

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

January to March 2018

All presentations:<sup>1</sup> 10,297 patients

Emergency presentations:<sup>2</sup> 9,990 patients

Same period last year	Change since one year ago
9,682	6%
9,182	9%

## Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 888 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,887 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,894 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,283 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
680	
5 minutes	8 minutes
12 minutes	23 minutes
3,843	
15 minutes	20 minutes
47 minutes	65 minutes
3,728	
21 minutes	25 minutes
75 minutes	98 minutes
884	
19 minutes	22 minutes
79 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,295 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,682	6%
70%	

\* 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.

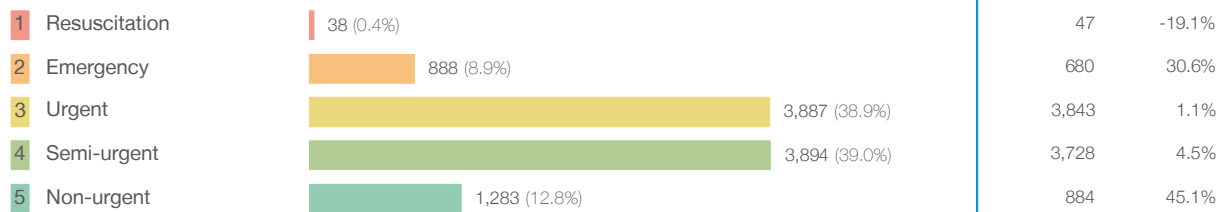
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

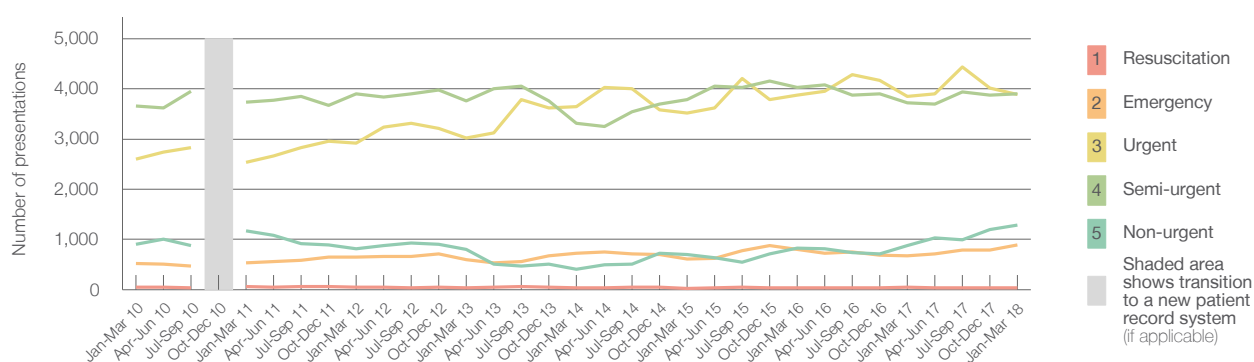
January to March 2018

All presentations:<sup>1</sup> 10,297 patients

Emergency presentations<sup>2</sup> by triage category: 9,990 patients



Emergency presentations<sup>2</sup> 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
Resuscitation	43	67	50	40	33	23	37	47	38
Emergency	518	539	651	592	724	612	799	680	888
Urgent	2,601	2,540	2,915	3,015	3,645	3,516	3,870	3,843	3,887
Semi-urgent	3,658	3,731	3,895	3,764	3,313	3,788	4,025	3,728	3,894
Non-urgent	908	1,172	820	799	411	703	823	884	1,283
All emergency presentations	7,728	8,049	8,331	8,210	8,126	8,642	9,554	9,182	9,990

## Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,255 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

