

Healthcare Quarterly

Performance Profiles

Emergency Department

Hunter New England Local Health District

January to March 2018

Armida Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,883 patients

Emergency presentations:² 3,780 patients

Same period last year	Change since one year ago
4,163	-7%
4,014	-6%

Armida Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 227 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 943 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,254 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
261	
8 minutes	8 minutes
30 minutes	23 minutes
1,071	
27 minutes	20 minutes
80 minutes	65 minutes
2,346	
37 minutes	25 minutes
145 minutes	98 minutes
327	
24 minutes	22 minutes
77 minutes	97 minutes

Armida Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,883 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
4,163	-7%
78%	

* 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.

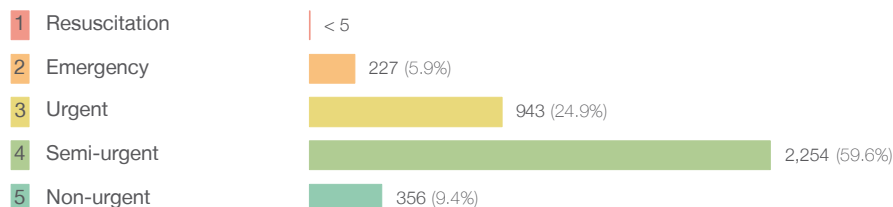
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Armidaire Hospital: Patients presenting to the emergency department

January to March 2018

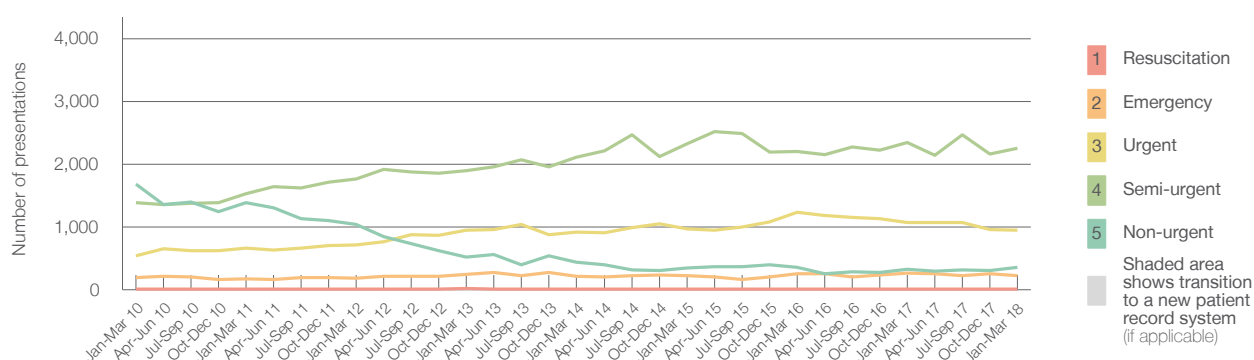
All presentations:¹ 3,883 patients

Emergency presentations² by triage category: 3,780 patients



Same period last year	Change since one year ago
4,163	-7%
4,014	-6%
9	*
261	-14.6%
1,071	-12.0%
2,346	-3.9%
327	8.9%

Emergency presentations² by quarter, January 2010 to March 2018 [†]



	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	5	5	< 5	17	5	7	7	9	< 5
Emergency	191	171	189	241	208	223	255	261	227
Urgent	538	658	712	946	914	972	1,232	1,071	943
Semi-urgent	1,390	1,533	1,762	1,899	2,106	2,321	2,201	2,346	2,254
Non-urgent	1,684	1,382	1,035	523	440	348	354	327	356
All emergency presentations	3,808	3,749	3,698	3,626	3,673	3,871	4,049	4,014	3,780

Armidaire Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 285 patients ^{**}

ED Transfer of care time



Same period last year	Change since one year ago
547	
4 minutes	-1 minute
34 minutes	1 minute

(†) 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidaire 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: 227

Number of triage 2 patients used to calculate waiting time: ³ 219

Median time to start treatment ⁴

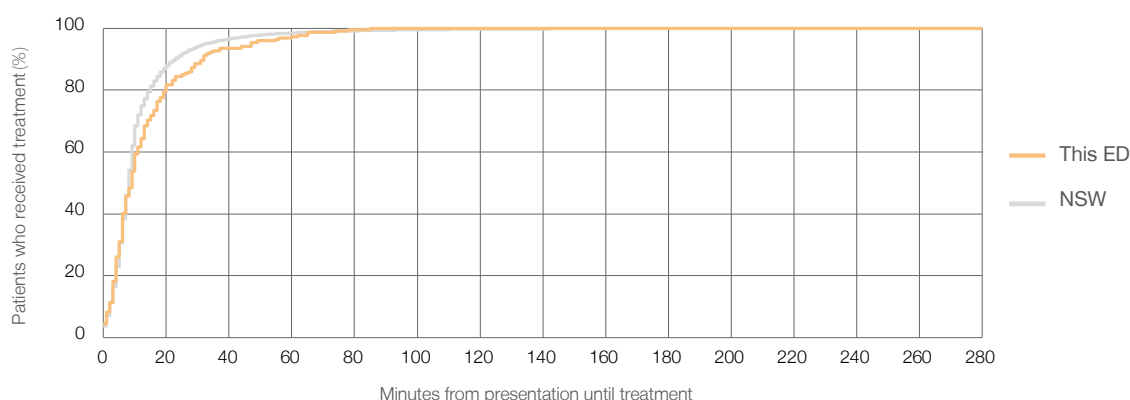
9 minutes

90th percentile time to start treatment ⁵

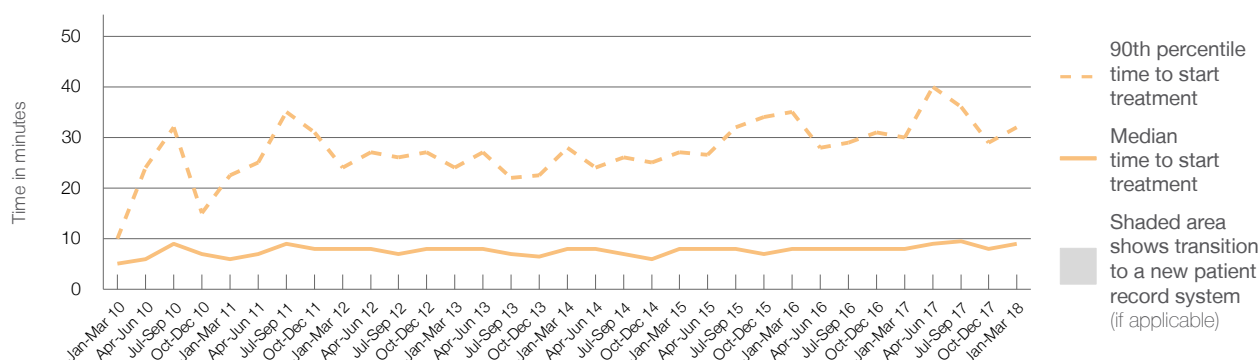
32 minutes

Same period last year	NSW (this period)
261	
257	
8 minutes	8 minutes
30 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 ^{†‡}



	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 ⁴ (minutes)	5	6	8	8	8	8	8	8	9
90th percentile time to start treatment ⁵ (minutes)	10	23	24	24	28	27	35	30	32

(†) 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.

Armidaire 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: 943

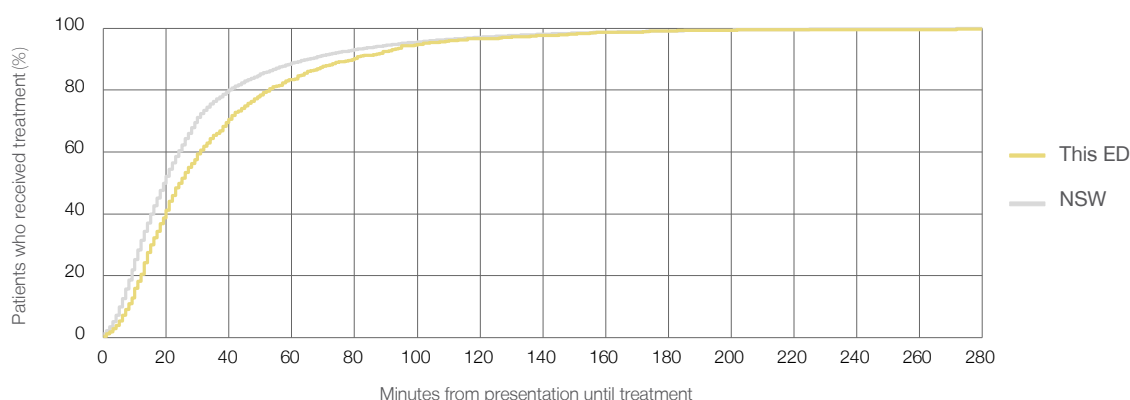
Number of triage 3 patients used to calculate waiting time:³ 905

Median time to start treatment⁴ 25 minutes

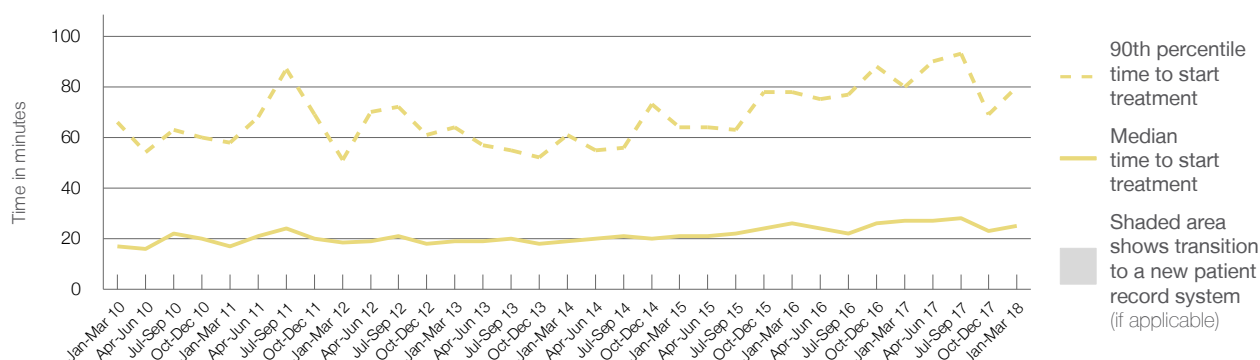
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,071	
1,035	
27 minutes	20 minutes
80 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^{†‡}



	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 ⁴ (minutes)	17	17	19	19	19	21	26	27	25
90th percentile time to start treatment ⁵ (minutes)	66	58	51	64	61	64	78	80	80

(†) 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.

Armidaire 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: 2,254

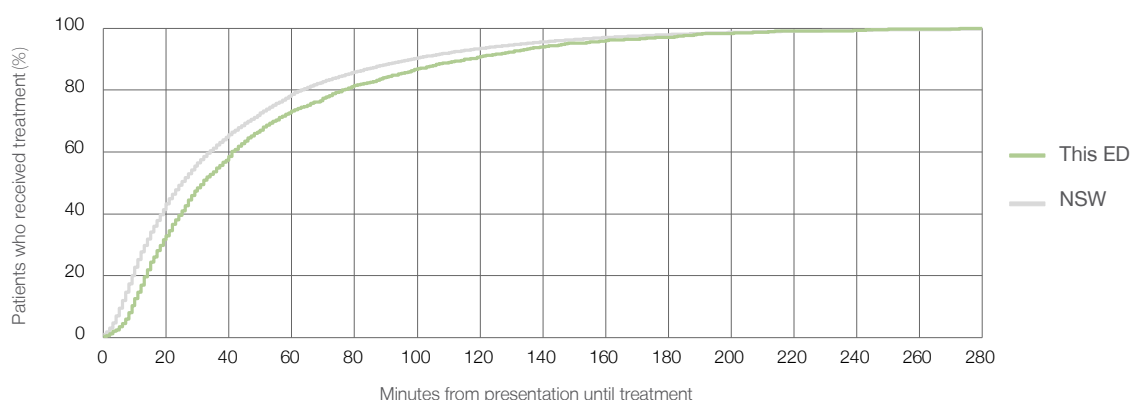
Number of triage 4 patients used to calculate waiting time: ³ 2,082

Median time to start treatment ⁴ 32 minutes

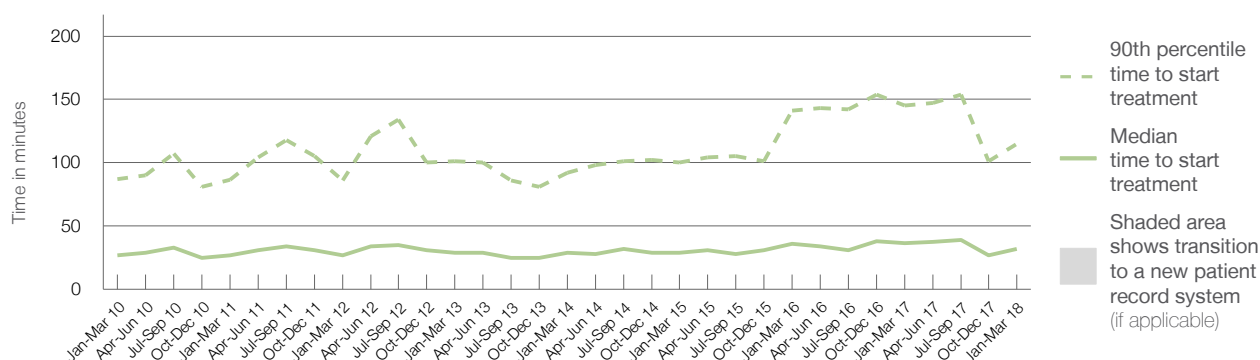
90th percentile time to start treatment ⁵ 115 minutes

Same period last year	NSW (this period)
2,346	
2,094	
37 minutes	25 minutes
145 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 ^{†‡}



	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 ⁴ (minutes)	27	27	27	29	29	29	36	37	32
90th percentile time to start treatment ⁵ (minutes)	87	87	86	101	92	100	141	145	115

(†) 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.

Armidaire 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: 356

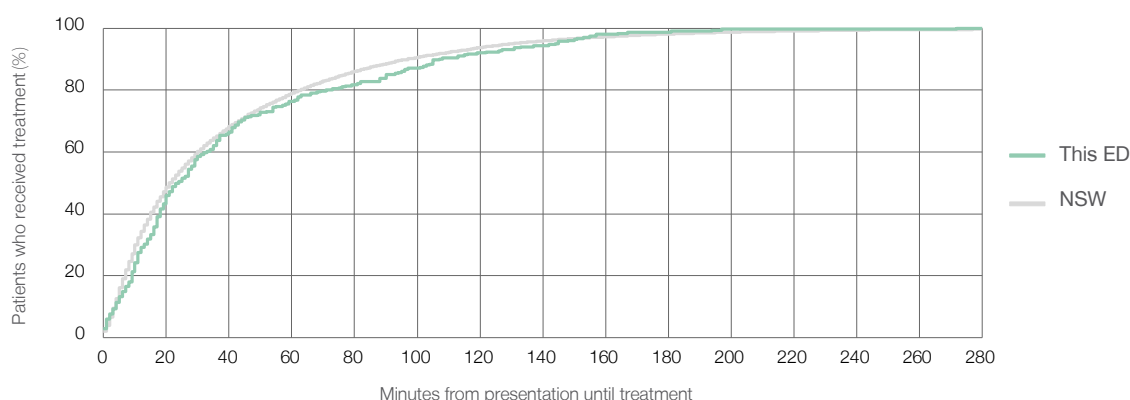
Number of triage 5 patients used to calculate waiting time:³ 301

Median time to start treatment⁴ 24 minutes

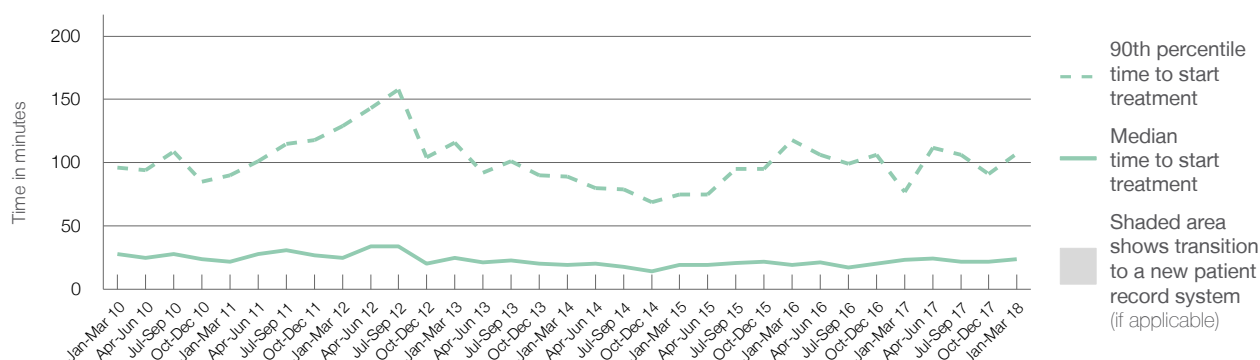
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
327	
248	
24 minutes	22 minutes
77 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^{†‡}



	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 ⁴ (minutes)	28	22	25	25	19	19	19	24	24
90th percentile time to start treatment ⁵ (minutes)	96	90	129	116	89	75	118	77	107

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

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Armidaire Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,883 patients

Presentations used to calculate time to leaving the ED:⁶ 3,883 patients

Median time spent in the ED⁸

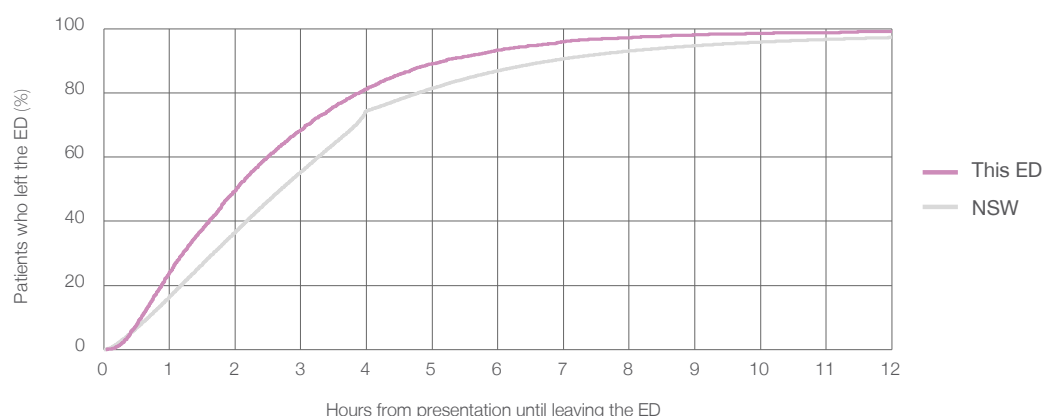
2 hours and 1 minutes

90th percentile time spent in the ED⁹

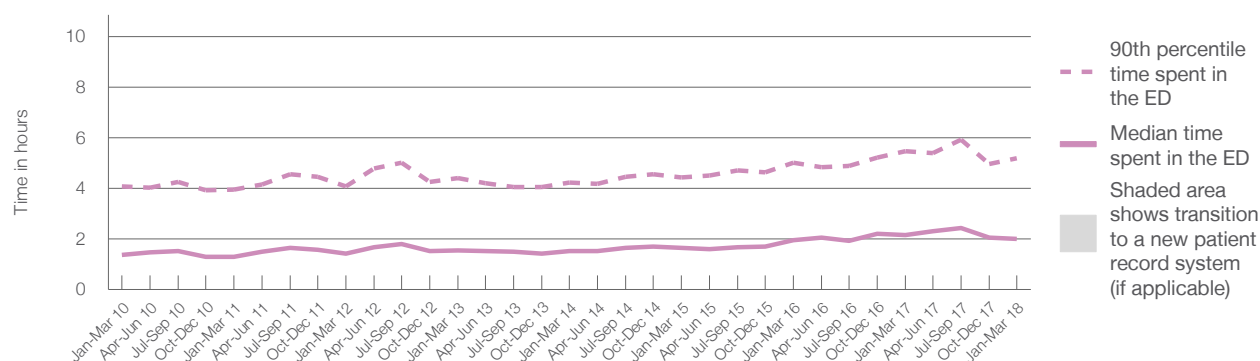
5 hours and 12 minutes

Same period last year	NSW (this period)
4,163	
4,163	
2 hours and 10 minutes	2 hours and 42 minutes
5 hours and 28 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^{†‡}



	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 ⁸ (hours, minutes)	1h 23m	1h 18m	1h 25m	1h 33m	1h 31m	1h 39m	1h 58m	2h 10m	2h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 5m	3h 58m	4h 5m	4h 25m	4h 14m	4h 26m	5h 1m	5h 28m	5h 12m

(†) 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.

Armidaire Hospital: Time patients spent in the ED

By mode of separation

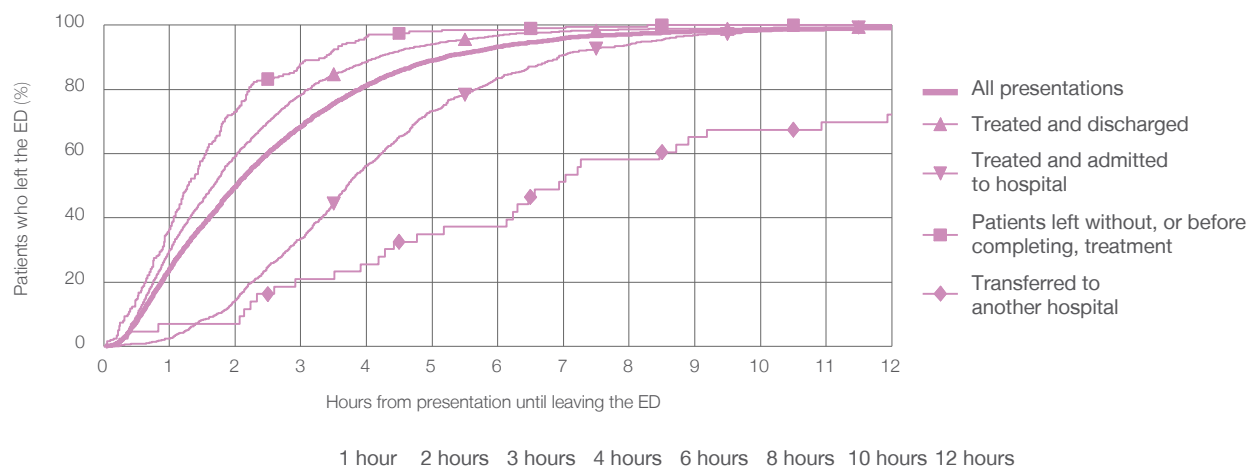
January to March 2018

All presentations:[†] 3,883 patients

Presentations used to calculate time to leaving the ED:[‡] 3,883 patients

		Same period last year	Change since one year ago
Treated and discharged	2,784 (71.7%)	4,163	-7%
Treated and admitted to hospital	836 (21.5%)	2,850	-2.3%
Patient left without, or before completing, treatment	203 (5.2%)	922	-9.3%
Transferred to another hospital	43 (1.1%)	307	-33.9%
Other	17 (0.4%)	58	-25.9%
		26	-34.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.9%	59.3%	78.3%	88.5%	96.8%	98.6%	99.1%	99.5%
Treated and admitted to hospital	2.3%	14.4%	33.5%	56.2%	83.5%	93.9%	98.1%	99.3%
Patient left without, or before completing, treatment	36.5%	72.9%	88.2%	96.6%	98.5%	99.5%	100%	100%
Transferred to another hospital	7.0%	7.0%	20.9%	25.6%	37.2%	58.1%	67.4%	72.1%
All presentations	24.1%	49.7%	68.5%	81.2%	93.3%	97.1%	98.5%	99.2%

(†) 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.

Armidale 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: ¹ 3,883 patients

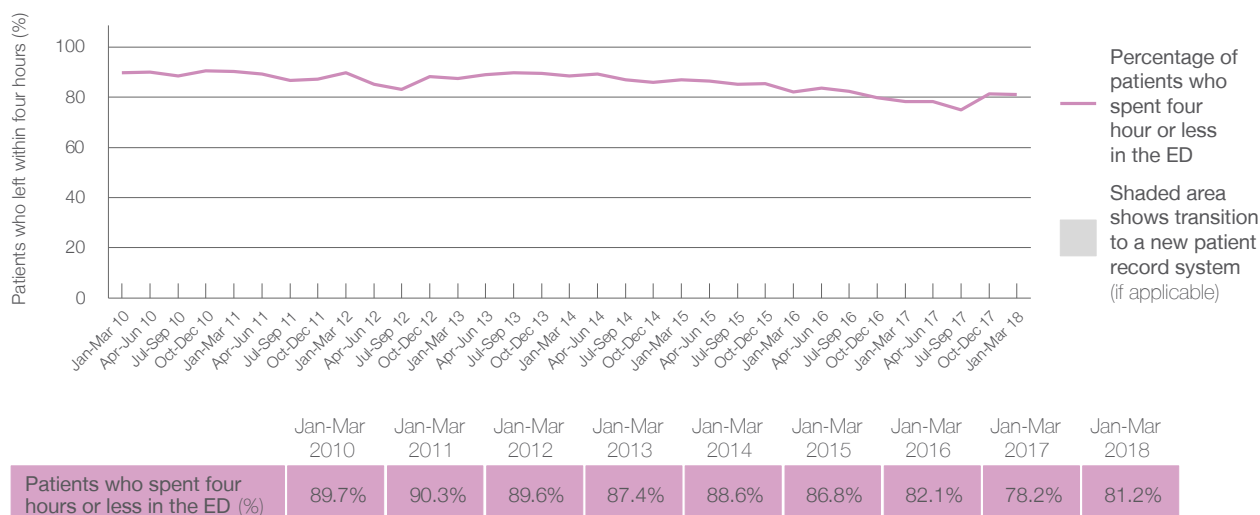
Presentations used to calculate time to leaving the ED: ⁶ 3,883 patients

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



Same period last year	Change since one year ago
4,163	-7%
4,163	-7%
78.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).

Belmont Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,429 patients

Emergency presentations:² 6,405 patients

Same period last year	Change since one year ago
6,263	3%
6,236	3%

Belmont Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 553 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,331 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,133 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,376 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
519	
8 minutes	8 minutes
15 minutes	23 minutes
1,193	
16 minutes	20 minutes
37 minutes	65 minutes
3,287	
23 minutes	25 minutes
83 minutes	98 minutes
1,222	
23 minutes	22 minutes
107 minutes	97 minutes

Belmont Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,429 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
6,263	3%
78%	

* 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.

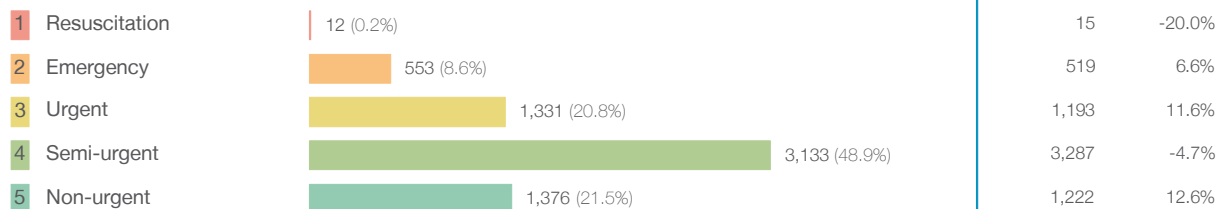
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Belmont Hospital: Patients presenting to the emergency department

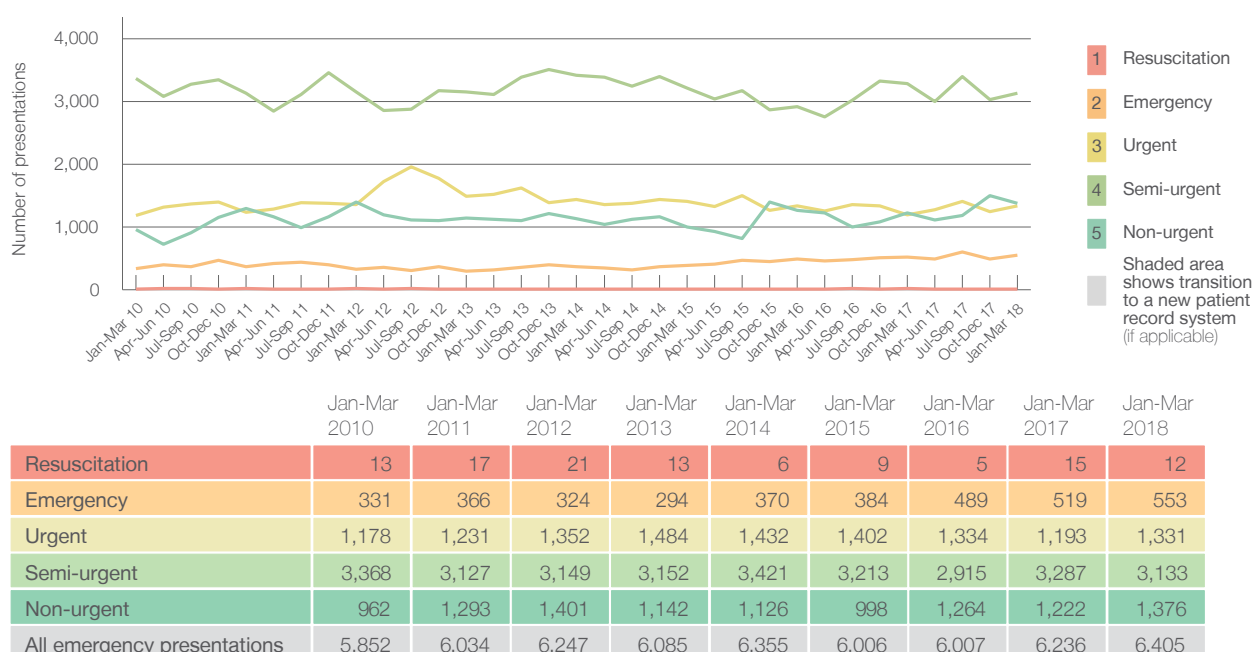
January to March 2018

All presentations:¹ 6,429 patients

Emergency presentations² by triage category: 6,405 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]

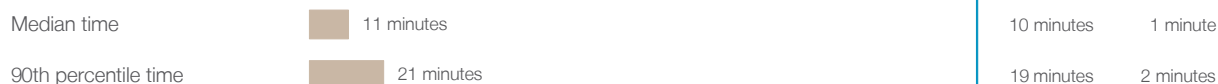


Belmont Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,303 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.

Belmont 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: 553

Number of triage 2 patients used to calculate waiting time:³ 550

Median time to start treatment⁴

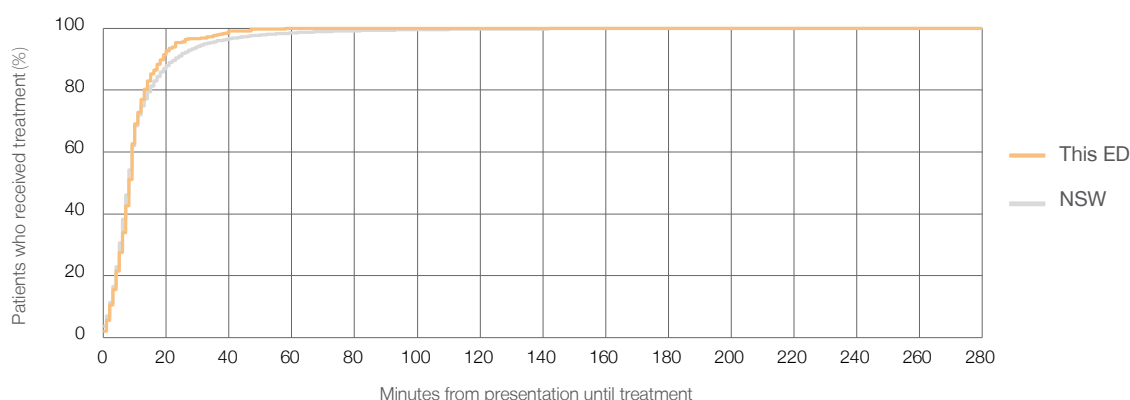
8 minutes

90th percentile time to start treatment⁵

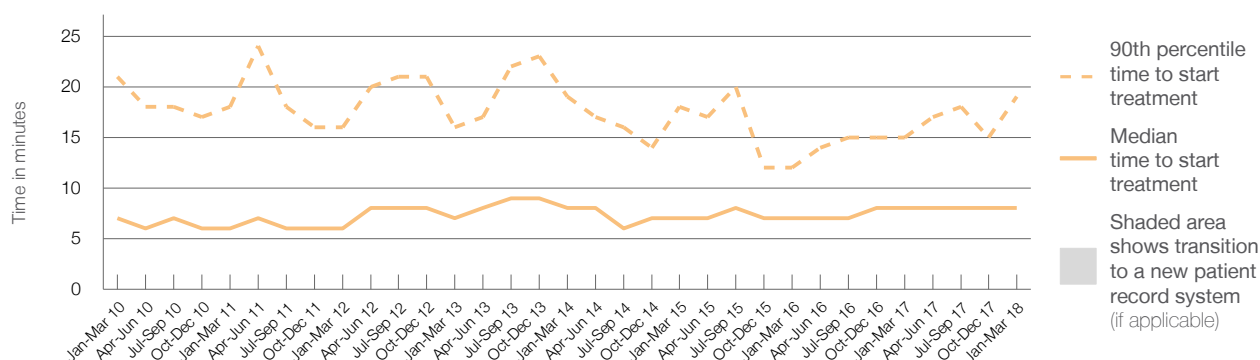
19 minutes

Same period last year	NSW (this period)
519	
509	
8 minutes	8 minutes
15 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^{†‡}



	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 ⁴ (minutes)	7	6	6	7	8	7	7	8	8
90th percentile time to start treatment ⁵ (minutes)	21	18	16	16	19	18	12	15	19

(†) 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.

Belmont 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: 1,331

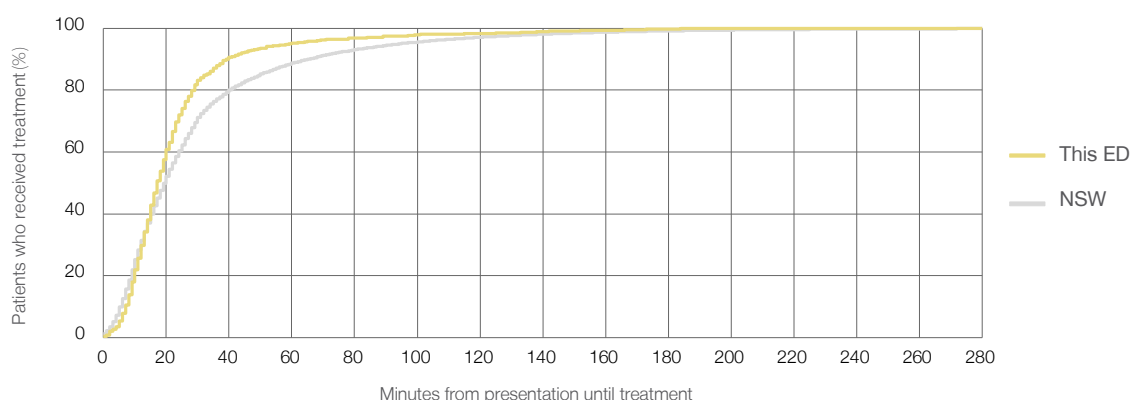
Number of triage 3 patients used to calculate waiting time:³ 1,281

Median time to start treatment⁴ 17 minutes

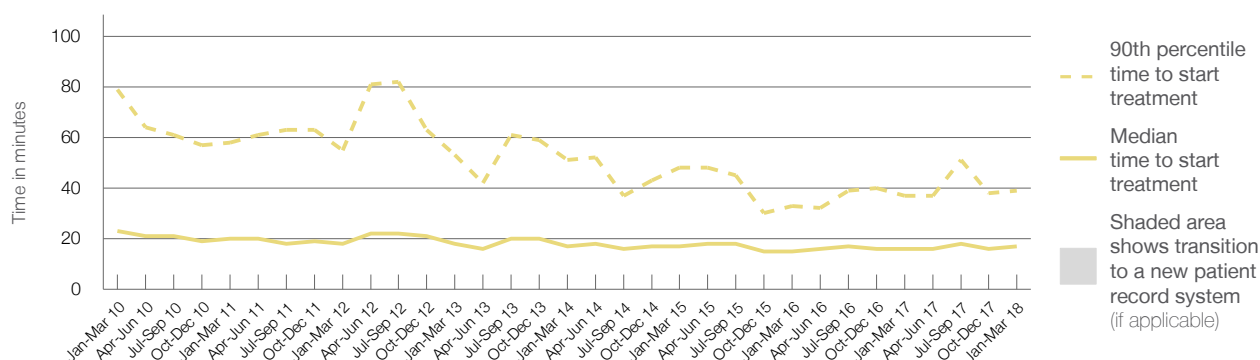
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
1,193	
1,148	
16 minutes	20 minutes
37 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^{†‡}



	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 ⁴ (minutes)	23	20	18	18	17	17	15	16	17
90th percentile time to start treatment ⁵ (minutes)	79	58	55	53	51	48	33	37	39

(†) 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.

Belmont 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: 3,133

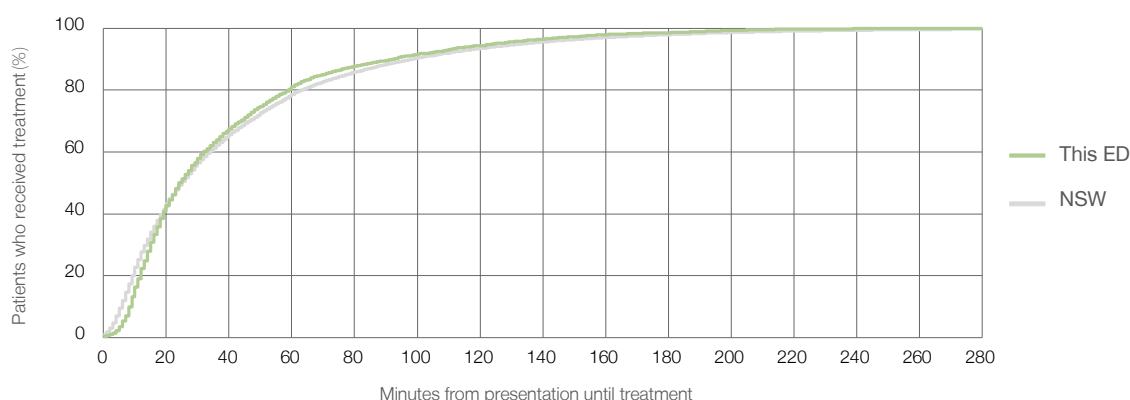
Number of triage 4 patients used to calculate waiting time: ³ 2,658

Median time to start treatment ⁴ 24 minutes

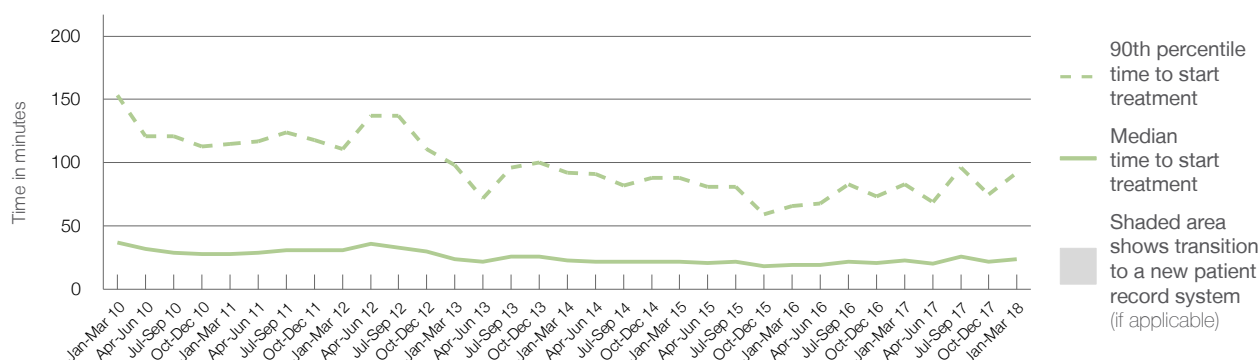
90th percentile time to start treatment ⁵ 92 minutes

Same period last year	NSW (this period)
3,287	
2,815	
23 minutes	25 minutes
83 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 ^{†‡}



	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 ⁴ (minutes)	37	28	31	24	23	22	19	23	24
90th percentile time to start treatment ⁵ (minutes)	153	115	111	98	92	88	66	83	92

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

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

Belmont 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: 1,376

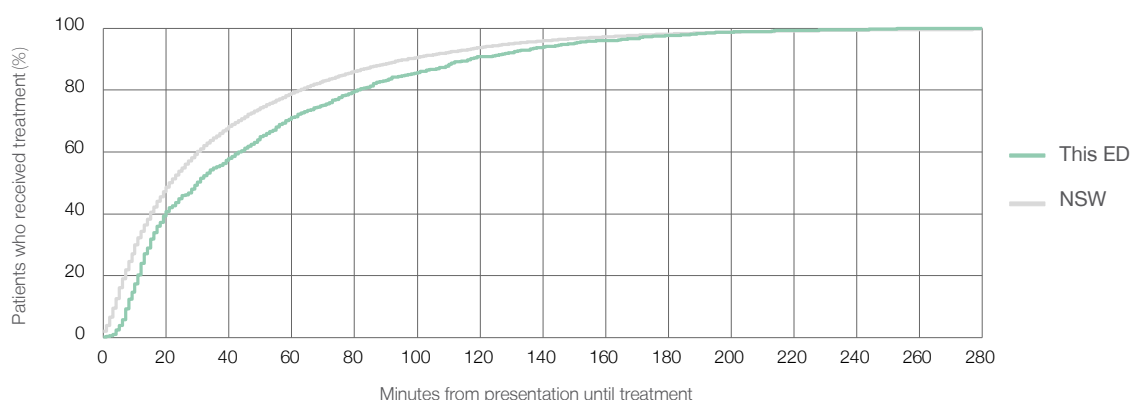
Number of triage 5 patients used to calculate waiting time:³ 962

Median time to start treatment⁴ 30 minutes

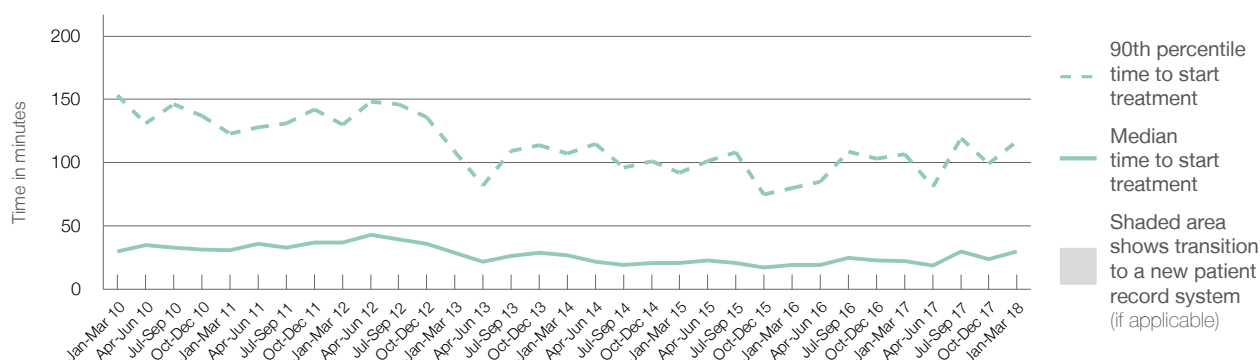
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,222	920
23 minutes	22 minutes
107 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^{†‡}



	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 ⁴ (minutes)	30	31	37	29	27	21	19	23	30
90th percentile time to start treatment ⁵ (minutes)	153	123	130	109	107	92	80	107	117

(†) 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.

Belmont Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,429 patients

Presentations used to calculate time to leaving the ED:⁶ 6,429 patients

Median time spent in the ED⁸

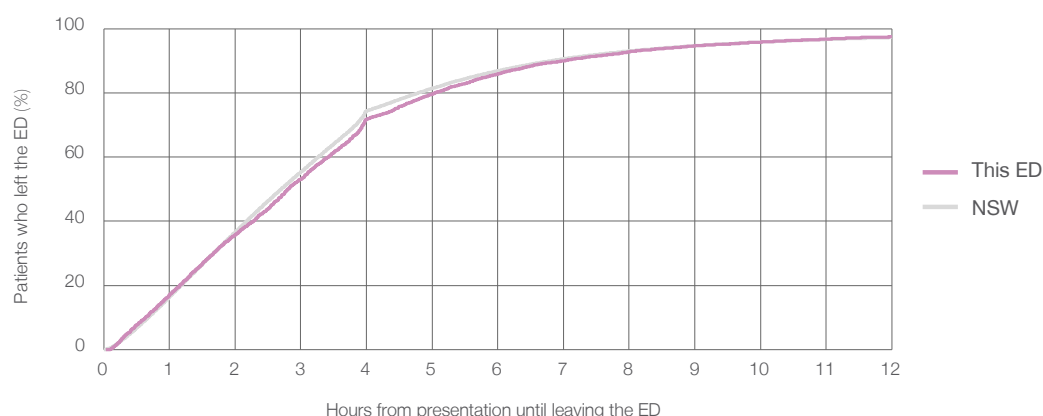
2 hours and 48 minutes

90th percentile time spent in the ED⁹

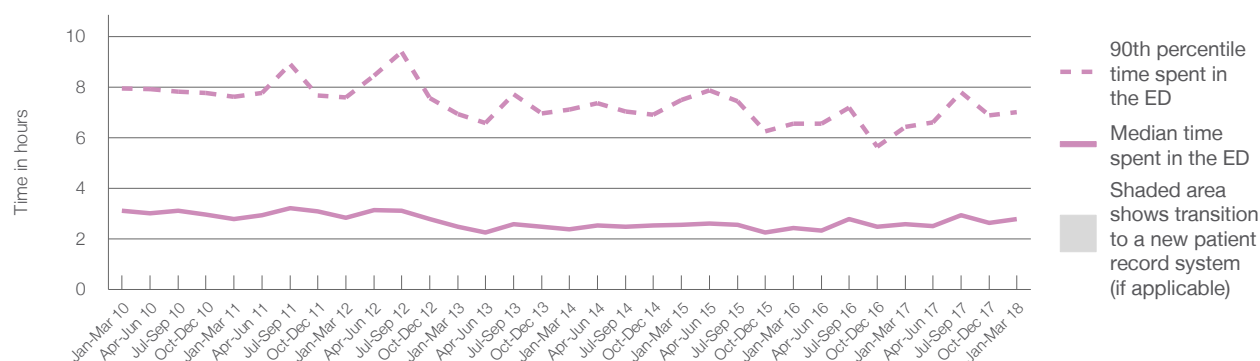
7 hours and 1 minutes

Same period last year	NSW (this period)
6,263	
6,263	
2 hours and 36 minutes	2 hours and 42 minutes
6 hours and 26 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^{†‡}



	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 ⁸ (hours, minutes)	3h 7m	2h 48m	2h 51m	2h 29m	2h 23m	2h 34m	2h 26m	2h 36m	2h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 57m	7h 37m	7h 36m	6h 56m	7h 7m	7h 29m	6h 33m	6h 26m	7h 1m

(†) 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.

Belmont Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

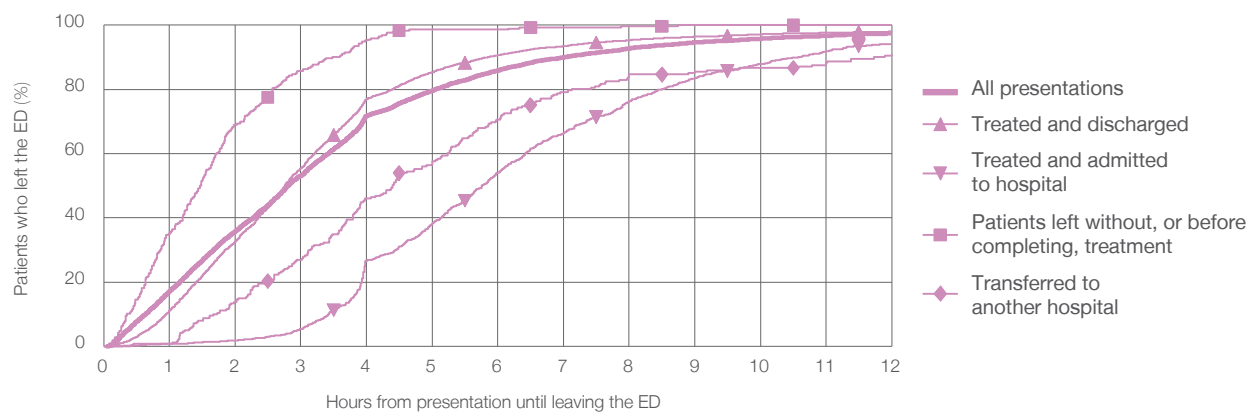
All presentations:[†] 6,429 patients

Presentations used to calculate time to leaving the ED:[‡] 6,429 patients

Treated and discharged	4,298 (66.9%)
Treated and admitted to hospital	915 (14.2%)
Patient left without, or before completing, treatment	294 (4.6%)
Transferred to another hospital	241 (3.7%)
Other	681 (10.6%)

Same period last year	Change since one year ago
6,263	3%
4,151	3.5%
944	-3.1%
300	-2.0%
276	-12.7%
592	15.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	11.1%	32.8%	55.4%	77.0%	90.7%	95.3%	97.1%	98.1%
Treated and admitted to hospital	0.8%	1.9%	5.4%	26.8%	54.1%	76.3%	87.9%	94.2%
Patient left without, or before completing, treatment	35.0%	69.0%	85.7%	95.2%	98.6%	99.7%	100%	100%
Transferred to another hospital	0.8%	13.7%	27.0%	46.1%	70.5%	84.6%	86.7%	90.9%
All presentations	17.1%	35.9%	53.1%	71.8%	86.0%	92.8%	95.8%	97.5%

(†) 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.

