

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,495 patients

Emergency presentations:² 9,921 patients

Same period last year	Change since one year ago
10,023	4.7%
9,500	4.4%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 793 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,010 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,877 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 74 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,200 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
688	
5 minutes	8 minutes
12 minutes	23 minutes
4,169	
15 minutes	20 minutes
48 minutes	65 minutes
3,894	
21 minutes	26 minutes
80 minutes	99 minutes
712	
20 minutes	23 minutes
83 minutes	103 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,494 patients

Percentage of patients who spent four hours or less in the ED 70.0%

Same period last year	Change since one year ago
10,022	4.7%
71.4%	

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

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

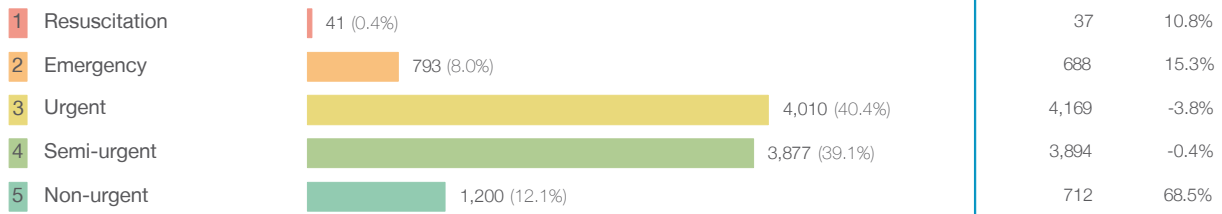
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

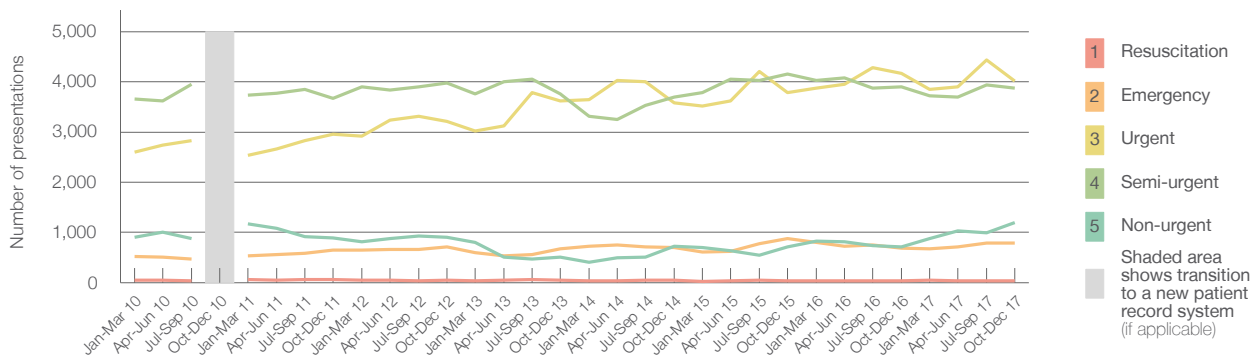
Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 10,495 patients

Emergency presentations² by triage category: 9,921 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		60	54	49	51	37	37	41
Emergency		653	713	675	695	884	688	793
Urgent		2,958	3,208	3,617	3,579	3,785	4,169	4,010
Semi-urgent		3,665	3,981	3,766	3,690	4,159	3,894	3,877
Non-urgent		896	899	508	730	716	712	1,200
All emergency presentations		8,232	8,855	8,615	8,745	9,581	9,500	9,921

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,227 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

