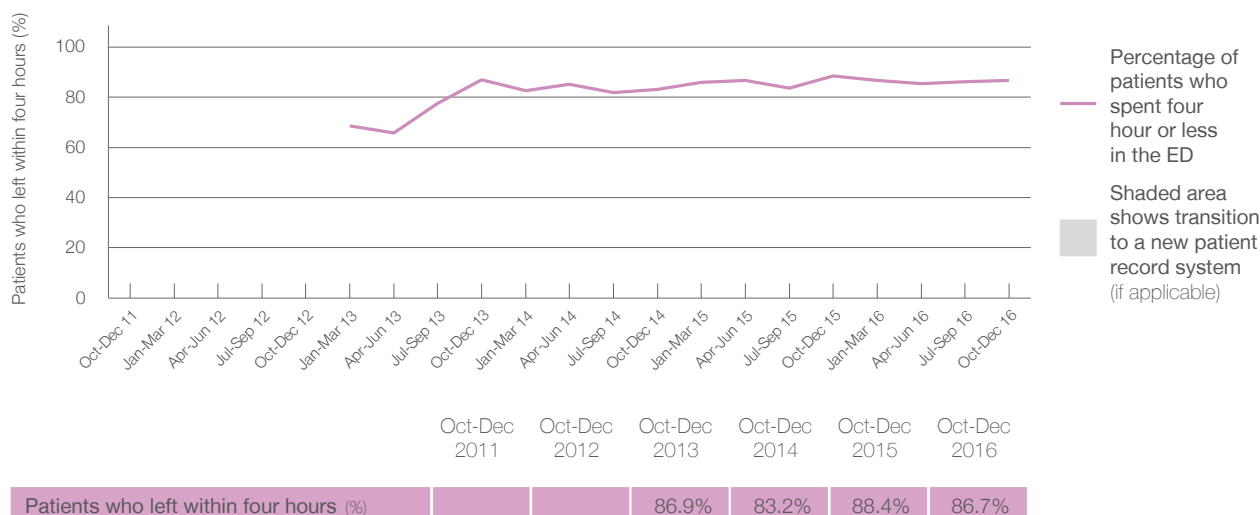
Presentations used to calculate time to leaving the ED:⁶ 3,586 patients

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



Same period last year	Change since one year ago
3,440	4.3%
3,440	4.2%
88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



* 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 2016*.
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 24 January 2017).

Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,066 patients

Emergency presentations:² 2,871 patients

Same period last year	Change since one year ago
3,084	-0.6%
2,897	-0.9%

Maclean District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 380 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,045 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,287 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 149 patients

Median time to start treatment⁴ 47 minutes
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
295	
15 minutes	8 minutes
39 minutes	26 minutes
1,128	
27 minutes	20 minutes
72 minutes	67 minutes
1,200	
31 minutes	25 minutes
109 minutes	97 minutes
274	
34 minutes	24 minutes
137 minutes	103 minutes

Maclean District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,065 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,083	-0.6%
83.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

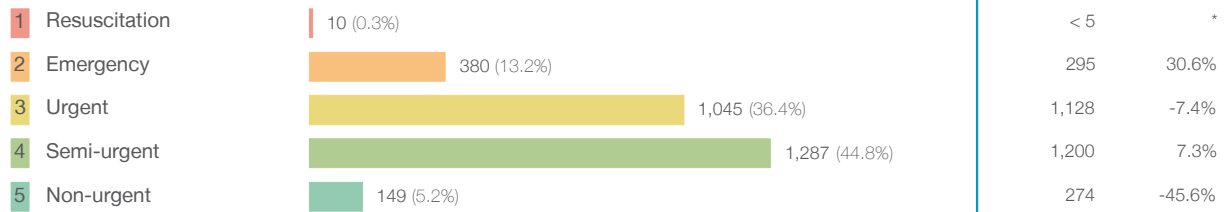
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Patients presenting to the emergency department

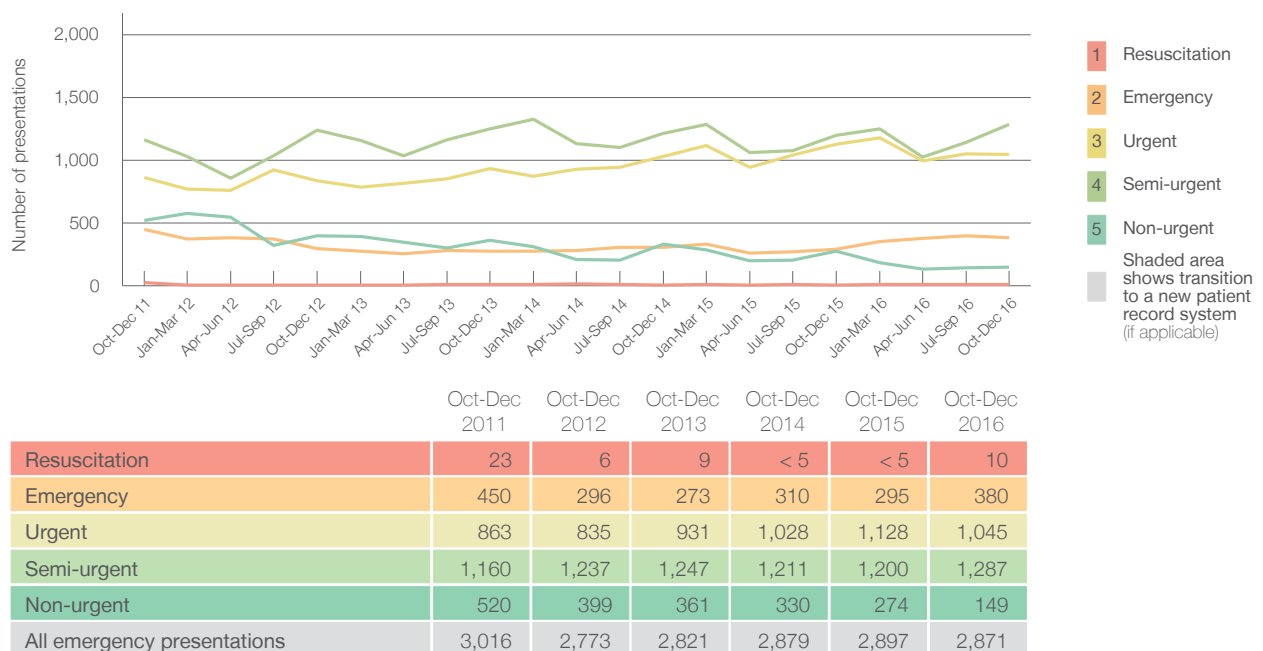
October to December 2016

All presentations:¹ 3,066 patients

Emergency presentations² by triage category: 2,871 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]

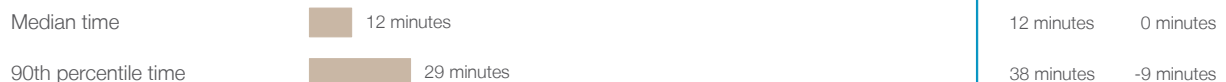


Maclean District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 380 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 380

Number of triage 2 patients used to calculate waiting time:³ 376

Median time to start treatment⁴

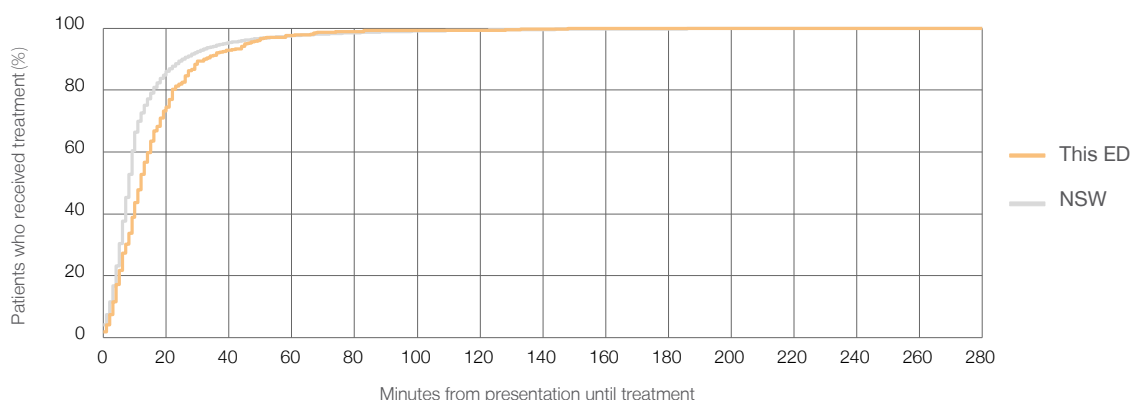
12 minutes

90th percentile time to start treatment⁵

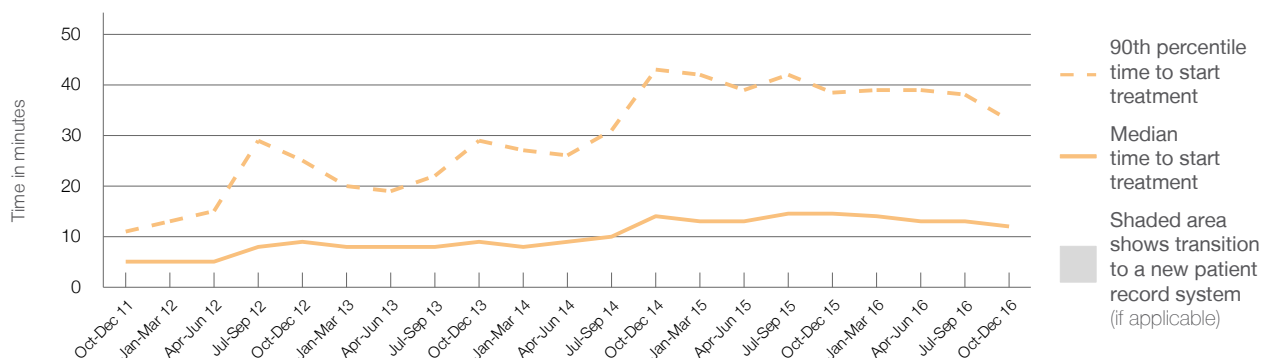
33 minutes

Same period last year	NSW (this period)
295	
290	
15 minutes	8 minutes
39 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	9	9	14	15	12
90th percentile time to start treatment ⁵ (minutes)	11	25	29	43	39	33

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,045

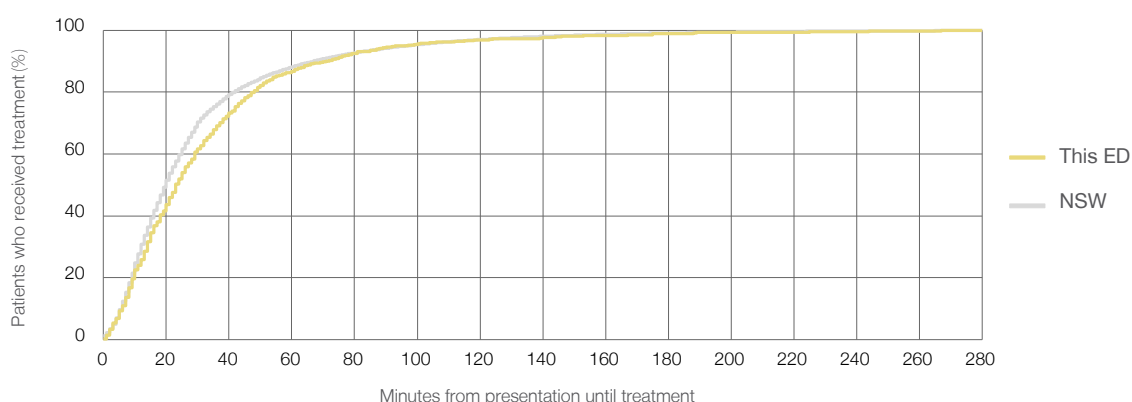
Number of triage 3 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 23 minutes

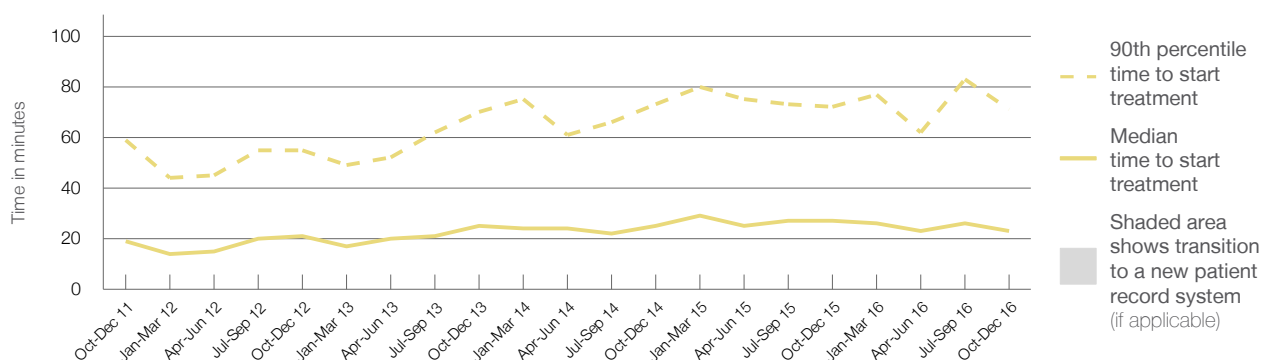
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,128	
1,101	
27 minutes	20 minutes
72 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	21	25	25	27	23
90th percentile time to start treatment ⁵ (minutes)	59	55	70	73	72	71

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,287

Number of triage 4 patients used to calculate waiting time:³ 1,201

Median time to start treatment⁴

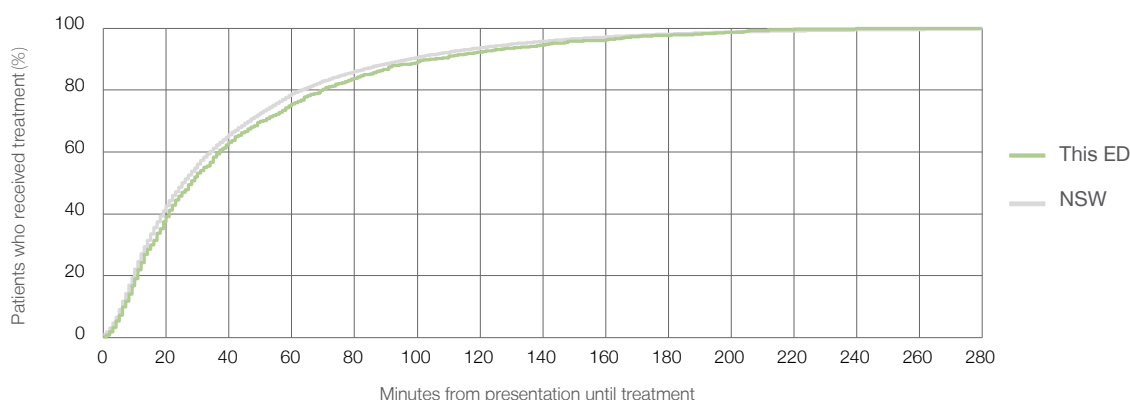
28 minutes

90th percentile time to start treatment⁵

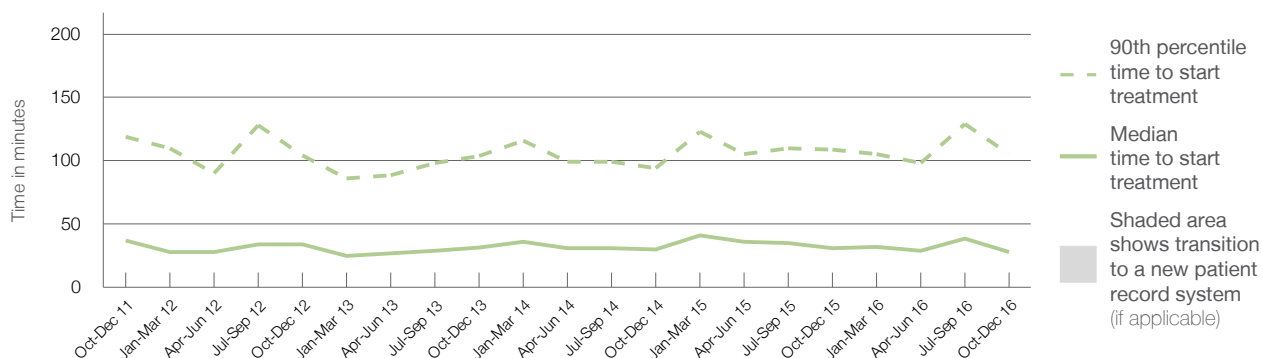
105 minutes

Same period last year	NSW (this period)
1,200	
1,113	
31 minutes	25 minutes
109 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	34	32	30	31	28
90th percentile time to start treatment ⁵ (minutes)	119	104	104	94	109	105

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 149

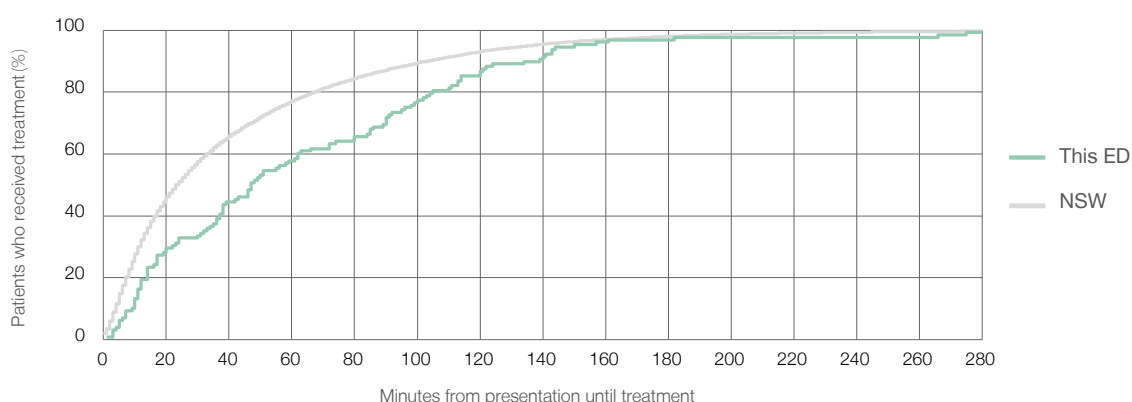
Number of triage 5 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 47 minutes

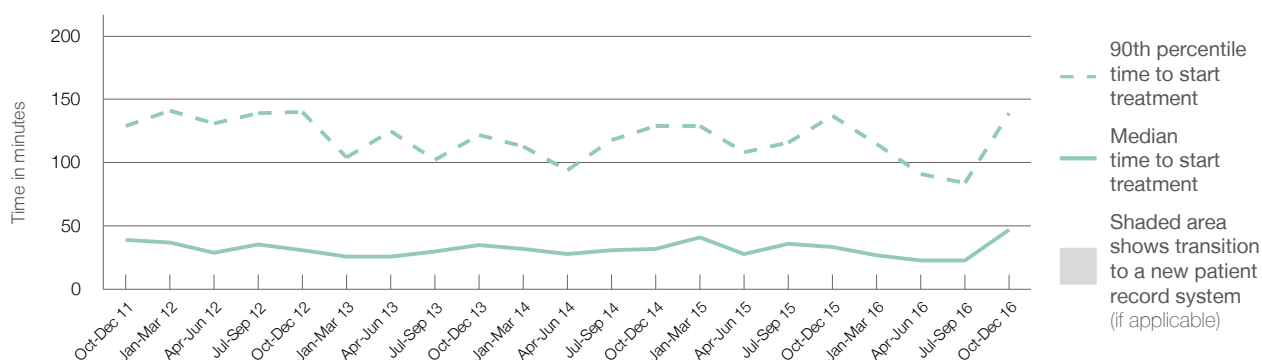
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
274	
218	
34 minutes	24 minutes
137 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	31	35	32	34	47
90th percentile time to start treatment ⁵ (minutes)	129	140	122	129	137	139

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,066 patients

Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

Median time spent in the ED⁸

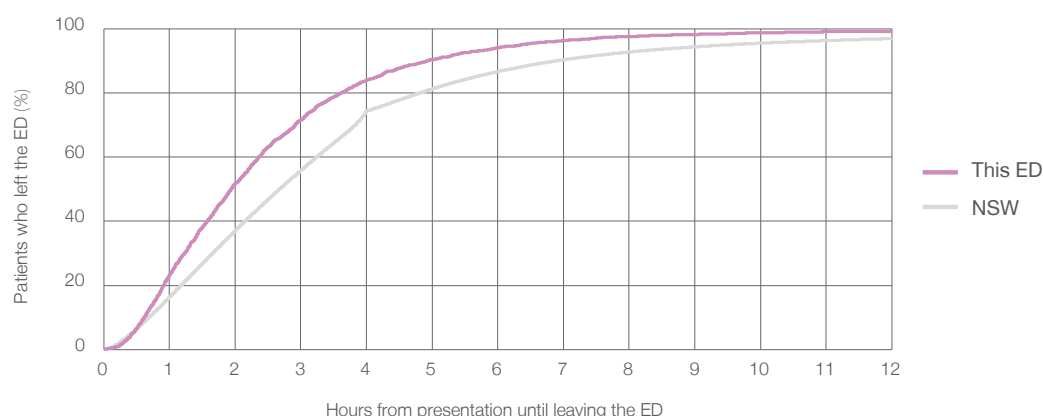
1 hours and 56 minutes

90th percentile time spent in the ED⁹

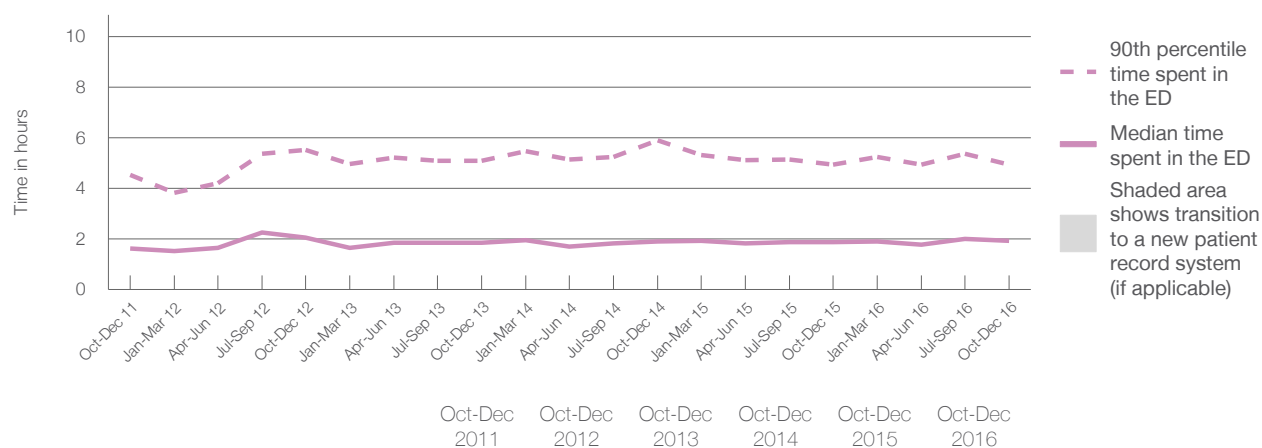
4 hours and 56 minutes

Same period last year	NSW (this period)
3,084	
3,083	
1 hours and 53 minutes	2 hours and 41 minutes
4 hours and 57 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

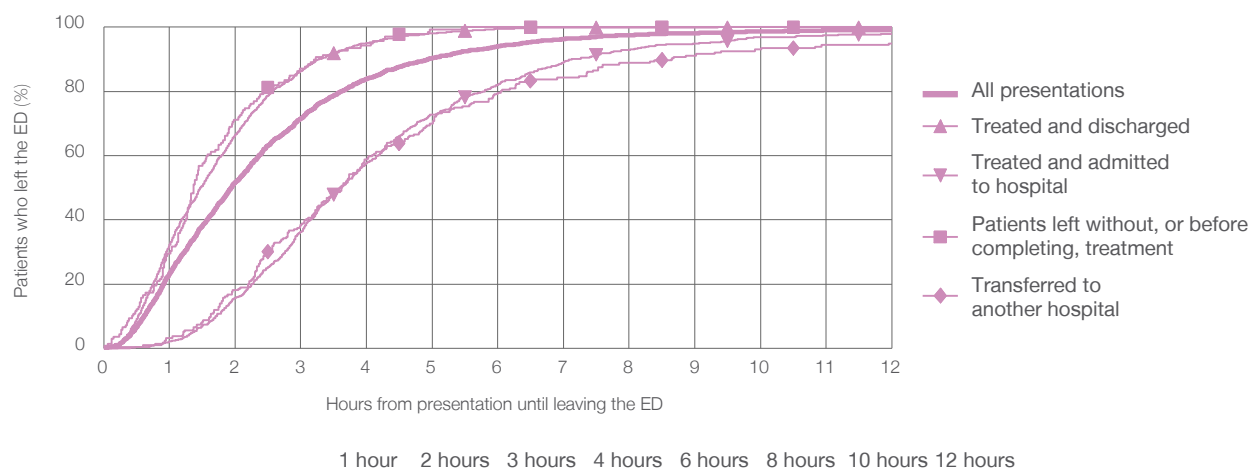
October to December 2016

All presentations:[†] 3,066 patients

Presentations used to calculate time to leaving the ED:[‡] 3,065 patients

		Same period last year	Change since one year ago
		3,083	-0.6%
Treated and discharged	2,002 (65.3%)	2,001	0.0%
Treated and admitted to hospital	701 (22.9%)	719	-2.5%
Patient left without, or before completing, treatment	139 (4.5%)	139	0.0%
Transferred to another hospital	216 (7.0%)	219	-1.4%
Other	8 (0.3%)	6	33.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.3%	66.6%	86.3%	95.1%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.1%	15.7%	36.2%	57.8%	82.2%	93.0%	96.9%	97.9%
Patient left without, or before completing, treatment	29.5%	71.2%	87.1%	94.2%	100%	100%	100%	100%
Transferred to another hospital	3.2%	18.1%	38.4%	58.8%	79.6%	88.9%	93.1%	94.9%
All presentations	23.3%	51.8%	71.5%	83.9%	94.1%	97.6%	98.8%	99.2%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maclean District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,066 patients

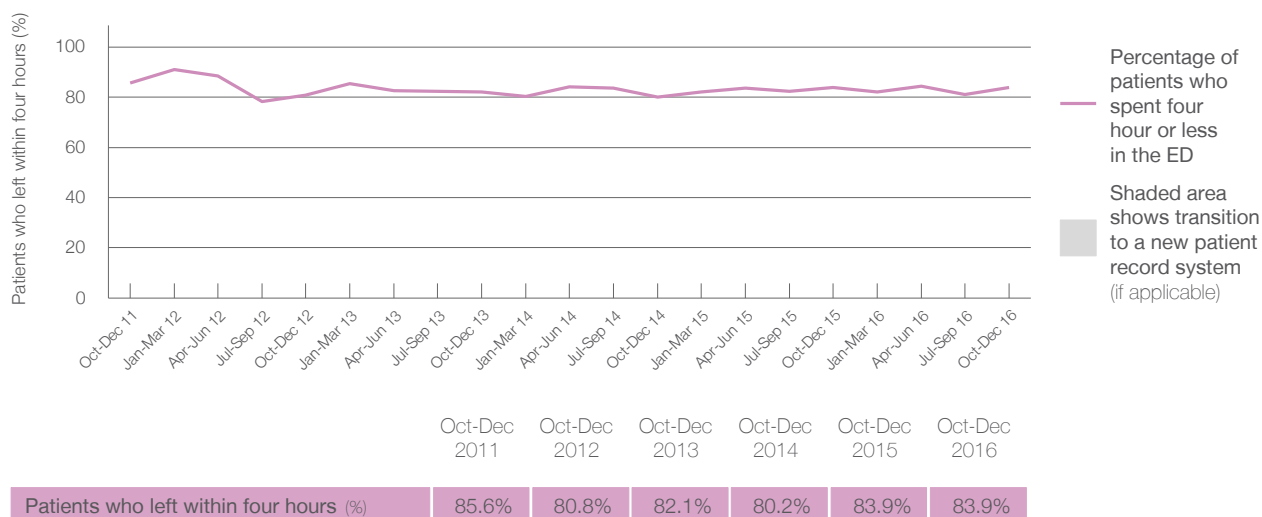
Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

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



Same period last year	Change since one year ago
3,084	-0.6%
3,083	-0.6%
83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,143 patients

Emergency presentations:² 3,984 patients

Same period last year	Change since one year ago
4,138	0.1%
4,001	-0.4%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 283 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,293 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,042 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 353 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
174	
7 minutes	8 minutes
23 minutes	26 minutes
1,093	
21 minutes	20 minutes
60 minutes	67 minutes
2,372	
27 minutes	25 minutes
77 minutes	97 minutes
348	
25 minutes	24 minutes
88 minutes	103 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,143 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
4,138	0.1%
89.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

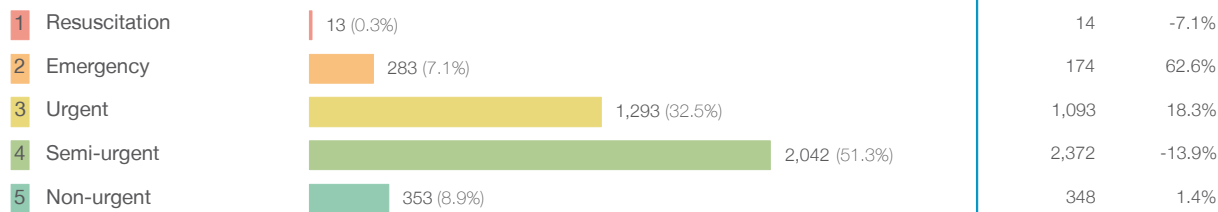
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Patients presenting to the emergency department

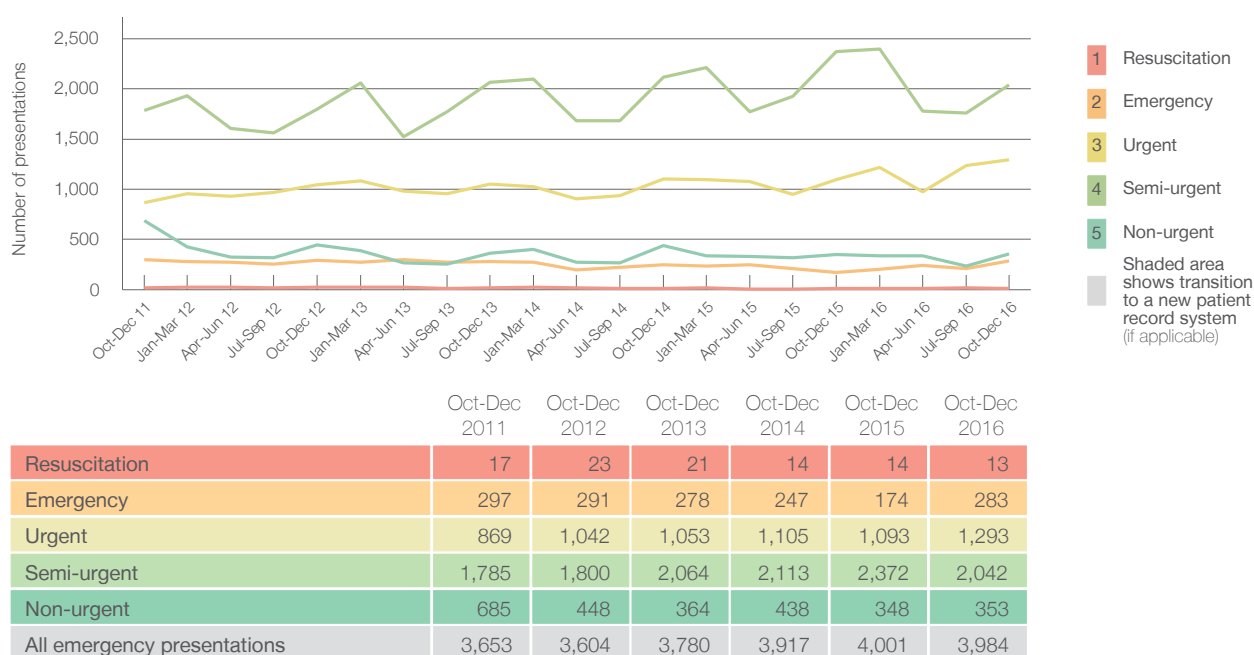
October to December 2016

All presentations:¹ 4,143 patients

Emergency presentations² by triage category: 3,984 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Milton and Ulladulla Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 377 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 283