Belmont 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: ¹ 6,429 patients

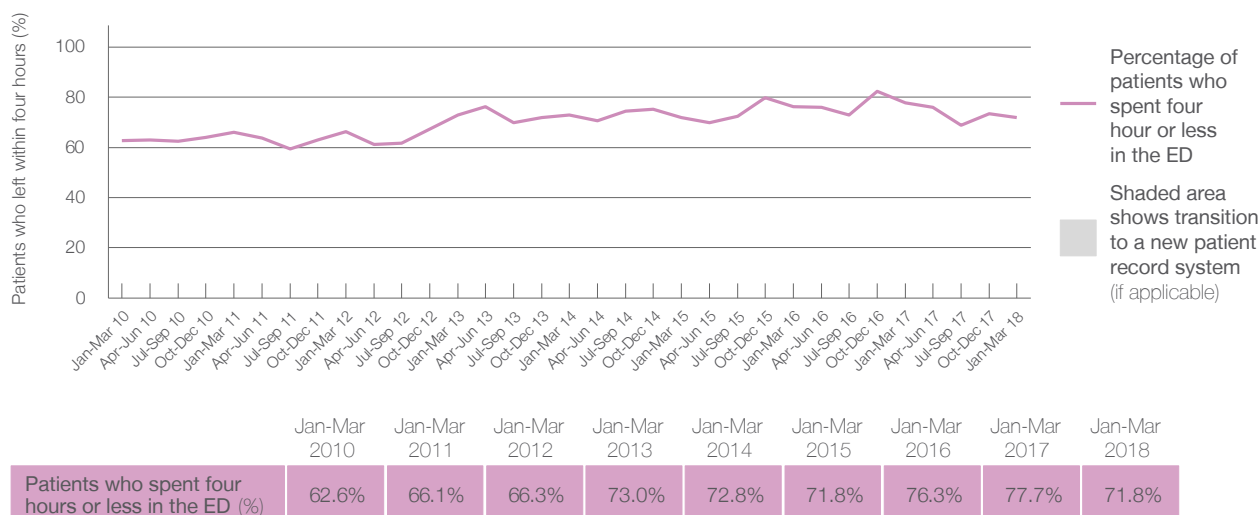
Presentations used to calculate time to leaving the ED: ⁶ 6,429 patients

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



Same period last year	Change since one year ago
6,263	3%
6,263	3%
77.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).

Calvary Mater Newcastle: Emergency department (ED) overview

January to March 2018

All presentations:¹ 9,307 patients

Emergency presentations:² 9,292 patients

Same period last year	Change since one year ago
9,399	-1%
9,398	-1%

Calvary Mater Newcastle: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,569 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,449 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,389 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 830 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
1,390	
7 minutes	8 minutes
18 minutes	23 minutes
2,345	
18 minutes	20 minutes
54 minutes	65 minutes
4,500	
26 minutes	25 minutes
98 minutes	98 minutes
1,123	
26 minutes	22 minutes
117 minutes	97 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 9,307 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
9,399	-1%
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.

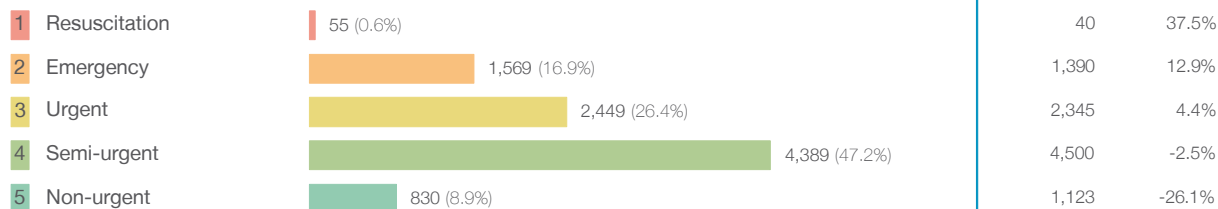
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Calvary Mater Newcastle: Patients presenting to the emergency department

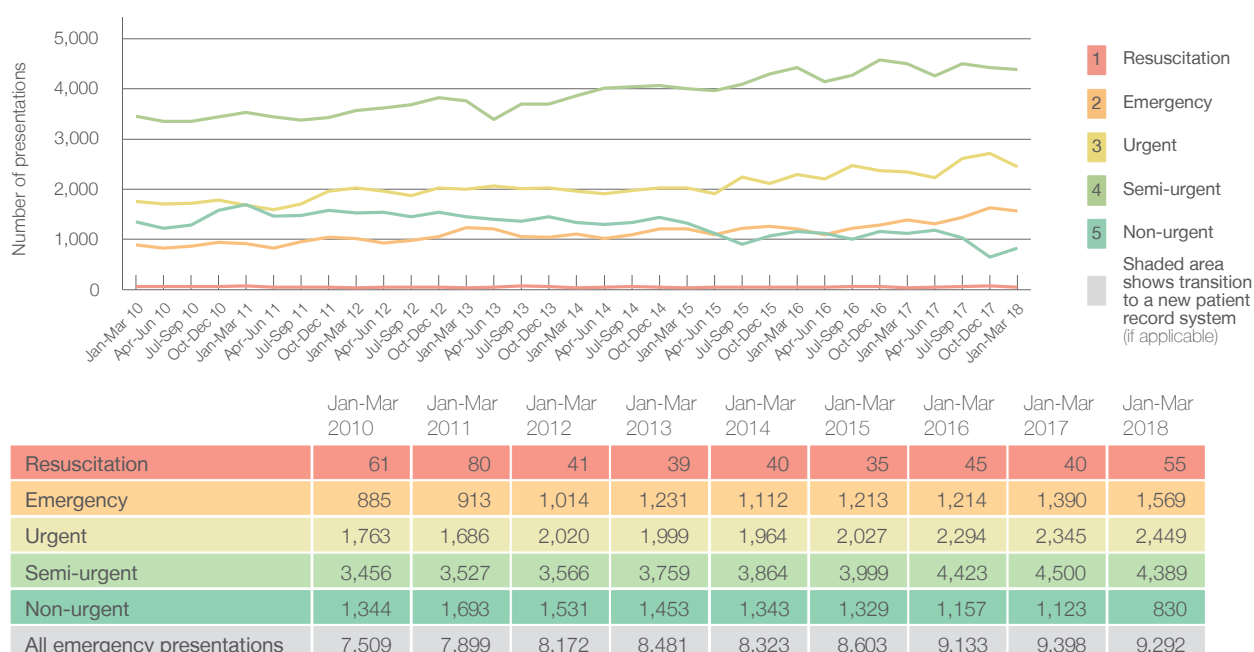
January to March 2018

All presentations:¹ 9,307 patients

Emergency presentations² by triage category: 9,292 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Calvary Mater Newcastle: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,831 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.

Calvary Mater Newcastle: 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: 1,569

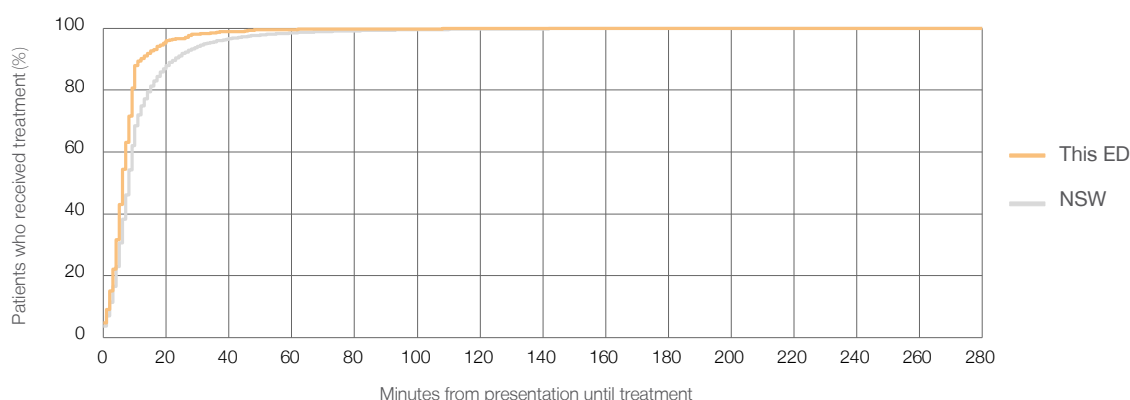
Number of triage 2 patients used to calculate waiting time: ³ 1,174

Median time to start treatment ⁴ 6 minutes

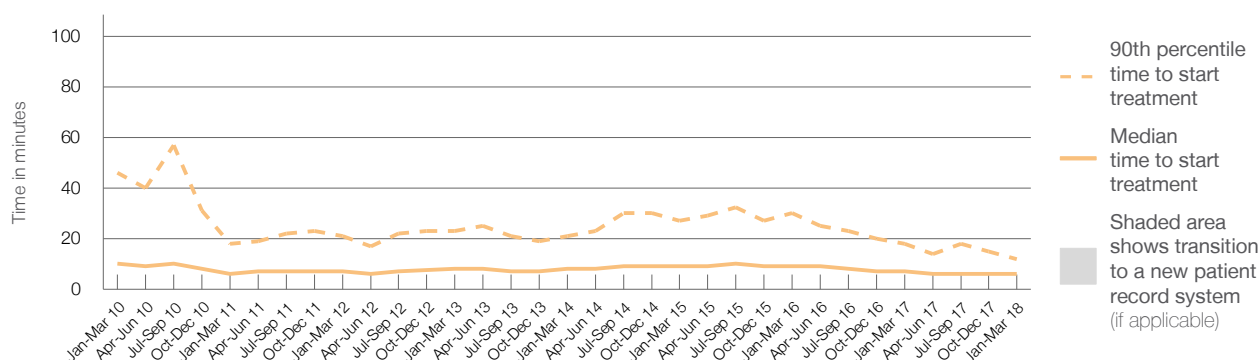
90th percentile time to start treatment ⁵ 12 minutes

Same period last year	NSW (this period)
1,390	
1,019	
7 minutes	8 minutes
18 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 ^{†‡}



	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 ⁴ (minutes)	10	6	7	8	8	9	9	7	6
90th percentile time to start treatment ⁵ (minutes)	46	18	21	23	21	27	30	18	12

(†) 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.

Calvary Mater Newcastle: 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: 2,449

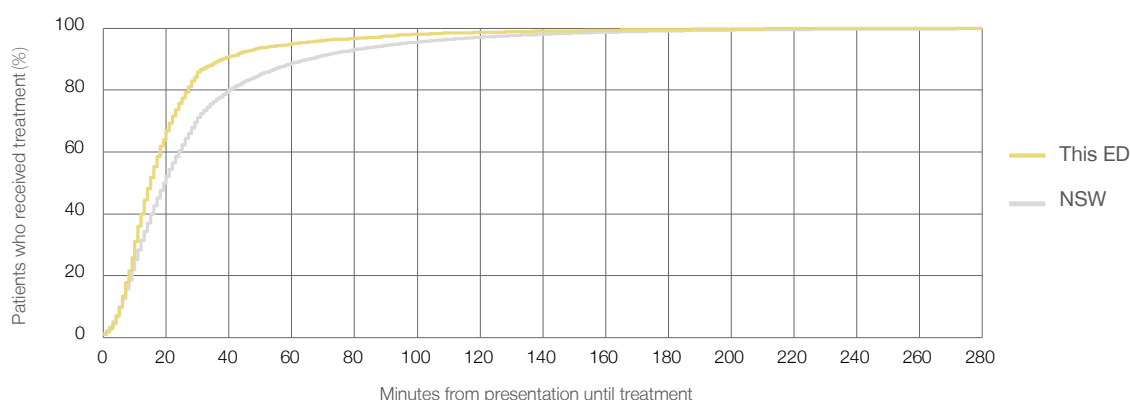
Number of triage 3 patients used to calculate waiting time:³ 2,203

Median time to start treatment⁴ 15 minutes

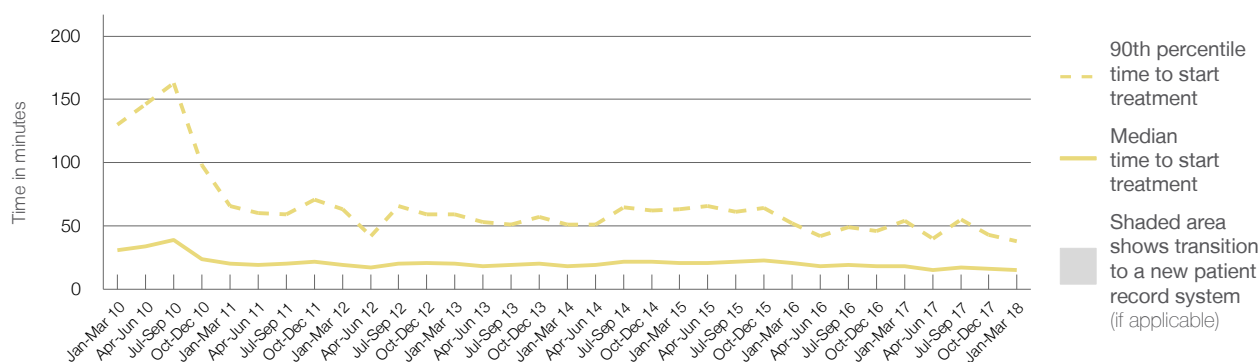
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,345	
2,026	
18 minutes	20 minutes
54 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^{†‡}



	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 ⁴ (minutes)	31	20	19	20	18	21	21	18	15
90th percentile time to start treatment ⁵ (minutes)	130	66	63	59	51	63	52	54	38

(†) 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.

Calvary Mater Newcastle: 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: 4,389

Number of triage 4 patients used to calculate waiting time:³ 3,875

Median time to start treatment⁴

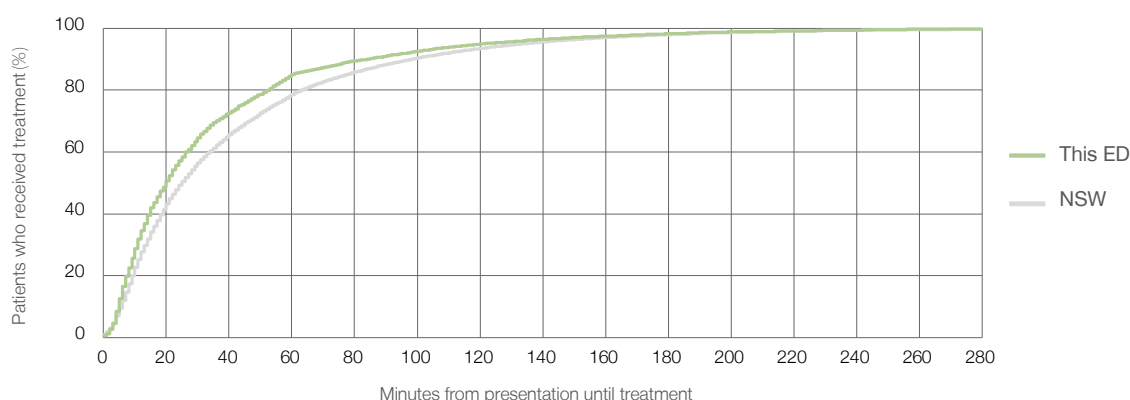
20 minutes

90th percentile time to start treatment⁵

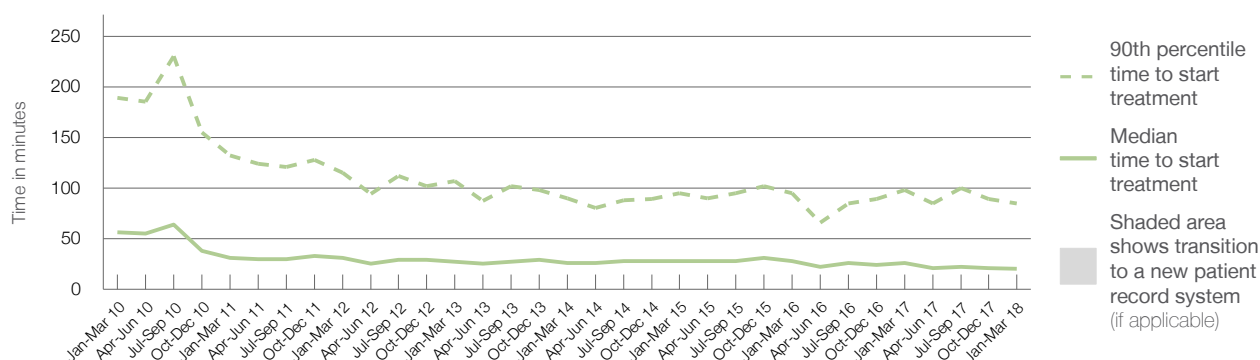
85 minutes

Same period last year	NSW (this period)
4,500	
4,073	
26 minutes	25 minutes
98 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^{†‡}



	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 ⁴ (minutes)	56	31	31	27	26	28	28	26	20
90th percentile time to start treatment ⁵ (minutes)	189	132	115	107	90	95	95	98	85

(†) 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.

Calvary Mater Newcastle: 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: 830

Number of triage 5 patients used to calculate waiting time:³ 628

Median time to start treatment⁴

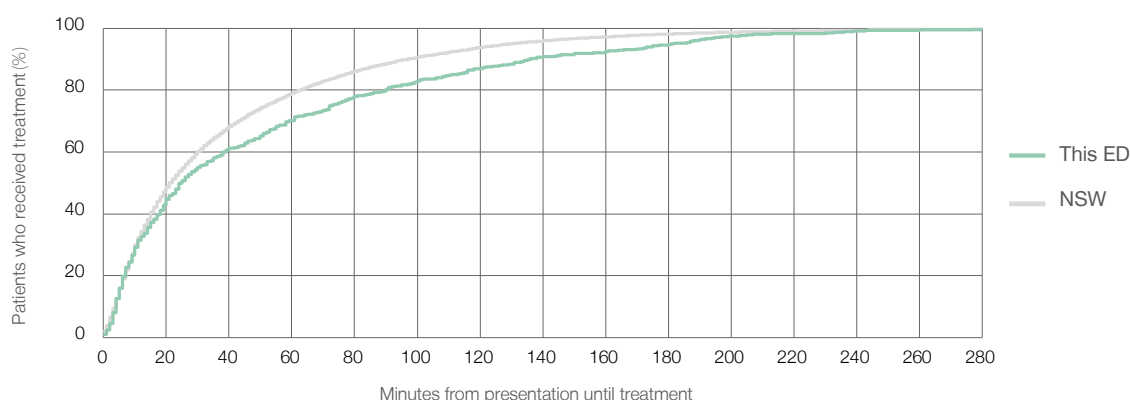
25 minutes

90th percentile time to start treatment⁵

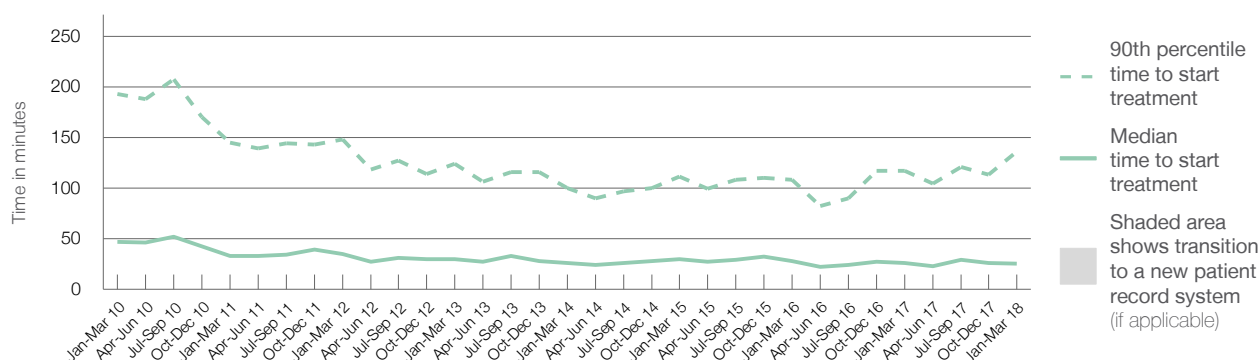
136 minutes

Same period last year	NSW (this period)
1,123	
916	
26 minutes	22 minutes
117 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^{†‡}



	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 ⁴ (minutes)	47	33	35	30	26	30	28	26	25
90th percentile time to start treatment ⁵ (minutes)	193	145	148	124	100	111	108	117	136

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED

January to March 2018

All presentations:¹ 9,307 patients

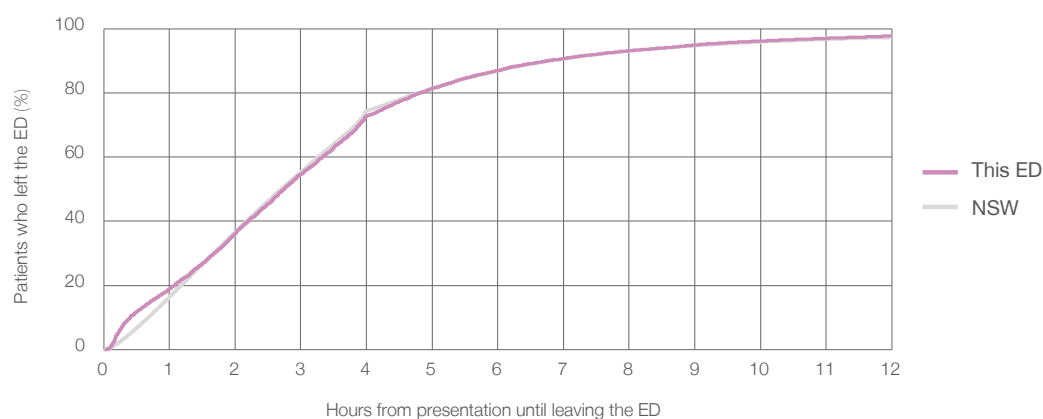
Presentations used to calculate time to leaving the ED:⁶ 9,307 patients

Median time spent in the ED⁸ 2 hours and 45 minutes

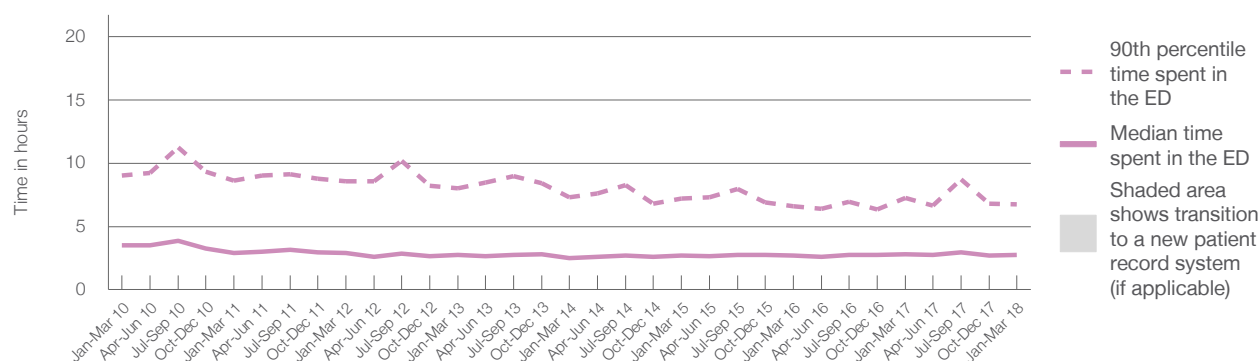
90th percentile time spent in the ED⁹ 6 hours and 46 minutes

Same period last year	NSW (this period)
9,399	
9,399	
2 hours and 47 minutes	2 hours and 42 minutes
7 hours and 14 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^{†‡}



	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 ⁸ (hours, minutes)	3h 30m	2h 55m	2h 55m	2h 44m	2h 30m	2h 41m	2h 42m	2h 47m	2h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 0m	8h 37m	8h 35m	8h 1m	7h 19m	7h 11m	6h 37m	7h 14m	6h 46m

(†) 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.

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

January to March 2018

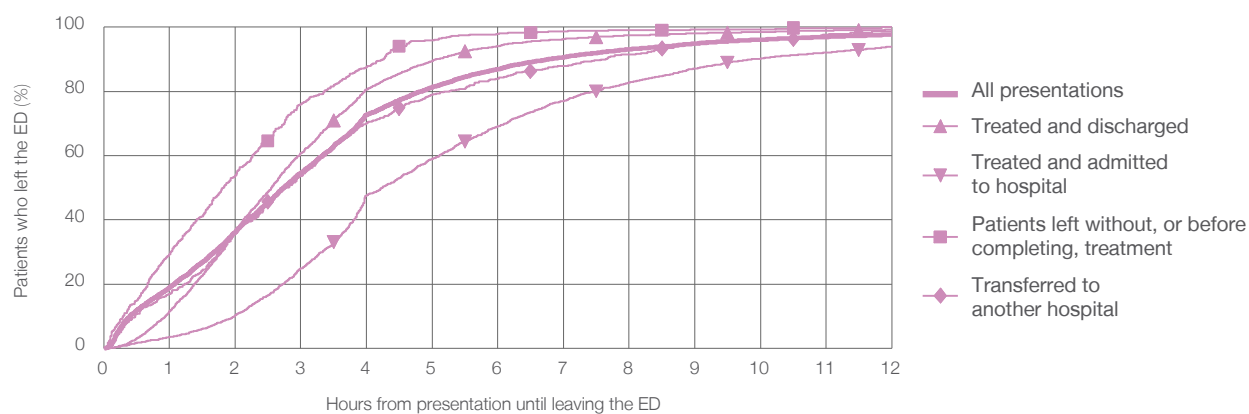
All presentations:[†] 9,307 patients

Presentations used to calculate time to leaving the ED:[‡] 9,307 patients

Treated and discharged	4,500 (48.4%)
Treated and admitted to hospital	2,789 (30.0%)
Patient left without, or before completing, treatment	474 (5.1%)
Transferred to another hospital	438 (4.7%)
Other	1,106 (11.9%)

Same period last year	Change since one year ago
9,399	-1%
4,354	3.4%
3,076	-9.3%
467	1.5%
425	3.1%
1,077	2.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	11.5%	36.3%	60.7%	80.6%	94.1%	97.5%	98.5%	99.2%
Treated and admitted to hospital	3.5%	10.3%	24.8%	47.7%	69.1%	82.8%	90.2%	93.9%
Patient left without, or before completing, treatment	29.3%	53.8%	75.9%	87.8%	97.9%	99.2%	99.4%	100%
Transferred to another hospital	16.9%	36.3%	53.7%	70.1%	84.0%	91.6%	96.1%	98.6%
All presentations	19.0%	36.3%	54.7%	72.7%	86.9%	93.2%	96.1%	97.7%

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

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

Calvary Mater Newcastle: 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: ¹ 9,307 patients

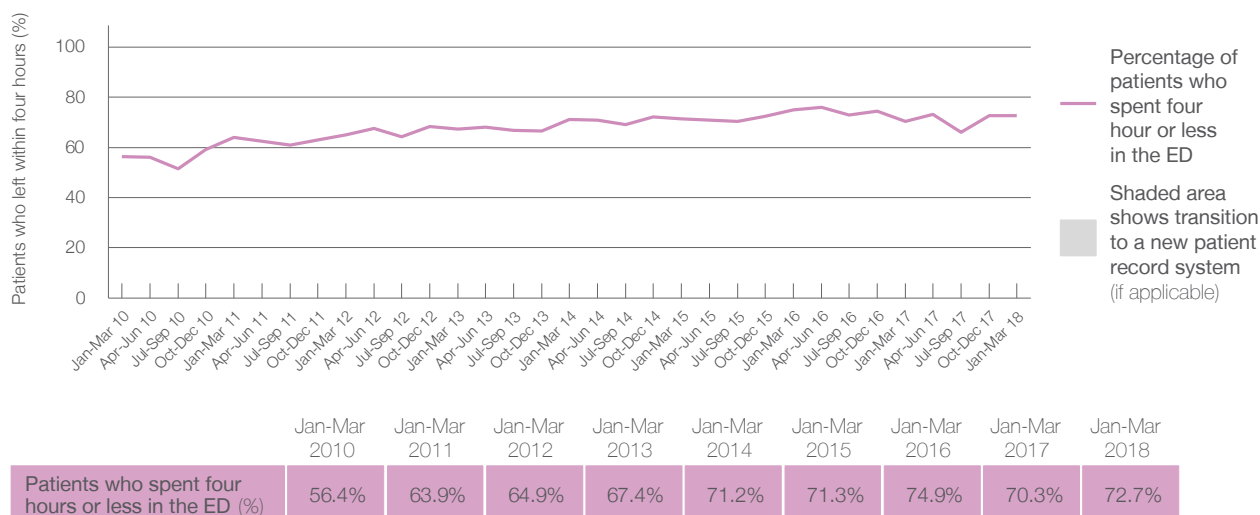
Presentations used to calculate time to leaving the ED: ⁶ 9,307 patients

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



Same period last year	Change since one year ago
9,399	-1%
9,399	-1%
70.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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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 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).

Cessnock Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,251 patients

Emergency presentations:² 4,151 patients

Same period last year	Change since one year ago
4,268	0%
4,221	-2%

Cessnock Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 303 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,171 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 584 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
279	
6 minutes	8 minutes
17 minutes	23 minutes
997	
20 minutes	20 minutes
50 minutes	65 minutes
2,183	
32 minutes	25 minutes
91 minutes	98 minutes
757	
35 minutes	22 minutes
95 minutes	97 minutes

Cessnock Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,251 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
4,268	0%
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.

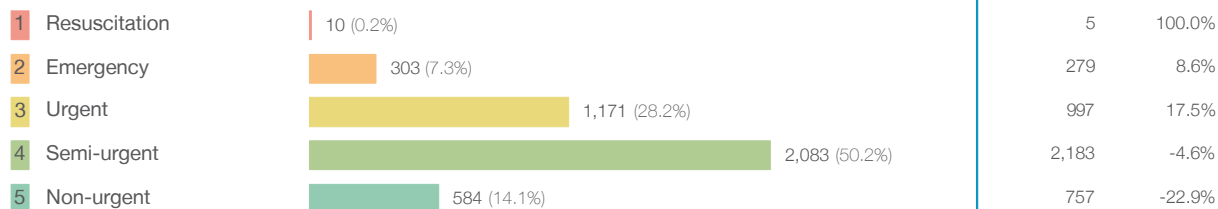
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Cessnock Hospital: Patients presenting to the emergency department

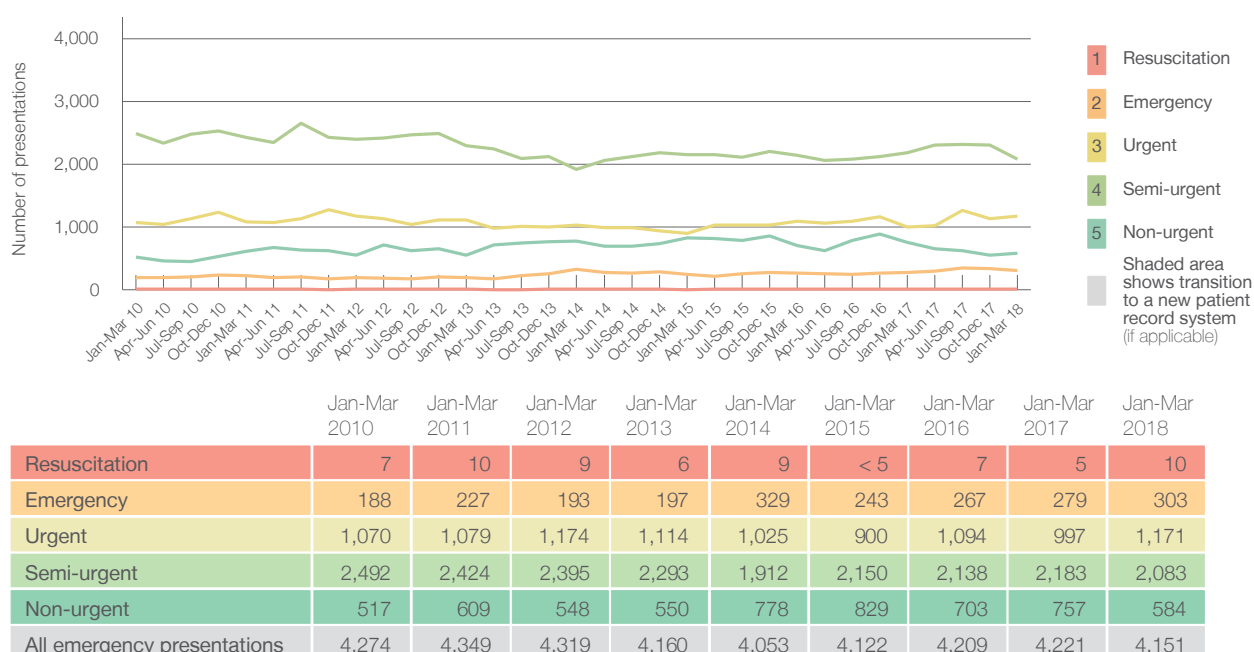
January to March 2018

All presentations:¹ 4,251 patients

Emergency presentations² by triage category: 4,151 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]

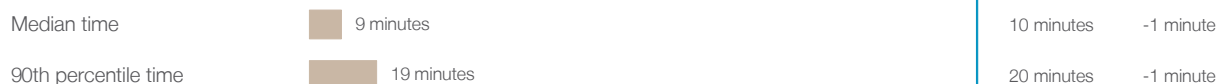


Cessnock Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 446 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.

Cessnock 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: 303

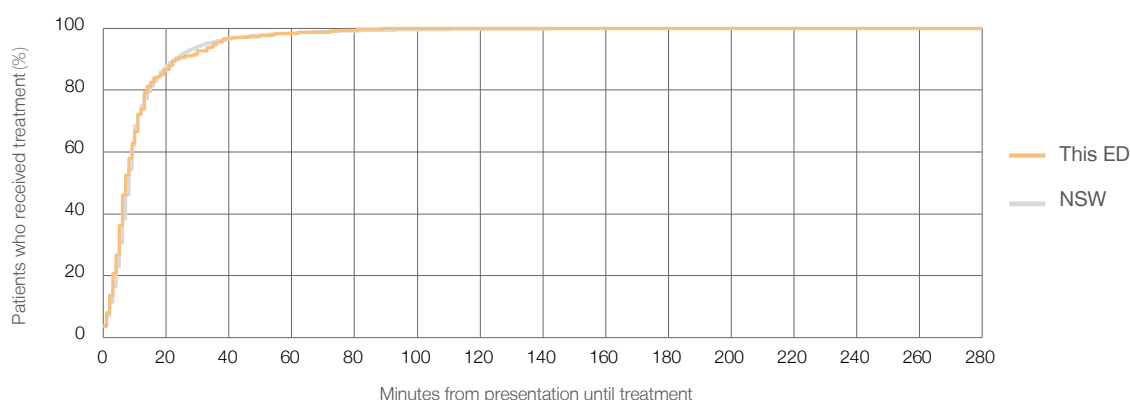
Number of triage 2 patients used to calculate waiting time: ³ 299

Median time to start treatment ⁴ 7 minutes

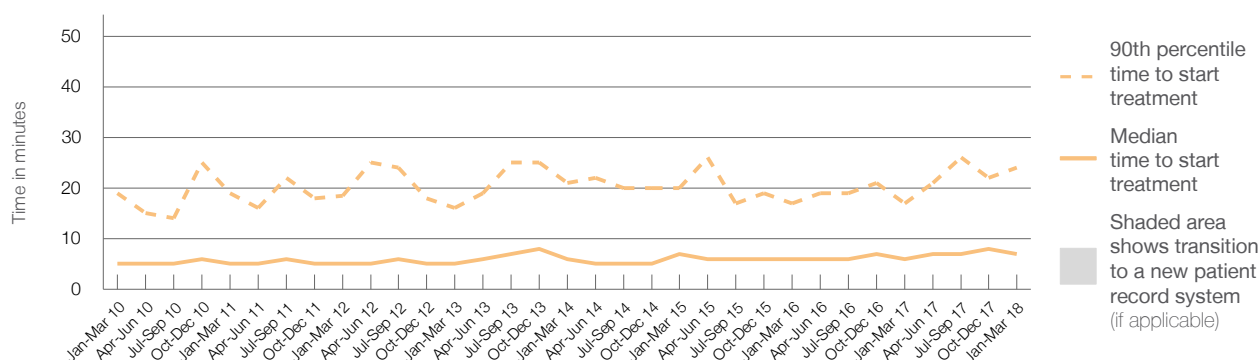
90th percentile time to start treatment ⁵ 24 minutes

Same period last year	NSW (this period)
279	
274	
6 minutes	8 minutes
17 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 ^{†‡}



	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 ⁴ (minutes)	5	5	5	5	6	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	19	19	19	16	21	20	17	17	24

(†) 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.

Cessnock 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: 1,171

Number of triage 3 patients used to calculate waiting time: ³ 1,147

Median time to start treatment ⁴

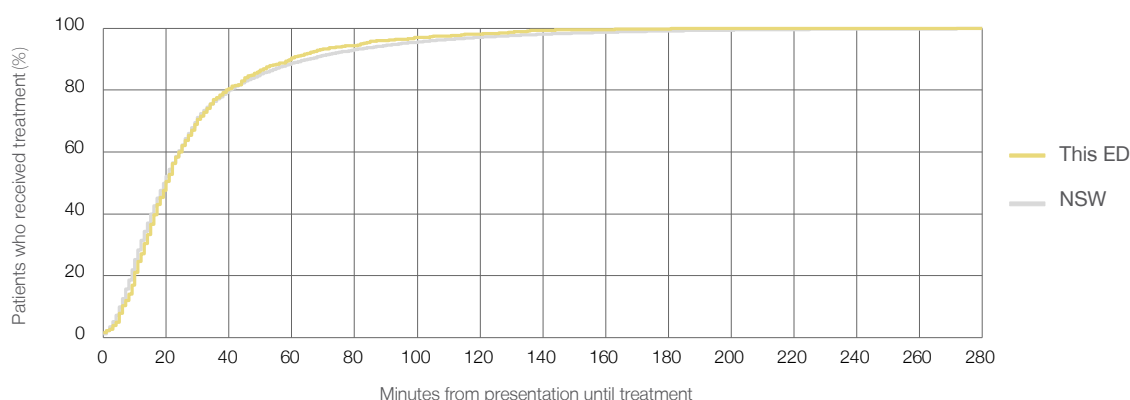
20 minutes

90th percentile time to start treatment ⁵

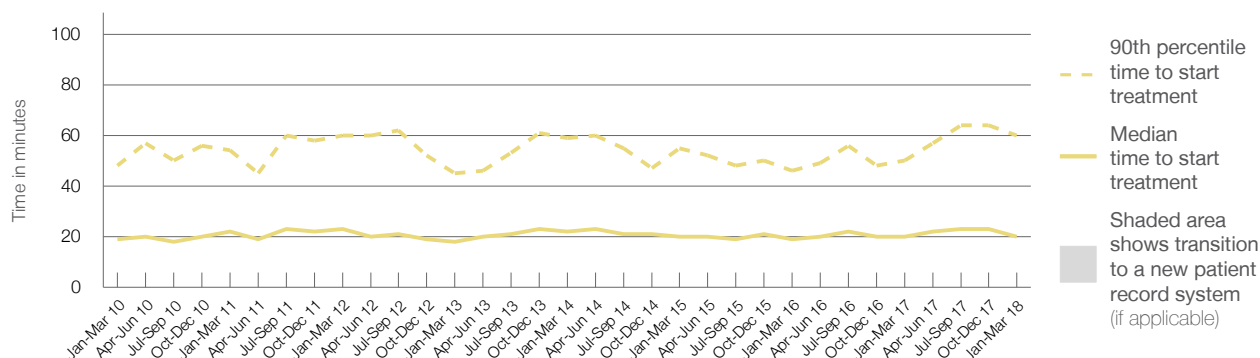
60 minutes

Same period last year	NSW (this period)
997	
965	
20 minutes	20 minutes
50 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 ^{†‡}



	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 ⁴ (minutes)	19	22	23	18	22	20	19	20	20
90th percentile time to start treatment ⁵ (minutes)	48	54	60	45	59	55	46	50	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.

Cessnock 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: 2,083

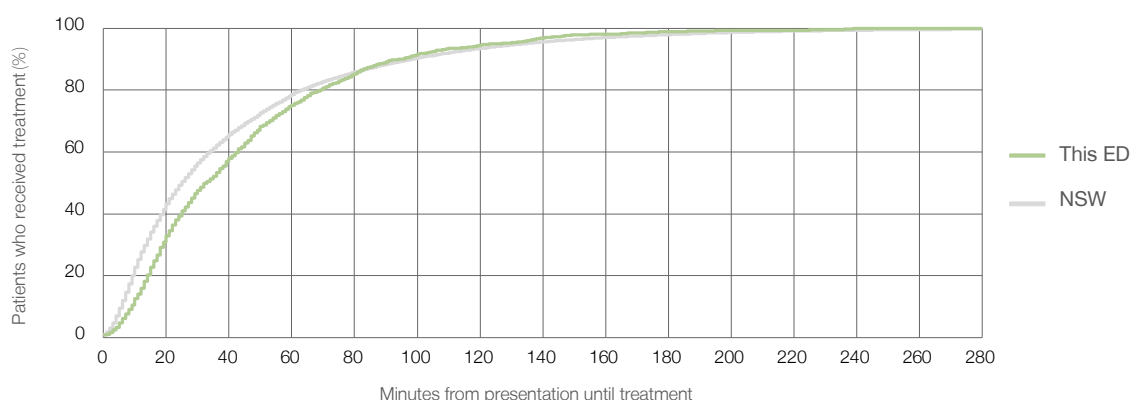
Number of triage 4 patients used to calculate waiting time: ³ 1,943

Median time to start treatment ⁴ 33 minutes

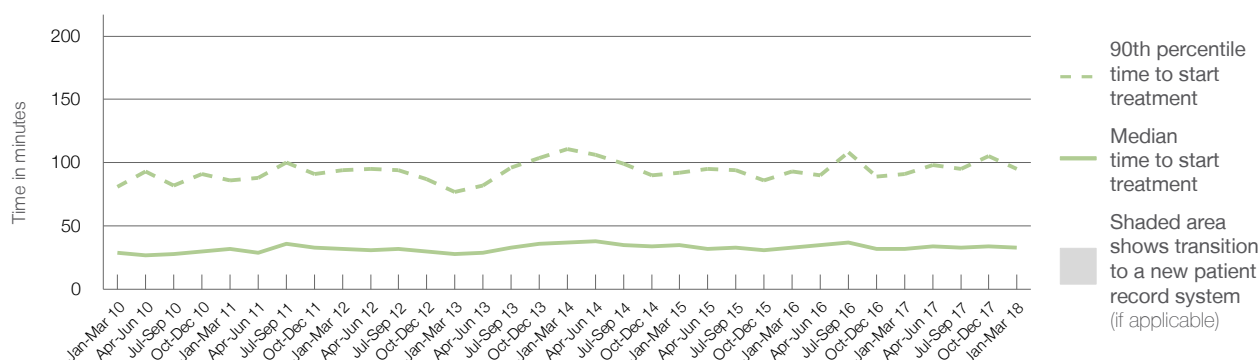
90th percentile time to start treatment ⁵ 95 minutes

Same period last year	NSW (this period)
2,183	
2,008	
32 minutes	25 minutes
91 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 ^{†‡}



	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 ⁴ (minutes)	29	32	32	28	37	35	33	32	33
90th percentile time to start treatment ⁵ (minutes)	81	86	94	77	111	92	93	91	95

(†) 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.

Cessnock 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: 584

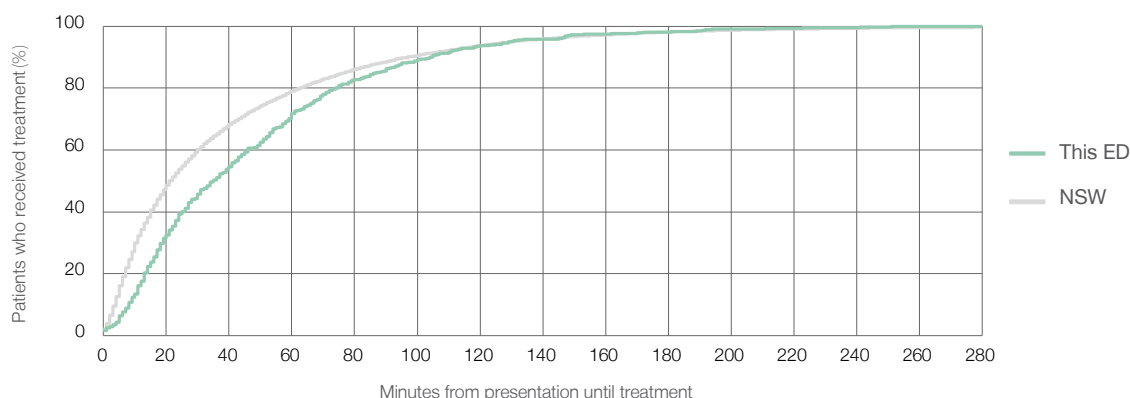
Number of triage 5 patients used to calculate waiting time:³ 499

Median time to start treatment⁴ 35 minutes

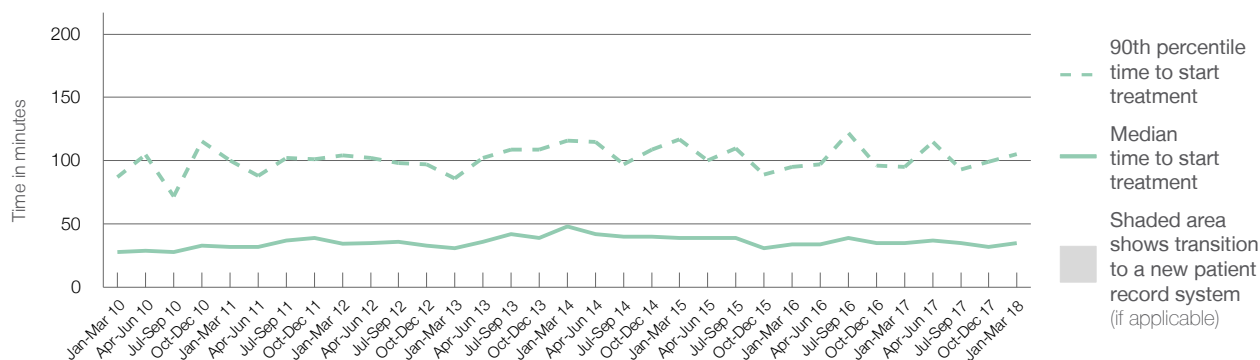
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
757	
642	
35 minutes	22 minutes
95 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^{†‡}



	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 ⁴ (minutes)	28	32	35	31	48	39	34	35	35
90th percentile time to start treatment ⁵ (minutes)	87	100	104	86	116	117	95	95	105

(†) 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.

