



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Western NSW Local Health District

April to June 2017

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

April to June 2017



All presentations:<sup>1</sup> 6,272 patients  
 Emergency presentations:<sup>2</sup> 6,203 patients

Same period last year	Change since one year ago
5,933	5.7%
5,864	5.8%



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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 549 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 90th percentile time to start treatment<sup>5</sup>  11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,049 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,727 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  69 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 857 patients

Median time to start treatment<sup>4</sup>  15 minutes  
 90th percentile time to start treatment<sup>5</sup>  72 minutes

Same period last year	NSW (this period)
602	
7 minutes	8 minutes
9 minutes	26 minutes
1,723	
13 minutes	20 minutes
39 minutes	67 minutes
2,567	
16 minutes	25 minutes
72 minutes	99 minutes
955	
18 minutes	23 minutes
104 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,270 patients

Percentage of patients who spent four hours or less in the ED  78.3%

Same period last year	Change since one year ago
5,933	5.7%
75.6%	

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

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

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

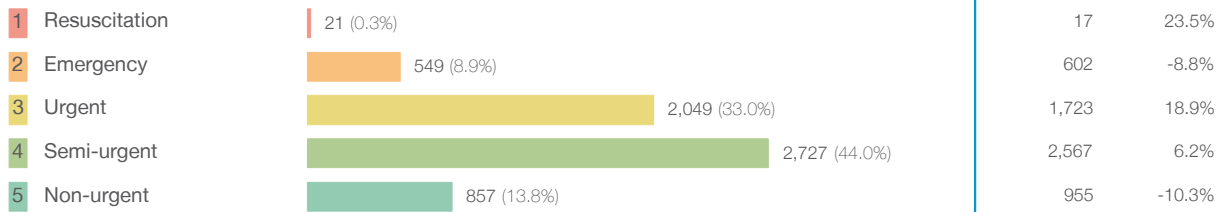
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Bathurst Base Hospital: Patients presenting to the emergency department

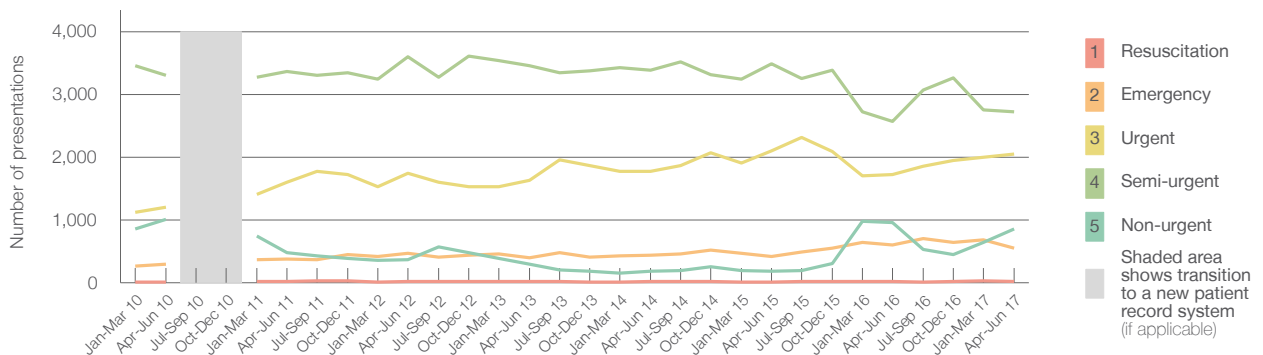
April to June 2017

All presentations:<sup>1</sup> 6,272 patients

Emergency presentations<sup>2</sup> by triage category: 6,203 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	9	16	23	15	17	12	17	21
Emergency	298	371	468	401	440	420	602	549
Urgent	1,199	1,604	1,739	1,628	1,777	2,104	1,723	2,049
Semi-urgent	3,301	3,362	3,604	3,461	3,381	3,490	2,567	2,727
Non-urgent	1,013	483	362	290	180	186	955	857
All emergency presentations	5,820	5,836	6,196	5,795	5,795	6,212	5,864	6,203

## Bathurst Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 936 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.

## Bathurst Base Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 549

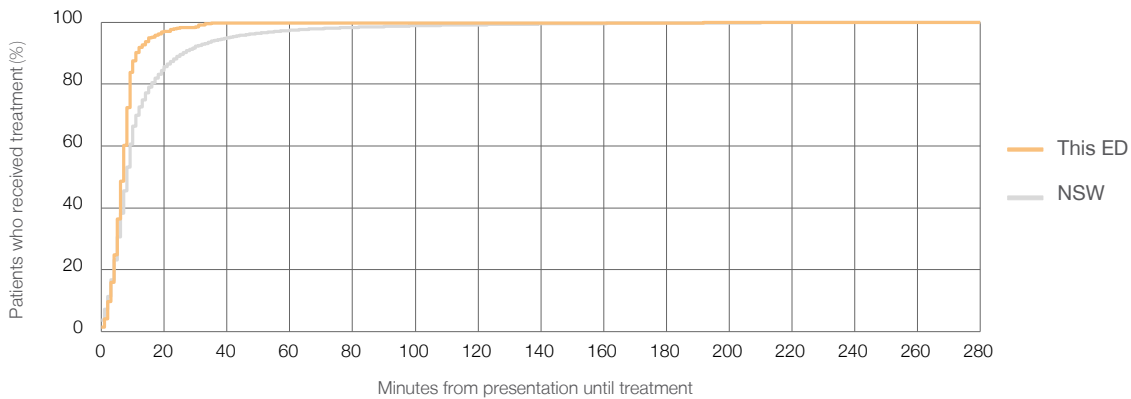
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 549

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

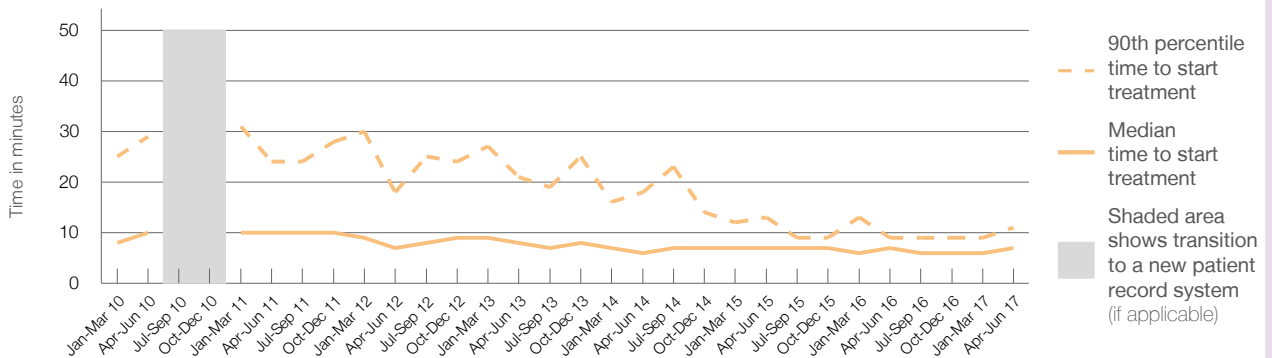
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
602	
600	
7 minutes	8 minutes
9 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	10	10	7	8	6	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	29	24	18	21	18	13	9	11

(†) 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.

## Bathurst Base Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 2,049

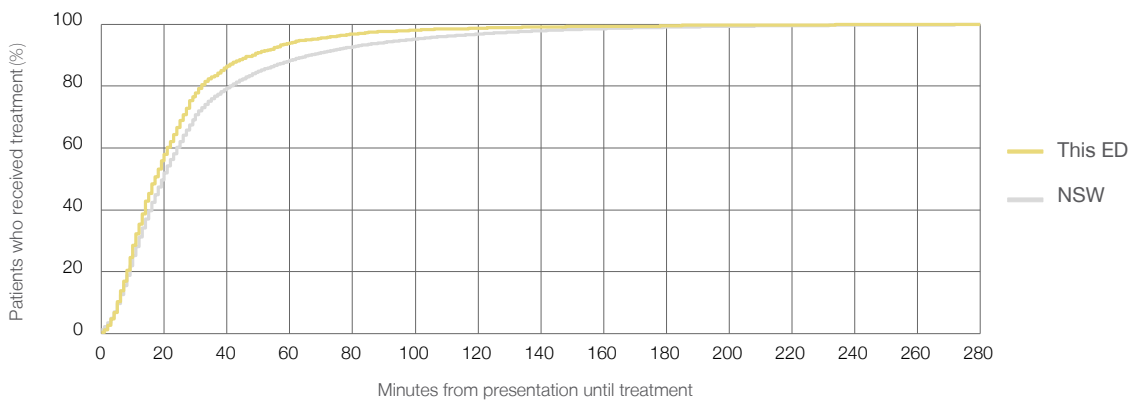
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,033

Median time to start treatment<sup>4</sup> 17 minutes

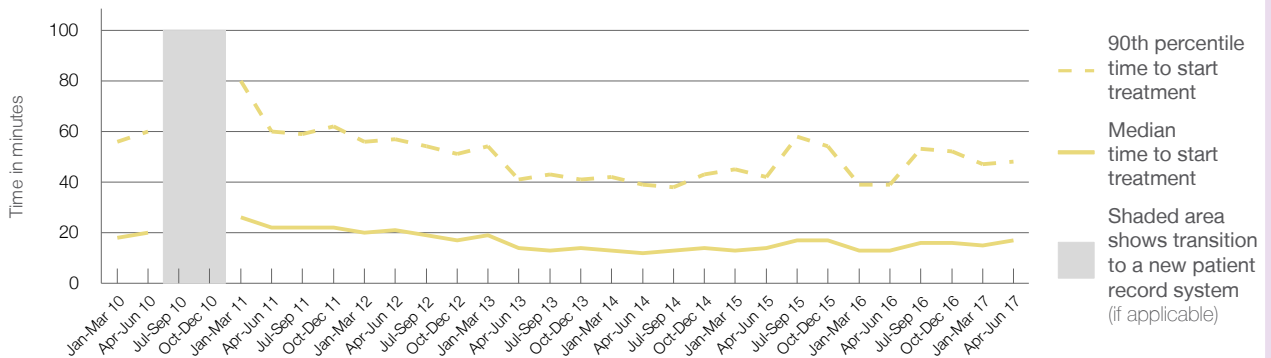
90th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
1,723	1,704
13 minutes	20 minutes
39 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	22	21	14	12	14	13	17
90th percentile time to start treatment <sup>5</sup> (minutes)	60	60	57	41	39	42	39	48

(†) 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.

## Bathurst Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,727

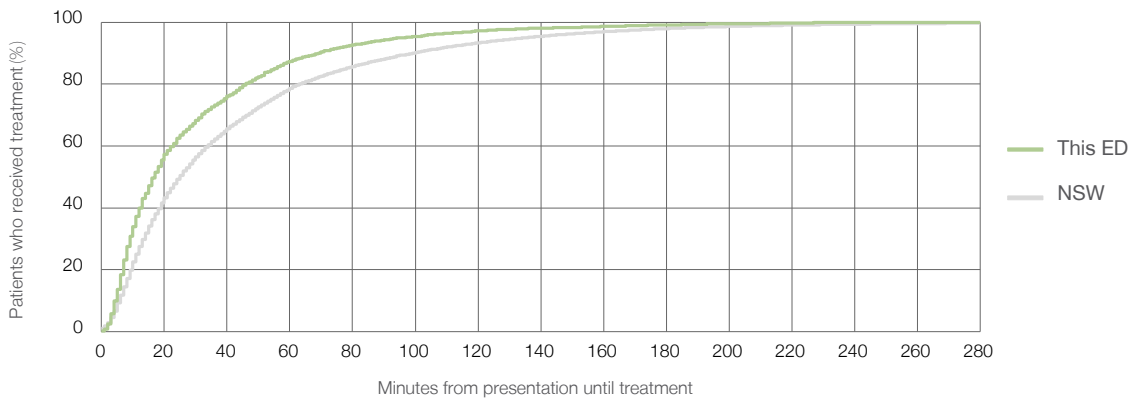
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,641

Median time to start treatment<sup>4</sup>  17 minutes

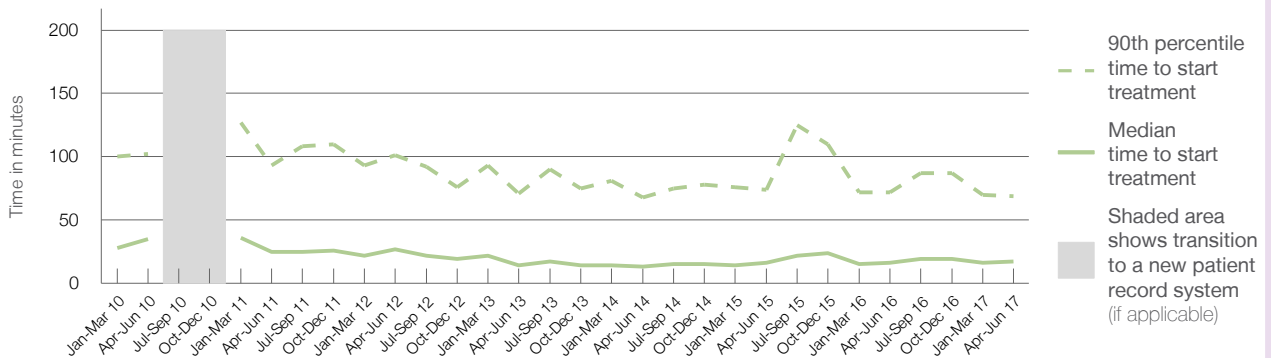
90th percentile time to start treatment<sup>5</sup>  69 minutes

Same period last year	NSW (this period)
2,567	
2,479	
16 minutes	25 minutes
72 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	35	25	27	14	13	16	16	17
90th percentile time to start treatment <sup>5</sup> (minutes)	102	93	101	71	68	74	72	69

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

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

## Bathurst Base Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 857

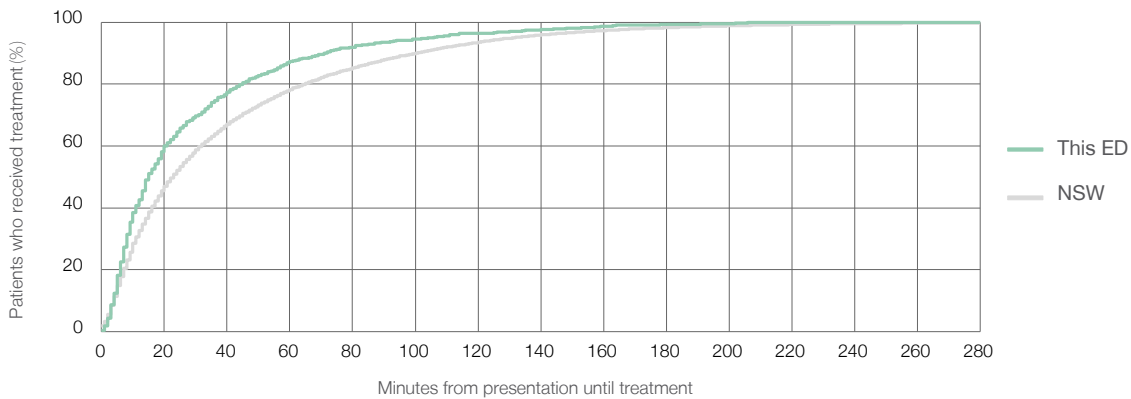
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 792

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

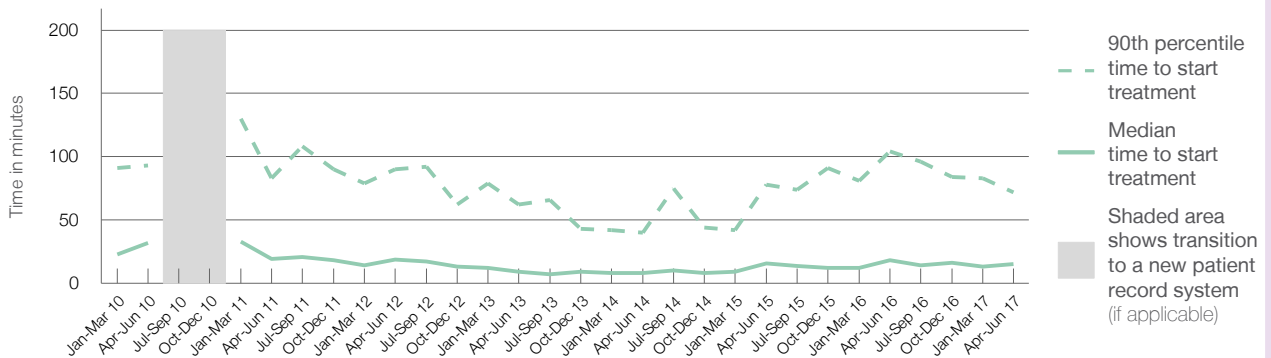
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
955	
852	
18 minutes	23 minutes
104 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	32	19	19	9	8	16	18	15
90th percentile time to start treatment <sup>5</sup> (minutes)	93	83	90	62	40	78	104	72

(†) 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.

