



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Murrumbidgee Local Health District

January to March 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

January to March 2017

All presentations:<sup>1</sup> 2,433 patients  
 Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

January to March 2017

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

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> \*

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

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

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

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

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

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

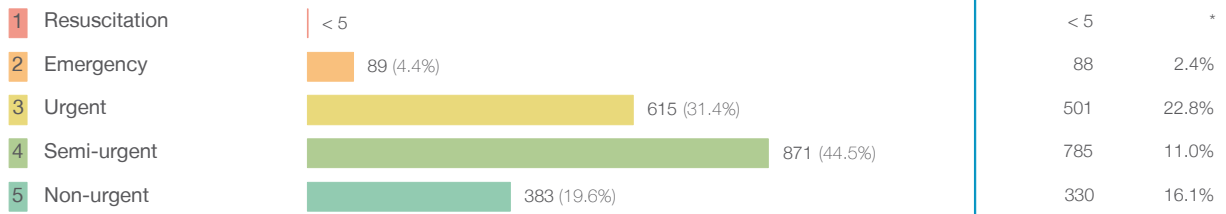
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

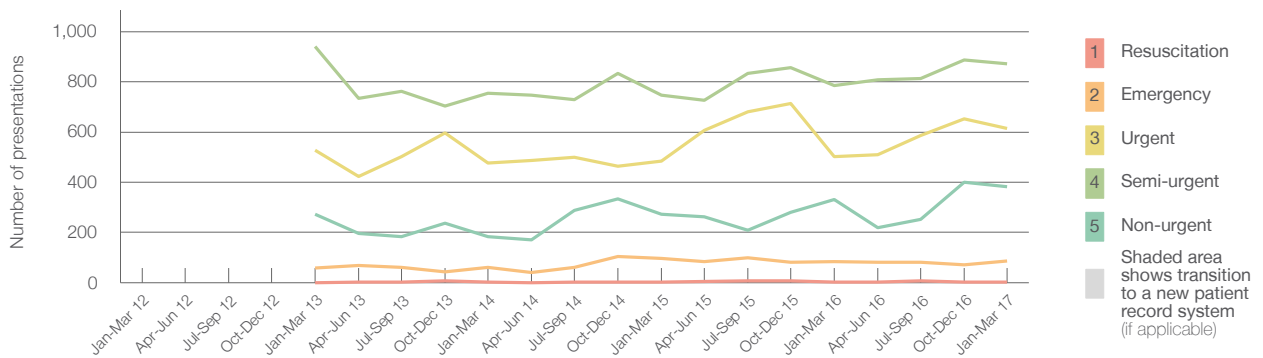
All presentations:<sup>1</sup> 2,433 patients

Emergency presentations<sup>2</sup> 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%                     |
| Resuscitation           | < 5                   | *                         |
| Emergency               | 88                    | 2.4%                      |
| Urgent                  | 501                   | 22.8%                     |
| Semi-urgent             | 785                   | 11.0%                     |
| Non-urgent              | 330                   | 16.1%                     |

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>† §</sup>



|                             | 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:<sup>7</sup> 137 patients<sup>\*\*</sup>

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.

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 January to March 2017

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

Number of triage 2 patients: 89

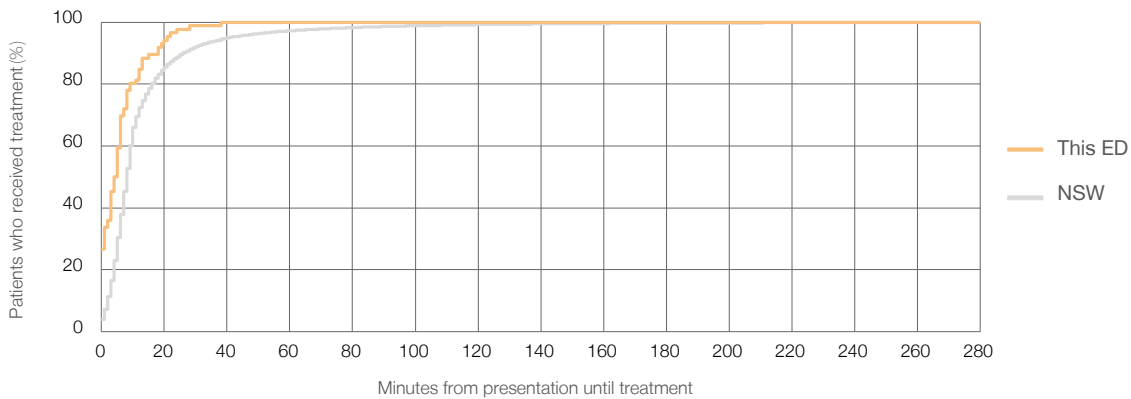
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 86

Median time to start treatment<sup>4</sup> 5 minutes

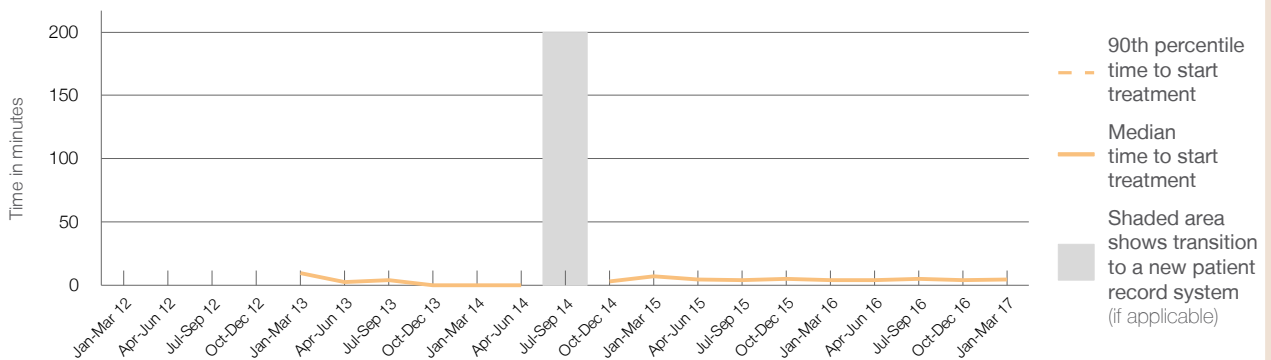
90th percentile time to start treatment<sup>5</sup> \*

| 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<sup>†‡§</sup>



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

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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 January to March 2017

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

Number of triage 3 patients: 615

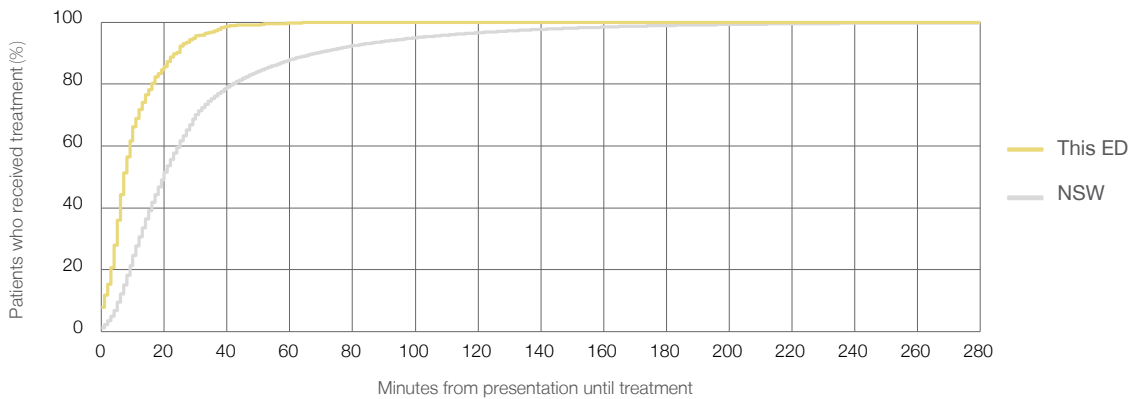
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 603

Median time to start treatment<sup>4</sup> 7 minutes

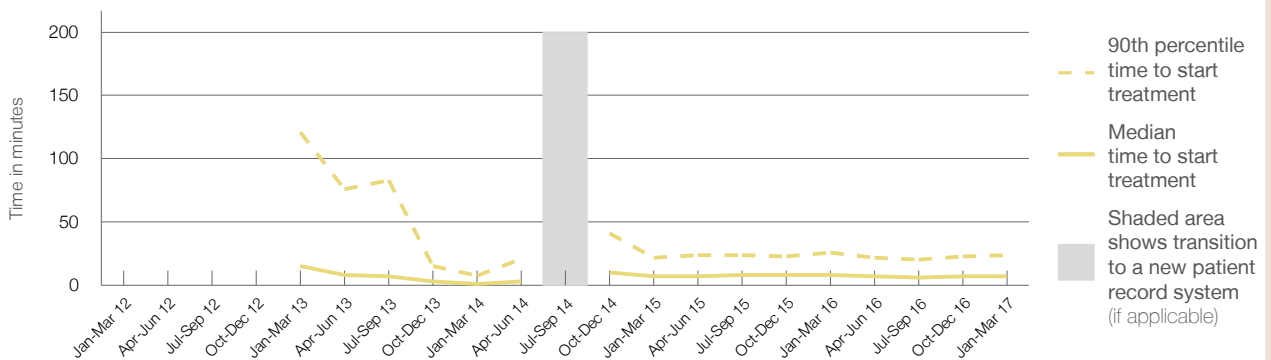
90th percentile time to start treatment<sup>5</sup> 24 minutes

| 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<sup>†‡§</sup>



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

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## 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

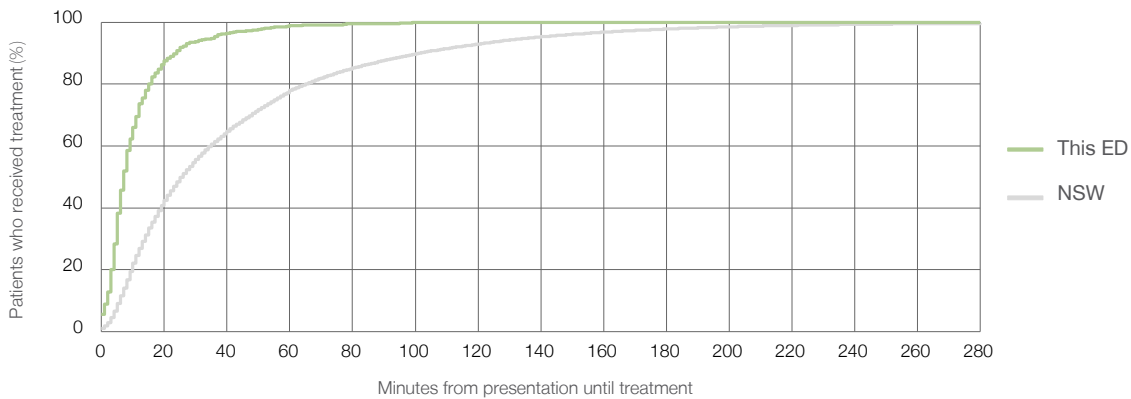
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 834

Median time to start treatment<sup>4</sup> 7 minutes

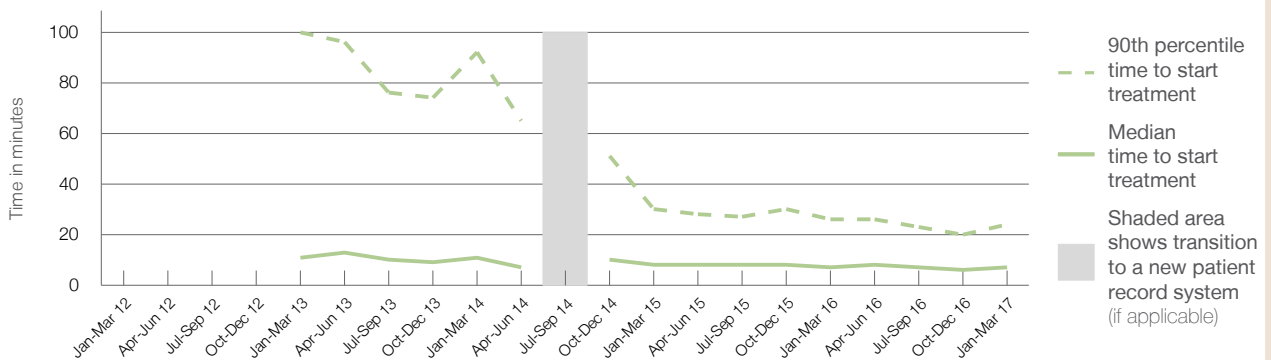
90th percentile time to start treatment<sup>5</sup> 24 minutes

| 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<sup>†‡§</sup>



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

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## 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

