

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

January to March 2017

All presentations:¹ 2,433 patients
Emergency presentations:² 1,958 patients

Same period last year	Change since one year ago
2,037	19.4%
1,704	14.9%

Deniliquin Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 89 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 615 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 871 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 383 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
88	
4 minutes	8 minutes
*	26 minutes
501	
8 minutes	20 minutes
26 minutes	69 minutes
785	
7 minutes	26 minutes
26 minutes	101 minutes
330	
7 minutes	23 minutes
32 minutes	104 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,433 patients

Percentage of patients who spent four hours or less in the ED 89.8%

Same period last year	Change since one year ago
2,037	19.4%
89.3%	

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

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

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

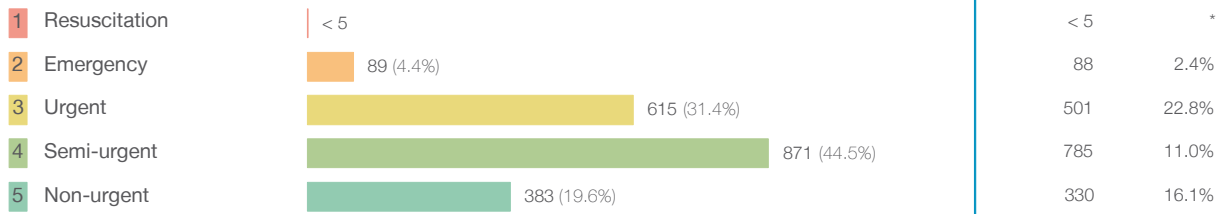
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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 January to March 2017

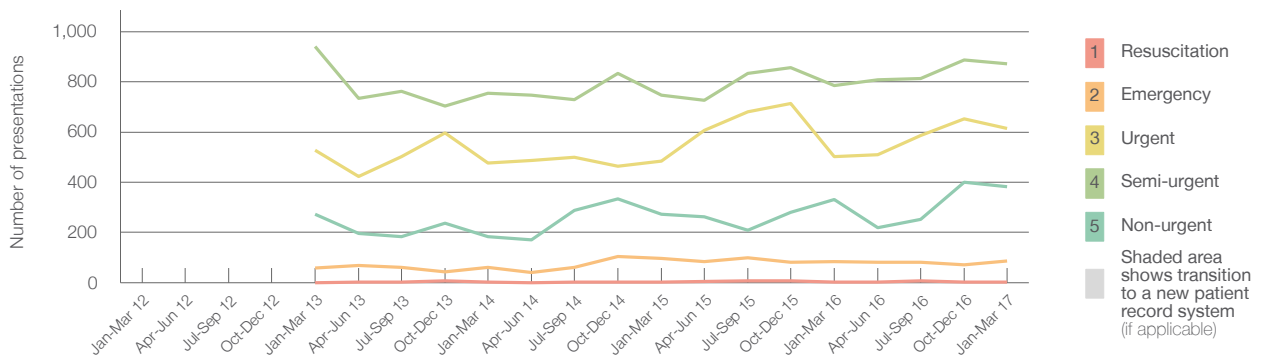
All presentations:¹ 2,433 patients

Emergency presentations² by triage category: 1,958 patients



	Same period last year	Change since one year ago
All presentations	2,037	19.4%
Emergency presentations	1,704	14.9%
1 Resuscitation	< 5	*
2 Emergency	88	2.4%
3 Urgent	501	22.8%
4 Semi-urgent	785	11.0%
5 Non-urgent	330	16.1%

Emergency presentations² by quarter, January 2012 to March 2017^{† §}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		0	< 5	< 5	< 5	< 5
Emergency		58	62	98	88	89
Urgent		528	476	484	501	615
Semi-urgent		942	755	747	785	871
Non-urgent		272	182	273	330	383
All emergency presentations		1,800	1,475	1,602	1,704	1,958

Deniliquin Health Service: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 137 patients^{**}

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	140	
Median time	16 minutes	-9 minutes
90th percentile time	53 minutes	-27 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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Deniliquin Health Service: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 89