Cessnock Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,251 patients

Presentations used to calculate time to leaving the ED:⁶ 4,251 patients

Median time spent in the ED⁸

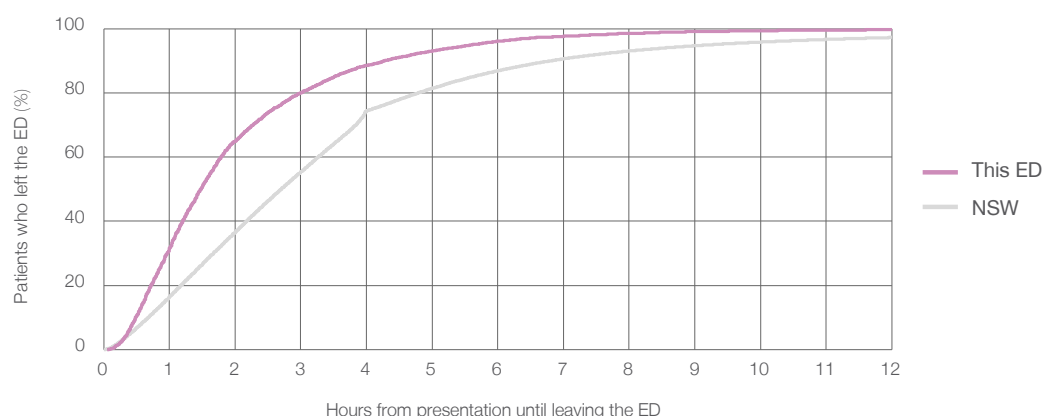
1 hours and 29 minutes

90th percentile time spent in the ED⁹

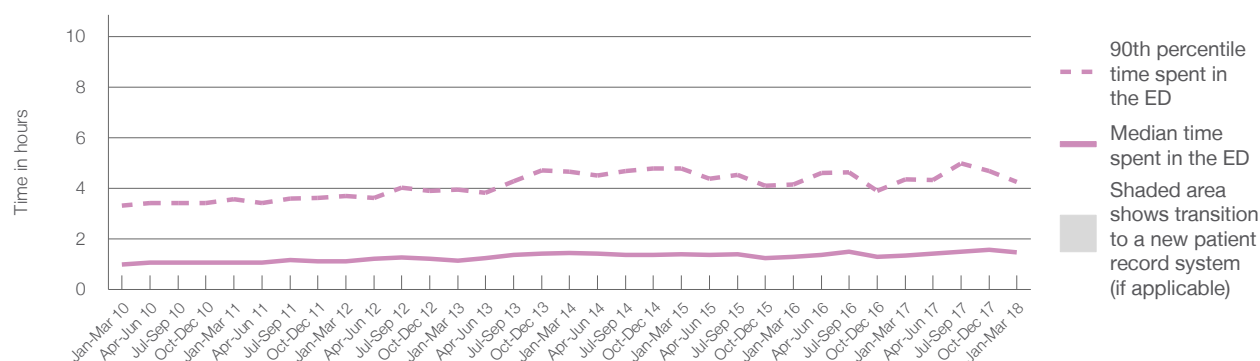
4 hours and 16 minutes

Same period last year	NSW (this period)
4,268	
4,268	
1 hours and 21 minutes	2 hours and 42 minutes
4 hours and 22 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^{†‡}



	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 ⁸ (hours, minutes)	1h 0m	1h 4m	1h 8m	1h 9m	1h 27m	1h 24m	1h 18m	1h 21m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 20m	3h 35m	3h 42m	3h 58m	4h 40m	4h 47m	4h 10m	4h 22m	4h 16m

(†) 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.

Cessnock Hospital: Time patients spent in the ED

By mode of separation

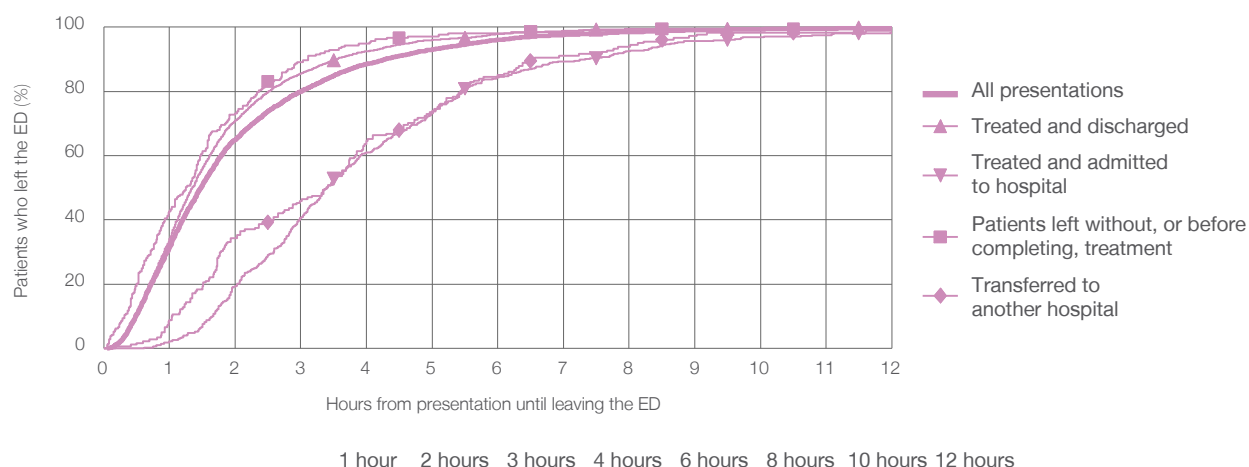
January to March 2018

All presentations:[†] 4,251 patients

Presentations used to calculate time to leaving the ED:[‡] 4,251 patients

		Same period last year	Change since one year ago
Treated and discharged	3,319 (78.1%)	3,249	2.2%
Treated and admitted to hospital	413 (9.7%)	478	-13.6%
Patient left without, or before completing, treatment	213 (5.0%)	190	12.1%
Transferred to another hospital	181 (4.3%)	130	39.2%
Other	125 (2.9%)	221	-43.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.0%	70.9%	85.5%	92.5%	97.9%	99.4%	99.7%	99.9%
Treated and admitted to hospital	2.2%	19.4%	40.7%	61.0%	84.3%	92.5%	96.9%	98.3%
Patient left without, or before completing, treatment	42.7%	73.2%	89.2%	94.8%	98.1%	99.1%	99.5%	99.5%
Transferred to another hospital	8.8%	34.3%	45.9%	64.6%	85.1%	93.9%	98.3%	98.9%
All presentations	31.6%	65.1%	80.0%	88.6%	96.1%	98.5%	99.4%	99.7%

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

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

Cessnock 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: ¹ 4,251 patients

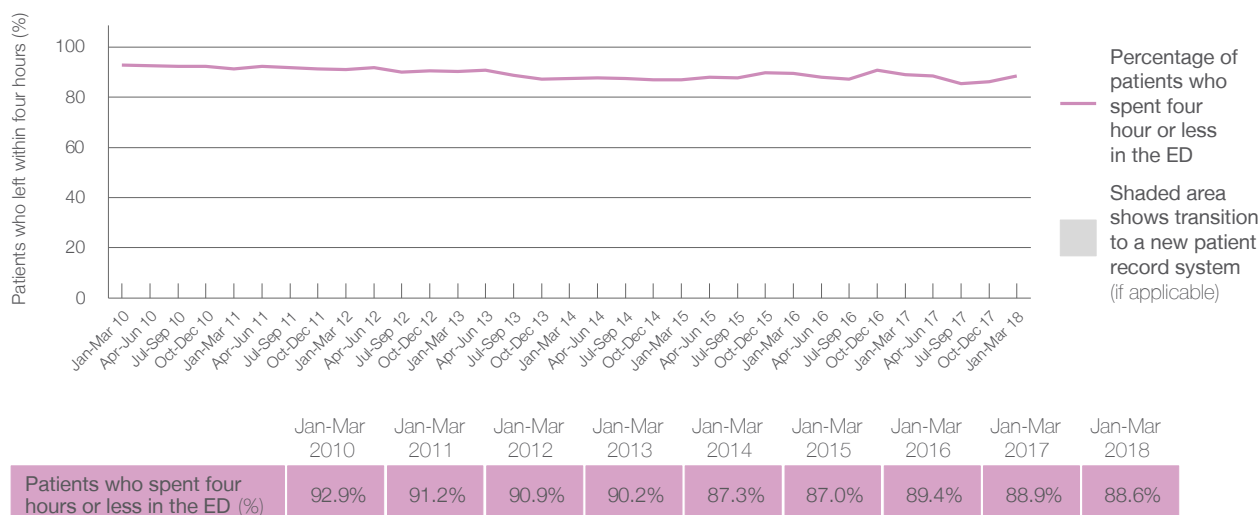
Presentations used to calculate time to leaving the ED: ⁶ 4,251 patients

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



Same period last year	Change since one year ago
4,268	0%
4,268	0%
88.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).

Gunnedah Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,048 patients

Emergency presentations:² 1,977 patients

Same period last year	Change since one year ago
1,906	7%
1,823	8%

Gunnedah Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 146 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 589 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,016 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 226 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
99	
3 minutes	8 minutes
*	23 minutes
441	
17 minutes	20 minutes
69 minutes	65 minutes
990	
31 minutes	25 minutes
106 minutes	98 minutes
293	
29 minutes	22 minutes
91 minutes	97 minutes

Gunnedah Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,048 patients

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

Same period last year	Change since one year ago
1,906	7%
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.

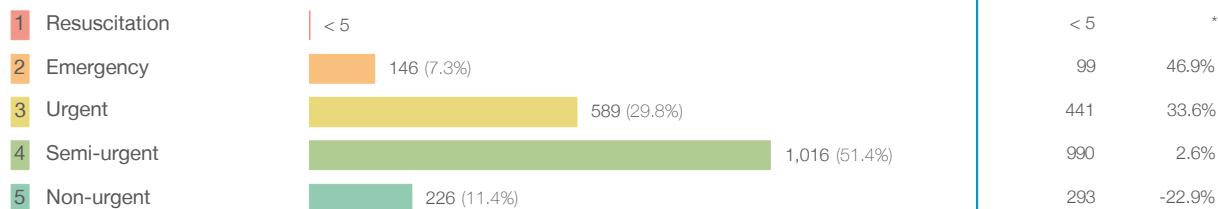
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Gunnedah Hospital: Patients presenting to the emergency department

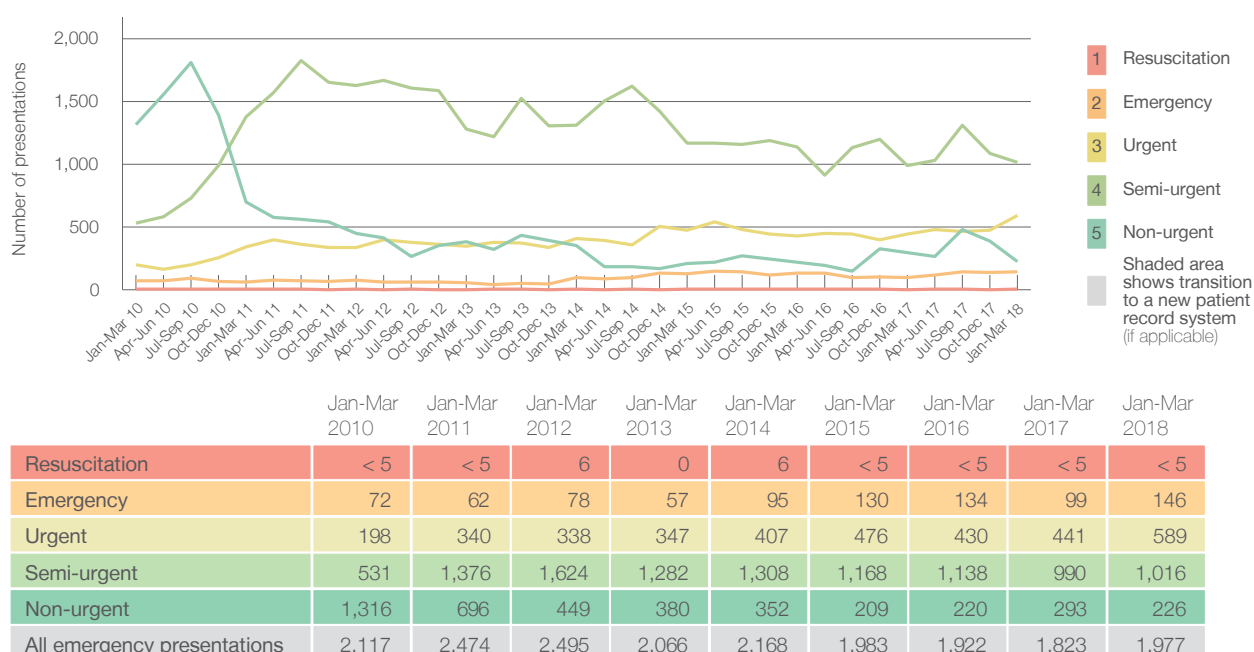
January to March 2018

All presentations:¹ 2,048 patients

Emergency presentations² by triage category: 1,977 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Gunnedah Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 162 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.

Gunnedah 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: 146

Number of triage 2 patients used to calculate waiting time: ³ 143

Median time to start treatment ⁴

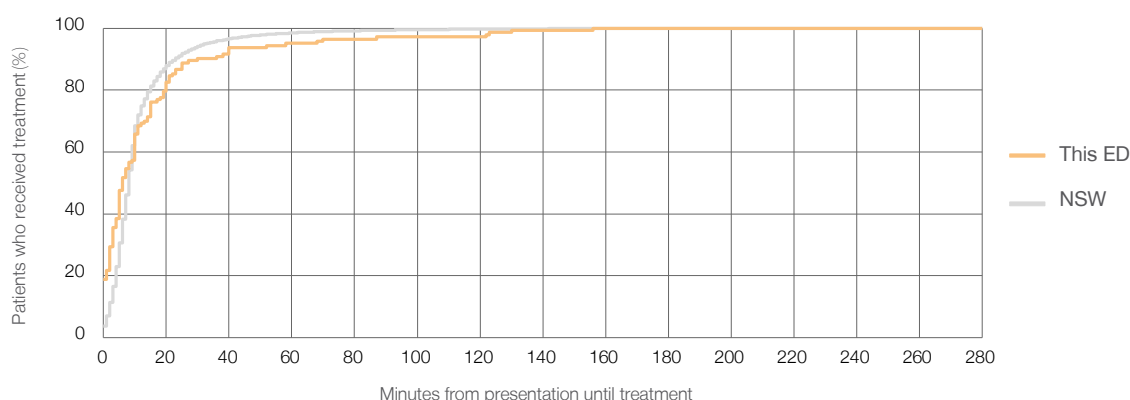
6 minutes

90th percentile time to start treatment ⁵

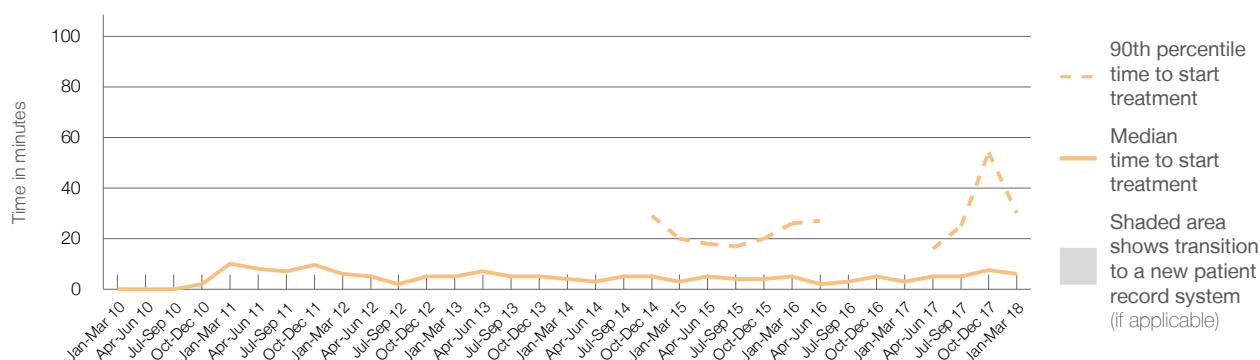
30 minutes

Same period last year	NSW (this period)
99	
98	
3 minutes	8 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 ^{†‡}



	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 ⁴ (minutes)	0	10	6	5	4	3	5	3	6
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	20	26	*	30

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

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

Gunnedah 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: 589

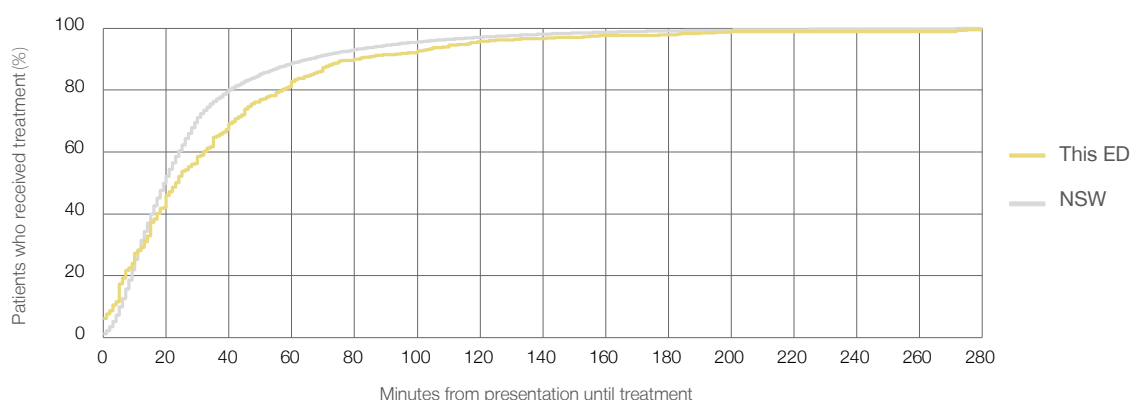
Number of triage 3 patients used to calculate waiting time:³ 580

Median time to start treatment⁴ 23 minutes

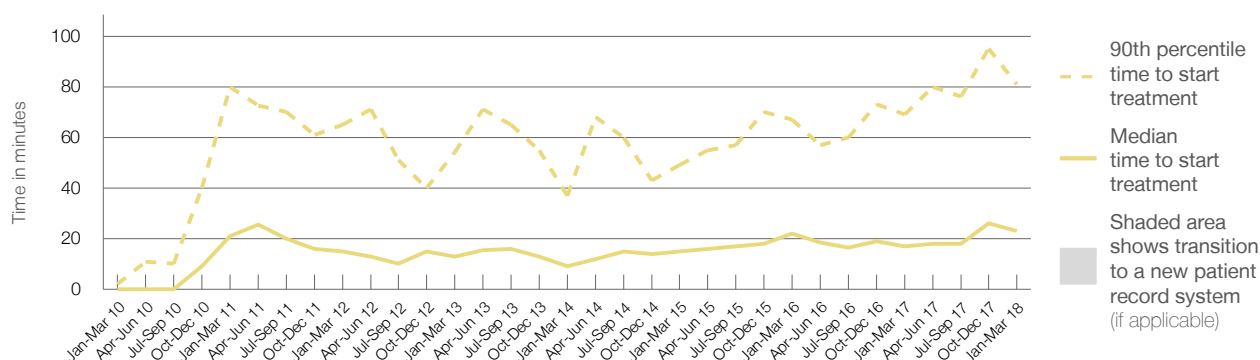
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
441	
435	
17 minutes	20 minutes
69 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^{†‡}



	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 ⁴ (minutes)	0	21	15	13	9	15	22	17	23
90th percentile time to start treatment ⁵ (minutes)	2	80	65	54	37	49	67	69	81

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

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

Gunnedah 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: 1,016

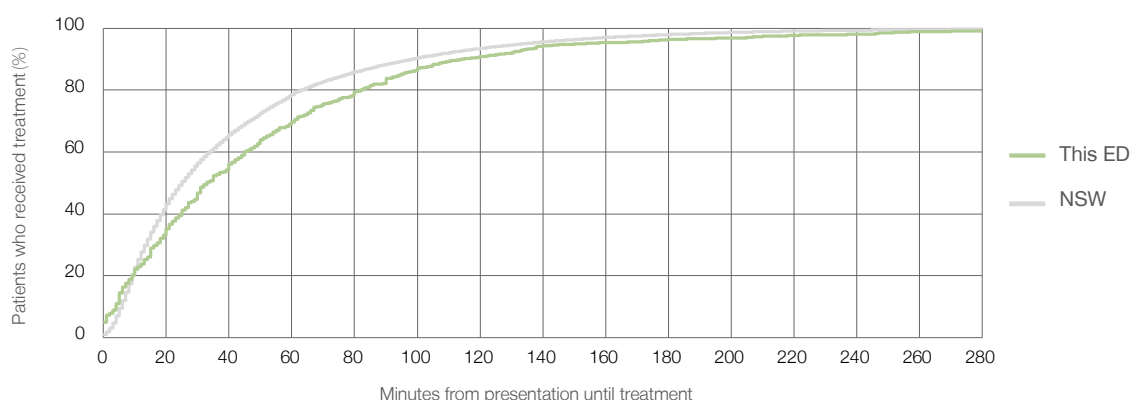
Number of triage 4 patients used to calculate waiting time:³ 954

Median time to start treatment⁴ 33 minutes

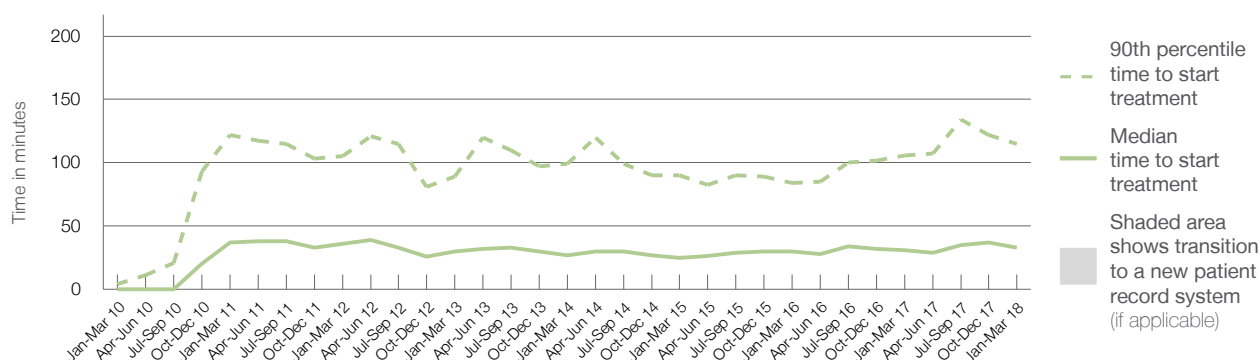
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
990	
940	
31 minutes	25 minutes
106 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^{†‡}



	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 ⁴ (minutes)	0	37	36	30	27	25	30	31	33
90th percentile time to start treatment ⁵ (minutes)	4	122	105	89	99	90	84	106	115

(†) 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.

Gunnedah 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: 226

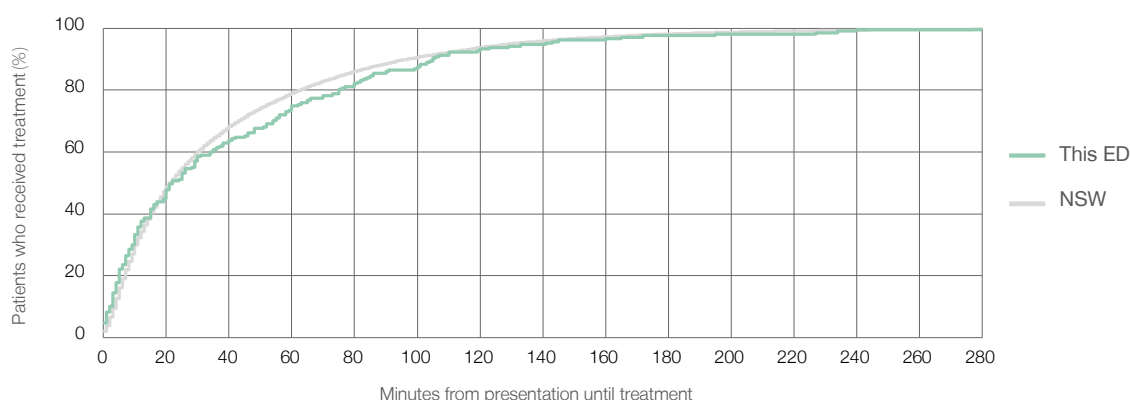
Number of triage 5 patients used to calculate waiting time: ³ 207

Median time to start treatment ⁴ 22 minutes

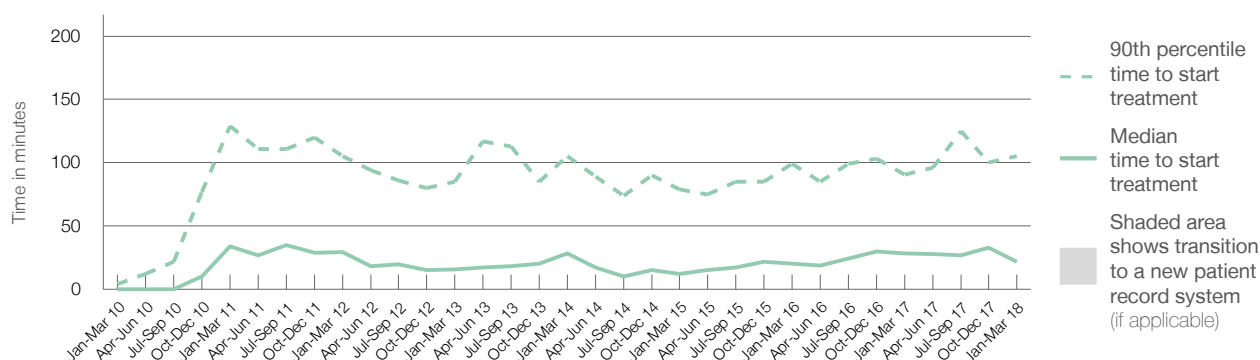
90th percentile time to start treatment ⁵ 105 minutes

Same period last year	NSW (this period)
293	
280	
29 minutes	22 minutes
91 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 ^{†‡}



	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 ⁴ (minutes)	0	34	30	16	29	12	21	29	22
90th percentile time to start treatment ⁵ (minutes)	4	129	105	85	105	79	99	91	105

(†) 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.

Gunnedah Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,048 patients

Presentations used to calculate time to leaving the ED:⁶ 2,048 patients

Median time spent in the ED⁸

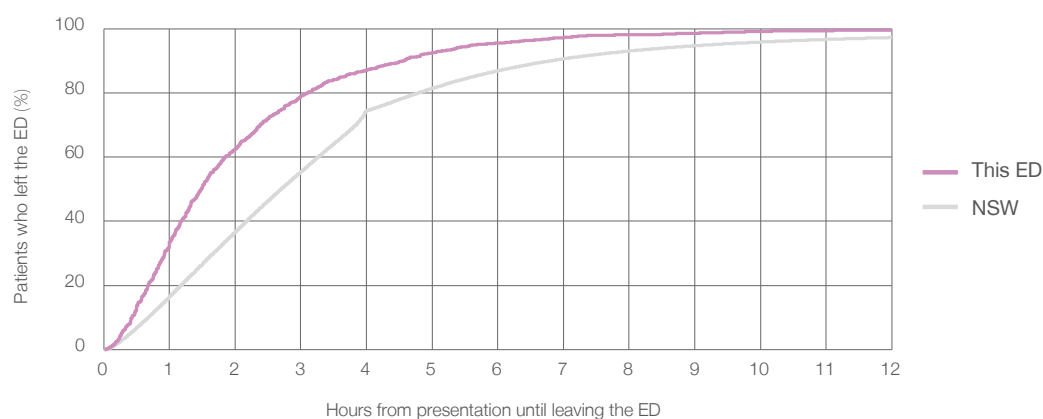
1 hours and 29 minutes

90th percentile time spent in the ED⁹

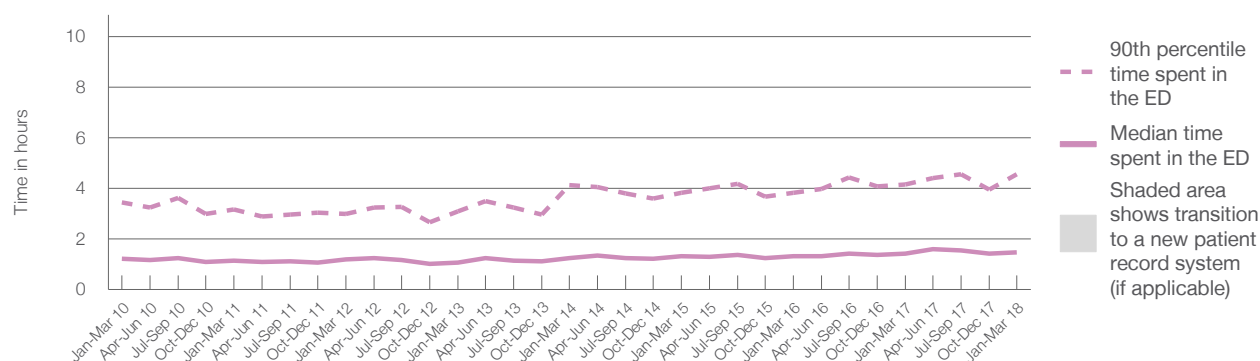
4 hours and 34 minutes

Same period last year	NSW (this period)
1,906	
1,906	
1 hours and 25 minutes	2 hours and 42 minutes
4 hours and 10 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^{†‡}



	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 ⁸ (hours, minutes)	1h 14m	1h 9m	1h 12m	1h 4m	1h 15m	1h 20m	1h 19m	1h 25m	1h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 27m	3h 11m	3h 0m	3h 5m	4h 8m	3h 50m	3h 50m	4h 10m	4h 34m

(†) 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.

Gunnedah Hospital: Time patients spent in the ED

By mode of separation

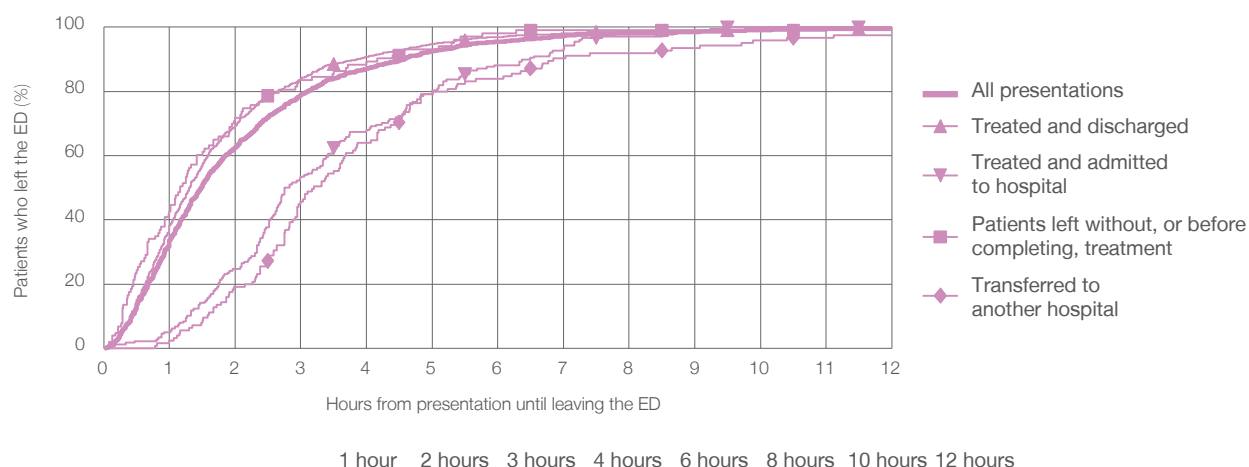
January to March 2018

All presentations:[†] 2,048 patients

Presentations used to calculate time to leaving the ED:[‡] 2,048 patients

		Same period last year	Change since one year ago
Treated and discharged	1,634 (79.8%)	1,906	7%
Treated and admitted to hospital	178 (8.7%)	152	7.1%
Patient left without, or before completing, treatment	103 (5.0%)	70	3.5%
Transferred to another hospital	125 (6.1%)	125	47.1%
Other	8 (0.4%)	14	0.0%
		14	-42.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.2%	69.3%	84.0%	90.8%	97.0%	98.6%	99.3%	99.6%
Treated and admitted to hospital	5.1%	24.7%	53.4%	68.0%	88.2%	97.2%	100%	100%
Patient left without, or before completing, treatment	42.7%	71.8%	83.5%	89.3%	98.1%	99.0%	99.0%	100%
Transferred to another hospital	2.4%	19.2%	45.6%	64.0%	84.0%	92.0%	96.0%	97.6%
All presentations	33.6%	62.6%	79.0%	87.1%	95.5%	98.1%	99.1%	99.5%

(†) 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.

Gunnedah 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: ¹ 2,048 patients

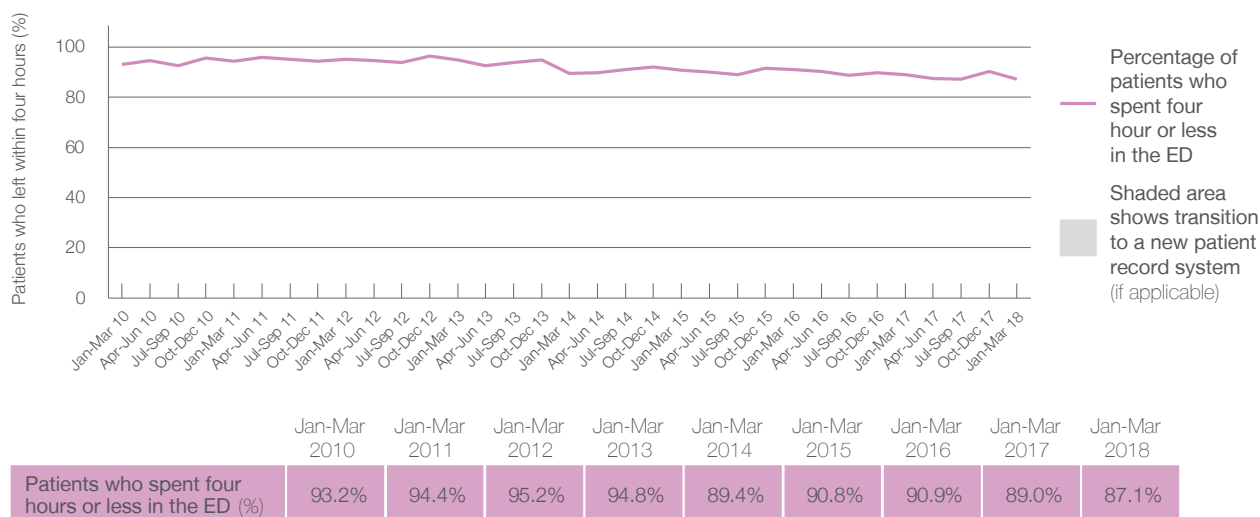
Presentations used to calculate time to leaving the ED: ⁶ 2,048 patients

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



Same period last year	Change since one year ago
1,906	7%
1,906	7%
89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



* 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).

Inverell Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,153 patients

Emergency presentations:² 2,072 patients

Same period last year	Change since one year ago
2,131	1%
2,056	1%

Inverell Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 204 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 655 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 950 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 255 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
263	
5 minutes	8 minutes
30 minutes	23 minutes
607	
14 minutes	20 minutes
55 minutes	65 minutes
908	
25 minutes	25 minutes
85 minutes	98 minutes
278	
22 minutes	22 minutes
90 minutes	97 minutes

Inverell Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,153 patients

Percentage of patients who spent four hours or less in the ED 91%

Same period last year	Change since one year ago
2,131	1%
87%	

* 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.

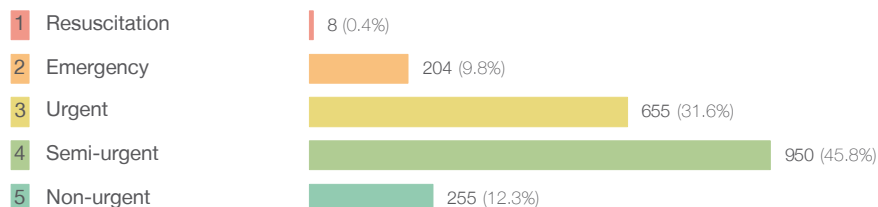
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Inverell Hospital: Patients presenting to the emergency department

January to March 2018

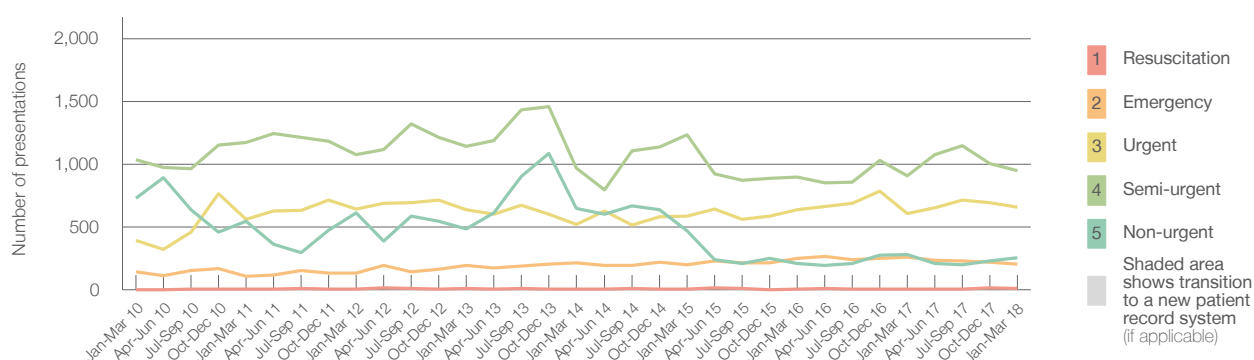
All presentations:¹ 2,153 patients

Emergency presentations² by triage category: 2,072 patients



Same period last year	Change since one year ago
2,131	1%
2,056	1%
< 5	*
263	-21.8%
607	7.9%
908	4.6%
278	-8.3%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



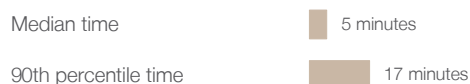
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	< 5	< 5	< 5	7	6	5	< 5	< 5	8
Emergency	143	111	138	193	212	196	253	263	204
Urgent	390	561	641	639	519	585	639	607	655
Semi-urgent	1,034	1,171	1,075	1,142	967	1,232	895	908	950
Non-urgent	729	547	613	485	648	467	207	278	255
All emergency presentations	2,296	2,390	2,467	2,466	2,352	2,485	1,994	2,056	2,072

Inverell Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 206 patients ^{**}

ED Transfer of care time



Same period last year	Change since one year ago
256	
6 minutes	-1 minute
22 minutes	-5 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Inverell 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: 204

Number of triage 2 patients used to calculate waiting time:³ 200

Median time to start treatment⁴

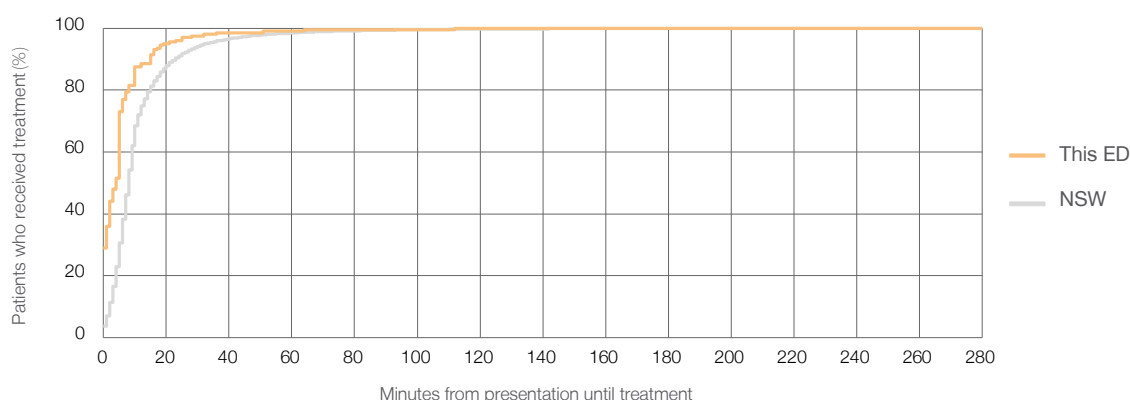
4 minutes

90th percentile time to start treatment⁵

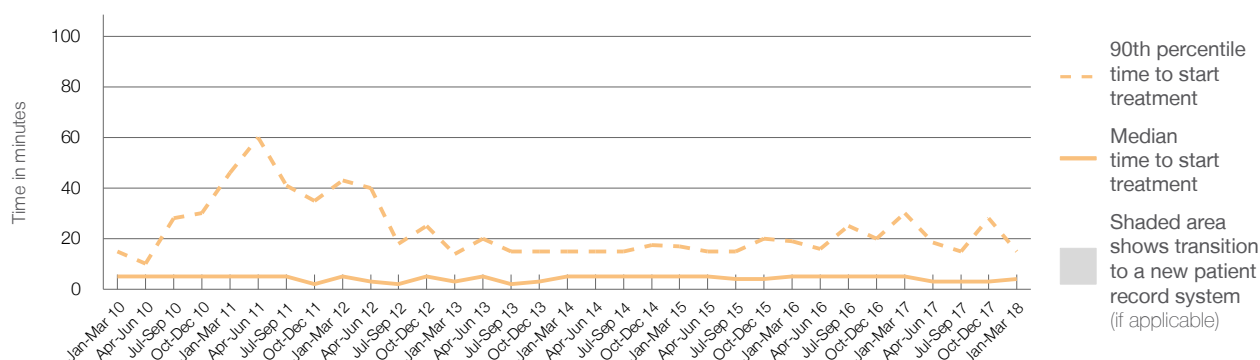
15 minutes

Same period last year	NSW (this period)
263	
255	
5 minutes	8 minutes
30 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^{†‡}



	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 ⁴ (minutes)	5	5	5	3	5	5	5	5	4
90th percentile time to start treatment ⁵ (minutes)	15	46	43	14	15	17	19	30	15

(†) 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.

Inverell 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: 655

Number of triage 3 patients used to calculate waiting time:³ 627

Median time to start treatment⁴

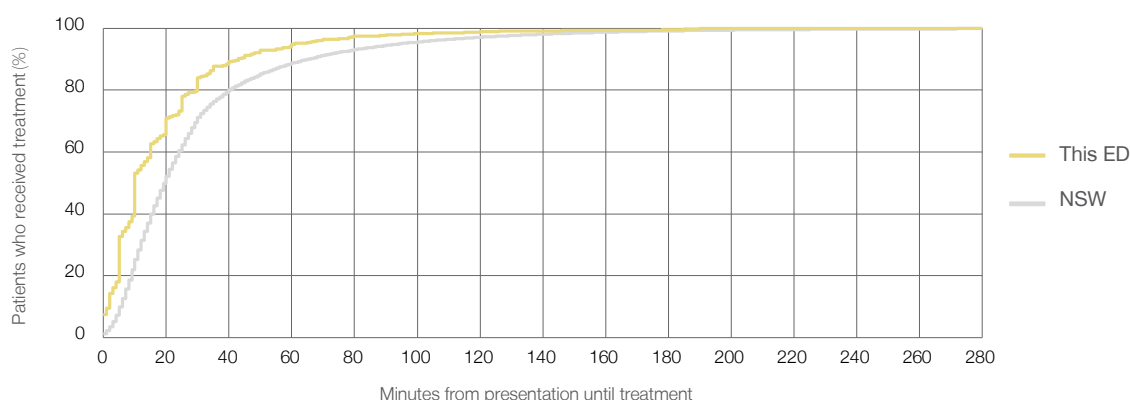
10 minutes

90th percentile time to start treatment⁵

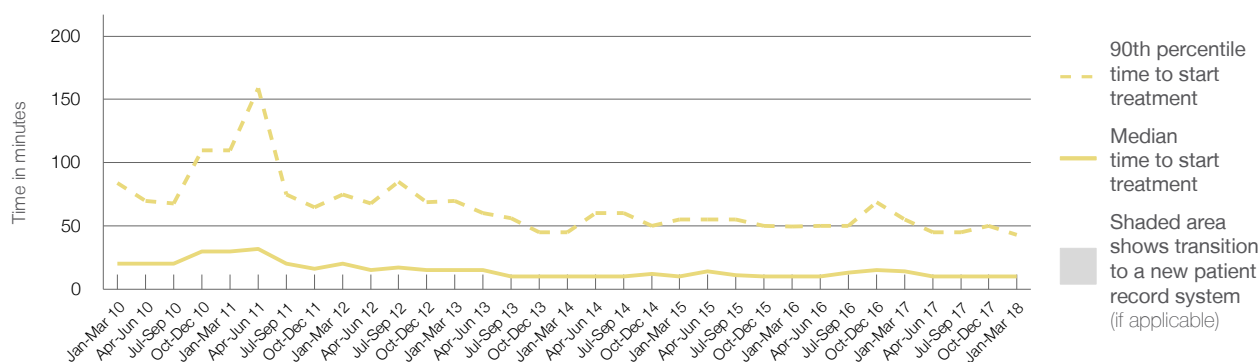
43 minutes

Same period last year	NSW (this period)
607	
592	
14 minutes	20 minutes
55 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^{†‡}



	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 ⁴ (minutes)	20	30	20	15	10	10	10	14	10
90th percentile time to start treatment ⁵ (minutes)	84	110	75	70	45	55	50	55	43

(†) 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.

Inverell 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: 950

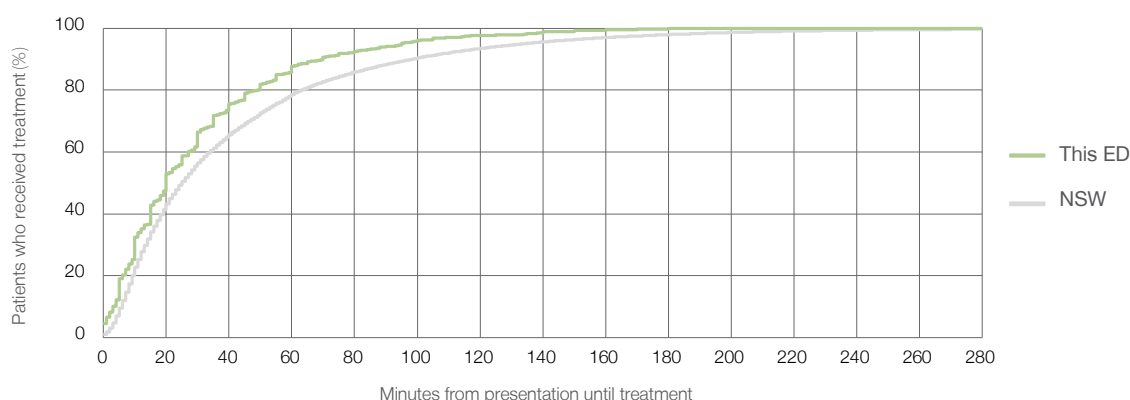
Number of triage 4 patients used to calculate waiting time:³ 826

Median time to start treatment⁴ 20 minutes

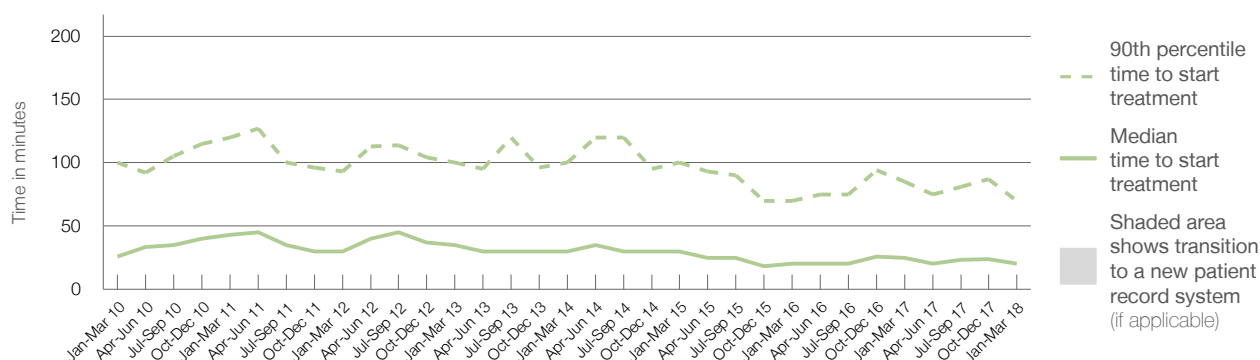
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
908	
846	
25 minutes	25 minutes
85 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^{†‡}



	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 ⁴ (minutes)	26	43	30	35	30	30	20	25	20
90th percentile time to start treatment ⁵ (minutes)	100	120	93	100	100	100	70	85	70

(†) 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.

