

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

January to March 2017

All presentations:¹ 4,728 patients
Emergency presentations:² 4,589 patients

Same period last year	Change since one year ago
4,621	2.3%
4,476	2.5%

Queanbeyan Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 240 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,255 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,129 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 954 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
255	
8 minutes	8 minutes
23 minutes	26 minutes
1,154	
22 minutes	20 minutes
65 minutes	69 minutes
2,236	
30 minutes	26 minutes
105 minutes	101 minutes
831	
30 minutes	23 minutes
113 minutes	104 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,728 patients

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

Same period last year	Change since one year ago
4,621	2.3%
82.6%	

* 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.

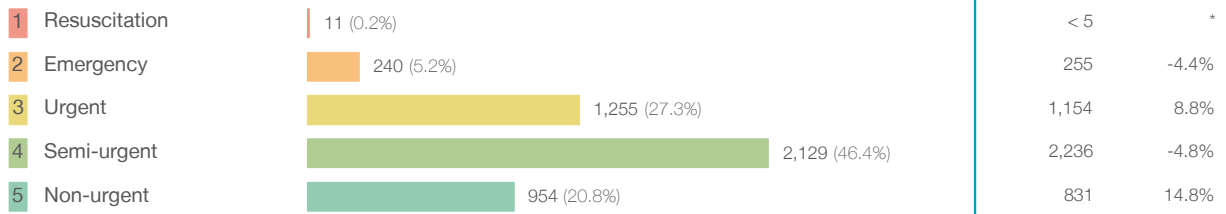
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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Queanbeyan Health Service: Patients presenting to the emergency department January to March 2017

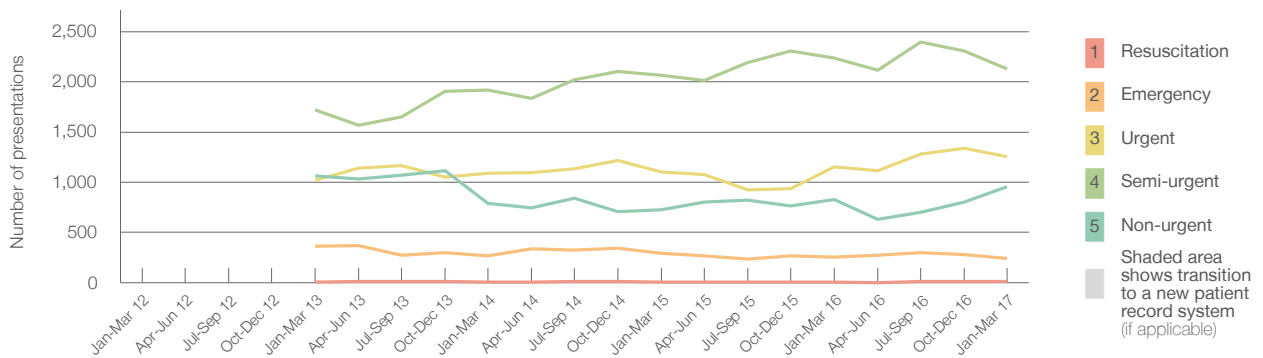
All presentations:¹ 4,728 patients

Emergency presentations² by triage category: 4,589 patients



	Same period last year	Change since one year ago
All presentations	4,621	2.3%
Emergency presentations	4,476	2.5%
1 Resuscitation	< 5	*
2 Emergency	255	-4.4%
3 Urgent	1,154	8.8%
4 Semi-urgent	2,236	-4.8%
5 Non-urgent	831	14.8%

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		5	7	< 5	< 5	11
Emergency		361	270	298	255	240
Urgent		1,019	1,090	1,100	1,154	1,255
Semi-urgent		1,722	1,919	2,062	2,236	2,129
Non-urgent		1,064	790	729	831	954
All emergency presentations		4,171	4,076	4,189	4,476	4,589

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

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 418 patients^{**}

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	331	
Median time	12 minutes	-1 minute
90th percentile time	23 minutes	-3 minutes

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

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

(**) 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.