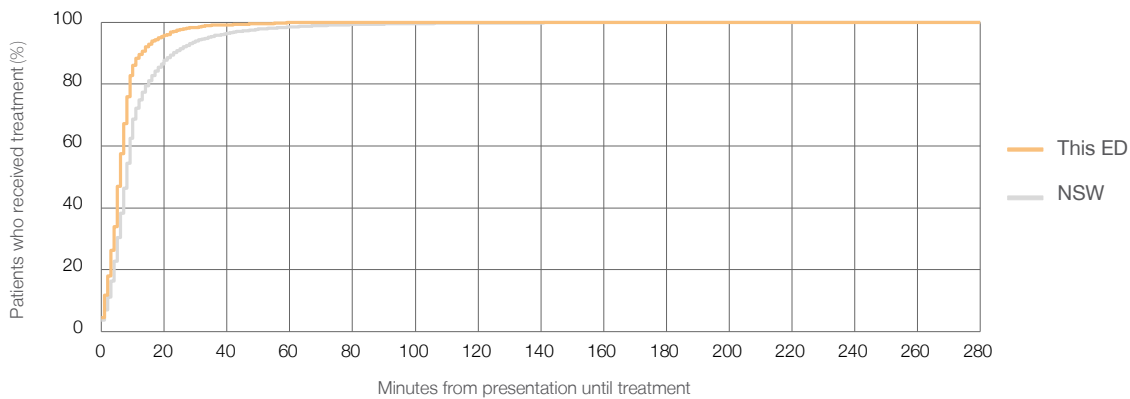
Number of triage 2 patients: 793

Number of triage 2 patients used to calculate waiting time:³ 792

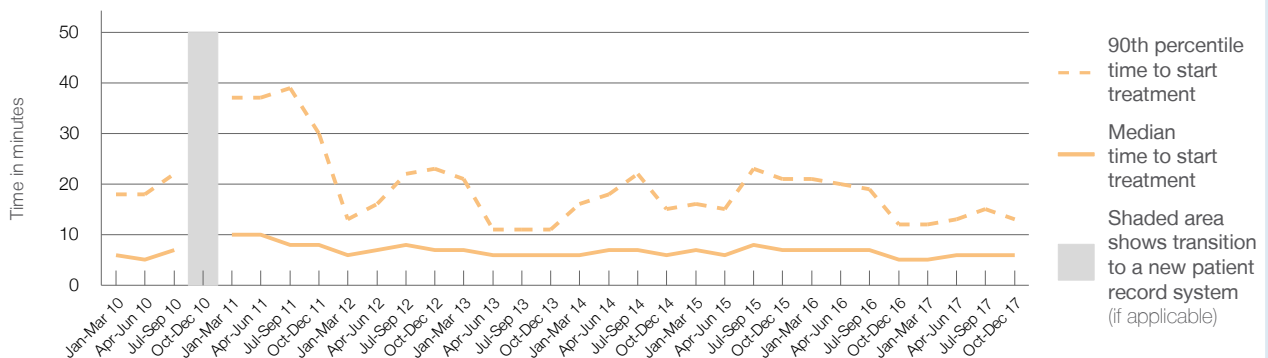
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
688	688
5 minutes	8 minutes
12 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)		8	7	6	6	7	5	6
90th percentile time to start treatment ⁵ (minutes)		30	23	11	15	21	12	13

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Wagga Wagga Rural Referral 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: 4,010

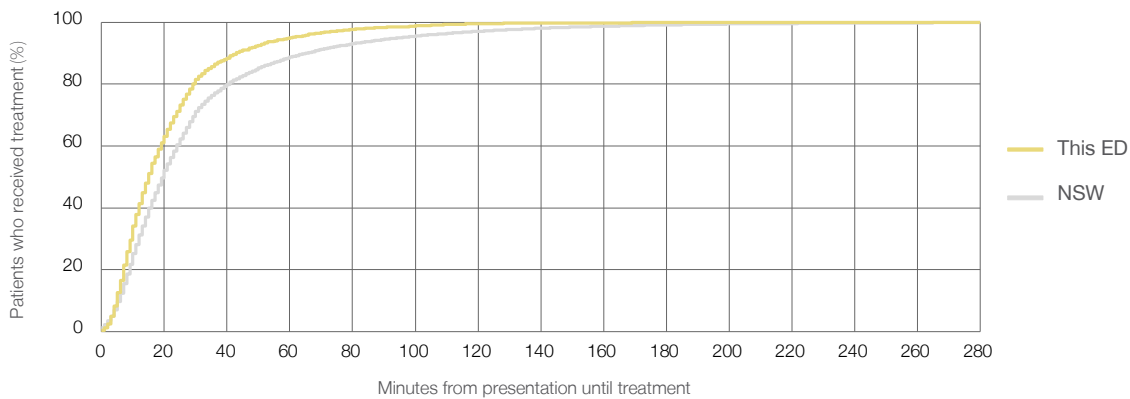
Number of triage 3 patients used to calculate waiting time:³ 3,964

