



Healthcare Quarterly

Performance Profiles

Emergency Department

Mid North Coast Local Health District

October to December 2017

Coffs Harbour Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,262 patients

Emergency presentations:² 10,032 patients

Same period last year	Change since one year ago
10,055	2.1%
9,728	3.1%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,092 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,244 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,210 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,407 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,019	
6 minutes	8 minutes
10 minutes	23 minutes
3,154	
16 minutes	20 minutes
46 minutes	65 minutes
3,974	
27 minutes	26 minutes
118 minutes	99 minutes
1,527	
28 minutes	23 minutes
125 minutes	103 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,262 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
10,054	2.1%
72.5%	

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

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

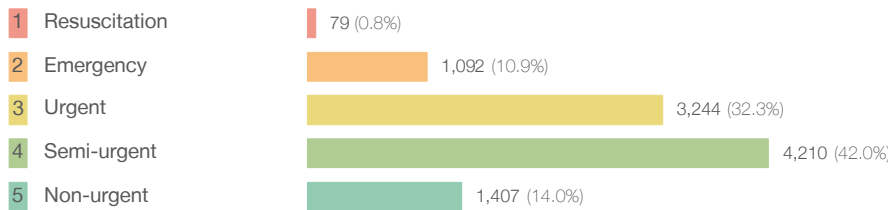
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Coffs Harbour Base Hospital: Patients presenting to the emergency department October to December 2017

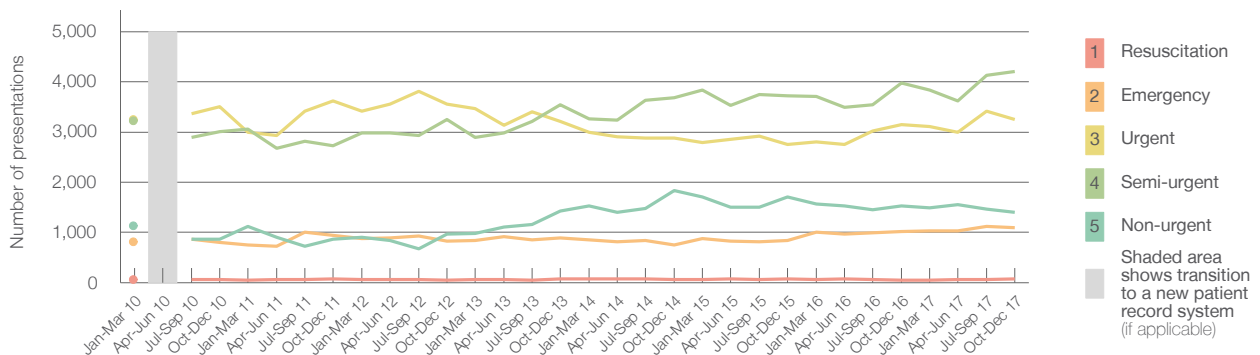
All presentations:¹ 10,262 patients

Emergency presentations² by triage category: 10,032 patients



Same period last year	Change since one year ago
10,055	2.1%
9,728	3.1%
54	46.3%
1,019	7.2%
3,154	2.9%
3,974	5.9%
1,527	-7.9%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	65	69	51	72	66	70	54	79
Emergency	805	937	825	886	748	845	1,019	1,092
Urgent	3,502	3,623	3,551	3,214	2,878	2,747	3,154	3,244
Semi-urgent	3,005	2,733	3,250	3,542	3,683	3,727	3,974	4,210
Non-urgent	863	863	970	1,424	1,839	1,703	1,527	1,407
All emergency presentations	8,240	8,225	8,647	9,138	9,214	9,092	9,728	10,032

Coffs Harbour Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,356 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,394	
12 minutes	-1 minute
27 minutes	-2 minutes

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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,092

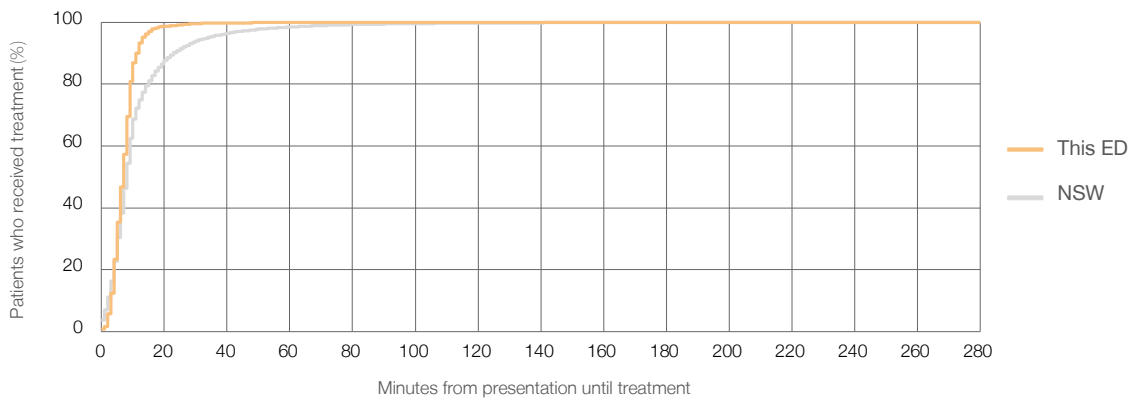
Number of triage 2 patients used to calculate waiting time:³ 1,091

Median time to start treatment⁴ 7 minutes

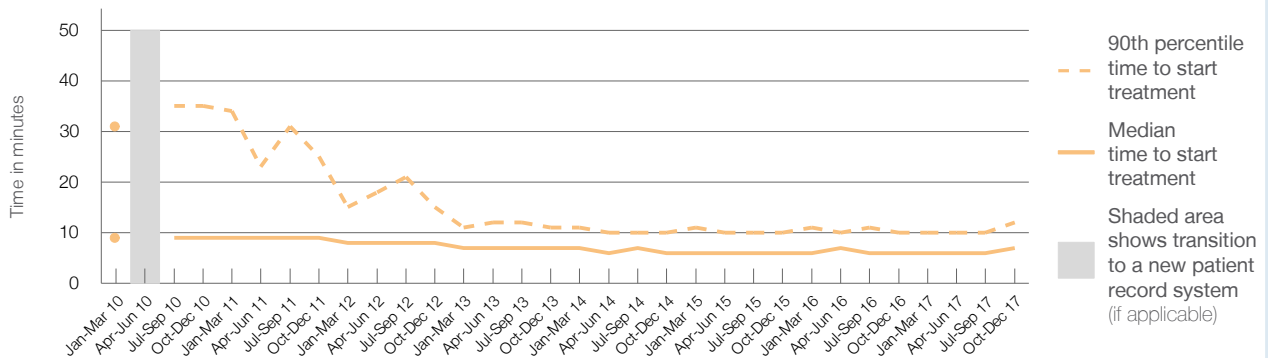
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
1,019	
1,017	
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	35	25	15	11	10	10	10	12

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,244

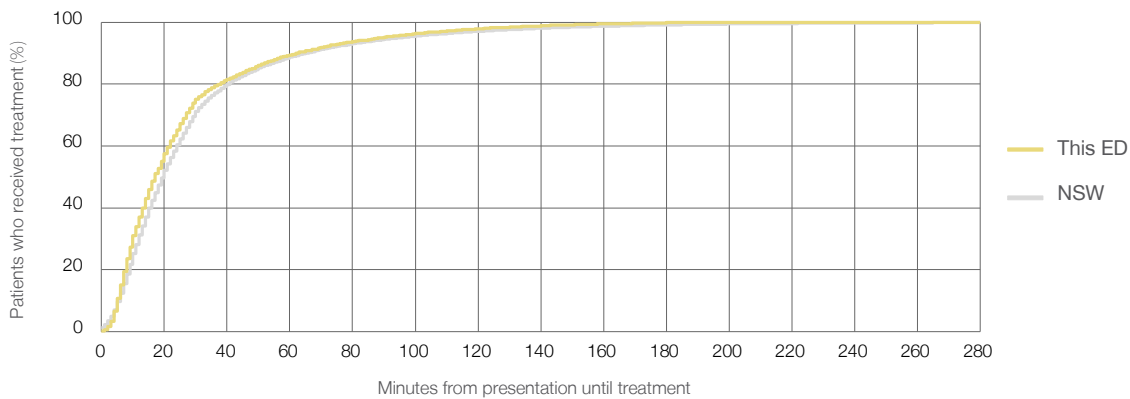
Number of triage 3 patients used to calculate waiting time:³ 3,167

Median time to start treatment⁴ 17 minutes

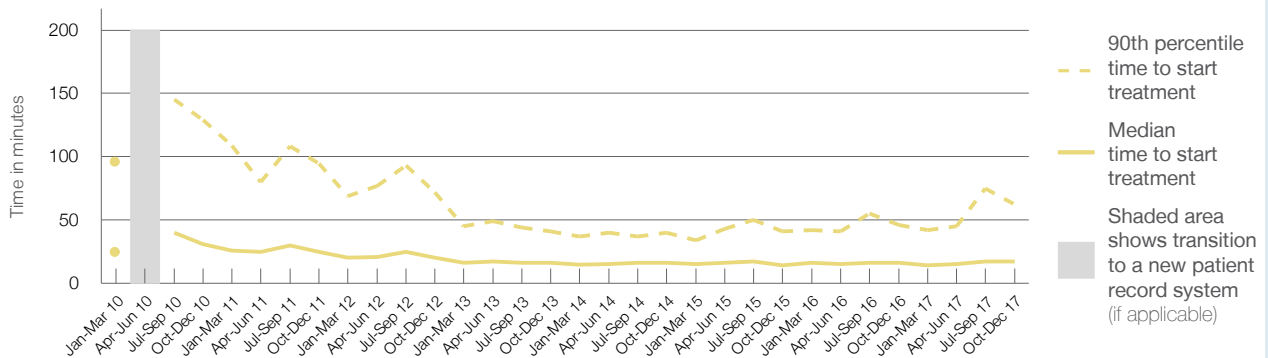
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
3,154	
3,088	
16 minutes	20 minutes
46 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	31	25	20	16	16	14	16	17
90th percentile time to start treatment ⁵ (minutes)	129	95	72	41	40	41	46	62

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,210

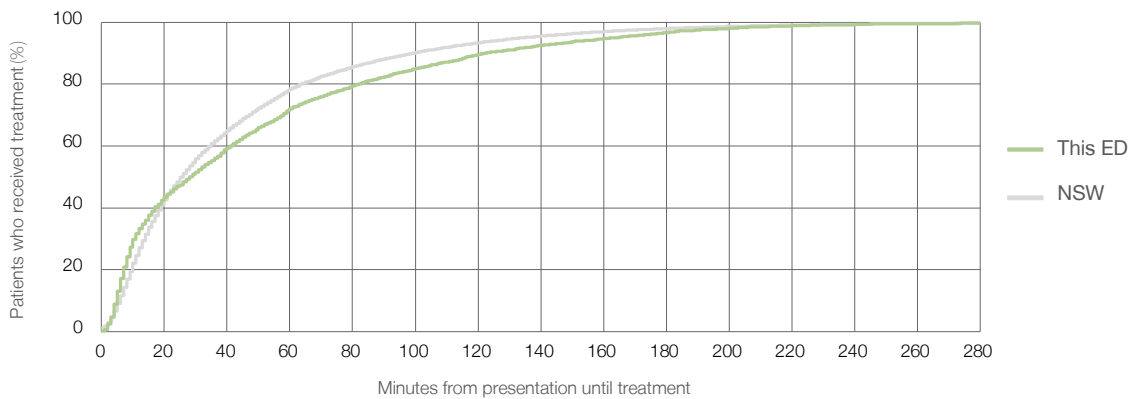
Number of triage 4 patients used to calculate waiting time:³ 3,831

