

Orange Health Service: Emergency department (ED) overview

July to September 2017



All presentations:¹ 7,911 patients
 Emergency presentations:² 7,829 patients

Same period last year	Change since one year ago
7,136	10.9%
7,057	10.9%



Orange Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,345 patients

Median time to start treatment⁴  5 minutes
 90th percentile time to start treatment⁵  11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,724 patients

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,830 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,864 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  104 minutes

Same period last year	NSW (this period)
1,035	
5 minutes	9 minutes
11 minutes	29 minutes
1,692	
16 minutes	23 minutes
43 minutes	83 minutes
2,688	
23 minutes	30 minutes
76 minutes	121 minutes
1,592	
20 minutes	26 minutes
92 minutes	118 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,887 patients

Percentage of patients who spent four hours or less in the ED  71.3%

Same period last year	Change since one year ago
7,133	10.6%
73.9%	

* 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.

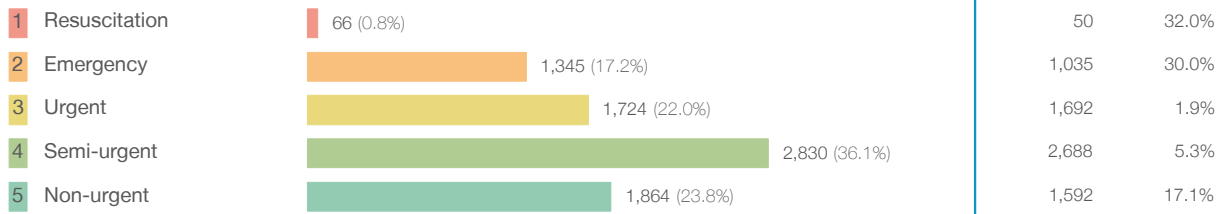
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

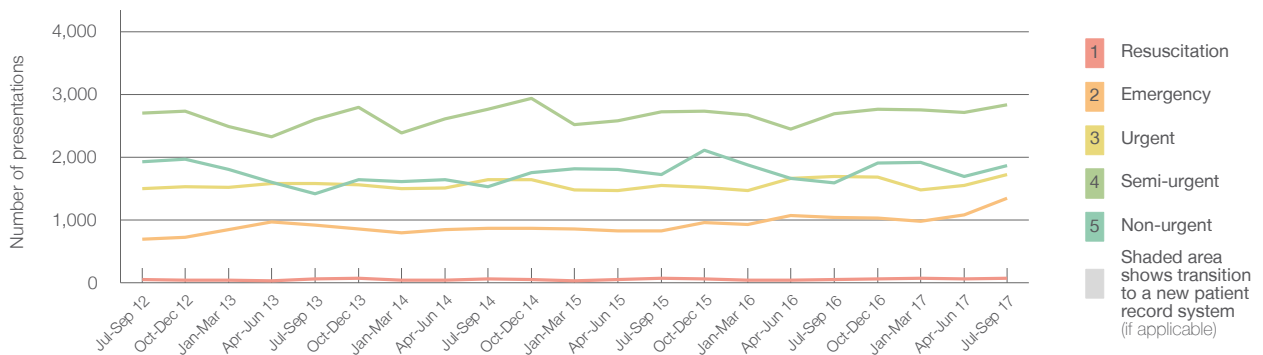
Orange Health Service: Patients presenting to the emergency department July to September 2017

All presentations:¹ 7,911 patients

Emergency presentations² by triage category: 7,829 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	45	63	59	70	50	66
Emergency	694	913	863	828	1,035	1,345
Urgent	1,496	1,578	1,646	1,545	1,692	1,724
Semi-urgent	2,702	2,596	2,762	2,724	2,688	2,830
Non-urgent	1,928	1,415	1,527	1,724	1,592	1,864
All emergency presentations	6,865	6,565	6,857	6,891	7,057	7,829

Orange Health Service: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,552 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.