January to March 2018

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

Number of triage 2 patients: 888

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 886

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

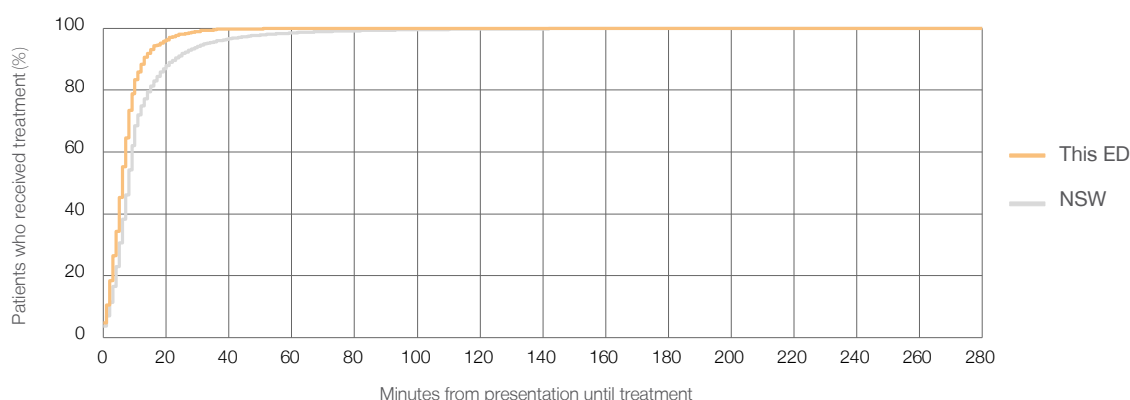
6 minutes

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

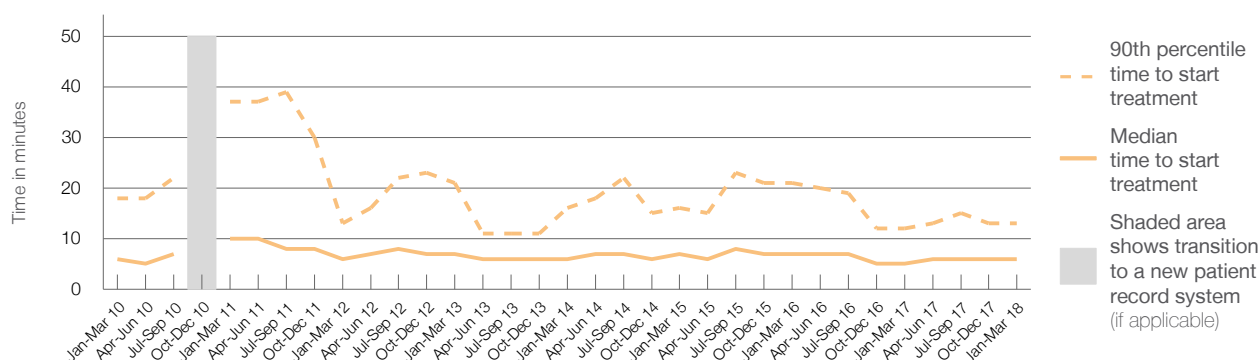
13 minutes

Same period last year	NSW (this period)
680	
679	
5 minutes	8 minutes
12 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)	6	10	6	7	6	7	7	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	18	37	13	21	16	16	21	12	13

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## Wagga Wagga Rural Referral 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: 3,887

Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 3,831

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

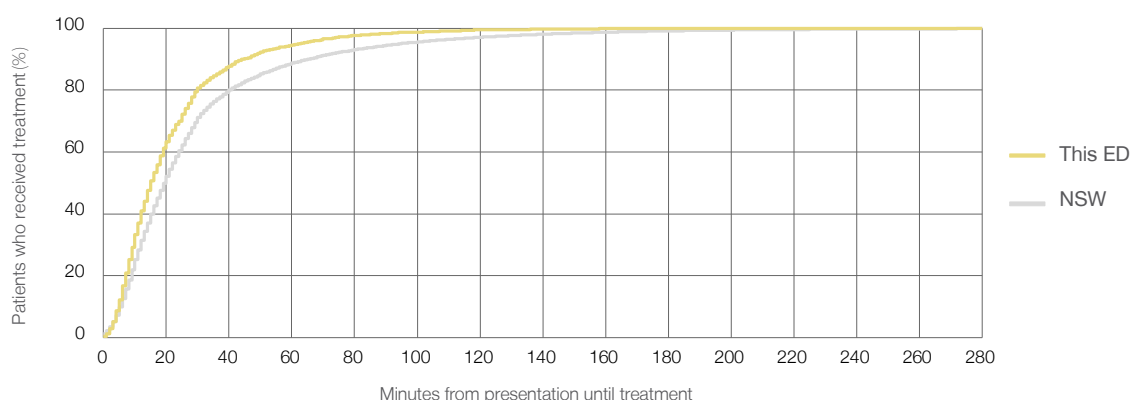
15 minutes

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

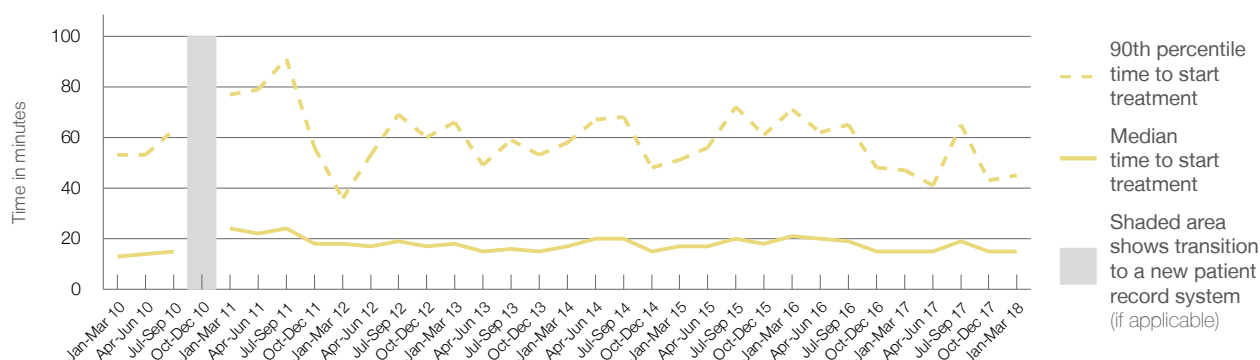
45 minutes

Same period last year	NSW (this period)
3,843	
3,802	
15 minutes	20 minutes
47 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)	13	24	18	18	17	17	21	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)	53	77	36	66	58	51	71	47	45

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## Wagga Wagga Rural Referral 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: 3,894

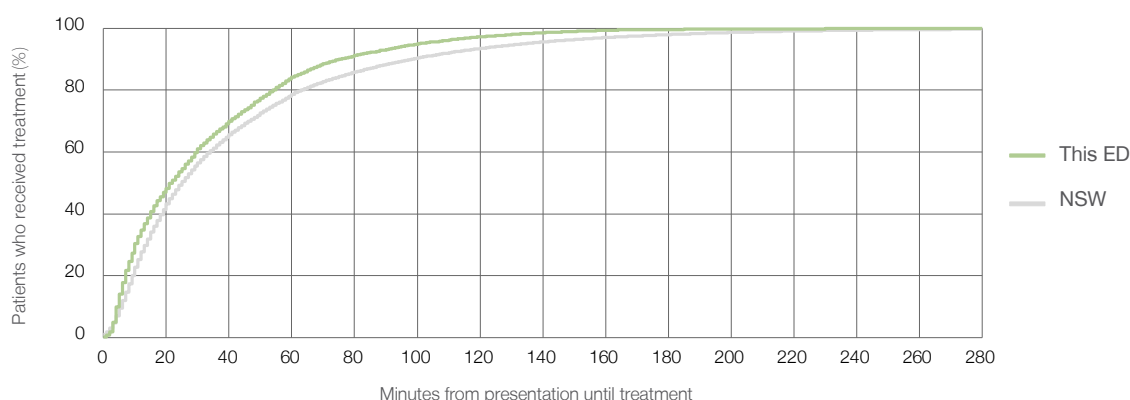
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,743

Median time to start treatment<sup>4</sup> 22 minutes

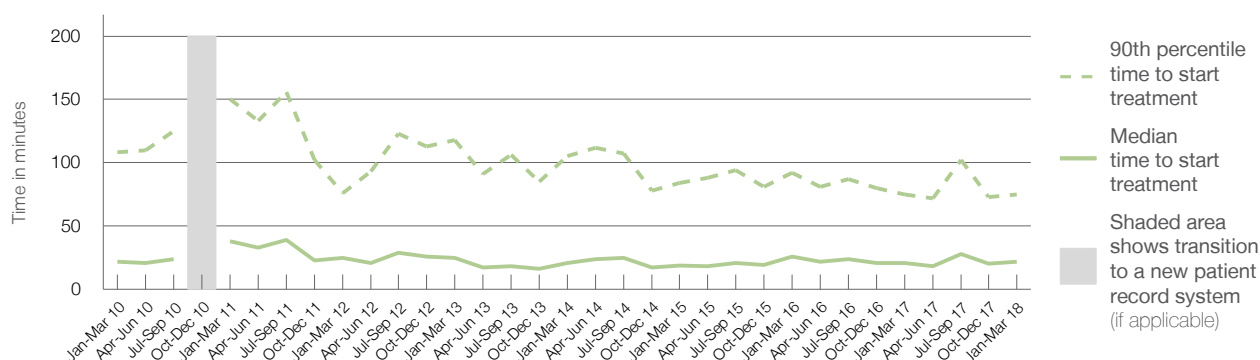
90th percentile time to start treatment<sup>5</sup> 75 minutes

