



Healthcare Quarterly

Performance Profiles

Emergency Department

Hunter New England Local Health District

July to September 2017

Armidale and New England Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,201 patients
Emergency presentations:² 4,090 patients

Same period last year	Change since one year ago
4,076	3.1%
3,914	4.5%

Armidale and New England Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 228 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,065 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,469 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 318 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
202	
8 minutes	9 minutes
29 minutes	29 minutes
1,150	
22 minutes	23 minutes
77 minutes	83 minutes
2,274	
31 minutes	30 minutes
142 minutes	121 minutes
281	
17 minutes	26 minutes
99 minutes	118 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,201 patients

Percentage of patients who spent four hours or less in the ED 74.9%

Same period last year	Change since one year ago
4,076	3.1%
82.4%	

* 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.

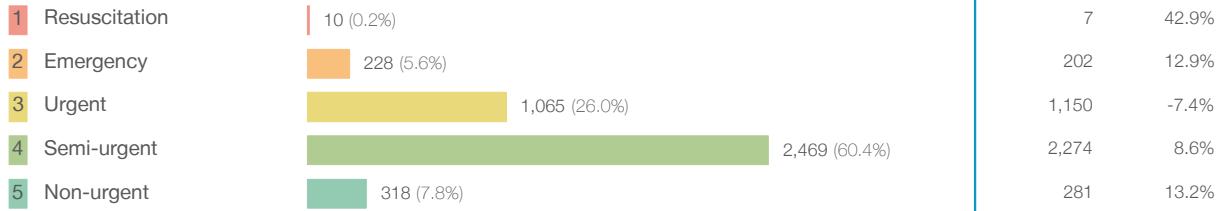
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Armidales and New England Hospital: Patients presenting to the emergency department July to September 2017

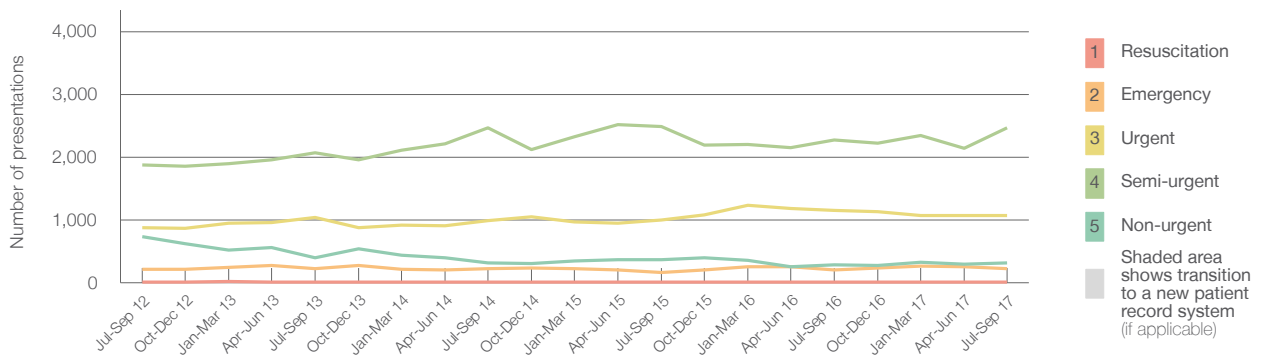
All presentations:¹ 4,201 patients

Emergency presentations² by triage category: 4,090 patients



Same period last year	Change since one year ago
4,076	3.1%
3,914	4.5%
7	42.9%
202	12.9%
1,150	-7.4%
2,274	8.6%
281	13.2%

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	9	8	13	11	7	10
Emergency	216	225	227	165	202	228
Urgent	878	1,040	991	999	1,150	1,065
Semi-urgent	1,875	2,069	2,471	2,487	2,274	2,469
Non-urgent	734	392	319	362	281	318
All emergency presentations	3,712	3,734	4,021	4,024	3,914	4,090

Armidales and New England Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 470 patients **

ED Transfer of care time



Same period last year	Change since one year ago
406	
3 minutes	0 minutes
21 minutes	21 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.

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

Armidale and New England Hospital: 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: 228

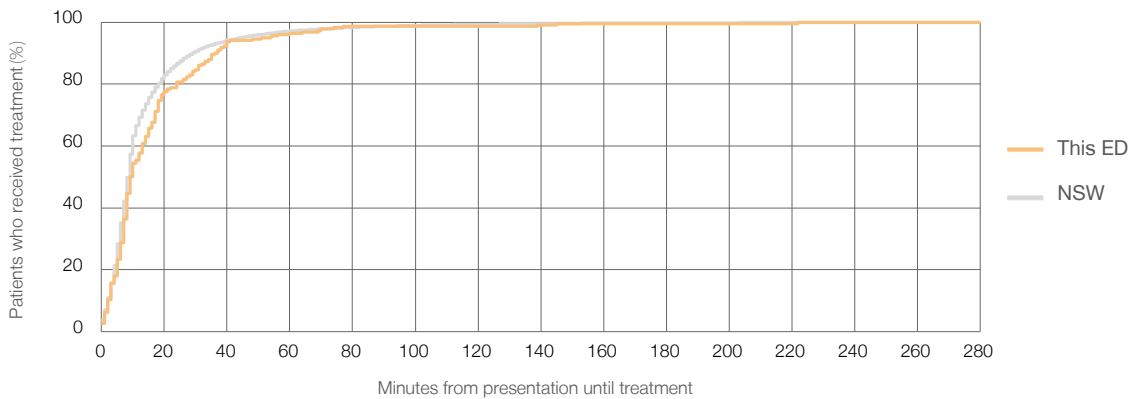
Number of triage 2 patients used to calculate waiting time:³ 222

Median time to start treatment⁴ 10 minutes

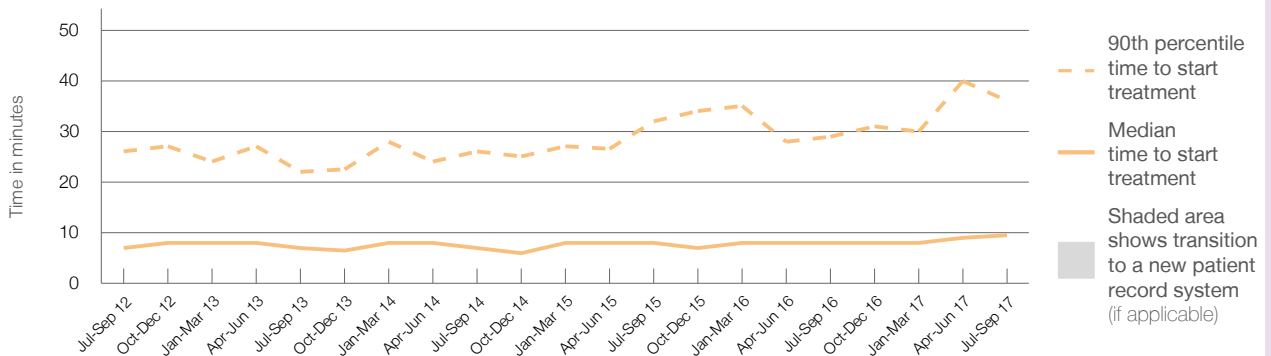
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
202	198
8 minutes	9 minutes
29 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)	7	7	7	8	8	10
90th percentile time to start treatment ⁵ (minutes)	26	22	26	32	29	36

(†) 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.

Armidale and New England Hospital: 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: 1,065

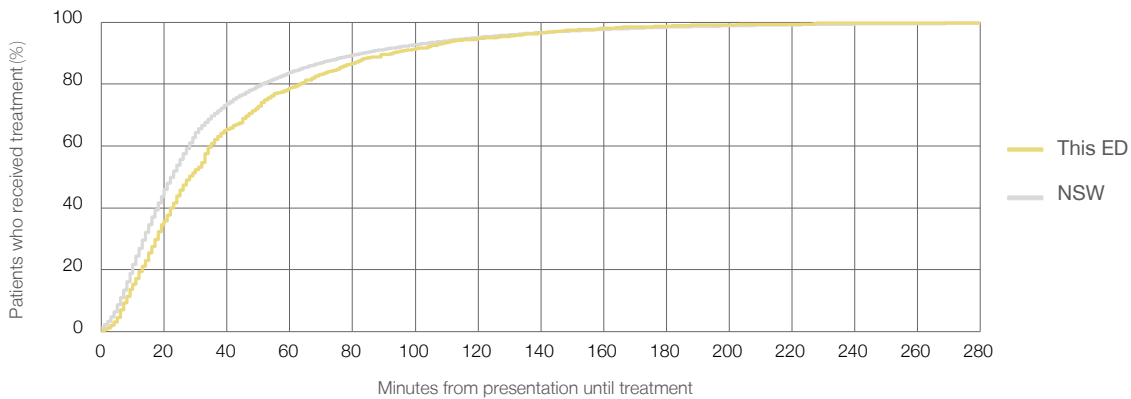
Number of triage 3 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴ 28 minutes

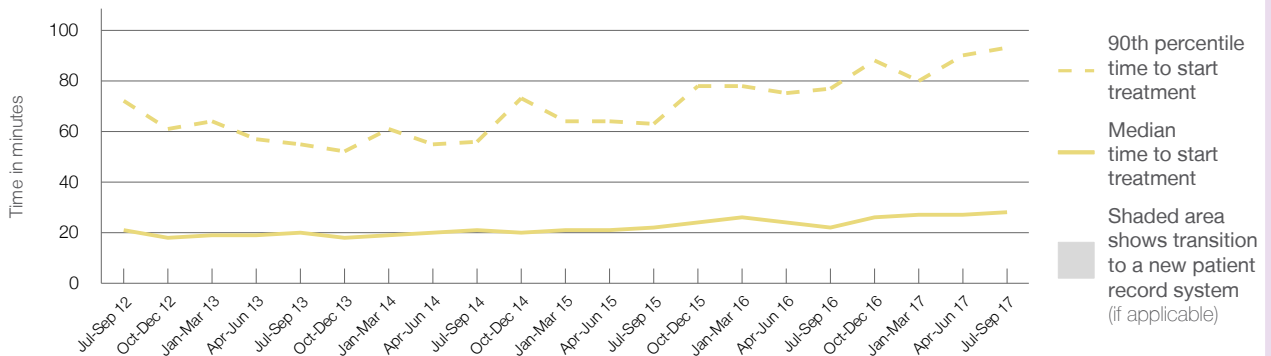
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,150	1,104
22 minutes	23 minutes
77 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)	21	20	21	22	22	28
90th percentile time to start treatment ⁵ (minutes)	72	55	56	63	77	93

(†) 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.

Armidale and New England Hospital: 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: 2,469

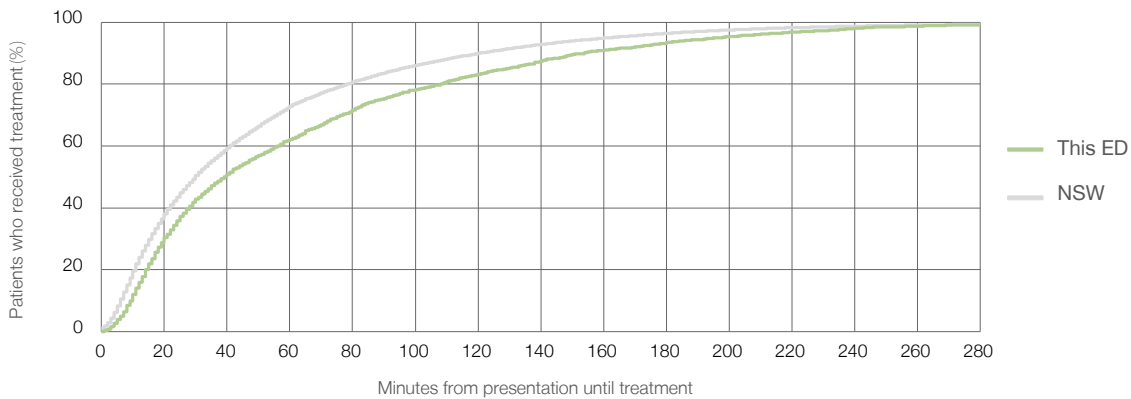
Number of triage 4 patients used to calculate waiting time:³ 2,202

Median time to start treatment⁴ 39 minutes

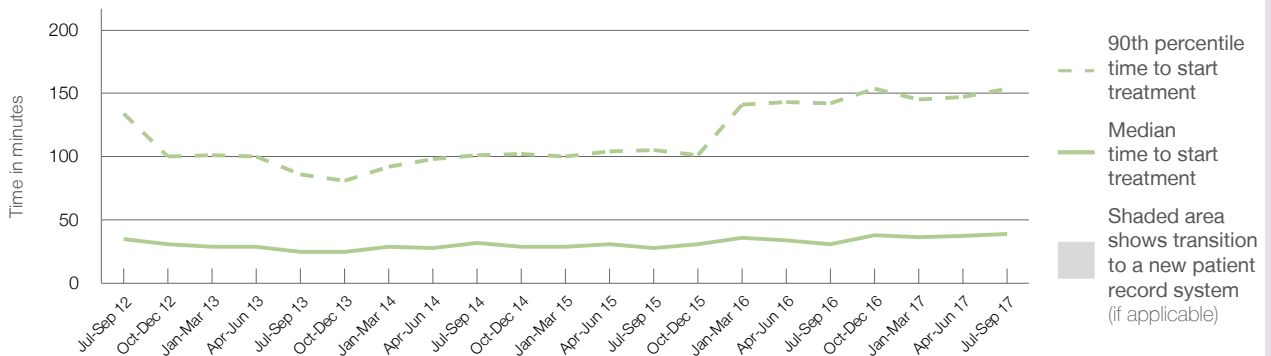
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
2,274	2,045
31 minutes	30 minutes
142 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)	35	25	32	28	31	39
90th percentile time to start treatment ⁵ (minutes)	134	86	101	105	142	154

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

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Armidale and New England Hospital: 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: 318

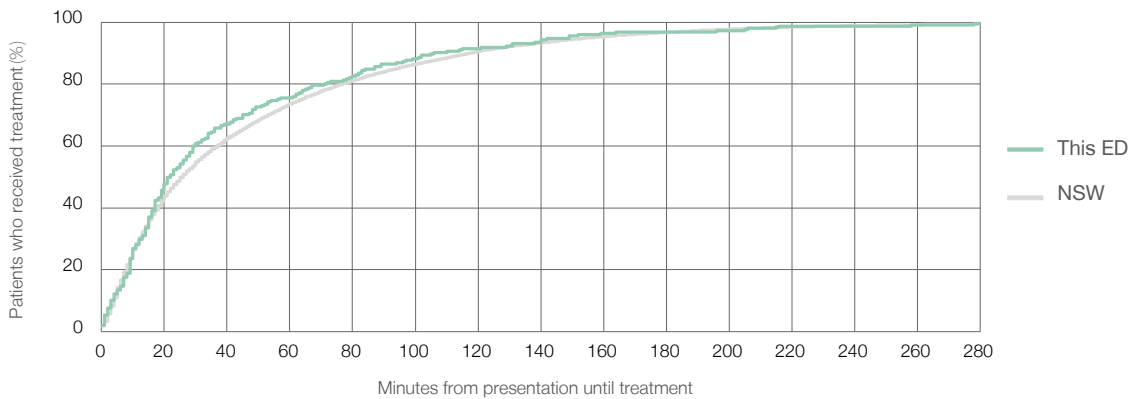
Number of triage 5 patients used to calculate waiting time:³ 245

Median time to start treatment⁴ 22 minutes

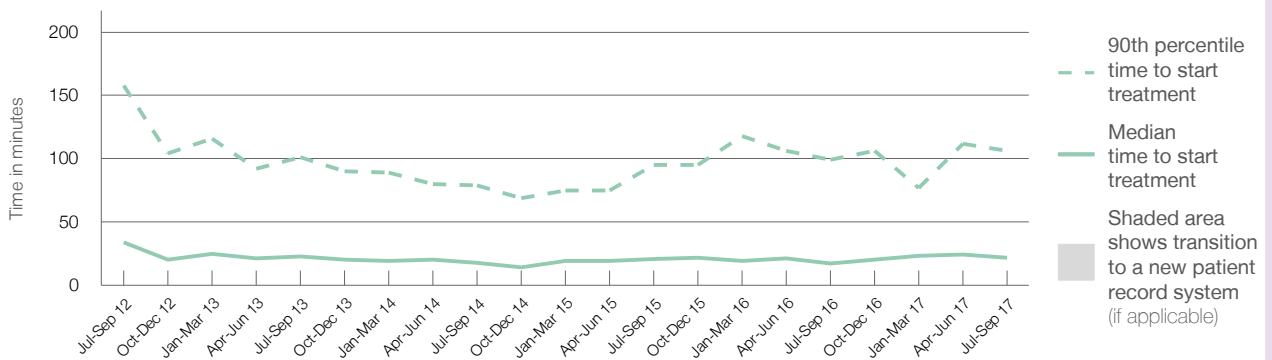
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
281	
229	
17 minutes	26 minutes
99 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)	34	23	18	21	17	22
90th percentile time to start treatment ⁵ (minutes)	158	101	79	95	99	106

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

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Armidale and New England Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,201 patients

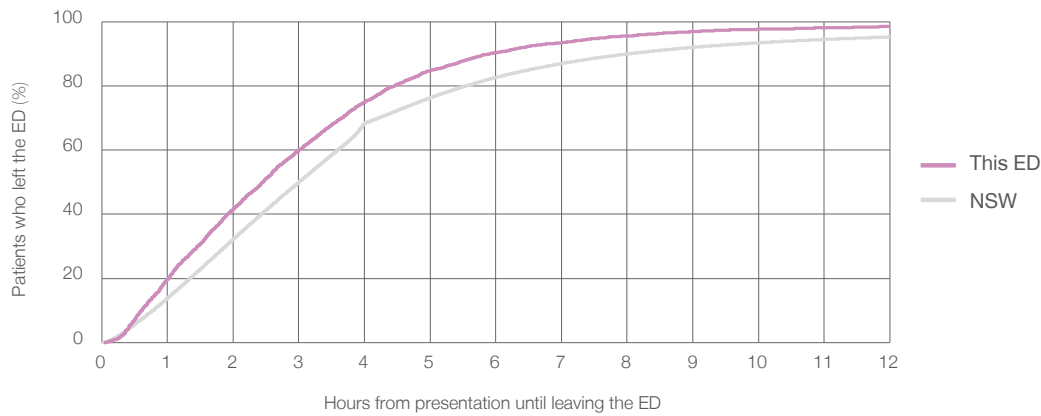
Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

Median time spent in the ED⁸ 2 hours and 27 minutes

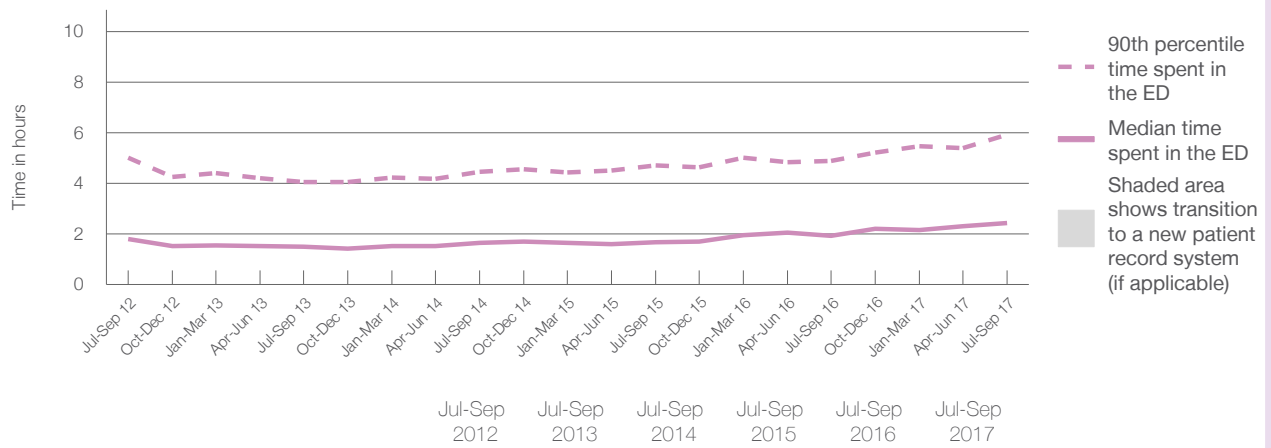
90th percentile time spent in the ED⁹ 5 hours and 55 minutes

Same period last year	NSW (this period)
4,076	4,076
1 hours and 56 minutes	3 hours and 0 minutes
4 hours and 53 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)	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m	2h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 1m	4h 3m	4h 27m	4h 43m	4h 53m	5h 55m

(†) 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.

Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

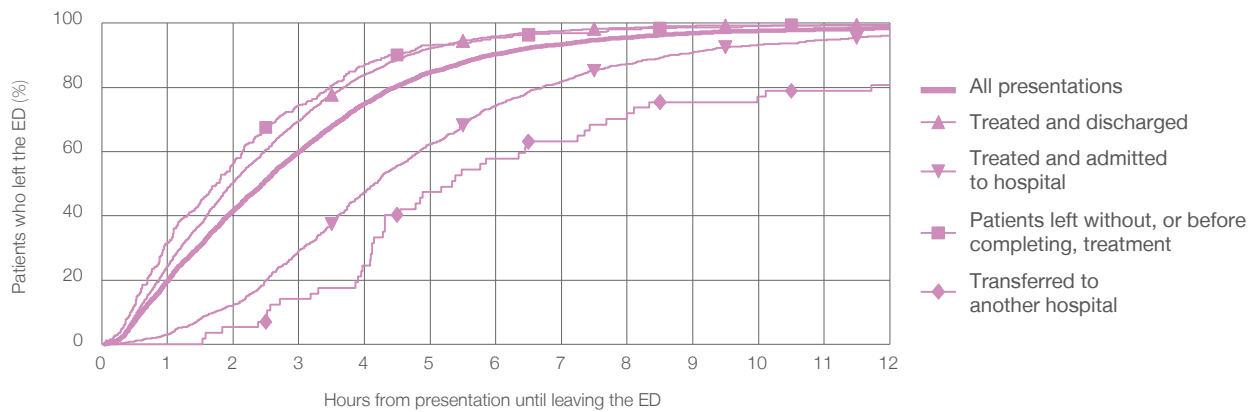
All presentations:¹ 4,201 patients

Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

Treated and discharged	2,814 (67.0%)
Treated and admitted to hospital	970 (23.1%)
Patient left without, or before completing, treatment	333 (7.9%)
Transferred to another hospital	57 (1.4%)
Other	27 (0.6%)

Same period last year	Change since one year ago
4,076	3.1%
2,889	-2.6%
845	14.8%
283	17.7%
42	35.7%
17	58.8%

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	24.4%	50.4%	69.6%	84.0%	95.9%	98.6%	99.4%	99.5%
Treated and admitted to hospital	2.9%	12.3%	29.3%	47.3%	74.4%	87.3%	93.4%	96.1%
Patient left without, or before completing, treatment	31.5%	56.5%	74.5%	87.1%	95.5%	98.2%	99.1%	99.4%
Transferred to another hospital	0%	5.3%	14.0%	24.6%	57.9%	71.9%	77.2%	80.7%
All presentations	19.8%	41.6%	60.0%	74.9%	90.4%	95.6%	97.7%	98.5%

(†) 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.

Armidale and New England Hospital: 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 4,201 patients

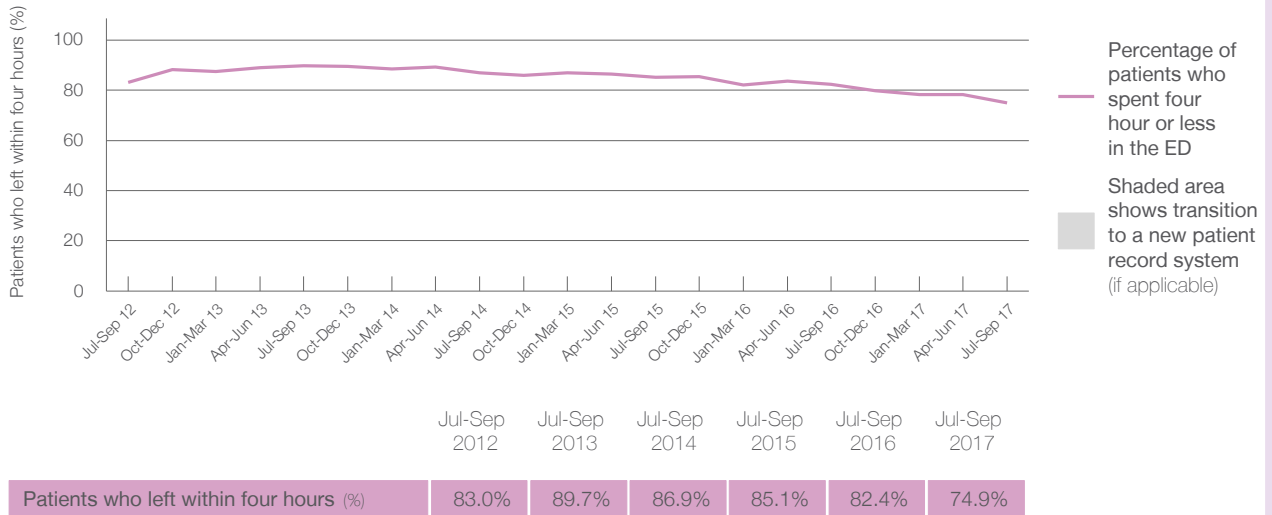
Presentations used to calculate time to leaving the ED:⁶ 4,201 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	4,076	3.1%
Presentations used to calculate time to leaving the ED: ⁶	4,076	3.1%
Percentage of patients who spent four hours or less in the ED	82.4%	

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).

Belmont Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,616 patients
Emergency presentations:² 6,591 patients

Same period last year	Change since one year ago
5,902	12.1%
5,861	12.5%

Belmont Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 598 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,410 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,392 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
479	
7 minutes	9 minutes
15 minutes	29 minutes
1,353	
17 minutes	23 minutes
39 minutes	83 minutes
3,019	
22 minutes	30 minutes
83 minutes	121 minutes
994	
25 minutes	26 minutes
109 minutes	118 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,616 patients

Percentage of patients who spent four hours or less in the ED 68.9%

Same period last year	Change since one year ago
5,902	12.1%
73.0%	

* 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.

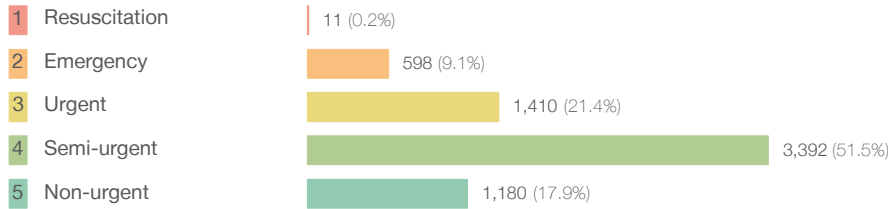
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Belmont Hospital: Patients presenting to the emergency department July to September 2017

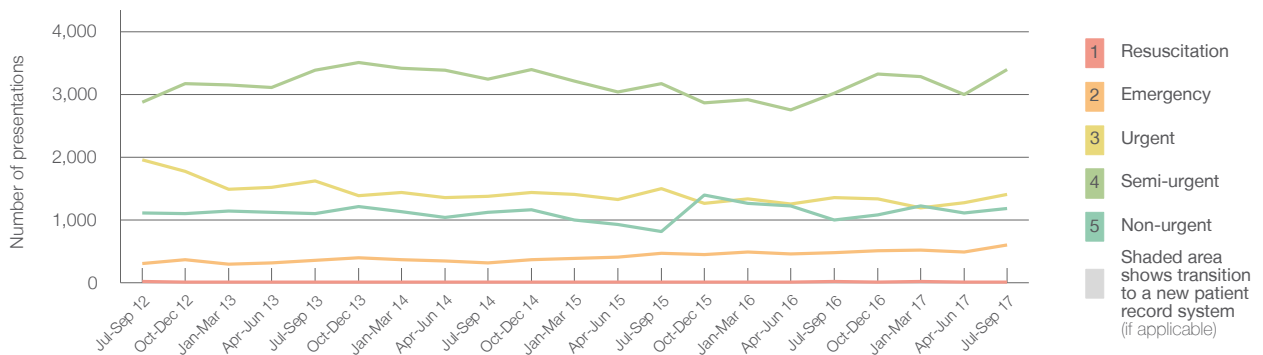
All presentations:¹ 6,616 patients

Emergency presentations² by triage category: 6,591 patients



Same period last year	Change since one year ago
5,902	12.1%
5,861	12.5%
16	-31.3%
479	24.8%
1,353	4.2%
3,019	12.4%
994	18.7%

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	24	11	7	9	16	11
Emergency	305	351	319	463	479	598
Urgent	1,955	1,623	1,373	1,496	1,353	1,410
Semi-urgent	2,877	3,386	3,246	3,168	3,019	3,392
Non-urgent	1,113	1,099	1,118	816	994	1,180
All emergency presentations	6,274	6,470	6,063	5,952	5,861	6,591

Belmont Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,502 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,332	
10 minutes	2 minutes
22 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.

Belmont Hospital: 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: 598

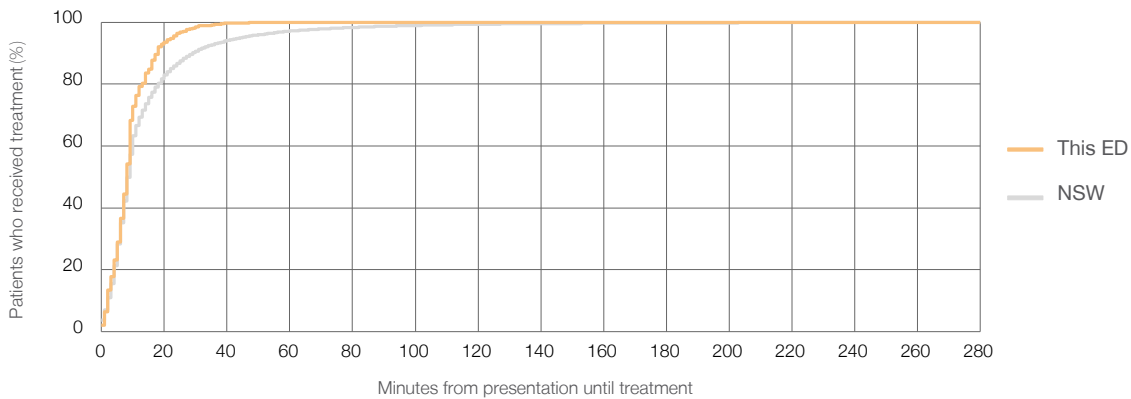
Number of triage 2 patients used to calculate waiting time:³ 590

Median time to start treatment⁴ 8 minutes

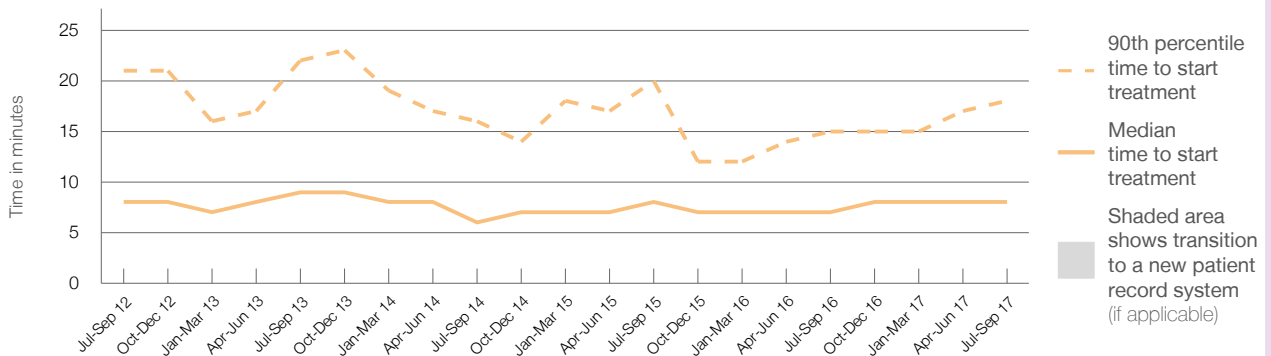
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
479	
471	
7 minutes	9 minutes
15 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)	8	9	6	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	22	16	20	15	18

(†) 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.

Belmont Hospital: 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: 1,410

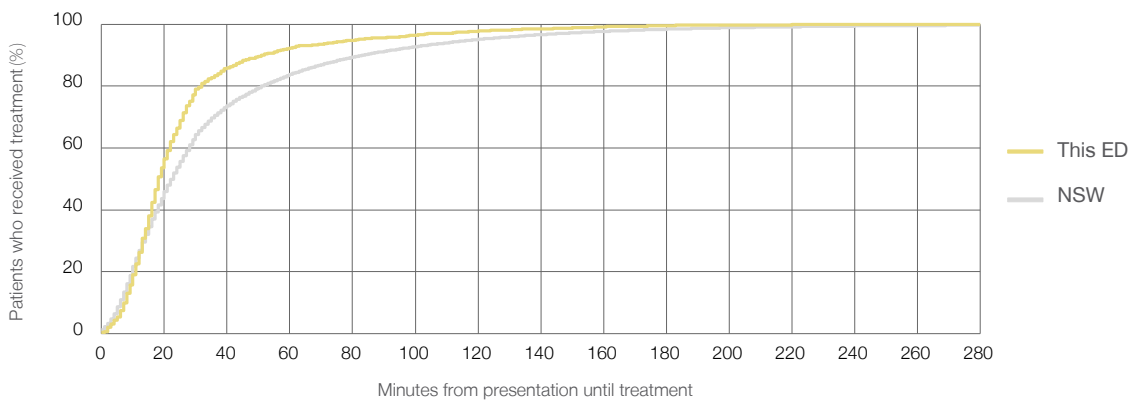
Number of triage 3 patients used to calculate waiting time:³ 1,343

Median time to start treatment⁴ 18 minutes

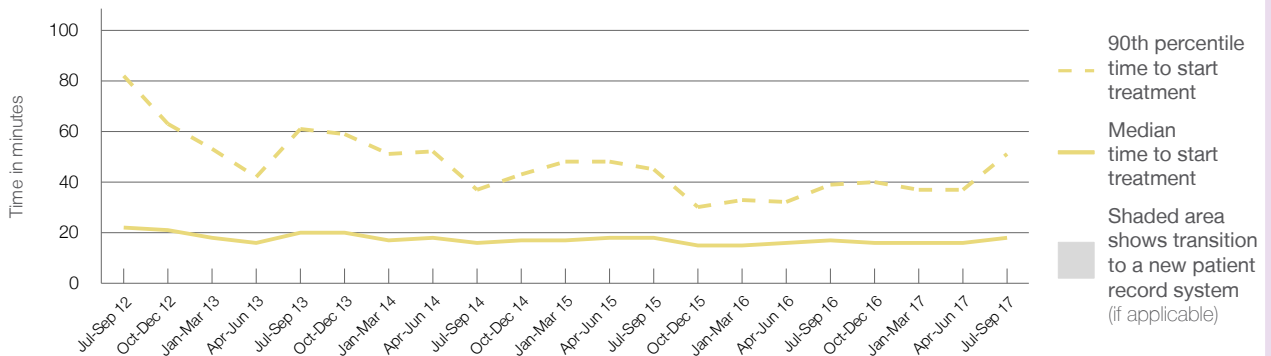
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,353	
1,302	
17 minutes	23 minutes
39 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)	22	20	16	18	17	18
90th percentile time to start treatment ⁵ (minutes)	82	61	37	45	39	51

(†) 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.

Belmont Hospital: 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: 3,392

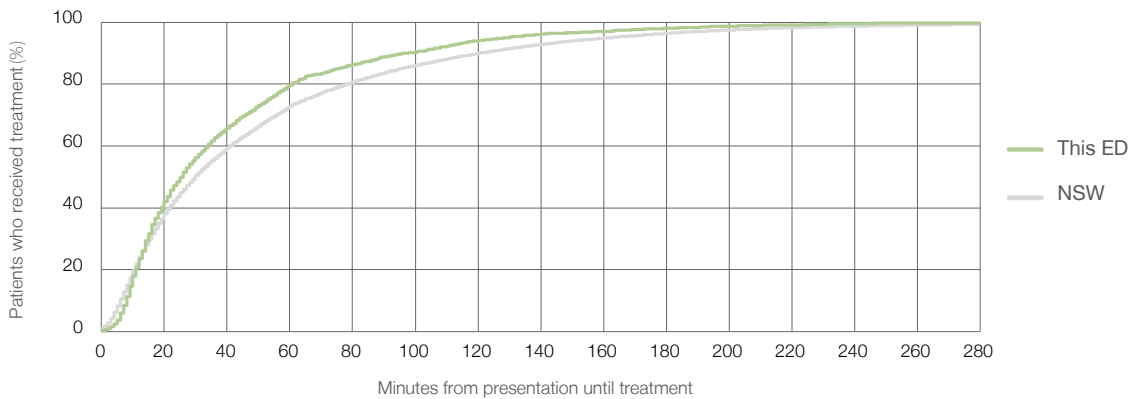
Number of triage 4 patients used to calculate waiting time:³ 2,830

Median time to start treatment⁴ 26 minutes

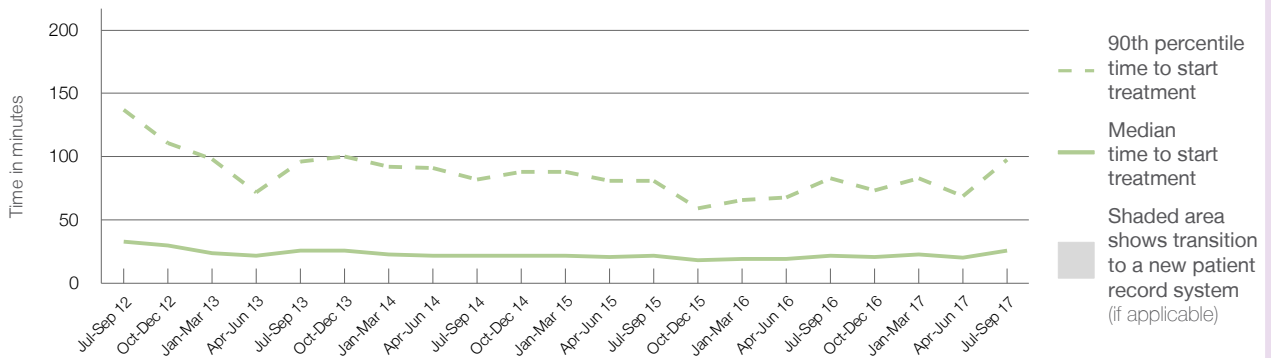
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
3,019	
2,533	
22 minutes	30 minutes
83 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)	33	26	22	22	22	26
90th percentile time to start treatment ⁵ (minutes)	137	96	82	81	83	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.

Belmont Hospital: 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: 1,180

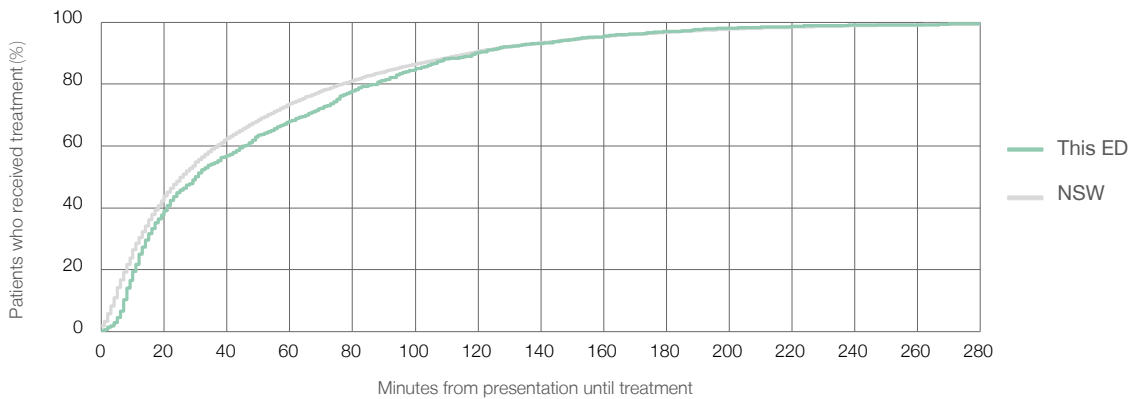
Number of triage 5 patients used to calculate waiting time:³ 861

Median time to start treatment⁴ 30 minutes

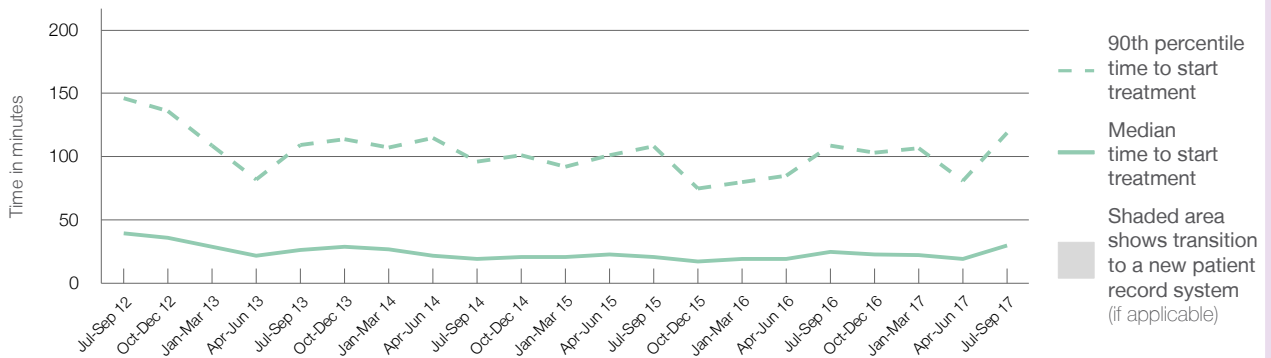
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
994	756
25 minutes	26 minutes
109 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)	40	27	19	21	25	30
90th percentile time to start treatment ⁵ (minutes)	146	110	96	108	109	119

(†) 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.

Belmont Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,616 patients

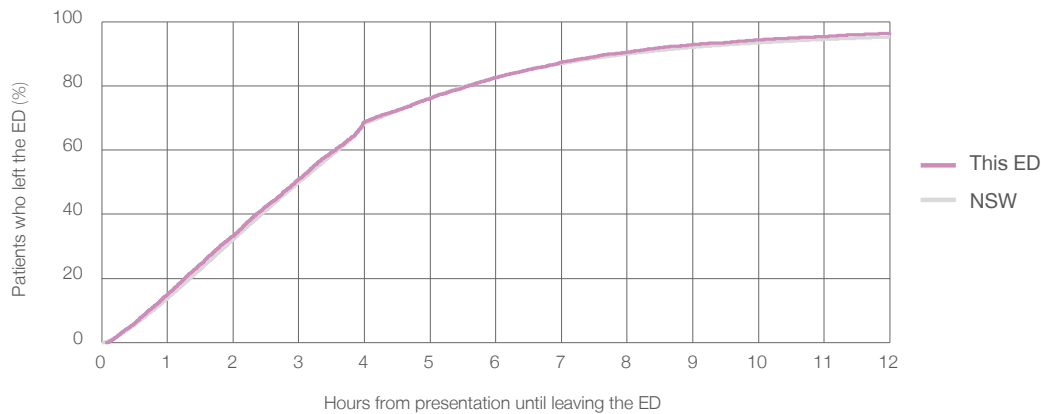
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

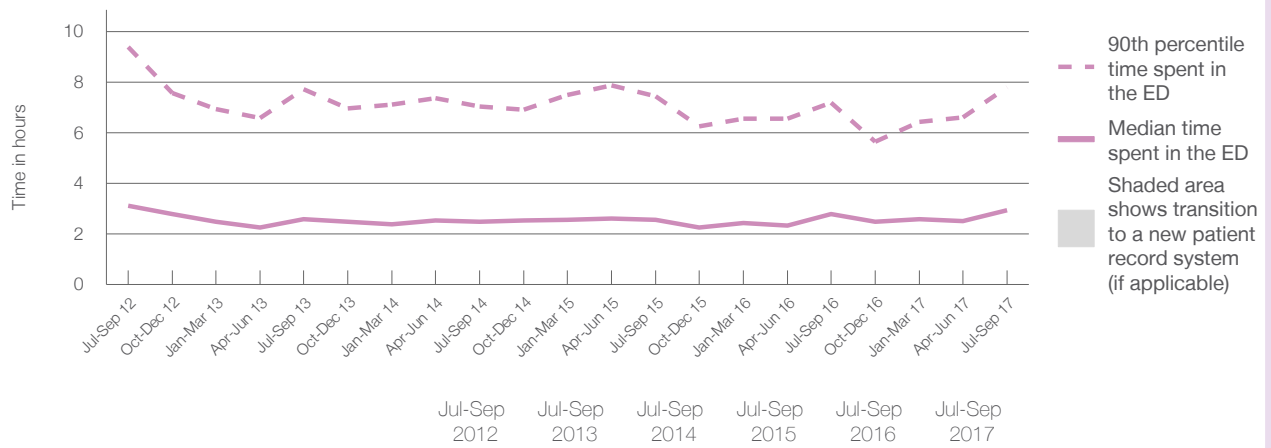
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
5,902	5,902
2 hours and 47 minutes	3 hours and 0 minutes
7 hours and 12 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)	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m	2h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 23m	7h 43m	7h 3m	7h 26m	7h 12m	7h 48m

(†) 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.

Belmont Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

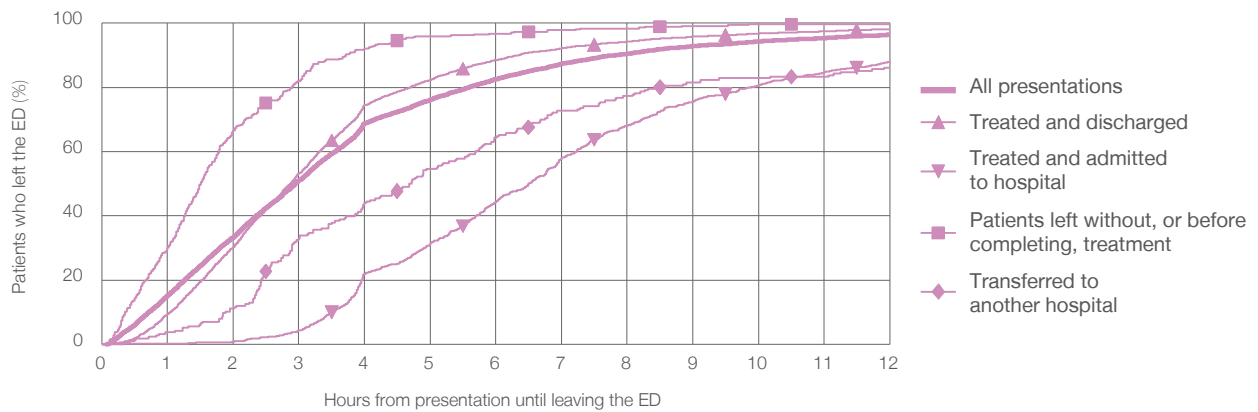
All presentations:¹ 6,616 patients

Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

Treated and discharged	4,391 (66.4%)
Treated and admitted to hospital	992 (15.0%)
Patient left without, or before completing, treatment	371 (5.6%)
Transferred to another hospital	216 (3.3%)
Other	646 (9.8%)

Same period last year	Change since one year ago
5,902	12.1%
3,825	14.8%
1,019	-2.6%
253	46.6%
224	-3.6%
581	11.2%

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	9.4%	30.3%	53.2%	74.5%	88.5%	94.3%	96.8%	98.2%
Treated and admitted to hospital	0.2%	0.8%	4.3%	22.0%	44.5%	68.1%	80.6%	88.2%
Patient left without, or before completing, treatment	30.2%	66.6%	81.9%	92.2%	96.8%	98.4%	99.7%	99.7%
Transferred to another hospital	3.7%	11.1%	32.9%	44.0%	64.4%	77.3%	82.9%	86.1%
All presentations	15.2%	33.4%	51.1%	68.9%	82.6%	90.5%	94.3%	96.5%

(†) 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.