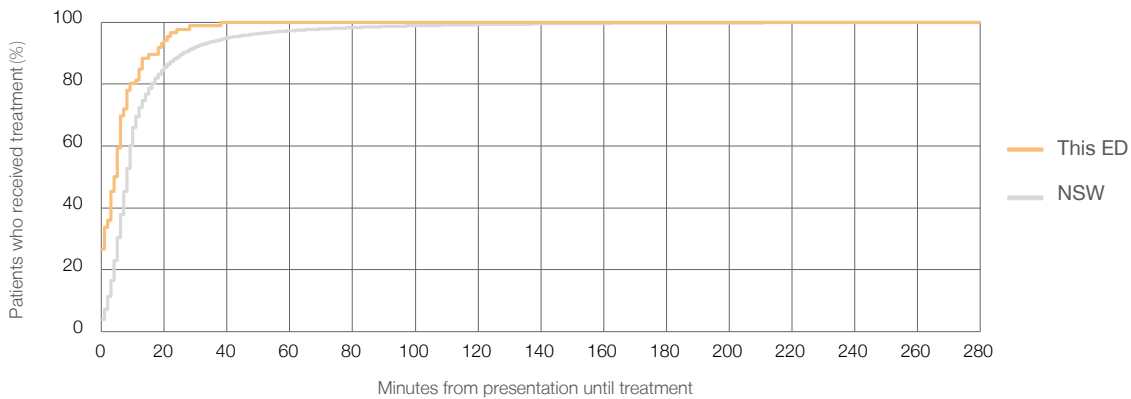
Number of triage 2 patients used to calculate waiting time:³ 86

Median time to start treatment⁴ 5 minutes

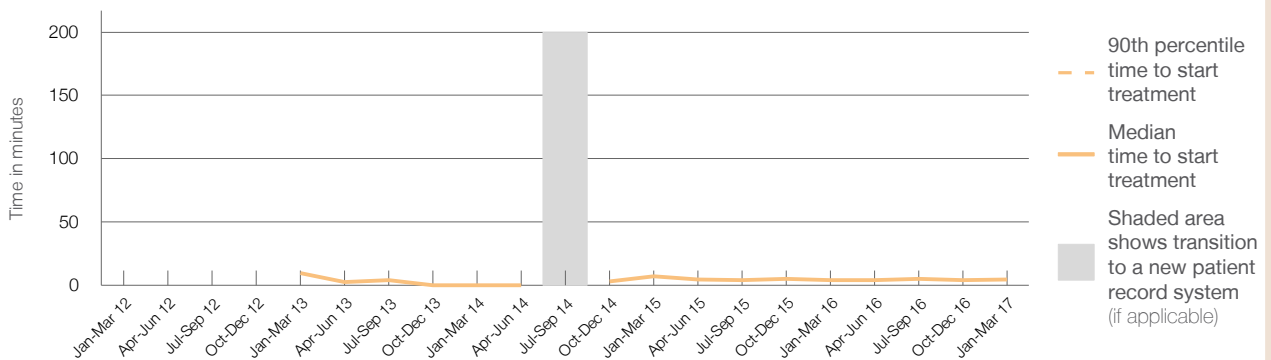
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
88	
85	
4 minutes	8 minutes
*	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		10	0	7	4	5
90th percentile time to start treatment ⁵ (minutes)		*	*	*	*	*

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Deniliquin Health Service: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 615

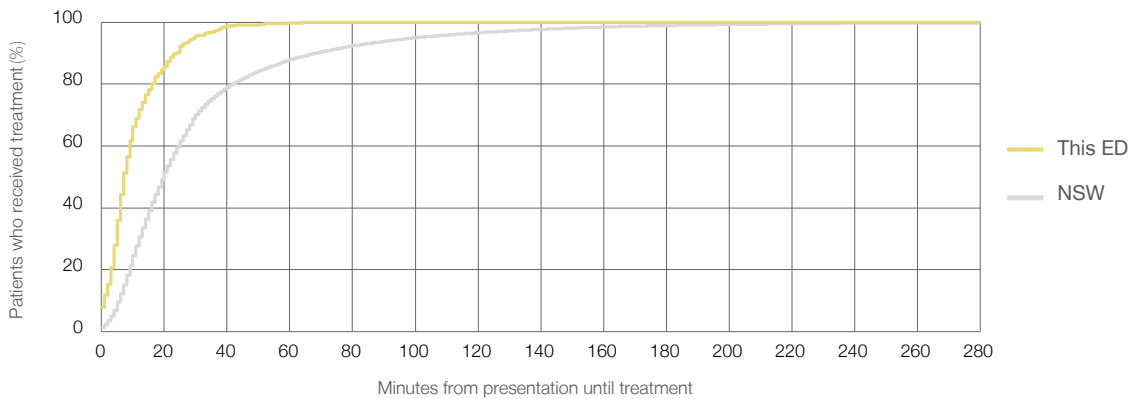
Number of triage 3 patients used to calculate waiting time:³ 603