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

April to June 2017

All presentations:<sup>1</sup> 6,272 patients

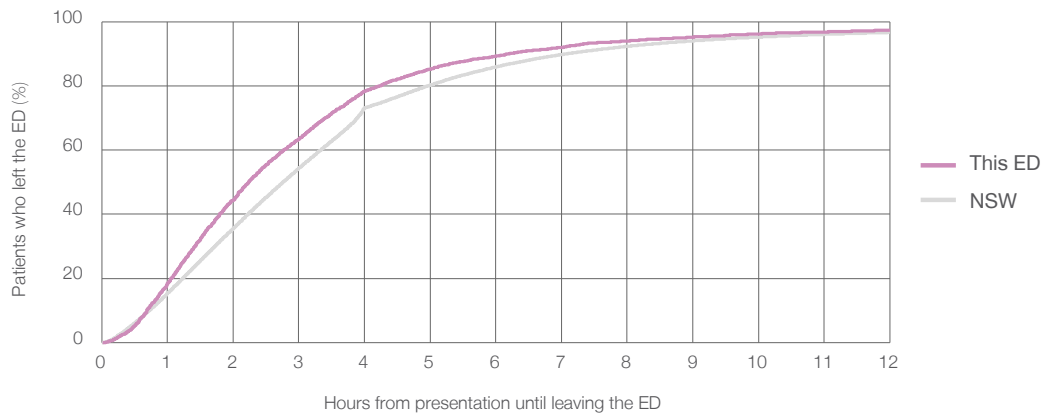
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,270 patients

Median time spent in the ED<sup>8</sup> 2 hours and 14 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 12 minutes

Same period last year	NSW (this period)
5,933	5,933
2 hours and 24 minutes	2 hours and 46 minutes
7 hours and 16 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 3m	2h 32m	2h 35m	2h 18m	2h 12m	2h 16m	2h 24m	2h 14m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 39m	7h 38m	7h 20m	7h 9m	6h 33m	6h 16m	7h 16m	6h 12m

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

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



**Bathurst Base Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

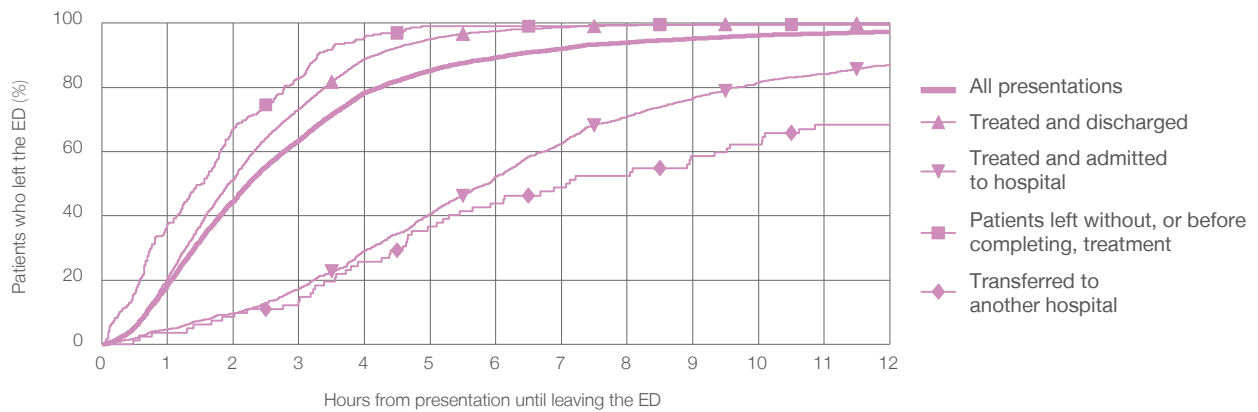
All presentations:<sup>1</sup> 6,272 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,270 patients

Treated and discharged	4,885 (77.9%)
Treated and admitted to hospital	1,048 (16.7%)
Patient left without, or before completing, treatment	232 (3.7%)
Transferred to another hospital	82 (1.3%)
Other	25 (0.4%)

Same period last year	Change since one year ago
5,933	5.7%
4,383	11.5%
1,195	-12.3%
250	-7.2%
88	-6.8%
17	47.1%

Percentage of patients who left the ED by time and mode of separation, April to June 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	20.6%	51.3%	73.2%	88.9%	97.5%	99.3%	99.8%	99.9%
Treated and admitted to hospital	4.6%	9.5%	17.2%	29.1%	52.3%	70.8%	81.4%	87.2%
Patient left without, or before completing, treatment	37.5%	67.2%	82.8%	95.7%	99.1%	99.6%	99.6%	99.6%
Transferred to another hospital	3.7%	8.5%	13.4%	25.6%	43.9%	52.4%	62.2%	68.3%
All presentations	18.5%	44.4%	63.5%	78.3%	89.3%	94.0%	96.2%	97.3%

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

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

**Bathurst Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

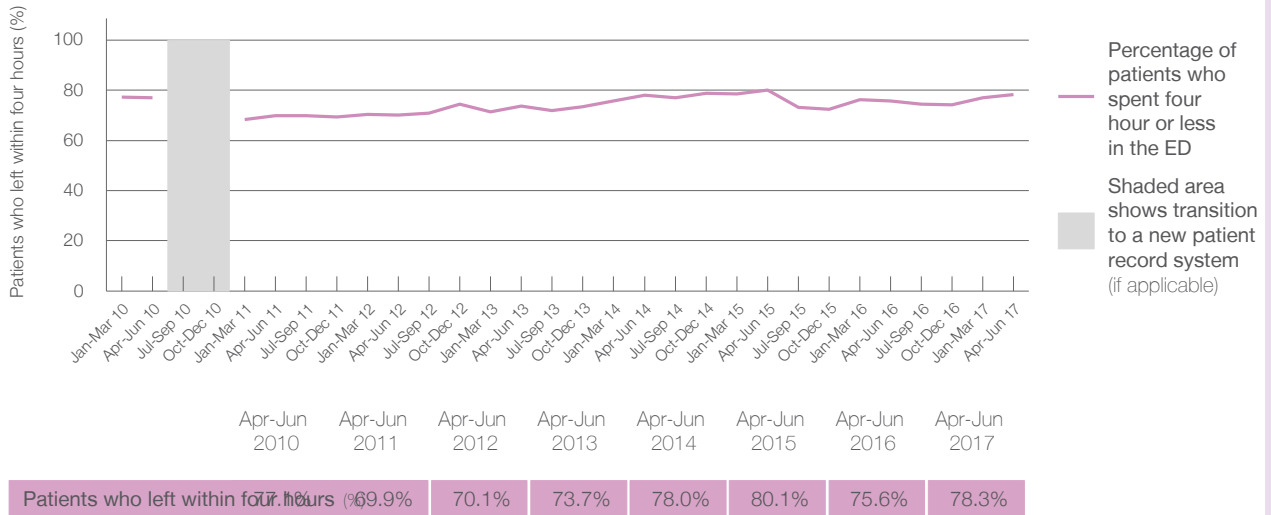
All presentations at the emergency department:<sup>1</sup> 6,272 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,270 patients

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	5,933	5.7%
Presentations used to calculate time to leaving the ED	5,933	5.7%
Percentage of patients who spent four hours or less in the ED	75.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

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

April to June 2017

All presentations:<sup>1</sup> 8,346 patients  
Emergency presentations:<sup>2</sup> 8,001 patients

Same period last year	Change since one year ago
7,809	6.9%
7,525	6.3%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 990 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,870 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,397 patients

Median time to start treatment<sup>4</sup> 35 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 726 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
867	
9 minutes	8 minutes
19 minutes	26 minutes
2,824	
23 minutes	20 minutes
62 minutes	67 minutes
3,256	
27 minutes	25 minutes
101 minutes	99 minutes
549	
24 minutes	23 minutes
109 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,346 patients

Percentage of patients who spent four hours or less in the ED 68.6%

Same period last year	Change since one year ago
7,809	6.9%
73.8%	

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

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

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

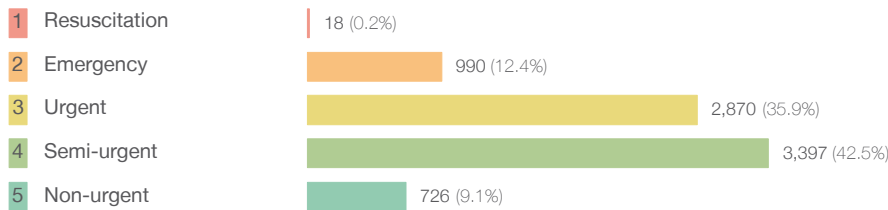
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Dubbo Base Hospital: Patients presenting to the emergency department

April to June 2017

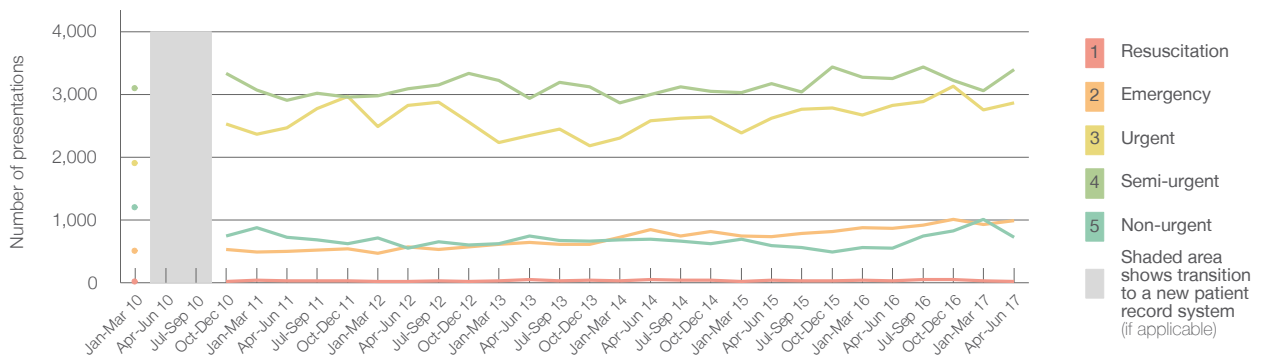
All presentations:<sup>1</sup> 8,346 patients

Emergency presentations<sup>2</sup> by triage category: 8,001 patients



Same period last year	Change since one year ago
7,809	6.9%
7,525	6.3%
29	-37.9%
867	14.2%
2,824	1.6%
3,256	4.3%
549	32.2%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		27	22	49	45	37	29	18
Emergency		503	574	646	846	732	867	990
Urgent		2,472	2,825	2,348	2,579	2,616	2,824	2,870
Semi-urgent		2,909	3,089	2,938	3,001	3,174	3,256	3,397
Non-urgent		720	549	748	697	587	549	726
All emergency presentations		6,631	7,059	6,729	7,168	7,146	7,525	8,001

## Dubbo Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,778 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,494	
12 minutes	1 minute
30 minutes	3 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.

## Dubbo Base Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 990

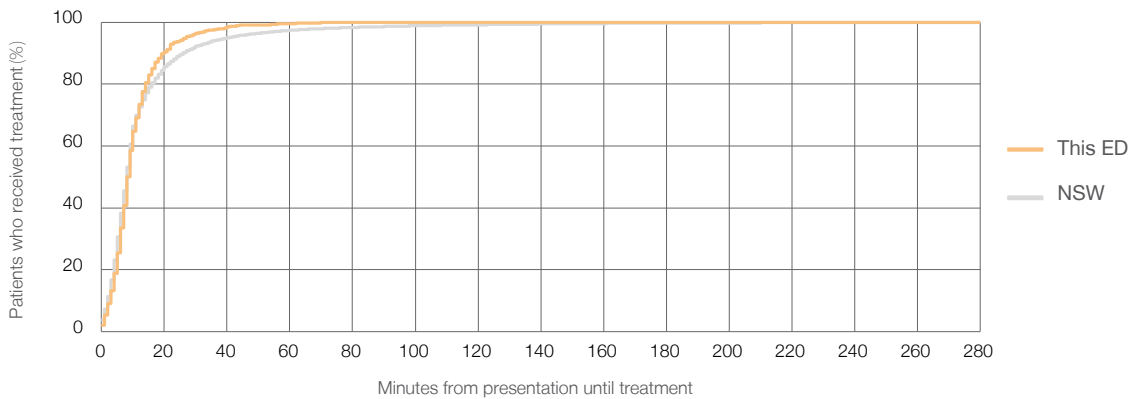
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 986

Median time to start treatment<sup>4</sup> ■ 9 minutes

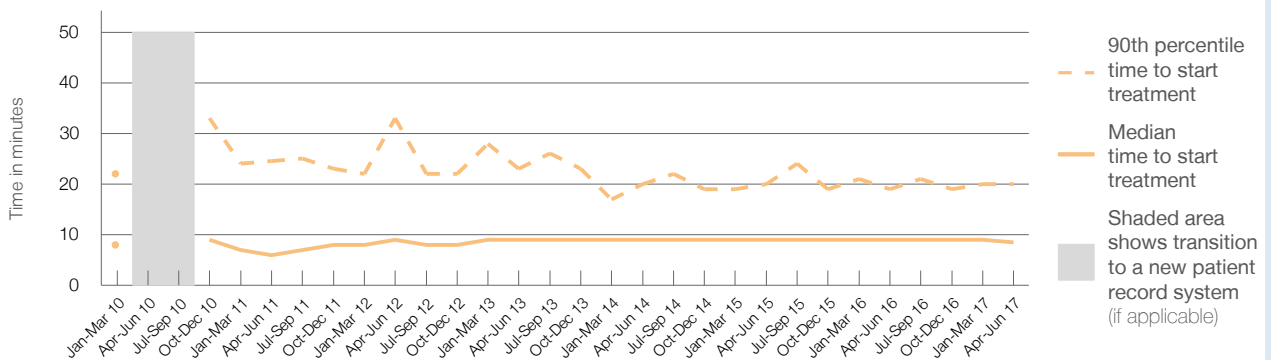
90th percentile time to start treatment<sup>5</sup> ■ 20 minutes

Same period last year	NSW (this period)
867	
863	
9 minutes	8 minutes
19 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		6	9	9	9	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)		25	33	23	20	20	19	20

