

## Casino & District Memorial Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 3,399 patients

Emergency presentations:<sup>2</sup> 3,161 patients

Same period last year	Change since one year ago
3,496	-3%
3,307	-4%

## Casino & District Memorial Hospital: Time patients waited to start treatment <sup>3</sup>

January to March 2018

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

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 963 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,502 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 105 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 351 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
273	
7 minutes	8 minutes
19 minutes	23 minutes
1,077	
19 minutes	20 minutes
64 minutes	65 minutes
1,551	
31 minutes	25 minutes
101 minutes	98 minutes
400	
25 minutes	22 minutes
92 minutes	97 minutes

## Casino & District Memorial Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,397 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,493	-3%
89%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

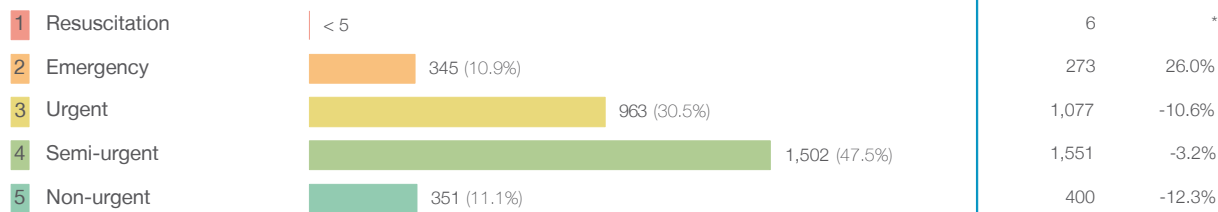
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Casino & District Memorial Hospital: Patients presenting to the emergency department