Median time to start treatment⁴ 15 minutes

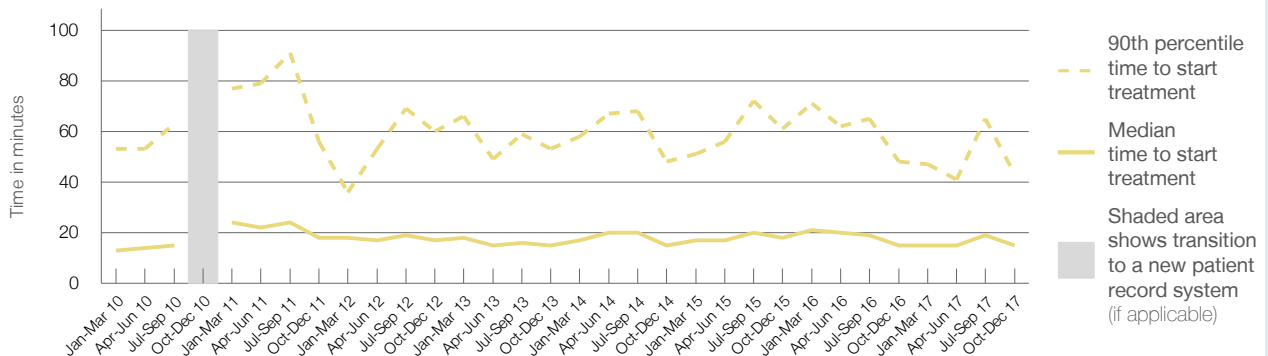
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
4,169	4,105
15 minutes	20 minutes
48 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)		18	17	15	15	18	15	15
90th percentile time to start treatment ⁵ (minutes)		56	60	53	48	61	48	43

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Wagga Wagga Rural Referral 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: 3,877

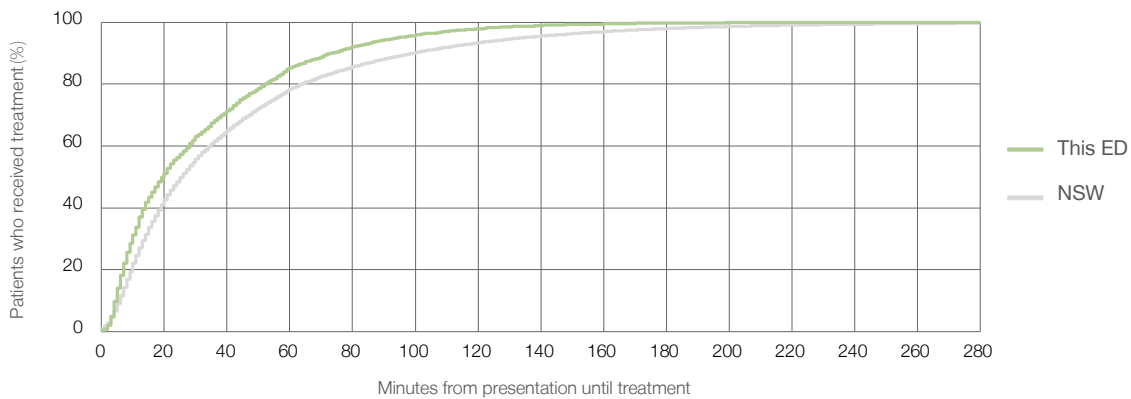
Number of triage 4 patients used to calculate waiting time:³ 3,756

Median time to start treatment⁴ 20 minutes

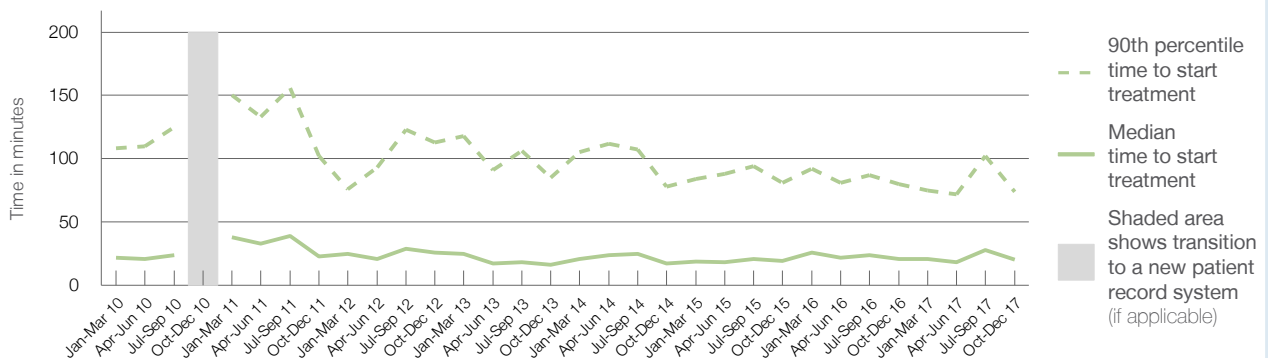
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
3,894	3,717
21 minutes	26 minutes
80 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)		23	26	16	17	19	21	20
90th percentile time to start treatment ⁵ (minutes)		102	113	85	78	81	80	74