Median time to start treatment⁴ 7 minutes

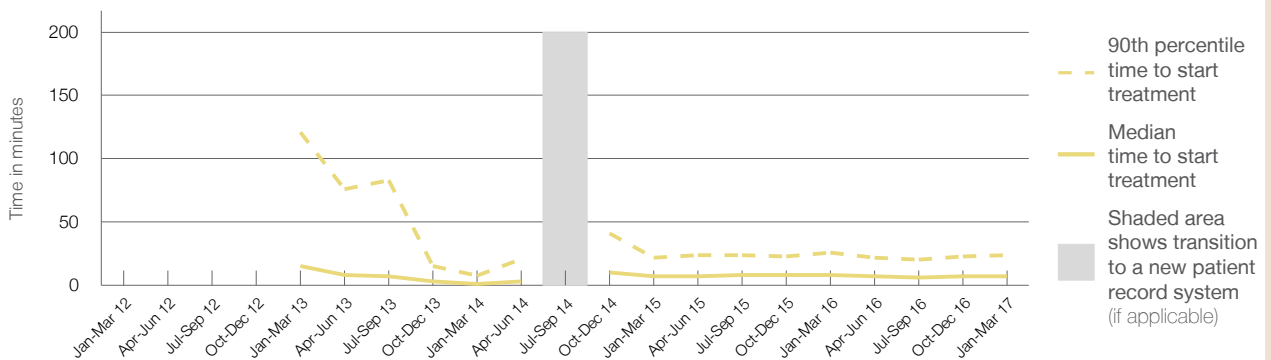
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
501	
497	
8 minutes	20 minutes
26 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		15	1	7	8	7
90th percentile time to start treatment ⁵ (minutes)		121	8	22	26	24

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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 January to March 2017

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

Number of triage 4 patients: 871

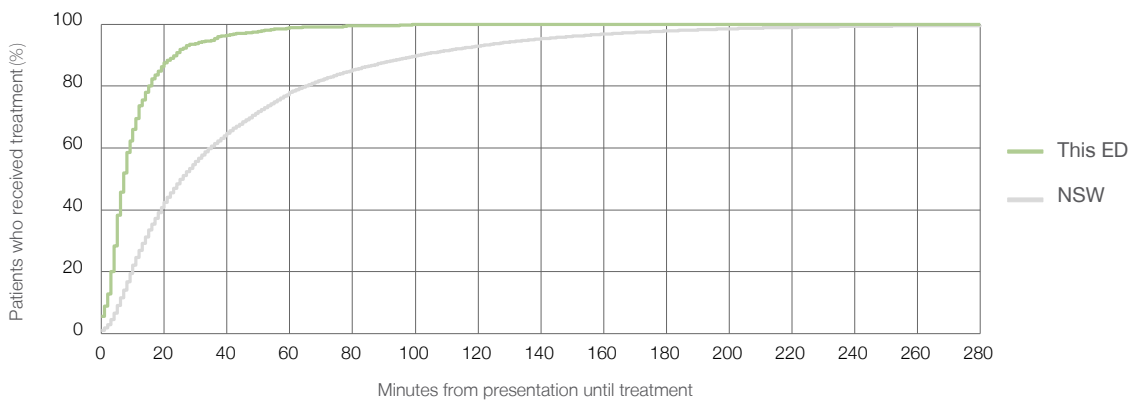
Number of triage 4 patients used to calculate waiting time:³ 834