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

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

## Dubbo Base Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 2,870

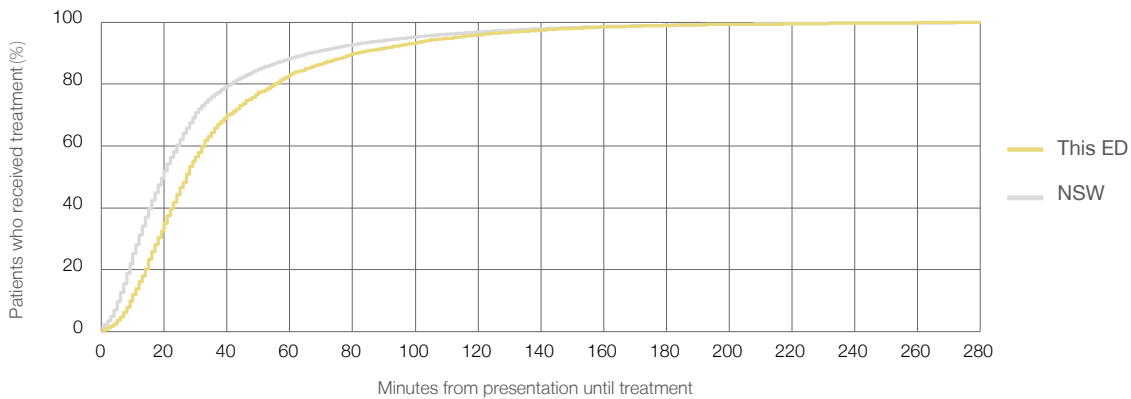
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,826

Median time to start treatment<sup>4</sup>  27 minutes

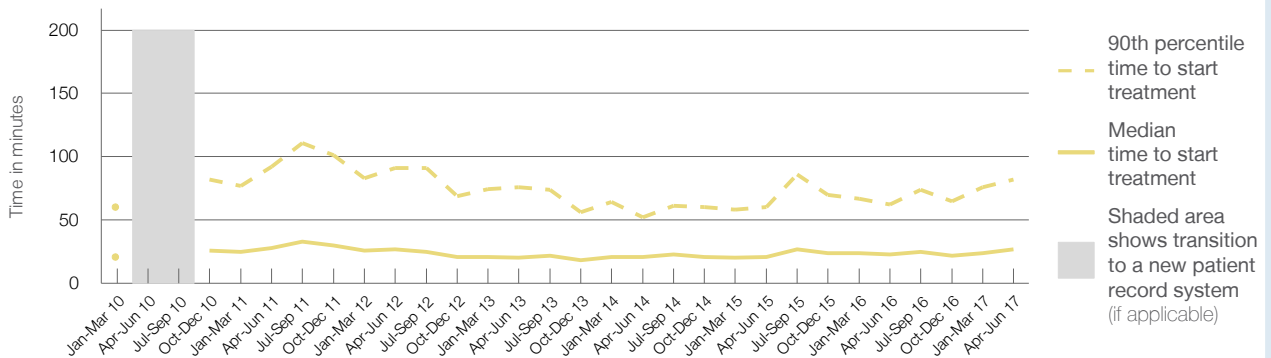
90th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
2,824	2,870
2,786	2,826
23 minutes	20 minutes
62 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		28	27	20	21	21	23	27
90th percentile time to start treatment <sup>5</sup> (minutes)		92	91	76	52	60	62	82

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

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

## Dubbo Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,397

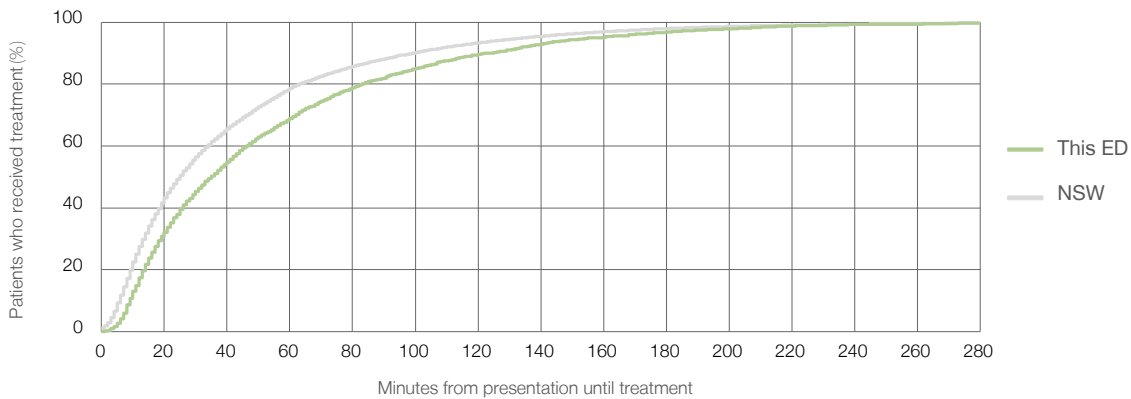
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,149

Median time to start treatment<sup>4</sup> 35 minutes

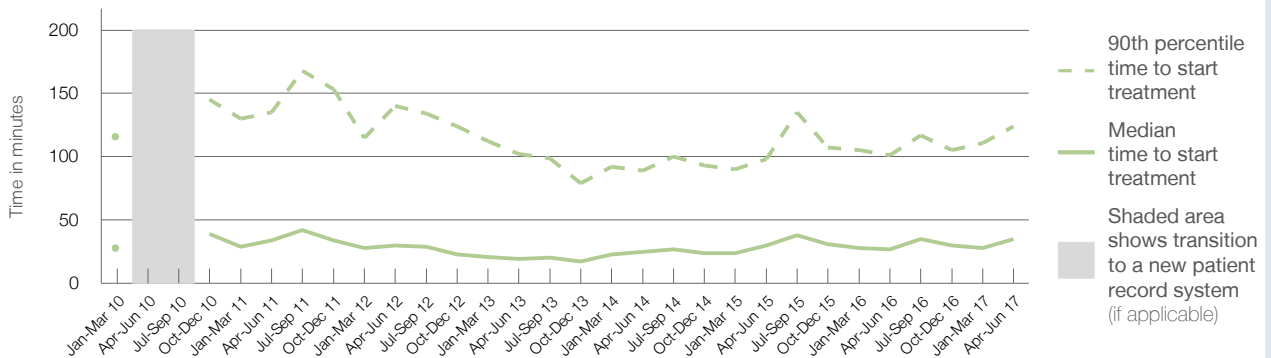
90th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
3,256	3,088
27 minutes	25 minutes
101 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		34	30	19	25	30	27	35
90th percentile time to start treatment <sup>5</sup> (minutes)		135	140	102	89	98	101	124

(†) 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.

## Dubbo Base Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 726

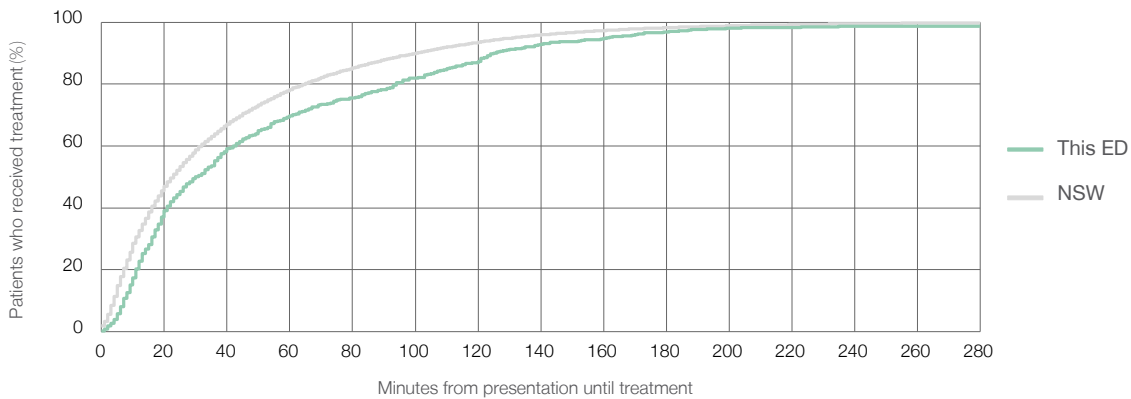
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 612

Median time to start treatment<sup>4</sup> 31 minutes

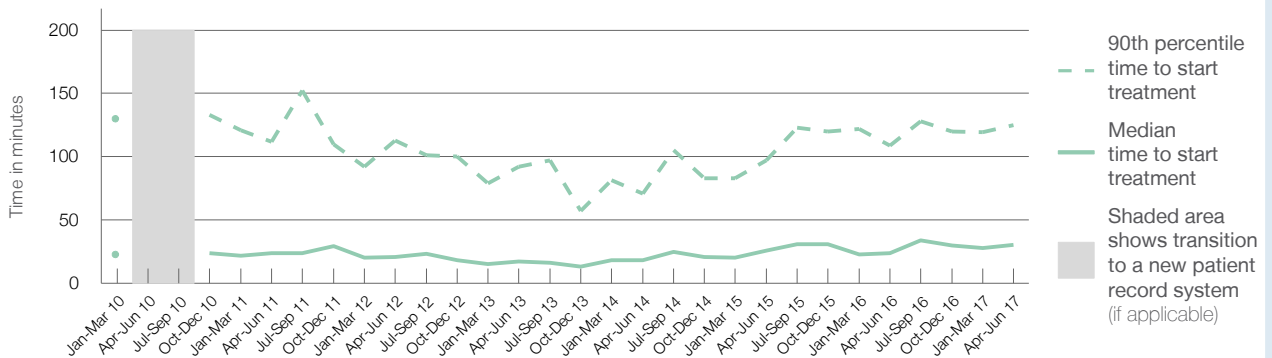
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
549	
469	
24 minutes	23 minutes
109 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		24	21	17	18	26	24	31
90th percentile time to start treatment <sup>5</sup> (minutes)		112	113	92	71	97	109	125

(†) 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.



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

April to June 2017

All presentations:<sup>1</sup> 8,346 patients

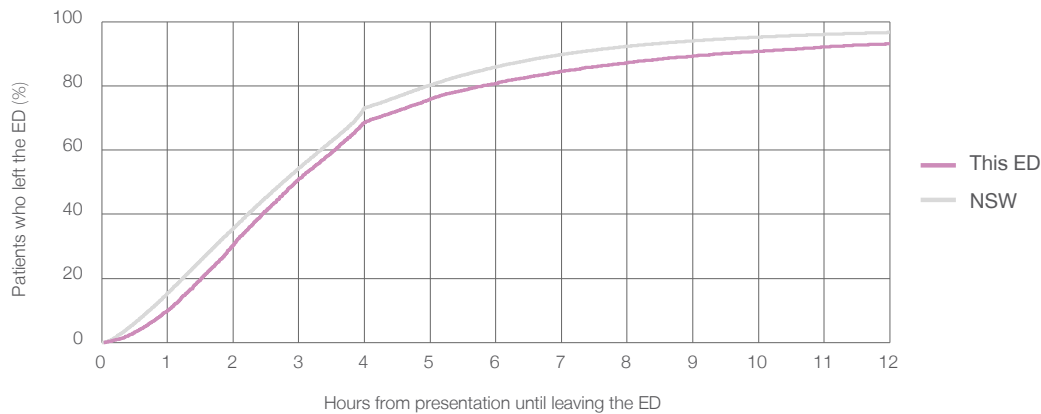
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,346 patients

Median time spent in the ED<sup>8</sup> 2 hours and 57 minutes

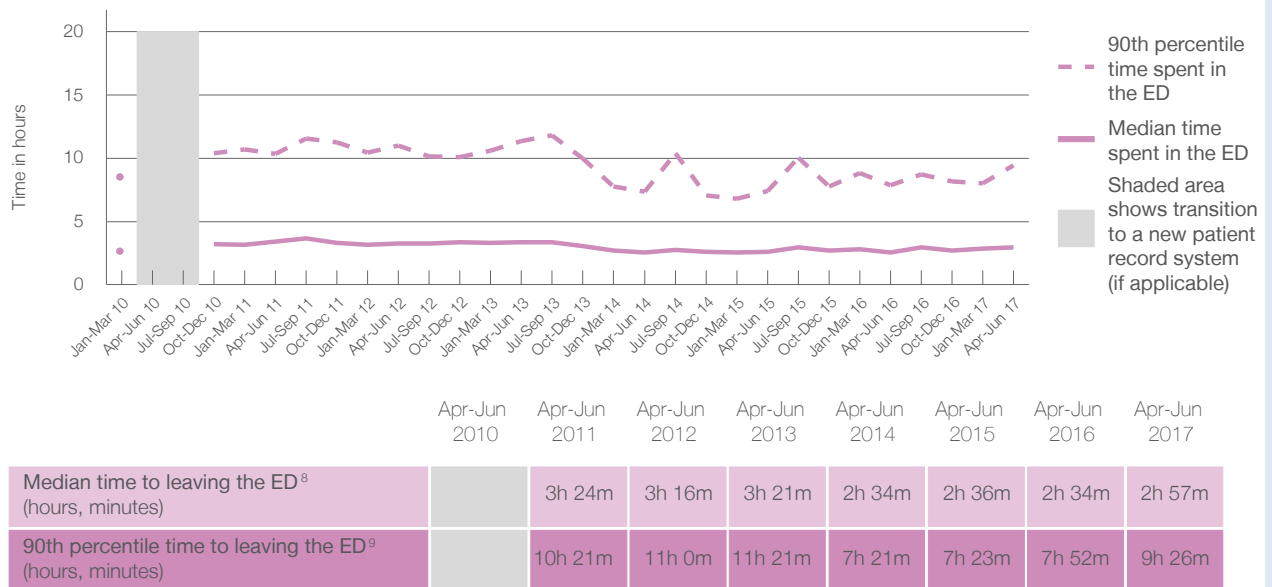
90th percentile time spent in the ED<sup>9</sup> 9 hours and 26 minutes

Same period last year	NSW (this period)
7,809	7,809
2 hours and 34 minutes	2 hours and 46 minutes
7 hours and 52 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</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.

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

### By mode of separation

April to June 2017

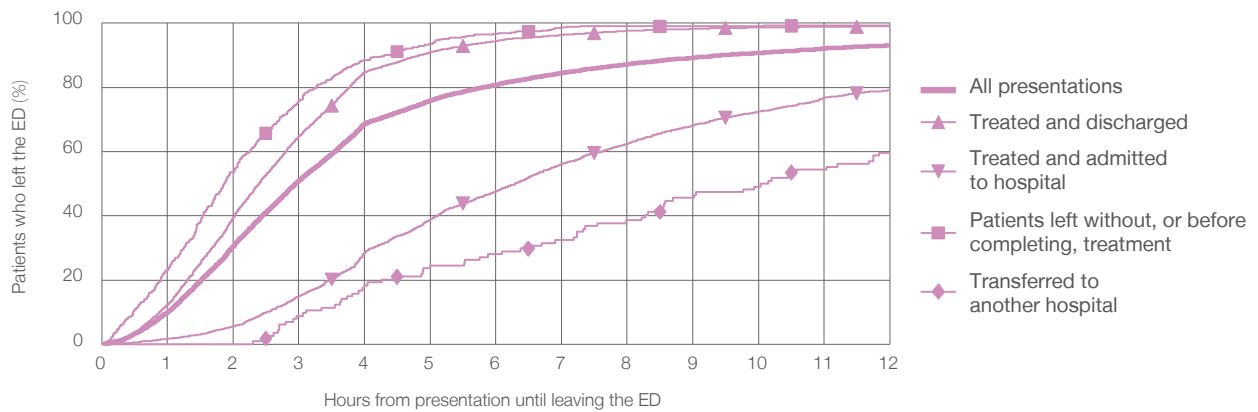
All presentations:<sup>1</sup> 8,346 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,346 patients

Treated and discharged	5,415 (64.9%)
Treated and admitted to hospital	2,285 (27.4%)
Patient left without, or before completing, treatment	507 (6.1%)
Transferred to another hospital	114 (1.4%)
Other	25 (0.3%)

Same period last year	Change since one year ago
7,809	6.9%
5,530	-2.1%
1,774	28.8%
330	53.6%
151	-24.5%
24	4.2%

Percentage of patients who left the ED by time and mode of separation, April to June 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	12.4%	39.5%	64.7%	84.7%	94.5%	97.7%	98.6%	99.1%
Treated and admitted to hospital	1.8%	5.6%	15.0%	28.6%	47.6%	62.5%	72.5%	79.2%
Patient left without, or before completing, treatment	23.1%	53.6%	75.7%	88.6%	96.6%	99.0%	99.0%	99.2%
Transferred to another hospital	0%	0%	8.8%	18.4%	28.1%	38.6%	49.1%	59.6%
All presentations	10.0%	30.5%	51.0%	68.6%	80.8%	87.2%	90.8%	93.1%

(†) 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.

