



Healthcare Quarterly

Performance Profiles

Emergency Department

Southern NSW Local Health District

July to September 2017

Bateman's Bay District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,039 patients
Emergency presentations:² 3,854 patients

Same period last year	Change since one year ago
3,567	13.2%
3,487	10.5%

Bateman's Bay 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 9 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,166 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,933 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 397 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
281	
8 minutes	9 minutes
26 minutes	29 minutes
995	
18 minutes	23 minutes
57 minutes	83 minutes
1,685	
24 minutes	30 minutes
77 minutes	121 minutes
510	
21 minutes	26 minutes
78 minutes	118 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,037 patients

Percentage of patients who spent four hours or less in the ED 85.1%

Same period last year	Change since one year ago
3,567	13.2%
84.7%	

* 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.

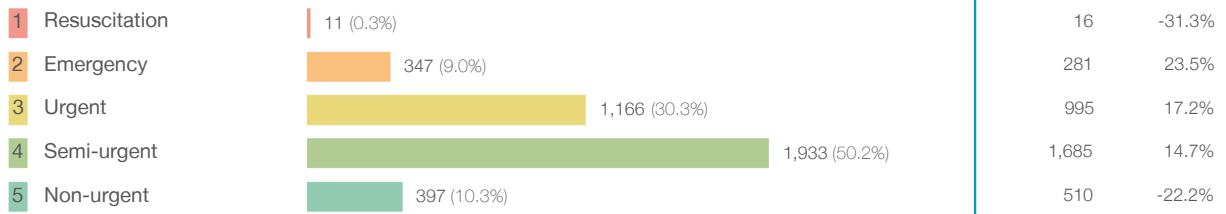
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bateman's Bay District Hospital: Patients presenting to the emergency department July to September 2017

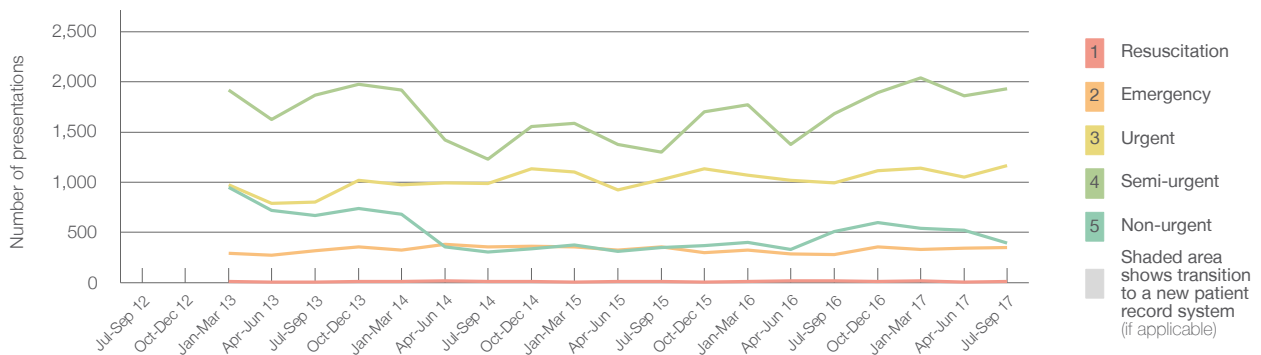
All presentations:¹ 4,039 patients

Emergency presentations² by triage category: 3,854 patients



Same period last year	Change since one year ago
3,567	13.2%
3,487	10.5%
16	-31.3%
281	23.5%
995	17.2%
1,685	14.7%
510	-22.2%

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		5	13	13	16	11
Emergency		319	355	358	281	347
Urgent		800	985	1,025	995	1,166
Semi-urgent		1,867	1,231	1,299	1,685	1,933
Non-urgent		671	304	347	510	397
All emergency presentations		3,662	2,888	3,042	3,487	3,854

Bateman's Bay District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 509 patients

ED Transfer of care time



Same period last year	Change since one year ago
470	
9 minutes	0 minutes
25 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay 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

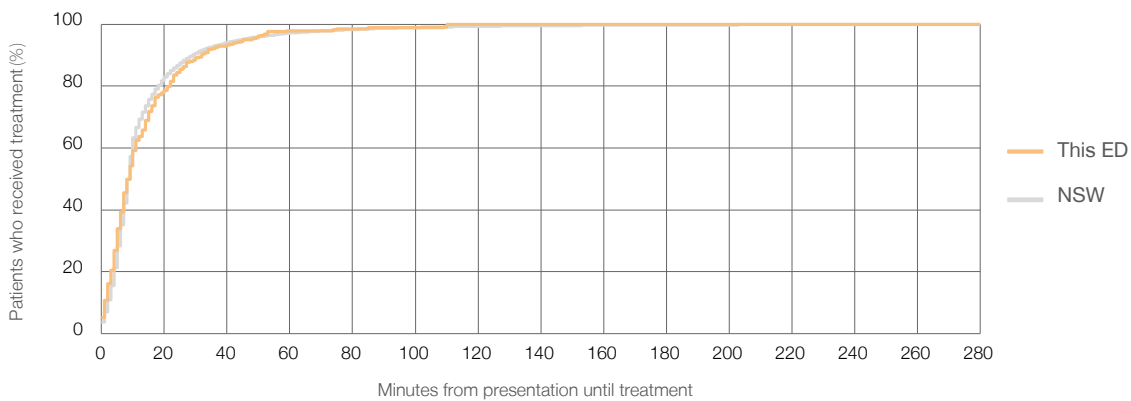
Number of triage 2 patients used to calculate waiting time:³ 341

Median time to start treatment⁴ 9 minutes

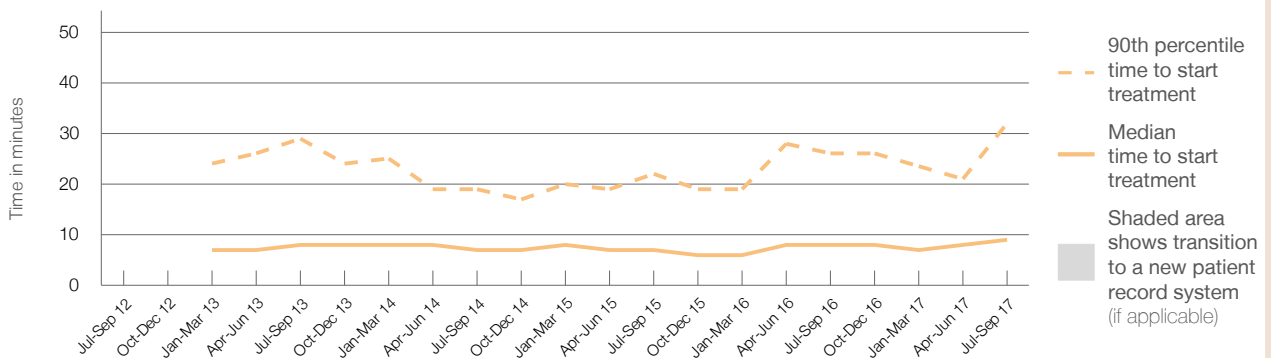
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
281	
278	
8 minutes	9 minutes
26 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	7	7	8	9
90th percentile time to start treatment ⁵ (minutes)		29	19	22	26	32

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

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Bateman's Bay 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: 1,166

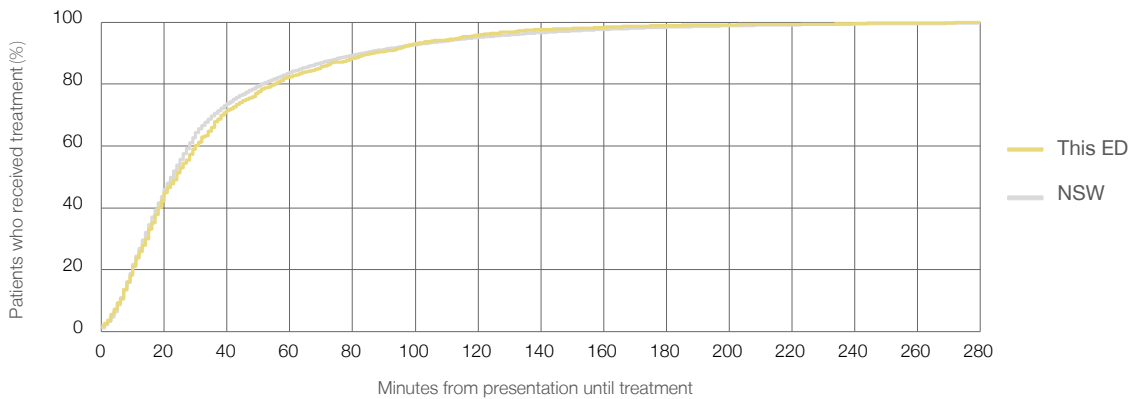
Number of triage 3 patients used to calculate waiting time:³ 1,101

Median time to start treatment⁴ 24 minutes

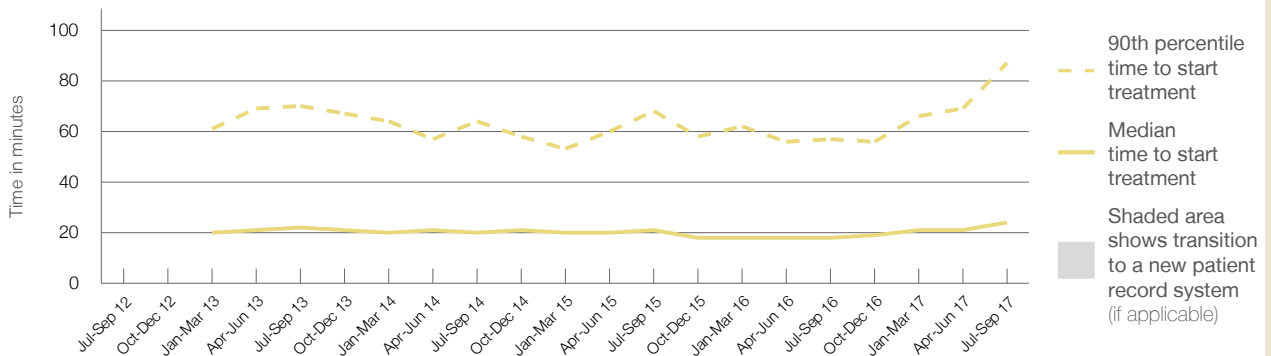
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
995	939
18 minutes	23 minutes
57 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	21	18	24
90th percentile time to start treatment ⁵ (minutes)		70	64	68	57	87

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Bateman's Bay 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: 1,933

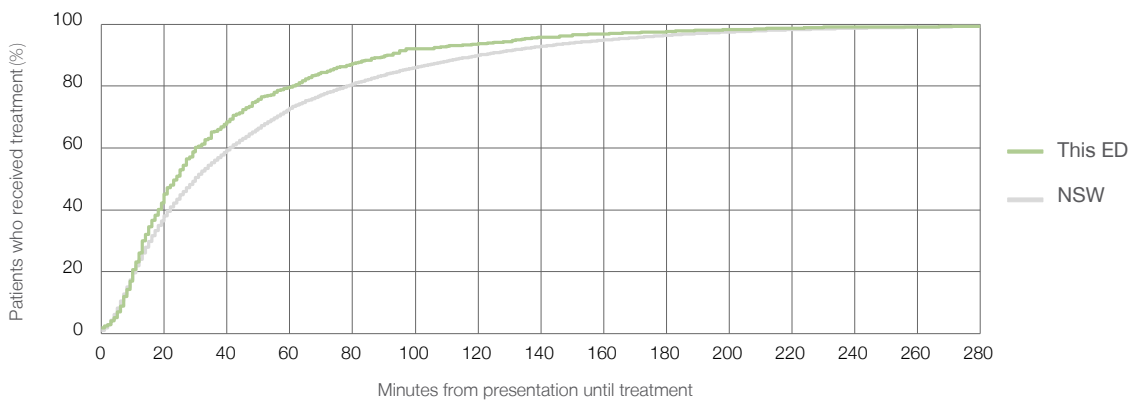
Number of triage 4 patients used to calculate waiting time:³ 728

Median time to start treatment⁴ 24 minutes

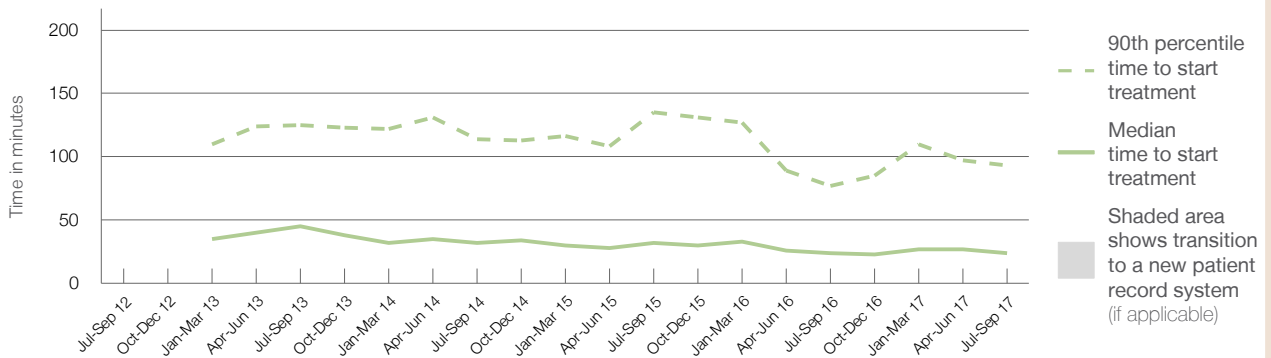
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,685	790
24 minutes	30 minutes
77 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	32	32	24	24
90th percentile time to start treatment ⁵ (minutes)		125	114	135	77	93

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

Bateman's Bay 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: 397

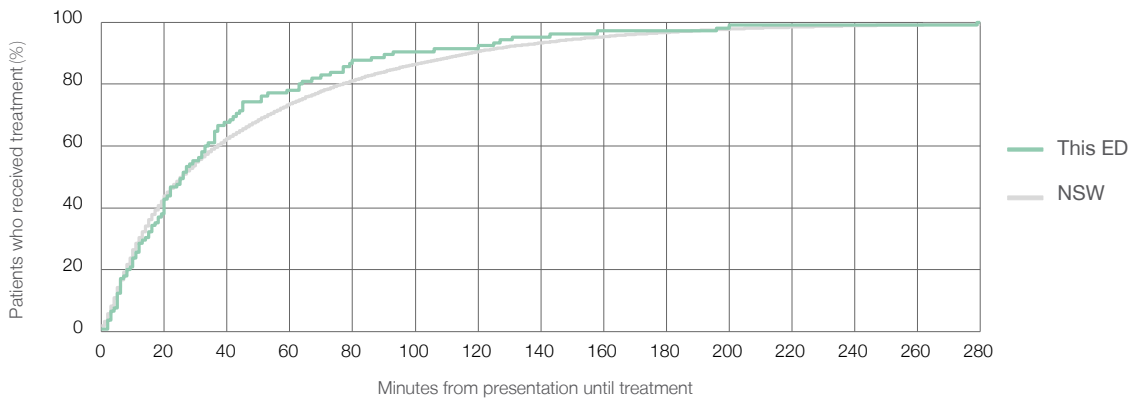
Number of triage 5 patients used to calculate waiting time:³ 105

Median time to start treatment⁴ 26 minutes

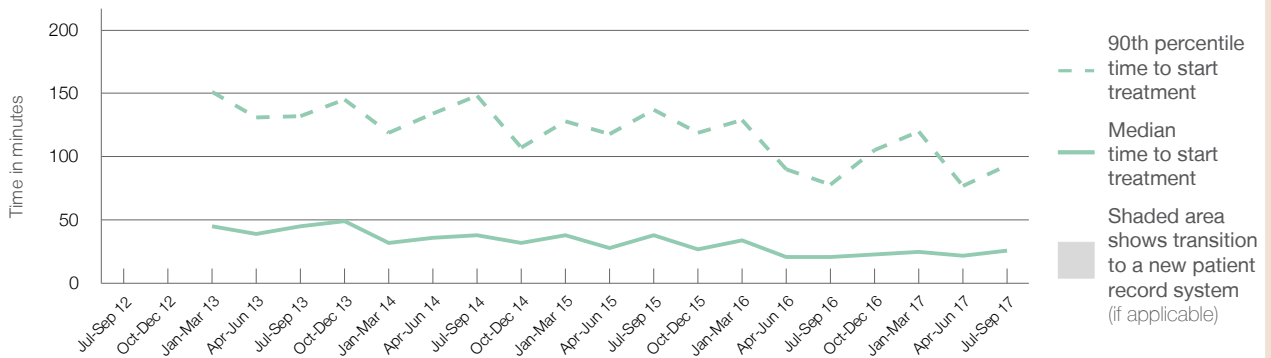
90th percentile time to start treatment⁵ 93 minutes

	Same period last year	NSW (this period)
	510	
	147	
	21 minutes	26 minutes
	78 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)		45	38	38	21	26
90th percentile time to start treatment ⁵ (minutes)		132	148	137	78	93

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

Bateman's Bay District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,039 patients

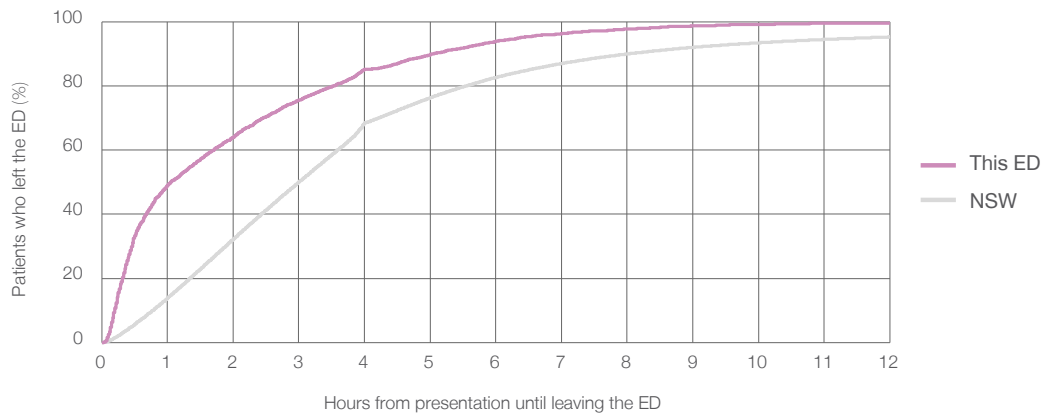
Presentations used to calculate time to leaving the ED:⁶ 4,037 patients