Belmont Hospital: 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 6,616 patients

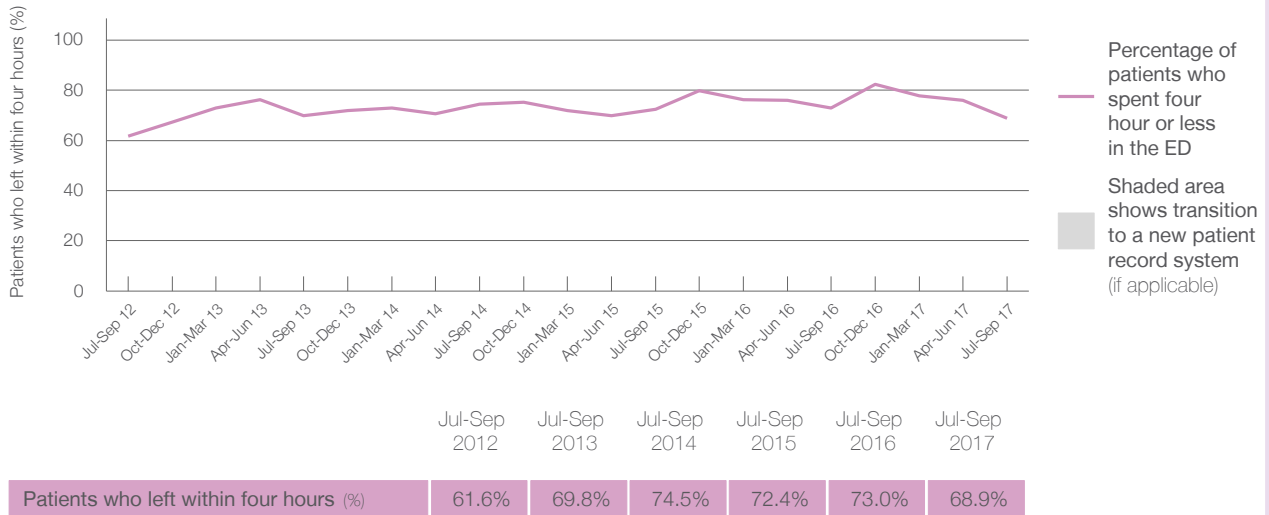
Presentations used to calculate time to leaving the ED:⁶ 6,616 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	5,902	12.1%
Presentations used to calculate time to leaving the ED: ⁶	5,902	12.1%
Percentage of patients who spent four hours or less in the ED	73.0%	

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).

Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,654 patients
 Emergency presentations:² 9,650 patients

Same period last year	Change since one year ago
9,068	6.5%
9,027	6.9%

Calvary Mater Newcastle: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,433 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,616 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,500 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,037 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,221	
8 minutes	9 minutes
23 minutes	29 minutes
2,474	
19 minutes	23 minutes
49 minutes	83 minutes
4,267	
26 minutes	30 minutes
85 minutes	121 minutes
1,007	
24 minutes	26 minutes
90 minutes	118 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,654 patients

Percentage of patients who spent four hours or less in the ED 66.1%

Same period last year	Change since one year ago
9,068	6.5%
72.8%	

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

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

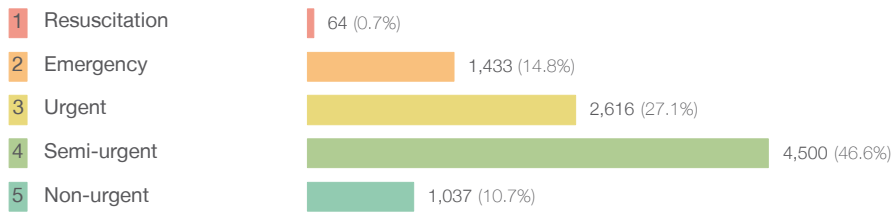
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Calvary Mater Newcastle: Patients presenting to the emergency department July to September 2017

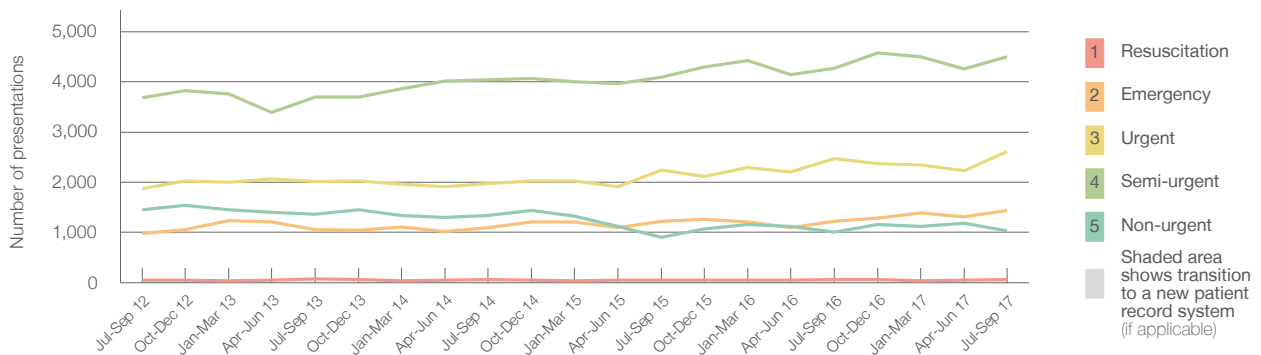
All presentations:¹ 9,654 patients

Emergency presentations² by triage category: 9,650 patients



Same period last year	Change since one year ago
9,068	6.5%
9,027	6.9%
58	10.3%
1,221	17.4%
2,474	5.7%
4,267	5.5%
1,007	3.0%

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	53	70	58	53	58	64
Emergency	982	1,056	1,089	1,223	1,221	1,433
Urgent	1,871	2,016	1,977	2,245	2,474	2,616
Semi-urgent	3,683	3,701	4,045	4,093	4,267	4,500
Non-urgent	1,450	1,366	1,341	906	1,007	1,037
All emergency presentations	8,039	8,209	8,510	8,520	9,027	9,650

Calvary Mater Newcastle: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,011 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,811	
4 minutes	3 minutes
25 minutes	19 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.

Calvary Mater Newcastle: 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: 1,433

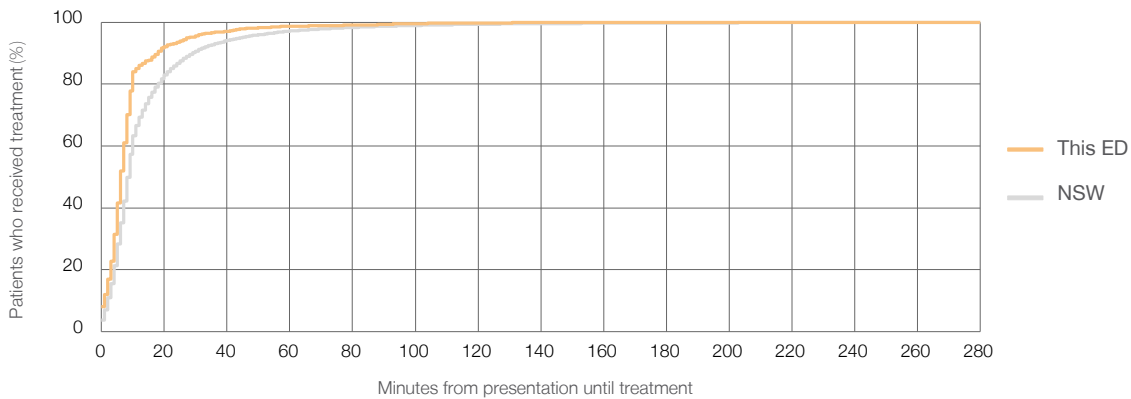
Number of triage 2 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 6 minutes

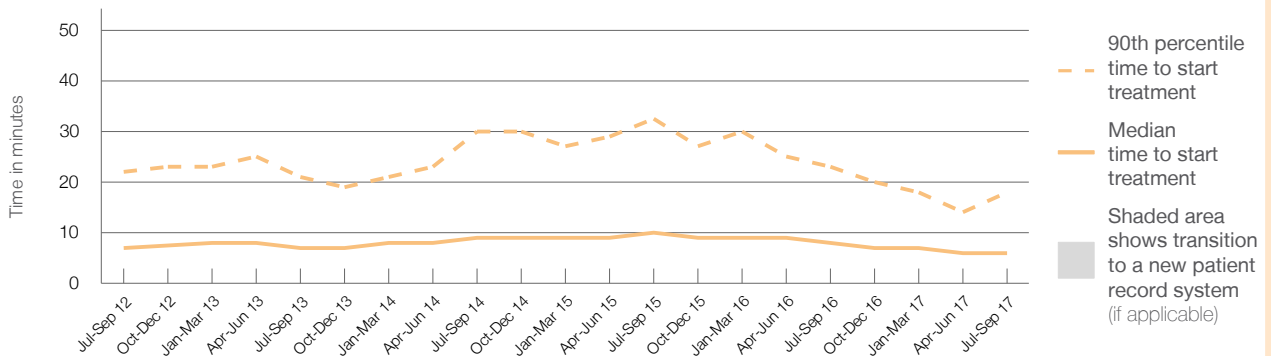
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,221	951
8 minutes	9 minutes
23 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)	7	7	9	10	8	6
90th percentile time to start treatment ⁵ (minutes)	22	21	30	33	23	18

(†) 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.

Calvary Mater Newcastle: 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: 2,616

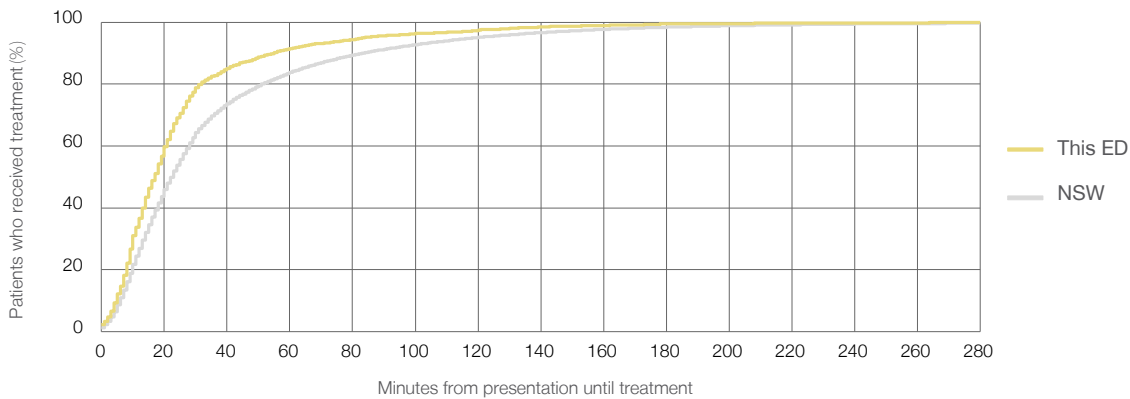
Number of triage 3 patients used to calculate waiting time:³ 2,344

Median time to start treatment⁴ 17 minutes

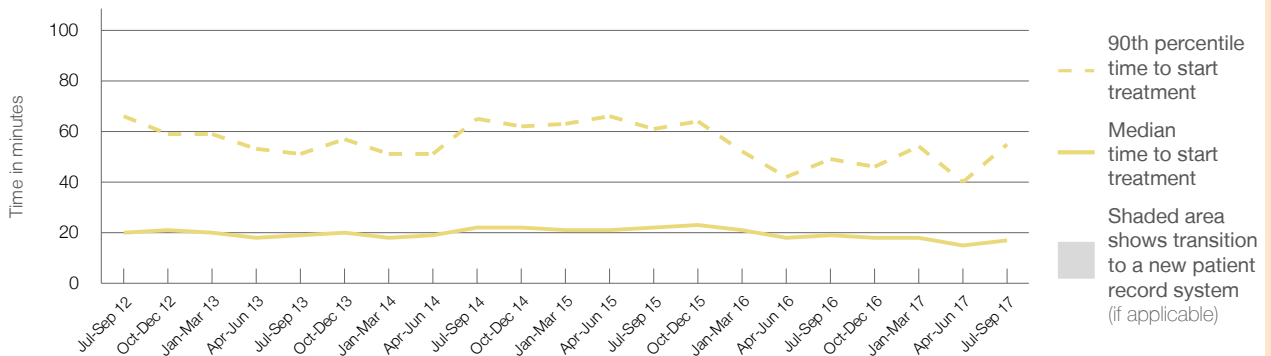
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,474	
2,143	
19 minutes	23 minutes
49 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)	20	19	22	22	19	17
90th percentile time to start treatment ⁵ (minutes)	66	51	65	61	49	55

(†) 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.

Calvary Mater Newcastle: 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: 4,500

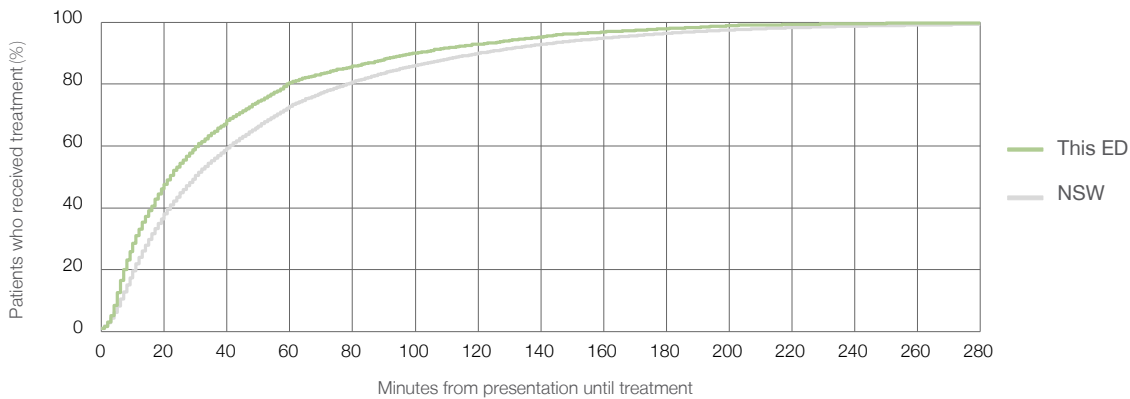
Number of triage 4 patients used to calculate waiting time:³ 3,944

Median time to start treatment⁴ 22 minutes

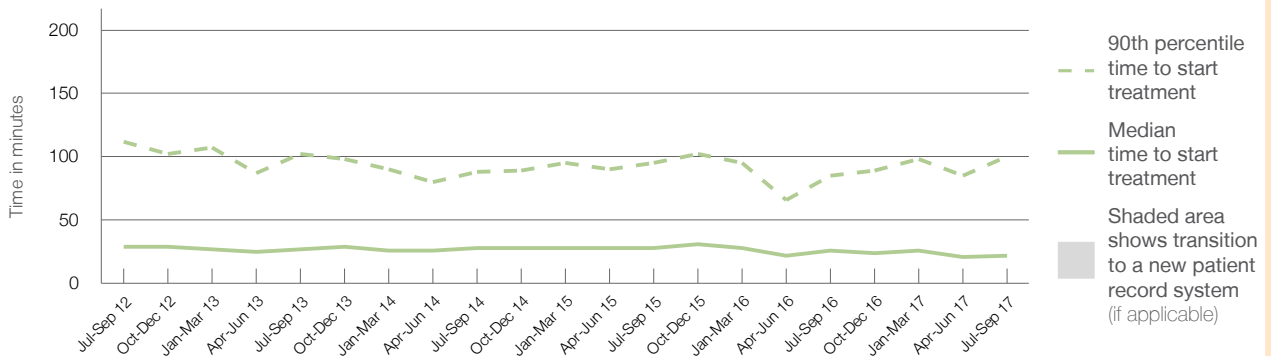
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
4,267	
3,846	
26 minutes	30 minutes
85 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)	29	27	28	28	26	22
90th percentile time to start treatment ⁵ (minutes)	112	102	88	95	85	100

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

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

Calvary Mater Newcastle: 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: 1,037

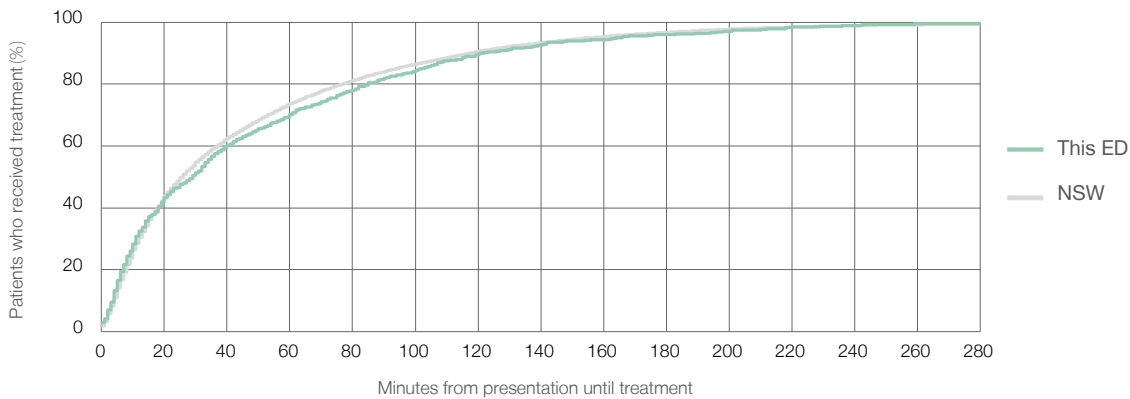
Number of triage 5 patients used to calculate waiting time:³ 826

Median time to start treatment⁴ 29 minutes

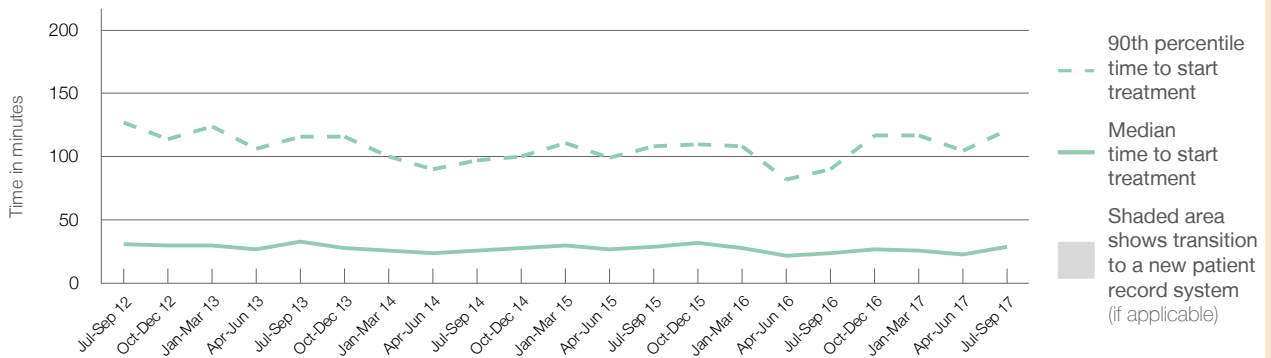
90th percentile time to start treatment⁵ 121 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,007	809
Median time to start treatment ⁴	24 minutes	26 minutes
90th percentile time to start treatment ⁵	90 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)	31	33	26	29	24	29
90th percentile time to start treatment ⁵ (minutes)	127	116	97	108	90	121

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,654 patients

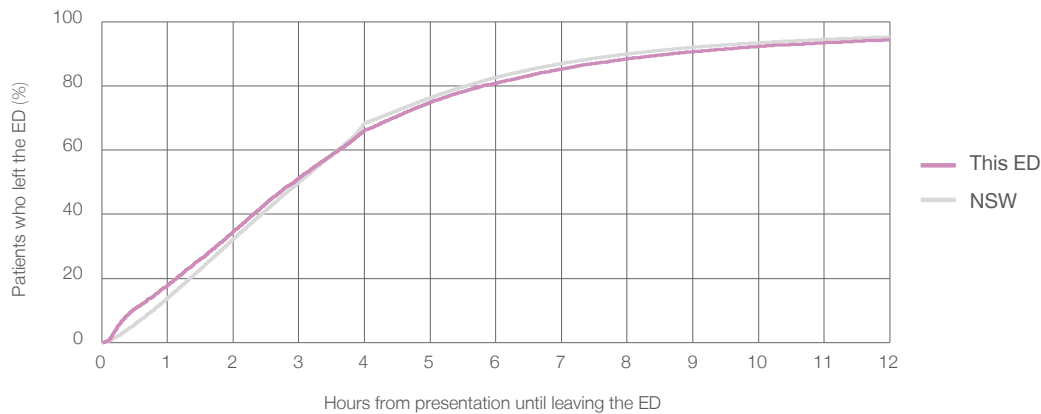
Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

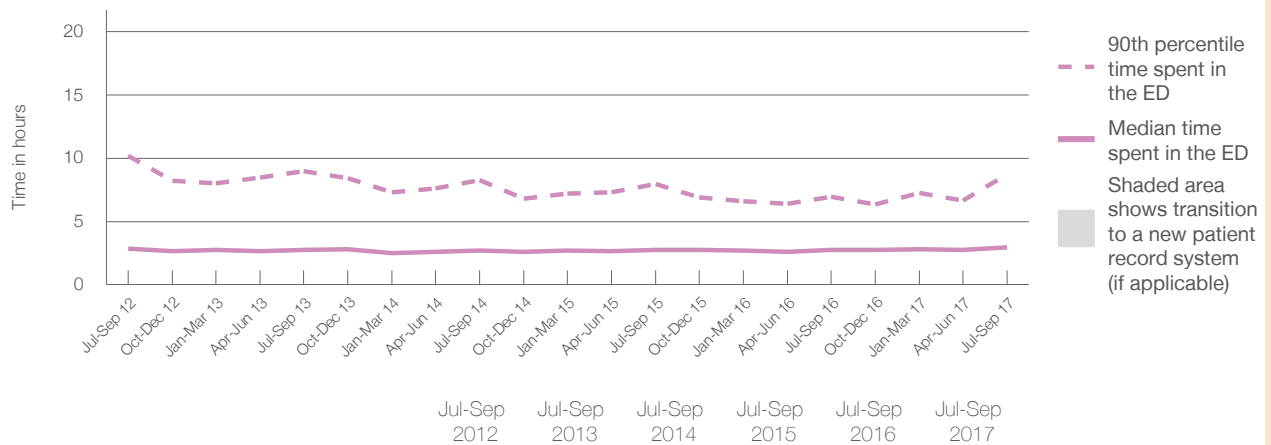
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

Same period last year	NSW (this period)
9,068	9,068
2 hours and 46 minutes	3 hours and 0 minutes
6 hours and 58 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 52m	2h 45m	2h 42m	2h 45m	2h 46m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 10m	8h 58m	8h 15m	7h 57m	6h 58m	8h 42m

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

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Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

July to September 2017

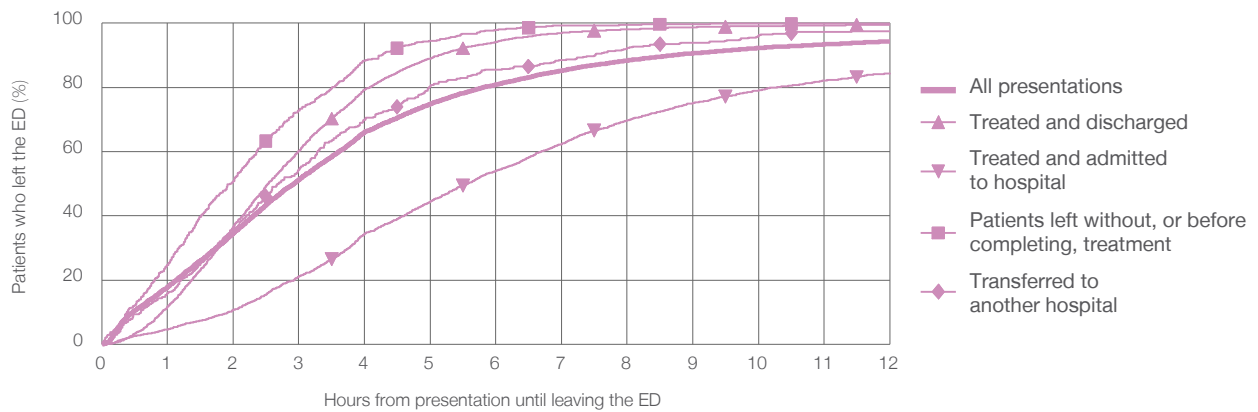
All presentations:¹ 9,654 patients

Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

Treated and discharged	4,353 (45.1%)
Treated and admitted to hospital	3,303 (34.2%)
Patient left without, or before completing, treatment	591 (6.1%)
Transferred to another hospital	400 (4.1%)
Other	1,007 (10.4%)

Same period last year	Change since one year ago
9,068	6.5%
4,085	6.6%
3,285	0.5%
312	89.4%
371	7.8%
1,015	-0.8%

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	11.6%	36.6%	60.2%	79.3%	94.2%	98.1%	99.2%	99.5%
Treated and admitted to hospital	4.6%	10.7%	21.2%	34.4%	54.0%	69.8%	79.1%	84.5%
Patient left without, or before completing, treatment	24.7%	50.9%	72.8%	88.3%	98.0%	99.5%	99.8%	99.8%
Transferred to another hospital	16.0%	35.8%	54.5%	70.0%	85.5%	92.3%	96.3%	97.5%
All presentations	17.9%	34.7%	51.3%	66.1%	80.9%	88.4%	92.3%	94.3%

(†) 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.

Calvary Mater Newcastle: 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 9,654 patients

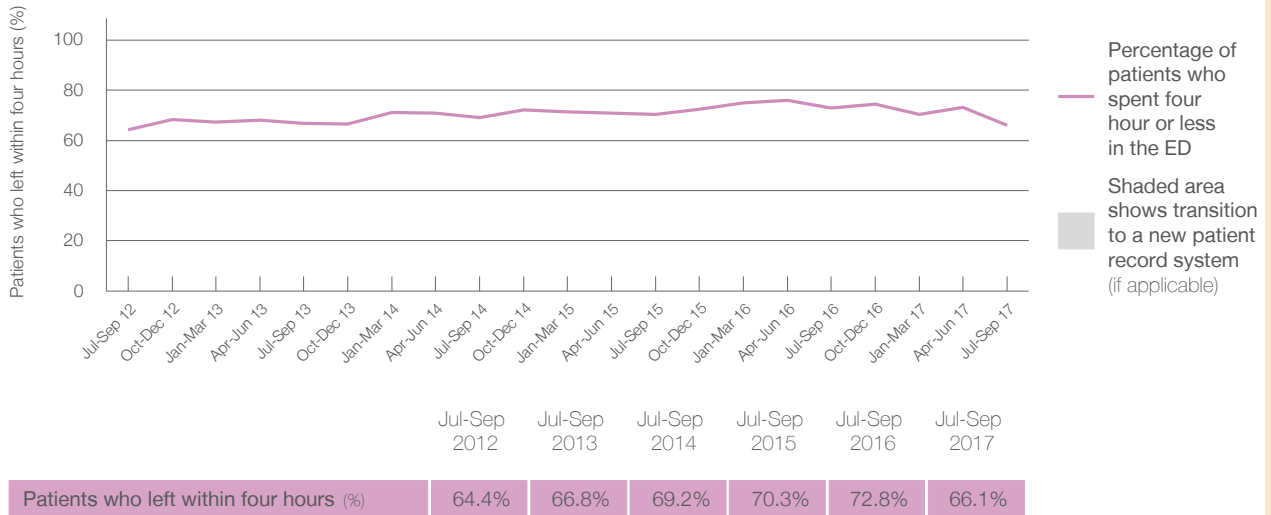
Presentations used to calculate time to leaving the ED:⁶ 9,654 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,068	6.5%
Presentations used to calculate time to leaving the ED	9,068	6.5%
Percentage of patients who spent four hours or less in the ED	72.8%	

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).
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- 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).

Cessnock District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,669 patients
 Emergency presentations:² 4,555 patients

Same period last year	Change since one year ago
4,262	9.5%
4,214	8.1%

Cessnock District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,261 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,314 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 623 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
244	
6 minutes	9 minutes
19 minutes	29 minutes
1,095	
22 minutes	23 minutes
56 minutes	83 minutes
2,080	
37 minutes	30 minutes
108 minutes	121 minutes
787	
39 minutes	26 minutes
122 minutes	118 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,669 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
4,262	9.5%
87.3%	

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

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

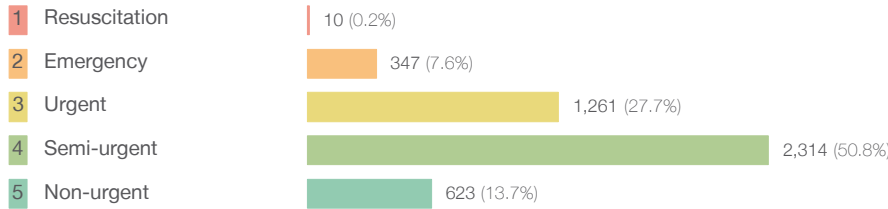
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Cessnock District Hospital: Patients presenting to the emergency department July to September 2017

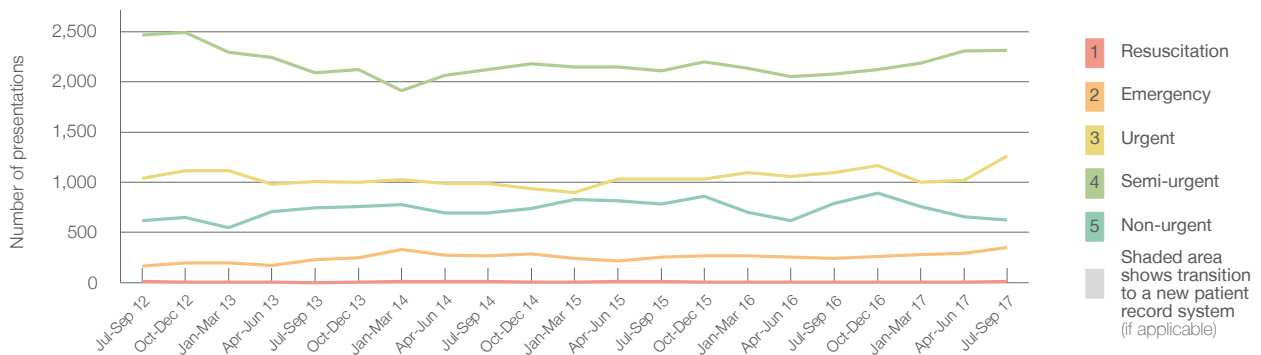
All presentations:¹ 4,669 patients

Emergency presentations² by triage category: 4,555 patients



Same period last year	Change since one year ago
4,262	9.5%
4,214	8.1%
8	25.0%
244	42.2%
1,095	15.2%
2,080	11.3%
787	-20.8%

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	9	0	10	9	8	10
Emergency	167	228	266	255	244	347
Urgent	1,040	1,007	988	1,030	1,095	1,261
Semi-urgent	2,468	2,088	2,125	2,110	2,080	2,314
Non-urgent	617	747	693	781	787	623
All emergency presentations	4,301	4,070	4,082	4,185	4,214	4,555

Cessnock District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 543 patients

ED Transfer of care time



Same period last year	Change since one year ago
441	
10 minutes	0 minutes
22 minutes	0 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.

Cessnock District Hospital: 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: 347

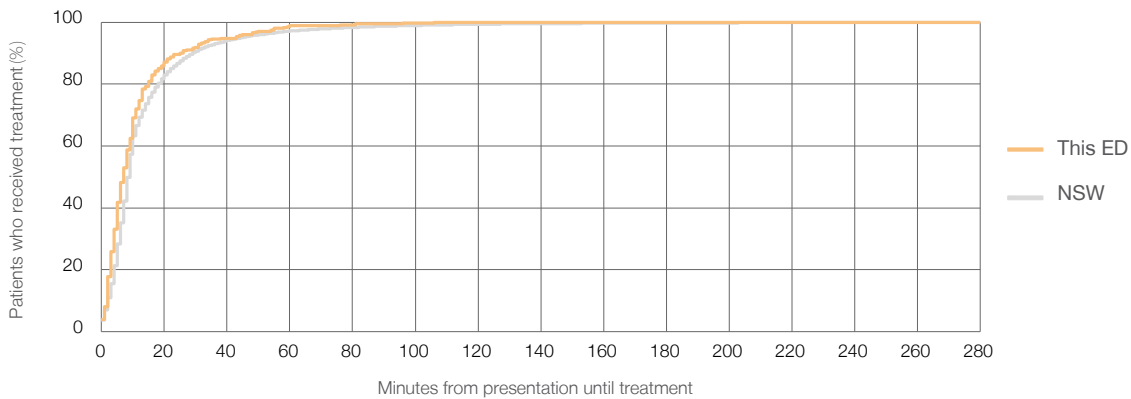
Number of triage 2 patients used to calculate waiting time:³ 347

Median time to start treatment⁴ 7 minutes

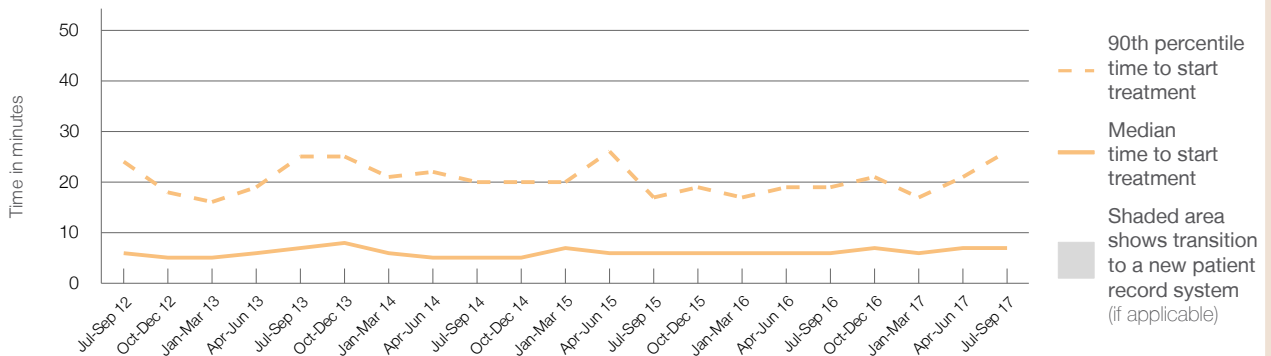
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
244	
241	
6 minutes	9 minutes
19 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	7	5	6	6	7
90th percentile time to start treatment ⁵ (minutes)	24	25	20	17	19	26

(†) 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.

Cessnock District Hospital: 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: 1,261

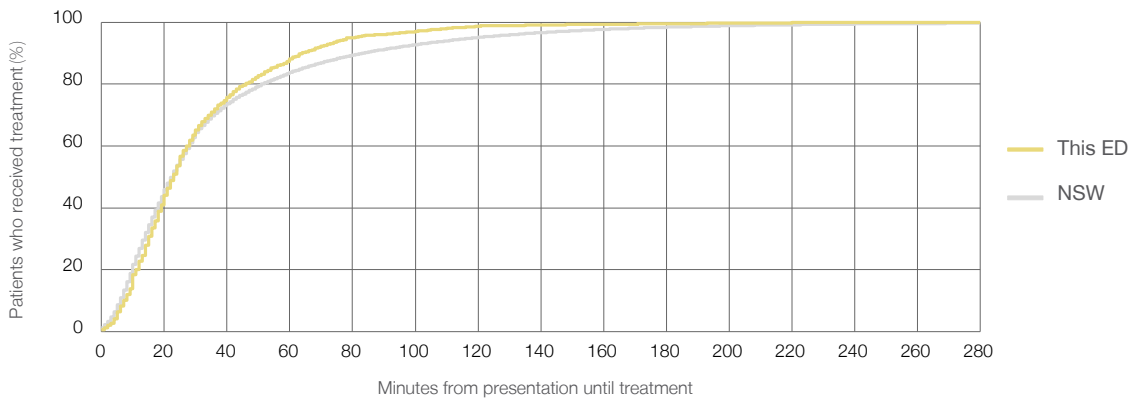
Number of triage 3 patients used to calculate waiting time:³ 1,232

Median time to start treatment⁴ 23 minutes

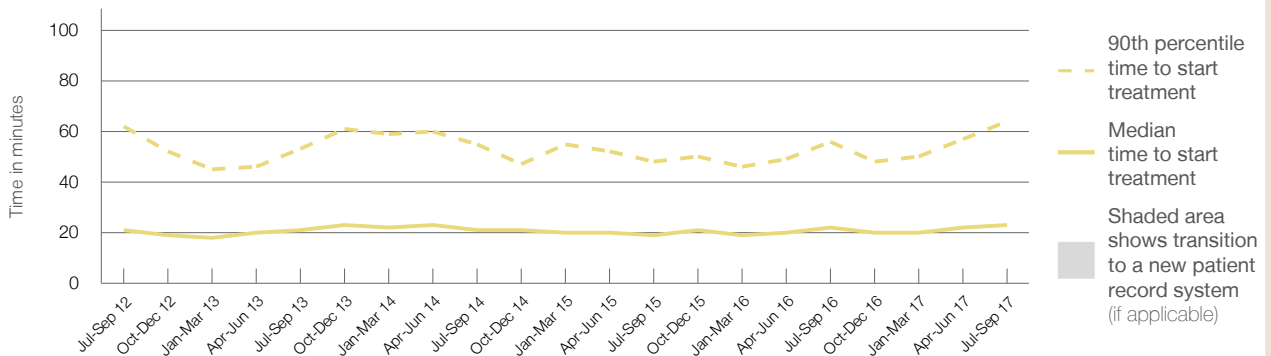
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
1,095	
1,060	
22 minutes	23 minutes
56 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)	21	21	21	19	22	23
90th percentile time to start treatment ⁵ (minutes)	62	53	55	48	56	64

(†) 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.

Cessnock District Hospital: 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: 2,314

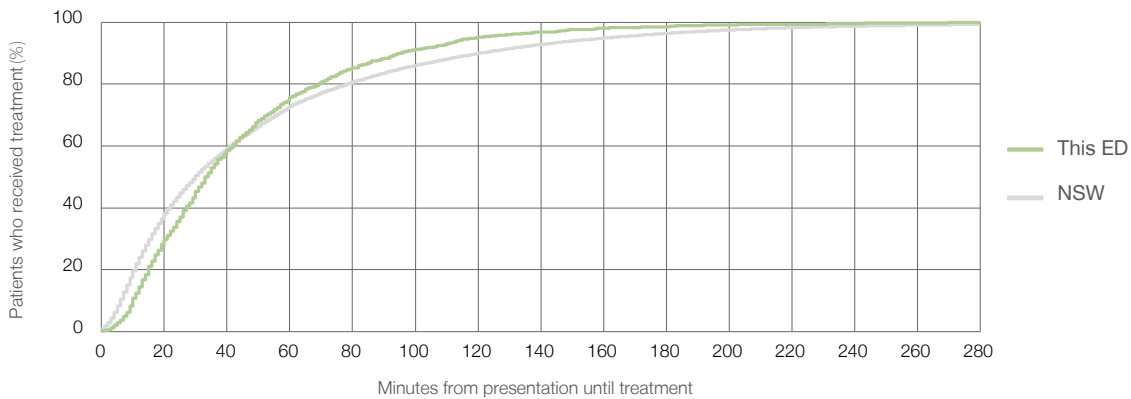
Number of triage 4 patients used to calculate waiting time:³ 2,125

Median time to start treatment⁴ 33 minutes

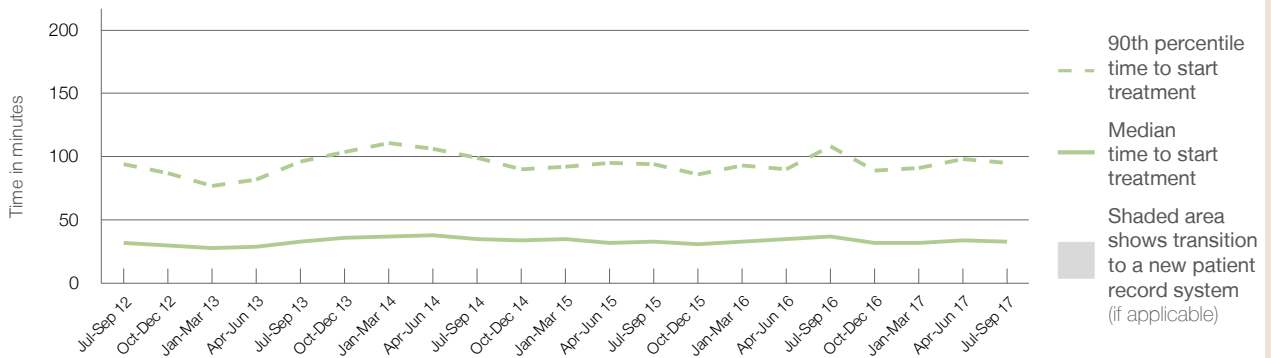
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
2,080	1,878
37 minutes	30 minutes
108 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)	32	33	35	33	37	33
90th percentile time to start treatment ⁵ (minutes)	94	96	99	94	108	95

(†) 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.

Cessnock District Hospital: 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: 623

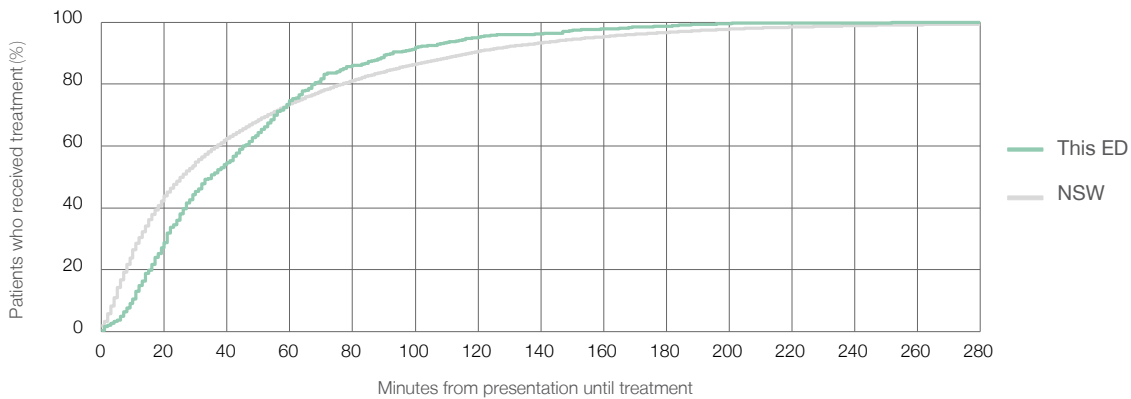
Number of triage 5 patients used to calculate waiting time:³ 533

Median time to start treatment⁴ 35 minutes

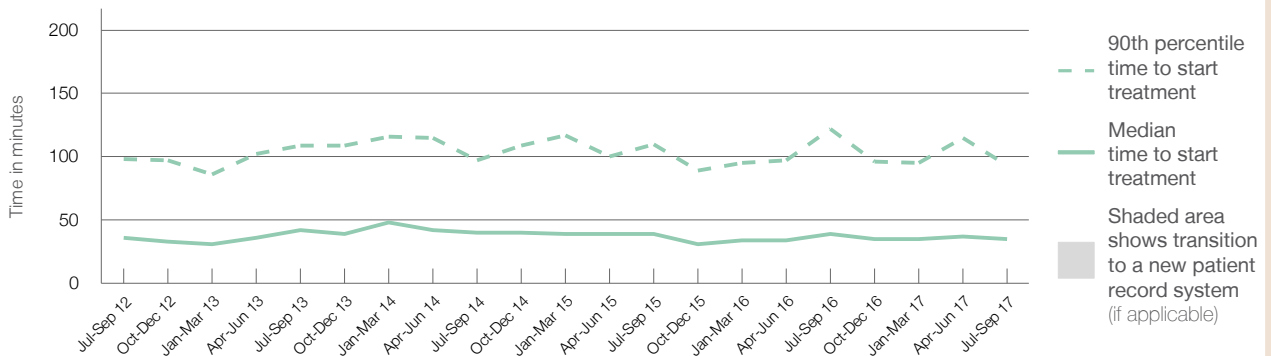
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
787	659
39 minutes	26 minutes
122 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)	36	42	40	39	39	35
90th percentile time to start treatment ⁵ (minutes)	98	109	97	110	122	93

(†) 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.

Cessnock District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 4,669 patients

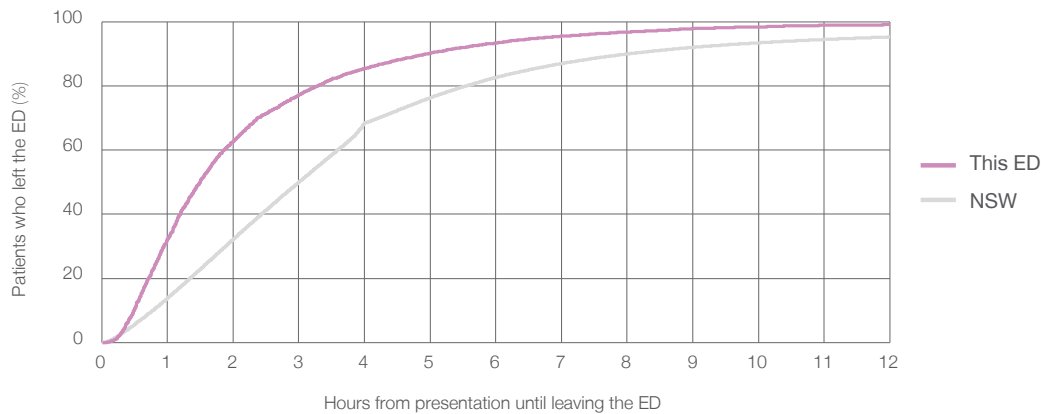
Presentations used to calculate time to leaving the ED:⁶ 4,669 patients

Median time spent in the ED⁸ 1 hours and 30 minutes

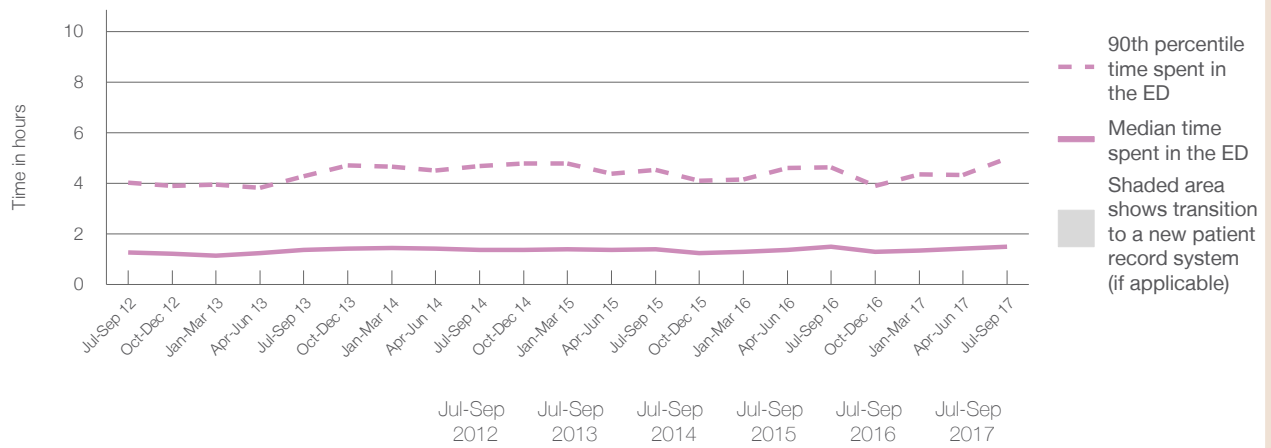
90th percentile time spent in the ED⁹ 4 hours and 59 minutes

Same period last year	NSW (this period)
4,262	4,262
1 hours and 30 minutes	3 hours and 0 minutes
4 hours and 39 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)	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m	1h 30m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 2m	4h 17m	4h 42m	4h 32m	4h 39m	4h 59m

(†) 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.