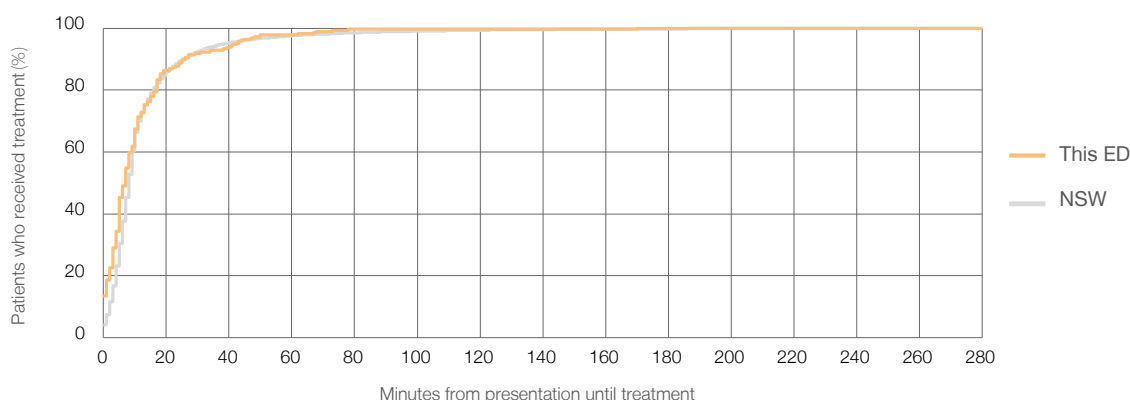
Number of triage 2 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 7 minutes

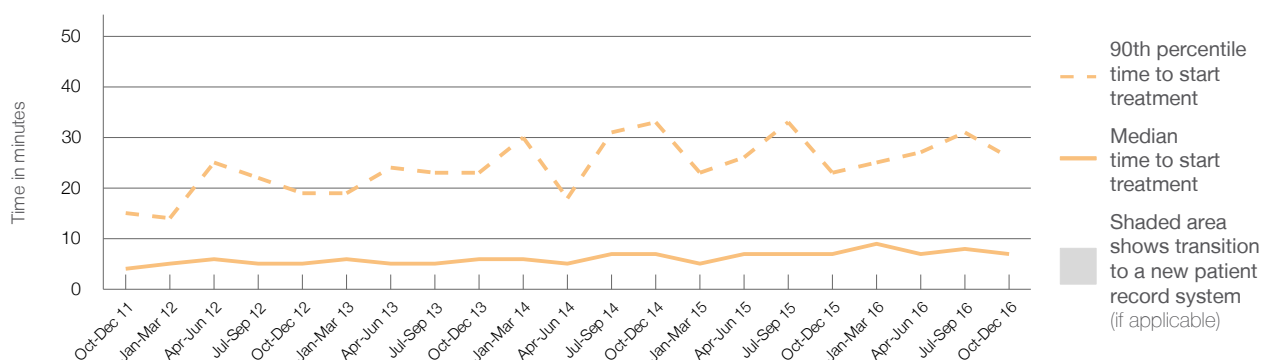
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
174	
174	
7 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	5	6	7	7	7
90th percentile time to start treatment ⁵ (minutes)	15	19	23	33	23	26

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,293

Number of triage 3 patients used to calculate waiting time:³ 1,291

Median time to start treatment⁴

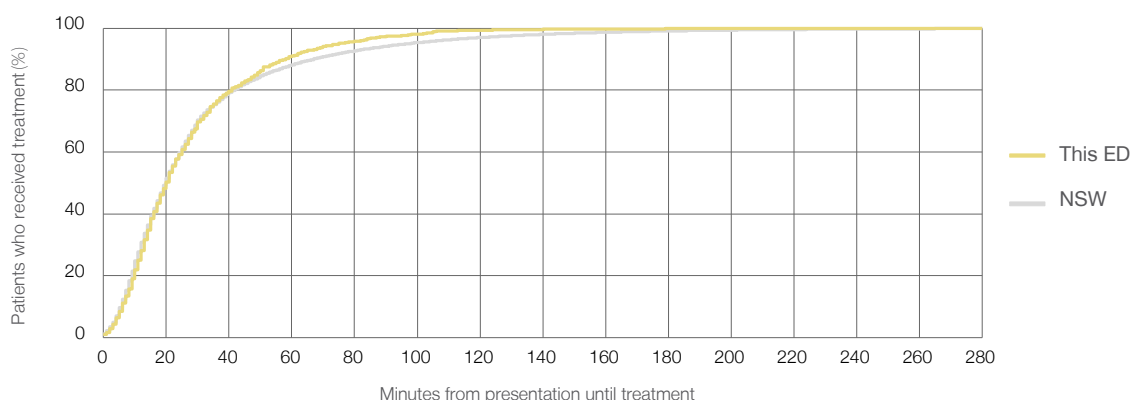
20 minutes

90th percentile time to start treatment⁵

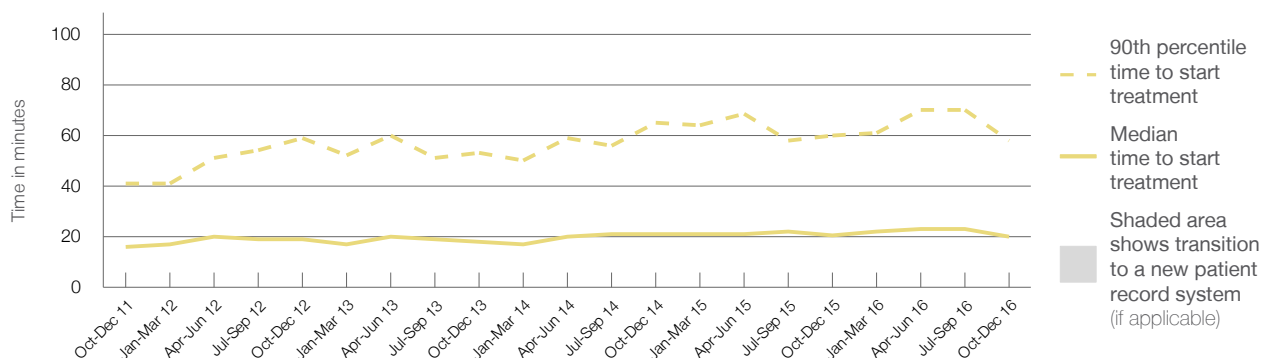
58 minutes

Same period last year	NSW (this period)
1,093	
1,090	
21 minutes	20 minutes
60 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	16	19	18	21	21	20
90th percentile time to start treatment ⁵ (minutes)	41	59	53	65	60	58

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 2,042

Number of triage 4 patients used to calculate waiting time:³ 1,992

Median time to start treatment⁴

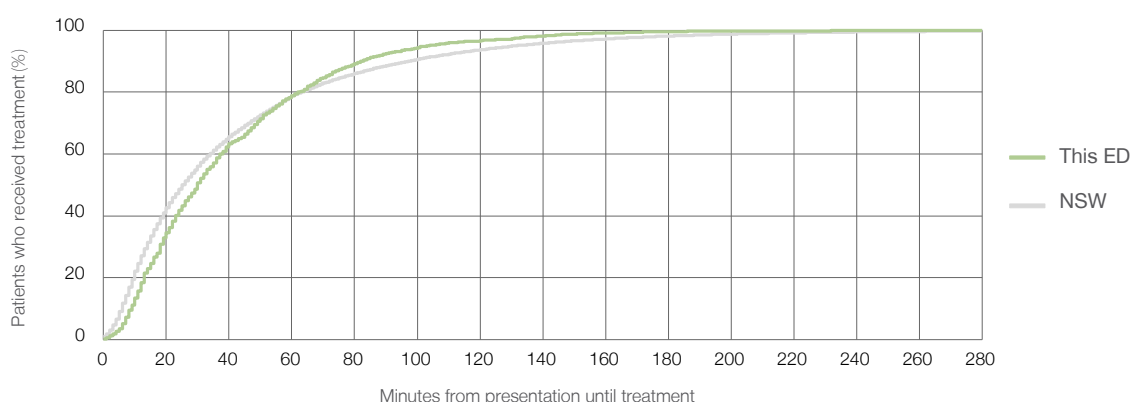
30 minutes

90th percentile time to start treatment⁵

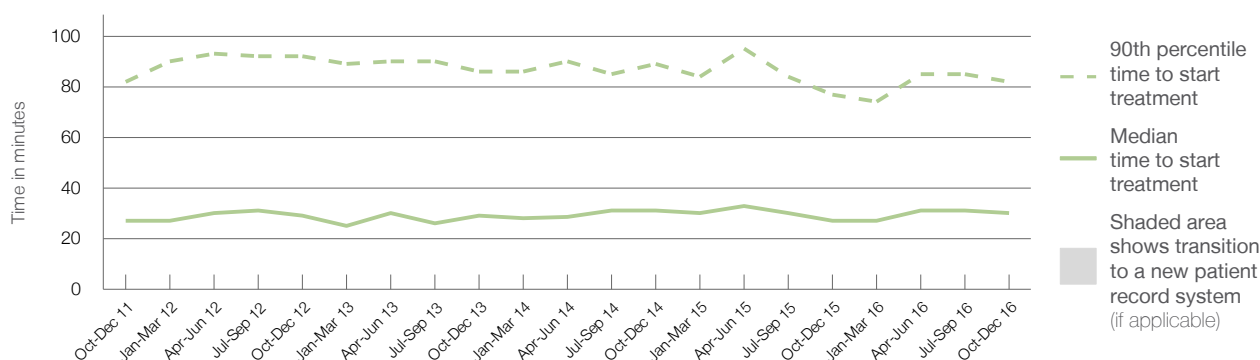
82 minutes

Same period last year	NSW (this period)
2,372	
2,322	
27 minutes	25 minutes
77 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	29	29	31	27	30
90th percentile time to start treatment ⁵ (minutes)	82	92	86	89	77	82

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 353

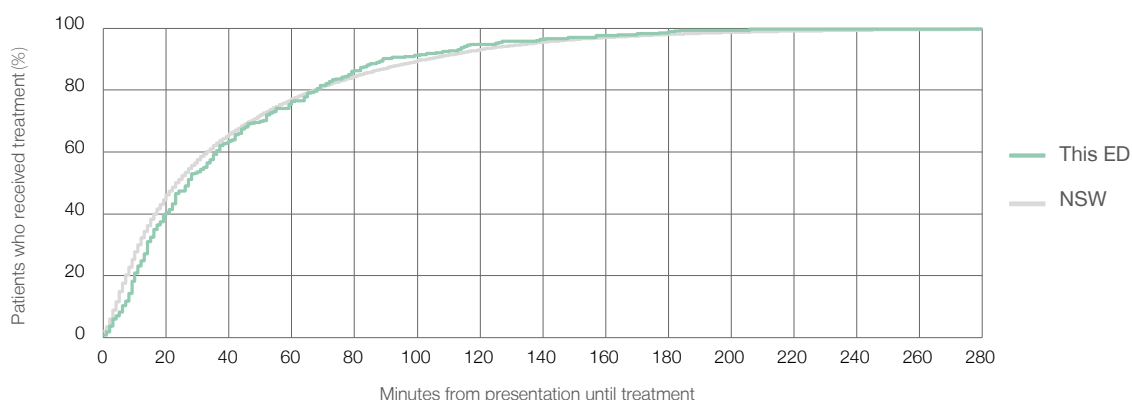
Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 27 minutes

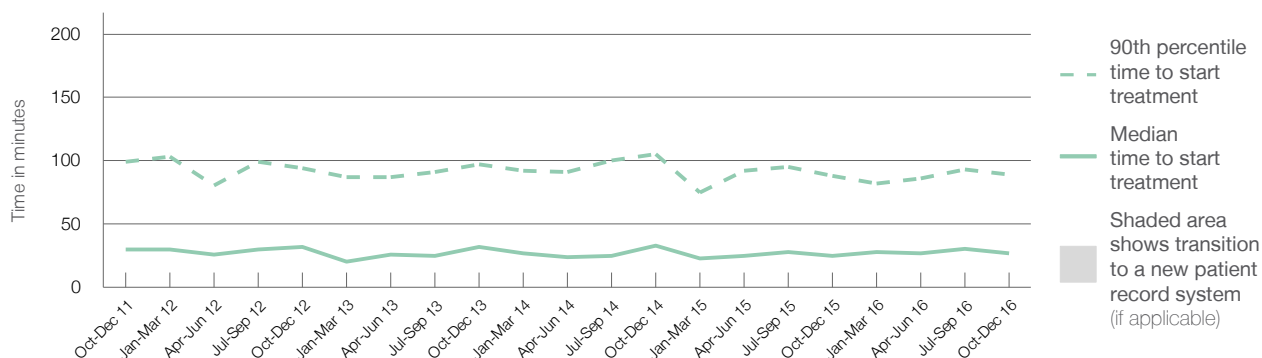
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
348	
335	
25 minutes	24 minutes
88 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	32	32	33	25	27
90th percentile time to start treatment ⁵ (minutes)	99	94	97	105	88	89

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,143 patients

Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

Median time spent in the ED⁸

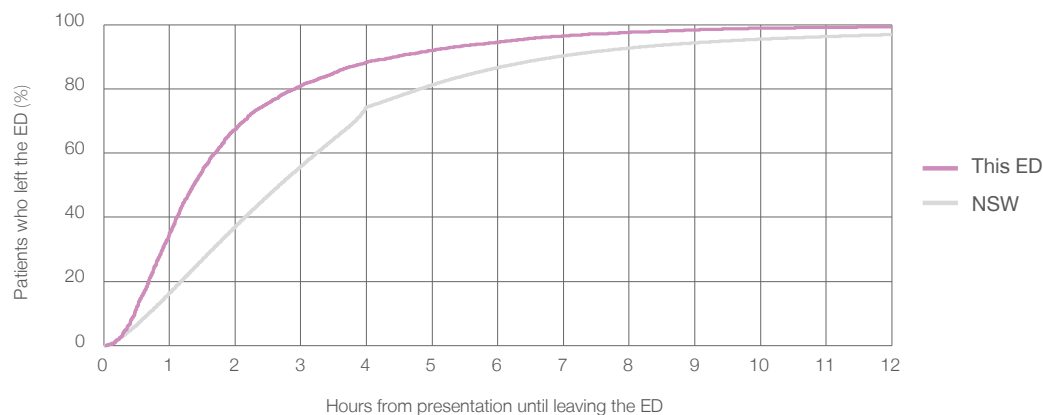
1 hours and 22 minutes

90th percentile time spent in the ED⁹

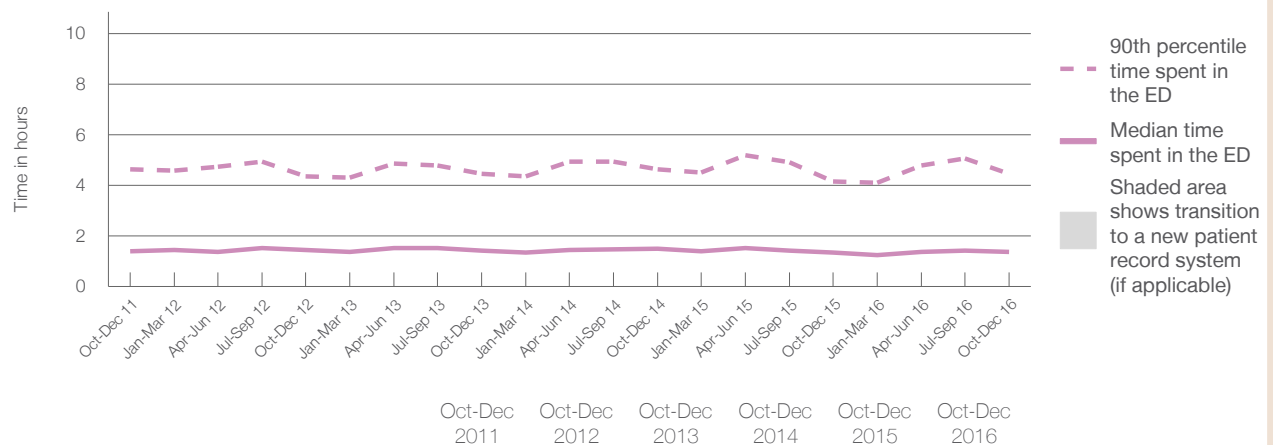
4 hours and 27 minutes

Same period last year	NSW (this period)
4,138	
4,138	
1 hours and 21 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 27m	1h 26m	1h 30m	1h 21m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 38m	4h 21m	4h 27m	4h 39m	4h 10m	4h 27m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

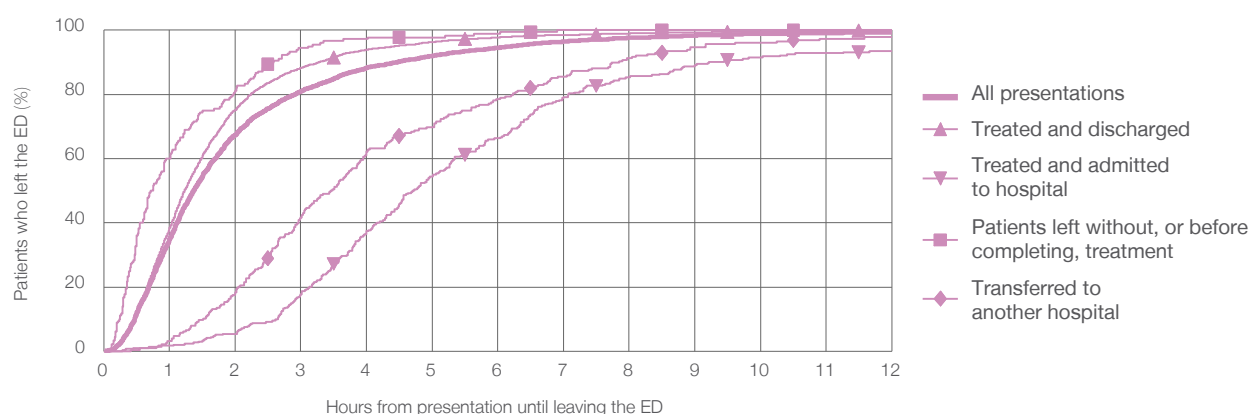
October to December 2016

All presentations:[†] 4,143 patients

Presentations used to calculate time to leaving the ED:[‡] 4,143 patients

		Same period last year	Change since one year ago
Treated and discharged	3,433 (82.9%)	4,138	0.1%
Treated and admitted to hospital	294 (7.1%)	3,516	-2.4%
Patient left without, or before completing, treatment	180 (4.3%)	286	2.8%
Transferred to another hospital	228 (5.5%)	179	0.6%
Other	8 (0.2%)	152	50.0%
		5	60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	38.5%	75.2%	88.3%	93.9%	97.8%	99.0%	99.6%	99.9%
Treated and admitted to hospital	1.7%	5.4%	17.7%	37.4%	66.3%	85.4%	91.5%	93.5%
Patient left without, or before completing, treatment	60.0%	81.1%	94.4%	97.2%	98.9%	100%	100%	100%
Transferred to another hospital	3.1%	18.4%	41.7%	62.3%	78.5%	91.2%	96.1%	97.8%
All presentations	35.0%	67.4%	81.0%	88.3%	94.5%	97.6%	98.8%	99.3%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Milton and Ulladulla Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,143 patients

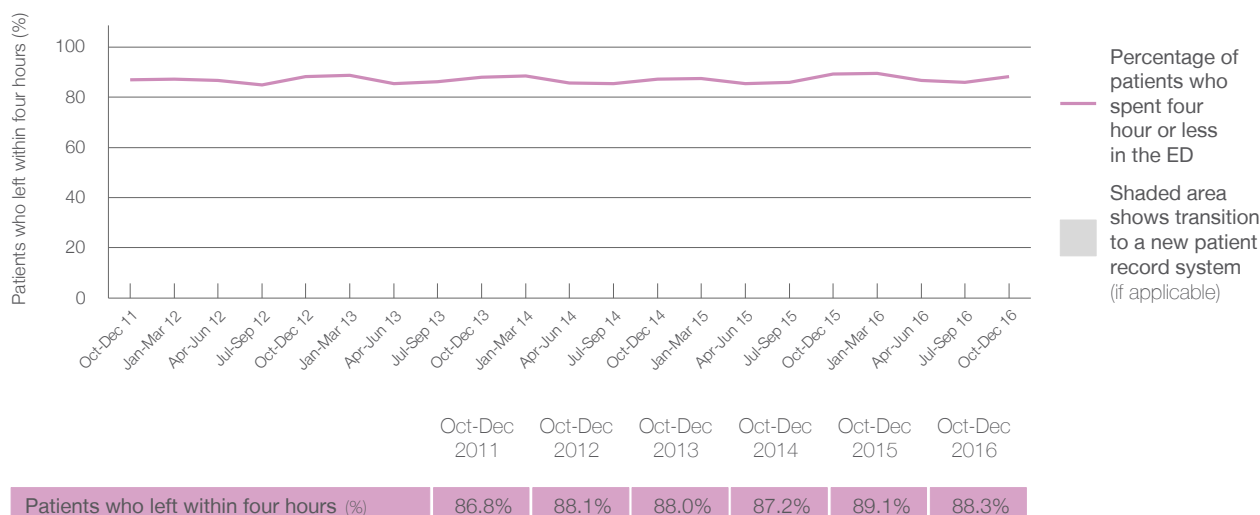
Presentations used to calculate time to leaving the ED:⁶ 4,143 patients

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



Same period last year	Change since one year ago
4,138	0.1%
4,138	0.1%
89.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,224 patients

Emergency presentations:² 2,011 patients

Same period last year	Change since one year ago
2,074	7.2%
1,867	7.7%

Moree District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 157 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 650 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,054 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
135	
3 minutes	8 minutes
20 minutes	26 minutes
514	
5 minutes	20 minutes
23 minutes	67 minutes
1,091	
5 minutes	25 minutes
32 minutes	97 minutes
122	
5 minutes	24 minutes
28 minutes	103 minutes

Moree District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,224 patients

Percentage of patients who spent four hours or less in the ED 87.5%

Same period last year	Change since one year ago
2,074	7.2%
91.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

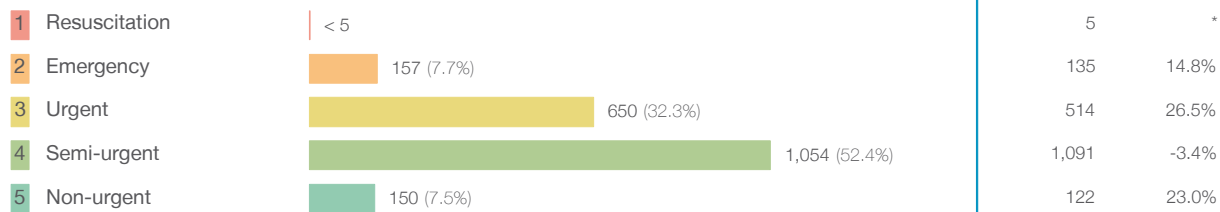
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Patients presenting to the emergency department

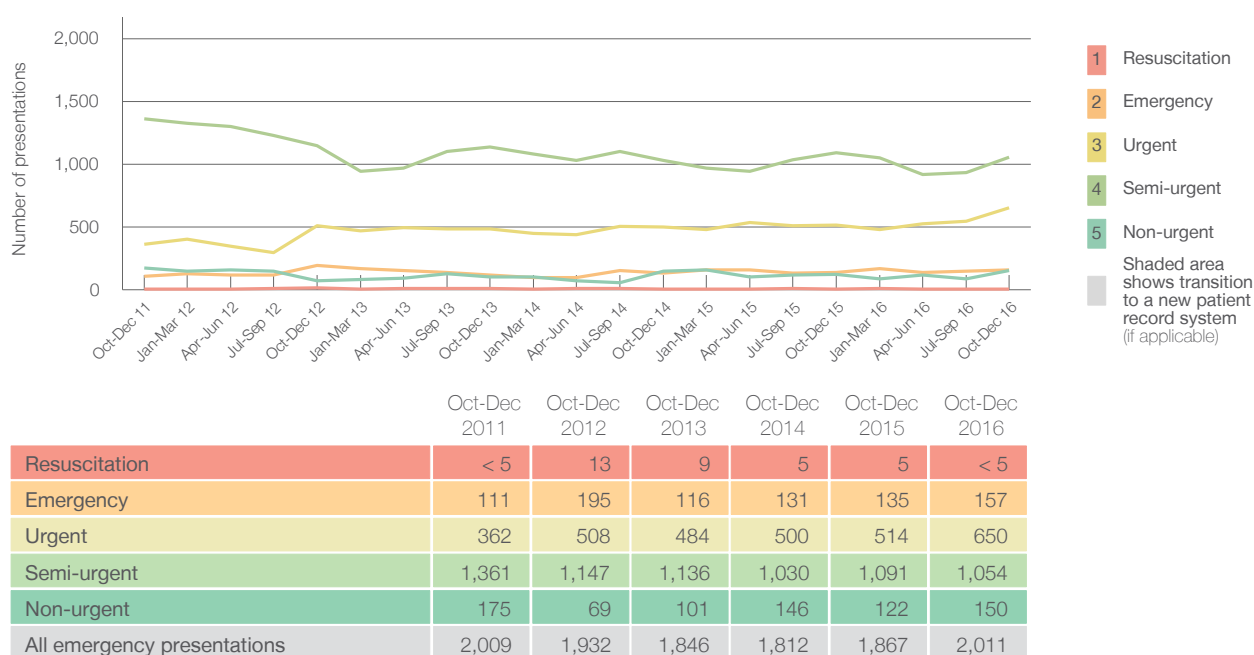
October to December 2016

All presentations:¹ 2,224 patients

Emergency presentations² by triage category: 2,011 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Moree District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 212 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 157

Number of triage 2 patients used to calculate waiting time:³ 155

Median time to start treatment⁴

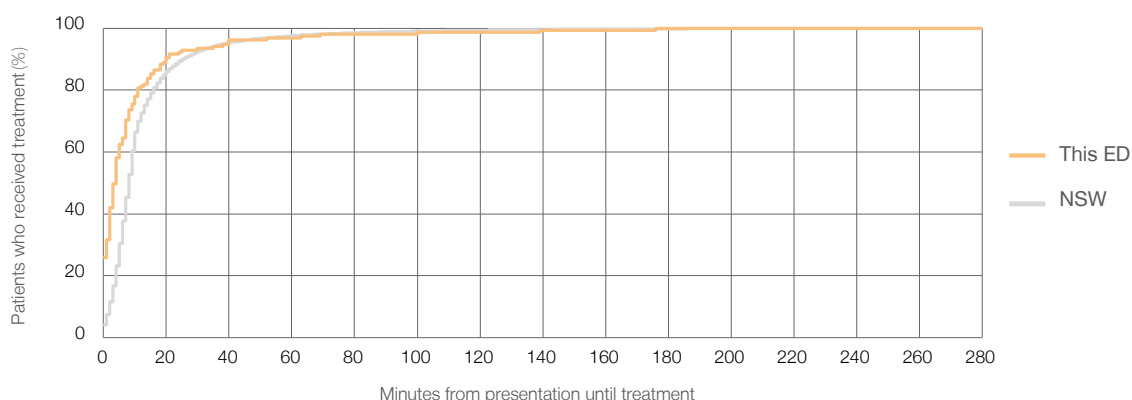
4 minutes

90th percentile time to start treatment⁵

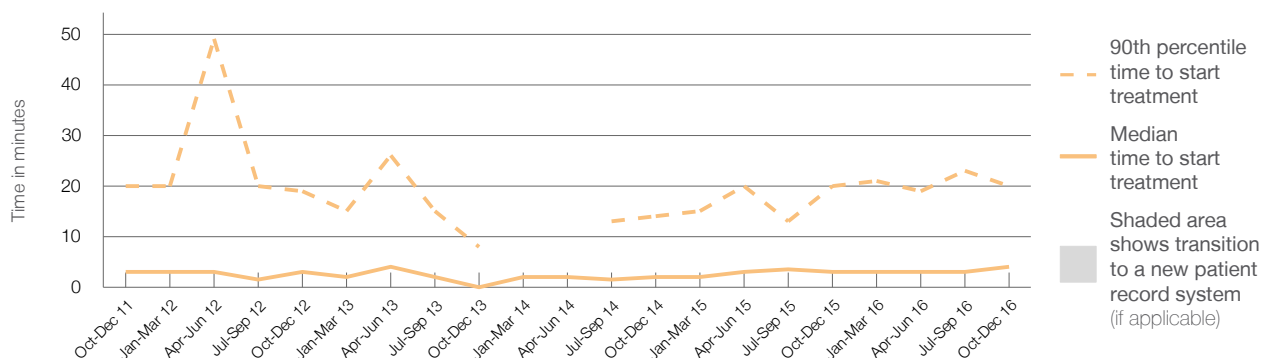
20 minutes

Same period last year	NSW (this period)
135	
131	
3 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	3	3	0	2	3	4
90th percentile time to start treatment ⁵ (minutes)	20	19	8	14	20	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 650

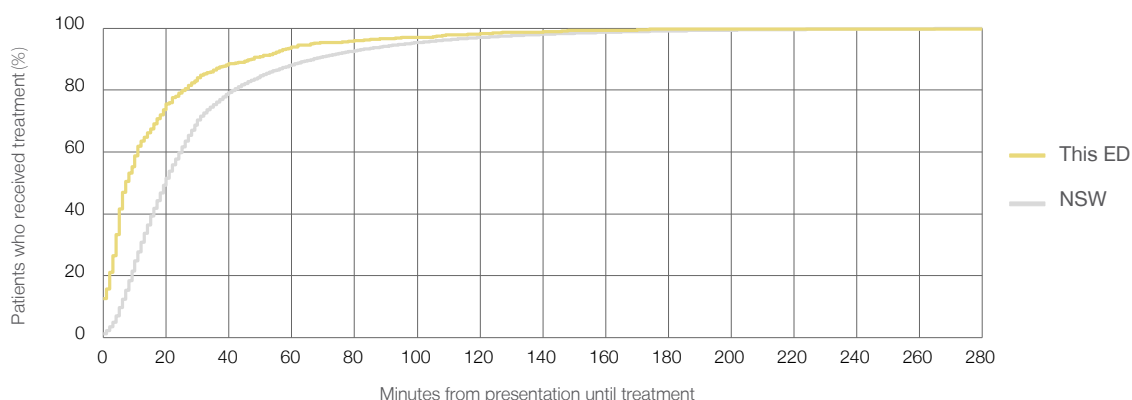
Number of triage 3 patients used to calculate waiting time:³ 632

Median time to start treatment⁴ 7 minutes

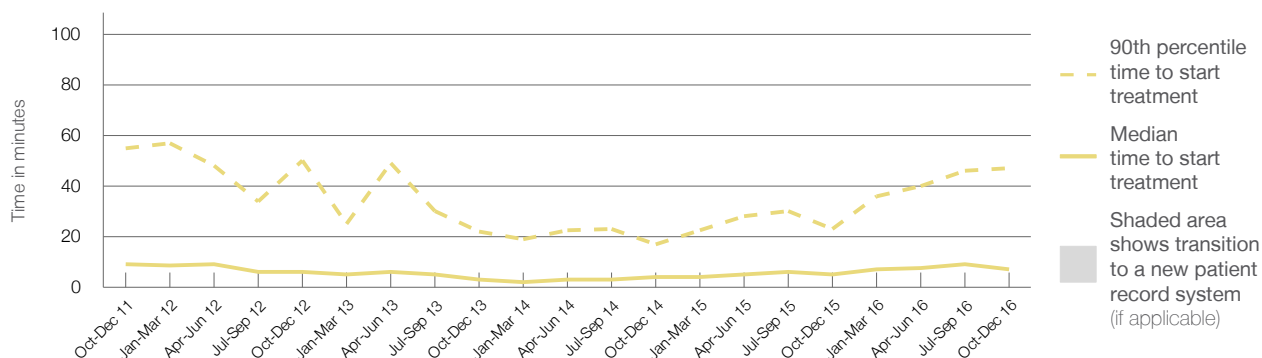
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
514	
500	
5 minutes	20 minutes
23 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	6	3	4	5	7
90th percentile time to start treatment ⁵ (minutes)	55	50	22	17	23	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,054