Median time spent in the ED⁸ 1 hours and 4 minutes

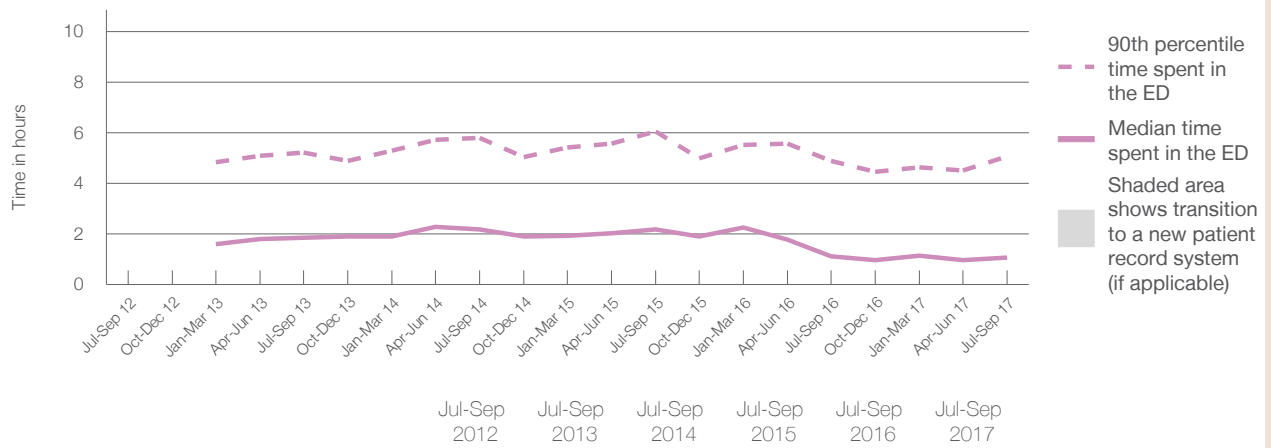
90th percentile time spent in the ED⁹ 5 hours and 4 minutes

Same period last year	NSW (this period)
3,567	3,567
1 hours and 7 minutes	3 hours and 0 minutes
4 hours and 54 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 52m	2h 11m	2h 11m	1h 7m	1h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 13m	5h 48m	6h 4m	4h 54m	5h 4m

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

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Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

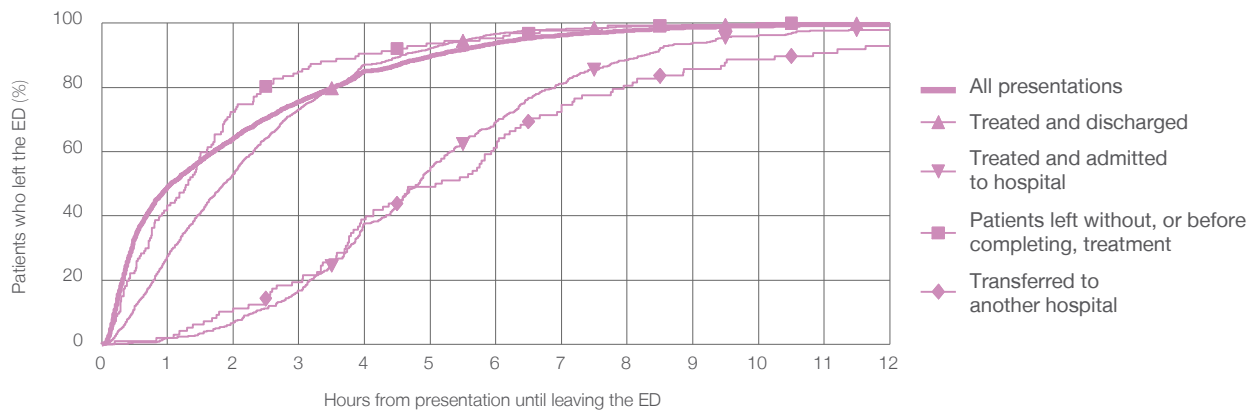
All presentations:¹ 4,039 patients

Presentations used to calculate time to leaving the ED:⁶ 4,037 patients

Treated and discharged	1,809 (44.8%)
Treated and admitted to hospital	463 (11.5%)
Patient left without, or before completing, treatment	127 (3.1%)
Transferred to another hospital	98 (2.4%)
Other	1,542 (38.2%)

Same period last year	Change since one year ago
3,567	13.2%
1,427	26.8%
681	-32.0%
129	-1.6%
127	-22.8%
1,203	28.2%

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	27.4%	53.1%	73.2%	87.1%	96.7%	98.9%	99.7%	99.9%
Treated and admitted to hospital	1.9%	6.7%	16.6%	37.6%	69.3%	88.6%	96.3%	97.8%
Patient left without, or before completing, treatment	43.3%	72.4%	85.0%	90.6%	95.3%	99.2%	100%	100%
Transferred to another hospital	2.0%	11.2%	19.4%	38.8%	61.2%	80.6%	88.8%	92.9%
All presentations	49.0%	64.1%	75.6%	85.1%	93.8%	97.7%	99.2%	99.5%

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Bateman's Bay 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 4,039 patients

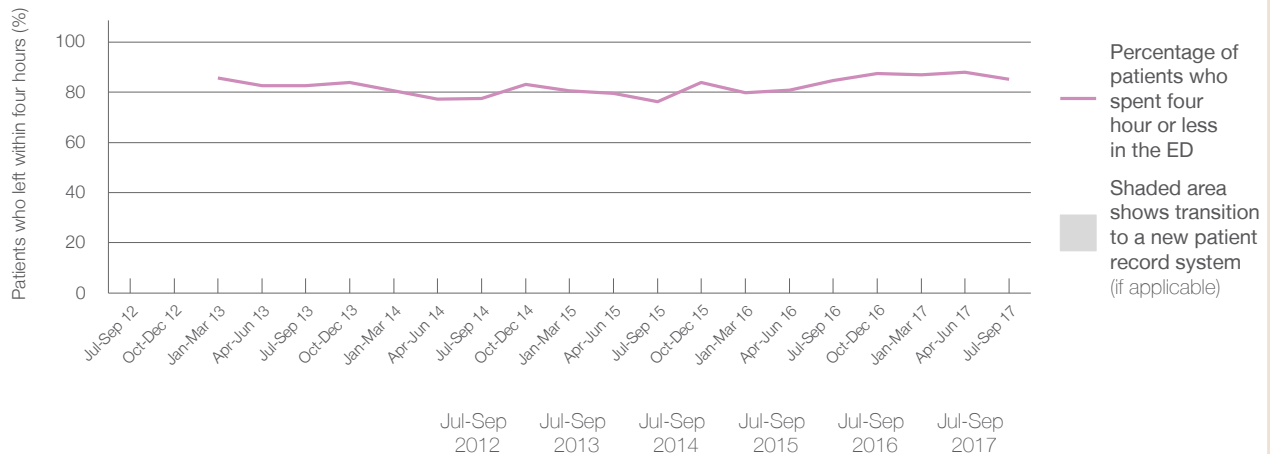
Presentations used to calculate time to leaving the ED:⁶ 4,037 patients

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 4,039 patients	3,567	13.2%
Presentations used to calculate time to leaving the ED: ⁶ 4,037 patients	3,567	13.2%
Percentage of patients who spent four hours or less in the ED	84.7%	

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
	82.7%	77.5%	76.3%	84.7%	85.1%	85.1%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Cooma Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,039 patients
 Emergency presentations:² 2,785 patients

Same period last year	Change since one year ago
2,944	3.2%
2,759	0.9%

Cooma Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 349 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 833 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,138 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 450 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
299	
8 minutes	9 minutes
27 minutes	29 minutes
786	
19 minutes	23 minutes
66 minutes	83 minutes
1,241	
29 minutes	30 minutes
104 minutes	121 minutes
418	
28 minutes	26 minutes
123 minutes	118 minutes

Cooma Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,039 patients

Percentage of patients who spent four hours or less in the ED 85.8%

Same period last year	Change since one year ago
2,943	3.3%
85.0%	

* 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.

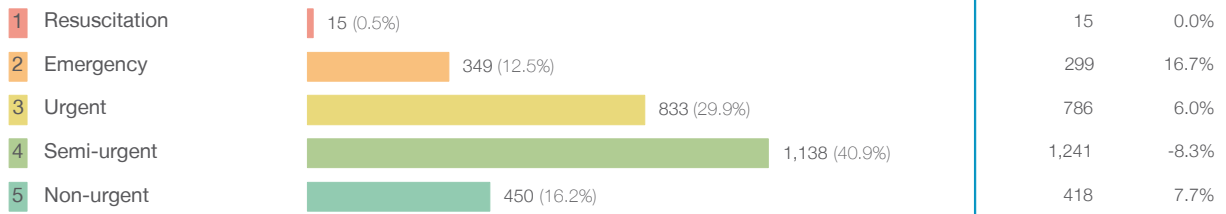
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

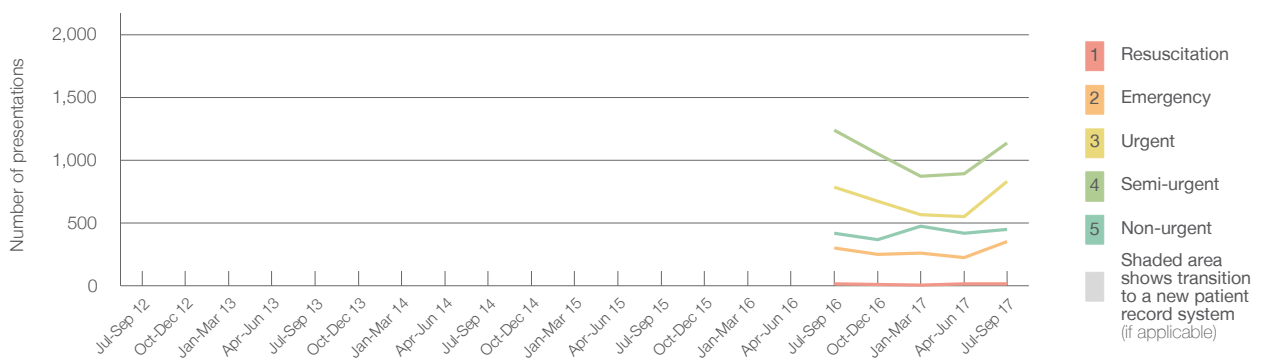
All presentations:¹ 3,039 patients

Emergency presentations² by triage category: 2,785 patients



Same period last year	Change since one year ago
2,944	3.2%
2,759	0.9%
15	0.0%
299	16.7%
786	6.0%
1,241	-8.3%
418	7.7%

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					15	15
Emergency					299	349
Urgent					786	833
Semi-urgent					1,241	1,138
Non-urgent					418	450
All emergency presentations					2,759	2,785

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

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 530 patients

ED Transfer of care time



Same period last year	Change since one year ago
334	
15 minutes	-8 minutes
268 minutes	-251 minutes

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

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

Number of triage 2 patients: 349

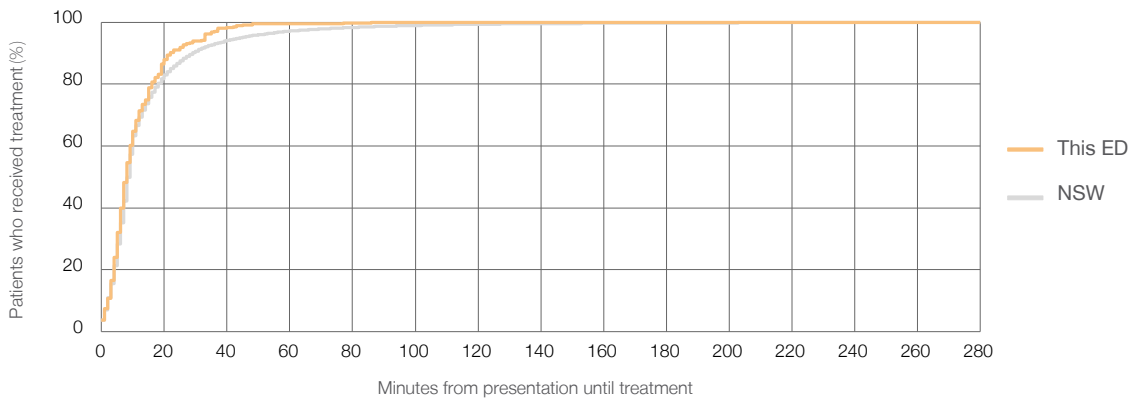
Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 8 minutes

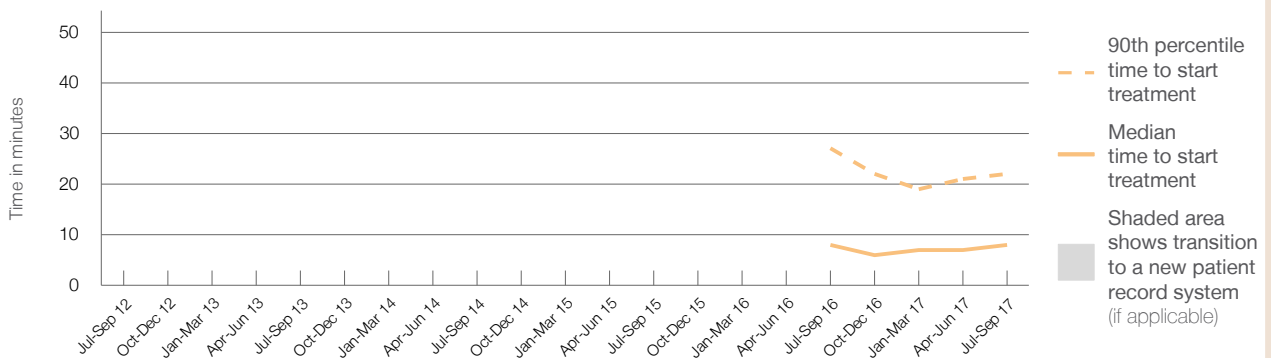
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
299	297
8 minutes	9 minutes
27 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	8
90th percentile time to start treatment ⁵ (minutes)					27	22

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

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

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

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

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

Number of triage 3 patients: 833

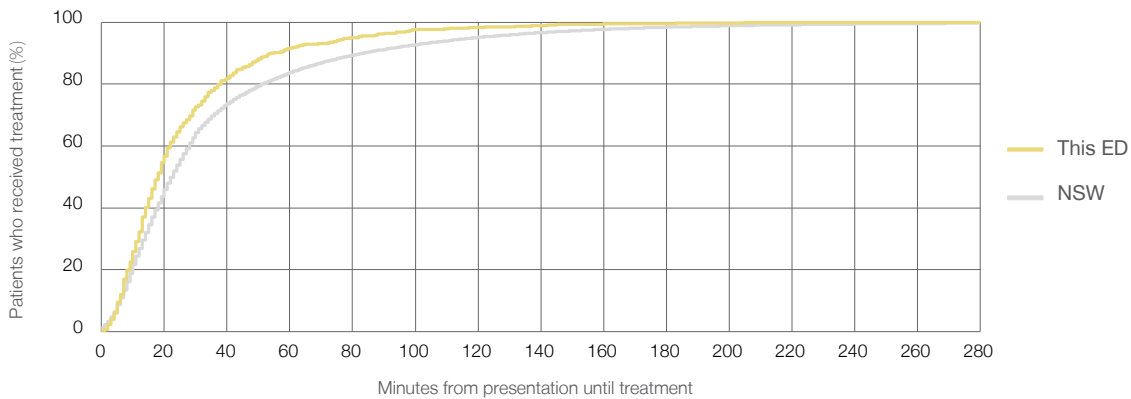
Number of triage 3 patients used to calculate waiting time:³ 821

Median time to start treatment⁴ 18 minutes

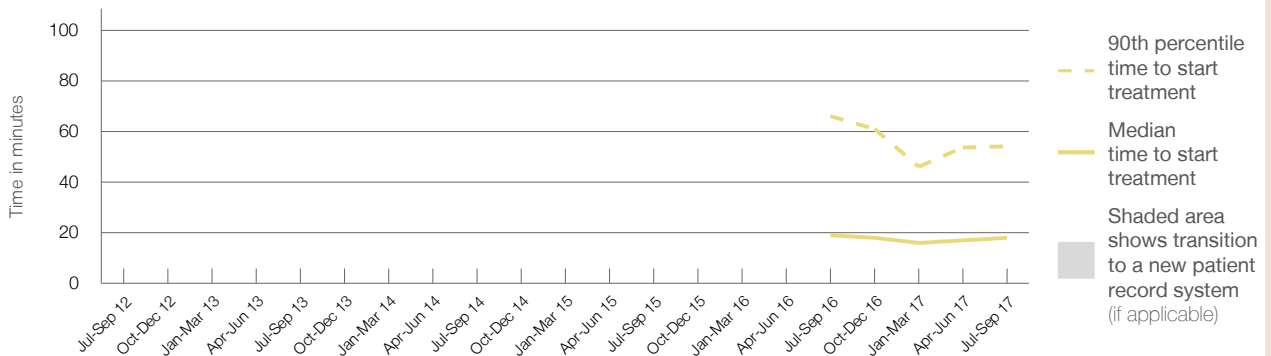
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
786	
776	
19 minutes	23 minutes
66 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)					19	18
90th percentile time to start treatment ⁵ (minutes)					66	54

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

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

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

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

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

Number of triage 4 patients: 1,138

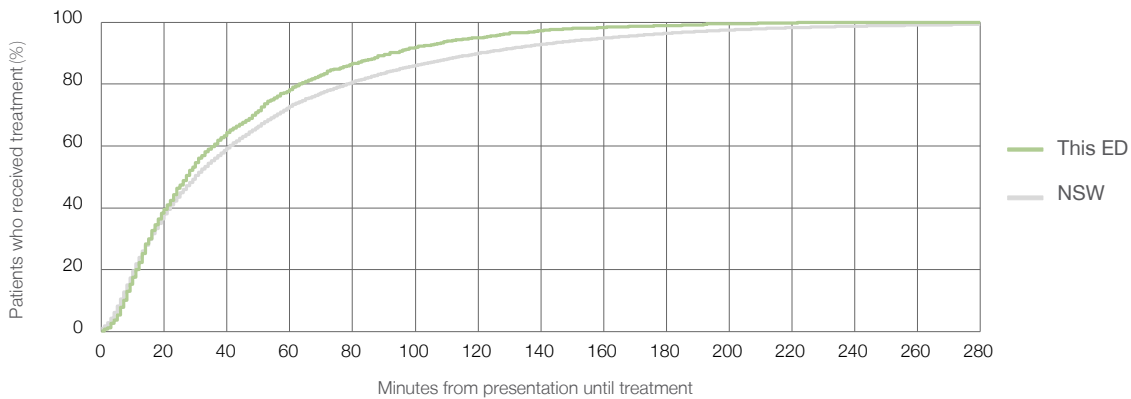
Number of triage 4 patients used to calculate waiting time:³ 1,070