Median time to start treatment⁴ 28 minutes

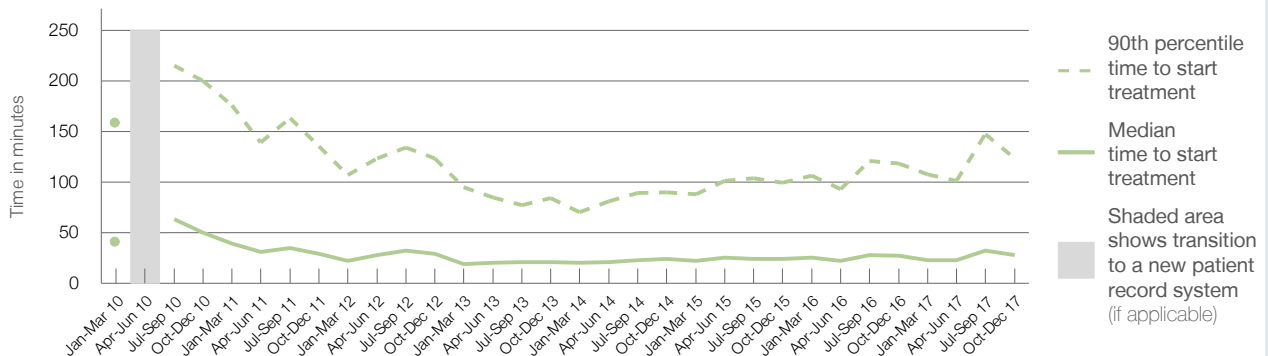
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
3,974	
3,624	
27 minutes	26 minutes
118 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	50	29	29	21	24	24	27	28
90th percentile time to start treatment ⁵ (minutes)	200	135	123	84	90	99	118	123

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,407

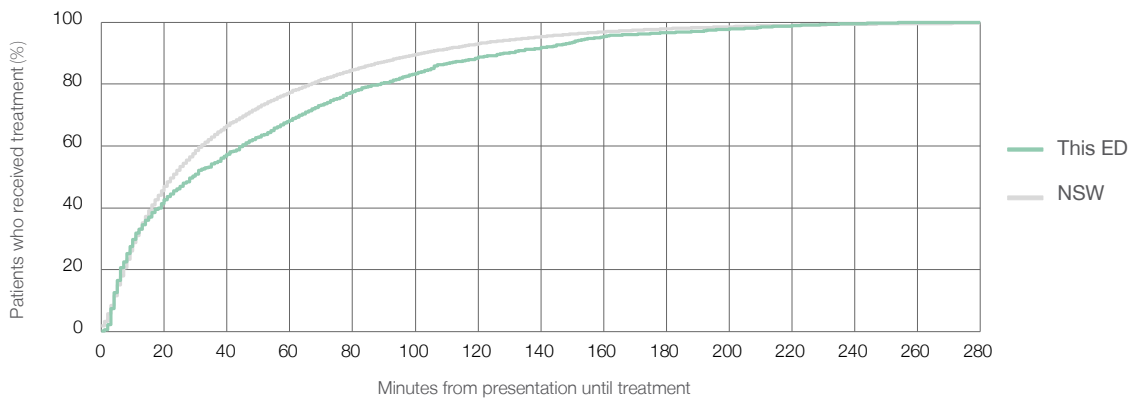
Number of triage 5 patients used to calculate waiting time:³ 1,275

Median time to start treatment⁴ 29 minutes

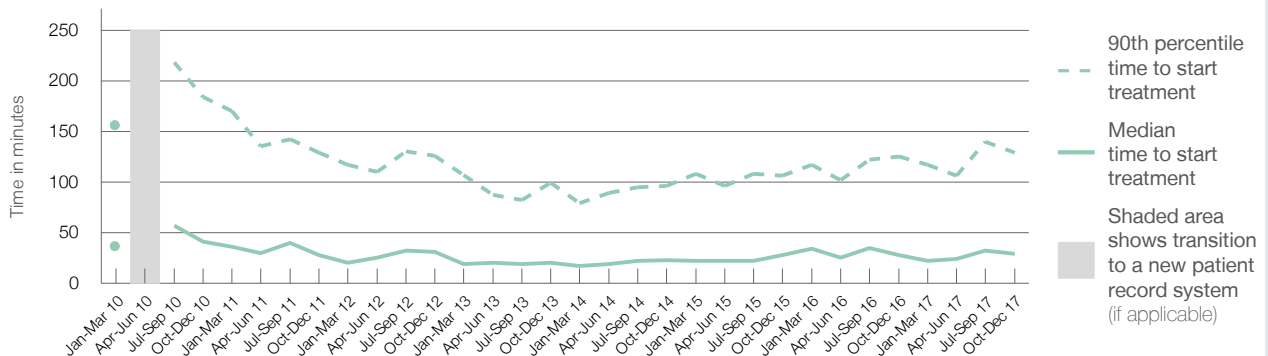
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,527	
1,385	
28 minutes	23 minutes
125 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	41	28	31	20	23	28	28	29
90th percentile time to start treatment ⁵ (minutes)	184	129	126	99	96	106	125	129

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Coffs Harbour Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,262 patients

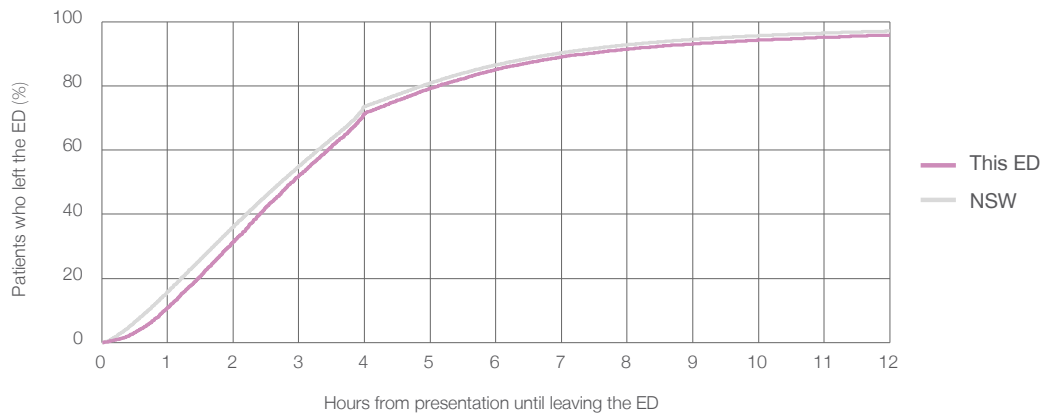
Presentations used to calculate time to leaving the ED:⁶ 10,262 patients

Median time spent in the ED⁸ 2 hours and 54 minutes

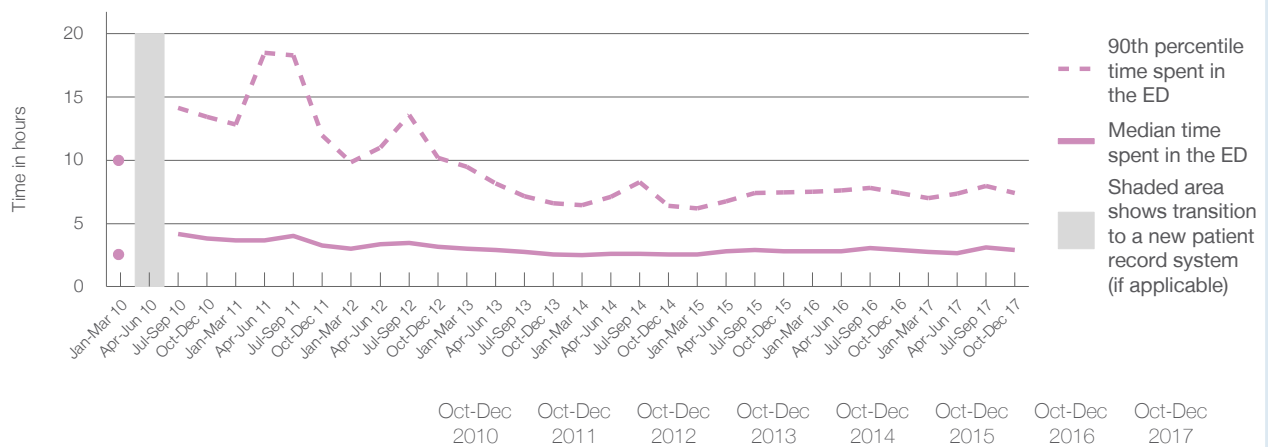
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
10,055	10,054
2 hours and 55 minutes	2 hours and 44 minutes
7 hours and 23 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m	2h 54m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 26m	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 23m	7h 23m

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

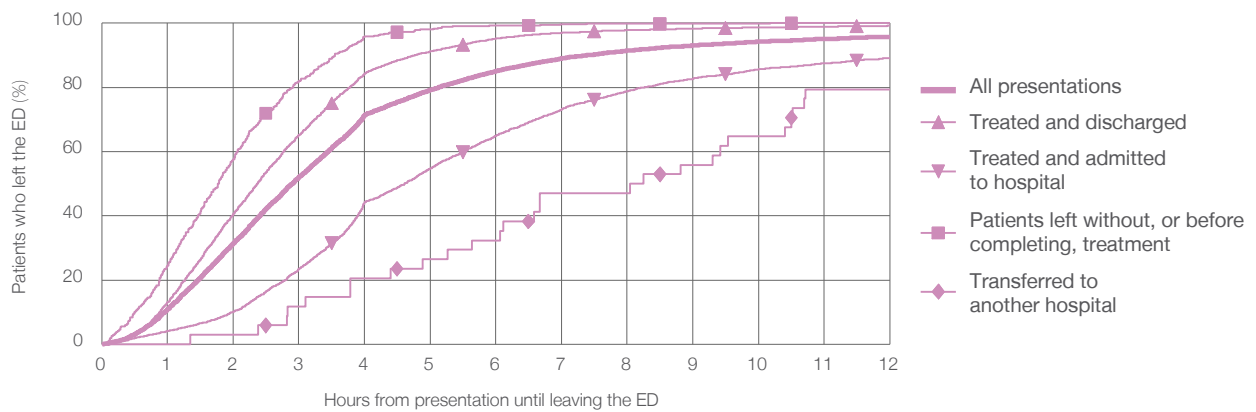
All presentations:¹ 10,262 patients

Presentations used to calculate time to leaving the ED:⁶ 10,262 patients

Treated and discharged	6,152 (59.9%)
Treated and admitted to hospital	3,439 (33.5%)
Patient left without, or before completing, treatment	606 (5.9%)
Transferred to another hospital	34 (0.3%)
Other	31 (0.3%)

Same period last year	Change since one year ago
10,054	2.1%
5,821	5.7%
3,592	-4.3%
577	5.0%
46	-26.1%
19	63.2%

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



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

Treated and discharged	13.1%	40.6%	65.2%	84.4%	95.2%	97.8%	98.7%	99.2%
Treated and admitted to hospital	4.2%	10.2%	23.5%	44.3%	65.0%	78.8%	85.7%	89.1%
Patient left without, or before completing, treatment	24.4%	57.6%	82.0%	95.9%	99.3%	99.8%	99.8%	100%
Transferred to another hospital	0%	2.9%	11.8%	20.6%	32.4%	47.1%	64.7%	79.4%
All presentations	10.9%	31.4%	52.1%	71.4%	85.1%	91.4%	94.3%	95.8%

(†) 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.

Coffs Harbour Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 10,262 patients

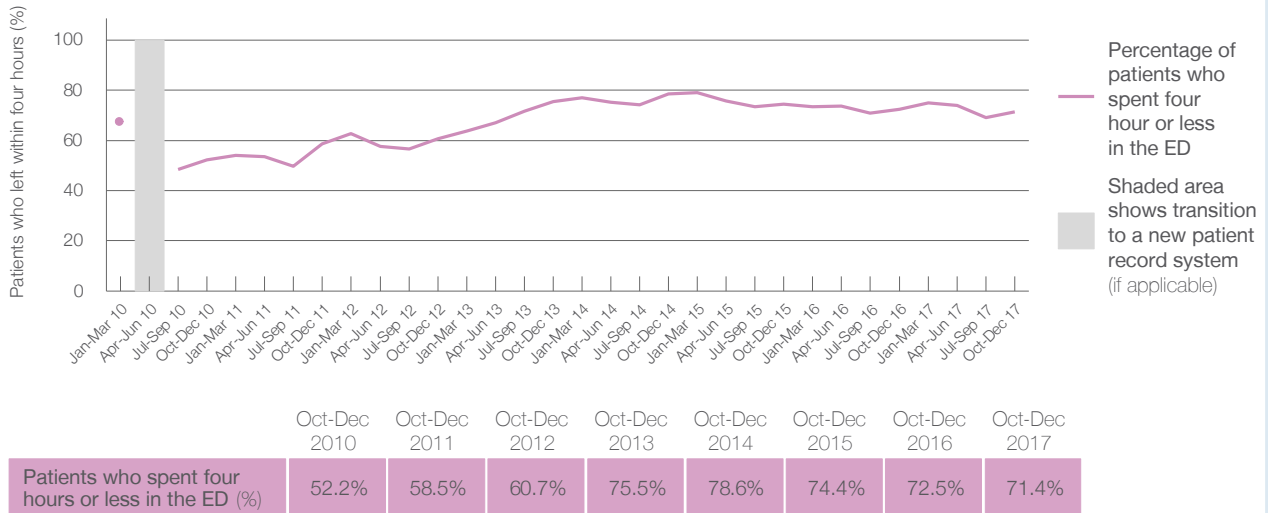
Presentations used to calculate time to leaving the ED: ⁶ 10,262 patients

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	10,055	2.1%
Presentations used to calculate time to leaving the ED	10,054	2.1%
Percentage of patients who spent four hours or less in the ED	72.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Kempsey Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,254 patients
Emergency presentations:² 6,974 patients

Same period last year	Change since one year ago
6,903	5.1%
6,748	3.3%

Kempsey Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 771 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,137 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,473 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 574 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
843	
12 minutes	8 minutes
32 minutes	23 minutes
2,236	
24 minutes	20 minutes
61 minutes	65 minutes
2,894	
28 minutes	26 minutes
95 minutes	99 minutes
751	
28 minutes	23 minutes
91 minutes	103 minutes

Kempsey Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,254 patients

Percentage of patients who spent four hours or less in the ED 84.7%

Same period last year	Change since one year ago
6,899	5.1%
82.2%	

* 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.