Median time to start treatment⁴ 7 minutes

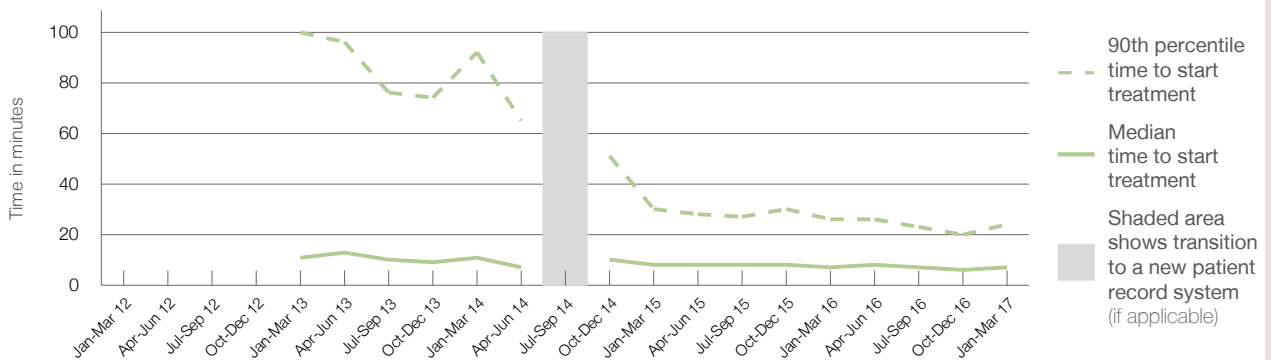
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
785	
767	
7 minutes	26 minutes
26 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		11	11	8	7	7
90th percentile time to start treatment ⁵ (minutes)		100	92	30	26	24

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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 5 January to March 2017

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

Number of triage 5 patients: 383

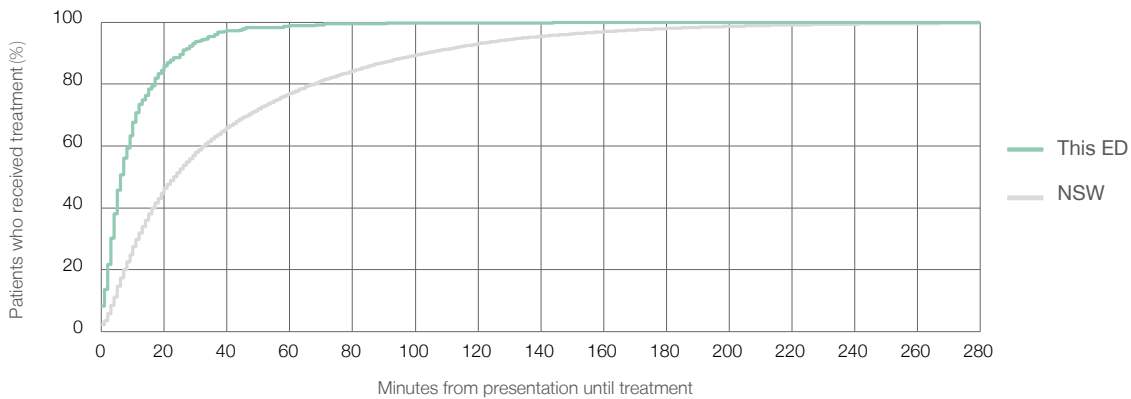
Number of triage 5 patients used to calculate waiting time:³ 365