## Dubbo Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 8,346 patients

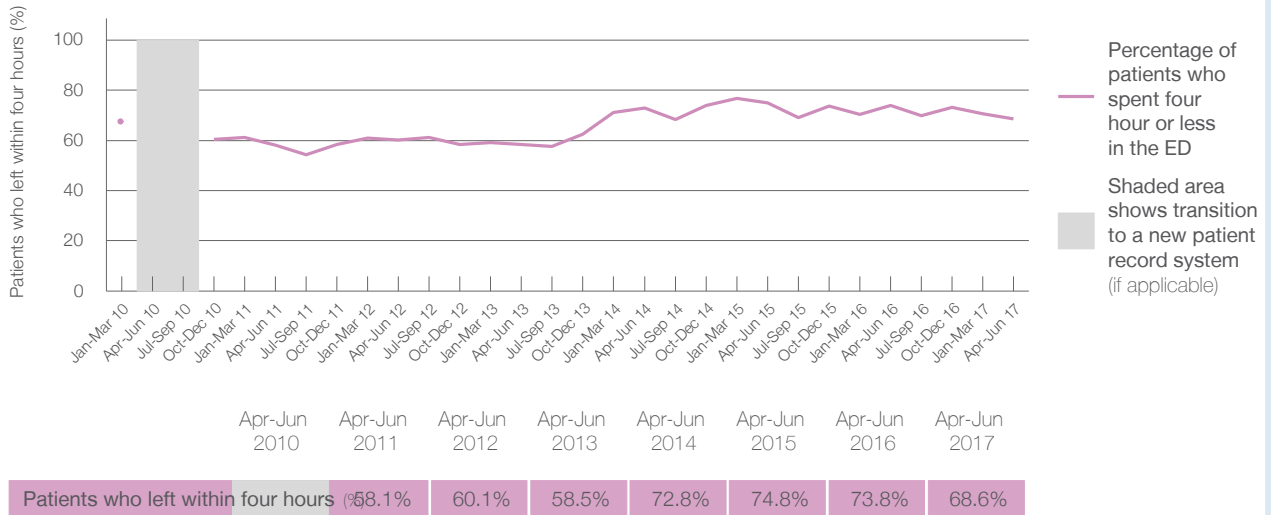
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,346 patients

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



Same period last year	Change since one year ago
7,809	6.9%
7,809	6.9%
73.8%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Forbes District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 1,950 patients  
 Emergency presentations:<sup>2</sup> 1,766 patients

Same period last year	Change since one year ago
2,377	-18.0%
1,792	-1.5%

## Forbes District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 78 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): 292 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 635 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 756 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 112 minutes

Same period last year	NSW (this period)
111	
6 minutes	8 minutes
12 minutes	26 minutes
296	
15 minutes	20 minutes
44 minutes	67 minutes
611	
30 minutes	25 minutes
88 minutes	99 minutes
774	
26 minutes	23 minutes
118 minutes	101 minutes

## Forbes District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,949 patients

Percentage of patients who spent four hours or less in the ED 87.4%

Same period last year	Change since one year ago
2,377	-18.0%
93.5%	

\* 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.
- 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.

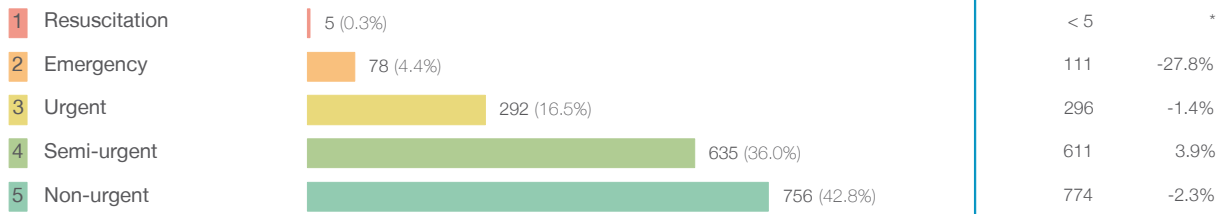
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Forbes District Hospital: Patients presenting to the emergency department

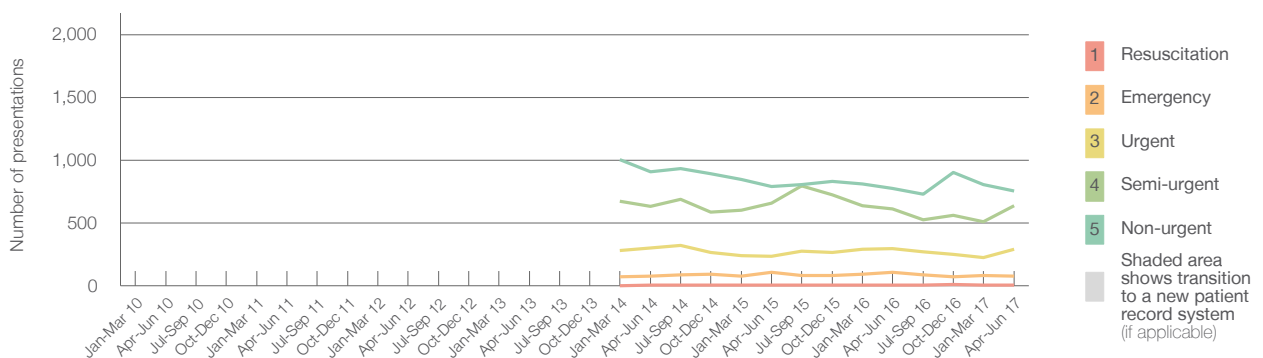
April to June 2017

All presentations:<sup>1</sup> 1,950 patients

Emergency presentations<sup>2</sup> by triage category: 1,766 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 <sup>† §</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation					< 5	5	< 5	5
Emergency					80	106	111	78
Urgent					302	232	296	292
Semi-urgent					634	656	611	635
Non-urgent					907	790	774	756
All emergency presentations					1,923	1,789	1,792	1,766

## Forbes District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 176 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.

(§) 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.

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

April to June 2017

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

Number of triage 2 patients: 78

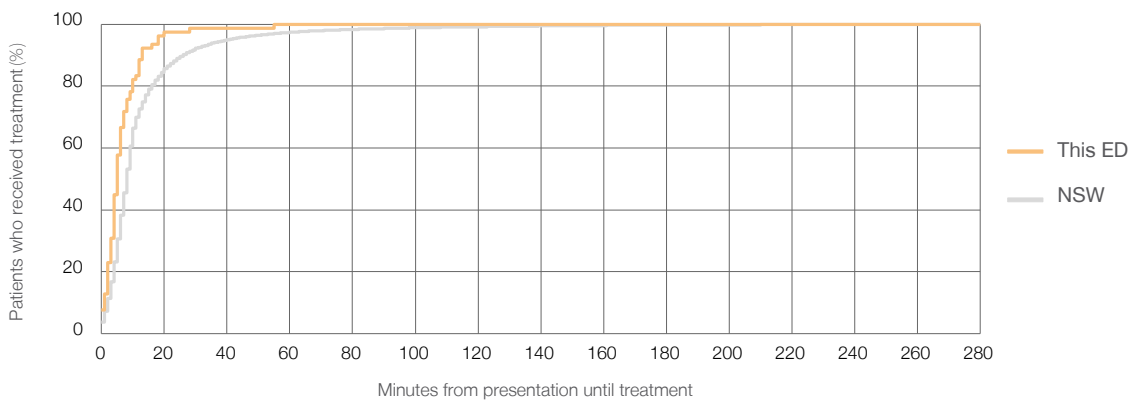
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 78

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

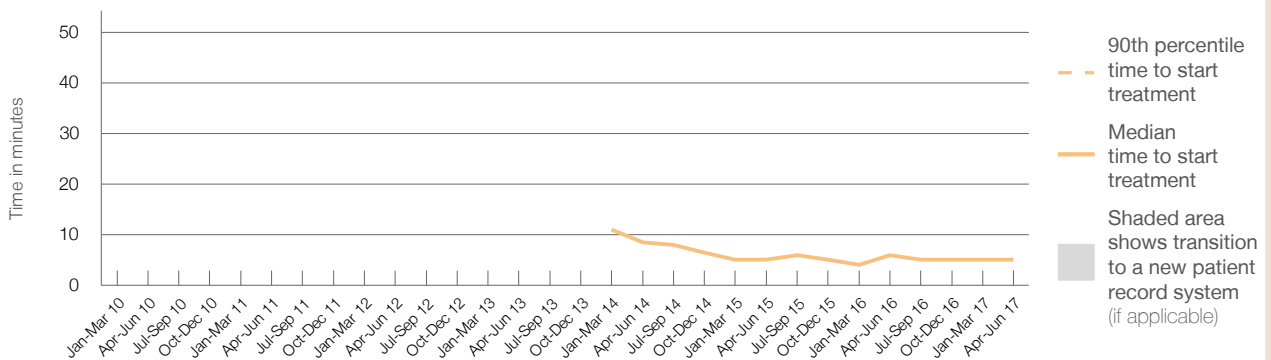
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
111	
107	
6 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					9	5	6	5
90th percentile time to start treatment <sup>5</sup> (minutes)					*	12	12	*

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

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

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

April to June 2017

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

Number of triage 3 patients: 292

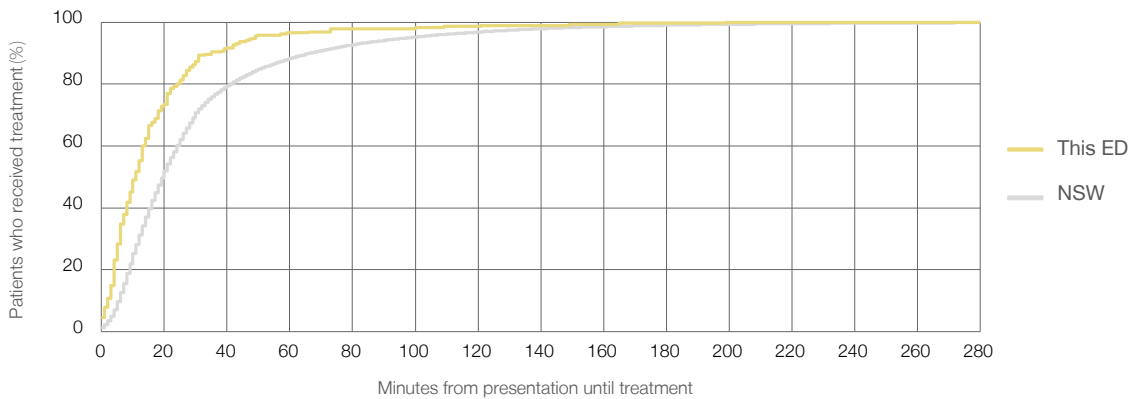
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 290

Median time to start treatment<sup>4</sup> 11 minutes

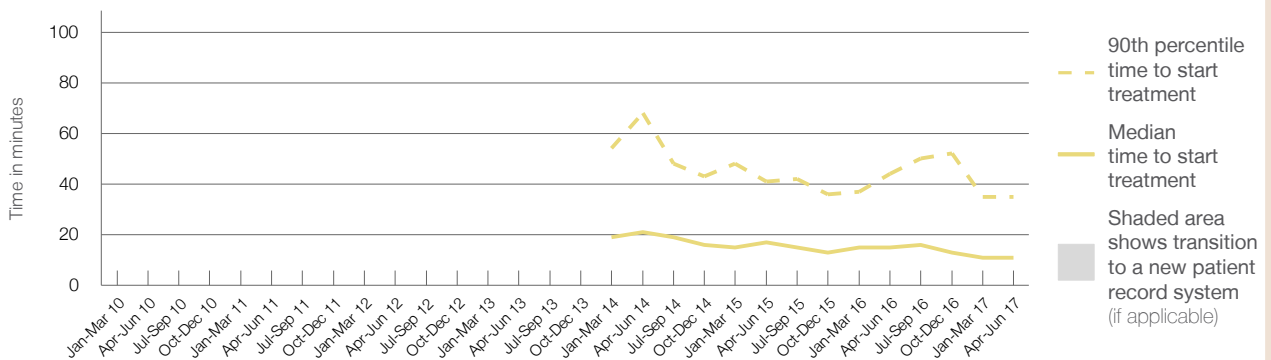
90th percentile time to start treatment<sup>5</sup> 35 minutes

Same period last year	NSW (this period)
296	
292	
15 minutes	20 minutes
44 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					21	17	15	11
90th percentile time to start treatment <sup>5</sup> (minutes)					68	41	44	35

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

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

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

April to June 2017

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

Number of triage 4 patients: 635

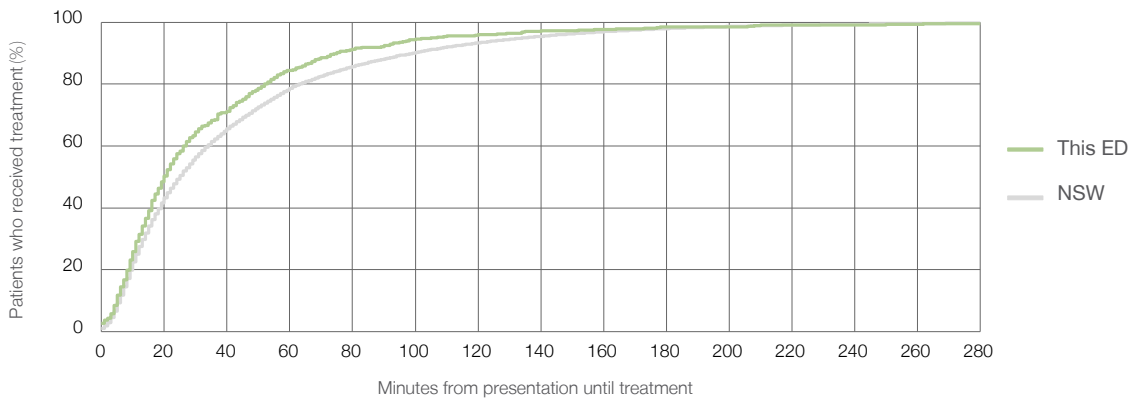
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 619

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

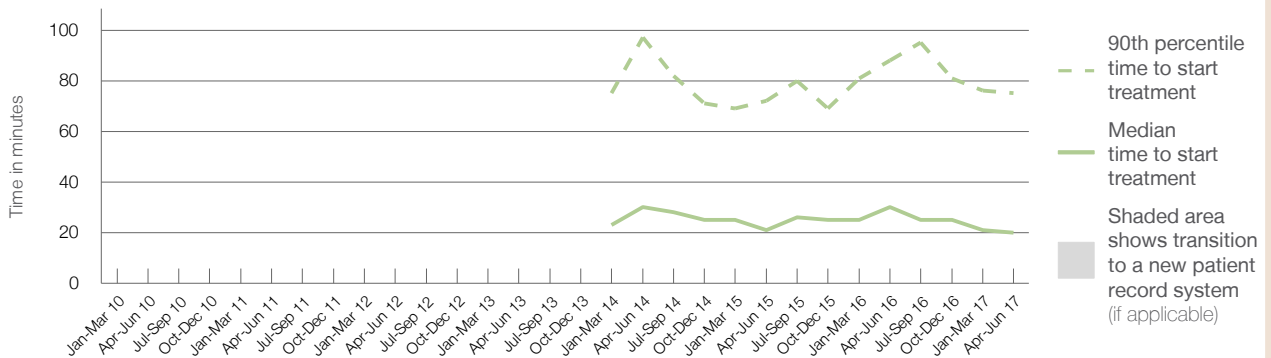
90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
611	
594	
30 minutes	25 minutes
88 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					30	21	30	20
90th percentile time to start treatment <sup>5</sup> (minutes)					97	72	88	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.