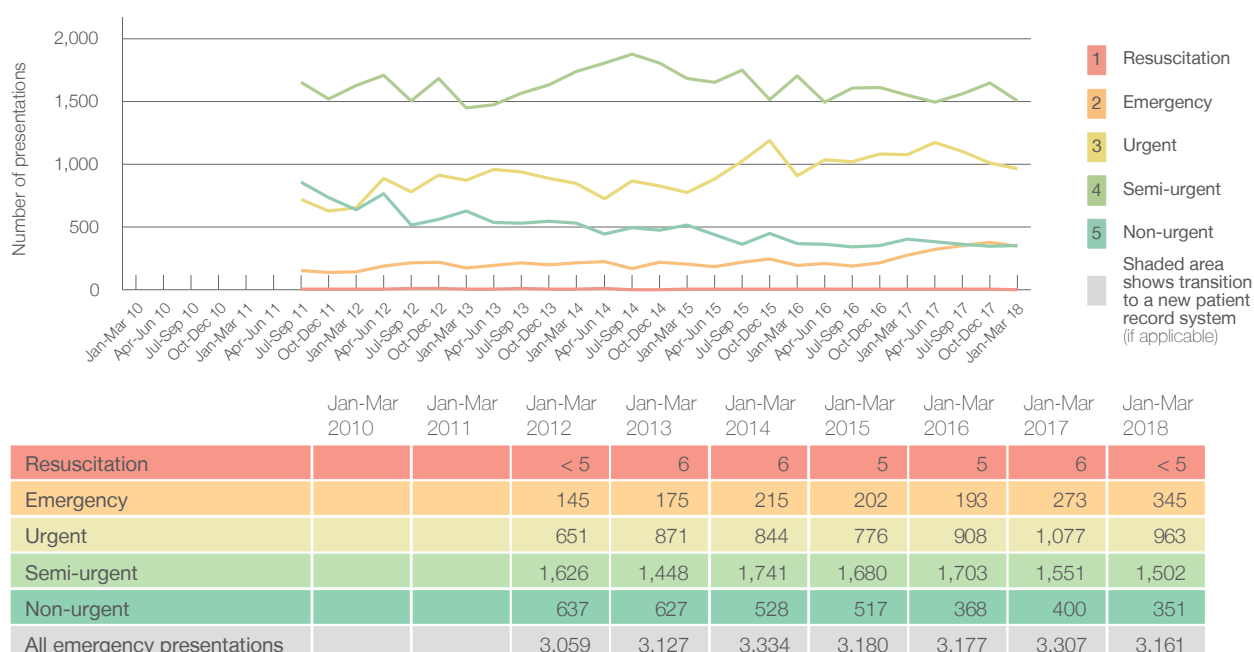
January to March 2018

All presentations:<sup>1</sup> 3,399 patients

Emergency presentations<sup>2</sup> by triage category: 3,161 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>†§</sup>



## Casino & District Memorial Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 357 patients

ED Transfer of care time



(†) 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.

## Casino & District Memorial Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 345

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 329

Median time to start treatment<sup>4</sup>

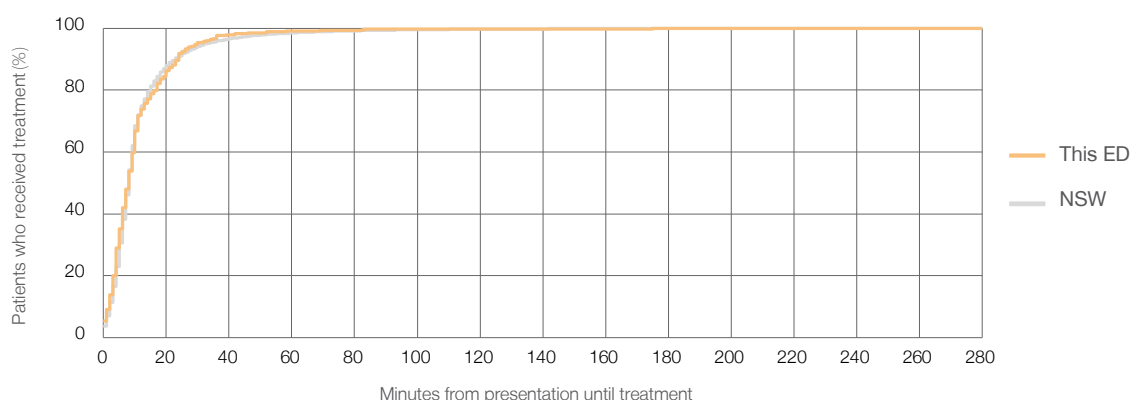
8 minutes

90th percentile time to start treatment<sup>5</sup>

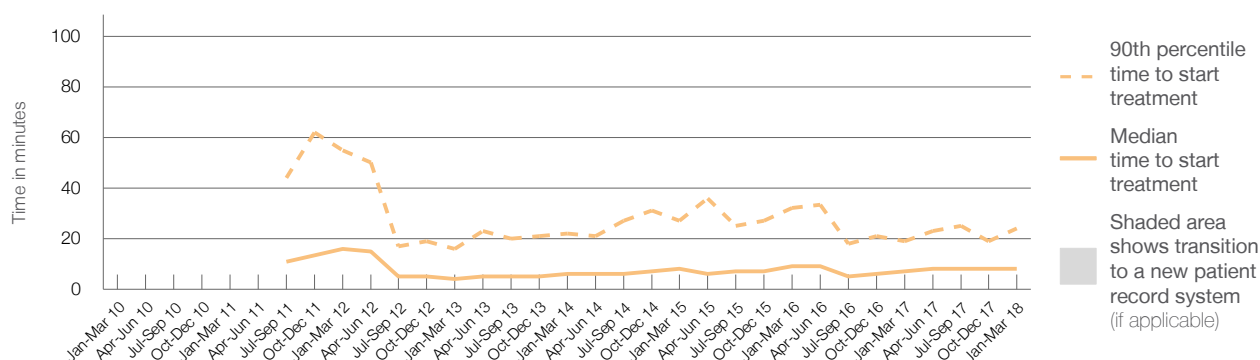
24 minutes

Same period last year	NSW (this period)
273	
253	
7 minutes	8 minutes
19 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)			16	4	6	8	9	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)			55	16	22	27	32	19	24