Inverell 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: 255

Number of triage 5 patients used to calculate waiting time:³ 213

Median time to start treatment⁴

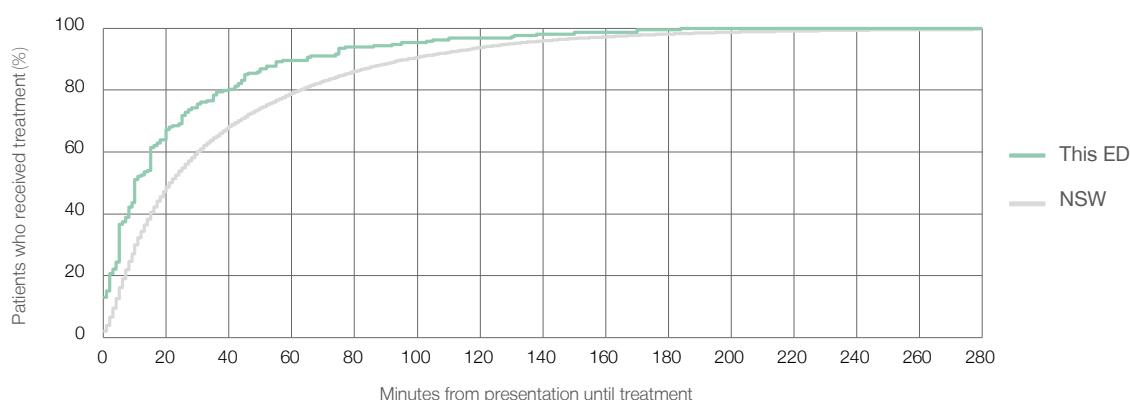
10 minutes

90th percentile time to start treatment⁵

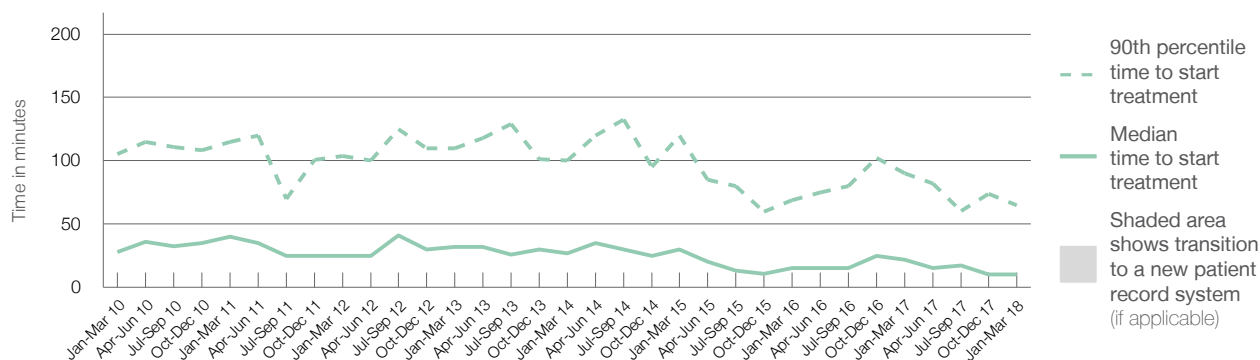
65 minutes

Same period last year	NSW (this period)
278	
232	
22 minutes	22 minutes
90 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^{†‡}



	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 ⁴ (minutes)	28	40	25	32	27	30	15	22	10
90th percentile time to start treatment ⁵ (minutes)	105	115	104	110	100	120	69	90	65

(†) 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.

Inverell Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,153 patients

Presentations used to calculate time to leaving the ED:⁶ 2,153 patients

Median time spent in the ED⁸

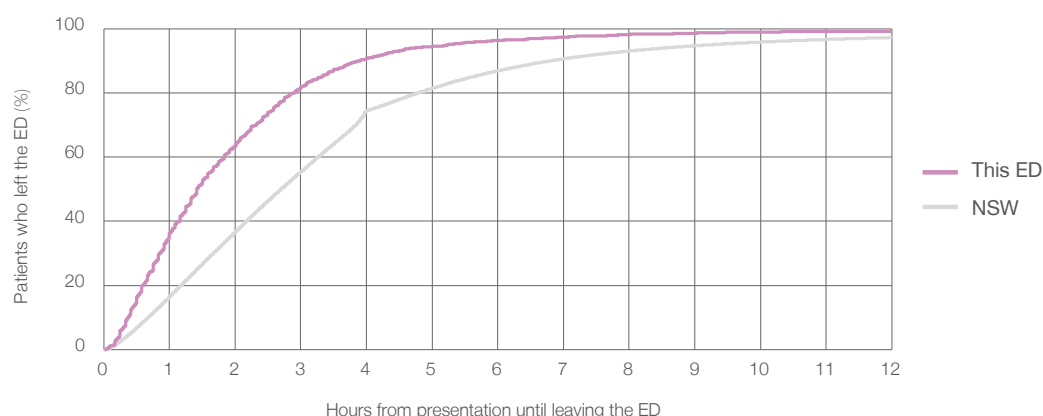
1 hours and 25 minutes

90th percentile time spent in the ED⁹

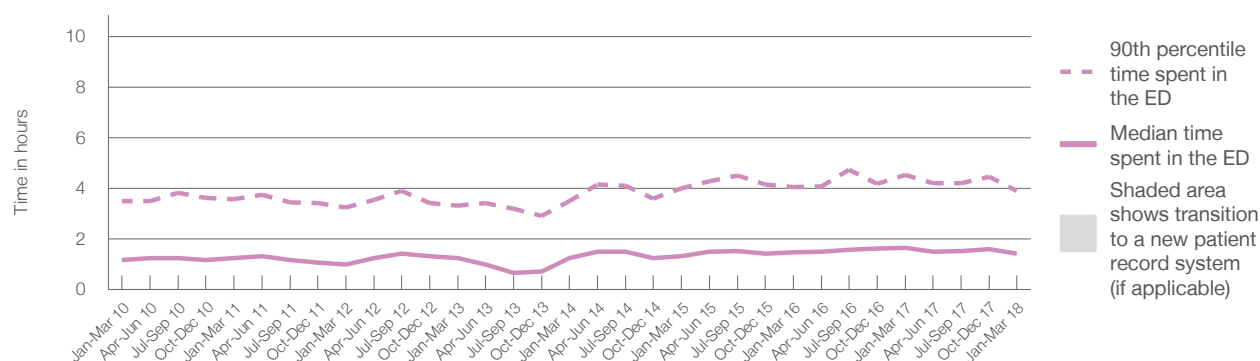
3 hours and 54 minutes

Same period last year	NSW (this period)
2,131	
2,131	
1 hours and 39 minutes	2 hours and 42 minutes
4 hours and 32 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^{†‡}



	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 ⁸ (hours, minutes)	1h 10m	1h 15m	1h 0m	1h 15m	1h 15m	1h 20m	1h 29m	1h 39m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 30m	3h 35m	3h 15m	3h 19m	3h 30m	4h 0m	4h 3m	4h 32m	3h 54m

(†) 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.

Inverell Hospital: Time patients spent in the ED

By mode of separation

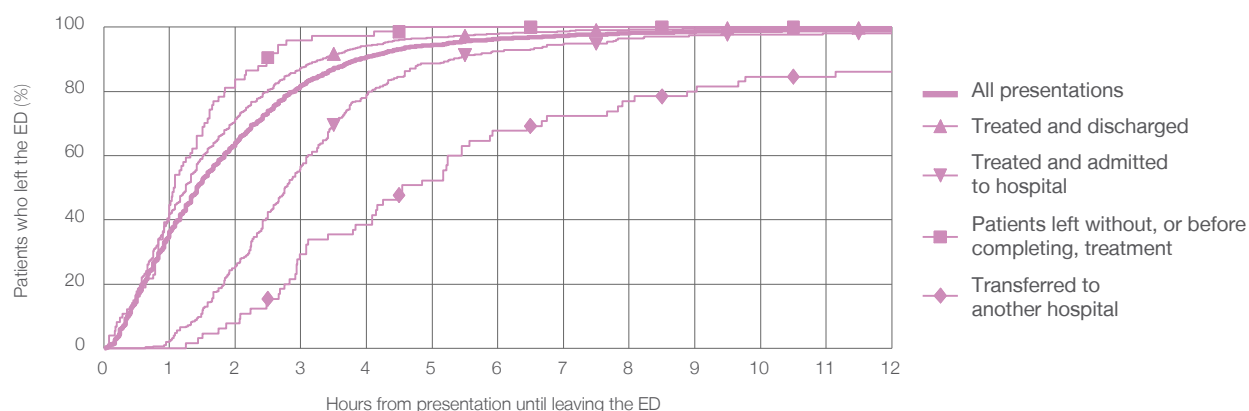
January to March 2018

All presentations:[†] 2,153 patients

Presentations used to calculate time to leaving the ED:[‡] 2,153 patients

		Same period last year	Change since one year ago
Treated and discharged	1,623 (75.4%)	1,538	5.5%
Treated and admitted to hospital	309 (14.4%)	391	-21.0%
Patient left without, or before completing, treatment	74 (3.4%)	67	10.4%
Transferred to another hospital	65 (3.0%)	72	-9.7%
Other	82 (3.8%)	63	30.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.8%	71.3%	87.4%	94.4%	98.0%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.3%	25.6%	56.6%	79.0%	92.6%	96.4%	97.7%	98.1%
Patient left without, or before completing, treatment	44.6%	83.8%	95.9%	97.3%	100%	100%	100%	100%
Transferred to another hospital	0%	7.7%	29.2%	38.5%	67.7%	76.9%	84.6%	86.2%
All presentations	36.3%	63.9%	81.8%	90.8%	96.4%	98.2%	98.9%	99.2%

(†) 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.

Inverell 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: ¹ 2,153 patients

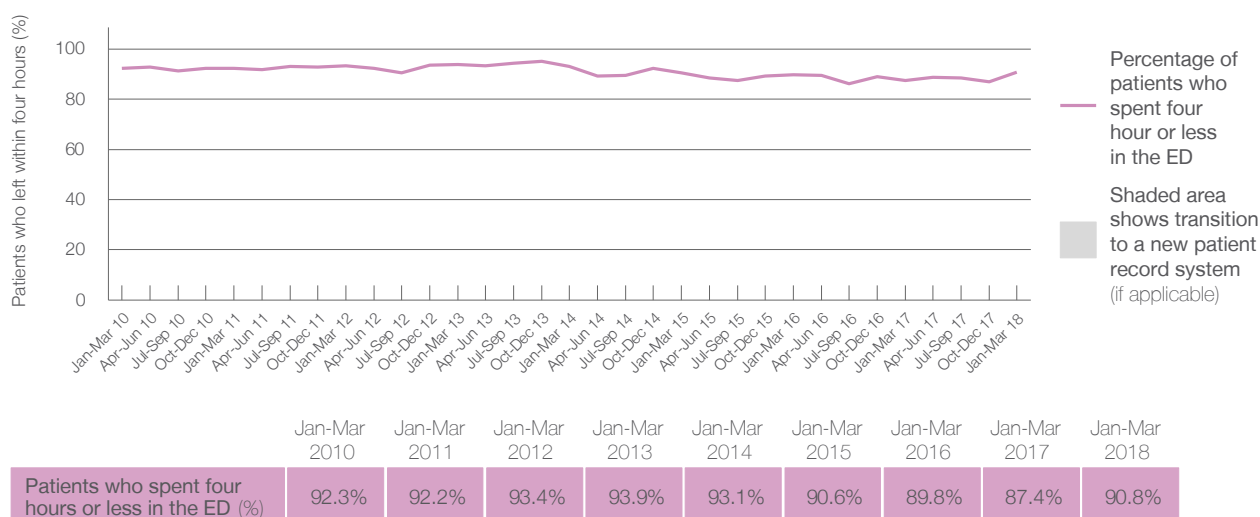
Presentations used to calculate time to leaving the ED: ⁶ 2,153 patients

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



Same period last year	Change since one year ago
2,131	1%
2,131	1%
87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).
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 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*.
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 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).

John Hunter Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,567 patients

Emergency presentations:² 19,456 patients

Same period last year	Change since one year ago
19,433	1%
19,300	1%

John Hunter Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,825 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,536 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,091 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,883 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,782	
7 minutes	8 minutes
22 minutes	23 minutes
5,012	
23 minutes	20 minutes
85 minutes	65 minutes
9,599	
33 minutes	25 minutes
123 minutes	98 minutes
2,822	
41 minutes	22 minutes
144 minutes	97 minutes

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,567 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
19,433	1%
62%	

* 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.

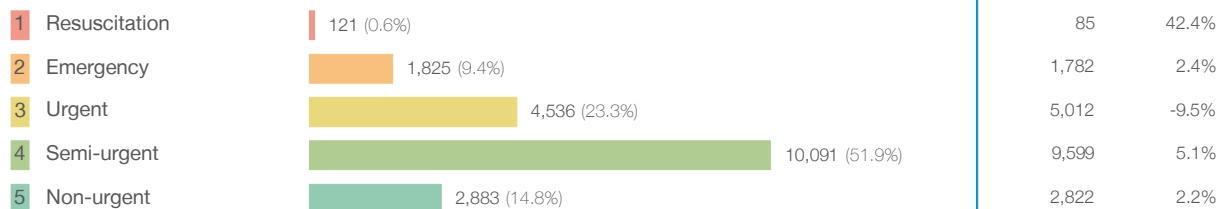
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

John Hunter Hospital: Patients presenting to the emergency department

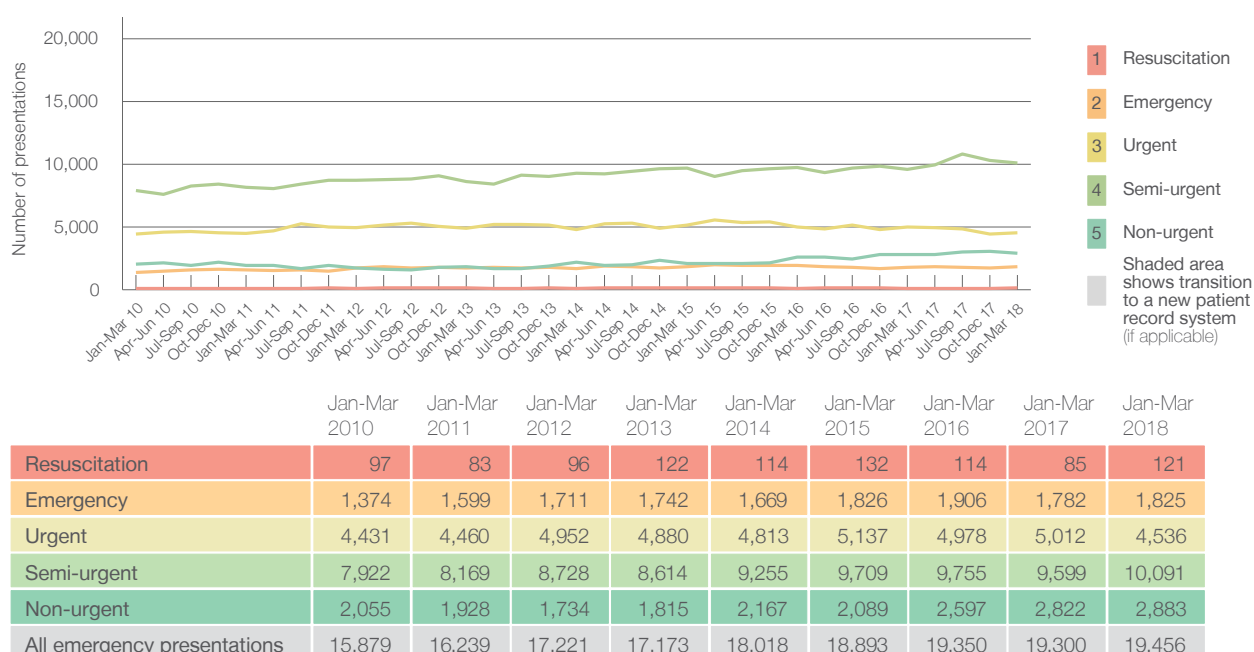
January to March 2018

All presentations:¹ 19,567 patients

Emergency presentations² by triage category: 19,456 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



John Hunter Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,553 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.

John Hunter 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: 1,825

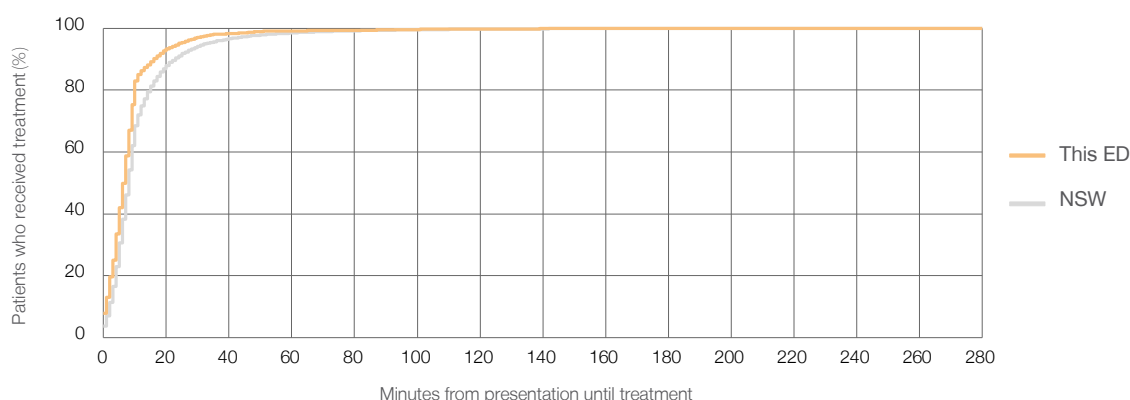
Number of triage 2 patients used to calculate waiting time:³ 1,807

Median time to start treatment⁴ 7 minutes

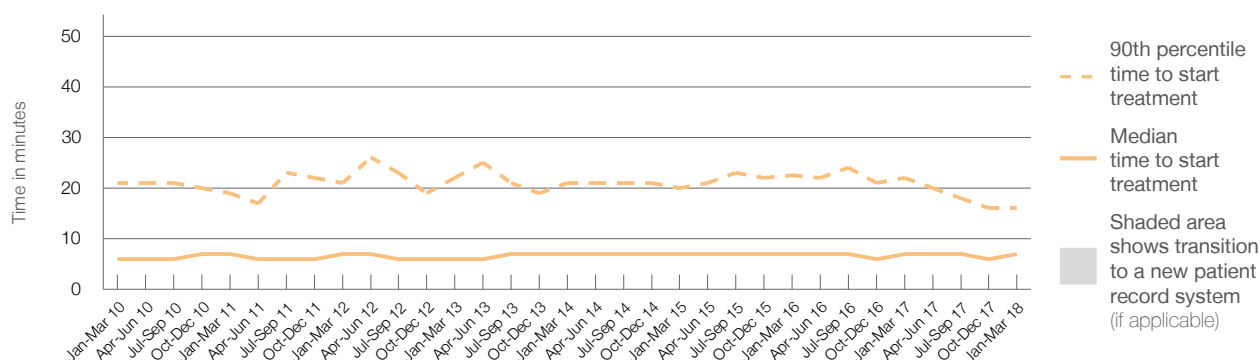
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,782	
1,768	
7 minutes	8 minutes
22 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^{†‡}



	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 ⁴ (minutes)	6	7	7	6	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	19	21	22	21	20	23	22	16

(†) 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.

John Hunter 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: 4,536

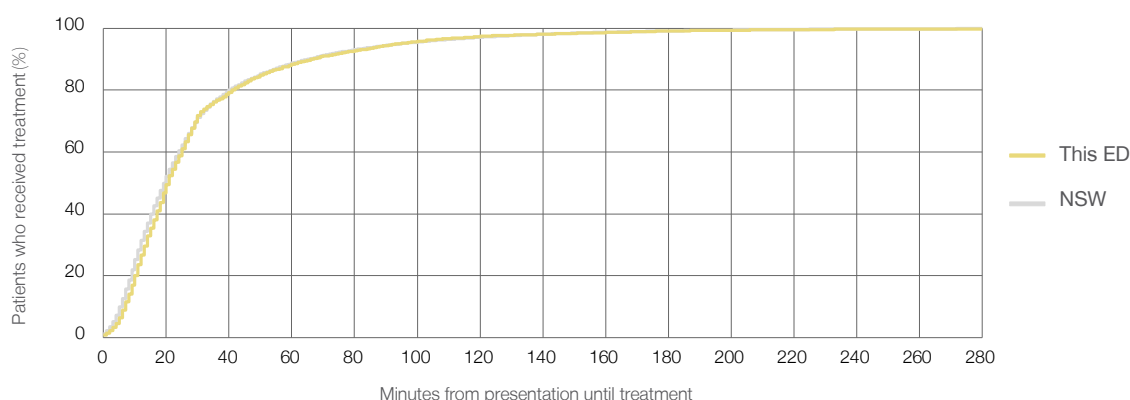
Number of triage 3 patients used to calculate waiting time: ³ 4,415

Median time to start treatment ⁴ 21 minutes

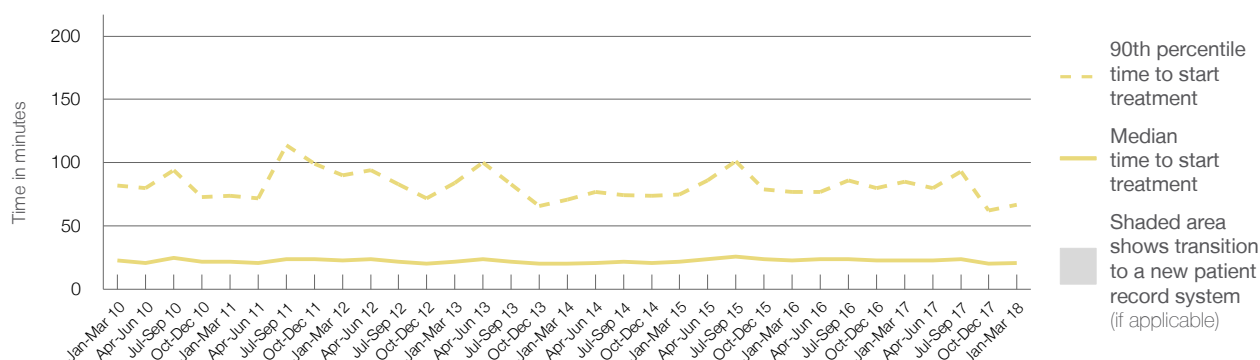
90th percentile time to start treatment ⁵ 67 minutes

Same period last year	NSW (this period)
5,012	
4,898	
23 minutes	20 minutes
85 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 ^{†‡}



	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 ⁴ (minutes)	23	22	23	22	20	22	23	23	21
90th percentile time to start treatment ⁵ (minutes)	82	74	90	84	71	75	77	85	67

(†) 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.

John Hunter 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: 10,091

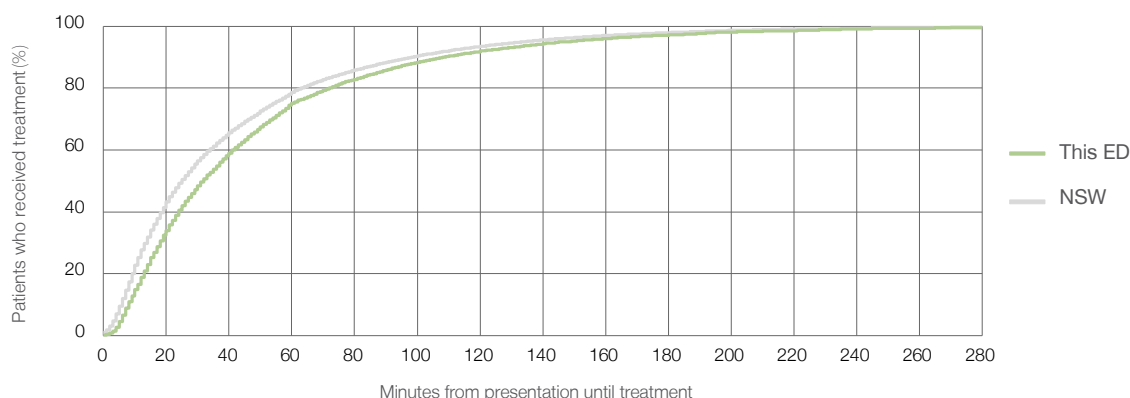
Number of triage 4 patients used to calculate waiting time:³ 9,130

Median time to start treatment⁴ 32 minutes

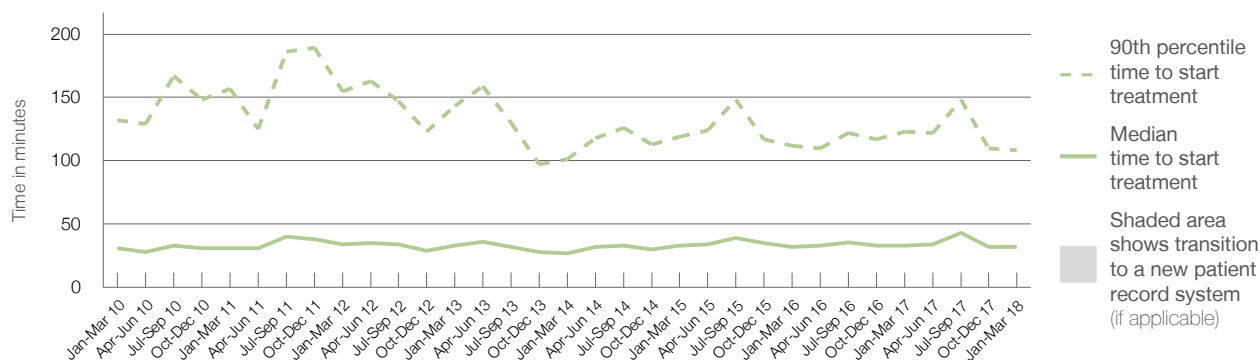
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
9,599	
8,840	
33 minutes	25 minutes
123 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^{†‡}



	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 ⁴ (minutes)	31	31	34	33	27	33	32	33	32
90th percentile time to start treatment ⁵ (minutes)	132	157	155	143	101	119	112	123	108

(†) 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.

John Hunter 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: 2,883

Number of triage 5 patients used to calculate waiting time: ³ 2,256

Median time to start treatment ⁴

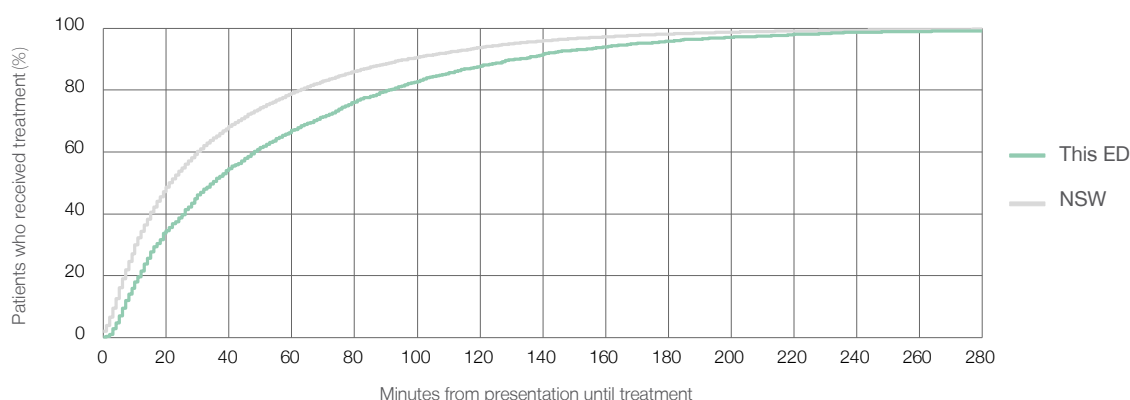
35 minutes

90th percentile time to start treatment ⁵

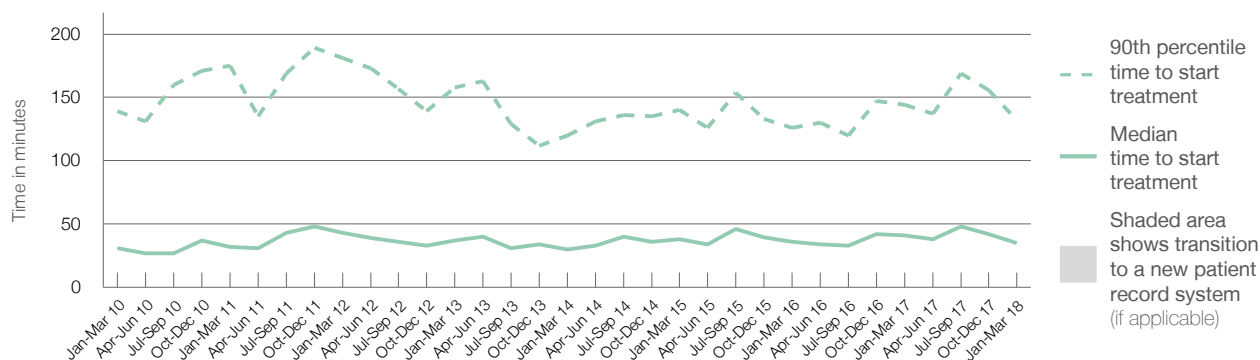
132 minutes

Same period last year	NSW (this period)
2,822	
2,317	
41 minutes	22 minutes
144 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 ^{†‡}



	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 ⁴ (minutes)	31	32	43	37	30	38	36	41	35
90th percentile time to start treatment ⁵ (minutes)	139	175	181	158	120	140	126	144	132

(†) 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.

John Hunter Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,567 patients

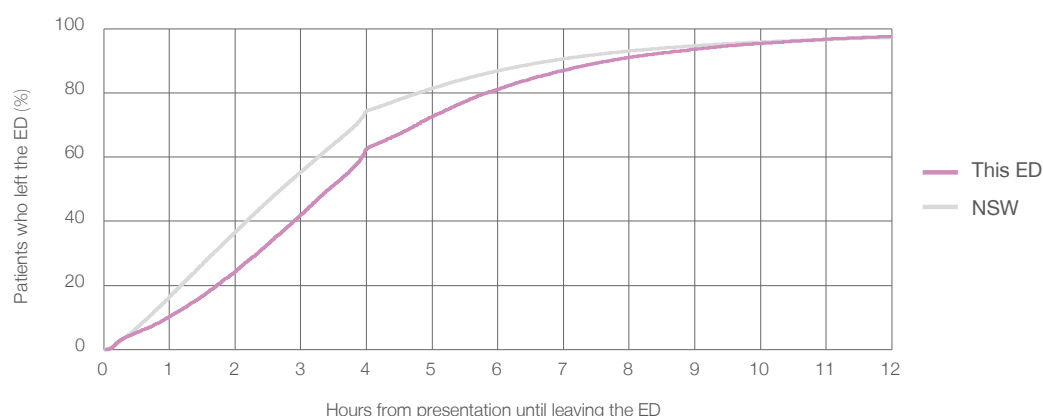
Presentations used to calculate time to leaving the ED:⁶ 19,567 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

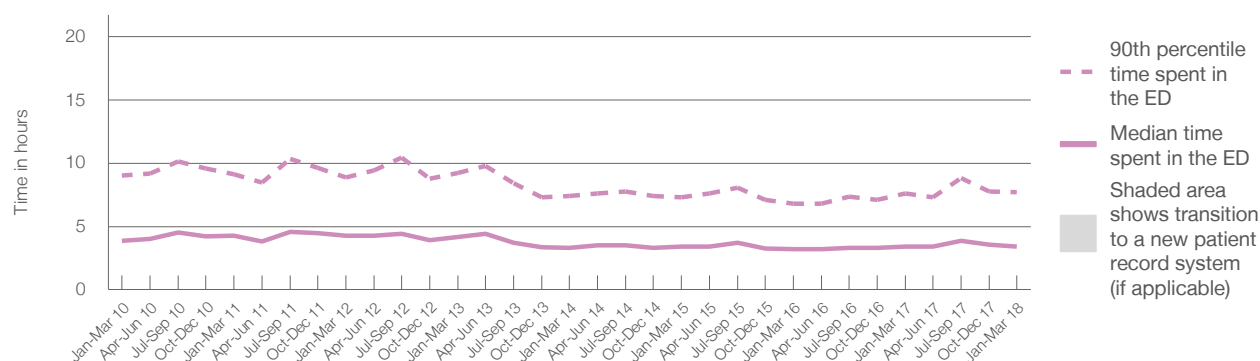
90th percentile time spent in the ED⁹ 7 hours and 42 minutes

Same period last year	NSW (this period)
19,433	19,433
3 hours and 26 minutes	2 hours and 42 minutes
7 hours and 37 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^{†‡}



	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 ⁸ (hours, minutes)	3h 53m	4h 15m	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m	3h 26m	3h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 2m	9h 9m	8h 53m	9h 13m	7h 24m	7h 17m	6h 47m	7h 37m	7h 42m

(†) 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.

John Hunter Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

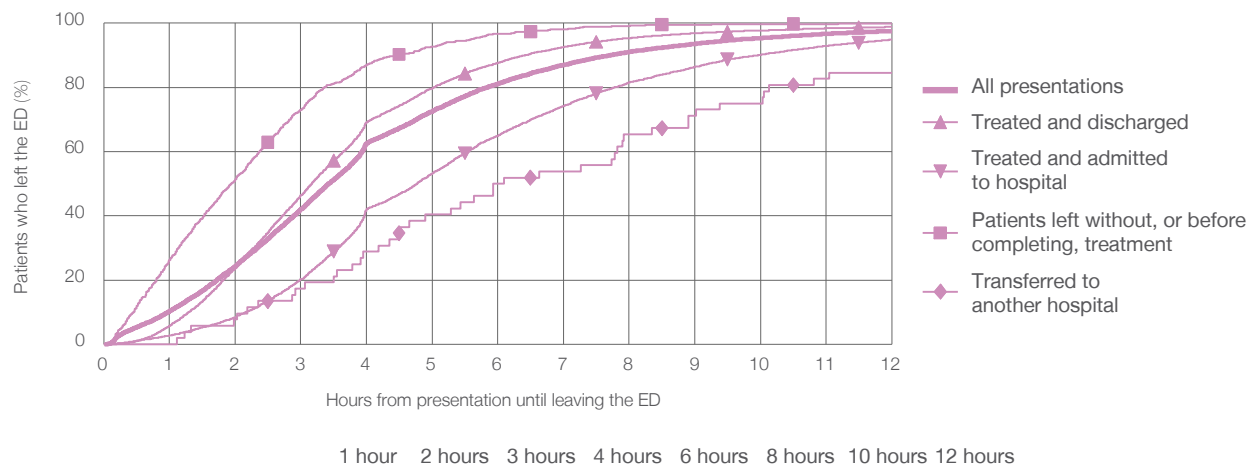
All presentations:[†] 19,567 patients

Presentations used to calculate time to leaving the ED:[‡] 19,567 patients

Treated and discharged	10,689 (54.6%)
Treated and admitted to hospital	6,589 (33.7%)
Patient left without, or before completing, treatment	979 (5.0%)
Transferred to another hospital	52 (0.3%)
Other	1,258 (6.4%)

Same period last year	Change since one year ago
19,433	1%
11,119	-3.9%
6,429	2.5%
872	12.3%
48	8.3%
965	30.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	5.8%	23.7%	46.4%	69.1%	87.7%	95.4%	97.8%	98.8%
Treated and admitted to hospital	2.7%	8.4%	20.2%	42.0%	65.0%	81.5%	90.2%	94.9%
Patient left without, or before completing, treatment	26.4%	51.5%	73.0%	87.1%	96.7%	99.2%	99.8%	99.9%
Transferred to another hospital	0%	7.7%	17.3%	28.8%	50.0%	65.4%	75.0%	84.6%
All presentations	10.4%	24.3%	42.0%	62.6%	81.1%	91.1%	95.4%	97.6%

(†) 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.

John Hunter 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: ¹ 19,567 patients

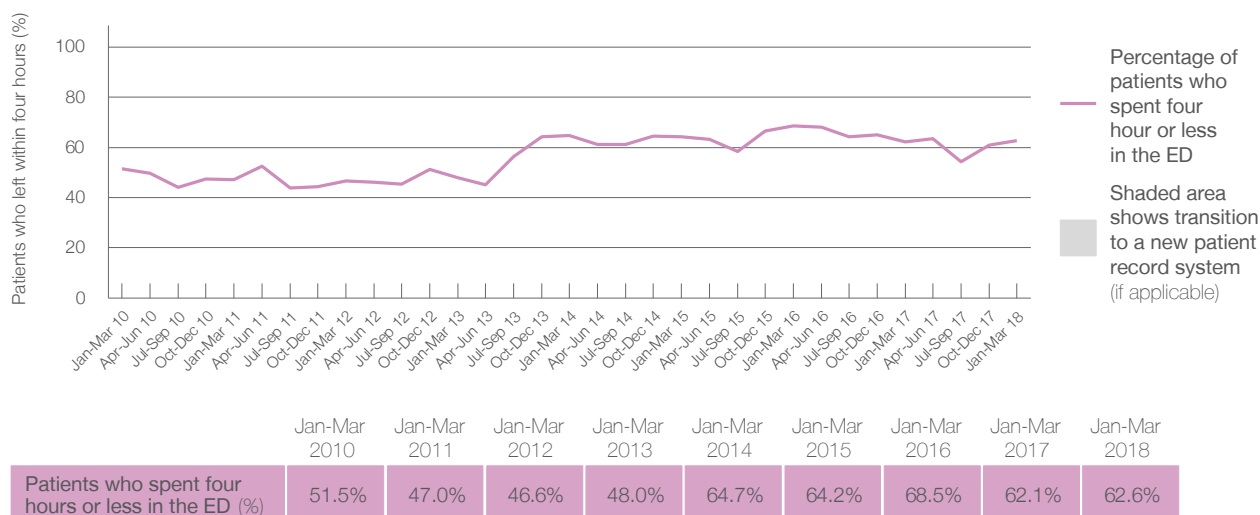
Presentations used to calculate time to leaving the ED: ⁶ 19,567 patients

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



Same period last year	Change since one year ago
19,433	1%
19,433	1%
62.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).

Kurri Kurri Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 965 patients

Emergency presentations:² 903 patients

Same period last year	Change since one year ago
892	8%
829	9%

Kurri Kurri Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 71 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 164 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 463 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 205 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
76	
5 minutes	8 minutes
*	23 minutes
239	
9 minutes	20 minutes
21 minutes	65 minutes
410	
12 minutes	25 minutes
51 minutes	98 minutes
104	
11 minutes	22 minutes
*	97 minutes

Kurri Kurri Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 965 patients

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

93%

Same period last year	Change since one year ago
891	8%
95%	

* 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.

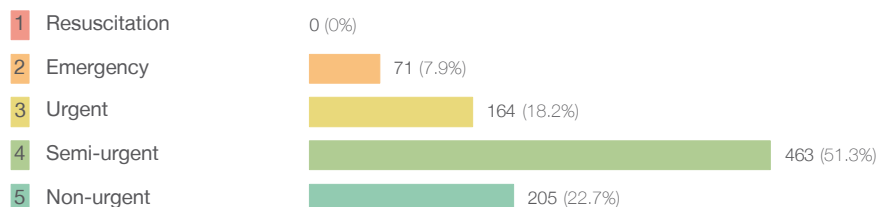
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Kurri Kurri Hospital: Patients presenting to the emergency department

January to March 2018

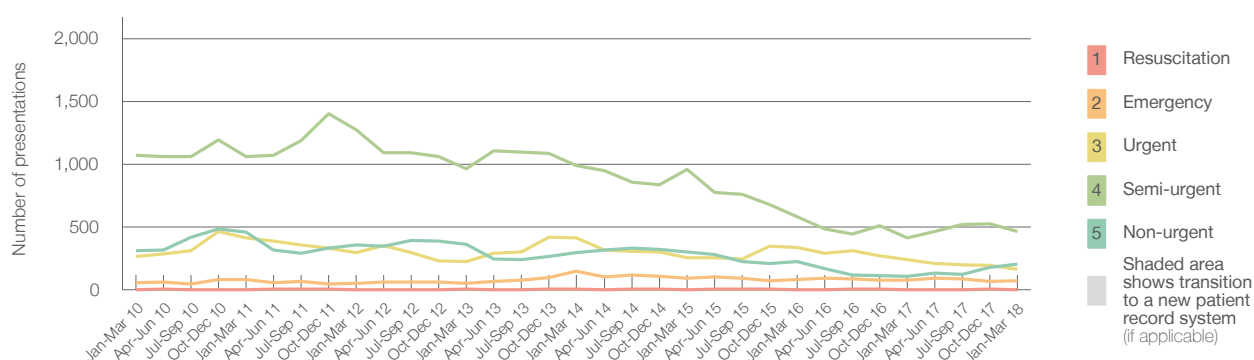
All presentations:¹ 965 patients

Emergency presentations² by triage category: 903 patients



Same period last year	Change since one year ago
892	8%
829	9%
< 5	*
76	-5.3%
239	-31.4%
410	12.9%
104	97.1%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	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	< 5	0	< 5	5	< 5	< 5	< 5	< 5	0
Emergency	55	80	50	49	152	90	83	76	71
Urgent	266	414	293	224	413	255	336	239	164
Semi-urgent	1,071	1,058	1,275	961	988	958	583	410	463
Non-urgent	308	456	357	360	294	301	222	104	205
All emergency presentations	1,700	2,008	1,975	1,599	1,847	1,604	1,224	829	903

Kurri Kurri Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 51 patients

ED Transfer of care time

Median time: 5 minutes

90th percentile time: *

Same period last year	Change since one year ago
< 50 patients	
*	*
*	*

(†) 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.

Kurri Kurri 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: 71

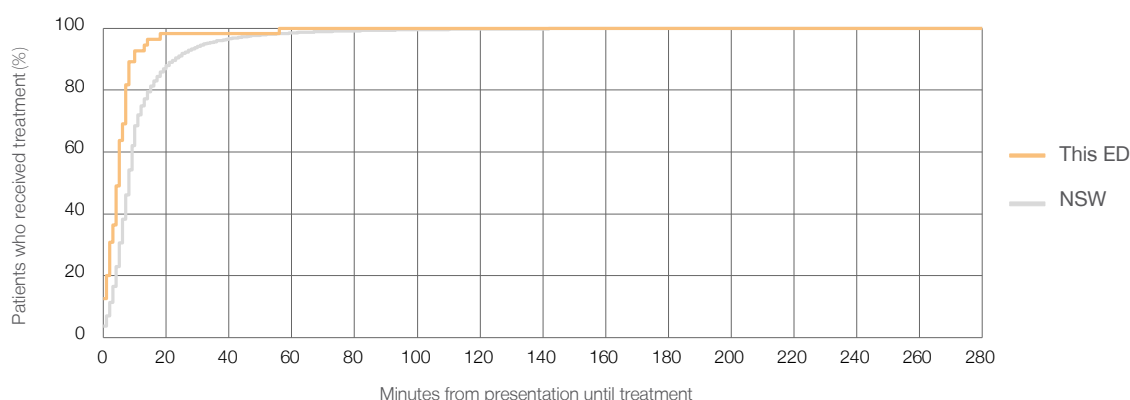
Number of triage 2 patients used to calculate waiting time: ³ 55

Median time to start treatment ⁴ 5 minutes

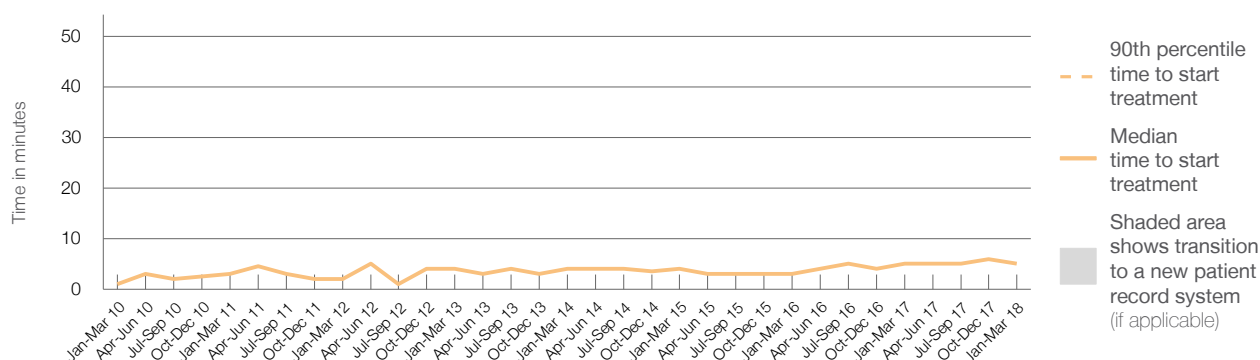
90th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
76	
55	
5 minutes	8 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 ^{†‡}



	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 ⁴ (minutes)	1	3	2	4	4	4	3	5	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	37	*	*	*	*

(†) 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.

Kurri Kurri 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: 164

Number of triage 3 patients used to calculate waiting time:³ 123

Median time to start treatment⁴

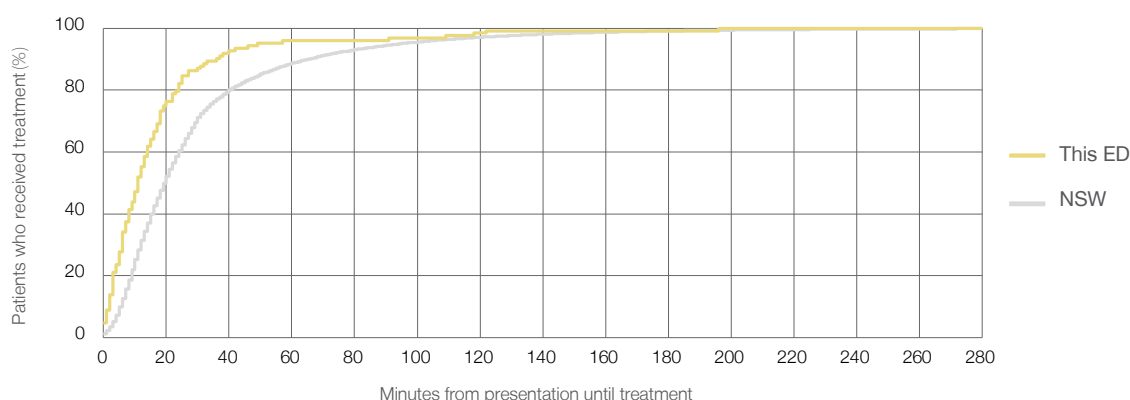
11 minutes

90th percentile time to start treatment⁵

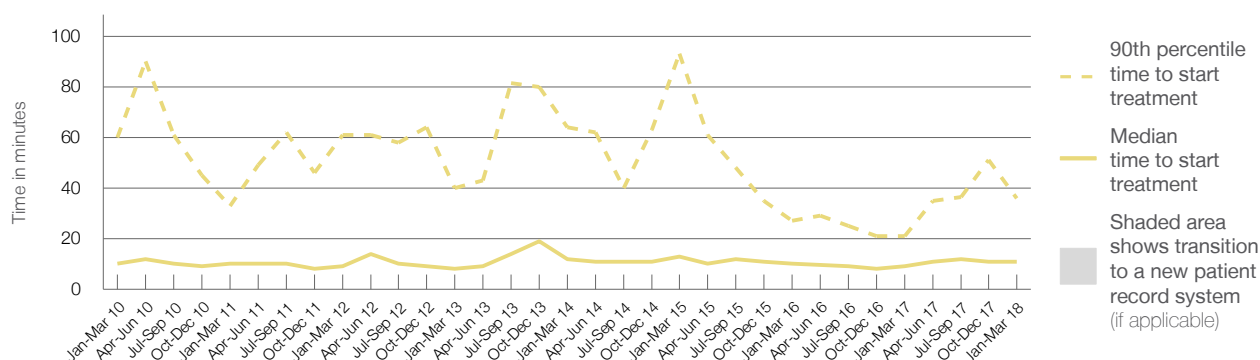
36 minutes

Same period last year	NSW (this period)
239	
146	
9 minutes	20 minutes
21 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^{†‡}



	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 ⁴ (minutes)	10	10	9	8	12	13	10	9	11
90th percentile time to start treatment ⁵ (minutes)	60	33	61	40	64	93	27	21	36

(†) 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.

Kurri Kurri 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: 463

Number of triage 4 patients used to calculate waiting time:³ 308

Median time to start treatment⁴

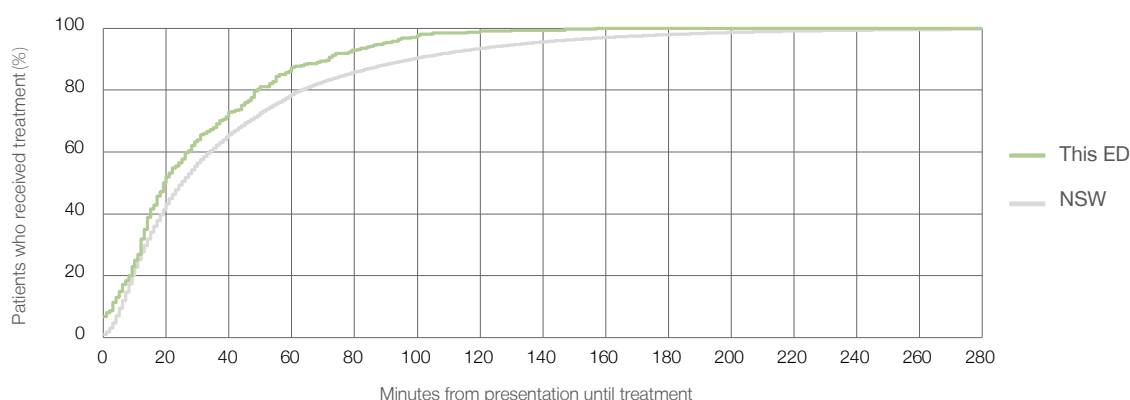
20 minutes

90th percentile time to start treatment⁵

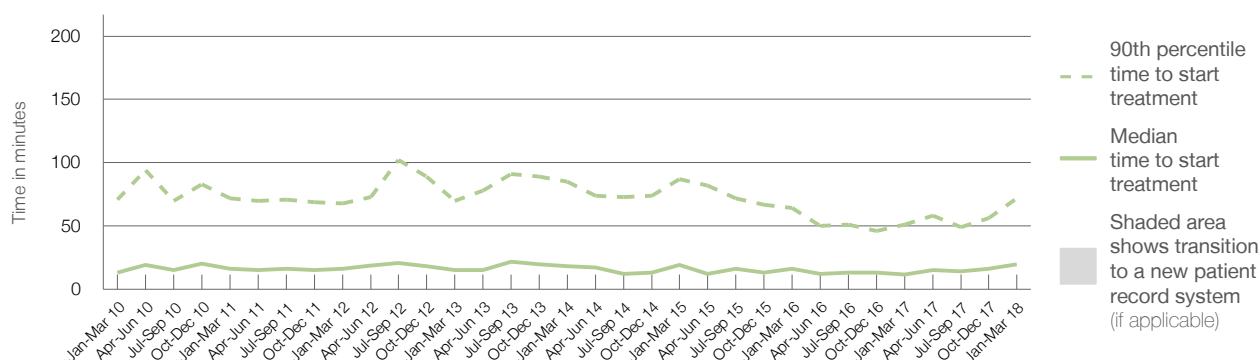
72 minutes

Same period last year	NSW (this period)
410	
228	
12 minutes	25 minutes
51 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^{†‡}



	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 ⁴ (minutes)	13	16	16	15	18	19	16	12	20
90th percentile time to start treatment ⁵ (minutes)	71	72	68	70	85	87	64	51	72

(†) 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.