Orange Health Service: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,345

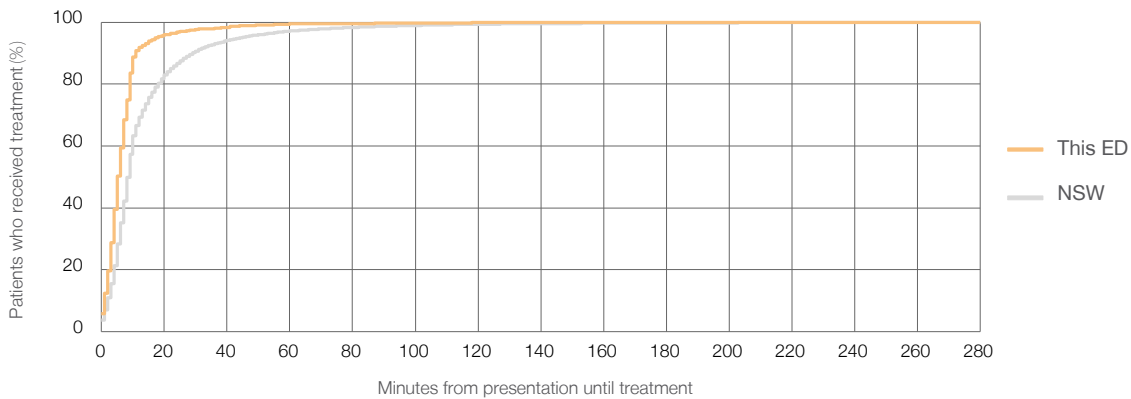
Number of triage 2 patients used to calculate waiting time:³ 1,337

Median time to start treatment⁴ ■ 5 minutes

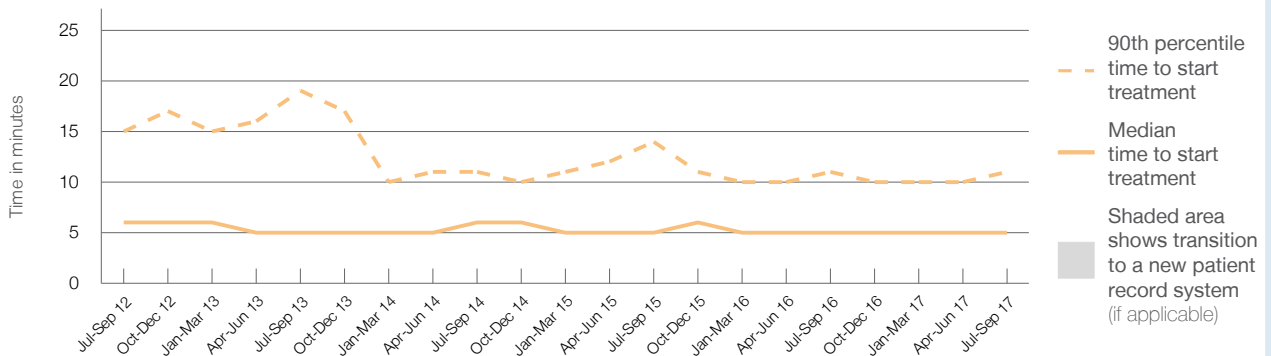
90th percentile time to start treatment⁵ ■ 11 minutes

Same period last year	NSW (this period)
1,035	1,031
5 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	5	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)	15	19	11	14	11	11

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Orange Health Service: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,724

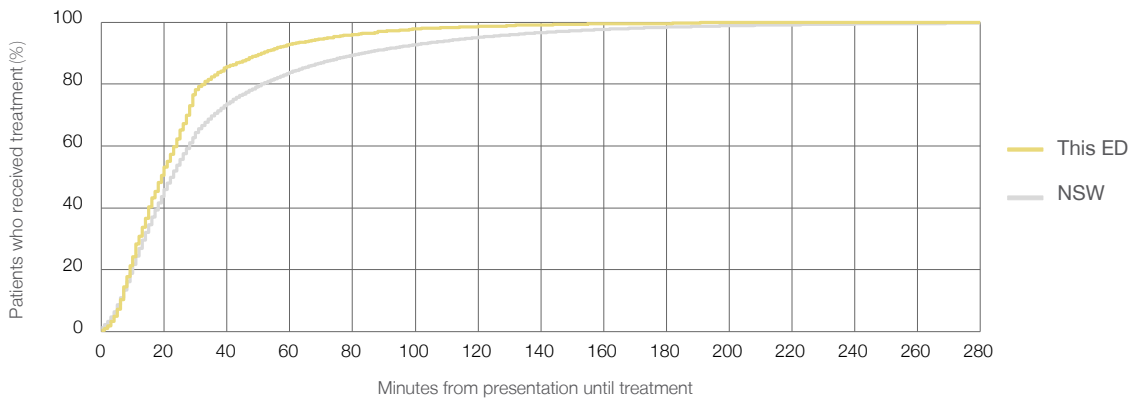
Number of triage 3 patients used to calculate waiting time:³ 1,692