Number of triage 4 patients used to calculate waiting time:³ 964

Median time to start treatment⁴

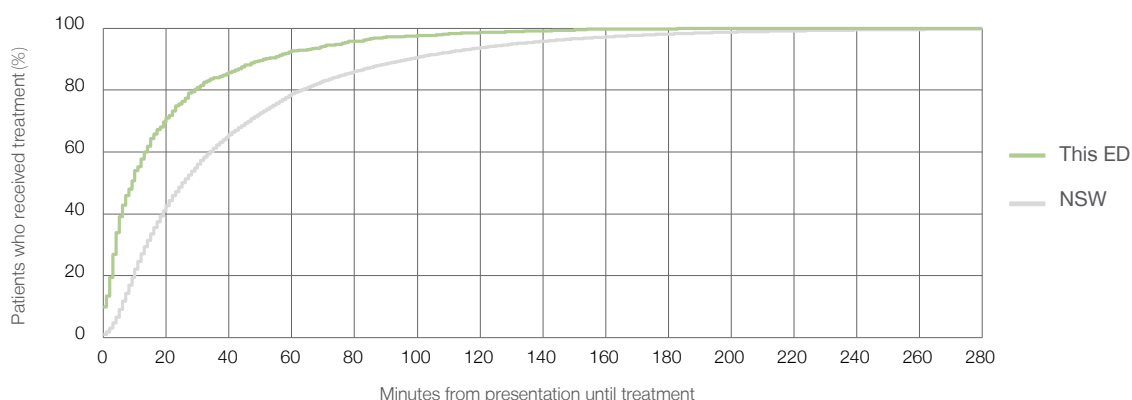
9 minutes

90th percentile time to start treatment⁵

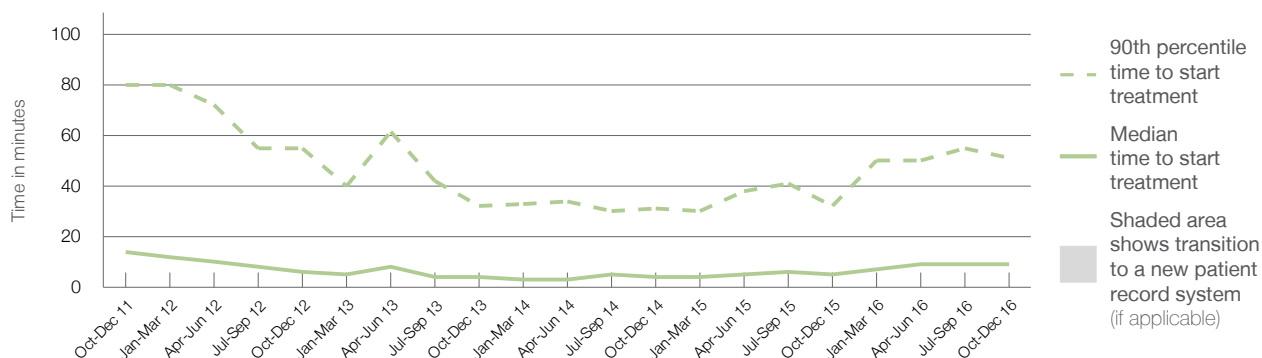
51 minutes

Same period last year	NSW (this period)
1,091	
1,005	
5 minutes	25 minutes
32 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	6	4	4	5	9
90th percentile time to start treatment ⁵ (minutes)	80	55	32	31	32	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 150

Number of triage 5 patients used to calculate waiting time:³ 133

Median time to start treatment⁴

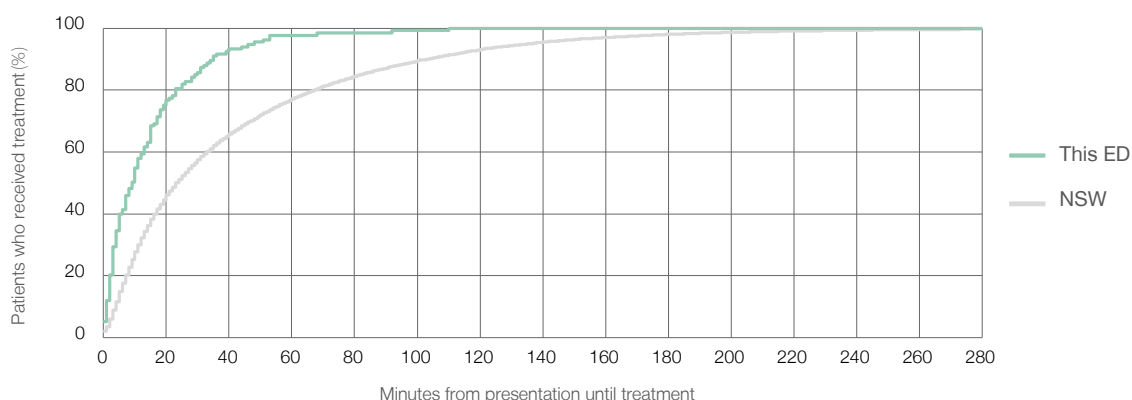
9 minutes

90th percentile time to start treatment⁵

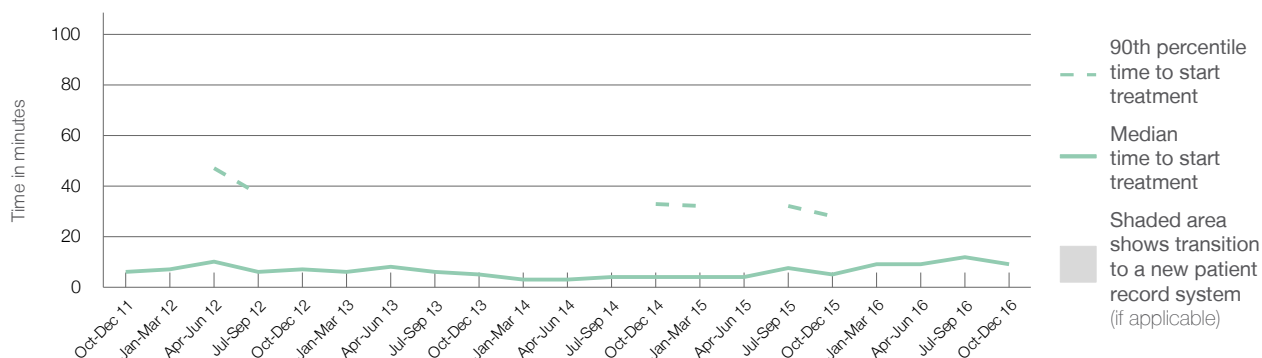
35 minutes

Same period last year	NSW (this period)
122	
110	
5 minutes	24 minutes
28 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	7	5	4	5	9
90th percentile time to start treatment ⁵ (minutes)	70	*	*	33	28	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,224 patients

Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

Median time spent in the ED⁸

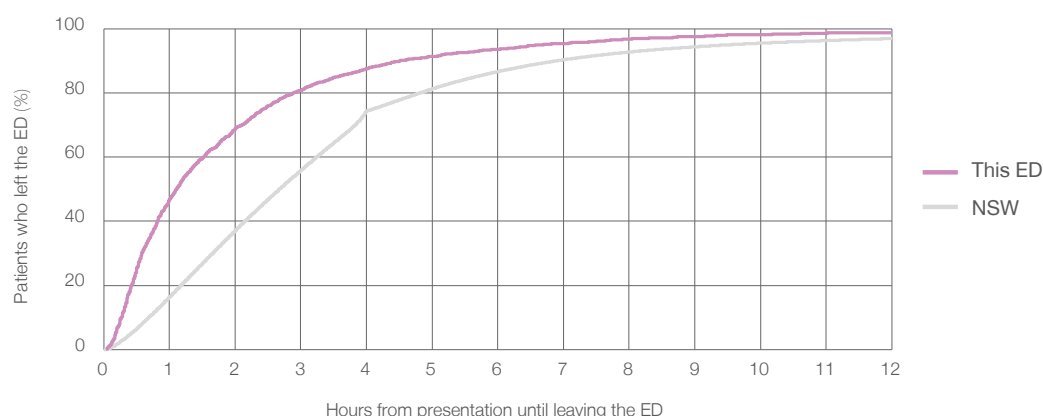
1 hours and 7 minutes

90th percentile time spent in the ED⁹

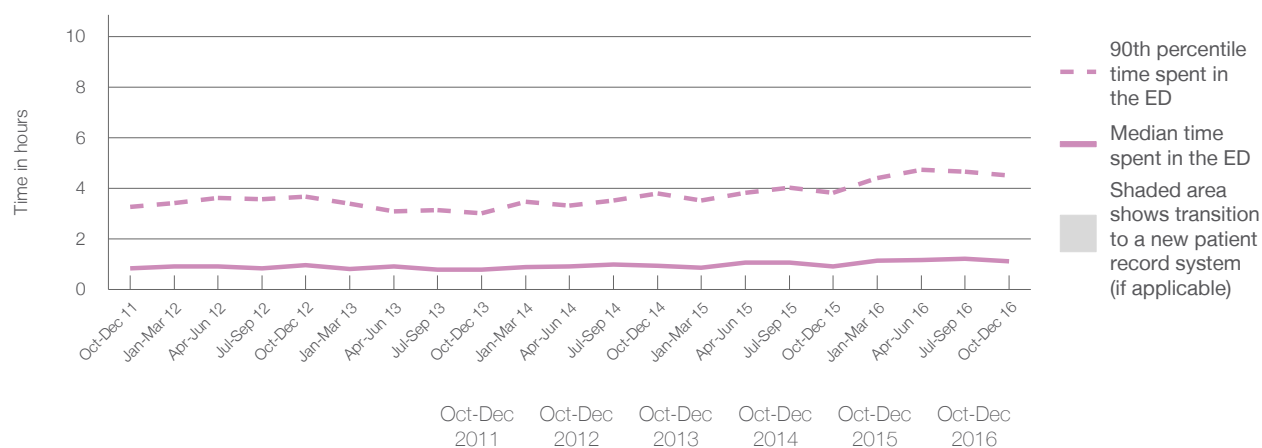
4 hours and 31 minutes

Same period last year	NSW (this period)
2,074	
2,074	
0 hours and 56 minutes	2 hours and 41 minutes
3 hours and 50 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 50m	0h 58m	0h 48m	0h 57m	0h 56m	1h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 17m	3h 40m	3h 1m	3h 49m	3h 50m	4h 31m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time patients spent in the ED

By mode of separation

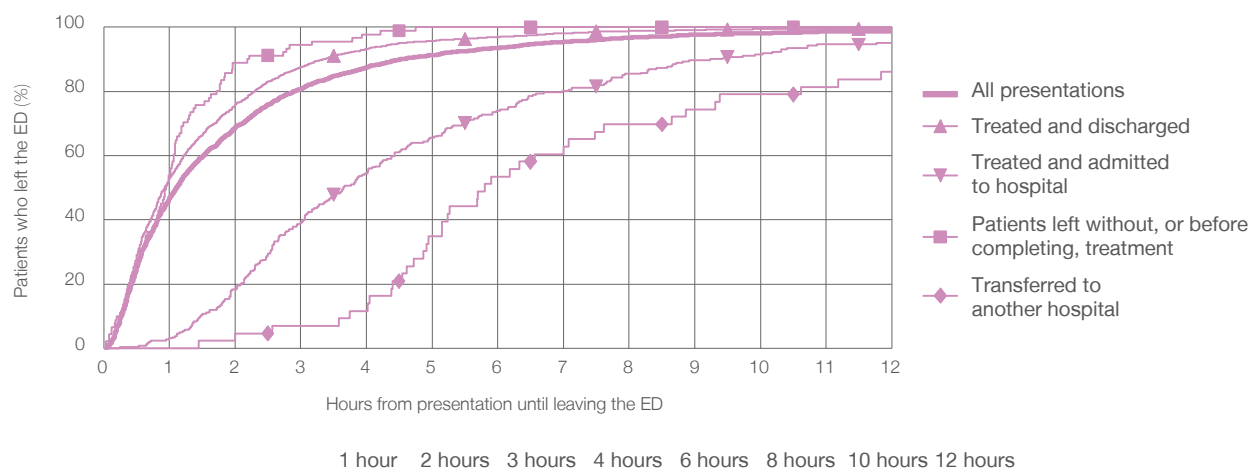
October to December 2016

All presentations:[†] 2,224 patients

Presentations used to calculate time to leaving the ED:[‡] 2,224 patients

		Same period last year	Change since one year ago
		2,074	7.2%
Treated and discharged	1,750 (78.7%)	1,637	6.9%
Treated and admitted to hospital	261 (11.7%)	236	10.6%
Patient left without, or before completing, treatment	91 (4.1%)	79	15.2%
Transferred to another hospital	43 (1.9%)	44	-2.3%
Other	79 (3.6%)	78	1.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	53.0%	76.0%	87.5%	93.3%	97.0%	98.9%	99.4%	99.5%
Treated and admitted to hospital	3.1%	18.4%	39.1%	54.4%	73.9%	85.4%	91.6%	95.0%
Patient left without, or before completing, treatment	53.8%	89.0%	94.5%	97.8%	100%	100%	100%	100%
Transferred to another hospital	0%	4.7%	7.0%	11.6%	53.5%	69.8%	79.1%	86.0%
All presentations	46.9%	68.9%	80.8%	87.5%	93.6%	96.8%	98.2%	98.8%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moree District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,224 patients

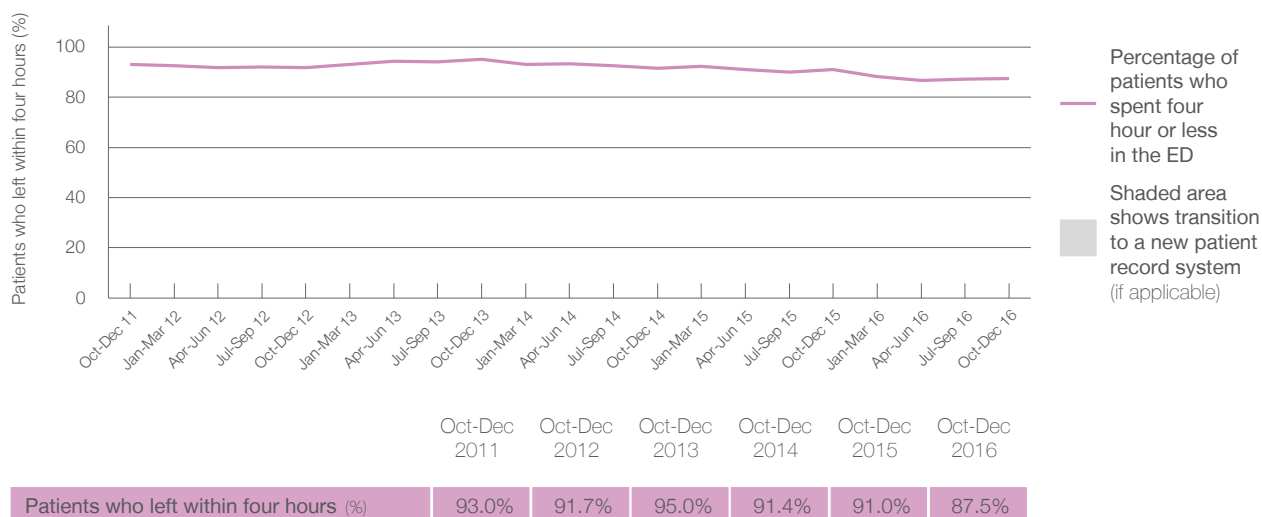
Presentations used to calculate time to leaving the ED:⁶ 2,224 patients

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



Same period last year	Change since one year ago
2,074	7.2%
2,074	7.2%
91.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,787 patients

Emergency presentations:² 2,579 patients

Same period last year	Change since one year ago
2,686	3.8%
2,521	2.3%

Moruya District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 308 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 823 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,053 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
264	
7 minutes	8 minutes
22 minutes	26 minutes
783	
18 minutes	20 minutes
57 minutes	67 minutes
970	
30 minutes	25 minutes
110 minutes	97 minutes
485	
34 minutes	24 minutes
147 minutes	103 minutes

Moruya District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,787 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
2,686	3.8%
77.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

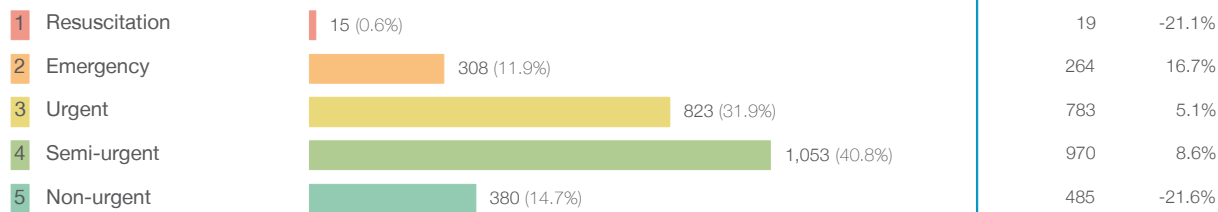
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Patients presenting to the emergency department

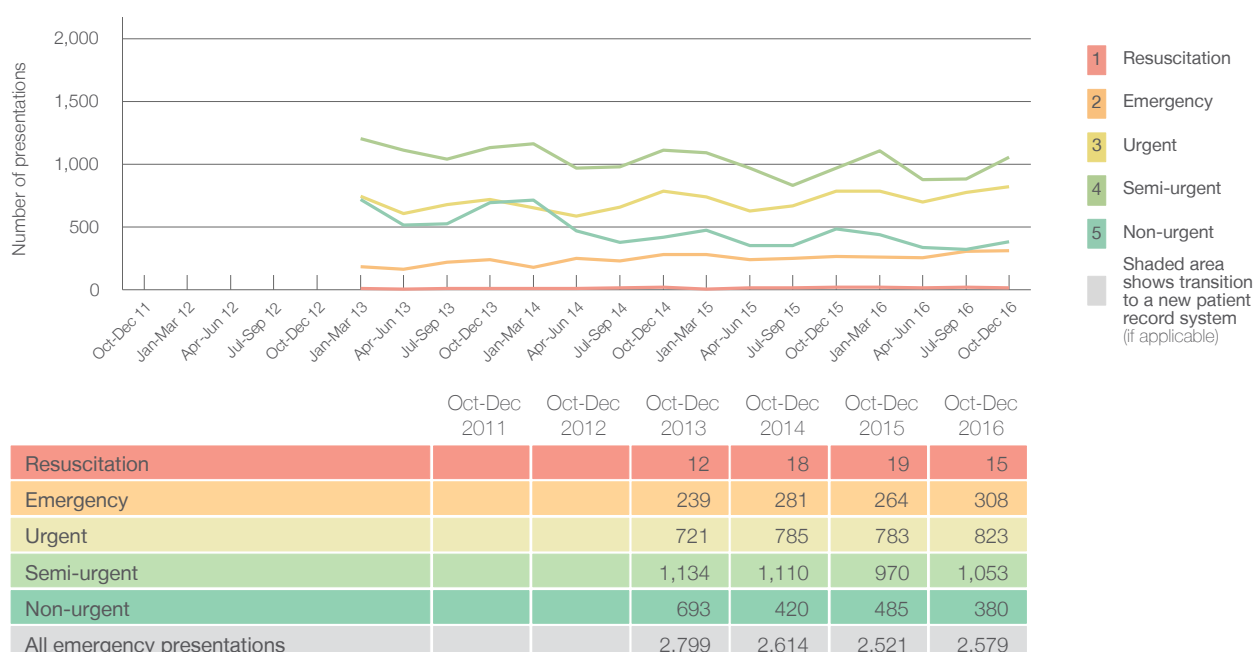
October to December 2016

All presentations:¹ 2,787 patients

Emergency presentations² by triage category: 2,579 patients



Emergency presentations² by quarter, October 2011 to December 2016 *§



Moruya District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 421 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 trans 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.

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 308

Number of triage 2 patients used to calculate waiting time:³ 307

Median time to start treatment⁴

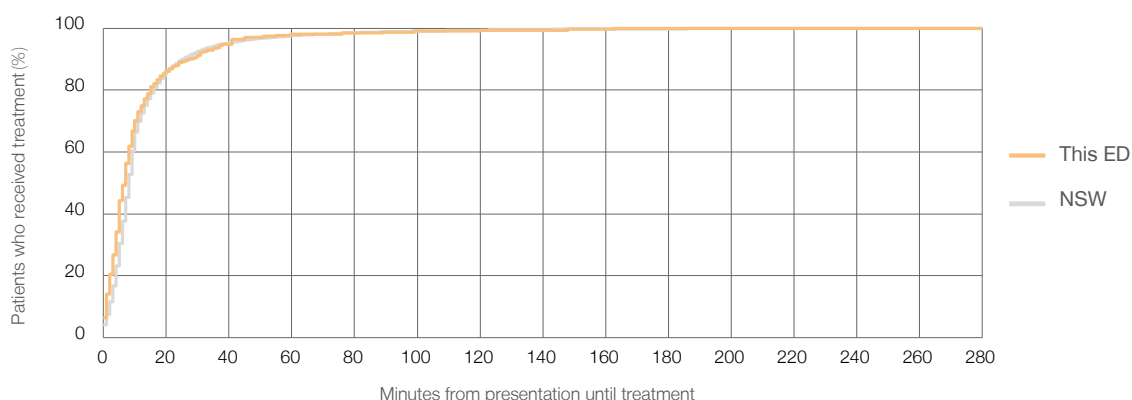
7 minutes

90th percentile time to start treatment⁵

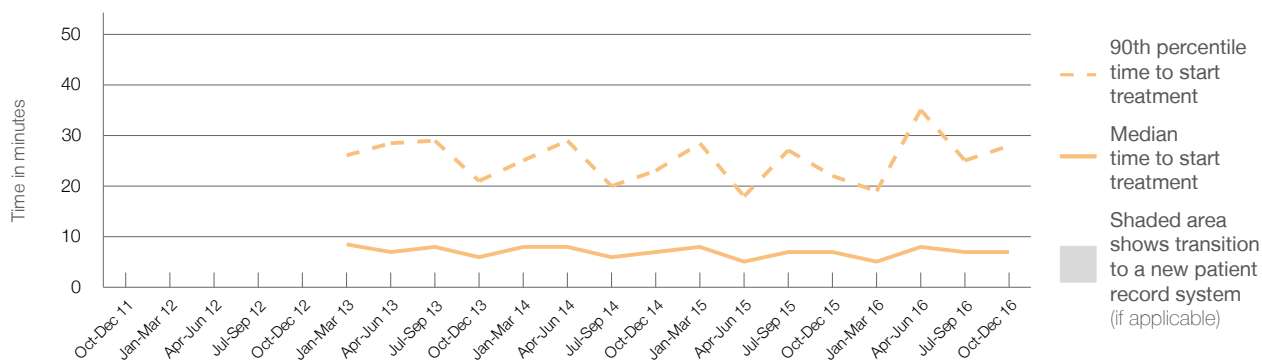
28 minutes

Same period last year	NSW (this period)
264	
261	
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			6	7	7	7
90th percentile time to start treatment ⁵ (minutes)			21	23	22	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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 823

Number of triage 3 patients used to calculate waiting time:³ 807

Median time to start treatment⁴

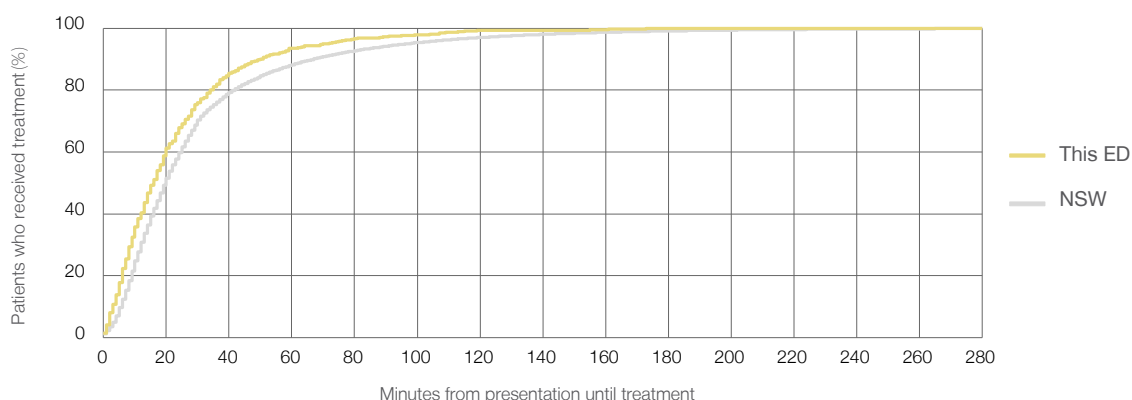
16 minutes

90th percentile time to start treatment⁵

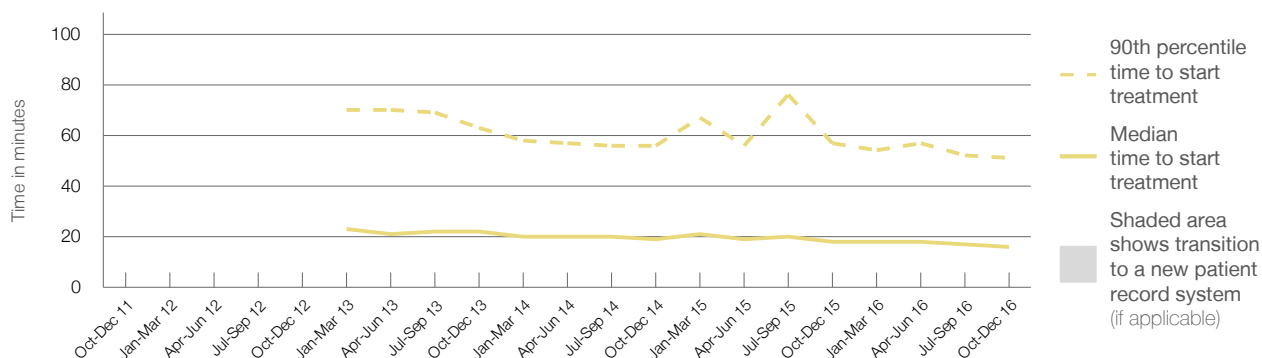
51 minutes

Same period last year	NSW (this period)
783	
757	
18 minutes	20 minutes
57 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			22	19	18	16
90th percentile time to start treatment ⁵ (minutes)			63	56	57	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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,053

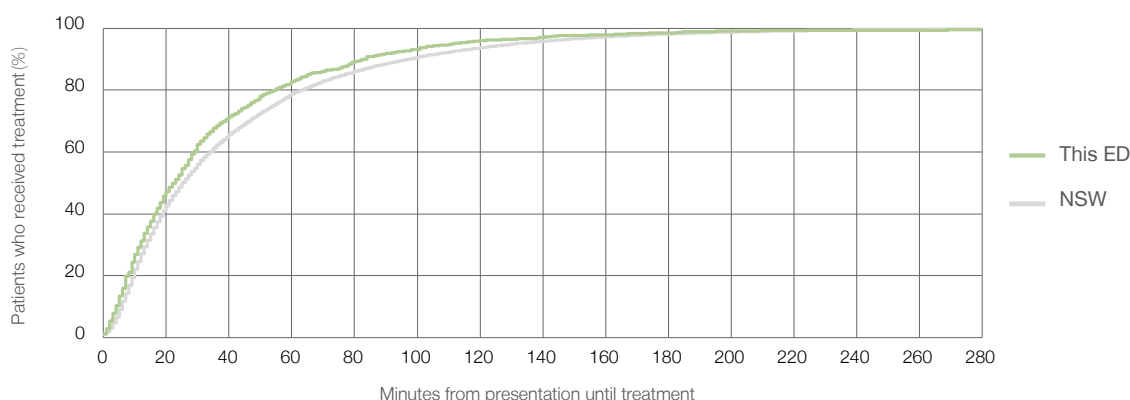
Number of triage 4 patients used to calculate waiting time:³ 942

Median time to start treatment⁴ 23 minutes

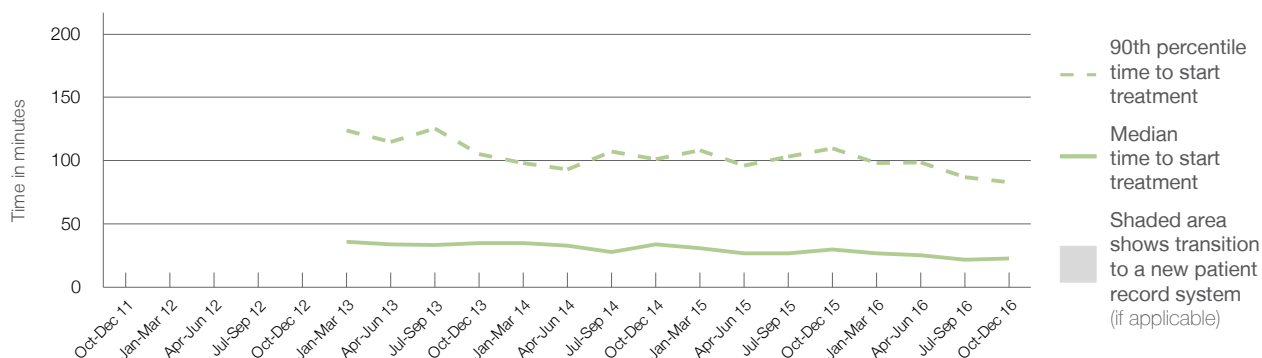
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
970	
869	
30 minutes	25 minutes
110 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			35	34	30	23
90th percentile time to start treatment ⁵ (minutes)			105	101	110	83

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 380

Number of triage 5 patients used to calculate waiting time:³ 286

Median time to start treatment⁴

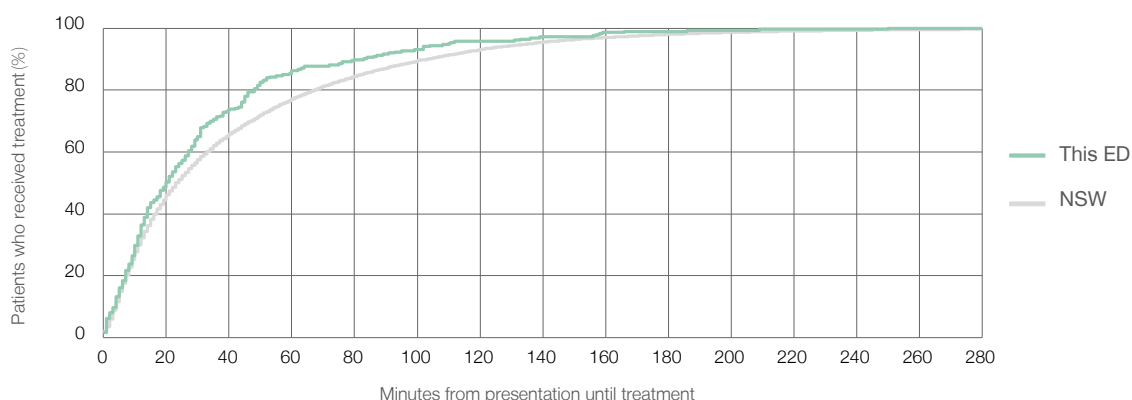
20 minutes

90th percentile time to start treatment⁵

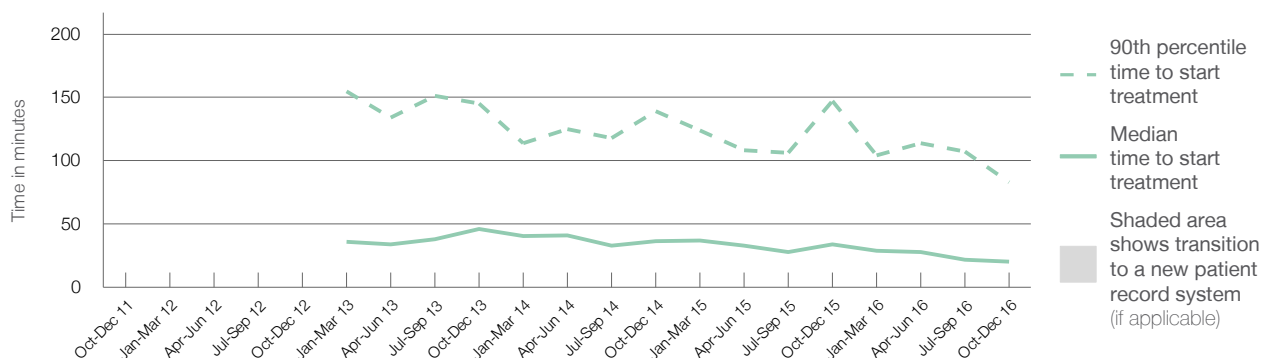
83 minutes

Same period last year	NSW (this period)
485	
402	
34 minutes	24 minutes
147 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			46	37	34	20
90th percentile time to start treatment ⁵ (minutes)			145	139	147	83