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## Casino & District Memorial Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 963

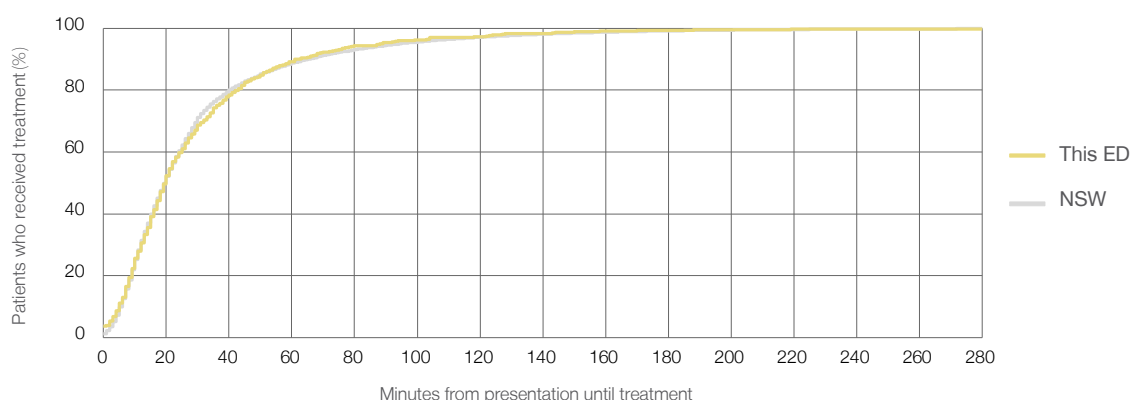
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 915

Median time to start treatment<sup>4</sup> 20 minutes

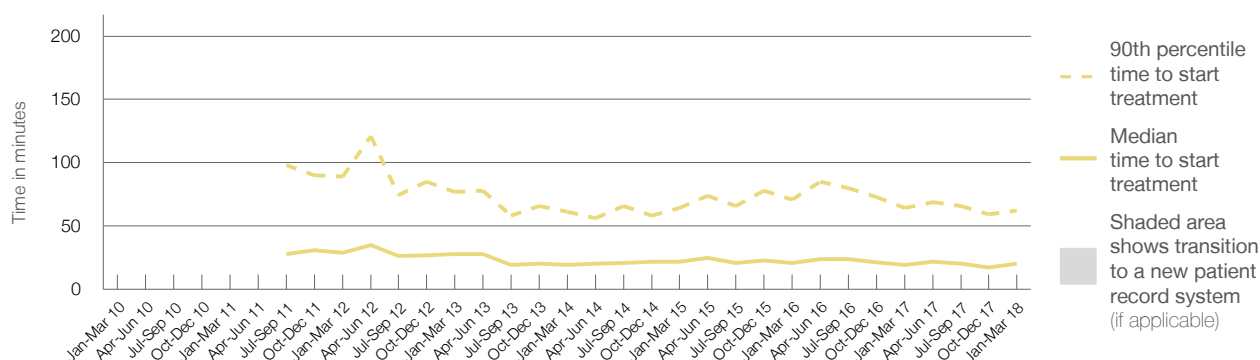
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
1,077	
1,022	
19 minutes	20 minutes
64 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)			29	28	19	22	21	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)			89	77	61	64	71	64	62

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## Casino & District Memorial Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 1,502