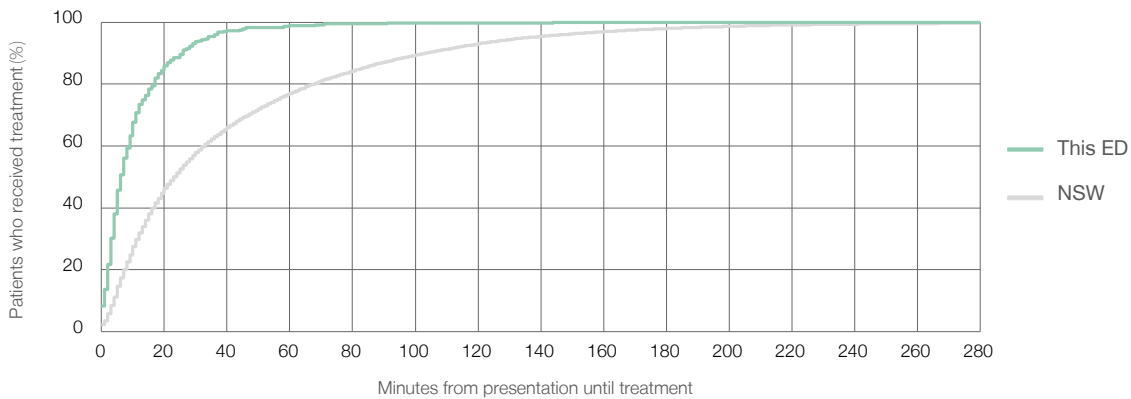
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 365

Median time to start treatment<sup>4</sup> 6 minutes

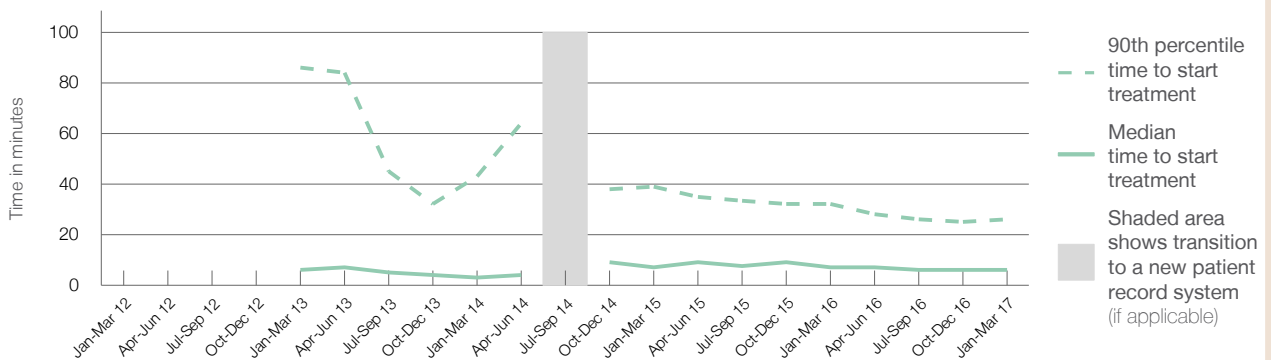
90th percentile time to start treatment<sup>5</sup> 26 minutes

| 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<sup>†§</sup>



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

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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

January to March 2017

All presentations:<sup>1</sup> 2,433 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,433 patients

Median time spent in the ED<sup>8</sup>

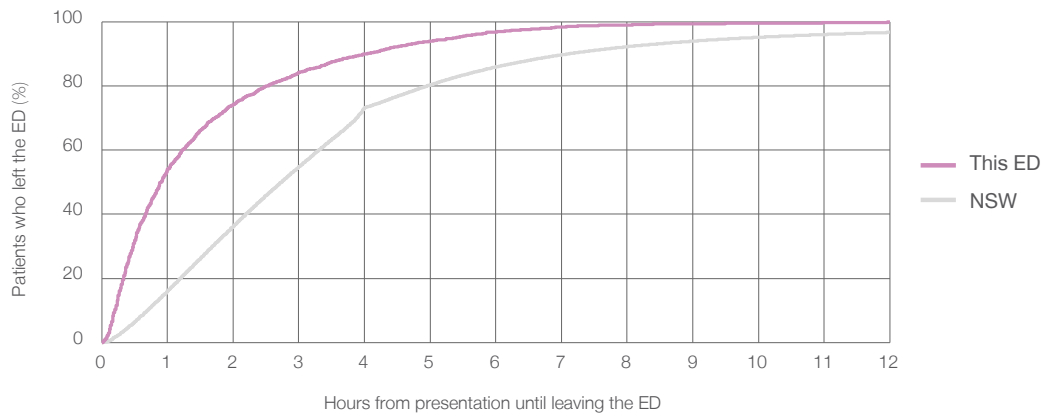
0 hours and 54 minutes

90th percentile time spent in the ED<sup>9</sup>

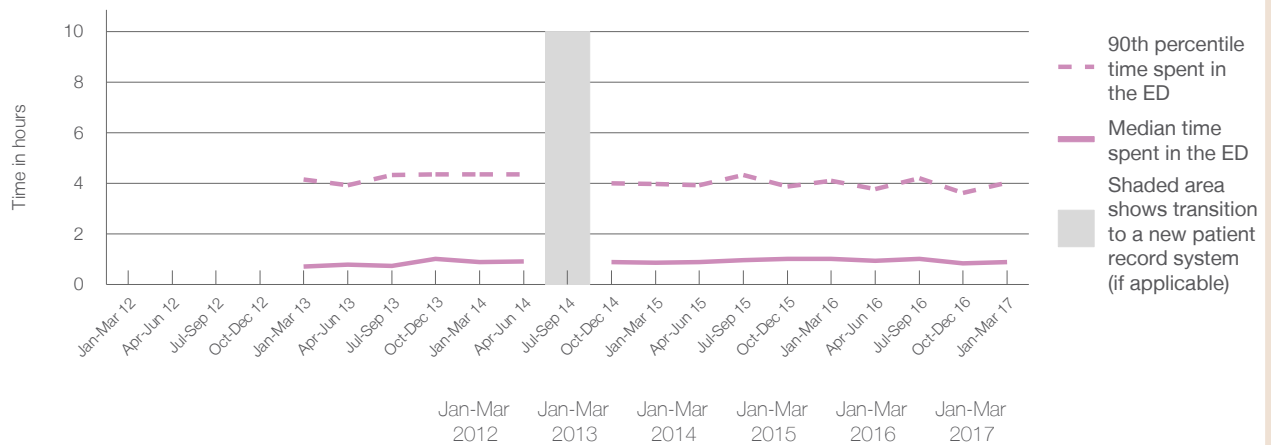
4 hours and 2 minutes

| 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<sup>†‡§</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |              | 0h 43m       | 0h 54m       | 0h 53m       | 1h 2m        | 0h 54m       |
| 90th percentile time to leaving the ED <sup>9</sup> (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

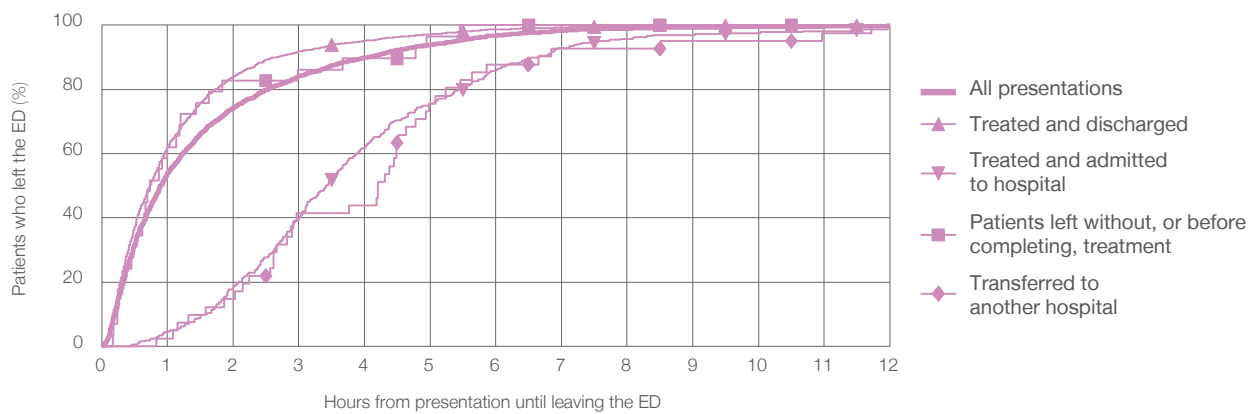
All presentations:<sup>1</sup> 2,433 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>††§</sup>



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

|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 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%    |

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

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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:<sup>1</sup> 2,433 patients

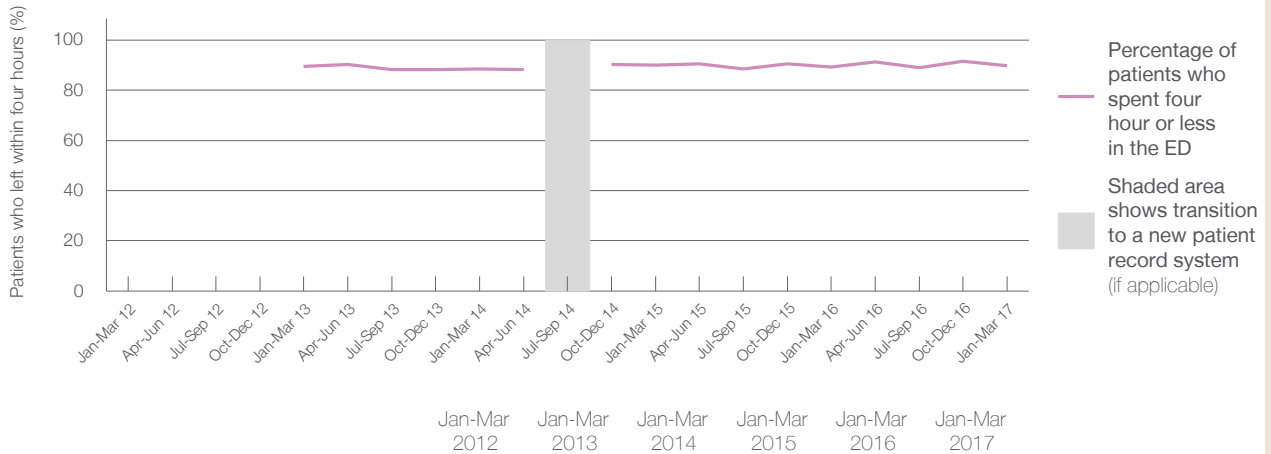
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,433 patients

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: <sup>1</sup> 2,433 patients          | 2,037                 | 19.4%                     |
| Presentations used to calculate time to leaving the ED: <sup>6</sup> 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 <sup>†‡§</sup>



| 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.

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

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- 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).

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

## Griffith Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 5,099 patients  
Emergency presentations:<sup>2</sup> 4,895 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 5,035                 | 1.3%                      |
| 4,895                 | -0.7%                     |

## Griffith Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 490 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,981 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,948 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 71 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 416 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 78 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 351                   |                   |
| 6 minutes             | 8 minutes         |
| 16 minutes            | 26 minutes        |
| 1,731                 |                   |
| 17 minutes            | 20 minutes        |
| 52 minutes            | 69 minutes        |
| 2,412                 |                   |
| 24 minutes            | 26 minutes        |
| 81 minutes            | 101 minutes       |
| 383                   |                   |
| 21 minutes            | 23 minutes        |
| 77 minutes            | 104 minutes       |

## Griffith Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,099 patients

Percentage of patients who spent four hours or less in the ED 82.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 5,035                 | 1.3%                      |
| 88.5%                 |                           |

\* 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.
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- 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.