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,787 patients

Presentations used to calculate time to leaving the ED:⁶ 2,787 patients

Median time spent in the ED⁸

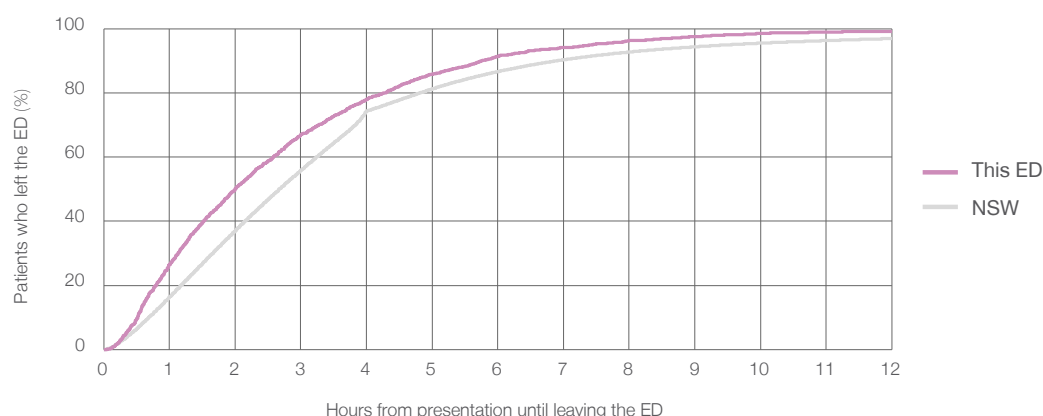
2 hours and 0 minutes

90th percentile time spent in the ED⁹

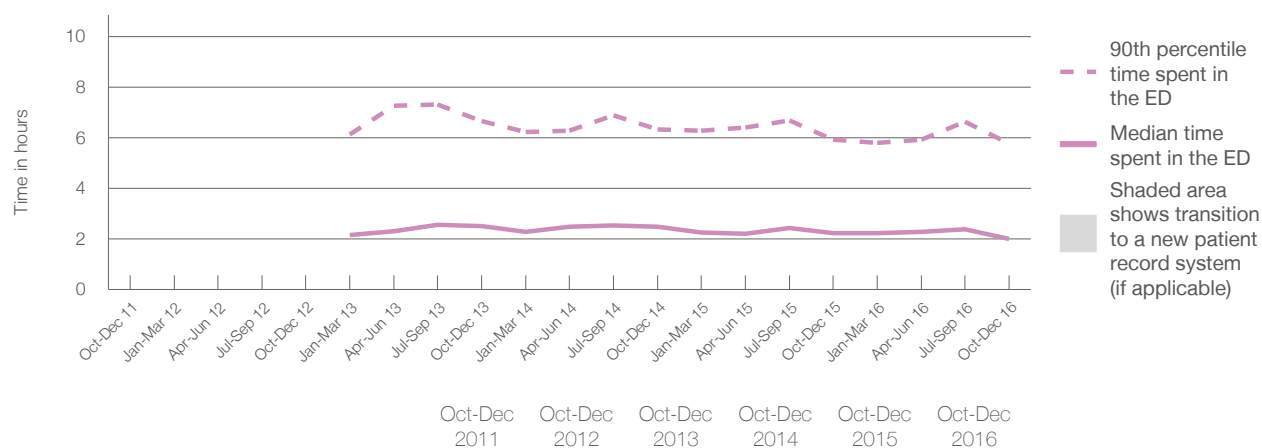
5 hours and 46 minutes

Same period last year	NSW (this period)
2,686	
2,686	
2 hours and 14 minutes	2 hours and 41 minutes
5 hours and 56 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 31m	2h 30m	2h 14m	2h 0m
90th percentile time to leaving the ED ⁹ (hours, minutes)			6h 40m	6h 20m	5h 56m	5h 46m

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Moruya District Hospital: Time patients spent in the ED

By mode of separation

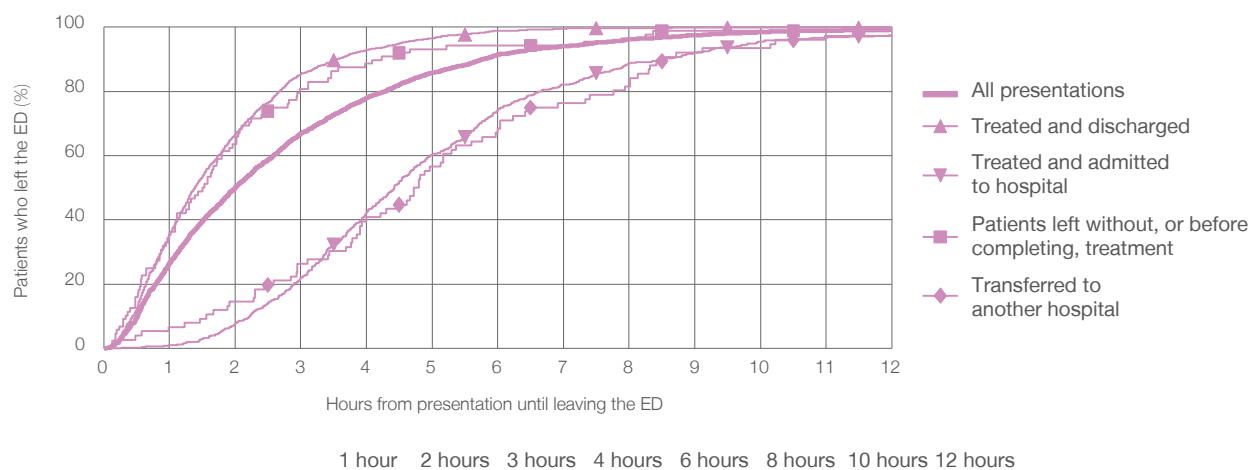
October to December 2016

All presentations:[†] 2,787 patients

Presentations used to calculate time to leaving the ED:[‡] 2,787 patients

		Same period last year	Change since one year ago
Treated and discharged	1,798 (64.5%)	1,709	5.2%
Treated and admitted to hospital	741 (26.6%)	759	-2.4%
Patient left without, or before completing, treatment	88 (3.2%)	135	-34.8%
Transferred to another hospital	76 (2.7%)	77	-1.3%
Other	84 (3.0%)	6	1300.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.6%	66.7%	85.4%	92.8%	98.9%	99.7%	99.9%	99.9%
Treated and admitted to hospital	0.9%	7.8%	22.0%	42.4%	74.4%	88.8%	95.5%	97.4%
Patient left without, or before completing, treatment	35.2%	63.6%	80.7%	88.6%	94.3%	96.6%	98.9%	100%
Transferred to another hospital	6.6%	14.5%	26.3%	40.8%	68.4%	81.6%	93.4%	97.4%
All presentations	26.6%	50.2%	67.0%	78.0%	91.4%	96.2%	98.5%	99.2%

(†) 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 trans 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.

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Moruya District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,787 patients

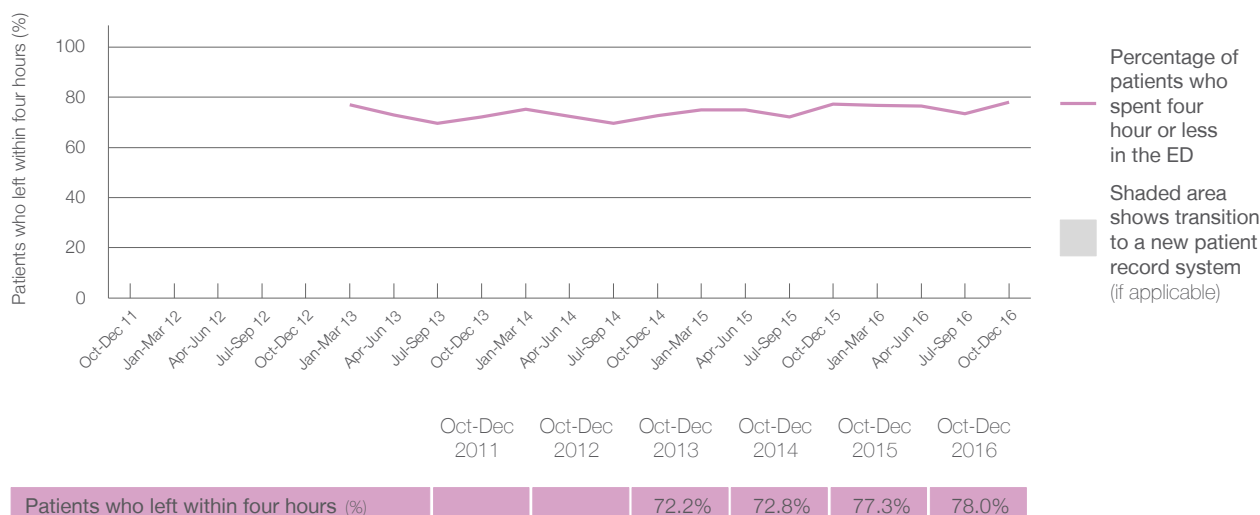
Presentations used to calculate time to leaving the ED:⁶ 2,787 patients

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



Same period last year	Change since one year ago
2,686	3.8%
2,686	3.8%
77.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



- * 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 2016*.
 - 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,236 patients

Emergency presentations:² 3,067 patients

Same period last year	Change since one year ago
3,463	-6.6%
3,124	-1.8%

Mudgee District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 213 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 732 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,607 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 504 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
192	
9 minutes	8 minutes
28 minutes	26 minutes
606	
22 minutes	20 minutes
63 minutes	67 minutes
1,582	
38 minutes	25 minutes
103 minutes	97 minutes
739	
39 minutes	24 minutes
120 minutes	103 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,234 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,462	-6.6%
89.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

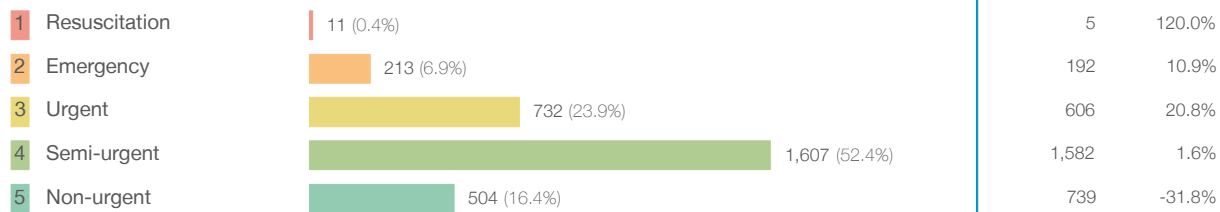
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Patients presenting to the emergency department

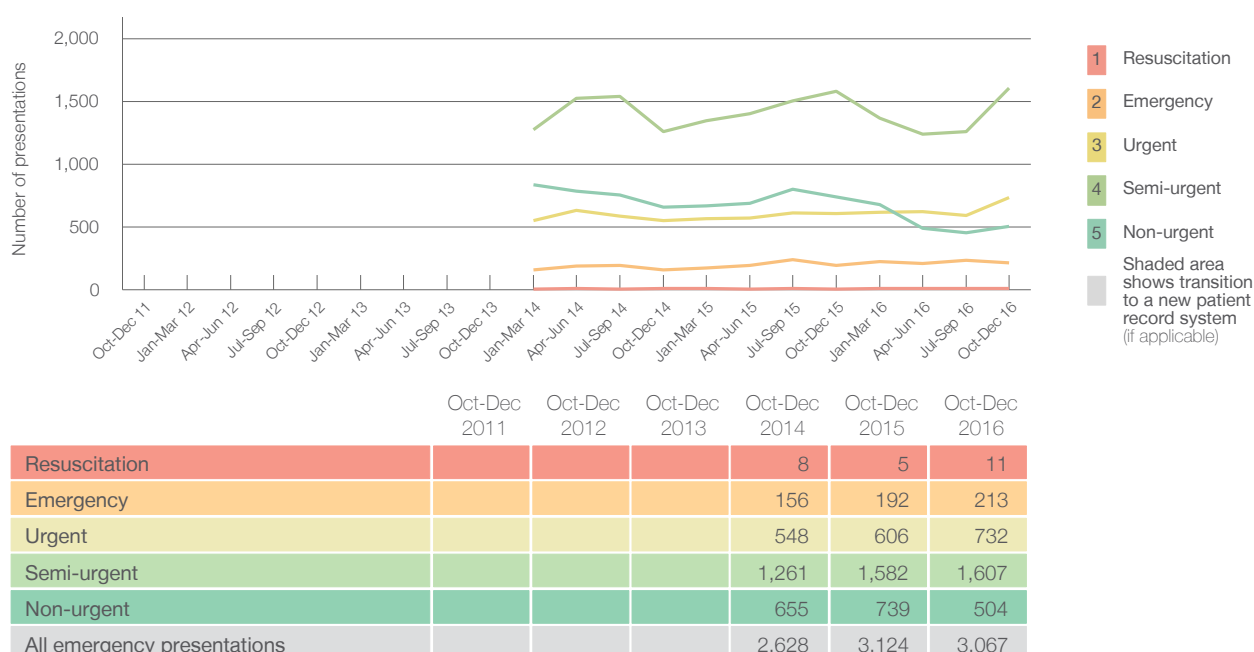
October to December 2016

All presentations:¹ 3,236 patients

Emergency presentations² by triage category: 3,067 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Mudgee District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 276 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 213

Number of triage 2 patients used to calculate waiting time:³ 212

Median time to start treatment⁴

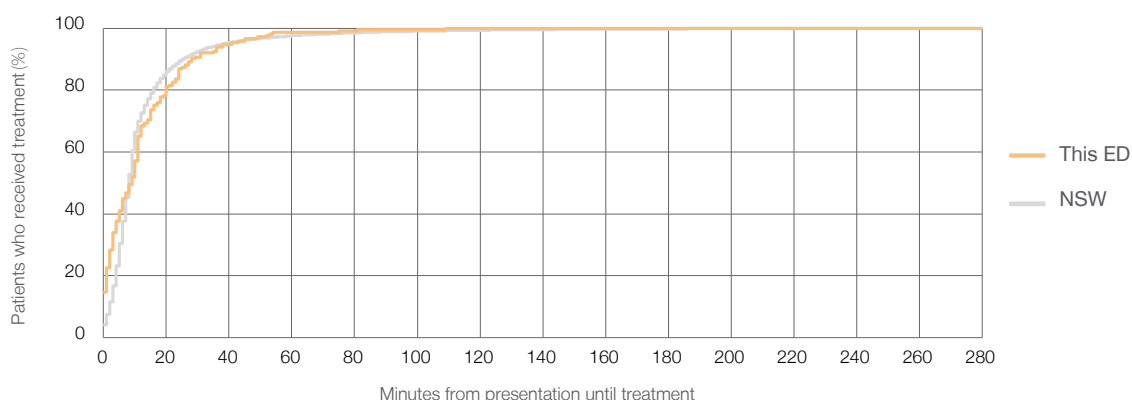
9 minutes

90th percentile time to start treatment⁵

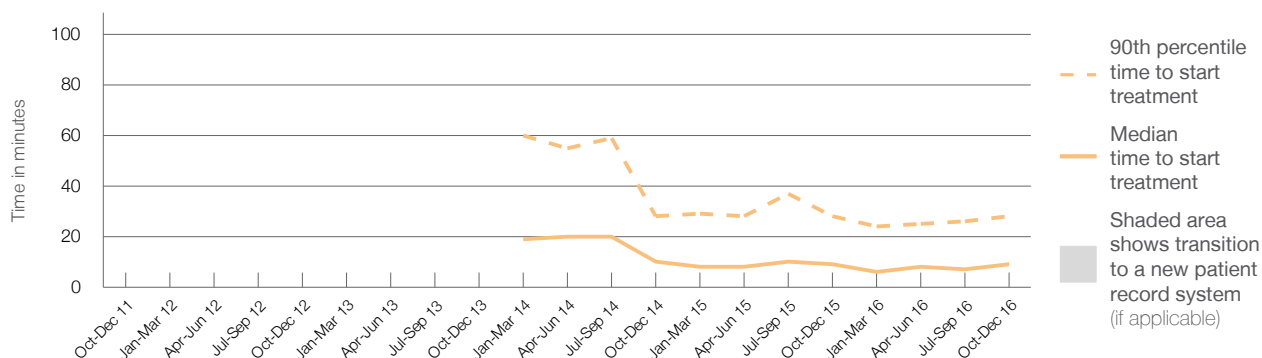
28 minutes

Same period last year	NSW (this period)
192	
191	
9 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				10	9	9
90th percentile time to start treatment ⁵ (minutes)				28	28	28

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 732

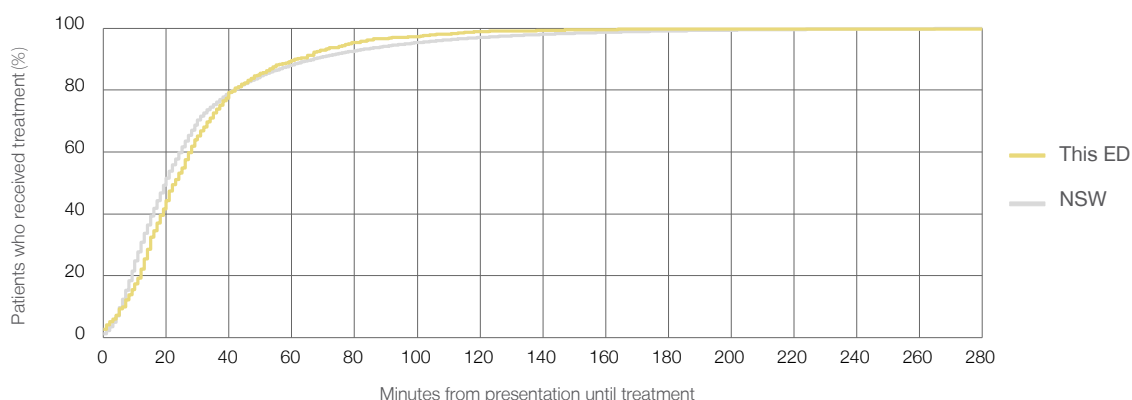
Number of triage 3 patients used to calculate waiting time:³ 725

Median time to start treatment⁴ 23 minutes

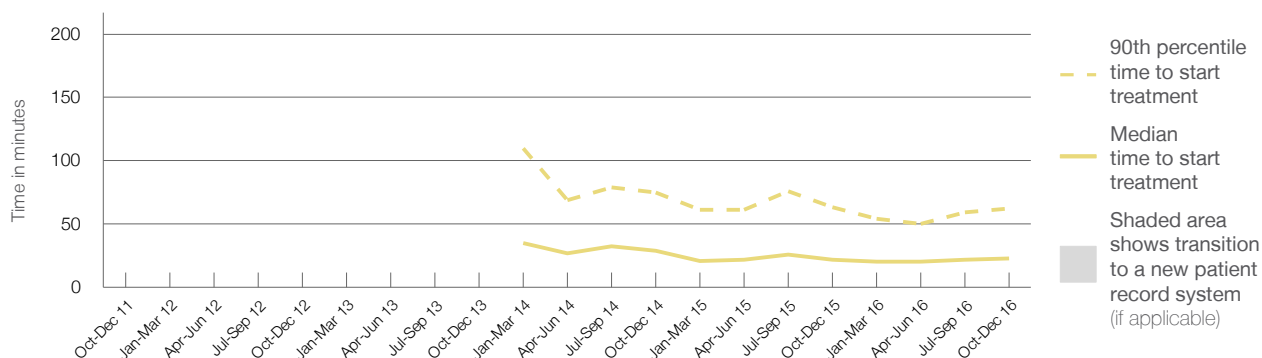
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
606	
583	
22 minutes	20 minutes
63 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				29	22	23
90th percentile time to start treatment ⁵ (minutes)				75	63	62

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,607

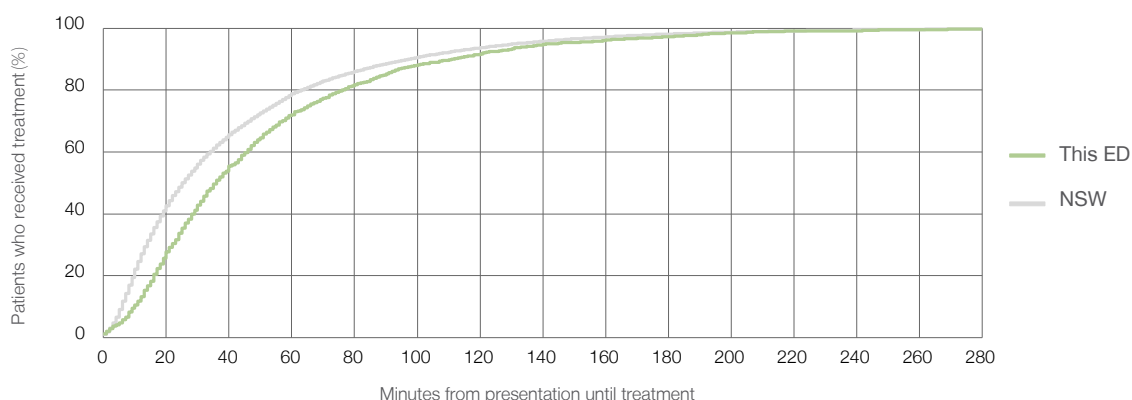
Number of triage 4 patients used to calculate waiting time:³ 1,501

Median time to start treatment⁴ 36 minutes

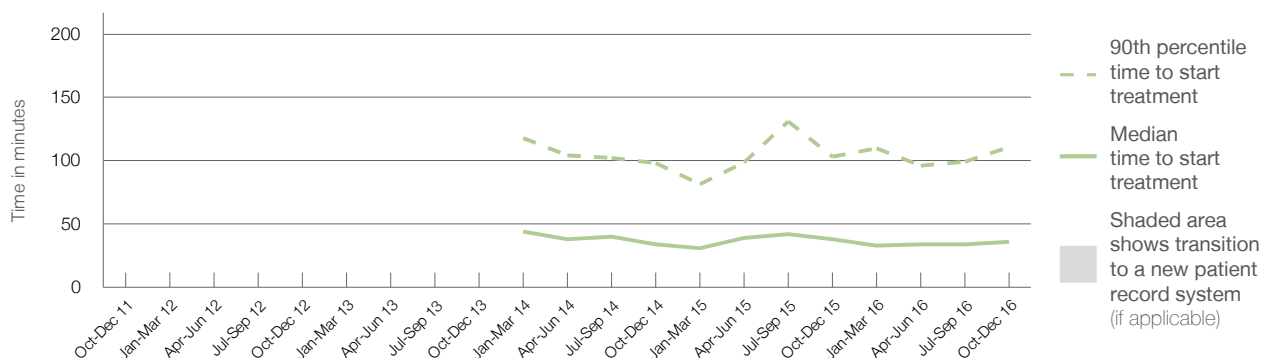
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,582	
1,410	
38 minutes	25 minutes
103 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				34	38	36
90th percentile time to start treatment ⁵ (minutes)				98	103	111

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 504

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

Median time to start treatment⁴

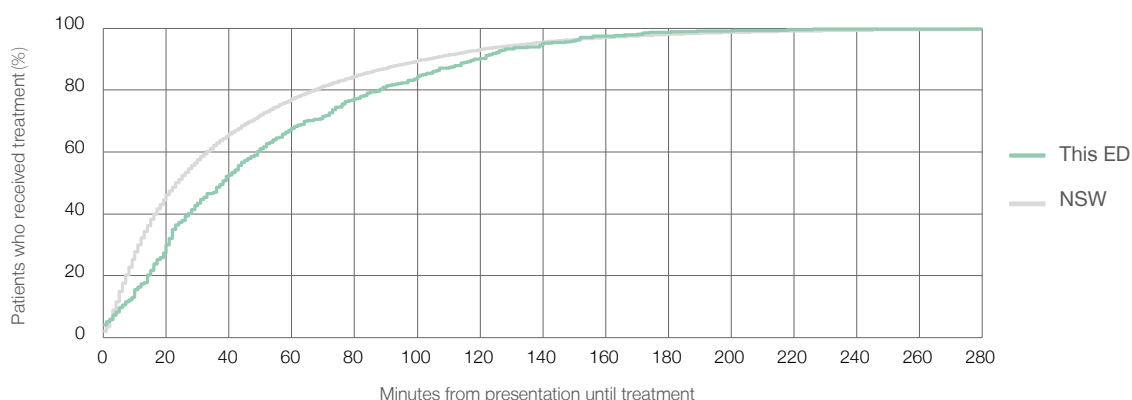
38 minutes

90th percentile time to start treatment⁵

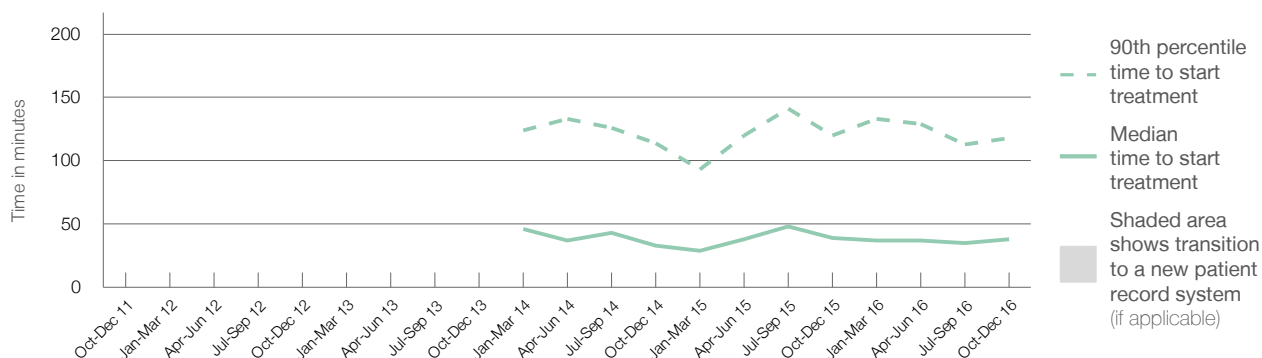
118 minutes

Same period last year	NSW (this period)
739	
539	
39 minutes	24 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)				33	39	38
90th percentile time to start treatment ⁵ (minutes)				114	120	118

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,236 patients

Presentations used to calculate time to leaving the ED:⁶ 3,234 patients

Median time spent in the ED⁸

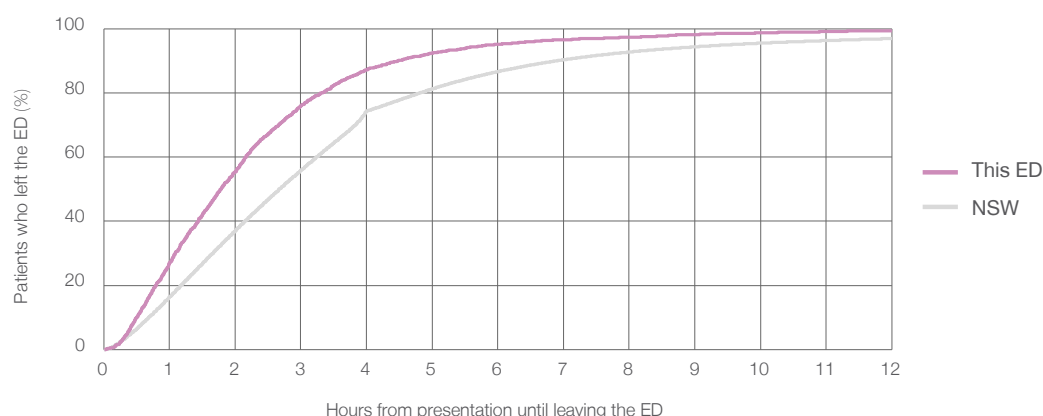
1 hours and 47 minutes

90th percentile time spent in the ED⁹

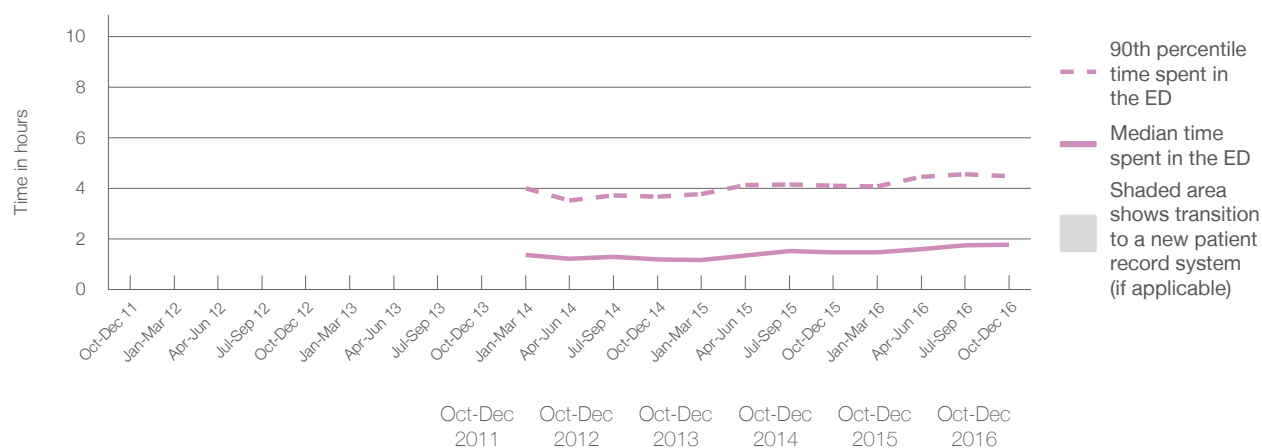
4 hours and 29 minutes

Same period last year	NSW (this period)
3,463	
3,462	
1 hours and 28 minutes	2 hours and 41 minutes
4 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 12m	1h 28m	1h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 41m	4h 6m	4h 29m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time patients spent in the ED

By mode of separation

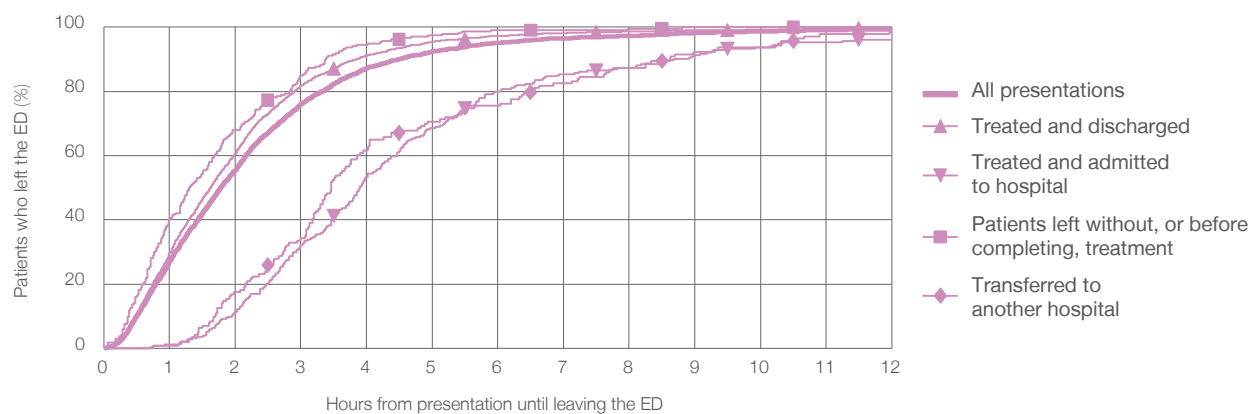
October to December 2016

All presentations:[†] 3,236 patients

Presentations used to calculate time to leaving the ED:[‡] 3,234 patients

		Same period last year	Change since one year ago
Treated and discharged	2,579 (79.7%)	2,937	-12.2%
Treated and admitted to hospital	254 (7.8%)	217	17.1%
Patient left without, or before completing, treatment	238 (7.4%)	186	28.0%
Transferred to another hospital	143 (4.4%)	98	45.9%
Other	22 (0.7%)	25	-12.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



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

Treated and discharged	29.6%	60.6%	81.7%	91.2%	97.2%	98.6%	99.3%	99.7%
Treated and admitted to hospital	1.2%	11.4%	32.3%	53.1%	79.9%	87.4%	93.7%	96.1%
Patient left without, or before completing, treatment	40.3%	68.1%	84.9%	94.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	0.7%	17.5%	34.3%	61.5%	75.5%	87.4%	93.7%	98.6%
All presentations	27.1%	55.5%	76.0%	87.1%	95.1%	97.3%	98.6%	99.4%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mudgee District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,236 patients