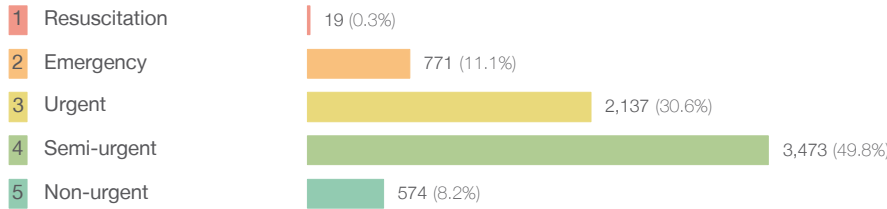
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Kempsey Hospital: Patients presenting to the emergency department October to December 2017

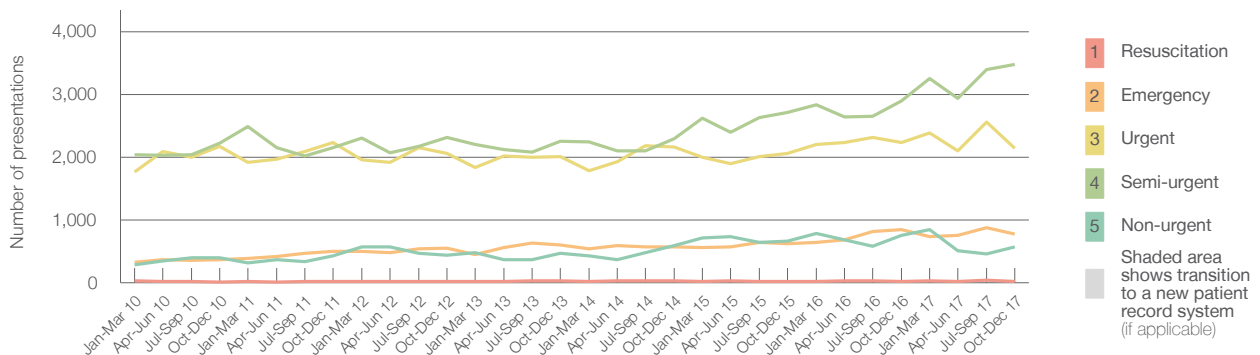
All presentations:¹ 7,254 patients

Emergency presentations² by triage category: 6,974 patients



Same period last year	Change since one year ago
6,903	5.1%
6,748	3.3%
24	-20.8%
843	-8.5%
2,236	-4.4%
2,894	20.0%
751	-23.6%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	13	20	21	29	34	24	24	19
Emergency	361	501	554	597	567	619	843	771
Urgent	2,171	2,230	2,055	2,010	2,164	2,057	2,236	2,137
Semi-urgent	2,224	2,151	2,311	2,254	2,295	2,717	2,894	3,473
Non-urgent	392	431	433	463	590	666	751	574
All emergency presentations	5,161	5,333	5,374	5,353	5,650	6,083	6,748	6,974

Kempsey Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 835 patients

ED Transfer of care time



Same period last year	Change since one year ago
840	
12 minutes	-1 minute
24 minutes	0 minutes

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

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

Kempsey Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 771

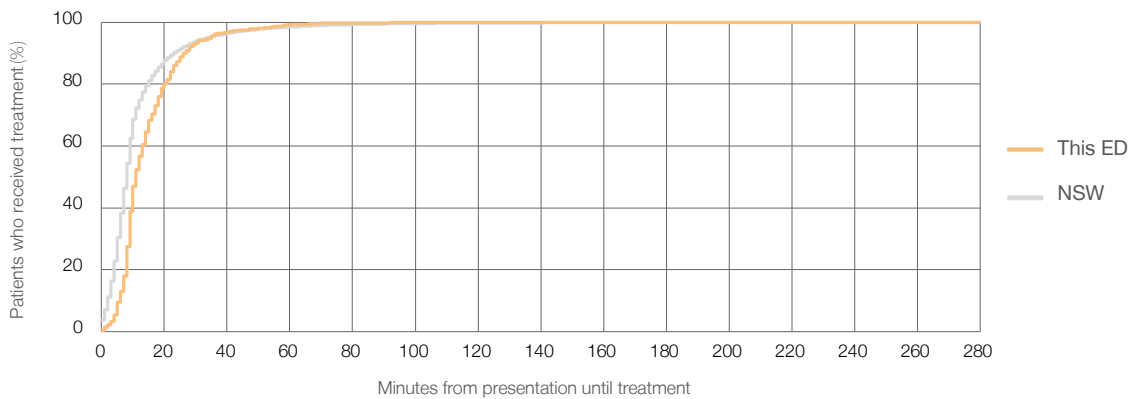
Number of triage 2 patients used to calculate waiting time:³ 770

Median time to start treatment⁴ 11 minutes

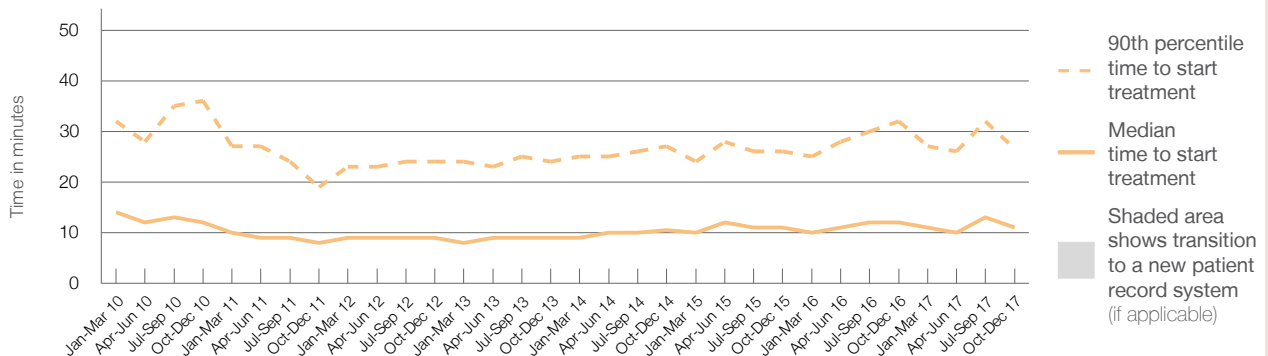
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
843	
840	
12 minutes	8 minutes
32 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	12	8	9	9	11	11	12	11
90th percentile time to start treatment ⁵ (minutes)	36	19	24	24	27	26	32	27

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

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

Kempsey Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 2,137

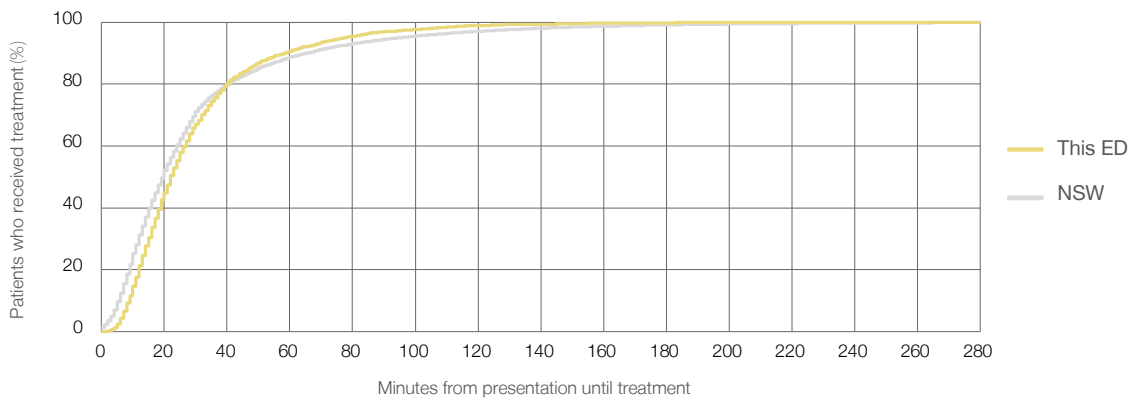
Number of triage 3 patients used to calculate waiting time:³ 2,117

Median time to start treatment⁴ 22 minutes

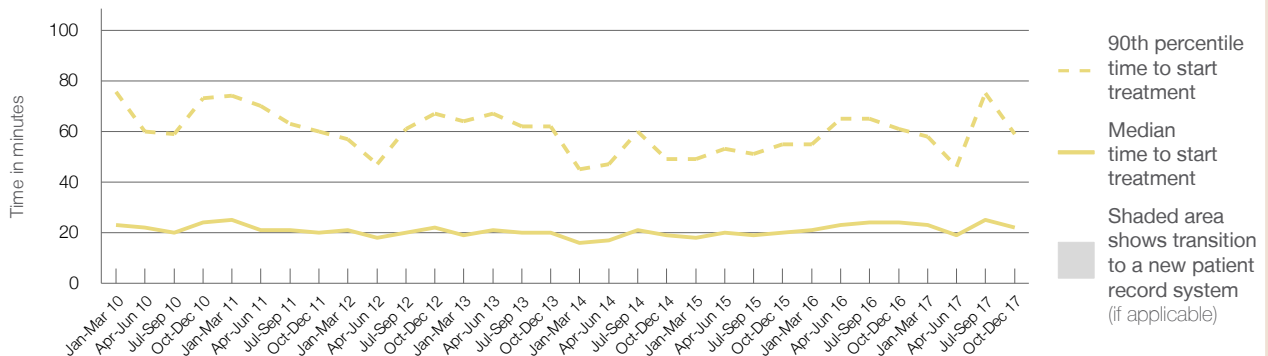
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,236	2,202
24 minutes	20 minutes
61 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	20	22	20	19	20	24	22
90th percentile time to start treatment ⁵ (minutes)	73	60	67	62	49	55	61	59

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

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

Kempsey Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,473

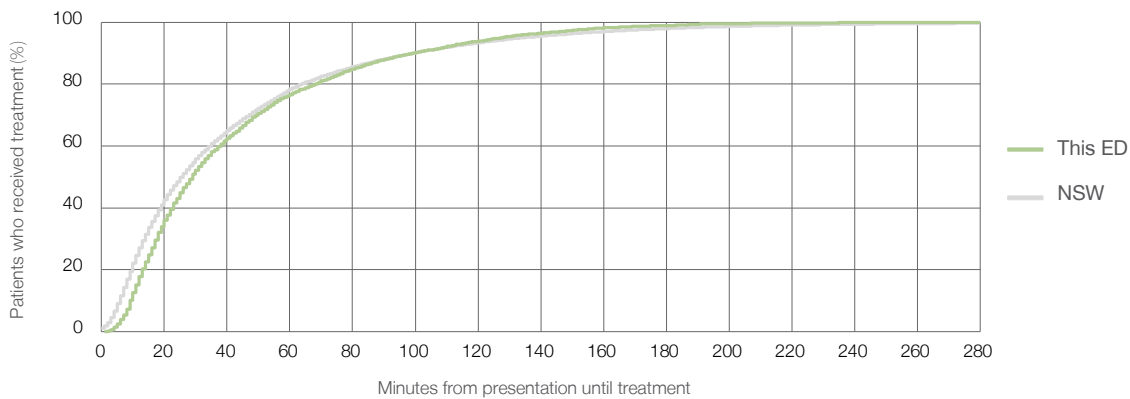
Number of triage 4 patients used to calculate waiting time:³ 3,353

Median time to start treatment⁴ 29 minutes

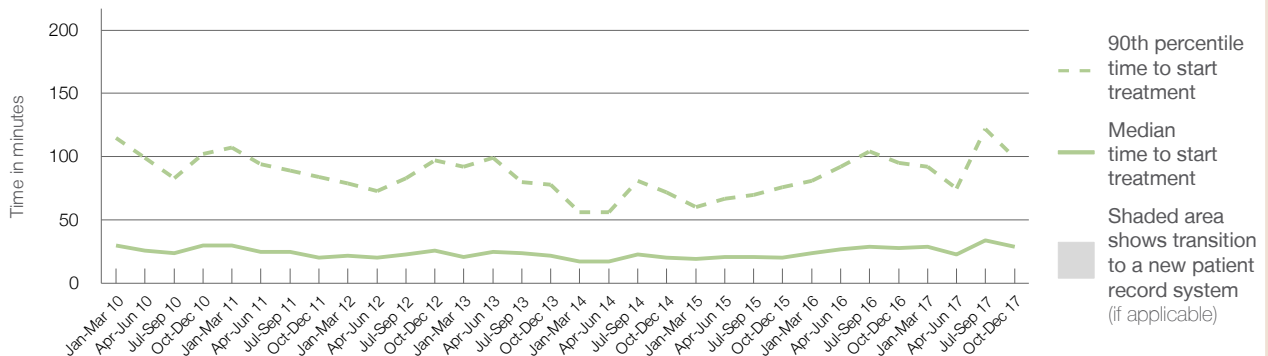
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
2,894	2,790
28 minutes	26 minutes
95 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	20	26	22	20	20	28	29
90th percentile time to start treatment ⁵ (minutes)	102	84	97	78	72	76	95	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.