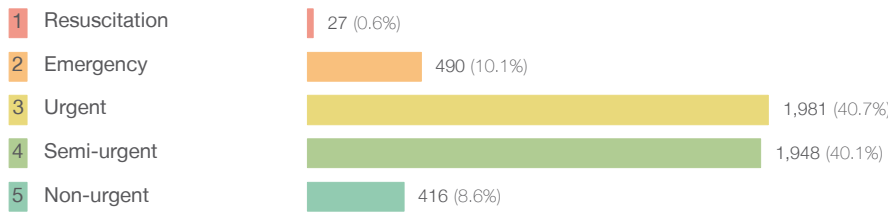
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Griffith Base Hospital: Patients presenting to the emergency department January to March 2017

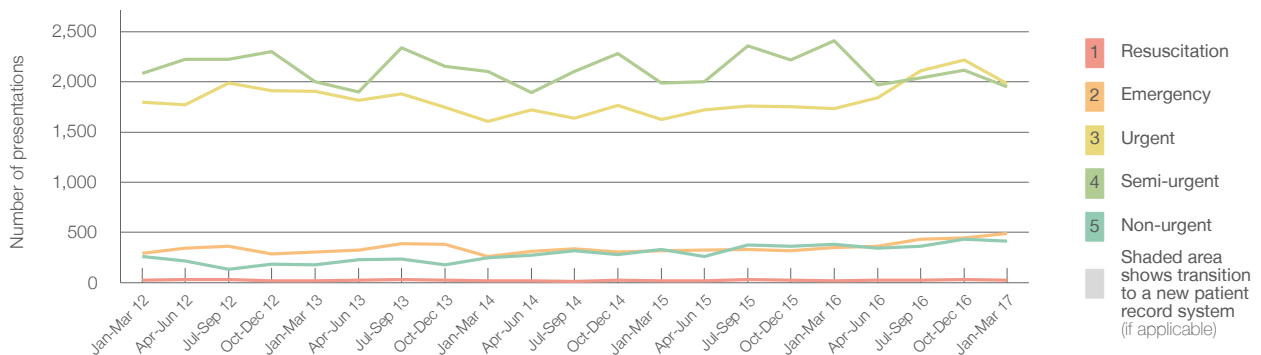
All presentations:<sup>1</sup> 5,099 patients

Emergency presentations<sup>2</sup> by triage category: 4,862 patients



|                         | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations       | 5,035                 | 1.3%                      |
| Emergency presentations | 4,895                 | -0.7%                     |
| Resuscitation           | 18                    | 50.0%                     |
| Emergency               | 351                   | 39.6%                     |
| Urgent                  | 1,731                 | 14.4%                     |
| Semi-urgent             | 2,412                 | -19.2%                    |
| Non-urgent              | 383                   | 8.6%                      |

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



|                             | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 26           | 16           | 18           | 18           | 18           | 27           |
| Emergency                   | 293          | 308          | 263          | 315          | 351          | 490          |
| Urgent                      | 1,794        | 1,903        | 1,609        | 1,622        | 1,731        | 1,981        |
| Semi-urgent                 | 2,086        | 2,001        | 2,101        | 1,987        | 2,412        | 1,948        |
| Non-urgent                  | 261          | 177          | 245          | 330          | 383          | 416          |
| All emergency presentations | 4,460        | 4,405        | 4,236        | 4,272        | 4,895        | 4,862        |

## Griffith Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 688 patients

ED Transfer of care time



|  | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 757                   |                           |
| ED Transfer of care time                         | 10 minutes            | 1 minute                  |
| 90th percentile time                             | 21 minutes            | 1 minute                  |

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

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

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

## Griffith Base Hospital: 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: 490

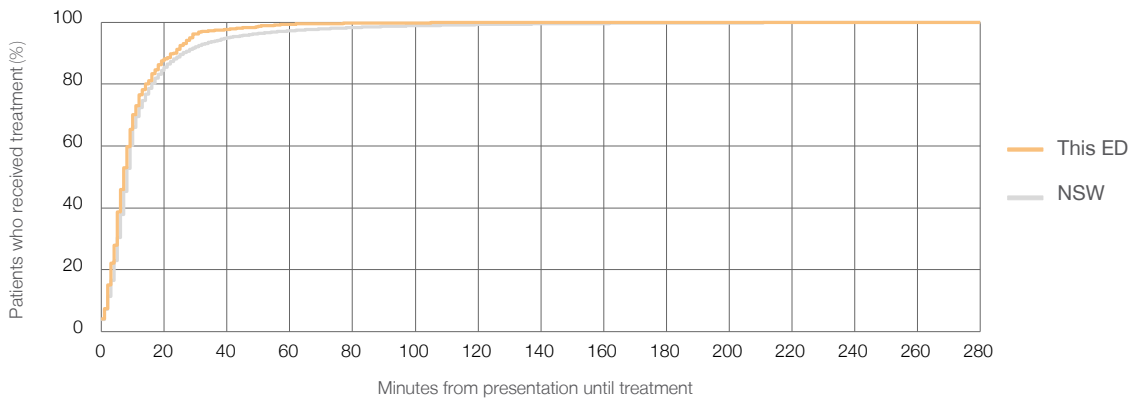
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 487

Median time to start treatment<sup>4</sup> 7 minutes

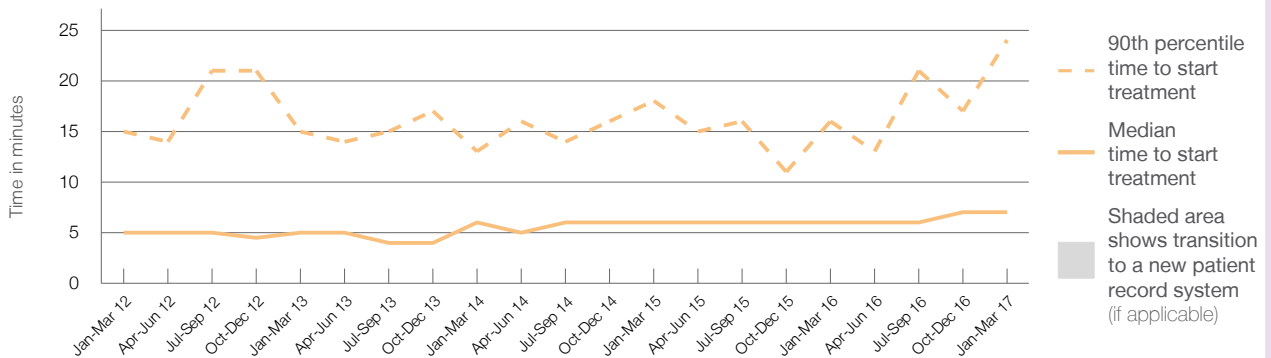
90th percentile time to start treatment<sup>5</sup> 24 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 351                   |                   |
| 348                   |                   |
| 6 minutes             | 8 minutes         |
| 16 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 5            | 5            | 6            | 6            | 6            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 15           | 15           | 13           | 18           | 16           | 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 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.

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

## Griffith Base Hospital: 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: 1,981

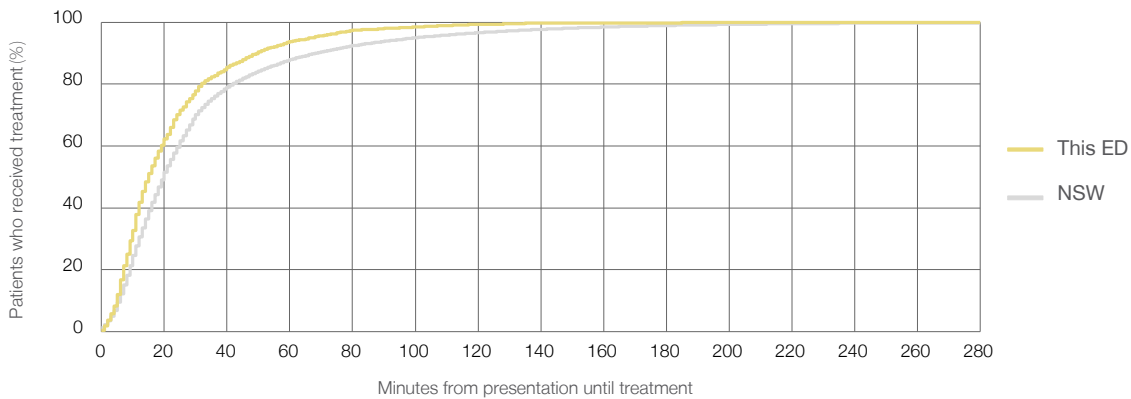
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,957

Median time to start treatment<sup>4</sup> 15 minutes

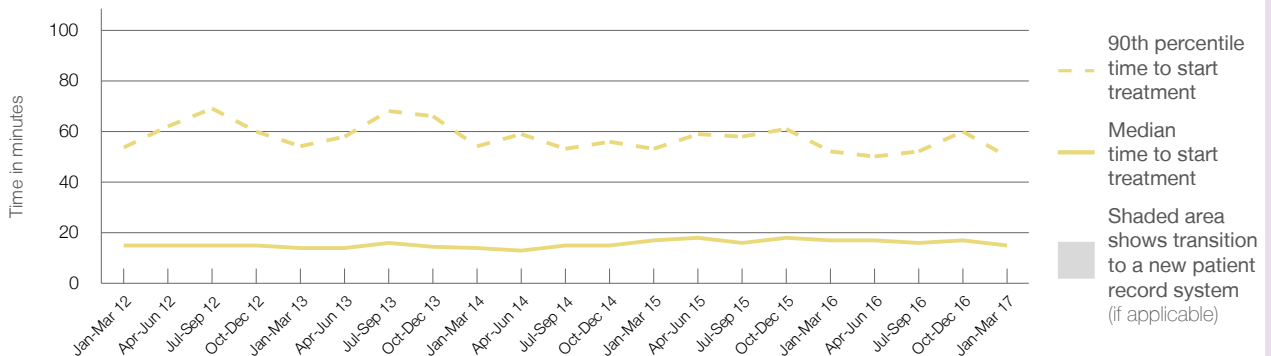
90th percentile time to start treatment<sup>5</sup> 50 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,731                 | 1,708             |
| 17 minutes            | 20 minutes        |
| 52 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 15           | 14           | 14           | 17           | 17           | 15           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 54           | 54           | 54           | 53           | 52           | 50           |

(†) 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.

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

## Griffith Base Hospital: 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: 1,948

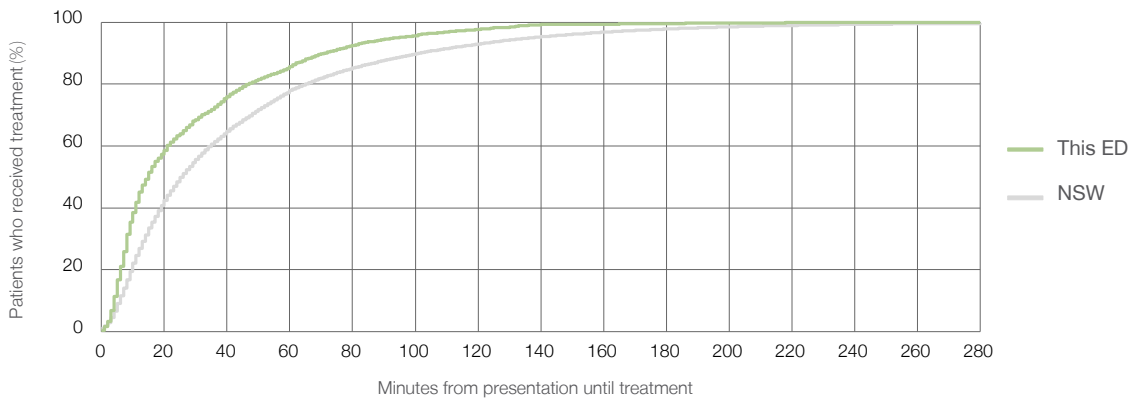
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,895

Median time to start treatment<sup>4</sup> 15 minutes

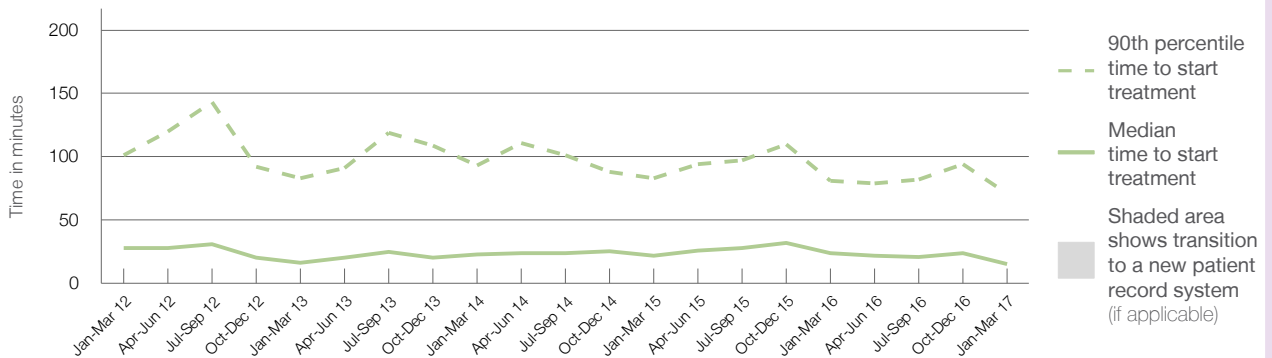
90th percentile time to start treatment<sup>5</sup> 71 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,412                 |                   |
| 2,314                 |                   |
| 24 minutes            | 26 minutes        |
| 81 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 28           | 16           | 23           | 22           | 24           | 15           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 101          | 83           | 93           | 83           | 81           | 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 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.