Queanbeyan 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: 240

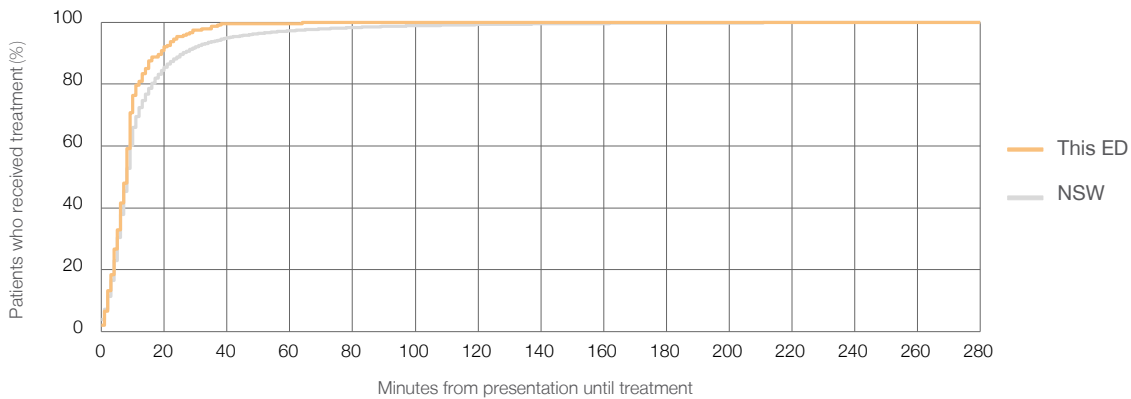
Number of triage 2 patients used to calculate waiting time:³ 240

Median time to start treatment⁴ 8 minutes

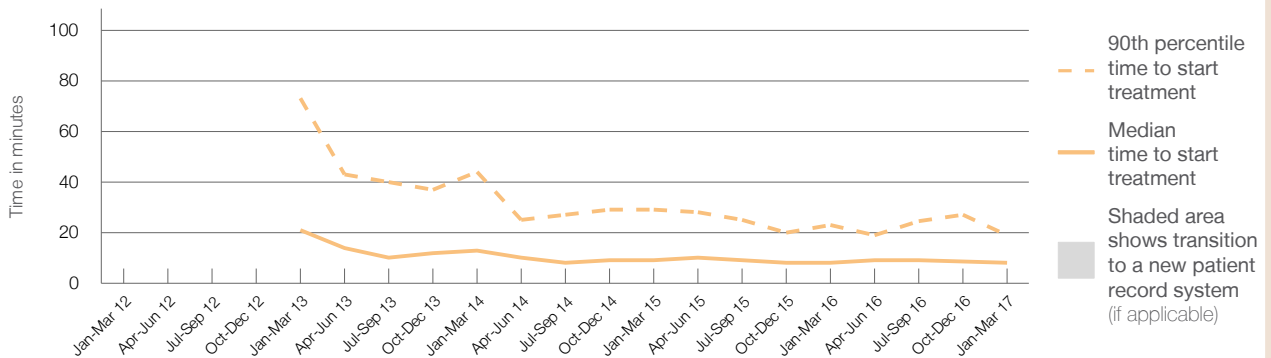
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
255	
249	
8 minutes	8 minutes
23 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)		21	13	9	8	8
90th percentile time to start treatment ⁵ (minutes)		73	44	29	23	19

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Queanbeyan 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: 1,255