Median time to start treatment⁴ 27 minutes

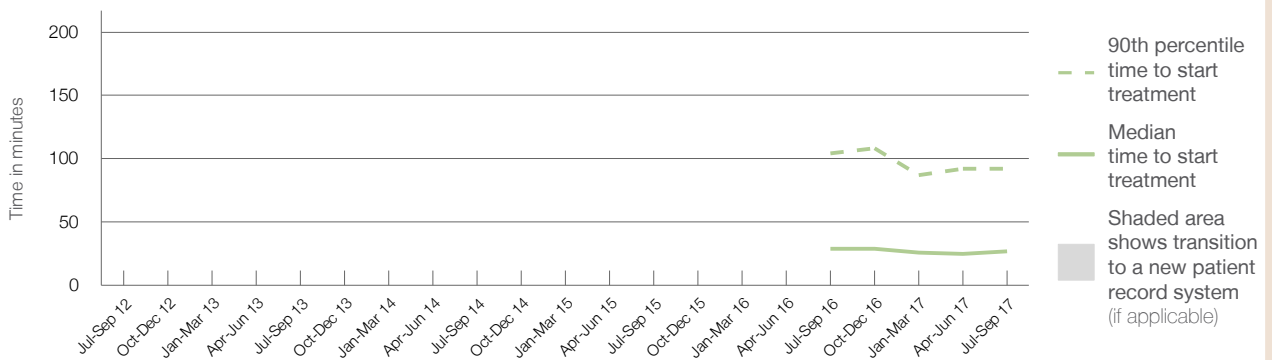
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,241	1,165
29 minutes	30 minutes
104 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
90th percentile time to start treatment ⁵ (minutes)					104	92

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

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

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

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

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

Number of triage 5 patients: 450

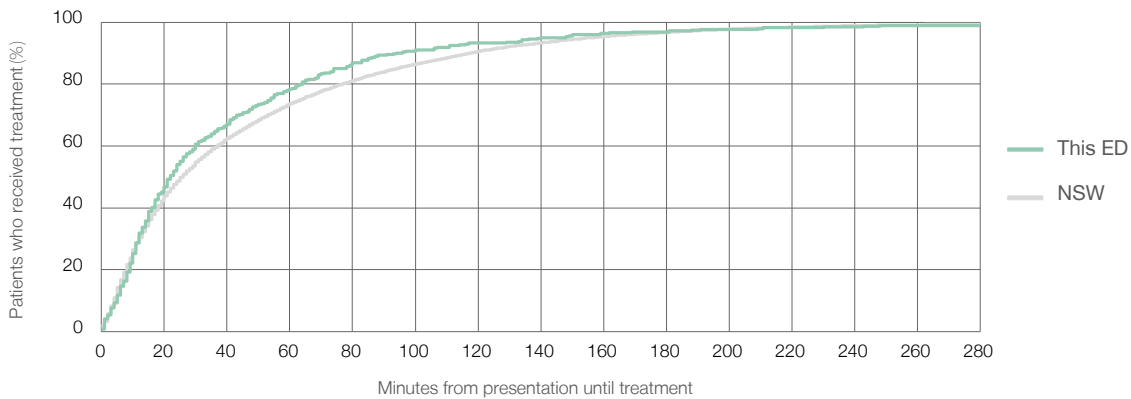
Number of triage 5 patients used to calculate waiting time:³ 383

Median time to start treatment⁴ 22 minutes

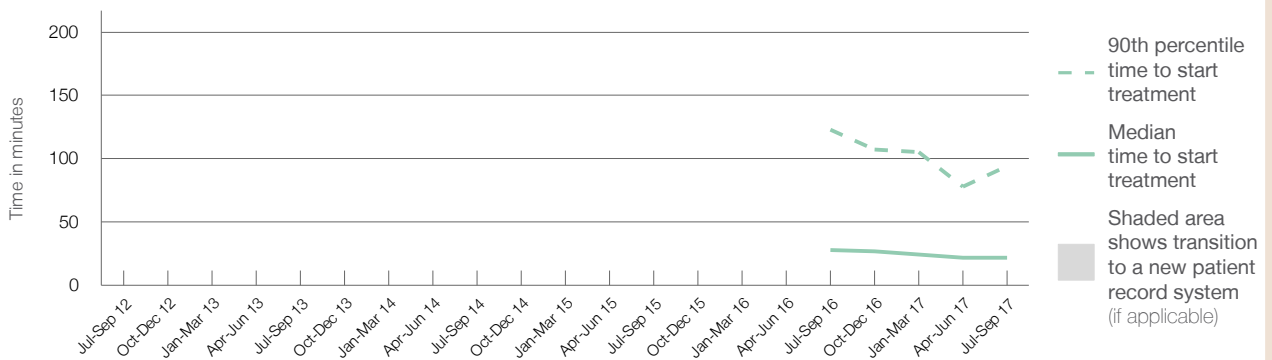
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
418	
370	
28 minutes	26 minutes
123 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)					28	22
90th percentile time to start treatment ⁵ (minutes)					123	94

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

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

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

Cooma Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 3,039 patients

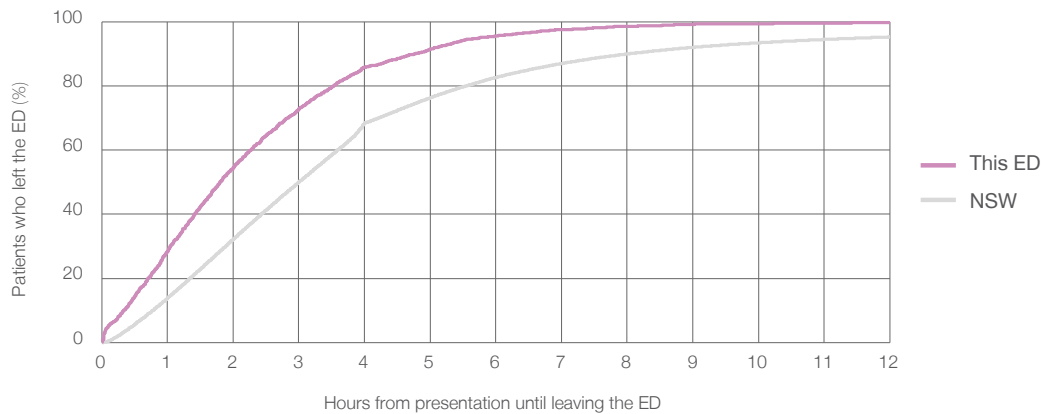
Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

Median time spent in the ED⁸ 1 hours and 49 minutes

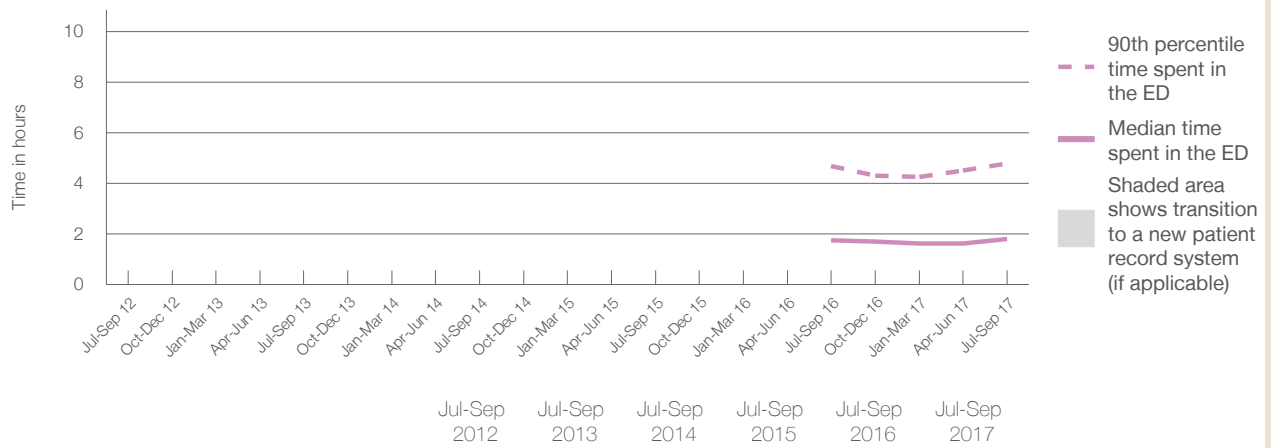
90th percentile time spent in the ED⁹ 4 hours and 47 minutes

Same period last year	NSW (this period)
2,944	
2,943	
1 hours and 46 minutes	3 hours and 0 minutes
4 hours and 42 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 46m	1h 49m
90th percentile time to leaving the ED ⁹ (hours, minutes)					4h 42m	4h 47m

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

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

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

Cooma Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

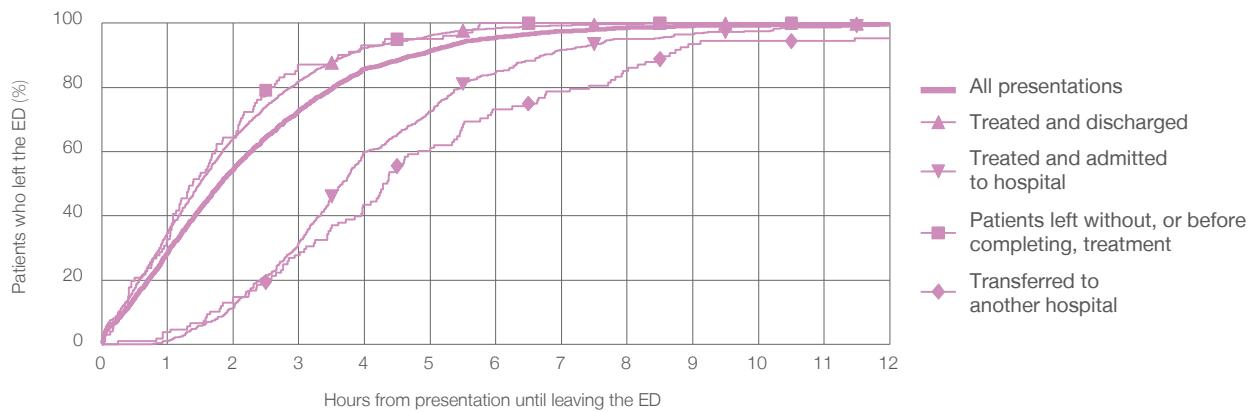
All presentations:¹ 3,039 patients

Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

Treated and discharged	2,372 (78.1%)
Treated and admitted to hospital	449 (14.8%)
Patient left without, or before completing, treatment	101 (3.3%)
Transferred to another hospital	108 (3.6%)
Other	9 (0.3%)

Same period last year	Change since one year ago
2,943	3.3%
2,306	2.9%
402	11.7%
111	-9.0%
115	-6.1%
10	-10.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.6%	64.2%	82.0%	92.3%	98.4%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	11.4%	31.6%	59.9%	84.9%	95.1%	97.6%	99.6%
Patient left without, or before completing, treatment	32.7%	64.4%	87.1%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.7%	14.8%	27.8%	43.5%	73.1%	85.2%	94.4%	95.4%
All presentations	28.5%	54.6%	72.8%	85.8%	95.6%	98.6%	99.4%	99.7%

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

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

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

Cooma Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 3,039 patients

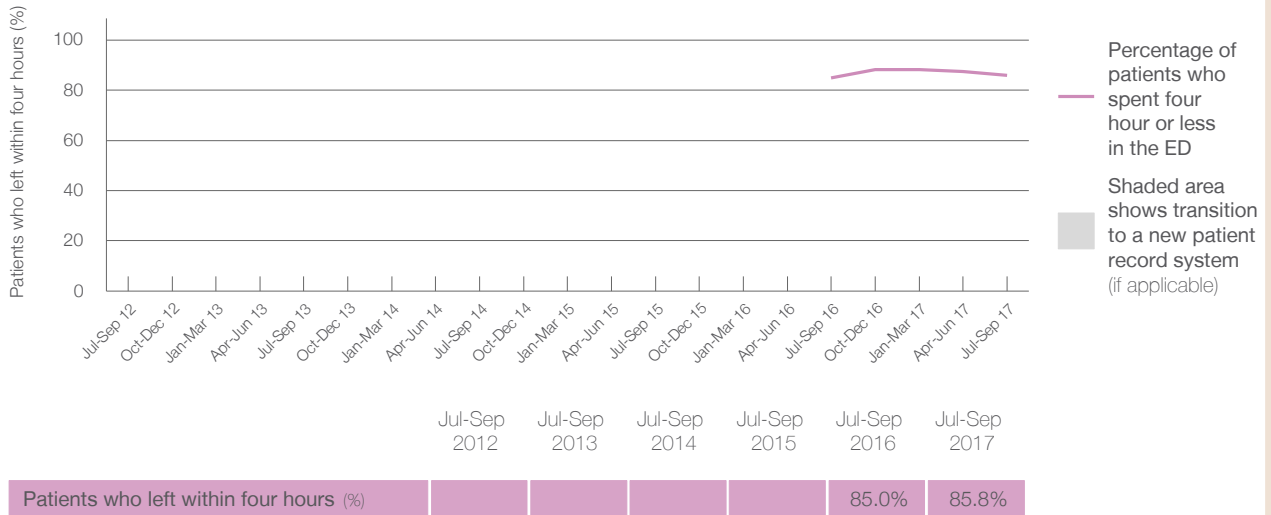
Presentations used to calculate time to leaving the ED:⁶ 3,039 patients

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 3,039 patients	2,944	3.2%
Presentations used to calculate time to leaving the ED: ⁶ 3,039 patients	2,943	3.3%
Percentage of patients who spent four hours or less in the ED	85.0%	

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).

Goulburn Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,658 patients
Emergency presentations:² 4,460 patients

Same period last year	Change since one year ago
4,309	8.1%
4,111	8.5%

Goulburn Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 530 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,918 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 243 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
523	
9 minutes	9 minutes
22 minutes	29 minutes
1,666	
23 minutes	23 minutes
82 minutes	83 minutes
1,602	
32 minutes	30 minutes
129 minutes	121 minutes
297	
25 minutes	26 minutes
126 minutes	118 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,658 patients

Percentage of patients who spent four hours or less in the ED 79.1%

Same period last year	Change since one year ago
4,309	8.1%
77.2%	

* 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.

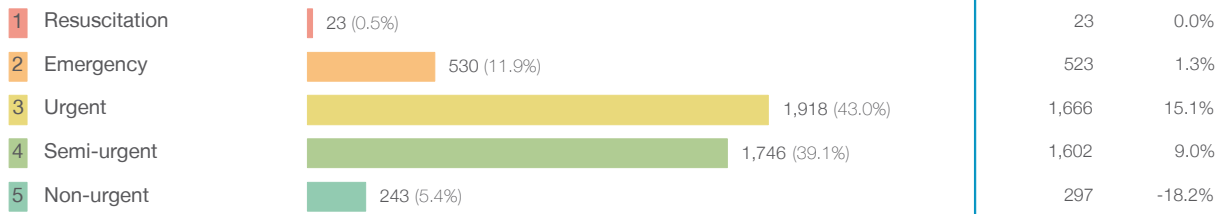
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

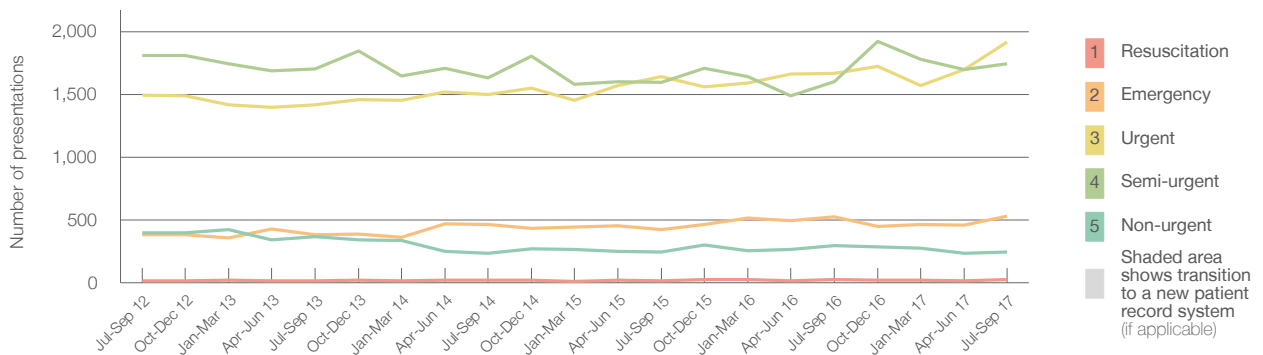
Goulburn Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 4,658 patients

Emergency presentations² by triage category: 4,460 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	16	17	21	17	23	23
Emergency	382	384	464	425	523	530
Urgent	1,493	1,415	1,497	1,641	1,666	1,918
Semi-urgent	1,811	1,701	1,634	1,597	1,602	1,746
Non-urgent	396	366	234	243	297	243
All emergency presentations	4,098	3,883	3,850	3,923	4,111	4,460

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

Arrivals used to calculate transfer of care time:⁷ 923 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.

Goulburn 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: 530

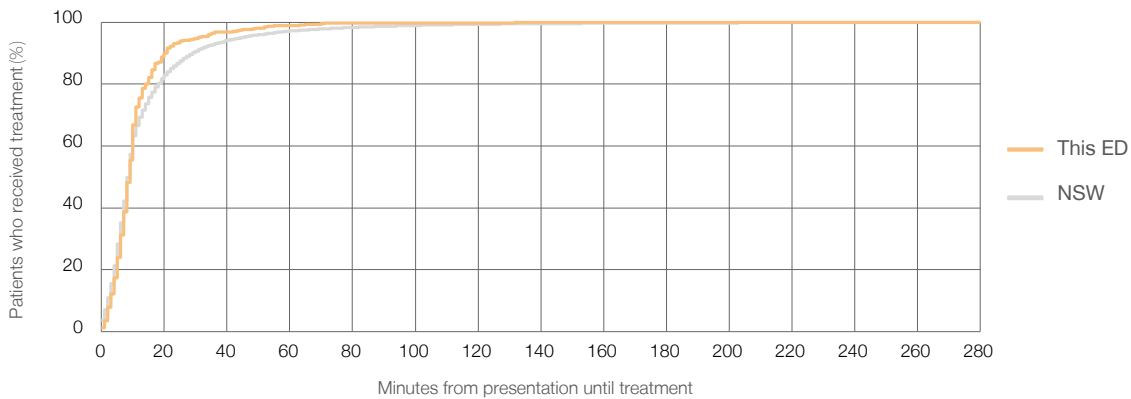
Number of triage 2 patients used to calculate waiting time:³ 529

Median time to start treatment⁴ 9 minutes

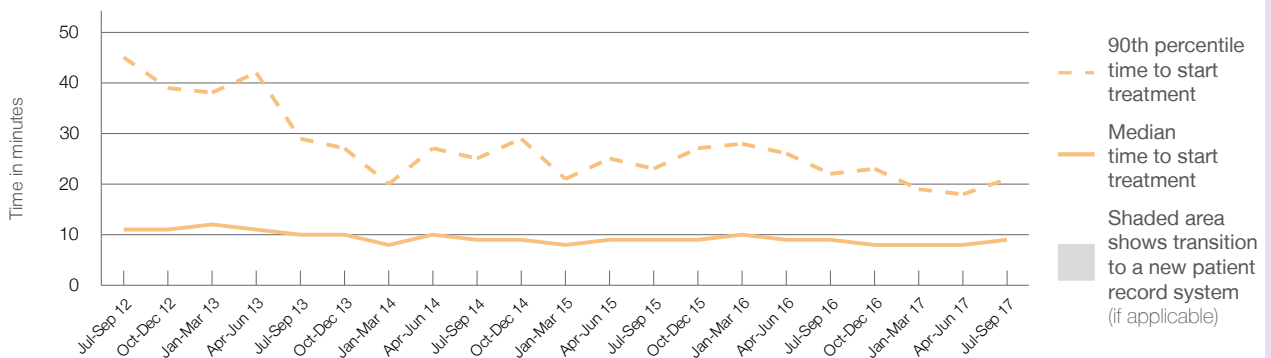
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
523	523
9 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)	11	10	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	45	29	25	23	22	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.