Same period last year	NSW (this period)
3,728	
3,624	
21 minutes	25 minutes
75 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)	22	38	25	25	21	19	26	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	108	150	76	118	105	84	92	75	75

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## Wagga Wagga Rural Referral 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: 1,283

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,195

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

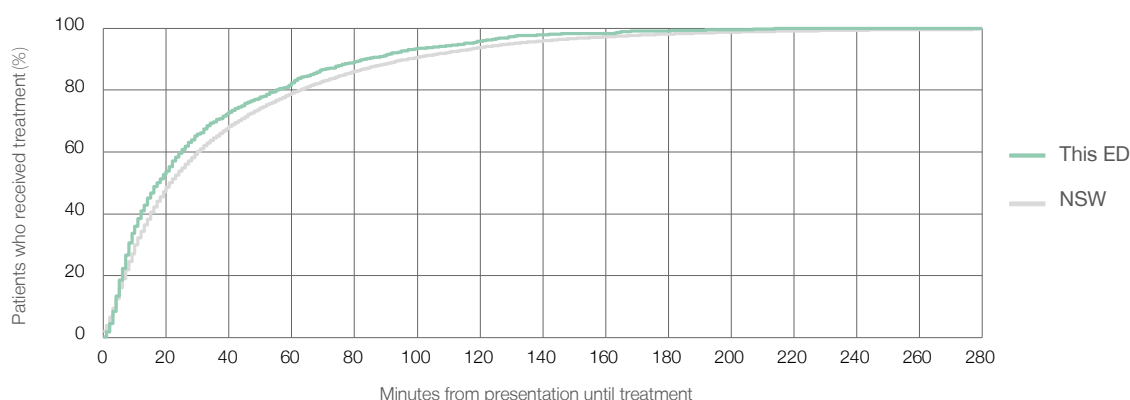
17 minutes

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

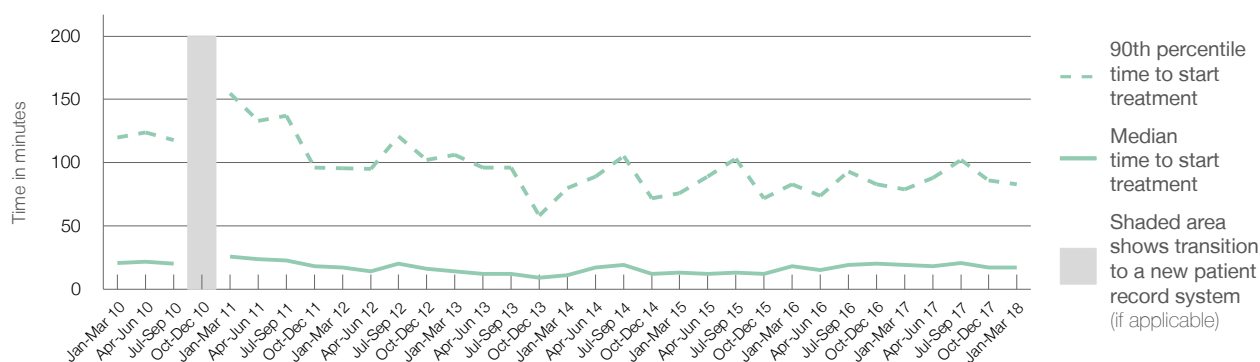
83 minutes

Same period last year	NSW (this period)
884	
828	
19 minutes	22 minutes
79 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)	21	26	17	14	11	13	18	19	17
90th percentile time to start treatment <sup>5</sup> (minutes)	120	155	96	106	80	76	83	79	83