Kurri Kurri 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: 205

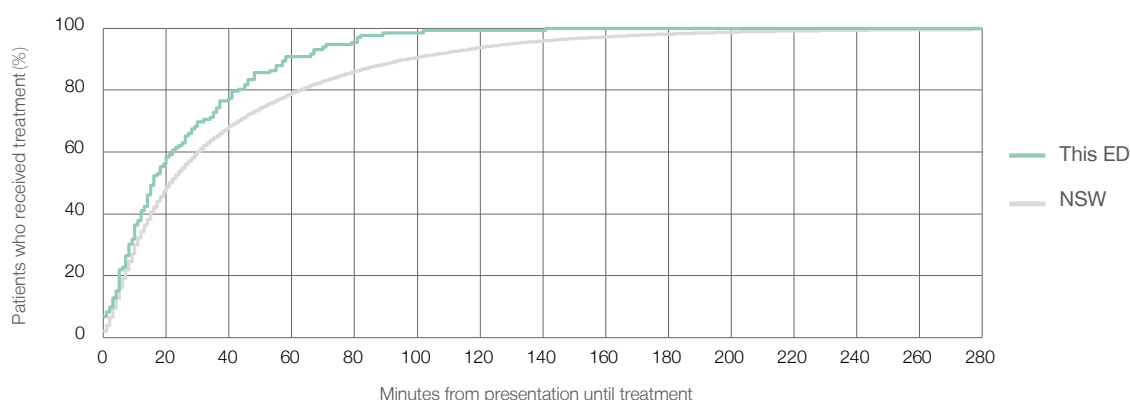
Number of triage 5 patients used to calculate waiting time:³ 132

Median time to start treatment⁴ 16 minutes

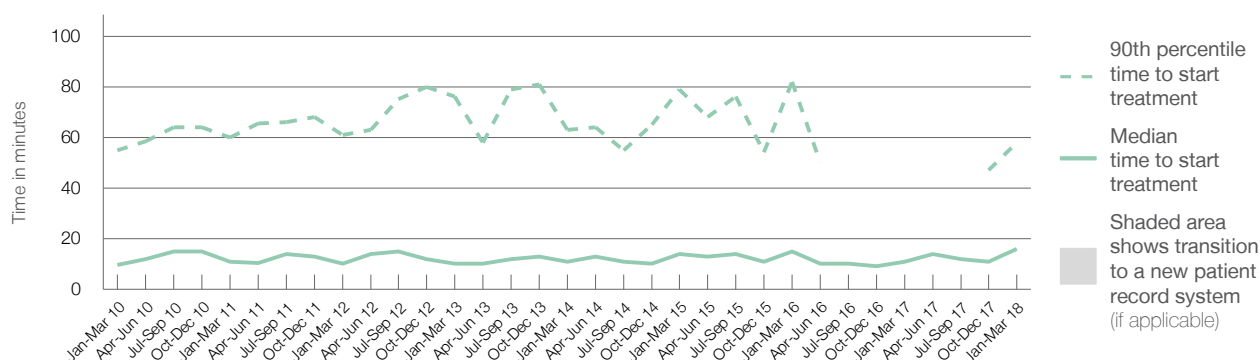
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
104	
69	
11 minutes	22 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^{†‡}



	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 ⁴ (minutes)	10	11	10	10	11	14	15	11	16
90th percentile time to start treatment ⁵ (minutes)	55	60	61	76	63	79	82	*	58

(†) 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.

Kurri Kurri Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 965 patients

Presentations used to calculate time to leaving the ED:⁶ 965 patients

Median time spent in the ED⁸

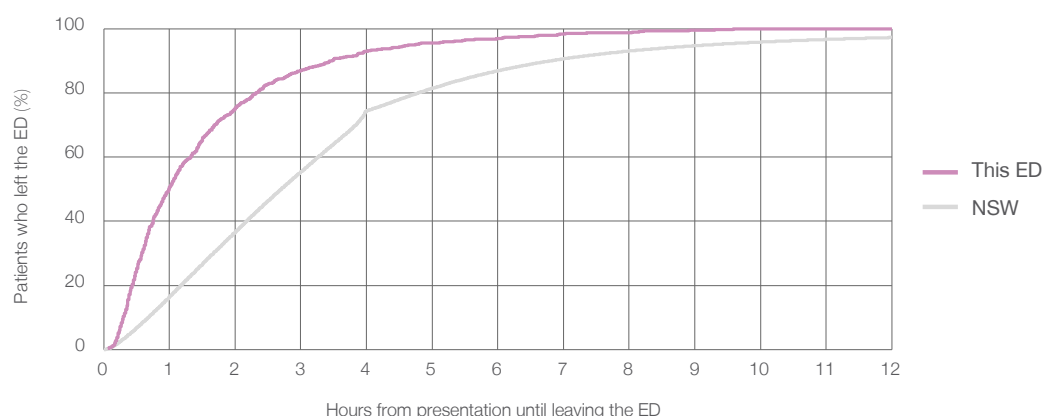
1 hours and 0 minutes

90th percentile time spent in the ED⁹

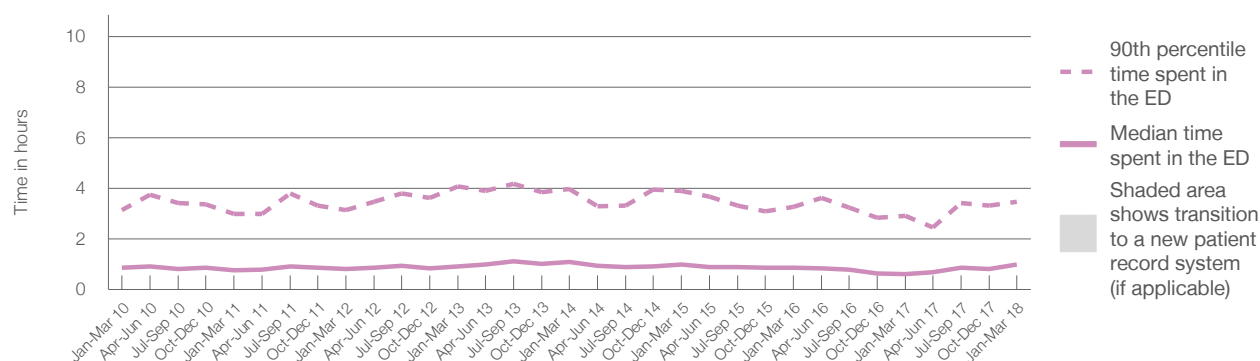
3 hours and 29 minutes

Same period last year	NSW (this period)
892	
891	
0 hours and 37 minutes	2 hours and 42 minutes
2 hours and 55 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^{†‡}



	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 ⁸ (hours, minutes)	0h 53m	0h 46m	0h 49m	0h 55m	1h 6m	1h 0m	0h 53m	0h 37m	1h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 9m	2h 59m	3h 9m	4h 5m	3h 59m	3h 55m	3h 17m	2h 55m	3h 29m

(†) 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.

Kurri Kurri Hospital: Time patients spent in the ED

By mode of separation

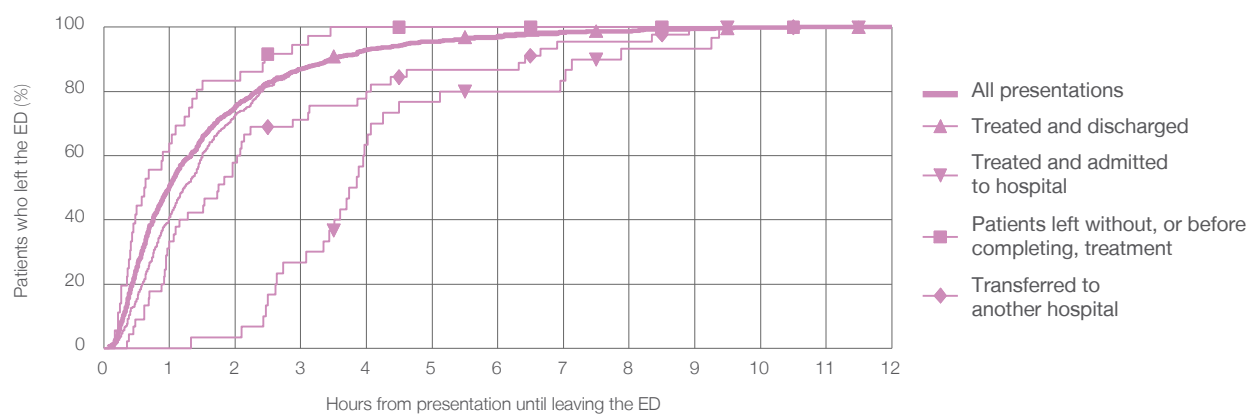
January to March 2018

All presentations:[†] 965 patients

Presentations used to calculate time to leaving the ED:[‡] 965 patients

		Same period last year	Change since one year ago
Treated and discharged	585 (60.6%)	460	27.2%
Treated and admitted to hospital	30 (3.1%)	19	57.9%
Patient left without, or before completing, treatment	36 (3.7%)	53	-32.1%
Transferred to another hospital	45 (4.7%)	40	12.5%
Other	269 (27.9%)	320	-15.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	40.9%	72.8%	86.7%	92.8%	97.6%	98.8%	99.8%	100%
Treated and admitted to hospital	0%	3.3%	26.7%	63.3%	80.0%	93.3%	100%	100%
Patient left without, or before completing, treatment	63.9%	83.3%	94.4%	100%	100%	100%	100%	100%
Transferred to another hospital	33.3%	57.8%	71.1%	80.0%	86.7%	95.6%	100%	100%
All presentations	50.7%	75.3%	86.9%	93.0%	97.0%	98.8%	99.9%	100%

(†) 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.

Kurri Kurri 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: ¹ 965 patients

Presentations used to calculate time to leaving the ED: ⁶ 965 patients

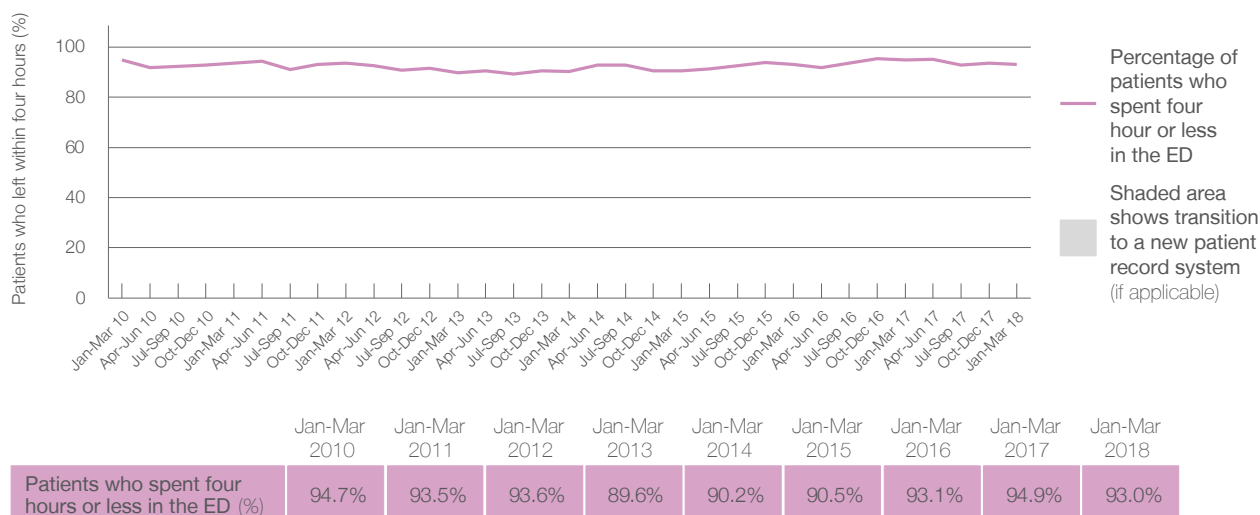
Percentage of patients who spent four hours or less in the ED



93.0%

Same period last year	Change since one year ago
892	8%
891	8%
94.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



* 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).

Maitland Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 11,730 patients

Emergency presentations:² 11,652 patients

Same period last year	Change since one year ago
12,006	-2%
11,920	-2%

Maitland Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,144 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,311 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,013 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 134 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,158 patients

Median time to start treatment⁴ 49 minutes
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,969	
7 minutes	8 minutes
26 minutes	23 minutes
3,062	
23 minutes	20 minutes
91 minutes	65 minutes
5,425	
44 minutes	25 minutes
138 minutes	98 minutes
1,445	
58 minutes	22 minutes
155 minutes	97 minutes

Maitland Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 11,730 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,006	-2%
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.

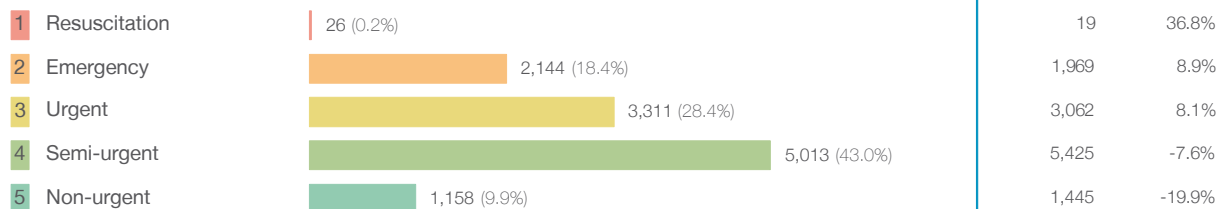
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Maitland Hospital: Patients presenting to the emergency department

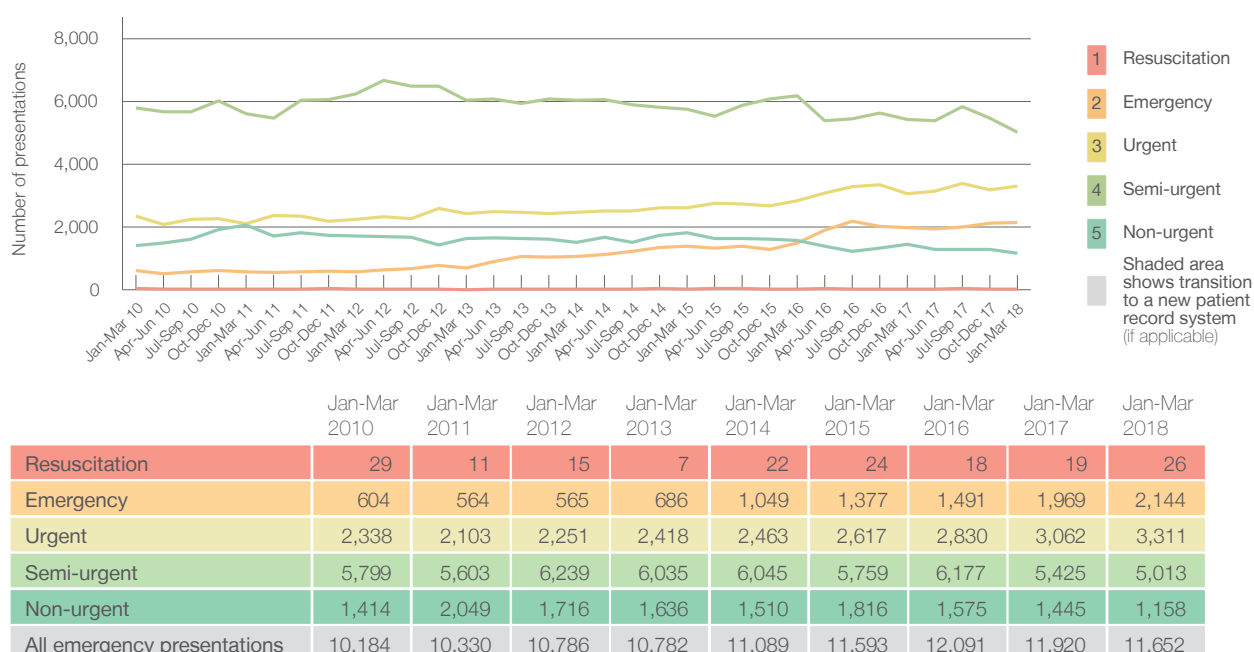
January to March 2018

All presentations:¹ 11,730 patients

Emergency presentations² by triage category: 11,652 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Maitland Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,043 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.

Maitland 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: 2,144

Number of triage 2 patients used to calculate waiting time:³ 2,075

Median time to start treatment⁴

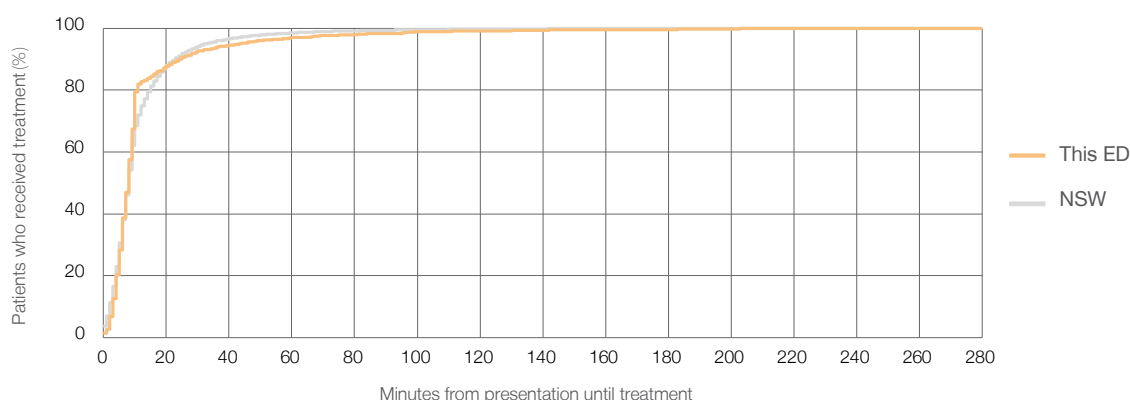
8 minutes

90th percentile time to start treatment⁵

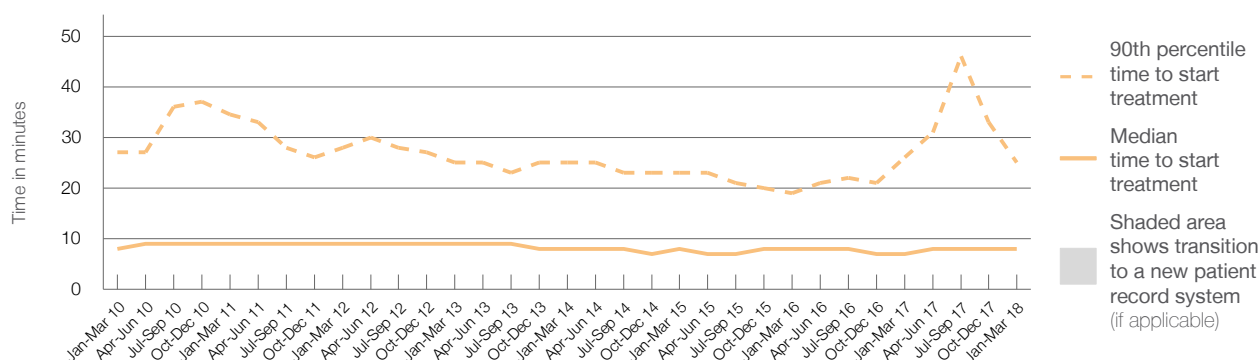
25 minutes

Same period last year	NSW (this period)
1,969	
1,926	
7 minutes	8 minutes
26 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^{†‡}



	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 ⁴ (minutes)	8	9	9	9	8	8	8	7	8
90th percentile time to start treatment ⁵ (minutes)	27	35	28	25	25	23	19	26	25

(†) 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.

Maitland 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: 3,311

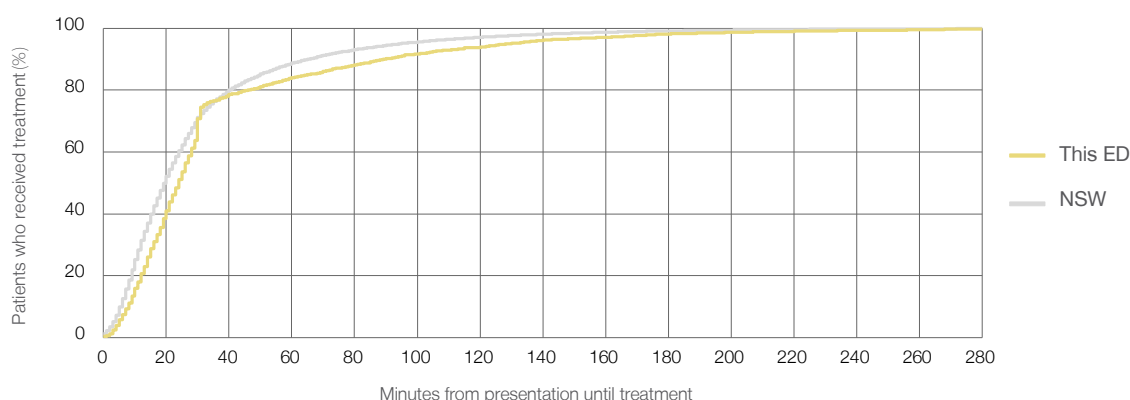
Number of triage 3 patients used to calculate waiting time: ³ 3,131

Median time to start treatment ⁴ 24 minutes

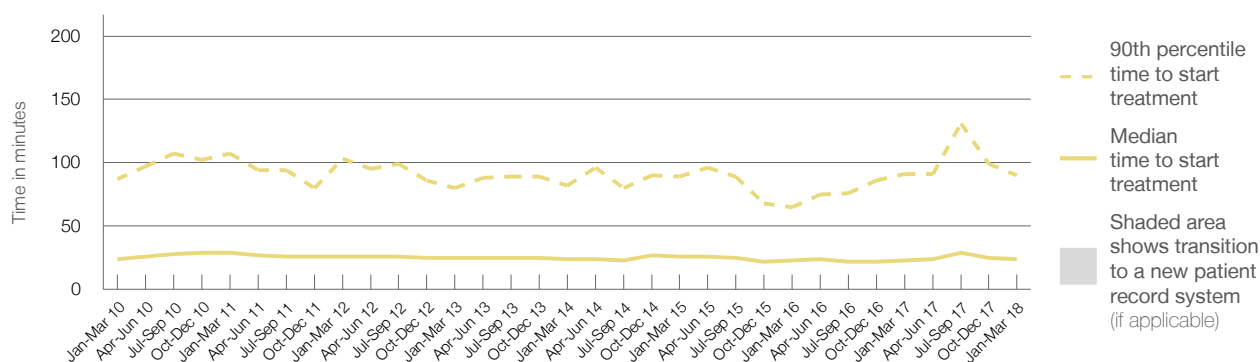
90th percentile time to start treatment ⁵ 90 minutes

Same period last year	NSW (this period)
3,062	
2,912	
23 minutes	20 minutes
91 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 ^{†‡}



	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 ⁴ (minutes)	24	29	26	25	24	26	23	23	24
90th percentile time to start treatment ⁵ (minutes)	87	107	103	80	82	89	65	91	90

(†) 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.

Maitland 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: 5,013

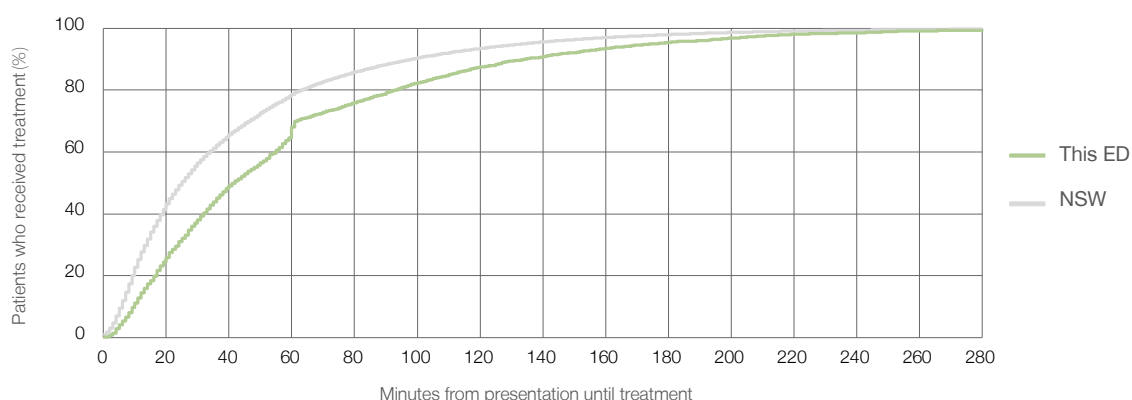
Number of triage 4 patients used to calculate waiting time: ³ 4,107

Median time to start treatment ⁴ 42 minutes

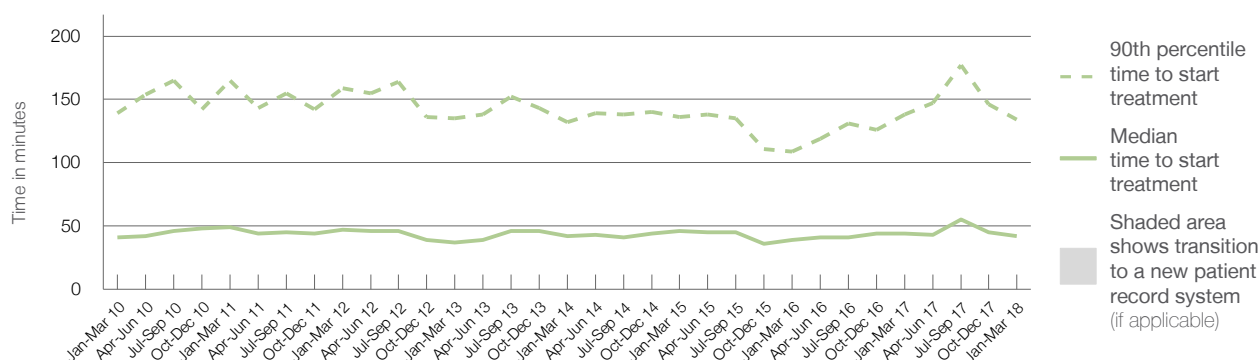
90th percentile time to start treatment ⁵ 134 minutes

Same period last year	NSW (this period)
5,425	
4,529	
44 minutes	25 minutes
138 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 ^{†‡}



	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 ⁴ (minutes)	41	49	47	37	42	46	39	44	42
90th percentile time to start treatment ⁵ (minutes)	139	165	159	135	132	136	109	138	134

(†) 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.

Maitland 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: 1,158

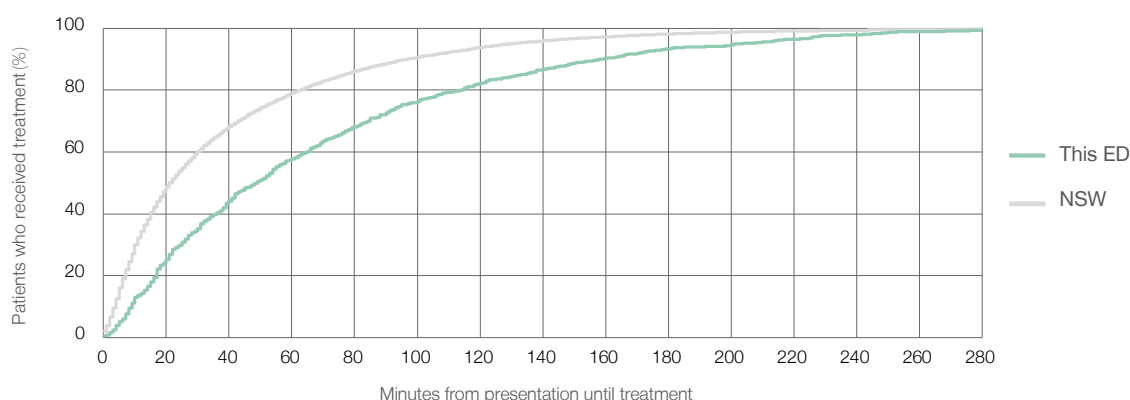
Number of triage 5 patients used to calculate waiting time:³ 779

Median time to start treatment⁴ 49 minutes

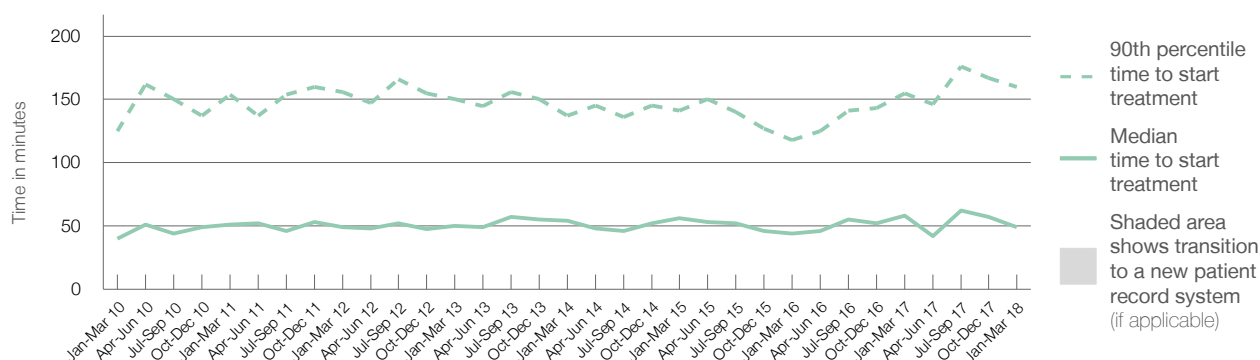
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,445	
1,017	
58 minutes	22 minutes
155 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^{†‡}



	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 ⁴ (minutes)	40	51	49	50	54	56	44	58	49
90th percentile time to start treatment ⁵ (minutes)	125	154	156	150	137	141	118	155	160

(†) 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.

Maitland Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 11,730 patients

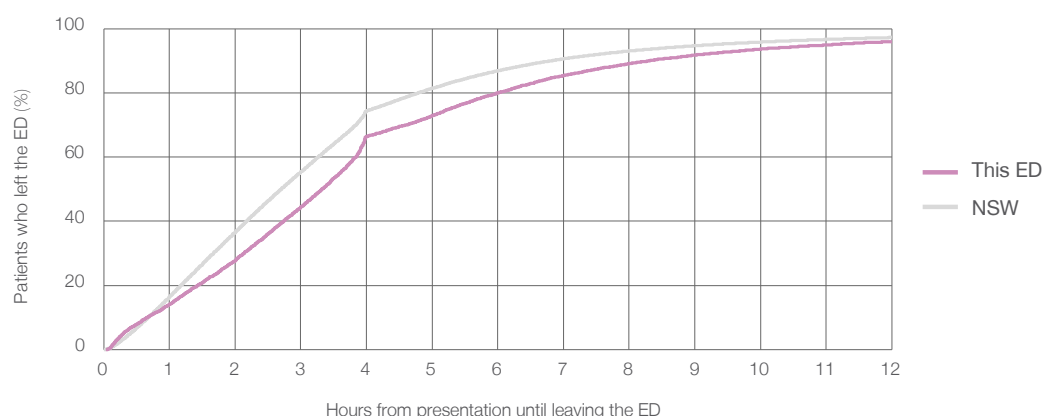
Presentations used to calculate time to leaving the ED:⁶ 11,730 patients

Median time spent in the ED⁸ 3 hours and 20 minutes

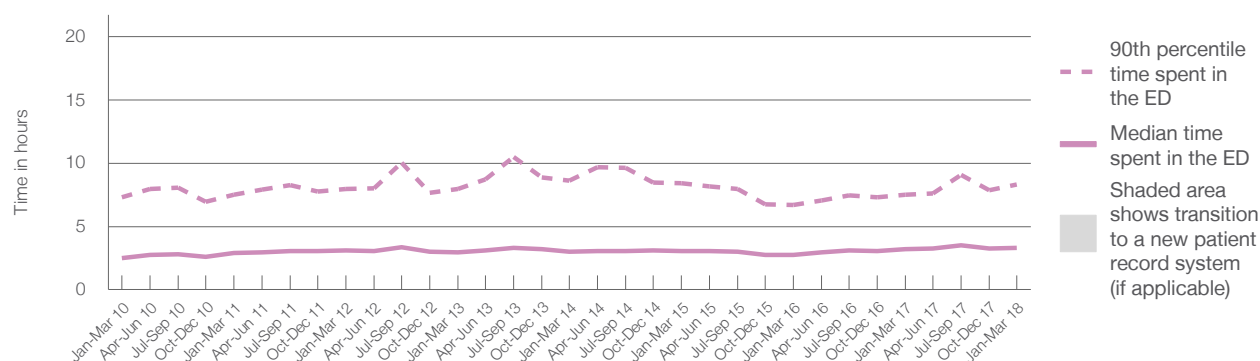
90th percentile time spent in the ED⁹ 8 hours and 18 minutes

Same period last year	NSW (this period)
12,006	
12,006	
3 hours and 11 minutes	2 hours and 42 minutes
7 hours and 31 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^{†‡}



	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 ⁸ (hours, minutes)	2h 30m	2h 54m	3h 6m	2h 58m	3h 1m	3h 3m	2h 45m	3h 11m	3h 20m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 17m	7h 32m	7h 57m	7h 58m	8h 37m	8h 26m	6h 42m	7h 31m	8h 18m

(†) 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.

Maitland Hospital: Time patients spent in the ED

By mode of separation

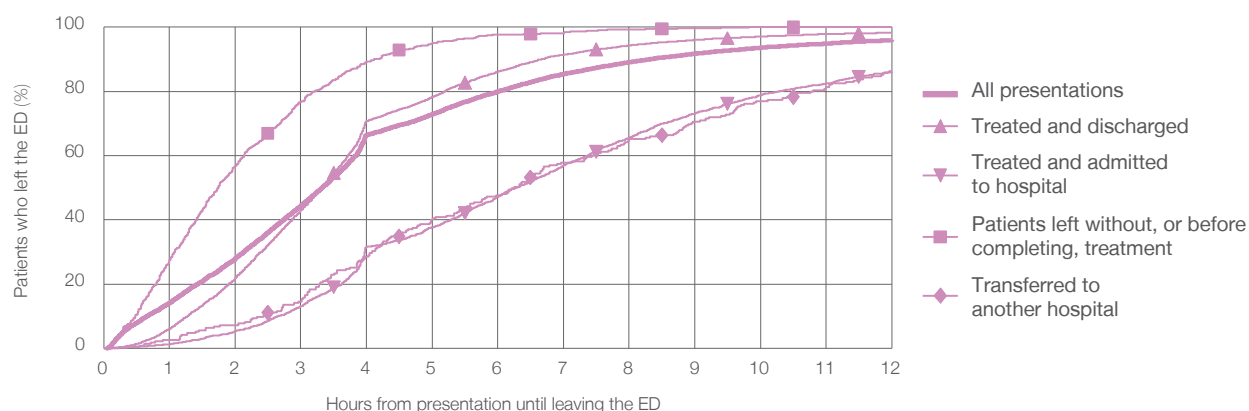
January to March 2018

All presentations:[†] 11,730 patients

Presentations used to calculate time to leaving the ED:[‡] 11,730 patients

		Same period last year	Change since one year ago
Treated and discharged	7,303 (62.3%)	7,683	-4.9%
Treated and admitted to hospital	2,254 (19.2%)	2,292	-1.7%
Patient left without, or before completing, treatment	763 (6.5%)	660	15.6%
Transferred to another hospital	235 (2.0%)	227	3.5%
Other	1,175 (10.0%)	1,144	2.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.1%	21.8%	43.0%	70.7%	86.2%	94.3%	97.1%	98.4%
Treated and admitted to hospital	1.2%	5.4%	13.1%	31.6%	47.2%	65.5%	78.8%	86.1%
Patient left without, or before completing, treatment	27.5%	56.9%	76.8%	89.3%	97.6%	99.3%	100%	100%
Transferred to another hospital	2.6%	7.2%	14.5%	28.5%	47.7%	65.1%	77.0%	86.4%
All presentations	14.1%	28.0%	44.4%	66.4%	80.1%	89.1%	93.6%	96.0%

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

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

Maitland 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: ¹ 11,730 patients

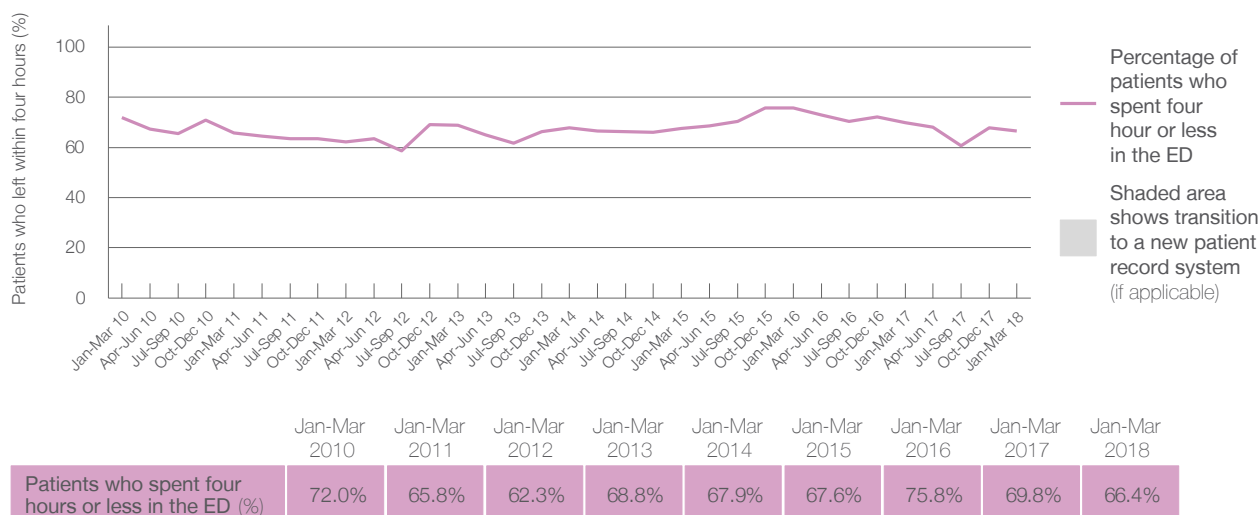
Presentations used to calculate time to leaving the ED: ⁶ 11,730 patients

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



Same period last year	Change since one year ago
12,006	-2%
12,006	-2%
69.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).

Manning Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,457 patients

Emergency presentations:² 8,280 patients

Same period last year	Change since one year ago
7,791	9%
7,599	9%

Manning Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,387 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,284 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,780 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,804 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
1,265	
7 minutes	8 minutes
13 minutes	23 minutes
2,049	
20 minutes	20 minutes
84 minutes	65 minutes
2,721	
31 minutes	25 minutes
126 minutes	98 minutes
1,529	
32 minutes	22 minutes
122 minutes	97 minutes

Manning Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,457 patients

Percentage of patients who spent four hours or less in the ED 76%

Same period last year	Change since one year ago
7,791	9%
84%	

* 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.

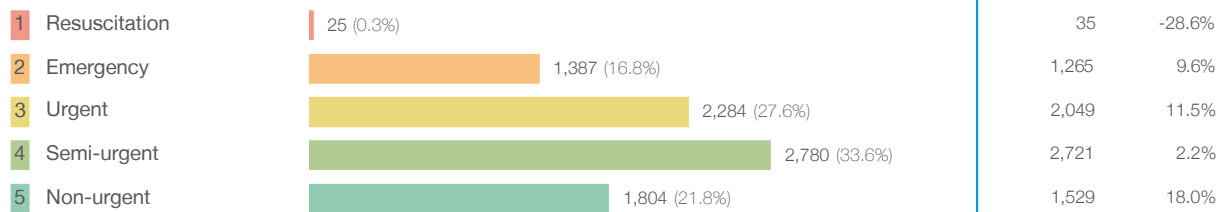
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Manning Hospital: Patients presenting to the emergency department

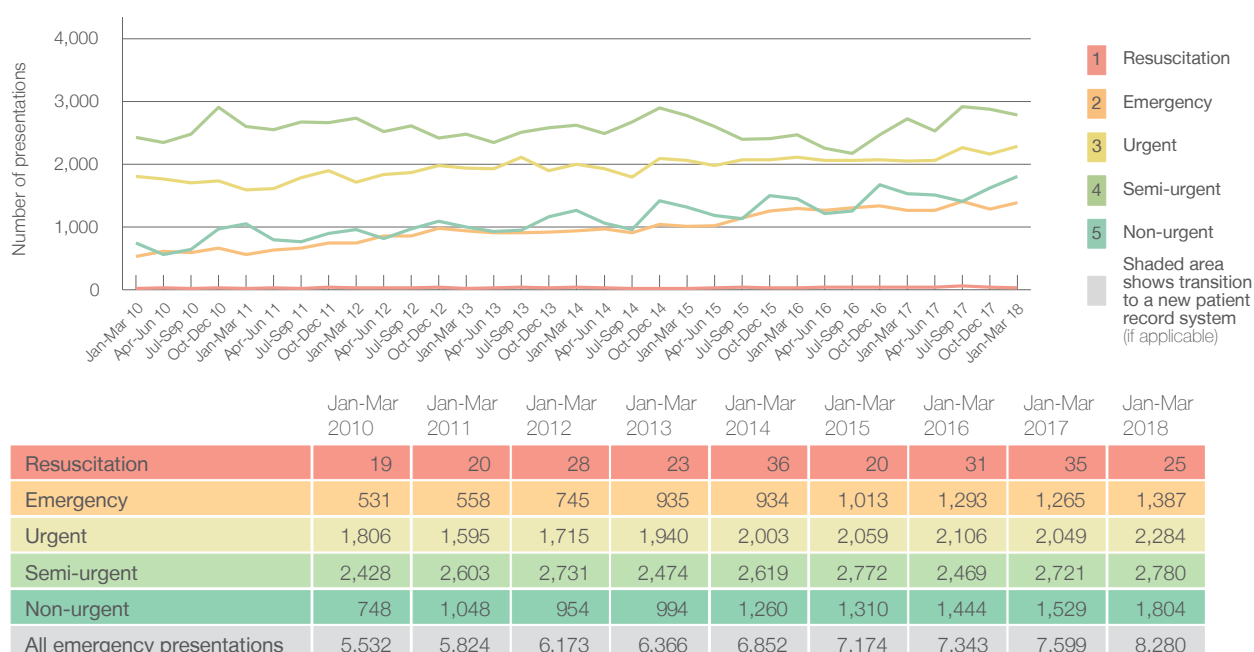
January to March 2018

All presentations:¹ 8,457 patients

Emergency presentations² by triage category: 8,280 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Manning Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,031 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.

Manning 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: 1,387

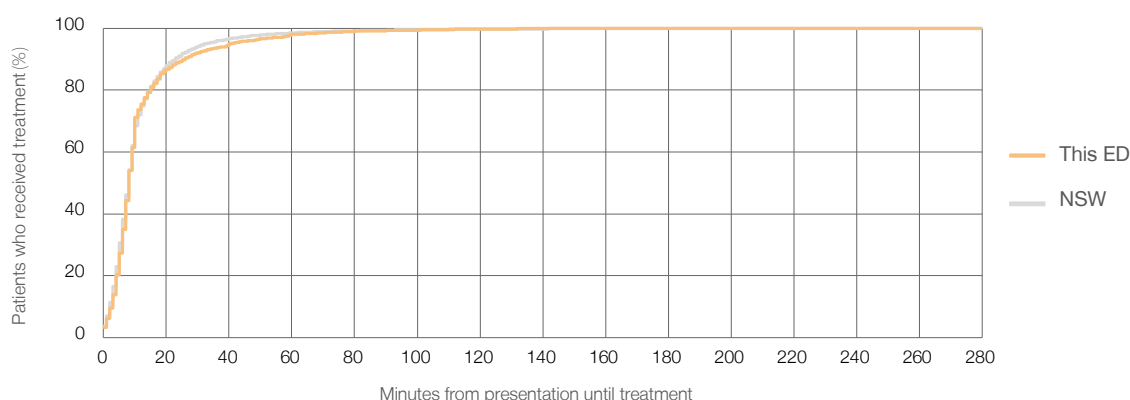
Number of triage 2 patients used to calculate waiting time: ³ 1,380

Median time to start treatment ⁴ 8 minutes

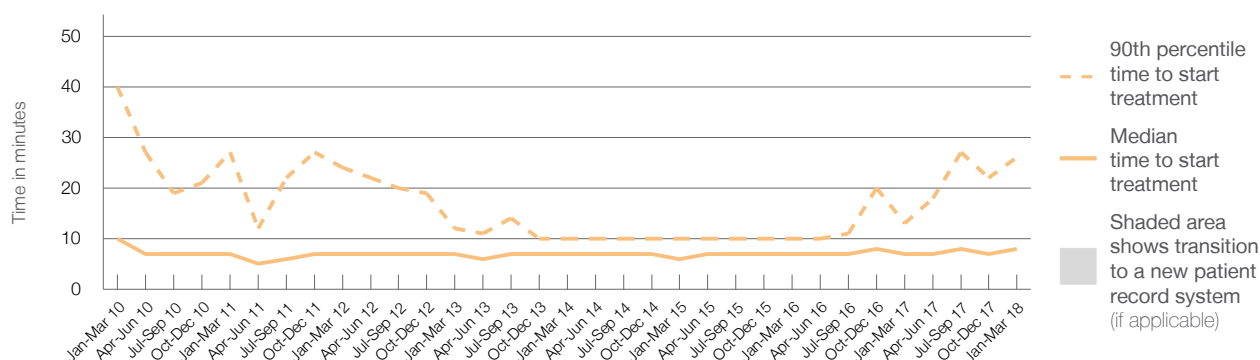
90th percentile time to start treatment ⁵ 26 minutes

Same period last year	NSW (this period)
1,265	
1,263	
7 minutes	8 minutes
13 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 ^{†‡}



	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 ⁴ (minutes)	10	7	7	7	7	6	7	7	8
90th percentile time to start treatment ⁵ (minutes)	40	27	24	12	10	10	10	13	26

(†) 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.