Goulburn 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: 1,918

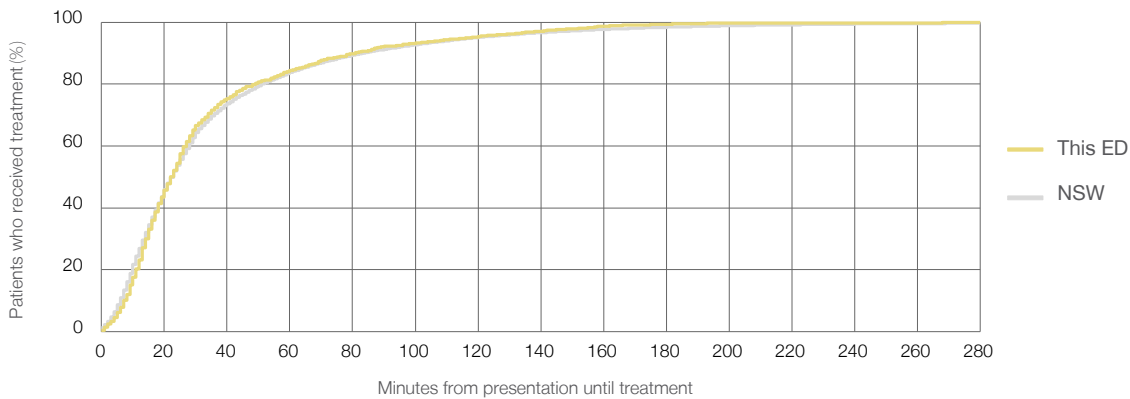
Number of triage 3 patients used to calculate waiting time:³ 1,884

Median time to start treatment⁴ 22 minutes

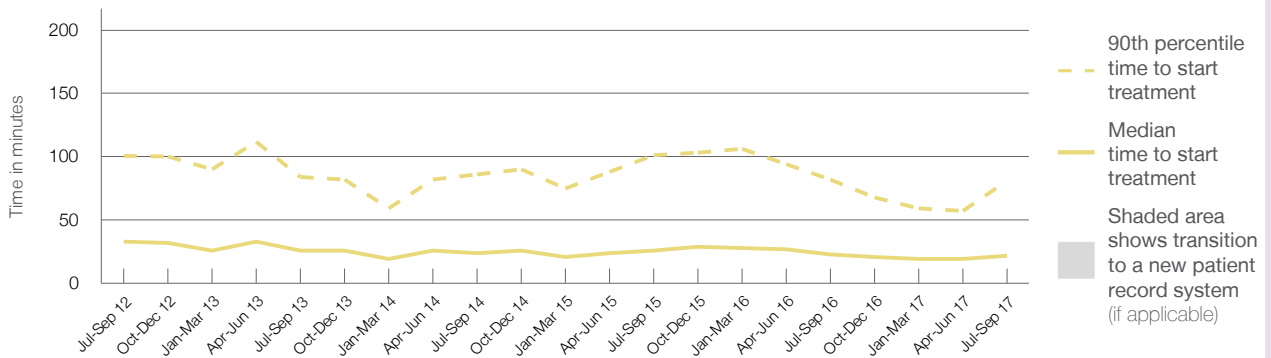
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,666	1,615
23 minutes	23 minutes
82 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)	33	26	24	26	23	22
90th percentile time to start treatment ⁵ (minutes)	101	84	86	101	82	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.

Goulburn 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: 1,746

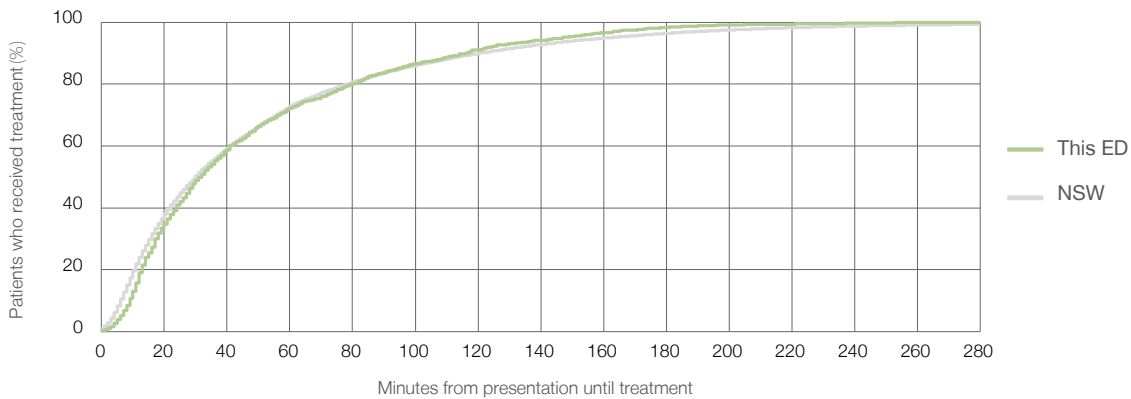
Number of triage 4 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴ 32 minutes

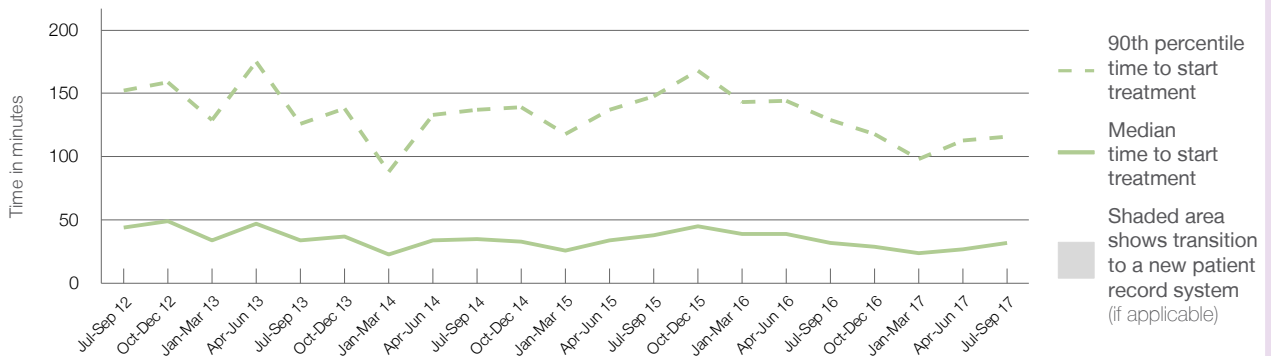
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,602	1,458
32 minutes	30 minutes
129 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)	44	34	35	38	32	32
90th percentile time to start treatment ⁵ (minutes)	152	126	137	148	129	116

(†) 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.

Goulburn 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: 243

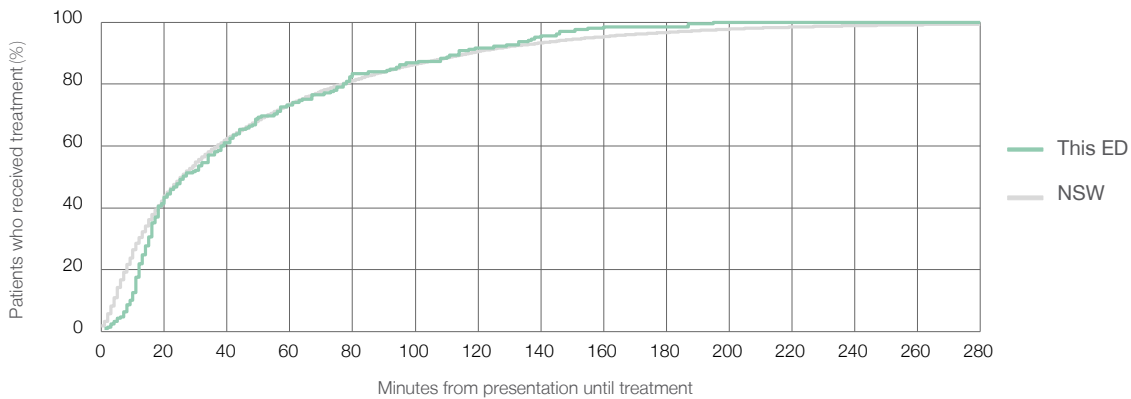
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 26 minutes

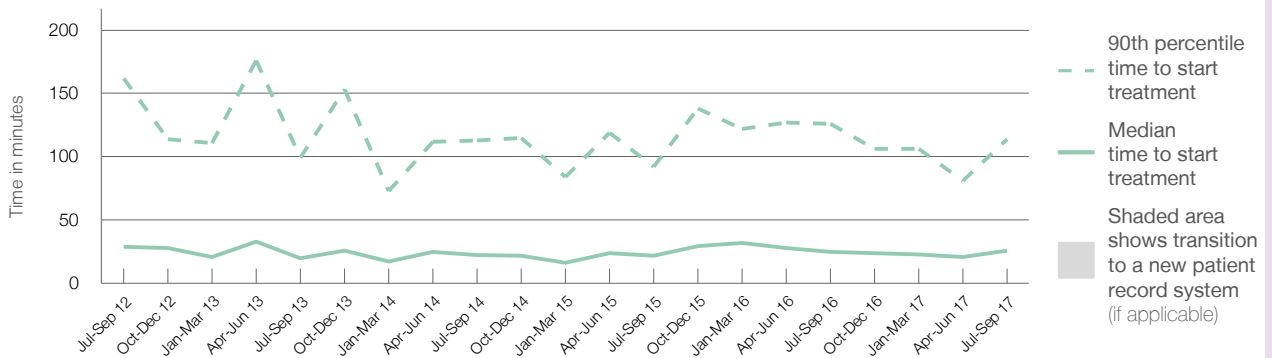
90th percentile time to start treatment⁵ 114 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	297	239
Median time to start treatment ⁴	25 minutes	26 minutes
90th percentile time to start treatment ⁵	126 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)	29	20	23	22	25	26
90th percentile time to start treatment ⁵ (minutes)	162	99	113	92	126	114

(†) 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.

Goulburn Base Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 4,658 patients

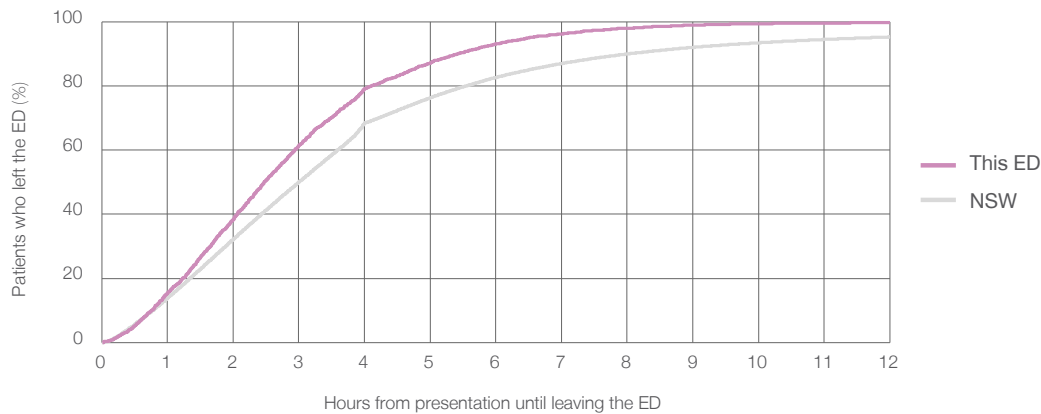
Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

Median time spent in the ED⁸ 2 hours and 28 minutes

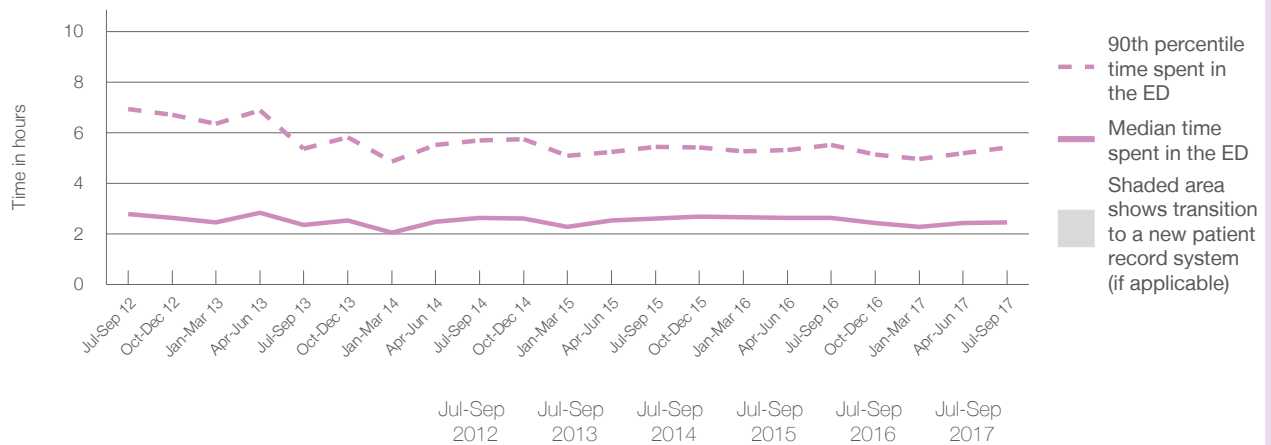
90th percentile time spent in the ED⁹ 5 hours and 26 minutes

Same period last year	NSW (this period)
4,309	4,309
2 hours and 38 minutes	3 hours and 0 minutes
5 hours and 31 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 48m	2h 22m	2h 39m	2h 37m	2h 38m	2h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 57m	5h 23m	5h 42m	5h 27m	5h 31m	5h 26m

(†) 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.

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

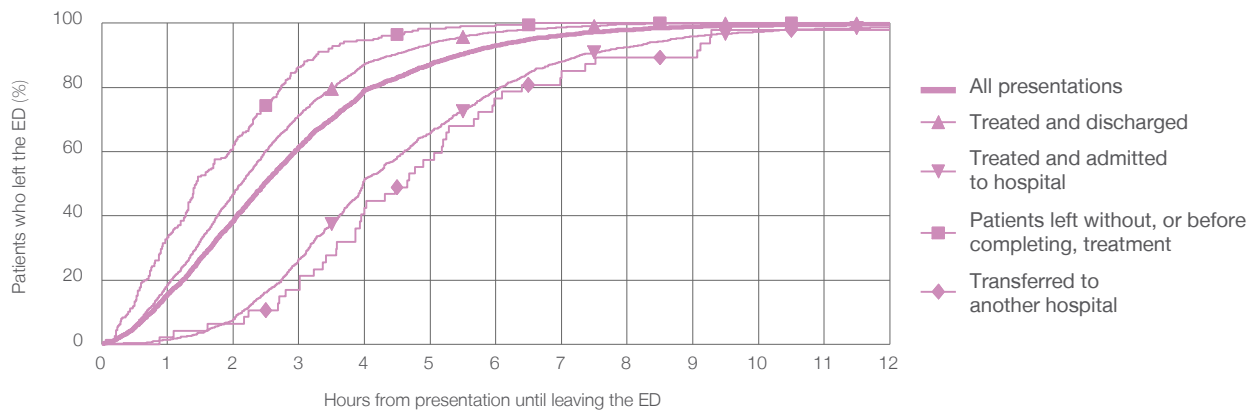
All presentations:¹ 4,658 patients

Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

Treated and discharged	3,310 (71.1%)
Treated and admitted to hospital	1,053 (22.6%)
Patient left without, or before completing, treatment	226 (4.9%)
Transferred to another hospital	47 (1.0%)
Other	22 (0.5%)

Same period last year	Change since one year ago
4,309	8.1%
2,993	10.6%
960	9.7%
276	-18.1%
51	-7.8%
29	-24.1%

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	18.5%	46.9%	71.3%	87.3%	97.3%	99.7%	100%	100%
Treated and admitted to hospital	1.4%	7.8%	26.4%	51.4%	79.1%	92.5%	97.3%	98.7%
Patient left without, or before completing, treatment	33.2%	61.9%	86.3%	94.7%	99.6%	100%	100%	100%
Transferred to another hospital	2.1%	6.4%	17.0%	42.6%	76.6%	89.4%	97.9%	97.9%
All presentations	15.5%	38.5%	61.4%	79.1%	93.0%	97.9%	99.4%	99.7%

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

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

Goulburn 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 4,658 patients

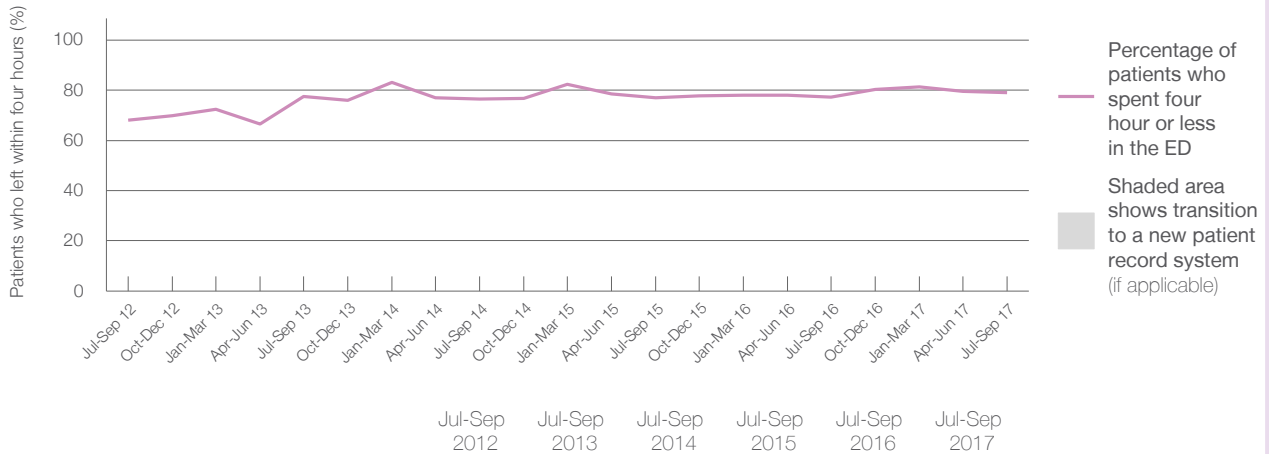
Presentations used to calculate time to leaving the ED:⁶ 4,658 patients

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	4,309	8.1%
Presentations used to calculate time to leaving the ED: ⁶	4,309	8.1%
Percentage of patients who spent four hours or less in the ED	77.2%	

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
	67.9%	77.5%	76.6%	77.1%	77.2%	79.1%

* 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).