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Wagga Wagga Rural Referral 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: 1,200

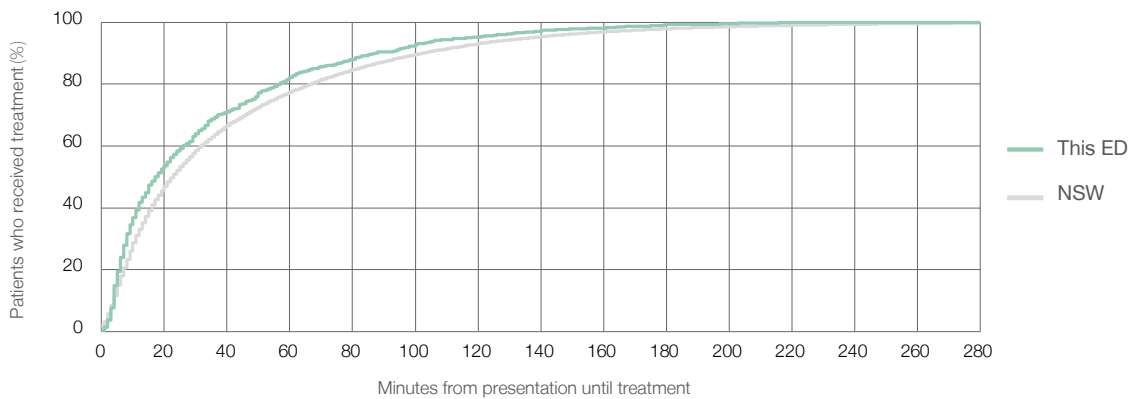
Number of triage 5 patients used to calculate waiting time:³ 1,126

Median time to start treatment⁴ 18 minutes

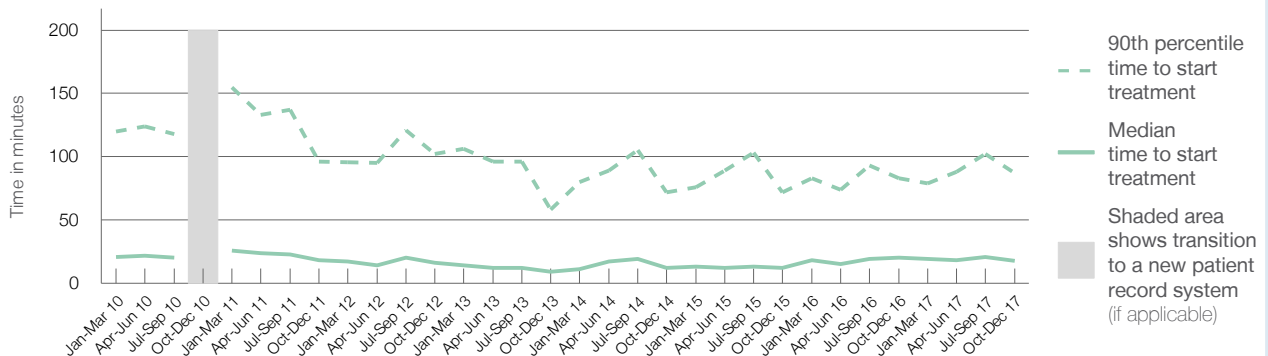
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
712	
672	
20 minutes	23 minutes
83 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)		18	16	9	12	12	20	18
90th percentile time to start treatment ⁵ (minutes)		96	102	58	72	72	83	87