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

## Griffith Base Hospital: 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: 416

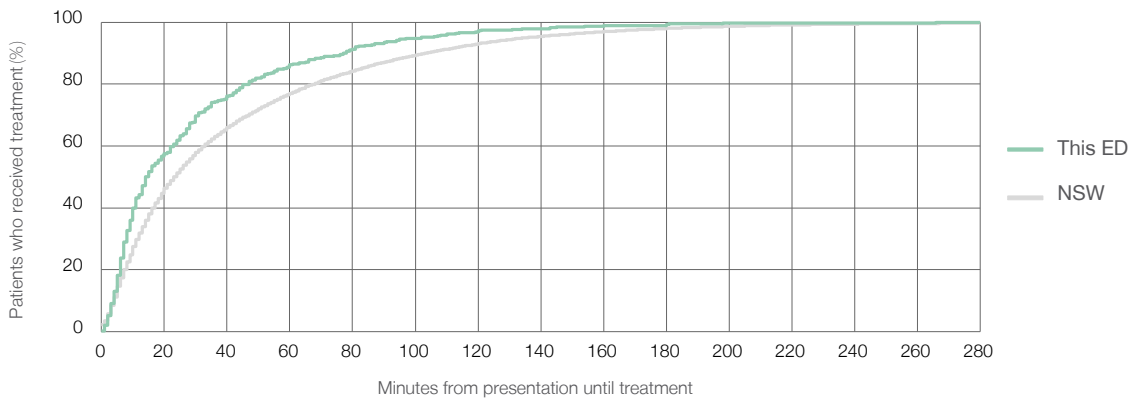
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 386

Median time to start treatment<sup>4</sup> 15 minutes

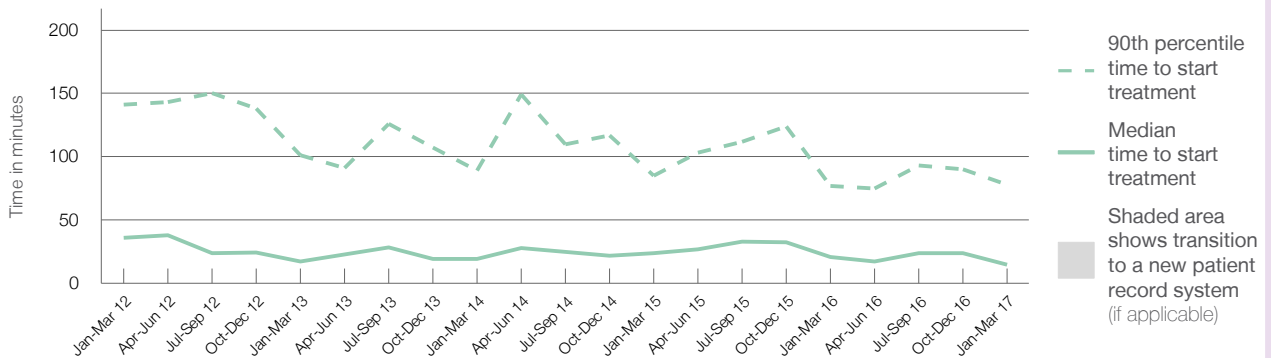
90th percentile time to start treatment<sup>5</sup> 78 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 383                   |                   |
| 348                   |                   |
| 21 minutes            | 23 minutes        |
| 77 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 36           | 17           | 19           | 24           | 21           | 15           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 141          | 101          | 89           | 85           | 77           | 78           |

(†) 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.



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

## Griffith Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 5,099 patients

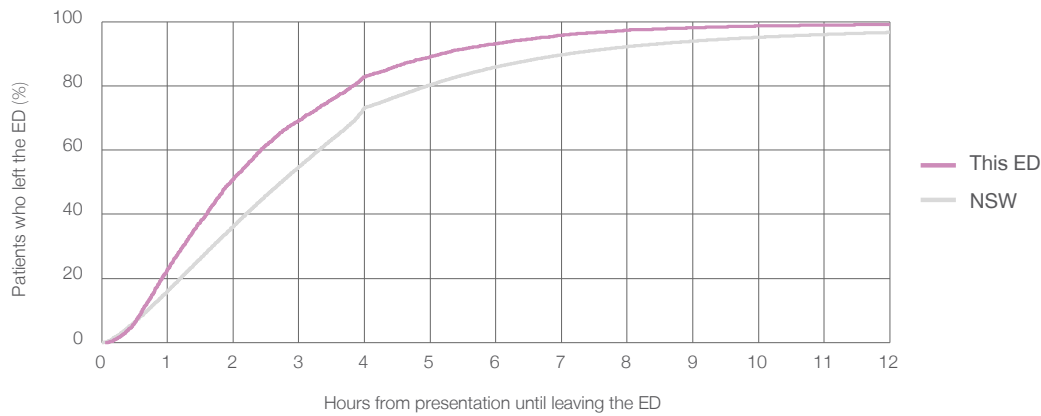
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,099 patients

Median time spent in the ED<sup>8</sup> 1 hours and 58 minutes

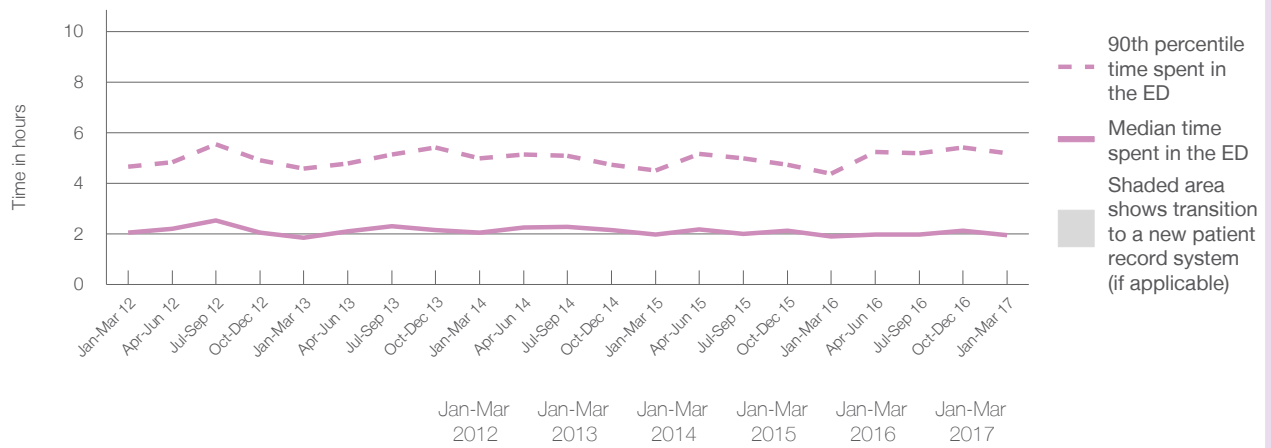
90th percentile time spent in the ED<sup>9</sup> 5 hours and 11 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 5,035                  | 5,035                  |
| 1 hours and 54 minutes | 2 hours and 44 minutes |
| 4 hours and 23 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 2h 4m        | 1h 51m       | 2h 3m        | 1h 59m       | 1h 54m       | 1h 58m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 4h 40m       | 4h 35m       | 5h 0m        | 4h 30m       | 4h 23m       | 5h 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 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.

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

## Griffith Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

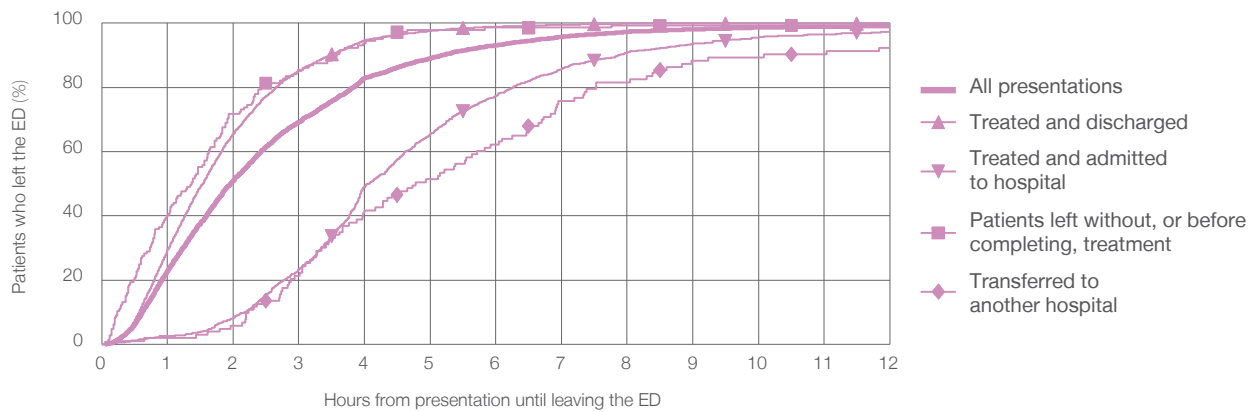
All presentations:<sup>1</sup> 5,099 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,099 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 3,637 (71.3%) |
| Treated and admitted to hospital                      | 1,201 (23.6%) |
| Patient left without, or before completing, treatment | 145 (2.8%)    |
| Transferred to another hospital                       | 103 (2.0%)    |
| Other   | 13 (0.3%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 5,035                 | 1.3%                      |
| 3,756                 | -3.2%                     |
| 1,045                 | 14.9%                     |
| 177                   | -18.1%                    |
| 54                    | 90.7%                     |
| 3                     | 333.3%                    |

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



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

|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 29.4%  | 65.6%   | 85.0%   | 94.7%   | 98.9%   | 99.8%   | 99.9%    | 99.9%    |
| Treated and admitted to hospital                      | 2.5%   | 8.1%    | 23.3%   | 49.1%   | 77.4%   | 90.8%   | 95.6%    | 97.3%    |
| Patient left without, or before completing, treatment | 40.0%  | 71.7%   | 85.5%   | 93.8%   | 98.6%   | 99.3%   | 99.3%    | 99.3%    |
| Transferred to another hospital                       | 1.9%   | 5.8%    | 21.4%   | 41.7%   | 62.1%   | 81.6%   | 89.3%    | 92.2%    |
| All presentations                                     | 22.9%  | 51.1%   | 69.2%   | 82.9%   | 93.1%   | 97.3%   | 98.6%    | 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 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.

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

## Griffith Base Hospital: 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:<sup>1</sup> 5,099 patients

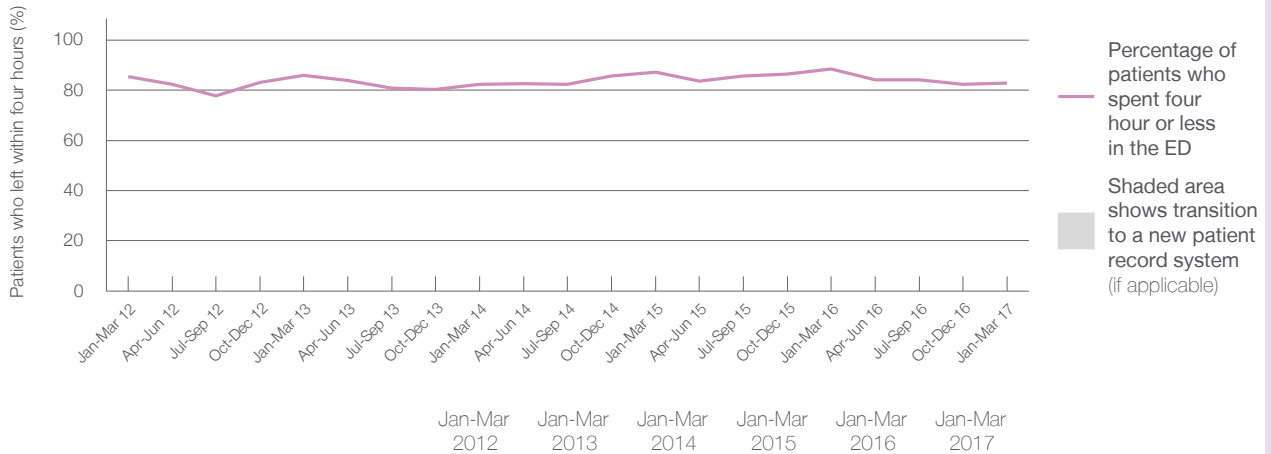
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,099 patients

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                 | 5,035                 | 1.3%                      |
| Presentations used to calculate time to leaving the ED        | 5,035                 | 1.3%                      |
| Percentage of patients who spent four hours or less in the ED | 88.5%                 |                           |

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



| Patients who left within four hours (%) | 85.3% | 85.8% | 82.4% | 87.3% | 88.5% | 82.9% |
|---|-------|-------|-------|-------|-------|-------|
|---|-------|-------|-------|-------|-------|-------|

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

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

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

- All emergency and non-emergency 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).