Moruya District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 2,628 patients
Emergency presentations:² 2,471 patients

Same period last year	Change since one year ago
2,441	7.7%
2,303	7.3%

Moruya District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 317 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 895 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 904 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 332 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
307	
7 minutes	9 minutes
25 minutes	29 minutes
774	
17 minutes	23 minutes
52 minutes	83 minutes
880	
22 minutes	30 minutes
87 minutes	121 minutes
321	
22 minutes	26 minutes
107 minutes	118 minutes

Moruya District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 2,624 patients

Percentage of patients who spent four hours or less in the ED 77.0%

Same period last year	Change since one year ago
2,441	7.5%
73.3%	

* 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.

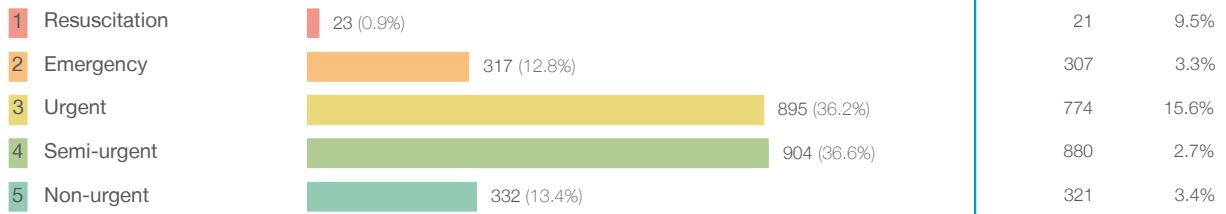
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

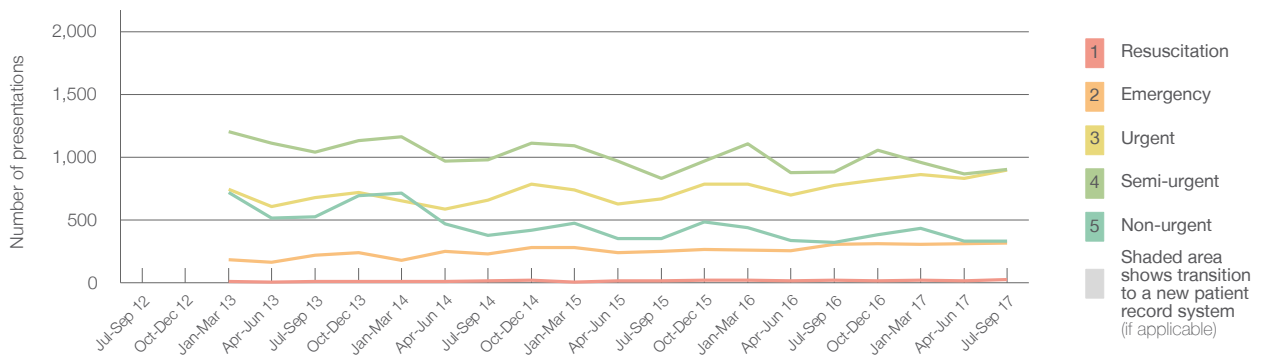
Moruya District Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 2,628 patients

Emergency presentations² by triage category: 2,471 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		7	13	14	21	23
Emergency		219	227	251	307	317
Urgent		679	658	669	774	895
Semi-urgent		1,038	981	832	880	904
Non-urgent		527	378	352	321	332
All emergency presentations		2,470	2,257	2,118	2,303	2,471

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

Arrivals used to calculate transfer of care time:⁷ 635 patients

ED Transfer of care time



- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya 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: 317

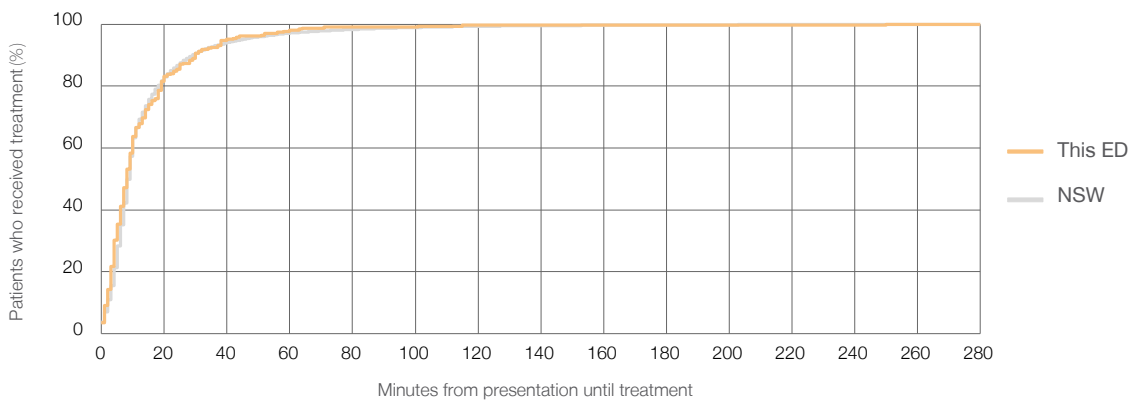
Number of triage 2 patients used to calculate waiting time:³ 308

Median time to start treatment⁴ 8 minutes

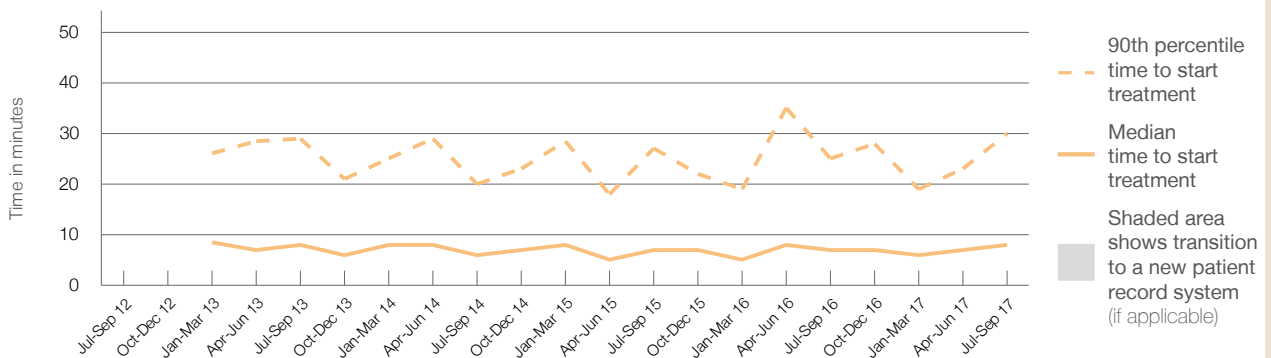
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
307	
304	
7 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)		8	6	7	7	8
90th percentile time to start treatment ⁵ (minutes)		29	20	27	25	30

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

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

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

Moruya 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: 895

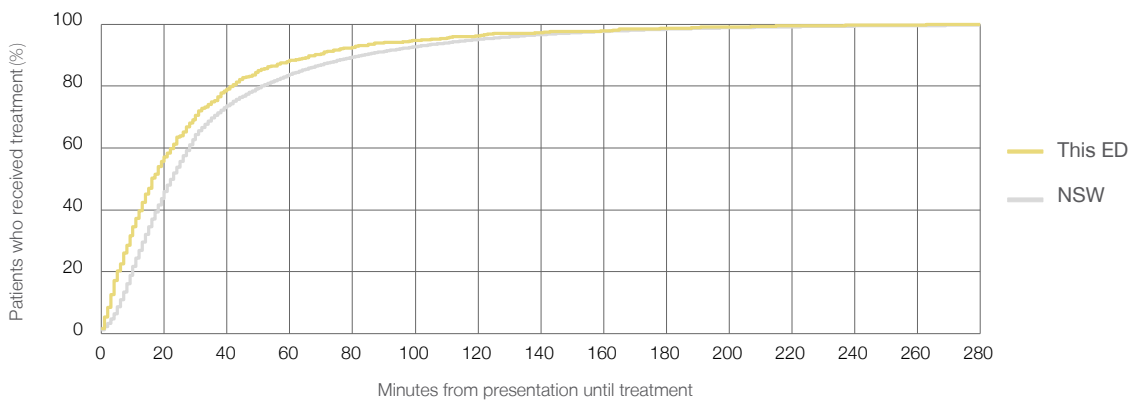
Number of triage 3 patients used to calculate waiting time:³ 860

Median time to start treatment⁴ 16 minutes

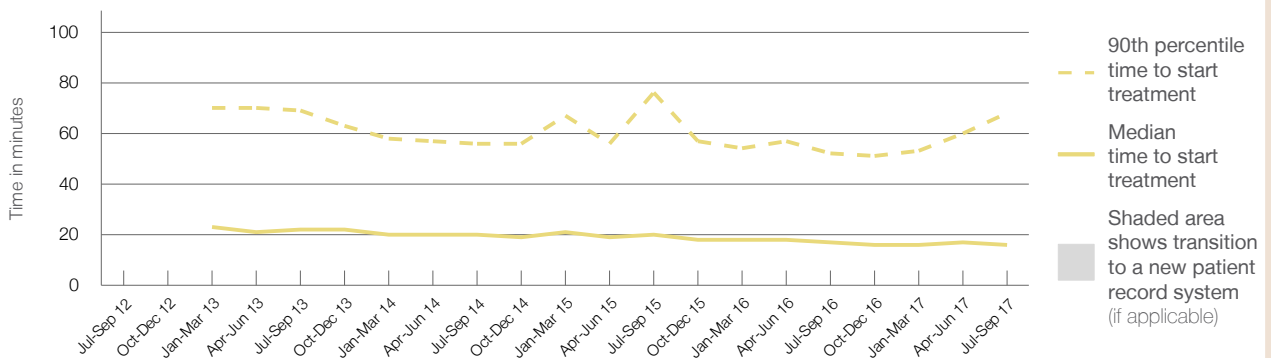
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
774	
749	
17 minutes	23 minutes
52 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	20	17	16
90th percentile time to start treatment ⁵ (minutes)		69	56	76	52	68

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

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

Moruya 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: 904

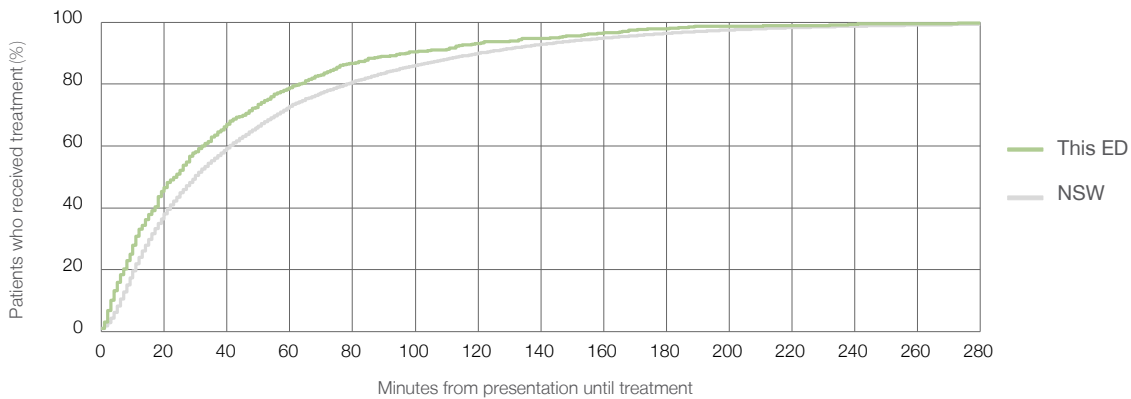
Number of triage 4 patients used to calculate waiting time:³ 785

Median time to start treatment⁴ 24 minutes

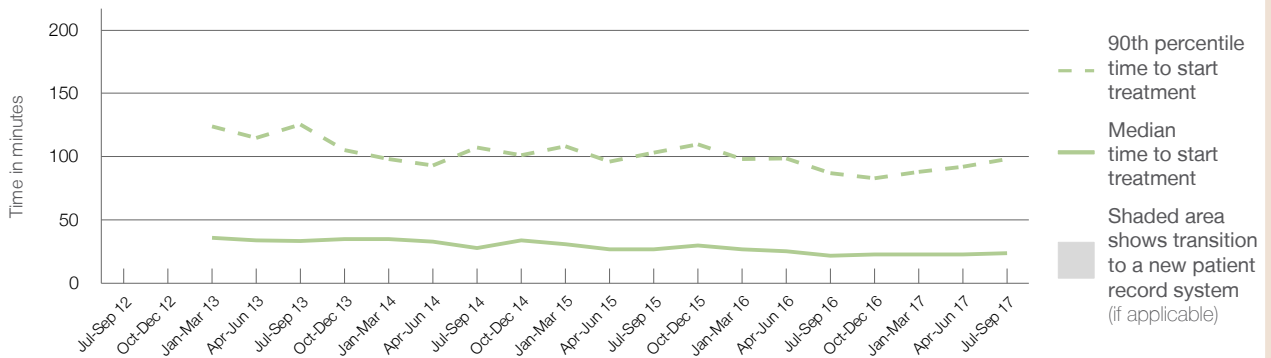
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
880	
804	
22 minutes	30 minutes
87 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	28	27	22	24
90th percentile time to start treatment ⁵ (minutes)		126	107	103	87	98

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

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

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

Moruya 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: 332

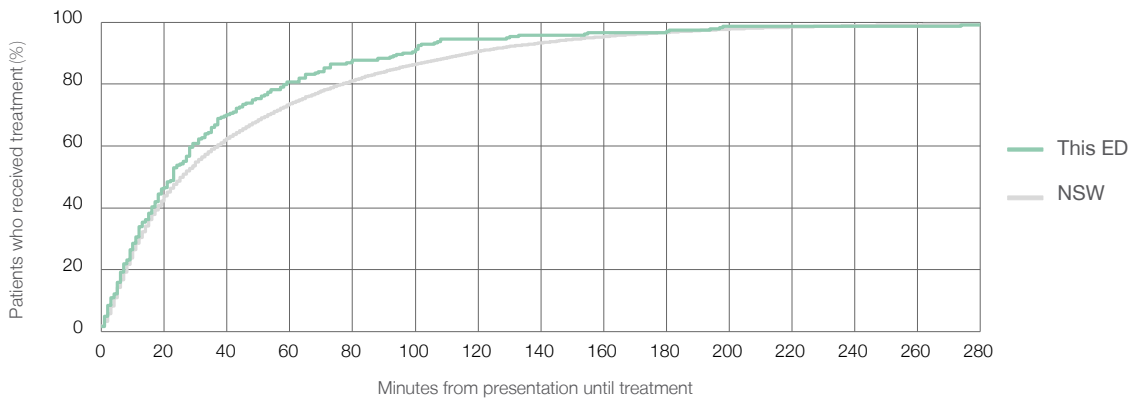
Number of triage 5 patients used to calculate waiting time:³ 238

Median time to start treatment⁴ 23 minutes

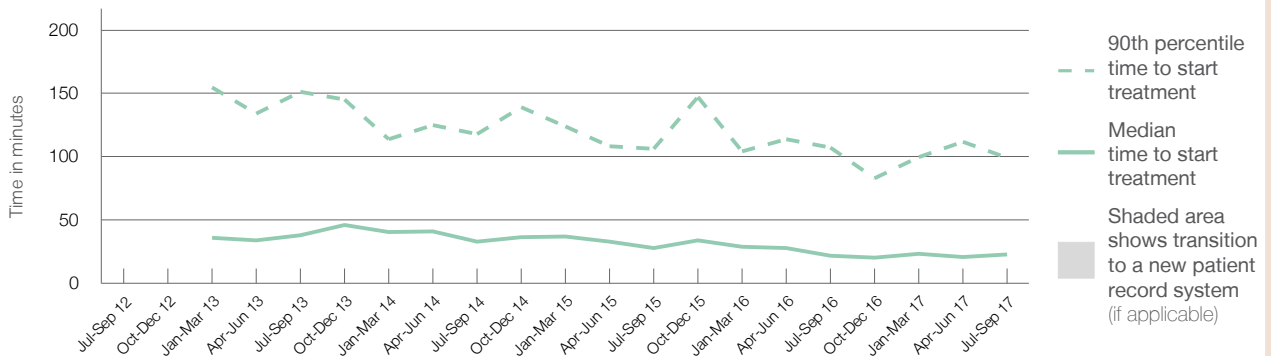
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
321	
257	
22 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)		38	33	28	22	23
90th percentile time to start treatment ⁵ (minutes)		151	118	106	107	99

(†) 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.