Median time to start treatment⁴ 19 minutes

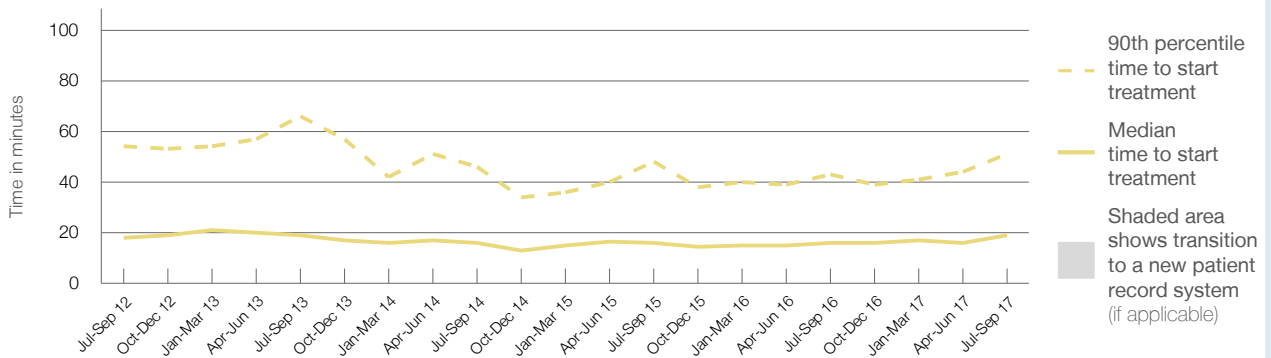
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,692	1,674
16 minutes	23 minutes
43 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	19	16	16	16	19
90th percentile time to start treatment ⁵ (minutes)	54	66	46	48	43	51

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Orange Health Service: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,830

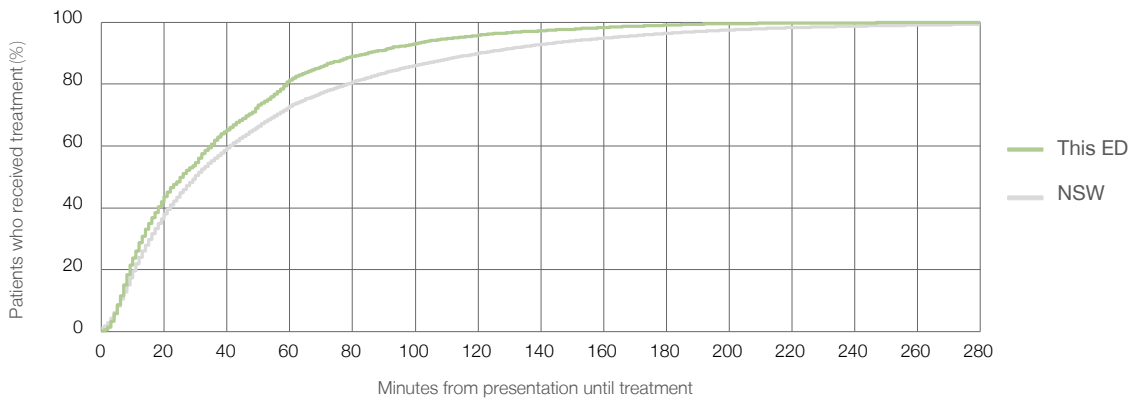
Number of triage 4 patients used to calculate waiting time:³ 2,699

Median time to start treatment⁴ 26 minutes

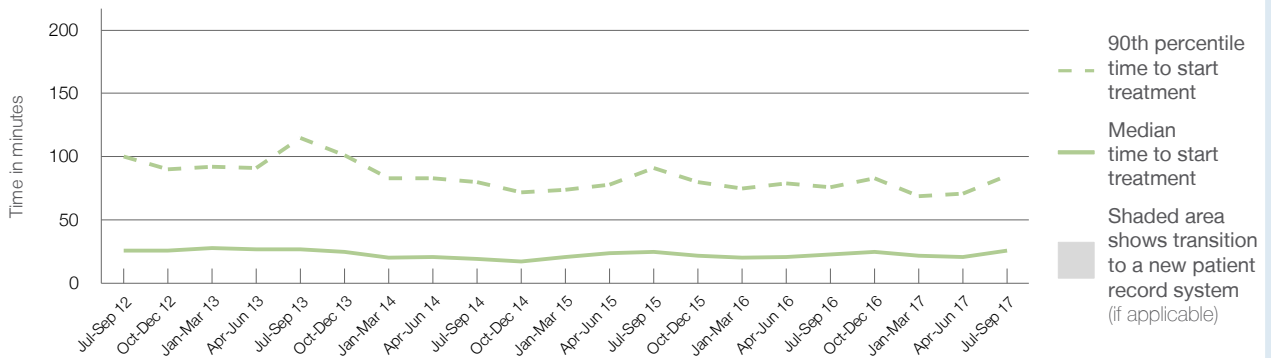
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,688	
2,597	
23 minutes	30 minutes
76 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	27	19	25	23	26
90th percentile time to start treatment ⁵ (minutes)	100	115	80	91	76	85