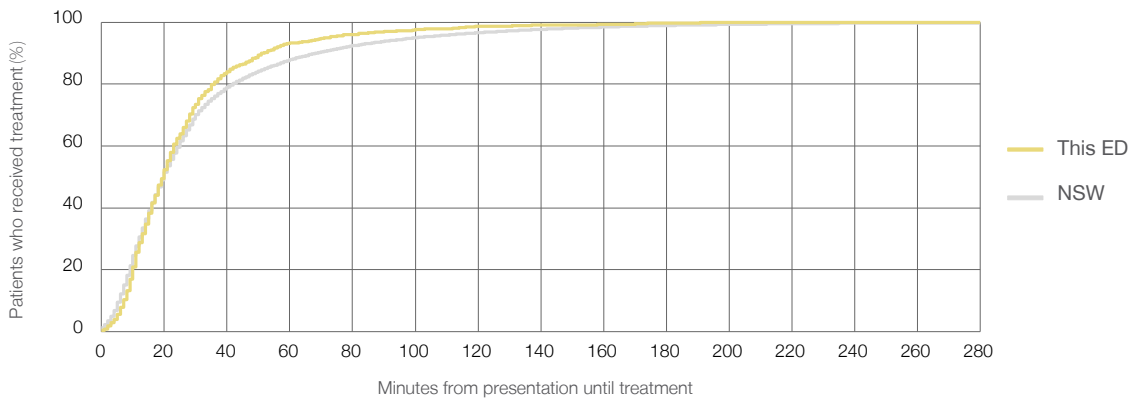
Number of triage 3 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴ 20 minutes

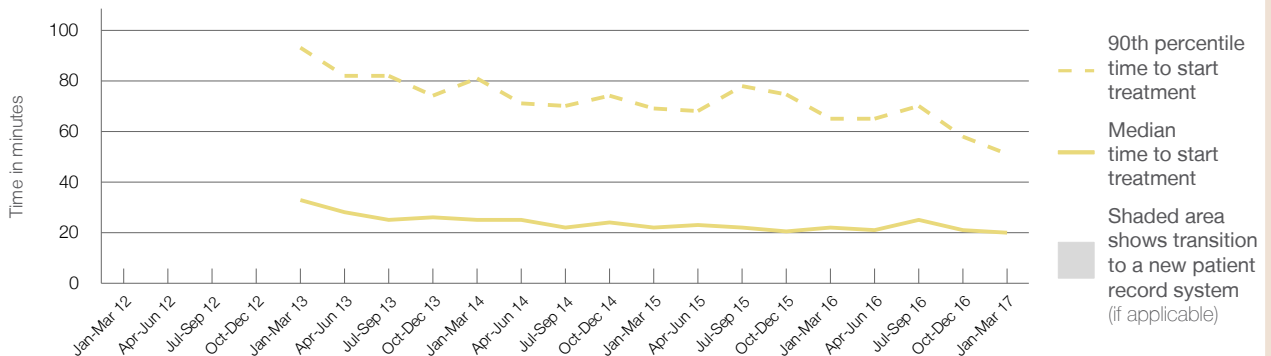
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,154	
1,107	
22 minutes	20 minutes
65 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)		33	25	22	22	20
90th percentile time to start treatment ⁵ (minutes)		93	81	69	65	51

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Queanbeyan 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: 2,129

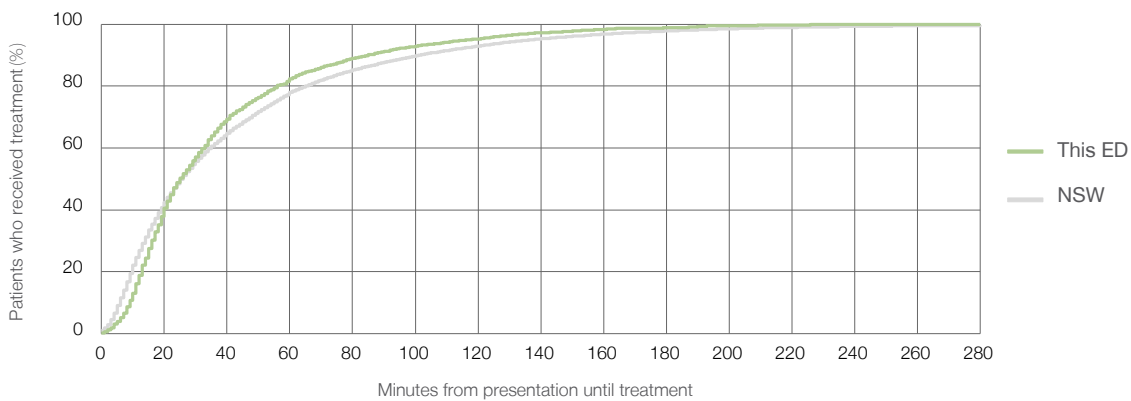
Number of triage 4 patients used to calculate waiting time:³ 1,983