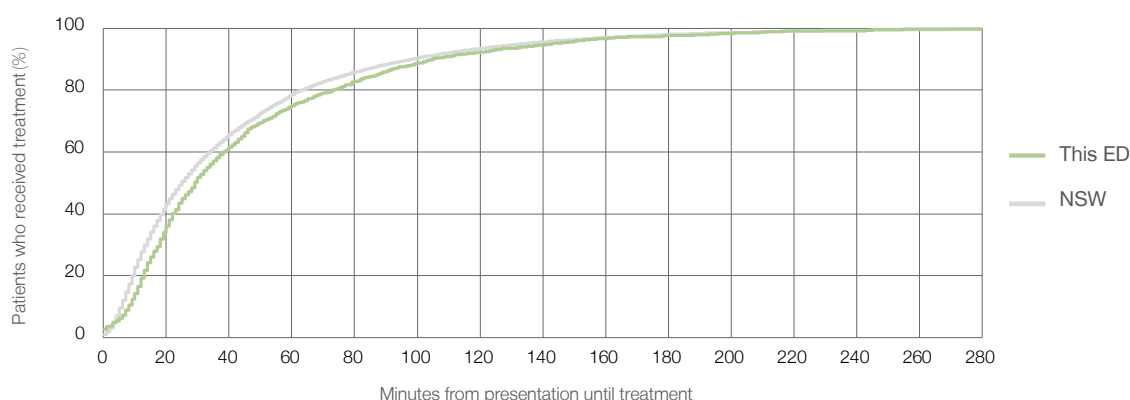
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 1,334

Median time to start treatment <sup>4</sup> 29 minutes

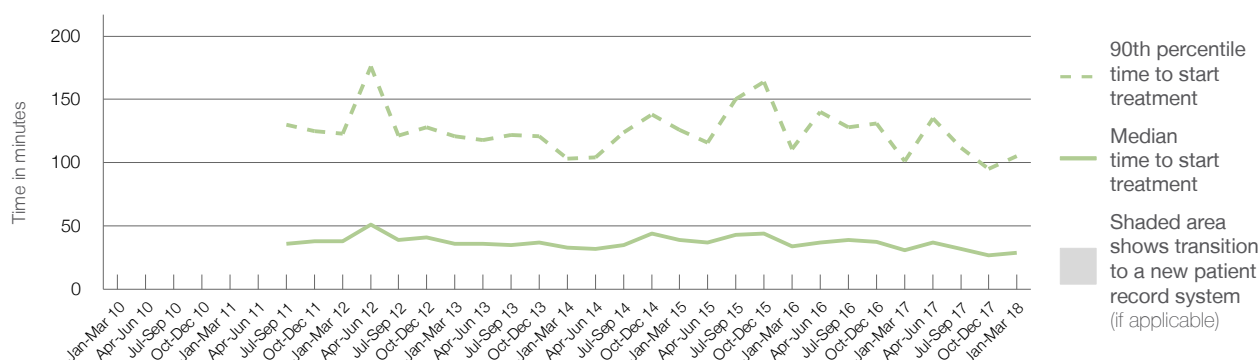
90th percentile time to start treatment <sup>5</sup> 105 minutes

Same period last year	NSW (this period)
1,551	
1,417	
31 minutes	25 minutes
101 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)			38	36	33	39	34	31	29
90th percentile time to start treatment <sup>5</sup> (minutes)			123	121	103	126	111	101	105

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## Casino & District Memorial Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 351