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

## Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 9,682 patients  
Emergency presentations:<sup>2</sup> 9,182 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,795                 | -1.2%                     |
| 9,554                 | -3.9%                     |

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 680 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,843 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,728 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 884 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 799                   |                   |
| 7 minutes             | 8 minutes         |
| 21 minutes            | 26 minutes        |
| 3,870                 |                   |
| 21 minutes            | 20 minutes        |
| 71 minutes            | 69 minutes        |
| 4,025                 |                   |
| 26 minutes            | 26 minutes        |
| 92 minutes            | 101 minutes       |
| 823                   |                   |
| 18 minutes            | 23 minutes        |
| 83 minutes            | 104 minutes       |

## Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,682 patients

Percentage of patients who spent four hours or less in the ED 69.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,794                 | -1.1%                     |
| 69.1%                 |                           |

\* 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.

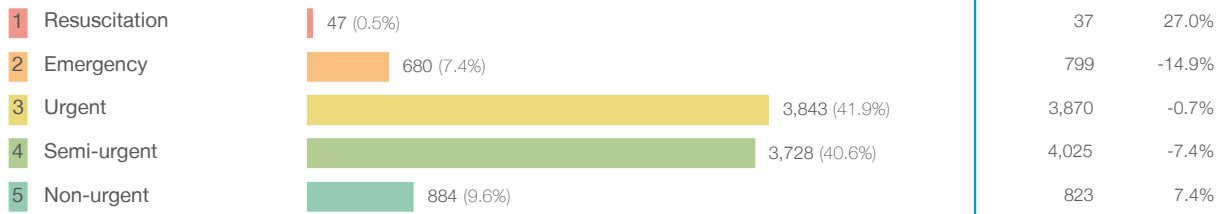
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

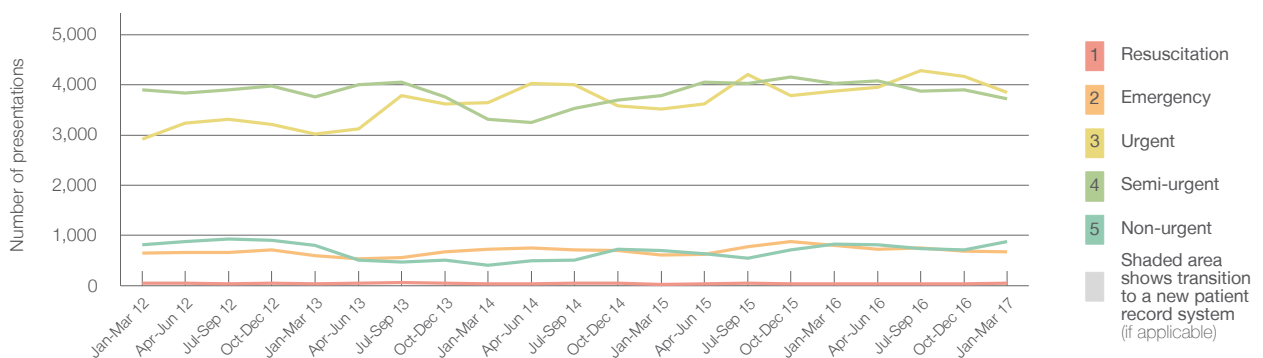
## Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 9,682 patients

Emergency presentations<sup>2</sup> by triage category: 9,182 patients



Emergency presentations<sup>2</sup> 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               | 50           | 40           | 33           | 23           | 37           | 47           |
| Emergency                   | 651          | 592          | 724          | 612          | 799          | 680          |
| Urgent                      | 2,915        | 3,015        | 3,645        | 3,516        | 3,870        | 3,843        |
| Semi-urgent                 | 3,895        | 3,764        | 3,313        | 3,788        | 4,025        | 3,728        |
| Non-urgent                  | 820          | 799          | 411          | 703          | 823          | 884          |
| All emergency presentations | 8,331        | 8,210        | 8,126        | 8,642        | 9,554        | 9,182        |

## Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,030 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 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.

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

## Wagga Wagga Rural Referral Hospital: 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: 680

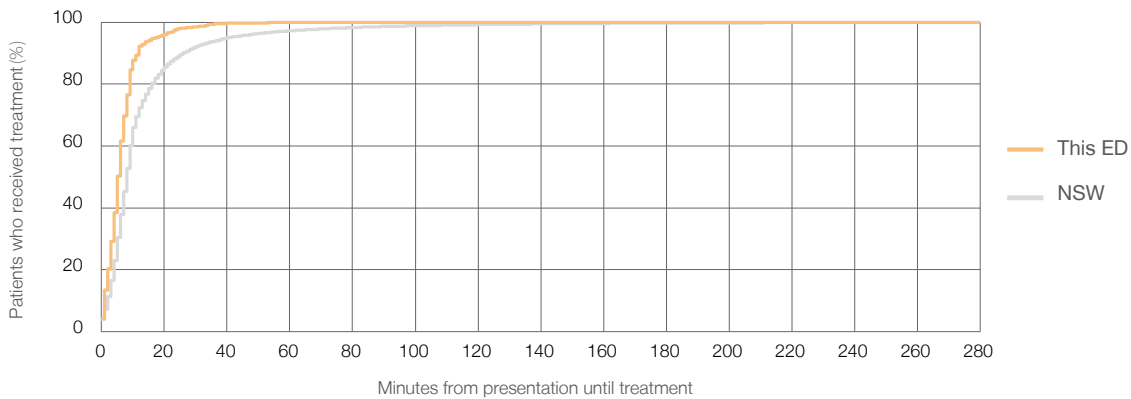
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 679

Median time to start treatment<sup>4</sup> ■ 5 minutes

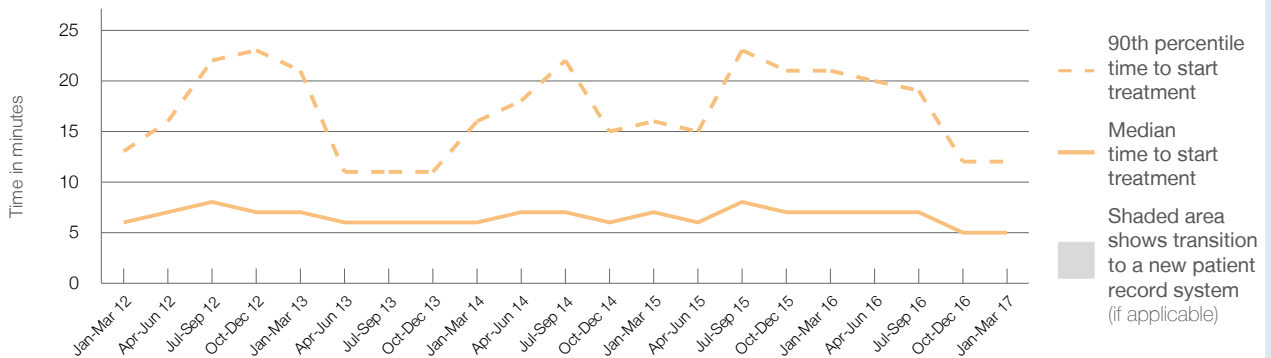
90th percentile time to start treatment<sup>5</sup> ■ 12 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 799                   |                   |
| 796                   |                   |
| 7 minutes             | 8 minutes         |
| 21 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 6            | 7            | 6            | 7            | 7            | 5            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 13           | 21           | 16           | 16           | 21           | 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 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.

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

## Wagga Wagga Rural Referral Hospital: 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: 3,843

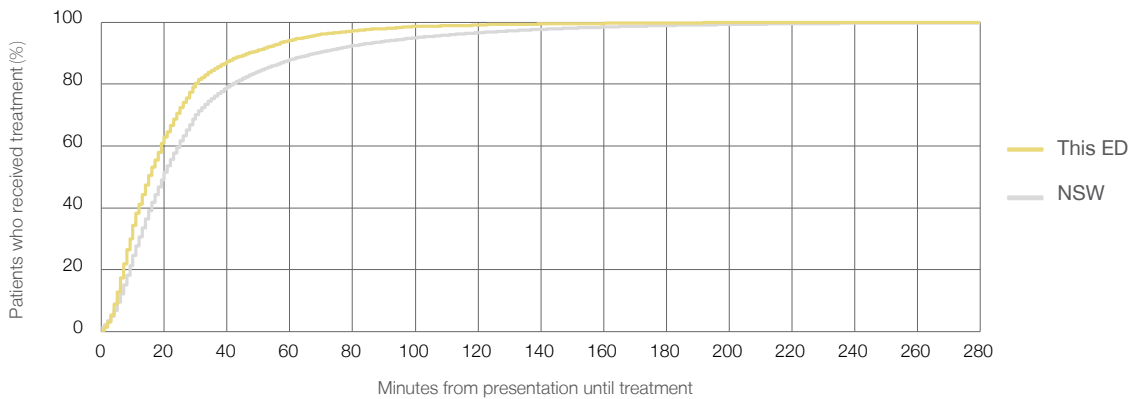
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,799

Median time to start treatment<sup>4</sup> 15 minutes

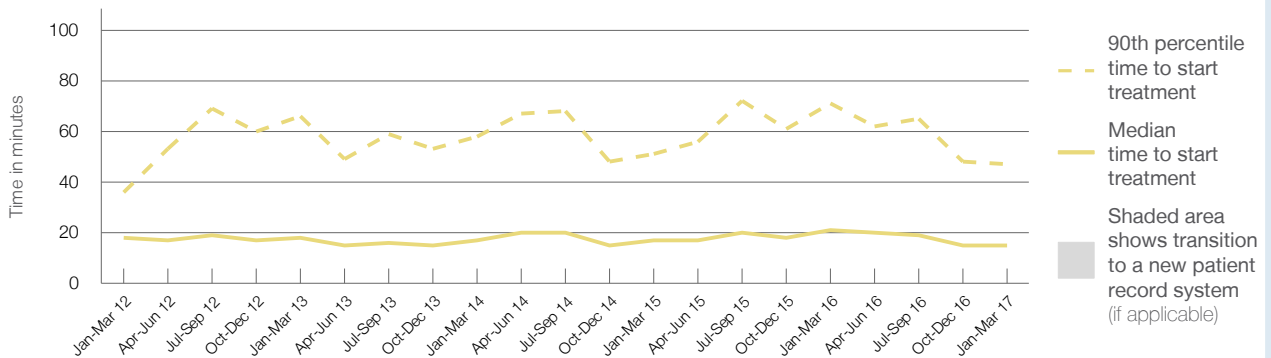
90th percentile time to start treatment<sup>5</sup> 47 minutes

|   | Same period last year | NSW (this period) |
|---|-----------------------|-------------------|
| Number of triage 3 patients   | 3,870                 |                   |
| Number of triage 3 patients used to calculate waiting time <sup>3</sup> | 3,758                 |                   |
| Median time to start treatment <sup>4</sup>                             | 21 minutes            | 20 minutes        |
| 90th percentile time to start treatment <sup>5</sup>                    | 71 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 18           | 18           | 17           | 17           | 21           | 15           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 36           | 66           | 58           | 51           | 71           | 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 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.

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

## Wagga Wagga Rural Referral Hospital: 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: 3,728

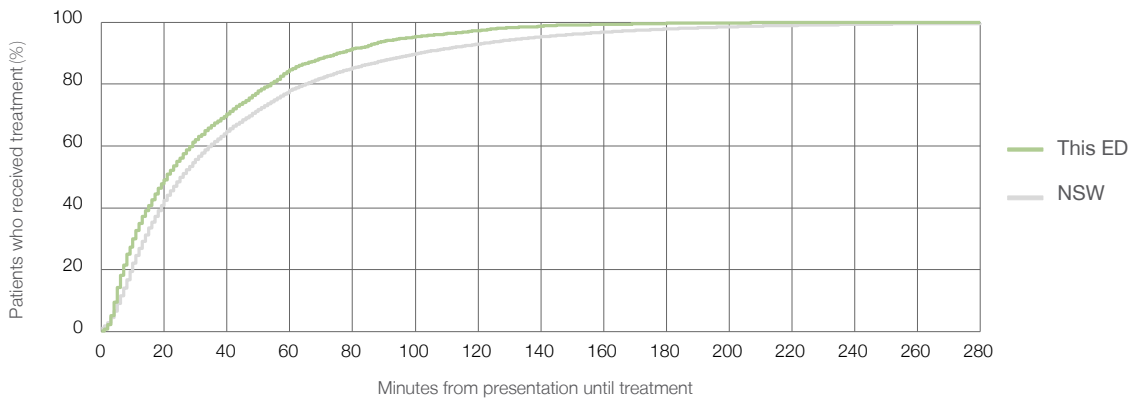
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,608

Median time to start treatment<sup>4</sup> 21 minutes

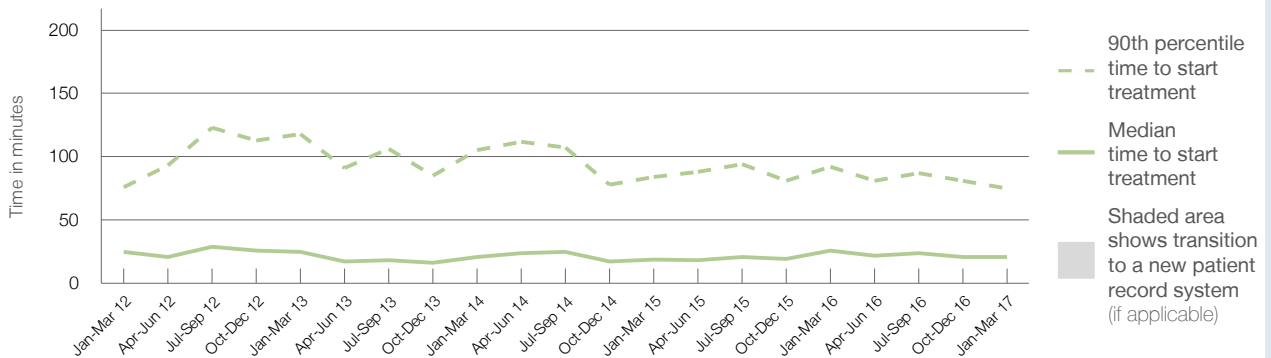
90th percentile time to start treatment<sup>5</sup> 75 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,025                 |                   |
| 3,799                 |                   |
| 26 minutes            | 26 minutes        |
| 92 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 25           | 25           | 21           | 19           | 26           | 21           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 76           | 118          | 105          | 84           | 92           | 75           |

(†) 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.