(§) 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.



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

April to June 2017

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

Number of triage 5 patients: 756

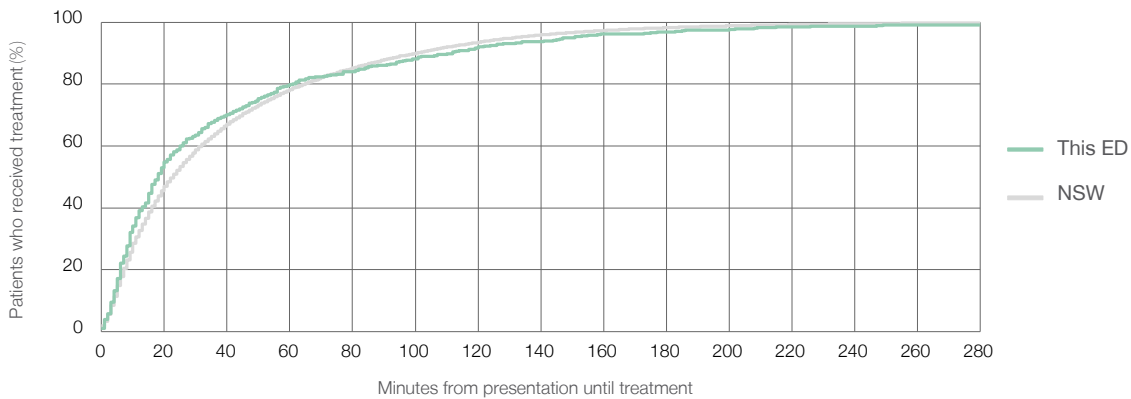
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 722

Median time to start treatment<sup>4</sup>  18 minutes

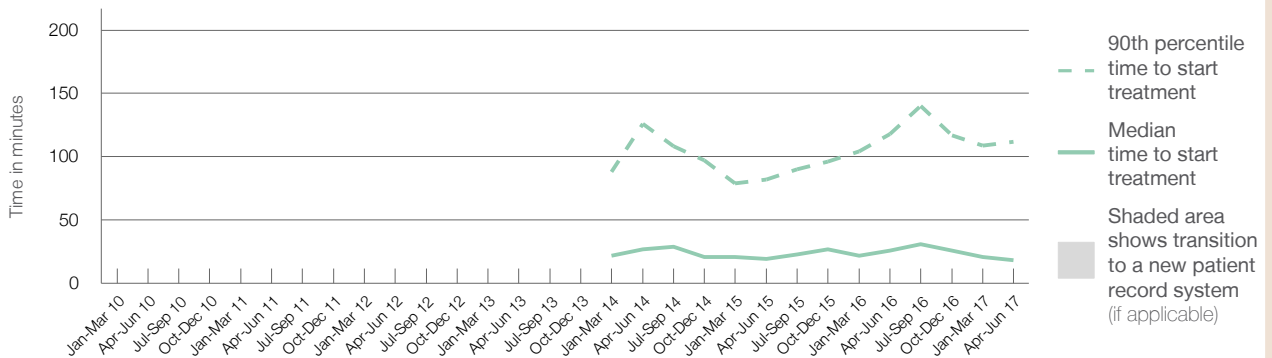
90th percentile time to start treatment<sup>5</sup>  112 minutes

Same period last year	NSW (this period)
774	724
26 minutes	23 minutes
118 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					27	19	26	18
90th percentile time to start treatment <sup>5</sup> (minutes)					126	82	118	112

(†) 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.

## Forbes District Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 1,950 patients

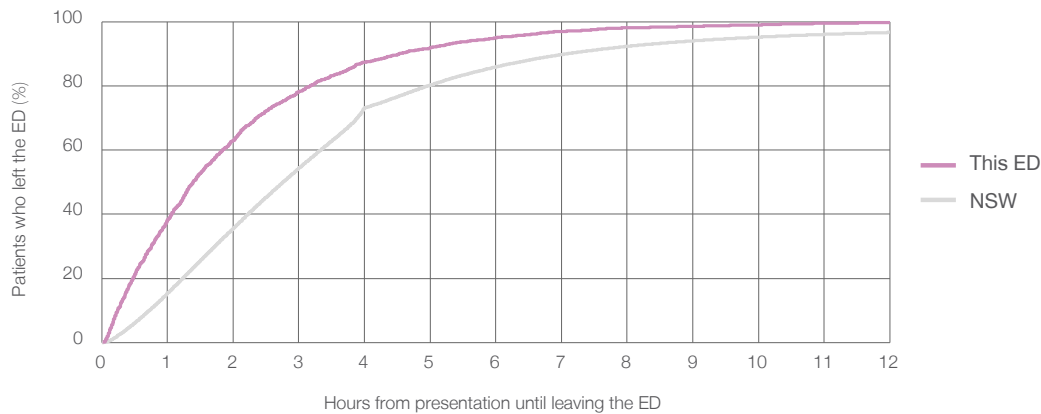
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,949 patients

Median time spent in the ED<sup>8</sup> 1 hours and 23 minutes

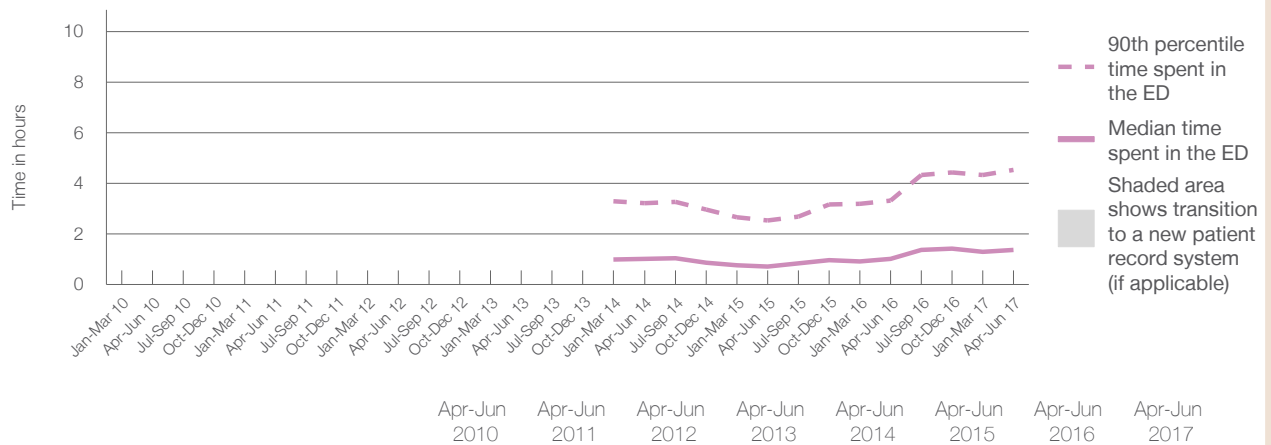
90th percentile time spent in the ED<sup>9</sup> 4 hours and 32 minutes

Same period last year	NSW (this period)
2,377	2,377
1 hours and 1 minutes	2 hours and 46 minutes
3 hours and 19 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)					1h 2m	0h 43m	1h 1m	1h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)					3h 14m	2h 32m	3h 19m	4h 32m

(†) 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.

**Forbes District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

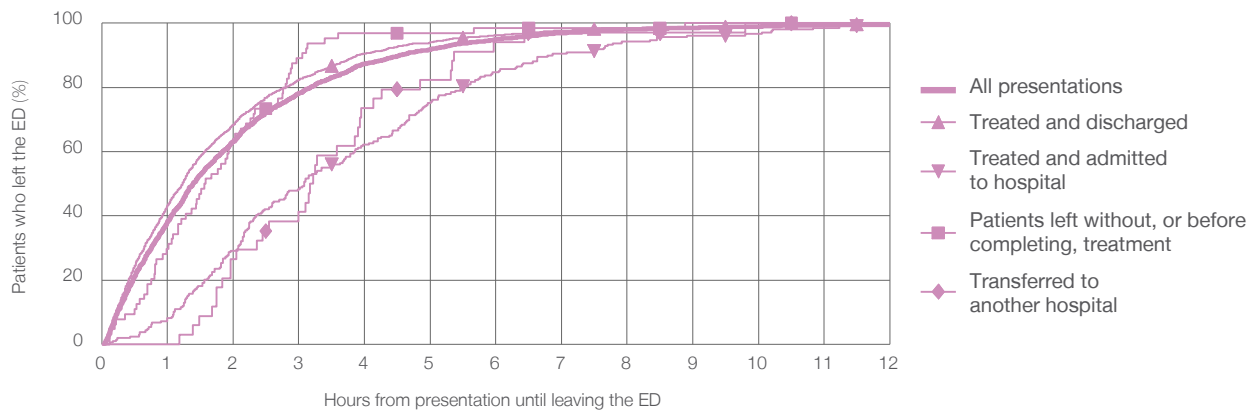
All presentations:<sup>1</sup> 1,950 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,949 patients

Treated and discharged	1,631 (83.6%)
Treated and admitted to hospital	209 (10.7%)
Patient left without, or before completing, treatment	64 (3.3%)
Transferred to another hospital	34 (1.7%)
Other	12 (0.6%)

	Same period last year	Change since one year ago
	2,377	-18.0%
Treated and discharged	1,947	-16.2%
Treated and admitted to hospital	280	-25.4%
Patient left without, or before completing, treatment	90	-28.9%
Transferred to another hospital	57	-40.4%
Other	3	300.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	43.3%	68.3%	82.4%	90.6%	96.3%	98.5%	99.2%	99.8%
Treated and admitted to hospital	8.1%	29.2%	48.3%	62.2%	84.7%	94.3%	96.7%	99.0%
Patient left without, or before completing, treatment	29.7%	64.1%	89.1%	96.9%	98.4%	98.4%	100%	100%
Transferred to another hospital	0%	26.5%	41.2%	73.5%	94.1%	97.1%	100%	100%
All presentations	38.3%	63.1%	78.1%	87.4%	95.0%	98.1%	99.0%	99.7%

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

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

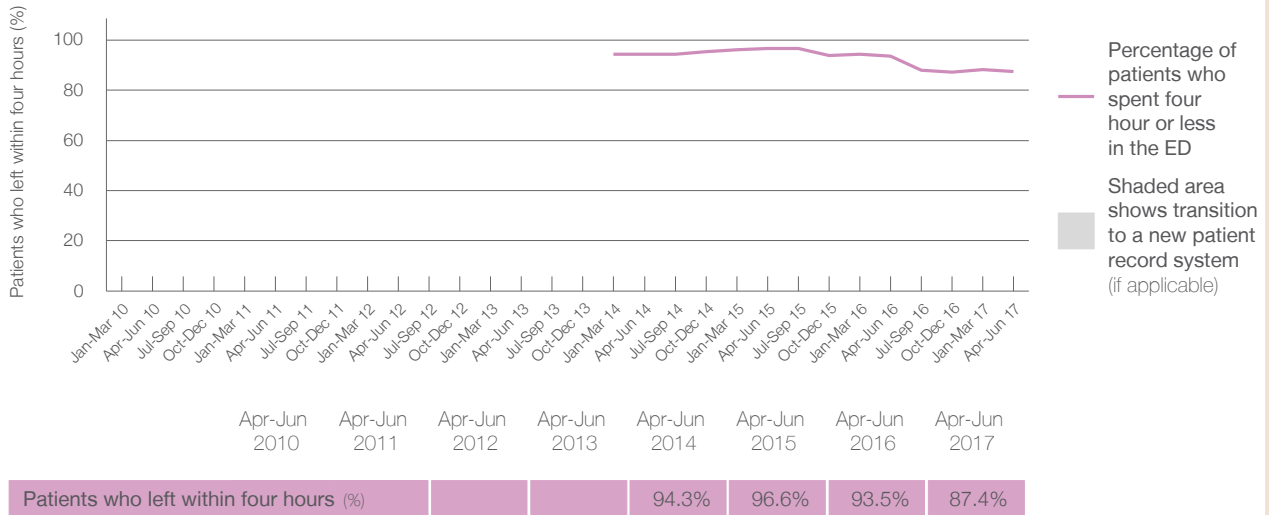
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Forbes District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 1,950 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,949 patients

	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 1,950 patients	2,377	-18.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,949 patients	2,377	-18.0%
Percentage of patients who spent four hours or less in the ED	93.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.  
 § 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Mudgee District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 2,797 patients  
Emergency presentations:<sup>2</sup> 2,697 patients

Same period last year	Change since one year ago
2,919	-4.2%
2,567	5.1%

## Mudgee District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 658 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,373 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 431 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
206	
8 minutes	8 minutes
25 minutes	26 minutes
623	
20 minutes	20 minutes
50 minutes	67 minutes
1,240	
34 minutes	25 minutes
96 minutes	99 minutes
491	
37 minutes	23 minutes
129 minutes	101 minutes

## Mudgee District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,797 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
2,917	-4.1%
88.0%	

\* 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.

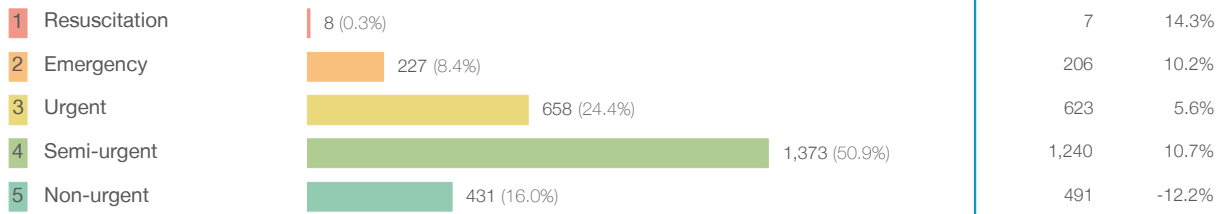
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Mudgee District Hospital: Patients presenting to the emergency department

April to June 2017

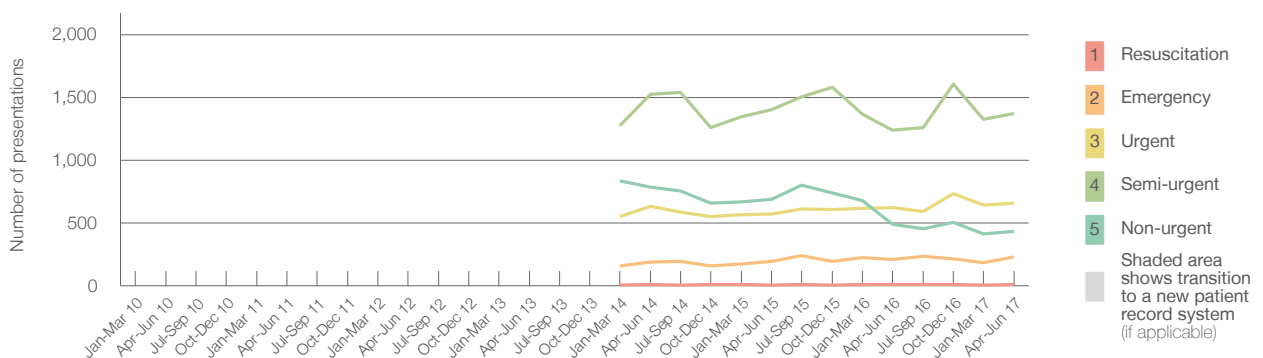
All presentations:<sup>1</sup> 2,797 patients

Emergency presentations<sup>2</sup> by triage category: 2,697 patients



Same period last year	Change since one year ago
2,919	-4.2%
2,567	5.1%
7	14.3%
206	10.2%
623	5.6%
1,240	10.7%
491	-12.2%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation					10	6	7	8
Emergency					189	191	206	227
Urgent					633	573	623	658
Semi-urgent					1,523	1,402	1,240	1,373
Non-urgent					784	686	491	431
All emergency presentations					3,139	2,858	2,567	2,697

## Mudgee District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 239 patients

ED Transfer of care time



Same period last year	Change since one year ago
251	
13 minutes	-4 minutes
33 minutes	-6 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.