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,495 patients

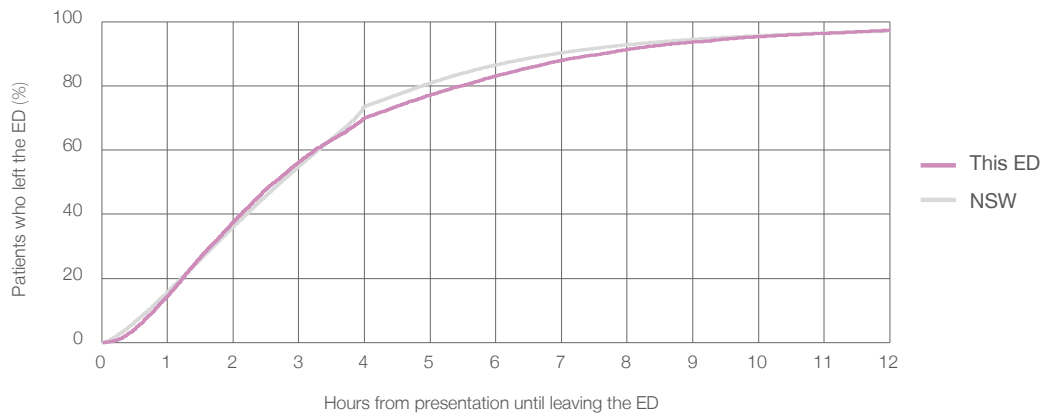
Presentations used to calculate time to leaving the ED:⁶ 10,494 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

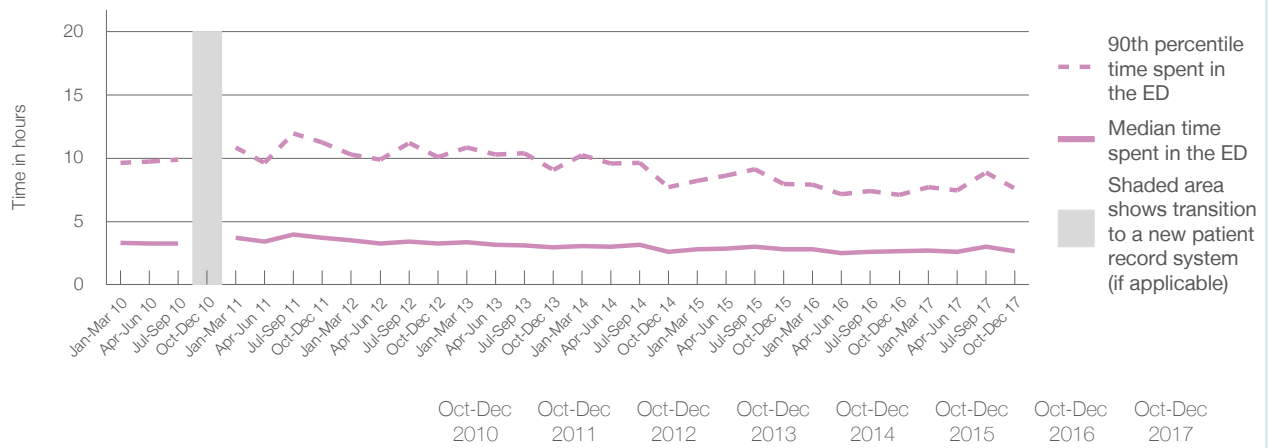
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
10,023	
10,022	
2 hours and 40 minutes	2 hours and 44 minutes
7 hours and 7 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 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)		11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m	7h 37m