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

## Wagga Wagga Rural Referral Hospital: 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: 884

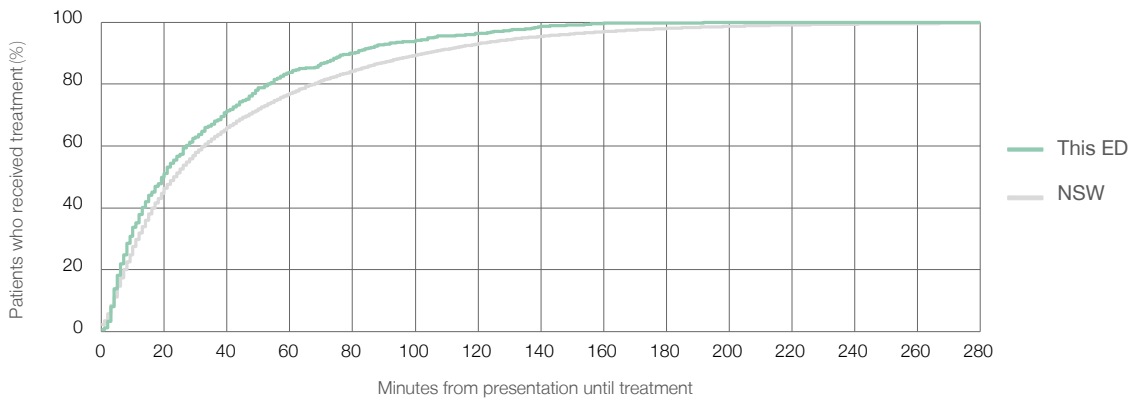
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 823

Median time to start treatment<sup>4</sup>  20 minutes

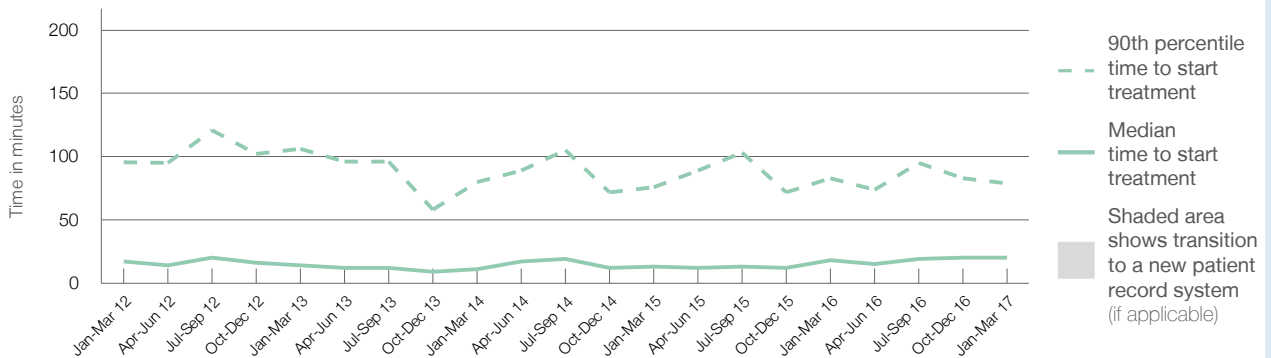
90th percentile time to start treatment<sup>5</sup>  79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 823                   | 747               |
| 18 minutes            | 23 minutes        |
| 83 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 17           | 14           | 11           | 13           | 18           | 20           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 96           | 106          | 80           | 76           | 83           | 79           |

(†) 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.

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

## Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 9,682 patients

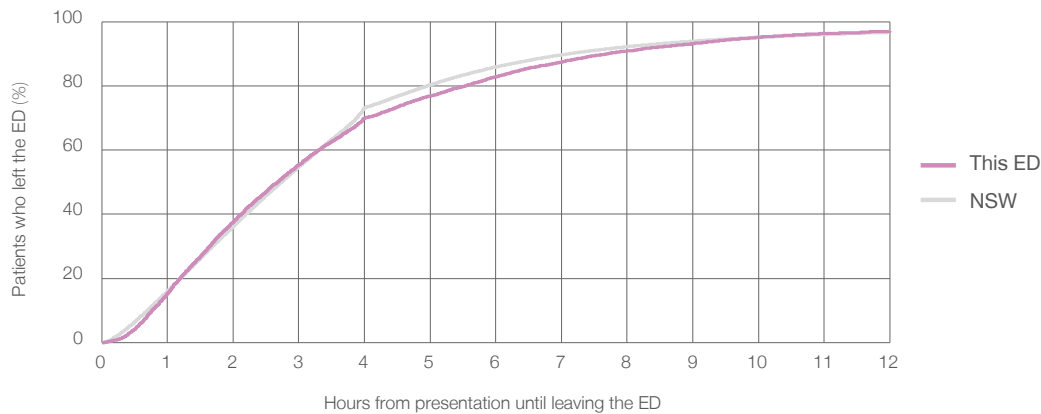
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,682 patients

Median time spent in the ED<sup>8</sup> 2 hours and 41 minutes

90th percentile time spent in the ED<sup>9</sup> 7 hours and 42 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 9,795                  |                        |
| 9,794                  |                        |
| 2 hours and 48 minutes | 2 hours and 44 minutes |
| 7 hours and 56 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<sup>†‡</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 3h 32m       | 3h 22m       | 3h 2m        | 2h 47m       | 2h 48m       | 2h 41m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 10h 16m      | 10h 50m      | 10h 14m      | 8h 13m       | 7h 56m       | 7h 42m       |

(†) 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.

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

## Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

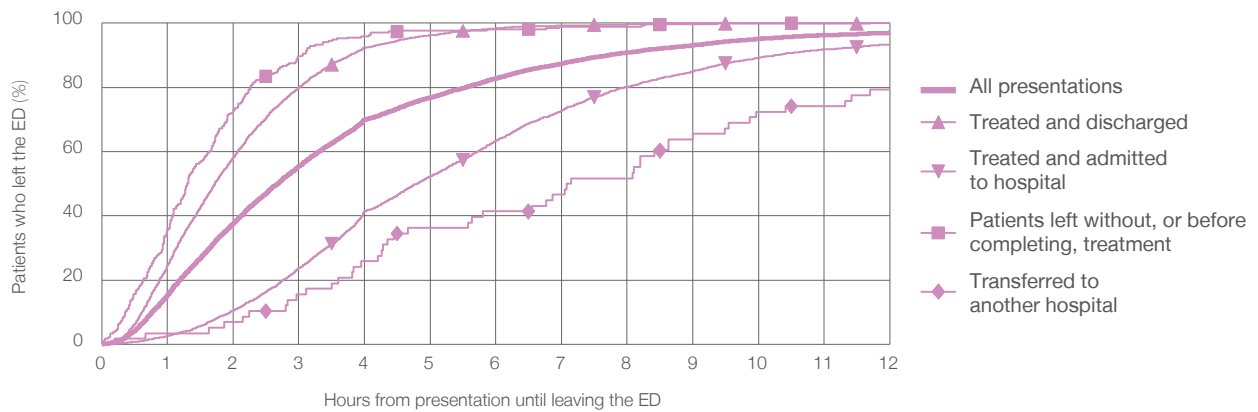
All presentations:<sup>1</sup> 9,682 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,682 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 5,134 (53.0%) |
| Treated and admitted to hospital                      | 4,203 (43.4%) |
| Patient left without, or before completing, treatment | 272 (2.8%)    |
| Transferred to another hospital                       | 58 (0.6%)     |
| Other   | 15 (0.2%)     |

|  | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
|  | 9,794                 | -1.1%                     |
|  | 5,821                 | -11.8%                    |
|  | 3,404                 | 23.5%                     |
|  | 416                   | -34.6%                    |
|  | 133                   | -56.4%                    |
|  | 21                    | -28.6%                    |

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



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

|   | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 24.7%  | 58.2%   | 79.9%   | 92.4%   | 98.4%   | 99.6%   | 99.9%    | 100%     |
| Treated and admitted to hospital                      | 2.5%   | 10.6%   | 23.7%   | 41.4%   | 63.3%   | 80.2%   | 89.3%    | 93.4%    |
| Patient left without, or before completing, treatment | 35.7%  | 72.8%   | 89.7%   | 96.0%   | 98.2%   | 98.9%   | 100%     | 100%     |
| Transferred to another hospital                       | 3.4%   | 6.9%    | 15.5%   | 25.9%   | 41.4%   | 51.7%   | 72.4%    | 79.3%    |
| All presentations                                     | 15.4%  | 37.7%   | 55.4%   | 69.9%   | 82.8%   | 90.9%   | 95.1%    | 97.0%    |

(†) 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.

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

## Wagga Wagga Rural Referral Hospital: 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:<sup>1</sup> 9,682 patients

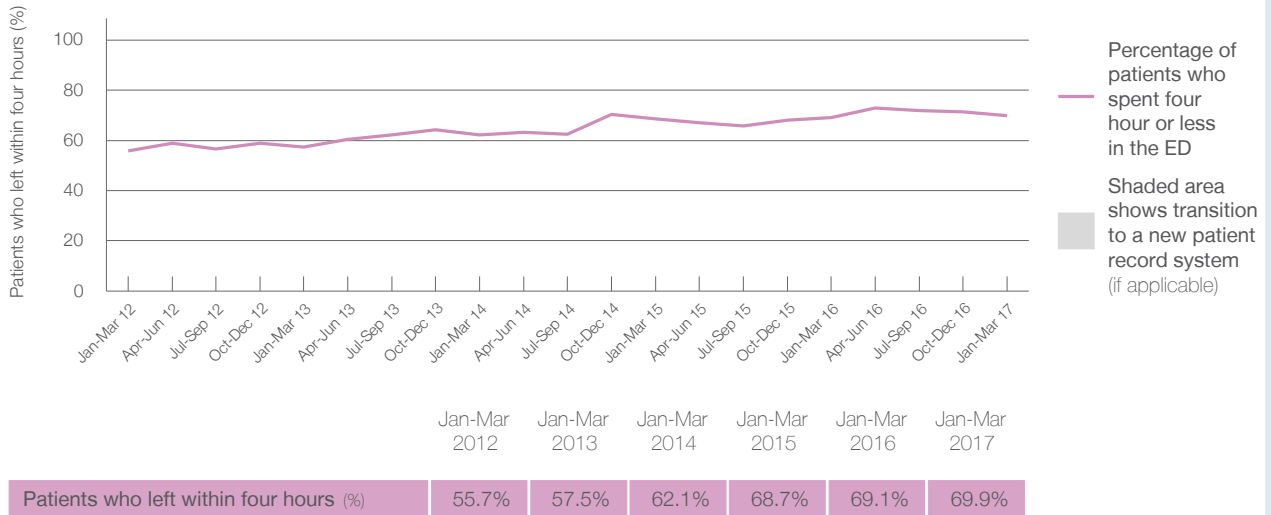
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,682 patients

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                 | 9,795                 | -1.2%                     |
| Presentations used to calculate time to leaving the ED        | 9,794                 | -1.1%                     |
| Percentage of patients who spent four hours or less in the ED | 69.1%                 |                           |

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



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

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

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

- All emergency and non-emergency 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).