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

April to June 2017

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

Number of triage 2 patients: 227

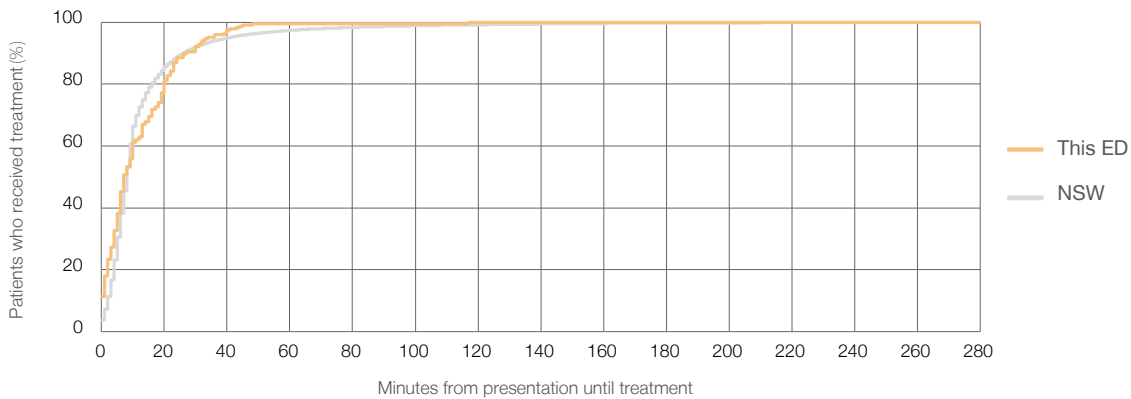
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 227

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

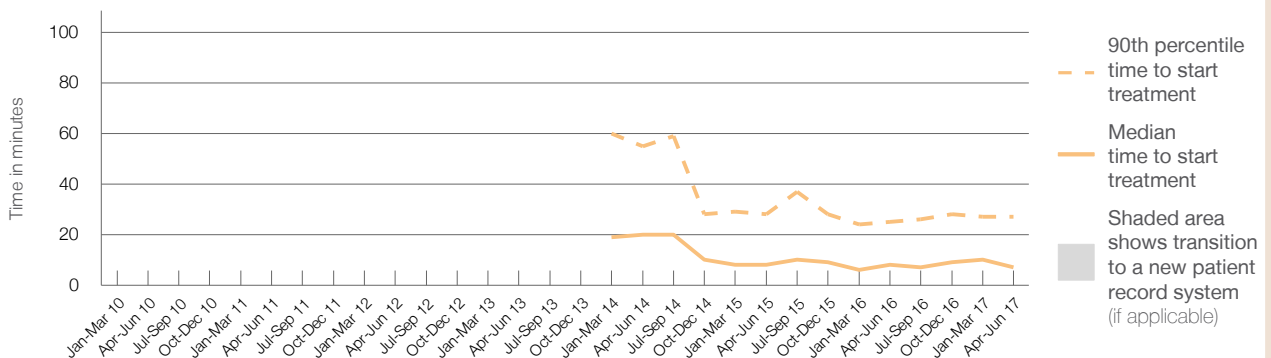
90th percentile time to start treatment<sup>5</sup> 27 minutes

Same period last year	NSW (this period)
206	
205	
8 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					20	8	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)					55	28	25	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.

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

April to June 2017

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

Number of triage 3 patients: 658

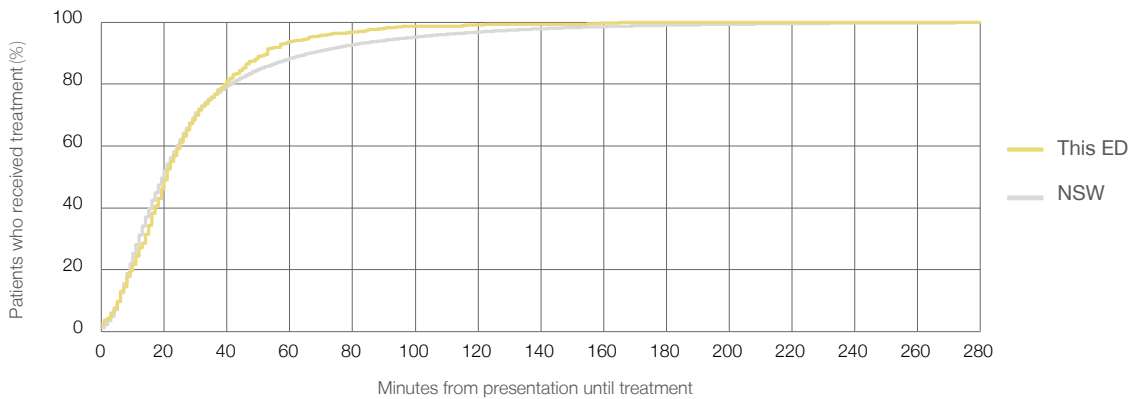
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 653

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

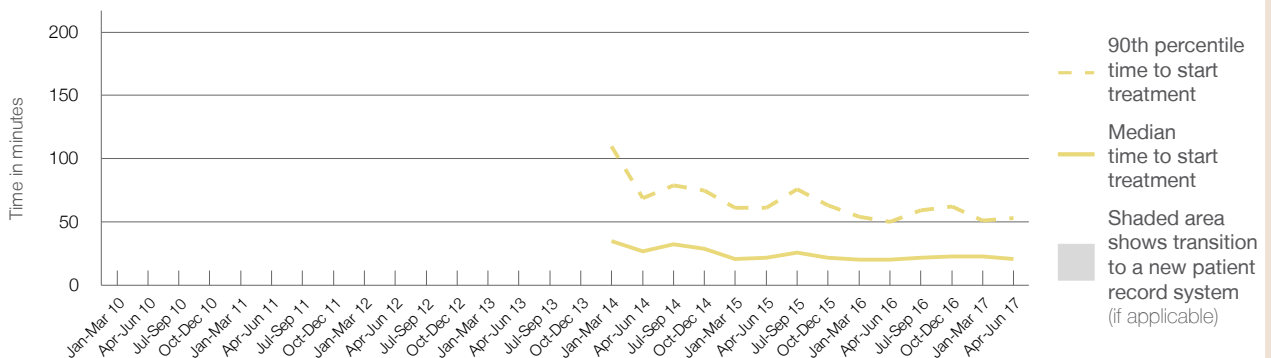
90th percentile time to start treatment<sup>5</sup> 53 minutes

Same period last year	NSW (this period)
623	
613	
20 minutes	20 minutes
50 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					27	22	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)					69	61	50	53

(†) 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.



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

April to June 2017

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

Number of triage 4 patients: 1,373

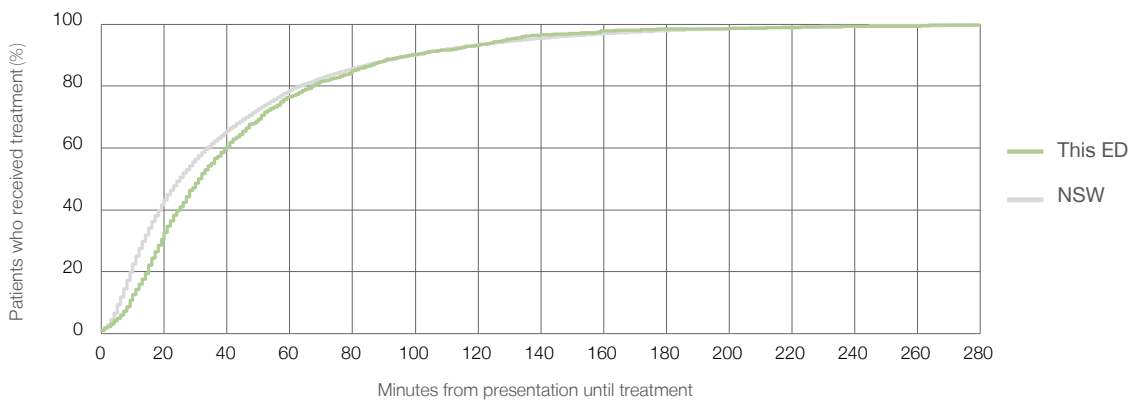
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,295

Median time to start treatment<sup>4</sup> 31 minutes

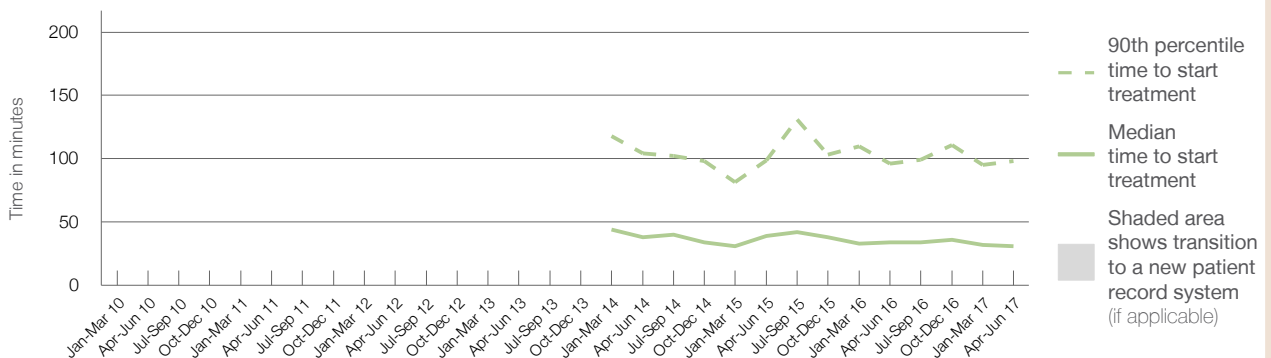
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,240	1,168
34 minutes	25 minutes
96 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					38	39	34	31
90th percentile time to start treatment <sup>5</sup> (minutes)					104	99	96	98

(†) 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.

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

April to June 2017

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

Number of triage 5 patients: 431

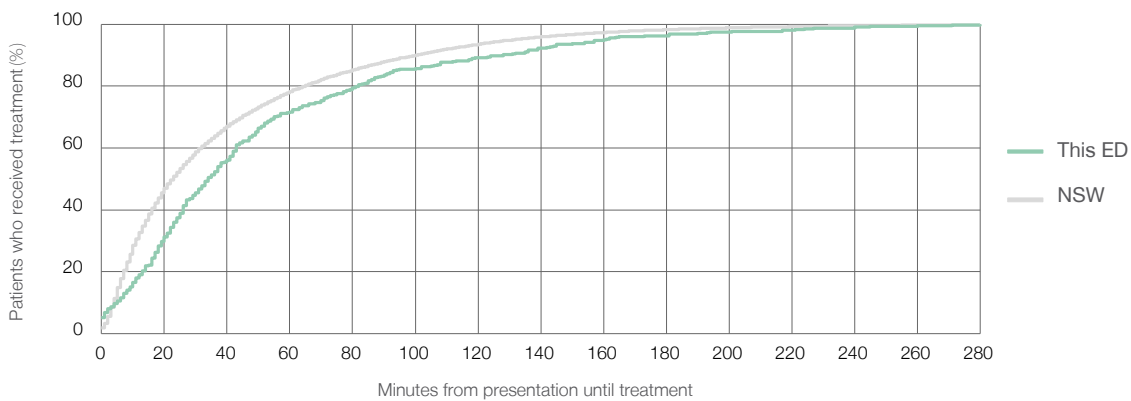
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 398

Median time to start treatment<sup>4</sup> 34 minutes

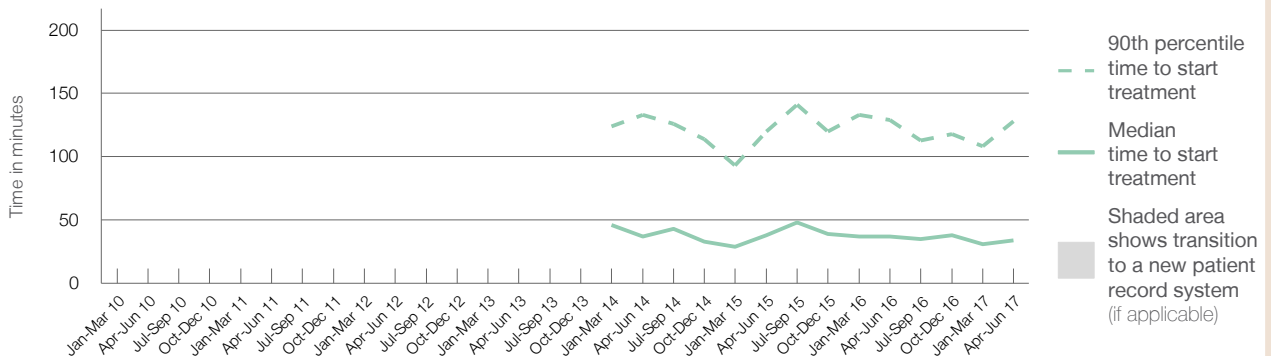
90th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
491	
395	
37 minutes	23 minutes
129 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)					37	38	37	34
90th percentile time to start treatment <sup>5</sup> (minutes)					133	120	129	128

(†) 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.

## Mudgee District Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 2,797 patients

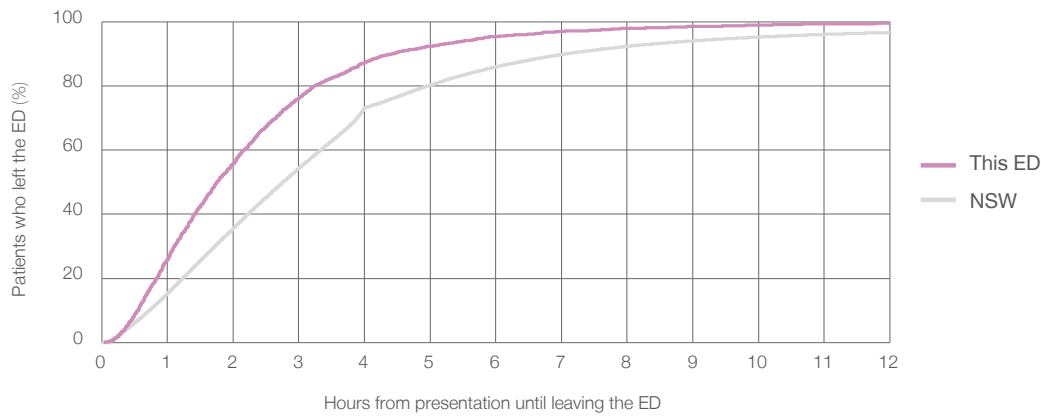
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,797 patients