Manning 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: 2,284

Number of triage 3 patients used to calculate waiting time:³ 2,230

Median time to start treatment⁴

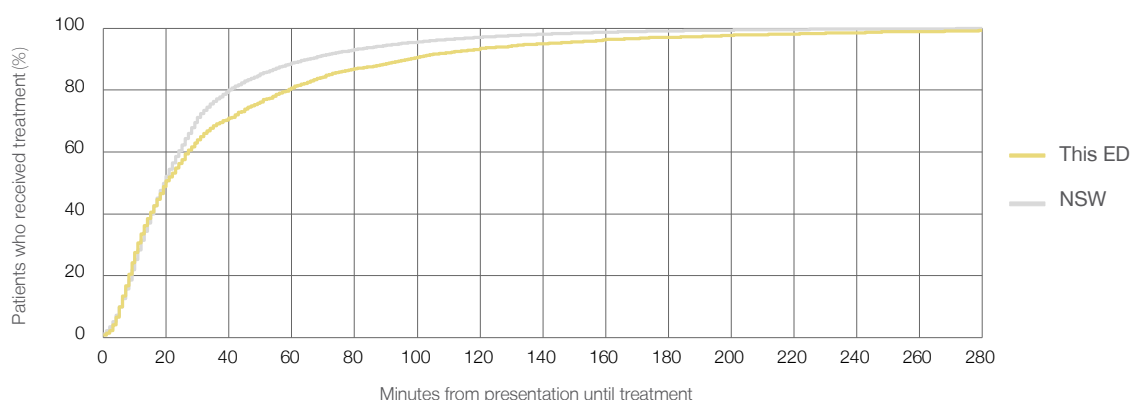
20 minutes

90th percentile time to start treatment⁵

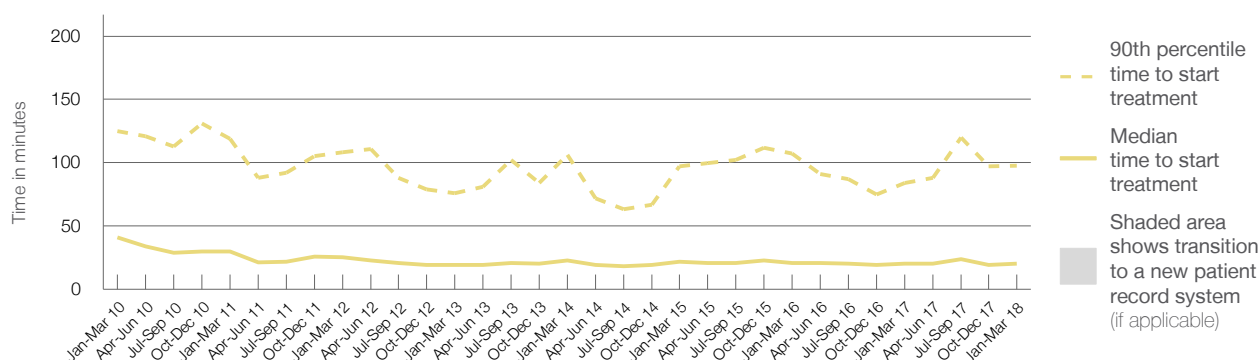
98 minutes

Same period last year	NSW (this period)
2,049	
2,008	
20 minutes	20 minutes
84 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^{†‡}



	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 ⁴ (minutes)	41	30	26	19	23	22	21	20	20
90th percentile time to start treatment ⁵ (minutes)	125	119	108	76	106	97	107	84	98

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

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

Manning 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: 2,780

Number of triage 4 patients used to calculate waiting time: ³ 2,593

Median time to start treatment ⁴

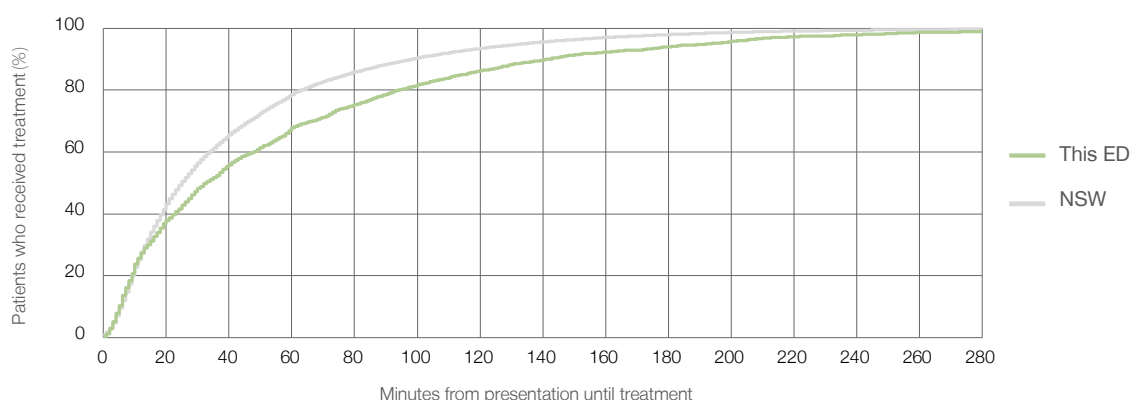
33 minutes

90th percentile time to start treatment ⁵

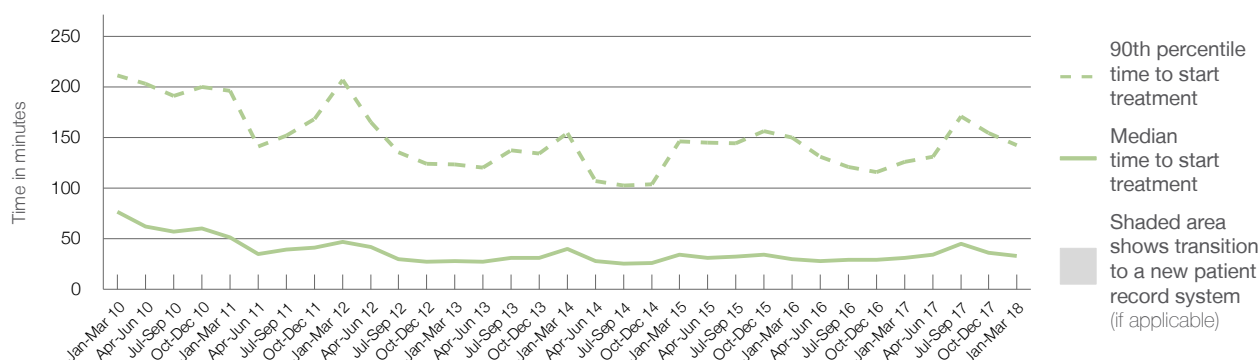
142 minutes

Same period last year	NSW (this period)
2,721	
2,572	
31 minutes	25 minutes
126 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 ^{†‡}



	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 ⁴ (minutes)	77	51	47	28	40	34	30	31	33
90th percentile time to start treatment ⁵ (minutes)	211	196	207	123	154	146	150	126	142

(†) 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.

Manning 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: 1,804

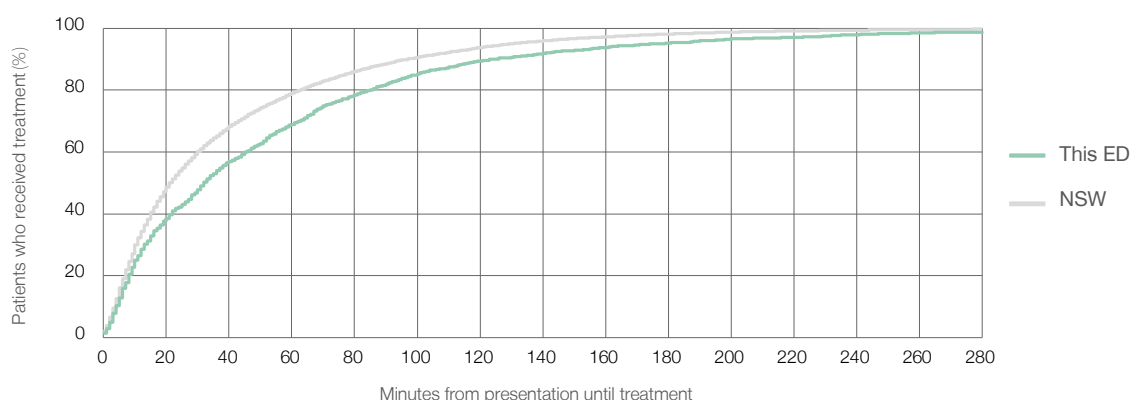
Number of triage 5 patients used to calculate waiting time: ³ 1,632

Median time to start treatment ⁴ 32 minutes

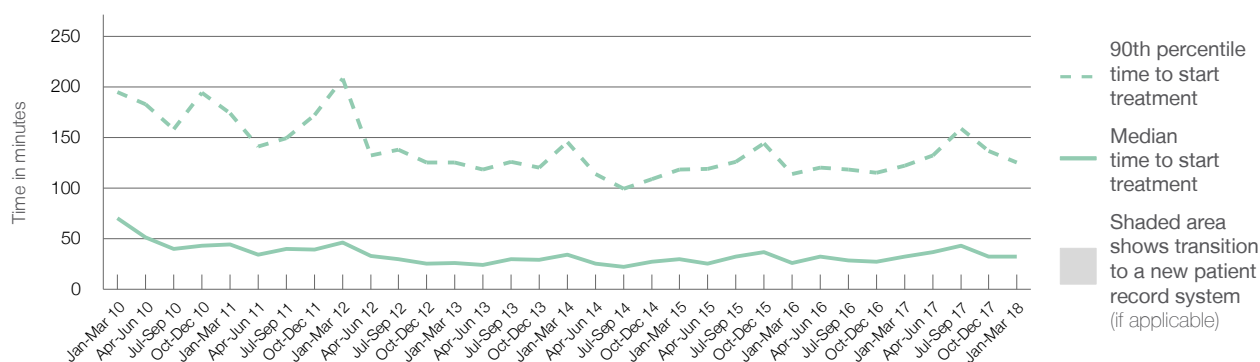
90th percentile time to start treatment ⁵ 125 minutes

Same period last year	NSW (this period)
1,529	
1,389	
32 minutes	22 minutes
122 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 ^{†‡}



	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 ⁴ (minutes)	70	44	46	26	34	30	26	32	32
90th percentile time to start treatment ⁵ (minutes)	195	174	208	125	146	119	114	122	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.

Manning Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,457 patients

Presentations used to calculate time to leaving the ED:⁶ 8,457 patients

Median time spent in the ED⁸

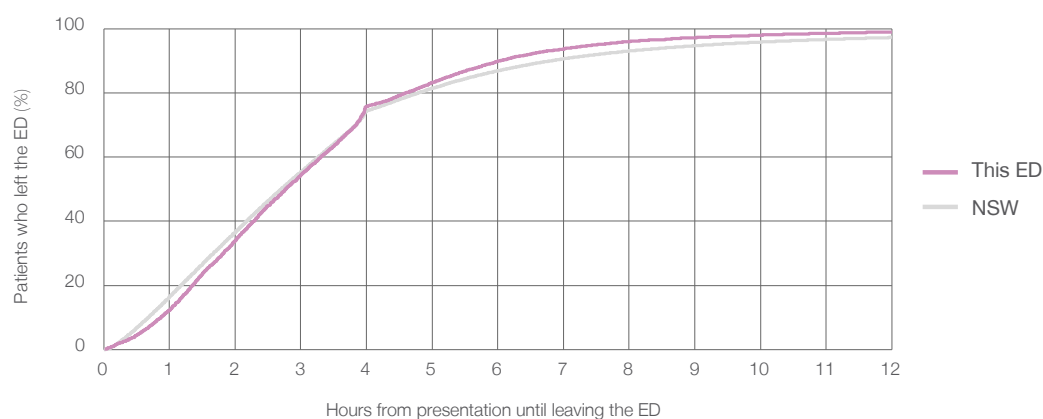
2 hours and 46 minutes

90th percentile time spent in the ED⁹

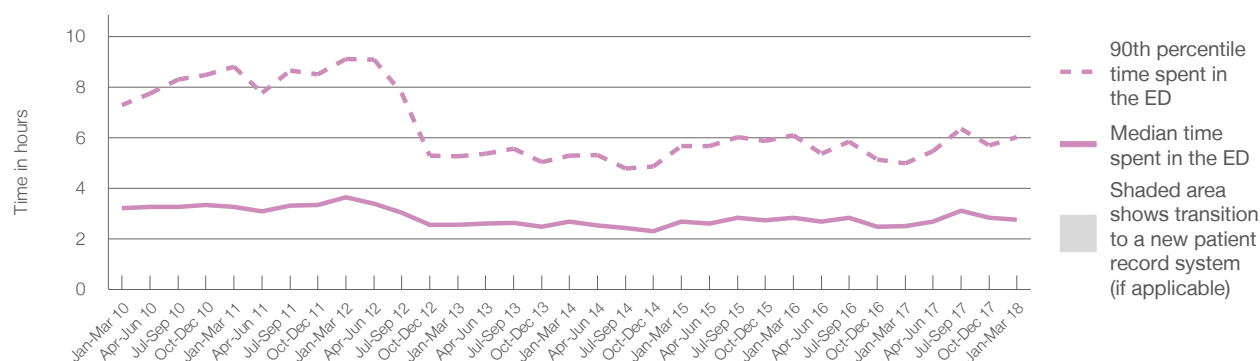
6 hours and 2 minutes

Same period last year	NSW (this period)
7,791	
7,791	
2 hours and 31 minutes	2 hours and 42 minutes
4 hours and 59 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^{†‡}



	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 ⁸ (hours, minutes)	3h 14m	3h 16m	3h 39m	2h 34m	2h 42m	2h 41m	2h 50m	2h 31m	2h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 18m	8h 48m	9h 7m	5h 16m	5h 17m	5h 41m	6h 6m	4h 59m	6h 2m

(†) 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.

Manning Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

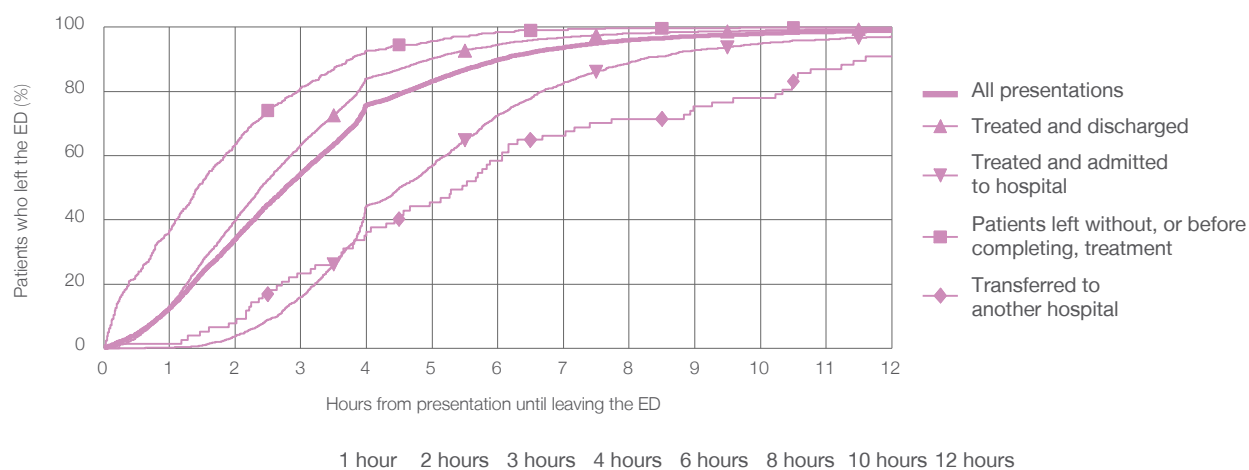
All presentations:[†] 8,457 patients

Presentations used to calculate time to leaving the ED:[‡] 8,457 patients

Treated and discharged	5,808 (68.7%)
Treated and admitted to hospital	1,815 (21.5%)
Patient left without, or before completing, treatment	705 (8.3%)
Transferred to another hospital	77 (0.9%)
Other	52 (0.6%)

Same period last year	Change since one year ago
7,791	9%
5,357	8.4%
1,824	-0.5%
514	37.2%
56	37.5%
40	30.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	13.1%	39.9%	63.4%	84.0%	94.6%	98.1%	99.0%	99.5%
Treated and admitted to hospital	0.2%	3.8%	15.9%	44.4%	72.6%	88.9%	94.9%	97.0%
Patient left without, or before completing, treatment	36.6%	63.5%	81.1%	92.6%	98.4%	99.7%	99.9%	99.9%
Transferred to another hospital	1.3%	7.8%	23.4%	36.4%	58.4%	71.4%	77.9%	90.9%
All presentations	12.5%	34.1%	54.5%	75.8%	89.9%	96.0%	98.0%	98.9%

(†) 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.

Manning 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: ¹ 8,457 patients

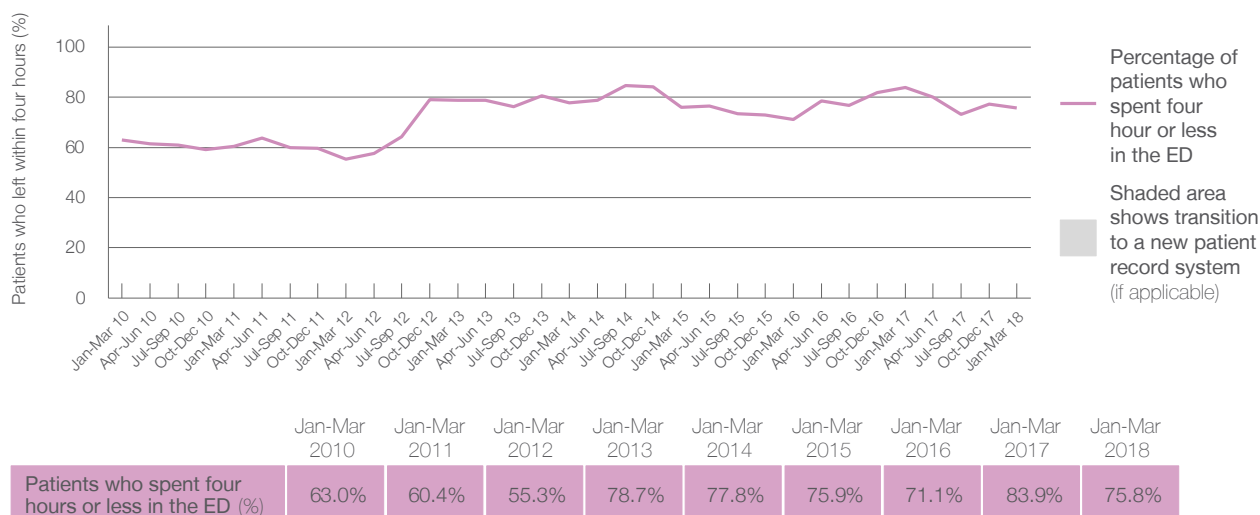
Presentations used to calculate time to leaving the ED: ⁶ 8,457 patients

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



Same period last year	Change since one year ago
7,791	9%
7,791	9%
83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).

Moree Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,281 patients

Emergency presentations:² 2,034 patients

Same period last year	Change since one year ago
1,968	16%
1,787	14%

Moree Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 181 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 605 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,084 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 156 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
172	
5 minutes	8 minutes
19 minutes	23 minutes
612	
8 minutes	20 minutes
36 minutes	65 minutes
891	
10 minutes	25 minutes
53 minutes	98 minutes
112	
6 minutes	22 minutes
*	97 minutes

Moree Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,281 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
1,968	16%
86%	

* 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.

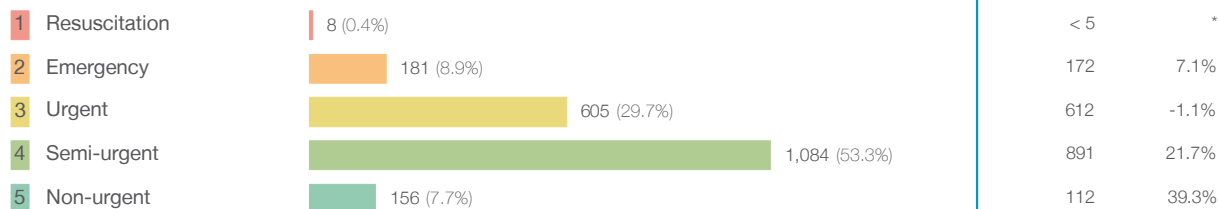
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Moree Hospital: Patients presenting to the emergency department

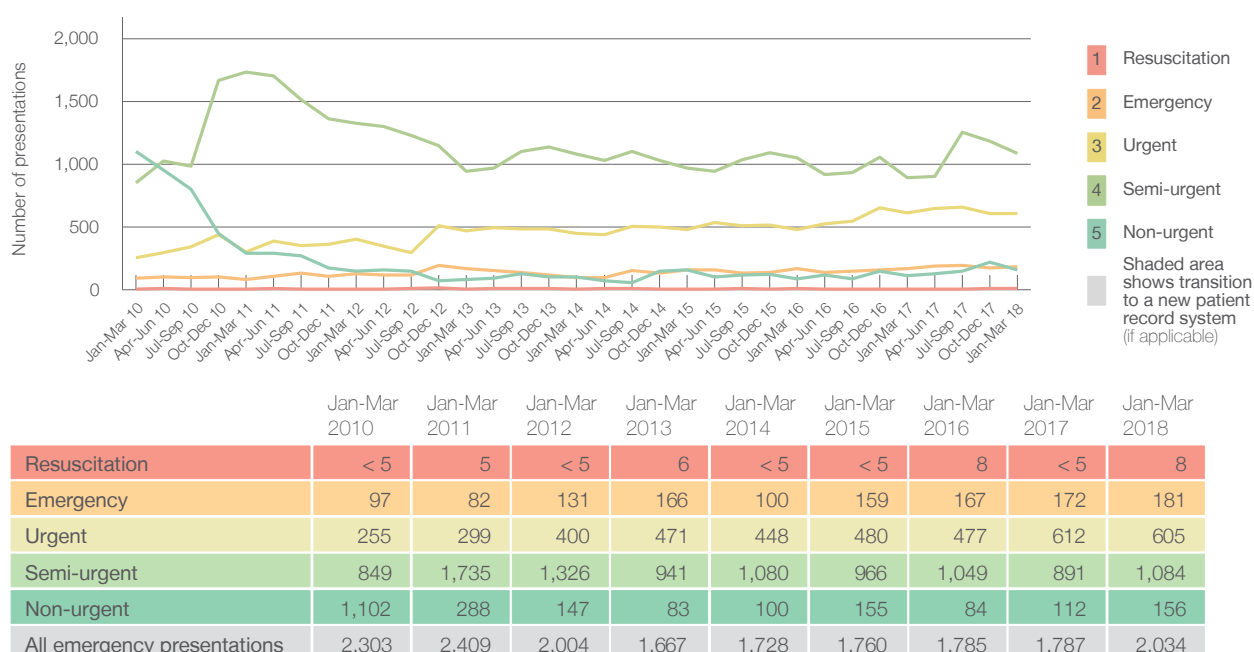
January to March 2018

All presentations:¹ 2,281 patients

Emergency presentations² by triage category: 2,034 patients



Emergency presentations² by quarter, January 2010 to March 2018 *



Moree Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 209 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Moree 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: 181

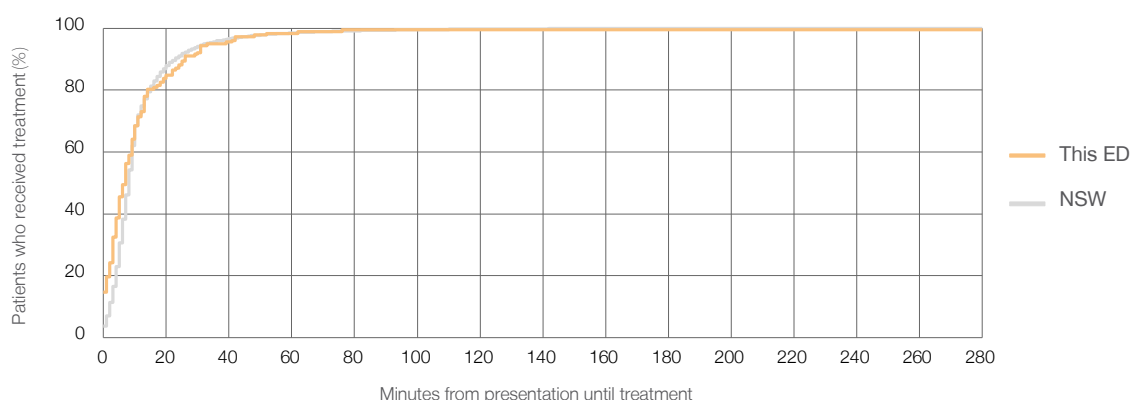
Number of triage 2 patients used to calculate waiting time:³ 178

Median time to start treatment⁴ 7 minutes

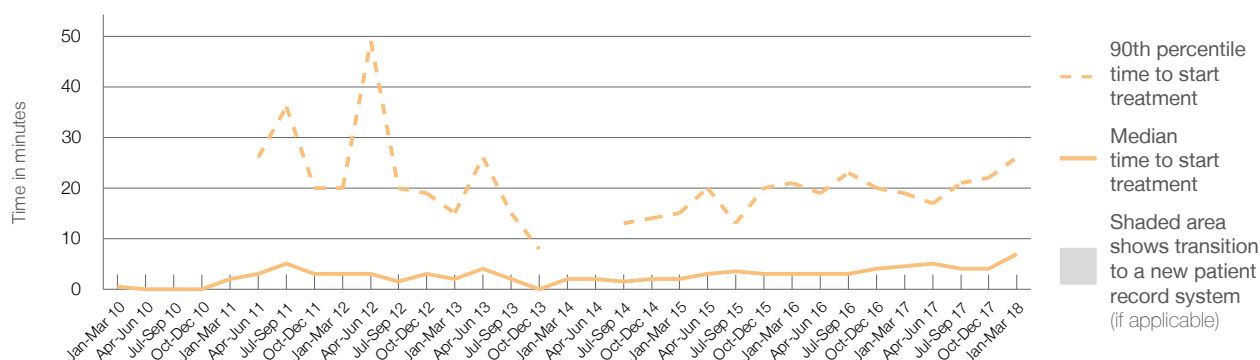
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
172	
168	
5 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^{†‡}



	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 ⁴ (minutes)	1	2	3	2	2	2	3	5	7
90th percentile time to start treatment ⁵ (minutes)	*	*	20	15	*	15	21	19	26

(†) 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.

Moree 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: 605

Number of triage 3 patients used to calculate waiting time:³ 592

Median time to start treatment⁴

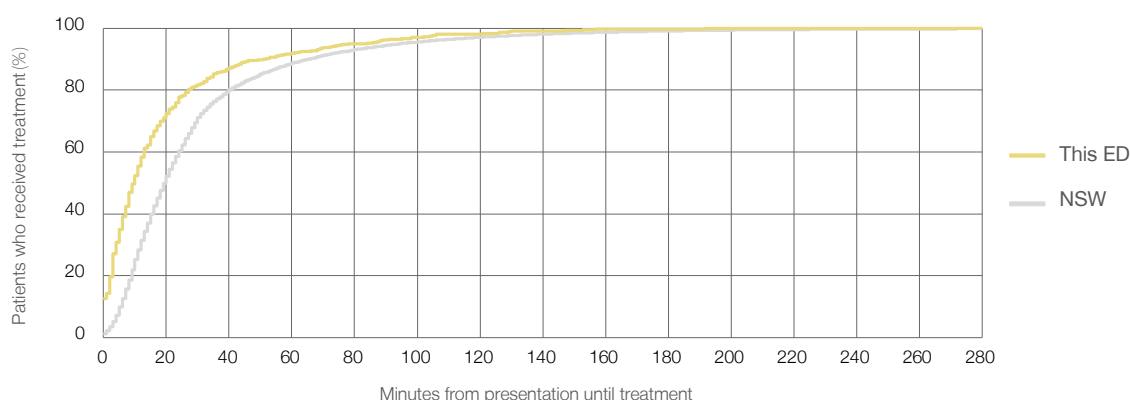
10 minutes

90th percentile time to start treatment⁵

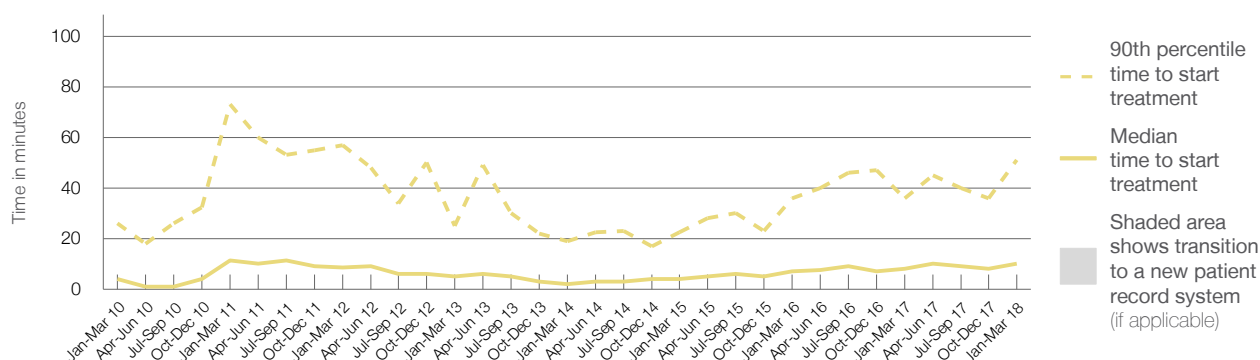
51 minutes

Same period last year	NSW (this period)
612	
591	
8 minutes	20 minutes
36 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^{†‡}



	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 ⁴ (minutes)	4	12	9	5	2	4	7	8	10
90th percentile time to start treatment ⁵ (minutes)	26	73	57	25	19	23	36	36	51

(†) 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.

Moree Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

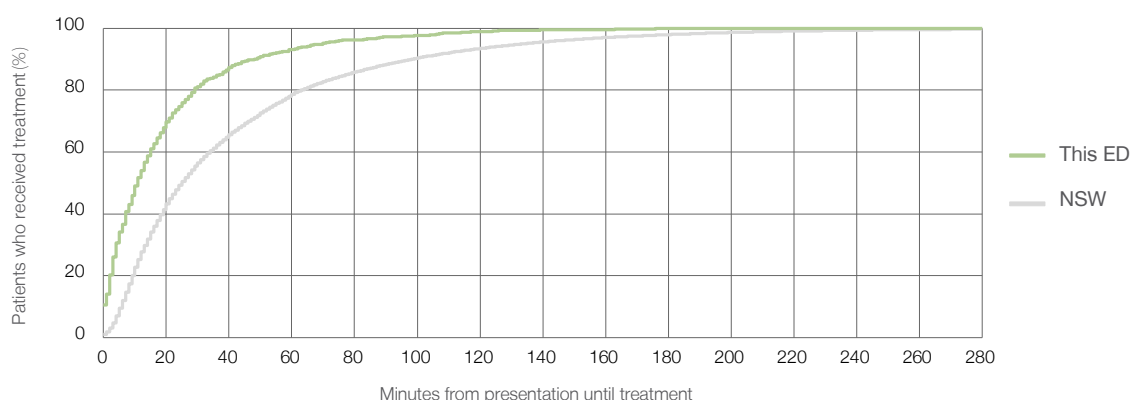
Number of triage 4 patients: 1,084

Number of triage 4 patients used to calculate waiting time:³ 999

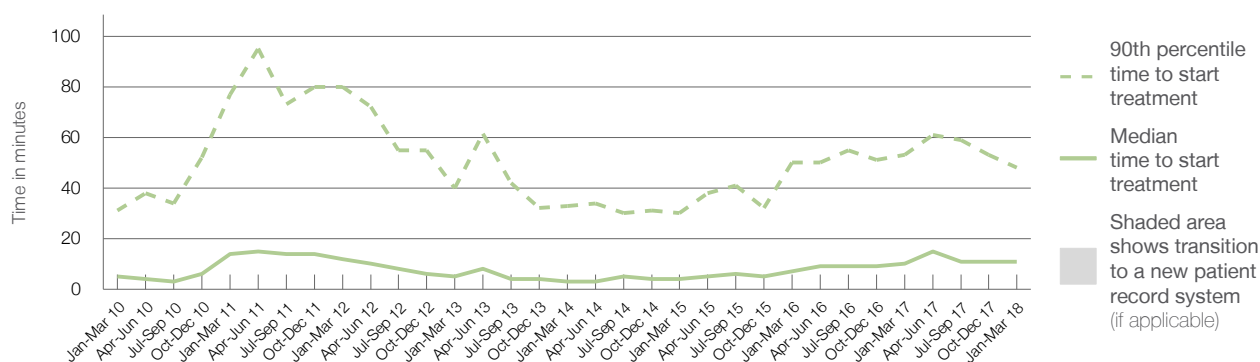
Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
891	
832	
10 minutes	25 minutes
53 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^{†‡}



	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 ⁴ (minutes)	5	14	12	5	3	4	7	10	11
90th percentile time to start treatment ⁵ (minutes)	31	77	80	40	33	30	50	53	48

(†) 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.

Moree 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: 156

Number of triage 5 patients used to calculate waiting time:³ 133

Median time to start treatment⁴

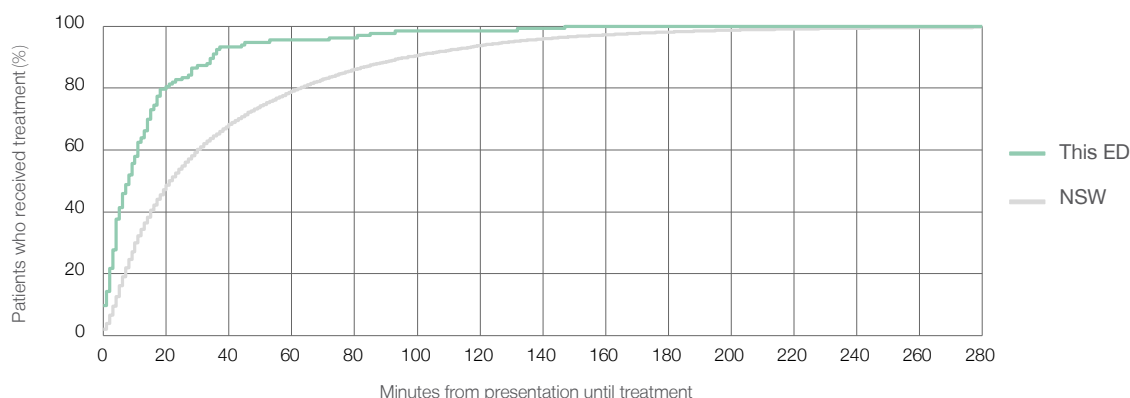
8 minutes

90th percentile time to start treatment⁵

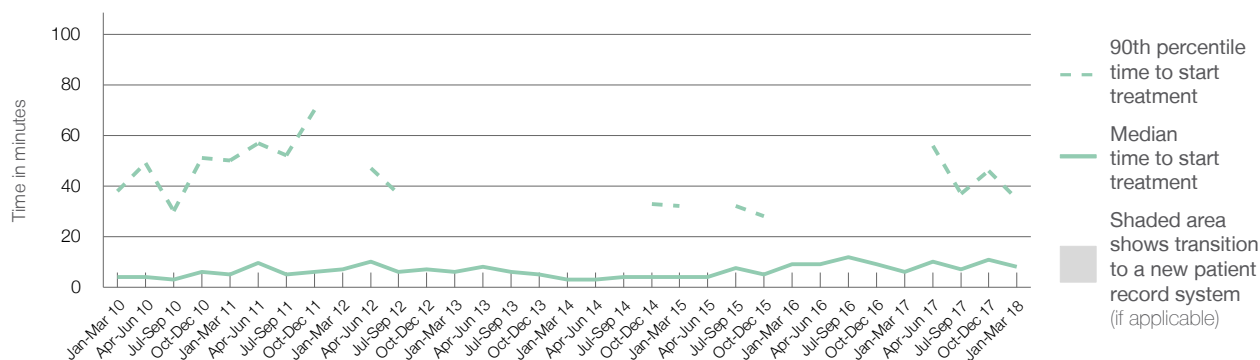
35 minutes

Same period last year	NSW (this period)
112	
91	
6 minutes	22 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^{†‡}



	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 ⁴ (minutes)	4	5	7	6	3	4	9	6	8
90th percentile time to start treatment ⁵ (minutes)	38	50	*	*	*	32	*	*	35

(†) 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.

Moree Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,281 patients

Presentations used to calculate time to leaving the ED:⁶ 2,281 patients

Median time spent in the ED⁸

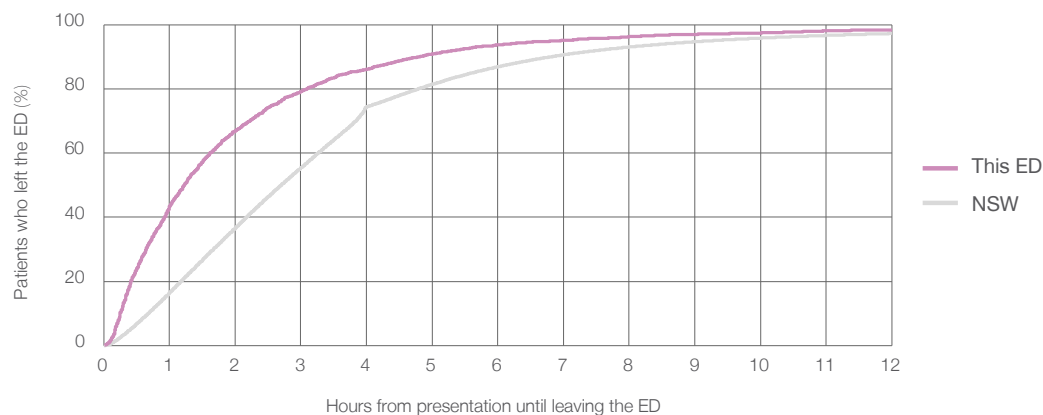
1 hours and 14 minutes

90th percentile time spent in the ED⁹

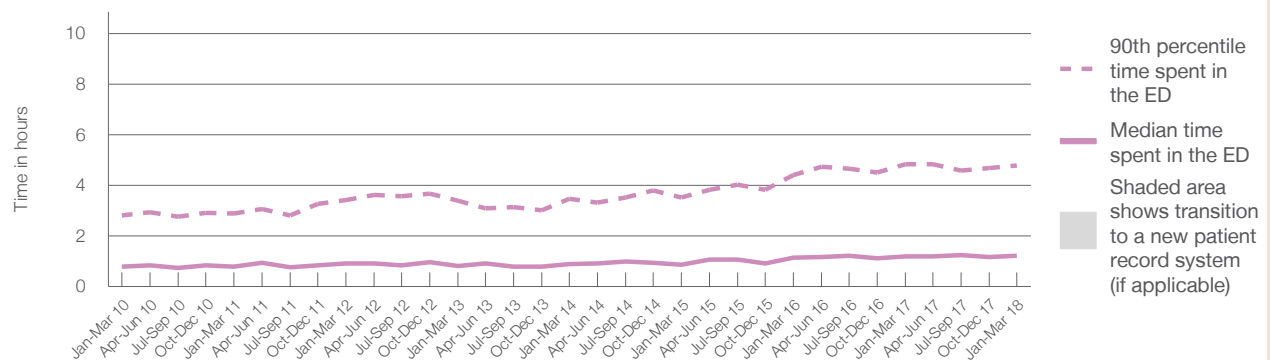
4 hours and 48 minutes

Same period last year	NSW (this period)
1,968	
1,968	
1 hours and 12 minutes	2 hours and 42 minutes
4 hours and 51 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^{†‡}



	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 ⁸ (hours, minutes)	0h 47m	0h 47m	0h 55m	0h 49m	0h 54m	0h 53m	1h 9m	1h 12m	1h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 49m	2h 54m	3h 26m	3h 24m	3h 29m	3h 32m	4h 24m	4h 51m	4h 48m

(†) 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.

Moree Hospital: Time patients spent in the ED

By mode of separation

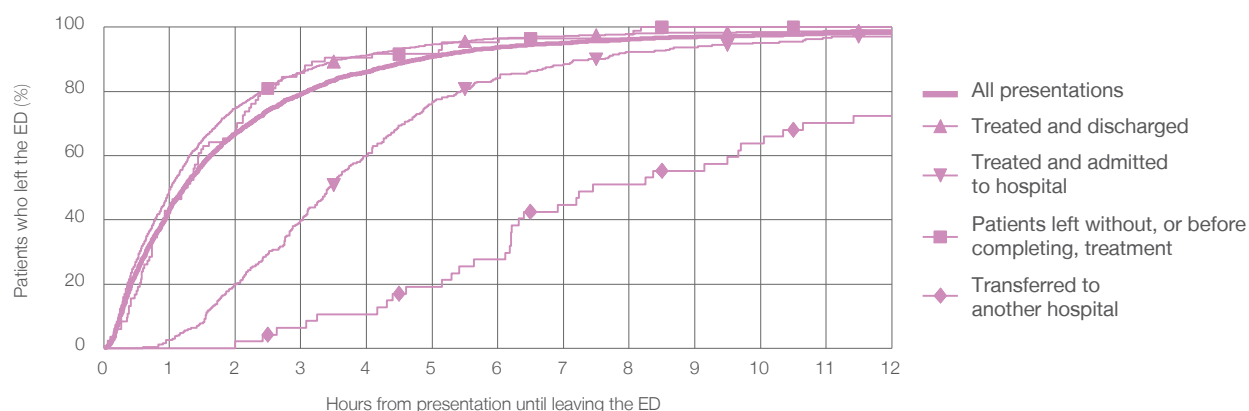
January to March 2018

All presentations:[†] 2,281 patients

Presentations used to calculate time to leaving the ED:[‡] 2,281 patients

		Same period last year	Change since one year ago
Treated and discharged	1,810 (79.4%)	1,968	16%
Treated and admitted to hospital	271 (11.9%)	1,529	18.4%
Patient left without, or before completing, treatment	84 (3.7%)	256	5.9%
Transferred to another hospital	47 (2.1%)	81	3.7%
Other	69 (3.0%)	39	20.5%
		63	9.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.5%	74.8%	85.9%	91.3%	96.5%	97.8%	98.5%	99.1%
Treated and admitted to hospital	2.6%	19.9%	39.9%	59.8%	84.1%	92.3%	95.2%	97.0%
Patient left without, or before completing, treatment	44.0%	67.9%	85.7%	90.5%	95.2%	97.6%	100%	100%
Transferred to another hospital	0%	2.1%	6.4%	10.6%	27.7%	51.1%	63.8%	72.3%
All presentations	43.5%	66.9%	79.1%	86.1%	93.6%	96.2%	97.4%	98.3%

(†) 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.

Moree 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: ¹ 2,281 patients

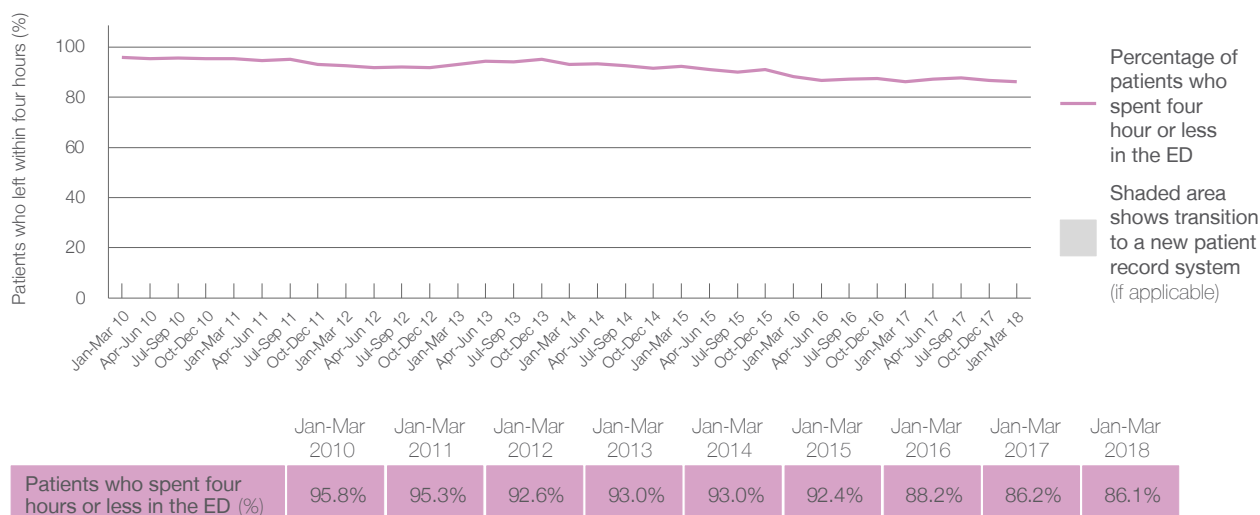
Presentations used to calculate time to leaving the ED: ⁶ 2,281 patients

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



Same period last year	Change since one year ago
1,968	16%
1,968	16%
86.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).

Muswellbrook Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,514 patients

Emergency presentations:² 2,409 patients

Same period last year	Change since one year ago
2,519	0%
2,364	2%

Muswellbrook Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 222 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 607 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,121 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 459 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
139	
6 minutes	8 minutes
25 minutes	23 minutes
540	
20 minutes	20 minutes
74 minutes	65 minutes
1,187	
33 minutes	25 minutes
96 minutes	98 minutes
498	
37 minutes	22 minutes
108 minutes	97 minutes

Muswellbrook Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,514 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,519	0%
91%	

* 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.

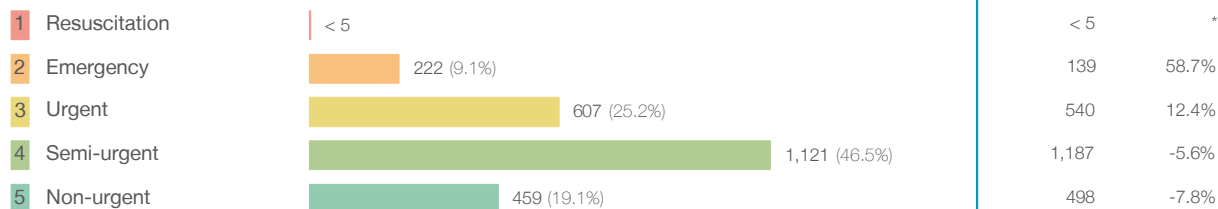
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Muswellbrook Hospital: Patients presenting to the emergency department

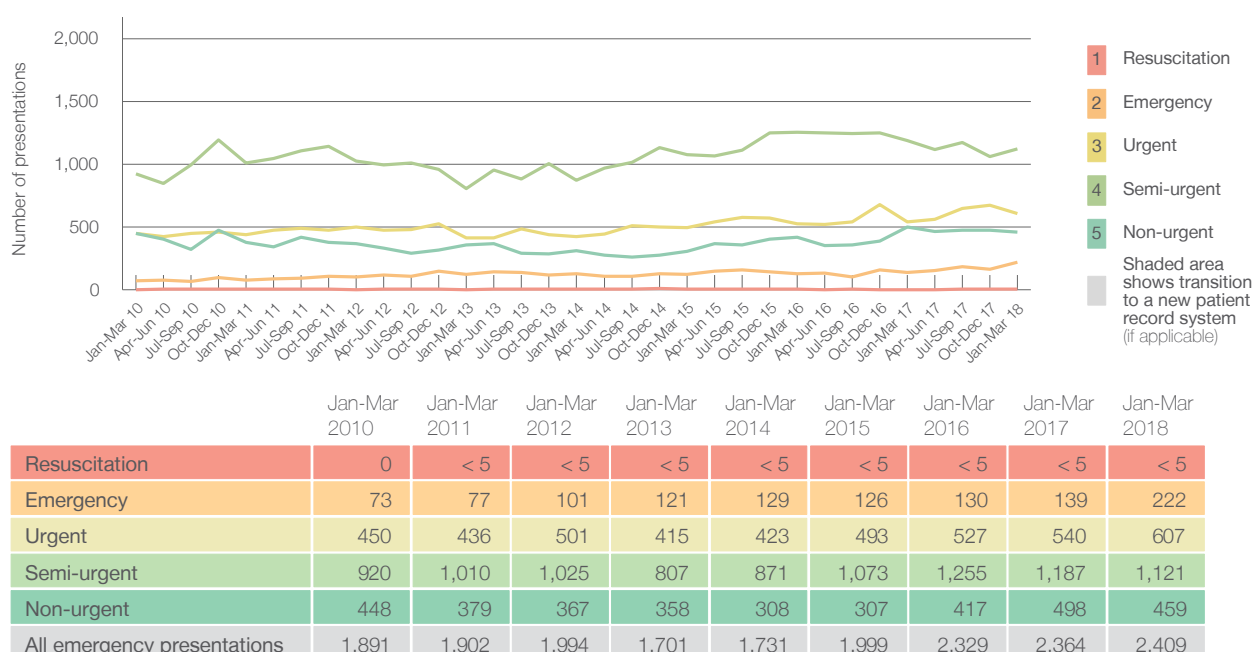
January to March 2018

All presentations:¹ 2,514 patients

Emergency presentations² by triage category: 2,409 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Muswellbrook Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: [†] 358 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.

Muswellbrook 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: 222

Number of triage 2 patients used to calculate waiting time: ³ 212

Median time to start treatment ⁴

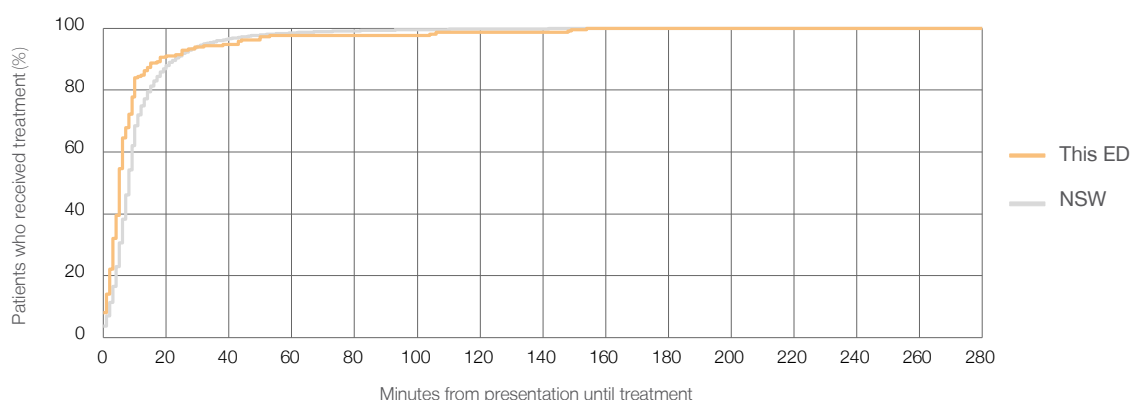
5 minutes

90th percentile time to start treatment ⁵

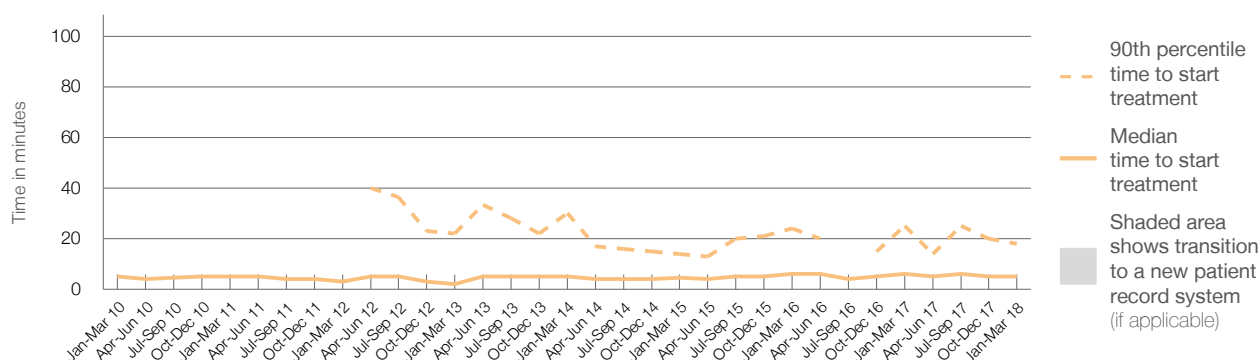
18 minutes

Same period last year	NSW (this period)
139	
134	
6 minutes	8 minutes
25 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 ^{†‡}



	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 ⁴ (minutes)	5	5	3	2	5	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	22	30	14	24	25	18

(†) 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.