Median time to start treatment⁴ 25 minutes

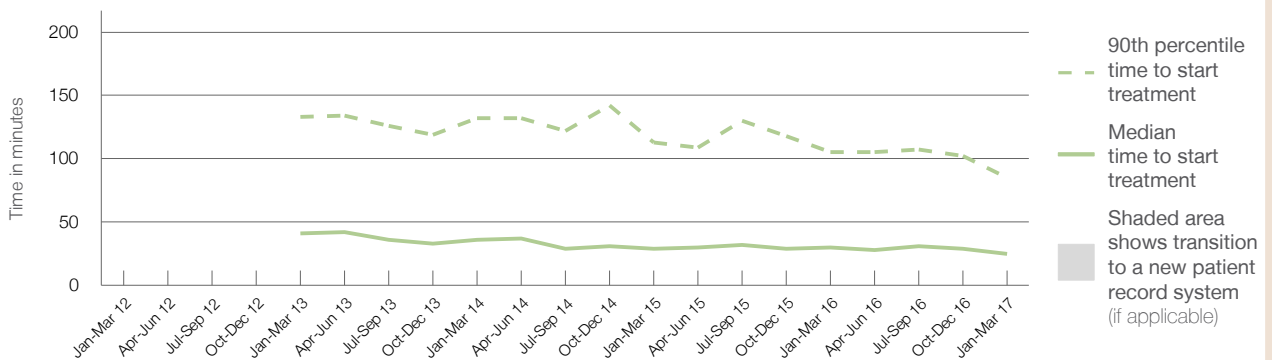
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,236	
2,022	
30 minutes	26 minutes
105 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)		41	36	29	30	25
90th percentile time to start treatment ⁵ (minutes)		133	132	113	105	85

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Queanbeyan 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: 954

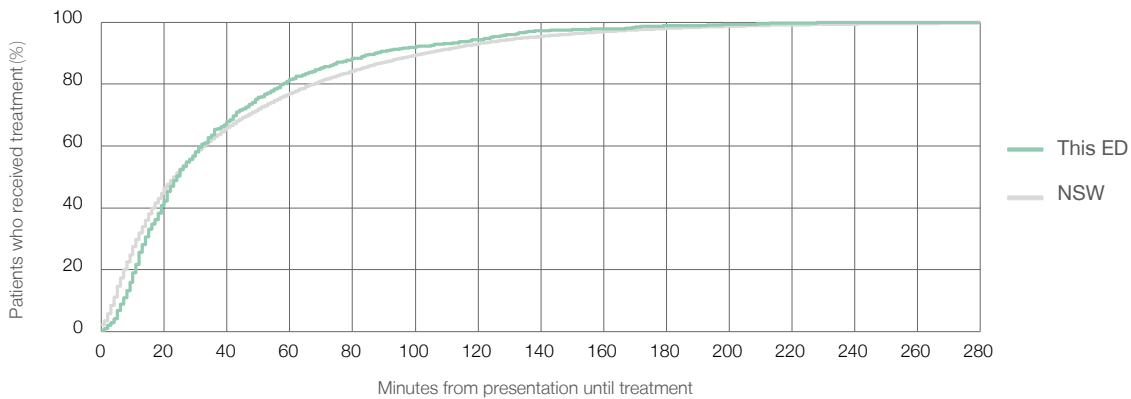
Number of triage 5 patients used to calculate waiting time:³ 804