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 269

Median time to start treatment<sup>4</sup>

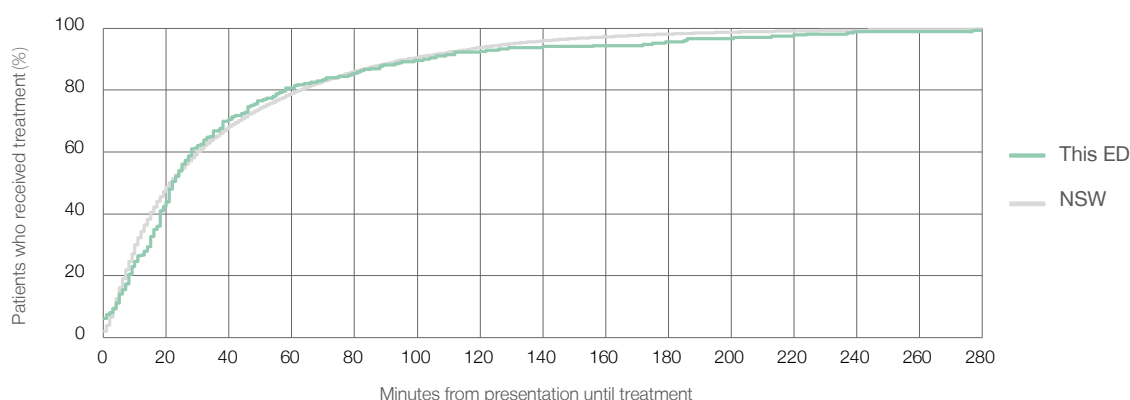
22 minutes

90th percentile time to start treatment<sup>5</sup>

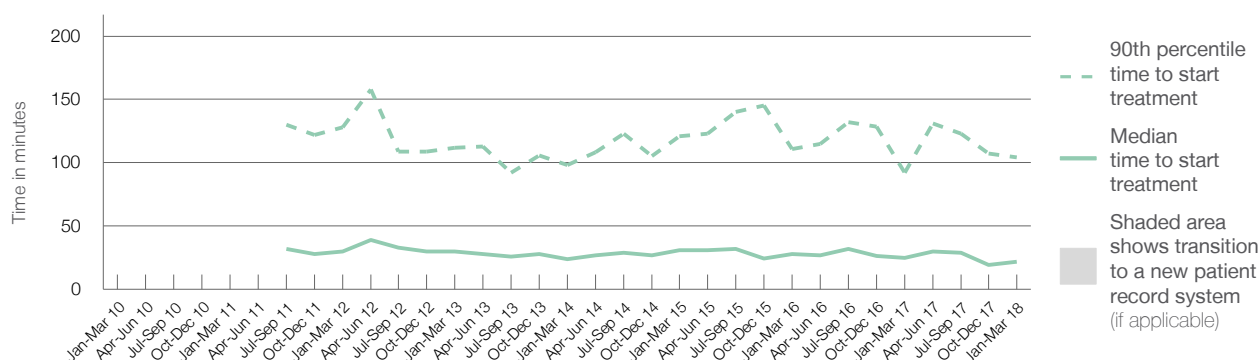
104 minutes

Same period last year	NSW (this period)
400	
324	
25 minutes	22 minutes
92 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)			30	30	24	31	28	25	22
90th percentile time to start treatment <sup>5</sup> (minutes)			128	112	98	121	111	92	104

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## Casino & District Memorial Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 3,399 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,397 patients