Kempsey Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 574

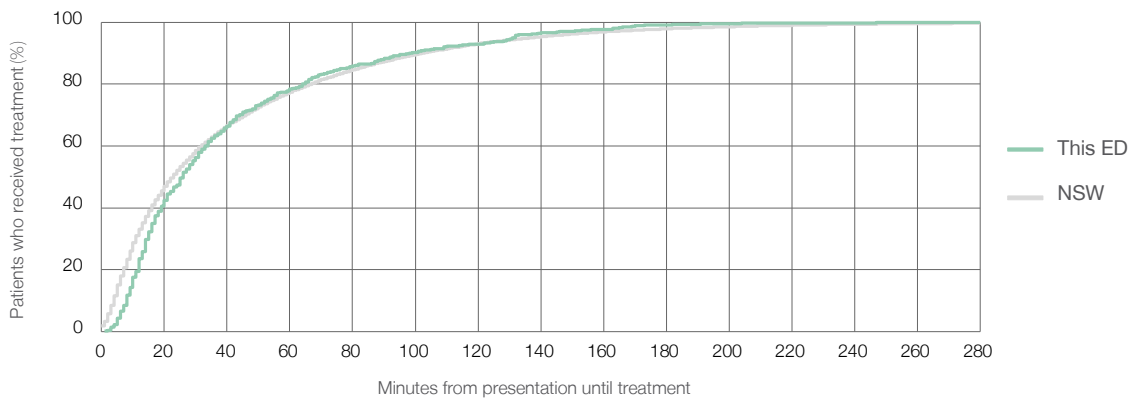
Number of triage 5 patients used to calculate waiting time:³ 520

Median time to start treatment⁴ 26 minutes

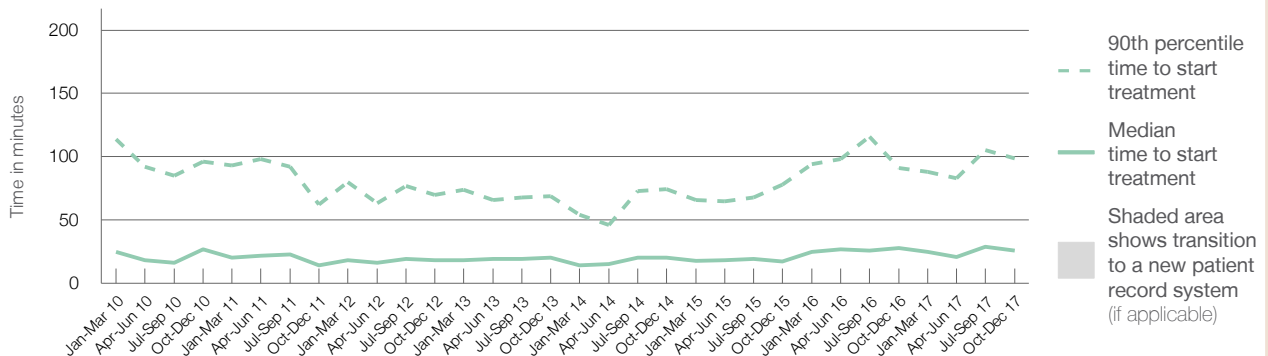
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
751	677
28 minutes	23 minutes
91 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	27	14	18	20	20	17	28	26
90th percentile time to start treatment ⁵ (minutes)	96	62	70	69	75	78	91	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.

Kempsey Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,254 patients

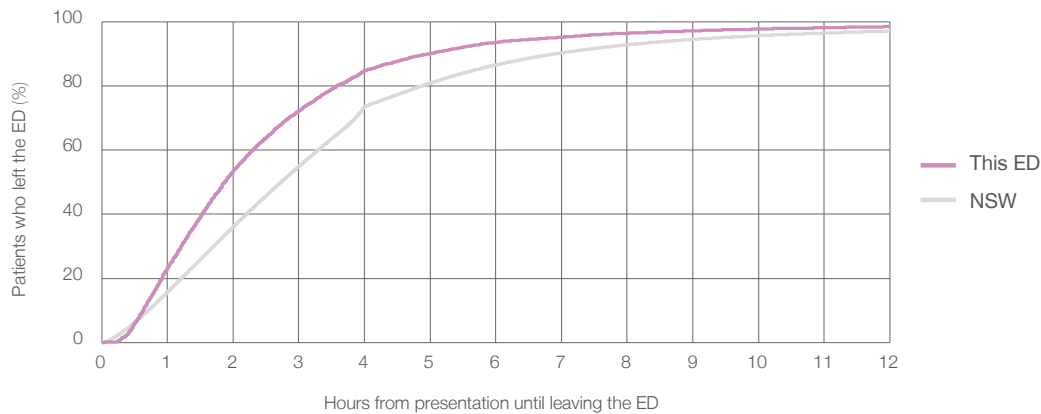
Presentations used to calculate time to leaving the ED:⁶ 7,254 patients

Median time spent in the ED⁸ 1 hours and 52 minutes

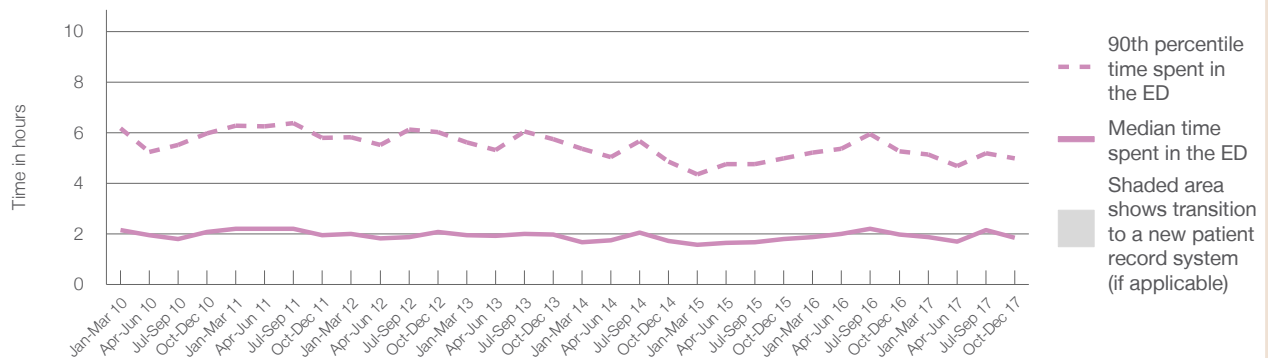
90th percentile time spent in the ED⁹ 4 hours and 59 minutes

Same period last year	NSW (this period)
6,903	
6,899	
1 hours and 59 minutes	2 hours and 44 minutes
5 hours and 16 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 5m	1h 57m	2h 5m	1h 59m	1h 44m	1h 48m	1h 59m	1h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 59m	5h 48m	6h 1m	5h 45m	4h 52m	4h 59m	5h 16m	4h 59m

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

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

Kempsey Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

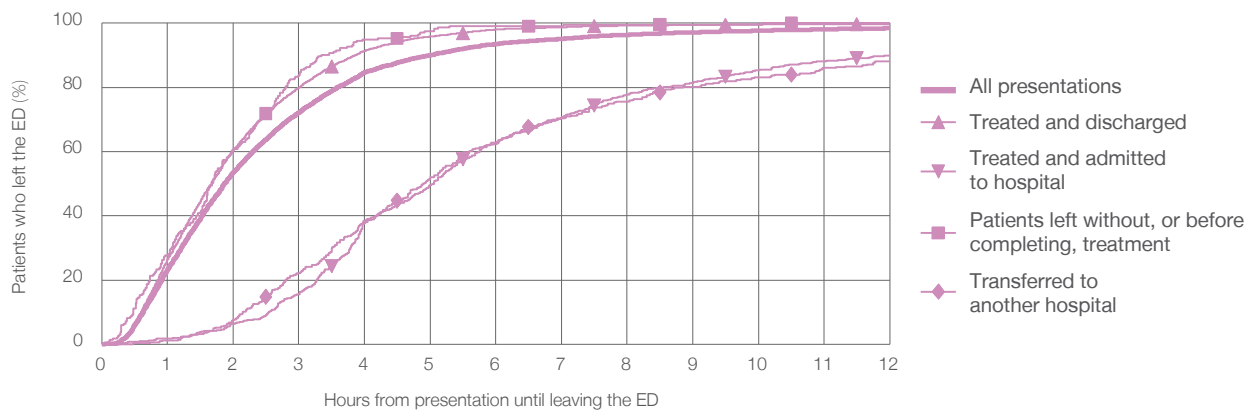
All presentations:¹ 7,254 patients

Presentations used to calculate time to leaving the ED:⁶ 7,254 patients

Treated and discharged	6,080 (83.8%)
Treated and admitted to hospital	589 (8.1%)
Patient left without, or before completing, treatment	235 (3.2%)
Transferred to another hospital	344 (4.7%)
Other	6 (0.1%)

Same period last year	Change since one year ago
6,899	5.1%
5,655	7.5%
633	-7.0%
254	-7.5%
346	-0.6%
15	-60.0%

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



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

Treated and discharged	26.4%	60.5%	80.0%	91.4%	98.0%	99.2%	99.6%	99.8%
Treated and admitted to hospital	1.7%	6.3%	15.6%	38.5%	62.5%	77.8%	85.4%	90.0%
Patient left without, or before completing, treatment	27.7%	60.9%	83.8%	94.9%	99.1%	99.6%	99.6%	100%
Transferred to another hospital	1.2%	7.6%	22.1%	37.8%	62.8%	75.6%	83.1%	88.1%
All presentations	23.3%	53.6%	72.2%	84.7%	93.5%	96.4%	97.7%	98.4%

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

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

Kempsey Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 7,254 patients

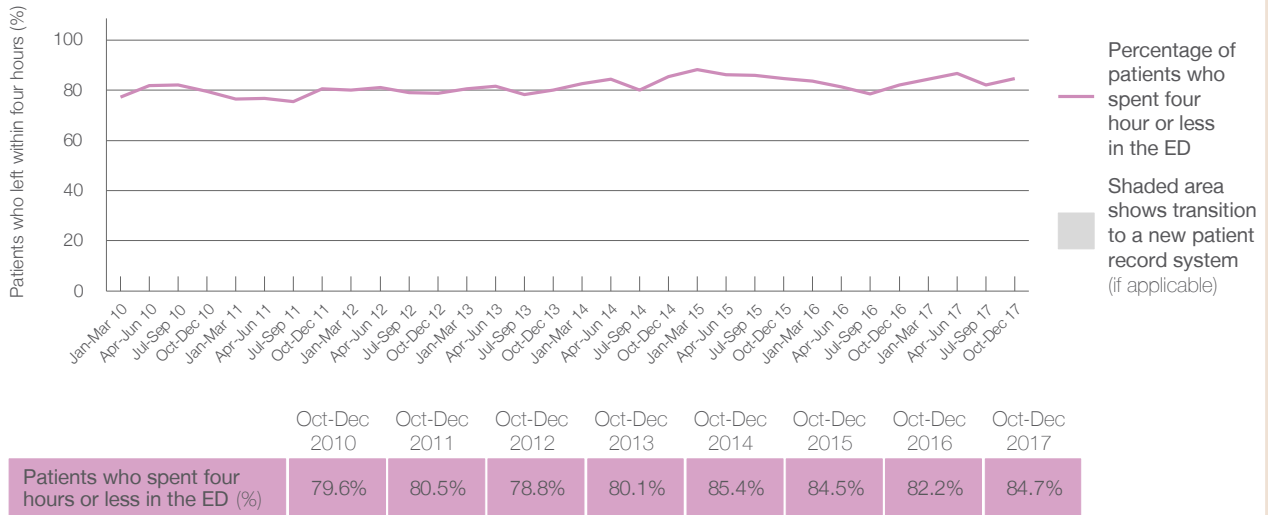
Presentations used to calculate time to leaving the ED: ⁶ 7,254 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,903	5.1%
Presentations used to calculate time to leaving the ED	6,899	5.1%
Percentage of patients who spent four hours or less in the ED	82.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Macksville District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 3,805 patients

Emergency presentations:² 3,666 patients

Same period last year	Change since one year ago
3,587	6.1%
3,361	9.1%

Macksville District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 374 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 975 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,564 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 733 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
383	
10 minutes	8 minutes
23 minutes	23 minutes
1,104	
22 minutes	20 minutes
58 minutes	65 minutes
1,448	
25 minutes	26 minutes
87 minutes	99 minutes
415	
27 minutes	23 minutes
106 minutes	103 minutes

Macksville District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,805 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
3,586	6.1%
86.7%	

* 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.