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

January to March 2018

All presentations:<sup>1</sup> 10,297 patients

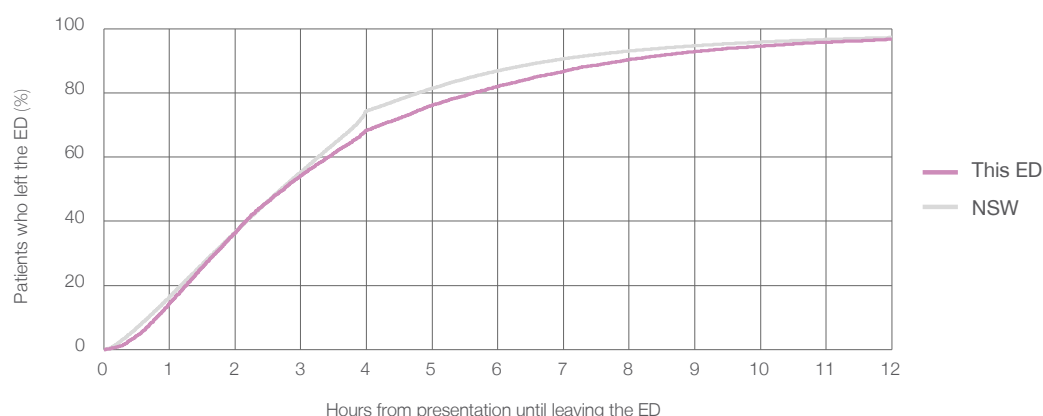
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,295 patients

Median time spent in the ED<sup>8</sup> 2 hours and 45 minutes

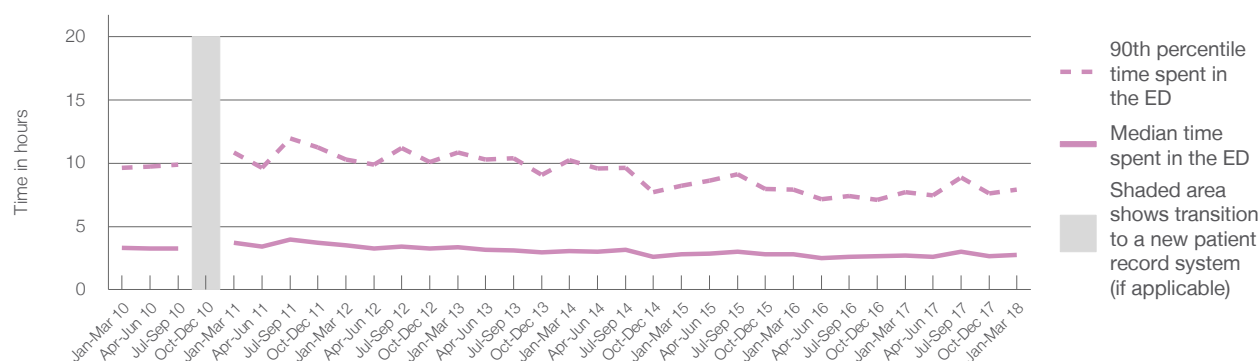
90th percentile time spent in the ED<sup>9</sup> 7 hours and 54 minutes

Same period last year	NSW (this period)
9,682	
9,682	
2 hours and 41 minutes	2 hours and 42 minutes
7 hours and 42 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)	3h 18m	3h 42m	3h 32m	3h 22m	3h 2m	2h 47m	2h 48m	2h 41m	2h 45m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 37m	10h 52m	10h 16m	10h 50m	10h 14m	8h 13m	7h 56m	7h 42m	7h 54m