Median time spent in the ED<sup>8</sup> 1 hours and 46 minutes

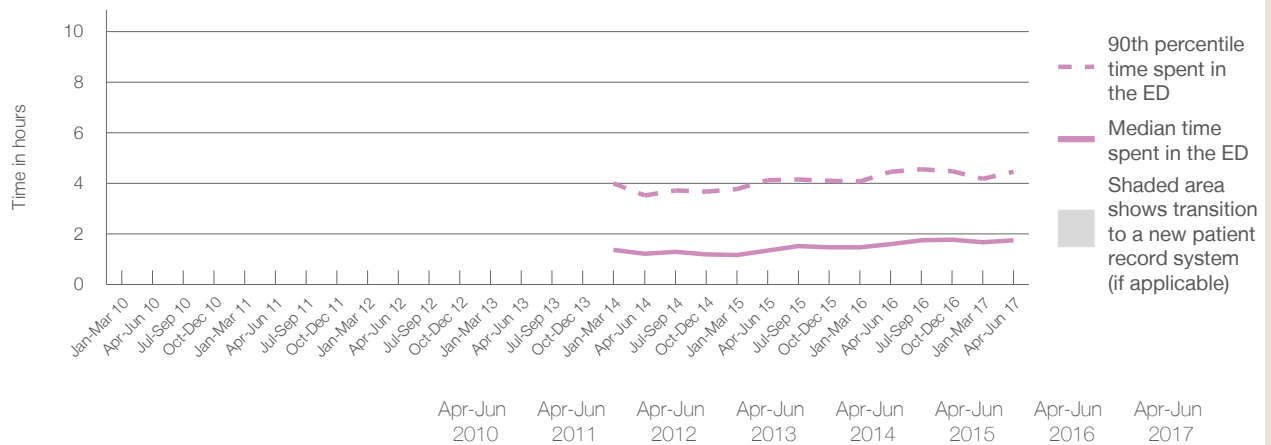
90th percentile time spent in the ED<sup>9</sup> 4 hours and 27 minutes

Same period last year	NSW (this period)
2,919	
2,917	
1 hours and 36 minutes	2 hours and 46 minutes
4 hours and 27 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)					1h 13m	1h 21m	1h 36m	1h 46m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)					3h 31m	4h 8m	4h 27m	4h 27m

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

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

**Mudgee District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

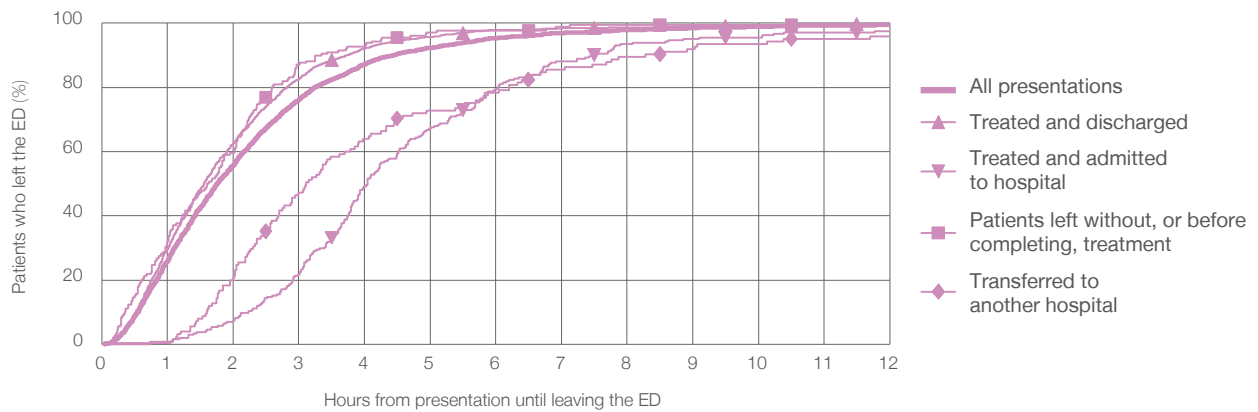
All presentations:<sup>1</sup> 2,797 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,797 patients

Treated and discharged	2,240 (80.1%)
Treated and admitted to hospital	244 (8.7%)
Patient left without, or before completing, treatment	178 (6.4%)
Transferred to another hospital	125 (4.5%)
Other	10 (0.4%)

Same period last year	Change since one year ago
2,917	-4.1%
2,348	-4.6%
239	2.1%
174	2.3%
137	-8.8%
21	-52.4%

Percentage of patients who left the ED by time and mode of separation, April to June 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	29.6%	62.6%	82.6%	92.1%	97.8%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.4%	7.4%	21.7%	49.2%	79.5%	93.4%	95.5%	97.5%
Patient left without, or before completing, treatment	32.0%	59.6%	87.1%	92.7%	97.8%	99.4%	99.4%	99.4%
Transferred to another hospital	0.8%	20.8%	47.2%	64.0%	78.4%	89.6%	93.6%	96.0%
All presentations	26.0%	55.7%	76.1%	87.2%	95.4%	97.9%	98.9%	99.4%

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

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

## Mudgee District Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 2,797 patients

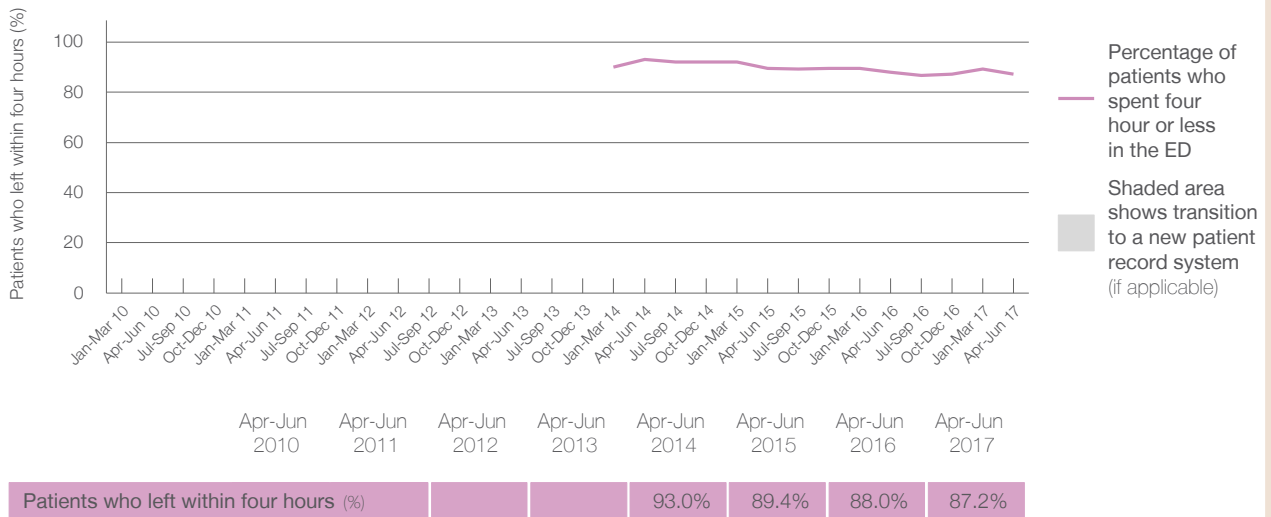
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,797 patients

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>	2,919	-4.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	2,917	-4.1%
Percentage of patients who spent four hours or less in the ED	88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

§ 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Orange Health Service: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 7,160 patients  
 Emergency presentations:<sup>2</sup> 7,089 patients

Same period last year	Change since one year ago
6,990	2.4%
6,891	2.9%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,079 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,544 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 44 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,716 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 71 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,692 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
1,073	
5 minutes	8 minutes
10 minutes	26 minutes
1,665	
15 minutes	20 minutes
39 minutes	67 minutes
2,450	
21 minutes	25 minutes
79 minutes	99 minutes
1,659	
18 minutes	23 minutes
94 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

Percentage of patients who spent four hours or less in the ED 76.5%

Same period last year	Change since one year ago
6,986	2.5%
77.0%	

\* 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.

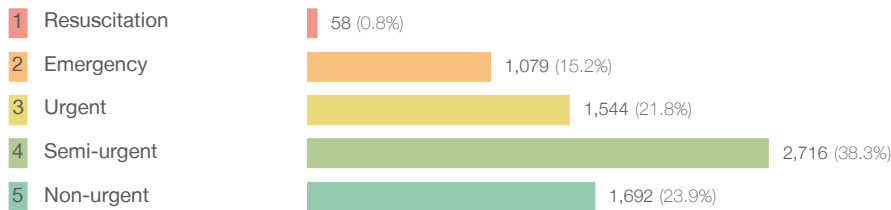
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Orange Health Service: Patients presenting to the emergency department

April to June 2017

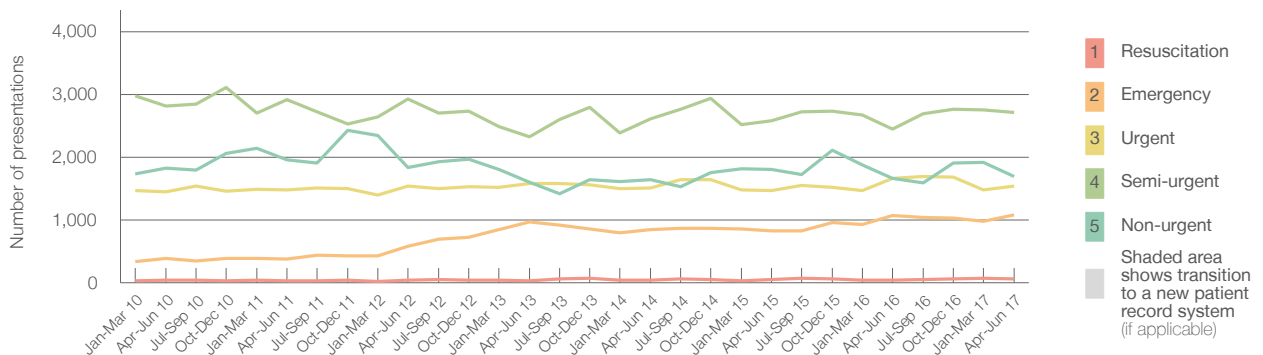
All presentations:<sup>1</sup> 7,160 patients

Emergency presentations<sup>2</sup> by triage category: 7,089 patients



Same period last year	Change since one year ago
6,990	2.4%
6,891	2.9%
44	31.8%
1,073	0.6%
1,665	-7.3%
2,450	10.9%
1,659	2.0%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	36	32	39	31	43	53	44	58
Emergency	387	381	585	963	848	827	1,073	1,079
Urgent	1,446	1,474	1,541	1,578	1,513	1,471	1,665	1,544
Semi-urgent	2,819	2,916	2,929	2,329	2,613	2,580	2,450	2,716
Non-urgent	1,827	1,961	1,838	1,597	1,636	1,805	1,659	1,692
All emergency presentations	6,515	6,764	6,932	6,498	6,653	6,736	6,891	7,089

## Orange Health Service: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,292 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,365	
10 minutes	0 minutes
24 minutes	-3 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.

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

April to June 2017

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

Number of triage 2 patients: 1,079

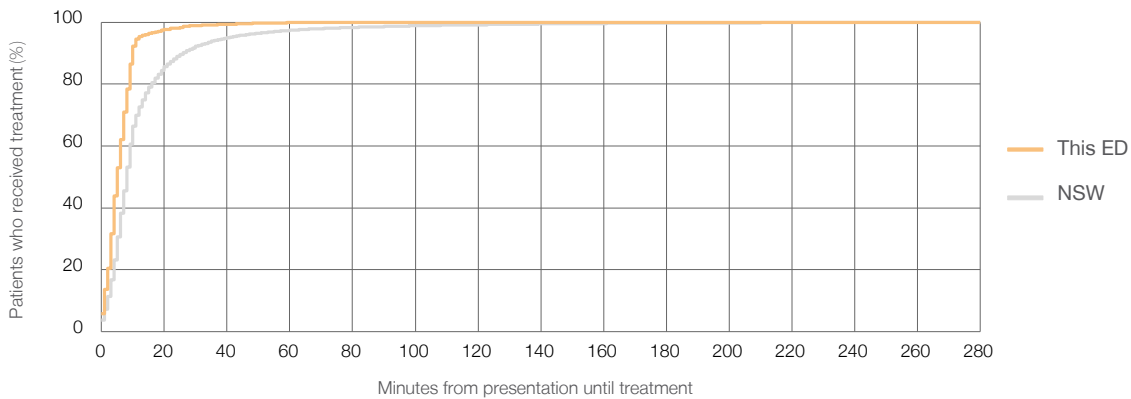
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,078

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

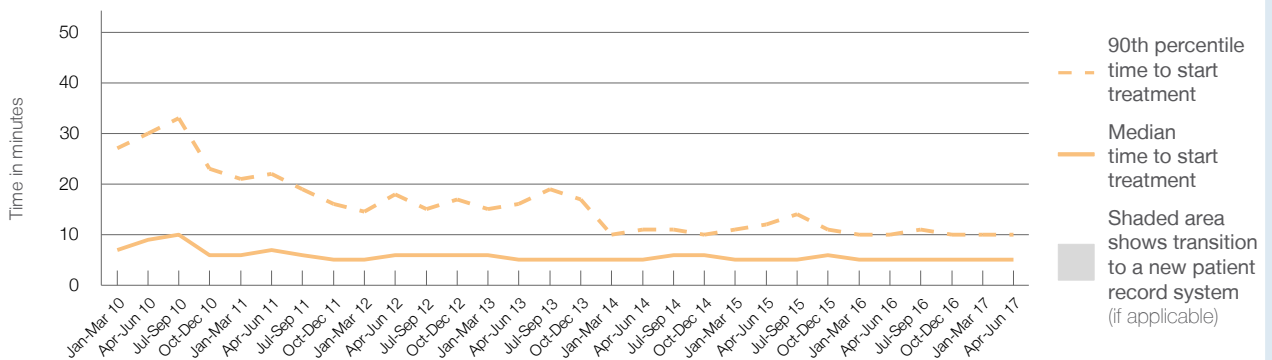
90th percentile time to start treatment<sup>5</sup>  10 minutes

Same period last year	NSW (this period)
1,073	
1,072	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	7	6	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	30	22	18	16	11	12	10	10

(†) 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.



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

April to June 2017

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

Number of triage 3 patients: 1,544

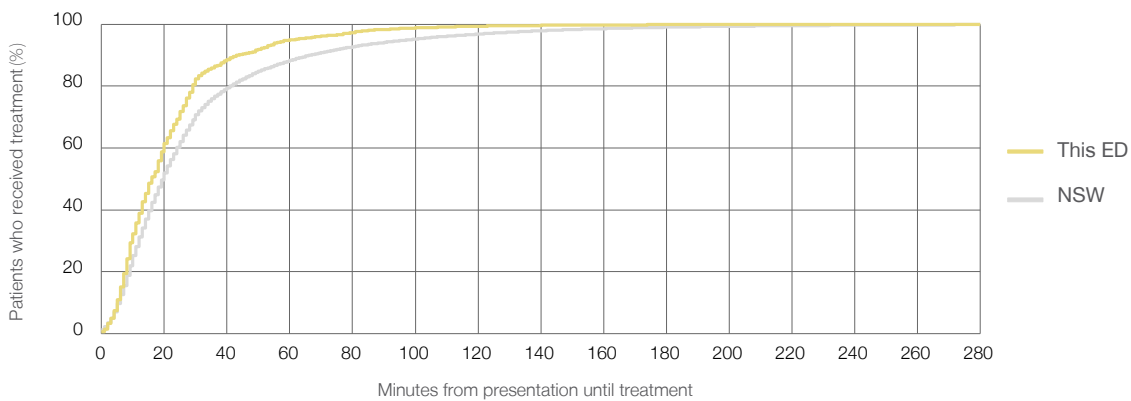
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,526

Median time to start treatment<sup>4</sup> 16 minutes

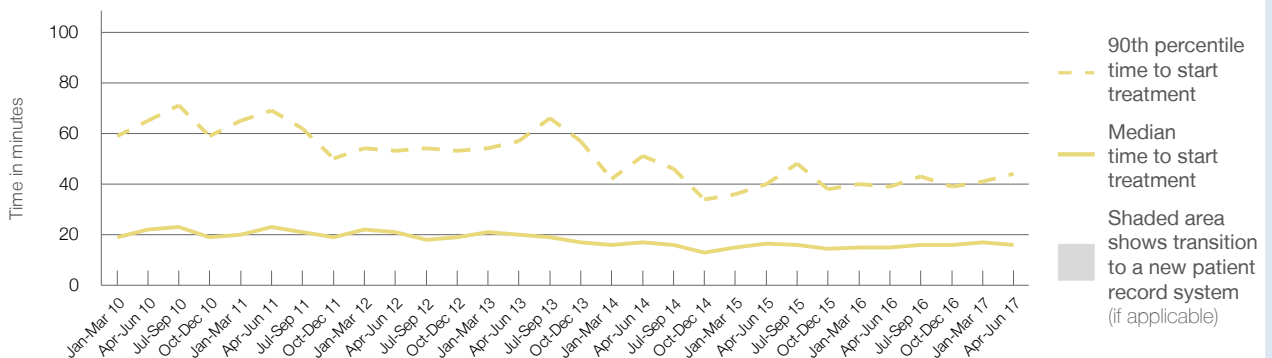
90th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
1,665	1,654
15 minutes	20 minutes
39 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22	23	21	20	17	17	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)	65	69	53	57	51	40	39	44