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

All presentations:¹ 2,628 patients

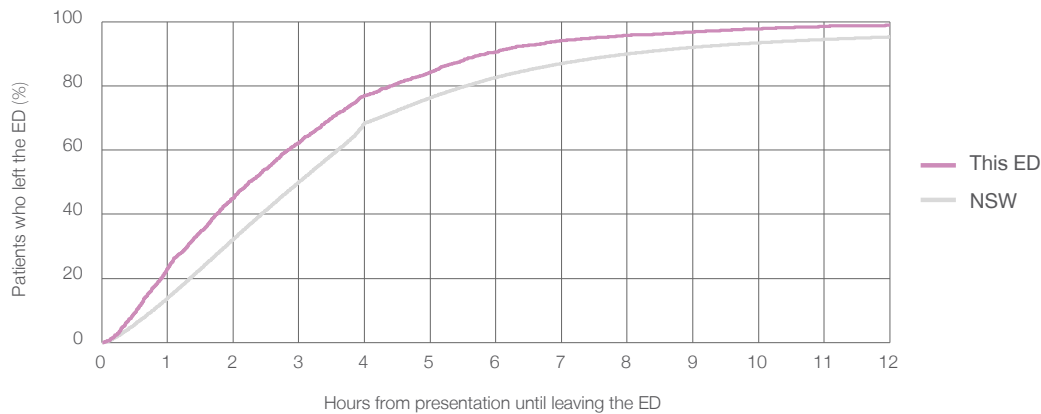
Presentations used to calculate time to leaving the ED:⁶ 2,624 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

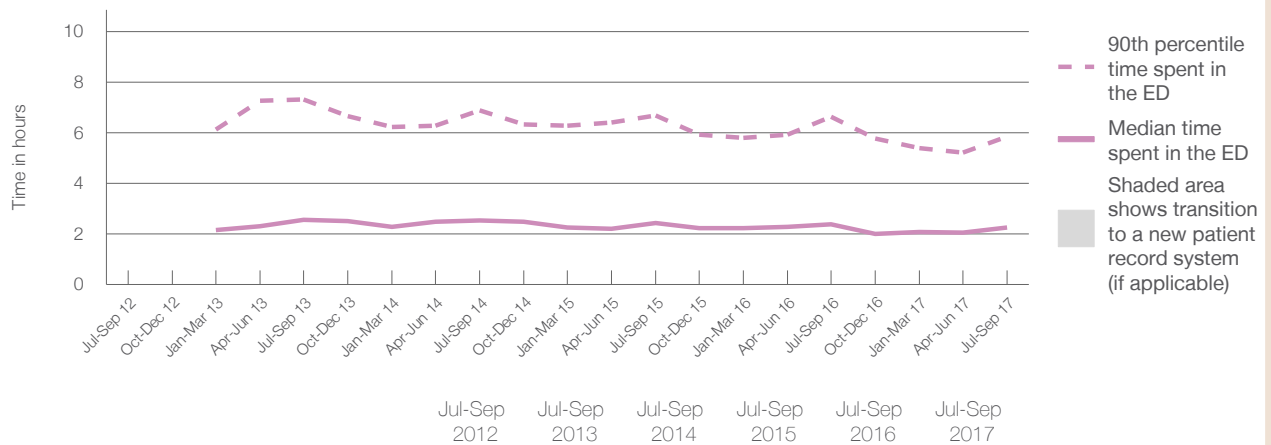
90th percentile time spent in the ED⁹ 5 hours and 51 minutes

Same period last year	NSW (this period)
2,441	2,441
2 hours and 24 minutes	3 hours and 0 minutes
6 hours and 38 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 34m	2h 32m	2h 27m	2h 24m	2h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)		7h 19m	6h 53m	6h 42m	6h 38m	5h 51m

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

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

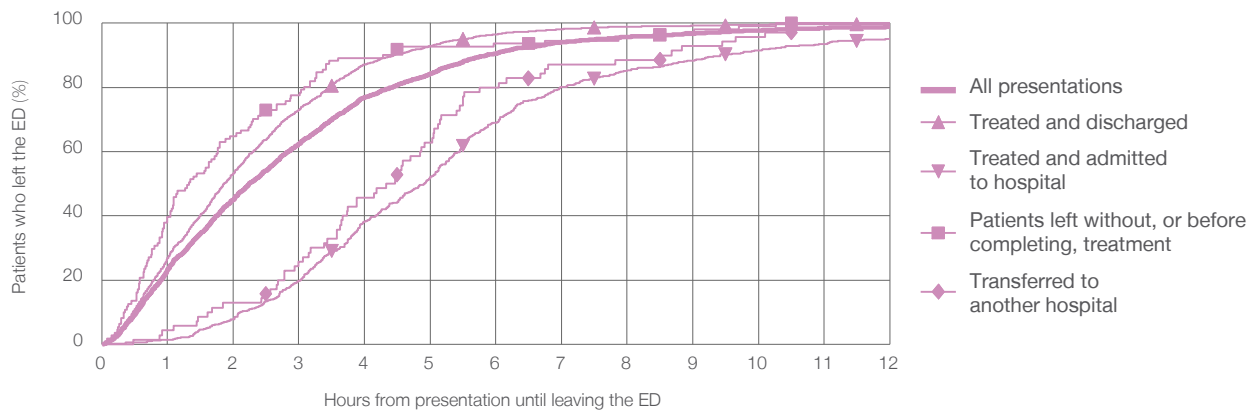
All presentations:¹ 2,628 patients

Presentations used to calculate time to leaving the ED:⁶ 2,624 patients

Treated and discharged	1,847 (70.3%)
Treated and admitted to hospital	499 (19.0%)
Patient left without, or before completing, treatment	111 (4.2%)
Transferred to another hospital	70 (2.7%)
Other	101 (3.8%)

Same period last year	Change since one year ago
2,441	7.5%
1,481	24.7%
758	-34.2%
73	52.1%
78	-10.3%
51	98.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.9%	53.2%	73.0%	87.2%	96.6%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.4%	7.8%	19.6%	38.3%	68.9%	85.4%	91.6%	95.2%
Patient left without, or before completing, treatment	39.6%	64.9%	77.5%	89.2%	93.7%	95.5%	99.1%	100%
Transferred to another hospital	4.3%	12.9%	25.7%	45.7%	80.0%	88.6%	95.7%	98.6%
All presentations	23.2%	45.1%	62.3%	77.0%	90.6%	95.7%	97.8%	98.8%

(†) 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.

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

Moruya 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 2,628 patients

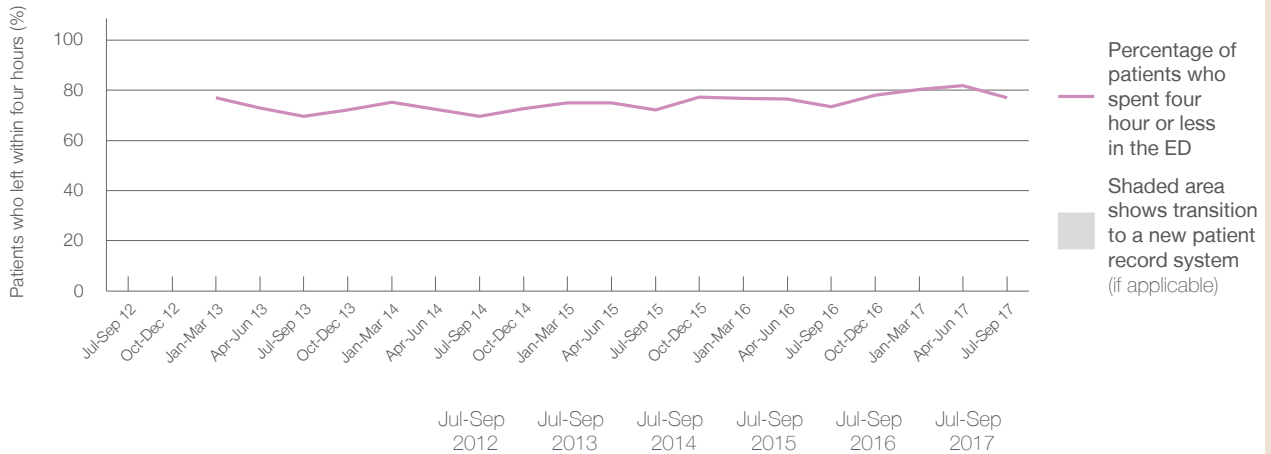
Presentations used to calculate time to leaving the ED:⁶ 2,624 patients

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	2,441	7.7%
Presentations used to calculate time to leaving the ED: ⁶	2,441	7.5%
Percentage of patients who spent four hours or less in the ED	73.3%	

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
		69.7%	69.5%	72.2%	73.3%	77.0%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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).

Queanbeyan Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 5,261 patients
Emergency presentations:² 5,076 patients

Same period last year	Change since one year ago
4,793	9.8%
4,689	8.3%

Queanbeyan Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 384 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,446 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,307 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 909 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
301	
9 minutes	9 minutes
25 minutes	29 minutes
1,283	
25 minutes	23 minutes
70 minutes	83 minutes
2,395	
31 minutes	30 minutes
107 minutes	121 minutes
701	
32 minutes	26 minutes
130 minutes	118 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 5,257 patients

Percentage of patients who spent four hours or less in the ED 83.7%

Same period last year	Change since one year ago
4,793	9.7%
84.3%	

* 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.

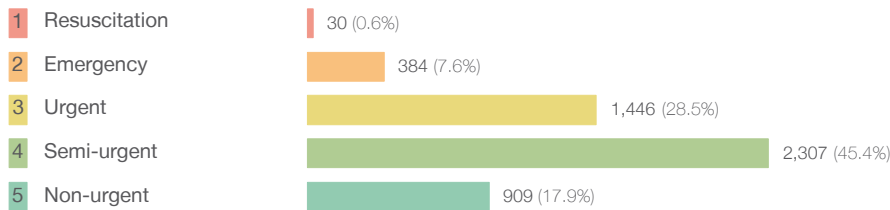
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

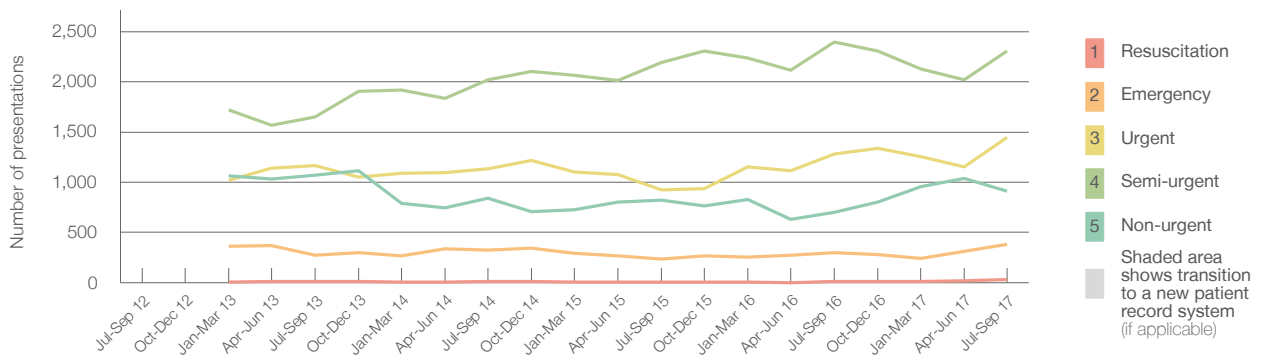
All presentations:¹ 5,261 patients

Emergency presentations² by triage category: 5,076 patients



Same period last year	Change since one year ago
4,793	9.8%
4,689	8.3%
9	233.3%
301	27.6%
1,283	12.7%
2,395	-3.7%
701	29.7%

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		13	9	5	9	30
Emergency		272	327	235	301	384
Urgent		1,164	1,135	925	1,283	1,446
Semi-urgent		1,650	2,020	2,194	2,395	2,307
Non-urgent		1,068	838	823	701	909
All emergency presentations		4,167	4,329	4,182	4,689	5,076

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

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 570 patients

ED Transfer of care time



Same period last year	Change since one year ago
388	
12 minutes	-2 minutes
25 minutes	-7 minutes

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

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

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

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

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

Number of triage 2 patients: 384

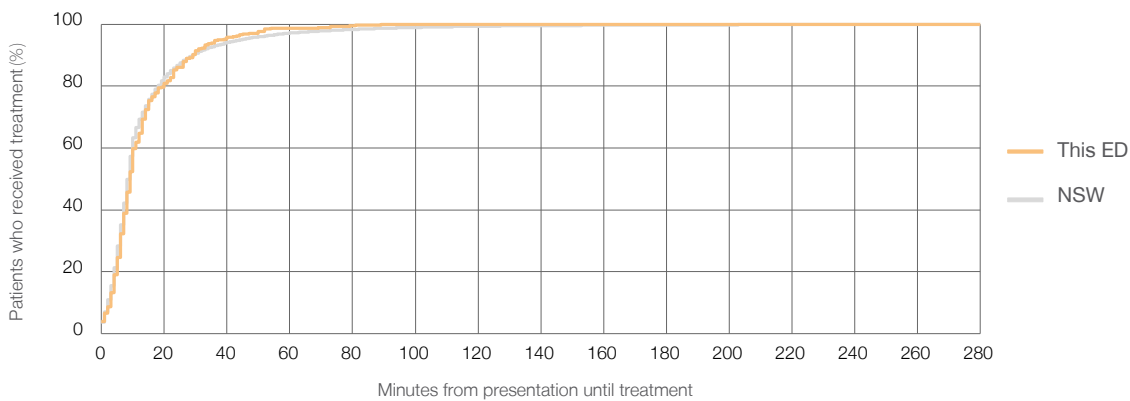
Number of triage 2 patients used to calculate waiting time:³ 378

Median time to start treatment⁴ 9 minutes

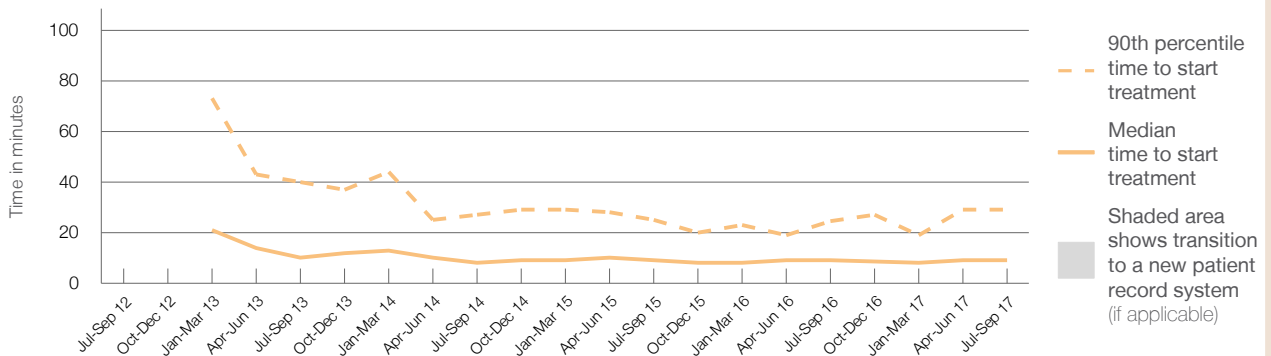
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
301	300
9 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)		10	8	9	9	9
90th percentile time to start treatment ⁵ (minutes)		40	27	25	25	29

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

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

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

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

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

Number of triage 3 patients: 1,446

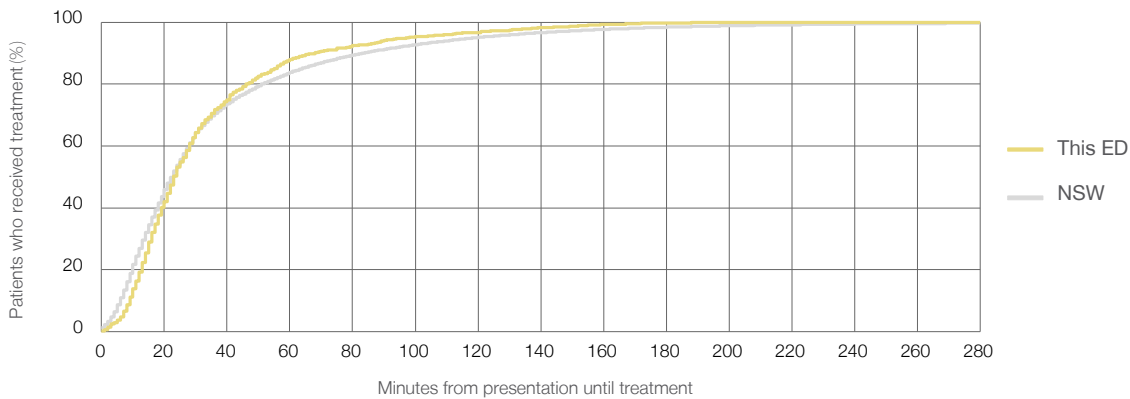
Number of triage 3 patients used to calculate waiting time:³ 1,407

Median time to start treatment⁴ 23 minutes

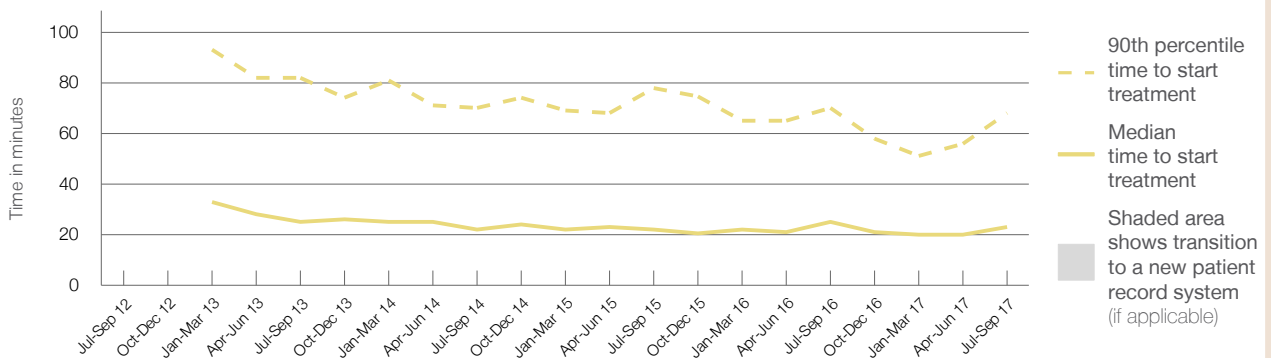
90th percentile time to start treatment⁵ 68 minutes

	Same period last year	NSW (this period)
	1,283	
	1,247	
	25 minutes	23 minutes
	70 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)		25	22	22	25	23
90th percentile time to start treatment ⁵ (minutes)		82	70	78	70	68

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

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

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

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

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

Number of triage 4 patients: 2,307

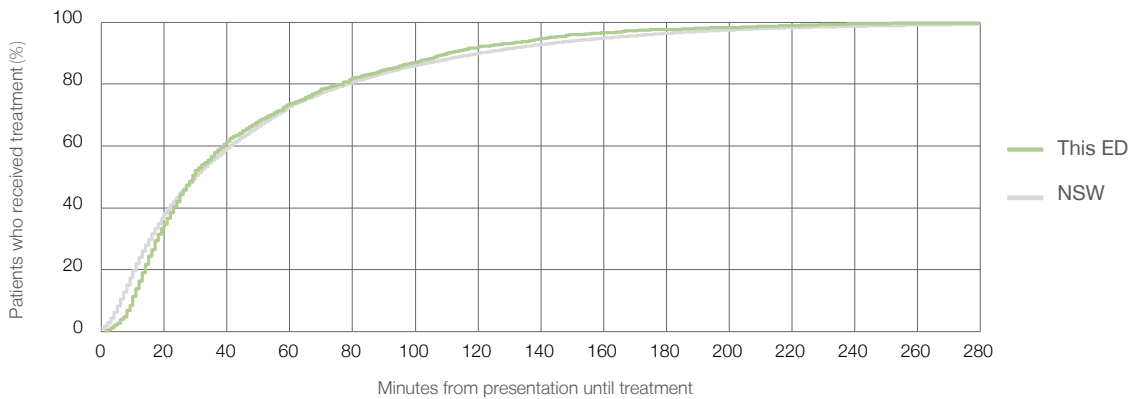
Number of triage 4 patients used to calculate waiting time:³ 2,071

Median time to start treatment⁴ 29 minutes

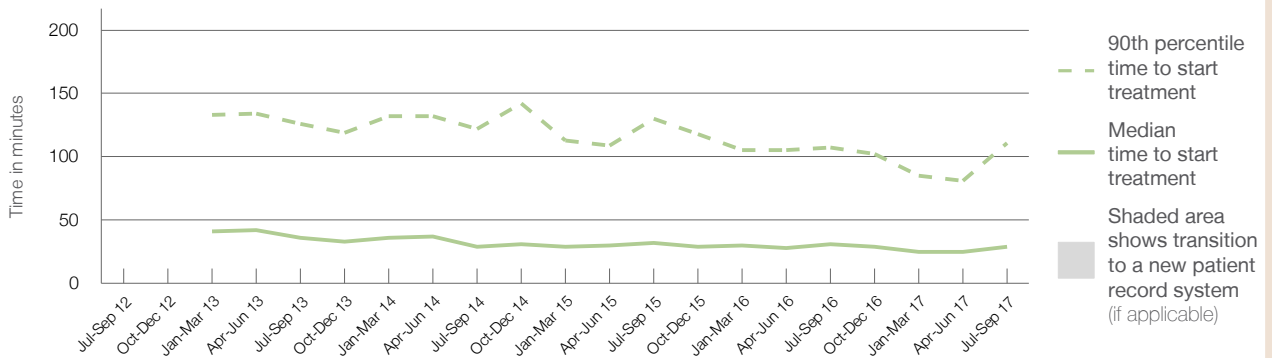
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,395	2,154
31 minutes	30 minutes
107 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)		36	29	32	31	29
90th percentile time to start treatment ⁵ (minutes)		126	122	130	107	111