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

January to March 2017

All presentations:<sup>1</sup> 2,410 patients  
Emergency presentations:<sup>2</sup> 2,256 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,253                 | 7.0%                      |
| 1,969                 | 14.6%                     |

## Young Health Service: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 111 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 788 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,082 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 130                   |                   |
| 6 minutes             | 8 minutes         |
| 24 minutes            | 26 minutes        |
| 717                   |                   |
| 10 minutes            | 20 minutes        |
| 33 minutes            | 69 minutes        |
| 897                   |                   |
| 11 minutes            | 26 minutes        |
| 44 minutes            | 101 minutes       |
| 225                   |                   |
| 9 minutes             | 23 minutes        |
| 48 minutes            | 104 minutes       |

## Young Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,409 patients

Percentage of patients who spent four hours or less in the ED 96.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,253                 | 6.9%                      |
| 96.8%                 |                           |

\* 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.

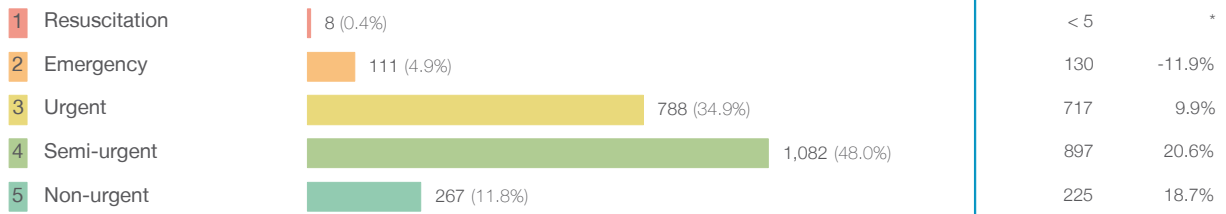
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

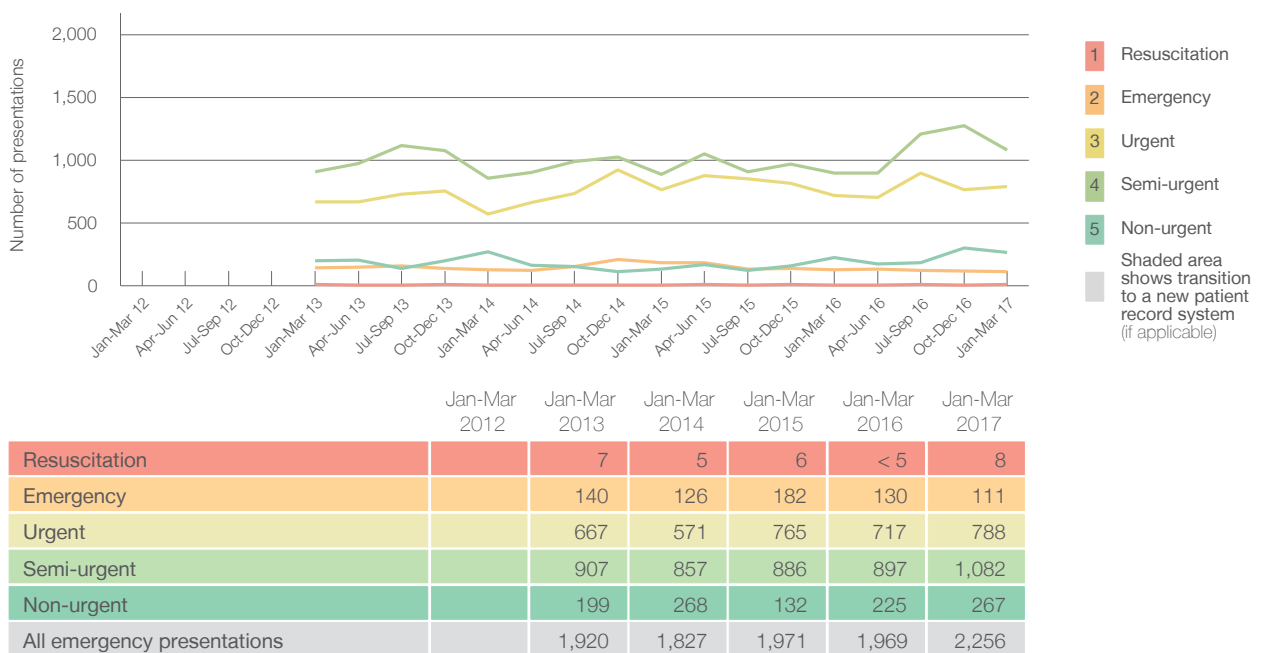
## Young Health Service: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 2,410 patients

Emergency presentations<sup>2</sup> by triage category: 2,256 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 \* §



## Young Health Service: Patients arriving by ambulance January to March 2017

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

(†) 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.

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 January to March 2017

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

Number of triage 2 patients: 111

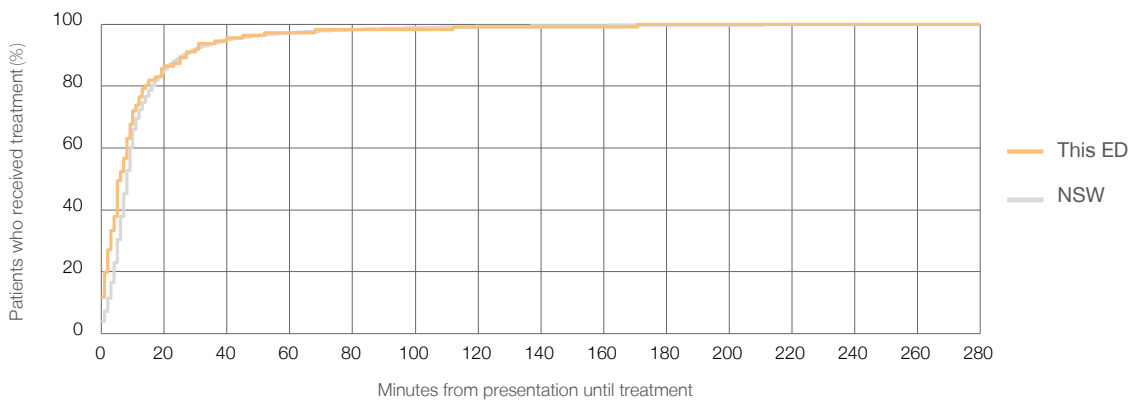
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 111

Median time to start treatment<sup>4</sup> 6 minutes

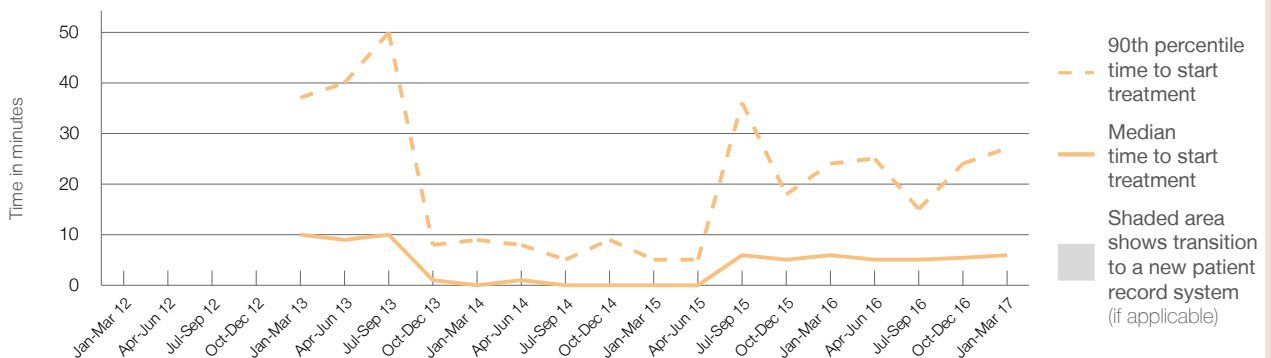
90th percentile time to start treatment<sup>5</sup> 27 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 130                   |                   |
| 125                   |                   |
| 6 minutes             | 8 minutes         |
| 24 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<sup>†‡§</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 10           | 0            | 0            | 6            | 6            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 37           | 9            | 5            | 24           | 27           |

(†) 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.

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 January to March 2017

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

Number of triage 3 patients: 788

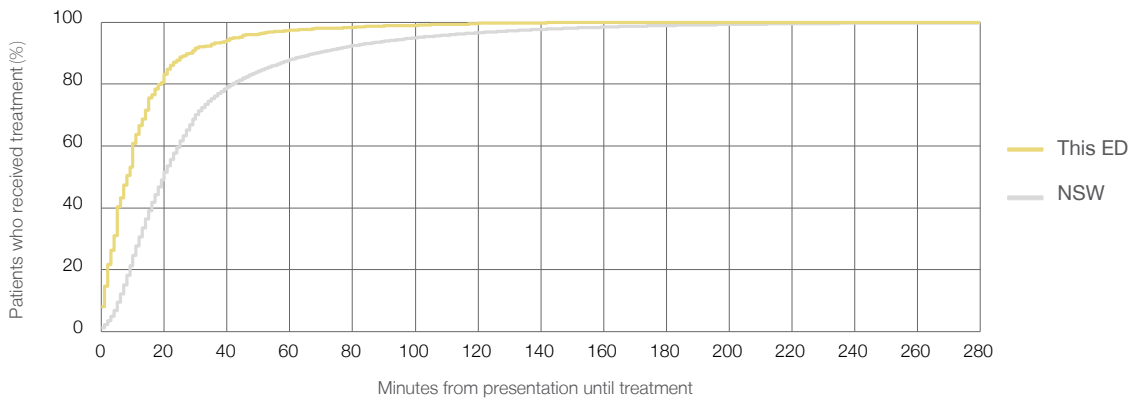
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 787

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

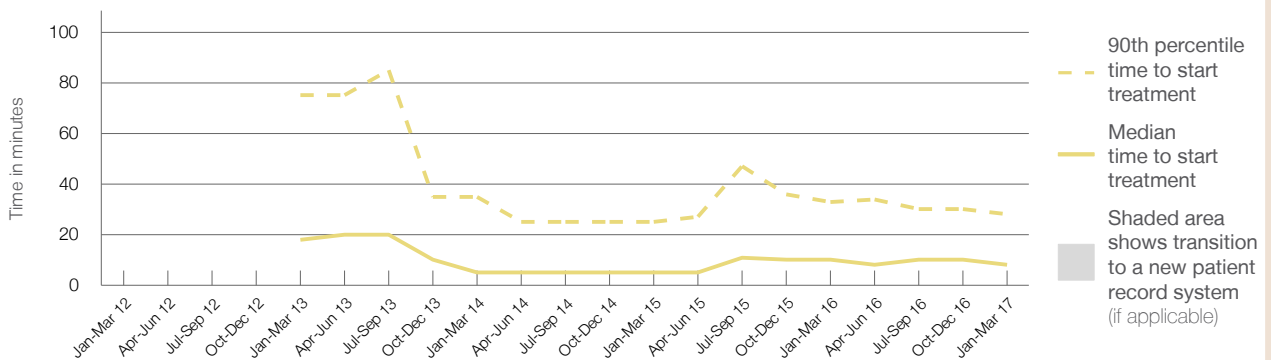
90th percentile time to start treatment<sup>5</sup> 28 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 717                   |                   |
| 686                   |                   |
| 10 minutes            | 20 minutes        |
| 33 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<sup>†‡§</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 18           | 5            | 5            | 10           | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 75           | 35           | 25           | 33           | 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 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.