Muswellbrook 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: 607

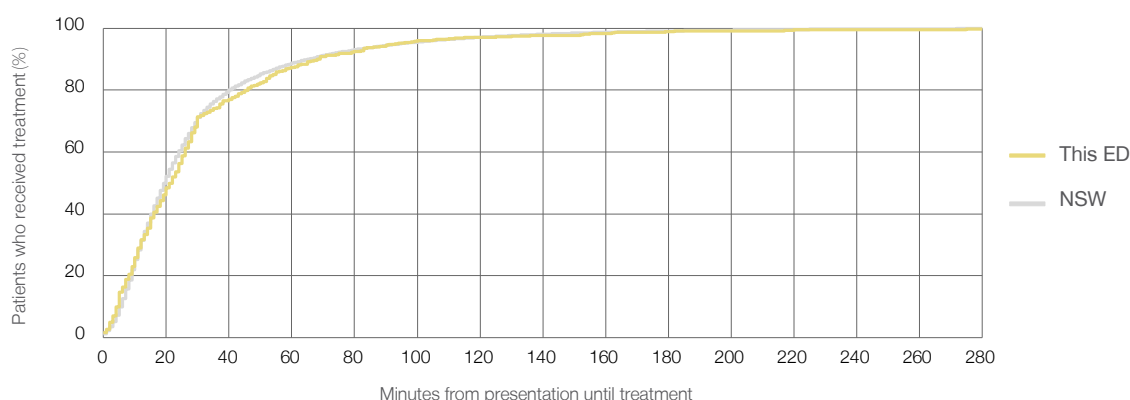
Number of triage 3 patients used to calculate waiting time:³ 571

Median time to start treatment⁴ 22 minutes

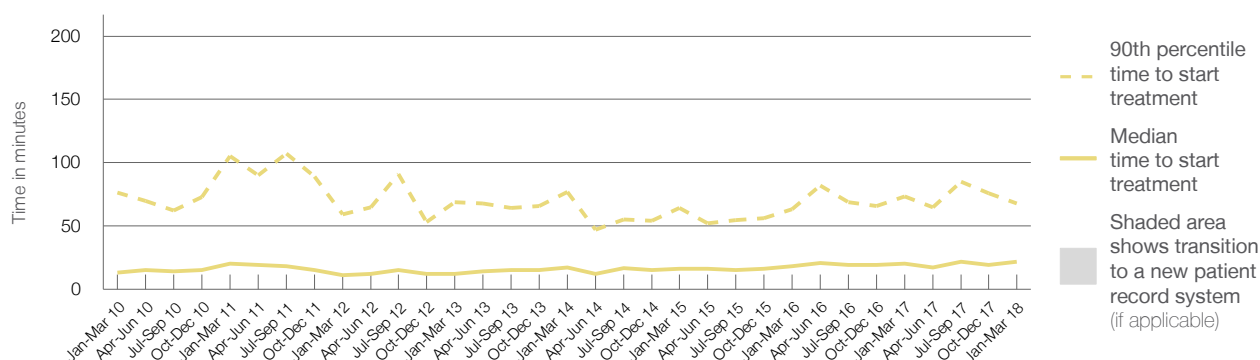
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
540	
500	
20 minutes	20 minutes
74 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^{†‡}



	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 ⁴ (minutes)	13	20	11	12	17	16	18	20	22
90th percentile time to start treatment ⁵ (minutes)	77	105	59	69	77	64	63	74	68

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

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

Muswellbrook 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: 1,121

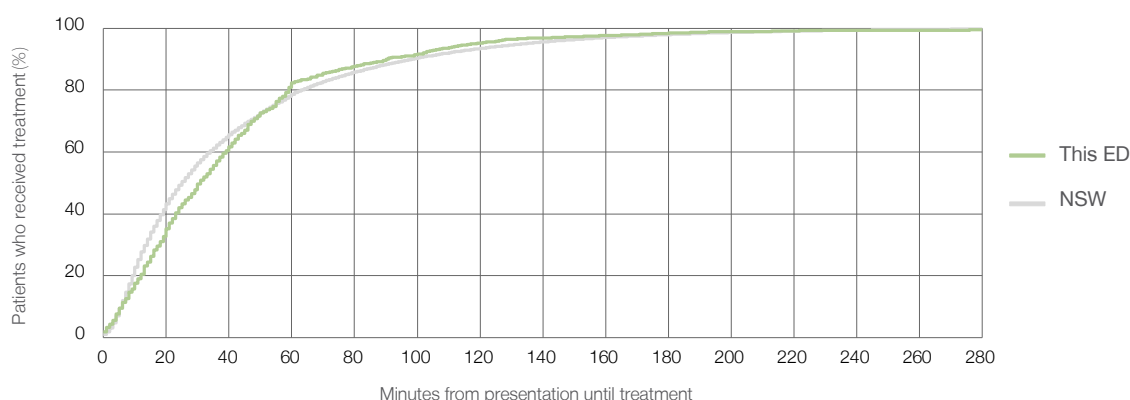
Number of triage 4 patients used to calculate waiting time: ³ 1,034

Median time to start treatment ⁴ 31 minutes

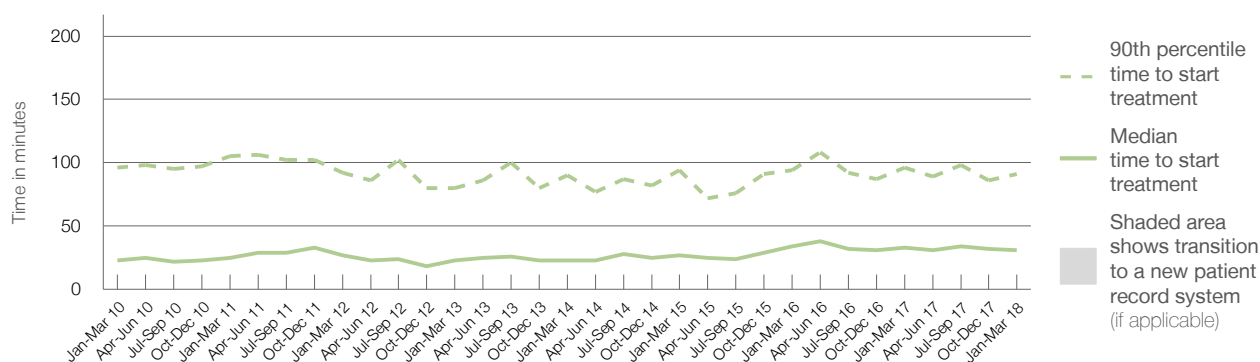
90th percentile time to start treatment ⁵ 91 minutes

Same period last year	NSW (this period)
1,187	
1,078	
33 minutes	25 minutes
96 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 ^{†‡}



	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 ⁴ (minutes)	23	25	27	23	23	27	34	33	31
90th percentile time to start treatment ⁵ (minutes)	96	105	92	80	90	94	94	96	91

(†) 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.

Muswellbrook 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: 459

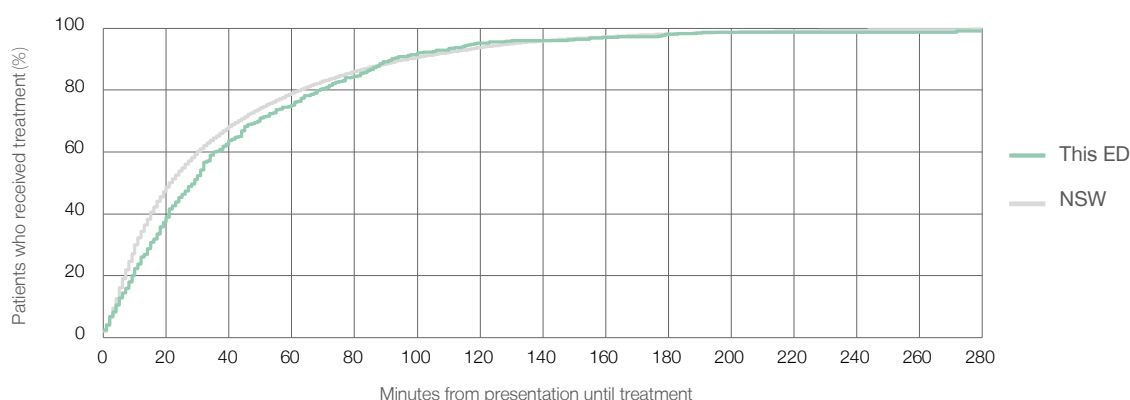
Number of triage 5 patients used to calculate waiting time:³ 399

Median time to start treatment⁴ 29 minutes

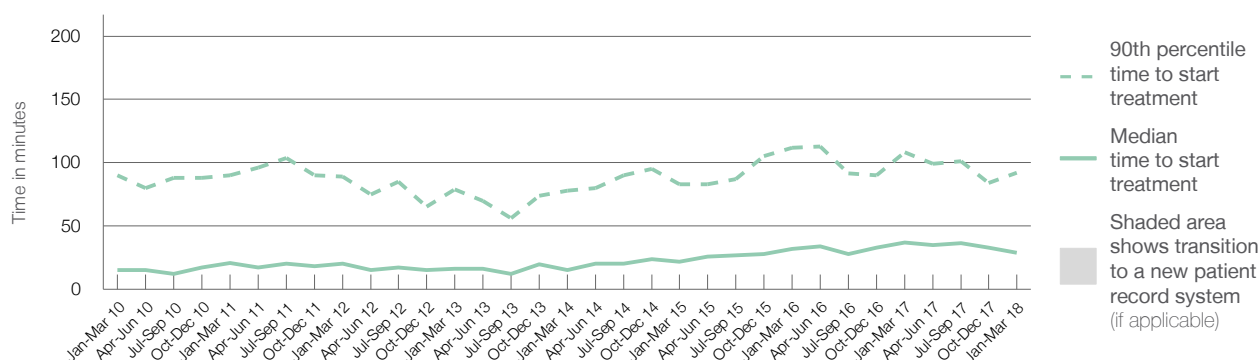
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
498	
414	
37 minutes	22 minutes
108 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^{†‡}



	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 ⁴ (minutes)	15	21	20	16	15	22	32	37	29
90th percentile time to start treatment ⁵ (minutes)	90	90	89	79	78	83	112	108	92

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

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

Muswellbrook Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,514 patients

Presentations used to calculate time to leaving the ED:⁶ 2,514 patients

Median time spent in the ED⁸

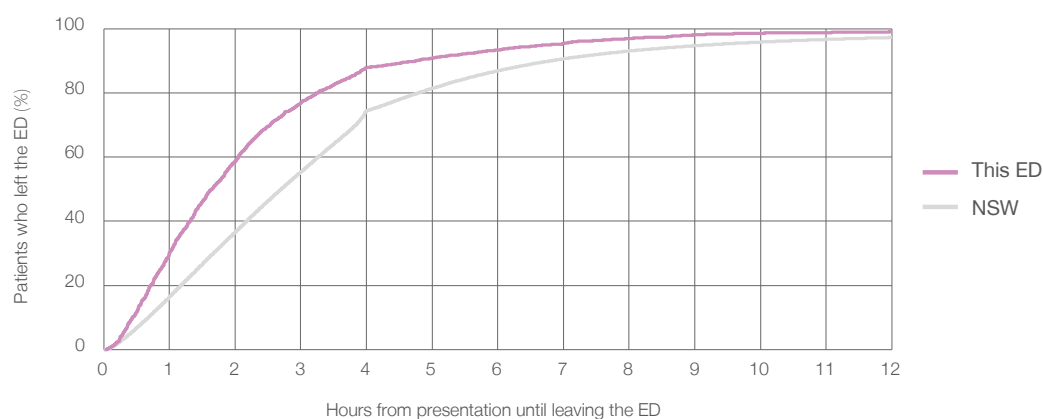
1 hours and 39 minutes

90th percentile time spent in the ED⁹

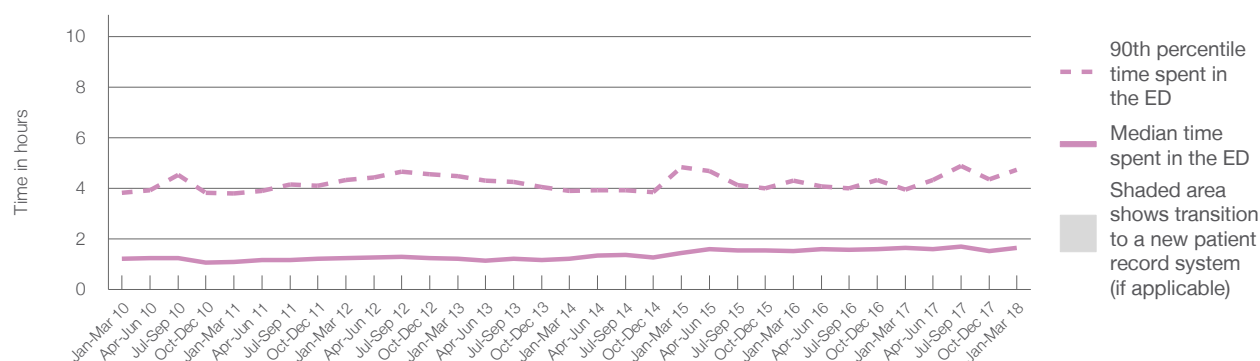
4 hours and 45 minutes

Same period last year	NSW (this period)
2,519	
2,519	
1 hours and 39 minutes	2 hours and 42 minutes
3 hours and 57 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^{†‡}



	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 ⁸ (hours, minutes)	1h 14m	1h 7m	1h 15m	1h 13m	1h 13m	1h 27m	1h 31m	1h 39m	1h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 50m	3h 48m	4h 20m	4h 29m	3h 55m	4h 50m	4h 18m	3h 57m	4h 45m

(†) 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.

Muswellbrook Hospital: Time patients spent in the ED

By mode of separation

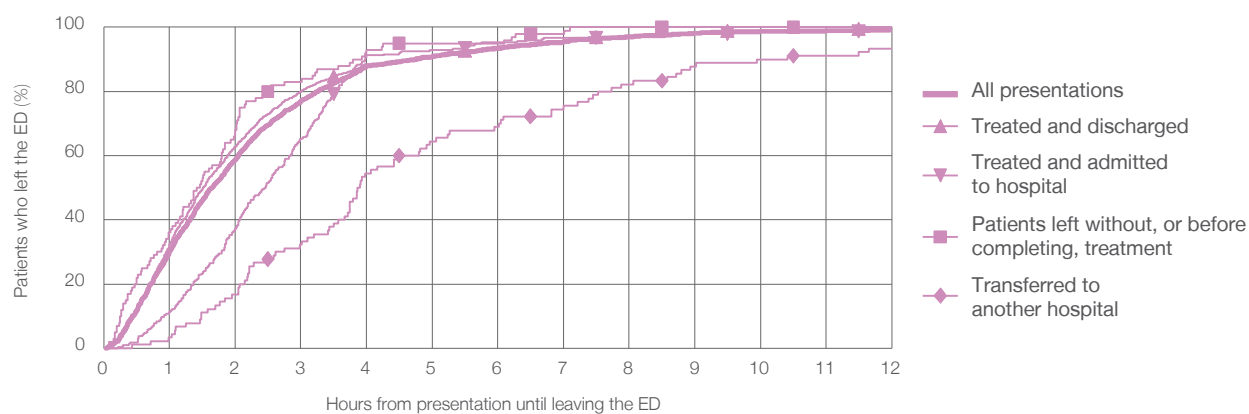
January to March 2018

All presentations:[†] 2,514 patients

Presentations used to calculate time to leaving the ED:[‡] 2,514 patients

		Same period last year	Change since one year ago
		2,519	0%
Treated and discharged	1,931 (76.8%)	1,868	3.4%
Treated and admitted to hospital	298 (11.9%)	313	-4.8%
Patient left without, or before completing, treatment	100 (4.0%)	135	-25.9%
Transferred to another hospital	90 (3.6%)	97	-7.2%
Other	95 (3.8%)	106	-10.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	32.4%	62.9%	80.0%	88.6%	94.0%	97.5%	99.1%	99.4%
Treated and admitted to hospital	11.4%	37.2%	65.1%	91.3%	95.3%	97.3%	98.7%	99.0%
Patient left without, or before completing, treatment	36.0%	68.0%	83.0%	93.0%	95.0%	100%	100%	100%
Transferred to another hospital	3.3%	16.7%	32.2%	54.4%	68.9%	82.2%	90.0%	93.3%
All presentations	30.2%	58.9%	76.9%	88.0%	93.4%	96.9%	98.6%	99.0%

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

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

Muswellbrook 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: ¹ 2,514 patients

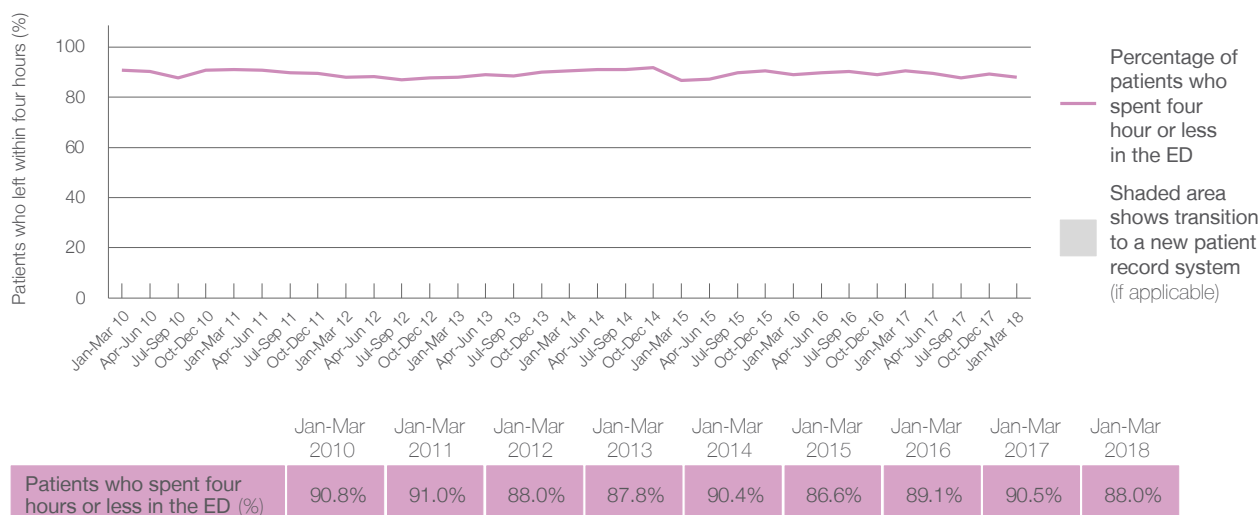
Presentations used to calculate time to leaving the ED: ⁶ 2,514 patients

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



Same period last year	Change since one year ago
2,519	0%
2,519	0%
90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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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 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).

Narrabri Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 1,355 patients

Emergency presentations:² 1,290 patients

Same period last year	Change since one year ago
1,405	-4%
1,391	-7%

Narrabri Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 125 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 317 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 547 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 50 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 301 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
99	
3 minutes	8 minutes
*	23 minutes
359	
14 minutes	20 minutes
30 minutes	65 minutes
638	
16 minutes	25 minutes
52 minutes	98 minutes
290	
13 minutes	22 minutes
59 minutes	97 minutes

Narrabri Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 1,355 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
1,405	-4%
91%	

* 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.

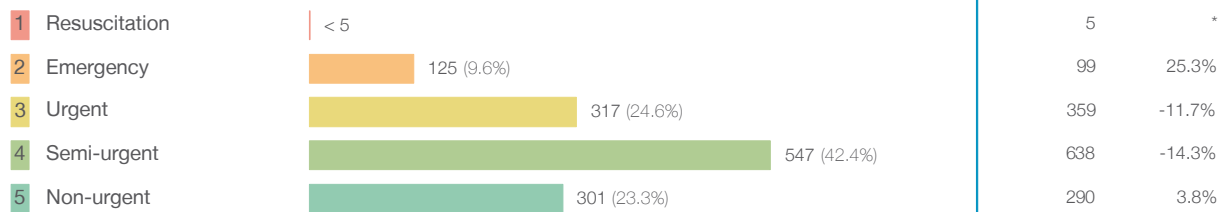
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Narrabri Hospital: Patients presenting to the emergency department

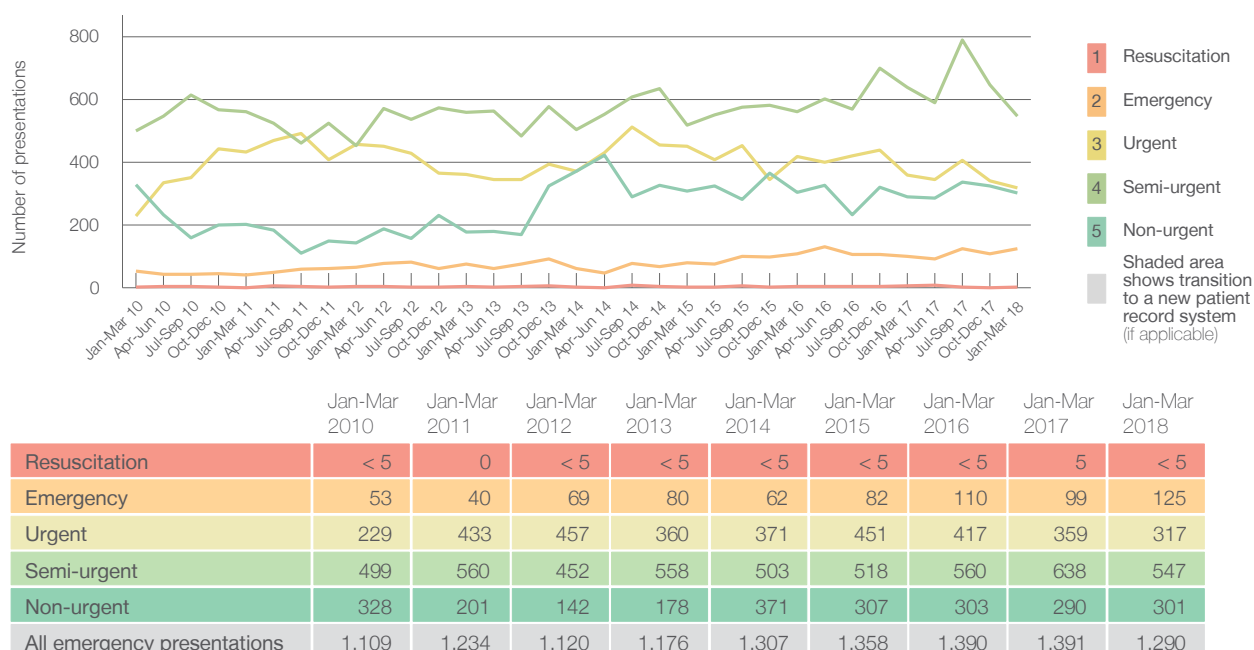
January to March 2018

All presentations:¹ 1,355 patients

Emergency presentations² by triage category: 1,290 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Narrabri Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 103 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Narrabri 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: 125

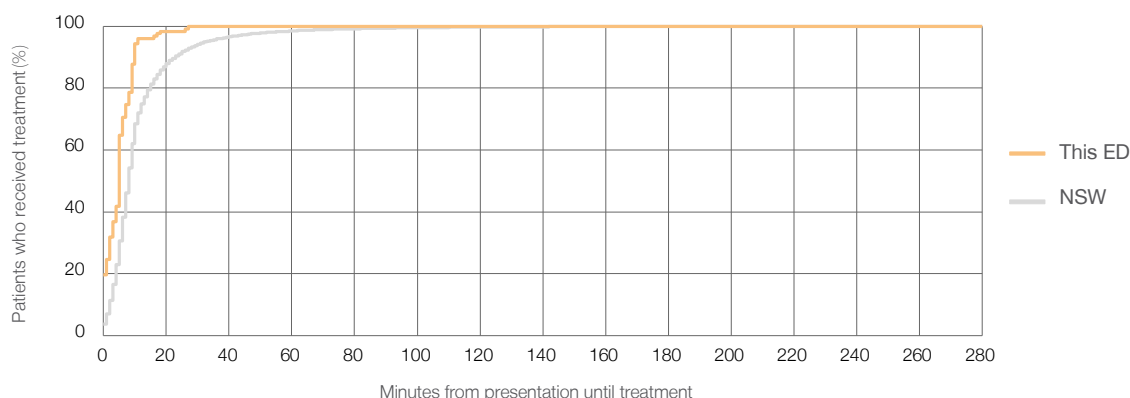
Number of triage 2 patients used to calculate waiting time:³ 122

Median time to start treatment⁴ 5 minutes

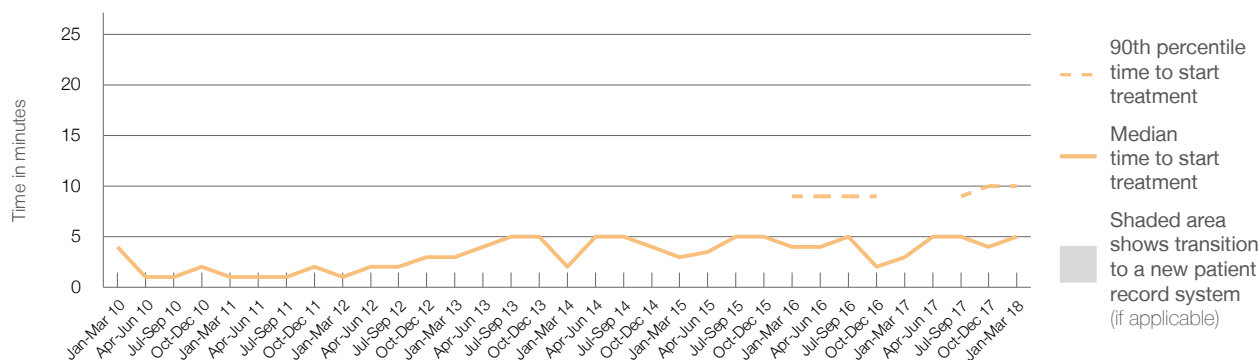
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
99	
95	
3 minutes	8 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^{†‡}



	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 ⁴ (minutes)	4	1	1	3	2	3	4	3	5
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	*	9	*	10

(†) 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.

Narrabri 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: 317

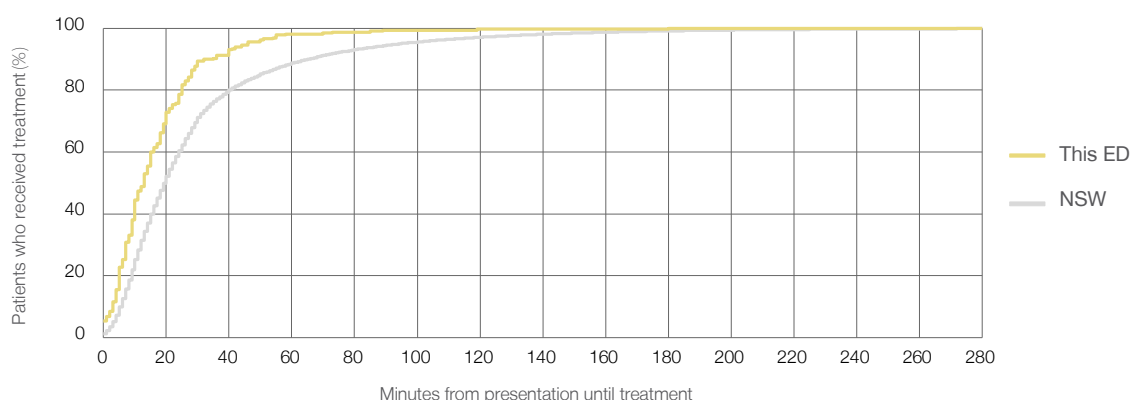
Number of triage 3 patients used to calculate waiting time:³ 317

Median time to start treatment⁴ 13 minutes

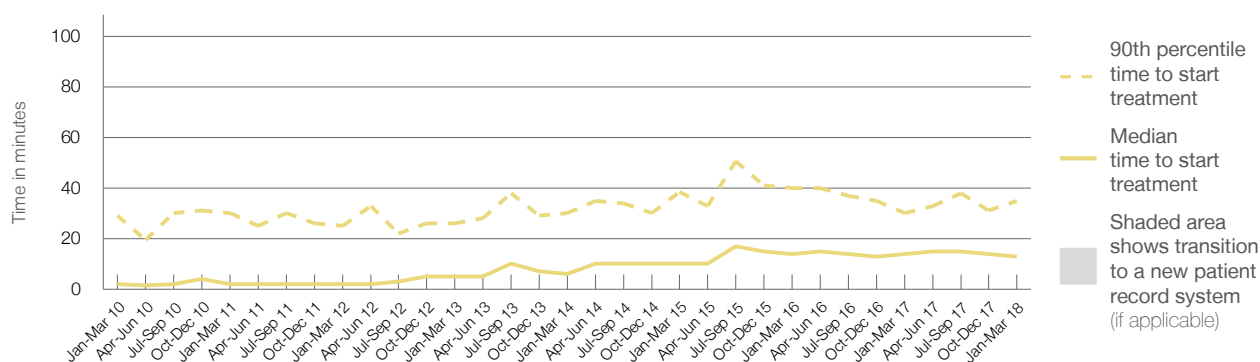
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
359	
352	
14 minutes	20 minutes
30 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^{†‡}



	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 ⁴ (minutes)	2	2	2	5	6	10	14	14	13
90th percentile time to start treatment ⁵ (minutes)	29	30	25	26	30	39	40	30	35

(†) 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.

Narrabri 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: 547

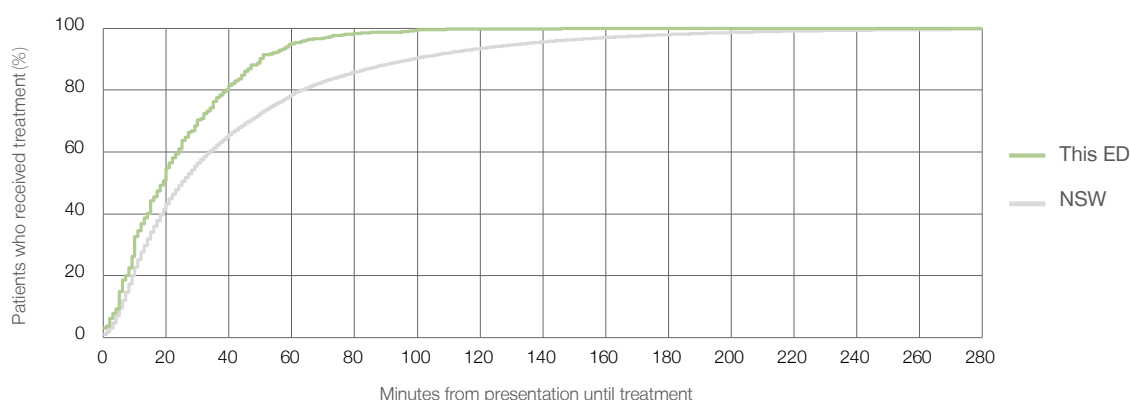
Number of triage 4 patients used to calculate waiting time:³ 535

Median time to start treatment⁴ 19 minutes

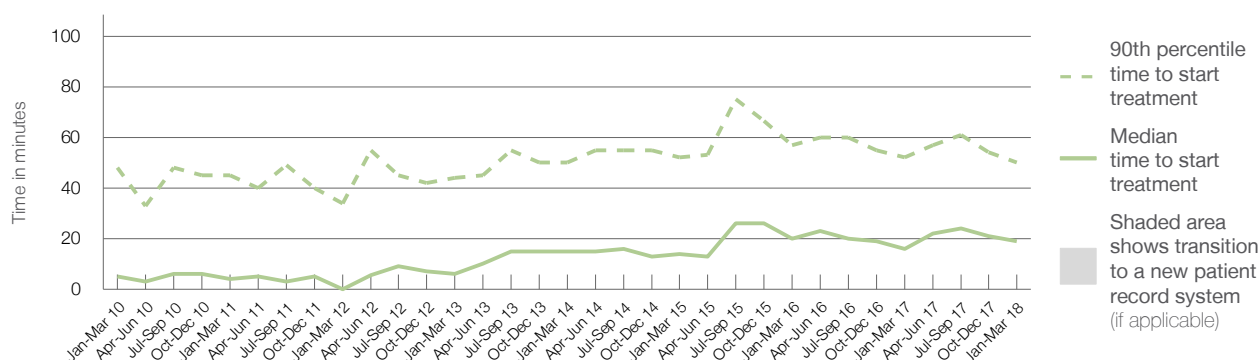
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
638	
622	
16 minutes	25 minutes
52 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^{†‡}



	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 ⁴ (minutes)	5	4	0	6	15	14	20	16	19
90th percentile time to start treatment ⁵ (minutes)	48	45	34	44	50	52	57	52	50

(†) 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.

Narrabri 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: 301

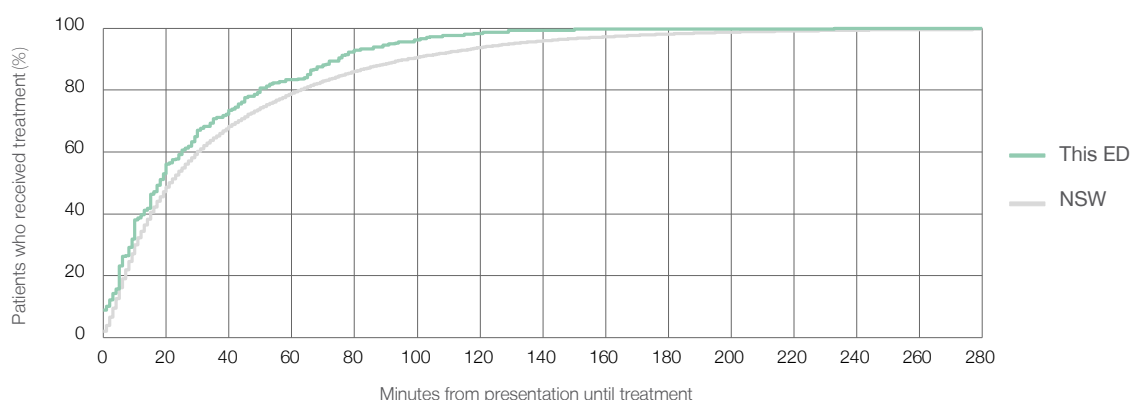
Number of triage 5 patients used to calculate waiting time:³ 294

Median time to start treatment⁴ 18 minutes

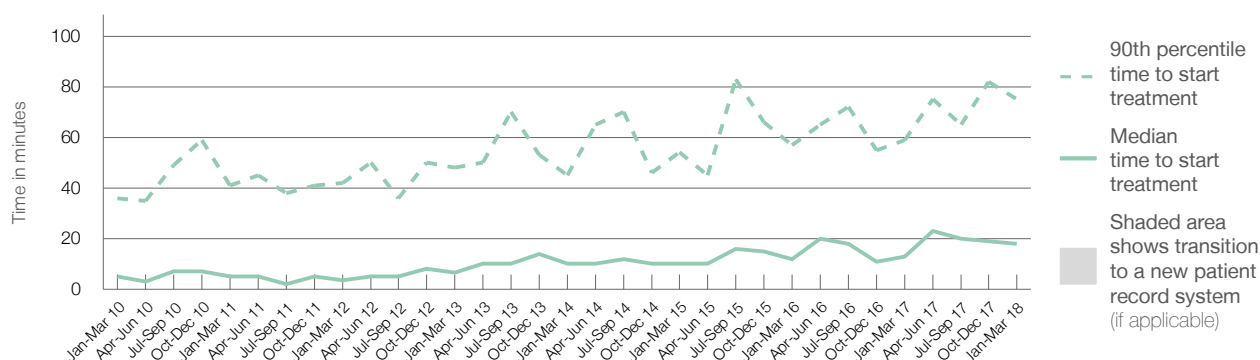
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
290	
274	
13 minutes	22 minutes
59 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^{†‡}



	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 ⁴ (minutes)	5	5	4	7	10	10	12	13	18
90th percentile time to start treatment ⁵ (minutes)	36	41	42	48	45	54	57	59	75

(†) 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.

Narrabri Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 1,355 patients

Presentations used to calculate time to leaving the ED:⁶ 1,355 patients

Median time spent in the ED⁸

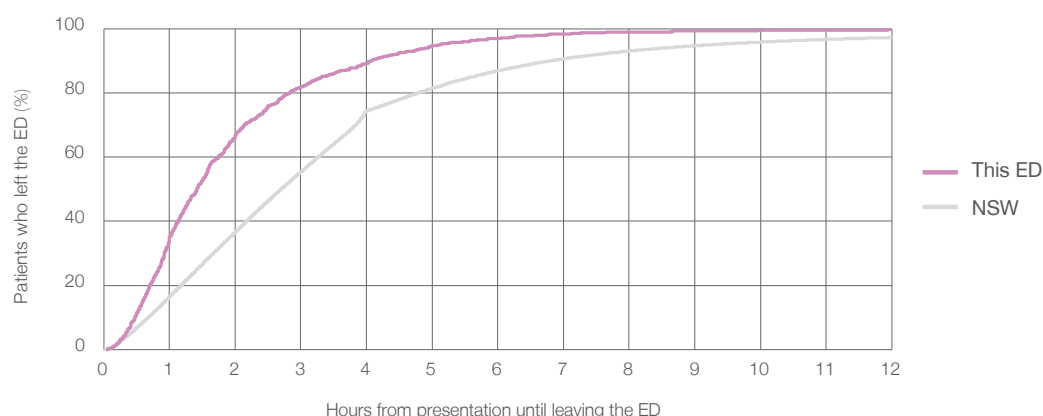
1 hours and 25 minutes

90th percentile time spent in the ED⁹

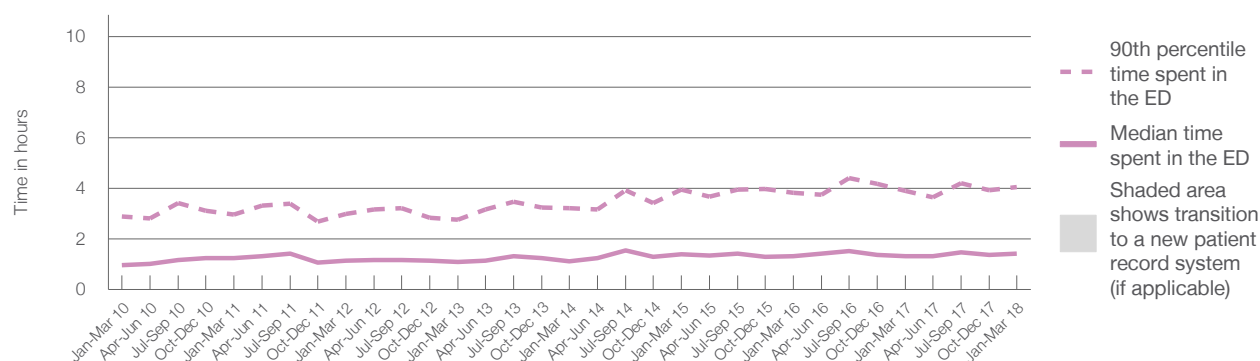
4 hours and 4 minutes

Same period last year	NSW (this period)
1,405	1,405
1 hours and 20 minutes	2 hours and 42 minutes
3 hours and 54 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^{†‡}



	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 ⁸ (hours, minutes)	0h 58m	1h 15m	1h 9m	1h 6m	1h 7m	1h 24m	1h 20m	1h 20m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 53m	2h 58m	3h 0m	2h 46m	3h 14m	3h 57m	3h 50m	3h 54m	4h 4m

(†) 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.

Narrabri Hospital: Time patients spent in the ED

By mode of separation

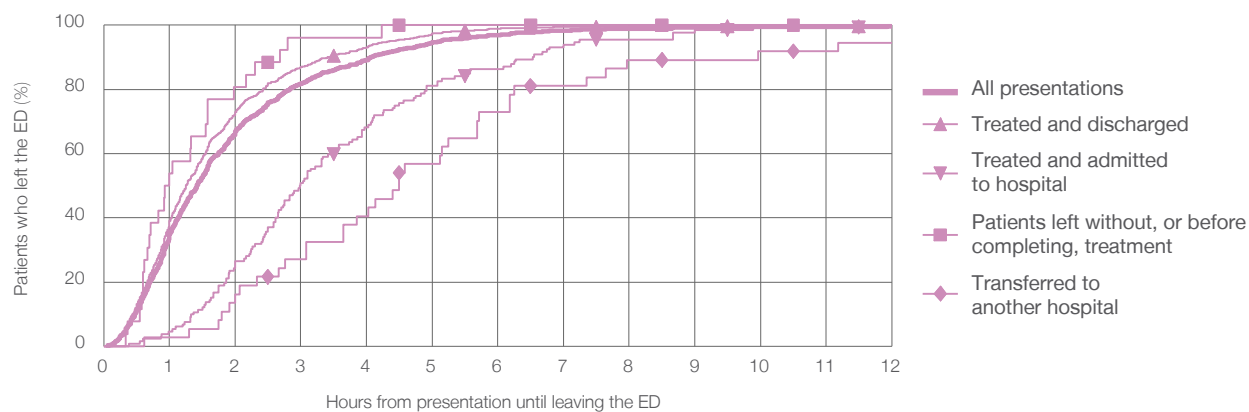
January to March 2018

All presentations:[†] 1,355 patients

Presentations used to calculate time to leaving the ED:[‡] 1,355 patients

		Same period last year	Change since one year ago
Treated and discharged	1,158 (85.5%)	1,405	-4%
Treated and admitted to hospital	132 (9.7%)	1,182	-2.0%
Patient left without, or before completing, treatment	26 (1.9%)	146	-9.6%
Transferred to another hospital	37 (2.7%)	51	-49.0%
Other	2 (0.1%)	24	54.2%
		2	0.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	39.1%	73.1%	86.9%	93.1%	99.0%	99.7%	99.7%	99.8%
Treated and admitted to hospital	4.5%	26.5%	50.8%	68.2%	86.4%	95.5%	99.2%	99.2%
Patient left without, or before completing, treatment	53.8%	80.8%	96.2%	96.2%	100%	100%	100%	100%
Transferred to another hospital	2.7%	16.2%	27.0%	40.5%	73.0%	89.2%	91.9%	94.6%
All presentations	35.1%	67.1%	81.8%	89.2%	97.0%	99.0%	99.5%	99.6%

(†) 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.

Narrabri 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: ¹ 1,355 patients

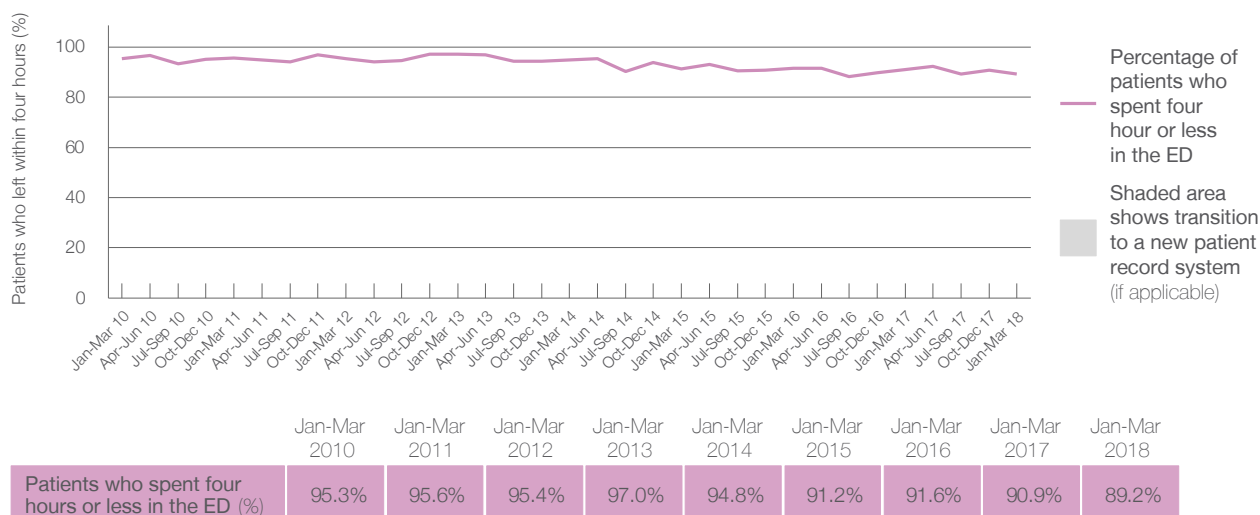
Presentations used to calculate time to leaving the ED: ⁶ 1,355 patients

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



Same period last year	Change since one year ago
1,405	-4%
1,405	-4%
90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



* 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).

Singleton Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 2,656 patients

Emergency presentations:² 2,595 patients

Same period last year	Change since one year ago
2,894	-8%
2,814	-8%

Singleton Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 195 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 671 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,462 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
190	
9 minutes	8 minutes
25 minutes	23 minutes
682	
27 minutes	20 minutes
80 minutes	65 minutes
1,749	
41 minutes	25 minutes
120 minutes	98 minutes
186	
33 minutes	22 minutes
106 minutes	97 minutes

Singleton Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 2,656 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
2,894	-8%
90%	

* 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.

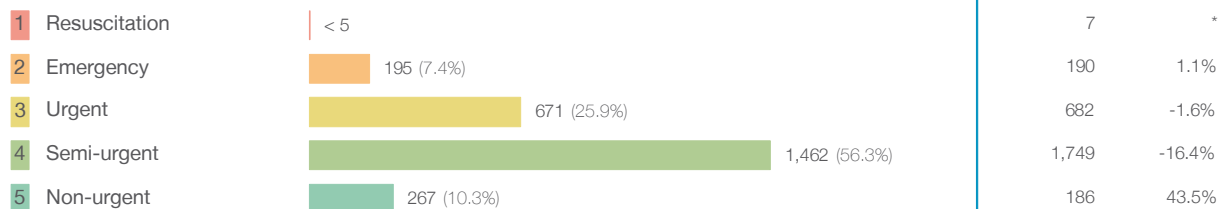
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Singleton Hospital: Patients presenting to the emergency department

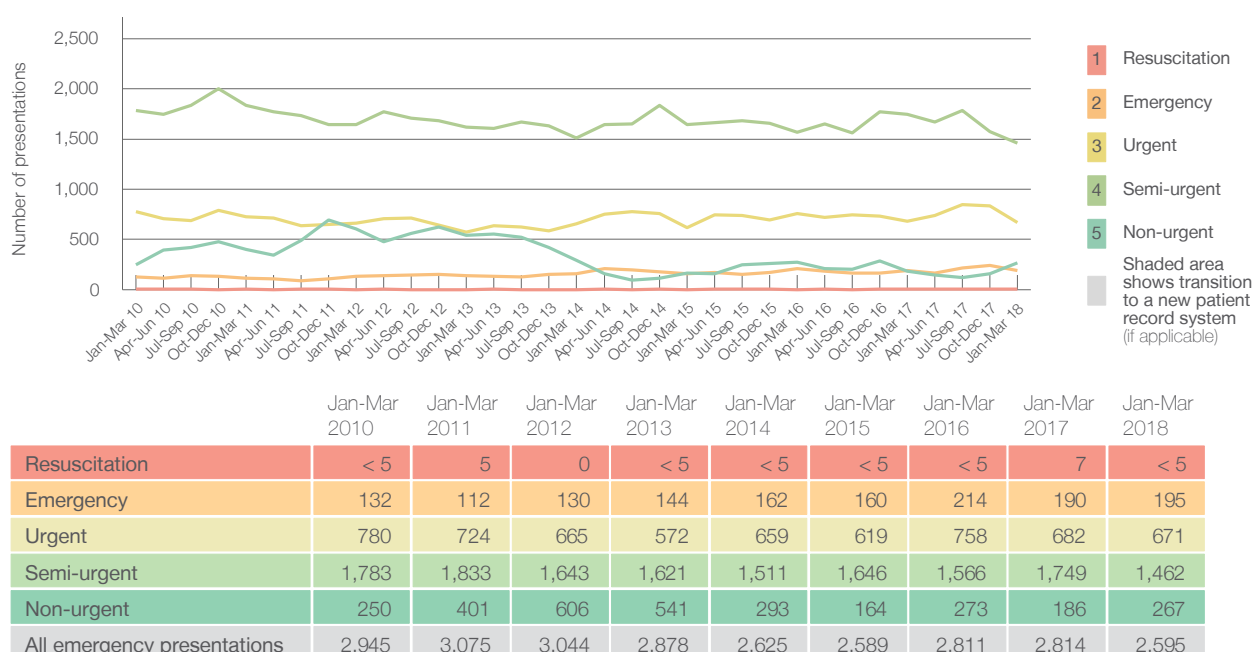
January to March 2018

All presentations:¹ 2,656 patients

Emergency presentations² by triage category: 2,595 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Singleton Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: [†] 271 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.