Median time spent in the ED<sup>8</sup>

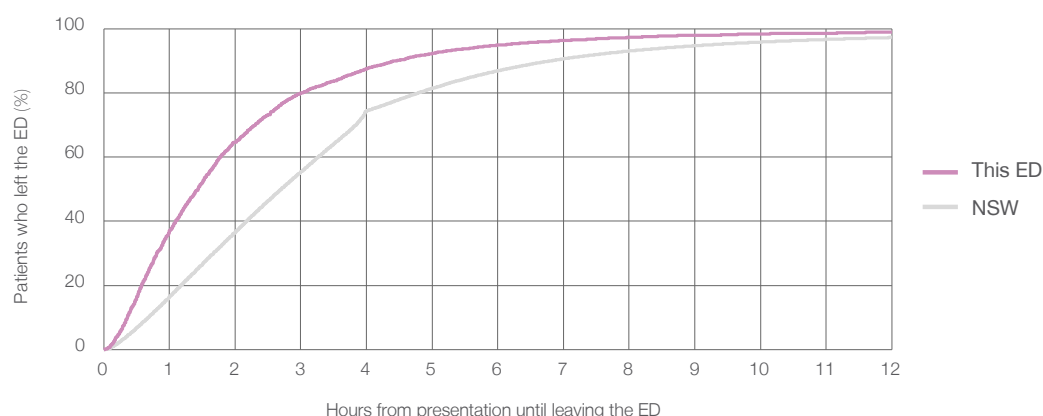
1 hours and 26 minutes

90th percentile time spent in the ED<sup>9</sup>

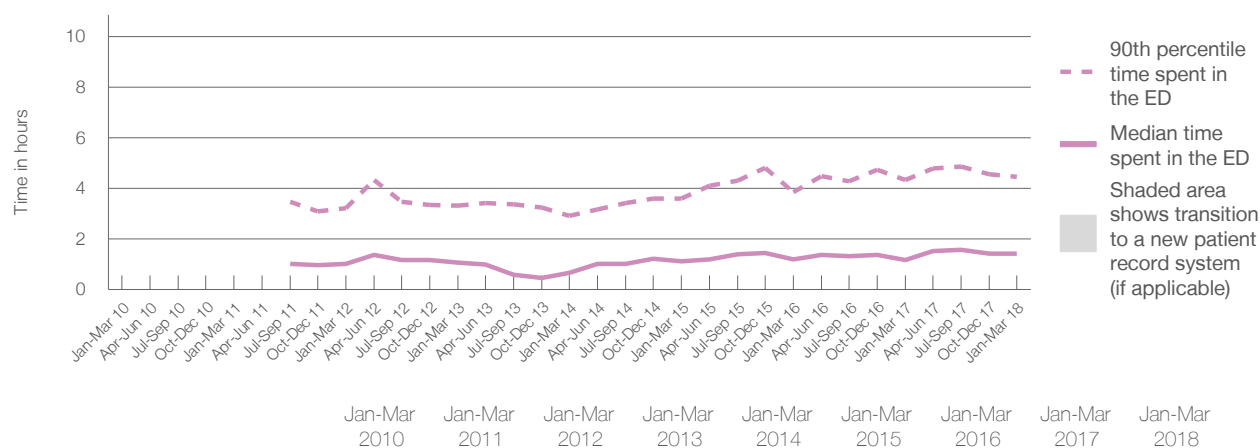
4 hours and 27 minutes

Same period last year	NSW (this period)
3,496	
3,493	
1 hours and 10 minutes	2 hours and 42 minutes
4 hours and 20 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)			1h 2m	1h 5m	0h 40m	1h 8m	1h 12m	1h 10m	1h 26m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)			3h 13m	3h 20m	2h 55m	3h 37m	3h 52m	4h 20m	4h 27m

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## Casino & District Memorial Hospital: Time patients spent in the ED

By mode of separation

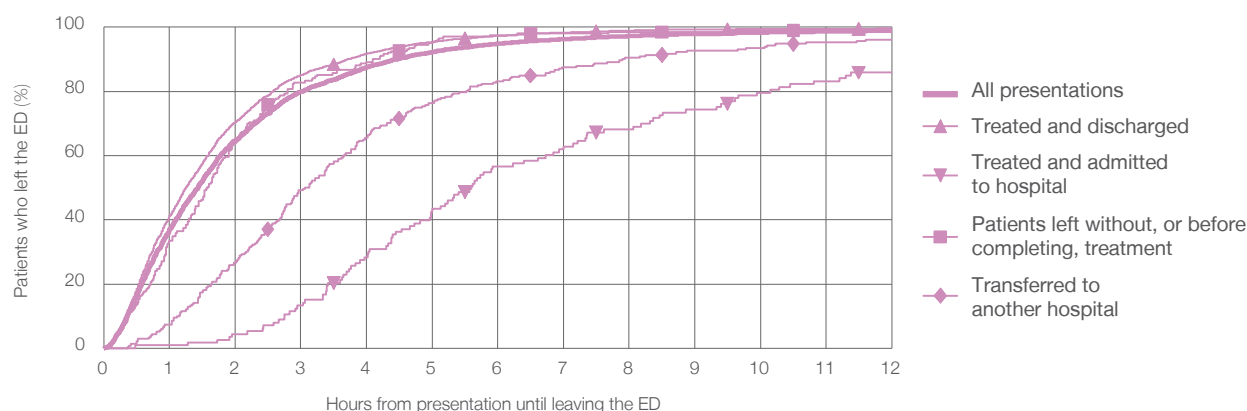
January to March 2018

All presentations:<sup>†</sup> 3,399 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 3,397 patients