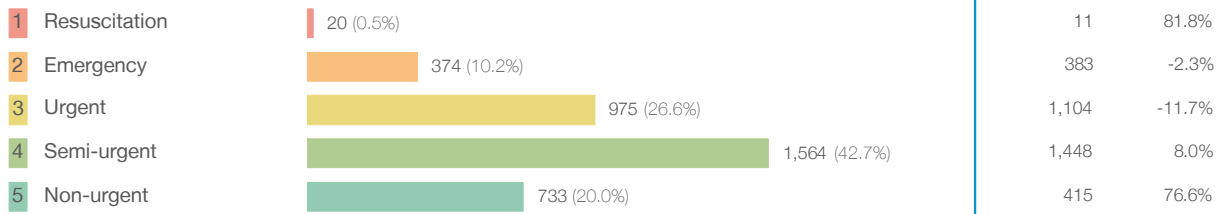
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

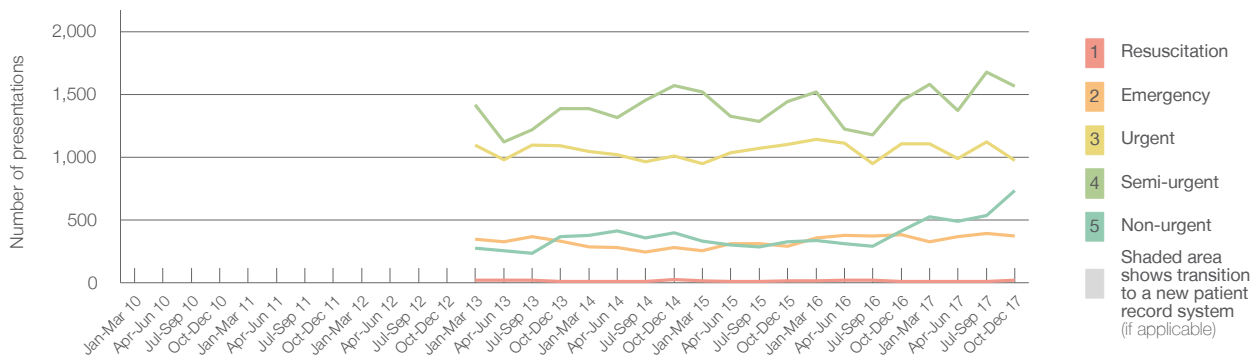
Macksville District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 3,805 patients

Emergency presentations² by triage category: 3,666 patients



Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation				11	24	17	11	20
Emergency				329	281	290	383	374
Urgent				1,089	1,011	1,102	1,104	975
Semi-urgent				1,386	1,569	1,444	1,448	1,564
Non-urgent				366	399	325	415	733
All emergency presentations				3,181	3,284	3,178	3,361	3,666

Macksville District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 453 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.

Macksville District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 374

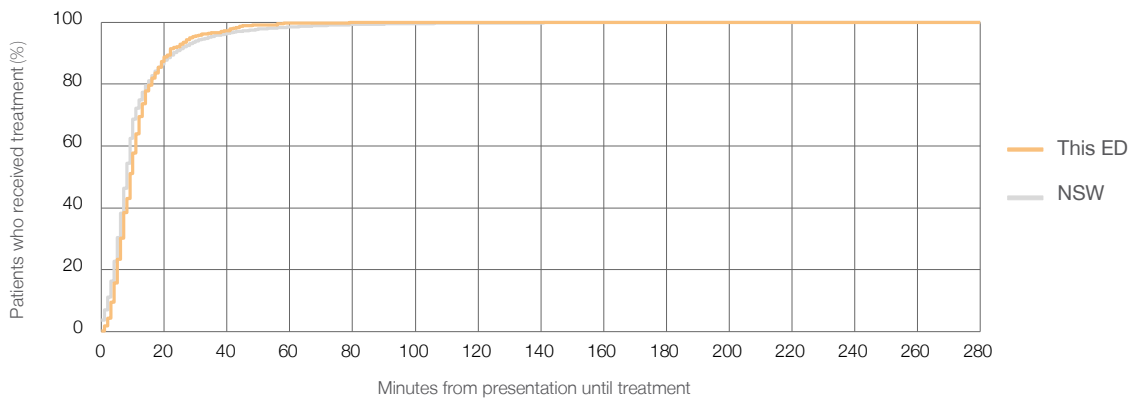
Number of triage 2 patients used to calculate waiting time:³ 364

Median time to start treatment⁴ 9 minutes

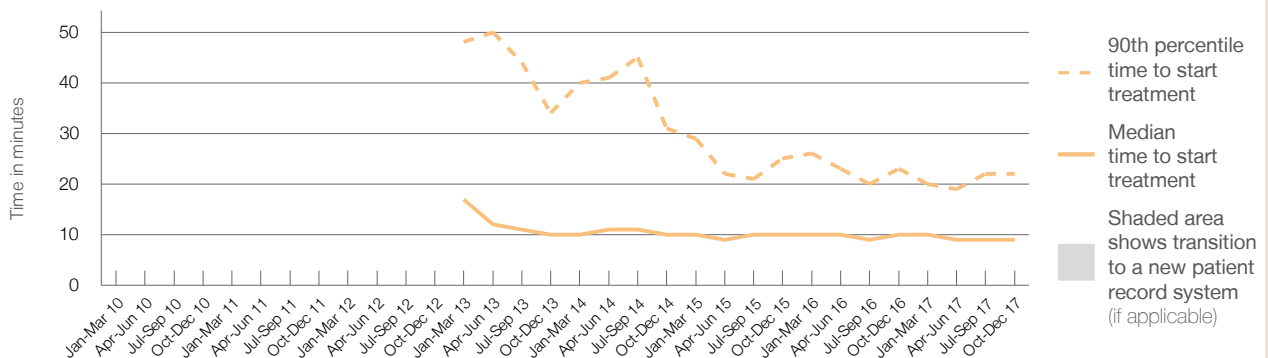
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
383	
369	
10 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				10	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)				34	31	25	23	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.

Macksville District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 975

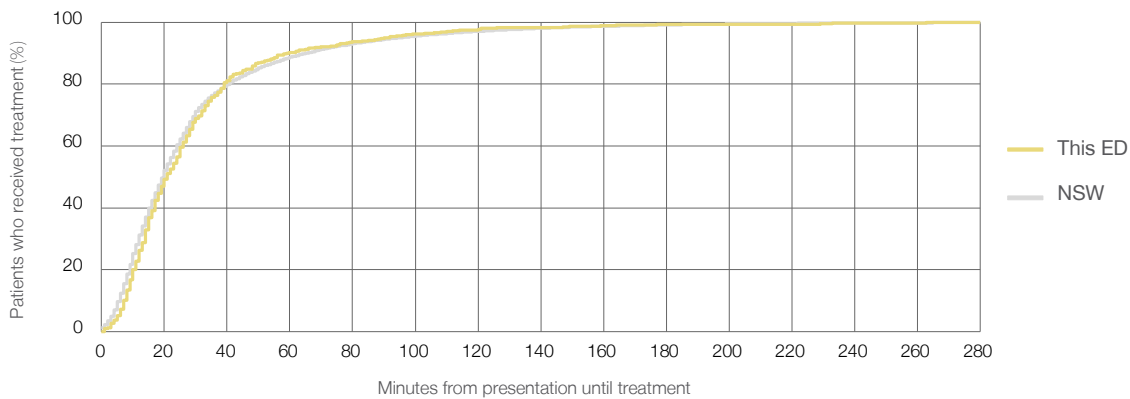
Number of triage 3 patients used to calculate waiting time:³ 940

Median time to start treatment⁴ 21 minutes

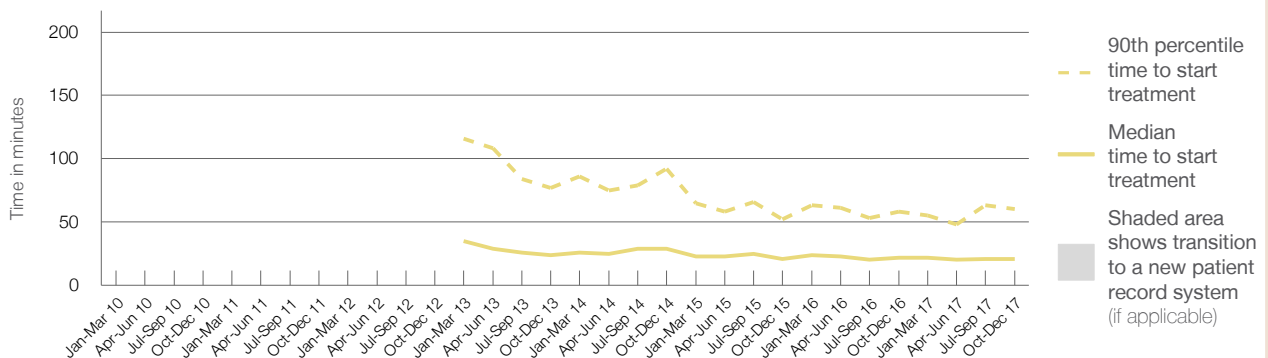
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,104	1,050
22 minutes	20 minutes
58 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				24	29	21	22	21
90th percentile time to start treatment ⁵ (minutes)				77	92	52	58	60

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

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

(§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,564

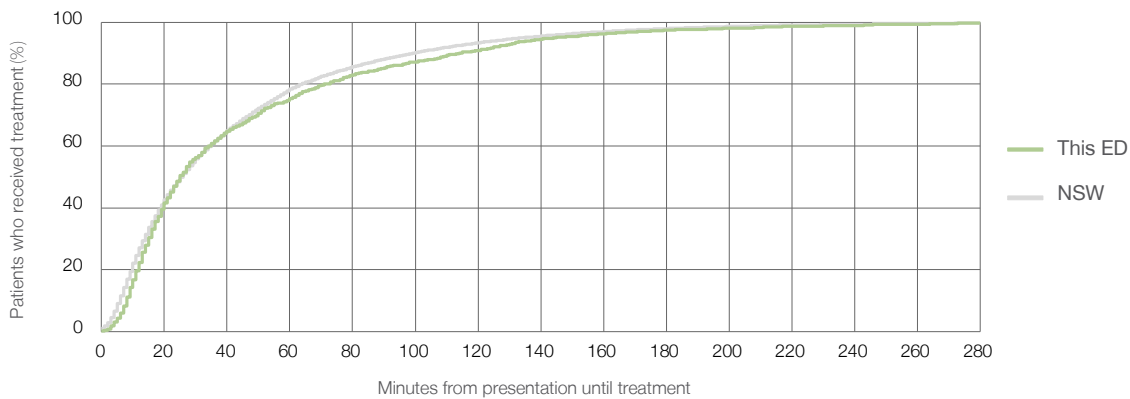
Number of triage 4 patients used to calculate waiting time:³ 1,471

Median time to start treatment⁴ 25 minutes

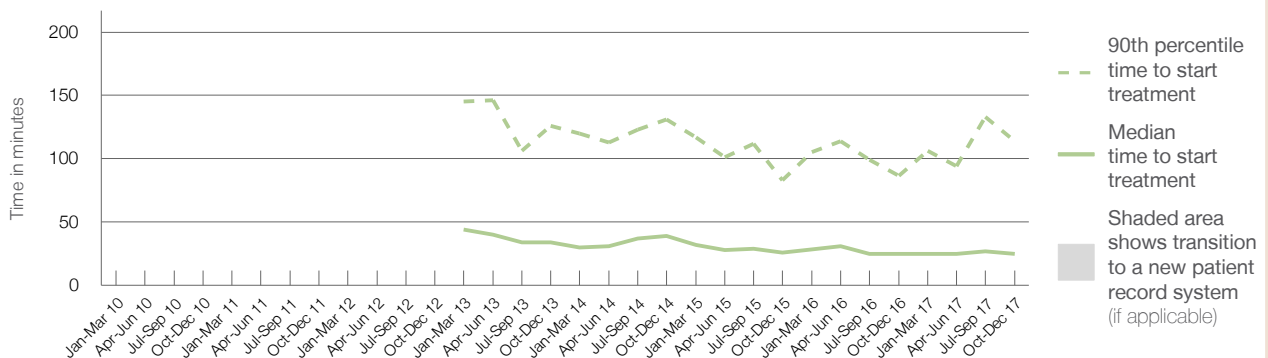
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
1,448	1,370
25 minutes	26 minutes
87 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				34	39	26	25	25
90th percentile time to start treatment ⁵ (minutes)				126	131	83	87	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.