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Orange Health Service: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,864

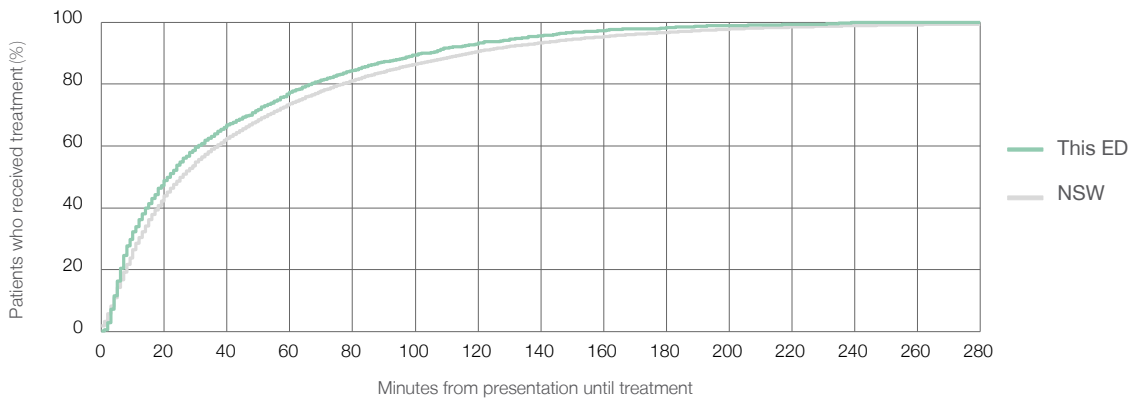
Number of triage 5 patients used to calculate waiting time:³ 1,690

Median time to start treatment⁴ 22 minutes

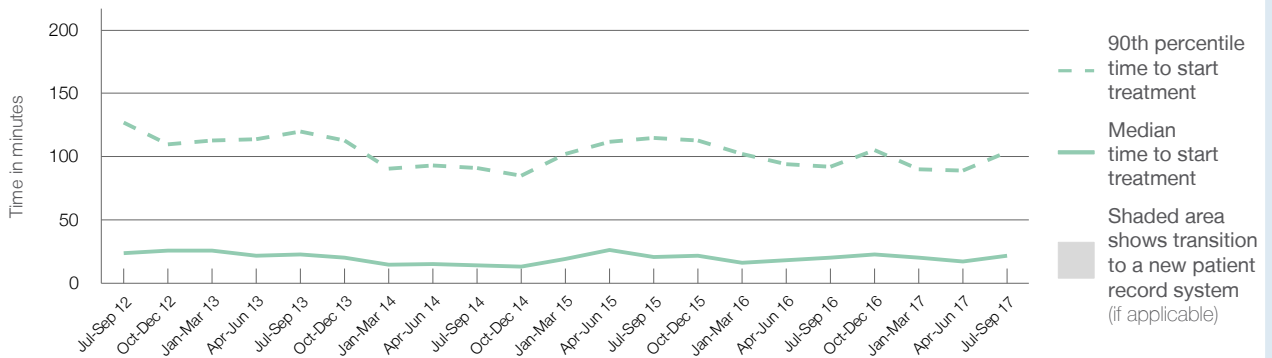
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,592	1,506
20 minutes	26 minutes
92 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	23	14	21	20	22
90th percentile time to start treatment ⁵ (minutes)	127	120	91	115	92	104

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Orange Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,911 patients