Median time to start treatment⁴ 6 minutes

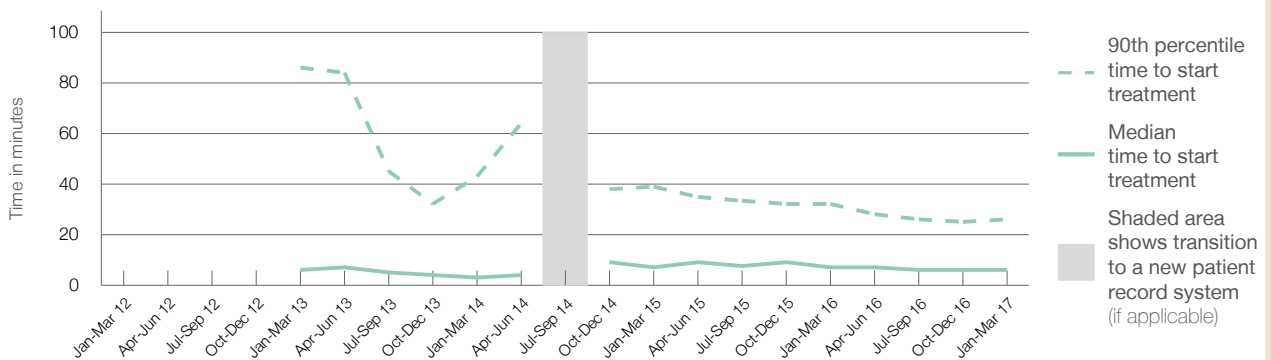
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
330	
321	
7 minutes	23 minutes
32 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		6	3	7	7	6
90th percentile time to start treatment ⁵ (minutes)		86	43	39	32	26

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Deniliquin Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,433 patients

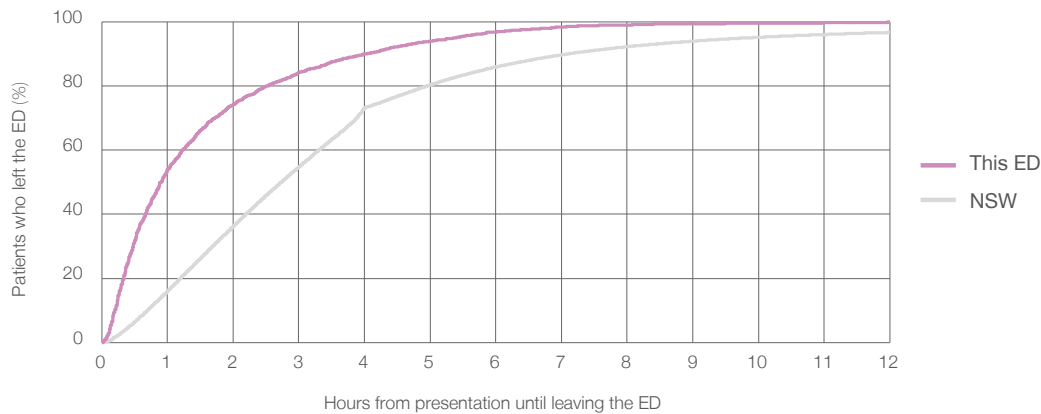
Presentations used to calculate time to leaving the ED:⁶ 2,433 patients

Median time spent in the ED⁸ 0 hours and 54 minutes

90th percentile time spent in the ED⁹ 4 hours and 2 minutes

Same period last year	NSW (this period)
2,037	
2,037	
1 hours and 2 minutes	2 hours and 44 minutes
4 hours and 6 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		0h 43m	0h 54m	0h 53m	1h 2m	0h 54m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 9m	4h 21m	3h 59m	4h 6m	4h 2m

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Deniliquin Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