(†) 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

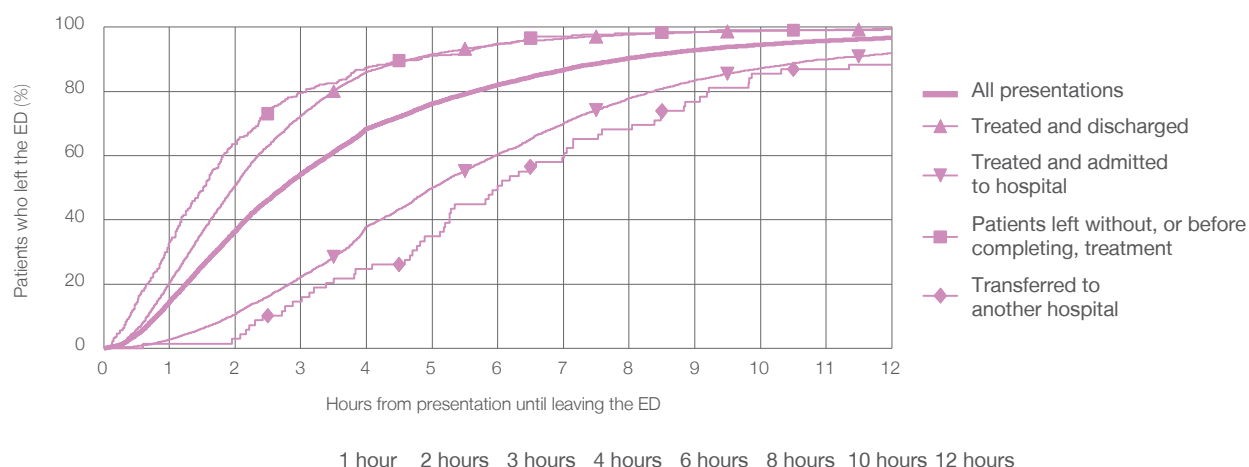
January to March 2018

All presentations:<sup>†</sup> 10,297 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,295 patients

		Same period last year	Change since one year ago
Treated and discharged	6,136 (59.6%)	9,682	6%
Treated and admitted to hospital	3,710 (36.0%)	5,761	6.5%
Patient left without, or before completing, treatment	357 (3.5%)	3,576	3.7%
Transferred to another hospital	69 (0.7%)	272	31.3%
Other	25 (0.2%)	58	19.0%
		15	66.7%

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



Treated and discharged	20.6%	50.8%	72.4%	86.1%	94.7%	97.8%	98.8%	99.5%
Treated and admitted to hospital	2.9%	10.6%	22.2%	37.8%	60.5%	78.0%	87.2%	91.9%
Patient left without, or before completing, treatment	33.1%	63.6%	79.6%	87.4%	95.0%	98.0%	99.2%	99.4%
Transferred to another hospital	1.4%	2.9%	14.5%	24.6%	50.7%	68.1%	85.5%	88.4%
All presentations	14.6%	36.5%	54.2%	68.3%	82.1%	90.4%	94.6%	96.7%

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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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 10,297 patients

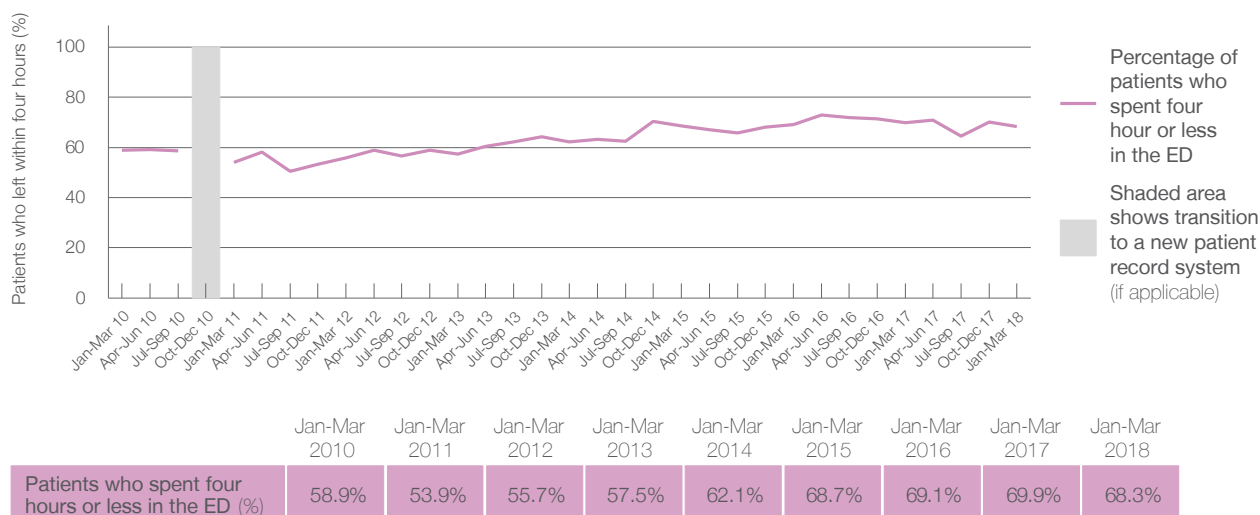
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,295 patients

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



Same period last year	Change since one year ago
9,682	6%
9,682	6%
69.9%	

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*.
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).