Cessnock District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

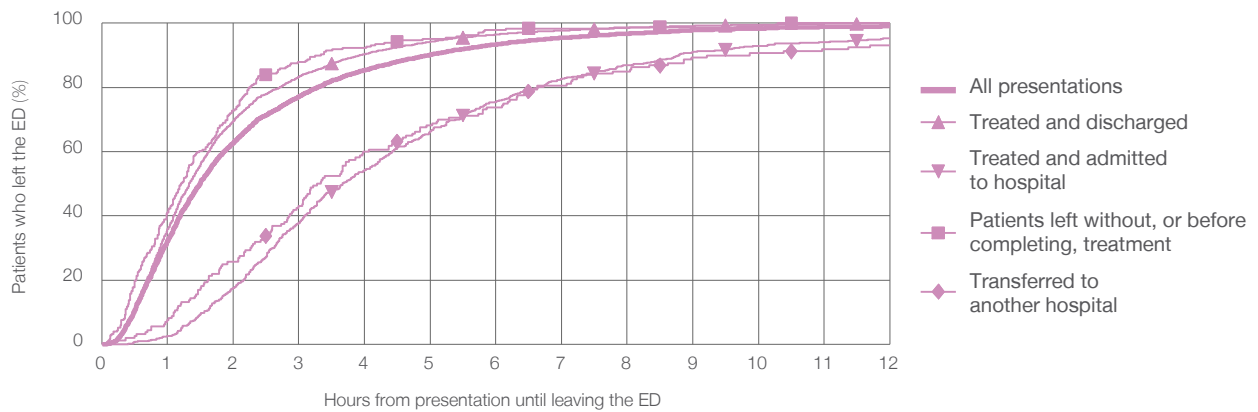
All presentations:¹ 4,669 patients

Presentations used to calculate time to leaving the ED:⁶ 4,669 patients

Treated and discharged	3,538 (75.8%)
Treated and admitted to hospital	564 (12.1%)
Patient left without, or before completing, treatment	249 (5.3%)
Transferred to another hospital	160 (3.4%)
Other	158 (3.4%)

Same period last year	Change since one year ago
4,262	9.5%
3,209	10.3%
483	16.8%
218	14.2%
118	35.6%
234	-32.5%

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

Treated and discharged	35.8%	69.6%	83.4%	90.4%	96.4%	98.5%	99.5%	99.8%
Treated and admitted to hospital	2.5%	17.6%	37.8%	54.3%	75.5%	86.9%	92.9%	95.2%
Patient left without, or before completing, treatment	41.0%	72.7%	88.0%	92.4%	98.0%	98.8%	99.2%	100%
Transferred to another hospital	7.5%	25.6%	43.1%	60.0%	73.8%	85.0%	90.6%	93.1%
All presentations	32.3%	62.8%	77.3%	85.4%	93.3%	96.7%	98.4%	99.0%

(†) 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.

Cessnock District Hospital: 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 4,669 patients

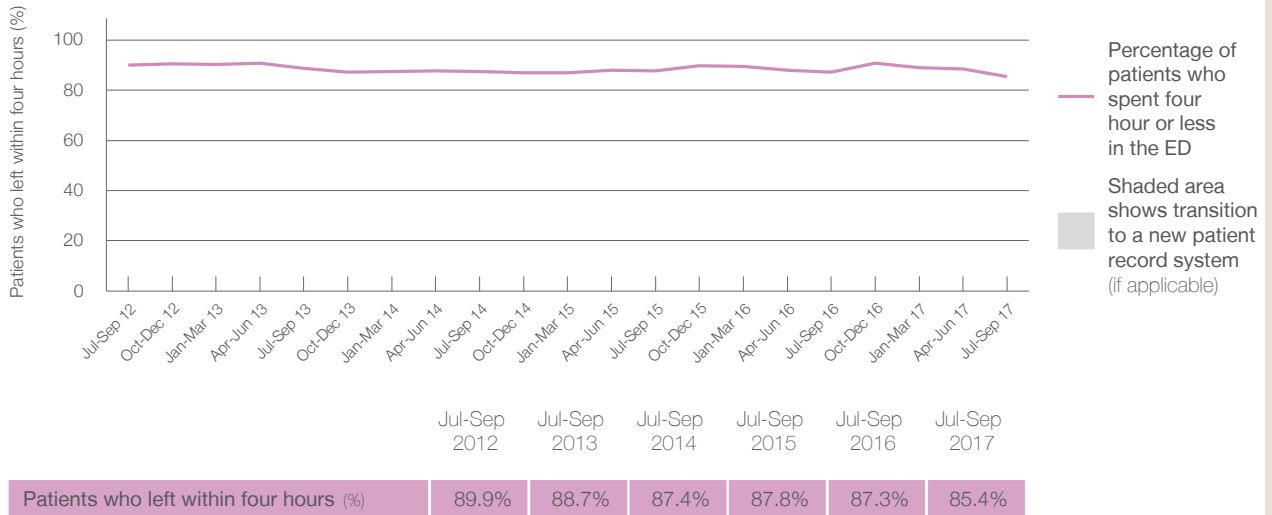
Presentations used to calculate time to leaving the ED:⁶ 4,669 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	4,262	9.5%
Presentations used to calculate time to leaving the ED: ⁶	4,262	9.5%
Percentage of patients who spent four hours or less in the ED	87.3%	

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).

Gunnedah District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,457 patients
Emergency presentations:² 2,398 patients

Same period last year	Change since one year ago
1,950	26.0%
1,825	31.4%

Gunnedah District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 142 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 466 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,309 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 134 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
94	
3 minutes	9 minutes
*	29 minutes
445	
17 minutes	23 minutes
60 minutes	83 minutes
1,132	
34 minutes	30 minutes
100 minutes	121 minutes
149	
25 minutes	26 minutes
99 minutes	118 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,457 patients

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

Same period last year	Change since one year ago
1,950	26.0%
88.6%	

* 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.

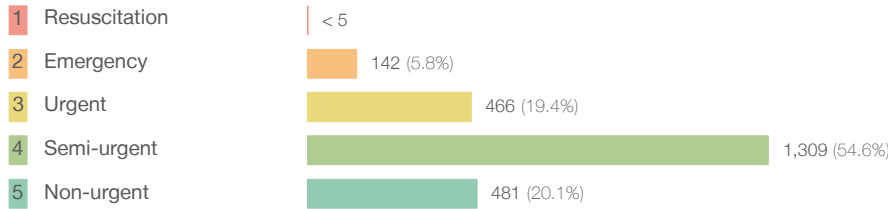
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Gunnedah District Hospital: Patients presenting to the emergency department July to September 2017

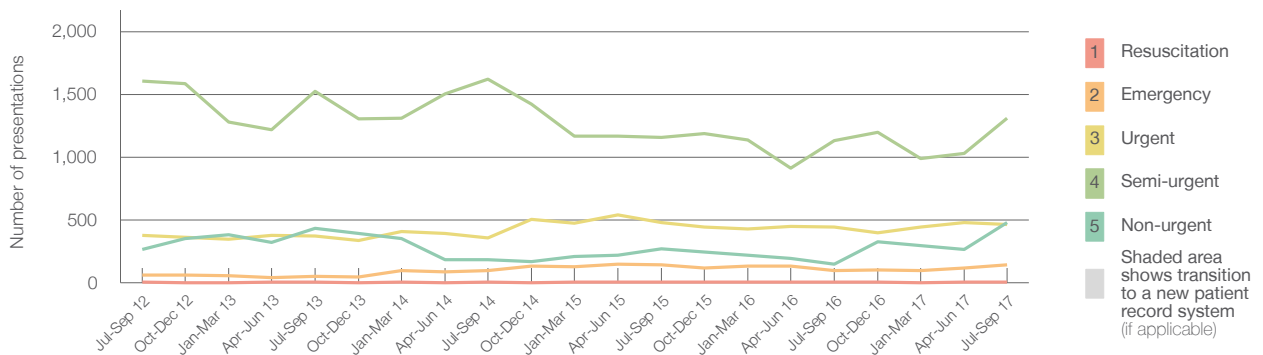
All presentations:¹ 2,457 patients

Emergency presentations² by triage category: 2,398 patients



	Same period last year	Change since one year ago
All presentations	1,950	26.0%
Emergency presentations	1,825	31.4%
1 Resuscitation	5	*
2 Emergency	94	48.9%
3 Urgent	445	4.7%
4 Semi-urgent	1,132	15.6%
5 Non-urgent	149	222.8%

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	< 5	< 5	< 5	6	5	< 5
Emergency	61	54	99	143	94	142
Urgent	376	373	358	479	445	466
Semi-urgent	1,607	1,523	1,619	1,157	1,132	1,309
Non-urgent	264	433	181	269	149	481
All emergency presentations	2,308	2,383	2,257	2,054	1,825	2,398

Gunnedah District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 164 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	170	
ED Transfer of care time	9 minutes	0 minutes
90th percentile time	25 minutes	4 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.

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

Gunnedah District Hospital: 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: 142

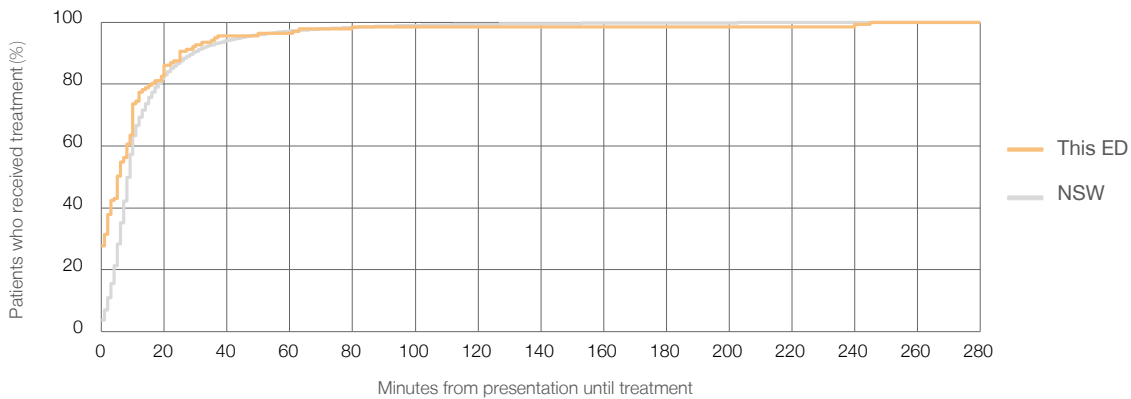
Number of triage 2 patients used to calculate waiting time:³ 137

Median time to start treatment⁴ 5 minutes

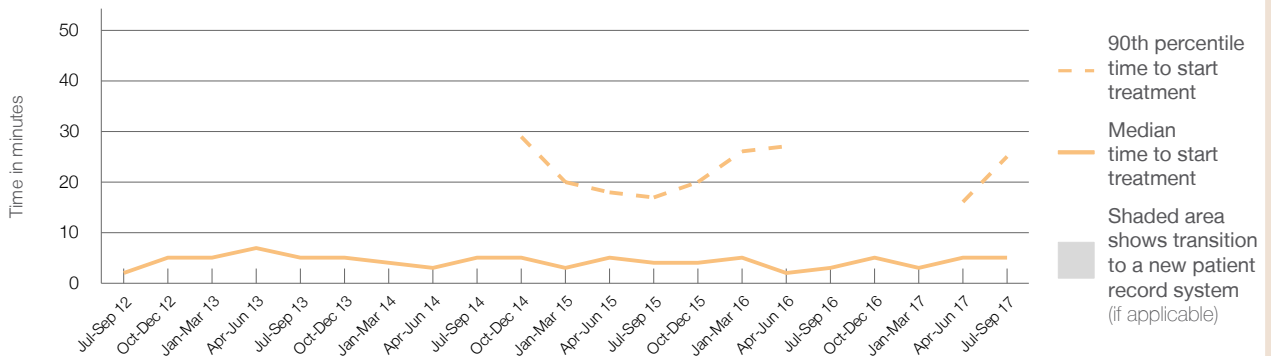
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
94	93
3 minutes	9 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)	2	5	5	4	3	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	17	*	25

(†) 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.

Gunnedah District Hospital: 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: 466

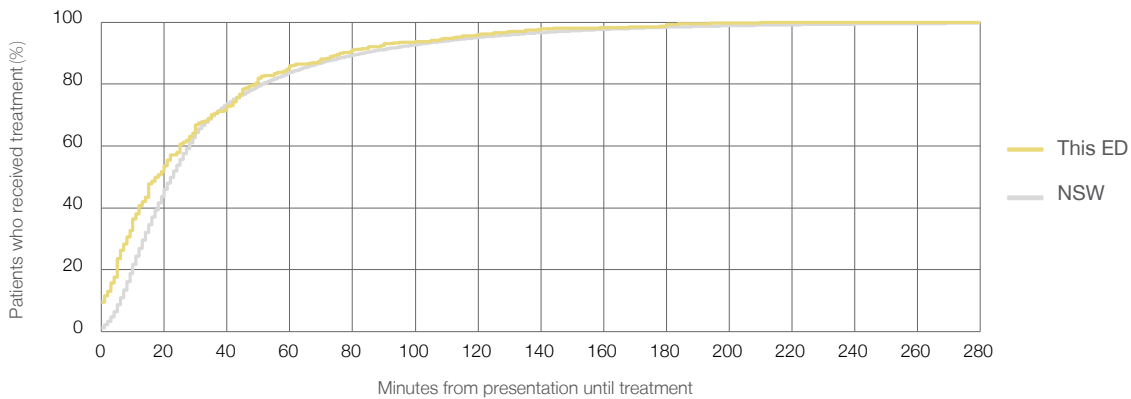
Number of triage 3 patients used to calculate waiting time:³ 452

Median time to start treatment⁴ 18 minutes

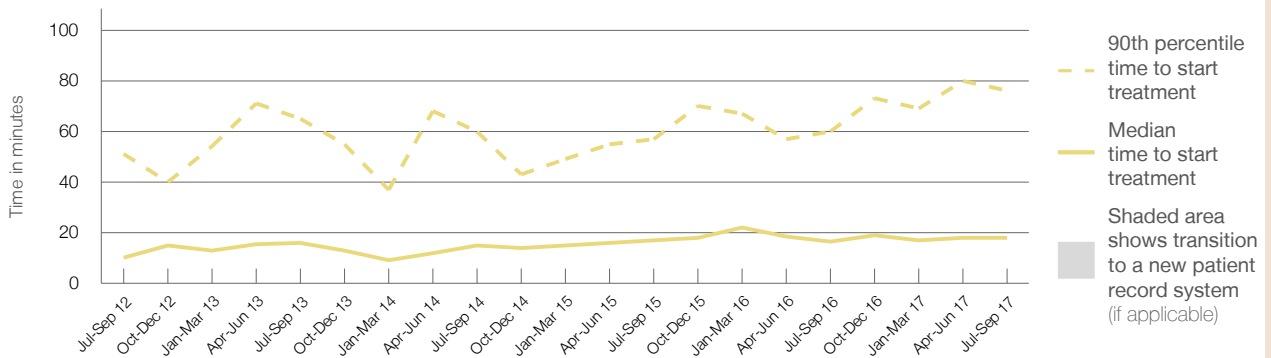
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
445	
432	
17 minutes	23 minutes
60 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)	10	16	15	17	17	18
90th percentile time to start treatment ⁵ (minutes)	51	65	60	57	60	76

(†) 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.

Gunnedah District Hospital: 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: 1,309

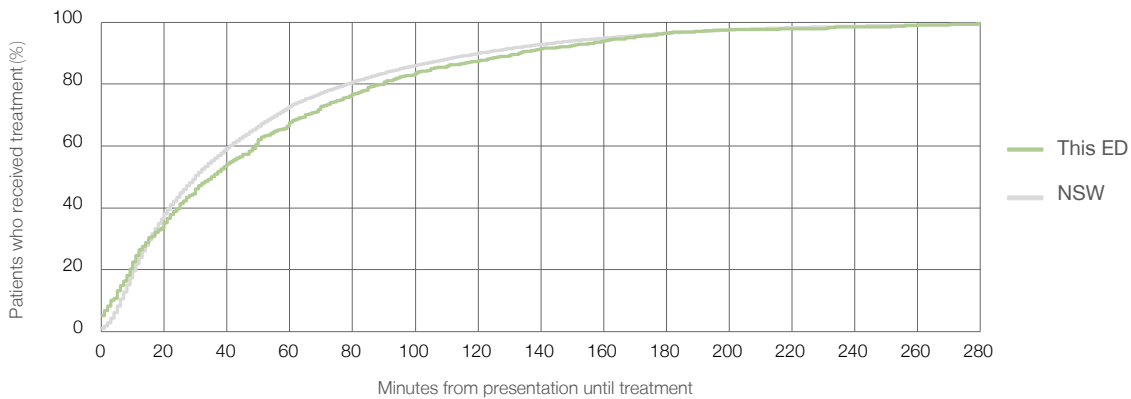
Number of triage 4 patients used to calculate waiting time:³ 1,188

Median time to start treatment⁴ 35 minutes

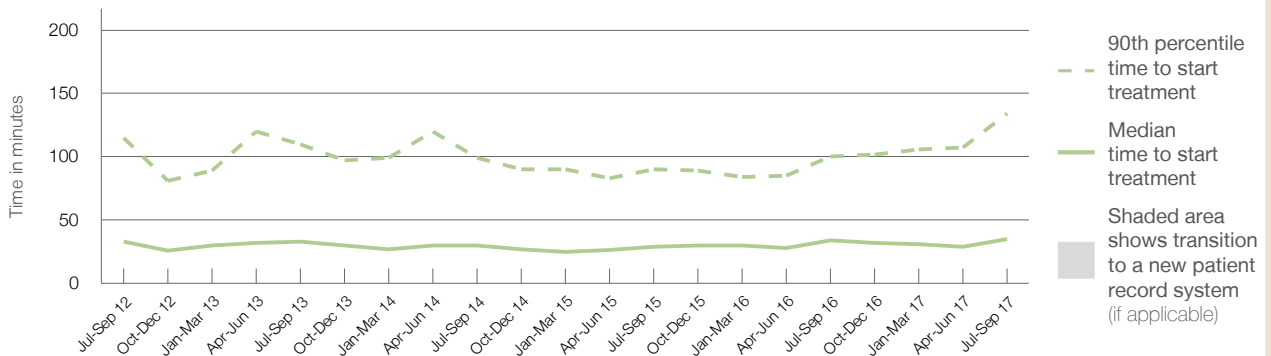
90th percentile time to start treatment⁵ 134 minutes

Same period last year	NSW (this period)
1,132	
1,084	
34 minutes	30 minutes
100 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)	33	33	30	29	34	35
90th percentile time to start treatment ⁵ (minutes)	115	110	99	90	100	134

(†) 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.

Gunnedah District Hospital: 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: 481

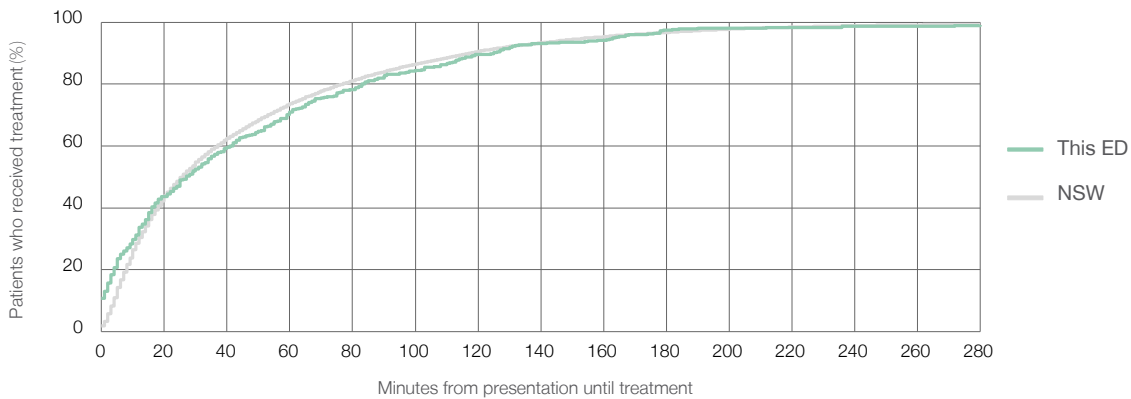
Number of triage 5 patients used to calculate waiting time:³ 428

Median time to start treatment⁴ 27 minutes

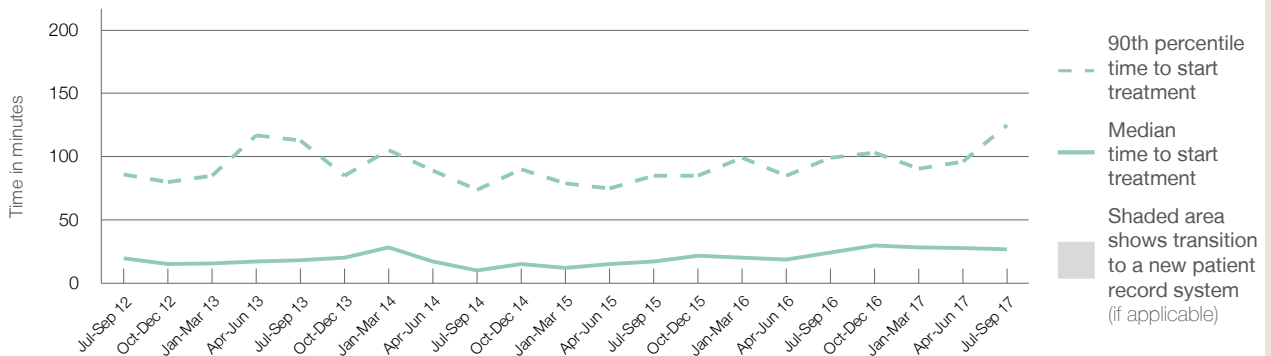
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
149	138
25 minutes	26 minutes
99 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)	20	18	10	17	25	27
90th percentile time to start treatment ⁵ (minutes)	86	113	74	85	99	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.

Gunnedah District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 2,457 patients

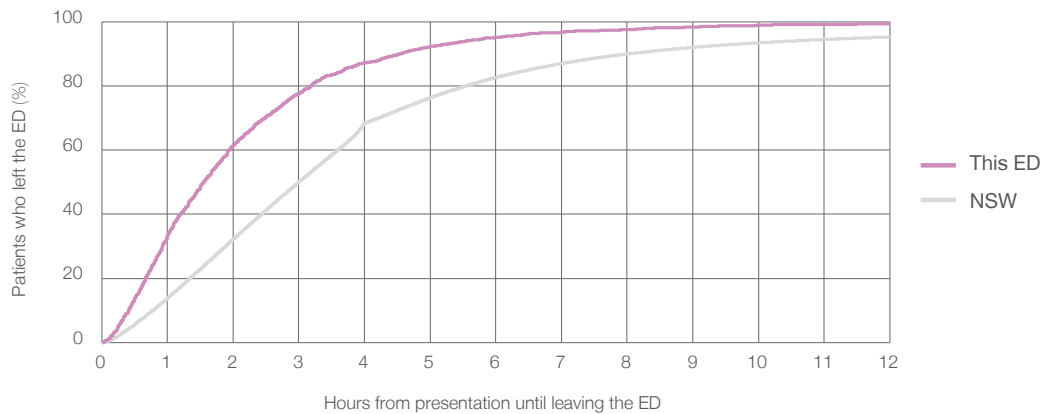
Presentations used to calculate time to leaving the ED:⁶ 2,457 patients

Median time spent in the ED⁸ 1 hours and 33 minutes

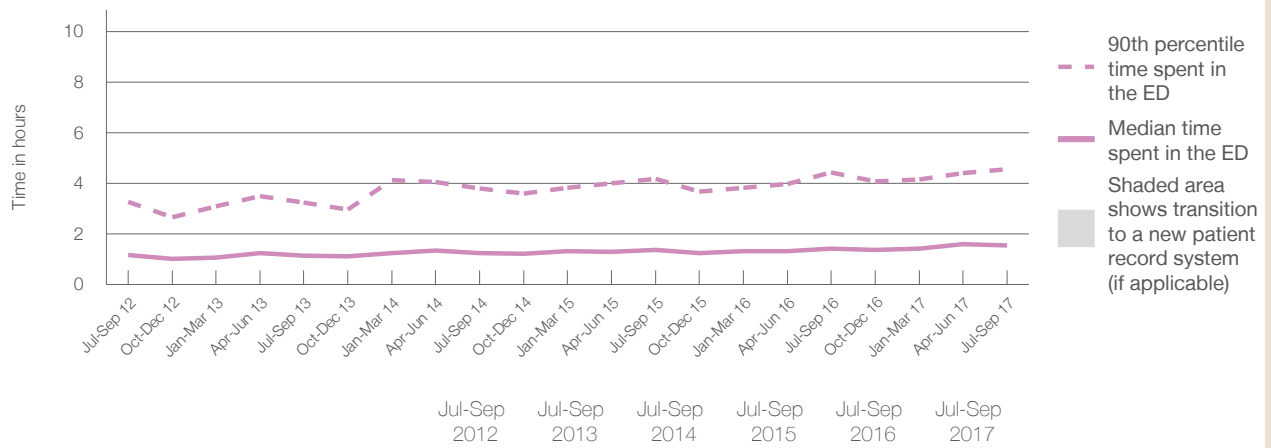
90th percentile time spent in the ED⁹ 4 hours and 33 minutes

Same period last year	NSW (this period)
1,950	1,950
1 hours and 25 minutes	3 hours and 0 minutes
4 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)	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m	1h 33m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 16m	3h 15m	3h 48m	4h 11m	4h 26m	4h 33m

(†) 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.

Gunnedah District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

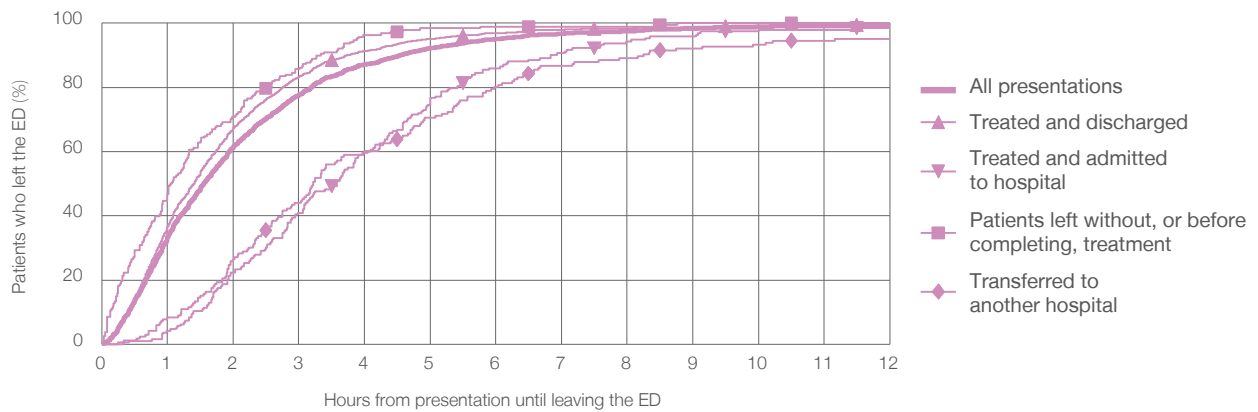
All presentations:¹ 2,457 patients

Presentations used to calculate time to leaving the ED:⁶ 2,457 patients

Treated and discharged	1,888 (76.8%)
Treated and admitted to hospital	193 (7.9%)
Patient left without, or before completing, treatment	188 (7.7%)
Transferred to another hospital	166 (6.8%)
Other	22 (0.9%)

Same period last year	Change since one year ago
1,950	26.0%
1,518	24.4%
221	-12.7%
70	168.6%
122	36.1%
19	15.8%

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	36.8%	67.4%	83.3%	91.3%	96.8%	98.4%	99.3%	99.7%
Treated and admitted to hospital	4.1%	22.3%	40.9%	59.6%	86.0%	94.3%	97.9%	98.4%
Patient left without, or before completing, treatment	46.8%	70.7%	85.6%	96.3%	98.9%	98.9%	100%	100%
Transferred to another hospital	8.4%	26.5%	44.0%	60.2%	80.1%	89.2%	93.4%	95.2%
All presentations	33.5%	61.6%	77.6%	87.2%	95.0%	97.5%	98.9%	99.3%

(†) 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.

Gunnedah District Hospital: 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 2,457 patients

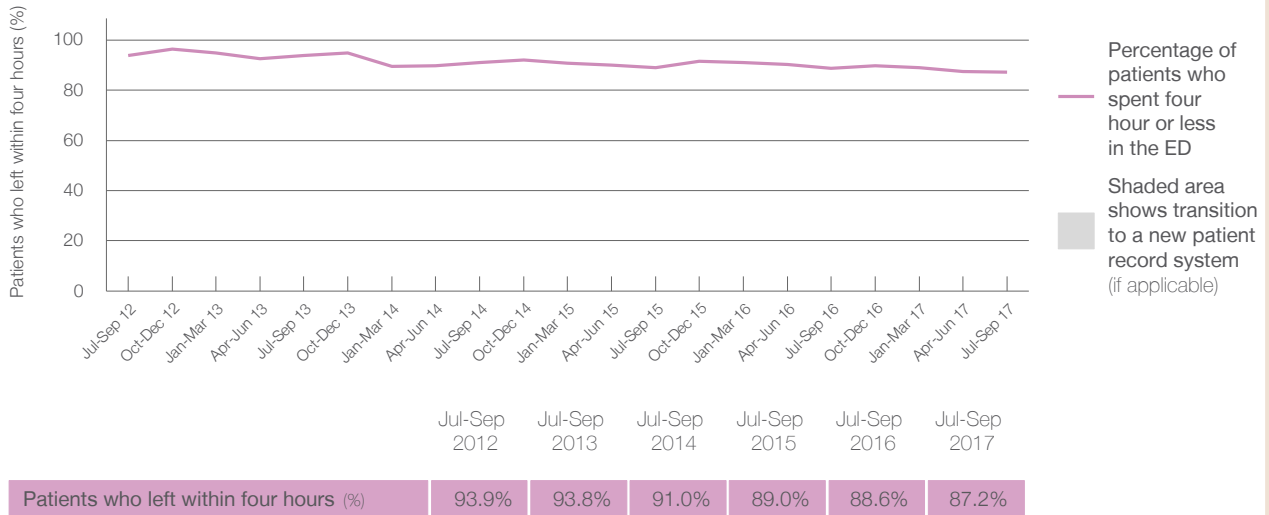
Presentations used to calculate time to leaving the ED:⁶ 2,457 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	1,950	26.0%
Presentations used to calculate time to leaving the ED: ⁶	1,950	26.0%
Percentage of patients who spent four hours or less in the ED	88.6%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	93.9%	93.8%	91.0%	89.0%	88.6%	87.2%

* 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).

Inverell District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,352 patients
 Emergency presentations:² 2,294 patients

Same period last year	Change since one year ago
2,082	13.0%
1,997	14.9%

Inverell District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 231 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 711 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,147 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 199 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
243	
5 minutes	9 minutes
25 minutes	29 minutes
690	
13 minutes	23 minutes
50 minutes	83 minutes
856	
20 minutes	30 minutes
75 minutes	121 minutes
208	
15 minutes	26 minutes
80 minutes	118 minutes

Inverell District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,352 patients

Percentage of patients who spent four hours or less in the ED 88.4%

Same period last year	Change since one year ago
2,082	13.0%
86.1%	

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

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

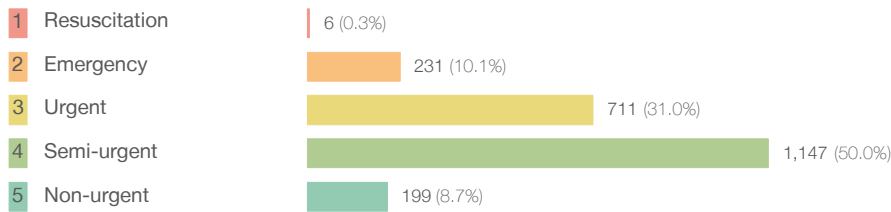
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Inverell District Hospital: Patients presenting to the emergency department July to September 2017

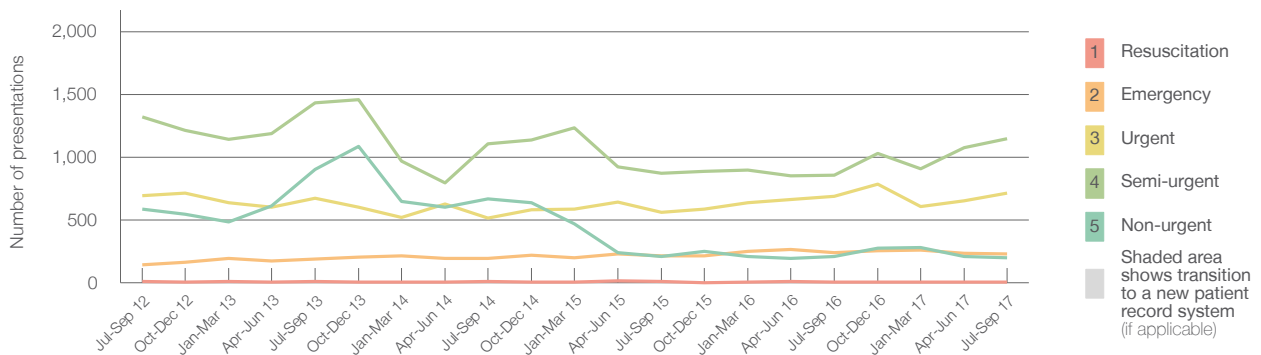
All presentations:¹ 2,352 patients

Emergency presentations² by triage category: 2,294 patients



Same period last year	Change since one year ago
2,082	13.0%
1,997	14.9%
< 5	*
243	-3.3%
690	3.0%
856	34.0%
208	-4.3%

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	7	7	7	8	< 5	6
Emergency	140	190	194	214	243	231
Urgent	693	675	515	562	690	711
Semi-urgent	1,321	1,435	1,108	870	856	1,147
Non-urgent	588	903	667	210	208	199
All emergency presentations	2,749	3,210	2,491	1,864	1,997	2,294

Inverell District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 224 patients **

ED Transfer of care time



Same period last year	Change since one year ago
314	
6 minutes	-1 minute
19 minutes	-1 minute

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

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

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

Inverell District Hospital: 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: 231

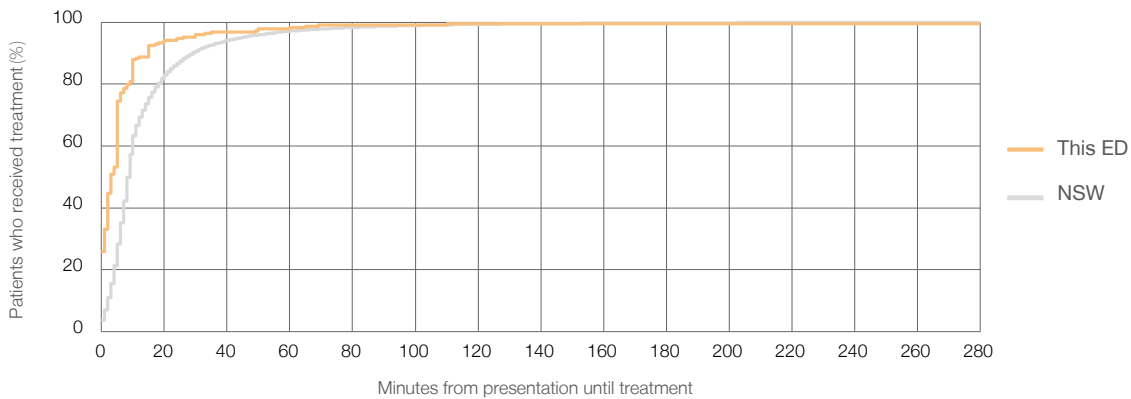
Number of triage 2 patients used to calculate waiting time:³ 224

Median time to start treatment⁴ 3 minutes

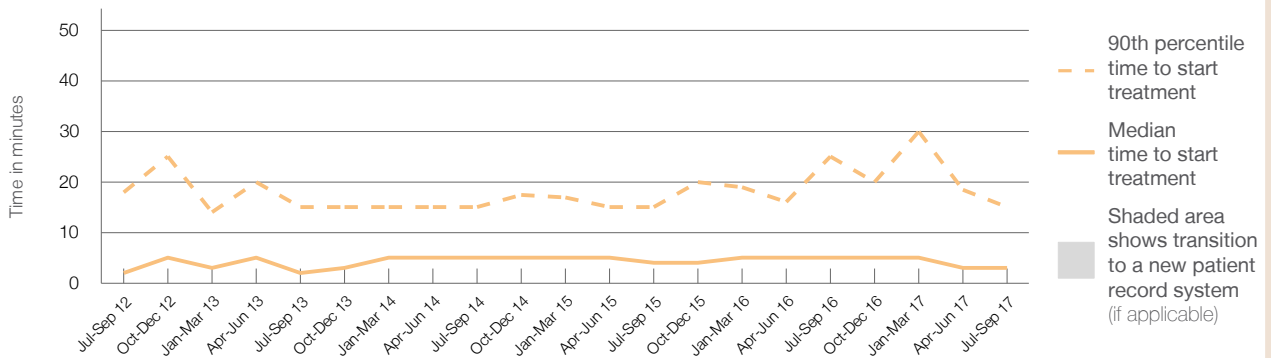
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
243	
234	
5 minutes	9 minutes
25 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)	2	2	5	4	5	3
90th percentile time to start treatment ⁵ (minutes)	18	15	15	15	25	15

(†) 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.

Inverell District Hospital: 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: 711

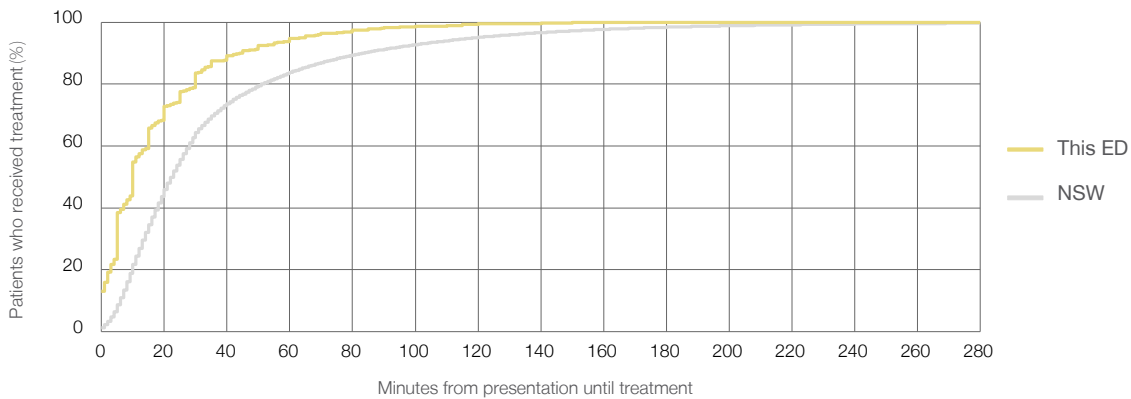
Number of triage 3 patients used to calculate waiting time:³ 677

Median time to start treatment⁴ 10 minutes

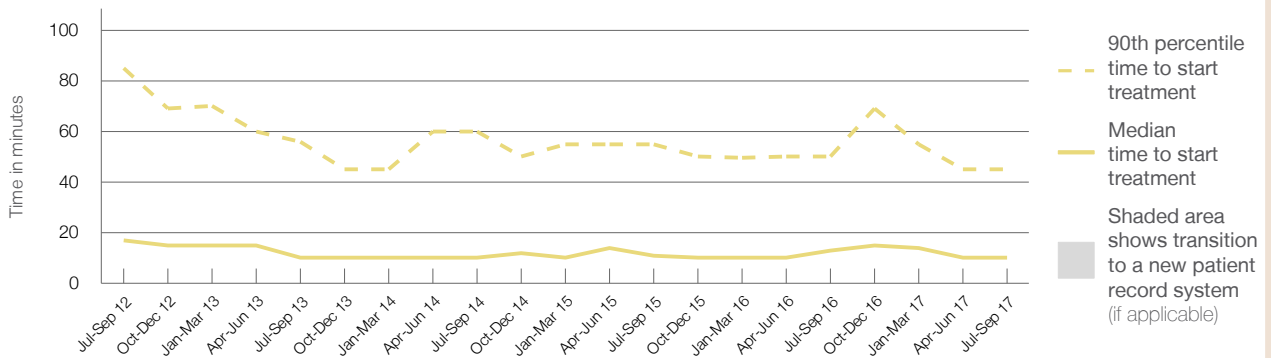
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
690	661
13 minutes	23 minutes
50 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)	17	10	10	11	13	10
90th percentile time to start treatment ⁵ (minutes)	85	56	60	55	50	45

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

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

Inverell District Hospital: 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: 1,147

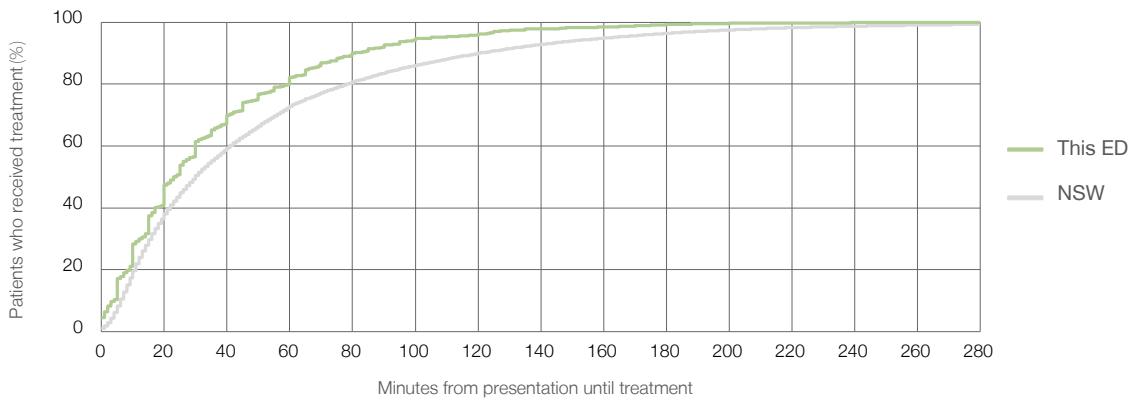
Number of triage 4 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴ 23 minutes

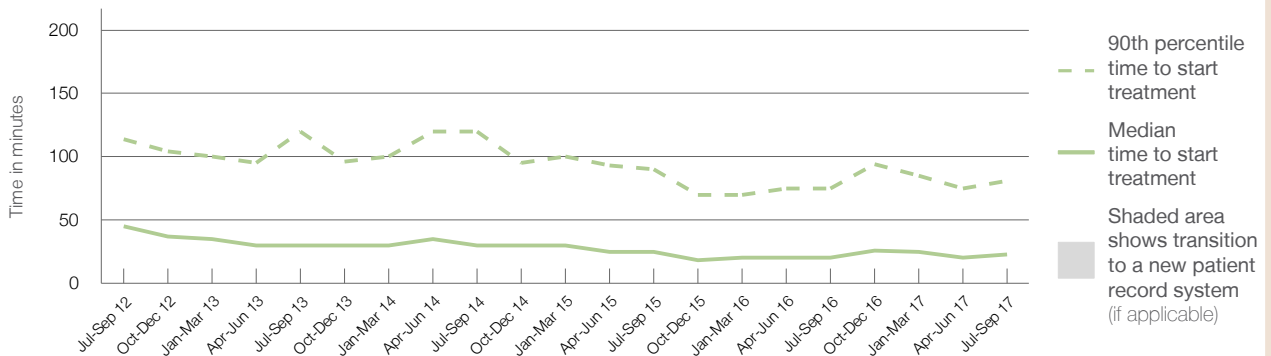
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
856	773
20 minutes	30 minutes
75 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)	45	30	30	25	20	23
90th percentile time to start treatment ⁵ (minutes)	114	120	120	90	75	81

(†) 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.

Inverell District Hospital: 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: 199

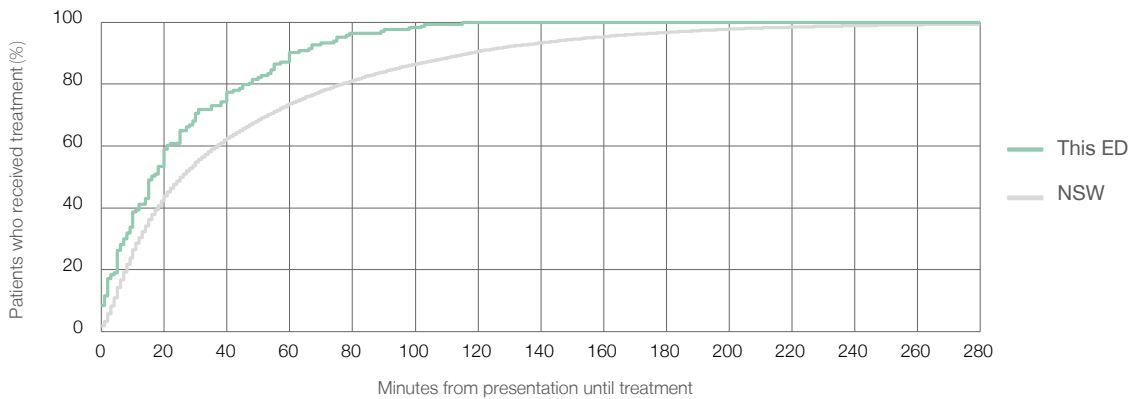
Number of triage 5 patients used to calculate waiting time:³ 163

Median time to start treatment⁴ 16 minutes

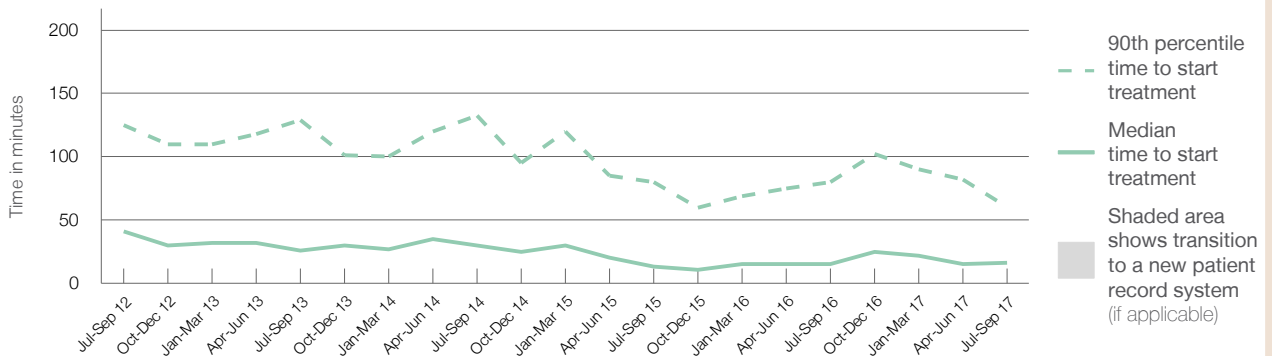
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
208	
168	
15 minutes	26 minutes
80 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)	41	26	30	13	15	16
90th percentile time to start treatment ⁵ (minutes)	125	129	133	80	80	60

(†) 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.