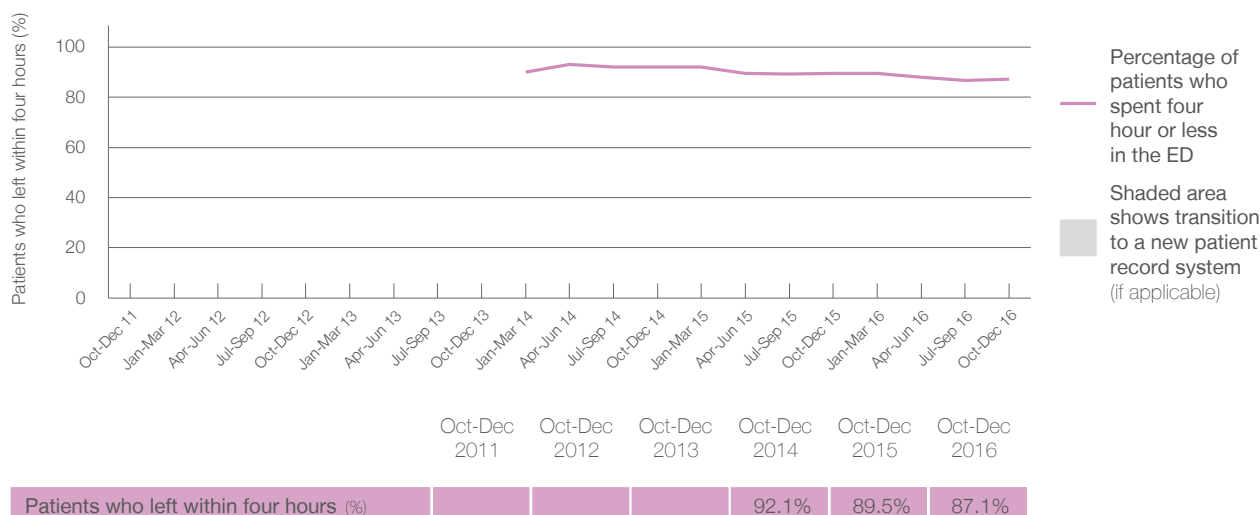
Presentations used to calculate time to leaving the ED:⁶ 3,234 patients

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



Same period last year	Change since one year ago
3,463	-6.6%
3,462	-6.6%
89.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



- * 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 2016*.
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 - 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,623 patients

Emergency presentations:² 2,475 patients

Same period last year	Change since one year ago
2,492	5.3%
2,365	4.7%

Muswellbrook District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 160 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 680 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,248 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 387 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
146	
5 minutes	8 minutes
21 minutes	26 minutes
572	
16 minutes	20 minutes
56 minutes	67 minutes
1,247	
29 minutes	25 minutes
91 minutes	97 minutes
400	
28 minutes	24 minutes
105 minutes	103 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,623 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
2,492	5.3%
90.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

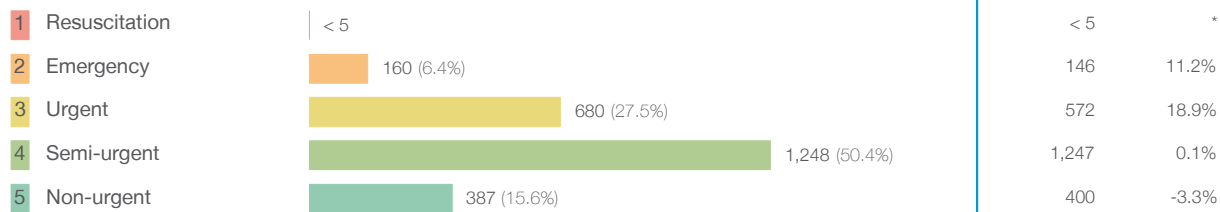
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Patients presenting to the emergency department

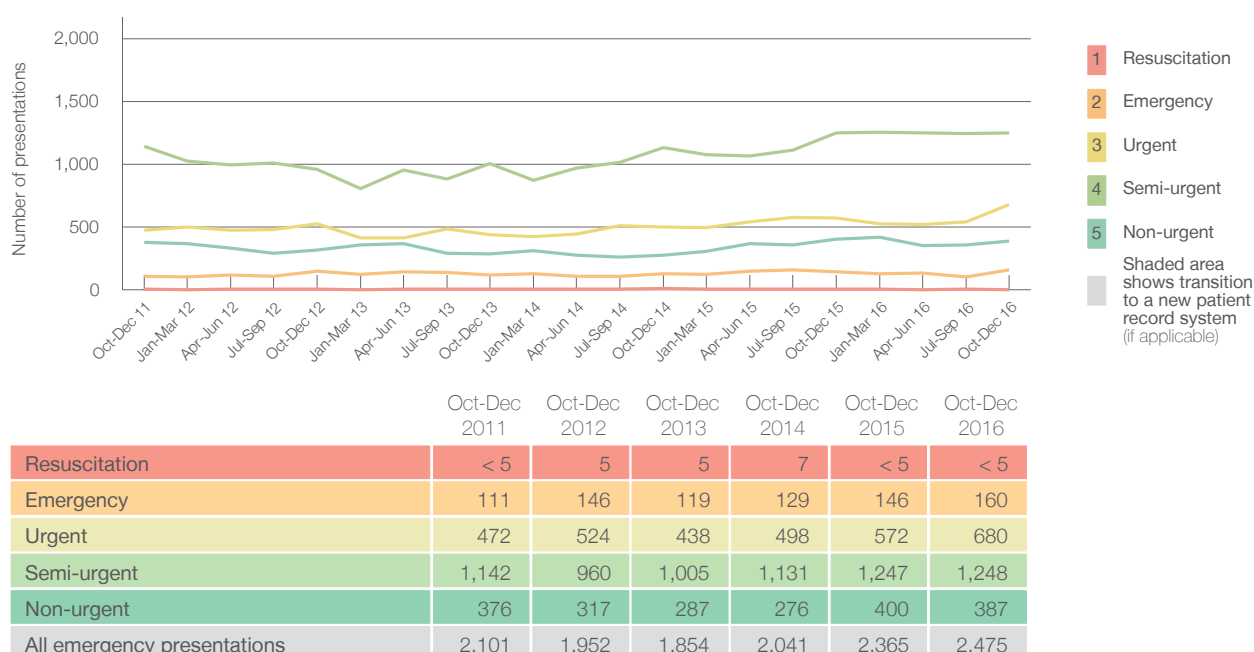
October to December 2016

All presentations:¹ 2,623 patients

Emergency presentations² by triage category: 2,475 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Muswellbrook District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 400 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 160

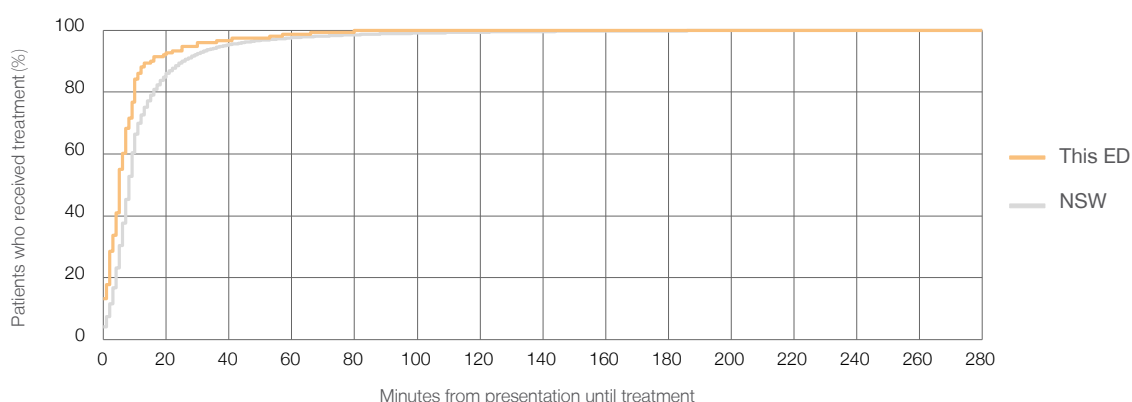
Number of triage 2 patients used to calculate waiting time:³ 151

Median time to start treatment⁴ 5 minutes

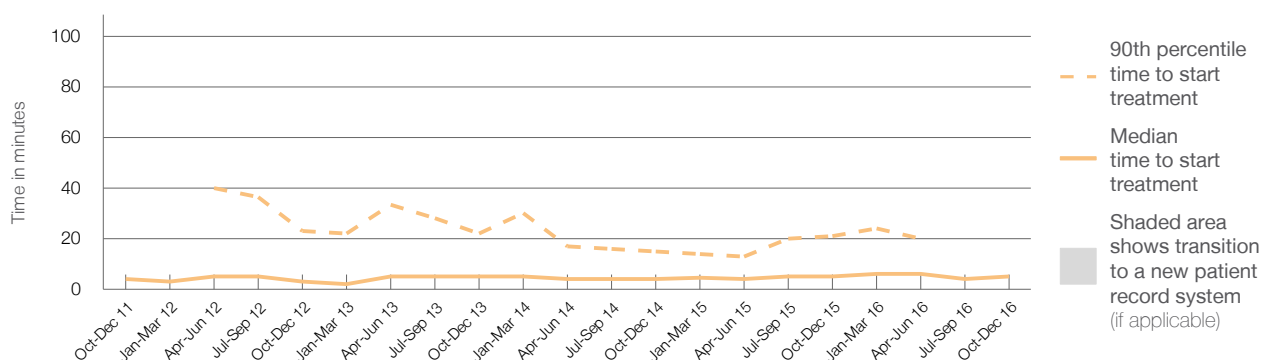
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
146	
135	
5 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	3	5	4	5	5
90th percentile time to start treatment ⁵ (minutes)	51	23	22	15	21	15

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 680

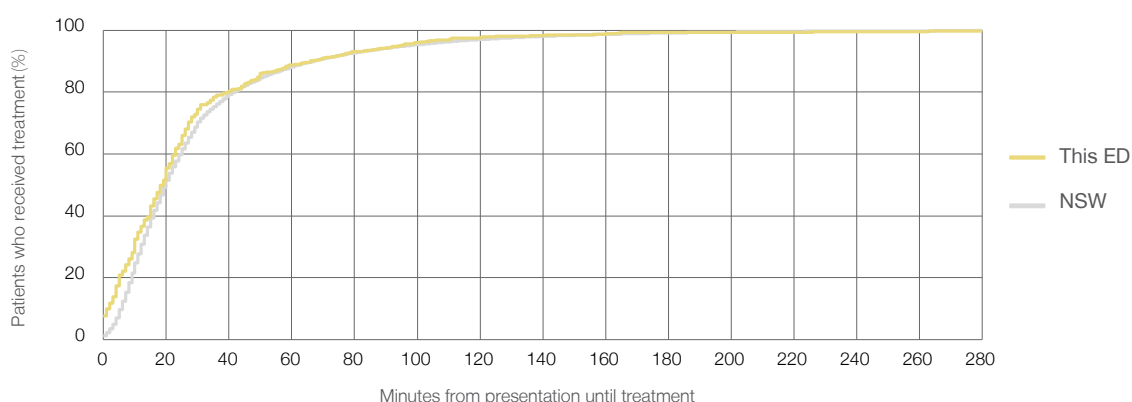
Number of triage 3 patients used to calculate waiting time:³ 646

Median time to start treatment⁴ 19 minutes

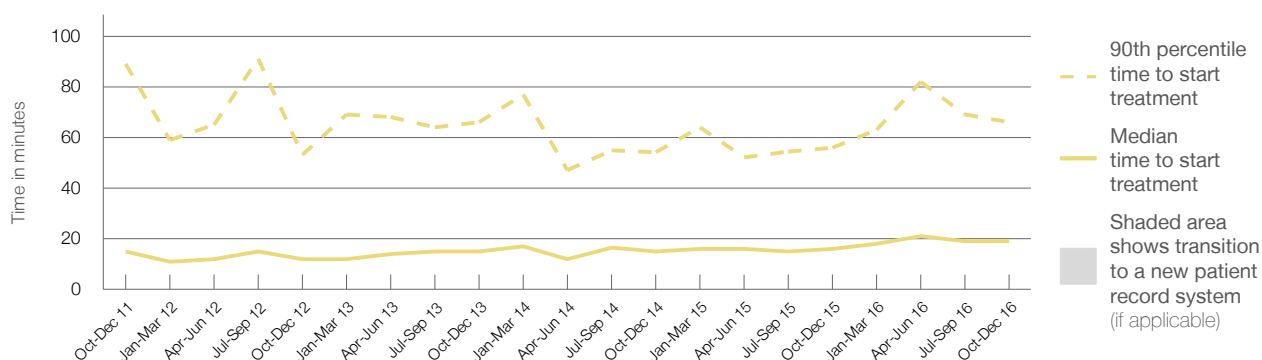
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
572	
540	
16 minutes	20 minutes
56 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	12	15	15	16	19
90th percentile time to start treatment ⁵ (minutes)	89	53	66	54	56	66

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,248

Number of triage 4 patients used to calculate waiting time:³ 1,157

Median time to start treatment⁴

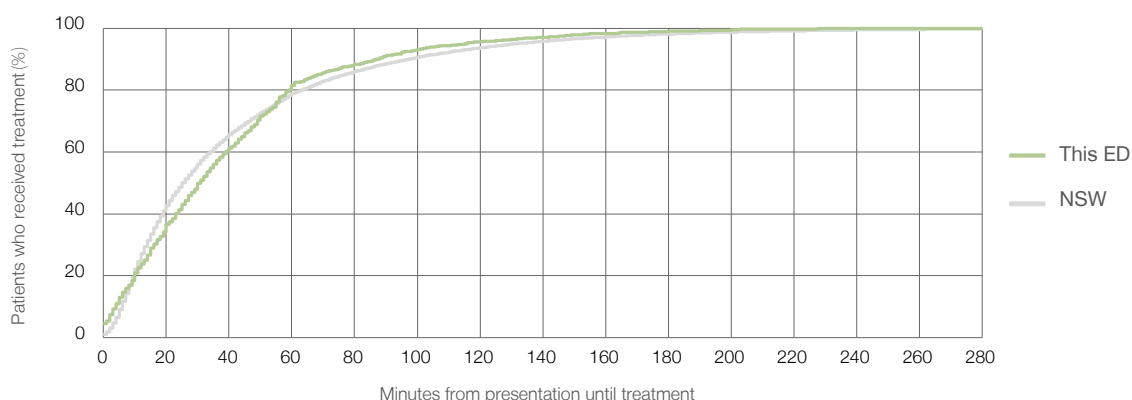
31 minutes

90th percentile time to start treatment⁵

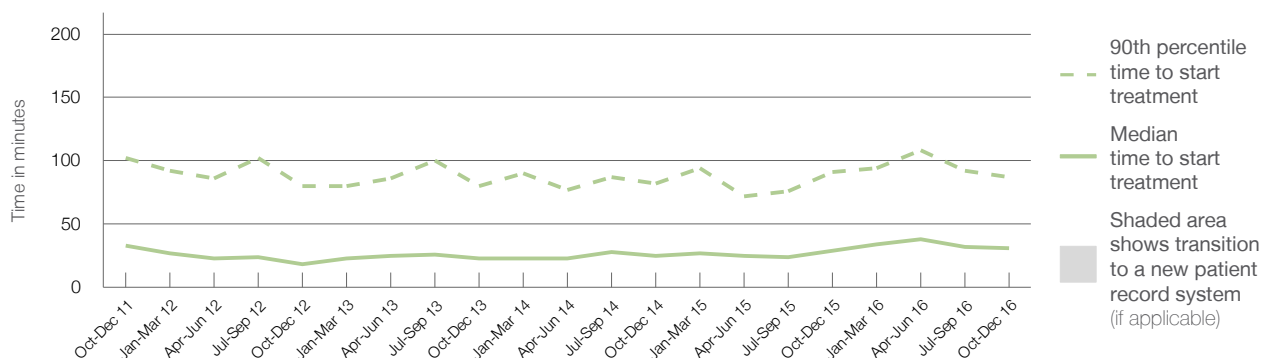
87 minutes

Same period last year	NSW (this period)
1,247	
1,150	
29 minutes	25 minutes
91 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	18	23	25	29	31
90th percentile time to start treatment ⁵ (minutes)	102	80	80	82	91	87

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 387

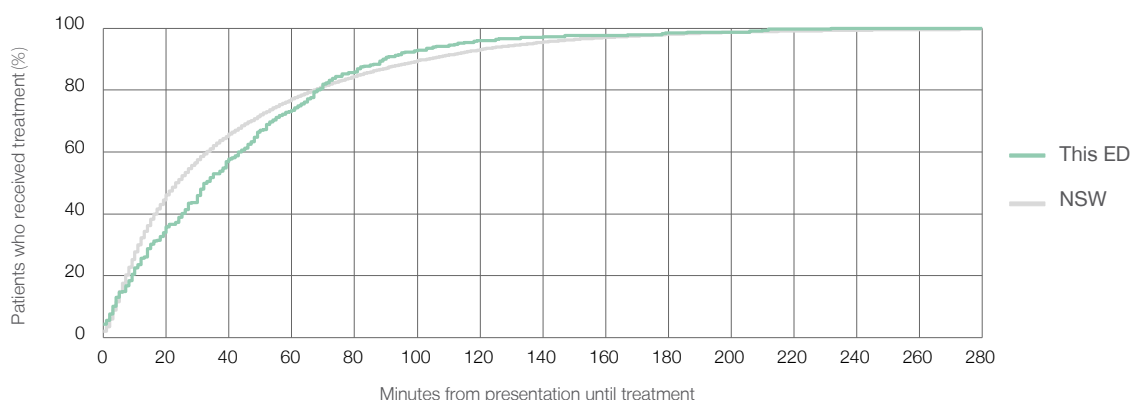
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ 33 minutes

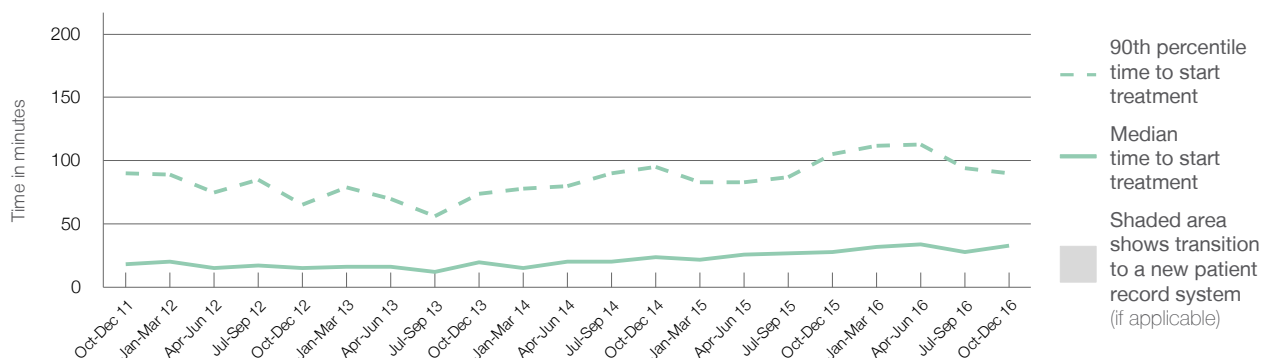
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
400	
366	
28 minutes	24 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	15	20	24	28	33
90th percentile time to start treatment ⁵ (minutes)	90	66	74	95	105	90

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,623 patients

Presentations used to calculate time to leaving the ED:⁶ 2,623 patients

Median time spent in the ED⁸

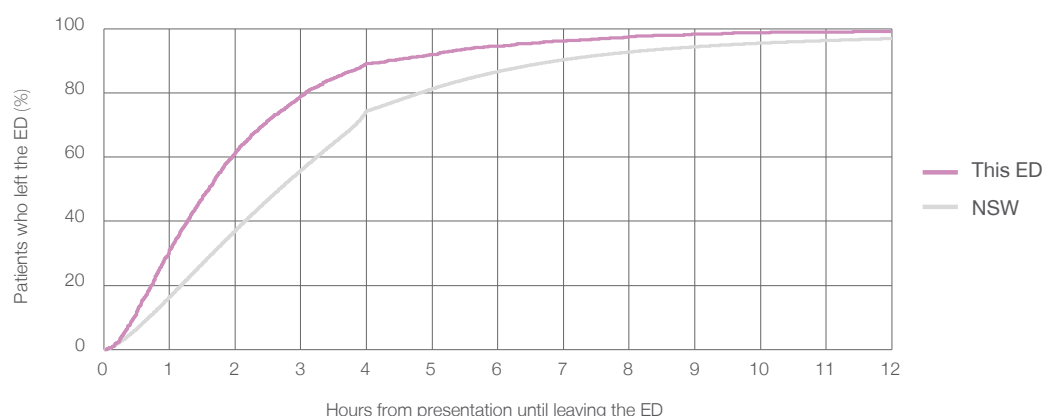
1 hours and 36 minutes

90th percentile time spent in the ED⁹

4 hours and 20 minutes

Same period last year	NSW (this period)
2,492	2,492
1 hours and 33 minutes	2 hours and 41 minutes
4 hours and 0 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 14m	1h 15m	1h 10m	1h 17m	1h 33m	1h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 7m	4h 33m	4h 3m	3h 52m	4h 0m	4h 20m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

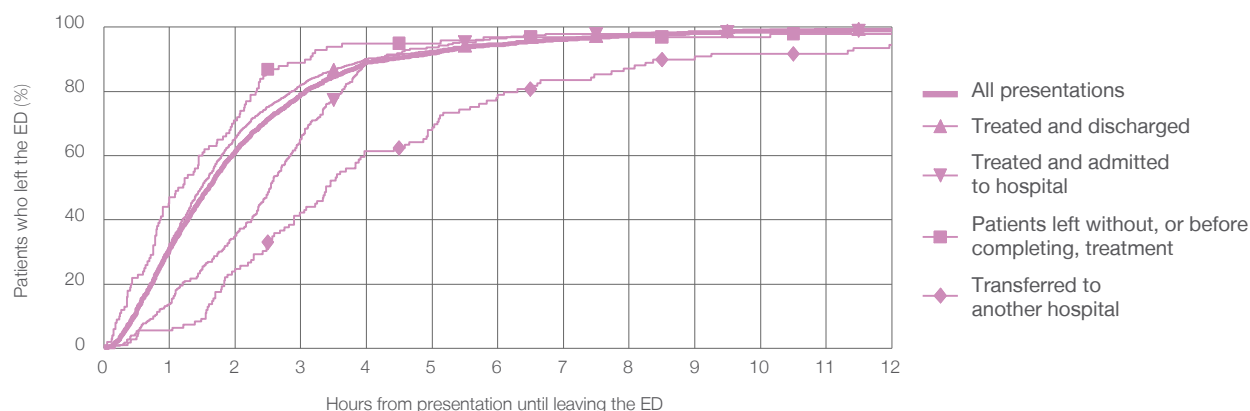
October to December 2016

All presentations:[†] 2,623 patients

Presentations used to calculate time to leaving the ED:[‡] 2,623 patients

		Same period last year	Change since one year ago
Treated and discharged	2,024 (77.2%)	1,911	5.9%
Treated and admitted to hospital	282 (10.8%)	293	-3.8%
Patient left without, or before completing, treatment	100 (3.8%)	100	0.0%
Transferred to another hospital	109 (4.2%)	103	5.8%
Other	108 (4.1%)	85	27.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	32.4%	65.7%	82.1%	90.2%	95.0%	98.0%	99.3%	99.5%
Treated and admitted to hospital	13.8%	35.1%	65.2%	89.4%	96.5%	97.9%	98.6%	98.9%
Patient left without, or before completing, treatment	47.0%	71.0%	89.0%	95.0%	97.0%	97.0%	97.0%	98.0%
Transferred to another hospital	5.5%	24.8%	42.2%	61.5%	78.9%	87.2%	91.7%	94.5%
All presentations	31.0%	61.5%	79.1%	89.1%	94.6%	97.4%	98.7%	99.1%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Muswellbrook District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,623 patients

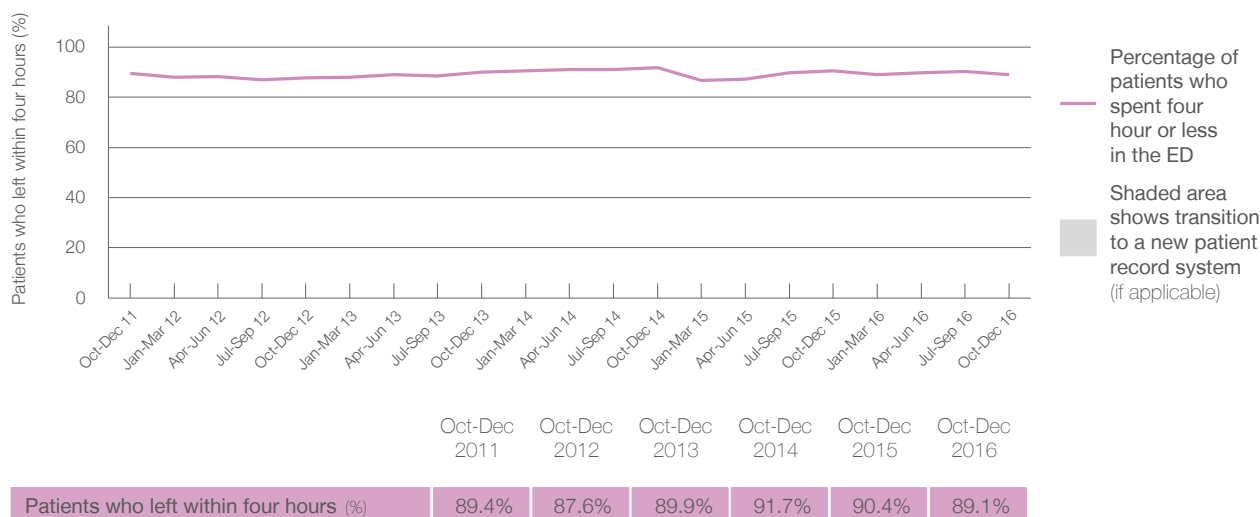
Presentations used to calculate time to leaving the ED:⁶ 2,623 patients

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



Same period last year	Change since one year ago
2,492	5.3%
2,492	5.3%
90.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 1,578 patients

Emergency presentations:² 1,567 patients

Same period last year	Change since one year ago
1,407	12.2%
1,391	12.7%

Narrabri District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 2 minutes

90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 439 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 699 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 320 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	26 minutes
345	
15 minutes	20 minutes
41 minutes	67 minutes
582	
26 minutes	25 minutes
67 minutes	97 minutes
365	
15 minutes	24 minutes
66 minutes	103 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 1,578 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
1,407	12.2%
90.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

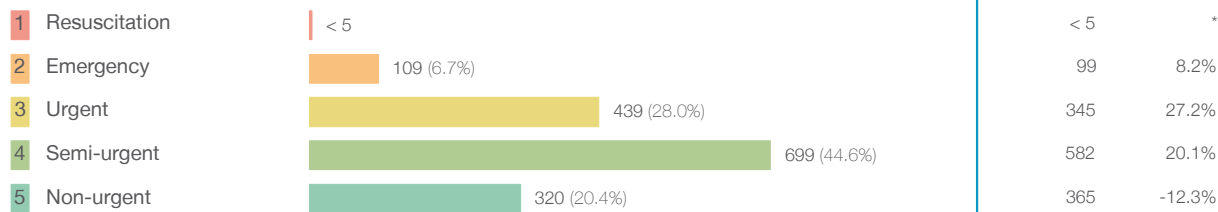
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Patients presenting to the emergency department

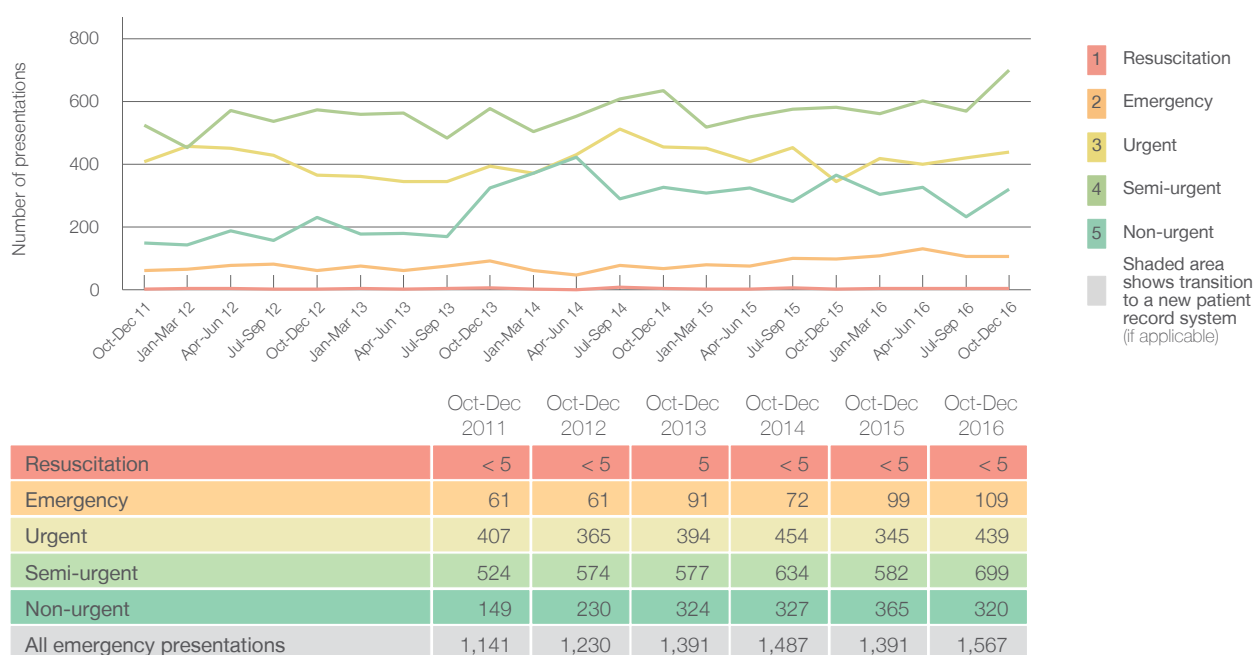
October to December 2016

All presentations:¹ 1,578 patients

Emergency presentations² by triage category: 1,567 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Narrabri District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 146 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 109

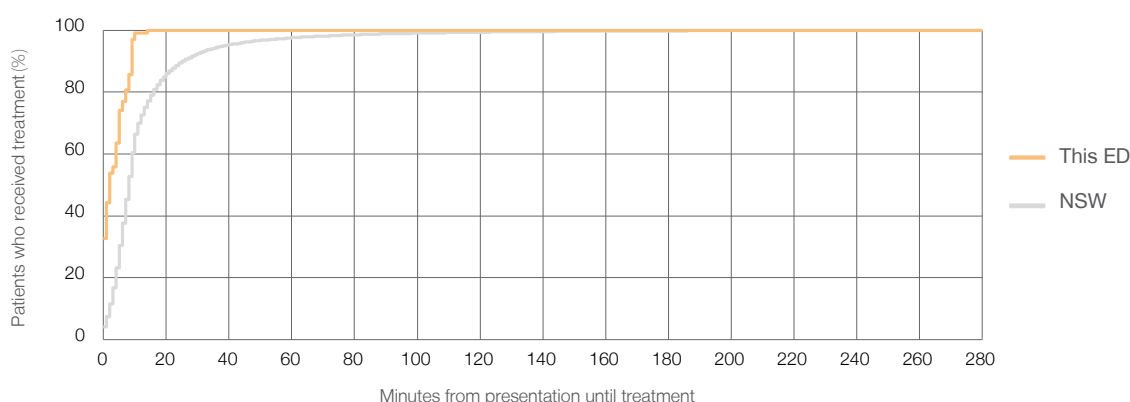
Number of triage 2 patients used to calculate waiting time:³ 104