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

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

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

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

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

Number of triage 5 patients: 909

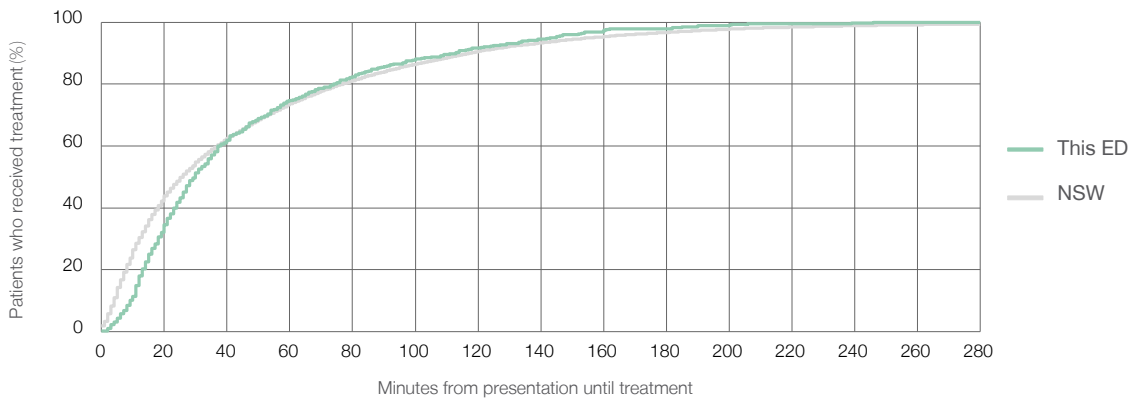
Number of triage 5 patients used to calculate waiting time:³ 761

Median time to start treatment⁴ 30 minutes

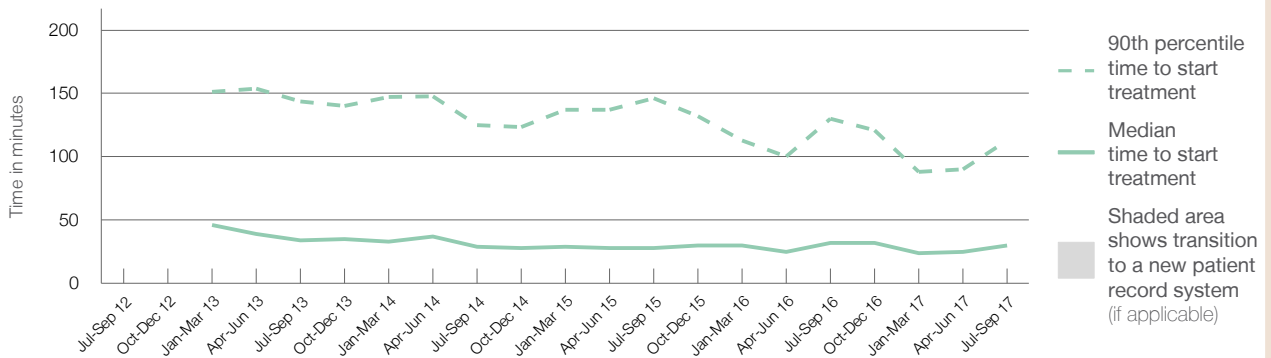
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
701	532
32 minutes	26 minutes
130 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	29	28	32	30
90th percentile time to start treatment ⁵ (minutes)		144	125	146	130	113

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

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

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

Queanbeyan Health Service: Time patients spent in the ED July to September 2017

All presentations:¹ 5,261 patients

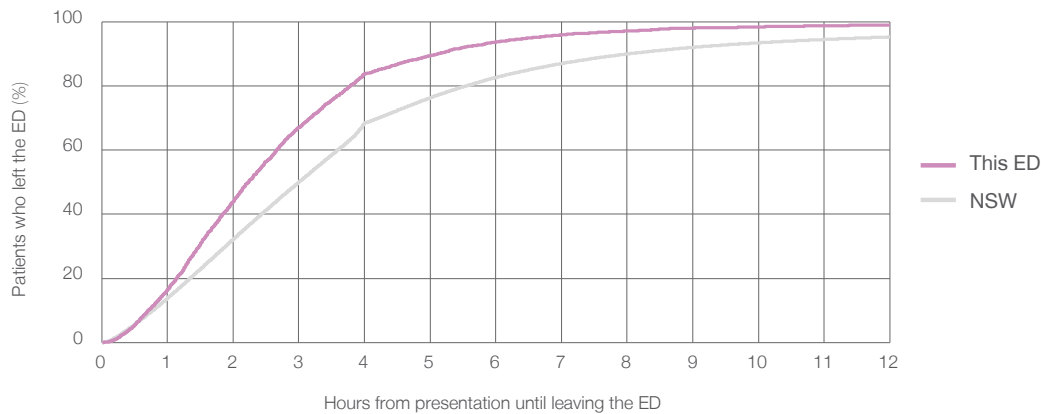
Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

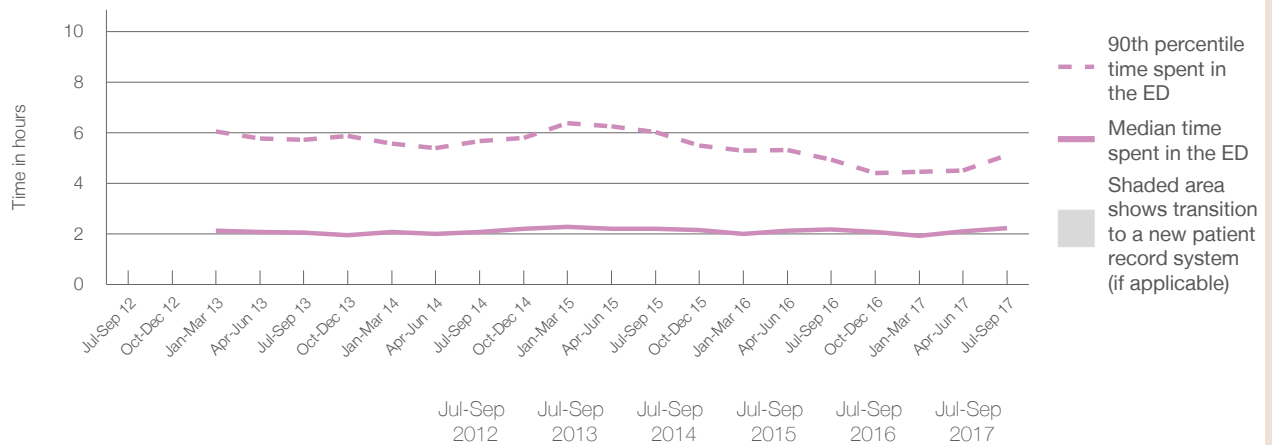
90th percentile time spent in the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
4,793	4,793
2 hours and 11 minutes	3 hours and 0 minutes
4 hours and 57 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 3m	2h 5m	2h 12m	2h 11m	2h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 43m	5h 40m	6h 2m	4h 57m	5h 7m

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

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

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

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

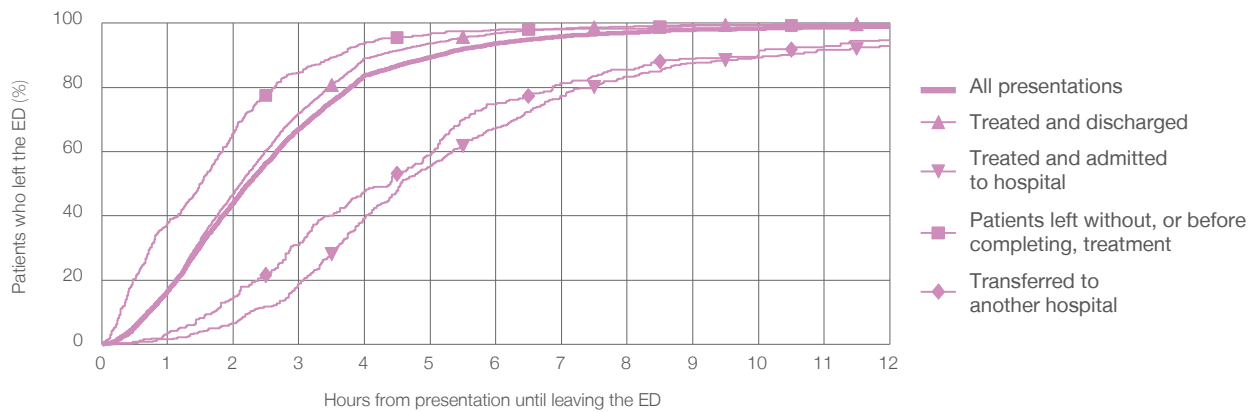
All presentations:¹ 5,261 patients

Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

Treated and discharged	4,152 (78.9%)
Treated and admitted to hospital	377 (7.2%)
Patient left without, or before completing, treatment	428 (8.1%)
Transferred to another hospital	269 (5.1%)
Other	35 (0.7%)

	Same period last year	Change since one year ago
	4,793	9.7%
	3,384	22.7%
	628	-40.0%
	514	-16.7%
	250	7.6%
	17	105.9%

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	16.4%	46.9%	71.9%	89.1%	96.9%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.6%	6.6%	18.8%	39.3%	67.4%	83.3%	89.4%	92.8%
Patient left without, or before completing, treatment	37.6%	65.9%	84.6%	93.7%	97.9%	98.4%	99.3%	99.8%
Transferred to another hospital	3.3%	14.5%	30.9%	47.6%	74.7%	85.5%	91.4%	94.8%
All presentations	16.5%	44.0%	67.1%	83.7%	93.7%	97.1%	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.

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

Queanbeyan Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 5,261 patients

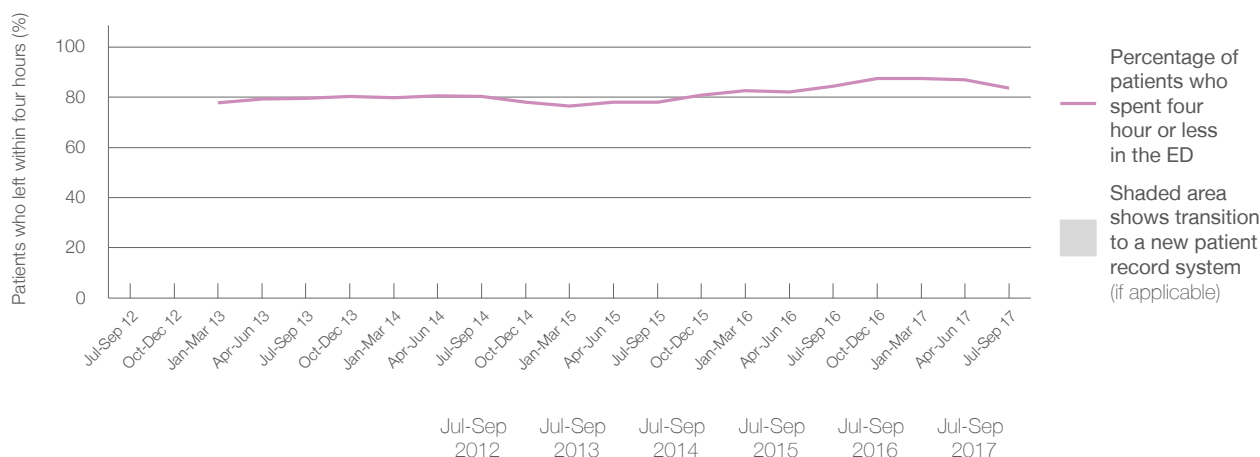
Presentations used to calculate time to leaving the ED:⁶ 5,257 patients

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



Same period last year	Change since one year ago
4,793	9.8%
4,793	9.7%
84.3%	

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 (%)	79.5%	80.4%	77.9%	84.3%	83.7%
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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*.

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

South East Regional Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,343 patients
Emergency presentations:² 4,124 patients

Same period last year	Change since one year ago
4,188	3.7%
3,933	4.9%

South East Regional Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 480 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,450 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,679 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 497 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
340	
8 minutes	9 minutes
25 minutes	29 minutes
1,153	
27 minutes	23 minutes
93 minutes	83 minutes
1,746	
48 minutes	30 minutes
170 minutes	121 minutes
684	
54 minutes	26 minutes
168 minutes	118 minutes

South East Regional Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,339 patients

Percentage of patients who spent four hours or less in the ED 72.5%

Same period last year	Change since one year ago
4,187	3.6%
69.1%	

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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.

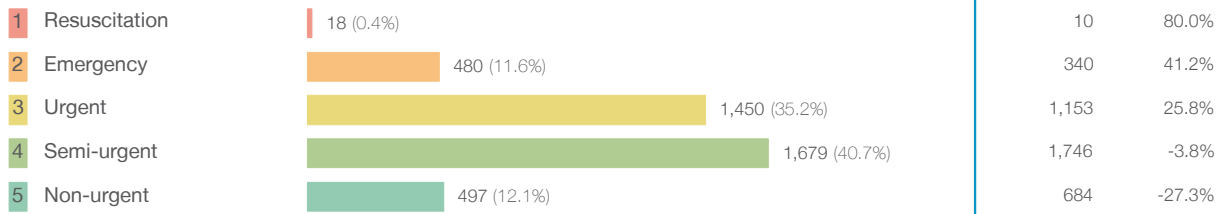
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

South East Regional Hospital: Patients presenting to the emergency department July to September 2017

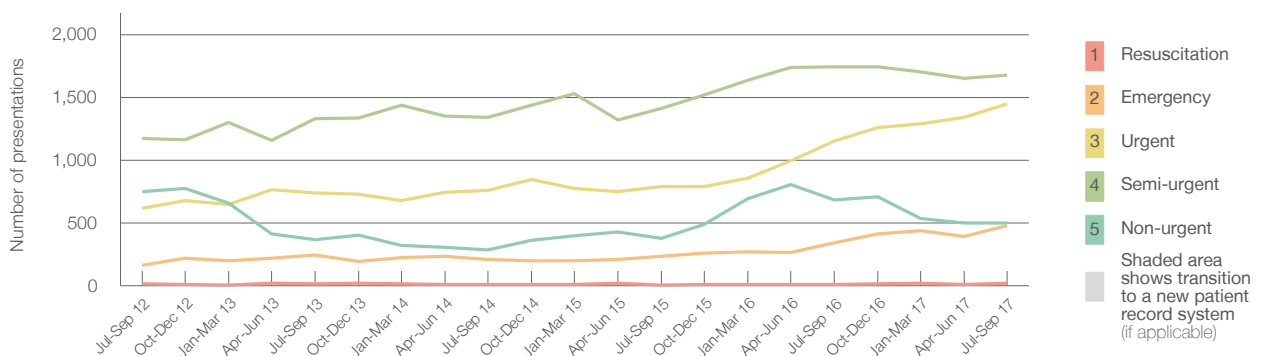
All presentations:¹ 4,343 patients

Emergency presentations² by triage category: 4,124 patients



Same period last year	Change since one year ago
4,188	3.7%
3,933	4.9%
10	80.0%
340	41.2%
1,153	25.8%
1,746	-3.8%
684	-27.3%

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	14	16	7	< 5	10	18
Emergency	163	242	208	239	340	480
Urgent	616	738	760	792	1,153	1,450
Semi-urgent	1,170	1,332	1,341	1,410	1,746	1,679
Non-urgent	747	365	286	378	684	497
All emergency presentations	2,710	2,693	2,602	2,819	3,933	4,124

South East Regional Hospital: Patients arriving by ambulance July to September 2017

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 987 patients

ED Transfer of care time



Same period last year	Change since one year ago
683	
14 minutes	-3 minutes
30 minutes	-9 minutes

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 480

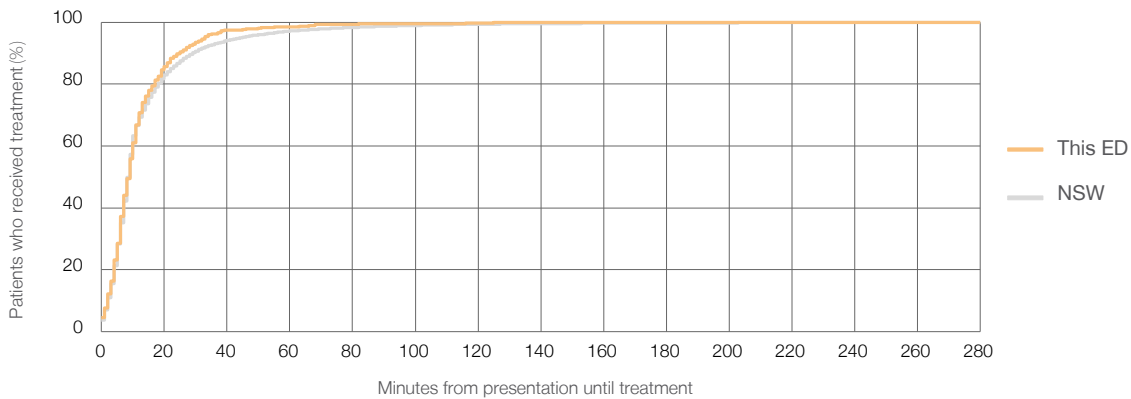
Number of triage 2 patients used to calculate waiting time:³ 478

Median time to start treatment⁴ 9 minutes

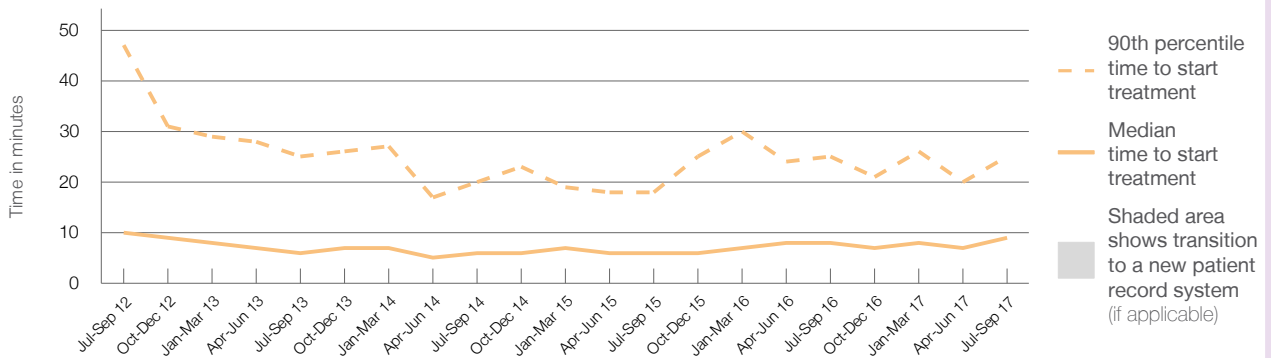
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
340	
337	
8 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)	10	6	6	6	8	9
90th percentile time to start treatment ⁵ (minutes)	47	25	20	18	25	25