Inverell District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,352 patients

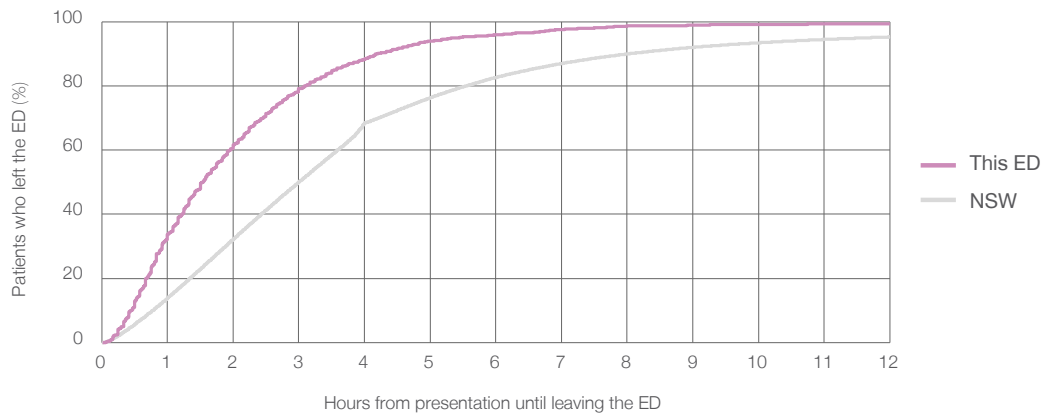
Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

Median time spent in the ED⁸ 1 hours and 32 minutes

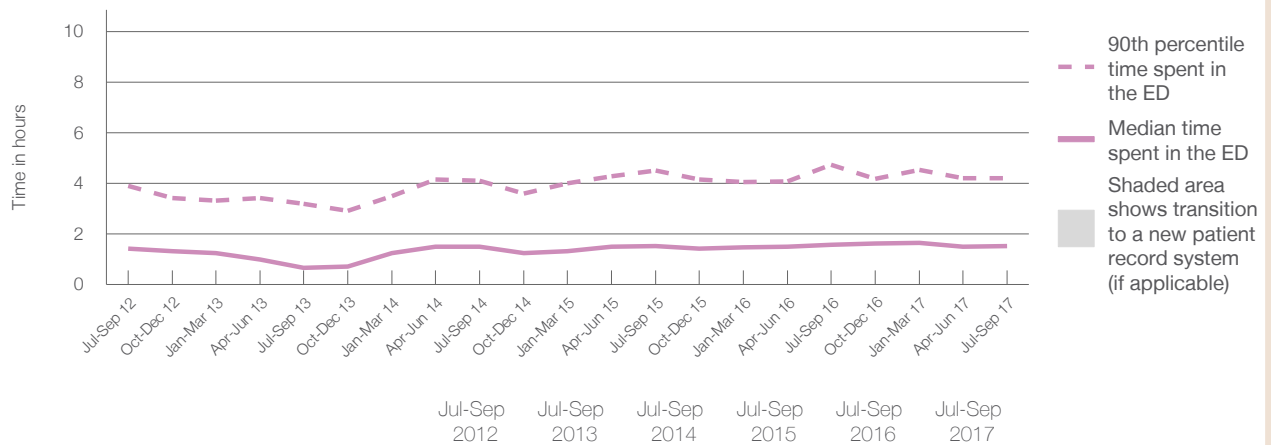
90th percentile time spent in the ED⁹ 4 hours and 12 minutes

Same period last year	NSW (this period)
2,082	2,082
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 44 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)	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m	1h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 55m	3h 12m	4h 6m	4h 30m	4h 44m	4h 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.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

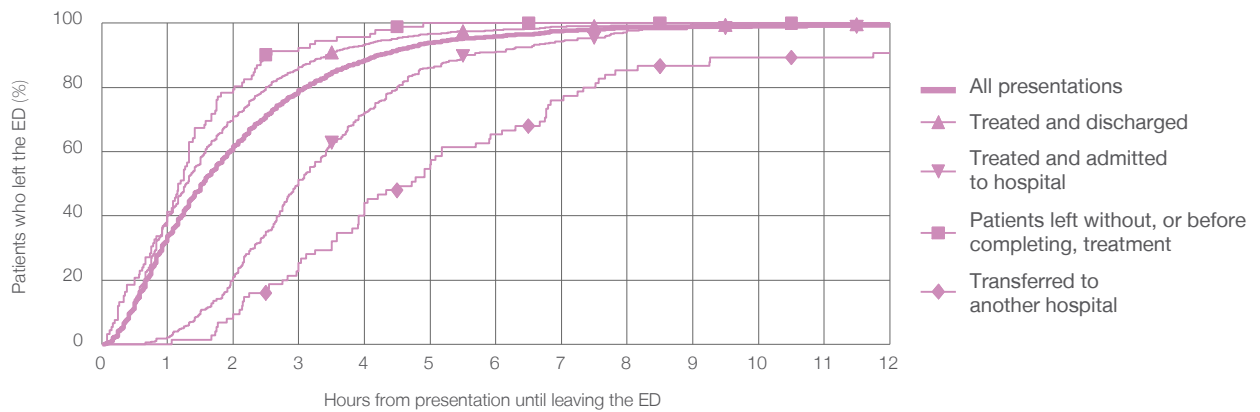
All presentations:¹ 2,352 patients

Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

Treated and discharged	1,711 (72.7%)
Treated and admitted to hospital	384 (16.3%)
Patient left without, or before completing, treatment	92 (3.9%)
Transferred to another hospital	75 (3.2%)
Other	90 (3.8%)

Same period last year	Change since one year ago
2,082	13.0%
1,524	12.3%
384	0.0%
62	48.4%
69	8.7%
43	109.3%

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

Treated and discharged	40.0%	70.9%	86.3%	93.3%	97.9%	99.3%	99.5%	99.7%
Treated and admitted to hospital	2.1%	20.8%	51.3%	72.1%	91.1%	97.7%	98.7%	99.2%
Patient left without, or before completing, treatment	41.3%	79.3%	92.4%	95.7%	100%	100%	100%	100%
Transferred to another hospital	0%	9.3%	25.3%	44.0%	65.3%	85.3%	89.3%	90.7%
All presentations	33.8%	61.6%	79.1%	88.4%	95.9%	98.6%	99.1%	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.

Inverell District Hospital: 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 2,352 patients

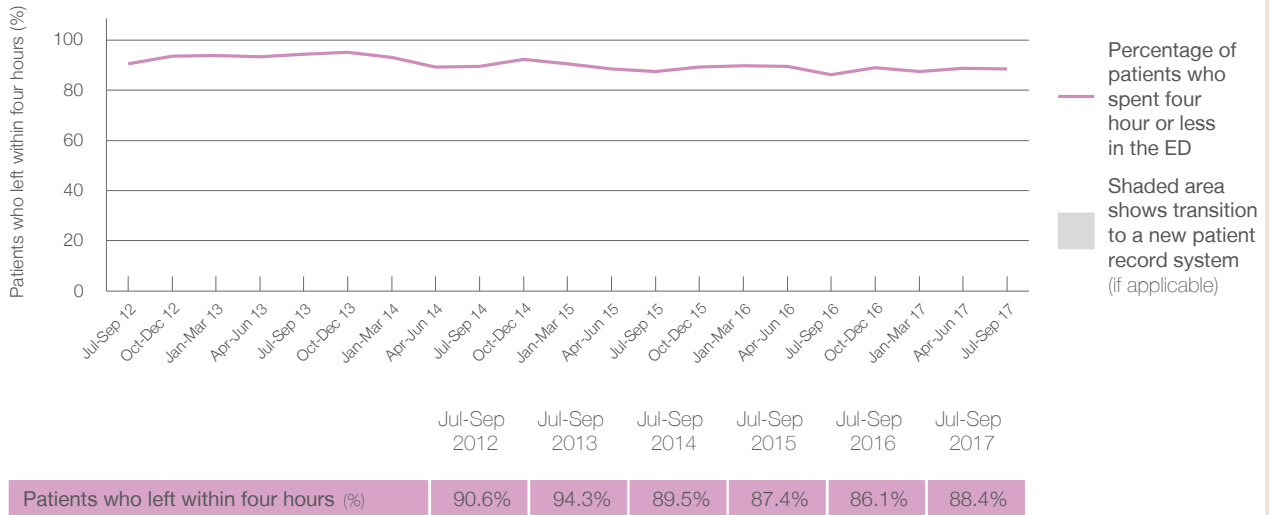
Presentations used to calculate time to leaving the ED:⁶ 2,352 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	2,082	13.0%
Presentations used to calculate time to leaving the ED: ⁶	2,082	13.0%
Percentage of patients who spent four hours or less in the ED	86.1%	

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).

John Hunter Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 20,698 patients

Emergency presentations:² 20,527 patients

Same period last year	Change since one year ago
19,453	6.4%
19,233	6.7%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,792 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,861 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,803 patients

Median time to start treatment⁴ 43 minutes
 90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,980 patients

Median time to start treatment⁴ 48 minutes
 90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
1,792	
7 minutes	9 minutes
24 minutes	29 minutes
5,170	
24 minutes	23 minutes
86 minutes	83 minutes
9,699	
36 minutes	30 minutes
122 minutes	121 minutes
2,431	
33 minutes	26 minutes
120 minutes	118 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 20,698 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
19,453	6.4%
64.3%	

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

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

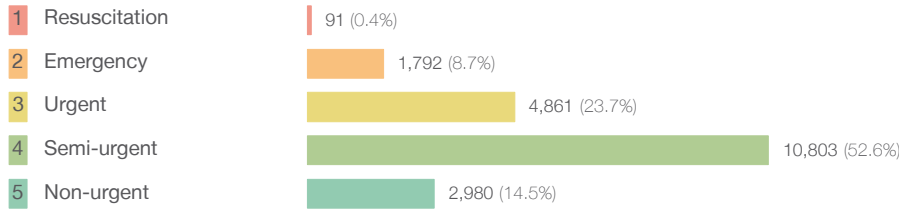
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

John Hunter Hospital: Patients presenting to the emergency department July to September 2017

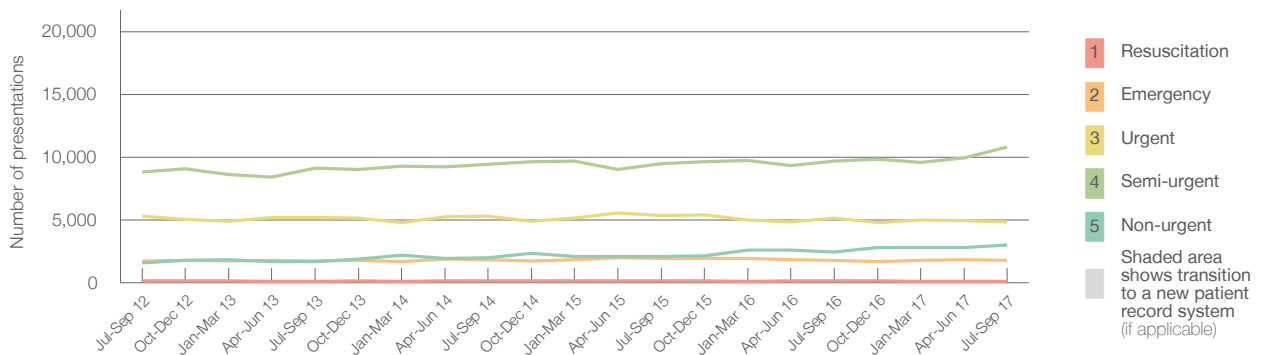
All presentations:¹ 20,698 patients

Emergency presentations² by triage category: 20,527 patients



Same period last year	Change since one year ago
19,453	6.4%
19,233	6.7%
141	-35.5%
1,792	0.0%
5,170	-6.0%
9,699	11.4%
2,431	22.6%

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	155	118	142	170	141	91
Emergency	1,719	1,722	1,821	1,951	1,792	1,792
Urgent	5,276	5,188	5,309	5,349	5,170	4,861
Semi-urgent	8,824	9,102	9,429	9,455	9,699	10,803
Non-urgent	1,550	1,680	1,982	2,084	2,431	2,980
All emergency presentations	17,524	17,810	18,683	19,009	19,233	20,527

John Hunter Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,193 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,816	
11 minutes	1 minute
24 minutes	5 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.

John Hunter Hospital: 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: 1,792

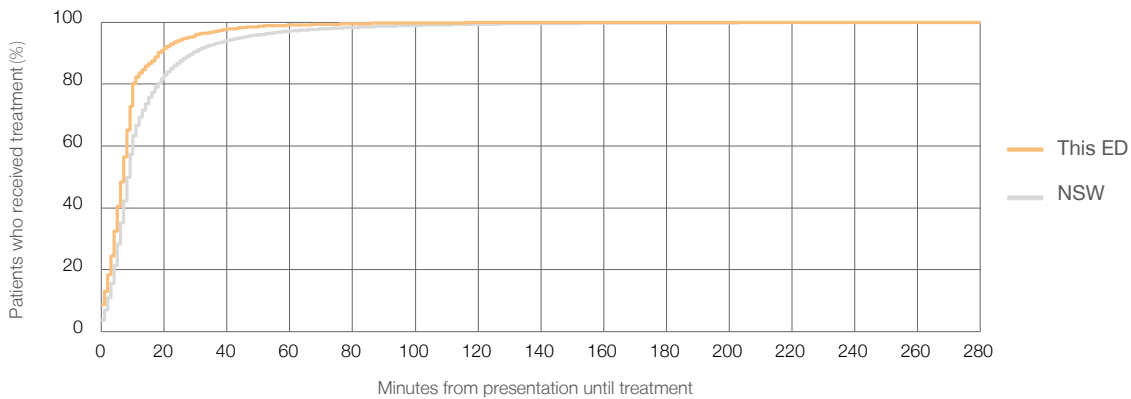
Number of triage 2 patients used to calculate waiting time:³ 1,779

Median time to start treatment⁴ 7 minutes

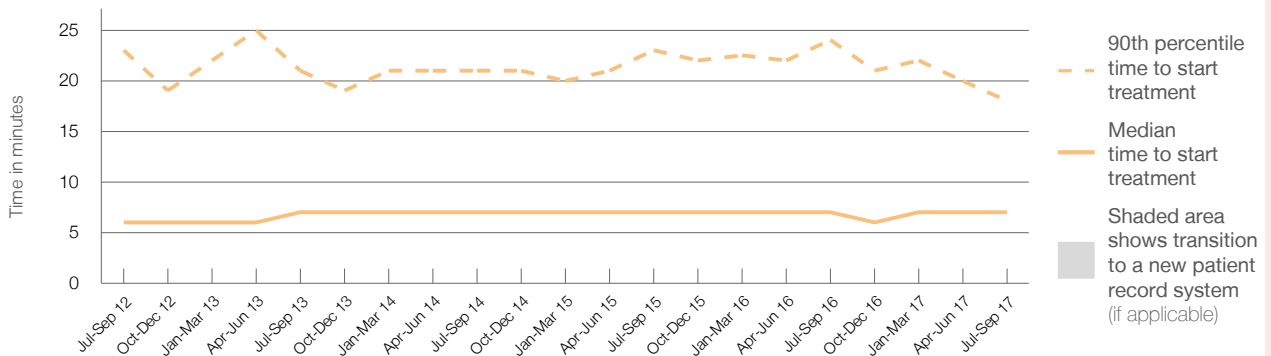
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,792	1,784
7 minutes	9 minutes
24 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	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	23	21	21	23	24	18

(†) 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.

John Hunter Hospital: 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: 4,861

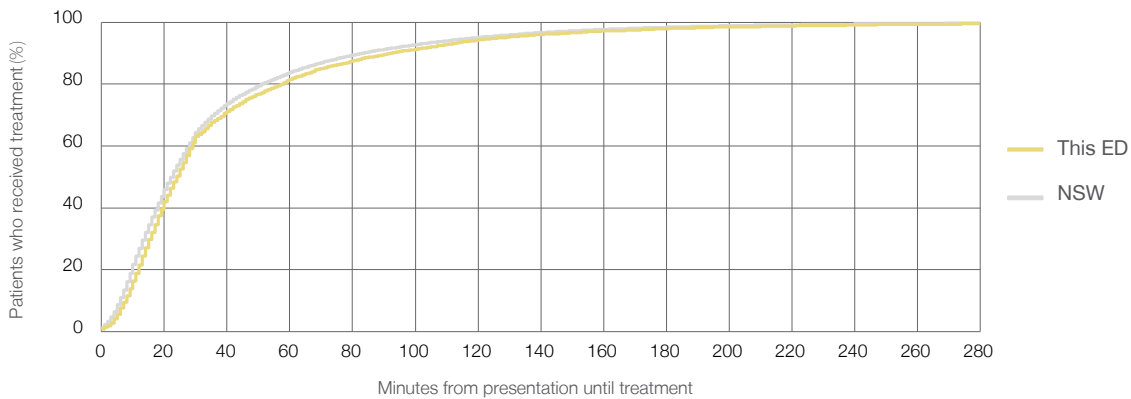
Number of triage 3 patients used to calculate waiting time:³ 4,708

Median time to start treatment⁴ 24 minutes

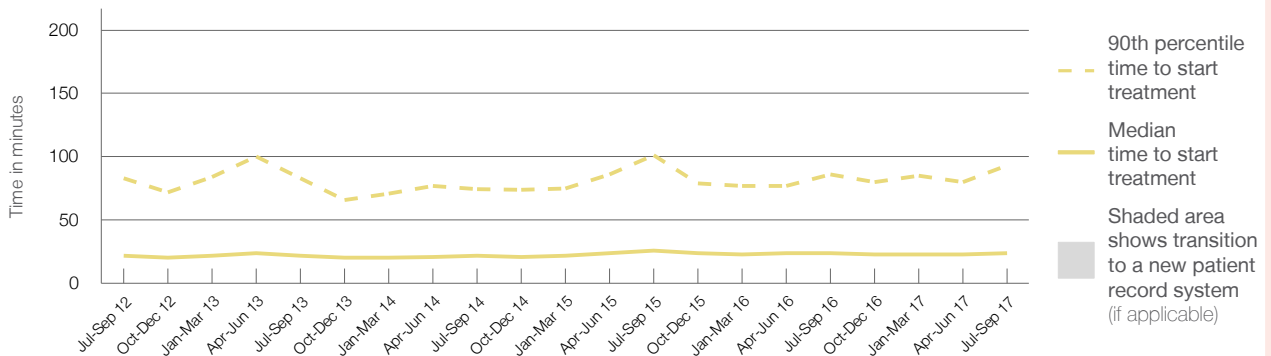
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
5,170	5,067
24 minutes	23 minutes
86 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)	22	22	22	26	24	24
90th percentile time to start treatment ⁵ (minutes)	83	83	75	101	86	93

(†) 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.

John Hunter Hospital: 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: 10,803

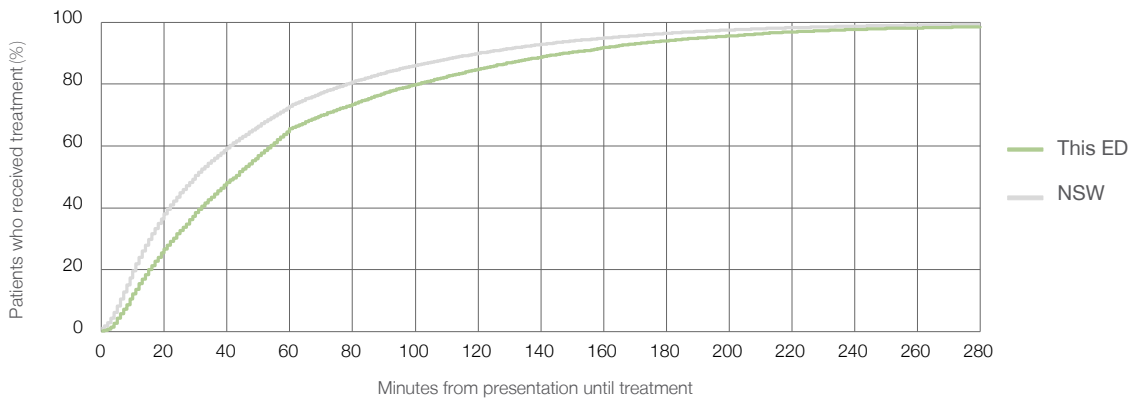
Number of triage 4 patients used to calculate waiting time:³ 9,495

Median time to start treatment⁴ 43 minutes

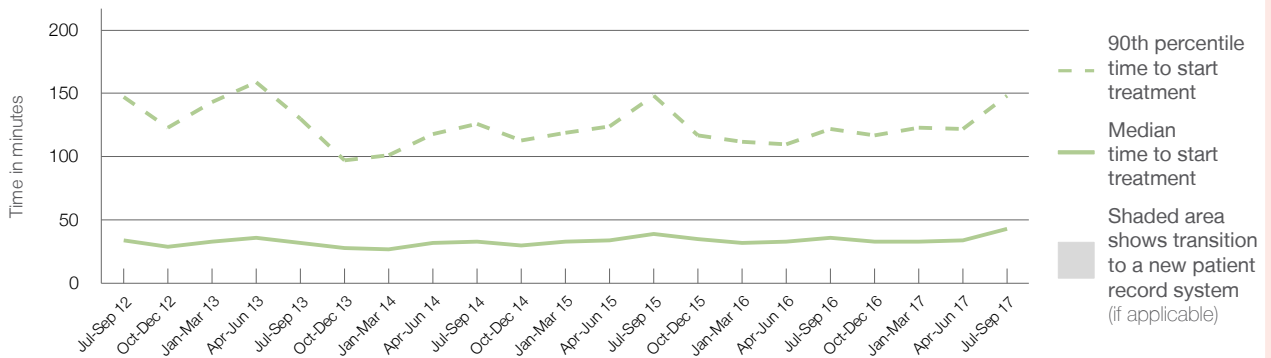
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
9,699	8,993
36 minutes	30 minutes
122 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)	34	32	33	39	36	43
90th percentile time to start treatment ⁵ (minutes)	147	130	126	148	122	148

(†) 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.

John Hunter Hospital: 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: 2,980

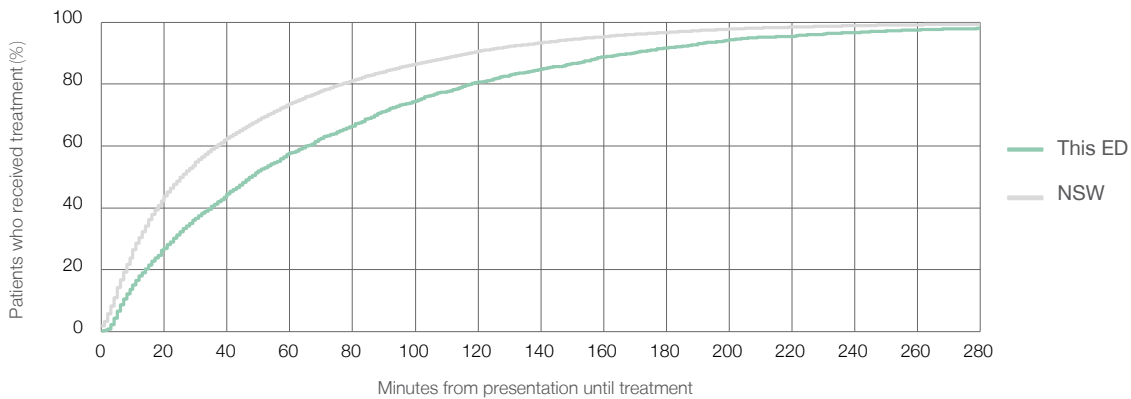
Number of triage 5 patients used to calculate waiting time:³ 2,320

Median time to start treatment⁴ 48 minutes

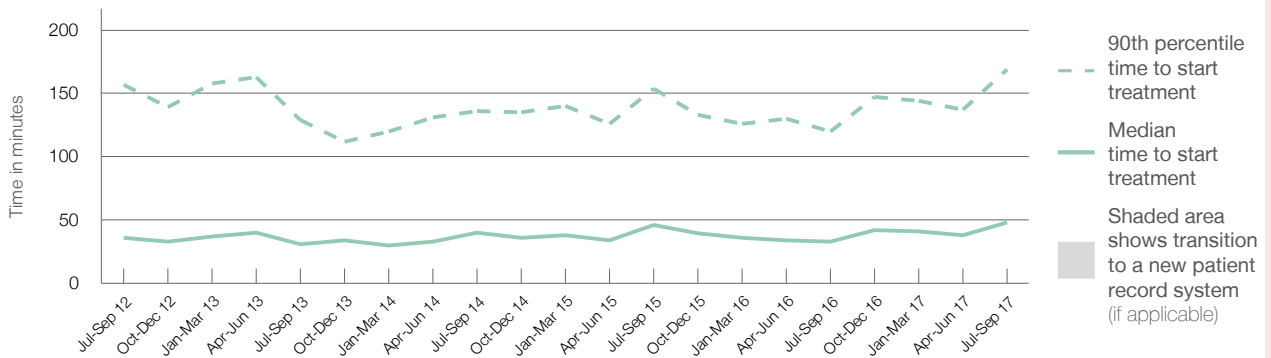
90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
2,431	2,054
33 minutes	26 minutes
120 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)	36	31	40	46	33	48
90th percentile time to start treatment ⁵ (minutes)	157	129	136	154	120	169

(†) 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.

John Hunter Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 20,698 patients

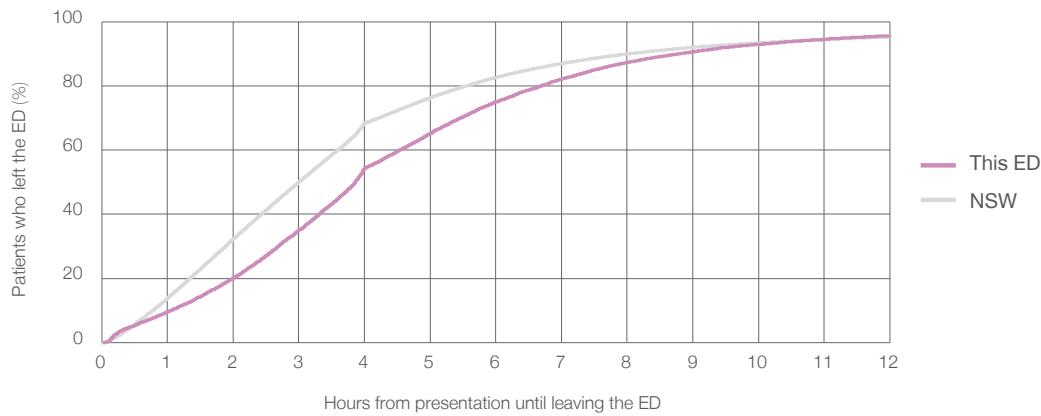
Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

Median time spent in the ED⁸ 3 hours and 52 minutes

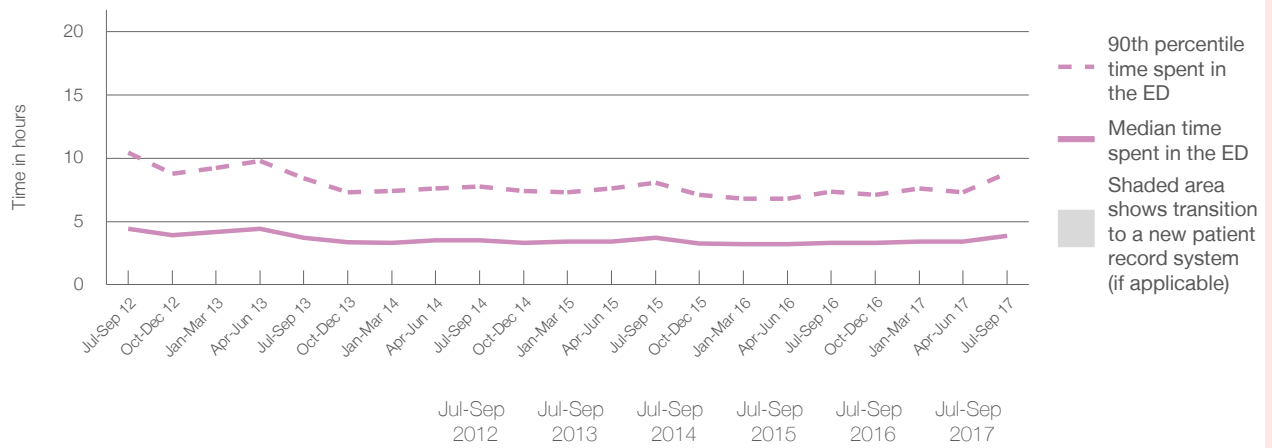
90th percentile time spent in the ED⁹ 8 hours and 49 minutes

Same period last year	NSW (this period)
19,453	19,453
3 hours and 19 minutes	3 hours and 0 minutes
7 hours and 21 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)	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m	3h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 26m	8h 25m	7h 45m	8h 5m	7h 21m	8h 49m

(†) 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.

John Hunter Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

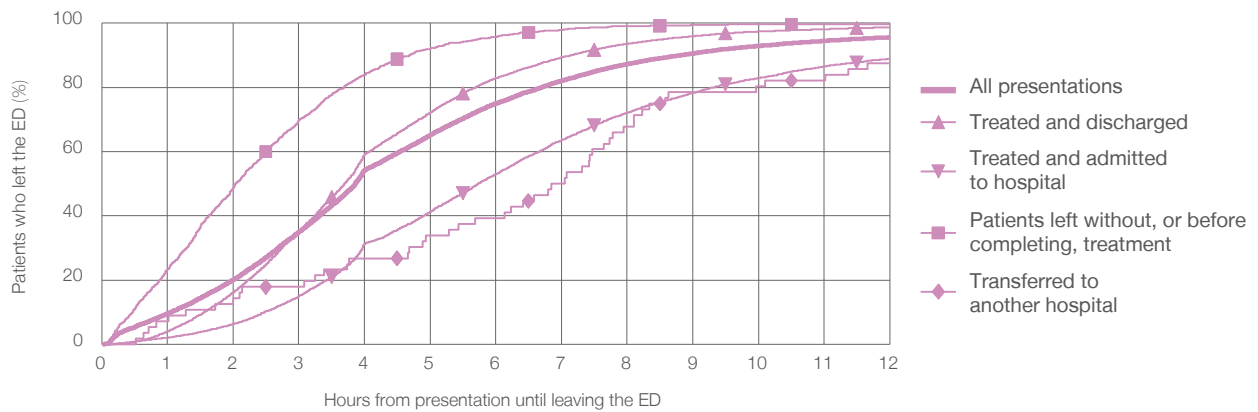
All presentations:¹ 20,698 patients

Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

Treated and discharged	10,999 (53.1%)
Treated and admitted to hospital	6,778 (32.7%)
Patient left without, or before completing, treatment	1,506 (7.3%)
Transferred to another hospital	56 (0.3%)
Other	1,359 (6.6%)

Same period last year	Change since one year ago
19,453	6.4%
11,052	-0.5%
6,817	-0.6%
681	121.1%
53	5.7%
850	59.9%

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	4.0%	16.2%	35.1%	59.1%	82.9%	93.6%	97.4%	98.7%
Treated and admitted to hospital	2.1%	6.3%	15.0%	31.3%	53.0%	72.1%	82.9%	89.0%
Patient left without, or before completing, treatment	23.3%	48.9%	69.7%	83.9%	95.8%	99.1%	99.6%	99.7%
Transferred to another hospital	7.1%	14.3%	17.9%	26.8%	39.3%	67.9%	80.4%	87.5%
All presentations	9.6%	20.1%	35.0%	54.3%	75.0%	87.3%	92.9%	95.6%

(†) 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.

John Hunter Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

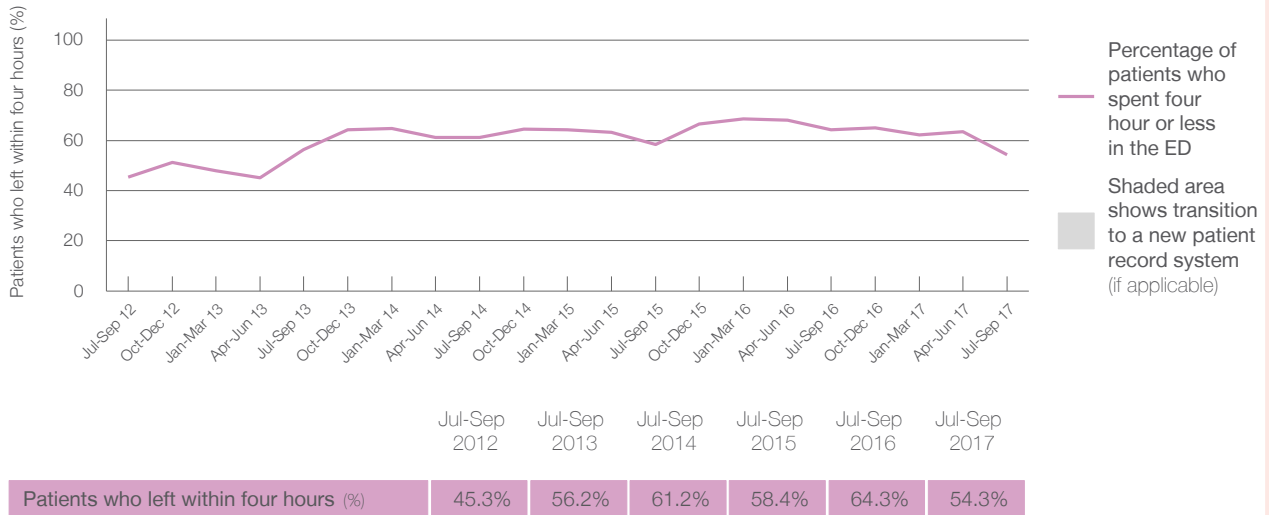
All presentations at the emergency department:¹ 20,698 patients

Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
19,453	6.4%
19,453	6.4%
64.3%	

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).

Kurri Kurri District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 973 patients

Emergency presentations:² 925 patients

Same period last year	Change since one year ago
969	0.4%
953	-2.9%

Kurri Kurri District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 86 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 197 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 518 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 49 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 124 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
87	
5 minutes	9 minutes
*	29 minutes
308	
9 minutes	23 minutes
25 minutes	83 minutes
441	
13 minutes	30 minutes
51 minutes	121 minutes
117	
10 minutes	26 minutes
*	118 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 973 patients

Percentage of patients who spent four hours or less in the ED 92.7%

Same period last year	Change since one year ago
969	0.4%
93.6%	

* 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.

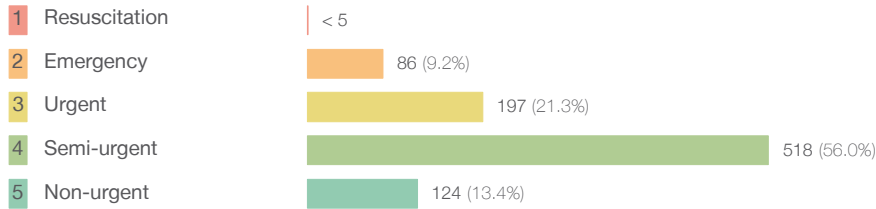
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Kurri Kurri District Hospital: Patients presenting to the emergency department July to September 2017

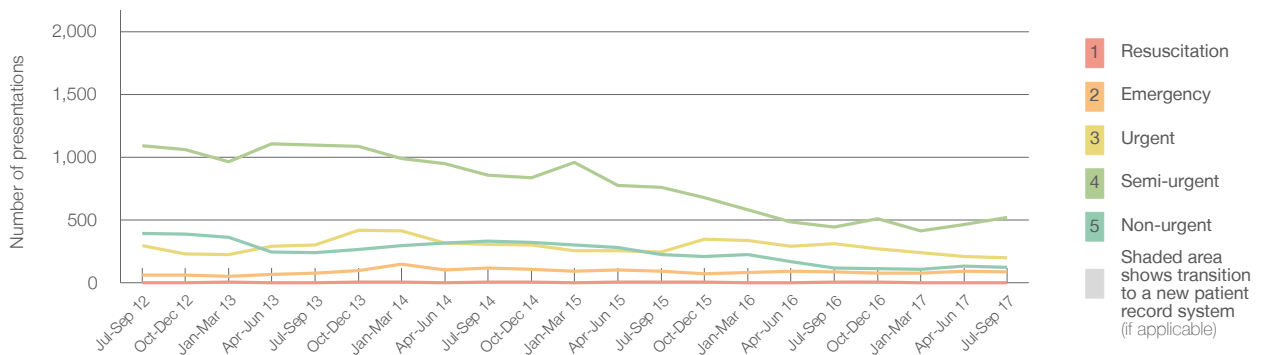
All presentations¹ 973 patients

Emergency presentations² by triage category: 925 patients



	Same period last year	Change since one year ago
All presentations ¹	969	0.4%
Emergency presentations ²	953	-2.9%
1 Resuscitation	< 5	*
2 Emergency	87	0.0%
3 Urgent	308	-36.0%
4 Semi-urgent	441	17.5%
5 Non-urgent	117	6.0%

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	< 5	0	< 5	< 5	< 5	< 5
Emergency	63	74	121	93	87	86
Urgent	296	298	306	242	308	197
Semi-urgent	1,089	1,098	855	759	441	518
Non-urgent	391	238	330	226	117	124
All emergency presentations	1,839	1,708	1,612	1,320	953	925

Kurri Kurri District Hospital: Patients arriving by ambulance July to September 2017

ED Transfer of care time is not currently available for this hospital.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.

Kurri Kurri District Hospital: 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: 86

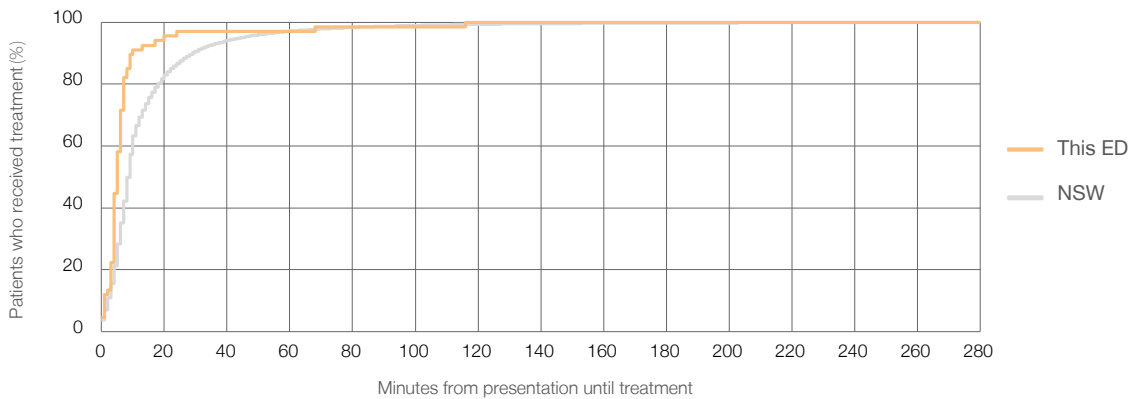
Number of triage 2 patients used to calculate waiting time:³ 67

Median time to start treatment⁴ 5 minutes

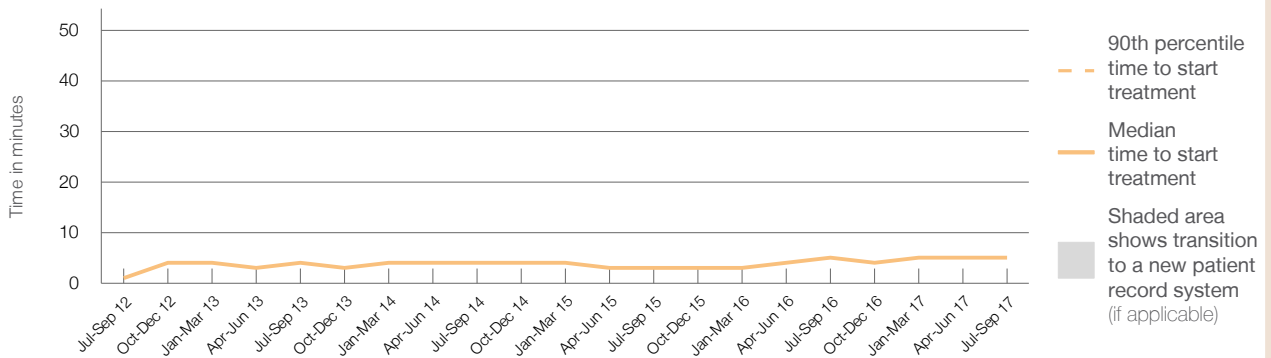
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
87	
59	
5 minutes	9 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)	1	4	4	3	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	19	*	*	*

(†) 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.

Kurri Kurri District Hospital: 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: 197

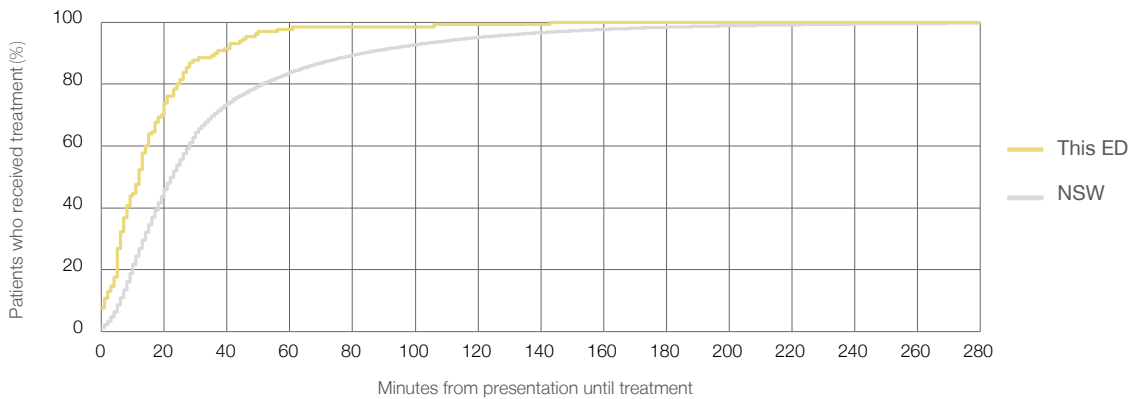
Number of triage 3 patients used to calculate waiting time:³ 130

Median time to start treatment⁴ 12 minutes

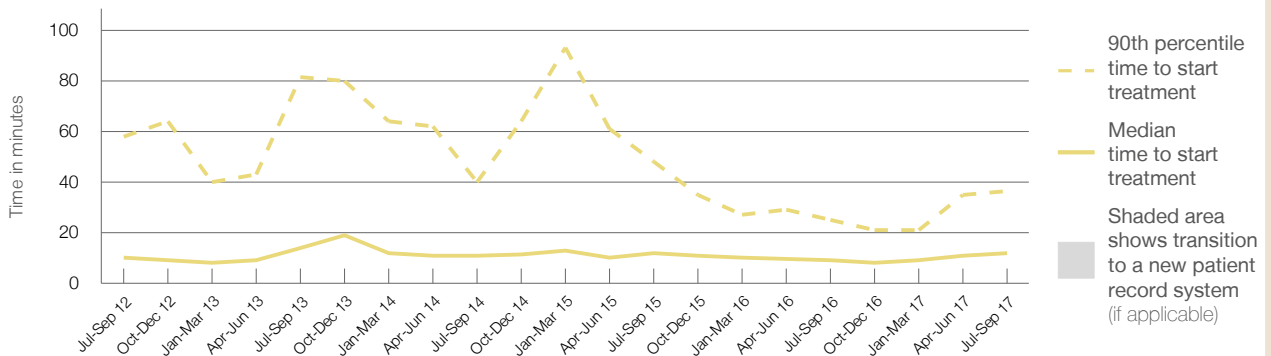
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
308	220
9 minutes	23 minutes
25 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)	10	14	11	12	9	12
90th percentile time to start treatment ⁵ (minutes)	58	82	40	48	25	37

(†) 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.

Kurri Kurri District Hospital: 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: 518

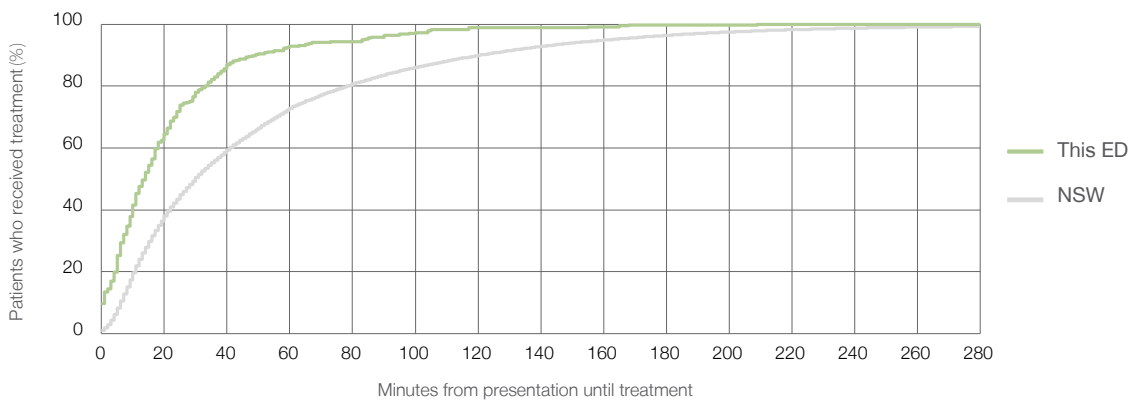
Number of triage 4 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ 14 minutes

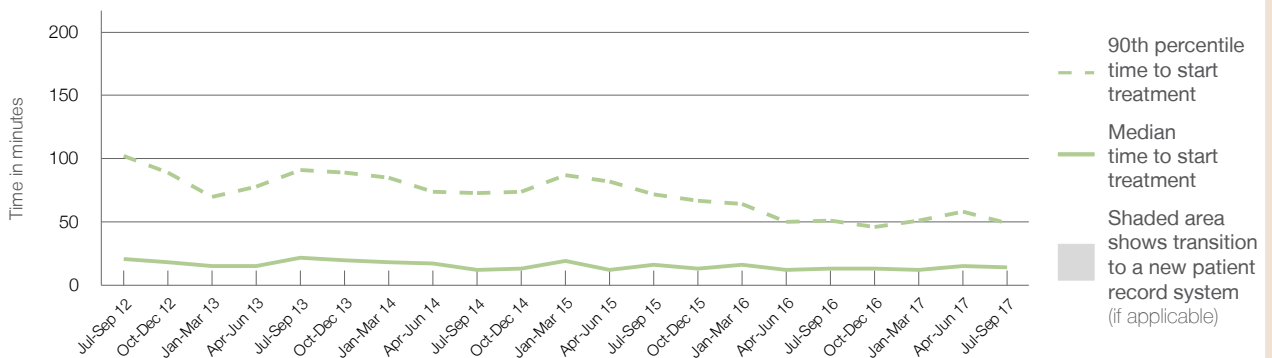
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
441	
283	
13 minutes	30 minutes
51 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)	21	22	12	16	13	14
90th percentile time to start treatment ⁵ (minutes)	102	91	73	72	51	49

(†) 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.