(§) 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.

Macksville District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 733

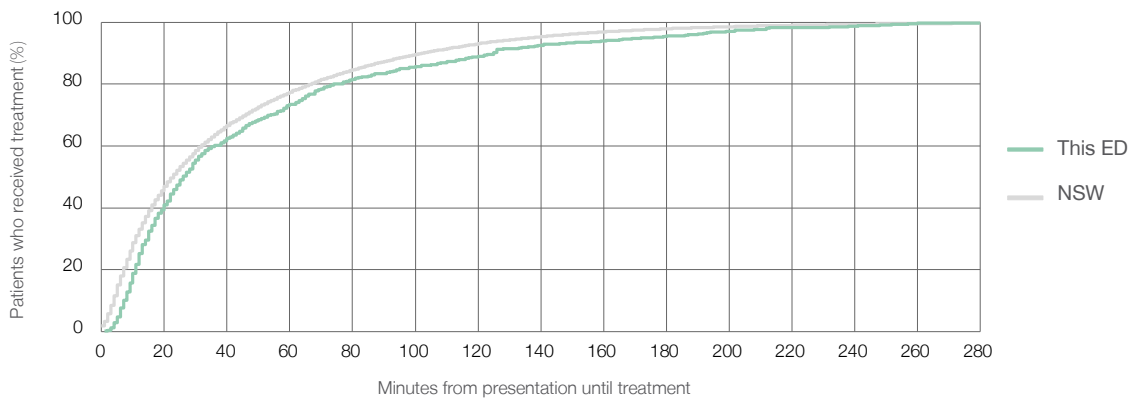
Number of triage 5 patients used to calculate waiting time:³ 665

Median time to start treatment⁴ 26 minutes

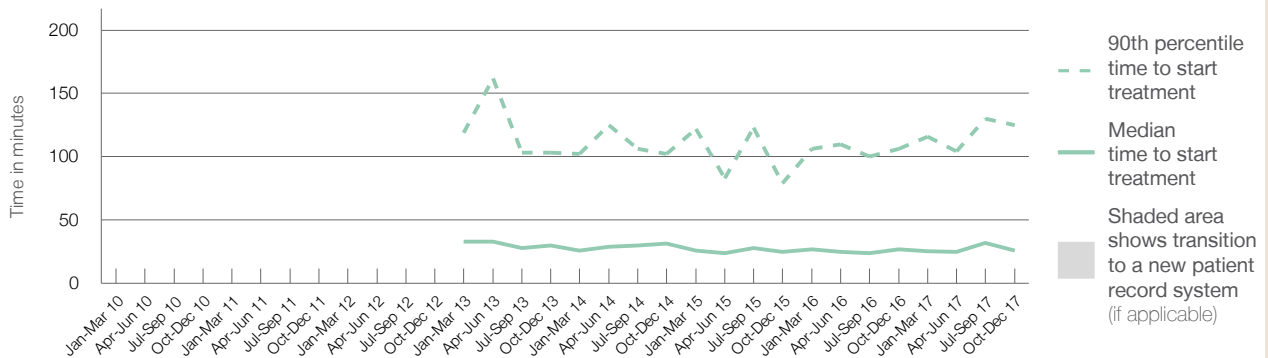
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
415	
369	
27 minutes	23 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)				30	32	25	27	26
90th percentile time to start treatment ⁵ (minutes)				103	102	79	106	125

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

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

(§) 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.

Macksville District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 3,805 patients

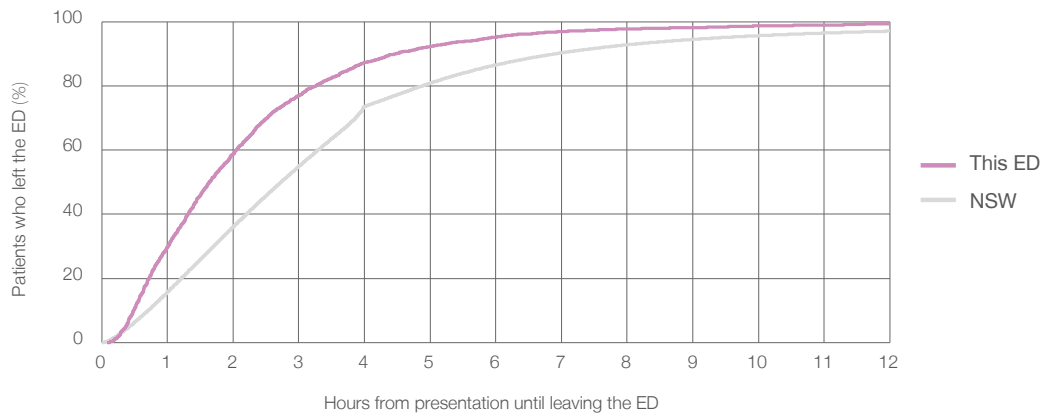
Presentations used to calculate time to leaving the ED:⁶ 3,805 patients

Median time spent in the ED⁸ 1 hours and 38 minutes

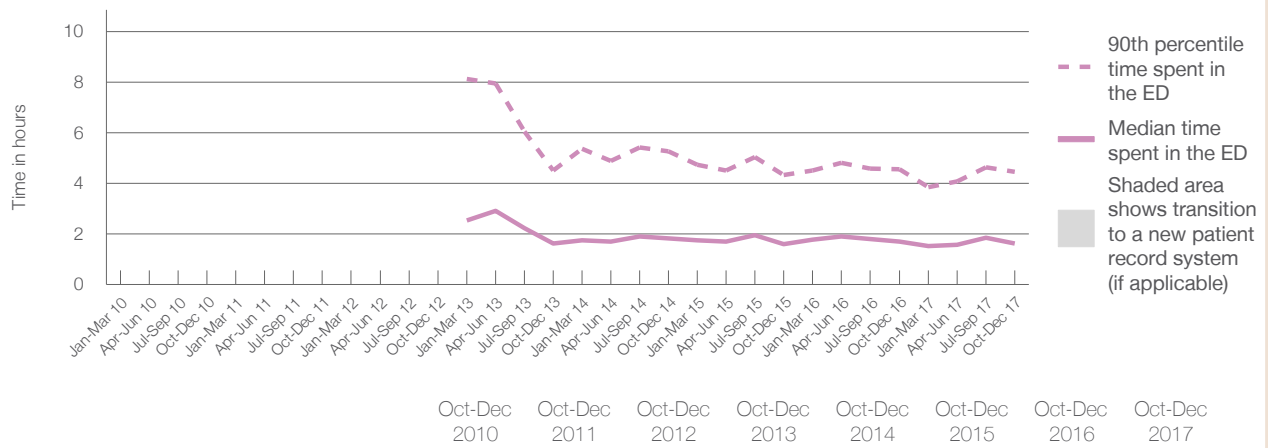
90th percentile time spent in the ED⁹ 4 hours and 28 minutes

Same period last year	NSW (this period)
3,587	
3,586	
1 hours and 43 minutes	2 hours and 44 minutes
4 hours and 33 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)				1h 38m	1h 50m	1h 37m	1h 43m	1h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)				4h 31m	5h 16m	4h 20m	4h 33m	4h 28m

(†) 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.

Macksville District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

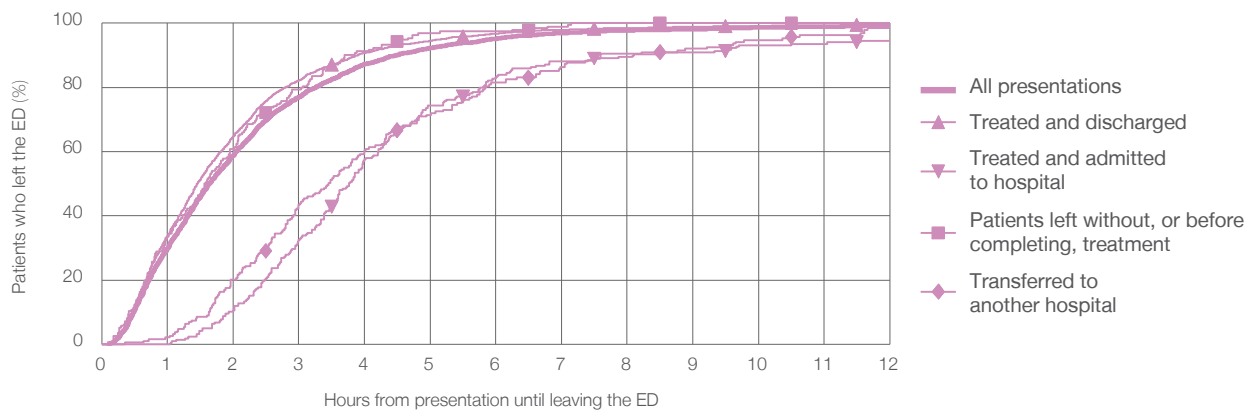
All presentations:¹ 3,805 patients

Presentations used to calculate time to leaving the ED:⁶ 3,805 patients

Treated and discharged	3,146 (82.7%)
Treated and admitted to hospital	219 (5.8%)
Patient left without, or before completing, treatment	194 (5.1%)
Transferred to another hospital	189 (5.0%)
Other	57 (1.5%)

Same period last year	Change since one year ago
3,586	6.1%
2,886	9.0%
217	0.9%
162	19.8%
230	-17.8%
92	-38.0%

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



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

Treated and discharged	33.7%	64.7%	82.2%	90.8%	96.7%	98.5%	99.1%	99.7%
Treated and admitted to hospital	0%	10.5%	32.4%	57.5%	83.1%	89.5%	93.2%	94.5%
Patient left without, or before completing, treatment	33.5%	60.8%	79.4%	91.2%	97.4%	100%	100%	100%
Transferred to another hospital	2.1%	20.1%	43.4%	60.3%	81.5%	90.5%	94.7%	98.4%
All presentations	30.0%	58.9%	77.0%	87.3%	95.1%	97.7%	98.6%	99.3%

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

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

(§) 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.