Median time to start treatment⁴ 24 minutes

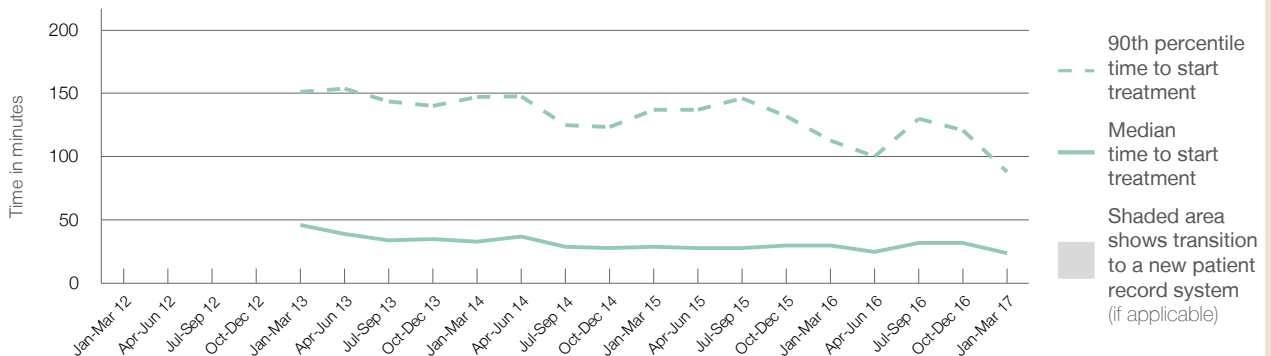
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
831	
667	
30 minutes	23 minutes
113 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)		46	33	29	30	24
90th percentile time to start treatment ⁵ (minutes)		151	147	137	113	88

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Queanbeyan Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,728 patients

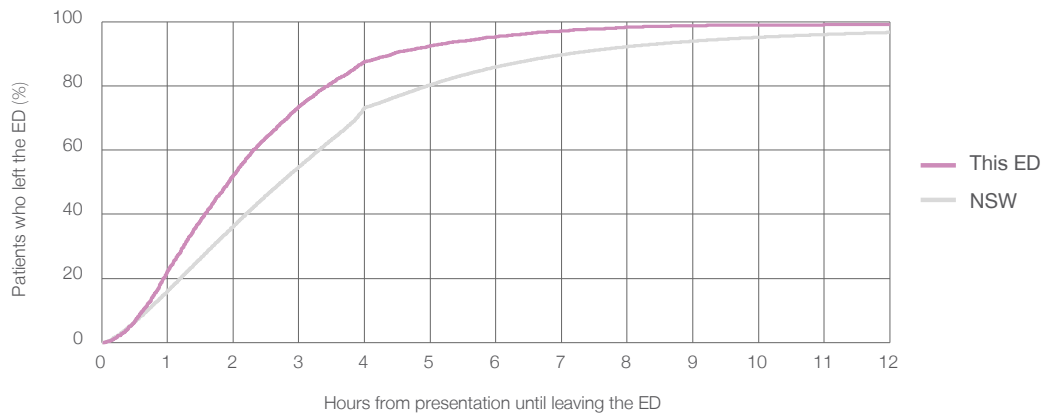
Presentations used to calculate time to leaving the ED:⁶ 4,728 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