Kurri Kurri District Hospital: 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: 124

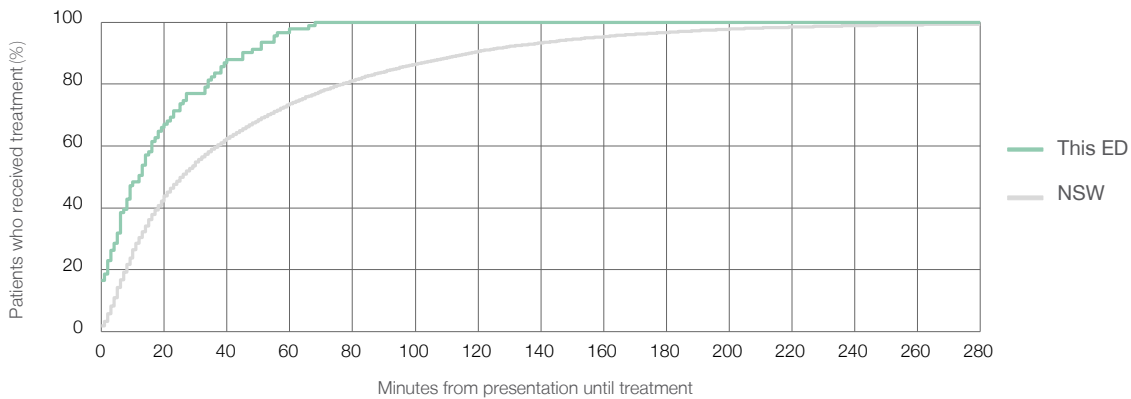
Number of triage 5 patients used to calculate waiting time:³ 91

Median time to start treatment⁴ 12 minutes

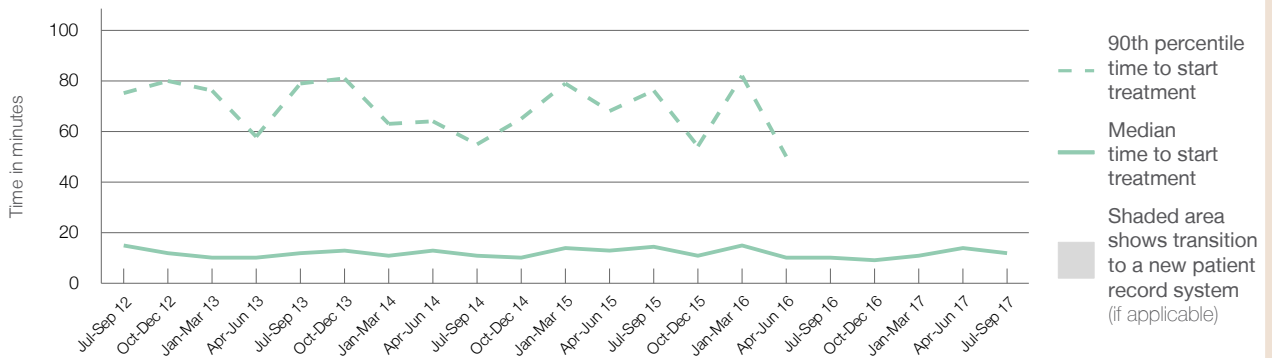
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
117	
76	
10 minutes	26 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)	15	12	11	15	10	12
90th percentile time to start treatment ⁵ (minutes)	75	79	55	76	*	*

(†) 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.

Kurri Kurri District Hospital: Time patients spent in the ED July to September 2017

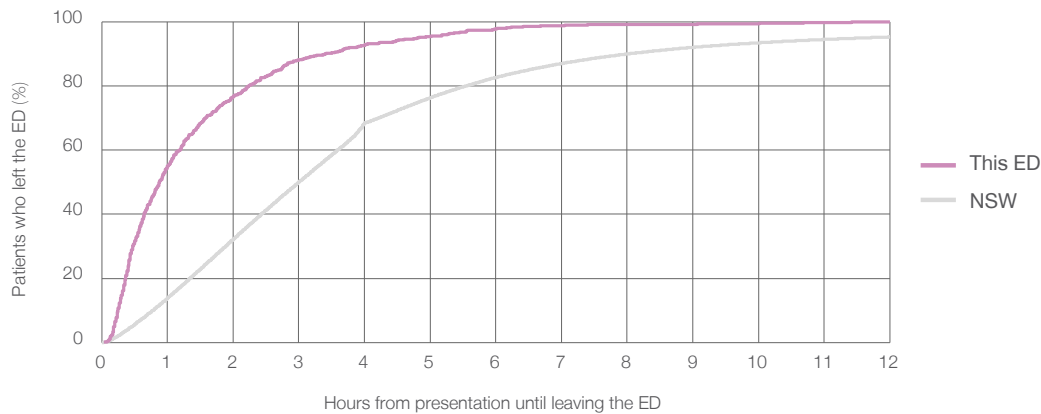
All presentations:¹ 973 patients

Presentations used to calculate time to leaving the ED:⁶ 973 patients

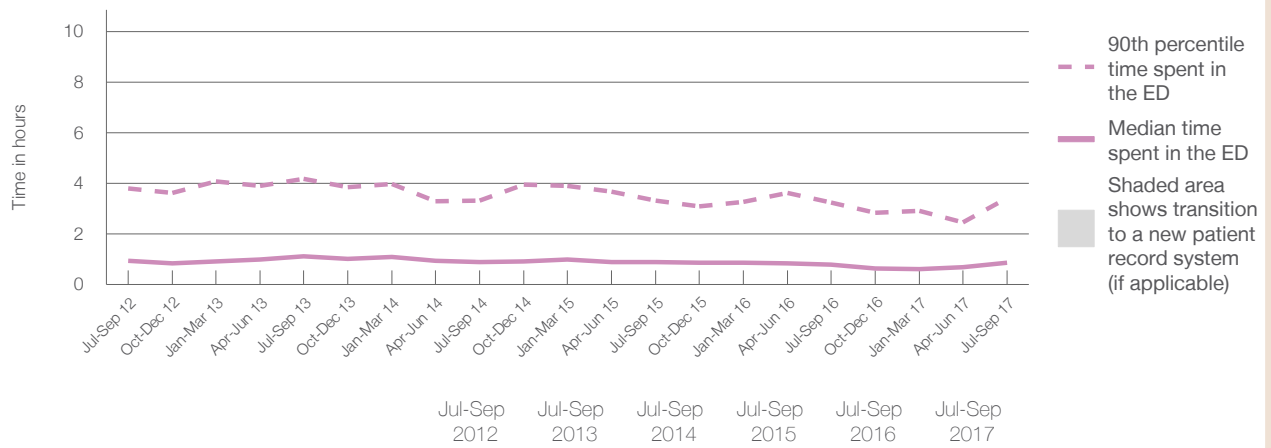
Median time spent in the ED⁸ 0 hours and 53 minutes
90th percentile time spent in the ED⁹ 3 hours and 25 minutes

Same period last year	NSW (this period)
969	969
0 hours and 47 minutes	3 hours and 0 minutes
3 hours and 15 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)	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m	0h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 48m	4h 11m	3h 20m	3h 20m	3h 15m	3h 25m

(†) 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.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

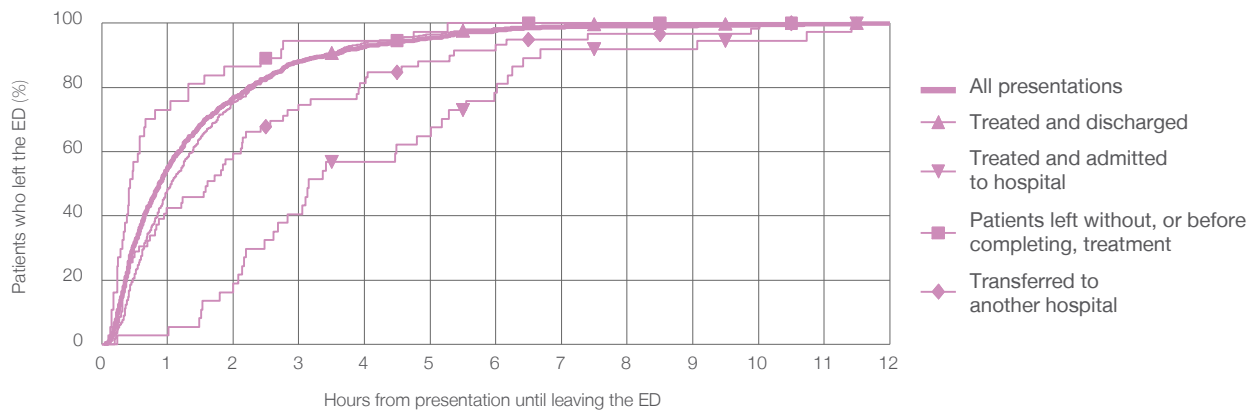
All presentations:¹ 973 patients

Presentations used to calculate time to leaving the ED:⁶ 973 patients

Treated and discharged	554 (56.9%)
Treated and admitted to hospital	37 (3.8%)
Patient left without, or before completing, treatment	37 (3.8%)
Transferred to another hospital	59 (6.1%)
Other	286 (29.4%)

Same period last year	Change since one year ago
969	0.4%
568	-2.5%
17	117.6%
41	-9.8%
51	15.7%
292	-2.1%

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	48.2%	75.5%	88.4%	93.9%	98.6%	99.8%	99.8%	100%
Treated and admitted to hospital	2.7%	18.9%	40.5%	56.8%	78.4%	91.9%	94.6%	100%
Patient left without, or before completing, treatment	73.0%	86.5%	94.6%	94.6%	100%	100%	100%	100%
Transferred to another hospital	42.4%	59.3%	74.6%	81.4%	93.2%	96.6%	98.3%	100%
All presentations	55.0%	76.9%	88.1%	92.7%	97.7%	99.2%	99.4%	99.9%

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

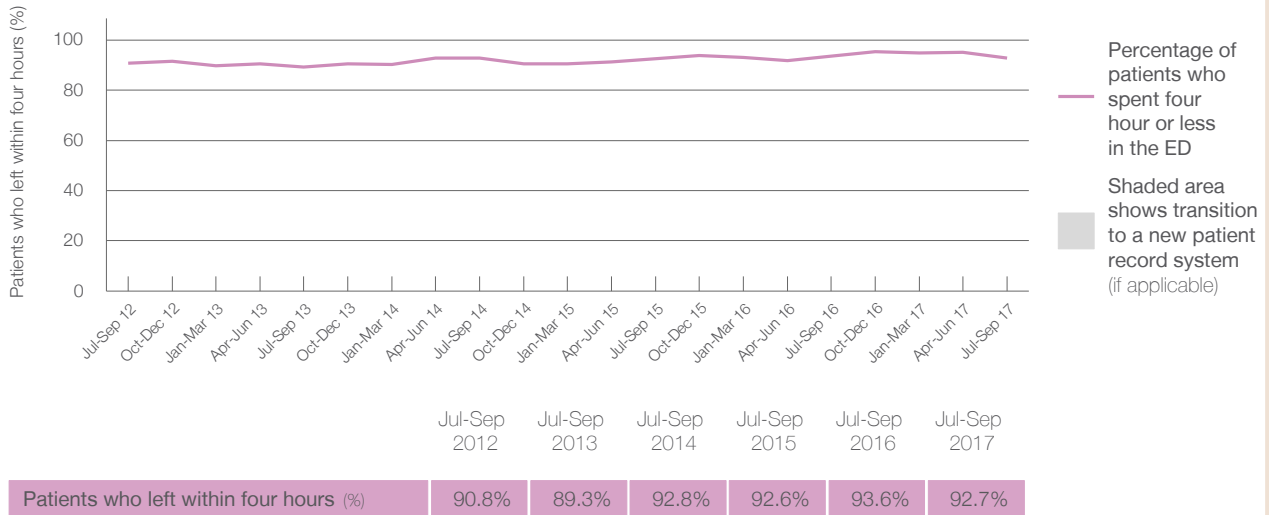
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Kurri Kurri District Hospital: 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:¹ 973 patients
 Presentations used to calculate time to leaving the ED:⁶ 973 patients

	Same period last year	Change since one year ago
Percentage of patients who spent four hours or less in the ED	969	0.4%
	969	0.4%
	92.7%	93.6%

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



Patients who left within four hours (%)	90.8%	89.3%	92.8%	92.6%	93.6%	92.7%
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* 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).

Maitland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,610 patients

Emergency presentations:² 12,538 patients

Same period last year	Change since one year ago
12,232	3.1%
12,165	3.1%

Maitland Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,993 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,392 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 131 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,838 patients

Median time to start treatment⁴ 55 minutes
 90th percentile time to start treatment⁵ 177 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,279 patients

Median time to start treatment⁴ 62 minutes
 90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
2,179	
8 minutes	9 minutes
22 minutes	29 minutes
3,285	
22 minutes	23 minutes
76 minutes	83 minutes
5,447	
41 minutes	30 minutes
131 minutes	121 minutes
1,231	
55 minutes	26 minutes
141 minutes	118 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,609 patients

Percentage of patients who spent four hours or less in the ED 60.8%

Same period last year	Change since one year ago
12,232	3.1%
70.5%	

* 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.

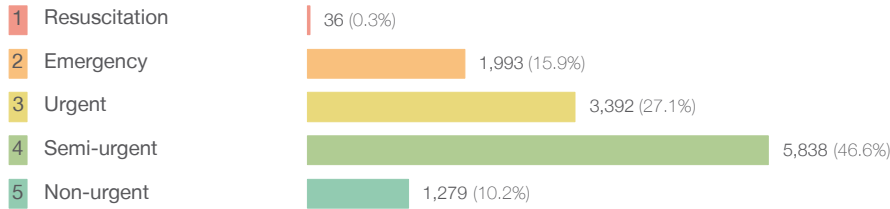
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Maitland Hospital: Patients presenting to the emergency department July to September 2017

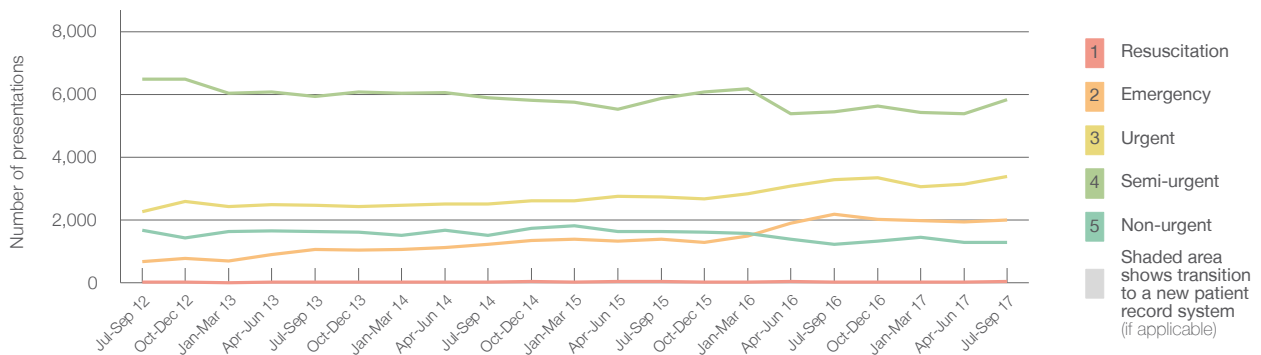
All presentations:¹ 12,610 patients

Emergency presentations² by triage category: 12,538 patients



	Same period last year	Change since one year ago
All presentations	12,232	3.1%
Emergency presentations	12,165	3.1%
1 Resuscitation	23	56.5%
2 Emergency	2,179	-8.5%
3 Urgent	3,285	3.3%
4 Semi-urgent	5,447	7.2%
5 Non-urgent	1,231	3.9%

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	27	20	24	34	23	36
Emergency	667	1,053	1,227	1,383	2,179	1,993
Urgent	2,256	2,474	2,503	2,722	3,285	3,392
Semi-urgent	6,487	5,937	5,891	5,872	5,447	5,838
Non-urgent	1,666	1,629	1,515	1,634	1,231	1,279
All emergency presentations	11,103	11,113	11,160	11,645	12,165	12,538

Maitland Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,380 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,121	
ED Transfer of care time		
Median time	9 minutes	0 minutes
90th percentile time	20 minutes	2 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.

Maitland Hospital: 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: 1,993

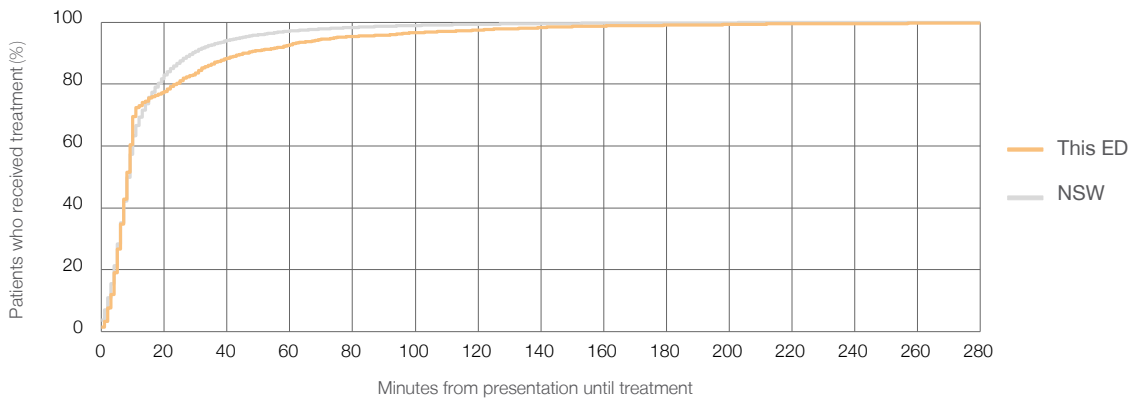
Number of triage 2 patients used to calculate waiting time:³ 1,938

Median time to start treatment⁴ 8 minutes

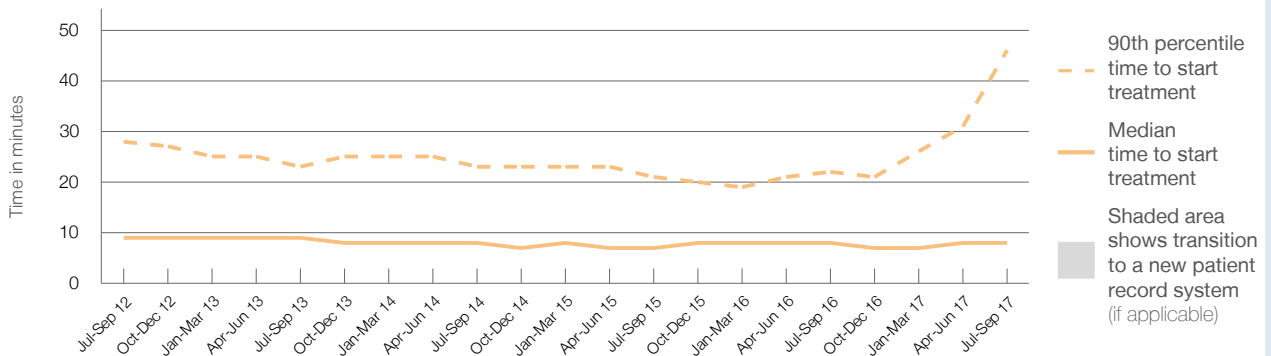
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
2,179	2,135
8 minutes	9 minutes
22 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)	9	9	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	28	23	23	21	22	46

(†) 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.

Maitland Hospital: 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: 3,392

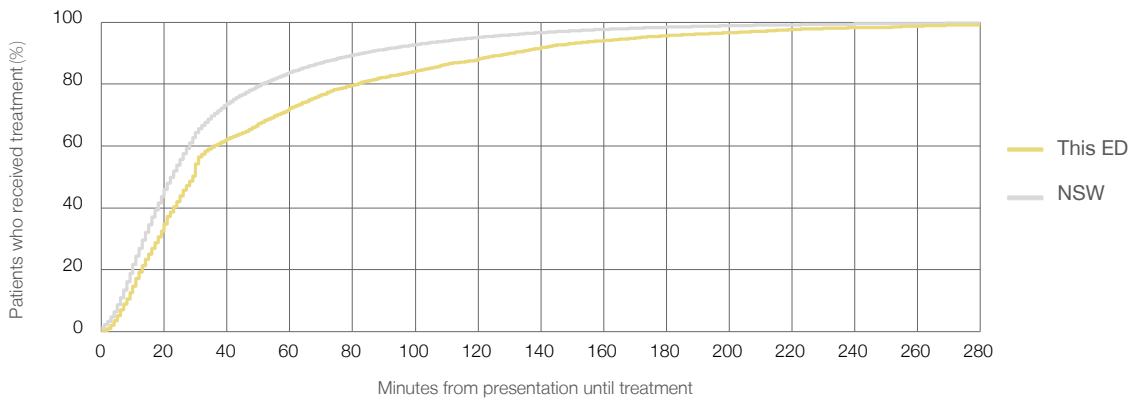
Number of triage 3 patients used to calculate waiting time:³ 3,155

Median time to start treatment⁴ 29 minutes

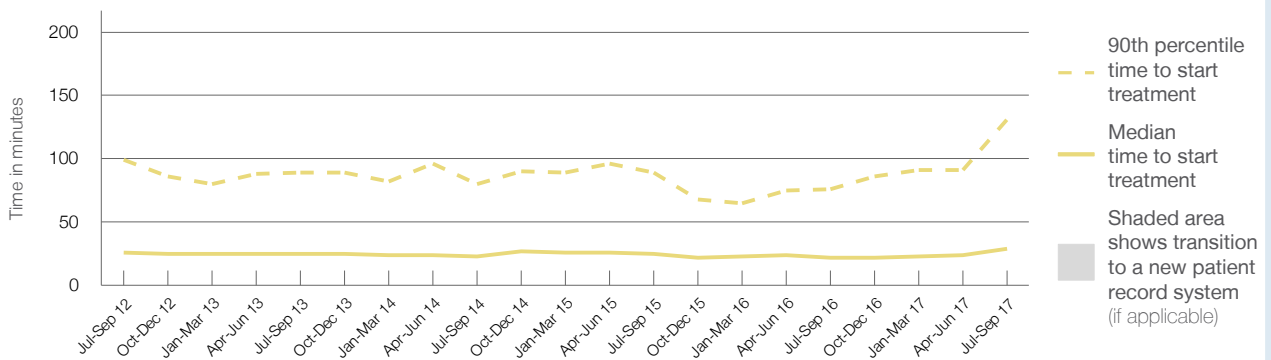
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
3,285	3,146
22 minutes	23 minutes
76 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)	26	25	23	25	22	29
90th percentile time to start treatment ⁵ (minutes)	99	89	80	89	76	131

(†) 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.

Maitland Hospital: 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: 5,838

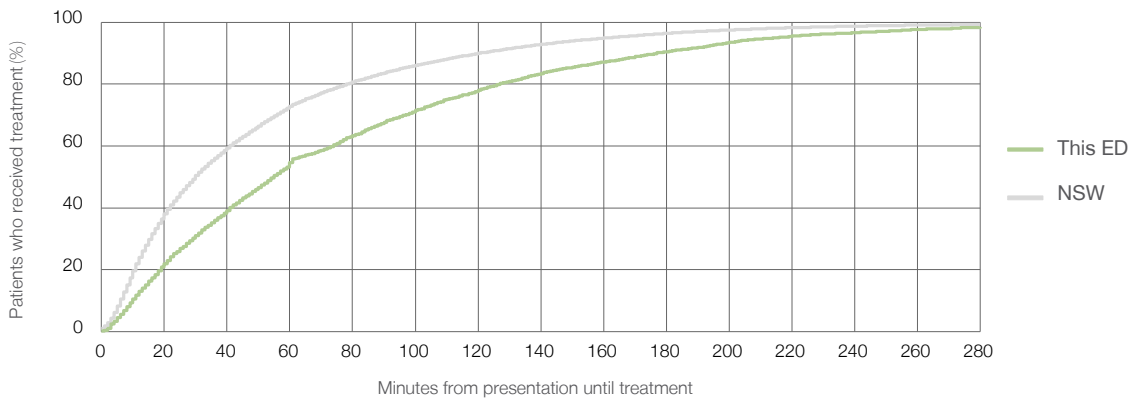
Number of triage 4 patients used to calculate waiting time:³ 4,598

Median time to start treatment⁴ 55 minutes

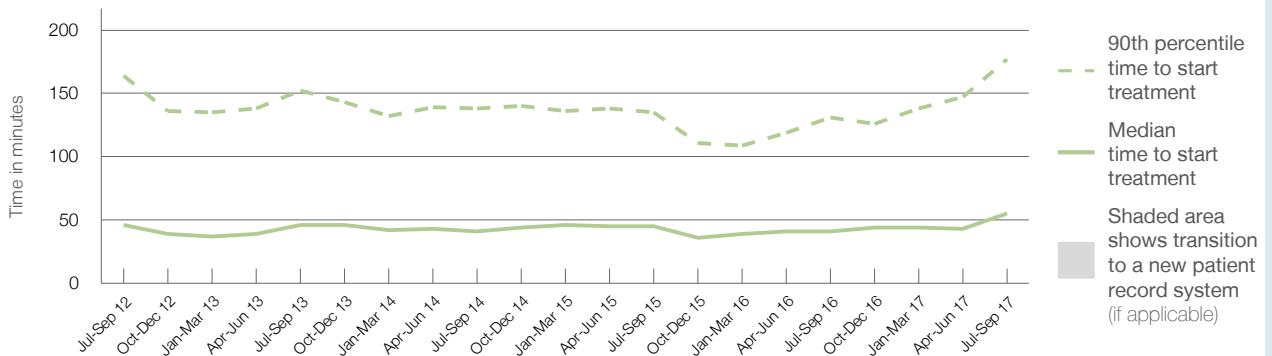
90th percentile time to start treatment⁵ 177 minutes

Same period last year	NSW (this period)
5,447	4,585
41 minutes	30 minutes
131 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)	46	46	41	45	41	55
90th percentile time to start treatment ⁵ (minutes)	164	152	138	135	131	177

(†) 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.

Maitland Hospital: 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: 1,279

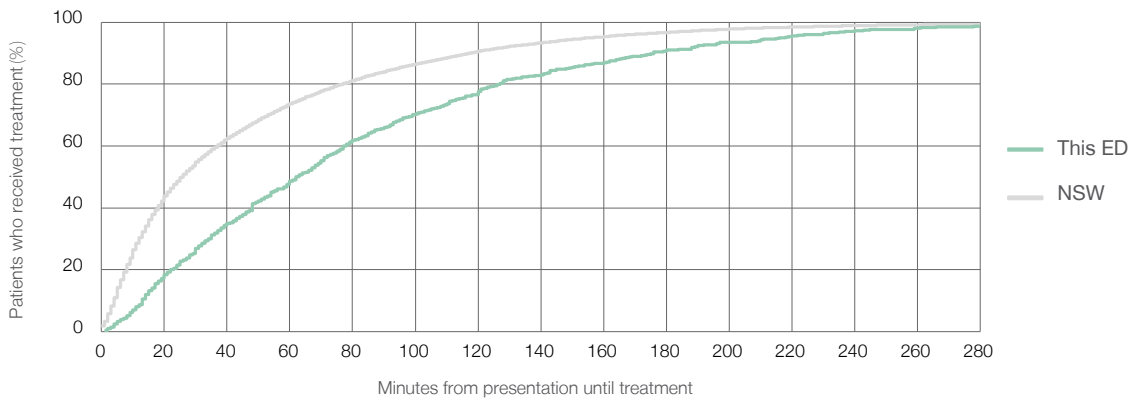
Number of triage 5 patients used to calculate waiting time:³ 839

Median time to start treatment⁴ 62 minutes

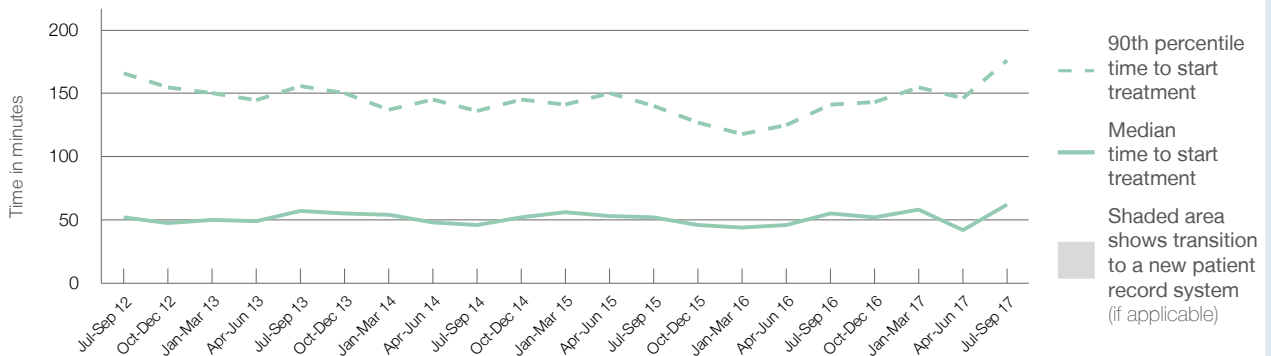
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,231	904
55 minutes	26 minutes
141 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)	52	57	46	52	55	62
90th percentile time to start treatment ⁵ (minutes)	166	156	136	140	141	176

(†) 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.

Maitland Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,610 patients

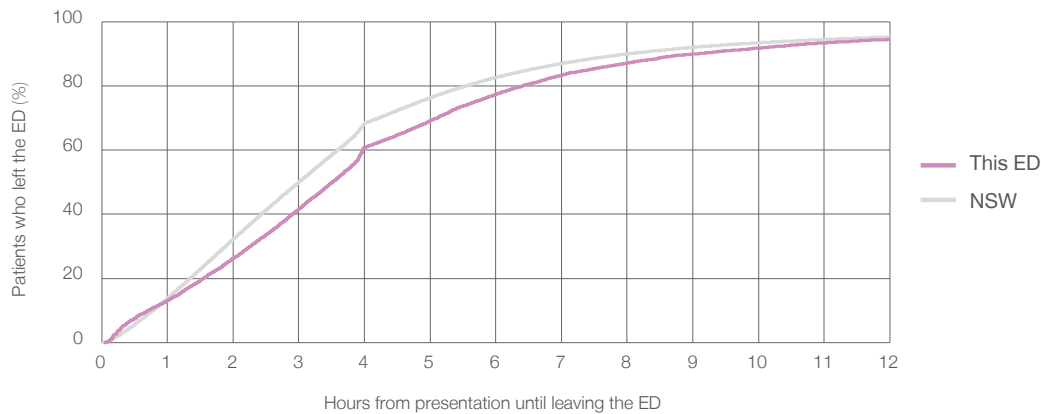
Presentations used to calculate time to leaving the ED:⁶ 12,609 patients

Median time spent in the ED⁸ 3 hours and 31 minutes

90th percentile time spent in the ED⁹ 9 hours and 4 minutes

Same period last year	NSW (this period)
12,232	12,232
3 hours and 7 minutes	3 hours and 0 minutes
7 hours and 27 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)	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m	3h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 3m	10h 29m	9h 38m	7h 58m	7h 27m	9h 4m

(†) 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.

Maitland Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

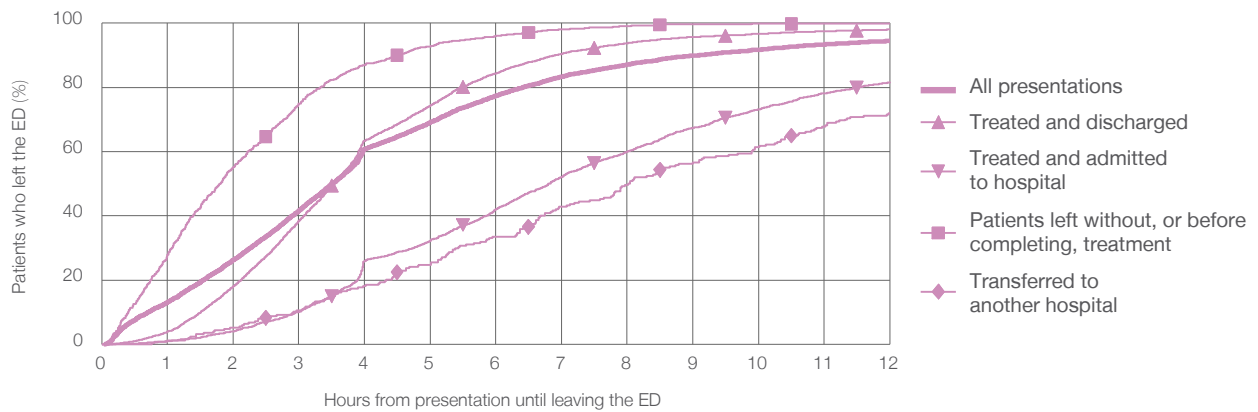
All presentations:¹ 12,610 patients

Presentations used to calculate time to leaving the ED:⁶ 12,609 patients

Treated and discharged	7,276 (57.7%)
Treated and admitted to hospital	2,587 (20.5%)
Patient left without, or before completing, treatment	1,156 (9.2%)
Transferred to another hospital	254 (2.0%)
Other	1,337 (10.6%)

Same period last year	Change since one year ago
12,232	3.1%
7,862	-7.5%
2,500	3.5%
586	97.3%
214	18.7%
1,070	25.0%

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

Treated and discharged	3.9%	18.1%	38.4%	63.3%	84.4%	93.8%	96.7%	98.0%
Treated and admitted to hospital	1.0%	4.0%	10.1%	26.0%	42.1%	59.9%	73.1%	81.7%
Patient left without, or before completing, treatment	27.9%	55.2%	74.9%	87.0%	96.0%	99.1%	99.8%	99.9%
Transferred to another hospital	1.2%	5.1%	10.6%	18.1%	33.5%	49.6%	61.4%	72.0%
All presentations	13.2%	26.3%	41.7%	60.8%	77.4%	87.1%	91.8%	94.5%

(†) 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.

Maitland Hospital: 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 12,610 patients

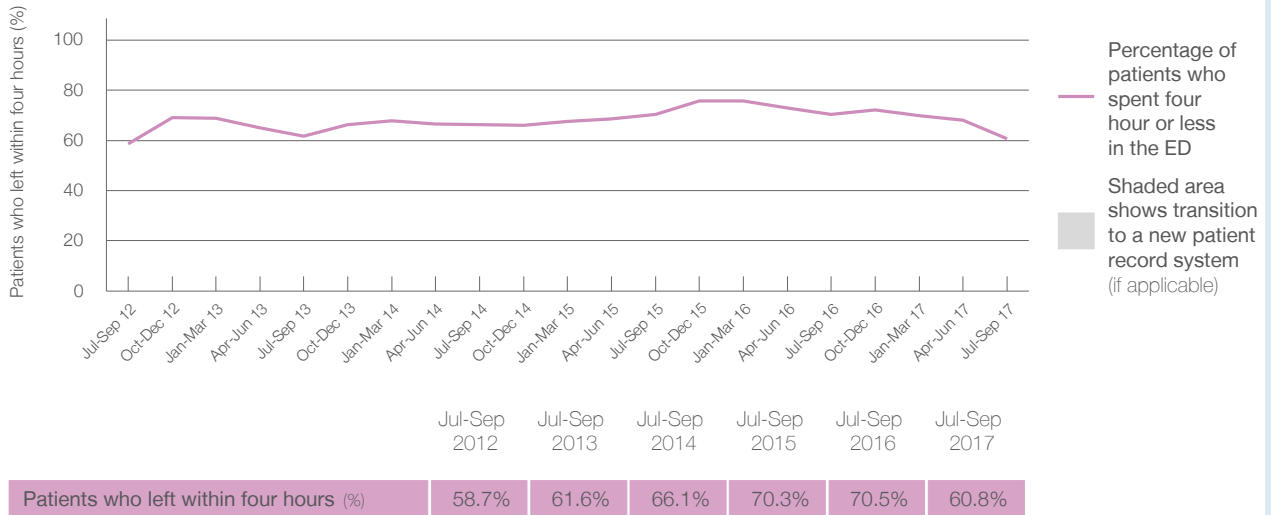
Presentations used to calculate time to leaving the ED:⁶ 12,609 patients

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



Same period last year	Change since one year ago
12,232	3.1%
12,232	3.1%
70.5%	

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).

Manning Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,196 patients
 Emergency presentations:² 8,055 patients

Same period last year	Change since one year ago
6,987	17.3%
6,834	17.9%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,411 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,266 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 120 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,915 patients

Median time to start treatment⁴ 45 minutes
 90th percentile time to start treatment⁵ 171 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,404 patients

Median time to start treatment⁴ 43 minutes
 90th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
1,308	
7 minutes	9 minutes
11 minutes	29 minutes
2,060	
20 minutes	23 minutes
87 minutes	83 minutes
2,171	
29 minutes	30 minutes
121 minutes	121 minutes
1,255	
29 minutes	26 minutes
118 minutes	118 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,196 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year	Change since one year ago
6,987	17.3%
76.8%	

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

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

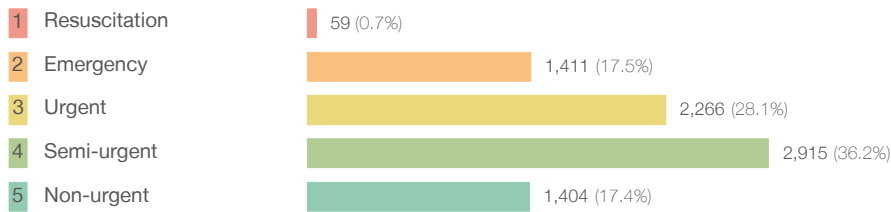
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Manning Base Hospital: Patients presenting to the emergency department July to September 2017

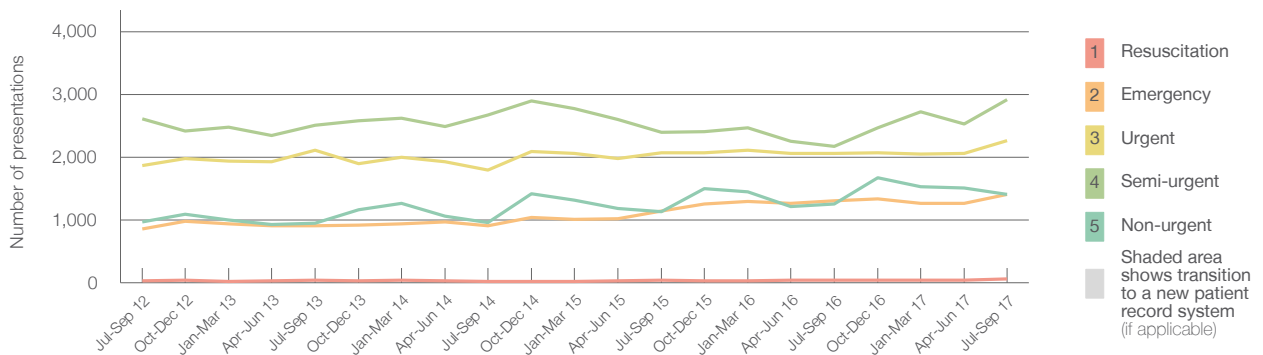
All presentations:¹ 8,196 patients

Emergency presentations² by triage category: 8,055 patients



Same period last year	Change since one year ago
6,987	17.3%
6,834	17.9%
40	47.5%
1,308	7.9%
2,060	10.0%
2,171	34.3%
1,255	11.9%

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	28	41	19	37	40	59
Emergency	858	910	903	1,140	1,308	1,411
Urgent	1,863	2,110	1,789	2,067	2,060	2,266
Semi-urgent	2,615	2,508	2,671	2,392	2,171	2,915
Non-urgent	965	951	956	1,132	1,255	1,404
All emergency presentations	6,329	6,520	6,338	6,768	6,834	8,055

Manning Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,199 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,888	
5 minutes	0 minutes
20 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.

Manning Base Hospital: 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: 1,411

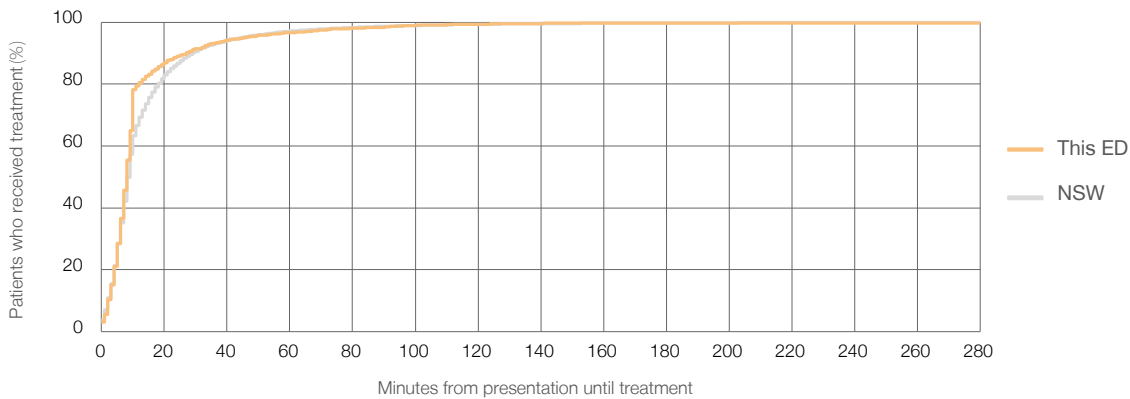
Number of triage 2 patients used to calculate waiting time:³ 1,403

Median time to start treatment⁴ 8 minutes

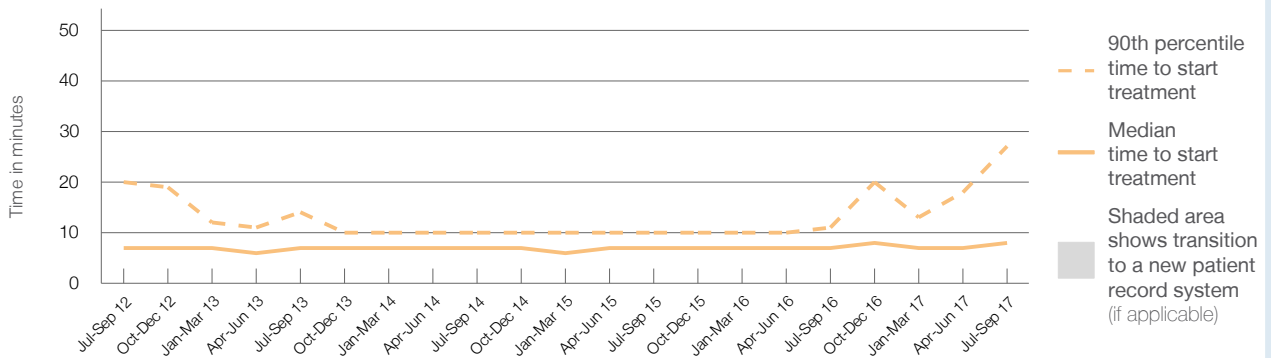
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,308	
1,298	
7 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)	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	20	14	10	10	11	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.

Manning Base Hospital: 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: 2,266

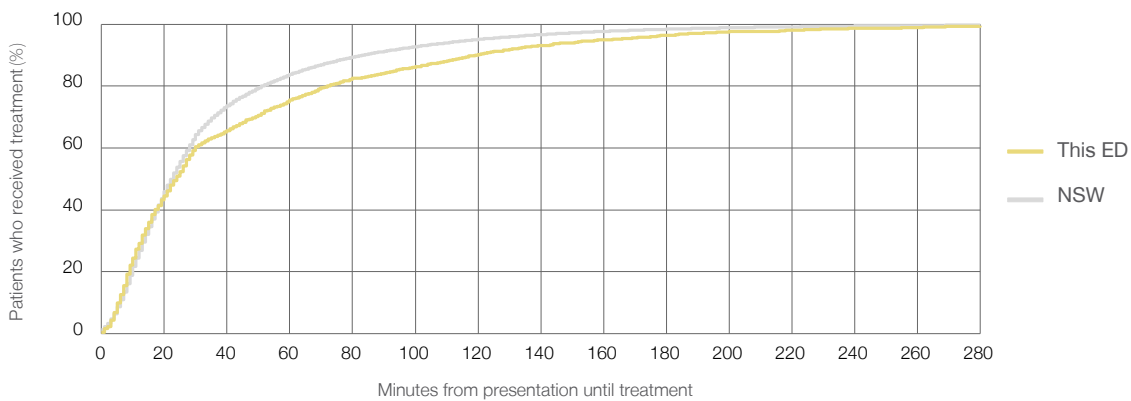
Number of triage 3 patients used to calculate waiting time:³ 2,199

Median time to start treatment⁴ 24 minutes

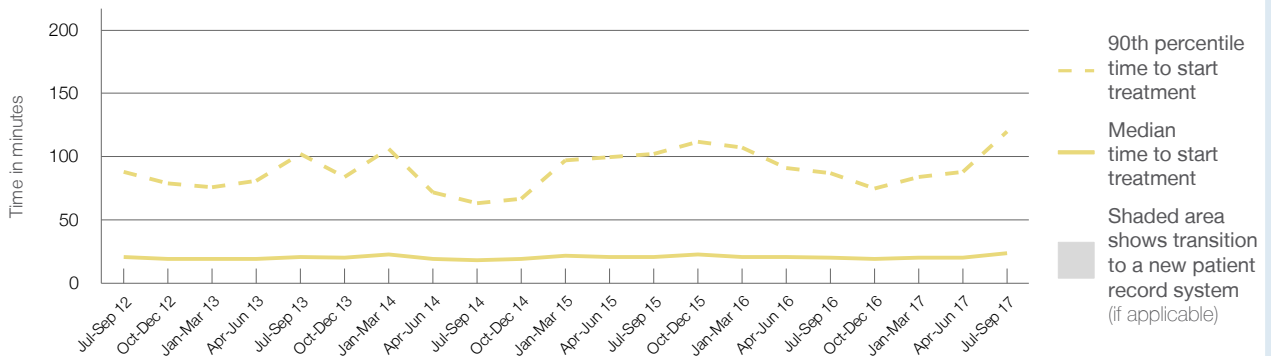
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
2,060	2,006
20 minutes	23 minutes
87 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)	21	21	18	21	20	24
90th percentile time to start treatment ⁵ (minutes)	88	102	63	102	87	120

(†) 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.