Singleton 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: 195

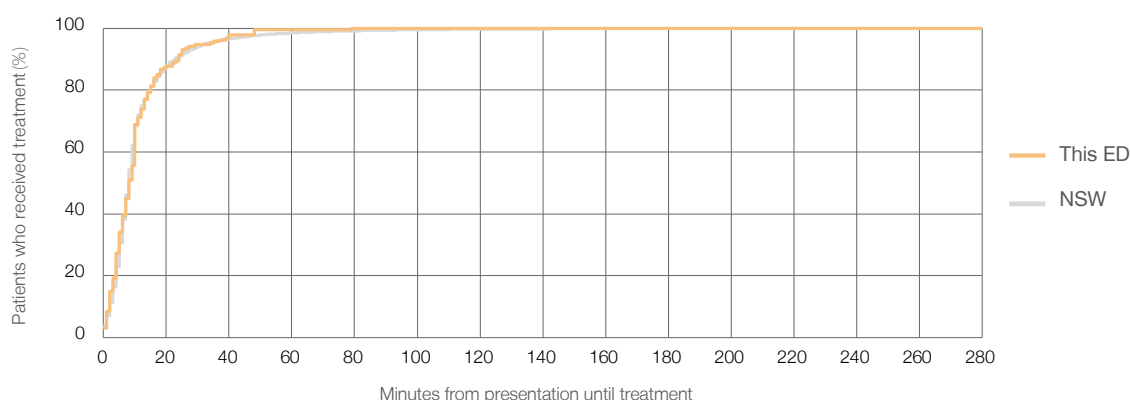
Number of triage 2 patients used to calculate waiting time:³ 187

Median time to start treatment⁴ 8 minutes

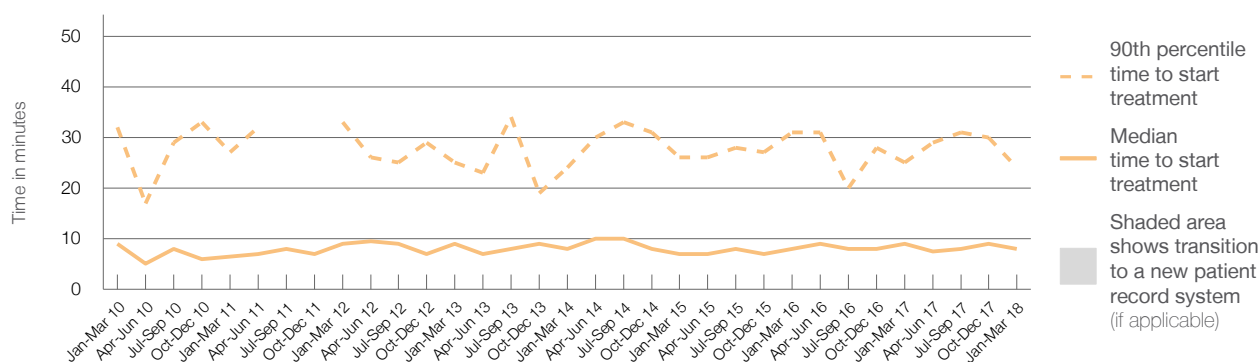
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
190	
183	
9 minutes	8 minutes
25 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^{†‡}



	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 ⁴ (minutes)	9	7	9	9	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	32	27	33	25	24	26	31	25	24

(†) 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.

Singleton 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: 671

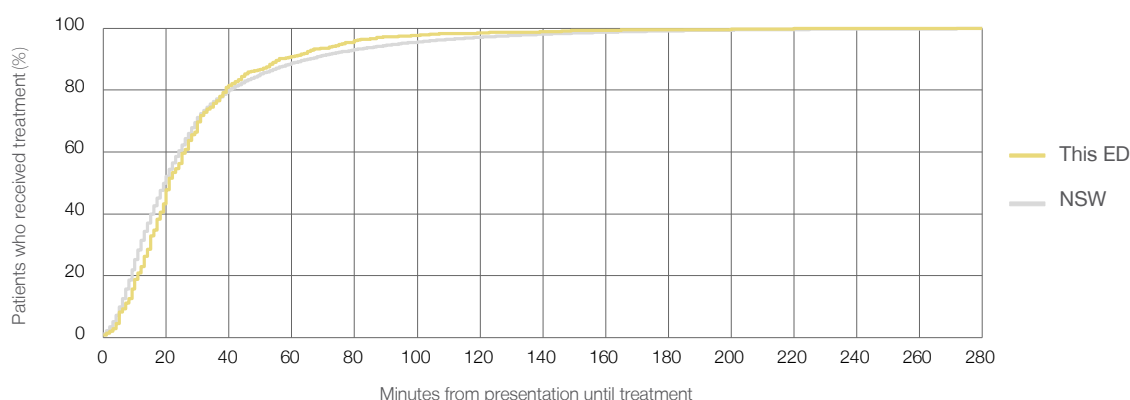
Number of triage 3 patients used to calculate waiting time:³ 657

Median time to start treatment⁴ 21 minutes

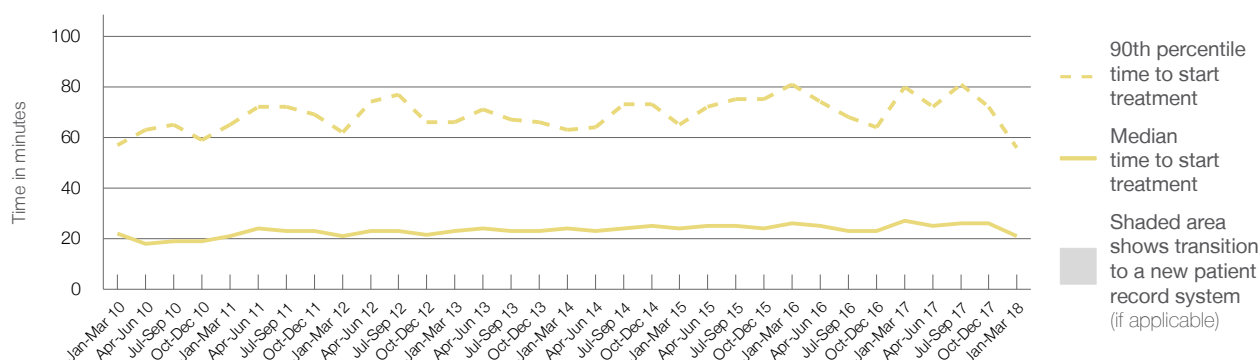
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
682	
661	
27 minutes	20 minutes
80 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^{†‡}



	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 ⁴ (minutes)	22	21	21	23	24	24	26	27	21
90th percentile time to start treatment ⁵ (minutes)	57	65	62	66	63	65	81	80	56

(†) 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.

Singleton 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: 1,462

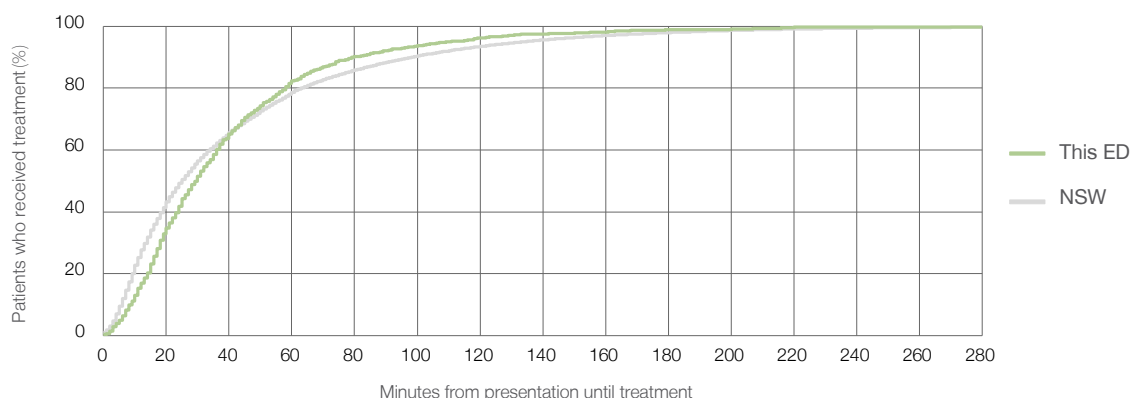
Number of triage 4 patients used to calculate waiting time: ³ 1,409

Median time to start treatment ⁴ 30 minutes

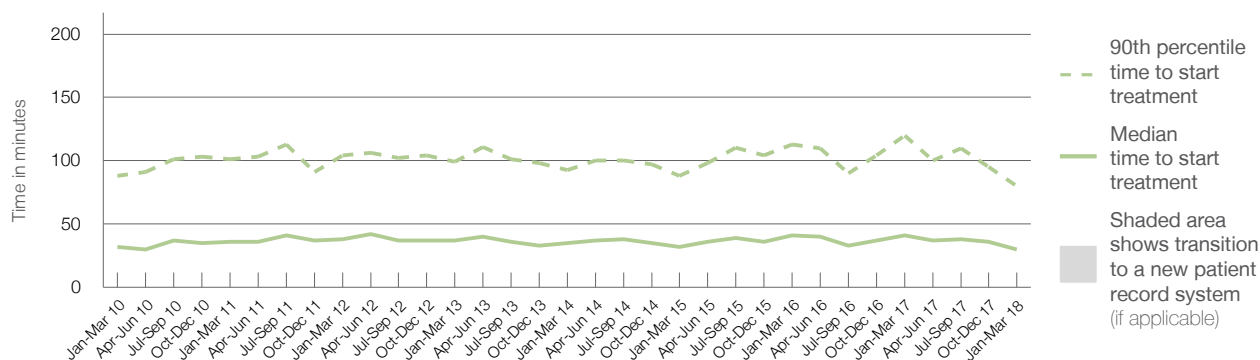
90th percentile time to start treatment ⁵ 80 minutes

Same period last year	NSW (this period)
1,749	
1,662	
41 minutes	25 minutes
120 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 ^{†‡}



	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 ⁴ (minutes)	32	36	38	37	35	32	41	41	30
90th percentile time to start treatment ⁵ (minutes)	88	101	104	99	93	88	113	120	80

(†) 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.

Singleton 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: 267

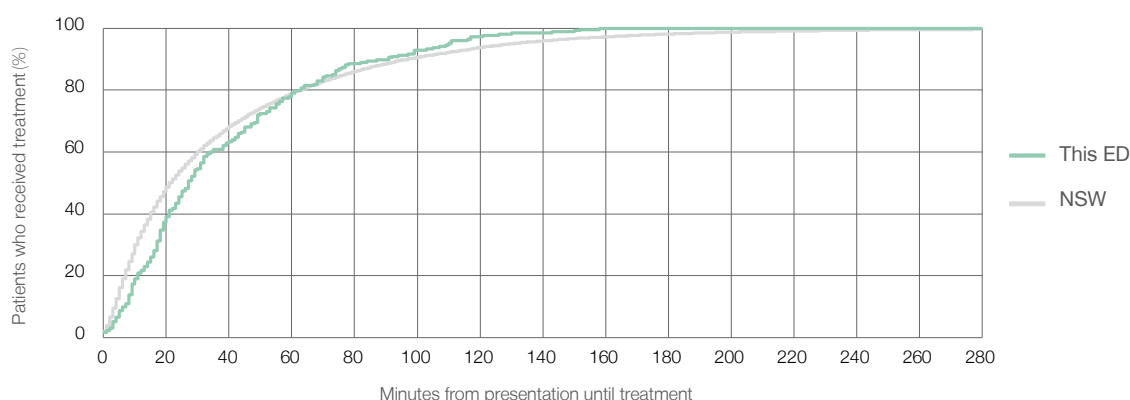
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 27 minutes

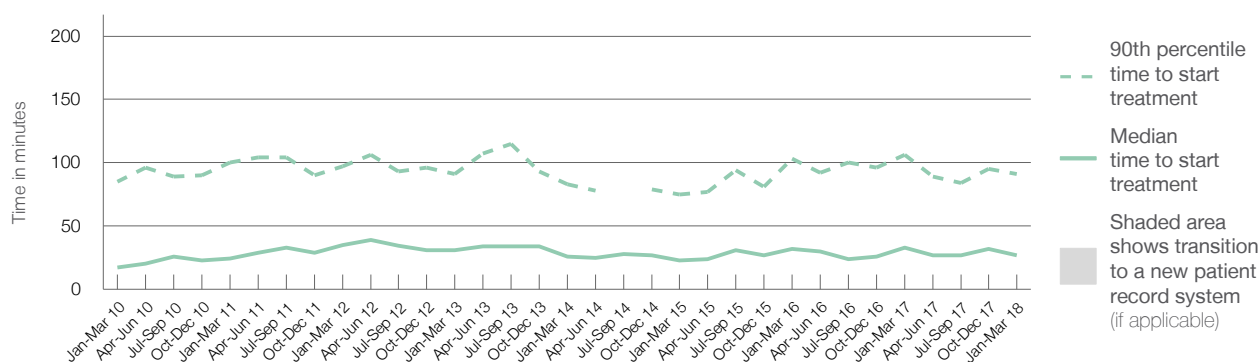
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
186	
168	
33 minutes	22 minutes
106 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^{†‡}



	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 ⁴ (minutes)	17	25	35	31	26	23	32	33	27
90th percentile time to start treatment ⁵ (minutes)	85	100	97	91	83	75	103	106	91

(†) 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.

Singleton Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 2,656 patients

Presentations used to calculate time to leaving the ED:⁶ 2,656 patients

Median time spent in the ED⁸

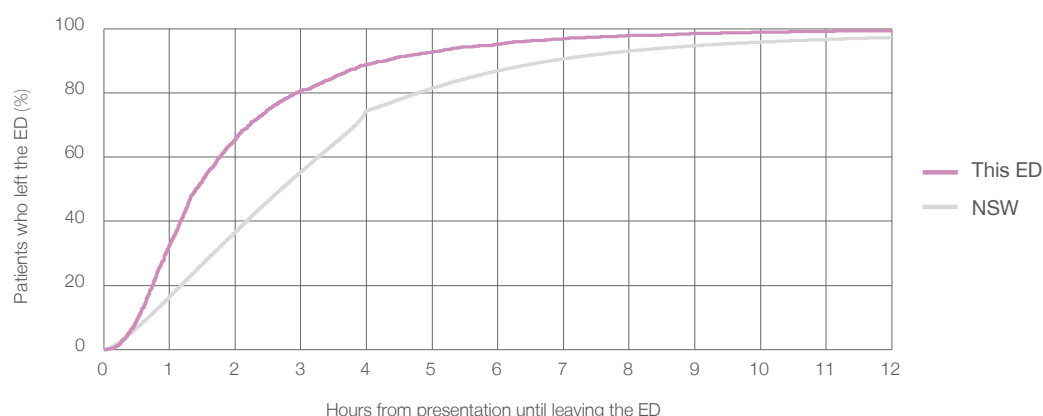
1 hours and 25 minutes

90th percentile time spent in the ED⁹

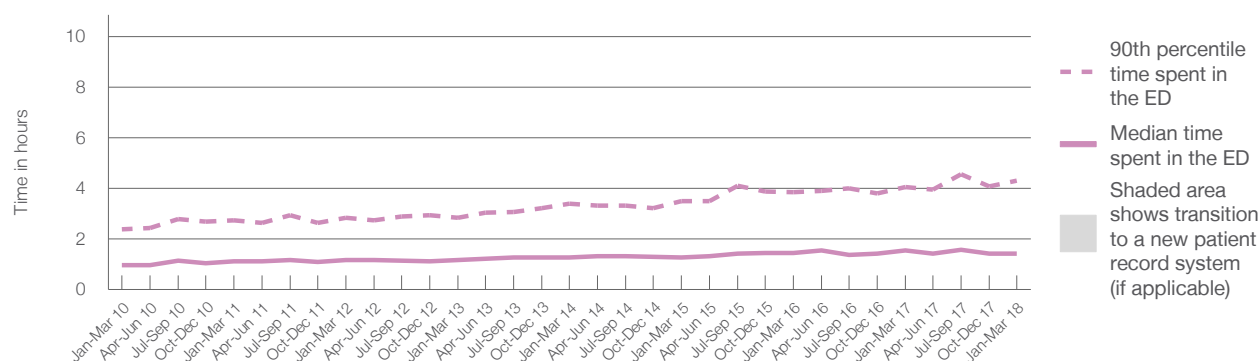
4 hours and 18 minutes

Same period last year	NSW (this period)
2,894	
2,894	
1 hours and 33 minutes	2 hours and 42 minutes
4 hours and 4 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^{†‡}



	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 ⁸ (hours, minutes)	0h 59m	1h 7m	1h 11m	1h 11m	1h 17m	1h 17m	1h 27m	1h 33m	1h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	2h 23m	2h 45m	2h 50m	2h 50m	3h 24m	3h 30m	3h 51m	4h 4m	4h 18m

(†) 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.

Singleton Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

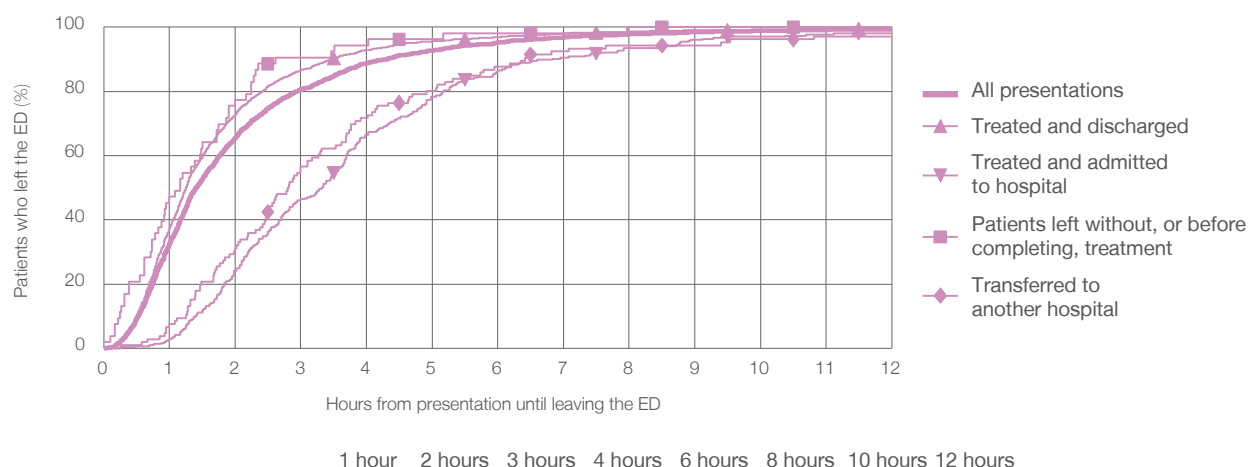
All presentations:[†] 2,656 patients

Presentations used to calculate time to leaving the ED:[‡] 2,656 patients

Treated and discharged	2,142 (80.6%)
Treated and admitted to hospital	306 (11.5%)
Patient left without, or before completing, treatment	53 (2.0%)
Transferred to another hospital	106 (4.0%)
Other	49 (1.8%)

Same period last year	Change since one year ago
2,894	-8%
2,366	-9.5%
289	5.9%
103	-48.5%
97	9.3%
39	25.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



Treated and discharged	37.5%	72.8%	86.6%	92.9%	96.9%	98.6%	99.2%	99.7%
Treated and admitted to hospital	2.9%	24.2%	46.4%	66.3%	86.6%	93.5%	97.1%	98.0%
Patient left without, or before completing, treatment	47.2%	77.4%	90.6%	94.3%	98.1%	100%	100%	100%
Transferred to another hospital	7.5%	31.1%	56.6%	71.7%	87.7%	94.3%	96.2%	97.2%
All presentations	32.8%	65.6%	80.7%	88.7%	95.2%	97.9%	98.8%	99.4%

(†) 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.

Singleton 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: ¹ 2,656 patients

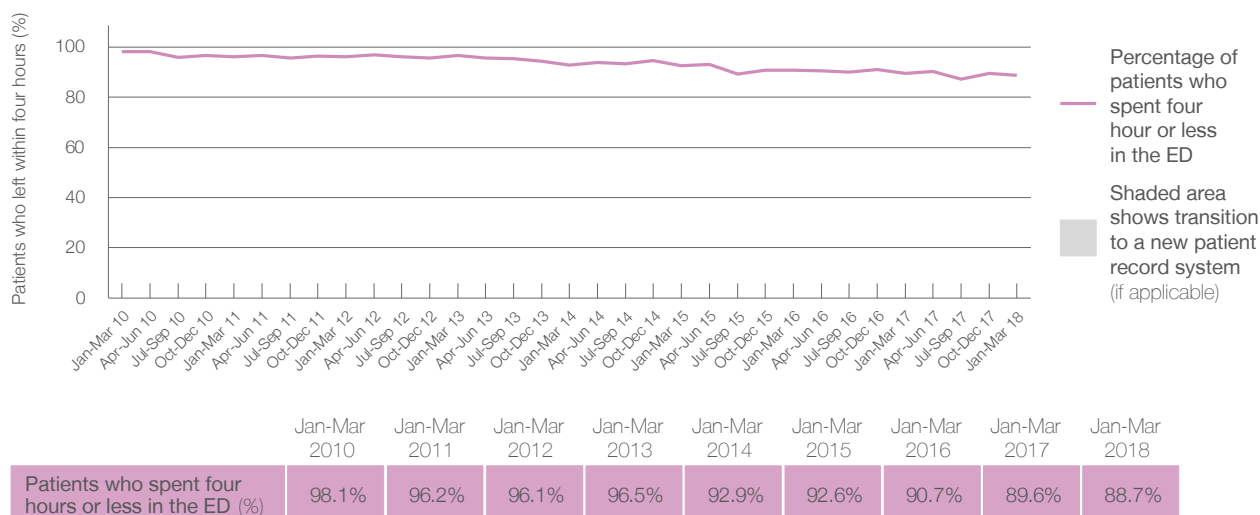
Presentations used to calculate time to leaving the ED: ⁶ 2,656 patients

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



Same period last year	Change since one year ago
2,894	-8%
2,894	-8%
89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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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 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).

Tamworth Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 10,898 patients

Emergency presentations:² 10,476 patients

Same period last year	Change since one year ago
11,787	-8%
11,167	-6%

Tamworth Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 907 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,608 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,337 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,580 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
944	
8 minutes	8 minutes
26 minutes	23 minutes
2,818	
23 minutes	20 minutes
77 minutes	65 minutes
5,285	
40 minutes	25 minutes
125 minutes	98 minutes
2,081	
49 minutes	22 minutes
135 minutes	97 minutes

Tamworth Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 10,898 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
11,787	-8%
75%	

* 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.

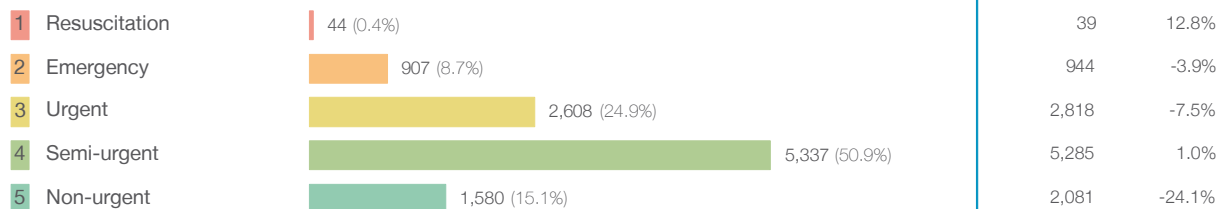
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Tamworth Hospital: Patients presenting to the emergency department

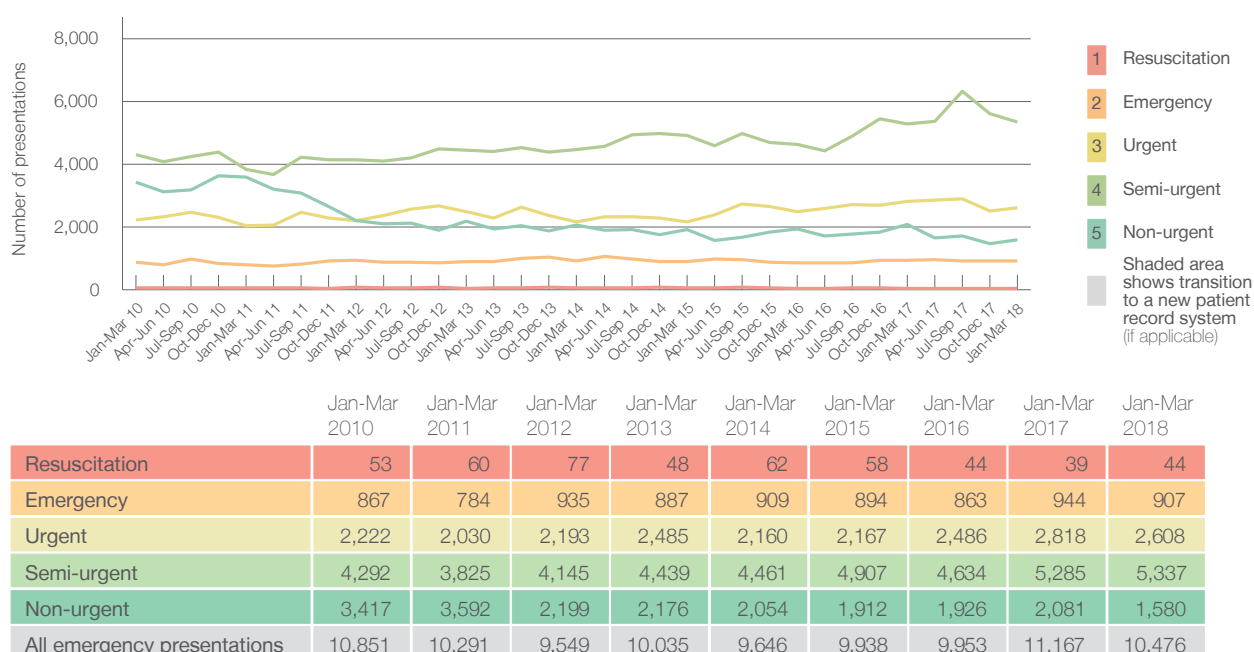
January to March 2018

All presentations:¹ 10,898 patients

Emergency presentations² by triage category: 10,476 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



Tamworth Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,690 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.

Tamworth 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: 907

Number of triage 2 patients used to calculate waiting time:³ 897

Median time to start treatment⁴

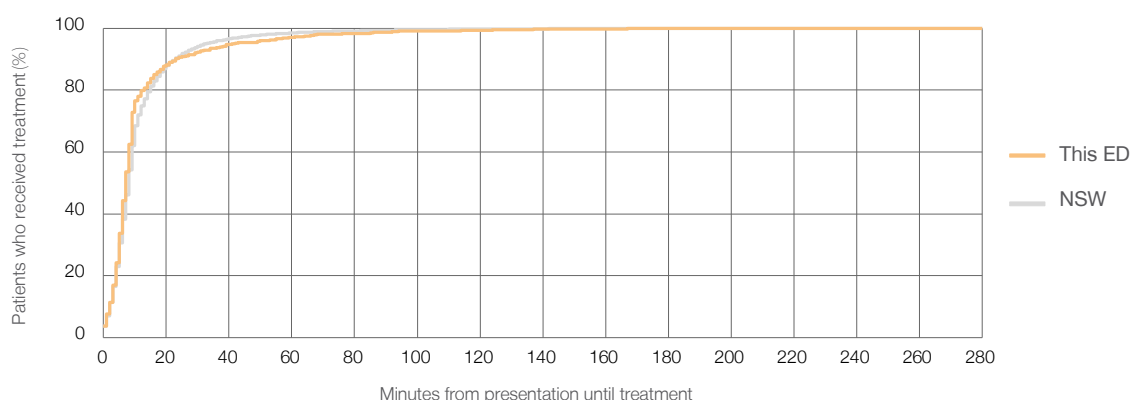
7 minutes

90th percentile time to start treatment⁵

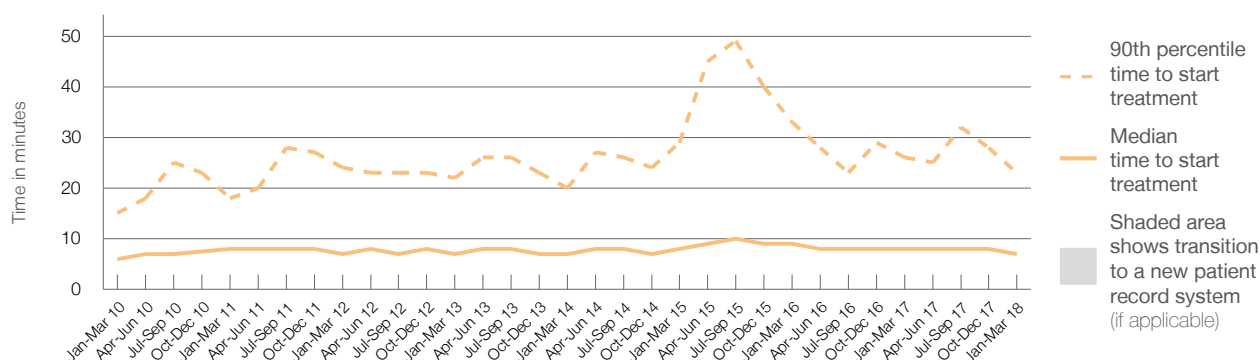
23 minutes

Same period last year	NSW (this period)
944	
939	
8 minutes	8 minutes
26 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^{†‡}



	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 ⁴ (minutes)	6	8	7	7	7	8	9	8	7
90th percentile time to start treatment ⁵ (minutes)	15	18	24	22	20	29	33	26	23

(†) 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.

Tamworth 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: 2,608

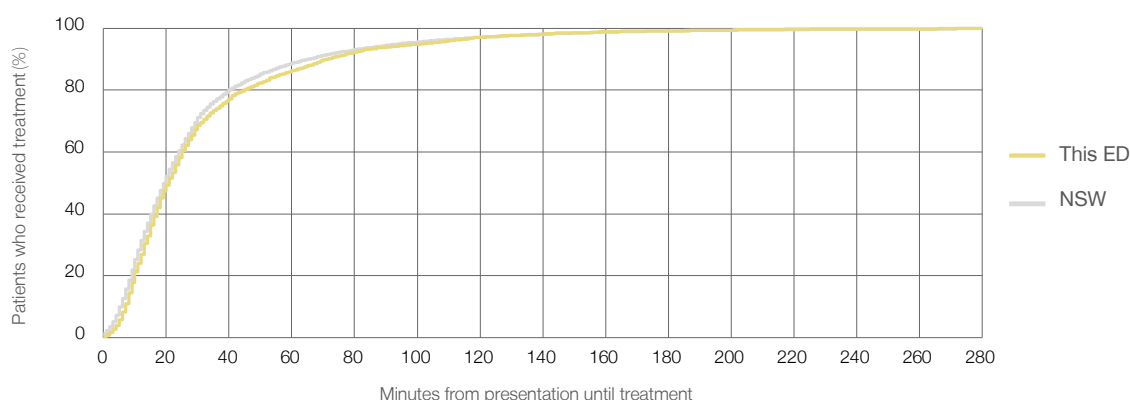
Number of triage 3 patients used to calculate waiting time:³ 2,560

Median time to start treatment⁴ 21 minutes

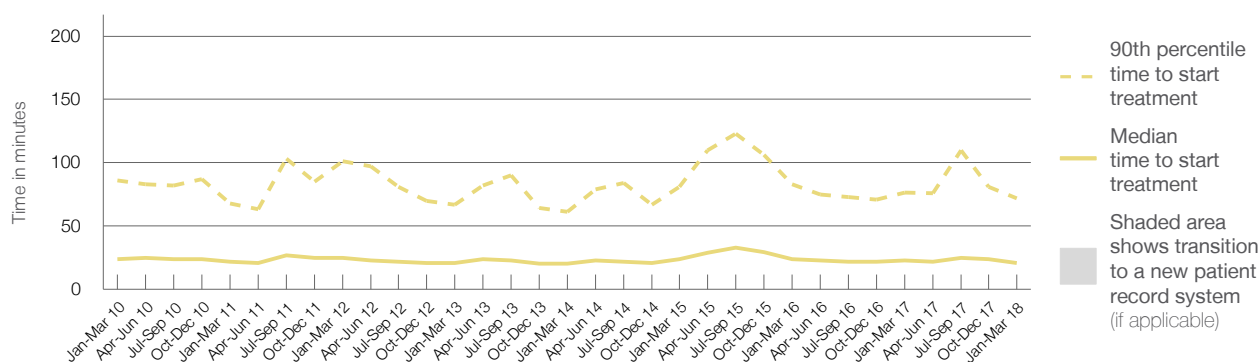
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
2,818	
2,760	
23 minutes	20 minutes
77 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^{†‡}



	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 ⁴ (minutes)	24	22	25	21	20	24	24	23	21
90th percentile time to start treatment ⁵ (minutes)	86	68	101	67	61	81	83	77	72

(†) 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.

Tamworth 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: 5,337

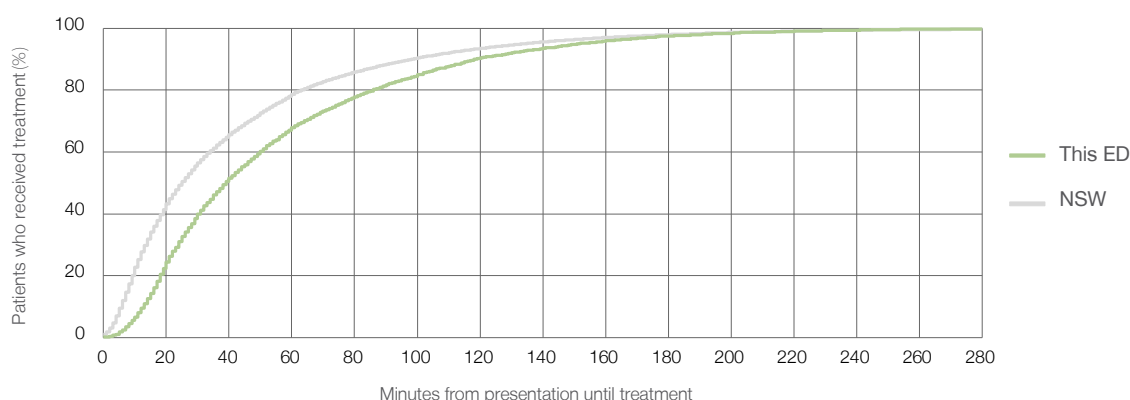
Number of triage 4 patients used to calculate waiting time: ³ 5,043

Median time to start treatment ⁴ 39 minutes

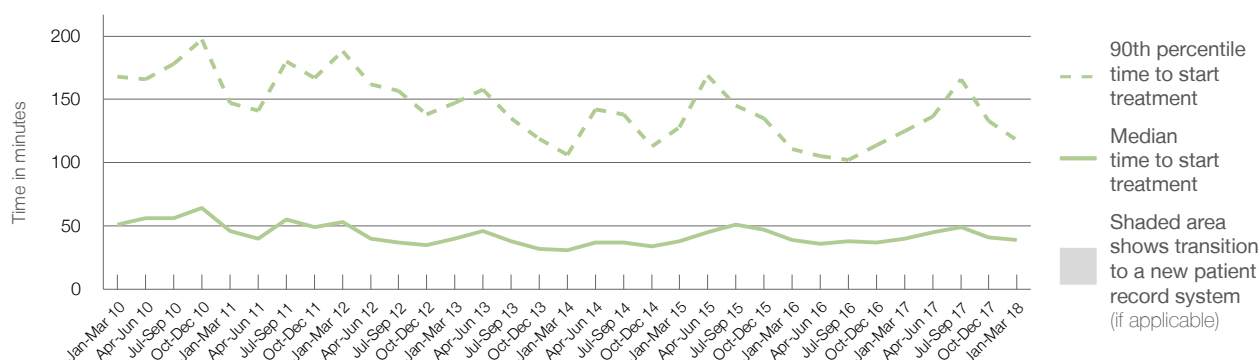
90th percentile time to start treatment ⁵ 118 minutes

Same period last year	NSW (this period)
5,285	
5,057	
40 minutes	25 minutes
125 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 ^{†‡}



	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 ⁴ (minutes)	51	46	53	40	31	38	39	40	39
90th percentile time to start treatment ⁵ (minutes)	168	147	188	147	106	128	111	125	118

(†) 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.

Tamworth 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: 1,580

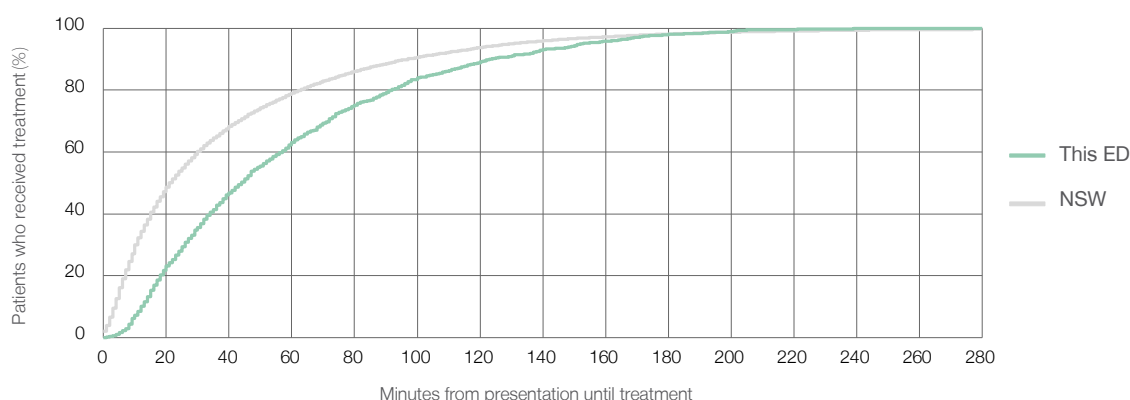
Number of triage 5 patients used to calculate waiting time: ³ 1,441

Median time to start treatment ⁴ 44 minutes

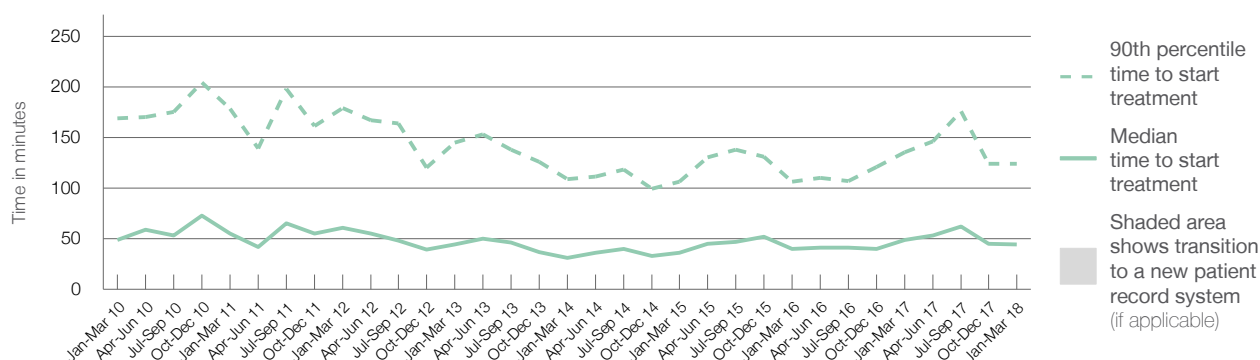
90th percentile time to start treatment ⁵ 124 minutes

Same period last year	NSW (this period)
2,081	1,942
49 minutes	22 minutes
135 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 ^{†‡}



	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 ⁴ (minutes)	49	55	61	44	31	36	40	49	44
90th percentile time to start treatment ⁵ (minutes)	169	178	179	145	109	106	107	135	124

(†) 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.

Tamworth Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 10,898 patients

Presentations used to calculate time to leaving the ED:⁶ 10,898 patients

Median time spent in the ED⁸

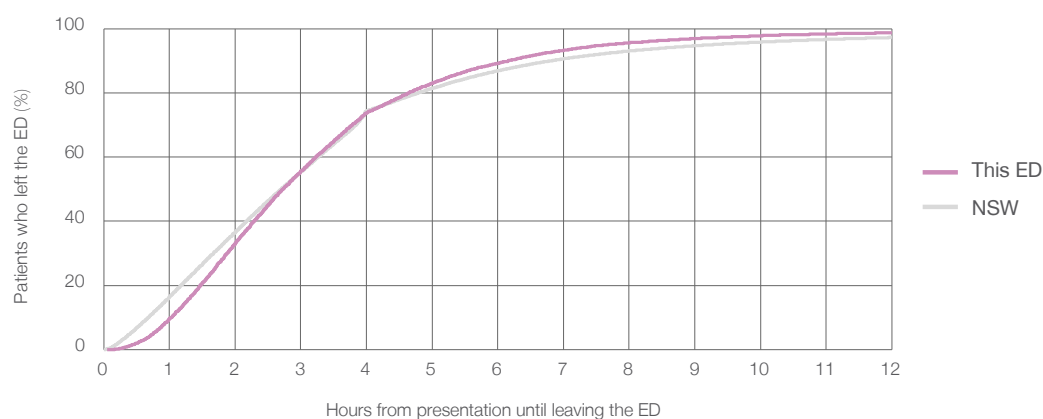
2 hours and 44 minutes

90th percentile time spent in the ED⁹

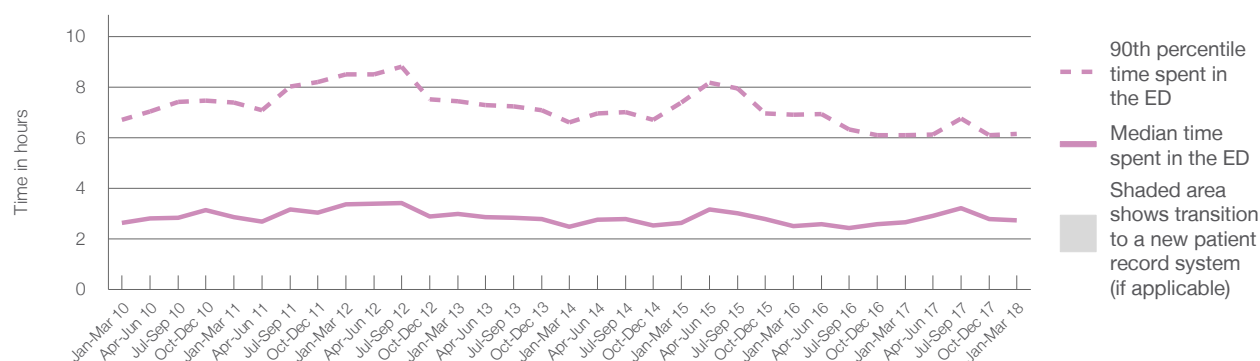
6 hours and 10 minutes

Same period last year	NSW (this period)
11,787	11,787
2 hours and 40 minutes	2 hours and 42 minutes
6 hours and 7 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^{†‡}



	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 ⁸ (hours, minutes)	2h 39m	2h 52m	3h 23m	2h 59m	2h 30m	2h 38m	2h 31m	2h 40m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 43m	7h 23m	8h 30m	7h 27m	6h 36m	7h 23m	6h 55m	6h 7m	6h 10m

(†) 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.

Tamworth Hospital: Time patients spent in the ED

By mode of separation

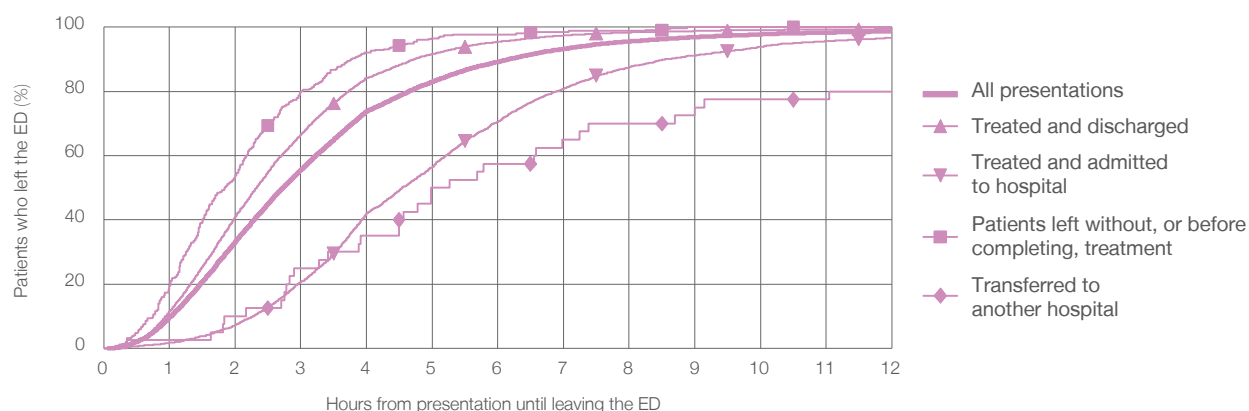
January to March 2018

All presentations:[†] 10,898 patients

Presentations used to calculate time to leaving the ED:[‡] 10,898 patients

		Same period last year	Change since one year ago
Treated and discharged	7,589 (69.6%)	11,787	-8%
Treated and admitted to hospital	2,721 (25.0%)	8,393	-9.6%
Patient left without, or before completing, treatment	353 (3.2%)	2,802	-2.9%
Transferred to another hospital	40 (0.4%)	474	-25.5%
Other	195 (1.8%)	34	17.6%
		84	132.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



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

Treated and discharged	11.5%	41.0%	66.6%	84.2%	95.5%	98.4%	99.1%	99.4%
Treated and admitted to hospital	1.7%	7.4%	20.6%	42.0%	70.5%	87.5%	93.9%	96.7%
Patient left without, or before completing, treatment	19.5%	53.8%	79.9%	92.1%	97.7%	98.9%	100%	100%
Transferred to another hospital	2.5%	10.0%	25.0%	35.0%	57.5%	70.0%	77.5%	80.0%
All presentations	9.7%	33.2%	55.6%	73.8%	89.2%	95.6%	97.8%	98.7%

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

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

Tamworth 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: ¹ 10,898 patients

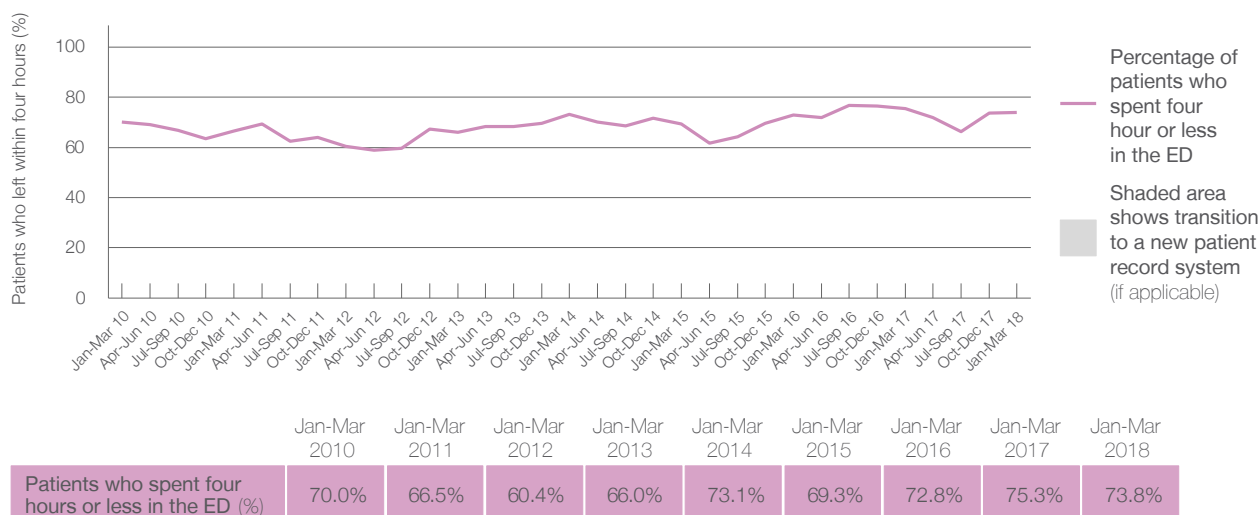
Presentations used to calculate time to leaving the ED: ⁶ 10,898 patients

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



Same period last year	Change since one year ago
11,787	-8%
11,787	-8%
75.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



* 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).