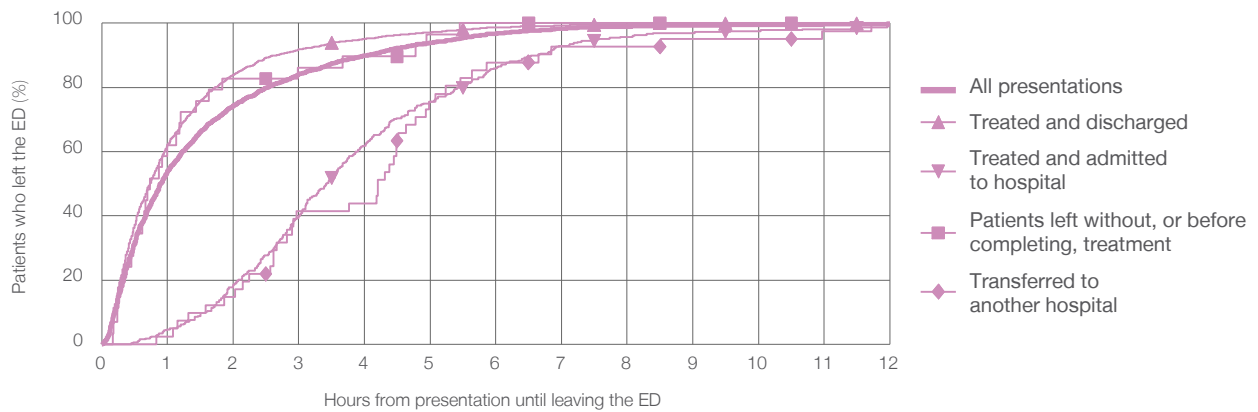
All presentations:¹ 2,433 patients

Presentations used to calculate time to leaving the ED:⁶ 2,433 patients

Treated and discharged	1,965 (80.8%)
Treated and admitted to hospital	328 (13.5%)
Patient left without, or before completing, treatment	29 (1.2%)
Transferred to another hospital	41 (1.7%)
Other	70 (2.9%)

Same period last year	Change since one year ago
2,037	19.4%
1,587	23.8%
361	-9.1%
20	45.0%
39	5.1%
30	133.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	62.2%	83.9%	91.9%	95.2%	98.6%	99.6%	99.8%	99.9%
Treated and admitted to hospital	4.6%	18.6%	39.9%	61.9%	86.0%	95.7%	97.6%	99.1%
Patient left without, or before completing, treatment	62.1%	82.8%	86.2%	89.7%	100%	100%	100%	100%
Transferred to another hospital	2.4%	14.6%	41.5%	43.9%	87.8%	92.7%	95.1%	100%
All presentations	54.0%	74.3%	84.1%	89.8%	96.8%	99.0%	99.5%	99.8%

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Deniliquin Health Service: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 2,433 patients

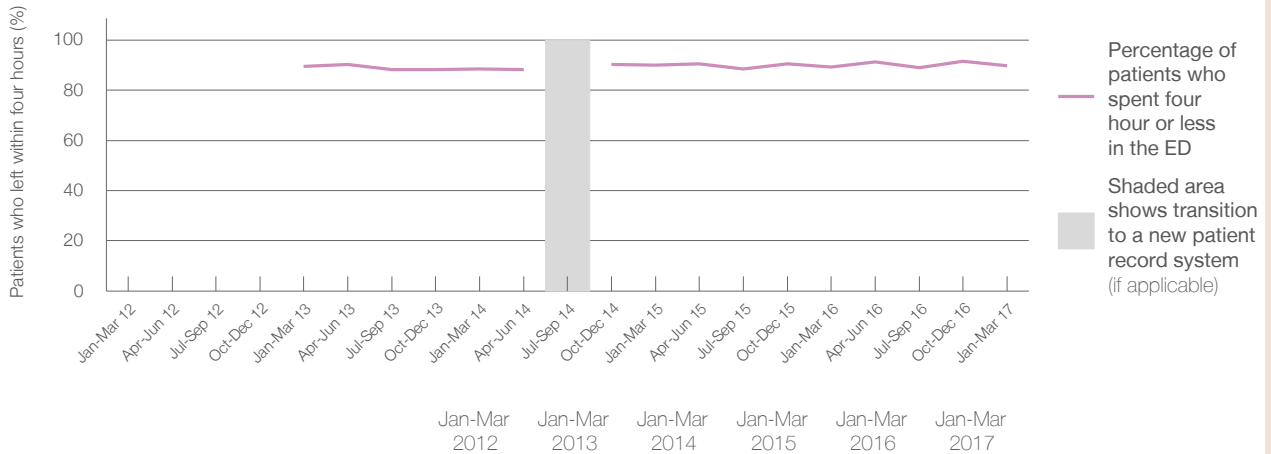
Presentations used to calculate time to leaving the ED:⁶ 2,433 patients

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 2,433 patients	2,037	19.4%
Presentations used to calculate time to leaving the ED: ⁶ 2,433 patients	2,037	19.4%
Percentage of patients who spent four hours or less in the ED	89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 †‡§



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	89.5%	89.5%	88.4%	90.1%	89.3%	89.8%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).