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 January to March 2017

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

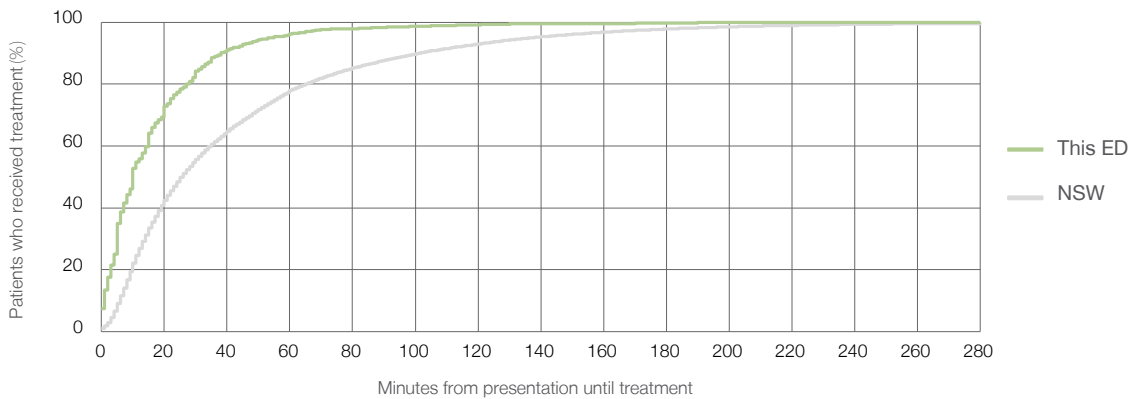
Number of triage 4 patients: 1,082

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,074

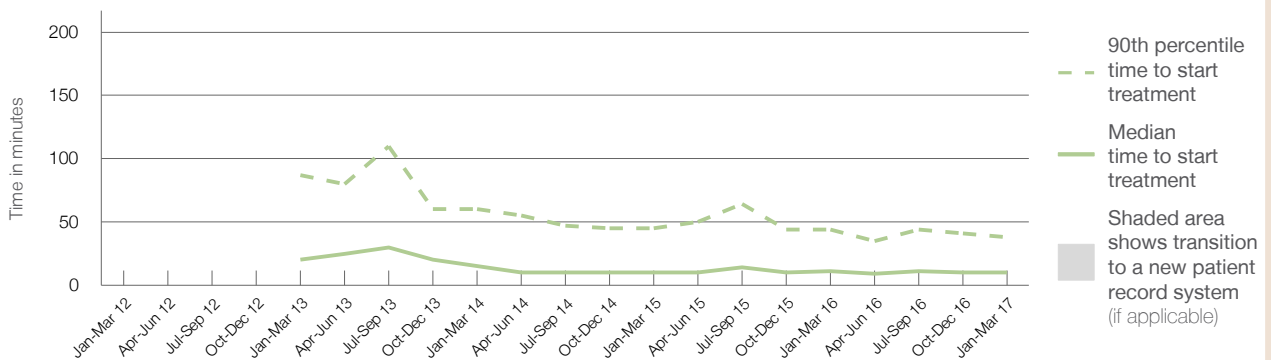
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  38 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 897                   |                   |
| 836                   |                   |
| 11 minutes            | 26 minutes        |
| 44 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<sup>†‡§</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 20           | 15           | 10           | 11           | 10           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 87           | 60           | 45           | 44           | 38           |

(†) 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.

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 January to March 2017

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

Number of triage 5 patients: 267

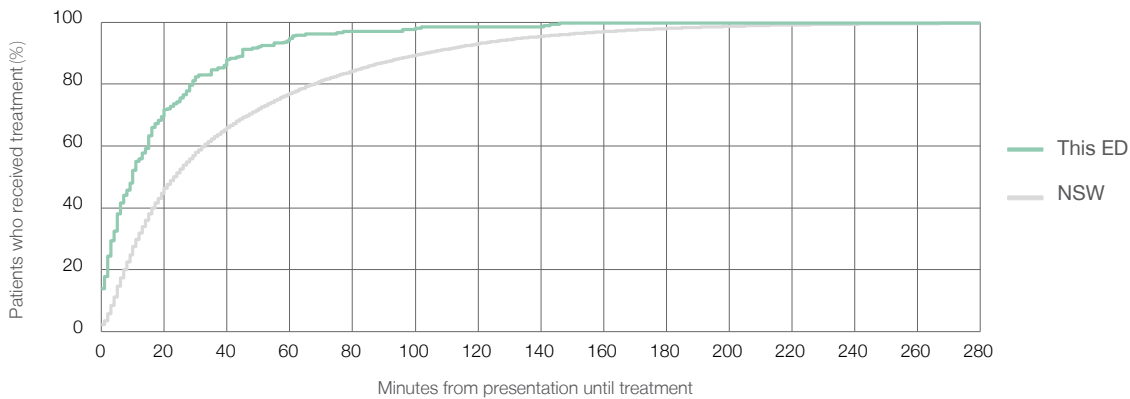
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 265

Median time to start treatment<sup>4</sup> 10 minutes

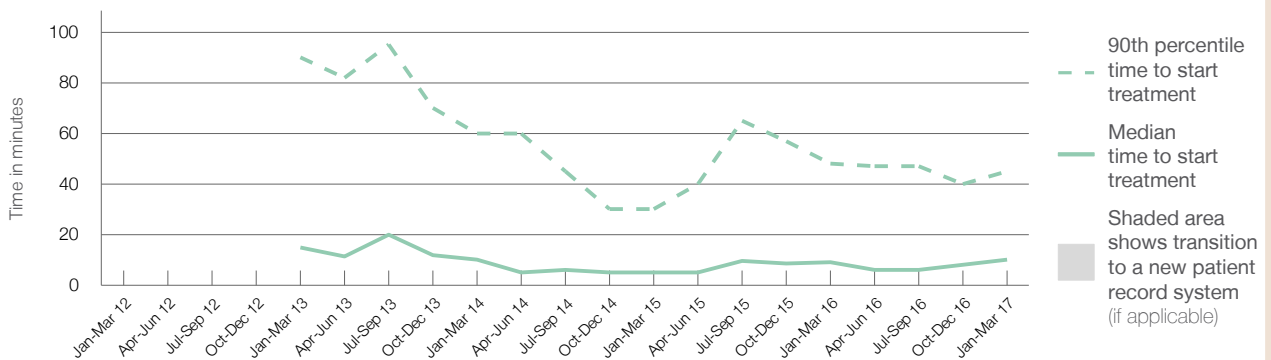
90th percentile time to start treatment<sup>5</sup> 45 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 225                   |                   |
| 209                   |                   |
| 9 minutes             | 23 minutes        |
| 48 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<sup>†‡§</sup>



|  | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          |              | 15           | 10           | 5            | 9            | 10           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) |              | 90           | 60           | 30           | 48           | 45           |

(†) 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.

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

January to March 2017

All presentations:<sup>1</sup> 2,410 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,409 patients

Median time spent in the ED<sup>8</sup>

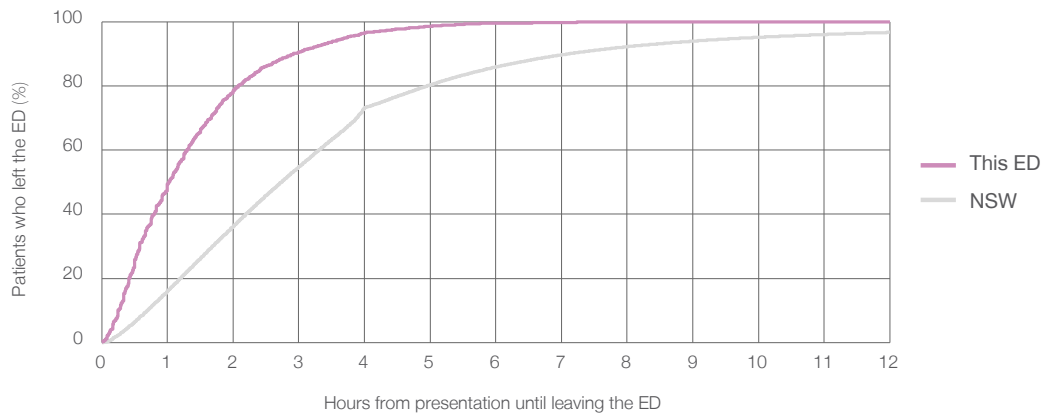
1 hours and 1 minutes

90th percentile time spent in the ED<sup>9</sup>

2 hours and 55 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 2,253                  | 2,253                  |
| 0 hours and 56 minutes | 2 hours and 44 minutes |
| 2 hours and 42 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<sup>†‡§</sup>



|  |  |        |        |        |        |        |
|--|--|--------|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          |  | 1h 15m | 1h 10m | 1h 15m | 0h 56m | 1h 1m  |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) |  | 3h 53m | 3h 12m | 3h 5m  | 2h 42m | 2h 55m |

(†) 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.

## Young Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

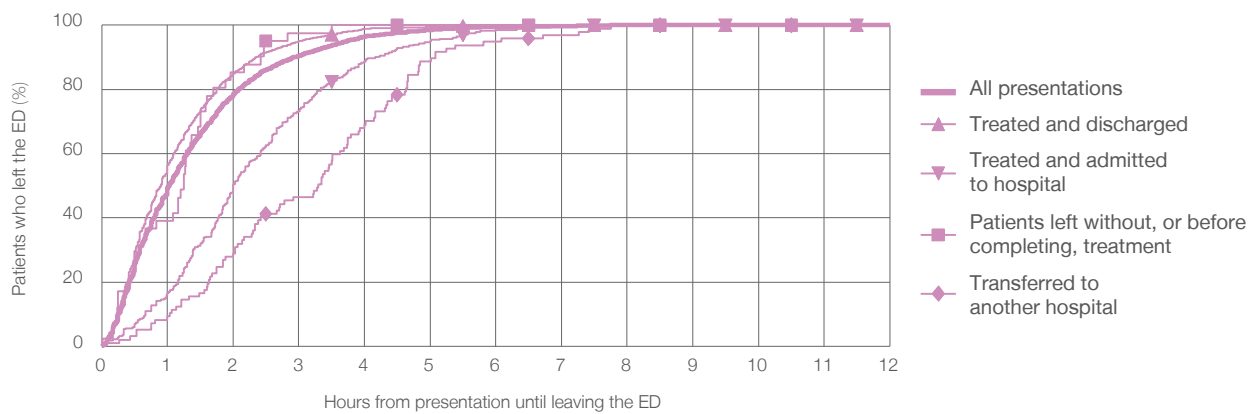
All presentations:<sup>1</sup> 2,410 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,409 patients

| Mode of separation                                    | Count | Percentage |
|---|-------|------------|
| Treated and discharged                                | 1,988 | 82.5%      |
| Treated and admitted to hospital                      | 284   | 11.8%      |
| Patient left without, or before completing, treatment | 41    | 1.7%       |
| Transferred to another hospital                       | 97    | 4.0%       |
| Other   | 0     | 0%         |

| Mode of separation                                    | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations                                     | 2,253                 | 6.9%                      |
| Treated and discharged                                | 1,830                 | 8.6%                      |
| Treated and admitted to hospital                      | 286                   | -0.7%                     |
| Patient left without, or before completing, treatment | 54                    | -24.1%                    |
| Transferred to another hospital                       | 82                    | 18.3%                     |
| Other   | 1                     | -100.0%                   |

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††§</sup>



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

| Mode of separation                                    | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged                                | 56.4%  | 85.0%   | 95.0%   | 98.9%   | 99.8%   | 100%    | 100%     | 100%     |
| Treated and admitted to hospital                      | 16.5%  | 50.4%   | 73.2%   | 88.7%   | 98.6%   | 100%    | 100%     | 100%     |
| Patient left without, or before completing, treatment | 39.0%  | 85.4%   | 97.6%   | 100%    | 100%    | 100%    | 100%     | 100%     |
| Transferred to another hospital                       | 9.3%   | 28.9%   | 46.4%   | 69.1%   | 94.8%   | 100%    | 100%     | 100%     |
| All presentations                                     | 49.5%  | 78.6%   | 90.5%   | 96.5%   | 99.5%   | 100%    | 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 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.

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 2,410 patients

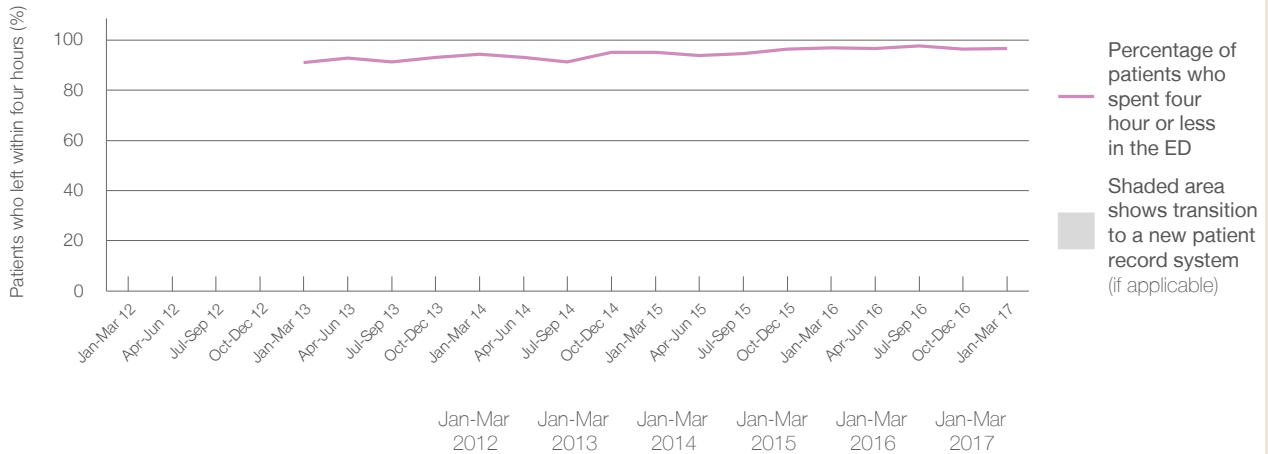
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,409 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,253                 | 7.0%                      |
| 2,253                 | 6.9%                      |
| 96.8%                 |                           |

### 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 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
|   | 91.0%        | 94.3%        | 95.1%        | 96.8%        | 96.8%        | 96.5%        |

\* 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.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).