Manning Base Hospital: 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: 2,915

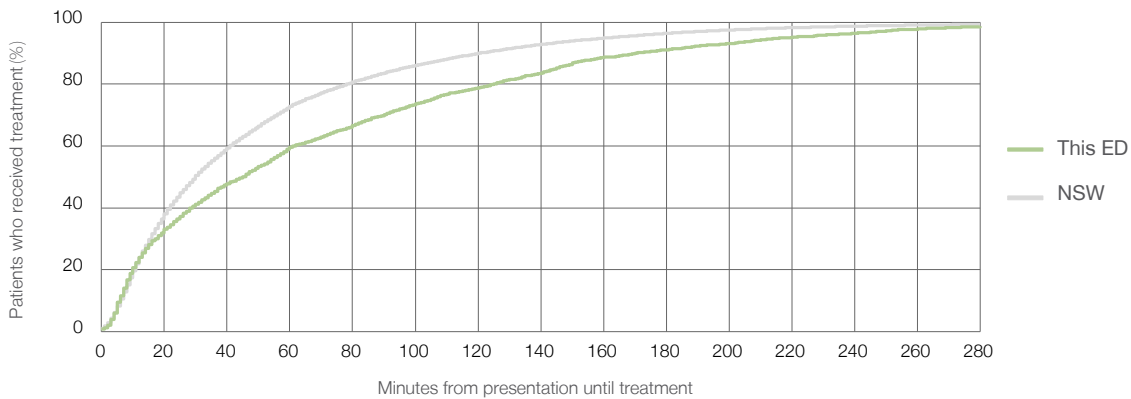
Number of triage 4 patients used to calculate waiting time:³ 2,640

Median time to start treatment⁴ 45 minutes

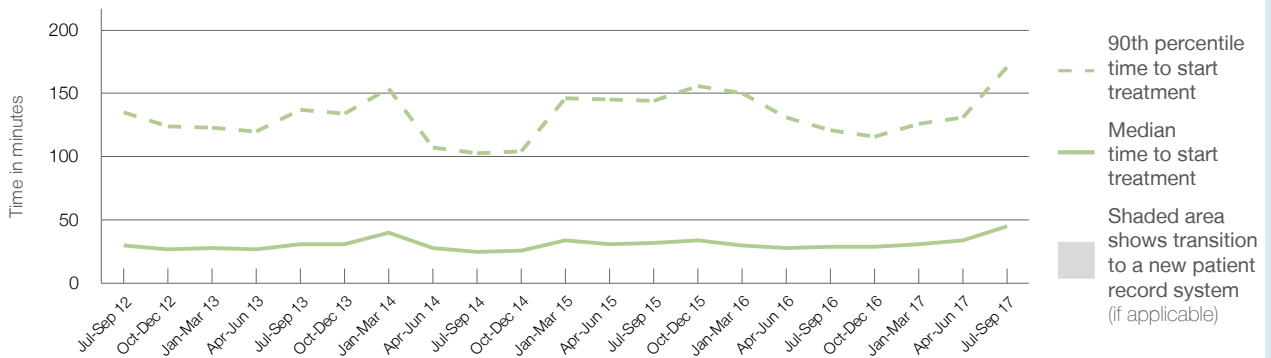
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
2,171	
2,010	
29 minutes	30 minutes
121 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)	30	31	25	32	29	45
90th percentile time to start treatment ⁵ (minutes)	135	137	103	144	121	171

(†) 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.

Manning Base Hospital: 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: 1,404

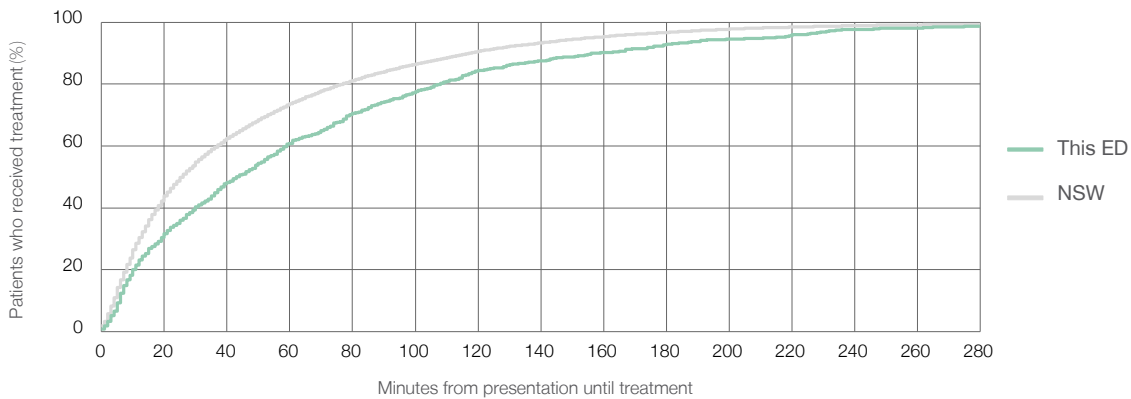
Number of triage 5 patients used to calculate waiting time:³ 1,226

Median time to start treatment⁴ 43 minutes

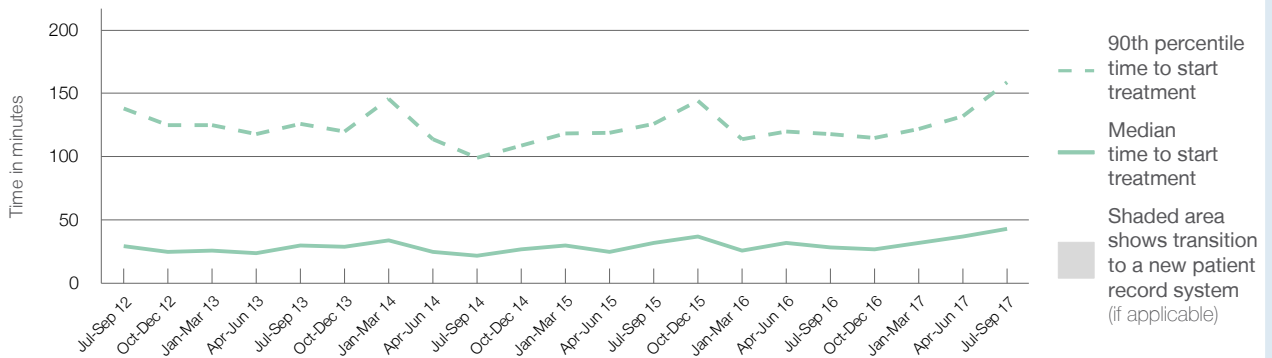
90th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
1,255	1,134
29 minutes	26 minutes
118 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)	30	30	22	32	29	43
90th percentile time to start treatment ⁵ (minutes)	138	126	99	126	118	159

(†) 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.

Manning Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 8,196 patients

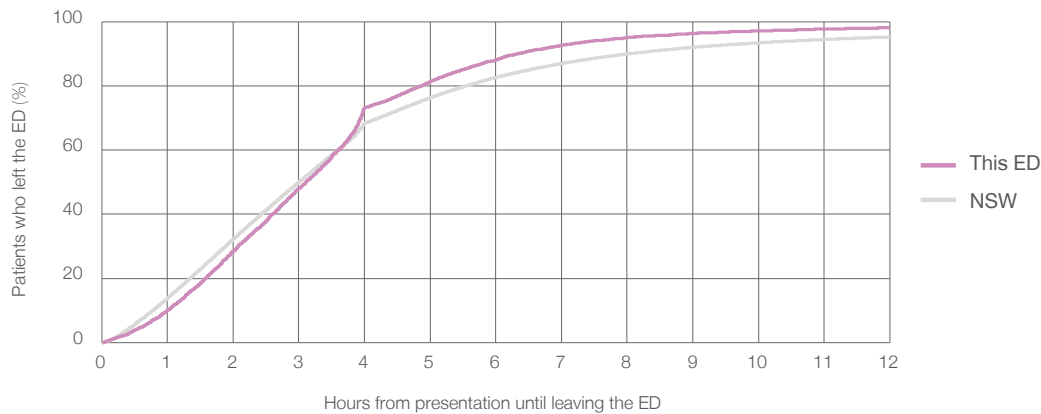
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

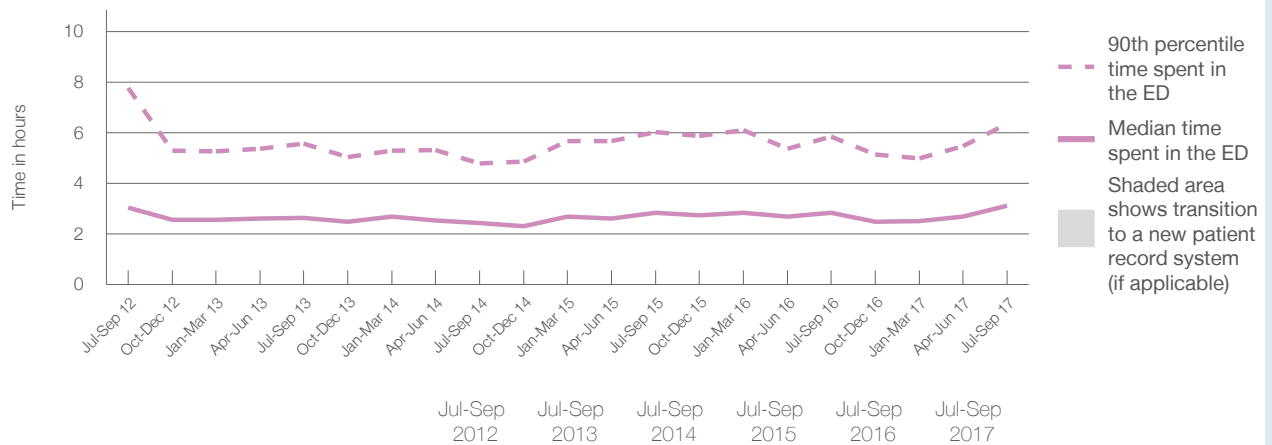
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
6,987	6,987
2 hours and 51 minutes	3 hours and 0 minutes
5 hours and 51 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)	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 46m	5h 35m	4h 47m	6h 1m	5h 51m	6h 21m

(†) 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.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

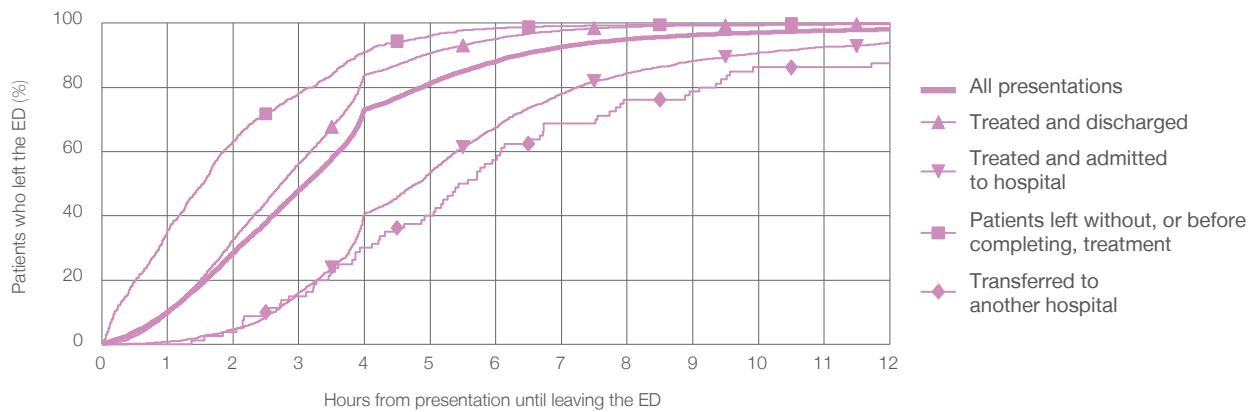
All presentations:¹ 8,196 patients

Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

Treated and discharged	5,162 (63.0%)
Treated and admitted to hospital	2,064 (25.2%)
Patient left without, or before completing, treatment	819 (10.0%)
Transferred to another hospital	80 (1.0%)
Other	71 (0.9%)

Same period last year	Change since one year ago
6,987	17.3%
4,281	20.6%
2,080	-0.8%
478	71.3%
82	-2.4%
66	7.6%

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	9.4%	32.6%	56.3%	83.8%	95.1%	98.8%	99.4%	99.7%
Treated and admitted to hospital	0.8%	4.6%	16.1%	40.7%	67.5%	84.4%	90.7%	93.9%
Patient left without, or before completing, treatment	35.4%	63.2%	78.3%	91.1%	98.4%	99.5%	99.8%	100%
Transferred to another hospital	0%	3.8%	15.0%	30.0%	57.5%	76.3%	86.3%	87.5%
All presentations	10.1%	28.6%	48.1%	73.2%	88.1%	95.0%	97.1%	98.1%

(†) 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.

Manning Base Hospital: 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 8,196 patients

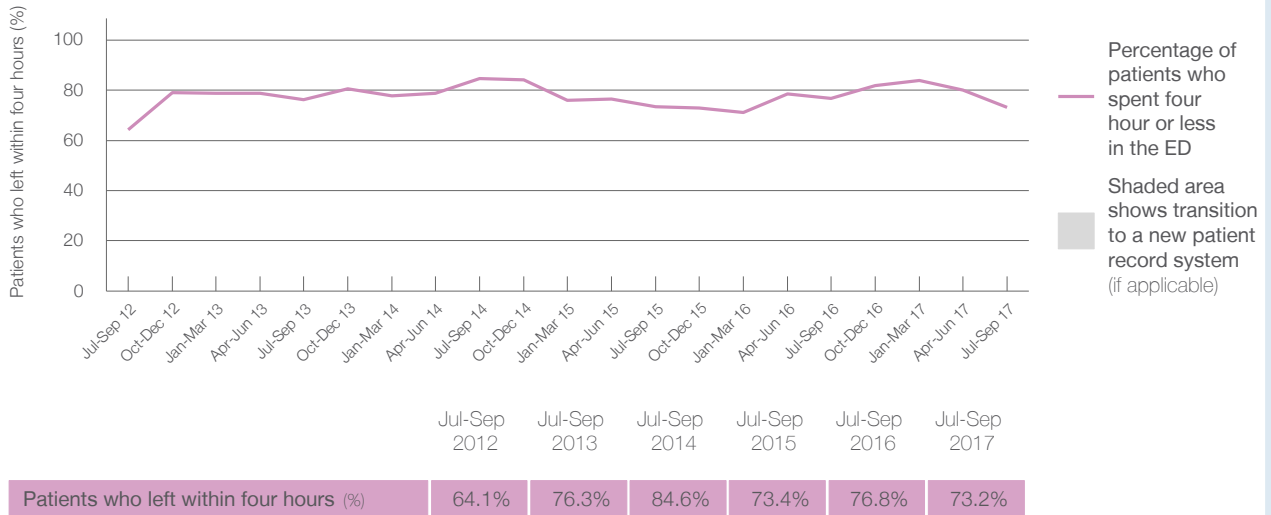
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

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	6,987	17.3%
Presentations used to calculate time to leaving the ED	6,987	17.3%
Percentage of patients who spent four hours or less in the ED	76.8%	

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).

Moree District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,585 patients
 Emergency presentations:² 2,259 patients

Same period last year	Change since one year ago
1,961	31.8%
1,714	31.8%

Moree District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 193 patients

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 655 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,255 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 59 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 150 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
149	
3 minutes	9 minutes
23 minutes	29 minutes
547	
9 minutes	23 minutes
46 minutes	83 minutes
933	
9 minutes	30 minutes
55 minutes	121 minutes
85	
12 minutes	26 minutes
*	118 minutes

Moree District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,585 patients

Percentage of patients who spent four hours or less in the ED 87.8%

Same period last year	Change since one year ago
1,961	31.8%
87.3%	

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

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

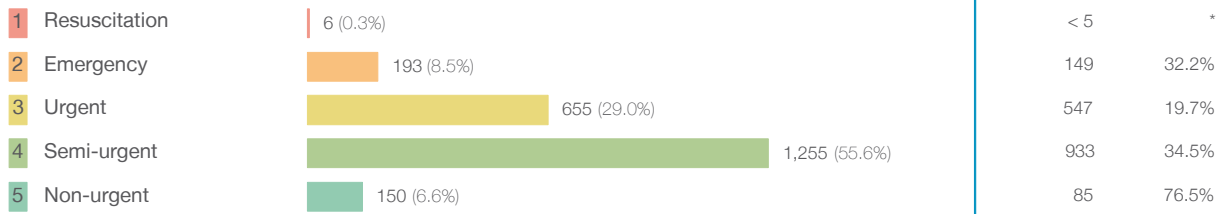
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

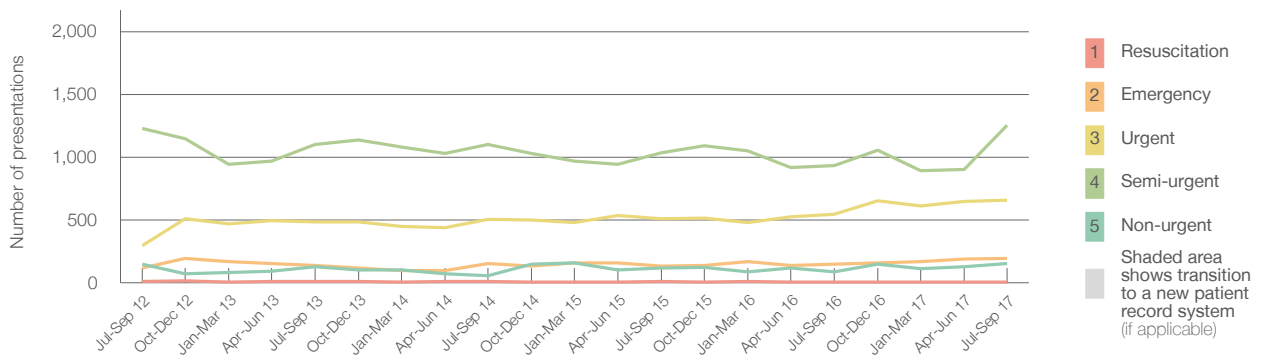
Moree District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 2,585 patients

Emergency presentations² by triage category: 2,259 patients



Emergency presentations² by quarter, July 2012 to September 2017 †

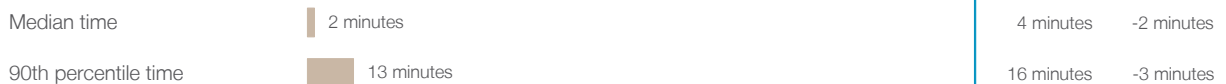


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	11	7	9	8	< 5	6
Emergency	115	135	150	134	149	193
Urgent	297	482	502	509	547	655
Semi-urgent	1,230	1,100	1,103	1,035	933	1,255
Non-urgent	148	126	54	117	85	150
All emergency presentations	1,801	1,850	1,818	1,803	1,714	2,259

Moree District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 244 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.

Moree District Hospital: 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: 193

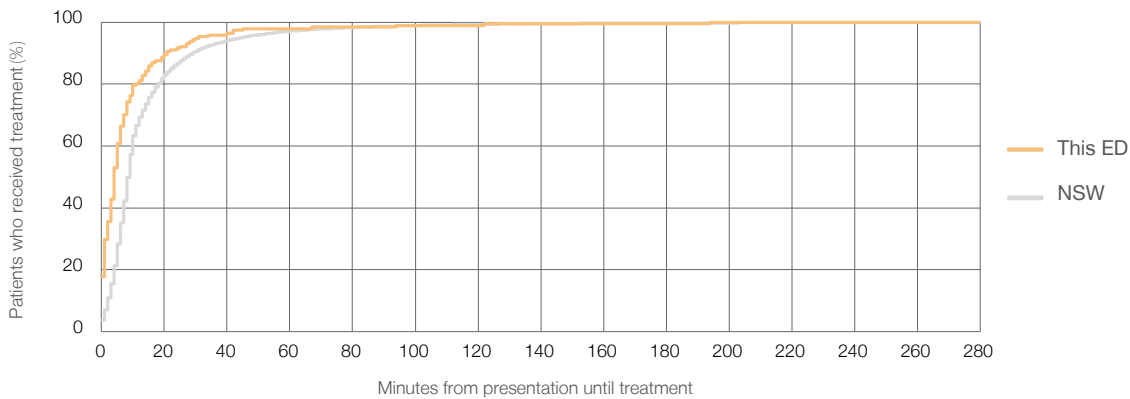
Number of triage 2 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 4 minutes

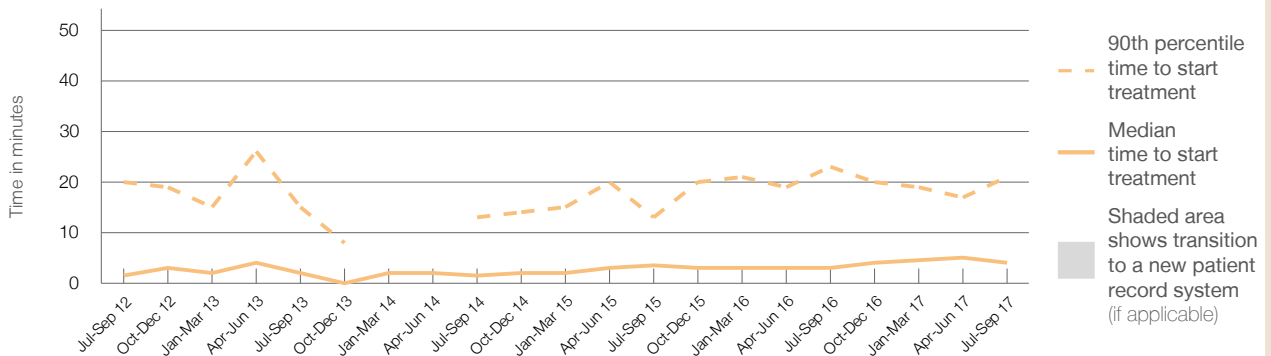
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
149	
143	
3 minutes	9 minutes
23 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)	2	2	2	4	3	4
90th percentile time to start treatment ⁵ (minutes)	20	15	13	13	23	21

(†) 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.

Moree District Hospital: 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: 655

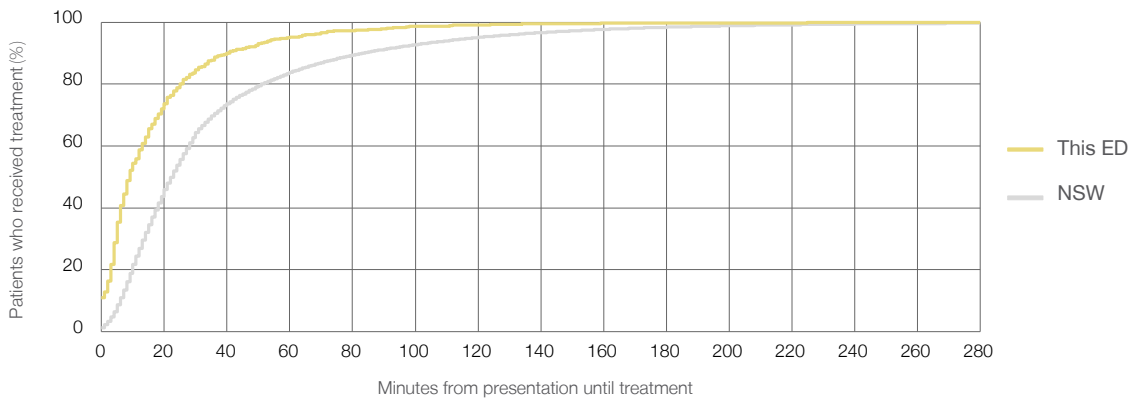
Number of triage 3 patients used to calculate waiting time:³ 632

Median time to start treatment⁴ 9 minutes

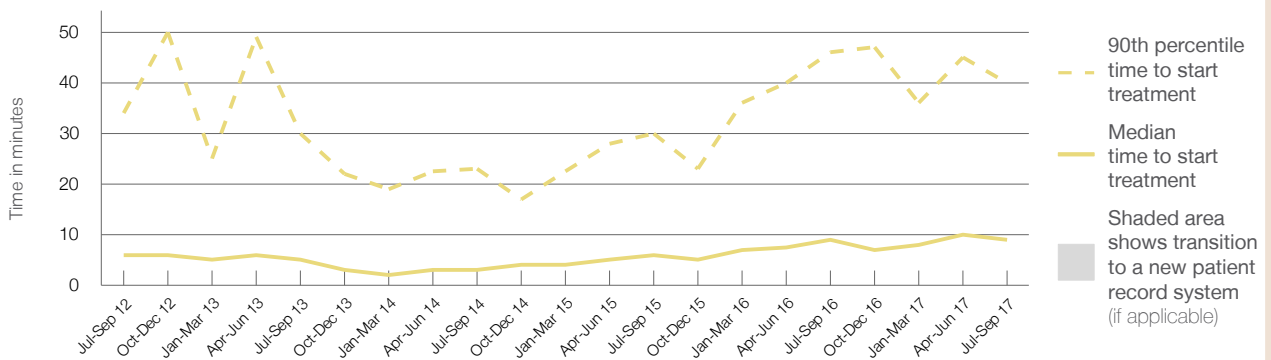
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
547	
536	
9 minutes	23 minutes
46 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)	6	5	3	6	9	9
90th percentile time to start treatment ⁵ (minutes)	34	30	23	30	46	40

(†) 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.

Moree District Hospital: 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: 1,255

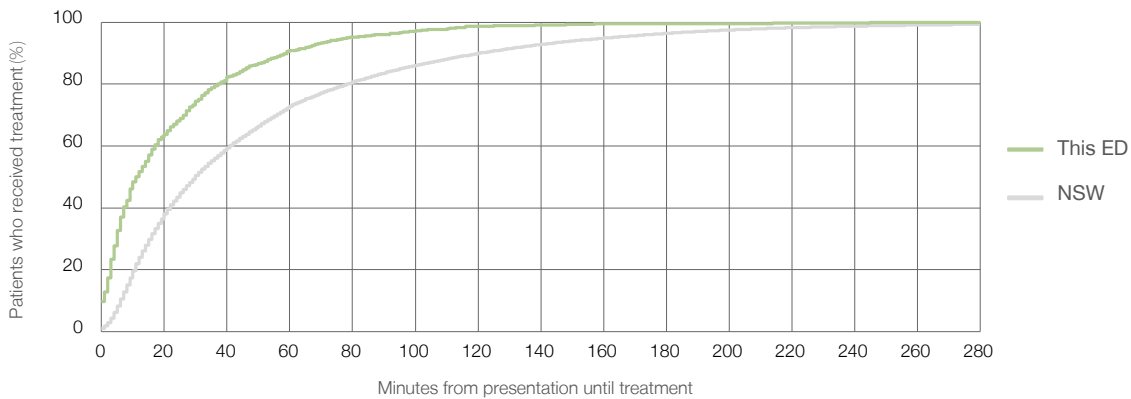
Number of triage 4 patients used to calculate waiting time:³ 1,143

Median time to start treatment⁴ 11 minutes

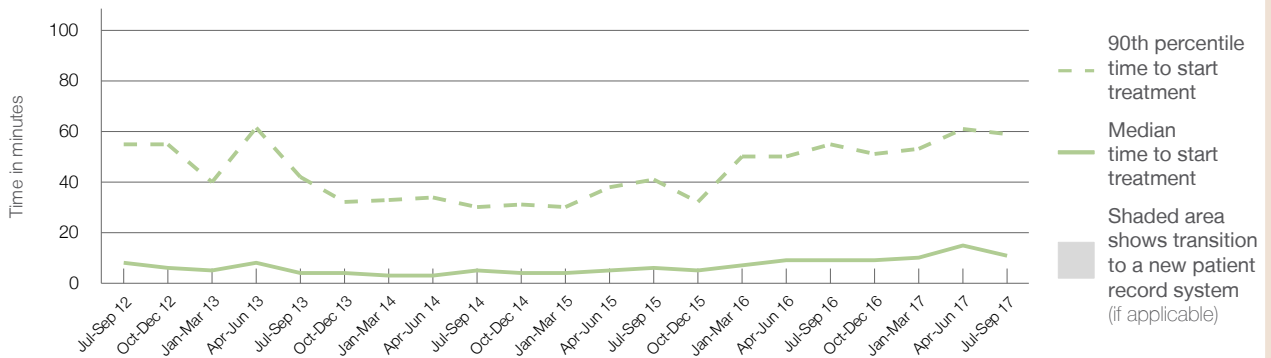
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
933	859
9 minutes	30 minutes
55 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)	8	4	5	6	9	11
90th percentile time to start treatment ⁵ (minutes)	55	42	30	41	55	59

(†) 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.

More District Hospital: 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: 150

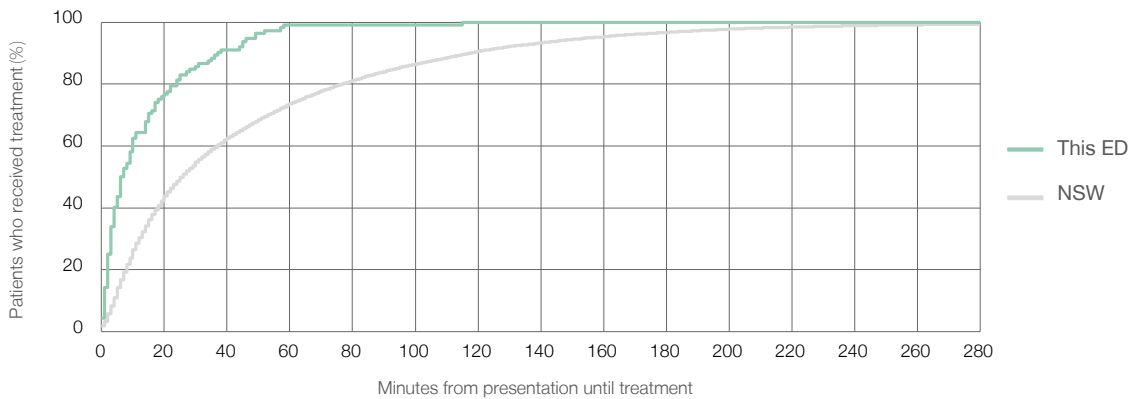
Number of triage 5 patients used to calculate waiting time:³ 112

Median time to start treatment⁴ 7 minutes

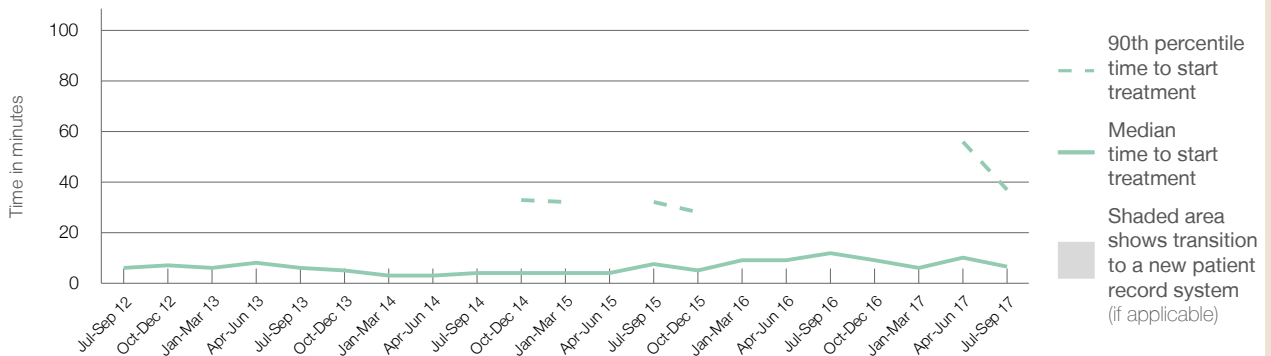
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
85	
64	
12 minutes	26 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)	6	6	4	8	12	7
90th percentile time to start treatment ⁵ (minutes)	37	52	*	32	*	37

(†) 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.

Moree District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,585 patients

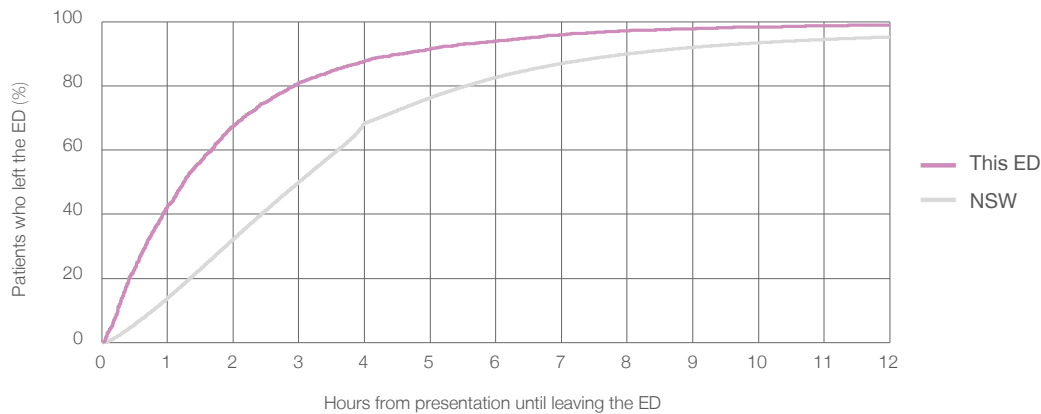
Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

Median time spent in the ED⁸ 1 hours and 15 minutes

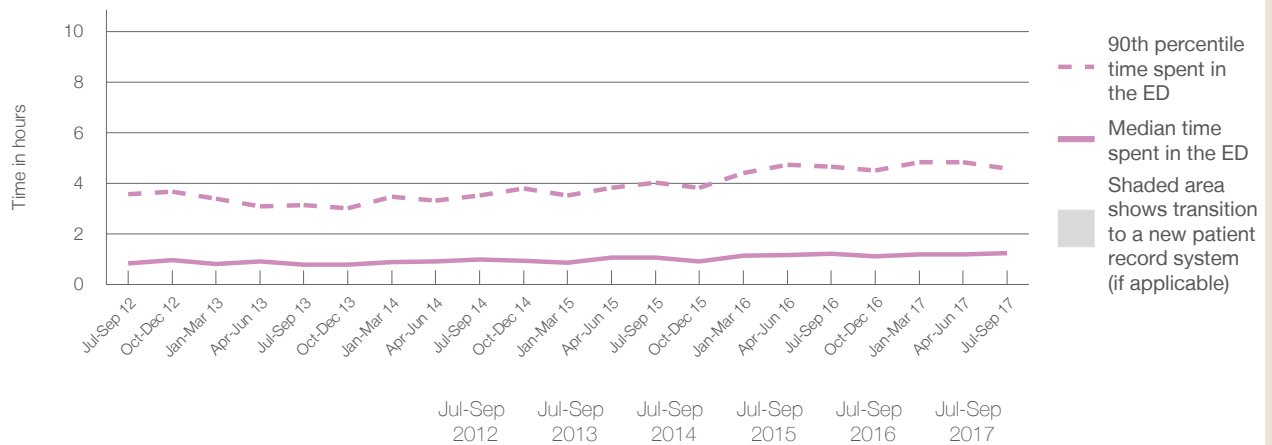
90th percentile time spent in the ED⁹ 4 hours and 36 minutes

Same period last year	NSW (this period)
1,961	1,961
1 hours and 14 minutes	3 hours and 0 minutes
4 hours and 40 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)	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m	1h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 35m	3h 9m	3h 32m	4h 2m	4h 40m	4h 36m

(†) 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.

Moree District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

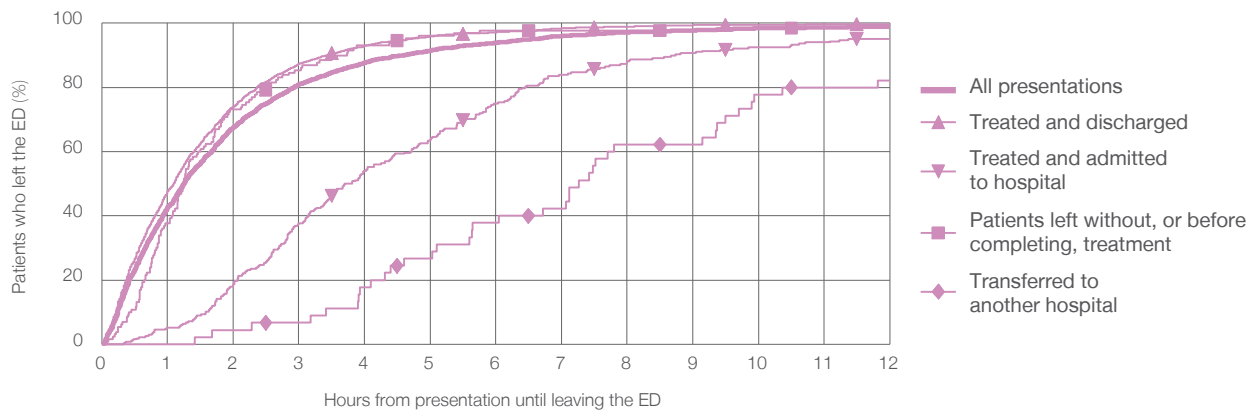
All presentations:¹ 2,585 patients

Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

Treated and discharged	2,059 (79.7%)
Treated and admitted to hospital	268 (10.4%)
Patient left without, or before completing, treatment	130 (5.0%)
Transferred to another hospital	45 (1.7%)
Other	83 (3.2%)

Same period last year	Change since one year ago
1,961	31.8%
1,535	34.1%
241	11.2%
83	56.6%
40	12.5%
62	33.9%

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

Treated and discharged	47.7%	74.0%	87.4%	93.0%	97.2%	99.0%	99.6%	99.7%
Treated and admitted to hospital	5.2%	18.7%	37.7%	54.1%	75.0%	88.1%	92.5%	95.1%
Patient left without, or before completing, treatment	37.7%	73.1%	85.4%	93.1%	97.7%	97.7%	98.5%	98.5%
Transferred to another hospital	0%	4.4%	6.7%	17.8%	37.8%	62.2%	77.8%	82.2%
All presentations	42.6%	67.5%	81.0%	87.8%	94.0%	97.2%	98.4%	98.9%

(†) 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.

Moree District Hospital: 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 2,585 patients

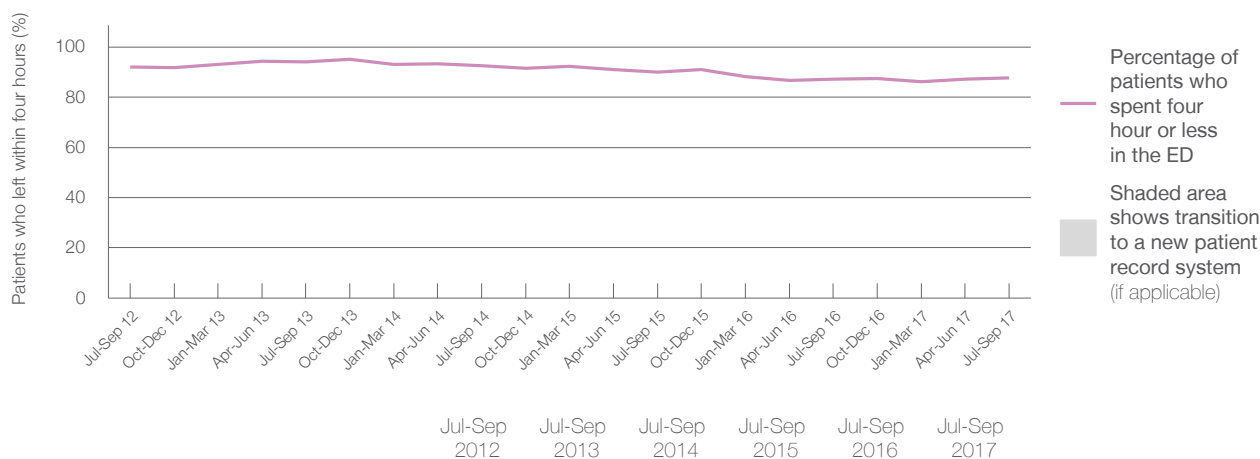
Presentations used to calculate time to leaving the ED:⁶ 2,585 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	1,961	31.8%
Presentations used to calculate time to leaving the ED: ⁶	1,961	31.8%
Percentage of patients who spent four hours or less in the ED	87.3%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	92.1%	94.1%	92.5%	89.9%	87.3%	87.8%

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

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

‡ 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).

Muswellbrook District Hospital: Emergency department (ED) overview

July to September 2017



All presentations:¹ 2,606 patients
 Emergency presentations:² 2,485 patients

Same period last year	Change since one year ago
2,378	9.6%
2,245	10.7%

Muswellbrook District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 183 patients

Median time to start treatment⁴  6 minutes
 90th percentile time to start treatment⁵  25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 645 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,175 patients

Median time to start treatment⁴  34 minutes
 90th percentile time to start treatment⁵  98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴  37 minutes
 90th percentile time to start treatment⁵  101 minutes

Same period last year	NSW (this period)
100	
4 minutes	9 minutes
*	29 minutes
542	
19 minutes	23 minutes
69 minutes	83 minutes
1,242	
32 minutes	30 minutes
92 minutes	121 minutes
356	
28 minutes	26 minutes
92 minutes	118 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,606 patients

Percentage of patients who spent four hours or less in the ED  87.6%

Same period last year	Change since one year ago
2,378	9.6%
90.2%	

* 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.

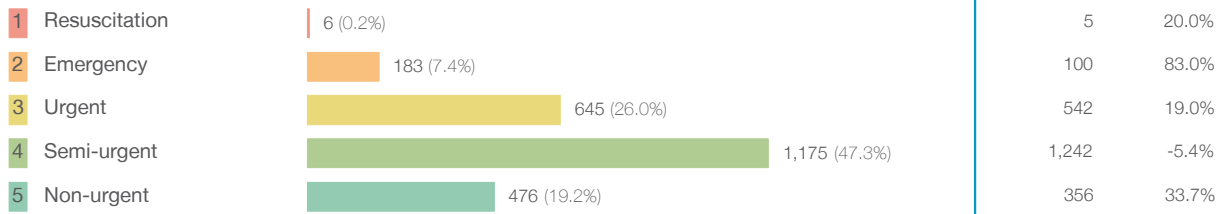
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

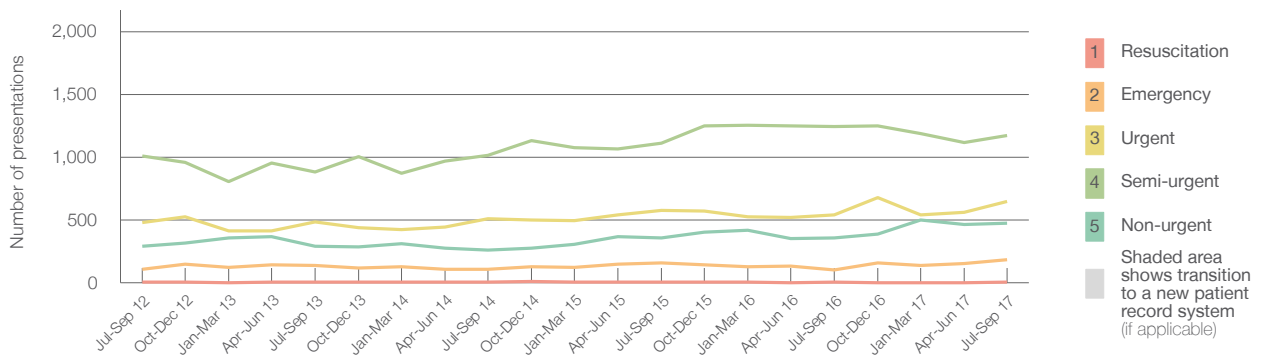
Muswellbrook District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 2,606 patients

Emergency presentations² by triage category: 2,485 patients



Emergency presentations² by quarter, July 2012 to September 2017 †

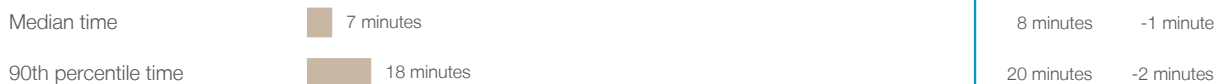


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	< 5	< 5	< 5	5	6
Emergency	107	139	110	157	100	183
Urgent	479	486	510	578	542	645
Semi-urgent	1,007	884	1,015	1,113	1,242	1,175
Non-urgent	290	289	257	357	356	476
All emergency presentations	1,883	1,798	1,892	2,205	2,245	2,485

Muswellbrook District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 395 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.

Muswellbrook District Hospital: 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: 183

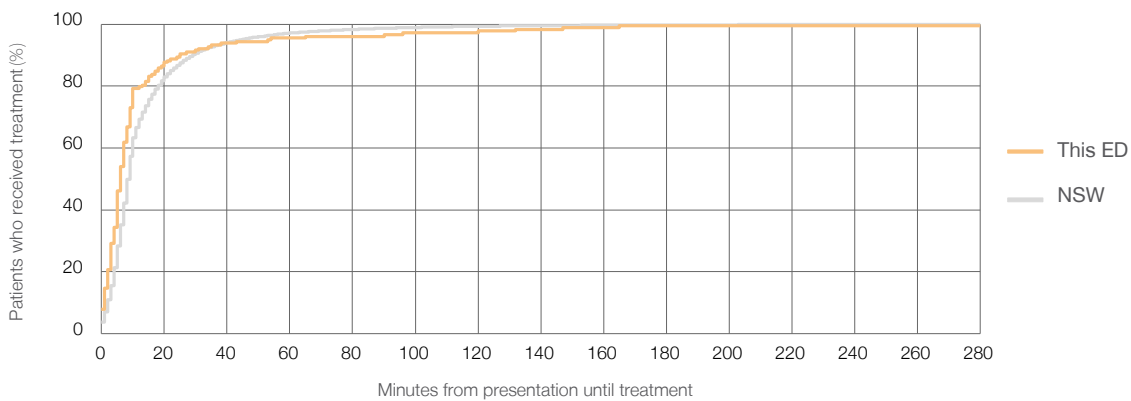
Number of triage 2 patients used to calculate waiting time:³ 178

Median time to start treatment⁴ 6 minutes

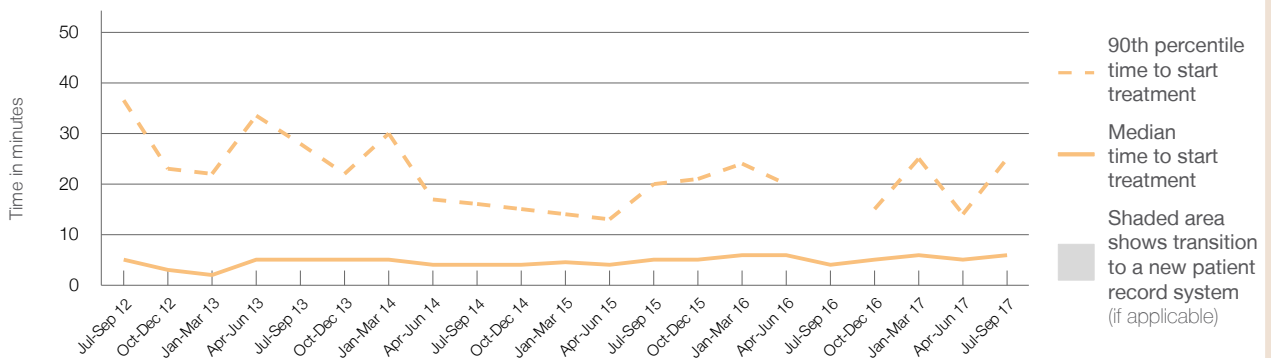
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
100	98
4 minutes	9 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)	5	5	4	5	4	6
90th percentile time to start treatment ⁵ (minutes)	37	28	16	20	*	25

(†) 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.