		Same period last year	Change since one year ago
Treated and discharged	2,813 (82.8%)	3,002	-6.3%
Treated and admitted to hospital	113 (3.3%)	120	-5.8%
Patient left without, or before completing, treatment	203 (6.0%)	151	34.4%
Transferred to another hospital	232 (6.8%)	155	49.7%
Other	38 (1.1%)	68	-44.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡§</sup>



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

Treated and discharged	41.2%	70.4%	85.2%	91.8%	97.3%	98.9%	99.4%	99.7%
Treated and admitted to hospital	0.9%	4.4%	13.3%	28.3%	56.6%	68.1%	79.6%	85.8%
Patient left without, or before completing, treatment	33.5%	64.0%	82.8%	89.2%	97.5%	98.5%	99.0%	99.0%
Transferred to another hospital	7.3%	26.7%	49.1%	65.5%	83.2%	90.5%	93.5%	96.1%
All presentations	37.0%	64.6%	80.0%	87.5%	94.8%	97.2%	98.3%	98.9%

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## Casino & District Memorial Hospital: Time spent in the ED

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

#### January to March 2018

All presentations at the emergency department: <sup>1</sup> 3,399 patients

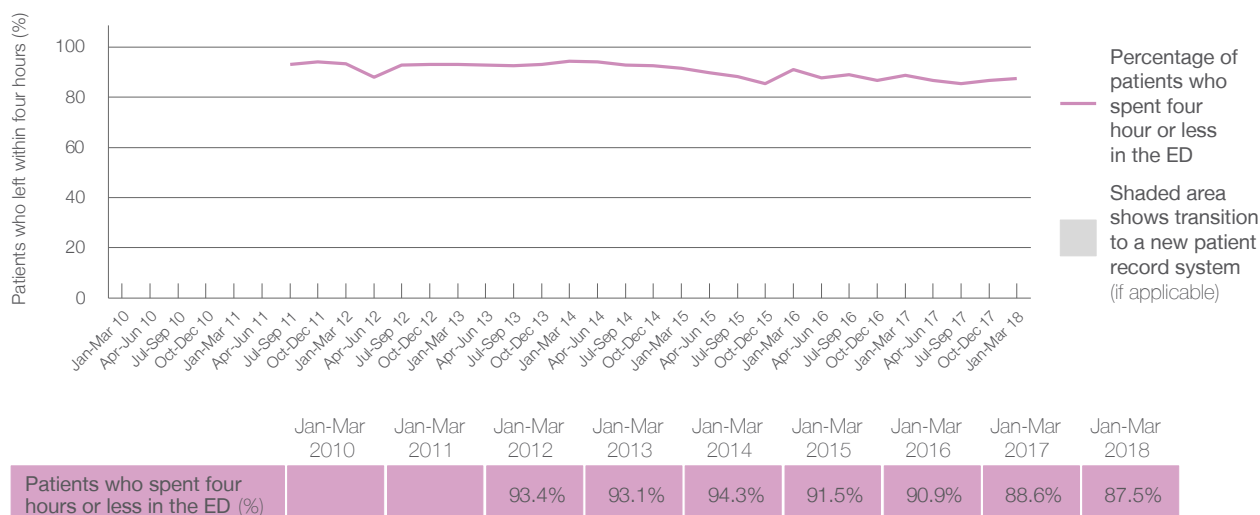
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,397 patients

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



Same period last year	Change since one year ago
3,496	-3%
3,493	-3%
88.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡§</sup>



- \* 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*.
  - 1. All emergency and non-emergency presentations at the emergency department (ED).
  - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  - 4. 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.
  - 5. 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.
  - 6. All presentations that have a departure time.
  - 7. 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*.
  - 8. 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.
  - 9. 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 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).