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

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

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

April to June 2017

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

Number of triage 4 patients: 2,716

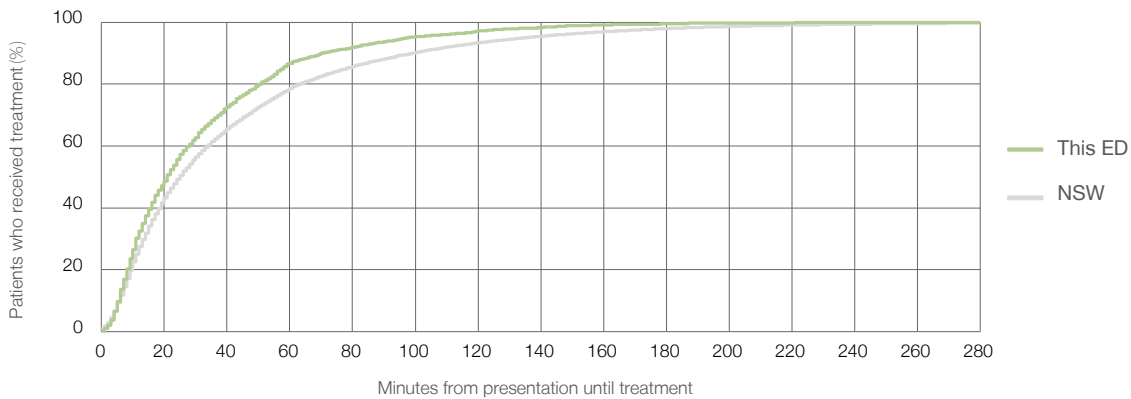
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,642

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

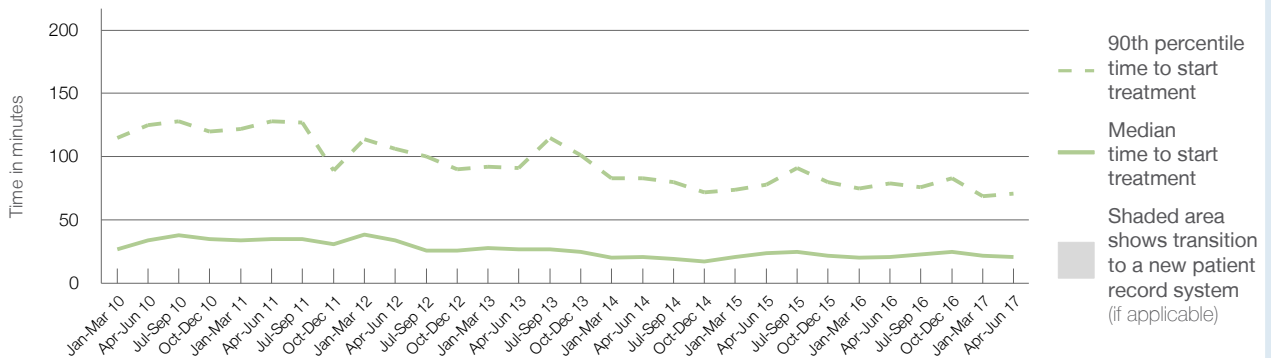
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
2,450	2,365
21 minutes	25 minutes
79 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	34	35	34	27	21	24	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	125	128	106	91	83	78	79	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.

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

April to June 2017

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

Number of triage 5 patients: 1,692

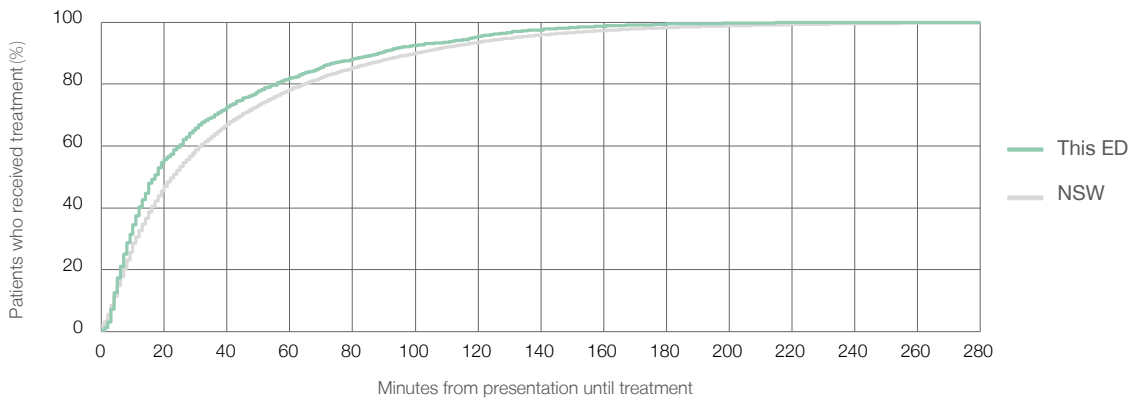
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,575

Median time to start treatment<sup>4</sup> 17 minutes

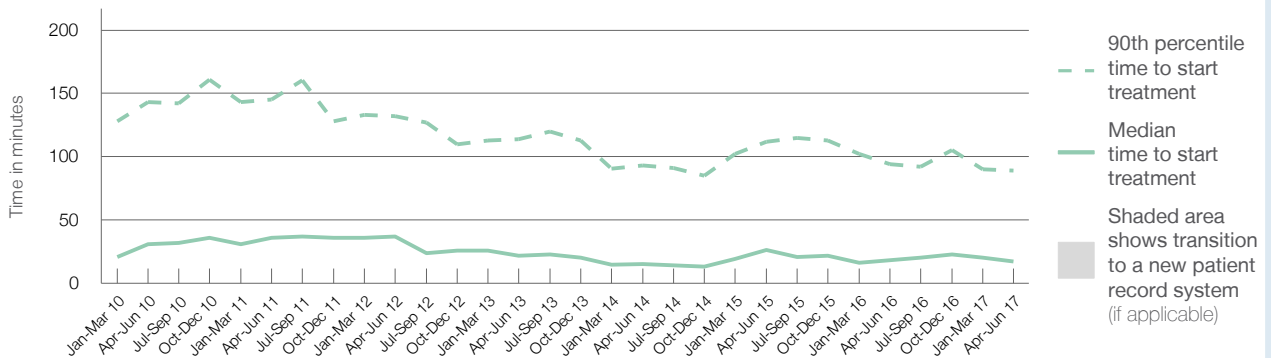
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
1,659	1,544
18 minutes	23 minutes
94 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	31	36	37	22	15	27	18	17
90th percentile time to start treatment <sup>5</sup> (minutes)	143	145	132	114	93	112	94	89

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

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

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

April to June 2017

All presentations:<sup>1</sup> 7,160 patients

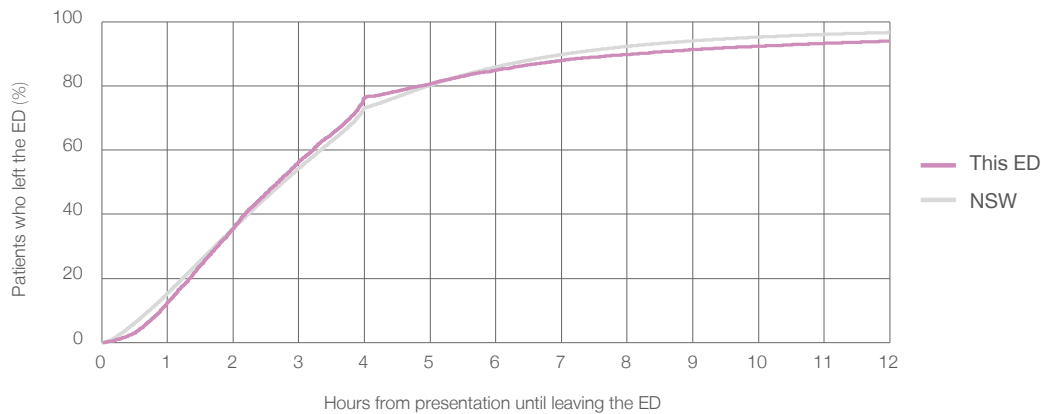
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

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

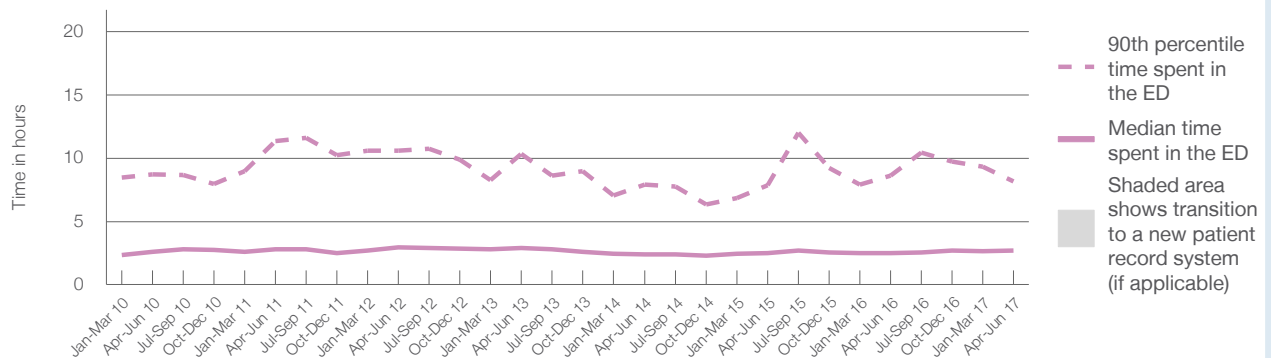
90th percentile time spent in the ED<sup>9</sup> 8 hours and 10 minutes

Same period last year	NSW (this period)
6,990	
6,986	
2 hours and 31 minutes	2 hours and 46 minutes
8 hours and 36 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 35m	2h 47m	2h 57m	2h 53m	2h 24m	2h 31m	2h 31m	2h 41m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 43m	11h 22m	10h 36m	10h 19m	7h 56m	7h 51m	8h 36m	8h 10m

(†) 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.

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

By mode of separation

April to June 2017

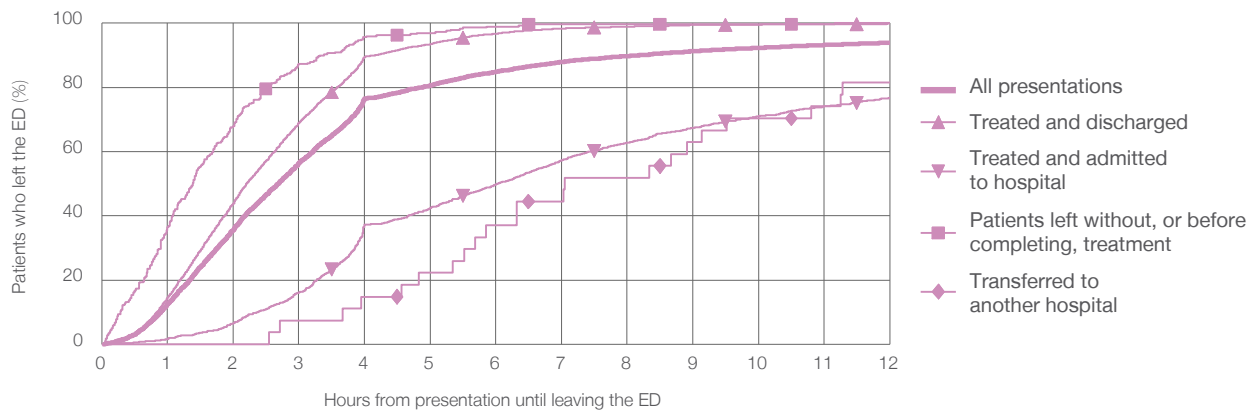
All presentations:<sup>1</sup> 7,160 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

Treated and discharged	4,999 (69.8%)
Treated and admitted to hospital	1,790 (25.0%)
Patient left without, or before completing, treatment	299 (4.2%)
Transferred to another hospital	27 (0.4%)
Other	45 (0.6%)

Same period last year	Change since one year ago
6,986	2.5%
4,823	3.6%
1,789	0.1%
301	-0.7%
30	-10.0%
47	-4.3%

Percentage of patients who left the ED by time and mode of separation, April to June 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	14.6%	43.9%	68.9%	89.5%	96.7%	99.0%	99.6%	99.8%
Treated and admitted to hospital	1.6%	6.5%	16.2%	37.2%	49.8%	62.8%	70.9%	76.7%
Patient left without, or before completing, treatment	36.5%	67.9%	87.3%	95.7%	99.0%	99.7%	99.7%	100%
Transferred to another hospital	0%	0%	7.4%	14.8%	37.0%	51.9%	70.4%	81.5%
All presentations	12.5%	35.6%	56.4%	76.5%	84.9%	89.8%	92.3%	94.0%

(†) 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.

## Orange Health Service: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 7,160 patients

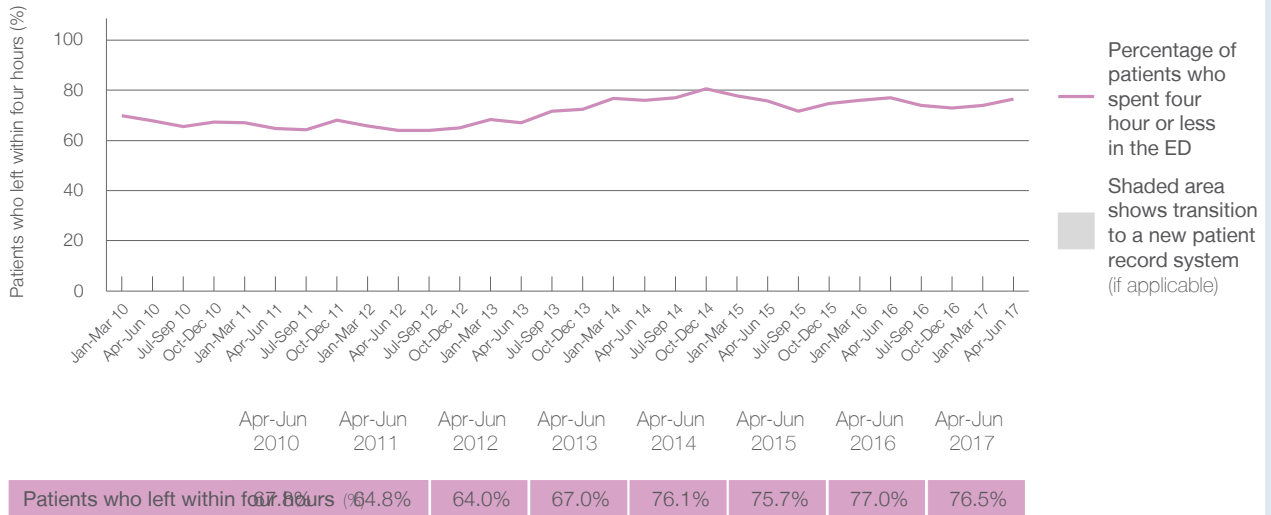
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,160 patients

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	6,990	2.4%
Presentations used to calculate time to leaving the ED	6,986	2.5%
Percentage of patients who spent four hours or less in the ED	77.0%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).