Median time to start treatment⁴ 2 minutes

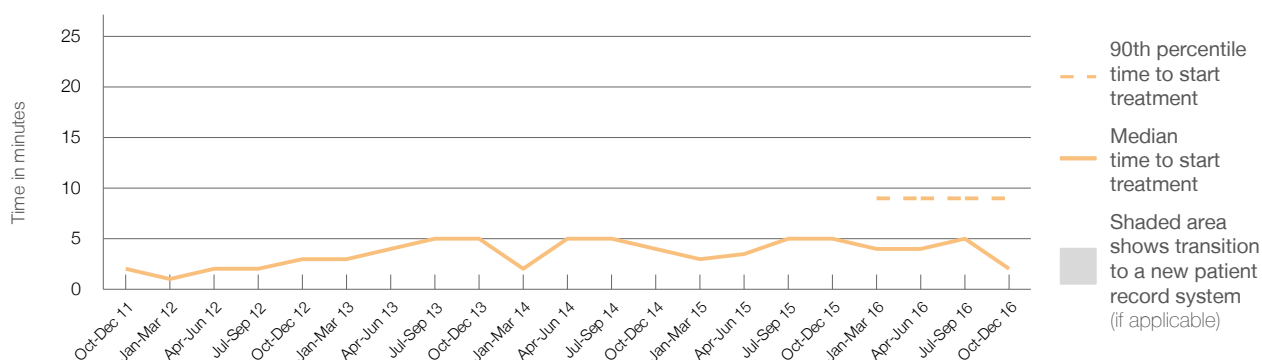
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	
97	
5 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	3	5	4	5	2
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 439

Number of triage 3 patients used to calculate waiting time:³ 434

Median time to start treatment⁴

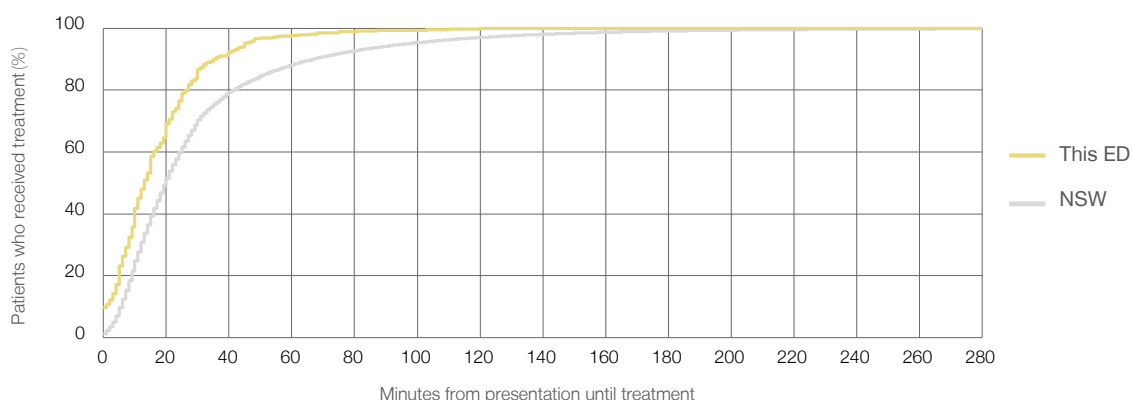
13 minutes

90th percentile time to start treatment⁵

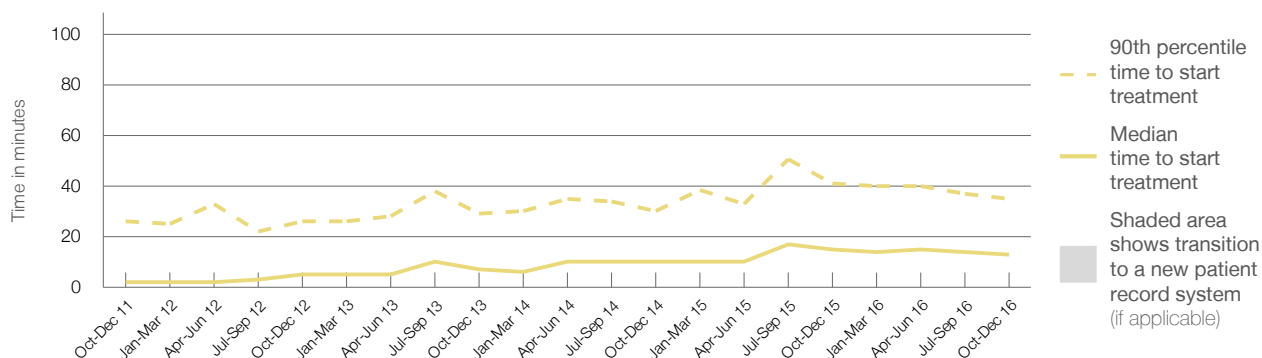
35 minutes

Same period last year	NSW (this period)
345	
345	
15 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	2	5	7	10	15	13
90th percentile time to start treatment ⁵ (minutes)	26	26	29	30	41	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 699

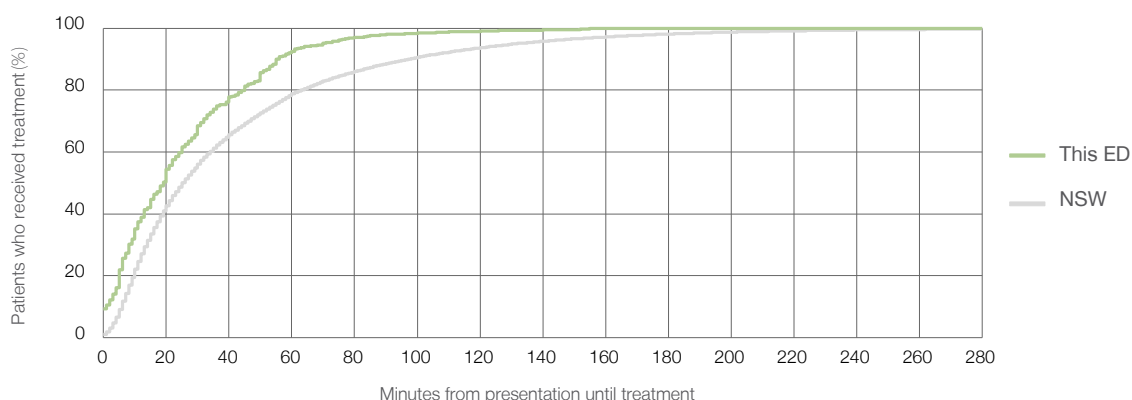
Number of triage 4 patients used to calculate waiting time:³ 672

Median time to start treatment⁴ 19 minutes

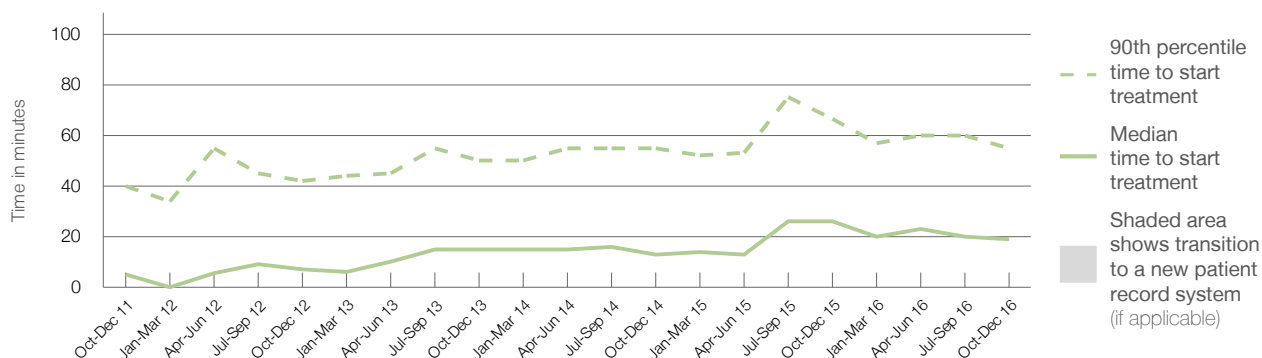
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
582	
570	
26 minutes	25 minutes
67 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	7	15	13	26	19
90th percentile time to start treatment ⁵ (minutes)	40	42	50	55	67	55

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 320

Number of triage 5 patients used to calculate waiting time:³ 308

Median time to start treatment⁴

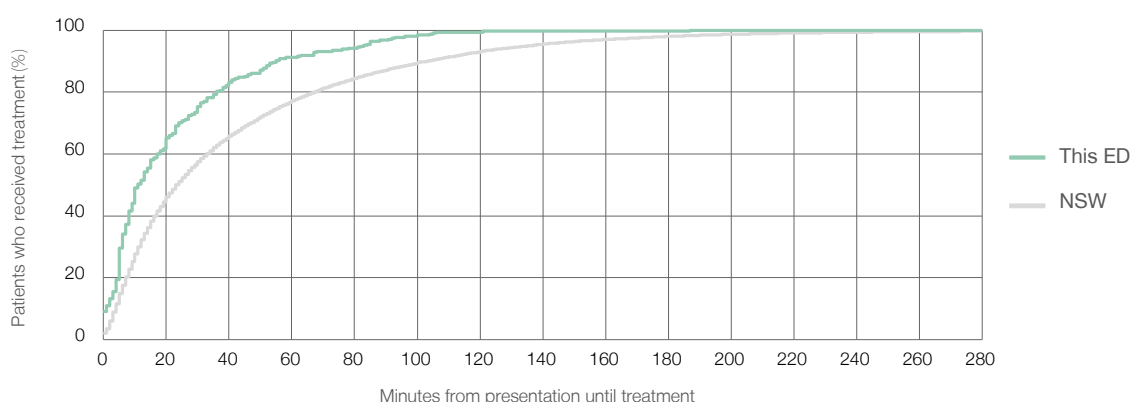
11 minutes

90th percentile time to start treatment⁵

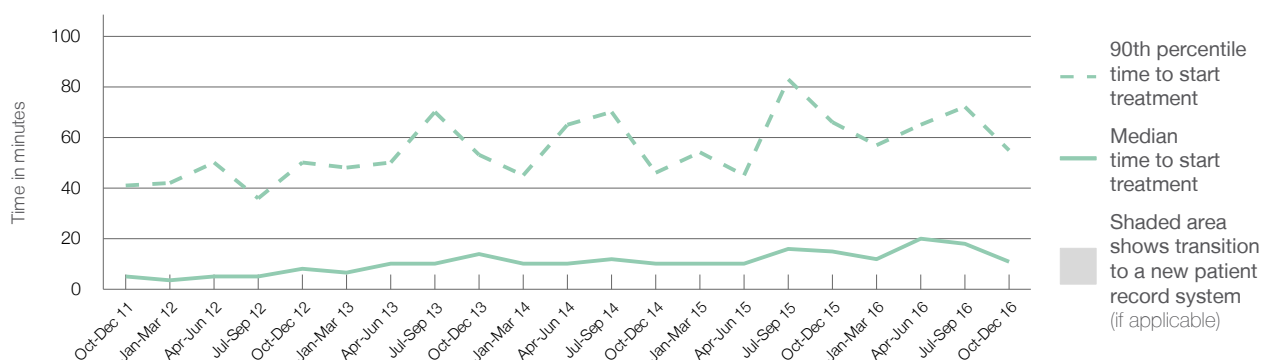
55 minutes

Same period last year	NSW (this period)
365	
354	
15 minutes	24 minutes
66 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	8	14	10	15	11
90th percentile time to start treatment ⁵ (minutes)	41	50	53	46	66	55

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 1,578 patients

Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

Median time spent in the ED⁸

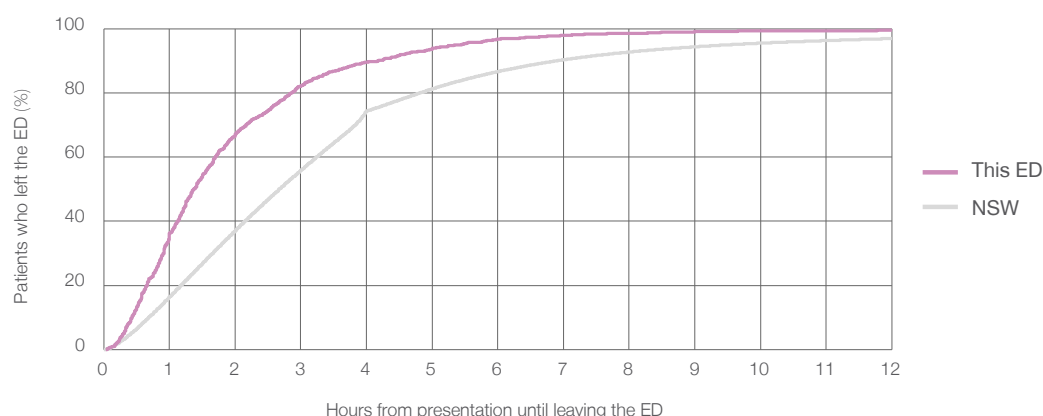
1 hours and 23 minutes

90th percentile time spent in the ED⁹

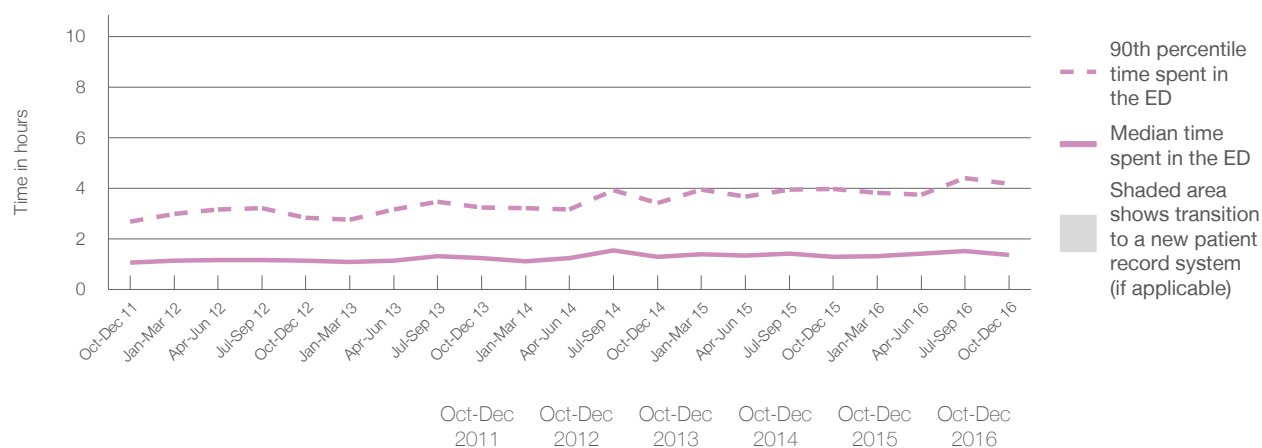
4 hours and 11 minutes

Same period last year	NSW (this period)
1,407	1,407
1 hours and 18 minutes	2 hours and 41 minutes
3 hours and 59 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

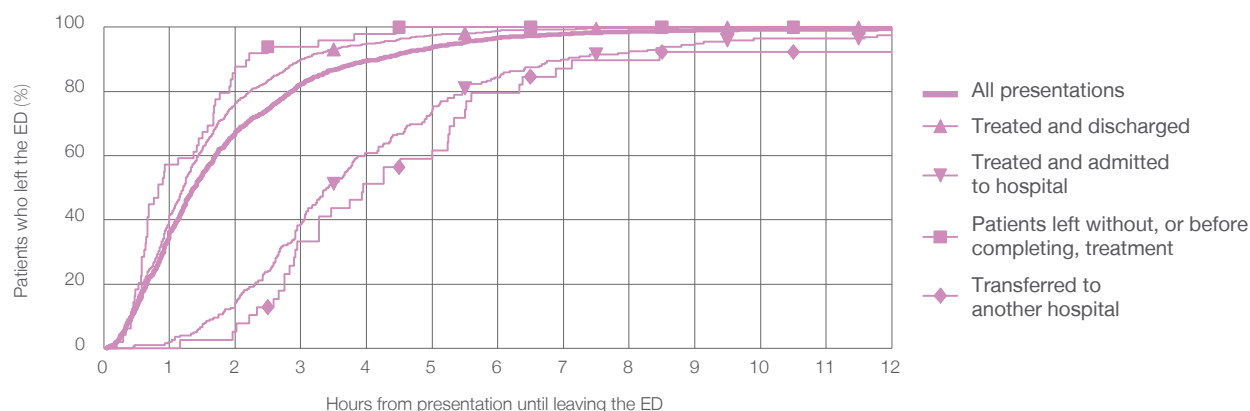
All presentations:[†] 1,578 patients

Presentations used to calculate time to leaving the ED:[‡] 1,578 patients

Treated and discharged	1,281 (81.2%)
Treated and admitted to hospital	199 (12.6%)
Patient left without, or before completing, treatment	49 (3.1%)
Transferred to another hospital	39 (2.5%)
Other	10 (0.6%)

Same period last year	Change since one year ago
1,407	12.2%
1,132	13.2%
190	4.7%
34	44.1%
48	-18.8%
3	233.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

Treated and discharged	41.5%	76.4%	89.9%	94.8%	98.9%	99.8%	99.9%	99.9%
Treated and admitted to hospital	2.0%	14.1%	38.7%	60.8%	84.4%	92.5%	96.5%	97.5%
Patient left without, or before completing, treatment	57.1%	87.8%	93.9%	98.0%	100%	100%	100%	100%
Transferred to another hospital	0%	5.1%	33.3%	51.3%	79.5%	89.7%	92.3%	92.3%
All presentations	36.2%	67.3%	82.3%	89.6%	96.6%	98.6%	99.3%	99.4%

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Narrabri District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 1,578 patients

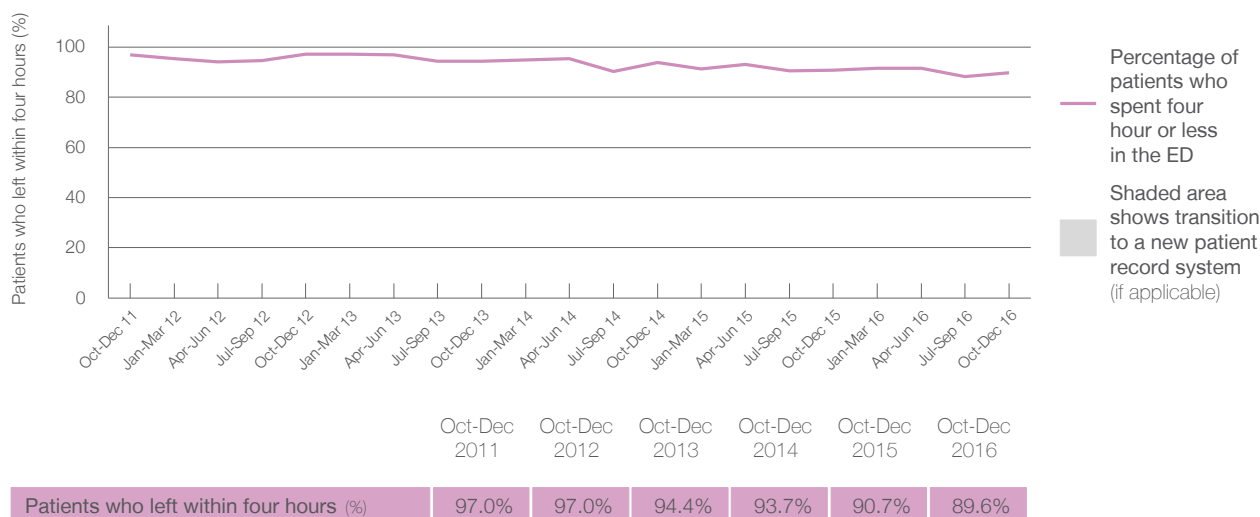
Presentations used to calculate time to leaving the ED:⁶ 1,578 patients

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



Same period last year	Change since one year ago
1,407	12.2%
1,407	12.2%
90.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,840 patients

Emergency presentations:² 4,736 patients

Same period last year	Change since one year ago
4,407	9.8%
4,280	10.7%

Queanbeyan Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 282 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,335 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,305 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 805 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
271	
8 minutes	8 minutes
20 minutes	26 minutes
937	
21 minutes	20 minutes
75 minutes	67 minutes
2,308	
29 minutes	25 minutes
118 minutes	97 minutes
764	
30 minutes	24 minutes
132 minutes	103 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,840 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
4,407	9.8%
80.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

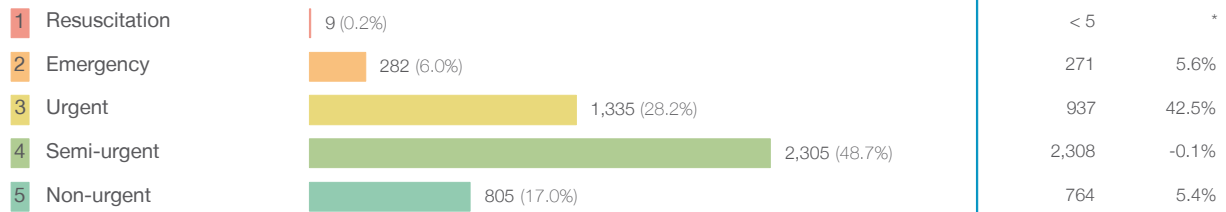
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Patients presenting to the emergency department

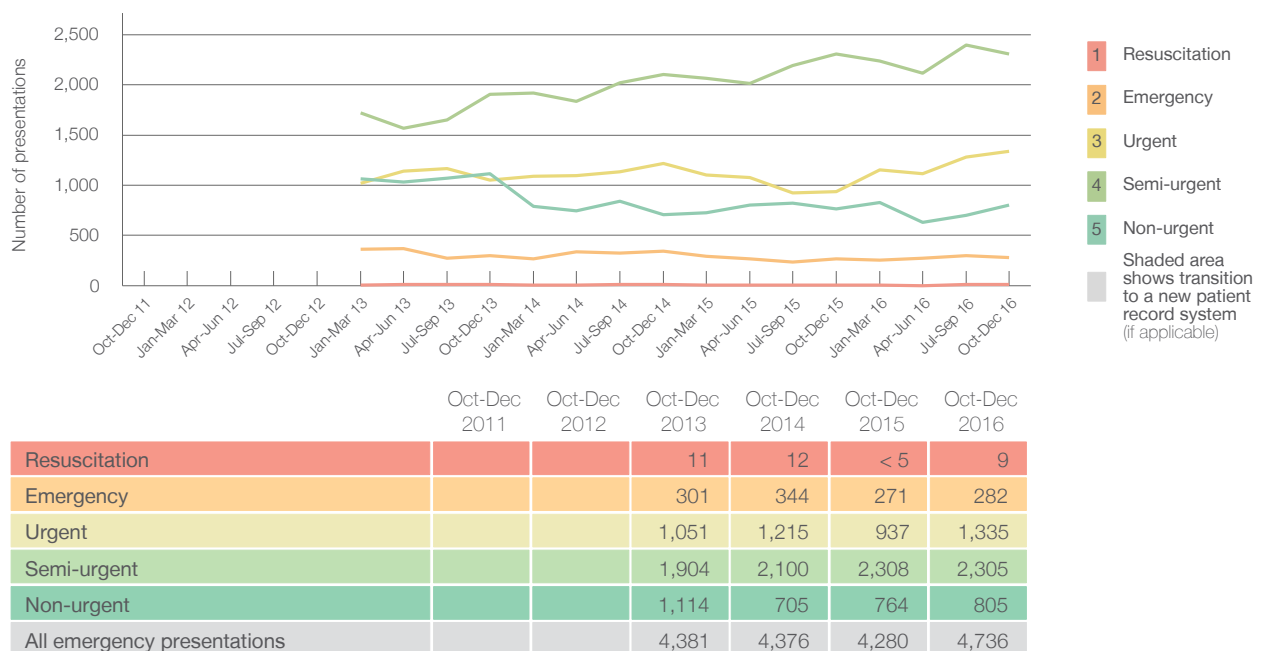
October to December 2016

All presentations:¹ 4,840 patients

Emergency presentations² by triage category: 4,736 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}

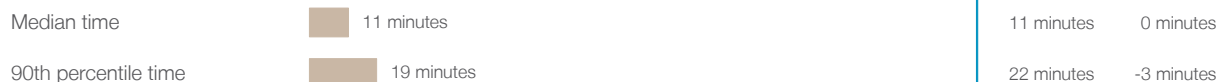


Queanbeyan Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 435 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

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

Number of triage 2 patients: 282

Number of triage 2 patients used to calculate waiting time:³ 282

Median time to start treatment⁴

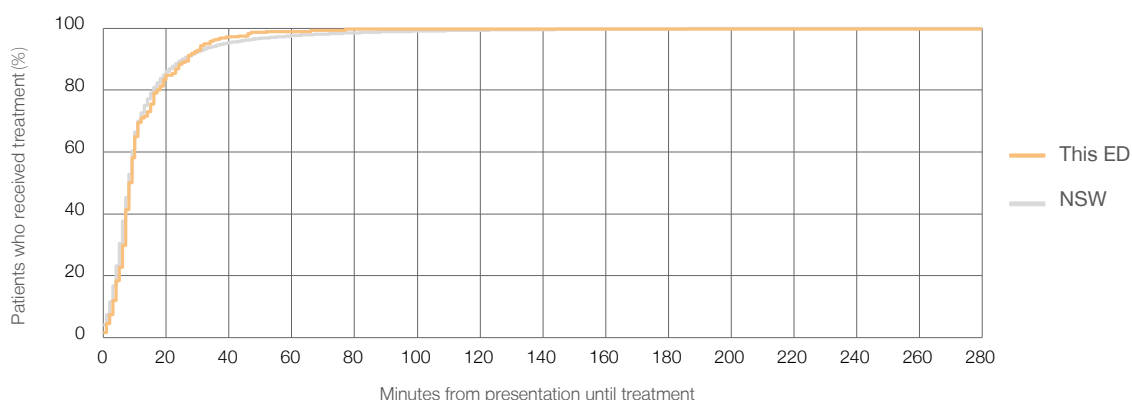
9 minutes

90th percentile time to start treatment⁵

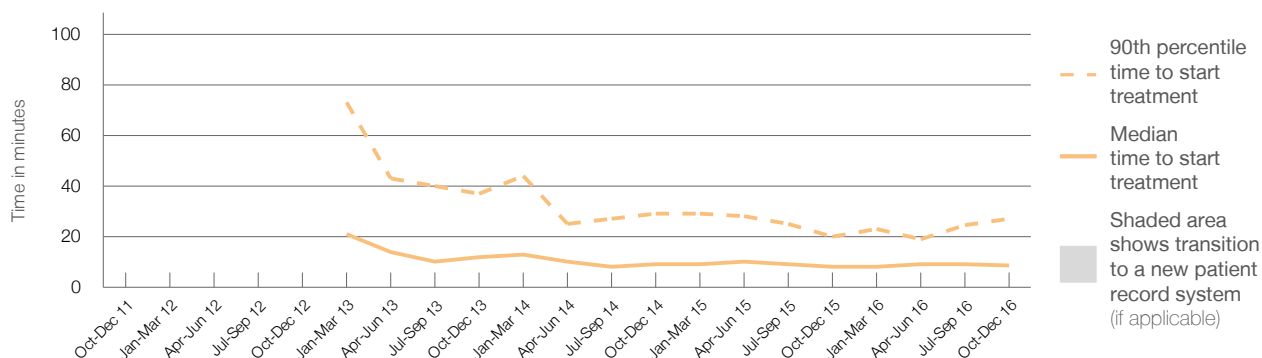
27 minutes

Same period last year	NSW (this period)
271	
266	
8 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			12	9	8	9
90th percentile time to start treatment ⁵ (minutes)			37	29	20	27

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,335

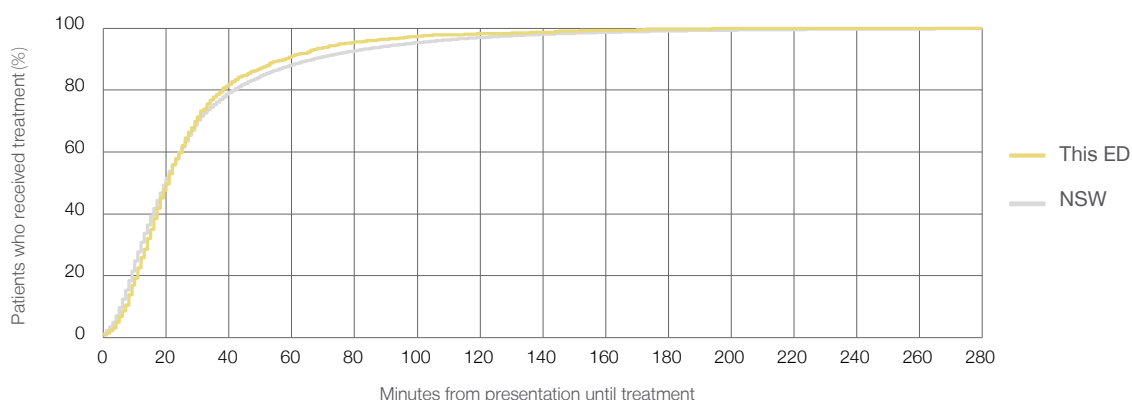
Number of triage 3 patients used to calculate waiting time:³ 1,304

Median time to start treatment⁴ 21 minutes

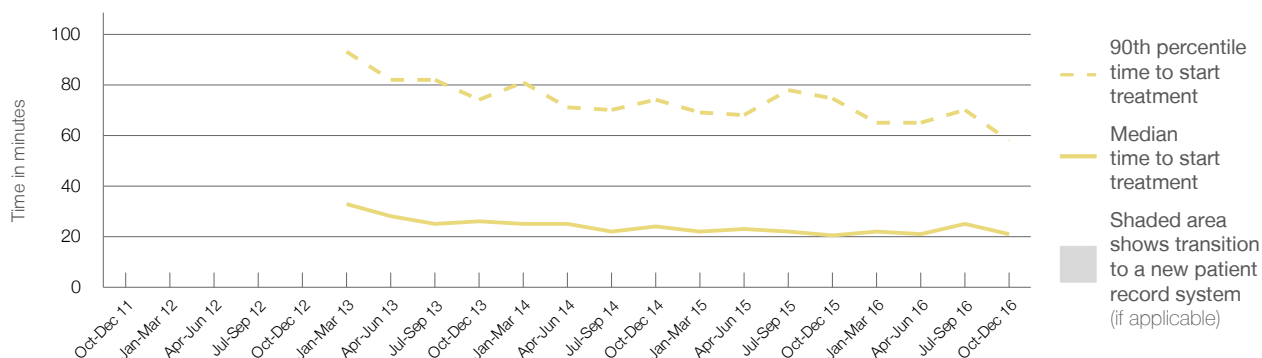
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
937	
920	
21 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			26	24	21	21
90th percentile time to start treatment ⁵ (minutes)			74	74	75	58

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 2,305

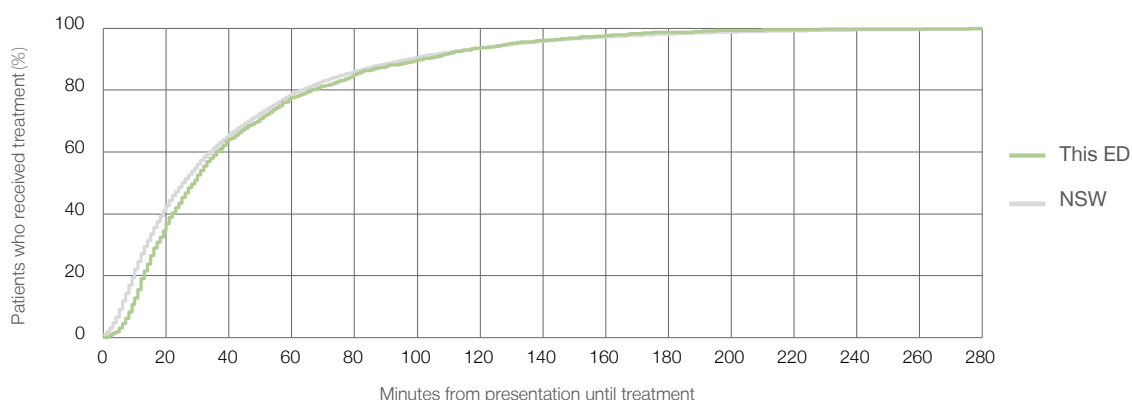
Number of triage 4 patients used to calculate waiting time:³ 2,123