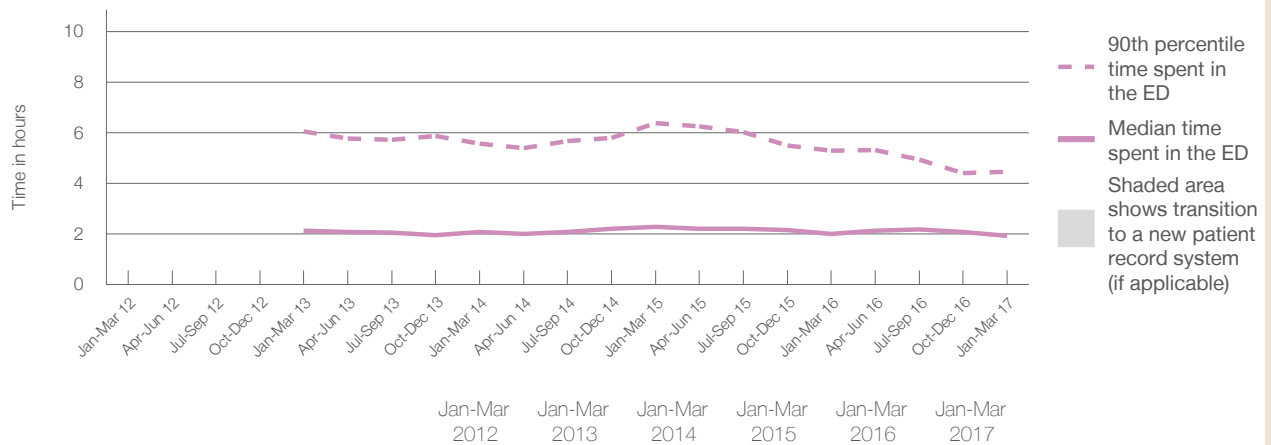
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
4,621	4,621
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 17 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)		2h 8m	2h 6m	2h 17m	2h 1m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 3m	5h 35m	6h 23m	5h 17m	4h 27m

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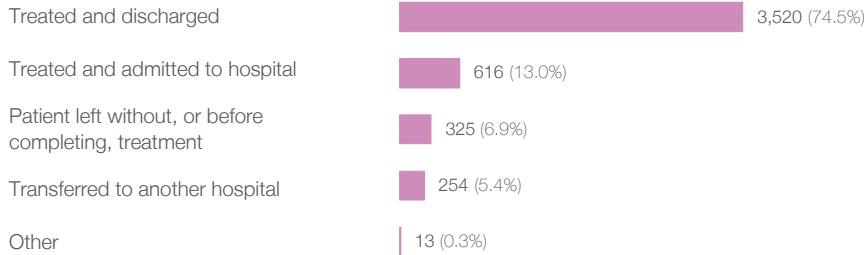
Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