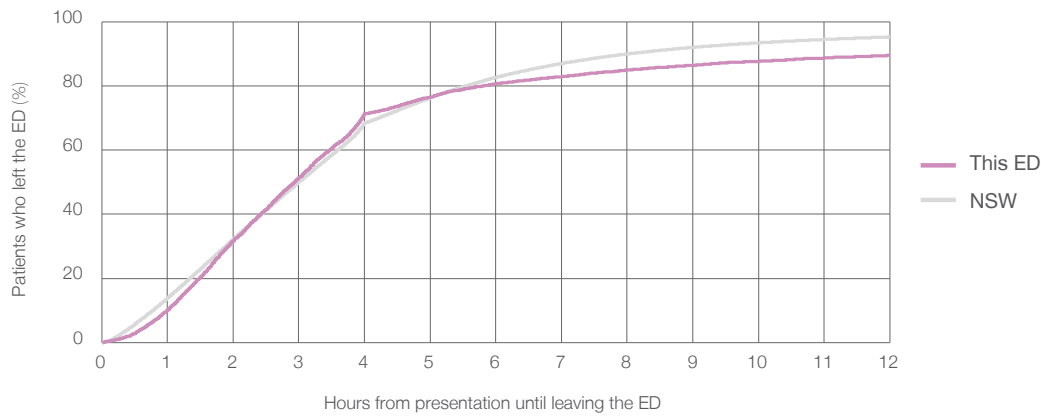
Presentations used to calculate time to leaving the ED:⁶ 7,887 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

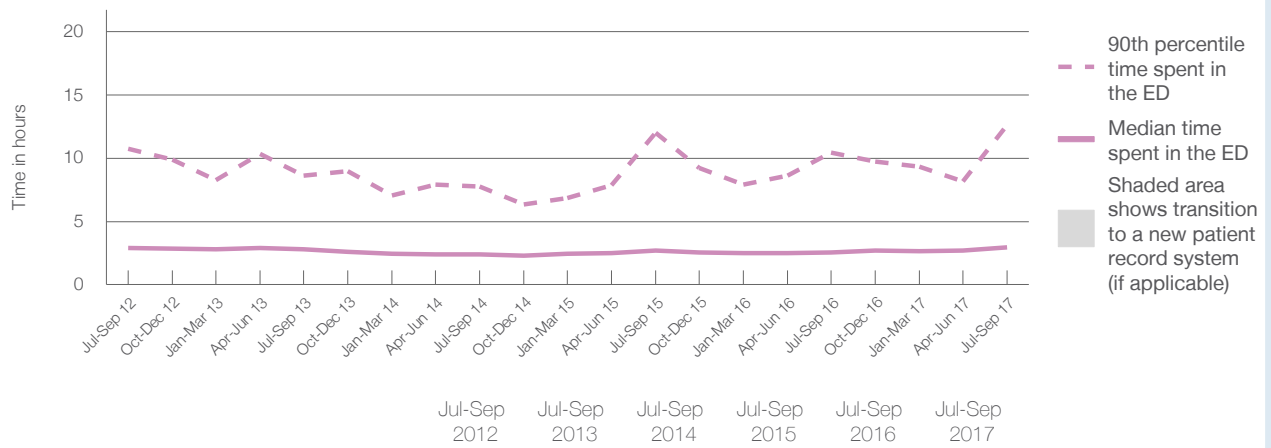
90th percentile time spent in the ED⁹ 12 hours and 37 minutes

Same period last year	NSW (this period)
7,136	7,133
2 hours and 34 minutes	3 hours and 0 minutes
10 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 44m	8h 38m	7h 47m	12h 1m	10h 26m	12h 37m

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

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Orange Health Service: Time patients spent in the ED By mode of separation July to September 2017