Median time to start treatment⁴ 29 minutes

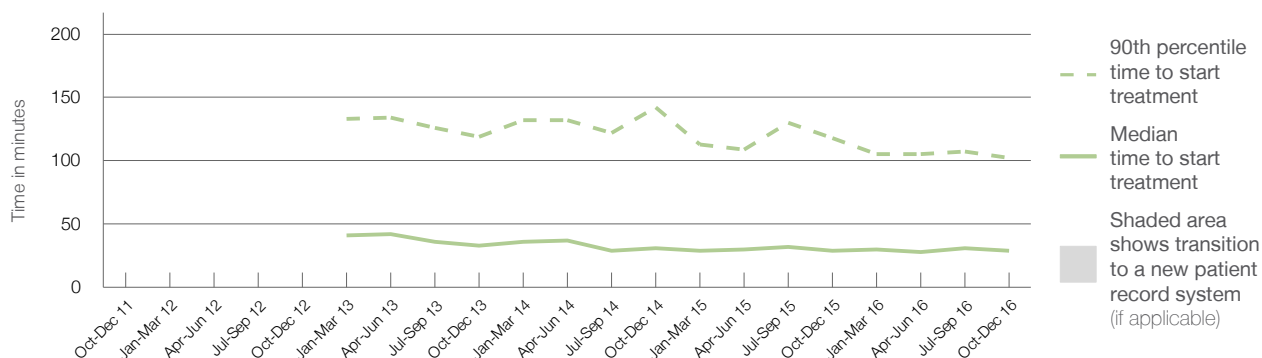
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
2,308	
2,122	
29 minutes	25 minutes
118 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			33	31	29	29
90th percentile time to start treatment ⁵ (minutes)			119	142	118	102

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 805

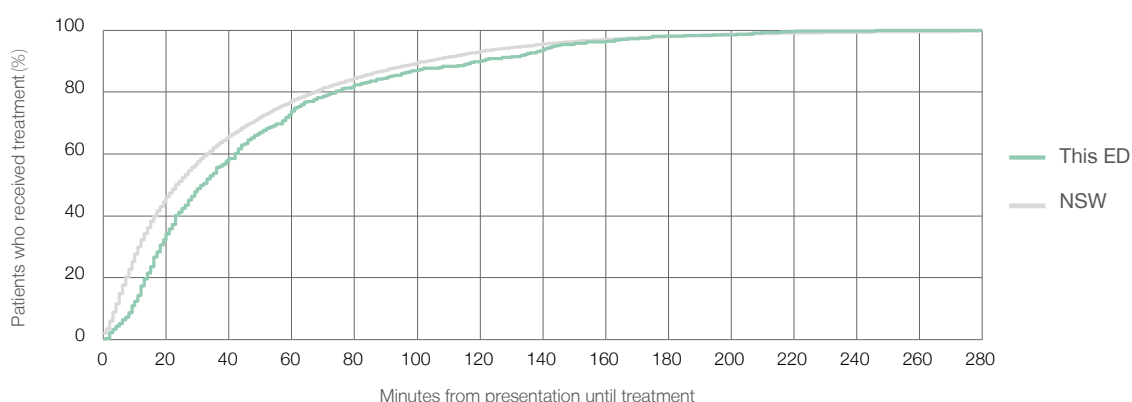
Number of triage 5 patients used to calculate waiting time:³ 648

Median time to start treatment⁴ 32 minutes

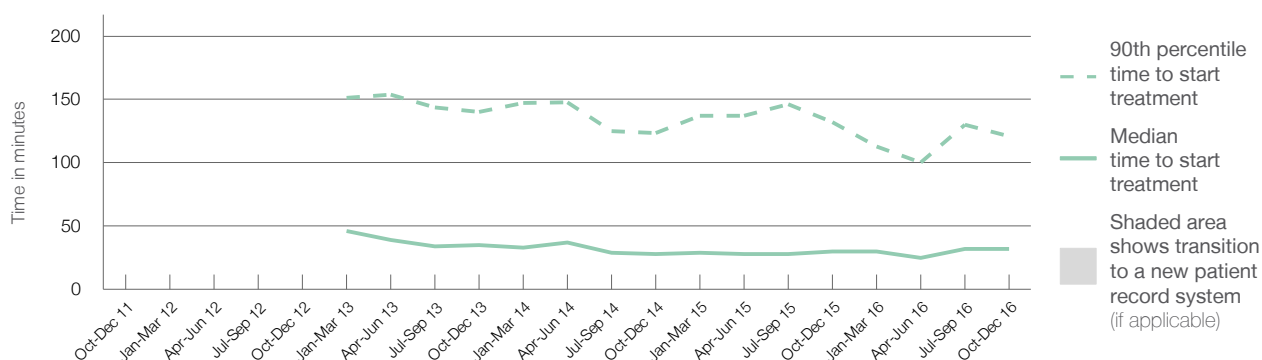
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
764	
596	
30 minutes	24 minutes
132 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			35	28	30	32
90th percentile time to start treatment ⁵ (minutes)			140	124	132	121

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,840 patients

Presentations used to calculate time to leaving the ED:⁶ 4,840 patients

Median time spent in the ED⁸

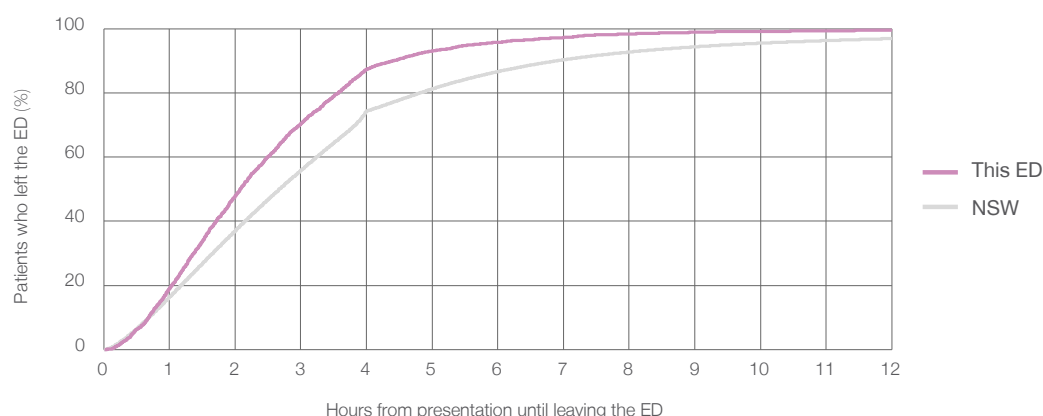
2 hours and 5 minutes

90th percentile time spent in the ED⁹

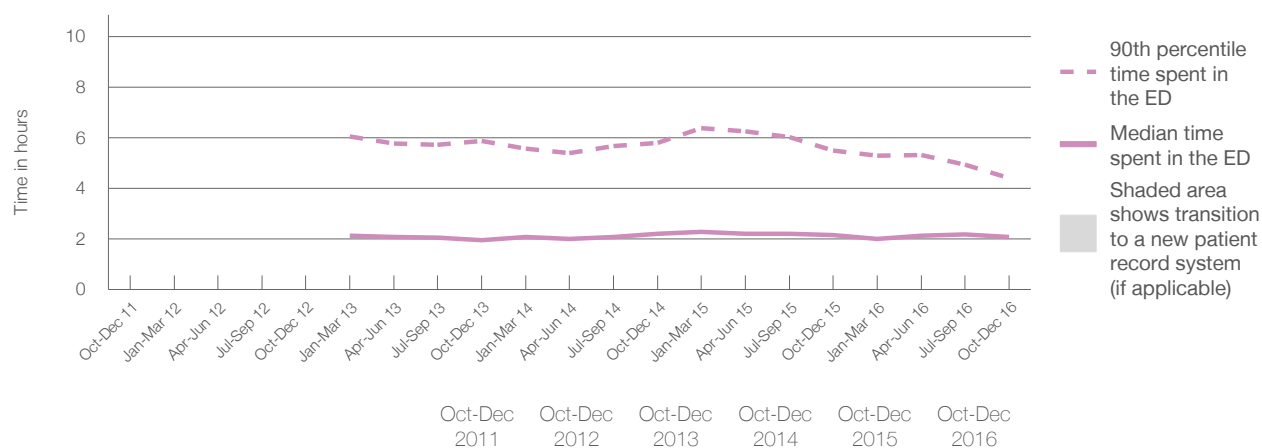
4 hours and 24 minutes

Same period last year	NSW (this period)
4,407	4,407
2 hours and 10 minutes	2 hours and 41 minutes
5 hours and 30 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 57m	2h 12m	2h 10m	2h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)			5h 52m	5h 48m	5h 30m	4h 24m

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Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

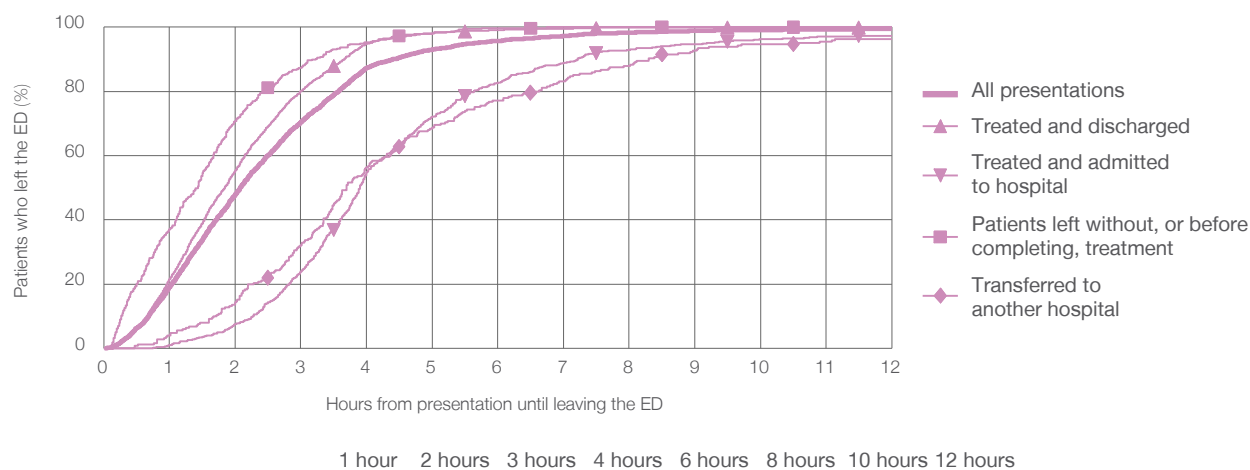
October to December 2016

All presentations:[†] 4,840 patients

Presentations used to calculate time to leaving the ED:[‡] 4,840 patients

		Same period last year	Change since one year ago
Treated and discharged	3,528 (72.9%)	4,407	9.8%
Treated and admitted to hospital	669 (13.8%)	3,224	9.4%
Patient left without, or before completing, treatment	377 (7.8%)	452	48.0%
Transferred to another hospital	250 (5.2%)	475	-20.6%
Other	16 (0.3%)	216	15.7%
		40	-60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.6%	55.4%	80.1%	94.8%	99.1%	99.8%	100%	100%
Treated and admitted to hospital	0.9%	7.6%	23.9%	54.9%	82.7%	93.0%	96.3%	97.3%
Patient left without, or before completing, treatment	37.1%	70.8%	87.3%	95.2%	99.7%	100%	100%	100%
Transferred to another hospital	4.0%	14.4%	32.0%	56.4%	77.2%	88.0%	94.8%	96.4%
All presentations	19.2%	48.0%	70.5%	87.4%	95.7%	98.3%	99.2%	99.4%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Queanbeyan Health Service: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,840 patients

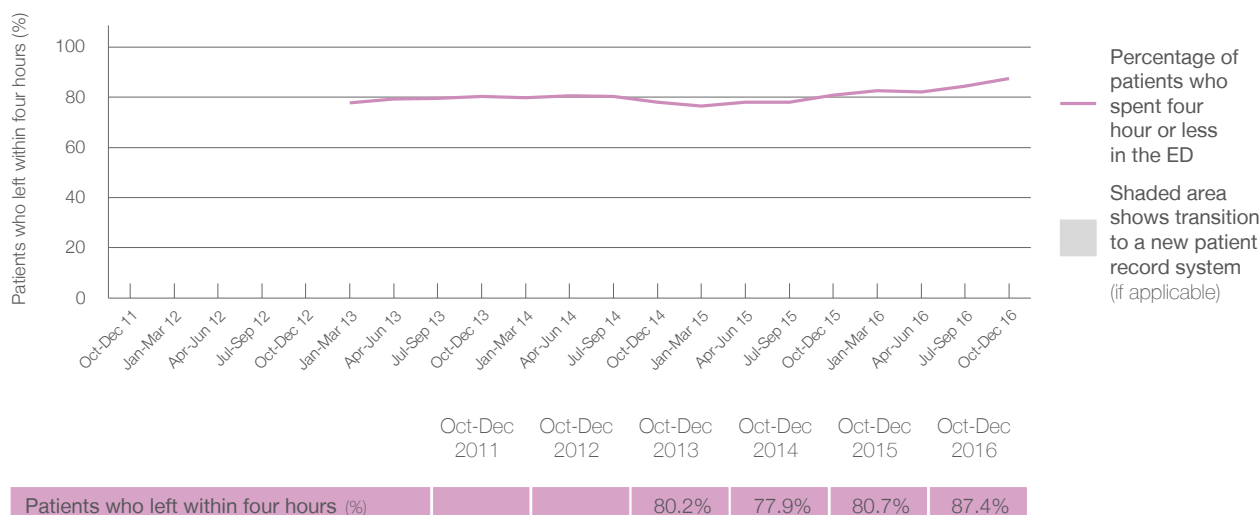
Presentations used to calculate time to leaving the ED:⁶ 4,840 patients

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



Same period last year	Change since one year ago
4,407	9.8%
4,407	9.8%
80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 - 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 2016*.
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 - 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,051 patients

Emergency presentations:² 2,958 patients

Same period last year	Change since one year ago
2,858	6.8%
2,789	6.1%

Singleton District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 164 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 733 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,773 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 283 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
174	
7 minutes	8 minutes
27 minutes	26 minutes
692	
24 minutes	20 minutes
75 minutes	67 minutes
1,658	
36 minutes	25 minutes
104 minutes	97 minutes
259	
27 minutes	24 minutes
81 minutes	103 minutes

Singleton District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,051 patients

Percentage of patients who spent four hours or less in the ED 91.1%

Same period last year	Change since one year ago
2,858	6.8%
90.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

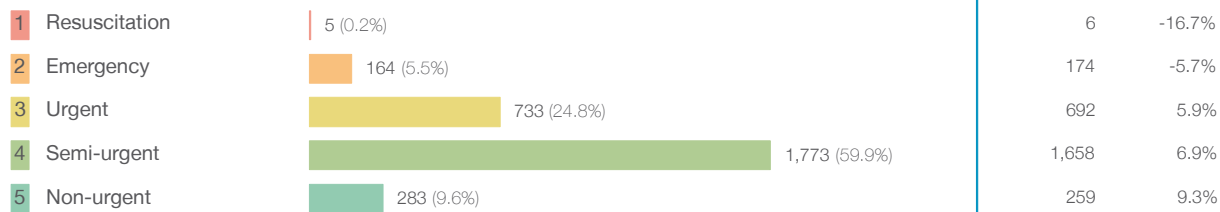
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Patients presenting to the emergency department

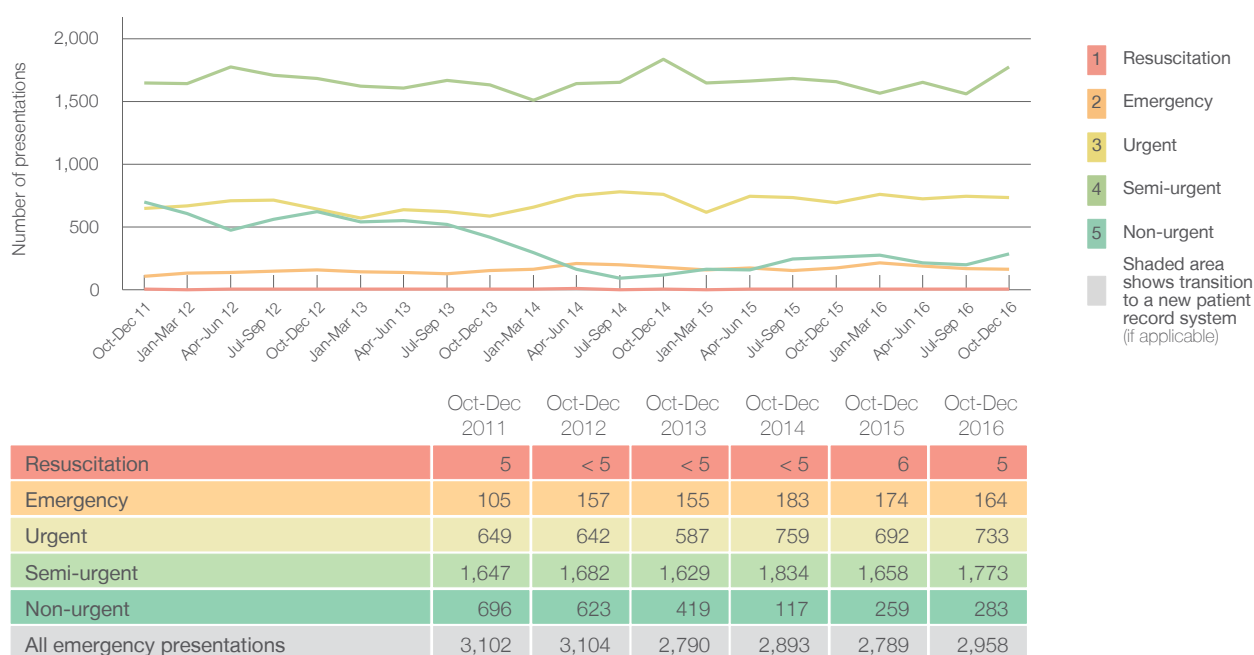
October to December 2016

All presentations:¹ 3,051 patients

Emergency presentations² by triage category: 2,958 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Singleton District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 248 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 164

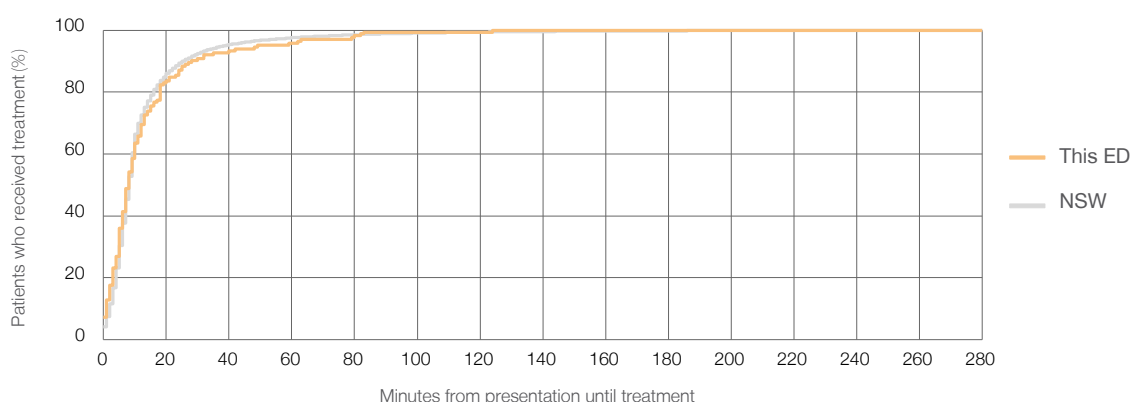
Number of triage 2 patients used to calculate waiting time:³ 164

Median time to start treatment⁴ 8 minutes

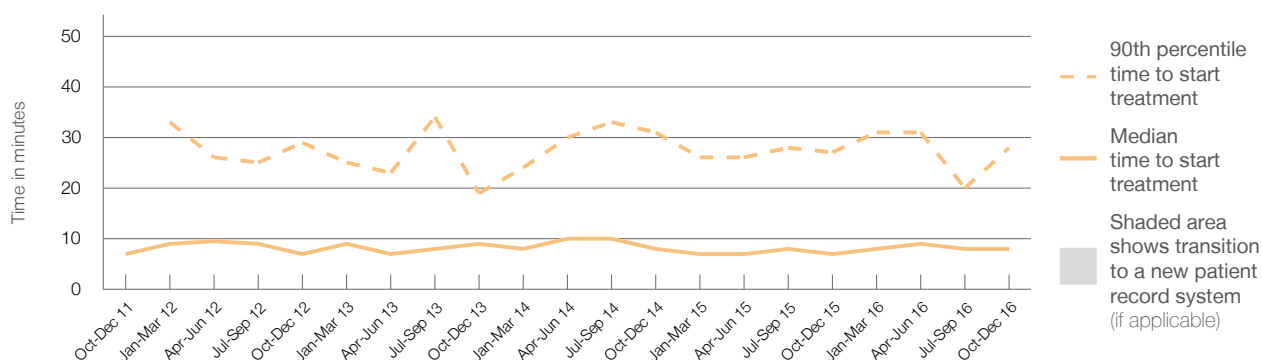
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
174	
170	
7 minutes	8 minutes
27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	9	8	7	8
90th percentile time to start treatment ⁵ (minutes)	*	29	19	31	27	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 733

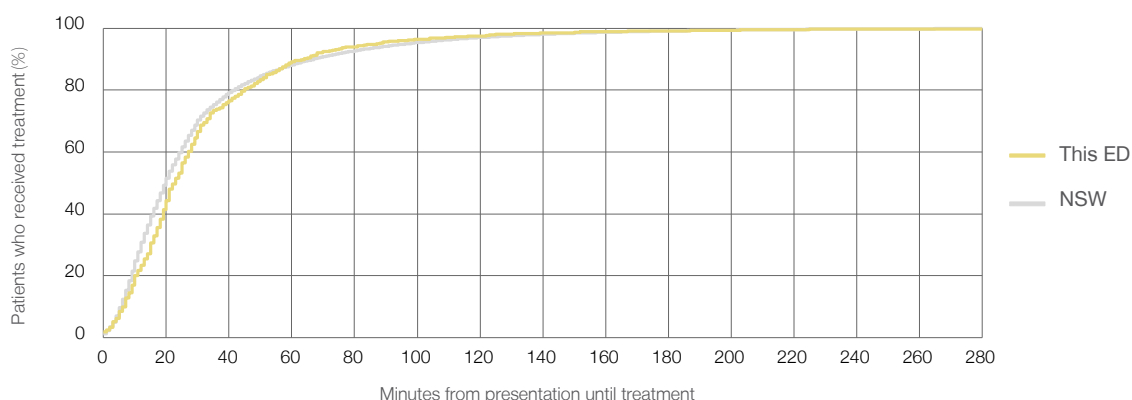
Number of triage 3 patients used to calculate waiting time:³ 714

Median time to start treatment⁴ 23 minutes

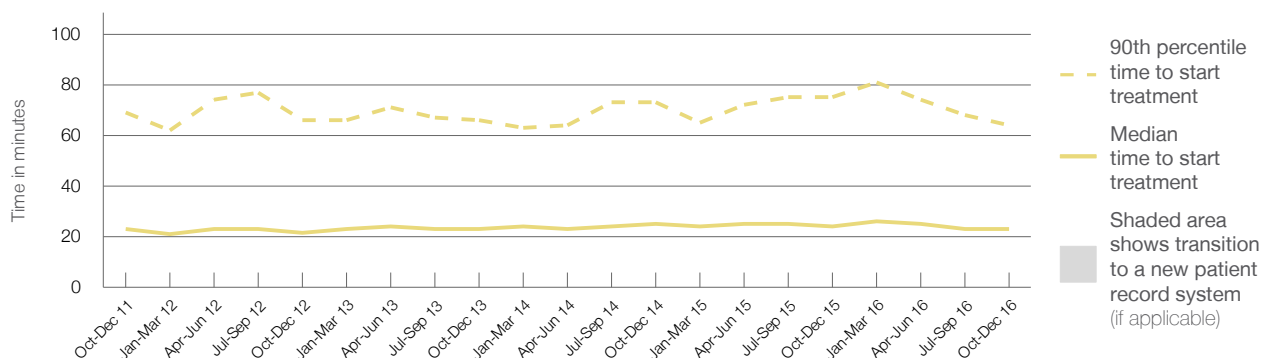
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
692	
665	
24 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	22	23	25	24	23
90th percentile time to start treatment ⁵ (minutes)	69	66	66	73	75	64

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,773

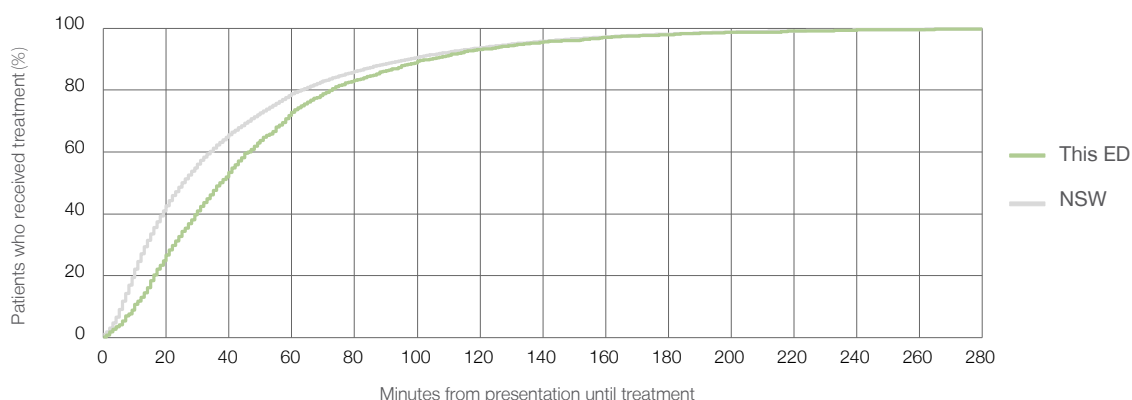
Number of triage 4 patients used to calculate waiting time:³ 1,696

Median time to start treatment⁴ 37 minutes

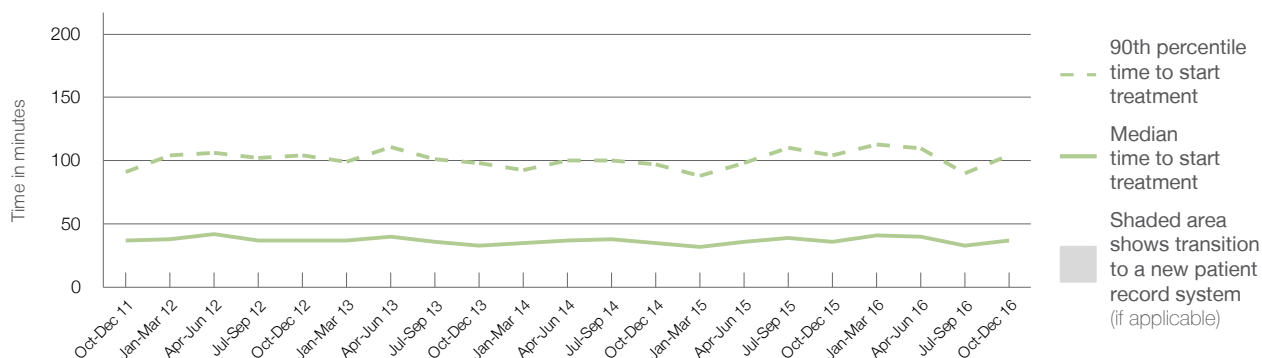
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,658	
1,564	
36 minutes	25 minutes
104 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	37	33	35	36	37
90th percentile time to start treatment ⁵ (minutes)	91	104	98	97	104	104

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 283

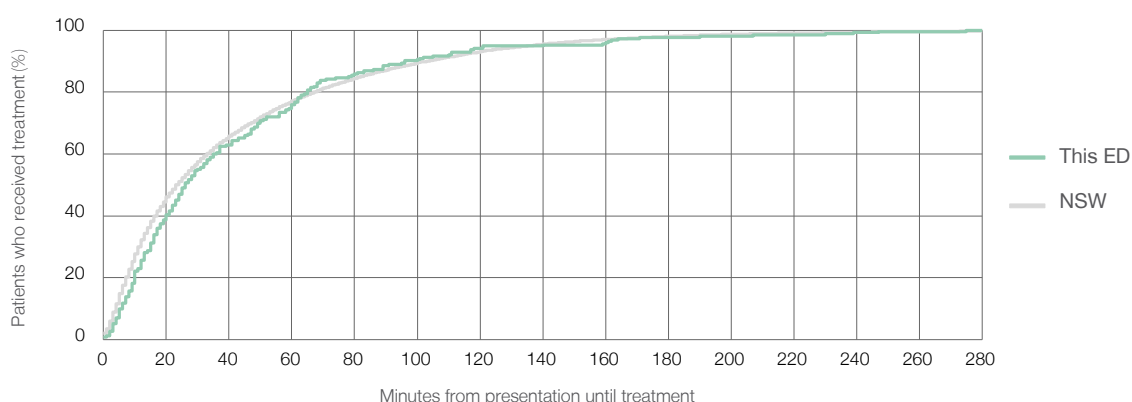
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 26 minutes

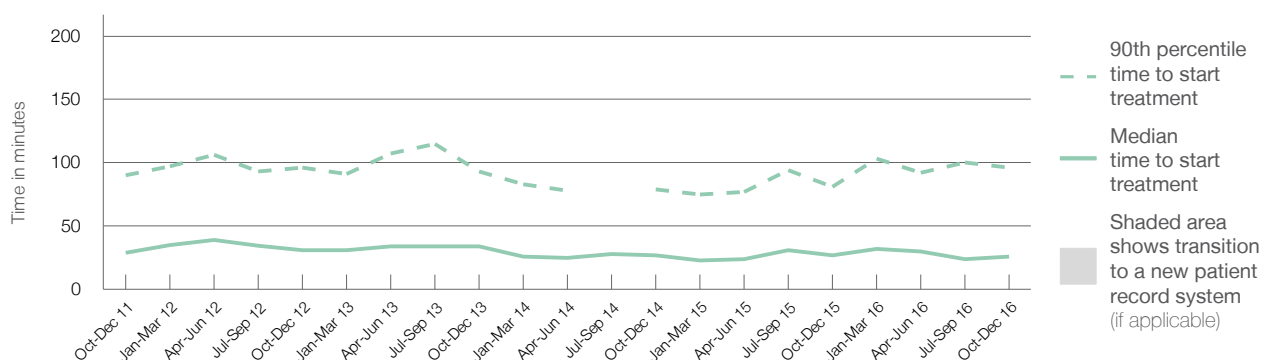
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
259	
231	
27 minutes	24 minutes
81 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	31	34	27	27	26
90th percentile time to start treatment ⁵ (minutes)	90	96	93	79	81	96

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 3,051 patients

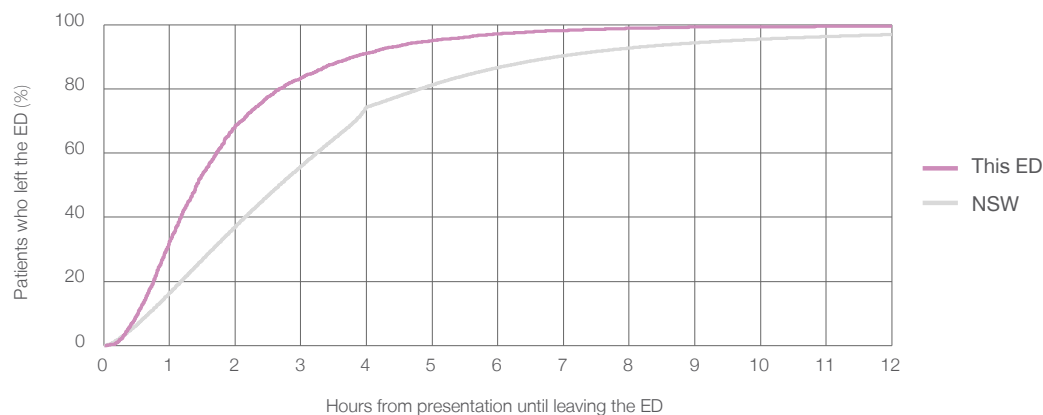
Presentations used to calculate time to leaving the ED:⁶ 3,051 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

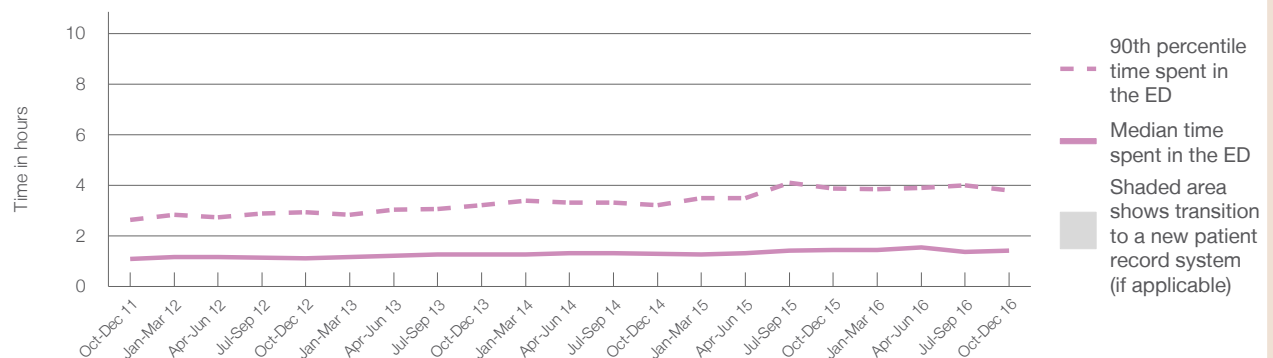
90th percentile time spent in the ED⁹ 3 hours and 48 minutes