Muswellbrook District Hospital: 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: 645

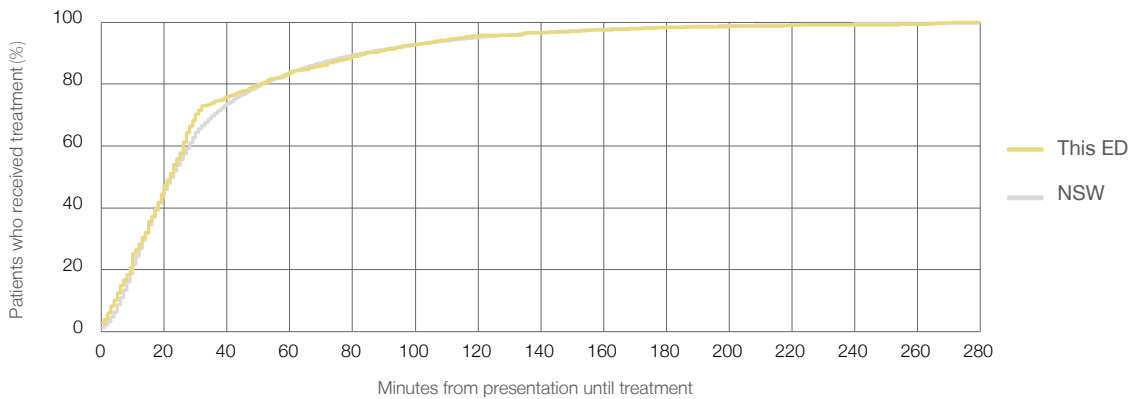
Number of triage 3 patients used to calculate waiting time:³ 606

Median time to start treatment⁴ 22 minutes

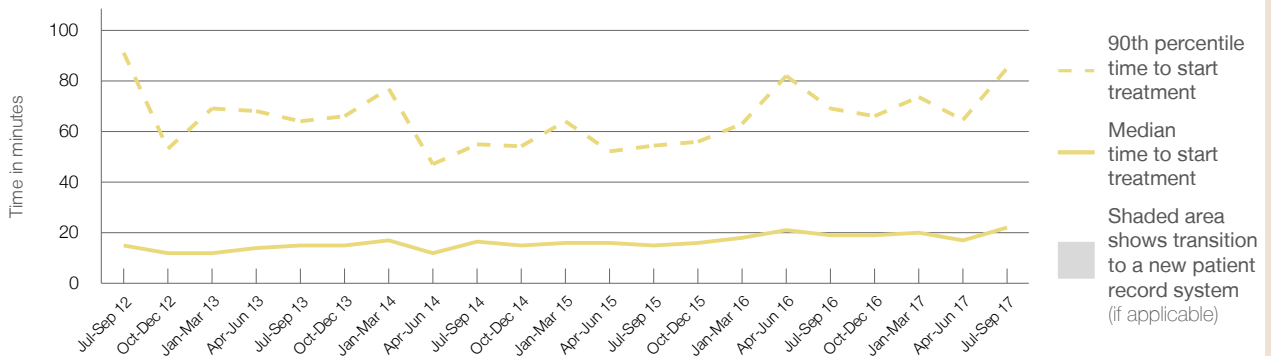
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
542	
507	
19 minutes	23 minutes
69 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)	15	15	17	15	19	22
90th percentile time to start treatment ⁵ (minutes)	91	64	55	55	69	85

(†) 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.

Muswellbrook District Hospital: 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: 1,175

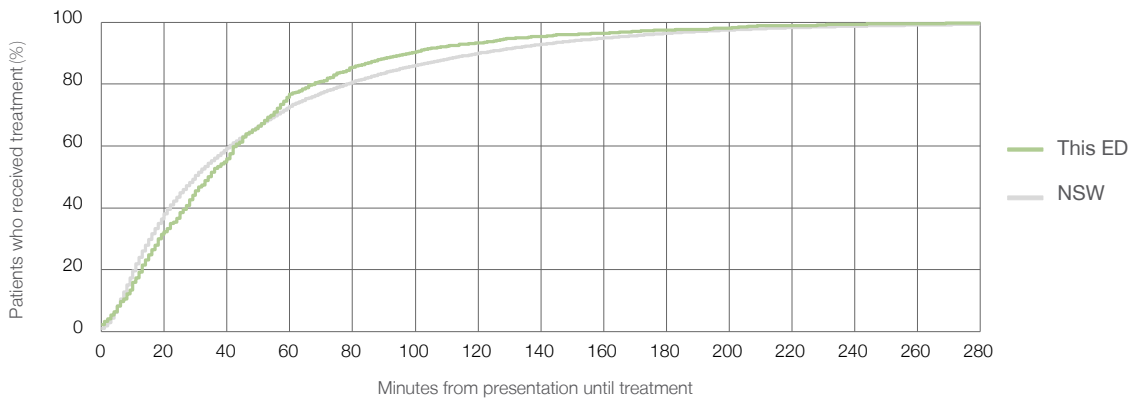
Number of triage 4 patients used to calculate waiting time:³ 1,081

Median time to start treatment⁴ 34 minutes

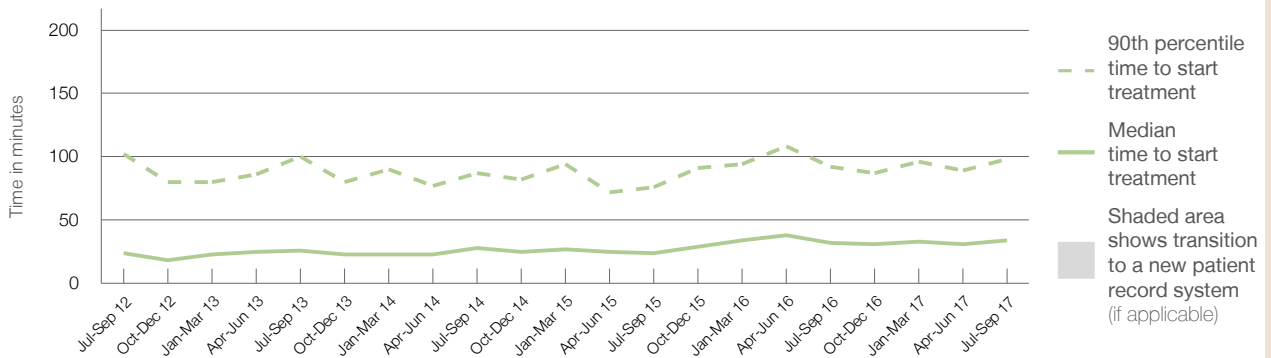
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,242	1,111
32 minutes	30 minutes
92 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)	24	26	28	24	32	34
90th percentile time to start treatment ⁵ (minutes)	102	100	87	76	92	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.

Muswellbrook District Hospital: 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: 476

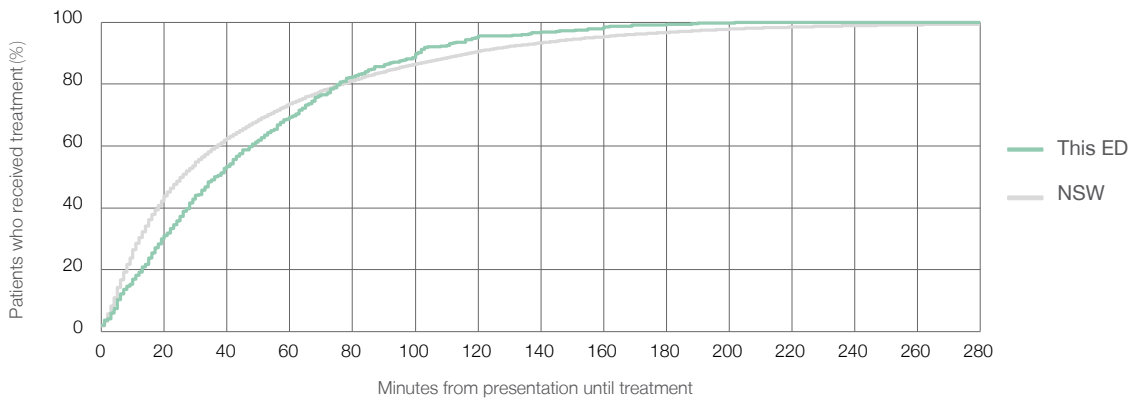
Number of triage 5 patients used to calculate waiting time:³ 402

Median time to start treatment⁴ 37 minutes

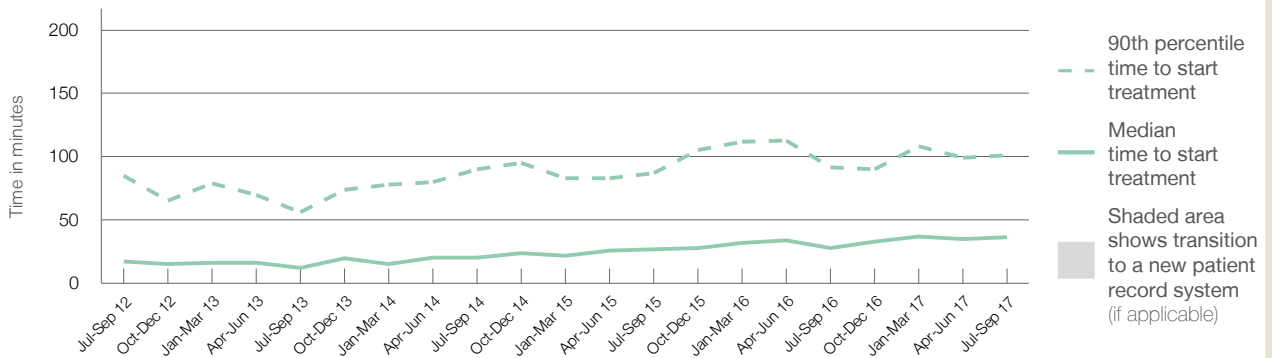
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
356	310
28 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)	17	12	20	27	28	37
90th percentile time to start treatment ⁵ (minutes)	85	56	90	87	92	101

(†) 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.

Muswellbrook District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 2,606 patients

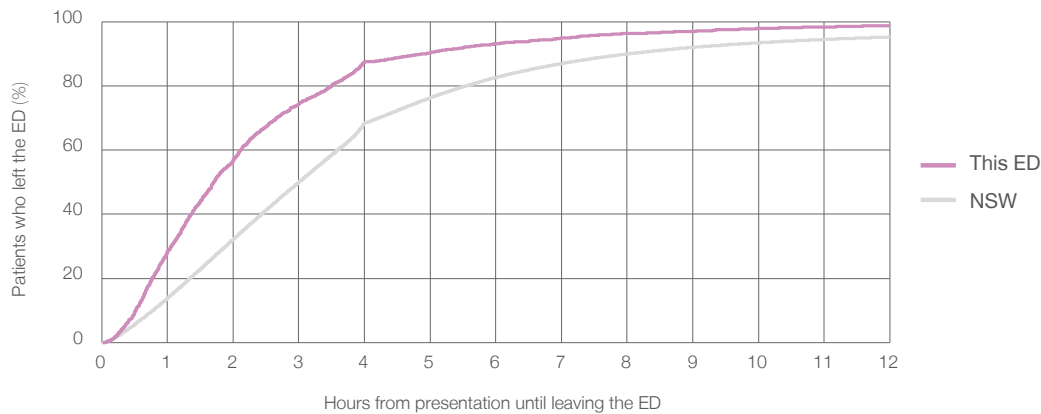
Presentations used to calculate time to leaving the ED:⁶ 2,606 patients

Median time spent in the ED⁸ 1 hours and 42 minutes

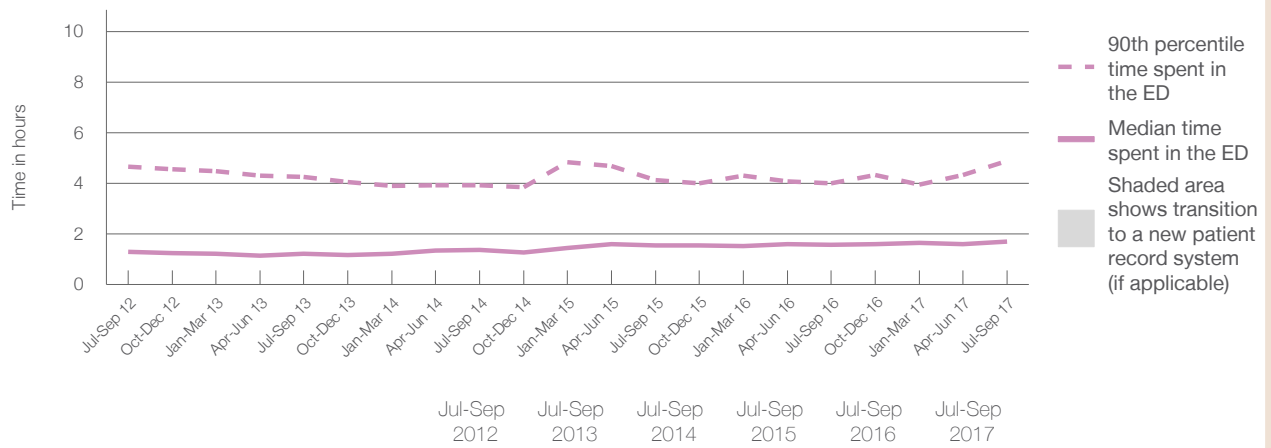
90th percentile time spent in the ED⁹ 4 hours and 54 minutes

Same period last year	NSW (this period)
2,378	2,378
1 hours and 35 minutes	3 hours and 0 minutes
4 hours and 0 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)	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m	1h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 40m	4h 15m	3h 56m	4h 8m	4h 0m	4h 54m

(†) 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.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

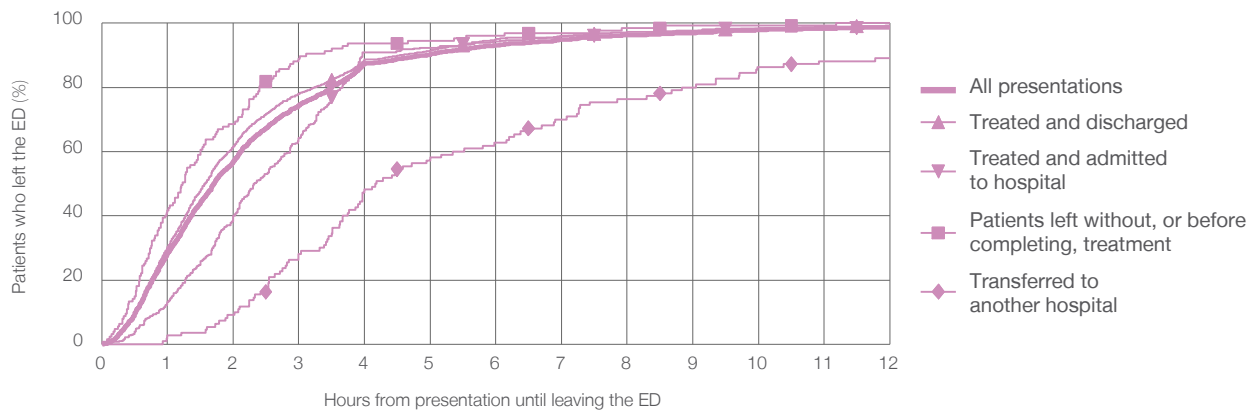
All presentations:¹ 2,606 patients

Presentations used to calculate time to leaving the ED:⁶ 2,606 patients

Treated and discharged	1,880 (72.1%)
Treated and admitted to hospital	404 (15.5%)
Patient left without, or before completing, treatment	127 (4.9%)
Transferred to another hospital	110 (4.2%)
Other	85 (3.3%)

Same period last year	Change since one year ago
2,378	9.6%
1,754	7.2%
300	34.7%
125	1.6%
82	34.1%
117	-27.4%

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	30.4%	61.6%	78.0%	88.7%	94.3%	97.2%	98.4%	99.2%
Treated and admitted to hospital	13.1%	40.1%	64.1%	90.8%	95.0%	96.3%	98.5%	98.5%
Patient left without, or before completing, treatment	41.7%	68.5%	89.0%	93.7%	96.1%	98.4%	99.2%	100%
Transferred to another hospital	2.7%	9.1%	28.2%	48.2%	62.7%	76.4%	86.4%	89.1%
All presentations	28.4%	57.0%	74.4%	87.6%	93.2%	96.3%	97.9%	98.7%

(†) 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.

Muswellbrook District Hospital: 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 2,606 patients

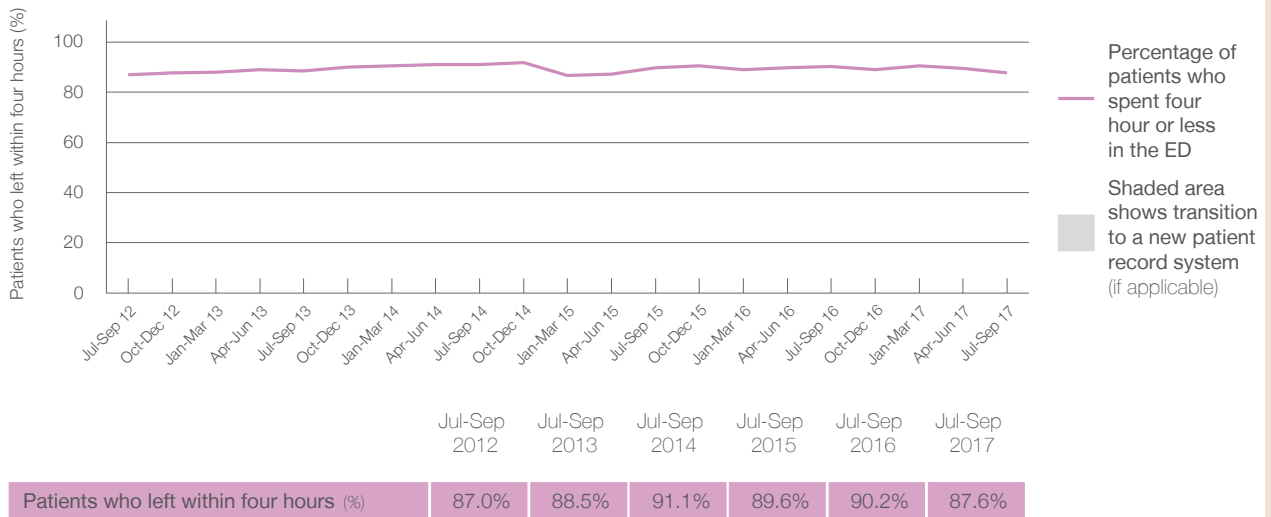
Presentations used to calculate time to leaving the ED:⁶ 2,606 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,606 patients	2,378	9.6%
Presentations used to calculate time to leaving the ED: ⁶ 2,606 patients	2,378	9.6%
Percentage of patients who spent four hours or less in the ED	90.2%	

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).

Narrabri District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 1,697 patients
Emergency presentations:² 1,659 patients

Same period last year	Change since one year ago
1,339	26.7%
1,329	24.8%

Narrabri District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 126 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 406 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 790 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 337 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
109	
5 minutes	9 minutes
9 minutes	29 minutes
420	
14 minutes	23 minutes
37 minutes	83 minutes
568	
20 minutes	30 minutes
60 minutes	121 minutes
232	
18 minutes	26 minutes
72 minutes	118 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 1,697 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
1,339	26.7%
88.2%	

* 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.

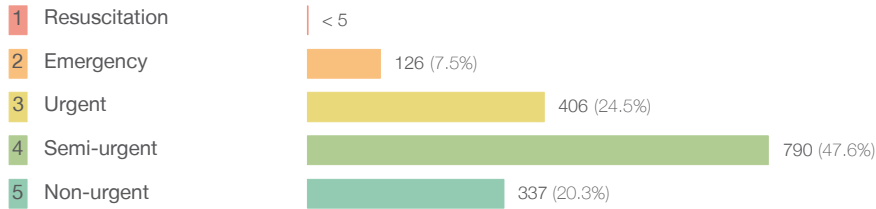
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Narrabri District Hospital: Patients presenting to the emergency department July to September 2017

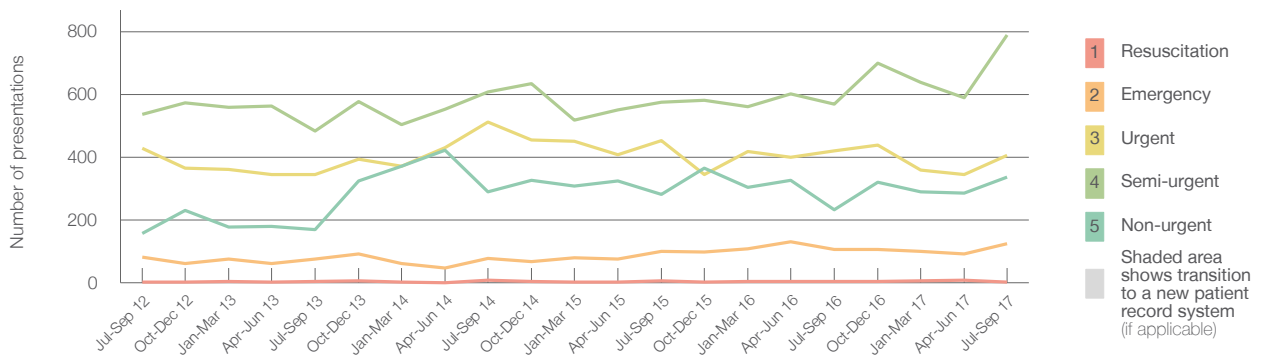
All presentations:¹ 1,697 patients

Emergency presentations² by triage category: 1,659 patients



	Same period last year	Change since one year ago
All presentations	1,339	26.7%
Emergency presentations	1,329	24.8%
1 Resuscitation	< 5	*
2 Emergency	109	17.9%
3 Urgent	420	-3.3%
4 Semi-urgent	568	39.1%
5 Non-urgent	232	45.3%

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	< 5	< 5	7	5	< 5	< 5
Emergency	82	79	78	99	109	126
Urgent	428	344	511	453	420	406
Semi-urgent	537	483	608	576	568	790
Non-urgent	157	170	289	282	232	337
All emergency presentations	1,204	1,076	1,493	1,415	1,329	1,659

Narrabri District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 120 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	139	
ED Transfer of care time	4 minutes	0 minutes
90th percentile time	18 minutes	-1 minute

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

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

Narrabri District Hospital: 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: 126

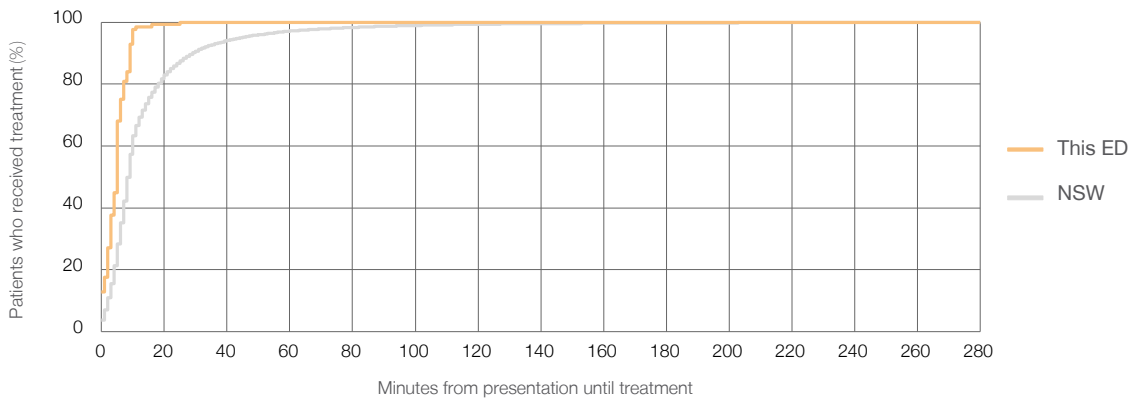
Number of triage 2 patients used to calculate waiting time:³ 125

Median time to start treatment⁴ 5 minutes

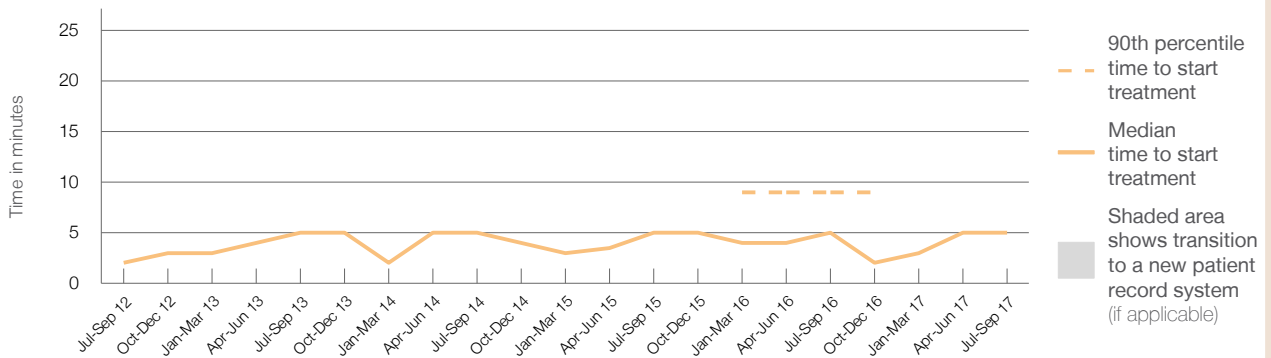
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
109	
106	
5 minutes	9 minutes
9 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)	2	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	9	9

(†) 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.

Narrabri District Hospital: 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: 406

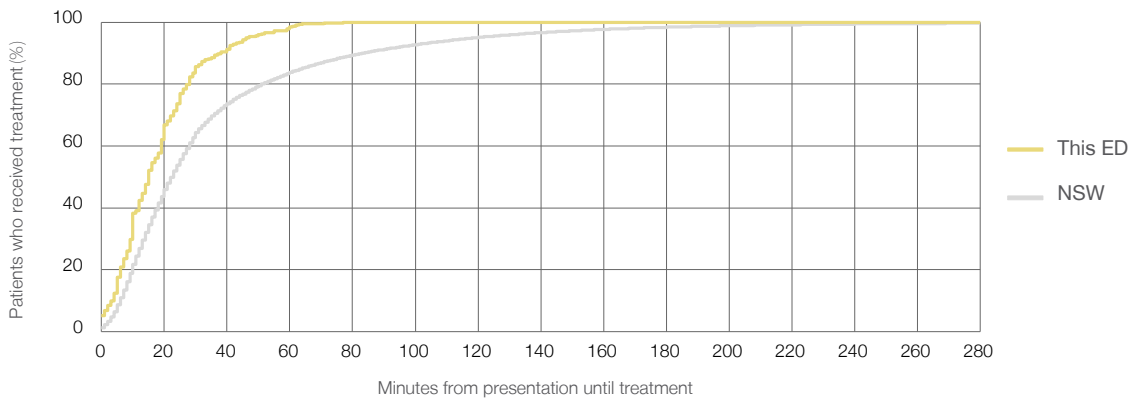
Number of triage 3 patients used to calculate waiting time:³ 403

Median time to start treatment⁴ 15 minutes

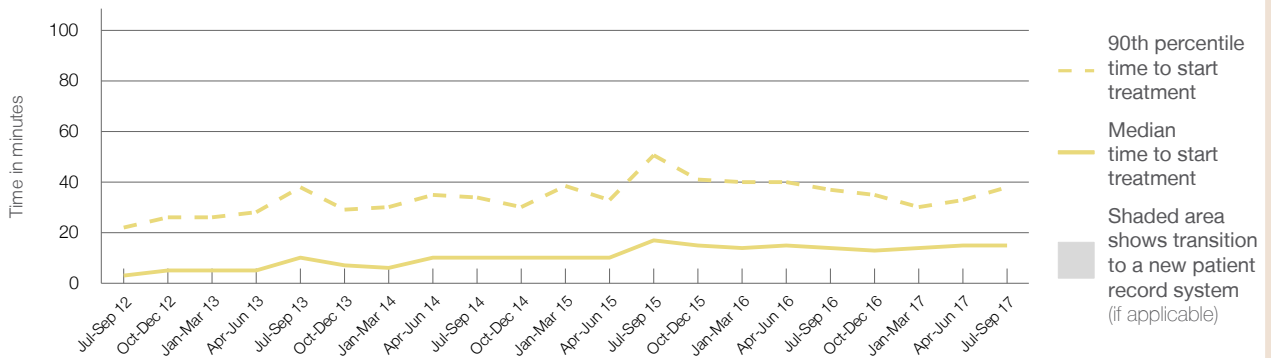
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
420	
414	
14 minutes	23 minutes
37 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)	3	10	10	17	14	15
90th percentile time to start treatment ⁵ (minutes)	22	38	34	51	37	38

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

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

Narrabri District Hospital: 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: 790

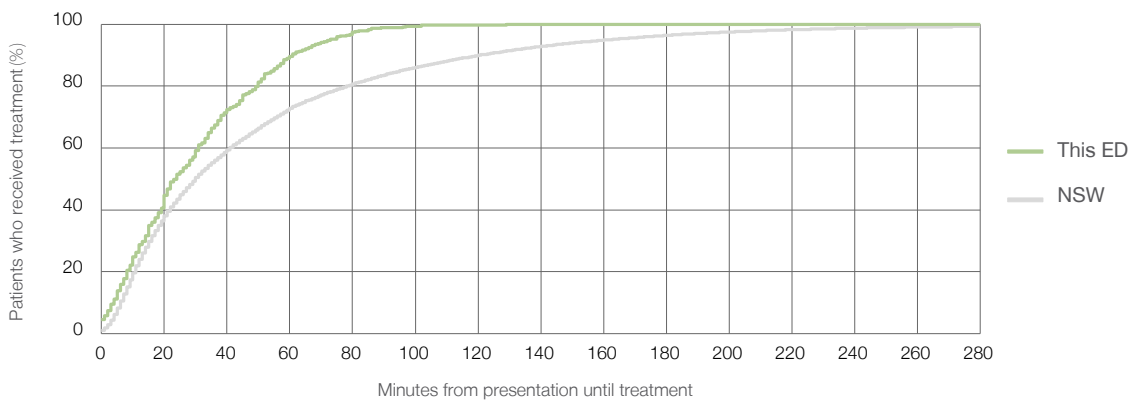
Number of triage 4 patients used to calculate waiting time:³ 773

Median time to start treatment⁴ 24 minutes

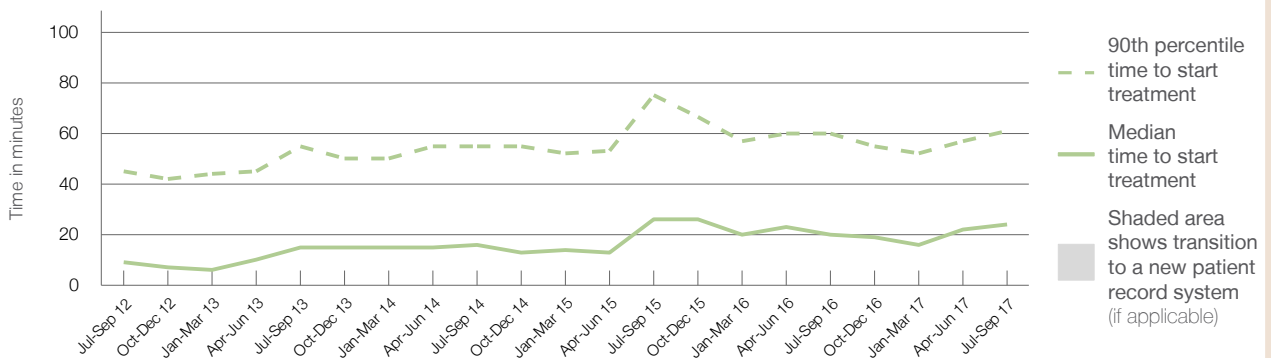
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
568	551
20 minutes	30 minutes
60 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)	9	15	16	26	20	24
90th percentile time to start treatment ⁵ (minutes)	45	55	55	75	60	61

(†) 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.

Narrabri District Hospital: 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: 337

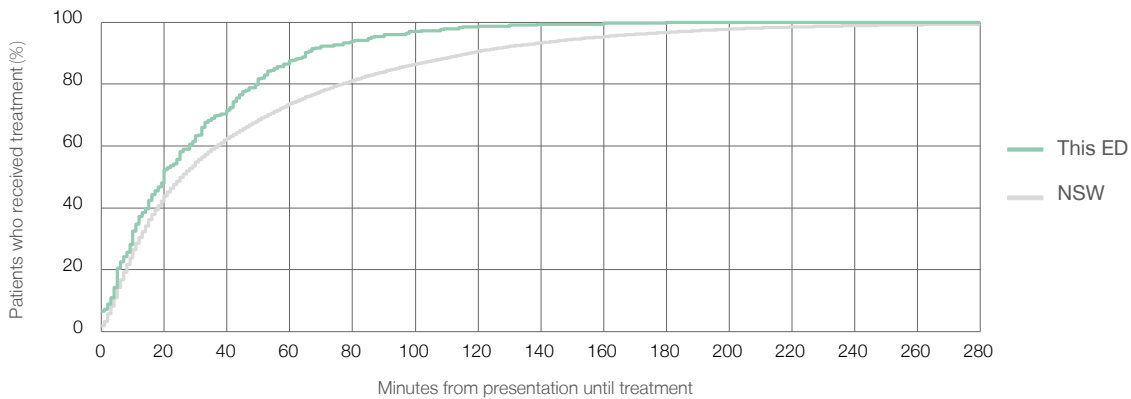
Number of triage 5 patients used to calculate waiting time:³ 327

Median time to start treatment⁴ 20 minutes

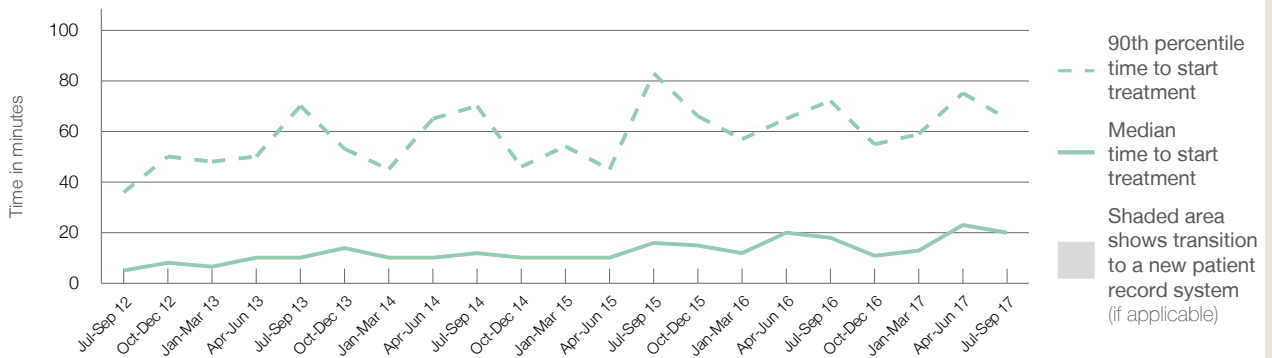
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
232	
227	
18 minutes	26 minutes
72 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)	5	10	12	16	18	20
90th percentile time to start treatment ⁵ (minutes)	36	70	70	83	72	65

(†) 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.

Narrabri District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 1,697 patients

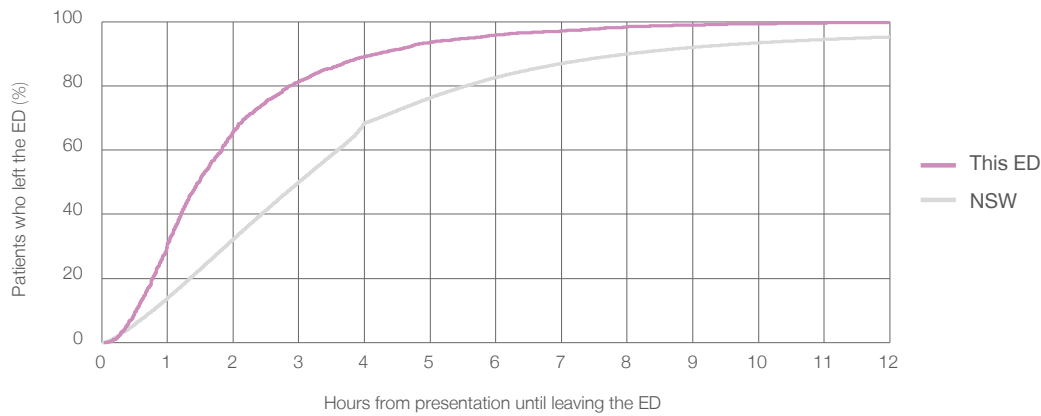
Presentations used to calculate time to leaving the ED:⁶ 1,697 patients

Median time spent in the ED⁸ 1 hours and 29 minutes

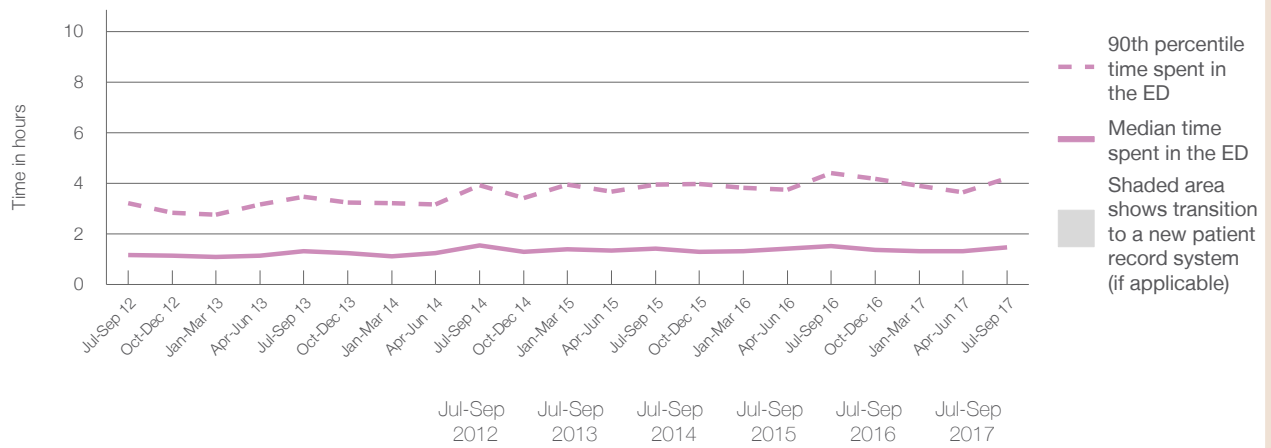
90th percentile time spent in the ED⁹ 4 hours and 13 minutes

Same period last year	NSW (this period)
1,339	1,339
1 hours and 32 minutes	3 hours and 0 minutes
4 hours and 24 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)	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m	1h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 13m	3h 29m	3h 56m	3h 58m	4h 24m	4h 13m

(†) 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.

Narrabri District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

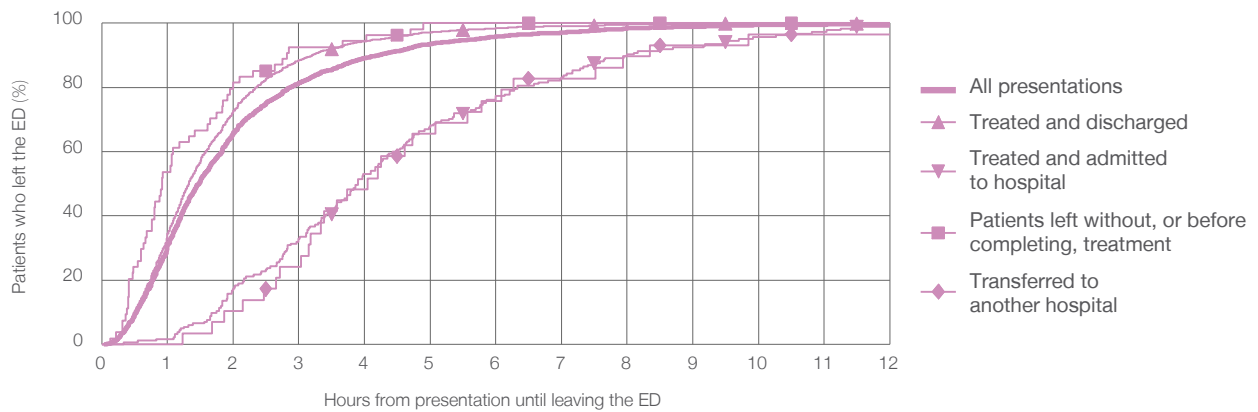
All presentations:¹ 1,697 patients

Presentations used to calculate time to leaving the ED:⁶ 1,697 patients

Treated and discharged	1,429 (84.2%)
Treated and admitted to hospital	185 (10.9%)
Patient left without, or before completing, treatment	54 (3.2%)
Transferred to another hospital	29 (1.7%)
Other	0 (0%)

Same period last year	Change since one year ago
1,339	26.7%
1,026	39.3%
206	-10.2%
42	28.6%
57	-49.1%
8	-100.0%

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

Treated and discharged	34.6%	72.8%	88.5%	94.4%	98.5%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.6%	17.3%	33.0%	53.0%	77.3%	90.3%	95.7%	98.9%
Patient left without, or before completing, treatment	53.7%	81.5%	92.6%	94.4%	100%	100%	100%	100%
Transferred to another hospital	0%	10.3%	24.1%	48.3%	75.9%	89.7%	96.6%	96.6%
All presentations	31.0%	65.9%	81.4%	89.1%	95.9%	98.4%	99.4%	99.8%

(†) 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.

Narrabri District Hospital: 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 1,697 patients

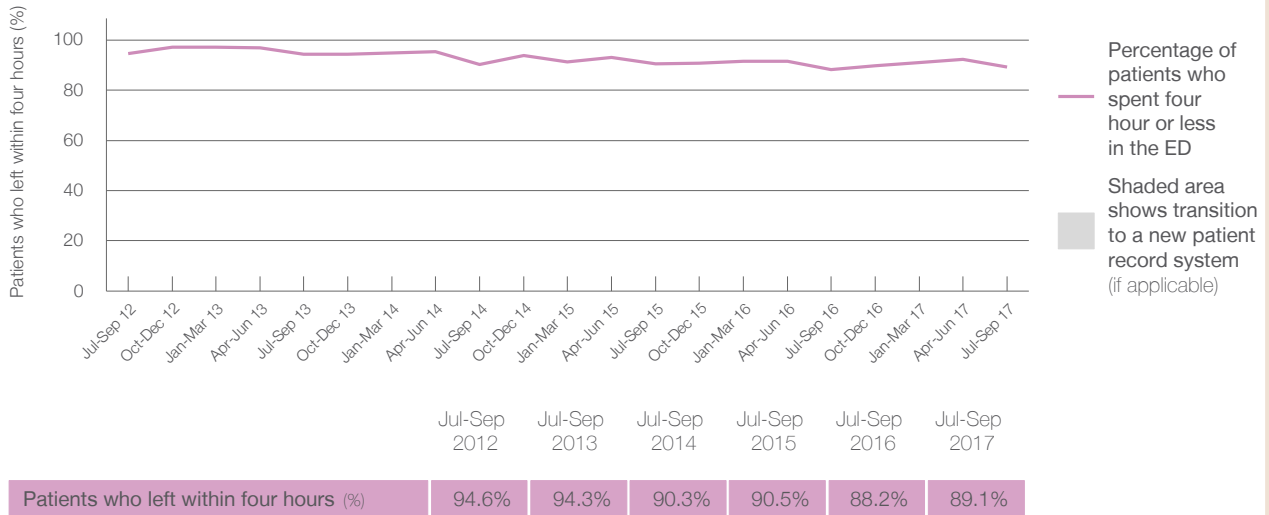
Presentations used to calculate time to leaving the ED:⁶ 1,697 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	1,339	26.7%
Presentations used to calculate time to leaving the ED: ⁶	1,339	26.7%
Percentage of patients who spent four hours or less in the ED	88.2%	

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).

Singleton District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,050 patients
Emergency presentations:² 2,973 patients

Same period last year	Change since one year ago
2,724	12.0%
2,675	11.1%

Singleton District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 216 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 844 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,785 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 122 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
170	
8 minutes	9 minutes
20 minutes	29 minutes
743	
23 minutes	23 minutes
68 minutes	83 minutes
1,562	
33 minutes	30 minutes
90 minutes	121 minutes
200	
24 minutes	26 minutes
100 minutes	118 minutes

Singleton District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,050 patients

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

Same period last year	Change since one year ago
2,724	12.0%
90.0%	

* 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.

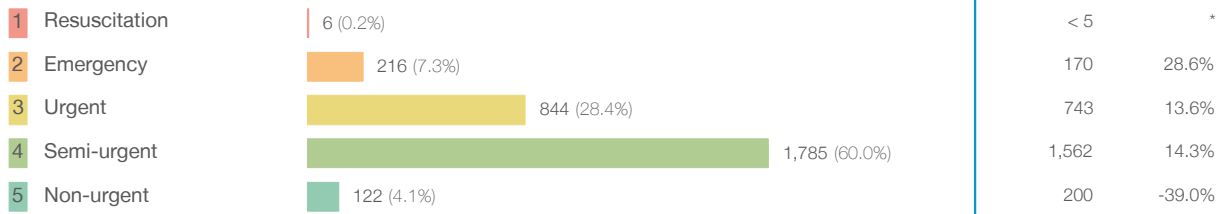
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Singleton District Hospital: Patients presenting to the emergency department July to September 2017

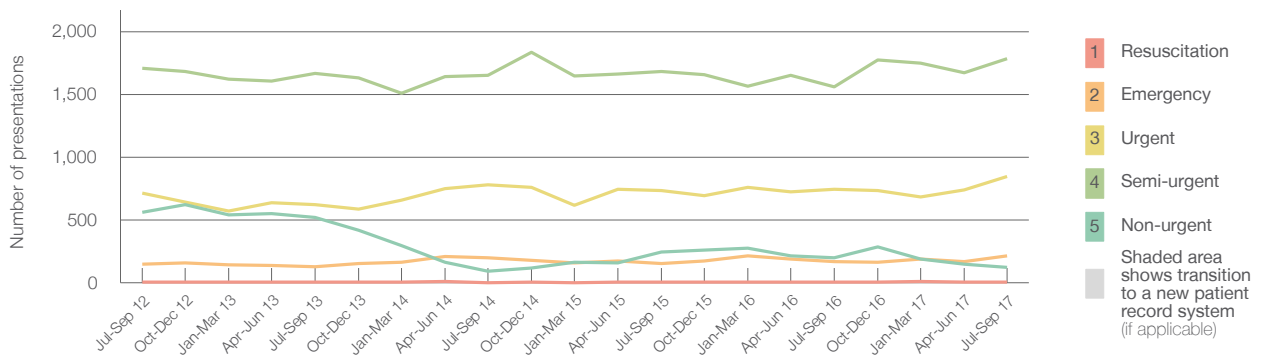
All presentations:¹ 3,050 patients

Emergency presentations² by triage category: 2,973 patients



	Same period last year	Change since one year ago
All presentations	2,724	12.0%
Emergency presentations	2,675	11.1%
1 Resuscitation	< 5	*
2 Emergency	170	28.6%
3 Urgent	743	13.6%
4 Semi-urgent	1,562	14.3%
5 Non-urgent	200	-39.0%

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	< 5	< 5	< 5	< 5	< 5	6
Emergency	147	127	199	155	170	216
Urgent	711	621	780	736	743	844
Semi-urgent	1,709	1,669	1,653	1,683	1,562	1,785
Non-urgent	558	519	92	245	200	122
All emergency presentations	3,125	2,936	2,724	2,819	2,675	2,973

Singleton District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 319 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	241	
Median time	5 minutes	2 minutes
90th percentile time	15 minutes	133 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.