Macksville District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 3,805 patients

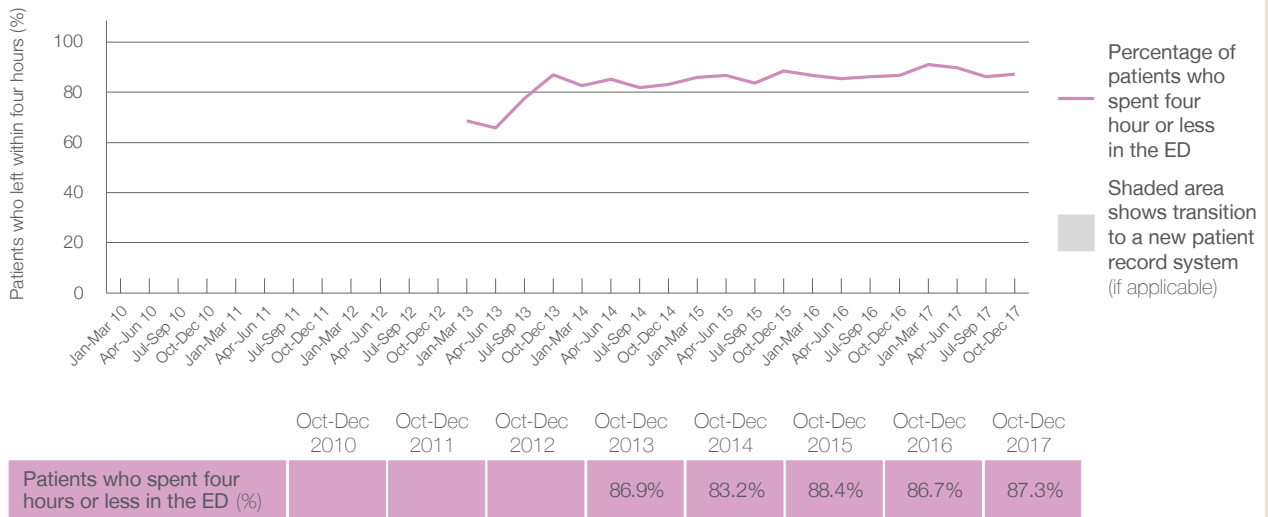
Presentations used to calculate time to leaving the ED: ⁶ 3,805 patients

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	3,587	6.1%
Presentations used to calculate time to leaving the ED	3,586	6.1%
Percentage of patients who spent four hours or less in the ED	86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 § 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,626 patients
Emergency presentations:² 8,529 patients

Same period last year	Change since one year ago
8,903	-3.1%
8,661	-1.5%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,090 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,074 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,825 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 484 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,242	
11 minutes	8 minutes
27 minutes	23 minutes
3,457	
23 minutes	20 minutes
66 minutes	65 minutes
3,457	
31 minutes	26 minutes
104 minutes	99 minutes
459	
27 minutes	23 minutes
101 minutes	103 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,626 patients

Percentage of patients who spent four hours or less in the ED 72.2%

Same period last year	Change since one year ago
8,903	-3.1%
73.6%	

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

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

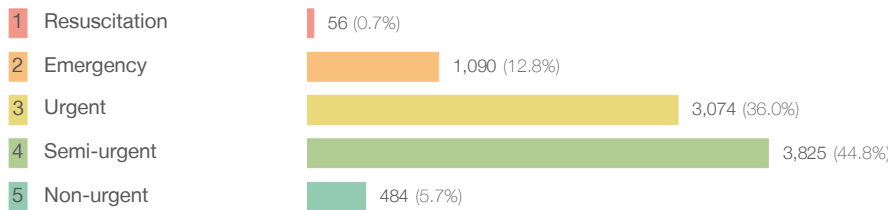
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department October to December 2017

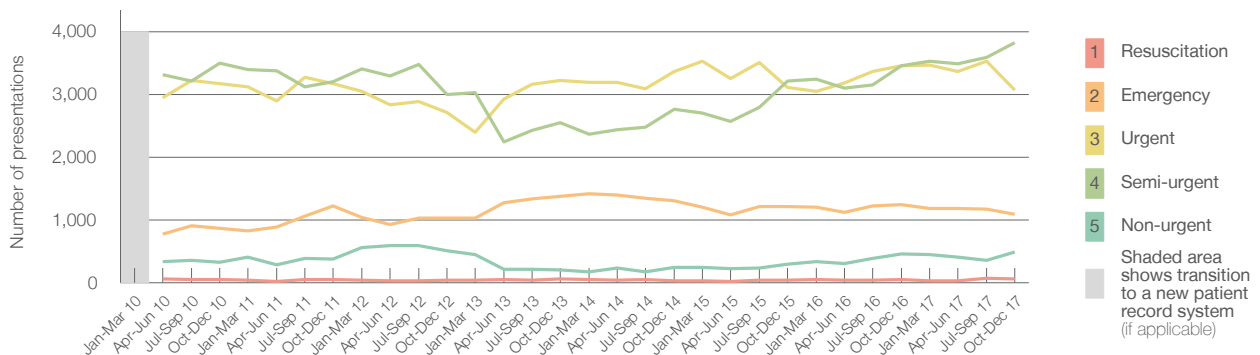
All presentations:¹ 8,626 patients

Emergency presentations² by triage category: 8,529 patients



	Same period last year	Change since one year ago
All presentations	8,903	-3.1%
Emergency presentations	8,661	-1.5%
1 Resuscitation	46	21.7%
2 Emergency	1,242	-12.2%
3 Urgent	3,457	-11.1%
4 Semi-urgent	3,457	10.6%
5 Non-urgent	459	5.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	49	54	43	59	32	44	46	56
Emergency	869	1,224	1,028	1,371	1,304	1,213	1,242	1,090
Urgent	3,171	3,167	2,710	3,223	3,360	3,111	3,457	3,074
Semi-urgent	3,497	3,203	2,993	2,548	2,761	3,207	3,457	3,825
Non-urgent	328	375	505	202	245	297	459	484
All emergency presentations	7,914	8,023	7,279	7,403	7,702	7,872	8,661	8,529

Port Macquarie Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,095 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,930	
ED Transfer of care time		
Median time	12 minutes	-2 minutes
90th percentile time	28 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,090

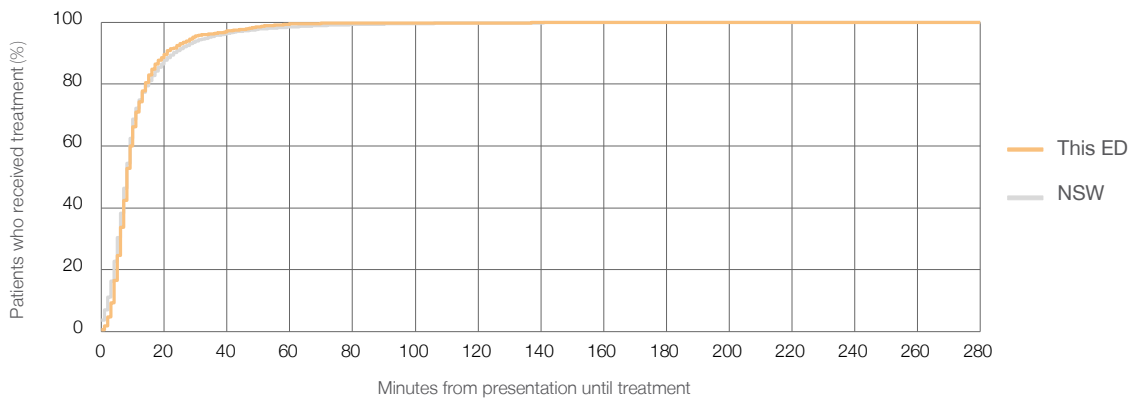
Number of triage 2 patients used to calculate waiting time:³ 1,086

Median time to start treatment⁴ 8 minutes

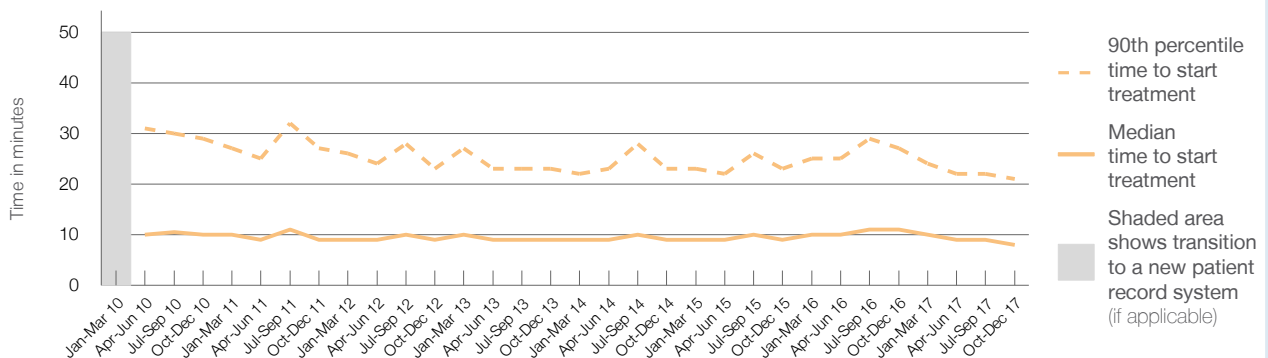
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,242	1,238
11 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	10	9	9	9	9	9	11	8
90th percentile time to start treatment ⁵ (minutes)	29	27	23	23	23	23	27	21

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Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,074

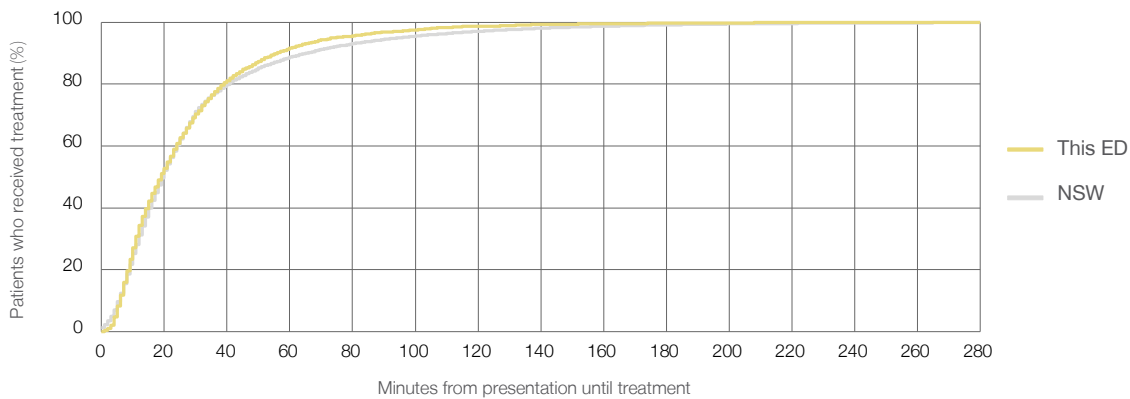
Number of triage 3 patients used to calculate waiting time:³ 3,021

Median time to start treatment⁴ 19 minutes

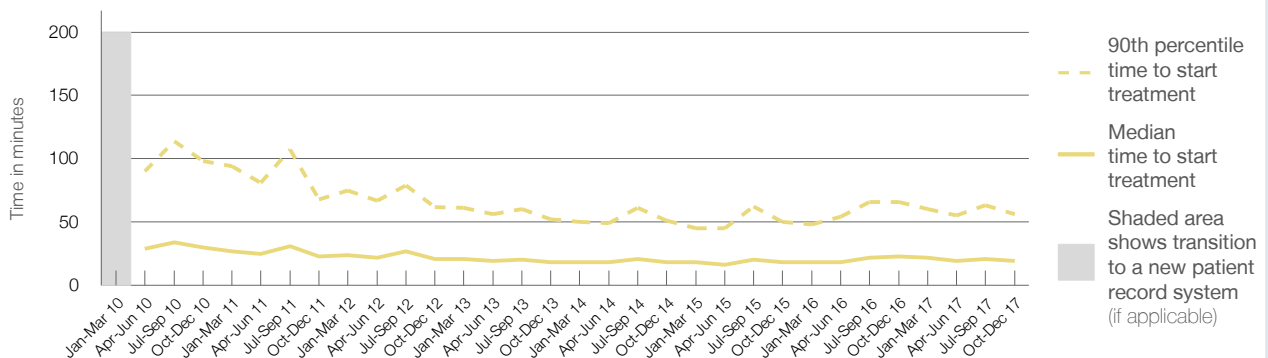
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,457	3,359
23 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	23	21	18	18	18	23	19
90th percentile time to start treatment ⁵ (minutes)	98	68	62	52	51	50	66	56

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

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Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,825

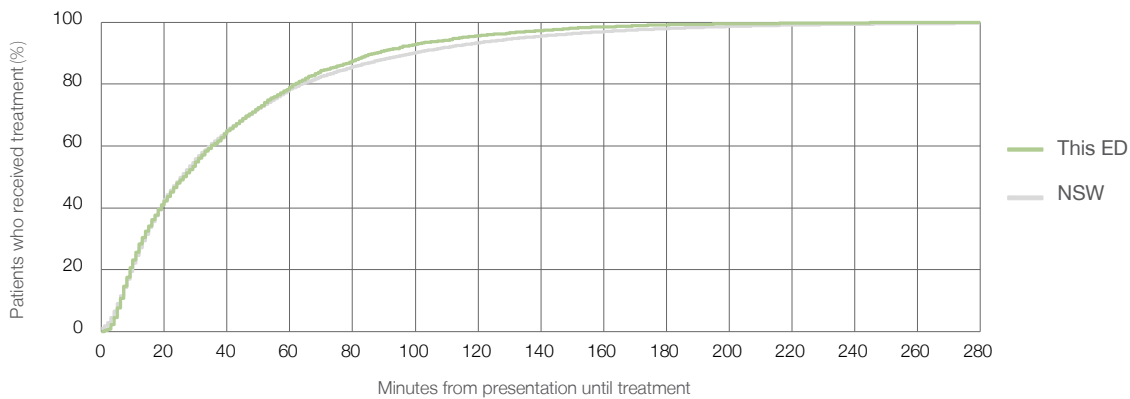
Number of triage 4 patients used to calculate waiting time:³ 3,289