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

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

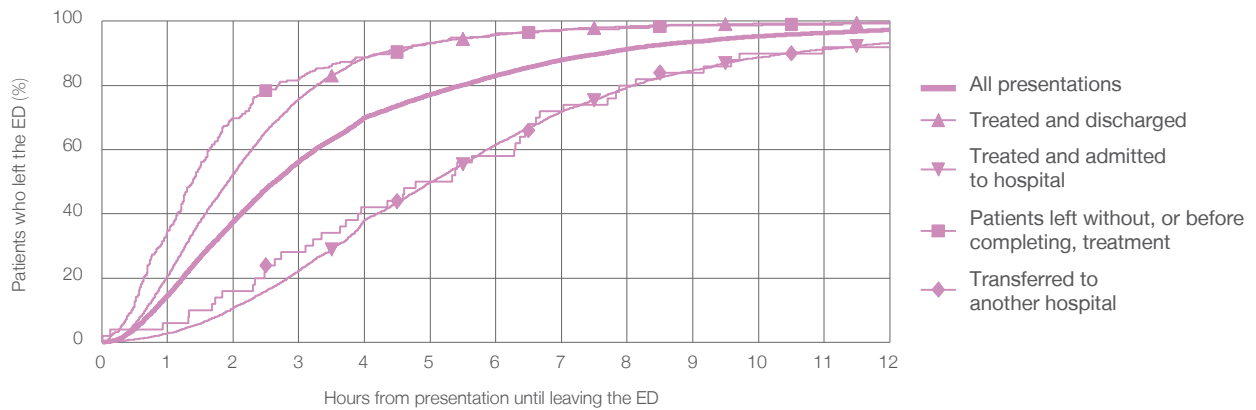
All presentations:¹ 10,495 patients

Presentations used to calculate time to leaving the ED:⁶ 10,494 patients

Treated and discharged	6,303 (60.1%)
Treated and admitted to hospital	3,821 (36.4%)
Patient left without, or before completing, treatment	292 (2.8%)
Transferred to another hospital	50 (0.5%)
Other	29 (0.3%)

Same period last year	Change since one year ago
10,022	4.7%
5,323	18.4%
4,279	-10.7%
323	-9.6%
64	-21.9%
34	-14.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.7%	52.4%	75.7%	88.7%	95.7%	98.4%	99.2%	99.7%
Treated and admitted to hospital	2.8%	10.8%	22.4%	38.1%	61.6%	79.5%	88.7%	93.3%
Patient left without, or before completing, treatment	34.6%	69.9%	81.8%	88.7%	95.9%	97.9%	98.6%	99.3%
Transferred to another hospital	6.0%	16.0%	28.0%	42.0%	58.0%	80.0%	90.0%	92.0%
All presentations	14.6%	37.6%	56.3%	70.0%	83.1%	91.4%	95.3%	97.3%

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Wagga Wagga Rural Referral 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 10,495 patients

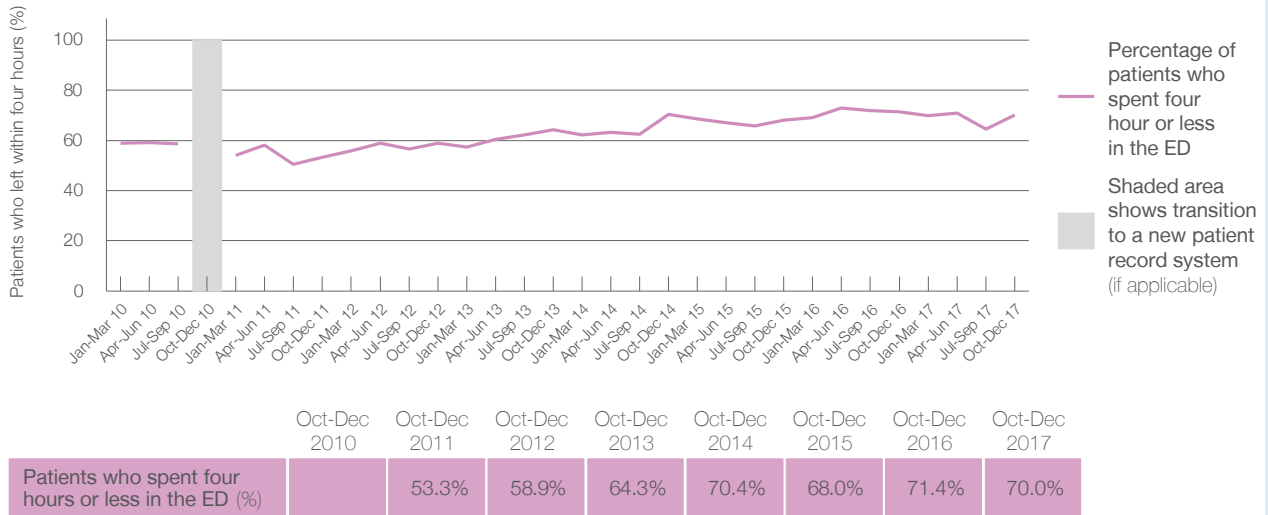
Presentations used to calculate time to leaving the ED: ⁶ 10,494 patients

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	10,023	4.7%
Presentations used to calculate time to leaving the ED	10,022	4.7%
Percentage of patients who spent four hours or less in the ED	71.4%	

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.

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- 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).