Singleton District Hospital: 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: 216

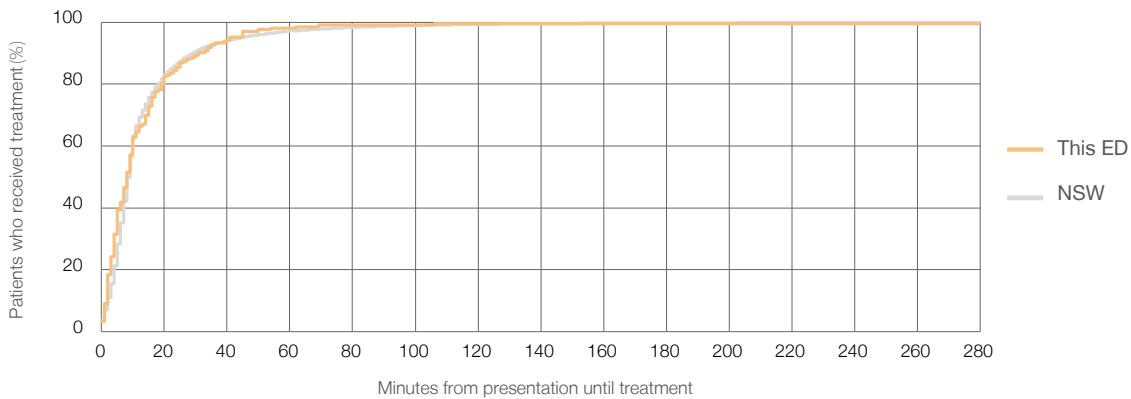
Number of triage 2 patients used to calculate waiting time:³ 206

Median time to start treatment⁴ 8 minutes

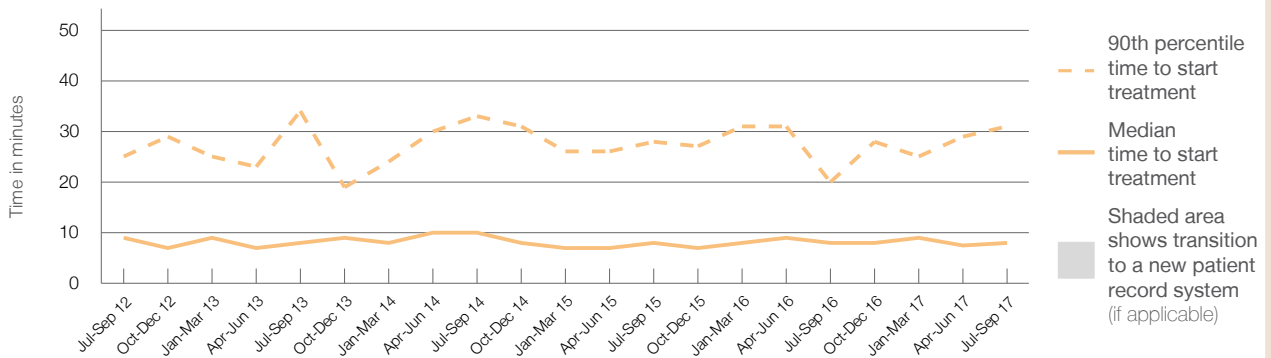
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
170	161
8 minutes	9 minutes
20 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)	9	8	10	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	34	33	28	20	31

(†) 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.

Singleton District Hospital: 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: 844

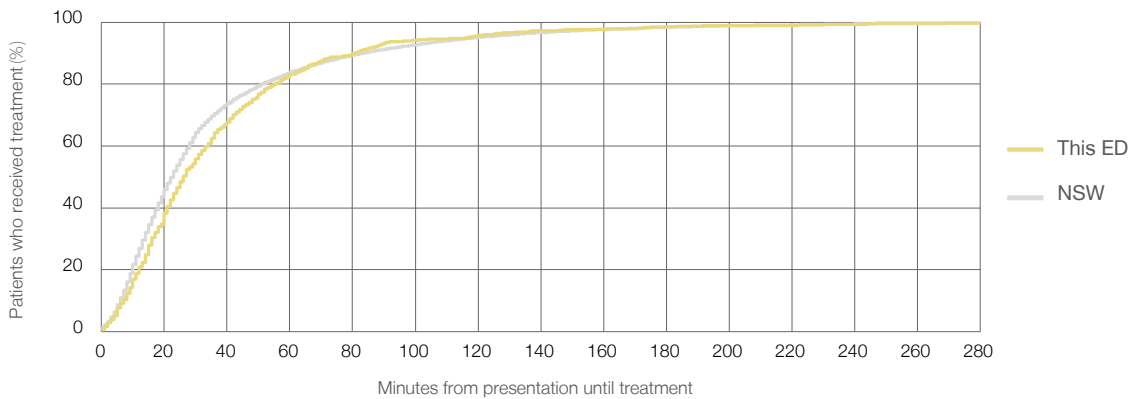
Number of triage 3 patients used to calculate waiting time:³ 815

Median time to start treatment⁴ 26 minutes

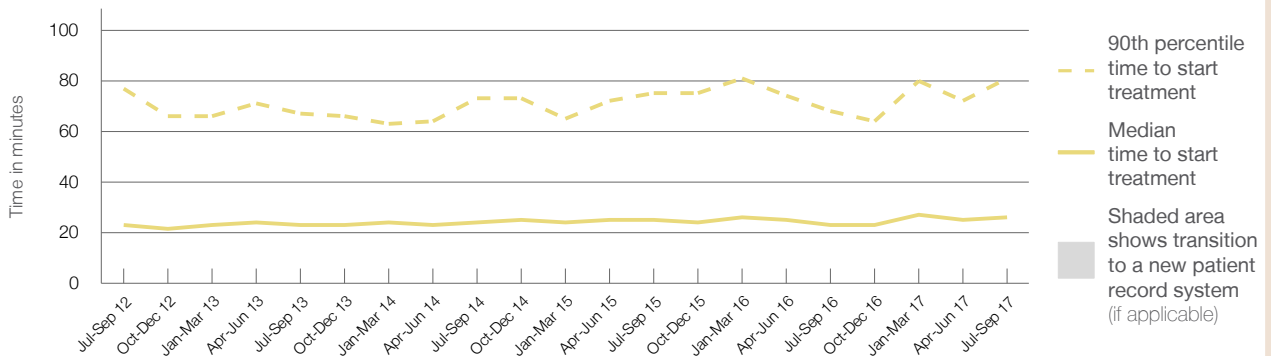
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
743	716
23 minutes	23 minutes
68 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)	23	23	24	25	23	26
90th percentile time to start treatment ⁵ (minutes)	77	67	73	75	68	81

(†) 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.

Singleton District Hospital: 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: 1,785

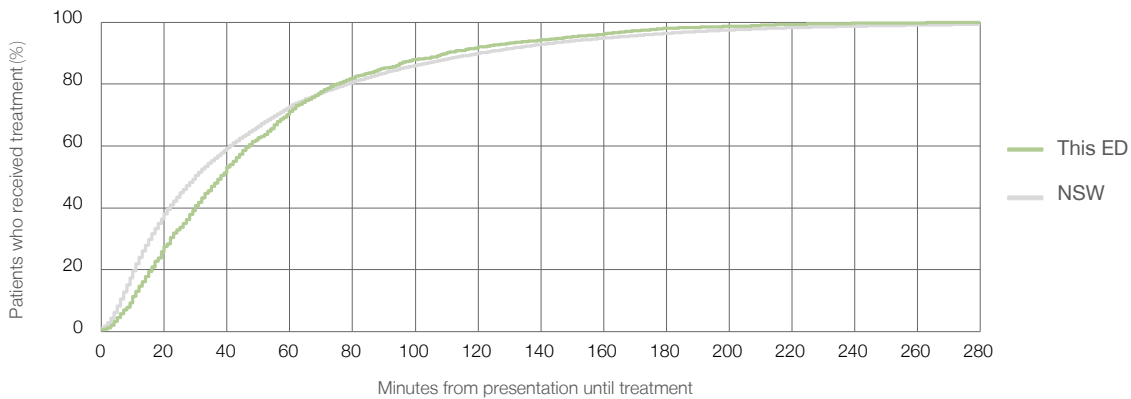
Number of triage 4 patients used to calculate waiting time:³ 1,704

Median time to start treatment⁴ 38 minutes

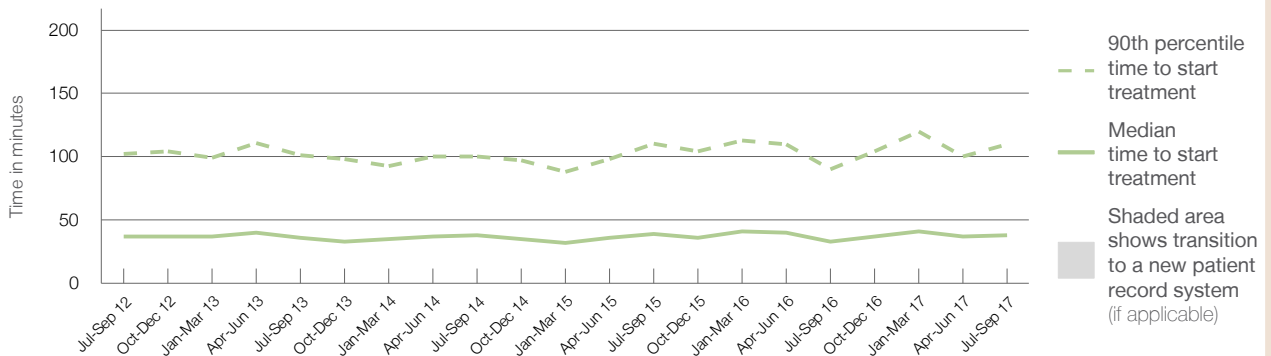
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
1,562	1,498
33 minutes	30 minutes
90 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)	37	36	38	39	33	38
90th percentile time to start treatment ⁵ (minutes)	102	101	100	111	90	110

(†) 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.

Singleton District Hospital: 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: 122

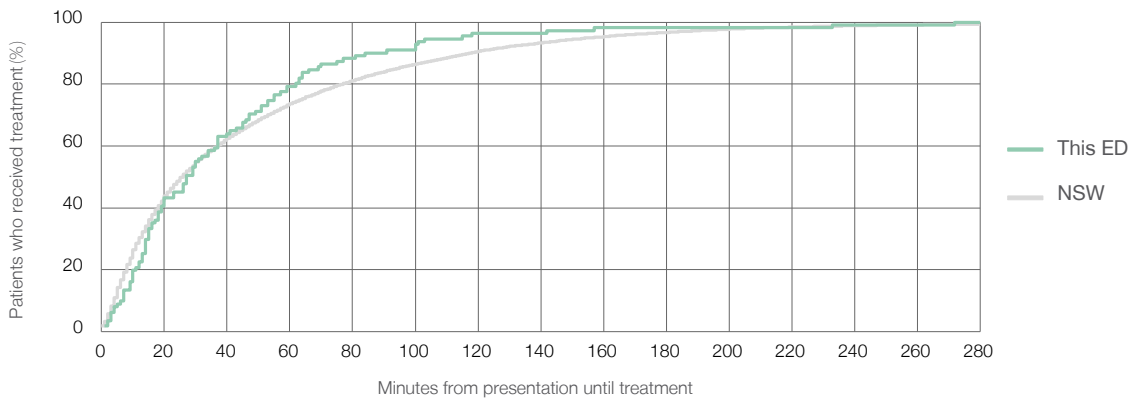
Number of triage 5 patients used to calculate waiting time:³ 111

Median time to start treatment⁴ 27 minutes

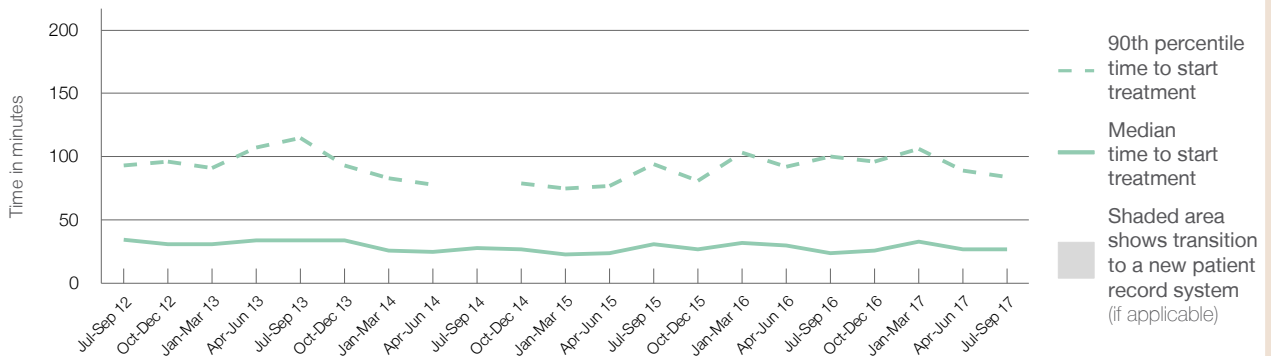
90th percentile time to start treatment⁵ 84 minutes

	Same period last year	NSW (this period)
	200	175
	24 minutes	26 minutes
	100 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)	35	34	28	31	24	27
90th percentile time to start treatment ⁵ (minutes)	93	115	*	94	100	84

(†) 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.

Singleton District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,050 patients

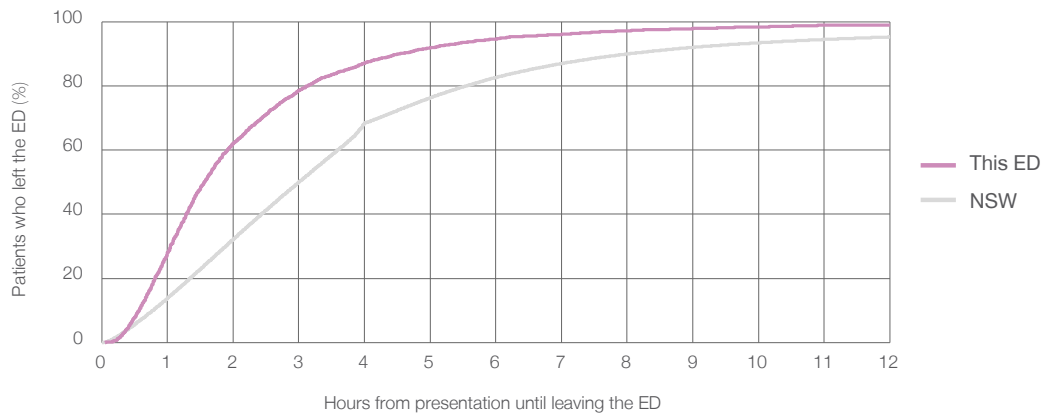
Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

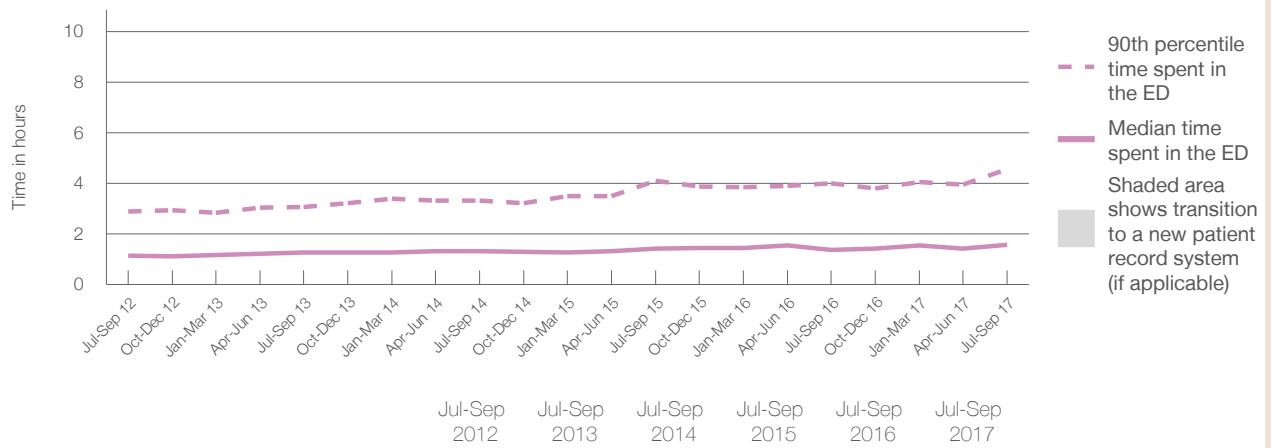
90th percentile time spent in the ED⁹ 4 hours and 33 minutes

Same period last year	NSW (this period)
2,724	2,724
1 hours and 23 minutes	3 hours and 0 minutes
4 hours and 0 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)	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m	1h 34m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 53m	3h 4m	3h 19m	4h 6m	4h 0m	4h 33m

(†) 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.

Singleton District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

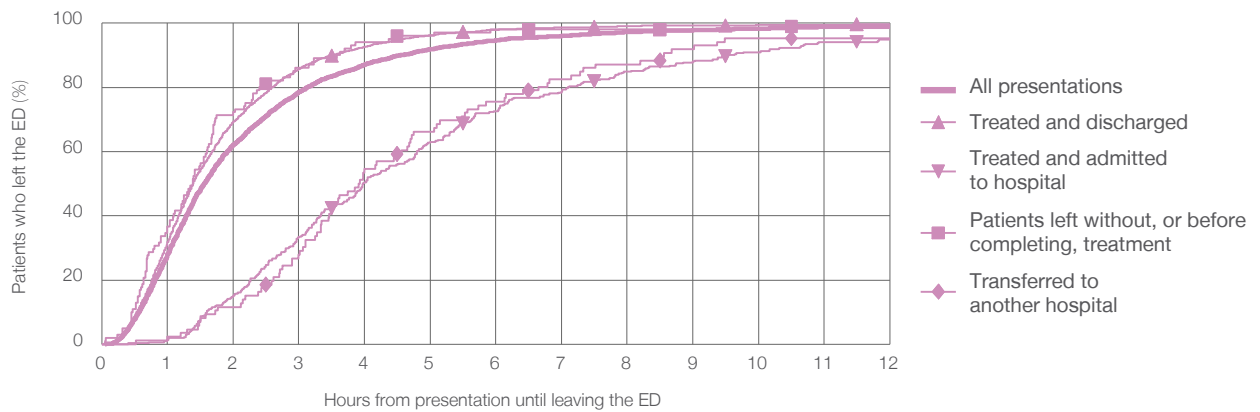
All presentations:¹ 3,050 patients

Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

Treated and discharged	2,497 (81.9%)
Treated and admitted to hospital	311 (10.2%)
Patient left without, or before completing, treatment	101 (3.3%)
Transferred to another hospital	86 (2.8%)
Other	55 (1.8%)

Same period last year	Change since one year ago
2,724	12.0%
2,199	13.6%
339	-8.3%
61	65.6%
64	34.4%
61	-9.8%

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	31.9%	69.3%	85.7%	92.7%	98.0%	99.1%	99.4%	99.6%
Treated and admitted to hospital	1.3%	15.1%	33.4%	50.5%	72.7%	84.9%	91.0%	94.9%
Patient left without, or before completing, treatment	36.6%	72.3%	86.1%	94.1%	98.0%	98.0%	98.0%	99.0%
Transferred to another hospital	2.3%	11.6%	27.9%	54.7%	75.6%	87.2%	95.3%	95.3%
All presentations	28.2%	62.2%	78.5%	87.2%	94.6%	97.2%	98.4%	99.0%

(†) 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.

Singleton District Hospital: 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 3,050 patients

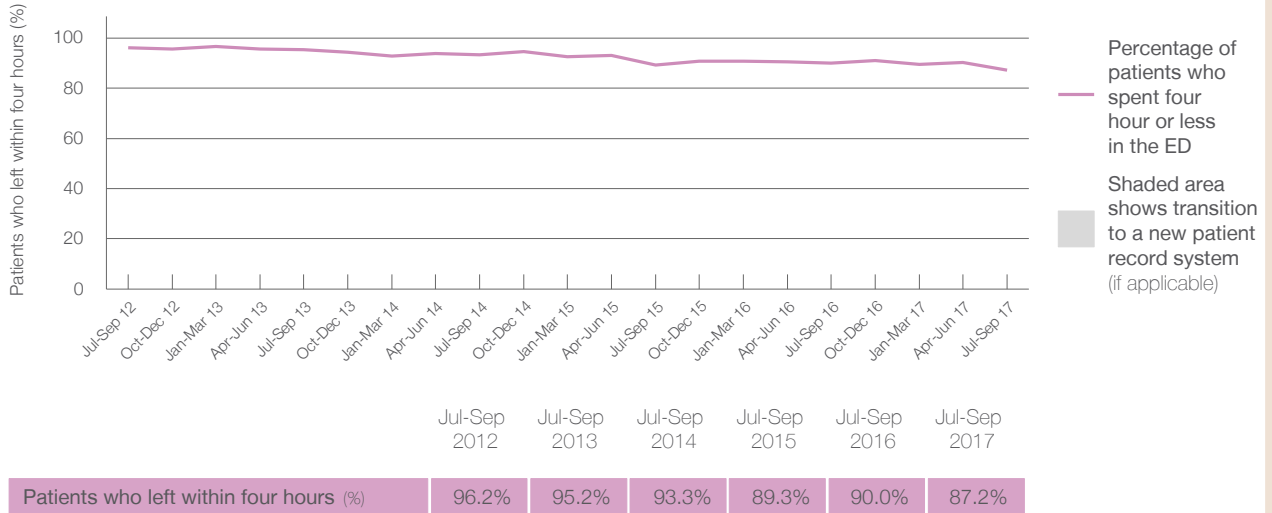
Presentations used to calculate time to leaving the ED:⁶ 3,050 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	2,724	12.0%
Presentations used to calculate time to leaving the ED: ⁶	2,724	12.0%
Percentage of patients who spent four hours or less in the ED	90.0%	

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).

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,366 patients

Emergency presentations:² 11,874 patients

Same period last year	Change since one year ago
10,881	13.6%
10,303	15.2%

Tamworth Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,888 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,315 patients

Median time to start treatment⁴ 49 minutes
 90th percentile time to start treatment⁵ 166 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,710 patients

Median time to start treatment⁴ 62 minutes
 90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
862	
8 minutes	9 minutes
23 minutes	29 minutes
2,715	
22 minutes	23 minutes
73 minutes	83 minutes
4,901	
38 minutes	30 minutes
102 minutes	121 minutes
1,772	
41 minutes	26 minutes
107 minutes	118 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,365 patients

Percentage of patients who spent four hours or less in the ED 66.3%

Same period last year	Change since one year ago
10,880	13.6%
76.6%	

* 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.

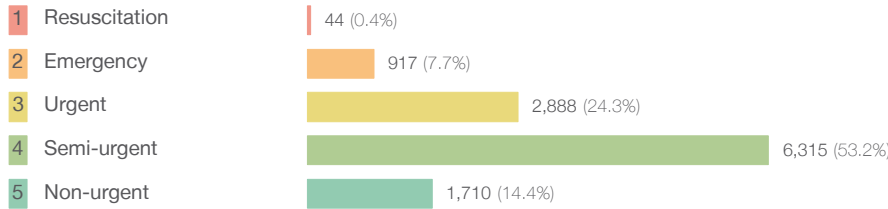
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Tamworth Base Hospital: Patients presenting to the emergency department July to September 2017

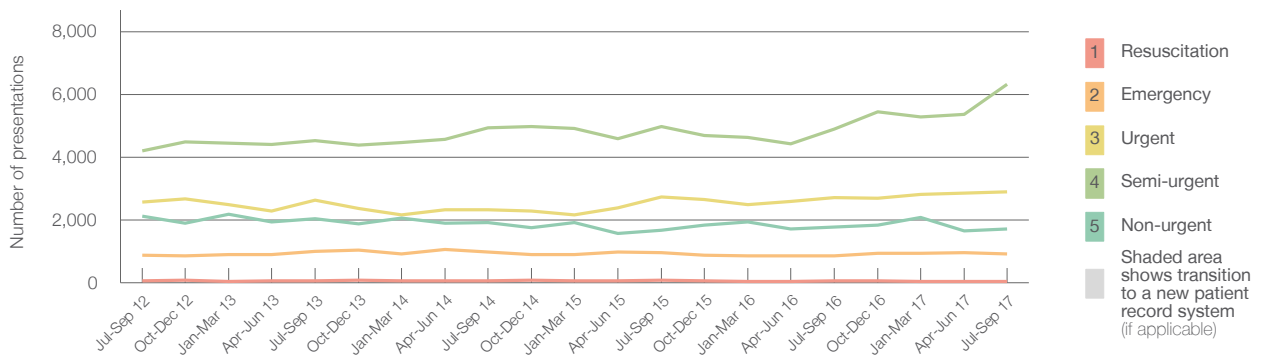
All presentations:¹ 12,366 patients

Emergency presentations² by triage category: 11,874 patients



Same period last year	Change since one year ago
10,881	13.6%
10,303	15.2%
53	-17.0%
862	6.4%
2,715	6.4%
4,901	28.9%
1,772	-3.5%

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	68	66	67	78	53	44
Emergency	867	987	973	963	862	917
Urgent	2,564	2,626	2,331	2,740	2,715	2,888
Semi-urgent	4,194	4,531	4,929	4,974	4,901	6,315
Non-urgent	2,111	2,034	1,918	1,671	1,772	1,710
All emergency presentations	9,804	10,244	10,218	10,426	10,303	11,874

Tamworth Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,886 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,730	
9 minutes	1 minute
24 minutes	5 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.

Tamworth Base Hospital: 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: 917

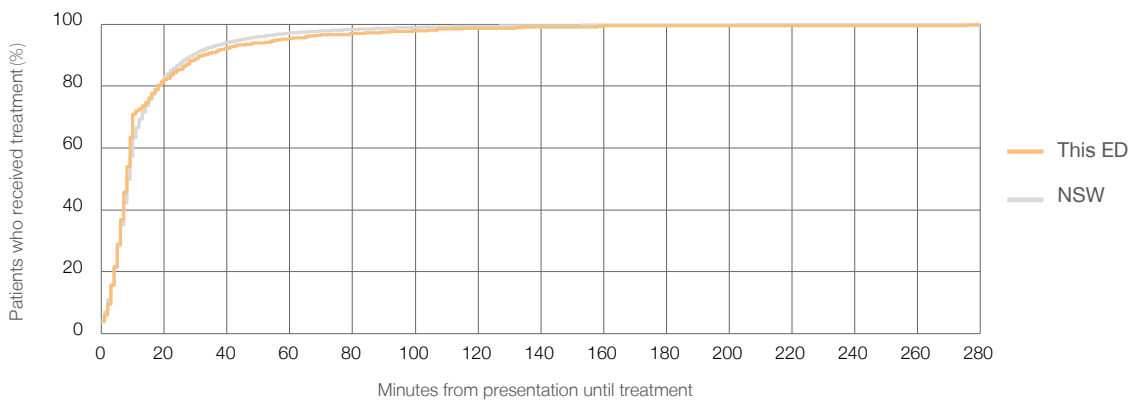
Number of triage 2 patients used to calculate waiting time:³ 912

Median time to start treatment⁴ 8 minutes

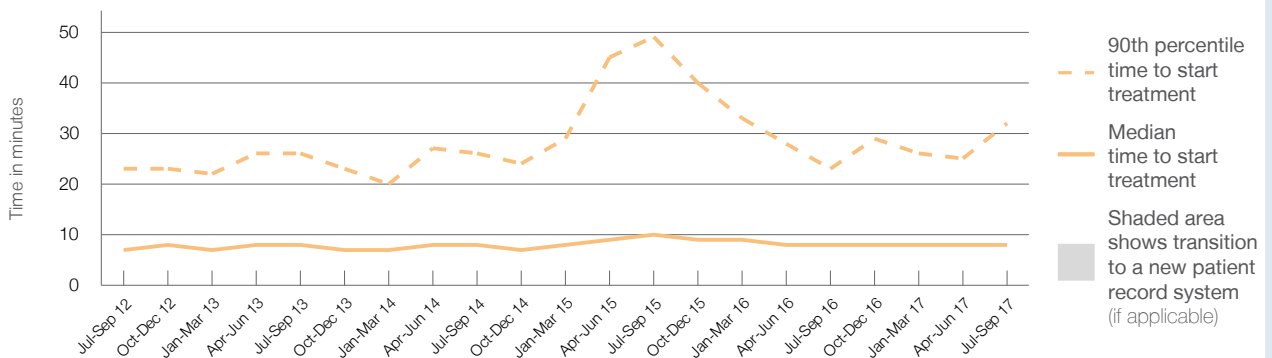
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
862	859
8 minutes	9 minutes
23 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)	7	8	8	10	8	8
90th percentile time to start treatment ⁵ (minutes)	23	26	26	49	23	32

(†) 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.

Tamworth Base Hospital: 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: 2,888

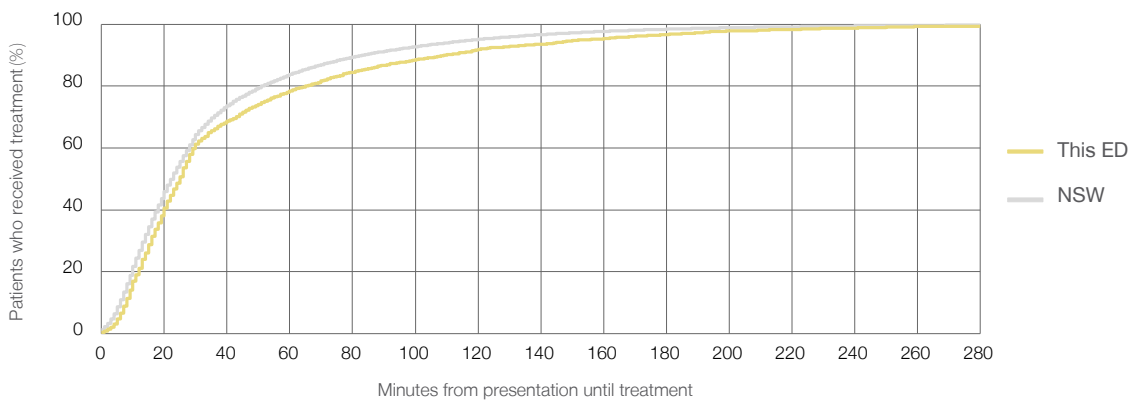
Number of triage 3 patients used to calculate waiting time:³ 2,804

Median time to start treatment⁴ 25 minutes

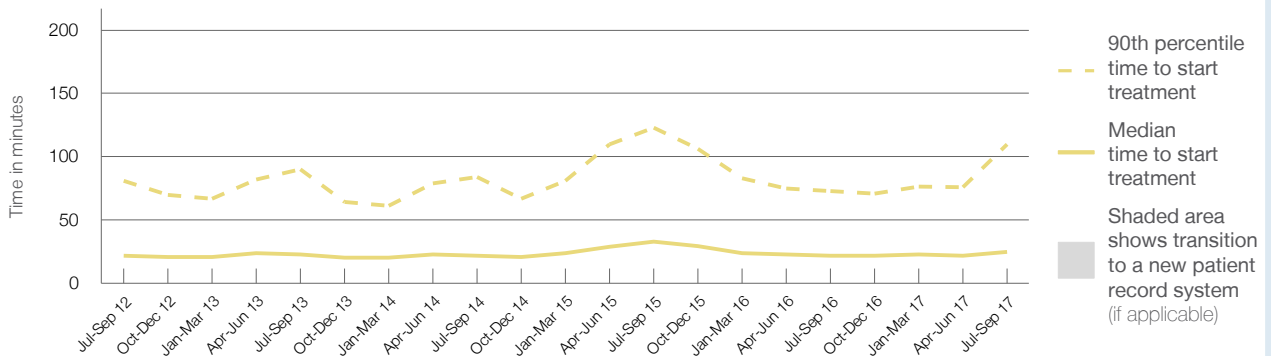
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,715	
2,677	
22 minutes	23 minutes
73 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)	22	23	22	33	22	25
90th percentile time to start treatment ⁵ (minutes)	81	90	84	123	73	110

(†) 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.

Tamworth Base Hospital: 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: 6,315

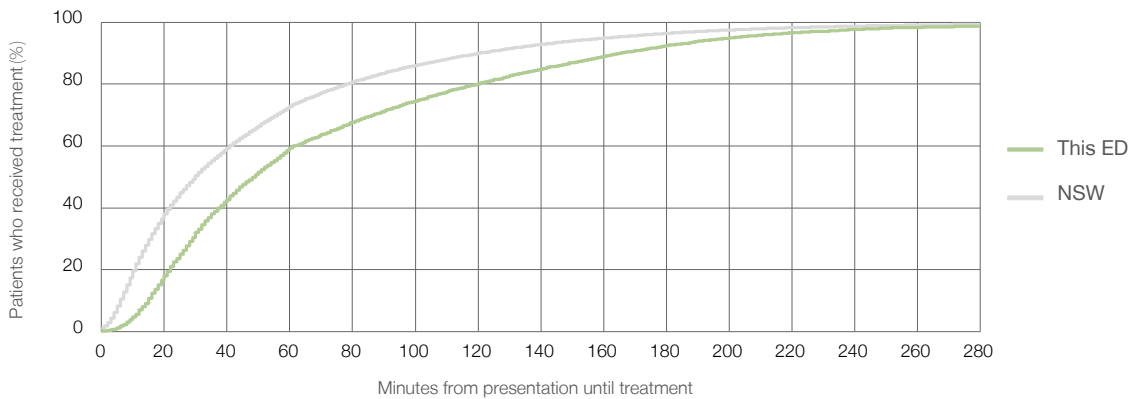
Number of triage 4 patients used to calculate waiting time:³ 5,839

Median time to start treatment⁴ 49 minutes

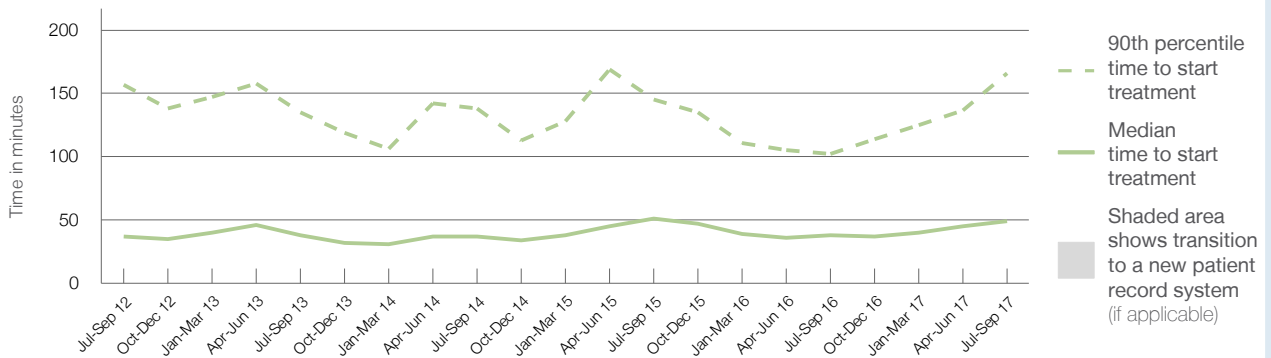
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
4,901	4,727
38 minutes	30 minutes
102 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)	37	38	37	51	38	49
90th percentile time to start treatment ⁵ (minutes)	157	135	138	145	102	166

(†) 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.

Tamworth Base Hospital: 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: 1,710

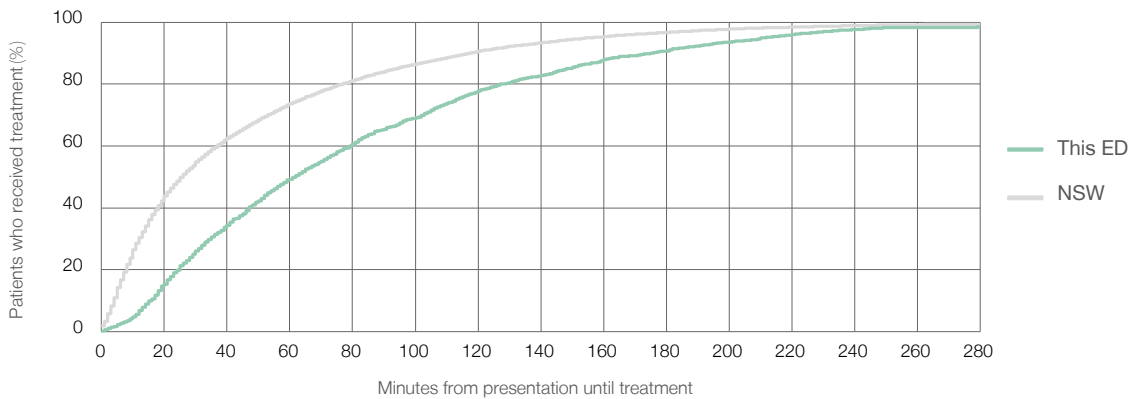
Number of triage 5 patients used to calculate waiting time:³ 1,529

Median time to start treatment⁴ 62 minutes

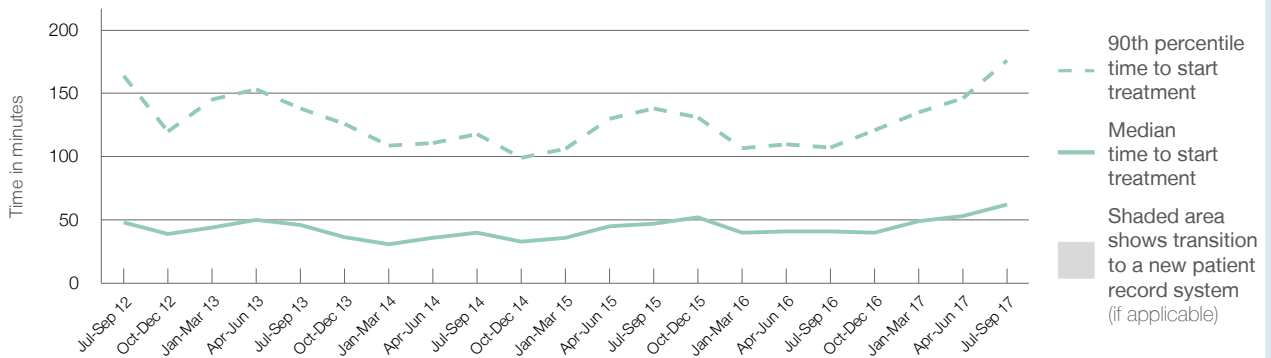
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,772	1,683
41 minutes	26 minutes
107 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)	48	46	40	47	41	62
90th percentile time to start treatment ⁵ (minutes)	164	138	118	138	107	176

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Tamworth Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,366 patients

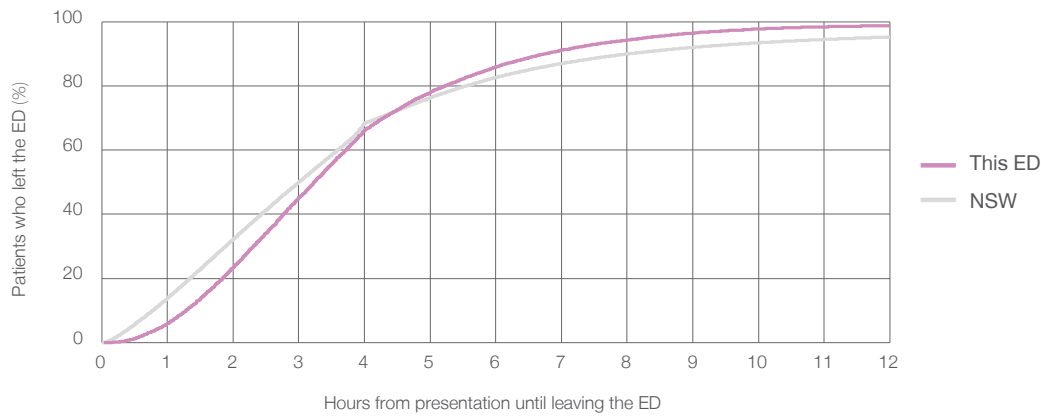
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

Median time spent in the ED⁸ 3 hours and 14 minutes

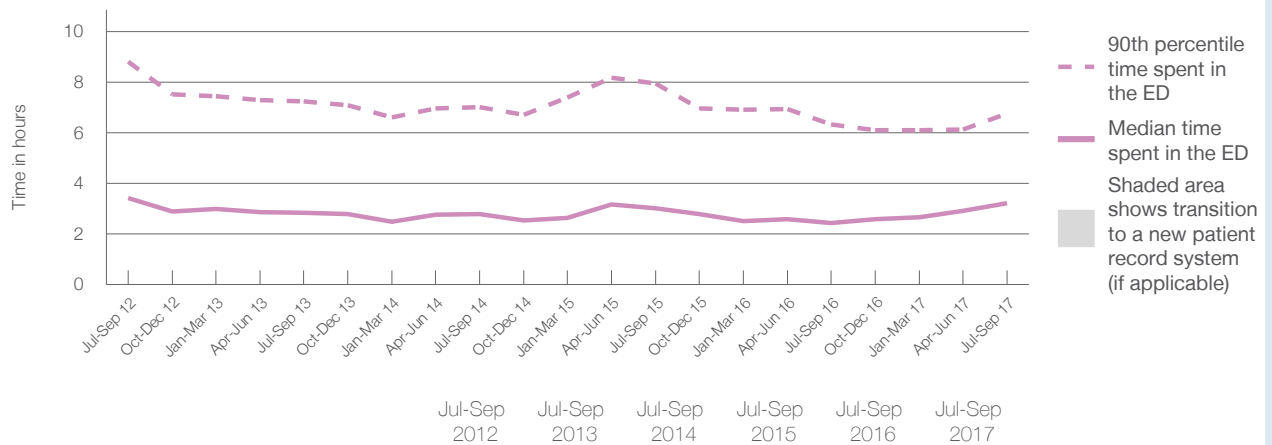
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
10,881	10,880
2 hours and 26 minutes	3 hours and 0 minutes
6 hours and 20 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)	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m	3h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 48m	7h 15m	7h 1m	7h 57m	6h 20m	6h 45m

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Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

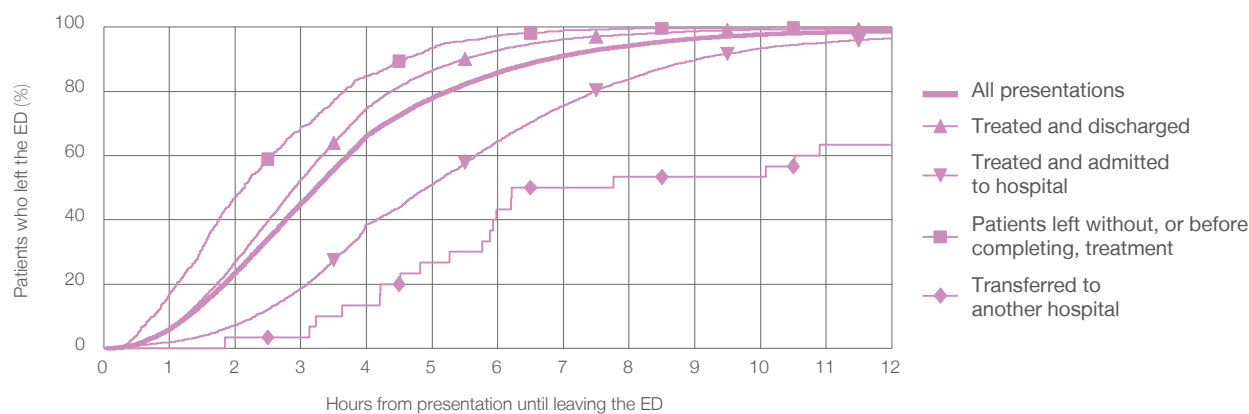
All presentations:¹ 12,366 patients

Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

Treated and discharged	8,351 (67.5%)
Treated and admitted to hospital	3,102 (25.1%)
Patient left without, or before completing, treatment	731 (5.9%)
Transferred to another hospital	30 (0.2%)
Other	152 (1.2%)

Same period last year	Change since one year ago
10,880	13.6%
7,791	7.2%
2,705	14.7%
288	153.8%
35	-14.3%
62	145.2%

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	6.2%	27.0%	52.5%	74.7%	92.8%	97.7%	99.3%	99.6%
Treated and admitted to hospital	1.8%	7.2%	18.7%	38.6%	64.5%	83.8%	93.4%	96.6%
Patient left without, or before completing, treatment	16.8%	47.3%	68.9%	84.8%	97.4%	99.6%	99.7%	99.9%
Transferred to another hospital	0%	3.3%	3.3%	13.3%	43.3%	53.3%	53.3%	63.3%
All presentations	6.0%	23.6%	45.2%	66.3%	85.9%	94.2%	97.7%	98.8%

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

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Tamworth Base Hospital: 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 12,366 patients

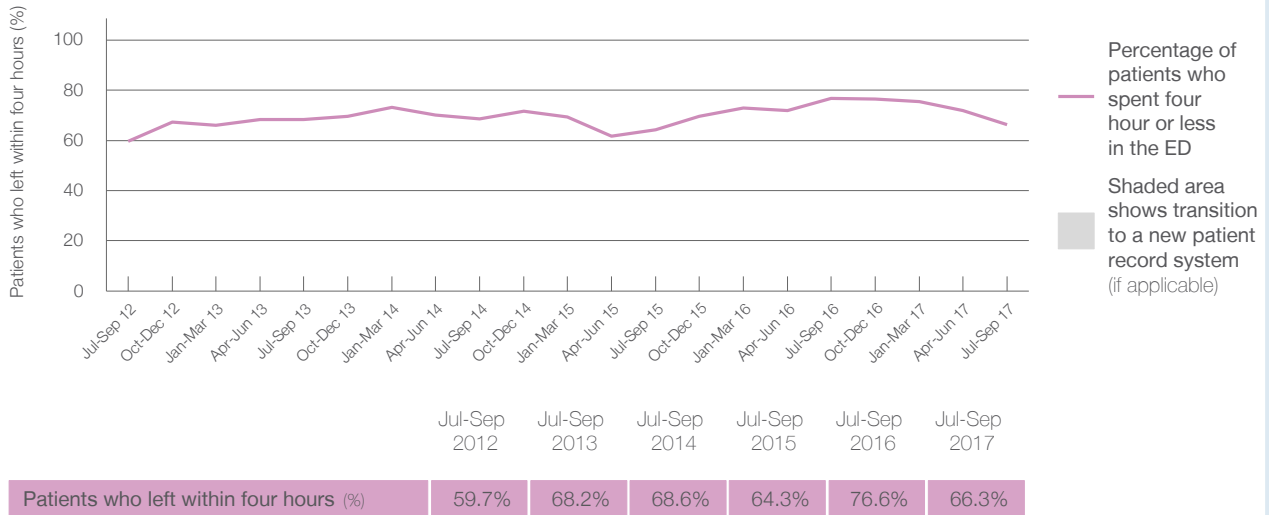
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	10,881	13.6%
Presentations used to calculate time to leaving the ED: ⁶	10,880	13.6%
Percentage of patients who spent four hours or less in the ED	76.6%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	59.7%	68.2%	68.6%	64.3%	76.6%	66.3%

* 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*.
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- 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*.
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- 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).