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 1,450

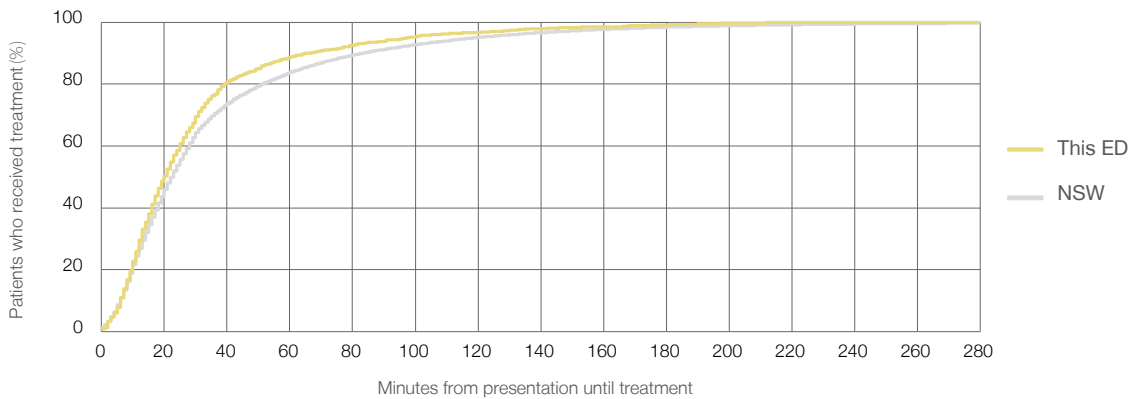
Number of triage 3 patients used to calculate waiting time:³ 1,419

Median time to start treatment⁴ 20 minutes

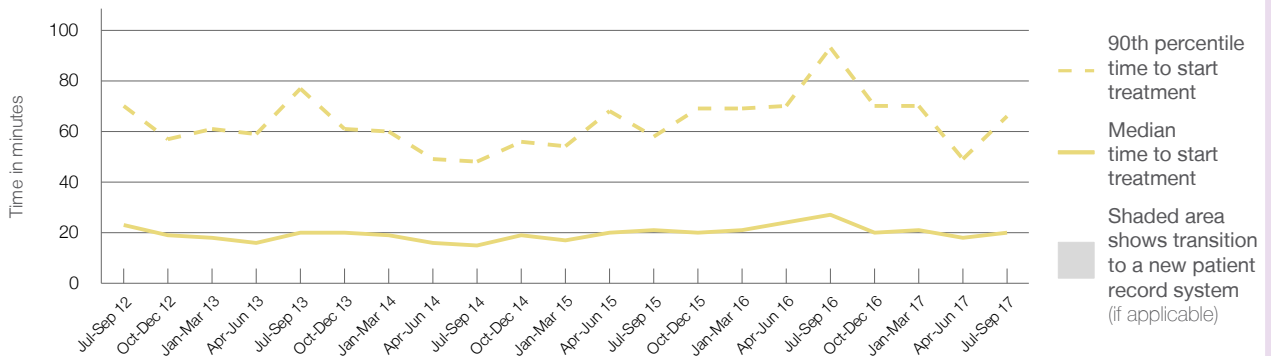
90th percentile time to start treatment⁵ 66 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,153	1,125
Median time to start treatment ⁴	27 minutes	23 minutes
90th percentile time to start treatment ⁵	93 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	20	15	21	27	20
90th percentile time to start treatment ⁵ (minutes)	70	77	48	58	93	66

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 1,679

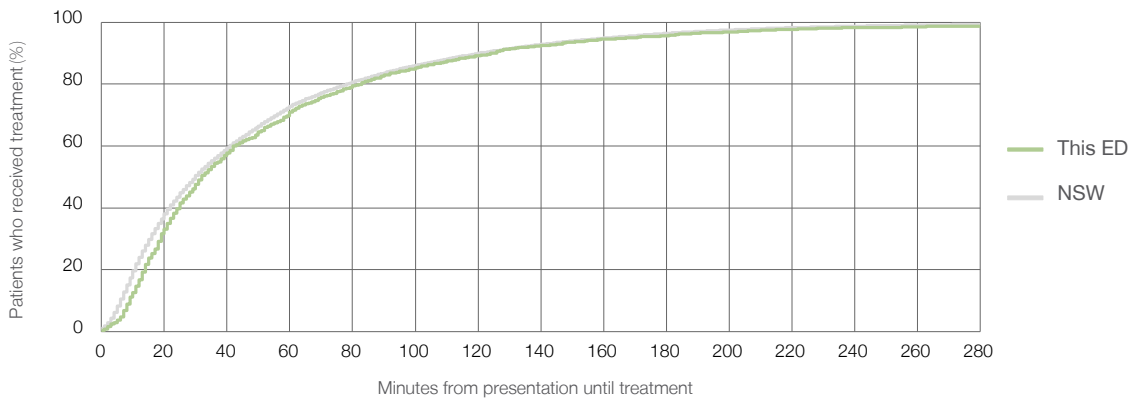
Number of triage 4 patients used to calculate waiting time:³ 1,564

Median time to start treatment⁴ 32 minutes

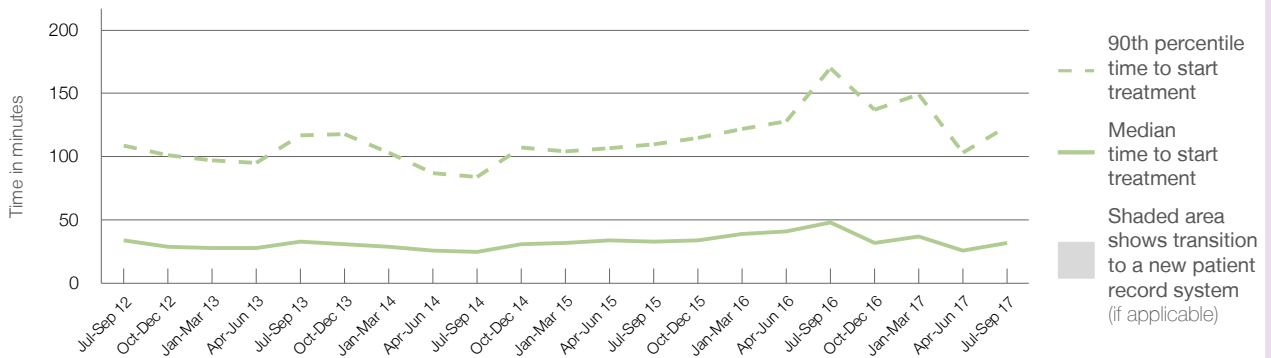
90th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,746	1,578
Median time to start treatment ⁴	48 minutes	30 minutes
90th percentile time to start treatment ⁵	170 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	33	25	33	48	32
90th percentile time to start treatment ⁵ (minutes)	109	117	84	110	170	124

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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: 497

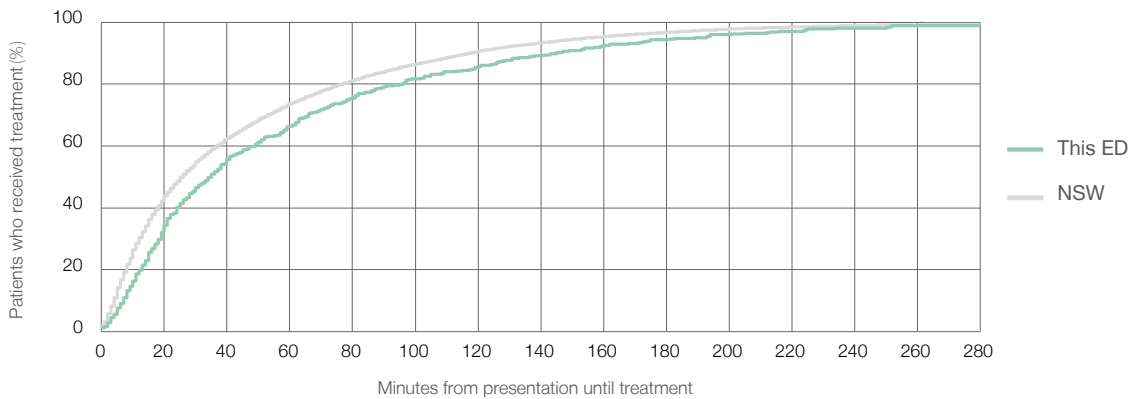
Number of triage 5 patients used to calculate waiting time:³ 417

Median time to start treatment⁴ 35 minutes

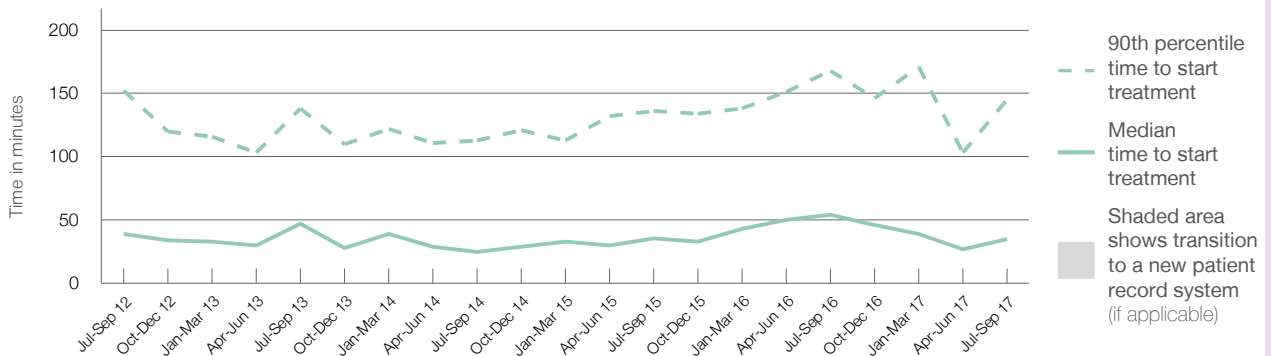
90th percentile time to start treatment⁵ 145 minutes

	Same period last year	NSW (this period)
	684	
	554	
	54 minutes	26 minutes
	168 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)	39	47	25	36	54	35
90th percentile time to start treatment ⁵ (minutes)	152	138	113	136	168	145

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,343 patients

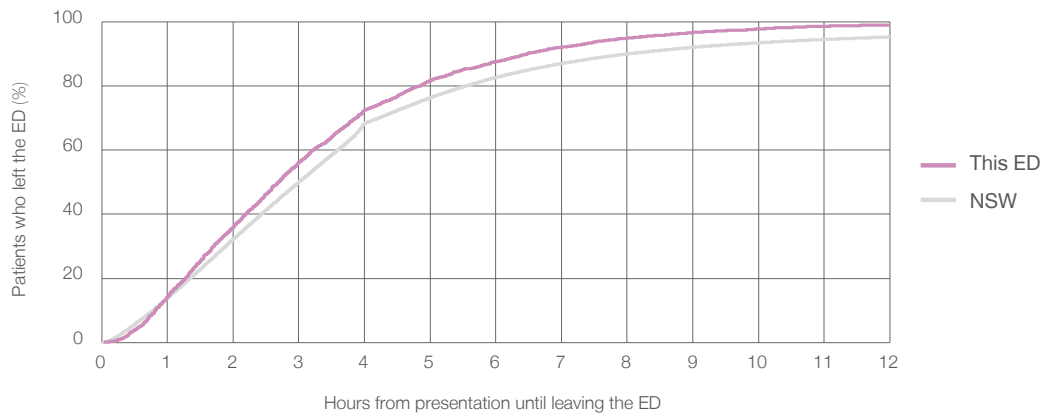
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

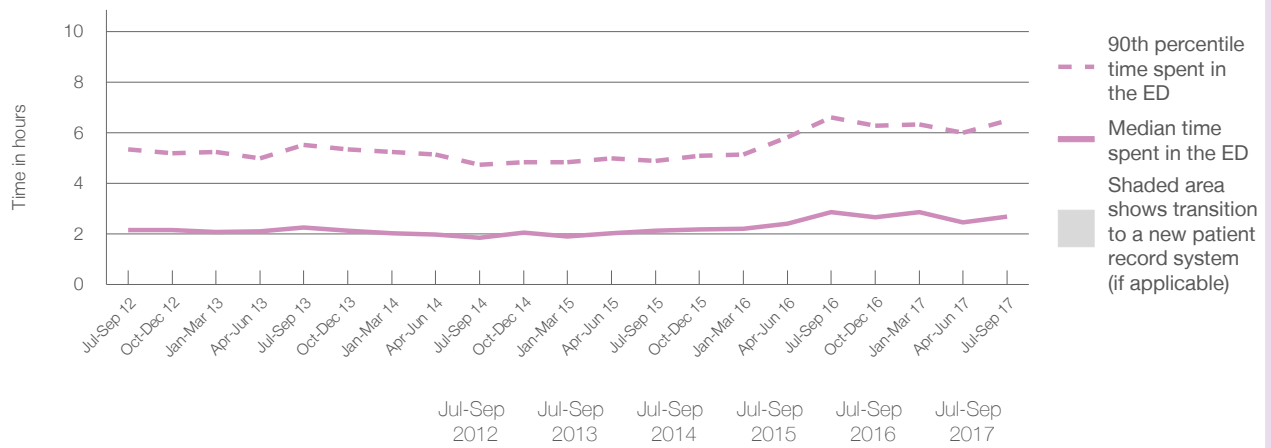
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
4,188	4,187
2 hours and 52 minutes	3 hours and 0 minutes
6 hours and 37 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 21m	5h 32m	4h 45m	4h 54m	6h 37m	6h 29m

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

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

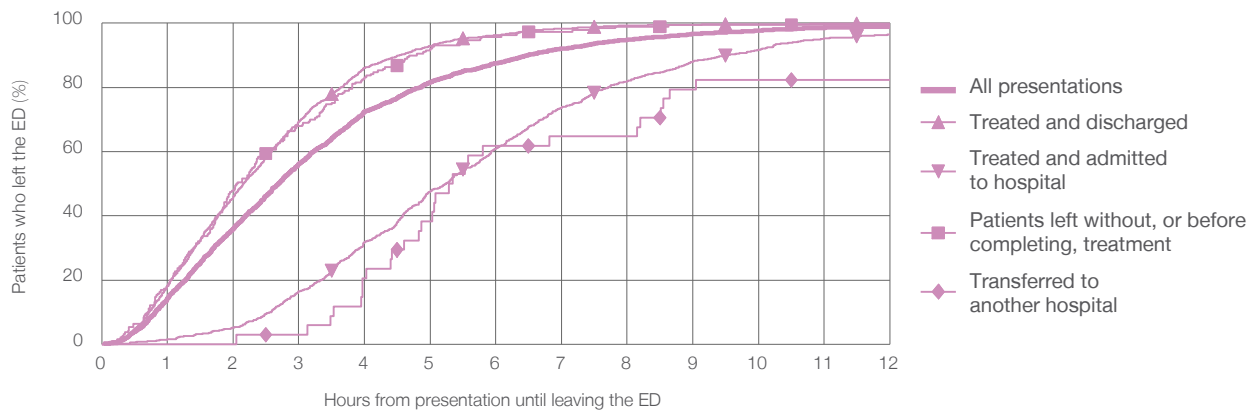
All presentations:¹ 4,343 patients

Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Treated and discharged	3,064 (70.6%)
Treated and admitted to hospital	1,037 (23.9%)
Patient left without, or before completing, treatment	190 (4.4%)
Transferred to another hospital	34 (0.8%)
Other	18 (0.4%)

Same period last year	Change since one year ago
4,187	3.6%
2,547	20.3%
1,300	-20.2%
287	-33.8%
42	-19.0%
12	50.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.2%	46.0%	69.5%	86.1%	96.3%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.5%	5.2%	16.5%	31.8%	60.9%	82.0%	91.8%	96.4%
Patient left without, or before completing, treatment	18.4%	47.9%	67.9%	83.2%	95.8%	98.9%	99.5%	99.5%
Transferred to another hospital	0%	0%	2.9%	20.6%	61.8%	64.7%	82.4%	82.4%
All presentations	14.3%	36.1%	56.2%	72.5%	87.5%	94.8%	97.7%	98.9%

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

(†) 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.

South East Regional 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 4,343 patients

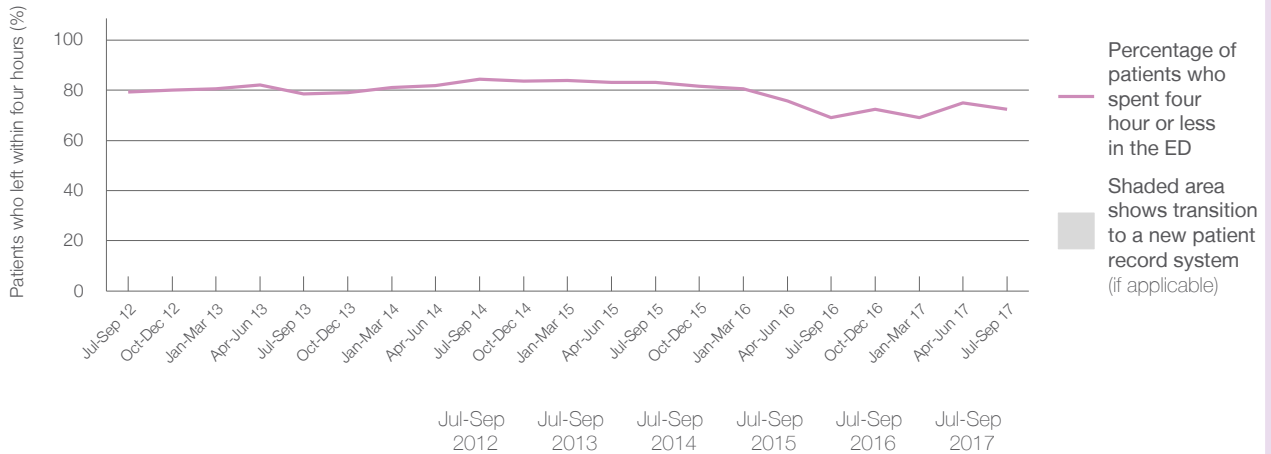
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

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	4,188	3.7%
Presentations used to calculate time to leaving the ED: ⁶	4,187	3.6%
Percentage of patients who spent four hours or less in the ED	69.1%	

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



Patients who left within four hours (%)	79.3%	78.5%	84.5%	83.0%	69.1%	72.5%
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Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

* 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).