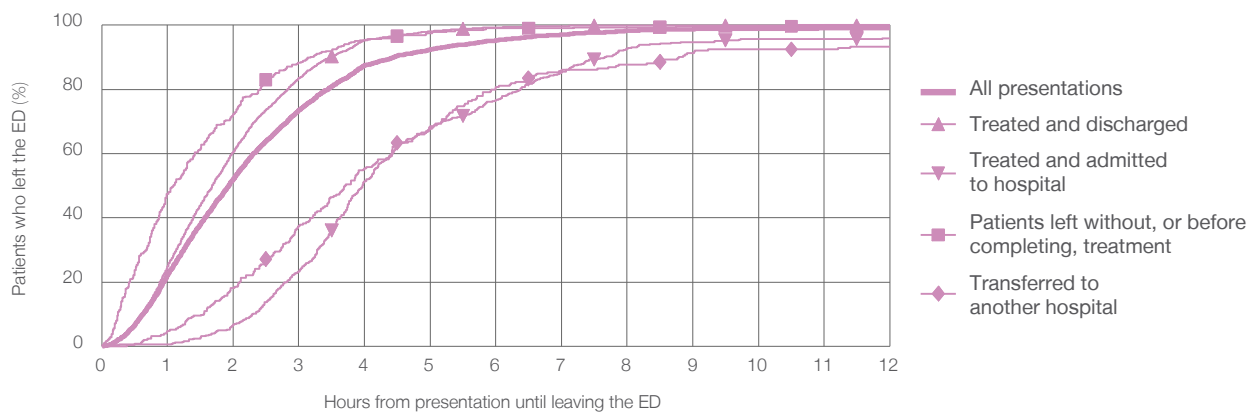
All presentations:¹ 4,728 patients

Presentations used to calculate time to leaving the ED:⁶ 4,728 patients



	Same period last year	Change since one year ago
Presentations used to calculate time to leaving the ED: ⁶	4,621	2.3%
Treated and discharged	3,405	3.4%
Treated and admitted to hospital	513	20.1%
Patient left without, or before completing, treatment	436	-25.5%
Transferred to another hospital	224	13.4%
Other	43	-69.8%

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	25.0%	60.6%	83.5%	95.4%	99.2%	99.9%	100%	100%
Treated and admitted to hospital	0.6%	6.8%	23.4%	51.5%	76.8%	92.7%	95.6%	95.9%
Patient left without, or before completing, treatment	47.4%	72.3%	88.3%	95.4%	99.1%	99.4%	99.7%	100%
Transferred to another hospital	4.7%	18.1%	37.4%	55.5%	80.7%	87.8%	92.5%	93.3%
All presentations	22.3%	52.2%	73.5%	87.5%	95.3%	98.3%	99.0%	99.1%

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Queanbeyan 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 4,728 patients

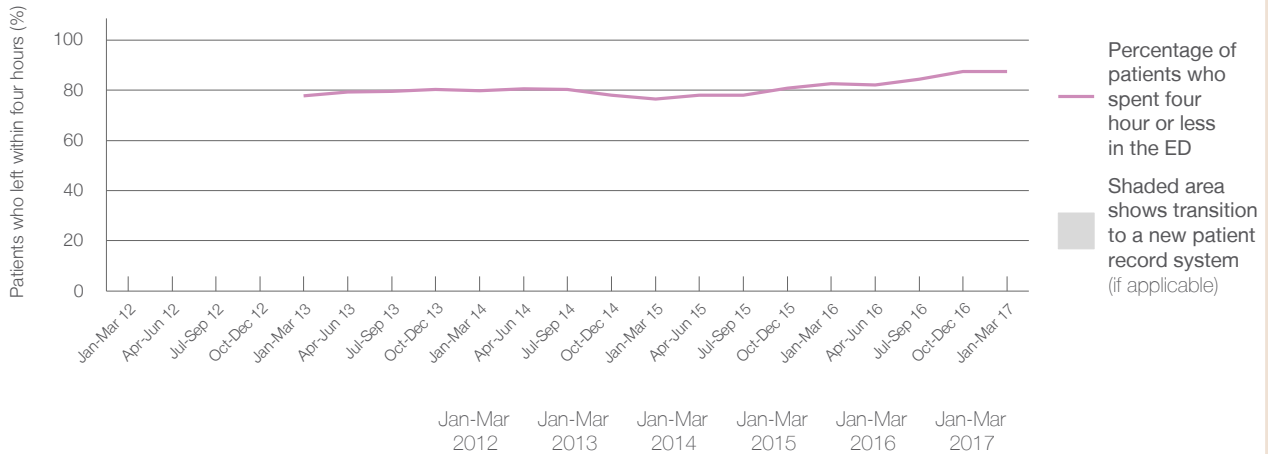
Presentations used to calculate time to leaving the ED:⁶ 4,728 patients

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 4,728 patients	4,621	2.3%
Presentations used to calculate time to leaving the ED: ⁶ 4,728 patients	4,621	2.3%
Percentage of patients who spent four hours or less in the ED	82.6%	

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
	77.7%	79.8%	76.5%	82.6%	82.6%	87.5%

* 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.

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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).