Median time to start treatment⁴ 27 minutes

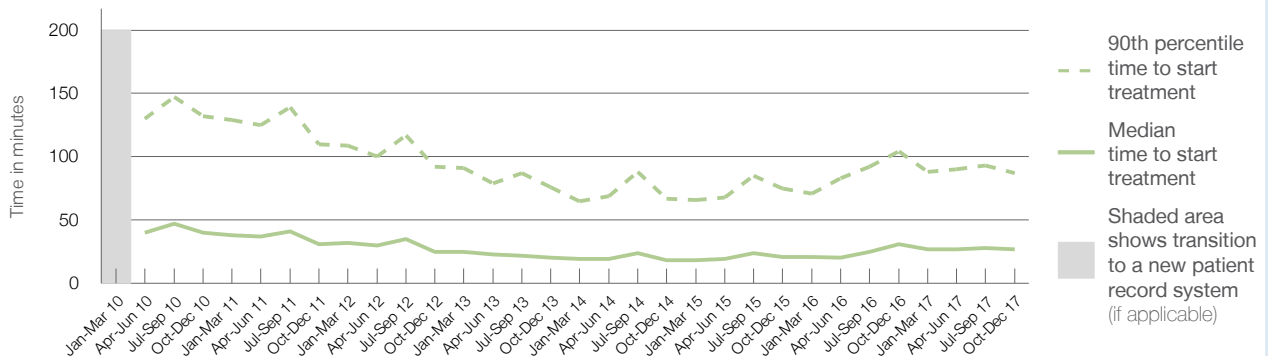
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,457	
2,831	
31 minutes	26 minutes
104 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	31	25	20	18	21	31	27
90th percentile time to start treatment ⁵ (minutes)	132	110	92	76	67	75	104	87

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Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 484

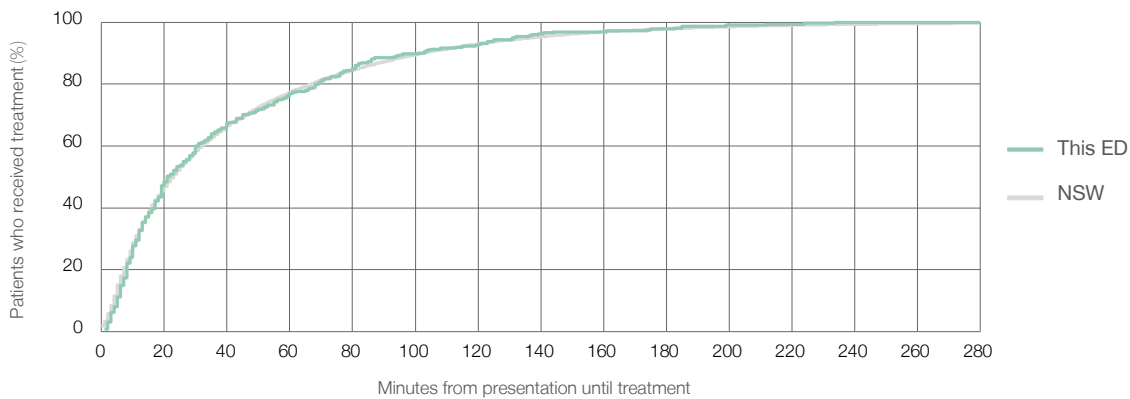
Number of triage 5 patients used to calculate waiting time:³ 322

Median time to start treatment⁴ 21 minutes

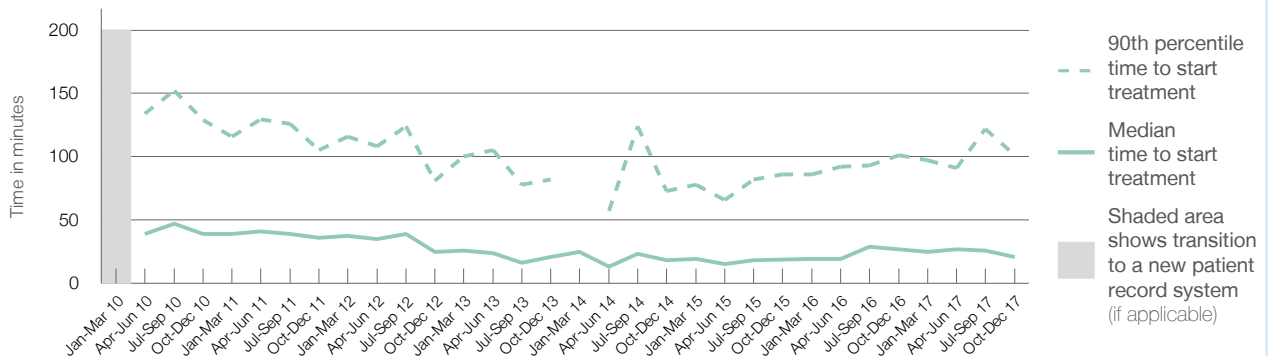
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
459	
253	
27 minutes	23 minutes
101 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	39	36	25	21	18	19	27	21
90th percentile time to start treatment ⁵ (minutes)	129	105	81	82	73	86	101	101

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Port Macquarie Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,626 patients

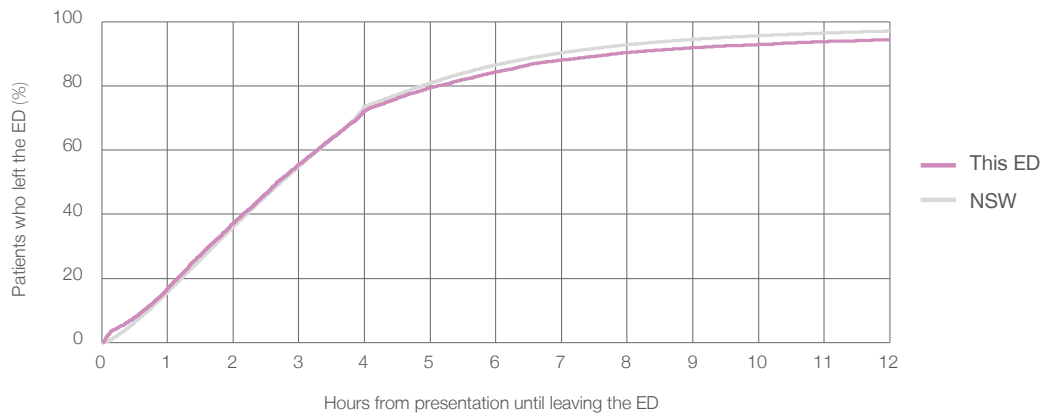
Presentations used to calculate time to leaving the ED:⁶ 8,626 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

90th percentile time spent in the ED⁹ 7 hours and 50 minutes

Same period last year	NSW (this period)
8,903	8,903
2 hours and 46 minutes	2 hours and 44 minutes
6 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 0m	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m	7h 50m

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Port Macquarie Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

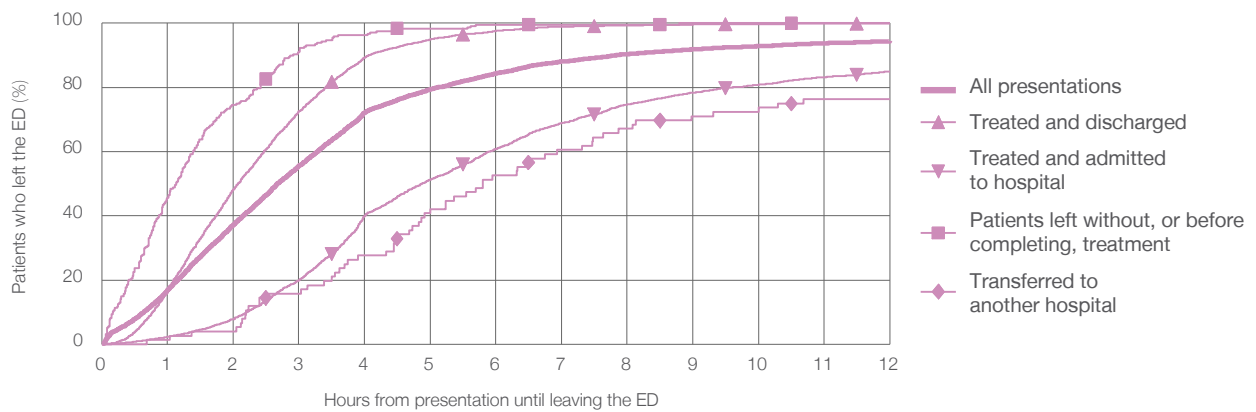
All presentations:¹ 8,626 patients

Presentations used to calculate time to leaving the ED:⁶ 8,626 patients

Treated and discharged	4,756 (55.1%)
Treated and admitted to hospital	3,051 (35.4%)
Patient left without, or before completing, treatment	248 (2.9%)
Transferred to another hospital	76 (0.9%)
Other	495 (5.7%)

Same period last year	Change since one year ago
8,903	-3.1%
4,674	1.8%
3,257	-6.3%
253	-2.0%
57	33.3%
662	-25.2%

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



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

Treated and discharged	16.9%	48.2%	72.5%	89.3%	97.6%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.3%	7.8%	20.0%	40.2%	60.8%	74.7%	80.9%	85.0%
Patient left without, or before completing, treatment	45.6%	74.6%	91.1%	96.4%	99.6%	99.6%	100%	100%
Transferred to another hospital	1.3%	3.9%	15.8%	27.6%	52.6%	67.1%	73.7%	76.3%
All presentations	16.9%	37.2%	55.5%	72.2%	84.4%	90.4%	92.9%	94.4%

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Port Macquarie Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 October to December 2017

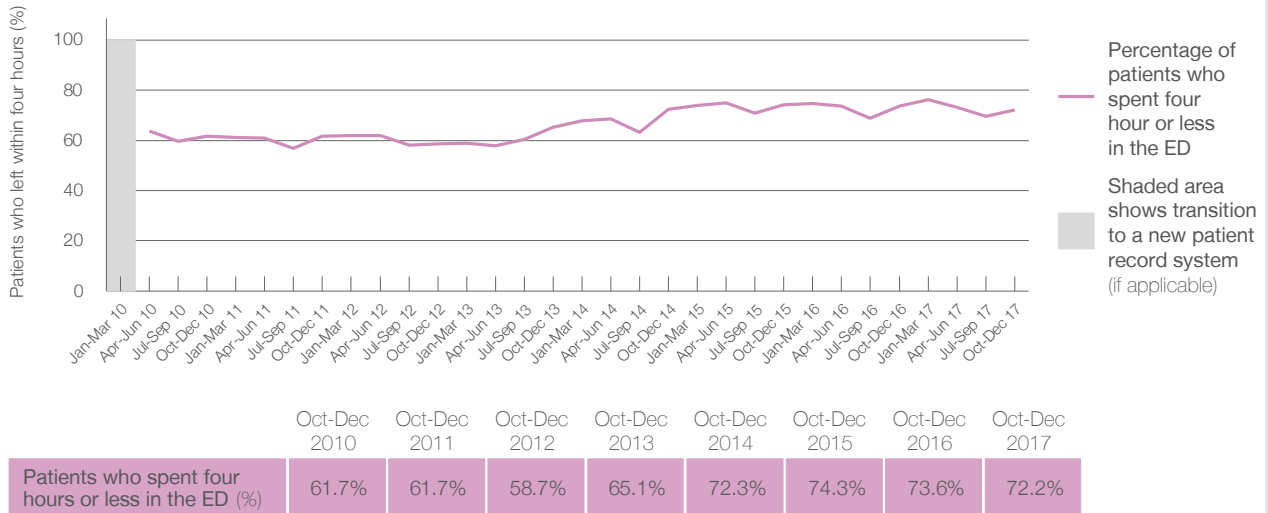
All presentations at the emergency department: ¹ 8,626 patients
 Presentations used to calculate time to leaving the ED: ⁶ 8,626 patients

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	8,903	-3.1%
Presentations used to calculate time to leaving the ED	8,903	-3.1%
Percentage of patients who spent four hours or less in the ED	73.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).