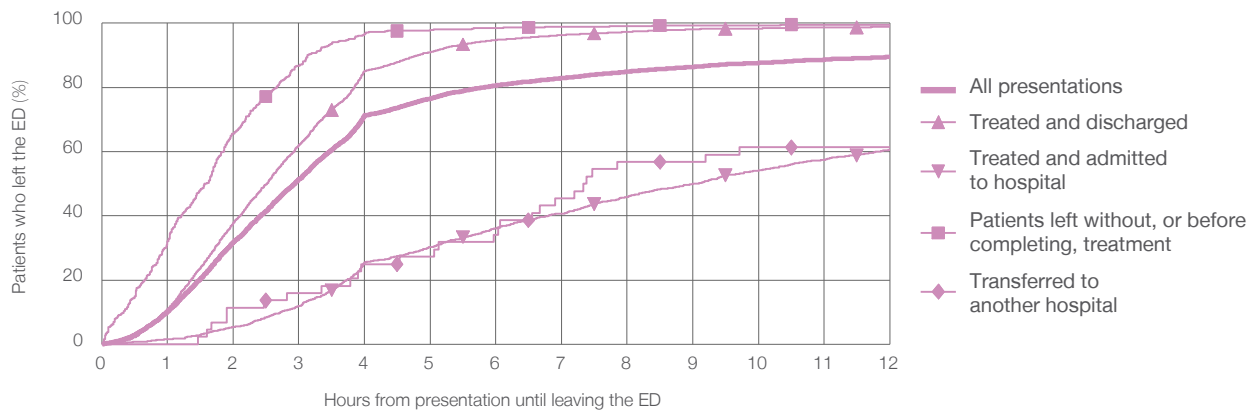
All presentations:¹ 7,911 patients

Presentations used to calculate time to leaving the ED:⁶ 7,887 patients

Treated and discharged	5,441 (68.8%)
Treated and admitted to hospital	1,886 (23.8%)
Patient left without, or before completing, treatment	468 (5.9%)
Transferred to another hospital	44 (0.6%)
Other	72 (0.9%)

Same period last year	Change since one year ago
7,133	10.6%
4,972	9.4%
1,814	4.0%
280	67.1%
29	51.7%
41	75.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.0%	37.8%	62.1%	85.2%	94.8%	97.4%	98.4%	98.9%
Treated and admitted to hospital	1.5%	5.4%	11.9%	25.5%	36.2%	45.8%	54.2%	60.6%
Patient left without, or before completing, treatment	32.1%	65.6%	86.8%	96.8%	98.5%	99.1%	99.4%	99.6%
Transferred to another hospital	0%	11.4%	15.9%	25.0%	34.1%	56.8%	61.4%	61.4%
All presentations	10.2%	31.8%	51.4%	71.3%	80.6%	84.9%	87.6%	89.5%

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Orange Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 7,911 patients

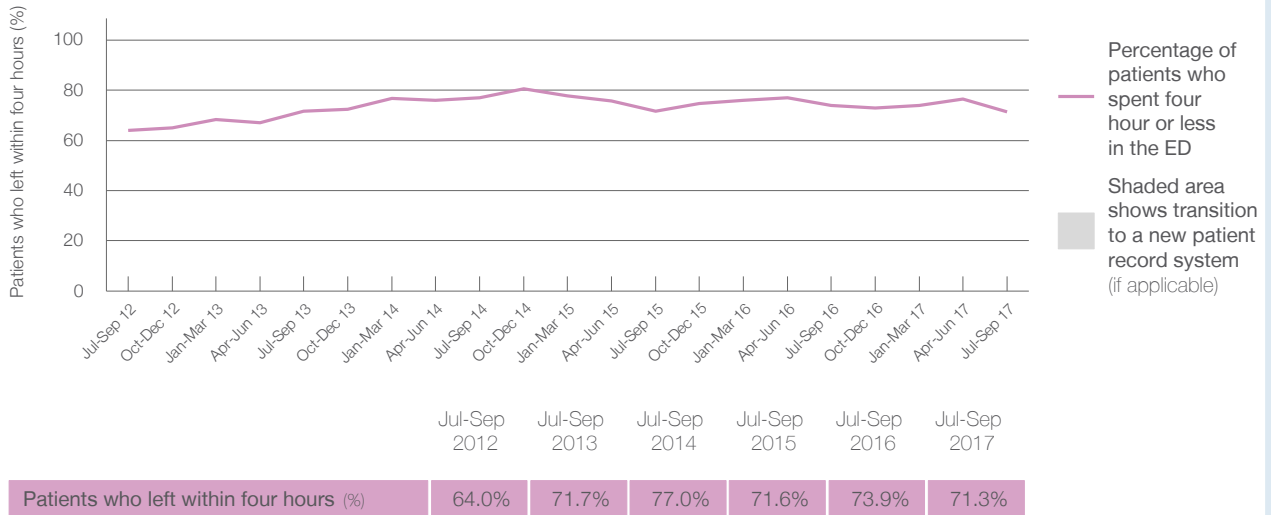
Presentations used to calculate time to leaving the ED:⁶ 7,887 patients

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	7,136	10.9%
Presentations used to calculate time to leaving the ED	7,133	10.6%
Percentage of patients who spent four hours or less in the ED	73.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).