Same period last year	NSW (this period)
2,858	
2,858	
1 hours and 27 minutes	2 hours and 41 minutes
3 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 6m	1h 8m	1h 17m	1h 18m	1h 27m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 39m	2h 57m	3h 14m	3h 14m	3h 53m	3h 48m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

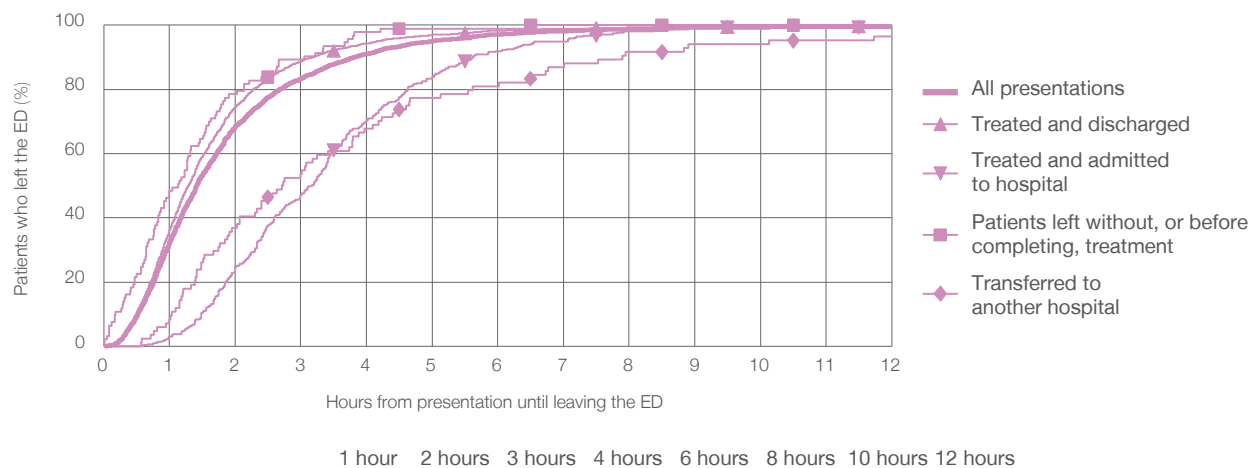
October to December 2016

All presentations:[†] 3,051 patients

Presentations used to calculate time to leaving the ED:[‡] 3,051 patients

		Same period last year	Change since one year ago
Treated and discharged	2,522 (82.7%)	2,858	6.8%
Treated and admitted to hospital	311 (10.2%)	271	14.8%
Patient left without, or before completing, treatment	93 (3.0%)	83	12.0%
Transferred to another hospital	84 (2.8%)	82	2.4%
Other	41 (1.3%)	59	-30.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.3%	74.7%	88.8%	94.3%	98.3%	99.2%	99.6%	99.6%
Treated and admitted to hospital	2.9%	24.8%	47.3%	70.4%	92.0%	98.1%	99.4%	99.7%
Patient left without, or before completing, treatment	48.4%	78.5%	89.2%	97.8%	98.9%	100%	100%	100%
Transferred to another hospital	8.3%	36.9%	53.6%	67.9%	81.0%	91.7%	94.0%	96.4%
All presentations	32.5%	68.5%	83.3%	91.1%	97.1%	98.9%	99.4%	99.5%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Singleton District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 3,051 patients

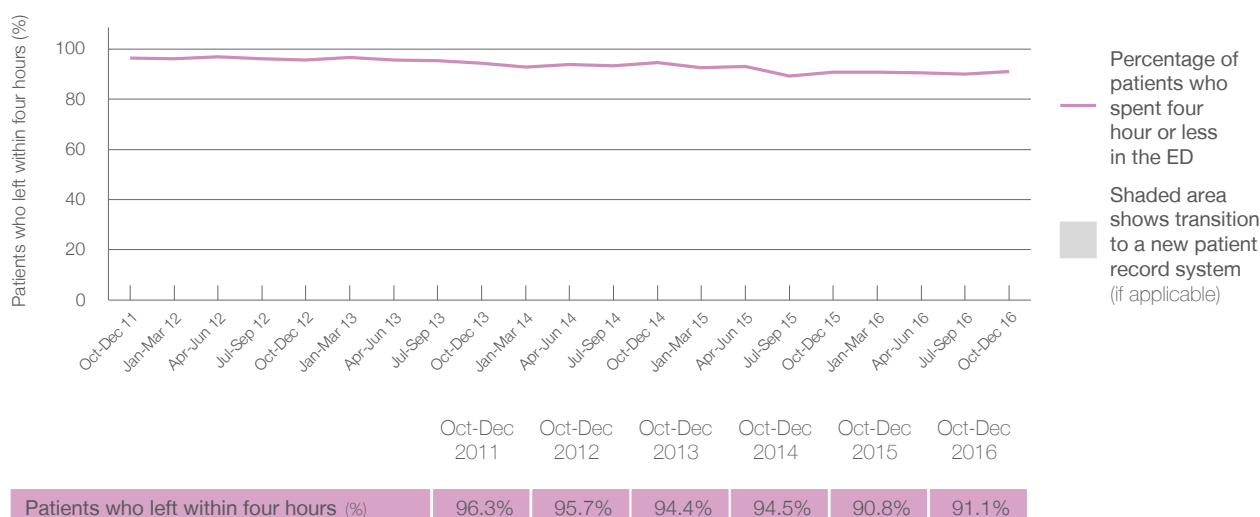
Presentations used to calculate time to leaving the ED:⁶ 3,051 patients

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



Same period last year	Change since one year ago
2,858	6.8%
2,858	6.8%
90.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * 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*.
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 2016*.
 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 2,799 patients

Emergency presentations:² 2,456 patients

Same period last year	Change since one year ago
2,326	20.3%
2,083	17.9%

Young Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 115 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 762 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,275 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 299 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
137	
5 minutes	8 minutes
18 minutes	26 minutes
814	
10 minutes	20 minutes
36 minutes	67 minutes
970	
10 minutes	25 minutes
44 minutes	97 minutes
155	
9 minutes	24 minutes
57 minutes	103 minutes

Young Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 2,799 patients

Percentage of patients who spent four hours or less in the ED 96.4%

Same period last year	Change since one year ago
2,325	20.4%
96.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

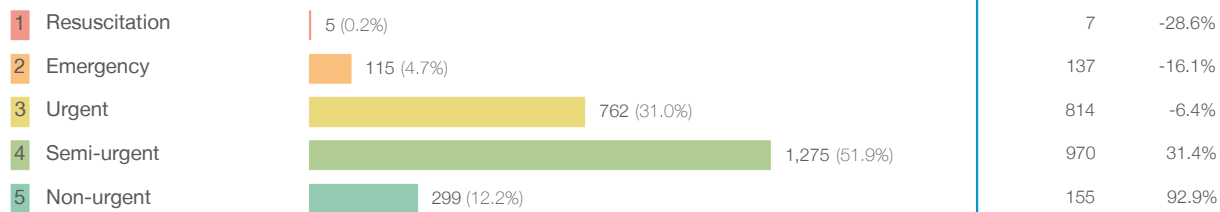
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Patients presenting to the emergency department

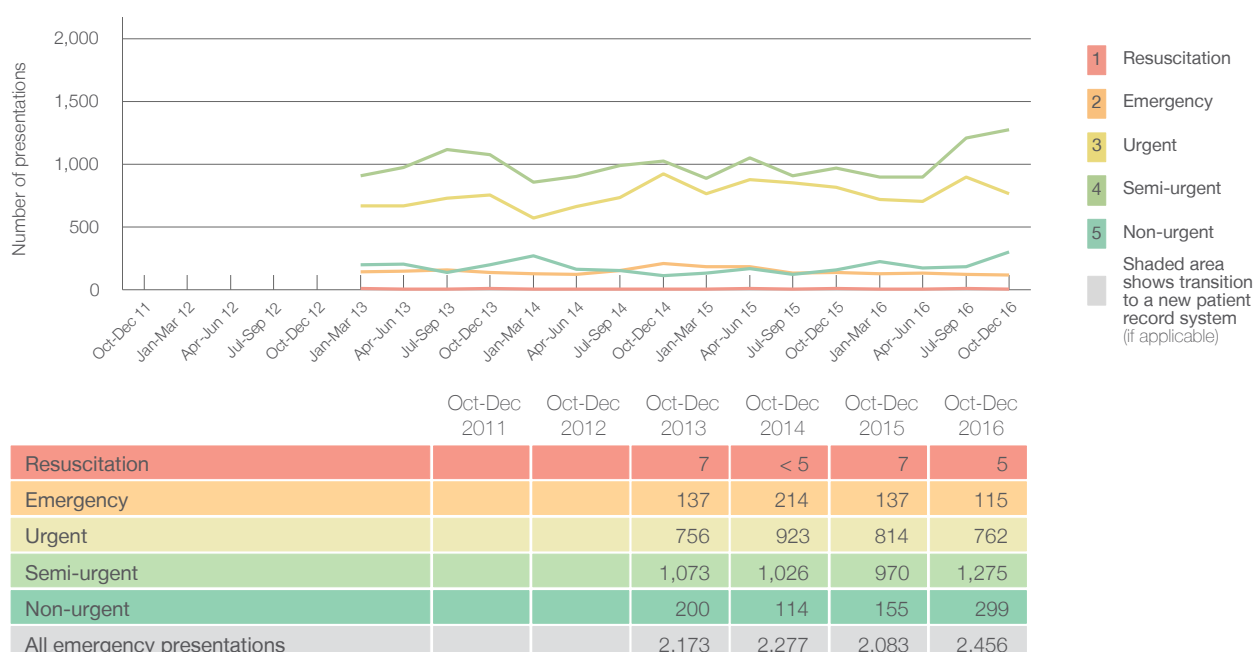
October to December 2016

All presentations:¹ 2,799 patients

Emergency presentations² by triage category: 2,456 patients



Emergency presentations² by quarter, October 2011 to December 2016 ^{†§}



Young Health Service: Patients arriving by ambulance

October to December 2016

ED Transfer of care time is not currently available for this hospital.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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

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

Number of triage 2 patients: 115

Number of triage 2 patients used to calculate waiting time:³ 113

Median time to start treatment⁴

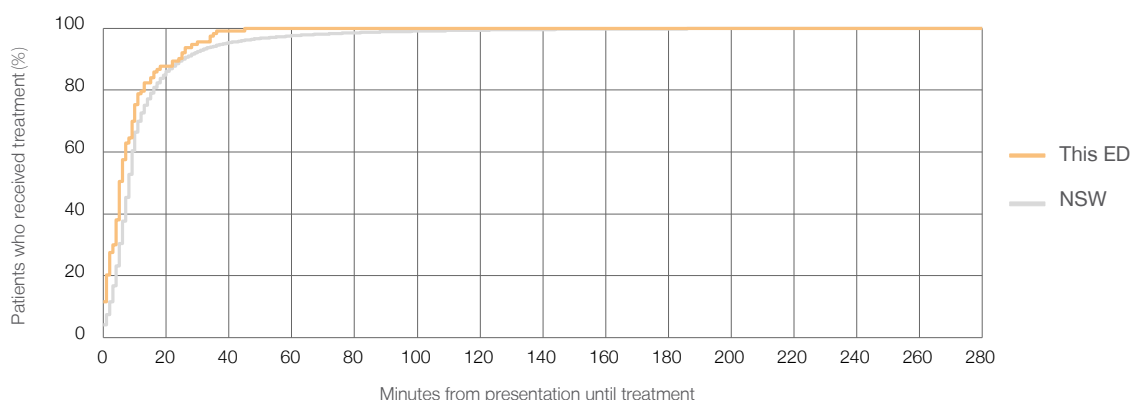
5 minutes

90th percentile time to start treatment⁵

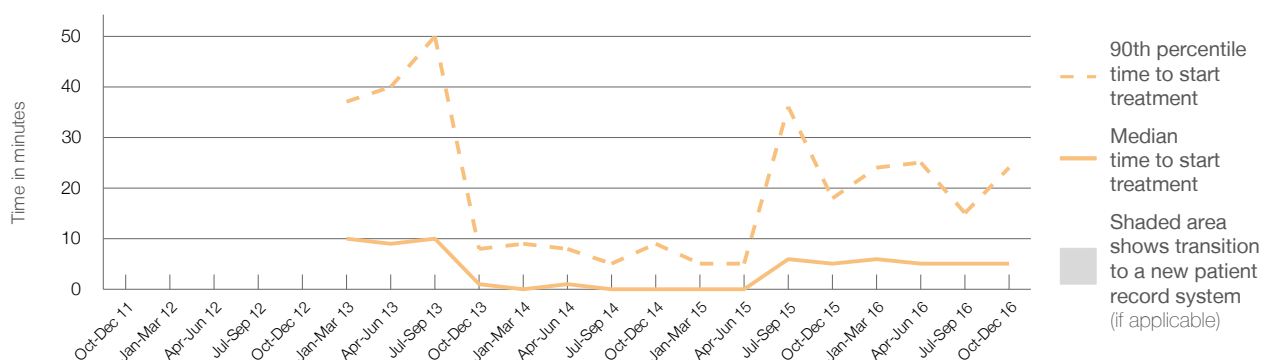
24 minutes

Same period last year	NSW (this period)
137	
135	
5 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			1	0	5	5
90th percentile time to start treatment ⁵ (minutes)			8	9	18	24

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 762

Number of triage 3 patients used to calculate waiting time:³ 762

Median time to start treatment⁴

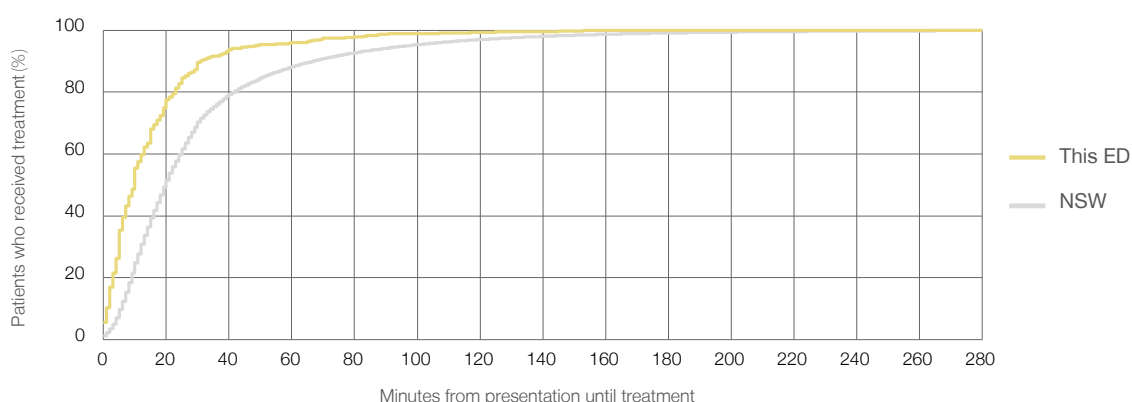
10 minutes

90th percentile time to start treatment⁵

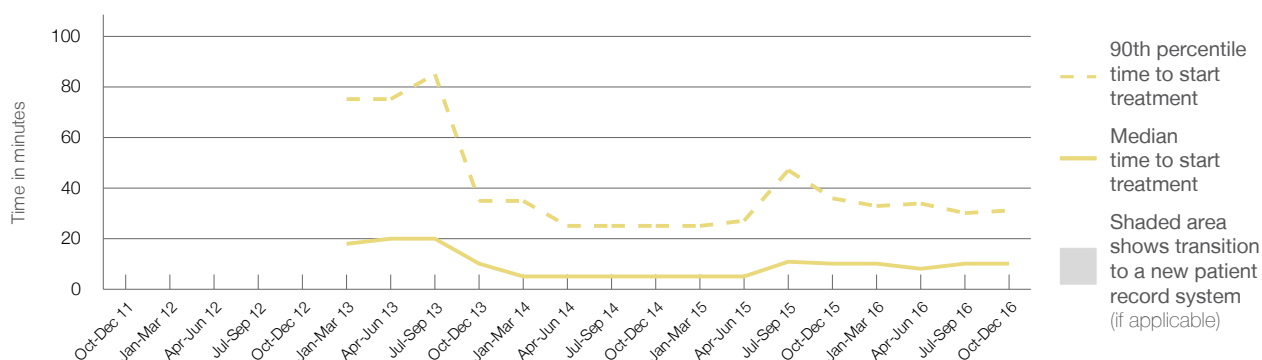
31 minutes

Same period last year	NSW (this period)
814	
796	
10 minutes	20 minutes
36 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			10	5	10	10
90th percentile time to start treatment ⁵ (minutes)			35	25	36	31

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 1,275

Number of triage 4 patients used to calculate waiting time:³ 1,272

Median time to start treatment⁴

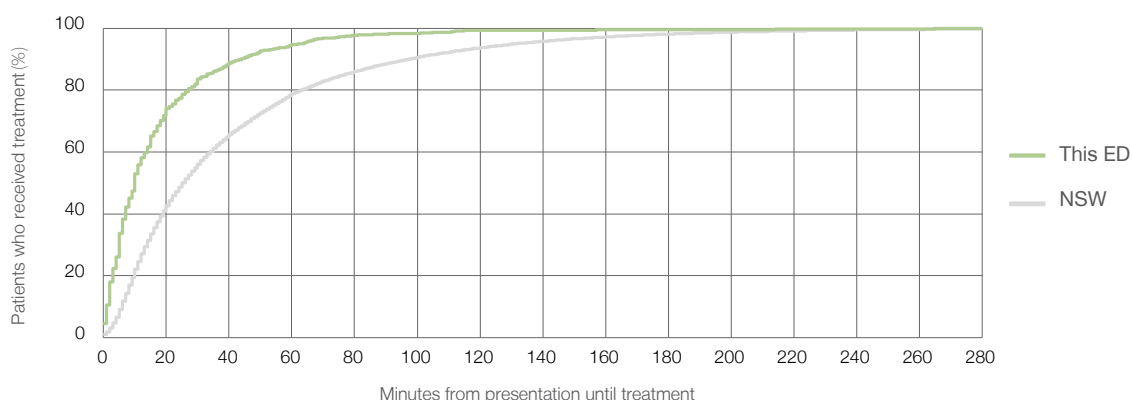
10 minutes

90th percentile time to start treatment⁵

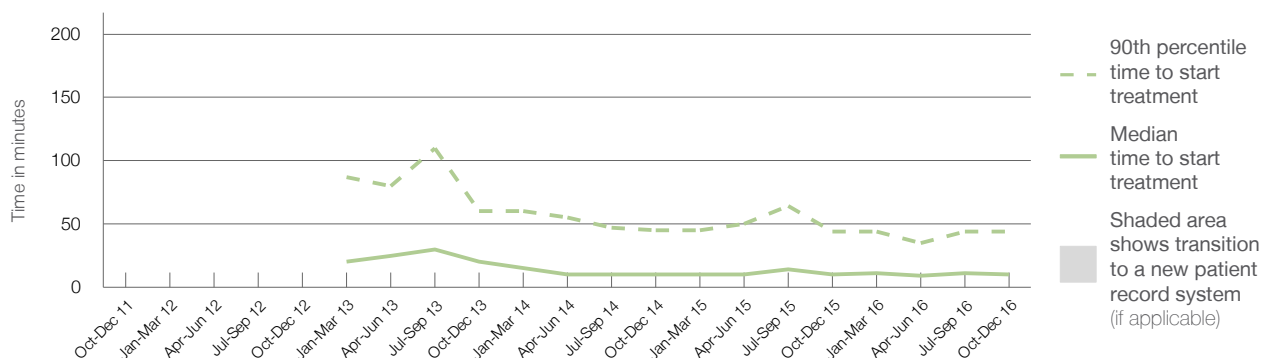
44 minutes

Same period last year	NSW (this period)
970	
920	
10 minutes	25 minutes
44 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			20	10	10	10
90th percentile time to start treatment ⁵ (minutes)			60	45	44	44

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 299

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

Median time to start treatment⁴

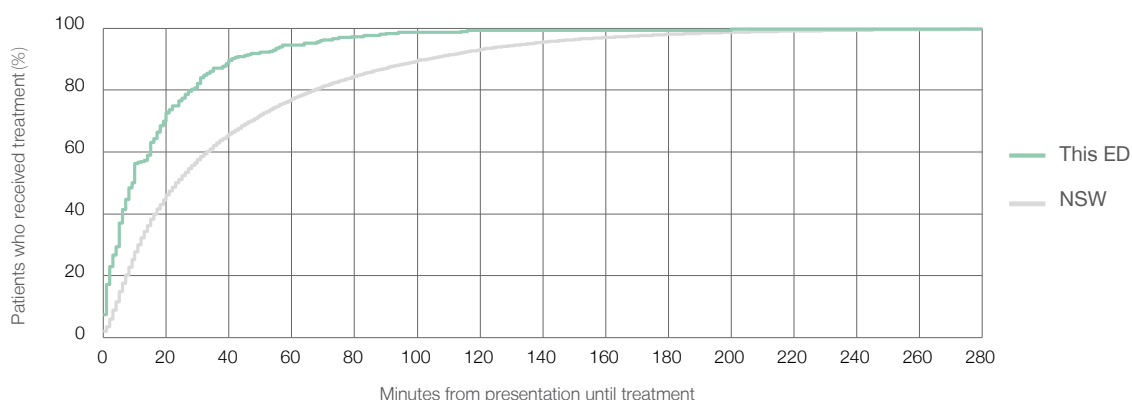
9 minutes

90th percentile time to start treatment⁵

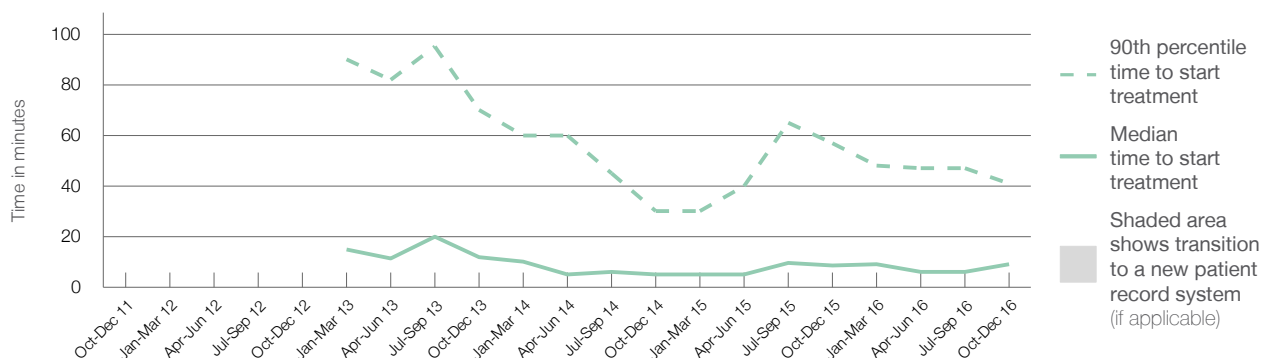
41 minutes

Same period last year	NSW (this period)
155	
142	
9 minutes	24 minutes
57 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)			12	5	9	9
90th percentile time to start treatment ⁵ (minutes)			70	30	57	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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 2,799 patients

Presentations used to calculate time to leaving the ED:⁶ 2,799 patients

Median time spent in the ED⁸

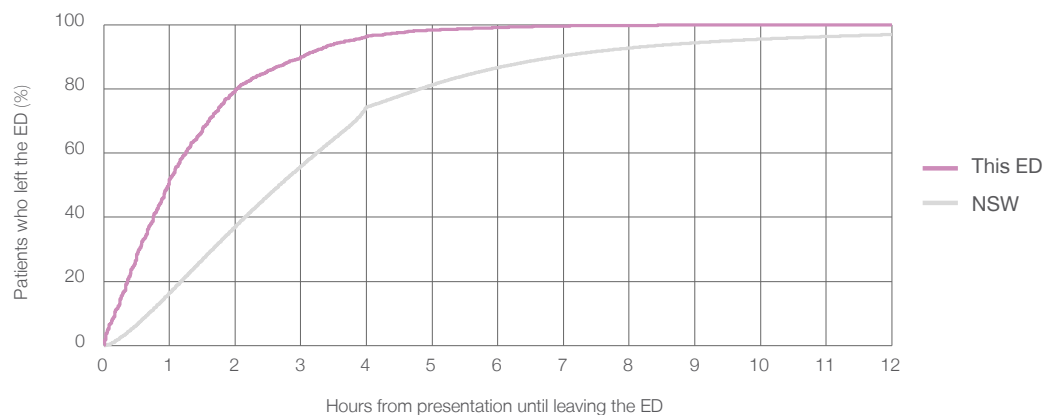
0 hours and 59 minutes

90th percentile time spent in the ED⁹

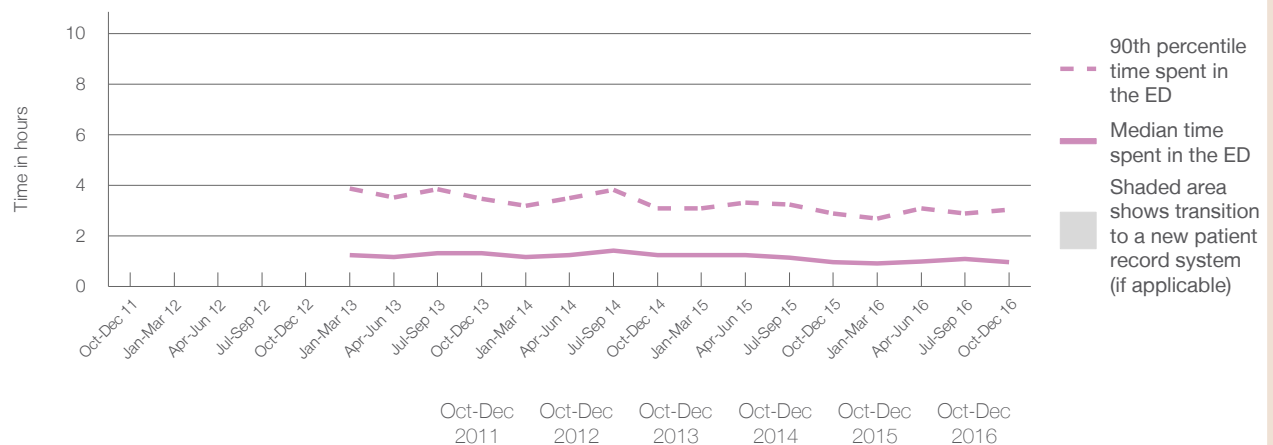
3 hours and 2 minutes

Same period last year	NSW (this period)
2,326	
2,325	
0 hours and 59 minutes	2 hours and 41 minutes
2 hours and 53 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 20m	1h 15m	0h 59m	0h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)			3h 28m	3h 5m	2h 53m	3h 2m

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time patients spent in the ED

By mode of separation

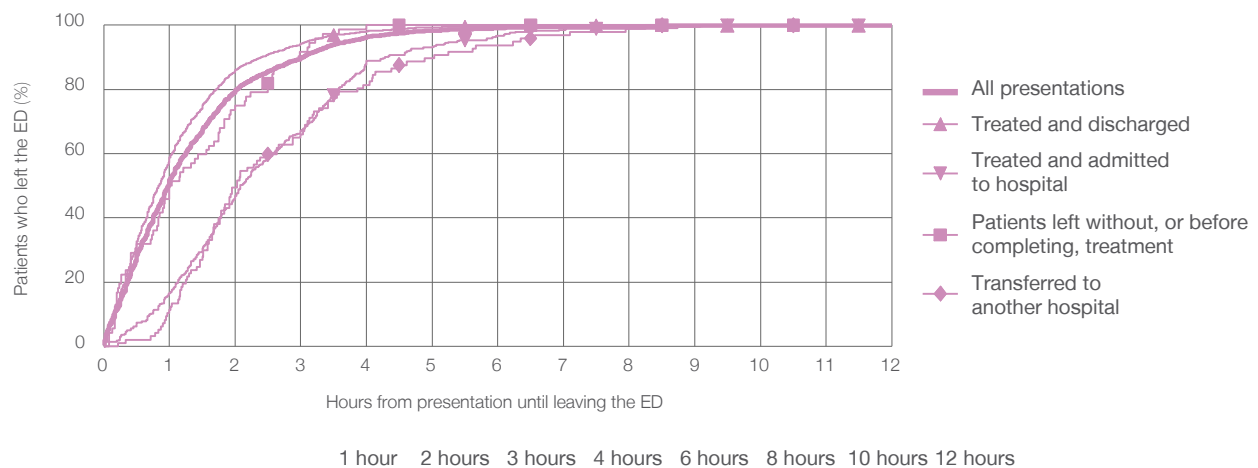
October to December 2016

All presentations:¹ 2,799 patients

Presentations used to calculate time to leaving the ED:⁶ 2,799 patients

		Same period last year	Change since one year ago
Treated and discharged	2,285 (81.6%)	1,914	19.4%
Treated and admitted to hospital	344 (12.3%)	276	24.6%
Patient left without, or before completing, treatment	72 (2.6%)	52	38.5%
Transferred to another hospital	97 (3.5%)	81	19.8%
Other	1 (0%)	3	-66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	58.8%	86.0%	94.2%	98.0%	99.7%	99.9%	100%	100%
Treated and admitted to hospital	16.6%	46.8%	67.2%	89.0%	96.8%	98.8%	100%	100%
Patient left without, or before completing, treatment	50.0%	75.0%	91.7%	100%	100%	100%	100%	100%
Transferred to another hospital	11.3%	49.5%	66.0%	81.4%	93.8%	99.0%	100%	100%
All presentations	51.8%	79.7%	89.9%	96.4%	99.1%	99.7%	100%	100%

(†) 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 trans 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 2,799 patients

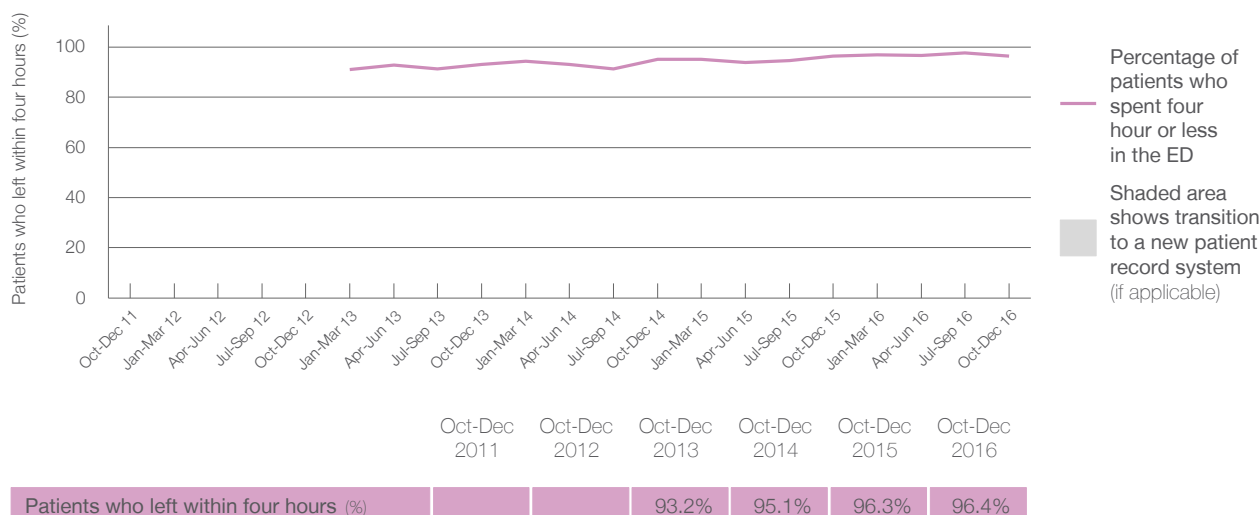
Presentations used to calculate time to leaving the ED:⁶ 2,799 patients

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



Same period last year	Change since one year ago
2,326	20.3%
2,325	20.4%
96.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡§}



- * 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 2016*.
 - 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).